

## Feedback Report for Airedale General Hospital

February 2015 to March 2016



## Introduction

**Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.**

This report summarises 121 reviews from service users collected by Healthwatch Lancashire representatives between February 2015 and March 2016 about Airedale General Hospital.

**Hospital:** Airedale General Hospital

**Address:** Skipton Rd  
Steeton  
Keighley  
BD20 6TD



## Methodology

**It is often those closest to the process who are best placed to give useful feedback on the way services work and how they can be improved. As patients and relatives are the ones who experience the process or service first hand, they have a unique, highly relevant perspective.**

Patient and relatives input into designing services can be invaluable as sometimes seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

Representatives from Healthwatch Lancashire gathered experience surveys with members of the public from a number of areas across Airedale General Hospital.

The surveys included ten questions requesting a rating, from 1 to 5, on a specific aspect of their experience along with additional comments, compliments and concerns.

The surveys have been completed at a number of patient engagement events.



**Pictured:** Healthwatch Lancashire representative at Airedale General Hospital.



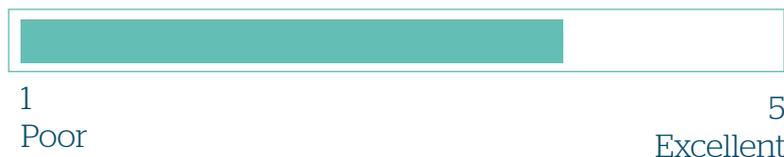
**Pictured:** Healthwatch Lancashire representative listening to a patient at Airedale General Hospital.

# Results

Representatives from Healthwatch Lancashire listened to 121 patients, relatives and carers at Airedale General Hospital between February 2015 and March 2016.

Patients and relatives rated the overall experience as:

**4.3**



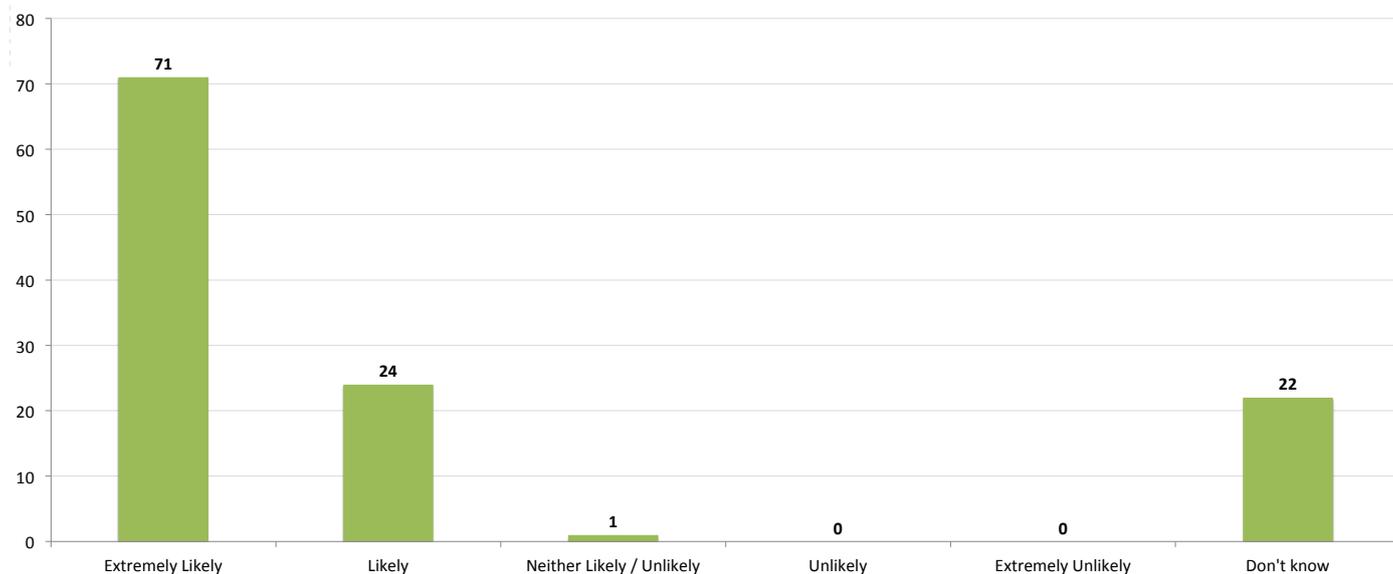
## Ratings Summary:

Care and compassion from staff: <b>4.7 out of 5</b>	Helpful information: <b>4.6 out of 5</b>	Quality of service provided: <b>4.6 out of 5</b>
Medical treatment: <b>4.6 out of 5</b>	Cleanliness: <b>4.6 out of 5</b>	Food: <b>4.4 out of 5</b>
Ease of getting an appointment: <b>4.3 out of 5</b>	Waiting time: <b>4.1 out of 5</b>	Building and environment: <b>4.1 out of 5</b>

## Friends and Family Test

Healthwatch Lancashire asked 118 of the people we spoke to “Would you recommend Airedale General Hospital to a friend or family member?”

