

# Listening event report

**October 2022**

## About this report

This report highlights the public feedback received on the Trust during Healthwatch Halton monthly outreach sessions at Whiston Hospital.

These comments were collected on Monday 24 October 2022 during an outreach visit to Whiston Hospital.

We used a short questionnaire to collect people's feedback. A copy of this is included at the end of the report. 11 people, six women and five men, took part in the listening event

The comments within the report are the words of the people who shared them and have not been changed in any way.

## Summary

### What was good?

The feedback we collected was overwhelmingly positive with all 11 people rating the treatment / care they or their loved ones received as Good or Excellent.

When asked what people thought was good about the hospital they mentioned:

- All the staff
- The general environment – Clean, open and friendly
- Children's playroom
- Online appointment booking

### What could be improved?

- Stop smoking around the entrances
- Staff to have a little more time to listen to patients
- Some signage issues – Clearer arrows
- Food
- Broken lock in the ladies toilet – next to PALS office
- Access to disabled parking bays

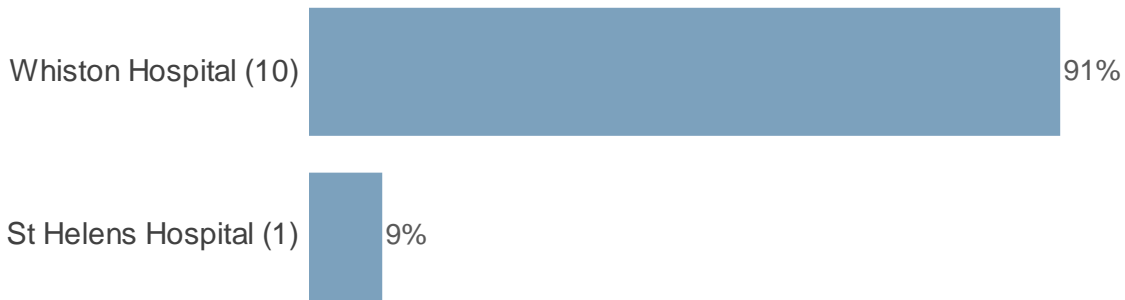
Listening Event feedback

# Listening Event feedback

This report was generated on 27/10/22. Overall 11 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

## Hospital



## Are you:



Listening Event feedback

**Which hospital ward or outpatient area is your feedback about?**

Pediatrics	Ultrasound and MRI scan	C2
Urology	Dressings	Blood test
4B	Plastic surgery	Blood test
ECG	Therapy suite	

**What do you think is good about this hospital/ward?**

The playroom was good to keep my 7 year old, who is the patient and also my baby entertained. They had toys for both ages.

Staff are friendly.

I have been in since Friday and all the staff have been very good. I mean all the staff cleaners, dinner ladies, nurses and Doctors.

Welcoming. Open and friendly, not clinical. Very clean.

Clean and nice environment.

Very good staff.

very good staff members.

My husband has found everything to be good. Friendly nurses. On time and good treatment.

All very nice here. Staff are lovely. they asked about my meds that I take at home and sorted them all out for me.

Clean. The online booking was good. Much better than the ticket system which took ages.

Looks clean and nice and light.

**What would you like to see improved?**

Nothing, all good.

I really don't think people should be allowed to smoke around the entrances. I have asthma and my chest always feels bad after walking through the doors. My son has lung issues as part of his cancer and it has a bad effect on his breathing too. The disabled bays are often full, which is why I have to bring my son and wait for him. If we can't get a space i drop him off and take the car away. It is worse in the afternoons.

All fine but need to take more time to listen to patients. I have to stay in longer than expected as I now have an infection. I had mentioned to some of the nurses that I thought it was getting worse but then said it was ok. They need to listen to patients as we know our own bodies best. they later said it is infected.

It was a little confusing finding my way today. The arrows are not clear if they are pointing up to the next floor or straight ahead. Friend, who was with the patient, pointed out that the lock in the ladies toilet next to PALS is broken in the second cubicle.

I had both my MRI and my ultrasound on a Sunday. I had my MRI scan and then I came out and a nurse was very rude and bossy to me. She asked where I had been, in an abrupt, way as she had been waiting for me. I said I had been having my MRI and she said she was not told about this and then walked off without any further comment.

Nothing.

Nothing at all.

n/a

The food is not to my taste, and I don't know what milk they use but it is awful.

Nothing, all good.

Make smokers go by the street. There is too much smoke at the door to walk my mum through.

Listening Event feedback

**Do you feel that staff have enough time to spend with you and other patients? (both during the day and at night, if staying overnight)**



**Comments**

- Mostly but they are sometimes a bit rushed.
- Overnight is fine. I get my meds on time.
- Quite welcoming.
- Most do but not on this occasion.
- They try their best but are very busy. They check on me at night and my meds come on time. When I had an oxygen tank they helped me get out of the ward for a coffee, which was very nice of them.

