

Subject	Question	Answer	2015-2016	2017	2017-2018	2018	2018/19	2019	2019-20	2020	2020-21	2021	2021-22	2022	2022-23	2023	2023-24	2024	2024-25	Moving 6 monthly average since 2015/16	Moving 6 monthly average since 2019	Moving 6 monthly average since 2022	Trends	
Demographics	Respondent gender	Male	29%	35%	24%	31%	28%	36%	33%	32%	28%	41%	27%	30%	21%	31%	29%	31%	35%	30%	31%	30%		
		Female	71%	65%	76%	69%	72%	64%	67%	68%	72%	59%	73%	70%	79%	69%	71%	69%	65%	70%	69%	70%		
Demographics	Patient gender	Male	44%	48%	49%	54%	54%	48%	46%	49%	58%	53%	49%	59%	60%	57%	47%	48%	43%	51%	51%	52%		
		Female	56%	52%	51%	46%	46%	52%	54%	51%	42%	47%	51%	41%	40%	43%	53%	52%	57%	49%	49%	48%		
Inpatient stay	Inpatient stay	up to 24 hours	7%	5%	4%	11%	14%	14%	6%	5%	3%	12%	11%	9%	10%	18%	24%	11%	11%	10%	11%	14%		
		24 hours to 2 weeks	64%	68%	56%	58%	61%	67%	71%	29%	66%	47%	67%	45%	52%	59%	34%	54%	57%	56%	54%	50%		
		2-4 weeks	21%	27%	32%	22%	18%	10%	13%	62%	13%	29%	17%	32%	24%	14%	24%	14%	25%	23%	23%	22%		
		longer than 4 weeks	7%	0%	8%	6%	7%	10%	6%	5%	6%	12%	6%	9%	10%	9%	14%	22%	7%	8%	10%	12%		
		Unrecorded	0%	0%	0%	3%	0%	0%	3%	0%	13%	0%	0%	5%	5%	0%	3%	0%	0%	0%	2%	2%		2%
Care and environment	Enough help with personal hygiene	Strongly agreed	82%	87%	92%	83%	71%	76%	90%	86%	71%	94%	82%	91%	95%	86%	89%	81%	86%	85%	86%	88%		
		Agreed	11%	13%	8%	14%	25%	24%	10%	14%	29%	0%	18%	9%	5%	14%	11%	19%	14%	14%	14%	12%		
		Neither agree nor disagree	7%	0%	0%	3%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%		0%
Care and environment	Sufficient Nursing Care	Strongly agreed	79%	78%	88%	81%	71%	76%	87%	95%	77%	88%	94%	91%	90%	82%	86%	81%	93%	84%	87%	87%		
		Agreed	18%	22%	12%	17%	25%	24%	13%	5%	23%	12%	6%	9%	10%	18%	14%	19%	7%	15%	13%	13%		
		Neither agree nor disagree	4%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
		Disagree	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
Care and environment	Adequate Privacy	Strongly agreed	89%	87%	88%	92%	86%	76%	81%	95%	84%	100%	94%	91%	95%	90%	100%	86%	96%	90%	91%	93%		
		Agreed	11%	13%	12%	8%	14%	19%	16%	5%	16%	0%	6%	9%	5%	10%	0%	14%	0%	10%	8%	6%		
		Neither agree nor disagree	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%		1%
		Disagree	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
Support	Enough Emotional Support	Yes definitely	87%	63%	86%	90%	78%	68%	96%	69%	77%	64%	93%	90%	89%	74%	91%	79%	81%	81%	81%	84%		
		Yes some	9%	37%	14%	10%	17%	32%	4%	31%	19%	36%	7%	10%	11%	26%	4%	21%	19%	18%	18%	15%		
		No	4%	0%	0%	0%	4%	0%	0%	0%	4%	0%	0%	0%	0%	0%	4%	0%	0%	1%	1%	1%		
Support	Enough Religious Support	Yes definitely	75%	77%	91%	73%	84%	55%	56%	88%	86%	67%	67%	80%	69%	80%	80%	76%	74%	71%	75%			
		Yes some	17%	23%	9%	27%	16%	45%	33%	13%	14%	33%	33%	20%	31%	13%	20%	24%	24%	26%	23%			
		No	8%	0%	0%	0%	0%	11%	11%	0%	0%	0%	0%	0%	0%	0%	7%	0%	0%	2%	2%		1%	
Support	Enough financial support	Yes definitely	100%	67%	91%	33%	67%	33%	75%	50%	100%	67%	100%	56%	100%	67%	67%	73%	90%	72%	73%	75%		
