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# **Feedback Report**

**at Blackpool Teaching Hospitals NHS Trust**  
**March 2015 - July 2015**

# Introduction

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

This report summarises 79 reviews from service users collected by Healthwatch Lancashire representatives between March 2015 and July 2015 about Blackpool Teaching Hospitals NHS Foundation Trust.

# 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.**

Service users were asked 10 questions and rated their experiences from 1 to 5 (1=Poor, 5=Excellent) and were also given the opportunity to feedback any other comments, complements or concerns.



# Clifton Hospital Results

Healthwatch Lancashire representatives listened to service users views about Clifton Hospital between March and July 2015.

**35**

people shared their experiences

Service users: **26**

Relatives: **4**

Carer: **1**

Professionals: **0**

Visitor: **1**

N/A: **3**

## Ratings Summary:

Medical treatment:

**4.7** out of **5**

Quality of treatment or service provided:

**4.7** out of **5**

Food:

**4.6** out of **5**

Ease of getting an appointment:

**4.5** out of **5**

Caring and compassion from staff:

**4.5** out of **5**

Information:

**4.5** out of **5**

Waiting time:

**4.4** out of **5**

Cleanliness:

**4.2** out of **5**

Building and environment:

**3.9** out of **5**

## Ratings by Month

The table below shows average ratings per month

Ratings are scored out of 5. (1 = Poor, 5 = Excellent)

Grey areas indicate where no response was provided

'How would you rate the overall experience?' was the only question answered by all respondents

Some questions received a small number of responses. Average ratings where only one response was received are marked with \*.

The above table shows the average scores for each question from the feedback Healthwatch Lancashire received

All scores are calculated using the following method:

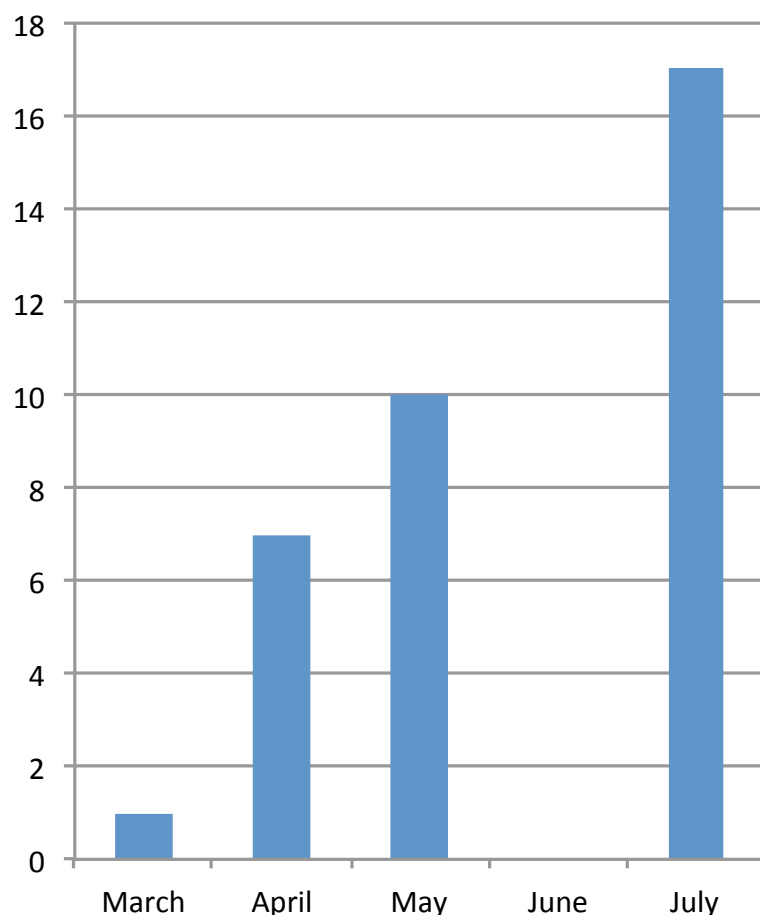
Sum of the individual's scores divided by number of people who responded to that question

