



CONFIDENTIAL – document to be shared with QGB/Management ONLY

Quality Governance Board

Date of Meeting: 27th March 2017

Report of:	Service User Survey 2017
Date of Paper:	27 th March 2017
Period:	January 2016 – January 2017
Purpose of Paper:	An annual service user survey encourages service users to provide feedback and allows the organisation to consider areas for service improvement
Action required:	Discussion/Decision/ <u>Information/Assurance</u> (Please highlight in bold and underline)
Link to Mission, Vision and Values:	The individual is at the heart of everything we do We aim to deliver and continuously evaluate high quality service whilst respecting difference, promoting dignity and supporting the privacy of others
Any abbreviations or acronyms used in this paper:	
Author:	Perminder Bath Head of HR

Service User Survey – March 2017

1. Overview

This survey covers the period January 2016 to January 2017 and is designed to highlight what service users think about the care they receive, by asking about their experiences, whilst at Montague Court/ Dartmouth House.

By examining the feedback, we have the opportunity to gain direct insight into what is working well and what's not working so well. This information can be used to inform future changes/improvements.

By repeating the survey on an annual basis, we can measure the changes and the impact of any new processes, initiatives and general improvements.

The previous survey was undertaken in December 2015 and covered responses from 9 out of 13 service users at Montague Court who completed the survey. This year we received 3 responses from Montague Court out of 14 service users, and 6 out of 6 responses from Dartmouth House.

2. What we do well

- 6/9 service users felt that on arrival on the ward, they were informed of the daily routines on the ward, 2 could not remember and 1 did not answer (1.2)
- All service users are happy, they were offered more than 1 food option at meal times (1.3)
- All service users agreed that wards are clean and tidy (across both units) (1.6)
- 8/9 service users are getting support and assistance, within a reasonable time frame (1.7)
- All service users agreed that they were offered a copy of their care plans (2.1)
- Service users consider the staff teams as friendly and approachable, good listeners and are satisfied that they are being treated with care and respect (3.1, 3.5, 4.1, 4.2)
- Service users are satisfied that they are being offered activities every day (1.5)
- 8/9 service users felt they were given enough time to discuss their care and treatment, in a way they understood and in privacy (2.2, 3.3, 2.4)
- 8/9 service users were satisfied that their mental health section and right of appeal were explained (3.4)

3. What we could do better

- Service users did not feel they were adequately informed about the purpose of their stay, when arriving at the hospital (1.1)
- Responses to the quality of food provision were varied, service users at Montague Court were more critical (1.4)
- 1 service user felt that the quality of his care was poor (1.10)
- 1 service user rated the staff as very poor (3.6)
- 3 service users felt their religious and spiritual needs were not being met (4.5)

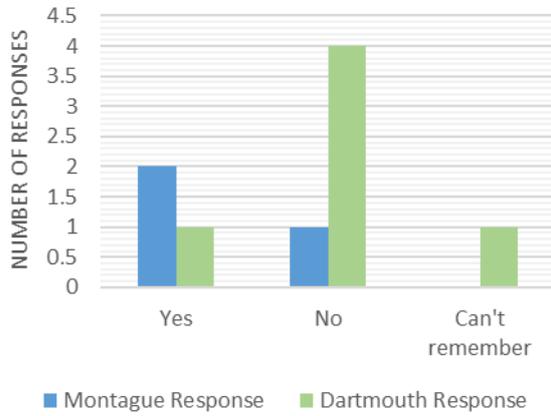
4. Summary of this year compared to last year

- Overall the survey continues to be positive
- Same number of respondents, but over 2 units
- Last year responses were received from 9 out of 13 service users, this year 9 out of 20
- Similar responses to last year
- Fairly similar responses across both units
- Maintained some key areas previously rated as good, cleanliness, food choice etc.
- Questions modified following recommendations last year, statements to questions
- Additional views sought on wording of questions, e.g. IMHA Voiceability
- New question on mental health section and rights of appeal (3.4)
- Overall staff rating has improved, from 5/9 at least good to 7/9 (3.6)
- 8/9 service users felt that are treated with care and respect, compared to 6/9 last year (4.1,4.2)

