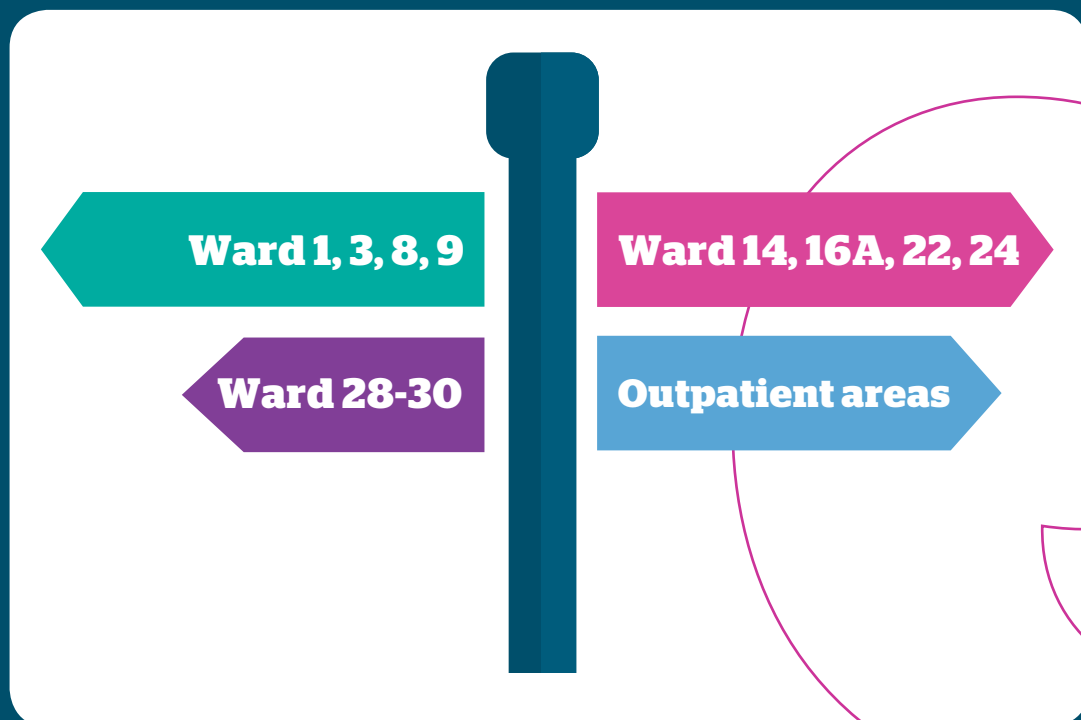


# healthwatch

Liverpool

## Aintree University Hospital Listening Event Report 22 July 2019



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## Introduction

On 22 July 2019 we held our annual Listening Event at Aintree Hospital. The aim of the day was to speak to as many patients and visitors as possible to gather feedback about the hospital. We wanted to find out what people think is good and what needs improving.

The event was attended by staff and volunteers from Healthwatch Liverpool.

Between the staff and volunteers we tried to visit as many different areas of the hospital as possible to speak to people about their experiences. We used a survey questionnaire to capture people's feedback. For a copy of the survey we used please see Appendix A.

During our visit we gathered feedback from people about the following areas in the hospital:

- Ward 1
- Ward 3
- Ward 8
- Ward 9
- Ward 14
- Ward 16A
- Ward 22
- Ward 24
- Ward 28
- Ward 29
- Ward 30
- Various outpatient areas

We completed surveys with a total of 89 people as follows:

- 82 patients - 62 inpatients and 20 outpatients
- 7 visitors - 5 in inpatient areas and 2 in outpatient areas

Here's what we found.



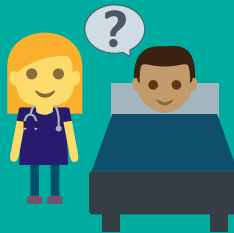
# Key findings

Of the 89 people we spoke to and who answered the relevant questions:

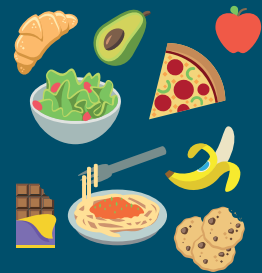
**59%** made positive comments about the caring and friendly approach of the staff



**79%** felt they had been given enough information about their treatment



People also made positive comments about the food and cleanliness



Only half of the people we spoke to felt that staff had enough time to care for them and other patients

**91%** would give Aintree Hospital a 4 or 5 star rating with an average rating of 4.48 stars out of 5



Some people gave negative feedback about the car parking and staffing levels



# Survey Results

## What do you think is good about Aintree Hospital

We asked people to describe what they thought was good about the hospital and we captured their feedback in a free text box on the survey. This question was answered by all of the people we spoke to.

