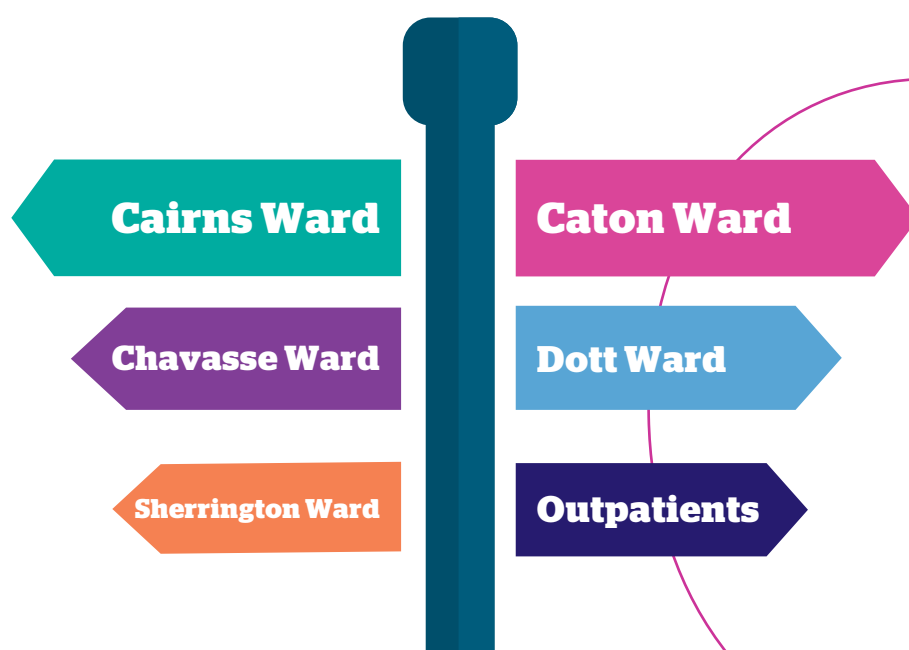


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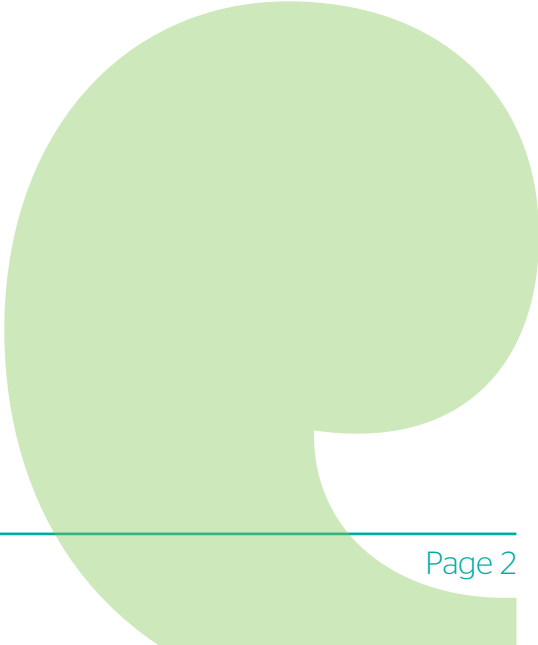
Liverpool

## The Walton Centre Listening Event Report 20 November 2018



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## Introduction

On 20th November 2018 we held our annual Listening Event at the Walton Centre. 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 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:

- Cairns
- Caton
- Chavasse
- Dott
- Sherrington

We conducted surveys with a total of 32 people as follows:

- 27 patients (3 from Cairns ward, 9 from Caton ward, 6 from Chavasse ward, 7 from Dott ward, 2 from Sherrington ward)
- 5 visitors (2 from Cairns ward, 1 from Caton ward, 1 from Dott ward, 1 from Sherrington ward)

One of the patients had to have physiotherapy and so was unable to fully complete the survey.

Here's what we found.



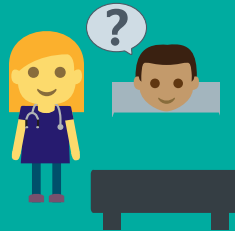
# Key findings

Of the 32 people we spoke to and who answered the relevant questions:

**97%** felt they were made to feel welcome on the ward when they arrived



**90%** felt they had been kept involved in decisions or discussions around their treatment



**52%** said that staff had explained what was going to happen to them when they left the hospital



**81%** felt that staff had enough time to care for them and other patients

**74%** would give The Walton Centre a 5 star rating with an average rating of 4.65 stars out of 5



**70%** had been given an estimated date of discharge

## Recommendations

We are aware that the NHS is under pressure and that staff at the Walton Centre are already working hard to make patients' experiences the best they can be.

