

# healthwatch

## Liverpool

### **Clatterbridge Cancer Centre NHS Foundation Trust Listening Event Report**

**Royal Liverpool Hospital site 22 March 2018**

**Aintree Hospital site 12 April 2018**

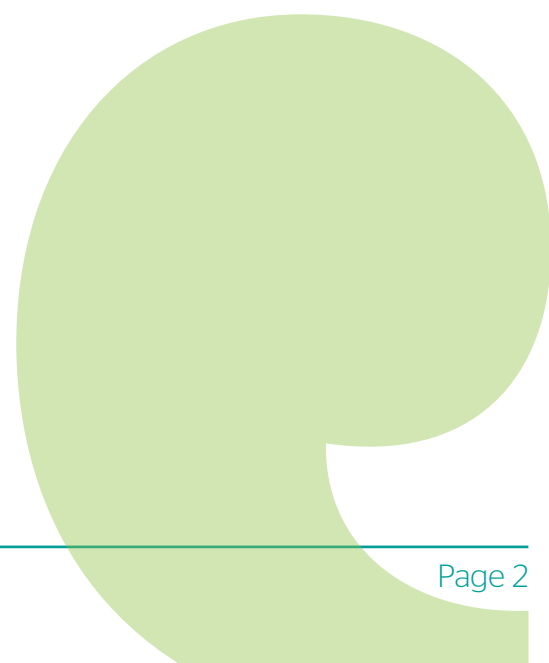


**Clatterbridge  
Cancer Centre @  
The Royal Liverpool  
Hospital**

**Clatterbridge  
Cancer Centre @  
Aintree Hospital**

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## Introduction

On 22 March 2018 Healthwatch Liverpool visited the Clatterbridge Cancer Centre clinic at the Royal Liverpool Hospital, and on Thursday 12 April 2018 the Clatterbridge Centre at Aintree. The aim was to speak to patients and get their feedback, and this short report will provide some analysis of what they told us. The report has been divided in 2 parts to cover each visit separately with a joint conclusion at the end summarising the findings.

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

- What do you think is good about Clatterbridge Cancer Centre?
- 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)?
- 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?

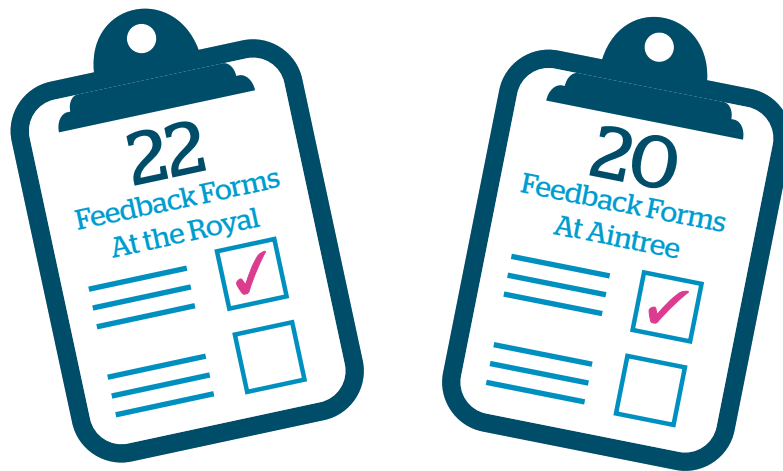
We did not ask for respondents' names or addresses, but did ask for the first part of their postcode to find out in which local authority they lived (please see Appendix I to view the questionnaire used on the day).

During the events Healthwatch Liverpool staff and volunteers spoke to 20 patients on the Aintree site, and 22 patients on the Royal Liverpool site.

Due to the sample size this feedback is of qualitative rather than quantitative value; it gives some suggestion of where patients thought Clatterbridge Cancer Centre got things right, and where improvements could be made. As the feedback is the result of 2 visits to 2 different sites, the analysis that follows has been done separately for each site. All feedback has been shared with Clatterbridge Cancer Centre and with 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.

Healthwatch Liverpool would like to thank Clatterbridge staff for their support, and the patients we spoke to for their time and feedback.

## Highlights



**An average overall rating of 4.7 out of 5 stars**



**The most positive feedback was about the staff and the care they provided**

**Patients also said they liked that they could get their treatment in Liverpool and did not have to travel to the Wirral.**

# What people told us at Clatterbridge Cancer Centre clinic, Royal Liverpool Hospital site

The 22 patients Healthwatch spoke to on the 22nd March mostly attended chemotherapy sessions or had an appointment with their consultant. Of these patients, 18 came from within Liverpool local authority boundaries, 2 from Sefton, and 2 from Knowsley.

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

When we asked patients what was good, and what could be improved at the Clatterbridge Centre clinic at the Royal, nearly all of the feedback received was positive.

