

healthwatch

Liverpool

The Walton Centre Listening Event Report December 2017

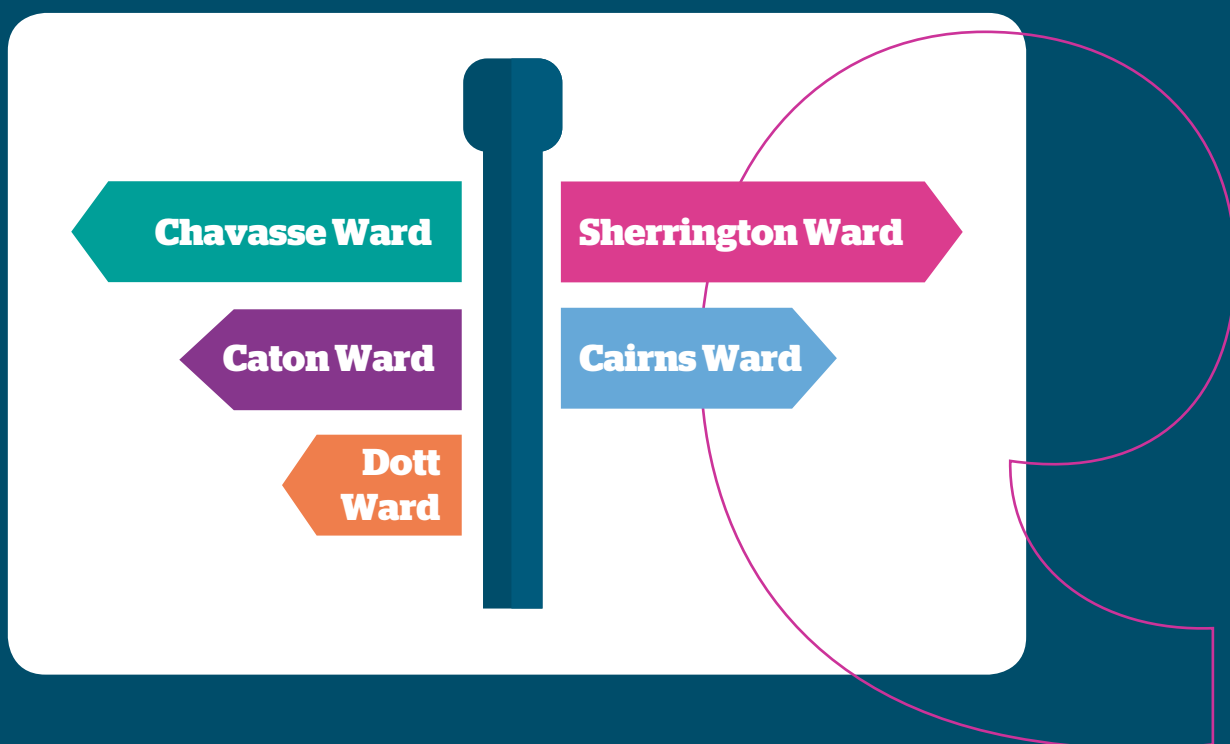
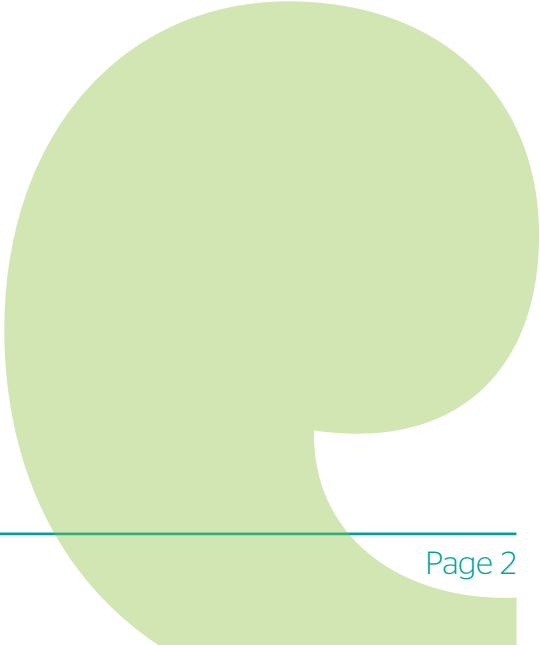


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1. Introduction

On Thursday 7th December 2017 Healthwatch Liverpool and Healthwatch Knowsley visited The Walton Centre NHS Foundation Trust. Healthwatch wanted to speak with patients, and/or their families and friend to find out what they thought was good, and what could be improved about the services, currently provided by The Walton Centre.

