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 & relatives  Some respondents said  they had been taken to  one 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** |
| **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** | |