

# Report on Health Services received prior to being referred to Saint Francis Hospice



## Introduction

Saint Francis Hospice (SFH) was commissioned to conduct a survey for Healthwatch Redbridge to report on services which people received prior to their referral into SFH services. The services received at SFH were one or more of the following:-

- a person who was in the Inpatient Unit
- a person receiving care in their own home cared for by Hospice at Home
- a person attending a support group or clinic in Pemberton Place

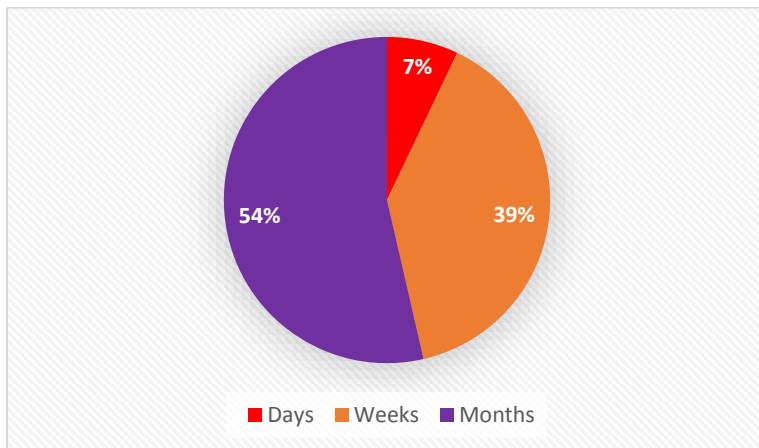
## Results

28 surveys were completed by the 28<sup>th</sup> February 2018.

Questions asked were either yes/no answers, or rated 1 to 5. (1 being very poor, 2 being poor, 3 being adequate, 4 being good, 5 being excellent)

*All 28 surveys were completed by the person receiving treatment and all lived in the borough of Redbridge.*

**How long did you have symptoms before seeking treatment or advice?**



This was an interesting and worrying outcome. Over 50% of the people we surveyed had symptoms of some description for months prior to seeking advice or treatment. This suggests that more resources are required regarding educating/awareness raising in seeking advice or treatment earlier.

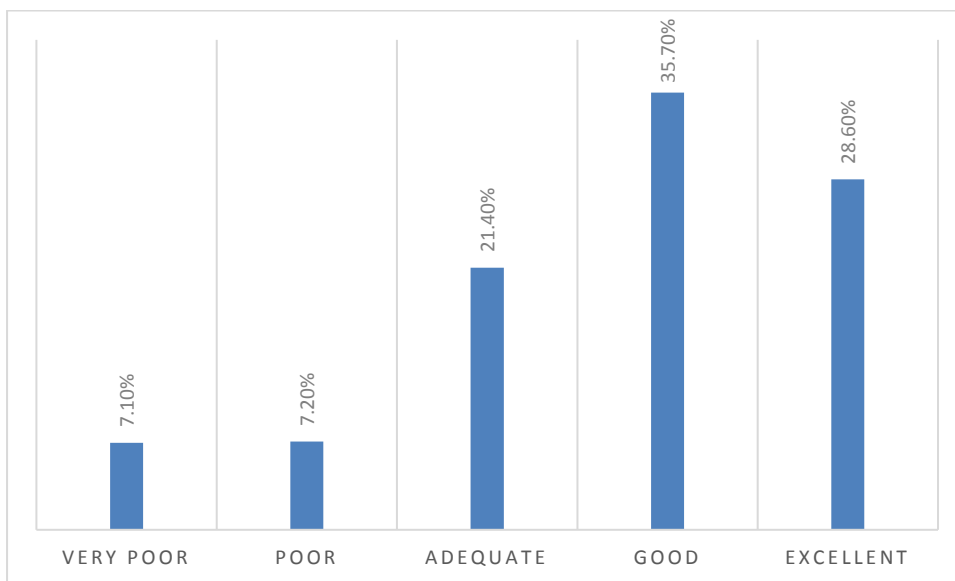
Comments included:-

*“I have Aortic Stenosis, hyper tension and coronary heart disease. I waited for 4 years until seeking treatment, it was my own fault. I was so well looked after (5 out of 5) on one occasion an ambulance was called after an ‘episode’ I was accepted into hospital straight away”*

*“I knew the lump was in my breast for 20 years and didn’t seek treatment, whilst it wasn’t giving me any problems I left well alone, it wasn’t until I broke my femur that they discovered I had bone cancer and that this was secondary to my breast cancer, I’m 85 years old now”.*

*“I didn’t realise I had cancer, I broke my femur and was in Queens for 5 weeks, they discovered I had cancer in my bones”*

How would you rate the waiting time for your referral to the hospital?



