

PSYCHOLOGICAL SUPPORT

SERVICE

SATISFACTION

QUESTIONNAIRE

2024

INTRODUCTION

The staff and volunteers of St Raphael's Hospice place great value on the views and experience of their patients and the relatives and carers of those patients. The Hospice Psychological Support Services Questionnaire has been designed with the input of key Hospice staff and has been approved by the Head of Psychological Support Services. It seeks to gain the views and opinions of patients and those important to them (clients) who require counselling input.

AIMS

1. To assess the opinions of the clients of the counselling services.
2. To highlight areas for improvement.
3. To appraise the questionnaire design and methodology.

METHODOLOGY

Psychological Support Services Questionnaires are made available to each client who receives a counselling session of any kind. Clients are invited to complete questionnaires on a voluntary basis and given prepaid envelopes for return to the Quality Office.

This report reflects the results for the period from July to December 2024 and is a comparative audit to the period of June 2023 (when the survey commenced) to December 2023 and the period January 2024 to June 2024. All respondents were assured that their information would be treated as confidential.

RESULTS

INTRODUCTION

There were 20 questionnaires completed in 2024 from July to December and analysis is based on those 20 questionnaires.

Q1. Which Psychological Support Service was received?

Support Service received	2024 Jul- Dec	2024 Jan- Dec	2023 Jun- Dec
I am the patient and I received counselling/psychotherapy	1	1	6
I received pre-bereavement counselling	1	3	4
I received bereavement counselling	14	15	9
I received both	0	1	3
I received both and I am the patient and received counselling/psychotherapy	1	0	0
I received Social Work Support	3	8	5
My late loved one received counselling	0	0	0
Not recorded	0	0	1
Total	20	28	28

Q2. How helpful was the support received?

	Very Helpful	Helpful	A Little Helpful	<i>Not Recorded</i>
2024 Jul-Dec	19	1	0	<i>0</i>
As %	95%	5%	0%	<i>0</i>
2024 Jan-Jun	23	4	1	<i>0</i>
As %	82%	14%	4%	<i>0</i>
2023 Jun-Dec	23	3	1	<i>1</i>
As %	85%	11%	4%	<i>n/a</i>

General comments:

ID	Which psychological service?	How helpful comment
4	BEREAVEMENT COUNSELLING	WHILE THE COUNSELLING I RECEIVED WAS SECOND TO NONE, THE USE OF EMDR HAD REALLY MADE A DIFFERENCE AND ALLOWED ME TO GET TO A POSITION WHERE I COULD BENEFIT MOST FROM THE COUNSELLING.
19	BEREAVEMENT COUNSELLING	THE COUNSELLOR WAS MOST HELPFUL AND UNDERSTANDING.
18	BEREAVEMENT COUNSELLING	SPEAKING WITH KELLY REALLY HELPED IN MY GRIEVING AND TO UNDERSTAND MY EMOTIONS.
16	BEREAVEMENT COUNSELLING	I THINK THIS IS A HARD QUESTION TO ANSWER AS IT'S DIFFICULT TO SAY WHEN STILL GRIEVING IF IT HAS HELPED BUT I THINK IT HAS.
14	BEREAVEMENT COUNSELLING	I COULD TALK TO THE COUNSELLOR ABOUT THINGS I COULD NOT HAVE SPOKEN TO MY FAMILY ABOUT.
13	BEREAVEMENT COUNSELLING	I SOUGHT SUPPORT FOR BEREAVEMENT COUNSELLING, HOWEVER THE LOSS OF MY LOVED ONE HIGHLIGHTED A LOT OF OTHER DIFFICULTIES IN MY LIFE THAT MEANT IT WAS MORE GENERIC COUNSELLING.
11	BEREAVEMENT COUNSELLING	I HAD NEVER RECEIVED ANY FORM OF COUNSELLING BEFORE SO HAD NO IDEA WHAT TO EXPECT. I FELT AT EASE IMMEDIATELY AND THROUGHOUT EVERY SESSION.
9	BEREAVEMENT COUNSELLING	PATIENCE AND UNDERSTANDING DURING THE STAGES OF GRIEF.
20	BEREAVEMENT COUNSELLING	KAREN IS AN EXCELLENT PROFESSIONAL
12	I AM THE PATIENT AND I RECEIVED COUNSELLING/ PSYCHOTHERAPY	THESE SESSIONS HELPED ME TO COPE BETTER WITH MY GRIEF.
3	PRE-BEREAVEMENT COUNSELLING	VERY KIND AND SYMPATHETIC
6	SOCIAL WORK SUPPORT	THIS HAS BEEN SO INVALUABLE TO ME, I JUST DON'T KNOW WHAT I WOULD DO WITHOUT ELISA'S HELP. THANK YOU SO MUCH.

