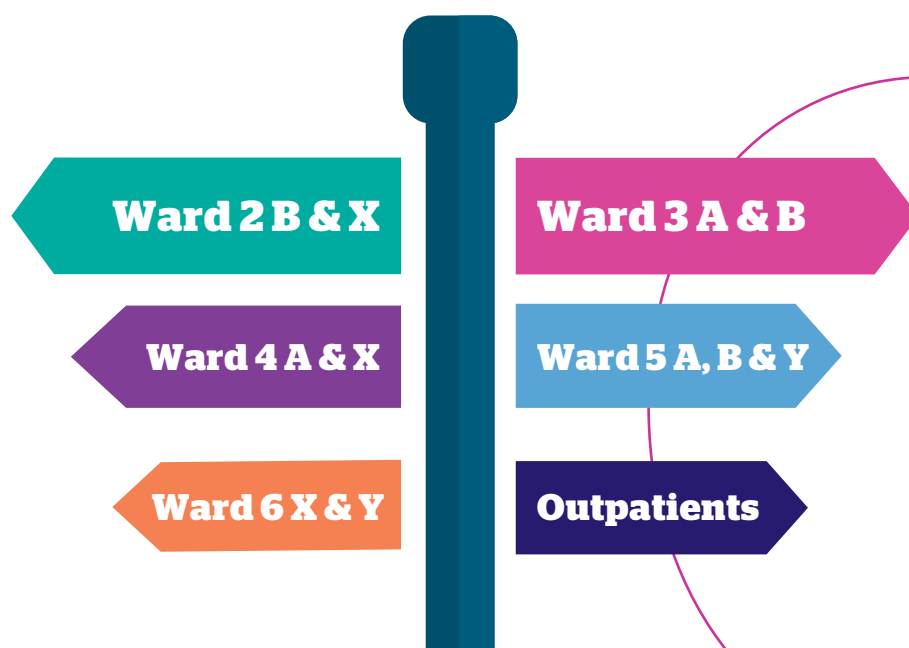


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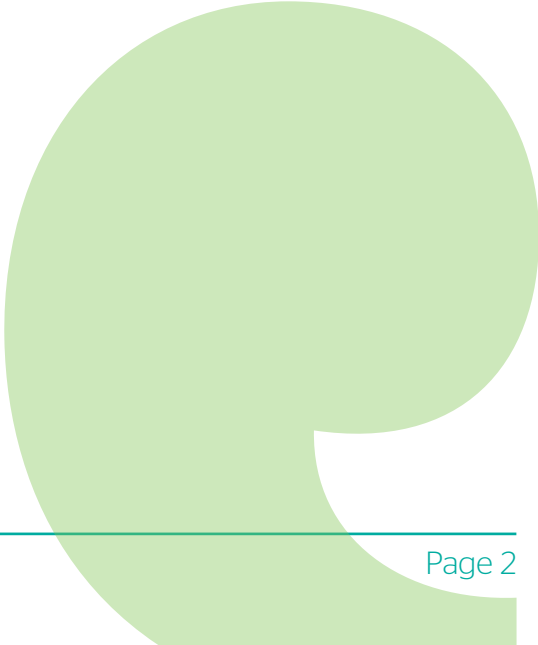
Liverpool

## Royal Liverpool Hospital Listening Event Report 24 July 2018



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## Introduction

On Tuesday 24 July 2018 we held our annual Listening Event at the Royal Liverpool 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.

Six members of staff from Healthwatch Liverpool attended the event.

Between the staff 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:

- Ward 2B
- Ward 2X
- Ward 3A
- Ward 3B
- Ward 4A
- Ward 4X
- Ward 5A
- Ward 5B
- Ward 5Y
- Ward 6X
- Ward 6Y
- Ward 8X
- Various outpatient areas

We completed surveys with a total of 79 people as follows:

- 73 patients - 58 inpatients and 15 outpatients
- 6 visitors - 3 in inpatient areas, 3 in outpatient areas

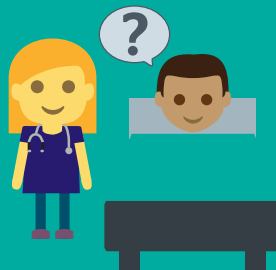


# Key findings

**83%** made positive comments about the caring and friendly approach of the staff



**88%** felt they had been given enough information about their treatment



**72%** felt the hospital was accessible



**72%** felt that staff had enough time to care for them and other patients



**85%** would give The Royal 4 or 5 stars with an average rating of 4.2 stars out of 5



**EXIT**

**50%** had not been given an estimated date of discharge

## Recommendations

We are aware that the NHS is under pressure and that staff at the Royal Liverpool Hospital are already working hard to make patient's experiences the best they can be.

