

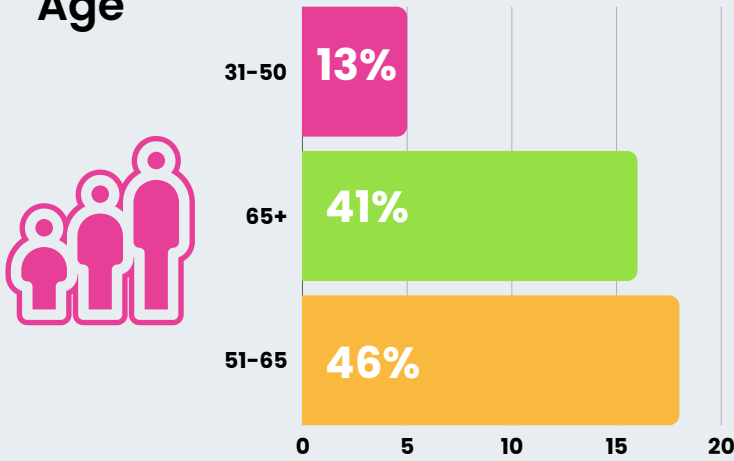
Palliative Virtual Ward

We asked relatives and patients their experiences of palliative virtual wards.

Over the last 2 years St Rocco's hospice, working collaboratively with partners, have developed and implemented our Palliative Virtual Ward.

Our aim is to give people with a palliative diagnosis the best quality of life for as long as they can. Your feedback on how we do this is extremely important to us to ensure we maintain a high standard of care for our patients and their families.

Age



Who filled out the survey?



Patient

51%



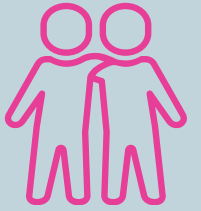
Carer

26%



Family member

21%



Friend

3%



97% Agreed

that all staff they came into contact with introduced themselves.



100% Agreed

that all staff treated them with dignity and respect.



97% Agreed

that their privacy and confidentiality were maintained.
3% stated Not Applicable



92% Agreed

that they were involved as much as they wanted in decisions about their care and treatment.
8% stated Not Applicable



97% Agreed

that staff listened to their concerns and responded appropriately.



90% Agreed

that their condition was managed better by the Palliative Virtual Ward
10% stated Not Applicable



92% Agreed

felt that the Palliative ward supported patients to stay at home.



84% Agreed

felt that the Palliative ward reduced the number of contacts made to their GPs
5% didn't agree.



56% Agreed

felt that the PVW reduced the number of times they contacted their community nurse.
39% stated Not Applicable

Palliative Virtual Ward



57% Agreed

felt the PVW reduced the number of contacts made to the hospital
37% stated Not Applicable



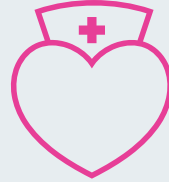
42% Agreed

felt the PVW reduced the number of contacts made to their Macmillan Nurse
39% stated Not Applicable



89% Agreed

that the PVW helped them when seeing their GP



65% Agreed

that the PVW helped when seeing their community nurse.
32% state it was not applicable



46% Agreed

that the PVW helped when seeing Macmillan Nurse
40% stated Not Applicable



50% Stated Not Applicable

that the PVW helped when visiting the hospital



94% Agreed

that their family/carers benefited from the Palliative Virtual Ward.
10% stated Not Applicable



54% Agreed

found the Docobo App information booklet useful.
29% stated Not Applicable



58% Agreed

that the Docobo App process was easy to use.
29% stated Not Applicable



97% Agreed

that they would recommend the Palliative Virtual Ward to Family & Friends



95% Agreed

they knew how to raise a complaint or concern if needed.

"My mum received outstanding care from the Virtual ward. It alleviated so many of our concerns without visits or just to reassure her."

"I received plenty of support from the virtual ward. They have been so helpful when needing extra medication at the weekend."

"Went above and beyond"

"The daily calls were always great and always felt supported."

Areas for further consideration:

- The phone app is hit and miss.
- Make it easier to increase text size on app.
- Make the virtual ward available for more than 2 weeks.
- More one-to-one support for those not technologically minded.
- Make more of a point for people to fill out the monitoring sheet in the booklet.
- Change the way questions are worded and allow for more options when answering questions on the app.

