

SWAFFHAM & LITCHAM HOME HOSPICE SUPPORT LTD ANNUAL PATIENT/CARER SURVEY 2011

We sent out 113 survey questionnaires of which 89 were received completed representing a 78% return. Set out below are the questions we asked and the results including patient/carer comments.

There were no adverse comments made in any of the questionnaires.

Which of the following patient/carer services have we provided to you?

Home Visits	39
Day Care	6
Art & Craft Group	8
Cars with Care	54
Equipment Loan	24
Headstart	8
Reflexology	26
Carers' Group	14
Bereavement Group	2

Comments were as follows:

- *I could not have had better treatment at a most distressful time of my illness*
- *Reflexology really helped with managing the pain*
- *I could not have managed without the help and dedication of all at the Home Hospice and without the loan of a wheelchair, I would not have been able to take my mother out as she cannot walk unaided or any distance and therefore her life would have been extremely restricted.*
- *They were so helpful they made my life so much easier.*
- *I like the Art & Craft because nobody talks about their illness or problems*

Which service has been a disappointment to you or your carer in the last 12 months?

No service was a disappointment to anyone.

How helpful have you found the staff in the office?

Very Helpful	86	(98%)
Helpful	2	(2%)

One respondent did not answer this question.

Comments were as follows:

- *Always very pleasant to speak to and arrangements always made to our convenience*
- *Excellent – were always willing to help whenever we rang*
- *Very polite and keen to help*
- *Always helpful, tactful and welcoming*
- *You have an excellent team, very organised and very helpful*
- *They were there when I needed them*

How helpful were our volunteer carers and drivers?

This question did not apply to 3 respondents (Headstart – who only dealt with the staff). A further 9 did not comment on this question.

Very Helpful	73	(95%)
Helpful	4	(5%)
Unhelpful	0	

Comments were as follows:

- *Very kind and always smiling although sometimes hard for them*
- *Great kindness was shown nothing too much trouble*
- *Transport to and from hospital for John and myself for treatment was brilliant, we wouldn't have managed without them.*
- *More than helpful, first class, always on time, nothing was ever a problem, they always took the pressure off*
- *Always friendly and making sure you go to your appointment place*
- *They went out of their way to help me – even on Sundays*

If you were referred, or referred yourself, to us in the last 12 months, how did you find the initial assessment process?

Self Referred	24		Referred via others	34	
Excellent	21	(88%)	Excellent	20	(59%)
Good	3	(12%)	Good	12	(35%)
			Satisfactory	2	(6%)

Comments were as follows:

- *Everyone has been so helpful, and nothing is too much trouble*
- *On contacting the hospice I received a reply within a few hours, everyone was so helpful*
- *I couldn't have asked for any better, I don't know what my family and self would have done without the care and consideration they showed us*
- *I received one-to-one help and support when I was at a low ebb and needed to talk through many issues*
- *Everybody was very friendly, helpful and caring*

What additional services could Swaffham & Litcham Home Hospice provide or improve upon?

66 patients/carers (74%) felt that there was nothing to improve upon or no other service was required.

The following questionnaires returned with feedback:

Caring for the carer	7 patients would like some further information
Counselling one-on-one	4 patients/carers would like some further information
Social	7 patients/carers would like some further information
Bereavement one-on-one	3 carers would like some further information
General one-on-one support	7 patients/carers would like some further information

Other comments were as follows:

- *Some support during returning to work*
- *Speaker to talk about Dementia*
- *Maybe I would like to know about the carers group but not sure if I am able*
- *All of these would be good, but may need one or all the services later on*
- *The helping hand logo says is it all!*