



CASTLE CRAIG HOSPITAL

Patient Satisfaction Survey Report

Castle Craig Hospital

Six Month Report

January – June 2009

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Introduction

This report is the first six-monthly report produced as part of Castle Craig Hospitals' Quality Assurance and Participation Strategy.

In line with Castle Craig's Quality Assurance and Participation Strategy:

- A summary of the report will be provided for those who wish to access the findings.
- Any recommendations produced in the report will be discussed with patients, staff and management prior to implementation.

Methodology

Patients are asked to complete a patient satisfaction form prior to discharge from the Intensive Therapy Unit (ITU) and the Extended Care Unit (ECU). This facilitates responses not only for the differing stages of treatment but the facilities made available to the patient throughout their admission.

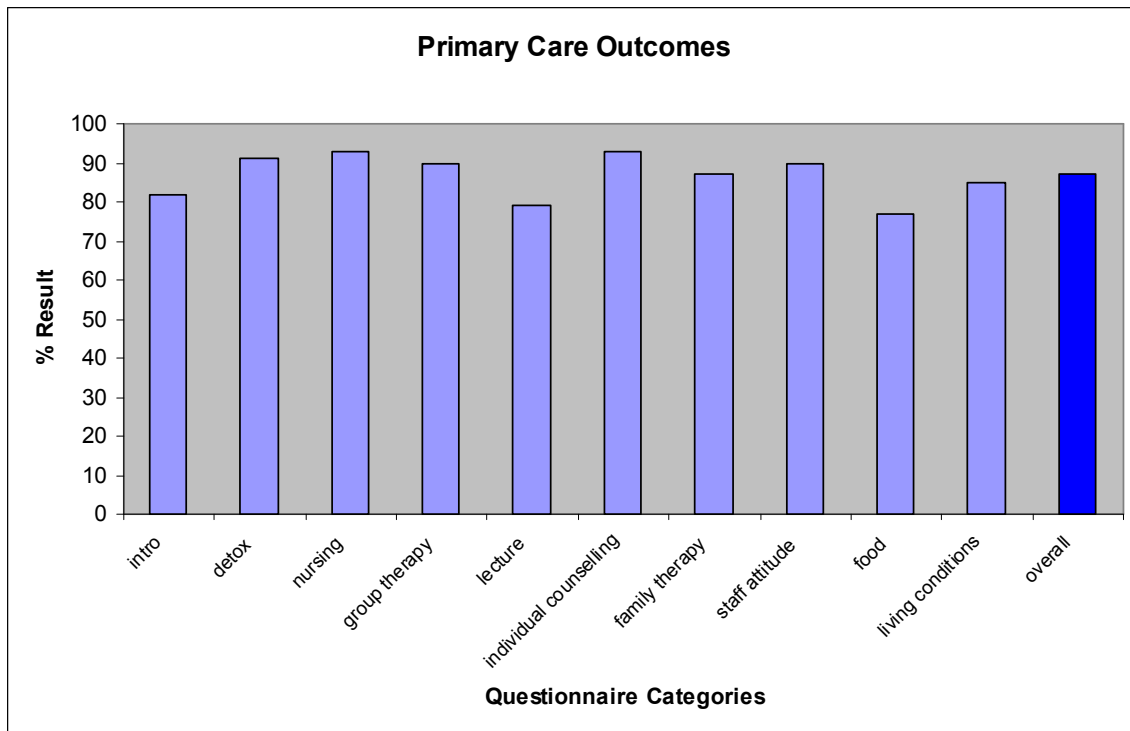
The ITU questionnaire contains ten categories: Introduction to the Clinic; Detoxification and Medical Care; Nursing Care; Group Therapy; Lecture Series; Individual Counselling; Family Therapy; Staff Attitude; Meals; and Living Conditions which can be graded from 1-9: 1 being 'bad' and 9 being 'excellent'.

The ECU questionnaire contains twelve categories: Introduction to ECU; Counselling; Group Therapy; Lectures; Family Therapy; Living Conditions; Meals; Activities; Relapse Prevention; Fitness Training; Assertiveness Training, ACOA/Relationship Groups; and Other Therapy which can be graded from 1-9: 1 being 'bad' and 9 being 'excellent'.

Comments sections are provided for each category and a 'general comments/suggestions' section is provided on both forms.

All completed ITU and ECU forms submitted by patients from January to June are reviewed in this report. This includes a total of 150 questionnaires, 78 submitted by ITU patients and 72 submitted by ECU patients.

Intensive Therapy Unit



The above graph shows the outcomes for each category from a cohort of 78 patients in the Intensive Therapy Unit.

The graph indicates a high level of satisfaction with the services provided, and an overall satisfaction quotient of **87%**.