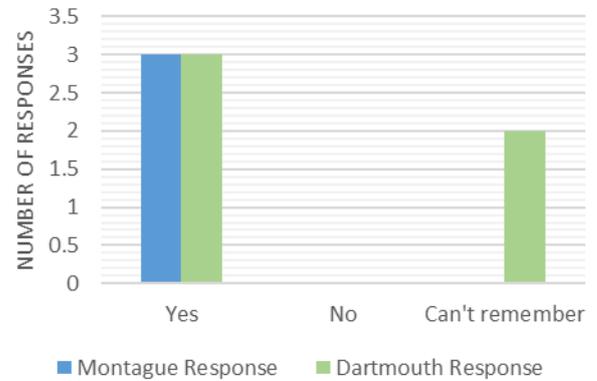
5. Recommendations

1. Improve the welcome onto the ward – currently looking at an internal transfer protocol
2. Food quality – continue to monitor the quality of the food, priority for the new Head Chef
3. Ward cleanliness – domestic staffing levels to continue, recruit to vacancy at Dartmouth House. Look to adding domestic staff to the list of bank staff
4. Continue to monitor and improve range and access to on and off-ward activities overseen by the Clinical Lead OT.
5. Continue with staff training, regular staff supervision and group reflective practice, to continue to raise standards in patient care.
6. Next service user survey to be undertaken in January 2018
7. Involve service users/ representative if modifying questions for next year
8. Endeavour to increase the response rate.

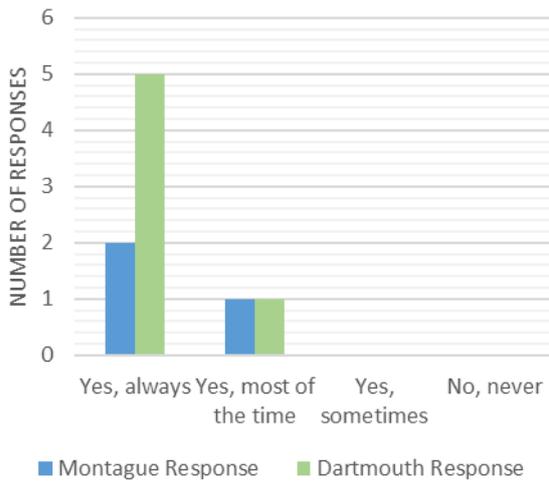
1.1 When you first arrived at Montague Court, did someone explain why you were here?



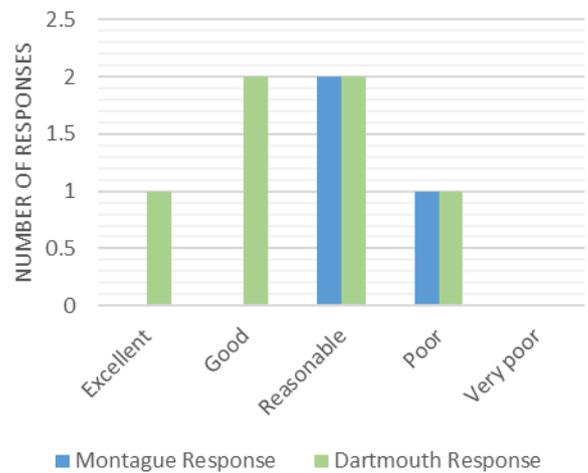
1.2 When you arrived on the unit, or soon afterwards, did a member of staff inform you of the daily routine on the ward? For example - times of meals, visiting times?



