

# healthwatch

Liverpool

## Aintree University Hospital Listening Event Report 12 July 2018



Ward 8, 10, 11, 15

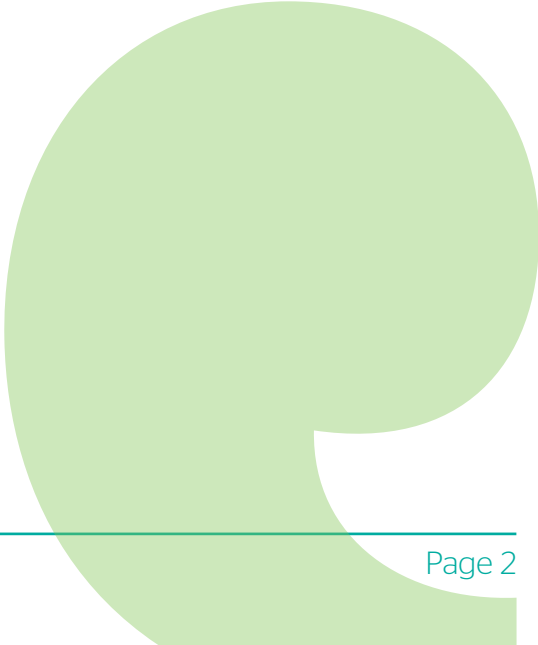
Ward 30-34

Ward 16 A & B, 17, 19

Discharge Lounge

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## Introduction

On Thursday 12 July 2018 we held our annual Listening Event at Aintree University Hospital. The aim of the day was to speak to as many patients and visitors as possible to gather feedback about the hospital. We wanted to find out what people think is good and what needs improving.

Five members of staff from Healthwatch Liverpool and one member of staff from Healthwatch Knowsley attended the event.

Between the staff we tried to visit as many different areas of the hospital as possible to speak to people about their experiences. We used a survey questionnaire to capture people's feedback. For a copy of the survey we used please see Appendix A.

During our visit we gathered feedback from people about the following areas in the hospital:

- Ward 8
- Ward 10
- Ward 11
- Ward 15
- Ward 16A
- Ward 16B
- Ward 17
- Ward 19
- Ward 30
- Ward 31
- Ward 32
- Ward 33
- Ward 34
- Discharge Lounge
- Various outpatient areas including diabetes, radiology and dialysis



We completed surveys with a total of 61 people as follows:

- 58 patients - 48 inpatients and 10 outpatients
- 3 visitors - 1 in inpatients and 2 in outpatients.

# Key findings

**70%** made positive comments about the caring and friendly approach of the staff

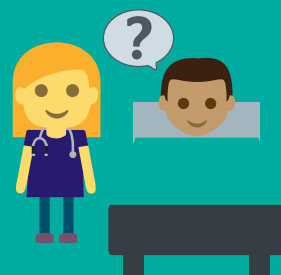


Staffing Rota

S	M	T	W	T	F	S
		●	●	●	●	●
●	●	●	●	●	●	●
●	●	●	●	●	●	●
●	●	●	●	●	●	●
●	●	●	●	●	●	●

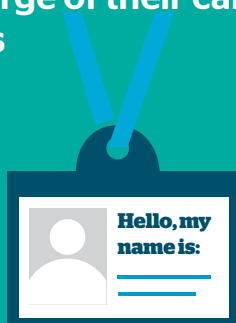
**41%** raised concerns about staff being overstretched and the impact this has on patient care

**84%** felt they had been given enough information about their treatment



**25%** had been moved during the night but the majority had been given a reason for the move

**56%** did not know who the nurse in charge of their care was



**90%** felt the hospital was accessible



**49%** had not been given an estimated date of discharge

**88%** would give Aintree 4 or 5 stars with an average rating of 4.41 stars out of 5



## Recommendations

We are aware that the NHS is under pressure and that staff at Aintree Hospital are already working hard to make patient's experiences the best they can be.

Our survey has shown generally high levels of satisfaction amongst the patients that we spoke to, however there are some areas where patients have expressed concerns.

