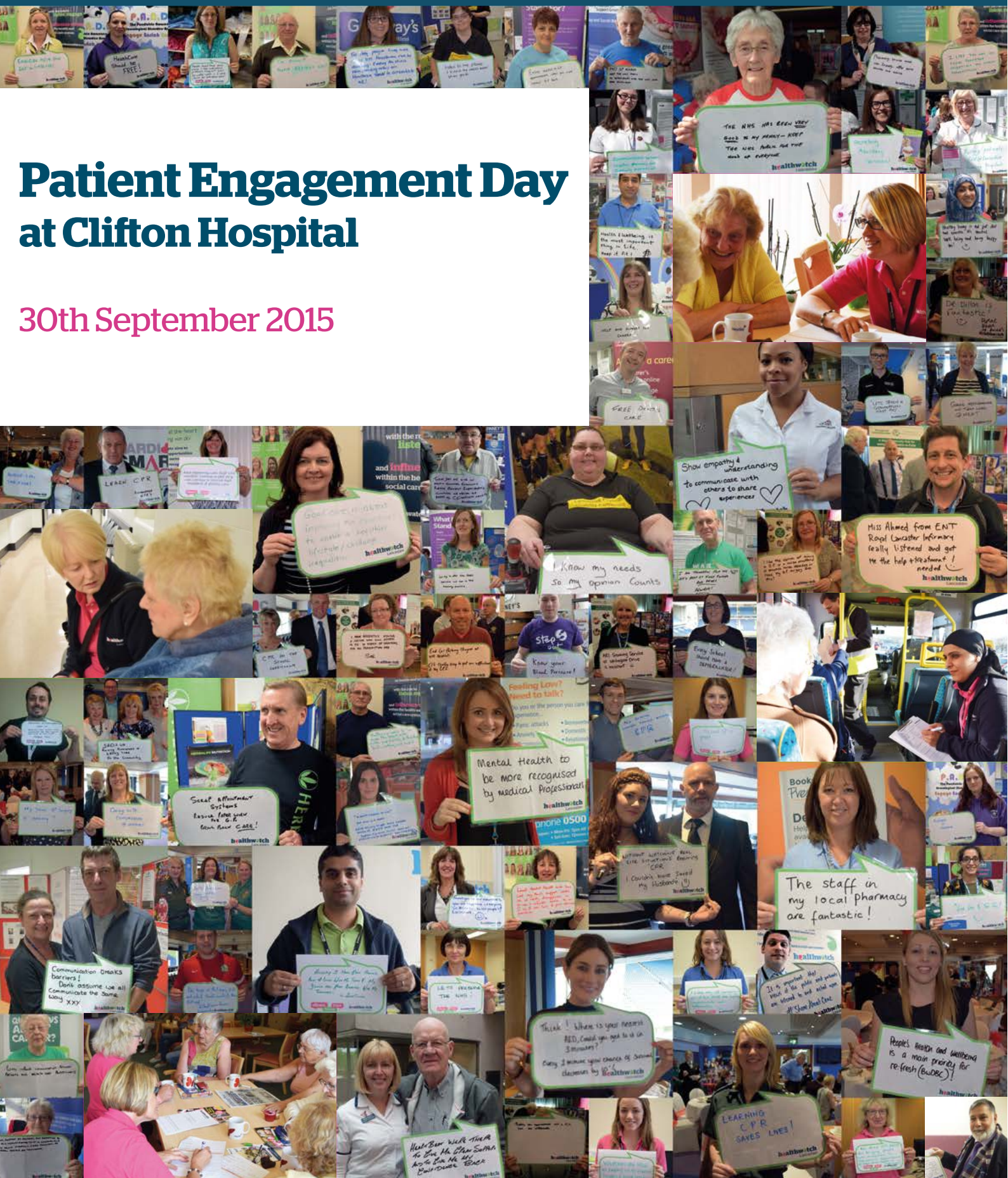


Patient Engagement Day at Clifton Hospital

30th September 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 30th September 2015, two volunteers and one member of staff from Healthwatch Lancashire gathered survey responses from patients, relatives and carers across Clifton Hospital to review their experience and gain insight.

This report summarises reviews from 41 patients, relatives and carers from six departments, wards and clinics.

Clifton Hospital is a part of Blackpool Teaching Hospitals NHS Foundation Trust.

