

Liverpool Heart and Chest Hospital Listening Event Report

December 2022



Contents

Contents.....	1
Introduction.....	2
Key findings	3
Survey Results	4
Conclusions	13
Appendix A- Survey Questionnaire	14
Appendix B- Equality Diversity and Inclusion Data	17

Introduction

On 8th December 2022 we held a Listening Event at Liverpool Heart and Chest Hospital (LHCH), the first time we have conducted a Listening Event at the Trust since before the Covid-19 pandemic started. The aim of the day was to speak to as many patients and visitors as possible to gather feedback about the hospital. We wanted to find out what people think is good and what needs improving. Prior to conducting the event, we asked the Trust whether they would like us to ask any questions on their behalf. Questions 8, 9, and 10, were proposed by LHCH.

The event was attended by staff from Healthwatch Liverpool, we tried to visit as many different areas of the hospital as possible to speak to people about their experiences. We used a survey questionnaire to capture people's feedback. For a copy of the survey used, please see Appendix A.

During our visit we gathered feedback from people about the following areas in the hospital:

- Birch Ward
- Holly Suite
- Cherry Ward
- Rowan Suite
- Acute Cardiac Unit
- Various Outpatient areas

We completed surveys with a total of 45 people as follows:

- 44 patients – 19 inpatients and 24 outpatients
- 1 visitor in outpatient areas

Here's what we found.

Key Findings

95% of patients said that they would rate the hospital 5 or 4 stars out of 5.



80% of patients made positive comments about the hospital overall and specifically mentioned the quality of the staff, care, and efficiency of the hospital.



88% of patients said that they thought staff had enough time to spend with patients.



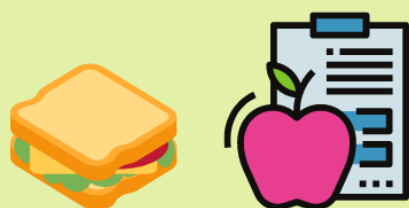
84% of patients said that they had been given enough information about their treatment by the hospital.



73% of patients said that they were able to understand the signage and get around the hospital. However, some people (27%) found it difficult due to the signage and layout of the hospital.



60% of patients said they were happy with the standard of food and drink at the hospital.



Survey Results

What do you think is good about Liverpool Heart and Chest Hospital?

We asked people to describe what they thought was good about the hospital and we captured their feedback in a free text box on the survey. This question was answered by all the people we spoke to.

This feedback has been analysed and the following themes identified:

Staff

23 people made positive comments about the staff at LHCH. Below is a selection of comments made on the day:



"The staff, they're extremely friendly.... if you come early or late, they are always accommodating. The after care and follow up are really good too."

"Staff, they are very friendly and helpful".

"[The staff are] fabulous, on call all of the time, there's never anything too much for the staff."

"Inpatient staff always there to help and are welcoming and kind".

"Very good staff, brilliant"

"Really good service and staff are very good".



Service efficiency

12 people mentioned that they thought the service, staff and hospital in general was efficient or mentioned things relating to the efficiency of the service. Things such as waiting times, information, administration, and the hospital building were mentioned positively in relation to their efficiency.



“Clear appointment notification and directions. Efficient staff at the hospital”

“Everything, thorough, on time, very helpful staff”

“Efficient, seen to quickly. Nice building and staff are great”.

“Efficient, centre of excellence, staff are positive and cheerful when you arrive”.

“Very efficient and caring wards on average”

“I was dropped off and everything was prepared. Also, the procedure was done within a reasonable time scale, in 3 months, that's good with the NHS pressures.”



Care and treatment

Several people also mentioned the standard of care in their positive comments:



“I came in yesterday; the procedure went well and the after care is good”

“The after care and follow up are really good too.”

“I couldn't do anything when I got here, they made me better”.

“Perfect, the staff are very kind and kept her [patient] alive. It's nice and clean”.

“It's very good, they look after patients well”.



What could be improved about Liverpool Heart and Chest Hospital?

We asked people to describe what they would like to see improved about the hospital and we captured their feedback in a free text box on the survey.

20 out of 46 of the respondents said that they don't think anything could be improved or did not state anything for this question.

