

healthwatch

Liverpool

Alder Hey Children's Hospital Listening Event Report 24 May 2018

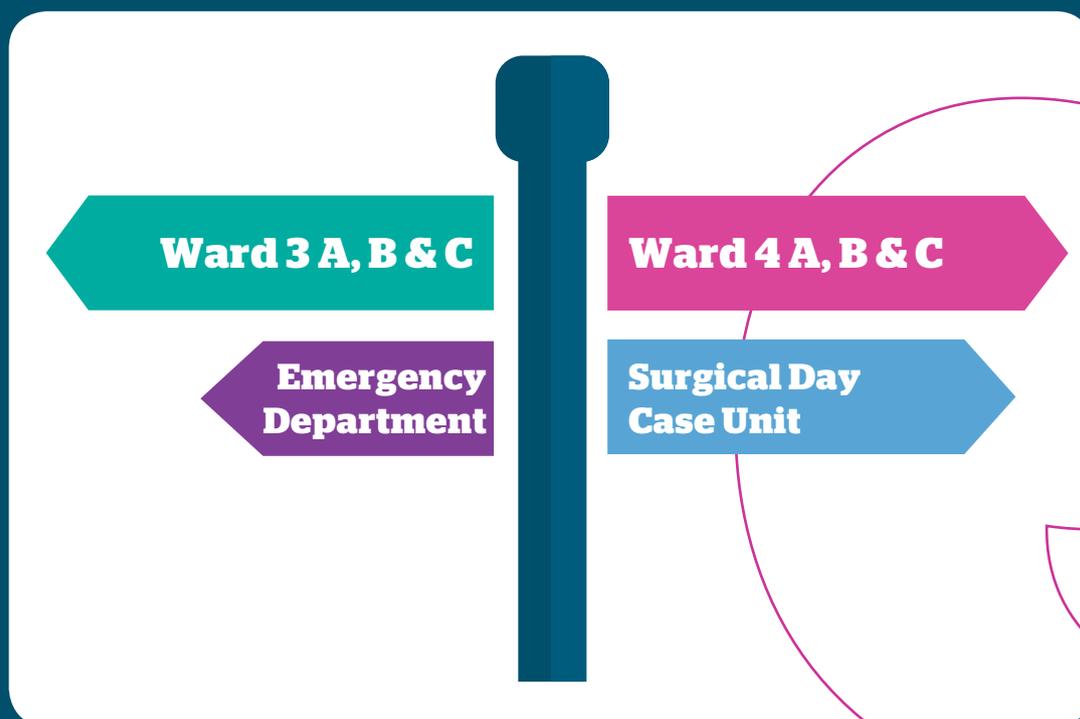


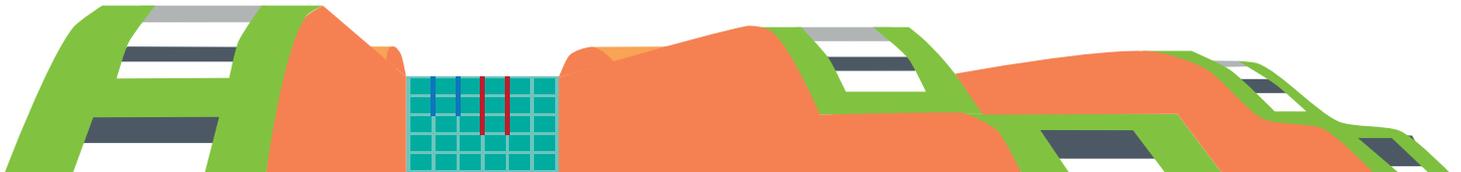
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Introduction

On Thursday 24 May 2018 we held our annual Listening Event at Alder Hey Hospital. The aim of the day is to speak to as many patients and visitors as possible to gather feedback about the hospital. We aim to find out what people think is good and what needs improving.

We set up an information stand in the main atrium, alongside our ever-popular "hook a duck" game for the children.



Some of our staff stayed at the information stand to speak to people whilst others went around the various wards and outpatient waiting areas.