The topic mentioned most was staff and staff attitude, mentioned positively by 16 patients, including:

***“Everyone is amazing, so helpful, they can’t do more to help and give me constant reassurance (.....) You don’t feel like you’re a burden on anyone, you don’t feel like a number”***

***“They’re all dead on, the staff are brilliant. They put you at ease so you can understand the information given. They reduce your anxiety; your mind is going with lots of different things, but they help you to feel calmer”***

However, 2 patients mentioned they’d like to see more staff:

***“All good, the nurses are good, but there are never enough, they are always under pressure”***

The second most-mentioned topic was the location, mentioned positively by 5 patients:

***“So convenient that it is in Liverpool, not having to go to the Wirral, and that it’s attached to the Royal”***

Some less positive comments were made about the clinic’s environment (4 patients, 1 positive, 3 not as good) and parking facilities (2 negative comments) at the site:

***“The department is a bit dated, in the treatment room it’s a bit compact. Just waiting for the new hospital, it all just looks a bit tired”***

***“The Royal site is a nightmare for parking”***

Further comments mentioned the overall care and treatment, mentioned positively by 4 patients. Feedback included:

***“It’s very good, feel looked after”***

***“The care and attention, it’s all very positive”***

## Do you feel that staff have enough time to spend with you and other patients?

In response to this question 13 patients said that staff did have enough time to spend with them, 4 gave a mixed response, and 2 said staff did not have enough time. Comments included:

- "Yes, they're always happy to chat and help"*
- "There isn't enough staff, but they spend as much time as they can with you"*
- "They try their best, but they need more of them, they are running around"*

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

When asked about waiting times, 9 patients gave a positive response and 7 a mixed response. Several patients said they didn't mind if they had to wait:

- "I'm not bothered about waiting times, it's worth waiting, I'm in good hands, looked after, it doesn't matter. And they offer you tea and coffee vouchers if you need to wait longer"*
- "It varies, it depends on how busy the clinic is"*
- "Pretty good most of the time, but I could have done with appointments sooner, not having a 4-week gap"*

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

The average rating given by 22 people was 4.7 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 Clatterbridge Cancer Centre met their needs in terms of equality; 4 patients said it was 'brilliant', 'excellent' or 'very very very WELL', 8 said it was 'very good' or 'very well', and 2 said it was 'fine' or 'no problem'. A further 8 patients declined to answer.

## Any further comments?

When asked if they had any further comments, 17 people chose to say something more. The staff and staff attitude were mentioned by 6 people, while 3 patients said the service was good overall. Staffing levels were mentioned again by 2 people. Comments included:

- "I've been coming here for 17 years, it's always been positive. The nurses are always there to help and so are the consultants"*
- "It's just a fab hospital"*
- "They need more resources, both the ANP and the doctor are absolutely rammed, they need additional staff although the pressures are never passed on to you by the staff. They're very busy, but we're never rushed. They're all brilliant, I feel lucky to have the service here"*

# What people told us at Clatterbridge Cancer Centre, Aintree Hospital site

Most of the 20 patients Healthwatch spoke to on the 12th April attended an appointment with their consultant, with 4 patients there to receive radiotherapy.

We spoke to 8 patients from the Sefton local authority area, 6 patients from Liverpool, 3 from Knowsley, and one each from Warrington, St Helens, and Wigan.

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

When we asked patients what was good, and what could be improved at the Clatterbridge Centre clinic, again most of the feedback was positive, with some suggestions for improvement.

We received 17 positive comments about the staff, including:

***“The nurses in chemotherapy are fantastic, respectful, empathetic, reassuring. The reception staff do everything for you. All the staff work well together”***

***“The staff are extremely helpful, empathic, knowledgeable. It gives you confidence in them”***

***“The staff are all very nice and helpful”***

Having to wait at appointments (and being informed about this) was the next topic mentioned most often; while 1 patient said it was quick, 7 others mentioned it as something that could be improved, including:

***“The waiting is not good; on the last 2 occasions it has been more than 1.5 hours, and today has not been much better so far”***

***“The waiting times, but this is because of the volume of people, it’s not the staff’s fault. I’ve never had to wait too long”***

***“They could let you know if there is going to be a delay with your appointment,”***

Other positive feedback included 3 comments about the treatment received, and individual comments about a variety of topics including:

***“The triage is good. You can ring for advice on your health as your GP doesn’t always know. You can access the service on the same day if you need to”***

***“The whole set-up and organisation (is good). It’s local here, it’s great not having to go to the Wirral”***

Some less positive feedback included comments about car parking, pain management and seat availability:

***“They could have more chairs in the treatment rooms upstairs. There’s 16 chairs but sometimes there’s up to 50 patients. It would be better if there were more spaces to sit, it’s difficult if you’re waiting a while”***

Additionally there was a suggestion for a support group:

*“There’s a really good support group at the Wirral, at the Maggie Centre; it would be good if they had something like that here as it’s a bit of a hike to get to”*

### Do you feel that staff have enough time to spend with you and other patients?

In response to this question 12 patients said that staff did have enough time to spend with them, 2 said staff did not, and 4 people gave a mixed response:

*“I think so. They’re always busy, but always able to oblige, you don’t feel they’re rushed”*

