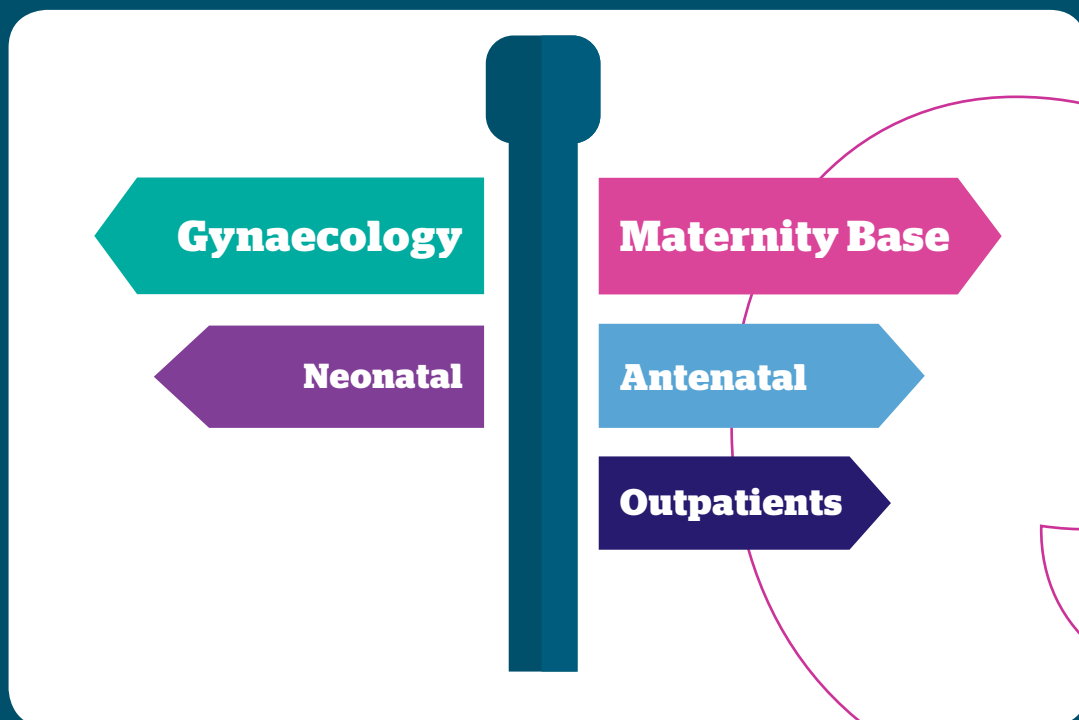


# healthwatch

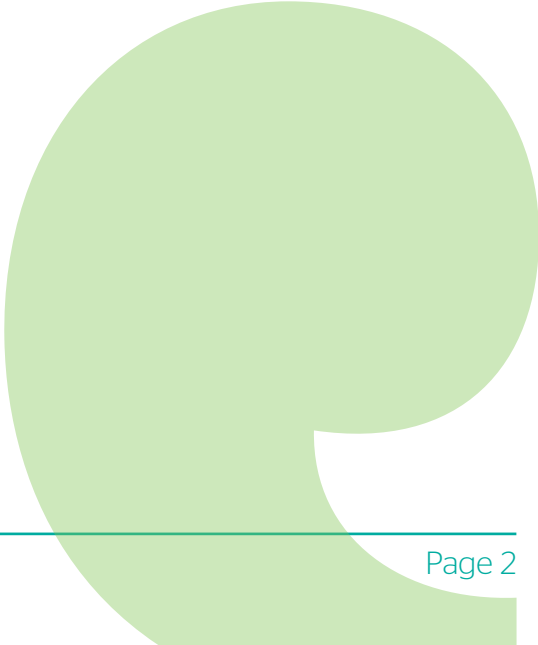
Liverpool

## Liverpool Women's Hospital Listening Event Report 19 March 2019



# Table of Contents

<b>Introduction</b> .....	<b>3</b>
<b>Key findings</b> .....	<b>4</b>
<b>Analysis of responses</b> .....	<b>7</b>
<b>Conclusions</b> .....	<b>11</b>
<b>About Healthwatch Liverpool</b> .....	<b>12</b>
<b>Appendix A - Survey Questionnaire</b> .....	<b>13</b>
<b>Appendix B - Equality and Diversity Data</b> .....	<b>15</b>



## Introduction

On 19th March 2019 we held our annual Listening Event at the Liverpool Women's 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.

