

# ○ Frequent Feedback



WAVE TWO REPORT:  
NOVEMBER 2012 – FEBRUARY 2013

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# Picker Institute Europe

Picker Institute Europe is a not-for-profit organisation that makes patients' views count in healthcare. We:

- build and use evidence to champion the best possible patient-centred care
- work with patients, professionals and policy makers to strive continuously for the highest standards of patient experience.

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## CONTENTS

Background	4
Executive Summary	6
Findings	8
Friends and Family Test	26
Appendix A: Questionnaires	27
Appendix B: Volunteer comments	42
Appendix C: Full frequency tables	43
Appendix D: Action Plans	78

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## Background

In early 2012 Rowcroft Hospice commissioned the Picker Institute to conduct a patient experience feedback programme at the hospice over the course of a year. As part of the programme, volunteers interviewed patients and their friends and family on site using hand-held PC tablets and paper questionnaires were given to patients receiving care in the community.

The aim of the programme was to gather two waves of feedback from patients, friends and relatives on their experiences of the hospice and the services it offers to inform part of the hospice's wider strategy for engaging patients and their families in making improvements to the quality of care.

The surveys were designed to monitor progress across the year and have allowed the hospice to largely compare results from Wave Two with Wave One.

The surveys covered four aspects of care at the hospice:

- Hospice inpatients on-site
- Hospice outpatients on-site
- Friends and relatives of hospice patients on-site
- Patients using the hospices community services in their home

Copies of the questionnaires can be found in Appendix A.

The programme of patient and visitor feedback was launched on 28<sup>th</sup> February 2012. The Picker Institute conducted a training session with hospice volunteers who were primarily responsible for data collection. The aim of the session was to ensure volunteers were comfortable with using an electronic device to gather patient feedback effectively. Wave One of patient and relative / friend feedback then ran from March 2012 to May 2012.

Staff from the hospice used results from Wave One of feedback to identify areas for improvement and implemented actions in order to improve the patient and friend / relative experience. Details of these action plans can be found in Appendix E. Wave Two then ran from November 2012 to February 2013.

The report discusses results from both waves of feedback and includes data tables, charts, narrative descriptions, and interpretations where appropriate.

In total, 166 interviews were completed with patients and their friends and relatives across the four surveys in Wave Two. In comparison, 156 were completed in Wave One. Please see the figure below for the breakdown.

**Figure 1: Number of interviews by survey**

Survey	Wave One: Mar 2012– May 2012	Wave Two: Nov 2012– Feb 2013
Inpatients survey	34	44
Outpatients survey	52	48
Community survey	42	42
Relatives and Friends survey	28	32
<b>TOTAL</b>	<b>156</b>	<b>166</b>

**Please note:** For three out of the four surveys, hand-held electronic devices were used by volunteers to interview patients and the public at the point of care. For point of care surveys, it should be noted that some degree of caution needs to be employed as there may be a positivity bias. For example, some patients may be reluctant to answer questions honestly if they feel a negative answer may impact on the quality of their care.

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## Executive Summary

This report analyses results from the 166 interviews conducted in Wave Two (November 2012 to February 2013) of interviewing at Rowcroft Hospice and compares them to results from the 156 interviews collected in Wave One (March to May 2012).

In both waves of interviewing and across all of the surveys, **results were very positive**, indicating a **high standard of care** from the perspective of both patients and visitors. The outpatient and community team action plans, drawn up after Wave One, have seen some degree of success, with improvements seen on a few measures:

**Outpatients** – A higher proportion of patients ‘strongly’ agreed that the reception facilities met their needs in Wave Two than Wave One; more patients found the outpatient centre ‘very easy’ to find; and more found the parking ‘very easy’.

**Community service patients** – More patients were told how contact would be made with the Community Team in Wave Two; a higher proportion of patients ‘always’ received answers they could understand when they had questions; more patients were ‘definitely’ involved in decisions about their care.

Despite no planned improvements being implemented by the inpatient unit team, there were improvements seen in both of their surveys:

**Inpatients** – A higher proportion of patients rated the food as ‘very good’ or ‘good’ in Wave Two; all patients were ‘always’ offered a choice of food.

**Relatives and friends** – In Wave Two a higher proportion of respondents were ‘always’ made to feel welcome by reception staff; more respondents felt they ‘always’ had privacy with loved ones and there was ‘always’ somewhere private to go; a higher proportion of patients were ‘definitely’ informed as much as they wanted to be about decisions regarding the care of their loved one; more respondents ‘definitely’ had the opportunity to talk to a member of staff; a higher proportion of respondents ‘strongly agreed’ their friend or relative had confidence in staff.

However, there are some areas to consider for improvement or further exploration arising from the surveys. These include: giving patients opportunities to discuss their concerns (inpatients), involving patients in decisions (inpatients), noise on wards both during the day and at night (inpatients), helping address important issues patients may have (community team), support with patients’ concerns (community team), and giving patients opportunities to discuss their concerns (community team).

Despite improvements seen in relation to patients finding their way to the outpatient centre more easily and finding parking spaces, the hospice may still wish to review these areas and consider them for future improvement.

## Explanation of results

The surveys used some filter questions to ensure only relevant questions were asked of patients. For example, patients who said that they had not had any food were not asked subsequent questions about food at the hospice.

Responses have been removed from the tables where a patient answered “Don’t know” or did not give an answer. Percentages shown in the tables and charts therefore are from a base of respondents for whom the question was relevant and where they gave an answer.

As a result, in some cases results are displayed for fewer respondents than the total number of interviews conducted.

In the figures, where a question has a base size of lower than 20, the result will be underlined.

In the figures, where a question has a base size of lower than 10, the result will be displayed in brackets and will be underlined.

For the full frequency tables for each survey, please refer to Appendix D.

## Findings

### Inpatient survey: Hand-held devices

The inpatient survey was designed to capture the experience of patients who stayed on the hospice's inpatient wards.

Members of the hospice volunteer network used the hand-held PC tablet loaded with the survey to interview patients and recorded their answers electronically.

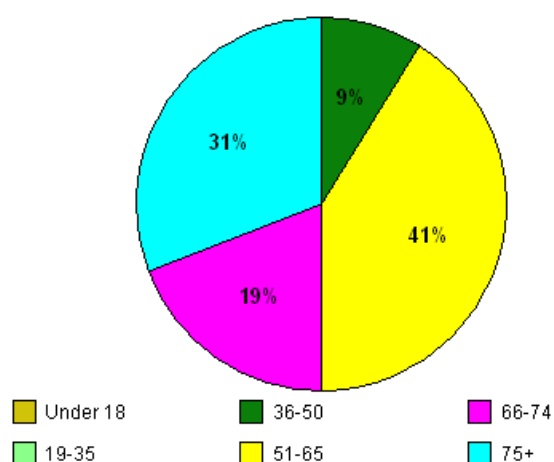
Forty-four interviews were conducted with inpatients at the hospice between 3<sup>rd</sup> November 2012 and 25<sup>th</sup> February 2013 on the following wards: Beech, Hawthorn, Maple, Mulberry, Rowan, and Willow. For a breakdown of the numbers of interviews conducted on each ward, please refer to the frequency tables in Appendix D.

In comparison, in Wave One 34 inpatients were interviewed.

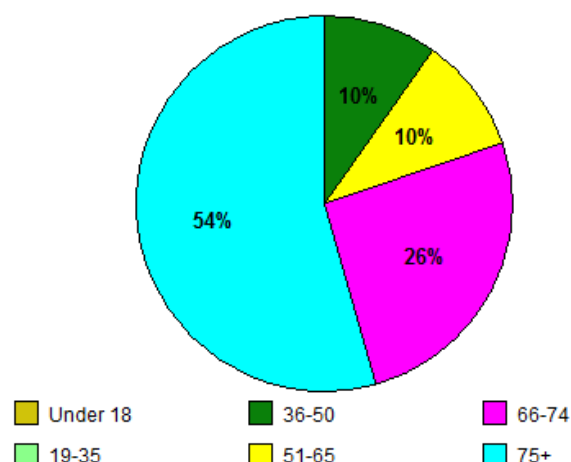
Forty per cent of the respondents were male and 60% female. One fifth (20%) of the patients were aged under 65. Twenty-six per cent were aged between 66 and 74. Over half (54%) of respondents were over the age of 75.

When comparing results to the previous wave of feedback, one should bear in mind the differences in the demographic profile of the respondents. In Wave One a higher proportion of male patients were interviewed (47%) and a lower proportion were over the age of 75 years (31%). Please see Figures 2 and 3 for more details.

**Figure 2: Age of respondents - Wave One**



**Figure 3: Age of respondents - Wave Two**





On the whole, inpatients rated their **standard of care highly** and reported a **positive experience** overall.

Figure 4: Inpatient survey results (Wave One n=34; Wave Two n=44)

Measure	Wave One (Mar 2012 - Jun 2012)	Wave Two (Nov 2012 - Feb 2013)
Patients finding the ward staff <b>always</b> helpful	97%	98%
Ward staff <b>always</b> respecting patients privacy	97%	95%
Patients <b>definitely</b> given enough opportunity to discuss things with members of staff	90%	87%
Patients <b>definitely</b> being involved as much as they want to be in decisions about their care and treatment	79%	80%
Patients reporting that the ward was <b>not too</b> noisy	67%	70%
Patients rating the ward as <b>very clean</b>	100%	98%
Patients rating the food as <b>very good</b> or <b>good</b>	90%	100%
Patients <b>always</b> being offered a choice of food	97%	100%
Patients <b>always</b> being given enough help to eat meals	<u>(100%)</u>	91%
Patients <b>strongly agreeing</b> or <b>agreeing</b> with the statement "I have confidence and trust in the staff on the inpatient ward at Rowcroft"	100%	96%
Patients rating their care as <b>excellent</b> or <b>very good</b>	100%	95%
Patients <b>extremely likely</b> or <b>likely</b> to recommend the hospice to family and friends if they needed similar care or treatment <sup>1</sup>	-	100%

<sup>1</sup> Please note that this question was not asked in Wave One.

There has been an improvement seen in relation to patients' rating of the hospice food, with 10% more patients rating the food as **very good** or **good** in Wave Two in comparison to Wave One. In addition, all patients this wave said they were 'always' given a choice of food.

The hospice may wish to consider **giving patients more opportunity to discuss things** with members of staff as an area for improvement. In Wave Two 13% of patients felt they were not 'definitely' given enough opportunity, a 3% increase from Wave One.

The following areas should continue to be considered for **improvement**:

- **Involving patients more in decisions** about care and treatment. In Wave Two, sixteen per cent (n=7) felt that they were only involved 'to some extent' and 5% not

at all. No patients felt they were not involved in Wave One and 21% said 'to some extent'.

- **Reducing noise on the ward.** Thirty per cent said the ward was 'sometimes' too noisy in Wave Two. Four of these patients said that it was too noisy during the day, five at night time, and the remaining four said it was both during the day and at night.

In regards to the source of the noise, 3 identified 'staff' as the cause, seven 'other patients' and five patients gave comments about the noise:

- "General talking between nurses and patients or relatives. It has to be done but can be a nuisance you are trying to nod off."
- "Visitors; but only when really ill."
- "Staff and patients."
- "Other patient's visitors."
- "Mostly when we are all getting ready for bed."

### Patient comments

Patients were asked the question: "Is there anything else you would like to add about the hospice food?"

Comments left by patients in Wave Two about the food are listed below.

- "They will always put themselves out to make me food I fancy even if it is not on the menu."
- "Apart from the pancakes it has been very good."
- "The variation is very good but it doesn't always suit me."
- "The choice is there and the standard of cooking is high."
- "I enjoy it. Lovely choices."
- "Due to lack of appetite I haven't been able to appreciate the food."
- "It cannot be faulted in any way."
- "Mashed potato not very good. Would like boiled potatoes."
- "Good choice. Fresh fruit and vegetables."
- "Fresh food at all times."
- "There is always something to serve everybody."
- "Sometimes it could be a little hotter."
- "The food is always very good."
- "The food is excellent it is like a five star hotel in here."
- "No just that it is very good."
- "They do a pretty good standard of food to be honest with you."
- "Always plenty of choice."

At the end of the survey patients were asked the following question: "Please provide any additional comments about your experience as a patient at this hospice".

Comments left by patients in Wave Two are listed below.

- "Rowcroft is a lovely place to be. They make you feel welcome as soon as you get here they make you feel very relaxed .When you are dying you do not need any pressure they take that away from you. They are all so nice it is wonderful."
- "It is just a pity that more people are not aware of the excellent service provided."
- "I have never met anything better."
- "I am overwhelmed at how high the standard of everything is from the nursing care to basic requirements. A very happy atmosphere which aids recovery."
- "I was scared to come but I am so pleased I came."
- "During time in the hospice; 4 days; I have been very satisfied."
- "Everything is wonderful to help you get well."
- "Not very good space in which to smoke."
- "First time here and it's wonderful. Thank you to all the staff."
- "Could not be in a better place."
- "I can't fault it."
- "I was extremely frightened when I first came in as I thought I was going to die. However; I have no fear and recommend Rowcoft to anyone."
- "I am just amazed I have never been anywhere like this."
- "I cannot praise it enough it is a wonderful place."
- "It is very good here."
- "They do a fantastic job."
- "There is nothing here you can improve on it is wonderful. I didn't know such places existed."
- "Just happy that the place is here and it excels all my views of this type of hospital."
- "This is the most wonderful place to be."
- "Would have liked more privacy."
- "What a wonderful place this is."
- "More information than I want - happy for them to get on with it."
- "I was surprised and so happy that they brought my husband to have dinner for me - I hadn't seen him for quite a few weeks. He had a carer with him and I knew her which was lovely. It's our 61st wedding anniversary in January."

