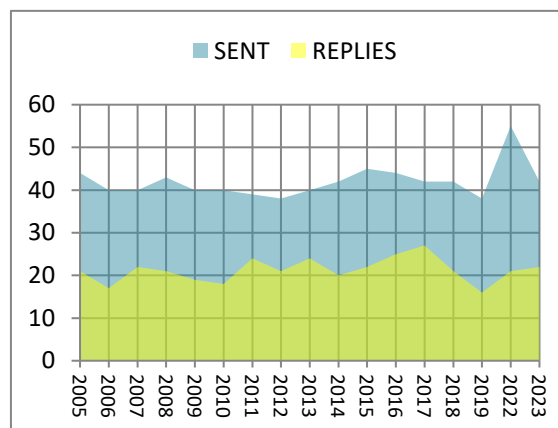


# Holy Cross Hospital Report on Patient Survey 2023

## 1. Introduction

An annual patient survey is usually undertaken at Holy Cross Hospital to measure our levels of service as perceived by patients and their families. The information is used to assist us in continual improvement and as evidence of the quality and safety of the service that we provide. Questionnaires are mostly returned anonymously and therefore we are not able to follow up on specific concerns relating to individuals. However, whenever concerns are raised we will consider very carefully the need for action generally.

42 questionnaires were sent out and 22 responses were received, representing a slightly above average response in both percentage and absolute terms.



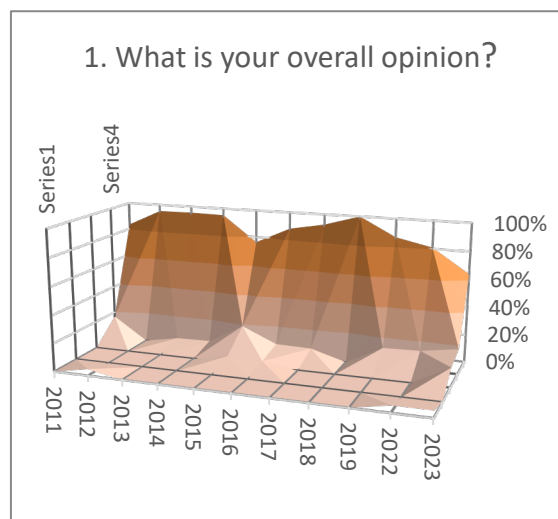
We have shortened the NHS standard survey that we adopted in 2011 to 2 sides of A4. We ask 15 core questions about service provision, and 3 questions specifically about the Hospital's COVID-19 pandemic response; we anticipate that this will be the last year we ask these COVID-related questions. Additionally, we invite comments, and ask for the category of respondent and preferred frequency of survey. For many questions we are able to view a 10-year trend (plus 2 year COVID-related lacuna). We highlighted those areas that the patients' representative may not have the information to answer.

## 2. Results

Twenty-two completed questionnaires were returned, representing a 52% response; this slightly above average. Eleven of these (50%) were completed by resident patients and ten (45%) by relatives. One response (5%) described themselves as "other". Many forms had a number of blanks; it is assumed the respondents felt not all questions were relevant to them.

### 2.1. Overall Opinion and COVID response

Overall opinion of the Hospital remains high. This question was rated from 0 to 4 with 82% of respondents rating the Hospital as 3 or 4, at the upper end of the scale, and 64% of respondents giving a maximum 4 rating.



Opinions of the Hospital's response to the COVID-19 pandemic were generally positive, with 85% of respondents rating this question at 4, and the remainder rating it at 3. 90% of respondents rated communications during the pandemic at 3 or 4, and 90% felt that the Hospital had always or mostly kept them safe during the pandemic.

### 2.2. Care and Care Plan

91% of respondents always or mostly had trust and confidence in the staff looking after them, 64% of respondents always or mostly felt that all staff had a shared understanding of their needs. Asked whether they felt they were treated with respect and dignity, 82% of respondents selected "always" or "mostly".

86% of respondents answered that staff always or mostly explain the reasons for any treatment or care in a way that they can understand.

86% of respondents always or mostly felt that care staff take time to listen to them and talk to them about any worries or fears.

67% of respondents knew who to contact if they are not satisfied with any aspect of care. 81% of respondents would recommend a friend/family member to Holy Cross Hospital based on the care that they observed being provided.

### 2.3. Catering and Housekeeping

Questions relating to catering were not answered by many respondents who did not consider them to be relevant. 67% of respondents rated food and drink with a 3 or 4 rating, at the upper end of the scale.

95% of respondents rated the housekeeping service with a 3 or 4 rating.

### 2.4. The Hospital and Social Activities

67% of respondents were satisfied with the range of social activities available to them, and 91% of respondents declared they were satisfied with the quality and comfort of the Hospital. This is unchanged from last year.

