



**Leeds Palliative
Care Network**

Leeds Bereaved Carers Survey

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Leeds Community Healthcare
NHS Trust



**The Leeds
Teaching Hospitals**
NHS Trust



Leeds and York Partnership
NHS Foundation Trust



BCS Action Plan 21-22

- Provide end of life care training to ensure a consistent approach across all LTHT services
- Continue to embed the principles of the SUPPORT campaign to ensure families of dying patients are given information about care available for them
- GP support in last weeks of life
- Review the EOL information provided to patients and families across all community providers
- Staff training in Hospice
- Provide specific feedback to care homes

BCS 2023

- 6th year of the survey
- Survey of bereaved carers of adults who died 1.2.23 – 30.4.23
- Across all organisations – LTHT, both hospices, LYPFT , LCH and care homes
- Measure the quality of care delivered to patients across Leeds – last days of life
- Project supported by Healthwatch Leeds

Changes since 2022

- Increased accessibility
- Consolidation of Survey
- Distribution method

Consolidated survey

Questions re location of care, pain and symptom management, ACP, religious and cultural support, respecting wishes, privacy and dignity, personal care

Satisfaction re services working together, involvement in care decisions, location of place of death

Location specific questions included

BCS 2023

- Distribution through the registrars office
- Option to complete online or paper version or telephone via Healthwatch
- Prompts sent to increase RR (A6 flyer, A4 Poster)
- Wide communication plan
- Survey open until end June 2023



Leeds Palliative
Care Network

Your
healthwatch
Leeds

End of Life Care in Leeds



Has your loved one died recently in a hospital,
care home, hospice or at home?

Did they receive end of life care and support?



Do you want to make sure everyone receives
good end of life care in Leeds?



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Your
healthwatch
Leeds



Share your experience

Please could you take a few minutes to share your experiences of the end of life care and support your loved one received. We want to hear what worked well and what could be better.



Complete the short survey by scanning the QR code or follow the link
www.surveymonkey.co.uk/r/Carers2023



Or phone Healthwatch Leeds on **0113 8980035** to complete the
survey over the phone or request a paper copy.



Surveys must be completed and returned by end of June 2023

All information is anonymous and will only be used to help improve end of life care and support in Leeds.

BCS 2023

- Significant concerns escalated to organisations via Healthwatch
- Details how to raise a formal complaint included in the surveys
- Analysis of results undertaken by Healthwatch
- Results due to published
- Template for report established round 6

Total no. of responses
received: 103

Hospital: 28

Hospice: 62

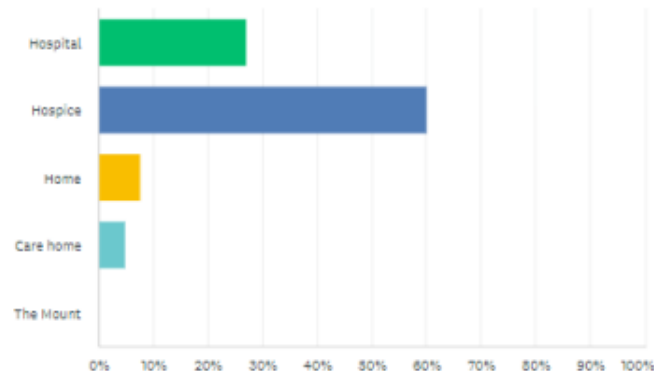
Home: 8

Care Home: 5

(18 received via post, 1 via telephone and
84 completed online)

Where did your relative or friend die?

Answered: 103 Skipped: 0



ANSWER CHOICES	RESPONSES	
▼ Hospital	27.18%	28
▼ Hospice	60.19%	62
▼ Home	7.77%	8
▼ Care home	4.85%	5
▼ The Mount	0.00%	0
TOTAL		103

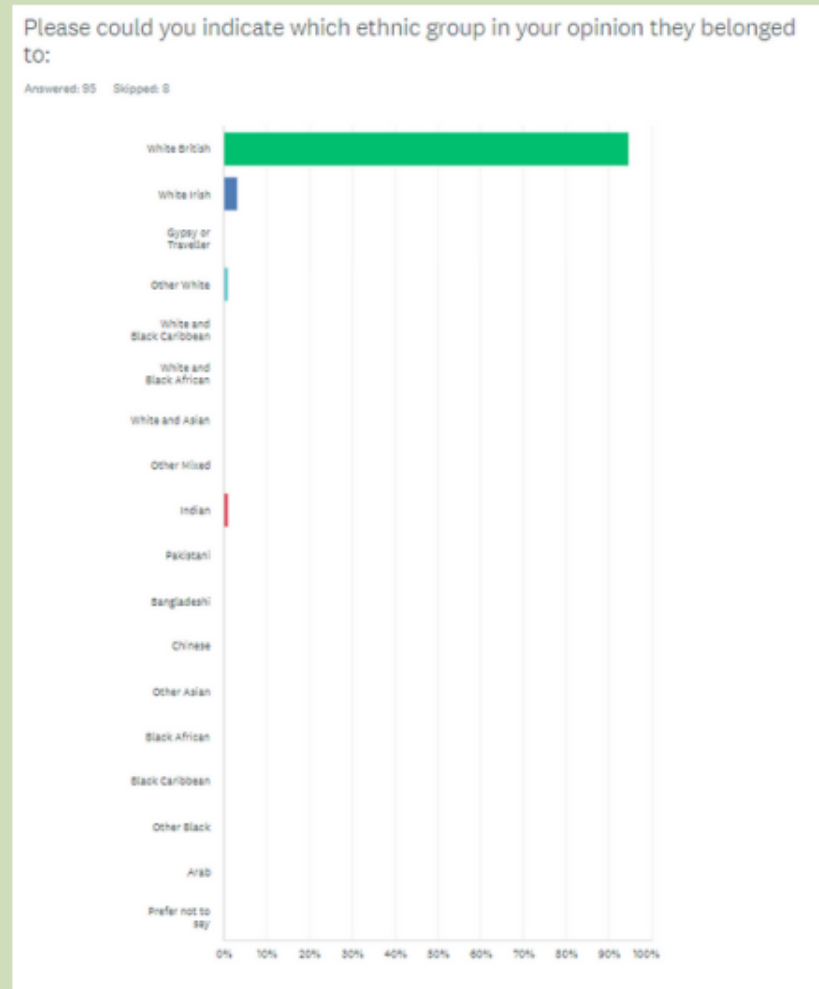
Ethnicity and no. of responses received:

White British: 90, (94.74% of responses)

White Irish: 3, (3.16% of responses)

Other white: 1, (1.05% of responses)

Indian: 1, (1.05% of responses)



Next Steps

- Planning for round 7 (2024)
- Meeting in July to discuss:
 - How to increase response rate?
 - Are there any other places that we need to involve in promoting e.g. Pharmacies, funeral directors
 - Alternatives ways of distributing and publicising
 - How would a continuous survey work?
 - How would we collate results/reports? How often if continuous reporting?
 - Cost Implications?
 - Could we use an external company help?



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Thank you



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Your
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The Leeds
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Sue Ryder incredible hospice
and neurological care



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