		Yes some	0%	33%	9%	67%	0%	67%	25%	50%	0%	33%	0%	33%	0%	33%	17%	18%	10%	24%	24%	19%		
		No	0%	0%	0%	0%	33%	0%	0%	0%	0%	0%	0%	11%	0%	0%	17%	9%	0%	4%	3%	6%		
Support	Enough relief of other symptoms	Yes definitely	92%	67%	90%	86%	73%	67%	83%	87%	79%	83%	77%	89%	94%	88%	83%	82%	71%	83%	82%	85%		
		Yes some	4%	33%	10%	14%	18%	28%	17%	13%	17%	23%	11%	0%	12%	13%	18%	29%	15%	16%	14%			
		No	4%	0%	0%	0%	9%	6%	0%	4%	0%	0%	0%	6%	0%	4%	0%	0%	0%	2%	2%	2%		
Support	Enough family support	Yes definitely	75%	58%	82%	92%	100%	90%	92%	75%	94%	71%	78%	87%	90%	78%	85%	81%	67%	83%	82%	81%		
		Yes some	25%	42%	18%	0%	0%	8%	25%	6%	29%	22%	13%	10%	22%	15%	19%	28%	16%	16%	18%			
		No	0%	0%	0%	8%	0%	10%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	6%	1%	1%	1%		
Support	Pain was relieved	Completely all the time	72%	64%	56%	67%	54%	79%	54%	63%	70%	71%	71%	68%	61%	59%	79%	65%	67%	66%	67%	66%		
		Completely most of the time	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
		Completely some of the time	8%	27%	36%	20%	12%	11%	29%	32%	13%	18%	0%	27%	33%	27%	21%	27%	17%	21%	21%	26%		
		Partially relieved	12%	0%	0%	10%	19%	5%	14%	5%	3%	6%	18%	5%	0%	0%	0%	3%	8%	6%	6%	3%		
		Not at all	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
Communication and involvement	Family informed of condition	Always	79%	91%	76%	83%	82%	80%	90%	81%	55%	88%	78%	82%	84%	68%	79%	84%	81%	80%	79%	80%		
		Usually	21%	4%	16%	11%	7%	15%	10%	19%	35%	6%	22%	18%	16%	27%	18%	11%	15%	16%	18%	17%		
		Sometimes	0%	4%	4%	6%	4%	5%	0%	0%	10%	6%	0%	0%	0%	5%	4%	3%	4%	3%	3%	2%		
		Occasionally - Had to ask	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
		Never	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
Don't know	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%			

Subject	Question	Answer	2015-2016	2017	2017-2018	2018	2018/19	2019	2019-20	2020	2020-21	2021	2021-22	2022	2022-23	2023	2023-24	2024	2024-25	Moving 6 monthly average since 2015/16	Moving 6 monthly average since 2019	Moving 6 monthly average since 2022	Trends			
Communication and involvement	Doctors and nurses' language easy to understand	Very easy to understand	82%	70%	72%	75%	76%	55%	90%	90%	77%	76%	72%	77%	80%	64%	89%	65%	89%	76%	77%	77%				
		Fairly easy to understand	18%	22%	24%	22%	16%	40%	6%	10%	17%	24%	22%	23%	15%	32%	11%	32%	11%	21%	20%	21%				
		Fairly difficult to understand	0%	4%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%				
		Very difficult to understand	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%				
		Did not explain anything	0%	0%	0%	0%	4%	5%	0%	0%	3%	0%	0%	0%	0%	5%	0%	3%	0%	2%	2%	2%				
		Never spoke	0%	4%	4%	3%	0%	0%	0%	3%	0%	6%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%				
Communication and involvement	Any decisions made that they did not want?	No	89%	78%	72%	83%	80%	67%	87%	95%	66%	88%	67%	95%	70%	86%	81%	84%	79%	81%	80%	83%				
		Don't know	7%	9%	24%	8%	8%	24%	0%	0%	19%	12%	22%	0%	15%	5%	11%	5%	7%	11%	10%	7%				
		Yes	4%	13%	4%	8%	12%	10%	13%	5%	16%	0%	11%	5%	15%	9%	7%	11%	14%	9%	10%	10%				