Although it is difficult to generalise our findings due to the small number of people we spoke to, the patients and visitors were in general very happy with the service they received from the Walton Centre. As the feedback was very positive we only have two recommendations:

1. It was clear from the feedback that although the staff at the Walton Centre can face very difficult and challenging circumstances, they maintain a caring and supportive nature and remain dedicated to their work, which the patients acknowledge and appreciate. We ask that the Walton Centre continues to support their staff and promote their wellbeing so that this admirable work ethic can continue.
2. A minority of patients we spoke to felt that the communication about their treatment between professionals (specialists and front line staff) could be improved so that information can then be passed on in a more timely manner. We encourage the hospital to explore whether this is a more prevalent issue and if there is something that can be done to address it.

## Analysis of responses

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. This question was answered by all 32 respondents and themes were identified that were also reflected in the other questions such as the following:

### Welcoming caring environment

Apart from the evident respect respondents had for the expertise of the staff and their work ethic, from the specialists to the nurses and healthcare assistants, there were generally many positive comments about the care as well as the friendly and welcoming manner the staff had with patients.

***“What they have done for me, everyone, the level of care is amazing. I can’t fault them, from every level from the doctors right through to the nurse staff have been excellent.”***

Staff was seen to be able to keep a good rapport with the patients, despite the challenging circumstances for both patients and staff, which was identified as invaluable:

***“The staff, they can’t do enough for you, keep you positive, wind you up, laugh and joke but always professional; they keep me sane.”***

***“I’m treated extremely well, the kindness and willingness to help, the relaxed attitude, lovely atmosphere, nothing is too much trouble.”***

***“They would help you with anything, even general staff (e.g. in the shop) would help with anything, unlike other hospitals.”***

***“They are very busy but they will always come back to you if you have a question. You never hear them moaning. They’re professional and always smiling.”***

***“You feel more valued here. They do what they say they’re going to do.”***

Many also commented on how clean the hospital was and commended the staff for this.

We also 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. All the patients and visitors gave positive feedback in response to this question.

When asked whether they were made to feel welcome when they first came onto the ward (e.g. introduced to staff and other patients, shown where the facilities were etc.), the majority of people said that the staff on the ward had been very welcoming. However there was one patient who described a bad experience:

***“Apart from one nurse. I was hallucinating when I was very confused and I was calling for help. The nurse just came in and told me to shut up. The nurse should have been more understanding that I was calling out for a reason.”***

And two who felt that there was room for improvement:

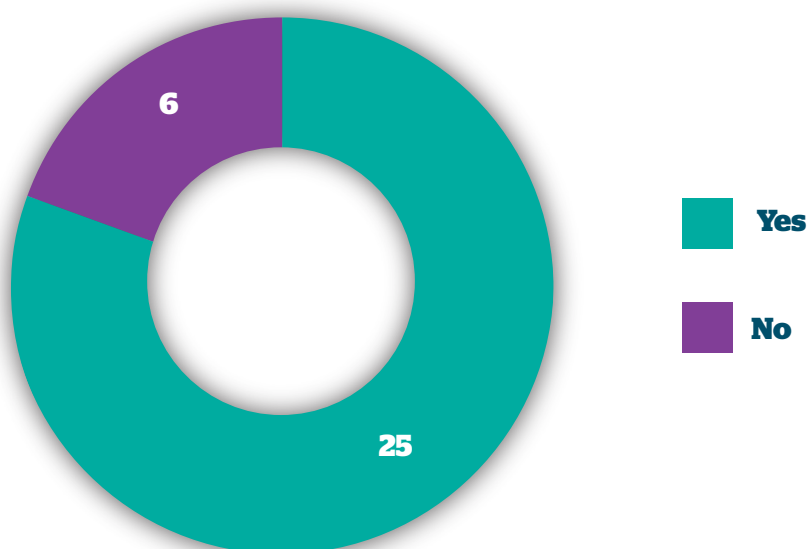
*"I was made welcome, yes, but I wasn't shown where everything was."*

