

healthwatch

Liverpool

Broadgreen Hospital Listening Event Report 27 November 2018

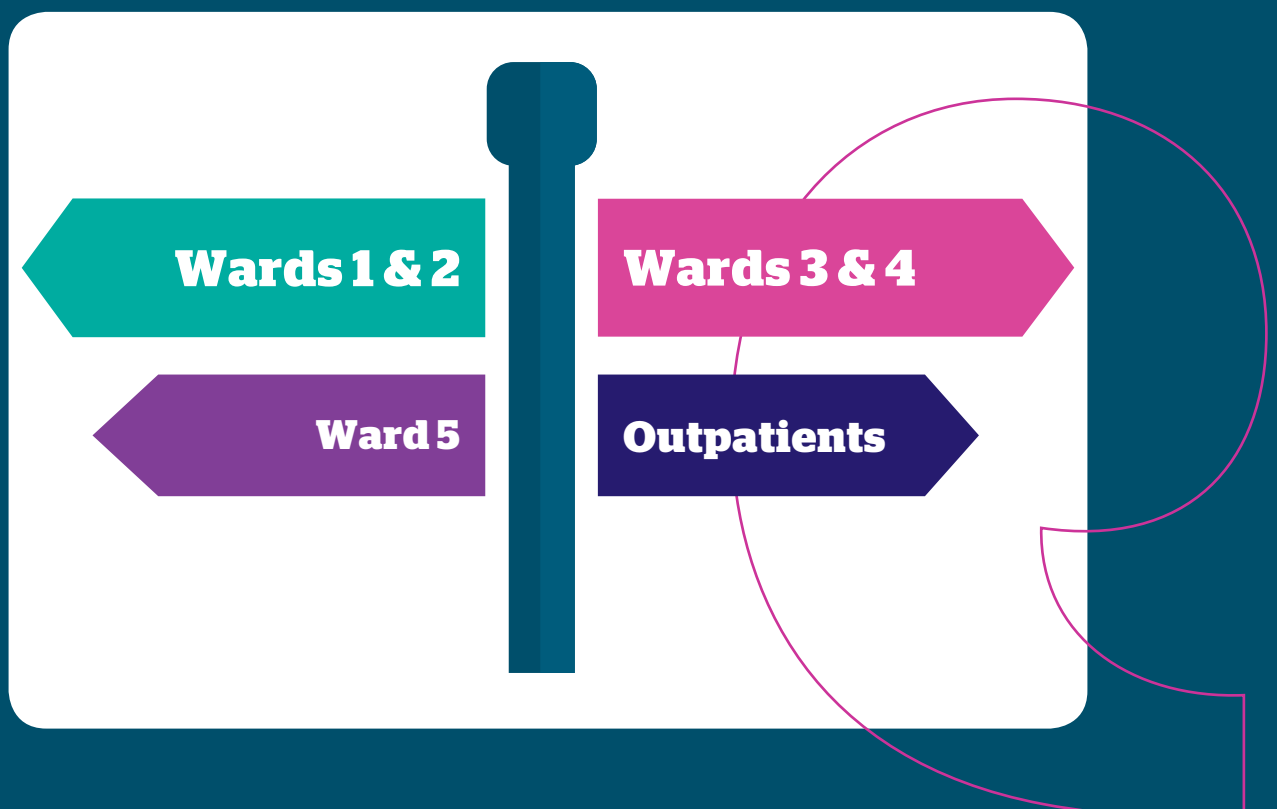


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Introduction

On 27th November 2018 we held our annual Listening Event at Broadgreen 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.

Six members of staff from Healthwatch Liverpool 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 1
- Ward 2
- Ward 3
- Ward 4
- Ward 5
- Various outpatient areas

We completed surveys with a total of 58 people as follows:

- 55 patients – 30 inpatients and 25 outpatients
- 3 visitors – all in outpatient areas



Here's what we found.

