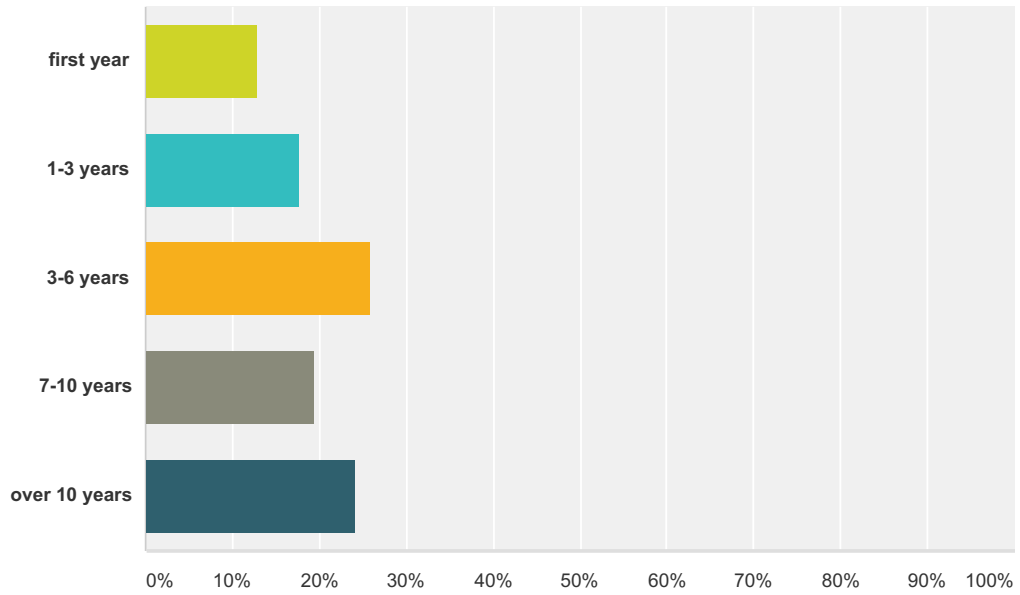


### Q1 How long have you been a member of the Association?

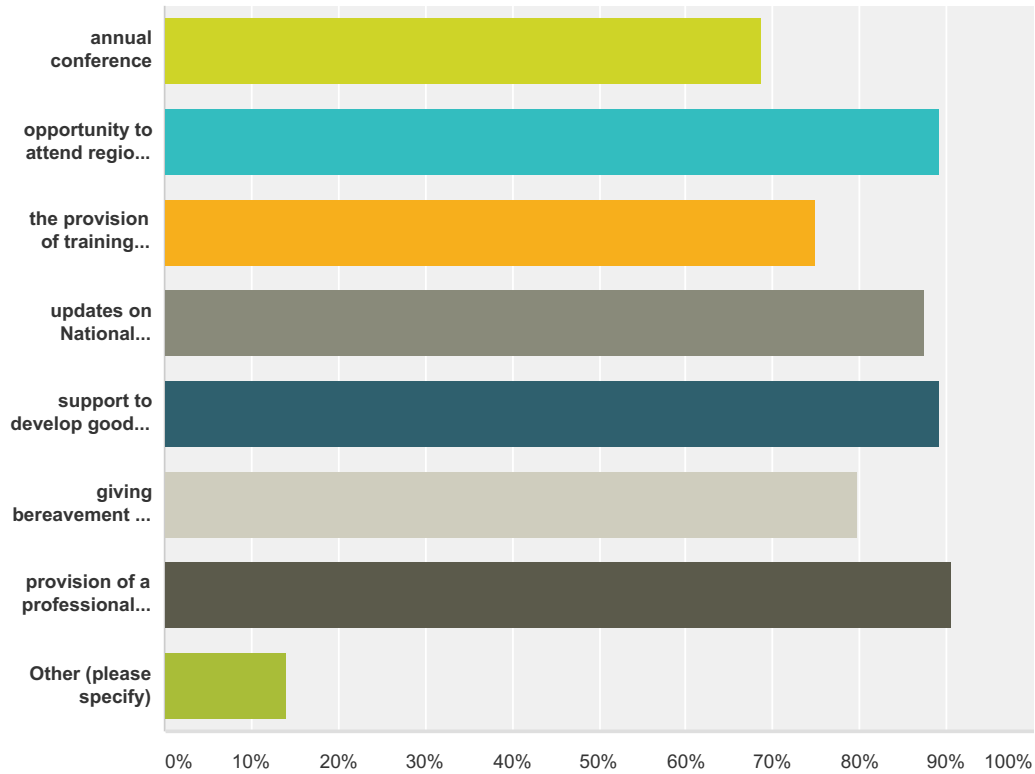
Answered: 62 Skipped: 2



Answer Choices	Responses	
first year	12.90%	8
1-3 years	17.74%	11
3-6 years	25.81%	16
7-10 years	19.35%	12
over 10 years	24.19%	15
<b>Total</b>		<b>62</b>

## Q2 What do you expect to gain from your ABSCO membership? (please tick all that apply)

Answered: 64 Skipped: 0



Answer Choices	Responses
annual conference	68.75% 44
opportunity to attend regional meetings	89.06% 57
the provision of training opportunities	75.00% 48
updates on National policy and practice	87.50% 56
support to develop good practice	89.06% 57
giving bereavement a voice within the palliative care field	79.69% 51
provision of a professional network	90.63% 58
Other (please specify)	14.06% 9
<b>Total Respondents: 64</b>	

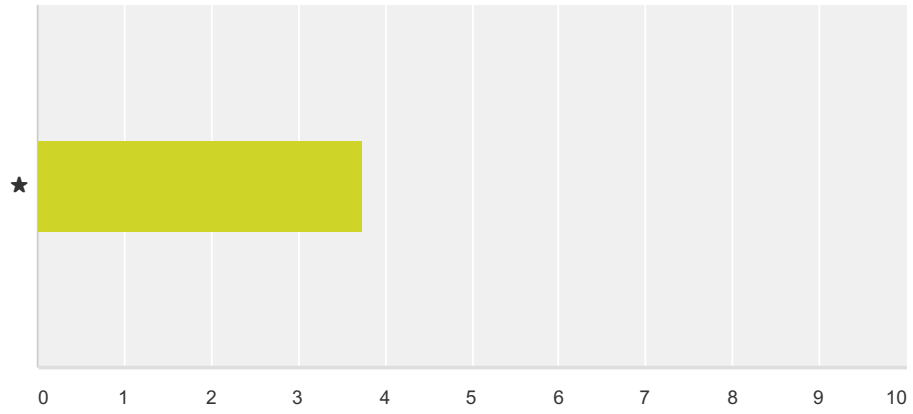
#	Other (please specify)	Date
1	Networking re methods of evaluation and outcomemeasures, updates from research literature, encouragement to evaluate and publish in relation to best practice, development of the evidence base for bereavement care. Answer to Q3 is OK - not able to write in space or tick	2/13/2017 1:27 PM
2	Honest deep dialogue and support about difficult professional issues. Respect, affirmation and challenge.	2/9/2017 5:20 PM

## ABSCO satisfaction survey

3	I was in a unique position of moving across to hold the service when previous post holder left suddenly, looking to ABSCo to benchmark and for support	2/9/2017 10:29 AM
4	Self Care	1/24/2017 5:34 PM
5	Its impossible to cater for everyone's diverse needs as we all come from different style hospices but it may be useful to make the groups smaller to fit around different needs. Most of what is discussed is not relevant to our hospice as we a Daycare unit and we offer support not counselling	1/24/2017 3:31 PM
6	My choices reflect an ideal for which there are many constraints on my part due to to financial and time pressures. I am aware the executive will experience the same constraints	1/24/2017 3:14 PM
7	Unable to answer question 3 as I have only attended 1 network meeting so far.	1/24/2017 10:40 AM
8	networking with other members is invaluable	1/24/2017 10:34 AM
9	Networking- sharing of knowledge and best practice	1/24/2017 9:47 AM