The themes that were identified are listed below:

Food

3 people who were inpatients mentioned that the food could be improved:



"Food could be improved, quality and quantity".

"Food- microwave meals not great not freshly cooked"

"Food could be better - cooked but then microwaved, not enough food"



Parking

6 people mentioned that parking could be improved:



"Parking could be improved and noticed cars filling up most of the internal roads."

"Car parking is complicated".

"Parking is an issue even though I have a blue badge. Parking costs £9.00 a day - this is expensive to attend a routine appointment. Visitor walks with a stick and says it's a fair trek from the parking".

"Walk from carpark is very hard if you have a heart problem".



Getting around the hospital and signage

Although many said that they found it easy and accessible to get around the hospital, several people mentioned that they struggled:



"I don't like all the different wards and zones, it is confusing, and no privacy, too many changes- not always for better".

"The signage from the OPD to X-Ray. I didn't know where it was, it needs to be more obvious".

"More information about where to go in the letter. The enclosed map wasn't that clear. Should have said 'go to the orange zone on the map'."



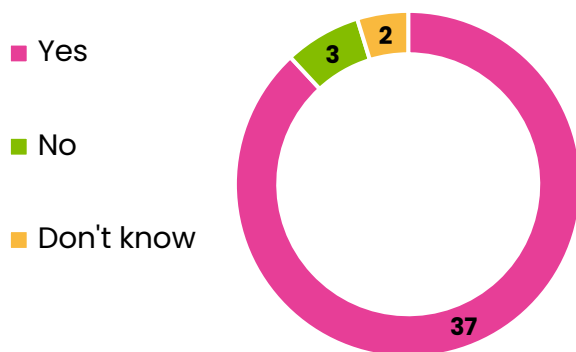
"Getting into the hospital could be made more straightforward."

Other than these themes, there were suggestions made from patients that included improving waiting times and staffing levels. The comments made in relation to staffing were usually made with the preface that staff are underpaid and overworked and that there needs to be more hired. There were also a couple of comments regarding communication to patient's families and missed appointments and follow ups.

Do you feel that staff have enough time to spend with you and other patients?

We asked people whether they felt that staff had enough time to look after them and other patients and we captured their feedback using options for yes, no or don't know. Out of all the people we asked, 42 people answered the question, the results are displayed below.

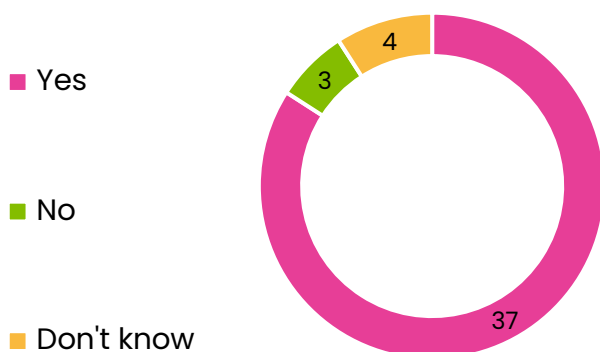
Do you feel that staff have enough time to spend with you or other patients?



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

We asked people whether they felt they had been given enough information about their treatment and we captured their feedback using options for yes, no or don't know. The question was answered by 44 out of 47 people.

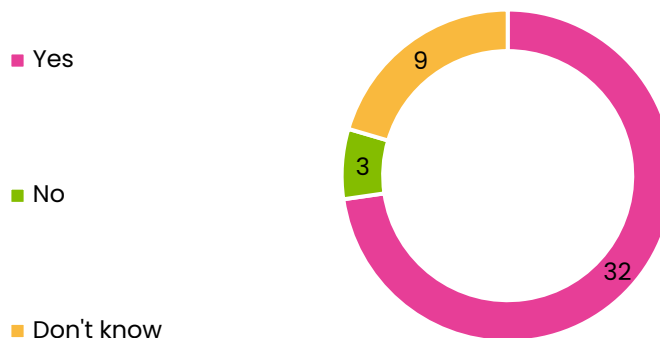
Have you been given enough information about your treatment by the hospital?



Were you able to understand the signage and find your way around the hospital?