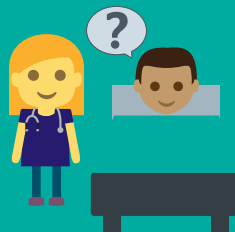
Key findings

Of the people we spoke to and who answered the relevant questions:

79% made positive comments about the caring and friendly approach of the staff



98% felt they had been given enough information about their treatment



81% felt that the hospital was accessible



86% felt that staff had enough time to care for them and other patients

91% would give Broadgreen Hospital a 4 or 5 star rating with an average rating of 4.49 stars out of 5



EXIT

Nearly 1/3 had not been given an estimated date of discharge

Survey results

What do you think is good about Broadgreen 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 56 out of 58 people.

This feedback has been analysed and the following themes identified:

Staff

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

"The staff are very friendly and always let you know what's going on."

"The staff are lovely and really helpful"

"I just love all the staff. I've been coming here for 18 months so I've got to know them all."

Cleanliness

16 people made positive comments about the cleanliness of the hospital.

"The hospital is nice and clean."

"I think that Broadgreen Hospital is always clean and bright."

"It's clean here."

Location

Five people made positive comments about the location of the hospital.

"It's local."

"It's local for us."

"Close to home."

Food

Two people made positive comments about the food.

"The food is good."

Appointments on time

Two people commented that the outpatient appointments run on time.

"Clinics run on time."

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 50 out of 58 people.

This feedback has been analysed and the following themes identified:

Nothing

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

"Nothing. Everything is so good."

"Nothing really."

Parking

Ten people made comments that they weren't happy with car parking, both in terms of cost and availability of spaces.

"Car parking. There are no places, and the charges are terrible."

"Car parking. There needs to be more of it and more parent and child spaces."

"More central car park for those with walking issues."

Waiting times and cancellations

Six people made comments about waiting times and cancellations in relation to both outpatient appointments and inpatient treatment.

"Waiting times for outpatient appointments. Sometimes you're only seen 40 or 50 minutes after your appointment time because of delays."

"Waiting times for operations. I've been waiting for this operation for 2 ½ years."

"More reliability around getting appointments on time, and getting seen on time. With the cancellations it can take up to 3 weeks to get a new appointment."

Staff

Four people made comments broadly related to the staff.

One person felt that there was an over-reliance on student nurses on the wards.

“They use a lot of student nurses. They’re very helpful and they need to learn but you as the patient need to direct them what to do.”

One person felt that the staff take too long to do tasks.

“They are a bit dozy sometimes. They don’t seem to get motivated.”

One person felt that there needed to be more reception staff and one person felt there weren’t enough medical staff.

Food

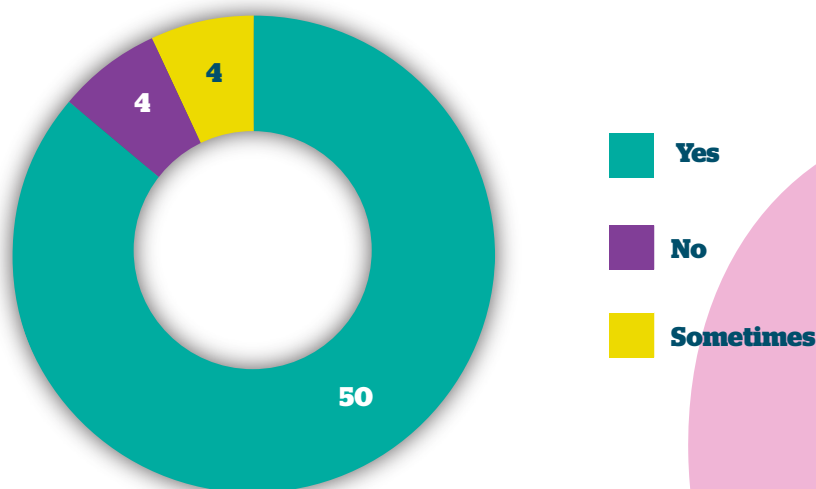
Two people made comments that they feel the food needs to be improved.

“It’s worse than airline food. The quality is an issue.”

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 all of the 58 people we spoke to.

Of the 58 comments received, all gave a clear indication as to whether or not they felt staff had enough time to care. The results are as follows:



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

"Yes, without a doubt."

"Yes, they do. They chat to you."

"Yes, they don't rush things. They ask and explain things, wait on you hand and foot."

4 people felt that staff had enough time to care but not all of the time.

"Certainly during the day. It's not been a problem for me but they seem rushed at night."

"Some do and some don't."

