Using a post-bereavement questionnaire to get feedback on hospital deaths

Dr Rosamund Pugh
Consultant in Palliative Medicine
Royal Bournemouth Hospital

April 2016 – Mar 2017

1259 inpatient deaths
Marie Curie Care of the Dying Evaluation (CODE)

- Personal care
- Environment
- Confidence in clinical staff
- Control of symptoms
- Communication with health care team
- Emotional and spiritual support
- Circumstances surrounding death
- Overall
- Demographics
2016

1001 questionnaires sent out
327 returned so far
Results to clinical audit department

Changes:

<table>
<thead>
<tr>
<th>Questions</th>
<th>Month</th>
<th>Ward</th>
</tr>
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<tbody>
<tr>
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</table>
The bed and surrounding environment was comfortable for him/her

<table>
<thead>
<tr>
<th>Strongly agree</th>
<th>Agree</th>
<th>Neither agree nor disagree</th>
<th>Disagree</th>
<th>Strongly disagree</th>
<th>No answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>36.7%</td>
<td>53.3%</td>
<td>5%</td>
<td>3.3%</td>
<td>1.7%</td>
<td>3</td>
</tr>
</tbody>
</table>

Did you have confidence and trust in the doctors who were caring for him/her?

<table>
<thead>
<tr>
<th>Yes, in all</th>
<th>Yes, in some</th>
<th>No, not in any</th>
<th>No answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>71.9%</td>
<td>24%</td>
<td>4.1%</td>
<td>2</td>
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</table>
On the afternoon before XXXX died I had previously arranged an interview with the doctor in charge as I wasn't happy with how distressed XXXX was and that I'd never seen him so ill. He told me about the treatment plan. I showed him a photo of my husband before he became ill to help explain that the love of my life was in that bed and that he was actually a vibrant human being and nothing like the sorry state he was now in. I should have been better informed of the life-threatening severity and graveness of his condition. No one asked to see me to discuss XXXX in the days prior to his death except on the morning of his death. If I had known how critically ill he was I would never have left his bedside. Instead in ignorance I wasted our last precious time at work when we could have had his last days together. On the morning of his death I was phoned at work and went straight to the hospital. I then contacted our two sons and also other members of the family. When I arrived the doctor who saw me on the morning of XXXX's death was extremely caring and explained clearly that he was dying and that it would not be long. There was very little time for anyone to say goodbye to XXXX.
Report to End of Life Steering Group 6/12
Report to CAEG 12/12
Report to ward sisters/matron 6/12
Mortality meetings
Teaching