

Listening event report

December 2022

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December Listening Event



We heard from 8 women and 7 men



Age



16-24



25-44



45-64

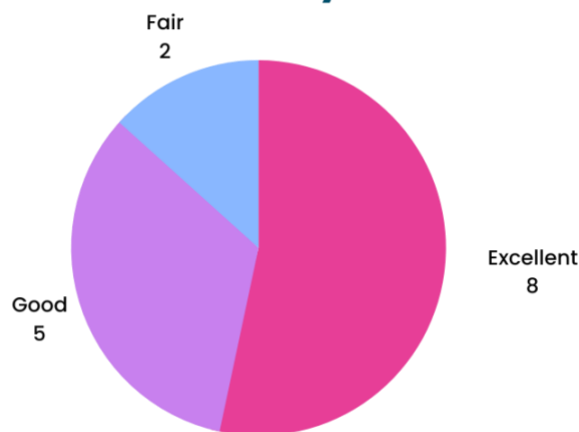


65-75



76-85

Rate your treatment by healthcare staff



'An amazing hospital. I feel cared for and welcome. The environment is great.

The open, clean space and the flowers outside make it much nicer than other hospitals.'

About this report

This report highlights the public feedback received during Healthwatch Halton's monthly outreach session at Whiston Hospital in December.

These comments were collected between 10.00am and 12.00pm on Monday 5 December 2022 at Whiston Hospital.

We use a short questionnaire to collect people's feedback on their experience of the Trust. A copy of this is included at the end of the report.

In total, 15 people, eight women and seven 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.

Feedback Summary

What do you think is good?

The feedback we collected was positive with 13 people rating the treatment / care they or their loved ones received as 'Good' or 'Excellent' with another two rating it as 'Fair'. All patients and visitors we spoke with said they had been treated with dignity and respect by the staff.

Staff

People praised the staff at the Trust saying they were friendly and caring. One person told us how members of staff came over to help him, *'My wife's wheelchair just broke on the way in. Her strap got caught in the wheels. A lovely young girl, who works here, ran over to help whilst her break. The car parking attendant came over to help as well and two maintenance men fixed it for us.'*

Environment

Comments were made on how nice the hospital looked in the run up to Christmas. Other commented on how clean and spacious it was and how well signposted.

What could be improved?

Parking

Some people commented on parking as in need of improvement, with one saying *'There are never any spaces when I bring my daughter to her weekly appointments at the clinic. We would like more or designated spaces around the back of the hospital.'*

Another person told us they had raised access to disabled parking with the Trust and it had been resolved, saying, *'I wrote to the CEO on the website as there were long queues for the disabled parking and she did reply. They have added 16 more spaces which is brilliant!'*

Information

Most people felt they'd been given enough information by the hospital, but a couple of people highlighted issues they had finding out where they needed to be for their appointments. One person told us, *'I would like a letter with where to go and outline of appointment.'*

This could be a particular issue for patients attending the hospital for the first time. We'd suggest the Trust always send details of the location for an appointment to patients.

Night care

One patient felt that care at night wasn't as good as that received in the daytime, telling us, *'I have stayed on a number of wards at this hospital for my breathing and heart. The Dr's and nurse are really great in the day but the night regime is not good. In the night the nurses stay in their hub. They seem to be chatting and might be doing their paperwork. I have seen patients struggle to reach drinks and spill it on themselves. The nighttime staff are not as good to patients on any of the wards I have stayed on. They don't come round and check on patients at all.'*

A&E children

Two people gave feedback on visiting A&E with children. One parent told us, *'The long waits are an issue. I understand A and E is busy and they need more staff. I just wish there was a better system in place especially for children waiting.'*

While another said, *'Only one parent was allowed in with each child in A and E. I understand they are pushed for space, but it can be hard waiting away from your family.'*

St Helens & Knowsley Teaching Hospitals NHS Trust response

Thank you for providing the report and the invaluable feedback from patients and visitors, as well as the opportunity to respond to the feedback.

The Trust has increased the number of disabled car parking spaces at the front of the hospital in response to concerns raised by patients and visitors and continues to review the provision of all car parking spaces across the Trust. Additional off-site parking is provided for staff to increase the number of spaces in the multistorey car park for visitors.

The Trust continues to face many challenges and works tirelessly in seeking to increase available staff, including ongoing recruitment and a comprehensive Health and Wellbeing Service to support staff. The report will be shared with the Heads of Nursing and Quality to cascade through their teams to reiterate the positive practice and to address any areas for improvement.

