

Listening events report

February & March 2023

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About this report

This report highlights public feedback received during Healthwatch Halton's monthly outreach session at Halton Hospital.

These comments were collected on the following dates:

- 23 February 2023
- 30 March 2023

In total, 40 people, 21 women and 19 men took part in the listening event.

30 people were attending clinics at the hospital, seven were visitors, one a patient and two members of staff.

We use a short questionnaire to collect people's feedback on their experience of the Trust. A copy of this is included at the end of the report.

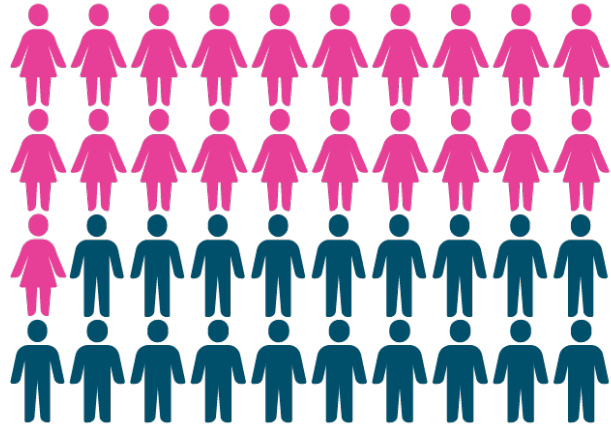
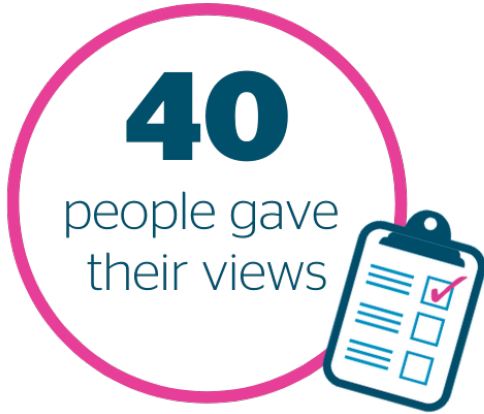
The comments within the report are in the words of the people who shared them.

We received feedback on the following areas

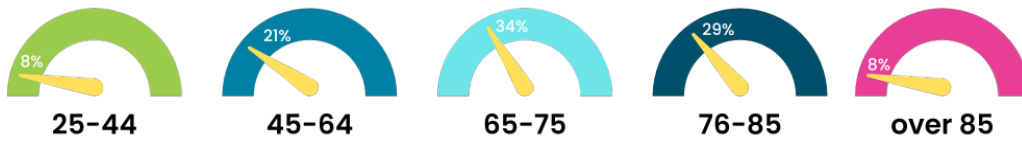
- CanTreat
- Physio/MSKCATS
- Warfarin Clinic
- Ward B4
- Phlebotomy
- Diabetes Clinic
- Orthodontics
- Endoscopy
- Shuttle Bus
- Dermatology & Blood Clinic
- PRUH
- Cardiology

