

# healthwatch

Liverpool

## Royal Liverpool Hospital Listening Event Report 7 October 2019

Ward 2 B, 3A & 4A

Ward 5 A & B

Ward 6 X & Y

Ward 8 X & 9Y

Ward 7 A & B

AMU & ESAU

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## Introduction

On 7th Oct 2019 we held our annual Listening Event at the Royal 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:

- Ward 2B
- Ward 3A
- Ward 4A
- Ward 5A
- Ward 5B
- Ward 6X
- Ward 6Y
- Ward 7A
- Ward 7B
- Ward 8X
- Ward 9Y
- Ambulatory Care
- Acute Medical Unit (AMU)
- Emergency Surgical Assessment Unit (ESAU)

We completed surveys with a total of 61 people, as follows:

- 57 patients
- 4 visitors



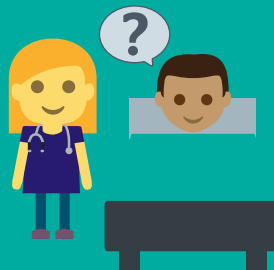
# Key findings

Of the people we spoke to and who answered the relevant questions...

**61%**  
made positive  
comments about the  
caring and friendly  
approach of the staff



**87%** felt they had  
been given enough  
information about  
their treatment



Some people gave  
negative feedback about  
staffing levels (12%),  
communication (12%)  
and the state of the  
building / equipment  
(29%)



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

**88%** would give  
The Royal 4 or 5 stars  
with an average rating  
of 4.3 stars out of 5



Although 11%  
specifically praised the  
food, 13% felt it could  
be improved

## 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 60 of the 61 people we spoke to.

This feedback has been analysed and the theme that stood out overwhelmingly was the dedication, skills and attitude of the staff:

#### Staff

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

*"It's A1 brilliant. Good staff."*

*"The staff, the staff, the staff! Their expertise."*

*"Everything is perfect, no complaints. Excellent care, very good team here."*

*"Staff are extremely kind, effective, courteous. Excellent service."*

*"The staff are great. Their attitude is great, and everyone seems pleased to work here."*

*"The staff. They're kind, they explain things and they have humour."*

### 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 60 of the 61 people we spoke to.

Specific concerns that patients raised on the day were fed back immediately to the hospital's Patient Experience Lead so that they could be followed-up as quickly as possible.

Feedback from the day has been analysed and the following themes identified:

#### Nothing

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

*"Everything is good, there are no problems at all."*

*"Nothing. I've been perfectly happy with my stay."*

*"Don't think I can improve on excellent."*

## Building/Equipment

20 comments (29%) related to the state of the building and equipment. Patients understood that these issues were likely to improve when the new hospital is completed but expressed frustration that the environment was deteriorating at the current building in the meantime. Examples included:

*“The structure of the place. Nothing’s working. Emergency buzzers don’t work, or go off for no good reason. Things aren’t getting fixed. There’s no impetus - but it’s ages until the new building will be ready. So the old building needs upgrading. I expect the walls to go at any moment!”*

*“It’s just gone down - the building - because of the other building they are waiting for, they are not trying with this one. The windows need cleaning, I was in a room and you could not see through the window.”*

*“The beds could be more comfy, the toilets are too small and there aren’t enough chairs for the showers.”*

## More staff

Eight people felt that more staff were needed.

*“More staff. They work hard, especially at night.”*

*“I’d like to improve things for the staff, they’re so busy, overstretched, overworked. To not be stressed themselves, they haven’t really got time to chat.”*

*“They need more help. They’re lovely and too far stretched, it’s not their fault.”*

## Communication and being kept informed

Eight people felt that communication needs to be improved, particularly in relation to getting information about their treatment.

*“Communication with patients. Nobody is able to tell a patient what is going on.”*

