

# Listening events report

**April / May 2023**

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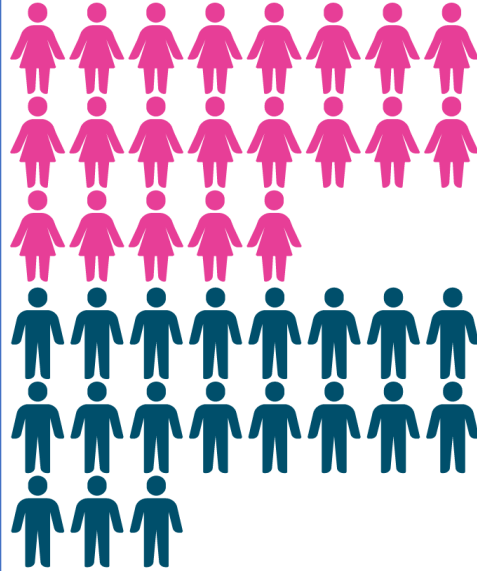
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# April / May Listening Events

**40**  
people gave  
their views



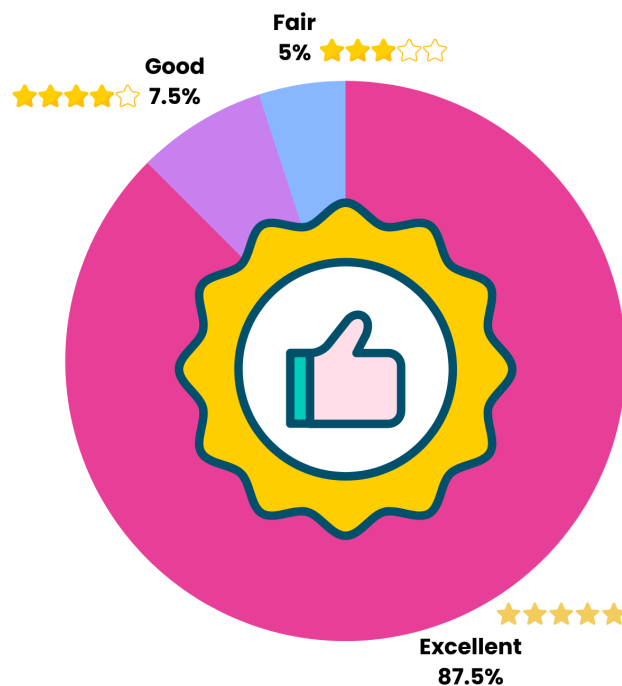
We heard from 21 women and 19 men



## Age



## Rate your treatment/care



## About this report

This report highlights public feedback received during Healthwatch Halton's monthly outreach sessions at Whiston Hospital.

These comments were collected during visits on the following dates:

- 17 April
- 15 May

We use a short questionnaire to collect people's feedback on their experience of the Trust.

In total, 40 people, 21 women and 19 men, took part in the listening events.

## Feedback Summary

Due to the number of responses received the views and experiences expressed cannot be considered to be 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.

The feedback collected during our Listening Events continues to be overwhelmingly positive. The treatment / care provided at the hospital was rated as 'Good' or 'Excellent' by 38 (95%) of the 40 people we spoke with, while the remaining two people rated it as 'Fair,'.

When asked if they had been treated with dignity and respect by the staff, all 40 people answered 'Yes'.

One patient told us, *'Yes, they are understanding once I explain I get confused'*, while another person said, *'Yes, they gave me support information too.'*

There were a few issues raised around poor communication, including cancellations of operations, which we hope the Trust will look at as an area for improvement.

## What do you think is good?

As with our previous Listening Events, when asked what people thought was good about the hospital, the most popular response was, **the staff**.



