

healthwatch

Liverpool

The Walton Centre Listening Event Report 17 October 2019



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Introduction

On 17th October 2019 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 and 3 volunteers.

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 27 people as follows:

- 24 patients (7 from Cairns ward, 4 from Caton ward, 7 from Chavasse ward, 4 from Dott ward, 2 from Sherrington ward)
- 3 visitors (2 from Chavasse and 1 from Sherrington ward)

Here's what we found...



Key findings

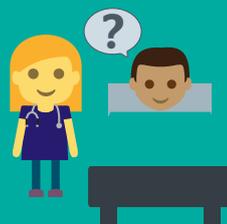
Of the people we spoke to and who answered the relevant questions...

93%

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



78% felt they had been kept involved in decisions or discussions around their treatment



46% said that staff had explained what was going to happen to them when they left the hospital



63% felt that staff had enough time to care for them and other patients

100% would give The Walton Centre 4 or 5 stars with an average rating of 4.79 stars out of 5



EXIT

42% had been given an estimated date of discharge

Survey results

What do you think is good about the Walton Centre?

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 27 respondents and themes emerged that were also reflected in the other questions such as the following:

Hospitable atmosphere and environment

Apart from expressing great satisfaction with the level of care people had received, many also commented on how friendly and welcoming the staff were on all staffing levels, from the cleaners to the nursing staff and consultants and specialists:

“Their expertise is amazing. I know other places exist but the people here from cleaning staff to the top couldn’t be nicer. They keep your spirits up.”

“Everything, from the cleaners to the top, they’re all brilliant here, always smiling from start to finish.”

“The house keeper even comes over and says hi and the staff can’t do enough for you, with such grace, and what I am telling you is genuine. You come in and the atmosphere, you can tell this room and bay had been made with people in mind. It is calming when you come in which is good for people like me who suffer from panic attacks and anxiety.”

It was also mentioned how accommodating the staff were:

“Meals are really good, best I’ve had in any hospital. They try to adapt meals to meet people’s needs (diet-wise).”

“Even if I want a bath at 3am they will organise it for me or tea and toast at 2 am which is something I do that is comforting at home and they will do that for me here. I don’t feel half as bad here as other places as I trust them and I feel safe.”

People also commented on the cleanliness of the hospital with remarks such as:

“They are also so clean, you could eat off the floor, I am very conscious of the hygiene after I got MRSA in my local hospital due to their poor care. And I have had sepsis 6 times in the last 4 years, so I do watch them when they are cleaning. They wipe everywhere, even the underside of the mattress.”

“My son wouldn’t have been here without it. Their attention in every shape and form, even the hygiene is second to none.”

“Somebody is in every day cleaning, they’re always wiping the tables at least 3 times a day. They clean up straight away if there are any spills and really understanding when this does happen.”

However, there was one patient that felt:

“Having the doors (to the bay) open all the time is no good with all the germs, it needs some kind of fine netting or curtain to stop bugs.”

Some spoke about how they found this kind of atmosphere to be unique to the Trust:

“I have been in lots of different hospitals over the last 17 years [...] Normally you have a bad egg but I have not really found one here.”

“In other hospitals you have to wait for drinks but not here.”

“Consultants come out every day apart from weekends and they really listen to what patients have to say. I’m never rushed out to leave unlike in other hospitals.”

We also asked people how supported they felt by the staff, 88% said that they did and a large majority (93%) felt they had been made to feel welcome on the ward when they first arrived. However, there were a few comments around the noise levels on the wards and how this could be better managed:

“It can at times be noisy. How they manage that could be looked at.”

“Something I would change is the incessant radio playing, people should have earphones. Other people have commented on the noise.”

Although the following comment was only made by one patient, we felt that this was a valid point as we expect there may be a few patients who find themselves in similar situations:

“They ought to have a mobile phone for anyone who comes in who hasn’t brought one in, so they can speak to their relatives. I’ve asked staff to call my spouse, I’m quite anxious that I may not see her.”

Staffing levels

A large majority of the respondents (89%) said that they felt staff had been supportive however, a smaller majority of people (63%) felt staff had enough time to look after them or their relatives and other patients (both during the day and night):



When asked what could be improved, a few of comments were around concerns for staff and the need for increased staffing levels:

“It would be nice if the nurse could have another helper as they are over worked.”

Those that felt more staff were needed expressed how they felt it directly impacted on their care:

“They need more staff, I don’t always want to ask them to do things as they’re so busy. I was cold one night and couldn’t reach my blanket but the staff were so busy.”

“It would be helpful to see the same staff more regularly, for example, the same staff at night and the same staff in the daytime. I have to go over my history with them every time.”