Halton Hospital Listening Events

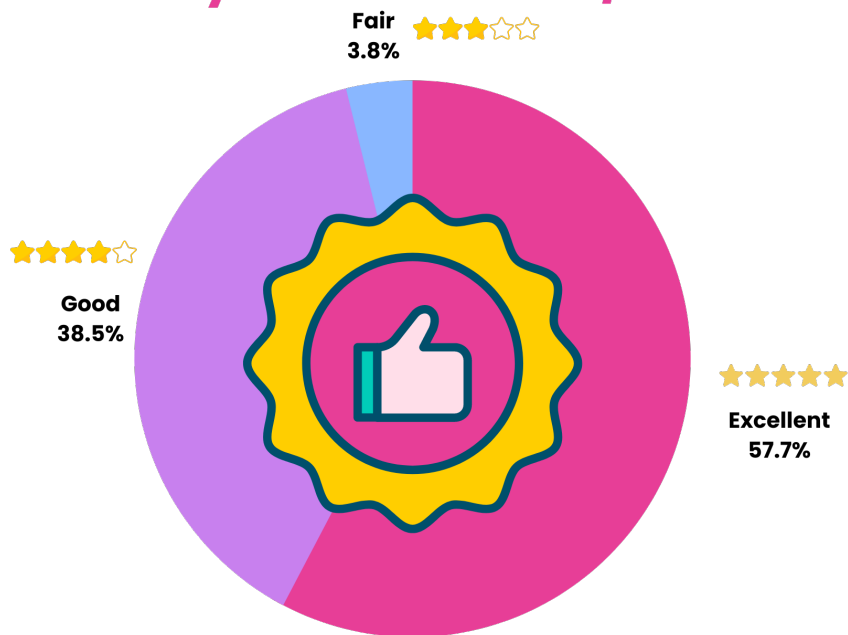
We heard from 21 women and 9 men



Age range



Rate your treatment/care



What do you think is good?

When asked what was good about the hospital, as in our previous reports, the most common answer was, **the staff**. One person told us, *'The people are very friendly and caring'*, while another said, *'I've never met better more efficient, helpful, cheerful staff.'* Another patient added, *'Staff in chemo are so caring, so too are the phlebotomists. All brilliant, no one should ever call the NHS to me.'*

A patient attending the CanTreat unit said, *'The care you receive from the nurses is excellent. it's easier to get here than Warrington. Calm, clean.'*

One person said, *'Services are fantastic in all departments. Treatment is outstanding. Culture is positive with a can-do attitude and patient centric.'*

The **general environment** at the hospital was praised, with many people saying how calm and relaxing the atmosphere was. One person said, *'It's peaceful, very nice environment compared to Warrington which is too frenetic.'*

Another told us, *'It's fabulous, calm, peaceful and no waiting.'*

While **parking** is often an issue, we received some positive comments, particularly when compared to parking at Warrington Hospital, with one person telling us, *'Parking is good at the moment.'* Another person said, *'It's more organised here than Warrington, not as busy, and easier to park.'*

Ease of access to the hospital was mentioned as a positive, with one person saying, *'I choose this hospital over the Countess in Chester.'* Another told us, *'Very easy for me to travel here from Knutsford, easier than getting to Warrington.'*

Cleanliness was highlighted by some people, with one visitor saying, *'It's very clean and it's the first time I have been today looks very well organised. I am just supporting someone who is at outpatients.'*

We've listed a selection of other comments below:

- *Everything, appointments are really easy and everyone helpful.*
- *Local to me so don't have to travel as I don't have transport.*
- *It may be an old building but feels calm and good atmosphere.*
- *First visit in years, never come here, just been referred for arthritis. Everything is fine.*
- *Everything treated well no long waits.*
- *Just been discharged, my stay was great no problems at all, so clean and I really got looked after so all good.*
- *Every time I come, I get treated well no complaints at all.*
- *Very convenient I do not drive so my daughter brings me,*
- *Everyone's really nice Lovely. It's not crowded and no long waits.*
- *Amazing, spotless, staff are helpful. I think everything is great about this hospital.*
- *Love it, think people are great. Staff are brilliant. The waiting time isn't long.*
- *Everything, always on time don't have to wait. I also support my Grandma on her Chemo visits too and that department is also great.*
- *Quite organised, easy to get around and the staff are nice.*
- *Nurses are fantastic. It's easy to get to.*
- *Excellent, nice and quiet very good staff.*
- *Good time keeping, polite and caring staff answered all my questions.*
- *Very friendly, even though they are under pressure they still smile and that one to one contact is always there.*
- *All staff are brilliant, I have not been anywhere else. It is clean, staff are caring and look after you well.*
- *It's brilliant and all staff are brilliant I'm very pleased.*

What could be improved?

Many people felt the hospital should be used more, with **extra services** provided.

