

# Warrington & Halton Hospitals NHS Foundation Trust



Visits to  
Halton Hospital B1 and B3  
Warrington Hospital A5 and C23  
**November / December 2018**

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## **About Healthwatch Halton**

Healthwatch Halton is the independent champion for people who use health and social care services in Halton.

We're here to make sure that those running services put people at the heart of care.

One of our main purposes is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf. As part of a national network made up of local Healthwatch organisations in every local authority area of England and Healthwatch England, the national body, our work contributes to a nationwide perspective of health and social care services.

We also work with neighbouring local Healthwatch to gather patient experiences from a wider local footprint when it is useful to do so.

### **How do we make a difference?**

- We are part of, and answerable to the community
- We improve local health and adult social care services through community feedback
- We provide information about the care choices the community have
- We talk and listen to people from every part of the community
- We hold services to account for the care they provide

### **Why do we do it?**

Healthwatch Halton has been developed to give the people of Halton a stronger voice in influencing and challenging how health and adult social care services are provided within our area..

### **What we are responsible for:**

- Enabling people to share their views and concerns about health and adult social care services in Halton
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence-based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with NHS Halton Clinical Commissioning Group and social care providers amongst others to help make sure that services are designed to meet local people's needs

# Warrington & Halton Hospitals NHS Foundation Trust

**Note:** The information below has been taken from Warrington and Halton Hospital Foundation Trust website.

The majority of emergency care and complex surgical care is based at Warrington Hospital whilst Halton General Hospital, in Runcorn, is a centre for routine surgery.

The hospital sites are around 10 miles apart with a connecting shuttle bus available.

- There are around 600 beds across both hospital sites
- 4,100 staff work across the wards and departments
- The Trust has an annual turnover of over £234 million
- Serve a local population of 330,000 people
- Almost 500,000 individual appointments, procedures and stays occur in the hospitals each year

## Introduction

On 22 November and 11 December 2018, members of our Enter & View team visited Warrington and Halton Hospital Foundation Trust to conduct Enter and View visits to wards A5 and C23 (Maternity), at Warrington Hospital and wards B1 and B3 at Halton Hospital.

Healthwatch Halton would like to extend its thanks to staff at both Warrington & Halton Hospitals for their help during our visit.

The purpose of our visits was to view the day to day running of wards at the Trust and to gather the views of staff and patients.

As part of our visits we used a survey questionnaire to capture people's feedback - See Appendix A



## **A5 Ward Visit- Warrington Hospital** - 22nd November - 10.00am

Visiting team - Irene Bramwell, Jude Burrows and Jane Catt

Ward Manager- Susan Lewis

A5 is a busy hospital ward with several different bays to allow same sex accommodation, as well as individual rooms.

### **First impressions**

We entered ward A5 and waited near to the front desk where 2 members of staff were working on patient files. Several boxes were stacked near to the main entrance but were as close to the side as possible. A spare bed was also pushed up to the wall near to the ward entrance. There was no receptionist/administrator at the front desk during the time of our visit. We explained to a passing nurse that we were from Healthwatch Halton and she informed the Ward Manager. On the day of our visit the welcome board was up to date, with the staff for today and the correct date. There was a variety of leaflets available for patients and visits including information on PALS, a welcoming leaflet, Visitors Charter, and Concessionary Parking Permit form. The team noted that the Welcoming leaflet provided contact details for the ward and explained that visiting times are from 12pm - 8pm. However, the Visitors Charter contradicted this stating that visiting times to the hospital are *'open from early morning up until 10pm at night. After 10pm please discuss and seek permission from the nurse in charge to visit your relative'*. These leaflets could do with reviewing to avoid confusion.

