

“Make Your Voices Heard”

Healthwatch Liverpool at Broadgreen Hospital

18/02/16

Introduction

On Thursday 18th February 2016 Healthwatch Liverpool went to both the Broadgreen Hospital and Liverpool Heart and Chest Hospital sites to gather patient and visitor feedback. This was done by going on wards, to outpatient areas, and by approaching people in the main foyer between 10am and 4pm.

The aim was to get as much independent patient and visitor feedback as possible in one day between 10am-4pm on wards, outpatient areas, and in the main foyer of the hospitals.

In order to provide consistency the same questions, jointly agreed between Healthwatch and the Trust, were asked of all respondents. Respondents were not asked for their names or addresses, but were asked questions about their background as well as the first part of their postcode for equality and diversity purposes (please see Appendix I for the questionnaire used on the day).

During the event Healthwatch Liverpool staff and volunteers spoke with 15 patients and 2 visitors (to see all feedback, please see appendices II, III and IV). Due to the small sample size this feedback is of qualitative rather than quantitative value; it gives give some suggestion of where patients thought the hospital got things right, and where improvements could be made.

Analysis of the feedback

The 17 people Healthwatch spoke to were attending or visiting several hospital wards and clinics, including 6 patients attending orthopaedic wards, and 3 patients and a visitor for ward 3.

Nine respondents came from within Liverpool local authority boundaries, two from Knowsley, and one each from Sefton, Warrington, Cheshire West, the Isle of Man, and North Wales. One respondent did not provide postcode information.

Equality and Diversity Data

Healthwatch Liverpool asked respondents some questions regarding equality and diversity. For 3 respondents partial, or no information was recorded.

Collated data showed the following:

Your age:

Four people were between 25-49, one was between 50-64, six were between 65-79,
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and three were 80+ years of age. Two respondents did not state their age, and one person said they preferred not to say.

Do you consider yourself to have a disability ?

Eight respondents answered 'Yes', and seven said 'No'.
Two people did not answer this question.

Do you have a religion or belief?

Nine people answered 'Yes' to this question, and three said 'No'. Three more said they would prefer not to say, and two people did not answer this question.

If yes, which religion or belief?

Nine people said they were Christians.

Which best describes your situation?

Eleven people said they were retired, two worked full-time, one part-time, one said they were unemployed, one unable to work, and one person did not respond to this question.

How would you describe your race/ethnicity?

Thirteen respondents described themselves as 'White British', two more said 'White', and one said 'British'. One person did not respond to this question.

How would you describe your sexual orientation?

Thirteen people described their sexual orientation as heterosexual, one person as bisexual, and one more person said they preferred not to say. Two people did not respond.

Which of the following describes how you think of yourself?

Ten respondents answered 'Woman', six 'Man'. One person preferred not to say.

Is your gender identity the same as that you were given at birth?

Fourteen people said their gender identity was the same as at birth, while three did not respond.

Hospital services: what is good, and what could be improved?

As mentioned above, on this occasion Healthwatch received feedback from 17 people. When asked what was good and what could be improved at Broadgreen hospital, most responses were positive.

The topic mentioned most was **staff and staff attitude**. Most comments were very positive, although one person said that the attitude of some staff could be improved. Comments included:

“Staff are really helpful, no problems, they are all really approachable (....)
Staff introduce themselves and say hi, that’s really nice”.

The second most-mentioned topic was the **care and services** received at the hospital, mentioned by 6 people, including:

“Couldn't be happier with the hospital or the service that was provided. Excellent service”

The building's **environment and cleanliness** also was commented on by several people:

“The hospital is really clean and hygienic, the wards, theatre, everything”

Even though there was no specific question about **parking**, there were some negative comments about this, especially parking for people with a disability:

“Disabled car parking is too far, bus difficult when in a wheelchair. Can't get a space near enough to where we're going”.

The menus:

In response to the question “Do you have any suggestions for improving the menus?” four people fed back they thought the food was (mostly) good. However, three people did not agree with this, and two respondents commented they'd like more food:

“Choice is good, quite a good range. Bigger portions would be nice!”

Feeling safe at the hospital:

All respondents said they felt safe at the hospital, and no suggestions were made to improve this.

Noise

Nine people said noise wasn't an issue, three said 'sometimes' or that patients made noise, and three more said noise was an issue:

“Yes it's an issue. The nurses' station is too close to patient rooms; noise of social chatter can wake patients. Oil the trolley wheels. Respond to bleep alarms much quicker”.

Ward 3 (services moved from the Royal site to the Broadgreen site):

This question wasn't relevant to most respondents. Two people responded and said the service was better since it had moved from the Royal to the Broadgreen site.

