

The Myton Hospices Discharged In-Patient/Carer Survey Report

During the period February – July 2013 we have been asking our patients and their carers what they think of Myton, following a stay in the In-Patient Units at Coventry and Warwick. On discharge each patient and carer has been given an explanatory letter and questionnaire – with no obligation for this to be completed.

The aim of the survey was to explore both the experience received whilst at Myton and also whether we made any difference in controlling pain and emotional distress.

During this period 184 patients were discharged from the In-Patient Units and we are pleased to have received a 34% response rate. To get the results we looked at the percentage of patients and carers who said they were satisfied or very satisfied with our service.

EXPERIENCE

What did you think about the quality of accommodation provided?	97%
What did you think about the quality of the food and drink provided?	88%
What did you think about the quality of information provided (written and verbal)?	91%
Were all of your questions and other issues dealt with fully and in an appropriate timescale?	96%
Did you understand what was happening to you at all times?	92%
Did we involve you as you wished in decisions about your care	95%
Were we responsive to any requests you made regarding your care?	98%
Did we treat you as an individual and fully respect privacy and dignity?	99%

We are very pleased our patients and their carers gave the hospice an overall experience satisfaction rating of **95%** and take note improvements need to be made with regard to the quality of the food and drink provided together with ensuring that patients and their carers fully understand what is happening at all times.

OUTCOME

How effective were we in controlling your pain and other symptoms?	95%
How effective were we in helping you to cope with any emotional distress?	92%
Has the care you received resulted in any improvements in your physical health?	83%
Has the care you received improved your senses of well-being?	84%

Our patients and carers gave the hospice an overall outcome rating of **88%**. Our aim for the coming year will be to improve the satisfaction ratings for improvements in physical health and sense of well-being on our patients discharged from the in-patient units.



Kate Lee
Chief Executive
October 2013