

# Listening event report

**05 January 2023**

**Warrington Hospital**

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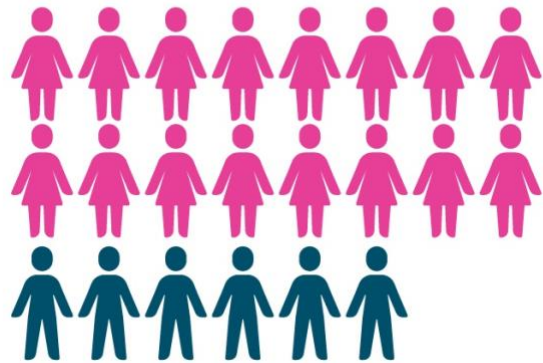
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# Warrington Hospital January 2023 Listening Event

**22**  
people gave  
their views



We heard from 16 women and 6 men



## Age



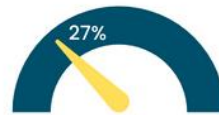
25-44



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65-75

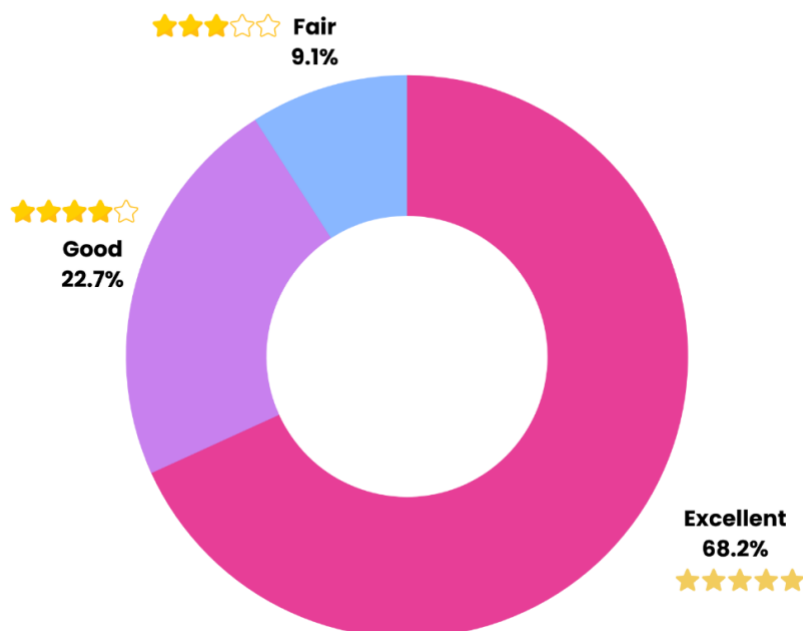


76-85



over 85

## Rate your treatment by healthcare staff



## About this report

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

These comments were collected between 10.00am and 12.00pm on 5 January 2023 at Warrington Hospital

In total, 22 people, 16 women and six men, took part in the listening event.

Most people we spoke with said they were attending outpatient clinics. We also heard from one member of staff and one visitor.

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.

We received feedback from patients on the following areas:

- Colo-rectal Clinic
- ENT Clinic
- Maternity
- Nightingale
- Ophthalmology
- Orthopedics
- Rheumatology
- X Ray
- A12
- B12
- K25

# Feedback Summary

## What do you think is good?

The feedback we collected was positive with 20 people rating the treatment /care they, or their loved ones, received as 'Good' or 'Excellent', with another two people rating it as 'Fair'.

All patients and visitors we spoke with said they had been treated with dignity and respect by the staff.

