

Gloucestershire Hospitals
NHS Foundation Trust



Haematological Department

Patient Satisfaction Survey
Carried out in February 2006

Report Prepared by
Patient & Public Involvement Department in March 2006

Haematology Department Patient Satisfaction Survey 2006

Introduction

This report provides a summary of the results of the Haematology Patient Satisfaction Survey which took place during February 2006 for patients treated for Haematological cancer at Cheltenham General Hospital and/or Gloucestershire Royal Hospital.

This survey was carried out to gain an understanding of a patient's experience of the services they received at the hospital within the last 12 months, to identify where patient's experiences have been positive and where further work and improvement is needed. The questionnaire was posted to 60 patients with prepaid envelopes and returned to the Patient and Public Involvement Department.

29 respondents returned the questionnaire giving a response rate of 48%; however the questionnaire was not fully completed by all respondents.

Results Summary

Section A – First Appointment

The first appointments were equally split between CGH and GRH. The majority of patients care involved chemotherapy.

Section B – Diagnosis

All were first told what was wrong with them by a doctor, for 28% the Doctor was a GP. The majority of patients were satisfied that they completely understood or understood some of the explanation that was given to them. Two thirds of these patients were offered written or printed information about their condition or treatment and 81% were satisfied that this information was very or moderately helpful.

Patients would have also liked to receive information on support groups, complementary therapy and dietary advice.

Different types of treatment were not explained for 18% (n=5) of patients. The majority were not offered the opportunity of a permanent record or summary of the treatment options, 11% (n=3) would have liked a copy.

Section C – In patients at some stage

Two thirds of the patients had an overnight stay and 90% were satisfied that there were enough doctors on duty while 84% were satisfied that there were enough nurses on duty. The majority of patients experienced moderate pain some of the time, and patients were 92% satisfied that staff did everything they could to help with their pain and discomfort.

Section D – Information and support

For ease of reading the summary of this section will be subdivided.

1. Nursing staff - 50% of patients did not know who their key worker was and 61% met the specialist nurse. However there were no specialist nurses in post pre mid October 2005 and it is not known when exactly the care was given within the last 12 months.

At the time of discharge, over half of the patients were not offered the support of a district nurse, or a community or palliative care nurse.

2. Doctors - Patients were satisfied that they were treated with respect and dignity by the doctors and nurses and other hospital staff and had a lot or a fair amount of confidence and trust in the hospital doctors in charge of their care.

3. Information - 50% of patients were not offered the MDT's information for patients and carers. Only 81% of patients received the contact details for the 24 hour helpline, almost all of whom received this information when in the out patient setting.

The majority of patients understood the purpose of tests, but when asking questions of doctors or nurses one third of patients did not understand what was explained to them all of the time. It is not known what questions were not answered in a manner that could be understood.

Overall

The response rate is quite good but it has been difficult to extrapolate meaning from some results because there were incomplete responders. Reasons for this may be many and varied. The patients comments provided at the end of the report provide an opportunity for respondents to provide more details concerning any of the questions and also to provide more information on any of the questions. In many ways, it is the patients' comments on the service that are found at the end of the survey that provide the most detail.

Main Report

Section A

A1	At which hospital did you have your FIRST APPOINTMENT for this condition? (This may not be where you received treatment subsequently)	% of Respondents	<i>n</i>
	Cheltenham General	50%	14
	Gloucestershire Royal	50%	14
	Hereford County	0%	0
	Other	0%	0

Table 1 (28 respondents)

A2	At which hospital did you have your FIRST TREATMENT for this condition? (Again, this may not be where you received treatment subsequently)	% of Respondents	<i>n</i>
	Cheltenham General	55%	16
	Gloucestershire Royal	45%	13
	Hereford County	0%	0
	Other	0%	0

Table 2 (29 respondents)

A3	Please tell us which treatment(s) you received (please tick one or more)	% of Respondents	<i>n</i>
	Chemotherapy	45%	13
	Supportive care (blood products)	10%	3
	Supportive care (blood products) and chemotherapy	10%	3
	Supportive care & chemotherapy therapy & radiotherapy	3%	1
	Chemotherapy & radio therapy	21%	6
	Chemotherapy & Stem cell harvest	7%	2
	All	3%	1

Table 3 (29 respondents)

