

Listening event report

May 2023

Warrington Hospital

Contents

About this report	3
What do you think is good?.....	5
What could be improved?.....	6
Do staff have enough time to spend with you and other patients?.....	8
Have you been given enough information about your treatment by the hospital?.....	8
Have you been treated with dignity and respect by the staff at the hospital?.....	8
How accessible do you think the hospital is?	9
Other comments.....	9
Patient Satisfaction	9
Warrington & Halton Teaching Hospitals NHS Foundation Trust response	10

About this report

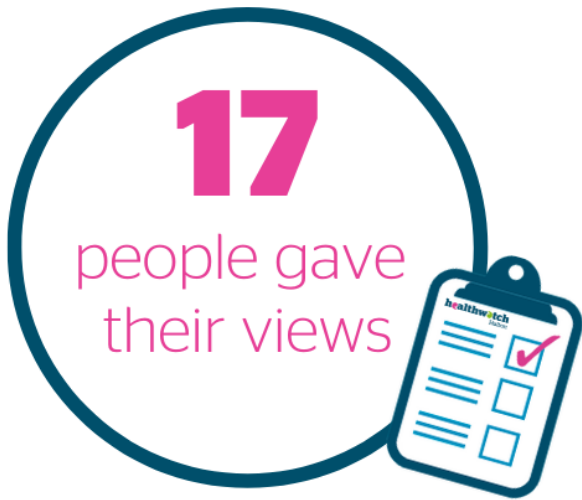
This report highlights public feedback received during Healthwatch Halton's recent Listening Events held at Warrington Hospitals on the 18 May 2023.

During the listening event we heard from 17 people.

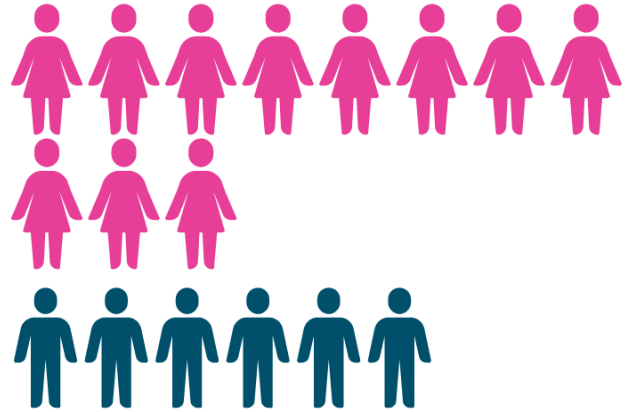
We received feedback from patients, or visitors, to the following areas:

- C20
- Cardiology
- Catering
- Diabetic Foot Clinic
- ENT
- Gynaecology
- Intensive Care
- MRI
- Ophthalmology
- Phlebotomy
- Ultrasound
- X-Ray

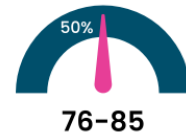
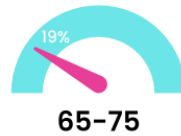
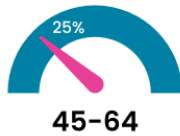
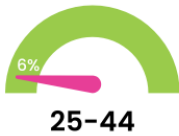
Warrington Hospital Listening Event



