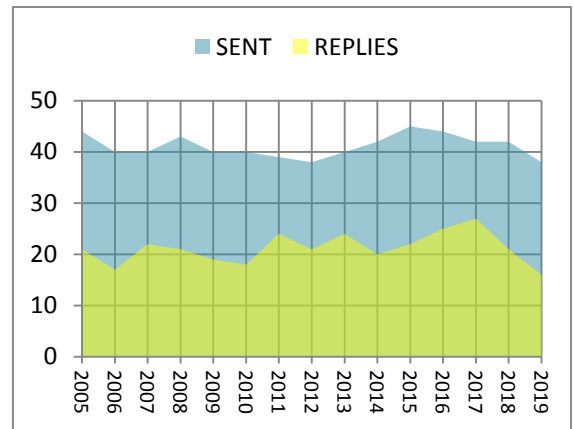


Holy Cross Hospital Report on Patient Survey 2019

1. Introduction

An annual patient survey is undertaken at Holy Cross Hospital to measure our levels of service as perceived by patients and their families. The information is used to assist us in continual improvement and as evidence of the quality and safety of the service that we provide. Questionnaires are mostly returned anonymously and therefore we are not able to follow up on specific concerns relating to individuals. However, whenever concerns are raised we will consider very carefully the need for action generally.

We have shortened the NHS standard survey that we adopted in 2011 to 2 sides of A4. The front page asks the core 14 questions about service provision; the back page is reserved for comments, category of respondent and preferred frequency of survey. For most questions we are able to view an 9-year trend. We highlighted those areas that the patients' representative may not have the information to answer.

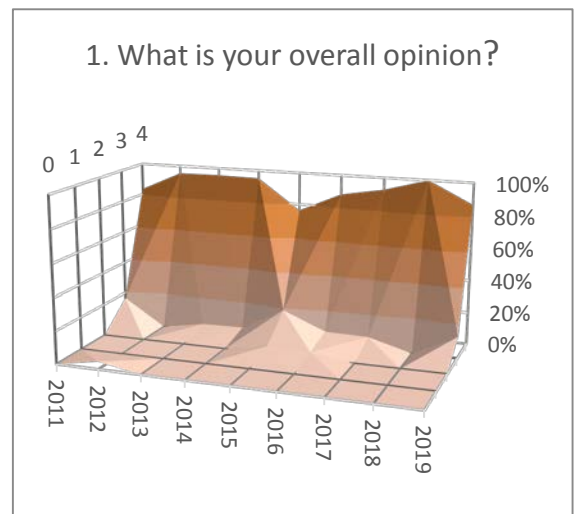


2. Results

Sixteen completed questionnaires were returned, representing a 42% response; this is well below average. Five of these (31%) were completed by resident patients and eleven (69%) by relatives. Many forms had a number of blanks; it is assumed the respondents felt not all questions were relevant to them.

2.1. Overall Opinion

Overall opinion of the Hospital remains high. This question was rated from 0 to 4 with all respondents rating the Hospital as 3 or 4, at the upper end of the scale, and 87% of respondents giving a maximum 4 rating.



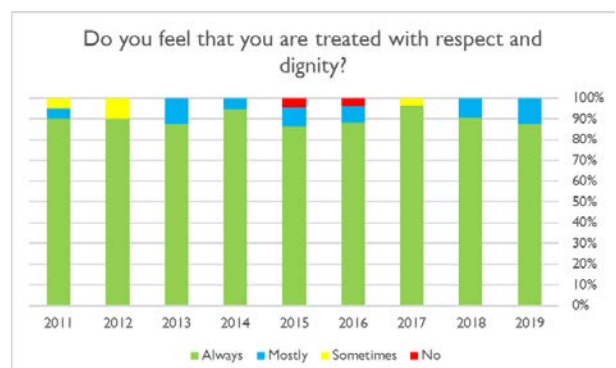
2.2. Care and Care Plan

All respondents always or mostly had trust and confidence in the staff looking after them, 93% of respondents always or mostly felt that all staff had a shared understanding of their needs. Asked whether they felt they were treated with respect and dignity, 88% of respondents selected "always"; the remainder answered "mostly".