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 3A
- Ward 3B
- Ward 3C
- Ward 4A
- Ward 4B
- Ward 4C
- Surgical Day Case
- A&E
- Various outpatient waiting areas



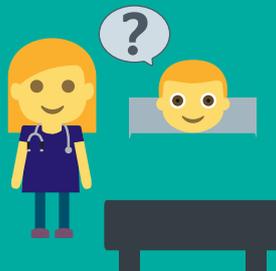
We completed surveys with a total of 77 people: 35 patients and 42 visitors (parents and grandparents).

Key findings

95%
think that the staff are
kind and that they
listen



91% think that the
staff explain how they
are going to help and
allow questions to be
asked



86% think that the
rooms are good or
amazing



74% think that the
food is good or
amazing

93% would give
Alder Hey 4 or 5 stars
with an average rating
of 4.54 stars out of 5



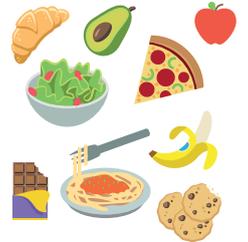
Recommendations

Overall the majority of comments made about Alder Hey were very positive. However, both patients and visitors did raise some issues and make some suggestions for improvement.



1. Some people think there needs to be more parking available

2. Some people think there needs to be more variety in the cafe



3. Some people think there needs to be more toys available and more entertainment options for older children

4. Some people think there should be better cooking facilities on wards, especially for parents whose children are inpatients for a long time



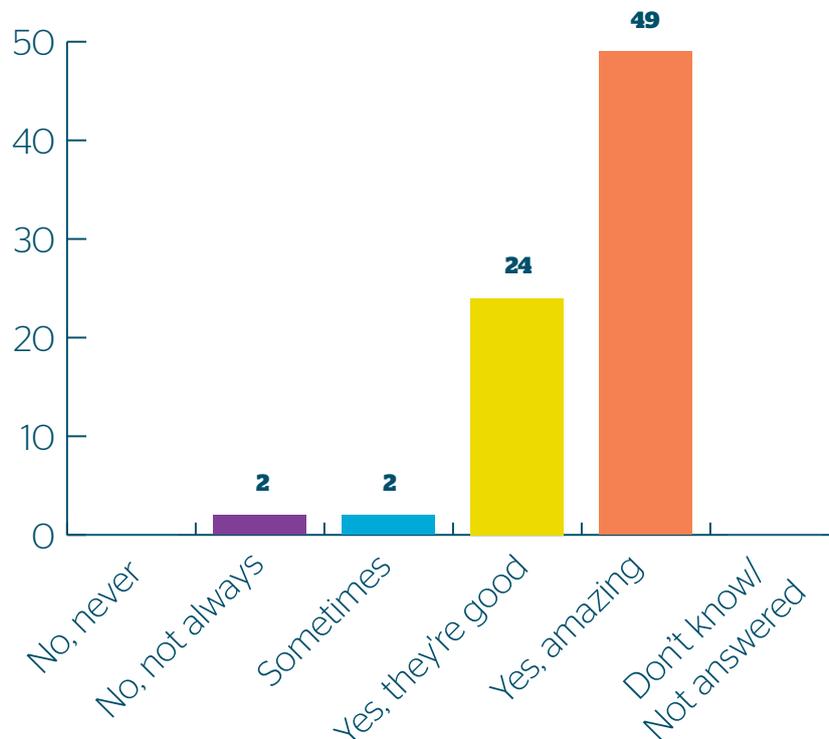
5. Some people think that the sofa beds on the wards for visitors are not comfortable for sleeping

6. Some people in both ward and outpatient areas found noise levels to be an issue



Survey results

Are the people who work here kind and do they listen to you?



- 73 people gave a rating of either 'good' or 'amazing'.
- Two people gave a rating of 'sometimes'. One was a visitor on a ward and the other was a patient in an outpatient waiting area.
- Two people gave a rating of 'not always'. Both were visitors in an outpatient waiting area.
- Nobody gave a rating of 'never'.

As part of the survey we also recorded any comments made in relation to this question.

The majority of comments were very positive.

"Everyone's very nice and helpful"

"Yes they are lovely. All the nurses have been amazing"

However, there were a couple of comments suggesting that this does vary between different staff.

