



Feedback Report
at East Lancashire Hospitals NHS Trust
1st March 2015 - 31st August 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 157 reviews from service users collected by Healthwatch Lancashire representatives between March 2015 and August 2015 about East Lancashire 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.



Accrington Victoria Hospital Results

22

people shared their experiences

Service users: **16**

Relatives: **5**

Carer: **0**

Professionals: **0**

Visitor: **0**

N/A: **1**

Ratings Summary:

Information: 4.9 out of 5	Caring and compassion from staff: 4.9 out of 5	Ease of getting an appointment: 4.9 of out 5
Cleanliness: 4.8 out of 5	Quality of service provided: 4.8 out of 5	Building and environment: 4.4 out of 5
Medical treatment: 4.3 out of 5	Food: 4.2 out of 5	Waiting time: 4.2 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:

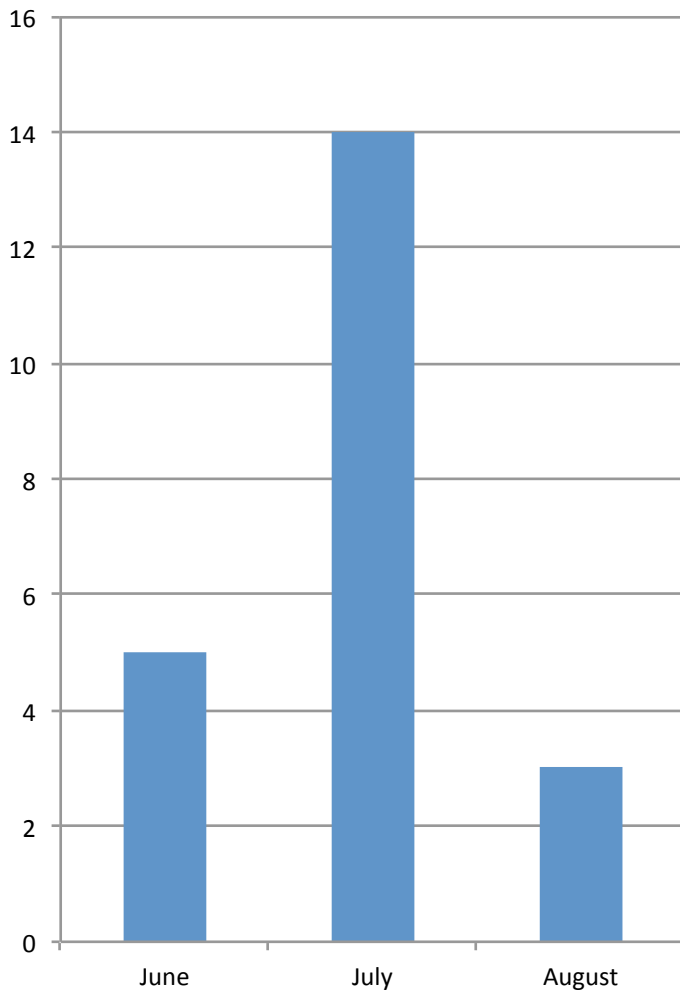
Sum of the individual's scores divided by number of people who responded to that question

Question	Month					
	March	April	May	June	July	August
Number of responses				5	14	3
Quality of service provided				4.8	4.8	4.7
How caring and compassionate were the staff?				5	5	4.7
How helpful was information recieved?				5	4.9	5
How easy was it to get an appointment?				5	4.9	5
How would you rate the cleanliness?				4.8	4.9	4.7
How would you rate building and environment?				4.3	4.3	4.7
How would you rate the medical treatment received?					4.3	4.3
How was the food?				3.5	4.3	4.7
How was the waiting time?				3.5	4.3	4.7
How would you rate your overall experience?				4.2	4.4	4.7

Ratings by Month continued...

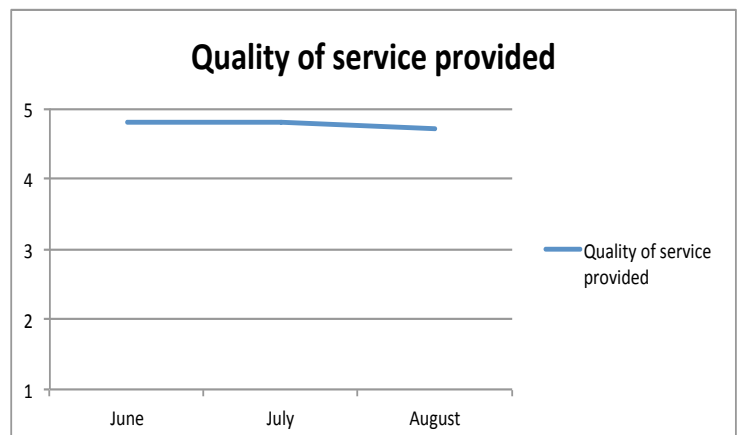
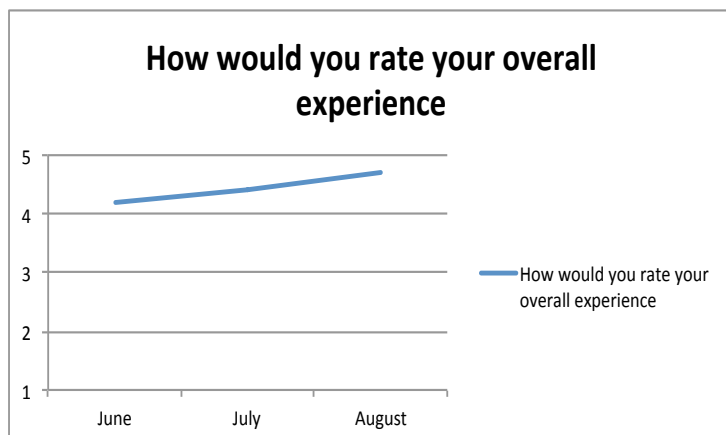
Number of Responses by month

The chart below shows the number of responses each month between June 2015 and August 2015.