Communication and involvement	Doctors treated them with respect	Always	96%	91%	96%	96%	93%	84%	97%	90%	87%	100%	100%	95%	100%	100%	100%	89%	100%	95%	95%	97%				
		Most of the time	0%	4%	4%	4%	7%	11%	3%	5%	3%	0%	0%	5%	0%	0%	0%	6%	0%	3%	3%	2%				
		Sometimes	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%			0%	
		Don't know	4%	0%	0%	0%	0%	5%	0%	5%	10%	0%	0%	0%	0%	0%	0%	3%	0%	2%	2%	0%				
Communication and involvement	Nurses treated them with respect	Always	92%	96%	96%	96%	96%	86%	100%	90%	94%	94%	94%	95%	100%	95%	93%	97%	96%	95%	95%	96%				
		Most of the time	4%	4%	4%	4%	0%	10%	0%	10%	0%	0%	6%	5%	0%	5%	7%	3%	4%	4%	4%	4%				
		Sometimes	0%	0%	0%	0%	4%	0%	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%				
		Don't know	4%	0%	0%	0%	0%	5%	0%	0%	6%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%	0%				
Communication and involvement	Did Hospice work well with patient's GP?	Yes definitely	54%	53%	68%	56%	48%	47%	45%	53%	47%	50%	71%	62%	40%	36%	59%	44%	64%	52%	51%	51%				
		Yes to some extent	21%	21%	12%	12%	19%	35%	21%	32%	13%	38%	18%	14%	10%	36%	7%	9%	4%	20%	20%	13%				
		Don't know	25%	21%	16%	32%	22%	6%	31%	16%	30%	13%	12%	24%	50%	27%	30%	44%	25%	25%	26%	33%				
		They did not work together	0%	5%	4%	0%	4%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	4%	1%	1%				1%
		No	0%	0%	0%	0%	7%	12%	0%	0%	10%	0%	0%	0%	0%	0%	4%	3%	4%	2%	3%	2%				
Communication and involvement	Did carer get to stay overnight?	Got to stay	82%	100%	87%	80%	88%	50%	44%	38%	22%	71%	67%	91%	80%	89%	95%	94%	94%	74%	70%	90%				
		Didn't get to stay	18%	0%	13%	20%	13%	50%	56%	63%	78%	29%	33%	9%	20%	11%	5%	6%	6%	26%	30%	10%				
Communication and involvement	Enough emotional support from staff?	Definitely yes	69%	78%	71%	80%	85%	62%	90%	45%	61%	76%	72%	86%	75%	86%	86%	83%	93%	75%	76%	85%				
		Yes to some extent	15%	9%	13%	9%	4%	33%	7%	45%	10%	18%	22%	10%	15%	9%	10%	14%	7%	15%	17%	11%				
		No	0%	0%	0%	0%	4%	0%	0%	0%	3%	6%	6%	0%	5%	0%	3%	0%	0%	2%	2%	1%				
		Not required	15%	9%	17%	6%	8%	0%	3%	10%	23%	0%	0%	5%	5%	5%	0%	3%	0%	7%	4%	3%				
		Did not receive	0%	4%	0%	3%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%				
		Don't know	0%	0%	0%	3%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%				
Communication and involvement	Quality of care from nurses on admission	Exceptional	57%	70%	80%	81%	76%	57%	81%	57%	34%	59%	78%	77%	65%	77%	86%	84%	89%	70%	70%	80%				
		Excellent	36%	30%	16%	19%	12%	38%	19%	43%	55%	41%	11%	18%	30%	18%	10%	16%	7%	26%	26%	17%				
		Good	7%	0%	4%	0%	8%	5%	0%	0%	7%	0%	6%	5%	5%	5%	0%	0%	4%	3%	3%	3%				
		Fair	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	6%	0%	0%	0%	0%	0%	0%	1%	0%	0%				
		Poor	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%				
		Don't know	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%				
Communication and involvement	Quality of care from doctors on admission	Exceptional	61%	65%	60%	80%	64%	40%	65%	48%	34%	53%	71%	77%	50%	64%	76%	64%	78%	61%	60%	68%				
