End of Life Care Experience Survey

South Devon and Torbay Clinical Commissioning Group and Northern, Eastern and Western Devon Clinical Commissioning Group as the commissioners for healthcare in the local area are seeking to understand people’s experience of end of life care.

Whether you are a patient receiving palliative/end of life care or are a carer relative or friend of someone who has recently passed away or know someone receiving or who has recently received end of life or palliative care, we would really like to hear from you.

We appreciate that it can be a hard subject to talk about, which is why any insight you can give is so valuable to us and important in helping make services excellent for others in the future. You can remain anonymous if you would like.

All responses are anonymous and there is the option to leave contact details should you wish. The responses you give will not be attributed to you, whether or not you supply contact details and all responses will be confidential and used only in general form to provide an overview of care.

The information you provide will help us remove variation in care and commission services that meet the needs of patients better.

It will take approximately 10-15 minutes to complete.

If you would like further support or want to talk about your experience in more detail, you can contact the relevant teams below:

For Northern, Eastern and Western Devon (including Exeter and Plymouth) contact PALS on 01392 267 665 or by email on pals.devon@nhs.net

For South Devon and Torbay contact the Patient Experience Team on 01803 652 578 or by email to: patientfeedback.sdtccg@nhs.net

Please return completed surveys by 01 April 2017

Return by post to: Patient Experience, Freepost RTEZ-YHRC-RZKZ, Pomona House, Torquay, TQ2 7FF
Please note that some of the questions may not apply to you; please skip them if they do not apply.

Please use this section to tell us what your feedback relates to.

1. Please tell us which services this feedback relates to from the options below.

(Please tick all that apply)

- GP Surgery
- Community Nursing
- Hospital
- Hospice
- Care/Residential Home
- Other (Please State)
- Ambulance Service
- NHS 111 (Non-Emergency Call Centre)
- Out of Hours Doctor
- Community Hospital

a. Which area of Devon do you live in? please supply the beginning part of your postcode, for example PL4, TQ2, EX1.

   [Blank Space for Postcode]
Questions about your care

2. Do you feel you have been given enough information to know what to expect during the care you are receiving?

   Yes
   No

Comments

3. Do you feel that you and your relatives or carers are involved in decisions about care and symptom control?

   Yes, I feel that we are all fully involved
   I feel that we could be more involved
   No, I don’t feel that we are involved at all

Comments
4. Do you feel you can ask questions or seek advice if you needed it?

Yes [ ]

No [ ]

Sometimes [ ]

Comments

5. Do you feel that the healthcare professionals providing care treat you with dignity, compassion and respect?

Yes [ ]

No [ ]

Comments
6. Do you feel that healthcare professionals know and respect your wishes?

Yes ☐

No ☐

Comments

7. Are you receiving care where you want to receive it, for example, at home?

Yes ☐

No ☐

Not applicable ☐

Comments
8. Have you communicated a preferred place to die?
   Yes [ ]
   No [ ]
   Not applicable [ ]

Comments

9. Overall, are you happy so far with the care provided?
   Yes [ ]
   No [ ]

Comments
Patients

10. Please tell us what was good about the care received?

11. What could have been improved or done differently?
In this section, we ask you to think about the NHS as whole.

12. Generally speaking, do you think that the NHS provides a good level of care to patients at the end of their life?
   Yes [ ]
   No [ ]

Comments

13. Do you feel that the NHS provides enough support to loved ones, relatives, friends or carers when someone has died or is receiving end of life care?
   Yes [ ]
   No [ ]

Comments
Patients

14. Do you think it is easy to get the right support or advice for patients or those caring for them at the end of their life?

Yes ☐
No ☐

Comments

15. Do you feel that NHS staff are adequately trained and have the confidence and compassion to be able to talk to patients and those who care for them about death and what happens at the end of someone’s life?

Yes ☐
No ☐

Comments
Thank you for taking the time to share your feedback.

If you need help or support, would like to raise some concerns or seek some advice please contact:

PALS for Northern, Eastern and Western Devon
Telephone: 01392 267 665 (Monday – Friday 9am – 5pm)
Email: pals.devon@nhs.net

Patient Experience Team for South Devon and Torbay
Telephone: 01803 652 578 (Monday – Friday 9am – 5pm)
Email: patientfeedback.sdtccg@nhs.net

If you would like to leave your contact details for someone to contact you about the answers you have given, please leave your details below.

Contact information

Name:
Address:
Telephone Number:
Email Address: