

Report on Patients' Survey – Advocacy - February 2009

Summary

Firstly I would like to thank all the patients who took the time to complete and return the questionnaire to us. As you will see the questionnaires we did receive were very positive and I thank you for all the valuable comments/compliments received. I can assure you we will take them all on board.

The questionnaire was sent out on the 13th February, tempting fate one might say, at this point the hospital had 161 patients and each were sent a questionnaire with a note saying

“I would ask that you please take some time to complete this questionnaire. Your answers and comments are very important to us as a service and will Help us to provide a service that meets your needs.

Thanking you in advance for completing the questionnaire.

Regards

Ann Morton (Manager)”

Ideally we would have liked to have had it on the computer in the community centre as well but it was unavailable to us as it was about to be utilised for the smoking cessation questionnaire. We therefore sent a letter to all ward managers asking that they please encourage patients to complete the questionnaire, our thanks to them. We reminded patients to please complete the questionnaire in our one to one sessions and at community meetings we attended.

Results:

161 questionnaires sent out.

61 were completed

38% return.

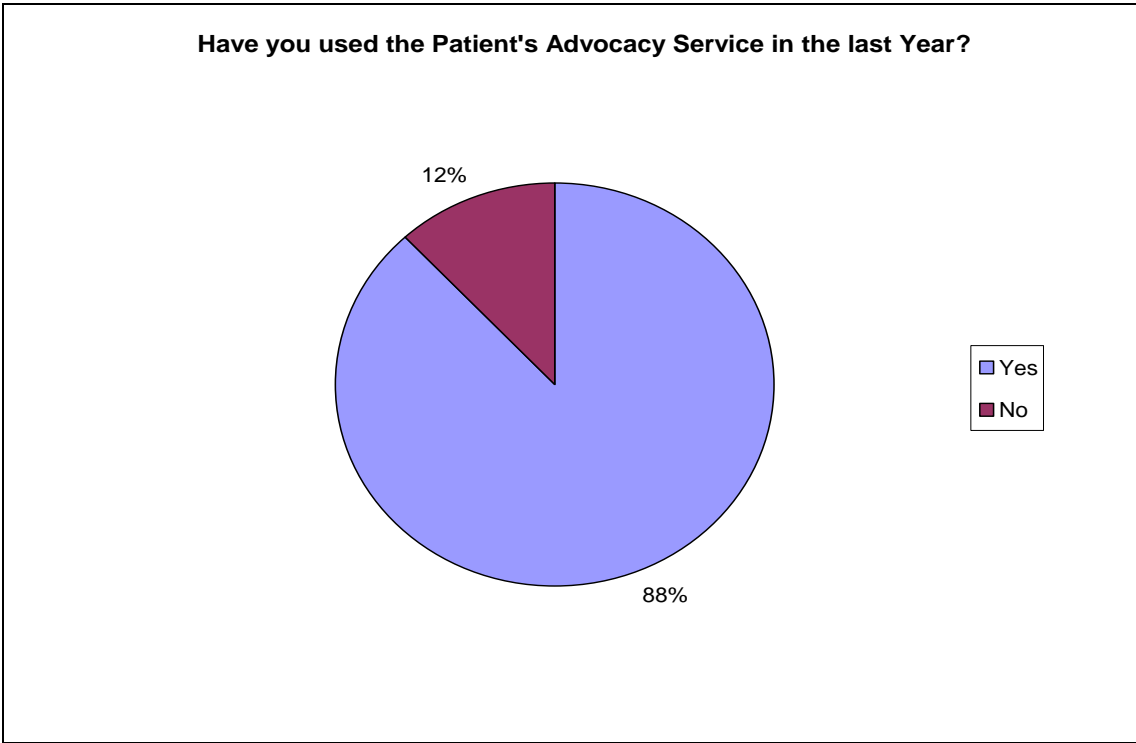
Lessons learned in this process:

The need to plan further in advance so that we can access the other options available within the hospital.

Review/Revise the questionnaire format.

Patient involvement in the planning and delivery process.

