

Patient Engagement Day at Euxton Hall Hospital 19th January 2016



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 19th January 2016, three representatives from Healthwatch Lancashire gathered survey responses from patients and relatives across Euxton Hall Hospital to review their experience and gather insight.

This report summarises reviews from 39 patients and relatives.

Hospital: Euxton Hall Hospital

Address: Wigan Rd
Euxton
Chorley
PR7 6DY



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.

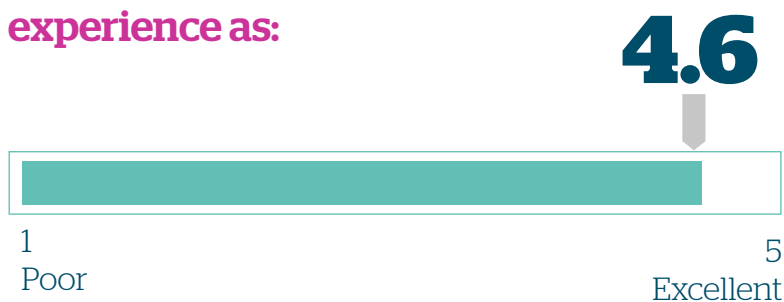
The following Healthwatch representatives participated in the activity:

- Peter Osbourne - Volunteer
- Aysha Desai - Project Officer
- Natalie Cotterell - Project Officer

Results

3 representatives from Healthwatch Lancashire listened to patients and relatives at Euxton Hall Hospital on 19th January 2016.

Patients & relatives rated the overall experience as:



WE SPOKE TO
39
PEOPLE

Ratings Summary:

Quality of service provided:

4.7 out of 5

Medical treatment received:

4.6 out of 5

Care and compassion from staff:

4.6 out of 5

Building and environment:

4.5 out of 5

Cleanliness:

4.5 out of 5

Waiting time:

4.5 out of 5

Ease of getting an appointment:

4.4 of out 5

Helpful information received:

4.3 out of 5

79% were patients

21% were relatives

Comments

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

Theme	Comments
Access	<ul style="list-style-type: none"> A number of patients provided positive feedback on access to the hospital in relation to being convenient and close to home and having late opening times. Patients said that this was their preferred choice of hospital because it was the closest. One patient said that their GP had given a choice of referring to Euxton Hall Hospital or Bolton Hospital but this was their preference. Parking was raised as a concern by patients who said that the parking is poor for appointments after 10am. A number of comments were received relating to communications. One patient said that they had difficulty contacting the service by phone stating that they rang on a number of occasions and once spent 45 minutes on hold before being cut off. One patient said that they could not establish if their treatment would be in the morning or the afternoon which caused confusion with their fasting. A patient raised concerns for the second information letter they received for their appointment which they claimed included spelling mistakes and lack of clear information. One patient said that they were unsure of public transport to the hospital and had never been here before and their concerns were about their wife needing to visit if they were admitted.
Service and staff	<ul style="list-style-type: none"> A large number of positive comments were shared about staff and the care they received. 15 patients described their experience positively with comments such as “excellent service”, “staff are friendly”, “they give me the best care” and “amazing staff”. A relative of a patient said that the service seems very good and that they are happy with the care their relative has received. A patient stated that the food is very good. A number of patients and relatives said that this was the first time they had been to this service.
Environment	<ul style="list-style-type: none"> One patient said that the waiting room was dated but said that they appreciate that this is currently being refurbished. In addition, patients said that there was not enough room or chairs in the waiting room. Patients described the hospital as “a little tired looking” however, patients also said that the reception was very welcoming and it seemed “a happy place”, that it is a pleasant place to come and that it is a “great facility”. A patient raised a concern that there is only one toilet in the waiting area and that they find it embarrassing when they have to go during their visit.
Appointments	<ul style="list-style-type: none"> A number of patients raised concerns about their appointments. One patient raised a concern about their wait for treatment after an appointment in December had been cancelled without prior notification. Their appointment was on the Patient Engagement Day which was 7 weeks after their original cancelled appointment. A patient said that they had undergone an unsuccessful operation in November 2015 and found it difficult to get a follow up appointment before this was arranged through the hospital. A patient said that their appointment had been cancelled twice previously however they found it very quick to get an appointment (three to four weeks) and described the service as excellent.
Waiting times	<ul style="list-style-type: none"> Patients said that they have experiences inconsistencies with waiting times at the hospital. One patient described the waiting times as short however, they did acknowledge that on that day it was “quite busy”.
Information	<ul style="list-style-type: none"> One patient said that “you get no feedback here. I feel like complaining is a waste of time.”

Provider Response

Findings from the Patient Engagement Day at Euxton Hall Hospital were shared with Ramsay Health Care UK, who were given the opportunity to respond to the findings in this report prior to its publication.

In response, David Winters, General Manager, replied as below to the comments raised in the report.

ACCESS

At Euxton Hall we try our utmost to ensure patients get the accessibility and service they need. It is pleasing that patients are choosing our services as this is a clear reflection on the team and the reputation they create. Unfortunately, we don't always meet expectations, and recently we have experienced some negative feedback relating to our service. The hospital is working hard to rectify this and have recently recruited a number of new staff as part of our growth strategy and during this period it is unfortunate that we have made mistakes. However, the team are committed to improving and building on our positive reputation. Euxton Hall would like to apologise to any patients affected during this past few months.

SERVICE AND STAFF

Customer focus and service is a key factor of the Ramsay Way, our business ethos. Euxton Hall is proud that we receive so many positive comments from patients and visitors and we regularly receive fantastic responses in our patient surveys.

ENVIRONMENT

Unfortunately, whilst it is lovely to be able to deliver services from a Grade 2 listed building, it does pose its challenges and we have an on-going programme of refurbishment throughout the hospital. Unfortunately, one of those challenges is that as the hospital has increased its activity, we are constrained by the current environment however we are working with local architects and planners to try and expand the facilities over the next 18 months which includes theatre capacity, outpatients, reception, and patient facilities.

APPOINTMENTS

As previously mentioned we have experienced some recent recruitment issues as we have grown much busier. The team are working to address this and since January a number of new staff have started. We would like to apologise to those patients affected and reassure them that we are committed to improving this aspect of our service.

WAITING TIMES

We do pride ourselves on the fact that quite often many patients will be treated in a relatively short space of time however there are many factors that affect this including clinical urgency, consultant availability, and patient availability. However, we endeavour to ensure patients expectations are realistic to their treatment times.

INFORMATION

Euxton Hall takes all patient feedback seriously and certainly reviews every comment and complaint.

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