



## **Patient Feedback for 2024**

St John's Hospice asks patients and relatives for their feedback about their care on the inpatient ward and in their own homes. Respondents were asked to rate agreement with statements about their hospice care on a 5-point scale, ranging from *Strongly Agree* to *Strongly Disagree*. 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 2024:

**Of all the patients and relatives who had experienced hospice care 96% 'strongly agreed' and a further 3% 'agreed' with these statements:**

- "I was cared for with compassion, kindness and respect"
- "My views and opinions were listened to"
- "My privacy and dignity were respected"

**91-94% 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." – 94% 'Strongly Agreed' and 3% 'Agreed'
- "I was offered information about entertainment and activities e.g. TV, crafts." – 92% 'Strongly Agreed' and 3% 'Agreed'
- "I understood how to ask questions and discuss any concerns about my care and treatment." – 92% 'Strongly Agreed' and 6% 'Agreed'
- "I knew how to make a complaint if something was wrong" – 92% 'Strongly Agreed' and 3% 'Agreed'



**85 – 87% 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" – 87% 'Strongly Agreed' and 8% 'Agreed'
- "I knew how to make a complaint if something was wrong" – 85% 'Strongly Agreed', 9% 'Agreed'

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

- "It is **an incredible place, filled with incredible people**. My mum passed away here and I will never forget the incredible kindness and compassion and thoughtfulness emanating from every member of staff. I might sound odd but my mother + I felt part of an incredible team doing an amazing job"
- "Given us the opportunity to meet like-minded people and **being able to talk freely about condition and life** in general"
- "My husband was not told (at our request) at first that he had cancer. The Clinical Nurse Specialist came and talked to us about the situation, the future etc. We were all much calmer about things; subsequent Hospice team continued in the same way - **all brilliant!**"
- "Everything I have experienced **far surpasses my expectation!** (I worked in healthcare and have experience of other hospices)."
- "The **nurse who came was brilliant - calm, professional and caring**. A great comfort to my father and me."
- "From start to the end of my dear late husband's life. They all proved to be 100% invaluable. Polite friendly sincere strong. Strength was always shown for my late husband - they helped me - us tremendously. **The last weeks days. I don't think I could have done it without them.**"
- "They were incredibly caring and compassionate. Everybody had time to listen and ensure we were ok. Everyone was always so cheery and positive - which must be difficult in the circumstances, but was always really appreciated. It is a very special place and **we couldn't have chosen anywhere better to care for N**. Thank you"



- "Always helpful. The care was excellent. Not only for E but for the family. **Nothing was too much trouble** for the staff. Always happy faces."
- "The **Hospice at Home team were so professional and willing** (e.g. if they said they would do something then it was done). Such a relief and comfort on top of the actual care they gave my wife"

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 freedom to speak about your situation & nobody will laugh at you. **Sue & Natalie were brilliant. Dee is so kind**"
- "The staff's combination of **professional care, empathy and cheerful demeanour** were marvellous."
- "The confidence (and **relief**) **that my mother was being well taken care of.**"
- "The **care and consideration given to me** - especially the ability to contact Hospice at Home when I needed to."
- "The **respite care was invaluable** and always felt completely at ease to leave D in their care. D enjoyed their company which was also great comfort to us."
- "The support and understanding for myself and sister meant so much, and **helped us through a difficult time; especially post-bereavement**"
- "They allow my father to have a 2-hour break. It **allowed me a break and knew she was looked after**. My mum looked forward to someone different to talk to."
- "My husband was treated kindly during his time there. **The staff were amazing and also looked after us, his family**"