

The Walton Centre Listening Event Report

Thursday 11th January 2024



Contents

Introduction	3
Highlights	3
Survey Responses	4
Acknowledgements	12
About Healthwatch	12
Contact	12
Appendix A: Survey	13

Introduction

Healthwatch Liverpool visited The Walton Centre on 11th January 2024. We spoke to 19 patients and 2 visitors on inpatient wards. This included 3 people on Cairns ward, 6 people on Caton ward, 2 people on Dott ward, and 10 people on Sherrington ward. We did not visit any outpatient areas this time. We used a survey to make sure that we asked everyone the same questions.

Most of the questions we asked were the same as those asked during the listening event we held the previous year. The Walton Centre asked us to include some questions about noise at night and about the information provided and preparation for planned operations.

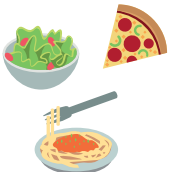
At the end of our visit we provided an overview of what patients had told us during our visit. We were pleased to note that some things we had raised during the day had been dealt with immediately.

We would like to thank the patients and visitors we spoke to for their time and honesty in answering our questions. Our thanks also to the Patient Experience team at The Walton Centre who facilitated our visit.

Highlights



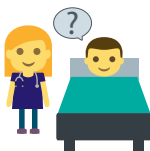
As in previous years, the staff and staff attitudes received the most positive comments.



The food, cleanliness and ward environments at The Walton Centre also received positive feedback multiple times.



18 out of 21 people said that staff had enough time for them and other patients.



Everyone we spoke to said they were given enough information about their care and treatment.



When we asked what could be improved parking was mentioned most often, followed by improvements to the food.



Patients awarded The Walton Centre a high overall score of 4.8 out of 5

Survey responses

We asked: What is good about The Walton Centre

We received lots of positive feedback. The comments that follow below were chosen to illustrate what people told us. The largest category of positive comments we received were about the staff and staff attitude which was mentioned by 18 people. Comments included:

"Staff fantastic, have an attentive nature, they are kind, hardworking, brilliant." (Cairns ward)

"They're attentive, you get cared for. They have time for you, more than in another hospital I have been." (Dott ward)

"All the people who work here are nice and say hello. The staff know what to do, it is really cool they have students around too – this is good to see." (Sherrington ward)

"Staff are top notch. The surgeons, everyone. They're helpful and supportive." (Caton ward)

Five people said 'everything' was good:

"Literally possibly the best neurological centre in the world. I have researched and not found anywhere more advanced or dedicated." (Cairns ward)

Four people mentioned the cleanliness:

"It is a lot cleaner than other places I have visited." (Sherrington ward)

A further four comments were made about the food, including:

"Food is good and good portion size." (Cairns ward)

Three people mentioned the ward environment and facilities:

"Looks nice, it feels bright, it is clean and relaxing." (Sherrington ward)

Three others mentioned the treatment they or their relatives were receiving:

"My boyfriend has ongoing treatment every month. They proper take care of and look out for him." (Sherrington ward)

Individual comments included feeling safe, and an operation going ahead.

We asked: is there anything you think that could be improved?

Eleven people said they didn't think anything could be improved. Several people took the opportunity to give more positive feedback about the hospital:

"No. It seems like they all really know what they're doing. And the nurses come and see if I'm ok and offer me tea." (Sherrington ward)

"I don't know; they're accommodating with visiting times." (Dott ward)

Six people mentioned difficulties parking, including one person who mentioned people parking in disabled parking bays:

“The only thing is that people sometimes park in disabled bays which I’ve mentioned a few times to Security. It’s inconsiderate.” (Sherrington ward)

“Parking, it causes me a lot of stress before my appointment which is not helpful.” (Sherrington ward)

Four people mentioned possible improvements to the food:

“The food. Could be a bit more as I needed to ask for a large meal. These are available but not advertised.” (Cairns ward)

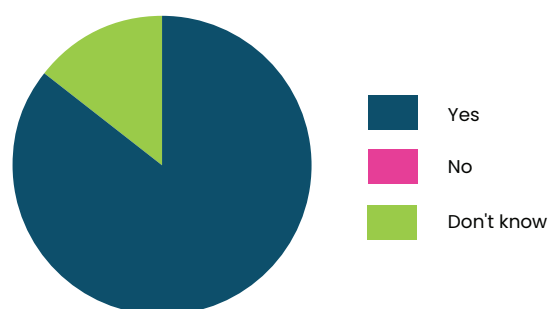
“Some of the food leaves a bit to be desired – it’d be nice if it was hot. On Chavasse ward – which I was on previously – the food was always cold by the time it got to you.” (Sherrington ward)

There were several individual comments about a variety of topics. These included comments about the facilities, e.g. not having a shop or a free cash machine on the premises, vending machines not working, and not having a quiet space. One person mentioned seeing trolleys in some corridors. Another said the number of staff could be improved, and that some staff were more helpful than others. One patient said they had to wait sometimes for treatment when they were feeling uncomfortable, but that they understood staff had to prioritise.