**Q3 how well does the Association do in meeting your expectations?**

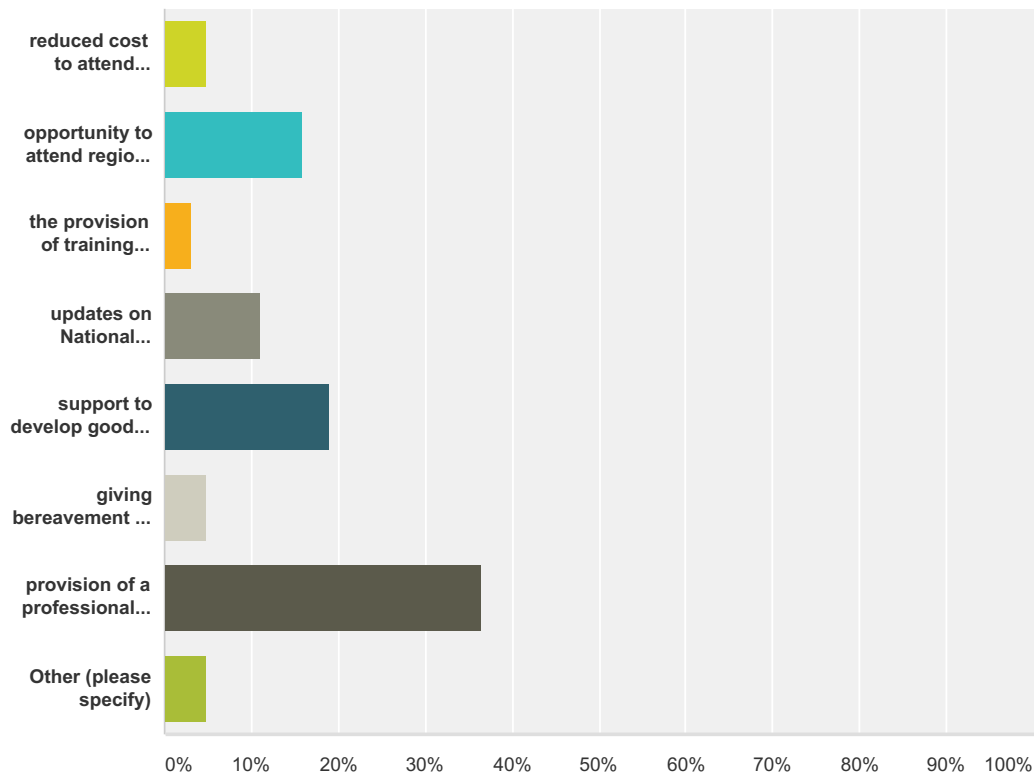
Answered: 59 Skipped: 5



	not at all well	Not so well	Ok	very well	Extremely well	Total	Weighted Average
★	0.00% 0	5.08% 3	27.12% 16	57.63% 34	10.17% 6	59	3.73

### Q4 What do you believe is the main benefit of your ABSCO membership?

Answered: 63 Skipped: 1



Answer Choices	Responses
reduced cost to attend annual conference	4.76% 3
opportunity to attend regional meetings	15.87% 10
the provision of training opportunities	3.17% 2
updates on National policy and practice	11.11% 7
support to develop good practice	19.05% 12
giving bereavement a voice within the palliative care field	4.76% 3
provision of a professional network	36.51% 23
Other (please specify)	4.76% 3
<b>Total</b>	<b>63</b>

#	Other (please specify)	Date
1	The regional group and support with in it is priceless	2/9/2017 12:28 PM
2	Cannot yet answer this question	1/24/2017 10:46 AM
3	all of the above! but also that it is a stand alone association just for us in the role- NOT diluted by other professionals	1/24/2017 9:47 AM

## ABSCO satisfaction survey

### Q5 what would improve your experience of being an ABSCO member?

Answered: 64 Skipped: 0

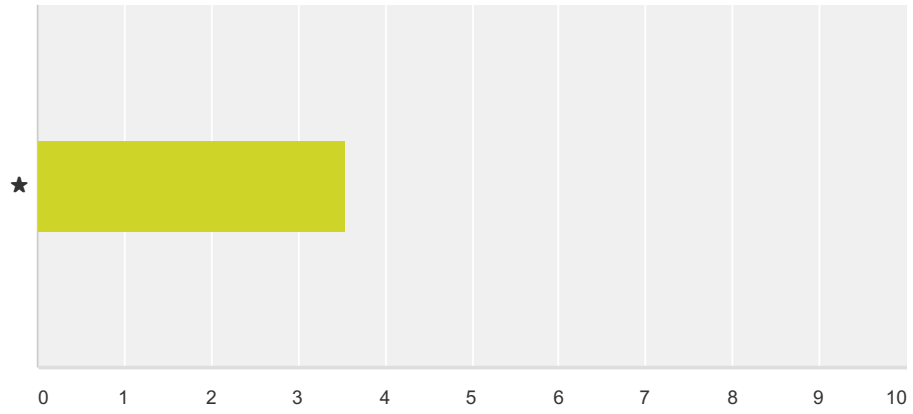
#	Responses	Date
1	Increased opportunities for peer support - maybe Skype meetings.	2/27/2017 5:39 PM
2	I can't think of anything further at present	2/27/2017 11:36 AM
3	Overall I value my involvement with ABSCO, it is purely my work commitments at present that may not allow me to be as involved as I would like but I'm aware that the network of colleagues are there for me to share ideas, support and good practice.	2/24/2017 2:32 PM
4	Sorry, Can't think of anything at the moment	2/21/2017 10:41 AM
5	Meeting more in local area reducing the cost of attending the meetings and time away. Easier to attend a 4 hour meeting that does not mean the whole day away from service. Increase the membership by looking at those doing the pre bereavement work to be included. Those organisations that support families with life limiting illness.	2/20/2017 2:28 PM
6	Being able to develop local peer support. My regional representative is very helpful.	2/20/2017 1:16 PM
7	More sharing of information between work places.	2/20/2017 10:27 AM
8	having more time to attend to ABSCO business ! developing a nationally recognised role description and payscale	2/15/2017 3:06 PM
9	Improve website E-alerts re policy updates etc	2/15/2017 11:19 AM
10	regional meetings venues to change geographically to increase opportunity to attend	2/14/2017 11:41 AM
11	ABSCO Newsletter - quarterly	2/14/2017 11:35 AM
12	Being able to attend the regional meetings. This is down to me to manage as you give very good notice of the dates and venues. I do regularly attend a South Regional Hospice Patient and Family Support Managers meeting which includes some SE ABSCO colleagues so I do gain some bereavement networking and support from this meeting.	2/14/2017 10:24 AM
13	Opportunity to attend more than one regional group as am on border of 2 regions. Answer to Q 6 is very important - my computer offered nothing to tick here ...	2/13/2017 1:27 PM
14	As a new member I have only attended one regional meeting so i'm not sure at the moment.	2/13/2017 10:47 AM
15	Being able to attend more regional meetings.	2/10/2017 5:31 PM
16	More focus on clinical issues....less on policy and red tape demands of organizations, which keep reinventing themselves every few years. Ongoing professional development opportunities.	2/9/2017 5:20 PM
17	Specialist group for Children's hospice bereavement	2/9/2017 5:14 PM
18	Not all bereavement groups are within large stand alone hospices. An acknowledgement for those members who do not have wonderful purpose built facilities but who still strive to provide some services would be appreciated.	2/9/2017 2:42 PM
19	Personalised response from regional rep.	2/9/2017 1:43 PM
20	meetings being more local, applicable to local area, regular newsletters, updates, energy	2/9/2017 12:29 PM
21	More Children's Hopices to engage and be represented	2/9/2017 12:28 PM
22	At the regional meetings, if there could be a part of the meeting (perhaps at the end?) when there could be a split into two groups - one for those from adult hospices and one for those from children's hospices so that there could be a specific discussion around issues relevant to their services - perhaps a topic for each meeting?	2/9/2017 12:21 PM
23	More training organised during our meetings	2/9/2017 11:22 AM
24	Contribution from more members at regional meetings would be helpful.	2/9/2017 10:43 AM
25	enhanced website for better communication between meetings	2/9/2017 10:29 AM
26	Nothing I can think of.	2/9/2017 10:29 AM
27	More training events	2/9/2017 9:40 AM
28	Not sure	2/8/2017 10:25 PM