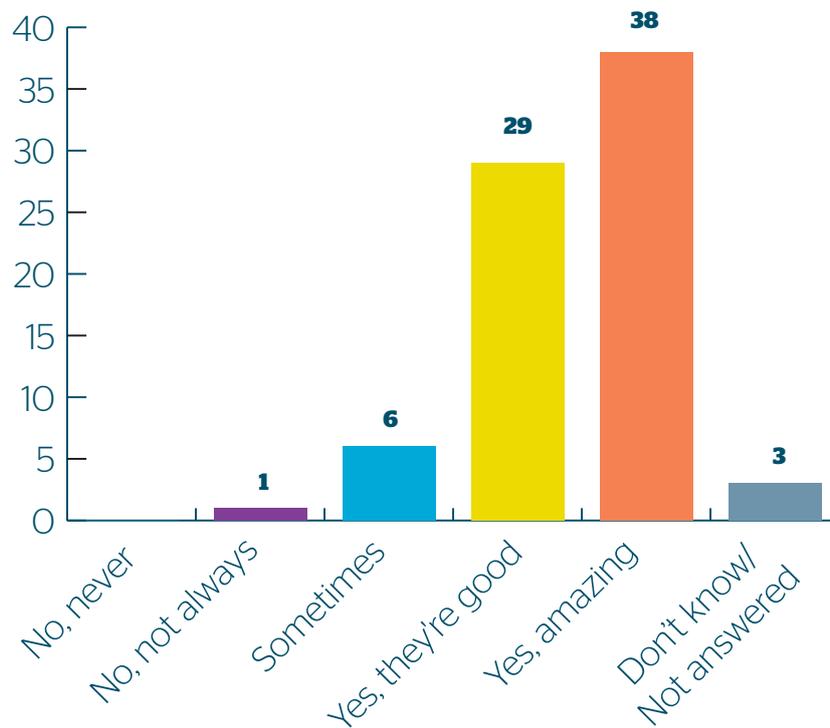
"The nurses do [listen] but the doctors don't"

"Yes [they do listen] but when my daughter was 6 months old and an inpatient the consultant was very rude"

There was also a comment that it would be beneficial if staff learnt different communication techniques.

"...if the staff learnt Makaton or On-Body Tap I would be able to know what they are saying or about to do"

Do the doctors and nurses talk to you about how they will help you, and do they allow you to ask them questions too?



- 67 people gave a rating of either 'good' or amazing'.
- Six people gave a rating of 'sometimes'. Three were patients in an outpatient waiting area. One was a patient on a ward. Two were visitors in an outpatient waiting area.
- One person gave a rating of 'not always'. They were a patient in an outpatient waiting area.
- Nobody gave a rating of 'never'.

As part of the survey we also recorded any comments made in relation to this question.

The majority of comments were very positive.

“Yes, they answer all questions”

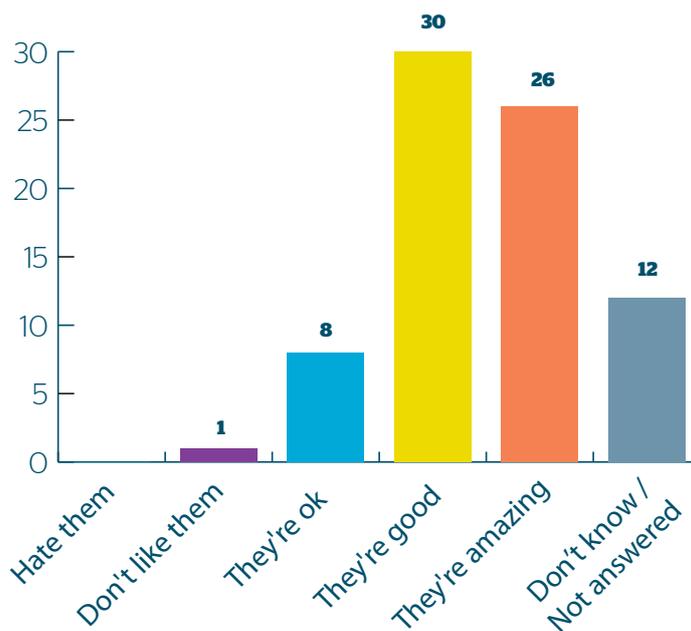
“Yes, they are very good”

However, there were a couple of comments which raised concerns about how busy the staff appeared to be.