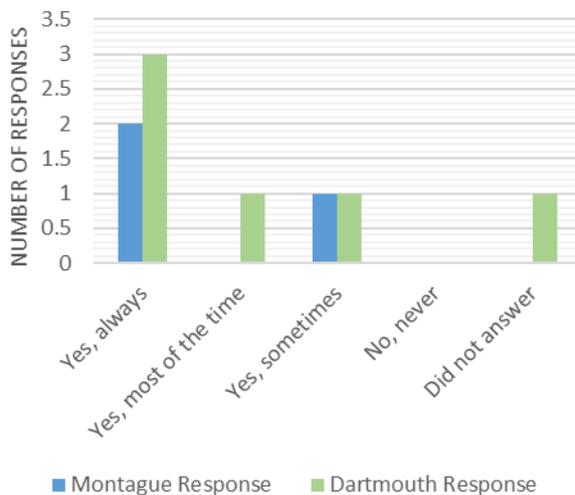
1.3 Are you provided with more than 1 food option for your meal?



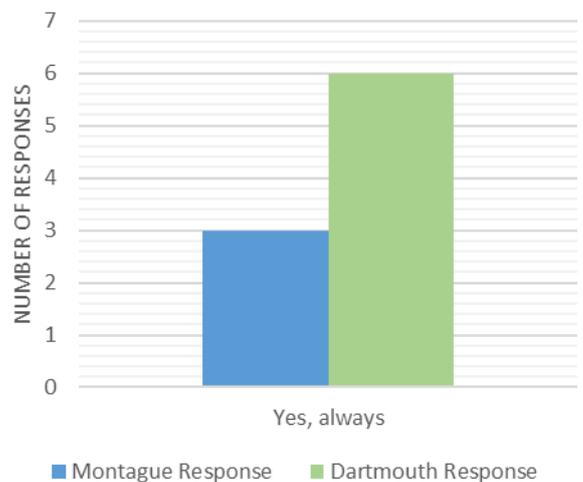
1.4 How would you rate the quality of the food provided?



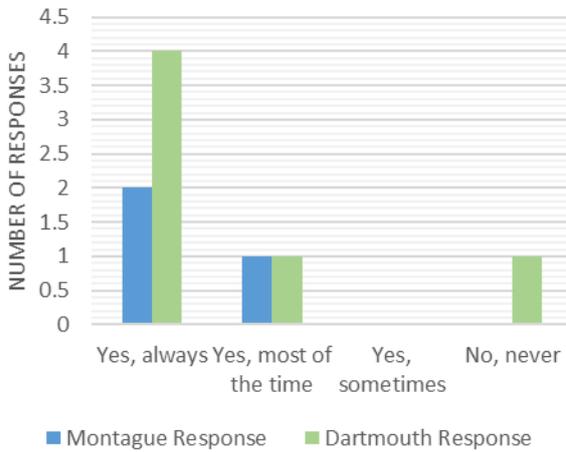
1.5 Are you offered activities every day?



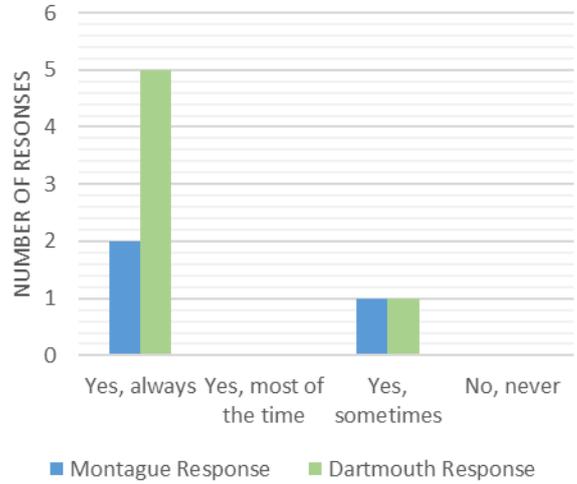
1.6 Is the unit kept clean and tidy?



