

Patient Engagement Day at Royal Blackburn Hospital 23rd September 2015



V.2.3

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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 23rd September 2015, nine representatives from Healthwatch Lancashire gathered survey responses from patients and relatives across Royal Blackburn Hospital to review their experience and gather insight.

This report summarises reviews from 89 patients and relatives captured across 20 wards, clinics or departments.



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 they have an experience that staff can't access. Sometimes seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

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 Healthwatch representatives participated in the activity:

- Amanda Higgins - Project Officer
- Aysha Desai - Project Officer
- Natalie Cotterell - Project Officer
- Christina Morley - Communications Officer
- Becky Willshaw - Intelligence Officer
- Deborah Mckno - Volunteer
- Michael Tupper - Volunteer
- Mavis Williams - Volunteer
- Alison Balkas - Volunteer



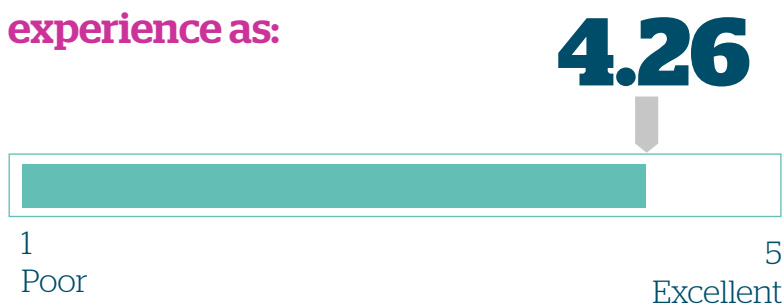
Pictured: The Healthwatch Lancashire team on the Patient Engagement Day at Royal Blackburn Hospital.



Results

9 representatives from Healthwatch Lancashire listened to patients and relatives on 20 departments / clinics / wards at Royal Blackburn Hospital on 23rd September 2015

Patients & relatives rated the overall experience as:



Ratings Summary:

Care and compassion from staff:

4.5 out of 5

Cleanliness:

4.46 out of 5

Medical treatment received:

4.40 out of 5

Quality of service provided:

4.39 out of 5

Helpful information received:

4.36 out of 5

Ease of getting an appointment:

4.32 of out 5

Building and environment:

4.25 out of 5

Food:

4.07 out of 5

Waiting time:

3.95 out of 5

88% were patients

10% were relatives

2% were unspecified

Ratings by Department

The table below shows average ratings by department. Ratings are scored out of 5. (1 = poor, 5 = excellent)
Green and **red** figures relate to positive and negative sentiment respectively.
Grey areas indicate where no response was provided.

Department	Number of responses	How would you rate your overall experience?	Quality of the service provided	How caring and compassionate were the staff?	How helpful was information received?	How easy was it to get an appointment?	How would you rate the cleanliness?	How would you rate building and environment?	How would you rate the medical treatment received?	How was the food?	How was the waiting time?
A&E	1	1	1	1	3	1	1	3	1		1
Blood Collection Service	2	4	3.5	4	4	4	3.5	4	4		3.5
Cardiology	9	4.7	4.9	4.8	4.5	4.7	4.9	4.44	4.8		4.7
Chest Clinic	13	4.38	4.23	4.75	4.15	4.38	4.69	4.38	4.5	5	3.83
Dermatology	9	3.78	3.89	4.22	4	3.88	3.75	3.89	4	2.75	3.5
Diabetic Foot Service	1	5	5	5	5	5	5	5	5	5	5
Dietetics	1	4	4	4	4	3	4	3	3		3
Endoscopy	1	5	5		5	5	5	4	5	5	5
Eye Clinic	19	4.26	4.32	4.72	4.19	4.22	4.33	4.21	4.53	3	3.82
Fracture Clinic	7	4.57	4.29	4.86	4.33	4.71	4.57	4.14	4.71	4	3.43
Gastro	9	3.67	3.56	4	3.33	3.38	3.11	3.13	4	3.33	3.11
General OPD	7	3.7	4.1	4.3	3.7	3.3	3.6	3.5	3.8	2	2.3
Surgery	1	5	5	5	3	3	4	3	3	5	4
Haematology	1	4	4	4	4	4	4	4	4		3
Pre-op	1	4	5	5	5	4	5	3	5		5
Radiology	1	5	5	5		5	5	5	5		5
Winter Pressure Ward	1	1	1	1	1		3	3	1		
X-ray	3	5	5	5	4	4	3.33	3.67	5		4.33
Unspecified	2	4	3.5	4.5	4	4	3	3.5	4		3
Totals	89	4.26	4.39	4.5	4.36	3.32	4.46	4.25	4.40	4.07	3.95

The above table 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.**

Note: some of these scores are based on the experience of one patient and therefore should not be interpreted as being reflective of a department.

