

## Patient Satisfaction Survey

The questions in this survey are based upon the patient survey used as part of the Peer Review carried out by the Quality Network for Forensic Mental Health Services. This decision was made to ensure consistency for a hospital wide survey in the questions asked, but its appropriateness is questioned. The survey was carried out on Petworth Ward and Park House Unit/Goodwood Ward in February 2018. Cowdray Ward advised that at this time they had no patient able to participate in the patient satisfaction survey due to the patients' mental states. Due to the high levels of cognitive impairment amongst St Magnus patients it was necessary as part of this process for staff to assess which patients would have to be excluded due to their inability to understand and answer the questions.

## Return Rates

Ward/Unit	2018	Park House/ Goodwood consolidated 2018	2016/17
Goodwood	60%	37%	43%
Park House	24%		
Petworth	71%		67%

- Goodwood Ward - bed occupancy 10, 6 completed survey, 2 refused, 2 unable to participate
- Park House Unit - bed occupancy 17, 4 completed survey, 13 unable to participate
- Petworth Ward - bed occupancy 14, 10 completed survey, 4 unable to participate

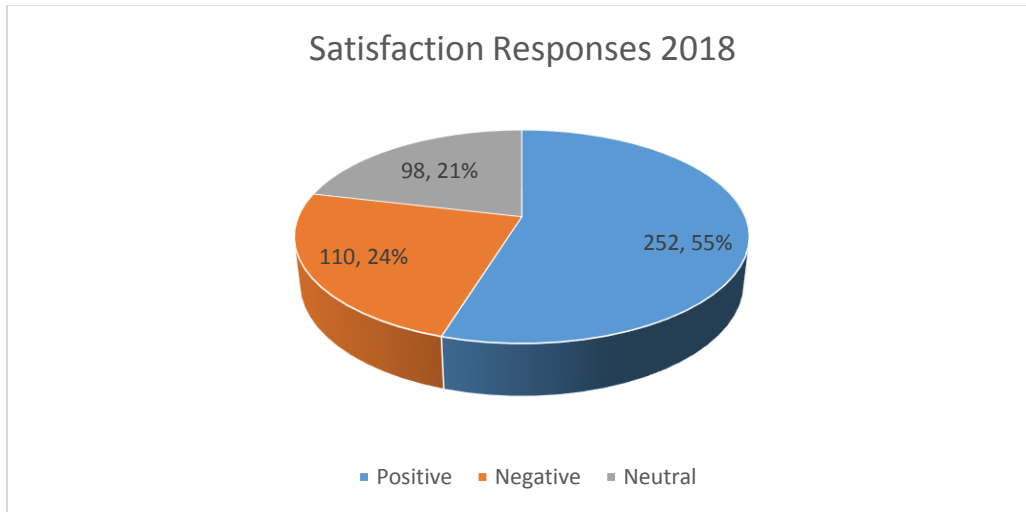
Patients recorded as unable to participate with those patients assessed by ward staff as unable to take part in a survey due to their mental state. This was particularly significant on Park House Unit and reflects the long stay nature patient population on that unit.

Overall return rate for Goodwood Ward and Park House Unit has fallen slightly from 2016/17 while that for Petworth Ward has improve slightly.

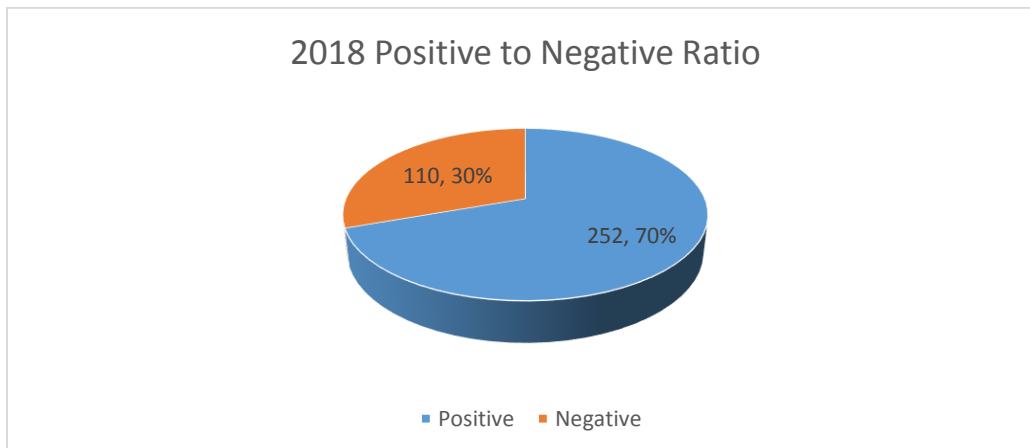
## Previous Survey

The 2016/17 survey (December 2016/January 2017) was carried out based upon a simplified version of the **National Audit of Violence – Standards for Inpatient Mental Health Services** by the CCQI (College Centre for Quality Improvement), Royal College of Psychiatrists and the Healthcare Commission (March 2007). Therefore it is not possible to do a detailed question by question comparison between the 2016/17 survey and this 2018 survey. The one comparison that has been made was to compare the overall positive and negative responses recorded for the 2016/17 survey with those for