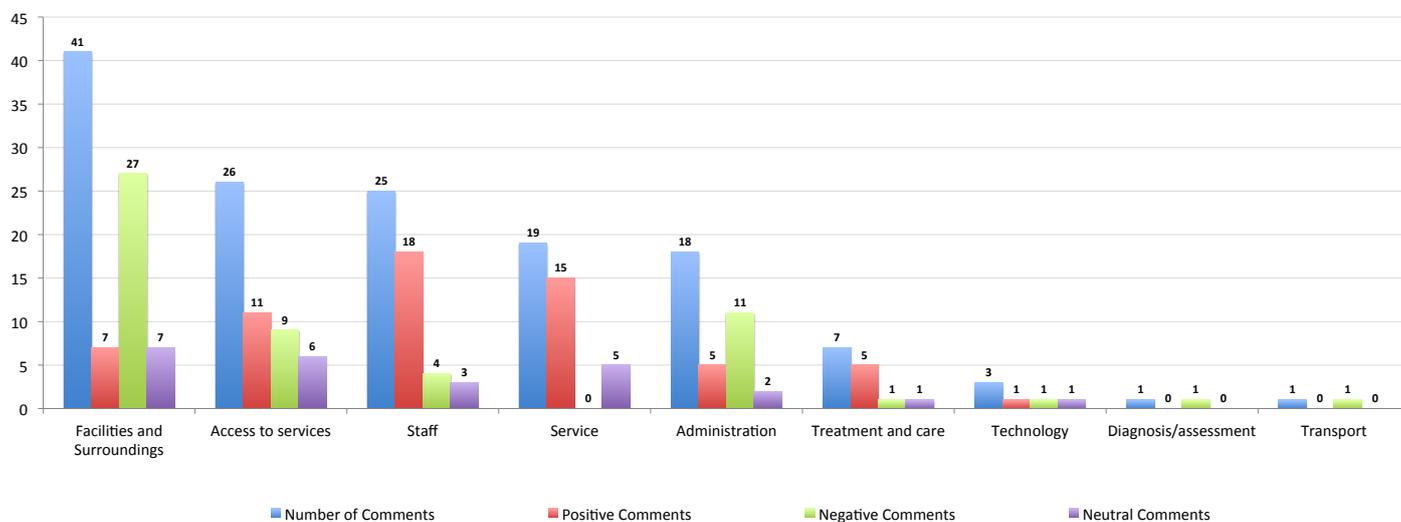
The chart below shows the response to the question.



## Comments and Themes

Healthwatch Lancashire gathered 141 comments from individuals about Airedale General Hospital. Please note: some people provided more than one comment.

The chart below shows the themes and sentiment of the comments.



**Response to Healthwatch 'Feedback Report Airedale General Hospital February 2015- March 2016**

Airedale NHS FT (ANHSFT) would like to take this opportunity to thank Healthwatch Lancashire for their continued support over the last year.

Since February 2016 Healthwatch Lancashire colleagues have supported ANHSFT on a number of occasions interviewing patients in our main Outpatients Department and main entrance areas to the hospital. A Project Officer supports the strategic delivery group for patient experience by attending our Patient Experience Steering Group meetings on a regular basis, providing a valuable contribution.

ANHSFT aspires to practice what we preach by making sure that extraordinary patient experience is at the heart of everything we do and in all care settings and interactions and we are very pleased to be given an overall rating of 4.3 out of 5 by the 121 patients interviewed.

We frequently seek feedback from patients, carers and visitors to ensure that we consistently provide good standards of care and that we continue to learn and improve based on what patients tell us. This includes our regular patient surveys, the friends and family test, our Patient Advice and Liaison Service, complaints and comments posted on patient websites. The report from Healthwatch Lancashire provides individual insights and contributes to our holistic approach to patient engagement. Our aim is to make sure that every patient receives high quality care from us at all times.

It is truly positive to see that out of 118 people asked if they would recommend Airedale General Hospital to a family member or friend, 71 people answered extremely likely.

This information will support our existing friends and family text data to inform staff where things are going well and areas to make improvements based on what our patients are telling us.

We look forward to working with Healthwatch Lancashire in the future and appreciate their commitment to patient engagement.



[www.healthwatchlancashire.co.uk](http://www.healthwatchlancashire.co.uk)  
[info@healthwatchlancashire.co.uk](mailto:info@healthwatchlancashire.co.uk)  
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