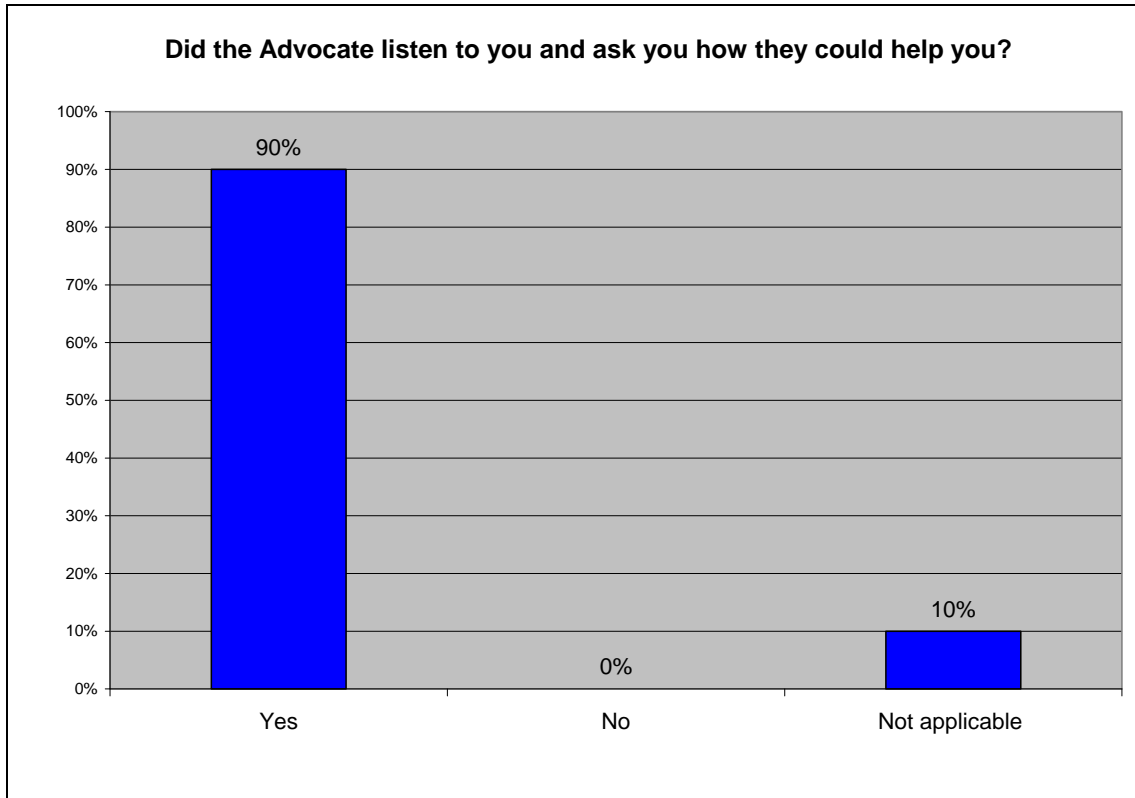
Ann Morton
Manager



Patients Comments

Have you used the Patient's Advocacy Service in the last Year?