### 2.5. Comments recorded in box at end of questionnaire

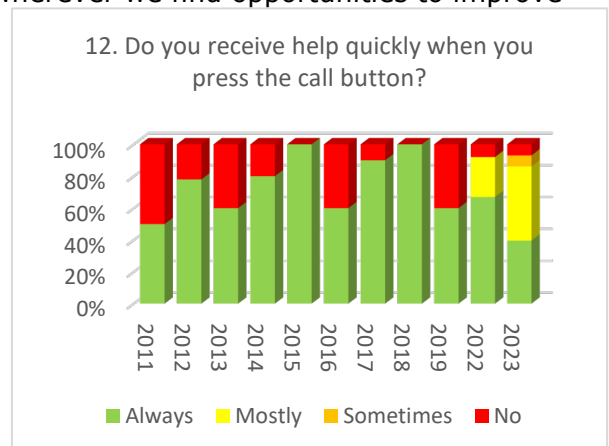
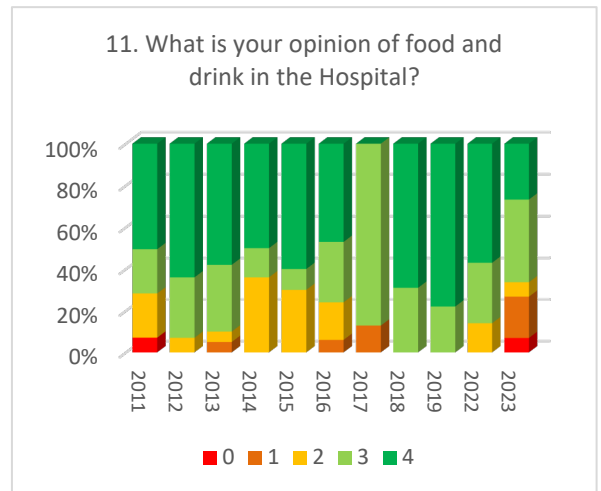
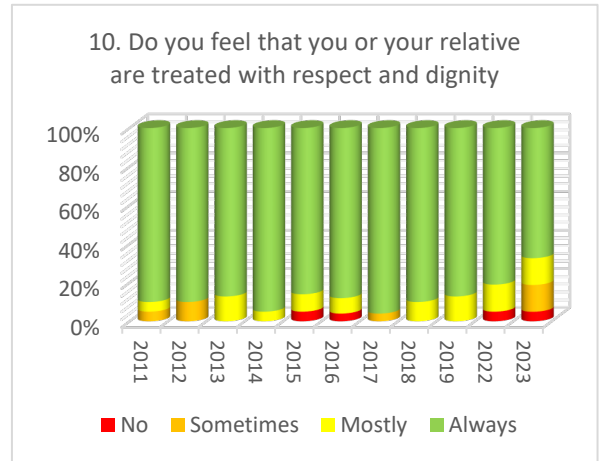
The last section of the questionnaire invited comments.

- *The physio team go over and beyond to accommodate rehabilitation.*  
*The day nursing team show exceptional empathy and daily professionalism.*
- *Thank you for providing a wonderful place to live.*
- *There is no where that any hospital can compete with the Holy Cross. The level of care that [my relative] receives is fabulous. You cannot fault this. The staff are absolutely wonderful. Words are not enough.*

Further positive comments were received, but permission to share was not given. Comments regarding clinical care will be reviewed and action taken wherever we find opportunities to improve our services.

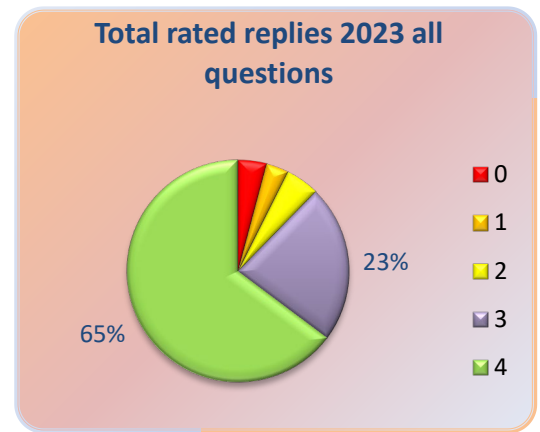
### 3. Response summary

Rated responses on the survey are rated on a 5-point scale from 0 to 4. The results are generally positive with 107 of 122 rated responses scored at 3 or 4, at the top end of the scale, and just 9 responses at the lower end of the scale.



#### 4. Feedback Forms

We have recently distributed feedback forms throughout the hospital to facilitate collection of patient feedback all year. We received 10 replies in mid-June 2023, 4 of which related to inpatient services. All of them rated the hospital as 5 out of 5, and 3 of them included positive comments; the following words were used to describe their experience of Holy Cross and it's staff: great, brilliant, very pleased and wonderful. Suggestions for improvement will be considered by Management Team.



#### 5. Conclusion

As we emerge from the COVID-19 pandemic and adapt to changing circumstances, the latest survey shows some decline on previous surveys. In spite of this, the responses to the survey display a generally high regard for the capabilities of the nurses, therapists, and kitchen staff.

Thank you to all respondents for taking the time to complete the questionnaire and feedback forms. Your opinions are highly valued and help us to understand our quality of service and identify where we can make improvements. The results of the survey will be shared with the Advisory Committee, the Care Quality Commission and with staff and volunteers.

Simon Burchell  
Information Services Manager  
June 2023