

# Listening events report

**December 2023 to February 2024**

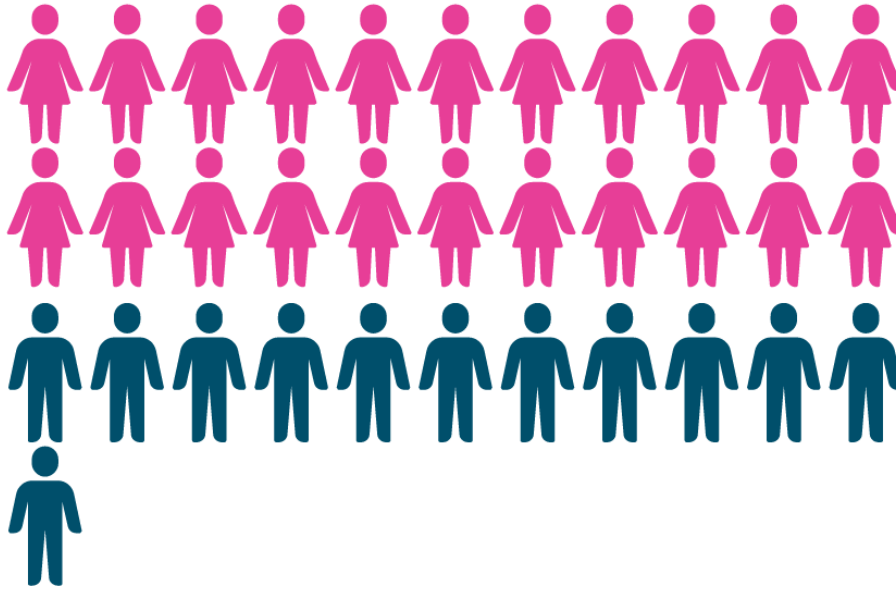
**Mersey and West Lancashire Teaching Hospitals NHS Trust**

## Contents

Listening Events overview .....	3
Feedback Summary .....	4
What do you think is good about this hospital? .....	6
What could be improved? .....	9
Do staff have enough time to spend with you and other patients?.....	10
Have you been given enough information about your treatment by the hospital? .....	10
How accessible do you think the hospital is in terms of getting around?.....	11
Have you been treated with dignity and respect by the staff at the hospital?.....	12
Mersey & West Lancashire Teaching Hospitals NHS Trust response.....	13

# Listening Events overview

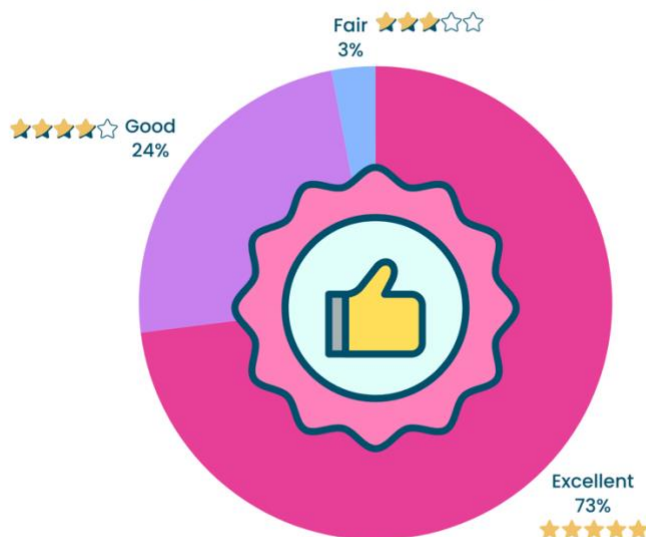
22 women and 12 men gave their views



## Age



## 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 18 December 2023, 15 January 2024 and 19 February 2024.

In total, 34 people, 22 women and 12 men, gave us their views across the three sessions.

The age range of the respondents is under 16 to 85, with the largest percentage falling in the 45 to 64 age group.