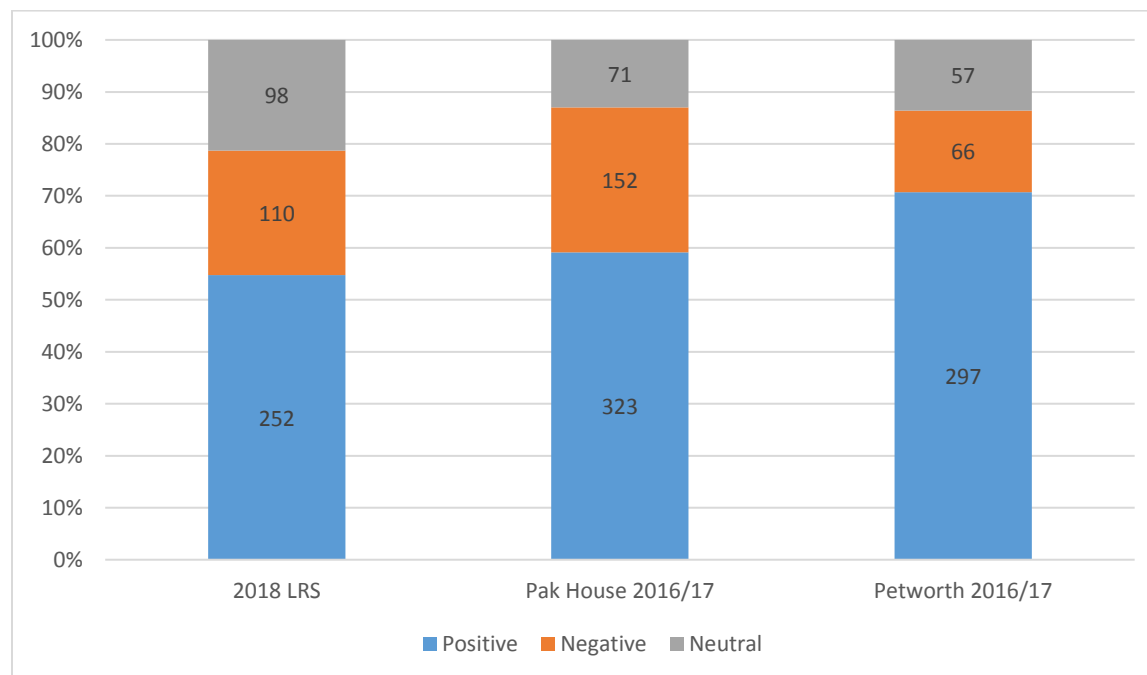
the 2018 survey. The structure of the 2018 survey is such that all YES answers can be treated as a positive response and all NO answers can be treated as a negative response. Neutral responses are all other responses; 'Don't remember', 'Sometimes', 'Not Applicable', answering both YES and NO to a question or not answering the question. This allows for a broad overall comparison of patient satisfaction between 2016/17 and 2018.



With Neutral responses removed the balance of Positive to Negative responses is –



A comparison of Positive, Negative and Neutral responses with the 2016/17 patient satisfaction Survey shows –



	Positive	Negative	Neutral
Locked Recovery Service 2018	<b>55%</b>	<b>24%</b>	<b>21%</b>
Park House 2016/17	<b>59%</b>	<b>28%</b>	<b>13%</b>
Petworth 2016/17	<b>71%</b>	<b>16%</b>	<b>14%</b>

NB Rounding means the Petworth total comes to 101%

The Positive responses have fallen slightly from 2016/17 when compared with Park House but significantly when compared with Petworth. Similarly the Negative responses slightly improved over the 2016/17 Park House figures but are worse than the Petworth figures for 2016/17. The Neutral responses for 2018 are significantly higher than the 2016/17 figures for either Park House Unit or Petworth ward.

As the survey questions were significantly different between the 2016/17 and 2018 surveys it is difficult to assess how much of the change is due to an actual change in patient satisfaction/dissatisfaction and how much is due to the difference in survey questions.

## SUMMARY CONCLUSIONS

The overall survey results are positive (55%) rising to 70% if neutral responses are removed. This is not overwhelming but is a positive. What is significant is the number of neutral answers at 21%, and 15% of the total responses were “Don’t Remember”. Also of note is the number of questions where patients have answered negatively although other records indicate this is not correct. E.g. question 3, only Petworth Ward patients (80%) report that their rights are explained to them although records indicate that this happens routinely for all patients. Again at questions 15/16, records indicate regular physical healthcare checks for all patients but only Goodwood Ward patients seem to be aware of this. At question 17 is a slightly contradictory response in that it is Petworth Ward patients rather than Goodwood Ward patients who report receiving results of their physical healthcare checks.

Responses around care plans are also slightly contradictory. Some 50 to 60% of patients report being involved in their care plan process (Q.4) but while 60% of Petworth patients and only 30% of Goodwood patients report receiving a copy of their care plan (Q.5) these figures are reversed at question 6 regarding the opportunity to review the care plan where 66% of Goodwood Ward patients report YES but only 40% of Petworth Ward patients. Park house is consistent for questions 5 and 6, answering NO or Don’t Remember. However it is consistent with other feedback that many patients still do not feel engaged with the care planning process.

Many of the questions in this survey have been designed apparently to check whether certain activities are taking place rather than to gauge patient satisfaction with the service. In a service such as at St Magnus hospital where cognitive impairment is common this may not be the ideal survey tool for these wards. This will need to be reviewed further in preparation for the 2019 patient satisfaction survey report.

**On a positive note 80% to 100% of patients report that they are treated with respect and listened to by staff, questions 10 and 11.**

Question 8 indicates a lack of information about local organisations for patients and question 18 indicates that male patients may not always be offered a male chaperone during a physical examination. Both these issues had already been identified on the low secure unit and have been addressed for the hospital. Information on local organisations of interest to patients is now being provided to patients by the Therapies Department and information is provided to patients on all wards regarding their right to a male chaperone during physical examinations.

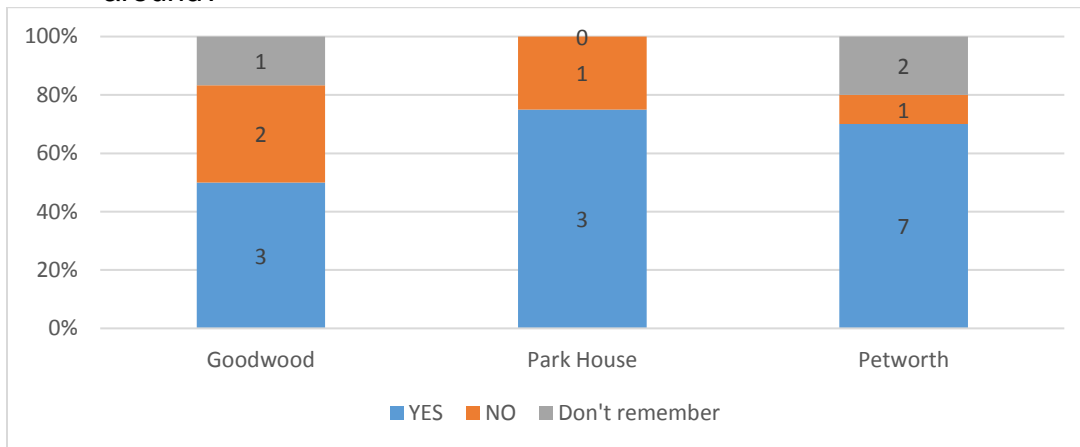
Responses indicate that patients generally consider food served to be of good quality (Q.19) and of adequate portion size (Q.21) but that there is some lack of choice (Q.20, 22, 23).