Although not many, there were some that felt there was a difference in their care between the day and night:

“There is a big difference between day and night. The morning staff come around and say hello to everyone, the evening staff when they do the change-over don’t have the time to pop their head in and say hi. Sometimes I don’t see them until 2am or if I buzz for them. I know they can’t be with you 24/7.”

Nevertheless, many commented on how despite the pressures the staff were obviously under they were still accommodating:

“They are limited but they can’t give any more. The nurses explain things and give me time when I haven’t understood what the doctor has told me, they’ve even drawn diagrams for me!”

There was also the perception that those that were ‘more needy’ got more attention from the staff but that this was understandable.

Issues with medication delays

One of the main issues that were flagged was around delays in receiving their usual medication they had brought to hospital with them:

“The changes at night take a long time to do. I take antidepressants and if I don’t take them at a certain time early enough in the evening I can’t sleep. Sometimes even when I ask for them by 10pm I still have not had them because the changeover has taken so long.”

“I came in on Sunday and there have been major problems with my medication. I’ve been waiting since 10am for medication (time 2:45pm) I saw the doctor at 10am and they knew yesterday what medication I’d be on.”

It was particularly concerning to hear that some relatives felt that the patient’s medication was sometimes forgotten and that they had the responsibility to remind staff:

“Sometimes they forget to bring her the medication, maybe they don’t want to disturb her when she is asleep.”

“My wife’s thyroxin pill not delivered on time, we have to remind staff”

A few patients complained that they had not been able to go home as early as they had wanted to due to the delays in receiving their prescription medication before they could leave:

"I've been waiting to be discharged for hours but my prescription meds are delaying me. The pharmacy shuts at 5pm so I'm worried I won't get home today."

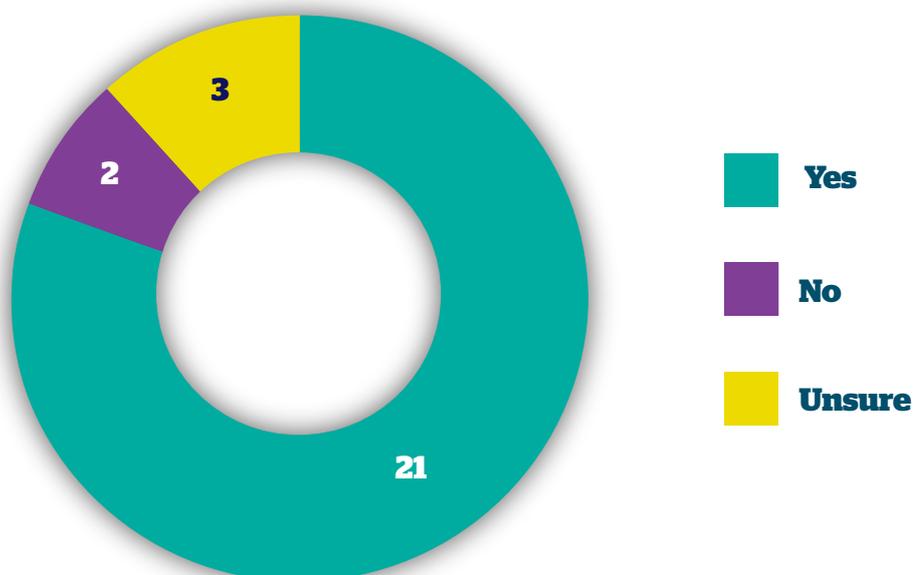
"Only problem has been that waiting for medication is delaying my discharge as it has to come from the Aintree site."

"The pharmacist, if you get discharged you are waiting hours for your medication to come up."

Communication

We asked people whether they felt they had been kept involved in decisions and discussions about their treatment. The results are as follows:

Do you feel you have been kept involved in decisions or discussions around your treatment?



In general, people felt that the communication between them and staff was good:

"The Dr's are also excellent, explain everything clearly."

