



St Oswald's  
Hospice

# Patient experience

at St Oswald's Hospice

1st October 2022 – 31st March 2023

Quality time for everyone

The Patient Experience Report brings together patient feedback as well as other feedback that influences the patients' experience of St Oswald's Hospice. This report focuses on activity from October 2022 – March 2023 and is split into sections based on the sources and channels of feedback.

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## Feedback About Our Services

As always, throughout the past six months, we have sought and received feedback from patients across our services. This includes our Adult Inpatient Unit, Focus on Living Centre, Lymphoedema Service and Children and Young Adults Service.

**Here are some direct quotes we've received about our services...**

### Adult Inpatient Services

"To all of the staff and volunteers at St Oswald's Hospice. I will be forever grateful to you all for the amazing care and attention you gave my dad during his stay. The work you do is absolutely incredible and you have enabled us to enjoy quality time together."

### Lymphoedema Service

"From start to finish the service was excellent. The Lymphoedema staff and volunteers, were skilled (high-level, like the bridge!), professional, patient, warm, caring – really good, lovely staff. Same applies to receptionists, patient transport drivers and admin staff."

### Focus on Living Centre

"St Oswald's Hospice is an amazing place. I take part in the online Focus on Living activities and I've had plenty of good times at the Focus on Living Centre too. We had a fantastic group and all we did was laugh – we may have life-limiting illnesses, but we focused on living for the day. Thank you, St Oswald's Hospice."

### Children and Young Adults Service

"When chatting to a child's dad the other day when she came in for her stay, he was saying that she loves coming to St Oswald's Hospice and that it was her Disneyland."



## Care Rounding to Gather Feedback

Our Adult Inpatient Unit Care Rounding continues. Our care team works with patients staying at St Oswald's Hospice to make sure they are comfortable and provide anything that they might need during their stay.

Alongside Care Rounding, we also continue to receive and seek feedback from our patients, young adults and families via other channels and methods such as surveys, social media and focus groups for example.

Feedback can be given in a number of ways including on our website which gives service users the option to:

- **comment on any good experience/what could be improved**
- **have their say on whether they would recommend us to family and friends (in line with the NHS friends and family test)**
- **rate the care provided at St Oswald's Hospice**

## CQC Assessment

St Oswald's Hospice continues to engage with Care Quality Commission (CQC) as it transitions to a new way of inspection.

Throughout 2022 and 2023, we have had telephone conversations with the CQC, responded to information requests and familiarised ourselves with its Quality Statements.

The CQC has asked us to promote the new CQC feedback link to patients and their families. We have a section on our website where people can feedback directly to St Oswald's Hospice or the CQC.

Feedback sent directly to the CQC is not received by St Oswald's Hospice.

## Patient and Public Involvement Group

In May 2021, St Oswald's Hospice's Patient and Public Involvement (PPI) Group for research was established. Some members of the group have now joined the new Consultation Group Network (see information below) which is in its pilot phase.

## Consultation Network

As St Oswald's Hospice is supported by the community and is for the community, we decided to set up a Consultation Network in late March/early April 2023.

The Consultation Network was formed as part of our commitment to stakeholder engagement and involvement. We want to be as inclusive as we can and want to hear from a wide range of stakeholders.

This pilot project started in April 2023 and will end in October 2023. During the pilot, we'll work with our group to find out what works and what doesn't before we officially launch the Consultation Network officially in early 2024.

The views and experiences of our Consultation Network will help us to shape future research and improve services for local people and beyond.

**Here are some quotes from patients and families talking about events and awareness weeks that have been held over the past six months...**

## Hospice Care Week 2022



As part of Hospice Care Week, in October 2022, we spoke with Anne, daughter of Doug Melbourne, who was stopping on our Adult Inpatient Unit:

“You tend to have this perception that hospices are overwhelmingly sad places where people go to die. And often, of course, that is the case. But I just wanted to make a tribute to the staff for the compassion and care and also their imagination – for the things they come up with to make things special and create memories for the family.”

## Adult Inpatient Cinema Room Opening



Our Cinema Room was opened in January 2022, by actor, Dave Johns. As part of this, we caught up with Sue, Doug Melbourne’s other daughter, as she talked about the difference St Oswald’s Hospice made to her family and how ‘amazing’ the cinema room will be for patients and their families moving forward:

“The Hospice was just amazing for our family – the staff did everything, from providing keyboards so I could play the piano in Dad’s room, to experiences together in the family room. Even though the cinema screen wasn’t set up as it has been today, I think the cinema room as it is now, is going to be absolutely amazing for memory-making for all sorts of family occasions.”