## Outpatient survey: Hand-held devices

The outpatient survey was designed to capture the experience of patients who came to the outpatient department at Rowcroft Hospice.

Members of the hospice volunteer network and paid receptionist used the hand-held PC tablet loaded with the survey to interview patients as they left the outpatient department and recorded their answers electronically.

Forty-seven interviews were conducted with outpatients at the hospice between 6<sup>th</sup> November 2012 and 26<sup>th</sup> February 2013. Over three quarters of these patients (79%) said that the main service they came to the department for was the Lymphoedema clinic. Five per cent (n=2) said they came for Physiotherapy, 9% (n=4) for Complementary Therapy and 7% (n=3) Bereavement.

In comparison, in Wave One 52 patients were interviewed and 94% said the main service they came for was the Lymphoedema clinic.

Seventy-eight per cent of the interviewees were female. Most of the respondents were predominantly over the age of 50 years (83%), with two thirds (37%) in the age group 66-74 years, 22% aged 51-65 years, and 24% over the age of 75.

When comparing results to the previous wave of feedback, one should bear in mind the differences in the demographic profile of the respondents. In Wave One a similar proportion of female patients were interviewed (76%) and a lower proportion were over the age of 75 years (16%). Please see Figures 5 and 6 for more details.

Figure 5: Age of respondents - Wave One

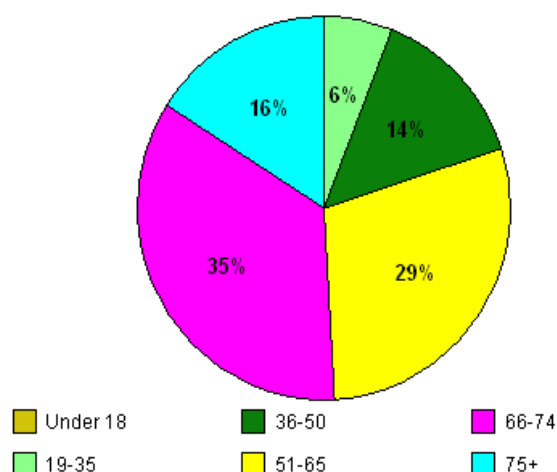
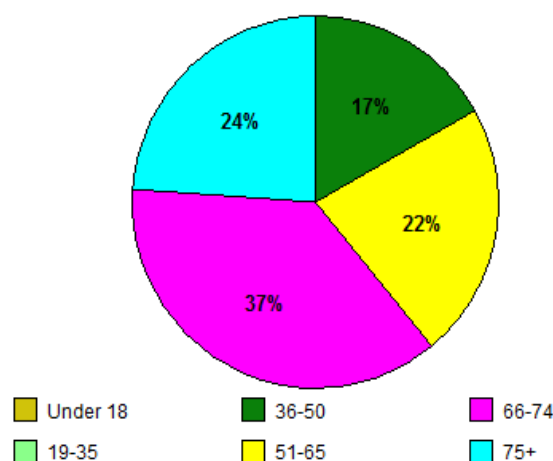


Figure 6: Age of respondents - Wave Two



Outpatients responding to the survey rated their **standard of care highly** and reported a **positive experience** overall.

**Figure 7: Outpatient survey results (Wave One n=52; Wave Two n=47)**

Measure	Wave One (Mar 2012 – May 2012)	Wave Two (Nov 2012 – Feb 2013)
Patients finding it <b>very easy</b> to find the outpatient centre	47%	55%
Patients finding it <b>very easy</b> to find a parking space near to the outpatient centre	65%	72%
Patients saying that they <b>strongly agree</b> with the following statement: “The reception facilities at the outpatient centre met my needs”	63%	83%
Patients reporting that they felt it was <b>very important</b> that there was a receptionist at the outpatient centre	74%	83%
Patients saying that they <b>strongly agree</b> with the following statement: “The room I was seen in met my needs”	75%	74%
Patients reporting that they felt they were <b>definitely</b> given an opportunity to discuss their concerns about their condition with the therapist	98%	96%
Patients reporting that they felt they were <b>definitely</b> given an opportunity to discuss their care and treatment with the therapist	98%	91%
Patients reporting that the therapist <b>definitely</b> explained the reasons for any treatment they were offered in a way they could understand	96%	89%
Patients saying they were <b>definitely</b> satisfied with their treatment plan	76%	80%
Patients saying that they <b>strongly agree</b> with the following statement: “I have confidence and trust in the therapist examining and treating me”	80%	80%
Patients rating their care as <b>excellent</b> or <b>very good</b>	100%	100%
Patients <b>extremely likely</b> to recommend the hospice to family and friends if they needed similar care or treatment <sup>2</sup>	-	98%

<sup>2</sup> Please note that this question was not asked in Wave One.

It seems that the actions implemented by the outpatient department have largely had a positive effect:

- A higher proportion of patients said they ‘strongly agreed’ that the **reception facilities met their needs** in Wave Two (83%) in comparison to Wave One (63%).
- More patients found it **‘very easy’ to find the outpatient centre** in Wave Two (Wave One 47%; Wave Two 55%). However, there is still an improvement to be made. In Wave Two 19% of patients found it ‘not very easy’ or ‘not at all easy’ to find the outpatient centre.
- A higher proportion of patients found it **‘very easy’ to find a parking space near the centre** in Wave Two (up from 65% in Wave One to 72% in Wave Two). However,

the hospice may still wish to see this as an area for improvement as 28% of patients only found it 'fairly easy' to find a parking space.

The hospice may also wish to consider **giving patients more opportunity to discuss their treatment** with members of staff as an area for improvement. The proportion of patients who 'definitely' had an opportunity to discuss their treatment plan fell from 98% in Wave One to 91% in Wave Two.

## Patient comments

The outpatient survey asked patients the following question: "Please provide any additional comments about your experience as a patient at this hospice".

Comments left by patients in Wave Two are listed below.

- "Wonderful treatment; extreme care and compassion given."
- "Feel well cared for."
- "Very satisfied; a lovely place to come."
- "Enjoyed my visits and found it well worthwhile."
- "Comfortable welcoming."
- "Fantastic place with wonderful staff. Well done!!"
- "Overwhelmed."
- "Pressive."
- "Impressive."
- "Wonderful place to be able to visit as a patient."
- "Please do not discharge me to my GP."
- "Caring peaceful spotlessly clean friendly warm atmosphere."
- "It's a fabulous service and has helped me so much through my illness. \*Name removed\* is a fantastic therapist and is so easy to talk to. I wish I had known about the service earlier."
- "When the time comes for me not to come anymore I shall miss coming very much."

## Relatives and friends survey: Hand-held devices

This survey was designed to capture the experience of friends and relatives who visited the hospice. By gathering feedback in this way, the aim was to use the feedback to assess services and care from the point of view of someone who is not in receipt of care, but has witnessed the experience of a friend or relative.

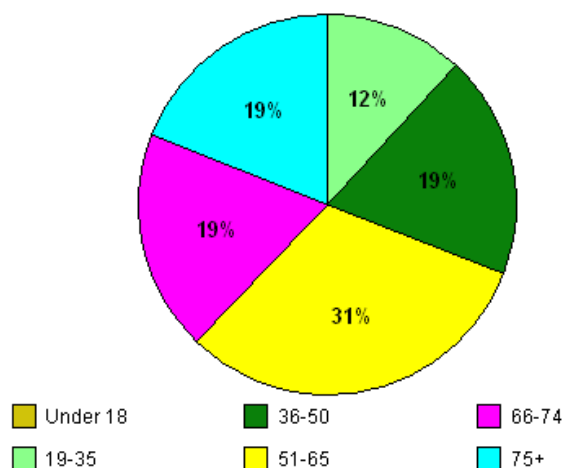
Members of the hospice's volunteer network used the PC tablet loaded with the survey to capture the experience of friends and relatives visiting patients at the hospice.

Thirty-two interviews were conducted with friends and relatives of patients at the hospice between 3<sup>rd</sup> November 2012 and 19<sup>th</sup> February 2013 on the following wards: Beech, Hawthorn, Maple, Mulberry, and Willow. For a breakdown of the numbers of interviews conducted on each ward, please refer to the frequency tables in Appendix D.

In comparison, in Wave One of interviewing 28 friends and relatives of patients were interviewed.

A higher proportion of females (71%) were interviewed than males (29%). This is comparable with Wave One where 69% of the respondents interviewed were female. In Wave Two 52% of the respondents were over the age of 65, higher than the 38% over 65 years of age in Wave One – see figures 8 and 9. The majority of the respondents (62%) were the husband, wife or partner of a patient at the hospice, more than the 57% who said the same in Wave One – see Figures 10 and 11.

**Figure 8: Age of respondents - Wave One**



**Figure 9: Age of respondents - Wave Two**

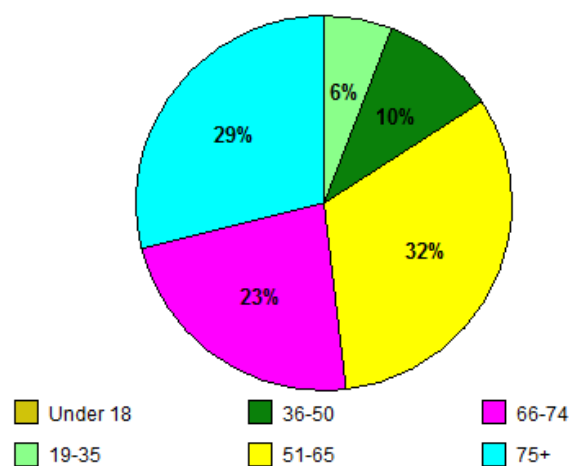


Figure 10: Relationship to patient - Wave One

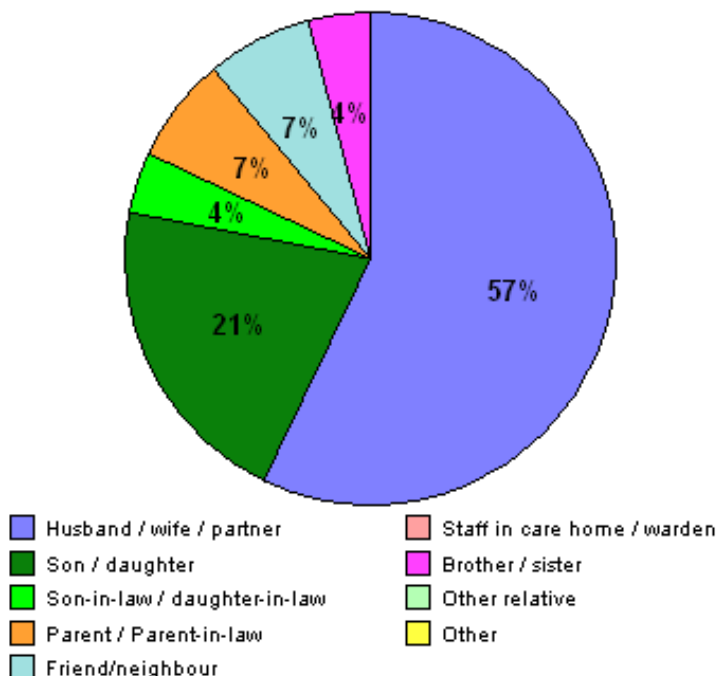
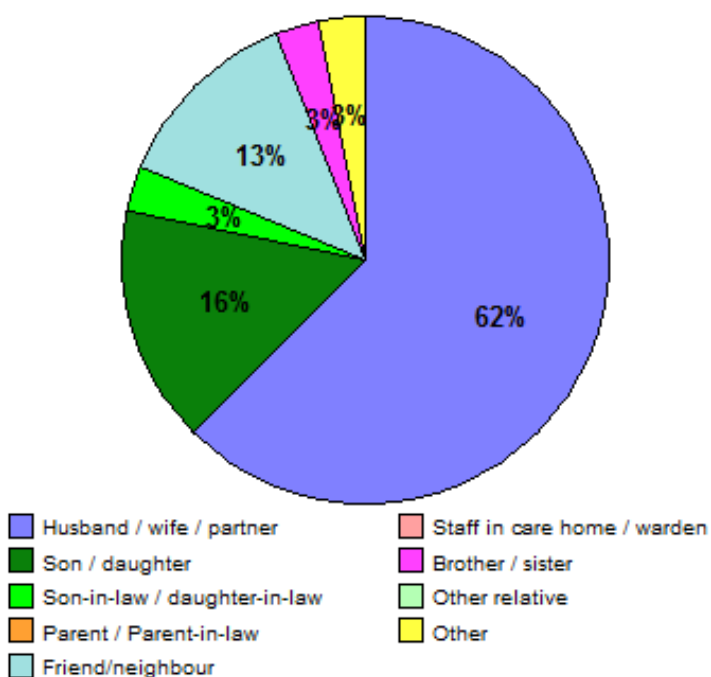


Figure 11: Relationship to patient - Wave Two





Results indicate that the **standard of care is highly rated** by relatives and friends.

