

Listening events report

April 2024 to May 2024

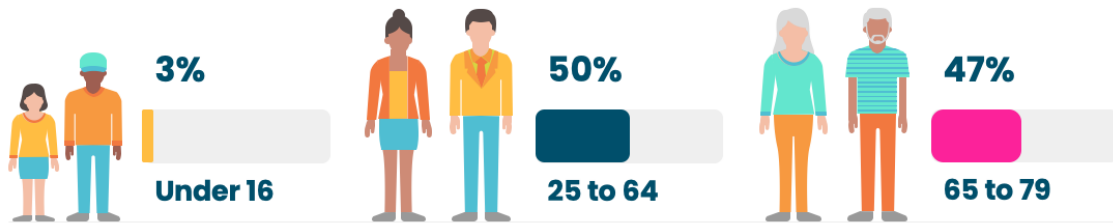
Mersey and West Lancashire Teaching Hospitals NHS Trust

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Listening Events overview

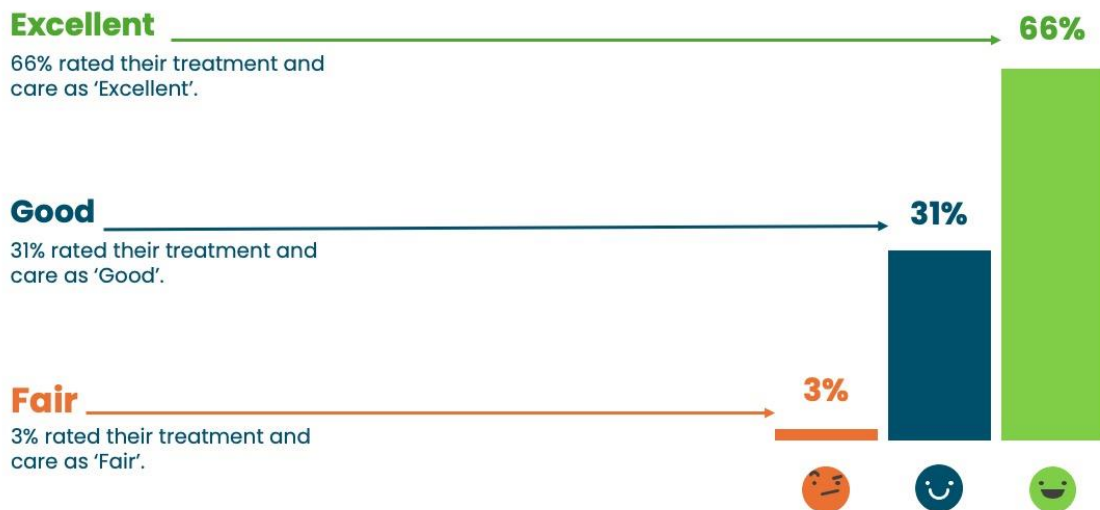
Age of respondents



Gender



Please rate the treatment you have received by healthcare staff.



I have been a patient since February 2023 and find this hospital to be super. The consultants are good and so are all the staff. I was an inpatient on ward 4B and they were super on the ward too. They have treated me very good. Absolutely super!

Feedback Summary

This report provides a summary of the public feedback received during Healthwatch Halton's Listening Events at Whiston Hospital on 15 April 2024 and 20 May 2024

In total, 32 people gave us their views across the two sessions.

The age range of respondents was under 16 to 85, with the largest percentage falling in the 65 to 75 age group.

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

- 2B
- 2D
- 3C
- 3E
- Antenatal
- A&E
- Bloods
- Burns centre
- ECG
- Paediatric outpatient
- Therapies
- Plastics
- Neonatal / maternity
- Gynaecology outpatient
- Dressing clinic
- ENT
- CT scan
- Cancer clinic
- Outpatients
- Radiology
- Physio - maternity
- Lilac centre
- Urology

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

Overall, people's experiences of the hospital and the care provided were positive. Overall satisfaction rates remain high with 97% rating their treatment and care as 'Good' or 'Excellent'.

There was a slight drop in the percentage of patients rating their treatment and care as 'Excellent' from 73% in February to 66%

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.

What do you think is good about this hospital?

The responses received to this question covered very similar themes. The staff were praised for being friendly, professional, having positive attitudes and providing good treatment and care. The excellent work of the Trust's volunteers was also highlighted by some patients.