## ABSCO satisfaction survey

29	An improved website with more access to new items and updates on national guidelines.	2/1/2017 4:02 PM
30	me giving more time to attending regional meetings & using the website.	2/1/2017 2:18 PM
31	Less time pressures within my work and personal life.	1/30/2017 5:46 PM
32	If I lived in UK meetings would be easier to attend	1/29/2017 8:12 PM
33	Knowing regional meetings topics of discussion further in advance to enable planning. Not all topics are appropriate to my working situation	1/26/2017 12:02 PM
34	NA	1/26/2017 9:02 AM
35	Website containing more information documents e.g. policy, research links etc - basically a bereavement focused resource.	1/25/2017 9:57 AM
36	Conference being further south occasionally	1/25/2017 9:55 AM
37	More focus at regional meetings - meatier topics or guest speakers	1/24/2017 5:34 PM
38	being able to dedicate more time into my working week to read and keep up regular contact	1/24/2017 4:10 PM
39	I cannot think of anything	1/24/2017 3:35 PM
40	More relaxed membership, so other members of the team can come along more than once.	1/24/2017 3:31 PM
41	I wish i was able to participate more and make better use of the existing services available.	1/24/2017 3:14 PM
42	nothing from ABSCO's end just recognition of it from work end!!	1/24/2017 3:07 PM
43	More training opportunitie	1/24/2017 2:02 PM
44	I'm pretty happy with how things are as they stand. Possibly more info and liaison in relation ro research and developments in the field in an easily digestible format would be good but that can be accessed via CBN or NBA.	1/24/2017 1:14 PM
45	A more helpful/detailed website would be good, but I have found membership to be very useful and supportive and I look forward to attending a conference.	1/24/2017 12:25 PM
46	Available NHS funds/time allocated in order to attend meetings etc	1/24/2017 12:15 PM
47	Not sure really.	1/24/2017 12:04 PM
48	Cannot yet answer this properly	1/24/2017 10:46 AM
49	Have only attended 1 network meeting so too early to say.	1/24/2017 10:40 AM
50	More members getting involved. Regions taking responsibility for conference programme.	1/24/2017 10:40 AM
51	Not sure	1/24/2017 10:36 AM
52	gaining further knowledge in bereavement work	1/24/2017 10:34 AM
53	Can't think of anything. I really appreciate the support and value our regional meetings	1/24/2017 9:59 AM
54	Better access to useful resources on website.	1/24/2017 9:50 AM
55	improved communication from chair- more practical sup[port in running my service e.g. volunteer training manual	1/24/2017 9:47 AM
56	To have training and speakers from outside our region. At the moment most training and speaker are arranged by ourselves.	1/24/2017 9:43 AM
57	I am very happy with what ABSCo offer me, as a member and feel very well supported by our regional chair and the other members .	1/24/2017 9:23 AM
58	better local rather than regional networks as distance/time is prohibitive	1/24/2017 9:22 AM
59	Greater opportunity for engaging with colleagues across the country - higher profile for bereavement within palliative care	1/23/2017 11:56 PM
60	Nothing	1/23/2017 10:52 PM
61	More structured meetings and more material	1/23/2017 10:32 PM
62	more bereavement specific training opportunities delivered at regional level. Can't always have the time to attend a 2 day conference with additional travel time	1/23/2017 10:00 PM
63	Can't think of anything	1/23/2017 8:30 PM
64	Access to relevant training	1/23/2017 7:52 PM

**Q6 how important do you believe it is for ABSCO to hold an annual conference**

Answered: 62 Skipped: 2

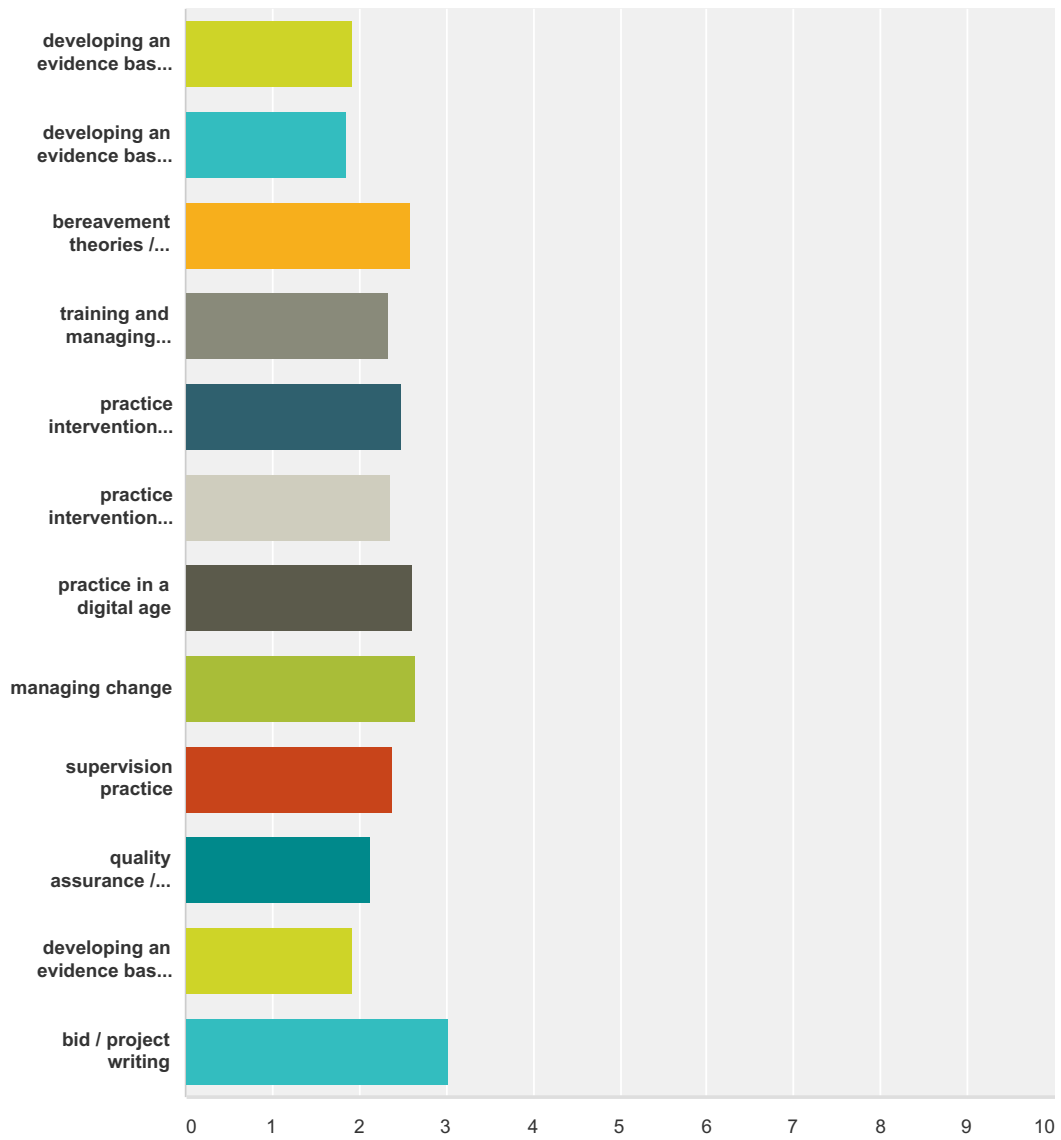


	not at all	not very important	important	very important	essential	Total	Weighted Average
★	1.61% 1	11.29% 7	40.32% 25	24.19% 15	22.58% 14	62	3.55



