

# Listening events report

**August to December 2025**

Halton Hospital and Warrington Hospital

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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.

## Executive Summary

Thank you to everyone who took the time to speak with us during our Listening Event visits at Halton Hospital and Warrington Hospital.

Overall, most people told us they had a positive experience. Staff across both hospitals were described as caring, kind and professional, and many people said they felt listened to and treated with dignity and respect. People also valued clear explanations and supportive interactions during their appointments, which helped them feel reassured.

Alongside this, a smaller number of people raised some practical issues. These included waiting times, pharmacy delays, communication about appointments and, for some people, parking. These comments were not about the care provided by staff, but about systems and processes that can affect how people experience their visit.

Taken together, the feedback provides a balanced picture of what is working well across both hospitals, alongside some shared areas where small, practical improvements could help further improve people's experiences.

The sections that follow set out feedback from Halton Hospital and Warrington Hospital separately, before bringing this together in a shared set of recommendations.

## About this report

This report summarises feedback shared with Healthwatch Halton during Listening Event visits carried out at **Halton Hospital** and **Warrington Hospital** between **August and December 2025**.

Listening Events are informal visits where Healthwatch Halton staff and volunteers speak directly with patients, visitors and carers about their experiences of health and care services. They provide an opportunity for people to share what is working well and what could be improved, based on their experience on the day.

During this period, we carried out five Listening Event visits in total. This included three visits at Halton Hospital and two visits at Warrington Hospital. Each visit lasted approximately two hours.

In total, **72 people** shared feedback. This included **47 people at Halton Hospital** and **25 people at Warrington Hospital**. Most participants were patients attending outpatient or diagnostic appointments, with a smaller number of visitors also taking part.

The feedback included in this report reflects the views of those who chose to speak with us during our visits. While it is not intended to be statistically representative of all patients, it highlights recurring themes and provides insight into how people experience care at both hospitals.

## Halton Hospital Listening Events feedback

Overall, feedback from people attending the hospital during this period was **very positive**. Many people described staff as kind, professional and supportive, and several commented on the efficiency and organisation of clinics.

When asked “Please rate the treatment and care you received today”, responses were as follows:

- *Excellent: 79%*
- *Good: 19%*
- *Fair: 2%*
- *Terrible: 0%*

The vast majority of people rated their care as **excellent or good**, indicating high levels of satisfaction with the treatment and support they received. Only one person rated their experience as fair, suggesting that while the overall picture is strongly positive, not everyone had the same experience.

People frequently commented on being seen promptly, feeling listened to, and being treated with dignity and respect. Cleanliness and organisation were also highlighted as positives, contributing to a calm and reassuring experience.

### What do you think is good about this hospital?

Feedback about Halton Hospital was largely positive. Many people spoke about the kindness and professionalism of staff, saying they felt listened to, supported and reassured during their visit. One person described staff as “*very efficient, lovely polite staff*,” while another said, “*staff are kind, they look after you and are supportive.*”

People also commented positively on how appointments were managed. Being seen on time, or with minimal waiting, was mentioned frequently and helped reduce anxiety. Some people described their visit simply as “*punctual, didn’t wait long,*” or said “*I didn’t have to wait.*”

The hospital environment was another area people liked. Comments described it as clean, tidy and well organised, with remarks such as “*perfectly clean*” and “*clean and tidy, well organised.*” These factors helped contribute to a

calm and reassuring experience.

Overall, the comments suggest that people attending Halton Hospital value the combination of kind, professional staff, efficient appointments and a clean, well-organised environment. Together, these elements helped create a positive experience for the majority of people who shared their views during Listening Events.

## What could be improved?

While many people said there was nothing they would change about their experience, some shared suggestions for improvement. These comments tended to focus on practical issues around **waiting times, communication, and facilities**, rather than concerns about staff or the care itself.

A small number of people mentioned waiting times, particularly in relation to pharmacy services and longer-term appointment scheduling. One person commented that “*pharmacy takes forever, you wait for 4–5 hours for medication... need more staff*,” while another raised concerns about longer waiting lists, saying “*timescales very long waiting lists... another 17 weeks before my next appointment*.”

Some feedback related to appointment timing and communication, with people wanting clearer information about what to expect. One person said “*...they need information on the letters to tell you that you need to book in first at the front desk entrance*,” while another commented on appointment timing, saying “*I don't like getting called in for endoscopy at 07.30am on a morning and then you are still nil by mouth and waiting at 3pm in an afternoon*.” Clearer letters and more predictable appointment arrangements may help reduce uncertainty for people attending appointments.

A small number of people also raised points about facilities on site. Comments included the availability of refreshment facilities, particularly at weekends, and the accessibility of certain areas. One person noted that “*there is no restaurant facilities, café or shop open at weekends*,” while another highlighted difficulties accessing a disabled toilet in one area.

