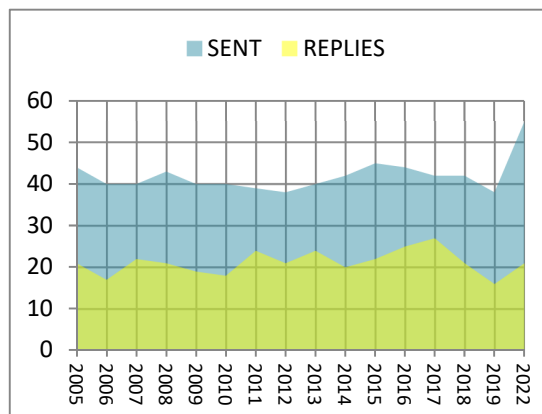


Holy Cross Hospital Report on Patient Survey 2022

1. Introduction

An annual patient survey is usually 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.

The survey was not conducted during 2020 or 2021, due to ongoing efforts to deal with the impact of the COVID-19 pandemic. 55 questionnaires were sent out and 21 responses were received. This is our lowest ever percentage response but an average absolute response.



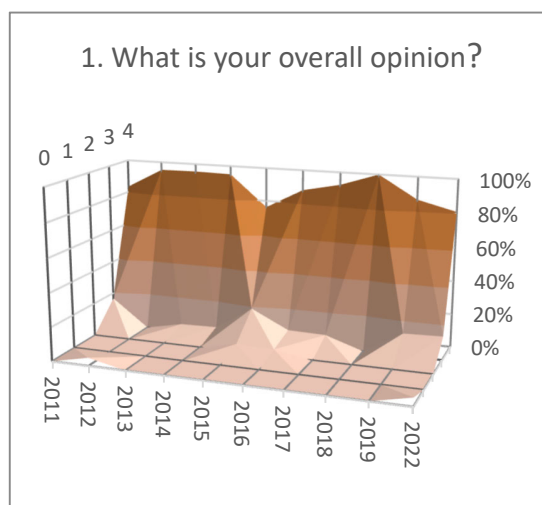
We have shortened the NHS standard survey that we adopted in 2011 to 2 sides of A4. We ask 15 core questions about service provision, and 3 questions specifically about the Hospital's COVID-19 pandemic response; additionally, we invite comments, and ask for the category of respondent and preferred frequency of survey. For many questions we are able to view a 10-year trend (plus 2 year lacuna). 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 38% response; this is well below average. Five of these (24%) were completed by resident patients and sixteen (76%) 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 and COVID response

Overall opinion of the Hospital remains high. This question was rated from 0 to 4 with 95% of respondents rating the Hospital as 3 or 4, at the upper end of the scale, and 81% of respondents giving a maximum 4 rating.



Opinions of the Hospital's response to the COVID-19 pandemic were generally positive, with 90% of respondents rating this question at 3 or 4, and the rest rating 2 in the middle of the scale. 95% of respondents rated communications during the pandemic at 3 or 4, and 95% felt that the Hospital had always or mostly kept them safe during the pandemic.

2.2. Care and Care Plan

95% of respondents always or mostly had trust and confidence in the staff looking after them, 90% 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, 95% of respondents selected "always" or "mostly".

90% of respondents answered that staff always or mostly explain the reasons for any treatment or care in a way that they can understand.

95% of respondents always or mostly felt that care staff take time to listen to them and talk to them about any worries or fears.

80% of respondents knew who to contact if they are not satisfied with any aspect of care. 95% of 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. 86% of respondents rated food and drink with a 3 or 4 rating, at the upper end of the scale.

95% of respondents rated the housekeeping service with a 3 or 4 rating.

2.4. The Hospital and Social Activities

71% of respondents were satisfied with the range of social activities available to them, a drop that is likely to be explained by COVID restrictions, and 95% of 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:

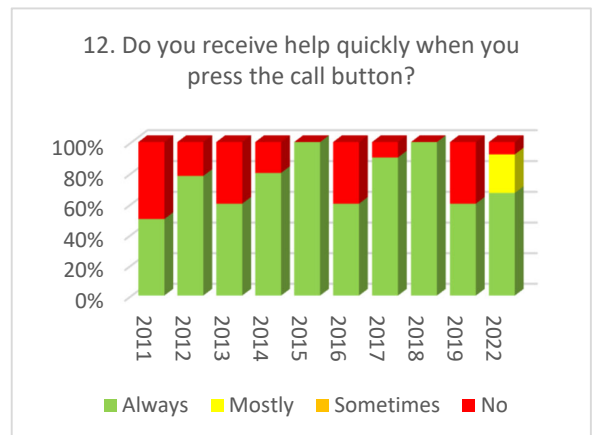
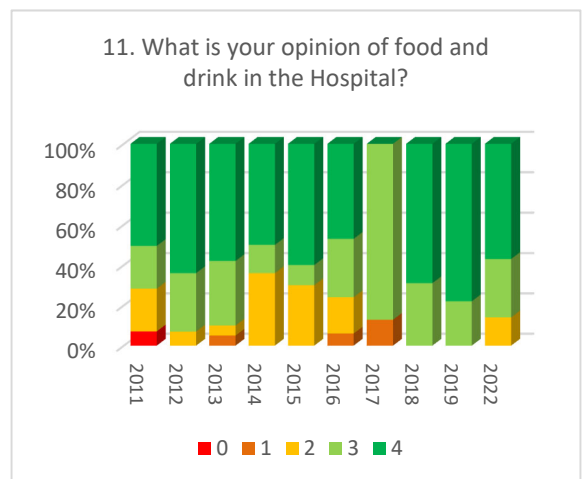
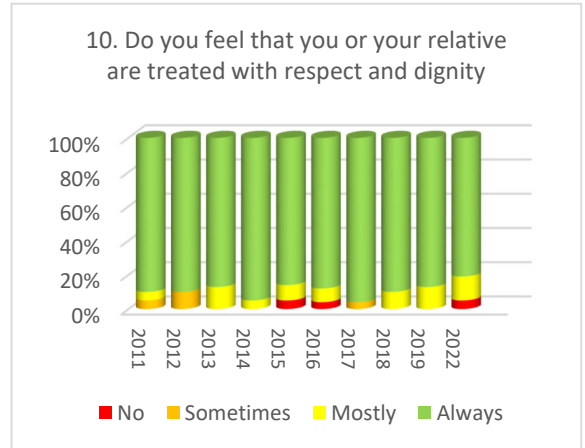
- *The nursing team & HCAs should be commended as those that we have encountered at Holy Cross have always been polite, a pleasure to speak to & always willing to try & help.*
- *The general atmosphere with the hospital is excellent. The staff are always so cheerful.*
- *I think that Holy Cross Hospital has performed extremely well during the pandemic under very trying conditions. They instigated a tight lockdown promptly and have continued to respond and adapt to changing circumstances despite difficult circumstances.*

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 survey are rated on a 5-point scale from 0 to 4. The results are generally positive with 111 of 119 rated responses scored at 3 or 4, at the top end of the scale, and just 2 responses at the lower end of the scale.

As we take steps to emerge from the COVID-19 pandemic that has dominated the last two years, the latest survey shows some (although not universal)



decline on previous surveys, likely due to the impact of the pandemic on staffing, access and activities. In spite of this, 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
February 2022