Comments by Department

The table below shows comments received segmented by department. Green and red comments relate to positive and negative sentiment respectively.

Department	Comments
A&E	<ul style="list-style-type: none"> Waiting time was too long, left bleeding, patients were distraught, being ignored and crying. Cutbacks are affecting patients care, very shocked at the treatment.
Blood Service	<ul style="list-style-type: none"> Staff are extremely friendly, known on a first name basis as I'm a regular patient. No improvements needed.
Cardiology	<ul style="list-style-type: none"> Pleasant staff, friendly and caring. Experience could not have been improved The consultant is really lovely. They apologised when I went in because I'd done the self check-in but they didn't pick it up. I only got seen because the consultant saw me. There are not enough blue badge spaces. Getting the appointment was easy but I didn't know why I had been called. The communication was poor. Disappointing as I was seen on time, but had to wait an hour for ambulance transport especially as I am extremely thirsty and have a dry mouth.
Chest Clinic	<ul style="list-style-type: none"> Excellent - car park fees are good. Good hospital. Best top rate care. Nice clean hospital. Would be nice to be kept in the loop with what is happening. I could have been made aware that my appointment was cancelled before arriving at the hospital. Came for appointment but not booked in when I arrived. Doctor did not have a nice attitude. Didn't explain things well. Attitude of staff could be improved.
Dermatology	<ul style="list-style-type: none"> Good hospital but getting tired of coming due to illness. Waiting time is variable - depends on the day. Can be up to 1 hour. Parking - expensive price. Requires smoking shelters outside. Hit and miss getting an appointment and how easy it is. Food usually cold when it should be hot on the ward. More people need to use the hand washing facilities to prevent infection. Nobody used hand gel when entering the department. Smoking outside the entrance is disgusting; get special smoking shelters far away. Parking is an issue even with disabled badge. Smoking outside entrance is an issue. Very long waiting times in Pharmacy even if waiting for one thing.
Diabetic Foot Service	<ul style="list-style-type: none"> Attending for 10-15 years. Has had excellent care from all the team who knows me well.
Dietetics	
Endoscopy	<ul style="list-style-type: none"> The staff have been superb. The canteen is too far away. I would have designed it with a central hub. The circular door is always jamming I nearly crashed into someone.

Eye Clinic	<ul style="list-style-type: none"> • Couldn't have been any better. Sent from Opticians. Came early to get an appointment (11am), coming back at 4 pm to be seen. • I come every 2 months and are always very pleased. Today has been very quick. • First time coming and very impressed. • Staff are extremely helpful and welcoming. • Comfortable environment. • Excellent service, comes once a month and it's been quicker today but it's always good • Was seen before appointment was scheduled • Very happy... can't fault anything. • Nothing to improve. • Come every month and they are helpful here. Sometimes I get appointments that don't fit well with the bus times but I ring up and they easily change it around. • Came from Accrington. Blackburn is more efficient than Burnley. Like to use Accrington when possible to make sure we don't lose it. • Something extra for children like colouring books is needed. • Hospital cancelled my appointment in May, not yet been re-booked. Should be checked every 6 months, now overrun on vital pressure checks which could result in harm. • Useful to have more information about the treatment you are going to receive before you come. • Came today for regular check-up and told the nurse about a swelling on the eye. There was no doctor on today to check this so been told to go to an opticians, or wait until next month when he's back again for routine check. • Freezing. 40 mins wait after appointment time, got here early so it's been a long wait.
Fracture Clinic	<ul style="list-style-type: none"> • Very clean hospital. Information provided was excellent. Very helpful staff. • Waiting times in the fracture clinic could be improved. • Attended without appointment in September but fracture clinic didn't have the notes as the nurse during discharge did not pass the information on. The appointment was unscheduled so I can understand. • Reduce waiting times. • Please tidy the main entrance area and reduce initial waiting period in fracture clinic. • Appointment was at 10:10, was called in at 11am. Notes had not been transferred from Burnley Hospital as I was there yesterday for a cataract appointment. Waiting times to be improved. • Don't like the entrance. People should stop smoking there. A lot of patients walking to main entrance in pyjamas. People shouldn't be allowed to smoke around the main entrance.
Gastro	<ul style="list-style-type: none"> • Dr Reddy has gone out of his way for me. • Smoking at entrance should not be allowed - extra smoking areas. • You expect to wait; the doctors are always very hard-working and busy. Waited 3 months for appointment from referral. • It is a long walk from the front door, its too far we need golf buggies from door like at airports or mobile scooters at front door. • Parking could be improved with more spaces. • Waited for three weeks for first appointment from GP referral. • Offered appointment for December after GP appointment in early Summer. Went 3 or 4 times to GP to get a faster appointment. Said 'he would have to come everyday' until he got an appointment as things were so bad. • Rushed appointment, not enough time to ask questions. • Frustrated at waiting times approximately 30 minutes. Used automated check-in only to find this delayed my notes arriving. • Why have a check-in desk and an automated service? It would help if all staff on desk were more cheerful. • A lot of uniforms don't fit and don't look clean. • Cleanliness needs to be improved i.e. in lifts and corridors. Very dirty.

