

# healthwatch

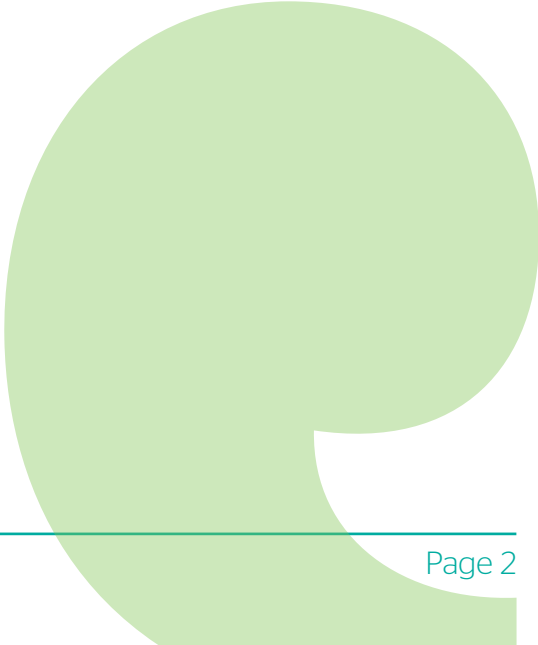
Liverpool

## Clatterbridge Centre Listening Event Report 2 April 2019



# Table of Contents

<b>Introduction</b> .....	<b>3</b>
<b>Key findings</b> .....	<b>4</b>
<b>Survey Results</b> .....	<b>5</b>
<b>Conclusions</b> .....	<b>12</b>
<b>About Healthwatch Liverpool</b> .....	<b>13</b>
<b>Appendix A - Survey Questionnaire</b> .....	<b>14</b>
<b>Appendix B - Equality and Diversity Data</b> .....	<b>16</b>



## Introduction

On 2 April 2019 we held a Listening Event at the Clatterbridge Centre. 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.

We have not visited Clatterbridge Centre itself before, as it is located on the Wirral rather than in Liverpool, however we know that a large number of patients at the hospital are Liverpool residents. Clatterbridge will be opening a new hospital in Liverpool on the same site as the Royal Liverpool Hospital in the city centre. We have visited the Clatterbridge satellite clinics at Aintree Hospital and the Royal Liverpool Hospital in the past, however we felt that now was an opportune time to visit the Wirral site before the Liverpool site opens.

We worked closely with our colleagues at Healthwatch Wirral to plan the Listening Event.

The event was carried out by two representatives from Healthwatch Wirral (one member of staff and one volunteer) and four members of staff from Healthwatch Liverpool.

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:

- Conway Ward
- Mersey Ward
- Sulby Ward
- Various outpatient areas

We completed surveys with a total of 73 people as follows:

- 65 patients - 17 inpatients and 48 outpatients
- 8 visitors - all in outpatient areas

Here's what we found.



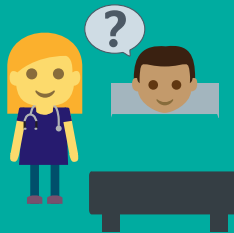
# Key findings

Of the 73 people we spoke to and who answered the relevant questions:

**63%** made positive comments about the caring and friendly approach of the staff



**93%** felt they had been involved in decisions and discussions around their treatment



**77%** are aware of the new Clatterbridge site being built in Liverpool city centre



**87%** felt that staff had enough time to care for them and other patients

**97%** would give Clatterbridge Cancer Centre a 4 or 5 star rating with an average rating of 4.87 stars out of 5



# Survey Results

## What do you think is good about the Clatterbridge Centre?

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 72 out of 73 people.

This feedback has been analysed and the following themes identified:

### Staff

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

*“Everybody is very considerate, nice and supportive. They understand what you are going through.”*

*“The staff attitude is brilliant.”*

*“All the staff are very friendly and helpful.”*

### Everything

12 people said they felt that everything was good.

*“Everything, it’s all tickety-boo.”*

*“Everything!”*

*“Everything is fantastic.”*

### Environment

11 people made positive comments about the hospital environment.

*“Calm and serene environment.”*

*“Lovely hospital and surroundings.”*

*“The surroundings are absolutely fantastic.”*

### Care

8 people made positive comments about the standard of care they had received.

*“The care is excellent.”*

*“The standard of care is second to none.”*

*"I've had fantastic care."*

## Access

5 people made positive comments about how easily accessible the hospital site is for them.