Four members of staff and three Volunteers from Healthwatch Liverpool attended the event.

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 wards in the hospital:

- Outpatients (Imaging and Gynaecology department)
- Maternity Base
- Gynaecology Ward
- Neonatal Ward
- Antenatal Clinic

We conducted surveys with a total of 55 people as follows:

- 45 patients (16 from Out Patients; 7 from Maternity Base; 7 from Gynaecology Ward; 5 from Neonatal Ward; 10 from Antenatal Clinic)
- 2 visitors (1 from Outpatients and 1 from Antenatal Clinic)
- 6 Parents of babies in care on the Neonatal ward
- 1 carer in the Outpatients
- 1 Staff member on the Neonatal ward



9 of the patients were called to appointments and so were unable to fully complete the survey.

Here's what we found.

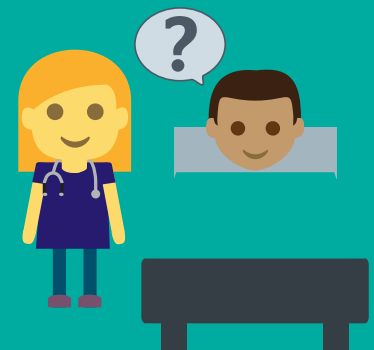
# Key findings

Of the 55 people we spoke to and who answered the relevant questions:

**93%** would give Liverpool Women's Hospital a 4 or 5 star rating with an average rating of 4.43 stars out of 5



**89%** felt they had been kept involved in decisions or discussions around their treatment



**83%** felt that staff had enough time to care for them and other patients

**90%** said they had been given enough information about their treatment by the hospital



## Our findings

We asked people to describe what they thought was good about the hospital and what they would like to see improved. We captured their feedback in a free text box on the survey. These questions were answered by almost all 55 respondents and themes emerged that were also reflected in the other questions.

Overall, the hospital was commonly described as clean and friendly. A number of respondents compared it favourably to other hospitals they knew of or had previously received care at.

***"I have previous experience of maternity care from friends down in London - the Women's Hospital is much better than these previous experiences. Much friendlier, cleaner, and better equipped than other hospitals. It's very well designed and organised. The staff are excellent."***

Although some reported the hospital to be a bit difficult to navigate, the staff and volunteers were described as being very helpful in directing people to where they had to go. Certain aspects of how the hospital was laid out were appreciated.

For example, the fact that the neonate departments are separated based on the severity of care needs was seen as helpful for parents to gauge their baby's stage of recovery or progress.

***"The baby units are good, I had my girl in Whiston and they only have intensive care ward and normal ward, here they have 3 different wards, so it is easier here to know where you stand and how close you are to being able to take your baby home. In Whiston you just didn't know, here you know when you are ready to come home."***

This was perhaps less helpful for those who have twins, however it seems that the staff manage this well with the parents:

***"Staff are really friendly and will go above and beyond. We have twin boys, one of whom is low dependency and one high dependency, so they stay in separate wards. Staff are really helpful in accommodating this. They always take the time to encourage me every day to take my son down to high dependency to spend some time bonding with his brother. We can't be at the ward rounds for both babies, so the nurses take a list of questions from me for one of the babies and ask the doctor at the ward rounds on my behalf, then they feed back to me."***

The staff were repeatedly referred to as friendly and supportive, and patients expressed their gratitude for the staff when they had been what they felt was 'above and beyond' accommodating and compassionate:

***"They have been amazing, and have provided all the support needed for a complicated pregnancy. I have had five miscarriages in the past, and now pregnant with twins, and have had to see specialists from the Foetal Medicine Unit for that. Everyone has been amazing and understanding and compassionate."***

***"We are also from quite far away, so the hospital have arranged for us to stay in accommodation close by so that we can be with our babies."***

***"Care is brilliant. Staff amazing. Staff go above and beyond. Honeysuckle team brilliant! I had twins, lost one of the twins and the team arranged the funeral."***

As mentioned, many respondents reported that they sometimes found the hospital confusing to find their way around. It was apparent that volunteers and those whose role it is to help people at the entrances (such as self-check in) and direct people were particularly appreciated. Some were especially impressed with this as they are aware the pressure the NHS is under in terms of staffing levels.

