

28th October 2015



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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 the 28th October 2015, 1 volunteer and 5 members of staff from Healthwatch Lancashire gathered survey responses from patients and relatives across Burnley General Hospital to review their experience and gain insight.

This report summarises reviews from 64 patients and relatives from 18 departments, wards and clinics.



Hospital: Burnley General Hospital

Address: Casterton Avenue,
Burnley,
Lancashire
BB10 2PQ

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 Burnley 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 following representatives participated in the activity:

Peter Osbourne - Volunteer
Amanda Higgins - Staff member
Becky Willshaw - Staff member
Natalie Cotterell - Staff member
Christina Morley - Staff member
Ilyas Patel - Staff member



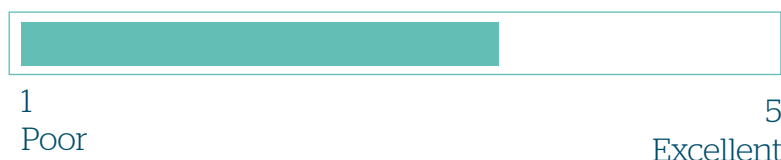
Pictured: The Healthwatch Lancashire team outside Burnley General Hospital.

Results

Representatives from Healthwatch Lancashire listened to patients, relatives and carers from 18 departments/wards/clinics at Burnley General Hospital on the 28th October 2015.

Patients & relatives rated the overall experience as:

3.9



WE SPOKE TO

64

PEOPLE

Ratings Summary:

Care and compassion from staff:

4.3 out of 5

Quality of service provided:

4.2 out of 5

Medical treatment:

4.3 out of 5

Ease of getting an appointment:

4.2 out of 5

Helpful information:

4.1 out of 5

Waiting time:

4.0 out of 5

Food:

3.9 out of 5

Cleanliness:

3.8 out of 5

Building and environment:

3.2 out of 5

86% were patients

14% were relatives or carers

Ratings by Department

The table below shows average ratings by department. Ratings are scored out of 5. (1 = poor, 5 = excellent)
Grey areas indicate where no response was provided.

Department	Number of responses	Rating	Quality of treatment	Care and compassion	Building and environment	Ease of getting an appointment	Medical treatment received	Waiting time	Food	Information received	Cleanliness
Blood Clinic	1	5	5	5	4	5	5	5		5	5
Cardiology	4	4	4.3	4	2.5	3.8	4.3	3.3		4	3
Chest Clinic	1	4	3	3	2	3	4	3		4	4
Dermatology	1	3	4	4	1	4	4	3	4	4	2
Dialysis	1	4	4	5	3	5	5	5		5	5
Eye Clinic	13	3.9	4.5	4.7	3.5	4.5	4.7	4.3	3	4.4	3.8
Fracture Clinic	2	4.5	4.5	4.5	3.5	4.5	5	4.5		4.5	4
Haematology	1	3	5	4	2	3	5	4		4	3
Outpatients	7	3.6	3.9	3.9	2.3	3.4	3.9	3.7		3.9	3.1
Eye Clinic	2	3.5	3.5	4	3.5	2.5	3.5	4	5	3.5	3.5
Physiotherapy	4	5	5	5	4	4.8	4.8	4.8		4.8	4.8
Rheumatology	2	3.5	4.5	4	2.5	3.5	4.5	3.5	4	4	3.5
Suite 3	1	5	5	5	4	5	5	5		5	4
Urgent Care	2	2.5	2.5	3	3.5	4	2.5	2	4	2.5	4
Urology	5	3	3.6	3.6	3	3.4	3.5	3.6	3.5	3.4	3.6
Ward 15	1	5	5	5	4	5	5	5	4	5	5
Ward 28	1	4	4	4	3	5		4	4	5	5
X-ray	13	4.2	4.5	4.7	3.5	4.8	4.5	4.1	3.8	4.3	4.3
Unspecified	2	3.5	3	2.5	3	4	3	4.5	4	4	3

The above table shows the average scores for each question from the feedback Healthwatch Lancashire received by department. All scores are calculated using the following method:

Sum of the individual's scores divided by number of people who responded to that question.

For example, for *How would you rate your overall experience?* Ophthalmology scored 4.4 based on seven individual's scoring their experience as 5, 4, 5, 5, 4, 4, 4.

Therefore:

$$\frac{5+4+5+5+5+4+4}{7} = 4.4$$

Comments by Department

The table below shows a summary of comments segmented by department.

Department	Comments
Blood Clinic	One service user stated that they had a very good experience.
Cardiology	A number of service users provided positive comments relating to the quality of the service. Some service users said that they preferred this department to Cardiology at Royal Blackburn Hospital with Burnley being described as “more personable.” Service users said that the building requires updating with some concerns about cleanliness and signage being raised. Some comments were received relating to staff stating that more are needed and that they are busy.
Chest Clinic	Concerns were raised about the high temperature on the clinic and how this might affect the spread of germs.
Dermatology	Service users stated that the care is “okay” but suggested the building is in need of refurbishment and improved cleanliness.
Dialysis	A service user provided a positive comment about the service and felt “looked after” and well informed. They also suggested that the building could be improved.
Eye Clinic	A number of service users said that the service was very good and praised the “nice, friendly” staff. Service users said that the staff check up on visitors regularly and that they are “amazing” at dealing with children. One service user noted an improvement since the introduction of a dedicated nurse. One service user suggested that children should be tested early for eye problems: “Right now it not looked at unless they are eight years or older or a parent has concerns about their child’s eyesight.” One service user described their difficulty getting to the service using patient transport and had to rely on a lift from his son. A large number of comments were received relating to car parking and the distance between this service and the car park. One service user stated that the walk was too long for people with poor eyesight. Concerns were raised about the cleanliness of the toilets downstairs and that these were blocked. One service user described the room as “dismal”. A number of comments were received about the waiting time with one service user stating that they visit on a regular basis and feel that they consistently have a long wait. One service user suggested doing regular checks on one-day to reduce the waiting time – it was also stated that they find it difficult to take time out of work to attend long appointments. Concerns were raised about the condition of the hospital relating to water leaks and that it is hazardous for people with poor eyesight. One service user stated that they had waited for seven months for treatment due to confusion with a referral from an optician.
Fracture Clinic	Service users said that they feel the service is “good” based on a number of recent visits.
Haematology	A service user stated that they feel the hospital provides good care but it still needs improvements, particularly relating to the aesthetics, signage and parking. They raised a concern that they are often unsure of how long they will be in the hospital, which causes confusion for pay and display parking.

