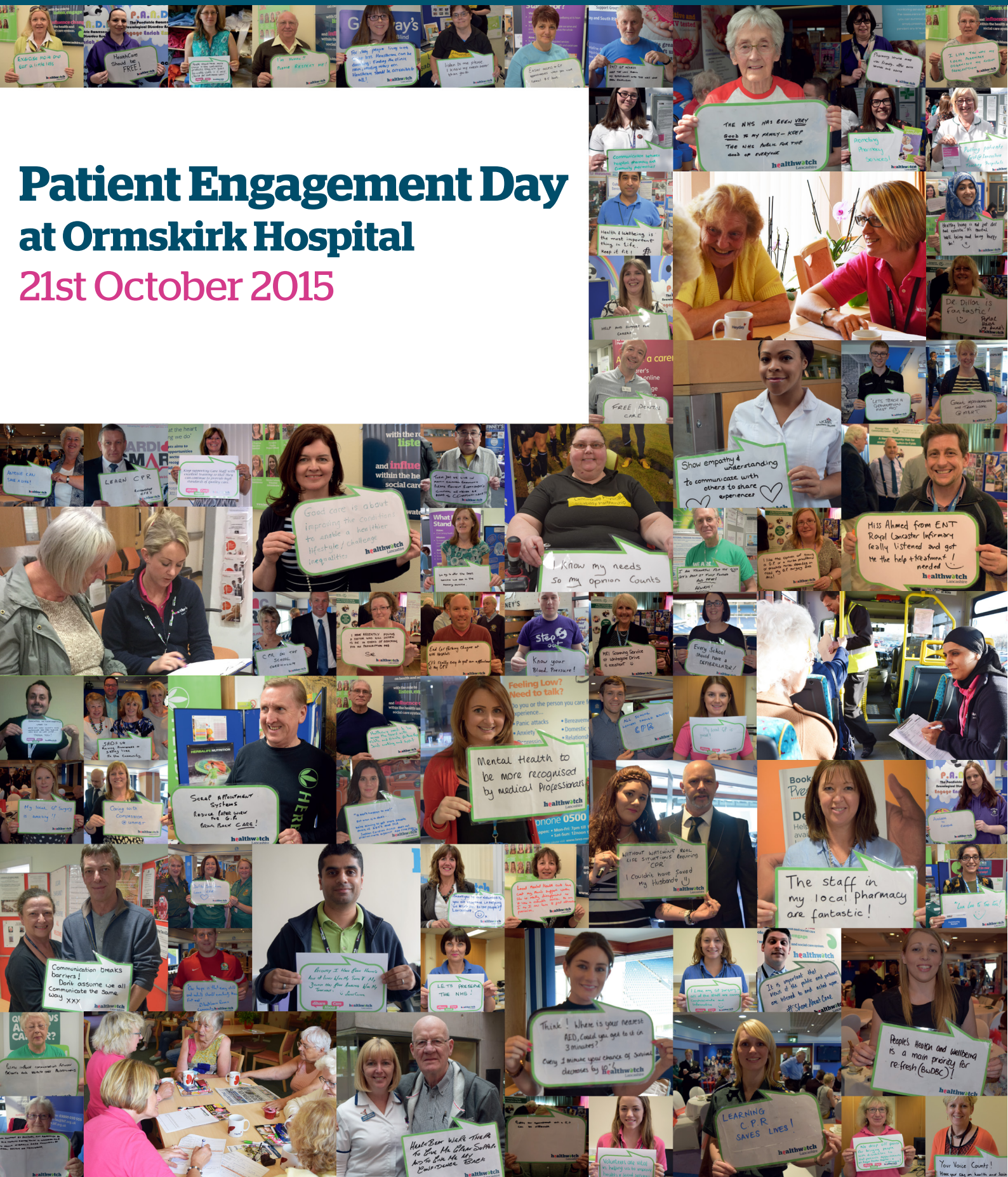


# Patient Engagement Day at Ormskirk Hospital 21st October 2015



**Tel: 0300 303 8811**

**Website: [www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk) Email: [info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)**

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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 21st October 2015, 3 volunteers and 4 members of staff from Healthwatch Lancashire gathered survey responses from patients and relatives across Ormskirk Hospital to review their experience and gain insight.

This report summarises reviews from 86 patients and relatives from 19 departments, wards and clinics.