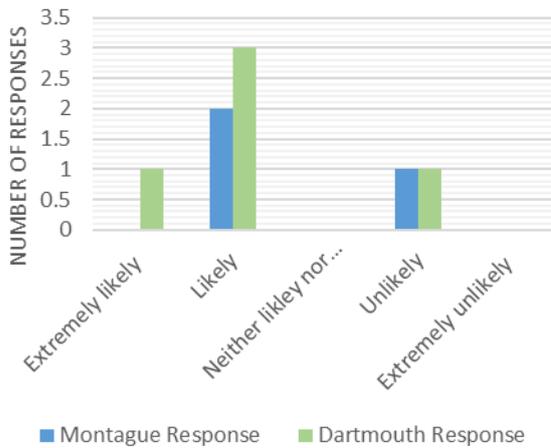
1.7 When you ask for assistance, do you receive support within a reasonable amount of time?



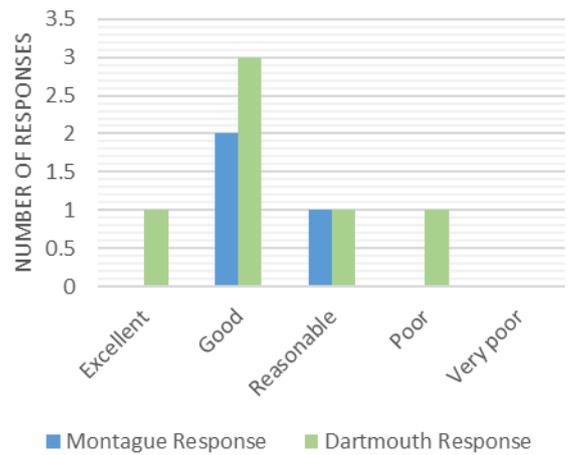
1.8 Do you know who is in charge of the unit on each shift?



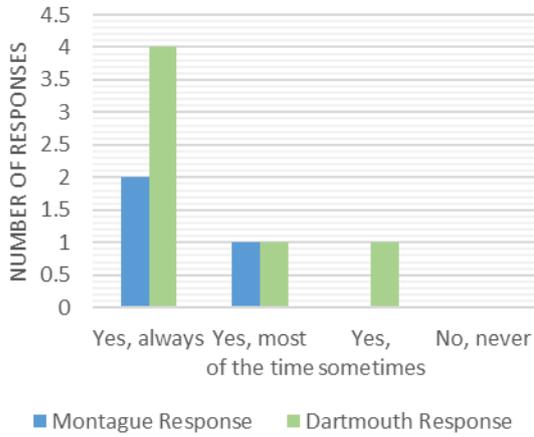
1.9 How likely are you to recommend our unit to your friends and family if they required similar care and treatment?



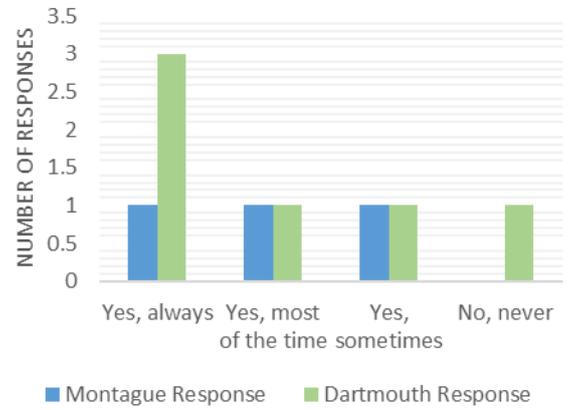
1.10 How would you rate the quality of care you have received whilst you have been on the unit?



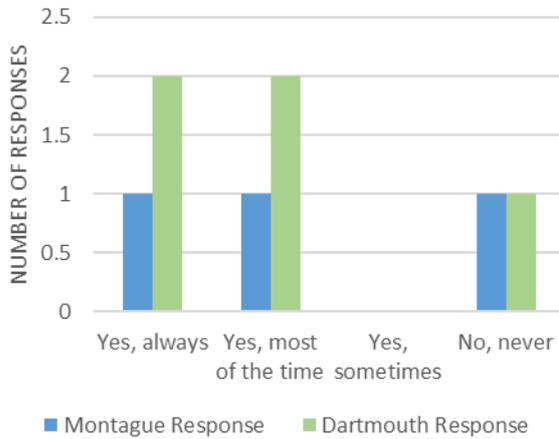
2.1 Are you offered copies of your careplans?