One relative mentioned that the patient they were with had been in a serious condition but had not seen a consultant for 2 days. They had contacted PALS 24 hours before but not been contacted yet. We mentioned this to the patient experience team who ensured that this relative was contacted the same day.

We asked: Do you feel that staff have enough time to spend with you and other patients?

Nearly everyone we spoke to felt that the staff had enough time for them. Three people said they didn’t know, 2 on Caton ward and 1 on Cairns ward.



We also asked people to give more details if they felt staff didn’t have enough time, but mostly people left positive comments:

“They’re very experienced and very good. Great attitude. You can ask questions and they’ll answer if you’re worried. They’ll support you and sort cabs for you. Even when they’re run off their feet there’s a smile for you. It helps a lot.”

“They’re on their feet all the time. I can empathise.”

“Some do, 20% don’t have the time.”

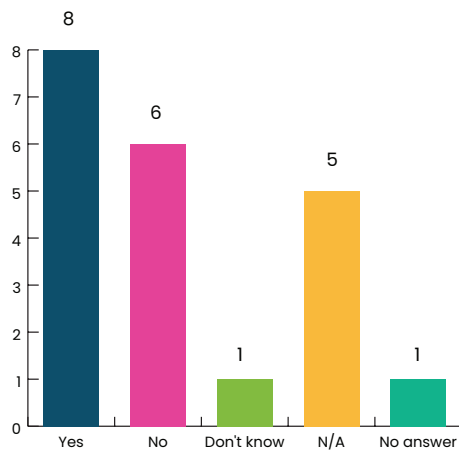
We asked: Have you been given enough information about your care and treatment by the hospital?

Everyone we spoke to said that they had received enough information about this.

We asked: Are you able to manage your own medication whilst in hospital? If not, is this something you would like to do?

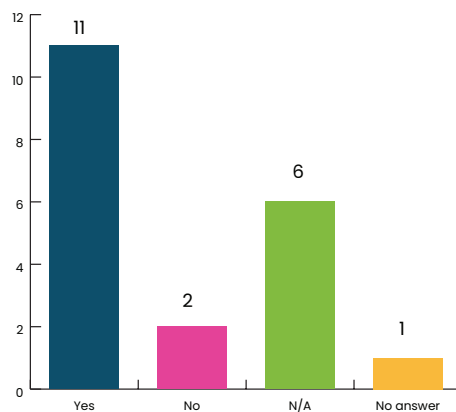
For most people this question was either not applicable or they did not manage their own medication in hospital,

The patients who did not manage their own medication nearly all said they did not want to do this themselves, apart from one person who said they didn't know.



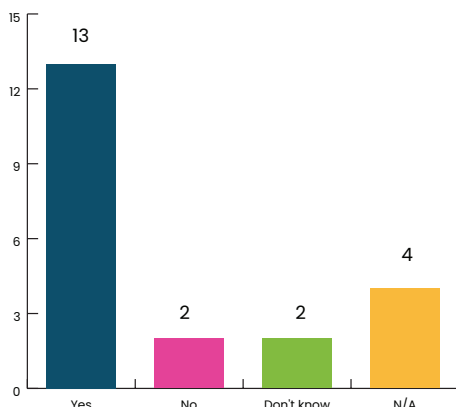
We asked: Did you receive enough information to prepare you for/ support you after your discharge home?

Many patients were not sure about when they would be discharged. Where this question was applicable most people said they had received enough information.



We asked: Were you happy with the standard and quantity of the food and drinks you received?

A large majority of people said they were happy with the food and drinks they received:



We asked: Have you had any remote appointments at The Walton Centre (phone or videocall appointments)? If Yes- please tell us what you thought about remote appointments?

Only 3 people said they had had remote appointments. Opinions varied:

"Video is very hard. You have to click on a link. I don't feel confident about it and worry that I'll lose the link or the connection. I'd rather have a phone call or a letter."

