Introduction
Improving the quality of care for dying patients and the bereavement outcomes for their families, carers and friends is a national priority, but obtaining feedback on end of life care from dying people and their relatives is difficult. This ‘Views of Care’ service improvement project was developed to retrospectively collect the views of how well End of Life Care was being delivered within four areas of the acute hospitals in Greater Glasgow and Clyde.

Aim
- To test the feasibility of collecting feedback using a questionnaire
- Capture qualitative Views of Care
- To identify areas of good practice and areas for improvement.
- To develop an action plan and target education/guidance for staff

Method
This one year project developed a sensitive questionnaire and issued it to relatives/close friends at the time of collection of the death certificate. Four Acute areas with higher numbers of deaths were selected as pilot sites. Staff in pilot sites received support and information about the project. After 6 months staff questionnaires were issued to gather their views of the project and suggestions and improvements were incorporated. Further staff questionnaires were issued on completion of the project.

Results
The feedback, detail an overwhelming view that End of Life Care is being delivered to a high quality and that this matters a great deal to relatives and matters to staff. In total 32 ‘Views of Care’ questionnaires from the bereaved family and friends were received.

Feedback improves practice
Feedback is good
Questionnaire
Inappropriate/Cause distress
Give with bereavement booklets
Timing/too soon
Staff find it difficult

Themed feedback from bereaved family and friends

Feedback
Persons-centred
Communication
Compassion
Dignity/Respect
Gratitude

Themes captured valuable feedback and both benefits and concerns were identified. Areas of improvement were also identified. This shows that there is a continuing need to support and educate staff around end of life care especially around communication/bereavement.

Conclusion
This project has been effective in obtaining valuable feedback from bereaved relatives and close friends. The results identify good practice but also highlight areas for improvement. More research is required to identify the optimal timing and method, such as using technology, for obtaining views of care at end of life. These results will inform an action plan; and help target the development of education and guidance for NHSGGC staff on aspects of end of life care.

Examples of Relative/friend feedback
“My mother was consistently treated with dignity, respect, kindness and exceptional medical care”
“The registrar was unable to fully read the doctors handwriting on the notification of death”

Examples of Staff feedback
“Promotes discussion between staff. Makes you more aware of what can be done for the patient and family. Prompt you to ask the family if they would like anything special for their loved one”
“I am apprehensive as it feels it seems tactless giving relatives a questionnaire at such a difficult time”

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