



Patient Feedback for July – December 2023

St John's Hospice asks patients and relatives for their feedback about their care on the inpatient 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 volunteer group during July - December 2023.

100% of patients and relatives who had experienced hospice care on the inpatient ward, strongly agreed with the following statements about their care:

- "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."

93-94% of patients and relatives who had experienced hospice care in the community, strongly agreed with the following statements about their care:

- "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."
- "I knew how to make a complaint if something was wrong."

79% of patients and relatives who had experienced hospice care on the inpatient ward, either strongly agreed or 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."



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

- "Everything went smoothly from beginning to end. My husband was treated with care and compassion throughout."
- "Everything the team did was excellent – very knowledgeable and professional."
- "I attended the FAB group with my husband. We were greeted and shown where to go as we entered the building by a lady running the group. All the staff, from the reception area, the café, the lady who helped with the teas and the ladies running the group (Alison + Katy) & those at the end of the phone - all were so professional & helpful."
- "All the staff were unbelievably good - everything was explained with patience and understanding and especially compassion and cheerfulness."
- "I have learned a lot to help me - some from other group members. Speakers too have been great and Sue as leader."
- "The ward staff were excellent, could not be faulted. My wife was made very comfortable and I was kept informed...."

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:

- "The empathy and support for me personally, especially towards the end."
- "They took away all our family's initial concern about how Mum would struggle at home - which was where she wanted to be. Especially she benefitted from the expert pain relief."
- "The fact that NOT only did they care for J but they always took the time to ensure I was OK + that I was managing and coping with the situation especially being disabled myself."
- "Nothing was too much trouble and everything was done cheerfully and willingly for her and for my husband and me."
- "All staff were not just competent but unfailingly cheerful and supportive."
- "The night sitters helped me cope - I was able to do more in the day after an OK night's rest."



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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