**Figure 12: Relatives and friends survey results (Wave One n=28; Wave Two n=32)**

Measure	Wave One (Mar 2012 - Jun 2012)	Wave Two (Nov 2012 - Feb 2013)
People <b>always</b> being made to feel welcome by the reception staff	93%	100%
People <b>always</b> being made to feel welcome by the ward staff	100%	100%
People rating the ward as <b>very clean</b>	100%	100%
People <b>always</b> being given enough privacy with the person they are visiting	82%	90%
People saying their friend or relative rates the quality of the hospice food as <b>very good</b> or <b>good</b>	95%	100%
People being informed <b>as much as they want to be</b> regarding decisions about the care of the person they are visiting	85%	100%
People <b>definitely</b> having enough opportunity to talk to a member of staff if they want to	88%	97%
People <b>always</b> being able to find a private area if they need to at the hospice	85%	95%
People saying that they <b>strongly agree</b> with the following statement: "My friend / relative has confidence and trust in the staff on the inpatient ward at Rowcroft"	84%	100%
People saying that they <b>strongly agree</b> with the following statement: "I have confidence and trust in the staff on the inpatient ward at Rowcroft"	96%	100%
People rating their friend / relative's care as <b>excellent</b>	88%	97%

There have been a **number of improvements** seen in results between Wave One and Wave Two. These include:

- **People being made to feel welcome by reception staff.** This measure saw a 7% increase in the proportion of respondents who said they were 'always' made to feel welcome between Wave One and Wave Two.
- **Providing privacy for people visiting their friend or relative.** Eight per cent more respondents felt they 'always' had enough privacy when visiting a patient at the hospice in Wave Two, in comparison to Wave One. The hospice may, however, still wish to see this an area for improvement with the aim of 100% of respondents 'always' feeling that they have privacy.
- **Informing people more about decisions regarding the care of their friends and relatives.** Fifteen per cent more respondents said they were 'definitely' informed as much as they wanted to be in Wave Two in comparison to Wave One.

- **Giving respondents an opportunity to talk to a member of staff.** The proportion of respondents that 'definitely' had the opportunity has risen from 88% in Wave One to 97% in Wave Two.
- **Giving people a private area to go with their friends and relatives.** In Wave Two 95% of people said they were 'always' able to find somewhere, 10% more than in Wave One.
- **Respondents thinking that their friend or relative has confidence in staff.** In Wave Two 100% of people 'strongly agreed' with this statement, an increase of 16% from Wave One.

## Respondent comments

The friends and relatives survey asked: "Please provide any additional comments about your experience as a relative or friend of a patient at this hospice".

Comments left by friends and relatives of patients in Wave Two are listed below.

- "I think it is excellent service and care. I would recommend this place to anybody."
- "I think the grounds are one of the strongest features of the hospice. It is lovely for the patients to look out at the lovely grounds. The volunteers do a fantastic job; they are so kind and helpful. It is a strong feature of the hospice. It is good to see young people volunteering."
- "They are always there. I don't mean they are poking their nose in; they are always there for me."
- "It is absolutely excellent and I am so glad my mother is here and not in the hospital."
- "The only regret is due to my husband being bed bound the privacy is rather difficult with just a curtain between us and the rest of the ward."
- "Lovely place. Very peaceful."
- "A lovely place. Keep up the good work."
- "It is in beautiful peaceful surroundings. Being offered tea and biscuits is a nice gesture."
- "The staff here are brilliant on the telephone. They always have time to speak and comfort relatives and they are always very patient with them."
- "As this place is run on donations why don't they make a charge for car parking even if it is voluntary?"
- "Is it really necessary to provide alcohol to patients free surely they should charge; I understand the fans cost almost 200 pounds surely they could save money with cheaper ones."
- "Cannot fault it at all everything is excellent; the only thing I would say is that there is no clock on the ward so a patient doesn't know the time if they have no watch or phone."
- "I wish other places would do surveys like this."
- "Thank you very much for an enjoyable visit. This is a lovely place."
- "On one occasion nobody was available but I was able to make an appointment."
- "The nursing care is brilliant, he would discharge himself if it wasn't - he did at the hospital."
- "Rowcroft looked after my late mother 30 years ago. It was as wonderful then as it is today."

## Community services survey: Paper

The community survey was designed to capture the experience of patients who received Rowcroft's services outside of the hospice, primarily in their homes.

The hospice distributed paper surveys and freepost envelopes to patients, collating them when they were complete and a member of administrative staff then entered the data into a survey on the PC tablet.

Forty-two surveys were completed by community service patients in Wave Two, the same number as Wave One.

The majority of patients (77%) who gave their feedback in Wave Two were over the age of 65 years. By comparison, 68% were over the age of 65 years in Wave One. Please see Figures 13 and 14. In both waves more males were interviewed than females. Fifty-eight per cent were male in Wave Two and 53% in Wave One.

Figure 13: Age of respondents - Wave One

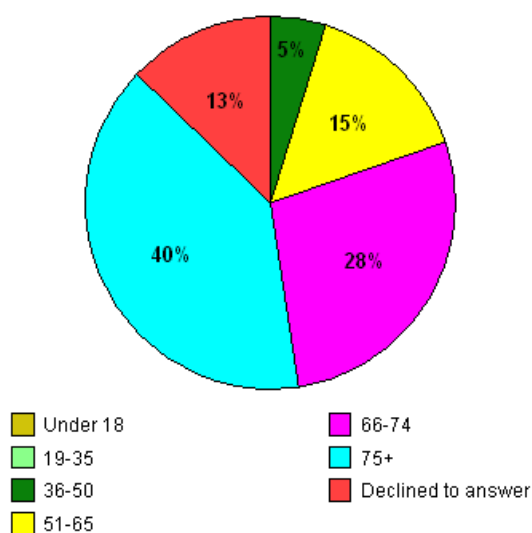
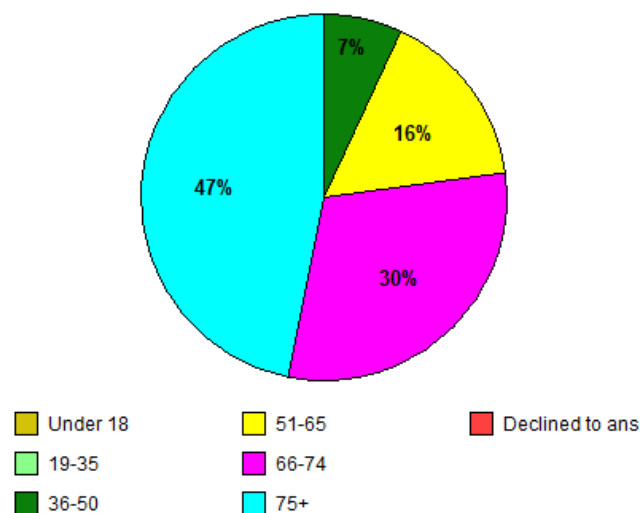


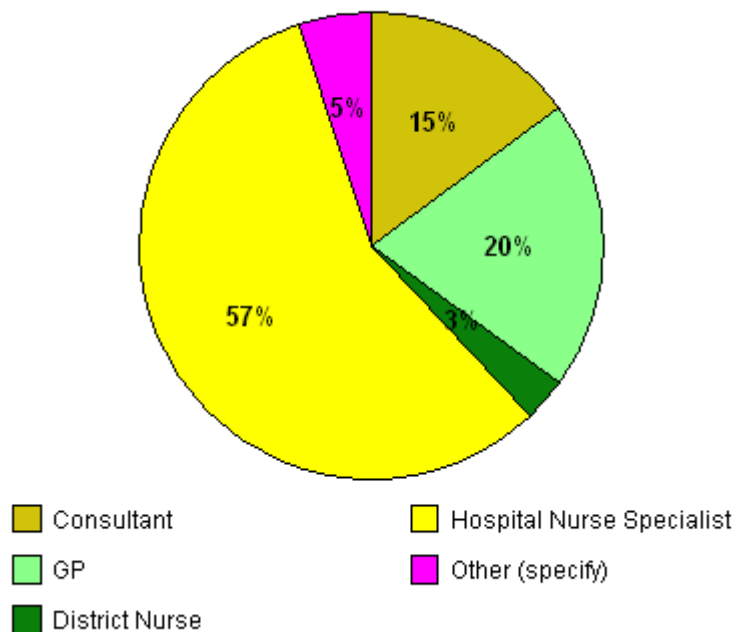
Figure 14: Age of respondents - Wave Two



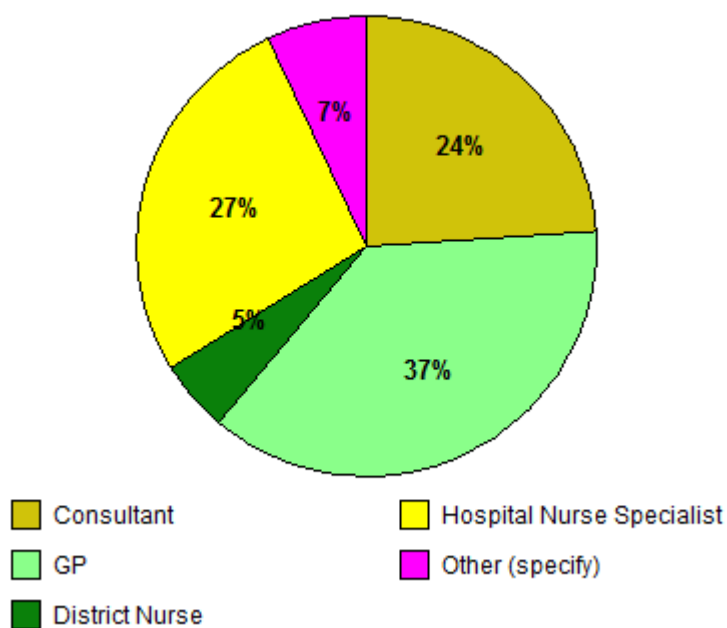
The majority of the patients interviewed in Wave Two had been working with the Community Team for at least one month (76%), which is lower than the proportion who said the same in Wave One (93%). Thirty-five per cent of patients had been working with the team for more than 6 months - 22% gave the same answers in Wave One.

In Wave Two, the largest proportion of referrals came from GPs (37%), where as in Wave One the most referrals came from a Hospital Nurse Specialist (57%). Please see Figures 15 and 16 for more details.

**Figure 15: Who referred you to the Rowcroft Community Team? (Wave One)**



**Figure 16: Who referred you to the Rowcroft Community Team? (Wave Two)**



Community service patients rated their **standard of care highly** and reported a **positive experience** overall.

Figure 17: Community services survey results (n=42)

	Measure	Wave One (Mar 2012 – Jun 2012)	Wave Two (Nov 2012 – Feb 2013)
Referral	Patients being told how contact would be made with the Community Team	95%	100%
	Patients reporting that someone explained to them why they had been referred to the Community Team in a way they <b>definitely</b> could understand	79%	69%
Support	Patients <b>definitely</b> being offered enough support to help relieve their physical symptoms	85%	80%
	Patients <b>definitely</b> being offered enough support to help relieve their emotional or spiritual symptoms	<u>47%</u>	<u>56%</u>
	Patients reporting that a member of the team discussed their worries and fears about their condition or treatment with them	97%	100%
	Patients <b>always</b> being given answers they could understand when they ask important questions to the team	84%	90%
	Patients who needed it, <b>definitely</b> having enough opportunity to talk about their emotional concerns	82%	61%
	Patients who needed it, <b>definitely</b> having enough opportunity to talk about their spiritual concerns	<u>64%</u>	<u>44%</u>
	Patients who needed it, <b>definitely</b> having enough opportunity to talk about their financial concerns	<u>65%</u>	70%
	Patients who needed it, <b>definitely</b> having enough opportunity to talk about their practical problems	72%	74%
	Patients who needed it, <b>definitely</b> having enough opportunity to talk about their family concerns	<u>63%</u>	65%
	Patients saying that they <b>strongly agree</b> with the following statement: "I have confidence and trust in the Rowcroft Community Team"	73%	76%
	Patients <b>definitely</b> being involved as much as they want to be in decisions about their care	68%	86%
	Patients' family and friends being provided with <b>the right amount</b> of support	100%	95%
Information	Patients' family and friends being provided with <b>the right amount</b> of information	100%	95%
	The patient or their carer getting through to the weekend number <b>immediately</b>	-	<u>77%</u>
	The patient or their carer getting through to the out of hours / overnight number immediately	-	<u>100%</u>
	Patients or carers <b>definitely</b> getting the help they wanted or needed after calling the out of hours / weekend number	-	<u>100%</u>

	Measure	Wave One (Mar 2012 – Jun 2012)	Wave Two (Nov 2012 – Feb 2013)
Overall	Patients reporting that the Community Team communicated <b>very well</b> with their GP and other services outside of the hospice	78%	82%
	Patients saying that the Community Team had <b>definitely</b> helped address any issues that were important to them	84%	74%
	Patients rating their care as <b>excellent</b> or <b>very good</b>	100%	88%
	Patients <b>extremely likely</b> to recommend the hospice to family and friends if they needed similar care or treatment <sup>3</sup>	-	84%

<sup>3</sup> Please note that these questions were not asked in Wave One.

Following the implementation of the team's action plan, there have been a **number of improvements** seen in results between Wave One and Wave Two. These include:

- A higher proportion of patients being **told how contact would be made with the Rowcroft Community Team** in Wave Two. In Wave One 5% were **not** told; in Wave Two all patients were told.
- The proportion of patients who reported that they **always received answers they could understand when they had questions** has increased from 84% in Wave One to 90% in Wave Two.
- A higher proportion of patients reported that they were **definitely involved in decisions about their care** in Wave Two (86%), in comparison to Wave One (68%).