Our survey has shown generally high levels of satisfaction amongst the patients that we spoke to, however there are some areas where patients have expressed concerns.

1. Our survey shows that patients really appreciate the care and dedication of staff who work in sometimes difficult circumstances. We ask that the Royal continues to do all they can to support staff wellbeing.
2. There were concerns expressed by some patients about staff appearing to be rushed, overworked and not having enough time to spend with patients. We know that staff recruitment and retention is an issue across the NHS. We know that the Royal already has schemes in place to improve recruitment and retention of staff. We would encourage the Royal to continue their focus on this issue and liaise with other similar Trusts to share best practice.
3. A minority of patients we spoke to did not feel they had been given enough information about their treatment and some expressed concerns about communication, both between professionals and from professional to patient. We would encourage the hospital to look at this issue further to see what can be done.
4. A number of patients expressed concerns about the environment. Although some patients commented positively on cleanliness, some did feel that maintenance was an issue. We are aware that the Royal has been forced to stay within the old buildings for much longer than anticipated due to delays in construction of the new hospital building following the collapse of Carillion. We would encourage the Royal to continue to take a proactive approach to maintenance of the old buildings to ensure that patient experience is not negatively affected.
5. We ask that the Royal continues to show how patient feedback has been used to help make decisions about planning and improving services.

## Survey results

### What do you think is good about the Royal Liverpool 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 77 out of 79 people.

This feedback has been analysed and the following themes identified:

#### Staff

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

*"They're getting me better, without them I wouldn't be here. They saved my life. Staff are marvellous, very helpful."*

*"Nurses, doctors, staff, everyone is very friendly. They are caring staff."*

*"It's all good, the surgeon was good, the nurses and staff are friendly, happy, concerned for you. They all do a very good job."*

*"The nurses are outstanding here and very helpful."*

#### Food

16 people made positive comments about the food.

*"The food is great. There's a good choice on the menu."*

*"The food is brilliant. There's good choice & they do not skimp."*

*"The food is lovely, there is a good choice, it's amazing & not just the basics."*

#### Cleanliness

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

*"Everything's clean. Your bed gets changed regularly."*

*"You can see them cleaning it, they do a thorough job."*

*"Hygiene and cleanliness are spot on."*

## Convenience

Four people made positive comments about the convenience of the hospital.

*"It's dead handy as I live over the road."*

*"It's close to where I live."*

## Speed and efficiency

Three people made positive comments about speed and efficiency.

*"I've been dealt with very efficiently this morning."*

*"It's very efficient."*

*"It is very quick in here. I am never here long in this department which I am grateful for."*

## 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 78 out of 79 people.

This feedback has been analysed and the following themes identified:

## Nothing

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

*"I don't think there is anything."*

*"I couldn't ask for anything better."*

*"Honest to God, I couldn't fault it."*

*"I can't think of anything. I can't complain."*

## Food

12 people made comments that they feel the food needs to be improved.

*"The food, it's vile."*

*"I don't think much of the food."*

*"Better availability of food that's on the menu. They've got a lovely looking menu but nothing seems to be available."*

Three of the comments related to those with specific dietary requirements.

*“There is a cultural menu but I have to ask for it, it isn’t freely offered.”*

*“A choice for diabetes patients doesn’t exist. Everything is full of sugar. Even when they say something is sugar free, they bring it and it isn’t. I’ve had to get my family to bring food in.”*

*“Gluten free food is very limited.”*

## Maintenance

Seven people made comments about the need for improved maintenance and issues with the environment.