1. Our survey shows that patients really appreciate the care and dedication of staff who work in sometimes difficult circumstances. We ask that hospitals do all they can to support staff wellbeing.
2. There were concerns expressed by patients about staff appearing to be rushed and overworked and the impact this has on patient care. We know that staff recruitment and retention is an issue across the NHS. We know that Aintree Hospital already has schemes in place to improve recruitment and retention of staff. We would encourage Aintree to continue their focus on this issue and liaise with other similar Trusts to share best practice.
3. A minority of patients we spoke to did not feel they had been given enough information about their treatment. We would encourage the hospital to look at this issue further to see what can be done.
4. We would also encourage the hospital to take steps to ensure that all patients are aware of which nurse is in charge of their care and also that patients are given an estimated date for their discharge along with regular updates about this. Our survey has highlighted these two areas as issues for patients.
5. Our survey has also highlighted that, whilst some patients don't mind being moved during the night, there are instances where the reason for the move is not explained to patients or the move itself causes upset to patients. We would encourage the hospital to make sure that the reasons for a move at night are always explained to patients and that they are given suitable emotional support, if needed, to cope with a move.
6. We ask that Aintree Hospital continues to show how patient feedback has been used to help make decisions about planning and improving services.

## Survey results

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

We asked people to describe what they thought was good about the hospital and we captured their feedback in a free text box on the survey. This question was answered by 60 out of 61 people.

This feedback has been analysed and the following themes identified:

#### Staff

42 people specifically made positive comments about the staff. Below are some examples of the comments we received.

*"The staff are very good, especially on this ward. Everyone is very helpful."*

*"...doctors and nurses were all great. They couldn't do enough for me."*

*"The nurses and doctors are excellent. They're always willing to help you out and do anything."*

*"The staff are fab! Friendly, polite and always there to help."*

#### Food

11 people specifically made positive comments about the food.

*"The food is nice and very well cooked."*

*"Food is very good."*

*"The food service is very polite and the food is good."*

#### The service

Four people made positive comments about the service.

*"The service is really good"*

*"A good service, it's always first class."*

#### Environment and cleanliness

Four people made positive comments about the environment and cleanliness of the hospital.

*"The place is clean"*

*"The environment is good"*

*"The hospital is clean"*

## Outpatient appointments

Four people made positive comments about outpatient appointments

*“Been seen straight away. No waiting at all.”*

*“They’re on time with their appointments”*

*“Quick”*

*“Prompt”*

## Communication

Two people made positive comments about staff communication.

*“They don’t beat around the bush with you here, you get straight answers which I like.”*

*“If you have any questions you can easily ask.”*

## Convenience

Two people made positive comments about the convenience of the hospital.

*“Convenient”*

*“Close to where I live, everything we need.”*

## What would you like to see improved?

We asked people to describe what they would like to see improved about the hospital and we captured their feedback in a free text box on the survey. This question was answered by 59 out of 61 people.

This feedback has been analysed and the following themes identified:

### Nothing

28 people said they felt that nothing could be improved about the hospital. Below are some examples of the comments we received.

*"I can't think of anything"*

*"Nothing to my knowledge."*

*"Can't fault anything."*

*"Nothing, I'm happy."*

### Food

Eight people made comments that they feel the food needs to be improved.

*"A bit more choice on the menu would be good."*

*"The meals are horrible."*

*"The food needs to be improved. There needs to be more choice."*

Two of the comments related to those with specific dietary requirements.

*"The food. I'm diabetic and find there's less choice."*

*"They need more food for special dietary requirements. My daughter was in hospital here recently and she needs a gluten free diet. They really struggled to find her anything to eat. They kept bringing her food with gluten in which she couldn't eat."*

### Staffing levels

Five people made comments that staffing levels should be increased.

*"You never get to see the staff and there are very few staff."*

*"They don't have enough staff."*

*"They do need more staff."*



## Car parking

Five people made comments about car parking.

