

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 Ramsay Health Care UK



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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

Renacres Hospital Results

The Patient Engagement Day at Renacres Hospital took place on Wednesday 25th May 2016.
100 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%	0%	86%	4%	0%	2%	0%	0%	8%	0%

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

98% said Yes **2%** said No

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

65% said Yes **35%** said No

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

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

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

-% said Yes **-%** said No

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

6% said Yes **94%** 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
78%	21%	1%	0%

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

44% said Yes

56% said No

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

88% said Yes

11% said No

1% said Not Applicable

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

69% said Yes

11% said No

20% said Not Applicable

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

14% said Yes

81% said No

5% 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?'

71% said Yes

29% 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	5
Bad weather	0
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	1
Own fault e.g. misread, forgot about the appointment	1
Problems with car or vehicle	1
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?'

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	8
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?'

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 Renacres Hospital, Ormskirk

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 visiting times on the website are not correct.

Euxton Hall Hospital Results

The Patient Engagement Day at Euxton Hall Hospital took place on Thursday 7th April and Thursday 14th April 2016.

73 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%	1%	80%	1%	0%	3%	0%	0%	14%	0%

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

100% said Yes

0% said No

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

92% said Yes

8% said No

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

27% said Yes

73% said No

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

33% said Yes

67% said No

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

7% said Yes

93% 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
92%	8%	0%	0%

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

56% said Yes

44% said No

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

79% said Yes

20% said No

1% said Not Applicable

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

92% said Yes

5% said No

3% said Not Applicable

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

18% said Yes

79% said No

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?'

57% said Yes

43% said No

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

16% said Yes

84% 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	3
Bad weather	0
Traffic/ roadworks	8
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	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?'

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	5
Traffic problems	1
Problems with car or other vehicle	1
Couldn't afford transport	0
Too ill to attend	1
Issues with patient or community transport	0

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

3% said Yes

97% 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	2
Catching the bus/train/tram	0
Feeling ill / unable to get home	0
Community transport pick up	1
Weather/ light outside	0
Safety concerns	0
Other	0

Additional findings from the Patient Engagement Day at Euxton Hall Hospital

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

Observations:

- There are double doors at the entrance to Euxton Hall main reception. The front double doors lead to a vestibule area and another set of double doors. The door on the right is hinged closed leaving the left door for patients to enter through. This is not an automatic door and whilst there is a sign stating push, several patients were struggling with entering the building.
- One patient had a wheeled walker and could not get it through the front door of the hospital.

Service User Feedback:

- Several people commented that they have previously had problems finding space on the car park but it was quiet today. One person said when the mobile scanner unit is on site it takes up several car parking spaces. A patient commented that if they come during visitor's hours in the afternoon, it is usually difficult to find a parking space.
- Several patients said that they chose to visit Euxton Hall Hospital rather than other local hospitals due to the good parking facilities and free parking.
- One patient said that more disabled parking spaces are needed. They also said that the disabled ramp is quite long and it is difficult if you have breathing problems.
- One patient said that they did not receive clear details to help them plan their journey. They commented on poor signage on the site of Euxton Hall Hospital and that they didn't know where to go to book an MRI scan.
- One patient had issues with Patient Transport and returning home from a main hospital. They said that they have often wait for a few hours to be taken back home. When the Patient Transport reception closes, patients don't know where to go. Patients cannot pre-book their return journey until they have been for their appointment.

Fulwood Hall Hospital Results

The Patient Engagement Day at Fulwood Hall Hospital took place on Thursday 25th February 2016. 115 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%	2%	80%	4%	0%	2%	0%	0%	11%	0%

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

72% said Yes **28%** said No

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

73% said Yes **27%** said No

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

28% said Yes **72%** 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?'

3% said Yes **97%** 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%	19%	3%	1%

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?'

89% said Yes

11% said No

0% said Not Applicable

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

82% said Yes

18% said No

0% said Not Applicable

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

18% said Yes

82% 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?'

82% said Yes

18% 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	11
Bad weather	0
Traffic/ roadworks	12
Issues with public transport e.g. bus late or cancelled	0
Arrived on time but didn't know where the appointment was being held	1
Own fault e.g. misread, forgot about the appointment	3
Problems with car or vehicle	2
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?'

7% said Yes

93% 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	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	4
Traffic problems	3
Problems with car or other vehicle	0
Couldn't afford transport	0
Too ill to attend	6
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	1
Community transport pick up	0
Weather/light outside	0
Safety concerns	0
Other	1

Other responses:

- There is a lack of clear signage from the Ribblesdale road about the prohibited right hand turn.

Additional findings from the Patient Engagement Day at Fulwood Hall Hospital

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

Observations:

- Service users were parking on the road and on adjacent streets as there were no spaces in the hospital car park.

Service User Feedback:

- One member of public told us that some people park in areas near to disabled parking bays which are not marked parking spaces and this blocks access to cars for disabled users.
- A patient described an administration problem which meant he had prepared for an endoscopy and then when he arrived at hospital he was only having a consultation. He found this experience stressful and it had caused a lot of anxiety.
- One service user said there is a lack of clear signage from the Ribblesdale road about the prohibited right hand turn.
- A suggestion was given to create a drop off point for people with limited mobility but do not have a blue badge.
- A patient who travelled by bus expressed concerns that their bus service to the hospital may be removed in the near future.

Response from Ramsey Health Care UK

Action Statement

No.	Issues raised by patients	Response or action from provider	To be addressed by	Name of manager responsible
1.	The information about visiting times on the website is not accurate	We have contacted our marketing team and the information will be updated	End of October 2016	General Manager

Additional questions:

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

The report is factually accurate.

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

We know that on certain days we have a shortage of car parking spaces and we hope that this will be addressed now planning permission is through and new spaces can be developed.

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

The hospital found them to be very professional and helpful with the patients.