| Question                                           | Month |       |     |      |      |
|----------------------------------------------------|-------|-------|-----|------|------|
|                                                    | March | April | May | June | July |
| Number of responses                                | 1     | 7     | 10  | 0    | 17   |
| Quality of treatment or service provided           | 5     | 4.6   | 4.9 |      | 4.5  |
| How caring and compassionate were the staff?       | 5     | 4.5   | 4.6 |      | 4.5  |
| How helpful was information recieved?              |       | 4.3   | 4.8 |      | 4    |
| How easy was it to get an appointment?             | 5     | 4.2   | 4.8 |      | 4    |
| How would you rate the cleanliness?                |       | 4.2   | 4.6 |      | 4.2  |
| How would you rate building and environment?       |       | 3.2   | 4.4 |      | 3.9  |
| How would you rate the medical treatment received? | 5     | 4.6   | 4.8 |      | 4.4  |
| How was the food?                                  | 5     | 5     |     |      | 5    |
| How was the wating time?                           | 5     | 4.1   | 4.4 |      | 4.5  |
| How would you rate your overall experience?        | 5     | 4     | 4.3 |      | 4.2  |

## Ratings by Month continued...

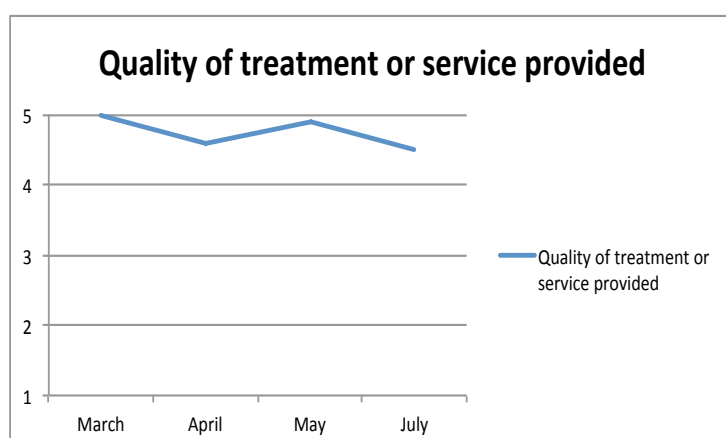
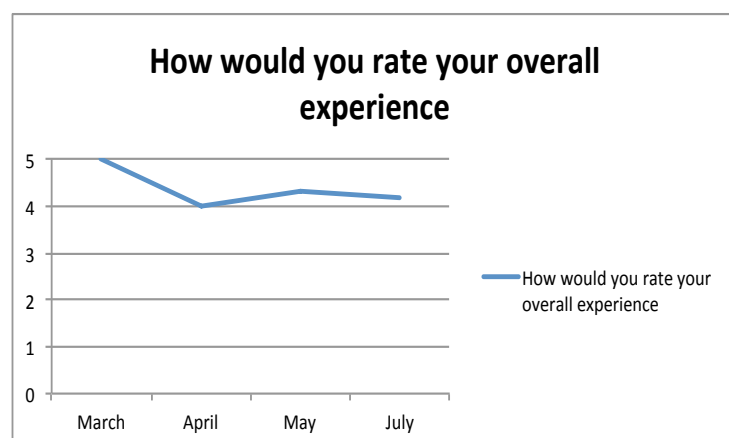
### Number of Responses by month

The chart below shows the number of responses each month between March 2015 and July 2015.



