

## Service User Feedback on Access to Hospitals within Lancashire

Report summarising responses to a survey about access to hospitals within Lancashire.

25<sup>th</sup> Feb - 31<sup>st</sup> May 2016

Reports for University Hospitals of Morecambe Bay NHS Foundation Trust



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# Introduction and context

Healthwatch Lancashire is committed to listening to members of the public to ensure their views and experiences are heard by those who run, plan and regulate health and social care services.

Between February and May 2016 Healthwatch Lancashire engaged with residents in Lancashire to gather their views and experiences about access in seventeen Lancashire hospitals.

The remit of the survey was to engage with local residents across Lancashire with a short survey to find out how people access appointments in hospitals and to gather details on convenience, cost and how this affects their appointments.

The project also investigated whether people felt they had received the information they needed to be able to get to their appointment.

# Acknowledgements

Healthwatch Lancashire would like to thank the patients for taking part in the activity. We would also like to thank the staff at each of the hospital trusts that we visited, for supporting our visits.

Healthwatch Lancashire would also like to thank our volunteers who dedicated their time to undertake these visits and listen to members of the public.

## DISCLAIMER

**This report relates only to the service viewed at the time of the visit, and is only representative of the views of the patients who met members of the Patient Engagement Day team on that date.**



# Methodology

Service users are often those who are best placed to provide feedback about health and social care. Their feedback is invaluable and their unique perspective can help to improve services by influencing the planning, design, delivery and improvement of services.

This study was undertaken by Healthwatch Lancashire staff and volunteers through face-to-face discussions with members of the public in seventeen hospitals across Lancashire. Members of the public in Lancashire were asked a series of eighteen questions in relation to accessibility. The feedback received from patients and visitors of the hospitals is summarised in this report.

The following hospitals were visited between February and May 2016:

### **Airedale NHS Foundation Trust:**

- Airedale General Hospital

### **Blackpool Teaching Hospitals NHS Foundation Trust:**

- Blackpool Victoria Hospital
- Clifton Hospital
- Fleetwood Hospital

### **East Lancashire Hospitals NHS Trust:**

- Burnley General Hospital
- Royal Blackburn Hospital
- Accrington Victoria Hospital
- Clitheroe Community Hospital
- Pendle Community Hospital

### **Lancashire Teaching Hospitals:**

- Royal Preston Hospital
- Chorley and South Ribble Hospital

### **Ramsay Healthcare:**

- Renacres Hospital
- Fulwood Hall Hospital
- Euxton Hall Hospital

### **Southport and Ormskirk Hospital NHS Trust:**

- Ormskirk District General Hospital

### **University Hospitals of Morecambe Bay NHS Foundation Trust:**

- Royal Lancaster Infirmary
- Queen Victoria Hospital

## Average results for 17 hospitals visited in Lancashire

1596 people shared their views within 17 hospitals in Lancashire. The following results show the average results from all hospitals.

### 1. We asked 'How did you get to the hospital today?'

| Walk | Bus  | Car   | Taxi | Train | NHS Patient Transport | Mobility scooter | Community Transport | Got a lift | Bike |
|------|------|-------|------|-------|-----------------------|------------------|---------------------|------------|------|
| 3.9% | 8.5% | 64.6% | 5.6% | 0.3%  | 4.5%                  | 0.1%             | 0.3%                | 12.1%      | 0.1% |

### 2. We asked those who travelled by car: 'Did you use the hospital car park?'

**81.6%** said Yes

**18.4%** said No

### 3. We asked those who said Yes to Question 2: 'Did you find a space quickly and easily?'

**66.0%** said Yes

**34.0%** said No

### 4. We asked those who travelled by car: 'Would you use a Park and Ride service if there was one?'

**25.6%** said Yes

**74.4%** said No

### 5. We asked those who used public transport: 'Was it convenient?'

**74.9%** said Yes

**25.1%** said No

### 6. We asked 'Are you concerned about the cost of your journey?'

**13.1%** said Yes

**86.9%** said No

### 7. We asked: 'How long did it take you to get to the hospital today?'

| Less than 30 minutes | 30 minutes to 1 hour | 1 to 2 hours | More than 2 hours |
|----------------------|----------------------|--------------|-------------------|
| 77.5%                | 19.6%                | 2.6%         | 0.3%              |

8. We asked: 'Have you attended hospital on your own?'

**46.9%** said Yes      **53.1%** said No

9. We asked: 'Did you allow extra time to get here to ensure you were early for your appointment?'

**79.6%** said Yes      **16.5%** said No      **3.9%** said Not Applicable

10. We asked: 'Did you receive a letter / information about your appointment today?'

**77.5%** said Yes      **15.7%** said No      **6.8%** said Not Applicable

11. We asked: 'Did you get a reminder about your appointment?'

**32.3%** said Yes      **62.4%** said No      **5.3%** said Not Applicable

12. We asked those who answered Yes to Q10 or Q11: 'Did the letter / information contain clear details to help you plan your journey to hospital today?'

