

# healthwatch

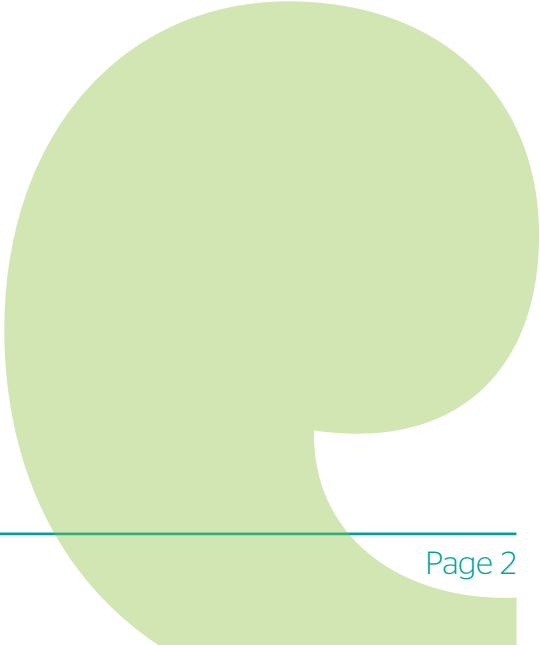
Liverpool

## Liverpool Women's Hospital Listening Event Report January 2018



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## Introduction

On Thursday 11 January 2018 Healthwatch Liverpool visited Liverpool Women's Hospital to gather patient and visitor feedback.

The aim was to get as much independent patient feedback as possible between 10am-4pm on wards and in outpatient areas of the hospital. We would like to thank the Liverpool Women's Hospital staff for their support during the day, and the patients we spoke to for their time and feedback.

In order to provide consistency the same questions were asked of all respondents. Questions included:

- What do you think is good about Liverpool Women's Hospital?
- What would you like to see improved?
- Do you feel staff treat you with Dignity and Respect?
- Do you feel that the staff have enough time to spend with you, both during the day and at night (if applicable)?
- Do you feel that you are given enough information to answer any questions that you may have?
- Were the preferences for sharing information with your partner, family members and/or carers established, respected and reviewed throughout your care?
- How well does the hospital meet your needs in terms of equality?
- How would you rate the Women's Hospital overall? (From 1-5, 1=poor, 5=outstanding)
- Any other comments?

Respondents were not asked for their names or addresses, but were asked for the first part of their postcode to find out which local authority they were from (please see Appendix I to view the questionnaire used on the day).



During the event our staff and volunteers spoke to 68 patients altogether. Due to the sample size this feedback is of qualitative rather than quantitative value; it gives some suggestion of where patients thought the hospital got things right, and where improvements could be made. All feedback has been shared with the Women's Hospital and commissioners (who plan and buy the services) and is available on request. In this report some of the feedback has been used to illustrate and provide examples of what patients told us; please note that any details that could have identified individuals have been removed.

## Analysis of the feedback

The 68 patients we spoke to were inpatients or patients attending appointments at a variety of hospital clinics. This included 19 inpatients on the Gynaecological ward, 9 on the Maternity Base ward, and 3 parents of babies on the Neonatal Care ward. We also talked with 10 patients attending appointments at the Gynaecology clinic, 6 patients attending the Antenatal clinic, 2 patients at the Uro Gynae Clinic, 1 patient attending the Miscarriage Clinic and a patient attending New-born hearing screening. In addition we spoke to 8 patients attending appointments at the Hewitt Centre, and a further 9 patients attending outpatient appointments at a variety of clinics.

We spoke to 37 patients from within Liverpool local authority boundaries, 10 from Sefton, 4 from the Wirral, 3 patients each from Knowsley, St Helens and Wales, 2 each from Halton and Warrington, and 1 patient each from Cheshire, Cheshire West, Blackpool and Wolverhampton local authority areas.

