

Listening events report

September – October 2024

Mersey and West Lancashire Teaching Hospitals NHS Trust

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About Healthwatch Halton

Healthwatch Halton is the independent champion for people who use health and social care services in Halton. We are one of more than 150 local Healthwatch across England. We exist to ensure that people are at the heart of care.

We help people find the information they need about services. We also go out and speak to local people about what they think of local care and share what people like and what could be improved with those running services.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

Our sole purpose is to help make care better for people.

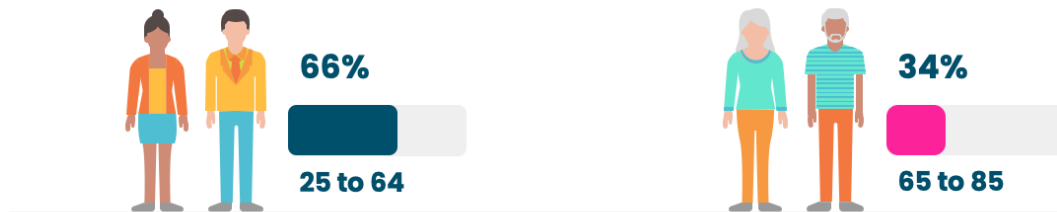
About this report

This report highlights the public feedback received during outreach sessions held at Whiston Hospital on 21st October and St Helens Hospital on 12th September and 4th October 2024.

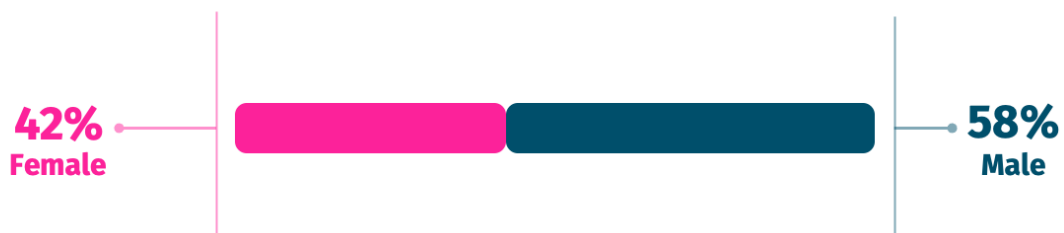
During these 'Listening Events' we use a short questionnaire to gather people's experiences of each hospital.

Whiston Hospital Listening Event overview

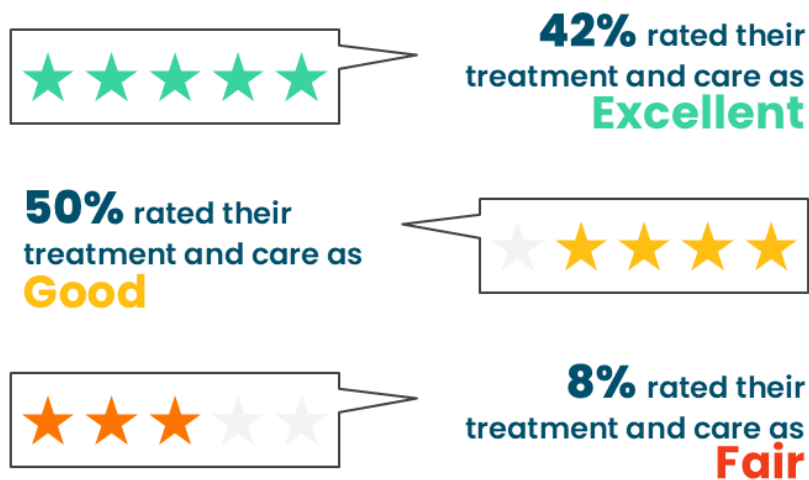
Age of respondents



Gender



Rate the treatment you have received by healthcare staff.



I have had unreal care from the amazing midwives. I have just dropped in with the baby to give them a thank you card today. I had a two-night stay and couldn't have asked for better care.