The ward was bright and clean throughout. The trolleys we saw on the ward were organised and tidy. A display on the wall explained the status and role indicated by the different staff uniforms. A useful notice board was displayed with information on a different topic each month. Susan explained that previous notice boards became 'white noise' as there was so much information to take in at once. The monthly rolling topics has worked much better as different topics can be focused on, such as safeguarding or sepsis. The notice boards are particularly useful for students on the ward. Several students were placed with ward A5 at the time of our visit. Susan explained that students are now taking more ownership of their training, so they are better equipped to deal with real life situations after they qualify.

### **Ward Environment**

Susan Lewis, Ward Manager, greeted us and introduced herself. She was happy to show us around the ward. She was helpful and welcoming with a clear passion for patient care on her ward. Multidiscipline

teams meet on A5 on Mon, Wed and Fridays to discuss and work with patients. There is no Discharge Coordinator for A5 but Susan told us this would be a valuable addition to the staff team.

Susan explained the procedures she had put in place, to make the ward more efficient. For example, falls had been an issue on the ward and so all levels of staff had worked together to look at ideas to improve this. They believed that younger people who had previously been completely mobile did not always ask for help after procedures and so had suffered falls on the ward. Post-it's were stuck up in staff areas with ideas to decrease the number of falls. Notices asking patients to '*call, don't fall*' were on display as a reminder. The Ward Manager told us that these initiatives have helped the number of falls to drop. The ward staff have also created a Dementia pack that contains items to calm down or distract patients who may be distressed.

We asked the Ward Manager if A5 had a named Sepsis Ambassador, in line with Trust policy and she explained that they did, and this was a nurse named Helen. Susan told us that volunteers had supported the ward in the past but had since moved on. She would welcome more volunteers in future. The file rooms were organised and coloured coded to ensure ease of access for staff.

Susan invited us to speak to patients in the beds on her ward. This ward has 32 beds as well as an osculation bed. Patients appeared relaxed and comfortable at the time of our visit, some patients were asleep whilst others were being attended to by staff with curtains drawn around their beds to protect their privacy and dignity. Several patients were using the bedside TV's to pass the time, which are free up until 12pm. The team engaged with residents on the bays who were happy to provide feedback on their experience of the care provided on the ward, this included some patients who were in the process of being transferred to other hospital trusts.

There were a variety of staff working on the ward at the time of our visit including Doctors, Nurses, Physios and Healthcare Assistants. Patients all spoke highly of staff. Saying staff are "*lovely*", "*all good*", "*absolutely brilliant*". Patients also spoke about how busy the team are; "*More staff so that the staff don't seem so stressed*" and "*more nurses needed, very busy*".

Patients bells were answered in a timely manner. Staff were all busy but welcoming. A patient commented that staff "*are running around but they are patient and calm*".

We witnessed kind and respectful interactions between staff and patients.

From our visit and observations this ward appeared to be safe and well managed by a passionate and caring Ward Manager. We thank all staff, patients and visitors for welcoming us to A5.

## **Ward C23 - Warrington Hospital** - 22nd November 11.00am

Visiting team - Irene Bramwell, Jude Burrows and Jane Catt

C23 is a maternity ward based in Warrington hospital. Patients may be antenatal or post-natal when they stay on this ward.

### **First Impressions**

The corridor leading to maternity has a graphic recording poster of patient views and suggestions as well as a display board with knitted baby clothes. It was clean and free of clutter. The ward information board had not been updated since 1<sup>st</sup> November, meaning it was 20 days out of date. Ward C23 is accessible by an intercom system but a member of staff had already asked if we needed any help, as we were viewing the notice boards. We were taken through to the ward, but the Ward Manager was about to conduct a fire safety exercise so asked us to come back later in the morning. We left the ward and returned after our visit to another ward.

On returning to the ward we introduced ourselves at the nursing station to a different member of staff from our earlier visit. We explained the purpose of our visit and asked to be shown around the ward. The nurse did not introduce herself. The team had no knowledge of Healthwatch and were not aware we were due to visit.