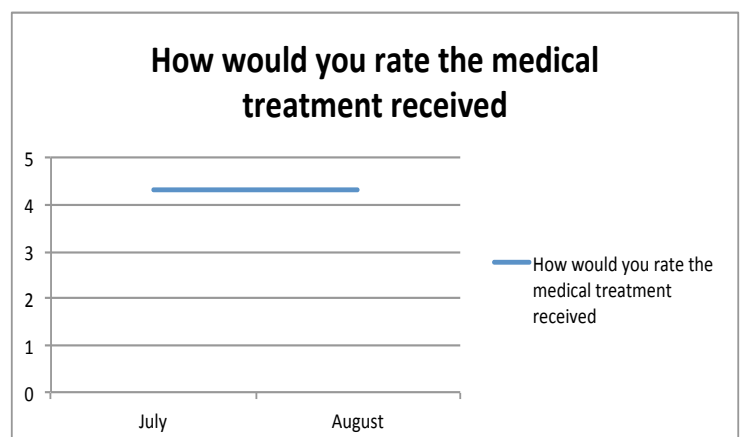
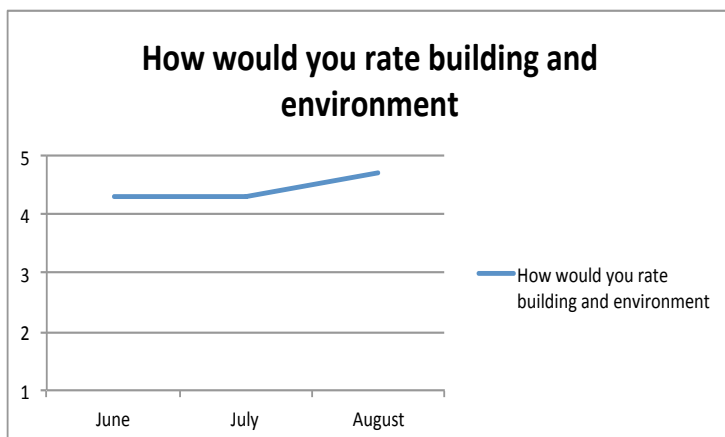
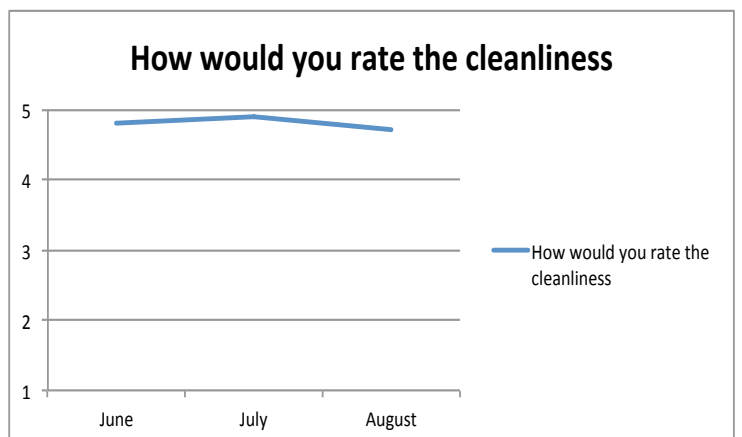
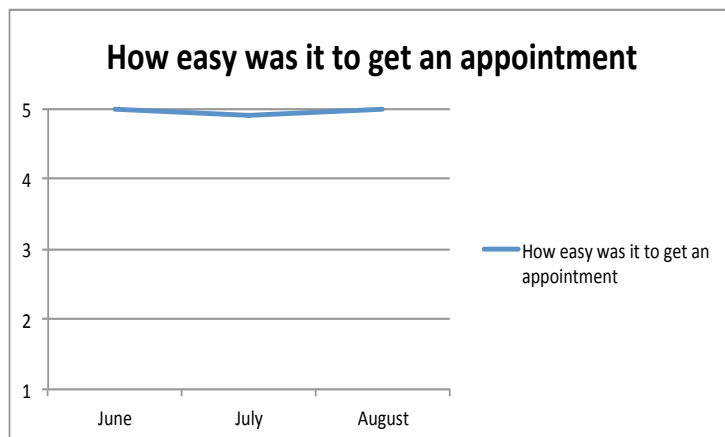
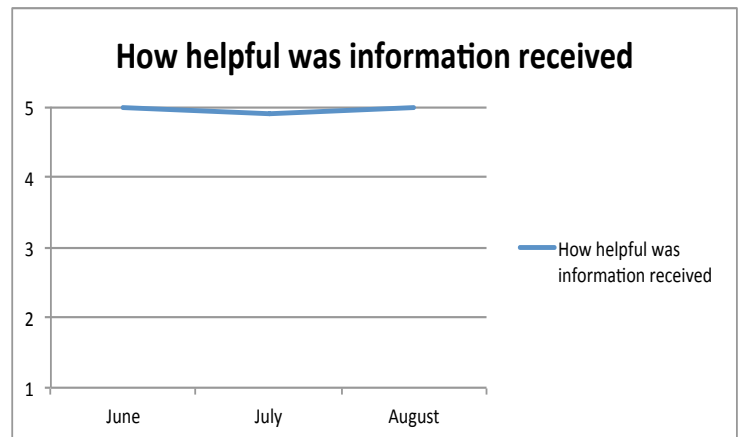
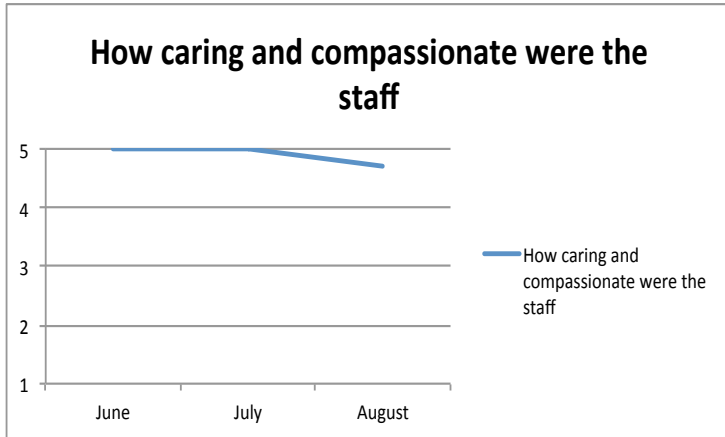
Average question ratings by month

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



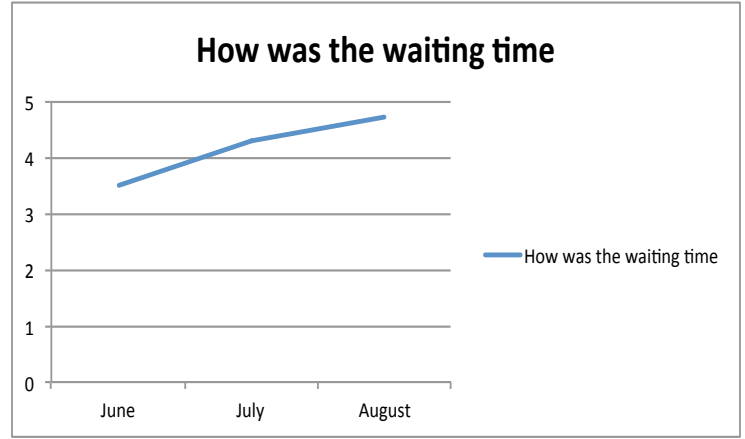
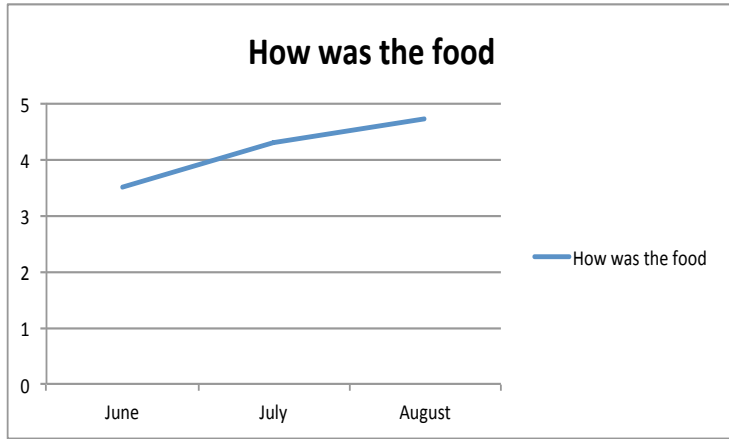
Average question ratings by month continued..