Other comments:

Topics mentioned in response to this question included more (mostly positive) feedback about staff, and about the service overall:

“Very pleasant staff, treat you like a human being”.

Conclusion

It was positive to see that most respondents were pleased with the services provided, with the staff that provide the service, and with the care environment.

Less positive feedback included difficulties in finding a parking space, especially for patients and visitors with a disability which was mentioned several times.

APPENDIX I - Questionnaire used on 18/02/16 on the Broadgreen site.



Royal Liverpool and Broadgreen University Hospital Trust Listening event, 18th February 2016

- 1) Are you: a Patient a Visitor Staff Other (please explain)
2) First part of your postcode (e.g. L8, L25)?

3) Which hospital ward or outpatient area is your feedback about?

4) What do you think is good about Broadgreen hospital?

5) What would you like to see improved?

6) Do you have any suggestions for improving the menus?

7) Do you feel safe at this hospital? Is there anything that would help to make you feel safer?

Please turn over

8) Do you think that noise is an issue at this hospital? If so, would you have any suggestions to reduce noise levels?

9) Ward 3 only: This service has recently moved from the Royal to Broadgreen. Is there anything that was at the Royal that you would like to see here, and now that the services are here, do you have any comments?

10) Any further comments?

Finally, we want to make sure that we speak to all sections of the Liverpool population, and would be grateful if you could complete the information below. We don't ask for your name, so any information you give is anonymous.

Your age	Prefer not to say <input type="checkbox"/>
Do you consider yourself to have a disability? Yes <input type="checkbox"/> No <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
Do you have a religion or belief? Yes <input type="checkbox"/> No <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
If yes, which religion or belief?	
Which best describes your situation? Full-time work <input type="checkbox"/> Part-time work <input type="checkbox"/> Retired <input type="checkbox"/> Full-time education <input type="checkbox"/> Unemployed <input type="checkbox"/> Self Employed <input type="checkbox"/> Unable to work <input type="checkbox"/> Carer <input type="checkbox"/> Other <input type="checkbox"/> (please state)	Prefer not to say <input type="checkbox"/>
How would you describe your race/ethnicity?	Prefer not to say <input type="checkbox"/>
How would you describe your sexual orientation? Heterosexual <input type="checkbox"/> Lesbian <input type="checkbox"/> Gay <input type="checkbox"/> Bisexual <input type="checkbox"/>	Prefer not to say <input type="checkbox"/>
Which of the following describes how you think of yourself? Woman <input type="checkbox"/> Man <input type="checkbox"/> In another way (Please state) <input type="checkbox"/>	
Prefer not to say <input type="checkbox"/>	
Is your gender identity the same as that you were given at birth? Yes <input type="checkbox"/> No <input type="checkbox"/> Prefer not to say <input type="checkbox"/>	

APPENDIX II - Comments

Broadgreen		
Hospital ward/ outpatient area	What do you think is good?	What could be improved?
	In to see about a leg injury. Couldn't be happier with the hospital or the service that was provided. Excellent service.	Nothing.
Alexander Wing	I like it, it's nice and relaxed, spacious, and I'm escorted when needed.	Car parking; not enough spaces.
Alexandra Wing (CFS Unit)	Staff seem friendly. One-to-one appointment rooms are nice and quiet. When you do have an appointment they are on time or early.	Waiting list is too long (over a year for a one-to-one). Not much they can do for patients unless they are really ill so I have discharged myself. Printed info is very rough and outdated. Advice is mainly aimed at those not in employment.
Broadgreen	Almost everything	Happy with services provided
Orthopaedic	Good attention. Helpful people. New, lovely	Nothing really.
Orthopaedic	New, handy to where I live, nice and clean.	Car parking - closer to the entrance, also when I bring my mother who is 96 and disabled, parking is inadequate.
Orthopaedics	Can't fault it. Everything is good. The staff.	Nothing
Orthopaedics	It's excellent. Staff, post-op care is very good. Very attentive.	Nothing
Orthopaedics	Lovely - the best in Liverpool	Nothing really.
Orthopaedics	Everything. I came to Broadgreen because of	Move the hospital to the Isle of Man!

