

Listening events report

June & August 2023

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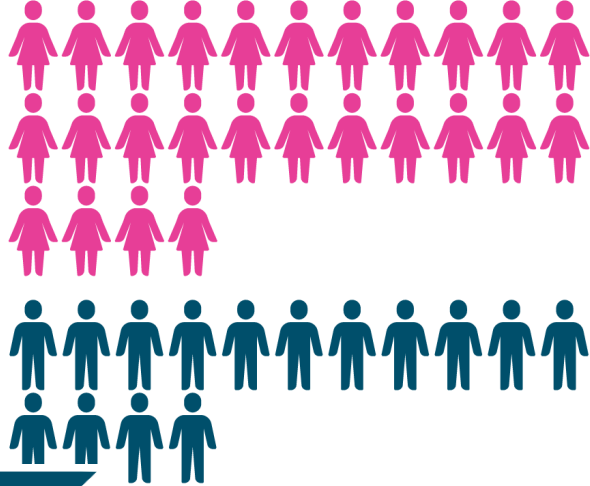
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Listening Events overview

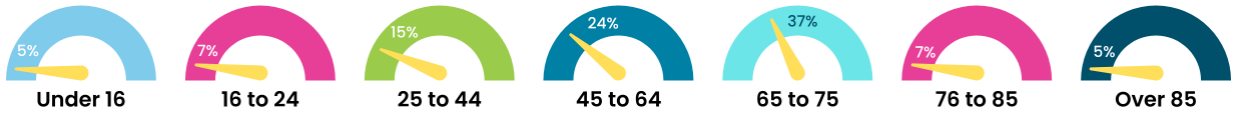
41
people gave
their views



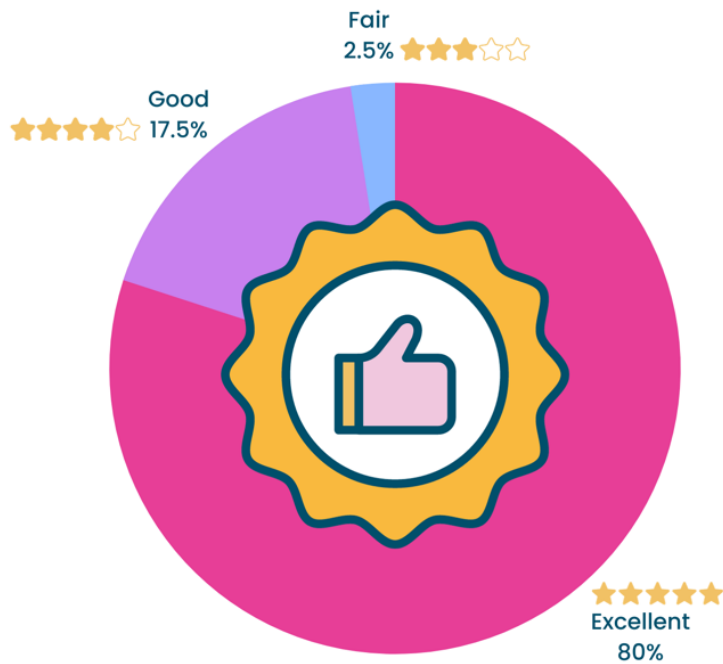
We heard from 26 women and 15 men



Age



Rate your treatment/care



Feedback Summary

This report provides a summary of the public feedback received during Healthwatch Halton's outreach sessions at Whiston Hospital on 19 June 2023 and 14 August 2023.

The patients and visitors we spoke with were visiting the following areas:

- ◆ Children's Outpatients
- ◆ Dermatology
- ◆ Dressings
- ◆ Outpatients
- ◆ Ward 2D
- ◆ Ward 2E
- ◆ Ward 3E
- ◆ Ward 3F
- ◆ Cardiology
- ◆ Fracture Clinic
- ◆ A&E
- ◆ Orthopedics
- ◆ Bloods
- ◆ Ultrasound
- ◆ Maternity / neonatal
- ◆ Paediatrics
- ◆ Gastroenterology
- ◆ X-ray

One patient gave feedback on an appointment they had at St Helens Hospital. In total, 41 people, 26 women and 15 men, took part.

Due to the number of responses received the views and experiences expressed cannot be considered 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 visits continues to be generally very positive. The treatment / care provided at the hospital was rated as 'Good' or 'Excellent' by 39 (98%) people we spoke with, while one person rated it as 'Fair,'.

When asked if they had been treated with dignity and respect by the staff, all 41 people answered 'Yes'.

What do you think is good about this hospital?

The majority of comments we received highlighted the **care and treatment** provided by staff.

