

Listening events report

Halton and Warrington Hospitals

September to November 2024

Contents

About Healthwatch Halton.....	3
About this report.....	3
Warrington Hospital Listening Events	4
Summary.....	4
Warrington Hospital Listening Events overview.....	5
Positives.....	6
Areas for Improvement:.....	7
Additional comments:.....	10
What is good about this hospital?.....	10
What could be improved?.....	10
Warrington Hospital recommendations	11
Halton Hospital Listening Events	12
Summary.....	12
Halton Hospital Listening Events overview.....	13
Positives.....	14
Areas for Improvement.....	14
Halton Hospital recommendations	15
Delamere Centre Feedback.....	16
Summary	16
Satisfaction ratings	16
Delamere Centre recommendations.....	17
Warrington & Halton Teaching Hospitals NHS FT response.....	18

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 our monthly outreach sessions held at both Halton Hospital and Warrington Hospital between September and November 2024.

We visited each hospital three times and used a short questionnaire to gather people's experiences of each hospital.

Warrington Hospital Listening Events

This section provides a summary of the public feedback received during three sessions held at Warrington Hospital between September and November 2024.

Summary

In total, 55 people gave us their views across the sessions. The largest percentage, (33%), fell in the 45 to 64 age group. 70% of respondents were female and 30% male. 40% of respondents reported having a disability.

The patients and visitors we heard from gave feedback on their experiences in the following areas:

- *A & E*
- *A3, A5, A6, A9, B11, B18*
- *Angiogram*
- *Anticoagulant*
- *Appleton Wing Cataract op*
- *Audiology*
- *Cardiology*
- *Children's Orthopaedics*
- *CT scan*
- *Endoscopy*
- *ENT*
- *Fracture clinic*
- *Frailty Team pharmacy*
- *Gastrology*
- *Genecology*
- *Maternity outpatients*
- *OT*
- *Ophthalmology*
- *Orthopaedics*
- *Outpatients*
- *Pathology*
- *Phlebotomy*
- *Paediatrics*
- *Phlebotomy*
- *Rapid access*
- *Same day/emergency day care*
- *Urology*
- *Vascular Laboratory*
- *X Ray*

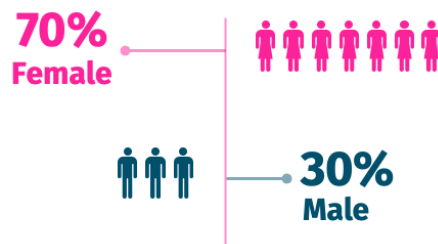
This summary of the key findings, highlights both positive aspects and areas for improvement, with a particular focus on patients' experiences, the quality of treatment, hospital accessibility, and communication.

