

Introduction

Healthwatch Lancashire is committed to listening 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 19th January 2016, members of staff from Healthwatch Lancashire gathered survey responses from patients and relatives across Pendle Community Hospital to review their experience and gain insight.

This report summarises reviews from 37 patients and relatives from 5 departments, wards and clinics.



Hospital: Pendle Community Hospital

Address: Leeds Rd,
Nelson,
Lancashire,
BB9 9SZ

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 the 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:

Amanda Higgins - Project Officer (Lead)
Becky Willshaw - Intelligence Officer



Pictured: Pendle Community Hospital.

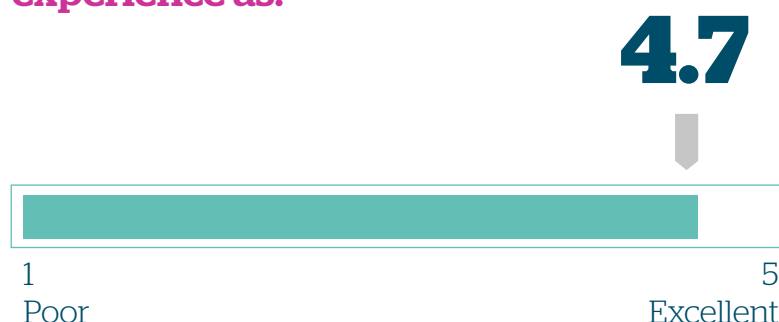


Pictured: A member of the Healthwatch Lancashire staff listening to a member of the public at Pendle Community Hospital.

Results

Representatives from Healthwatch Lancashire listened to 37 patients and relatives from departments, wards and clinics at Pendle Community Hospital on the 19th January 2016.

Patients and relatives rated the overall experience as:



WE SPOKE TO

37
PEOPLE

Ratings Summary:

Care and compassion from staff:

4.8 out of 5

Cleanliness:

4.8 out of 5

Quality of service provided:

4.8 out of 5

Medical treatment:

4.8 out of 5

Helpful information:

4.7 out of 5

Waiting time:

4.6 out of 5

Building and environment:

4.4 out of 5

Ease of getting an appointment:

4.3 out of 5

Food:

3.9 out of 5

81% were patients

14% were relatives

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	Average Overall experience	Quality of service	Care and compassion	Building and environment	Ease of getting an appointment	Medical treatment received	Waiting time	Food	Information received	Cleanliness
Hartley Ward	4	4.8	5	5	4.7		5		3.3	5	5
Marsden Ward	4	5	5	5	5		5		5	5	5
Outpatients	23	4.7	4.8	4.8	4.3	4.2	4.9	4.6		4.8	4.8
Reedyford Ward	4	4.5	4.5	4.8	4.3	5	4.7		3.3	5	4.5
X-ray	2	5	5	4.5	5	5	4.5	5		5	5

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: = 4.4

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

Comments by Department

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

Department	Summary of comments
Hartley Ward	Patients said that they were receiving good care and commented on helpful staff and the accommodating visiting hours. A patient said that they were confused as to why they were on this ward.
Marsden Ward	Patients commented that staff are "lovely", "wonderful" and "helpful". A patient said that they had previously been at Royal Blackburn Hospital but feel that they are receiving more specialised care in Pendle which they are pleased with. A patient raised a concern about their relative not being informed about their treatment however they did say that they were well informed. A patient felt that there were not enough staff on duty. A patient raised a concern about information provided by their consultants stating that one had arranged for an ECG and another cancelled it because it wasn't needed. A patient said that they were provided drops for their ears but they were not checked by the consultant and only when they asked them to look was it realised that they had a perforated ear drum. A visitor said that they felt that the ward was very well run and that they are kept well informed. They raised a concern about the parking.
Outpatients	The majority of patients were positive about the care they received and the service. Patients described staff as friendly, helpful and understanding. Patients provided positive comments about the reception staff, the physiotherapist and staff in general. However, one patient stated that they felt the reception staff could have been more helpful and described them as being "sharp" with people. A patient said that they felt staff were rude and unhelpful. A patient said that they had attended the hospital for five years and felt that they had been treated well throughout stating "I do not have a bad word to say about the place." A patient raised a concern about a lack of parking spaces. A patient said that they had used patient transport which had taken more than an hour which they felt was too long. A patient raised a concern about walking to the hospital stating that "It's a bit too far to walk when you've got a mobility problem like me." A patient said that they travel to the hospital from Burnley on the bus and are happy to do so. Patients said that the waiting room was warm. One person said that this was "nice" however; another said that it was too warm and they needed to stand outside the waiting room. A patient said that the corridors are too long and they struggled with mobility following an injury. Two patients commented that the building is "drab" but stated that they felt it "does the job." A patient said that their appointment letter was not very clear. A number of patients said that they felt booking their appointment was easy with people saying that it has improved. One patient said that they had to cancel an appointment and they rearranged this quickly for them. However, one patient said that they felt it was not easy to get an appointment as they had to use the online booking service and had made five phone calls since November to get their appointment. One patient said that they had an appointment made by a doctor at the drop-in clinic but they could not be fitted in and were confused if they should return to their doctors. A patient said: "I was seen as soon as I arrived which was early, it's excellent." A number of patients said that they had been provided with information to complete exercises at home which they said worked well and were very good.

Comments by Department

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

Department	Summary of comments
Outpatients	A patient said: "I would like to see that this hospital remains open. We used to have the day hospital and that got closed down to make more offices - but it's such a valuable service and it seems as though they don't care about the community."
Reedyford Ward	A patient praised the staff stating that "they are fantastic" however, they also felt that they are very caring despite being "overworked" and "understaffed". One patient said that they felt that some of the staff who worked on night shifts were not very nice as they "shout at patients and talk down to them". A patient said they feel that the food is bland and another said they do not find the food appealing. One patient raised a concern that they felt the hospital was not very clean stating that they felt the lifts and the toilets smell. A relative said they felt that the ward could be more "homely" and that patients should be more informed about the dining areas and social areas. They commented: "My auntie didn't know they were there so hadn't used them."
X-ray	Patients said that there was little waiting and that it was very quick. One patient raised a concern for being able to access the service and did not realise this was available in Pendle Community Hospital and had planned to travel to Burnley General Hospital before being advised to come here.

TRUST RESPONSE

Re: Response to Healthwatch Lancashire reports on Pendle Community Hospital

Results of the patient engagement day were fed back to Meg Davey, Head of Patient Experience 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, as well as highlighting some areas for improvement including:

- 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. 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.
- Nutrition and Hydration Strategy: improvements have been made including care plans to ensure patients can express their likes and dislikes and any assistance they may require.
- Appointment letters: improvement work is on-going to improve appointment letters with help from patients and their relatives and carers.
- Recruitment: The Trust has an active strategy in place to recruit nursing staff which is on-going, including open days, attendance at national recruitment events and use of social media. International recruitment has also taken place with 80 nurses being recruited from the Philippines, and previously qualified registered nurses whose registration has lapsed will be supported in returning to practice.

“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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