### **Ward Environment**

The entrance to the ward was bright, clean and free of clutter. The ward was very quiet, and a few staff members were around the reception desk. Hand gels were available at the entrance to the ward and at convenient locations around the walls.

A decorative faux tree was on display, with thank you notes from patients hanging from the branches. The nurse discussed the layout of the ward, explaining that if patients so wished they could pay for a private side room, adjacent to the bays. At the time at our visit a member of staff, who was post-natal, was using a single room. These bays were also used if women needed more medical attention and we were asked to not disturb a current patient who was not very well at the time of our visit. There was one antenatal patient on the ward at the time of our visit, the rest of the patients had their new babies with them.

The nurse further explained that the aim is, if all goes well with the birth, that patients are discharged from hospital within six hours. These women will not need to be admitted to C23, as they can be discharged straight from the labour ward. The nurse explained that the ward was extremely quiet, with a limited number of patients, this was apparent on entering the bays as several beds lay empty,



whilst around eight members of staff were gathered around the nursing station engaged in conversation. Plenty of vacant beds were available. The team asked about the wards Sepsis Ambassador, but the nurse was unaware of this scheme. She did point out 'Sepsis boxes' that are available, if needed for the ward.

The team was invited to enter the bays and talk to patients, which were clean and bright. There was a mop and bucket left at the edge of a doorway, to further bays, and that was used for patients to get to and from the bathroom. Patients on bays appeared relaxed and comfortable, some patients were asleep whilst others were being visited by family members and partners. The team engaged with patients on both bays who were happy to provide feedback on their experience of the care provided on the ward. One patient described how staff have plenty of time for her and said, *"they keep coming in"*, whilst another explained *"I wouldn't have come back for my second birth if I didn't think it was good"*.

Patients spoke about staff; *"they are doing their best and are very approachable and professional"*, *"really helpful"*, *"couldn't have done more"*. A dad told us he was very happy that he could stay on the ward with mother and baby, *"so glad I didn't have to leave them, like in some hospitals"*. Visiting hours were flexible to the needs and choices of the women on the ward.

Some patients mentioned improvements needed; *"communication could have been better. I was told to call the Labour ward, out of hours, myself and also told that the Community midwife needed to call up for me?"*

*"the car parking is awful trying to find a space is difficult"*

The ward was quiet, calm and clean at the time of our visit. We would like to thank all staff, patients and visitors for having us on ward C23.



## **Ward B1- Halton Hospital** - 11th December 1.00pm

Visiting team – Irene Bramwell, Jude Burrows and Jane Pritchard

Ward Manager – Amanda Penketh

B1 is a long stay, rehabilitation ward based at Halton Hospital. Some patients have been on this ward for many months and the wait for suitable care packages can delay discharges.

### **First Impressions**

Ward B1 is located off the main ground floor corridor, which had overhead signage indicating the location of the ward. However, 'Ward B1 Rehabilitation Ward' was only visible on the overhead signage directly at the location of the corridor leading to the ward for patients coming from the main entrance which could prove confusing for patients, coming in from the rear entrance.

The corridor leading up to ward B1 has several notice boards to display patient information. Local organisations, Age UK Mid Mersey and Halton Carers Centre had displayed information and leaflets for patients. A photo board documenting patient activity was hung on the corridor and this included a patient poem on dementia. A patient safety data and a Time to shine, Quality Improvement board was also displayed. A post box for feedback forms was near to the ward entrance. A drinks trolley was left in the corridor but did cause an obstruction, as it is so wide, and was clean and tidy. The ward information was blank and appeared not to be in use. A more permanent patient information poster was displayed that gave the Ward Managers name and further staff information. Hand gels were available on entrance to the ward. A thank you display board was near to the entrance and Christmas decorations were up around the ward.