“The nurses are under pressure and overworked and have to be in many rooms at once so the doctors have more time for you”

“They're understaffed and overworked. They don't ever complain about it, but it would be good if they could have a breather”

What do you think of the rooms at Alder Hey?



- 56 people gave a rating of either 'good' or 'amazing'.
- Eight people gave a rating of 'ok'. One was a patient in an outpatient waiting area. Five were visitors on wards. Two were visitors in an outpatient waiting area.
- One person gave a rating of 'don't like them'. They were a visitor on a ward.
- Nobody gave a rating of 'hate them'.

As part of the survey we also recorded any comments made in relation to this question.

There were a lot of positive comments about the rooms.

"Very nice. Very open and very child-friendly"

"The rooms are all clean and friendly-looking"

However, there were a couple of negative comments about cleanliness.

"They look nice but they need more rigorous cleaning"

"[the room] needs cleaning, there's dust"

There were a couple of comments about noise levels.

"They're good, and you can meet a lot of people, but it is a little bit noisy sometimes"

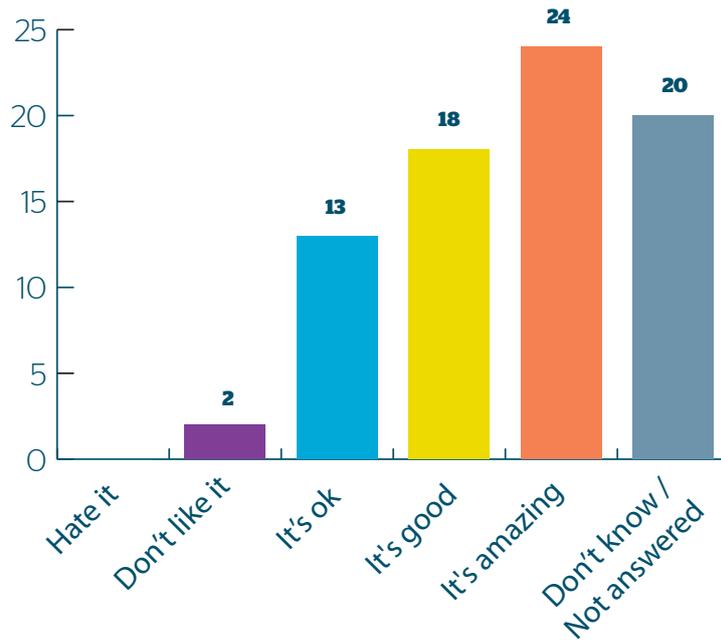
"It's too noisy"

There were also a couple of comments from visitors about the comfort of the sofa beds for sleeping. Similar comments about the sofa beds were made at our Listening Event last year and these comments were passed on to Alder Hey at the time.

"The sofa beds are quite hard"

"Could be a bigger [sofa] bed. They are so uncomfortable"

What do you think about the food at Alder Hey?



This question covered both food served on the wards and the food available in the various outlets in the main atrium.

- 42 people gave a rating of either 'good' or 'amazing'.
- 13 people gave a rating of 'ok'. Two were patients in an outpatient waiting area. Six were visitors on wards. Five were visitors in an outpatient waiting area.
- Two people gave a rating of 'don't like it'. Both were visitors on wards and were referring to food available in the main atrium.
- Nobody gave a rating of 'hate it'.

As part of the survey we also recorded any comments made in relation to this question.

There were a lot of positive comments from inpatients about the food.

"Delicious, lovely cheese sandwich"

"I had nice chips and nuggets and yoghurt and ice-cream"

There were also positive comments from outpatients and visitors about the café and food outlets in the main atrium.