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

- ◆ *A&E (childrens')*
- ◆ *A&E*
- ◆ *bloods*
- ◆ *Cardiac Diagnostic Centre*
- ◆ *Children's outpatient*
- ◆ *Dermatology*
- ◆ *Eating disorder clinic*
- ◆ *Endoscopy*
- ◆ *Fracture clinic*
- ◆ *Maternity*
- ◆ *MRI (St Helens)*
- ◆ *Neurology*
- ◆ *Neurology*
- ◆ *Outpatient at MSK*
- ◆ *Outpatients*
- ◆ *Plastics, trauma*
- ◆ *Prosthetics*
- ◆ *Radiology*
- ◆ *Ward 1A*
- ◆ *Ward 2C respiratory*
- ◆ *Ward 3B*
- ◆ *Ward 3E*
- ◆ *Ward 4A*
- ◆ *Xray*

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

Some people's comments related to experiences from previous visits.

Overall, people's experiences were mostly positive. They appreciated the cleanliness and presentation of the hospital, as well as the friendliness and helpfulness of the staff. Many mentioned that they received prompt and efficient care, with short waiting times for appointments.

The hospital was generally considered accessible in terms of getting around, but

there were some concerns about parking, distance to disabled spaces, and the availability of wheelchairs.

Most respondents felt that staff have enough time to spend with patients during the day and at night, but some feel that staff are busy and rushed due to high demand.

Most people told us they had a positive experience, with 33 people, (97%), rating it as 'Good' or 'Excellent', with one person (3%) rating it as 'Fair,'.

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.

## Recommendations

### 1. Improve accessibility:

- a. Review the provision of wheelchairs within the hospital to ensure they are readily available for those who need them.

### 2. Increase seating capacity:

- a. Review the availability of seating, especially during busier times, throughout the hospital.

### 3. Enhance communication and information:

- a. Continue to improve communication with patients by providing them with regular more on their treatment and what to expect next.
- b. Ensure that patient letters meet their accessibility needs by using larger type or providing other accommodations as needed.

### 4. Supporting staff:

- a. Continue to provide additional support and resources for staff to help them manage their workload and provide quality care.

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

- ◆ *Very clean and presentable. The staff are friendly and there are always people ready to help. The shops are useful and the cleaners here are lovely.*
- ◆ *Everything is clearly labelled and all in one area. There are always people to help. I am glad we live in this area now as this is ten times better than our old hospital. I passed out when my cast was changed at an earlier visit and lots of staff ran to help me. The Dr. even came over to me to offer support.*
- ◆ *I arrived at A and E a few weeks back with a broken arm, because I was 16 I was sent to the children's A and E and seen within 10 minutes, which was amazing. I couldn't fault the staff. I was well looked after.*
- ◆ *My appointments came through quickly. The staff are pleasant and helpful.*
- ◆ *Staff were lovely. I was lucky to only have a wait on 1 and a half hours. I came in at 7am last Saturday and was pleased to be seen so quickly.*
- ◆ *I was transferred here from The Royal at 8.00am today. The staff have been amazing here. Claire, the nurse in charge, has gone above and beyond to help me with my medication, as after being attacked I have been unable to go back home yet. She contacted my pharmacy and ensured I got my meds. I would have been very sick now if she hadn't. A big thank you to Claire and Louise who looked after my injury and Paul was also great.  
(Plastics, trauma)*
- ◆ *It is easy to get to via bus from Walton. Clean and lots of seating. I was in and out quickly today. (Bloods)*
- ◆ *Everything. It is clean easily accessible and has good facilities. My daughter tells me her care has been good.*
- ◆ *I am very impressed with the hospital. My elderly mother is in for her pacemaker and the staff have been lovely. It is a very good hospital and spotlessly clean.*
- ◆ *I took my mother to A and E a few weeks ago and she received very good care. It was good to see they had a process with everyone being triaged and then treated. We were only there for around 2 hours.*
- ◆ *I never have to wait long. I am usually seen pretty quickly for my appointments. The staff are nice and accommodating. I had to rearrange an appointment when I was ill, and they helped me to get a different day*