**62.4%** said Yes      **37.6%** said No

13. We asked: 'Have you ever been late for a hospital appointment due to problems with your journey?'

**18.9%** said Yes      **81.1%** said No

14. We asked those who answered Yes to Q13: 'What were the problems?' (multiple answers)

| Problems Identified  | Total Number of Responses |
|--|---------------------------|
| No spaces in the hospital car park                                   | 108                       |
| Bad weather  | 14                        |
| Traffic/ roadworks   | 131                       |
| Issues with public transport e.g. bus late or cancelled              | 22                        |
| Arrived on time but didn't know where the appointment was being held | 5                         |
| Own fault e.g. misread, forgot about the appointment                 | 27                        |
| Problems with car or vehicle   | 8                         |
| Issues with patient transport  | 26                        |
| Issues with community transport                                      | 1                         |
| <b>TOTAL NUMBER OF RESPONSES</b>                                     | <b>342</b>                |

15. We asked: 'Have you ever completely missed an appointment due to problems with your journey?'

**8.4%** said Yes                      **91.6%** said No

16. We asked those who answered Yes to Q15: 'What were the problems?'

| Problems Identified  | Total Number of Responses |
|--|---------------------------|
| No spaces in the hospital car park                                   | 10                        |
| Bad weather  | 5                         |
| Issues with public transport e.g. bus late or cancelled              | 5                         |
| Arrived on time but didn't know where the appointment was being held | 1                         |
| Own fault e.g. misread or forgot about the appointment               | 44                        |
| Traffic problems   | 16                        |
| Problems with car or other vehicle                                   | 1                         |
| Couldn't afford transport  | 0                         |
| Too ill to attend  | 40                        |
| Issues with patient or community transport                           | 4                         |
| Other  | 2                         |
| <b>TOTAL NUMBER OF RESPONSES</b>                                     | <b>128</b>                |

17. We asked: 'Have you got any concerns about your journey home?'

**4.5%** said Yes                      **95.5%** said No

18. We asked those who answered Yes to Q17: 'What are your concerns?'

| Problems Identified              | Total Number of responses |
|----------------------------------|---------------------------|
| Getting a lift                   | 3                         |
| Ordering a taxi                  | 12                        |
| Catching the bus/train/tram      | 12                        |
| Feeling ill / unable to get home | 5                         |
| Community transport pick up      | 5                         |
| Weather/ light outside           | 2                         |
| Safety concerns                  | 2                         |
| Other                            | 35                        |
| <b>TOTAL NUMBER OF RESPONSES</b> | <b>76</b>                 |

## Royal Lancaster Infirmary Results

The Patient Engagement Day at Royal Lancaster Infirmary took place on Wednesday 23<sup>rd</sup> March 2016. 135 people shared their views.

### 1. We asked 'How did you get to the hospital today?'

| Walk | Bus | Car | Taxi | Train | NHS Patient Transport | Mobility scooter | Community Transport | Got a lift | Bike |
|------|-----|-----|------|-------|-----------------------|------------------|---------------------|------------|------|
| 8%   | 12% | 63% | 6%   | 1%    | 3%                    | 0%               | 0%                  | 7%         | 0%   |

### 2. We asked those who travelled by car: 'Did you use the hospital car park?'

**51%** said Yes                      **49%** said No

### 3. We asked those who said Yes to Question 2: 'Did you find a space quickly and easily?'

**46%** said Yes                      **54%** said No

### 4. We asked those who travelled by car: 'Would you use a Park and Ride service if there was one?'

**39%** said Yes                      **61%** said No

### 5. We asked those who used public transport: 'Was it convenient?'

**81%** said Yes                      **19%** said No

### 6. We asked 'Are you concerned about the cost of your journey?'

**14%** said Yes                      **86%** said No

### 7. We asked: 'How long did it take you to get to the hospital today?'

| Less than 30 minutes | 30 minutes to 1 hour | 1 to 2 hours | More than 2 hours |
|----------------------|----------------------|--------------|-------------------|
| 72%                  | 24%                  | 4%           | 0%                |

8. We asked: 'Have you attended hospital on your own?'

**50%** said Yes                      **50%** said No

9. We asked: 'Did you allow extra time to get here to ensure you were early for your appointment?'

**79%** said Yes                      **16%** said No                      **5%** said Not Applicable

10. We asked: 'Did you receive a letter / information about your appointment today?'

**80%** said Yes                      **17%** said No                      **3%** said Not Applicable

11. We asked: 'Did you get a reminder about your appointment?'

**44%** said Yes                      **52%** said No                      **4%** said Not Applicable

12. We asked those who answered Yes to Q10 or Q11: 'Did the letter / information contain clear details to help you plan your journey to hospital today?'

