

# Patient Engagement Day

## Blackpool Victoria Hospital

### 13th November 2015



## Introduction

**Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.**

On the 13th November 2015, two volunteers supported by three members of staff from Healthwatch Lancashire gathered survey responses from patients and relatives across Blackpool Victoria Hospital to review their experience and gain insight. Four representatives from Healthwatch Blackpool supported the event.

This report summarises reviews from 122 patients and relatives from 19 departments, wards and clinics.

This patient engagement day was supported by Healthwatch Blackpool. We would like to thank Healthwatch Blackpool for providing representatives to help on the day.

**Hospital:** Blackpool Victoria Hospital

**Address:** 38 Whinney Heys Rd  
Blackpool  
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## Methodology

**It is often those closest to the process who are best placed to give useful feedback on the way services work and how they can be improved. As patients and relatives are the ones who experience the process or service first hand, they have a unique, highly relevant perspective.**

Patient and relatives input into designing services can be invaluable as sometimes seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

Representatives from Healthwatch Lancashire and Healthwatch Blackpool gathered experience surveys with members of the public from a number of areas across Blackpool Victoria Hospital.

The surveys included ten questions requesting a rating, from 1 to 5, on a specific aspect of their experience along with additional comments, compliments and concerns.

**The following representatives participated in the activity:**

### Healthwatch Lancashire

Peter Osborne - Volunteer  
Keith Middleton Volunteer  
Ilyas Patel - Staff member  
Christina Morley - Staff member  
Becky Willshaw - Staff member

### Healthwatch Blackpool

Steven Robinson - Staff member  
Anish Verma - Volunteer  
Kim Rushton - Volunteer  
Val Pemberton - Volunteer



**Pictured:** Members of staff and volunteers from Healthwatch Lancashire and Healthwatch Blackpool, with Andrew Heath, Lead in Patient Experience and Engagement at Blackpool Victoria Hospital.

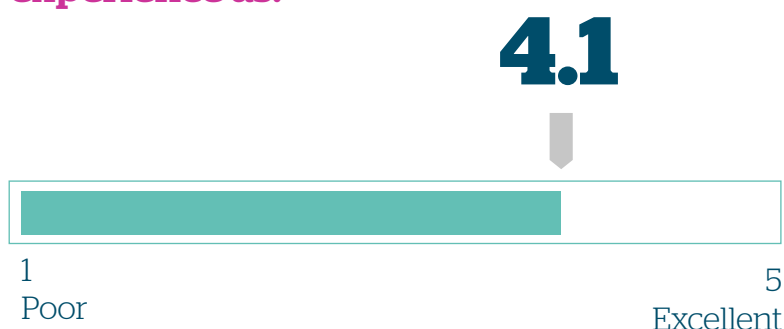


**Pictured:** Healthwatch Lancashire volunteer, Keith Middleton, listening to a patient at Blackpool Victoria Hospital.

# Results

Representatives from Healthwatch Lancashire listened to patients, relatives and carers from 19 departments/wards/clinics at Blackpool Victoria Hospital on the 13th November 2015.

Patients and relatives rated the overall experience as:



WE SPOKE TO  
**122**  
PEOPLE

## Ratings Summary:

Care and compassion from staff:

**4.4** out of 5

Quality of service provided:

**4.2** out of 5

Medical treatment:

**4.2** out of 5

Ease of getting an appointment:

**4.1** of out 5

Helpful information:

**4.1** out of 5

Food:

**4.1** out of 5

Cleanliness:

**4.1** out of 5

Building and environment:

**4.0** out of 5

Waiting time:

**3.7** out of 5

**75%** were patients

**22%** were relatives

**3%** were staff or did not disclose

## Ratings by Department

The table below shows average ratings by department. Ratings are scored out of 5. (1 = poor, 5 = excellent)  
Grey areas indicate where no response was provided.

