

# Broadening Access Survey



St Oswald's  
Hospice

St Oswald's Hospice is open to everyone who needs support from us regardless of their background or culture. However, we know that the referrals that we receive do not reflect our local communities. We want to change this. To help us do this we need to understand why people are not being referred to us for care and what barriers there may be that prevent people from using our services.

All of your responses to this survey will be anonymous. However, we know that some people may wish to give us their details so that we can contact them to take part in more work we have planned around this issue, for example focus groups. Some people may also want to retract their answers at some point in the future so, there is an optional section at the end of the survey for you to leave contact information if you wish.

Thank you for taking the time to respond to the survey. We will publish results anonymously via website [www.stoswaldsuk.org](http://www.stoswaldsuk.org) and our social media channels (please search for St Oswald's Hospice). Thank you.

1. Have you heard of St Oswald's Hospice **Yes/No**

2. St Oswald's Hospice offers these services to people who have incurable conditions, and their families.

**Which are you already aware of?** Please tick ALL that apply:

## Adult Inpatient Unit

- Symptom and pain control
- End of life care
- Emotional and psychological needs support
- Family support

## Adult Day Services

### Treatment and Symptom control of Lymphoedema, Outpatient Service

- Onsite at St Oswald's Hospice in Gosforth
- 'Outreach' in wider communities (closer to home)
- In people's own homes

### Focus on Living centre – outpatient therapeutic service

- Symptom control such as breathlessness and fatigue
- Emotional, spiritual and social support
- Wellbeing activities such as, massage, music therapy, relaxation
- Patient education
- Blood transfusions and infusions

## Children and Young Adult Services

- Short breaks and respite care for children and young adults aged 0-25 years with complex, life-shortening conditions
- An outpatient clinic for young people aged 16-35 years with a complex, life-shortening conditions
- End of life care

## Carers and Family support, including children and young adults,

- Specialist advice for patients and families to support emotional, spiritual and psychological needs.

Specialist advice from teams such as:

- Social workers
- Spiritual care team
- Pre and post bereavement support
- Complementary therapy
- Pre and post bereavement support

**3a.** If you needed to, would you use hospice care? **Yes / No / Don't know**

**b.** Please tell us more about your answer.

**4a.** If they needed it would you recommend hospice care for a family member or friend?

**Yes / No / Don't know**

**b.** Please tell us more about your answer.

**5.** You can access hospice care at St Oswald's Hospice in the following ways.

**Which are you already aware of?** Please tick ALL that apply:

**By a referral from:**

- Your GP/family doctor
- Your Hospital Consultant
- Specialist Palliative Care Nurses
- Other Healthcare Professionals in consultation with your GP, including Macmillan Nurses for example
- Social Care Teams (Children and Young Adults only)

**6a.** People from ethnically minoritised (Black, Asian and Minority Ethnic) communities use Hospice care less than other communities. Why do you think that is the case?

**b.** What can you suggest to improve that?

# Equality, Diversity and Inclusion

Equality, Diversity and Inclusion are essential to our organisation and our vision is to make them part of our every day at St Oswald's Hospice. At St Oswald's Hospice, we aim to be an organisation of people who are led by our Values. A place where everyone feels welcome whoever they are, whether they are cared for by us, employed by us, volunteer for us or support us in any way.

St Oswald's Hospice has an Equality, Diversity and Inclusion Steering Group which was created in early 2019. This year, the Group has committed to a Statement of Intent that describes how we will listen more effectively to the views of those we don't hear from as often; look at how the way we have always done things and how these ways may be a barrier to some people, and we will act on what we know and what we find out.

Thank you for completing this section of the survey. Your responses will be anonymous. For more information about our Equality, Diversity and Inclusion Statement of Intent, please visit: [St Oswald's Hospice | Equality, diversity and inclusion](#).

## Equality and Diversity Questions:

### 1. What of the following best describes you?

- Female
- Male
- Non-Binary
- I would prefer not to say
- I would prefer to self-describe  
– please comment your desired description

### 2. Is the gender you identify with the same as your sex registered at birth?

- Yes
- No – would you be to tell us your gender identity? Please write in

- I would prefer not to say

### 3. What is your Ethnic Group?

(Choose one which best describes your ethnic group or background)

#### White -

- English, Welsh, Scottish, Northern Irish or British
- Irish
- Gypsy or Irish Traveller
- Roma
- Any other White background – please write in

#### Black/African/Caribbean/Black British -

- Caribbean
- African
- Bangladeshi
- Chinese
- Any other Black, Black British or Caribbean background – please write in

#### Asian/Asian British -

- Indian
- Pakistani
- Bangladeshi
- Chinese
- Any other Asian background – please write in

#### Mixed -

- White and Black Caribbean
- White and Black African
- White and Asian
- Any other Mixed or Multiple background – please write in

- I would prefer not to say

- Other ethnic group – please comment your desired description

**4. Which of the following best describes how you think of yourself?**

- Heterosexual / Straight
- Gay or Lesbian
- Bisexual
- I would prefer not to say
- Other sexual orientation, please comment your desired description

**5. What is your religion?**

- No religion
- Christian (including Church of England, Catholic, Protestant, and all other denominations)
- Buddhist
- Hindu
- Jewish
- Muslim
- Sikh
- I would prefer not to say
- Other – please tell us your religion

Thank you for answering this survey. Please send your completed survey to:

**FREEPOST RLTU-UYRU-LZJR**  
**Equality and Diversity at St Oswald's Hospice**  
**Regent Avenue**  
**Newcastle upon Tyne**  
**NE3 1EE**

For more information about our work, please visit [www.stoswaldsuk.org](http://www.stoswaldsuk.org)  
For enquiries, please email [enquiries@stoswaldsuk.org](mailto:enquiries@stoswaldsuk.org) Or call **0191 285 0063**.

**Thank you**