## Recommendations

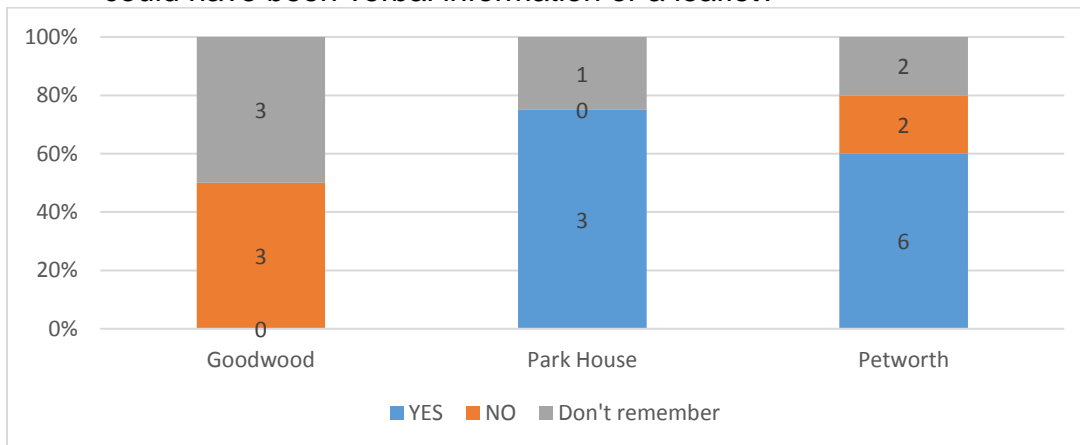
1. Staff should continue to seek to engage patients fully in the care planning process.
2. Patient choice at meal times could be improved.
3. The patient satisfaction survey should be reviewed to ensure that it properly gauges patient feelings about their care and treatment rather than acting as a memory test.

## Question Responses

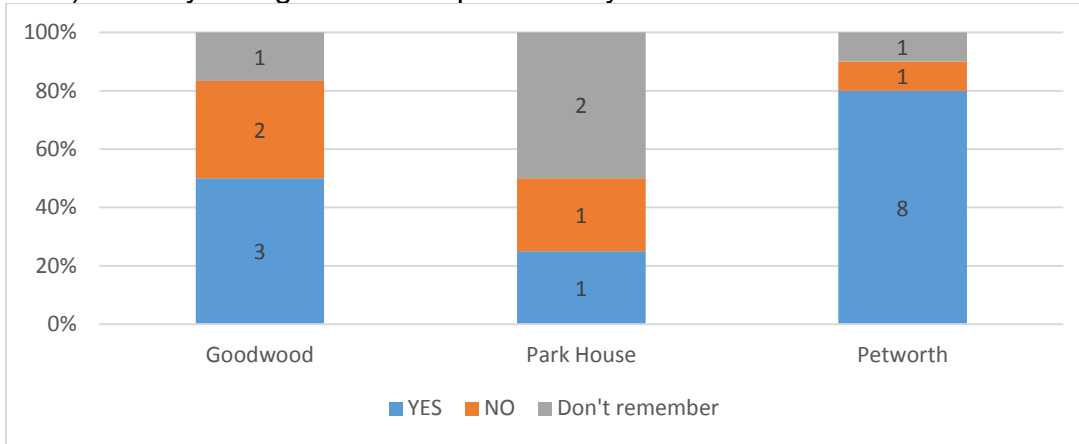
- 1) When you first arrived did staff members introduce themselves and show you around?



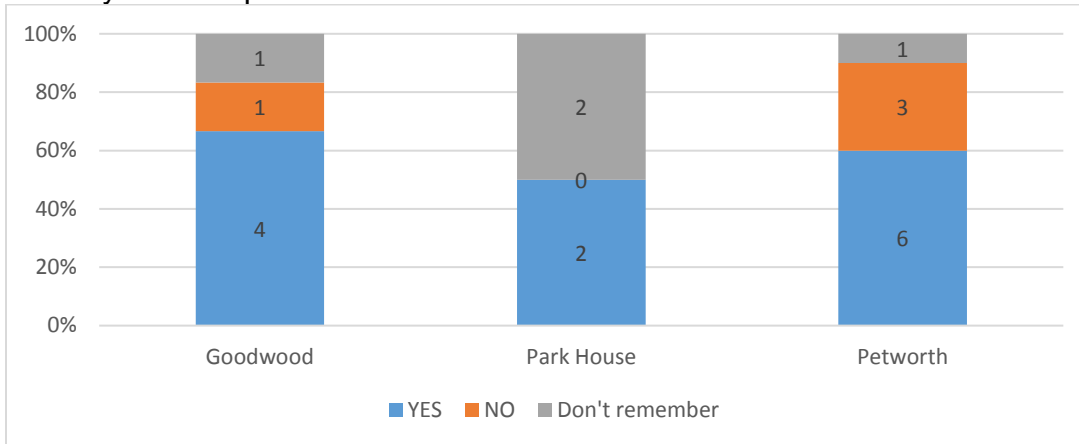
- 2) Have you been offered any information about your mental health condition? This could have been verbal information or a leaflet?