***"The people directing us, supporting us and showing us around and where to go. I have never had a negative experience with the hospital."***

***"Well, being met by two people at the entrance straight away, I know the NHS is under pressure and they do what they can, so it is good I was met by people at the entrance."***

One carer also valued how the staff directing her and the person she cared for (the patient) interacted with them:

***"Oh I think so, yes yes, they are very helpful, it's like a maze coming in here but you are shown where to go. And they actually spoke to XXX [patient the respondent is caring for] which was nice as she is normally ignored and they just speak to me. I do moan and complain and fight in her corner so if there was something wrong I would say. She can't retain information very well, so it is a lot of pressure for me."***

When it came to suggesting improvements, issues such as the following were discussed: shorter waiting times; fewer cancellations of appointments and better systems for booking them; extending the visiting hours; and improving the car park facilities.

***"The appointments, sometimes we call them and they don't answer, it is not their own fault it is because they have so many cases to handle, so sometimes when we wait here they see us late. Especially in the gynae emergency, I have been many times and there are very very long waiting times."***

***"It's really difficult to get through on the phone to the switchboard and direct line. Care under 20 weeks is poor."***

***"Increase visiting hours, family members can only visit between 2-4pm."***

***"Better system for testing - you are back and forward, can have initial test, be sent away, come back then be triaged and wait hours. Switchboard number was just ringing out when I called in an emergency. Later, once I was in the system, I was given a different number."***

***"The car park is a nightmare, you not only need more parking but the signage is not good. When you come to the entrance there is no sign saying there are no more spaces, so this morning there was a massive queue and people were having to do U-turns and turn back. If I came more often I would find it a nightmare."***

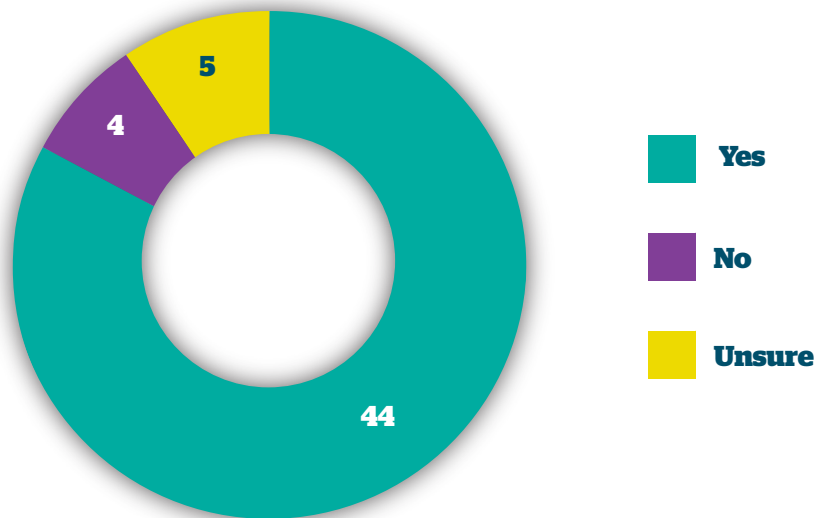
One patient that had been in the hospital for a longer period of time felt that things could be improved to better accommodate people in their situation:

***"I've come from the Isle of Man and I'll be in for a week. There's nowhere to hang or store clothes if you're going to be in for a week or so. A hairdryer would be helpful. Access to privacy - one patient has been talking on her phone for hours. Not to be woken up so early."***

# Analysis of responses

## Staffing levels

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



While most felt that there were enough staff and many commented on how attentive and helpful staff had been, some did feel there was not enough staff at night time, while others felt it depended on the ward or department.