On entering the ward, we waited at the nurse's station where admin staff and a nurse were working. A member of staff's handbag was at the side of the desk and could have caused a trip hazard to patients accessing the ladies bathroom. We were not greeted and so waited for several minutes. A passing nurse asked if she could help. We introduced ourselves and requested to speak to the Ward Manager, who on the day was Sue. We introduced ourselves to Sue who was working with patients and in her office at the time of our visit. She invited us to speak to patients and visitors in the different bays on the ward.

### **Ward Environment**

The patient areas of the ward were clean and bright. There are female and male bays and well as single occupancy rooms. The different areas have dementia signage to indicate if they are male or female bays. Single rooms have 'Stop, if door is closed' signs to protect privacy and dignity of patients,

on the doors. Hospital information leaflets were available on the ward. Notice boards with information on occupational therapy and catheters were displayed in the ward's corridors for information.

Patients had their names clearly displayed above their beds, as well as important information such as if they were at high risk of falls. Nurse call bells were answered in a timely manner during our visit. Patients told us *"If I ring the buzzer they come straight away even at night"* and *"Yes, here they do, if you ring the buzzer they come and see you almost straight away to check if you are alright or what you need."*

The doors to patient toilets and bathrooms have dementia friendly signage and are in a bright contrasting orange colour. They were clearly marked as male or female. The bathrooms were clean, clear and odour free on the day of our visit. Bins were clearly labelled on the lids. Cleaning monitor sheets had been completed and were up to date. A rescue trolley was stored safely near to the entrance of the female bay and had an up to date sign with a check date recorded.

Free TV's were available to patients. There was a large screen TV on each bay. A member of staff explained that patients can choose what to watch between themselves. The team asked about activities and were shown the quiet room by a member of staff. She explained that activities such as crafts are done in this area. A kitchen area was also in this room and it was explained that it is used as part of an assessment to monitor patient's rehabilitation. Patients told us *"I have made Christmas ornaments, you are never too old to learn new things"*, *"it's boring for patients, need more stimulation"* and *"I would like to see a hairdresser... and more activities"*

The environment in the ward was calm and friendly. The interactions we witnessed between staff and patients were kind and respectful. Patients told us *"I am well looked after"* and *"they are doing their best to look after me"*.

We would like to thank all patients, staff and visitors for having us and taking the time to share your experiences with our team.

## **Ward B3 – Halton Hospital** - 11<sup>th</sup> December - 2pm

Visiting team – Jude Burrows and Jane Pritchard

Ward Manager – Petra

Ward B3 is a long stay ward based in Halton Hospital. Patients are local people waiting for a suitable care package to become available, so they can be discharged.

### **First Impressions**

The corridor leading to ward B3 was clean and free of clutter. Patient Experience and Carers information were displayed on the walls. The ward information board was blank. A staff information board was displayed, with more permanent details on. A falls reduction display board highlighted ideas people should follow, such as suitable foot wear and the use of falls alarms. The ward had hand gels available at the entrance and around the ward. The atmosphere was calm and Christmas decorations were displayed as well as a large hamper that was to be raffled off. Several store cupboards were near to the front desk. These did not cause a hazard but made it appear more cluttered as they were clearly short of storage space.

On entering the ward, we approached the front desk and were greeted with a smile and offer of help by Petra, who was in charge at the time of our visit. We explained the purpose of our visit and she was happy to show us the different areas of the ward.

### **Ward Environment**

All bays were clean, and free of clutter. Patients looked comfortable and relaxed. The atmosphere was calm and welcoming. One problem, however, was highlighted by a visitor. The bins were very close to her partners bed. A general and clinical waste bin were directly next to the bed and visitors chair. She told us *“I am worried that he might touch the bin as he has dementia and wandering hands”*. She went on to explain that it is not a pleasant environment as staff need to come to and from the area to put things into the waste bins from all patients. We reported this issue to Petra on the day of our visit and she went to discuss the issue, with the family, immediately. This seems to further highlight storage issues on the ward.