*“The car parking is terrible.”*

*“It’s hard to find a space.”*

*“More parking for disabled. It’s not very clear where to park and costs are not very clear either.”*

## Pharmacy

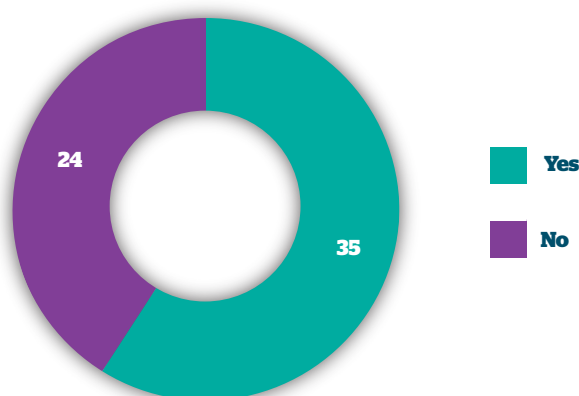
Two people made comments about the length of time it takes to get medications dispensed from the hospital pharmacy before being discharged.

*“I’ve been waiting here in the Discharge Lounge for my medications from the pharmacy since 10:00 this morning and I’m keen to get home. When I was on one of the wards, another patient had to wait all day for his medications before he could go home.”*

## Do you feel that staff have enough time to spend with you and other patients, both during the day and at night (if staying overnight)?

We asked people whether they felt that staff had enough time to look after them and other patients and we captured their feedback in a free text box on the survey. This question was answered by 60 out of 61 people.

Of the 60 comments received, 59 people gave a clear indication as to whether or not they felt staff had enough time to care. The results are as follows:



35 people felt that staff did have enough time for care. Some of their comments include:

**“Yes and they respond to you right away when you need help.”**

**“Always been excellent.”**

**“Yes, if you need something they’re very attentive. They don’t leave you too long.”**

24 people felt that staff did not have enough time for care. Some of their comments include:

**“No, the patients have to look after themselves.”**

**“No, all the staff are in a mad dash from one place to another.”**

**“No, sometimes they say they’ll be back in a minute, then they’re gone for a long time or don’t come back at all.”**

Of those who felt staff did not have enough time for care, five people specifically mentioned concerns about a lack of staff at night. Some of their comments include:

**“Overnight it’s really bad, the way they expect so few staff to look after so many people.”**

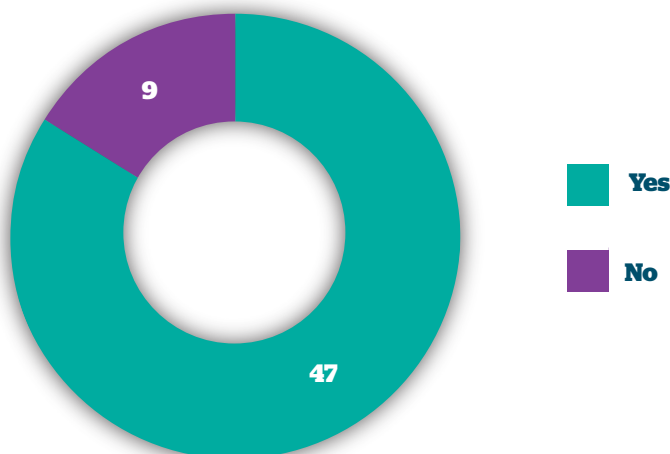
**“There’s sometimes trouble overnight with not enough staff.”**

**“It’s mainly an issue at night. I’ve noticed patient’s buzzers going off with no adequate response.”**

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

We asked people whether they felt they had been given enough information about their treatment and we captured their feedback in a free text box on the survey. This question was answered by 57 out of 61 people.

Of the 57 comments received, 56 people gave a clear indication as to whether or not they felt that they had received enough information about their treatment. The results are as follows:



47 people felt they had been given enough information about their treatment. Some of their comments include:

*"I get given plenty of information."*

*"Yes, without a doubt. I couldn't ask for more."*

*"Yes, the Consultants let me know how I'm progressing."*

Nine people felt that they had not been given enough information about their treatment. Some of their comments include:

*"No, they've told me nothing."*

*"No, I'd like to know a bit more."*

*"No, I feel like I've been the last person to know things. I have had questions and I'd like some more information."*

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

We asked people how accessible they felt the hospital is in terms of getting around and we captured their feedback in a free text box on the survey. This question was answered by 53 out of 61 people.

