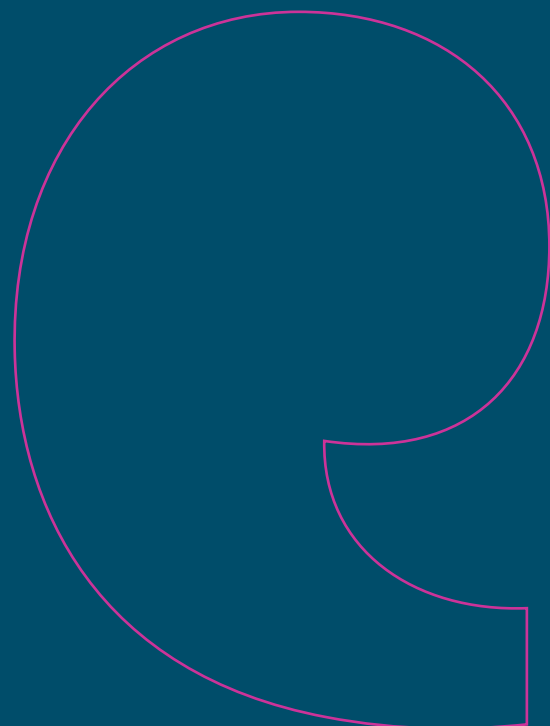


# healthwatch

Liverpool

**Broadgreen Hospital  
Listening Event Report  
November 2017**

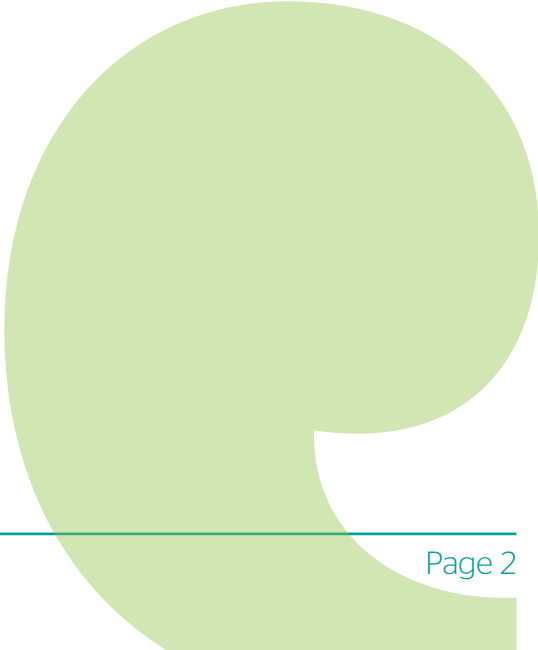


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## Introduction

On Thursday 2nd November 2017 Healthwatch Liverpool and Healthwatch Knowsley visited Broadgreen Hospital, part of the Royal Liverpool and Broadgreen Hospitals NHS Trust, to gather patient and visitor feedback.

The aim was to get as much independent patient and visitor feedback as possible between 10am-4pm on wards and in outpatient areas of the hospital. Healthwatch Liverpool would like to thank Broadgreen Hospital staff for their support during the day, and the patients we spoke to for their time and feedback.

In order to provide consistency the same questions were asked of all respondents. Questions included:

- What do you think is good about Broadgreen Hospital?
- What would you like to see improved?
- 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)?
- (Inpatients staying overnight only) Do you have any comments about noise at night?
- Do you have any comments about waiting times, both for and at appointments?
- Please rate the service here overall, from 1-5 (1=poor, 5=outstanding)
- Any other comments?

Respondents were not asked for their names or addresses, but were asked for the first part of their postcode to find out which local authority they were from (please see Appendix I to view the questionnaire used on the day).

During the event Healthwatch Liverpool staff and volunteers spoke with 69 people altogether: 59 patients, 2 visitors, 7 members of staff and one person for whom we don't have this information.



Due to the sample size this feedback is of qualitative rather than quantitative value. It gives some suggestion of where patients thought the hospital got things right, and where improvements could be made. All feedback has been shared with Broadgreen Hospital and commissioners (who plan and buy the services) and is available on request. Please note that any details that could have identified individuals have been removed.

## Analysis of the feedback

The 59 patients Healthwatch spoke to were mostly inpatients or patients attending appointments at a variety of hospital wards and clinics. This included inpatients on the Day Unit, the orthopaedic ward, the stroke ward, urology, wards 1, 2, 4, 5 and 8, and outpatients attending dermatology and the orthotics clinics. For 2 patients and 1 member of staff the ward or outpatient areas were not recorded.