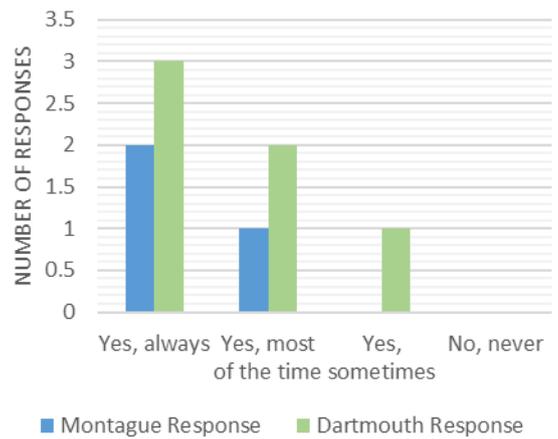
2.2 Do you feel you are given enough time to discuss your care and treatment with the medical team?



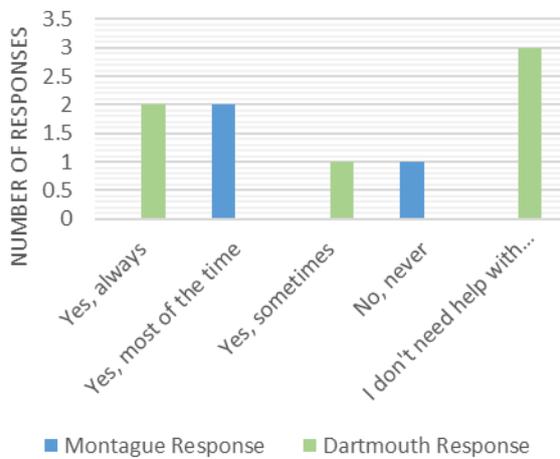
2.3 Are you able to get adequate pain relief when you need it?



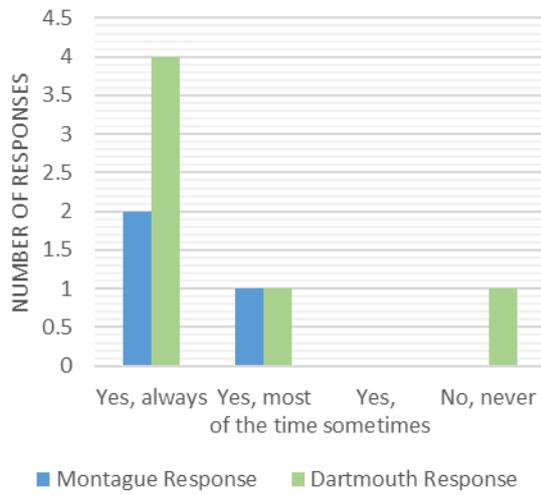
2.4 Are you offered privacy when your condition and treatment is discussed?.



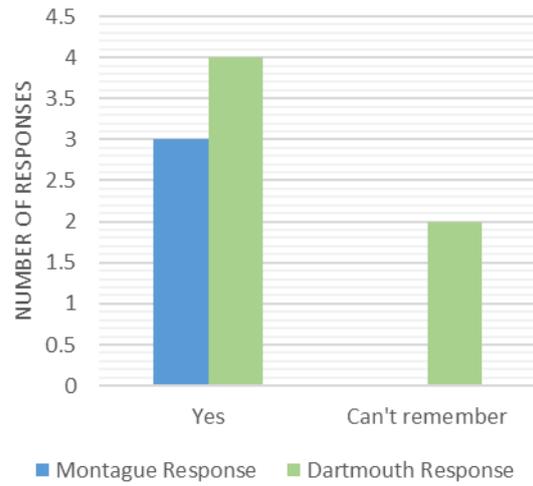
2.5 Do you get help with washing and dressing when you need it?