4 people felt that staff did not have enough time for care.

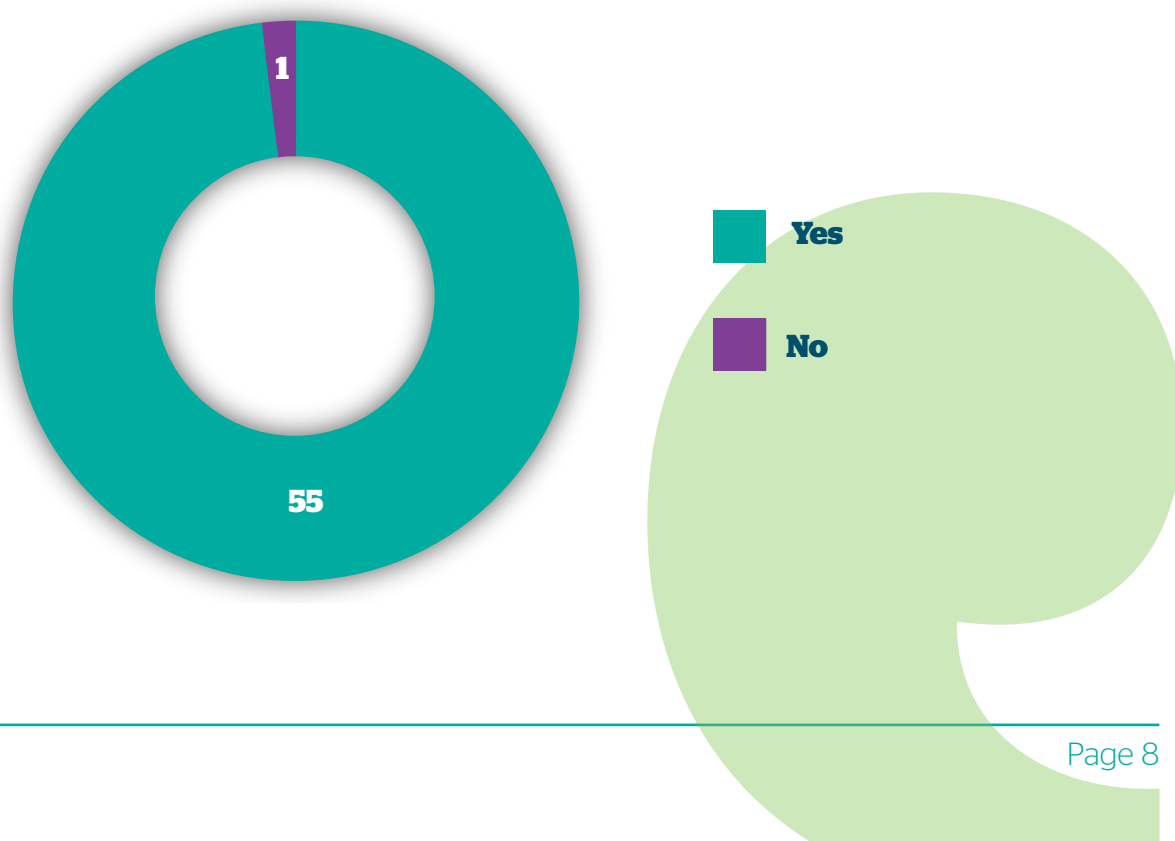
"I feel sorry for the staff because their workload is phenomenal and they do the best they can. There just aren't enough staff."

"Probably not but it's not their fault. They're just too busy."

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 all of the 58 people we spoke to.

Of the 58 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:



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

“Yes. The doctors and nurses have been very thorough when it comes to that.”

“Yes, they give me forms, leaflets, and a full breakdown of what the treatment does.”

“Yes. On Tuesdays and Thursdays the Consultant comes around. Or I can ask the nurses any time.”

One person felt that they had not been given enough information about their treatment.

“Not really.”

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 all of the 58 people we spoke to.

Of the 58 comments received, 47 people felt that there weren't any issues related to accessibility. Some of their comments include:

“Good, I have no problems.”

“Yes, it's good, especially at reception. Any staff will point you in the right direction.”

“It's very well signposted. I found the room quite easily.”

