

Service User Feedback on Access to Hospitals within Lancashire

Report summarising responses to a survey
about access to hospitals within Lancashire.

25th Feb – 31st May 2016

Reports for Blackpool Teaching Hospitals NHS
Foundation Trust



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Introduction and context

Healthwatch Lancashire is committed to listening to members of the public to ensure their views and experiences are heard by those who run, plan and regulate health and social care services.

Between February and May 2016 Healthwatch Lancashire engaged with residents in Lancashire to gather their views and experiences about access in seventeen Lancashire hospitals.

The remit of the survey was to engage with local residents across Lancashire with a short survey to find out how people access appointments in hospitals and to gather details on convenience, cost and how this affects their appointments.

The project also investigated whether people felt they had received the information they needed to be able to get to their appointment.

Acknowledgements

Healthwatch Lancashire would like to thank the patients for taking part in the activity. We would also like to thank the staff at each of the hospital trusts that we visited, for supporting our visits.

Healthwatch Lancashire would also like to thank our volunteers who dedicated their time to undertake these visits and listen to members of the public.

DISCLAIMER

This report relates only to the service viewed at the time of the visit, and is only representative of the views of the patients who met members of the Patient Engagement Day team on that date.

Methodology

Service users are often those who are best placed to provide feedback about health and social care. Their feedback is invaluable and their unique perspective can help to improve services by influencing the planning, design, delivery and improvement of services.

This study was undertaken by Healthwatch Lancashire staff and volunteers through face-to-face discussions with members of the public in seventeen hospitals across Lancashire. Members of the public in Lancashire were asked a series of eighteen questions in relation to accessibility. The feedback received from patients and visitors of the hospitals is summarised in this report.

The following hospitals were visited between February and May 2016:

Airedale NHS Foundation Trust:

- Airedale General Hospital

Blackpool Teaching Hospitals NHS Foundation Trust:

- Blackpool Victoria Hospital
- Clifton Hospital
- Fleetwood Hospital

East Lancashire Hospitals NHS Trust:

- Burnley General Hospital
- Royal Blackburn Hospital
- Accrington Victoria Hospital
- Clitheroe Community Hospital
- Pendle Community Hospital

Lancashire Teaching Hospitals:

- Royal Preston Hospital
- Chorley and South Ribble Hospital

Ramsay Healthcare:

- Renacres Hospital
- Fulwood Hall Hospital
- Euxton Hall Hospital

Southport and Ormskirk Hospital NHS Trust:

- Ormskirk District General Hospital

University Hospitals of Morecambe Bay NHS Foundation Trust:

- Royal Lancaster Infirmary
- Queen Victoria Hospital

Average results for 17 hospitals visited in Lancashire

1596 people shared their views within 17 hospitals in Lancashire. The following results show the average results from all hospitals.

1. We asked 'How did you get to the hospital today?'

Walk	Bus	Car	Taxi	Train	NHS Patient Transport	Mobility scooter	Community Transport	Got a lift	Bike
3.9%	8.5%	64.6%	5.6%	0.3%	4.5%	0.1%	0.3%	12.1%	0.1%

2. We asked those who travelled by car: 'Did you use the hospital car park?'

81.6% said Yes

18.4% said No

3. We asked those who said Yes to Question 2: 'Did you find a space quickly and easily?'

66.0% said Yes

34.0% said No

4. We asked those who travelled by car: 'Would you use a Park and Ride service if there was one?'

25.6% said Yes

74.4% said No

5. We asked those who used public transport: 'Was it convenient?'

74.9% said Yes

25.1% said No

6. We asked 'Are you concerned about the cost of your journey?'

13.1% said Yes

86.9% said No

7. We asked: 'How long did it take you to get to the hospital today?'

Less than 30 minutes	30 minutes to 1 hour	1 to 2 hours	More than 2 hours
77.5%	19.6%	2.6%	0.3%

8. We asked: 'Have you attended hospital on your own?'

46.9% said Yes **53.1%** said No

9. We asked: 'Did you allow extra time to get here to ensure you were early for your appointment?'

79.6% said Yes **16.5%** said No **3.9%** said Not Applicable

10. We asked: 'Did you receive a letter / information about your appointment today?'

77.5% said Yes **15.7%** said No **6.8%** said Not Applicable

11. We asked: 'Did you get a reminder about your appointment?'

32.3% said Yes **62.4%** said No **5.3%** said Not Applicable

12. We asked those who answered Yes to Q10 or Q11: 'Did the letter / information contain clear details to help you plan your journey to hospital today?'