What difference (if any) did the support make?

ID	Which psychological service?	What difference did support make?
5	BEREAVEMENT COUNSELLING	IT MADE A HUGE DIFFERENCE, HELPING ME TO UNDERSTAND THE COMPLEX GRIEF OF LOSING TWO IMPORTANT PEOPLE IN MY LIFE FAIRLY CLOSE TOGETHER.
4	BEREAVEMENT COUNSELLING	THE SUPPORT I RECEIVED ALLOWED ME TO MOVE FROM THE DEEP BLACK PIT OF DEPRESSION AND DEVASTATION TO A POSITION WHERE I COULD SEE MYSELF CONTINUING WITH LIFE. THE MASTERFUL USE OF EMDR PLAYED AN INSTRUMENTAL ROLE IN THIS AS I WAS STRUGGLING WITH "COMPLEX GRIEF."
19	BEREAVEMENT COUNSELLING	IT WAS VERY HELPFUL TO SPEAK AND UNLOAD MY GRIEF ON AN INDEPENDENT PERSON.
18	BEREAVEMENT COUNSELLING	IT MADE MY DAY TO DAY LIFE EASIER AS SPEAKING TO KELLY REALLY HELPED AND KNOWING THERE WAS SOMEONE I COULD SPEAK WITH ABOUT HOW I WAS FEELING AND THAT IT WAS NORMAL.
17	BEREAVEMENT COUNSELLING	BY TALKING IT MADE ME REALISE THINGS I DID NOT WANT TO ADMIT AND FELT BETTER KNOWING MORE ABOUT MY RELATIONSHIP.
16	BEREAVEMENT COUNSELLING	IT'S MADE ME REALISE THE GRIEF WILL NEVER GO AWAY, BUT I WILL IN TIME BUILD A LIFE AROUND MY GRIEF. I AM BEGINNING TO LOOK FORWARD A LITTLE BIT.
14	BEREAVEMENT COUNSELLING	I LOVED IT. IT WAS SO HELPFUL, IT MADE ME FEEL BETTER AND HELPED GET RID OF A LOT OF THINGS THAT I DIDN'T NEED IN MY LIFE.
13	BEREAVEMENT COUNSELLING	PROVIDED ME WITH A SAFE AND OPEN SPACE TO TALK AND REFLECT UPON EXPERIENCES I HADN'T SPOKE ABOUT BEFORE. HELPED ME TO ADDRESS AREAS IN MY LIFE I HAD BEEN SUPPRESSING. SUPPORTED ME TO BETTER UNDERSTAND MY RELATIONSHIPS AND BUILD STRENGTH IN THEM.
11	BEREAVEMENT COUNSELLING	IT GAVE ME AN OPPORTUNITY TO FOCUS ON HOW I ACTUALLY FELT - HOW I WAS COPING - AND ENABLED ME TO VOICE MY THOUGHTS. IT ALSO MADE ME THINK ABOUT THINGS IN A DIFFERENT LIGHT. I ALSO THINK IT HELPED ME PROCESS WHAT HAD HAPPENED.
9	BEREAVEMENT COUNSELLING	HELPED ME TO ACCEPT MY SITUATION AND BE KINDER TO MYSELF.
20	BEREAVEMENT COUNSELLING	ALLOWED TO COPE WITH A NEW NORMAL
12	I AM THE PATIENT AND I RECEIVED COUNSELLING/ PSYCHOTHERAPY	TEACHING MY SAFE WAYS TO PROCESS MY GRIEF AND TALKING THROUGH MY THOUGHTS HAS HELPED TO KEEP ME MORE STABLE AFTER SUCH A HUGE LOSS.
6	SOCIAL WORK SUPPORT	AFTER SO LONG, FEELING SO ISOLATED, I CAN FINALLY SEE THE WOOD FOR THE TREES. I DON'T KNOW HOW I WOULD HAVE TURNED A CORNER WITHOUT YOUR HELP.

