Online Appendix D: Example of feedback poster for palliative care service

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| **Service User Experiences: Clinical Care & Support** |
| **What is going well…..*** **Provide true Patient-Centered Care**

*“They have treated him like a human, like an individual” (Relative);“I don’t think they see the patient as a patient…they see them as, you know, a human being with a family” (Bereaved); “they will still talk to her sometimes we forget to do, we talk about her” (Relative)** **Provide the personal touch**

*“I feel as if these are my friends, and I can rely on them” (Relative); “I thought how did she know my name? Little things like that really make a big difference” (Relative)** **Great support staff**

*“the people who come in and clean, the hostess, the receptionist, the health cares, every single one of them is a pleasure” (Relative); “all the different staff…are kind of like angels I think” (Relative)** **Smile**

*“they smile and they joke and they have giggles (Relative); “I don’t know how they manage to keep a smile on their faces” (Relative)** **Ease the pain of death for relatives**

*“I think being here will make those memories less painful than if we had been anywhere else” (Relative); “as a family we got a lot of comfort from her being in there” (Bereaved)* | **Recommendations…..*** **Arrange for more counselling sessions** for both patients and their families,

 should they want it. If you can’t increase capacity,signpost to other services* **Explore opportunities for more physiotherapy** This was mentioned over

& over by patients & relativesSome respondents said they had been taken toone side and things had been explained, but others were unsure and worried* **Be consistent with difficult conversations**

 * **Never forget the high regard you are held in by so many people**

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| **What could be improved….*** **More Physiotherapy**

**“***I feel I could take more physio” (Patient); “I want to ask about physio, I think I need it” (Patient)** **Difficult Conversations**

*“I burst into tears, and said look, I have been here over two weeks…. Yes and I would like some treatment or find out that ok, treatment is not possible” (Patient); “I have no idea, I think I am a lost event, I think I am dying…” (Patient)** **More Counselling Opportunities**

*“not been any mention of counselling…. I did go to see my Doctor the other week as I was feeling down” (Relative)* | **What we did or can do…..****Please take a post-it note****Based on these results:****Record any changes made****Stick on ideas for change**  |
| **Details of the collaboration & researcher contact details here** |