



Listening events report

January – July 2025

Halton Hospital

Contents

About Healthwatch Halton.....	3
About this report.....	3
Halton Hospital Listening Events feedback.....	4
Recommendations	9
Summary.....	8
Response	Error! Bookmark not defined.

About Healthwatch Halton

Healthwatch Halton is the independent champion for people who use health and social care services in Halton. We are one of more than 150 local Healthwatch across England. We exist to ensure that people are at the heart of care.

We help people find the information they need about services. We also go out and speak to local people about what they think of local care and share what people like and what could be improved with those running services.

We have the power to ensure that people's voices are heard by the government and those running services. As well as seeking the public's views ourselves, we also encourage services to involve people in decisions that affect them.

Our sole purpose is to help make care better for people.

About this report

This report highlights the public feedback received during outreach sessions held at Halton Hospital between January and July 2025.

During these 'Listening Events' we use a short questionnaire to gather people's experiences of each hospital.

Halton Hospital Listening Events feedback

We spoke with **95 people** at Halton Hospital during our visits. Most were patients (93%), with some visitors (6%) and one other respondent. People shared feedback across a wide range of departments and wards, including Phlebotomy, Physiotherapy, Cardiology, PRU, CanTreat, Outpatients, and B3.

Due to the overall number of responses received the views and experiences expressed cannot be considered representative of all patients. People often told us the same things about their experience. Rather than include every single comment, we've picked out a few quotes and grouped the rest into themes. The quotes are just examples, but they reflect what many people said. This report gives a snapshot of the experiences people shared and highlights areas for the Trust to look at.

Please rate the treatment and care you have received from staff

Excellent	65%
Good	27%
Fair	7%
Poor	1%

The majority of people rated their care as excellent, highlighting the support from staff and information provided. A small number of fair and poor ratings pointed to issues such as parking or personal preference for other sites.

What do you think is good about this hospital?

People spoke warmly about Halton Hospital. They highlighted kind and caring staff, a clean and welcoming environment, and efficient appointments. Some people also appreciated the smaller scale of the hospital, saying it felt easier to navigate than larger hospital sites.

Staff, Treatment and Care

- *'Staff are great. Very clean.'* (CanTreat, 20/01/25)
- *'Excellent. Staff friendly and caring. Exceptionally clean.'* (PRU, 20/01/25)

- *'Spotless. Staff superb, very helpful, explain everything.'* (Cardiology, 20/01/25)
- *'Staff are absolutely amazing.'* (PRU, 20/01/25)
- *'Thanks for a helpful, friendly, professional and person-centred care.'* (Cardiology, 13/02/25)

Appointments and Waiting Times

- *'Good service, well pleased. Efficient, on time.'* (STMB and Physio Main Building)
- *'Ok, quick and easy service.'* (Urgent Care, 20/01/25)
- *'Really good.'* (Urgent Care, 20/01/25)
- *'I'm really appreciative of everything that has been done.'* (Phlebotomy, 20/01/25)

Environment

- *'Grand!'* (Dietician, 20/01/25)
- *'Better than Warrington Hospital.'* (B3, 20/01/25)
- *'Great local hospital.'* (Physio, 20/01/25)

Volunteers

- *'Volunteers are very welcoming.'* (Outpatients, 08/04/25)

What could be improved?

While most comments were positive, some people identified areas that could be better. These focused on **parking, waiting times, clarity of signage and letters,** and **booking systems.** Practical issues such as **wheelchair availability** and **cold draughts at entrances** were also raised. People said these were not complaints about care, but things that could make their visits easier.

