



St Oswald's
Hospice

Patient experience

at St Oswald's Hospice

October 2020 – March 2021

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 (October 2020 – March 2021) and is split into sections based on the sources and channels of feedback.

The impact of Coronavirus has meant that the way some of our services are delivered has changed, and therefore the way we gather feedback has also changed to account for this. Feedback is helping us to constantly review and improve the way we deliver our care during the pandemic.

Values survey – for patients and families

We are committed to becoming a values-led organisation as part of our new strategic plans. We already have well-established set of Values, however to ensure that our Values are right for now and the future, we asked many of our stakeholders, including patients and families, to review them and feedback their thoughts. We also asked our staff and volunteers to feedback, which we'll highlight later in the report.

St Oswald's Hospice's current Values are: Compassionate, Safe & Supportive, Accountable & Authentic, Positive & Can Do and Excellence & Innovation.

Feedback was submitted via a survey, sent to families accessing our Children and Young Adults Service and patients and relatives on our Adult Inpatient Unit.

We received 4 responses and 100% of people selected 'spot on' when asked if they felt our Values reflected who we are and where we are going.

Comments were very positive about our Values and care received, including:



Bereavement service – supporting employers through webinars

In the face of unprecedented demand for our bereavement support service, in September 2020 we developed a new training programme for businesses.

All support and training for businesses is delivered online and is designed to help employers understand grief and loss, and to learn how to support bereaved people in the workplace.

The training programme was initially funded as a six month pilot thanks to the Big Lottery Fund, and has now become a core service that will continue to be rolled out from April 2021. Highlights from the first six months include...

146 people attended 45 minute or 90 minute online training sessions.

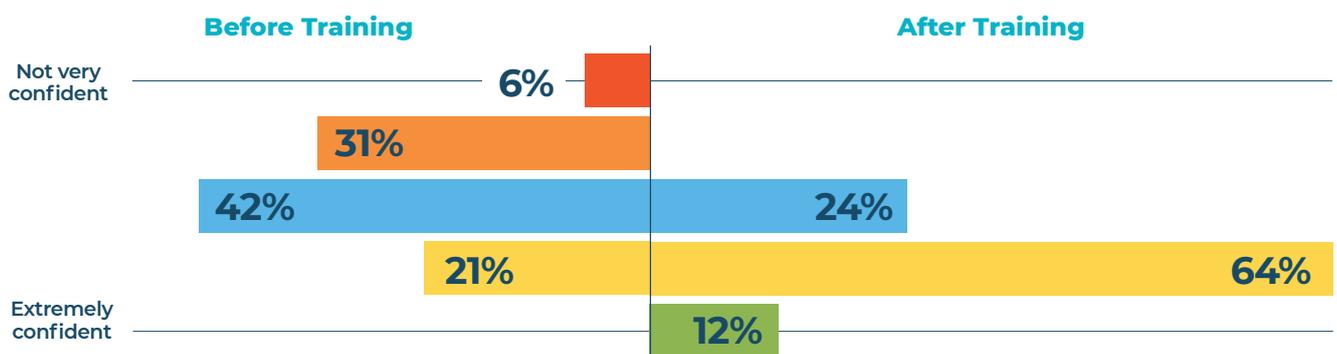
Everyone who attended training received two surveys – a pre-assessment and evaluation.

55% of people completed the pre assessment survey (80 responses)

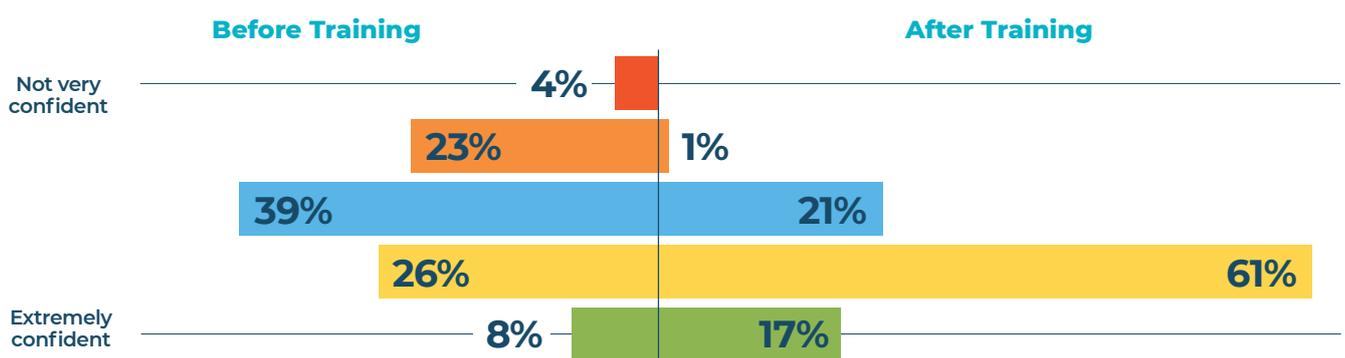
58% of people completed the evaluation survey (85 responses)

Attendees were asked a series of questions in both surveys, including two key questions to measure confidence in the subject before and after training:

How confident do you feel to try to help and support someone who has been bereaved?



How comfortable do you feel talking about death and dying?



85%

of people's expectations of the training were met or exceeded

88%

of people would be likely or extremely likely to recommend this training to others

90%

of people know how to access further information and support should they need it

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 October 2020 - March 2021, a total of **26 responses** were recorded on the feedback bank. Breaking the results in to categories, we received:



Theme	Positive	Thank you	Suggestion	Constructive criticism	Negative	Neutral
Care service experiences	7	7			1	2
Staff and volunteer communications	2					
Retail purchase/service experience	2		1			
Staff and volunteer wellbeing and benefits			2	1		
External stakeholder experiences		1				

72% 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.

As mentioned earlier in the report, we asked our stakeholders, including staff and volunteers, for their views on our current Values, to ensure that they are right for now and in the future.

We received a total of 105 responses and our Values-Led Group and Hospice Management Team are reviewing all feedback and the suggestions put forward.

We received a total of 105 responses

94%

felt that our Values reflected who we are and where we are going

*people who selected 'Spot on' or 'There or there about'



Our Values in order of importance as ranked by you

*1 being the most important and 5 being less important

1	Compassionate
2	Safe & Supportive
3	Accountable & Authentic
4	Positive & Can Do
5	Excellence & Innovation

26 people made suggestions for new Values which they felt are missing. Some of these include:



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 prompting 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
09-Oct-2020	Hospice Care Week –Nicola Wealleans story	7,939
10-Oct-2020	Hospice Care Week – lymphoedema story with child Violet Stanger	12,749
04-Dec-2020	Light up a Life – Frank patient story	6,215
15-Dec-2020	Festivities and Christmas activities in children's	6,583
15-Feb-2021	Snowman on Adult Inpatient Unit	4,408

Nice comments from Facebook posts during this period include:

“ Miss you Nicola. My Tuesdays just aren't the same without my trip to St Oswald's & seeing all your lovely faces ”

“ Fantastic charity, who have helped over many years with my mum, and during my loss of Mum - wishing you all a very Merry Christmas - thank you for your kindness and supporting card - it's meant so much. ”

“ Amanda and Marisa do loads of really nice things for our patients and families, they go the extra mile, which is what palliative care is all about! They even come in on their days off to set up something special. ”

“ She absolutely loves the whole team at St Oswald's and they love her too. The Hospice is our extended family we would be lost without them. Me and her dad can't thank St Oswald's enough for what they do for our brave little girl. ”

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