

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 East Lancashire Hospitals NHS 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

Accrington Victoria Hospital Results

The Patient Engagement Day at Accrington Victoria Hospital took place on Tuesday 15th March 2016.
95 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
11%	4%	65%	0%	0%	3%	0%	0%	17%	0%

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

62% said Yes **38%** said No

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

70% said Yes **30%** said No

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

5% said Yes **95%** 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?'

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
84%	15%	1%	0%

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

46% said Yes

54% said No

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

53% said Yes

24% said No

23% said Not Applicable

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

67% said Yes

7% said No

26% said Not Applicable

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

42% said Yes

32% said No

26% 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?'

45% said Yes

55% said No

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

17% said Yes

83% 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	8
Bad weather	0
Traffic/ roadworks	5
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	3
Problems with car or vehicle	0
Issues with patient transport	1
Issues with community transport	0

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

12% said Yes

88% 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	3
Bad weather	1
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	2
Traffic problems	2
Problems with car or other vehicle	0
Couldn't afford transport	0
Too ill to attend	3
Issues with patient or community transport	0

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

2% said Yes

98% said No

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

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

Additional findings from the Patient Engagement Day at Accrington Victoria 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 that the information for their appointment came too late.
- One patient commented that parking for disabled people is very limited.

Royal Blackburn Hospital Results

The Patient Engagement Day at Royal Blackburn Hospital took place on Tuesday 10th May 2016.
103 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
1%	12%	50%	11%	0%	10%	0%	0%	16%	0%

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

88% said Yes **12%** said No

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

64% said Yes **36%** said No

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

34% said Yes **66%** said No

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

88% said Yes **12%** said No

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

21% said Yes **79%** 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
71%	25%	4%	0%

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

49% said Yes

51% said No

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

84% said Yes

15% said No

1% said Not Applicable

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

79% said Yes

19% said No

2% said Not Applicable

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

35% said Yes

63% said No

2% 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?'

44% said Yes

56% said No

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

20% said Yes

80% 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	2
Traffic/ roadworks	9
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	1
Issues with patient transport	6
Issues with community transport	0

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

6% said Yes

94% 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	1
Traffic problems	0
Problems with car or other vehicle	0
Couldn't afford transport	0
Too ill to attend	3
Issues with patient or community transport	0

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

11% said Yes

89% said No

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

Problems Identified	Number of responses
Getting a lift	1
Ordering a taxi	2
Catching the bus/train/tram	0
Feeling ill / unable to get home	2
Community transport pick up	0
Weather/ light outside	0
Safety concerns	0
Other	8

Other responses:

- Traffic build up out of hospital.
- The cost of the taxi.
- Patient Transport pick up is late (45 minutes).
- Traffic.
- Waiting for NHS patient transport.

Additional findings from the Patient Engagement Day at Royal Blackburn Hospital

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

Observations:

- Morning patients and visitors did not seem to have a problem with traffic but the entrance to the hospital and the parking area became very busy in the afternoon. This traffic caused a large amount of late appointments and distressed patients.
- Traffic was causing a long delay in the Outpatient Department in the afternoon.
- Many patients and visitors used the hand gel by the talking display.

Service User Feedback:

- Many patients said that during peak hours, there are not enough disabled parking spaces.
- A patient told us that even though they live in Bamber Bridge and they get a choice to go to Preston, it takes longer to get there even though it's closer. They said they attend Royal Blackburn Hospital because it is cheaper and easier to park.
- A patient told us that the roundabout was blocked and they thought that there needs to be another access to the hospital.
- Several patients told us that they are aware the roads and parking are very busy around the hospital in the afternoon, so one patient said they ring and ask for morning appointments.
- A visitor told us that they were at the hospital to visit their mother on Ward B22, however there is no access for those with mobility issues.
- A relative said they need a partner to help bring their dad from the car to the department, but they receive no help outside.
- A patient stated that their appointment letter was wrong which meant that they showed up for an appointment and it was the wrong hospital.
- A relative of a patient commented that the NHS Patient Transport pickup was fantastic, however the waiting afterwards was awful. The patient had an injection in his eye and was feeling unwell so he needed to get home. The transport was delayed due to traffic.
- A patient's operation was cancelled because there were no beds. They said staff were nice and couldn't apologise enough.
- A patient said there was a two hour wait for Patient Transport.

Burnley General Hospital Results

The Patient Engagement Day at Burnley General Hospital took place on Tuesday 9th February 2016. 92 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%	61%	5%	1%	4%	0%	1%	13%	0%

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

90% said Yes **10%** said No

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

40% said Yes **60%** said No

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

29% said Yes **71%** said No

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

85% said Yes **15%** said No

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

10% said Yes **90%** 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
75%	23%	2%	0%

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

47% said Yes

53% said No

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

90% said Yes

10% said No

0% said Not Applicable

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

86% said Yes

14% said No

0% said Not Applicable

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

50% said Yes

50% 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?'