### Q7 what areas would you like ABSCo to provide training in? (please rate)

Answered: 64 Skipped: 0



	essential	very important	somewhat important	not so important	not at all important	Total	Weighted Average
developing an evidence base - bereavement research	38.33% 23	38.33% 23	16.67% 10	5.00% 3	1.67% 1	60	1.93
developing an evidence base - assessment and outcome measures	34.92% 22	49.21% 31	12.70% 8	1.59% 1	1.59% 1	63	1.86
bereavement theories / theorists	11.86% 7	35.59% 21	35.59% 21	15.25% 9	1.69% 1	59	2.59
training and managing volunteers	19.05% 12	42.86% 27	25.40% 16	11.11% 7	1.59% 1	63	2.33
practice interventions / skills - working 1:1	18.03% 11	32.79% 20	32.79% 20	14.75% 9	1.64% 1	61	2.49

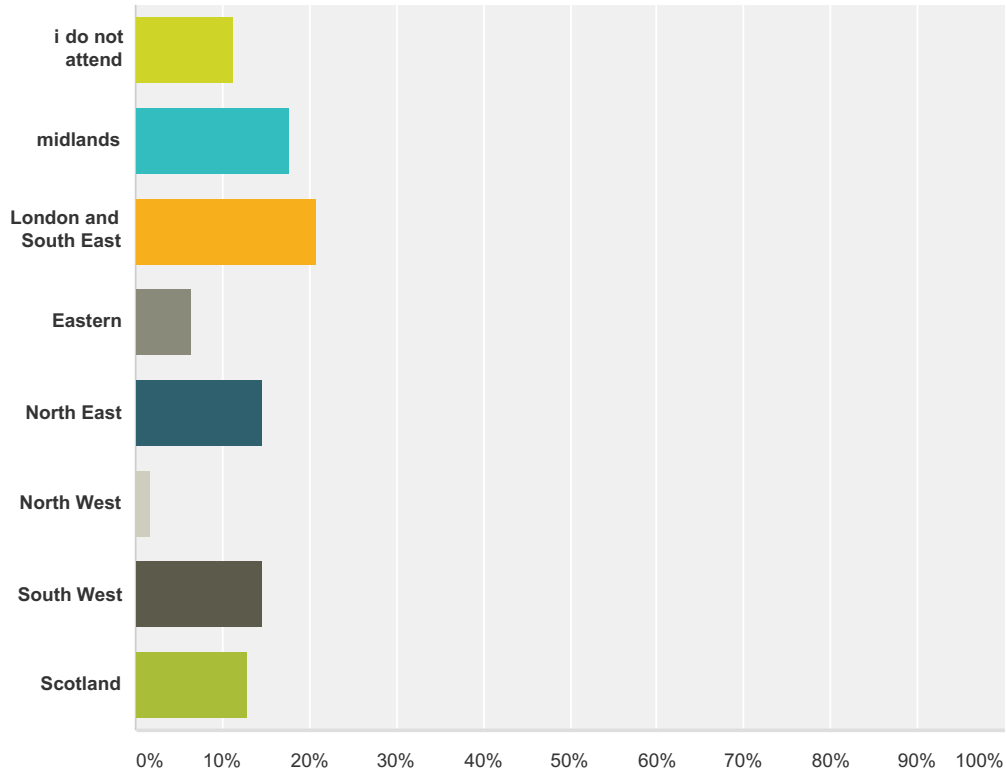
## ABSCO satisfaction survey

practice interventions skills - working with families	<b>16.95%</b> 10	<b>40.68%</b> 24	<b>33.90%</b> 20	<b>6.78%</b> 4	<b>1.69%</b> 1	59	2.36
practice in a digital age	<b>10.00%</b> 6	<b>31.67%</b> 19	<b>48.33%</b> 29	<b>8.33%</b> 5	<b>1.67%</b> 1	60	2.60
managing change	<b>8.47%</b> 5	<b>37.29%</b> 22	<b>35.59%</b> 21	<b>16.95%</b> 10	<b>1.69%</b> 1	59	2.66
supervision practice	<b>13.56%</b> 8	<b>44.07%</b> 26	<b>35.59%</b> 21	<b>5.08%</b> 3	<b>1.69%</b> 1	59	2.37
quality assurance / frameworks	<b>25.00%</b> 15	<b>45.00%</b> 27	<b>25.00%</b> 15	<b>3.33%</b> 2	<b>1.67%</b> 1	60	2.12
developing an evidence base - outcome measures	<b>29.82%</b> 17	<b>52.63%</b> 30	<b>14.04%</b> 8	<b>1.75%</b> 1	<b>1.75%</b> 1	57	1.93
bid / project writing	<b>10.17%</b> 6	<b>15.25%</b> 9	<b>40.68%</b> 24	<b>28.81%</b> 17	<b>5.08%</b> 3	59	3.03

#	Other (please specify)	Date
1	Working with volunteers, developing programmes for working with prolonged/complicated grief - e.g. drawing on Kathy Shear's work.	2/13/2017 1:27 PM
2	These answers reflect where I am at the moment - in a new role and developing the service.	2/13/2017 10:47 AM
3	ABSCo should not be a training provide. It should provide links to the quality training available and only create training to fill any gaps/talk to providers on what their membership have requested to see if they can fill the gaps.	2/9/2017 1:43 PM
4	Because we are only a support service many of the above are of course very important but are not relevant to our hospice.	1/24/2017 3:31 PM
5	Record keeping - Good practice	1/24/2017 10:40 AM
6	I think it's important that ABSCo continues to provide training of interest to members new to leading Bereavement services, to support succession planning as many BSCs develop services and stay in post long term.	1/23/2017 8:30 PM

