

What you told us about hospitals

April 2022 – May 2023



**Summary of feedback about Oxfordshire's hospitals
(John Radcliffe, Horton, Nuffield Orthopaedic and
Churchill Hospitals)**

June 2023

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1. Summary

This brief report gives a summary of feedback to Healthwatch Oxfordshire from members of the public **about Oxford University Hospitals NHS Foundation Trust (OUH) hospital services – John Radcliffe, Horton, Churchill and Nuffield Orthopaedic** – in Oxfordshire. We received **109 feedback reviews** via our online and paper ‘Have your say’ forms over the period of April 2022 to May 2023.

We heard that:

- For all 109 reviews across all OUH hospital sites (Churchill, John Radcliffe, Horton and Nuffield Orthopaedic) overall **average rating was 4 stars** (‘Good’)
- Overall people **valued the care, professionalism and support from staff** across the hospitals
- People **valued clear communication** and information about their care
- People recognised the **pressures on hospital services** including on staff and waiting times. Some impact was reflected in patient experience of particular services, for example Accident and Emergency
- Comments for improvement reflected experiences of parking and disabled access parking, cleanliness, waiting times and support and facilities whilst waiting.

This report and patient feedback will be shared with Oxford University Hospitals NHS Foundation Trust. Thanks to all who took time to share their views.

2. Background

Healthwatch Oxfordshire website ([Find & review a service Healthwatch Oxfordshire](#)) and printed paper forms give members of the public an opportunity to give their feedback on health and social care services they use. They can answer simple questions about service quality and experience of care. With permission, all anonymised reviews are made visible to the public on our website. The health provider can also see reviews about their care and directly respond to the comments via our website.

This brief report gives a summary of feedback given via this method over the period of April 2022 to May 2023. We received **109 feedback reviews** in this way from members of the public **about Oxford University Hospitals NHS Foundation Trust (OUH) hospital services** in Oxfordshire.

John Radcliffe Hospital

Feedback Rating



Based on 260 reviews

[Visit Service website](#)

[Leave your feedback](#)

John Radcliffe Hospital

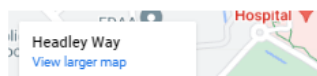
Oxford University Hospitals NHS
Foundation Trust

Contact

[01865 741166](tel:01865741166)

Headley Way
Headington
Oxford
Oxfordshire
OX3 9DU

Location



Leave your Feedback

We do ask that you leave your email address when submitting a review, but we will only ever use this to contact you about your review and for no other reason. Please see our [Privacy Policy](#) for details about how we use your information.

* These fields need to be completed before submitting your feedback.

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience of this service?*



Healthwatch Oxfordshire website 'Leave a Review'

This report does not include feedback about the hospitals gathered in other ways – through our outreach, Enter and View visits or our more in-depth research. This insight can be found in additional reports, all of which can be seen here [Reports - Healthwatch Oxfordshire](#) including:

- **Enter and View visit reports:** for example, visits to John Radcliffe Children's Hospital, Churchill Hospital Renal Dialysis Unit, Accident and Emergency Departments at John Radcliffe and Horton.
- **Research Reports:** *Leaving Hospital with Medicines* (Jan 2023), *Maternal Mental Health* support (June 2023 – summary of 45 responses from Oxfordshire residents who responded to a Healthwatch England national survey)
- **Outreach summary report:** Healthwatch Oxfordshire outreach at Oxford University Hospitals 2022-3 (March 2023).