62.4% said Yes **37.6%** said No

13. We asked: 'Have you ever been late for a hospital appointment due to problems with your journey?'

18.9% said Yes **81.1%** said No

14. We asked those who answered Yes to Q13: 'What were the problems?' (multiple answers)

Problems Identified	Total Number of Responses
No spaces in the hospital car park	108
Bad weather	14
Traffic/ roadworks	131
Issues with public transport e.g. bus late or cancelled	22
Arrived on time but didn't know where the appointment was being held	5
Own fault e.g. misread, forgot about the appointment	27
Problems with car or vehicle	8
Issues with patient transport	26
Issues with community transport	1
TOTAL NUMBER OF RESPONSES	342

15. We asked: 'Have you ever completely missed an appointment due to problems with your journey?'

8.4% said Yes

91.6% said No

16. We asked those who answered Yes to Q15: 'What were the problems?'

Problems Identified	Total Number of Responses
No spaces in the hospital car park	10
Bad weather	5
Issues with public transport e.g. bus late or cancelled	5
Arrived on time but didn't know where the appointment was being held	1
Own fault e.g. misread or forgot about the appointment	44
Traffic problems	16
Problems with car or other vehicle	1
Couldn't afford transport	0
Too ill to attend	40
Issues with patient or community transport	4
Other	2
TOTAL NUMBER OF RESPONSES	128

17. We asked: 'Have you got any concerns about your journey home?'

4.5% said Yes

95.5% said No

18. We asked those who answered Yes to Q17: 'What are your concerns?'

Problems Identified	Total Number of responses
Getting a lift	3
Ordering a taxi	12
Catching the bus/train/tram	12
Feeling ill / unable to get home	5
Community transport pick up	5
Weather/light outside	2
Safety concerns	2
Other	35
TOTAL NUMBER OF RESPONSES	76

Blackpool Victoria Hospital Results

The Patient Engagement Day at Blackpool Victoria Hospital took place on Tuesday 12th April 2016.

189 people shared their views.

1. We asked 'How did you get to the hospital today?'

Walk	Bus	Car	Taxi	Train	NHS Patient Transport	Mobility scooter	Community Transport	Got a lift	Bike
3%	12%	65.5%	6%	0%	7%	0%	0.5%	6%	0%

2. We asked those who travelled by car: 'Did you use the hospital car park?'

87% said Yes **13%** said No

3. We asked those who said Yes to Question 2: 'Did you find a space quickly and easily?'

79% said Yes **21%** said No

4. We asked those who travelled by car: 'Would you use a Park and Ride service if there was one?'

21% said Yes **79%** said No

5. We asked those who used public transport: 'Was it convenient?'

54% said Yes **46%** said No

6. We asked 'Are you concerned about the cost of your journey?'

19% said Yes **81%** said No

7. We asked: 'How long did it take you to get to the hospital today?'

Less than 30 minutes	30 minutes to 1 hour	1 to 2 hours	More than 2 hours
67%	27%	6%	0%

8. We asked: 'Have you attended hospital on your own?'

32% said Yes

68% said No

9. We asked: 'Did you allow extra time to get here to ensure you were early for your appointment?'

75% said Yes

21% said No

4% said Not Applicable

10. We asked: 'Did you receive a letter / information about your appointment today?'

73% said Yes

17% said No

10% said Not Applicable

11. We asked: 'Did you get a reminder about your appointment?'

37% said Yes

56% said No

7% said Not Applicable

12. We asked those who answered Yes to Q10 or Q11: 'Did the letter / information contain clear details to help you plan your journey to hospital today?'

