

# 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!*