



St Oswald's
Hospice

Patient experience

at St Oswald's Hospice

April 2020 – October 2020

Quality time for everyone

The patient experience report brings together patient feedback and all other feedback that influences the patient's experience of St Oswald's Hospice. This report focuses on activity from the last six months (April 2020 – October 2020) and is split into sections based on the sources and mechanisms of feedback.

Please note: The impact of Coronavirus has meant that the way some of our services are delivered has changed, and therefore, we have adapted some of our 'usual' surveys and feedback that we gather, to account for this. Patient and stakeholder feedback is just as important to us, if not more important, during these changes and uncertain times. Feedback is helping us to constantly review and improve the way we deliver our care during the pandemic. Find out more about these changes in the following sections of the report.

Patient and family surveys

We have adapted some of our patient surveys to gather information about new ways of working, due to the impact of Coronavirus. The information collected is helping us to further understand how service users are adapting to changes and whether they have any suggestions to improve and shape services.

Focus on Living Centre covid-19 survey - July 2020

Due to Coronavirus, many of the services within our Focus on Living Centre are now delivered remotely. This includes a mixture of: telephone support, telephone counselling, email support, virtual art therapy group sessions, home visits, face to face appointments and a bespoke information hub on St Oswald's website.

To gather feedback about the service changes patients were contacted through email and SMS asking them to complete a survey via SurveyMonkey.

45 texts and 42 emails were successfully delivered resulting in 30 completed surveys, a response rate of 34%. The results highlighted:

87%
26 out of 30 patients

said that they would be happy to receive telephone and video appointments in the future, in place of some face-to-face appointments.

97%
29 out of 30 patients

have confidence in staff supporting them and feel that staff make an effort to meet their individual needs.

Within the survey, patients told us...

“
Reassuring to know someone is there to talk to.
”

“
It has been a great experience. The first real support I've had during my 3 years of fighting cancer.
”

“
The Occupational Therapist has helped me get an easy garden step put in and a bath seat which has made more difference than I could possibly say. I have had wonderful counselling from the Hospice which has made me feel so much more human and part of the world again.
”

Lymphoedema Service covid-19 survey – July 2020

Similar to the Focus on Living Centre, our Lymphoedema Service has also seen many changes during the pandemic. The service has been delivered in a mixture of: face to face appointments, home visits, and telephone and video consultations.

546 texts and 337 emails were successfully delivered resulting in 331 completed surveys, a response rate of 37%. Results highlighted:

71%
of respondents

said that they would be happy to receive telephone and video appointments in the future, in place of some face-to-face appointments.

97%
of patients

said they are confident in the staff providing their treatment.

96%
of patients

feel that staff make an effort to meet their individual needs.

Within the survey, patients told us...

“

Great staff who genuinely care.

”

“

I genuinely think everyone is amazing and you put your patients first.

”

“

I can ask questions by telephone but it is always much easier to ask questions and understand the answers in a face to face situation.

”

Inpatient Unit visitor questionnaire

Earlier this year, a team on St Oswald's Inpatient Unit carried out a 'Relatives Matter Too' audit. This involved sharing a questionnaire with relatives/friends staying on the unit, to capture if they felt supported, welcomed and had a positive experience whilst staying overnight at the Hospice. The audit was carried out from November 2019 until February 2020, however due to the impact of the pandemic results were delayed until June 2020.

The audit was in response to NICE guidelines, End of Life care for adults 2017, and key lines of enquiry (KLOE) from the CQC which state that holistic support must be given to families and carers of those people approaching the end of life.

Because of coronavirus and restrictions to visitors, the audit was stopped earlier than planned, however a report has been produced including some recommendations for visitors staying overnight going forward. Please speak to a member of the Senior Nursing Team on the Inpatient Unit for full details.

Feedback Bank

The Feedback bank, St Oswald’s ‘suggestion box’ scheme, is an opportunity for patients, families, staff, volunteers and other visitors to provide feedback about all aspects of the hospice, and to do so anonymously if they wish.

All feedback is recorded in the online feedback bank portal on St Oswald’s Hospice intranet, which includes verbal feedback, feedback from the post boxes around the hospice, social media, thank you cards and feedback books from our charity shops.

The pandemic has meant we have had decreased numbers of visitors on site and therefore there has been much less activity in our physical feedback boxes during this time.

