‘You said, we did’: Learning from Service Users at Saint Francis Hospice

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Background

We need to evidence how views of service users inform and develop quality of care but...

- It’s a challenge to get constructive criticism
- It means there’s a gap in our knowledge and understanding

Aim

Use a focus group approach to get...

- Greater depth of views
- Constructive feedback
- A platform for listening and action

Findings: They said

- Bereavement support is essential
- We want support groups at evenings and weekends
- Range of approaches needed as one size does not fit all
- Referral routes could be simplified
- Extend the shop opening hours

We did

- Trained more staff and volunteers to extend shop opening hours
- Appointing to new role - Bereavement Support and Development Lead
- Pemberton Place (Day Services) - new model and extension of service

Method

12 participants recruited from two support groups, included one child aged 6

Purpose ‘You said, we did’. Two questions.

What, from your experience, went well?

What could we do to improve?

These were discussed in two groups of six, each with two facilitators. Notes made and fed back to all.

Also collected video stories via Chatterbox Cab

October 17

Did the same again.

Fed back improvements so far.

They said: Bereavement Services remain central to their need for support.

Conclusions

- Being asked for their views was highly valued
- Learning from service users reaches beyond making improvements
- Some feedback was constructive; more work needed
- Gave insight into the individual experience
- ‘Cloud Surfers’ recruited to review marketing material