Department	Number of responses	Overall experience	Quality of service	Care and compassion	Building and environment	Ease of getting an appointment	Medical treatment received	Waiting time	Food	Information received	Cleanliness
<b>A &amp; E</b>	11	4	4.2	4.1	4.1	4.5	4.4	3.7	4	4.3	3.9
<b>Cardiology</b>	13	4.9	4.8	4.9	4.7	4.7	4.9	4.3	3	4.8	4.8
<b>Diabetic Department</b>	1	5	5	5	5	5		5	5	5	5
<b>Ear Nose and Throat</b>	6	3.8	4.5	4.8	3.8	4.8	4.2	3.2			3.8
<b>Fracture</b>	1	3	3	4	4	3	3	4		3	3
<b>Gastro</b>	13	4.1	4.4	4.3	3.5	4.2	4.1	4.3	3.3	4.3	4.2
<b>Gynaecology</b>	3	4.3	4.3	3.7	4.3	4.7	4.3	4.3	5	4.7	4.7
<b>Heart Inpatient</b>	1	5	5	5	4	5	5	5	5	5	5
<b>ICU</b>	1	4	4	4	3		4		4		3
<b>Ophthalmic</b>	16	4.1	4.1	4.6	3.4	3.7	4.4	3.4	3.3	4.2	3.9
<b>Outpatients</b>	3	4.7	3.7	4.3	4	4	3.7	4.3	4.5	4.5	4
<b>Patient Transport</b>	2	4	5	4.5	3	4	4	4			3.5
<b>Primary Care Assessment Unit</b>	2	4.5	5	5	4	5	4	5		5	4
<b>Respiratory</b>	1	4	5	5	5	5	5	5		5	4
<b>Rheumatology</b>	1	3	3	3	3			2	4	4	3
<b>Vascular</b>	1	5	5	3	4		5	5			4
<b>Ward 10</b>	1	4	4	5	4		4		4	4	4
<b>Ward 12</b>	1	1	1	3	3			2	4	3	4
<b>Ward 15</b>	2	5	5	4.5	4.5	4.5	4.5		4.5	4.5	4.5
<b>Ward 23</b>	1	4	4	4	4		4		4		4
<b>Ward 35</b>	2	2.5	3	4.5	4.5	3	3	1	2.5	3	3.5
<b>Ward 5</b>	1	4	4	1	4		5	5	5	5	5
<b>X-ray and Radiology</b>	32	4.1	4	4.3	4.0	3.9	4	3.3		3.6	3.9
<b>Unspecified</b>	6	3.8	4	4	4.1	3	3.5	3.5	4.5	3.7	4.2

The above table on page 5 shows the average scores for each question from the feedback Healthwatch Lancashire received by department. All scores are calculated using the following method:

**Sum of the individual's scores** divided by **number of people who responded to that question**.

For example, for *How would you rate your overall experience?* Ophthalmology scored **4.4** based on **seven** individual's scoring their experience as **5, 4, 5, 5, 4, 4, 4**.

*Therefore:*  $\quad\quad\quad = 4.4$

$$\frac{5+4+5+5+5+4+4+4}{7}$$

## Comments by Department

The table below shows a summary of comments segmented by department.

Department	Comments
<b>A &amp; E</b>	<p>A number of people provided positive responses about the quality of the service describing it as “excellent service”, “very good” and “can’t fault in any way”.</p> <p>There were a number of negative comments about the waiting times with people stating that they felt that they had to wait a long time. However, one comment stated that they were seen earlier than they expected.</p> <p>A comment was received regarding people smoking at the entrance to A&amp;E which they felt wasn’t good and action is needed from staff and security.</p> <p>Positive comments were received about staff and volunteers with one person describing them as “a big help” and another commenting, “staff were excellent with me”.</p>
<b>Cardiology</b>	<p>One member of staff commented that they “do not get long enough for consultations because of government targets”. They claimed that they “only get 10 minutes for consultations and sometimes they overrun and cause delays”. They did add that they “try to keep people informed as best as we can. We have signs and give regular updates to patients. It is good that we have a cafe so that we can let people wait in there if they wish and then call them from the café”.</p> <p>A number of positive comments were received about the service with one person claiming that they have been coming regularly for three years and it has always been “brilliant”. A comment stated that the information provided is “really clear”.</p> <p>Some comments were received about occasional waiting times however people said “they use signs to show us how long delays are”.</p> <p>A concern was raised towards an unnecessary appointment to have a heart loop stating that they were “called unexpectedly” to have a check-up. They said: “They say I could have done it from home as I have the kit to do it so it’s a bit of a waste of time”.</p> <p>One person shared a positive example of the service, which they felt made a difference about being provided a car park pass when she was receiving regular chemotherapy at the hospital. They commented: “Its little things like that which make a big difference”.</p> <p>People said they were “happy” to travel to appointments from Barrow and Kendle.</p> <p>One stated that they “can’t see any way it could be improved.”</p> <p>One patient said that their last appointment was cancelled but it was rearranged for two and a half weeks later without any problems.</p> <p>A comment was received from a patient from a non-EU country about a lack of clear information. They said: “My daughter is here with me today to translate as they don’t provide a translator and then I don’t understand”.</p>
<b>Diabetic Department</b>	A service user commented positively about the service.
<b>Ear, Nose and Throat</b>	Positive comments were received about the staff however, concerns were raised about waiting times.

