

Gloucestershire Hospitals



NHS Foundation Trust

## Colorectal Department

Patient Satisfaction Survey

Carried out in June 2005 – April 2006

**FINAL REPORT**

Report Prepared by  
Patient & Public Involvement Department in August 2006

## Colorectal Department Patient Satisfaction Survey 2006

### Introduction

This report provides a summary of the results of the Colorectal Department Patient Satisfaction Survey which took place during June 2005 – April 2006 for patients treated for within the Colorectal Department at Gloucestershire Royal Hospital (GRH) and Worcestershire Royal Hospital (WRH). This survey formed part of a wider 3 Counties Cancer Network Project.

This survey was carried out to gain an understanding of patients' experience of the services they received at the hospital, to identify where patients' experiences have been positive and where further work and improvement is needed. The questionnaire was handed out in clinic with prepaid envelopes and returned to the Patient and Public Involvement Department at GRH.

40 respondents returned the questionnaire at GRH giving a response rate of 80%. 21 respondents returned the questionnaire at WRH giving a response rate of 42%

### Results Summary

#### Section One – When you were told you needed an operation

The majority of respondents were told that they needed an operation in person (98% GRH/90% WRH) and were satisfied that they definitely understood the explanation that was given to them (GRH 78%/WRH 81%). Respondents were less satisfied that staff definitely explained the different types of treatments patients they could have for their condition (57% GRH/38% WRH) and this was not explained to some respondents (24% GRH/29% WRH). The majority of patients were not offered a permanent record or summary of the treatment options (60% GRH/60% WRH).

Respondents from WRH were more satisfied that they were definitely offered or given written or printed information about their treatment than respondents from GRH (44% GRH/71% WRH). Some respondents were not offered, or given any printed or written information about their treatment (38% GRH/19% WRH). Some respondents were not told about the possible side effects of their operation or treatment (15% GRH/24% WRH).

For the majority of respondents a family member was present when they were being told they needed an operation (75% GRH/48% WRH). A specialist nurse was present for a minority of respondents (3% GRH/10% WRH) and both a specialist nurse as well as a family member was present for some respondents (18% GRH/24% WRH).

More respondents from GRH definitely knew who their key worker was compared with WRH (67% GRH/38% WRH). 33% of respondents from WRH did not know who their key worker was.

The majority of respondents were definitely treated with respect by the doctors, nurses and other staff (87% GRH/86% WRH). Respondents were satisfied that when they had important questions to ask, they always received answers they could understand (92% GRH/76% WRH).

#### Section Two – If you had a stoma

The majority of respondents were satisfied that they were definitely offered the opportunity to see the stoma nurse before their operation (76% GRH/71% WRH). A minority of patients were not given this opportunity (10% GRH/12% WRH). The majority of patients were satisfied that the stoma nurse definitely answered all their questions in a way they could understand (85% GRH/75% WRH).

## Section Three – Treatment and care

Respondents were satisfied that nurses or doctors definitely explained the purpose of tests (74% GRH/71% WRH). 69% of respondents from GRH stated that they definitely felt they were involved in the decisions about their treatment and care as much as they wanted. 48% of respondents from WRH felt that they were definitely involved; 48% were involved to some extent. A minority of respondents from both hospitals were not involved as much as they wanted in decisions about their care and treatment (3% GRH/4% WRH). 74% of respondents from GRH and 66% of respondents from WRH were definitely satisfied that their family/carers were involved as much as they wanted them to be in decisions about their care and treatment.

Respondents were definitely satisfied with the overall care they received (85% GRH/76% WRH). 33% of respondents from GRH and 19% of respondents from WRH did not know how to complain about their care and treatment if they needed to.

## Section Four – Discharge

Prior to discharge, 33% of respondents from GRH and 19% of respondents from WRH did not discuss a plan of care for the future with a member of staff. Although some respondents were told about further support groups, some respondents would have liked more information about self help groups.

## Summary of Qualitative Comments

Respondents complimented the staff, stating that they were friendly, caring and hardworking. The cleanliness of the wards was also complimented.

Areas listed for improvements were:

- Waiting times for pharmacy on discharge
- Shortage of staff
- Instructions given to staff on administering medicine
- More post-operative information
- Staff introducing themselves
- Availability of suitable meals and special diets

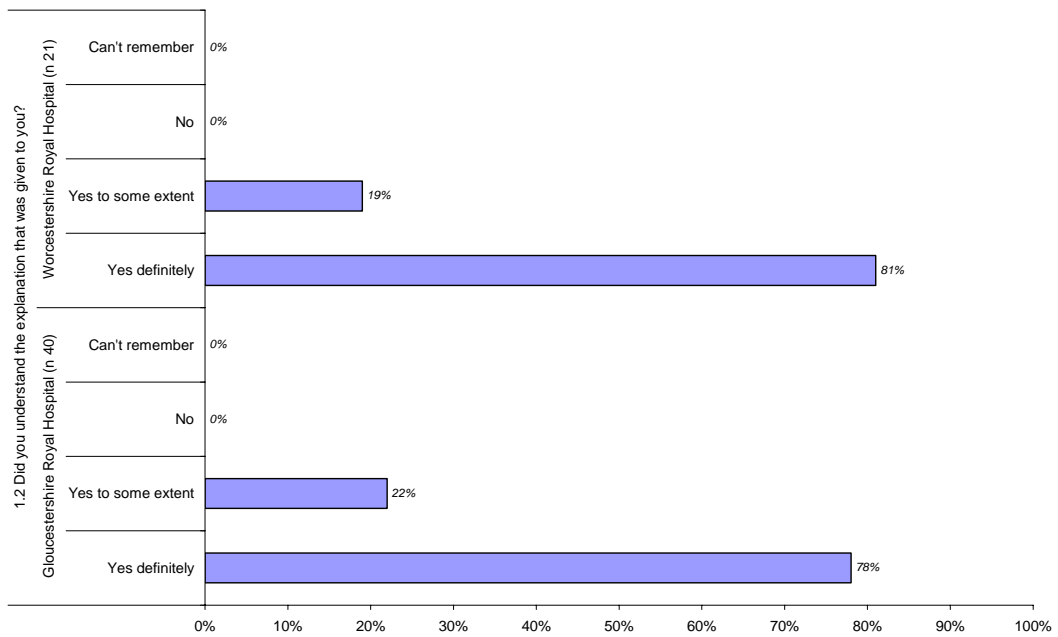
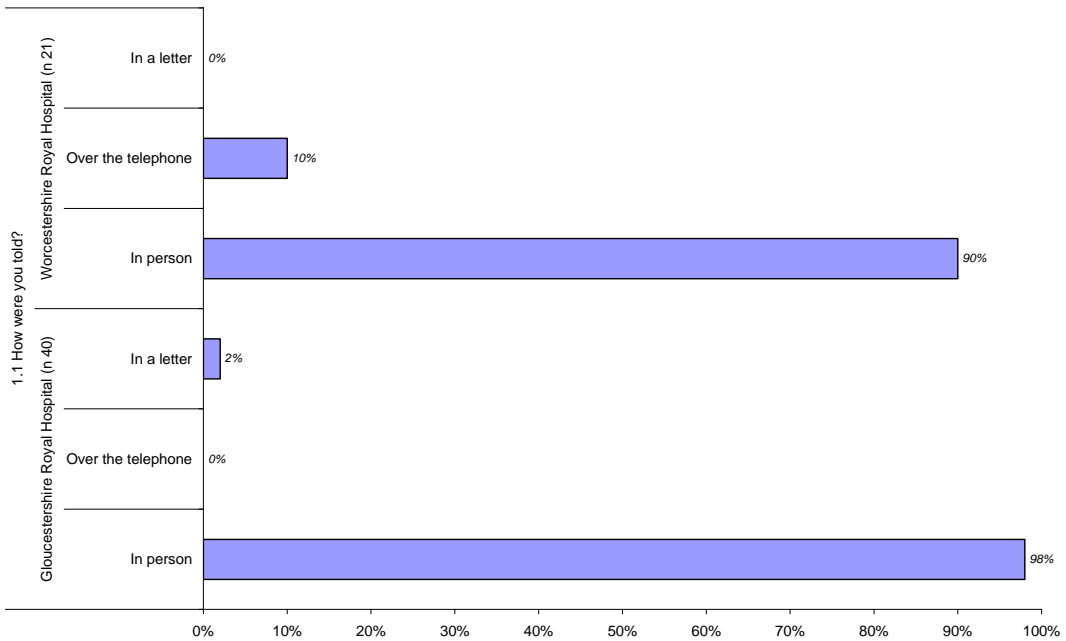
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This Report has been prepared by Tracey Thomas  
Patient & Public Involvement Co-ordinator GHNHSFT