Of the 53 comments received, 48 people felt that there weren't any issues related to accessibility. Some of their comments include:

*"It's very accessible."*

*"Quite good. There are signposts so you know where to go. If you ask the staff they'll show you as well."*

*"Really good and they have ramps for wheelchair users."*

Two people felt that car parking was an issue in terms of accessibility.

*"Car parks are very scattered and it can take you ages to get to the main buildings."*

*"Parking, especially for disabled people. It's too long to walk from the disabled parking spaces to outpatients."*

One person felt that a lack of seating was an issue for them.

*"There needs to be more seating available around the hospital to sit and rest."*

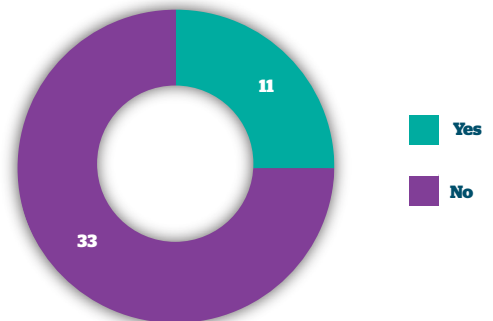
## For inpatients only

### Have you been moved during the night? (Between 10pm and 7am. This could be moved to another bay on the same ward or moved to another ward)

We were asked by the hospital to include this question as it is a topic about which they specifically wanted more feedback from patients. The results are as follows:

33 people had not been moved during the night.

11 people had been moved at night.



### Was the reason for the move explained to you?

We were asked by the hospital to include this question as it is a topic about which they specifically wanted more feedback from patients. The results are as follows:

Of the 11 people who had been moved, nine people had been told the reason for the move.

Two people had not been told the reason for the move.



### How did you feel about being moved during the night?

We were asked by the hospital to include this question as it is a topic about which they specifically wanted more feedback from patients.

Of the 11 people who had been moved, ten gave a clear indication of how it made them feel.

Seven people stated that they were ok with being moved. Some of their comments include:

*"It was ok. Not a problem."*

*"It didn't bother me."*

*"It was fine."*

Three people were unhappy about being moved. Of these three people, two had been given a reason for the move whilst one had not. Some of their comments include:

*"I was asleep when I was moved and there was no reason given. I've found all the moving a bit scary and it's made me worried."*

*"I was a bit upset at first"*

## Do you know who the nurse in charge of your care is today?

We were asked by the hospital to include this question as it is a topic about which they specifically wanted more feedback from patients. The results are as follows:

25 people did not know who the nurse in charge of their care was.

20 people did know who the nurse in charge of their care was.



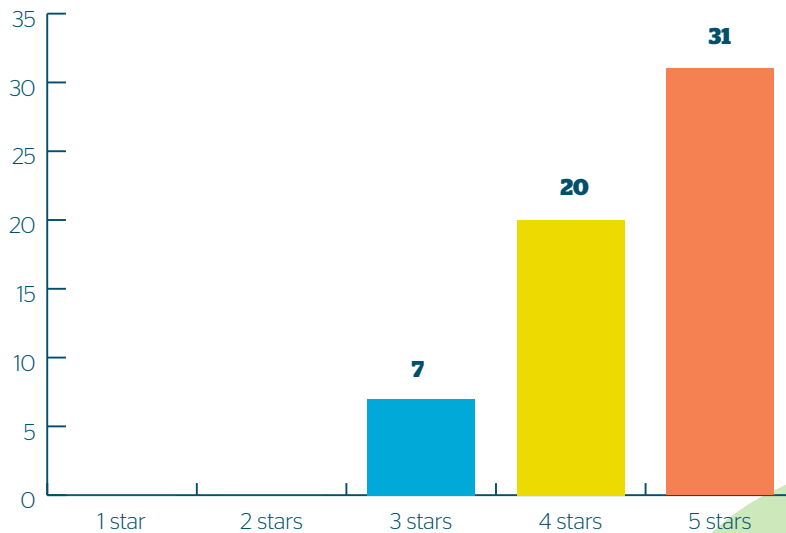
## Have you been told an estimated date for your discharge?

