



A&E Watch Countess of Chester Hospital

November 2024

healthwatch
Cheshire West

healthwatch
Cheshire East

Introduction

What is Healthwatch?

Healthwatch Cheshire is the local independent consumer champion for health and care services, forming part of the national network of local Healthwatch across England. As part of our core activity, we seek the views and experiences of residents of Cheshire East and Cheshire West and Chester, to help inform how health, care and wellbeing services are planned and delivered. The information we gather is then analysed so we can identify and act upon trends, presenting our findings to decision makers to improve the services people use. We also share local people's views with Healthwatch England who strive to ensure that the government put people at the heart of care nationally.

What is A&E Watch?

A&E Watch is designed to gain a snapshot view of the Accident and Emergency (A&E) departments at specific hospitals. Healthwatch Cheshire undertake A&E Watch periodically to understand why people came to A&E, whether people had accessed other services prior to coming and their overall experiences. The purpose of A&E Watch is to explore themes emerging from comments made and feed back to help improve services in the future.

A&E Watch Countess of Chester – November 2024

A&E Watch is part of Healthwatch Cheshire's annual programme of work, visiting A&E services across Cheshire East and Cheshire West and Chester. The visits took place to investigate how people's experiences of A&E have changed from last year..

Alongside the wealth of data gathered by NHS Trusts, A&E Watch provides additional rich and detailed information of the experiences of people attending.

This report can be read in conjunction with our Countess of Chester A&E Enter and View Report and our Same Day Emergency Centre Report, which can be found at:

<https://healthwatchcwac.org.uk/what-we-do/our-reports/>



When was A&E Watch?

The A&E Watch was conducted on a number of different days and sessions to capture the experiences of people visiting the department during a range of times.

- Thursday 21 November 2024 17:00 – 20:00
- Saturday 23 November 2024 12:00 – 15:00
- Monday 25 November 2024 09:00 – 12:00

Our approach

Building on our established relationships with health partners, Healthwatch Cheshire made contact with the key individuals who manage the A&E department. We made the necessary arrangements to conduct our A&E Watch, taking into consideration the busy workload of staff. When we arrived each day staff had not been informed of our visit.

Eight members of the Healthwatch Cheshire team, including three volunteers held conversations and completed surveys with individuals whilst they were waiting to be seen. Survey results were then analysed to produce this report.

Who will this report be shared with?

The following report has been produced based on the responses from the 95 people who completed our survey.

A copy of the final report will be published on our Healthwatch Cheshire West website and sent to the below with the recommendation that the information is used to provide intelligence for the planning of Accident and Emergency services at the Countess of Chester Hospital and across the Health and Care System.

- Countess of Chester Hospital NHS Foundation Trust
- Cheshire West and Chester Health and Care Partnership Board
- Cheshire West and Chester Council Scrutiny Committee
- Cheshire West and Chester Health and Wellbeing Board
- North West Ambulance Service (NWAS)
- Chair of the Health and Wellbeing Board
- Healthwatch England

Summary of findings

The findings are based on analysis of the results of **95 survey responses** Healthwatch representatives gathered during their time at the Countess of Chester A&E.

Why people told us they attended A&E rather than other services

- **Almost three quarters (72%) of all respondents had spoken to someone else before attending A&E.** The majority had been advised to attend by their GP Practice, 111 or 999. **Up by 11% from last year.**
- **Over half (55%) had spoken to someone for advice or treatment the day or days before attending A&E, up 17% from last year.** Other respondents had spoken to someone the same day and some had accessed numerous services before attending.
- **Over half (58%) of those who had spoken to someone, had been advised to go to A&E, down by 18% from last year.** Of these **35%** had sent for an ambulance, **up by 18% from last year.**
- Of respondents who had chosen not to speak to anyone prior to attending A&E, **three quarters (76%) felt it was an emergency or too urgent to go elsewhere, up by 21% from last year.**
- **39%** of the respondents had **come by ambulance or paramedic, up by 16% from last year.** **36%** had been brought **by a friend or relative, down by 22% on last year.**

People's experiences of attending A&E

- Of those who arrived by ambulance, **30% were waiting more than 3 hours** for it to arrive, **up by 13% from last year**. **Over three quarters (78%)** rated the care they received from paramedics as **'excellent'**, **a slight decrease from last year (81%)**.
- **Almost three quarters (70%)** of those waiting at A&E **had not** been kept regularly updated on **waiting times**, **similar to last year (73%)** and **66%** said they **had been** kept up to date with their **treatment and care up by 18% from last year**.
- **88%** said they had been **treated with dignity and respect** during their time at A&E **similar to last year (86%)** and **82%** said they felt their **privacy had been maintained** as much as possible, **up by 10% from last year**.
- **Almost three quarters of respondents (71%)** thought the service they received in A&E was **good or excellent**, **the same as last year**. **Positive** themes included the service they received from the **staff** and the **speed of being seen by triage**. **Negative** themes included **long wait times**, **general facilities**, **staff communication** and **corridor care**. **Similar themes to last year**.
- **Almost half** of respondents (47%) had been to **A&E before in the last 12 months**. **Over half** of those had been once or twice (56%) and **a quarter (26%) had been 4 times or more**, **similar results to last year**.
- Attendees were predominantly **white British (91%)** and **heterosexual (94%)** with **more female than male (65% versus 35%)**. Age demographics varied across the range with **most being over 50 (57%)**, **similar results to last year**.

Healthwatch observations and additional findings

In comparison to last year's A&E Watch, Healthwatch found the A&E department to be busier and wait times for beds longer. The disparity between the care and comfort of those **located on the corridor** and elsewhere was evident, both from Healthwatch observations on the day (find out more within our Enter and View report) <will add link> and the comments of people within this report.

Whilst the results of this report are similar to last year and in some cases improved, the comments of respondents and observations of Healthwatch staff and volunteers give more insight.

The majority of people praised the **staff**, attributing negative experiences to system difficulties rather than the staff themselves. Whilst Healthwatch were encouraged to see an increase in people saying they had been kept up to date with their treatment and care, communication was highlighted as an area for improvement.

Various comments indicated a **lowering of expectations** of those visiting A&E, also evident during general conversation with Healthwatch staff and volunteers. Many assumed there would be a lengthy wait and were grateful to be receiving treatment. In a number of cases, those who had been waiting overnight, for up to 17 hours on chairs with limited information provided, still gave positive scores and comments.

Healthwatch observations and additional findings

Although most people said they had been treated with **dignity and respect** and their privacy had been maintained, Healthwatch observed two people on the corridor whose backs were uncovered, unnoticed by staff who busily passed by. A number of comments within the report highlight the workload of staff having a negative impact on care and communication; not always delivering what they promised and “friendly but not attentive.”

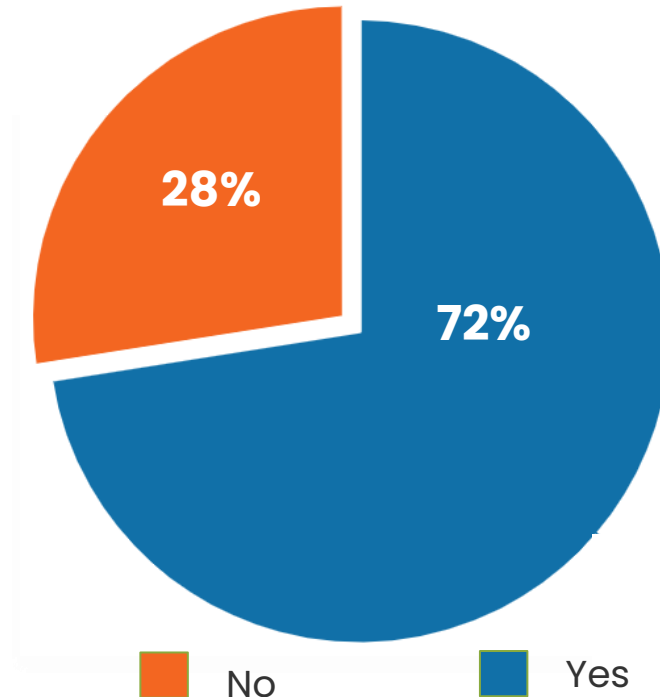
Ahead of writing the full report, Healthwatch requested a meeting to discuss some concerns with the Countess of Chester Senior Team. This was promptly responded to and we were given assurance a number of key actions were completed as a result:

- Additional senior nurse leadership support allocated to the department to allow the current senior nurse to be more visible within the department and overseeing standards
- Ensuring that the matron of the day is visible on the corridor daily to oversee standards of care and practice
- We have set up workshops to discuss the feedback in more detail and clarify roles and responsibilities across the department
- Behind the bed boards have been up in all trolley spaces to improve communication and safety
- The introduction of care support worker clinics on admission to ensure risk and care needs are identified and actioned promptly
- All previous improvements implemented have been revisited to ensure fully embedded in practice.

Survey results

1) Before coming to A&E today, did you try speaking to anyone else, or try to go somewhere else for advice or treatment?

Answered: 91

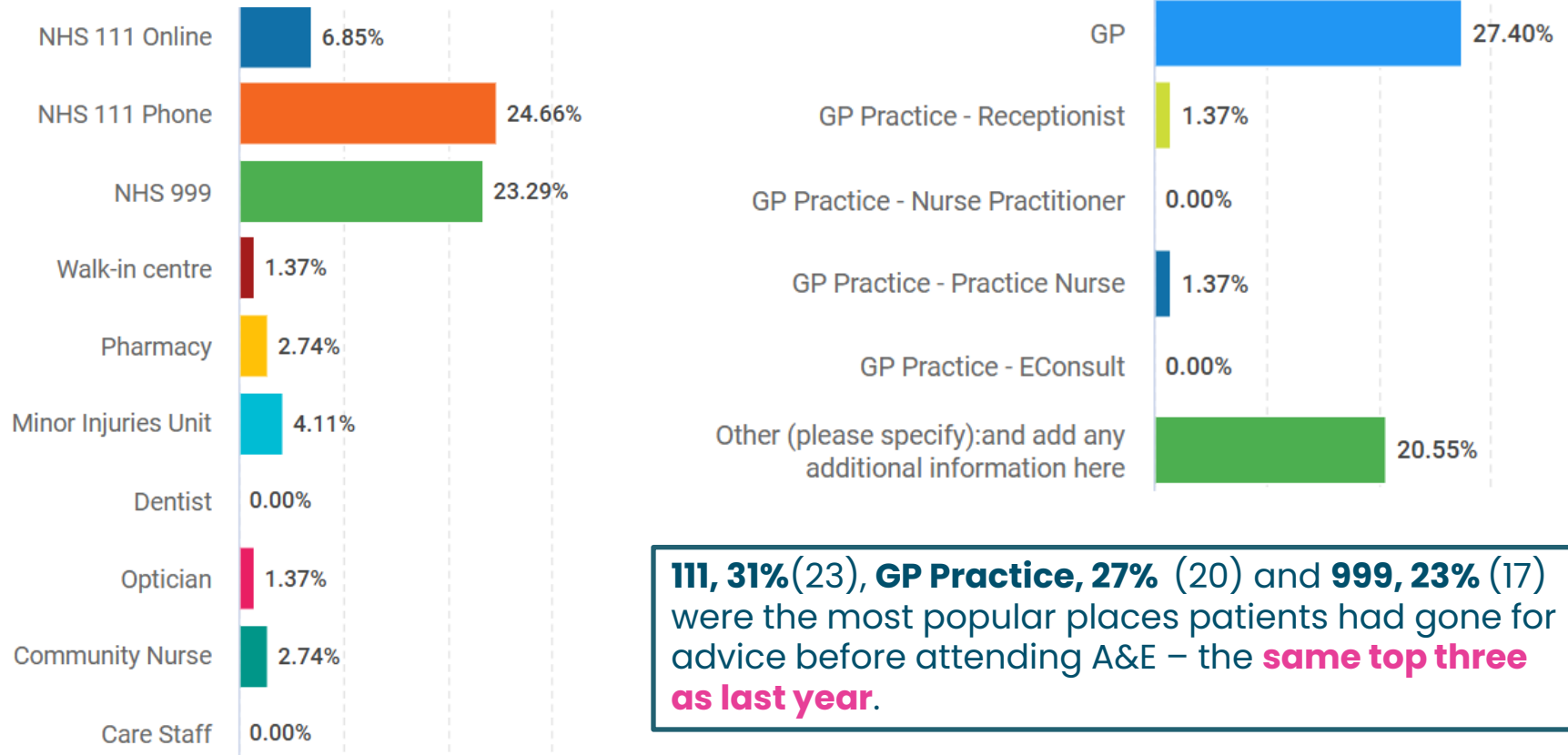


72% (66) of respondents had **spoken to someone else** before attending A&E.