Fig.1 Word cloud of the most commonly used words to describe what was good about Whiston Hospital

The care provided by staff was highlighted by several patients and carers, with one patient telling us, *'They are very efficient. Everyone has their job to do and do it right. 1 staff member after another knows their role and do a great job. They keep doing x-rays to check I am healing right.'*

A visitor told us, *'The staff are very nice here. They check on my husband's skin to see if it is healing well rather than just having me do his dressing each time.'*

A parent who had brought their son to the hospital said, *'Waiting times in A&E were good for my 17-year-old son. We did come it at 5am. The staff are brilliant and have given good care. They have been very thorough with tests and have found glandular fever, which means he will be looked after on a ward now.'*

Another patient told us, *'The staff are quick and helpful. The hospital is very clean and they all show compassion. The hospital have organised me a taxi home. As I am blind and have issues with walking they explained I am entitled to one. I have never known such kindness.'*

One patient praised the hospital staff for explaining the reasons for a delay in treatment, saying, *'The staff have been polite and honest with me over the issues delaying my care. PALS staff have been helpful if trying to support me and communicating what is happening about my operation.'*

**Cleanliness** and **general environment** of the hospital was mentioned, with one person saying, *'The facilities are good and the waits are ok.'* Other comments included, *'It's a very clean hospital'*, it's *'Bright and open'*.

One visitor mentioned the hospital **volunteers** telling us, *'The volunteers are very good at sorting everyone out at the main entrance. I always get good treatment here and at St. Helens.'*

### **Other 'What was good?' comments included:**

A quick wait today. We have been in and out for the last 3 weeks and have always got good service.

Staff and fantastic. Ease of access to the hospital and wards.

All is good, I can't fault the care or hospital. The food is decent too

Very friendly and caring. I was seen very quickly.

Staff are very helpful and nice. Hospital is clean and tidy.

Everything so far has been good for us. The staff are helpful and friendly. Appointment letters come for when we need to be in but when I lost it the reception where very helpful in finding out when I should attend.

This is a very good hospital. the staff are lovely and very knowledgeable. Perfect.

Very good, nice staff. I like the café. I didn't need an appointment today. They fitted me in because I am having a procedure done.

<p>The staff are lovely. It is clean and you can but coffee. The booking system for bloods is much better now. You used to have to sit and wait with lots of people but now you are straight in.</p>
<p>I work on the shuttle bus, but was a patient for my heart. The staff and treatment was all good. I was sent over to Broadgreen for my op by this hospital.</p>
<p>Short waits. We were in and out very quickly today. We both come as support for our service users, and they are very nice with her.</p>
<p>Short waits. Appointment letters on time</p>
<p>Everything seems to run smoothly. Physio team were very helpful when there was mix up with my appointment.</p>
<p>Everything. The staff are brilliant and the waits were short.</p>
<p>Staff are good. In and out quickly.</p>
<p>Good nurses and appointments running on time.</p>
<p>The nurses are great. I can't fault the service my wife gets at all. They see her on time and look after her well. We would always choose to come to Whiston or St. Helens hospitals.</p>
<p>I have never found anything to be not good. The staff are definitely good.</p>
<p>It is all good. The cleanliness and the welcoming by staff is good.</p>
<p>Appointments are on time and the hospital is easy to navigate. The staff are understanding and sympathetic to me.</p>
<p>Friendly staff and good communication. Very good all round. I have had two appointments here and both have been excellent.</p>
<p>Everything is good. The care I get is good, I am well looked after. Dr. T is absolutely brilliant.</p>
<p>Nice staff here. I get very confused, but they help me. There was no hanging around today.</p>

## What could be improved?

**Communication** was highlighted by several people. One carer told us of an issue with collecting a prescription, saying, *'We had an issue with the pharmacy. The ward (1B) sent a prescription to the pharmacy and assured us we didn't need a paper copy when we asked. This was sent by a senior doctor who mustn't have known the process, as the pharmacy informed us they would need us to bring the prescription to them. We then had to make another trip back up to the ward to ask them to reissue the prescription. The ward staff said this is not the first time this has happened. My Mum would not have been able to walk back, with her bad legs, if I hadn't had been there to help. The pharmacy were nice and did try to help us.'*

Another patient told us that communication between departments could be improved, *'Communication between departments, (Gynae and stomach), they don't speak to each other, and I am left to go between them both for an ongoing issue of many years. Cancelled appointments are frequent. Today I have been called to say although I was told I would be seeing the Consultant I will actually see the nurse. I get very short notice for my appointments and my work has asked me to give them more time, but it is out of my hands.'*