Hospital: Clifton Hospital

Address: Pershore Rd
Lytham St Annes
FY8 1PB



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, relatives and carers are the ones who experience the process or service first hand, they have a unique, highly relevant perspective.

Patient, relatives and carers 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.

Three representatives from Healthwatch Lancashire gathered experience surveys with members of the public from a number of areas across Clifton 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
- Tim Snashall - Volunteer
- Jan Barker - Volunteer



Pictured above: Healthwatch Lancashire volunteers outside Clifton Hospital.



Pictured above: A Healthwatch Lancashire volunteer listening to a member of the public.

Results

Three representatives from Healthwatch Lancashire listened to patients, relatives and carers on six departments, wards and clinics at Clifton Hospital on the 30th September 2015.

Patients, relatives and carers rated the overall experience as:



WE SPOKE TO
41
PEOPLE

Ratings Summary:

Care and compassion from staff: 4.63 out of 5	Cleanliness: 4.61 out of 5	Helpful information received: 4.60 out of 5
Quality of service provided: 4.54 out of 5	Medical treatment received: 4.53 out of 5	Ease of getting an appointment: 4.47 of out 5
Building and environment: 4.39 out of 5	Waiting time: 4.15 out of 5	Food: 4.12 out of 5
83% were patients	17% were carers or relatives	

Ratings by Department

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

	Dermatology	Outpatients	Physio	Rheumatology	Speech Therapy	X-Ray
Number of responses	23	3	5	4	1	5
How would you rate your overall experience?	4.78	3	4.6	5	5	4.4
How would you rate the quality of treatment or service provided?	4.86	5	4.8	4.75	5	5
How caring and compassionate were the staff?	4.87	4.87	4.4	5	5	5
How helpful was information received?	4.86	4.86	4.6	5	5	5
How easy was it to get an appointment?	4.84	5	3.8	5	3	5
How would you rate the cleanliness?	4.68	4.5	5	5	5	4.4
How would you rate building and environment?	4.84	4	5	5	3	3.8
How would you rate the medical treatment?	4.5	4	4.6	5	5	5
How was the food?	5	4.29				5
How was the waiting time?	4.23	5	4.2	5	5	4.8

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.

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.

Green and red comments relate to positive and negative sentiment respectively. Blue comments relate to neutral sentiment.

Department	Comments
Dermatology	<ul style="list-style-type: none"> • Appointments are twice a week for me. No problems, everything runs smoothly. • I would rather come here than Blackpool Victoria Hospital anytime. • Perfect service. • Friendly staff. Always smiling. • Staff always smiling. • Excellent job despite financial constraints. • Second time here, really good and enjoy coming. Good atmosphere. • Good, easy service. • Always very professional and caring. • This is a better experience for me than the Blackpool Victoria Hospital where I used to go for dermatology treatment. • Bit of an appointment mix up at the start but now everything is running smoothly. • Waiting area could be bigger. Patients on top of each other. Very impressed with the doctor. • Noise from springs on doors is loud. • Difficult to get here from Knott End unless transport is provided. • I always have a long wait here. Coffee machine would be an improvement here. I didn't know there were refreshments available at the cafe or vending machine. • It seems a bit smelly in here today. We've had to come a long way (Cleveleys). • My own treatment is at Blackpool Victoria Hospital. I have had to wait so long for bladder treatment that when my appointment came I wasn't able to have the treatment because I had an infection and was on antibiotics. • There was a delay in being seen.
Outpatients	<ul style="list-style-type: none"> • Not happy as toilets are out-of-use and nearest toilets are at Ward 2. • There is a sign informing that the disabled WC is out of order. The sign is too high for wheelchair users. It does not direct you to the nearest available WC as alternative.
Physio	<ul style="list-style-type: none"> • I actually enjoy coming here. I also come to see the cancer lady and it's all really brilliant. • Would like free parking. • All on one floor for physio, easy parking but have to pay, not enough disability bays. • I never knew there was a cafe here, more signs and free parking. • I had knee replacement surgery at Chorley but was not offered physio until a good while after my op. I wanted more support post-op and I feel I had to wait too long and was not told when the physio sessions would be or if I would be contacted or whether I would have to go to my GP and ask for an appointment.
Rheumatology	<ul style="list-style-type: none"> • Amazing first experience, staff were amazing. • Everybody was very helpful.
Speech Therapy	<ul style="list-style-type: none"> • Rated very highly alongside previous private treatment.
X-ray	<ul style="list-style-type: none"> • Would come to Clifton Hospital any day rather than Blackpool Victoria Hospital or Royal Preston Hospital. • Building needs a bit of attention. Bit dull near the lifts when the blind in the waiting room is closed.