*"Easy access."*

*"Ease of access."*

## 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 72 out of 73 people.

This feedback has been analysed and the following themes identified:

### Nothing

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

*"Nothing needs improving."*

*"Nothing. I've been here a week and I can't think of anything."*

*"I wouldn't say anything needs improving."*

### Parking

11 people made comments that they weren't happy with car parking in terms of the availability of spaces.

*"Parking can be very tricky, most of the time it's very full."*

*"The car park gets full very quickly."*

*"Car parking."*

### Waiting times

11 people made comments about waiting times in relation to outpatient appointments.

*"The waiting time up here. The appointment was at 10am, now it's 10.30am. These waiting times are standard on a Tuesday morning."*

*"There is a lot of waiting."*

*"Long waiting times."*

## Food

Four people felt that the food needed to be improved.

*“Meals. The food isn't very good.”*

*“Food can always be improved, I always wanted to see more salads when I was here.”*

## Communication

Three people felt that communication needed to be improved. Two of the comments related to communication about appointments.

*“Communication is not always clear. There's a confused schedule of dates and times of appointments.”*

*“Confusion with the time between my treatment and the consultant appointment.”*

The other comment referred to issues with communication about treatment side effects.

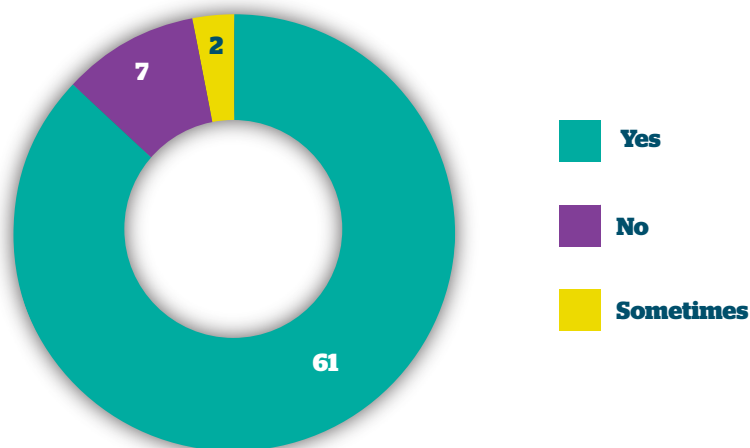
*“They are not very free with the information. You don't always get told what can go wrong, complications and health problems that can happen. I have had to go into hospital with complications from my treatment and I needed to know more about that before really. They need to discuss the pros and cons more with patients.”*

## 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 70 out of 73 people.

Of the 70 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:

### Do you feel staff have enough time for you and other patients?



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

*“They’ve always got time. They make it feel quite personal to them.”*

*“Yes, they make time.”*

*“Yes, nothing is too much trouble.”*

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

*“It depends on how busy they are.”*

*“They give you the best they can but sometimes they can leave you to treat other patients.”*

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

*“I don’t think so, especially when they have people who are in a more serious condition to deal with. Obviously they need lots more attention, but if you’re in a better condition, not bedbound for example, you do have to wait a lot for them.”*

*“No, the staff are rushed off their feet.”*

*“No, I feel they are far too busy.”*

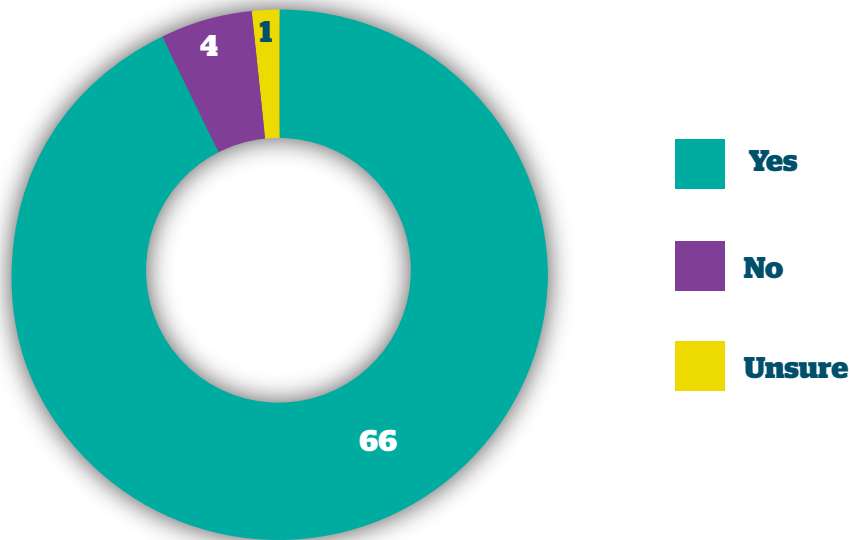


## Have staff-kept you involved in the decisions or discussions around your treatment?

We asked people whether they felt they had been kept involved in decisions and discussions around their treatment and we captured their feedback using tick boxes. This question was answered by 71 out of 73 people.