*“Not when they’re running late, they’re under pressure and that has an impact, it seems rushed”*

*“In terms of having enough time to ask questions, sometimes you do, sometimes not. I understand the pressures”*

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

When asked about waiting times, 9 patients said that there could be a wait but that that was not an issue for them, 5 had a more mixed response, 1 gave a positive response, and 1 less so. Comments included:

*“I accept that I may have to wait, it’s no one’s fault”*

*“They’re fixing me, so I’ll wait”*

One patient’s comment was about having to wait for patient transport:

*“They get me here way too early, and I have to wait after the appointment too”*

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

The average rating given by 19 people was 4.7 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 Clatterbridge Cancer Centre met their needs in terms of equality. In response, 6 people said the hospital met their needs very well or very good, 5 said it was OK, 3 people said their needs were met ‘fine’ or ‘good’, and 1 said all needs were met. For 5 people no response was recorded.

### Any further comments?

When asked if they had any further comments, 12 people chose to say something more, including 5 positive comments about the staff, 2 about the treatment received, and individual comments about the facilities, service, the location and the fact that parking was free:

*“Can’t believe how clever they are. Cancer isn’t nice but they pull you through it. They make you relaxed, you can have a laugh and a joke while you’re getting treatment. It’s the staff’s calling”*

*“The facilities are great, and the people who work here are fine”*



The only less positive comment was about the distance to the car park:

*“One thing is there could be more parking in the car park just outside. It’s closer by, otherwise you have to use the multi-storey which is further away”*

## Overall Conclusion

Most patients that we spoke to during the Listening Events at both the Royal Liverpool and Aintree sites were very positive about their experiences at the Clatterbridge Cancer Clinics, especially about the staff and the care provided. Patients on both sites, though more so at the Royal, said that it was more convenient not having to travel to the Wirral for treatment.

**Most patients that we spoke to ... were very positive about their experiences at the Clatterbridge Cancer Clinics, especially about the staff and the care provided.**

Though overall it was clear that most patients appreciated the work done by Clatterbridge Cancer Centre, some suggestions were made for improvements. This included comments made by some patients about the environment at both sites, as well as parking facilities.

When asked if staff had enough time for them and other patients, a majority of patients said that they felt that staff did have enough time. However, several patients felt that staff were under some pressure; this was mentioned more by patients on the Royal site compared to the clinic on the Aintree site. The perception that staff are under pressure is not unique to Clatterbridge Cancer Centre, as similar feedback has been received at every hospital trust where Healthwatch Liverpool has carried out a listening event this year.

Waiting times at appointments were mentioned more at the clinic on the Aintree site compared to the Royal’s; however most patients said that even if there was a wait, this was not really an issue for them.

The ‘star rating received was the same at both sites, at 4.7 out of 5; a clear reflection of the mostly positive feedback we received on both visits. 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 Clatterbridge Cancer Centre clinics in 2019.

## APPENDIX I - Listening Event Questionnaire

**Clatterbridge Clinics Listening Event  
22 March & 12 April 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 the Clatterbridge Clinics?

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

Please turn over

**8. Please rate the service here at the Clatterbridge Clinics overall:**



**9. 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 from Royal Liverpool Hospital site:

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

16 - 24	0
25 - 49	5
50 - 64	7
65 - 79	5
80+	2
Prefer not to say / not stated	3

Yes	10
No	9
Prefer not to say / not stated	3

Yes	10
No	5
Prefer not to say / not stated	6

Heterosexual	15
Lesbian	1
Gay	0
Bisexual	0
Prefer not to say/ not stated	6

Catholic	5
Christian	1
Christian / spirituality	1
Church of England	2
Prefer not to say/ not stated	1

Carer	0
Full-time education	0
Full-time work	3
Part-time work	0
Retired	7
Self-employed	0
Unable to work	4
Unemployed	4
Other	0
Prefer not to say/ not stated	4

Asian	1
British	3
English	1
White	1
White British	9
White British / Other	1
White other	1
Prefer not to say/ not stated	5

Woman	15
Man	3
Prefer not to say/ not stated	4

Yes	15
No	0
Prefer not to say/ not stated	7

## APPENDIX III - Equality and Diversity data from Aintree Hospital site:

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

16 - 24	0
25 - 49	5
50 - 64	4
65 - 79	8
80+	1
Prefer not to say / not stated	2

Yes	7
No	11
Prefer not to say / not stated	2

Yes	7
No	9
Prefer not to say / not stated	4

Heterosexual	17
Lesbian	0
Gay	0
Bisexual	0
Prefer not to say/ not stated	3

Catholic	3
Church of England	3
Prefer not to say/ not stated	1

Carer	0
Full-time education	0
Full-time work	3
Part-time work	2
Retired	8
Self-employed	0
Unable to work	5
Unemployed	0
Other	0
Prefer not to say/ not stated	2

British	1
English	3
White British	12
White UK	1
Prefer not to say/ not stated	3

Woman	12
Man	6
Prefer not to say/ not stated	2

Yes	18
No	0
Prefer not to say/ not stated	2