

Listening events report

June to August 2024

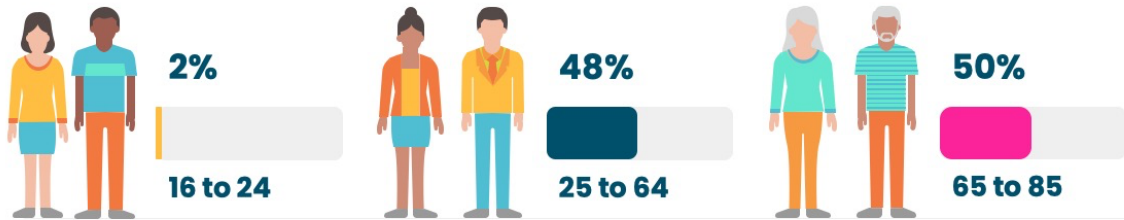
Mersey and West Lancashire Teaching Hospitals NHS Trust

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Whiston Hospital Listening Events overview

Age of respondents



Gender



Please rate the treatment you have received by staff.



I got amazing service after coming through from A and E and having surgery. I stayed in for 3 nights and was looked after well. The food was gorgeous.

Whiston Hospital Feedback

This section provides a summary of the public feedback received during Healthwatch Halton's Listening Events at Whiston Hospital between June and August 2024

In total, 44 people gave us their views across three sessions.

The age range of respondents was 16 to 85, with the largest percentage. (39%), falling in the 65 to 75 age group.

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

- 1A, 1B, 2B, 2D, 3A, 3E, 4A, 4C,4D, 5B
- A&E
- Bloods
- Burns clinic
- Cardiology
- Dementia ward
- Ear Nose Throat
- Endocrinology
- Endoscopy
- ENT
- Fracture clinic
- ICU
- Maternity
- MRI
- Neurophysiology
- OT
- Pediatrics
- Pharmacy
- Phlebotomy services
- Plastics
- Rheumatology
- Stroke ward
- Therapy rooms
- Whiston hospital elderly care department
- X ray

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

There was though another slight drop in the percentage of patients rating their treatment and care as 'Excellent' from 73% in February to 66% in May down to 61% in this report.

Due to the relatively 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

- 🗨️ *Our appointments have always been pretty much bang on time. (Paediatrics)*
- 🗨️ *The appointment was only a little late in starting but they kept us informed of the delay.*
- 🗨️ *I have weekly appointments to get checked and treated. The staff are very helpful and I have not had long to wait.*
- 🗨️ *I was in and out to get my dressings seen to and everything was checked today. The clinic has been good with me. This is my second visit. (Plastics)*
- 🗨️ *It was very quick. I was in and out with no waits. I only booked my appointment last night online.*
- 🗨️ *Booked in as a follow-up to a hospital stay. The staff were nice. I am getting picked up by an ambulance and will be dropped back at my flat.*

End of Life Care

- 🗨️ *My husband was on the dementia ward and passed away here, about 6 months ago. The staff were kind and caring. They had to tell me my husband was now at the end of life and did it compassionately. My daughter was on the phone, and they let her listen too. The staff gave us food and tea when we were at the bedside. They looked after my husband well and I was glad I could be with him at the end. (Dementia Ward)*

Facilities and surroundings

- 🗨️ *Everything is lovely and clean, and the staff are friendly and helpful.*
- 🗨️ *Clean and tidy which is good and gel to clean your hands.*

Inpatient Care

- 🗨️ *I was on the ward for 8 days and I was well looked after. The nurses gave good care. (Ward 5B)*
- 🗨️ *I got amazing service after coming through from A and E and having surgery. I stayed in for 3 nights and was looked after well. The food was*

gorgeous. (Ward 3A)

- Q I am visiting a relative, they have been in for 2 months now. They have a had a nice service and visiting is good. (Stroke Ward)*
- Q I was an inpatient for 2 weeks. The care I received was outstanding. I had my own room and got exceptional care. Outstanding, top of their game! (Ward 4D)*
- Q I was in hospital for 5 weeks. They were sound here and treated me well. It was good overall. I was offered follow up checks and have dropped my ECG monitor off to be reviewed. (Cardiology)*