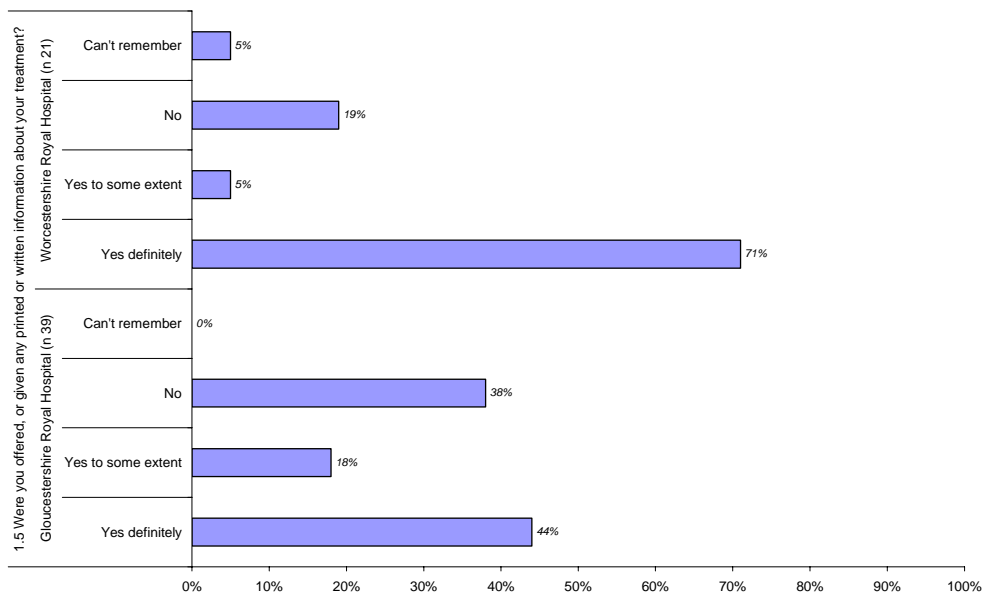
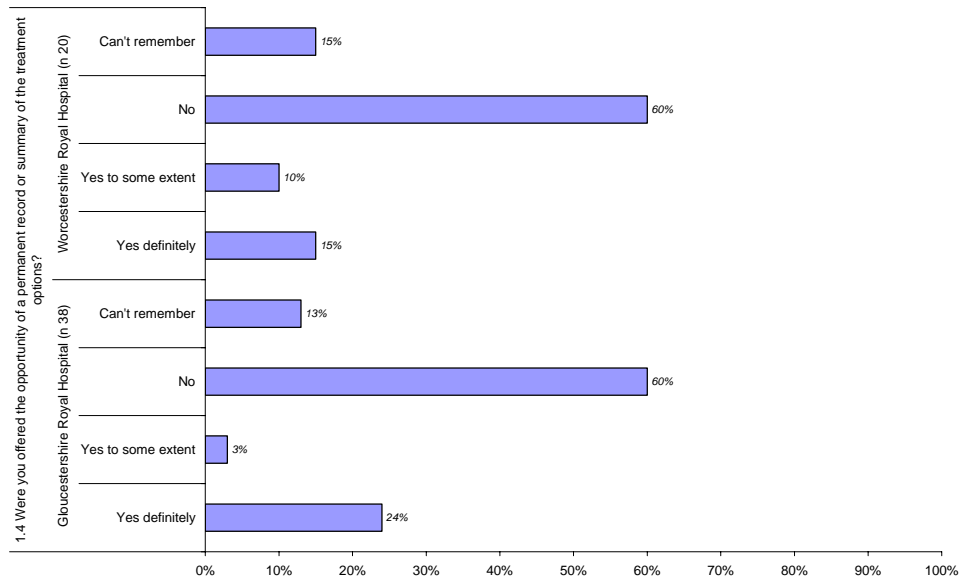
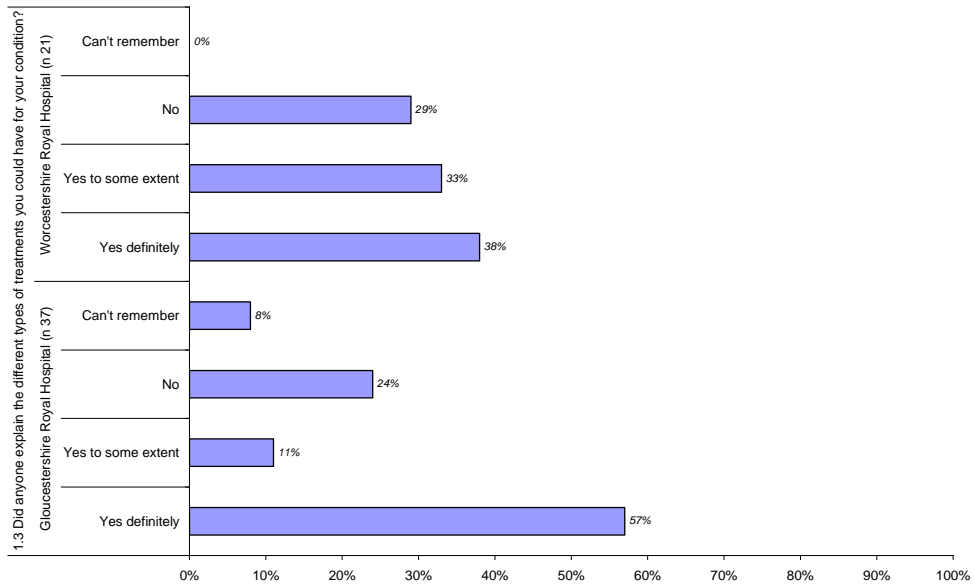
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Appendix – Data