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



**Comments**

- Lots of time for questions.
- Yes lots of information has been given to me. They always ask if I have questions, but I can't think they had time to talk to me today.
- I always ask lots of questions and the staff answer them. They explained my oxygen levels well.

**How accessible do you think the hospital is in terms of getting around? (car park, signage etc)**

- all fine.
- The parking as I mentioned is an issue. There is a need for more disabled bays.
- All ok.
- Good except for the confusing signs I mentioned.
- Yes. Easy with coloured signs.
- Everything is good. No problems.
- No problems for us.
- I find my way around fine with my families help and the staff have brought me down to the foyer as I like to get off the ward. I know my way to my ward now.
- I came here easily by bus, much better than trying to park.
- I bring my mum so not a problem.

Listening Event feedback

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



**Comments**

- ECG nurse was nice.
- Mostly but not by the scan nurse.
- No complaints.
- I certainly have.

**For inpatients only - Have you been told an estimated date for your discharge?**



**When will you be discharged?**



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



**Comments**

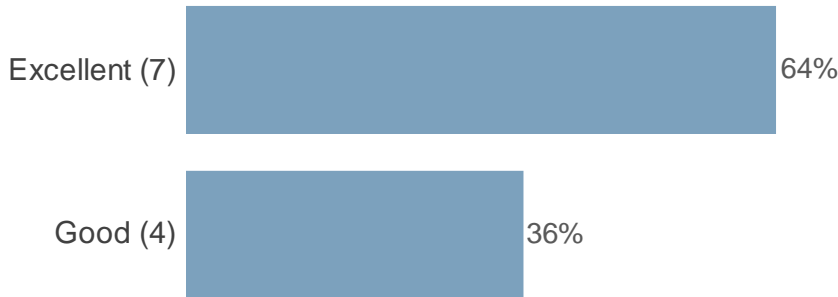
- I have been moved around the ward a couple of times. I think they need some patients closer to them at the nurse's station. I have just been asked to move over, no real explanation why.
- I came to A and E first. I was not happy as I had to wait a very long time. The staff were so busy! I was put in the corridor and then in a cubicle. They moved me to a big ward (I think B3) then to C2 where I am now. They did explain all the moves to me.

Listening Event feedback

**If you answered 'Yes' to Q11**



**Please rate the treatment you received by healthcare staff. (1 star= Terrible, 5 star = Excellent)**



**Any other comments**

I would give 5 stars apart from the smoking that is allowed to go on around the doors. This doesn't happen when we go to Aintree hospital and it needs to be stopped.

Just need to listen to patients a bit more.

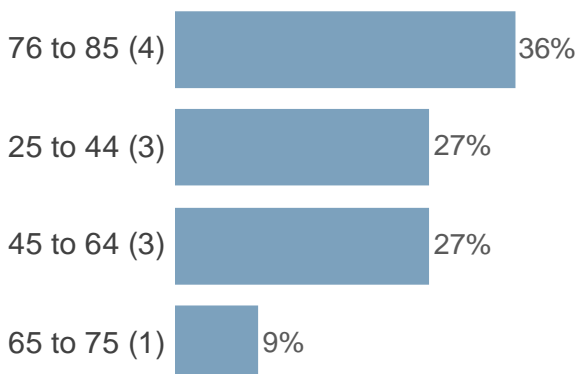
I would give 4.5 stars. Mostly very good but on one visit a nurse was very rude to me. (in scan feedback separate form)

Lost a star due to the rudeness I got from one nurse.

All good and easy to get around. Much easier than our local Trust.

I am very grateful for the help.

**What is your age? (Age of respondent)**



Listening Event feedback

**Gender**



**Do you consider yourself to have a disability?**





# Healthwatch

## Listening Event



Hospital name:

Date:

1. Are you: a Patient  a Visitor  Staff  other

2. First four digits of your post code (eg WA7 2)

3. Which hospital ward or outpatient area is your feedback about?

4. What do you think is good about this hospital?

5. What would you like to see improved?

6. Do you feel staff have enough time to spend with you and other patients, both during the day and night, if staying overnight?

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

8. How accessible do you think the hospital is in terms of getting around? (Signage/Parking etc)

Please turn over

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

For inpatients only

10. Have you been told an estimated date for your discharge? Yes  No

10b. If 'Yes' to Q10, when will you be discharged?

Within 1 day  2-5 days  6-7 days  1-2 weeks  More than 2 weeks

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

Yes  No

11b. If you answered 'Yes' to Q11

I have been moved here from another ward  
 I've been told I may be moved to another ward

Discharge Comments

12. Please rate your experience at this hospital



13. Any other comments

## About you

If you are willing to provide us with some monitoring information please complete the details below:

Age  Prefer not to say

Gender: Male  Female  Transgender  Prefer not to say  Other  \_\_\_\_\_

Do you consider yourself to have a disability? Yes  No  Prefer not to say

I would like to know more about how to make an official complaint

I would like to receive the regular e-bulletin / newsletter

Name

Address

Email

Phone

Thank you for taking part in this survey!





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