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



Burnley Hospital Results

49

people shared their experiences with us

Service users: **45**

Relatives: **4**

Carer: **0**

Professionals: **0**

Visitor: **0**

N/A: **0**

Ratings Summary:

Food:

5 out of 5

Medical treatment:

4.9 out of 5

Cleanliness:

4.8 out of 5

Ease of getting an appointment:

4.7 out of 5

Quality of service provided:

4.5 out of 5

Caring and compassion from staff:

4.3 out of 5

Information:

4.3 out of 5

Building and environment:

4.2 out of 5

Waiting time:

3.9 out of 5

Ratings by Month

The table below shows average ratings per month

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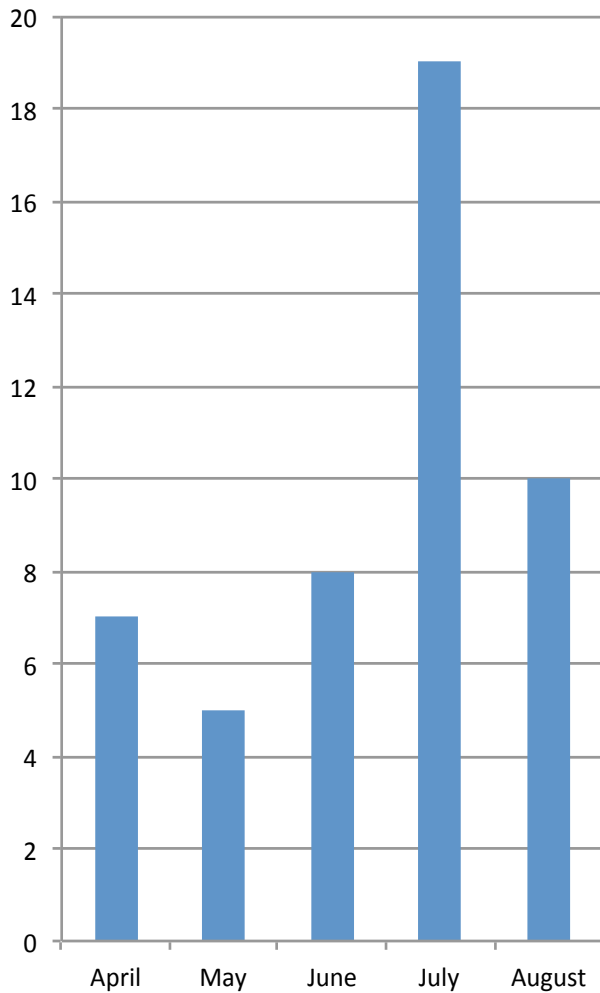
Sum of the individual's scores divided by number of people who responded to that question

Question	Month					
	March	April	May	June	July	August
Number of responses		7	5	8	19	10
Quality of service provided		4.8	4.8	4.4	4.2	5
How caring and compassionate were the staff?		4.1	5	4	4.1	5
How helpful was information received?		4.7	3.8	4.1	4.1	5
How easy was it to get an appointment?		4.4	4.3	4.7	4.7	5
How would you rate the cleanliness?		4.4	4.5	5	4.8	5
How would you rate building and environment?		3.9	4.3	4.8	3.9	4.6
How would you rate the medical treatment received?		4.8	5	4.8	5	
How was the food?		5		5	5	
How was the waiting time?		4.1	5	4.5	3.3	4
How would you rate your overall experience?		4.1	4.8	4	3.5	4.9

Ratings by Month continued...

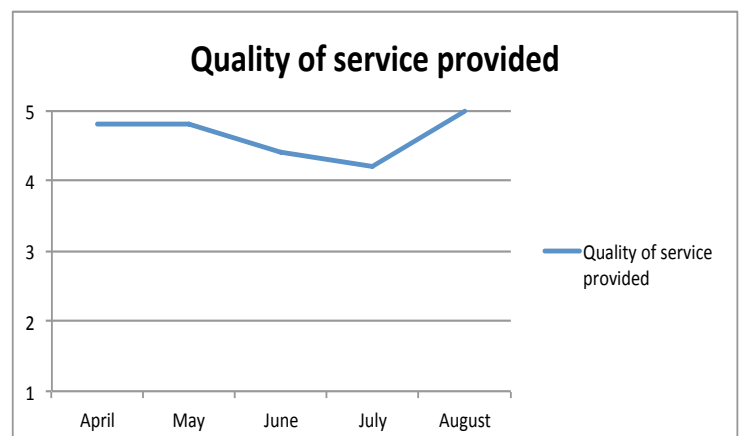
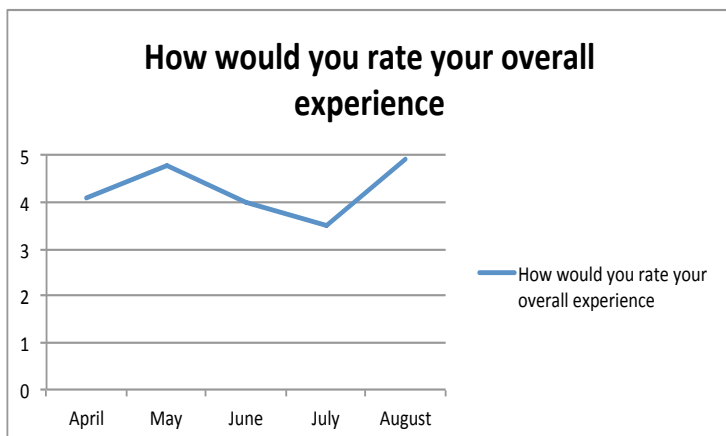
Number of Responses by month