Q3. Thinking about the counsellor/social worker, were they understanding?

	Very Much	Yes	A Little	Not At All
<i>2024 July-Dec</i>	19	1	0	0
<i>As % of recorded responses</i>	95	5	-	-
<i>2024 Jan-Jun</i>	27	0	1	0
<i>As % of recorded responses</i>	96	-	4	-
<i>2023 Jun-Dec</i>	23	5	0	0
<i>As % of recorded responses</i>	82	18	-	-

Q4. Thinking about the counsellor/ social worker, were they accepting and did they convey empathy?

	Very Much	Yes	A Little	Not At All
<i>2024 July-Dec</i>	19	1	0	0
<i>As % of recorded responses</i>	95	5	-	-
<i>2024 Jan-Jun</i>	27	1	0	0
<i>As % of recorded responses</i>	96	4	-	-
<i>2023 Jun-Dec</i>	23	5	0	0
<i>As % of recorded responses</i>	82	18	-	-

Q5. Thinking about the counsellor/ social worker, were they friendly and supportive?

	Very Much	Yes	A Little	Not At All
<i>2024 July-Dec</i>	19	1	0	0
<i>As % of recorded responses</i>	95	5	-	-
<i>2024 Jan-Jun</i>	27	1	0	0
<i>As % of recorded responses</i>	96	4	-	-
<i>2023 Jun-Dec</i>	25	3	0	0
<i>As % of recorded responses</i>	89	11	-	-

ID	Which psychological service?	Counsellor/social worker comments
5	BEREAVEMENT COUNSELLING	VERY APPROACHABLE AND FRIENDLY AND GAVE ME ADEQUATE TIME TO TALK.
4	BEREAVEMENT COUNSELLING	CECILLE WAS AMAZING. PROFESSIONAL, PERSONABLE, UNDERSTANDING, ACCEPTING, KNOWLEDGEABLE - I TRULY BELIEVE SHE SAVED MY LIFE.
18	BEREAVEMENT COUNSELLING	WAS SO LOVELY AND MADE ME FEEL SO COMFORTABLE.
17	BEREAVEMENT COUNSELLING	SHE WAS NON-JUDGEMENTAL AND MADE ME REALISE THINGS I DID NOT WANT TO ACKNOWLEDGE.
16	BEREAVEMENT COUNSELLING	THIS WAS THE FIRST TIME I HAD DONE ANY TYPE OF COUNSELLING/ THERAPY AND THE COUNSELLOR (ANNABEL) WAS VERY SUPPORTIVE AND FRIENDLY AND PUT ME AT EASE, ENABLING ME TO OPEN UP AND SPEAK ABOUT MY FEELINGS.
14	BEREAVEMENT COUNSELLING	COULD NOT FAULT IT, I WOULD LOOK FORWARD TO THEM AND CAME OUT FEELING SO MUCH BETTER. ALISON WAS SUCH A LOVELY LADY.