Whiston Hospital Listening Event feedback

This section provides a summary of the feedback collected during our Listening Event at Whiston Hospital on 21 October 2024.

During our visit, 12 people gave us their experiences of Whiston Hospital.

The age range of respondents was between 25 and 85, with 66% falling in the 25 to 64 age group.

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

- 1B, 2C
- A&E
- Bloods
- Dressing Clinic
- Maternity
- Radiology
- Vascular
- X-ray

Overall, people's experiences of the hospital and the care provided continue was positive, **with 92% rating their treatment and care as 'Good' or 'Excellent'**.

Due to the small number of responses received the views and experiences expressed cannot be considered representative of all patients. This 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?

Appointments and waiting times

- 🗨️ *Waiting times were very quick today and I got good care. I have been referred on to the fracture clinic.*
- 🗨️ *I was able to book a blood test yesterday, due to cancellations online, which is convenient for me around work.*

Facilities and surroundings

- 🗨️ *Whiston is accessible, friendly and clean.*
- 🗨️ *I have had to come in several times this week and found the hospital to be spacious and all the staff are fine.*

Staff, Treatment and Care

- 🗣️ *My child was able to get bloods done at the clinic as they are an older child, a teenager. The Phlebotomist was great with them, chatting away and keeping them calm.*
- 🗣️ *I was in Whiston for five and a half weeks with my COPD and then sent to rehabilitate at St. Helens Hospital. My health got bad again so I came back here and have been in for three weeks so far. The staff are good and they are trying to help me to sort out suitable housing when I leave. The food is nice much better than it used to be. (Ward 2C)*
- 🗣️ *I have had unreal care from the amazing midwives. I have just dropped in with the baby to give them a thank you card today. I had a two-night stay and couldn't have asked for better care. (Maternity)*
- 🗣️ *Everything is very good here. The staff are all very nice. After having an operation I come regularly for dressing changes at this clinic and also with the district nurses. I am given my next appointment when I come so I am booked in. (Dressing Clinic)*
- 🗣️ *I came into A&E on Saturday and am only going home this morning on Monday! The nurses are the best thing here. They are working really hard and trying to look after everyone on the corridors. They came round and did observations on me. I was brought food and drink. (A&E)*

Volunteers

- 🗣️ *The volunteers are brilliant.*

What could be improved?

Appointments and waiting times

- 🗨️ *The wait was quite long today, and the chair wasn't very comfy for my dad, in the wheelchair. It would be better if the TV was switched on to watch in the waiting room. (Vascular)*
- 🗨️ *Maybe let people with older kids know they can book online at the normal clinics and don't have to phone the ward. (Bloods)*

Communication

- 🗨️ *Communication between the hospital and the district nurses could be better. Who is giving what care and when? And if they could keep each other up to date it would be better. It can get quite confusing for us. (Radiology)*
- 🗨️ *A couple of times I asked a question, and the staff said they would find out and get back to me but they never came back with the reply. I had to wait for checks on my baby. I was ready in the afternoon to leave but at 10.30 pm they said I had to stay. This was fine but late to tell us. (Maternity)*
- 🗨️ *Communication needs to be improved. I had no idea how long I was going to need to stay in for and have two children to care for at home. A and E is so different from the rest of the hospital, where my family have experienced good care. They need more staff and better facilities in A&E. (A&E)*

Pharmacy

- 🗨️ *The pharmacy is very busy. I had a 40-minute wait for medication.*

Staff

- 🗨️ *One nurse was very rude to me, and I never got an apology. I was rude back and did apologise but never got a sorry from them in return. (Ward 2C)*

Treatment and care

- Q *Having to stay on a trolley for two days is not good. I was near the staff room, so it was very noisy as the staff needed to keep coming in and out. I had to wait two days for a CT scan before I could be discharged. I did not get to see a doctor until this morning (Monday), having come in on Saturday to A&E I felt left all of Sunday. (A&E)*
- Q *There was no room for me to stay in the hospital, so I need to come in and out for 3 days to get antibiotics. I have a bad chest and breathing issues. Luckily my wife can bring me, but it is quite hard getting in and out. (Ward 1B)*
- Q *I had to wait for six hours in A&E and then was moved to a side room. I was then told to return for treatment on a ward. (A&E)*

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

75% of respondents felt staff had enough time to spend with patients during the day and at night.