*“From the outside, the building looks scummy.”*

*“The building is decrepit and old. Facilities are not the best.”*

Two of the comments specifically mentioned the delays in building the new hospital.

*“They need the new hospital to be built. Some things in here are archaic. There’s sockets coming off the walls which they’ve just put tape over.”*

*“The hospital is a bit dated. They need to get the new buildings finished.”*

## Waiting times and delays

Five people made comments about waiting times and delays.

*“Waiting times. Waiting here up to two or three hours.”*

*“The waiting times are an issue. I got here very early and my appointment is late. Sometimes I have been in for an appointment at 9am and not been seen to until 1pm.”*

*“The delays in A&E are bad. I was in there for 12 hours before being moved to the ward.”*

## Communication

Five people made comments about communication between professionals and from professional to patient.

*“Communication could be improved, letting you know what is happening, especially between teams too.”*

*“The communication could be improved. The doctors don’t really tell you what’s going on.”*

*“I’m under a team of doctors and what they say seems to change from person to person.”*



## Staffing levels

Five people made comments that staffing levels should be increased.

*"They need more staff. There's too much for them to do."*

*"They need more staff. The staff are run off their feet. You can see it."*

*"There should be more staff as the buzzers are going all of the time and staff can't always get to you."*

## Noise levels

Four people made comments about noise levels.

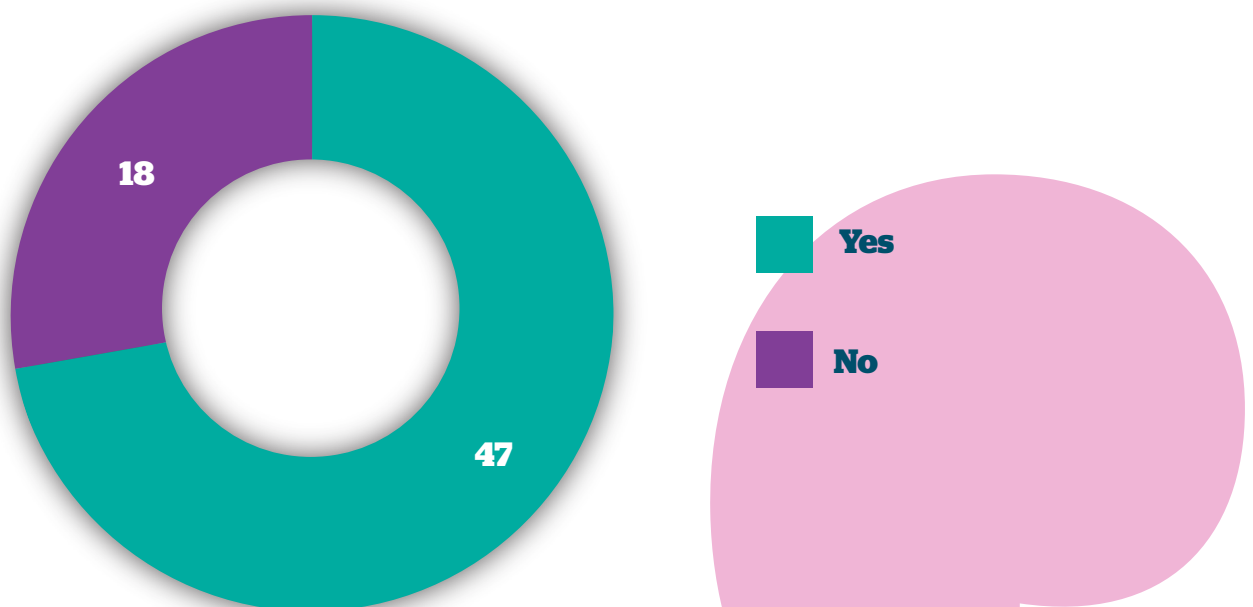
*"The staff can be noisy at night."*

*"The night staff move chairs around at night time which is noisy."*

## 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 77 out of 79 people.

Of the 77 comments received, 65 people gave a clear indication as to whether or not they felt staff had enough time to care. The results are as follows:



