

SURVEY OF PATIENT EXPERIENCE OF THE IAIN RENNIE HOSPICE AT HOME

We hope that you will feel able to spare 10 minutes to take part in this survey.

The answers you give will help us to improve the way we meet the needs of our patients and families

PLEASE RETURN IT IN THE REPLY-PAID ENVELOPE

CONFIDENTIALITY

The information you give will not be passed to a third party.

The Iain Rennie Hospice At Home

South Bucks Office
Gillian King House
Hodgemoor View
Three Households
Chalfont St Giles
Bucks HP8 4LS
Telephone: 01494 877200
Fax: 01494 875820
Email: Info@irhh.org

Please tick the box that best describes your understanding/opinion of each statement.

All questions relate to your Iain Rennie Hospice at Home nurses (IRHH)

1) IRHH nurses are available to me 24 hours a day

Yes

No

Comments

2) I have a contact number for my Iain Rennie Nurses

Yes

No

Comments

3) Because of the charitable status of IRHH, on the first visit the IRHH nurse made to you you will have been asked questions about whether you had private medical insurance, a connection with the armed forces, or a Masonic link.
Did you find any of the questions inappropriate?

Yes

No

Comments

4) If your answer to question 3 was yes, please could you describe here what you found inappropriate?

5) Do you find the IRHH Information pack useful?

Yes No

I don't have an IRHH Information pack

Comments

6) Have you ever required an **unplanned** visit from an IRHH nurse between the hours of 18.00 and 09.00?

Yes No

Comments

7) If your answer to question 6 was yes, what did the IRHH nurse do when she visited you between the hours of 17.00 and 09.00?

- Altered my medicine
- Gave me medicine
- Gave me physical care
- Gave me reassurance
- Contacted another professional to help me
- Other, please specify

8) If you answered question 6, did the IRHH nurse who visited you solve your problem?

Yes No

Comments

9) Do your IRHH nurses respond to your requests promptly?

- Always
- Often
- Sometimes
- Never

Comments

10)

My IRHH nurses spend the right amount of time with me and respect my privacy

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Comments

11) My IRHH nurses give me enough information about my illness and treatment, and at an appropriate time

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Comments

12) Do your IRHH nurses involve you in decisions about your care?

- Always
- Often
- Sometimes
- Never

Comments

13) My IRHH nurses take the time to listen to my concerns

- Always
- Often
- Sometimes
- Never

Comments

14) My IRHH nurses answer all my questions fully

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Comments

15) I feel confident that my IRHH nurses are competent

- Strongly agree
- Agree
- Disagree
- Strongly disagree

Comments

16) My IRHH nurses are calm and reassuring

- Always
- Often
- Sometimes

Never

Comments

17) Do you think that your IRHH nurses work well with your GP and everyone else involved in your care to enable you to get appropriate help?

Always

Often

Sometimes

Never

Comments

18) Are your phone calls to IRHH dealt with sensitively?

Always

Often

Sometimes

Never

Comments

If you have an IRHH Home Volunteer helping you, do you have any comments you wish to make about their help?

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What are the three most important ways in which IRHH can/does help you and your family?

1.
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2.
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3.
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If you have any suggestions for ways that we might improve our service, or any comments on any aspect of our service or about this survey, please give details here or write to us in confidence at the address on the front page.

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***THANK YOU FOR COMPLETING THIS SURVEY. YOUR HELP IS APPRECIATED.
Now please place it in the reply paid envelope.***