In order to provide consistency, patients were asked questions that had been jointly agreed between Healthwatch and The Walton Centre. The first question was to establish that we were actually talking to a patient. The second question was to confirm which part of the hospital the patient was telling us about. In the third question we wanted to find out which area of the region people using the services came from.

So as to ensure their anonymity patients were not asked for their names or addresses, but were asked for the first part of their postcode as well as some questions about their background for equality and diversity purposes.

The patients that shared their post codes with us came from the following areas:

5 from Liverpool, 5 from Warrington, 4 from Knowsley, 4 from Sefton, 4 from Preston, 4 from Wirral, 2 from North Wales and 1 each from Pickering, Salford, St Helens, West Lancashire and Wigan.

During the event Healthwatch staff spoke with a total of 38 patients (not all patients answered all questions). Due to the relatively small sample size the feedback is of qualitative rather than quantitative value; it gives some suggestions of where patients thought The Walton Centre got things right, and where improvements might be made.



As showing all of the patient feedback here in the main report would provide too much detail for many readers, we have where possible, selected for inclusion below, one remark relating to each question per ward that we visited. We feel that this will give the reader a general picture of what people thought about the Trust.

The information that we gathered on the day does provides a valuable snapshot of how patients were feeling about the Trust during the visit. Healthwatch Liverpool and Healthwatch Knowsley are pleased that the picture it shows is of a hospital that the vast majority of the patients we spoke to said was providing an excellent service in terms of care, and patient experience.

All feedback has been shared with The Trust and commissioners (who plan and buy the services) and is available on request along with the questionnaire that we used and the equality and diversity data.

2. What patients said about The Walton Centre

Q4) Patients were asked: What do you think is good about The Walton Centre?

Patients gave very positive views about the Trusts

- Everything is amazing; it's been a good hospital, always fab. The nurses, the beds, the rooms breakfast food etc. (Cairns Ward)*
- The doctors are excellent with me, very available all the time to speak to and also caring. They're just amazing. They explain everything and always ask if I've got any questions. The nurses are also caring too. (Caton Ward)*
- I've been in a week; it's good that everyone with a similar neurological condition are all in the same place, feels like we're all in the same boat. It's more specialists. (Sherrington Ward)*
- I was really poorly on Tuesday and actually thought I was dying. I was really scared so a nurse stayed with me the whole time without having any breaks or lunch. She kept reassuring me that I wasn't going to die on her watch. It turned out it was a bad reaction to an anaesthetic. (Chavasse Ward)*
- They saved my life, I'm very happy with it. At the beginning I was frightened about being operated on, I was mothered by the staff, such love and comfort. I was poorly yesterday, and the staff really helped me. The staff give so much of themselves, I worry about them. I could find niggles if I wanted to, it's so easy to criticise, but they go well beyond what's required. (Dott Ward)*

Q5) Patients were asked: What would you like to see improved?

This question was designed to pick up the more negative things that patients might have to say; however, about half of the responses to this question were either wholly or partly positive.

Here are some of the positive comments:

- No not really it's an efficient ward. This NHS Hospital is person centred and the Cairns ward staff as really good too. (Cairns Ward)*
- I don't think so, I have been here two weeks and they have been wonderful and they never leave you. (Caton Ward)*
- The pain management team came to visit me though and they were a God send. (Sherrington Ward)*
- No issues, this ward has been spot on. (Chavasse Ward)*
- It's very difficult to comment, because it's a strange situation. Overall I'd say nothing can be improved. (Dott Ward)*

We did pick up some comments relating to where things might be improved:

- Communication with doctors and medical staff about my condition, it's better now. (Cairns Ward)**
- I've found the ward hasn't been as clean as when I was in Whiston Hospital, some cleaners just run the mop down the middle of the ward. (Caton Ward)**
- I've made a few complaints. They're very short staffed. After my operation I was in a lot of pain and pressed the buzzer for help, it was 20 minutes before anyone came. I felt alone and like they didn't care. They could have checked if I was ok. There's 2 nurses I like on the ward, but some are not so caring. When I couldn't speak after the operation, they didn't care. It's better now I can speak up for myself. I also don't like the computerised system for pain medication; it tells you that you can only have it at certain times in the day. But what if you need it at a different time? Where's the humanity? I'm on a lot of medication for fibromyalgia so I have a tolerance to medication; the amount they gave me wasn't effective in here. (Sherrington Ward)**
- The staff can be a bit stretched, they're always busy. The mornings are the busiest when they have to do baths and showers, the pressure is too much. (Chavasse Ward)**
- Sometimes I wonder why I've been left alone when there aren't any staff around, but I understand the staff can't be everywhere. This has been one of the most traumatic experiences of my life, but I will leave knowing that I've met nice people. (Dott Ward)**

Q6a) We asked: Is this your first visit to The Walton Centre?

Of the 28 patients that answered this question, 17 yes and 11 no.

Q6b) We asked: If no, how long have you been using the services?

Answers from the 11 patients who answered this question ranged from six months to 10 years with most having had dealing with the Walton Centre for several years at least, reflecting the long term nature of many patients' needs.

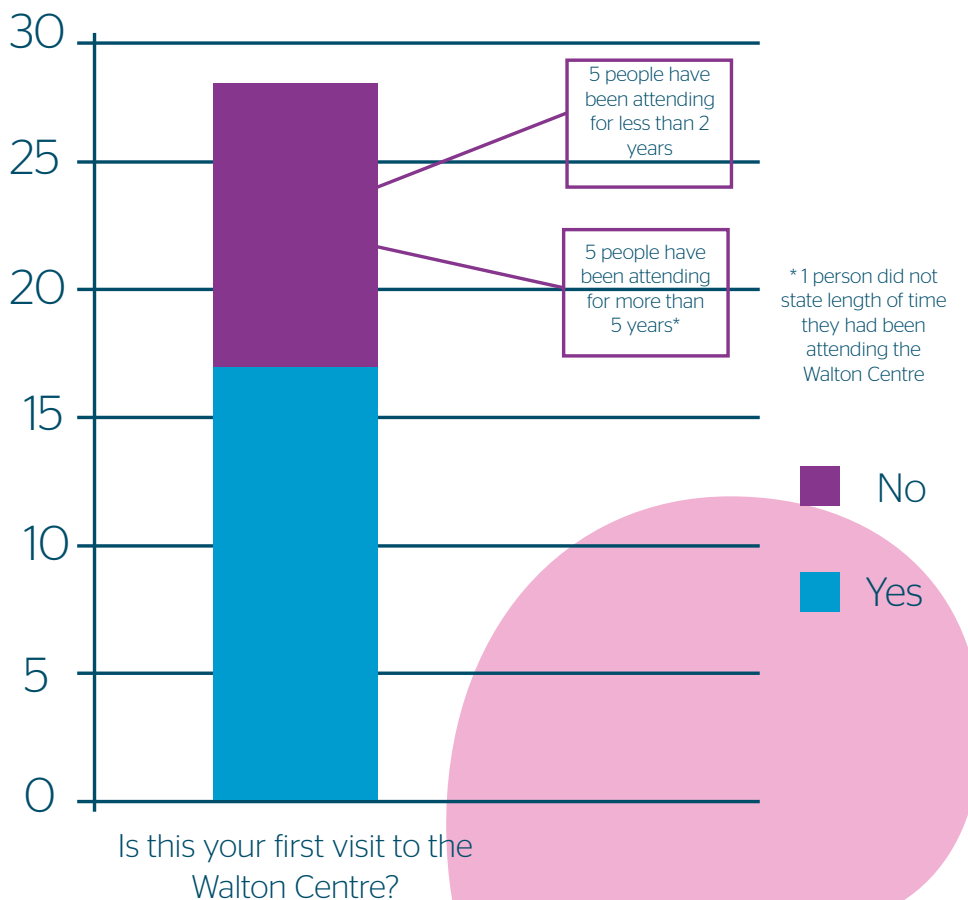


fig 1. Is this your first visit to The Walton Centre?