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



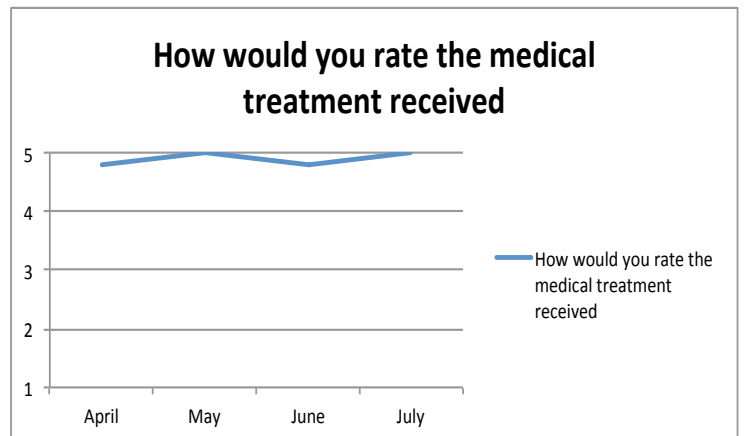
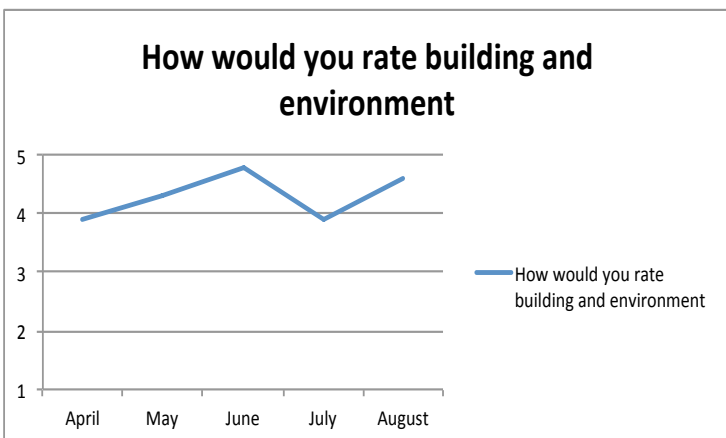
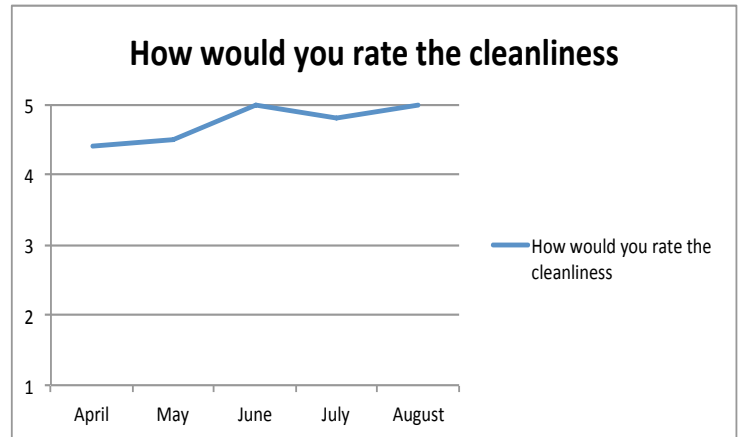
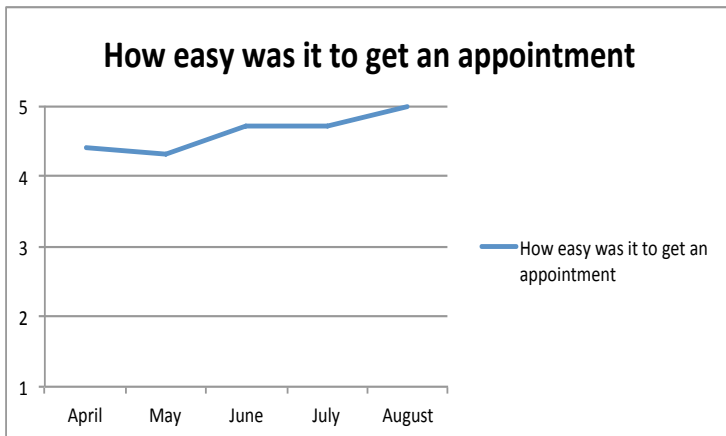
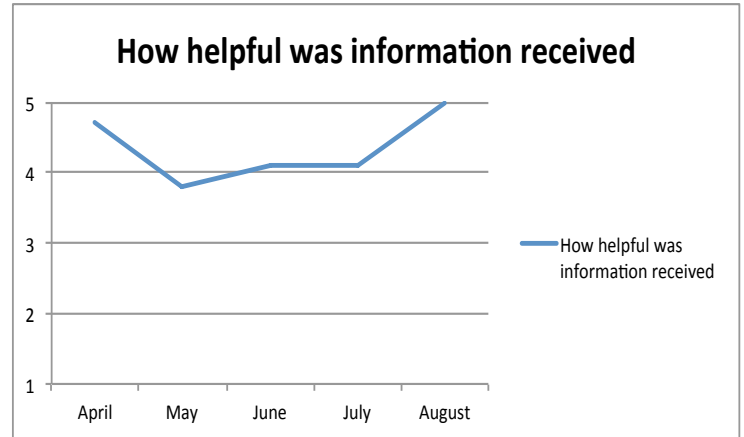
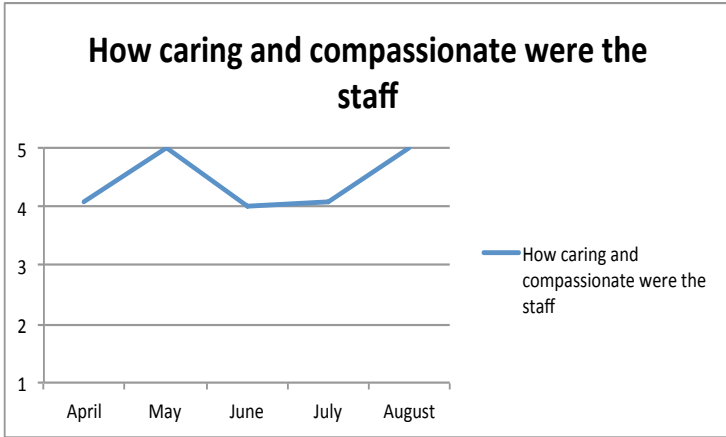
Average question ratings by month

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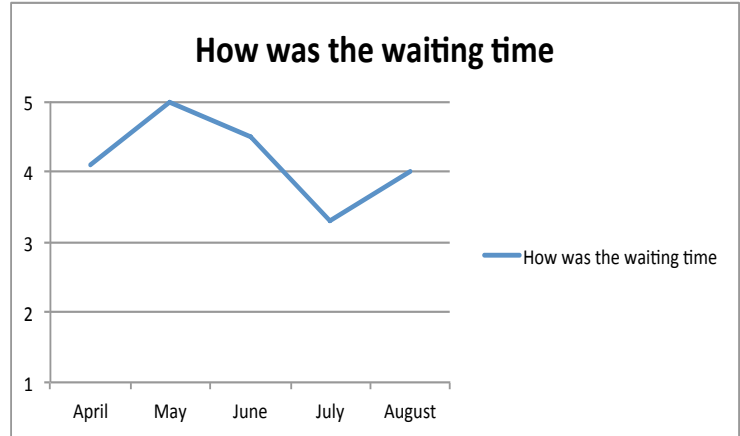
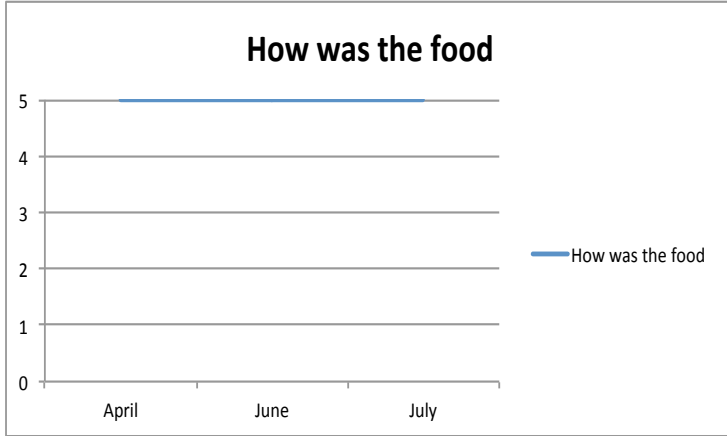
Average question ratings by month continued..

