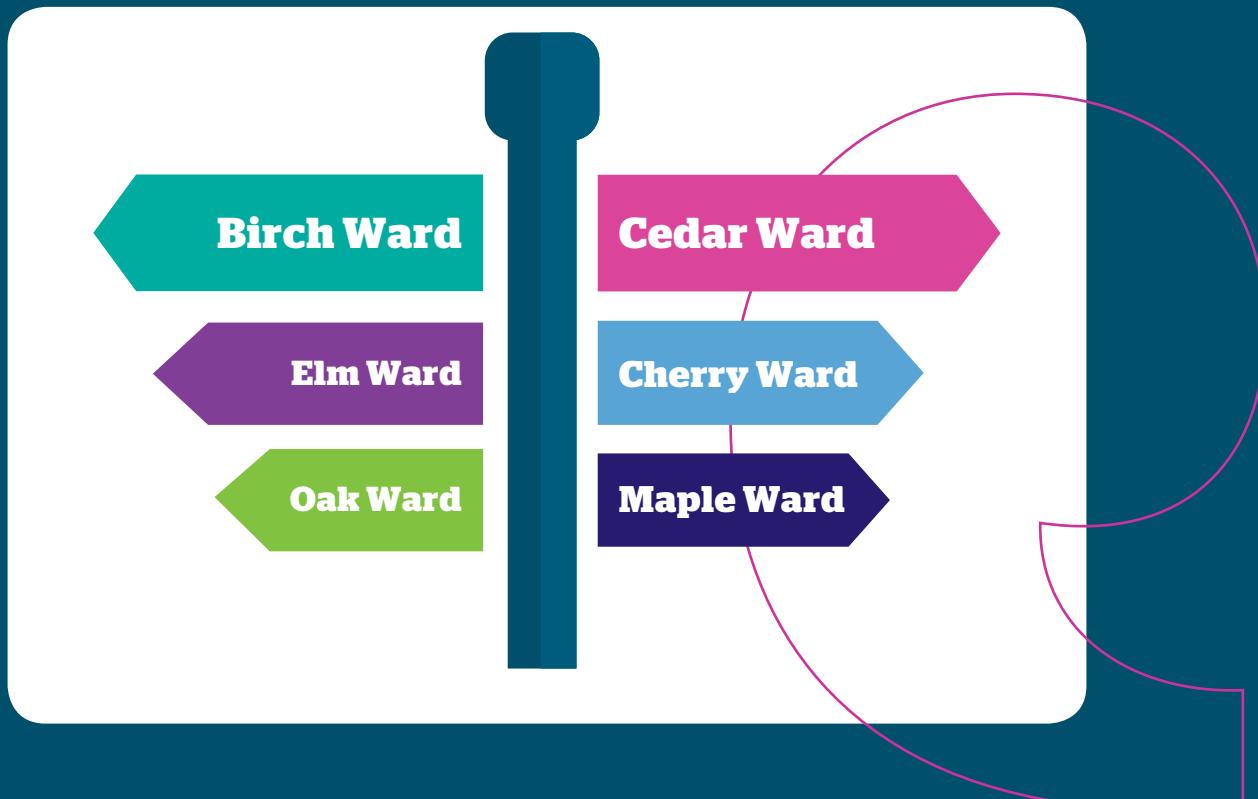


# healthwatch Liverpool

## Liverpool Heart and Chest Hospital

### Listening Event Report

20 June 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>10</b>
<b>About Healthwatch Liverpool.....</b>	<b>11</b>
<b>Appendix A - Survey Questionnaire.....</b>	<b>12</b>
<b>Appendix B - Equality and Diversity Data.....</b>	<b>14</b>

# Introduction

On 20 June 2019 we held our annual Listening Event at Liverpool Heart and Chest 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.

The event was attended by staff and volunteers from Healthwatch Liverpool.

Between the staff and volunteers 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:

- Birch Ward
- Cedar Ward
- Cherry Ward
- Elm Ward
- Maple Ward
- Oak Ward
- Various outpatient areas

We completed surveys with a total of 63 people as follows:

- 56 patients – 34 inpatients and 22 outpatients
- 7 visitors – 2 in inpatient areas and 5 in outpatient areas

Here's what we found.



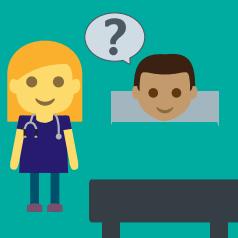
# Key findings

Of the 63 people we spoke to and who answered the relevant questions:

**48%** made positive comments about the caring and friendly approach of the staff



**90%** felt they had been given enough information about their treatment



**64%** felt that the hospital was accessible



**76%** felt that staff had enough time to care for them and other patients

**94%** would give the Heart and Chest Hospital a 4 or 5 star rating with an average rating of 4.85 stars out of 5



# Survey Results

## What do you think is good about Liverpool Heart and Chest 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 all of the people we spoke to.