We spoke to 36 patients, 6 members of staff and 2 visitors from within Liverpool local authority boundaries, 5 from Sefton, 2 each from Knowsley, the Wirral, North Wales, and Warrington, and one each from St Helens, Wigan, West Lancashire and Preston local authorities. For 8 patients postcode areas were not recorded.

### Hospital services: what is good, and what could be improved?

When Healthwatch asked patients what was good, and what could be improved at Broadgreen hospital, most of the feedback received was positive.

The topic mentioned most was staff and staff attitude. A majority of 42 patients gave positive feedback about the staff, including:

- "The staff here are really friendly"*
- "Staff are brilliant, caring, want to help, general goodworthiness. The staff sat with me last night after I'd had some bad news."*
- "Everyone I have seen is professional - they put you at ease"*
- "They're all brilliant, from consultants to Health Care Assistants, physios; I love it here, (jokingly as a cleaner approached) even the cleaners are alright"*

However, 6 people mentioned they'd like to see more staff and/ or have better access to staff:

- "Could do with seeing the doctor a bit more often, I missed them this morning and could have done with seeing them"*
- "The nursing staff could have more interaction with the patients. They are too busy"*

The second most-mentioned topic was the overall care, service and organisation at the hospital, mentioned positively by 30 people. Feedback included:

- "The hospital is very good, every ward is organised"*
- "Service is unbelievable, couldn't be better"*
- "They've looked after me alright, it's like being on holiday really"*

There were 23 comments about the building environment and facilities, including 12 positive comments, and 9 less positive comments or suggestions:

***“This wing of the hospital (orthopaedic ward) feels clean and bright, and there is plenty of room”***

***“It’s modern, it looks nice”***

***“Wifi is free”***

***“They need more money to upgrade the equipment and the ward, everything else is brilliant, just more money to upgrade it, to make it an even better place, give it a lick of paint to make it even better”***

***“When you come in it’s confusing where to go, maybe a colour code on the floor with lines and arrows would help to find your way. And to have big signs so you know what floor you’re on”***

Further comments about the building included 9 positive comments about its cleanliness:

***“Spotless”***

***“It is nice and clean”***

Further feedback included 8 comments about parking, including the cost, finding a space and the availability of disabled parking spaces:

***“Car park could be improved. Not enough space for disabled patients. It should be free”***

There were further comments about a variety of topics, including 8 comments (6 positive, 2 less so) about food and catering:

***“There’s a good choice of food”***

***“I’m vegan and they’re good at catering for this”***

***“I’m diabetic and I manage my insulin based on calorie count. There aren’t any labels on the hospital food to say how much carbohydrate is in the food, so I’ve been having to guess and my blood sugars have been up and down because of this. I have told the staff, they said they would email someone to sort it out”***

There also were 7 comments about communications, 1 positive and 6 negative:

***“There’s good access to consultants, I can ring if I need to speak to someone”***

***“Communication could be improved, physio, OT, nurses and doctors, no communication (...) staff don’t talk to each other, that’s the impression I get”***

## Other questions asked by Healthwatch Liverpool:

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

In response to this question 37 patients said that staff did have enough time to spend with them:

*“Yes, across the board”*

*“When you ring the buzzer, they come to you. They take you out for walks and to go to the toilet. And it’s the same at night”*

*“Yes, they’re busy but always have time to come and see you”*

6 patients felt that staff did not have enough time:

*“The physio no, medical staff no, unless it’s time for medication. I’ve waited all day to have a shower!”*

11 patients gave a mixed response; while recognising that the staff did a great job, these patients did feel that the staff were under pressure. Comments included:

*“During the day it’s fine, but at night they seem a bit short-staffed. All the staff run around, but they all do their best”*

*“It would be good to have a bit more time. Nurses and staff are under great pressure for the time they have to spend with patients”.*

For 15 people no response was recorded.

### Do you have any comments about noise at night?

There were 32 responses to this question; 22 people said they had not experienced noise at night, 4 people said they had, and 6 people gave a mixed response. Comments included:

*“It’s very quiet of a night”*

*“It was quiet, the telly was off, they closed the ward doors”*

*“It was like Paddington Station last night, I had to keep my lights on. Normally it is quite quiet”*

*“It’s noisy at night, the trolleys could do with rubber wheels to reduce the noise they make. There’s also a lot of noise from doors banging”*

## Do you have any comments about waiting times, both for and at appointments?

When asked about waiting times, 30 people gave a positive response, including:

*"It's quick, no wait"*

*"I came last week and there was no waiting whatsoever"*

7 people gave a mixed response:

*"It's running 1 hour 10 minutes late but I'm not fussed"*

*"Long wait for diagnose. After that everything went quickly in the hospital"*

3 people made a negative comment, including:

*"Too long. We've been here for 2 hours"*

In addition, 3 people said they were not sure or didn't know, and 26 people did not answer or said the question was not applicable to them.

