

# Listening events report

**October / November 2023**

**Mersey and West Lancashire Teaching Hospitals NHS Trust**

## Contents

Listening Events overview .....	3
Feedback Summary.....	4
What do you think is good about this hospital?.....	5
What could be improved? .....	7
Do staff have enough time to spend with you and other patients? .....	8
Have you been given enough information about your treatment by the hospital? .....	9
How accessible do you think the hospital is in terms of getting around?.....	9
Mersey & West Lancashire Teaching Hospitals NHS Trust response .....	11

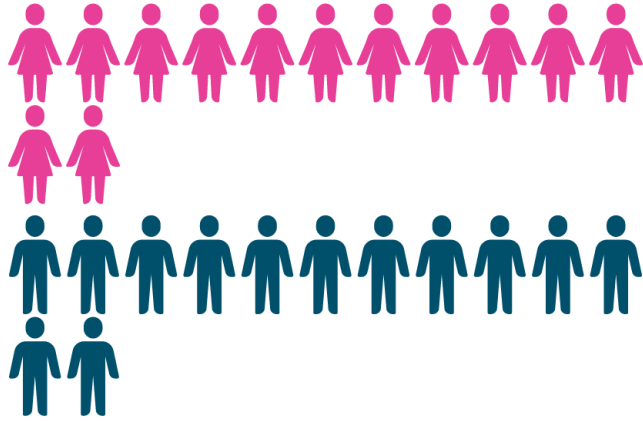
# Listening Events overview

26

people gave their views



13 women and 13 men gave their views



## Age



25-44



45-64

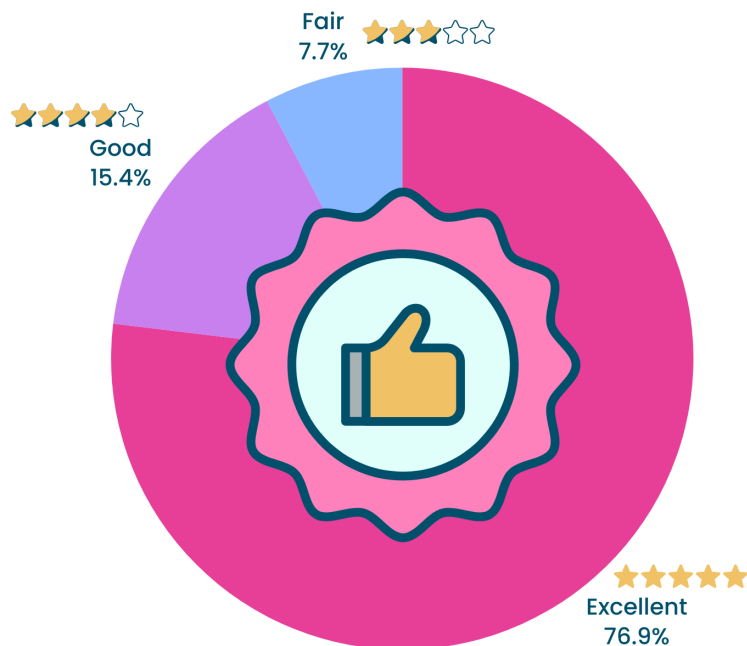


65-75



76-85

## Rate your treatment/care



## Feedback Summary

This report provides a summary of the public feedback received during Healthwatch Halton's outreach sessions at Whiston Hospital on 16 October 2023 and 20 November 2023

The patients and visitors we spoke with were visiting the following areas:

- ◆ *Urology*
- ◆ *Orthopedics*
- ◆ *Endoscopy*
- ◆ *Dermatology*
- ◆ *Pediatrics*
- ◆ *Plastics*
- ◆ *Wards 3A, 3E, 4C and 4D*
- ◆ *Dressings*
- ◆ *Maternity*
- ◆ *Neurophysiology*
- ◆ *A&E*
- ◆ *Physio*
- ◆ *Fracture*
- ◆ *Rheumatology*
- ◆ *Radiology*
- ◆ *Neurology*

Three patients gave feedback on appointments they had at St Helens Hospital.

In total, 26 people, 13 women and 13 men, took part across the two visits.

Due to the number of responses received the views and experiences expressed cannot be considered representative of all patients. The report is presented to provide a snapshot of the experiences of those who took part and to highlight areas for consideration by the Trust.

The feedback collected during the visits continues to be very positive.

The treatment / care provided by the Trust continues to be rated as overwhelmingly positive, with 24 people, (92%), rating it as 'Good' or 'Excellent' with two people (8%) rating it as 'Fair,'.