This feedback has been analysed and the following themes identified:

### Staff

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

 "The staff care, they're very attentive. And they take people's fears into account." 

 "The staff are really nice and look after you." 

 "The staff are absolutely amazing." 

### Care

16 people made positive comments about the amount of care they had received.

 "Patient care is excellent." 

 "The care is 100%. Also the after-care." 

 "They've looked after me all the time." 

### Food

Eight people made positive comments about the food.

 "The food is nice, they ask if you've got dietary requirements, you get a choice." 

 "The food is good." 

### Cleanliness

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

 "It's really clean." 

 "Nice and clean." 

## 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 all of the people we spoke to.

This feedback has been analysed and the following themes identified:

### Nothing

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

 **"Nothing. I've never had any problems."** 

 **"Nothing in my experience."** 

### Parking

Six people made comments that they weren't happy with car parking.

 **"Car parking is expensive."** 

 **"Parking costs are too high."** 

 **"Parking is the only thing, it's chronic at times."** 

### Waiting times

Four people made comments about waiting times. One comment related to waiting times for an admission and three comments were about waiting times at outpatient appointments.

 **"The waiting times."** 

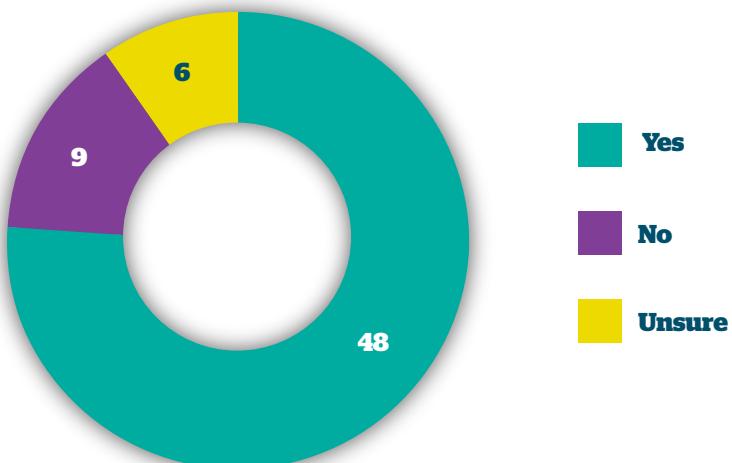
 **"It is the waiting times for the beds...It is hard waiting when you are ill that whole time. I know they don't have enough beds and they can't always tell when one is going to be free."** 

## 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 using options for yes, no or unsure. We also included a free text box to capture any additional comments. This question was answered by all of the people we spoke to.

The results are as follows:

**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)?**



Of the people who answered yes to this question, some of their additional comments include:

“They do, nothing is too much for them.”

“They always have time to sit with you.”

“I think they make time for everyone.”

Of the people who answered no to this question, some of their additional comments include:

“There’s a shortage of staff.”

“They don’t have enough time and are very busy.”

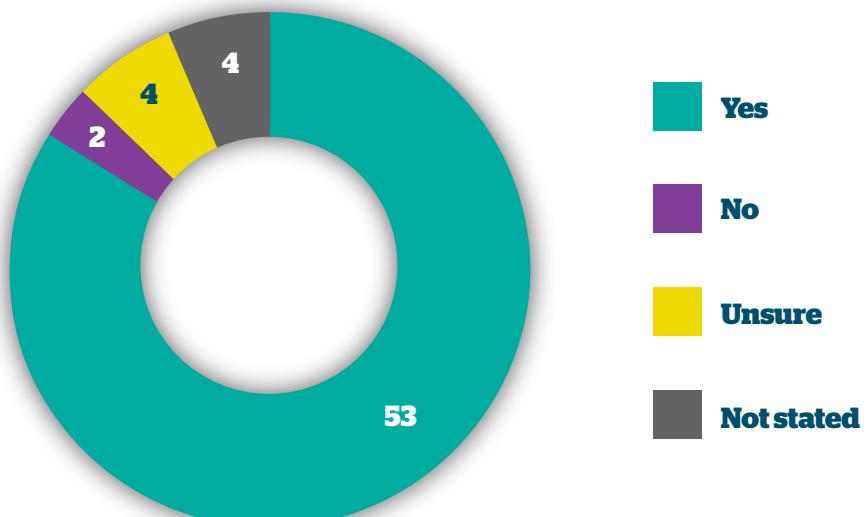
“They’re all busy.”

