

**Patient Feedback for January – June 2023**

St John’s Hospice asks patients and relatives for their feedback about their care on the in-patient ward and in their own homes. A small group of hospice volunteers who have undergone specific training play a key role in collating feedback. This takes place face-to-face or by telephone.

Feedback is also received from patients, their families and friends via thank you cards, social media comments, letters and verbally.

Here is a selection of feedback and themes collated by this group of volunteers during January – June 2023.

**Over 95% of patients and relatives who had experienced hospice care on the inpatient ward, strongly agreed with the following statements about their care:**

* "I was cared for with compassion, kindness and respect"
* "My views and opinions were listened to."
* "My privacy and dignity were respected"
* "I was offered choices of food and drink and enjoyed what I chose."
* "I was offered information about entertainment and activities e.g. TV, crafts"
* "I understood how to ask questions and discuss any concerns about my care and treatment."
* "I knew how to make a complaint if something was wrong."
* "If St. John's couldn't help me with something I was directed to someone who could, such as a GP or a District Nurse"

**When** **patients and relatives were asked, “What has St John's Hospice done well?”, their responses included:**

* "Everything from beginning to end"
* "Helped me with information about my condition…”
* "Lots of useful tips on making my life easier…”
* “Best of care”
* “Excellent care”
* “Staff were brilliant”
* “Visited by Hospice at home team who explained everything”
* “Looked after mum with compassion & care”
* "Everything"



**When patients and relatives were asked, “What have you valued most about the care you have received from St John's Hospice?”, their responses included:**

* "Learning little tips and information given in a simple way.”
* "Loving care from staff, and sharing with the group"
* "Staff's knowledge, enthusiasm and empathy. Wonderful”
* “Care from all staff”
* “Understanding of all staff”
* “Staff were brilliant”
* “Wonderful staff”
* “Felt supported by Hospice team”
* "Very empathetic care & compassion from those who came”

St John’s Hospice cares for patients on the in-patient ward and in patients’ homes. Patients in the community can therefore experience the services of one or more of the following St John’s Hospice services in their own homes:

• Hospice at Home

• Clinical Nurse Specialists

• Day Respite

• Night Sitting

**If you would like to find out more about how patient feedback is collated please contact:**

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or call 01524 382538.