Warrington Hospital Listening Events overview

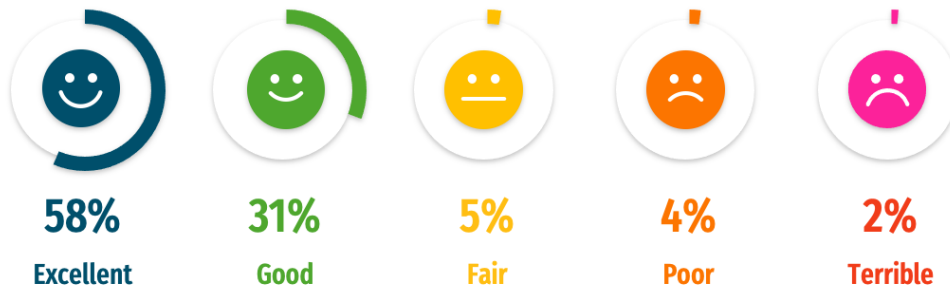
Age of respondents



Gender



Please rate the care and treatment you have received from staff



Positives

- 🗣️ **Satisfaction:** People's overall experience of the hospital and the care received continues to be positive with 89% rating their treatment and care as 'Good' or 'Excellent'. One patient told us, *'I've been here for four days now, staff and hospital wonderful. I prefer here to anywhere else.'* (Ward B18)
- 🗣️ A high number of patients felt they were treated with **dignity and respect**, with 98% of responses indicating positive experiences in this regard.
- 🗣️ **Information:** 90% of respondents felt they had received **enough information about their treatment**, with many commenting that they were adequately informed and understood their care plan. One participant said, *'I was explained everything thoroughly, and they made sure I understood.'*
- 🗣️ **Staff:** Many described the staff as friendly, caring, and professional. Some patients felt very well cared for, noting that staff were *'very kind and helpful'* and that they were put at ease during their treatments. Additionally, patients often reported that staff took the time to explain procedures to them.
- 🗣️ **Appointments:** Many patients praised the **short waiting times** at appointments, with a large number mentioning that they were seen promptly, sometimes even ahead of their scheduled appointment times. For instance, many comments mentioned being seen quickly (e.g., *'Was seen immediately', 'Staff are brilliant, very efficient', '20 minutes early got seen straight away'*).
- 🗣️ **Cleanliness:** The **cleanliness of the hospital** was also mentioned. Comments such as *'Very clean hospital'* and *'Spotless'* reflect the good standard of hygiene across the wards.
- 🗣️ **Patient Dignity and Respect:** The vast majority of patients (98%) felt they were treated with **dignity and respect**. One comment exemplified this, stating, *'The staff were amazing and really respectful.'*

Areas for Improvement:

- 🗣️ **Staffing:** Despite positive feedback on the hospital, several patients voiced concerns about the **lack of staff** in certain areas, with comments such as, *'You can see how busy they are,'* and *'There needs to be more staff in clinics as patients are often waiting a long time.'*
- 🗣️ **Parking:** The most common complaint was the **difficulty in finding parking**, particularly for people with disabilities. One person said, *'Today was really good but last week with my mum it was a 30-minute wait before I could get parked in a disabled bay. She is 94.'* Another patient noted, *'Parking is a nightmare,'* while another added, *'There are never enough disabled spaces, and it's difficult to park anywhere.'* Suggestions for improvement from visitors and staff we spoke with included expanding the parking area, offering free parking for staff, and ensuring better security for vehicles.
- 🗣️ **Waiting Times:** While most people gave positive feedback on waiting times, **some patients had long waits** particularly in outpatient and emergency departments. In the case of **A&E**, a few patients expressed frustration about the lack of communication regarding waiting times. Other patients told us of their concerns regarding delays for initial appointments and specialty referrals.
- 🗣️ **Signage and Accessibility:** While most patients felt the hospital was easy to navigate, several pointed out the **lack of clear signage**, especially when looking for specific departments. Suggestions included the need for more prominent signs and clearer directions.
- 🗣️ **Communication and Information:** While the majority felt they received sufficient information about their care and treatment, some patients said communication could be improved internally and externally. A lack of support was highlighted for a non-English speaking patient, where translation services were not provided, leaving the patient confused and frustrated and dependent on the family to pass on medical information. Additionally, a patient with dyslexia mentioned difficulty in reading treatment information, though they appreciated the hospital's effort to contact a family member to help explain results, *'I have dyslexia so couldn't read any information given they are going to contact my step*

daughter and explain. But they did tell me results were clear.'

- *Another person told us, they had difficulties booking appointments as 'appointments are all booked on links now and each hospital has its own version... I have tried multiple times to get on with my NHS number, but it doesn't work I have even missed appointments because I can't get access... This needs sorting out for complex care patients. Hospitals need to speak to each other it was only the consultant in intensive care that could get access to everything.'* (Angiogram)
- *One patient asked for clearer information on hospital letters, saying, 'Appointment letters are confusing as it shows for Halton and Warrington Hospitals, I initially thought my appointment was with Halton it should only show the hospital they want you to attend on the letterhead.'*
- *Another commented, 'The thing I don't like is recently I was called by the hospital but missed the call. When I dialled the number back it was the hospital just said they would call back. I didn't know whereabouts in the hospital it was from, and they never called me back. I panic when I receive calls like this. I tried everything to find out who from the hospital had rung but nothing. Please leave a message stating the department when you call someone not just that you will call back because you don't. I recently had to have a lung function test. I don't know who the clinician was, but he didn't know how to use the equipment he said it was new, and he hadn't used it before, he clearly didn't know what he was doing. Not very professional and it worried me.'* (Outpatients)
- *A lack of communication between hospitals was mentioned by another patient, 'The hospitals don't talk to each other not even between Halton and here. I have multiple health issues so attend lots of different hospitals and clinics. Last week I had injections in my hands from the pain clinic I told them I was coming here today, so he just said he would only do two. The consultant here has said he won't do my angiogram, now I have to come back. I have more*

booked in this week, so they have told me to come back 10 days after and have booked me in for 26th November.'