*and time. They also offer me St. Helens hospital for appointments too.*

- ◆ *My dad is on ward 3B and has also been on a few other wards at the hospital. They have been really good with my Dad who has been very poorly after a short stay in a care home. When he arrived by ambulance they saw to him straight away, even when others were waiting. My dad has vision and hearing support needs and was told he would not be able to walk by a care home. However, the physios here have helped him to take some steps. He has a laugh with the male nurse on the ward and his health has really improved. We were allowed to stay with him all the time when he was really ill and visit the ward now.*
- ◆ *The waiting times are normally good at Dermatology. The staff and facilities are good. I have been here many times before and it is all great.*
- ◆ *It is all pretty good. It is warm. I got my appointment through quickly when they said I needed a test.*
- ◆ *I have had elective surgery as a day patient this morning. They were very efficient. I came in at 8am and now I am all done at 10.35am. It all went well. The staff are friendly. (Ward 3)*
- ◆ *I find it quite good here. I prefer it here to Warrington Hospital so will always choose here or St. Helens. The nurses here are nice to you and at St. Helens as well. They make me feel welcome and comfortable here. There is a nice feel here. They are also helpful at the reception. I was in and out before my appointment time today. (Neurology)*
- ◆ *Everything is good. It is much better than my local hospital in Wales. My wife can be seen by a specialist here. The staff are helpful. My wife is pleased with the care here so far.*
- ◆ *I had a scan for my back at St. Helens hospital late last year and they were good there. The staff are friendly and tried to put me at ease. It is clean with nice gardens.*
- ◆ *This hospital is always clean. I was referred for tests via the hospital and didn't have to wait long to be seen.*
- ◆ *The staff are good.*
- ◆ *It is clean and there are lots of staff about to help. The maternity staff have been good with me.*
- ◆ *I like this hospital. I much prefer it to my experience at the Women's*

*Hospital. The main area is good for waiting in. I didn't wait long for my scan today and was able to find my babies gender out.*

- ◆ *Whilst you wait you can go and play, you don't need to get bored. They have a good shop. They have caring staff and I ask questions if I want.*
- ◆ *I was in A and E for two days. I got a trolley bed on the corridor and could ask for help as staff went by. A and E has caring staff and when I was seen I was happy with the care I received.*
- ◆ *Brilliant staff and very clean.*
- ◆ *I have had several visits to St. Helens Hospital. The staff are great and it is a clean hospital.*
- ◆ *Everyone has been so kind. Congratulations to all the staff. Everyone is superb!*
- ◆ *This is my third visit to this department they have brilliant staff. I have been seen on time with just a short wait today. All brilliant. (Neurology)*
- ◆ *The staff have been excellent. I have moved a few times since coming through A&E. I feel much better than when I came in. The downstairs area is nice and warm to sit in when my daughter visits.*
- ◆ *My mum came into A&E last Thursday lunch time. They brought a proper bed down for her as she was too frail for a trolley. The staff are caring.*
- ◆ *The facilities are really good, so I have somewhere to wait for my child. The care is very good. We get frequent appointments.*
- ◆ *The care and professionalism is incredible. A side room has now been given to my family member.*
- ◆ *It is first class. Everything is good.*



## What could be improved?

- ◆ *The café shouldn't be up on the 5th floor, it is too far away and a fire hazard.*
- ◆ *The bus only comes once an hour from the area we live in (Widnes) so we have to make sure we arrive early.*
- ◆ *There is limited parking if you have mobility issues like I currently do with my broken leg. As temporary*
- ◆ *I do not have a blue badge. There were no wheelchairs available at my last appointment but reception did manage to find me one. I got the last one available today.*
- ◆ *My experience was good but by the time I left it had become much busier and every seat was full. More seating may be good. (A&E)*
- ◆ *I waited 6 months since the GP referral for this op.*
- ◆ *Some of the hand gels on the walls were empty so I had to find somewhere to wash my hands. (St Helens Hospital)*
- ◆ *Car parking, as I struggle to find a space.*
- ◆ *Parking can be hard, as disabled spaces are really far from the main entrance. I have to use a wheelchair to help loved one. They would prefer to be independent, but it is too far. The wheelchairs are hard to push and sometimes I have to pull it backwards to get it to move. We use the Neurology ward and we can have long waits of up to an hour and a half even with an appointment.*
- ◆ *I had to wait 8 hours to be initially seen and had to stay on the corridor.*
- ◆ *My husband writes the main details of my hospital appointments out in large letters for me. This is great for me but maybe large type for others.(Prosthetics)*
- ◆ *The food is not to my taste. My daughter brings me sandwiches in. The ward is a bit cold. (Ward 2C)*
- ◆ *It would be good if a ward bed could have been found before Saturday, which was a day and a half later but the hospital is just too busy.*
- ◆ *The staff could be more helpful and not watch people struggle.*
- ◆ *The long waits from a bad system and lack of funding. The staff are not to blame it is the government. Another member of my family spent 16 hours on the A and E corridor 6 weeks ago.*

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

Most respondents (85%) felt that staff have enough time to spend with patients during the day and at night, but some feel that staff are busy and rushed due to high demand.