This feedback has been analysed and the following themes identified:

### Staff

53 people made positive comments about the staff. Below are some examples of the comments we received.

*"The staff are friendly and professional."*

*"The staff are great. They've been good to my husband. He's been well looked after."*

*"All the staff are nice."*

### Food

11 people made positive comments about the food.

*"The food is good."*

*"The food is excellent."*

### Seen in a timely manner

11 people made comments that they were attended to quickly or in a timely manner.

*"I've been treated quickly."*

*"You don't have to wait too long."*

### Care

Ten people made positive comments about the amount of care they had received.

*"The level of care."*

*"Very good care."*

## Cleanliness

Eight people made positive comments about the cleanliness of the hospital.

*"It's nice and clean."*

*"It's very clean."*

## Location

Eight people commented that the hospital is in a good location for them to access.

*"It's local for me so I don't have to travel."*

*"It's a handy distance from me."*

## What would you like to see improved?

We asked people to describe what they would like to see improved about the hospital and we captured their feedback in a free text box on the survey. This question was answered by 88 out of the 89 people we spoke to.

This feedback has been analysed and the following themes identified:

### Nothing

26 people said they felt that nothing could be improved about the hospital. Below are some examples of the comments we received.

*"Nothing. I've got no complaints."*

*"Nothing from my experience."*

*"Nothing. If a system is good, don't risk changing it."*

### Parking

11 people made comments that they weren't happy with car parking.

*"The car park. Getting a spot, you have to drive around for half an hour, that's annoying."*

*"The car parking is terrible."*

### More staff

Seven people felt that more staff were needed.

*"More staff...they need them on the wards."*

*"They need more staff really. I think they are under strain, they are very busy."*

## Communication and being kept informed

Seven people felt that communication needs to be improved, particularly in relation to getting information about their treatment.

*“Communication. Sometimes you don’t know what’s going on.”*

*“They should give you more information.”*

## Waiting times at outpatient appointments

Six people made comments about waiting times at outpatient appointments.

*“The waiting times”*

## Pain management

Two people felt that pain management was not good as they had to wait a long time in pain before they received medication.

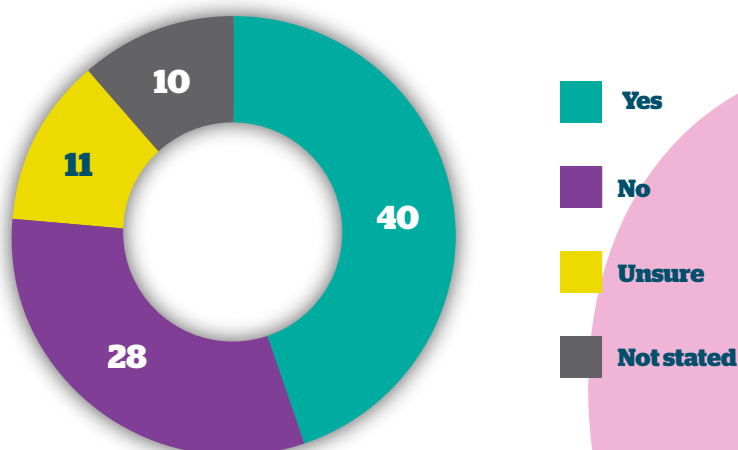
*“Pain management hasn’t been good. I had to wait 4 hours for pain medication after asking for it.”*

*“Pain relief needs to be improved. I’d been waiting for over 2 hours in pain. I got told “I’ll go and see for you” and I’ve been waiting for 3 hours now.”*

## Do you feel that staff have enough time to spend with you and other patients, both during the day and at night (if staying overnight)?

We asked people whether they felt that staff had enough time to look after them and other patients and we captured their feedback using options for yes, no or unsure. We also included a free text box to capture any additional comments. This question was answered by 79 out of the 89 people we spoke to.