		Excellent	36%	26%	32%	17%	24%	50%	32%	43%	48%	40%	24%	18%	45%	27%	24%	28%	22%	32%	33%	27%				
		Good	4%	9%	8%	3%	4%	10%	3%	5%	10%	7%	0%	5%	5%	5%	0%	6%	0%	5%	5%	3%				
		Fair	0%	0%	0%	0%	8%	0%	0%	0%	0%	0%	6%	0%	0%	5%	0%	0%	0%	1%	1%	1%				
		Don't know	0%	0%	0%	0%	0%	0%	0%	5%	7%	0%	0%	0%	0%	0%	0%	3%	0%	1%	0%					
Food and catering	Food Quality	Exceptional	18%	53%	15%	12%	17%	12%	38%	10%	26%	40%	21%	35%	33%	21%	24%	30%	29%	25%	27%	29%				
		Excellent	47%	13%	40%	44%	33%	65%	19%	35%	26%	40%	43%	47%	47%	21%	35%	41%	43%	37%	38%	39%				
		Good	24%	27%	30%	24%	11%	24%	29%	40%	19%	10%	7%	12%	13%	50%	24%	22%	10%	23%	22%	22%				
		Fair	0%	7%	5%	0%	0%	0%	5%	5%	7%	0%	14%	6%	7%	0%	6%	0%	0%	4%	4%	3%				
		Poor	0%	0%	0%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%				
		Don't know	12%	0%	10%	20%	11%	0%	10%	10%	19%	10%	14%	0%	0%	7%	12%	7%	19%	9%	8%					

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Hospice environment	Bedroom Quality	Excellent	75%	83%	80%	86%	62%	57%	74%	71%	68%	71%	89%	91%	95%	86%	97%	97%	89%	80%	82%	92%		
		Good	25%	17%	16%	14%	35%	43%	26%	24%	23%	24%	11%	9%	5%	14%	3%	3%	11%	18%	16%	8%		
		Fair	0%	0%	4%	0%	4%	0%	0%	0%	5%	6%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%		0%
		Don't Know	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	6%	0%	0%	0%	0%	0%	0%	0%	1%	1%		0%
Hospice environment	Bathroom Quality	Excellent	68%	78%	76%	78%	76%	60%	68%	62%	61%	65%	94%	82%	95%	77%	90%	89%	74%	76%	76%	84%		
		Good	29%	17%	16%	17%	16%	35%	32%	33%	29%	24%	6%	18%	5%	18%	7%	11%	26%	20%	20%	14%		
		Fair	0%	0%	4%	0%	4%	0%	0%	5%	3%	6%	0%	0%	0%	0%	0%	0%	0%	0%	1%	1%		0%
		Don't know	4%	4%	4%	6%	4%	5%	0%	0%	6%	6%	0%	0%	0%	5%	3%	0%	0%	0%	3%	2%		1%
Hospice environment	Communal Areas Quality	Excellent	64%	65%	60%	72%	68%	55%	61%	30%	52%	50%	71%	67%	84%	59%	76%	86%	78%	64%	64%	75%		
		Good	32%	30%	40%	28%	32%	40%	32%	60%	26%	19%	24%	29%	16%	36%	17%	11%	19%	29%	27%	21%		
		Fair	0%	0%	0%	0%	0%	5%	3%	0%	3%	6%	0%	5%	0%	5%	3%	0%	4%	2%	3%	3%		
		Don't know	4%	4%	0%	0%	0%	0%	3%	10%	19%	25%	6%	0%	0%	0%	3%	3%	0%	5%	6%	1%		
Hospice environment	The Orangery Quality	Excellent	59%	74%	68%	74%	64%	63%	61%	11%	20%	29%	53%	62%	89%	59%	55%	78%	67%	57%	54%	68%		
		Good	33%	22%	28%	20%	20%	32%	32%	28%	7%	0%	6%	29%	5%	18%	10%	11%	33%	19%	18%	18%		
		Fair	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	5%	5%	3%	0%	0%	1%	1%	2%		
		Don't know	7%	4%	4%	6%	16%	5%	3%	61%	73%	71%	41%	10%	0%	18%	31%	11%	0%	2%	23%	27%		12%
Hospice environment	The Courtyard Quality	Excellent	54%	70%	56%	77%	64%	74%	58%	26%	29%	36%	47%	57%	84%	55%	59%	81%	70%	58%	56%	68%		
		Good	29%	26%	24%	14%	16%	16%	32%	32%	10%	0%	12%	38%	16%	36%	10%	6%	26%	20%	19%	22%		
		Fair	0%	0%	0%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%	5%	0%	0%	0%	1%	1%	1%		
		Poor	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
CPCT	CPCT Nurse visited often enough	Always	88%	84%	81%	80%	85%	87%	84%	74%	77%	85%	84%	71%	82%	84%	84%	83%	79%	82%	81%	80%		