Appointments and Waiting Times

- *'It was annoying I was kept waiting for my appointment when no other patients were in the waiting room. I was called in over 30 minutes over my appointment time. Consequently I now have to pay for parking.'* (Cardiology, 9/05/25)
- *'Like to give them more staff to reduce waiting times.'* (Urgent Treatment Centre, 20/01/25)

Parking

- *'They need an extension to the car park.'* (Outpatients, 20/01/25)
- *'Parking is a problem. Blue Badge space is a premium.'* (Cardio, 13/02/25)

Booking Systems

- *'Booking system needs to be looked at... I'm 88 and don't use online services.'* (Phlebotomy, 22/01/25)
- *'Directions and instructions on paperwork are a problem.'* (B3, 20/01/25)

Accessibility & Communications

- *'Wheelchairs inconsistent at entrance 1 – aren't always available.'* (PRU, 20/01/25)
- *'Bit difficult getting from car park to the other end of the hospital to the clinic.'* (Dietician, 20/01/25)
- *'Signage – letter stated Clinic A; no Clinic A signage.'* (Outpatients Rheumatology, 08/04/25)
- *'Directions – letter just said 'STM'; did not know what this was.'* (B3, 20/01/25)
- *'Close the doors at entrance 2 – absolutely freezing.'* (Urgent Care, 20/01/25)

Restaurant

- *'The main hospital restaurant has a sign by main entrance stating open 8.00am till 2.45pm closes when they want usually all packed up and gone home at 2pm. The sign at entrance 2 says open until 3pm. This needs sorting out for patients, staff and visitors.'*

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

Most people said staff did have enough time for them, even though they recognised how busy staff were. This shows staff are making an effort to give patients their attention and support.

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

Nearly everyone felt well informed about their treatment. A small number of people mentioned that written instructions could be clearer.

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

Most people said Halton Hospital was straightforward to get around. The main issues were with the car park—queues, limited spaces, and the walk from the car park to some clinics.

- 'Very good.' (*Physiotherapy, 20/01/25*)
- 'Ok if in Urgent Care as you get free parking.' (*Urgent Treatment Centre, 20/01/25*)

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

Every person who answered this question said they felt treated with dignity and respect. Patients consistently described staff as caring, friendly, and considerate.

Have you been moved here from another ward or have you been told you may be moved to another ward?

Only a very small number of people mentioned being moved. Those who did generally said the process went smoothly.

Any other comments

Additional comments reinforced the positive picture of Halton Hospital as a friendly and valued local hospital. One patient told us cleanliness of the hospital had improved, saying '*I can see massive improvements in cleanliness to what it used to be like on corridors.*'

Summary

Thank you to everyone who took the time to speak with us during our visits.

Most people told us they'd had a positive experience at Halton Hospital. Staff were described as caring, kind and professional, and the hospital itself as clean and efficient. People valued having a local service that felt accessible and welcoming.

At the same time, some practical issues stood out — parking, waiting times, booking systems, signage, wheelchairs, and draughts at entrances. These were not criticisms of care, but everyday frustrations that people would like to see the Trust act on.

Balancing what we hear

Our role is to reflect the full range of what people told us — celebrating the strong positives while also fairly highlighting the smaller but recurring frustrations. These are not criticisms of care, but practical issues that, if addressed, could make already strong services even better. We believe this balanced approach recognises the Trust's strengths while also highlighting where improvements could make a real difference.

Recommendations

Based on the feedback people shared with us, and observations from our team, we have the following recommendations:

1. Share positive feedback with staff

Staff were described repeatedly as caring, friendly and professional.

Sharing these comments with teams would boost morale and remind staff how much their efforts are appreciated.

2. Give clearer information in appointment letters and signage

Some patients said letters used abbreviations (e.g. 'STM') that they did not understand, and signage did not always match what was written. Making sure directions are simple and consistent would help reduce confusion.

3. Offer more booking options for clinics and phlebotomy

Not everyone can use online booking. Patients told us that older people in particular struggled. Providing clearer phone lines or walk-in options would make services easier to access for everyone.

4. Make sure wheelchairs are always available at entrances

People told us wheelchairs were not always available at entrance 1 when needed. Ensuring they are consistently accessible would reduce anxiety and support patients with mobility issues.

5. Tackle draughts and cold spots at entrances

Some patients described the entrances as 'absolutely freezing'. Looking at how doors are managed or adding heating in waiting areas would make the hospital more comfortable for patients and visitors.