## Staff

Comments received generally focused on the **staff, praising them for their attitudes**. We've listed a selection below:

- *X Ray - Very good, reception staff lovely.*
- *Maternity - Everyone was really nice and I was seen really quick this time.*
- *Wasn't what I was expecting but they were all very good. They took their time so I know what will happen in the next few weeks, dietitian, ultrasound, CT, MRI and bloods. Just been diagnosed with cancer.*
- *...very good staff always respectful.*
- *Everything, I'm a carer for a lady on K25. Lovely ward, good atmosphere and they play music. Great staff, I really like the new Urology Suite, brilliant receptionist, really lovely.*
- *Feel well looked after. The consultant is friendly and nice.*
- *Location central, staff really good. They have given my daughter excellent treatment over the years at outpatients.*
- *Staff are fantastic*

## Environment

There was praise for the environment in Phlebotomy, with one person saying, *'It's clean and nicely decorated. Couldn't be better. The staff are really good.'*

While another person told us, *'I'm impressed with the cleanliness and decor is great.'*

## Waiting times

Four people mentioned short waiting times, with one person telling us, *'It's alright, no long waiting times today in and out'*. A visitor to Orthopedics told us, *'Everything's been good, well notified of appointments. Today we were seen within one and half to two hours.'*

## What could be improved?

Unsurprisingly, **car parking** was mentioned by many people as something they felt needed improving. It was also mentioned by many respondents when asked about accessibility of the hospital. *'Think the hospital is great but parking is bad, expensive and lack and size of spaces.'*

The **cost of parking** and **poor signage** for parking was also highlighted with one person saying, *'Car parking machines a disgrace, covered in stickers, and can't see when the sun shines on them'*. A **lack of disabled parking spaces** was mentioned by another patient.

Another pointed out issues with **people smoking just outside the hospital**, saying, *'removal of all the cigarette butts at the main gate behind the bus stop where all staff and visitors congregate to smoke. Children shouldn't have to see that at the main entrance to a hospital it is disgraceful they should clean it regularly.'*

One person attending A&E struggled to find a **wheelchair**, telling us they had, *'A lot of trouble finding a wheelchair when we first arrived at A & E no wheelchairs at the door had to ask at reception and they had to look for one'*.

While some patients had mentioned short **waiting times** as a positive, we received other comments from patients who had experienced longer delays, with one ENT clinic patient saying, *'I received a call saying my appointment had been changed from 10am to 11.15am. I have only just been seen at 12.30, I have to take time off work for these appointments and am only allowed 2 hours, I am already over my time limit now.'*

A member of staff told us that **uniforms** could be improved with the provision of 'Cool air uniforms', *'as the hospital is very hot in all areas, and we have to wear heavy duty trousers and polo shirts. We need something more light weight and user friendly.'*

**Delayed discharged** was mentioned by one visitor, who told us, *'We've had long wait for a social worker, my mum has been in 5 weeks, now waiting for a home assessment.'*

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

**90% of people felt staff had enough time to spend with patients.** One person commented, *'Yes especially, ultrasound very good and not rushed.'*

Another patient told us *'Support from hospital staff, after care, Marss and Macmillan was all fantastic.'*

One patient said staff didn't have enough time with patients as *'staff are still under pressure.'*

One patient attending the emergency eye clinic felt that staff didn't have enough time for patients, saying, *'Not in the emergency eye clinic, I had to be fitted in around booked patients.'*

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

The vast majority said they had received enough information from the hospital on their care or treatment. One person said, *'I have been given booklets and have been told I can phone at any time.'*

Another told us, *'They have been exemplary, I have been very fortunate.'*

One patient attending the eye clinic felt they hadn't been given enough information about their treatment, while another said that *'better communication is sometimes needed around maternity as explanations are often rushed and confusing.'*

## Other comments

**Hospital facilities** were mentioned by some, with one person asking for '*A New hospital and full re-vamp for this one. Daresbury Wing needs updating and a refurb.*'

There was also a request from one visitor for, '*a proper restaurant like at Whiston and Halton. Can't get a snack or just a plate of chips, it has to be a set meal. Also, maybe a vending machine for drinks at the other end of the hospital as you have to walk all the way down to main entrance just for a warm drink.*'

Many people commented on the pressures the hospital is under, with one saying there needed to be '*...more money for more staff, so the hospital can be run as it should be run.*', while another said, '*The system is under pressure, and it is unfair.*'

Another commented on funding and staffing levels saying, '*The hospital is very good but understaffed, A & E about 200 people in beds, on trolleys people were everywhere on Monday.*'



## **Warrington & Halton Teaching Hospitals NHS Foundation Trust report response**

No formal response received to this report.



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