Compared to **61%** **last year.**

2) If yes, who/where? (Please tick all that apply)

Answered: 73



111, 31% (23), GP Practice, 27% (20) and 999, 23% (17) were the most popular places patients had gone for advice before attending A&E – the **same top three as last year.**

Other – please specify and add any additional information

Answered: 13

"GP Practice – paramedic."

"GP out of hours x 4."

"Contacted by GP after MRI scan."

"Couldn't get an appointment with a GP."

"District nurse."

"District nurse said to call 111, then called GP out of hours,"

"Midwife."

"Cancer nurse."

"Care Home out of hours doctor."

"Care home called an ambulance."

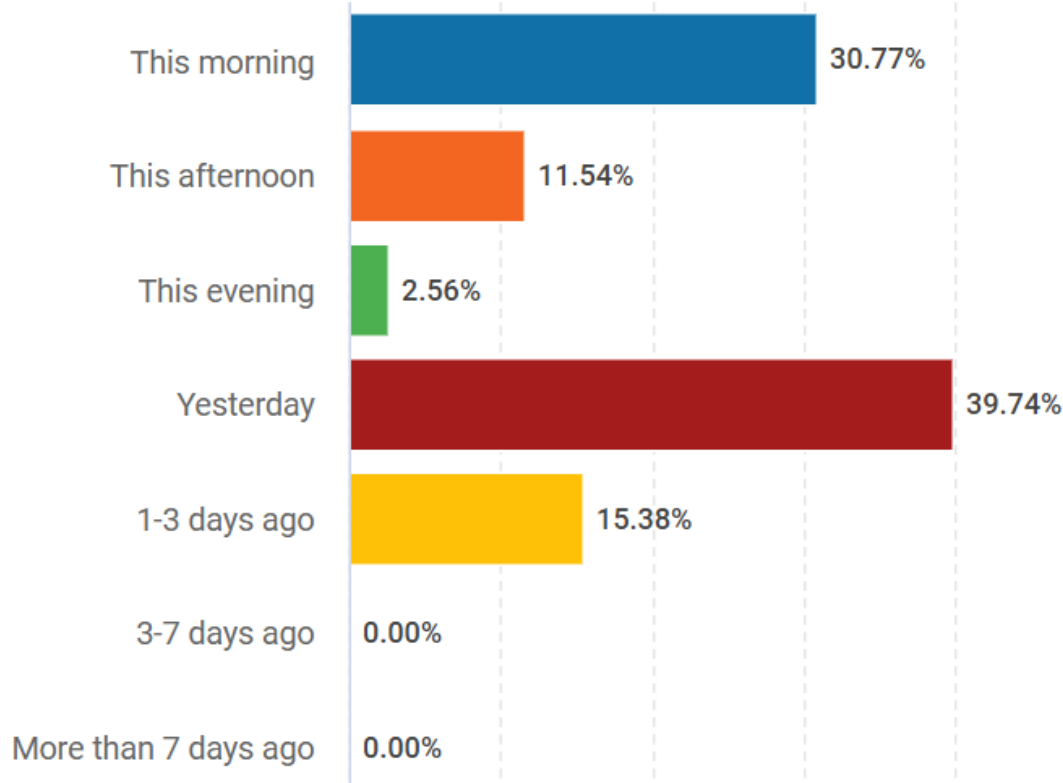
"Clatterbridge (I'm terminally ill)."

"My daughter rang Haematology re blood tests – told to come in."

Patient was already in Ellesmere Port Hospital and transferred.

3) When did you try speaking to anyone else, or try to go somewhere else for advice or treatment?

Answered: 78



Over half, 55% (43) of respondents had spoken to someone the **day or days before** they attended A&E.

This compares to **38% last year.**

Additional comments

Answered: 20

Contacted the GP Practice/Community nurse

"Was advised (by community nurse) to come in on Monday as my oxygen levels were at 7."

"GP very helpful."

"Called late yesterday by GP overlooking MRI Scan. Was told to go to A&E so came this morning."

"Northgate Village GP very helpful."

Contacted 111

"Found 111 helpful, took a while to answer."

"Couldn't speak with anyone (at 111) as 40 min wait so quicker to come to A&E."

"Called 111 yesterday at 4pm. They were going to send an ambulance, but they called back to say it would be 4/6 hours, so my father-in-law brought me instead."

"Called 111 and they called an ambulance."

Additional comments

Answered: 20

Contacted multiple services

"GP came on Friday, then when I couldn't get out of bed called 111 (symptoms been going on for a month)."

"Couldn't get through to GP so went to NHS 111."

"111 arranged for an on-call doctor to call me who advised to go to A&E."

"Doctor called for an ambulance on Friday as I had high potassium. It was the Welsh Ambulance Service - I live in a care home in Wales. They had no ambulances available on Friday, so I went to bed and tried again on Saturday. They said they would send one when they could. It came at 5am on Sunday morning. They wanted to take me to Cranock Clywed but I refused and said I wanted to come here. I am under 5 different consultants here."

Contacted the ambulance service

"My live in carer called 999 around midday today."

"My sister called the ambulance at 3pm yesterday. She wanted someone to check on me because she thought I was too unwell." (6.30pm last night)

"We rang (999) at 9pm last night as my elderly husband was struggling to breathe. We were brought into the hospital at 11.30pm and sat in the waiting room. We have been moved into a bay since 8am this morning."

Additional comments

Answered: 20

Contacted the ambulance service

"Arrived at A&E at 3am (by ambulance). The department was so busy and we're still in a corridor."

"(Called 999) at 8am, Friday 22/11. There were no ambulances available, so I travelled by car."

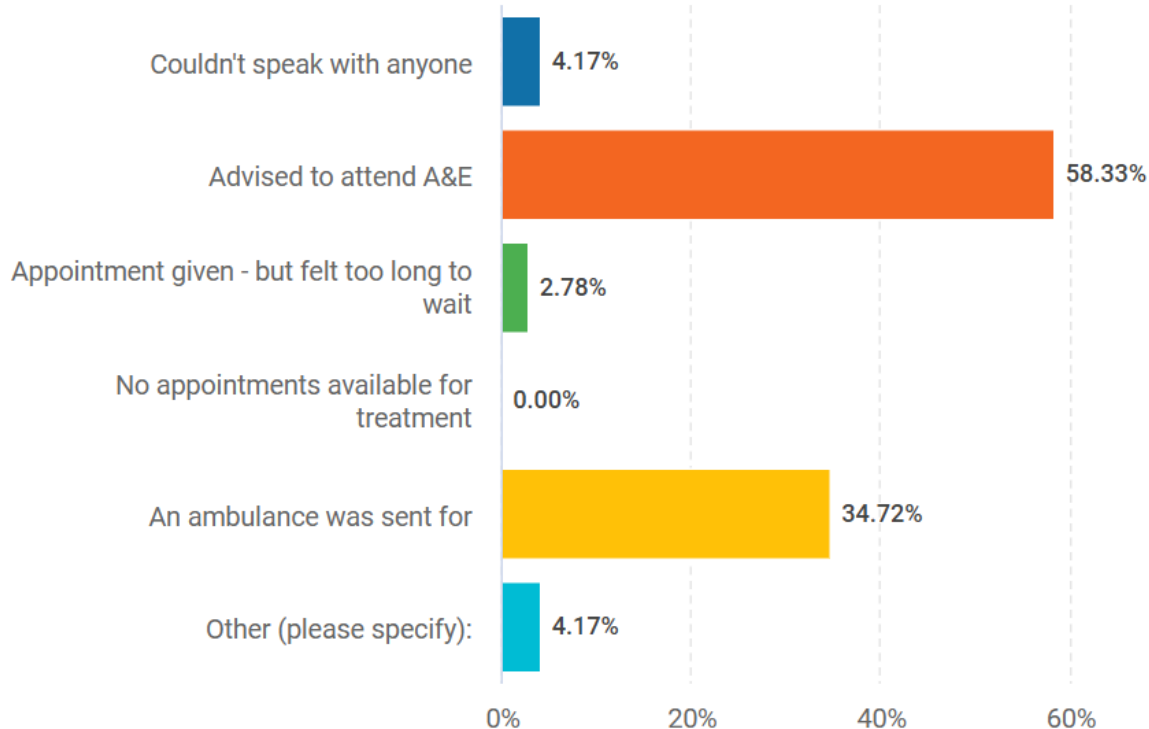
"Care home called 999 to attend."

"Called (999) yesterday morning at 1am. They said there were no ambulances available. Called again at 5am. They booked an ambulance for 8am. My wife had been out drinking so was unable to drive me and felt I couldn't get a taxi."

The patient was at a trampoline park in Chester when they experienced seizures (an ambulance was called). Arrived at A&E on Sunday at 5.30pm.

4) What was the outcome?

Answered: 72



Over half, 58% (42) of respondents had been advised to go to A&E.

This compares to **three quarters, 76% last year.**

Over a quarter, 35% (25) had an ambulance sent for.

This compares to **17% last year.**

Other (please specify) and any additional comments

Answered: 24

Advised to attend A&E

"I didn't want to come but the (community) nurse explained why."

"I called the GP at 8am and 3pm and couldn't get an appointment. I'm uncomfortable and can't sleep, and I can't call the GP when I'm working on Monday and Tuesday. It's very difficult. I spoke with my friends who thought I should come to A&E."

"I had high blood pressure so advised to attend A&E by GP."

"NHS 111 advised to go to A&E."

The care home out of hours GP advised the care home that they should attend A&E

"GP nurse and midwife advised to attend A&E."

"GP gave me a letter."

"Called 111 at 5pm yesterday. They said the ambulance would be hours, so we made our own way here. My partner brought me."

Other (please specify) and any additional comments

Answered: 24

"Rang (111) at 7.30pm, eventually they got back to me and advised to come to A & E. Rang ambulance at 9.50pm and was told it would be 3 hrs. Rang again at 6.50am and they triaged me. They told me I would have to make my own way to hospital - I have glass in my foot. I had to wait to get the children to school as I am a single mum."

"NHS 111 advised the patient to attend A&E."

"GP told patient to attend A&E."

Advised to attend A&E by GP Out of Hours/ Walk in Centre

"Has had two lots of antibiotics in the last two week. Out of Hours GP told us to come to A & E."

"I had been in hospital last week. Out of hours GP said I wouldn't need to wait and I would be assessed and taken to a ward quickly, but I'm still in majors after being in the corridor first."

"GP Out of hours said they would ring ahead to A&E."

"I need my blood taken in order to get methotrexate, but I work away and was delayed due to traffic last night. I leave again at 6 am on Monday, so am trying to get my bloods done or my GP won't provide me with my medication."

Other (please specify) and any additional comments

Answered: 24

An ambulance was called for

"Son called an ambulance. Ambulance said there would be a wait and to call back if he got worse. Called back after an hour and an ambulance came in 15 minutes."

"The care home called an ambulance."

"Carer sent for ambulance."

"They called an ambulance."

"I waited 17 hrs and then got a taxi."

"The doctor came to see me and he called for an ambulance."

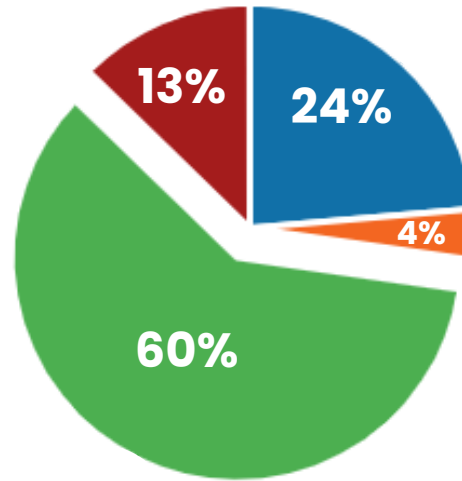
Ambulance was called by family member following an overdose - ambulance arrived but man refused to get in. 40 minutes later he decided he would go to A&E, so his daughter-in-law brought him in.