Staff, Treatment and Care

- Q The staff are all lovely. It has been marvellous. I was petrified coming in today, but they managed to calm me down. I have been reassured about my health too. (Endoscopy)*
- Q The dietician is really good, and we always see the same person, which has helped to give my baby continuous care. I have been able to email or call them with questions. We have been discharged today but were told we can still get in touch with any questions or concerns if needed. (Paediatrics)*
- Q I was under the fracture clinic a few months back for a broken hand. I got brilliant care. The staff were excellent.*
- Q I had an efficient service this morning. The staff were kind and informative. It was a positive experience for me. I have come out having learnt something. (Neurophysiology)*
- Q The Dr's are amazing. We can't fault any of the care. My daughter has been well looked after and given extra scans to check on her.*
- Q I came to A&E in an ambulance around 6 weeks ago. I had to wait in the ambulance outside for 3 hours. The Doctor came out to me and put me on a drip as I had had a heart attack.*
- Q They have tried to solve my issue today and have been very caring. (ENT)*
- Q Excellent very calm when dealing with my son having his bloods taken.*
- Q Lots of tests were done to try and help my husband. ECG, brain scan and bloods. Referred to an MRI scan, hopefully for next week, too. An A&E doctor*

came out to explain what was happening toward the end of our visit, to make sure I knew as my husband was a little confused. This was helpful.

- Q The staff are first class. I couldn't ask for better. The reception staff put you at your ease when you come in. Everything was explained very well to me. I couldn't ask for better treatment.*
- Q I arrived at A&E at 6.30 pm a couple of weeks ago with a serious injury. I was seen but when the condition worsened, I was rushed through to corridor care and fast-tracked. I was operated on that night and this stopped further complications. I got amazing service.*

What could be improved?

As many people gave similar comments, we've grouped them together and highlighted areas they suggested could be improved.

Appointments

- Q I would have liked to have been able to go to St. Helens Hospital but didn't have a choice of hospital for this appointment.*

Corridor Care

- Q I have been a regular visitor to A&E and I would like to see the corridor care improved it is not good to be kept waiting on the corridor for hours and hours - once you are seen the care is good but waiting in the corridor seem to me to be wrong and each time I have been to A&E I has been the same queues in the corridor.*

Discharge

- Q The discharge home was bad. I live alone in an upstairs flat. I was told I would get an ambulance home and they would help me upstairs. But I was left to wait near the front door and a taxi came. I was dropped a few streets away and the taxi driver didn't help me. I had to carry five bags home and up the stairs. I was exhausted. (Cardiology)*

Facilities and surroundings

- Q *People need to be stopped from smoking around the main door. It is awful to walk through smoke as you enter a hospital. Maybe introduce a fine or direct people regularly to the shelter.*
- Q *More toilet facilities in the main entrance area. Most people seem to go in the toilets. Another disabled toilet in the main bit would be good.*
- Q *My room doesn't have a window and I feel shut in. (Ward 1A)*

Food

- Q *The food could do with being plainer and with more vegetables. I am used to a healthy, plain diet so things like the heavy lentil dishes were not good for my stomach when poorly but not a big issue as I got great care.*
- Q *The food wasn't good. I got sandwiches brought in. Would have liked just some bread rolls or something to be offered.*

Night time care

- Q *My wife was a patient on B2 after having an issue come up on an ECG. She was very unhappy with the care she received at night. She rang the buzzer on several occasions to try and get help for another patient with dementia. The night staff were very different from the day nurses and seemed to not be bothered. She found the lack of care to be ridiculous. (Ward 2B)*
- Q *The night staff are not available. My buzzer has been left unanswered.*
- Q *It is harder at night to get support as the staff are very pushed.*

Parking

- Q *Parking is not great, there are not enough disabled spaces.*
- Q *It was hard for my husband to park and get in as he uses a walking cane.*
- Q *The café and car parking are expensive especially if you are a visitor coming in more than once.*

