

Patient Charter Survey

September 2009



Introduction

- The CGC requested a patient survey to be conducted to measure how far we are meeting the standards we set in our Patients Charter.
- Members of the Service User Development Group were involved in deciding the content and format of the survey.
- The survey was conducted over the three weeks in September.
- It was hoped to take a sample of 5 random patients from each unit.
- 30 completed surveys were returned by patients.

Acorn	4
Naomi	4
Hannah Mills	5
George Jepson	4
Katherine Allen	4
Katherine Allen II	4
Blair Atholl	5
TOTAL	30

Section A

Demographics

Gender

Female	17	(68%)
Male	8	(32%)
Didn't answer	5	

Age group

18-35	6	(24%)
36-55	5	(20%)
56-75	12	(48%)
76 and over	2	(8%)

Performance Indicators

90%+	
71% - 89%	
<70%	

	Positive response
Section B: The right to privacy	
Staff knock before entering my room	93%
Section C: The right to eat and drink when you choose	
I have a choice of hot and cold drinks at all times	93%
I have access to fresh fruit	86%
I have a choice of food at mealtimes	97%
Section D: The right to a clean and comfortable environment	
I respect communal rooms and areas	97%
I take responsibility to leave areas clean and tidy	96%
There is a quiet area I can go to relax	93%
There are suitable smoking facilities	84%
Furniture and surroundings are in good condition	100%
Section E: The right to be treated with dignity	
I am allowed privacy and time to myself	100%
I treat others as I would wish to be treated	96%
I can have bathing assistance with a same sex helper if I want	100%
Section F: The right to be treated non-judgmentally by both staff and patients	
Staff treat me as an individual and respect me as such	100%
Other patients treat me as an individual and respect me as such	61%
Staff treat me with respect, dignity and courtesy	100%
Other patients treat me with respect, dignity and courtesy	67%
Staff treat me with compassion	96%
Other patients treat me with compassion	69%
Staff discriminate against me	93%
Other patients discriminate against me	73%
Staff patronise me	77%
Other patients patronise me	67%
I feel staff keep their word	93%
I feel I am talked down to or 'told off' by staff	67%

Performance Indicators

90%+	
71% - 89%	
<70%	

	Positive response
Section G: The right to freedom of choice	
I can express my opinions and be heard	93%
I have freedom of expression in the way I want to dress	96%
I am able to practice whatever religion I want	93%
I can have relationships when and with who I want	81%
I receive and send mail without it being opened by anyone else	96%
I am able to choose who I want to visit me	96%
The complaints procedure is easy and holds people to account	80%
Section H: The right not to lose freedom and skills	
I feel de-skilled (eg. unable to make a cup of tea)	72%
I have access to the grounds	96%
I have access to the local community	93%
Section I: The right to live in a safe environment	
I have been hit by another patient(s)	81%
I have been verbally abused by another patient(s)	38%
Aggressive behaviour on my unit is dealt with immediately by staff	85%
I have a key to my room	59%
I have a lockable cupboard or drawer	59%
My possessions are safe from harm or theft	64%
Section J: The right to meaningful activity	
I have access to regular activities	96%
Activities are available to both groups and individuals	93%
Outings are regular, frequent and enjoyable	81%
Outings are varied	92%
Information about activities is readily available	89%
Section K: The right to confidentiality	
I know who has access to my information	54%
I know what information is recorded about me	31%
Staff will not discuss my issues without my consent	81%
Fellow patients will not discuss my issues without my consent	54%

Performance Indicators

90%+	
71% - 89%	
<70%	

	Positive response
Section L: The right to feel comfortable	
I can have a same sex person as my Named Nurse if I wish	100%
I am treated ethically by adequately trained staff	96%
I am talked to rather than talked about	91%
I know who is involved in my care	85%
I can question other peoples involvement in my care	92%
Staff talk to me whilst administering my medication	96%
Section M: The right to information	
I am given information about all aspects of my care	81%
I am given information on any relevant health issues	92%
I bring any relevant information to the attention of staff	92%
I have received a Personal Information File	81%
I find my Personal Information File useful	46%
There is up to date information available in my Personal Information File	43%
Section N: The right to make choices	
I can ask to see a Doctor	100%
I am involved in decisions about my care and care plan	85%
I can question any aspect of my care	96%
I can consent to or refuse treatment and medication	80%
I can decide who will attend my reviews	80%
I have been involved as a representative on staff interview panels	28%
The Retreat provides me with what it promises	100%