

Patient Engagement Day Royal Preston Hospital

9th December 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 9th December 2015, three volunteers supported by five members of staff from Healthwatch Lancashire gathered survey responses from patients and relatives across Royal Preston Hospital to review their experience and gain insight.

This report summarises reviews from 106 patients and relatives from 24 departments, wards and clinics.

Hospital: Royal Preston Hospital

Address: Sharoe Green Lane North,
Preston,
Lancashire,
PR2 9HT



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 Royal Preston 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:

Anne Clark - volunteer
 David Barnett - volunteer
 Peter Osborne - volunteer
 Ilyas Patel - staff member
 Natalie Cotterell - staff member
 Christina Morley - staff member
 Amanda Higgins - staff member
 Aysha Desai - staff member



Pictured: Healthwatch Lancashire volunteers at Royal Preston Hospital.



Pictured: The entrance to Royal Preston Hospital.

Results

Representatives from Healthwatch Lancashire listened to patients, relatives from 24 departments/wards/clinics at Royal Preston Hospital on the 9th December 2015.

Patients and relatives rated the overall experience as:



WE SPOKE TO
106
PEOPLE

Ratings Summary:

Care and compassion from staff: 4.2 out of 5	Cleanliness: 4.0 out of 5	Quality of service provided: 4.1 out of 5
Medical treatment: 4.1 out of 5	Helpful information: 3.9 out of 5	Ease of getting an appointment: 3.8 out of 5
Building and environment: 3.6 out of 5	Waiting time: 3.4 out of 5	
96% were patients	4% 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	Food	Information received	Cleanliness
A & E	1	1	1	1	1		1	1		1	1
Ashton Suite	1	5	5	5	4	5	5	3		5	5
Hearing Clinic	1	5	5	5	4	5	4	4		4	4
Cardio respiratory	1	5	5	5	5	5	5	4		5	5
Children's Clinic	1	4	4	5	5	5		4		5	5
Critical Care	1	1	1	1	4		1			1	5
ENT Department	13	3.5	3.9	4.5	2.9	3.7	3.8	3.3	2.5	3.8	3.5
Eye Clinic	16	3.3	3.5	3.6	3.3	3.5	3.6	3		3.2	3.6
Fracture Clinic	11	4.3	4.4	4.5	3.9	4.3	4.9	3.1		4.5	4.6
Lostock Suite	1	5	5	5	4	5	4	4		5	3
Maternity Unit	1	4	4	5	4	5	5	3		5	4
Oncology	1	4	5	5	4	5	5		3	5	4
Oral Clinic	13	3.7	4.1	3.8	3.1	3	3.9	3.4	3	4.1	4.1
Orthopaedics	2	5	5	5	4.5	5	5	4.5	3	5	5
Paediatric Fracture Clinic	3	4.3	4.7	5	3.7	3.7	5	3.3		4.5	3.7
Physiotherapy	3	4.7	4.7	4.7	3.7	4	5	4.3		4.5	3.7
Plastic surgery	1	4	5	5	4	3		2		5	4
Rehabilitation Unit Outpatients	17	4.2	4.5	4.4	4.5	4.5	4.3	4.2	4.5	4.6	4.5
Urology	1	3	5	5	3	4	5	3	3	3	3
Ward 16	1	4	4	4	4		4		1	4	5
X-ray	15	3.9	3.8	4.3	3.1	3.7	4.3	3.5	3.3	3.5	4.1