		Only Sometimes	6%	14%	10%	17%	9%	13%	8%	16%	12%	8%	9%	21%	11%	9%	13%	15%	16%	12%	13%	14%		
		Definitely Not	3%	0%	8%	0%	2%	0%	5%	7%	11%	5%	3%	8%	7%	2%	0%	0%	0%	4%	4%	3%		
		Don't know	3%	3%	2%	4%	4%	0%	3%	2%	0%	3%	3%	0%	0%	5%	3%	2%	5%	2%	2%	2%		
CPCT	Enough emotional support from CPCT team	Yes definitely	55%	53%	57%	61%	73%	73%	68%	43%	61%	51%	58%	67%	75%	69%	79%	76%	65%	64%	65%	72%		
		Yes to some extent	35%	40%	30%	35%	20%	19%	23%	40%	24%	40%	35%	25%	14%	26%	21%	22%	26%	28%	26%	22%		
		No	0%	3%	11%	0%	5%	0%	6%	13%	10%	6%	0%	8%	11%	5%	0%	0%	2%	5%	5%	4%		
		Don't Know	10%	3%	2%	4%	2%	8%	3%	3%	4%	3%	6%	0%	0%	0%	0%	2%	7%	3%	3%	2%		
CPCT	Enough Religious/ Spiritual Support from CPCT	Yes definitely	60%	62%	33%	33%	71%	50%	45%	45%	25%	46%	62%	43%	58%	48%	50%	35%	58%	48%	47%	49%		
		Yes some	40%	15%	27%	27%	17%	38%	18%	18%	13%	23%	23%	43%	17%	17%	20%	35%	16%	24%	23%	25%		
		No	0%	8%	11%	13%	0%	0%	18%	27%	31%	15%	0%	14%	17%	13%	10%	0%	5%	11%	13%	10%		
		Don't know	0%	15%	27%	7%	13%	13%	18%	9%	31%	15%	15%	0%	8%	22%	20%	29%	21%	15%	17%	17%		
CPCT	Enough Financial Support from CPCT	Yes definitely	64%	78%	38%	56%	67%	63%	38%	69%	35%	67%	73%	50%	30%	50%	83%	53%	71%	57%	57%	56%		
		Yes some	27%	11%	48%	22%	24%	38%	46%	15%	35%	33%	27%	50%	40%	44%	17%	40%	14%	32%	33%	34%		
		No	9%	11%	14%	22%	10%	0%	15%	15%	29%	0%	0%	0%	30%	6%	0%	7%	14%	11%	10%	10%		
		Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
CPCT	Symptoms other than pain relieved by CPCT	Yes definitely	74%	48%	49%	49%	66%	59%	68%	59%	59%	61%	67%	67%	77%	72%	80%	65%	67%	64%	67%	71%		
		Yes to some extent	17%	52%	40%	46%	29%	37%	25%	41%	27%	26%	30%	22%	19%	22%	13%	33%	28%	30%	27%	23%		
		No	9%	0%	11%	5%	5%	4%	7%	0%	14%	13%	4%	11%	4%	6%	7%	3%	6%	6%	6%	6%		
		Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
CPCT	Enough support for family concerns from CPCT	Yes definitely	45%	58%	63%	68%	71%	40%	63%	41%	50%	50%	71%	77%	64%	47%	90%	75%	70%	61%	62%	70%		
		Yes to some extent	45%	42%	26%	23%	24%	47%	32%	47%	39%	43%	29%	15%	18%	47%	10%	25%	25%	32%	31%	23%		
		No	9%	0%	11%	9%	5%	7%	5%	12%	11%	7%	0%	8%	18%	6%	0%	0%	5%	7%	7%	6%		
		Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
CPCT	Enough help with urgent problems in evening from CPCT	Yes definitely	65%	44%	60%	70%	67%	61%	64%	58%	49%	52%	65%	67%	82%	50%	70%	71%	70%	62%	63%	68%		
		Yes to some extent	29%	31%	27%	23%	29%	33%	27%	29%	34%	35%	20%	20%	6%	42%	20%	26%	23%	27%	26%	23%		
		No	6%	25%	13%	7%	4%	6%	9%	13%	17%	13%	15%	13%	12%	8%	10%	3%	7%	11%	10%	9%		
		Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		
CPCT	Enough help with urgent problems at night from CPCT	Yes definitely	71%	43%	71%	69%	67%	63%	65%	62%	47%	61%	65%	71%	81%	54%	67%	73%	71%	64%	65%	70%		
		Yes to some extent	14%	33%	18%	24%	29%	31%	25%	24%	34%	22%	15%	14%	6%	38%	22%	19%	19%	23%	23%	20%		
		No	14%	24%	11%	7%	5%	6%	10%	14%	19%	17%	20%	14%	12%	8%	11%	8%	10%	12%	12%	10%		
		Don't know	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		