Parking was mentioned by a small number of people, often briefly, with comments

such as “parking” or “car parks.” While limited detail was provided, this suggests it remains a consideration for some people attending.

Overall, the improvement suggestions shared were relatively limited in number and scope. Where issues were raised, they focused mainly on systems and facilities rather than the care provided by staff.

## **Question-based feedback**

In addition to open comments, people were asked a small number of questions about their experience during their visit. These questions help provide additional context to the feedback shared.

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

Most people felt that staff had enough time to spend with them. Responses suggest that people generally felt supported and did not feel rushed during their interactions.

### **Were you given enough information about your treatment or care?**

Most people said they were given enough information. However, a small number would have liked clearer or more detailed information, particularly in relation to appointment letters or what to expect

### **Were you treated with dignity and respect?**

All respondents said they felt they were treated with dignity and respect during their visit.

# **Warrington Hospital Listening Events feedback**

## **What do you think is good about this hospital?**

Feedback from people attending the hospital was largely positive. Many people spoke warmly about staff, describing them as friendly, helpful and professional. People said they felt treated with dignity and respect and valued staff taking time to listen, explain what was happening and provide reassurance during their visit. Comments such as “*staff were lovely and very helpful*” and “*they explained everything clearly*” reflect this theme.

Several people commented positively on their interactions with staff during outpatient and diagnostic appointments, saying they felt supported rather than rushed. Feeling listened to and kept informed helped people feel more at ease, particularly when attending appointments that could otherwise feel worrying.

People also spoke positively about how their visit was managed. Some described clinics as running smoothly and said they were seen in a timely way, which helped reduce stress on the day. A small number of comments also reflected appreciation for the general organisation of services during their visit.

Overall, people told us that friendly, professional staff and clear communication played an important part in their experience at Warrington Hospital. For most people, these factors contributed to a positive visit.

## **What could be improved at Warrington Hospital**

While many people said there was nothing they would change about their experience, some shared suggestions for how services could be improved. As with other feedback, these comments focused mainly on **practical issues**, rather than concerns about staff or the care provided.

Waiting times were raised by a small number of people, particularly in relation to pharmacy services. Some people described delays when collecting medication, which they found frustrating at the end of their visit. One person commented that “*the wait for medication was quite long*,” while another said “*pharmacy was very busy and took a while*.”

A few comments also related to **communication about appointments**, with

people wanting clearer information about timings or what to expect. Where this information was unclear, it added uncertainty to the experience. One person said “*it would help to know roughly how long you’re going to be waiting*,” even though they were otherwise positive about their care.

Parking was mentioned by some people as a difficulty when attending the hospital. Comments suggested that finding a space or managing parking arrangements could add stress to a visit, particularly at busy times. One person simply noted “*parking is difficult*,” reflecting a practical frustration rather than a concern about care.

Overall, the improvement suggestions raised were limited in number and scope. Where issues were identified, they related mainly to systems and processes rather than the quality of care or staff interactions.

## **Question-based feedback**

In addition to open comments, people were asked a small number of questions about their experience during their visit. These questions help add context to the feedback shared and give a broader picture of how people felt about different aspects of their care.

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

Most people felt that staff had enough time to spend with them. Responses suggest that people generally felt supported and did not feel rushed during their interactions, particularly during outpatient and diagnostic appointments.

### **Were you given enough information about your treatment or care?**

Most people said they were given enough information about their treatment or care. A small number of people indicated they would have liked clearer communication about appointment timings or next steps, which reflects some of the improvement points raised elsewhere in the report.

### **Were you treated with dignity and respect?**

All respondents said they felt they were treated with dignity and respect during their visit. Comments about staff friendliness and professionalism reinforce this finding.

## Balancing what we hear

Our role is to reflect the full range of what people told us — celebrating the strong positives while also fairly highlighting the smaller but recurring frustrations. These are not criticisms of care, but practical issues that, if addressed, could make already strong services even better. We believe this balanced approach recognises the Trust's strengths while also highlighting where improvements could make a real difference.

## Recommendations – (Halton and Warrington Hospitals)

Based on the feedback shared during Listening Events at Halton and Warrington Hospitals between August and December 2025, we recommend that:

### **1. Maintain and celebrate good practice across both hospitals**

The consistently positive feedback about staff kindness, professionalism and respectful care should be shared with teams, recognising the impact this has on patient experience.

### **2. Review pharmacy waiting times and communication**

Where delays occur, the Trust should continue to explore ways to improve pharmacy flow, staffing and communication with patients about expected waiting times.

### **3. Improve clarity and consistency of appointment communication**

Appointment letters and related communications should clearly explain what patients need to do before attending, what to expect on the day, and likely timings, to help reduce uncertainty and anxiety.