23 people had been given an estimated date for discharge.

22 people had not been given an estimated date for discharge.



## Please rate the service here at Aintree Hospital overall



- 51 people gave a rating of either 4 or 5 stars.
- Seven people gave a rating of 3 stars.
- Nobody gave a rating of 2 or 1 stars.
- Of those who provided an answer, the mean star rating was 4.41 out of 5.



A deeper analysis of those who gave the lowest scores (3 out of 5 stars) does indicate some themes when looking at answers given to the other questions.

- Of the seven people who gave a score of 3 out of 5, all were inpatients.
- Five did not know who the nurse in charge of their care was.
- Five had not been given an estimated date for their discharge.
- Four indicated they did not feel that staff had enough time to care for them.
- Four people felt that they hadn't been given enough information about their treatment.
- Only one person had been moved during the night and they described this as a negative experience.
- None raised any issues regarding accessibility.

## Any other comments

We asked people if there were any other comments they wanted to make about the hospital and we captured their feedback in a free text box on the survey. 14 people chose to make an additional comment.

Nine people made positive comments about the hospital. Some of their comments are as follows:

***"Nothing is too much trouble. I'd give it five stars plus. The staff try to help as much as possible. They're brilliant people."***

***"The staff can't do enough for you. I'm on a lovely ward."***

***"The hospital's great, no problems at all."***

Two people made comments regarding staffing. One was concerned that the nurses were too busy and one was concerned about a lack of continuity with different staff. Their comments are as follows:

***"The nurses are asked to do too much. They never stop."***

***"I've noticed a lot of different staff on over the week, means you don't see many of the same people."***

One person made a comment about the lights in the hospital being kept on during the day.

***"Lights are on during the day. It must cost them lots of money and is not necessary."***

One person commented on their experience in A&E.

***"I was brought in by ambulance to A&E. They kept me on a really hard examination table in A&E for ages. I've got back problems and it was really uncomfortable."***

One person made a comment regarding their health condition which was not related to their experience of the hospital so has not been included.

## Conclusions

Aintree Hospital received a great deal of positive feedback from both patients and visitors at our Listening Event this year. 88% of the people we spoke to rated the hospital either 4 or 5 out of 5. There were a large number of positive comments about the staff.

However, some of the people we spoke to did raise concerns about staffing levels, the fact that staff appear to be rushed and under pressure and the impact this has on patient care. Some people felt this was more of an issue at night.

More than half of the people we spoke to didn't know the nurse in charge of their care for that day and nearly half had not been given an estimated date for discharge.

A deeper analysis of those who gave the lowest scores in terms of their overall rating of the hospital (3 out of 5) suggests that the above issues may influence patient satisfaction.

A quarter of the people who answered the question indicated that they had been moved at night. Whilst the majority of people were ok with this, a small number of patients did find this an upsetting and scary experience.

We are aware that the hospital are already taking steps to address a lot of the issues raised through the patient feedback in this report. We hope that this report will help the hospital to build the case for more positive changes to benefit patient experience. To this end, we look forward to continuing our work with Aintree over the forthcoming year and we will carry out a further Listening Event in 2019.



# About Healthwatch Liverpool

**Healthwatch Liverpool is the independent champion for people who use health and social care services in Liverpool. We're here to make sure that those running services put people at the heart of care.**

**One of our main purposes is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.**

**As part of a national network made up of local Healthwatch organisations in every local authority area of England and Healthwatch England, the national body, our work contributes to a nationwide perspective of health and social care services.**

**As we show in this report, we work with neighbouring local Healthwatch to gather patient experiences from a wider local footprint when it is useful to do so.**

**At Healthwatch Liverpool we also provide a dedicated information and signposting service which helps to put people in touch with services and activities that can help maintain and improve their health and wellbeing.**



# Appendix A - Survey Questionnaire

**Aintree Hospital Listening Event  
12 July 2018**



1. Are you: a Patient  a Visitor  Staff  other

2. First part of your postcode (eg L8, L22, L36)

3. Which hospital ward or outpatient area is your feedback about?

4. What do you think is good about Aintree Hospital?

5. What would you like to see improved?

6) Do you feel that staff have enough time to spend with you and other patients, both during the day and at night (if staying overnight)?

