

Leeds Palliative Care Network

Leeds Citywide Bereaved Carers' Survey 2018-2019

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The aim of the survey was to gain feedback from bereaved relatives about the following aspects of care:

- treated as an individual with privacy and dignity
- free from pain and other symptoms
- being in familiar surroundings
- in the company of close family and/or friends
- support provided to family/ friends of dying person

Method

- 3rd City wide survey
- Run during Q3 (1/10/18-31/12/18)
- Redesign of survey – shorter & focused questions
- Paper & online versions
- Supported by Healthwatch Leeds & St Gemma's Academic Unit for Palliative Care

Response Rates

686 surveys distributed with 204 responses

City wide response rate was 30%

During survey period there were 1337 deaths for all the care settings

Care Setting	Number of surveys given out	Response rate as % of number returned surveys	Total number of deaths Q3	Response rate as % of total deaths Q3
LTHT	345	26% (91)	817	11%
LCHT /Residential Care Home	180	14% (25)	364	7%
Wheatfields Hospice	57	32% (18)	57	32%
St Gemma's Hospice	99	70% (69)	99	70%

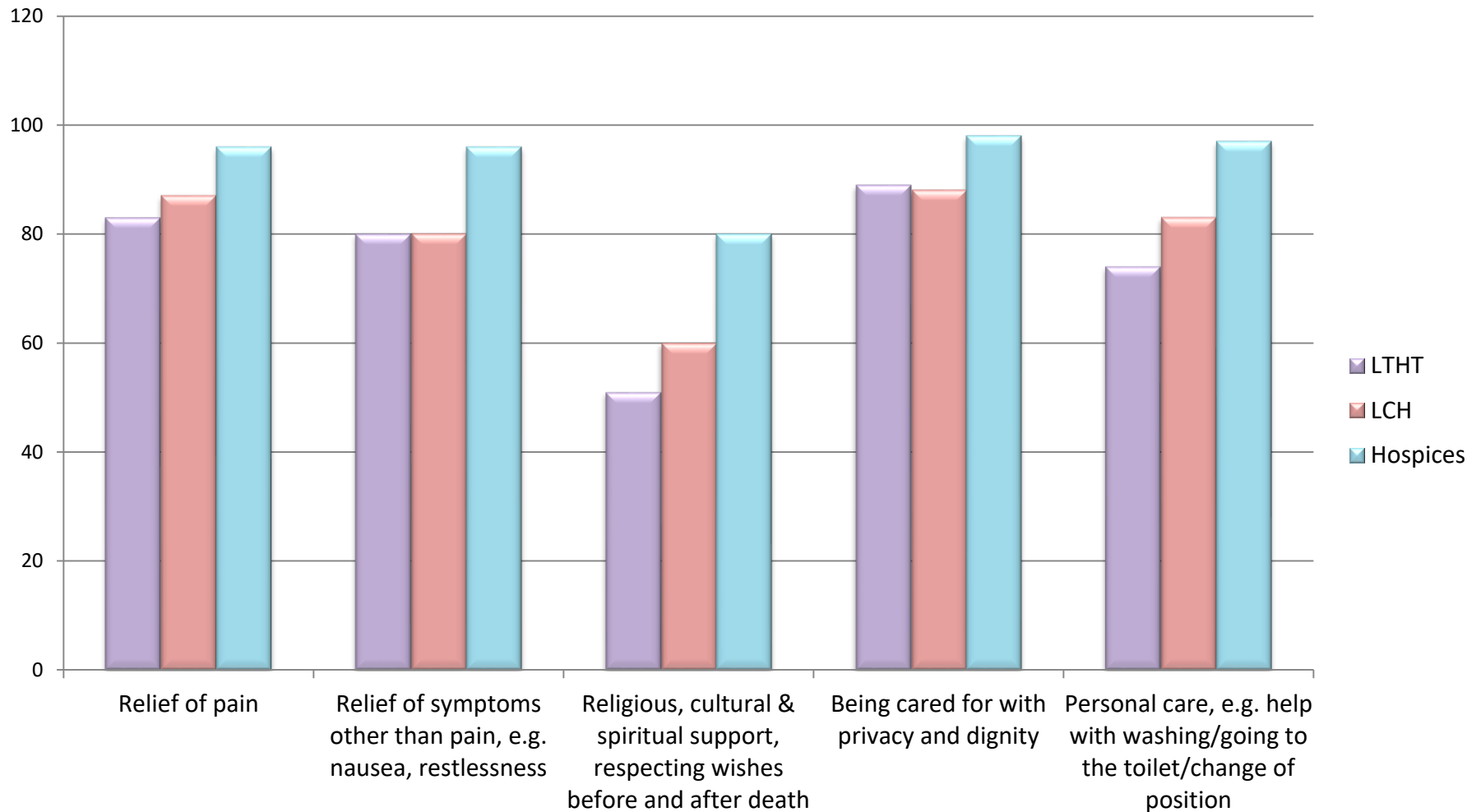
Do you feel that your friend/relative died in the right place?

Hospices - 99%
said yes

LCH - 92% said
yes

LTHT - 84% said
yes

Percentage of “very satisfied” and “satisfied” for each domain in each organisation



Analysis of free text comments

Family member/friend:

Being kept informed

Cared for and
acknowledged

On behalf of patient:

Treated appropriately

Valued as a person
regardless of condition

Expectations of staff:

Compassionate, flexible and
empathetic attitude towards patient
and family/friends

Demonstrate consistency between
professionals, departments and
between shifts

Environment:

Privacy when
needed

Peaceful

I don't think the care could have been improved it was exemplary. All the staff were lovely . They brought us drinks, biscuits, chairs. The charge nurse was a lovely man who took the time to ask about her life, character, background. The staff on this ward are a credit to the NHS.

Everyone that came into contact with Dad, from the cleaning staff to the catering staff to the nursing staff, treated him with kindness and respect.

All the carers who visited and looked after my mother was brilliant. She had excellent care from all the NHS we saw in the last few weeks. Would like to thank them all.

Each of the healthcare departments (palliative, cardiac, District Nurses and ward staff at LGI) took great care of my husband with dignity and friendships and always asked how we both were coping with his illness. Thank you to all concerned.

Future plans

- Action plan developed including aim of continuing to improve survey processes and increase return rate
- LTHT – embed SUPPORT campaign across all appropriate adult wards, ensure feedback from NACEL and Learning from Deaths informs future service improvements
- LCH – review of existing information and processes, working with GPs to improve distribution of survey
- St Gemma’s Hospice – continue to run survey throughout the year
- SR Wheatfields Hospice – environment improvements, afternoon tea round for visitors
- Further development of future Bereaved Carers Survey, next round planned Q4 2019-2020.