6. Keep supporting and valuing volunteers

Volunteers were praised for being welcoming and helpful, especially with directions. They make a real difference to the patient experience, so it's important they remain visible, supported, and recognised for their contribution.

7. Parking

Patients told us there can be a shortage of spaces at busier times, which makes visiting stressful. They also said the payment machines themselves

are difficult to use, with small text and unclear instructions. Updating the machines to have clearer screens and guidance would make them more accessible, especially for older people.

Trust response

Warrington and Halton Hospitals (WHH) thank Healthwatch Halton for carrying out the Listening Events at and welcomed the opportunity to comment on the Healthwatch Listening Event Report on Halton Hospital.

The Listening Event Report noted that 92% of patients rated their experience with the Trust as excellent or good, with staff being praised for being caring, kind and professional, and the hospital itself described as clean and efficient. We are sorry for those patients who had less positive experiences, and thank them for providing feedback so that we can improve. WHH remains committed to the supporting improvements ensuring patients, carers and families have a positive experience. To ensure we can achieve these improvements, it is vital we are able to hear from those we serve, therefore we welcome this report and its recommendations.

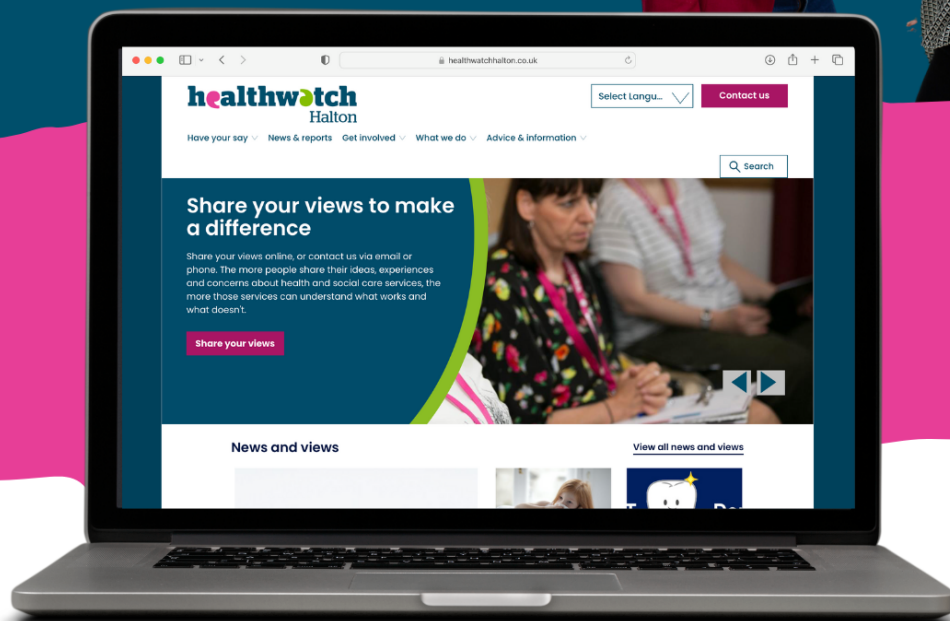
In response to the findings the Patient Experience Team are undertaking a full review of the report and recommendations and will map these against existing workstreams. For any gaps identified, they will develop any further actions required. The Patient Experience Team will provide updates of associated actions at the Patient Experience Sub Committee from October 2025 onwards, where Healthwatch's continual feedback will be welcomed.

Ali Kennah – Chief Nurse, Warrington & Halton Teaching Hospitals NHS Foundation Trust

Have Your Say

Share your experiences of health & social care services in Halton on our website or with your mobile phone.

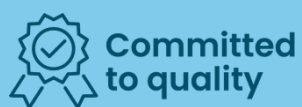
Visit our webpage:
www.healthwatchhalton.co.uk
click on the tab 'Have Your Say'



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We are committed to the quality of our information.
Every three years we perform an in-depth audit
so that we can be certain of this.



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