Comments included:-

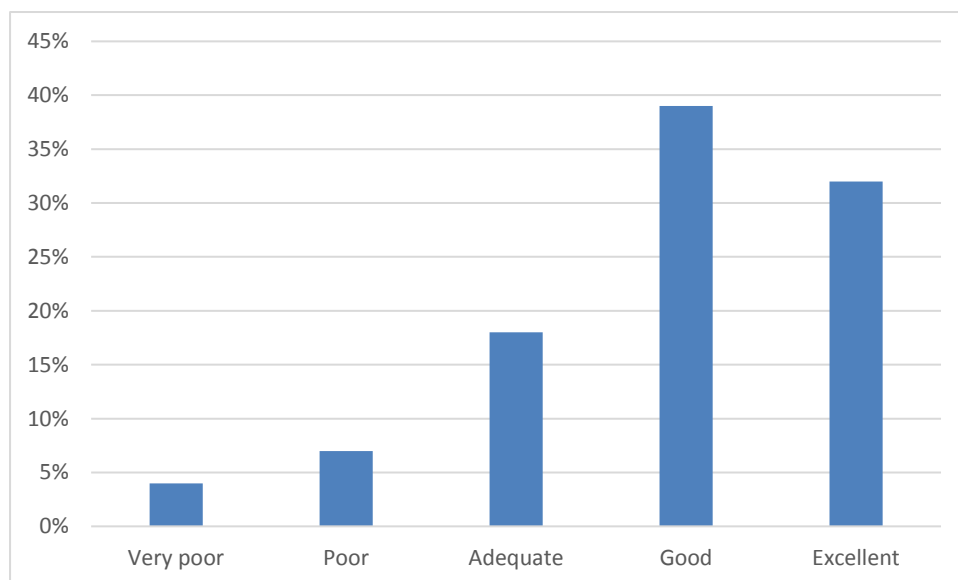
*I had one breast removed in 1984, my other breast removed in 2014. The scarring I have from this second operation is horrendous compared to the first mastectomy. In 2014 I had to wait 6 weeks to see the consultant the second time around. I was referred to Barts to the lung clinic as I had breathlessness, I had a PET scan and was told the results would be ready in 24-36 hours. After 2 weeks of not hearing I had to contact them and was told results were lost and had to go and have scan again, all the while the cancer had gone to my bones and spleen.*

*“On the 23<sup>rd</sup> January I went to the hospital in such pain I was diagnosed as being constipated and given an enema. When eventually I was examined by my oncologist they discovered the cancer had spread to my bones and spleen”*

*“My GP at the time Gemma Barrett in Manford way was amazing, so sad that she has left, she always made sure my referrals to the hospital were treated as urgent”*