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ID	Which psychological service?	Counsellor/social worker comments continued
11	BEREAVEMENT COUNSELLING	I FELT VERY COMFORTABLE TALKING ABOUT SUCH PERSONAL FEELINGS AND EMOTIONS. I NEVER FELT EMBARRASSED - BUT ALWAYS SUPPORTED.
9	BEREAVEMENT COUNSELLING	I FELT LIKE I HAD MADE A FRIEND WHO COULD UNDERSTAND MY SORROW.
12	I AM THE PATIENT AND I RECEIVED COUNSELLING/ PSYCHOTHERAPY	DIANA HAS BEEN EXTREMELY ACCOMODATING AND SUPPORTIVE WITH ALL OF MY SESSIONS. SHE HAS HELPED ME TREMENDOUSLY.
6	SOCIAL WORK SUPPORT	COULD NOT HAVE BEEN MORE CARING AND HELPFUL.

Q6. At the end of the initial assessment, did you have a full understanding of how support would be provided?

	Yes	No	Can't Remember/ Unsure	Not Recorded
<i>2024 July-Dec</i>	18	1	0	1
<i>As % of recorded responses</i>	95	5	-	-
<i>2024 Jan-Jun</i>	25	1	2	0
<i>As % of recorded responses</i>	96	4	-	-
<i>2023 Jun-Dec</i>	21	1	6	0
<i>As % of recorded responses</i>	95	5	-	-

Q7. Was there satisfaction with service response times? (e.g. responding to telephone calls, assessment, beginning of support)?

	Very Much	Yes	A Little	Not At All	Not Recorded
<i>2024 July-Dec</i>	18	2	0	0	0
<i>As % of recorded responses</i>	90	10	-	-	-
<i>2024 Jan-Jun</i>	26	1	0	0	1
<i>As % of recorded responses</i>	96	4	-	-	-
<i>2023 Jun-Dec</i>	22	6	0	0	0
<i>As % of recorded responses</i>	79	21	-	-	-

ID	Which psychological service?	Satisfaction with response times?	Response times comment
17	BEREAVEMENT COUNSELLING	YES	APPOINTMENTS MADE VERY SOON AFTER MY REQUESTS FOR COUNSELLING.
13	BEREAVEMENT COUNSELLING	VERY MUCH	I FELT HEARD AND LISTENED TO BY ALL PROFESSIONALS I SPOKE TO FROM ST RAPHAEL'S.
11	BEREAVEMENT COUNSELLING	VERY MUCH	COUNSELLING STARTED FOUR MONTHS AFTER MY HUSBAND HAD DIED - SO STILL VERY RAW AND EMOTIONS WERE HIGH, BUT ON REFLECTION, I FEEL THAT WAS THE PERFECT TIME FOR ME TO GET THIS HELP.
12	I AM THE PATIENT AND I RECEIVED COUNSELLING/ PSYCHOTHERAPY	VERY MUCH	DIANA IS FANTASTIC AT RESPONDING TO CALLS AND TEXTS AND KEEPING MY UP TO SPEED WITH SESSIONS.
15	PRE-BEREAVEMENT COUNSELLING & BEREAVEMENT & I AM PT	VERY MUCH	I DID NOT REALISE IT WAS A 12 WEEKS TIME FRAME, BUT I FOUND SATISFACTORY AS IT WAS SPREAD OVER MANY MONTHS.

Q8. Were the right number of sessions provided?

	Too many	Just right	Not enough	Not recorded
<i>2024 July-Dec</i>	0	18	2*	0
<i>As % of recorded responses</i>	-	90	10	-
<i>2024 Jan-Jun</i>	0	26	1	1
<i>As % of recorded responses</i>	-	96	4	-
<i>2023 Jun-Dec</i>	0	25	2	1
<i>As % of recorded responses</i>	-	93	7	-

