

Mid Yorkshire Hospitals NHS Trust Patient experience survey

Pinderfields Hospital
Pontefract Hospital
Dewsbury Hospital
29th June to 3rd July 2015

Purpose of the Survey

The purpose of the survey was to assess the general experience of patients and visitors by talking to people in public areas of the hospitals. Staff and volunteers spent a total of around 20 hours at the hospitals and talked to around 150 people.

Objectives

Talk to people with a focus on:

1. Their overall experience
2. How they might rate the Trust on key areas

Strategic Drivers

CQC re-inspection of Mid Yorkshire Hospitals NHS Trust in June 2015
Negative feedback from patients around low staffing levels and poor care

Methodology

During the course of one week in June/July 2015 Healthwatch Wakefield visited Pinderfields and Pontefract Hospitals seven times at different times of the day, and talked to 130 patients and relatives. In previous weeks, Healthwatch Kirklees visited Dewsbury Hospital and talked to 23 patients and relatives.

Summary of findings

The survey was conducted only in the public areas of the hospitals, so we talked mostly to people who were attending outpatient appointments or who were visiting relatives or friends.

We included the Friends and Family Test question in our survey. The results for this were around 10% lower than the Trust's average score but this may be affected by the relatively small numbers in our survey (the Trust receives around 11,000 FFT responses per month).

Overall the survey showed that people are broadly satisfied with their experiences at Mid Yorkshire Hospitals Trust. There were many compliments about staff and the quality of care people had received while at the hospital. The cleanliness of the hospitals was also seen as very good.

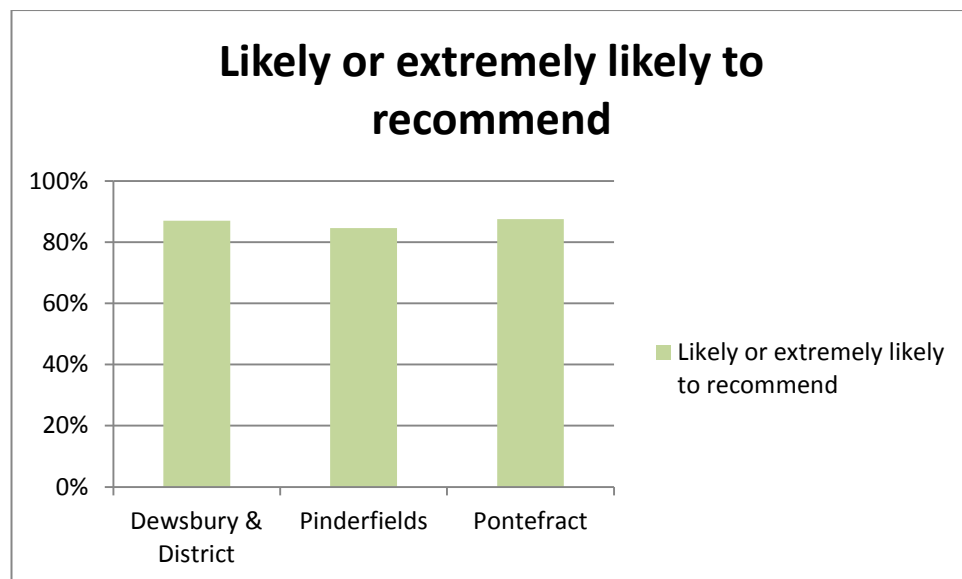
Waiting times for outpatients and for follow up appointments were variable according to the department, but there was a balance of positive and negative feedback with many people saying that they had not had to wait at all, or only a short time. Insufficient staffing levels and people being 'run off their feet' was also a common theme.

Conclusion

Although there is still much work to be done at the Trust, patient feedback seems to suggest that the majority of people are satisfied with their care and their experience overall when visiting the hospital. We are aware of the many action plans in place at the Trust to work on issues such as staffing levels and waiting times, and to improve continuously the quality of care for patients. Healthwatch Wakefield and Kirklees will work to support the Trust in ensuring that patient voice is heard at the highest levels.

Survey Findings

The survey included the Friends and Family Test question, that is ‘how likely are you to recommend this hospital to your friends and family?’



This is slightly lower than the Trust’s response rates which average from 93%-100% depending on the service, but ours is a very small sample in comparison with the volumes received directly by the Trust.

As well as talking to patients about their experience, we asked them to rate the service against:

1. Experience overall
2. Staff attitudes
3. Cleanliness
4. Waiting time
5. Quality of food
6. Quality of care

Where 5 = excellent, 1 = poor):

We found that the majority (120 people) rated their experience overall as four or five stars. The ratings that scored lower on average were waiting times and quality of food. Cleanliness of the hospitals was scored the highest, followed by staff attitudes and quality of care.