Q7a) We asked: Do you feel you received enough information from the Trust regarding your appointment or condition?

Of the 30 patients that answered this question 28 said yes they did get enough information and 2 patients said no they would have liked more.

Q7b) We asked: If no, what other information would you have liked to receive?

We received only one less favourable comment in response to this question that we can attribute to a specific ward:

Yes in general, but I could have done with a little more about my condition early on. It is fine now. (Chavasse Ward)

Q8) We asked: Do you feel staff treat you with Dignity and Respect?

Of the 30 patients that answered this question, 28 said yes and 2 said no.

When asked to comment, patients gave the following answers, which were almost all positive:

- Always. (Cairns Ward)
- Absolutely, go above and beyond. (Chavasse Ward)
- Very much so, very positive. (Dott Ward)
- I feel staff treat me with dignity and respect. (Sherrington Ward)
- There were no answers specifically relating to Caton Ward in this section.

Q9) We asked: When you meet with staff members do they introduce themselves to you?

Of the 30 patients that answered this question 28 said yes and 2 said no.



fig 2. Communication with the trust and its staff

When asked to comment, patients gave the following answers:

- Mostly except when things are going on (i.e. they are very busy.) (Cairns Ward)
- Always by first name which is great. (Chavasse Ward)
- More often than not. (Sherrington Ward)
- Some of the bank staff don't always do this, they're generally not as good as the regular staff. (Dott Ward)

There were no answers specifically relating to Caton Ward in this section.

Q10) We asked patients to rate the service overall

27 patients rated the service 5 stars.

1 patient rated the service 4.5 stars.

5 patients rated the service 4 stars.

2 patients rated the service 3 stars.

3 patients did not answer this question.



When asked to comment, patients gave the following mostly very positive answers:

They told me everything I needed to know about my condition. I would give them more than 5 stars. (Cairns Ward)

In terms of information given, this is an excellent part of the service - from my pre-op to where I am now I have had leaflets, booklets, phone numbers for relevant staff. (Caton Ward)

The information the staff have provided me has been without a shadow of a doubt a real strong point. (Chavasse Ward)

Waiting time to come in is nothing, I have no complaints. (Sherrington Ward)

You don't have to wait long at the clinics. (Dott Ward)

Although more than half of the comments that patients in made in this section were positive or very positive, we did pick up some less favourable responses:

The building isn't great and the only views you can get seem to be in the day room which I'm not all that keen on. (Cairns Ward)

They look after my dignity very well e.g. I went for a shower and I was helped very well. There was a little thing, like pain relief but they sorted it when I raised it. (Chavasse Ward)

The surgery has gone very well, my surgeon was very good and I really liked him. But the aftercare has been bad. (Sherrington Ward)

The staff make the place better. The staff are so helpful its nice and cheerful the staff make you feel at ease. The only thing I'd improve is communication between the consultant and staff as no one was able to answer my questions as they have not been told. I would still give it five stars. (Dott Ward).

There were no less favourable comments relating to Caton Ward in the responses to this section.

3. Conclusion

As with our previous Listening Event at The Walton Centre which took place on the 18th November 2016, Healthwatch representatives were on this current visit again greeted by staff and made to feel welcome. On this occasion, however, we were able to visit the wards, which we were pleased about, as this allowed us to speak with a group of patients that we didn't reach last time. We found that patients were very happy overall with the services provided at the Trust and well over two thirds gave it top marks with a rating of five out of five stars, which is even better than we found last year.

We heard of no experiences that gave us any concerns about the general quality of the service or that require immediate remedial actions by the Trust. The very few negative experiences related mainly to, communication, pain medication and food, however, it must be stressed that these were very few in number and that the issues had largely already been resolved. We did note that some patients had mentioned that nursing staff were very busy, and in their view, might on some occasions be short of staff. However, they also said that this had not affected the care or staff attitude adversely, so, there is no indication that staffing guidelines are not being met.

Healthwatch Liverpool and Knowsley would like to thank the Trust for their assistance in conducting our listening event and ask the Trust to take the feedback gained into account.



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