Category Comments

The 'Food' category scored **77%**. Comments such as *'Excellent'*, *'Healthy choices'*, *'Great menu enjoyed it'* indicated that most of the patients were satisfied with the food. The comments related to low scores indicated that some of the patients were dissatisfied with the variety of food on offer and comments such as *'Healthy but plain'* and *'Could do with a change'* indicated this. Some patients returned a low score without entering comments as to why they did so. However a return of **77%** positive feedback indicates high satisfaction levels.

The 'Lecture' category returned a score of **79%**. The responses received were supportive of the lecture content and ideology, but there were a small number of criticisms related to the age and quality of the products. The resources used at Castle Craig are the most up-to-date currently available in the addiction field and the supply of further materials has been extensively researched.

The categories of Introduction, Family Therapy, and Living Conditions all scored **above 80%**.

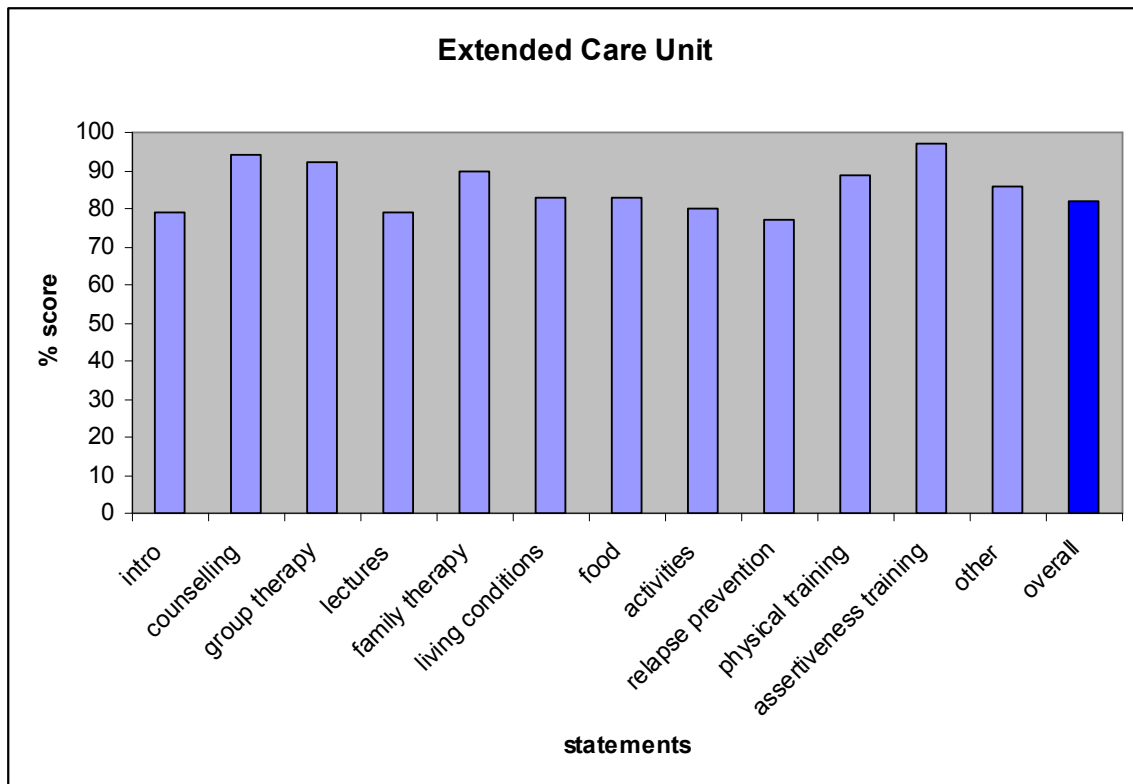
In the 'Introduction' category comments included: *'Could not have been more welcoming'* and *'Warm and friendly'*. A small number of responses scored 5 or less in this category with comments such as *'Would have been helpful if staff showed me around'*. It should be noted that in keeping with our participation strategy one member of the peer group is always involved in showing a new arrival around the hospital.

The category 'Living Conditions' had a mixed response ranging from *'Warm and quiet'*, *'Excellent'*, *'Very nice and clean'* to *'Cold at night'* and *'No baths'*.

Family Therapy comments were all positive and scores ranged between 5 and 9 with an average scoring of **8**.

The categories of 'Nursing Care', 'Individual Counselling', 'Detoxification', 'Group Therapy', and 'Staff Attitude' all scored **90% or above**. Comments such as *'Medical and nursing staff are all great', 'Superb', 'Group therapy most helpful part of the programme', 'Definitely the best therapists', 'Detoxification – excellent'* strongly indicated that these categories at ITU were highly valued by the patients.

Extended Care Unit



The above graph shows the outcomes for each category from a cohort of 72 patients in the Extended Care Unit.

The graph indicates a high level of satisfaction with the services provided and an overall satisfaction quotient of **82%**.