"The café downstairs is dead good"

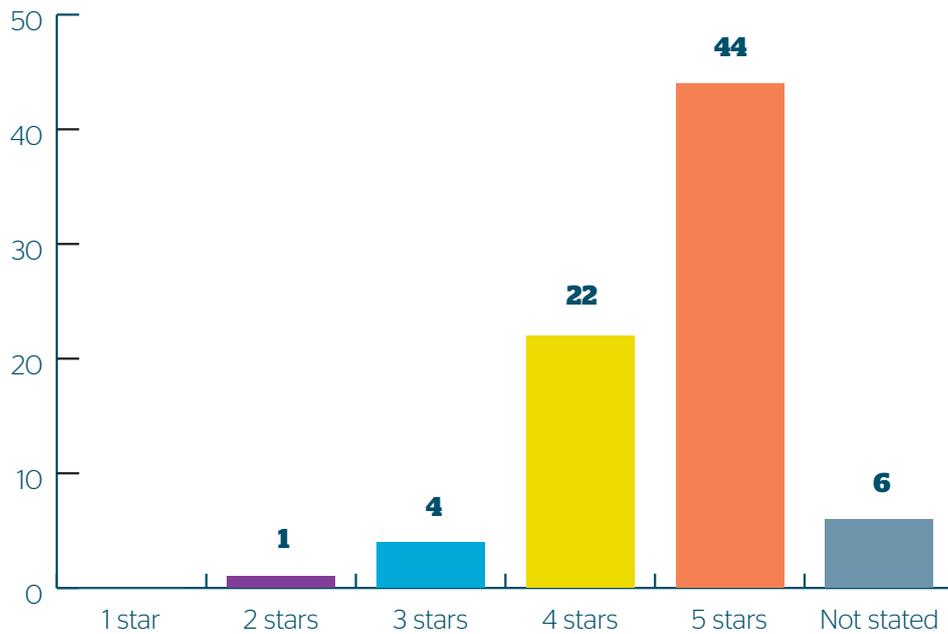
"Downstairs in the café I like the breakfast"

However, there were a couple of comments about a lack of variety for those visitors whose children had been in hospital for a longer period of time.

"There's not enough healthy choices in the café"

"There's a lack of variety in the café downstairs"

How many stars out of 5 would you give Alder Hey?



- 66 people gave a rating of either 4 or 5 stars.
- Four people gave a rating of 3 stars. Three were visitors in an outpatient waiting area. One was a visitor on a ward.
- One person gave a rating of 2 stars. They were a visitor on a ward.
- Nobody gave a rating of 1 star.
- The mean rating of those who provided a rating was 4.54 stars out of 5.



In addition to the comments recorded for the questions above, the survey also included three areas where people were invited to make comments. These were:

- What would make Alder Hey better?
- Is there anything else you want to tell us?
- Is there anything else your parent or carer wants to say?

The comments made in response to these questions have been analysed and the following themes have been identified.

Facilities on wards for visitors

Although a lot of the comments about the wards were positive, there were some negative comments about a lack of facilities on the wards, particularly cooking facilities for visitors whose children were inpatients for long periods of time.

“No microwave, no toaster, no fan. Sometimes no boiling water for weeks at a time. I believe parents should have these facilities on a ward so they can look after themselves to look after their children.”

“There’s not many facilities for parents to make food on the wards. For example, there’s no toaster or microwave.”

Toys and entertainment

There were positive comments from both patients and visitors about the toys available.

“The toys and games are fun.”

However, there were several suggestions that the number and variety of toys should be increased.

“More toys and some colouring”

“More toys for the kids to play with”

There were some comments that the toys and entertainment were aimed more at younger children and suggestions that there should be more available for older children including video games.

“More things to play with - tablets or computers”

“The waiting areas generally need more thought about catering for older children. The toys and programmes on the TVs are all aimed at younger children.”

There was also one comment that the toys should be cleaned more regularly.

“there is not enough sanitizing of the toys. I have not seen it being done.”

There was one comment that toys and play facilities should be improved for children with significant disabilities and wheelchair users.

“Things for disabled/wheelchair kids...Being disabled is very limiting to what I can do. I would like to play outside on my well days...but I cannot as there is nothing in Alder Hey.”

Environment

There were several positive comments about the hospital building, especially compared to the old building.

"Much more comfortable than the old hospital for a parent."

"It's great and much better than the old hospital"

However, there was a suggestion that maintenance could be improved.

"the paint is flaking a bit on the wall, and there are scuff marks on the wall and the floor, though it's been cleaned"

There was also a suggestion that the corridors need more interesting decoration.

"I do think that a bit more colour is needed in the corridors"

Waiting times

There were several comments that waiting times for outpatient appointments could be improved.