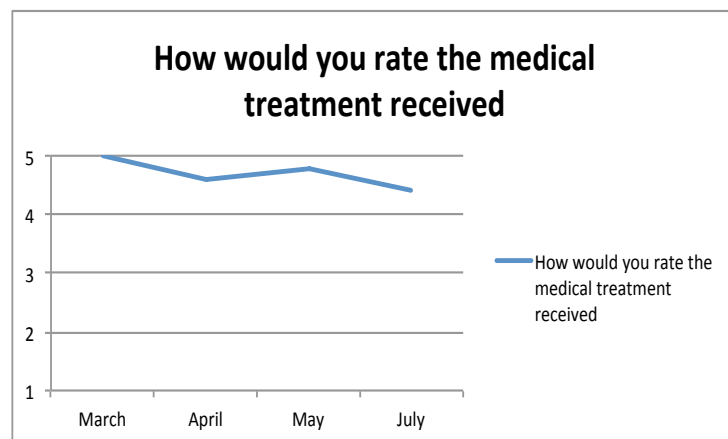
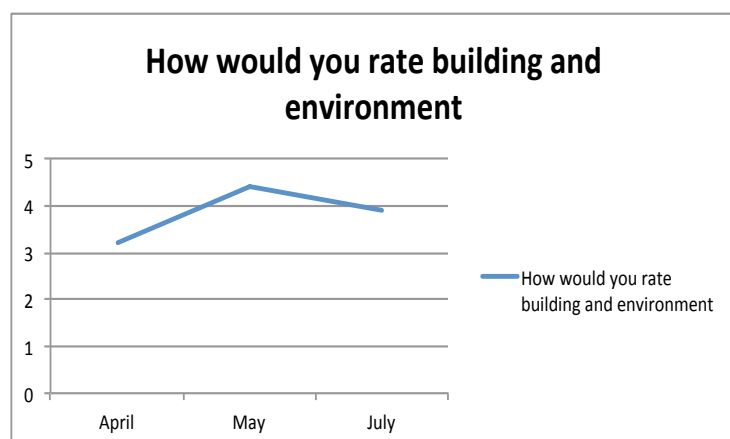
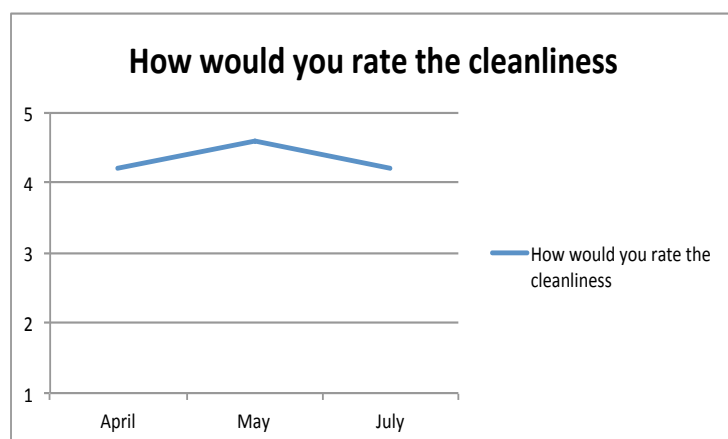
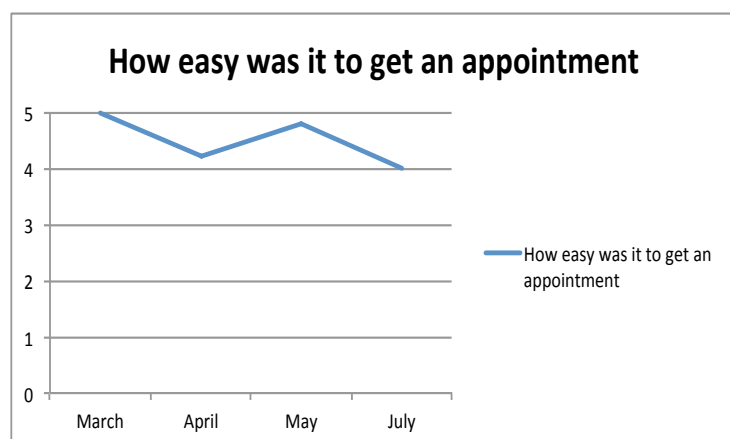
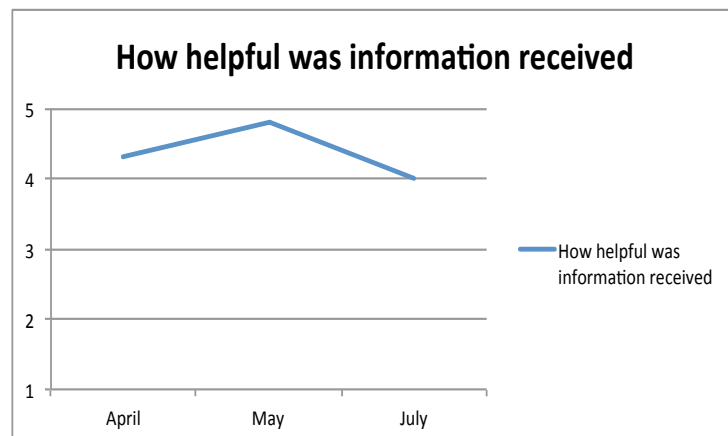
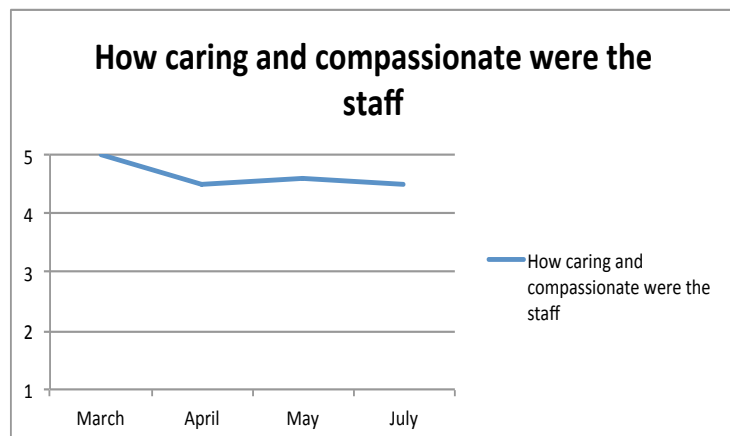
### Average question ratings by month

