

Listening events report

June to August 2024

Warrington & Halton Hospitals Teaching Hospitals NHS FT

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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.

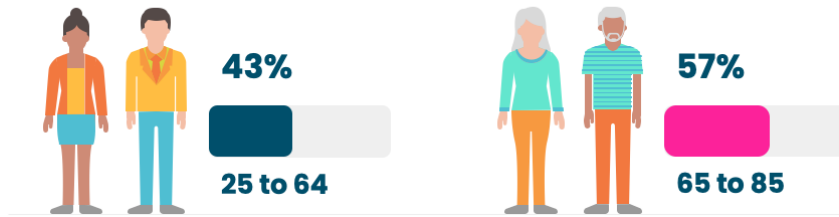
Our sole purpose is to help make care better for people.

About this report

This report highlights the public feedback received during five outreach sessions held at Halton Hospital and Warrington Hospital between June and August 2024. During these 'Listening Events' we use a short questionnaire to gather people's experiences of each hospital.

Warrington Hospital Listening Events overview

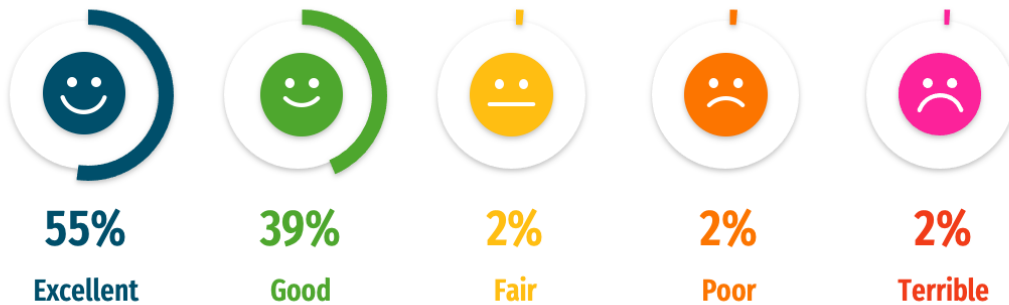
Age of respondents



Gender



Please rate the care and treatment you have received from staff



They were brilliant. I had a fall on Friday and dislocated my finger and hurt my hip. I was in five hours and home again. That was check-up. x-rays and everything. They put my finger back in place. I have a follow up today.

Warrington Hospital Feedback Summary

This section provides a summary of the public feedback received during Healthwatch Halton's three Listening Events at Warrington Hospital between June and August 2024.

In total, 43 people gave us their views across the sessions. The age range of respondents was 25 to 85, with the largest percentage, (57%), falling in the 65 to 85 age group.

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

- *A & E*
- *Antenatal*
- *Audiology*
- *Blood Clinic*
- *CT*
- *Endoscopy*
- *ENT*
- *Fracture Clinic*
- *Gastro*
- *Ophthalmology*
- *Oral & Maxillo-Facial Surgery*
- *Orthopaedics*
- *Outpatients*
- *Paediatrics*
- *Phlebotomy*
- *Physio*
- *Podiatry*
- *Ultrasound*
- *Urology*
- *X Ray*

Overall, people's experiences of the hospital and the care received are positive with 94% rating their treatment and care as 'Good' or 'Excellent'.

Due to the relatively small number of responses received the views and experiences expressed cannot be considered representative of all patients. As many people gave similar comments about their experiences, we've used a selection of comments for each area or theme raised.

This report is presented to provide a snapshot of the experiences of those who took part and to highlight areas for consideration by the Trust.

What do you think is good about this hospital?

Appointments and waiting times

- Q *Pretty good they are very helpful and very busy my appointment was at 08.30 only got started to be seen at 09.15. I should have also had hydro today at 10.00 but the ENT department had to cancel for me as I hadn't been seen. They were also going to do a biopsy, but they also cancelled that and did a scan instead, now I have to wait for the results. Suppose 1 out of 3 isn't bad.*
- Q *The NHS is great. Turned up today no appointment as have pins in my feet they sorted me out. Had trouble in A & E last time that's why came straight here today. (Orthopaedics)*
- Q *Everybody always friendly! Very efficient. Appointment wasn't until 10.30, I'd already been in and out by 10.25. (Xray)*
- Q *The phlebotomy service is very good, very quick the appointment system for booking is far better than the old ticket system that was in use.*
- Q *All ran to time-very flexible. I needed to re-arrange the appointment and moved it to the next day. Staff are really helpful. (Physio)*
- Q *Amazed! I was seen an hour before my appointment. (Phlebotomy)*
- Q *Efficient no long waits. Treatment great. Smooth, no complaints. They send text to remind about appointments, it's useful as there are long gaps between appointments. (Ophthalmology)*