We received the following comments.

- ◆ *More than enough with me. They excelled themselves.*
- ◆ *Early in the day they did.*
- ◆ *Day and night have been good.*
- ◆ *The staff are very busy.*
- ◆ *They do need to rush through appointments at times as they are busy when we use the Neurology clinic.*
- ◆ *The staff don't have that much time as it is rammed in A and E.*
- ◆ *They are often busy or on a break when I want help*
- ◆ *The staff are not to blame. The system is not fit for purpose.*

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

Most people, (94%), said that they had been given enough information about their treatment by the hospital, but a few had not received enough information or updates.

- ◆ *Yes, I was referred on to the fracture clinic for future appointments.*
- ◆ *We attended a pre op and they explained everything. The nurse was lovely.*
- ◆ *Our family ask to speak to the Dr's and they always do come to talk with us.*
- ◆ *Yes, all explained including after care.*
- ◆ *They explained it all to me and some future tests they will be doing.*
- ◆ *Explained well and leaflets to take away.*
- ◆ *Yes and I have tasks to take away with me to do myself.*

- ◆ *They have been very nice and told me what they know so far.*
- ◆ *No, I have been waiting a week to see the Plastic Surgeon.*
- ◆ *More updates on what next would be good.*
- ◆ *Not yet waiting on results.*

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

The hospital was generally considered accessible in terms of getting around, but there were some concerns about parking, distance to disabled spaces, and the availability of wheelchairs.

- ◆ *It is fine. My friend used a wheelchair.*
- ◆ *Very easy.*
- ◆ *All very easy once you are here.*
- ◆ *Once I have a wheelchair it is fine.*
- ◆ *All easy early tis morning. Parking was good.*
- ◆ *All accessible.*
- ◆ *I come on the bus from Runcorn and they are only 1 an hour. Fine once you are in.*
- ◆ *It is fine. I get the bus down from St. Helens no problem. The chairs in the main area are good for me.*
- ◆ *It was difficult leaving the ward to get to the main entrance. I ended up out the back by A and E. You would usually get out of a building on the lowest floor and it wasn't clear that I should go to level 1 here. Parking was find when I arrived.*
- ◆ *It is quite a walk for me. I didn't realise how far I would have to walk today. If I had of been told I would have brought my walking frame instead of just my stick. If they could warn people of the length of walks to wards on the letters it would be good. For some people it is nothing but for me it is long way, with my balance. Buses from Widnes only come once an hour and I can't be standing for a long time so I have to use taxis to get here.*
- ◆ *I am familiar with it as I worked here for many years.*
- ◆ *Disabled bays distance and hard to use wheelchairs are an issue as I*

*explained but areas are clearly labelled.*

- ◆ *Very accessible. Easy for me as I'm dropped at the door.*
- ◆ *All good. I come by bus.*
- ◆ *I arrived by ambulance. We had to wait 45 minutes before we could enter A and E.*
- ◆ *The shuttle bus is helpful from St. Helens hospital.*
- ◆ *I have found lots of people to help, as I have a visual impairment.*
- ◆ *All very easy. I was dropped at the front.*
- ◆ *My daughters help me with a wheelchair.*
- ◆ *I have been using a wheelchair to get myself to and from the ward. It is not easy with my leg.*
- ◆ *All fine. I can always park somewhere in the multi storey.*
- ◆ *No problem. I came with my carer today. The main seating is helpful.*

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

Thirty-three of the thirty-four people we heard from felt that they had been treated with dignity and respect by the staff at the hospital. One person gave details of a stay at the hospital earlier in the year during which they felt they hadn't always been treated with dignity and respect, with poor communication causing trauma to the patient and their family. They said this had been resolved by the Trust.

This report was presented at the March 2024 meeting of the Mersey & West Lancashire Teaching Hospitals NHS Foundation Trust Patient Experience Committee



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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