The following charts show the average ratings for each question by month.



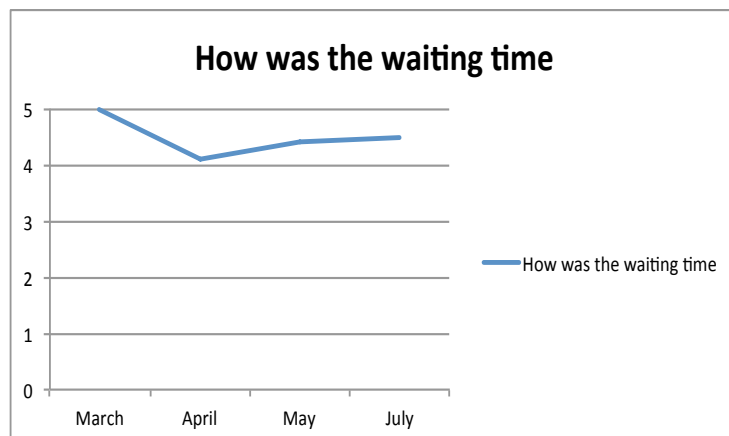
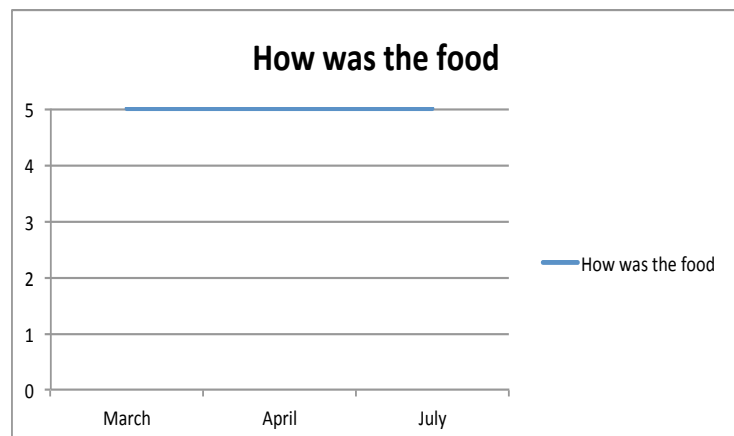
## Average question ratings by month continued..

The charts below shows the average ratings for each question



### Average question ratings by month continued..

The charts below shows the average ratings for each question



# Blackpool Victoria Hospital Results

Healthwatch Lancashire representatives listened to service users views about Blackpool Victoria Hospital between March and July 2015.

**44**

people shared their experiences with us

Service users: **28**

Relatives: **7**

Carer: **1**

Professionals: **1**

Visitor: **4**

N/A: **3**

## Ratings Summary:

Ease of getting an appointment:

**4.4** out of 5

Quality of treatment or service provided:

**4.4** out of 5

Caring and compassion from staff:

**4.3** out of 5

Medical treatment:

**4.3** out of 5

Cleanliness:

**4.1** out of 5

Information:

**4.1** out of 5

Food:

**4.1** out of 5

Building and environment:

**4.0** out of 5

Waiting time:

**3.9** out of 5

## Ratings by Month

The table below shows average ratings per month

Ratings are scored out of 5. (1 = Poor, 5 = Excellent)

Grey areas indicate where no response was provided

'How would you rate the overall experience?' was the only question answered by all respondents

Some questions received a small number of responses. Average ratings where only one response was received are marked with \*.