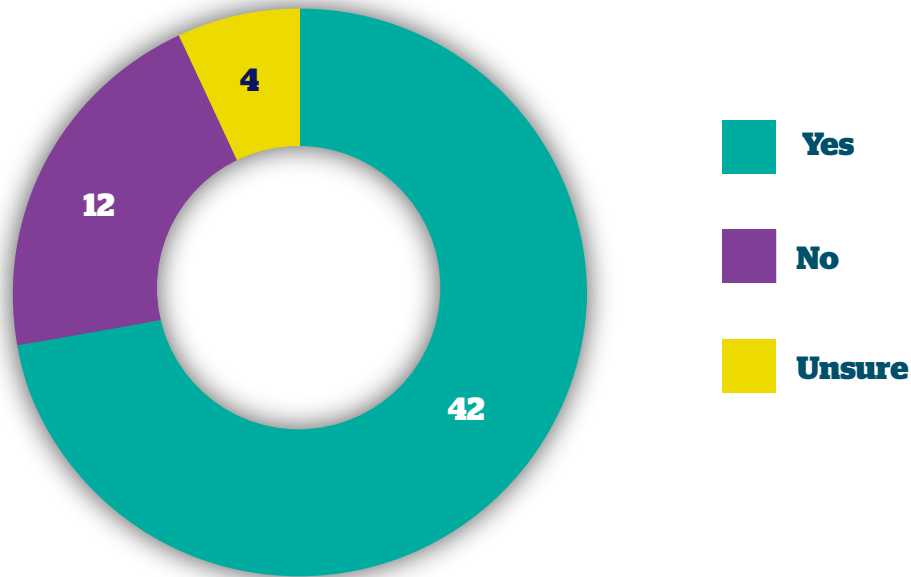
*“For me personally, although I am in for one condition and they are doing investigations, I am struggling to breathe and they have not picked up on that. I have been coughing and spluttering and told them and they have not really paid any attention to it. They are good for the thing you are in for but not beyond that.”*

*“They got mixed up with my handover, the nurse was reading from the wrong chart and trying to take my machine, my monitor, off me; saying she didn’t know why it was on me and I didn’t need it. I said I did and said what they were going to do when I went down for my tests and she said she had never heard of them doing it like that and I was wrong, then it turned out she was reading the chart of the lady next to me.”*

## 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 58 out of the 61 people we spoke to.

The results are as follows:



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

*"They do try their best and have to see everyone, so they can't see you immediately. It's the same day and night."*

*"The staff are brilliant. It's hard to say if they have enough time, I'm not always here, but the nurses work very hard. It's always busier in the evenings."*

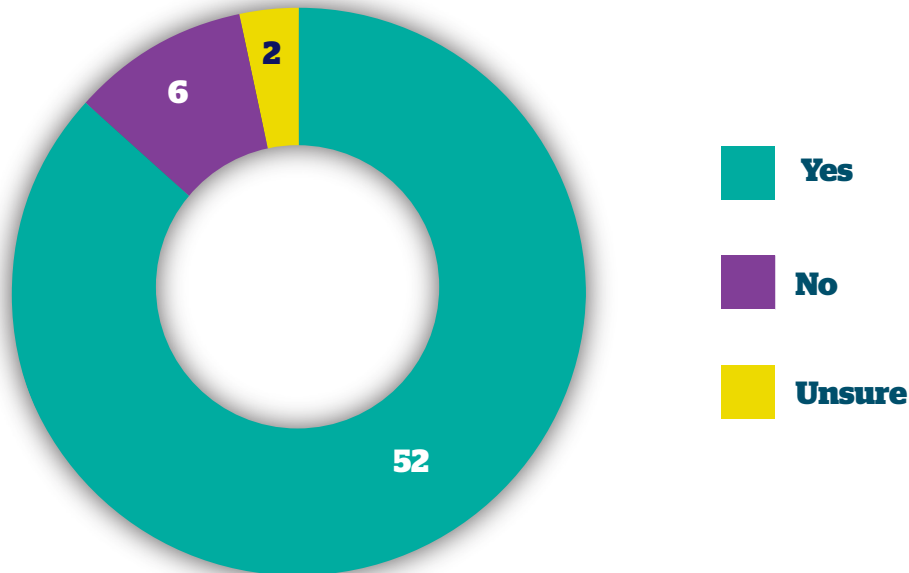
*"Always very busy, but they will explain things to you."*

*"Staff are busy but they have enough time to spend with you. They are doing their best."*

## 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 60 of the 61 people we spoke to.

The results are as follows:



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

*“But it’s difficult to pin people down. You can get really good information but not when you expect it. It’s disorganised. I’ve had things explained really well sometimes and other times I’ve had to chase doctors for 3 days.”*

*“Definitely, without question, every department, consultant, seniors do explain.”*

*“Overall, enough given except for one point of treatment which was miscommunicated.”*

*“Sometimes you do have to ask questions to get the information, but they get answered.”*



## 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 59 of the 61 people we spoke to.

Of the comments received, 37 people (63% of respondents) clearly stated that accessibility was 'good' or 'fine'. Some of their comments include:

*"Generally good. There are signs everywhere."*

*"Not a problem getting around."*

*"Yes, it's fine to get around. I feel able to ask for help if I get lost."*

Of the 13 (22%) of people who highlighted issues with accessibility, concerns included the lifts, problems for disabled people and general inaccessibility.

