

Patient Satisfaction Summary Report

March-June 2020



Dr M A McCann, CEO
Lucy Haden, Governance Support Manager

August 2020

Introduction

Castle Craig Hospital regularly commissions patient satisfaction survey reports, with three main objectives in view:

- To achieve better experiences and outcomes for patients;
- To increase staff morale and wellbeing; and
- To improve the quality of our service and programme.

The patient satisfaction form aims to cover all aspects of the patient's treatment. Patients are also encouraged to comment and make suggestions where appropriate, and many of these are incorporated into continuous improvement of our service. The Hospital management wishes to understand what matters most to people, what our strengths and our weaknesses are, and what we need to do to give the best possible experience of our treatment programme and services.

The outcomes of Castle Craig Hospital's reports have been consistently very good or excellent. Although minor lessons have been learned and corrective action implemented over the years, there has been no significant difference in the patient outcomes, and they remain extremely high.

This survey is of particular importance as the hospital has been managing the demands and restrictions imposed by the Covid-19 pandemic since March 2020. This period has seen reductions in both patient and staff levels, the establishment of a new isolation admissions unit, the restructuring of our staffing and therapy programme, and a greatly increased focus on infection control and risk which has impacted on many of the hospital's procedures. This was a period of very rapid change directed by legislation and government guidance in response to Covid-19.

Survey Methodology

All completed satisfaction surveys are viewed and logged by the Governance Support Manager, with any urgent matters being brought to the attention of the appropriate person with immediate effect (e.g. CEO, Medical Director, Therapy Lead, Services Manager, Hospitality Manager). Any trends are addressed through management meetings.

Patients are asked to rate their experience of set criteria, using five optional responses (Poor / Adequate / Good / Very Good / Excellent).

Patients are also invited to comment generally on any improvements they would like to suggest, and to comment on any person or aspect of treatment which they rated as excellent.

For the purposes of this survey, 26 consecutive surveys were analysed over a three-month period from March-June 2020.

Patient numbers dropped to almost 25% of the norm before the hospital was able to admit new patients in May. The surveys in this report cover both this dramatic reduction in numbers and the currently increasing numbers as our new staffing structure and programme become established.

Accessible Summary March – June 2020

100% of patients graded their Overall Stay, Therapy Programme and Nursing Care as Good, Very Good or Excellent.

Standard	Compliance
Were you given Privacy, Respect and Dignity and involved in Decision Making regarding your care? (<i>Yes / No</i>)	100%
Overall Patient Satisfaction Level (<i>Excellent / Very Good / Good</i>)	100%
Likely or Extremely Likely to Recommend Hospital to Others	100%

Castle Craig is pleased to note that the categories below all rated 100% (Good, Very Good or Excellent).

- Group Therapy
- Nursing Care
- Therapy Programme
- Discharge Planning
- Psychoeducation
- Overall Treatment Programme
- Accommodation
- Catering
- Staff Support
- Fitness & Relaxation
- Family Therapy (where applicable)

The following categories all achieved an overall rating of 89% or higher (Good, Very Good or Excellent). Out of a total of 70 fields, only 6 were graded with anything lower than Good, Very Good or Excellent.

- Individual Therapist Care (97%) [*Note: this patient commented that he did not like having a different therapist for one week whilst his focal therapist was on annual leave*]
- Medical Care (97%)
- Introduction and Orientation to the Castle (89%)

Positive Comments on the Standards of Care and Service

Staff are described as 'very kind', 'supportive', 'diligent', 'fantastic', 'efficient', 'stars', 'absolute treasures', 'rays of sunshine'

'The pastoral care is such an asset to a holistic recovery voyage'

'Each and every one has been fundamental in keeping me going'

'X was a role model, an inspiration, a motivation and most of all, showed me love.'

'The staff are second to none!'

'My toolbox, heart and soul are replenished'

'Very comfortable accommodation, fantastic views from my room, lovely furniture all over the Castle'

'Loved the fantastic walks in all weathers with the fitness team'

'Top class programme'

'All the staff are great, I never once felt undervalued'

I have been waiting for ACOA for my whole life – fantastic!