Section B

B1	Who first told you what was wrong with you?	% of Respondents	<i>n</i>
	Hospital doctor	69%	20
	Hospital nurse	0%	0
	GP (General Practitioner)	28%	8
	Someone else (Please say who): Specialist Dr	3%	1

Table 4 (29 respondents)

B2	Were you told what was wrong with you in person, over the telephone or in a letter?	% of Respondents	<i>n</i>
	In person	93%	27
	Over the telephone	7%	2
	In a letter	0%	0

Table 5 (29 respondents)

B3 Patients were 92% satisfied that they completely understood or understood some of the explanation that was given to them about what was wrong. (29 respondents)

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B4	When you were told what was wrong with you, were you offered any written or printed information about your treatment or condition?	% of Respondents	<i>n</i>
	Yes	63%	17
	No	30%	8
	Can't remember	7%	2

Table 6 (29 respondents)

B5 Patients were 81% satisfied that the written or printed information given to them was very or moderately helpful. (20 respondents)

B6	What other information, if any, would you wish to have received?
	Information about diet, complementary therapies and Bristol Cancer Help Centre
	Support Groups
	Possible longer term effects – mobility and other difficulties. Dietary advice
	Written information on condition
	As this is a reoccurrence of cancer first diagnosed in 2001 in Cambridgeshire, I already have the informative booklets from Cancer Backup etc. On first diagnosis these are useful and can be reassuring
	Cancer information service is visible at Cheltenham General – so the information is easily found oneself

Table 7 (6 respondents)

B7	When you were told what was wrong with you, did anyone explain the different types of treatment you could have for your condition?	% of Respondents	<i>n</i>
	Yes, and I completely understood what was said	61%	17
	Yes, and I understood some of what was said	21%	6
	Yes, but I did not understand what was said	0%	0
	No, different types of treatment were not explained	18%	5
	Can't remember	0%	0

Table 8 (28 respondents)

B8	Were you offered the opportunity of a permanent record or summary of the treatment options?	% of Respondents	<i>n</i>
	Yes	18%	5
	No	57%	16
	No, but would have liked to	11%	3
	Record or summary offered, but declined	0%	0
	Can't remember	14%	4

Table 9 (28 respondents)

B9	Who else was present when you were told what was wrong with you, not including the person who told you?	% of Respondents	<i>n</i>
	Nobody else was present	21%	6
	Hospital doctor	4%	1
	Hospital nurse	18%	5
	GP (General Practitioner)	0%	0
	District nurse/Community nurse/practice nurse	0%	0
	Counsellor	0%	0
	Husband/wife/partner/other member of the family	57%	16
	Someone else	0%	0

Table 10 (28 respondents)

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B10	At the time, did you want somebody else present when you were told what was wrong with you?	% of Respondents	<i>n</i>
	Yes, I wanted to have a family member or friend present	46%	13
	Yes, I wanted to have a nurse present	0%	0
	Yes, I wanted to have a doctor present	0%	0
	No, I didn't want anybody else present	54%	15

Table 11 (28 respondents)

Section C

C1	At which hospital did you stay overnight?	% of Respondents	<i>n</i>
	Cheltenham General	44%	7
	Gloucestershire Royal	56%	9
	Did not stay overnight (Go to Section D)	0%	0

Table 12 (17 respondents)

C2 Patients were 90% satisfied that during their visit, in their opinion, there were enough doctors on duty to care for them while they were in hospital (16 respondents)

C3 Patients were 84% satisfied that during their visit, in their opinion, there were enough nurses on duty to care for them while they were in hospital (16 respondents)

C4	During this visit how much of the time were you in pain or discomfort?	% of Respondents	<i>n</i>
	All or most of the time	0%	0
	Some of the time	44%	7
	Occasionally	32%	5
	Never	12%	2
	No pain/discomfort	12%	2

Table 13 (16 respondents)

C5	If you did have pain or discomfort, was it usually severe, moderate or mild?	% of Respondents	<i>n</i>
	Severe	8%	1
	Moderate	54%	7
	Mild	30%	4
	Can't say	8%	1

Table 14 (13 respondents)

C6 Patients were 92% satisfied that during their visit, the hospital staff did everything they could to help with your pain or discomfort. (16 respondents)

