

Patient Engagement Day at Spiral, Rossall Unit

25th January 2016



Introduction

Healthwatch Lancashire is committed to listening to 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 25th January 2016, a representative from Healthwatch Lancashire gathered survey responses from patients and relatives across Spiral, Rossall Unit, to review their experience and gather insight.

This report summarises reviews from 26 patients and relatives.



Hospital: Spiral, Rossall Unit

Address: Bispham Hospital,
Ryscar Way,
Bispham,
FY2 0FN

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 they have an experience that staff can't access. Sometimes seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

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.

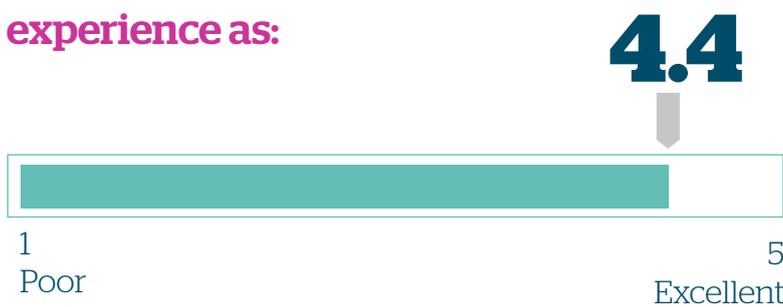
The following Healthwatch Lancashire representative gathered survey responses by conducting face-to-face discussions with service users:

Ilyas Patel - Project Officer

Results

A representative from Healthwatch Lancashire listened to patients and relatives at Spiral, Rossall Unit, on 25th January

Patients & relatives rated the overall experience as:



WE SPOKE TO
26
PEOPLE

Ratings Summary:

Care and compassion from staff:

4.8 out of 5

Medical treatment received:

4.8 out of 5

Quality of service provided:

4.8 out of 5

Cleanliness:

4.3 out of 5

Helpful information received:

4.1 out of 5

Building and environment:

4.1 out of 5

Food:

4.1 out of 5

81% were patients

11.5% were relatives

7.5% were visitors

Comments

Department	Comments
Service	<p>The majority of comments received praised the service and the staff. Patients described the service as “good” and “very good”.</p> <p>Patients said that they felt staff do a very good job and described them as “amazing” and “patient”.</p> <p>One patient said that their first impression of the hospital were really good.</p> <p>Two patients said that they feel more positive about looking after their health when they return home. One patient said: “Learnt positive things whilst staying at Rossall Hospital. I have been given good advice. They explained how to look after my health better when I return home.”</p>
“Closing down”	<p>A number of patients raised concerns about the service “closing down”.</p> <p>Three people said that they felt that it is “a shame the place will be closing soon” whilst one patient said that they “just cannot believe it is closing down”.</p>
Food	<p>Two patients praised the service in relation to food. One patient said that staff were very accommodating in helping them to have food without salt whilst another patient said that the food is excellent and is always served with a smile.</p>

Response from Spiral Health CIC

Findings from the Patient Engagement Day at Spiral, Rossall Unit were shared with Spiral Health CIC, who were given the opportunity to respond to the findings in this report prior to its publication.

Alison Cole, Chief Nurse / Director of Operations at Spiral Health CIC, provided the following response:

“Spiral Health CIC is extremely grateful to Healthwatch Lancashire and all participating individuals for their feedback which helped inform this report. We really value the feedback to enable Spiral Health CIC to learn lessons and to continue to improve and innovate it’s services across the whole of its service delivery, including the Spiral Health CIC Preston Unit and Therapy Works.”

“Spiral Health CIC would also like to acknowledge the hard work and commitment shown by their staff in supporting the delivery of services. It is with great sadness and disappointment that this unit will close on March 31st 2016, as services are taken back in-house by Blackpool Teaching Hospitals NHS Foundation Trust. We will endeavour to share key messages and learning points from this report. It has been a pleasure and privilege to support the residents of Blackpool and the Fylde Coast.”



www.healthwatchlancashire.co.uk
info@healthwatchlancashire.co.uk
Twitter: [@HW_Lancashire](https://twitter.com/@HW_Lancashire)
Facebook: facebook.com/lancshealthwatch