

What we did?

We worked with Healthwatch Calderdale between December 2021 and February 2022 to conduct a survey aimed at capturing the views of current patients/service users and their carers, families and friends, as well as the views of healthcare professionals and members of the general public within the local area.

The survey was conducted using two slightly different surveys (one targeting service users and one targeting professionals) two 'mini' surveys were distributed by the Halifax Library in Calderdale.

Why we did it?

The aim of the survey was not only to establish the views of service users and referrers but also to explore what people in the local area knew about Overgate Hospice, the services provided and their ideas for service provision in the future. The aim was also to, explore any potential barriers in access to hospice services, and the different ways of working following the covid pandemic.

What professionals told us?

- All professionals responding had heard of the Hospice
- Professionals reported that they would like to see **more of the same fantastic care but more beds**
- The majority of professionals wanted more social support for families including provision of information and information via digital format including exercise and support

Who responded?

474
people
responded

Ages ranged from
18 to 65+
with majority being
in the 65+ category

412 responded to
the full surveys
&
62 responded to
the 'mini' survey

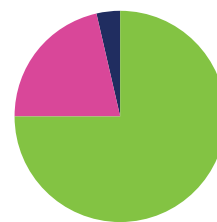
Responders response to religion:



Postcodes HX2 & HX3 provided the largest proportion of the respondents

We received
responses from:

- General Public
- Family & friends of service users
- Healthcare professionals



328

provided their gender status
81% of respondents were
female with **19%** being male

97% described themselves as White British, Irish or European, the remaining 3% identified as White Asian, Indian/British, Black African and Chinese

Professionals reported that:

"The Hospice has worked collaboratively in providing fantastic care for patients and families."

What the General Public told us

15%

felt there was a barrier
including bed capacity,
unclear referral process,
unsupportive hospital or
consultant/GP

99.6%

of respondents from
the public had heard
of the Hospice

51%

of the public said
they knew how to
access the Hospice

Respondents suggested that a virtual tour of the building would be helpful

What people who use our services told us

- When asked, 99% responded that they would recommend our services to family and friends
- We asked about the impact of covid and respondents told us they felt the Hospice did what they could to keep people safe, including the use of zoom for Day Hospice which was viewed as a positive addition. However, people did miss face-to-face attendance
- Patients and current users told us they would like single rooms with en-suite facilities, increased respite provision, more space, a room for relatives to eat and drink, increased use of gardens, and notification about the Hospice via a GP followed by contact from the Hospice team
- People wanted care closer to and in their own homes, including access to an advice line
- People wanted greater collaboration of health professionals
- People wanted to tell Healthwatch about the good work the Hospice is doing and could not think of any ways of improving

People currently accessing our services rated us



What are we going to do now? We are...

- Going to celebrate the positives and congratulate our hardworking staff
- Going to maintain some use of zoom sessions in Day Hospice
- Resuming face-to-face sessions in Day Hospice as restrictions ease
- Launching a Capital Appeal which will result in an increase of beds and an improvement in facilities
- Recruiting a Community Engagement Lead which will help to raise awareness of Hospice services and the referral process
- Working to launch a mechanism of both digital and paper feedback