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	Summary of comments
A & E	A member of the public shared an experience of attending A&E with their daughter who had a neurological condition: "My daughter was brought in on an ambulance and was not seen in nearly two hours. I took her out of the hospital and laid her in the car and took her to the Walton Centre in Liverpool. We were admitted to a ward and stayed a number of days. She was discharged to come back to Royal Preston Hospital but I refused for her to come back here. The ambulance team were very good."
Audio - Hearing Clinic	A patient said that staff were accommodating after they were late to attend an appointment due to a traffic accident. A patient said that the corridors are very long for people with poor mobility.
Critical Care	A patient commented that the Critical Care department was very disorganised. They commented, "They were all over the place. If my mum hadn't have been there to look after me I probably wouldn't be here now."
Ears Nose and Throat	A number of comments were received about parking with many feeling that the main issues are lack of disabled spaces and distance from this department, especially for those with poor mobility. A number of comments were made about parking being difficult when appointment times clash with visiting times. A number of comments were received about the environment which is described as "dingy" and "dark, noisy and not comfortable". One patient said that they felt the hospital corridors were dark and not nice to walk down. A number of comments were made about a lack of a hot drinks machine in the waiting area. They commented: "My mother is diabetic so cannot have the cold sweet drinks when she is here for extended periods." Patients also said that there was only one mixed toilet in the department they felt was an issue. A number of positive comments were shared about the staff with them being described as "very helpful" and "excellent" however, some comments were received stating that they felt staff are overworked. Some positive examples of medical treatment were received with additional suggestions for how the service could be improved. For example, a patient said that her son is often in pain and gets discharges from his ears. She feels that she often has to go over the same information each time she visits. A comment was received about food in the café stating that although it is good there is a lack of variety with options being quite plain with not much choice. Some patients said that they had difficulty getting an appointment and that the waiting times were long.
Eye Clinic	A number of positive comments were made about staff including the majority of patients saying that staff introduced themselves to patients in the clinic. Staff were described as "very helpful" with one person stating that they were "well looked after". One patient said that they found it difficulty to find their way around the building whilst another stated that the signage in the corridors is not clear. A number of comments were received about the waiting times with appointments being delayed up to 90 minutes however, patients did say that there were notices up informing them of the delay. One patient said that they attended with a patient that suffers from dementia and the waiting time caused distress. They also stated that no staff were available for the patient to sign in. A recommendation was made about being able to make appointments whilst they were in the department. A patient described Ward 1 is claustrophobic.

Department	Summary of comments
Fracture Clinic	<p>The majority of comments received referred to waiting times and delays with many stating that it was past the time that they were expected to be seen. A patient said: "It was fine when I got in to be seen but I had to wait for a while."</p> <p>One patient did comment that waiting times were inconsistent with a very small wait the previous time they visited the clinic.</p> <p>Many positive comments were shared about "friendly and helpful" staff and some of the patients said that staff introduced themselves.</p> <p>A concern was raised about parking.</p> <p>A concern was raised about the lack of a water machine in the waiting area.</p>
Maternity Unit	A patient said that staff were really good and that they felt looked after.
Oncology	A patient said that they were very pleased with the treatment they received and described it as "excellent".
Oral Clinic	<p>A number of patients raised concerns about parking with issues relating to difficulty getting spaces and the cost.</p> <p>A comment was made that they felt that there are good public transport links to the hospital.</p> <p>Patients stating that they would prefer to visit Chorley and South Ribble Hospital made a number of comments. One patient stated that they felt Chorley and South Ribble Hospital has more 'personality'.</p> <p>Some positive comments were received about the quality of the service.</p> <p>A number of patients said that they found it difficult to get appointments and they feel that they should be seen sooner. One patient stated: "They always say they are fully booked but it's empty today." Another patient said that it is four to five months between appointments.</p> <p>A patient said: "They need a better appointment booking system and better trained staff who are more friendly."</p> <p>However, one patient stated: "Some difficulty getting an appointment but once you're here it's great."</p> <p>A number of comments were made about staff not being friendly towards patients with one patient describing staff as "impersonal".</p> <p>A number of patients said that they were not satisfied with the medical treatment they received.</p> <p>Patients said that they felt the hospital was in need of refurbishment with one patient describing the clinic as being in an "old, run-down building which is not fit for purpose" however, acknowledgement was made towards the cost of refurbishing and some felt it is a good hospital for its age</p>
Orthopaedics	A patient said that there was little waiting time however staff did not introduce themselves to patients.
Paediatric	<p>A number of comments were received about appointment times being longer than usual.</p> <p>The majority of patients said that staff and doctors introduced themselves.</p> <p>Concerns were raised about parking costs.</p>
Physiotherapy	A number of patients provided positive comments about the staff describing them as "excellent" and the service was described as "great".
Plastic surgery	A patient said that they waited one month for their appointment and they experience as two hour delay however, staff apologised verbally and there was a board up to inform of expected delays.
Rehabilitation Unit	<p>Concerns were raised about the parking by a number of patients.</p> <p>A number of positive comments were received about the quality of the service and the staff. Staff were described as "always smiling".</p> <p>One patient noted an improvement in the service since their last visit. They stated that the care from staff and doctors was "excellent".</p> <p>A concern was raised about a consultant not being helpful however, the patient did state that they were treated well by nurses and the reception staff.</p>