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

92% said that they had been given enough information about their treatment by the hospital.

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

People considered the hospital to be generally accessible. One person said they would like to see *'parent parking bays [...] as it is very hard with a pram. I would need to reverse to get the baby and my other child in.'*

Another told us, *'It is hard to find a disabled parking space on the grounds. The multistorey ones are far away for us.'*

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 commented, *'Most of the nurses and staff are lovely. It was just that one rude one.'*

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

No patients had moved wards, but one patient told us they had been moved to St Helens Hospital and then later back to Whiston. They said, *'The move to St. Helens Hospital was all explained to me and they told me why I had to come back here, and the equipment needed for my breathing.'*

Any other comments

Finally, we asked people if they had any other comments to make about the hospital.

- 🗨️ *The staff are very pushed here like in all of the NHS. Consultants should work 7 days a week and not leave the NHS to do private work.*
- 🗨️ *I was dead happy with the service.*
- 🗨️ *I am aware the NHS has issues so I am glad I am being treated even if I can't stay.*
- 🗨️ *I am lucky to have a well-run hospital on my door step.*

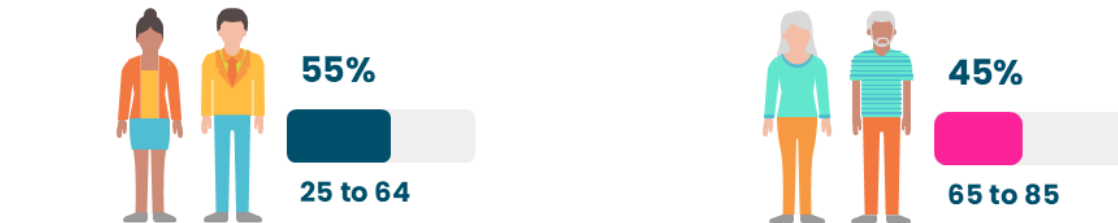
Summary

Patients are aware of the pressures the hospital faces but continue to show high levels of satisfaction with the care and treatment provided at Whiston Hospital, with 92% of patients rating their experience as good or excellent.

Communication with patients was raised by some as an area the hospital could improve on. One patient highlighted a two-day stay on a trolley in A&E which was far from ideal. We'd like to hear how the Trust ensures patient safety in situations like this.

St Helens Hospital Listening Events overview

Age of respondents



Gender



Rate the treatment you have received by healthcare staff.



*It's a good hospital and service. The staff attitude is good.
It's easy to find where you are going to when you come into the hospital and there are volunteers to help if needed.*

St Helens Hospital Listening Events feedback

This section provides a summary of the feedback collected during our Listening Events at St Helens Hospital in September and October 2024.

In total, we heard from 20 people about their experience of St Helens Hospital.

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

- Burney Breast Centre
- Dermatology
- Lilac Centre
- Oncology
- Ophthalmology
- Rheumatology
- Sexual health clinic

What do you think is good about this hospital/ward or your experience as a patient today?

As we received a number of similar comments, we've chosen a few for each theme raised.

Accessibility

40% of people highlighted accessibility as a positive.

- 🗣️ *Accessibility I am a blue badge holder and there are usually spaces when I attend privacy and confidentiality when I am being seen in the clinic.*
- 🗣️ *First time I have been here it was easy to park although busy and the clinic was easy to find with signage and the colour coding.*
- 🗣️ *Easy to access, clean and tidy [...] not as busy as Whiston which is good.*
- 🗣️ *Easy to get to by bus if I don't have a friend for transport.*

Appointments and waiting times

- 🗣️ *Don't usually need to wait too long to be seen. (Sexual Health clinic)*
- 🗣️ *The cleanliness, no rubbish, everywhere is clean and tidy.*

Facilities and surroundings

- 🗣️ *Beautiful gardens on the site.*

Staff

55% mentioned the staff at the hospital when asked what was good about the hospital.