Staff, Treatment and Care

- Q The efficiency of staff is great in the children's area. We come every few months and they are always good. They make you feel ok and are kind nurses.*
- Q Everything is good at this hospital. They did a biopsy whilst I was in for my first appointment too. It is clean and the staff are very nice. They treat you well here. Much better than the Royal.*
- Q I am always treated well. The nurse calls me up to check on me and call me sweetie, which I like.*
- Q My wife's appointment was on time. She was fast tracked for her test and this is a follow up for a stress test today. The hospital is clean and everyone looks nice.*
- Q Good care and smashing staff. I have been discharged today after several appointments to deal with my injury.*
- Q It is my second week in the hospital and I have had no problems at all. They are very helpful. I love the staff here. They have found another issue whilst I was having tests done and are helping me with that.*
- Q The staff are good. My wife comes here every 3 months.*
- Q The volunteers are very helpful. We came to return an ECG monitor and they helped us to find the way. They warned us it was quite a walk so I was able to wait here for my wife as I have mobility issues. Little things like that are helpful. I was offered food in A&E, both dinner and tea. The nurse checked on me and the other patients on the corridor regularly.*
- Q Good staff. Good care when delivering the baby and follow-up physio care for me.*

- ☞ *I had a hearing test on Saturday. The staff were good, and they explained what was happening and the results. I am booked for an MRI as my hearing was fine but still have balance issues.*
- ☞ *I was a patient on ward 2B a few months ago. The staff were very helpful.*
- ☞ *I had an MRI scan a couple of weeks ago, on a weekend. The staff were nice and they told me how long I should expect to wait for the results.*
- ☞ *I like it here. The staff are good. My care was transferred from another hospital and this clinic has taken me on.*
- ☞ *Always been good here on all wards. Day ward, B1, C1 and gynae all good. I can't fault them here.*
- ☞ *Very friendly. Definitely my preferred hospital.*
- ☞ *St. Helens Hospital: I have a scan booked in today and am getting the shuttle bus over which is very useful. The staff are helpful at St. Helens Hospital. I have been several times before. It is all quite efficient.*

Appointments and waiting times

- ☞ *The appointment letter was clear with when and where to go. I haven't waited long to get an appointment.*
- ☞ *I was in and out this morning for my pre-op bloods.*
- ☞ *I have had several appointments with urology and am very impressed. This is a superb hospital and much better than my local hospital, Wigan.*

Facilities and surroundings

- ☞ *The building is lovely and the disabled spaces are near to the door to access the hospital.*
- ☞ *Everything is good, the people and facilities. This is a fabulous hospital.*
- ☞ *The gardens and facilities are good and clean.*
- ☞ *The cleanliness is great.*
- ☞ *The main area with seats is very useful and clean.*
- ☞ *I like the calm, main foyer area.*
- ☞ *Parking is good with my disabled badge.*

Food

- 🗣️ *The food is good. I like the brews here too.*
- 🗣️ *Dad been in here for 10 days. He says the staff are good, first class. The food is good.*

What could be improved?

The responses received to this question covered very similar themes. As many people made similar comments, we've grouped them together and highlighted the most common areas for improvement.

Waiting times

- 🗣️ *I have been waiting three years for a hysterectomy so have to have treatment ever 3 months, which isn't nice at all.*
- 🗣️ *I had to wait for about 11 hours on a trolley in A and E before I went to a ward and I had a suspected stroke.*

Appointments

- 🗣️ *The x-ray department can be chaotic with long waits. I came one evening for an appointment, at 6.30pm, and there were no volunteers to help with directions and x ray was hard to find.*
- 🗣️ *My appointment was previously cancelled twice at very short notice.*

Facilities and surroundings

- 🗣️ *More disabled parking is needed at the front. Gardens are nice but people need parking to be closer if disabled.*
- 🗣️ *It is awkward to park and a long walk with crutches.*
- 🗣️ *More disabled parking spaces are needed.*
- 🗣️ *They need more wheelchairs. They are like gold dust.*
- 🗣️ *At the weekend there was no one to direct me to the MRI scan. It was not easy or clear to find the way and I got lost. It is a big hospital and long walks in the wrong direction aren't good for patients.*

Food

- Q *Bring back the nice home-made food.*
- Q *The food in the café here is very expensive.*
- Q *The food is awful. It is all microwave dinners. They should bring back the in-house cooked food.*

Information and communication

- Q *My husband was given an information pack and a letter after being in A&E. He was invited in for a scan. We turned up at Whiston hospital as we assumed it was here as he had been in A&E and on a ward here. Reception told us it was actually at St. Helen's Hospital. They tried to fit us in but couldn't and did book us a different day at St. Helen's Hospital. The letter did not say it was at St. Helens and I needed time to plan a route as I do not know the area.*
- Q *I would like to have some information as to what my appointment is actually for and what will happen today.*

Visiting times

- Q *Visiting was alright for us on maternity as it fell in the school holidays but with the hours they have chosen, 1.30pm to 4.00pm, we wouldn't have been able to come in if it was school time because of our other children.*

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

94% of respondents said that staff have enough time to spend with patients during the day and at night, but some people felt that staff are busy and rushed due to work pressures.