57% said Yes

43% said No

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

27% said Yes

73% 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	13
Bad weather	2
Traffic/ roadworks	6
Issues with public transport e.g. bus late or cancelled	5
Arrived on time but didn't know where the appointment was being held	2
Own fault e.g. misread, forgot about the appointment	1
Problems with car or vehicle	0
Issues with patient transport	1
Issues with community transport	1

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

5% said Yes

95% 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	1
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	0
Traffic problems	0
Problems with car or other vehicle	0
Couldn't afford transport	0
Too ill to attend	2
Issues with patient or community transport	0

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

7% said Yes

93% 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	1
Catching the bus/train/tram	2
Feeling ill / unable to get home	0
Community transport pick up	1
Weather/ light outside	2
Safety concerns	2
Other	2

Other responses:

- I am worried about walking back to the car as I am parked quite far from the clinic and I have another appointment after here which I need to get to.
- I am concerned about paying for the taxi.

Additional findings from the Patient Engagement Day at Burnley General 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 that they have difficulty finding disabled parking spaces and that there are not enough spaces.
- Feedback from one patient described the car parking as difficult and very expensive.
- A patient with mobility issues described a difficult walk from the bus stop to the hospital.

Clitheroe Community Hospital Results

The Patient Engagement Day at Clitheroe Community Hospital took place on Tuesday 5th April 2016. 45 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
0%	2%	62%	11%	0%	0%	0%	5%	20%	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?'

74% said Yes **26%** said No

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

24% said Yes **76%** said No

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

0% said Yes **100%** 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
89%	11%	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?'

78% said Yes

22% said No

0% said Not Applicable

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

78% said Yes

9% said No

13% said Not Applicable

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

31% said Yes

56% said No

13% 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?'

34% said Yes

66% said No

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

24% said Yes

76% 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	5
Bad weather	1
Traffic/ roadworks	4
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	1
Problems with car or vehicle	0
Issues with patient transport	1
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	1
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	1
Problems with car or other vehicle	0
Couldn't afford transport	0
Too ill to attend	2
Issues with patient or community transport	0

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

2% said Yes

98% 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	1

Other responses:

- "Getting back to Blackburn for work quickly."

Additional findings from the Patient Engagement Day at Clitheroe 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 that their appointment letter stated there was a parking charge at the hospital when in fact it was free.
- Several patients could not find a space in the car park and had to park on the road or curbs and some people were using the disabled car parking spaces without badges.
- One member of the public said the car parking spaces were too small for large vehicles.
- A patient who had difficulty finding the hospital, said that improved signage at the roundabout would help to find the hospital.
- More than one patient said that the postcode for the hospital does not work with a Sat Nav and it does not bring you to the hospital.
- Several patients told us that they had used the Little Green Bus service to get to their appointments.

Pendle Community Hospital Results

The Patient Engagement Day at Pendle Community Hospital took place on Thursday 21st April. 33 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%	6%	64%	0%	0%	6%	6%	0%	15%	0%

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

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

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

9% said Yes **91%** said No

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

38% said Yes **62%** 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?'

0% said Yes **100%** 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
88%	6%	6%	0%

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

79% said Yes

21% said No

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

61% said Yes

12% said No

27% said Not Applicable

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

52% said Yes

30% said No

18% said Not Applicable

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

15% said Yes

58% said No

27% 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?'

35% said Yes

65% said No

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

24% said Yes

76% 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	1
Traffic/ roadworks	5
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	1
Problems with car or vehicle	0
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?'

6% said Yes

94% 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	0
Problems with car or other vehicle	0
Couldn't afford transport	0
Too ill to attend	2
Issues with patient or community transport	0

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

9% said Yes

91% 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	1
Feeling ill / unable to get home	0
Community transport pick up	0
Weather/ light outside	0
Safety concerns	0
Other	2

Other responses:

- "I don't know when the NHS patient transport is picking me up."
- "I am waiting for NHS patient transport."

Additional findings from the Patient Engagement Day at Pendle Community Hospital

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

Observations:

- A high proportion of service users and visitors were parking in nearby public parking spaces as there was not enough parking spaces in the hospital car park which was evident at all times of the day.
- There was a clear area for service users to wait for NHS Patient Transport and for visitor drop offs and pickups.
- Bus routes are nearby and the hospital is close to the centre of town.
- Many of the people who took part in the survey were visitors and therefore did not have appointments booked; there was also a Physiotherapy Outpatients Drop-In on the day of the visit. This meant that a higher proportion of respondents did not have, or need, appointment letters or cards.

TRUST RESPONSE

Re: Response to Healthwatch Lancashire Report regarding Service user feedback on access to hospitals within East Lancashire Hospitals NHS Trust.

Results of the report were fed back to Christine Pearson, Director of Nursing and Emergency Department staff at 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 areas for improvement. 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”.

In response to comments relating to access to services, we would like to point out the following:

- > Car parking and signage is continually reviewed and always considered when planning new buildings. We have plans for additional car parking at Burnley General Hospital as part of a major development of the site which we hope to announce in the near future.
- > In comparison to other NHS hospitals, our standard car parking charge of £1.90 for up to three hours is amongst the lowest in the country.
- > We are providing an additional 40 car parking spaces at Clitheroe Community Hospital in April 2017 in response to patient feedback
- > Demand for car parking has increased at Royal Blackburn Hospital over the last 3 months and more spaces have been added.
- > The number of designated parking spaces for Blue Badge holders at each of our hospitals meet strict guidelines in relation to the ratio with non-blue badge holder parking spaces.