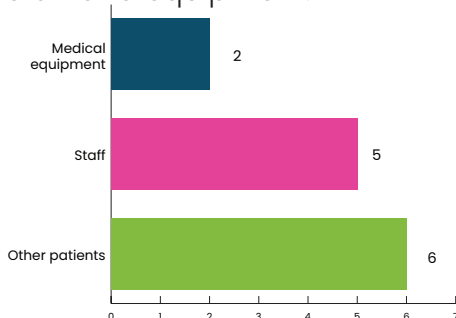
"They are fine when needed, but more difficult. Face to face is much better."

"Really good, professional and on time. Optional online or in-person offered."

"I like that I can ring in with any questions."

We asked: Has your sleep been interrupted by noise at night from other patients, staff, medical equipment or anything else?

For those patients who said their sleep had been interrupted the main reason had been noise from other patients, followed by staff and equipment.



Several people told us more about this. One patient gave a really positive example of the patient-centred way staff had dealt with an incident:

"On Chavasse you could hear staff having to deal with violence from patients with challenging behaviour. For instance, they were very pro-active when a male tried to get into the female section of the ward. We were all asked how it had impacted on us and people were moved if they felt safer elsewhere."

Patients understood there were many valid reasons for noise at night and/or interrupted sleep:

“They have to do Observations etc. It’s a bit noisy sometimes but it’s a hospital. I was offered an eye mask and ear plugs. Staff are there to ask if I need anything.”

Several people mentioned they had been provided with eye masks and ear plugs – another example of good practice.

Another comment mentioned that they had been

“comfortable and felt much safer than have done in other hospitals.”

We asked: Have you had a planned operation here in the past 12 months (not an emergency admission)?

Only 6 people we spoke with had had a planned operation in the past year at The Walton Centre. These 6 patients were asked follow up questions:

a) Were you satisfied with the pre-operation appointment(s) and checks?

5 patients said they were satisfied. 1 patient said they were not.

b) Did you have all the information you needed before the operation itself?

All 6 patients confirmed they had had enough information.

c) Were you confident that you knew how to prepare for the operation?

All 6 patients confirmed they did.

d) Did you receive enough notice for your surgery?

All 6 patients said they had had enough notice.

e) Do you feel that enough time was given before your phone call and surgery date to feel reassured and prepared for your operation?

5 patients said they had had enough time, 1 said they didn’t know.

f) Do you have any feedback about the communication you had with the secretary before your operation? Comments were:

“Not about the secretary but the surgeon was excellent. He was one of the ones on TV on the 5Star programme.”

“Not about the secretary but I was given about a week’s notice and that was plenty.”

“My operation (in Sid Watkins) was arranged for 9:00am but it takes 6 hours to get here from where I live. I had to leave at 1:00am (via Welsh Ambulance Service) which I was not happy about. I asked whether there was an afternoon appointment but I was told there were none.”

“All informative.”

“Could have done with some more info, it was left for a little while. I needed time to digest things. Better communication for if you have any worries, there was no point of contact before the operation. I had to go to A&E unexpectedly before the operation, it would have been easier if I could have come here for the scan instead of going to my local hospital. I had a second bleed on the brain before the date of the planned operation.”

“Everything went smooth. Knew about the operation well before.”

We asked: Please rate the service here at The Walton Centre overall (1-5, 1=very poor, 5=very good)

Seventeen people awarded The Walton Centre 5 out of 5, and four awarded 4 out of 5, leading to a high average score of 4.8.



We asked: Any other comments?

16 people gave us additional feedback, some in response to questions we had asked previously. As they are about a variety of topics we have included all these comments here:

“I won’t ever be discharged. This is life. But the nurses guide me where to get information and support. They’ll always sit and spend 5 minutes with you.”

“Staff are fantastic, caring and understanding. I have the contact details for reception and they ring me back within the hour if I need any information. I can’t fault it. They never stop, they’re always running around. They work well as a team. They run like clockwork.”

“The best!”

“Re Q11 (food/ drink): I only eat the biscuits. I only really like jam butties so I bring my own.”

“Re Q8 (managing own medication): On the ward the meds are all locked in a drawer but I manage my own medication at home.”

“The staff are all heroes. They’re brilliant. Everyone’s amazing, from volunteers to surgeons.”

“Re Q8 (managing own medication): my partner manages their own medication at home but not in hospital.”

“Re Q11 (food/ drink): I’m not sure what my partner thinks about the food - as a vegan - but I think their dietary needs must be catered for as they have never complained about it.”

“Re Q8 (managing own medication): I haven’t been asked to but I could. It’s good that you can order meds 24 hours a day here.”