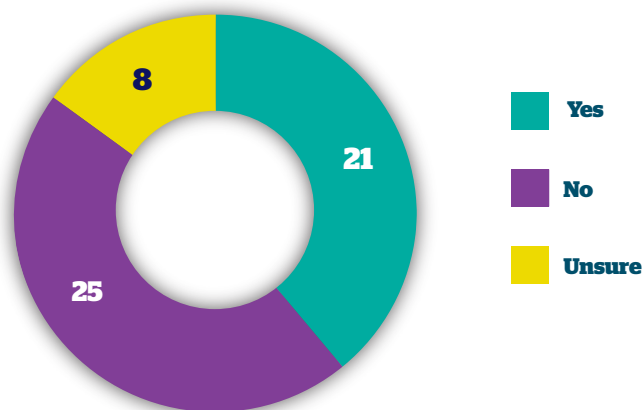
*"The lifts are impossible. Not big enough. Not enough of them. You end up going up the wrong end of the hospital."*

*"The lifts are a nightmare."*

*"It's like a maze, especially on a Sunday. No one's around."*

*"More difficult. I am registered blind, getting around is trial and error."*

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



Of the 54 inpatients we spoke to:

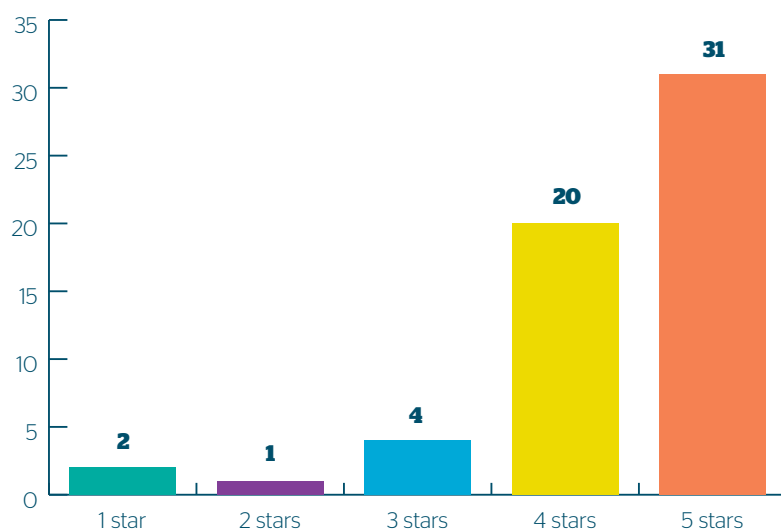
21 people had been given an estimated date for discharge.

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

8 people were unsure.

## Please rate the service here at The Royal overall

We asked everyone to give the hospital a rating from 1 to 5 stars. This question was answered by 58 of the 61 people we spoke to.



51 people (88%) rated the service at The Royal 'Good' (35%) or 'Very Good' (53%) with an average rating of 4.32 stars out of 5.

Of the 7 people (12%) who gave ratings of 3 stars or less, comments included:

***“Waiting times, under staffing, communication between departments.”***

***“Have had to keep asking for scan results, nobody can answer. All staff from cleaners to ward managers are stretched beyond belief.”***

***“It’s an old building; it’s had its day.”***

***“Not accessible. I struggled. It’s dirty. The only thing I liked about it is that it’s the nearest hospital.”***

***“Some people aren’t able to feed themselves, and end up not eating because the nurses are busy and can’t feed them. They are always tight on time. Staff change from day to day as well, it’s harder to build up a relationship. I haven’t seen the specialists that I was meant to see. They were meant to come over from Broadgreen - I had some appointments arranged before I was admitted, and the staff at the desk told me the specialists would be able to come and visit me here, but they have not been. I’m concerned about aftercare. I have my sister as my carer now, and I want a care package arranged when I am discharged to not put more of a burden on her, but I don’t know how much care I need when I leave. I’ve been discharged without a care package being put in place before, even when I’ve needed it.”***

*“The hospital is not good, the room and basically everything is not good.”*

*“The operation was fine, but the aftercare wasn’t. Some of the nurses are nice, others aren’t as welcoming. I cried all day yesterday, I felt I wasn’t getting care. I pressed the buzzer and it took a long time before someone came. And my drain came out in the night; they didn’t want to change the sheets during the night and were blaming me for the drain leaking. You wait a long time for a nurse to come, both day and night, they always say ‘I’m busy’. I needed stronger painkillers, at first I was only given paracetamol and ibuprofen. When I asked I was finally given Tramadol; that helped.”*

### **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. 46 people chose to make an additional comment.

The themes identified within these answers largely echo the themes identified in answers to previous questions, including positive comments about the staff and the care provided; concerns about staffing levels, communications, the state of the building and the need to move to the new building as soon as possible. There were further mixed comments about the food.

