



# Patient Engagement Day Clitheroe Community Hospital

8th December 2015



V.1.5

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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 the 8th December 2015, two volunteers supported by two members of staff from Healthwatch Lancashire gathered survey responses from patients and relatives across Clitheroe Community Hospital to review their experience and gain insight.

This report summarises reviews from 45 patients and relatives from 12 departments, wards and clinics.

**Hospital:** Clitheroe Community Hospital

**Address:** Chatburn Road,  
Clitheroe,  
BB7 4JX



## 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 gathered experience surveys with members of the public from a number of areas across Clitheroe Community 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:**

Debbie McKno - volunteer  
Gill Green - volunteer  
Amanda Higgins - staff member  
Ilyas Patel - staff member



**Pictured:** Project Officer, Amanda Higgins, listening to a patient at Clitheroe Community Hospital.

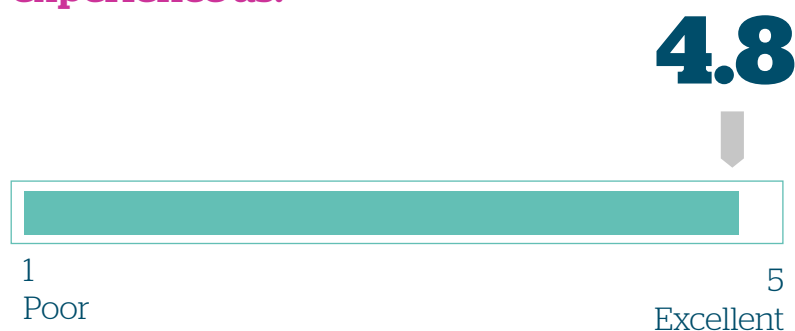


**Pictured:** The entrance to Clitheroe Community Hospital.

# Results

Representatives from Healthwatch Lancashire listened to patients, relatives and carers from 12 departments/wards/clinics at Clitheroe Community Hospital on the 8th December 2015.

Patients and relatives rated the overall experience as:



WE SPOKE TO  
**45**  
PEOPLE

## Ratings Summary:

Cleanliness: <b>5.0</b> out of 5	Care and compassion from staff: <b>4.9</b> out of 5	Helpful information: <b>4.9</b> out of 5
Medical treatment: <b>4.9</b> out of 5	Quality of service provided: <b>4.9</b> out of 5	Ease of getting an appointment: <b>4.8</b> of out 5
Building and environment: <b>4.7</b> out of 5	Waiting time: <b>4.4</b> out of 5	
<b>96%</b> were patients	<b>4%</b> were relatives	

## 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	Information received	Cleanliness
<b>Audiology</b>	1	5	4	5	5	5	5	5	5	5
<b>Breast Screening</b>	2	5	5	5	5	5	5	5	5	5
<b>Neurology</b>	1	5	5	5	5	4		1		5
<b>Outpatients</b>	13	4.7	4.9	5	4.5	4.8	4.8	4.1	4.7	5
<b>Physiotherapy</b>	4	4.5	4.5	4.8	4.8	5	4.7	4.5	5	5
<b>Podiatry</b>	4	5	5	4.5	5	4.5	5	4.3	5	5
<b>Ribblesdale Ward</b>	1	5	5	5	5					5
<b>Suite 1</b>	1	5	5	5	5		5	5		5
<b>Ultrasound</b>	1	5	5	5	5	5	5	5	5	5
<b>Urology</b>	3	5	5	5	3.7	4.7	5	4.7	4.7	5
<b>X-ray</b>	11	5	5	5	4.7	5	4.9	5	5	5
<b>Unspecified</b>	3	3.7	5	5	5	5	5	3.7	5	5

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.**

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:

$$\frac{5+4+5+5+5+4+4+4}{7} = 4.4$$

## Comments by Department

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

Department	Comments
<b>Audiology</b>	<p>A concern was raised about the quality of the hearing aids and a patient stated that they were advised to visit Royal Blackburn Hospital but were unable due to convenience.</p> <p>A concern was raised towards parking.</p>
<b>Breast Screening</b>	<p>A patient provided positive feedback on the service stating that their appointment was “really quick and really friendly. She explained how long I would have to wait for the results.”</p> <p>A concern was raised about parking with a service user stating: “Car parking is a real problem, it makes the experience difficult.”</p>
<b>Outpatients</b>	<p>A number of positive comments were provided relating to the service with it being described as “effective and efficient” and “fantastic”.</p> <p>There were some concerns raised towards long waiting times and car parking. One patient said, “The waiting times last week for a scan were terrible. We were waiting nearly an hour to be seen.”</p> <p>There were comments stating that waiting times at Clitheroe Community Hospital are reasonable. One service user said: “The longest I have had to wait to be seen has been 40 minutes and that was a one-off. I’ve been seen on-time today.”</p> <p>A patient commented, “Parking is rubbish. I waited 15 minutes for a space.”</p>
<b>Physio</b>	<p>Positive comments were made about a calm and spacious environment.</p> <p>A patient said that they felt the staff listened to them.</p>
<b>Podiatry</b>	<p>Concerns were raised towards long waiting times and a lack of car parking spaces.</p>
<b>Ribblesdale Ward</b>	<p>A concern was raised by a patient towards a lack of car parking spaces stating that they were required to park on the main road.</p> <p>A recommendation was provided suggesting that the café should open during visiting hours. It was stated that there is currently a machine which requires exact change.</p>
<b>Suite 1</b>	<p>The service was described as “very bright and welcoming.”</p>
<b>Ultrasound</b>	<p>A patient said that this service was very convenient, saving them an hour of traveling time. They described the service as “very nice and local” and stated that they were “very happy”.</p>
<b>Urology</b>	<p>A number of concerns were raised towards car parking. One patient described the car park as “atrocious” and stated that this caused difficulties because of their condition.</p> <p>A concern was raised that the clinic check-in screen system was not functional.</p>
<b>X-ray</b>	<p>Positive comments were shared by people in the department towards appointment times, “lovely” staff and the information provided. One patient said “I was straight in, no messing about and the staff were lovely.”</p> <p>A concern was raised towards parking, however the patient did say that all other aspects of their experience were good.</p>
<b>General comments</b>	<p>One patient said that the service was “very efficient” however, another said that they were unhappy with the way that they were treated. They shared concerns with the check-in system and the treatment from reception staff and recommended that computer check-in systems are not good for older people and stated: “When I asked for help I was advised to go online, this is not good enough.”</p> <p>A positive comment was received by a patient describing the service as “wonderful”.</p>

## Summary

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

- Parking
- Waiting times
- Check-in system
- Need for a cafe

## TRUST RESPONSE

### Re: Response to Healthwatch Lancashire reports on Clitheroe Community Hospital

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 areas for improvement.

“We continually review waiting times and appointments in clinics to try and avoid delays.

“With regards to the comments about parking at the hospital, there are plans in place to increase the number of car parking spaces in the near future which will ease this problem.

“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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