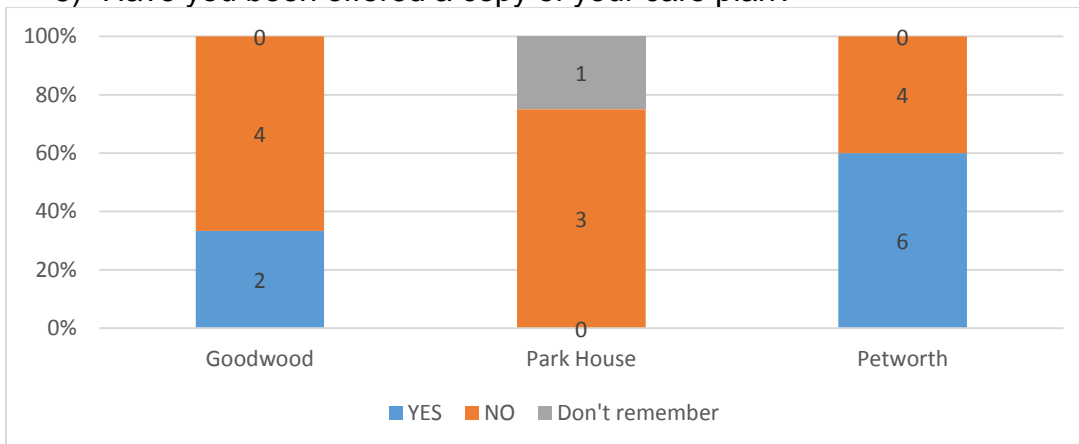
3) Have your rights been explained to you?



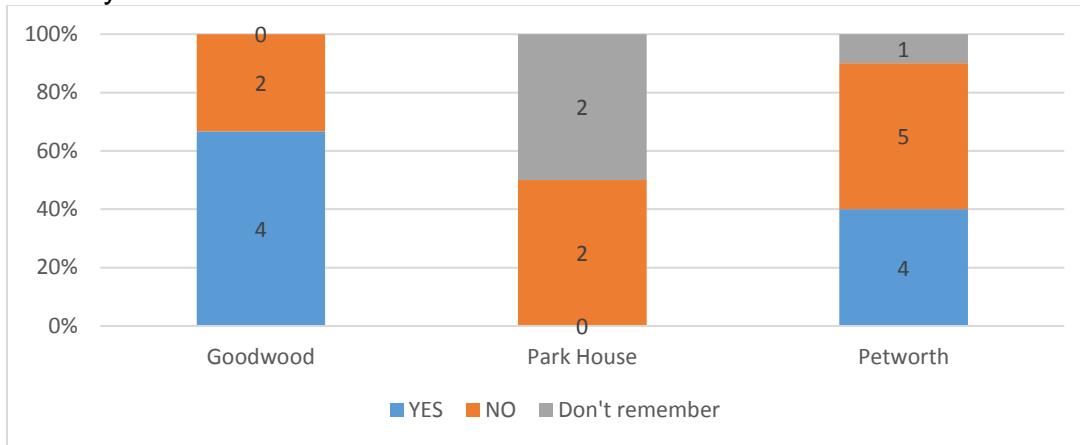
4) Do staff give you the opportunity to get involved in writing or adding things to your care plan?



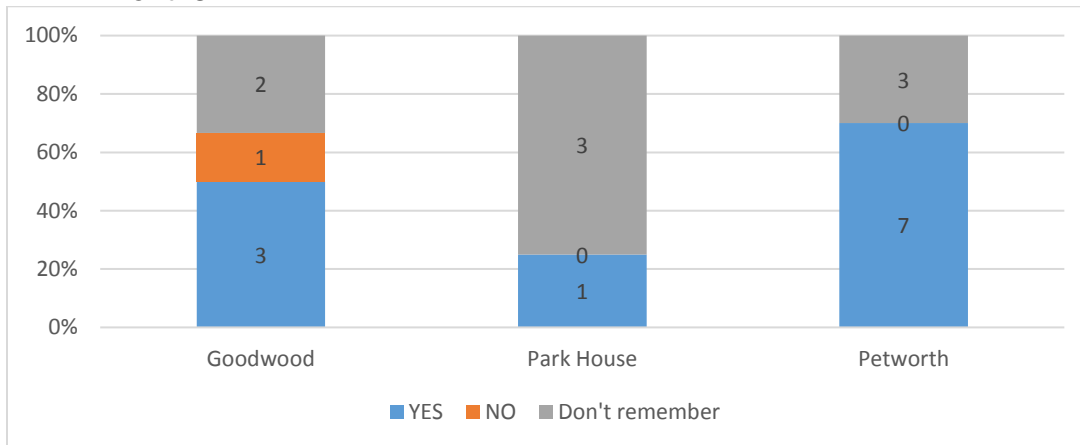
5) Have you been offered a copy of your care plan?



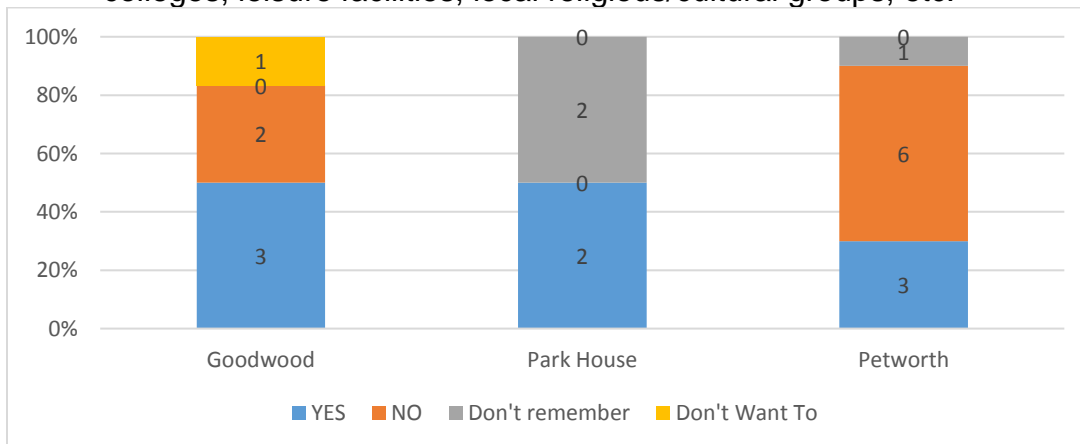
6) Do you have the opportunity to review your care plan with a member of staff or your care team?



