

healthwatch

Liverpool

Liverpool Heart and Chest Hospital NHS Foundation Trust Listening Event Report

21 June 2018

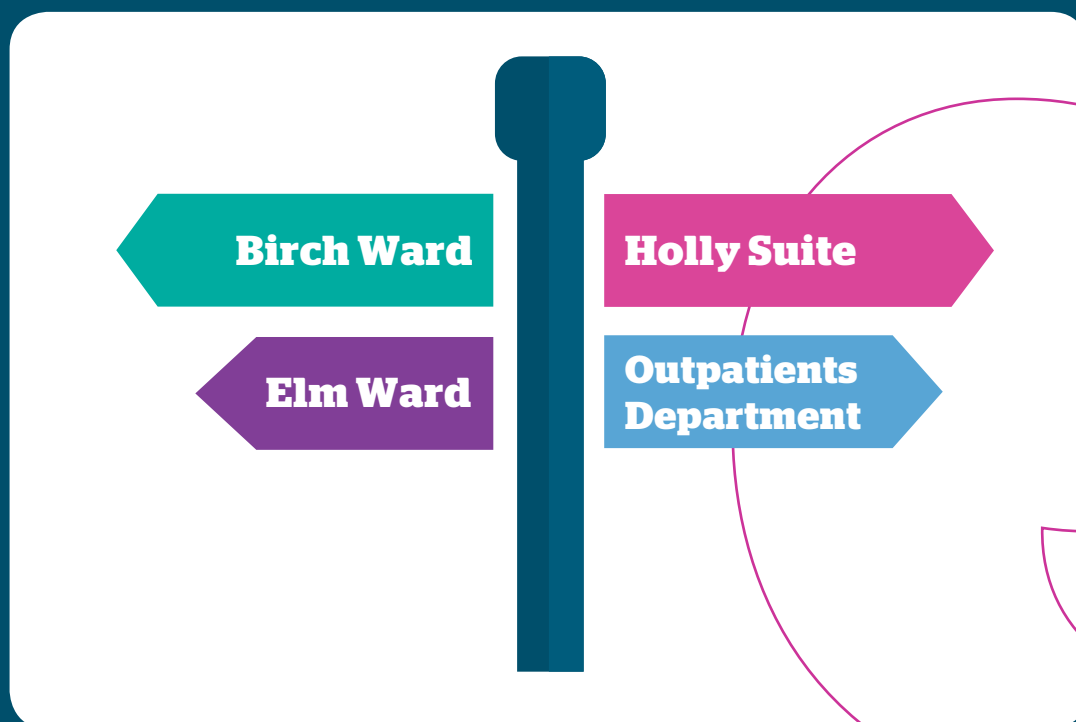
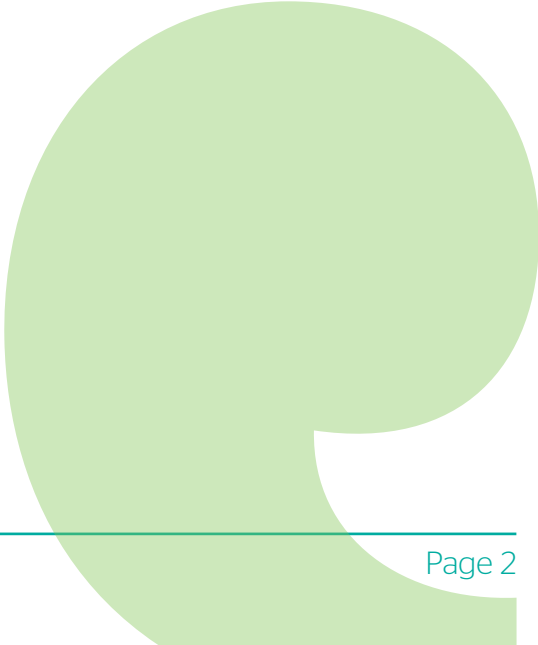


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Introduction

On Thursday 21 June 2018 we carried out a 'Listening Event' at the Liverpool Heart and Chest Hospital (LHCH) to gather patient and visitor feedback.