*Study Nos 2 & 12

ID	Which psychological service?	Right number of sessions provided?	Number of sessions comment
2	BEREAVEMENT COUNSELLING	NOT ENOUGH	BUT I DID HAVE THE FULL 12 SESSIONS.
5	BEREAVEMENT COUNSELLING	JUST RIGHT	WOULD HAVE LIKED MORE, BUT 12 WAS GOOD.
17	BEREAVEMENT COUNSELLING	JUST RIGHT	YES, I FELT BETTER AFTER ALL THE SESSIONS.
16	BEREAVEMENT COUNSELLING	JUST RIGHT	I ACTUALLY FINISHED SESSIONS BEFORE ALL OF THEM WERE USED AS I WAS GOING TO BE UNABLE TO MAKE A COUPLE SO THE LAST FOUR WOULD HAVE BEEN DISJOINTED, BUT I ALSO FELT ABLE TO PROCEED WITH MY GRIEF ON MY OWN. I THINK THE NUMBER OFFERED IS GREAT AS SOME PEOPLE MAY NEED TWELVE AND IT WAS ALWAYS MADE CLEAR TO ME IF I NEEDED MORE IT COULD BE DISCUSSED.

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ID	Which psychological service?	Right number of sessions provided?	Number of sessions comment continued
13	BEREAVEMENT COUNSELLING	JUST RIGHT	I AM PREGNANT AND DUE TO GIVE BIRTH OVER THE NEXT FEW WEEKS, MEANING THE NUMBER OF SESSIONS FELT APPROPRIATE FOR THIS TIME.
11*	BEREAVEMENT COUNSELLING	JUST RIGHT	MAYBE A FOLLOW UP - ONE OFF SESSION COULD BE ARRANGED AFTER SIX MONTHS, TO CHECK IN TO SEE HOW I AM DOING - EVEN IF JUST OVER THE PHONE?*
20	BEREAVEMENT COUNSELLING	JUST RIGHT	RIGHT FOR ME
12	I AM THE PATIENT AND I RECEIVED COUNSELLING/ PSYCHOTHERAPY	NOT ENOUGH	I HAVE ADDITIONAL MENTAL HEALTH CHALLENGES AROUND THE TRAUMA OF MY GRIEF AND WOULD LIKE TO CONTINUE MY SESSIONS.
15	PRE-BEREAVEMENT COUNSELLING & BEREAVEMENT & I AM PT	JUST RIGHT	I AM GOING ONTO BEREAVEMENT GROUP FOR SIX WEEKS AT ST RAPHAEL'S.

*Scanned to team

Q9. Have you been informed about further support should you, or your family, require it in the future?

	Yes	No	Can't remember/ Unsure	Not Recorded
<i>2024 July-Dec</i>	12	6*	2	0
<i>As % of recorded responses</i>	67	33	-	-
<i>2024 Jan-Jun</i>	19	3	3	3
<i>As % of recorded responses</i>	86	14	-	-
<i>2023 Jun-Dec</i>	22	2	4	0
<i>As % of recorded responses</i>	92	8	-	-

*Study Nos 2, 8, 9, 16, 19, 20

Q10. Overall, how satisfied were you/ your loved one with the service provided?

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Not Recorded
<i>2024 July-Dec</i>	20	0	0	0	0
<i>As % of recorded responses</i>	100	-	-	-	-
<i>2024 Jan-Jun</i>	22	4	1	0	1
<i>As % of recorded responses</i>	81	15	4	-	-
<i>2023 Jun-Dec</i>	24	4	0	0	0
<i>As % of recorded responses</i>	86	14	-	-	-

