

Day Patient Review

Quality of Care, Respecting Patients' Privacy in the Day Patient Unit (DPU)

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Aim

To explore Day Patients' views on whether or not they believe their privacy is respected within the Dorothy House DPU.

Current Standard

- Essence of Care Benchmarks - Privacy and Dignity
- Association of Palliative Day Care Leaders standards
- National Minimum Care standards
- DPU Patient Satisfaction survey (bench mark)

Time Scale : 3 – 7 November 2008

Method

- Following explanation of the audit 4 key questions were asked of every patient attending DPU between 3rd and 7th November 2008 individually.
- Members of DH staff not part of the DPU team documented the responses.
- The responses were collated and key themes extracted for further discussion with the Day Patient Review Group.
- A plan of action and recommendations were agreed.

Results

Number of DPU patients interviewed: 38

1. Do you feel that your privacy has been respected in the Day Patient Unit?

Yes 38
No 0
Unsure 0
Unknown 0

2. Have we actually offered you the chance to talk in private should you wish to?

Yes 20
No 16
Unsure 2
Unknown 0

3. Have we ever had conversations in front of others with which you felt uncomfortable?

Yes 1
No 35
Unsure 3
Unknown 0

4. Have we provided any care inappropriately in front of others?

Yes 1
No 36
Unsure 1
Unknown 0



Conclusions

From the 38 patients asked,

- 100% felt their privacy and dignity had been respected,
- 52% had been offered the chance to talk in private,
- 94% felt comfortable with all conversation,
- 1 person felt care had been carried out inappropriately in front of others.

As a result of this audit, practise in DPU will change. Patients will be given a choice to talk in private, rather than in the open DPU environment.

Recommendations

- Ask patients/carers if they would rather talk somewhere private
- To feed back results into the wider DPU Review
- Poster presentation at the Regional Audit Day
- Highlight in written literature that patients can request to speak privately
- To explain to patients on their first visit and at assessment that there are areas of privacy in the DPU
- Re-audit

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