The above table shows the average scores for each question from the feedback Healthwatch Lancashire received

All scores are calculated using the following method:

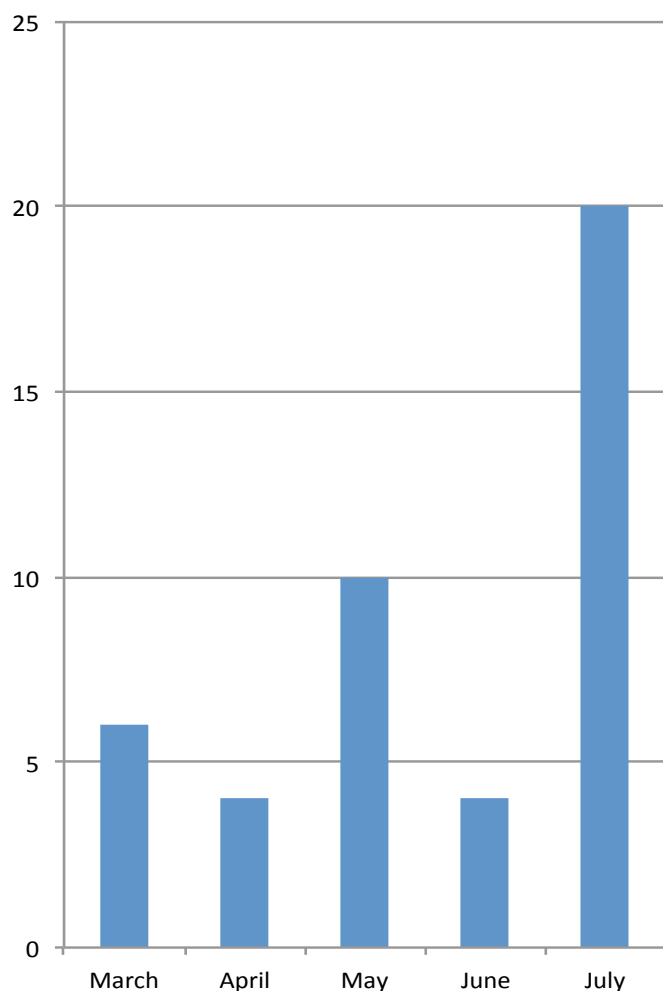
Sum of the individual's scores divided by number of people who responded to that question

| Question                                           | Month |       |     |      |      |
|----------------------------------------------------|-------|-------|-----|------|------|
|                                                    | March | April | May | June | July |
| Number of responses                                | 6     | 4     | 10  | 4    | 20   |
| Quality of treatment or service provided           | 3     | 4.3   | 4.6 | 4.5  | 4.3  |
| How caring and compassionate were the staff?       | 1     | 4.3   | 4.4 | 4.5  | 4.2  |
| How helpful was information recieved?              | 2     | 4     | 4.6 | 5    | 3.5  |
| How easy was it to get an appointment?             | 3     | 4     | 4.7 | 4    | 4.4  |
| How would you rate the cleanliness?                | 4     | 4.3   | 4.4 | 4.5  |      |
| How would you rate building and environment?       | 4     | 4.3   | 4.4 | 4.4  | 3.7  |
| How would you rate the medical treatment received? | 3     | 3.5   | 4.5 | 5    | 4.3  |
| How was the food?                                  |       | 3     | 4   | 5    | 4.2  |
| How was the wating time?                           | 1     | 3     | 4.5 | 4.5  | 3.7  |
| How would you rate your overall experience?        | 3.3   | 4.2   | 4.3 | 4.8  | 4.1  |