- One person told us, *'No, I feel in the dark. I don't feel I was investigated fully. I had to return to my GP who had to refer me back to the consultant. Feel the consultant doesn't have enough time to spend with patients and investigate fully.'*

- 🗣️ **Treatment and care:** While this was generally very good there were some comments highlighting areas for improvement on wards and in A&E. One person told us, *'My husband spent 17 hours in A&E by the door with no blanket or pillow, he had pneumonia... Even when we got to the ward, no pillows. There is a shortage of pillows across the hospital.'* (Feedback from a person attending Halton Hospital)
- 🗣️ **Ward A5:** Specific feedback about **Ward A5** highlighted a **chaotic atmosphere**, with lots of patients, loud TV noise, and a feeling of overcrowding. A visitor commented that it was *'so noisy and disturbing'* and suggested improvements to the environment to reduce stress and ensure better patient care. Additionally, the **temperature** in the ward was noted as an issue, with it being *'freezing'* at times.
- 🗣️ **Ward A9 feedback:** A visitor commented positively on the staff in Ward A9 but expressed concerns about **staff-to-patient ratios** and **communication issues**. They described how family members had to assist with feeding their relative due to insufficient support, particularly in terms of dietary needs for a diabetic patient. They told us their relative didn't speak any English and no translation service had been provided. They told us, *'He didn't have an interpreter even in A & E.'* The patient was diabetic, family members told us they had to come in to all meal times just to make sure he got fed. *'Hospital haven't provided any interpreter services, so he does not know what's going on with his health.'* They explained that professionals were waiting for the family to interpret what was being said so they had to be there all the time for this.

Additional comments:

What is good about this hospital?

Appointments and waiting times

- Q *Last time I was here it was a ticket system and had to wait. This time it was by appointment, I got here early and was straight in no waiting.*
- Q *Only in a couple of minutes and in before my appointment. Speedy and efficient Lady was lovely and very helpful*

Staff, Treatment and Care

- Q *Very good I was flustered was put at ease. I had my ears waxed prior to having a hearing test, so I have to wait another 10 days now before I can have the test. My hearing feels improved already. (Audiology)*
- Q *Very efficient got in early and had bloods taken too, thought I might have to come back for that but got them done at the same time. Doctor was nice.*
- Q *None better than this hospital and I have been in many. I only have one lung so I'm in and out of here all the time.*
- Q *I didn't have an appointment today, but my hearing aid broke yesterday so I just dropped in on the off chance. They sorted me out straight away, I only waited 10 minutes brilliant service.*
- Q *Children's services are excellent I will give them 4/5 seen, diagnosed and treated within 6 hours and back home. Came back today at 7.00am got bed straight away and pain relief.*

What could be improved?

Facilities and surroundings

- Q *Corridors are so long. You need banks of seats so people can stop along the corridor for a rest.*
- Q *Some heating! It's freezing on the ward. Modernisation, the ward feels a little bit dark when you go in. (Ward B11)*
- Q *As an adult it's not so good as a personal experience. I had poor A & E Care recently. Lack of communication between staff relaying information back to doctors. By the time the doctor had been advised of my symptoms and*

observations, he had to blue light me to Whiston as he thought I had a stroke. It's overwhelming for staff and patients and completely disappointing.

Warrington Hospital recommendations

1. **Signage and Directions:** *Review the suitability of current signage across the site. Review the internal signage and look to update with clearer, more uniform signage for wards, clinics, and other services,*
2. **Communication:** *Review the current information Provide detailed, accessible information about hospital facilities and services both online and on-site.*
3. **Seating:** *Consider adding seating as 'resting points' along hospital corridors*

Halton Hospital Listening Events

This section provides a summary of the feedback collected during our three Listening Events at Halton Hospital between September and November 2024.