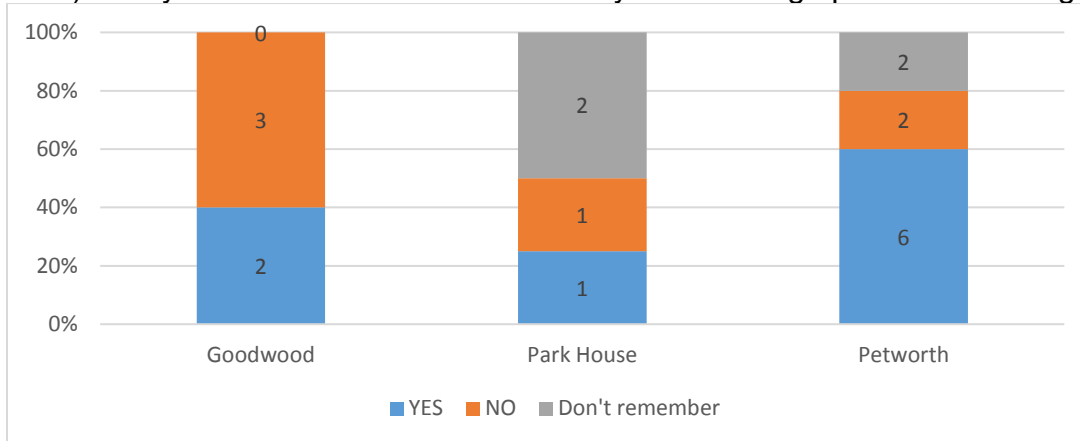
7) Do you have a CPA (Care Programme Approach) meeting at least once every 6 months?



8) If you are able to access local organisations, does the service provide information or encourage you to do so? For example, voluntary organisations, colleges, leisure facilities, local religious/cultural groups, etc.

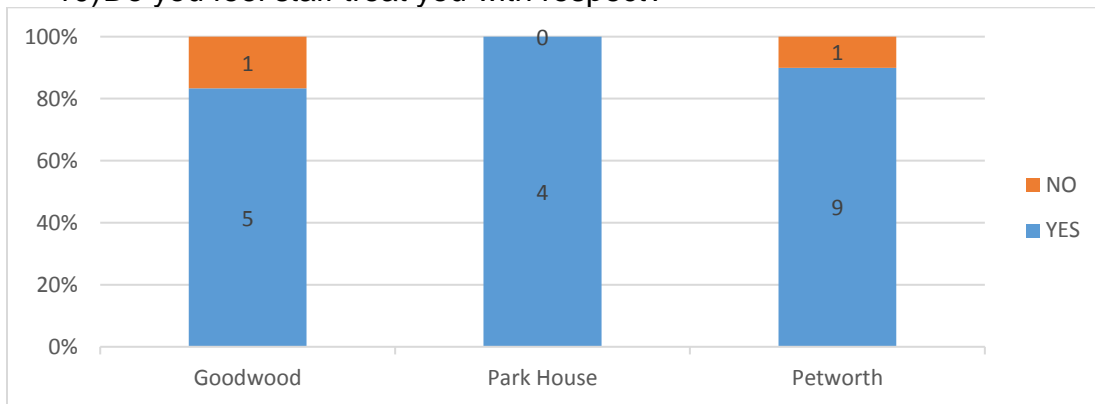


9) Are you involved in decisions about your discharge plans or discharge meetings?

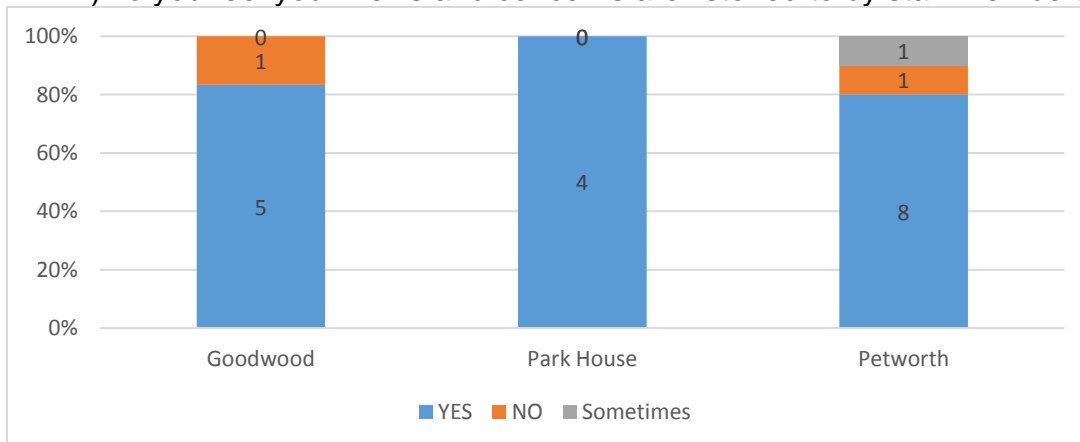


Goodwood Ward – 1 patient didn't answer the question.

10) Do you feel staff treat you with respect?

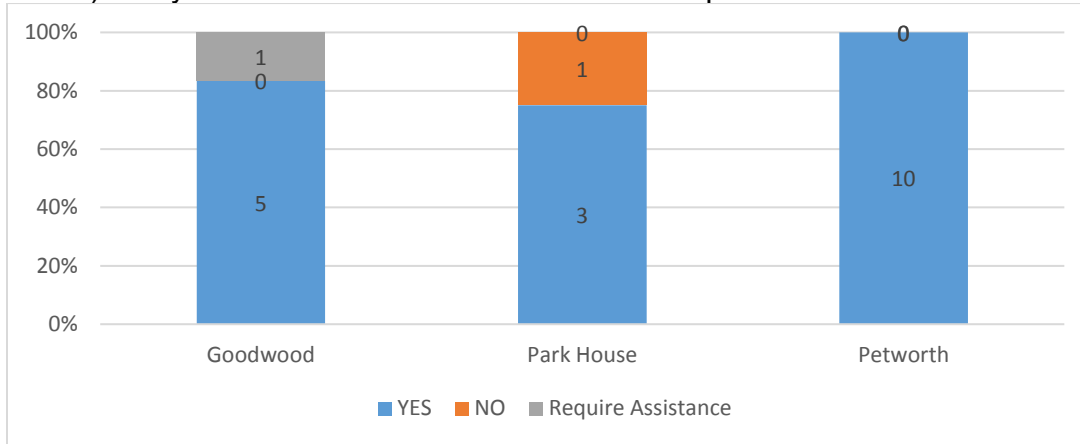


11) Do you feel your views and concerns are listened to by staff members?