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



Clitheroe Community Hospital Results

25

people shared their experiences with us

Service users: **21**
Relatives: **2**
Carer: **1**
Professionals: **0**
Visitor: **0**
N/A: **1**

Ratings Summary:

Medical treatment:

5 out of 5

Ease of getting an appointment:

4.9 out of 5

Cleanliness:

4.9 out of 5

Caring and compassion from staff:

4.8 out of 5

Waiting time:

4.8 out of 5

Information:

4.8 out of 5

Food:

4.8 out of 5

Quality of service provided:

4.7 out of 5

Building and environment:

4.6 out of 5

Ratings by Month

The table below shows average ratings per month

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Grey areas indicate where no response was provided

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

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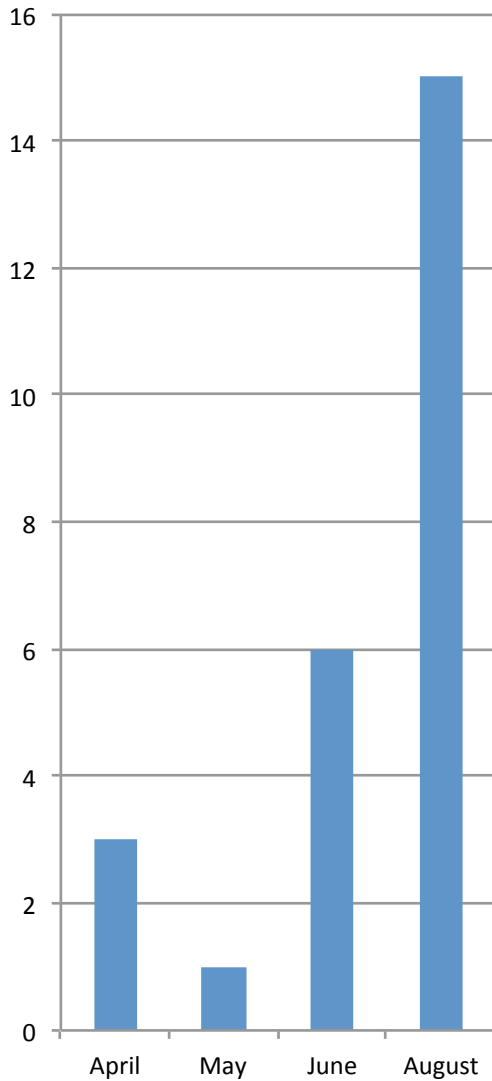
Sum of the individual's scores divided by number of people who responded to that question

Question	Month					
	March	April	May	June	July	August
Number of responses		3	1	6		15
Quality of service provided		3.7	5	4.8		4.8
How caring and compassionate were the staff?		4.3	5	5		4.7
How helpful was information received?		4.7	5	5		4.8
How easy was it to get an appointment?		4.5	5	5		4.9
How would you rate the cleanliness?		4.7	5	5		4.8
How would you rate building and environment?		4.7	5	4.5		4.6
How would you rate the medical treatment received?		5	5	5		5
How was the food?		5		4.5		5
How was the waiting time?		4.5	5	5		4.8
How would you rate your overall experience?		3.7	5	4.7		4.7

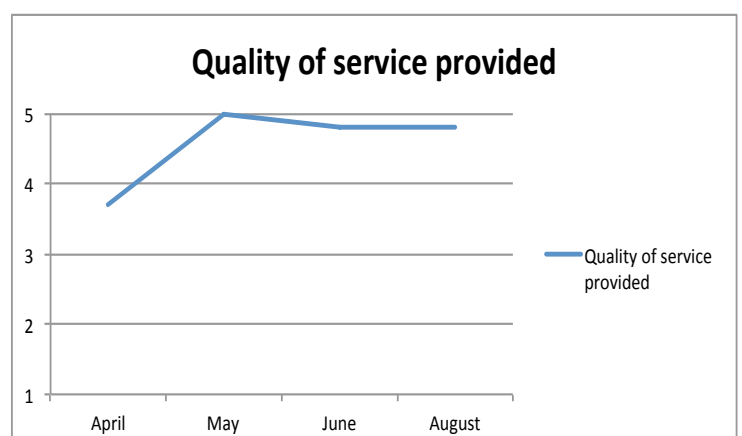
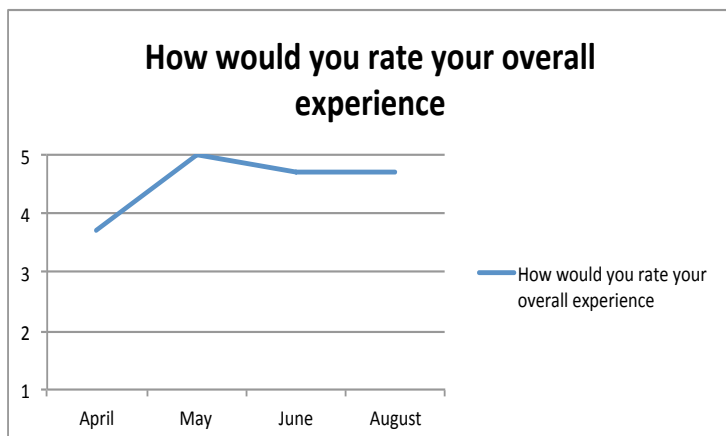
Ratings by Month continued...

