

my needs opinion counts

Show empathy & understanding to communicate with others to share experiences

Miss Ahmed from ENT Royal Lancaster Infirmary really listened and got me the help & treatment I needed

Every School should have a DEFIBILLBOARD!

Without watching Real Life Situations Requiring CPR I couldn't have Saved My Husband!

The staff in my local pharmacy are fantastic!

People's Health and wellbeing is a main priority for re:fresh (Bewdsey)!

LEARNING CPR SAVES LIVES!

Volunteers are vital in helping us to improve

V15

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Introduction

Healthwatch Lancashire is committed to listening to 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 27th Jan 2016 two volunteers supported by three members of staff from Healthwatch Lancashire, gathered survey responses from patients and relatives across Chorley and South Ribble Hospital to review their experience and gain insight.

This report summarises reviews from 99 patients and relatives from 16 departments, wards and clinics.

Hospital: Chorley and South Ribble Hospital

Address: Preston Road,
Chorley,
Lancashire,
PR7 1PP



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 Chorley and South Ribble 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:

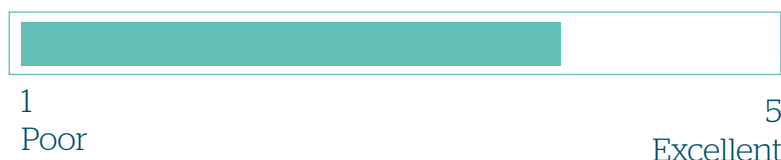
Peter Osbourne - Volunteer
Liz Butterworth - Volunteer
Aysha Desai - Project Officer
Ilyas Patel - Project Officer
Amanda Higgins - Project Officer

Results

Representatives from Healthwatch Lancashire listened to patients, relatives and carers from 16 departments, wards and clinics at Chorley and South Ribble Hospital on the 27th January 2016.

Patients and relatives rated the overall experience as:

4.2



WE SPOKE TO
99
 PEOPLE

Ratings Summary:

Medical treatment:

4.8 out of 5

Care and compassion from staff:

4.8 out of 5

Helpful information:

4.7 out of 5

Cleanliness:

4.7 out of 5

Quality of service provided:

4.7 out of 5

Ease of getting an appointment:

4.6 of out 5

Building and environment:

4.5 out of 5

Food:

3.7 out of 5

Waiting time:

3.3 out of 5

77%

were patients

18%

were relatives

2%

were visitors

3%

did not disclose

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	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
A&E	6	4.8	5	5	5	5	5	3.5		5	5
Oncology	2	5	4.5	5	4.5	4	5	4.5		4.5	5
Dining	2	1.5							1.5		
Endoscopy	1	4	4	4	5	4		4		4	5
ENT Suite	5	4	4.5	4.7	5		5	4.5	5	5	5
Orthopaedic and Fracture Clinic	39	4.5	4.7	4.8	4.7	4.6	4.9	3	4.8	4.9	4.9
Gastroenterology	2	4.5	5	4	4						4
Blood Test	9	3.3	4.5	4.7	4.1	4.8	4	2.6	4.5	4.5	4.3
Leyland Ward	3	4.7	5	5	4.7	5	5	3.3	4	4.7	4.7
Oral and Maxillofacial Clinic	3	4	4.3	4.3	3.7	5	4	4		4.7	4.7
Outpatients	14	3.6	4.5	4.6	3.9	4.3	4.6	3.5	1	4.4	4.5
Patient Transport	2	4.5	4.5	5	4			3			4
Pharmacy	1	3						2			
Pre-Op Assessment	1	4	5	5	4			5		5	4
Unspecified	5	3.2	5	5	5	5	5	4.5	3	5	5
X-ray	4	4.3	4.5	4.5	4.5	5	3.7	4		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:

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

Comments by Department

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

Department	Comments
A&E	Patients raised concerns about waiting times with some stating that they had waited between one and six hours. A patient said that they understand that the wait is long as there are more serious emergencies. One patient said that they had waited five hours and said that they thought it was "fine".
Oncology	Patients said that the staff were very friendly however, parking is difficult at times.
Dining	A patient raised concerns about the service in the dining facilities stating that staff were not friendly, the food service was "awful" and the food was cold.
Endoscopy	A patient raised their concerns about parking but stated that they arrived well before their appointment to ensure that they were not late.
ENT Suite	Staff were described as "excellent" and the service was described as "good." A patient said that they had received useful advice in a letter about where would be best to park. However, a number of patients said that parking could be improved for patients and visitors. One patient said that they had arrived early to avoid parking issues.
Orthopaedic and Fracture Clinic	A number of people provided positive comments about the staff and service. People described the service as "fantastic" and "really good" along with people saying that they were satisfied with the care they received. Staff are described as "terrific" and "really caring". A number of people raised concerns about parking and a lack of spaces. A patient said that they do not struggle with parking because they have a disabled badge. A patient said that they had parked on a lay-by, which was a ten minute walk from the hospital, because they had fractured their shoulder and could not reach the ticket button on entry to the car park. A patient raised concerns about transport to the hospital saying that they need to get a lift from friends and family as a result of a bus service being cancelled from Leyland. A large number of patients raised concerns about the waiting times with a number of people saying that they had waited between one and two hours. However, some patients said that they had been treated quickly. A number of people commented that they do not mind the waiting time because they feel that the care they receive is very good. A number of comments were made referring to appointments with Mr Hughes. Patients said that their appointments were delayed but they were happy to wait because he provides good care. A patient questioned why consultant appointments are delayed more than others. A number of concerns were raised about appointments with patients saying that they had to wait for a long time to get the appointment with one example of eight weeks being made. Patients also felt that the appointment times were not flexible and that they had issues with cancellations. A patients said that the information they had been provided was good One patient raised concerns about their experience stating that they felt it was "horrendous". They said that they had not received medication, spent 5 hours in the hospital and that the plaster that had been put on wasn't working.