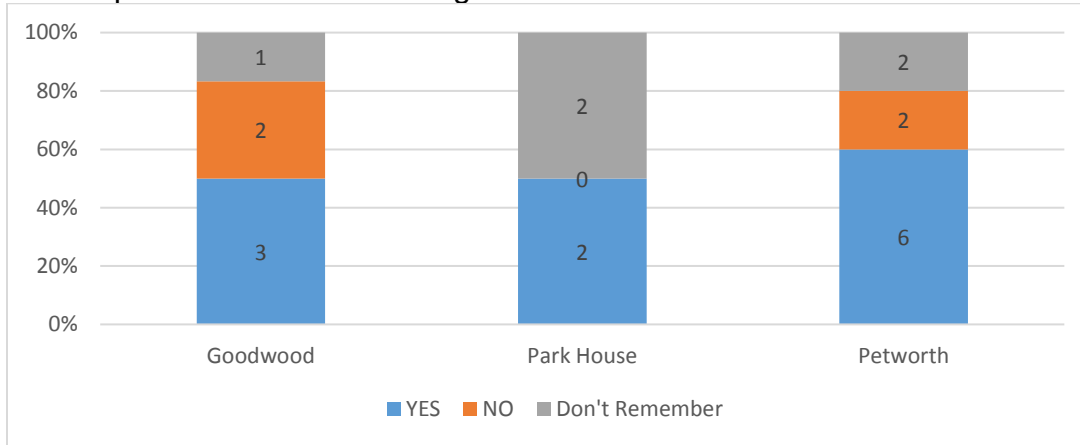




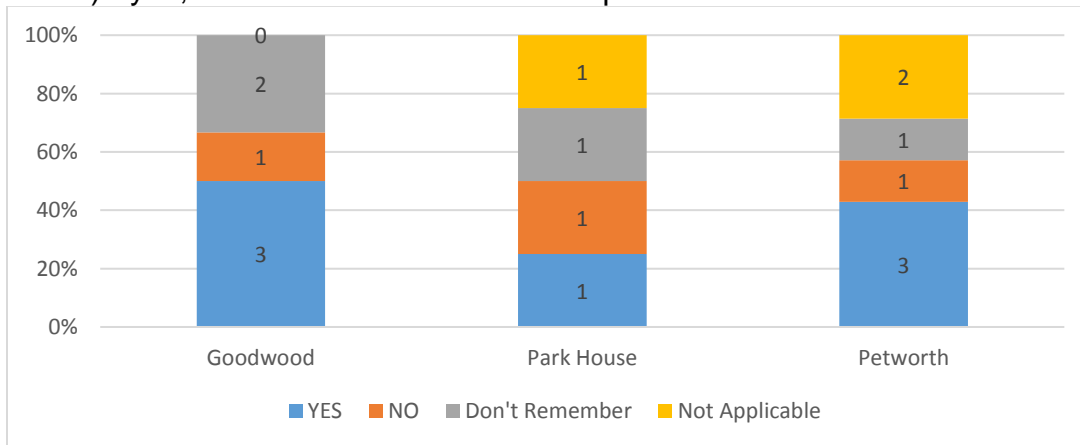
12) Are you able to wash and use the toilet in private?



13) Are you given the opportunity to feed back about your experiences of the service? This might be through community/ward meetings, patient council, questionnaires or meetings with staff?

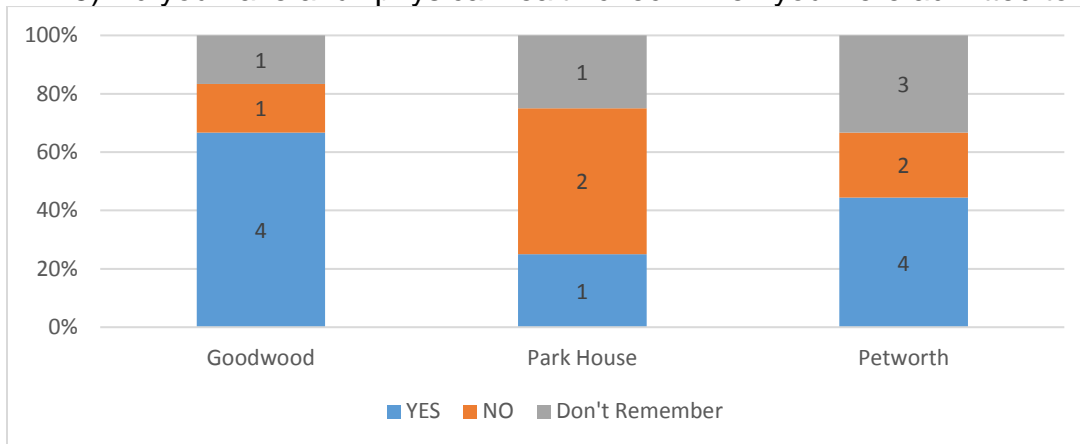


14) If yes, was the feedback used to improve the service?



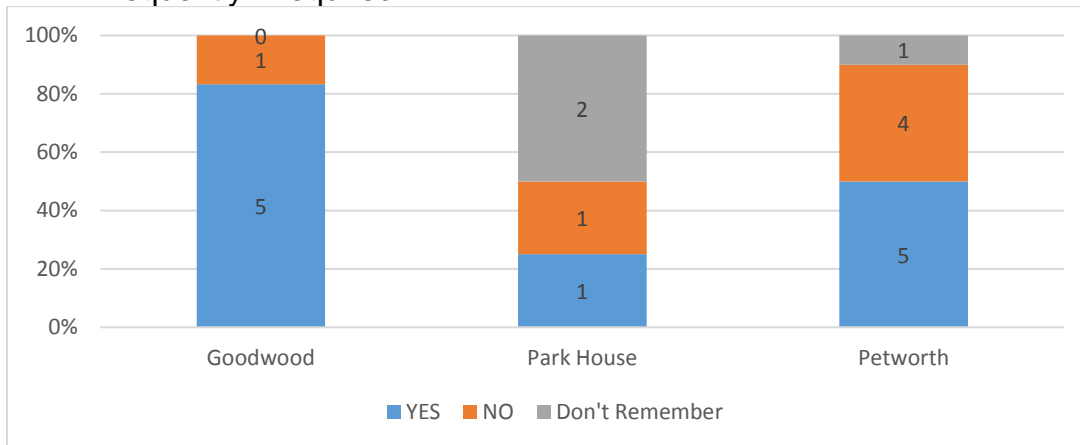
Petworth ward – 3 patients did not answer this question.