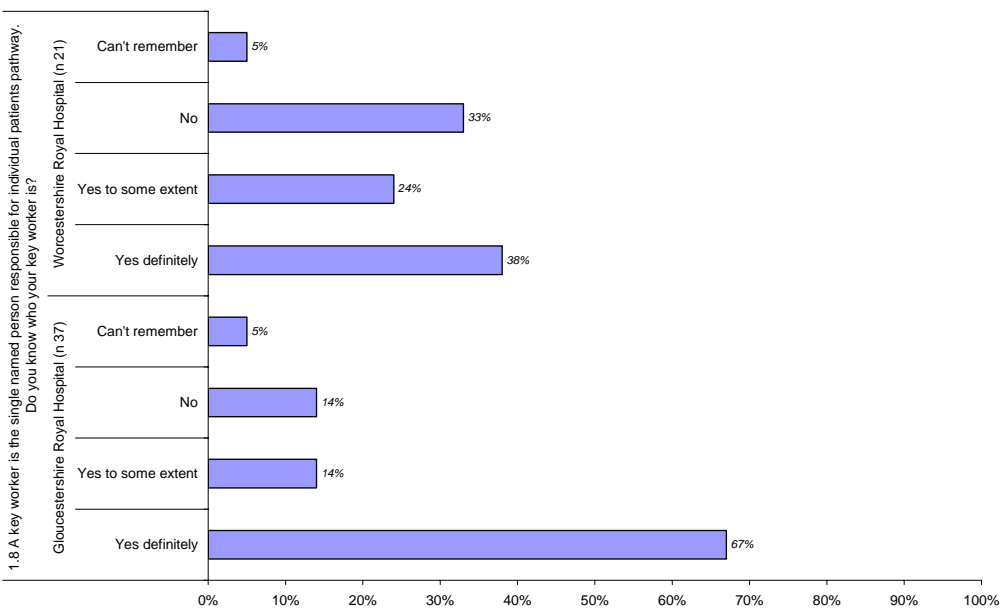
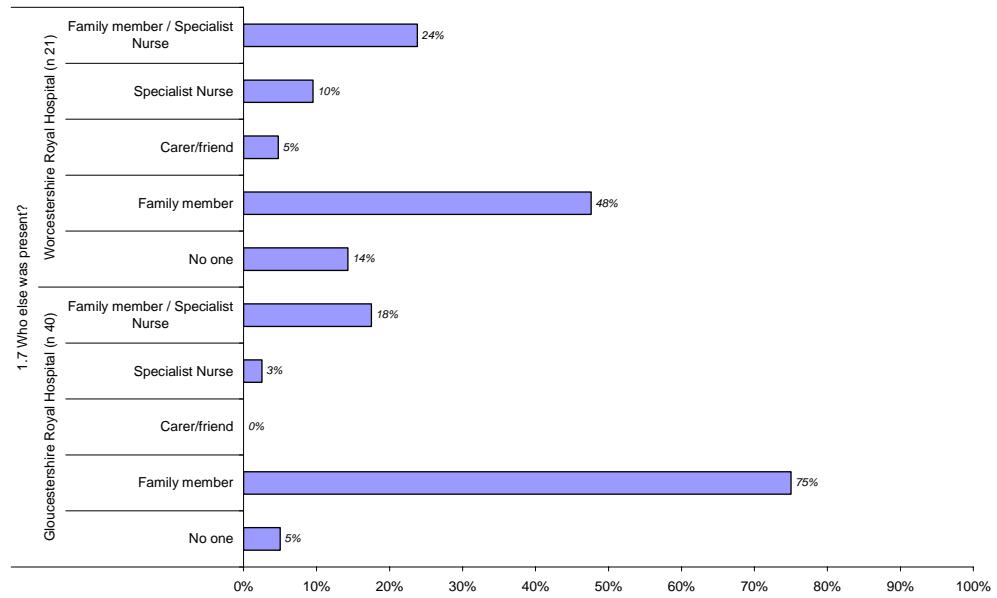
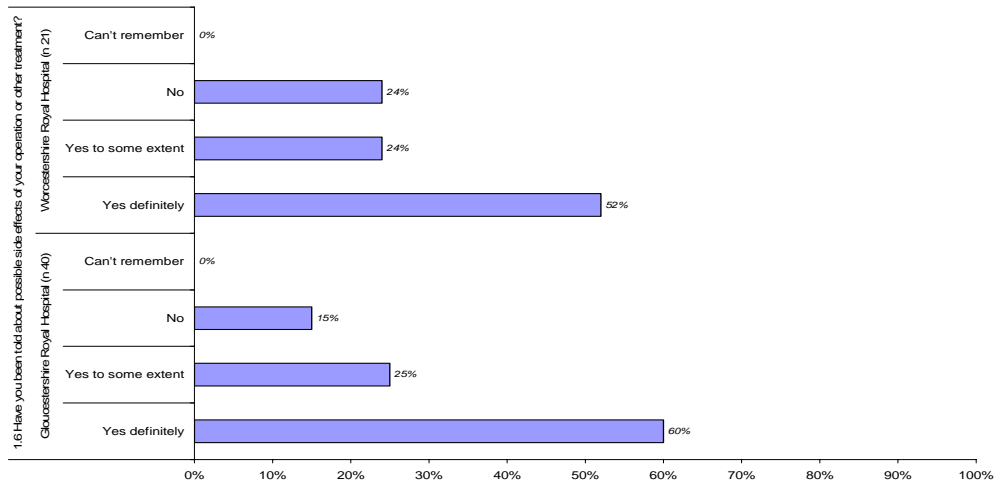
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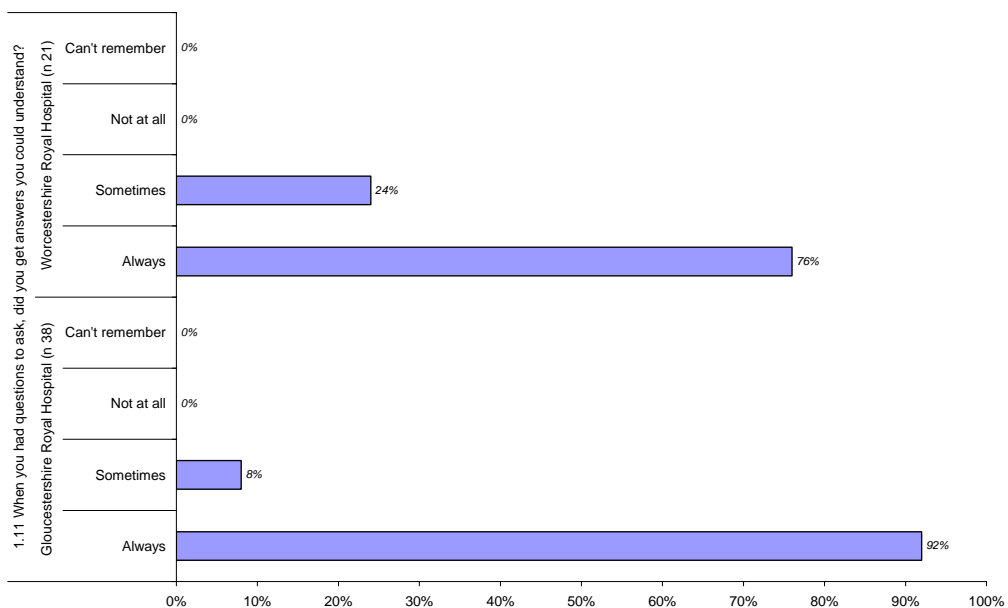