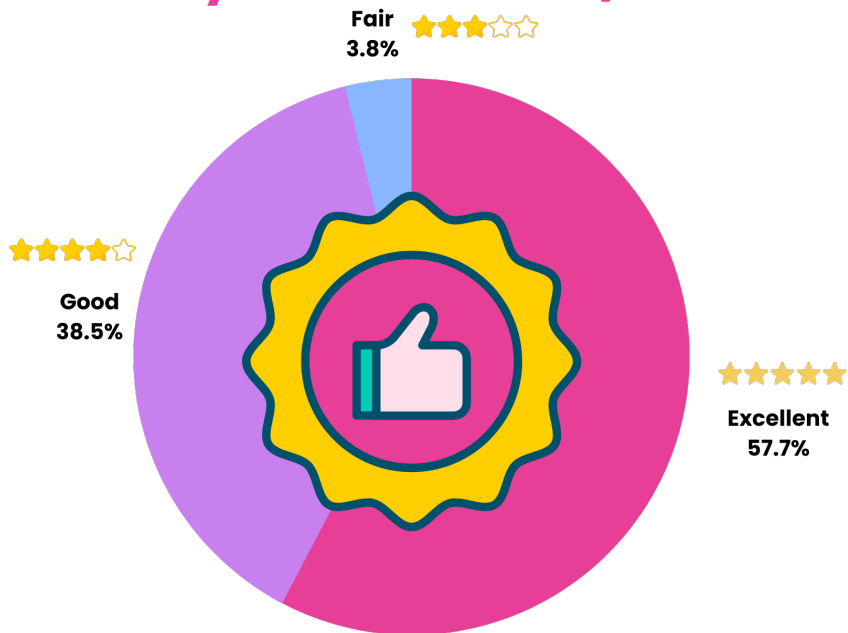
We heard from 11 women and 6 men



Age range



Rate your treatment/care



What do you think is good?

'**The Staff**' continues to be the main response we receive to this question. An outpatient visiting Cardiology told us of the car they received, *'I have had a new hip and I'm here to see cardiology. The nurses in cardiology are very impressive, and they are the same faces each time, which is really good.'*

Another person told us, *'The staff are thoughtful and caring'*, and another person

The **Treatment and Care** was highlighted by many others, with one person telling us, *'I've always had excellent service here as an inpatient and outpatient.'*

A phlebotomy patient told us, *'I liked everything, it was very quick, I didn't have to wait, everyone was friendly and happy. Very good'*, while another told us, *'It has all been very good, amazing care and we've been seen quickly in different clinics!'*

A patient attending Cardiology told us, *'I didn't get any paperwork for this appointment just a call on Tuesday asking me to attend today, so very good care, you can't knock it.'*

An Ophthalmology patient praised the care they had received, explaining, *'I love it. I'm in my 80's and have been coming here for years and never had a problem. Grateful to have a hospital nearby.'*

Another patient attending Ophthalmology and Phlebotomy appointments told us, *'both departments are exceptional.'*

Other comments received:

- *Nurses work really hard, financially they need more support for staff they run round like headless chickens but are still really good and caring.*
- *It's convenient.*
- *They are under stress, but they are not under-valued. I hope NHS goes on forever.*
- *Amazing staff and brilliant services better than Whiston.*

- *Light, Bright, modern and plenty of space in clinics.*
- *Clean and really nice.*
- *It's welcoming, with friendly staff.*
- *I live in Wigan and prefer to come here, as I came here as a child... so I always choose this hospital if I can.*
- *The hospital is clean.*
- *Staff are thoughtful, caring. No problems only A & E take forever.*

What could be improved?

During our visit to the hospital, it was quite busy and most people we spoke with highlighted **car parking** as in need of improvement. One patient told us, *'I couldn't find a parking space I had to park down the road.'* While another person said, *'Parking is always a problem here.'*

One patient raised issues over the **Diabetic Foot Clinic**, *'I feel that the diabetic foot clinic just gets put anywhere, it's always changing. At the moment, it's in outpatients bay 1. I just feel like you're on show for everyone to see, there's no privacy. When you have ulcers and really bad feet you don't want to be in public.'*

They told us of accessibility issues they faced saying, *'There are no seating chairs along the long corridor for people with mobility issues to stop and take a break. There's always bins, trolleys, left on corridors not enough room for this. I sometimes use a wheelchair, and it would be nice to have accessible wheelchairs you can wheel yourself, as you don't have any porter assistance for people with mobility issues.'*

Signage within was mentioned by one person who said, *'Signage around the hospital needs improving for MRI and Daresbury Wing.'*

Sometimes I have to wait around an hour in reception before my taxi comes to collect me. The shops are good, but a TV in reception would be good, it'd give people who are waiting something to watch.'

