

Highlights from the Holy Cross Hospital Patient Experience Survey 2025

Each year, Holy Cross Hospital carries out a patient survey to understand patients' and families' experiences of our services. The information is used in addition to other mechanisms when reviewing the quality of our services.

The 2025 Patient Experience Survey returned, a 54.2% response rate, this was higher than the previous year. The responses reflect the proportion of respondents who rated their experience in the top two categories — “5: Always” and “4: Often.” With these scores having increased in 2025.

Overall Experience and Care

Kindness, courtesy, and respect remain a key strength, with 96% of respondents selecting the top two ratings. Patients consistently describe staff as kind and respectful.

Communication and involvement continue to score strongly. “Staff explain treatment or care in a way I understand” scored a 92%.

100% of respondents felt informed and involved in their medication management.

Teamwork across disciplines improved on 2024 scores. Feedback describes the teams as “amazing,” but one respondent felt that at times the rehabilitation provision was more of a medical model rather than a social model.

96% of respondents felt their concerns were addressed effectively.

100% of those who answered said they feel safe at Holy Cross Hospital.

Catering

Catering showed continuous improvement across all areas in catering.

Food quality ratings, variety and presentation scores were all positive. The service provided by the catering team is high at 96%, with only one lower rating. Comments describe catering and the catering team's offering as “exceptional,” “fresh and tasty,” and highlighted that “the team collaborate with next of kin and the MDT to ensure nutritional needs are met.”

Environment and Cleanliness

Cleanliness remains a consistent area with high scores. Patients rated their room and bathroom as “always” or “often” clean and tidy, with the only lower comment referring to tidiness rather than cleanliness.

The overall hospital environment achieved 100% in the top two categories — 96% “always” and 4% “often.”

One comment was the possibility of more storage in shared areas; this is an area the hospital teams are already reviewing.

Activities and Engagement

- Participation in activities has increased since last year. While feedback remains largely positive, satisfaction with the range of activities has dipped by 2%. Activities are described as enjoyable. Patients appreciate sessions such as baking, tasting, and live music. One respondent saying they had met some lovely people to talk to. Two respondents requested more sensory based options for patients.

Summary

Positive comments praised the friendly, person-centred approach, facilities, and staff dedication. One suggestion was to include additional tea-making facilities for visitors despite tea making facilities already being available at no cost in the restaurant area.

- Overall satisfaction is high, particularly around kindness, communication, teamwork, and cleanliness.
- Improvements are evident in medication information, catering, and responsiveness to call bells.
- Activities continue to show increased engagement but there were requests for greater variety, weekend provision.
- Environmental standards scored highly, with only minor feedback around corridor storage and lack of tea making facilities in ward areas.
- All respondents who answered confirmed they feel safe at Holy Cross.

In addition to day-to-day communication with patients and their families, the Holy Cross Hospital patient engagement team meet bimonthly with patients and their families. This ensures any additional comments or the outcome of patient and/or family suggestions can be shared and discussed.