Patient called the ambulance themselves as they were feeling weak and about to faint because of blood sodium level and haemoglobin problem.

The trampoline park called for an ambulance.

5) If you were told to attend A&E, were you advised that A&E would know you were coming?

Answered: 55



● Yes and they were expecting me when I arrived
● No

● Yes but they were not expecting me when I arrived
● Don't know

Almost three quarters, 73% (40) of the people who were told to attend A&E weren't sure or didn't know if they would be expecting them.

Of the 28% (15) who were told A&E would be expecting them, for the majority this was the case, 24% (13).

This compares to **62% and 39% last year** – slightly more were announced to A&E last year.

Additional comments

Answered: 4

"They had no info at all."

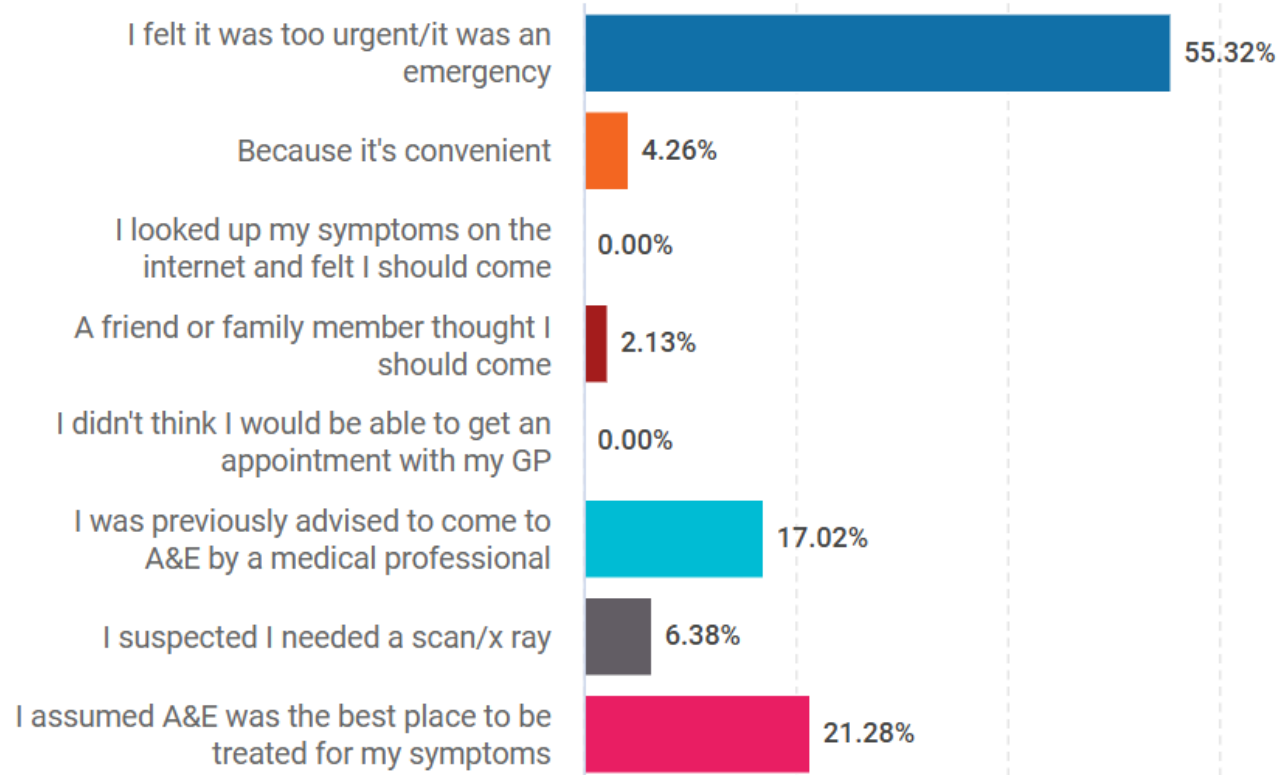
"Ambulance informed A&E."

"NHS 111 must have informed A&E."

"Ambulance informed A&E."

6) If you didn't try going anywhere else instead of A&E, why not? (Please tick all that apply)

Answered: 55



Three quarters, 76% (36) assumed A&E would be the best place to come or felt it was too urgent to go elsewhere.

This is up from **53% last year** – when more had been previously advised to come by a medical professional or a family member.

Why was this the case? Could you tell us a bit more?

Answered: 23

Felt it was an emergency – A&E was the best place to come

"Had a fall."

"Due to being unwell."

"Felt very unwell suspected heart attack."

"I had an accident."

"I came in yesterday at 8am after having a fall, banging my head and being on the floor for 6 hours."

"I had a big seizure (I'm epileptic)."

"Recurrent health issue."

The patient was having seizures. They were accompanied by their carer.

"Chest pains, been here since 9pm last night – now midday Saturday."

"Son has a deep cut to his knee which is going to require stitching. He goes to school in Chester and I want to get him in as soon as possible."

"Fell over in the snow and couldn't move. I was told it could be 3-8 hours for an ambulance to attend."

Why was this the case? Could you tell us a bit more?

Answered: 23

"Chest pain this evening."

"Felt unwell."

"I had shavings in my eye from work."

Family/friends called an ambulance

His brother called an ambulance for him as he felt he was too poorly to go anywhere else and needed to be seen urgently.

"My daughter called the ambulance as I'd had a fall."

"A friend called an ambulance."

Return to hospital

"I had already been in A&E this week. I have cancer and my symptoms had got worse."

"Had treatment for a broken arm on Tuesday - they told me to come back if there was a problem."

*"I went to a private clinic on Saturday and they advised me to come here if symptoms get worse."
(pregnancy related)*

Why was this the case? Could you tell us a bit more?

Answered: 23

GP related

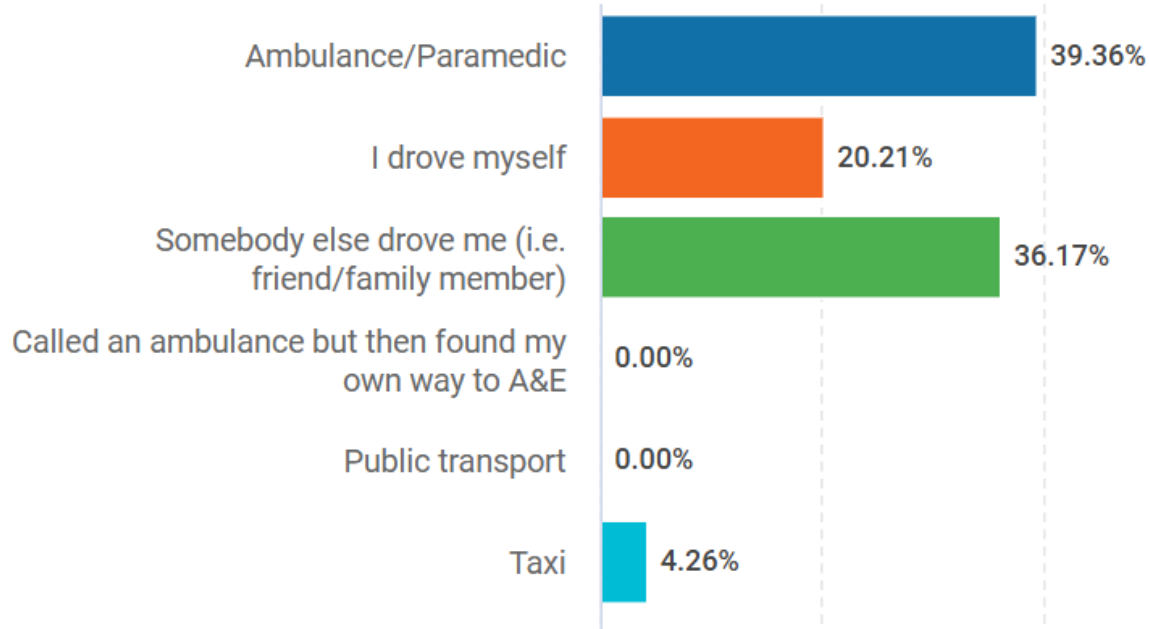
"My GP is closed on a Saturday."

"Care home out of hours GP referred me."

"I can never get to see my GP."

7) How did you travel here today?

Answered: 94



39%, (37) came by Ambulance or Paramedic.

This is **up 16%** compared to **last year**.

36% (34) were brought to A&E **by a friend or relative**.

This is **down by 22%** compared to **last year**.

Anything else you'd like to add?

Answered: 21

Arrived by ambulance/ paramedic

"I'm a regular in hospital. I know the ambulance staff, they are lovely."

"Went ok, didn't receive any treatment in the ambulance."

"Came out of the GPs at 4pm and went home to wait for an ambulance."

"Son called 999."

"Told there was a 7 hour wait for an ambulance."

"Waited 1 hour for ambulance to arrive."

"Ambulance took over an hour to come. I waited in the ambulance for 2 hours. This was yesterday. I waited in corridors overnight and I was brought to Majors today."

Friend or family member brought them

"My cleaner brought me."

She was getting progressively worse and family thought A&E was the best option.

The patient's husband drove them to A&E.

Anything else you'd like to add?

Answered: 21

"Was told there are no ambulances available."

"My friend gave me a lift."

The patient's daughter drove them to A&E.

"Two nurses came out with a wheelchair."

Drove themselves

"Parked in the car park, reception advised me if I was kept in then I might be able to get a reduced rate on parking."

"Car park isn't well signposted."

The patient was able to drive to A&E.

"No issues parking but it was early in the morning."

"Not easy to find a parking space."

The patient managed to drive with their living-in carer to A&E despite slipped discs.

Anything else you'd like to add?

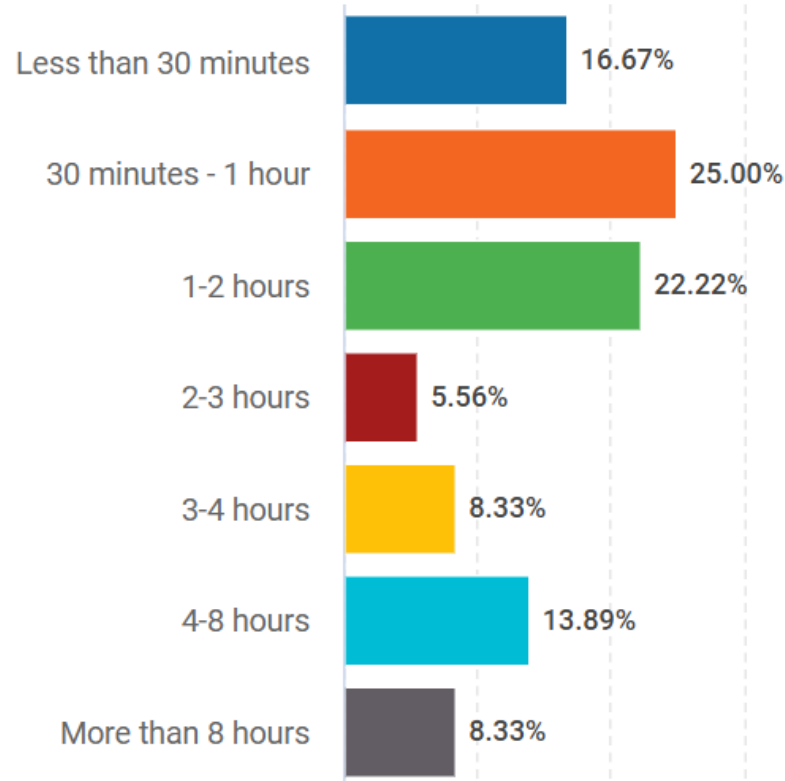
Answered: 21

Came by taxi

"999 said it wasn't urgent enough but out of hours GP told me if I didn't get seen urgently I could either die or there would be irreversible damage. My kidney is failing (the other doesn't work) and getting into a car is extremely difficult for me. I'm paralysed from the waist down and had to lift myself in and out of the taxi which wasn't good for my kidney. My kidney function has deteriorated since being here."

8) If you came to A&E by ambulance, how long did you wait?

Answered: 36



30% (11) of the people who **came by ambulance** were waiting **more than 3 hours** for it to arrive.

This is **up by 13%** on **last year**.

Anything else you'd like to add?

Answered: 13

Waited less than 3 hours

"Initially was told it would be hours, but it came in just over an hour."

"20 minutes for the car to come then 5 minutes later the ambulance came."