"Re Q10 (discharge information): There isn't a care package in place yet but I think I'll continue physio at Southport."

"Re Q11 (food/ drink): From what I've eaten it's alright. I'm trying to take fluid in but I've got no appetite."

"Everyone's top quality, friendly and willing to talk."

"They're busy and sometimes need to see other people first. No biggie."

"The only problem is that I've been away from Britain for many years and don't know the local references which they ask me about to see how my brain's working - that's awkward for anyone not familiar with this country."

"I couldn't fault it."

"Re Q 10 (discharge information): I've got another operation next week but they always tell me when things are happening and the Ambulance service will take me."

"Re Q11 (food/ drink): The food's very good. The menu's changed since I was last here."

"Hope it stays open - I feel very anxious about this."

"I don't feel judged for being a relative of a patient, they are friendly and supportive to me too."

"After visiting other hospitals I don't have a bad word to say (about The Walton Centre)."

"There is always staff around to ask questions, no chasing around."

"I wasn't given anything to help with noise at night (e.g. pack with earbuds)."

"It would be useful to get advice about benefits etc., it's worrying not knowing and struggling with our money."

"I would like to discuss the benefits of Lion Mane, whether by eating it or using supplements. I have been reading clinical trials of micro-dosing but would not like to do that on my own as I'm anxious about the situation."

"I couldn't be in better hands, they have great expertise."

"Ward (2 or 7, handwriting inconclusive) is a five star as is ICU but other sections are not matching it."

"The issues are with follow-up care and monitoring problems."

"A good place. Everything has been exactly what they said they'd do, it's fair enough."

"I have been really impressed and couldn't thank them enough."

"I have been in and out of (acute trust hospital) and there is a stark difference. I had a pretty bad experience at the other hospital's A+E and don't want to go back there."

Other feedback and observations

Our Listening event visits to hospitals provide us with a snapshot of the services on the day we visit. On this occasion we did not speak to outpatients but focused on inpatients instead.

As shown in the comments, we received large amounts of positive feedback about the Walton Centre from the patients and the relatives/ visitors we spoke with. We shared all the (anonymised) comments we received with the hospital prior to this report.

There was a lot of praise for the staff, and we were pleased that all patients we spoke to felt they had received enough information about their care and treatment. When we asked specifically about information before planned operations one patient mentioned they would have liked some more information, and more time to digest this.

The main issues that were mentioned for improvement were about parking and about the food. We are aware that The Walton Centre is not responsible for the parking situation as that is overseen by another Trust on site, and therefore is unlikely to be able to influence improvements.

The other issue mentioned most was about the food; although most of the feedback about this was positive too, some patients mentioned warm meals had been served too cold, or that portions had been on the small side.

Other issues that were mentioned were mostly dealt with on the day of our visit, e.g. the patient experience team showed us they were preparing more packs with ear plugs/ eye masks for inpatients.

As the feedback we received during our visit was overwhelmingly positive we do not have any recommendations for the Trust at this point.

Acknowledgements

Thanks to everyone who took the time to share their stories, experiences, and information with us. Their contributions were anonymous, but very much appreciated.

About Healthwatch

Healthwatch is the independent champion for people who use health and social care services. 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 on health and social care services.

At Healthwatch we also provide an 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.

If you require a copy of this report in another format or language, please contact us and we will provide it.

April 2024

Contact

healthwatch
Liverpool

Healthwatch Liverpool
151 Dale Street, Liverpool, L2 2AH

www.healthwatchliverpool.co.uk

t: 0300 77 77 007

e: enquiries@healthwatchliverpool.co.uk

 [@HW_Liverpool](https://twitter.com/HW_Liverpool)

 [Facebook.com/HWLiverpool](https://www.facebook.com/HWLiverpool)

Appendix A: Survey

The Walton Centre
Listening Event Questionnaire

healthwatch
Liverpool

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 Walton Centre?

5. Is there anything you think could be improved?

6. Do you feel that staff have enough time to spend with you and other patients?

Yes

No

Don't know

Not applicable

If no, please explain

7. Have you been given enough information about your care and treatment by the hospital?

Yes

No

Don't know

Not applicable

If no, please explain

8a. Are you able to manage your own medication whilst in hospital?

Yes

No

Don't know

Not applicable

8b. If not, is this something you would like to do?