**59%** said Yes                      **41%** said No

13. We asked: 'Have you ever been late for a hospital appointment due to problems with your journey?'

**25%** said Yes                      **75%** said No

14. We asked those who answered Yes to Q13: 'What were the problems?' (multiple answers)

| <b>Problems Identified</b>   | <b>Number of Responses</b> |
|--|----------------------------|
| No spaces in the hospital car park                                   | 16                         |
| Bad weather  | 2                          |
| Traffic/ roadworks   | 16                         |
| Issues with public transport e.g. bus late or cancelled              | 2                          |
| Arrived on time but didn't know where the appointment was being held | 0                          |
| Own fault e.g. misread, forgot about the appointment                 | 2                          |
| Problems with car or vehicle   | 1                          |
| Issues with patient transport  | 1                          |
| Issues with community transport                                      | 0                          |



15. We asked: 'Have you ever completely missed an appointment due to problems with your journey?'

**5%** said Yes

**95%** said No

16. We asked those who answered Yes to Q15: 'What were the problems?'

| <b>Problems Identified</b>   | <b>Number of Responses</b> |
|--|----------------------------|
| No spaces in the hospital car park                                   | 1                          |
| Bad weather  | 0                          |
| Issues with public transport e.g. bus late or cancelled              | 0                          |
| Arrived on time but didn't know where the appointment was being held | 0                          |
| Own fault e.g. misread or forgot about the appointment               | 2                          |
| Traffic problems   | 1                          |
| Problems with car or other vehicle                                   | 0                          |
| Couldn't afford transport  | 0                          |
| Too ill to attend  | 0                          |
| Issues with patient or community transport                           | 0                          |

17. We asked: 'Have you got any concerns about your journey home?'

**1%** said Yes

**99%** said No

18. We asked those who answered Yes to Q17: 'What are your concerns?'

| <b>Problems Identified</b>       | <b>Number of responses</b> |
|----------------------------------|----------------------------|
| Getting a lift                   | 0                          |
| Ordering a taxi                  | 0                          |
| Catching the bus/train/tram      | 0                          |
| Feeling ill / unable to get home | 0                          |
| Community transport pick up      | 0                          |
| Weather/ light outside           | 0                          |
| Safety concerns                  | 0                          |
| Other                            | 1                          |

**Other responses:**

- Traffic

## **Additional findings from the Patient Engagement Day at Royal Lancaster Infirmary**

The Healthwatch Lancashire Patient Engagement Day team recorded observations and feedback on the day of the event.

### **Service User Feedback:**

- A number of patients said that they benefitted from using the free parking which is available for up to 2 hours.
- A staff member who was attending as an outpatient stated that they had suggested opening up Medical 2 staff car park to visitors in the evenings and weekends to alleviate the shortage of parking spaces during visiting hours.

## Queen Victoria Hospital Results

The Patient Engagement Day at Queen Victoria Hospital took place on Friday 9<sup>th</sup> May 2016.  
33 people shared their views.

### 1. We asked 'How did you get to the hospital today?'

| Walk | Bus | Car | Taxi | Train | NHS Patient Transport | Mobility scooter | Community Transport | Got a lift | Bike |
|------|-----|-----|------|-------|-----------------------|------------------|---------------------|------------|------|
| 9%   | 15% | 70% | 6%   | 0%    | 0%                    | 0%               | 0%                  | 0%         | 0%   |

### 2. We asked those who travelled by car: 'Did you use the hospital car park?'

**87%** said Yes                      **13%** said No

### 3. We asked those who said Yes to Question 2: 'Did you find a space quickly and easily?'

**70%** said Yes                      **30%** said No

### 4. We asked those who travelled by car: 'Would you use a Park and Ride service if there was one?'

**11%** said Yes                      **89%** said No

### 5. We asked those who used public transport: 'Was it convenient?'

**80%** said Yes                      **20%** said No

### 6. We asked 'Are you concerned about the cost of your journey?'

**13%** said Yes                      **87%** said No

### 7. We asked: 'How long did it take you to get to the hospital today?'

| Less than 30 minutes | 30 minutes to 1 hour | 1 to 2 hours | More than 2 hours |
|----------------------|----------------------|--------------|-------------------|
| 97%                  | 3%                   | 0%           | 0%                |

8. We asked: 'Have you attended hospital on your own?'

**56%** said Yes                      **44%** said No

9. We asked: 'Did you allow extra time to get here to ensure you were early for your appointment?'

**78%** said Yes                      **22%** said No                      **0%** said Not Applicable

10. We asked: 'Did you receive a letter / information about your appointment today?'

**70%** said Yes                      **30%** said No                      **0%** said Not Applicable

11. We asked: 'Did you get a reminder about your appointment?'

**43%** said Yes                      **57%** said No                      **0%** said Not Applicable

12. We asked those who answered Yes to Q10 or Q11: 'Did the letter / information contain clear details to help you plan your journey to hospital today?'