15) Did you have a full physical health check when you were admitted to the service?

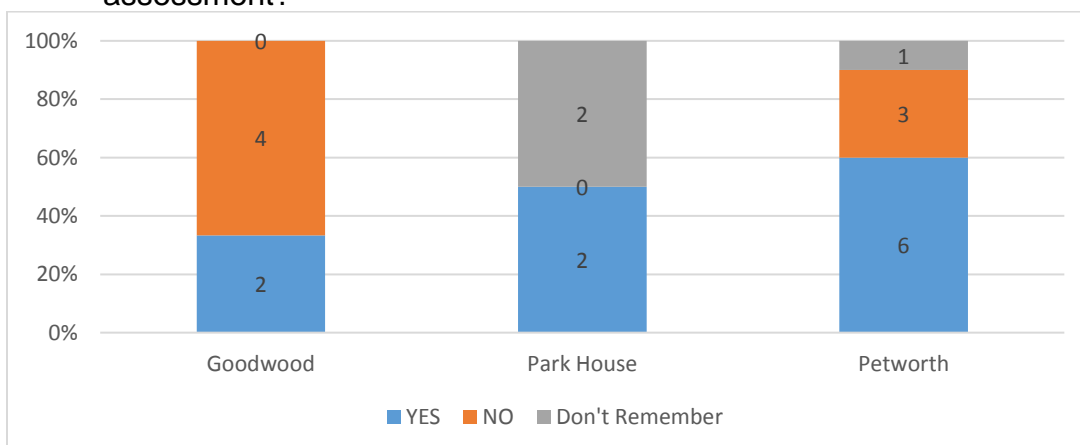


Petworth Ward – 1 patient insisted on answering YES and NO. Not included in chart above.

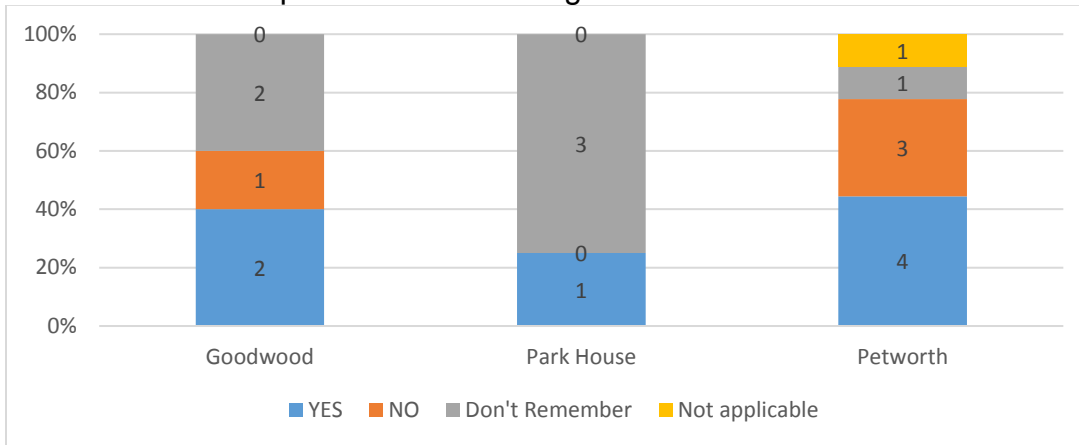
16) Are your physical healthcare needs reviewed every six months or more frequently if required?



17) Are you provided with information on the results of your physical health assessment?



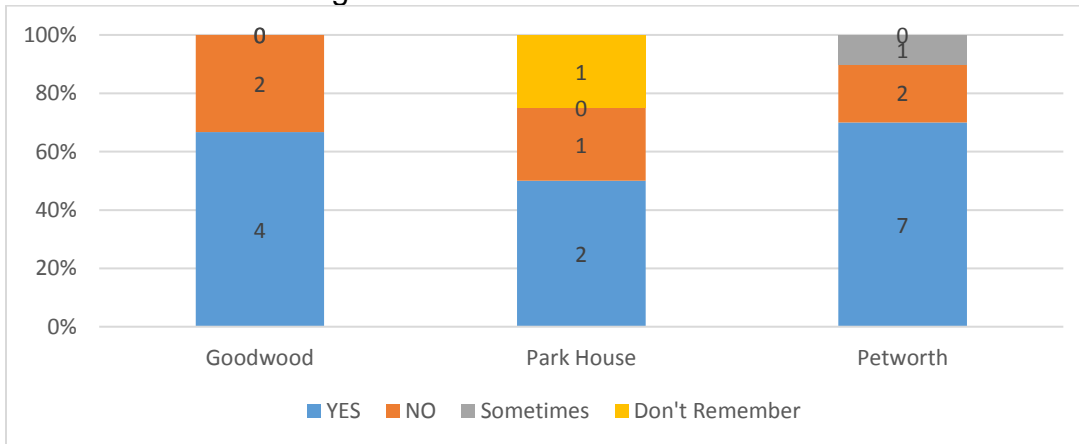
18) For physical examinations, are you offered a staff member of the same gender, and/or a chaperone of the same gender?