## Conclusions

The Royal Liverpool Hospital received a great deal of positive feedback from both patients and visitors at our Listening Event this year. 88% 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 and the quality of care provided.

We received more variable feedback about the state of the building and equipment and feelings about the food were mixed. A number of people expressed that staff appeared to be too busy and this impacted on their ability to deliver patient care.

On the day, we received three pieces of feedback which we raised immediately with appropriate hospital staff. These were:

a) A patient who felt they had been treated less fairly than other patients because of their ethnicity.

***"I don't feel that I have been treated fairly. I believe it is because of not being English. Other patients help me more than some of the staff."***

b) A patient who felt that their mental health support needs had not been taken seriously because hospital staff were entirely focused on their physical health.

***"When I came in I had depression and needed counselling. I was looking at paralysis and asked for mental health support but nothing happened. I came in in July. It's now October. I've had no counselling support and I'm institutionalised. I had an episode where I got distressed. I have synaesthesia and have never had a problem with it. But they moved my room the same day they told me I had diabetes and my head just flipped. It lasted 3 days. My operation was delayed and I crashed into deep depression. I wouldn't eat or drink. Up to then I was the jolly one on the ward as I had no pain. Then a proper referral was put in to the Head of Mental Health (I think) and I got a date for the operation and I perked up. But I've still had NO mental health support, not even a token acknowledgement that my case has been received. It's not about me now, it's about other patients. Patients can be labelled as 'difficult'. It's like mental health doesn't exist. People's feelings of wellbeing can change at the drop of a hat."***

c) A relative who was concerned about the quality of care being provided.

***"My sister has been diagnosed with stage 4 lung cancer, and we've been told she probably won't live until Christmas. She's not had good care since she's been here. Her lung collapsed because her oxygen ran out, she sent me a photo of walking barefoot in a toilet where there was a used nappy with human waste. We had to bring a blanket for her because a window had been left open all night, and another patient's relative brought in pillows for the ward, we were told they were running low on pillows. Staff need re-training in patient care."***

All of these comments were followed-up on the day by the hospital's Patient Experience Lead.

We have provided the hospital with an anonymised version of all the feedback that we captured during our visit. 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 The Royal Liverpool Hospital over the next 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

**Royal Liverpool Hospital  
Listening Event  
7 October 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 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)?

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?**

**For inpatients only**  N/A

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

**10. Please rate the service here at the Royal Liverpool Hospital overall:**



**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  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

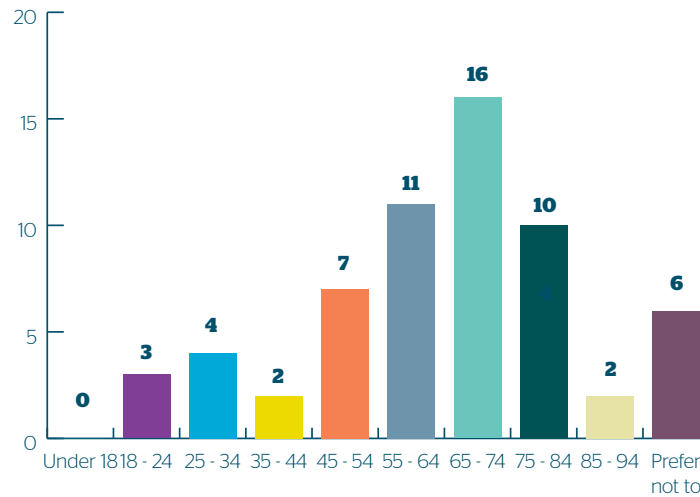
Do you feel that you are treated fairly and with the same dignity and respect as other people?  Yes  No  Unsure

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

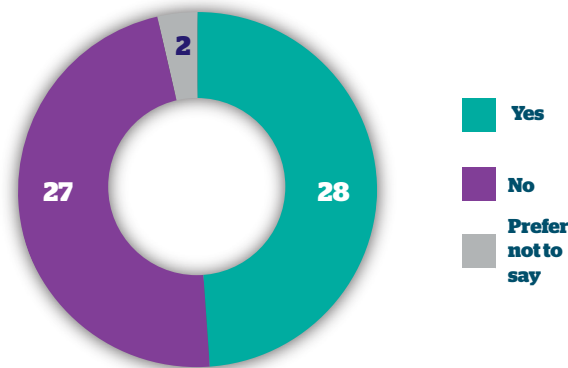
## Appendix B - Equality and Diversity Data

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.