When asked if they had been treated with dignity and respect by the staff, all respondents answered 'Yes'.

## What do you think is good about this hospital?

People told us they thought the hospital was clean and easy to access. They highlighted the staff as being friendly and helpful. Praise was given by many people for the care and support provided on the wards.

We've included all comments received from patients and visitors during our two visits.

- ◆ *The cleanliness, easy access and good parking. My wife was given an SOS number for her appointment today, which meant she was seen within the week. They explained this is because she has had the procedure before and saves her waiting so long. (Endoscopy)*
- ◆ *This hospital is big, clean and airy. The staff have been good.*
- ◆ *It is brilliant in here. Clean, light and looks new. Much better than the other hospitals I have been to in Liverpool. I like the facilities like the shop and café. Excellent staff. Not too far to the car park.*
- ◆ *The hospital is clean, and the staff are always great.*
- ◆ *The staff were fantastic. The ward was clean. This is a good hospital. One of the best from the many we have used.*
- ◆ *Everything is good. The nurses are nice and the surgeons I had previously were smashing. They put my choice of music on when they did the operation and chatted to me. (Plastics)*
- ◆ *Everything is good. The staff, the surroundings, everything.*
- ◆ *My granddaughter has been in hospital for 9 weeks. The staff have been helpful with everything. They let the family visit any time up until 8pm, which has been a great support for my daughter. Parents can stay after 8pm, which my granddaughter really needs. (Paediatrics)*
- ◆ *My daughter recently spent 8 weeks on 4D due to being badly burned. She was given great support and treatment. We could visit her 1 at a time and sometimes they were kind and let two in at a time. I was able to claim back my parking fee, as I have a blue badge, when visiting.*
- ◆ *It is all pretty good here. I did not have a long wait when I was referred from my GP and I had no wait today. (Urology)*

- ◆ *Our whole experience has been good so far. Baby is due in 5 weeks. My partner has been given extra scans for safety and there are always appointments available.*
- ◆ *Everyone is friendly and helpful. It is clean and people help you to find your way. It is good scans and checks are being done.*
- ◆ *I had an operation on ward 3E and they were very good as I recovered.*
- ◆ *The staff were nice to me.*
- ◆ *The environment is nice, and the gardens are lovely. I have been treated well at each appointment. The waits are reasonable under the circumstances.*
- ◆ *The staff have been amazing with my husband, who is sadly on palliative care. (Ward 3A)*
- ◆ *Easy parking. Good staff and care.*
- ◆ *The consultants are wonderful. (Neurology)*
- ◆ *The staff are good, they give exceptional care. I have had a number of procedures here and they have always been very good. I was very quick today. I was in and out for my injections. (Orthopedics)*
- ◆ *It has all be easy. In and out today for a small operation on my face. Everything is spotless. I arrived early because I am used to my local hospital which is like a maze, but here I got dropped off outside and was straight in. Easy to get to the department with no big walks. The hospital also let me change my appointment to a later date as I was away on holiday, which suited me. (Plastics)*
- ◆ *My daughter has received great treatment for burns. They have made her special made to measure dressings and vest as part of her treatment. They have been great. She is back here today for some physiotherapy.*
- ◆ *I have been in since last Tuesday and the nurses give good care, they cannot do enough for you. (Ward 4C)*
- ◆ *I get good care from the brilliant staff at the fracture clinic.*
- ◆ *Everything is good. I have used this service for a long time and they are always improving. (Rheumatology)*
- ◆ *Staff are always great. It is lovely new building.*

- ◆ *Consultants are good and everything has been fine. Family been in over a week now. (Ward 4A)*

## What could be improved?

- ◆ *I had to keep asking for my mum to get the care she needed. She was given a phone call by the fracture clinic who explained some exercises for her to do with her hands and then discharged her. I had to do a lot of chasing up and explaining to get them to understand that she definitely can't grip anything with her hands and needed to be seen by someone, as she is frail, she couldn't follow what was said on the telephone and her hand doesn't work. In the end I had to go back through her GP and a lovely nurse from the Parkinson's team here helped to get her seen in neuro. (Neurophysiology Service)*
- ◆ *The only thing is the parking cost, which is about double the price than at my local trust. I paid £6 on my last visit.*
- ◆ *The signposting to the hospital on the roads could be better. The hospital is not mentioned until you get very close, when you come from Wigan ways.*
- ◆ *The disabled parking outside is always full and I think people are using the disabled bays on floor 5 who are not disabled. I have to park near a lift wherever I can.*
- ◆ *The Costa café is far too expensive, and the queues are too long.*
- ◆ *I do struggle to get a disabled parking bay.*
- ◆ *I had a day procedure on the ward, and it was very noisy. People were playing music from their phones and being very loud. I think more house rules need to be in place so recovering people can rest. (Ward 3A)*
- ◆ *More nurses are needed as they understaffed. I don't like the food here, so I use the canteen upstairs. I did have a nice salmon once though. The Costa is far too expensive to have in here.*
- ◆ *The wait was from 5am to 3pm after I had a fall. They found my ribs were broken but missed that I had a broken collar bone. (A&E)*
- ◆ *I rely on patient transport so it would help if I could get a later appointment*