## 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 using options for yes, no or unsure. We also included a free text box to capture any additional comments. This question was answered by 59 out of the 63 people we spoke to in total.

The results are as follows:

### Have you been given enough information about your treatment by the hospital?



Of the people who answered yes to this question, some of their additional comments include:

- “I have lots of information about my treatment and I feel confident to ask if I’ve got questions.”***
- “I’m always kept informed and get pamphlets.”***
- “They’ve gone through the procedure and what’s going to happen.”***

Of the people who answered no to this question, there was only one additional comment as follows:

- “Not yet as I haven’t seen the specialist yet.”***

## 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 61 out of the 63 people we spoke to in total.

Of the 61 comments received, 39 people clearly stated that there weren't any issues related to accessibility. Some of their comments include:

**"It's well signposted."**

**"There are maps everywhere."**

**"It's easy to get around."**

Of those who highlighted issues with accessibility, the issues raised include, amongst others, the site being spread out and involving a lot of walking (five people), a complicated or confusing layout of the site (five people), car parking (three people) and a lack of signage (two people).

## Please rate the service here at Liverpool Heart and Chest Hospital overall

We asked everyone to give the hospital a rating from 1 to 5 stars. This question was answered by 61 out of the 63 people we spoke to in total.



- 59 people gave a rating of either 4 or 5 stars with a mean rating of 4.85 out of 5.
- Two people gave a rating of 3 stars.
- Nobody gave a rating of 2 or 1 stars.

The two people who gave a score of 3 (the lowest score received) were outpatients and both had given negative feedback about the car parking.

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

These comments followed a lot of the themes highlighted in earlier questions. This includes 12 positive comments about the staff.

**"I would like to express my gratitude to staff in the hospital for the excellent work they do."**

**"The staff are very friendly."**

Three people made positive comments about the food.

**"The food is amazing!"**

Three people made negative comments about certain aspects of their experience. This includes one comment about accessibility, one comment about waiting times for admission and one comment about the self check in for outpatients being slow.

## Conclusions

Liverpool Heart and Chest Hospital received a great deal of positive feedback from both patients and visitors at our Listening Event this year. 94% 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, care and food.

Although there were not many negative comments, some of the people we spoke to did express dissatisfaction with car parking, and a few people mentioned 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, a minority of 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 the size and layout of the site.

We have provided the hospital with an anonymised version of the feedback that we captured. 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 Liverpool Heart and Chest Hospital over the forthcoming year and we will carry out a further Listening Event in 2020.

# 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

## Liverpool Heart and Chest Hospital Listening Event 20 June 2019



1. Are you:  a Patient  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 Liverpool Heart and Chest 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)?

Yes  No  Unsure **Comments:**

7. Have you been given enough information about your treatment by the hospital?

Yes  No  Unsure **Comments:**

Please turn over

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

**9. Please rate the service here at Liverpool Heart and Chest Hospital 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 /  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

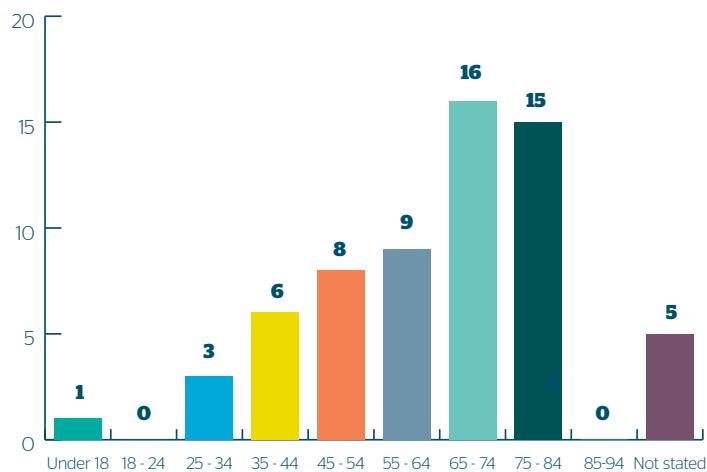
How well does the hospital meet your needs in terms of equality?

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

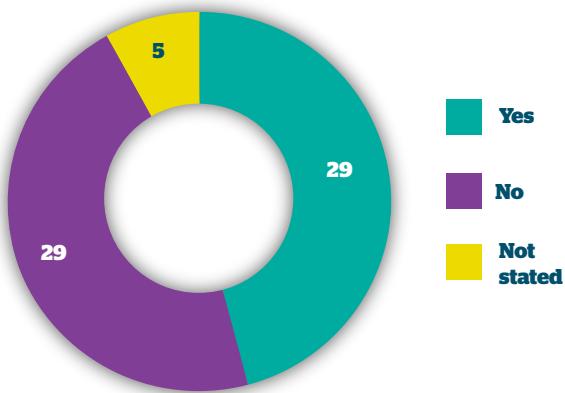
## Appendix B - Equality and Diversity Data

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.