C7	Before you left hospital, were you told about a support or self-help group for people with your condition?	% of Respondents	<i>n</i>
	Yes	13%	2
	No	80%	12
	Can't remember	7%	1

Table 15 (15 respondents)

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Section D

D1	At which hospital was the majority of your care given?	% of Respondents	<i>n</i>
	Gloucestershire Royal Hospital	46%	13
	Cheltenham General Hospital	54%	15

Table 16 (28 respondents)

D2	A key worker is the single named person responsible for individual patient's pathway. Do you know who your key worker is?	% of Respondents	<i>n</i>
	Yes, definitely	35%	9
	Yes, to some extent	15%	4
	No	50%	13
	Can't remember	0%	0

Table 17 (26 respondents)

D3	A specialist nurse is a highly skilled nurse who is specially trained in haematological cancer. While at the hospital, did the specialist nurse for haematological cancer meet with you?	% of Respondents	<i>n</i>
	Yes	61%	17
	No	28%	8
	No, but would like to	7%	2
	Meeting offered but declined	0%	0
	Can't remember	4%	1

Table 18 (28 respondents)

D4	A Multi Disciplinary Team (MDT) is where Haematology consultants from across the 3 Counties Cancer Network meet to discuss individual patient cases. Were you offered the MDT's information for patients and carers (written or otherwise)?	% of Respondents	<i>n</i>
	Yes	14%	4
	No	50%	14
	No, but would have liked to	18%	5
	Information offered but declined	0%	0
	Can't remember	18%	5

Table 19 (28 respondents)

D5	While at the hospital, were you offered our contact details for the 24 hour helpline?	% of Respondents	<i>n</i>
	Yes	81%	22
	No	15%	4
	Can't remember	4%	1

Table 20 (27 respondents)

D6	If yes, were you offered these details?	% of Respondents	<i>n</i>
	Outpatient appointment	91%	20
	While on the ward	9%	2
	Other, please specify	0%	0

Table 21 (22 respondents)

D7 Patients were 95% satisfied that they were treated with respect and dignity by the doctors and nurses and other hospital staff always or most of the time. (29 respondents)

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D8 Patients were 91% satisfied that they had a lot or a fair amount of confidence and trust in the hospital doctors in charge of their care. (29 respondents)

D9	When you had questions to ask the hospital doctors, how often did you get answers you could understand?	% of Respondents	<i>n</i>
	All or most of the time	69%	20
	Some of the time	25%	7
	Rarely or never	3%	1
	I did not ask any questions during the visit	3%	1

Table 22 (29 respondents)

D10	When you had questions to ask the nurses, how often did you get answers you could understand?	% of Respondents	<i>n</i>
	All or most of the time	62%	18
	Some of the time	21%	6
	Rarely or never	3%	1
	I did not ask any questions during the visit	14%	4

Table 19 (29 respondents)

D11 Patients were 95% satisfied that they completely understood or understood some of what was said when the hospital doctors or nurses explained the purpose of any tests to them. (29 respondents)

D12 Patients were 87% satisfied that they completely understood or understood some of what was said when the hospital doctors or nurses told them of the possible side effects of their operation or other treatment. No side effects were explained for 2 of the respondents. (28 respondents)

D13	Were you involved in the decisions about your treatment and care as much as you wanted, or would you have liked to be more involved?	% of Respondents	<i>n</i>
	Involved as much as I wanted	93%	26
	Would have liked to be more involved	7%	2

Table 20 (28 respondents)

D14	At the time of your discharge from hospital were you offered the support of a district nurse, or a community or palliative care nurse?	% of Respondents	<i>n</i>
	Yes	40%	8
	No	60%	12
	Can't remember	0%	0

Table 21 (20 respondents)

D15	At your last appointment at the Outpatient's Clinic, how long did you wait after your appointment time before seeing the doctor?	% of Respondents	<i>n</i>
	Less than 10 minutes	3%	1
	10 minutes or more, but less than 20 minutes	21%	6
	20 minutes or more, but less than 30 minutes	17%	5
	30 minutes or more, but less than 1 hour	28%	8
	1 hour or more	31%	9
	Can't remember	0%	0
	Did not see a doctor	0%	0

Table 22 (29 respondents)