Subject	Question	Answer	2015-2016	2017	2017-2018	2018	2018/19	2019	2019-20	2020	2020-21	2021	2021-22	2022	2022-23	2023	2023-24	2024	2024-25	Moving 6 monthly average since 2015/16	Moving 6 monthly average since 2019	Moving 6 monthly average since 2022	Trends
CPCT	Pain relieved by CPCT	Completely all the time	32%	28%	31%	40%	31%	27%	42%	39%	33%	40%	38%	40%	39%	44%	42%	35%	40%	36%	38%	40%	
		Completely some of the time	22%	28%	31%	24%	33%	42%	29%	21%	32%	30%	29%	24%	29%	27%	32%	22%	21%	28%	28%	26%	
		Partially relieved	22%	17%	18%	16%	18%	9%	8%	18%	19%	15%	9%	12%	6%	17%	10%	24%	21%	15%	14%	15%	
		Not at all	0%	3%	2%	0%	2%	3%	3%	3%	5%	0%	6%	8%	3%	0%	0%	2%	0%	2%	3%	2%	
		Don't know	5%	3%	4%	5%	6%	0%	3%	0%	2%	0%	6%	0%	0%	2%	3%	2%	4%	3%	2%	2%	
CPCT	Family got help and support from CPCT	Does not apply	19%	22%	14%	15%	10%	18%	16%	18%	9%	15%	12%	16%	23%	10%	13%	15%	13%	15%	15%	15%	
		Yes as much as we wanted	84%	83%	78%	79%	85%	82%	89%	85%	81%	85%	82%	84%	81%	86%	87%	79%	87%	83%	84%	84%	
		Yes some	8%	17%	7%	12%	8%	9%	8%	8%	9%	5%	9%	8%	10%	5%	6%	15%	9%	9%	8%	9%	
		No tried to get more	3%	0%	6%	4%	2%	6%	3%	3%	7%	5%	3%	8%	0%	5%	6%	2%	4%	4%	4%	4%	
		No did not ask for more	3%	0%	7%	5%	4%	3%	0%	5%	0%	5%	0%	6%	0%	6%	0%	2%	0%	0%	3%	2%	1%
CPCT	Explanation of patient's treatment by CPCT	Did not need	3%	0%	2%	0%	2%	0%	0%	0%	3%	0%	0%	0%	3%	5%	0%	2%	0%	1%	1%	2%	
		Very easy to understand	65%	81%	57%	63%	66%	70%	61%	55%	74%	70%	71%	65%	73%	72%	83%	76%	61%	69%	69%	72%	
		Fairly easy to understand	35%	14%	35%	32%	24%	21%	31%	38%	23%	25%	26%	27%	27%	23%	17%	22%	37%	26%	26%	25%	
		Fairly difficult to understand	0%	3%	0%	0%	2%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%	0%
		Did not explain anything	0%	3%	6%	0%	6%	6%	3%	5%	2%	5%	0%	4%	0%	2%	0%	2%	2%	2%	3%	3%	2%
CPCT	CPCT had time to listen	Never spoke	0%	0%	2%	5%	2%	0%	6%	3%	2%	0%	3%	4%	0%	2%	0%	0%	0%	2%	2%	1%	
		Yes all the time	86%	78%	77%	81%	87%	84%	83%	78%	84%	85%	88%	88%	87%	88%	94%	94%	89%	85%	87%	90%	
		Yes some of the time	14%	22%	19%	14%	9%	9%	14%	15%	11%	15%	6%	13%	7%	10%	6%	4%	7%	12%	10%	8%	
		No not when needed	0%	0%	2%	4%	2%	3%	0%	2%	2%	0%	0%	0%	3%	3%	0%	0%	2%	1%	1%	1%	
		Don't know	0%	0%	2%	2%	2%	3%	3%	5%	4%	0%	6%	0%	3%	0%	0%	2%	2%	2%	2%	2%	1%
CPCT	Overall care from CPCT	Exceptional	33%	53%	42%	46%	48%	41%	50%	32%	35%	48%	53%	42%	48%	60%	68%	64%	57%	48%	50%	57%	
		Excellent	56%	31%	28%	32%	38%	41%	36%	51%	40%	43%	38%	42%	32%	29%	26%	26%	30%	37%	36%	31%	
		Good	8%	14%	21%	18%	12%	15%	11%	12%	13%	5%	6%	4%	19%	7%	3%	6%	9%	11%	9%	8%	
		Fair	3%	3%	4%	4%	0%	0%	0%	2%	7%	0%	3%	8%	0%	0%	3%	4%	2%	3%	2%	3%	
		Poor	0%	0%	6%	2%	2%	3%	3%	2%	5%	5%	0%	4%	0%	5%	0%	0%	2%	2%	2%	2%	2%
CPCT	Involved as much as wanted by CPCT	As much as wanted	89%	94%	87%	91%	92%	88%	88%	93%	98%	88%	88%	88%	90%	88%	97%	91%	93%	91%	91%	91%	
		Wanted to be more involved	8%	6%	8%	5%	2%	9%	6%	5%	0%	10%	9%	8%	6%	9%	0%	9%	4%	6%	6%	6%	
		Don't know	3%	0%	6%	4%	6%	3%	6%	2%	2%	3%	3%	4%	3%	2%	10%	0%	2%	4%	3%	4%	