Broadgreen		
Hospital ward/ outpatient area	What do you think is good?	What could be improved?
	bad treatment back home. Reassured.	
Pre-op	Everything - it's clean, you can't fault this place.	Disabled car parking is too far, bus difficult when in a wheelchair. Can't get a space near enough to where we're going.
Stroke Unit	I came here from A&E. It's good, most staff are ok, some staff's attitude could change. Doctors are generally nice.	Just the above - nothing major. Some staff attitudes could change, a bit rude and noisy.
Ward 1	Staff - friendliness. The level of care and compassion.	No, no complaints.
Ward 3	Everything	Disabled parking needs to be nearer to main entrance. Bus does not always turn up.
Ward 3	Everything is nice, no problem at all. In for 5 days, all on ward 3. Planned admission for surgery. I've been in before. Staff are really helpful, no problems, they are all really approachable. It has been the same on each stay, all really good. Staff introduce themselves and say hi, that's really nice. My surgery went fine.	Nothing.
Ward 3	The hospital is really clean and hygienic, the wards, theatre, everything. Staff are friendly, brilliant.	The food! It is horrendous! The food is not nice at all. Even the toast is soggy. I couldn't eat a single meal, my family brought food in to me. I know it's not the staff's fault.
Ward 3 physio	Lot more relaxing than other hospital. Felt a good place to be for rehab.	Nothing

APPENDIX III - Comments about the menu and safety

Broadgreen		
Hospital ward/ outpatient area	Suggestions for improving the menu?	Do you feel safe? Anything to make you feel safer?
Alexander Wing	Not been in yet as an inpatient.	Yes.
Alexandra Wing (CFS Unit)	N/A	N/A
Broadgreen	No	I feel safe
Orthopaedic	Too long ago (as an inpatient)	Yes
Orthopaedic	Not yet been in.	Yes.
Orthopaedics	No	Yes -
Orthopaedics	Had my own cup - one staff member refused to fill that.	Very safe.
Orthopaedics	Not been an inpatient.	Yes

Broadgreen		
Hospital ward/ outpatient area	Suggestions for improving the menu?	Do you feel safe? Anything to make you feel safer?
Orthopaedics		Yes, it's all good.
Pre-op	N/A	Feel safe. Not like A&E where you have to deal with people on drugs.
Stroke Unit	It was surprisingly okay. Some was horrible. Good variety.	Yes.
Ward 1	I thought it was fine really, so difficult to please everyone - always something.	No, felt safe.
Ward 3	N/A	Safe, good patrols.
Ward 3	Ok. Choice is good, quite a good range. Bigger portions would be nice!	No - feel safe already.
Ward 3		Yes I feel safe.
Ward 3 physio	Food was nice. More pasta based; more in quantity.	I feel safe, Royal was a big ward, rumours going around someone was stealing, and I didn't know anyone.

APPENDIX IV - Comments re noise and any other comments

Broadgreen			
Hospital ward/ outpatient area	Do you think noise is an issue? Any suggestions?	Ward 3 only: service recently moved; comments?	Any further comments?
Alexander Wing	Not really.		Staff friendly, nothing is too much trouble.
Alexandra Wing (CFS Unit)	N/A	N/A	The CFS Unit needs more funding and prioritising! If you have a 'relapse', you have to be re-referred and probably have to wait another year; seems crazy.
Broadgreen	Yes it's an issue. The nurses' station is too close to patient rooms; noise of social chatter can wake patients. Oil the trolley wheels. Respond to bleep alarms much quicker.		Response to patient alarm calls can be too slow. Would like staff to be more reactive.
Orthopaedic	Sometimes.		No.
Orthopaedic	Not noticed.		Staff are very helpful.
Orthopaedics	No	Not been to Royal.	Brilliant service.
Orthopaedics	No.	N/A	Hope NHS service remains, even if it means increasing tax.
Orthopaedics	No.		Outpatient appointment times

Broadgreen			
Hospital ward/ outpatient area	Do you think noise is an issue? Any suggestions?	Ward 3 only: service recently moved; comments?	Any further comments?
			are good - in and out on time.
Orthopaedics	Shared ward with 4 beds - one female patient went in to 'meltdown', but it's not the hospital's fault.		No - it's great!
Pre-op	Only people chatting. It cheers people up who are on their own.		Nice to have fruit and veg stall, but it looks a bit scruffy. Good you don't get as many people smoking, unlike by the Royal.
Stroke Unit	Bit noisy. Staff talking too loudly, but rude patients too so it's both really.		On the whole it's been fine; some staff issues.
Ward 1	No, not a problem.	N/A	
Ward 3	No	It's better since it's here.	
Ward 3	In a private room so not a problem.	Nicer here - more friendly than in the Royal.	
Ward 3	Yes. I know nurses need to talk but it is hard to sleep. The light too - I can't sleep with the light on at home and it was really bright.		The sister came around to check on us. Even the cleaner was friendly. Everyone told me their name and asked me what they should call me. It helps make a friendly atmosphere.
Ward 3 physio	No.	N/A	Very pleasant staff, treat you like a human being.