*"Yes, when we arrived we were met at the door by a volunteer. They were very friendly and chatty. One thing that I have missed is being able to talk to someone, another patient, who has been through the treatment I'm having. I've spoken to professionals but that only gives one perspective. It would be good if there was some kind of support group for my condition."*

## Staffing levels

All respondents said that they felt staff had been supportive and the majority of people felt staff had enough time to look after them and other patients (both during the day and night):

**Do you feel staff have enough time for you and other patients (day and night)?**



However, there were a few comments that showed some concern about the staffing levels and how this was impacting care:

*"The doctors have been very good at keeping you in the loop. The nurses haven't got time to do more than the necessities."*

*"There was a lady in my bay who was crying in pain. I was buzzing to call someone for her but nobody came."*

The patients empathised with the staff and acknowledged that they are stretched:

*"It all depends on what they've got on; over the weekend there was enough staff, less patients, but it's busy with 6 patients. It's not the staff's fault."*

*"Most of the time, they can be very pressed for time, when short-staffed or in an emergency situation, but on the whole yes."*

***“They could have more staff but what they do give you is brilliant. If they’re too busy they’ll always come back and spend time with you later.”***

Many commented that it felt like the staffing situation was worse at night:

***“Definitely in the day, a bit rushed off their feet at night.”***

***“Yeah in the day time they seem more attentive. It doesn’t seem like that much staff at night, so they need to be spread more evenly. You have to wait longer than during the day at night.”***

***“Sometimes they have a lack of staff. Sometimes you’re 20 minutes waiting for them. Night time is worse.”***

***“They are pushed sometimes, you may have a bit of a wait, but other patients’ needs may be higher. More staff would be easier, especially during the night.”***

***“Sometimes it feels like they are rushed, they seem to be rushing because it feels like there are not enough staff, especially at night.”***

Nevertheless, there was feedback that suggested that night staff strive to provide the same level of care patients receive during the day:

***“They have as much time as they can spare. I know they can’t be there 24/7, but they will check in and if you press the buzzer they will arrive. They even have time to chat at night when there are less staff.”***

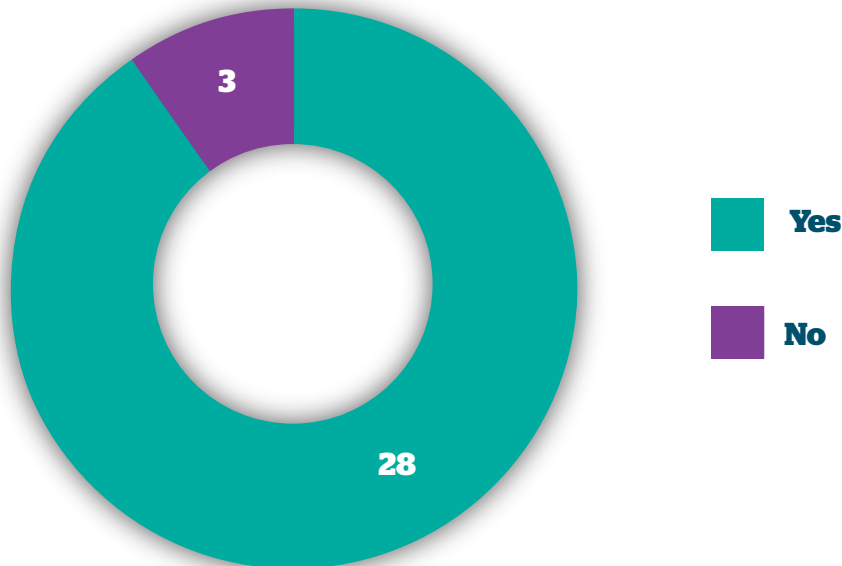
***“Yeah - in here through the night, here in moments when the alarm went off overnight, responsive to the bell.”***



## Communication

We asked people whether they felt they had been kept involved in decisions and discussions about their treatment. 31 comments were received and 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?