## Please rate the service here overall from 1-5 (1=poor, 5=outstanding):

The average rating given by 63 people was 4.4 stars out of a maximum of 5 possible stars.



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

We asked patients some questions for equality monitoring purposes (see appendix II), including a question asking how well they felt the hospital met their needs in terms of equality. In response, 16 people said the hospital met their needs very well, brilliantly, or spot on, 22 people said their needs were met OK, fine, or good, 12 people just said yes, their needs were met, and 1 person said it was average. For 18 people no response was recorded.

## Any further comments?

When asked if they had any further comments, 23 people chose to say something more. Staff was mentioned again by 11 people, all positive:

*"The staff are brilliant (..) they should have a 20% pay rise"*

The hospital overall was mentioned positively by 8 people, including:

*"I wish more hospitals were like this, I can't fault them"*

There were 4 positive comments about cleanliness, and 1 positive and 3 negative comments about car parking.

The care received and food were mentioned positively by 3 people each, but 3 further comments with suggestions for improvement were received about services and equipment in the hospital, including:

*“I just hope that they get more money to make it a better place, I have a spinal injury and I have been told I may have to go to another hospital as it is better equipped. If there was more funding I might not have to go there, they could have a wider range of services here”*

## Conclusion

Most patients that we spoke to during the Listening Event were very positive about their experiences at Broadgreen Hospital, especially about the staff, and the care, services and organisation provided.

Though overall it was clear that most patients appreciated the work done at Broadgreen Hospital, some suggestions were made for improvements. This included comments made by patients about parking and communication.

When patients were asked if they felt that staff had enough time for them and other patients, a majority of patients said that they felt that staff did have enough time. However, although staffing levels were safe on the wards, several patients felt that staff were under some pressure. The perception that staff are under pressure is not unique to Broadgreen Hospital, as similar feedback has been received at every hospital trust where Healthwatch Liverpool has carried out a listening event this year.

Healthwatch Liverpool aims to carry out a Listening Event at each local hospital every year, and looks forward to carrying out another Listening Event at Broadgreen Hospital in 2018.

**Most patients that we spoke to during the Listening Event were very positive about their experiences at Broadgreen Hospital, especially about the staff, and the care, services and organisation provided.**



## APPENDIX I - Listening Event Questionnaire

**Broadgreen Hospital Listening Event  
2 November 2017**



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. (Inpatients staying overnight only) Do you have any comments about noise at night?

Please turn over

**8. Do you have any comments about waiting times, both for and at appointments?**

**9. Please rate the service here at Broadgreen Hospital overall:**

Poor  1  2  3  4  5 Outstanding

**10. 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!**

## APPENDIX II - Equality and Diversity data:

In response to questions regarding equality and diversity the collated data showed the following:

### Age

16 - 24	5
25 - 49	17
50 - 64	19
65 - 79	13
80+	7
Prefer not to say / not stated	8

### Do you consider yourself to have a Disability?

Yes	22
No	38
Prefer not to say / not stated	9

### Do you have a Religion or belief?

Yes	28
No	33
Prefer not to say / not stated	8

### If yes, which?

Buddhist	1
Catholic	5
Christian	4
Church of England	4
Muslim	4
Roman Catholic	9
Prefer not to say/ not stated	1

### How would you describe your Sexual Orientation?

Heterosexual	57
Lesbian	0
Gay	1
Bisexual	0
Prefer not to say/ not stated	11

### Which best describes your Situation?

Carer	2
Full-time work	19
Part-time work	7
Retired	22
Unable to work	9
Full time education	3
Unemployed	0
Self-employed	0
Other	0
Prefer not to say/ not stated	7

### How would you describe your Race / Ethnicity?

Asian	2
Black British	1
British	6
British Asian	1
English	4
Mixed white and black	1
Welsh	1
White British	38
White Caucasian	1
White English	1
Prefer not to say/ not stated	13

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

Woman	25
Man	34
Prefer not to say/ not stated	10

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

Yes	59
No	0
Prefer not to say/ not stated	10