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

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

Please turn over

**For inpatients only**



**9. Have you been moved during the night? (Between 10pm and 7am. This could be moved to another bay on the same ward or moved to another ward)** Yes  No

*If yes, please answer questions 10 and 11*

**10. Was the reason for the move explained to you?** Yes  No

**11. How did you feel about being moved during the night?**

**12. Do you know who the nurse in charge of your care is today?** Yes  No

**13. Have you been told an estimated date for your discharge?** Yes  No

**14. Please rate the service here at Aintree Hospital overall:** Poor  1  2  3  4  5  Outstanding

**15. Any other comments**

**Some details about you. We don't ask for your name, so any information you give is anonymous.**

Age  Prefer not to say

Do you consider yourself to have a disability? Yes  No  Prefer not to say

Do you consider yourself to have a religion or belief? Yes  No  Prefer not to say

If yes, which religion or belief?

Which best describes your situation?

Full-time work  Part-time work  In education  Retired

Unemployed  Unable to work  Carer  Prefer not to say

How would you describe your race or ethnicity?  Prefer not to say

How would you describe your sexual orientation?

Heterosexual  Lesbian  Gay  Bisexual  Prefer not to say

Which of the following describes how you think of yourself?

Woman  Man  In another way (please state)  Prefer not to say

Is your gender identity the same as that you were given at birth? Yes  No  Prefer not to say

How well does the hospital meet your needs in terms of equality?

**Thank you for taking part in this survey!**

**Healthwatch Listening Event  
Continuation Sheet**

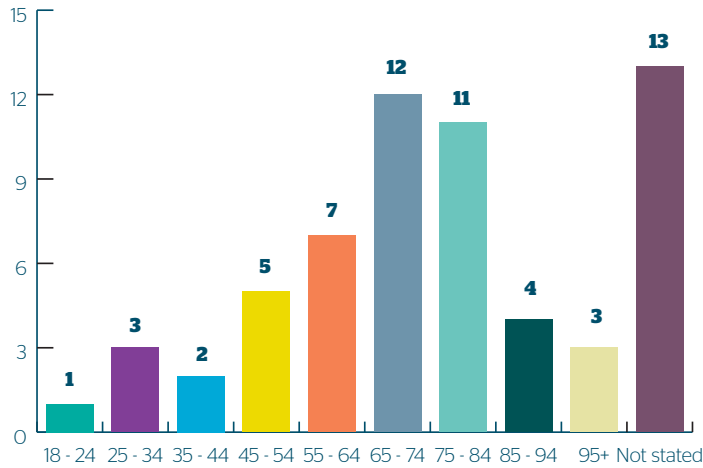


Do you have more to say? You can tell us here.

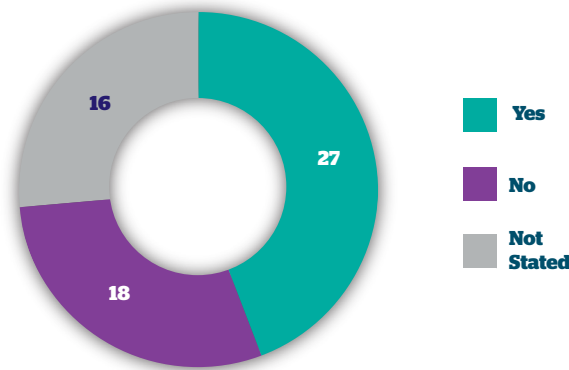
# Appendix B - Equality and Diversity Data

As part of our survey questionnaire we asked people a series of equality and diversity questions. These are asked to ensure that Healthwatch Liverpool are speaking to a broad cross section of the local population.