Pharmacy

- Q *The Pharmacy could be better stocked. We have had to return to the hospital this morning and we have been told we still have to wait until later this morning to get my husband's medication.*
- Q *I needed some medication, and it took three days for me to get it. I have also asked for heartburn remedy, and I still haven't been given it three days later.*

Staff, Treatment and care

- Q *Some staff spend a lot of time on their phones. I saw a patient who had one-to-one support on the ward but the staff member was always just looking at their phone instead of engaging with the person in their care.*
- Q *The ward needs to make sure experienced nurses put the needles in and take bloods. Only 3 nurses could do the needle in my hand well. One nurse took 7 goes to get it right. The needle kept needing to be changed and it wasn't good. All the nurses need training on how to do it or use the experienced nurses for antibiotic drips. My notes are also often wrong after an appointment /stay and need to be corrected. The Dr. did apologise for one error, but they should check them. (Ward 5B)*

Translations

- Q *More translated information around the hospital, as English is not my first language.*

Waiting times

- Q *Long waits in A and E. Was in from 11.30am - 7.30pm yesterday. Communication was poor, which made it worse. The not knowing how long we would be or what would happen. We didn't know how long we would have to wait for tests or when to expect for someone to speak to us or what we were waiting for at times. Only the triage time was shared, and our wait was longer than the screen display said over all.*
- Q *The wait could be shorter, but I know I was lucky with 6 hours and they are busy. (A&E)*

- Q *I have been waiting a long time for my next appointment with this department. I have called up a few times and they say I am on the list but after my cancellation, I have waited many months. (Rheumatology)*
- Q *Waiting times, but I understand that this is not just an issue in this hospital and that they are doing their best to improve on the waiting times, but it can be frustrating.*

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

92% of respondents said that staff have enough time to spend with patients during the day and at night, but as feedback in previous reports some people felt that staff were too busy and rushed due to work pressures.

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

96% said that they had been given enough information about their treatment by the hospital.

One patient told us *'We have been given several information leaflets to read,* this was echoed by many other patients, with one patient explaining, *'They have discussed the next steps and issues with me.'* Another person told us, *'I was reassured, and they explained the procedure very well.'*

A few people commented that they hadn't had clear information or updates, with one telling us, *'I would like to know more about what will happen next and what care I could get at home.'*

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

People generally consider the hospital to be accessible. They told us car parking was generally good, but there were limited spaces available at busy times. One patient thought the multistorey car park was *'a challenge as it was tight to drive around'*.

A patient who arrived by public transport from Widnes, told us, *'There is only 1 bus an hour to get here so that can be awkward.'* Another patient, from Liverpool, said, *'I can get the 10a here from Walton, but it is two buses to get home.'*

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

98% of respondents felt they had been treated with dignity and respect.

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

Three patients told us they had been moved during their stay at the hospital.

One patient explained *'I was on wards A1, A3 and then A4. I don't know why. I was moved. They just said you're moving each time and I went to the new ward.'*

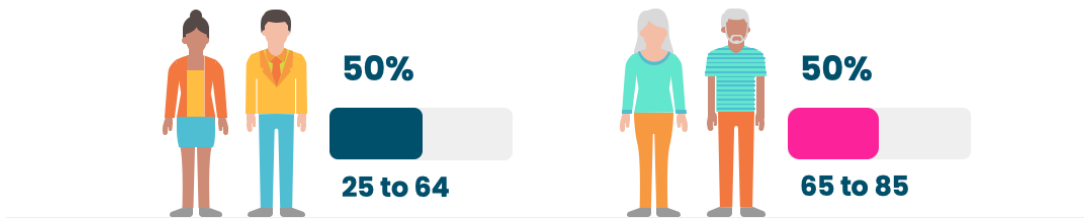
Summary

Despite the increasing pressures on the NHS at present, the feedback we've gathered shows continuing high levels of satisfaction with the care and treatment provided by the Trust, with 97% of patients rating their experience as good or excellent.

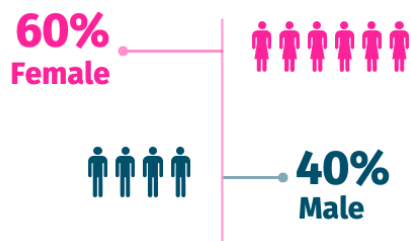
There was also feedback from patients on where patient experience could be improved which we hope the Trust will look at.