Dementia friendly signage and colours were used on the bathroom and toilet doors. Male and female areas were clearly labelled. Posters around the ward promoted the ‘End PJ Paralysis’ initiative that encourages able patients to be up and dressed throughout the day, in order to encourage recovery. Patients, overall, were out of bed and dressed for the day at the time of our visit. Shared TV sets were available on the wards and were playing day time shows during our visit.

Interactions between staff and patients were friendly and caring. Buzzers were answered in a prompt manner by staff. Patients had drinks within their reach and many used adapted cups, with spouts, to aid their drinking.

Petra explained that most of her patients had been on the ward for many weeks or months. Patients here are all local and do not have a medical need to be in hospital. Patients need appropriate packages of care before they can be discharged and there can be very long wait for this. Petra explained that as Halton has only one care provider (Premier Care) the hospital has no other option than to wait for a package with them to become available. She gave the example of a palliative care patient who had been waiting 6 weeks to leave the ward. This was very different to her experience of palliative patient discharge to the Warrington area care agencies, who usually leave within 6 hours. Petra highlighted a positive of the long stays for some patients. She explained how some patients have become much better, during their time on the ward, and now need smaller packages of support. This is due to the supportive environment and time they have had to get better, despite the ward not being directly for rehabilitation.

The team enquired if the ward had a named Sepsis Ambassador. Petra confirmed they did and that it is Suzy Connor. The ward is not currently using volunteers but would welcome them. Petra explained that the wards Consultant was allowing patients to spend some time at home with families on Christmas day.

Petra took the time to explain which patients we could talk to and those of whom may be too ill or disoriented to chat with us, in each bay. Patients told us that the hospital is “*a nice place*” and “*Close to home*”. Patients commented that “*staff are very good*”, “*Care is excellent*” and “*10/10 excellent nursing*”. One patient expressed an interest in doing some activities apart from watching TV.

The ward appeared calm, safe and well managed at the time of our visit. Staff were all friendly and welcoming.

We would like to thank the staff, patients and visitors on ward B3 for taking time out to welcome us to their ward.

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## Summary and Recommendations

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Both Warrington & Halton Hospitals received a great deal of positive feedback from patients during our visits. 23 out of the 24 patients rated their treatment as either 4 or 5 out of 5 (Good /Excellent). One patient rated their treatment as 3 out of 5 (Fair).

There were a large number of positive comments about the staff.

While the majority of staff we spoke with knew about Healthwatch and our role we were slightly surprised at the number who hadn't heard of Healthwatch or what its role was.

Most patients told us that staff seemed to have enough time to care for them. However, some expressed concerns that staff were too busy, particularly at night time on Wards B1 and B3.

Many patients on wards B1 and B3 at Halton Hospital were medically fit to be discharged but were waiting for appropriate care packages to be put in place, which is a far from ideal situation.

### **Following our visits we would like to make the following suggestions**

- 1.** Ensure that residents have their cultural and spiritual needs met by facilitating church visits or masses within the home for all
- 2.** Display Healthwatch information posters and leaflets on wards to increase staff and patient knowledge of our service, encouraging engagement and feedback
- 3.** Welcome and question visitors as they enter the wards
- 4.** Ensure all walkways are clear of clutter such as cleaning equipment and personal belongings.
- 5.** Ensure consistency across the wards with the use of Patient Information boards. 1 ward updated the board daily, 1 wards board was 20 days out of date and 2 wards were not using the boards at all and had introduced more permanent printed posters
- 6.** Consider introducing more activities to wards B3 and B1 at Halton Hospital for long stay patients to help improve wellbeing
- 7.** Review storage arrangements in ward B3

Disclaimer - Our report relates to these specific visits to the service, at a point in time, and is not representative of all service users, only those who contributed but does give an insight into how patients find the wards, what works well and what could be improved on.

Healthwatch Halton has statutory powers and responsibilities under the Health and Social Care Act 2012, the Local Healthwatch Regulation 2012 and the Local Healthwatch Organisations Directions 2013 section 5.