"Arrived very quickly."

"Was told it would be 7 hours to wait but was only one hour."

"I was told 10 minutes but it took 2 hours. My care home is at the back of the hospital."

"They said an hour but it was 1hr 45."

"Only 10 minutes."

They live on their own, but a friend keeps an eye on them because of health issues. Waited 20 mins in the ambulance once at A&E . Blood test done and they were left a couple of hours in a corridor.

Anything else you'd like to add?

Answered: 13

Waited more than 3 hours

"Ambulance came at 4am after being called from GP surgery at 4pm to collect me from home."

"Waited for 3 hours - they originally said 1 hour. We were aware there had been a serious incident so understood why we had to wait."

"Took 13 hours, I called back a few times to give them an update on my condition as they couldn't give us a time they could come."

"Friday afternoon until 5am Sunday morning."

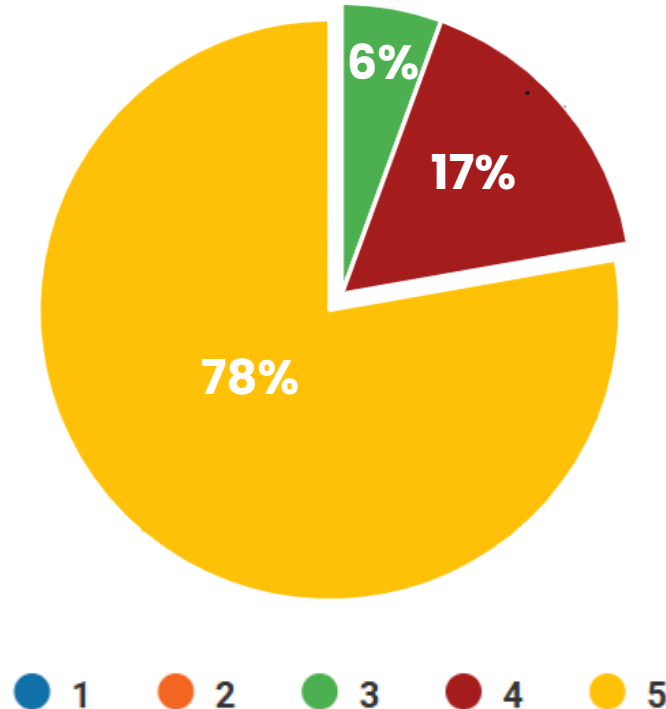
"Six hour wait, then sat outside in an ambulance for 1.5 hours - it was freezing."

"Too long a wait."

"The doctor called the ambulance at 12:45 and they arrived at 17:30. It wasn't an emergency situation."

9) If you came by ambulance, how would you rate the care you received (1 being poor and 5 being excellent)?

Answered: 36



Over three quarters, 78% (28) of the people who came by ambulance **rated the care they received as excellent.**

This is **similar to last year** with **81%** rating as excellent.

9) If you came by ambulance, how would you rate the care you received (1 being poor and 5 being excellent)?

Answered: 29

"The staff are nice, I felt cared for."

"Two lovely young men."

"Really good, top rate care in the ambulance."

"Staff treated me well, checks were carried out."

"Excellent staff, waited in the ambulance waiting area and the second lot of staff changed over to care for me. They were lovely, can't fault them."

"The crew were great. They kept us informed and were kind to me."

"They were very pleasant and nice with me."

"The ambulance lady tried to put a cannula in my hand but struggled. This was to give me an anti-sickness medication. Then she gave me an injection in my arm. This took time when they were parked up. When I arrived at hospital, I was given a tablet so would have preferred that in the ambulance."

"Seemed good."

"Brilliant, 'second to none'."

9) If you came by ambulance, how would you rate the care you received (1 being poor and 5 being excellent)?

Answered: 29

"They examined me and made sure I was safe and warm. They were very good."

"The paramedics left food and water for my cats."

"They were exceptional."

"Magnificent."

"They made me laugh a lot. They were lovely."

"They are always excellent."

"Paramedics were excellent."

"They were excellent."

"Very nice staff, (paramedics), competent and professional."

"Very efficient and competent paramedics. Respectful and friendly."

"I was sat in the ambulance for a while. but the staff were really nice."

"They were very kind and looked after me."

9) If you came by ambulance, how would you rate the care you received (1 being poor and 5 being excellent)?

Answered: 29

"They did an ECG."

"Really good care received."

"Excellent service. Efficient, supportive and kind."

"They kept me warm and looked after me. They went to the wrong address first which took up more time. "

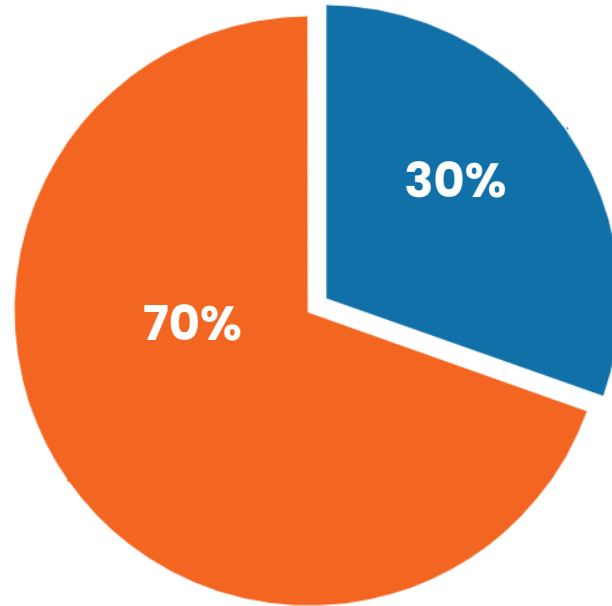
"Couldn't have been better. Got picked up really quickly - within 10 minutes."

"Just took too long."

"I was waiting on a trolley outside in the corridors near the lifts."

10) Whilst in A&E, are you being/have you been kept regularly informed about waiting times or delays?

Answered: 92



● Yes ● No

Almost three quarters, 70% (64) of those waiting at A&E had not been updated regularly on waiting times.

This is **similar to last year** with **73%** saying they had not been kept updated.

Additional comments:

Answered: 54

Just arrived

"Only been here 20 mins."

"Was seen as soon as I arrived - it was quiet."

"Arrived at 5pm, haven't been here long."

"We've only just arrived and are waiting in the corridor in majors."

"Not officially but feel things are moving at pace."

"Not been waiting long."

"Not been here very long."

"I've literally just waked in and they have triaged me."

"No but I've not waited long at the moment."

"N/A - came straight through."

"Still in the waiting room."

"Been waiting 40 minutes so far no one has told me how long it will be yet."

"I've only been here 20 minutes."

"I have only been here 20 mins but have been seen for triage."

Additional comments:

Answered: 54

"It's only been 20 minutes since we arrived."

"Has not been here long."

"I was just 10 mins in Triage then taken to x-ray. My arm and leg are fractured and now in plaster."

Kept informed

"Was told would be here a couple of days."

"Waited about 1 hour and kept informed."

"When the ambulance was initially called it was explained to me about the wait times. Once I arrived at the hospital I was in the corridor for 2 hours where I was cared for and kept up to date with my treatment plan."

"I've been well informed so far."

"Yes, rough estimates have been given."

"I've been told I may be in for a couple of days."

"Doctor yesterday gave me up to date information."

Additional comments:

Answered: 54

No or little information provided

"Would be helpful if I was kept informed."

"Normally there is a sticker with waiting times on the reception window."

"Not really, on and off. Was informed at the start but not now. No idea how long I will be here."

"Triage was very quick but after that I haven't been given any idea on how long it will be."

"When I first came in yes - they were very informative but now there's nobody around to ask and I've been given no updates."

"No idea how long."

"Not given any idea."

"It's been very sporadic."

"Just told they were waiting for a bed. Wasn't made aware how long it may be or what was happening. In waiting room for 7.5 hours before getting a bed at 2.30am."

"Not really. We have asked on two occasions, but the staff are very busy."

"No idea when they will get their blood results back and see a doctor."

Additional comments:

Answered: 54

"Not at all."

"No time given."

"No idea so far."

"I have no idea what's happening."

"You can't get any information."

"Not at all."

General comments

"Waited 2 hours in A&E. Triage after 30 mins and then waited 1.5 hours to go through to the sitting area."

"GP explained the wait on ambulances and staff at the hospital on hospital waits." (Patient was currently still waiting in the corridor at 7pm that evening and had arrived at the hospital at 4am that morning.)

"I've been here since 1pm." (approx 5 hours)

"I have been told only that I'm due a blood test."

"There's been no continuity between day and night staff."

Additional comments:

Answered: 54

"A nurse spoke to me."

"Verbally."

"I've been here 25 hours - waiting for a bed."

"We have been waiting."

"Arrived at 6pm. Waiting room wasn't too busy. Waited for two hours post triage. He was put on a drip and antibiotics for 4 hours. He was then sent to sit back in A&E from 2am to 9am. Sat on a chair with no update. We asked reception and they said they had no idea how long the wait would be. Given a bed in majors at 9am." (Wife speaking as patient had advanced dementia).

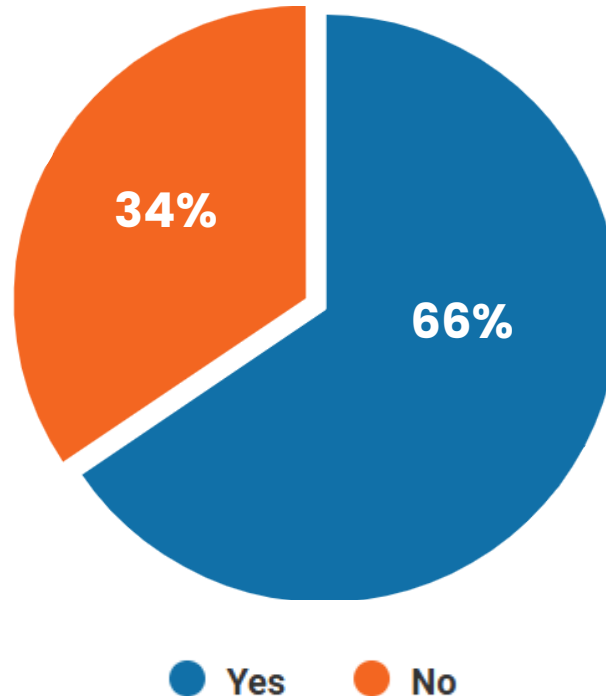
"I assumed I'd have to wait a long time."

"I didn't have long to wait once I was in. I had an x ray after about half an hour."

"I waited in A&E in the corridor for hours and overnight before coming to Majors."

11) Whilst in A&E, are you being/have you been kept up to date regarding your treatment and care?

Answered: 90



66% (59) of those waiting at A&E had been **kept up to date** regarding their treatment and care.

This is **up 18%** on **last year**.

Additional comments:

Answered: 53

Just arrived

"Only been triaged."

"I've seen the triage nurse - just waiting for the doctor."

"Only triaged."

"I've not been seen yet."

"Not here long enough."

"Not expecting to know as only been here for 20 minutes."

"Yes, we've only just arrived and been triaged straight away - going straight to urgent care for cleaning and stitching."

"Only just arrived."

"Been triaged and told we are waiting to see a doctor."

"I've not been here long."

"I've not been here long, assume they will examine my eye."

Additional comments:

Answered: 53

Kept informed

Staff had explained why the patient needed oxygen to help and was tested for pneumonia.

Medication has been adjusted and it's been explained that they have to wait and see how the medications adjust. Patient was being monitored in the corridor. There was a call bell but patient hadn't been told about the call bell if they needed it, they said they knew what to do anyway as it's common sense.

"I've been told what I'm waiting for."

"The staff just let me know the test results."

"The physio is coming to see me."

"Yes, waiting on blood test results to then look at care and treatment."

"The hospital are waiting for my scan to be sent over as they can't use the one off my phone. Then it will be suggested what to do next."

"All I know is they are waiting for a bed for me. They also said they're waiting for my blood sugar to go down."

"I'm going to have a camera at 3pm today."

"They have communicated well with me."

"Told I'm having a blood transfusion and a scan today."

Additional comments:

Answered: 53

"I went straight to a bed. I'm waiting for blood results, if OK I'm going home. They need to arrange an ambulance to go home."

"A little - been told I have a fractured skull."