Of those who highlighted issues with accessibility, four people felt the signage could be improved. This included comments about signage on the hospital site and signage on roads in the surrounding area directing drivers to the hospital site.

“The signage is ok but there's lots of abbreviations and acronyms that I don't understand.”

“Coming off the M62, the road signage isn't great.”

“The first time I came here I got lost. The signage at the entrance to the hospital site is confusing.”

Two people mentioned car parking as an issue related to accessibility.

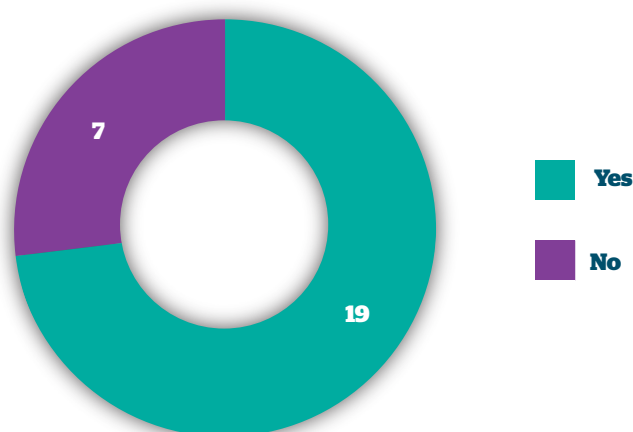
“It's just the car park that's difficult.”

“I had to park miles away.”

For inpatients only

Have you been told an estimated date for your discharge?

We asked people whether they had been given an estimated date for their discharge from hospital and the answer was either yes or no. We only asked this question of inpatients and visitors to inpatients (about the discharge date for the patient) as it is not relevant for outpatients. This question was answered by 26 out of 30 inpatient and inpatient visitors.

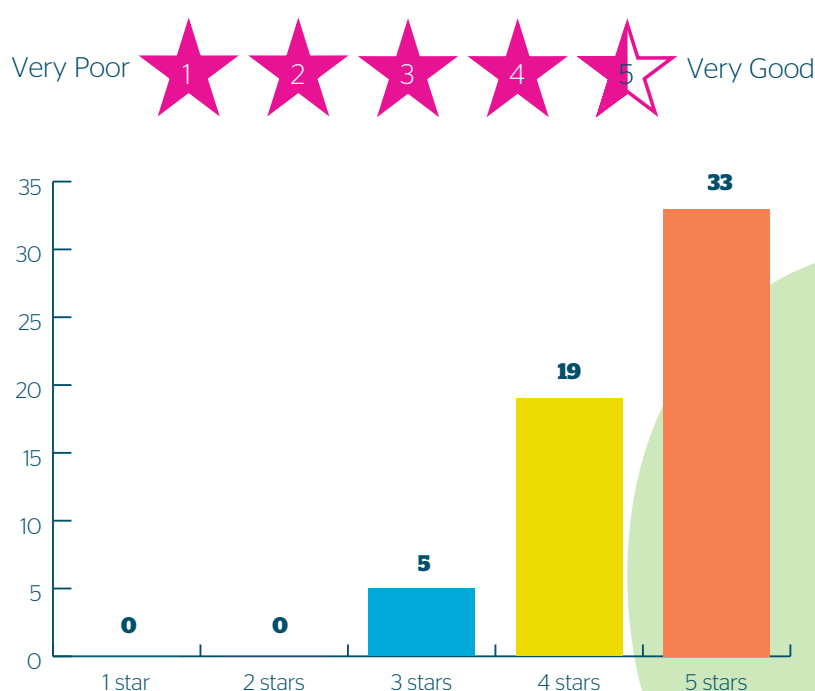


19 people had been given an estimated date for discharge.

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

Please rate the service here at Broadgreen Hospital overall

We asked everyone to give the hospital a rating from 1 to 5 stars. This question was answered by 57 out of 58 people.



- 52 people gave a rating of either 4 or 5 stars.
- Five people gave a rating of 3 stars.
- Nobody gave a rating of 2 or 1 stars.
- The mean rating was 4.49 stars out of 5.

Of the five people who gave a score of 3 (the lowest score received), four were outpatients. Two of these people had given negative feedback about waiting times. One had given negative feedback about staff being slow with treatment.

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. 18 people chose to make an additional comment.