Facilities and surroundings

- Q *Physio department is good. Clean and fresh toilets.*
- Q *I love the fruit & veg stand.*

Parking

- Q *The new parking machines are great*

Staff, Treatment and Care

- Q *Well-treated no complaints I'm back tomorrow. Endoscopy ward staff are fantastic, that is a well-oiled machine they are so efficient, kind and caring. I have been coming for years.*
- Q *Staff are really friendly and helpful Well sign posted*
- Q *Everyone was very helpful, I was nervous and staff spent time with me.*
- Q *Staff are brilliant. Very courteous and understanding*
- Q *Everybody always friendly. Very efficient.*
- Q *Staff are so courteous and understanding when you're nervous.*
- Q *Excellent service from the team everyone is great and care is brilliant.*

What could be improved?

Appointments and waiting times

- Q *Confusion today over appointments and telephone messages and cancellations. I had a letter to confirm appointment, then a telephone call to cancel last week, and then at the weekend a text stating don't forget your appointment today. I couldn't get through to anyone at the hospital at the weekend to confirm and so came today and I was told it was cancelled. Need to sort out the automated system to stop unnecessary visits. I'm 84. (Oral & Maxillo-Facial Surgery)*
- Q *Fine once I got in my appointment was for 08.40 it only opened at 08.30 and I didn't get in until 9.10am. It's not good when you are not well and you make the effort to get here on time and then you have to wait all that time. Speedy appointments needed. (Xray)*
- Q *Time waiting for appointment today 45mins (ENT)*
- Q *Volume of people long waits. Everything in A&E to improve throughput (A&E)*
- Q *Waiting times - had been in A&E since 11pm overnight waited 6 hours to be seen.*
- Q *Kept changing appointment started at 9am then went 9.30 then 10am then back to 9am a waste of paper and looks unprofessional. (Physio)*

Communication

- Q *Information/Communication I was told to come in for a dressing, but nobody seemed to know anything. (Orthopaedics)*

End of Life Care

- Q *End of Life Care-Communication between hospitals and GP doesn't exist. My husband had respiratory issues and diagnosed with cancer he was sent home with oxygen, and I couldn't get a GP to home visit when I finally did the GP stated the discharge letter did not describe the man in the bed. GP asked for district nurses to come to administer morphine and put a driver in that never happened no one came. The hospital hadn't pre-arranged anything and my husband who was at end of life he passed away next day without any pain relief or end of life care. This was Warrington Hospital.*

Facilities and surroundings

- Q *Cleanliness. It's filthy in the lifts and on the stairs and ward corridors*

Parking and signage

- Q *Parking availability and ease of payment.*
- Q *It needs improve signage.*
- Q *Parking, I have to park elsewhere and walk in as never get a parking place.*
- Q *Cheaper prices. £4 for less than 3 hours is expensive for people on limited budgets.*
- Q *Parking horrendous. 09.20am no spaces*
- Q *Parking - A park and ride would be useful for public transport links*
- Q *The car park is not fit for purpose, but it needs to be managed properly, at the moment it is a free for all cars coming in both the top and bottom entrances and just driving any way around the car park its chaos every time I visit. Please invest in a one-way system around the car park to stop this chaos from happening and also open up the very last run of spaces at the bottom so you can exit. Come on you can do better than this.*

- Q *Parking terrible. I can't attend appointments with my husband because we can never get parked so I drop him off then wait off site in Lidl and come back and get him this means I can't go into appointments with him.*
- Q *Parking is an issue even with a disabled badge.*
- Q *I park by Sankey Valley and walk. Someone with mobility issues would struggle as no parking ever here for late appointments. It gives me anxiety I normally go to Halton Hospital much better.*

Treatment and care

- Q *Endoscopy Warrington patients have to have interviews before they can get their sachets-medication. I see the endoscopy team here at Warrington but have to go all the way to Halton for the interview it doesn't make any sense. It's a long way and there's the toll charges or extra petrol if you drive around.*

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

92% of respondents said that staff have enough time to spend with patients during the day and at night, but as feedback in previous reports some people felt that staff were too busy and rushed due to work pressures.

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

97% said that they had been given enough information about their treatment by the hospital.

One Endoscopy patient told us *'I recently phoned the Endoscopy Unit, and the receptionist went out of her way to find out my information request. This put me at ease for the next week. Dedicated staff team.'*

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

People generally considered the hospital to be accessible. One patient told us, *'It's fine, well signposted and there's always someone to ask.'*

There were mixed comments on signage within the hospital, with some patients saying, *'it is well signposted'*, while some felt signage could be improved, with one patient telling us, *'I always get lost'*.