75% of respondents answered that staff always explain the reasons for any treatment or care in a way that they can understand, and the other 25% answered "mostly". This is unchanged from last year.

71% of respondents always felt that care staff take time to listen to them and talk to them about any worries or fears, the other 29% answered "mostly" to this question.

All respondents knew who to contact if they are not satisfied with any aspect of care. All respondents would recommend a friend/family member to Holy Cross Hospital based on the care that they observed being provided.



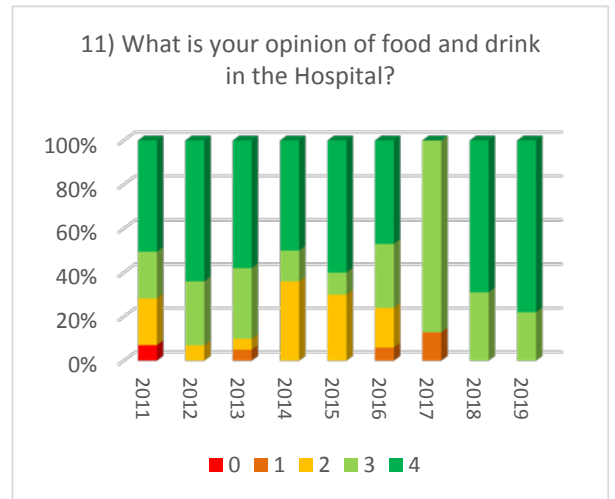
2.3. Catering and Housekeeping

Questions relating to catering were not answered by many respondents who did not consider them to be relevant. 78% of respondents rated food and drink with a maximum 4 rating; the remainder rated it with a 3 rating. This shows a significant improvement year-on-year for the past two years.

94% of respondents rated the housekeeping service with a 3 or 4 rating.

2.4. The Hospital and Social Activities

All respondents were satisfied with the range of social activities available to them, and all respondents declared they were satisfied with the quality and comfort of the Hospital. This is unchanged from last year.



2.5. Comments recorded in box at end of questionnaire

The last section of the questionnaire invited comments. The majority were very positive, illustrated by the following example:

- *Excellent care. Thank you very much to Holy Cross Hospital and its staff. Especially all the kind and compassionate and most professional nursing staff who go above and beyond to care for my [relative].*

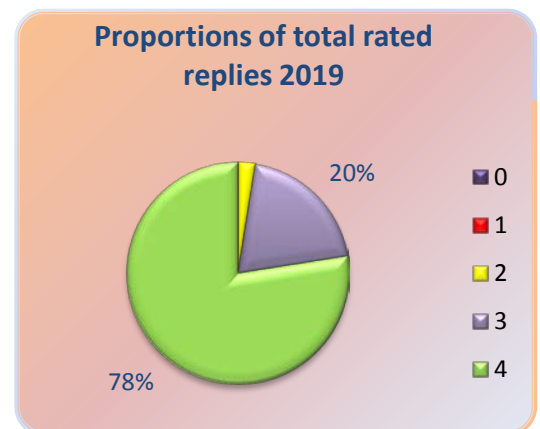
Further positive comments were received, but permission to share was not given. Comments regarding clinical care will be reviewed and action taken wherever we find opportunities to improve our services.

3. Summary and conclusions

Rated responses on the NHS survey are rated on a 5-point scale from 0 to 4. Since the survey is shorter this year, the total rated questions are reduced from 5 per questionnaire to 3 per questionnaire. The results are once very positive with all 39 of 40 rated responses scored at 3 or 4, at the top end of the scale, and no responses at the lower end of the scale.

The responses to the survey display a continued high regard for the capabilities of the nurses, therapists, housekeepers and kitchen staff. The results of the survey will be shared with the Advisory Committee, the Care Quality Commission and with staff and volunteers.

Thank you to all respondents for taking the time to complete the questionnaire. Your opinions are highly valued and help us to understand our quality of service and identify where we can make improvements.



Simon Burchell
Information Services Manager
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