**Hospital:** Ormskirk Hospital

**Address:** Wigan Rd,  
Ormskirk,  
Lancashire,  
L39 2AZ



## 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 Ormskirk 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:

- Ilyas Patel - Project Officer
- Aysha Desai - Project Officer
- Becky Willshaw - Intelligence Officer
- Ann Clarke - Volunteer



**Pictured above:** Healthwatch Lancashire volunteers and staff outside Ormskirk Hospital.

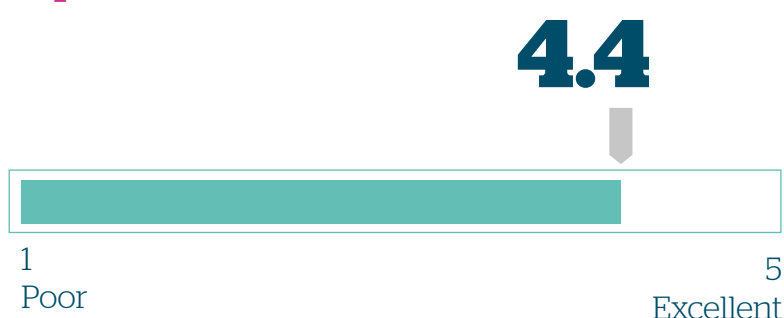


**Pictured above:** Becky Willshaw gathers feedback from a patient at Ormskirk Hospital.

# Results

Representatives from Healthwatch Lancashire listened to patients and relatives from 19 departments/wards/clinics at Ormskirk Hospital on the 21st October 2015.

Patients & relatives rated the overall experience as:



WE SPOKE TO  
**86**  
PEOPLE

## Ratings Summary:

Quality of service provided: <b>4.5 out of 5</b>	Care and compassion from staff: <b>4.6 out of 5</b>	Medical treatment received: <b>4.5 out of 5</b>
Cleanliness: <b>4.4 out of 5</b>	Helpful information received: <b>4.4 out of 5</b>	Ease of getting an appointment: <b>4.3 out of 5</b>
Food: <b>3.9 out of 5</b>	Building and environment: <b>4.2 out of 5</b>	Waiting time: <b>4.2 out of 5</b>
<b>90%</b> were patients	<b>10%</b> were relatives	

## Ratings by Department

The table below shows average ratings by department. Ratings are scored out of 5. (1 = poor, 5 = excellent)

Department	Number of responses	Overall experience Rating	Quality of service	Staff care and compassion	Building or environment	Ease of getting an appointment	Medical treatment	Waiting time	Food	Information received	Cleanliness
Antenatal	8	4.4	4.6	4.8	4.5	4.8	4.7	4.4		4.9	4.6
Anticoagulant	1	5	5	5	4	5	5	5		5	4
Audiology	2	4.5	4	4	4	5	5	5		5	5
Blood Clinic	1	5	5	5	5			5			5
Bowel Emergency	1	5	5	4	5	5	5	3	5		5
Cardiology	1	4		4	4	1		5		5	4
Dermatology	17	4.4	4.4	4.6	4.1	4	4.4	3.9	4.5	4.4	4.5
ECG	2	3	4	4.5	3.5	3.5	4	3			4
Eye Clinic	1	2	2	4	4	1	5	2		2	3
Gynaecology	11	4.5	4.5	4.5	4.3	4.6	4	4.2		4.3	4.6
Maternity	1	5	5	5	5	5	5	4		5	5
Orthopaedics	6	4.3	4	4.5	4.3	4.5	4	3.2	4	4	4.3
Outpatients	3	4	5	5	5	3	5	5	5	5	5
Physiotherapy	3	4	5	5	3.7	4	4.7	4.3	3	4.7	4.3
Pre-op Assessment	2	5	4.5	4.5	4	4.5	4	5		4	4
Treatment Centre	1	4	5	5	3	5	4	4		5	4
Urology	1	4	4	5	4	4		4		4	4
Walk-in centre	1	5	5	5	5	5	4	5		5	5
Xray	18	4.6	4.6	4.6	4.1	4.5	4.6	4.6	3	4.2	4.3
Unspecified	5	4.2	4.5	4.2	4.2	5	5	4.4	5	4	4.4

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. Grey areas indicate where no responses were collected.

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 comments received segmented by department.