"I was told a nurse would do my bloods and I'd have a scan when I first came in but no-one came to me for 4 - 5 hours so my daughter had to chase it up. From 1.30pm - 6.45am no obs were done."

"Yes, we are aware of what's happening."

"Had a blood test and a blood transfusion (rare blood type) since put in a room."

"Told that I needed a scan and ECG."

"Doctor informed us about 50 minutes ago what was going to happen - but we have not had a timeline."

"Yes very up to date."

"Yes I have been here since 8.30 and every time they tell me what the next step is."

Told the patient needed a blood test and an ECG.

The patient was examined by a doctor and a counsellor might get involved as patient was a minor.

The patient saw a doctor at 9am to explain the need for an ECG. The doctor listened and explained it well to the patient.

Additional comments:

Answered: 53

No or little information provided

"Not informed."

"Yesterday, one doctor communicated well with me, was transparent regarding my bloods and MRI. Today there has been no communication and I have had to ask to know anything."

"Nobody has explained anything."

"Just been told to wait to see a doctor."

"Seen two nurses - one nurse to give details and one nurse to take bloods - not spoken about treatment yet"

"I've just had an MRI. I feel stuck. I have no idea when I'll be going home."

"They said I would be having a CT scan this morning, but they haven't been yet (now 11.30am). I've been waiting for hours."

"All I know is I'm waiting for a bed. I've been examined and am on a drip now. I've not been told why or what it is for."

"The doctor has just been and now I'm waiting."

"Staff didn't communicate at all yesterday evening."

Additional comments:

Answered: 53

"Yes, but limited. They told me they are waiting for a bed for me yesterday but no update since."

"Not really. The doctor came to see me but didn't explain anything."

"It feels like they can't be bothered because they are so busy. They sent me home last week even though I asked them to keep me in."

"Not really - I don't know what's happening. Had some x rays but no results and I don't really know what they are looking for. "

"No idea."

"Real lack of communication. Had basic stats but no idea of treatment and care otherwise. The doctor said drink plenty fluid but nobody offers anything. Not been told where to get water from. My husband was given breakfast but not offered a hot drink with it. He's just had an x ray and nobody knows why. I asked the porter who took him and he said he had no idea and wasn't sure who to ask."

"Not told anything, still chest pains."

General comments

"Doctors have been quite good."

"Staff are doing a fabulous job under immense pressure."

Additional comments:

Answered: 53

"Told needed a blood test and MRI."

"I've been here 17 hours."

"cannot be given; I ask I am told a time cannot be given, told they are waiting for a bed."

"We have only seen triage 15 hours ago."

"I had to wait 14.5 hours to see a doctor. Just seen one now and have to wait again. Was on a bed in the plaster room for about 40 minutes prior to being moved back to the waiting room."

"I have a long-term condition so understand what's happening."

"Had bloods, ECG - now awaiting doctor for results."

"We were involved in a car accident. We have been triaged and they have seen us all together as the children are quite shook up."

"I saw the triage nurse and I am waiting for bloods and to see a doctor."

"I was given a scan ECG and bloods."

Given by doctor. Patient can't walk at the moment. She is in minors and everything has to be done in her bed as she can't walk. If a bed came available in Haematology she would be transferred but she thought she would have another night where she was.

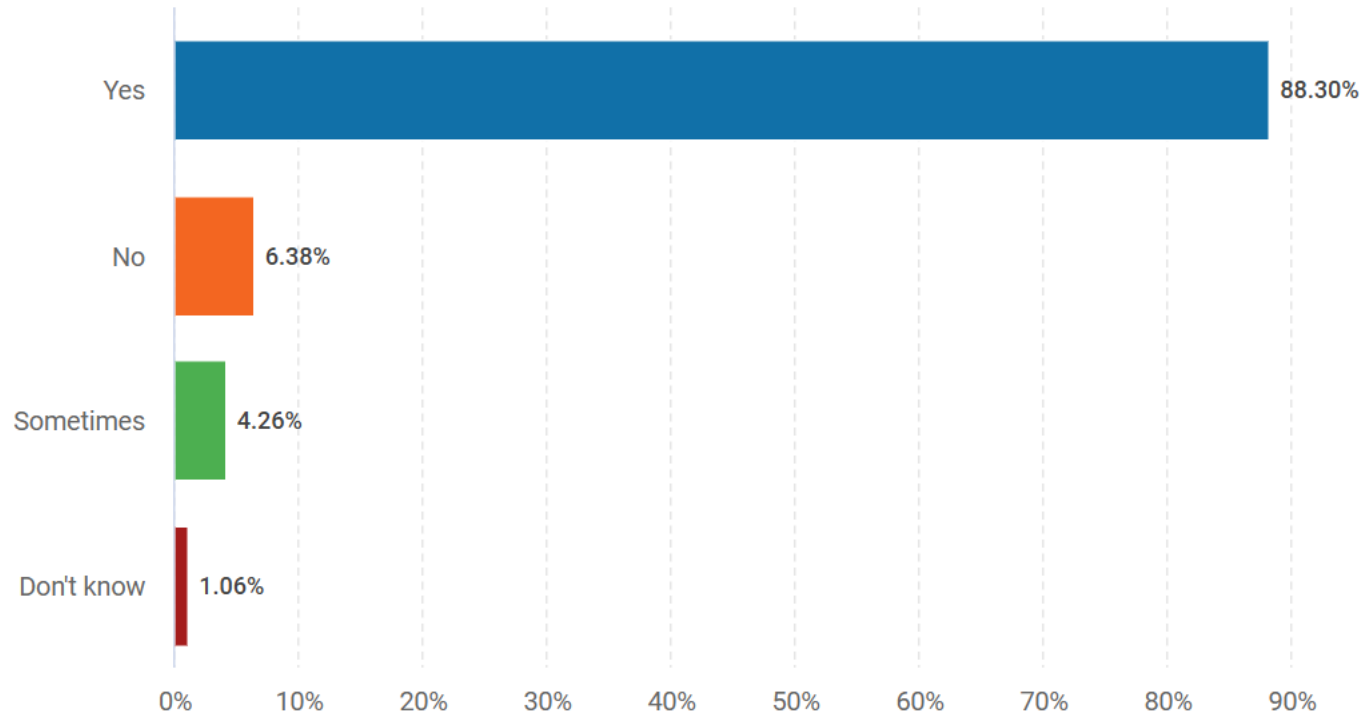
Additional comments:

Answered: 53

"I haven't seen anyone yet - I have a very sore foot that is swelling. One of my children is at home on their own - they have serious mental health problems. My anxiety is through the roof in case they self harm whilst I'm here."

12) Do you feel you have been treated with dignity and respect during your time at A&E?

Answered: 94



88% (83) of those who responded said they felt they had been **treated with dignity and respect.**

This is **similar to last year (86%)**

Additional comments from those who responded 'yes' to previous question:

Answered: 11

"Been given a drink of water."

"Always, can't fault the staff."

"There was one nurse that was a little rude, they told me I'm going to have to "pull my finger out" this was only a minor thing all other staff have been great."

"As much as can be given. I've been sat in a chair all night."

"I've been very well treated. Staff are smiley and pleasant."

"Staff are so polite, friendly, kind and humorous, and at the same time professional. They are very caring. Whilst in the corridor, staff were attentive and I was given some food."

"Staff are friendly, nothing is too much trouble."

"The staff are lovely."

"Staff caring and listening."

"I don't need to be in A&E, but Clatterbridge insisted I should come."

"Staff are courteous."

Additional comments from those who responded 'no' to previous question:

Answered: 7

"Just sat on a chair all night. No dignity in that."

"This is the worst time I've been to A&E and I've been many times. Dignity goes out of the window as soon as you reach the door. I've waited for over an hour after telling more than one nurse I need the toilet. I'm unable to go myself. There's no place to use a bed pan as I'm on the corridor. I was offered nothing to eat yesterday. My granddaughter has been with me the whole time so went to M&S to get me some food. I just think about those who have nobody with them. My granddaughter has had to ask them to change my oxygen as it was empty. I dread to think how long it would have been like that if she wasn't there as I can't reach my call bell where I am. My granddaughter has had to take the day off work today as she didn't want to leave me alone here."

"I felt like I was stranded whilst on a trolley all night in the corridor. I was left on the trolley when I am prone to pressure sores and can't go to the toilet."

"I didn't see anyone to take my bloods etc. It seems like no-one is bothered. I'm angry regarding length of time in here. The service is so poor. I have oesophageal cancer."

"I've been sat in a room on a nebulizers with others, there is no evidence of any infection control, no gloves used, paper hygiene apron not changed."

"Never offered any pain relief or drinks for 10 hours. At 8am I was informed that I was next on the list and then at least 5 people were seen before me."

Additional comments from those who responded 'sometimes' to previous question:

Answered: 4

"I feel like I've just been left. If my daughter wasn't here, I would be worried as I would have no idea what's happening and would feel scared."

"The overnight nurse was a bit neglectful. She didn't help me try to sit up and watched me struggle to get up to go to the loo. She never smiled."

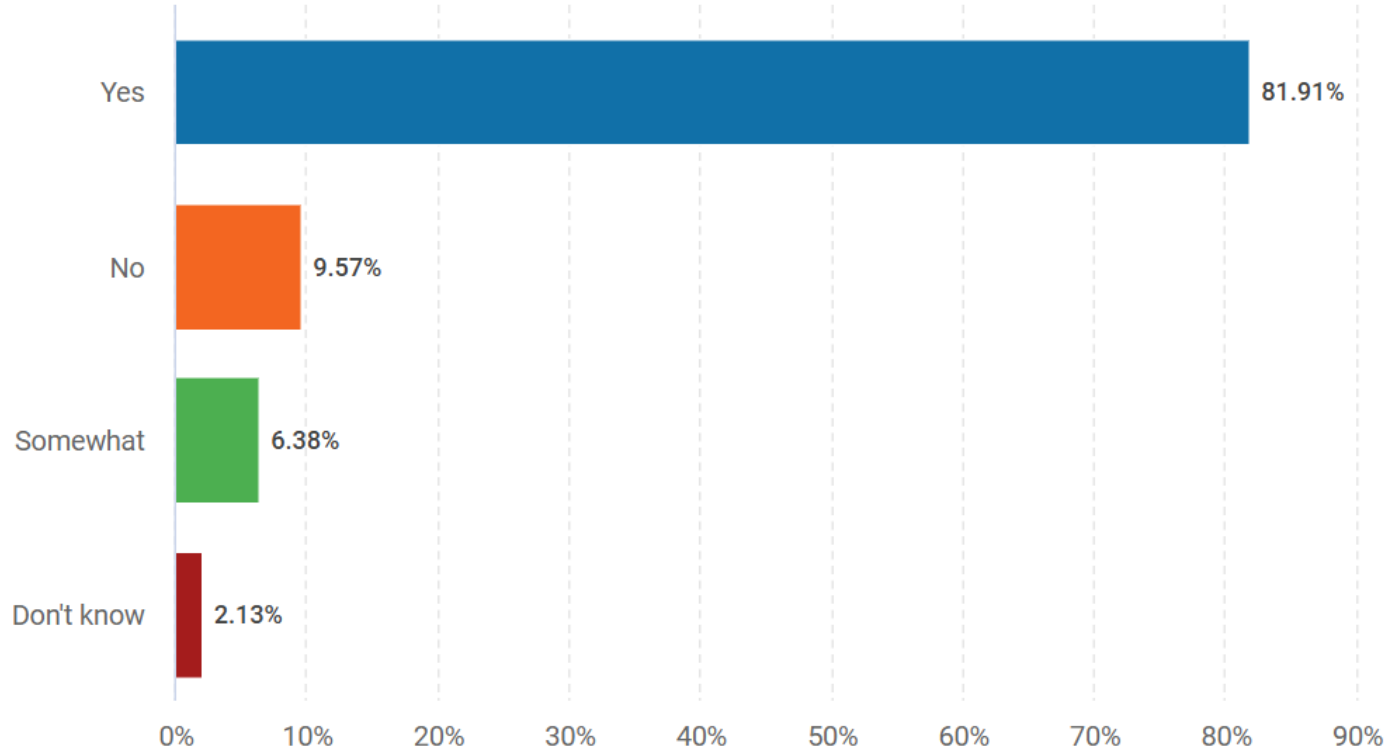
"Haven't been kept up-to-date and moved from room to room."