**73%** said Yes                      **27%** said No

13. We asked: 'Have you ever been late for a hospital appointment due to problems with your journey?'

**13%** said Yes                      **87%** said No

14. We asked those who answered Yes to Q13: 'What were the problems?' (multiple answers)

| <b>Problems Identified</b>   | <b>Number of Responses</b> |
|--|----------------------------|
| No spaces in the hospital car park                                   | 0                          |
| Bad weather  | 0                          |
| Traffic/ roadworks   | 2                          |
| Issues with public transport e.g. bus late or cancelled              | 0                          |
| Arrived on time but didn't know where the appointment was being held | 0                          |
| Own fault e.g. misread, forgot about the appointment                 | 0                          |
| Problems with car or vehicle   | 0                          |
| Issues with patient transport  | 0                          |
| Issues with community transport                                      | 0                          |



15. We asked: 'Have you ever completely missed an appointment due to problems with your journey?'

**13%** said Yes

**87%** said No

16. We asked those who answered Yes to Q15: 'What were the problems?'

| <b>Problems Identified</b>   | <b>Number of Responses</b> |
|--|----------------------------|
| No spaces in the hospital car park                                   | 0                          |
| Bad weather  | 2                          |
| Issues with public transport e.g. bus late or cancelled              | 0                          |
| Arrived on time but didn't know where the appointment was being held | 0                          |
| Own fault e.g. misread or forgot about the appointment               | 0                          |
| Traffic problems   | 0                          |
| Problems with car or other vehicle                                   | 0                          |
| Couldn't afford transport  | 0                          |
| Too ill to attend  | 1                          |
| Issues with patient or community transport                           | 0                          |

17. We asked: 'Have you got any concerns about your journey home?'

**0%** said Yes

**100%** said No

18. We asked those who answered Yes to Q17: 'What are your concerns?'

| <b>Problems Identified</b>       | <b>Number of responses</b> |
|----------------------------------|----------------------------|
| Getting a lift                   | 0                          |
| Ordering a taxi                  | 0                          |
| Catching the bus/train/tram      | 0                          |
| Feeling ill / unable to get home | 0                          |
| Community transport pick up      | 0                          |
| Weather/ light outside           | 0                          |
| Safety concerns                  | 0                          |
| Other                            | 0                          |

## **Additional findings from the Patient Engagement Day at Queen Victoria Hospital**

The Healthwatch Lancashire Patient Engagement Day team recorded observations and feedback on the day of the event.

### **Service User Feedback:**

- A patient told us that travelled by taxi but the X-ray was not working so it turned out to be a waste of a journey which they said was frustrating.
- Two patients said that it is difficult to get a parking space. One patient said it is because local parents use the car park when they are dropping their children off at a nearby school.

Action Statement

| No. | Issues raised by patients  | Response or action from provider   | To be addressed by       | Name of manager responsible |
|-----|--|--|--------------------------|-----------------------------|
| 1.  | X-ray not working QVH  | Raised with AHP Lead for accuracy and look at communication process to patients in the event of equipment downtime   | Head of Imaging Services | S Timperley                 |
| 2.  | Lack of parking at QVH local parents are dropping their children off at a nearby school  | The car park services both UHMBFT and community service including emergency dentist, mental health services, dental education centre, a GP practice and local pharmacy.<br><br>UHMB are tenants at this site<br><br>Raise awareness with Head of Estates | Head of Estates          | T Reynolds                  |
| 3.  | RLI – free parking for 2 hours   | There is free parking along Ashton road only.<br><br>To raise with Estates   | Head of Estates          | T Reynolds                  |
| 4.  | RLI – open up med 2 staff car park to visitors at weekends and evenings to alleviate the shortage of spaces at Med 2 during visiting hours | To raise with Estates  | Estates                  | T Reynolds                  |

Additional questions:

1. Is the report factually accurate? If not, please state what needs to be changed and why

No obvious inaccuracies noted. It would be helpful to identify time and date of issues raised in order to investigate fully

2. Have you learnt anything new about the experiences of your patients as a result of this exercise?

Car parking was a consistent issue throughout the report but park and ride was not seen as a positive alternative. We will investigate further with potential patient rep groups.

3. What was your impression of Healthwatch Lancashire during this exercise? Do you think they could have done anything better?

Report is comprehensive and meets expectations