However, there were a few results that the hospice may want to consider as potential areas for **improvement**. These could be:

- **Giving patients more support to help relieve their emotional or spiritual concerns.** Forty-four per cent of those that needed support (n=8) felt they did not 'definitely' have it, although an improvement has been made since last wave when 53% (n=8) did not 'definitely' have support.
- **Giving patients more opportunity to talk about their emotional concerns.** The proportion of patients who 'definitely' had enough opportunity fell from 82% (n=27) in Wave One to 61% (n=22) in Wave Two.
- **Giving patients more opportunity to talk about their spiritual concerns.** Nine out of 16 patients (56%) who needed this opportunity felt they did not 'definitely' have it in Wave Two. This is 20% more than Wave One (36% n=4).
- **Giving patients more opportunity to talk about their financial concerns.** Thirty per cent of patients (n=6) who needed this opportunity felt they did not 'definitely' have it. However, this is an improvement as 35% did not 'definitely' have it in Wave One.
- **Giving patients more opportunity to talk about their practical problems.** Twenty-six per cent of patients who needed this opportunity felt they did not 'definitely' have it in Wave Two - this is similar to Wave One where 28% did not 'definitely' get the support.

- **Giving patients more opportunity to talk about their family concerns.** Thirty-five per cent of patients (n=8) who needed this opportunity felt they did not 'definitely' have it, similar to the 38% (n=6) saying the same in Wave One.
- **Helping to address issues that are important to patients.** The proportion of patients who said that the team 'definitely' helped address issues that were important to them has decreased from 84% in Wave One to 74% in Wave Two.

Patients were also asked to provide comments about their care at the end of the survey in the form of three open-ended questions. Most of the patient comments provided in Wave Two were positive in nature and are a testament to the work that the Rowcroft Hospice Community Team undertakes.

Many patients reported that the **support and advice** they received from the hospice was second to none and praised the **co-ordination** and **organisation** of the team. Please see below for all of the patient comments from this survey.

### What things have the Rowcroft Community Team done well that have made a difference to you or your family?

- "Explained everything we needed to know."
- "Arranged a made to measure wheelchair for a tall patient. Arranged a walking aid and toilet seat; perching stool etc."
- "Home visits. Easy to talk to. Music therapy-soothing and calm. To be able to talk to any nurses by phone if I have a problem; someone is always available."
- "Provided a point of contact; available as needed and created a feeling that they were on our side and sympathetic to concerns."
- "Created a feeling of trust and dependability. Introduced me and my carer to the team members who might play a part in my future care. They make promises which they keep. Provide an excellent liaison between one another on my behalf."
- "Liaise with GP on pain relief."
- "They are there and they listen and do everything in their power to help us as a family."
- "Helped me adjust pain relief."
- "Given us a calm and understanding meaning to my problems. All my family are very impressed with all the attention I receive."
- "Practical help excellent i.e. blue badge; wheelchair and equipment; help and advice on pain relief etc. Very reassuring that there is a point of contact for any concerns 24 hours."
- "Added extra support to myself and family members at a time of stress."
- "Total support in all areas."
- "Provided a RELIABLE and PERSONAL service. Appointments always kept; messages passed on. One doesn't feel as if one is on a conveyor belt. Very useful liaison between myself GP and consultant. Prepared to spend time; and never feel rushed or a nuisance."
- "The team were there for my wife as well as myself. They are very helpful in any way they can."
- "Helped with applications for blue badge and attendance allowance after our own applications were refused. Offered clear advice and emotional support. Encouragement and praise for the things we needed to do and have done. Knowing they are always there if required."

- “Explaining medication and the way the different pills work and what they're meant to do. Just knowing someone who knows my problems well is only a phone call away is very reassuring.”
- “The continual help and advice received by your team.”
- “As I have no longer a wife as she died and also my three adopted children also have died. I live on my own. I am absolutely delighted with the support that (NAME REMOVED) gives me she has been a tremendous help to me.”
- “The constant support is fantastic and just what we need to know someone is always there for us.”
- “The whole team have been and continue to be a tower of strength. They not only sort out the medical needs; they also provide emotional support; a listening ear at the end of the phone when we are struggling to get through day. We bless every one of the team; they are doing a wonderful job.”
- “Given their full support and guidance in all ways.”
- “Provided suitable pain killers!”
- “The Rowcroft team but particularly (NAME REMOVED) have made us feel reassured that we have support we need as and when necessary. Overall excellent rapport with us.”
- “The staff listen and act immediately. The staff are on time; if they are running a little late they always inform me which is excellent as I don't live with the patient. The most important thing is they get things done. They are up to date with the latest equipment i.e. 'eye gauze'. The staff have a lovely caring approach.”
- “They have referred me for treatment asap and have always responded to my concerns really quickly. If it were not for Rowcroft; my pain management would not have been sorted out as quickly and I would have been in pain a lot with no-one to talk to.”
- “Listened to my husband and I about our concerns. Provided pain control advice that improved my quality of life enormously.”

### Is there anything the Rowcroft Community Team could do better?

- “No; an excellent organisation.”
- “No.”
- “I think they could do better in offering practical help to give my wife (carer) a respite from looking after me.”
- Continued from previous question; between one another on my behalf. Deliver a warm; kind and friendly service. Q2 Nothing that my carer and I are aware of at this time 26/2/13.”
- “Unfortunately no day care offered. Eventually accepted for day care at Exeter hospice which is very beneficial. CT15a=only known to one nurse and physiotherapist.”
- “No; they're all very good.”
- “No.”
- “Very content with support they have given to me.”
- “Just carry on the excellent dedicated work.”
- “No I don't think so.”
- “The garden (question mark) as per phone call.”
- “No not in my opinion.”
- “As far as we are concerned the service is first rate.”
- “The experience so far has been very good.”



- “There really is nothing I can think of.”
- “I can’t think of anything presently as Rowcroft have always done such a superb job with my care.”
- “I was sad to meet an amazing palliative care specialist, I felt very secure and well cared for but my specialist was changed. My journey through the NHS has been constantly changing faces and I had hoped for continuity from Rowcroft. My disappointment is unreasonable as roles change and staff move around, yet in my vulnerable state a friendly familiar face is important to me.”

### Any other comments?

- “I have not really been in contact with the team long enough to form any negative or very positive feedback. First impressions; however; are good.”
- “Well done. We were surprised at how much extra support my wife and I received from you.”
- “No.”
- “Questionnaire returned with page 2 and 3 missed so questions CT1-CT5 were not answered. Individual completed from question CT5a onwards.”
- “Questionnaire returned with only questions CT11 to F2 answered. Questions CT1 up to and including CT10 were left blank.”
- “Questions CT11 through to CT15 inclusive were unanswered.”
- “Although my carer has completed this questionnaire on my behalf; it has been done with my complete co-operation. Thank you all so much for making us both feel that we matter.”
- “Answers based on very limited contact with members of the team. Closer contact will no doubt be essential as my terminal disease gets worse.”
- “Wonderful team of people who help in very emotional time.”
- “Question CT5b = No.”
- “Thank you for everything you do. QCT4a other=specialist palliative care nurse
- “Question CT11 - N/A (no family nearby).”
- “Sincere thanks. We are so pleased you are there. Question CT4a; other = chaplain.”
- “The nursing team all looked happy and dedicated to their work on my visit. The only thing Rowcroft could do would be to provide more of the same care to many others in their need. You do an excellent job at a difficult time in difficult time in families lives.”
- “Rowcroft in general is wonderful!”
- “Keep up the good work!”
- “Thank you; we would be lost without your help.”
- “Have no problems with 'Rowcroft team' Q CT15a - n/a good team”
- “Keep up the good work!”
- “I never until I was in a position of need realised how amazing the 'Rowcroft Community Team' is. Without their constant support; there is no way I could have looked after my father at home. This is his wish to remain in the community and as his daughter I can’t tell you how grateful I am to the team.

## Friends and Family Test

From April 2013, all NHS acute trusts in England are required to offer adult inpatients and A&E patients (aged 16 and over) the opportunity to respond to a 'Friends and Family Test' survey question when they leave hospital. All trusts use exactly the same question wording and provide the same response options for patients:

"How likely are you to recommend our ward / A&E department to friends and family if they needed similar care our treatment?"

1. Extremely likely
2. Likely
3. Neither likely nor unlikely
4. Unlikely
5. Extremely unlikely
6. Don't know

In Wave Two, this Friends and Family Test question was trialled in the inpatients survey, the outpatient survey, and the community team survey, asking the question to patients whilst they were receiving care.

In early 2013 the Department of Health published the Publication Guidance for the Friends and Family Test, which outlines how trusts should calculate their **Friends and Family Test scores** using a set methodology. Scores are calculated as follows:

Proportion of respondents who would be extremely to recommend (response category: "extremely likely")	MINUS	Proportion of respondents who would not recommend (response categories: "neither likely nor unlikely", "unlikely" and "extremely unlikely")
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Friends and Family Test scores can range from -100 to +100.

The Friends and Family Test scores from the three hospice surveys (along with the question wording) are as follows:

Survey	Question text	Friends and Family Test score
<u>Inpatients</u>	How likely are you to recommend this hospice to friends and family if they needed similar care or treatment?	95
<u>Outpatients</u>	How likely are you to recommend this service to friends and family if they needed similar care or treatment?	98
<u>Community Team</u>	How likely are you to recommend this community hospice service to friends and family if they needed similar care or treatment?	84

## Appendix A: Questionnaires

### Inpatient survey

Question/ Answer Text
<b>Do you find the ward staff helpful?</b>
<b>Read out and select one answer</b>
Yes, always
Yes, sometimes
No
Don't know
<b>Do you think your privacy is respected by the ward staff?</b>
<b>Read out and select one answer</b>
Yes, always
Yes, sometimes
No
Don't know
<b>If you want to discuss anything with a member of staff, are you given enough opportunity to do so?</b>
<b>Read out and select one answer</b>
Yes, definitely
Yes, to some extent
No
I have not needed to discuss anything
Don't know
<b>Are you involved as much as you want to be in decisions about your care and treatment?</b>
<b>Read out and select one answer</b>
Yes, definitely
Yes, to some extent
No
Don't know
<b>Do you find the ward too noisy?</b>
<b>Read out and select one answer</b>
Yes, always
Yes, sometimes
No
Don't know

<b>When do you find the ward too noisy?</b>
<b>Read out and select one answer</b>
During the day
At night time
Both during the day and at night
Don't know
<b>Was the noise from...</b>
<b>Tick all that apply</b>
Staff?
Other patients?
Outside source?
Other (specify)
Don't know
<b>Where else did this noise come from?</b>
<b>Please tap in the box and type in one or two words using the keypad</b>
Free text
<b>In your opinion, how clean is your ward?</b>
<b>Read out and select one answer</b>
Very clean
Fairly clean
Not very clean
Not at all clean
Don't know
<b>How would you rate the hospice food?</b>
<b>Read out and select one answer</b>
Very good
Good
Fair
Poor
I have not had any hospice food
Don't know
<b>Is there anything that you do not like about the hospice food?</b>
<b>Tick all that apply</b>
Temperature
Taste
Presentation
Quantity - not enough
Quantity - too much
Lack of choice
Not receiving the food I ordered
Does not meet my special dietary requirements
Other (specify)
Don't know

<b>What else have you not liked about the hospice food?</b>
<b>Please tap in the box and type in one or two words using the keypad</b>
Free text
<b>Are you offered a choice of food?</b>
<b>Read out and select one answer</b>
Yes, always
Yes, sometimes
No
Don't know
<b>Do you get enough help from staff to eat your meals?</b>
<b>Read out and select one answer</b>
Yes, always
Yes, sometimes
No
I do not need help from staff to eat meals
Don't know
<b>Is there anything else you would like to add about the hospice food?</b>
<b>Please tap in the box and type using the keypad</b>
Free text
<b>To what extent do you agree or disagree with the following statement?: "I have confidence and trust in the staff on the inpatient ward at Rowcroft."</b>
<b>Read out and select one answer</b>
Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Don't know / Can't say
<b>Overall how would you rate the care you have received on the inpatient ward at Rowcroft?</b>
<b>Please select one answer</b>
Excellent
Very good
Good
Fair
Poor
<b>How likely are you to recommend this hospice to friends and family if they needed similar care or treatment?</b>
<b>Please select one answer</b>
Extremely likely
Likely
Neither likely nor unlikely
Unlikely
Extremely unlikely

## Outpatient survey

<b>How easy is it to find the outpatient centre at Rowcroft?</b>
<b>Read out and select one answer</b>
Very easy
Fairly easy
Not very easy
Not at all easy
Don't know
<b>How easy was it to find a car parking space near to the outpatient centre?</b>
<b>Read out and select one answer</b>
Very easy
Fairly easy
Not very easy
Not at all easy
I did not need a car parking space
Don't know
<b>To what extent do you agree or disagree with the following statement?: "The reception facilities at the outpatient centre met my needs" (e.g. in function, appearance, facilities etc.)</b>
<b>Read out and select one answer</b>
Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Don't know
<b>Why do you feel the reception facilities did not meet your needs?</b>
<b>Please click in the box and begin typing</b>
<b>How important do you feel it is to have a receptionist at the outpatient centre?</b>
<b>Read out and select one answer</b>
Very important
Fairly important
Not very important
Not at all important
Don't know

<b>Which of the following is the main service that you came here today for?</b>
<b>Read out and select one answer</b>
Lymphoedema clinic
Physiotherapy
Complementary therapy
Bereavement
Art therapy
Music therapy
Other
Don't know
<b>To what extent do you agree or disagree with the following statement?: "The room I was seen in met my needs." (e.g. in function, appearance, facilities etc.)</b>
<b>Read out and select one answer</b>
Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Don't know
<b>Why do you feel the room you were seen in did not meet your needs?</b>
<b>Please click in the box and begin typing</b>
<b>Do you feel you were given an opportunity to discuss your concerns about your condition with the therapist?</b>
<b>Read out and select one answer</b>
Yes, definitely
Yes, to some extent
No
Not applicable
Don't know
<b>Do you feel you were given an opportunity to discuss your care and treatment with the therapist?</b>
<b>Read out and select one answer</b>
Yes, definitely
Yes, to some extent
No
Not applicable
Don't know