Anne Rosbotham-Williams

Deputy Director of Governance

St Helens and Knowsley Teaching Hospitals NHS Trust

Listening Event feedback

Listening Event feedback

This report was generated on 22/12/22. Overall 15 respondents completed this questionnaire. The report has been filtered to show the responses for 'Date=05/12/2022 and Choose your Healthwatch=Halton'.

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

Hospital / Venue name



Are you:



Listening Event feedback

Which hospital ward or outpatient area is your feedback about?

- _____ Radiology
- _____ Eating disorder clinic
- _____ Children's A and E.
- _____ blood clinic - anticoagulants
- _____ Radiology
- _____ Respiratory
- _____ Not told where appointment was but found it to be ECG and Outpatients
- _____ Physio - pediatrics
- _____ Orthopedics
- _____ blood clinic
- _____ Blood test
- _____ paediatrics
- _____ A and E
- _____ 4B
- _____ Children's wards

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

- _____ Clean, Nice surrounding. Looks good for Christmas. Good staff
- _____ Good staff and a nice environment over all.
- _____ Clean and spacious with nice staff.
- _____ I am looked after well here and the staff are pleasant.
- _____ Everything is good.
- _____ Lovely staff. Very friendly and caring in the day time and in outpatients.
- _____ Great staff.
- _____ Staff healthcare given.
- _____ Staff great on the ward.
- _____ The staff are friendly. They are like friends. we know them all and they are lovely. We cannot speak highly enough of this hospital. Everyone is amazing. The food was even good when I was an inpatient.
- _____ A clean hospital with friendly staff.
- _____ It is a spacious hospital and well sign posted to find the wards.
- _____ Staff are lovely.
- _____ It is brilliant. The staff are all great. My wife's wheelchair just broke on the way in. Her strap got caught in the wheels. A lovely young girl, who works here, ran over to help whilst her break. The car parking attendant came over to help as well and two maintenance men fixed it for us.
- _____ The Reception was easy to find and it is clean.

What would you like to see improved?

- _____ Parking. It is often hard to park here.
- _____ Parking. There are never any spaces when I bring my daughter to her weekly appointments at the clinic. We would like more or designated spaces around the back of the hospital.
- _____ My child has only just been triaged so I couldn't say.
- _____ It is very busy here and some areas and there is not always enough staff with sickness and everything.

Listening Event feedback

What would you like to see improved?

nothing.

I have stayed on a number of wards at this hospital for my breathing and heart. The Dr's and nurse are really great in the day but the night regime is not good. In the night the nurses stay in their hub. They seem to be chatting and might be doing their paper work. I have seen patients struggle to reach drinks and spill it on themselves. The night time staff are not as good to patients on any of the wards I have stayed on. They don't come round and check on patients at all.

I was called on Wednesday and told I had appointment here this morning. I realised I didn't know which department it was for so my daughter called the switchboard, appointments line, cardiology and respiratory but no one knew where is was. We just had to turn up and try and see where it will be. We went to the ECG department and they said it was not there. We went to Outpatients and they said it was with them but that we needed an ECG, so we had to go all the way back. I think they should have called over for us to check as it is not easy to go up and down with the wheelchair and I'm sure it would be for lots of patients who need an ECG. WE then had to go back when the ECG was done too.

The women's toilets by the reception are dirty. There is dirty/ soiled tissues on the floor (reported to PALS office right away).

It was all good.

I wrote to the CEO on the website as there were long queues for the disabled parking and she did reply. They have added 16 more spaces which is brilliant.

Nothing to suggest.

There were no tables available today in the foyer or cafe and this makes it hard for me as I use a walking stick. Its awkward to carry things or put them down by these seats with a table

Waiting times.

Nothing to improve for us.

I was phoned up to bring the baby for physio but I don't know where it is at or what will happen. I haven't had a letter.

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

So far. Triage was good.

in my blood clinic they do.

Not at night time no.

They are really, really busy.

My wife has been to pre op and for a biopsy before today and the staff were all great.

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



Listening Event feedback

Comments

The nurses are always helpful with questions.

All I explained well and I have a note book.

They are good when I ask my questions.

Not told why I was coming or that I needed an ECG.

Take time to explain everything and answer Q's. The Doctor breaks it down if we do not understand it

The operation has been explained well.

Would like a letter with where to go and outline of appointment.

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

Parking is hard, especially on the open car park.