10. Did you receive enough information to prepare you for/support you after your discharge home?
(this can only be asked to patients with a planned discharge date)

Yes	No	Don't know	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

11. Were you happy with the standard and quantity of the food and drinks you received?

<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
-----------------------	-----------------------	-----------------------	-----------------------

12. Have you had any remote appointments at The Walton Centre (phone or videocall appointments)?

Yes No

If Yes- please tell us what you thought about remote appointments

13. Has your sleep been interrupted by noise at night from:

Yes	No	Don't know	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

a) other patients

b) staff

c) medical equipment

d) anything else

14. Have you had a planned operation here in the past 12 months (not an emergency admission)?

Yes	No	Don't know	Not applicable
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If yes please answer the following:

a) Were you satisfied with the pre-operation appointment(s) and checks?

b) Did you have all the information you needed before the operation itself?

c) Were you confident that you knew how to prepare for the operation?

d) Did you receive enough notice for your surgery?

e) Do you feel that enough time was given before your phone call and surgery date to feel reassured and prepared for your operation?

f) Do you have any feedback about the communication you had with the secretary before your operation?

15. Please rate the service here at The Walton Centre overall:

Very poor 1 2 3 4 5 Very Good

16. Any other comments?

17. Would you like us to contact you about your feedback? (By sharing your feedback, you are helping to highlight improvements that can be made to local health and care services. If you would like us to contact you further about your feedback, let us know below.)

Yes – Please share your phone number and/or email address No

Name

Telephone number

Email

We will only contact you for the purposes indicated. By entering your contact information on this survey, you are confirming that you consent to Healthwatch Liverpool contacting you for these purposes. If you share your details with us, they will be kept separately from the other information you share here. You have the right to withdraw your consent at any time. All personal data will be stored in accordance with Healthwatch Liverpool's Privacy/Data Retention policy.

Some questions about you (We don't ask for your name, so any information you give is anonymous)

Equality, Diversity and Inclusion Monitoring. We ask these questions because it helps us to understand how your life circumstances impact your experience with health services.

18. What age group are you in?

0-12 years 13-15 16-17 18-24 25-49 50-64 65-79 80+ years Prefer not to say

19. Are you a

- Woman Man Non-binary Intersex Prefer not to say
- Prefer to self-describe

20. Is your gender identity the same as your sex recorded at birth?

- Yes No Prefer not to say Not known

21. What is your sexual orientation?

- Asexual Bisexual Gay man Heterosexual/Straight
- Lesbian/Gay woman Pansexual Prefer not to say Not known
- Prefer to self-describe

22. How would you describe your ethnic group?

- | | |
|--|--|
| <input type="radio"/> Arab | <input type="radio"/> Mixed / Multiple ethnic groups: Black African and White |
| <input type="radio"/> Asian / Asian British: Bangladeshi | <input type="radio"/> Mixed / Multiple ethnic groups: Black Caribbean and White |
| <input type="radio"/> Asian / Asian British: Chinese | <input type="radio"/> Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background (please specify below) |
| <input type="radio"/> Asian / Asian British: Indian | <input type="radio"/> White: British / English / Northern Irish / Scottish / Welsh |
| <input type="radio"/> Asian / Asian British: Pakistani | <input type="radio"/> White: Irish |
| <input type="radio"/> Asian / Asian British: Any other Asian / Asian British background (please specify below) | <input type="radio"/> White: Gypsy, Traveller or Irish Traveller |
| <input type="radio"/> Black / Black British: African (please specify below) | <input type="radio"/> White: Roma |
| <input type="radio"/> Black / Black British: Caribbean | <input type="radio"/> White: Any other White background (please specify below) |
| <input type="radio"/> Black / Black British: Any other Black / Black British background (please specify below) | <input type="radio"/> Any other ethnic group (please specify below) |
| <input type="radio"/> Mixed / Multiple ethnic groups: Asian and White | <input type="radio"/> Prefer not to say |
| <input type="radio"/> Prefer to self-describe <input type="text"/> | <input type="radio"/> Not known |

23. Do you have a disability?

- Yes No Prefer not to say Not known

24. Do you have a long-term condition?

- Yes No Prefer not to say Not known

25. Do you consider yourself to be a carer?

- Yes No Prefer not to say Not known

26. Which of the following best describes your current financial situation?

- I have MORE THAN enough money for basic necessities and A LOT spare that I can save or spend on extras or leisure.
- I have MORE THAN enough money for basic necessities and A LITTLE spare that I can save or spend on extras or leisure.
- I have JUST ENOUGH money for basic necessities and little else
- I DON'T HAVE ENOUGH money for basic necessities and sometimes or often run out of money
- Prefer not to say Not known