## Ratings by Month continued...

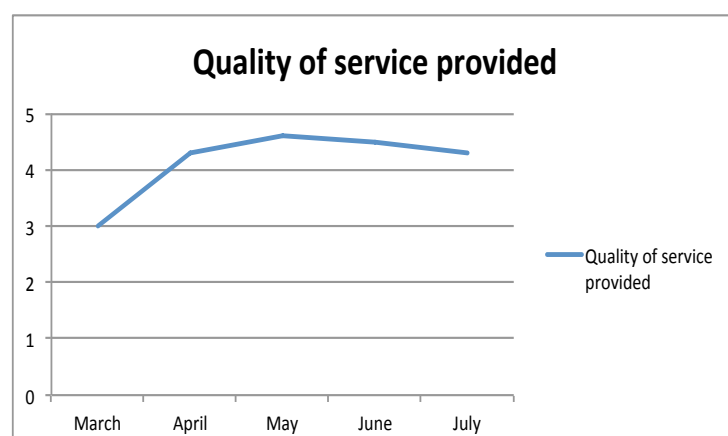
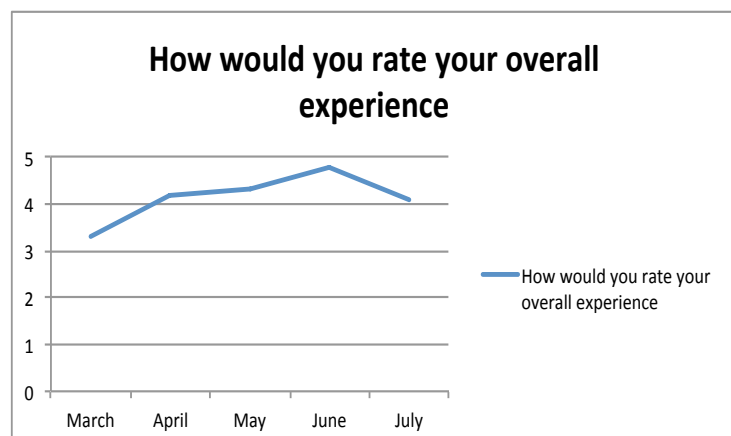
### Number of Responses by month

The chart below shows the number of responses each month between March 2015 and July 2015.



### Average question ratings by month

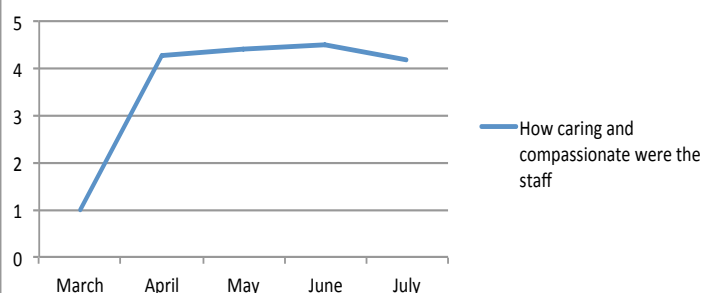
The following charts show the average ratings for each question by month.



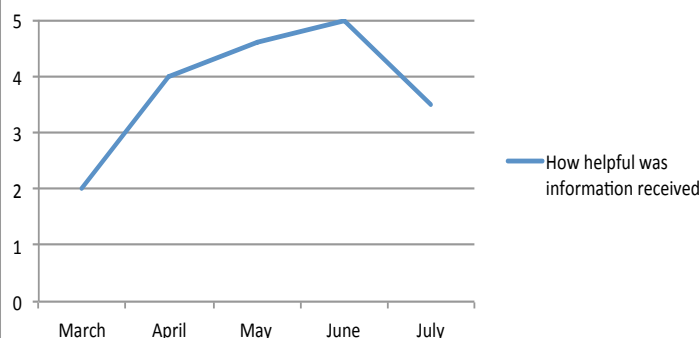
## Average question ratings by month continued..

The charts below shows the average ratings for each question

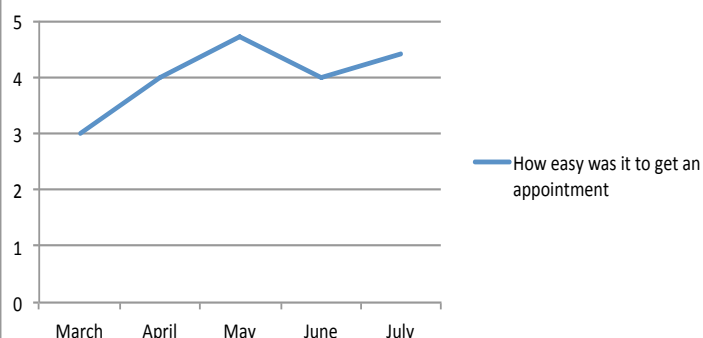
**How caring and compassionate were the staff**