The aim was to get as much independent patient and visitor feedback as possible between 10am and 4pm on wards and in outpatient areas of the hospital. Healthwatch Liverpool would like to thank LHCH 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 Liverpool Heart and Chest 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)?
- Have you been given enough information about your treatment by the hospital?
- How accessible do you think the hospital is in terms of getting around?
- 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 to 66 people altogether: 61 patients, 4 visitors and 1 member of staff.

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 LHCH 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.

Highlights

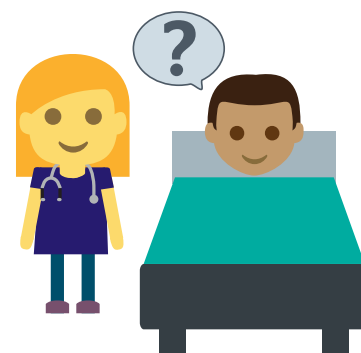


An average overall rating of 4.7 out of 5 stars



The most positive feedback was about the staff and the care and treatment provided

A large majority of patients said that staff had enough time for them, and that they had been given enough information by the hospital.



Feedback about the accessibility to, and getting around in the hospital was a bit more mixed

There were some suggestions for improvements to the outpatients department, which were fed back to the hospital on the day of our visit.

What people told us at Liverpool Heart and Chest Hospital

The patients we spoke to included 19 inpatients and 1 visitor on Birch ward; 2 patients, 1 visitor and a member of staff at the Holly suite, and 5 patients on Elm ward. We also spoke to 35 patients and 2 visitors or relatives in the outpatients department, attending appointments at a variety of outpatient clinics.

Patients come from a wide range of local authority areas to seek treatment at the Heart and Chest hospital. We spoke to 15 patients from within Liverpool local authority boundaries, 9 from Sefton, 8 from the Wirral, 6 from Warrington, 5 each from St Helens and Halton, 4 from Cheshire West and Chester and North Wales, 3 from Knowsley, and 1 each from Lancashire, Trafford and Yorkshire. For 2 patients this information was 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 LHCH, most of the feedback received was positive.

The topic mentioned most was staff and staff attitude, mentioned positively by 30 patients. Feedback included:

- "The staff are excellent. As soon as you press the buzzer, they're here"*
- "The staff here have been fantastic, from the cleaners to the doctors"*
- "The staff are extra friendly and professional"*

Twenty-five people said everything was good. When patients said 'everything', we did ask if there was anything specific that people thought was good, but not everyone had an answer. Comments included:

- "Everything is good. I couldn't fault it, it's all very nice"*
- "Everything is good about the hospital. It's magnificent!"*
- "Everything is good. I've never had a bad word to say about the hospital"*

Next, the care and treatment received was mentioned positively by 22 patients. A further 9 people mentioned that the service was quick and/or efficient. Comments included:

- "I'm getting the right treatment and it's reassuring to be here"*
- "The way they look after you is great"*
- "It's a marvellous, miraculous hospital. I came here on the Wednesday, and now I'm like this, I'm OK now, just waiting for discharge. They want to make sure that you're well enough, that it's all working perfectly".*

A further 10 patients commented on the hospital's cleanliness, and 9 patients mentioned they had been given enough and/or clear information and explanations:

"The hospital is very clean"

"I've not found anything bad, the cleanliness (..), the information I have been given"

"I had my angiogram on Monday and they told me everything"

Further positive comments were made about the food, which was mentioned by 5 people, including:

"I'm dairy intolerant but they have catered for that"

Other positive comments included 3 about waiting times, 2 about the facilities, and individual comments about a variety of topics including after-care, the signage, and reminder texts being sent:

"The speed of being seen, never wait long"

"The reminder text messages are good"

When asked if there was anything that could be improved, 32 respondents said there was nothing that they could think of, or that could be improved.