Generally, the staff were perceived to work well as a team and the majority of people felt they had been kept involved in the discussions around their treatment and that communication was good:

*“The way they keep you informed and up to date on your treatment and consult you about your treatment. They really care for you, obviously you can’t be in control of your treatment but they really make you feel part of the team that is caring for you and in decisions.”*

*“It’s just been amazing from the first consultation. I did some research online and saw really good reviews for this hospital so I got my doctor to refer me here specifically. Everyone is really friendly. They work as a team.”*

*The efficiency and communication. You’re kept informed and given time to ask questions. You don’t feel under pressure.*

*“I was going to the clinic in XXX (another hospital) before. The neurologist from day one from here has been amazing, how it has all been explained, it has been explained so well, the treatment, I couldn’t have asked for more. The way things have been explained so well and how I have been treated have made world of difference. I couldn’t even hold my head up before, I was in so much pain I was ready to give up and thought I was not going to see Christmas. Now I can go to the toilet on my own.”*

There were however, people who felt communication between professionals (specialists and nurses) could be improved so that information can then be passed onto the patient in a more timely manner:

*“No, I have constantly asked and they just keep saying they are waiting for the specialist to update the system. The front line staff can only give the information they know.”*

*“Pretty much. Sometimes I haven’t heard for a while. I was due for a scan on Monday but it didn’t happen.”*

*“Not all the time. Certainly not with the medications. I was told off for reading the information about my own medications. It’s my right to know.”*

*“Too many people on teams, not always able to get through (speak) to the right people”*

*“The communication between the doctor, the patient and the staff, communication there seems to be a lot lacking. Especially with the specialist talking to the nursing staff, I keep asking what is going on with my treatment and they keep saying every day that they don’t know they can’t tell me anything because the specialist have not updated it on the system. I know they can only tell me what they know and what they are told and read. There needs to be more communication with the front line staff. I ask them and they keep saying they are waiting to hear from them.”*

There was also an incident where this lack of communication had been unsettling and frustrating for the patient:

*“I was told last night last minute that I was going to have surgery today and to prep. So I was prepped and then the day staff didn’t know I was having surgery this morning because it has not been updated on the system. Then two hours ago they told me oh actually I am not having surgery. It all changes quickly what they are doing for treatment, and I know it is for our best but I think the information and communication could be better, I wish they would update you better.”*

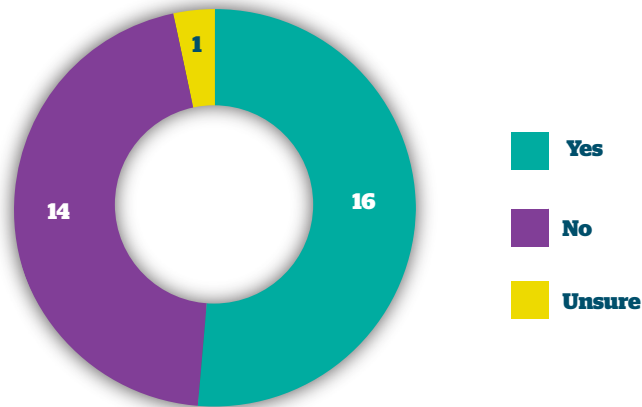
We asked people whether they had been told when they might be discharged. The results were as follows:

### Have you been told when you might be discharged?



We also asked whether staff had had discussed with them about what was going to happen in terms of care after they left the hospital.

**Have staff explained to you what is going to happen to you when you leave hospital?**

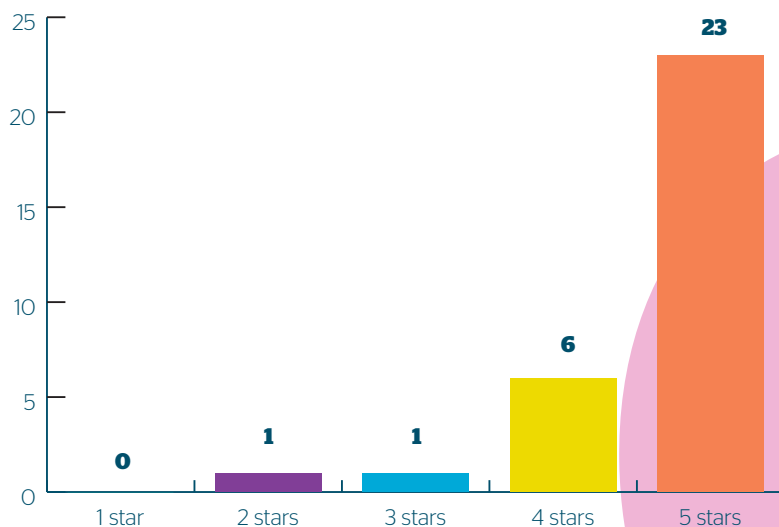


Of those who had not yet had such conversations with staff, many assumed they would have that conversation closer to their discharge (one patient who had been at the Walton Centre previously said that this had been the case last time). One patient felt dissatisfied with the lack of information about their aftercare:

*“Sometimes there isn’t enough information about the aftercare, like how long till I get my tube out/ what I can do at home. They say you are going to get it out and going to be okay but not when.”*

**How would you rate the overall service at the Walton Centre?**

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 31 respondents, the majority of people gave the overall service a 5 star rating with an average rating of 4.65 as can be seen in the following figures:



The individual who gave two stars had the following feedback:

***“They need to have an increased number of staff on the ward and also continuity of staff. They’re run off their feet and disorganised. Things are often left or forgotten. I had to wait an hour and a half for my medications. For several days my TV wasn’t working. Also the position control on my bed didn’t work so I couldn’t adjust my position. The lockable drawer on my bedside cabinet didn’t lock. The control for my bedside light doesn’t work so I have to buzz every time I want the light switched on or off. The toilet hasn’t been cleaned for three days. After the fire it was a bit chaotic. I was moved around to different places. I was put in a chair when I shouldn’t have been sitting up. I was also left in a dark area of the hospital with no light or buzzer. It was quite frightening. When we got back to the ward, all the curtains had been removed due to the smoke damage. I was without a curtain around my bed for several days. During that time they took my catheter out and changed my dressings with no privacy. I’ve made lots of complaints to the ward staff and some things have been rectified but others haven’t been.”***

This individual gave permission for us to pass on their feedback and identify them to the appropriate personnel (the Patient Experience Team) to discuss their concerns further.

There were also additional comments concerning improvements that could be made such as the food and other facilities:

***“There’s only one pudding that’s suitable for diabetics: Jelly.”***

***“The food; it’s nice, but it’s the same, I have been here 50 days and it’s always the same. Maybe a weekly or fortnightly menu, and a diabetic range, especially some puddings that are suitable for diabetics.”***

***“It’s an amazing hospital. Maybe having a little shop downstairs would be good. So visitors can pick up bits and pieces for you without having to go over to the Aintree building.”***

## Conclusions

As 94% of the people we spoke to would rate the overall service they get from the Walton Centre as 4 or 5 stars, there were obvious high levels of satisfaction, especially with regards to the staff and level of care patients had received.

The concerns patients showed for the staffing levels is an issue that is frequently reported in the NHS and is not unique to this Trust. However the Trust seem to be coping reasonably well, with 81% of people feeling staff had enough time for them and other patients both during the day and the night. However, it was apparent that the night staff are perceived to be under more pressure. Nevertheless, it was heart-warming to see that all (visitors and patients) felt that staff had been supportive and that they were caring.

Although it is clear that the Walton Centre generally strives to work well as a team and communicate between themselves as well as with patients, improvements could be made. Based on our feedback, this is especially true for the communication between front line staff and specialists so that the information can then be passed on to the patient in a timely manner.

We look forward to the next Listening Event in 2019 and continuing our work with the Walton Centre over the coming year.

# 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

**The Walton Centre  
Listening Event  
20 November 2018**



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 Walton Centre?

5. What would you like to see improved?

6. Were you made to feel welcome to the ward on your arrival (eg introduced to staff & patients, shown where facilities like toilets were)?

7. Have you felt supported by staff while in hospital? (eg have they made you feel safe / listened to / showed compassion and empathy)

8. 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)?

Please turn over



**9. Have staff kept you involved in decisions or discussions around your treatment?**

*For inpatients only*

**10. Have you been told when you might be discharged?**  Yes  No

**11. Have staff explained to you what is going to happen when you leave the hospital?**  Yes  No  Unsure

**12. Please rate the service here at the Walton Centre 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  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?