These comments followed a lot of the themes highlighted in earlier questions. This includes seven positive comments about the staff.

“We’re lucky to have such wonderful professional people.”

“It’s nice to see staff happy.”

Five people made positive comments about the hospital in general.

“Everything’s perfect.”

“I think that Broadgreen is very good.”

Three people made negative comments about certain aspects of their experience. This includes one comment about problems with parking, one comment about treatment in different departments being variable and one comment about the time spent in hospital after surgery.

Conclusions

Broadgreen Hospital received a great deal of positive feedback from both patients and visitors at our Listening Event this year. 91% of the people we spoke to rated the hospital either 4 or 5 out of 5. The lowest rating given was 3 out of 5. There were a large number of positive comments about the staff and cleanliness.

However, some of the people we spoke to did express dissatisfaction with car parking and there were also concerns expressed about waiting times, both for outpatient appointments and inpatient treatment.

Most people we spoke to felt that staff did have enough time to care for them. However, some people expressed that staff appeared to be too busy and this impacted on their ability to deliver patient care.

The majority of people felt that the hospital was accessible however some people did express concerns about signage.

We have provided the hospital with an anonymised version of the feedback that we captured. They will use this to provide specific feedback to the areas of the hospital that we visited. The hospital can use this feedback in conjunction with the other ways in which they capture patient experiences to see what is working well and any areas for improvement.

We look forward to continuing our work with Broadgreen Hospital 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

**Broadgreen Hospital
Listening Event
27 November 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 Broadgreen 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?

Please turn over

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

For inpatients only

9. Have you been told an estimated date for your discharge?

☐

Yes

☐

No

10. Please rate the service here at Broadgreen Hospital overall:

1
Very Poor

2
Poor

3
OK

4
Good

5
Very Good

11. Any other comments

I am happy for Healthwatch Liverpool to publish my feedback anonymously online via the *Care Opinion* website

☐

Yes

☐

No

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 ☐ Retired ☐ Full-time education ☐ Unemployed

☐ Self employed ☐ Unable to work ☐ Carer ☐ Prefer not to say Other

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

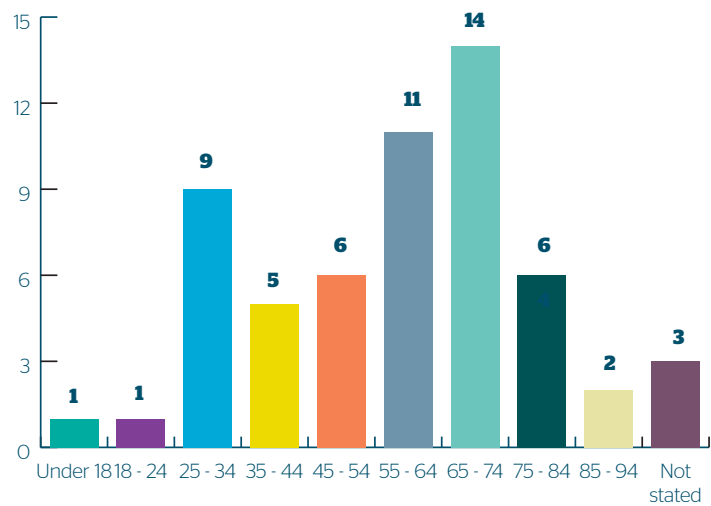
How well does the hospital meet your needs in terms of equality?

Thank you for taking part in this survey!

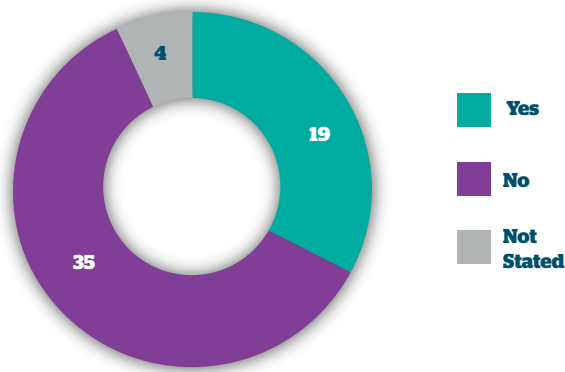
Appendix B - Equality and Diversity Data

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.