Jubilee / Wellbeing	Benefited from Jubilee / Wellbeing Centre	Always	83%	33%	67%	67%	75%	80%	0%	100%	0%	100%	100%	0%	100%	0%	100%	60%	60%	58%	53%		
		Usually	0%	33%	17%	33%	0%	20%	0%	0%	0%	0%	0%	0%	0%	67%	0%	20%	20%	12%	11%	18%	
		Sometimes	0%	17%	17%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	100%	0%	0%	20%	8%	10%	20%	
		Never	17%	0%	0%	0%	0%	0%	100%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	7%	8%	0%	
		Don't know	0%	17%	0%	0%	25%	0%	0%	0%	0%	0%	0%	0%	0%	0%	33%	0%	20%	0%	6%	4%	9%
Circumstances surrounding RIP	Where did the patient die?	Own Home	35%	33%	43%	32%	28%	47%	25%	51%	47%	51%	45%	22%	43%	26%	30%	29%	33%	37%	37%	30%	
		Hospice	46%	42%	29%	48%	39%	23%	49%	27%	33%	27%	32%	63%	38%	49%	52%	53%	50%	41%	41%	51%	
		Hospital	13%	13%	15%	16%	23%	11%	14%	10%	12%	16%	15%	6%	14%	17%	7%	11%	9%	13%	12%	11%	
		Care Home	6%	10%	10%	3%	7%	15%	7%	6%	8%	4%	6%	3%	2%	4%	6%	3%	6%	6%	6%	4%	
		Accident and Emergency	0%	2%	2%	0%	2%	4%	2%	0%	0%	2%	3%	0%	2%	2%	2%	2%	2%	2%	1%	2%	2%
		Family/ Friend Home	0%	0%	0%	1%	2%	0%	4%	4%	0%	2%	0%	0%	2%	2%	2%	2%	2%	0%	1%	1%	1%
		Somewhere else	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	3%	0%	0%	0%	2%	0%	0%	0%	0%	1%
Circumstances surrounding RIP	Where did the patient want to die?	Own Home	47%	53%	65%	60%	64%	56%	53%	59%	66%	77%	67%	63%	61%	49%	67%	47%	65%	60%	61%	59%	
		Hospice	47%	43%	30%	31%	31%	27%	42%	33%	26%	18%	33%	30%	25%	46%	26%	49%	27%	34%	32%	34%	
		Hospital	3%	0%	0%	2%	0%	0%	0%	0%	0%	3%	0%	0%	3%	3%	0%	0%	3%	1%	1%	1%	
		Care Home	3%	3%	5%	2%	3%	2%	0%	0%	0%	0%	0%	4%	0%	0%	0%	2%	3%	1%	1%	1%	
		Either Own Home or Hospice	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Family/ Friend Home	0%	0%	0%	2%	3%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%
		Changed Mind	0%	0%	0%	0%	0%	5%	0%	3%	4%	0%	4%	8%	3%	7%	2%	0%	0%	2%	3%	4%	
Did not mind	0%	0%	0%	0%	0%	10%	3%	3%	4%	3%	0%	0%	3%	0%	0%	0%	0%	0%	2%	2%	0%		
Circumstances surrounding RIP	Preferred place of RIP achieved	Yes	82%	67%	57%	71%	62%	63%	65%	57%	76%	68%	69%	58%	69%	69%	63%	76%	76%	67%	67%	68%	
		No	18%	33%	43%	29%	38%	37%	35%	43%	24%	32%	31%	42%	31%	31%	38%	24%	24%	33%	33%	32%	

Subject	Question	Answer	2015-2016	2017	2017-2018	2018	2018/19	2019	2019-20	2020	2020-21	2021	2021-22	2022	2022-23	2023	2023-24	2024	2024-25	Moving 6 monthly average since 2015/16	Moving 6 monthly average since 2019	Moving 6 monthly average since 2022	Trends	
Circumstances surrounding RIP	Patient had enough choice about place of RIP	Yes	90%	68%	75%	85%	79%	83%	83%	69%	85%	77%	76%	96%	84%	85%	82%	72%	91%	81%	82%	85%		
		Unsure	3%	10%	8%	9%	5%	0%	3%	8%	2%	4%	15%	0%	3%	6%	5%	16%	0%	6%	5%	5%		
		No	6%	13%	17%	7%	15%	18%	14%	22%	13%	19%	9%	4%	13%	9%	13%	12%	9%	13%	13%	10%		
Circumstances surrounding RIP	Patient died in the right place	Yes	90%	93%	89%	91%	82%	90%	89%	84%	81%	89%	87%	94%	85%	87%	87%	92%	91%	88%	88%	89%		
		Unsure	2%	0%	3%	3%	3%	0%	0%	2%	11%	4%	7%	0%	7%	0%	6%	8%	4%	3%	4%	4%		
		No	8%	7%	8%	6%	15%	10%	11%	14%	8%	7%	6%	7%	6%	7%	13%	7%	0%	6%	8%	8%		7%