79% said Yes

21% said No

13. We asked: 'Have you ever been late for a hospital appointment due to problems with your journey?'

15% said Yes

85% said No

14. We asked those who answered Yes to Q13: 'What were the problems?' (multiple answers)

Problems Identified	Number of Responses
No spaces in the hospital car park	7
Bad weather	0
Traffic/ roadworks	11
Issues with public transport e.g. bus late or cancelled	4
Arrived on time but didn't know where the appointment was being held	1
Own fault e.g. misread, forgot about the appointment	2
Problems with car or vehicle	1
Issues with patient transport	2
Issues with community transport	0

15. We asked: 'Have you ever completely missed an appointment due to problems with your journey?'

9% said Yes

91% said No

16. We asked those who answered Yes to Q15: 'What were the problems?'

Problems Identified	Number of Responses
No spaces in the hospital car park	1
Bad weather	0
Issues with public transport e.g. bus late or cancelled	2
Arrived on time but didn't know where the appointment was being held	0
Own fault e.g. misread or forgot about the appointment	6
Traffic problems	1
Problems with car or other vehicle	0
Couldn't afford transport	0
Too ill to attend	5
Issues with patient or community transport	0

17. We asked: 'Have you got any concerns about your journey home?'

10% said Yes

90% said No

18. We asked those who answered Yes to Q17: 'What are your concerns?'

Problems Identified	Number of responses
Getting a lift	0
Ordering a taxi	3
Catching the bus/train/tram	4
Feeling ill / unable to get home	1
Community transport pick up	2
Weather/ light outside	0
Safety concerns	0
Other	10

Other responses:

- The cost of the taxi.
- I didn't anticipate that I may need a cast and that I may need a lift home.
- Being late out and missing the school run.
- I need a taxi now due to the extended 4-hour wait.
- Waiting for patient transport.
- Traffic hold up (3hours).
- Waiting for NHS patient transport.
- Sometimes we have to wait a long time to be picked up.
- Up to 3 hours waiting time for NHS Patient Transport to pick me up.
- Waiting for NHS patient transport.

Additional findings from the Patient Engagement Day at Blackpool Victoria Hospital

The Healthwatch Lancashire Patient Engagement Day team recorded observations and feedback on the day of the event.

Service User Feedback:

- A service user said there isn't a Maternity Clinic in Fleetwood and they need to get a bus and a tram to Blackpool Victoria Hospital which they find difficult.
- A patient suggested that all car parks should be 'Pay on leave'.
- A patient with mobility problems said that they could not use the multi-storey car park due to the long walk to the hospital. Another patient who experiences difficulty walking said that it is a long way from the car park to the Outpatients department.
- A parent commented that the 'parent and child' parking spaces are quite good.
- A patient said that they had turned up for their appointment but the appointment was cancelled and they had not been informed.
- A patient said that they had difficulty finding a parking space and they were nearly late for their appointment as they couldn't find a space.
- A patient told us that they needed a taxi to take them home due to the extended waiting times of 4 hours.
- A visitor to the hospital said that they visit frequently and the cost of the car parking is an issue.
- A patient said that they had difficulty with traffic hold ups and parking as there are signage problems to get to the car park.

Clifton Hospital Results

The Patient Engagement Day at Clifton Hospital took place on Monday 15th February 2016. 44 people shared their views.

1. We asked 'How did you get to the hospital today?'

Walk	Bus	Car	Taxi	Train	NHS Patient Transport	Mobility scooter	Community Transport	Got a lift	Bike
2%	9%	55%	9%	0%	7%	0%	0%	18%	0%

2. We asked those who travelled by car: 'Did you use the hospital car park?'

92% said Yes **8%** said No

3. We asked those who said Yes to Question 2: 'Did you find a space quickly and easily?'

79% said Yes **21%** said No

4. We asked those who travelled by car: 'Would you use a Park and Ride service if there was one?'

4% said Yes **96%** said No

5. We asked those who used public transport: 'Was it convenient?'

100% said Yes **0%** said No

6. We asked 'Are you concerned about the cost of your journey?'

11% said Yes **89%** said No

7. We asked: 'How long did it take you to get to the hospital today?'

Less than 30 minutes	30 minutes to 1 hour	1 to 2 hours	More than 2 hours
91%	9%	0%	0%

8. We asked: 'Have you attended hospital on your own?'

50% said Yes

50% said No

9. We asked: 'Did you allow extra time to get here to ensure you were early for your appointment?'

80% said Yes

20% said No

0% said Not Applicable

10. We asked: 'Did you receive a letter / information about your appointment today?'

77% said Yes

23% said No

0% said Not Applicable

11. We asked: 'Did you get a reminder about your appointment?'

37% said Yes

63% said No

0% said Not Applicable

12. We asked those who answered Yes to Q10 or Q11: 'Did the letter / information contain clear details to help you plan your journey to hospital today?'