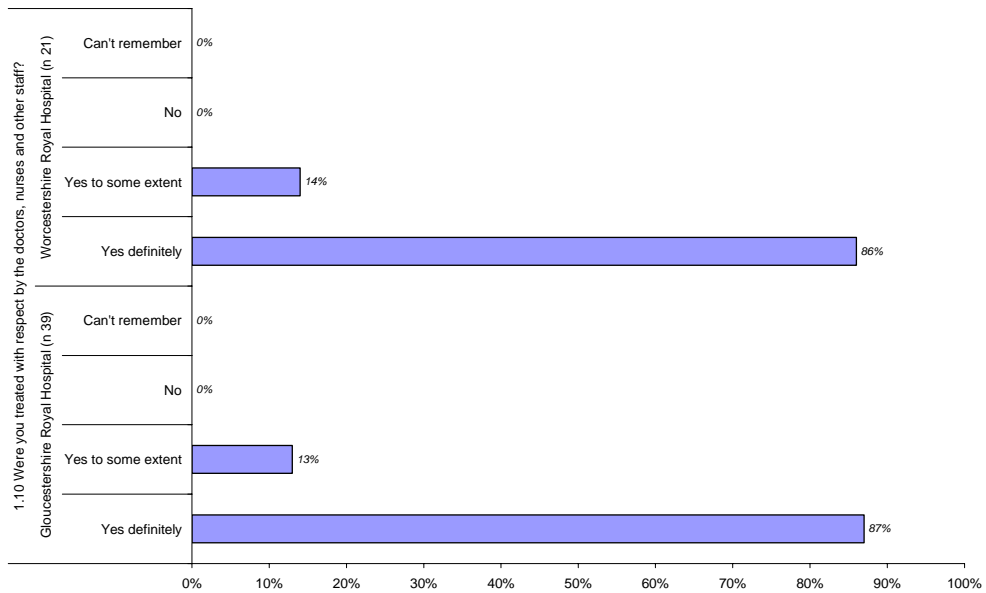
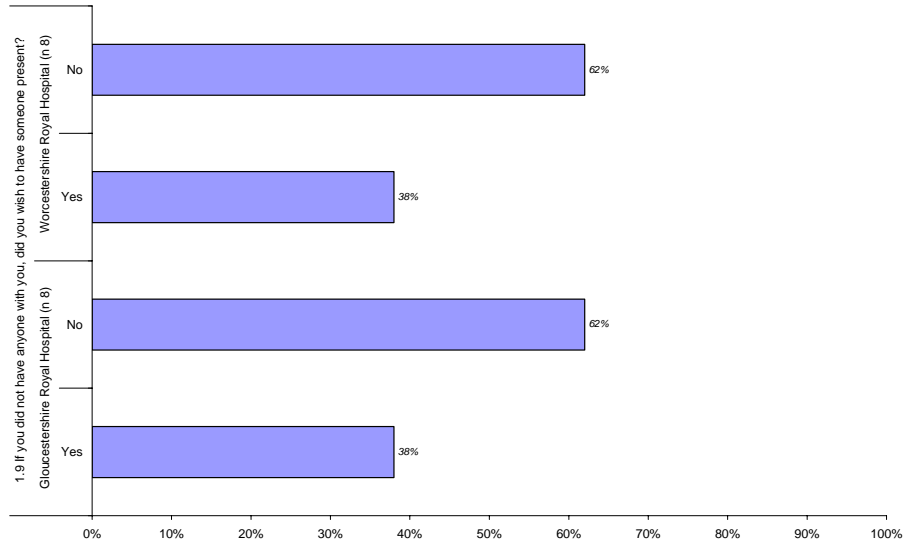
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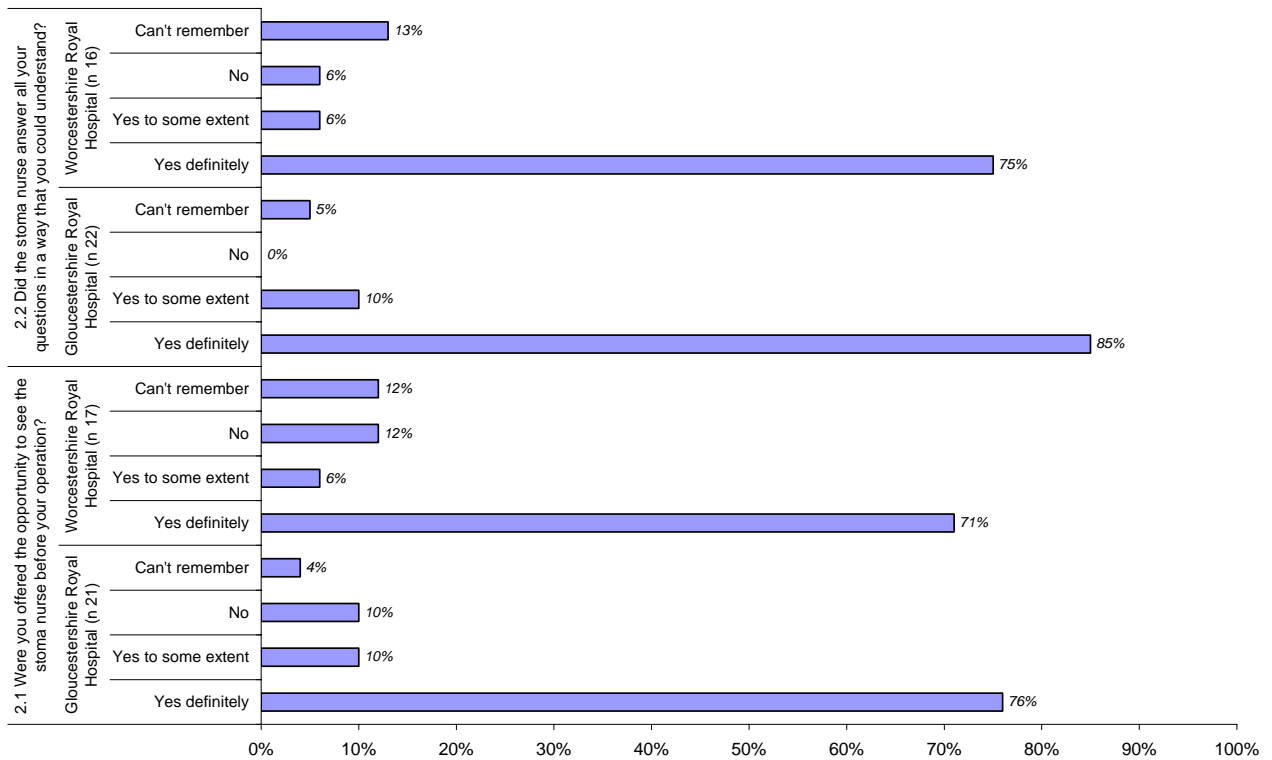