"I've had to try and sleep in the chair all night."

"Staff are great."

13) Do you feel your privacy has been maintained as much as possible during your time at A&E?

Answered: 94



The majority, **82%** (77) of people said **their privacy had been maintained** as much as possible.

This is **an increase of 10%** on last year.

Additional comments from those who answered 'yes' to the previous question:

Answered: 10

"As much as it can be in a corridor."

"As much as is possible on a corridor. I've gone from 'pre-corridor' to 'corridor' now apparently so is a step up!"

"I can close the curtains. I'm happy I'm in a mixed ward."

"Pulled curtains round when needed."

"I'm in a cubicle."

"I've been seen in a bay."

"Considering I'm on the corridor - yes."

"Considering I've been on a corridor since yesterday."

The patient was given a commode, and staff would draw curtains for privacy.

Curtains closed when patient is given medication and injection (Healthwatch staff witnessed this happening)

Additional comments from those who answered 'no' to the previous question:

Answered: 9

"None in a corridor!"

"Was in the waiting room a while throwing up blood and moved from room to room where other patients are waiting."

"I'm sat in a chair surrounded by other people and have been all night so it's not private at all. Everyone can hear everything people are saying. I was taken to a quiet room to discuss my situation though."

"Whilst in the 'sitting' area I had to have an injection in my stomach and an ECG."

"There's no privacy on a corridor. It's sad for all concerned. I understand it's the resources. I've had to get washed on a corridor and I feel dirty."

"In the corridor there is no privacy. All I can hear is 'bowels, heart traces etc'. It's quite depressing."

"In corridor, it is too noisy, in open view to everybody and the constant light day and night."

"Not at all. During the night they were doing observations of people in the waiting room."

"I had to have a bed pan in the corridor as I couldn't move."

Additional comments from those who answered 'somewhat' to the previous question:

Answered: 8

"I'm in the corridor so haven't got much privacy."

"Not private at reception - it's open to everyone. Private when triaged."

"But not whilst in the corridor."

"One member of staff didn't close the curtain."

"To the best as possible as still in corridor."

"I'm on the corridor and it doesn't feel very private."

"Yes, when I am with the doctor."

"I was on a corridor."

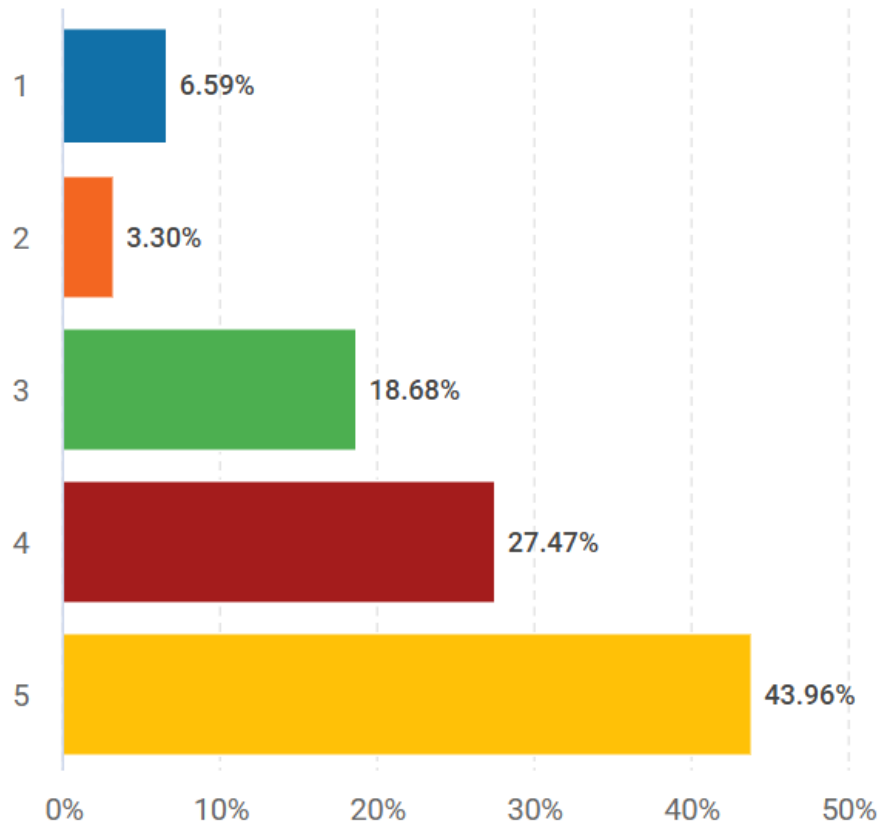
Additional comments from those who answered 'don't know' to the previous question:

Answered: 2

"Not private when you're in a waiting room around people."

"I haven't seen anyone. I did ask last night on 111 if I could just come to Urgent Care and they said no I had to go via A and E. As soon as I got here the receptionist sent me up to Urgent Care - it's very busy - I've been here 2.5 hours and not seen anyone."

14) How would you rate the service you have received so far in A&E (1 being poor and 5 being excellent)? Answered: 91



Almost three quarters of respondents, 71% (65) thought the service they received in A&E was **good (4) or excellent (5).**

This is **the same** as last year.

15) How have you found your experience in A&E? Positives

Answered: 76

Staff

"Staff are lovely and I feel very cared for."

"Staff have treated me nice."

"I was triaged relatively quickly. The consultant has been excellent."

"Excellent staff, pleasant and capable, well trained – I'm very impressed. Short waiting times, been offered drinks and had 2 meals."

"The staff have been good to me. I've been treated as a human and not an animal. I've heard lots of horror stories about what happens here so been happy with the service and care I've received."

"All staff are very nice."

"Staff have been pleasant."

"Nurses have been helpful and pleasant."

"Staff are polite and helpful."

"They are doing their best with what they've got."

15) How have you found your experience in A&E? Positives

Answered: 76

"They are doing their best with what they've got."

"Staff have been lovely."

"Staff are friendly but not attentive - I suppose they have no time to be attentive."

"The staff are very nice."

"Can't fault the staff. So far so good."

"I've been looked after - the staff have been really good and the food has been brilliant."

"Staff are brilliant. They acted so fast to bring down my potassium. They have been so kind. I had sandwiches for breakfast, and they were fine."

"Staff are very helpful."

"Staff nurse has been amazing."

"The staff have been superb."

"At the check in desk, they saw that there was a long queue - so another staff member came to help her colleague, so people didn't have to wait. I thought that was considerate."

15) How have you found your experience in A&E? Positives

Answered: 76

"Nice staff - they have been very reassuring."

"The staff have been friendly and its good there is a separate room for children."

"The staff are very caring and listening to patients."

"Lovely staff"

"Staff are exceptional, I've been kept up to date, food and drink were offered in waiting area."

"The service and the staff are great. It is a good idea having this centre (UTC)."

"Staff do a good job."

"When they see you, the staff are great."

"So far so good."

"The staff have been excellent so far. I feel very looked after."

"They've been very kind."

"Staff have been nice and friendly."

15) How have you found your experience in A&E? Positives

Answered: 76

"X ray was quick. There and back in 5 minutes. He's been treated well so far. Everyone is doing their best and I'm full of admiration when I see what they have to cope with."

"Cracking service; A&E Staff; Fantastic."

"Very caring staff but I can't walk. I hope to go to a ward soon, no idea when."

"Staff are pleasant. They do their best, they are respectful. I have been offered food and drink."

"Everyone is kind and helpful."

"All attentive and friendly."

"They've put us at ease and been very kind."

15) How have you found your experience in A&E? Positives

Answered: 76

Quality of care

"Good care. I've been in A&E a few times with complications regarding my pregnancy."

"It isn't what I thought was wrong with me and I've been checked out properly."

"Level of care from the staff was good."

"The doctor was very good and treated me quickly. They gave me painkillers straight away which helped a lot."

"Very caring doctor - stayed late to treat her."

"Nice caring staff."

Seen quickly

"Triaged quickly, plenty of space in waiting area, warm, clean and TV for entertainment."

"I was seen very quickly initially."

"I've been treated OK and have been given medicines."

"Quickness of treatment."

"Not had to wait long."

15) How have you found your experience in A&E? Positives

Answered: 76

Seen quickly

"Quick and efficient treatment. Staff knew what to do straight away. 3 hours after blood test, had a blood transfusion. Food ok. Sandwiches and cooked meals given and refreshments given on request."

"Haven't been here too long - OK so far."

"Been triaged quickly."

"Very quickly booked in and triaged."

"Seen very quickly. Very efficient staff - cannot find any fault."

"Staff were thinking about what to do. It was very quick."

"Quick triage and saw a doctor within an hour and a half."

"Very fast service so far."

"Very quick service."

"Quick. Nice to have a separate area for children."

"Quick service"

15) How have you found your experience in A&E? Positives

Answered: 76

Communication

"Been kept well informed."

General

"So far fine."

"Reasonably OK."

"Staff check on patient, food was given, refreshment offered."

"I have had pain relief and some food and drink. I was given a blanket during the night."

"Nice to have a separate children's waiting room."

"I've been kept informed by the nurses."

"I think the food is better than it has been previously. Considering some people and the horror stories I hear I've been lucky I suppose."

"I like that the children have a different waiting area."

15) How have you found your experience in A&E? Positives

Answered: 76

"Not too busy so good."

"My daughter is in the NHS and asks questions which are always answered."

The patient was offered drinks and food until relatives came to visit and gave refreshments to patient. 9.30am was breakfast.

The patient and daughter were offered refreshments.

"None - I have asked 3 times for some cups for the water machine."

16) How have you found your experience in A&E? Negatives

Answered: 71

Waiting times

"Waiting times when busy."

"Waiting time."

"I didn't expect to be here so long but that's not the hospital's fault."

"Wait time and not knowing what's happening."

"Waiting times."

"Waiting time, been here since 1pm." (approx 6 hours)

"Waiting time. We arrived at 6pm with our baby and it's now 8pm. Been waiting 50 mins so far for a paediatrician."

"The wait time but it's understandable."

"It's just the wait but you know they are busy."

"Long waits - unfortunately we have come to expect this."

16) How have you found your experience in A&E? Negatives

Answered: 71

Waiting times

"Too long a wait - 12 hours in the waiting room before sent to triage."

"Waiting times. Underfunded."

"The waiting time."

"It's quite busy I have been waiting an hour and a half for medication."

Facilities and refreshments

"No TV."

"Lack of privacy and sleeping in the chair during night."

"Breakfast was served very late. It's too warm in here - there are no windows."

"Food isn't brilliant."

"They couldn't find me a pillow so I'm using a rolled up blanket."

"Food is not good."

16) How have you found your experience in A&E? Negatives

Answered: 71

"A TV would be good to keep us occupied (in majors)."

"Not been offered food or drink since 6.30am (11 hours...)"

No refreshments offered while waiting in the waiting room nor since the patient was transferred to triage room.

The patient had not been offered any refreshments since arrival. Fortunately, they and carer had brought some food and drinks with them.

"Cold by the door - its automatic, so couldn't move especially when it was raining."

"Vending drinks machine not working"

"Car parking is bad."

"Waiting room very busy, nothing to do - no radio or TV"

"Dirty toilets and waiting room not very clean."

16) How have you found your experience in A&E? Negatives

Answered: 71

Staff - treatment

"When I needed morphine, there were no nurses about to ask for it.

"No bed and not slept all night really. The staff appear to be 'run ragged'. I'm sure mistakes will be made. One nurse came to give me medication that wasn't for me. She checked my name and it was for someone else. I can't believe there are no beds."

"I've not been drinking as much as I should because I'm scared I'll need the toilet again and be caught short as they take so long."

"Wrong needle used in my hand."

"Seems to have taken a long time to do the basic stuff such as blood pressure. When the morning shift came on - things seem to be happening more."

16) How have you found your experience in A&E? Negatives

Answered: 71

Staff - Communication

"There has been little communication on my second day here, and only when I have asked."

"Attitudes from staff haven't been great when asked advice about what is happening. I felt like I haven't been spoken to in a good way."

"The wait has been far too long. I've been sat in a chair overnight and have had hardly any sleep. I have bowel and urinary issues and I am very uncomfortable. My legs have now swollen up. Although they said I'm going to have a CT scan I have no idea what's happening. I constantly need the toilet and it's so difficult being in a room full of people. Someone said they would find out what's happening but that was hours ago, and nobody has been since."