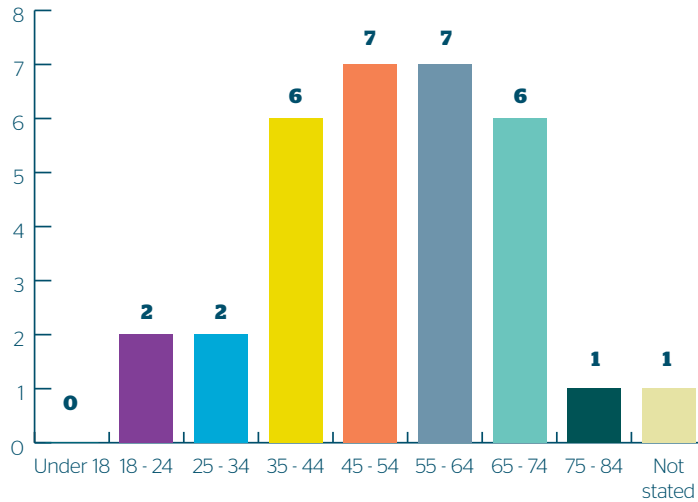
**Thank you for taking part in this survey!**



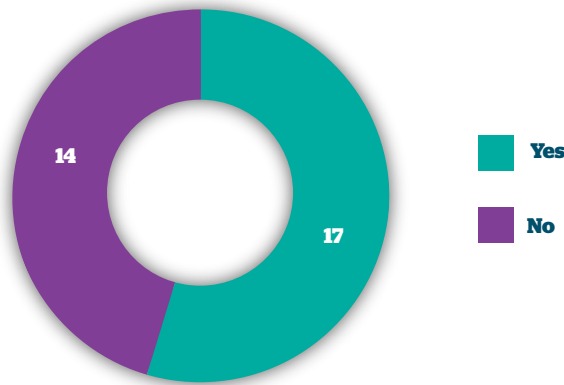
## Appendix B - Equality and Diversity Data

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.

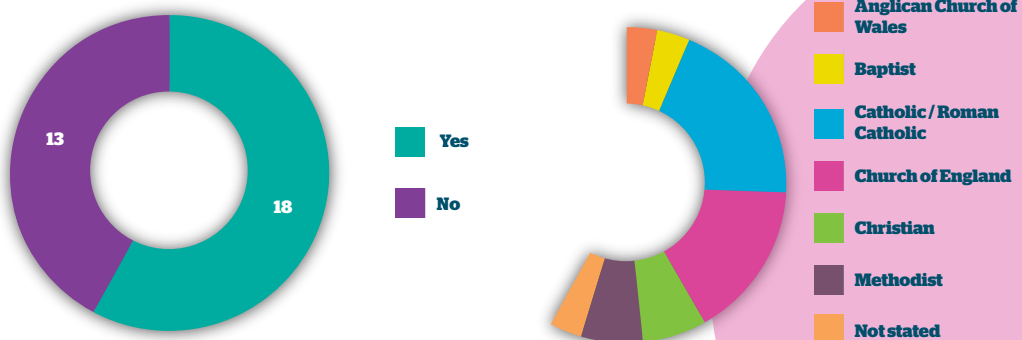
### Age



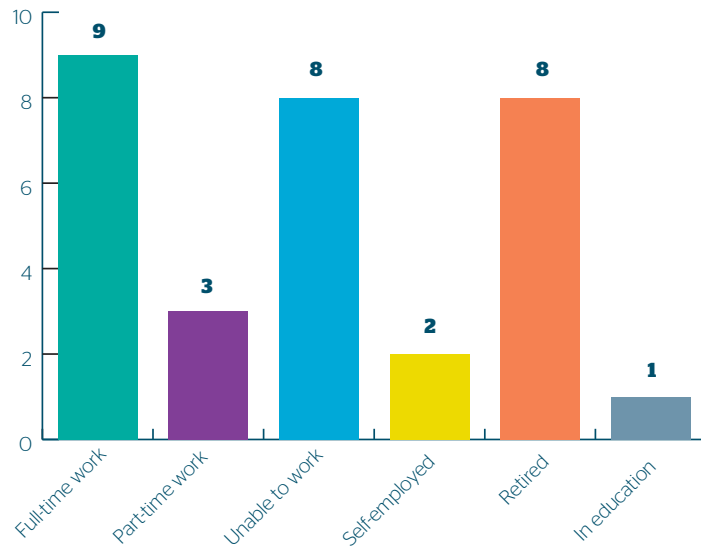
### Do you consider yourself to have a disability?