Clifton Hospital

Blackpool Teaching Hospitals would like to thank Healthwatch Lancashire for visiting The Clifton Hospital. 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 Clifton Hospital management team and the actions that have been taken are detailed below.

It is always great to hear when things have gone well and our staff have been praised for being professional, caring and always smiling.

These positive comments will be shared with the individual teams involved.

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

Area	Issues	Response
Dermatology	<ul style="list-style-type: none"> • Noise from springs on door is loud. • Difficult to get here from Knott End unless transport is provided. • I always have a long wait here. Coffee machine would be an improvement here. I didn't know there were refreshments available at the café or vending machine. • It seems a bit smelly in here today. We've had to come a long way (Cleveleys) • My own treatment is at Blackpool Victoria Hospital. I have had to wait so long for bladder treatment that when my appointment came I wasn't able to have the treatment because I had an infection and was on antibiotics. • There was a delay in being seen • Perfect service • Friendly staff. Always smiling • Always very professional and caring • This is a better experience for me than the Blackpool Victoria Hospital where I used to go for dermatology treatment 	<p>All defects and maintenance issues are reported to the Estates Departments by the individual departments and in the case of communal areas, by Hotel Services. The door hinges will be checked and reported if found faulty.</p> <p>We have identified that patients and visitors were unaware of the Cafeteria opening times and the presence of a vending machine; introducing some information of services provided on site; unfortunately it isn't practical to have vending services in each department.</p> <p>The Site Service Manager carries out a daily walk round and picks up on any anomalies. We will check the Dermatology Department to see if there is a particular problem which may well affect the odour on the day.</p> <p>Thank you for your feedback. The team go the extra mile to help their patients.</p>
Outpatients	<ul style="list-style-type: none"> • Not happy as toilets are out-of-use and nearest toilets are at Ward 2. • There is a sign informing that the disabled WC is out of 	<p>Apologies that they were found to be out of order on this occasion. When toilets are found to be not working they should be reported to the Estates team at Blackpool Victoria.</p>

	<p>order. The sign is too high for wheelchair users. It does not direct you to the nearest available WC as alternative.</p>	<p>This is a very good learning point around disabled toilets. We will endeavour, if a temporary notice has to be displayed in future, that direction to the nearest disabled facility is made available and is at a suitable height; also staff in that area will be briefed with that information.</p>
Physio	<ul style="list-style-type: none"> • I never knew there was a café here, more signs and free parking. • I had knee replacement surgery at Chorley but was not offered physio until a good while after my op. I wanted more support post-op and I feel I had to wait too long and was not told when the physio sessions would be or if I would be contacted or whether I would have to go to my GP and ask for an appointment. 	<p>As with the response previously, we are looking at ways to publicise the cafeteria facilities.</p> <p>We do strive to keep our waiting lists as low as possible. However they can fluctuate from 2-4 weeks depending on the time of year and number of referrals we have received. This is especially the case for orthopaedic referrals like Knee Replacements. Routinely after each session the patient would be asked to go to reception and book in an appointment for an agreed number of weeks away. If they are discharged they would be advised that should they need further physiotherapy input they would need to get a new referral from their GP.</p>
Rheumatology	<ul style="list-style-type: none"> • Amazing first experience, staff were amazing • Everyone was very helpful 	<p>Thank you for your feedback. The team were pleased to receive this.</p>
Speech Therapy	<ul style="list-style-type: none"> • Rated very highly alongside previous treatment 	<p>Thank you for your feedback. The Speech and Language Therapy team go above and beyond to help their patients.</p>
X-Ray	<ul style="list-style-type: none"> • Would come to Clifton Hospital rather than Blackpool Victoria Hospital or Royal Preston Hospital. • Building needs a bit of attention. Bit dull near the lifts when the blind in the waiting room is closed. 	<p>Radiology would like to say thank you to the volunteers for taking the time to speak to patients, relatives and carers as we are always interested in any feedback about the service we provide to them. It was reassuring that the patients and relatives found the Radiology service at Clifton Hospital very good. We are currently looking to replace the X-ray room at Clifton and note the comments made about the fabric of the building.</p> <p>The building undergoes regular planned preventive maintenance. All efforts are made to keep the building in the best condition we can.</p>

healthwatch
Lancashire

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