A Gastroenterology clinic patient told us, *'I waited a long time for an appointment for this condition but when I went in to see the consultant I was in and out within five minutes and they said I needed to be referred to his colleague!'*

Another patient was frustrated with a lack of information about an operation, saying, *'I have no idea when my operation is and have had no advice whilst I wait. I feel I am in limbo as I can't arrange anything in case I am called in.'*  
(Gastroenterology)

We heard from one patient who thought they had a wasted trip to the hospital, *'I came today for a physio appointment I had been invited for. However, when I arrived, they said I had been sent to fracture because of a test result. I am booked in for a virtual fracture clinic appointment this afternoon, but no one had told me. The physio appointment I am here for can't be done until I have been seen by the fracture clinic, so it is a wasted journey. If it wasn't for the Physio*



*team, I wouldn't know I had a fracture appointment at all.*

*Yet another patient told us, 'My issues have been with cancellations. I have turned up today to have my operation and found that they do not have me on their list. This is the 4th operation I have had cancelled. The Consultant booked today for me, over the phone, whilst I was with him, but today I have found out I wasn't booked in. I have made arrangements with work and home to be here and now I have to just go home. They said they can fit me in next month. My first 3 operations were cancelled due to covid, not having the part they needed and then a change in the surgery suggested for me.'* (Ward 3E – Orthopedics)

*Another person who had also been to St Helens Hospital told us 'We have had cancellations due to the strikes. It is hard to find St. Helens Hospital at first as we are coming from Wigan.'* (specialist Cancer Care)

A carer highlighted an issue with the **drop-off area** at the hospital, telling us, *'My husband is dropped off from his care home in a van. The ramp needs to be pulled out and people get very impatient waiting behind us. The van always drops us at the front entrance, but there is nowhere they can pull the van out of the way with the ramp. Maybe a big drop off point for people in wheelchairs would help.'*

**Late running appointments** was raised by one person who explained, *'The appointments for dressings usually run an hour or 2 late. We only have ever had one appointment run on time. There is no phone signal on the 3rd floor so I have had to leave my husband to sit in the foyer, to wait for the GP to call.'*

Another patient told us, *'We had a one-hour delay in the clinic today, but we think that is not a bad wait.'*

One visitor attending radiology, told us, *'I was telephoned yesterday to come and pick up a package from the hospital today. They could have posted it out to make it better for us. I don't know what it is. It is hard to come on the bus when we are in our 80's and we have both been quite unwell.'*

One person felt the TV service need improving telling us, *'The TV was expensive and it says a full day, which should be 24 hours, but it isn't. You end up wasting the credit. You should pay for a number of hours and use it when you want.'*

**Other 'What could be improved?' comments included:**

The food on C2 was awful. I have swallowing issues and it was horrible.

Car parking. I have to park really high on the multistorey car park, which I don't like.

Waiting times were really bad in A and E. My husband came in an ambulance a few weeks back and we sat for hours and hours before we were seen, at least 6 hours.

The main entrance is very busy and smokers cause a bottle neck at times that isn't nice to have to walk through.

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

92% of people felt that staff had enough time to spend with patients most of the time.

One patient told us, *'The staff have been good. I also witnessed a lovely interaction between a doctor and an elderly lady in A and E. The doctor was so kind and patient when she was distressed.'*

Comments
Yes, once you are in the appointment they do.
They are quite rushed and there are waits for things like blood test results.
It has improved since my previous stay.
Yes, in the day and night they always came.
They spend a lot of time with my husband.
Yes, plenty of time very nice.
Yes, definitely.
Good both day and night.
The staff do what needs to be done and gets everyone through.
Staff are really good.
Better than the other hospital I was at by far.
They are understaffed.

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

85% said they had been given enough information about their treatment/care.