Number of Responses by month

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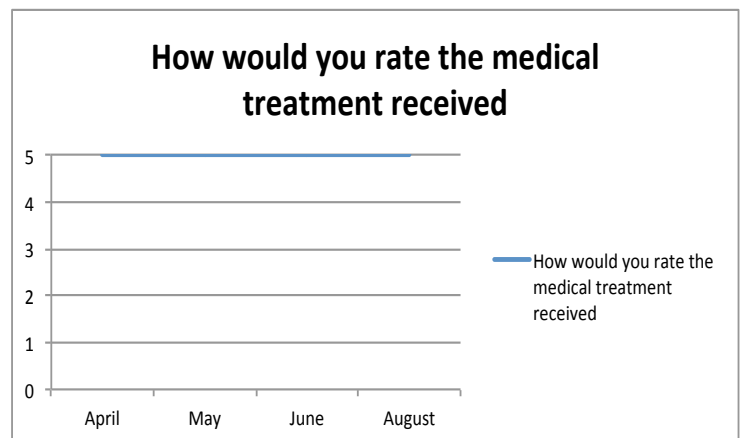
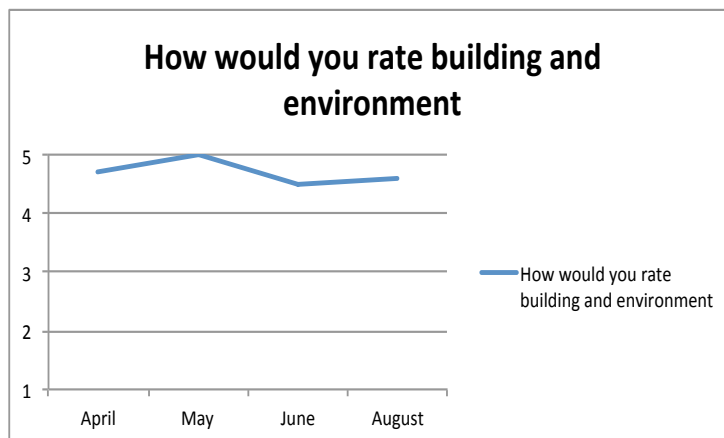
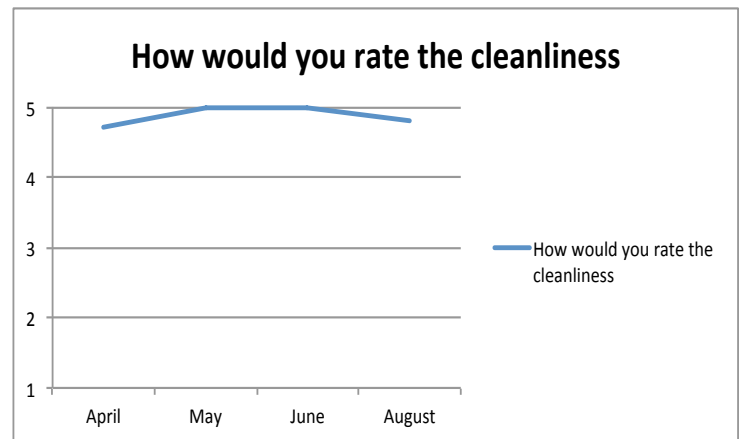
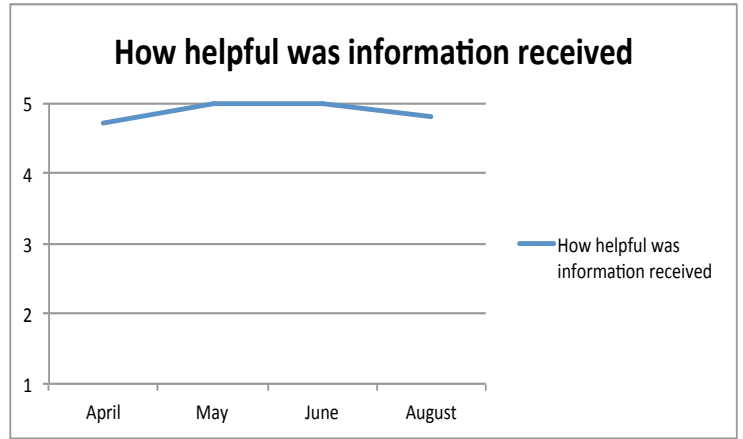
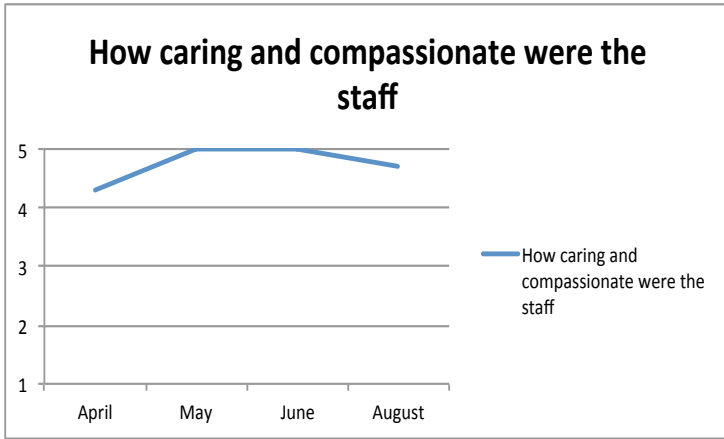


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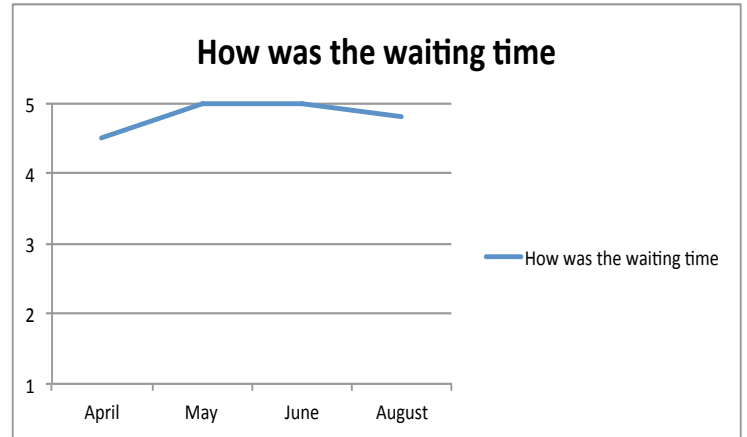
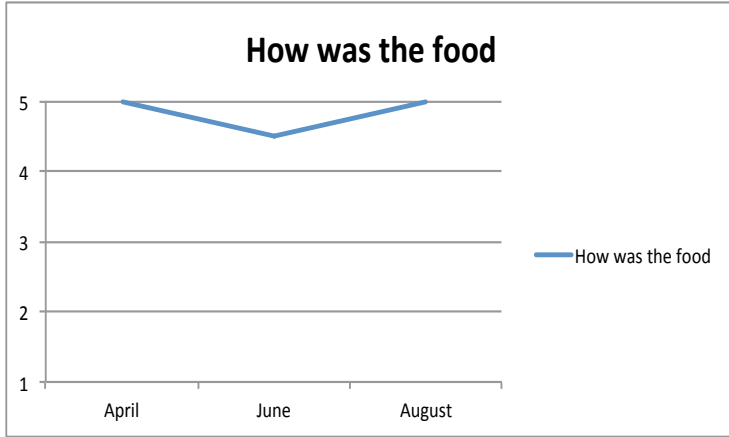
Average question ratings by month continued..

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



Pendle Community Hospital Results

6

people shared their experiences with us

Service users: 6

Relatives: 0

Carer: 0

Professionals: 0

Visitor: 0

N/A: 0

Ratings Summary:

Medical treatment:

4 out of **5**

Cleanliness:

4.8 out of **5**

Caring and compassion from staff:

4.2 out of **5**

Food:

4 out of **5**

Quality of service provided:

4.3 out of **5**

Information:

3.8 out of **5**

Building and environment:

3.8 out of **5**

Ratings by Month

The table below shows average ratings per month

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

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

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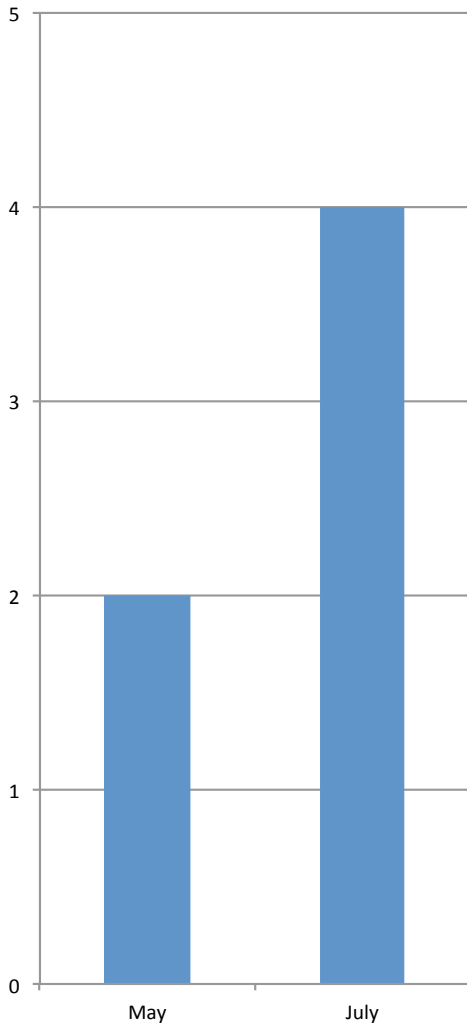
Sum of the individual's scores divided by number of people who responded to that question

Question	Month		
	May	June	July
Number of responses	2		4
Quality of service provided	4		4.5
How caring and compassionate were the staff?	5		4
How helpful was information recieved?	4		3.7
How would you rate the cleanliness?	4		5
How would you rate building and environment?	4		3.8
How would you rate the medical treatment received?	4		4
How was the food?	5		3.8
How would you rate your overall experience?	4		3

Ratings by Month continued...

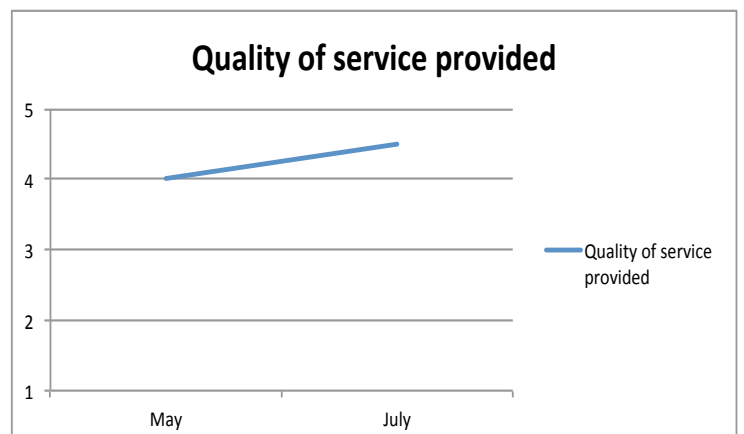
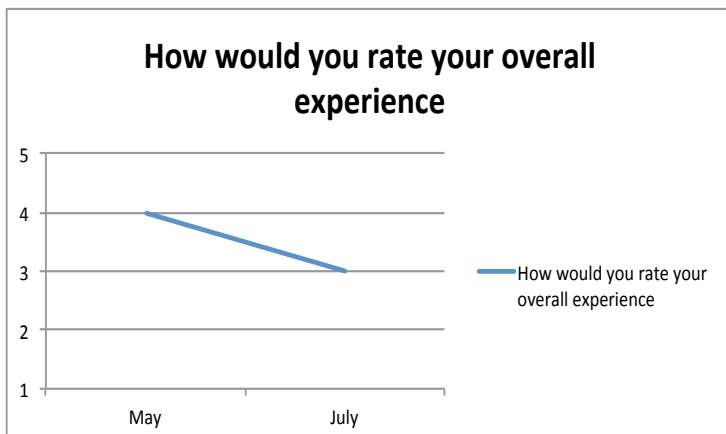
Number of Responses by month

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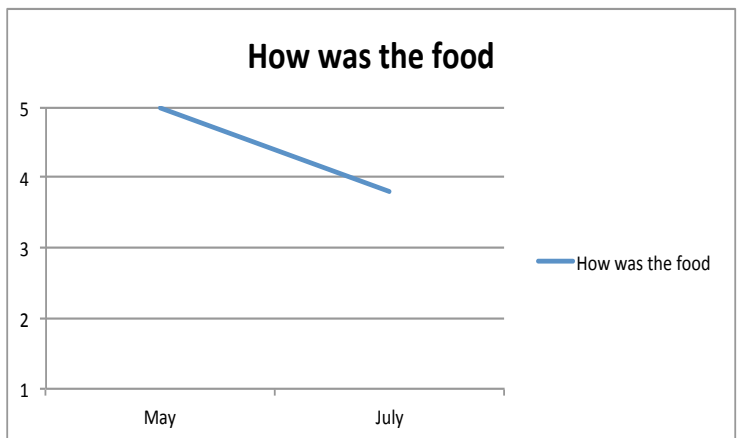
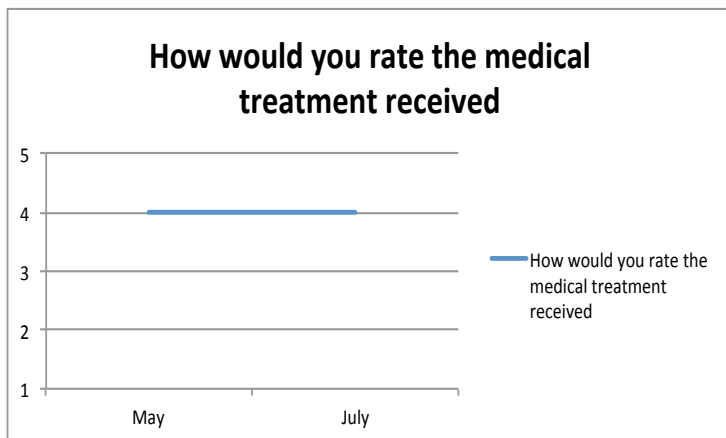
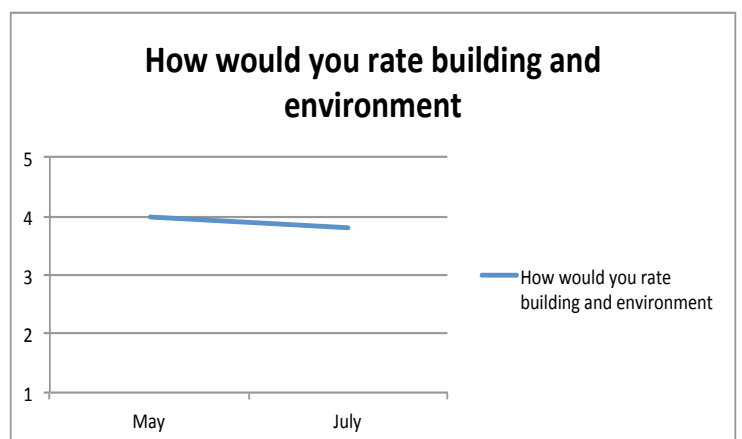
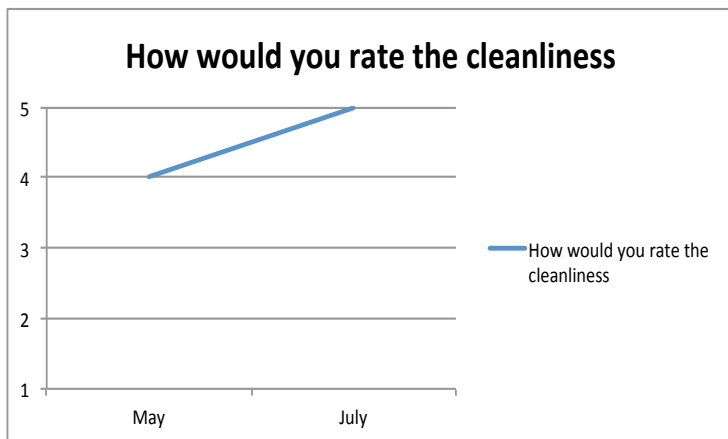
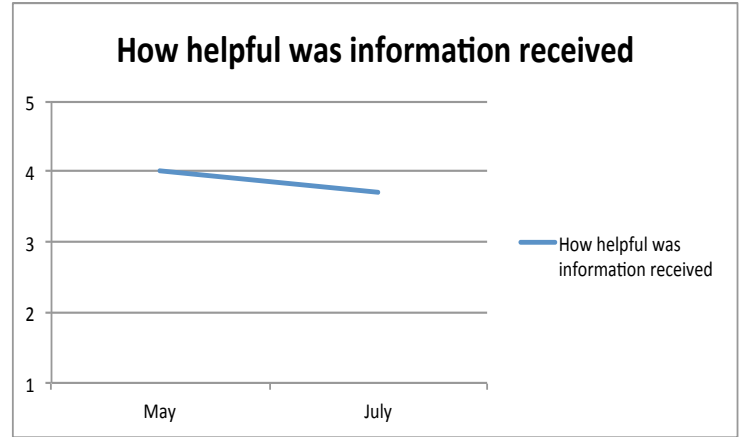
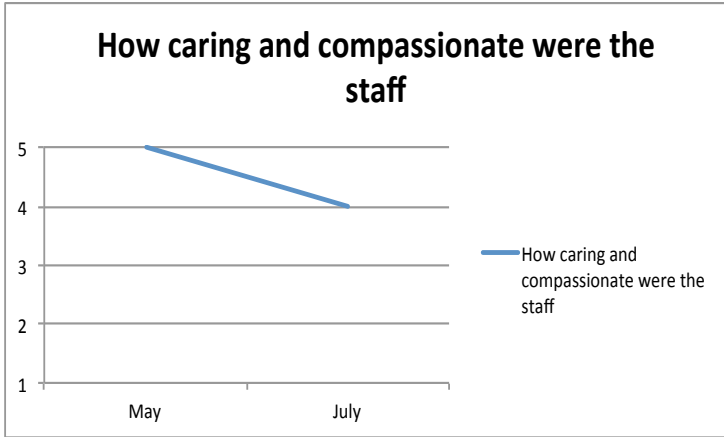
Average question ratings by month