St Helens Hospital Listening Events overview

Age of respondents



Gender



Please rate the treatment you have received by staff



What's good? The staff and care I receive are all good. I have been looked after here for a long time and the care is very good.

St Helens Hospital Feedback

This section provides a summary of the feedback collected during our first Listening Event at St Helens Hospital in August 2024.

In total, 10 people took the opportunity to tell us about their experience of St Helens Hospital.

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

- *Audiology*
- *Cancer Care*
- *Outpatient department*

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

Staff

- 🗨️ *The hearing clinic is absolutely great, and the staff are great.*
- 🗨️ *The staff are all very good.*
- 🗨️ *The staff are friendly and helpful including the staff in the café.*

Appointments and waiting times

- 🗨️ *I was early today, and they saw me straight away. They do my checks, clean my hearing aids and give me batteries. The batteries mean I don't have to queue at the walk in which is very helpful.*

Facilities and surroundings

- 🗨️ *It's clean, and the staff are helpful.*
- 🗨️ *It is so clean I don't mind using this hospital at all. I park at Whiston and get the shuttle bus over.*
- 🗨️ *great service I have been attending for a while now and it's always good.*
- 🗨️ *everything is good the cafe is lovely too and good service.*

- Q *The shuttle bus helps as you can't park at St. Helens. The appointment letter tells you the coloured zone which is really clear.*

Treatment and care

- Q *The service in outpatients is good it is very busy, and the staff do their best.*
- Q *The treatment at Whiston hospital and St Helens hospital is excellent always have good treatment - appointment times have been delayed due to the waiting lists, but they have informed me about this.*

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

Appointments and waiting times

- Q *Quicker appointments - when possible*
- Q *Waited longer than expected for my appointment but I understand why so it's not a problem*

Parking

- Q *Car parking can sometimes be busy, but it keeps moving.*
- Q *Car parking charges are not right when you have to pay but we have to. Otherwise all good.*

Pharmacy

- Q *Sometimes you have to wait a while for the tablets or creams from the pharmacy and occasionally I have had to send one of my family back to collect it otherwise I would have had to wait for 45 minutes to an hour - but I understand they are busy*

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 during the day and at night.

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.

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

Feedback from patients on accessibility was generally positive. Some mentioned car parking as a bit of an issue, with one person saying, *'Car parking can be difficult depending on the time of the appointment but there are spaces usually just may need to walk a bit further.'* Another person told us, *'Sometimes I have to park right at the back of the car park depending on the time of my appointment which can be a bit far for walking but I have a stick so I get by.'*

One person had used the shuttle bus to get to the hospital, saying, *'The shuttle bus helps as you can't park at St. Helens.'* They also found the information on their appointment letter really helpful telling us, *'The letter tells you the coloured zone which is really clear.'*

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.

Summary

The care and treatment provided by staff at St Helens Hospital was praised by the people we spoke with. The feedback given was overwhelmingly positive, with just a few comments for improvement mentioned.

Mersey & West Lancashire Teaching Hospitals NHS Trust response

Response received from

Thank you for providing the draft report on the recent listening events held by Healthwatch Halton between June – August 2024. We appreciate the additional opportunity this allows to review and improve our services. Thank you to your team for facilitating this. The report will be shared with teams mentioned for opportunity to provide a separate individual response.

We are pleased to see that satisfaction rates remain high, with 97% of patients and visitors rating their treatment and care as 'Good' or 'Excellent', but note that there has been a second consecutive overall drop in the percentage of patients rating their care and treatment as 'excellent' and 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 Corridor care in ED will receive particular focus via the National in-patient survey action plan in the coming months as some of the findings have been mirrored in the responses from in-patients that took part in the National survey.

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 receive the correct amount of information at the correct time and in the correct format for them.

Yvonne Mahambrey, Quality Matron – Patient Experience

Mersey and West Lancashire Teaching Hospitals NHS Trust



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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