ID	Which psychological service?	Satisfied overall?	Overall satisfaction comment
4	BEREAVEMENT COUNSELLING	VERY SATISFIED	EXTREMELY SATISFIED.
17	BEREAVEMENT COUNSELLING	VERY SATISFIED	FELT MUCH BETTER AFTER ALL SESSIONS COMPLETED.
16	BEREAVEMENT COUNSELLING	VERY SATISFIED	I THINK THE SERVICE ST RAPHAEL'S PROVIDES IS AMAZING - THANK YOU.
11	BEREAVEMENT COUNSELLING	VERY SATISFIED	I WAS VERY GRATEFUL FOR THE HELP I RECEIVED AND WHILST MY GRIEF IS STILL RAW - I HOPE IN THE LONG TERM, THE COUNSELLING WILL HELP ME COPE BETTER THAN IF I HADN'T HAD COUNSELLING.
9	BEREAVEMENT COUNSELLING	VERY SATISFIED	EXCELLENT SERVICE PROVIDED WITH EMPATHY AND UNDERSTANDING.
12	I AM THE PATIENT AND I RECEIVED COUNSELLING/ PSYCHOTHERAPY	VERY SATISFIED	THESE SESSIONS HAVE HELPED ME STAY ON TRACK DURING THE HARDEST CHAPTER OF MY LIFE AND HAVE HELPED ME START LOOKING TO MY FUTURE.
15	PRE-BEREAVEMENT COUNSELLING & BEREAVEMENT & I AM PT	VERY SATISFIED	SO MUCH THANKS FOR ALL SERVICES PROVIDED BY ST RAPHAEL'S DURING MY HUSBAND'S ILLNESS AND THIS TIME OF DEALING WITH HIS LOSS. ALL STAFF WONDERFUL.
6	SOCIAL WORK SUPPORT	VERY SATISFIED	ELISA COULDN'T POSSIBLY HAVE DONE ANY MORE. THANK YOU. I CAN NEVER THANK YOU ENOUGH.
10	SOCIAL WORK SUPPORT	VERY SATISFIED	THANK YOU.

Q11. Would you recommend these services to others?

	Yes	No	Unsure	<i>Not recorded</i>
<i>2024 July-Dec</i>	20	0	0	0
<i>As % of recorded responses</i>	100	-	-	-
<i>2024 Jan-Jun</i>	27	0	0	1*
<i>As % of recorded responses</i>	100	-	-	-
<i>2023 Jun-Dec</i>	27	0	0	1
<i>As % of recorded responses</i>	100	-	-	-

Q12. Do you have any other comments or suggestions you would like to make about the services?

ID	Which psychological service?	Satisfied overall?	Comments/suggestions
2	BEREAVEMENT COUNSELLING	VERY SATISFIED	I HAD BEREAVEMENT COUNSELLING. I THINK THAT AFTER COMPLETION OF THE SESSIONS, IT WOULD BE USEFUL TO HAVE A "MAINTENANCE" PERIOD: A FORTNIGHTLY/ MONTHLY CHECK UP. I THINK IT WOULD HAVE HELPED ALLEVIATE THE SELF-IMPOSED PRESSURE "TO COMPLETE" IN THE FINAL SESSIONS AND SUPPORT THE LEARNING GOALS ACHIEVED DURING THE SESSIONS.
1	BEREAVEMENT COUNSELLING	VERY SATISFIED	THE SERVICES HAVE BEEN TREMENDOUSLY ESSENTIAL IN MY GRIEF PROCESS. I HAVE A FEAR OF LOSING MY MOTHER, AND ALSO MYSELF AND THE THERAPIST HAS BEEN VERY HELPFUL IN NEGATING THAT FEELING AND SECURING MY MOTHER'S LOVE FOR THE REST OF MY LIFE. SHE ALSO PAID ATTENTION TO HOW THE NEW DYNAMICS OF MY FAMILY WITHOUT MY MOTHER IS GOING TO BE. WE WERE ABLE TO GO OVER THE TRAUMAS IN MY FAMILY AND REINFORCE US TO FORGE A HEALTHIER RELATIONSHIP GOING FORWARD. THANK YOU INDEED FOR THESE INCREDIBLE SERVICES FOR THOSE WHO ARE GRIEVING.
5	BEREAVEMENT COUNSELLING	VERY SATISFIED	GREAT, INVALUABLE SERVICE WHICH I WOULD ENCOURAGE ANYONE STRUGGLING WITH GRIEF TO TAKE UP IF NEEDED.
4	BEREAVEMENT COUNSELLING	VERY SATISFIED	JUST A GREAT BIG "THANK YOU." EVERYONE AT ST RAPHAEL'S IS A GIFT TO US AND YOUR HELP IS GREATLY APPRECIATED.
19	BEREAVEMENT COUNSELLING	VERY SATISFIED	I AM SO APPRECIATIVE OF THE HELP GIVEN BY ALL THOSE INVOLVED IN HOSPICE AT HOME WHEN MY WIFE WAS ILL AND HOPE ONE DAY THE SERVICE WILL BE RESUMED.
17	BEREAVEMENT COUNSELLING	VERY SATISFIED	COMPLETELY SATISFIED.
13	BEREAVEMENT COUNSELLING	VERY SATISFIED	I JUST WANT TO SAY THANK YOU FOR PROVIDING THIS SUPPORT, IT HAD BEEN INVALUABLE AND ALLOWED ME TO TALK ABOUT ONE OF THE MOST DIFFICULT TIMES IN MY LIFE WITH SOMEONE WHO HAS BEEN VERY UNDERSTANDING.

