

Willen Hospice

Patient & Family Services Feedback Report

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Report: June 2016

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Introduction

Patient & Family Services offers 3 support services

- Patient & Carer's Support: - Offering emotional support, future care planning, review of personal/family concerns as well as practical problems and signposting to appropriate external agencies.
- Young People's Support: - Providing support, advice and information to families, children and young people (5 – 18 years).
- Bereavement Support: - Pre and post bereavement support for family members and friends of patients who wish to access support.

The Patient & Family Services (P&FS) survey is an optional questionnaire that is sent out to patients, carers, the parents of children supported by Young People's Support Service and those who are bereaved and is completed by those who wish to share and/or comment on their experience of our services.

Previously feedback has not been sought directly from children but from their parents, however from July 2016 we will be seeking children's feedback and age appropriate questionnaires have been devised.

Each calendar month a selection of names are taken from the services and questionnaires are sent out, a list is kept for the sole purpose of not resending to the same person month on month. Return questionnaires cannot be identified unless the person completing it enters their name on the back page.

25 questionnaires were sent out for the period April 2016 and June 2016 with 5 returns (2 Patient & Carers Support, 1 Young People's Support, 2 Bereavement Support).

Responses: -

Patient & Carers Support

Both responses were from the carers of patients with both stating the advice and support offered met their needs.

- One had practical and emotional support and the other practical support, both felt it was offered in a timely manner with one (who had both practical and emotional support) receiving it at the hospice and the other at home.
- The services accessed
 - Carers Café
 - Complementary Therapy (part of CC)
 - Arts & Crafts (CC)
 - 1-1 support which are timely
- One thought the service was more than expected and the other didn't know what to expect

Comments:

Volunteers as a group are ALL excellent

The carers café is a god send to me. It's nice to have someone to look after me for a couple of hours. The volunteers are fabulous and cheerful but sensitive to how I feel and what is going on with other users at the time. I laugh and cry, nothing is too much trouble for them – Thank you.

Young People's Support

The young person supported was in the age group 13 – 16 and their parent stated they would be extremely likely to recommend the YPS service to friends and family if similar advice or emotional support was needed.

- The client was happy to come to the hospice for support, liking the idea of coming back.
- The timing of support was right
- The support more than met expectations
- The support gave her an opportunity to talk on her own away from others who are also grieving
- She liked the volunteer supporting her
- The service was what was expected and in line with the whole experience of the hospice

- The question *What's the one thing you think could make the biggest difference? You can suggest more than one, if you like.....*
Wasn't understood
- The memory box was a lovely idea.

Comment:

We are grateful and appreciative of all the support we have received from the hospice.

Bereavement

One is extremely likely to recommend the service if they need similar advice or emotional support whilst the other said neither likely nor unlikely.

- Both felt the contact was just at the right time
- Both post bereavement support.
- One said the support was helpful
- One said neither yes or no to the question did you find the support helpful preferring 1-1 over telephone contact
- Volunteer friendly and supportive
- The services accessed
 - Telephone support
 - Coffee club

Comments:

Telephone service too quick, prefer 1-1

I cannot think of any improvements as I was approached with great sensitivity and at the relevant time

Do not need anything further. I am getting on well

Thank you all so much for everything that was done for my husband and myself from the hospice, both before and after he died. I felt completely at ease and comforted by the wonderful care given.

Negative Comments

Telephone service too quick, prefer 1-1.

Summary

A cross selection of feedback forms are sent out each month however returns are generally low. Feedback is positive with patients, carers and family members commenting on their satisfying experience of Patient & Family Services.

The one negative comment about a client preferring 1-1 support as opposed to telephone support has been addressed and it will be checked with clients during support that what they are receiving is meeting their needs.

All comments are welcome and are seen as opportunity to improve and develop what and how we offer services.

Recommendations for next quarter

To re word the question *What's the one thing you think could make the biggest difference? You can suggest more than one, if you like.....* in the YPS questionnaire

To send questionnaires to children and young people seeking their feedback on the service they have received.

To ensure that clients receive the service they would prefer