*“Plus more doctors at night, not many doctors available after 8pm”*

*“Staff definitely have more time in the day. At night, it depends which ward you’re on - Jeffcoate Ward has minimal staff”.*

*“Up here it is different, in the intensive ward you have a nurse 1-1 and in the high dependency you have two nurses that come over and see if you are ok all the time. Here they only come if you call them or need them. The night staff have less visitors so they have more time for you.” (Neonates low dependency ward)*

*“They do on the ward. But not in the early pregnancy unit, it’s very busy, they need more doctors. There was only 1 doctor, she wasn’t sure what to do with me. She left me waiting for 3 hours when she’d said she’d be back in half an hour.” (Gynaecology ward)*

*“They do at antenatal clinics/community and outpatients. But on the wards they are short staffed. Sometimes you stay longer than is necessary.” (Antenatal clinic)*

Some felt that although there was less staff at night this was when they were less busy and had more time for them:

*“Really good experience of this overnight when there are less patients to see. Nothing is too much trouble for the staff” (Antenatal clinic)*

*"Staff have enough time, even more so at night, as there are fewer patients and staff are less busy so have more time for you."*

Others felt differently:

*"Staff are very busy, especially at night you can hear them running up and down all the time, but it never feels like they don't have enough time for you. If I buzz, they are always there quickly."*

Some described how they felt staffing pressures affected their care:

*"Sometimes if they're behind schedule they can be rushed. However, when in the neonatal unit they have more than enough time for you."*

*"They do rush and pressure you. It depends how busy they are. They sometimes discharge patients earlier than patients are comfortable with/before they feel ready. I am being discharged soon but feel that I need longer time to recover in hospital."*

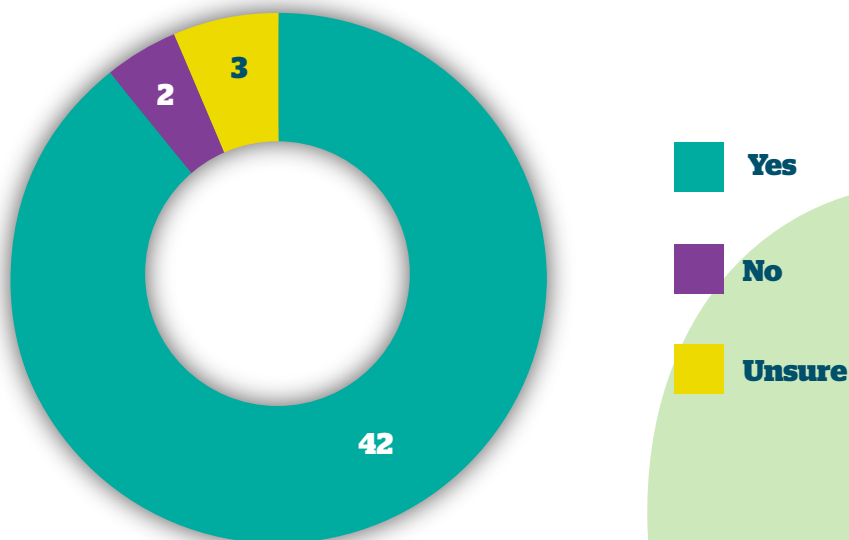
*"Rushed due to time constraints but always doing their best to provide the time they can to each patient."*

*"Have been here since Saturday, there's not been enough staff around the whole time. They do struggle more of a night, have had to wait a long time to be seen after buzzing."*

## Communication

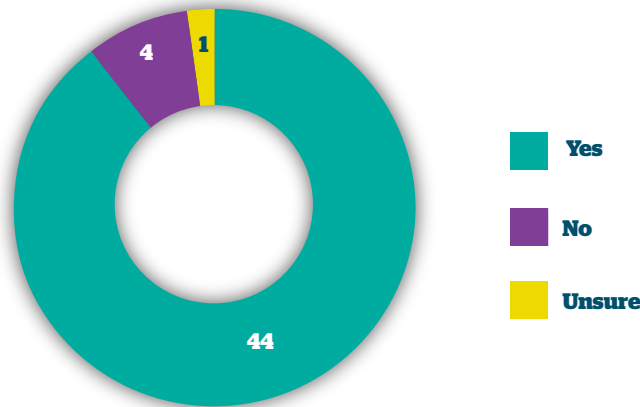
We asked people whether they felt they had been kept involved in decisions and discussions about their treatment and whether they had received enough information on the treatment. Of the 47-48 comments received, people gave a clear indication as to whether or not they felt this had been the case. The results are as follows:

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





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



There was a wide range of experiences reported around communication, with some people telling us about very positive experiences and others describing quite negative ones. For example:

***“Information has been comprehensive. Found this better in Maternity than in my experience of other general health services (both in and outside the Women’s).”***

Compared to:

***“No they didn’t seem to have the knowledge or research on my situation”***

***“I have not had enough information regarding the possible cause of the problem, plan of action, timescale, and treatment options have not been discussed. I felt not all potential procedures were discussed or applied. I was just given a leaflet.” (Female referring to a miscarriage)***

While 89% felt they had been kept in discussions, and 90% felt they had been given enough information on their treatment, there were those that felt the communication between the hospital and patients required improvements:

***“I wasn’t informed that there would be a 2 hour wait between having one procedure and the next. There is a 2 hour wait, I would have liked to have been informed beforehand.”***

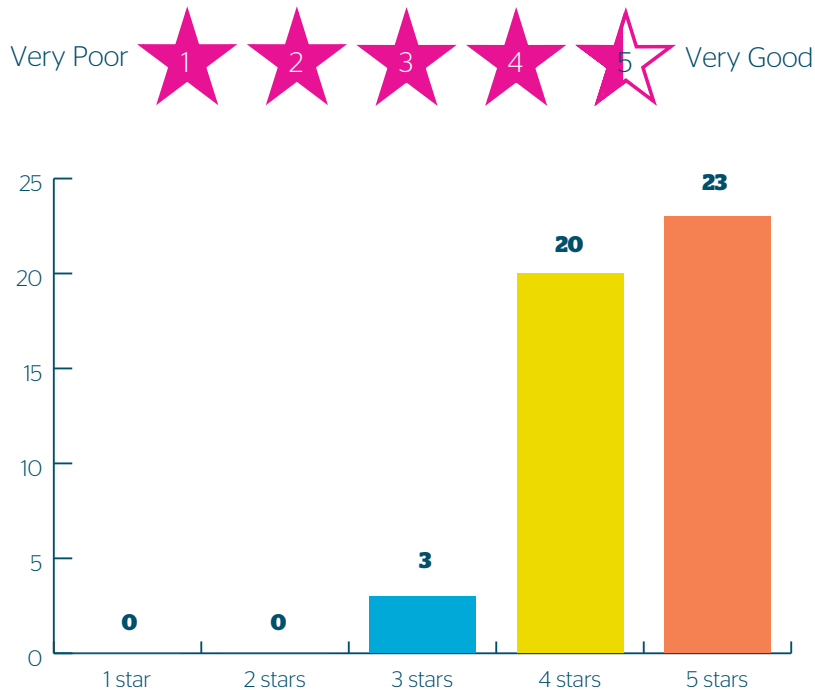
***“Sometimes I have not received appointment letters on time - I’ve got them after the appointment date”.***

***“I would like to receive information about my care or treatment in a more timely manner - e.g confirmation of tests or results. I would like to see better communication between nurse and patients.”***

***“We’ve often been given misinformation about when visiting times are - this is unfair as we travel to get here.”***

## How would you rate the overall service at the Women's Hospital?

We asked people to rate the overall service they had received from 1 to 5 stars, 1 star being Very Poor and 5 stars being Very Good. Of the 46 respondents, the majority of people gave the overall service a 4-5 star rating with a mean rating of 4.43 stars out of 5:



It is noteworthy that no one rated The Women's Hospital below 3 stars (OK) and that 93% of the people we spoke to said they felt the overall service was Good (43%) or Very Good (50%).

For those that gave the Trust a lower rating (3 star, OK) they felt the Trust had issues such as shortage of staff, needed to improve their communication (both in terms of content and in a more timely manner) especially with patients that have to be moved around frequently, and admin issues.

## Conclusions

Overall, people are happy with the service they receive from the hospital. People particularly appreciate the dedication of the staff and volunteers and are aware of the pressures the on the NHS in terms of staffing levels.

It is encouraging to see that the Trust is combatting issues such as the fact that the hospital can be hard to navigate in certain areas, by allocating staff or volunteers at points where they might be most needed (e.g. self-check in points at the entrance of the outpatients area). We hope that the Trust continues to be open to the feedback they receive from their patients and address issues raised.