*as I have to get up very early to make it here. It is not easy for me to get ready for the day due to my current disability. (Fracture clinic)*

- ◆ *Last week I saw a nurse who was very abrupt, sarcastic and rude. I was dreading it in case I saw her again today. However, I saw a lovely nurse today and usually do. (Plastics)*
- ◆ *Communication could be improved as we have no clear idea of what is happening. (Ward 4A)*

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

22 people, (85%), felt that staff had enough time to spend with patients. We received the following comments.

- ◆ *I was supported with the toilet day and night. Walked there by staff.*
- ◆ *They stay as long as needed.*
- ◆ *Yes, there were lots of staff about today. They have moved into a new area but are dealing with it well.*
- ◆ *I have my own room and they are good both day and night.*

4 people, (15%), felt the staff didn't have enough time to spend with patients.

- ◆ *Staff are good but over busy.*
- ◆ *The staff are under a lot of pressure. They do spend time doing my dressings well.*
- ◆ *Too rushed in A and E.*
- ◆ *We are waiting on the doctor to update us today. We have been to the ward but they were not ready yet, so we are seeing them later today. (Ward 4A)*



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

23 people, (88%), said 'Yes', they had been given enough information about their treatment:

- ◆ *Gave me lots of information and took my information several times. Too much if anything but it must be their procedures.*
- ◆ *It was all explained when she had this procedure before.*
- ◆ *More than enough information.*
- ◆ *Plenty of info received.*
- ◆ *I had no idea why I was here, but they sat me down and explained it all.*
- ◆ *My operation was well explained.*

Three people, (12%), said 'No' they hadn't received enough information:

- ◆ *Not yet that is what we hope to get from the Drs meeting us today. (Ward 4A)*
- ◆ *It wasn't too clear what would happen next. (A&E)*
- ◆ *Info is lacking in advance. I would like to know what my appointment is for and what will happen at it prior to attending. (Dressings)*

## How accessible do you think the hospital is in terms of getting around?

The majority of patients / visitors stated the hospital was very accessible, with one visitor praising the reception staff for being helpful.

- ◆ *Very accessible (13)*
- ◆ *Very easy here. I was very early because it was so convenient here.*
- ◆ *The departments are signposted well.*
- ◆ *It can be hard to find new departments. I got lost last time.*
- ◆ *We know it well, so it is all good.*
- ◆ *It was hard finding my way at first and it is a very long walk for me to get around.*

- ◆ *Quite a walk to the ward if disabled.*
- ◆ *It is exhausting for me as it is very large.*
- ◆ *We always come early to make sure we can park. I can't use lifts so we have to park outside the main building.*
- ◆ *All ok. The reception desk is helpful.*
- ◆ *It is fine. the taxi driver got us a wheelchair from the hospital so that helps me.*

## **Mersey & West Lancashire Teaching Hospitals NHS Trust response**

Thank you to your team for supporting the Trust in obtaining this additional feedback from a variety of our wards and departments, it is much appreciated.

We are pleased to note that most of our patients remain completely satisfied with their care and treatment and particularly the accessibility of our services and the level of information patients feel they are given before, during and after treatment. Where we have been provided with a specific location for either positive or negative feedback, we will share this directly, so that staff can be commended and/or supported to make targeted improvements. Unfortunately, the prices charged in Costa and shops in the main foyer are outside of our control, however, the Spice of Life restaurant provides an alternative where food and drink can be purchased. The comments regarding the comparatively high parking charges have been sent to our Estates team. In regard to disabled parking, we have dedicated volunteers who will support our patients to get to their destination. Unfortunately, we are dependent on our other service users not parking in disabled spaces if they are not supposed to do so. However, some cars in the disabled bays will not have the blue badge displayed if the person has taken it with them to obtain a parking refund.

**Anne Rosbotham-Williams**

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We are committed to the quality of our information.  
Every three years we perform an in-depth audit  
so that we can be certain of this.

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