A few patients commented on how spread out the hospital was, with one saying, *'Signage is fine, but it's a long way to departments'*, while another person said, *'It's hard to get around with reduced mobility.'*

As was highlighted earlier in this report, parking at the hospital was seen as a barrier to accessibility by many people we heard from, even those with blue badges. One patient said, *'Car parking even with a blue badge can be difficult and it is noticeable that some people park in disabled parking spaces without a blue badge.'*

Access by public transport from the surrounding areas was mentioned by a few people, with one person saying, *'It's two buses for me to get here.'*

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

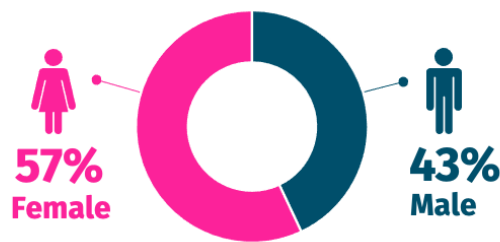
100% of respondents said they had been treated with dignity and respect by staff.

Halton Hospital Listening Events overview

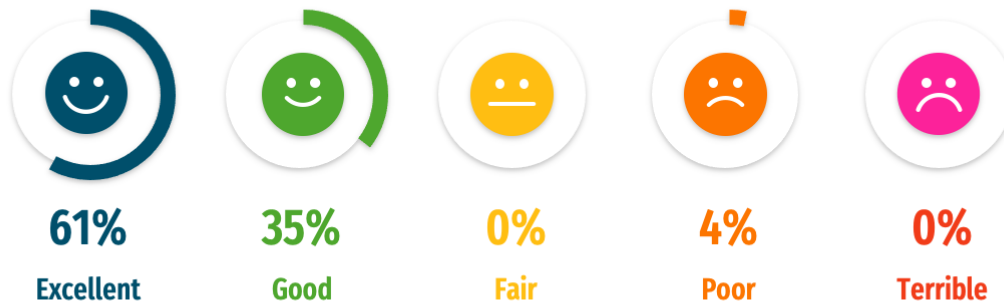
Age of respondents



Gender



Please rate the care and treatment you have received from staff



*I would like to compliment the staff
this is better than other hospitals in the area.
One of the best!*

Halton Hospital Feedback Summary

This section provides a summary of the feedback collected during our two Listening Events at Halton Hospital in July and August.

In total, 24 people took the opportunity to tell us about their experience of Halton Hospital. The patients and visitors we spoke with told us they were visiting the following areas:

- *Audiology*
- *Cancer Care*
- *Outpatient department*
- *Breast Screening*
- *Cardio Respiratory*
- *Cardiology*
- *Endocrinology*
- *Pathology*
- *Pharmacy*
- *Phlebotomy*
- *Physio*
- *PIU*
- *Rheumatology*
- *Ultrasound*
- *Vascular*

What do you think is good about this hospital/ward or your experience as a patient today?

Appointments and waiting times

- Q *Personal experience excellent in the UTC, but wait times can be long. Great little hospital.*
- Q *Punctuality of appointments never waited long. Friendliness of staff.*

Facilities and surroundings

- Q *The hospital is on the doorstep and I don't have to travel miles.*
- Q *Everyone is pleasant and it's clean*
- Q *Clean. One of the best hospitals I have been to. Parking, not waited long and free for the first 40 minutes.*
- Q *Corridors seem orderly, clean and calm. The ducks are nice, it brings normality and reduces the clinical atmosphere.*

Staff, Treatment and care

- Q *I would like to compliment the staff, this is better than other hospitals in the area. One of the best!*
- Q *Friendly staff everything is straight forward (Vascular)*
- Q *On time. Treated very well by staff. Caring and first class. (Cardiology)*
- Q *Had brilliant care and have been so well looked after. Staff have gone above and beyond following a new diagnosis. (Phlebotomy)*
- Q *Everything faultless. Excellent Department (Phlebotomy)*
- Q *People always good. Great service. (Endocrinology)*
- Q *Clean Clear signage very efficient checking in process. (Breast screening)*
- Q *Most stress free and pain free blood test (Phlebotomy)*
- Q *Hydrotherapy pool do follow up sessions at community pool. (Physio)*
- Q *In and out very quick time, staff member very informative and pleasant. No need to pay for parking it was so quick. (Breast screening)*