ID	Which psychological service?	Satisfied overall?	Comments/suggestions continued
11*	BEREAVEMENT COUNSELLING	VERY SATISFIED	JUST MY GRATITUDE TO THE STAFF FOR THEIR HELP, NOT ONLY THE MEDICAL TEAM THAT SUPPORTED ME AND MY FAMILY WHEN MY HUSBAND DIED, BUT THE SUPPORT BOTH BEFORE AND AFTER HIS DEATH. I WOULD RECOMMEND THE HOSPICE TO ANYONE WHO SADLY WOULD BE IN NEED OF THEIR SERVICES, AS THEY HELPED US THROUGH THE MOST DIFFICULT OF TIMES. WE WILL NEVER FORGET THIS SUPPORT AND WILL CONTINUE TO RAISE FUNDS TO ENSURE THE SERVICES CONTINUE.*
8*	BEREAVEMENT COUNSELLING	VERY SATISFIED	I WOULD LIKE TO KNOW WHICH SERVICES (IF ANY) I COULD RECEIVE IN THE FUTURE. CONTACT DETAILS BELOW. I WOULD PREFER TO BE CONTACTED BY EMAIL.*
20	BEREAVEMENT COUNSELLING	VERY SATISFIED	KEEP THE SAME STANDARD
12	I AM THE PATIENT AND I RECEIVED COUNSELLING/ PSYCHOTHERAPY	VERY SATISFIED	NO, SO FAR I HAVE BEEN VERY IMPRESSED WITH THE SUPPORT I HAVE RECEIVED.
3	PRE-BEREAVEMENT COUNSELLING	VERY SATISFIED	MY COUNSELLOR WAS VERY KIND AND UNDERSTANDING
15*	PRE-BEREAVEMENT COUNSELLING & BEREAVEMENT & I AM PT	VERY SATISFIED	HOPE THE HOSPICE CAN RECEIVE MORE FUNDING FROM GOVERNMENT.*
6	SOCIAL WORK SUPPORT	VERY SATISFIED	I HONESTLY DON'T KNOW HOW I WOULD HAVE COPEd WITHOUT YOUR SERVICE. I CAN'T IMAGINE GOING THROUGH A BEREAVEMENT WITHOUT THIS HELP AND GUIDANCE. PLEASE KEEP UP THE AMAZING WORK YOU ARE DOING.

*Surveys scanned to team

Feedback from team regarding surveys sent on:

Study No.	Response from the team
8	Elisa - This lady had bereavement counselling and requires follow up information of community services – would she be suitable for Sister Ann’s b Group? Diana - Action completed. I have contacted and will send email with signposting as requested. Notes on EMIS.
11	Diana - Thank you for you survey feedback. It would not be appropriate for us to contact clients after counselling ended. Professional boundaries and service provision would not deem this as appropriate. However, clients are routinely asked in their bereavement path to contact us if they any further support and if we were contacted, we will provide them with or list of signposting services. If client states that they are waiting for counselling, they were contacted and are on our waiting list awaiting allocation to counsellor when the counsellor will become available.
15	(Sent on to counsellors regarding the respondent’s hope that the hospice can receive more funding from the government.)