'10/10, absolutely no complaints'

'The fitness team were really influential in my motivation, thanks guys!'

'Exceeded my expectations'

'Catering was very good on veganism – thanks!'

'Life changing'

'The therapists make Castle Craig excellent'

'Fantastic physical activities on offer with enthusiastic, experienced PT team'

'The Recovery Advocates are a credit'

'Advocates and fitness staff are fabulous'

Suggestions for Improvement Received March – June 2020

Suggestions that patients made for improvement were as follows:

- Better technology training for staff (eg. Zoom)
- Sometimes technical issues slowed down therapy
- More consistency needed for therapy scheduling
- Communication of timetable to patients needs a re-think
- Repetition of lectures
- More treatment groups when in isolation at Kirkurd
- Tuck shop inventory needs improving with healthier options
- Two patients commented that they found having to change therapists difficult (this was due to cohorting requirements following Public Health guidance as patients transferred from the isolation admissions unit to the main community)
- Three patients commented that they found transfer from admissions unit to primary treatment unit unsettling and that this process could be improved

What We Have Done March – June 2020

- The Communications Officer is providing mandatory training in the management of interactive platforms to all therapists, recovery advocates and key Health Care Workers (scheduled 11/8/20).
- The CEO, Unit Leads and Fitness Manager have worked closely to develop dedicated daily and weekly programmes for each of Kirkurd Admissions Unit, the Castle Unit and Pentland Unit. A six-weekly schedule of approved therapist lectures, specialist groups and recovery workshops has been developed and is quality checked regularly. At the time of this report, this is now established in its second cycle and patient satisfaction and comment has clearly improved.

There is no duplication of content as the approved cycle is followed.

A daily programme for each unit is approved by the Unit Lead and posted daily on the patient noticeboard, detailing times, venue, psychoeducational content, facilitator and optional extras such as Acupuncture or Strenuous Walks.

- The development of an appropriate treatment programme for new patients in their first week of isolation has been reviewed in depth at Therapy Management and Covid Response Management meetings. Newly admitted patients in the Kirkurd Unit are now each given an iPad on admission and virtual attendance via Zoom is scheduled at lectures, workshops and recovery meetings. Therapists, Recovery Advocates and Healthcare Workers are all now trained in ensuring that links are smoothly managed.
- New patients are now introduced to the focal therapist who will work with them as soon as they are admitted, via Zoom. This has improved continuity of treatment and helps to make the transfer process smoother from admissions unit to primary unit.
- The transfer process from admission to primary unit has been thoroughly reviewed at management meetings, and patients now have an introductory Zoom meeting the day before transfer, they are introduced from admission to their focal therapist, they are conducted by the Admissions Unit Lead and handover made in person to the primary Unit Lead. The patient information folder given to each patient on admission has been extended to provide more in-depth information on primary units after transfer.
- We have introduced new and contemporary psychoeducational material into our patient lecture programme.
- The Hospital shop has been relocated with longer opening hours and a greater variety of items available, including personal hygiene items, hospital memorabilia, and approved snacks. The list of approved items for sale has been fully reviewed at senior management level and is available for the patients' information.

Summary

Castle Craig is humbled and delighted by the very positive response of both patients and staff to the recent months of challenge presented by the Covid-19 pandemic, which has impacted on every aspect of our treatment and service. The grades given by our patients in this report are higher than in previous reports. We recognise that patients are always positive about our patient-facing staff, and this is abundantly clear from the comments above.

The four areas where grades are more variable are psychoeducation, catering, accommodation and fitness. Psychoeducation has remained fairly stable; however,

- Catering has improved from 67% rating to 88% rating (Very Good/Excellent).
- Accommodation has improved from 73% rating to 89% rating (Very Good/Excellent).
- Fitness has improved from 60% rating to 89% rating (Very Good/Excellent).

These figures reflect the recent appointment of a dedicated Hospitality Manager and the promotion of a fitness instructor to Fitness Manager; both have played a key role in responding to patient comment and improving their experience.

Patient Satisfaction (Castle Unit) March-June 2020



