



Listening events report

January – July 2025

Warrington Hospital

Contents

About Healthwatch Halton.....	3
About this report.....	3
Warrington Hospital Listening Events feedback.....	4
Recommendations	8
Summary.....	9
Trust response.....	9

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 Warrington Hospital between January and July 2025.

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

Warrington Hospital Listening Events feedback

This report shares feedback from **64 patients and visitors** who took part in Listening Events at Warrington Hospital between January and July 2025. The comments reflect people's experiences of care, facilities, and accessibility. 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	69%
Good	24%
Fair	6%
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?

The most common positive theme was the professionalism and kindness of staff. Patients said they were treated with respect, and staff often went beyond what was expected to make people feel welcome. Many also appreciated short waiting times, smooth appointment processes, and the overall cleanliness of the hospital environment.

Staff attitudes and professionalism

- *'Very efficient – didn't wait 5 minutes. Very nice and polite.'* (X-Ray, 23/01/25)
- *'Staff friendly and helpful. Go above and beyond.'* (Orthopaedics, 23/01/25)
- *'Staff are kind, warm, welcoming. Service quick. No problems at all.'* (Maternity, 23/01/25)

Waiting times

- *'Great – quick – on time – friendly.'* (Phlebotomy, 23/01/25)
- *'Everything worked at the time I arrived, which was good.'* (Ophthalmology, 23/01/25)

Cleanliness and environment

- *'Very helpful, nice, pleasant, clean.'* (Respiratory Physio, 23/01/25)

What could be improved?

Although many people were satisfied with their care, feedback highlighted some consistent challenges. Parking was the most common issue, followed by waiting times. A small number of patients felt more support was needed for those with mobility difficulties, and some asked for clearer communication in clinics and correspondence.

Waiting times

- *'Need more appointments with specialists – I waited months to be seen.'* (Physio, 23/01/25)
- *'A&E dreadful... not enough staff, too long waiting times.'* (Ophthalmology, 23/01/25)

Parking

- *'Parking – both patient and disabled.'* (Audiology, 23/01/25)
- *'Car parking, blue badge – extra spaces.'* (Orthopaedics, 23/01/25)

Support for patients with mobility needs

- *'I'm on crutches and when I asked for directions, the volunteer just pointed, which was unhelpful.'* (X-Ray & Orthopaedics, 23/01/25)

Information and communication

- *'Photographs of the consultants in clinics instead of just names would be helpful.'* (Outpatients, 23/01/25)
- *'Receive a lot of letters – loads of wastage as general info.'* (X-Ray, 23/01/25)

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

Most people felt staff gave them enough time and did not feel rushed. Out of 64 responses, 60 said Yes, 3 said No, and 1 person did not respond. Patients described

staff as attentive, approachable, and thorough, although a small number felt some appointments could feel hurried.

- *'Never feel rushed.'* (X-Ray, 23/01/25)
- *'Very good – staff are attentive and thorough.'* (Physio, 23/01/25)
- *'Sometimes feels rushed, but staff are still polite and professional.'*

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

People generally felt well informed about their treatment. Out of 64 responses, 60 said **Yes**. Patients reported that information was explained clearly, and they had the opportunity to ask questions. A few felt written information would have been useful to take home.

- *'Everything was explained – no problems understanding.'* (Audiology, 23/01/25)
- *'Look after you well here – I can't complain.'* (Audiology, 23/01/25)
- *'Would have liked written information to take away.'*

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

Accessibility feedback was mixed. While some found the hospital easy to navigate, most concerns centred on parking, particularly for disabled visitors. A smaller number of people mentioned signage being unclear and the distance between entrances and clinics being difficult when unwell.

Parking

- *'Parking terrible – have to come around an hour earlier to get a space.'* (Physio, 23/01/25)
- *'Parking worst thing ever even if you have a Blue Badge.'*
- *'Parking is always a problem.'*

Signage

- *'So big, I always get lost, signage not good.'* (Outpatients, 23/01/25)
- *'Difficulty finding the department.'*

Accessibility

- *'Very small drop-off point at the front main entrance for wheelchair access – feel vulnerable.'* (Orthopaedics, 23/01/25)

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

62 people said 'Yes'.

Patients said staff were polite, respectful, and welcoming, which helped create a positive overall experience.

- *'Staff are warm and welcoming – make you feel comfortable.'* (Maternity, 23/01/25)
- *'Always polite and respectful – no complaints at all.'*

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

This was a smaller area of feedback, with only 12 responses. Six people said Yes and six said No. Those who were moved described mixed experiences, some felt it was unsettling, while others said staff explained clearly why it was necessary.