Feedback from this period

From April – October 2020 a total of **19 responses** were recorded on the feedback bank. Breaking the results in to categories, we received



Positive
13 (61%)



Thank you
4 (19%)



Suggestion
0 (0%)



Constructive criticism
1 (5%)



Negative feedback
1 (5%)

Theme	Positive	Thank you	Suggestion	Constructive criticism	Negative
Care service experiences	8	4			
Patient and staff environment/facilities				1	
Retail purchase experience					1
Former staff and volunteer experience	3				
Communications to staff and volunteers	2				

90% of feedback received during this time was either positive or to thank the Hospice.

Staff and volunteer surveys

We regularly send surveys to all our staff and volunteer teams to gather views from our people about aspects of life at St Oswald's.

Acknowledging that we are living and working in very unusual times, we decided to create a Pulse survey for staff and volunteers in May 2020. Many of our people were working or volunteering from home, or on furlough, and staff still 'coming in to work' had to face some big changes.

The survey was developed to identify some of the things that we're doing right, what we need to do more of and what we need to stop. It also helped us to understand where we need to do some work to support everyone better.

We received a total of 408 responses from staff and volunteers and our Management Team is acting on feedback where possible.

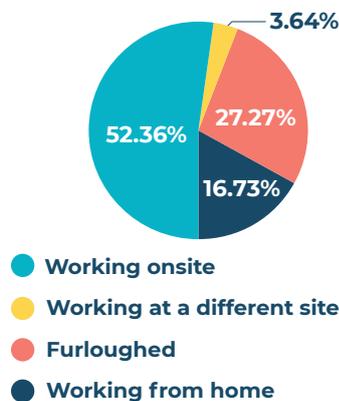
We received a total of 408 responses

Of those who answered:

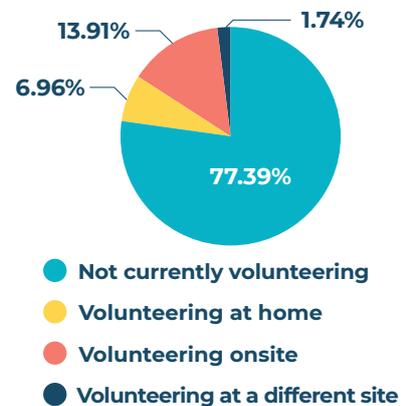
70.48%
were staff members

29.52%
were volunteers

Current working status



Current volunteering status



77.8%
of staff and volunteers feel valued and supported by St Oswald's at this time.
*people who scored 7 or above

90.65%
said that they felt they were listened to and heard or somewhat listened to or heard at this time.

72.47%
said that they felt they were receiving just the right amount of communication
*people who scored 4-6

Thank you to everyone who completed our Pulse Survey. If you have any queries or want to chat through the results further please don't hesitate to contact a member of HMT, the Engagement Group or Laura Lowther.

“The regular updates, the Facebook group & messages with manager are keeping me informed without being overwhelming when I am busy home schooling 2 small children.”

“Have regular contact with my line manager which is nice, and with other members of the team which again is nice. It gives the sense of working together even when we are not together.”

Social media activity

Social media brings opportunities for us to reach out to supporters and we update our Facebook, Twitter, Instagram and LinkedIn accounts daily. We often provide engaging content about our services and service users, such as new developments and case studies.

The accounts are also an opportunity for supporters to engage with us. We regularly receive feedback and comments about the care we provide(d) to patients and families on posts and reviews.

Our Facebook posts about hospice services receive a huge amount of engagement from followers, often promoting positive comments from patients and their families. The table below highlights the highest engaged posts of this type for this period.

Facebook posts April 2020 – September 2020		
Date	Content	No. of people reached
28-July-2020	Persimmon Homes grant – vote for us	24,600
12-May-2020	International Nurses Day video	16,800
7-July-2020	Shops re-opening following lockdown closures	14,500
23-April-2020	Changes to bereavement and other services during covid-19 video	12,700
22-July-2020	Actor Bill Ward experience of family member on Inpatient Unit video	10,400

Nice comments from Facebook posts during this period include:

“

Another lovely nurse I worked with at St Oswald's. I have happy memories of my nursing there, the best of all 30 years was my role there.

”

“

Yes it's a Very special place my late husband died nearly 13yrs ago in St Oswald's & all the staff were lovely xx

”

“

So proud to work with all of you fantastic Nurses at such a special place

”

“

You are a very special breed of people. You shine a bright light in such dark and uncertain times. Lovely lovely lovely xx

”

More feedback

We include examples of feedback in many of our publications and other communications. Click on the titles below to read more.



[Annual review](#)



[Annual report](#)



[Quality account](#)

Issue date: Nov 2020 | Review date: April 2021

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**St Oswald's
Hospice**