The results are as follows:



Of the people who answered yes to this question, some of their additional comments include:

*“Yes, they do a marvelous job.”*

*“Yeah, definitely.”*

*“They’re obviously very busy but yeah.”*

Of the people who answered no to this question, some of their additional comments include:

*“I think they’re under pressure. They’re always in a rush, always in a hurry.”*

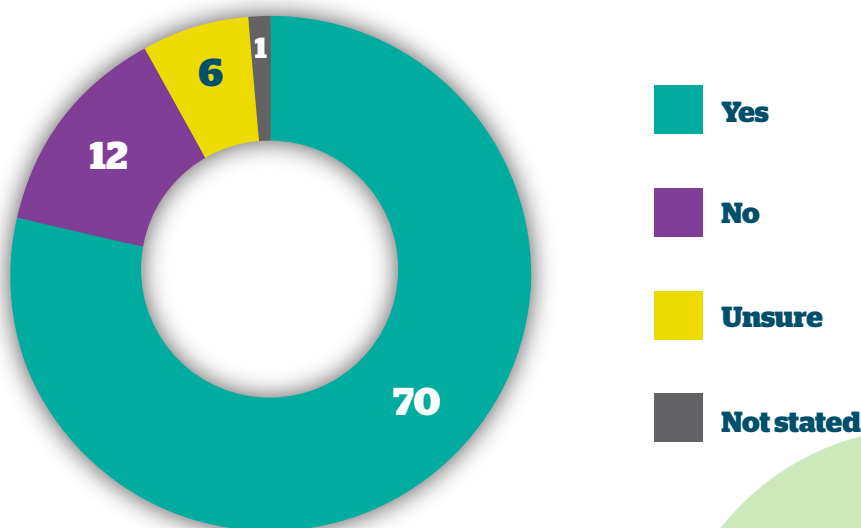
*“They’re short staffed, day and night.”*

*“They’re too busy to attend to patients.”*

## Have you been given enough information about your treatment at the hospital?

We asked people whether they felt they had been given enough information about their treatment and we captured their feedback using options for yes, no or unsure. We also included a free text box to capture any additional comments. This question was answered by 88 out of the 89 people we spoke to.

The results are as follows:



Of the people who answered yes to this question, some of their additional comments include:

*“Always, it’s all written down.”*

*“Everything’s upfront and explained well.”*

*“They explain as you go along, not too much, they take it slow, they reassure you.”*



Of the people who answered no to this question, some of their comments are as follows:

*“There’s a big difference between weekdays and weekends. It was impossible to get any information over the weekend.”*

*“Lots of tests and no one explains why.”*

*“Medical staff communication could be better, in particular at weekends.”*

## How accessible do you think the hospital is in terms of getting around?

We asked people how accessible they felt the hospital is in terms of getting around and we captured their feedback in a free text box on the survey. This question was answered by 87 out of the 89 people we spoke to.

Of the 87 comments received, 55 people clearly stated that there weren’t any issues related to accessibility. Some of their comments include:

*“OK. It’s all signposted.”*

*“In general it’s quite good. You can always ask for help if you need it.”*

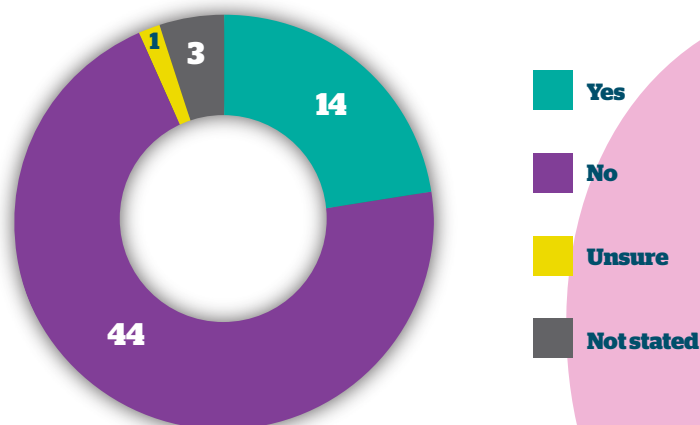
*“Very accessible and if you need a wheelchair you only have to ask.”*

Of those who highlighted issues with accessibility, the issues raised include, amongst others, a complicated or confusing layout of the site (nine people), the site being spread and out involving a lot of walking (two people), car parking (two people) and a lack of signage (two people).

### For inpatients only

## Have you been moved during the night? (Between 10pm and 7am. This could be moved to another bay on the same ward or moved to another ward)

We were asked by the hospital to include this question as it is a topic about which they specifically wanted more feedback from patients. The results are as follows:



Of the 62 inpatients we spoke to:

14 people had been moved at night.