Department	Comments
<b>Antenatal Clinic</b>	<p>Service users described staff as being friendly and the environment as comfortable. Comments were made towards an inconsistency in communication from staff.</p> <p>One service user stated that a more personal approach should be considered for those having their first baby.</p> <p>Service users commented that a lack of communication results in confusion around appointment times.</p> <p>A number of comments related to concerns with waiting times with a number of people experiencing delays.</p> <p>A number of comments were received in relation to Cardiotocography recommending that waiting times should be improved. One service user commented that they had visited four times and had consistently experienced a one hour delay.</p>
<b>Anti Coagulant</b>	The service was described as very good by service users.
<b>Blood Clinic</b>	One review described their experience as good.
<b>Bowel Emergency</b>	A service user commented that an excellent service was provided in an emergency situation.
<b>Cardiology ED</b>	A service user described an error which meant they were not seen for their first appointment as it had been cancelled in error.
<b>Dermatology</b>	<p>The dermatology department received good feedback about the service and waiting times however there were several instances of long waits during visits.</p> <p>One service user had their appointment cancelled without notification.</p> <p>Concerns were raised relating to the layout of the building and difficulties getting to different areas, however, they did make positive comments towards nurses who assisted.</p>
<b>ECG</b>	<p>Concerns were received from service users in the ECG department about the appointment system and lack of choice for the location of hospital referrals.</p> <p>Comments also referred to high car parking charges and longer than expected waiting times.</p>
<b>Eye Clinic</b>	Comments collected in the Eye Clinic reported excellent treatment and easy access to the hospital, however, one also described a lack of staff during lunch hours in Reception which then made it difficult to get an appointment.
<b>Gynaecology</b>	<p>There were a number of concerns raised about separate appointments spread out over long periods and suggestions were made to combine appointments and procedures.</p> <p>A number of service users provided examples of a positive experience when arranging their appointments.</p> <p>One service user commented that they have been attending the service for the past two years and have not seen an improvement in the service.</p> <p>Service users commented that there is an inconsistency with the service in that their experience is very different each time they attend.</p> <p>A concern was raised towards the location of the maternity outpatients department being in the same area as gynaecology in that consideration should be made to those who are unable to have children.</p>
<b>Maternity</b>	A service user commented positively about maternity services adding that no improvements could be made.
<b>Orthopaedic</b>	A number of positive comments were received about the service however, waiting times and communication between hospitals could be improved.

## Comments by department continued

The table below shows comments received segmented by department.

Department	Comments
<b>Outpatients</b>	Praise was received for the service and staff but there were comments stating that it was difficult to get an appointment.
<b>Physiotherapy</b>	<p>A comment was received relating to service users' difficulty getting an appointment.</p> <p>A comment was received referring to a lack of empathy when describing to a member of staff about a treatment the service user received. They did comment that this was not a permanent member of staff.</p> <p>Service users said that their preference is to see the same physiotherapist for each appointment.</p>
<b>Pre-operative Assessment Unit</b>	<p>Service users said that this was a friendly hospital providing a good service.</p> <p>Concerns were raised towards difficulties in traveling to the hospital.</p>
<b>Treatment Centre</b>	A positive experience of a successful treatment was provided by a service user.
<b>Urology</b>	Service users commented that the car parking is expensive.
<b>Walk-In Centre</b>	A service user described their experience as very good.
<b>X-ray</b>	<p>The X-ray department received positive feedback relating to the service; short waiting times, friendly staff, clean facilities and the positive environment.</p> <p>Concerns were raised by service users relating to difficulties getting an appointment, parking, waiting times and the cleanliness and decoration of the building.</p>
<b>Unspecified</b>	There were a number of positive comments referring to the building, environment and cleanliness. Service users said that there is a lack of space in the car parks and the cost is high.

**Trust Management Offices**

Southport Hospital  
Town Lane  
Kew  
PR8 6PN

Healthwatch Lancashire  
Leyland House  
Leyland  
PR6 6TY

30<sup>th</sup> March 2016

Tel 01704 705270

Ref: Report dated 21<sup>st</sup> October 2015

Dear Colleagues

Re: Healthwatch Lancashire feedback report dated 21<sup>st</sup> October 2015

Thank you for undertaking this review and sharing the results, we apologise for the delay in providing this formal response letter.

We have reviewed the information provided and felt the report was very positive with the Trust receiving an overall rating of 4.4 / 5 from the 86 comments received about Ormskirk Hospital.

For the purpose of actions and improvement we will focus on the negative comments listed in the report.

The results have been shared among the Trust Senior Management Team and the patient experience group and this letter will be circulated at the trust patient experience group for information.

Yours sincerely

*Simon Featherstone*

**Simon Featherstone**  
**Director of Nursing**



**healthwatch**  
Lancashire

[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)  
[info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)  
Twitter: [@HW\\_Lancashire](https://twitter.com/@HW_Lancashire)  
Facebook: [facebook.com/lancshealthwatch](https://facebook.com/lancshealthwatch)