

Patient Engagement Day Accrington Victoria Hospital 23rd November 2015



V.2.2

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Introduction

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

On the 23rd November 2015, three volunteers supported by four members of staff from Healthwatch Lancashire gathered survey responses from patients and relatives across Accrington Victoria Hospital to review their experience and gain insight.

This report summarises reviews from 64 patients and relatives from 8 departments, wards and clinics.

Hospital: Accrington Victoria Hospital

Address: Haywood Road,
Accrington,
Lancashire,
BB5 6AS



Methodology

It is often those closest to the process who are best placed to give useful feedback on the way services work and how they can be improved. As patients and relatives are the ones who experience the process or service first hand, they have a unique, highly relevant perspective.

Patient and relatives input into designing services can be invaluable as sometimes seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

Representatives from Healthwatch Lancashire gathered experience surveys with members of the public from a number of areas across Accrington Victoria Hospital.

The surveys included ten questions requesting a rating, from 1 to 5, on a specific aspect of their experience along with additional comments, compliments and concerns.

The following representatives participated in the activity:

Gill Green - volunteer
Debbie Mckno - volunteer
Annette Watkinson - volunteer
Becky Willshaw - staff member
Christina Morley - staff member
Amanda Higgins- staff member
Ilyas Patel - staff member



Pictured: Members of staff and volunteers from Healthwatch Lancashire outside Accrington Victoria Hospital.

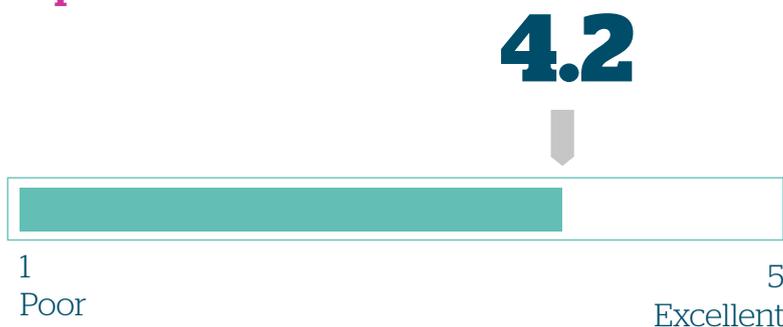


Pictured: Healthwatch Lancashire volunteer, Gill Green, listening to a patient at Accrington Victoria Hospital.

Results

Representatives from Healthwatch Lancashire listened to patients, relatives and carers from 8 departments/wards/clinics at Accrington Victoria Hospital on the 23rd November 2015.

Patients and relatives rated the overall experience as:



WE SPOKE TO
64
PEOPLE

Ratings Summary:

Cleanliness: 4.5 out of 5	Medical treatment: 4.4 out of 5	Care and compassion from staff: 4.4 out of 5	
Ease of getting an appointment: 4.3 of out 5	Helpful information: 4.2 out of 5	Food: 4.2 out of 5	
Quality of service provided: 4.2 out of 5	Building and environment: 4.0 out of 5	Waiting time: 3.3 out of 5	
75% were patients	20% were relatives	1.6% were carers	3.4% did not disclose

Ratings by Department

The table below shows average ratings by department. Ratings are scored out of 5. (1 = poor, 5 = excellent)
Grey areas indicate where no response was provided.

Department	Number of responses	Overall experience	Quality of service	Care and compassion	Building and environment	Ease of getting an appointment	Medical treatment received	Waiting time	Food	Information received	Cleanliness
Ophthalmology	7	4.9	4.4	4.9	4.9	4.7	5	4.6		4.8	5
Audiology	2	5	5	5	5	5	5	5		5	5
Minor Injuries	19	4.1	4.1	4.3	3.7	4.4	4.2	2.9	3.5	4.1	4.4
Outpatients	16	4	4.2	4.2	4.3	4.1	4.3	3.3	4	4.2	4.6
Physiotherapy	1	4	4	5	4	4	4	3		3	4
X-ray	12	3.8	4.1	4.3	3.5	4	4.6	3.2		4.3	4.1
Unspecified	7	4.6	4.6	4.6	4	4.1	4.6	3	5	4.2	4.6

The above table shows the average scores for each question from the feedback Healthwatch Lancashire received by department. All scores are calculated using the following method:

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

For example, for *How would you rate your overall experience?* Ophthalmology scored 4.4 based on seven individual's scoring their experience as 5, 4, 5, 5, 4, 4, 4.

