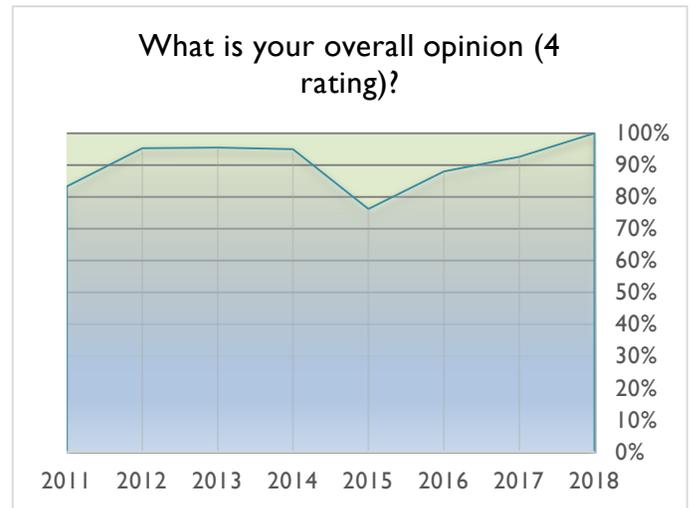


Holy Cross Hospital Report on Patient Survey 2018

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 8-year trend. Two questions, Q8¹ and Q10², appear for the first time this year. We highlighted those areas that the patients' representative may not have the information to answer.



2. Results

Twenty-one completed questionnaires were returned, representing a 50% response; this is slightly below average. Five of these (24%) were completed by resident patients, twelve (57%) by relatives, two (9.5%) by nominated representatives and two (9.5%) by others. Many forms had a number of blanks; it is assumed the respondents felt not all questions were relevant to them.

2.1. Overall Opinion

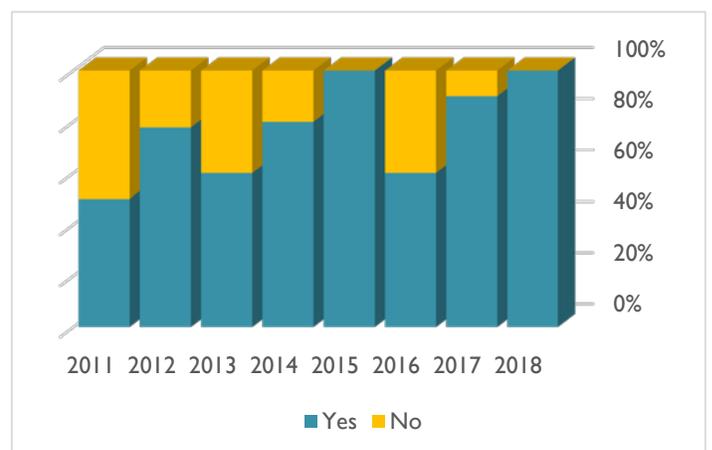
Overall opinion of the Hospital remains high. This question was rated from 0 to 4 with 100% of respondents rating the Hospital as 4, a 7% increase from last year.

2.2. Care and Care Plan

86% of respondents always or mostly had trust and confidence in the staff looking after them. 100% of respondents always or mostly felt that all staff had a shared understanding of their needs. 90% of respondents felt that they are always treated with respect and dignity, the other 10% feeling that they are mostly treated with respect and dignity.

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. Both of these questions were asked for the first time this year.

Do you receive help quickly when you press the call button?



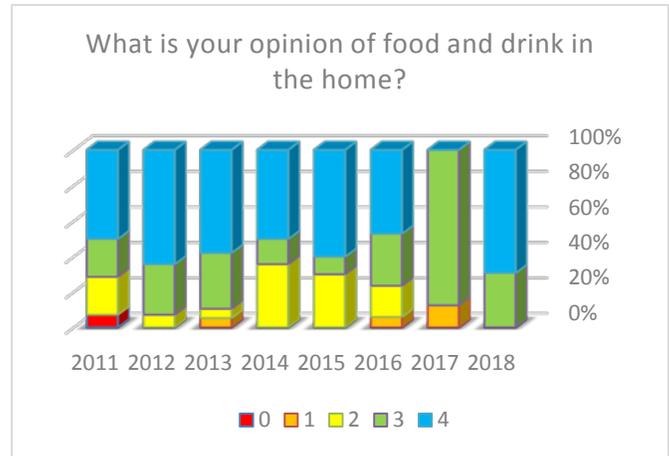
¹ Are you aware of who to contact if you are not satisfied with any aspect of your care?

² Would you recommend a friend/family member to Holy Cross Hospital based on the care that you 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. 69% of respondents rated food and drink with a maximum 4 rating; the remainder rated it with a 3 rating. This shows a significant improvement over last year.

All respondents rated the housekeeping service with a 3 or 4 rating, with an upward shift in scores from last year. 80% rated the service with the maximum 4 rating, up 6%.



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.

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 examples:

- *[We] have the utmost faith in and respect for the staff at Holy Cross - all departments including cleaning and the café! - and we could not hope that our [relative] could be in a better place. His visitors all comment favourably, and we totally agree with the recent CQC assessment of "outstanding". We owe you all the deepest thanks.*
- *I know [my relative] is well looked after, and I can talk to staff whenever I want to. I cannot think of a better place for him to be.*
- *Holy Cross continues to provide an excellent caring environment with dedicated extremely competent and thoughtful staff. It makes it easier for me to leave my [relative] in your care.*
- *Thank you to all staff at H.C. Your care and dedication to patients is exceptional. Appreciate very much taking care of [patient]. It has been a wonderful year doing outings with the activities team. Special thank you to [everyone] that make[s] this possible.*

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 52 rated responses scored at 3 or 4, at the top 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
May 2018