Department	Comments
<b>Fracture Clinic</b>	A patient commented positively about the area.
<b>Gastro</b>	<p>Some positive comments were received relating to “excellent care” and “very helpful” staff.</p> <p>A large number of comments were received about the waiting area with the majority of concerns about it being cold. One person said it was “very cold in the waiting area with the inner door not closing”. Another commented that it “is quite cold each time the doors open I am cold”.</p> <p>Some concerns were raised about appointments with examples being provided where times and dates had been changed. One person stated that they should be consulted before an appointment is changed. A service user commented that the gap between their appointments is typically seven weeks.</p> <p>Some positive comments were made about parking with one person stating: “Better parking now with the multi-storey”.</p> <p>Praise was received for the volunteer staff in the main entrance who were described as “very friendly and helpful”.</p> <p>A number of comments were made about signage and difficulties finding departments with one patient stating that they had to be shown by a passing nurse. One patient said that the “signs are confusing.”</p>
<b>Gynaecology</b>	<p>One comment was received from an interpreter for a patient who said that the treatment was “average.”</p> <p>Other comments stated that the service was “very good”.</p>
<b>Heart Failure</b>	A patient stated that the service “fantastic”.
<b>ICU</b>	A patient said that the treatment was good however another patient said that they felt that they were “moved around too much”.
<b>Ophthalmic</b>	<p>People said that the service was good with one person stating, “they know me by my first name which I like.” One person described the service as “efficient.”</p> <p>A number of concerns were raised about the environment with patients stating that it “needs refreshing”.</p> <p>Other patients said that more comfortable chairs are needed in the waiting area.</p> <p>One person said that the blue room walls needed cleaning.</p> <p>A patient said that the toilets were not working and they had to walk to another area.</p> <p>A number of comments were received regarding appointments. Some positive comments were about receiving referral and follow up appointments quickly. One stated that this reduced the time they had to wait.</p> <p>Staff were described as “comforting” by a patient who said that they are nervous about their consultations.</p> <p>Some people commented on the time it took to get a referral, in particular between August and November 2015.</p> <p>Service users said that they were satisfied with waiting times however, some said that the wait was long. Suggestions were received towards providing information about where you are in the queue and that more space is needed in the waiting area.</p> <p>Some concerns were raised towards waiting times with one person commenting, “Waiting time of 60 minutes went on the board but I got told nothing about it as I had been waiting 20 minutes already.”</p> <p>A patient said that they would like a hospital optician to do an eye test before cataract operation and not rely on an independent optician.</p> <p>A recommendation was made referring to lines at Royal Preston Hospital which improves access for people with eye problems.</p>