One of the questions asked by LHCH was about the signage and finding your way around the hospital. Most people said they were able to understand signage and find their way around (32), only 9 people said they 'no' and 3 said they weren't sure.

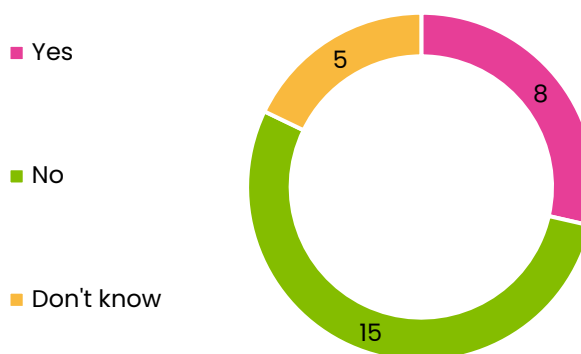
Were you able to understand the signage and find your way around the hospital?



Would you like to manage your own medication whilst in hospital?

Another of the questions asked by LHCH was about managing medication whilst in hospital. Many people didn't answer or said no as they weren't inpatients. Out of the people that answered, 8 said yes.

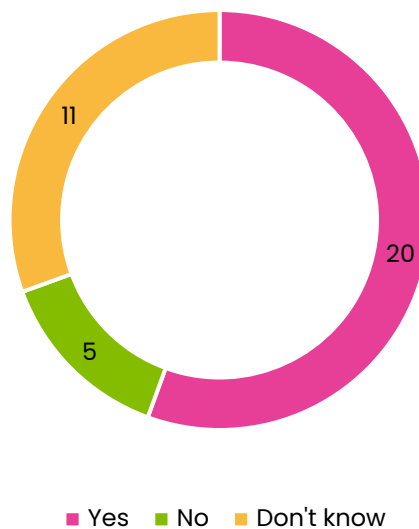
Would you like to manage your own medication whilst in hospital?



Did you receive enough information to support you after discharge home?

When asked about information provided post-discharge, 20 people said they did have enough to support them when they got home, and only 5 people said they didn't. 11 people said they didn't know, mainly because they hadn't been discharged, or they didn't know if they were supposed to get any information after they were discharged, so they didn't know if it was enough.

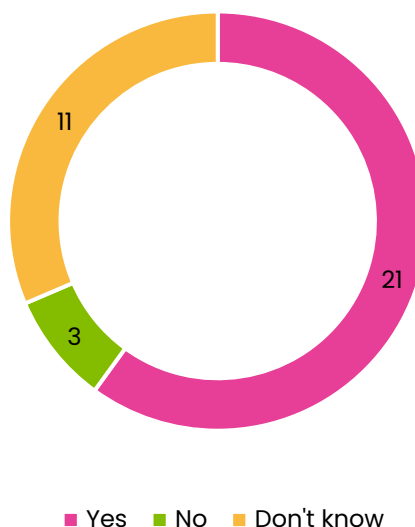
Did you receive enough information to support you after discharge home?



Were you happy with the standard and quantity of the food and drinks you received?

We asked patients about the standard of food and drink at the hospital. A lot of patients were not staying at the hospital so hadn't had the food, but they may have had food and drink from the café's in the outpatient areas. 21 People said they were happy with the standard, and 3 said they weren't. 11 said they weren't sure as they hadn't had it.

Were you happy with the standard and quantity of the food and drinks you received?



Have you had any remote appointments at LHCH (phone or videocall appointments)?

We asked whether, since covid, patients had had any remote appointments and if they had, what they thought of them. Out of the 46 asked, 28 said they hadn't had any remote appointments, and 14 said they did. Out of the 14 that said they had remote appointments, 8 gave positive feedback about them, specifically mentioning the follow up phone calls after discharge. Those that gave negative feedback are displayed below:

6

"Very poor. A lot of staff lost and it's frustrating through phone. 2 calls not made when they should, missed appointment".

"Staff apologised as video call was delayed by an hour but [I] feel that this is to be expected".