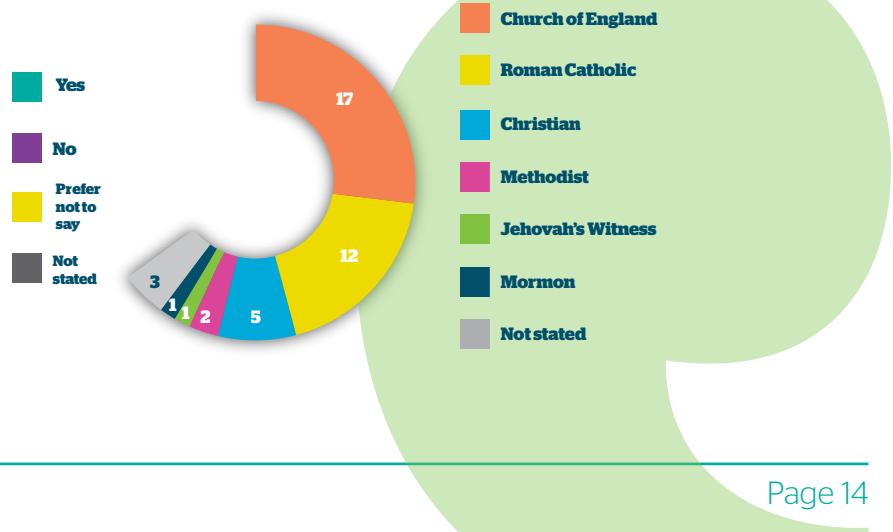
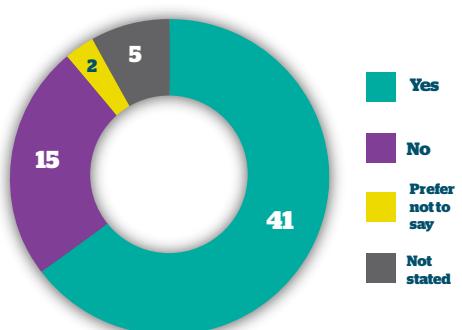
### Age



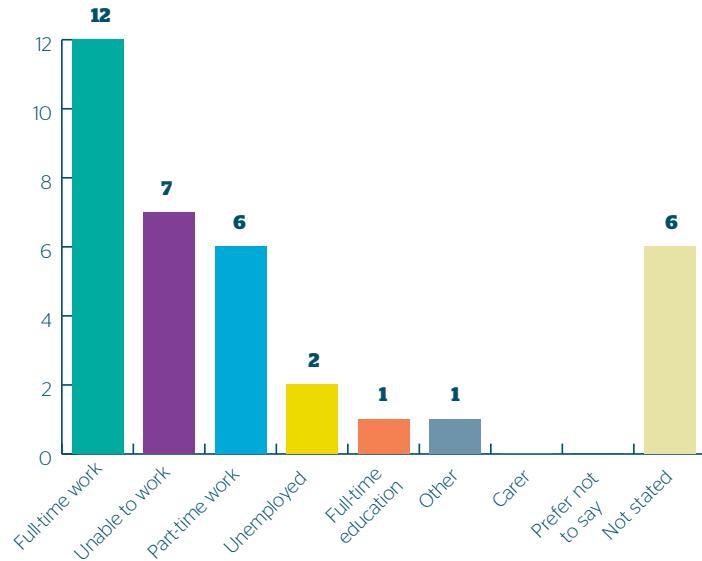
### Do you consider yourself to have a disability?