- Q *the staff are incredible nothing is too much to ask - I have been attending for over a year and it is the same service each time it's great. (Lilac Centre)*
- Q *Good staff attitude kind and helpful good doctor and care. (Rheumatology)*
- Q *Consultant and medical staff are so friendly and kind, nurses are excellent. (Oncology)*

Treatment and care

25% mentioned the treatment and care at the hospital as good.

- Q *The clinical care is excellent once seen. (Ophthalmology)*
- Q *They give the time needed at my appointment to answer my questions. (Oncology)*

Volunteers

25% of people mentioned the volunteers at the hospital as being helpful

What would you like to see improved, or what could have been better

When asked what could have been better, 30% of people said nothing could be improved. Other comments focussed on two areas for improvement, waiting times and car parking.

Waiting times

30% highlighted waiting times as an issue.

- Q *waiting times when you arrive and have to wait this makes me feel anxious - I have spoken to the staff but they apologise and can't do anything about this. (Oncology)*
- Q *waiting times can be long as there are lots of patients usually to be seen for mammogram or appointments. (Burney Breast Centre)*

Parking

30% of people highlighted parking at the hospital as something they would like to see improved.

- Q *Parking! Sometimes you can't get a space and drive around until someone leaves then I get worried in case I am late for my appointment especially when others who don't have a blue badge part in disabled spaces- I report this to security when this happens.*
- Q *Car parking - I would suggest a number plate recognition when you arrive to make it easier and to reduce the queues spent by people getting out of the car for the ticket not being able to access the ticket and needing to reverse - it would be easier to just lift the barrier and then put your ticket in when you leave when paid it would save so much time.*
- Q *car parking arrangements when dropping off and picking up after drop-off as this is confusing if you can come out of the carpark and then come to the drop off to pick up otherwise this is a fair walk depending on where you park for the patient.*

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

100% of people said that staff have enough time to spend with patients.

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

100% of people felt they had been given enough information about their treatment and care.

- Q I am on regular chemotherapy, and they tell me if there are any changes or what to expect if they have changed the medication.*
- Q Yes, new information and explanation of the new medication I am to receive. Good and helpful to understand.*

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

Feedback from patients on accessibility was generally positive, particularly for those with a blue badge, although 60% of people said that it was more difficult to find a parking space on busy days.

One person told us, *'The car park is usually good spaces for blue badge holders. Good signage at the hospital and it is colour coded and makes it easier to find where you are going.'* Another patient said, *'The car park is busy and difficult to park depending on the time. The signage is easy to follow and the volunteers are very helpful.'*

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

100% of people felt they had been treated with dignity and respect.

Any other comments

- Q I was given 2 phone numbers to ring from my last visit one number was not answered the other wasn't right but then given number for outpatients' reception - I did report this when I attended today, and they apologised for the mishap.*

- Q *Sometimes I have to wait a while to get my results back via my GP but if there is any problem the receptionist would call me if I need more bloods doing (Outpatient clinic)*
- Q *It can be chilly when sat near the doors as the wind blows in doors are automatic but take time to close afterwards so they are losing heat*

Summary

Feedback continues to be very positive on St Helens Hospital.

Staff and volunteers should be praised for making the hospital a welcoming environment for patients.

Mersey & West Lancashire Teaching Hospitals NHS Trust response

We are pleased to see that satisfaction rates remain high, with 92% of patients and visitors rating their treatment and care as 'Good' or 'Excellent' but note that there has been a slight drop in the percentage of patients rating their care as 4 or 5 stars from the previous Healthwatch visit. Our staff will continue to work hard to ensure that our patients and visitors feel that we do everything we can to meet their needs.