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

*“Yes, they’ve all got hidden halos to be honest.”*

*“Yes, they come and check on you constantly.”*

*“Yes. When you want someone, they come. The nurses are here for you.”*

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

*“No, the staffing levels need improving. They are rushed off their feet. You ring the bell, there’s a bit of a wait.”*

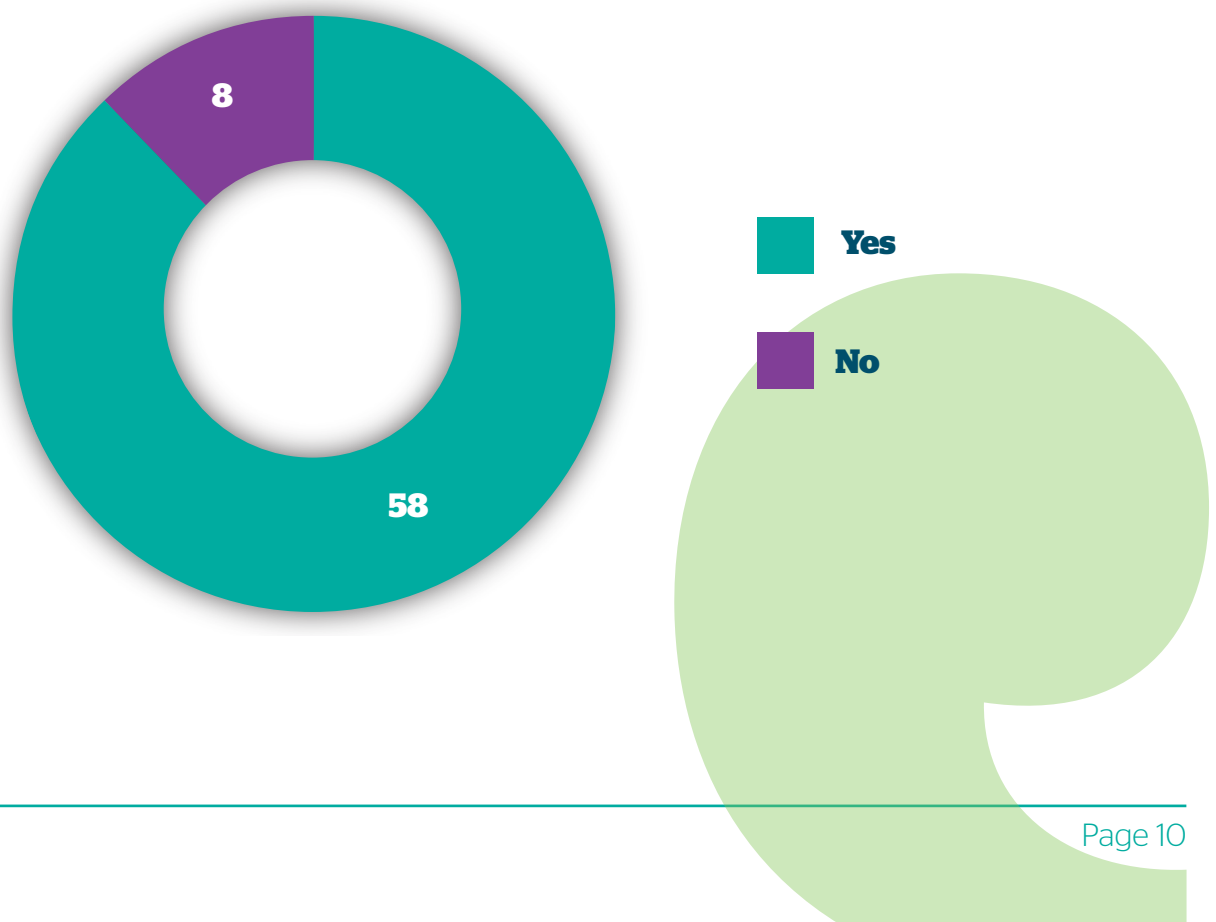
*“No, they don’t have time to sit and talk to you.”*

*“No, they’ve got so much to do. They don’t stop.”*

## 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 in a free text box on the survey. This question was answered by 78 out of 79 people.