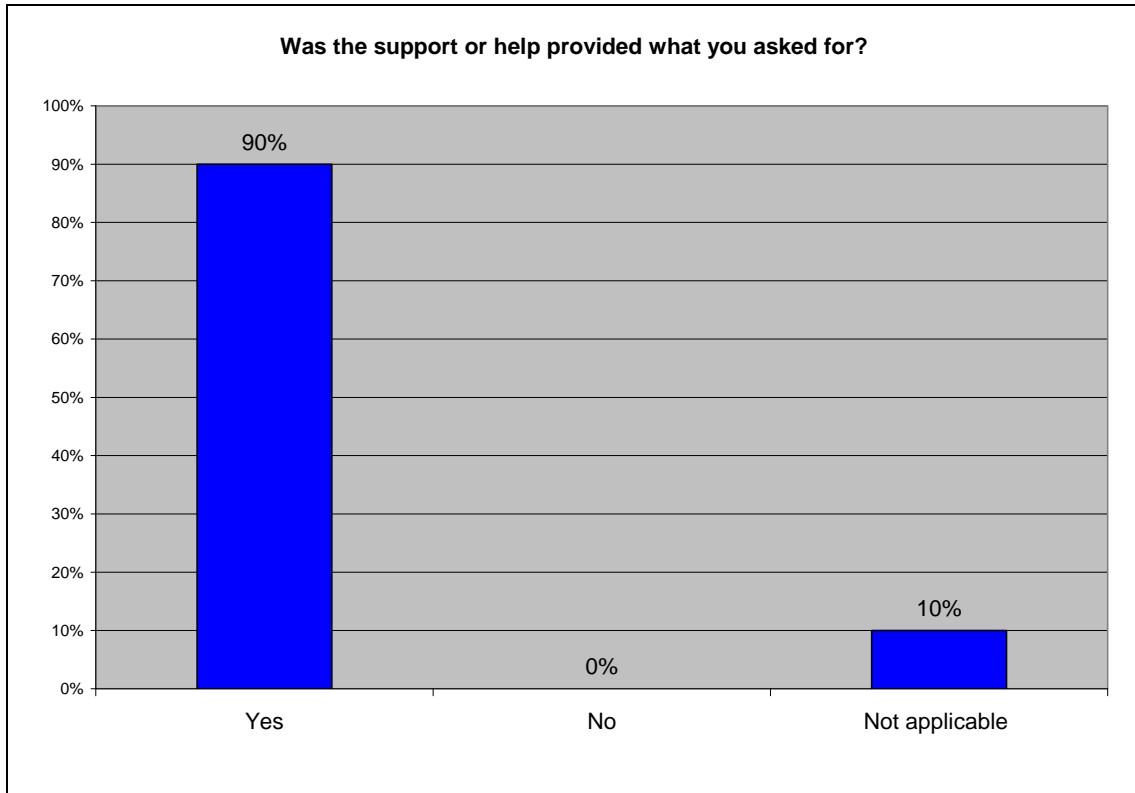
- All right
- I think they do a good job
- Do a good job
- Helpful
- I will always use the Advocacy service
- Good Trustworthy service
- Polite
- Friendly
- Easy to talk to
- Very understanding
- Very helpful
- Nice people
- Nothing is to much trouble
- Good service
- Very helpful
- Took notes at case review
- I have had no issues within the last year or even since coming to the State Hospital



Patients Comments

Did the Advocate listen to you and ask you how they could help you?

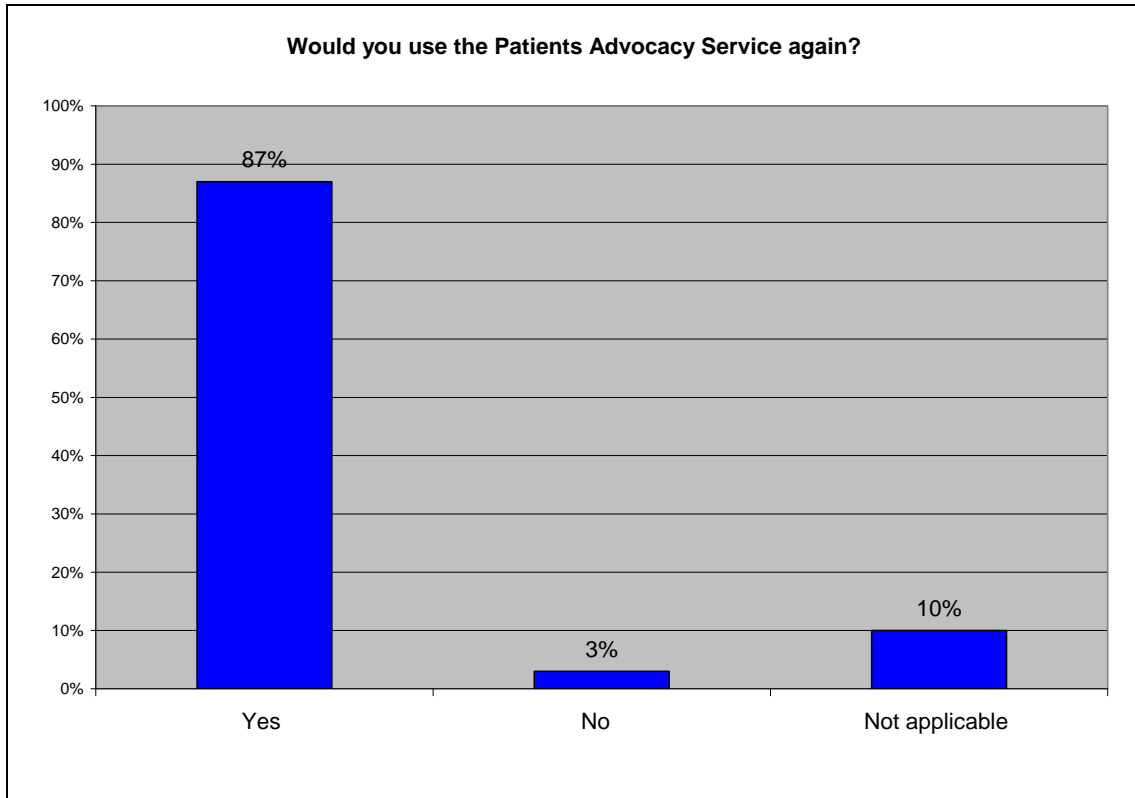
- Yes she was very good
- Yes they are good listeners and helpful
- Were very helpful on a number of occasions
- Happy with the way they represented me at a tribunal
- They were very helpful
- Very good at the job they do for patients
- Very helpful when it comes to talking to you and are understanding
- They come to you when you need them
- Advice for court and tribunals
- Spoke to about taking notes at case review