Summary

In total, 40 people took the opportunity to tell us about their experience at Halton Hospital. The patients and visitors we spoke with told us they were visiting the following areas:

- *Anaesthetics*
- *Anticoagulant*
- *Breast Clinic*
- *CanTreat Centre*
- *Cardio Respiratory*
- *Cash Office*
- *Clinical Tests Orion PRU*
- *Endoscopy*
- *Gynaecology*
- *Hospital Shuttle Bus*
- *MSK Physio*
- *Outpatients*
- *Pathology*
- *Pharmacy*
- *Phlebotomy*
- *Physiotherapy*
- *PRU*
- *Respiratory*
- *Ultrasound*
- *X Ray*

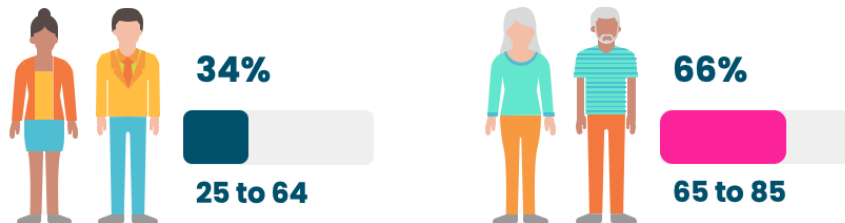
This summary of the key findings, highlights both positive aspects and areas for improvement, with a particular focus on patients' experiences, the quality of treatment, hospital accessibility, and communication.

People praised the friendly, efficient staff, cleanliness, and local accessibility of the hospital. However, parking challenges, signage, and limited blue badge spaces were common concerns. Many people felt well-informed about their treatments and said they were treated with dignity and respect.

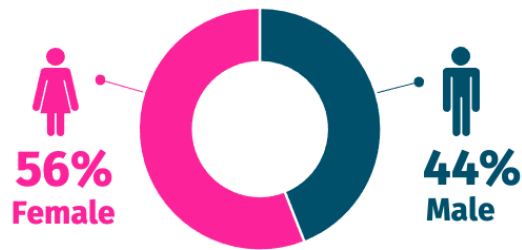
Patient ratings for care and treatment were very positive, though a small percentage expressed some dissatisfaction. Accessibility issues, especially for patients traveling from outside Halton or relying on public transport, need to be considered.

Halton Hospital Listening Events overview

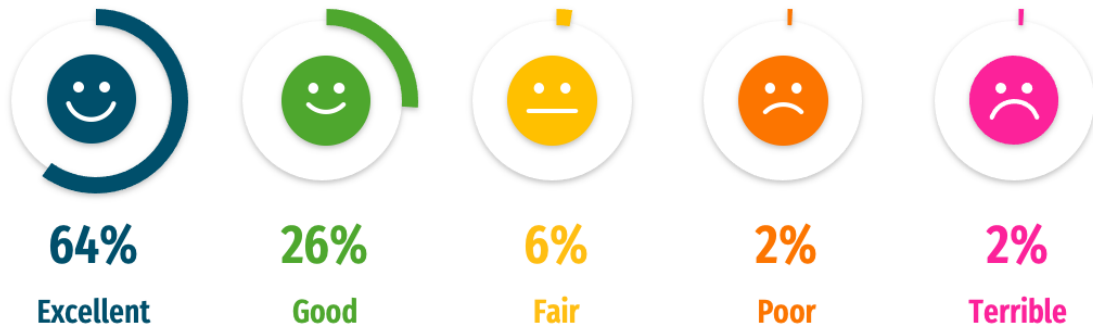
Age of respondents



Gender



Please rate the care and treatment you have received from staff



Positives

- Q **Satisfaction:** 90% of people rated their experience as *'good' or 'excellent'*. One person commented, *'The procedure went brilliantly, and I felt very supported.'* Another patient praised care they'd received, saying, *'I recently had a knee replacement in the Sir Tom Moore. Absolutely amazing, can't fault it.'*
- Q **Staff:** Many comments praised the hospital staff for their professionalism and friendliness. One patient said, *'The staff were lovely and helpful, and the treatment was thorough.'* Another person explained, *'Nurses were brilliant and made me feel at ease during my procedure.'*
- Q **Information:** 100% of respondents indicated they were given sufficient information about their treatments. One person summed it up saying, *'Staff always made sure I understood every step of the process.'*
- Q **Cleanliness:** The hospital environment was consistently described as clean and well-maintained., One patient feedback, *'It's extremely clean and hygienic—a top priority for me.'*
- Q **Location:** For many patients, the hospital being easy to get to was highly appreciated., As one patient explained, *'It's close to home and much easier than traveling to Warrington.'*

Areas for Improvement

Communication: While most feedback was positive, some concerns were raised about unclear information about appointments, information on the hospital shuttle services and directions around the hospital site.