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D16	During your first visit to the hospital for treatment, were you told what to do if you wanted to complain about the care you received?	% of Respondents	<i>n</i>
	Yes	21%	6
	No	62%	18
	Can't remember	17%	5

Table 23 (29 respondents)

About You

	To which of these ethnic groups would you say you belong?	% of Respondents	<i>n</i>
	White	96%	25
	Mixed	1%	1
	Are you?	% of Respondents	<i>n</i>
	Male	65%	17
	Female	35%	9

Table 25 (26 respondents)

	What is your age group?	% of Respondents	<i>n</i>
	25-34	4%	1
	35-44	4%	1
	45-54	19%	5
	55-64	43%	11
	65-74	19%	5
	75-84	11%	3

Table 26 (26 respondents)

Patients Comments

Patients were asked if there was anything about the service that you found particularly helpful. (15 comments received) and if they have any suggestions on how to improve the service. (15 comments received)

Comments have been categorised into 'Dimensions of Care' relating to patient's 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	
Negative Comments	Waiting area at Glos. Royal is very crowded and waiting times can be long.
	Waiting times can be trying for older people who have travelled a long distance
	Yes cut down on waiting time. Time taken on pharmacy is too long,
	Pharmacy too slow.
	Reduce times of late running appointments, 3 hours on one occasion recently.

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Safe, High Quality Co-ordinated care	
Positive Comments	Dealing with the same people does help to maintain a good level of understanding and liaison.
	Wonderful treatment – no complaints at all.
	The 'Care' was important to me, as well as the treatment. The staff were fantastic.
	Just keep up the standards you have and look after the invaluable team – so important to us.
Negative Comments	Doctor's hand writing on notes!
	Some medical staff not helpful and confusing. Did not write up extra antiemetics despite being asked. One Dr. did not instil much confidence as he didn't even know where reception was and couldn't explain scan result. Both my husband and I left appointment anxious. Helped talking to another Dr. next day and Chemo.

Better information, communication and choice	
Positive Comments	Willingness of doctors to talk. Information leaflets
	Staff always put you first and chats about what is happening, always tell you why any delay is happening e.g. D15 staff shortages so I saw a consultant instead of Doctor, that's fine – I know why.
	We have found the appointment of a specialist haematology nurse in Cheltenham to be an effective link between consultant and patient. We appreciate the consultant giving necessary time to each patient. The 24 hour chemotherapy helpline has also been most helpful and we have appreciated the friendliness and professional skills of all the staff.
	Information service at Cheltenham General haematological specialist nurse.
Negative Comments	When I had problems with side effects of the chemotherapy on a Sunday, I didn't know who to contact.
	Make name badges more obvious so you can see the name of who you are dealing with.
	1) Improve communication between consultant and patient in between intensive chemotherapy sessions, particularly where the continuation of treatment is dependent on scan results or where patients are unexpectedly repatriated to other depts. Not knowing what is happening is extremely stressful. 2) Improve communication between consultants, who are often unfamiliar with the case.

Building relationships	
Positive Comments	I have always found all the staff to be polite, friendly, helpful etc. and I am sure extremely competent.
	Pleasantness and care from all the staff at all times.
	Always welcomed and acknowledged.
	Chemotherapy nurses helpful and supportive at anxious times
	Everybody was so helpful.
	Nurses and reception staff at Edward Jenner are fantastic.
	How can anyone knock the dedicated team you have.

Clean, comfortable place to be in	
Positive Comments	There was a very friendly atmosphere at the Edward Jenner Unit, making it feel almost like a club. I found this very helpful.
	Haematology waiting area to small and overcrowded

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Negative Comments	Car parking!
	GRH – Ward 7b – inadequate showers and toilets and often not clean, needs painting
	Although I was on time, they never were and parking is a costly business.
	The tea lady could knock on the door before entering and try not to kick the door in and be a bit more polite.
	(not a clinical observation but a general comment) The waiting area in the LINC centre at Cheltenham could be improved, perhaps into a room area, if possible, rather than being a busy and crowded passage-way. (However, as funds are limited we prefer they go into medical facilities rather than other things)
	The segregation on the wards of severely ill and suffering patients and those receiving routine chemotherapy would improve the experience in hospital, but this is probably impracticable where beds are short.

This Report has been prepared by
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