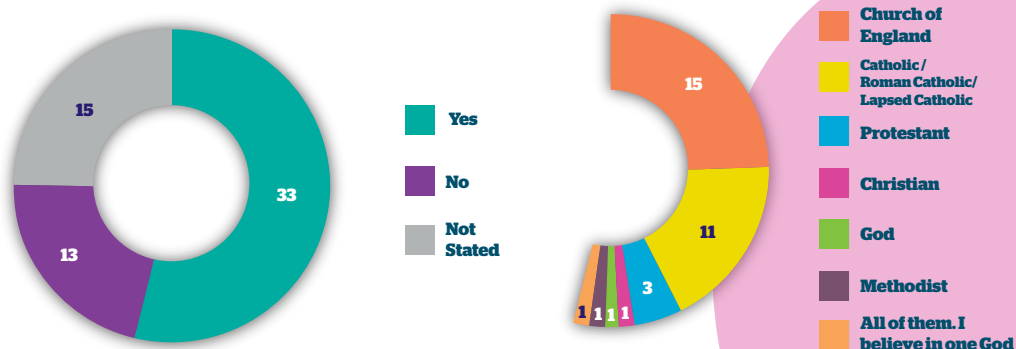
## Age



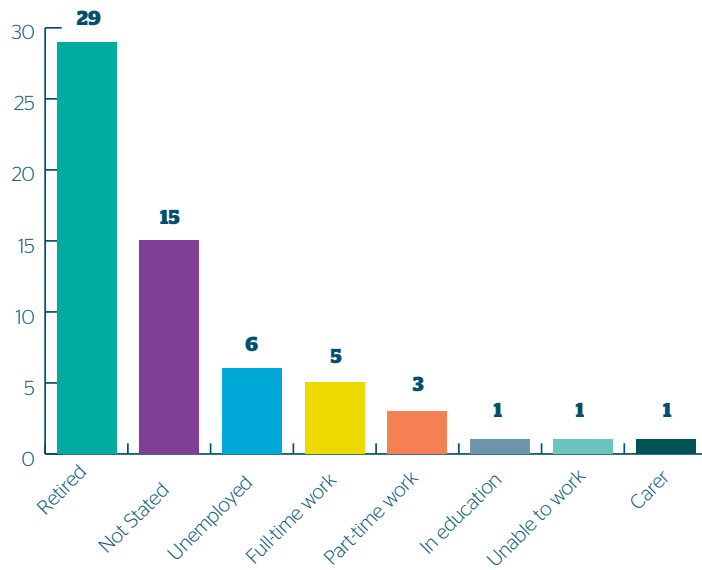
## Do you consider yourself to have a disability?



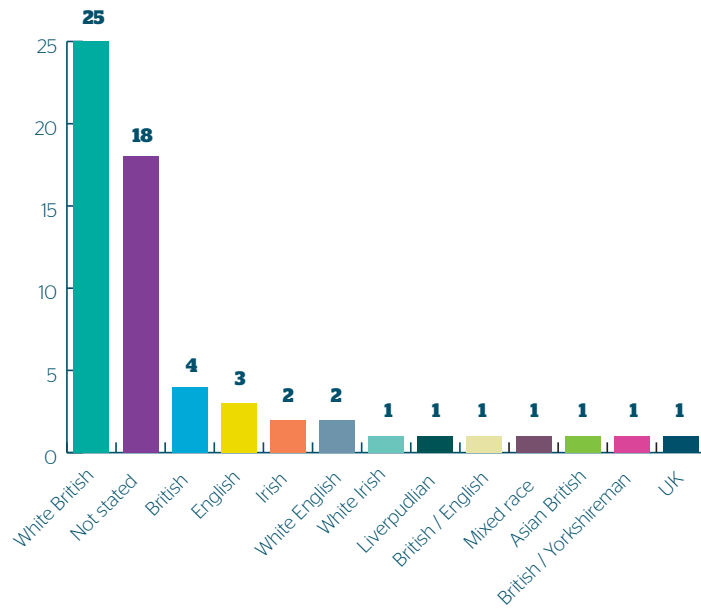
## Do you consider yourself to have a religion or belief?