Providers and commissioners of health and social care services are required to respond to our requests within 20 working days by:

- Acknowledgement of receipt of the report or recommendation in writing;
- Providing (in writing) an explanation of any action they intend to take in response, or if no action is to be taken, to provide an explanation of why they do not intend to take any action.

Healthwatch Halton are required to report if any providers/commissioners have not provided a response within the required timeframe; this information will be included in our Annual Report.

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## Service Provider Response

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The following response was received from Trish Richardson, Head of Patient Experience at Warrington & Halton Hospitals NHS Foundation Trust.

‘Thank you for an interesting and thorough report on Healthwatch Halton’s recent visits to wards at both Warrington and Halton Hospitals. This has been shared at the Trust’s Patient Experience Sub Committee meeting. Following this the CBU teams will review the reports for their areas and provide an action plan to return to the Patient Experience Sub Committee meeting in April 2019.’

## Survey responses and findings

During our visits, a total of 24 patients took the time to complete our survey about. The responses we received are shown below. We have grouped the responses for each hospital.

A copy of the survey questions can be found in Appendix 1

Which hospital ward or outpatient area is your feedback about?	Total responses	Hospital / Venue name	
		Warrington Hospital	Halton Hospital
Total	24	13	11
A5	7	7	-
B1	7	-	7
B3	4	-	4
C23	6	6	-

What do you think is good about Halton hospital?
It is all alright. I was in Warrington before here.
Care is excellent. Always there when you want them Very satisfied, nurses are good and I am fed well.
Looked after well for 5 and half months so far. Name board shows special instructions and Consultant name on board for staff above the bed. Lunch time food.
They look after me. Food is good enough, keeps me going. I am offered snacks but do not like to eat between meals. I enjoy the activities and learning new things, you are never too old to learn. I have just done Christmas crafts.
All ok. the buzzer is answered.
Staff are friendly. It is quiet at night. excellent food.
Depends what staff are on, I am happy with the care my mother receives
I think the staff are very good they do take care of me
Brilliant because people here care and the people here know how to care. Staff attitude is to get you well, I cannot praise them enough. The NHS is disconnected but staff try as best they can
Lovely Nice People
Saved Life 3 Times Good level of care 24/7 Friends



## What do you think is good about Warrington Hospital?

Very good staff. Free tv in the morning is good to pass the time. Very expensive after 12pm though.

All ok. the staff are lovely.

The way I am looked after.

All good.

Staff are lovely.

It is all absolutely brilliant.

All good. Couldn't have done more.

All amazing.

Good, we were looked after.

The staff are really kind. They tell me everything I need to know about my treatment

Everything the staff particularly.

Got your own space, staff leave you to it when you're okay and then when they can see you need help they come straight over.

Well my wife had her first here and now we've come back for this birth as staff are so good.

## What would you like to see improved at Halton Hospital?

Tea time food.

I have no complaints.

To get my care package. Activities or something to do.

Nothing (x 3 responses).

I think there is a lack of rehabilitation, my family agree some patients have no visitors. The staff are very good, but it is boring for patients they need more stimulation. I need more things to do.

I would like to see a Hairdresser. Communication I think needs to be improved and more activities.

lots of things but they cannot do it the whole system is not connected such as documents regarding your health care, surgeons don't talk to surgeons there is a lack of communication between staff and surgeons from different hospitals. I have a number of health conditions they should talk to each other.

## What would you like to see improved at Warrington Hospital?

More nurses needed as very busy

More staff. Dr's only come once a day so if it you are not sorted you know it is another 24 hour wait, which is bad if you are in pain. The food sucks. The soup is awful and powdery. Needs to be quieter at night. At 7.30am bright lights come on and I would like to stay asleep.

Nice food, good choice.