<b>Did the therapist explain the reasons for any treatment you were offered in a way you could understand?</b>
<b>Read out and select one answer</b>
Yes, definitely
Yes, to some extent
No
Not applicable
Don't know
<b>How satisfied are you with your treatment plan?</b>
<b>Read out and select one answer</b>
Very satisfied
Quite satisfied
Not very satisfied
Not at all satisfied
Don't know
<b>Why are you not satisfied with your treatment plan?</b>
<b>Please click in the box and begin typing</b>
<b>To what extent do you agree or disagree with the following statement?: "I have confidence and trust in the therapist examining and treating me".</b>
<b>Please select one answer</b>
Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Don't know / Can't say
<b>Overall, how would you rate the care you have received at the outpatient centre?</b>
<b>Please select one answer</b>
Excellent
Very good
Good
Fair
Poor
<b>How likely are you to recommend this service to friends and family if they needed similar care or treatment?</b>
<b>Please select one answer</b>
Extremely likely
Likely
Neither likely nor unlikely
Unlikely
Extremely unlikely
Don't know



<b>Why are you unlikely or extremely unlikely to recommend the community hospice service?</b>
<b>Please tap in the box and type in one or two words using the keypad</b>
Free text

## Community survey

<b>How long have you been in contact with the Rowcroft Community Team? This could include any member of the team.</b>
<b>Please select one answer</b>
Less than 2 weeks
At least 2 weeks but no more than 1 month
1-3 months
4-6 months
7-12 months
More than 12 months
Don't know / Not sure
<b>Who referred you to the Rowcroft Community Team?</b>
<b>Please select one answer</b>
Consultant
GP
District Nurse
Hospital Nurse Specialist
Other (specify)
Don't know / Not sure
<b>Who referred you to the Rowcroft Community Team?</b>
<b>Please tap in the box and type in one or two words using the keypad</b>
Free text
<b>How were you told contact would be made with the Rowcroft Community Team?</b>
<b>Please select one answer</b>
I was told the Community Team would contact me
I was told I should contact the Community Team
I was not told how contact would be made with the Community Team
Other
Don't know / Can't remember

**Did someone explain why you had been referred to the Rowcroft Community Team in a way you could understand?**

**Please select one answer**

Yes, definitely
Yes, to some extent
No, I did not understand the explanation
It was not explained to me at all
Don't know / Can't remember

**Which of the following members of the Rowcroft Community Team have been involved in your care?**

**Please select all that apply**

Community Nurse Specialist
Physiotherapist
Social Worker
Occupational Therapist
Complementary Therapist
Art / Music Therapist
Community Consultant (doctor)
Other

**Have you experienced any of the following since you have been in contact with the Rowcroft Community Team?**

**Please select all that apply**

Nausea
Vomiting
Pain
Breathlessness
Fatigue/Tiredness
Emotional concerns
Spiritual concerns
Other (specify)
None of the above

**What else have you experienced since you have been in contact with the Rowcroft Community Team?**

**Please click in the box and begin typing**


**Have the Rowcroft Community Team offered enough support to help relieve your physical symptoms? (this might include medication, treatment or advice)**

**Please select one answer**

Yes, definitely
Yes, to some extent
No
I have not needed this kind of support
Don't know / Not sure

<b>Have the Rowcroft Community Team offered enough support to help relieve your emotional or spiritual concerns?</b>
<b>Please select one answer</b>
Yes, definitely
Yes, to some extent
No
I have not needed this kind of support
Don't know / Not sure
<b>If you have raised any worries or fears about your condition or treatment, has a member of the Rowcroft Community Team discussed them with you?</b>
<b>Please select one answer</b>
Yes
No
I have not raised any worries or fears
Don't know / Not sure
<b>When you have important questions to ask the Rowcroft Community Team, do you get answers that you can understand?</b>
<b>Please select one answer</b>
Yes, always
Yes, sometimes
No
I have not needed to ask questions
I have not had an opportunity to ask questions
<b>Please read the following statements and choose the answer box that corresponds most with your opinion about the support you have received from the Rowcroft Community Team. Do you feel you have had enough opportunity to talk about your...?</b>
<b>Please select one answer for each</b>
Emotional concerns
Spiritual concerns
Financial concerns
Practical problems
Family concerns. (e.g. talking to children, caring for someone else in the family, managing difficult relationships)
Yes, definitely
Yes, to some extent
No
I have not needed this type of support
Don't know / Not sure

<b>To what extent do you agree or disagree with the following statement?: "I have confidence and trust in the Rowcroft Community Team".</b>
<b>Please select one answer</b>
Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Don't know / Not sure
<b>Are you involved as much as you want to be in decisions about the care you receive from the Rowcroft Community Team?</b>
<b>Please select one answer</b>
Yes, definitely
Yes, to some extent
No
I do not want to be involved
<b>How much support have the Rowcroft Community Team provided for your family and those close to you?</b>
<b>Please select one answer</b>
The right amount
Not enough
Too much
No family or friends are involved
My family or friends do not want or need support from the Team
<b>Why do you feel that the Rowcroft Community Team have not provided the right amount of support for your family and those close to you?</b>
<b>Please click in the box and begin typing</b>
<b>How much information have the Community Team provided to your family and those close to you?</b>
<b>Please select one answer</b>
The right amount
Not enough
Too much
No family or friends are involved
My family or friends do not want or need information from the Team
<b>Have you or anyone caring for you ever tried calling the Rowcroft Community Team weekend number (01803 210812)?</b>
<b>Please select one answer</b>
Yes
No
Don't know / Not sure

**The last time you or anyone caring for you tried calling the Rowcroft Community Team weekend number (01803 210812), how long did it take to speak to someone?**

**Please select one answer**

I / We got through immediately
One hour or less
A few hours
A day or more
I / We could not get through to anyone

**Have you or anyone caring for you ever tried calling the Rowcroft Out of Hours/Overnight number (01803 210800)?**

**Please select one answer**

Yes
No
Don't know / Not sure

**The last time you or anyone caring for you tried calling the Rowcroft Out of Hours/Overnight number (01803 210800), how long did it take to speak to someone?**

**Please select one answer**

I / We got through immediately
One hour or less
A few hours
A day or more
I / We could not get through to anyone

**The last time you or anyone caring for you called the Rowcroft Out of Hours/Overnight number (01803 210800), did you eventually get the help you wanted/needed?**

**Please select one answer**

Yes, definitely
Yes, to some extent
No

**How well do you think the Rowcroft Community Team communicate with your GP and other services outside of the hospice about your care or important issues for you?**

**Please select one answer**

Very well
Quite well
Not very well
Not at all well
Don't know / Not sure

**Have the Rowcroft Community Team helped address any issues that are important to you?**

**Please select one answer**

Yes, definitely
Yes, to some extent
No
Don't know / Not sure

<b>Why do you feel that the Rowcroft Community Team have not helped address any issues that are important to you?</b>
<b>Please click in the box and begin typing</b>
<b>Overall, how would you rate the care you have received from the Rowcroft Community Team?</b>
<b>Please select one answer</b>
Excellent
Very good
Good
Fair
Poor
<b>How likely are you to recommend this community hospice service to friends and family if they needed similar care or treatment?</b>
<b>Please select one answer</b>
Extremely likely
Likely
Neither likely nor unlikely
Unlikely
Extremely unlikely
Don't know
<b>Why are you unlikely or extremely unlikely to recommend the community hospice service?</b>
<b>Please tap in the box and type in one or two words using the keypad</b>
Free text

## Relatives and friends survey

<b>What is your relationship to the person you are visiting today? Are you his/her...?</b>
<b>Read out and select one answer</b>
Husband / wife / partner
Son / daughter
Son-in-law / daughter-in-law
Parent / Parent-in-law
Friend/neighbour
Staff in care home / warden
Brother / sister
Other relative
Other

<b>Are you made to feel welcome by the main reception staff?</b>
<b>Read out and select one answer</b>
Yes, always
Yes, sometimes
No
Can't say
<b>Are you made to feel welcome by the staff on the ward?</b>
<b>Read out and select one answer</b>
Yes, always
Yes, sometimes
No
Can't say
<b>In your opinion, how clean is the ward?</b>
<b>Read out and select one answer</b>
Very clean
Fairly clean
Not very clean
Not at all clean
Can't say
<b>Do you have enough privacy when you are with the person you are visiting?</b>
<b>Read out and select one answer</b>
Yes, always
Yes, sometimes
No
Can't say
<b>How does your friend / relative rate the quality of the hospice food?</b>
<b>Read out and select one answer</b>
Very good
Good
Fair
Poor
Unable to comment
<b>Is there anything that your friend / relative does not like about the hospice food?</b>
<b>Tick all that apply</b>
Temperature
Taste
Presentation
Quantity - not enough
Quantity - too much
Lack of choice
Not receiving the food they ordered
Does not their special dietary requirements
Other (specify)
Don't know

<b>What else has your friend / relative not liked about the hospice food?</b>
<b>Please tap in the box and type in one or two words using the keypad</b>
Free text
<b>Are you informed as much as you want to be regarding decisions about the care of the person you are visiting?</b>
<b>Read out and select one answer</b>
Yes, I am informed as much as I would like to be
No, I would like to be more informed
No, I would like to be less informed
They do not want me to be informed
It is not appropriate for me to be informed
Don't know
<b>If you want to talk to a member of staff, do you have enough opportunity to do so?</b>
<b>Read out and select one answer</b>
Yes, definitely
Yes, sometimes
No
I have not needed to talk to a member of staff
Don't know
<b>Why do you feel you have not definitely had enough opportunity to talk to a member of staff?</b>
<b>Please tap in the box and type in one or two words using the keypad</b>
Free text
<b>If you have needed it, have you been able to find a private area to go to at Rowcroft?</b>
<b>Read out and select one answer</b>
Yes, always
Yes, sometimes
No
I have not needed to find a private area
Don't know / Can't say
<b>To what extent do you agree or disagree with the following statement?: "My friend / relative has confidence and trust in the staff on the inpatient ward at Rowcroft."</b>
<b>Read out and select one answer</b>
Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Don't know / Can't say



<b>To what extent do you agree or disagree with the following statement?: "I have confidence and trust in the staff on the inpatient ward at Rowcroft."</b>
<b>Read out and select one answer</b>
Strongly agree
Agree
Neither agree nor disagree
Disagree
Strongly disagree
Don't know / Can't say
<b>Overall, how would you rate the care your friend / relative has received on the inpatient ward at Rowcroft?</b>
<b>Read out and select one answer</b>
Excellent
Very good
Good
Fair
Poor

## Demographic questions asked on all surveys

<b>Are you...?</b>
<b>Read out and select one answer.</b>
Male
Female
<b>Could you tell me your age? Are you...</b>
<b>Read out and select one answer.</b>
Under 18
19-35
36-50
51-65
66-74
75+
Declined to answer

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## Appendix B: Volunteer comments

Following Wave One and Wave Two of the feedback programme volunteers who administered the inpatient unit and outpatient surveys were asked what went well, and what we could do better in the future.

Below is a selection of their comments.

### What went well?

- All patients and relatives/visitors were happy to do the survey
- Having a file at reception to identify patients who had been invited to give their feedback through the survey ensured that they weren't repeatedly asked.
- Having volunteers to cover a Saturday or Sunday helped to gain more family/visitor feedback
- Scheduling volunteers on alternate days and volunteers phoning the ward ahead of arrival helped to ensure there were new patients/relatives to interview.

### What could we do better in future?

- Communication between the volunteers and the ward staff was seen as really important to ensure all patients/families were appropriately invited to take part. Staff being knowledgeable about both the survey and the volunteers role was viewed as vitally important.
- More open questions would have enabled a richer response to the survey topic areas.
- Less questions overall
- Hand-held device - issues with battery discharging caused some difficulties in completing the survey on a few occasions.

