

# Listening events report

**April & June 2023**

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## About this report

This report highlights public feedback received during Healthwatch Halton's recent Listening Events held at Halton Hospital on the following dates:

- 27 April 2023
- 29 June 2023

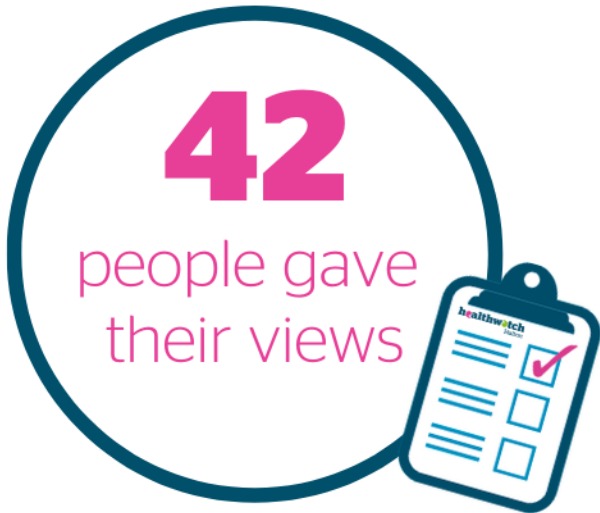
In total, 42 people took part in the two listening events.

At Halton Hospital we received feedback from patients, or visitors, to the following areas:

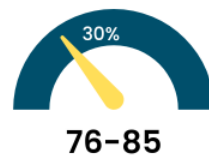
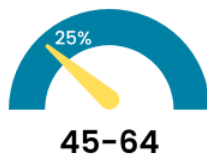
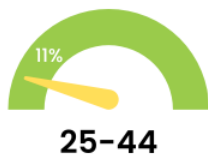
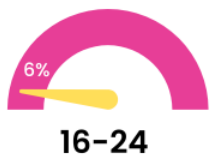
- B3
- B4
- CanTreat
- Cardiorespiratory
- Endoscopy
- Hematology
- Macmillan
- Oral Surgery
- Orthopaedics
- Pathology
- Pharmacy
- Phlebotomy
- Physiotherapy
- PIU
- Stroke
- Ultrasound
- Warfarin
- X-Ray

# Halton Hospital Listening Events

We heard from 28 women and 14 men



## Age range



## Rate your treatment/care



## What do you think is good?

Patients highlighted the **short waiting times** at Halton Hospital. One patient told us, *"They are always very efficient, appointments times are good."* Another person said, *'They are always quick, I don't have to wait long, staff are lovely.'*

A hematology patient told us, *'I saw the consultant at 11.00am today. Straight in and out and well informed. They should have a Macmillan leaflet in with appointment letters as not advertised it's here.'*

**Staff** were praised by many people we spoke to as being, **professional, friendly and reassuring**. One patient explained, *'I'm very happy coming here. The staff are helpful and friendly. I haven't had any long waits, so no complaints from me.'*

Another patient told us, *'Appointments are really quick, and the staff are really professional and friendly'*, while another said, *'Staff are very good, very were very patient and kind and helped me a lot.'*

One patient giving feedback on **Oral Surgery** said, *'The doctor was brilliant, new what the problem was straight away, sent back for treatment through GP. Everything is fine, no problems.'*

The hospital building itself was mentioned by many as providing a **calm and relaxing atmosphere for patients**. One explained, *'The hospital is not crowded, it feels relaxed spacious and calm.'*, while another person said, *'I like that it's small, friendly and has a good feel about it, like home.'* Yet another patient said, *'I like the layout, it's so spacious and not overcrowded.'*

**Cleanliness** of the hospital was also mentioned by some people, with a patient telling us, *'It's very clean here, and the staff are friendly.'*

A patient from Widnes, when asked what was good about the hospital, told us, *'Everything, I can't fault it... Everyone smiles. It's always calm, no chaos!'*

Some people liked the **accessibility** of the hospital. One person explained, *'It's easy for us to get around. Very patient orientated, clean, well run, and easy to park.'* Another patient said, *'It's local and calmer than Warrington (Hospital).'*