We are aware that there is very little that the hospital can do about parking provision as the hospital site and building is shared with another Trust. However there were 4 comments about improving parking facilities, including for motorbikes as mentioned by 1 person, and 3 additional comments about the availability of parking spaces for people with a disability:

"Parking is difficult (...). There could be a drop-off nearer to the entrance"

"Disabled parking could be better"

There were several suggestions for improvement in the outpatients department waiting area, including from 4 people who mentioned that the system to call people in to their appointments needed to be improved. We mentioned this to the hospital on the day. Staff told us that the television screens that were already up on the wall were due to be connected, and that patients' names would appear on the screens.

Comments included:

"At the moment they call out for people in the waiting room area. Maybe they should tell people to go to a specific zone in the waiting area, so that you're not just looking around every time a name is shouted out"

Further comments about the waiting area included 2 about increasing the number of seats, while 1 person mentioned they would like to have the televisions on while waiting. Other suggestions for improvement included information provided in pre-appointment letters, as mentioned by 4 people, and further individual suggestions about a variety of topics including diabetes care, waiting times and cancelled appointments:

"The outpatient waiting area is quite small and busy. It needs to have more seats"

"Sometimes the letters are not always clear what I need each time I come in for different appointments"

Other questions we asked

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 53 patients said that staff did have enough time for them, 2 people said staff didn't have enough time, and 5 patients gave a mixed response; while recognising that the staff did a great job, these patients did feel that the staff were under some pressure. Compared to other local hospitals where Healthwatch Liverpool has asked the same question, this is a positive result, as in most other hospitals a larger proportion of respondents felt that staff did not have enough time. Comments included:

"Yeah, they've got plenty of time for us patients. It's much better than in other hospitals. You get lots of care and attention"

"Yes, they get around everything. It's not a problem. All the nurses are lovely"

"Always. The staff never hurry you up"

"Yes, I've never felt rushed at the appointments"

"It varies. Sometimes it hots up for them, other times it slows down. There's enough staff on at night"

For 4 people no response was recorded, and 2 people did respond but commented on other topics instead.

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

A large majority of 53 people said they had had enough information. For 5 people no answer was recorded, 2 said the question did not apply to them, 2 were not sure, and 4 gave a mixed response. Comments included:

"Yes, they explain everything and let you ask questions"

"Oh God yes, in plain language, and if you don't understand the nurse will put it in plain English for you"

"Very much so. They've kept me up to speed. I've been copied in to all the letters and I can ask questions"

"The doctor is very good, tells you everything they are going to do and advises you"

"It is a bit of a black hole with information, I only have my letter, that doesn't tell me what I should be doing in the meantime"

How accessible do you think the hospital is in terms of getting around:

Comments received were not just about getting around the hospital itself, but also about getting to and from the hospital and the parking facilities. 33 people gave a positive response, including:

"Dead easy. It's big but it's all marked, and you can always ask staff"

“Very accessible, very well signposted and there are always people around if you need help”

Feedback from 10 people was more mixed, including:

“It’s pretty well signposted but can be confusing at times”

Less positive feedback was left by 9 people, including:

“The signage could be improved and the maps need to be clearer. I’ve got lost twice here. It’s easy to get confused between the two main entrances. I once waited for half an hour for a taxi at the wrong main entrance”

In addition, 8 people said they were not sure or didn’t know. This included 6 patients on Birch Ward who had not been off the ward. A further 6 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 61 people was a high 4.7 stars out of a maximum of 5



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, 7 patients said the hospital met their needs excellently in terms of equality, 3 said it was perfect or 100%, 5 said it was good, 4 said they were met absolutely or very well, and 1 person said their needs were met ‘OK’. A further 4 people said there were no issues, and 6 people just said yes, their needs were met. For 28 people no response was recorded, and 1 person said they didn’t know. Finally, 1 patient said that men and women were separated and that people from a mix of backgrounds looked after them, but did not say how well their own needs were met.