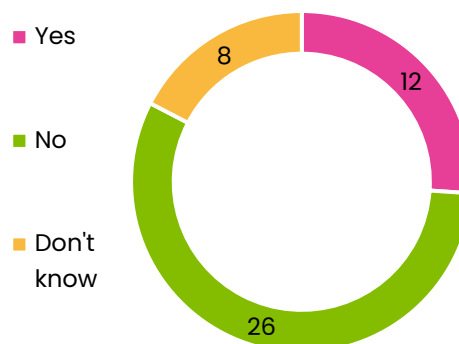
9

"It [the video] kept freezing. The anaesthetist came to see me anyway when I came in yesterday."

Do you feel that the Covid-19 pandemic has had an impact on the standard of care or treatment you or your family member or loved one has received today or recently?

We asked patients about whether they think that the Covid-19 pandemic impacted the standard of care or treatment they or others had received at LHCH. Out of those who answered, most people said that it hadn't impacted their care (26). Those that said it had impacted the standard of care or treatment listed reasons stated below.

Do you feel that the Covid-19 pandemic has had an impact on standard of care/ treatment





“General health worse due to no face-to-face appointment”.

“[I] feel [covid] has impaired care. Noticed short staffing due to illness with only one doctor last night.”

“Nothing seems the same things have gone”.

“Couldn't have visitors because one patient had covid”.

“Possibly explains lack of appointments”



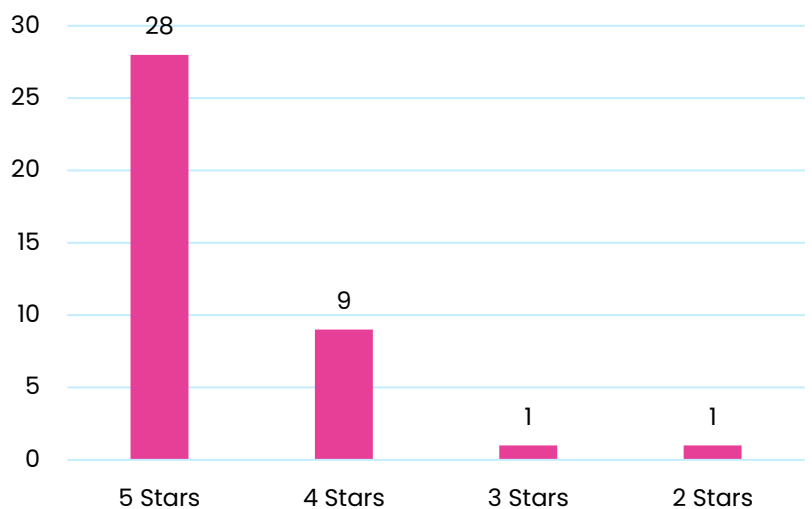
Please rate the service here at Liverpool Heart and Chest Hospital overall

We asked everyone to give the hospital a rating from 1 to 5 stars. The question was answered by 40 out of 47 patients who we spoke to.



What would you rate LHCH out of 5 stars?

- 38 people gave LHCH 5 or 4 stars.
- 2 people gave 2 or 3 stars and stated reasons regarding the quality of food and care on the inpatient wards and waiting times.



Any other comments

We asked people if there were any other comments they wanted to make about the hospital, and we captured their feedback in a free text box on the survey.



“Post discharge- medication- not enough information 'take that take that', Just hand you a big bag of meds.”

“Need to know more about wait times to know whether to go and get food. They didn't call back when they said they would, had no follow up.”

“Treatment is good.”

“Was left for nearly 4 years on same medication until I asked this through my GP that said that I don't need to be on this high a dose”.

“Staff are fantastic and very good with you. People are kind and helped her to get up the hill leading towards main entrance. Thinks it is a specialist centre.”



Conclusion

Liverpool Heart and Chest Hospital received a great deal of positive feedback from both patients and visitors at our Listening Event this year. 95% of the people we spoke to rate the hospital either 4 or 5 out of 5. The lowest rating given was 2 out of 5 by one person. There were many positive comments about the staff, quality of care and efficiency of the service.

Although there were not many negative comments, some of the people we spoke to did express dissatisfaction with car parking, and a few people mentioned waiting times, both for outpatient appointments and inpatient treatment. Although the majority found the opposite, some patients expressed their frustration with finding where their appointment was and navigating around the hospital.