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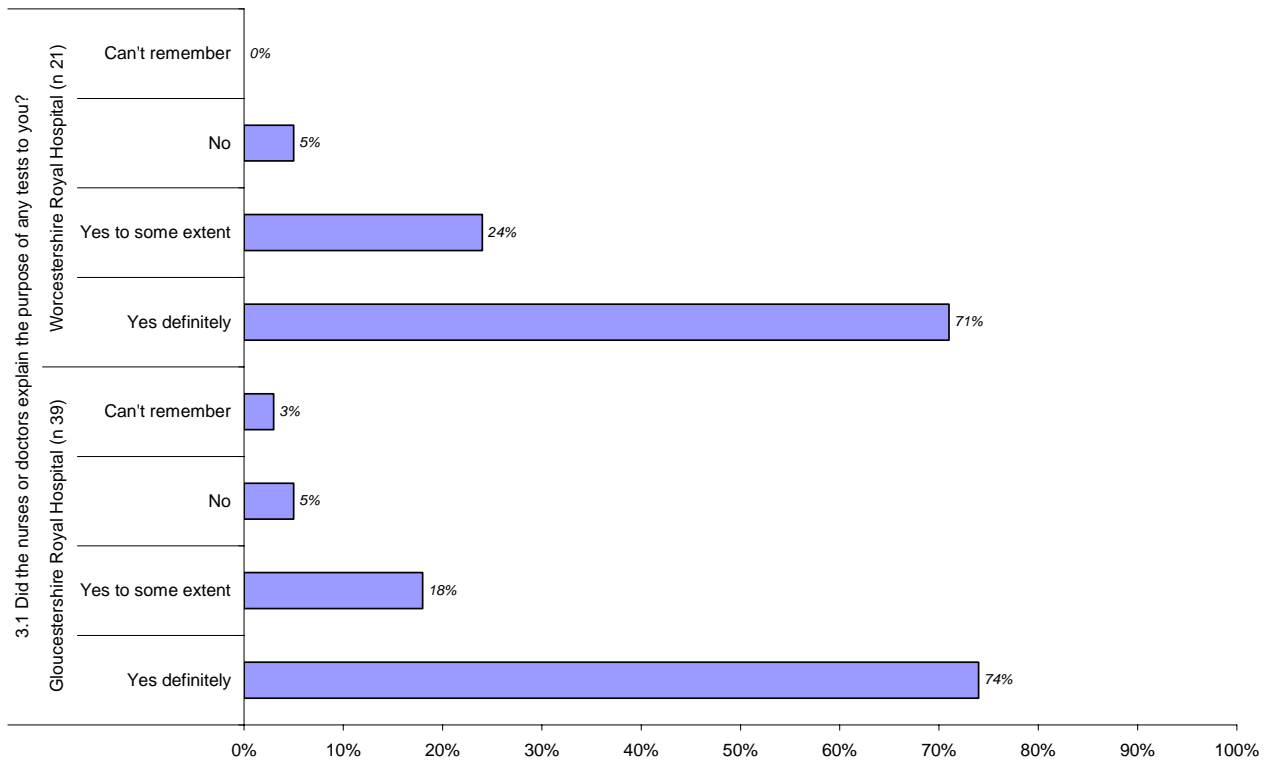
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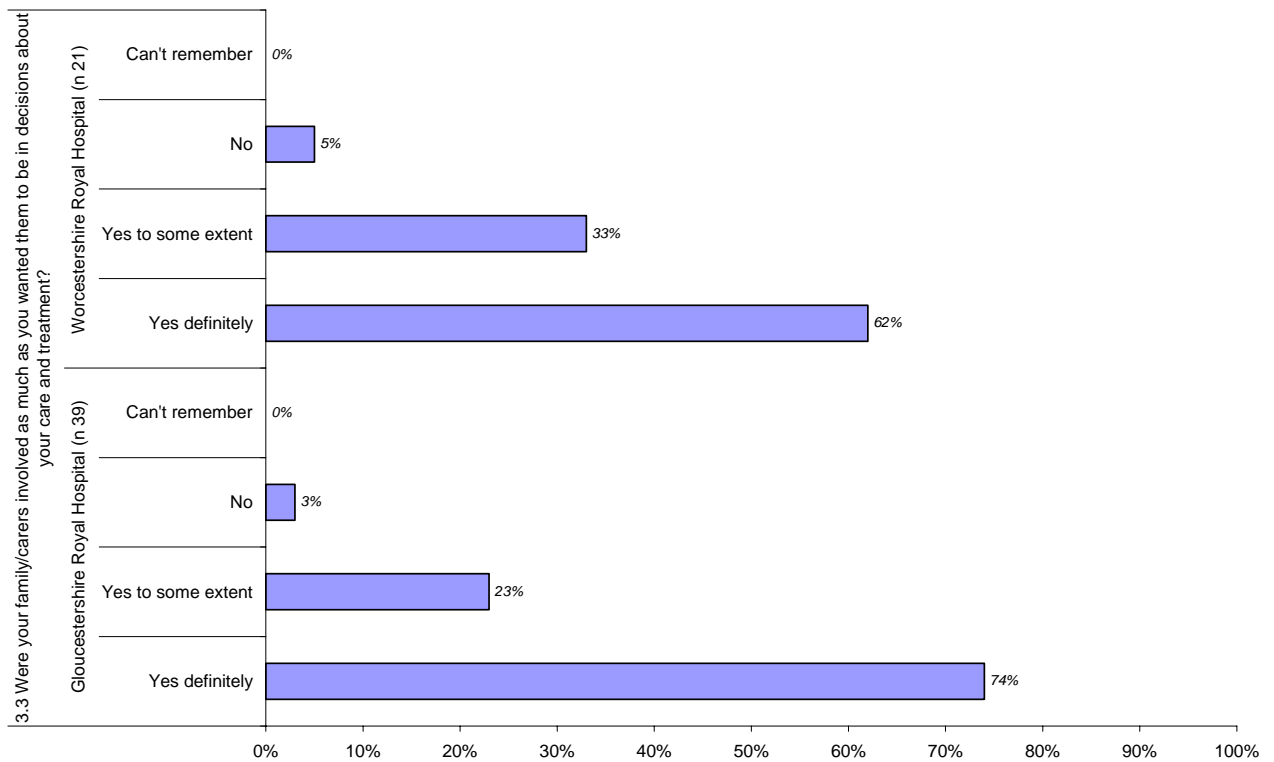
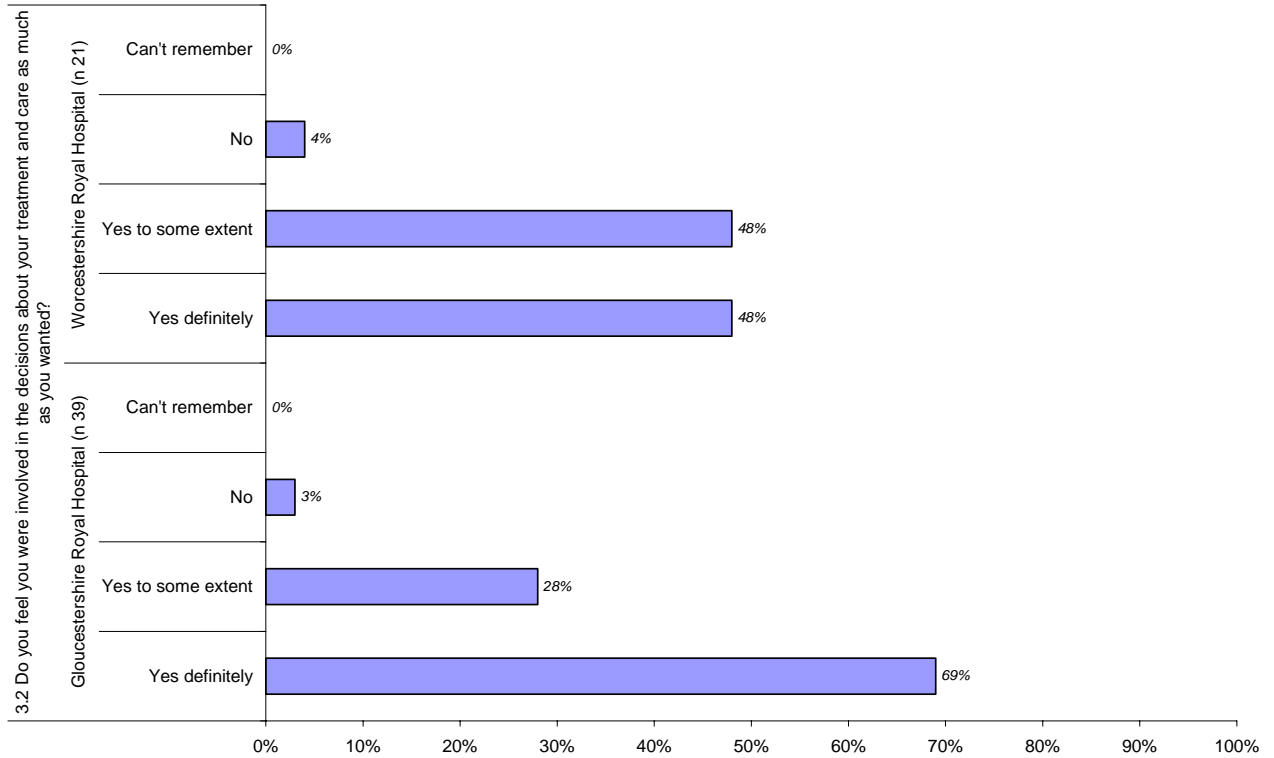