### Q8 which regional meeting do you attend?

Answered: 62 Skipped: 2

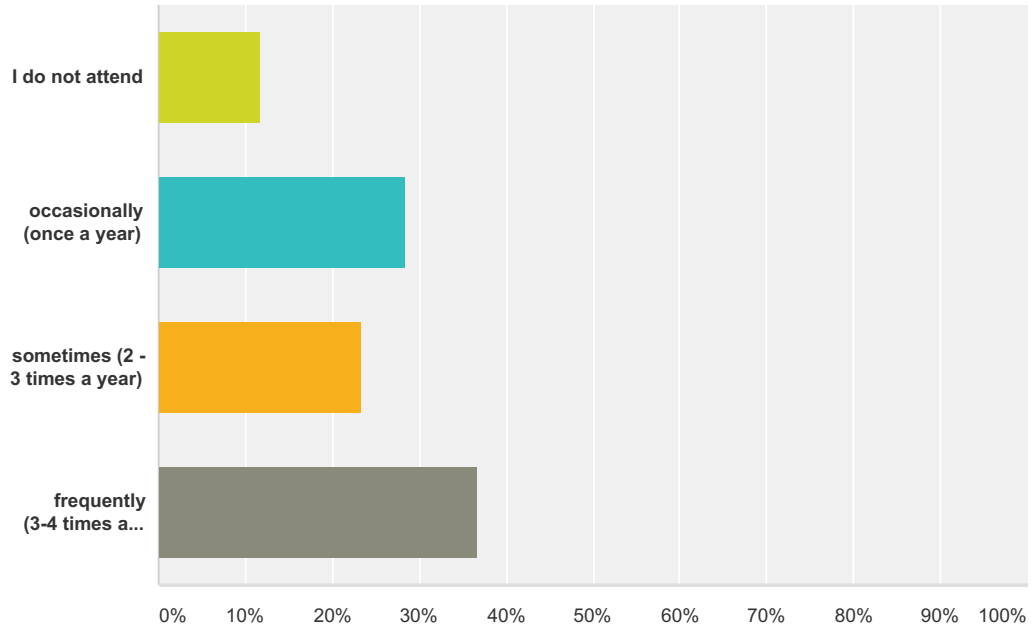


Answer Choices	Responses
i do not attend	11.29% 7
midlands	17.74% 11
London and South East	20.97% 13
Eastern	6.45% 4
North East	14.52% 9
North West	1.61% 1
South West	14.52% 9
Scotland	12.90% 8
<b>Total</b>	<b>62</b>

#	Other (please specify)	Date
1	I have not been able to attend as meetings seem to always clash with prior commitments and it is difficult for me to get to Solihull. My colleague usually goes.	2/13/2017 1:27 PM
2	the bereavement assist post attends these meetings when she can	2/9/2017 12:29 PM
3	Not as often as I would like due to work commitments!	2/9/2017 12:21 PM
4	Did attend but unable to now as only work 2 days and workload pressures. meetings a long distance away often.	1/24/2017 9:22 AM

### Q9 how frequently do you attend your regional meeting?

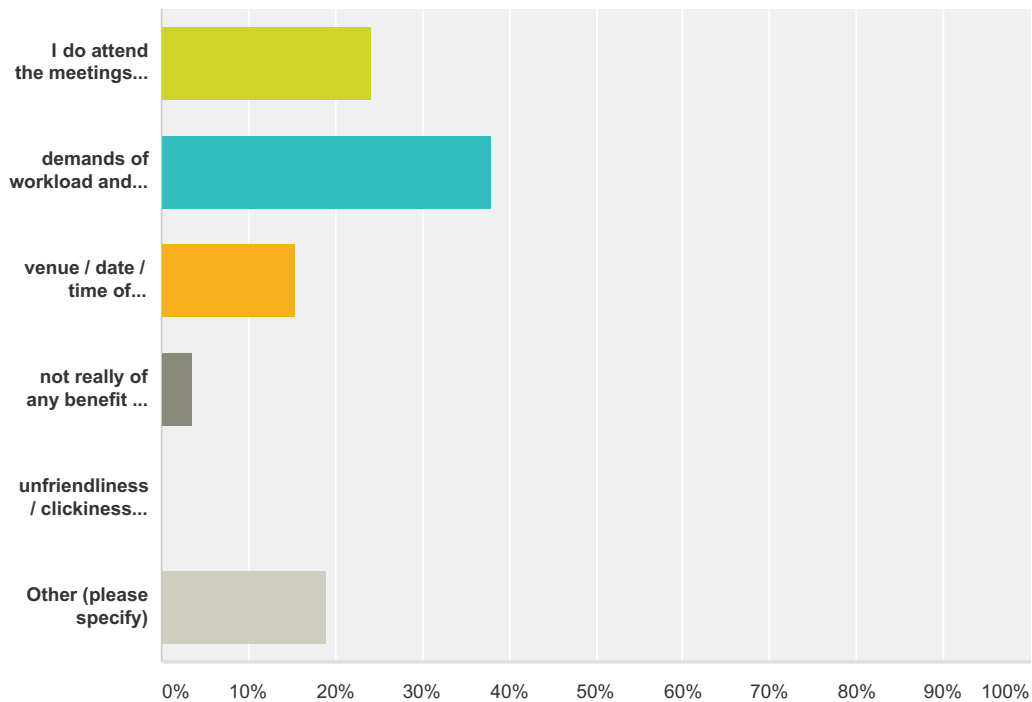
Answered: 60 Skipped: 4



Answer Choices	Responses
I do not attend	11.67% 7
occasionally (once a year)	28.33% 17
sometimes (2 - 3 times a year)	23.33% 14
frequently (3-4 times a year)	36.67% 22
<b>Total</b>	<b>60</b>

### Q10 please state the Main reason for not regularly attending regional meetings

Answered: 58 Skipped: 6



Answer Choices	Responses	
I do attend the meetings regularly	24.14%	14
demands of workload and capacity issues	37.93%	22
venue / date / time of meetings	15.52%	9
not really of any benefit to me	3.45%	2
unfriendliness / clickiness of meetings	0.00%	0
Other (please specify)	18.97%	11
<b>Total</b>		<b>58</b>

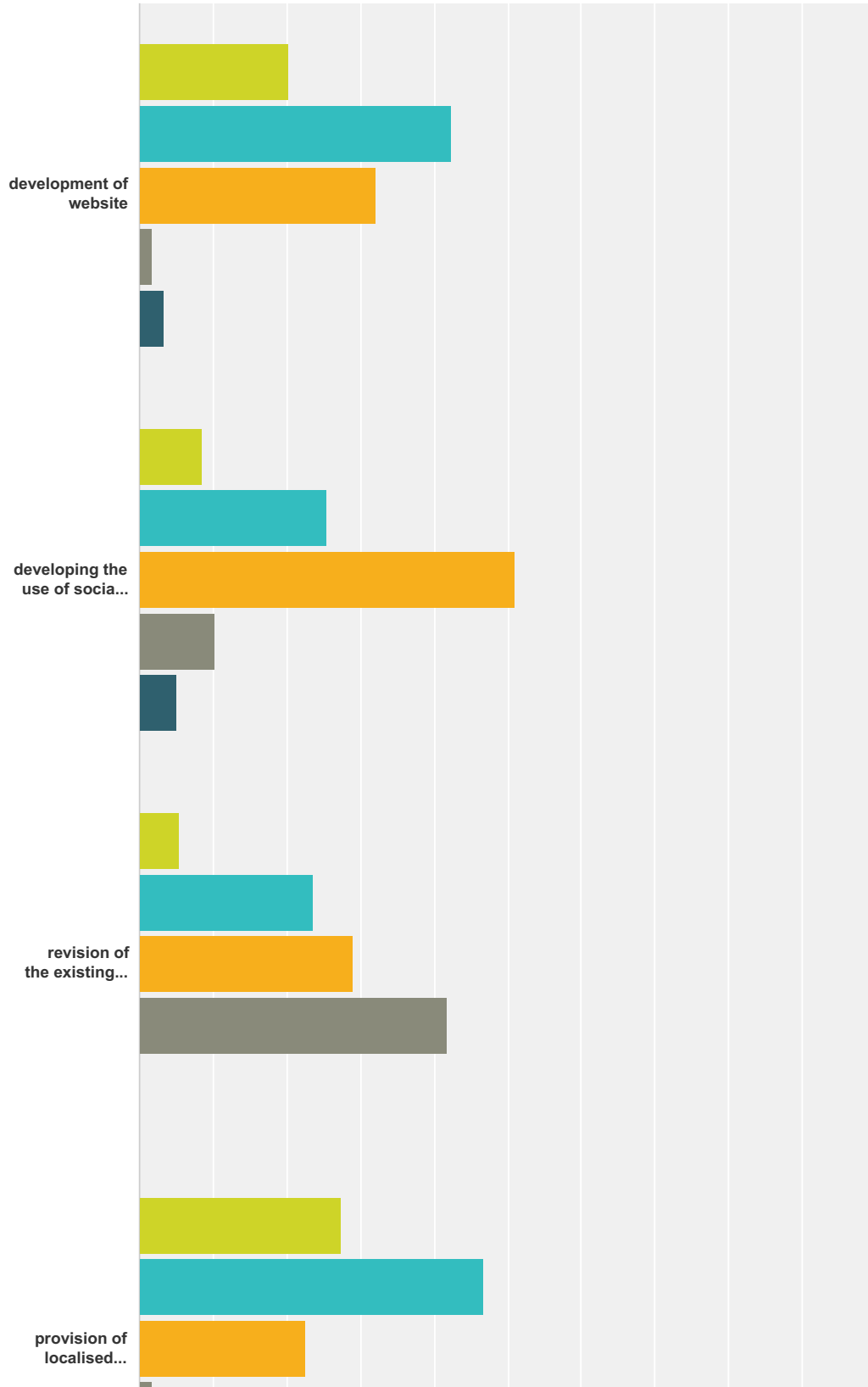
#	Other (please specify)	Date
1	As a new member I have attended one meeting and going to another this week - it is my intention to attend most meetings	2/13/2017 10:47 AM
2	We have a more local, regional network that covers Herts and Beds which i co-chair, and provides more localised networking- also- essentially- not just with hospices.	2/9/2017 12:29 PM
3	this is not my main role here I am covering the service in an interim capacity whilst still doing my main role	2/9/2017 10:29 AM
4	Cost of travel as living in Jersey	2/8/2017 10:25 PM
5	Cost of travel to UK for a meeting- not cost effective for my organisation. Useful to keep in touch by email.	1/29/2017 8:12 PM
6	They get cancelled	1/24/2017 2:02 PM
7	No funding available for travel; no time allocated to attend (basically it would be a day out); I am only employed to work 15 hours per week.	1/24/2017 12:15 PM