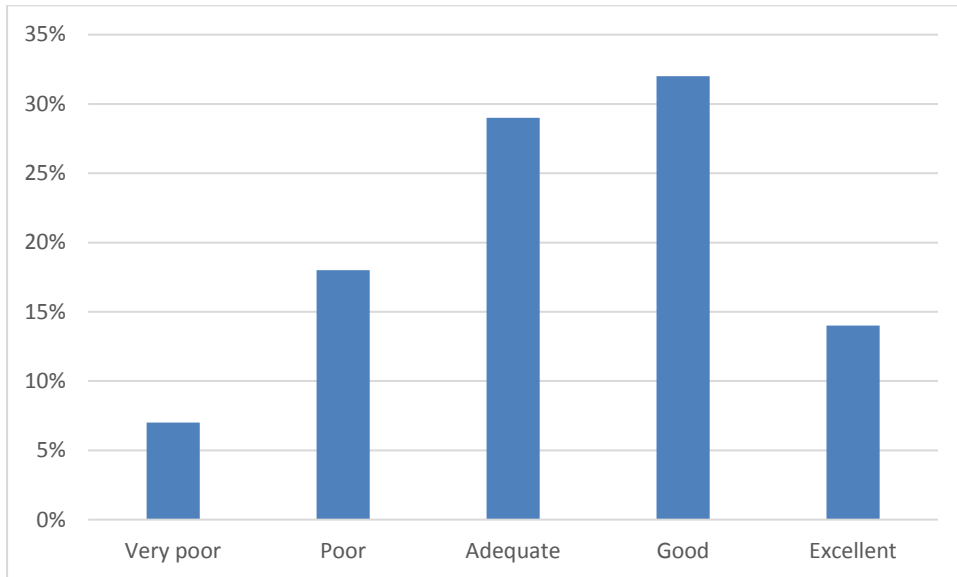
*“I have secondary cancers and was sent to A and E at Queens because I was in so much pain. I was admitted at 4pm and was left in a wheelchair until they had a bed for me in the ‘Holding Ward’ till 7.30am the next day (19 hours). Whilst I was in Queens on the ward I developed Sepsis, Queens was horrific”*

### How would you rate the waiting time at the hospital to see your consultant?



*This finding demonstrates that **waiting times can vary depending on the clinics** but generally people were satisfied with their consultant appointment waiting times.*

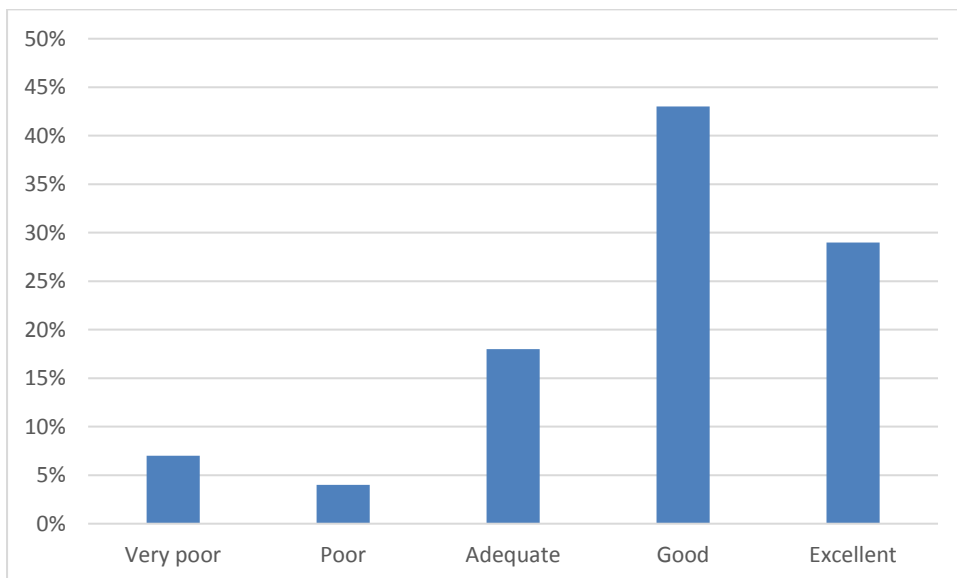
**How would you rate the availability of leaflets and pamphlets relating to your diagnosis?**



***This suggests that a review of all available information on various diagnoses could improve this facility.***

One person commented *“I wasn’t given information to read I used the internet for information relating to my illness”*

**How would you rate being kept informed about your treatment and prognosis?**



This could suggest that some patients are not asking the questions they need answers to at the time of their appointments; **health professionals could be more robust in asking their patients if they understand the information given to them, or if they have any concerns or queries regarding treatment and prognosis.**