## Appendix C: Full frequency tables

### Inpatients survey

	Base	Wave	
		Wave One	Wave Two
Base	78	34	44
<b>S1a. Ward Name for inpatients</b>			
Beech	17 22%	12 35%	5 11%
Hawthorn	4 5%	2 6%	2 5%
Maple	23 29%	5 15%	18 41%
Mulberry	3 4%	2 6%	1 2%
Rowan	2 3%	- -	2 5%
Willow	29 37%	13 38%	16 36%

	Base	Wave	
		Wave One	Wave Two
Base	77	34	43
<b>IN1z: Do you find the ward staff helpful? (Those who gave an answer)</b>			
Yes, always	75 97%	33 97%	42 98%
Yes, sometimes	2 3%	1 3%	1 2%
No	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	78	34	44
<b>IN2z: Do you think your privacy is respected by the ward staff? (Those who gave an answer)</b>			
Yes, always	75 96%	33 97%	42 95%
Yes, sometimes	3 4%	1 3%	2 5%
No	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	69	31	38
<b>IN3z: If you want to discuss anything with a member of staff, are you given enough opportunity to do so? (Those who needed to discuss something and gave an answer)</b>			
Yes, definitely	61 88%	28 90%	33 87%
Yes, to some extent	6 9%	3 10%	3 8%
No	2 3%	- -	2 5%

	Base	Wave	
		Wave One	Wave Two
Base	78	34	44
<b>IN4z: Are you involved as much as you want to be in decisions about your care and treatment? (Those who gave an answer)</b>			
Yes, definitely	62 79%	27 79%	35 80%
Yes, to some extent	14 18%	7 21%	7 16%
No	2 3%	- -	2 5%

	Base	Wave	
		Wave One	Wave Two
Base	76	33	43
<b>IN5z: Do you find the ward too noisy? (Those who gave an answer)</b>			
Yes, always	2 3%	2 6%	- -
Yes, sometimes	22 29%	9 27%	13 30%
No	52 68%	22 67%	30 70%

	Base	Wave	
		Wave One	Wave Two
Base	24	11	13
<b>IN5az. When do you find the ward too noisy? (Those who gave an answer)</b>			
During the day	9 38%	5 45%	4 31%
At night time	6 25%	1 9%	5 38%
Both during the day and at night	9 38%	5 45%	4 31%

	Base	Wave	
		Wave One	Wave Two
Base	24	11	13
<b>IN5bz Was the noise from...?</b>			
Staff	5 21%	2 18%	3 23%
Other patients	12 50%	5 45%	7 54%
Outside source	1 4%	1 9%	- -
Other	9 38%	4 36%	5 38%

	Base	Wave	
		Wave One	Wave Two
Base	78	34	44
<b>IN6z: In your opinion, how clean is your ward? (Those who gave an answer)</b>			
Very clean	77 99%	34 100%	43 98%
Fairly clean	1 1%	-	1 2%
Not very clean	-	-	-
Not at all clean	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	71	31	40
<b>IN7z: How would you rate the hospice food? (Those who had food and gave an answer)</b>			
Very good	58 82%	24 77%	34 85%
Good	10 14%	4 13%	6 15%
Fair	1 1%	1 3%	-
Poor	2 3%	2 6%	-

	Base	Wave	
		Wave One	Wave Two
Base	3	3	-
<b>IN7az. Is there anything that you do not like about the hospice food? (Those who gave an answer)</b>			
Temperature	-	-	-
Taste	1 33%	1 33%	-
Presentation	-	-	-
Quantity - not enough	-	-	-
Quantity - too much	-	-	-
Lack of choice	-	-	-
Not receiving the food I ordered	-	-	-
Does not meet my special dietary requirements	-	-	-
Other	2 67%	2 67%	-

	Base	Wave	
		Wave One	Wave Two
Base	71	30	41
<b>IN8z: Are you offered a choice of food? (Those who had food and gave an answer)</b>			
Yes, always	70 99%	29 97%	41 100%
Yes, sometimes	1 1%	1 3%	-
No	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	28	5	23
<b>IN9z: Do you get enough help from staff to eat your meals? (Those who needed help and gave an answer)</b>			
Yes, always	26 93%	5 100%	21 91%
Yes, sometimes	1 4%	- -	1 4%
No	1 4%	- -	1 4%

	Base	Wave	
		Wave One	Wave Two
Base	75	32	43
<b>IN9cz. To what extent do you agree or disagree with the following statement?: "I have confidence and trust in the staff on the inpatient ward at Rowcroft." (Those who gave an answer)</b>			
Strongly agree	64 85%	28 88%	36 84%
Agree	9 12%	4 13%	5 12%
Neither agree nor disagree	2 3%	- -	2 5%
Disagree	- -	- -	- -
Strongly disagree	- -	- -	- -



	Base	Wave	
		Wave One	Wave Two
Base	75	32	43
<b>IN10: Overall, how would you rate the care you have received on the inpatient ward at Rowcroft?</b>			
Excellent	62 83%	28 88%	34 79%
Very good	11 15%	4 13%	7 16%
Good	- -	- -	- -
Fair	2 3%	-	2 5%
Poor	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	43	-	43
<b>IN11z: How likely are you to recommend this hospice to friends and family if they needed similar care or treatment? (Those who gave an answer)</b>			
Extremely likely	41 95%	-	41 95%
Likely	2 5%	-	2 5%
Neither likely nor unlikely	-	-	-
Unlikely	-	-	-
Extremely unlikely	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	74	32	42
<b>DG1 Gender</b>			
Male	32 43%	15 47%	17 40%
Female	42 57%	17 53%	25 60%

	Base	Wave	
		Wave One	Wave Two
Base	74	32	42
<b>DG2: Age</b>			
Under 18	-	-	-
19-35	-	-	-
36-50	7 9%	3 9%	4 10%
51-65	17 23%	13 41%	4 10%
66-74	17 23%	6 19%	11 26%
75+	33 45%	10 31%	23 55%
Declined to answer	-	-	-

## Outpatients survey

	Base	Wave	
		Wave One	Wave Two
Base	98	51	47
<b>O1z. How easy is it to find the outpatient centre at Rowcroft? (Those who gave an answer)</b>			
Very easy	50 51%	24 47%	26 55%
Fairly easy	35 36%	23 45%	12 26%
Not very easy	12 12%	4 8%	8 17%
Not at all easy	1 1%	-	1 2%

	Base	Wave	
		Wave One	Wave Two
Base	97	51	46
<b>O2z How easy was it to find a car parking space near to the outpatient centre? (Those who needed a space and gave an answer)</b>			
Very easy	66 68%	33 65%	33 72%
Fairly easy	28 29%	15 29%	13 28%
Not very easy	2 2%	2 4%	-
Not at all easy	1 1%	1 2%	-

	Base	Wave	
		Wave One	Wave Two
Base	100	52	48
<b>O3z: To what extent do you agree or disagree with the following statement?: "The reception facilities at the outpatient centre met my needs" (e.g. in function, appearance, facilities etc.) (Those who gave a...</b>			
Strongly agree	73 73%	33 63%	40 83%
Agree	24 24%	16 31%	8 17%
Neither agree nor disagree	1 1%	1 2%	-
Disagree	2 2%	2 4%	-
Strongly disagree	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	98	50	48
<b>O4z. How important do you feel it is to have a receptionist at the outpatient centre? (Those who gave an answer)</b>			
Very important	77 79%	37 74%	40 83%
Fairly important	15 15%	9 18%	6 13%
Not very important	6 6%	4 8%	2 4%
Not at all important	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	94	51	43
<b>O5z: Which of the following is the main service that you came here today for? (Those who gave an answer)</b>			
Lymphoedema clinic	82 87%	48 94%	34 79%
Physiotherapy	2 2%	- -	2 5%
Complementary therapy	6 6%	2 4%	4 9%
Bereavement	4 4%	1 2%	3 7%
Art therapy	- -	- -	- -
Music therapy	- -	- -	- -
Other	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	98	51	47
<b>O6z: To what extent do you agree or disagree with the following statement?: "The room I was seen in met my needs." (e.g. in function, appearance, facilities etc.) (Those who gave an answer)</b>			
Strongly agree	73 74%	38 75%	35 74%
Agree	22 22%	11 22%	11 23%
Neither agree nor disagree	2 2%	1 2%	1 2%
Disagree	1 1%	1 2%	-
Strongly disagree	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	98	51	47
<b>O7z. Do you feel you were given an opportunity to discuss your concerns about your condition with the therapist? (Those who gave an answer)</b>			
Yes, definitely	95 97%	50 98%	45 96%
Yes, to some extent	3 3%	1 2%	2 4%
No	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	97	50	47
<b>O8z: Do you feel you were given an opportunity to discuss your care and treatment with the therapist? (Those who gave an answer)</b>			
Yes, definitely	92 95%	49 98%	43 91%
Yes, to some extent	5 5%	1 2%	4 9%
No	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	95	49	46
<b>O9z: Did the therapist explain the reasons for any treatment you were offered in a way you could understand? (Those who gave an answer)</b>			
Yes, definitely	88 93%	47 96%	41 89%
Yes, to some extent	7 7%	2 4%	5 11%
No	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	96	51	45
<b>O10z. How satisfied are you with your treatment plan? (Those who gave an answer)</b>			
Very satisfied	75 78%	39 76%	36 80%
Quite satisfied	20 21%	11 22%	9 20%
Not very satisfied	1 1%	1 2%	- -
Not at all satisfied	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	97	51	46
<b>O11z: To what extent do you agree or disagree with the following statement?: "I have confidence and trust in the therapist examining and treating me". (Those who gave an answer)</b>			
Strongly agree	78 80%	41 80%	37 80%
Agree	19 20%	10 20%	9 20%
Neither agree nor disagree	-	-	-
Disagree	-	-	-
Strongly disagree	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	97	51	46
<b>O12. Overall, how would you rate the care you have received at the outpatient centre?</b>			
Excellent	82 85%	42 82%	40 87%
Very good	15 15%	9 18%	6 13%
Good	-	-	-
Fair	-	-	-
Poor	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	46	-	46
<b>O13z: How likely are you to recommend this service to friends and family if they needed similar care or treatment? (Those who gave an answer)</b>			
Extremely likely	45 98%	-	45 98%
Likely	1 2%	-	1 2%
Niether likely nor unlikely	-	-	-
Unlikely	-	-	-
Extremely unlikely	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	97	51	46
<b>DG1 Gender</b>			
Male	22 23%	12 24%	10 22%
Female	75 77%	39 76%	36 78%

	Base	Wave	
		Wave One	Wave Two
Base	97	51	46
<b>DG2: Age</b>			
Under 18	-	-	-
19-35	3 3%	3 6%	-
36-50	15 15%	7 14%	8 17%
51-65	25 26%	15 29%	10 22%
66-74	35 36%	18 35%	17 37%
75+	19 20%	8 16%	11 24%
Declined to answer	-	-	-



## Friends and relatives survey

	Base	Wave	
		Wave One	Wave Two
Base	60	28	32
<b>S1b. Ward Name for Relatives / Friends</b>			
Beech	14 23%	6 21%	8 25%
Hawthorn	4 7%	1 4%	3 9%
Maple	6 10%	3 11%	3 9%
Mulberry	3 5%	2 7%	1 3%
Rowan	2 3%	2 7%	- -
Willow	31 52%	14 50%	17 53%

	Base	Wave	
		Wave One	Wave Two
Base	60	28	32
<b>R1. What is your relationship to the person you are visiting today? Are you his/her...?</b>			
Husband / wife / partner	36 60%	16 57%	20 63%
Son / daughter	11 18%	6 21%	5 16%
Son-in-law / daughter-in-law	2 3%	1 4%	1 3%
Parent / Parent-in-law	2 3%	2 7%	- -
Friend/neighbour	6 10%	2 7%	4 13%
Staff in care home / warden	- -	- -	- -
Brother / sister	2 3%	1 4%	1 3%
Other relative	- -	- -	- -
Other	1 2%	- -	1 3%

	Base	Wave	
		Wave One	Wave Two
Base	59	28	31
<b>R2z: Are you made to feel welcome by the main reception staff? (Those who gave an answer)</b>			
Yes, always	57 97%	26 93%	31 100%
Yes, sometimes	2 3%	2 7%	-
No	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	59	28	31
<b>R3z: Are you made to feel welcome by the staff on the ward? (Those who gave an answer)</b>			
Yes, always	59 100%	28 100%	31 100%
Yes, sometimes	-	-	-
No	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	59	28	31
<b>R4z: In your opinion, how clean is the ward? (Those who gave an answer)</b>			
Very clean	59 100%	28 100%	31 100%
Fairly clean	-	-	-
Not very clean	-	-	-
Not at all clean	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	59	28	31
<b>R5z: Do you have enough privacy when you are with the person you are visiting? (Those who gave an answer)</b>			
Yes, always	51 86%	23 82%	28 90%
Yes, sometimes	8 14%	5 18%	3 10%
No	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	44	20	24
<b>R6z: How does your friend / relative rate the quality of the hospice food? (Those who were able to comment)</b>			
Very good	38 86%	15 75%	23 96%
Good	5 11%	4 20%	1 4%
Fair	1 2%	1 5%	- -
Poor	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	-	-	-
<b>R6az. Is there anything that your friend / relative does not like about the hospice food? (Those who gave an answer)</b>			
Temperature	-	-	-
Taste	-	-	-
Presentation	-	-	-
Quantity - not enough	-	-	-
Quantity - too much	-	-	-
Lack of choice	-	-	-
Not receiving the food they ordered	-	-	-
Does not meet their special dietary requirements	-	-	-
Other	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	54	26	28
<b>R7z: Are you informed as much as you want to be regarding decisions about the care of the person you are visiting? (Those who wanted to be involved)</b>			
Yes, I am informed as much as I would like to be	50 93%	22 85%	28 100%
No, I would like to be more informed	4 7%	4 15%	-
No, I would like to be less informed	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	53	24	29
<b>R8z: If you want to talk to a member of staff, do you have enough opportunity to do so? (Those who talked to a member of staff and gave an answer)</b>			
Yes, definitely	49 92%	21 88%	28 97%
Yes, to some extent	4 8%	3 13%	1 3%
No	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	34	13	21
<b>R9z: If you have needed it, have you been able to find a private area to go to at Rowcroft? (Those who needed to find a private area and gave an answer)</b>			
Yes, always	31 91%	11 85%	20 95%
Yes, sometimes	3 9%	2 15%	1 5%
No	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	56	25	31
<b>R9az. To what extent do you agree or disagree with the following statement?: "My friend / relative has confidence and trust in the staff on the inpatient ward at Rowcroft." (Those who gave an answer)</b>			
Strongly agree	52 93%	21 84%	31 100%
Agree	4 7%	4 16%	-
Neither agree nor disagree	-	-	-
Disagree	-	-	-
Strongly disagree	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	56	26	30
<b>R9bz. To what extent do you agree or disagree with the following statement?: "I have confidence and trust in the staff on the inpatient ward at Rowcroft." (Those who gave an answer)</b>			
Strongly agree	55 98%	25 96%	30 100%
Agree	1 2%	1 4%	-
Neither agree nor disagree	-	-	-
Disagree	-	-	-
Strongly disagree	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	57	26	31
<b>R10: Overall, how would you rate the care your friend/relative has received on the inpatient ward at Rowcroft?</b>			
Excellent	53 93%	23 88%	30 97%
Very good	4 7%	3 12%	1 3%
Good	-	-	-
Fair	-	-	-
Poor	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	57	26	31
<b>DG1 Gender</b>			
Male	17 30%	8 31%	9 29%
Female	40 70%	18 69%	22 71%