### Hospital services: what is good, and what could be improved?

When we asked patients what was good, and what could be improved at Liverpool Women's Hospital, most of the feedback received was positive. One patient said

***'no one wants to be in hospital, but I couldn't imagine a better place for me to be in now'***  
(Gynaecology ward)

The topic mentioned most was staff attitude. A majority of 40 patients gave positive feedback about staff attitudes, while 10 specifically mentioned they found staff to be helpful, and 7 patients mentioned the staff's knowledge:

***"The staff are really friendly & approachable"*** (Outpatients)

***"Staff is lovely, in person and on the phone"*** (Gynaecology ward)

***"Staff have been really helpful, especially around breastfeeding. They are reassuring & give you lots of information. I found this especially comforting as I had been overdue"*** (Maternity Base)

***"Doctors and nurses have a great specific knowledge and make me feel safe and trust them. They all know what to do"*** (Gynaecology Ward)

***"The actual doctors and nurses have been very knowledgeable, sensitive and personable"*** (Hewitt Centre)

***"They listen to you, and the consultants are very good"*** (Neonatal care)

***"It can be hard to maintain your dignity with treatment here, but the staff are so empathetic. They honestly can't do enough for you and have been outstanding"*** (Outpatients - Gynae)

Staffing levels were mentioned or alluded to by 6 patients at this point; 4 said that staff were very busy and/or that they would like to see more staff, while 2 patients said staffing levels were fine. The questionnaire also specifically asked patients if they felt that staff had enough time to spend with them; patient responses can be found on pages 6 and 7.

The second most-mentioned topic was the overall care, services and organisation at the hospital, mentioned positively by 16 people. Feedback included:

***"The care has been top notch, I can't fault it" (Maternity Base)***

***"The level of support and care you receive, especially with existing conditions. You're able to access lots of different clinics here and it's all in one place" (Ante-natal Clinic A)***

***"It took years to get anywhere at Warrington Hospital, but I've been diagnosed very quickly here" (Outpatients - Gynae)***

However, 4 patients had more mixed feedback, including 2 patients who said they had had to wait for painkillers:

***"Medication being given quicker. Too long wait for painkillers" (Gynaecology ward)***

There were 12 positive comments about the hospital's cleanliness:

***"Everywhere is really clean & tidy" (Outpatients)***

***"It's also spotlessly clean" (Gynaecology ward)***

Apart from the positive comments about cleanliness there was some, mostly negative, feedback about the building environment and facilities, including 5 comments about a lack of TV and/or radio provision, 4 comments about signage (3 positive, 1 negative), 3 comments about the temperatures on the gynaecology ward being too hot, and 2 about a lack of a café or restaurant after 5pm or at weekends:

***"Parents' facilities. The kitchen is tiny and untidy (no fault of staff). Not a nice waiting room. No place for parents to go through bad news. Lockers not working and not enough of them" (Neonatal care)***

***"There's no television or a push button radio, I've got my own little radio but there's nothing here to take your mind off things (...) Also, the television in the day room doesn't work, for more than a week now" (Gynaecology ward)***

***"The layout on the ground floor is confusing. I'm assuming it's being re-done, but at the moment, there seem to be three 'waiting room A'!" (Antenatal clinic)***

***"The radiators are very hot, I've got the windows open but that causes drafts for beds further along. Staff said they can't control the radiators" (Gynaecology ward - staff told us that this had been logged as a job 3 days previously)***

***“Facilities such as restaurants aren't very good as they close at 5pm-ish. There's not many other places to go in the area nearby” (Antenatal clinic)***

However, 6 patients were pleased with the hospital's location:

***“The location is convenient for me, compared to others” (Outpatients Gynae)***

Further feedback included 7 comments about parking, 1 positive and 6 less so, including about the cost, finding a space and the availability of disabled parking spaces:

***“More parking spaces, better pricing of car park”***

Waiting times at appointments was commented on by 13 people, 3 positively and 10 not as good. Feedback included:

***“The appointment waiting times could be improved, they're running late by 1 hour now but no one has been out to tell us they are running late” (Outpatients - miscarriage clinic)***