The results are as follows:

### Have staff kept you involved in decisions and discussions about your treatment?



Of the 66 people who felt they had been involved, 39 chose to make additional comments. Some of their comments include:

*“Yes they make sure you know what is going on all the time.”*

*“Everything is explained to me.”*

*“I feel well informed about everything.”*

Of the four people who felt they had not been involved, three chose to make additional comments. Some of their comments include:

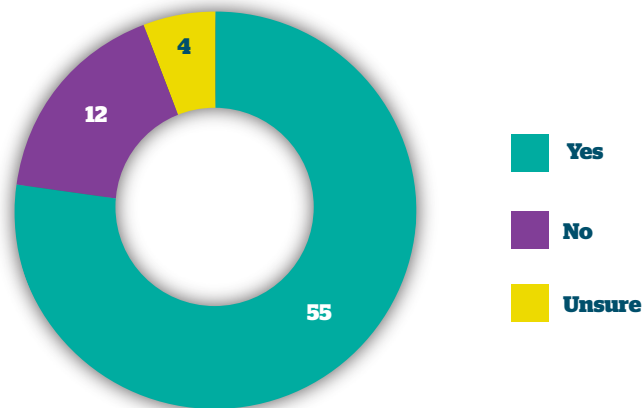
*“Not really. We don’t get to see the same doctor.”*

## Do you know that a new Clatterbridge Centre will open in Liverpool in 2020?

We asked this question to gauge awareness amongst patients and visitors about the new Clatterbridge Centre opening in Liverpool and we captured their feedback using tick boxes. This question was answered by 71 out of 73 people.

The results are as follows:

### Do you know that a new Clatterbridge Centre will open in Liverpool in 2020?



## What are your thoughts about this?

We asked this question to find out people's thoughts about the new Clatterbridge Centre opening in Liverpool and we captured feedback in a freetext box on the survey. This question was answered by 67 out of 73 people.

This feedback has been analysed and the following themes identified:

### Positive

32 people made comments that the new Clatterbridge Centre will be a positive thing for patients, particularly those who live in Liverpool. Some of their comments are as follows:

*"It's a good thing, it will be less travel for people."*

*"Great for people across the water."*

*"It will be easier for us to get to in Liverpool."*

### Wirral site

19 people made comments suggesting that they like the existing Wirral site and wouldn't want the new site to be detrimental to existing facilities.

*"They do need one over there, people from Liverpool, but not as an alternative to this one!"*

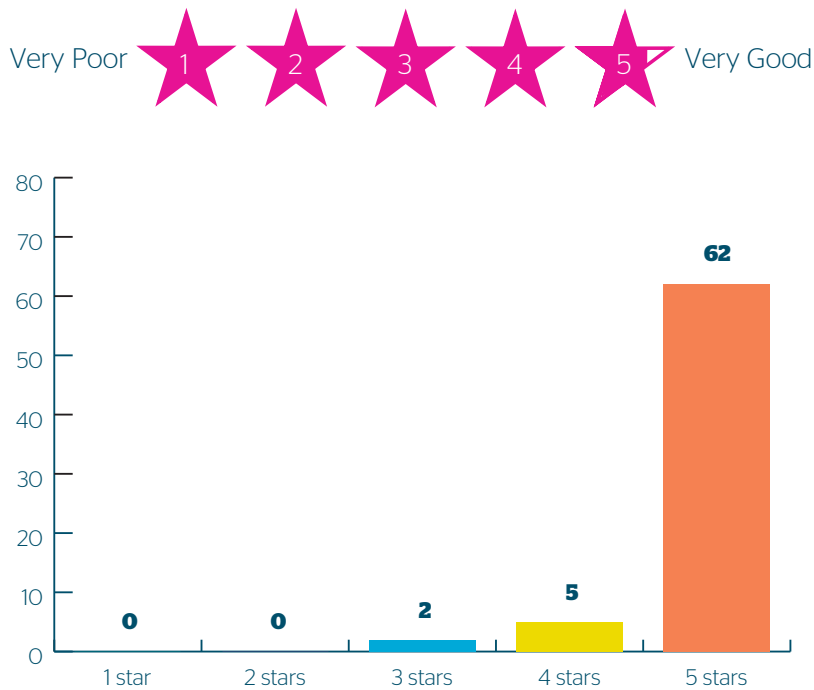
*“Fine, but it’s a long way to go for a lot of Wirral people.”*