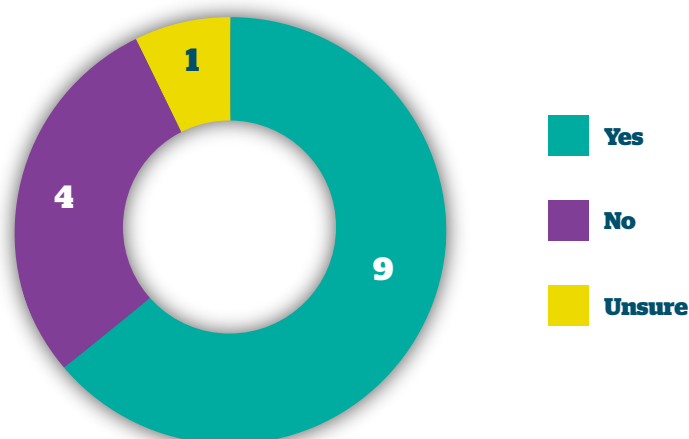
44 people had not been moved during the night.

One person was unsure.

Three people did not give an answer.

## Was the reason for the move explained to you?

We were asked by the hospital to include this question as it is a topic about which they specifically wanted more feedback from patients. The results are as follows:



Of the 14 people we spoke to who had been moved during the night:

Nine people had been told the reason for the move.

Four people had not been told the reason for the move.

One person was unsure.

## How did you feel about being moved during the night?

We were asked by the hospital to include this question as it is a topic about which they specifically wanted more feedback from patients.

Of the 14 people who had been moved, ten gave a clear indication of how it made them feel.

Seven people stated that they were ok with being moved. Some of their comments include:

*"No problem."*

*"I didn't mind."*

Three people were unhappy about being moved. Of these three people, one had been given a reason for the move whilst two had not. Some of their comments include:

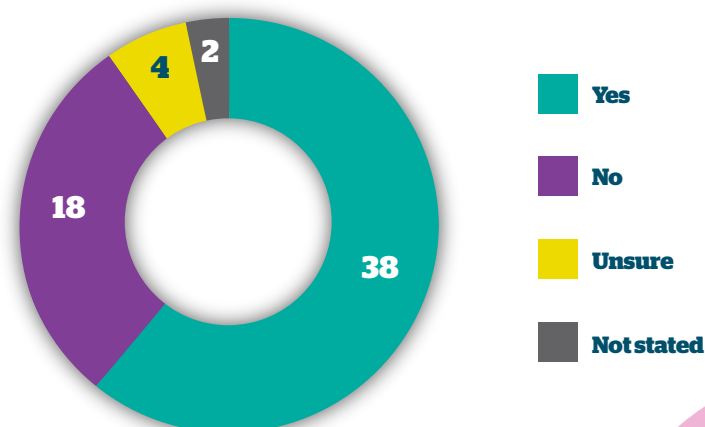
*"I was losing sleep and didn't like that but no one does do they?"*

*"I was moved 3 times at night. I got very confused."*

## Do you know who the nurse in charge of your care is today?

We were asked by the hospital to include this question as it is a topic about which they specifically wanted more feedback from patients.

The results are as follows:



Of the 62 inpatients we spoke to:

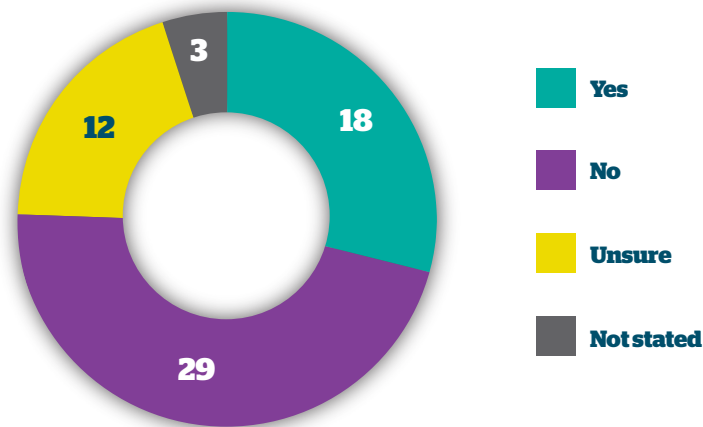
38 people did know who the nurse in charge of their care was.

18 people did not know who the nurse in charge of their care was.

Four people were unsure.

Two people did not give an answer.

## Have you been told an estimated date for your discharge?



Of the 62 inpatients we spoke to:

18 people had been given an estimated date for discharge.