Category Comments

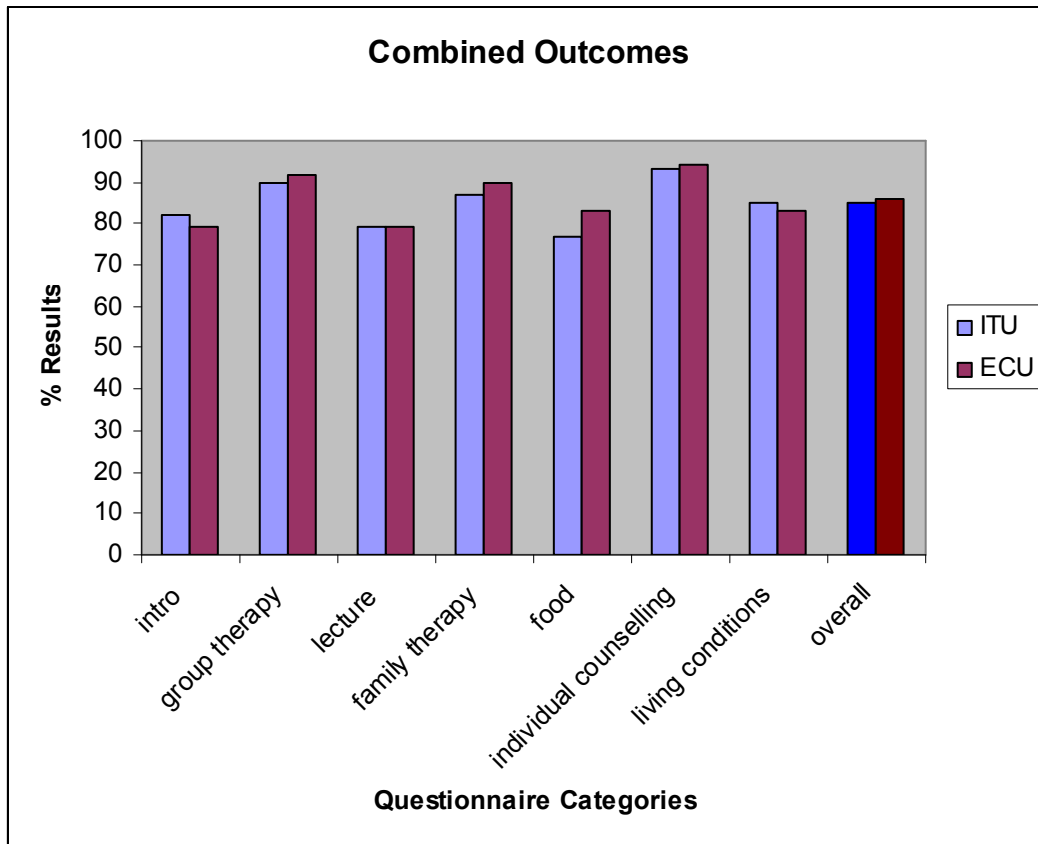
'Lectures' scored **79%**. Comments were mainly positive '*Always appropriate*', '*Very useful but some could improve*', '*Excellent*', '*Kept me keyed up*'. There were only three negative feedback results but patients did not state why they gave a low score.

'Physical Training', 'Other', 'Living Conditions', 'Food', 'Activities' and 'Introduction' scored between **80** and **89** percent. There were many positive comments such as the '*Gym staff go the extra mile – excellent*', '*Excellent style in EMDR*', '*Very comfortable living conditions*', and other comments such as '*Excellent*', '*Very good*' and '*The best*' were to be found throughout the returns.

Some low scores affected these areas. Comments stated that that the gym requires more equipment and that more and varied activities should be introduced. A single patient made a negative comment on the condition of a sitting room and scored the living conditions at 2, thus inaccurately affecting the overall score due to this stand-alone low grade. However this was an exceptional comment and others who commented did not reflect such a finding.

The categories of 'Assertiveness Training', 'Counselling', 'Group Therapy' and 'Family Therapy' all scored **90%** and above. The comments were very positive in all areas.

Combined Outcomes



In the above graph only categories which are common to both the Intensive Treatment Unit and the Extended Care Unit have been presented. It should be noted that there appears to be no large differences between the results of the ITU and the ECU which would indicate a universal presentation throughout the hospital.

Conclusion

The high level of satisfaction expressed by the patients through the patient satisfaction survey indicates that the staff and management of Castle Craig Hospital continue to provide a service which is greatly appreciated by its service users and that Castle Craig Hospital continues to 'listen' to its service users.

The helpful suggestions made by these patients are being considered and already many suggestions, such as the introduction of more varied activities, have been actioned.

Action undertaken by management has also included attention to ensuring further development of the induction of new patients, additional recreational resources, redecoration of rooms and further attention to improving the current lectures.