Patient Comments

There was a high volume of complimentary comments about the staff of the hospitals. This was by far the most common response from people. Some examples include:

- ‘Staff are always absolutely great’ Pontefract
- ‘Care was absolutely excellent, so caring - doctors, nurses, everyone’ Pinderfields
- ‘They were wonderful to me’ Pinderfields
- ‘Fast and very concerned and caring’ Pinderfields
- ‘My mam was on ward 20 - the care they gave her was lovely. There were two special nurses who gave 100% care’ Pinderfields
- ‘The nurses were first class’ Dewsbury

There was an underlying theme of staff being rushed off their feet and not having sufficient time:

‘Nurses and other staff are marvellous but there just aren’t enough’ Pinderfields
‘Staff here are excellent and rushed off their feet’ Pinderfields
‘Constantly short staffed. Safety issues and staff morale badly affected’ Pinderfields
Just been to ENT, I had to wait over an hour as they were running behind. Nobody apologised but when I was seen the care was so good’ Dewsbury
‘They need more staff on the blood section because we had to wait quite a while there, but otherwise can’t fault it’ Pontefract

The second most common theme for comments was around waiting times, which seemed variable according to which department was being visited. 18 positive comments about waiting times generally at Pinderfields were recorded and 10 negative comments (discharge, hearing test, pre-op assessment and post operative follow up).

Dewsbury and Pontefract both had a balance of good and bad comments about waiting times, predominantly around outpatients appointments.

There were eight comments about car parking, of which one was a compliment. Seven people commented on the length of time they had to wait for patient transport for their journey home. There was an issue from one elderly gentleman whose carer had been refused transport to the hospital to accompany him because she was in a wheelchair. Healthwatch Wakefield has taken this up with Yorkshire Ambulance Service.

Healthwatch Kirklees heard of a serious complaint in relation to urgent care at Dewsbury Hospital for an elderly patient which is being taken forward by the family as a formal complaint.

The full list of comments is appended at the end of this report.

Disclaimer

Please note that this report relates to findings observed on the specific dates set out above. Our report is not a representative portrayal of the experiences of all service users and staff, only an account of what was observed and contributed at the time.

Acknowledgements

Healthwatch Wakefield and Healthwatch Kirklees would like to thank Mid Yorkshire Hospitals NHS Trust, the patients, visitors and staff for their contribution to the patient experience surveys.

Mid Yorkshire Hospitals NHS Trust Survey - June/July 2015

Patient Comments

Pinderfields

Been coming four months. Parking charges are too high and can get expensive if visiting a lot.

Very good happy with everything.

Patient has picked up that people are unhappy with the new eye department as they come main hospital and then told to walk up.

Gate 44 noticed that a lot of the qualified nurses have left the Trust, knows that they choose careers as district nurses. Feels that pressure is too much and this isn't good for the trust.

No complaints.

Excellent car parking.

Food.. Breakfast can't get toast, feels just get cheap food and portions are small. Feels this is letting the hospital down.

Seen consultant in Dewsbury and was referred to Pinderfields for examination.

Appointment came quick no option given on choose and book.

From gp to first appointment four weeks

Happy with service, been really quick. Within days the appointments arrive.

Very happy and satisfied

I had a broken foot - follow-up appointment today at Ortho clinic. I didn't have to wait long, no problems. Staff have been great. Parking was a bit of nightmare though.

Nurses very nice- had blood pressure ECG and saw consultant. I went smoothly - only there an hour and saw 3 people. Very very good efficient care. Couldn't have wished for better.

Had cancer of the kidney and perforated bowel - care was absolutely excellent. So caring - doctors, nurses, everyone. Didn't have to ask for anything. Made sure that even though food was missed and was only allowed soup I got it. Everything about it was great.

It was fine. Only a blood test but it's great that it's only a pinprick. Very efficient - running 10 minutes late but it was on noticeboard so I was informed - but if you don't read notices you don't know. There's a lot of information about and they need to have a better system.

The staff made the experience calm. Lots of attention paid to me - not oppressive or fraught. Staff helpful and efficient - think it's marvellous.

They were wonderful to me.

Fast and very concerned and caring

I have given birth here, been through A & E and ENT - I have found all staff very helpful and friendly.

My Mam was on ward 20 - the care they gave her was lovely - there were two special nurses who gave 100% care

Most pleasant staff - efficiently dealt with and no embarrassment

Waiting time good (6 mins). Can't grumble about staff - great.