29 people had not been given an estimated date for discharge.

12 people were unsure.

Three people did not give an answer.

### For Everyone

## Please rate the service here at Aintree Hospital overall

We asked everyone to give the hospital a rating from 1 to 5 stars. This question was answered by 87 out of the 89 people we spoke to. The mean rating was 4.48 stars out of 5.



Of the eight people who gave ratings of 3 stars or less:

- Seven were inpatients, one was an outpatient.
- Two had been moved during the night and the reason had not been explained to them.
- Four of the seven inpatients did not know the nurse in charge of their care.
- Six of the seven inpatients did not know or were unsure about their estimated date of discharge.
- There was no clear pattern in terms of what people felt could be improved as they gave a variety of feedback including pain management, the environment, communication and staff attitude.

## Any other comments

We asked people if there were any other comments they wanted to make about the hospital and we captured their feedback in a free text box on the survey. 22 people chose to make an additional comment.

The themes identified within these answers echo the themes identified in answers to previous questions. No new themes were identified. The themes include positive comments about the staff and cleanliness. Less favourable comments were received about car parking and staffing levels.

## Conclusions

Aintree Hospital received a great deal of positive feedback from both patients and visitors at our Listening Event this year. 91% of the people we spoke to rated the hospital either 4 or 5 out of 5. There were a large number of positive comments about the staff, care, cleanliness and food.

We did receive less favourable feedback about car parking, communication and staffing levels.

Concern about staffing levels was also reflected in the fact that only around half of the people we spoke to felt that staff had enough time to care. A number of people expressed that staff appeared to be too busy and this impacted on their ability to deliver patient care.

The majority of people felt that the hospital was accessible, however some people did express concerns about the size and layout of the site.

Most of the inpatients we spoke to knew the nurse in charge of their care, however a significant minority did not. In addition, a majority of these inpatients had not been given an estimated date for their discharge or were unsure about this.

For those inpatients who had been moved during the night, the majority had been given a reason for the move and were happy to be moved. However, this was not the case for everyone as a minority of patients we spoke to had not been given a reason and were not happy to be moved.

We have provided the hospital with an anonymised version of the feedback that we captured. The hospital can use this feedback in conjunction with the other ways in which they capture patient experiences to see what is working well and any areas for improvement.

We look forward to continuing our work with Aintree Hospital over the forthcoming year and we will carry out a further Listening Event in 2020.

# About Healthwatch Liverpool

**Healthwatch Liverpool is the independent champion for people who use health and social care services in Liverpool. We're here to make sure that those running services put people at the heart of care.**

**One of our main purposes is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.**

**As part of a national network made up of local Healthwatch organisations in every local authority area of England and Healthwatch England, the national body, our work contributes to a nationwide perspective of health and social care services.**

**We also work with neighbouring local Healthwatch to gather patient experiences from a wider local footprint when it is useful to do so.**

**At Healthwatch Liverpool we also provide a dedicated information and signposting service which helps to put people in touch with services and activities that can help maintain and improve their health and wellbeing.**



# Appendix A - Survey Questionnaire

**Aintree Hospital Listening Event  
22 July 2019**



1. Are you:  a Patient  Visitor  Staff  other

2. First part of your postcode (eg L8, L22, L36)

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

4. What do you think is good about Aintree Hospital?

5. What would you like to see improved?

6. Do you feel that staff have enough time to spend with you and other patients, both during the day and at night (if staying overnight)?

Yes  No  Unsure **Comments:**

7. Have you been given enough information about your treatment by the hospital?

Yes  No  Unsure **Comments:**

8. How accessible do you think the hospital is in terms of getting around?

Please turn over



**For inpatients only**

**9. Have you been moved during the night? (Between 10pm and 7am. This could be moved to another bay on the same ward or moved to another ward)**  Yes  No  Unsure

***If yes, please answer questions 10 and 11***

**10. Was the reason for the move explained to you?**  Yes  No  Unsure

**11. How did you feel about being moved during the night?**

**12. Do you know who the nurse in charge of your care is today?**  Yes  No  Unsure

**13. Have you been told an estimated date for your discharge?**  Yes  No  Unsure

**14. Please rate the service here at Aintree Hospital overall:**



**15. Any other comments**

**Some details about you. We don't ask for your name, so any information you give is anonymous.**

Age   Prefer not to say

Do you consider yourself to have a disability?  Yes  No  Prefer not to say

Do you consider yourself to have a religion or belief?  Yes  No  Prefer not to say

If yes, which religion or belief?