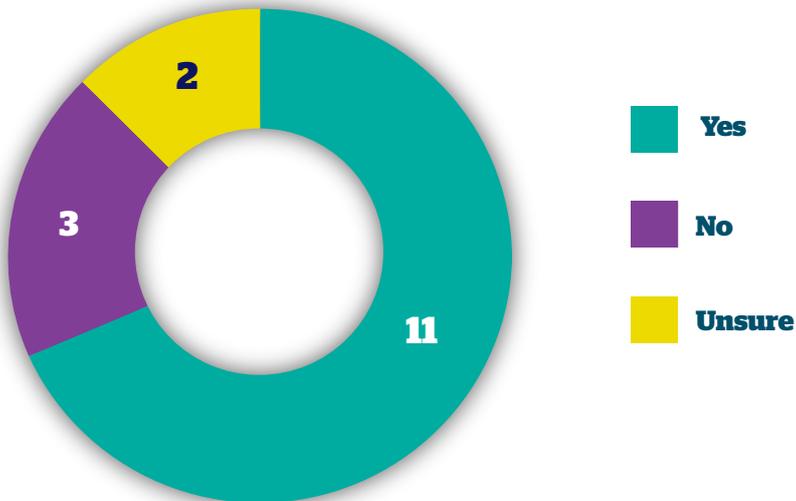
However, there were a few that felt there were areas for improvement:

"More information about what they do before you come in. I came in planned, and didn't know until this morning what they wanted to do."

"I don't feel comfortable with what they are saying and so I even contact another consultant from the past to ask him for his second opinion and for him to explain what they are saying which he does better than them."

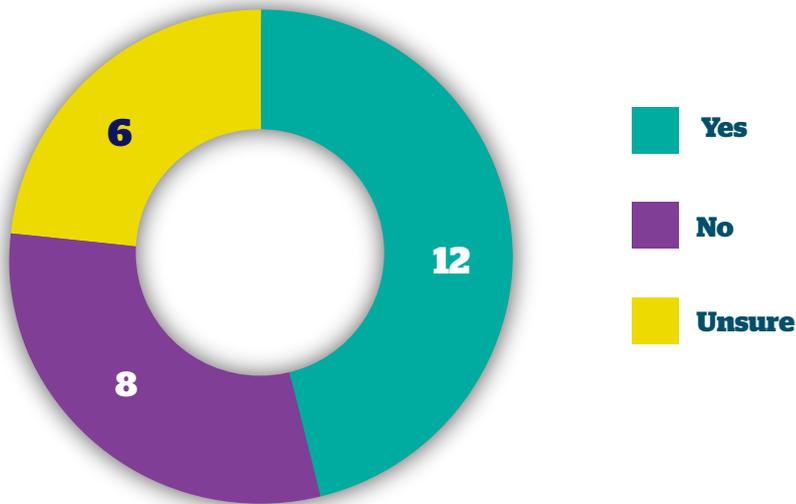
We asked people whether they had been told when they might be discharged. The results were as follows:

Have you been told when you might be discharged?



We also asked whether staff had had discussions with them about what was going to happen to them in terms of care after they left the hospital to which 26 people answered the following:

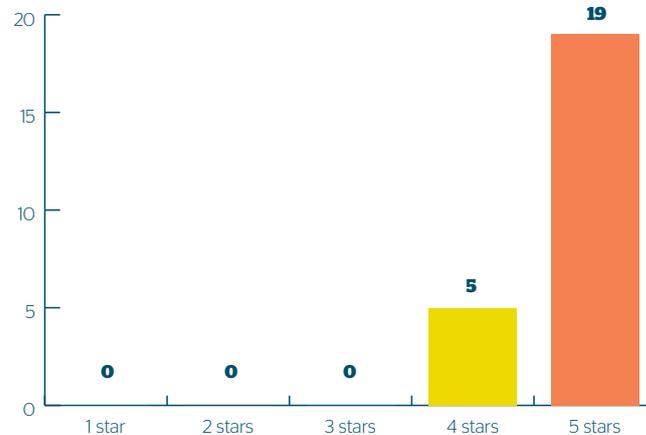
Have staff explained to you what is going to happen to you when you leave hospital?



Those that had not yet been told about their possible discharge felt that it was understandable due to their situation.

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

We asked people to rate the overall service they had received from 0 to 5 stars, 0 stars being Very Poor and 5 stars being Very Good. The Walton Centre did not score below 4 stars (Good) and of the 24 respondents, the majority of people gave the overall service a 5 star rating as can be seen in the following figure:



The average star rating was 4.79 stars out of 5.



Conclusions

As expressed in past Listening Events at the Walton Centre, the levels of satisfaction were high, particularly due to the hospitable staff and welcoming and clean environment.

Although it was evident that the staff strive to create a welcoming and hospitable environment for the patients, staff could be more conscious of the noise levels on certain bays (such as asking patients to listen to music with headphones or not having the radio on continually). Additionally, although the majority of people were happy with the level of care they received, the reported delays in delivery of medication were an evident issue that should be further looked into and addressed.

However, we are aware of the pressure NHS staff are under and acknowledge that sometimes these issues may be difficult to manage alongside all their other tasks.

We look forward to the next Listening Event in 2020 and continuing our work with the Walton Centre over the coming year.