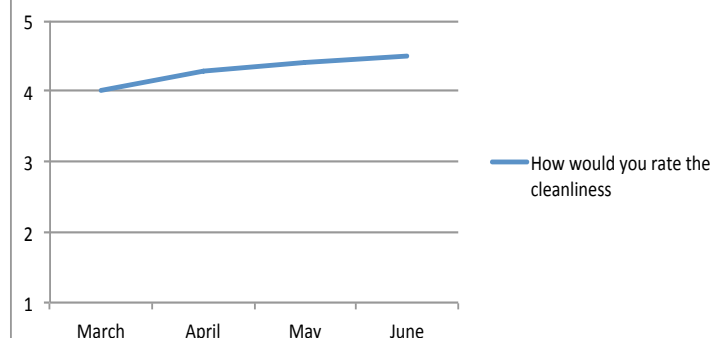
**How helpful was information received**



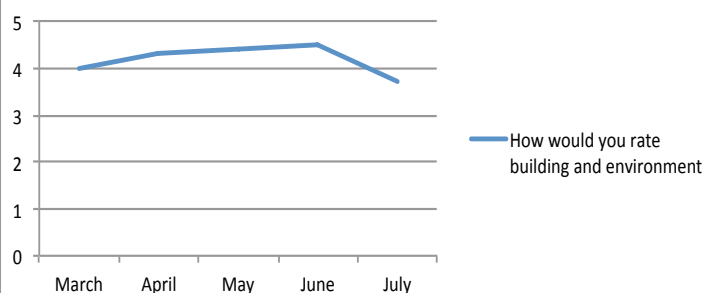
**How easy was it to get an appointment**



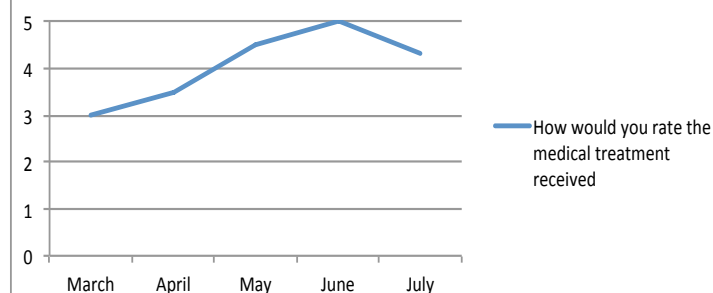
**How would you rate the cleanliness**



**How would you rate building and environment**

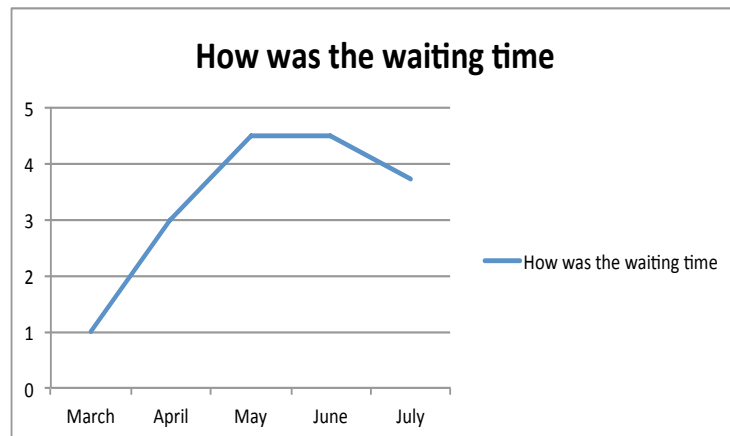
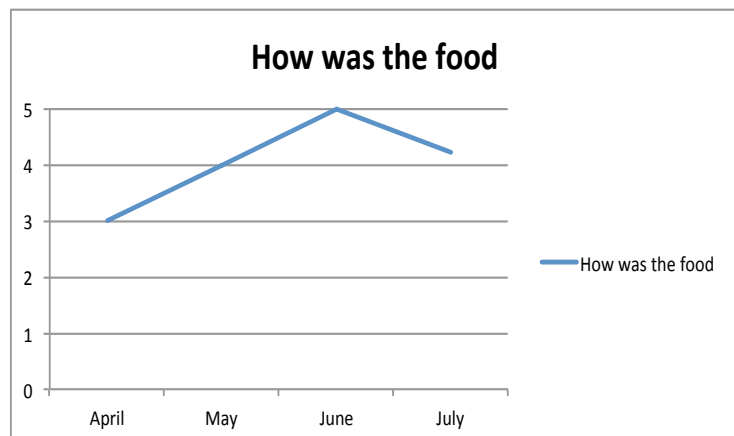


**How would you rate the medical treatment received**



### Average question ratings by month continued..

The charts below shows the average ratings for each question





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