



St Oswald's  
Hospice

# Patient experience

at St Oswald's Hospice

April 2021 – October 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 (April 2021 – October 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.

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## Feedback about our services

### Focus on Living patient survey

In March 2020, the services delivered by our Focus on Living (FOL) Team, to patients during the day, were forced to move to a remote model of care due to the pandemic and the vulnerability of the patients supported. As restrictions are now beginning to ease, in August 2021, the FOL Team sent out a letter and questionnaire to 48 existing patients, to ascertain how they would like to see services delivered in the future. Individuals were given the opportunity to complete the questionnaire online or in paper format. (Please note: A number of patients supported were not contacted due to stage of illness or residency in Care/Nursing homes.)

Patients were asked about the types of support they would like to receive from the Hospice's Focus on Living Centre, and where and how they'd like to be supported.

We received 25 responses (52% response rate) and patients told us about their emotional, psychological, medical and social concerns. Many patients who responded (64%) commented that they'd like to receive group support at the Hospice.

Many comments received alongside the survey were very positive about the support received over the last 18 months, including:

“

FOL has been a great miss to myself. Not being able to meet friends to discuss our troubles, chat and laugh together has put a curtain over my life. Not many people know or understand how to deal with a palliative illness. St O's has been a great support to me and has benefitted my wellbeing greatly. Hopefully it won't be long until we can meet up with friends and wonderful staff and once again we can feel like the light has been switched on in our lives.

”

“

I found it very beneficial to be a member of the Men's group and when possible I would like to continue with it. The individual support I received I found extremely helpful and would like to be able to use this in the future.

”

Our Focus on Living Team are now reviewing the feedback from patients in order to shape future care around patient needs, and each individual response will be discussed with patients. For further information about this survey, or our Focus on Living Centre, please contact Davina Radford, Spiritual Care Lead at [davinaradford@stoswaldsuk.org](mailto:davinaradford@stoswaldsuk.org)

## Patient and Public Involvement Group

In May 2021, St Oswald's Hospice's Patient and Public Involvement (PPI) Group for research was established. The PPI group is made up of patients, family members, carers and the public, who are all involved in various aspects of work to help develop and improve the research we deliver at the Hospice.

The views and experiences of our PPI group will help us to shape future research and improve services for local people, and beyond. Hearing and listening to the voices of local people will also help us to:

- Make our research more relevant to the people it is trying to help
- Make research more streamlined for participants to be recruited to
- Improve the experiences of people participating in research
- Communicate the results of research to participants and the wider public.

For more information about our PPI group please contact our research team at [research@stoswaldsuk.org](mailto:research@stoswaldsuk.org)

# Feedback Bank

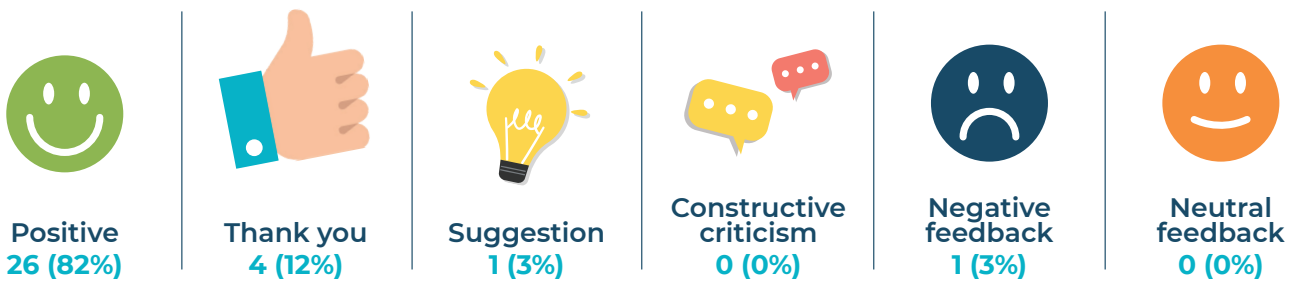
The Feedback bank, St Oswald’s ‘suggestion box’ scheme, is an opportunity for patients, families, staff, volunteers and other visitors to provide feedback about all aspects of the hospice, and to do so anonymously if they wish.

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 2021 – October 2021, a total of **32 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	20	4				
Communications/letters sent to patients, families staff and volunteers	2				1	
Retail purchase/service experience	1					
Staff and volunteer experiences	3					
Staff suggestion to onsite environment			1			

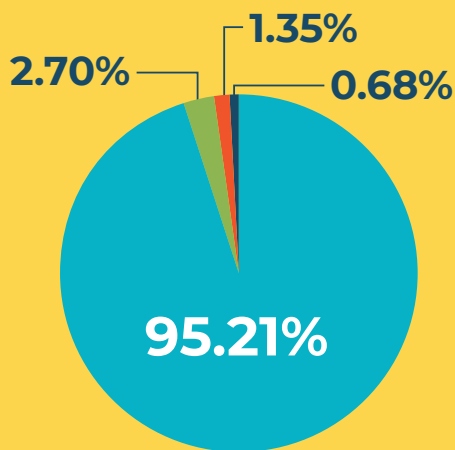
**94%** of feedback received during this time was either positive or to thank the Hospice.

## 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 part of St Oswald's Hospice's NHS contract we record and report on ethnicity and disability of staff each year. We also ask staff if there are links between ethnicity and disability and bullying and harassment and career progression.

We received a total of 148 responses. Based on the responses received, staff told us...

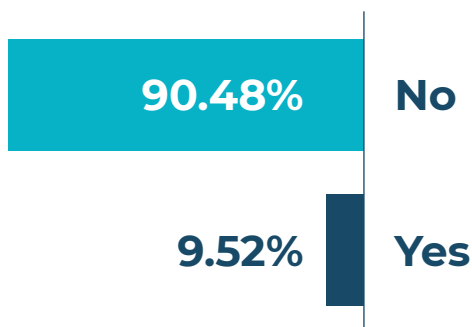


### What is your ethnicity

- White British
- Mixed - white and any other background
- Chinese
- Any other Ethnic background

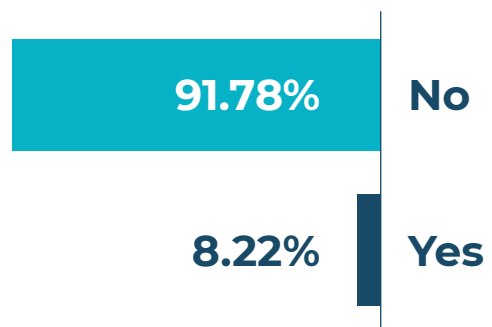


**Do you feel you have experienced harassment, bullying or abuse from patients, relatives or the public in the last twelve months?**



Of these 14 instances, 7 were reported, 7 were not.

**Do you feel you have experienced harassment, bullying or abuse from staff in the last twelve months?**



3 of these 12 instances were reported at the time, 9 were not reported.

## 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
10-May-2021	Cramlington shop temporary closure	28,292
22-June-2021	Nick's story – Children's Hospice Week	17,528
06-July-2021	Hairy Bikers 35th birthday video message	133, 731
12-Sept-2021	Great North Run thank you	10,783
05-Oct-2021	Terry's story – Hospice Care Week	20,082



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