No all very nice

Nothing (x6 responses)

Communication could have been better. I was told to call the Labour ward, out of hours, myself and also told that the Community midwife needed to call up for me.

No, all really helpful.

## Halton Hospital - Do you feel that staff have enough time to spend with you and other patients?

Not at night. sometimes I have to wait for a pad. They could give me a zimmer for the night ad leave some pads out.

If I call the staff they say back in a minute and they mean it. it is quiet at night.

Yes (x 2 responses)

they are busy and have limited time.

Yes, they do

Yes, they are very good they ask you do you want a cup of tea and check you are alright

Not really they are busy but not really medical wise of a night it can be hairy as some patients appear to have psychiatric problems.

Yes here they do. If you ring the buzzer they come and see you almost straight away to check you are alright and what you need.

Spend Enough Time

OCC therapist Ring buzzer overnight care straight away

### Warrington Hospital - Do you feel that staff have enough time to spend with you and other patients?

The Senior helps out. They are all very busy and could do with more staff.
No. The young girls in green uniforms are running around! It is amazing how they stay so calm and patient, they are nice.
Yes (x6 responses)
Yes, good staff.
Yes if I ask I get what I need
They are lovely all the time, so busy.
Yes, it calm in here.
Oh Yeah

### Halton Hospital - Have you been given enough information about your treatment?

No information has been given to me. they explain to my son.
They tell you and chat about it with family.
Yes explained to the family
Yes
Yes they do explain everything to you
Not really no
Yes they do explain everything to you
Not Always
explained everything

### Warrington Hospital - Have you been given enough information about your treatment?

Yes, I understand it. they are making me ok now.
Not yet. I have been in 2 days. An agency nurse was in yesterday, she was lovely but could not access the system to see my notes as she is not working for the hospital.
Yes (x 6 people)
Yes, I have seen a consultant and the nurse tell me what is happening.
Yes, my partner has.
Yes, the doctors have told me everything and we have a plan of options what we can do depending how things go
She's had loads given

### Halton Hospital - How accessible do you think the hospital is in terms of getting around?

I get to and from toilet ok.
I rely on a stick. It is easy to get around.
Yes, I am used to it.
n/a
N/A
Ok but not brilliant
I have not really been the ward apart from X-Rays, yes it is very accessible
Very Accessible
Not been able to yet
Bedbound Frame hourly easy to get to toilet

### Warrington Hospital - How accessible do you think the hospital is in terms of getting around?

No problems.
Fine, car park bad though. Could put up a sign to say Maternity instead of C23.
Great even with my two sticks
No problems at all
No issues
It's fine

## Have you been treated with dignity & respect?

*'Yes, as much as you can get after a birth!'*

Patient on Ward C23

We asked patients if they felt they had been treated with dignity and respect.