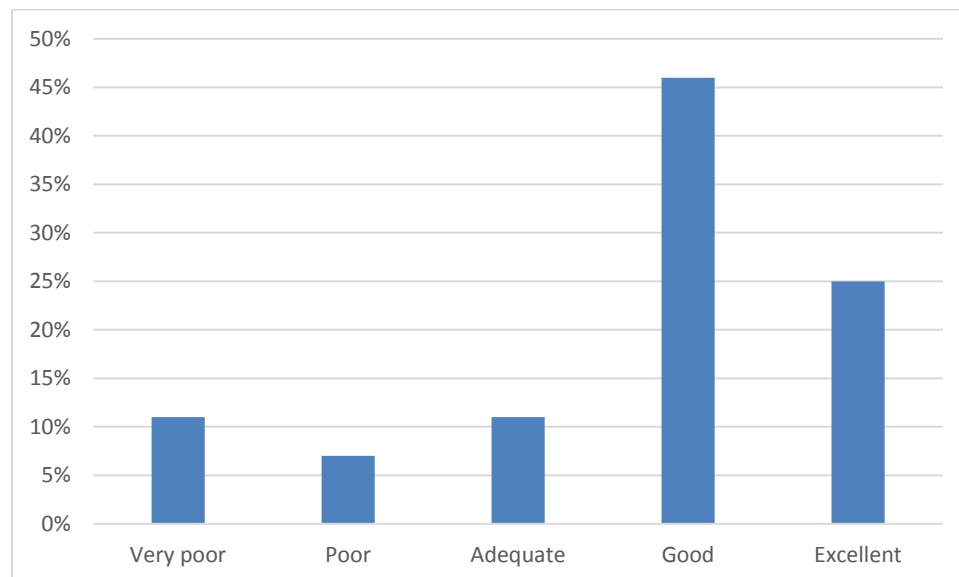
**Comments included:-**

*“I had very good treatment in KGH for breast cancer. I used to be the co-ordinator for the chief operating officer at KGH”*

*“I have cancer to the spine and have been treated at KGH, then onto Queens for 3 months of chemotherapy. I have been so looked after and have been kept informed all the way along my treatment”*

*“Being kept informed was poor (1 out of 5) communication was poor and interaction with specialist doctors was often poor too, treatment was both at Queens and KGH”.*

**How would you rate being appropriately assessed by the hospital doctors and nurses?**



Understandably people need to be assessed appropriately regarding their symptoms and onward wishes about treatment and care plans etc. It is general practice to have a standard template for this exercise. 30% of people felt only adequately or poorly assessed therefore this could suggest that the question ‘*have you any other queries or concerns?*’ could be offered to people as an option empowering them to state their wishes, thoughts or concerns.

Comments included:-

*“My consultant was so concerned about me he visited me at home”*

*“Dr. Staples at Queens really looked after me”*

*“My Motor Neurones Disease nurse was very good”*

*“Very good assessments etc., by doctors and nurses but X-ray at Queens was a very poor service, KGH was much better”*

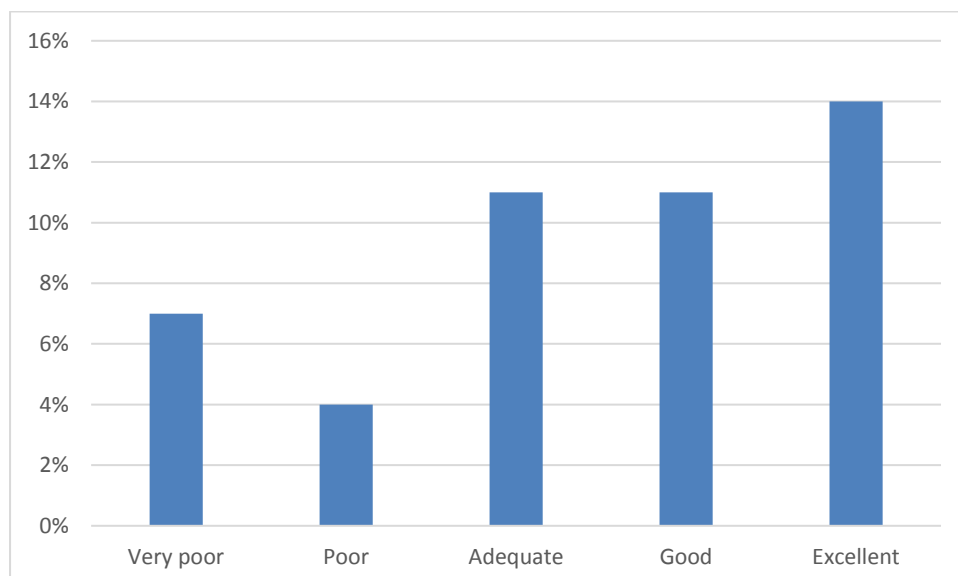
*“I had terrible giddiness, I was referred to the hospital and had a brain scan and they found nothing wrong with me. I had to insist on a 2<sup>nd</sup> opinion and was rescanned and a brain tumour was found. I am now permanently on morphine and wheelchair/house bound and I’m 85”*