	Base	Wave	
		Wave One	Wave Two
Base	57	26	31
<b>DG2: Age</b>			
Under 18	-	-	-
19-35	5 9%	3 12%	2 6%
36-50	8 14%	5 19%	3 10%
51-65	18 32%	8 31%	10 32%
66-74	12 21%	5 19%	7 23%
75+	14 25%	5 19%	9 29%
Declined to answer	-	-	-

## Community services survey

	Base	Wave	
		Wave One	Wave Two
Base	83	41	42
<b>CT1z: How long have you been working with the Rowcroft Community Team? This could include any member of the team. (Those who gave an answer)</b>			
Less than 2 weeks	3 4%	1 2%	2 5%
At least 2 weeks but no more than 1 month	10 12%	2 5%	8 19%
1-3 months	30 36%	20 49%	10 24%
4-6 months	16 19%	9 22%	7 17%
7-12 months	13 16%	4 10%	9 21%
More than 12 months	11 13%	5 12%	6 14%

	Base	Wave	
		Wave One	Wave Two
Base	81	40	41
<b>CT2z: Who referred you to the Rowcroft Community Team? (Those who gave an answer)</b>			
Consultant	16 20%	6 15%	10 24%
GP	23 28%	8 20%	15 37%
District Nurse	3 4%	1 3%	2 5%
Hospital Nurse Specialist	34 42%	23 57%	11 27%
Other (specify)	5 6%	2 5%	3 7%



	Base	Wave	
		Wave One	Wave Two
Base	78	40	38
<b>CT3z: How were you told contact would be made with the Rowcroft Community Team? (Those who gave an answer)</b>			
I was told the Community Team would contact me	71 91%	34 85%	37 97%
I was told I should contact the Community Team	3 4%	2 5%	1 3%
I was not told how contact would be made with the Community Team	2 3%	2 5%	- -
Other	2 3%	2 5%	- -

	Base	Wave	
		Wave One	Wave Two
Base	84	42	42
<b>CT4z: Did someone explain why you had been referred to the Rowcroft Community Team in a way you could understand? (Those who gave an answer)</b>			
Yes, definitely	62 74%	33 79%	29 69%
Yes, to some extent	16 19%	7 17%	9 21%
No, I did not understand the explanation	1 1%	- -	1 2%
It was not explained to me at all	5 6%	2 5%	3 7%

	Base	Wave	
		Wave One	Wave Two
Base	86	42	44
<b>CT4az. Which of the following members of the Rowcroft Community Team have been involved in your care?</b>			
Community Nurse Specialist	69 80%	31 74%	38 86%
Physiotherapist	23 27%	10 24%	13 30%
Social Worker	21 24%	9 21%	12 27%
Occupational Therapist	15 17%	15 36%	- -
Complementary Therapist	29 34%	13 31%	16 36%
Art / Music Therapist	9 10%	3 7%	6 14%
Community Consultant (doctor)	15 17%	6 14%	9 20%
Other	8 9%	3 7%	5 11%

	Base	Wave	
		Wave One	Wave Two
Base	80	39	41
<b>CT5z. Have you experienced any of the following since you have been in contact with the Rowcroft Community Team? (Those who experienced symptoms)</b>			
Nausea	25 31%	11 28%	14 34%
Vomiting	13 16%	4 10%	9 22%
Pain	54 68%	27 69%	27 66%
Breathlessness	41 51%	22 56%	19 46%
Fatigue/Tiredness	62 78%	33 85%	29 71%
Emotional concerns	36 45%	17 44%	19 46%
Spiritual concerns	6 8%	- -	6 15%
Other (specify)	5 6%	2 5%	3 7%

	Base	Wave	
		Wave One	Wave Two
Base	68	33	35
<b>CT5az. Have the Rowcroft Community Team offered enough support to help relieve your physical symptoms? (this might include medication, treatment or advice) (Those who needed support and gave an a...</b>			
Yes, definitely	56 82%	28 85%	28 80%
Yes, to some extent	12 18%	5 15%	7 20%
No	- -	- -	- -

	Base	Wave	
		Wave One	Wave Two
Base	33	15	18
<b>CT5bz. Have the Rowcroft Community Team offered enough support to help relieve your emotional or spiritual concerns? (Those who needed support and gave an answer)</b>			
Yes, definitely	17 52%	7 47%	10 56%
Yes, to some extent	15 45%	8 53%	7 39%
No	1 3%	-	1 6%

	Base	Wave	
		Wave One	Wave Two
Base	60	29	31
<b>CT6z. If you have raised any worries or fears about your condition or treatment, has a member of the Rowcroft Community Team discussed them with you? (Those who had worries or fears and gave an answer)</b>			
Yes	59 98%	28 97%	31 100%
No	1 2%	1 3%	-

	Base	Wave	
		Wave One	Wave Two
Base	80	38	42
<b>CT7z. When you have important questions to ask the Rowcroft Community Team, do you get answers that you can understand? (Those who asked questions)</b>			
Yes, always	70 88%	32 84%	38 90%
Yes, sometimes	10 13%	6 16%	4 10%
No	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	69	33	36
<b>CT801z: Do you feel you have had enough opportunity to talk about your emotional concerns? (Those who needed support and gave an answer)</b>			
Yes, definitely	49 71%	27 82%	22 61%
Yes, to some extent	18 26%	6 18%	12 33%
No	2 3%	- -	2 6%

	Base	Wave	
		Wave One	Wave Two
Base	27	11	16
<b>CT802z: Do you feel you have had enough opportunity to talk about your spiritual concerns? (Those who needed support and gave an answer)</b>			
Yes, definitely	14 52%	7 64%	7 44%
Yes, to some extent	8 30%	3 27%	5 31%
No	5 19%	1 9%	4 25%

	Base	Wave	
		Wave One	Wave Two
Base	37	17	20
<b>CT803z: Do you feel you have had enough opportunity to talk about your financial concerns? (Those who needed support and gave an answer)</b>			
Yes, definitely	25 68%	11 65%	14 70%
Yes, to some extent	9 24%	5 29%	4 20%
No	3 8%	1 6%	2 10%

	Base	Wave	
		Wave One	Wave Two
Base	60	29	31
<b>CT804z: Do you feel you have had enough opportunity to talk about your practical problems? (Those who needed support and gave an answer)</b>			
Yes, definitely	44 73%	21 72%	23 74%
Yes, to some extent	14 23%	8 28%	6 19%
No	2 3%	- -	2 6%

	Base	Wave	
		Wave One	Wave Two
Base	39	16	23
<b>CT805z: Do you feel you have had enough opportunity to talk about your family concerns? (Those who needed support and gave an answer)</b>			
Yes, definitely	25 64%	10 63%	15 65%
Yes, to some extent	11 28%	6 38%	5 22%
No	3 8%	- -	3 13%

	Base	Wave	
		Wave One	Wave Two
Base	83	41	42
<b>CT9z. To what extent do you agree or disagree with the following statement?: "I have confidence and trust in the Rowcroft Community Team". (Those who gave an answer)</b>			
Strongly agree	62 75%	30 73%	32 76%
Agree	18 22%	11 27%	7 17%
Neither agree nor disagree	3 4%	-	3 7%
Disagree	-	-	-
Strongly disagree	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	83	41	42
<b>CT10z: Are you involved as much as you want to be in decisions about the care you receive from the Rowcroft Community Team? (Those who wanted to be involved)</b>			
Yes, definitely	64 77%	28 68%	36 86%
Yes, to some extent	19 23%	13 32%	6 14%
No	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	72	34	38
<b>CT11z: How much support have the Rowcroft Community Team provided for your family and those close to you? (Those who had friends or family that needed support)</b>			
The right amount	70 97%	34 100%	36 95%
Not enough	2 3%	-	2 5%
Too much	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	73	36	37
<b>CT12z: How much information have the Community Team provided to your family and those close to you? (Those who had family / friends that needed information)</b>			
The right amount	71 97%	36 100%	35 95%
Not enough	2 3%	-	2 5%
Too much	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	41	-	41
<b>CT13az: Have you or anyone caring for you ever tried calling the Rowcroft Community Team weekend number (01803 210812)? (Those who gave an answer)</b>			
Yes	13 32%	-	13 32%
No	28 68%	-	28 68%



	Base	Wave	
		Wave One	Wave Two
Base	13	-	13
<b>CT13b: The last time you or anyone caring for you tried calling the Rowcroft Community Team weekend number (01803 210812), how long did it take to speak to someone? (Those who tried calling)</b>			
I / We got through immediately	10 77%	-	10 77%
One hour or less	2 15%	-	2 15%
A few hours	-	-	-
A day or more	-	-	-
I / We could not get through to anyone	1 8%	-	1 8%

	Base	Wave	
		Wave One	Wave Two
Base	42	-	42
<b>CT13cz: Have you or anyone caring for you ever tried calling the Rowcroft Out of Hours/Overnight number (01803 210800)?</b>			
Yes	6 14%	-	6 14%
No	36 86%	-	36 86%

	Base	Wave	
		Wave One	Wave Two
Base	6	-	6
<b>CT13d: The last time you or anyone caring for you tried calling the Rowcroft Out of Hours/Overnight number (01803 210800), how long did it take to speak to someone? (Those who tried calling)</b>			
I / We got through immediately	6 100%	-	6 100%
One hour or less	-	-	-
A few hours	-	-	-
A day or more	-	-	-
I / We could not get through to anyone	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	6	-	6
<b>CT13e: The last time you or anyone caring for you called the Rowcroft Out of Hours/Overnight number (01803 210800), did you eventually get the help you wanted / needed? (Those who got through)</b>			
Yes, definitely	6 100%	-	6 100%
Yes, to some extent	-	-	-
No	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	75	37	38
<b>CT14z: How well do you think the Rowcroft Community Team communicate with your GP and other services outside of the hospice about your care or important issues for you? (Those who gave an answer)</b>			
Very well	60 80%	29 78%	31 82%
Quite well	14 19%	8 22%	6 16%
Not very well	1 1%	-	1 3%
Not at all well	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	77	38	39
<b>CT15z: Have the Rowcroft Community Team helped address any issues that are important to you? (Those who gave an answer)</b>			
Yes, definitely	61 79%	32 84%	29 74%
Yes, to some extent	16 21%	6 16%	10 26%
No	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	83	40	43
<b>CT16: Overall, how would you rate the care you have received from the Rowcroft Community Team?</b>			
Excellent	66 80%	34 85%	32 74%
Very good	12 14%	6 15%	6 14%
Good	5 6%	-	5 12%
Fair	-	-	-
Poor	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	43	-	43
<b>CT17z: How likely are you to recommend this community hospice service to friends and family if they needed similar care or treatment? (Those who gave an answer)</b>			
Extremely likely	36 84%	-	36 84%
Likely	7 16%	-	7 16%
Neither likely nor unlikely	-	-	-
Unlikely	-	-	-
Extremely unlikely	-	-	-

	Base	Wave	
		Wave One	Wave Two
Base	83	40	43
<b>DG1 Gender</b>			
Male	46 55%	21 53%	25 58%
Female	37 45%	19 48%	18 42%

	Base	Wave	
		Wave One	Wave Two
Base	83	40	43
<b>DG2: Age</b>			
Under 18	- -	- -	- -
19-35	- -	- -	- -
36-50	5 6%	2 5%	3 7%
51-65	13 16%	6 15%	7 16%
66-74	24 29%	11 28%	13 30%
75+	36 43%	16 40%	20 47%
Declined to answer	5 6%	5 13%	- -

## Appendix D: Action Plans

### Inpatient unit – Wave One

POST WAVE ONE ACTION PLAN - INPATIENTS						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<p><b>Involving patients more in decisions</b> about care and treatment. 79% (n=27) said yes, definitely involved as much as they wanted to be in decision Making. 21% (n=7) felt that they were involved to some extent. This is higher than the 14% reporting this in the Pilot Wave.</p>	To increase the percentage of patients who state they definitely feel involved in decision making about their care and treatment	As 0% of patients said “No” they were not involved as much as they wanted to be in decisions in regards care and treatment, we plan to review wave 2 results for any changes before making any changes in current practice	March 2013	Consultant in Palliative Medicine/IPU Manager	Wave 2 results	Wave 2

POST WAVE ONE ACTION PLAN - INPATIENTS						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<p><b>Reducing noise on the ward.</b> Thirty-three per cent (n=11) said the ward was always or sometimes too noisy. Five of these patients said that it was too noisy during the day, one at night time, and the remaining five said it was both during the day and at night.</p>	To increase the % of patients who don't find the ward too noisy	As the report showed that the cause of the noise was varied and the greater percentage being from other patients, we plan to review wave 2 results before making any changes in current signs or practice.	March 2013	IPU Manager	Wave 2 results	Wave 2

POST WAVE ONE ACTION PLAN - INPATIENTS						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<p><b>Quality of food.</b> 90% (n=28) of patients rated the hospice food as very good (77%) or good (13%). 9% (n=3) rated the food as fair or poor.</p>	<p>For an increased number of patients to state that food was good or very good</p>	<p>Although 5% less patients stated that the food was good or very good compared with 2011, we do not believe there has been a change in the quality of the food provided. Therefore we plan to review wave 2 results before discussing improving the quality of food provided by our kitchens</p>	<p>March 2013</p>	<p>IPU Manager</p>	<p>Wave 2 results</p>	<p>Wave 2</p>