Of the 78 comments received, 66 people gave a clear indication as to whether or not they felt that they had received enough information about their treatment. The results are as follows:



58 people felt they had been given enough information about their treatment. Some of their comments include:

***“Yes, I know what’s going on.”***

***“Yes, they’ve told us the options they’ve tried and why they’ve tried them. We’ve been told the stages and what to expect.”***

***“Definitely, yes. The doctors have been brilliant, explaining everything to you. The nurses explain everything too.”***

Eight people felt that they had not been given enough information about their treatment. Some of their comments include:

***“No, some days I didn’t have a clue what was happening to me.”***

***“The doctors never like to speak properly about what they do, they talk in riddles.”***

***“No, everything is ambiguous. They tell me one thing, then another.”***

## 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 72 out of 79 people.

Of the 72 comments received, 52 people felt that there weren’t any issues related to accessibility. Some of their comments include:

***“There is plenty of signage. I find it easy to navigate around.”***

***“They are good, at the desk they tell you where to go.”***

***“There’s enough signs to find your way around.”***

Of those who highlighted issues with accessibility, one person mentioned issues with the lifts.

***“There have been problems with the lifts while I’ve been here though, only 2 have been working. It’s caused problems for my visitors. My sister in law had to come up the stairs and she struggles with them.”***

One person felt the signage needs to be improved.

***“It still needs better signage.”***

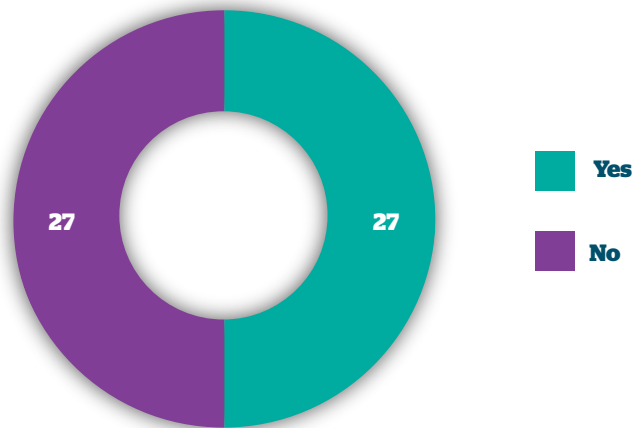
One person felt that the doorways need to be widened for wheelchair users.

***“Doors for wheelchairs need to be a bit bigger.”***

## For inpatients only

### Have you been told an estimated date for your discharge?

We asked people whether they had been given an estimated date for their discharge from hospital and the answer was either yes or no. We only asked this question of inpatients and visitors to inpatients (about the discharge date for the patient) as it is not relevant for outpatients. This question was answered by 54 out of 61 inpatient and inpatient visitors.

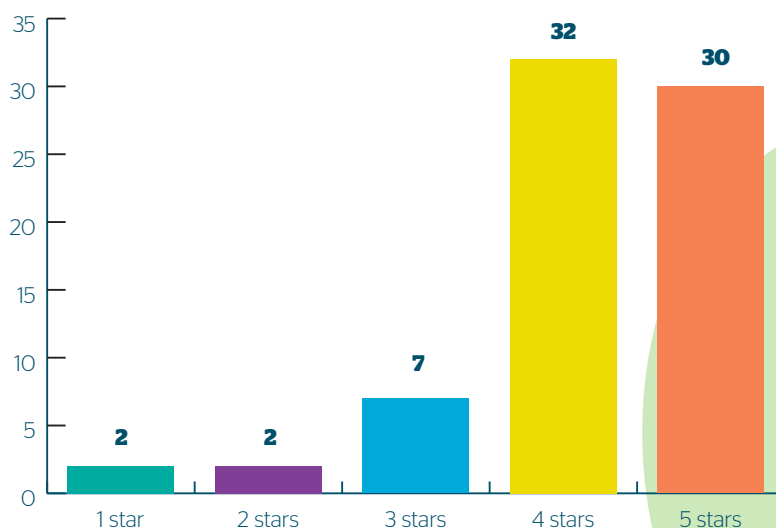


27 people had been given an estimated date for discharge.