81% said Yes

19% said No

13. We asked: 'Have you ever been late for a hospital appointment due to problems with your journey?'

5% said Yes

95% said No

14. We asked those who answered Yes to Q13: 'What were the problems?' (multiple answers)

Problems Identified	Number of Responses
No spaces in the hospital car park	0
Bad weather	1
Traffic/ roadworks	0
Issues with public transport e.g. bus late or cancelled	1
Arrived on time but didn't know where the appointment was being held	0
Own fault e.g. misread, forgot about the appointment	0
Problems with car or vehicle	0
Issues with patient transport	0
Issues with community transport	0

15. We asked: 'Have you ever completely missed an appointment due to problems with your journey?'

9% said Yes

91% said No

16. We asked those who answered Yes to Q15: 'What were the problems?'

Problems Identified	Number of Responses
No spaces in the hospital car park	0
Bad weather	0
Issues with public transport e.g. bus late or cancelled	1
Arrived on time but didn't know where the appointment was being held	0
Own fault e.g. misread or forgot about the appointment	3
Traffic problems	0
Problems with car or other vehicle	0
Couldn't afford transport	0
Too ill to attend	0
Issues with patient or community transport	0

17. We asked: 'Have you got any concerns about your journey home?'

0% said Yes

100% said No

18. We asked those who answered Yes to Q17: 'What are your concerns?'

Problems Identified	Number of responses
Getting a lift	0
Ordering a taxi	0
Catching the bus/train/tram	0
Feeling ill / unable to get home	0
Community transport pick up	0
Weather/ light outside	0
Safety concerns	0
Other	0

Additional findings from the Patient Engagement Day at Clifton Hospital

The Healthwatch Lancashire Patient Engagement Day team recorded observations and feedback on the day of the event.

Service User Feedback:

- A patient told us there was a lack of disability spaces when they were trying to park.
- One member of the public mentioned they had to park far away from the hospital because they had no change for parking.

Fleetwood Hospital Results

The Patient Engagement Day at Fleetwood Hospital took place on Tuesday 23rd February. 28 people shared their views.

1. We asked 'How did you get to the hospital today?'

Walk	Bus	Car	Taxi	Train	NHS Patient Transport	Mobility scooter	Community Transport	Got a lift	Bike
18%	7%	75%	0%	0%	0%	0%	0%	0%	0%

2. We asked those who travelled by car: 'Did you use the hospital car park?'

57% said Yes **43%** said No

3. We asked those who said Yes to Question 2: 'Did you find a space quickly and easily?'

54% said Yes **46%** said No

4. We asked those who travelled by car: 'Would you use a Park and Ride service if there was one?'

25% said Yes **75%** said No

5. We asked those who used public transport: 'Was it convenient?'

67% said Yes **33%** said No

6. We asked 'Are you concerned about the cost of your journey?'

4% said Yes **96%** said No

7. We asked: 'How long did it take you to get to the hospital today?'

Less than 30 minutes	30 minutes to 1 hour	1 to 2 hours	More than 2 hours
85%	15%	0%	0%

8. We asked: 'Have you attended hospital on your own?'

62% said Yes

38% said No

9. We asked: 'Did you allow extra time to get here to ensure you were early for your appointment?'

79% said Yes

21% said No

0% said Not Applicable

10. We asked: 'Did you receive a letter / information about your appointment today?'

75% said Yes

25% said No

0% said Not Applicable

11. We asked: 'Did you get a reminder about your appointment?'

19% said Yes

81% said No

0% said Not Applicable

12. We asked those who answered Yes to Q10 or Q11: 'Did the letter / information contain clear details to help you plan your journey to hospital today?'