Some of the areas for improvement that have been highlighted in the report including waiting in ED for a bed continues to be a part of focussed efforts and constitutes part of the National in-patient survey action plan. ED is facing significant challenges that are not unique to this Trust. This is not the service that we aim to provide, and we acknowledge that this can add anxiety at an already difficult time. Additional methods for communicating with patients to explain the process of treatment in ED and provide updates on waiting times is being explored further by the senior nursing team. Additional monitoring methods to ensure that the care patients receive in ED is at a high standard are also being developed.

Pharmacy waits are also mentioned. For the safety of patients, there are 5

different steps involved in dispensing every item of medication. There are approximately 400 prescriptions, many with multiple items contained, that are dispensed at each of our hospital sites every day. In order that patients can better understand the processes involved and hear about all the service improvements in pharmacy, our pharmacy colleagues have been invited to present to the Trust Patient Participation Group in January. Any patient can join this Group by contacting Yvonne.Mahambrey@sthk.nhs.uk . Membership is a great way for patients to be involved in shaping services. We thank patients for their patience when waiting for medicines.

We are pleased that those areas that have been highlighted for improvement by some patients have also received positive feedback from others. It is especially pleasing to note that a very high percentage patients feel that staff are friendly and helpful, patients find our hospitals accessible and that all patients feel that staff have enough time to spend with them and that they are given enough information about their treatment and care. It is also pleasing to see that our amazing volunteer and gardening services have also been mentioned.

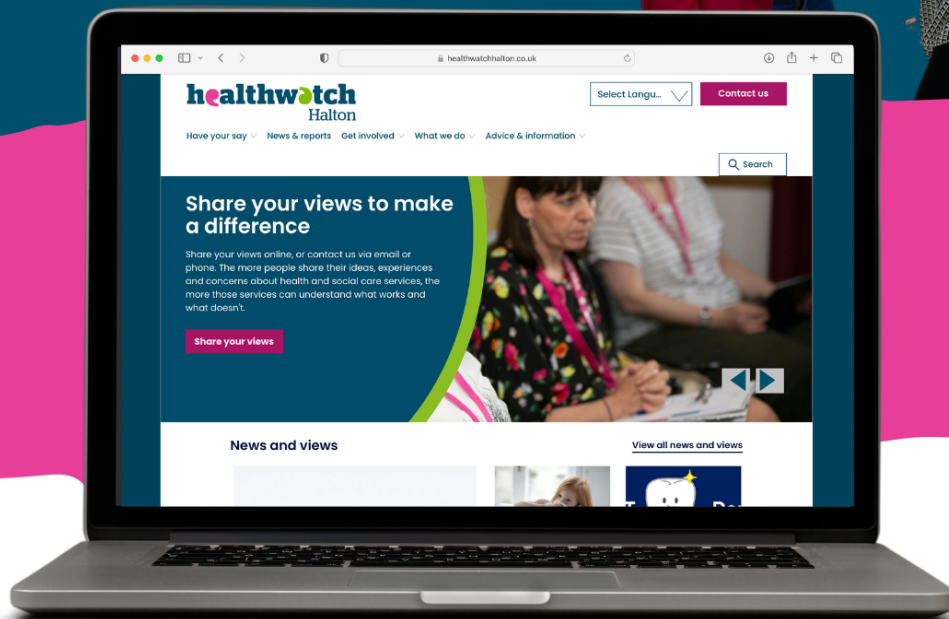
Yvonne Mahambrey, Quality Matron – Patient Experience

Mersey and West Lancashire Teaching Hospitals NHS Trust

Have Your Say

Share your experiences of health & social care services in Halton on our website or with your mobile phone.

Visit our webpage:
www.healthwatchhalton.co.uk
click on the tab 'Have Your Say'



healthwatch
Halton

Scan the QR code

or call us on 0300 777 6543





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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