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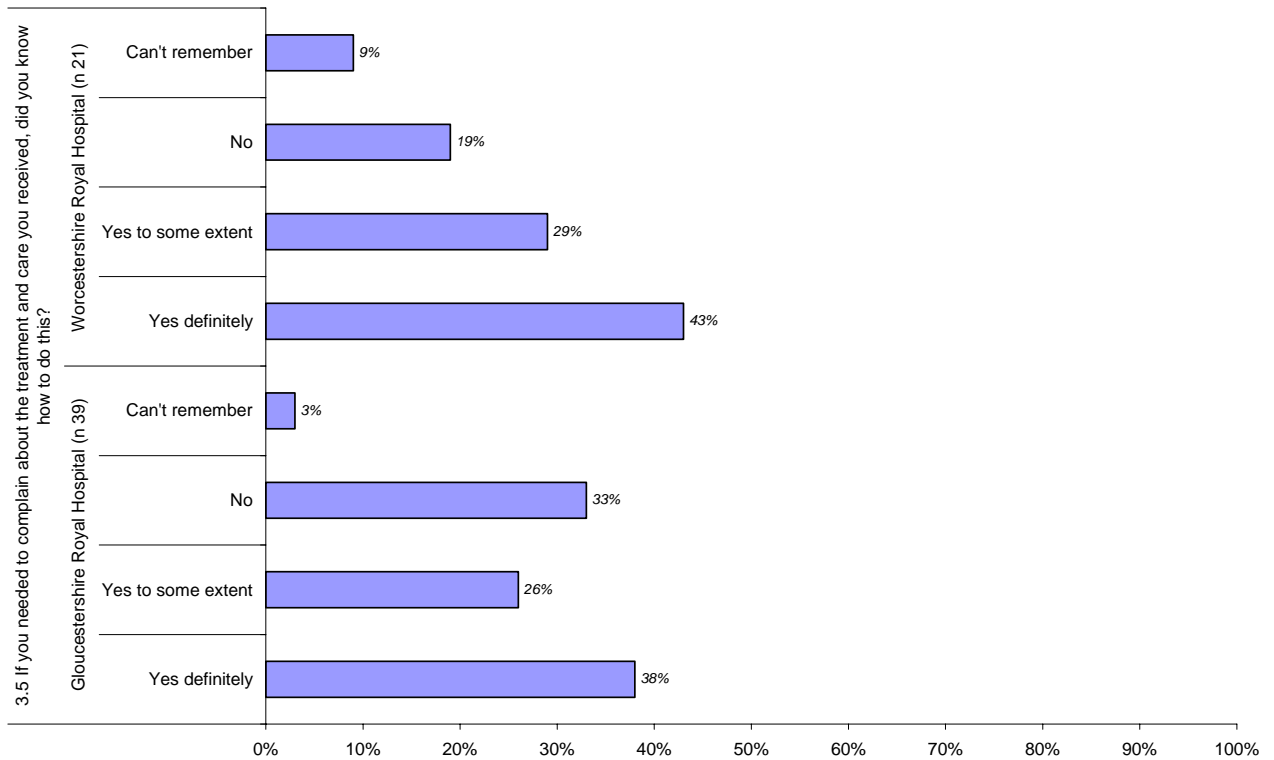
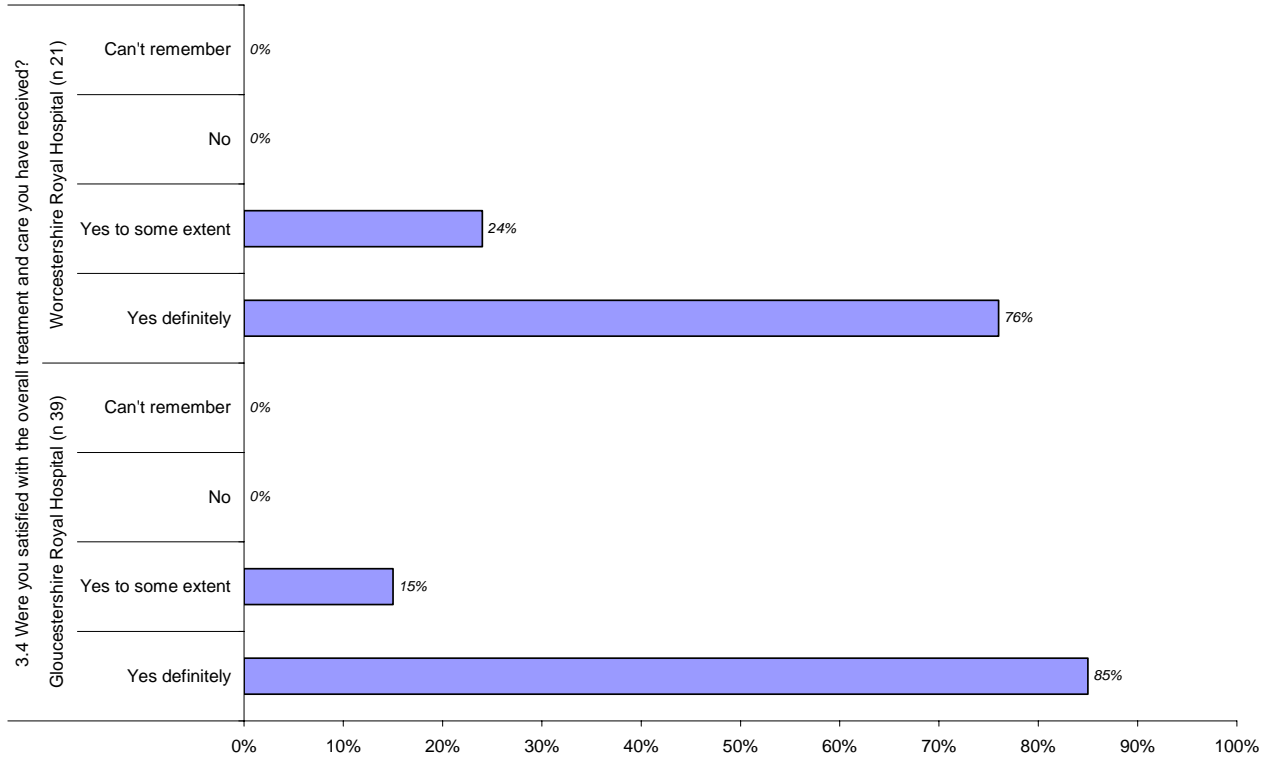
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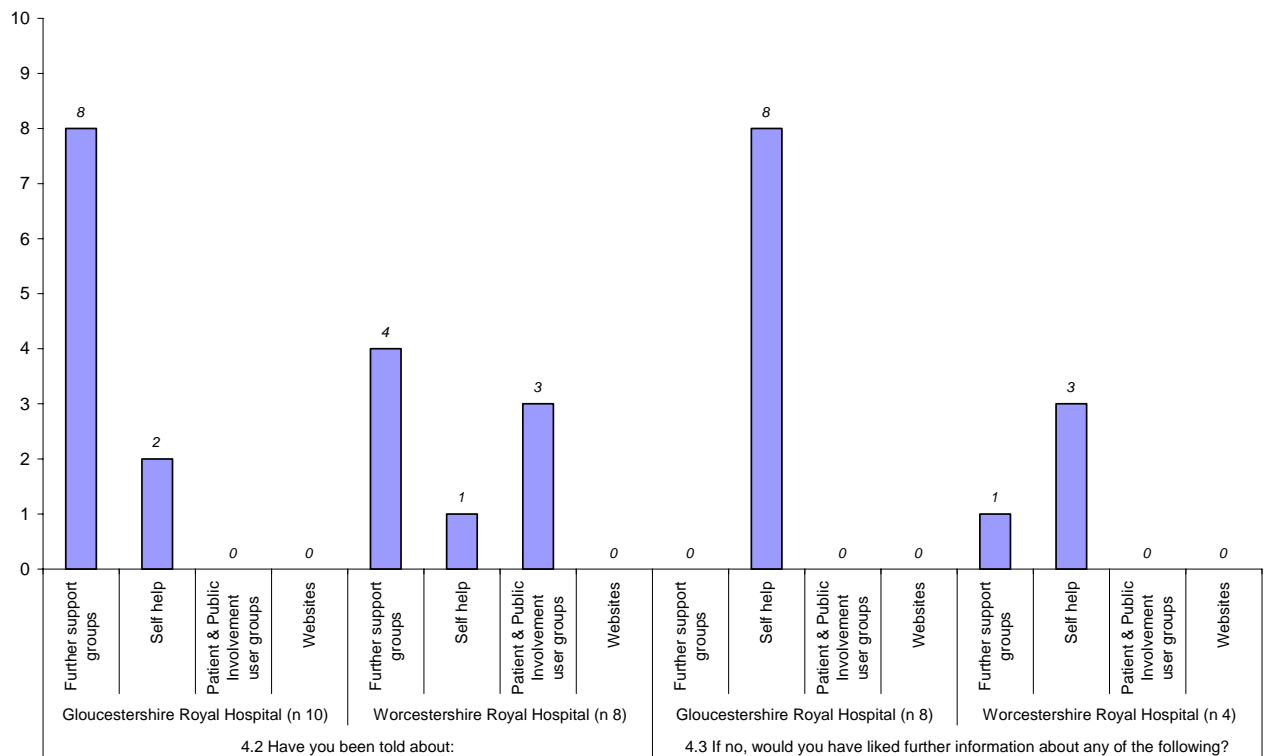