Department	Comments
Gastroenterology	A patient said that their first impressions of visiting the hospital were good. A patient said they found the hospital easy to find with the instructions they were provided with and, despite hearing there would be issues with parking, they found it easy to park.
Blood Test	Patients said that volunteers and nurses are “really good”. A number of patients raised concerns about parking being difficult, high cost of coffee and long waiting times. Patients said that the decoration of hospital needed updating. A patient said that they have to wait in the corridor which is noisy and can be draughty.
Leyland Ward	Patients described the nurses on the ward as “brilliant” and their experience as “fabulous”. However, a patient described their experience as “abominable”. They said that there were no beds available prior to their operation and that the waiting room was full.
Oral and Maxillofacial Clinic	Positive comments were shared about the hospital describing it as very good. A patient said that they had an issue with rearranging an appointment after the X-ray machine was not working. A patient said that they felt that appointments could be managed better. A patient said that parking could be improved during the day.
Outpatients	A number of patients said that they were pleased with the service provided. A number of patients raised their concerns about waiting times stating that they can be very long. A number of patients said that there is little to do in the waiting areas. Some patients said that it was full so they had to stand for long periods. A patient shared an experience about confusion with their appointment stating that this resulted in them having to wait up to 5 hours in reception. A patient said that the staff were good at addressing them directly which they say does not happen in all departments within the hospital. Patients raised their concerns about car parking and said that they felt the cost of parking is high. A patient said that they felt there were not enough blue badge spaces at peak times. A patient said that the doors to the unit are not wheelchair friendly because they are manual and they had difficulty accessing as a result. A number of patients using wheelchairs said that accessing the hospital using the path is difficult because it is unstable with one patient saying that they felt “unsafe”. When parking away from the unit the pathways on site are unstable for the electric wheelchair and cause the patient to feel unsafe.
Patient Transport	Patients said that they thought the service was very good despite having to wait a while.
Pharmacy	A patient said that they had to wait for 20 minutes to be seen in order to collect their medication.
Pre-Op Assessment	A patient said that they found the hospital to be helping them a lot.
Unspecified	A patient said that it was their first visit to the hospital and that their first impressions were good. Patients said that they travelled by bus because they had heard that parking is a problem at the hospital. A patient said that they found visiting the hospital a pleasure and that it is well looked after.
X-ray	Patients raised concerns about the lack of parking spaces and signage within the car park. A patient said that the temperature in the waiting room can get too hot.

Provider Response

This report was shared with Lancashire Teaching Hospitals NHS Foundation Trust prior to publication. Steve O'Brien, Associate Director Quality, provided the following response:

"We welcome Healthwatch's report and thank the team for undertaking this work. We are continuously seeking feedback from patients in a number of ways, from the Friends and Family Test to informal comments we hear on the wards, and we collate and review all of this valuable insight to see what we can improve. This report adds further richness to the feedback we obtain from other sources.

We note some of the very positive comments about the quality of care and interactions with staff at all levels. We pride ourselves on the quality of our staff and the values they consistently demonstrate even when working under often significant pressure. It is reassuring to note that their efforts are recognised and appreciated.

We also however, acknowledge the comments made about some aspects of the services, in particular as they relate to waiting times, appointments, parking and catering. Waiting times continue to be a challenge for us as the number of patients attending our hospitals increases significantly every year, and we have limited options to increase capacity given the national shortage of some staff and the difficult financial position. However we are confident there are changes we can make to how we work to improve our processes to provide our patients with a better experience and we'll review Healthwatch's findings to see what else we can do.

As on the Royal Preston site, we appreciate that car parking is a challenge, because many more patients and visitors wish to park than we have spaces available. We have set up a task group to look at this issue, and are linking with local residents and councillors to see what we can do together to improve congestion on our local streets.

We strive to provide a high standard of food for staff, patients and their families and apologise that on this occasion the dining room service was not of a satisfactory standard. We regularly review the menu and the range of food we provide and also undertake regular temperature checks during service to ensure that the required environmental Health standards are being achieved. We will be discussing the information received with the relevant teams and will be putting in place any necessary actions in relation to the points raised."



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