- Q *'Nothing good today, I brought my husband had a terrible time this morning. He got his results Tuesday and sent to PRU today no letters all verbal and we didn't know where we were going. They just said at the back of the hospital we went to Sir Tom Moore it wasn't there, we then went to Can-treat not there, then we found PRU.'*
- Q *'Came at the weekend to get the shuttle bus to Warrington. Was waiting outside when a man asked what I was waiting for so I said the shuttle and he told me I wouldn't get it here had to go to Entrance 2 at the back of the*

hospital on a weekend. No signage clear or big enough signs stating this, I came into reception from my left and through the first set of doors. No information on these doors. Nothing on the printed bus timetable and I got my grandson to look online and again the information is very poor and hard to find. Better clearer signage for bus please on weekends. I'm disabled so didn't end up attending Warrington on this day as next bus wasn't for another hour and 30 minutes.'

Parking and Accessibility: While many found the hospital easy to get to by car, parking was a frequent complaint. Public transport was described as adequate but infrequent.

- Q 'The car park is too small, and finding blue badge spaces is a challenge.'*
- Q 'Signage is confusing, especially for new visitors.'*
- Q 'I'm disabled but couldn't use my scooter as I had to get a wheelchair for my husband and drag him backwards. It's finished me off. I have not had a good experience at all today. I know this hospital is better than that so will re-visit it as he is here for some time having treatment. Need more people around to ask for information and help, no porters.'*

Halton Hospital recommendations

- 1. Signage and Directions:** *Review the suitability of current signage across the site. Review the internal signage and look to update with clearer, more uniform signage for wards, clinics, and other services,*
- 2. Communication:** *Review the current information to ensure detailed, accessible information about hospital facilities and services are available both online and on-site.*
- 3. Parking Facilities:** *Review the parking spaces, particularly for blue badge holders, to address ongoing concerns.*

Delamere Centre Feedback

During our Listening Events at Halton Hospital we also heard from 12 people who gave specific feedback on the Delamere Centre.

Overall, participants praised the staff's professionalism, friendliness, and the variety of therapies offered. However, areas for improvement include parking, signage, and awareness of the Centre's services.

Summary

- **What works well**

Patients highlighted the personal care and supportive environment, describing staff as *'brilliant'* and therapies as *'relaxing.'* Many people appreciated the convenience of the centre's location, cleanliness, and bright atmosphere.

- **What could be better**

Improved signage and parking facilities were recurring themes. Some suggested better promotion of the centre to ensure more patients are aware of its services. There was also a request for more therapy treatment sessions per patient.

Satisfaction ratings

10 people rated their care and treatment as 'Excellent,' with comments such as *'Staff are fantastic'* and *'Nothing is too much trouble'*. One person told us, *'Therapies are good, but more sessions would be appreciated.'*

One person rated their experience as 'Good,' commenting, *'The score is only because I don't know enough about it yet.'*

One individual rated it 'Terrible,' explaining, *'It's my first appointment and I'm not happy. Received an appointment, no map telling where to come and it also said Suite and not Centre. Signage is rubbish around the hospital and no parking. I had to park at the very back of the hospital. You can only see the Delamere Centre sign from Main Entrance 1, if you have to park at the back of the Hospital Entrance 2 there is no signage facing that way. It directs you to go through the CDC Centre.'*

Delamere Centre patient feedback

Positives

- Q *'People really care about you. Don't make you feel different.'*
- Q *'The therapies are relaxing, well-organized, and run by professional and friendly staff.'*
- Q *'It's great to see so much on offer here; nothing like this at other hospitals like Clatterbridge or Warrington.'*
- Q *'Everything: back-up when you have finished treatment, advice, chats, and treatments.'*
- Q *'Everything is good Staff are brilliant It's local Lots of complimentary therapies Brilliant Nice to see it's still open.'*