Department	Comments
<b>Outpatients</b>	Service users said that the staff were friendly and that a good service was provided. One patient said that the staff were friendly but excluded doctors from this statement. Suggestions were made that a map is required to find areas of the hospital.
<b>Patient Transport</b>	Two comments were received about patient transport both stating that the driver was "helpful" and "very nice". One stated that the service was good and the other said that they were picked up early.
<b>Primary Care</b>	Service users said that the service was good and that they had no concerns to raise.
<b>Respiratory</b>	A service user commented that this is a "good service".
<b>General comments</b>	Service users said that the hospital was good and that they were "happy to come here". Some comments were made towards the hospital being very busy but acknowledged that this is to be expected. One service user said that their experience "could have been better". A service user said that they enjoyed the food in the restaurant. A service user noted a vast improvement in the hospital since last time they were a patient previously stating: "It is almost unrecognisable".
<b>Vascular</b>	A patient said that all their visits to the hospital had been "really good".
<b>Ward 5</b>	A patient stated that the treatment they received was "fantastic" however they raised concerns about the attitude of one person who "shouted at me and wanted me to leave the hospital as they needed bed space."
<b>Ward 10</b>	A patient stated that "staff were really good. Helped me start eating again".
<b>Ward 12</b>	A patient commented: "I was in A&E which was comfortable enough, I waited seven hours. Then I had to stay on Ward 12 which was an awful experience for me. I hope I never have to stay there again. I only had one night there but I didn't sleep at all. There was continuous noise and people were allowed to roam up and down the corridor. Some of these people seemed to be on drugs and made me feel very uncomfortable. I don't think they should be kept in the same ward as everyone else if they are particularly disruptive."
<b>Ward 15</b>	A number of comments stated that they had a good experience.
<b>Ward 23</b>	One patient stated that they felt that the majority of the staff are good however, more training is needed for some staff.
<b>Ward 35</b>	One service user commented: "I had seven moves whilst I stayed at the hospital, I got moved almost every night. One or two members of staff gave me some attitude." Another service user said that they had a long wait in the A & E department.

Department	Comments
X-ray	<p>One patient commented that there was a “fantastic improvement from in the past”.</p> <p>A number of comments were made regarding parking with some stating that more parking is needed near X-ray and others saying that it was very easy. Some concerns about parking were shared about the distance from the X-ray department. One person said: “staff were very helpful with directions”.</p> <p>A number of comments recommended the need for more parking with one service user stating that they had to park off-site. Some comments were also received about the parking being good because of the multi-storey car park. One commented said that there was a lack of disabled car parking.</p> <p>Some concerns were raised towards waiting times, however some also said that these were okay.</p> <p>A number of comments were made regarding appointments with some stating that they would have preferred different time slots and that they would prefer referrals to be quicker. One person stated that they were sent home at 3am and had been told to come back at 11am but were still waiting just under 14 hours later.</p> <p>Some comments were received stating that more staff is needed with one patient specifically saying that more staff is needed at weekends.</p> <p>A comment was made towards the signage stating that the Orange Reception was hard to find because the sign used abbreviations and were not consistent.</p> <p>Some comments were made about information they received and recommended that more information about procedures is required beforehand. One patient said that they were “unhappy that they will not get results until April” and that they were unsure how to get results.</p> <p>One patient commented, “No wheelchairs were available in car park and no wheel chairs in main entrance. No porters were available. Took 40 minutes to find a wheel chair and one was eventually found by patient’s relative. This delayed appointment as I was unable to get to the department.”</p>

## Summary

From the comments and feedback recieved the key issues related to:

- Smoking in entrance areas
- Waiting times
- Appointment times
- Signage
- Staff attitudes

## Victoria Hospital

Blackpool Teaching Hospitals would like to thank Healthwatch Lancashire for visiting. We are very pleased to receive the encouraging feedback we have been given, and value the constructive feedback that has been raised.

The report has been shared with the respective teams at The Blackpool Victoria Hospital and the actions that have been taken are detailed below.

It is always great to hear when things have gone well and our staff or services have been praised. These positive comments will be shared with the individual teams involved.

Thank you Healthwatch Lancashire for the information you have provided to us.

Area	Issue	Response
A&E	<p>There were a number of negative comments about the waiting times with people stating they felt they had to wait a long time.</p> <p>A comment was received regarding people smoking at the entrance to A&amp;E, which they felt wasn't good and action is needed from staff and security.</p>	<p>We always try to ensure that patients are seen as quickly as possible, but unfortunately, this is not always possible.</p> <p>Smoking outside the Emergency Department on the Hospital site is not permitted. Enforcing this is difficult. Staff are encouraged to discourage this and promote healthy lifestyles.</p>
Cardiology	<p>One member of staff commented that they "don't get long enough for consultations because of government targets". They claimed that they "only get 10 minutes for consultations and sometimes they overrun and cause delays".</p> <p>A concern was raised towards an unnecessary appointment to have a heart loop stating that they were "called unexpectedly" to have a check-up. They said "they say I could have done it from home as I have the kit to do it so it's a bit of a waste of time".</p>	<p>Clinic times, appointment waits and unnecessary appointments are being reviewed as part of a trust wide outpatient initiative.</p>
Diabetic Department	<p>A service user commented positively about the service.</p>	<p>Thank you for your feedback. The team were pleased to receive this.</p>
Ear, Nose & Throat	<p>Concerns were raised about the waiting times.</p>	<p>Clinic times, appointment waits and unnecessary appointments are being reviewed as part of a trust wide outpatient initiative.</p>
Fracture Clinic	<p>A patient commented positively about the area.</p>	<p>Thank you for your feedback. The team were pleased to receive this.</p>