Communication could be improved in certain areas, such as appointment letters being sent out in a more timely manner. There also seems to be a need for more consistency with the quantity and quality of information that is shared with patients, especially for those that have to see multiple staff members or are moved frequently.

We'd like to thank the Liverpool Women's Hospital for their co-operation and help in organising the listening event and we look forward to our continued engagement with the Trust.

# 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 Women's Hospital  
Listening Event  
19 March 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 the Women's Hospital?

5. What would you like to see improved?

6a. Do you feel that staff have enough time to spend with you and other patients?

Yes  No  Unsure **Comments:**

6b. Would you say this for both during the day and at night (if applicable)?

Yes  No  Unsure  Not applicable

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

Yes  No  Unsure **Comments:**

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

Yes  No  Unsure **Comments:**

**Please turn over**



**9. Could the hospital improve how they communicate with their patients (including written communication like letters, leaflets, text reminders)? If so, what could be improved?**

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

**11. Please rate the service here at the Women's Hospital overall:**



**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

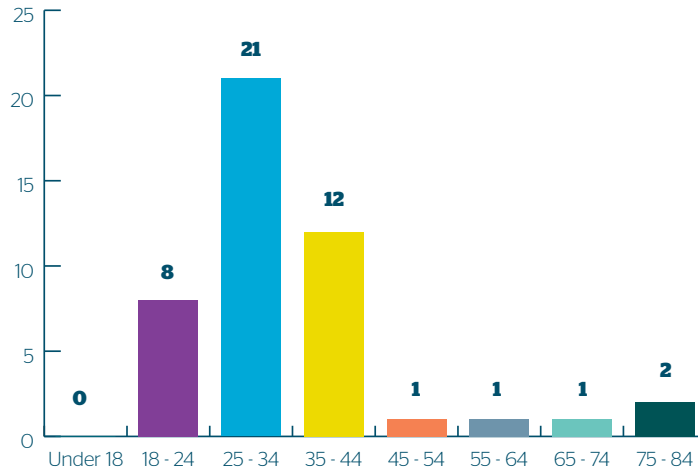
How well does the hospital meet your needs in terms of equality?

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

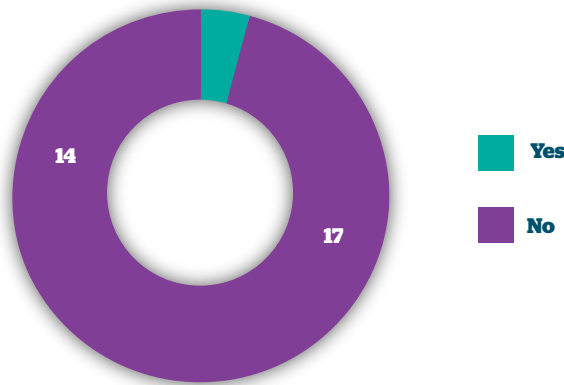
## Appendix B - Equality and Diversity Data

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.