# Feedback Bank

The Feedback Bank, St Oswald’s Hospice ‘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.

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.

Since its launch, there have been 1,065 posts made to the Feedback Bank, including any feedback received through social media, suggestions boxes and comments books.

During the pandemic, we had decreased numbers of visitors on site and therefore there was much less activity in our physical feedback boxes during this time. Although people have started to return to the main hospice site, digital feedback has become the most popular way of submitting feedback to St Oswald's Hospice.

We are currently in the process of developing a new Feedback Bank to be featured on our website. This will give people the opportunity to share feedback more efficiently.

## Feedback from this period

A summary of the type of feedback from the time frame **1st October 2022 – 31st March 2023** is shown below. As can be seen, the vast majority includes thank you or positive comments (**100% in 2022/23**).

**A total of 71 responses were recorded on the Feedback Bank during this time. Breaking the results into categories, we received:**



**Positive**  
12 (17%)



**Thank you**  
59 (83%)



**Suggestion**  
0 (0%)



**Constructive criticism**  
0 (0%)



**Negative feedback**  
0 (0%)



**Neutral feedback**  
0 (0%)

Theme	Positive	Thank you	Suggestion	Constructive criticism	Negative	Neutral
Care service experiences	7	52	0	0	0	0
Staff and volunteer communications	4	3				
Staff and volunteer wellbeing and benefits	1					

**100%** of feedback received during this time was either positive or to thank the Hospice.

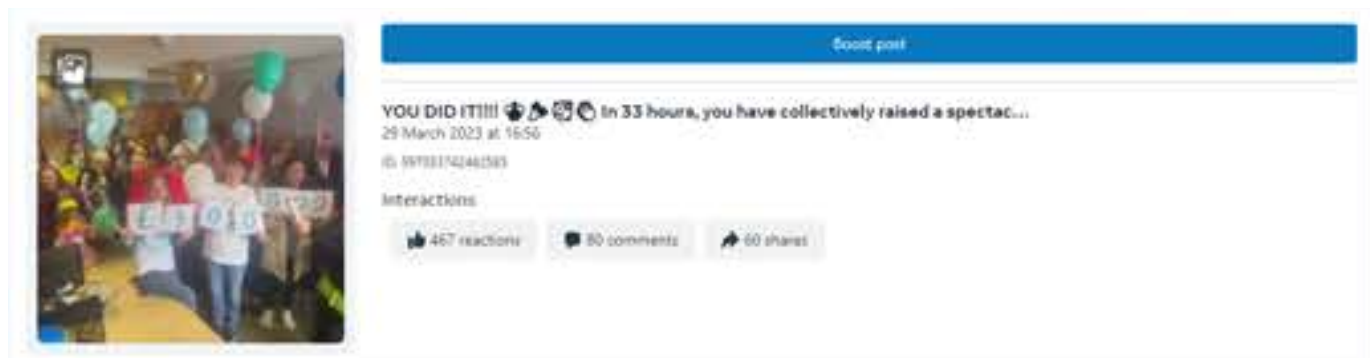
## Social media activity

Social media gives us the opportunity to reach out to our supporters. Our channels – Facebook, Twitter, Instagram and LinkedIn - are updated regularly with engaging content. The content covers everything from our services and service users and also interesting snapshots of Hospice life.

Supporters love to engage with us through social media. We regularly receive feedback and comments about the care we provide(d) to patients and their 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 from this time period.

**Post with the highest number of comments:** Giving Day Post: YOU DID IT!!!! In 33 hours, you have collectively raised a spectacular £300,000 in support of St Oswald's Hospice.



**Highest number of comments on a post:** This post received 7,900% more comments (80 comments) than our median post (1 comment) on Facebook.



## Comments from Giving Day social media

“

Well done on the amazing work you do. Myself and my son are getting bereavement counselling and it is helping so much. The ladies are amazing. Definitely made a big difference to our lives!

”

“

AMAZING!!! Me and my family would be lost without you guys. The love you show to our Nala is just beautiful. Congratulations!!

”

“

Ponteland Ladies Choir are looking forward to performing!

”

“

It looks like great fun!

”

“

Amazing! Really enjoyed coming over to say thanks to your donors on the phone. Lovely bunch over in fundraising.

”

Published in August 2023

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