Department	Summary of comments
Urology	<p>A concern was raised about food on a ward stating that when you come into a bed on a ward you have to eat a meal the previous patient has ordered which they did not feel was good.</p> <p>A concern was raised about car parking.</p>
Ward 16	<p>A concern was raised about the quality of the food on the ward.</p>
X Ray	<p>A patient who stated that staff did not communicate with them and they felt confused raised a concern.</p> <p>A number of comments were made about long delays. One patient stated that they felt it was quiet so was unsure why there was a delay.</p> <p>A number of concerns were raised about the car park, particularly about queuing for spaces.</p> <p>A number of patients said that staff didn't introduce themselves.</p> <p>A patient said that they recommend being able to make an appointment over the phone.</p>

Summary

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

- Car parking.
- Hospital environment.
- Food and drink facilities.
- Appointments
- Waiting times.

Provider response

The response below was provided by Steve O'Brien, Associate Director of Quality at Lancashire Teaching Hospitals NHS Foundation Trust:

Lancashire Teaching Hospitals values feedback from patients and the public on the quality of the services we provide. The feedback provided through this process has been shared with key staff in the Trust to inform our ongoing programmes to improve the patient experience, some of which are already addressing some of the issues raised. In response, we would like to share with you some of the actions we are already taking:

Car parking:

The Trust is developing a Transport and Traffic Strategy aimed at improving access to the hospitals and ease congestion in the short to medium term. In doing so we aim to meet the immediate demands to ensure journeys to and from a healthcare facility should be kept as straightforward as possible.

We have developed our key principles of transport and traffic management into Four Domains:

- Appropriate car park provision in the right location
- Sustainable and affordable Car Park Cost models
- Good Corporate Citizenship/neighbourly interaction to reduce the impact of the clinical service on local residents
- Encourage healthy transport alternatives

Our planning application for the development of a multi-storey carpark at Preston has been successful, but we will need to ensure that the location of the car park is aligned to the further work we are undertaking to agree how our hospital services and buildings will be configured in the future. Until such time as this work is complete we have invited tenders to provide additional car parking spaces off site as near to the hospital as possible.

Hospital environment

We have recently installed wall mounted chairs in our main access corridors at RPH where patients and visitors can rest as it is noted the length of our corridors can be challenging for some patients and visitors. The reception staff on both sites can access a porter and wheelchair for any visitor or patient who feels that they need support to access their final location.

Food and drink facilities

We have scheduled a review of the ENT clinic and will identify whether there is available space to install a drink vending facility. Installation will depend on available space and anticipated demand

In respect of the choices in Café Maison, clearly this is a small facility which in itself limits opportunities for an expansive menu. However, a wider range of meal items are also available for Charters restaurant until 2.00pm each day and this facility is also available to patients and visitors and can be easily accessed from the ward block or the main Outpatient areas

We will share the comments regarding lack of available chilled water with the fracture clinic. A number of clinics have water machines for patient and visitor access and it seems appropriate to consider the same in this area

In response to the comments about ward 16 regarding meal provision, we actively seek patient feedback on meal provision and provide details on the back of all our menu cards with details of the Trust catering managers who can be contacted to speak to and visit in patients with any queries or concerns. We have a ward link scheme which visits wards and speaks to patients on a regular basis so that we can continue to revise our range based on feedback received.

Appointments and waiting times

The demand for outpatient follow up increases year on year and provides us with a constant challenge in meeting the needs of the many as efficiently as possible. We recognise that demand has increased beyond the facilities available in the outpatient's department and a review of services is currently under way. Clearly pressures on the outpatient services contribute to delays in receiving appointments and on the day of clinic itself. Where there is a clinical need for an urgent appointment these are of course prioritised.

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Lancashire

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