There were further comments about a variety of topics, including 3 comments (1 positive, 2 less so) about the food provided to patients, 2 comments about equipment not always working, and individual comments about lights keeping a patient awake, providing more ante-natal classes and the volunteers:

***“The staff are really helpful especially the people in the pink t-shirts (volunteers)” (Outpatients)***

***“I don't like the food. They could do better” (Gynaecology ward)***

***“They don't have many antenatal classes here. I'm having to pay for NCT classes. I would like to see this offered here” (Antenatal Area A)***

### **Do you feel that staff treat you with dignity and respect?**

When asked if patients felt that they had been treated with dignity and respect, 63 patients said that they had been, 2 patients gave a mixed response, and 1 patient wasn't sure yet as it was their first appointment. For 2 patients no answer was recorded. Comments included:

***“Yes, they've been brilliant, comforting, compassionate and they push you” (Gynaecology ward)***

***“Yes, always very good” (Outpatients Gynae)***

***“On neonates, yes. Maternity no” (Neonatal care)***

### **Do you feel that staff have enough time to spend with you and other patients, both during the day and at night?**

In response to this question a large majority of 46 patients said that staff did have enough time to spend with them. However, 9 patients felt that staff did not have enough time; even if they did not feel staffing levels impacted on the care they received, these patients did feel that staff were under some pressure. In addition, 8 patients gave a mixed response, and for 5 no response was recorded. Six patients said they felt that staff had had less time to spend with them at night compared to day time.

Comments included:

*"Yes. There's so many nurses, as soon as you buzz them they come straight over" (Maternity Base)*

*"Yes, they always make time. If you're not there for the ward round the consultant will make time to see you later in the day" (Neonatal care)*

*"Yes & no, however I never feel rushed" (Outpatients)*

*"They do if they can, but they never have enough staff ever" (Antenatal clinic)*

*"No. Day is great. Last night I could feel that they are short staffed" (Gynaecology ward)*

### **Do you feel that you are given enough information to answer any questions that you may have?**

In response to this question 59 patients said they had been given enough information, 3 patients gave a mixed response, 2 patients said the question was not applicable to them and one patient said they didn't know. For 3 people no answer was recorded. Comments included:

*"The information is there and it's helpful, and they are willing to help with obstacles" (Gynaecology ward)*

*"Yes, you can always ask and they will explain everything in easy language" (Gynaecology ward)*

*"Yes the info has been very good and lots has been offered" (Maternity Base)*

*"Yes, sometimes. The staff are often so busy that questions can't always be answered fully. It feels like you're on a clock from the second you arrive for an appointment" (Outpatients Gynae)*

### **Were the preferences for sharing information with your partner, family members and/or carers established, respected and reviewed throughout your care?**

In response to this question 44 patients said this had been discussed with them, while 3 had a mixed response. 7 patients said it was no issue for them, 4 people said it did not apply to their situation (one of whom were to have their first appointment), and 1 patient said they had no preference. 11 patients said they had not been asked about this. Comments included:

*"Yes, and they let relatives come and stay with me when it was important, and checked, 'can we tell them this'" (Gynaecology ward)*

*"No - Not been mentioned at all" (Maternity base)*

## Please rate the service here overall from 1-5 (1=poor, 5=outstanding):

The average rating given by 63 people was 4.5 stars out of a maximum of 5 possible stars.



## How well does the hospital meet your needs in terms of equality?

We asked patients some questions for equality monitoring purposes (see appendix II), including a question asking how well they felt the hospital met their needs in terms of equality. In response, 8 patients said the hospital met their needs excellently, 100%, 10 out of 10, or perfect. A further 8 patients said their needs were met very well, or great, 7 people said their needs were met OK or good, 10 people said there were no issues, and 25 people just said that yes, their needs were met. One person said they felt the care was respectful, and for 9 people no response was recorded.