3. Summary of feedback about OUH hospital services

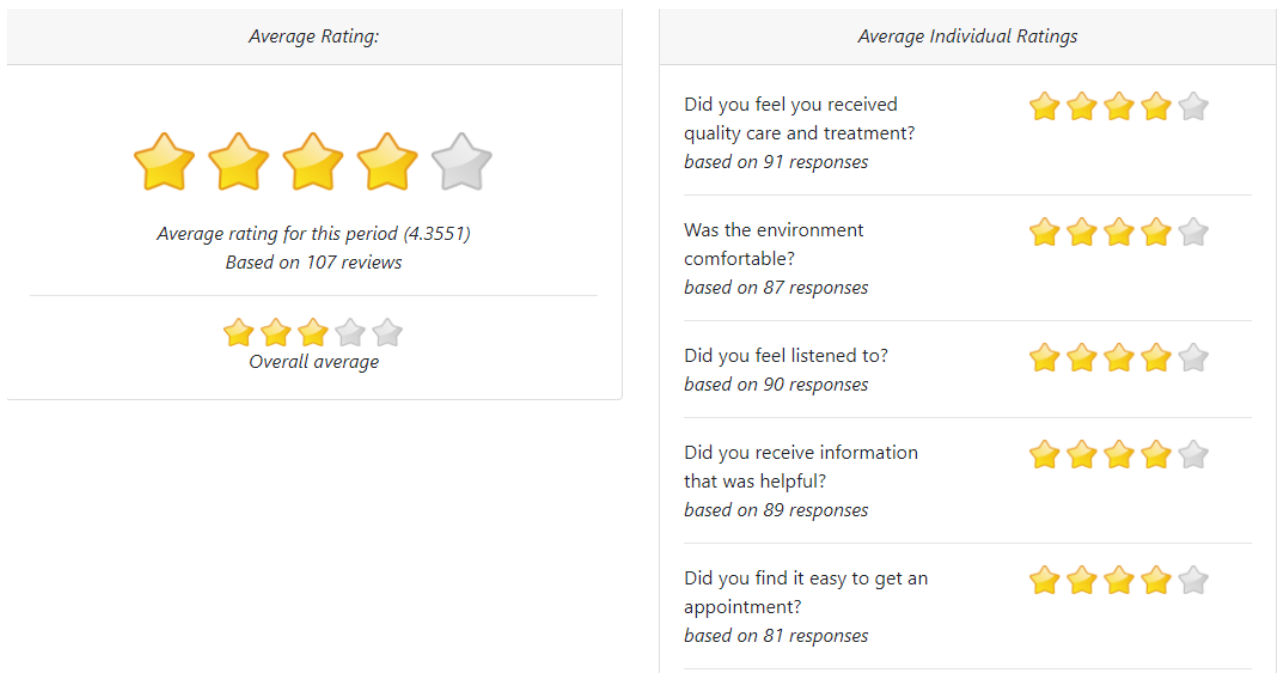
Between April 2022 and May 2023 we received a total of **109 feedback reviews** on OUH Hospital services via our website and paper forms.

We heard from:

- 51 men and 38 women (the remainder 'prefer not to say')
- 28 people aged 75 and above, 33 were age 65-74, 16 between the age of 45 and 64, and 7 between 25 and 44 years (remainder 'prefer not to say')
- Only 7 shared their ethnicity, all White British.
- Residents across Oxfordshire, as well as out of county

Average rating (where 1 star is 'terrible' and 5 is 'excellent').

- For all 109 reviews across all **OUH hospital sites** (Churchill, John Radcliffe, Horton and Nuffield Orthopaedic) overall average rating was 4 stars
- For individual sites, Churchill (21 reviews), Horton (8 reviews) and John Radcliffe (59 reviews) rating average 4 stars each and Nuffield Orthopaedic (12 reviews) 3 stars average
- Departments receiving reviews included Accident and Emergency, Cancer/Oncology, Cardiac, Dermatology, Dentistry, Eye/Ophthalmology, Gynaecology, Neurosurgery, Orthopaedics, Rheumatology, Trauma, Rehabilitation and Urology.
- Of 104 who responded to the question, "*How likely would you recommend this service to friends or family?*" 72 were "extremely likely", 14 "likely", 2 "unlikely" and 10 "extremely unlikely" with the remainder "neither likely or unlikely".



Average rating all OUH hospital sites (from 107 reviews April 2022–May 2023 –note does not include all Emergency care reviews)

Feedback – note on data

Not all the reviews we receive are published for public view, as they may contain information which is difficult to anonymise. Where someone has had a particularly poor experience, we will make every effort to enable the provider to give direct feedback to that person with their permission, and to help respond and resolve the issue together.