## ABSCO satisfaction survey

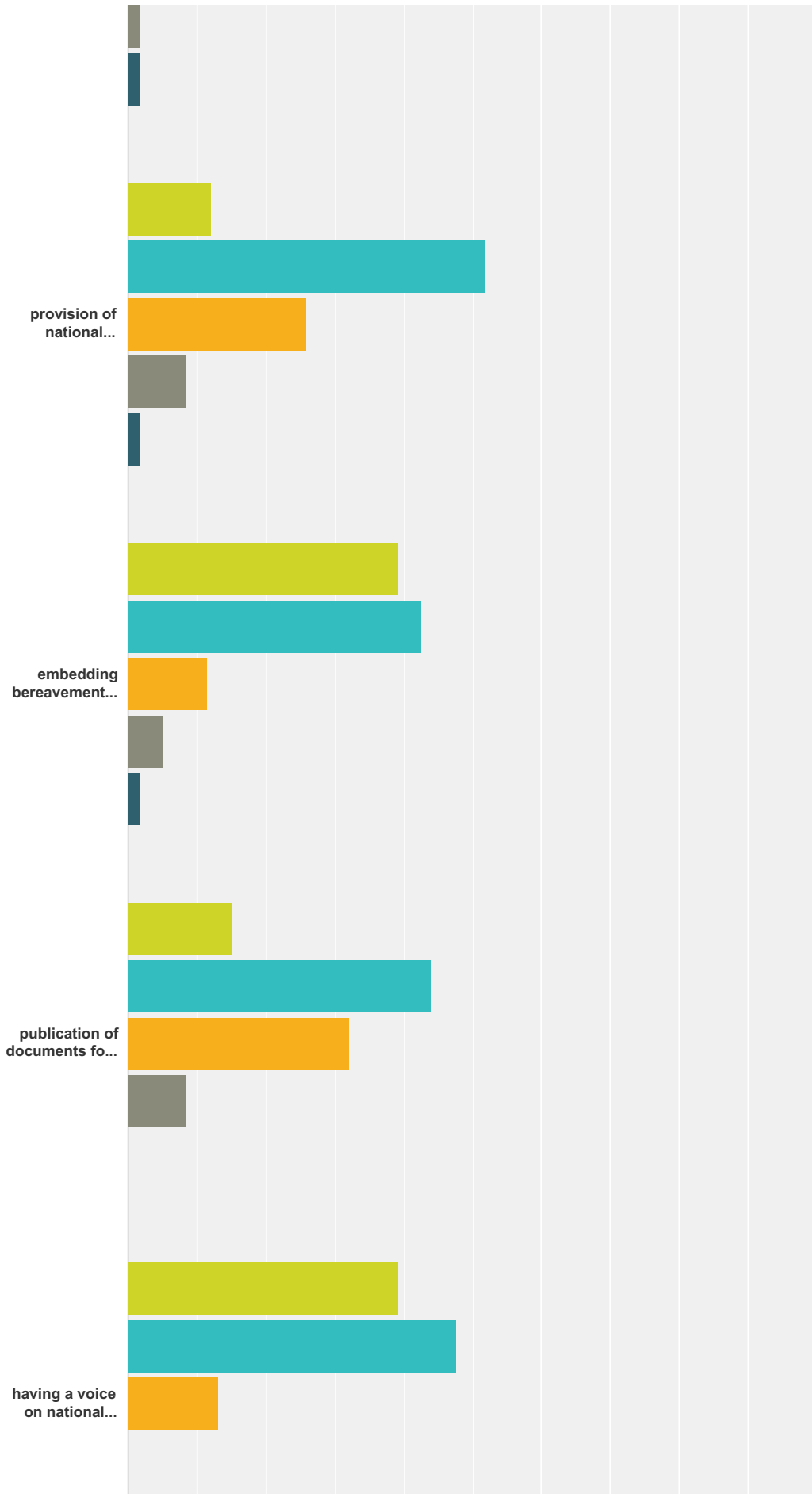
8	I have been unable to attend any as yet in my first year owing to date clashes however I am attending in February 2017.	1/24/2017 10:46 AM
9	Living in the Channel Islands makes it difficult due to travel/cost etc.	1/24/2017 10:36 AM
10	I regularly attending the meetings	1/24/2017 9:23 AM
11	I attended most meetings when managing the Bereavement service; this has now passed on to another member of my team who attends regularly and I just maintain collegial contact within the peer network and will attend conference if particularly of interest to my teaching/new role.	1/23/2017 8:30 PM

