

# Patient Satisfaction Summary Report

## Kirkurd Admissions & Detox Unit August - September 2020



Dr M A McCann, CEO  
Lucy Haden, Governance Support Manager  
September 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 has been a period of very rapid change directed by legislation and government guidance in response to Covid-19.

This survey comprises patient satisfaction for the new Kirkurd Admissions, Detox & Medical Unit established in May in response to Covid-19. All new admissions are required to self-isolate for a period of 5-7 days until a negative test result is received. During this period, they participate in the treatment programme via Zoom, and meals are served individually to each room. The first three months for this unit have seen much fine-tuning of the service and programme there, and this survey is most important in confirming that we have listened to our patients and are providing them with the best treatment and programme in pandemic circumstances.

## **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, 20 consecutive surveys were analysed from the period 19<sup>th</sup> August – 10<sup>th</sup> September 2020.

## Accessible Summary August - September 2020

**100% of patients graded their Medical, Nursing and Therapist Care in Kirkurd Admissions Unit as Very Good, Excellent or Exceptional. 100% also graded our Hygiene, Health & Safety and Infection Control as 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 delighted to note that all categories rated 100% (Good, Very Good or Excellent). Of 220 possible fields, only 2% were graded as Good – all other grades were either Very Good or Excellent, and in several instances an Exceptional grade of 6 was given.

- Support and Information from Admissions Team
- Introduction & Orientation
- Medical Care (if appropriate)
- Nursing Care
- Individual Therapist Care
- Therapy Programme
- Use of Information Communications Technology (ICT)
- Hygiene, Health & Safety and Infection Control
- Transfer Process to Castle
- Catering
- Accommodation

This is the first time that Castle Craig has included a category for Hygiene, Health & Safety and Infection Control, in order to illustrate our proactive and prompt response to the requirements necessitated by Covid-19. Our patients graded this category 100% Very Good, Excellent or Exceptional, clearly indicating the breadth and success of the measures which we have taken. A number of patients took the time to comment favourably on the ‘spotless’ and ‘immaculate’ environment, and that the staff are ‘always cleaning’.

It is also the first time that we have included an ICT category, recognising the need to deliver our programme virtually in some areas. This category was also graded 100% Very Good, Excellent or Exceptional. Castle Craig continues to develop and refine the virtual aspects of our programme, learning and improving from patient comment on areas such as audio quality.

## Positive Comments on the Standards of Care and Service

*Staff are described as ‘absolutely amazing’, ‘professional’, ‘brilliant’, ‘helpful, friendly and obliging’, ‘never judged me’, ‘always there’, ‘considerate and thorough’, ‘super nice’*

*‘Outstanding’*

*I have been particularly impressed by the professionalism of all staff, and their fantastic sense of humour in what can be difficult circumstances’*

*‘As far as I’m concerned every member of staff I’ve met so far isn’t just doing a job, they’re a friend’*

*‘Thank you for the kindness and acceptance’*

*‘Profound change even after just a week’*

*‘The constant checking in makes me feel cared for’*

*‘Loved the Zoom meetings’*

*‘Kindness and care-taking is exemplary. Even the jabs given were painless’*

*‘Food is freshly prepared and of excellent quality. Loved the breakfast fruit salads’*

*‘It’s very comfy and spotless, they’re taking the pandemic seriously’*

*‘Healthy and nutritious food’*

*‘Food was awesome’*

## Suggestions for Improvement Received August - September 2020

Suggestions that patients made for improvement were few, but the following were noted:

- Some more current DVD material
- Sometimes poor internet connection and sound for Zoom (noted by 2 patients)
- One patient wanted more therapy sessions during their isolation period

## What We Have Done August - September 2020

- We recognise that it is difficult to source current and appropriate DVD material for addiction therapy, and are developing a portfolio of contemporary resources, including YouTube presentations from Tedtalks, and key figures in the addiction field, such as Brene Brown.
- A new television is being installed w/c 14<sup>th</sup> September and the communications team will carry out sound tests. The Communications team have recently given training to the therapy team to ensure that all staff can facilitate virtual meetings and groups and are familiar with the technology and possible issues. The Unit Lead and Continuing Care Coordinator have been given specific training by the Communications Team on how to identify issues. It is noted that it is virtually impossible to never have any connection issues at some point and there is definite improvement in patient comment as these measures are implemented.

- 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. We have enhanced the initial treatment plan, which has been expanded made more specific in response to patient comment. The great majority of patients are satisfied with the level of therapy provided.
- Several patients in the previous Patient Satisfaction survey from March-June felt that the transfer process from admission to primary unit could have been smoother; this has been addressed through management meetings, and we are delighted that the transfer process was in fact the highest rating category in this survey, with 95% grading it Excellent or Exceptional.

## Summary

This is an exceptionally positive response from our patients to the recent months of challenge presented by the Covid-19 pandemic, which has impacted on every aspect of our treatment and service. We recognise that patients are always positive about our patient-facing staff, and this is abundantly clear from the comments above.

Management and therapy staff have worked hard to develop and provide a comprehensive initial therapy programme which can be practically delivered whilst patients are in isolation, and to further provide a seamless transition to the Foundation Unit in terms of both physical location and programme.

It has been a particular challenge to meet the infection control and Health & Safety measures imposed by Covid-19, whilst still providing both a high quality therapeutic and medical programme and a comfortable, welcoming environment for our patients. The very high levels of satisfaction from our patients are a most pleasing vindication of the hospital's response to Covid-19 and to the collaborative efforts of all our staff to make this work.

Patient Satisfaction: Kirkurd Admissions Unit August-September 2020