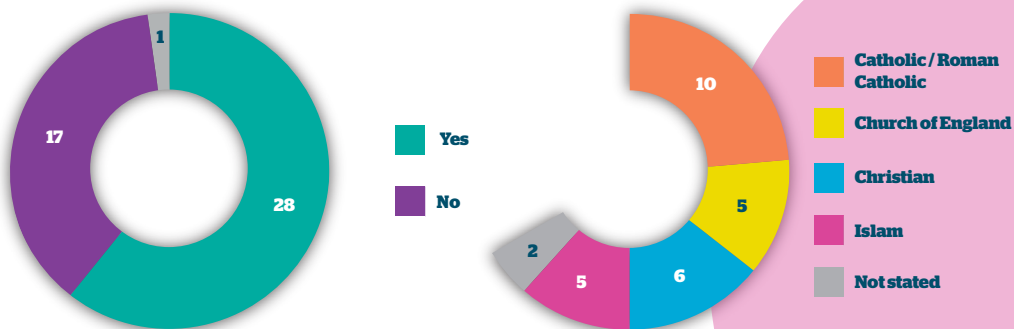
### Age



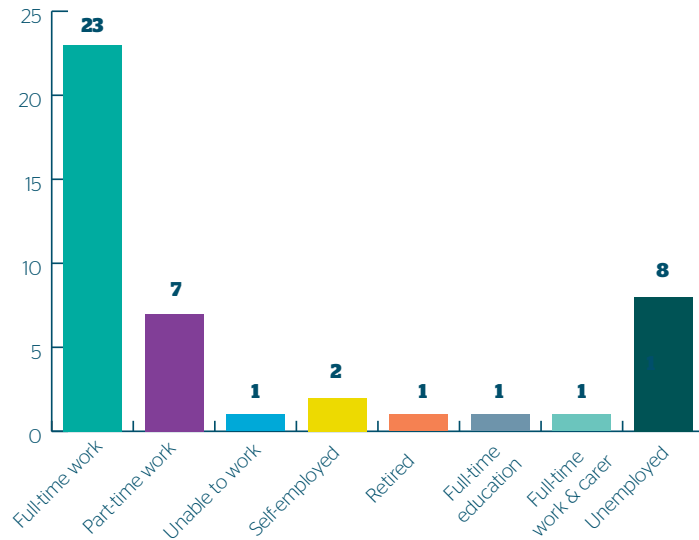
### Do you consider yourself to have a disability?



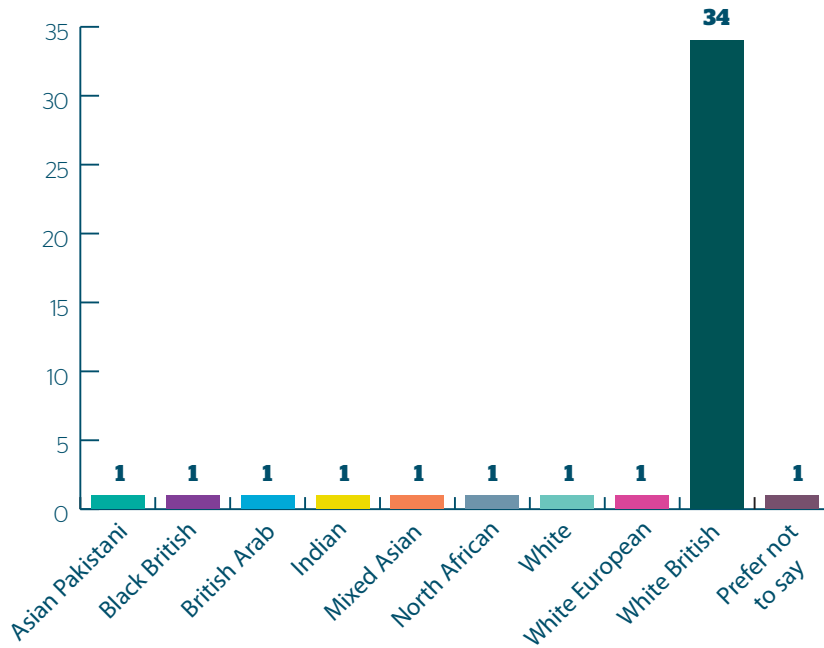
### Do you consider yourself to have a religion or belief?



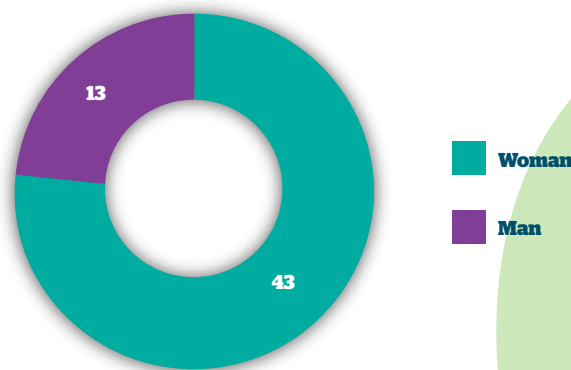
### Which best describes your situation?



### How would you describe your race or ethnicity?



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



Note: All respondent stated that their gender was the same that they had been assigned at birth, that they were heterosexual and all said their equality needs had been met expected for one patient that felt they did not cater for halal meal options.