Bereavement Support	Enough bereavement support from staff	Yes definitely	86%	80%	83%	94%	92%	71%	96%	83%	75%	92%	80%	95%	94%	91%	100%	94%	85%	88%	88%	93%		
		Yes to some extent	14%	20%	11%	3%	8%	29%	4%	17%	13%	8%	20%	5%	6%	9%	0%	3%	15%	11%	11%	6%		
		No not at all	0%	0%	6%	3%	0%	0%	0%	0%	0%	13%	0%	0%	0%	0%	0%	0%	3%	0%	2%	1%		1%
Bereavement Support	Carer shared feelings after patient died	Yes	36%	15%	59%	57%	37%	58%	28%	41%	34%	53%	44%	66%	71%	50%	51%	47%	54%	47%	50%	57%		
		Unsure	2%	4%	5%	1%	7%	0%	4%	4%	7%	7%	7%	3%	7%	2%	6%	5%	2%	4%	4%	4%		
		No would have liked to	20%	15%	14%	10%	18%	12%	21%	37%	20%	2%	7%	13%	7%	8%	11%	12%	6%	14%	13%	9%		
		No did not want to	43%	66%	22%	31%	37%	30%	47%	18%	39%	37%	42%	19%	14%	40%	32%	36%	39%	35%	33%	30%		
		No - Did not elaborate	0%	0%	0%	0%	2%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
Bereavement Support	Carer talked to someone as soon as they wanted	Yes	86%	100%	68%	86%	74%	71%	77%	81%	88%	71%	94%	81%	83%	62%	88%	76%	90%	80%	80%	80%		
		Unsure	7%	0%	11%	9%	21%	19%	15%	6%	4%	5%	6%	14%	7%	24%	12%	12%	3%	11%	11%	12%		
		Wanted to talk sooner	7%	0%	22%	6%	5%	5%	8%	13%	8%	24%	0%	5%	10%	14%	0%	12%	7%	9%	9%	8%		
		No was not asked	0%	0%	0%	0%	0%	5%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%		0%
Bereavement Support	Leaflet on bereavement helpful?	Definitely helpful	51%	58%	39%	54%	48%	45%	67%	28%	45%	47%	49%	68%	64%	61%	65%	72%	58%	54%	56%	65%		
		Helpful to some degree	9%	9%	21%	22%	19%	14%	14%	22%	17%	19%	16%	14%	13%	15%	17%	12%	25%	16%	17%	16%		
		Not helpful	2%	2%	3%	2%	0%	0%	0%	0%	0%	4%	0%	0%	0%	0%	0%	0%	0%	0%	1%	0%		0%
		Did not receive	31%	21%	30%	22%	22%	32%	18%	36%	28%	26%	24%	7%	21%	17%	13%	12%	8%	23%	20%	13%		
		Don't know	7%	9%	7%	2%	10%	9%	0%	14%	6%	9%	11%	11%	3%	7%	4%	4%	8%	7%	7%	6%		
Bereavement Support	Contact from Hospice helpful?	Definitely Helpful	27%	28%	29%	48%	47%	40%	46%	27%	37%	37%	58%	55%	51%	52%	54%	45%	68%	43%	48%	54%		
		Helpful to some degree	22%	18%	25%	27%	17%	26%	13%	24%	20%	32%	23%	21%	27%	23%	29%	35%	22%	24%	24%	26%		
		Not helpful	0%	3%	13%	5%	5%	5%	0%	4%	2%	5%	0%	3%	0%	2%	0%	2%	4%	3%	2%	2%		
		Did not receive	24%	35%	21%	17%	16%	21%	40%	33%	31%	15%	10%	7%	11%	16%	13%	13%	6%	20%	18%	11%		
Recommend Hospice	Would carer recommend Hospice to their Friends and Family?	Extremely Likely			77%	86%	78%	77%																
		Likely			16%	10%	12%	16%																
		Neither likely nor unlikely			3%	1%	4%	0%																
		Extremely Unlikely			3%	3%	3%	0%																
		Don't know			2%	0%	3%	7%																
Overall experience of St Raphael's Hospice		Outstanding																77%	73%	69%				
		Very good								82%	75%	68%	77%	83%	81%	85%	81%	16%	16%	20%				
		Good								13%	15%	23%	17%	17%	13%	12%	13%	5%	8%	9%				
		Neither good nor poor								0%	6%	6%	2%	0%	3%	2%	2%	0%	0%	0%				
		Poor								0%	2%	3%	0%	0%	0%	0%	0%	2%	2%	0%				
		Very poor								2%	0%	1%	4%	0%	3%	0%	4%	0%	0%	2%				
Don't know								4%	2%	0%	0%	0%	0%	0%	0%	0%	2%	0%						