Not waiting long

Wonderful service

No waiting

Staff spot on. Did not have to wait long, very very efficient

Very well looked after and advised

Good

Fast referral and process, kind consultant, fast follow-up, clean hospital

Very professional and helpful

Staff good, quick and organised

Appointments over the year have always been helpful and aftercare excellent

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My 4th visit in 2 months. when you book in at reception the M/C does not recognise you. Information on letter not correct - ask each time for urine sample, department attended - doesn't require one.

New hospital very good. All-round service very good.

Good service - can't fault it

No complaints - good overall

Staff brilliant

First visit to Pinderfields

Follow up very good. Everyone was very good.

Always good

Apart from waiting for ambulance

Ambulance service waiting time not good, staff great

Except for waiting to go home in ambulance - arrived at 10.35. Ambulance arrived, Been waiting since 9.05.

At eye clinic

Have lymphoma cancer. 3 relapse been coming 9 years, started in old hospital (clover wing)

Operation, X-rays, out-patients. Good service, not had to wait long for services

I've been coming to the new eye clinic for a few months but have been a patient for 7-8 years. The service is really excellent.

All parts of service going to Respiratory at Pinderfields very good.

i am a regular visitor for treatment and today has been a good experience on the Day Infusion Unit. The X-ray service and team are very good too. The Patient Transport Service have been excellent although there are some glitches sometimes within the system. I have had bad experiences previously but that is when I've been admitted, for instance putting me on a ward with people with infections when I have auto immune problems.

I had a good experience at Mr Anwar's Skin Clinic with no problems.

I do wish my wife had been able to come with me on the Patient Transport Service bus as she is my carer, but they said no because she is in a wheelchair.

I go to ENT every two months and receive an excellent service. Nurse Jacqui is brilliant.

I have heard from others who have been inpatients that they haven't had a good time but the service I get is excellent.

I attend Pinderfields for physiotherapy and I can't fault it. It's been great.

I have been worried because I heard Dewsbury Hospital was closing but the services at Pinderfields are very good. Dewsbury needs sorting out.

The old eye department used to have a bad reputation but the new one is very good. Mr Varma is great, really good, and most of the other staff are but one was a bit short with me and got me worried.

Very clean hospital

Five stars

The wait wasn't too long, the service was efficient, the after care advice was good.

Happy with treatment

Quick review, xray and diagnosis

Pre Op Assessment very good

On discharge lots of patients waiting long periods of time for medications

Have to travel from Pontefract and journey quite long.

This hospital is better than Doncaster

Absolutely fine - appointment on time, good service - staff kind and interested and caring. No problems. Didn't have a bed until 10.30pm but that was OK.

The staff, nurses and doctors made it a very straightforward experience. I had been in since Saturday. For me it was the first time here - staff helpful and they look after you very well. Waited 7 hours as I was admitted after I visited A & E.

First of all the parking charges are awful - should be free. The waiting time for my husband at endocrinology was all fine. The person we saw didn't introduce his name but he did explain clearly what my husband's problem is. We then had to walk all the way into the main building. This was OK but I don't walk well. Information desk told us exactly where to go which is great. Overall an acceptable experience.

My wife was very well cared for - the nurses and other staff are marvellous but there just aren't enough. In general I think the experience has been good. It's now a modern and light with ample room / personal space in the ward. I'm impressed by the cleanliness of the place - I spend a lot of time here and have seen cleaning go on a lot.

I came for a hearing test - was a lot of waiting. The doctor and nurse were alright - nice - listened and explained well.

Pre-op assessment - went last week but they were running late so had to go back early today so not really good service.

Smooth, organised, polite and professional

Good - the nurses friendly and I wasn't waiting too long

Can't fault it - parking is the only problem. It's wonderful - I wouldn't be here if not for the surgeons and it's like a 3 star hotel - lovely stuff!

Everything went according to plan - though the discharge process was slow.

Time varies - staff do the best they can

Quick and easy

Felt that the overall process was very thorough

Waiting time for appointment too long but OPD clinic fine

Speedy and efficient staff I encountered have been brill

Friendly, caring staff. Problems sometimes with long waiting times depending on department

I have attended A & E on numerous occasions with my children and they have always been treated quickly, efficiently and well. I had a particular good experience on ward 4b (paediatric ward)

Very in-depth health check, friendly staff, easy to navigate through hospital. Bit long on waiting times but expected.

Come for WARFN - good system now. New system very good. don't have to wait for results.

Appointments not always to time. Try to judge times for car park - so we don't pay too much

None

Except for waiting for return journey everything good

I was at the Rheumatology clinic today. The service was a bit slow but I got done what was needed, the staff and care were excellent.