"We are waiting too long for the appointment and they have a lot of delays. It's hard to wait with a toddler."

"Everything is great but we are waiting too long."

Waiting areas

There were some positive comments about the outpatient waiting areas.

"I like this waiting room."

However, there were also comments that the waiting areas could get too busy and noisy.

"The outpatients waiting area downstairs...is too small for the number of people and it gets too busy."

"Maybe quieter waiting rooms separate from the main areas for children with anxiety issues/autism."

"It's quite loud. I'm deaf in one ear so can't always hear when they call the name."

Parking

The comments about parking were very mixed. Some people were positive about the parking.

"The parking is good value."

"The parking is exceptional, you don't need to worry about it."

However, there were also some negative comments about the parking.

"The parking is terrible and makes it stressful to come here."

"The parking here is difficult. The car park is too small."

"Parking! It is an absolute nightmare."

Appointment booking

There were a couple of comments that parents needed to chase things up to get outpatient appointments arranged.

"The appointments... sometimes we have to phone as the letters don't always come through."

"We had to chase up the secretary for a few weeks to arrange an appointment to discuss the results."

Conclusions

Alder Hey received a great deal of positive feedback from both patients and visitors at our Listening Event this year. However, there were some areas identified which would benefit from improvement and suggestions received about how things could be made better.

We look forward to continuing to work with Alder Hey 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.