One person told us, *'More departments within the hospital such as stroke clinic as I have to travel out of borough for these. An A & E would also be good.'*

Another said, *'This hospital isn't used 7 days a week which it should be in this day and age.'*

One outpatient told us, *'PRUH only open 5 days a week and no evenings, nights or weekends should be 7 days a week 24 hours for out of hours support. Should not have to go to A & E's or Liverpool Royal.'*

Another person said, *'Needs to be used more to make it a great hospital. Maybe add more clinics, Maternity and A & E.'*

One person attending the blood clinic told us, *'The hospital needs its own Ophthalmology as Warrington is too far away to travel.'*

Some people commented on a lack of **disabled parking** spaces, with one saying, *'They need more disabled parking spaces.'*

One person highlighted difficulties with the **car parking payment machines**, saying, *'Need a machine that takes card payments not just cash which is the case now. If people want to pay by card they have to go to the Sir Tom Moore Unit or to the main entrance upstairs. No one carries cash anymore.'*

Another person commented, *'Parking, I don't mind paying, but it's the procedures not clear, stickers falling off, machines don't work half the time, we always park on the bridge now.'*

One person told us about difficulties getting through on the phone to book blood test appointments, saying, *'It's often a nightmare to get through for a blood test appointment, 30 minutes waiting on the phone before anyone answers and when you need to have continued appointments it's a lot.'*

Do staff have enough time to spend with you and other patients?

The majority of people felt staff had enough time with patients, with one explaining, *'Yes, but they can be pressured, very busy with bloods and observations. Carol is always jolly and always got time for you.'*

Three patients felt staff didn't have enough time to spend with patients. One told us, *'They do spend time with patients, but should be given more time. Rushed and under pressure to go to the next patient.'*

Have you been given enough information about your treatment by the hospital?

The vast majority of people felt they had been given enough information on their treatment /care. One person told us, *'Yes, facts, so you can make an informed decision. They are very kind when they explain things.'*

One carer told us they hadn't been given enough information, or been allowed to support their grandfather, saying, *'Not today I don't think, as I wasn't allowed in to speak and explain what was happening. My grandfather is deaf and I speak for him as he can read my lips, he finds it difficult to read new people who he doesn't know and accents, I normally always go in to explain what's happening. Staff wouldn't let me into the clinic today to support my Granddad on the appointment. They said he would be OK as another deaf patient was also having procedure. They don't always let me support, but yet this is what my Granddad wants.'*

Have you been treated with dignity and respect by the staff at the hospital?

All the patients we spoke with said they had been treated with dignity and respect by staff.

How accessible do you think the hospital is?

Generally, patients we spoke with said the hospital was quite accessible.

As in our previous reports, **signage** was mentioned as in need of improvement, with one person saying, *'More way-out signs, I get lost all the time as I have no sense of direction maybe put signs on walls as well as overhead. My daughter brings me to my appointments.'*

Another person arriving by taxi said, *'Taxi driver got lost and missed the entrance we had to walk down from the very top of the hospital.'*

One person had difficulty in a **wheelchair** at the main entrance, saying, *'It's hit and miss with wheelchairs at the front, but staff are always happy to help and the rest is pretty spot on.'*

Some people commented on the shuttle bus as a benefit for accessibility to both Halton and Warrington Hospitals, with one patient saying, *'I don't feel like driving after my treatment so I get the shuttle bus but sometimes I have to wait an hour for the next one following my treatment'*, while another patient told us, *'The shuttle bus is a fantastic service and me and my friends have used it for appointments at Warrington Hospital.'*

Other comments

We received some additional comments which are listed below:

- *'Contacted the helpline Rheumatology and secretaries as I think I might have an infection from my injection pen. I have not had any response after being advised someone would call me back this has now been nearly a week and is disgusting.'*
- *'I was here at the Urgent Treatment Centre a couple of weeks ago for a dressing change, no appointment given, just advised to turn up and wait, it took four and half hours to be seen and then was advised to come back as no one available to do a dressing. This should have been advised at the beginning when I booked in. This is excessive for a dressing change.'*
- *'I would like to say Thank You!'*

Feedback Summary

The feedback collected was overwhelmingly positive with 96% of people rating the treatment / care they or their loved ones received as 'Good' or 'Excellent', with 4% rating it as 'Fair'.

There was one issue raised by the carer of a deaf patient, which we request the Trust look into. The carer wasn't allowed into the clinic with the patient, and we were told by the carer that the patient would have wanted them in the room.

Warrington & Halton Teaching Hospitals NHS Foundation Trust response

Awaiting response



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