### **4. Consider appointment scheduling and flow**

Where possible, reviewing appointment timing and session structures may help better meet patient needs, particularly where early arrival times or long waits were highlighted.

### **5. Address practical access issues where raised**

Feedback relating to parking, access to facilities and on-site amenities

should be considered as part of wider patient experience improvement work, recognising that these practical issues can add stress to visits.

## **6. Continue to use patient feedback to inform improvement**

Feedback gathered through Listening Events should continue to be used alongside other patient experience data to identify and monitor small, practical changes that could further improve people's experiences across both hospitals.

## **What we will do next**

Healthwatch Halton will share the findings and recommendations from this report with **Warrington and Halton Teaching Hospitals NHS Foundation Trust** and relevant service leads.

We will:

- *discuss the feedback and recommendations with the Trust to understand planned actions and timescales,*
- *continue to attend Trust meetings and patient experience forums,*
- *use future Listening Events to monitor whether experiences improve over time,*
- *and keep local people informed about how their feedback is being used.*

We will continue to act as the independent patient champion, ensuring that the voices of patients, visitors and carers are heard and used to help shape local health and care services.

## **Trust response**

Warrington and Halton Hospitals would like to thank Healthwatch Halton and Healthwatch Warrington for undertaking listening events between August and December 2025. We welcome the feedback from our patients, carers, and visitors, and appreciate the time taken to speak with Healthwatch and share their honest experiences.

The reports highlight consistent themes across both sites, identifying areas where patients feel services are working well, as well as opportunities for improvement. The feedback provides reassurance that our staff are viewed as caring, kind, and professional, delivering care with dignity and respect.

The Trust's Patient Experience and Inclusion Team will ensure that good practice identified within the reports is recognised and celebrated, while also working with relevant teams to support service improvements. Feedback from this report will be triangulated with other sources, including the Friends and Family Test and CQC National Surveys.

We are proud of our colleagues and the positive feedback received regarding their approach to care and the time spent communicating with patients. This is reflected in 98% of Halton patients rating their treatment or care as excellent or good, with 100% reporting they were treated with dignity and respect. Similarly, feedback from Warrington highlights friendly, positive, and clear communication, providing assurance that our teams listen, explain, and offer reassurance.

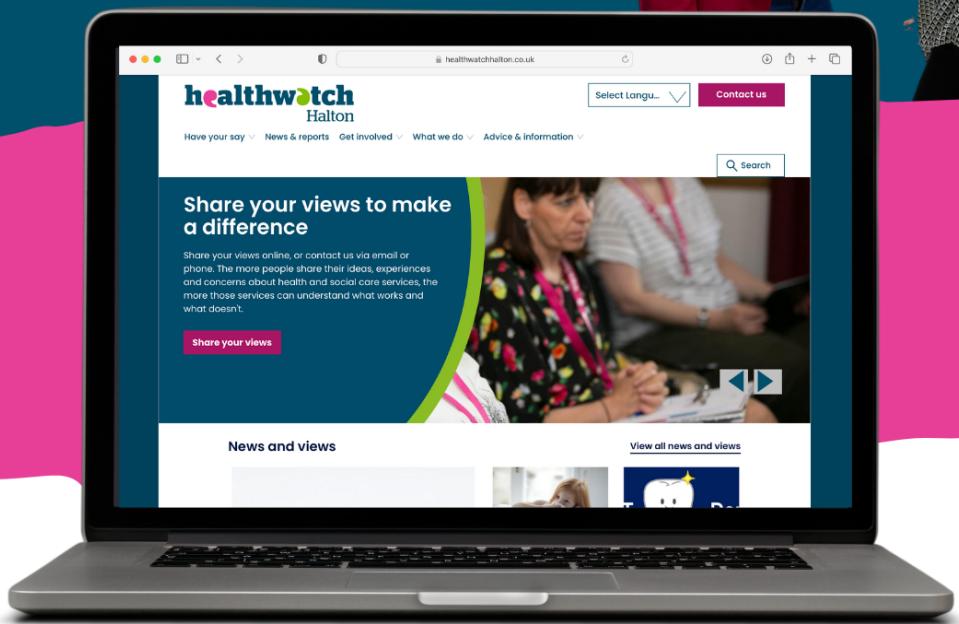
In response to suggested areas for improvement, we apologise to those participants who felt their experience was not seamless. Their feedback provides valuable insight, allowing us to validate ongoing improvement work and identify further opportunities that matter to our patients, visitors, and carers. These findings will be shared with relevant service leads and aligned with existing workstreams.

**Ali Kennah - Chief Nurse**  
**Warrington & Halton Hospitals NHS FT**

# 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](http://www.healthwatchhalton.co.uk)  
click on the tab 'Have Your Say'**



**healthwatch**  
Halton

**Scan the QR code  
or call us on 0300 777 6543**





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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