The nature of feedback can mean that people will give feedback when they want to comment on a particular poor experience, or a very positive experience, so overall this may present a less representative view. However, analysis of patient comments brings out common themes, giving insight into experiences of hospital services, and highlighting areas for potential improvement and change.

4. Themes

Analysis of comments received from **109** people about **all** hospital services highlighted the following key themes:

Compassionate and caring staff

“Major surgery then five weeks radiotherapy. Nurses and doctors were fantastic”.

"I will honestly say I enjoy coming there. Lovely staff, well looked after, and very understanding nurses, they work so hard, and they put you at ease"
(Churchill)

"All good consultant was lovely and very helpful"

"Everyone was amazing from start to finish"

"All staff members were very caring and very professional"

"Every member of staff was outstanding. The care I received was of the highest standards and the staff were so lovely they felt like family. Nothing was too much for them. The whole team including the porters are a credit to your hospital. I wish I could have my care within your hospital all of the time. To the cleaners, the nurses, the surgeons, the people giving drinks and meals and water. The nurses are so informative as are the consultants. Best hospital I have ever been to" (John Radcliffe)

"A very professional attitude from all staff. Welcoming and reassuring attitude" (Nuffield)

"From arrival, through to prompt X-ray and then seeing the doctor the experience was very caring and a lot of follow up and keeping informed"
(Horton)

"I had to have an injection into eye. Pleasant staff. I had transport and nurse came to find me. We both laughed. Made my day"

Communication and information to patients

Patients valued clear communication and information about their care,

"All my questions were answered in as much detail as I required"

"I received excellent communication from the consultant and don't think it could be improved"

"Doctors putting themselves out to speed treatment along. Lots of information and brilliant nursing staff"

"I was made to feel relaxed and confident. Thank you to everyone"

"I arrived on time and [name] was brilliant explaining everything I needed to do"

"I was very pleased with the warm manner, informative and comprehensive dialogue of Dr [name]. I felt I was being listened to and not pressurised and that my wishes were being considered. Also, the ongoing support available from the Nurse Team throughout the planned three-month medication treatment is a comfort to have to hand"

A few highlighted areas for improved communication,

"None of the departments can communicate"

"Provide and offer clear options and estimated time frames"

Experience of facilities and environment

"Beautiful ward, lovely and clean, and with people cleaning regularly. Food is beautiful, staff very pleasant. Nothing is too much trouble"

"The medical team were very good. Ward E need more nurses to cope with patients' needs"

"Was put on a small ward which felt overcrowded. Did not see a cleaner whole time I was there"

Parking

Parking remains a source of stress for people accessing the hospital, particularly at the John Radcliffe,

"Parking an absolute nightmare. Makes you completely stressed before you enter the hospital for your appointment"

"The main drawback to my visit was the length of time it took me to park (over 20 minutes). Initially went into car park 2 - the spaces sign was blank, but no spaces available despite driving round for several minutes, many cars just parked on the side of the car park"

"Parking is a nightmare"

Finding parking and space to drop off patients with mobility problems is a theme we continue to hear,

"PARKING - especially hard if the patient has mobility problems and needs picking up"

5. Experience of Accident and Emergency Services

22 reviews were about Accident and Emergency services both at John Radcliffe (13) and Horton Hospitals (9). Average star rating was 3, with some variation of experience from those who gave 1 star (7 people) to 5 stars (10 people).

Comments about the care and services was generally positive, particularly about care received from health care professionals and staff.

Caring and professional staff

Some noted positive communication, compassionate and professional care.