"Long wait time & not being kept informed."

"Lack of updates."

"Not being explicitly told what's happening to me and my health. "

"They've not kept me informed of what's happening. We were here for hours before anyone told us anything. They know it's an infection, but I've still had no treatment or medication. I'm still waiting for a prescription."

16) How have you found your experience in A&E? Negatives

Answered: 71

Staff – Communication

"The continuity from day to night is terrible. We had to tell them things they should have already known."

"One staff member came across a little rude."

"No information given – I've been waiting for 6 hours."

"I've just been left. There's a lack of communication. If you do see a medical person they don't tell you what's happening or why they are doing what they are doing. They seem to be just writing notes and have no time for dialogue!"

"Nobody has asked about what medication he is on. I have given him his tablets as normal but unsure if I should have."

"Could tell people how long they have to wait. The TV is far too loud! The ceilings near the vents are black and look dirty."

"No communication, cramped seating."

16) How have you found your experience in A&E? Negatives

Answered: 71

Corridor care

"Being in corridor all night."

"No privacy."

"Didn't feel like a person whilst in the corridor."

"Being in the corridor."

"Being in a corridor."

"They need more cubicles. It's awful being on the corridor."

"Waiting on the corridor isn't great."

"I'm on the corridor which isn't very nice. I'm in pain. I have my morphine tablets with me, but I've been unable to take them until the nurse has had the OK from the doctor and it's been hours."

"Time in the ambulance and in the corridor was not good and I don't know what the diagnosis is yet and how long I will be here."

16) How have you found your experience in A&E? Negatives

Answered: 71

"I have been in the corridor for an hour and believe I will be here all night. I need to be able to walk and go to the toilet to be released which I can't do with both an arm and a leg in plaster."

"On the corridor - but it is what it is."

"As I'm on the corridor there's no table to put a drink on so I have to keep asking for little cups of water. It's not great. I didn't get any treatment last night and am waiting for my carer to get my prescription for me. I called the call bell and someone came, but I've asked a number of nurses and staff passing by for information. They all said they'd come back to me but none of them did. I ended up getting help from another visitor."

"Trolleys in corridors with old people in is uncomfortable to see. 4 weeks ago my mum was here; I had to tell the doctors she had a stroke. She was on a trolley all night. There should be more consultants available. I had a seizure last time I was here. I phoned 111, they said I needed an ambulance. The Paramedic said I didn't so I had to go to A&E in a car."

16) How have you found your experience in A&E? Negatives

Answered: 71

Equality and diversity

"It feels like they don't take disability into consideration."

"The only negative is when a member of staff called me 'Mrs' when I'm gay. Training is needed in equality & diversity."

A patient with SEN had spent a night in different corridors. The noise and lights were disturbing.

General

Man had been sat in a chair all night but said it was fine and understandable under the circumstances.

"This is the worst it's ever been - although I know some people have been here a lot longer than me. "

No emotional support overnight to help the patient deal with significant anxiety once in A&E.

"No negatives in A&E as all trying hard. Negatives are once in the ward."

"Funding for A&E is mismanaged by Foundation Trust."

16) How have you found your experience in A&E? Negatives

Answered: 71

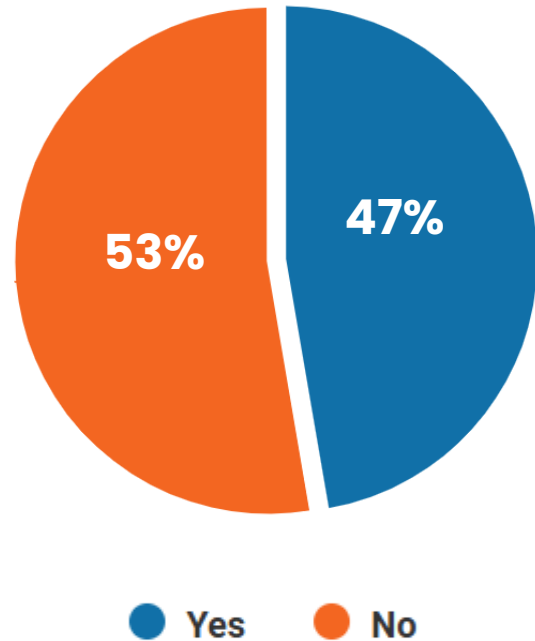
"None this time but my previous experience wasn't good. I had come into A&E and fell on the floor. I was left in a corridor overnight, scanned in the morning. I had a burst in my stomach and was rushed to Theatre. It was a poor experience."

"I had to eat outside in the ambulance which was upsetting as there was no room. I have been before and was early released when I shouldn't have been."

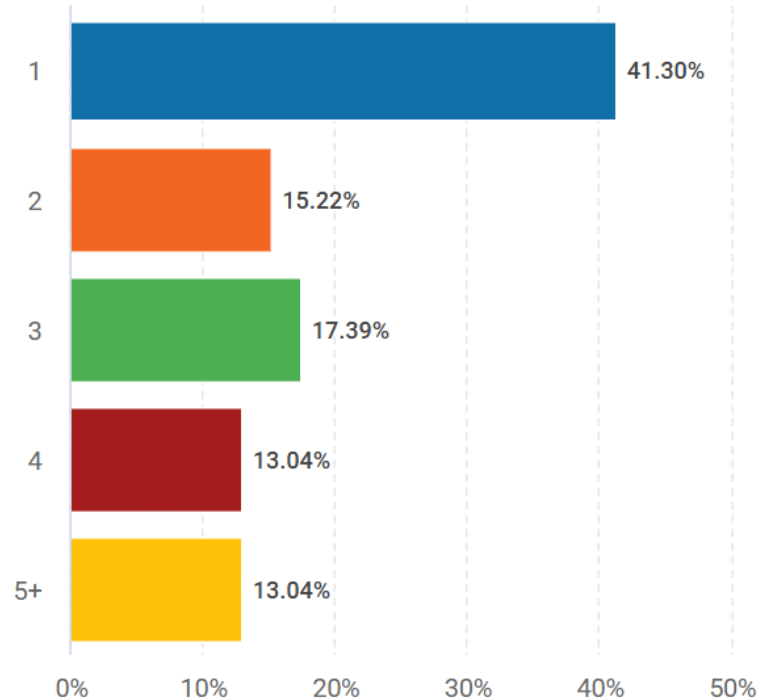
"It can get very noisy at night." (she wasn't aware of ear plugs etc. available). She feels the long days that nurses work are too long and they are worn out by the end of their shift and then they aren't quite as patient as at the start. She said the bed trolleys are not comfortable and she was feeling sore by being in one spot for so long.

17) Have you used A&E in the past 12 months and if so, how many times?

Answered: 93



Answered: 46



Almost half, 47% (44) of respondents had been to **A&E in the last 12 months. Over half, 56%** (26) of those had been once or twice and **a quarter, 26%** (12) had been **4 or more than 5 times.**

This is **similar** to last year (2% variable).

18) Which GP Practice are you registered with?

Answered: 37

Boughton Health Centre, Chester x 5

Bradley Practice in Buckley

City Walls, Chester x 3

Clwyd House, Buckley

The Quay Health Centre, Connah's Quay

Dr Adey, Tarporley

Elms Medical Centre, Chester x 3

Garden Lane, Chester x 2

GP surgery in N Wales/ Mold

Great Sutton - Ellesmere Port x 9

Handbridge Chester x 2

Heaton Norris Medical Centre

Helsby and Elton Medical Centre x 2

Hope Farm x 4

18) Which GP Practice are you registered with?

Answered: 37

It's in Wales

Lache Health Centre

Laurel Bank, Malpas

Laurels Surgery, Flint

Marches Medical Practice in Buckley x 2

Neston Medical Centre

Northgate Medical Centre (Fountains) x 5

North Wales, Bradleys Practice

Old Hall Ellesmere Port x 3

Out of area as staying at girl friends

Pedre surgery in Holywell x 2

Princeway Frodsham x 2

Queensferry Medical Practice x 3

Registered in Wales - however was in Ellesmere Port at the time I was taken ill

18) Which GP Practice are you registered with?

Answered: 37

The Saltney Surgery

Shotton Lane Surgery x 4

Stables Medical practice in Hawarden

Surgery in N Wales, St Asaph

Dr Kent, Tarporley

Upton Surgery x 3

Village Surgery, Farndon Saughton

Western Avenue Medical, Blacon

Westminster Surgery, Ellesmere Port

Whitby Group - Ellesmere Port x 11

York Road, Ellesmere Port x 3

Appendix - Demographics of survey respondents

19) What is your postcode?

Answered: 91

The blue markers show the postcode locations where the people we spoke to live.

In addition, which were unable to be plotted onto the map:

CH1 – 7

CH2 – 4

CH3 – 4

CH4 – 6

CH5 – 8

CH65 – 10

CH66 – 11

CH7 – 3

WA6 – 2

CW6 – 1

LL11 – 1

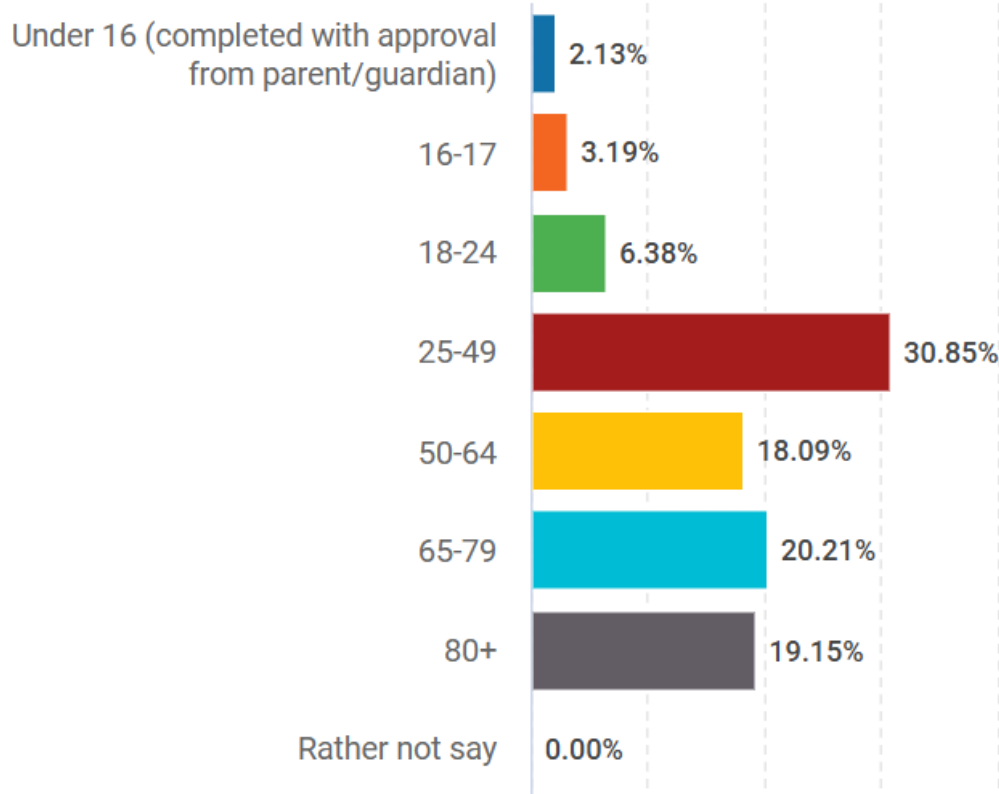
LL14 – 1

SY14 – 1



20) Age

Answered: 94



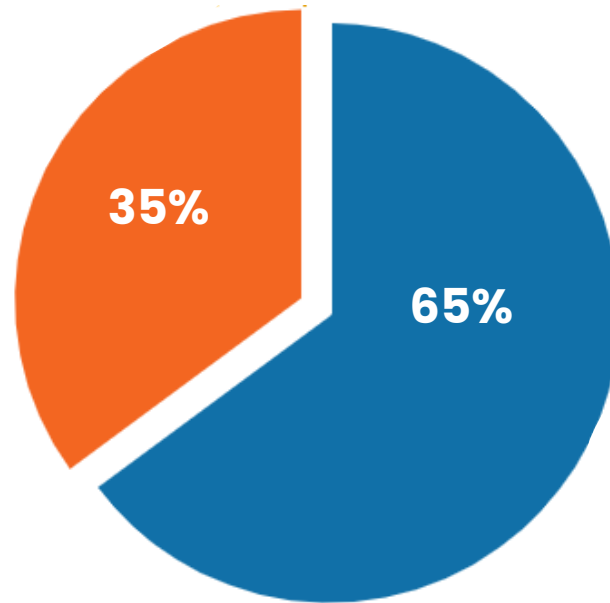
Over half, 57% (54) of respondents **were over 50.**

11% (11) were **under 25.**

This is **similar** to last year with **61%** and **14%** respectively.