Finally, 5 people said that people were treated the same and/or that they had not experienced any discrimination. Comments included:

“Can’t fault it; everybody is treated the same”

“Not had any experience of not being treated equal”.

“They are excellent, because of my beliefs and my blood disorder. They have been very accommodating and I always feel respected. It is important especially as it is an integral part of you, your being”

Any further comments?

When asked if they had any further comments, 40 out of 66 respondents chose to say something more about the hospital. The staff was mentioned positively again by 11 people:

“One of the nurses put me right at ease when I came in, that was really good”

The hospital overall was mentioned positively by 10 people, including:

“They should be very proud of all its achievements, and I’m sure they’ll keep improving”

There were 5 positive comments about the food and catering facilities:

“You can eat the food! It’s so much better than others, this way I can eat it”

The care received and cleanliness were mentioned positively by 4 people each:

“They’ve looked after me well. I’m still here!”

“The cleanliness is excellent. The beds are changed near enough every day, they don’t have to but they do”

Some further comments mentioned areas for improvement, including 2 about how patients are called in to their appointments in the Outpatients department, 2 comments about the distance to the main entrance from the bus or car park, and 2 about parking:

“Sometimes can’t hear names. If they had a microphone that’d be good”

“Parking space was hard to find”

Conclusion

Most of the patients that we spoke to during the Listening Event were very positive about their experiences at Liverpool Heart and Chest Hospital, especially about the staff and the care and treatment provided.

Most of the patients that we spoke to during the Listening Event were very positive about their experiences at Liverpool Heart and Chest Hospital, especially about the staff and the care and treatment provided.

When asked, a large majority of patients said that staff had enough time for them, and that they had been given enough information about their treatment. Most of the respondents said that the hospital was accessible, although there was some more mixed feedback in response to this question too.

While most patients strongly expressed their appreciation for the staff and services at LHCH, some suggestions were also made for improvements. This included comments and suggestions for improving the way that patients are called in to their appointments in the outpatients department, which was fed back informally to the hospital on the day of the visit.

We aim to carry out a Listening Event at each local hospital every year, and look forward to carrying out another Listening Event at Liverpool Heart and Chest Hospital in 2019.

APPENDIX I - Listening Event Questionnaire

**Liverpool Heart and Chest Hospital
Listening Event
21 June 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 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)?

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?

9. Please rate the service here at Liverpool Heart and Chest 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	2
25 - 49	5
50 - 64	15
65 - 79	24
80+	10
Prefer not to say / not stated	10

Do you consider yourself to have a Disability?

Yes	18
No	37
Prefer not to say / not stated	11

Do you have a Religion or belief?

Yes	36
No	20
Prefer not to say / not stated	10

If yes, which?

Catholic	3
Non-practicing Catholic	1
Christian	6
Church of England	14
Jehovah's Witness	1
Methodist	1
Muslim	1
My own	1
Protestant	1
Roman Catholic	4
Roman Catholic (semi-practicing)	1
Prefer not to say/ not stated	2

Which best describes your Situation?

Carer	1
Full-time education	0
Full-time work	12
Part-time work	1
Retired	37
Self-employed	0
Unable to work	2
Unemployed	3
Other	0
Prefer not to say/ not stated	10

How would you describe your Sexual Orientation?

Heterosexual	55
Lesbian	1
Gay	0
Bisexual	0
Prefer not to say/ not stated	11

How would you describe your Race / Ethnicity?

British	6
British Indian	1
English	4
Mediterranean	1
Southern African	1
Welsh	1
White	3
White British	31
White English	4
White English Anglo-Saxon	1
White Irish	1
White Scottish	1
White / British / Scottish	1
Prefer not to say/ not stated	10

Which of the following describes how you think of yourself?

Woman	18
Man	38
Prefer not to say/ not stated	10

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

Yes	53
No	0
Prefer not to say/ not stated	13