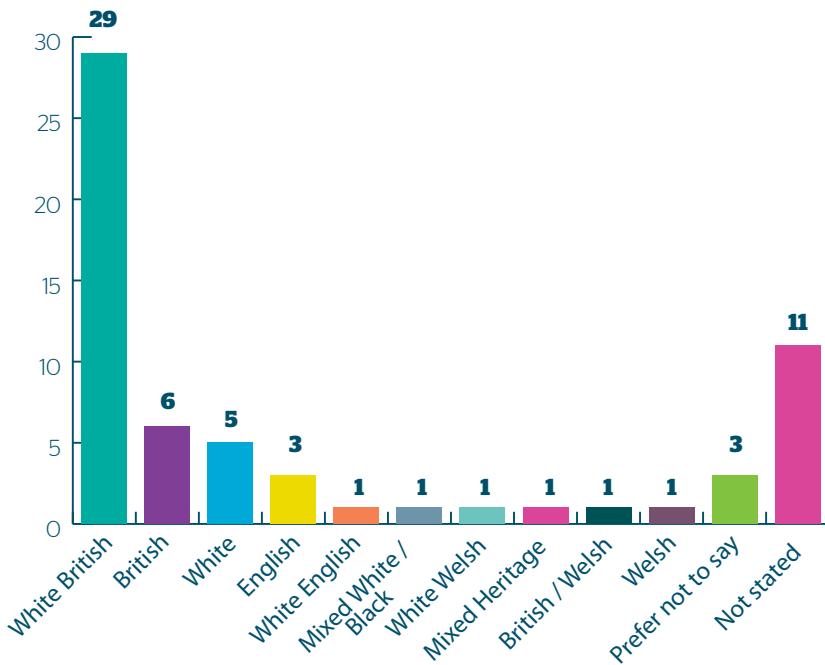
### Do you consider yourself to have a religion or belief?



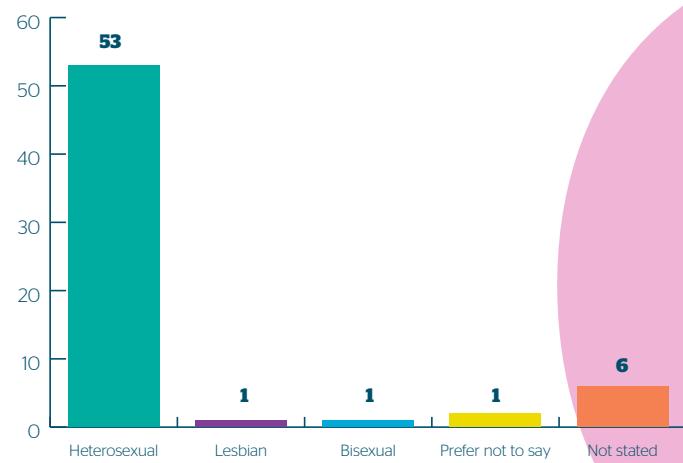
## Which best describes your situation?



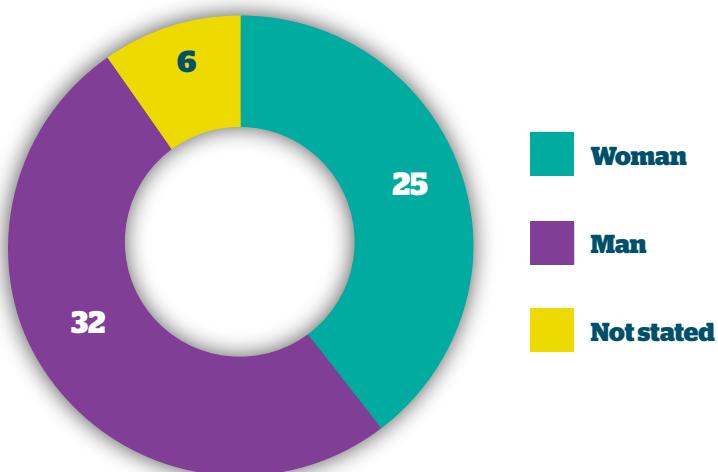
## How would you describe your race or ethnicity?



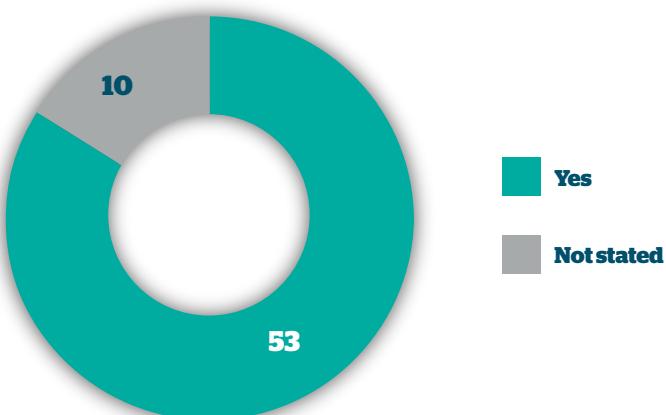
## How would you describe your sexual orientation?



## 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. This question was answered by 54 out of the 63 people we spoke to in total. Nobody raised any issues regarding their needs being met in terms of equality. Some of the comments we received are as follows:

-  “Everybody is treated the same.”
-  “Yeah fine, no concerns.”
-  “Very well.”

