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**SURVEY OF PATIENT SATISFACTION WITH MEDICAL CARE ON A HOSPICE INPATIENT UNIT**Helen Lucraft, Paul McNamara. *St Oswald's Hospice, Newcastle upon Tyne, UK*

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**Background** Unlike our previous inpatient surveys, we focussed solely on the medical input. Our medical Clinical improvement volunteer, an experienced clinician, carried out this project.

**Aims** To survey 40 inpatients on their experience of our medical input.

From Aug '12-Feb'13, forty inpatients completed the questionnaire. 5 of the 10 questions (asterisked\*) were benchmarked against national comparators. This benchmarking was undertaken by the Centre for Health Service Research, University of Kent, in 2004/5 and 2008/9.

Q1. How soon after arrival did the doctor see you? Q2. Was the doctor polite and courteous?\* Q3. Did the doctor understand your priorities and concerns?\* Q4. Were you able to ask the doctors questions when you wanted?\* Q5. Did the doctors explain what they thought was happening?\* Q6. Are the doctors available to see your family? Q7. How would you rate your medical care?\* Q8. Any aspect of your medical care you are unhappy with? Q9. If you could change one thing in your medical care? Q10. Any comments or suggestions for the doctors?

**Results** In the five questions which were nationally benchmarked, (asterisked\*), our results compared favourably, exceeding them in each case. Qs 1&6 also scored highly.

The final three questions, asking patients to critique their medical input, only provided limited suggestions. This made us wonder if it is difficult to make critical comments; however this was done with a volunteer, not a staff member.

Patient concerns expressed were calls for consistent daily medical review and patient anxieties around discharge home.

**Conclusions** We were heartened that inpatients felt overwhelmingly positive with their medical care. We have responded to the comment about consistent review and we aim to repeat the survey in eighteen months.