Which best describes your situation?

Full-time work  Part-time work  Retired  Full-time education  Unemployed

Self employed  Unable to work  Carer  Prefer not to say  Other

How would you describe your race or ethnicity?   Prefer not to say

How would you describe your sexual orientation?

Heterosexual / Straight  Lesbian  Gay  Bisexual  Prefer not to say  Other

Which of the following describes how you think of yourself?

Woman  Man  In another way (please state)   Prefer not to say

Is your gender identity the same as that you were given at birth?  Yes  No  Prefer not to say

Do you feel that you are treated fairly and with the same dignity and respect as other people?  Yes  No  Unsure

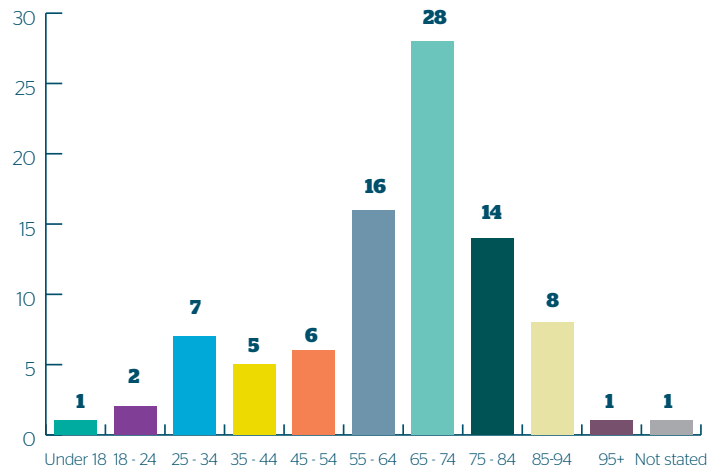
**Thank you for taking part in this survey!**



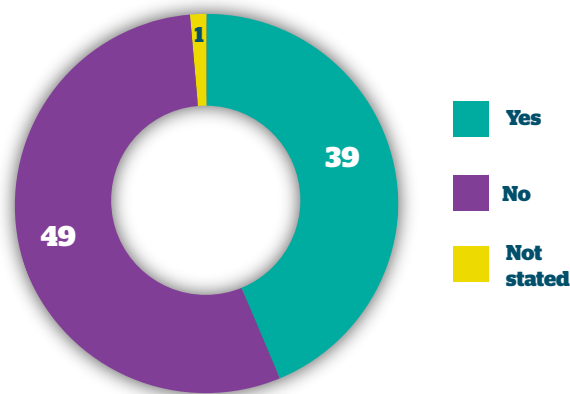
## Appendix B - Equality and Diversity Data

As part of our survey questionnaire we asked people a series of equality and diversity questions. These are asked to ensure that Healthwatch Liverpool are speaking to a broad cross section of the local population.