*“My vulva cancer was treated at the London Hospital, they were even better than Queens, and I thought they were good”*

*“My arthritis Doctor found my kidney and adrenal cancer and contacted my GP for me. I was then told that I had had cancer before but it wasn’t until it came back for the 2<sup>nd</sup> time that I was told everything. The treatment the second time around was excellent. It is difficult to fault the care and services received at the Queens hospital”*

**If you needed to use hospital transport for your hospital visit please rate how well it met you needs.**

Only 46% (15 people) completing the survey had to use hospital transport.



Unfortunately the only comments received were negative; the 54% of people who felt the service was very good or excellent did not comment.

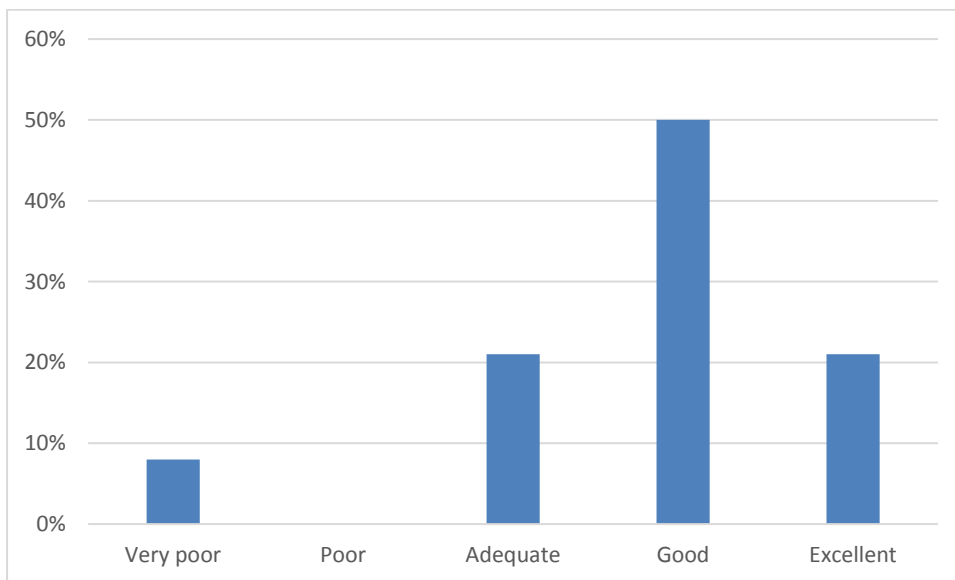
**Comments received:-**

*“Transport for Queens was very poor, never on time, every time I had to phone up. Unlike Moorfields who were great”*

*“Transport, failed to arrive at times with long waits”*

*“I used transport but sometimes the clinic forgot to book it for me and I would be left waiting until I eventually phoned up.”*