I go to Pinderfields for post op care following a hysterectomy. Both the nurse and consultant are very good.

Although car parking prices are too high.

Although I've had to wait most of the day to collect my son and haven't had much co-operation from the ward staff. I've rated staff attitude as low because it hasn't been great today.

All staff were helpful and friendly

Four stars overall

Felt like the doctors and staff have been helpful and compassionate.

I have had a lot of treatment from the age of 19 for Ulcerative Colitis and always felt the doctors have done the best treatment available for me. Had a lot of overnight stay and my family have also been made to feel relaxed and welcome on the wards.

83 years old traumatic waiting for transport

good

Had a right hip replacement 8.6.2014 went for an appraisal from the consultant who advised a left hip replacement 8/10 weeks later. My appointment came 16 later unfortunately I had developed a blood infection my op was postponed waited then I unfortunately had a stroke which has now delayed it a further 3 months

I have been for a further pre assessment to be told I am now on the 18 weeks pathway waiting list.

Delivered at this hospital and felt that they were short staffed. Was in for five days and was throughout the stay. Staff that were working were very good.

Good hospital but not enough staff. The staff that are here are excellent and rushed off feet.

House keepers doing meals and cleaning - view is that this shouldn't happen. Wife got CDif and feels that the cleaning is not done properly as the house keepers are too busy.

Witnessed.. Ward was used as detox ward and guards were present at all times on the ward. The person in the room destroyed the room even taking TV off the wall and patient had to be sedated.

Was happier being in a bay than side room. Stay was over two weeks. Felt was looked after. Doesn't think there are enough staff but the ones that are working are good.

There was one elderly lady and I would take her for walks to give that patient confidence.

Patients waiting along time for basics ie showers

When I used buzzer I found that I had to wait a while for someone to respond.

First admitted then was sent home too early as was re admitted after two days with major stroke.

Been at Pinderfields hospital and Dewsbury during stay. Waiting to go into a nursing home.

My brother is in 4 months for spinal. Amazing fantastic - his is awkward but they have been brilliant. If you are poorly they are brilliant. It's harder and harder for staff though. My experience is that most staff are extremely professional and caring. Cutbacks make it harder for everyone.

Not willing to say too much

The appointment system is disconcerting - and no-one was available to take a phone call - experience of endoscopy not very good at all.

Staff seem interested

Mother discharged to rehab without notifying family. Returned back to Pinders after 4 days (clot on lung). Not happy with experience. Staff attitudes in Recuss and A&E marvellous, on wards indifferent. Constantly short-staffed. Safety issues and staff moral badly affected.

More explanation and alternatives acted upon

Better at Pontefract

Apart from not being able to wait with my partner (who is having an operation) everything is fine

Only visited for the first time today. Very modern, spacious building but long walk from car park.

Good directions to ward given on the phone.

Visiting family, good care (as far as I can see)

operation not done correctly had to go to Methley park to get sorted out

Been in quite a few times with different problems

Not happy with the number of times my daughters appointment has been cancelled and re-arranged. Not only does this put pressure on myself for work but also on her schooling

I have received excellent care and support from early pregnancy. However when visiting an elderly relative I found the visiting times very rigid and the nursing staff very stern.

I've had to ask for help and advice re parking as I'm staying in for an induction.

Poor Service. Generally good, children's care excellent. Adults care generally good.

No problems, very good

Staff excellent in hand therapy department. Physiotherapy / Hydrotherapy very good. Hydrotherapy pool tiles not totally clean and very limited changing room facilities - not enough changing rooms if larger group.

Forget to send appointments out, got to ring to remind them.

Right hand doesn't know what the left is doing - they don't communicate with each other or me as a patient

A lot of prejudices going on especially at night. Had to get some dressings and didn't have any so went to casualty

The care is very poor

Operation 6 months ago that was not successful two appointments cancelled

Appointment at different hospital

Dewsbury

Very professional, very caring. A pleasant experience.

Stayed at the hospital for two months. They Helped me to get a ramp for outside and shower and toilet that suited my needs for home Support me with walking and a walking frame and bed. Very happy From cardiology department.

Staff treat me right, look after me. Trying to get to bottom of my problems. Feel safe. Took 5 hours to get admitted though.

Staff very pleasant. Not waiting long. Went through whole process quickly. Explained everything as they went along.

Good service. Quick. Staff were fine.

A visit to the boothroyd centre went smoothly, the staff always behave in a pleasant 'chatty' way; and make the visit almost something to look forward to!