What would you like to see improved, or what could have been better

Appointments and waiting times

- Q *Waiting time for appointments for arthritis waiting 6 weeks for an appointment.*
- Q *Following my new diagnosis, I was given a number to call if I had any problems with my medication. The number for for Rheumatology but when you call in an emergency you get a voice message stating they are understaffed and that you can't speak to anyone at the moment and they will get back to you. I rang and no one got back to me. I then had a call from my physio who could hear how poorly I was she sent and email and they responded then and I got an appointment the next day.*
- Q *If you have a dedicated line for patient safety/medication have the phone manned and not an answer machine. I would like to thank everyone for the care I received and tell them they are doing a great job.*

- Q *I keep getting sent to Warrington I would rather be seen here bring back all the departments open the hospital up again. Warrington is awful I recently had to go and had to wait 8 hours and didn't get told anything. (Pathology)*

Communication

- Q *I'd like to see access to advice. Sometimes things happen and I need advice, I can call PIU for advice, they usually ring back, but it's only a day service. Sometimes you need reassurance. (PIU)*

Facilities and surroundings

- Q *More services. This is more like a cottage hospital need to broaden the base of services, more departments maybe even re-build with about another 3 floors and multi-story car park or extend.*
- Q *Signage. There's no one around to ask for support at the reception. No porters. I thought I would need a wheelchair due to length of corridor. Signage should also have distances or times so from main entrance 1 to Sir Tom Moore building distance and time to walk. This should be on all signs.*
- Q *Disabled access especially from the car park opposite main entrance have to go round the roundabout or bump up the curb.*
- Q *Building work by the Sir Tom Moore Building is causing access issues for wheelchair users. They have blocked off the path that used to run from the hospital back entrance across the car park and down into the STMB. You now have to walk through the car park and on the road all the way round to get access if you can't park in the car park. Not safe.*

Staff, Treatment and care

- Q *In June I called 111 as I was really poorly in the early hours of the morning. The advisor advised me to go straight to Runcorn UTC which I did and it was around 2.00am. The doors were locked and I rang the intercom which is very poor, a medical professional answered so I advised what the 111 operator had said, she said without an appointment she wouldn't let me in, I was that sick I almost collapsed outside I thought my head was going to explode. The security man asked me what I was going to do and as I had got a taxi to the*

hospital I got back in it and went back home. The next morning, I contacted my GP and I got to see them straight away and they sent me straight to Warrington Hospital. I had Meningitis and was in hospital for 3 weeks. I could have died. It was inhumane I would never turn anyone away in that condition. I was exceptionally disappointed, and it was very upsetting. In the end at Warrington I was triaged quickly and in an isolation ward spent 3 weeks in Warrington AMU-21C. I received excellent care. (Whilst in triage they told me I needed a lumbar puncture this took them 2/3 days before they performed this!!!) I was put on anti-biotics straight away but got my diagnosis following the lumbar puncture. I also take a specialist medication which I had to have brought into the hospital by a neighbour. I was advised the hospital would then provide it so didn't get any more brought in. When I did run out of my Triumeq medication I was then advised the pharmacy couldn't actually provide it and could I get it from home again, I did but this was very difficult and left me trying to sort this out when I was very ill. I was going to see PALS today to make a complaint, but it's based at Warrington and not Halton.

Q Communication between bloods and GP not good had a test in May didn't hear anything back then got this appointment out of the blue. (My GP is Grove House Surgery)

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

96% felt that staff had enough time to spend with patients during the day and at night. One person felt they didn't have enough time, saying, '*Sometimes staff are very busy, and you can't interrupt them so you're told to sit and wait. No triage.*'

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

While 81% felt they had been given enough information about their treatment and care some patients told us things could be better. One patient said, '*Not totally, not regarding results, communication can be better. Feel patient has to chase all the time.*' (Cardio Respiratory)

We heard from another who said, *'There's lots of miscommunication between appointments and hospital departments/teams. They don't talk to each other. Poor admin regarding letters and new medications last time it took over a month not acceptable.'* (Pharmacy)

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

Feedback on accessibility was a bit mixed. One patient told us, *'It's brilliant, I use the bus. There's a great link to Warrington too.'* Another informed us, *'There's good signage from the reception to the breast screening department.'*

Another person said, *'Signage is great, but parking can be an issue'*, while yet another explained that, *'Signage to hospital was good but the sign to turn off was obstructed by trees and missed the junction.'*

One person commented on confusing signage saying, *'Not good signage on the approach. I was driving around for ages following the signs 'H' and then they just disappeared. I ended up asking the postman for directions.'* We heard from another person who expressed similar sentiments saying, *'Signposting is not good and it's antique. They always change terminology, names and departments confusing patients aren't upper management and don't need terminology.'*

