

## SUMMARY OF RESULTS

### Awareness of our services

75% of respondents were guided to our services by a health professional

Only 5% became aware of our services through our retail outlets, fundraising or promotional activities

Only 55% were aware of our full range of services

*"It would be helpful if medical staff provided leaflet/directed to website at time of diagnosis."*

*"I think you could have more publicity at the Conquest and Doctors surgery."*

*"Maybe a printed leaflet about what happens on Sanctuary Days would be good."*

### Accessing our services:

53% of people were referred within 2 weeks of needing our support although 20% had to wait for more than 2 months.

78% felt they were seen as soon as was necessary, but 8% felt they should have been seen sooner.

78% were offered an appointment within 2 weeks of referral, 19% had to wait for 2 weeks or more.

40% had to travel 5 miles and over to use our services with many finding the journey difficult and stressful.

75% stated that they would be more likely to access care if it was provided locally.

*"I was amazed at how quickly they were able to help me."*

*"Accessibility OK by car but not public transport from Bexhill."*

### Our care:

Respondents felt their initial experience with the Trust was supportive (99%), informative (97%), helpful (99%) and easy to access (93%).

87% rated appointment scheduling as 'Good', 77% rated telephone support as 'Good'.

Online information was rated 'Good' by 58%, printed information was rated 'Good' by 74%.

Our therapists were described as supportive (97%), caring (99%), informative (97%), helpful (97%) and knowledgeable (93%).

86% were aware of how to access further care if they felt it was needed.

More than 75% felt that the Trust model of therapy support of 6 initial sessions and further support depending on individual need was "the right amount".

The level of counselling support depends on individual need. Over 80% felt that more than 7 sessions was "the right amount".

*"From the initial contact...everyone was so pleasant and supportive and nothing was too much trouble."*

*"Only compromised because of the fire at the Hospice."*

*"Attended one appointment and no therapist available/booked."*

*"I felt like me and not a person with cancer."*

*"My counsellor has made a huge positive impact on my life and really helped clarify my thoughts and identify positive steps I've taken in my life whilst on treatment."*

## The Sara Lee Trust – 2015-16 Service User Survey Summary Report

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*“Everyone I saw helped me through my journey, it lifted my mood and recovery.”*

*“We thank you for not sticking to six sessions and then referring us on, the fact that the care we have had has been flexible to our needs rather than to a standard has benefitted us greatly.”*

*“...it enabled me and my family to communicate and find a way to deal with and accept what we were all going through.”*

*“Having cancer can be an extremely disempowering experience, the charity has enabled me to feel more in control of my life and valued my individual experience of dealing with cancer.”*

### **Impact of our care:**

50% of patients felt our support would reduce their use of other health services including GP appointments and mental health services.

*“Acupuncture has helped to bring some of the feeling back in my arm after breast surgery.”*

*“Craniosacral therapy helped manage side effects of chemotherapy.”*

*“...invaluable services to the local community.”*

*“My only regret is that I didn’t use [the services] at an early stage, as I feel it would of helped my mental state.”*

### **Facilities:**

Over 15% of patients felt that the therapy facilities at Hastings Court could be improved, with noise being a major factor.

There was also minor “room for improvement” regarding environment, comfort and accessibility at some of our other venues.

*“Not enough disabled parking spaces.”*

*“Just felt I didn’t like going to the hospice.”*

*“At this stage in my illness I need the premises to be on the ground floor.”*

### **Developing our care:**

Respondents felt that the following new services should be prioritised:

- Yoga
- Mindfulness
- Gentle exercise
- Healthy eating advice
- Support groups

Approximately 80% said that the development of a Bexhill Therapy Centre would be good for the local community, with the majority saying it would result in local people being more likely to access services.

## **Summary of key themes from comments and suggestions:**

People were generally very satisfied with the care they received and felt that it impacted positively on their health and well-being.

Information on our services could be improved and it should be easier to access.

Some people wanted our services to be available at locations other than those currently available.

Care should continue to be centred around the needs of the individual rather than having a set number of sessions / appointments.

## 2016 / 17 TRUST ACTION PLAN

### Improving awareness

- Ensure easy access to high quality, easy to read information leaflets / displays across our retail units and at all fundraising and other events.
- Develop our website information portal and include a library of therapy information leaflets.
- Implement strategy to ensure all local health referrers are aware of our services and have access to information leaflets at point of referral.
- Develop awareness of Trust services within local minority groups or groups with particular / significant barriers to access.

### Access to support and care

- Develop fast-track referral process for health professionals to ensure quick referral on diagnosis.
- Establish a quality benchmark for initial contact with newly referred patients: 100% within 2 weeks.
- Provide increasingly local and accessible services – develop a Therapy Centre in Bexhill, Sidley.

### Improving continuity of care

- Establish a quality benchmark for access to further care – 100% of service users to be aware of how to access further care if it is required

### Meeting service user need

Improve our ability to support service users through the development of the following services:

- Yoga
- Mindfulness
- Gentle exercise
- Healthy eating advice
- Support groups

### Improving the therapy environment

- Relocate to purpose-designed therapy and counselling facilities on the ground floor at St Michael's Hospice.
- Develop a dedicated Therapy Centre in Sidley, Bexhill.
- Review Sanctuary Day venues (ongoing).