Parking means you are far away from the clinic and have to walk right through the other areas.

Parked fine and good signs to guide you around the building.

I have to get a lift from my husband as the buses are unreliable and very busy so may make me late. It is a worry as my husband is getting older.

All fine. The lifts are good.

I use a wheelchair and always have someone with me.

Hard when we had to go back and forth between departments.

All good.

All good.

I get round fine with my son.

Easy. Good parking here.

I have a disabled pass to park and found a space this morning.

All fine.

It is dead easy. The staff in the red polos came over as I came in and directed me too. They are very good.

All fine.

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



Comments

so far yes.

Oh yes

By the day staff.

Yes absolutely.

The security man by the door was very friendly and helpful.

Listening Event feedback

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



Comments

This was explained to us when my dad was in.

My wife had it explained that she will probably stay for one night, maybe two.

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?

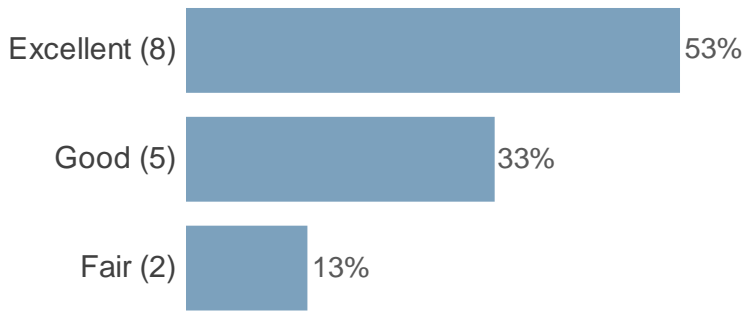


If you answered 'Yes' to Q11

Not Enough Data

Listening Event feedback

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



Any other comments

Parking if the only negative I have found.

Only 1 parent was allowed in with each child in A and E. I understand they are pushed for space but it can be hard waiting away from your family.

Spoke very highly of the outpatient staff and day time nurse and waited to give a 5 star feedback, despite their concerns with the night time staff. The family have spoken to PALS about the issues with the night time staff. They were told they would feed it back but the patient has not seem any improvement. I asked if they would like to share their details to be passed to the PALS teams but they didn't want to discuss it again and said they just want it to be improved. (ECG appointment form also completed)

Today with the appointment issues it was not great but normally lovely staff. Again asked if family wanted PALS to get in touch with them but they just wanted to pass on feedback as have tried to speak to PALS previously over another issue.

Cleanliness in toilet lost a star.

My Dad had a 5 week stay and got great service.

An amazing hospital. I feel cared for and welcome. The environment is great. the open, clean space and the flowers outside make it much nicer than other hospitals. The Dr's take time to explain everything to us. They never rush us and show a lot a care. One issue is that my blood tests from my GP in Liverpool cannot be seen by the Trust and I have to have them redone and my veins are not too good. It seems the computers cannot share my test results even though it is the same NHS number everywhere.

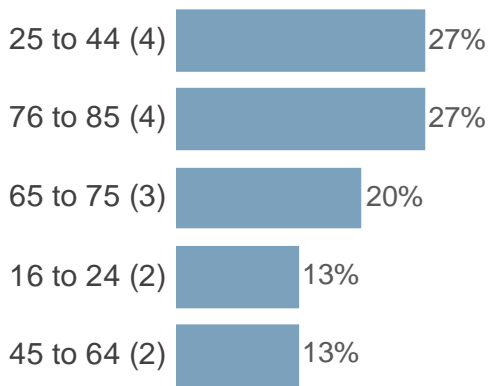
The long waits are an issue. I understand A and E is busy and they need more staff. I just wish there was a better system in place especially for children waiting.

The way my wife is treated is brilliant. All staff are great, the maintenance people, nurses, Dr's all of them.

Not had the appointment yet and need to find out where to go at Reception desk now.

Listening Event feedback

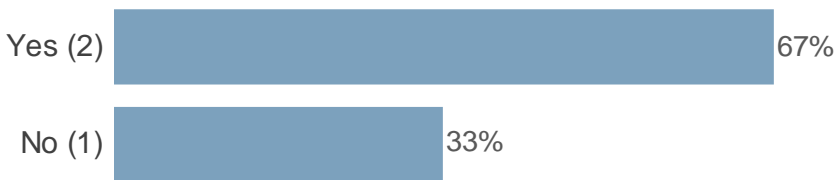
What is your age? (Age of respondent)



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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