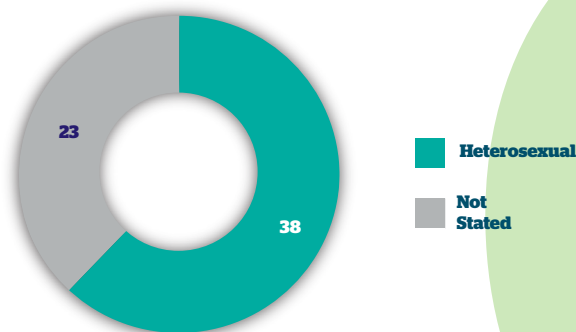
### Which best describes your situation?



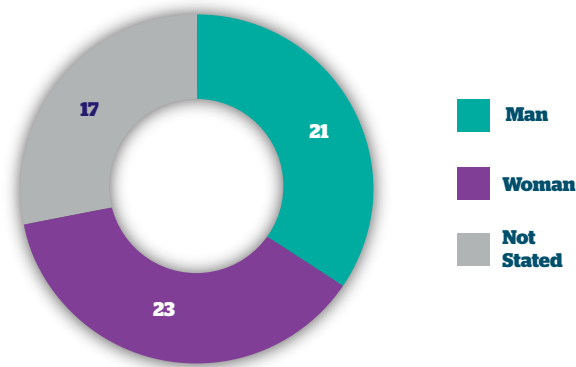
### How would you describe your race or ethnicity?



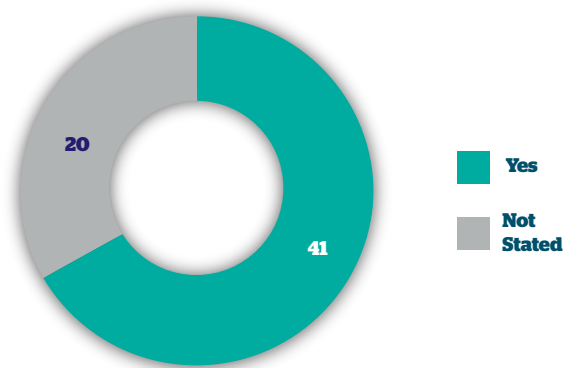
### How would you describe your sexual orientation?



## Which of the following describes how you think of yourself?



## Is your gender identity the same as you were given at birth?



## How well does the hospital meet your needs in terms of equality?

We asked people how well the hospital meets their needs in terms of equality and we captured their feedback in a free text box on the survey. The question was answered by 36 out of 61 people.

Nobody we spoke to expressed any specific concerns related to equality. All of the comments apart from one were positive. Some of the comments include:

**“Fair and very good”**

**“Perfect. 100%”**

**“Excellent”**

One person did indicate that there might be room for improvement.

**“OK but could be better”**

However, they did not give us any further details or specifics. The person identified themselves as having a disability and they gave feedback for previous questions indicating that they were unhappy about the disabled parking arrangements, so this may give some context.

## Appendix C - Response to report

*Thank you for your recent report which details the experiences reported to you by our patients during the Listening Event on 12th July 2018.*

*I would like to thank the staff at Healthwatch Liverpool for taking the time to speak to our patients and for putting together a comprehensive and informative report. I would also like to acknowledge the way in which patients' individual comments have been themed to identify key areas.*

*It was very pleasing to read the kind comments from the patients who were satisfied with their experience, and I specifically note that staff were found to be helpful and friendly.*

*I would also like to take this opportunity to apologise to those patients and relatives who felt the service they received fell below an acceptable standard.*

*I note that a lack of communication about discharge plans and patient perceptions of staffing levels were areas in which people report some dissatisfaction. They are issues which are regularly discussed at our Patient Experience Executive Led Group and Workforce Executive Led Group, and we are endeavouring to continue to improve in this area.*

*We formally received your report on 15th August 2018; however it was discussed at the Patient Experience Executive Led Group on 19th July 2018. In line with our agreed process the full report will be shared with the Group members who will also share it within their Divisions and Teams.*

*I hope you are assured that the information contained in your report will be used to continually improve the experience of anyone accessing our services.*

**Dianne Brown**  
**Chief Nurse**