



Visitor Satisfaction Survey

Oct/Nov 2015



22 visitors completed our survey

- Majority of respondents were aged between 34-44
- Majority of respondents were visiting family members with over 40% visiting a parent
- Majority of respondents had been visiting daily for more than 2 weeks.
- Over 60% of respondents had been visiting a patient who was in a multi-occupancy room.
- 75% of respondents reported visiting during the evening as well as 10% staying overnight.

Facilities

- Respondents found the facilities at the hospice to be excellent with the exception of parking.
- Visitors reported that the 'No Smoking Policy' did not affect their visiting experience in any way with some commenting that is made it more pleasant.
- Noise was reported as being a problem for just 2 respondents and 90% of visitors were aware of the Protected Mealtimes Policy
- All of the respondents reported that the catering services met their needs all or some of the time.

Clinical Care

- All respondents were very positive about the overall support received including staff introducing themselves, staff being approachable, ability to discuss important issues.
 - 100% of respondents reported being satisfied with the care received by their family member or friend
 - 100% of respondents felt patients dignity was maintained
 - 100% of respondents reported their family member receiving a quality service.
 - 95% of respondents reported their family member received patient centred care
 - 100% of respondents reporting that their family member also received compassionate care.
- All respondents reported that the visiting times available met their need for visiting their loved one.
- Over 80% of visitors were aware of the Spiritual Care and Support Services available and 50% reported that this met their requirements and over 50% said it was not applicable to them.
- Over 65% of respondents were aware of how to make a comment, complaint or suggestion which is up 5% from the last survey.

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'Each and every person at the hospice provided excellent care both to my mother and our whole extended family and friends in her final days. The hospice staff go above and beyond to ensure the highest of care is given at such a time. I cannot express how thankful myself and my family are to St Andrews Hospice and the support we had this year...Thank You!'

'Couldn't fault anyone or anything all the staff were amazing and so caring...pleasant, calm environment.'

'A fantastic place - made the worst time of my life a lot easier.'

'St Andrews offers an amazing service to individuals and families. The staff are exceptional!'

'The level of care my late dad received was second to none. I will always be eternally grateful for everything you all done. Nothing was any trouble. You went above and beyond. You made a very difficult time in my life a bit more bearable knowing my dad was in good care.'