<p>Gastro</p>	<p>A large number of comments were received about the waiting area with the majority of concerns about it being cold. One person said it was 'very cold in the waiting area with the inner door not closing'. Another commented that it "is quite cold each time the doors open, I am cold".</p> <p>Some concerns were raised about appointments with examples being provided where times and dates had been changed. One person stated that they should be consulted before an appointment is changed. A service user commented that the gap between their appointments is typically seven weeks.</p> <p>A number of comments were made about signage and difficulties finding departments with one patient stating that they had to be shown by a passing nurse. One patient said that the "signs were confusing".</p>	<p>These concerns have been raised to the Unit Manager who has been in contact with the estates team to identify how this can be resolved.</p> <p>Signage around the trust is being reviewed to improve flow and consistency. Dates for what work this will entail have yet to be agreed.</p>
<p>Gynaecology</p>	<p>One comment was received from an interpreter for a patient who said that the treatment was "average".</p> <p>Other comments stated that the service was "very good".</p>	<p>Thank you for your feedback.</p>
<p>Heart Failure</p>	<p>A patient stated the service was "very good".</p>	<p>Thank you for your feedback. The team were pleased to receive this.</p>
<p>ICU</p>	<p>A patient said that the treatment was good; however another patient said that they felt that they were "moved around too much".</p>	<p>Thank you to the patient who said that there treatment was good.</p> <p>Patients will only be moved as deemed necessary and we are sorry that the patient felt this way.</p>
<p>Ophthalmic</p>	<p>A number of concerns were raised about the environment with patients stating that it "needs refreshing".</p> <p>Other patients said that more comfortable chairs are needed in the waiting area.</p> <p>One person said that blue room walls needed cleaning.</p> <p>A patient said that the toilets were not working and they had to walk to another area</p>	<p>Thank you for your feedback.</p> <p>The Outpatient redesign programme has commenced. This will look at wait times, appointments and the physical design of the outpatient area.</p>

	Some people commented on the time it took to get a referral, in particular between August and November 2015.	
Outpatients	Suggestions were made that a map is required to find areas of the hospital.	Signage around the trust is being reviewed to improve flow and consistency. Dates for what work this will entail have yet to be agreed.
Patient Transport	Two comments were received about patient transport both stating that the driver was "helpful" and "very nice". One stated that the service was good and the other said that they were picked up early.	Thank you for your feedback
Primary Care	Service users said that the service was good and that they had no concerns to raise	BTHFT does not provide this service
Respiratory	A service user said that the service was good and that they had no concerns to raise.	
General Comments	One service user said that their experience "could have been better".	Patients are encouraged to complete a Friends and Family Test form and share their experience.
Vascular	A patient said that all their visits to the hospital had been "really good".	Thank you for your feedback
Ward 5	A patient stated that the treatment they received was fantastic" However they raised concerns about the attitude of one person who "shouted at me and wanted me to leave the hospital as they need bed space".	Thank you for your feedback
Ward 10	A patient stated that staff were really good. Helped me start eating again.	Thank you for your feedback. The team were pleased to receive this.
Ward 12	Patients disrupting other staff	This has been discussed with the team on ward 12 so that they have awareness of the issues that this may cause
Ward 15	A number of comments stated that they had a good experience	Thank you for your feedback
Ward 23	One patient stated that they felt that the majority of staff are good; however, more training is needed for some staff.	Thank you for your feedback. Staff are encouraged to identify training needs to their line manager.

<p>Ward 35</p>	<p>One service user commented: "I had seven moves whilst I stayed at the hospital. I got moved almost every night. One or two members of staff gave me some attitude".</p>	<p>Thank you for your feedback. It is unfortunate that sometimes moves between clinical areas are required. Wherever possible this is kept to a minimum. Staff are encouraged to explain why these are sometimes necessary and apologies for any inconvenience this may cause.</p>
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**healthwatch**  
Lancashire

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