POST WAVE ONE ACTION PLAN - INPATIENTS						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<p><b>Providing more privacy for people visiting their friend or relative.</b></p> <p>82% (n=23) said that they always had enough privacy when visiting. 18% (n=5) said that they only sometimes had enough privacy with the person they are visiting. 85% (n=11) said they always had been able to find a private area to go to at the hospice, 15% (n=2) said "yes" but only sometimes.</p>		<p>The issue <u>improving privacy</u> on the Inpatient unit has it's limitations due to the layout of the wards and lack of day room etc. The physical change of the ward is not possible whilst we remain on this site. We are pleased that despite the wards lack of private space a high percentage of relatives and friends still felt they had enough privacy and could find a private area when needed. No action planned</p>	<p>March 2013</p>	<p>IPU Manager</p>	<p>Wave 2 and ongoing survey results</p>	<p>Wave 2</p>

## Inpatient unit – Wave Two

POST WAVE TWO ACTION PLAN - INPATIENTS						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<p><b>Involving patients more in decisions about care and treatment.</b></p> <p>80% (n=35) said yes, definitely involved as much as they wanted to be in decision Making. This is an improvement of 1% on wave one results.</p> <p>16% (n=7) said yes, that they were involved to some extent. This is less than the 21% (n=7) reported in wave 1.</p> <p>5% (N=2) said they were not as involved as they would like to be in decision making</p>	<p>To increase the percentage of patients who state they definitely feel involved in decision making about their care and <u>treatment</u>.</p>	<p>96% stated that they definitely feel or feel to some extent involved as much as they wanted to be in decisions in regards care and <u>treatment</u>. Only 5% of patients said “No” they were <u>not</u> involved as much as they wanted to be. Therefore we will continue our current practice of offering patients the opportunity to discuss decisions in relation to their care and treatment on a daily basis as a minimum.</p>	<p>On going.</p>	<p>Consultant in Palliative Medicine/IPU manager</p>	<p>Ongoing Patient and family satisfaction survey comments.</p> <p>Monitoring of complaints and plaudits.</p> <p>Care Quality Commission inspection reports.</p>	<p>Patient satisfaction reviews &amp; Hospice user advisory group</p>

POST WAVE TWO ACTION PLAN - INPATIENTS						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<p><b>Patients given enough opportunity to discuss things with a member of staff</b></p> <p>The results for this were similar to the decision involvement question</p> <p>87% (n=33) said yes, <u>definitely</u> had the opportunity to discuss anything with a member of staff.</p> <p>8% (n=3) said yes, that they were able to discuss issues to <u>some extent</u>. This is slightly less than the 10% (n=3) reported in wave 1.</p> <p>5% (N=2) said they did not have the opportunity to discuss issues with staff.</p>	<p>To increase the percentage of patients who state they <u>definitely</u> feel they have the opportunity to discuss anything with a member of staff.</p>	<p>95% stated that they definitely had or had to some extent enough opportunity to discuss anything with a member of staff</p> <p>Only 5% of patients said “No” they did not have enough opportunity.</p> <p>Therefore we will continue our current practice of offering patients the opportunity to discuss their care and treatment on a daily basis as a minimum.</p>	<p>On going</p>	<p>IPU Manager</p>	<p>Ongoing Patient and family satisfaction survey comments.</p> <p>Monitoring of complaints and plaudits.</p> <p>Care Quality Commission inspection reports.</p>	<p>Patient satisfaction reviews</p>



POST WAVE TWO ACTION PLAN - INPATIENTS						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<p><b>Reducing noise on the ward.</b></p> <p>70% (n=30) of patients stated that they did not find the ward too noisy.</p> <p>30% (N=13) said sometimes too noisy.</p> <p>No patient said that they always found the ward too noisy. This is an improvement on both wave one and the pilot survey in 2011.</p> <p>There was no measurable difference between noise reported by time of day or night.</p>	<p>To continue to increase the % of patients who don't find the ward too noisy</p>	<p>Of the 30% who sometimes found the ward too noisy, 54% (n=7) reported the noise was caused by other patients. When the figures are broken down by area, noise is only reported in Willow, maple and Beech. No noise is reported by patients in the single rooms. Nurses are cited as the cause of noise by 23% (N=3).</p> <p>To renew the 'quiet please' signs periodically and monitor patients with large numbers of family members visiting.</p>	<p>6 monthly review</p>	<p>IPU Manager</p>	<p>Ongoing Patient and family satisfaction survey comments.</p> <p>Monitoring of complaints and plaudits.</p> <p>Care Quality Commission inspection reports.</p>	<p>Patient satisfaction review/s</p>

POST WAVE TWO ACTION PLAN - INPATIENTS						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<p><b>Relatives and Friends survey</b></p> <p>All areas either maintained 100% positive responses or improved in all areas in comparison to wave 1. Therefore no action is required at this time.</p>	<p>To maintain the positive experience of relatives and friends and their belief that their family member or friend is receiving the highest standards of care</p>		<p>On going</p>	<p>MDT</p>	<p>Ongoing Patient and family satisfaction survey comments.</p> <p>Monitoring of complaints and plaudits.</p> <p>Care Quality Commission inspection reports</p>	<p>Patient satisfaction reviews</p>

## Outpatient unit – Wave One

POST WAVE ONE ACTION PLAN - OUTPATIENTS						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
RECEPTION 74% said reception area should be 'manned'	Reception to have dedicated person in situ to book appointments and schedule clinics. Work with volunteers to meet and greet	Appoint receptionist / administrator	By end August 2012	Service Development Manager	Service Development Manager and Director of Patient Care	Will also address identified issues re getting appointments / running to time
SIGNAGE Problems highlighted pre renaming and new signage but problems still reported	Address signage and achieve increased reports of satisfaction next survey	Identify where further signs needed and install	December 2012	Service Development Manager and Estates Manager to liaise with <u>Comms</u> team	Via patient feedback	Hospice user advisory group
CAR PARK 3% 'Not easy to find space' Low percentage but aim is to increase usage	To maintain satisfaction in light of increased usage	Monitor situation and consider delegated patient spaces. May be difficult with increased group work. Pragmatic approach needed	March 2013	Service Development Manager and Estates Manager	Monitor over 6 months. <u>Poss</u> delegate more spaces if large group expected.	Expansion of Education provision may increase problem
Reception ambience 'lack' of 'heart' - newspapers	Provide daily newspaper and provide leaflet display. TV	TV to stream BBC News 24 or similar + Rowcroft specific content Newspapers?	September 2013	Service Development Manager, Estates Manager and <u>Comms</u> team	Via patient feedback	Patient satisfaction feedback

## Outpatient unit – Wave Two

POST WAVE TWO ACTION PLAN - OUTPATIENTS						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
20% <u>patients</u> are experiencing difficulty in finding the outpatient department.	100% <u>patients</u> report that they find the department without difficulty.	Address onsite signage which may be causing some confusion	Sep 2013	Service Development Manager, Estates Manager and <u>Comms</u> team	Service Development Manager	Patient satisfaction feedback Hospice user advisory group
		Review map sent to patients	June 2013	Service Development Manager and <u>Comms</u> team	Service Development Manager	

## Community Team – Wave One

POST WAVE ONE ACTION PLAN - COMMUNITY						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<b>Explain why patient has been referred to the community team</b> Answered = 42 Definitely = 33 To some extent = 7 Not explained = 2	Increase patient's understanding of why they have been referred to the community team via increasing collaborative working with professional colleagues from partner Organisations	i) Attend Practice Managers Meeting	Sep-12	Community MDT Manager	Feedback from Practice Managers and patients as they use our service	Wave Two Community Workforce Review
		ii) Potential attendance at GP Practice Meetings	TBC - discussions taking place	Community MDT Manager	Feedback from GP surgery and patients as they use our service	Wave Two Community Workforce Review
		iii) GSF Meetings	Attendance already arranged, process of information sharing to be determined - generic Community fact sheet to be distributed at the meeting	Community MDT representatives	Feedback from members of the meeting and patients as they use our service	National and Regional standards
		iv) Raise the profile of the Community team by distributing the Community Fact sheet to professional colleagues who, in turn, can provide them to the patients	Ongoing	Hospital Palliative Care Team and CNS (who will be working one day per week at the hospital as of Oct 2012)	Feedback from hospital staff and patients as they use our service	Wave Two Community Workforce Review

POST WAVE ONE ACTION PLAN - COMMUNITY						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<b>Support with emotional or spiritual concerns</b> Answered = 15 Definitely = 7 To some extent = 8  <b>And</b>  <b>Opportunity to talk about their spiritual concerns</b> Answered = 11 Definitely = 7 To some extent = 3 Not explained = 1	Increase patient's satisfaction levels in relation to their emotional and spiritual concerns	i) Agree approach with MDT in relation to being more overt in using spiritual terminology and increasing understanding	September MDT Business meeting	Community MDT Manager	Creation of an action plan Feedback from patients	Wave Two
		ii) Amend Crosscare to enable true recording whether the topic has been discussed with the patient and the appropriate outcome	Dec 2012	Service Development Team	Monthly reports	Wave Two
		iii) Work with patients, family/friends and carers to increase their awareness of all strands within the topic of spirituality, not just religion	Ongoing	Wider MDT	Feedback from patients, family/friends and carers	Wave Two

POST WAVE ONE ACTION PLAN - COMMUNITY						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<b>Opportunity to talk about their family concerns</b> Answered = 16 Definitely = 10 To some extent = 6  <b>And</b>  <b>Opportunity to talk about their financial concerns</b> Answered = 17 Definitely = 11 To some extent = 5 Not explained = 1	Increase patient's satisfaction levels in relation to their family concerns	i) Discuss options with MDT	September MDT Business meeting	Community MDT Manager	Feedback from MDT members	Wave Two
		ii) Current processes appear to be satisfying the vast majority of patients. Recommendation is therefore to continue to use existing processes	Ongoing	Wider MDT	Feedback from patients, family/friends and carers	Wave Two
		iii) Continue with recording discussions and outcomes, as appropriate, on Crosscare	Ongoing	Wider MDT re recording the information Service Development in producing the reports	Crosscare Reports	Wave Two
		iv) ? create a finance factsheet to be included in the patient information pack	April 2013	Community MDT Manager and CNS Zonal Lead	Feedback from patients, family/friends and carers	Wave Two

POST WAVE ONE ACTION PLAN - COMMUNITY						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<b>Involve patients more in decisions about the care they receive</b> Answered = 41 Definitely = 28 To some extent = 13	Improve patient's feelings of being involved in the care they receive	i) Discuss options with MDT	September MDT Business meeting	Community MDT Manager	Feedback from MDT members	Wave Two
		ii) Current processes appear to be satisfying the vast majority of patients. Recommendation is therefore to continue to use existing processes	Ongoing	Wider MDT	Feedback from patients, family/friends and carers	Wave Two
		iii) Continue with recording discussions and outcomes, as appropriate, on Crosscare	Ongoing	Wider MDT re recording the information Service Development in producing the report	Crosscare Reports	Wave Two
		iv) ACP	Ongoing	Wider MDT	Feedback from patients, family/friends and carers	Wave Two

POST WAVE ONE ACTION PLAN - COMMUNITY						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
<p><b>Improve time it takes for someone to answer out of hours phone</b></p> <p>Answered = 11 Immediately = 5 One hour or less = 5 A day = 1</p>	<p>Improve results in Picker Wave Two regarding this topic</p>	<p>i) Current processes appear to be satisfying the vast majority of patients. There is uncertainty surrounding what 'out of hours' actually refers to and which telephone number. Recommendation is therefore to revise the question and/or include an area for comments relating to out of hours telephone service prior to the start of Wave Two</p>	<p>November 2012</p>	<p>Community MDT Manager</p>	<p>Results in Wave Two</p>	<p>Wave Two</p>

## Community Team - Wave Two

POST WAVE TWO ACTION PLAN - COMMUNITY						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
A reduction in the number of people who felt they definitely had enough opportunity to discuss their spiritual concerns (64% in Wave 1, 44% in Wave 2)	To increase the number of people who definitely had enough opportunity to discuss their spiritual concerns to 75% or more	<ul style="list-style-type: none"> <li>Arrange for the MDT to attend an awareness session on spirituality, so as to increase their existing skill base</li> </ul>	By September 2013	Associate Director - Community (to arrange the sessions) and MDT members (to attend the session and to implement learning)	Associate Director - Community	N/A
		<ul style="list-style-type: none"> <li>Consider adding a definition of the term 'spirituality' within the questionnaire (it appears there has been some confusion about what is included within 'spirituality' in this context)</li> </ul>	At the time of the next patient satisfaction survey preparation period	Associate Director - Community	Associate Director - Community	Next patient satisfaction survey

POST WAVE TWO ACTION PLAN - COMMUNITY						
Identified issue	Objective/Goal	Work required	Timescale	Responsibility	Monitoring	Link with other work
A reduction in the number of people who felt they definitely had enough opportunity to discuss their emotional concerns (82% in Wave 1, 61% in Wave 2)	To increase the number of people who definitely had enough opportunity to discuss their emotional concerns to 75% or more	Monitor the feedback from patients regarding the emotional support they receive, through the use of ongoing feedback (both formal and informal) and through the introduction of the Rowcroft User Advisory Group	Ongoing - results to be reviewed following the next patient satisfaction survey	MDT members	Associate Director - Community	Rowcroft User Advisory Group  Next patient satisfaction survey

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