Any other comments

Additional comments largely reinforced the positive picture of care and staff attitudes. Some repeated concerns about waiting times and parking, but overall, people were appreciative of the treatment and attention they received.

- *'Broke my wrist – can't fault the care. Operation was done quickly.'* (X-Ray, 23/01/25)
- *'Everything is really good and nurses are brilliant.'* (Orthopaedics, 23/01/25)

Recommendations

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

1. Celebrate good practice

The friendliness, kindness, and professionalism of staff was praised again and again. This is something the Trust should be proud of. Recognising and sharing this good practice across wards and clinics could help keep morale high and ensure the positive experiences described by patients are maintained.

2. Appointments

Several people said they had to wait too long for specialist appointments, which added to their worry and frustration. While most were happy with the care once they were seen, the long waits left a negative impression. The Trust may want to look at how clinics are resourced to help reduce delays.

3. Accessibility

Some patients, especially those with mobility difficulties, said they found it hard to get around the hospital. Signs were not always clear, and a few said staff or volunteers weren't as helpful as they could have been when giving directions. Improving signage and encouraging staff and volunteers to offer practical support could make the hospital feel easier to navigate.

4. Communication

People told us that communication could be better. Some received a lot of letters, not all of which felt necessary, while others said they would have liked written information to take home about their treatment. Cutting down on unnecessary letters and making sure patients can access information in a way that works for them could improve their experience.

5. Parking

Parking came up more often than anything else. People said it was stressful trying to find a space, and it sometimes made them late for appointments. Blue Badge holders in particular told us they struggled to find suitable spaces. The Trust could look at making sure information about free or reduced-cost parking is clear, and finding ways to ease congestion at busy times.

Summary

Thank you to everyone who shared their experiences with us during our visits. People spoke very positively about the kindness and professionalism of staff, and many felt well informed and supported. The main areas people told us could be improved were parking, waiting times for appointments, and clearer communication with patients.

We hope this feedback provides the Trust with a clear picture of what people value most, and where changes could make the biggest difference to patient experience.

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 Warrington Hospital.

The Listening Event Report noted that 93% of patients rated their experience with the Trust as excellent or good, with staff being praised for their professionalism and kindness. 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.

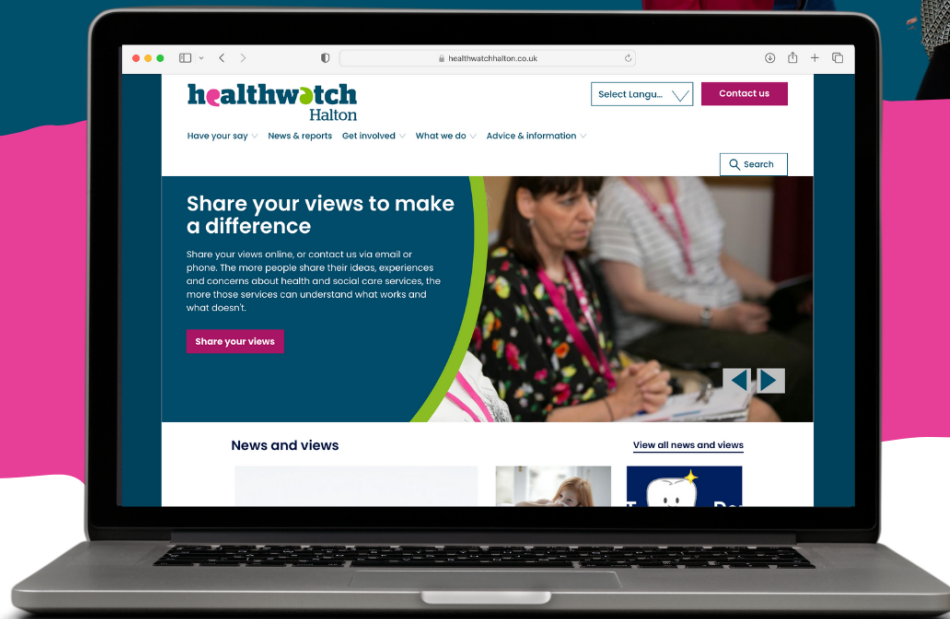
In response to the findings the Patient Experience Team are undertaking a full review of the report and recommendations and will map these against existing workstreams. For any gaps identified, they will develop any further actions required. The Patient Experience Team will provide updates of associated 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'



healthwatch
Halton

**Scan the QR code
or call us on 0300 777 6543**





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.



A.R.T Centre
Tan House Lane
Widnes
WA8 0RR
Tel: 0300 777 6543
E: feedback@healthwatchhalton.co.uk