



Patient Engagement Day

at Royal Lancaster Infirmary

27th May 2015



Have your say on health and
social care in Lancashire

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.

On 27th May 2015, five members of staff and four volunteers from Healthwatch Lancashire gathered survey responses from patients and relatives across Royal Lancaster Infirmary to review their experience and gather insight.

This report summarises reviews from 121 patients and relatives from 35 departments / clinics / wards.



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 they have an experience that staff can't access. Sometimes seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

Nine representatives from Healthwatch Lancashire gathered experience surveys with members of the public from a number of areas across Royal Lancaster Infirmary.

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 following representatives participated in the activity:

- Ilyas Patel - Project Officer
- Aysha Desai - Project Officer
- Amanda Higgins - Project Officer
- Christina Morley - Communications Officer
- Natalie Cotterell - Volunteer Administrator
- Tim Snashall - Volunteer
- Neil Greenwood - Volunteer
- Jeannie Colhoun - Volunteer
- Heather Bennet - Volunteer



Pictured above: The Healthwatch Lancashire engagement team with Deputy Chief Nurse, Joann Morse, from University Hospitals of Morecambe Bay NHS Trust.



Pictured above: Royal Lancaster Infirmary.

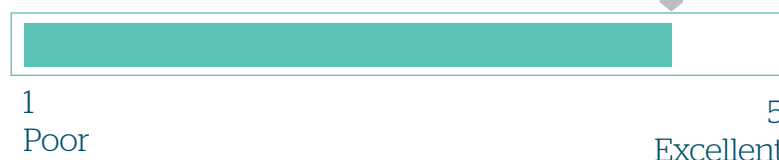
Results

9 representatives from Healthwatch Lancashire listened to patients and relatives on 35 departments / clinics / wards at Royal Lancaster Infirmary on 27th May 2015

Our aim was to collect evidence and insight by listening to patients and relatives across Royal Lancaster Infirmary.

Patients & relatives rated the overall experience as:

4.52



WE SPOKE TO

121

PATIENTS

Ratings Summary:

Quality of treatment or service provided:

4.6 out of 5

84% were patients

12.4% were relatives

Caring and compassion from staff:

4.69 out of 5

Helpful information received:

4.44 out of 5

Waiting time:

4.14 out of 5

Ease of getting an appointment:

4.53 out of 5

Cleanliness:

4.5 out of 5

Building and environment:

4.13 out of 5

Medical treatment received:

4.68 out of 5

Food:

3.69 out of 5

2 out of 13 people rated the food as poor



4 out of 13 people rated the food as excellent



Trust Response

Results of the patient engagement day were fed back to Sue Smith, Executive Chief Nurse for University Hospitals of Morecambe Bay NHS Foundation Trust.

Healthwatch Lancashire volunteers and staff were thanked for the work undertaken to support the trust's improvement projects. We were informed that our report had been helpful ; themes that emerged from the report had been considered and the report had been presented through the trust's governance process, including its board of directors meeting.

The trust also confirmed the following actions had been undertaken:

- A standardised report had been developed to inform of clinic slots and additional activity. This report is considered at weekly meetings.
- Clinic waiting time information is collated to allow themes and trends to be assessed and addressed. This has resulted in a group being set up to review ENT (Ear, Nose and Throat) clinics.
- Some clinics have been reviewed by teams which include managers, doctors, nurses and patients to understand both good practice and issues. This has provided an opportunity to identify, make and evaluate improvements.
- Customer Care Champions are now in place in each main outpatient clinics. These ensure patients are kept informed of any delays and are treated with dignity and respect at all times.
- All staff were made aware of the parking arrangements for Blue Badge Holders.

In addition the Trust has commenced projects to:

- Review information regarding delays in clinics, and ensure this is communicated to patients.
- Review the roles of specialist nurses to enhance the service provision in outpatient clinics.
- Review information included in appointment letters.
- Audit clinic overbooking.

The Trust also informed that an Outpatient Department Improvement Programme, which has been in place for 20 months, continues.



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