*“I’d be happy for it to stay here. Liverpool is closer for me but parking isn’t good. I don’t fancy having treatment and then going on the train.”*

The comments received suggest that people are generally positive about the new Liverpool site opening. However, people who live on the Wirral are keen to retain services on the Wirral site and some feel that the Liverpool site would be too far for them to travel. Even some patients from Liverpool expressed that they preferred the Wirral site due to the parking facilities and surroundings. Some people expressed concerns about parking and access to the new Liverpool site.

## Please rate the service here at the Clatterbridge Centre overall

We asked everyone to give the hospital a rating from 1 to 5 stars. This question was answered by 69 out of 73 people.



- 67 people gave a rating of either 4 or 5 stars.
- Two people gave a rating of 3 stars.
- Nobody gave a rating of 2 or 1 stars.

Of the two people who gave a score of 3 (the lowest score received), both were inpatients. One person had given negative feedback about the food and they also felt the staff did not have enough time for care. The other person gave negative feedback about what they felt was a lack of communication about their treatment. These issues may explain the lower overall scores they gave.

## 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. 55 people chose to make an additional comment.

These comments followed a lot of the themes highlighted in earlier questions. This includes 14 positive comments about the staff.

***“The staff are great, I don’t know how they keep their chins up and stay so positive.”***

***“All the staff are very good. No one has ever been abrupt. I can’t fault them.”***

11 people made positive comments about the hospital in general.

***“I could not have received better care!”***

***“It has been a pleasant experience for something not very nice.”***

***“They are doing a marvellous job for cancer.”***

## Conclusions

The Clatterbridge Centre received a great deal of positive feedback from both patients and visitors at our Listening Event this year. 97% 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, environment and care.

However, some of the people we spoke to did express dissatisfaction with car parking and there were also concerns expressed about waiting times for outpatient appointments. A small number of people also felt the food could be improved.

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.

Most people felt that they had been involved in decisions and discussions around their care.

The majority of people we spoke to were aware of the new site opening in Liverpool, however some people did not know about it or were unsure. This suggests that perhaps more could be done to raise awareness amongst patients and visitors. Whilst most people welcomed the new centre some people expressed concerns about parking and access at the new site due to its location in the city centre. Others expressed that the new site should not impact on the availability of services on the existing Wirral site.

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 the Clatterbridge Centre over the forthcoming year and we will carry out a further Listening Event at the new Liverpool site once this is up and running.

# 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

**Clatterbridge Centre  
Listening Event  
2 April 2019**



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 the Clatterbridge Centre?

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 staff kept you involved in the decisions or discussions around your treatment?

Yes  No  Unsure **Comments:**

Please turn over



**8a. Do you know that a new Clatterbridge Centre will open in Liverpool in 2020?**

Yes  No  Unsure

**8b. What are your thoughts about this?**

**9. Please rate the service here at the Clatterbridge Centre overall:**



**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  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 / Straight  Lesbian  Gay  Bisexual  Prefer not to say  Other

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

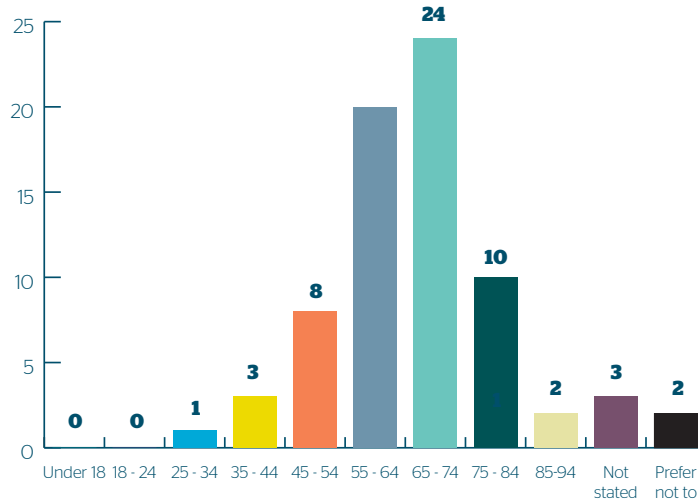
How well does the hospital meet your needs in terms of equality?