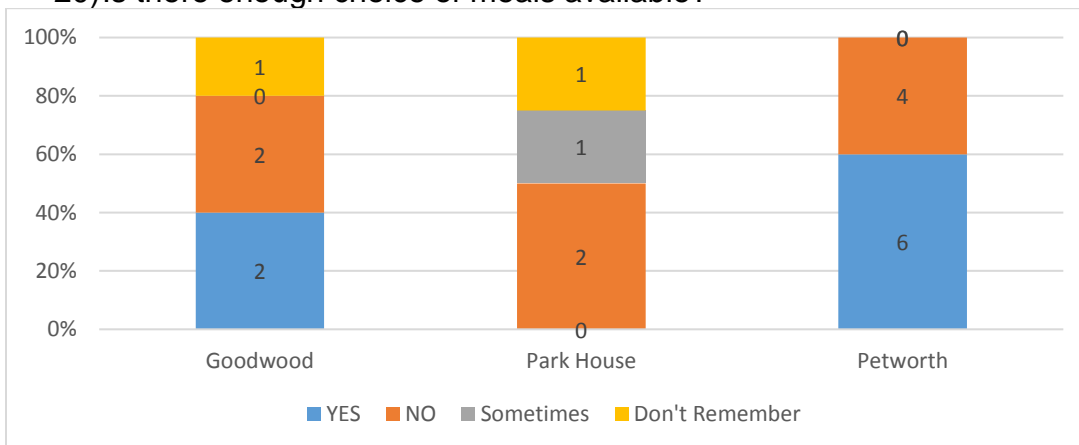
Goodwood Ward - one patient did not answer

Petworth Ward - one patient insisted on marking YES and NO

19) Do you think that the meals offered to you are of good quality? For example, made of fresh ingredients?

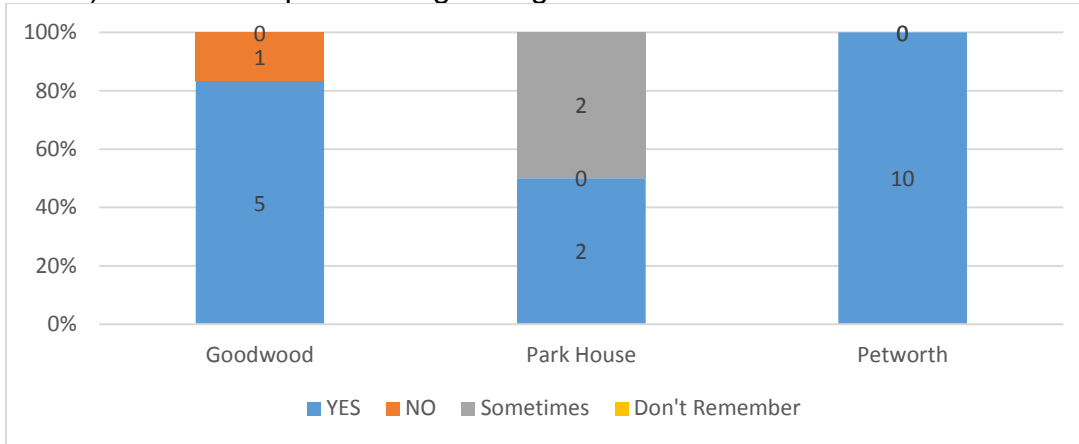


20) Is there enough choice of meals available?

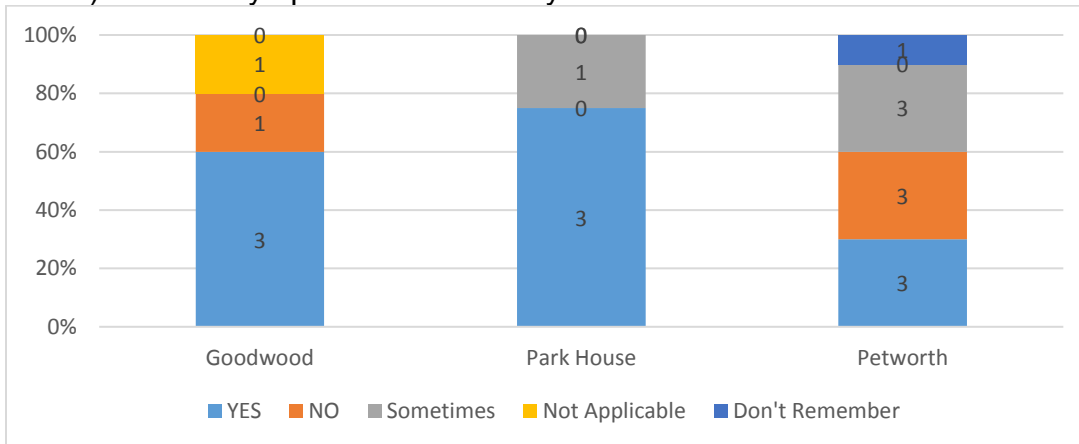


Goodwood Ward - one patient insisted on marking YES and NO

21) Are the food portions big enough?

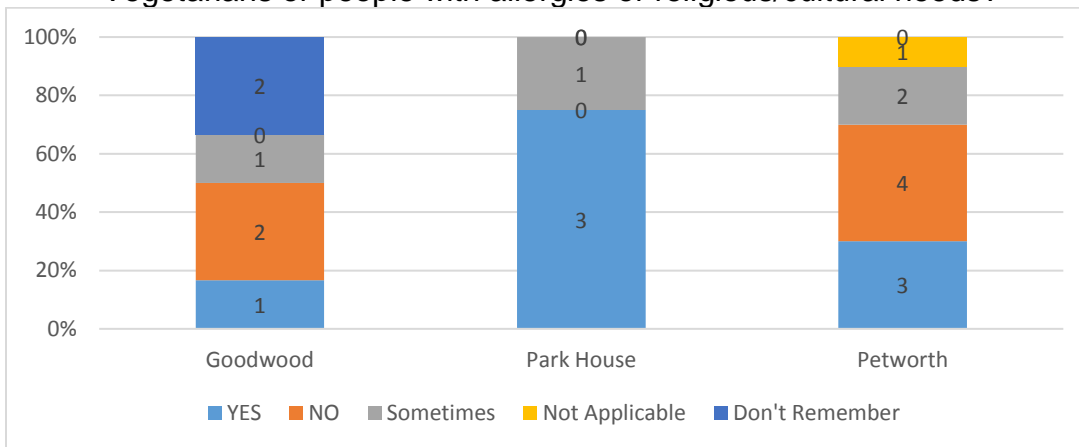


22) Are healthy options available if you would like them?



Goodwood Ward - one patient insisted on marking YES and NO

23) Are there meal options for people with specific needs? For example? Vegetarians or people with allergies or religious/cultural needs?



**Comments**

Petworth Ward

“Currently community service suspended, so not a good time to do this survey.”

“Gratitude to staff for tolerance and servitude of my personality”

Park House

None

Goodwood Ward

“Not really all I want is to have a fob.”

David Munns  
Clinical Governance Manager  
20/03/2018