Most patients we spoke to felt that staff did have enough time to care for them. However, a minority of people expressed that staff appeared to be too busy and this impacted on their ability to deliver patient care. Despite this, those that said that staff didn't have enough time, explained that they were aware that the hospital and health services in general are understaffed, which largely is out of their immediate control. Most patients said that the service they received was not negatively impacted by the recent covid-19 pandemic, aside from a few patients who mentioned things like waiting times and missed face-to-face appointments.

We look forward to continuing our work with Liverpool Heart and Chest Hospital over the forthcoming year and we will carry out a further Listening Event in 2023.

Appendix A – Survey Questionnaire

Liverpool Heart and Chest Hospital
Listening Event Questionnaire

healthwatch
Liverpool

1. Are you: a Patient a Visitor Staff Other

2. First part of your postcode (eg L8, L22, L36)

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

4. What do you think is good about LHCH?

5. Is there anything you think could be improved?

6. Do you feel that staff have enough time to spend with you and other patients?

Yes No Don't know

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

8. Were you able to understand the signage and find your way around the hospital?

9. Would you like to manage your own medication whilst in hospital?

10. Did you receive enough information to support you after discharge home?

11. Were you happy with the standard and quantity of the food and drinks you received?

12. Have you had any remote appointments at LHCH (phone or videocall appointments)?

Yes

No

If Yes- please tell us what you thought about remote appointments

13. Do you feel that the Covid-19 pandemic has had an impact on the standard of care or treatment you or your family member or loved one has received today or recently?

Yes

No

Please tell us more about this if you wish:

14. Please rate the service here at Liverpool Heart and Chest Hospital overall:

Very poor  1  2  3  4  5 Very Good

15. Any other comments?

16. Would you like us to contact you about your feedback? (By sharing your feedback, you are helping to highlight improvements that can be made to health and care services in Liverpool. If you would like us to contact you further about your feedback, let us know below.)

Yes – Please share your phone number and/or email address No

Name

Telephone number

Email

We will only contact you for the purposes indicated. By entering your contact information on this survey, you are confirming that you consent to Healthwatch Liverpool contacting you for these purposes. If you share your details with us, they will be kept separately from the other information you share here. You have the right to withdraw your consent at any time. All personal data will be stored in accordance with Healthwatch Liverpool's Privacy/Data Retention policy. Some details about you. We don't ask for your name, so any information you give is anonymous.

Some questions about you

Equality, Diversity and Inclusion Monitoring. We ask these questions because it helps us to understand how your life circumstances impact your experience with health services.

17. What age group are you in?

0-12 years 13-15 16-17 18-24 25-49 50-64 65-79 80+ years Prefer not to say

18. Are you a

Woman Man Non-binary Intersex Prefer not to say
 Prefer to self-describe

19. How would you describe your ethnic group?

Arab Mixed / Multiple ethnic groups: Black African and White
 Asian / Asian British: Bangladeshi Mixed / Multiple ethnic groups: Black Caribbean and White
 Asian / Asian British: Chinese Mixed / Multiple ethnic groups: Any other Mixed / Multiple ethnic groups background (please specify below)
 Asian / Asian British: Indian White: British / English / Northern Irish / Scottish / Welsh
 Asian / Asian British: Pakistani White: Irish
 Asian / Asian British: Any other Asian / Asian British background (please specify below) White: Gypsy, Traveller or Irish Traveller
 Black / Black British: African (please specify below) White: Roma
 Black / Black British: Caribbean White: Any other White background (please specify below)
 Black / Black British: Any other Black / Black British background (please specify below) Any other ethnic group (please specify below)
 Mixed / Multiple ethnic groups: Asian and White Prefer not to say
 Prefer to self-describe Not known