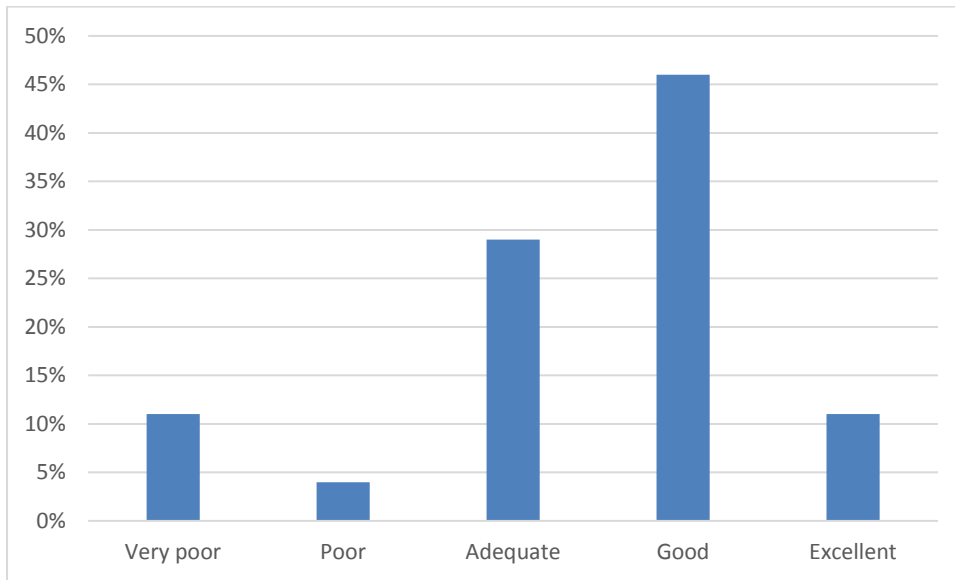
**How well did you find the doctors and nurses at the hospital in answering your questions?**



Majority of respondents felt that doctors and nurses answered their questions. This would suggest that in some instances time may be a restraint for health professionals to spend sufficient time answering fully the queries that people may have.



### If you experienced pain how well was this managed?



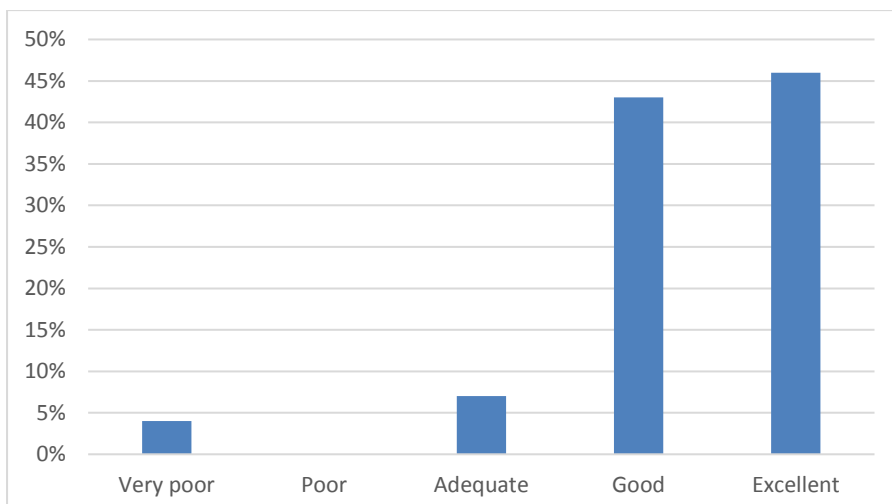
Pain relief should be a high priority within palliative care therefore there is concern when 44% of people considered their pain management to be very poor, poor or adequate.

#### Comments received:-

*“There was no consideration for urgency when pain medication was required. I have neuropathy and Parkinson’s.”*

*“My pain was managed reasonably well (3 out of 5) and I am now on a pain management programme”*

### How was your experience of being referred to Saint Francis Hospice?



### Comments received:-

*“There seemed to be a long wait to be referred, I wish it had been quicker, my GP didn’t seem to know much about them”.*

*“Being referred to Saint Francis was the best thing I have had out of my cancer treatment, helping me cope with every aspect, I’m so glad my doctor referred me”*