We also 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

What do you think of Alder Hey Children's Hospital? 24 May 2018



1. Are you: a Patient a Visitor Staff Other

2. How old are you? I am years old I don't want to say

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

4. Which part of the hospital can you tell us about?

5. Are the people who work here kind and do they listen to you?





No, never



No, not always



Sometimes



Yes, they're good

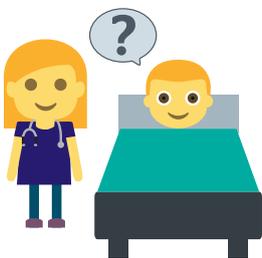


Yes, amazing



Don't Know

6. Do the doctors and nurses talk to you about how they will help you, and do they allow you to ask them questions too?





No, never



No, not always



Sometimes



Yes, they're good



Yes, amazing



Don't Know

7. What do you think about the rooms at Alder Hey?



Hate them



Don't like them



They're ok



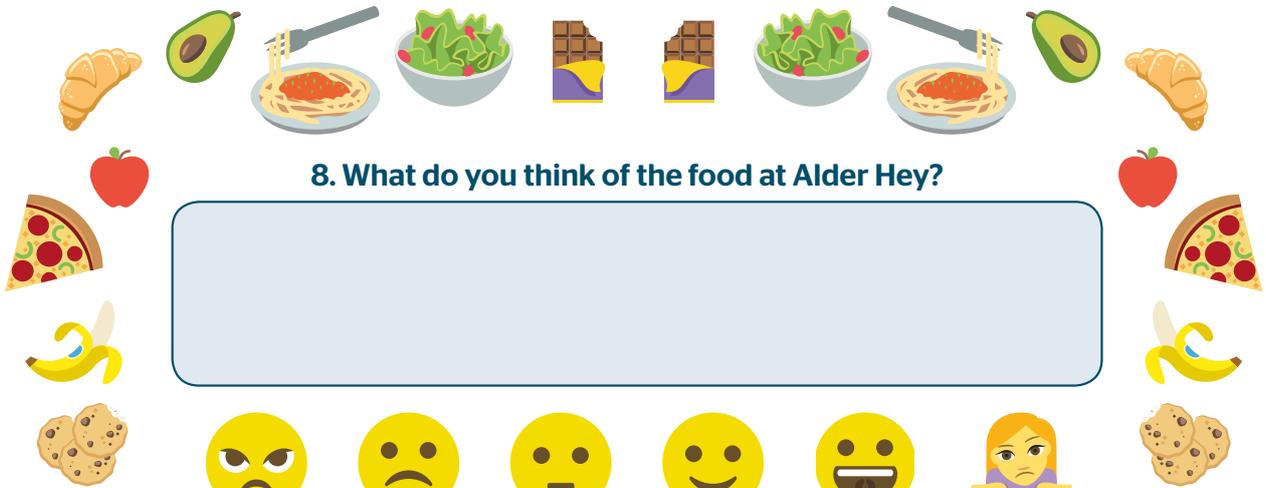
They're good



They're amazing



Don't Know



8. What do you think of the food at Alder Hey?



Hate it



Don't like it



It's ok



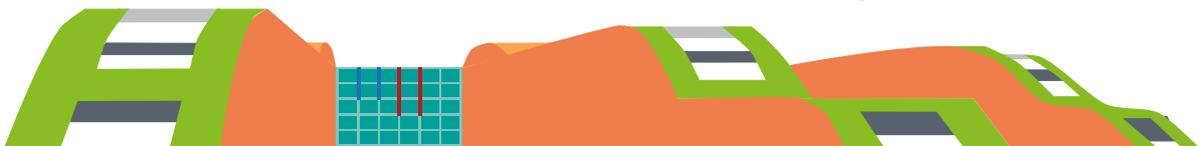
It's good



It's amazing



Don't Know



9. What would make Alder Hey better?

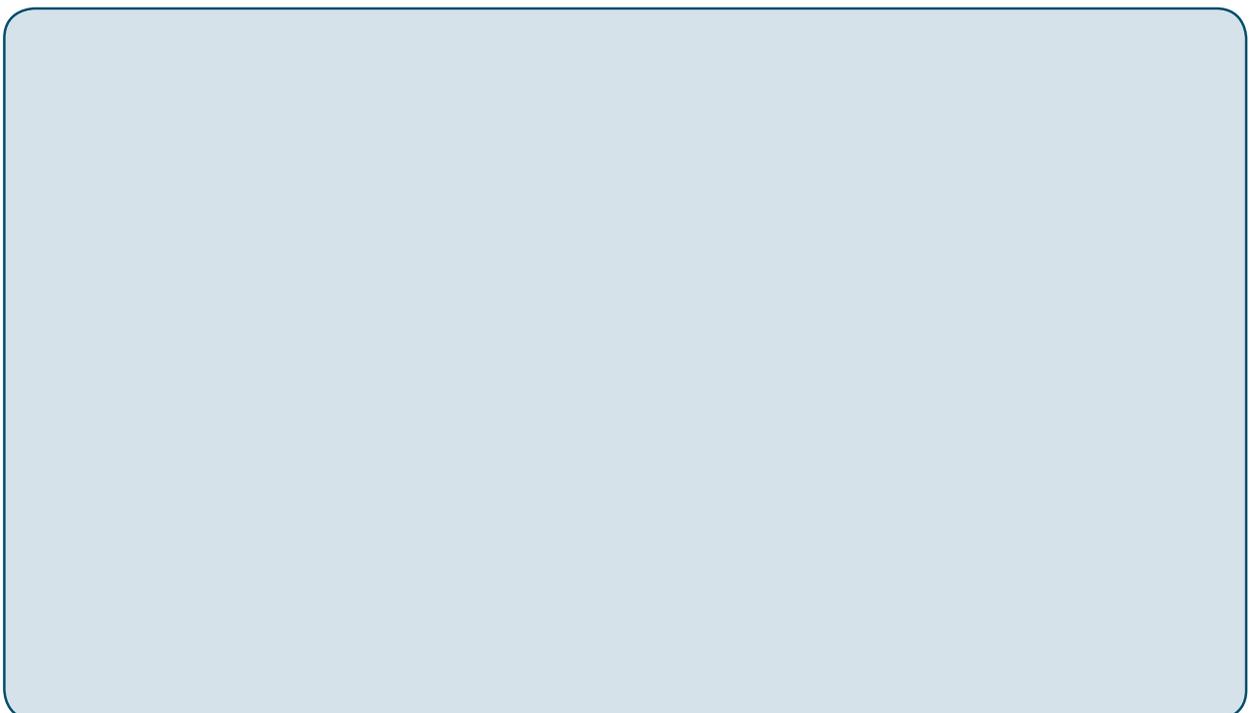
10. How many stars out of 5 would you give Alder Hey?