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

Most people, (88%), said that they had been given enough information about their treatment by the hospital.

One patient told us, *'The Specialist has explained everything. He is very good'*, while another said, *'I have been given lots of good information.'*

We received some comments from people who hadn't had clear information or updates. One person suggested staff could *'Take time to explain things and don't use big words,'* when telling patients about their treatment. Another person asked for clearer information in letters, telling us, *'The letter I received needed to state the location (of the appointment) clearly to save wasted trips and missed appointments.'*

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

The hospital was generally considered accessible in terms of getting around.

People told us they appreciated the help and support offered by the Trust's volunteers, with one person saying, *'Volunteers are very good with directions and helping people'*, while another person said the hospital, *'always have a helper to point the way'*.

One person raised a concern about accessibility at weekends telling us there were, *'Issues with finding departments as there is no reception staff or volunteers to help.'*

Another person attending for their first plastics appointment told us, *'I had to go to A&E to sign in first and then walk all the way back to my... This could do with looking at as it was a long walk for me.'*

Some people asked for improved car parking facilities, with one person saying, *'The car parks get very full and I end up on the roof. There needs to be parent and child spaces added as we can't get the kids and baby in the car with the normal spaces.'*

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

All respondents felt they had been treated with dignity and respect.

One person highlighted the help they received from reception staff saying, *'When the error was made the receptionist at Whiston did try to help and rebooked us for the next day.'*

Have you been moved here from another ward or have you been told you may be moved to another ward?

Two patients told us they had been moved during their stay at the hospital. One said, *'We came from A and E. It was horrendous in there. Eight hours to be seen by a doctor. Better than last time, which was 18 hours! Once you see the doctor they are great. They got me a bed in a side room as it wasn't so busy and then moved me to a monitor ward (for 18 hours) and then on to Ward 3C.'*

Another patient said, *'I was put on a ward after A&E. It was on floor five, but I don't know the name. This was better than being on the trolley and I was happy with my care. My son got all the information for me.'*

Conclusion

As in our previous reports, the comments received from patients shows high levels of satisfaction with the care and treatment provided by the Trust. Positive comments were received across all departments, with ninety-seven percent of patients rating their treatment and care as good or excellent.

There is however still some room for improvement in patients experience of using the Trust's services. Patients gave us feedback on areas they thought the hospital could improve on and we note that some of these issues have been raised by patients in our previous reports.

We ask that the Trust continue to do all it can to support staffing levels and staff wellbeing.

Recommendations and suggestions

- 1.** Some patients commented on the lack of availability of wheelchairs. We recommend an audit of wheelchairs is carried out to ensure there are enough to meet the needs of patients visiting the hospital.
- 2.** Results from our Listening Event show that patients really appreciate the care and dedication of the staff and volunteers. We ask that the Trust ensure that staff and volunteers are made aware of the positive feedback that patients give.
- 3.** Review appointment letters to ensure the location for the appointment is clearly marked, with directions to the location.

Mersey & West Lancashire Teaching Hospitals NHS Trust response

Thank you for providing the feedback report from the listening events that took place at Whiston hospital in April and May 2024 by Healthwatch Halton. We appreciate the additional opportunity this allows to investigate and make improvements.

We have noted the content and are pleased that the comments received from patients continues to show high levels of satisfaction with care and treatment provided.

Specifically relating to wheelchair provision here at Whiston hospital, there are currently around 170 hospital wheelchairs across Whiston and St Helens Hospital. There is comprehensive maintenance and repair plan, however based on the recurrent difficulties that patients are having, we have placed an order for additional wheelchairs to improve availability.

As always, where patients are less satisfied, we are happy to investigate individual cases if those patients would like us to including occasions where patients feel appointment letters are unclear.

Once the report is published, we will share with staff and volunteers.

Yvonne Mahambrey, Quality Matron – Patient Experience



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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