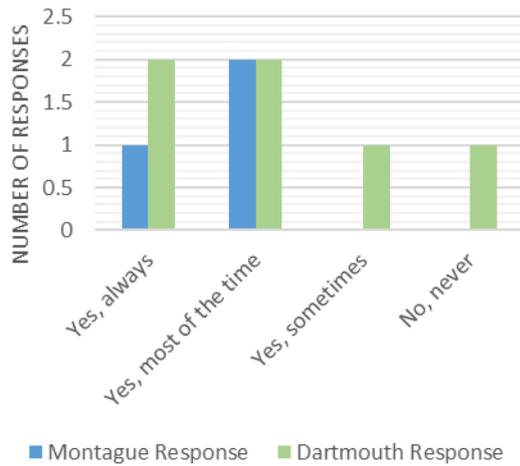
3.1 Do you feel the nursing team are friendly and approachable?



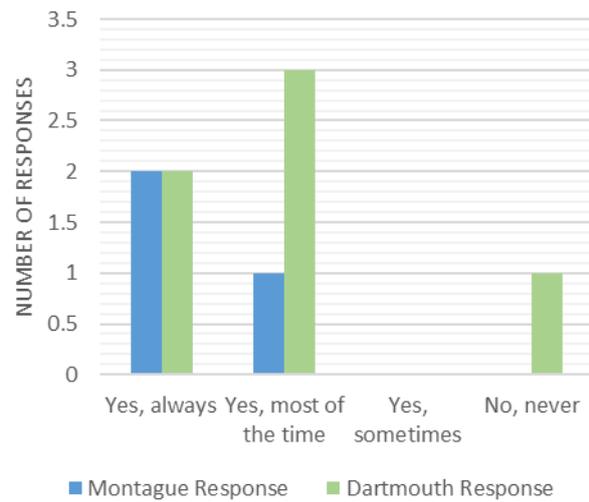
3.2 When you first met the staff, did they introduce themselves?



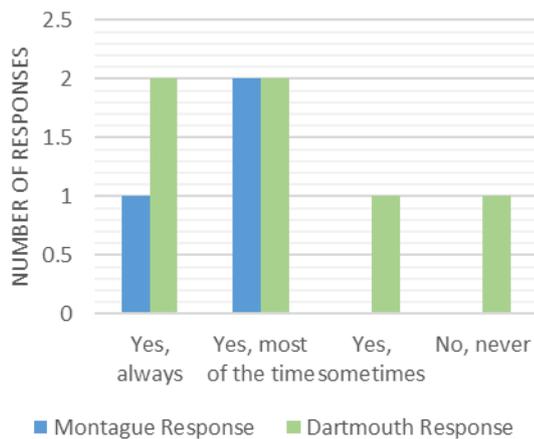
3.3 Do the clinical team talk to you in a way that helps you understand your care and treatment?



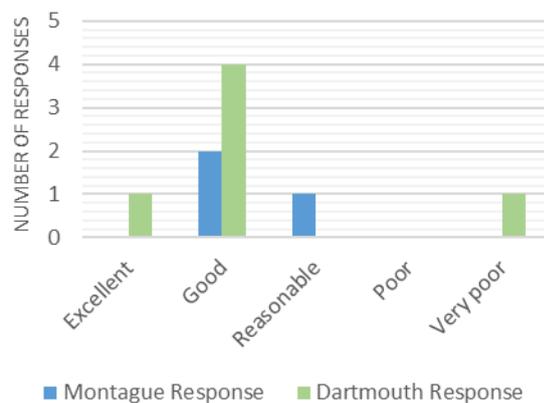
3.4 Do staff explain your mental health section and right of appeal to you?