27 people had not been given an estimated date for discharge.

### Please rate the service here at the Royal Liverpool Hospital overall

We asked everyone to give the hospital a rating from 1 to 5 stars. This question was answered by 73 out of 79 people.



- 62 people gave a rating of either 4 or 5 stars.
- Seven people gave a rating of 3 stars.
- Four people gave a rating of 2 or 1 stars.
- A mean rating of 4.2 out of 5 stars



A deeper analysis of those who gave the lowest scores (1 or 2 out of 5 stars) does indicate some themes when looking at answers given to the other questions.

Of the four people who gave a score of 1 or 2 out of 5, three were inpatients and one was a visitor of an inpatient.

- Three people had not been given an estimated date for their discharge.
- Three people felt that they hadn't been given enough information about their treatment.
- Two people felt there were issues around accessibility.
- Two people indicated they did not feel that staff had enough time to care for them.

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

These comments followed a lot of the themes highlighted in earlier questions. This includes positive comments about the staff, mixed comments about the food and negative comments about waiting times.

20 people made positive comments about the hospital. Some of their comments are as follows:

***"It's a good service."***

***"Outstanding service from all the staff. God bless them all."***

***"It's just great. They look after you really well."***

***"I would say the staff have been excellent. I'm very happy with the treatment I've received. The staff and everyone have been very respectful."***

Four people made negative comments about waiting times.

***"It is mainly the waiting times that is the issue."***

***"Just waiting times for appointments. A two hour wait is not unusual."***

Three people made negative comments about the food.

***"Personally I didn't like the food, it's very bland."***

***"The food quality is disgusting and extremely poor. It makes me feel ill."***

## Conclusions

The Royal Liverpool Hospital received a great deal of positive feedback from both patients and visitors at our Listening Event this year. 85% of the people we spoke to rated the hospital either 4 or 5 out of 5. There were a large number of positive comments about the staff.

However, some of the people we spoke to did express dissatisfaction with the food and there were also concerns expressed about maintenance and the environment. Concerns were also raised about staffing levels and this is reflected in the fact that nearly a third of people who answered the question about staff time felt that staff did not have enough time to spend with them. These concerns are a theme that we have identified at recent Listening Events in other Liverpool hospitals too.

We are aware that the hospital are already taking steps to address a lot of the issues raised through the patient feedback in this report. We hope that this report will help the hospital to build the case for more positive changes to benefit patient experience. To this end, we look forward to continuing our work with the Royal Liverpool Hospital over the forthcoming year and we will carry out a further Listening Event in 2019.

# 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

**Royal Liverpool Hospital  
Listening Event  
24 July 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 Royal Liverpool 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?**

**For inpatients only**

**9. Have you been told an estimated date for your discharge?** Yes  No

**10. Please rate the service here at the Royal Liverpool Hospital overall:** Poor  1  2  3  4  5  Outstanding

**11. 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

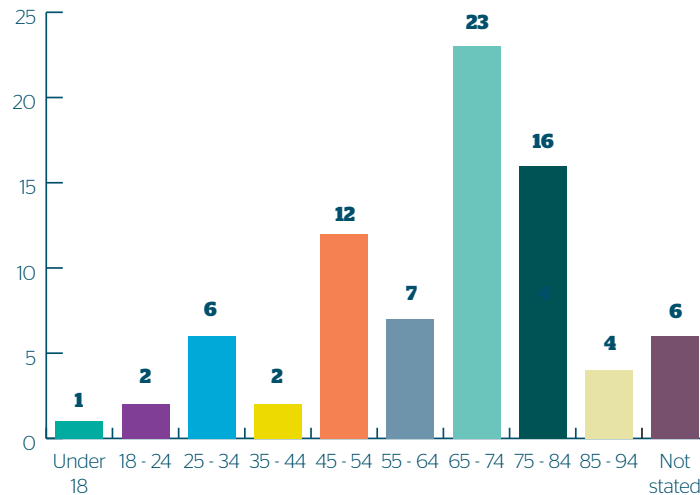
How well does the hospital meet your needs in terms of equality?