**Q11 what areas do you think it is important that ABSCo works on and develops over the next three years?**

Answered: 64 Skipped: 0

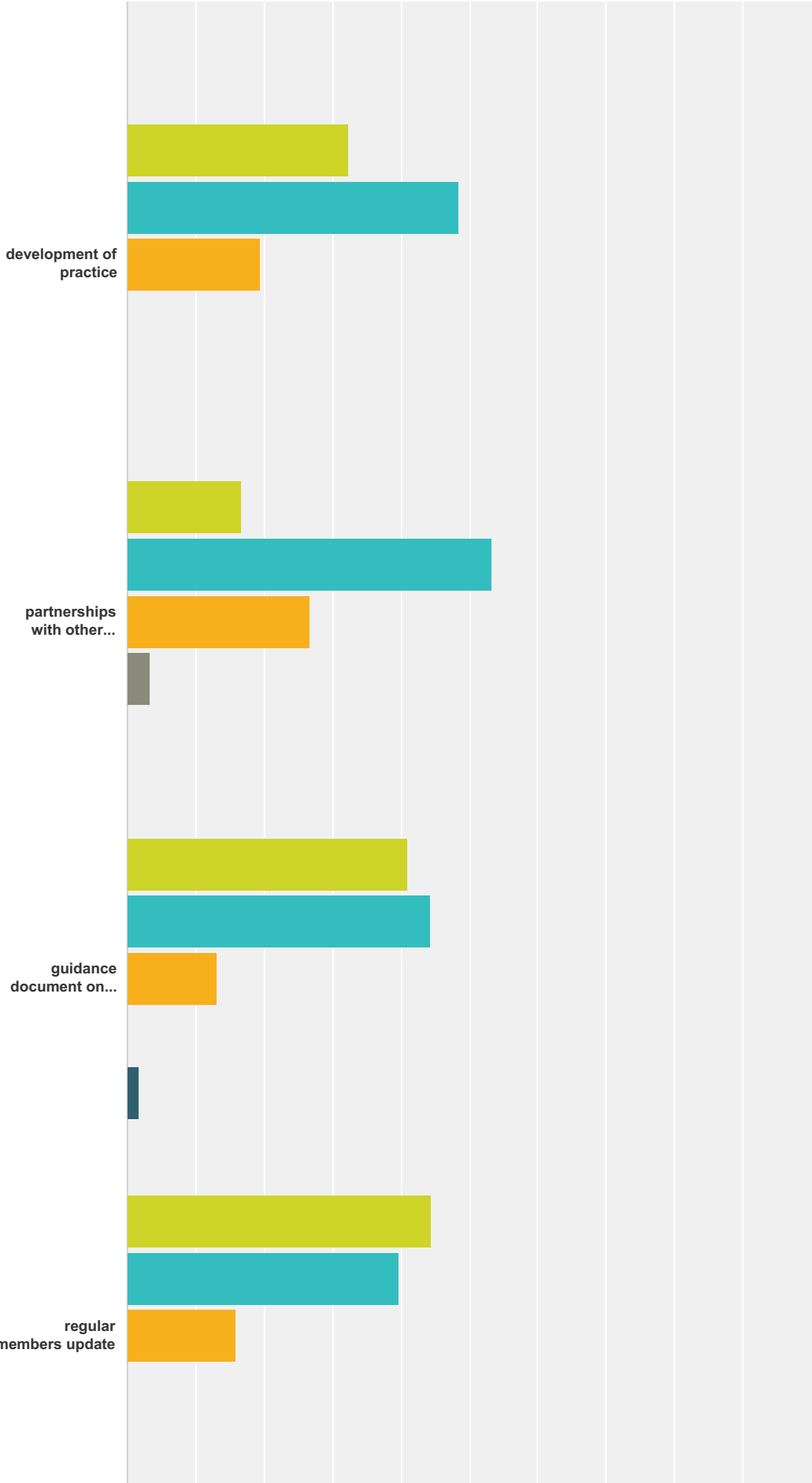


ABSCO satisfaction survey





ABSCO satisfaction survey



## ABSCO satisfaction survey



0% 10% 20% 30% 40% 50% 60% 70% 80% 90% 100%

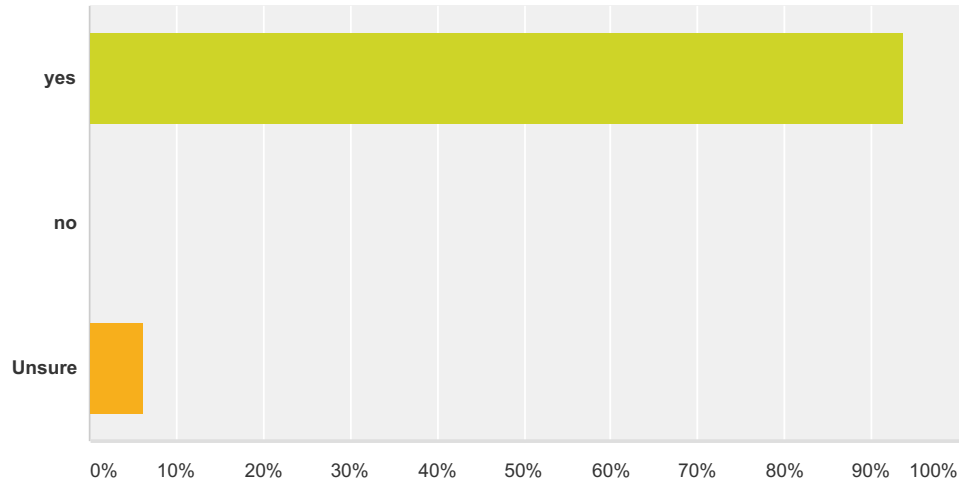
extremely important    
  very important    
  somewhat important    
  not so important  
 not at all important

	extremely important	very important	somewhat important	not so important	not at all important	Total
development of website	20.34% 12	42.37% 25	32.20% 19	1.69% 1	3.39% 2	59
developing the use of social media	8.47% 5	25.42% 15	50.85% 30	10.17% 6	5.08% 3	59
revision of the existing regional meeting structure	5.45% 3	23.64% 13	29.09% 16	41.82% 23	0.00% 0	55
provision of localised training events	27.42% 17	46.77% 29	22.58% 14	1.61% 1	1.61% 1	62
provision of national training events	12.07% 7	51.72% 30	25.86% 15	8.62% 5	1.72% 1	58
embedding bereavement care standards in practice - development of peer reviews	39.34% 24	42.62% 26	11.48% 7	4.92% 3	1.64% 1	61
publication of documents for CEO's / local decision makers	15.25% 9	44.07% 26	32.20% 19	8.47% 5	0.00% 0	59
having a voice on national policy development	39.34% 24	47.54% 29	13.11% 8	0.00% 0	0.00% 0	61
development of practice	32.26% 20	48.39% 30	19.35% 12	0.00% 0	0.00% 0	62
partnerships with other organisations / associations	16.67% 10	53.33% 32	26.67% 16	3.33% 2	0.00% 0	60
guidance document on assessment and outcomes	40.98% 25	44.26% 27	13.11% 8	0.00% 0	1.64% 1	61
regular members update	44.44% 28	39.68% 25	15.87% 10	0.00% 0	0.00% 0	63

#	Other (please specify)	Date
1	Developing evidence base to support/challenge frameworks such as NICE model	2/13/2017 1:27 PM
2	Personally, I believe it is really important to work together, and it may be blue sky, however I think there would be benefits to the merging of the NBA and ABSCO, although appreciate this would be a big change.	2/9/2017 12:29 PM
3	Developing outcome measures Developing an audit tool to work with BCS Working with CQC to ensure bereavement services are recognised as a hospice core services and included in inspections.	2/9/2017 10:29 AM

**Q12 Do you think that it is important for ABSCo to work in collaboration with other organisations in developing policy, research and practice?**