Recommendation

We are aware that our findings cannot be generalised due to the small sample size, however one issue that came across clearly was around medication delays.

Therefore, we recommend that particular attention be paid to the issue of some patients having to wait longer than they should for their medication, as well as the delays in discharge caused by long waits for prescription medication being delivered before patients can leave the hospital.

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
17 October 2019**



1. Are you: a Patient Visitor / family 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)?

Yes No Unsure **Comments:**

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

Yes No Unsure **Comments:**

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)?

Yes No Unsure **Comments:**

Please turn over

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

Yes
 No
 Unsure
 Comments:

For inpatients only N/A

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

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 / 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

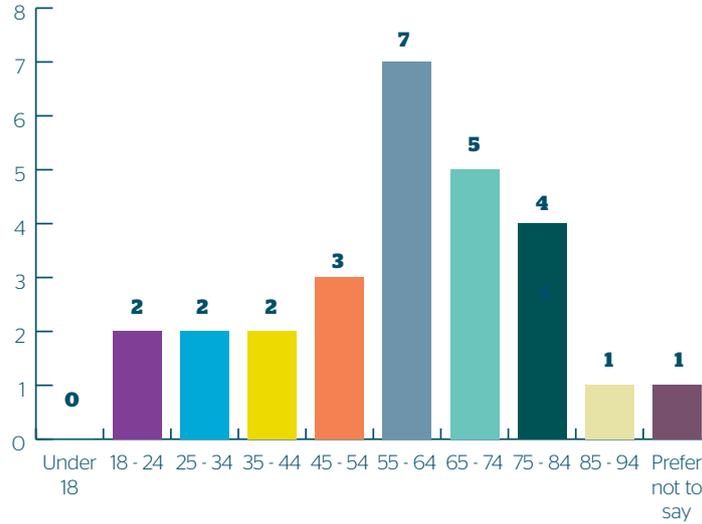
Do you feel that you are treated fairly and with the same dignity and respect as other people? Yes No Unsure

Thank you for taking part in this survey!

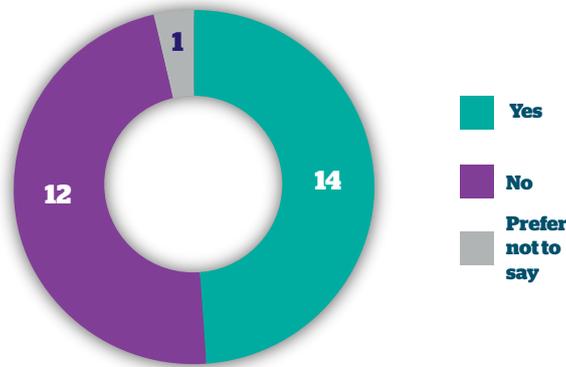
Appendix B - Equality and Diversity Data

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.