Yet another person told us, *'It's local, convenient, a good experience, exceptionally clean, bright and airy.'*

One endoscopy patient told us, *'I like the locality as a patient, I received good treatment. The shuttle service between Halton and Warrington Hospitals is excellent.'*

A patient attending the Warfarin clinic told us, *'It's good here, always on time, and it's a pleasant walk from my house.'*

## What could be improved?

Some patients visiting the hospital from outside Halton felt **directions and signage** to the hospital could be improved. A patient visiting the hospital from Knutsford said, *'Road signs leading up to the hospital from major roads aren't good, they need more H's before junctions. The directions received with appointment letters aren't clear. They should also inform long term patients they can register for parking whilst undergoing treatment.'*

A patient from Warrington told us, *'The signage is really bad on the junctions, we nearly ended up over the bridge, not good!'*

Another person said, *'Signage is a bit rubbish. There's no Vascular Lab signs on entering the back of the hospital.'*

The booking of **blood tests** was highlighted as needing improvement by one patient, echoing comments we've received previously. They told us, *'Phoning for a blood test is painful! It would be better with the ticket service as in the past.'*

A patient attending the CANtreat Centre, asked for, *'More inclusive one to one areas.'*

A member of staff we spoke with asked for **increased staffing** at weekend clinics and told us the heating needed to be on in the winter as the hospital was very cold.

Some people wanted **additional services** to be available from the hospital, with one patient telling us, *'I'd like to see more clinics in Halton.'*

An Endoscopy patient told us, *'The clock in Endoscopy is showing the wrong date. This could be confusing.'*

A visitor to ward B3 told us, *'On the ward they could with a bit more space around the bed, also, the TV is not visible from her bed.'*

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

The vast majority of people we spoke with felt staff had enough time to spend with patients, but acknowledged that staff were generally very busy

One patient said, *'Staff make the time, and they get 10/10 for that. They make you feel relaxed and less rushed, but you can still see they need additional staff.'*

Another told us, *'When fully staffed they do, but they're not always fully staffed.'*

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

92% of people said they'd been given enough information about their treatment or care.

A few patients didn't feel they received enough information, with one person telling us, *'Most of the time they do, but not fully. Consultants, doctors and nurses presume people know things.'*

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

All patients said they had generally been treated with dignity and respect by staff

One patient told us, *'Yes, everywhere, except blood tests are done in public in PIU. It would be nice to have a little privacy as already feel vulnerable.'*

## **How accessible do you think the hospital is?**

Most people told us they had no issues with accessibility around the hospital. One patient told us the hospital needed, *'more disabled parking bays.'*

Another patient said, *'It's not very accessible. Parking can be difficult, and they keep changing phlebotomy location regularly.'*

Other comments included:

- *Parking is a bit of a pain.*
- *Parking isn't good and I couldn't get here without a car. My husband brings me.*
- *Bit of a wait for parking and signage not good.*

Two people said public transport to the hospital needed to be better, with one saying, *'Public Transport to hospital isn't great. It needs a direct bus. Very Long journey when you're not well and can't afford a taxi.'*

Another told us, *'It need a direct Bus from Widnes to Halton Hospital, direct, no stops, not one that goes around the world public transport bus. It takes an hour plus to get from Widnes to Halton Hospital via public transport needs to go direct like Warrington Hospital.'*

## **Patient Satisfaction**

Patient and visitor satisfaction remains high with 41 out of 42 respondents, (98%), rating the treatment / care they or their loved ones received as 'Good' or 'Excellent', with one person rating it as 'Fair'.



## **Warrington & Halton Teaching Hospitals NHS Foundation Trust response**

*'Thank you to Healthwatch Halton for collating and providing the report. The invaluable feedback from patients and service users is extremely useful. Each of the suggested improvements will be reviewed and shared with relevant parties, to look at where we can make improvements.'*

**Susan Dean - Deputy Head of Patient Experience and Inclusion**



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