## Any further comments?

When asked if they had any further comments, 29 patients chose to say something more. The staff was mentioned again in 4 positive comments and 1 mixed piece of feedback. Staffing levels were mentioned by 3 patients. Comments included:

***“The students are good, the student nurses, they’re very good. The cleaning staff and the tea ladies, I need to say thank you, they’re all so friendly, it’s all the staff, it helps you relax more.***

***“Pre-op staff were amazing, however staff on the wards were not as friendly, but I think this is due to staffing levels & stress” (Outpatients)***

4 patients gave positive feedback about the hospital overall, while 3 patients had more positive feedback specifically about their care including:

***“The actual care is amazing” (Maternity base)***

***“It’s very pleasant, I’ve been seen to with dignity, looked after” (Gynaecology ward)***

3 patients gave positive feedback about having things explained to them:

***“(…) they have been very good at explaining everything” (Gynaecology ward)***

3 patients said they did not want the hospital to move or close:

***“Don’t shut it, or move it!” (Antenatal Area A)***

Some suggestions were made as well, including:

***“They don’t come around with newspapers or books or sweets, not the volunteers either. It would have to be convenient for staff if volunteers came around, to not get in the way” (Gynaecology ward)***



## Conclusion

Most patients that we spoke to during the Listening Event were very positive about their experiences at Liverpool Women's Hospital, especially about the staff and staff attitudes, and the care, services and organisation provided.

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There were also some suggestions for where the hospital could make improvements. This included feedback about waiting times at appointments, and about parking costs and availability. Several comments were made about a lack of facilities and equipment, including a lack of television and/ or radio especially on the Gynaecological ward, and a lack of working lockers and food preparation space on the Neonates ward.

Nearly all patients we spoke to felt that they had been treated with dignity and respect in the hospital, and that they had been given enough information. Although a majority also said that staff had spoken to them about sharing information with relatives, some patients said they had not been asked about this. When asked if they felt that staff had enough time for them, most patients said they felt this to be the case. However, there were patients who felt that staffing levels were not optimal, and that staff were under some pressure. This perception of staff under pressure is not unique to Liverpool Women's Hospital, as similar feedback has been received at every hospital trust we have visited this year.

We aim to carry out a Listening Event at each local hospital every year, and we look forward to carrying out another Listening Event at Liverpool Women's Hospital in 2019.

## APPENDIX I - Listening Event Questionnaire

**Liverpool Women's Hospital  
Listening Event  
11 January 2018**



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 Liverpool Women's Hospital?

5. What would you like to see improved?

6. Do you feel staff treat you with Dignity and Respect? Yes  No

Comments

7. Do you feel that the staff have enough time to spend with you, both during the day and at night (if applicable)? Yes  No

Comments

8. Do you feel that you are given enough information to answer any questions that you may have? Yes  No

Comments

**9. Were the preferences for sharing information with your partner, family members and/or carers established, respected and reviewed throughout your care?**

Yes  No

Comments

**9. How would you rate the Women's Hospital overall?**

Poor  1  2  3  4  5  Outstanding

**10. 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  In education  Retired

Unemployed  Unable to work  Carer  Prefer not to say

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 II - Equality and Diversity data:

In response to questions regarding equality and diversity the collated data showed the following:

16 - 24	4
25 - 49	42
50 - 64	7
65 - 79	6
80+	3
Prefer not to say / not stated	6

Yes	3
No	59
Prefer not to say / not stated	6

Yes	28
No	34
Prefer not to say / not stated	6

Asexual	1
Heterosexual	59
Lesbian	0
Gay	0
Bisexual	1
Prefer not to say/ not stated	7

Catholic	12
Christian	2
Church of England	10
Jehova's Witness	1
Lapsed Catholic	1
Muslim	1
Spiritual Medium	1
Prefer not to say/ not stated	0

Carer	1
Full-time education	1
Full-time work	29
Part-time work	9
Retired	10
Self-employed	0
Unable to work	3
Unemployed	6
Other	2
Prefer not to say/ not stated	7

British	6
British Australian	1
British Pakistani	1
Caucasian	1
English	1
Irish Chilean	1
White	6
White British	41
Prefer not to say/ not stated	10

Woman	60
Man	1
Prefer not to say/ not stated	7

Yes	61
No	0
Prefer not to say/ not stated	7