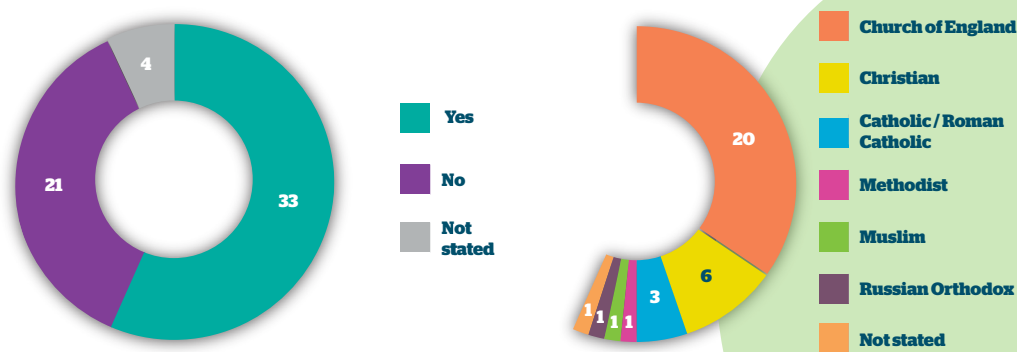
Age



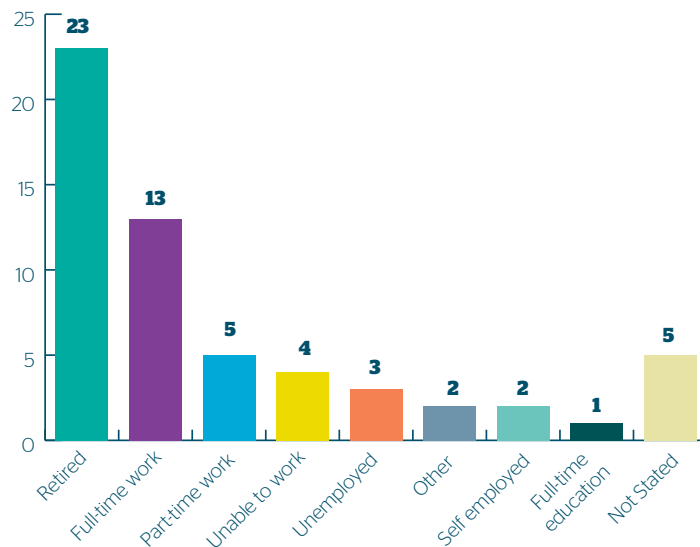
Do you consider yourself to have a disability?



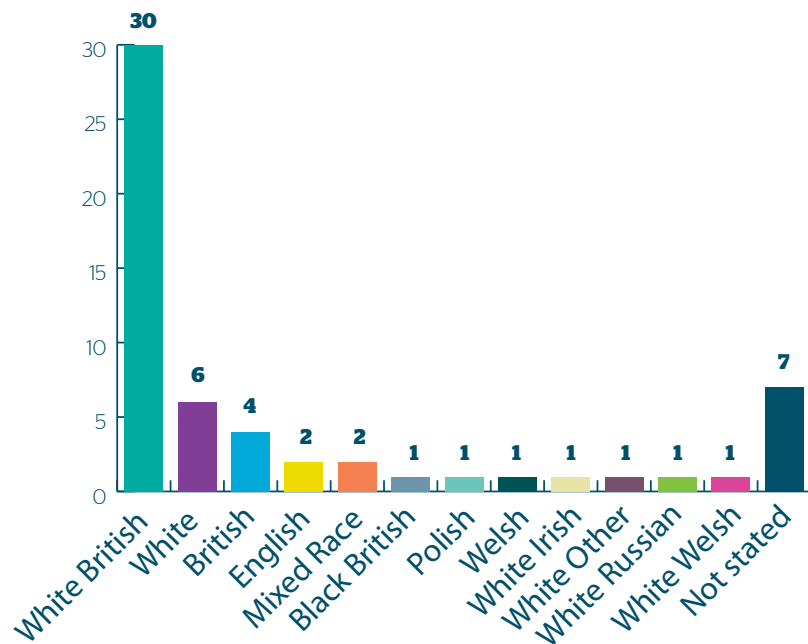
Do you consider yourself to have a religion or belief?