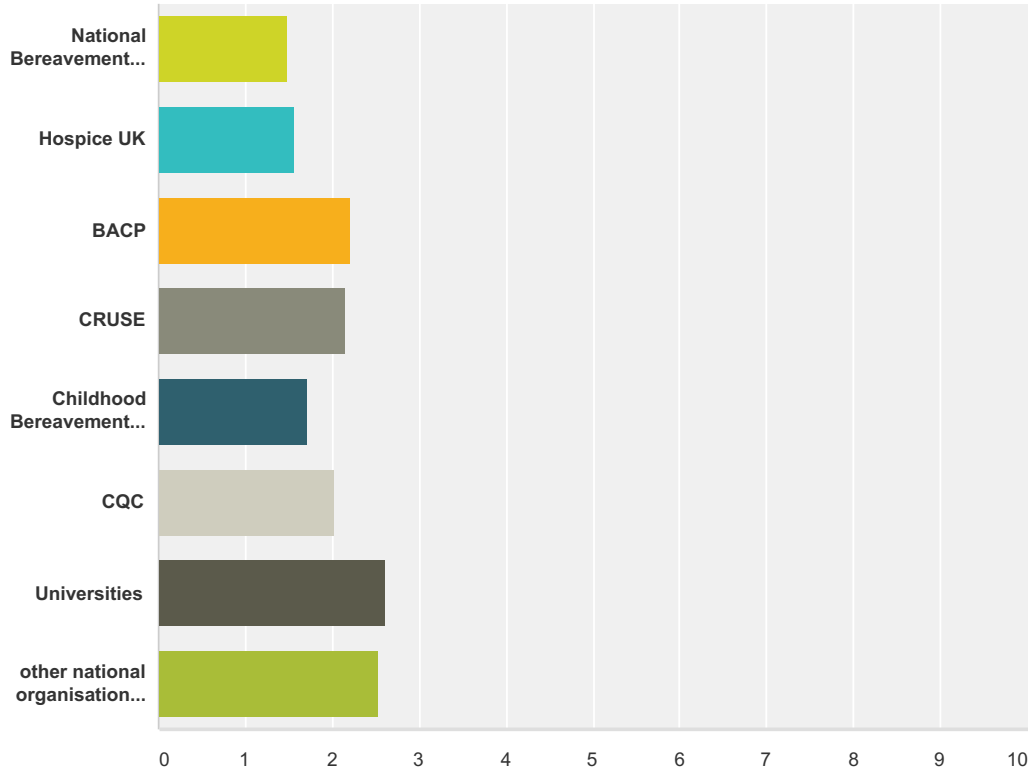
Answered: 63 Skipped: 1



Answer Choices	Responses	
yes	93.65%	59
no	0.00%	0
Unsure	6.35%	4
<b>Total</b>		<b>63</b>

**Q13 if you have answered yes or unsure to the question above please rate the importance which you think ABSCo should place on developing partnerships with**

Answered: 63 Skipped: 1



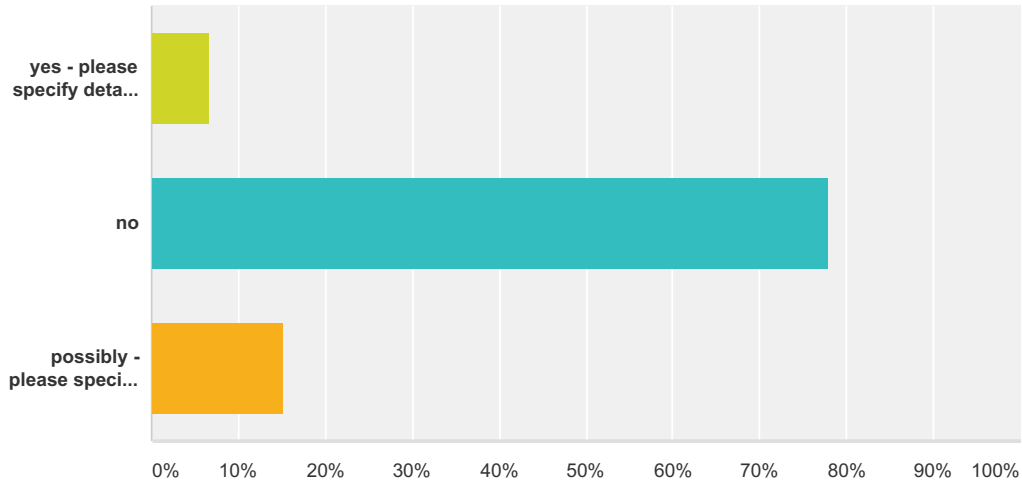
	extremely important	somewhat important	important	not so important	not at all important	Total	Weighted Average
National Bereavement Alliance	65.57% 40	19.67% 12	14.75% 9	0.00% 0	0.00% 0	61	1.49
Hospice UK	59.68% 37	24.19% 15	16.13% 10	0.00% 0	0.00% 0	62	1.56
BACP	33.33% 20	28.33% 17	21.67% 13	16.67% 10	0.00% 0	60	2.22
CRUSE	32.20% 19	37.29% 22	16.95% 10	10.17% 6	3.39% 2	59	2.15
Childhood Bereavement Network	50.00% 30	30.00% 18	18.33% 11	1.67% 1	0.00% 0	60	1.72
CQC	36.21% 21	34.48% 20	20.69% 12	8.62% 5	0.00% 0	58	2.02
Universities	16.95% 10	32.20% 19	25.42% 15	23.73% 14	1.69% 1	59	2.61
other national organisations - Macmillan, AGE UK, Alzheimers,	18.33% 11	31.67% 19	30.00% 18	18.33% 11	1.67% 1	60	2.53

## ABSCO satisfaction survey

#	Other (please specify)	Date
1	Together for Short Lives	2/24/2017 2:32 PM
2	National Counselling Society in preference to BACP	2/15/2017 3:06 PM
3	NCPC, Loss Foundation	2/13/2017 1:27 PM
4	As a new member I'm not really sure about this question. I am a member of the organisations I have ticked and I get different things from them all.	2/13/2017 10:47 AM
5	Together for Short Lives	2/9/2017 5:14 PM
6	local organisations who provide quality care and support in loss and bereavement.	2/9/2017 1:43 PM
7	APCSW	1/26/2017 12:02 PM
8	I would have like more information about the benefits of some partnerships to give a more informed choice.	1/24/2017 3:14 PM
9	Together for Short Lives (paediatric palliative care)	1/23/2017 10:00 PM

### Q14 would you be interested in becoming an executive member or being involved in undertaking ABSCo projects?

Answered: 59 Skipped: 5



Answer Choices	Responses
yes - please specify details and roles / area below	6.78% 4
no	77.97% 46
possibly - please specify details and roles / area below	15.25% 9
<b>Total</b>	<b>59</b>

#	please give contact details and specify possible areas of interest	Date
1	Seamus Nash=possibly interested in getting involved.	2/27/2017 11:36 AM
2	already involved	2/14/2017 11:35 AM
3	I have some time consuming development projects 2017/2018 so I may be interested in about 18 months time. Sadly I am not coming to the annual conference this year as I am attending a week long conference 'Exploring the Dynamics of Attachment in Adult Life', in May 2017 where I am delivering a paper on Death and Wellbeing. I am also developing and applying this model of psychotherapy to EOLC and Bereavement. Thank you all for all the very hard, supportive and committed work you give to ABSCo and all of us. I appreciate it. Jane Cato Martlets Hospice. jane.cato@martlets.org.uk	2/14/2017 10:24 AM
4	This is something I would be very interested in but maybe in the future	2/13/2017 10:47 AM
5	I am interested in helping to connect organisations so that we are all working together for all bereaved people.	2/9/2017 12:29 PM
6	I have to acknowledge the difficulty I have in attending as many conferences and training opportunities as I would like. This due to the financial constraints of the Hospice and to my work load. I suspect this is true of the executive team. So thank you for all you do.	1/24/2017 3:14 PM
7	julietwilson@butterwick.org.uk or 01388603003. interested in research, designing of projects, and conferences, interested in liaison with other organisation	1/24/2017 3:07 PM
8	It would depend on the time commitment etc of a project as I would want to get involved reliably if I agreed to. plockwood@treetopshospice.org.uk	1/24/2017 1:14 PM
9	Not at this stage as am new in role, but might be interested in the future	1/24/2017 12:25 PM
10	Existing executive committee member	1/23/2017 11:56 PM

## ABSCO satisfaction survey

11	Letizia Perna Open to roles	1/23/2017 10:32 PM
12	Bereavement support in paediatric palliative care	1/23/2017 10:00 PM