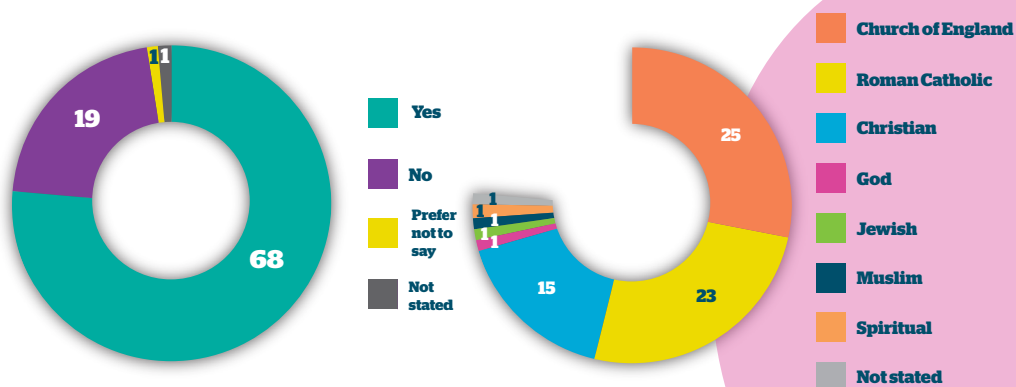
### Age



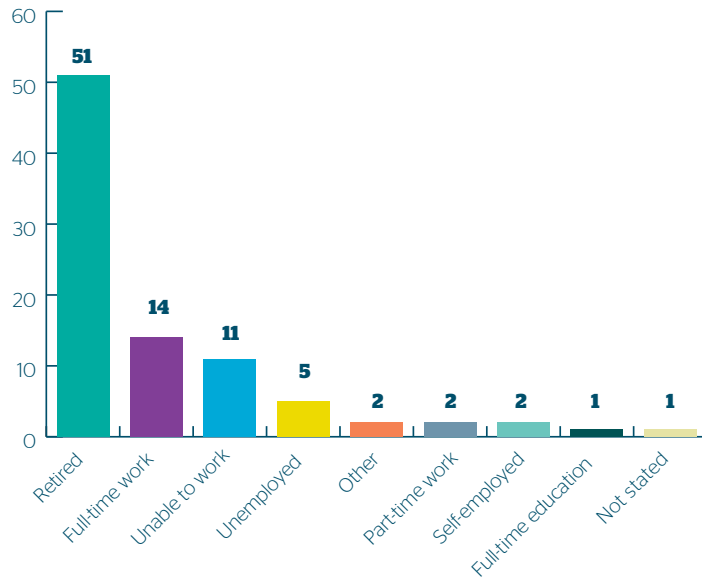
### Do you consider yourself to have a disability?



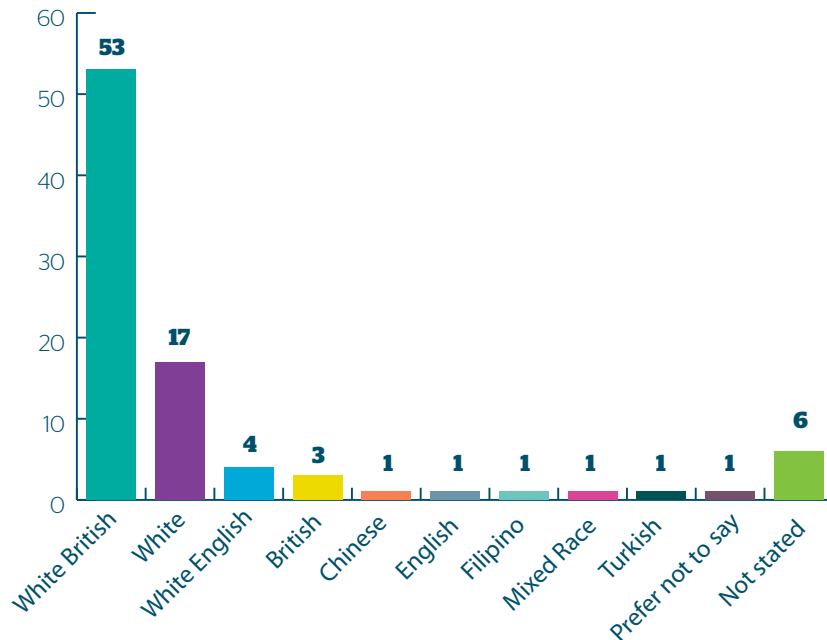
### Do you consider yourself to have a religion or belief?



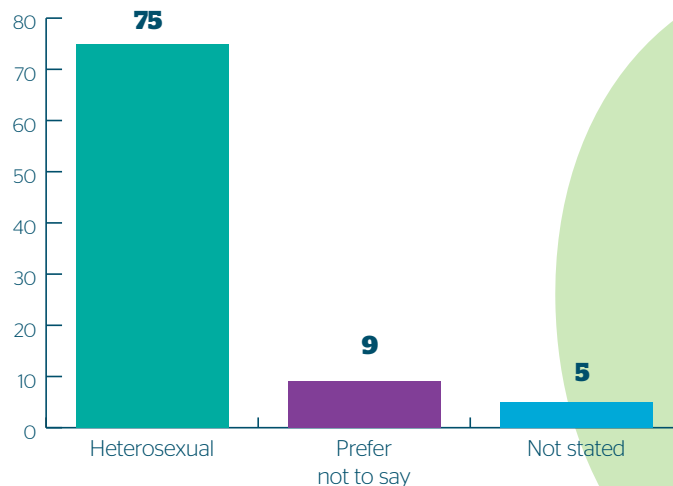
## Which best describes your situation?