Comments
Everything that will happen has been fully explained and also the recovery time needed.
They are explaining everything, and I asked lots of questions.
Everything is explained.
Hit and miss. They tell me one thing but do another and change diagnosis too. It is stressful as I have to fight tooth and nail for everything.
All explained to me and questions looked at.
Explained everything well.
They explain what is happening to my husband to me.
They not only do their job but they stop and listen.
Not yet as they are still investigating me but have explained the tests.
They explain everything well to me. The also buck him up when sad and comfort him.
Explained well and put me at ease.
No. I didn't know I had an appointment or was now under the fracture clinic.
Not enough information today. I have no idea what this is yet.
The treatment and visiting has all been explained well to the family as my Father-in-Law is very unwell.
I have come just for bloods, but I wish I could get my treatment here to as it is much better than my other hospital
Lots of information and understandable. Support is available from Macmillan and I ask questions.
Some yes but I will get more with my test results later.
Not this time I did not know why I was picking up this today.

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

We received mainly positive feedback on accessibility of the hospital, with people commenting on the good signposting within the hospital and ease of accessibility with a wheelchair.

One patient said, *'Smooth walk ways, lifts and accessible parking is good'*, another told us, *'The volunteers do a great job here helping people.'*

Parking was generally easy for most people, but a few visitors commented on the difficulty of parking in the multistorey car park, with one saying, *'It is hard to go all the way up to the top floor each visit when the 5th floor, with disabled spaces, always looks really empty.'*

Another person echoed this comment, telling us, *'Parking is terrible. The multistory is the only option ever left and have to go to a high floor. It is busy even early on in the day.'*

One patient found the hospital large and confusing but said, *'I get confused but people will always help me out.'*

As mentioned under **'what could be improved'**, one person highlighted the need for a better drop off area for vehicles with ramps.

## Any other comments

People had an opportunity at the end of the questionnaire to give any other comments. A selection of these have been included below.

I would still rate this hospital 5 star because some situations couldn't be avoided but the staff have been helpful and they have honestly explained the issues. Today seems to have been human error and it is unfortunate about the cancellations.

They are stretched and blo\*dy life savers here!

My TV was an issue. I have been in the hospital for many weeks so needed it. For 2 weeks in March my TV did not work, sound or picture. I kept being told they would fix it asap so kept paying for it. No one came for weeks. They did put a new set in after 2 weeks and gave some money off, but this was for when I still had the broken set.

It is clean, neat and staff are very helpful. There is always someone around the help.

Staff were very helpful when a troublesome patient was causing issues on the ward.

The staff have been a great comfort. They said to my husband we will never leave you alone, don't worry.

I have been so impressed. It has gone better than expected.

I have had good treatment in this hospital, but when my husband was an inpatient on floor five (can't remember whereabouts) back in October he was in a side room and no one offered him any food all day. I had to ask if there was somewhere I could buy him a sandwich. He seemed forgotten about because he was not on the ward.

I support my husband on hospital visits so the care home staff don't have to come because they are short staffed. The care home receives his appointment letters, but I don't get them. I only see them when the home

calls me and I pick him up. It would be good if I carers received the letters too. I didn't know I had to bring his tablets in with me today. I am the go between for the home and the hospital as treatment information isn't passed on.

I stayed on ward 4A at Whiston hospital a few months back. I had my own room, and the care was very good. They did regular check ins on me, and the discharge process was clear and good.

I get a good check up here. There are much less waits then the other hospitals I have been to. I am a bit confused by the parking as there were two entrances and my tickets says £12 weekly ticket on it. I think I must have brought a weekly pass using the wrong entrance.

**Healthwatch Halton note:** We were able to check the patient's car park ticket and explain that information on the back of the ticket this was promoting a weekly ticket, if needed, and he had not purchased one, but the wording on the ticket did confuse him at first.

My daughter, who is a nurse, comes with me to help and explain things but we just got called to pick up a letter today. Not much information was given to me or my daughter about what this is.

I have been disappointed with the wait times, but I understand the pressure and covid issues. I keep in contact and ask what's happening. I do not know how much longer I will have to wait for my operation and feel like I can't get on with things. I would like someone to contact me to give me an idea of waiting times, but I am not complaining. I think the staff are lovely here.

## **St Helens & Knowsley Teaching Hospitals NHS Trust response**

*'Thank you for the report and the opportunity to comment. It is always helpful to receive comments, both negative and positive so that we can continue to make improvements where necessary and build on those things we do well. The report has been sent to key leads so that they can share the findings and put in place any necessary changes to further enhance the patients' experience.'*

**Anne Rosbotham-Williams, Deputy Director of Governance**

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