Two people commented on **A&E** with one patient saying, *'I've been to A & E three times, it's not a reflection on the hospital, but I had waits of 10-12 hours each time.'*

Another person felt A&E could be improved if it was, *'split into two clear parts, non serious minors and serious injuries, so they are kept separate.'*

Two patients mentioned **appointments**, with one saying it would be helpful if there was, *'More information on the appointment and admission letter regarding finding your way around the hospital. It's more confusing when you get older.'*

Another patient had a long wait on the phone to book appointments for the blood clinic, which is an issue we have heard before, telling us, *'It took me over an hour to get through to get an appointment for the blood clinic. They need more staff on lines. It's the same every time I need to book an appointment.'*

Some patients asked for **general improvements** to buildings and facilities, or even a new hospital build.

One staff member told us, *'The catering department facility needs upgrading. The roof has leaked for 3 to 4 years keep saying they are going to fix it but they never do.'*

A visitor to ward C20 said, *'It needs modernising, I have been coming here for 48 years, it's not changed much they are not extending and developing the hospital to meet local needs and the growth of new houses and increase in population over the 48 years. It needs investment.'*

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

All bar one of the people we spoke with felt staff had enough time to spend with patients.

One patient told us, *'When I was in for a week with my heart attack I couldn't fault them.'*

Patients and visitors said they understood that staff are often busy, with one telling us, *'They are always rushed, but they do give help that's needed.'*

Another said, *'Some do but some are rushed and can leave patients upset without realising it. This is from a personal point of view. Can give the wrong impression.'*

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

Everyone we spoke with said they'd been given enough information.

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

All the patients we spoke with said they had been treated with dignity and respect by staff, although one person felt this wasn't the case when dealing with the cash office, saying, *'They always question taxi receipts and make you feel uncomfortable.'*

How accessible do you think the hospital is?

Signage was again mentioned as in need of improvement, with one person saying, *'Signage around the hospital not clear to understand.'* Another person told us, *'I have trouble with the internal signage, it's not clear and it's confusing.'*

Parking was mentioned by many as an accessibility issue. One person told us, *'I park in the centre of town and walk in as I can never find a parking space. You can only really get a space after 4.30pm, the rest of the time no chance.'*

Another patient said, *'It's a nightmare parking, even with a blue badge.'*

One patient asked for more **support for patients and visitors**, saying, *'They need more general porters, chairs or volunteers who can provide assistance.'*

One patient relied on Taxis' to get to the hospital, saying, *'Transport is an issue. I live in Newton-Le-Willows and I get a taxi couldn't get public transport here it would be a nightmare journey.'*

Other comments

We received some additional comments which are listed below:

'If I visit or family three times a day we have to pay each time we park, so we can be paying three times a day. Should have a set fee for all day, my wife is dying and we all want to visit. A day ticket would be good or free parking for intensive care families.'

We are aware that the hospital offers a range of car parking concessions. This visitor was unaware of these.

We recommend that the information on car parking concessions and the Hospital travel costs scheme is displayed by the entrances to wards, and clinics, and promoted more prominently on the Trust website and via social media.

Patient Satisfaction

Patient and visitor satisfaction remains high with 16 out of 17 respondents, (94%), rating the treatment / care they or their loved ones received as 'Good' or 'Excellent', with one person rating it as 'Fair'.

Warrington & Halton Teaching Hospitals NHS Foundation Trust response

'Thank you to Healthwatch Halton for collating and providing the report. The invaluable feedback from patients and service users is extremely useful. Each of the suggested improvements will be reviewed and shared with relevant parties, to look at where we can make improvements.'

Susan Dean – Deputy Head of Patient Experience and Inclusion



healthwatch
Halton

Suite 5, Foundry House

Widnes Business Park

Waterside Lane

Widnes

WA8 8GT

Tel: 0300 777 6543

E: feedback@healthwatchhalton.co.uk