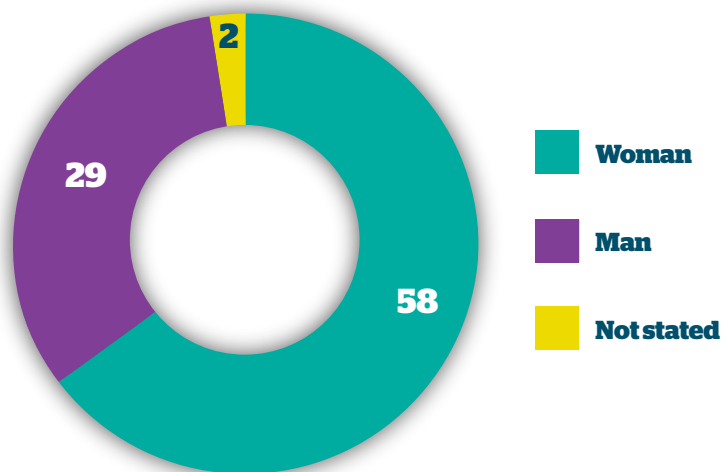
## How would you describe your race or ethnicity?



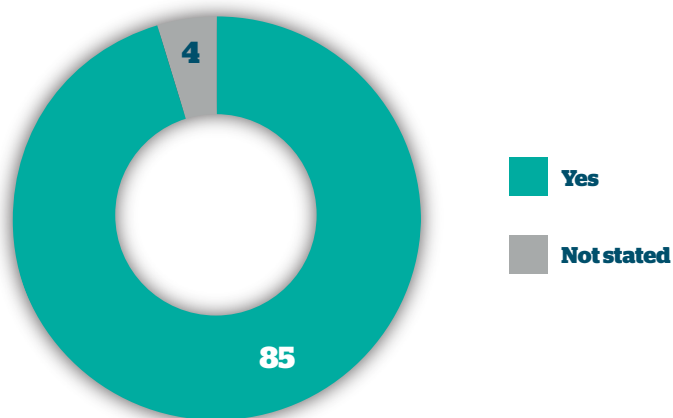
## How would you describe your sexual orientation?



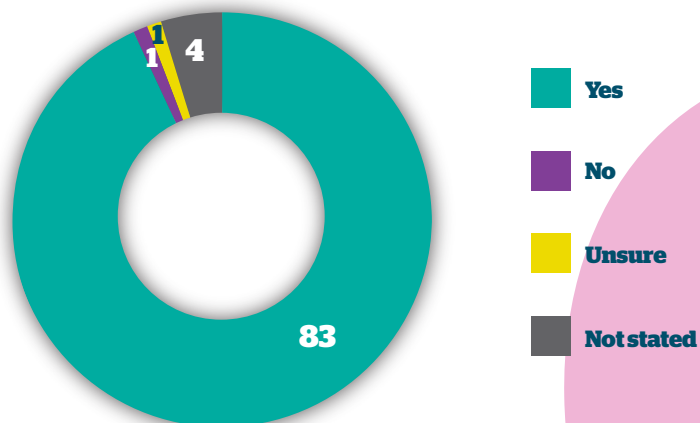
### Which of the following describes how you think of yourself?



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



### Do you feel that you are treated fairly and with the same dignity and respect as other people?



## Appendix C - Response to report

*Thank you for your recent report which details the experiences reported to you by our patients during the Listening Event on 22nd July 2019.*

*I would like to thank the staff at Healthwatch Liverpool for taking the time to speak to our patients and for putting together a comprehensive and informative report. I would also like to acknowledge the way in which patients' individual comments have been themed to identify key areas.*

*It was very pleasing to read the kind comments from the patients who were satisfied with their experience, and I specifically note that 91 % of those interviewed would rate us 4.48 stars out of 5. I would also like to take this opportunity to apologise to those patients and relatives who felt the service they received fell below an acceptable standard.*

*I note that a lack of communication about treatment plans and discharge dates and patient perceptions of staffing levels were areas in which people report some dissatisfaction. As you know, car parking concerns have been discussed extensively at our Patient Experience Executive Led Group and I will forward your report to my colleagues in Estates & Facilities for their review. Communication and staffing are issues which are regularly discussed at our Patient Experience Executive Led Group/ Operational Group and Workforce Executive Led Group, and we are endeavouring to continue to improve in this area.*

*We formally received your report on 30th August 2019; it will be discussed at the Patient Experience Executive Led Group on 19th September 2019. In line with our agreed process the full report will be shared with the Group members who will also share it within their Divisions and Teams.*

*I hope you are assured that the information contained in your report will be used to continually improve the experience of anyone accessing our services.*

**Dianne Brown**  
**Chief Nurse**