Patients Comments

Was the support or help provided what you asked for?

I once made a complaint and they were very supportive
 The advocate was most helpful and understanding
 Case reviews
 Notes were taken
 Very helpful
 Yes everything I wanted



Patients Comments

Would you use the Patient's Advocacy Service again?

The Advocacy are very helpful

They do a good job

They are helpful

If required I would utilise the service available

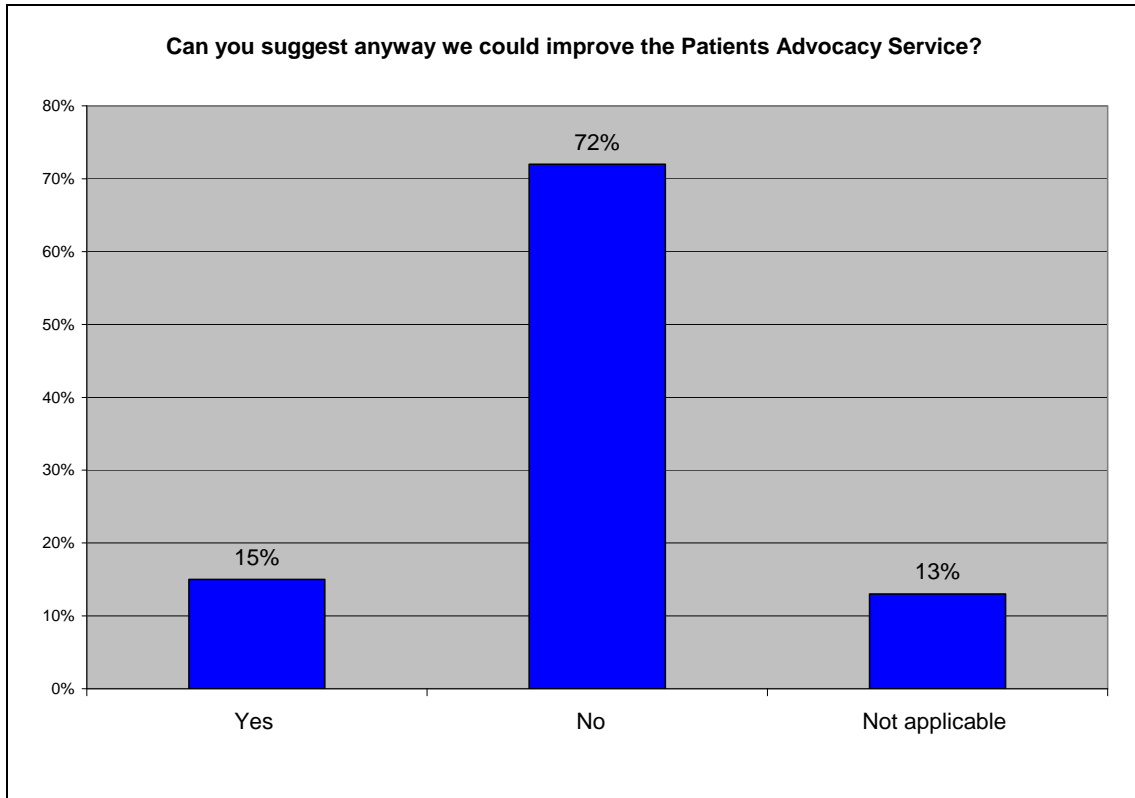
Anytime

Very much helpful, made a difference

Without any hesitation

Because they are so helpful and such good listeners

Friendly service, love to talk with good friendly service and meet new people

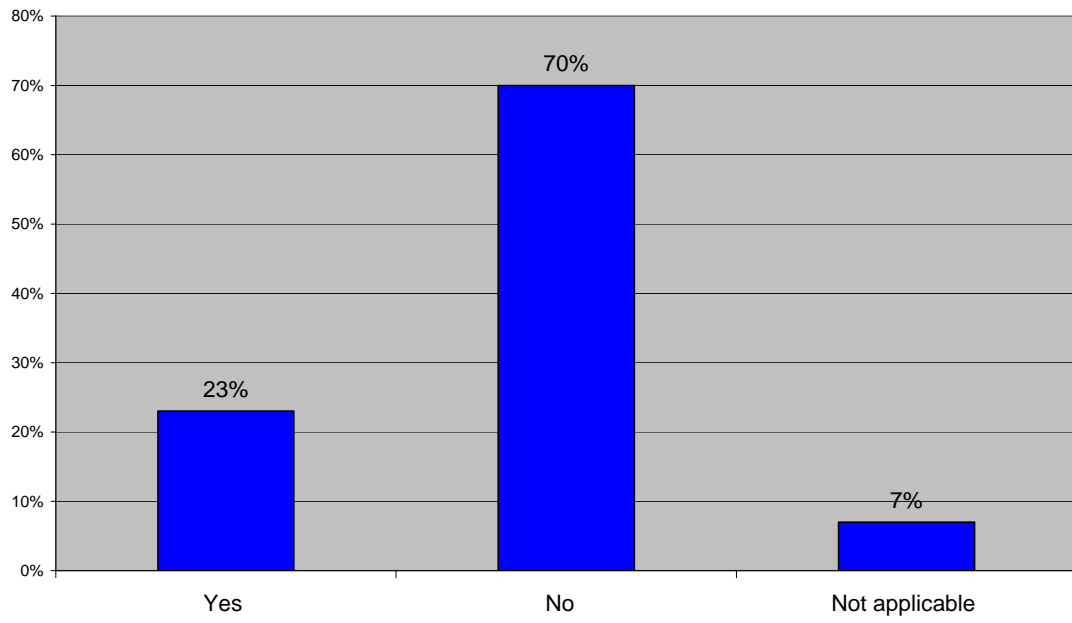


Patients Comments

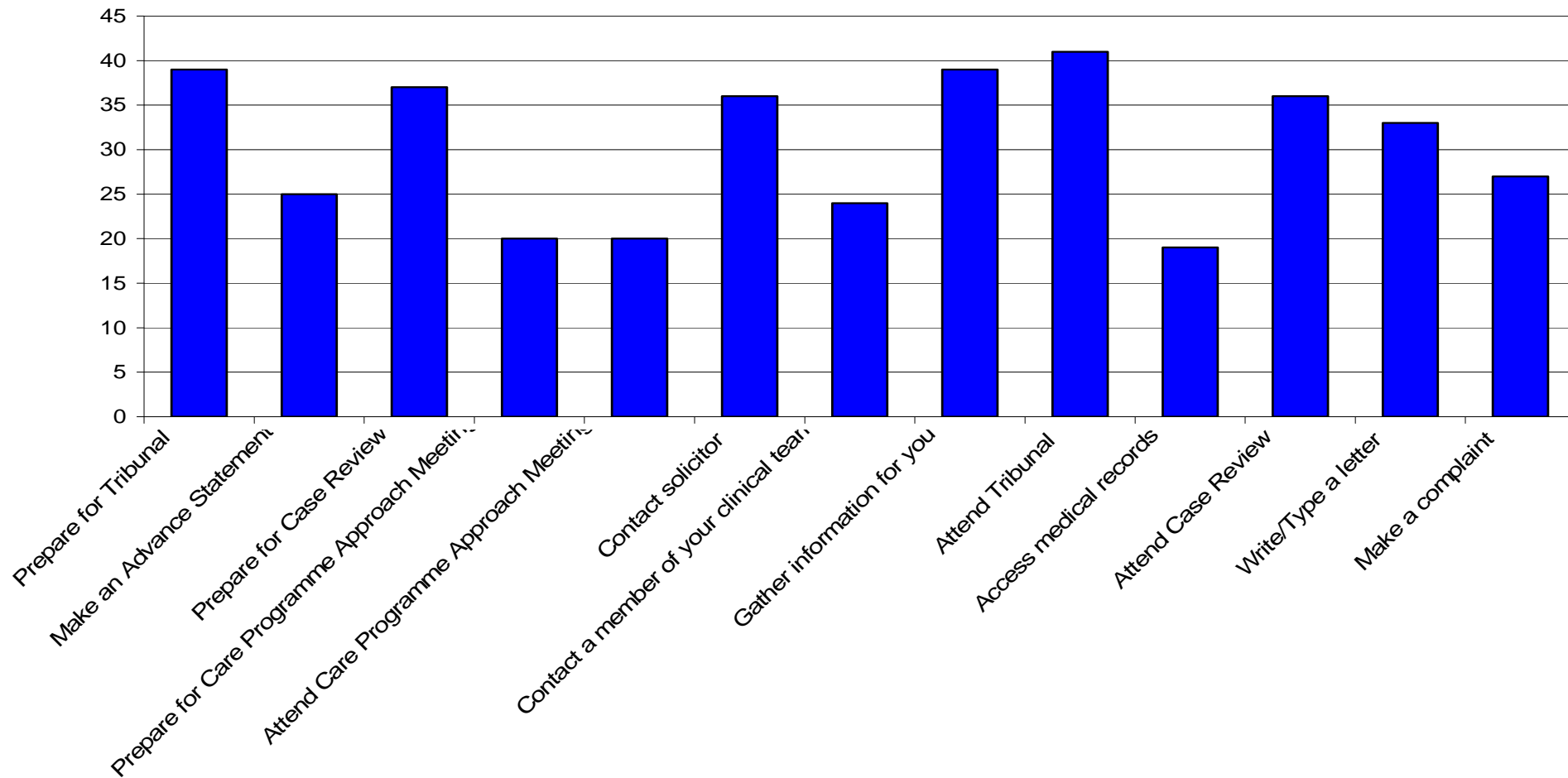
Can you suggest anyway we could improve the Patient's Advocacy Service?

- I think its good the way it is
- The system is fair and runs smoothly
- All that can be done is being done
- Service is brilliant and very valuable to us patients
