

Narrative comments captured by the NACEL Quality Survey in 2019

"I was very impressed by how the staff spoke to him and cared for him with such empathy and dignity."

"I didn't feel I was kept in the picture enough - the communication was not direct enough. I like things in black and white."

"All members of staff on the ward, from the specialist down to the cleaners treated me and my family with respect kindness and were very helpful when I needed them, I can not thank them enough for all their help."

"It should be a 7 day service not just 9-5, 5 days a week."

More key findings from NACEL can be found in 'The key findings for patients and carers report (2019/20)': <https://bit.ly/3ceAi7l>.



Contacts / Further information

For further information or assistance, please contact nhsbn.nacelsupport@nhs.net

If you would like extra support or someone to talk to, we recommend contacting your GP, a local bereavement counsellor, support groups or one of the numbers below.

- Cruse Bereavement Care Phone: 0808 808 1677
- The Samaritans Phone: 116 123
- Bereavement Advice Centre Phone: 0800 634 9494

Further bereavement resources can be found on the NACEL webpages:

<https://www.nhsbenchmarking.nhs.uk/nacel>

 National Audit of
Care at the End of Life



Benchmarking Network



 the patients association



National Audit of Care at the End of Life (NACEL)



Quality Survey



What is NACEL?

The National Audit of Care at the End of Life (NACEL) is a national comparative audit of the quality and outcomes of care experienced by the dying person (adults only) and those important to them during the last admission leading to death in inpatient facilities across England, Wales and Northern Ireland.



What is the Quality Survey?

A Quality Survey is included as part of the audit to allow family members, and those important to the deceased person, the opportunity to express their views on the care that was provided during the last admission to hospital, and the support they received during this time.

The information provided will enable those who commission and deliver NHS funded end of life care to review their service performance to aid local and national service improvements.

Results from the Quality Survey for round three of the audit (2021) include:

74% of families/carers felt the quality of care provided to the patient was good, excellent or outstanding

68% of families/carers felt the quality of care provided to themselves was good, excellent or outstanding

60% of families/carers felt they were given enough emotional help and support by staff

What does this mean for me?

Over the coming months, you may be sent a letter inviting you to complete the Quality Survey for NACEL round four (2022). If you would like to provide your input to the National Clinical Audit, please complete the survey as instructed within the letter guidance notes, via an online questionnaire or over the phone (through the Patients Association).

Please note, however, this survey is completely voluntary, and you are under no obligation to complete it.

We would like to assure you that your views matter and are highly valued. Your response will help to ensure the best possible care can be delivered to people at the end of life and those close to them.