E. Overall Satisfaction Based on 10 questions**July-December 2024 is: 95% (based on 20 questionnaires)****January – June 2024 is: 97% (based on 28 questionnaires)****June – December 2023 is: 98% (based on 28 questionnaires)**

CONCLUSIONS

1. In July-December 2024, 95% of respondents considered the support received to be either “Very Helpful” or “Helpful” (c.f. 96 % in January-June 2024 and 96% in June-December 2023)
2. In July – December 2024, 100% of respondents responded either “Very Much” or “Yes” to the questions that asked whether their counsellor/ social worker was understanding (c.f. 96% in January – June 2024 and 100% in June - December 2023).
3. In all audit periods, all respondents recorded either “Very Much” or “Yes” to the questions that asked whether their counsellor/ social worker was empathetic and supportive.
4. In all audit periods, all respondents responded either “Very Much” or “Yes” to the questions that asked whether they were satisfied with service response times.
5. In July-December 2024, overall satisfaction calculated by adding up all the responses to the ten questions that solicited an answer based on the respondent’s satisfaction (so excluding questions one and twelve) is 95%, based on 20 surveys received over six months from July to December 2024 (c.f. 97% in January-June 2024 and 98% in June – December 2023).
6. In July-December 2024, it can be noted that the compliance figure is unusually low for Question 9: Have you been informed about further support should you, or your family, require it in the future? At only 67% compliance, it brings down the overall compliance slightly. This compliance figure of 67% is lower than compliance in previous audit periods (c.f. 86% in January - June 2024 and 92% in June – December 2023).
7. Written comments are nearly all very complimentary.
8. This exercise definitely supports the provision of the counselling services offered to patients and their relatives.

RECOMMENDATIONS

1. The Psychological Support Services survey form should remain available to all patients and relatives attending counselling sessions, along with the prepaid envelopes.
2. To ensure results of this survey are considered by the Psychological Support Services staff.
3. To always use the reworded questionnaire where the options to question 10 are as follows: “Very Satisfied,” “Satisfied,” “Neither Satisfied nor Dissatisfied” and “Not Satisfied.”

4. To consider rewording the first option for question one to: “I am the patient who received palliative care from the hospice, and I also received counselling/psychotherapy.”

FEEDBACK FROM THE TEAM:

Elisa's Comments

Really good to see positive responses – it is a challenge to gain responses as many of the SW patients RIP and we cannot get feedback from them.

Diana's Comments

To start with we are pleased to receive ongoing positive feedback regarding the quality of the service we provide to our clients, especially given the limited resources we've faced since April 2024.

As considerable amount of counselling is provided by our student volunteers it is important to highlight the importance of provision of the Clinical Supervision we provide to our students. This ensures monitoring clinical safety and quality of counselling provided for managing clinical cases of clients referred to us. To ensure the feedback forms are given and received back.

The feedback also highlighted the value of trauma informed approach to complex bereavement presentation (EMDR). Unfortunately, such service is currently limited due to reduction in our resources, and currently we do not have staff trained to that level, apart from myself.

It highlights that Bereavement Service is a key to positive relationships with our donors and fundraising made on the back of receiving satisfying support as per comments confirming that.

Regarding Point 12, patients can always be re-referred to us for further support as part of our policy. However, we do not have the capacity to provide ongoing counselling. When additional support is needed or falls outside our service remit, we will provide appropriate referrals/signpost accordingly.

We are committed to delivering a fair and balanced service to all clients and patients referred to us. Given our current limitations, some expectations may exceed our capacity to accommodate.

I am happy with the recommendations suggested including changing of the wording as needed.

We will continue to ensure the feedback forms are given to clients on completion of counselling.

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Unfortunately, as Elisa has mentioned it is hard or impossible at times to receive written feedback from our patients and perhaps verbal feedback especially, when received in reviews should be taken into consideration, when possible, to create a view on the service provided by the team.

This is some other feedback from the team:

- To continue feedback form to all the recipients of the counselling service.
- It is invaluable to reinforcing the work that we do.
- It also helps us to develop professionally and learn from the feedback.
- There was a suggestion from team member if there may be a place in there to ask if they would like to donate to SRH after receiving satisfying service.