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

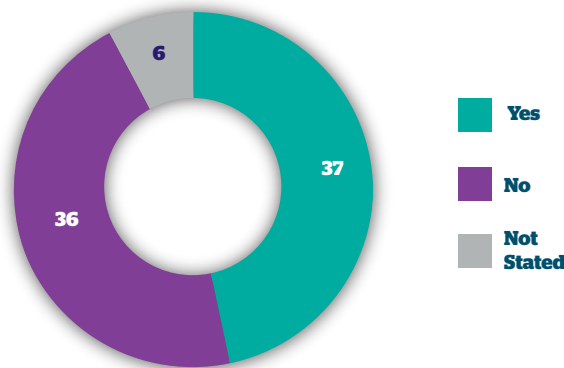
## Appendix B - Equality and Diversity Data

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.

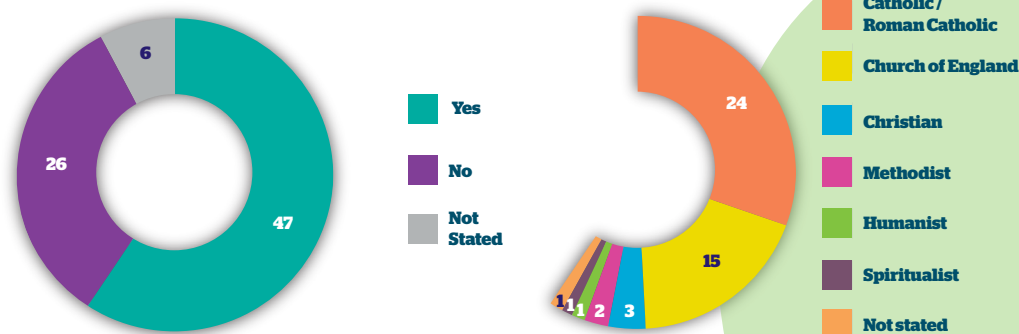
### Age



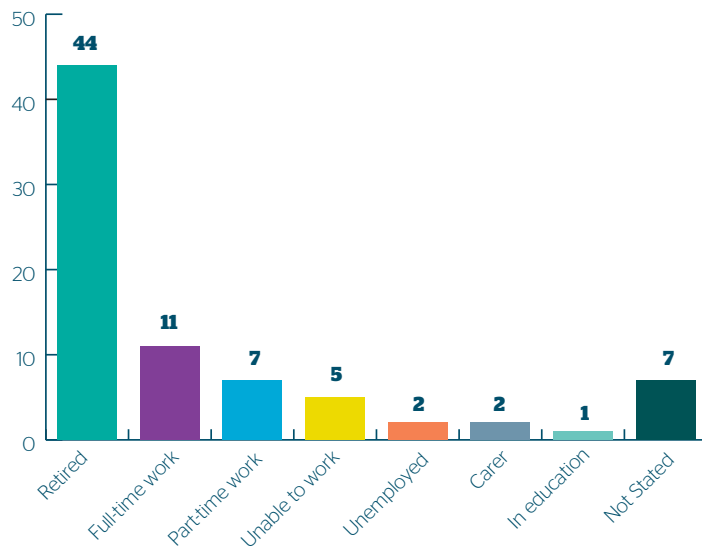
### Do you consider yourself to have a disability?



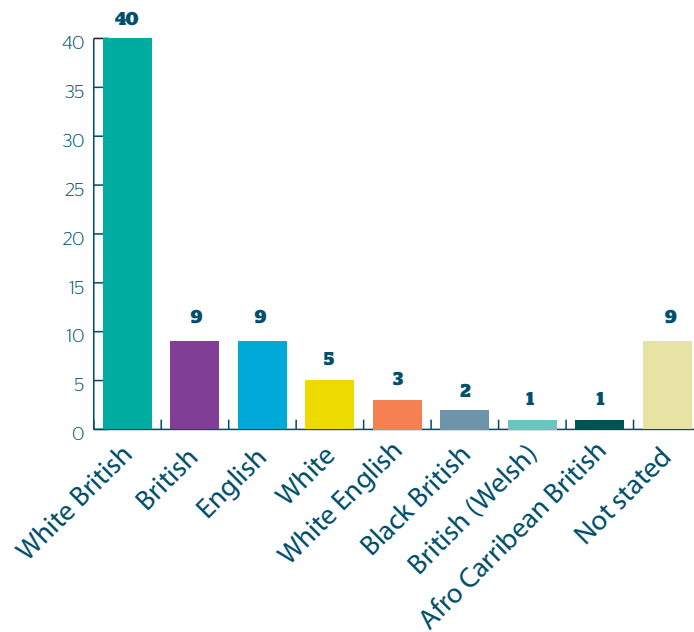
### Do you consider yourself to have a religion or belief?