Areas for Improvement:

- Q *'Signage could be better around the hospital grounds to the Delamere Centre. A crossing from the car park across to the main building would be good also from the bottom car park a ramp with direct access to the centre.'*
- Q *'Could use more therapy appointments; four sessions per patient feel limited.'*
- Q *'Other hospitals like Clatterbridge don't inform patients about this amazing centre. Promotion is needed.'*

Delamere Centre recommendations

- **Signage:** Ensure new patients are provided with clearer directions to the Delamere Centre, especially from parking areas.
- **Parking:** Review the number of disabled parking spaces available near the Centre to ensure it meets the needs of patients.
- **Therapy offerings:** Review the current number of therapy sessions per patient to see if it meets patient needs.
- **Communications:** Look to raise more awareness of the services offered from the Delamere Centre for cancer patients across the area.
- **Patient Feedback:** Set up regular surveys and feedback sessions to address any patient concerns promptly.

Warrington & Halton Teaching Hospitals NHS FT response

The Listening Events Report provides us with detailed feedback on our services across both hospitals within WHH, whereby it is pleasing to note that 89% of our patients that provided their feedback rating the care and treatment received from staff to be excellent or good.

The document also assists WHH to identify key areas of focus to improve the experience of our patients and families whilst receiving care from our hospitals. WHH remains committed to supporting improvements ensuring patients, carers and families have a positive experience. To ensure we can achieve these improvements it is vital we are able to hear from those we serve, therefore we welcome this report and its recommendations.

In response to the findings the Patient Experience and Inclusion Team are committed to continue to work collaboratively with Healthwatch to ensure continual improvement. The Patient Experience and Inclusion Team will undertake a full review of the report and recommendations made. Positive feedback will be shared, and recommendations will be mapped against existing workstreams. For any gaps identified, additional actions will be initiated. The Patient Experience and Inclusion Team will provide regular updates of associated actions at the Patient Experience and Inclusion Sub Committee, where Healthwatch continual feedback will be welcomed as an integral member of that committee.

Ali Kennah

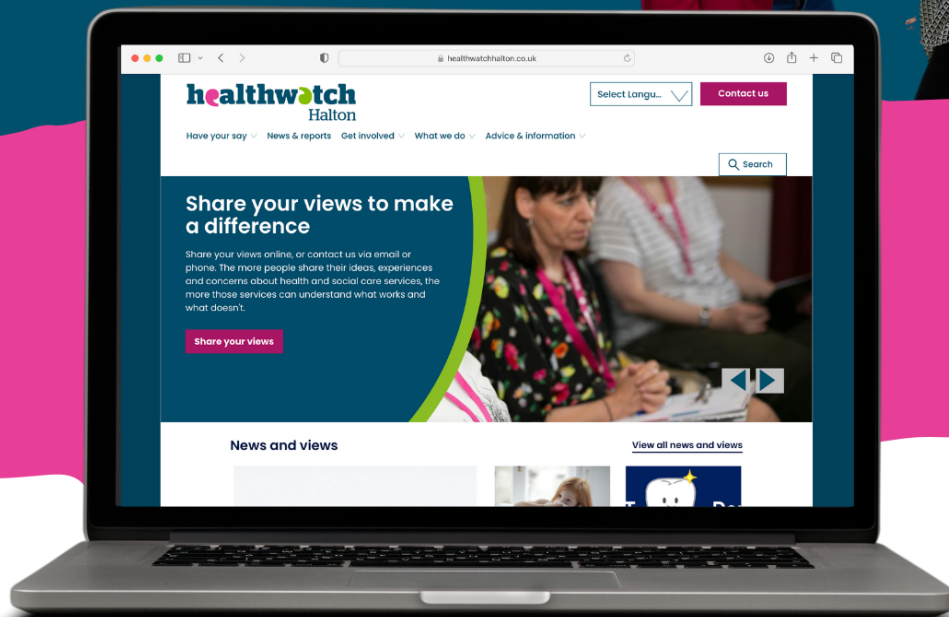
Chief Nurse

Warrington and Halton Teaching Hospitals NHS Foundation 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





**Committed
to quality**

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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