Parking was raised by many as an issue for accessibility, with one person saying, *'Parking is very bad, I park offsite and walk in and I have a heart condition and no blue badge yet.'*

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

All the people we heard from said they had been treated with dignity and respect, although one person raised concerns about confidentiality during blood tests, saying, *'People need to be aware of privacy and need to close doors. It has improved but still room for improvement.'*

Report Summary

Despite the current pressures on the NHS, patients still appear to have high levels of satisfaction with the care and treatment provided by the Trust, with 96% of patients (Halton Hospital) and 97% of patients (Warrington Hospital), rating their experience as good or excellent.

There were though some areas at both sites where patients said their experience could have been improved. We hope the Trust will take this feedback onboard and look to respond.

Warrington & Halton Teaching Hospitals NHS FT response

Warrington and Halton Hospitals (WHH) have welcomed the opportunity to comment on the Healthwatch Listening Events Report. The Listening Events Report is a very informative document that assists WHH identify key areas of feedback that can be added to current workstreams to ensure we improve the experience of our patients and families.

WHH remains committed to supporting improvements ensuring patients, carers and families have a positive experience at both Warrington and Halton sites. To ensure we can achieve these improvements it is vital that we are able to hear from those we serve, therefore we welcome this report and its contents.

In response to the feedback within this report, the Patient Experience and Inclusion Team are undertaking a review of the report. The report was presented by our partners Healthwatch at the Patient Experience and Inclusion Sub Committee in October 2024. In response we will review the feedback and align the improvement work to existing workstreams reported via the associated governance structures, these will be noted as a key priority.

The Patient Experience and Inclusion Team will provide a further update in December to the Patient Experience and Inclusion Sub Committee of the aligned workstreams and progress against the key areas identified within this report. Healthwatch's continual feedback will continue to be welcomed as they remain integral members of the sub-committee.

Warrington and Halton Hospitals is happy this report provides information that is meaningful, understandable, and clear. We would encourage all Trust members, members of the public and others who are interested in our hospitals to read this report and note the positive improvements that will result from the findings.

Tracy Fennell

Deputy Chief Nurse

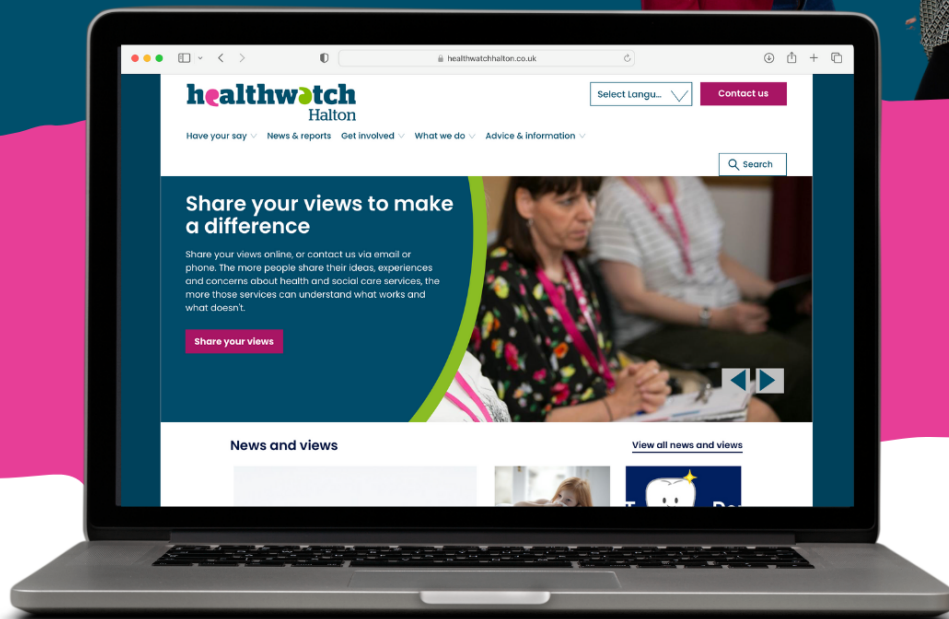
Director of Clinical Governance

Warrington and Halton Teaching Hospitals

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Visit our webpage:
www.healthwatchhalton.co.uk
click on the tab 'Have Your Say'



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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.



A.R.T Centre
Tan House Lane
Widnes
WA8 0RR
Tel: 0300 777 6543
E: feedback@healthwatchhalton.co.uk