Appointment at Priestley unit was to time I was weighed and had bloods taken everything went to plan. Saw consultant. Good experience.

I've just been to ENT, I had to wait over an hour as they were running behind. Nobody apologised but when I was seen the care was so good.

My son had to go for an ultrasound scan due to suspected hernia. He was very nervous and the doctor put him at ease and made sure he was comfortable before he started the scan. The doctor spent 30 minutes doing the scan and explained exactly what he was doing and what he was looking for. We didn't need to wait for any results because he told us the outcome there and then. Fantastic service!

Advice given

Went to A&E for son, was expecting a long wait but was seen promptly.

The operation and care was first class. The nurses were first class.

I went for a return appointment to the orthotic clinic at Dewsbury hospital. The waiting time was about 20 minutes which was fine I suppose but there were not more than two people ahead of me in the queue and it seemed very quiet. The directions are not very clear and even though I had been before I still had to ask again and went to the wrong desk initially. The staff member who dealt with me was very nice happy to answer the many questions I asked. I was happy with the service.

I went for an chest X-ray at Dewsbury District Hospital pre-booked by the GP the waiting time was very short about 5 minutes. Pleasant and courteous staff. The only thing negative was the parking charge. The first machine wasn't working and much messing about to find another. Seems unfair to charge patients.

No waiting. Doctors been good. First class experience for biopsy of tumour today

The service was satisfactory but had to wait longer than expected

Quite pleasant, not too much waiting. Didn't know that my sister would be having pre-op on the day and would need someone to drive her home.

All the staff were very pleasant and it was efficient.

Polite courteous and efficient staff. The appointment ran smoothly.

Gynaecology appointment. The nurse was lovely, kind and caring. The consultant nice and professional. I was given the information needed to put my mind at rest. Not rushed. The waiting time was a bit slow. Satisfactory experience and reassuring .

Everything was fine apart from the sonographer. Staff need to be more friendly and welcoming.

Having to ring for an appointment because I was not sent one again. Being sent to yellow desk, told to sit, then told I have to go and have cast off, then from there to xray, then all the way back to see consultant. This could be made easier when walking is difficult. Apart from this, the consultant, xray staff and plaster man were very good.

Had cataract removed march 15. Next appt 19 June for consultation for other eye. No idea how long I will have to wait for other eye doing. Had to go to Pinderfields at 7am for one appt when same consultant is at Dewsbury and I live 10 minutes walk away from Dewsbury Hospital.

My mother has been with DDH for 6 days so far and we are terribly unhappy with her experience. I wouldn't wish it on my worst enemy. She attended a&e and wasn't seen by a doctor for 5 hours. No explanation, no apologies. As they couldn't cannulate they were unable to give fluids or take or bloods. the doctor that did see her was abrupt, rushed, didn't listen to or consider the patients views. She was sent home with an incorrect diagnosis and without treatment after 7 hours. 3 days later her GP rang 999 and mum spent all day in resus then spent a week in HDU. The consultant diagnosed advanced pneumonia that would have been easily detectable had a&e opted for a chest X-ray earlier in the week. We've had no choice but to make a complaint regarding an agency nurse in a&e who was full of cold, never wore gloves and was coughing in my mothers face as she was taking obs with unwashed hands after blowing her nose. The sister and nurse in charge was extremely helpful, agreed and promised to speak with the nurse involved and her seniors. Yesterday at teatime my mother was served her meal which had a bug in it. The ward staff were mortified and the meal was sent back to the kitchen and we were told that we would be informed of how they would improve and prevent this from happening again however we heard nothing.

Staff have promoted us to make a formal complaint regarding the whole stay which I feel we have no choice but to do.

Pontefract

Now come regularly for blood tests. Staff are always absolutely great. I prefer coming here than going to LGI or Seacroft. If not for the consultants at Pontefract I wouldn't be here today.

I've been to various departments today and they've all been friendly and thorough. They need more staff on the blood section because we had to wait quite a while there, but otherwise can't fault it.

Here today to get some bloods done, the hospital is much better than it used to be back in the day!

It's convenient for me to come to Pontefract to have regular blood tests.

Waiting times can be long, but it only takes one problem patient to slow it down and we all have to wait longer. Sometimes it's quite quick.

I've been in Pontefract for years and I think the hospital is not used enough now that so many services have moved to Pinderfields or Dewsbury. There aren't enough staff at the blood clinic and waiting times are too long.

Not that impressed - had physiotherapy recently which didn't work and they're still trying to find out what's wrong with me.

I was kept waiting over an hour for a blood test today which was ridiculous, it's not usually this slow.