Department	Comments
Outpatients	A number of positive comments were provided about the hospital stating: "Good hospital, good care and staff." Concerns were raised towards cleanliness, signage, parking and hospital maps. One service user stated that the hospital is "doing the best it can on limited resources." A suggestion was made to update the facilities and provide "more comfortable" seating in the waiting area. A large number of concerns were raised about cleanliness and particular mention was made to blocked toilets. One service user described the toilets as "disgusting". One service user stated that it was easy to get an appointment yet others raised concerns of poor communication between Burnley General Hospital and Royal Blackburn Hospital and that this resulted in difficulties with arranging appointments. One service user said there is a lack of choice which is why they visit the hospital.
Physiotherapy	Some positive comments were received relating to the good service and "excellent" staff. One service user raised concerns that following the results of an X-ray it took 4 weeks to be referred to physiotherapy. A service user commented that their treatment was unsuccessful due to no physiotherapist being available for weekly appointments.
Rheumatology	Service users commented that the building requires improvement and stated that it is "very old" with improvements required to the décor. Concerns were also raised about the cleanliness. Service users said that the hospital was inviting with good staff however, concerns were raised that staff were not friendly or approachable. Service provided positive comments about the food in the restaurant.
Suite 3	A service user commented that the hospital is great and provides a good service.
Urgent Care	Service users raised concerns about the waiting time and the quality of the service.
Urology	Service users raised concerns about long waiting times and the waiting room, which was described as "sparse with nothing to do" with a lack of privacy. The building was described as "old" and service users recommended that it is in need of refurbishment. One service user commented that they received inconsistent information from doctors and the hospital, which resulted in confusion. Some comments were received about staff stating that they work hard and others said that they believe they are short staffed. Concerns were raised towards the signage and difficulties in locating areas of the hospital.
Ward 15	Positive comments were received about "lovely" staff on the ward.
Ward 28	Service users said that it is difficult to navigate around the hospital due to poor signage.

Department	Comments
X-ray	Many positive comments were received relating to the quality of the service, the treatments received. One service user commented that they "couldn't have been treated better." A number of comments referred positively to staff describing them as "kind", "excellent", "committed and polite". A number of examples were provided where staff had resolved issues and service users expressed gratitude. One service user commented that there were not enough staff. Concerns were raised about parking and in particular a lack of spaces available. A number of comments were received about the building and environment including concerns for poor signage and that the site is not big enough. The waiting areas were described as sparse. One service user raised concerns about access to the service, describing the bus service as "poor". A suggestion was made to provide some services which have been moved to Royal Blackburn Hospital in Burnley General Hospital such as a fracture clinic, a minor operations department and A&E with comments such as: "I would not go to Blackburn if I could help it."
Unspecified	Service users described the building as "poor", "very tired" and "old fashioned" however, care was described as "very good". Concerns were raised about a lack of signage and confusions around car parking. One service user shared an experience about contracting MRSA a "few years ago" and now prefers to go to Airedale Hospital.

TRUST RESPONSE

Re: Response to Healthwatch Lancashire reports on Burnley General Hospital

Results of the patient engagement day were fed back to Chris Pearson, Director of Nursing for East Lancashire Hospitals NHS Trust.

“Healthwatch Lancashire volunteers and staff are thanked for the work undertaken to support the Trust in highlighting positive findings from patients and their families.

The report also highlights areas for improvement, and we have worked with teams to provide responses and what action has been taken in response to these comments.

- Estates and facilities: We regularly perform audits of our environment and conditions of buildings and decoration are addressed through this process. Car parking and signage is continually reviewed and always considered when planning new buildings. We also have a robust cleaning schedule across all areas of the hospital and encourage patients and visitors to report any concerns to a member of staff who can ensure the matter is resolved.
- Eye Clinic: Children can be tested at any age and all children under 16 are entitled to a free eye test. The Ophthalmologist can address any concerns and make necessary referrals.
- Waiting Times: We strive to run our clinics on time and the Eye Clinic provides regular updates to patients waiting in the department if a delay occurs.
- Patient Transport: The Department of Health sets an eligibility criteria which has to be met for us to offer patient transport and we try our best to offer a service to meet our patients' needs. We do ask that patient transport is reserved for those who need it the most and if patients can make their own arrangements then they do so.
- Rheumatology: Comments around staff attitudes been passed on to staff within the department to be addressed
- Urgent Care: Patients are always seen in order of urgency rather than arrival time and though we see a large amount of patients every day, we are constantly working to improve waiting times

“We take all feedback very seriously and constantly strive to ensure all our patients and relatives have a good experience when using the Trust’s services. We will be taking on board all the comments received and ensuring any issues raised are looked at in further detail and any changes or improvements communicated to the public in due course.”

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