- Giving us more information on what you stand for and what things you can offer for us if were in trouble
- More visits to the ward
- If my current Advocate can be in as many times to see as possible
- Getting the envelopes ready for patients letters in the right order for starts
- Have a suggestion box
- Try and organise drop in sessions where we can drop in on Advocacy

**Would you like to be involved on the Board of Directors of the Patients
Advocacy Service?**



The support or help you received?



Patients Comments

Please write here any help/support you have received that we have not mentioned?

If it was not for Advocacy Patients wouldn't get help

Patients Comments

If you have any other comments to make please do so.

Don't know if I could function without Advocacy it's a great service, well done

I've still not got a mental health lawyer yet and I'm not sure how to get one

Staff are over worked and under paid, with not getting anymore money for working here when they should

Very happy with the work they do

Advocates regularly visit forth ward and have a talk with any patients what wish to see them, they are very friendly and most approachable

Just to say its a worthwhile Service and I found it most helpful

They are really good and they do everything for you

The Advocacy staff are so good they help you out with a lot of stuff

Kind hearted good willed people

Keep up the good work, very much appreciated

I appreciate everyone at the Service

The reason I have not filled all the form in is because I have never used it

The Patients Advocacy Service is very helpful

I am very happy with the Advocacy Service they are very pleasant and helpful

Patients Advocacy Service very good in hospital

The Advocacy are very helpful

Thanks

Haven't used Advocacy but may in the future

Thank you for the help in the past

It is good to know such a service exists for patients to use, the Advocacy staff are friendly, approachable and offer a good service to patients

I would just like to thank all the Advocate staff for doing a good job, well done and a big thank you