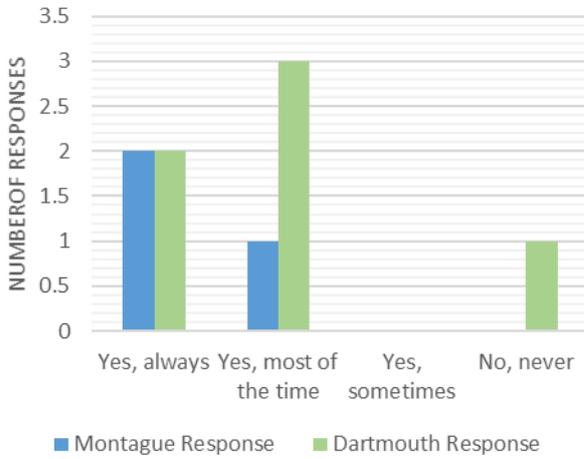
3.5 Do staff listen to you when you have any questions or concerns?



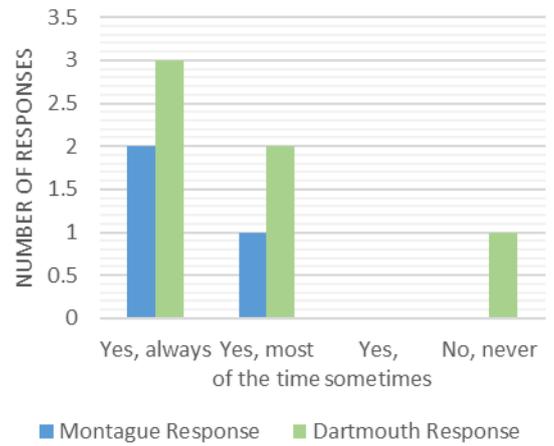
3.6 As a group of care staff, how would you rate all the staff you come into contact with?



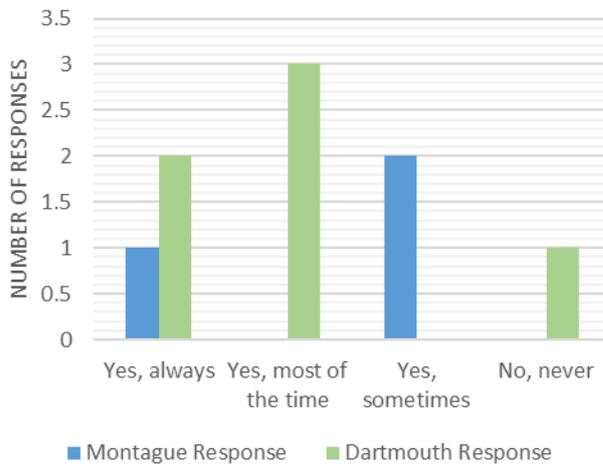
4.1 Do you feel that you are treated with respect?



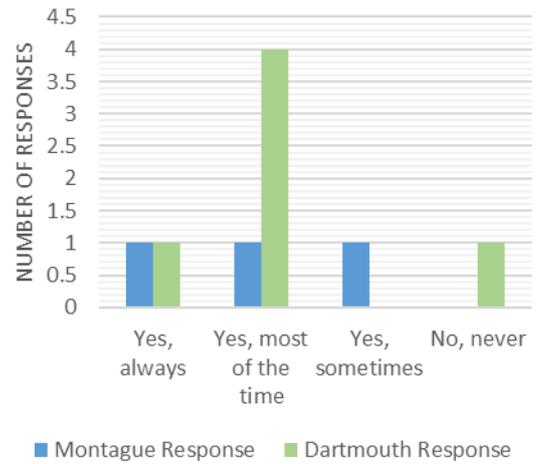
4.2 Do you feel that you are treated with care?



4.3 Do you trust the people looking after you?



4.4 Do you understand why you are being cared for in this unit?



4.5 Are your religious and spiritual needs met?