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

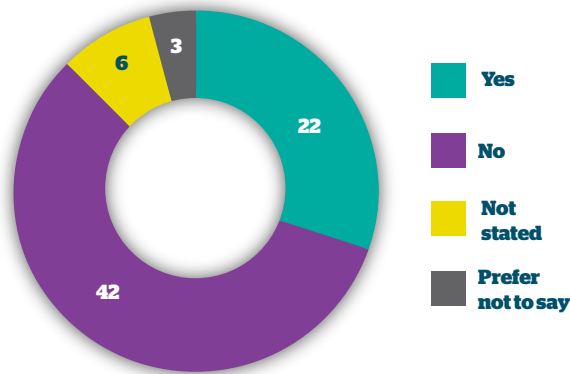
## Appendix B - Equality and Diversity Data

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.

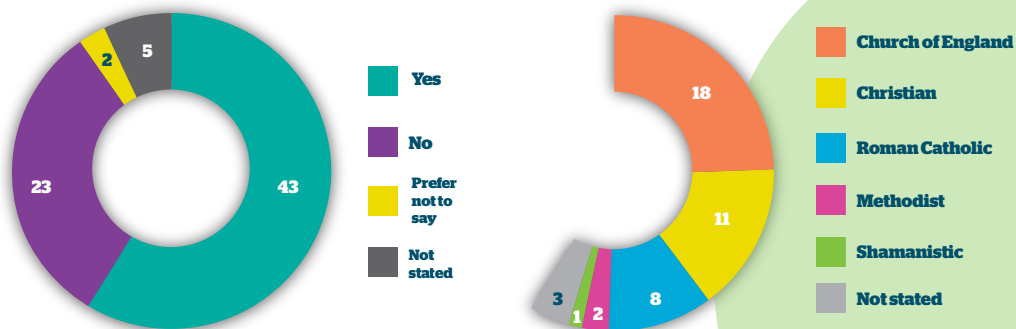
### Age



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

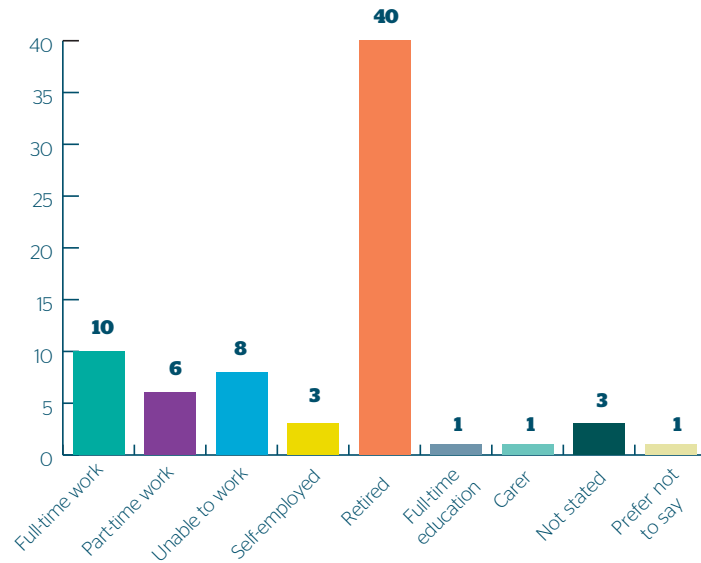


### Do you consider yourself to have a religion or belief?

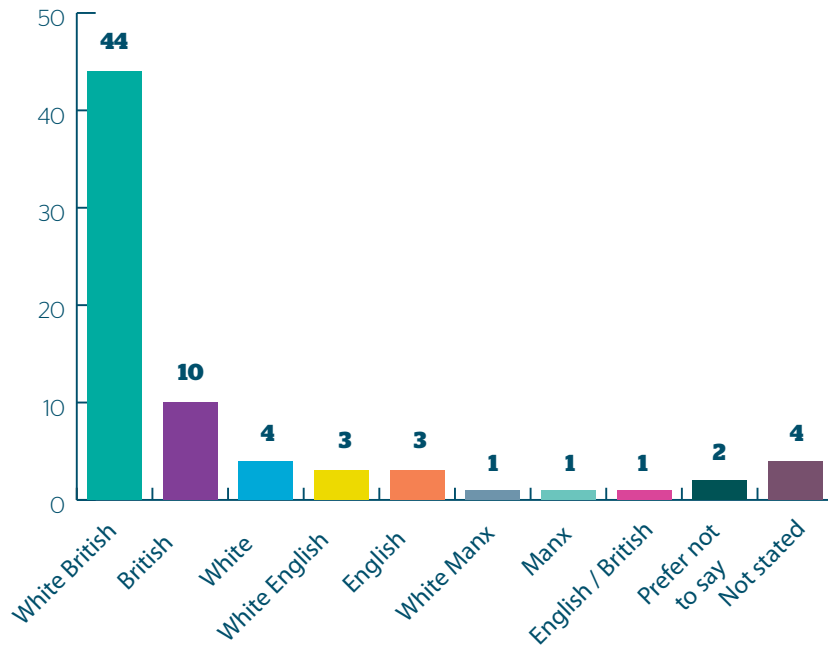




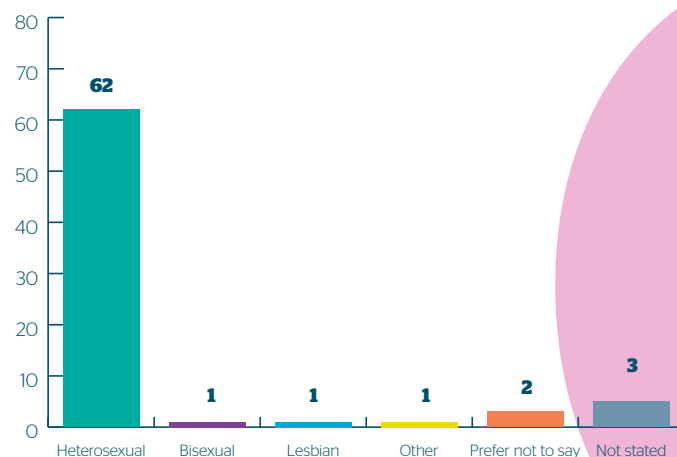
## Which best describes your situation?



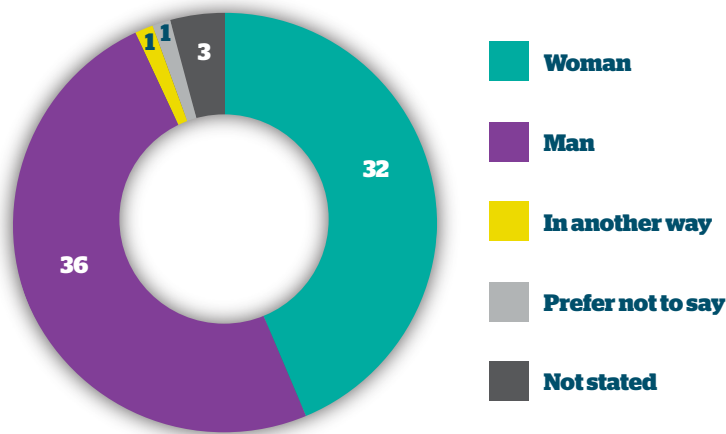
## How would you describe your race or ethnicity?



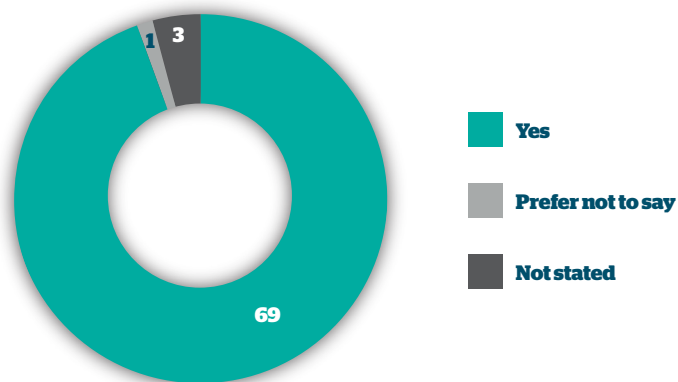
## How would you describe your sexual orientation?



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



## Is your gender identity the same as that 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 63 out of 73 people.

Of the 63 comments received, 61 indicated that the person felt that they were treated equally. Some of their comments are as follows:

*“Yes, I’ve been treated very fairly, I can’t complain.”*

*“Yes, meets my needs.”*

The other two comments indicated that people had not given any thought to the question or did not think it relevant to their situation.