11. Is there anything else you want to tell us?



12. Is there anything else your parent or carer wants to say?



Appendix B - Alder Hey response to report

Thank you for the feedback on the listening event in May. We are delighted with this response and the PE manager will cascade this to heads of quality and to our board and CEO / Chair and not least to our staff of whom we are immensely proud as this feedback recognises their care and compassion and listening skills rated at 95% and 91% staff explaining how they will help patients and responding to questions, all of which the children and young people tell us are important factors during their care. Thus, we are delighted to hear that the patients & families have overall rated us 4.54 out of 5 stars.

The Listening event feedback as with the A&E report is very reflective of our monthly feedback on FFT (Friends and Family Test). Please see the points below:

1. Parking

We are working towards our patient experience team visiting wards to inform parents of various information regarding their hospital stay on a face to face contact one of the information points will be in regard to parking information eg if a patient is to be in for long term the car park pass's available are £10 for 10 days or £30 for 30 days. Also the PE Manager has created a feedback to ward managers / heads of quality regarding our monthly feedback with action plans to be completed regarding issues or ideas from patient feedback. Parking is one of the action points with this information below currently in planning process.

- The Trust will be recruiting a car park attendant to cover the car park.
- We are also looking to establish a car parking office so any car parking queries can be dealt with quickly.
- All car parking passes can be issued from the office giving greater flexibility and patient experience

2. Appointments:

- Again appointments are currently under review with some developments in process with the portal system re patient access.
- There is some further current activity via our innovation hub looking into appointment feedback and working to resolve any miscommunication and waiting times.
- With regard to waiting for appointments this has been raised and sent to head of quality along with feedback about general waiting time when attending appointments.
- With regard to Community appointments re lengthy waiting list our volunteer services are working to reduce waiting time by a service of phoning patients when cancellations arise to reduce waiting time for appointments.

3. Waiting areas: Play resources and quiet space

Again we are aware from our FFT feedback of lengthy waiting areas re OPD / A&E this is obviously reflective of patients various individual needs especially in A&E areas.

- Volunteers are visiting out- patient areas with activity resources for children's activity.
- The play service is under review whilst an action plan is in place to review play needs on wards and in OPD areas.
- For young people as in patients new gaming systems and tablets are being introduced on the wards.
- The play service is currently developing a referral system / support system to support children and young people during treatments / procedures.
- The play service is also working in conjunction with the Learning Disability Team to support patients in need of a quieter environment during waiting time.

- The play service scoping specific young people spaces within the trust.

4. The parent sofa beds

The parent beds are being addressed via an action plan: Although again we note in your report statistics that 84% rate the rooms as good. However, we acknowledge the parent sofa beds have been raised re lack of comfort from FFT feedback of this problem and are working to address the issue although to replace throughout the Trust this would be a longer term project. However, the Trust has commissioned a company to produce a robust sofa bed with no moving parts that meets all the H&S/IPC requirements. The sofa bed is currently on trial and comments have been received from various stakeholders and so this is currently addressed on trial.

5. Parent kitchen facilities:

- The Parents do have access to a kitchen area with resources to make a drink and as I understand it microwaves are now being provided.
- In addition the Trust has a restaurant facility and access to a Costa and a 'Baguette company' and recently WH Smith shop within the atrium has begun to facilitate a wide variety of Marks & Spencer foods thus there is a facility of 4 different resources and excellent access to local supermarkets such as 'Sainsbury's' directly across the from the hospital and Aldi is just a few minutes' walk and local shops and cafe resources.

We note that 74% rated the food good or amazing. The patients do feedback positively on ward chefs in our FFT.

6. Noise:

With regard to Noise levels there is very little we can do about that in a busy children's hospital and whilst we sympathise with the experience of noise which can be frustrating on wards or in waiting areas we ask for public empathy with the fact we are supporting children and young people who are within a limited environment and maybe experiencing treatments or pain during their stay or visit or simply being active within the limitations of small spaces.

7. Cleanliness:

Cleanliness and the prevention of infection is of course an important issue and any feedback regarding this is directly addressed with heads of quality or team leads. There is of course cleaning policies in place and a strong infection control policy.

In addition there is also an innovative approach to hand washing being introduced with innovation hub working with the forum on new and exciting ideas thus infection control is always under discussion and development.

We do of course have PLACE inspections and ward accreditations in which the patient and family forum participate. We would always strive to achieve on cleanliness.

We look forward to working with you again soon.

Julie Sellers
Patient Experience Projects