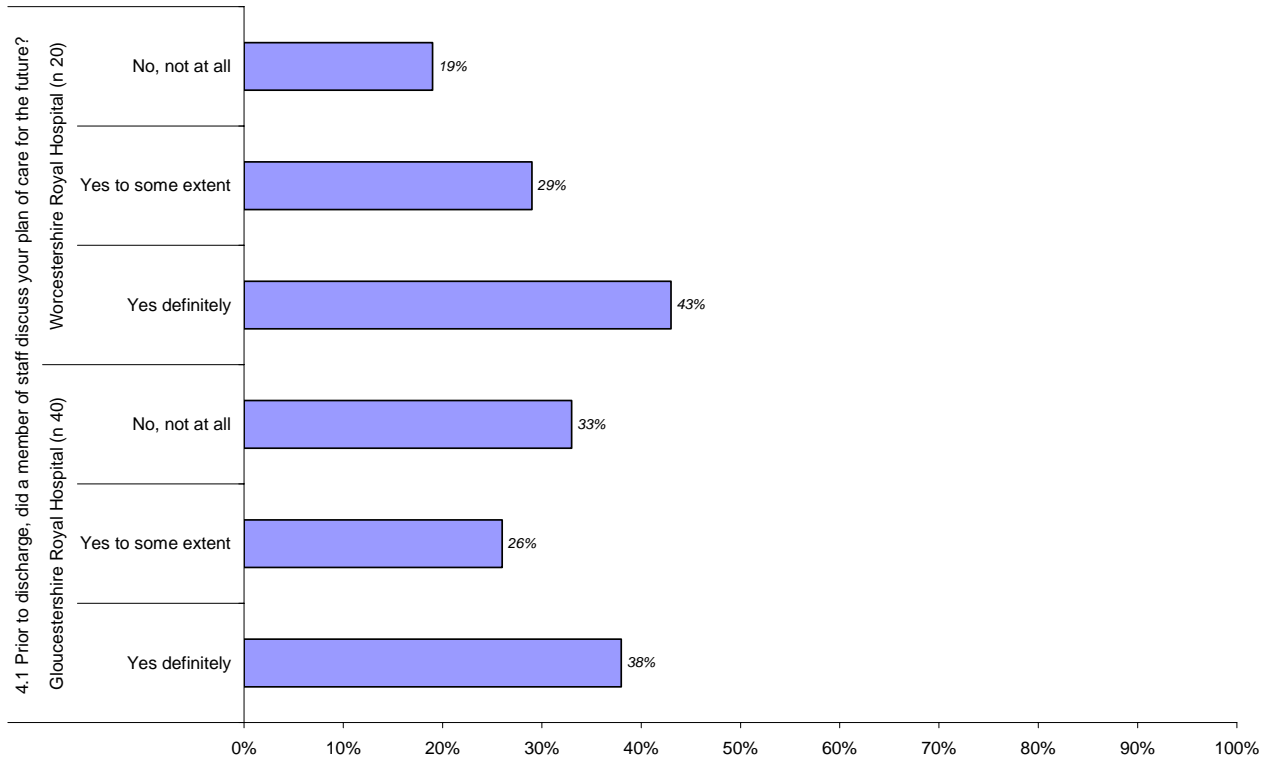
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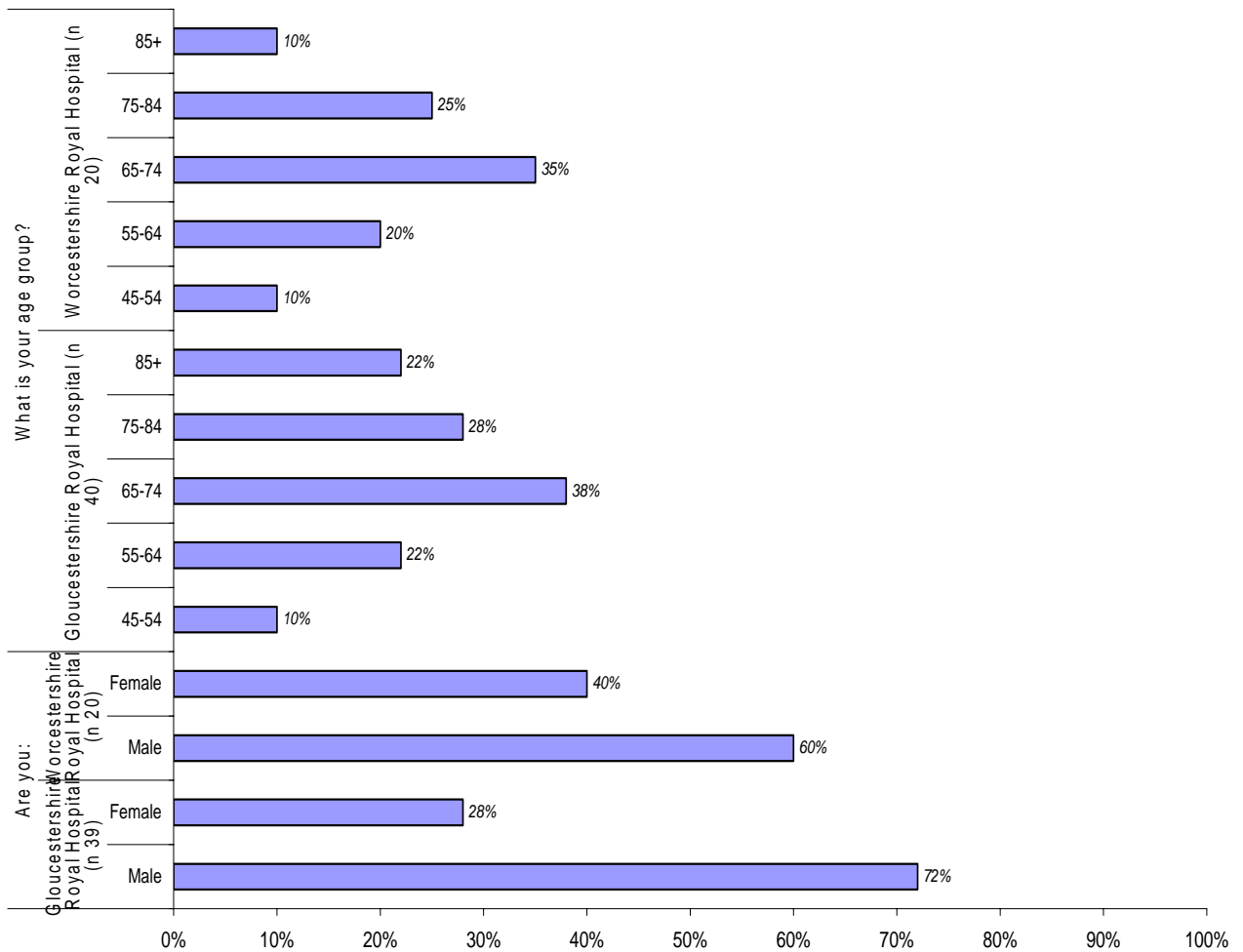
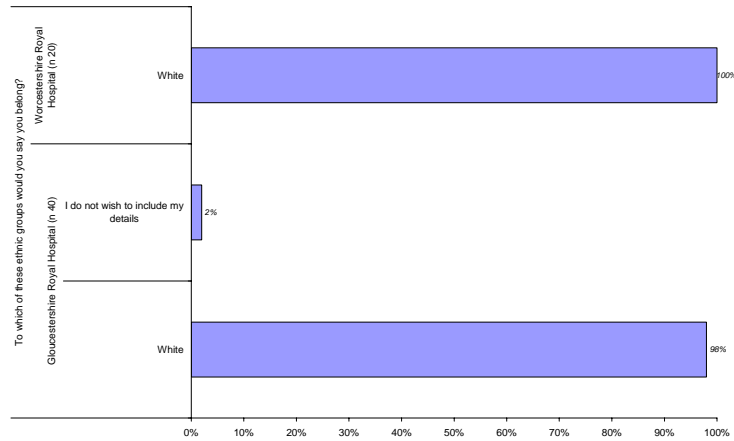