21) Gender

Answered: 94

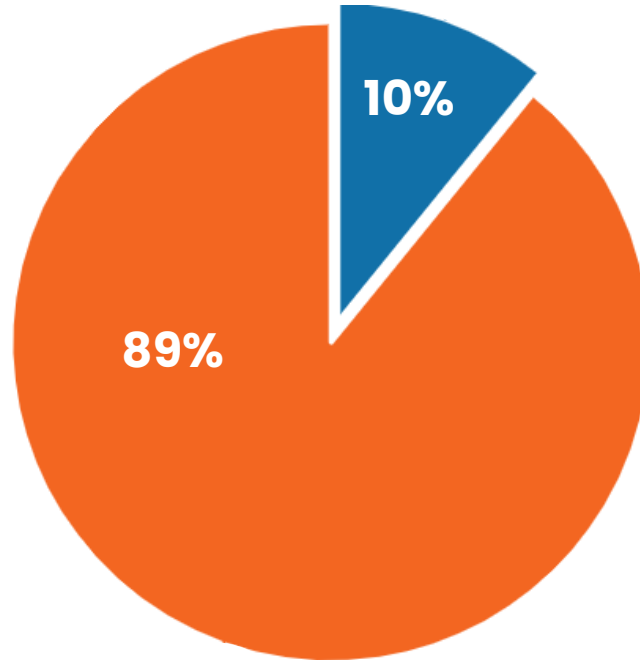


There were **more women** respondents this year – 65% (61) compared to 58% last year.

- Woman (including trans woman)
- Man (including trans man)
- Non-binary
- Transsexual
- Transgender
- Rather not say

22) Do you consider yourself to be a carer?

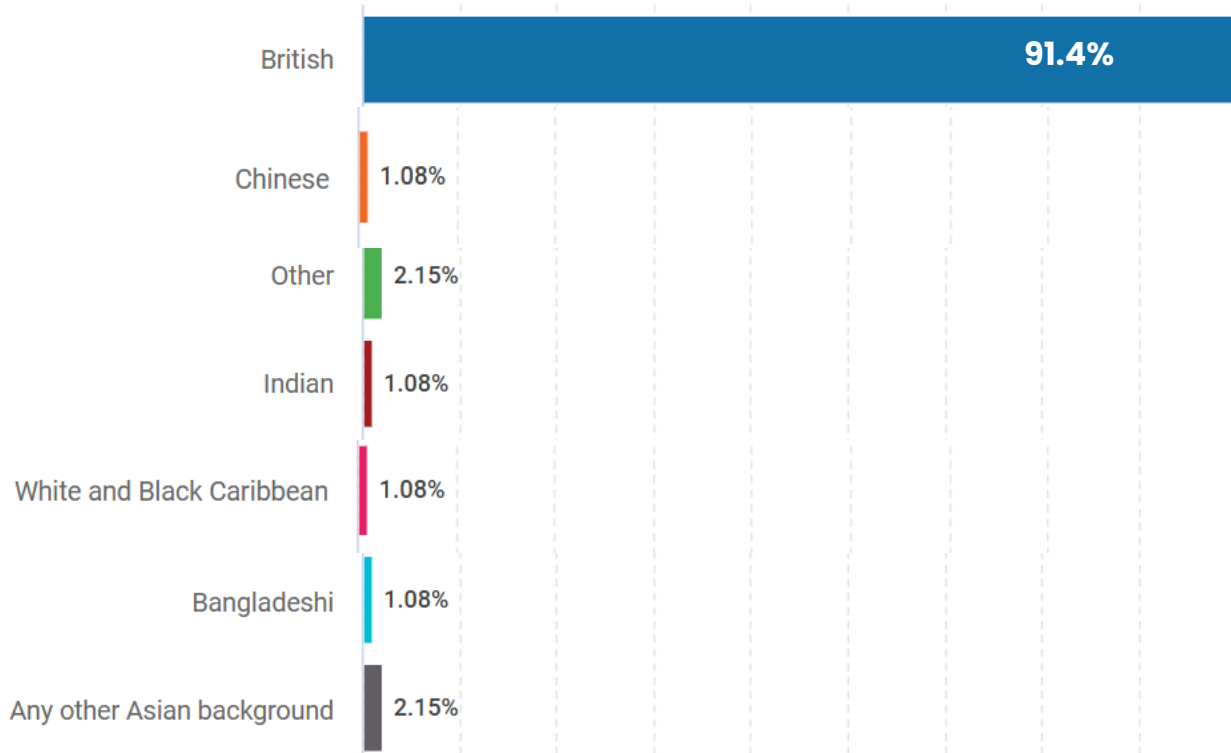
Answered: 92



This was **similar to last year** when **9%** considered themselves to be a carer.

23) Ethnicity

Answered: 93

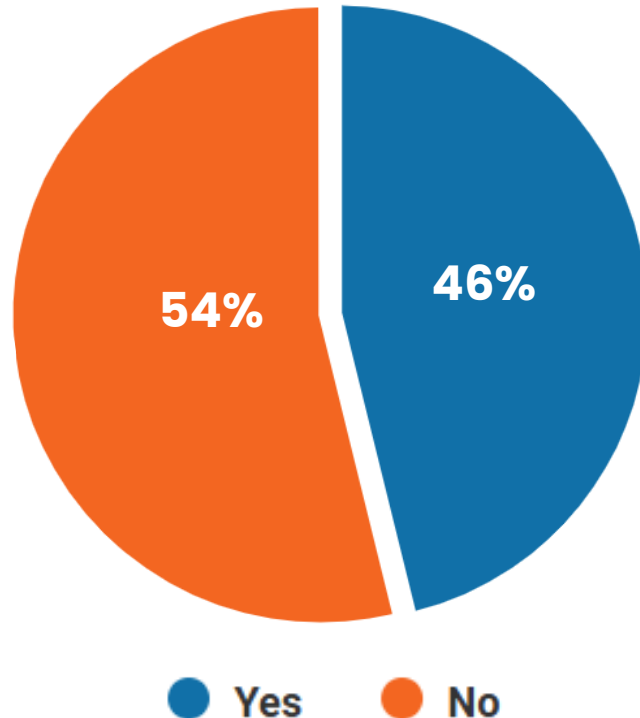


The vast majority of those spoken to were **White British, 91%** (85).

This was **the same** as last year.

24) Do you consider yourself to have a disability/long term health condition?

Answered: 91



Over half, 54% (49) of respondents said they considered themselves to have a **disability or long term health condition**.

This was **the same** as last year.

24) Do you consider yourself to have a disability/long term health condition – additional comments?

Answered: 21

"I can't walk after a stroke."

"Clinical depression."

"Asthmatic."

"Cancer."

"I have Lupus."

"Emphysema."

"Spinal stenosis."

"I have spina bifida and only 1 working kidney."

"Epilepsy."

"Since 2018, haemoglobin problem."

"Heart failure and blood cancer."

"Epilepsy and registered SEN."

"Health issues and high blood pressure."

"Blood cancer."

"Terminally ill."

"3 slipped discs/ constant back issue."

"Heart failure."

"Dementia."

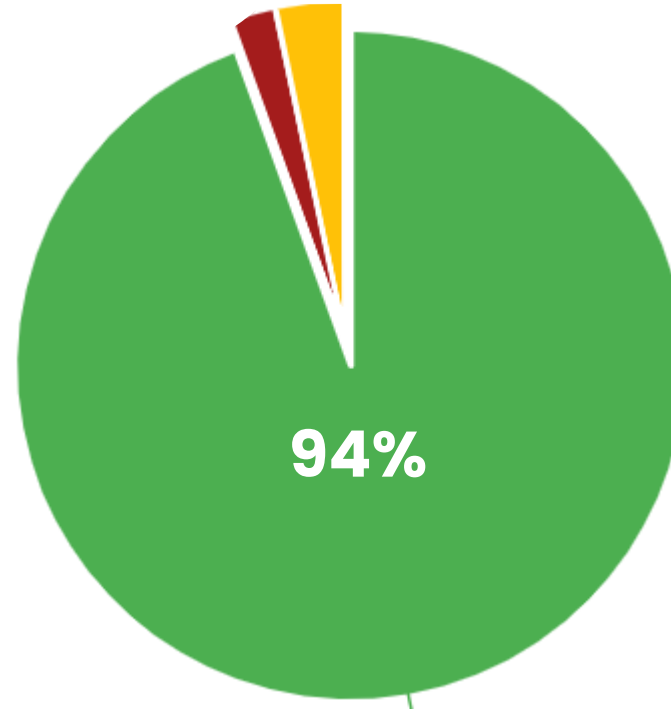
"COPD, surgery on back, unable to work."

"Blood cancer."

"Meniers Disease, Asthma, Arthritis."

25) What sexual orientation do you identify with?

Answered: 90



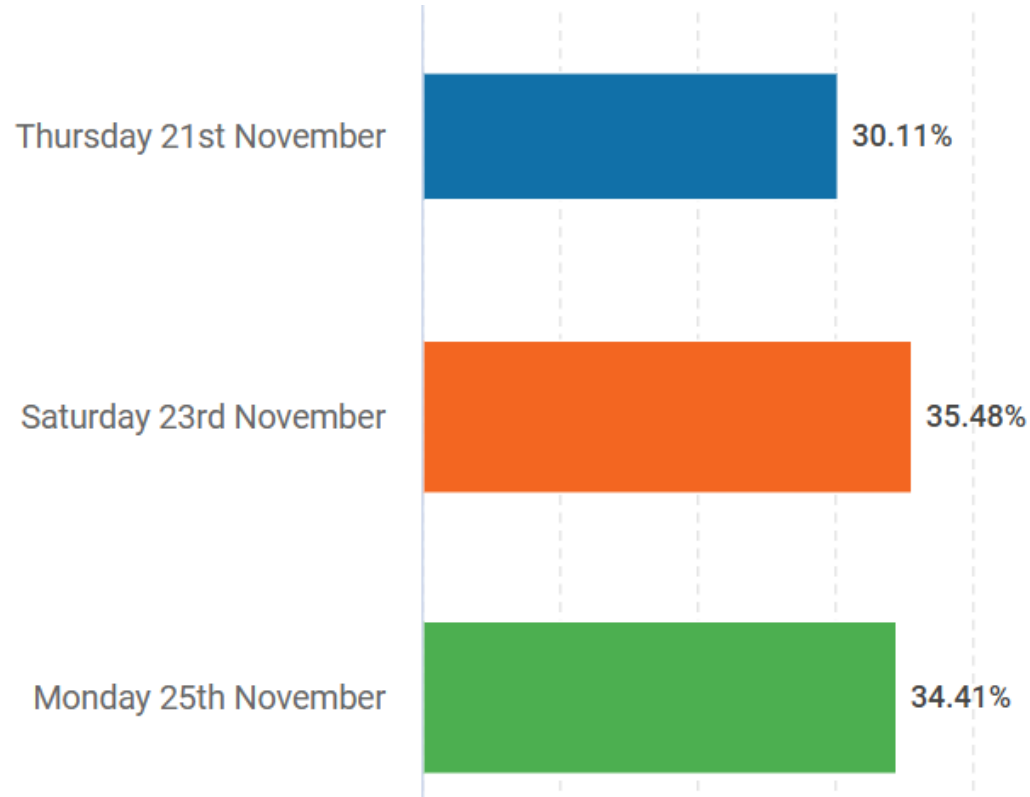
94% (85) of respondents said they were heterosexual.

This was **similar to** last year (93%).

- Bisexual
- Heterosexual
- Prefer not to say
- Gay
- Lesbian or gay woman
- If prefer to self describe, please specify:

26) Time and date completed


Answered: 95



Healthwatch Cheshire Feedback Centre can be found at:

 www.healthwatchcheshire.org.uk

Or contact us on :

 0300 323 0006

Email: info@healthwatchcheshire.org.uk



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