20. Do you have a disability?

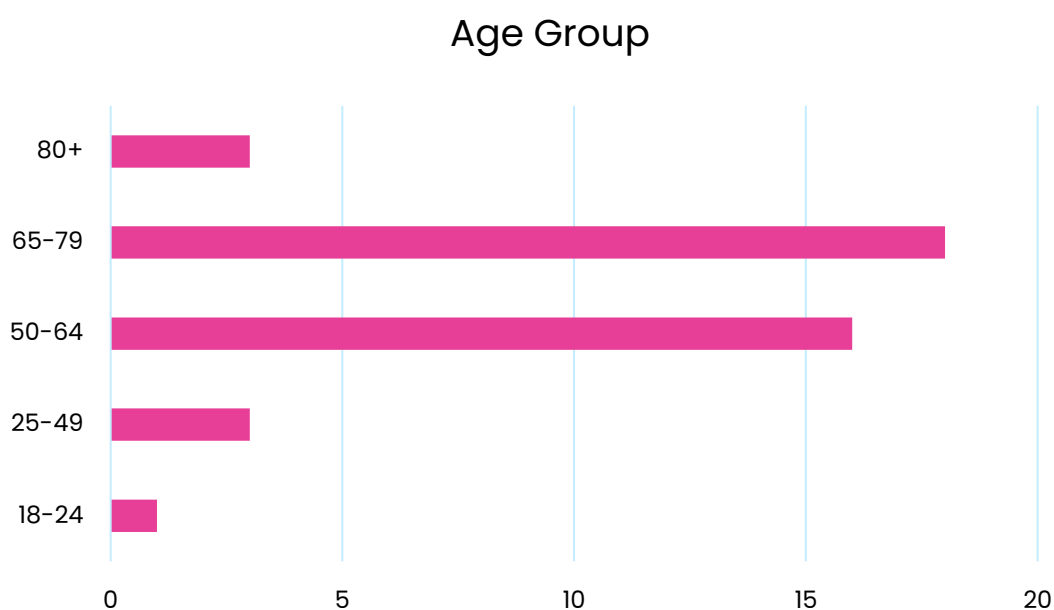
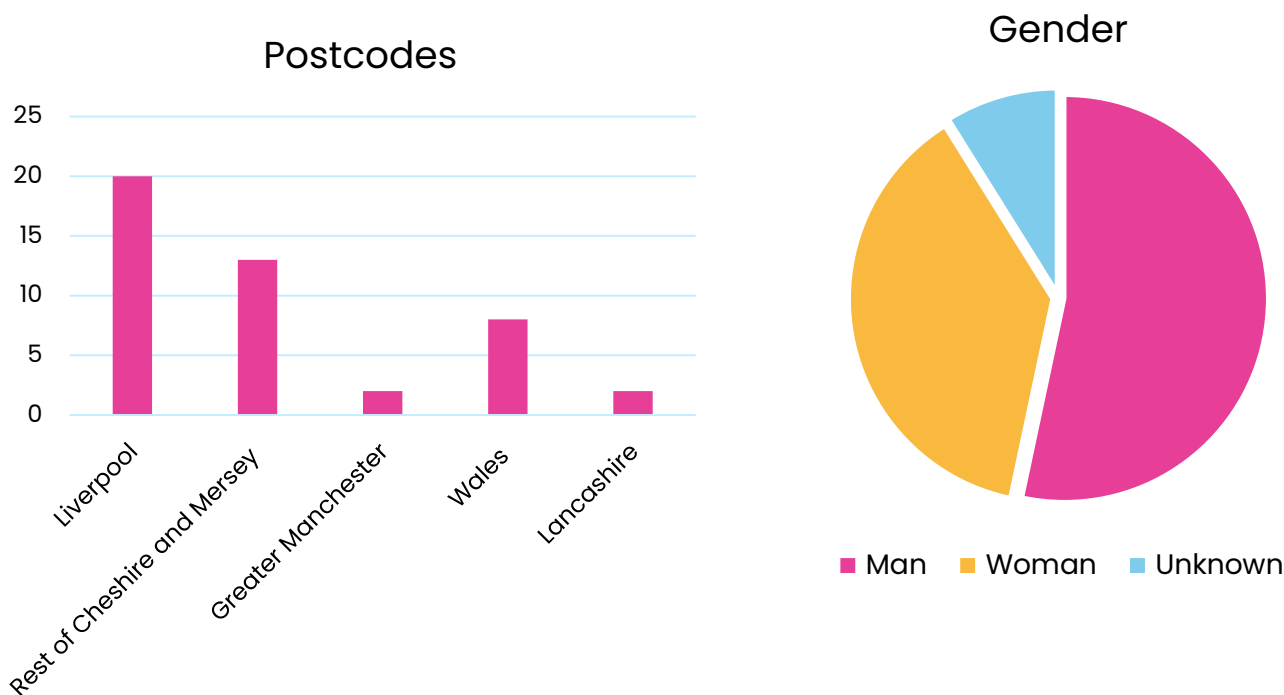
Yes No Prefer not to say Not known