"From arriving at A&E in ambulance from leaving Abingdon I had first class service. Everything explained to me. GREAT SERVICE, ladies well done for keeping so calm"

"From arrival, through to prompt X-ray and then seeing the doctor the experience was very caring and a lot of follow up and keeping informed. Such great attention to details"

"I attended today after injuring my Achilles. The staff were so attentive and efficient and put me at ease. Very proud of the service they provided. Such dedication and kindness shown today"

"I was very impressed by the professionalism of the clinical staff. I received gentle and reassuring treatment, and felt that I had learned a lot about my condition. I didn't feel as if I was being rushed, attention to detail was apparent throughout the consultation"

Timely treatment and care

"Attention to detail first class, my problem was diagnosed very promptly and a solution to that problem was dealt within 48 hours and I was discharged the following day. Excellent treatment from start to finish. Thank you all at the JR"

"Appointment was punctual and very thorough. Technician had a very pleasant manner"

"I was seen quickly, given a thorough test, staff were helpful"

Members of the public were aware of the pressures on staff, and voiced support of **staff and** service.

"Although the waiting time was 4.5 hours on a Saturday evening, all of the staff were very professional, reassuring, friendly and kind. I felt that the atmosphere in the A&E department was of warmth and kindness which I really appreciated"

"The Accident and Emergency nurses are (for the most part) lovely, but very overstretched"

"Nursing staff fantastic, but waiting time is very long"

"Great service just long waiting times"

Pressures on services

Some comments also reflected some of the impact on patients of **pressures on service and workforce**,

"Left in ambulance for an hour. Then hours in corridor"

"The staff on an individual level are doing their best to keep up with demand. But overall, the current system is not working. Waited over 18 hours to be seen by the psychiatric team during an acute suicidal crisis. Wasn't enough chairs in the waiting room, so I slept on the floor for most of that time"

"I didn't have a proper examination and I was sent home with some advice to take painkillers. Having since been back to me GP who listened to my concerns and examined me, I DO have a [condition] and A&E doctor that I saw totally missed it. I left the hospital in pain and distress at my concerns being disregarded"

Other comments included about cleanliness at busy times, long waits sometimes in corridors with lack of facilities.

"Left fighting infection, laid head to toe in urine in corridor overnight night, and all day staff unhelpful"

"My treatment in A&E was shocking. I was so weak I struggled to reach the toilet using a walking frame, but I wasn't able to walk back to my bed. I asked several times for help and one nurse would ask another nurse who would ask another nurse!"

6. What could be improved?

People responded to a question asking them what could be improved with the care and service they received at the hospitals.

Some noted few improvements to be made,

"I would say nothing could improve the service it was GREAT"

"Everything you needed to know. no improvement to me is needed"

Waiting times and cancellations

"I think waiting times could be quicker and not being cancelled as I've been waiting since January they cancelled twice"

Communication and information

"The staff on reception and the nurses were very warm, friendly and helpful. I was seen relatively quickly and waited in a separate room. Some sort of info board to let you know where you are"

"Listen to patients views without judgement. Provide and offer clear options and estimated time frames. Listen with empathy and understanding. Explain complications in context"

"Actually, triage the queue and provide scans to disabled patients. Retrain staff and educate them on disability discrimination!"

Access and facilities,

"There maybe should be a separate waiting room where people in a mental health crisis can wait" (N.B. this is provided at John Radcliffe)

"The hydrotherapy has been a huge positive and given me the tools to use elsewhere. The downside is that there is no similar pool within 20 miles of me"

Suggestions on specific sites,

"A vending machine would help, also a cleaner made an excellent job cleaning the area at around 8am, since then a number ... have vomited on the floor. A cleaner on call would be a good idea. Also, the NHS 'Please Tell Us' notice is out of date, the website doesn't work. The medical care she received was very thorough and excellent" (Horton A&E)

"The email reminders need looking into - very misleading no date on them just a time" (Nuffield)

"I find the direction signs to various clinics/ departments confusing" (John Radcliffe)



Healthwatch Oxfordshire - our friendly staff are here for you to help answer questions or give you information on health and care services in Oxfordshire. If you need more information or advice, call us on **01865 520520** from 9-4 pm Monday to Friday

To find out more about Healthwatch Oxfordshire and to leave a review of a health and care service you use, please see:

www.healthwatchoxfordshire.co.uk

If you would like a paper copy of this report or would like it in a different format or language, please get in touch with us:



01865 520520



hello@healthwatchoxfordshire.co.uk