One patient at A&E told us, *'This is a good hospital. They are doing a lot to investigate what is wrong with me at the moment. They have done a lot of tests to help find out what is wrong. I was seen quickly as I had chest pains.'*

Another person attending the fracture clinic told us, *'It was not a long wait today, it was quite efficient. I had an x-ray and a consultation this morning. The staff are good.'*

A patient from ward C6 said *'I have been an inpatient since Wednesday night and I am going home today. Everything has been very straight forward for me. The nurses are good.'*

We also heard from a patient from ward D2 who told us, *'Everything is good on my ward. I have been a patient here for 16 weeks after having a stroke. The staff on D2 are lovely. They are all happy and nice, everyone single one. They have been fantastic and looked after me well. I can't knock them. They shared Carrot Cake with us all on the ward yesterday and one of the nurses even made me piccalilli butties when I said I fancied one!'*

Cleanliness and **general environment** of the hospital was mentioned by several people, with one person saying, *'It looks like an airport lounge, nice to wait in. It is modern and clean.'*

Short **waiting times** at outpatient appointments was mentioned by some of the people we heard from. One said, *'Staff are very good. We were seen very quickly for both bloods and x-ray today.'*

While another person said, *'I had no wait today. My appointment was at 10.15am and I went straight in. They have very nice staff!'*

Another outpatient praised the hospital, saying, *'It wasn't a long wait today. It was all quite efficient. I had an x-ray and a consultation this morning. The staff are good.'*

What could be improved?

Waiting times in A&E were highlighted by some. One patient said, *'We were in A&E for 7 hours and had to wait 4 hours to first be seen. I wasn't given any information about my broken arm or the cast. I later had swelling in my arm and the fracture clinic said it had not been put on well. The clinic later said it was a poor job. I didn't know what to expect as wasn't given any advice or information at A and E.'*

Another patient told us, *'Shorter waits would be good, but I do understand how busy they are, and I am not complaining. I was told the wait was 2.5 hours but then it went up to 5 hours and I was bleeding.'*

One person wanted to see, *'Shorter waits and better areas in A and E for patients there a long time.'*

Parking and access to the hospital was mentioned by a few patients who had longer journeys to the hospital, with one person explaining, *'I can have trouble parking. I have a blue badge and need to park on the flat area outside with my walker. I don't think you should have to pay to park at a hospital. This is not my local hospital, so it is a long way for me to travel to for tests.'*

Another said, *'St. Helens is very far for me to travel to. I would have preferred to go to Broadgreen. I had to get a taxi to the appointment as I had no idea how to get to it. I was sent by my GP after she was worried by a blood test. I never got the results back either I am past caring now.'*

There isn't enough parking spaces for the amount of patients and visitors.

With the hospital being very busy on both our visits, some people told us, there was, *'not enough parking spaces for the amount of patients and visitors.'*

One inpatient asked for more variety with **Hospital meals**, saying, *'it's very repetitive for someone who stays here often.'*

The **moving of patients** was mentioned by two patients as an area that the hospital could do better at. A patient from Ward C6 said, *"When moving patients, they should prepare you more and tell you first!"*

The two porters were very abrupt. I was woken up in the night and wheeled out to the ward, from A and E. I can walk and would have liked to have got my things together. They lost my coat, which had my bank card in it and I had to cancel my card."

Another person told us, *'The 2.00am move to this ward, D2, could have been done in a better way.'*

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

83% of people felt that staff had enough time to spend with patients but acknowledged that staff were often very busy. One patient told us, *'You can tell at times they are rushed off their feet.'*, while another person said, *'They try their hardest but are often having to do several jobs at once.'*

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

88% said they had been given enough information about their treatment.

One person told us, *'The staff always explain things perfectly and never leave the ward confused or with unanswered questions.'*

While another said, *'I am on a lot of medication, but they talk me through it all.'*

One person who felt they hadn't been given enough information told us, *'It is a bit confusing as I have been referred through quite a lot of departments.'*

Another patient who felt they needed more information said, *'I need to get my blood sugars sorted before I can go home. I saw a diabetic nurse on Friday but still have issues in the nighttime. I should have seen one today, but no one is available. I hope someone will see me tomorrow.'*

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

The majority of people we spoke with praised the accessibility of the hospital.

One patient told us, *'I really like the colour coded signage, it makes the visit a lot swifter.'*

There was also praise the availability of **hospital volunteers** to help people find where they were going if needed.

A couple of people who had arrived by **public transport** told us they like the fact there were bus stops right outside the hospital.

During our visit in June, difficulties in parking were mentioned by some people, as the outside car park was very full.

One person told us, *'Parking is not easy. My husband has injured his leg and cannot walk far. He explained to security he can't walk far but does not have a blue badge. They were helpful and said to drive to the front of the hospital and the men in high vis vests would direct us. We did this and waited ages, but no one was there to advise. We had to use the multi-storey and walk over, which has made his leg bad again. Not a big issue, but not ideal.'*

A few people didn't find the hospital as easy to navigate. One said, *'It is easy to get mixed up. I have been lost a few times. It would be good if there was some sort of transport to and from the wards as it is a long walk. I am using a hospital wheelchair to lean on today, whilst my chair gets fixed.'*

Another patient said, *'It can be awkward to find your way around. I would like disabled parking spaces on the flat outside. This would be easier with my cane.'*

Mersey & West Lancashire Teaching Hospitals NHS Trust response

Thank you for sharing the report, which has a great many positive comments about the staff and services provided. We are very proud of our hospitals and services and the staff who work tirelessly to support our patients.

The report has been shared with the Heads of Nursing and Quality for review and onward cascade and with the Assistant Estates and Facilities Manager and Volunteer Manager to enable further improvements to be made.

Anne Rosbotham-Williams

Deputy Director of Governance - Mersey and West Lancashire Teaching Hospitals NHS Trust



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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