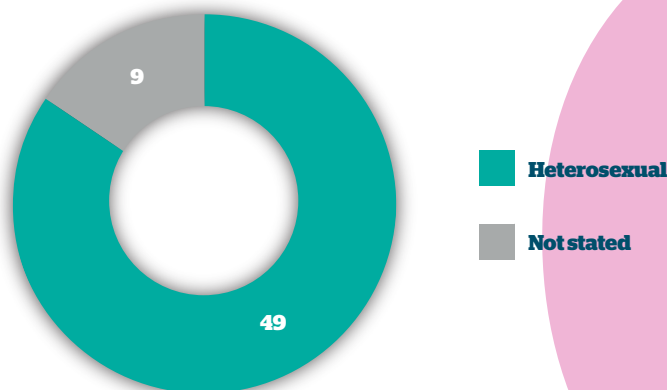
Which best describes your situation?



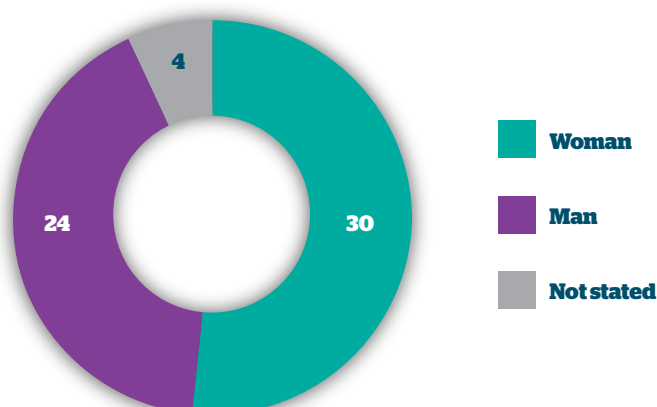
How would you describe your race or ethnicity?



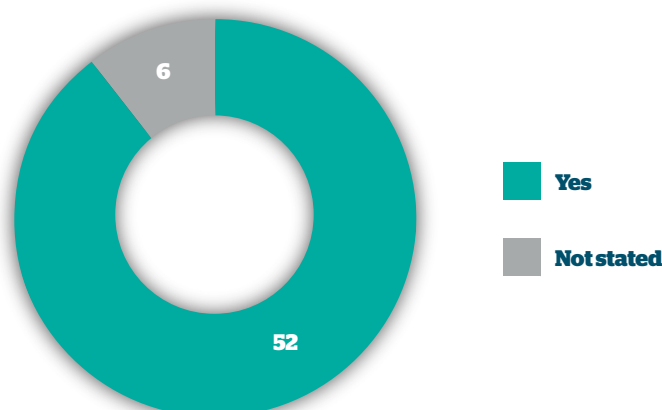
How would you describe your sexual orientation?



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 51 out of 58 people.

Of the 51 comments received, 50 indicated that the person felt that they were treated equally. Some of their comments are as follows:

"Treated fairly"

"100%"

"Yes, and I've had an interpreter come in or on the phone when necessary, when doctors needed to explain something."

One person indicated that they'd had a mixed experience in relation to equality. The person felt they had been discriminated against based upon their age by a surgeon who had declined to carry out a procedure. The person felt this decision was made based on their age. The person described how they sought a second opinion and the procedure was carried out by another surgeon.

Appendix C - Response from Broadgreen Hospital

The Royal Liverpool and Broadgreen University Hospitals NHS Trust works closely with our colleagues at Healthwatch Liverpool to ensure good patient experience is key in all we do. Patient feedback is important to us in monitoring and innovating our services.

We greatly appreciate Healthwatch Liverpool's support in completing this report on our annual Trust-wide Listening Event.

We are pleased to hear that 91% would give Broadgreen Hospital a 4 or 5 star rating with an average rating of 4.49 stars out of 5. We have noted the positive comments and fed these back to the staff concerned. We have taken on board the findings of this report and will be utilising these to improve the quality of our service. In particular the comments on discharge information, signage and car parking .

We look forward to working with Healthwatch Liverpool in the future.

Marie Dewhurst
Lead Nurse, Patient Experience

Anita Nasser
Lead Nurse, Broadgreen Hospital