### **If you felt isolated or alone during your illness did you have access to support services?**

14 people said Yes

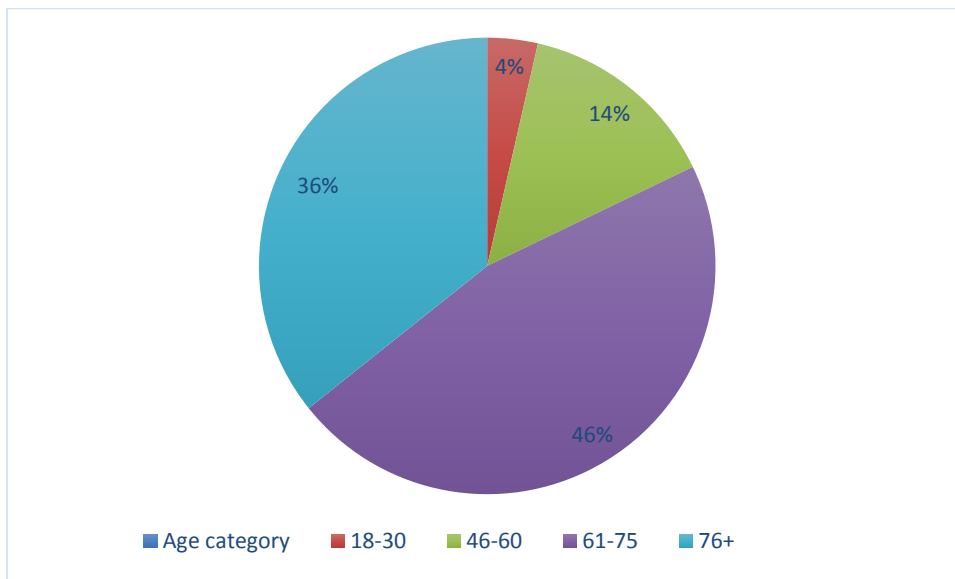
14 people said No

No comments were made. The outcome suggests that 50% of people do experience loneliness and/or isolation even when surrounded by family and friends.

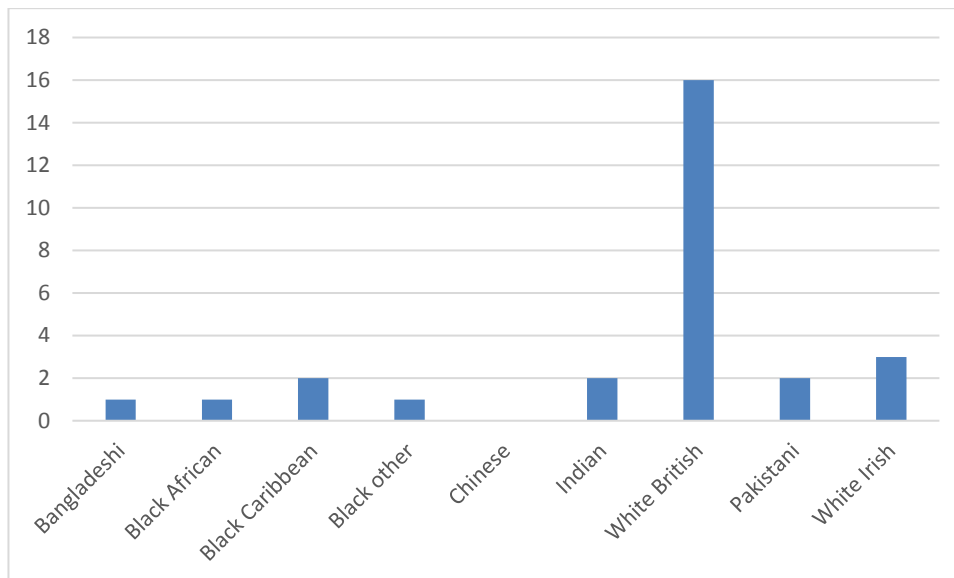
It could be suggested that hospital assessment processes could include a question relating to loneliness and/or isolation so that a referral to support groups or for counselling can be offered if needed.

## Demographics

### Age Groups of people completing the survey



## Ethnicity



It is interesting to note that during the period of the survey the Ethnicity results do not reflect the population demographics of Redbridge. We observe that people from a more ethnic diversity can fluctuate at times. We do know for example we often will see a very white cohort to the hospice. We do also have many different cultural and ethnically diverse people access our services delivered in the community - for example hospice at home or Clinical nurse specialists. One hypothesis is that cultural beliefs may prevent some people from accessing 'in patient' health care preferring to remain at home and be cared for by family with support, or some may not know about the Hospice

and what it can offer and we are proactively working with communities to make the Hospice services more understood.

### In which hospital/s did you receive your treatment?

Barts	1
Basildon	1
KGH	3
Queens KGD and Kings London	1
Queens	12
Queens KGH and Barts	1
Queens KGH and The London	1
Queens and Barts	3
Queens and KGH	3
Royal Marsden	1
Whipps Cross, Queens and KGH	1