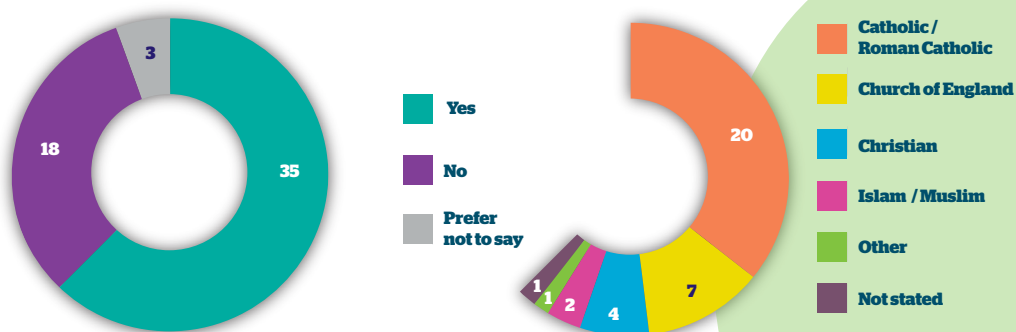
### Age



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

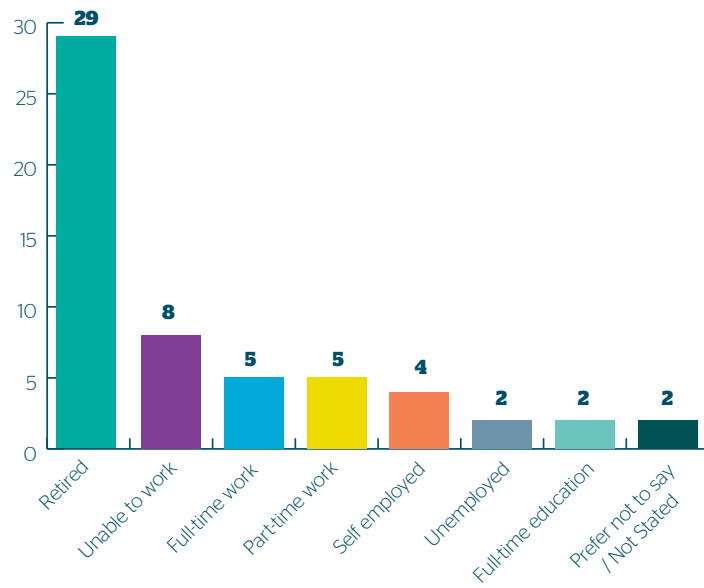


### Do you consider yourself to have a religion or belief?

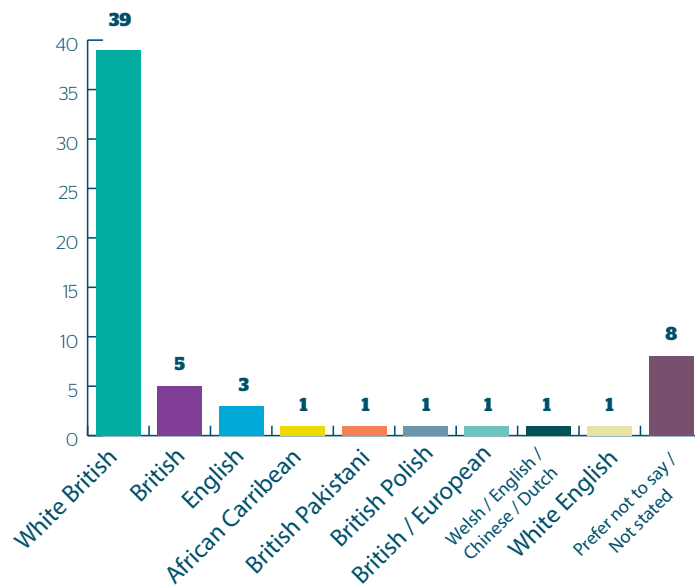




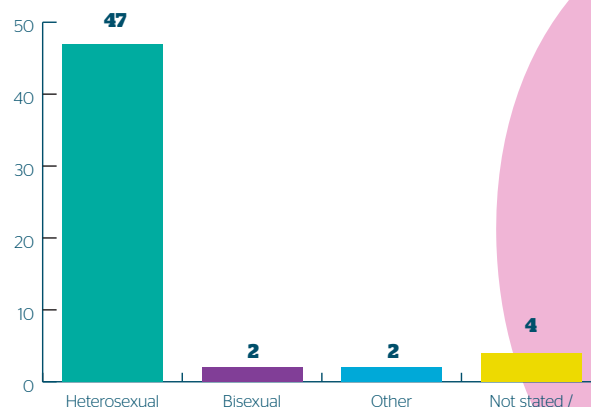
### Which best describes your situation?



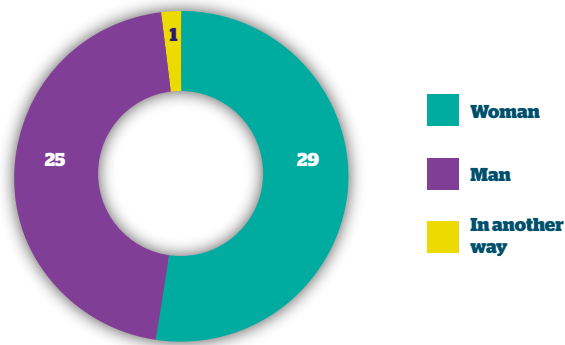
### How would you describe your race or ethnicity?



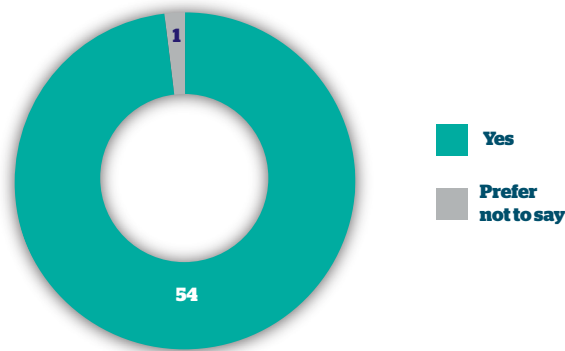
### How would you describe your sexual orientation?



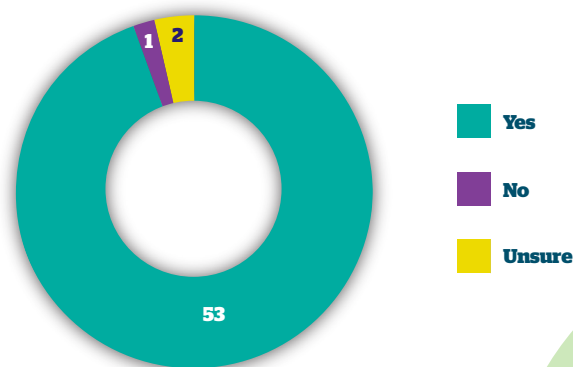
**Which of the following describes how you think of yourself?**



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



**Do you feel that you are treated fairly and with the same dignity and respect as other people?**



## Appendix C - Response from the Royal

*Liverpool University Hospital Foundation Trust has worked closely with our colleagues at Healthwatch Liverpool to ensure good patient experience is key in all we do. As we enter a post-merger phase it is key we work even closer with our colleagues in Healthwatch as a channel to listen to our patients as we strive to continuously improve their experiences.*

*We greatly appreciate their support in completing this report on our annual Trust wide listening event. We are pleased that 88% of those interviewed would give the Trust 4 or 5 stars for our service, which is an improvement on the 2018 event, at which we scored 85%. We also maintained from 2018 that 72% of patients felt that staff had enough time to care for them and other patients. This type of feedback is vitally important to us.*

*We have noted the positive comments and will be holding communication events to feed these back to all staff to show case the excellent responses from patients and where we can improve.*

*Patient feedback is important to us and on the day of the listening event three queries were raised by patients to our Healthwatch colleagues, who promptly flagged them. We were able to deal with two immediately however we needed more information to comprehensively assist with the third. Unfortunately further information was not available, therefore the broad issue was raised with the ward and actioned. We are committed to supporting our patients to ensure their time in our care delivers the best experiences for them and their families.*

*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 regarding the environment, food, and the general comments around staffing .*

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

**Miguel Alegre**  
**Patient Experience Lead - Royal Liverpool site**