General	<ul style="list-style-type: none"> • There are a lot of doctors working very hard, they need more doctors so we can be seen quicker.
Surgery	<ul style="list-style-type: none"> • Getting transport is difficult for early appointments.
Haematology	<ul style="list-style-type: none"> • Need better transport links to the hospital.
OPS	<ul style="list-style-type: none"> • Waiting times a problem (for 3 years) sometimes 50 minutes - an hour. Costs money as I'm self-employed. Cancelled my appointment 2 times in the last 3 months. Had to travel from Barrowford. Wanted Burnley General Hospital but could not get an appointment. • Very difficult parking on the main site and sometimes cannot park. Doctors are fine but travel and parking makes things difficult as I may have to wait again for tests. • Appointment cancelled three times already. Not seen on time. Not just here it happens at Burnley as well. Standard cancel letter. Originally offered appointment 12 months down the line and had to ring consultant's secretary to get an appointment. Consultant and doctors need to be available to keep booked appointments. • Treatment not working so not happy with the treatment being received.
Pre-op	<ul style="list-style-type: none"> • It ran on time and they were very pleasant.
Radiology	
Winter Pressure Ward	<ul style="list-style-type: none"> • Mother was on Winter Pressure Ward at this hospital in January. It was a terrible experience and daughter stayed at bedside as much as possible. Bank staff meant there was no continuation of care. • Mother got a urine infection and this went unidentified. Pills went missing on the floor and not checked. • Staff too busy. Mother didn't drink enough. Lacked communication.
X-ray	<ul style="list-style-type: none"> • Occupational Therapy is spotless. • Parking and long corridors mean the hospital is too big. I am in a wheelchair and my husband has to wheel me. X-ray would be better closer to the entrance. It's quite far from the entrance. • External areas outside hospital are shocking. Lots of stub ends, it was disgusting!
Unspecified	<ul style="list-style-type: none"> • No problem with appointment time as arranged by Medical Assessment Unit. Waited three weeks for appointment. Never had any problems with Royal Blackburn Hospital but you have to be fairly patient.

TRUST RESPONSE

Re: Response to Healthwatch Lancashire reports on Accrington Victoria

Results of the patient engagement day were fed back to Chris Pearson, Director of Nursing for East Lancashire Hospitals NHS Trust.

“Healthwatch Lancashire volunteers and staff are thanked for the work undertaken to support the Trust in highlighting positive findings from patients and their families, as well as highlighting some areas for improvement.

“We continually review waiting times and appointments in clinics to try and avoid delays. Our Minor Injuries Unit at Accrington sees over 30,000 patients each year and consistently achieves 100% of four hour standard times. However, patients are seen in order of clinical priority so some peoples’ waits will be longer than others.

“We take all feedback very seriously and constantly strive to ensure all our patients and relatives have a good experience when using the Trust’s services. We will be taking on board all the comments received and ensuring any issues raised are looked at in further detail and any changes or improvements communicated to the public in due course.”

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