Section Four – Discharge:



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## About You:



## Patients' Comments

Patients were asked if there was their anything about the service that they found particularly helpful (34 comments received), if they have any suggestions on how to improve the service (27 comments received) and any additional comments (27 comments received).

Comments have been categorised into 'Dimensions of Care' relating to patients' experience:

1. Access and waiting
2. Safe, high quality co-ordinated Care
3. Better information, communication and choice
4. Building relationships
5. Clean, comfortable place to be in.

Access and waiting time	
Positive Comments	Was very pleased with all aspects of my treatment at Glos. Royal Hospital - very good communication between departments, no delays between various tests etc. Very impressed by the skills of all staff members from consultants downwards, suffering no pain or severe discomfort from any treatment. Found all staff to be most approachable, patient and kind in a very busy environment
	The short time between initial consultation and admittance for surgery
	All staff (doctors, nurses, auxiliaries etc.) worked to ensure that they stay in hospital was as pleasant as possible. Appointments with surgeon prior to operation (including extra appointments due to change in operation) were arranged efficiently; in fact whole department functioned efficiently.
Negative Comments	Only downside to stay was waiting for medication from pharmacy on discharge (which was a problem for most patients being discharged – waiting hours) I was on antibiotics while on the ward and these were taken away from the locked cabinet at bedside, by the pharmacist during the morning (about 10am) and I did not receive them until about 3.30 after chasing them around the building. Obviously pharmacy procedures need looking at to avoid the immense frustration suffered by patients who just want to go home
	Reduce waiting time on both admission and discharge
	Due to the bed availability, I was put on ward a not on ward b! I did feel at times that my fellow patients were not as ill as me and the visiting was rather noisy at times. This is not a complaint as I appreciate the difficulties involved in accommodating the patients
	The waiting time for patients having chemo etc is far too long considering major surgery that left most feeling unwell. My second visit with appointment at 11:20am finished at 7:15pm leaving me feeling exhausted. I appreciate the amount of people who are having treatment are enormous but is this waiting around due to staff shortages? Only one doctor on the day of my treatment seems far too little.

Safe, High Quality Co-ordinated care	
Positive Comments	Everyone who cared for me during my stay did a very good job and there was always someone around if you needed help.
	How all the medical and nursing staff worked so hard
	Doctors and nurses always extremely good. A nurse or doctor was always at hand if needed.
	Good care and attention received.
	The clinical care was excellent. Staff were very helpful and efficient.
	The care and attention given was exemplary both before and after the operation.
	The ability and professionalism of my surgeon. The Camaraderie of the other patients. The positive attitude of the nurses.
	I found all staff from cleaners and porters to consultant to be very hard working and very caring -Top marks!
	I was treated with skill, care and kindness by the Surgeon, Doctors and nurses, and I have great admiration for them all. Thank you.
	I knew I was getting a very skilled surgeon, and recovery team, and the nurses, cleaners

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	etc, on the ward were very caring and helpful!
	Everyone was very caring and kind
	On the whole I feel that I was well looked after during my stay in hospital.
	I was completely satisfied with the treatment received by all people in the hospital.
	The surgical aspect of my treatment was absolutely excellent in every aspect. Most of the nurses were patient, helpful and delightful. Two were not.
	Doctors and nursing staff all very caring.
	Yes, I was very pleased by my surgeons interest in my recover
	Can't fault stay, both treatment and level of care were excellent
	As a 65 year old man I have been luckily in so much that this is the first time that I have ever been in hospital, and would like to say thank you to all concerned for the excellent way I was treated and cared for by all levels of staff. Thank you.
	The nursing staff were helpful and supportive despite the pressures of the job
	Mr. X the surgeon and staff were marvellous also nursing staff. The level of care they showed me was marvellous. Couldn't have treated any better had I been the Queen of England. Many thanks.
	I have written a letter to Mr. Y, consultant surgeon which conveys the feelings of my wife and myself regarding the treatment we received, which was first class
Negative Comments	I had operation, bowel cancer on Thursday, out of bed Saturday morning sat in chair. Left there for 15 hours eight pipes or tubes in every hole I got and some fresh ones, was told I don't move around enough. Stomach swelled up – excess fluid build up.
	I was satisfied with the level of service provided. It was, however, evident that the nursing/healthcare staff were at times hard pushed to cope with the demands made upon them- despite working very hard, in trying to meet everyone's needs.
	Three attempts were made to administer an epidural without success (quite painful), so morphine was recommended as an alternative. I cannot recall any instructions given how to self administer the morphine
	Would like to see more staff on the ward
	Address the shortage of nursing staff on wards. Improve cleanliness on wards. Particularly in toilets.
	At certain times there was a shortage of nurses
	Stop moving nurses around to save money, half a shift in one ward moved to finish rest of shift in another. Closing wards to save money all paper exercises done by pen pushers too far from the action line.
	The hospital should review how they treat patients beyond the point where they are declared to be suitable for discharge. One week after major surgery I felt that my treatment by 'house management' was very much like shuffling cattle about from bed to bed, with no regard to the patient's feelings or physical conditions. My final 15 hours i.e. Gloucester Royal, set me back some 2 days in the way I felt. Quite opposite to the medical condition I received.
	I was given an overdose of one of my daily heart pills (30g instead of 2.5g). Nobody apologised for this error when it came to light. Mr Y (my surgeon) did write subsequently this was being investigated
	I was being given the wrong drip at one stage. Should be some means of double checking
	I had a heart attack in the night and pressed the emergency bell. A nurse came eventually, said she was busy, went off and did not come back. I did not report this. Perhaps I should have done
	Nurses need more training on reading measurements on machine dispensing drugs. Night shift and week ends very close to self catering.
	I went into hospital for a 6 – 10 day stay and came home after 5 ½ weeks. Complications leading to emergency would indicate a cover up of incompetence leading to a life long dependence on medication. Had I known what I now know I would have had private treatment.

Better information, communication and choice	
Positive Comments	I have no complaints – the staff were very good and the information given was very good.

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Negative Comments	More information about the operation should be provided to the patient after the op. details of side effects and after effects of the operation should be given. Nurses are too often too busy to provide the care and treatment required from those recovering from major surgery!
	Without exception no staff member ever introduced themselves by name, what their role was and what treatment I was to receive.
	Communication between nursing staff with each other is not good. My experience in hospital was good on the whole especially with Surgeon and her colleagues
	I felt that the info. Provided prior to surgery, esp. by the consultant/ staff nurse/ practice nurse was excellent. Post surgery, however, it was not good and for the first 2/3 days I was not given any feedback at all. Ultimately I was advised to make a special appt with the consultant if I wanted information!

Building relationships	
Positive Comments	Staff was always helpful and kind but was always very busy.
	The staff were very kind
	Everyone was very helpful and friendly.
	Good nursing care. Friendly atmosphere.
	The nursing staff were friendly and helpful in all respects of my stay in hospital.
	The staff
	The care and consideration of the medical staff was highly professional and excellent. I would find it very difficult to suggest any improvement.

Clean, comfortable place to be in	
Positive Comments	Good food,
	Flexibility of ward to allow Autistic Child to visit and Husband when able. Individual nurses, all other medical staff.
	I was particularly impressed by the level of cleanliness on the wards. I witnessed the cleaning staff working extremely hard to achieve this high standard.
	Meals
	I was quite happy about all aspects.
	Everything was excellent
	My stay on ward was everything to my satisfaction. The ward was always kept clean daily. The beds were changed daily, you were offered help with washing at the start of each day once your operation was over, very refreshing when your not to strong, but encouraged with great patience when you gradually recovered to cope yourself, all adding to independence ready for leaving
Negative Comments	Special diets gluten and dairy free took sometime to organise and was limited
	Lavatory and washing facilities could do with upgrading
	Having had a stoma fitted the choice of food was NOT appropriate.
	Gloucester Hospital is very good. I'm afraid the same can't be said for the cytotoxic outpatients at Cheltenham. They are in need of organisation and a good patient information system
	Better meals. The food was often un-appetising and arrival on the ward lukewarm or cold. Prompt silencing of bleeping machines – especially at night.
	A little better planning of doctor's rounds would help. There is either very little happening or everything is going on at once. The comfort of patients often comes second to the convenience of the doctors
	Pull down the tower block.
	I thought the meals were too spicy for patients recovering from operations, even the soups. The alternative was sandwiches, which fillings weren't suitable for delicate stomachs
	Would like to see someone help patients with their meals if only voluntary
	Whilst the hand hygiene of the vast majority of staff was good my wife and I noticed that the tea lady on 5a didn't wear gloves and repeatedly poured out drinks by holding the cups by the rim and sometimes even putting a thumb inside.
	Being a one handed person, I don't think that nursing staff appreciate how difficult it is in some situations to do things
	Get rid of the tower block wards – GRIM!

	<p>Whilst temporarily located in Ward B the fire alarms went off on 2 occasions. No staff or patients appeared aware whether these were tests or genuine. This caused some mild panic to all concerned. Such actions are thoughtless and illegal. House management needs to seriously review these matters since they could lead to panic induced injury and insurance claims that the NHS can ill afford.</p>
	<p>Cleaning wards top class apart from chairs by bed and day room. Need attention down the sides - collects debris</p>
	<p>The food was not of a very high standard.</p>