100% said Yes

0% said No

13. We asked: 'Have you ever been late for a hospital appointment due to problems with your journey?'

11% said Yes

89% said No

14. We asked those who answered Yes to Q13: 'What were the problems?' (multiple answers)

Problems Identified	Number of Responses
No spaces in the hospital car park	1
Bad weather	0
Traffic/ roadworks	2
Issues with public transport e.g. bus late or cancelled	0
Arrived on time but didn't know where the appointment was being held	0
Own fault e.g. misread, forgot about the appointment	0
Problems with car or vehicle	0
Issues with patient transport	0
Issues with community transport	0

15. We asked: 'Have you ever completely missed an appointment due to problems with your journey?'

11% said Yes

89% said No

16. We asked those who answered Yes to Q15: 'What were the problems?'

Problems Identified	Number of Responses
No spaces in the hospital car park	0
Bad weather	0
Issues with public transport e.g. bus late or cancelled	0
Arrived on time but didn't know where the appointment was being held	0
Own fault e.g. misread or forgot about the appointment	0
Traffic problems	3
Problems with car or other vehicle	0
Couldn't afford transport	0
Too ill to attend	0
Issues with patient or community transport	0

17. We asked: 'Have you got any concerns about your journey home?'

0% said Yes

100% said No

18. We asked those who answered Yes to Q17: 'What are your concerns?'

Problems Identified	Number of responses
Getting a lift	0
Ordering a taxi	0
Catching the bus/train/tram	0
Feeling ill / unable to get home	0
Community transport pick up	0
Weather/ light outside	0
Safety concerns	0
Other	0

Additional findings from the Patient Engagement Day at Fleetwood Hospital

The Healthwatch Lancashire Patient Engagement Day team recorded observations and feedback on the day of the event.

Observations:

- Reception staff finished early resulting in the reception desk closing and this caused some confusion for patients entering the hospital.

Action Statement – Health Watch Lancashire Report

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	It is a long walk from the outpatient department from the main entrance car park.	Adjacent to the A&E department there are 90 spaces which patients can use to access our outpatient department. This is highlighted via the travel map currently to all patients who may be accessing our chest clinic or our orthopaedic or physiotherapy clinics. Communication around the location of the outpatient department is going to be enhanced when the new OP entrance is officially opened mid-September.	September 2016	Nigel Bennett
2.	46% of patients said they could not find a car parking space quickly and easily at Fleetwood Hospital.	We only have a limited number of clinics at Fleetwood Hospital and the short stay parking outside of the hospital has been adequate for these services.	Completed	Sandra Rudd
3.	46% of patients said public transport was not convenient to access Blackpool Victoria Hospital	There is ongoing work with Blackpool Transport to improve access to the hospital. This includes regular attendance at the Healthy Transport Committee where a number of operational issues are discussed with the local authority. The Health Watch report will be shared with this committee, Blackpool Council is also conducting their own travel survey to further enhance access to local NHS services, and these findings will be shared with Health Watch.	October 2016	Sandra Rudd Eleanor Walsh
4.	62% of patients said they did not get a reminder about their appointment.	Due to technical issues the telephone appointment reminder service was not in action when this report was conducted as the contract was being renewed with the provider. The reminder service has been restored so all patients are receiving appointment reminders now. This service has also been extended to previously excluded clinics and the scripts for the messages have been revised in line with Department of Health guidance.	Completed August 2016	Lisa Richmond

Additional questions:

1. Is the report factually accurate? If not, please state what needs to be changed and why

- Pg 10 A patient suggested that all car parks at BVH should be pay on leave. The other car parking spaces at Blackpool Victoria Hospital are not physically conducive to having a parking barrier placed which would enable pay on leave.

- Pg10 A patient said there are signage problems to get to the car park. There are clear signs at either entrance of the hospital which identify the way to the car park, as well as signage by Blackpool Zoo. All patients who are attending the hospital for the first time will also receive a travel map with their appointment letter where the car parking is clearly illustrated.
- Pg 14 A patient said there was a lack of disabled spaces at Clifton Hospital. We offer over the national requirement for the number of disabled spaces at all of our Trust sites, however there are plans to redesign and expand Clifton Car Park, which will result in more disabled car parking spaces being allocated.