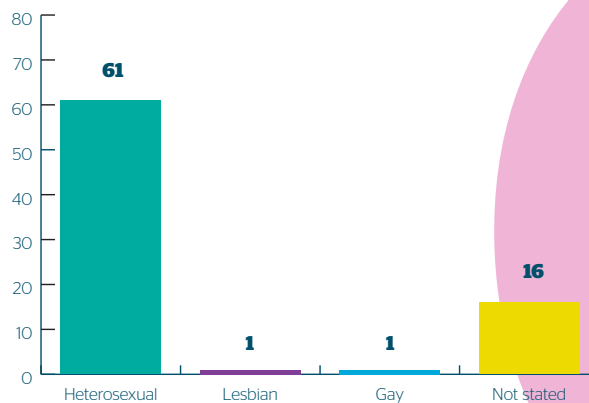
### Which best describes your situation?



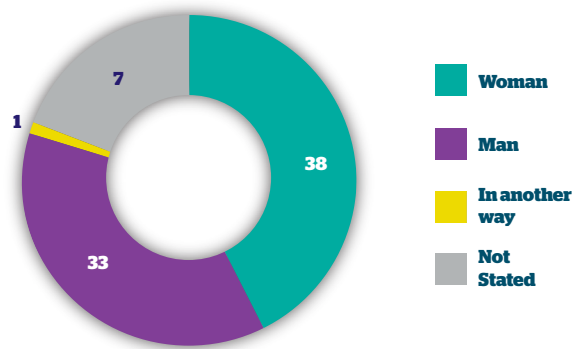
### How would you describe your race or ethnicity?



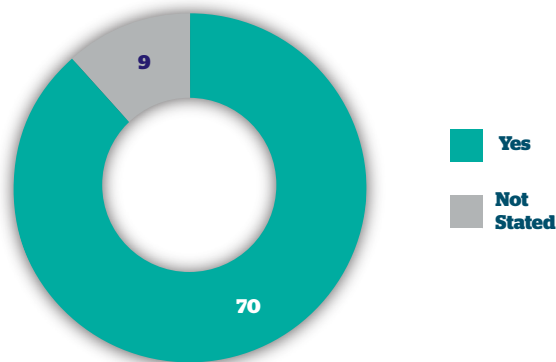
### How would you describe your sexual orientation?



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



## Is your gender identity the same as 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 55 out of 79 people.

Nobody we spoke to expressed any specific concerns related to equality. All of the comments apart from one were positive. Some of the comments include:

*“All people should be equal and they treat me like that.”*

*“No issues. I’m treated equally to everyone.”*

*“Brilliant. I’ve got some problems including with drugs and they don’t judge me.”*

One person stated that they did not feel their needs were met in terms of equality, however they did not give any further details on this or raise any specific concerns.

## Appendix C - Response from the Royal

*The Royal Liverpool and Broadgreen Hospital Trust works closely with our colleagues at Healthwatch Liverpool to ensure good patient experience is key in all we do.*

*We greatly appreciate their support in completing this report on our annual Trust wide listening event. We are pleased to hear that 85% of those interviewed would give the Trust 4 or 5 stars for our service.*

*We have noted the positive comments and fed these back to the staff concerned.*

*Patient feedback is important to us in monitoring and innovating our service.*

*We have taken on board the findings of this report and will be utilising these to improve the quality of our service. In particular the comments on food, the environment and discharge information .*

*We look forward to working with Healthwatch Liverpool in the future.*

**Marie Dewhurst**  
**Lead Nurse Patient Experience**