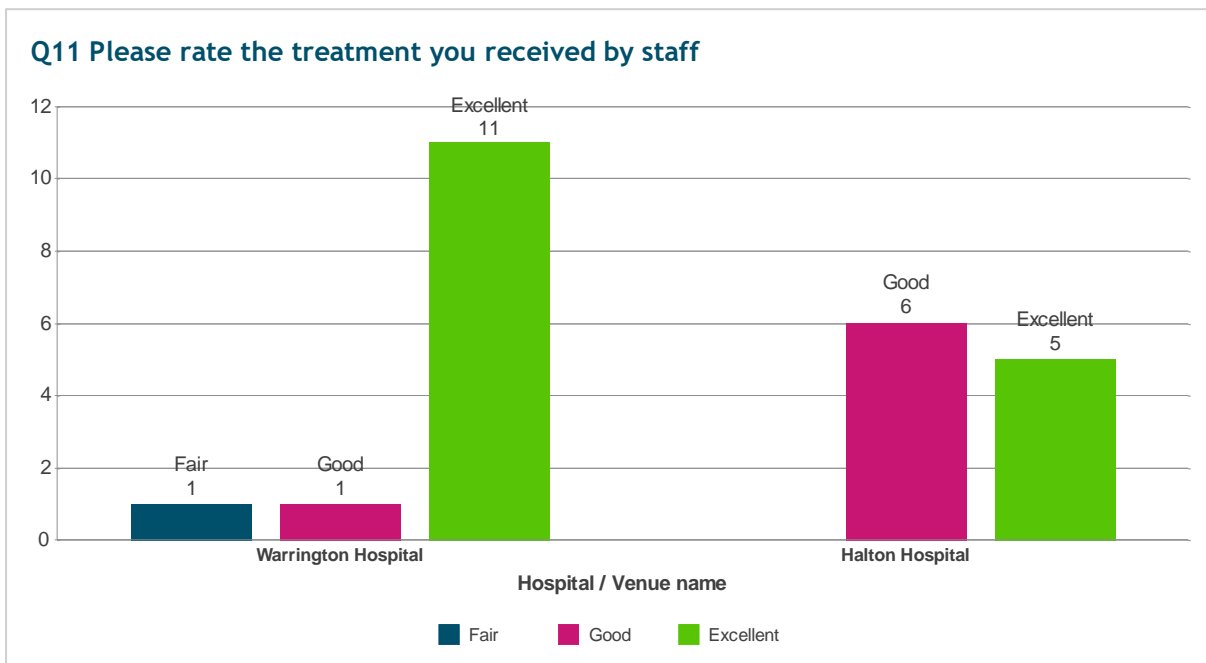
As can be seen from the Word Clouds of the most commonly used response words, it was a 100% 'Yes'.



For inpatients only - Have you been told an estimated date of discharge?	Hospital / Venue name		
	Total	Warrington Hospital	Halton Hospital
		24	13
Yes	11	11	-
No	13	2	11

Of the patients we spoke with, 46% had been given an estimated discharge date.

54% hadn't been given a discharge date, which we were told was due to delays in suitable care packages being put in place, which was outside of the control of the hospital trust.



We asked the patients we spoke with to rate the treatment they had received.

Of the 11 patients we spoke with at Halton Hospital everyone rated the treatment as either '4 star - Good or 5 star - Excellent'.

At Warrington Hospital we heard from 13 patients, 11 of whom rated their treatment as '5 star - Excellent' with one rating it as '4 star - Good' and one rating it as '3 star - Fair'.

## Appendix A

### Healthwatch Halton Listening Event



Hospital name:

1. Are you: a Patient  a Visitor  Staff  other

2. First four digits of your post code (eg WA7 2)

3. Which hospital ward or outpatient area is your feedback about?

4. What do you think is good about this hospital?

5. What would you like to see improved?

6) Do you feel that staff have enough time to spend with you and other patients, (both during the day and at night, if staying overnight)?

7. Have you been given enough information about your treatment by the hospital?

Please turn over



8. How accessible do you think the hospital is in terms of getting around?

9. Have you been treated with dignity and respect by the staff at the hospital?

*For inpatients only*

10. Have you been told an estimated date for your discharge? Yes  No

11. Please rate the service at this hospital

Terrible      Excellent

12. Any other comments

## About you

If you are willing to provide us with some monitoring information please complete the details below:

Age  Prefer not to say

Gender Male  Female  Prefer not to say

Do you consider yourself to have a disability? Yes  No  Prefer not to say

Sign up below to receive our regular e-bulletin / newsletter

Name

Phone

Email



*Thank you for taking part in this survey!*

**Call us: 0300 777 6543**

# **We're Healthwatch**

**Tell us what you think  
of local services.**

**We're here to help make it better**

- Care homes
- Carers at home
- Community services
- Dentists
- GP Surgeries
- Hospitals
- Mental Health services
- Opticians
- Pharmacies



**[www.healthwatchhalton.co.uk](http://www.healthwatchhalton.co.uk)**