21. Do you have a long-term condition?

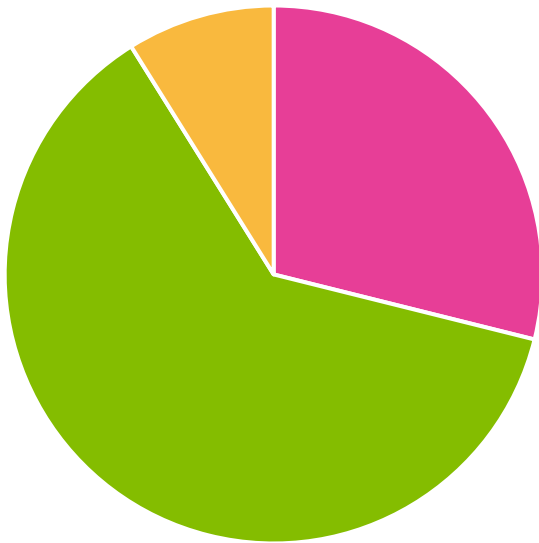
Yes No Prefer not to say Not known

Appendix B – Equality, Diversity, and Inclusion Data

As part of our survey questionnaire, we asked people a series of equality and diversity questions. These are asked to ensure that Healthwatch Liverpool are speaking to a broad cross section of the local population.

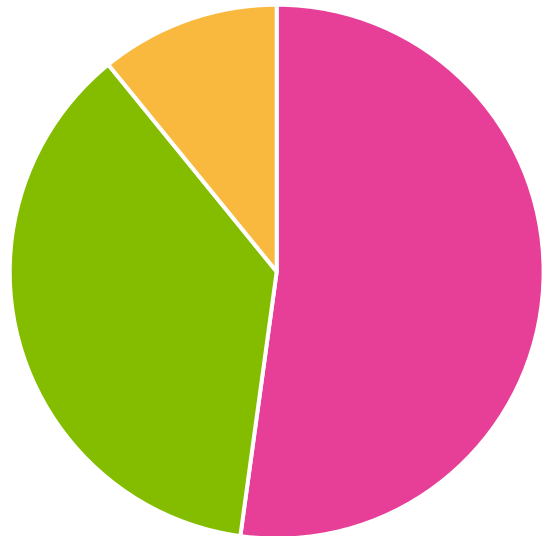


Do you have a disability?



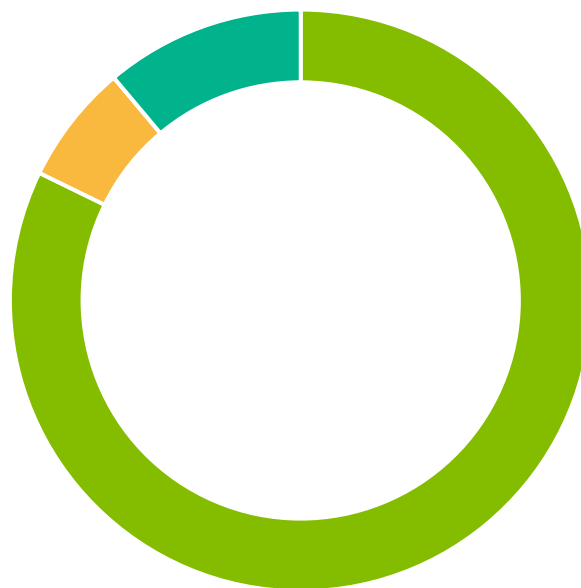
■ Yes ■ No ■ Not stated

Do you have a long term condition?



■ Yes ■ No ■ Not known

Ethnic Group



■ White: British / English / Northern Irish / Scottish / Welsh
■ White: Any other White background
■ Prefer not to say / Not stated


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