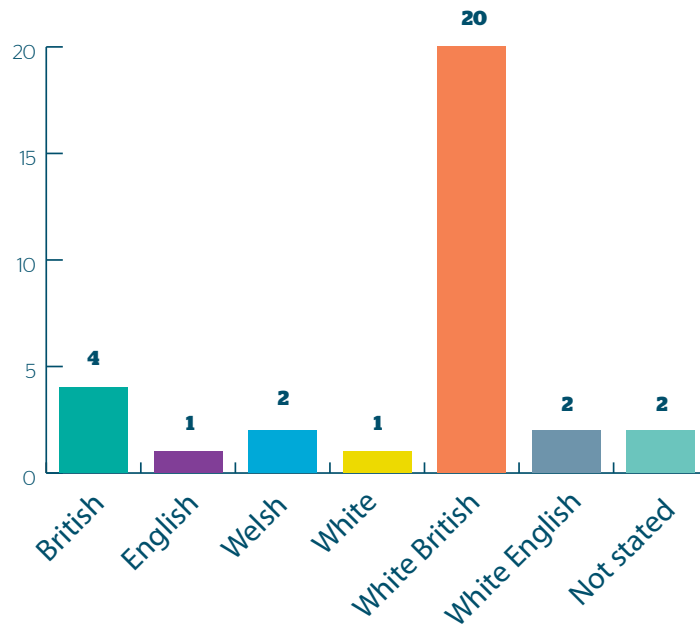
### Do you consider yourself to have a religion or belief?



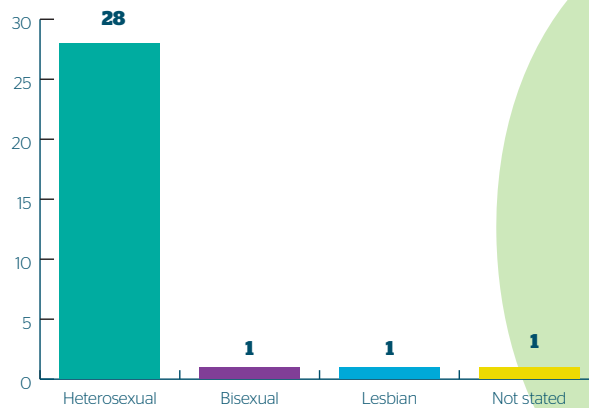
### Which best describes your situation?



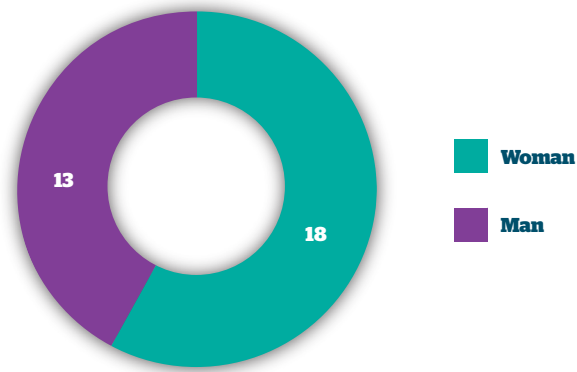
### How would you describe your race or ethnicity?



### How would you describe your sexual orientation?



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



Note: One patient said that they identified as a different gender they were given at birth.

## Appendix C - Response from the Walton Centre

*Thank you very much for providing us with a copy of the draft listening event report which details the experiences of patients, families and visitors to The Walton Centre during the Healthwatch Liverpool Listening Event on 20 November 2018.*

*We are extremely appreciative of the work you and your colleagues have carried out in coming into our hospital to speak with patients, families and visitors. This feedback is invaluable for us and we are very grateful for the strong relationship we have with Healthwatch Liverpool. I am personally very grateful for your help and support.*

*We are delighted to read about the positive feedback highlighted in the report. We are very proud of our staff and it is so pleasing to read the praise from patients, families and visitors. We have shared the draft report with the relevant departments in the Trust, including our Executive Directors and the staff in the wards highlighted in the report.*

*We are committed to providing excellent care and we recognise that some of the feedback in the report highlighted areas where we can improve. We have shared this feedback with staff and we have incorporated the recommendations from the report into our ongoing patient experience improvement work. We look forward to updating Healthwatch Liverpool on the progress of this work at our Patient Experience Group.*

*I would also like to add our gratitude for your work in designing this survey. We feel that this revised survey helped to gain a fuller understanding of the patient journey during their admission.*

*Can I again take this opportunity to thank you for your continued support of the Trust and our aim to continually improve the experience of our patients, families and visitors.*

**Mark McKenna**  
**Head of Patient Experience**