Therefore:
$$= 4.4$$

$$\frac{5+4+5+5+5+4+4+4}{7}$$

Comments by Department

The table below shows a summary of comments segmented by department.

Department	Comments
Ophthalmology	<p>A number of people said that they were happy with their overall experience, describing it as “excellent”, “fantastic” or “really happy with everything”.</p> <p>A patient raised concerns about difficulties getting through the doors which are not automatic however, one service user commented that a member of staff opened all the doors for them on their visit.</p> <p>One service user said that they had been attending the clinic for the past three years with their daughter and claimed that they are very happy with their experience. They said: “We are local the hospital so it’s great as it is close.”</p> <p>A relative of a patient said that this service is great for them because otherwise they would need to go to Royal Blackburn Hospital or Burnley General Hospital which would not be convenient due to the mobility of their mother.</p> <p>A number of positive comments were received relating to appointments, which had been rearranged. One service user said that they were happy that their appointment had been arranged around their work commitments.</p> <p>One person said that their son “loves the environment. He loves playing with the toys.”</p>
Audiology	<p>All service users said that this is a good service with it being described as “convenient”, “efficient” and “clean”.</p> <p>One person commented that they do find it convenient however, they need to use a taxi to get to appointments.</p> <p>A patient said: “They’ve briefed us all on everything and explained it thoroughly.”</p>
Minor Injuries	<p>A number of comments were received about waiting times with recommendations that this should be reduced however, positive comments about an “excellent” service were also provided.</p> <p>A number of patients said that they had waited for more than three hours.</p> <p>One patient said that they would have liked to have been able to get a cup of tea but was not aware of the restaurant.</p> <p>One patient with a young daughter commented: “I understand that patients are seen in order of priority therefore I don’t mind waiting.”</p> <p>A concern was raised about parking.</p>
Physiotherapy	<p>One patient said that parking can be a problem at times but acknowledged that improvements to the building have been made.</p>
X-Ray	<p>A number of concerns were raised about the waiting times. One patient said “I waited a long time for X-ray. It could be improved with shorter waiting times as I came out of work to attend this appointment.”</p> <p>One patient said: “The ambulance service was called to take me home and it has been three hours waiting to be taken.”</p> <p>A number of service users stated that directions or a map to the x-ray department would have been beneficial. One patient said: “I didn’t get instructions to get to X-ray had to ask.”</p> <p>Another concern was raised relating to appointments with a patient stating: “My appointment was changed four times.”</p> <p>A positive comment was received stating that access to the building was good with free parking and praised the signage on the main road.</p>
Unspecified	<p>Positive comments were received about the service however, one person said “Waiting time for children can be too long, maybe try and see children first.”</p> <p>A patient praised the receptionist stating they were “brilliant, really friendly towards my son”.</p> <p>A patient said: “The system is so smooth, it’s not chaotic. It’s quietly efficient, it’s friendly, we’ve been on the wards, in minor injuries and X-ray.”</p> <p>A suggestion was made by a service user that GPs should be in more community hospitals.</p> <p>A patient commented; “Pleasant and comfortable building. I went in early to my appointment and its very clean.”</p>

Summary

From the comments and feedback recieved the key issues related to:

- Parking
- Waiting times
- Rearranged appointments

TRUST RESPONSE

Re: Response to Healthwatch Lancashire reports on Accrington Victoria

Results of the patient engagement day were fed back to Chris Pearson, Director of Nursing for 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 some areas for improvement.

“We continually review waiting times and appointments in clinics to try and avoid delays. Our Minor Injuries Unit at Accrington sees over 30,000 patients each year and consistently achieves 100% of four hour standard times. However, patients are seen in order of clinical priority so some peoples’ waits will be longer than others.

“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. We will be taking on board all the comments received and ensuring any issues raised are looked at in further detail and any changes or improvements communicated to the public in due course.”

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Lancashire

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