2. Have you learnt anything new about the experiences of your patients as a result of this exercise?

It was positive to see that 100% of patients who use public transport to access Clifton Hospital are satisfied with the services provided as this was raised previously as a concern through a Trust consultation about the transferral of health services from Rossall to Clifton.

The issues of concern in the report reaffirmed historic Trust concerns, and we can use these findings to support our proposals to address these matters.

3. What was your impression of Healthwatch Lancashire during this exercise? Do you think they could have done anything better?

We have a good working relationship with Healthwatch Lancashire and are grateful they have taken the time to capture this feedback about our services. The information supplied is informative and easy to understand so we were able to address the issues highlighted swiftly.

If this report was to be conducted again it would be beneficial to know if patients felt there were enough wheelchairs available in our car parks, if information about public transport was displayed clearly on our hospital sites, and how they feel about our car parking charges.

We have a number of Trust services which are based at community health centres, interviewing patients at these community sites would be beneficial too and may uncover further issues for improvement.

Action Statement

No.	Issues raised by patients	Response or action from commissioner	To be addressed by	Name of manager responsible
1a	Travelling to hospital (Blackpool Victoria) and parking facilities	Blackpool Teaching Hospitals NHS Foundation Trust has recently invested in improving parking facilities at the hospital resulting in the provision of multi-storey accessible parking with covered access to the main entrance of the hospital. Parking charges are regularly monitored and commensurate with national hospital parking charges. Additionally the hospital is served by excellent public transport links accessible from locations across the Fylde Coast.	Not applicable	Phil Hargreaves
		We are pleased to see that the majority of people travelling to the Hospital reported a positive experience whether using public transport or their own transport. In relation to issues raised where patients have arrived late for an appointment or missed their appointment, we note that again the majority are due to external factors, predominantly delays due to road works.	Not applicable	Not applicable
1b.	Issues with homeward journey - Patient transport services	We note that a number of patients report long waits for patient transport services. These comments have been noted and will be passed to the responsible commissioner.	Not applicable	Amanda Lomas
2a.	Travelling to Hospital (Clifton Hospital) and parking facilities.	We are pleased to note that the majority of people travelling to Clifton hospital reported a positive experience whether travelling by public transport or their own transport. We are especially pleased to note that 100% of people travelling via public transport reported that the hospital was in a convenient location for them.	Not applicable	Not applicable
		We note that only 2 respondents report difficulty in reaching the hospital on time for their appointment due to 'bad weather' and 'bus service issues' respectively. Where patients have been late or missed their appointment 3 out of the 4 respondents who had done so felt that this was due to their	Not applicable	Not applicable

		own error.		
2b.	Issues with homeward journey.	We are pleased to note that no problems were identified as part of this survey in relation to patients' journeys home.	Not applicable	Not applicable
3a	Travelling to hospital (Fleetwood Hospital)	We note that the number of people experiencing difficulty parking is relatively small and that 57% of 28 respondents surveyed travelled to Fleetwood hospital by car. Of this number (approximately 16 respondents) less than half (46%) state that they were not able to park quickly and easily. We understand that the location of Fleetwood hospital provides limited parking and we would encourage patients to use public transport where this is appropriate to do so. We feel that the survey provides assurance that patients are able to travel to Fleetwood hospital comfortably using public transport as 43% reported doing so with the majority of these (67%) reporting a convenient and positive experience. We feel that this is a reflection on the quality of communications sent with patient appointments on planning their journey to hospital with 100% saying this information was clear.	Not applicable	Not applicable
		We note that only 3 respondents reported problems with travelling to hospital. Road works were cited as the influencing factor for 2 patients with parking affecting 1 patient. We also note that traffic problems were responsible for all 3 patients who reported being late or missing an appointment.	Not applicable	Not applicable
3b	Issues with homeward journey.	We are pleased to note that 100% of respondents had no concerns about their homeward journey.	Not applicable	Not applicable