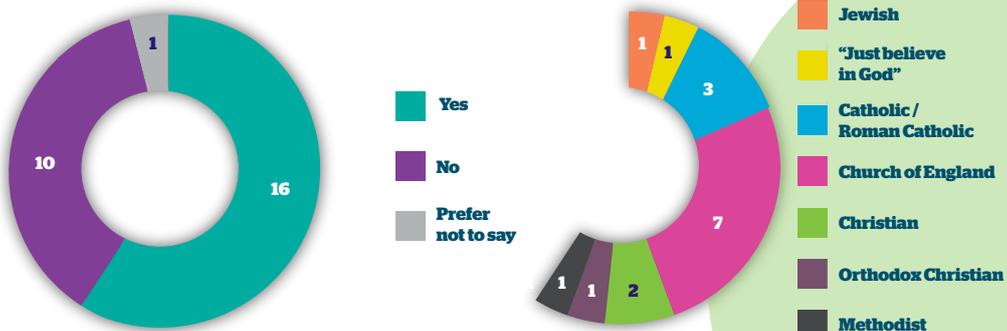
Age



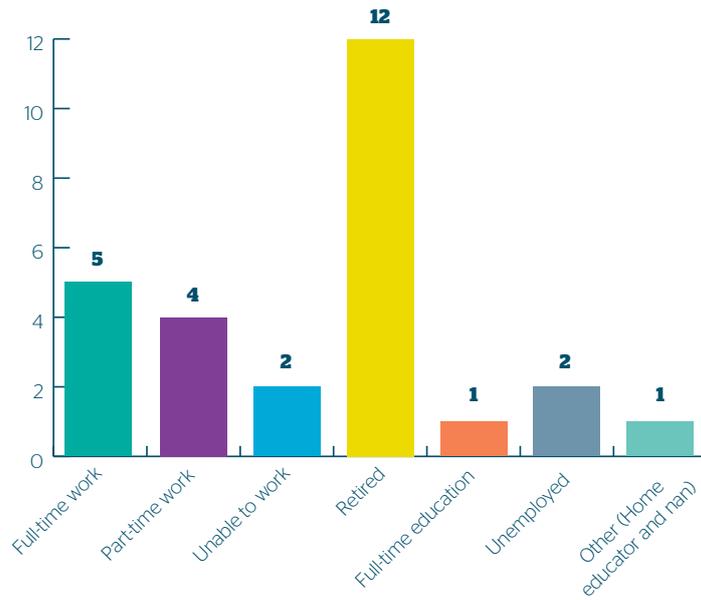
Do you consider yourself to have a disability?



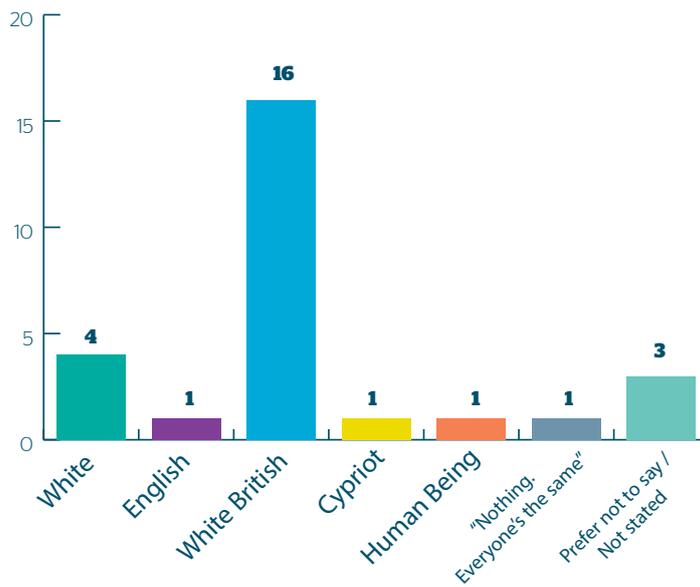
Do you consider yourself to have a religion or belief?



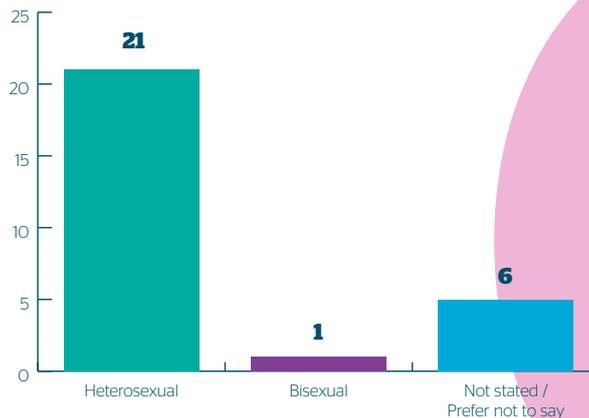
Which best describes your situation?



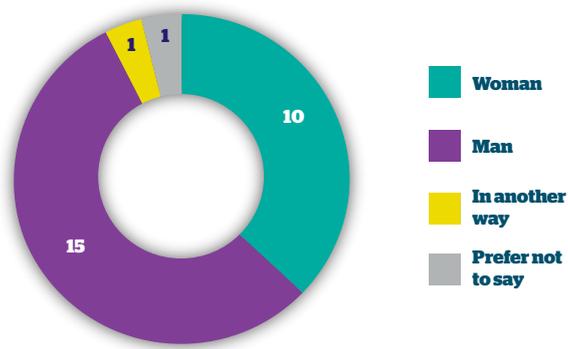
How would you describe your race or ethnicity?



How would you describe your sexual orientation?



Which of the following describes how you think of yourself?



***Note: All except one said that they identified as the same gender they were given at birth. All said they felt they were treated with the same dignity and respect as others.**

Appendix C - Response from the Walton Centre

I would like to thank you for undertaking the Listening Event in October 2019 and for your report which provides feedback from patients and families at The Walton Centre.

We are extremely pleased with the feedback from our patients and families. It was so reassuring to note that they felt safe, welcomed at all times and felt special under our care. Ensuring that patients receive information in a way that they understand is of utmost importance to us and from the report, this demonstrates we are delivering on this.

We recognise that there are some areas where we can improve and by sharing the report with the Board and Senior Teams we will implement those changes.

I would like to take the opportunity to thank you and your volunteers for your continued support as this certainly goes towards improving the experience for our patients and families.

Lisa Gurrell
Head of Patient Experience at The Walton Centre