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



Royal Blackburn Hospital Results

55

people shared their experiences with us

Service users: **36**

Relatives: **17**

Carer: **0**

Professionals: **0**

Visitor: **1**

N/A: **1**

Ratings Summary:

Medical treatment:

4.5 out of **5**

Ease of getting an appointment:

4.4 out of **5**

Cleanliness:

4.4 out of **5**

Caring and compassion from staff:

4.4 out of **5**

Waiting time:

4.5 out of **5**

Information:

4.2 out of **5**

Food:

4.1 out of **5**

Quality of service provided:

4.3 out of **5**

Building and environment:

3.9 out of **5**

Ratings by Month

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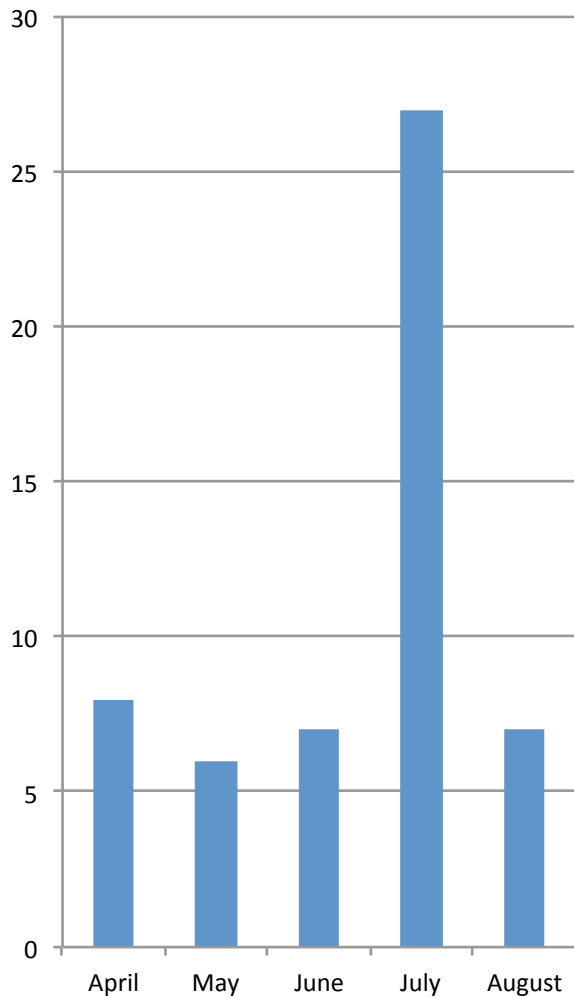
Sum of the individual's scores divided by number of people who responded to that question

Question	Month				
	April	May	June	July	August
Number of responses	8	6	7	27	7
Quality of service provided	5	3.8	4.1	4.2	5
How caring and compassionate were the staff?	5	4.8	4.3	4.1	5
How helpful was information received?	4.6	4.3	4.7	3.8	5
How easy was it to get an appointment?	5	4.7	4.5	4.3	4
How would you rate the cleanliness?	4.4	4.5	4.2	4.4	5
How would you rate building and environment?	4.6	4.3	3	3.7	4.7
How would you rate the medical treatment received?	5	5	4	4.3	5
How was the food?	4	4	3	3.9	5
How was the waiting time?	4.3	4.5	3.7	4.6	5
How would you rate your overall experience?	3.8	4	3.3	4.2	4.4

Ratings by Month continued...

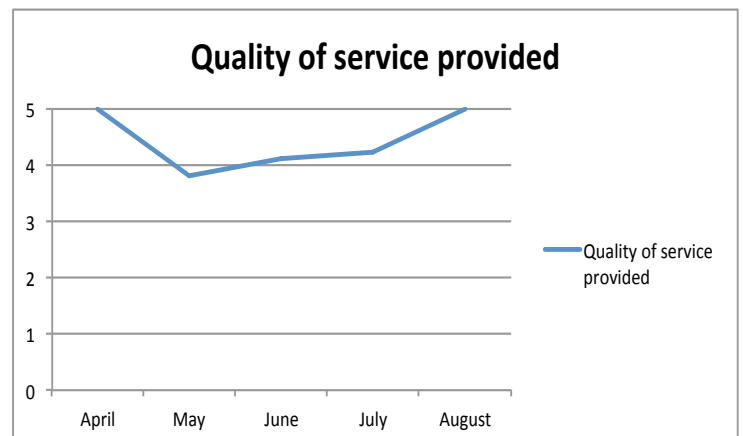
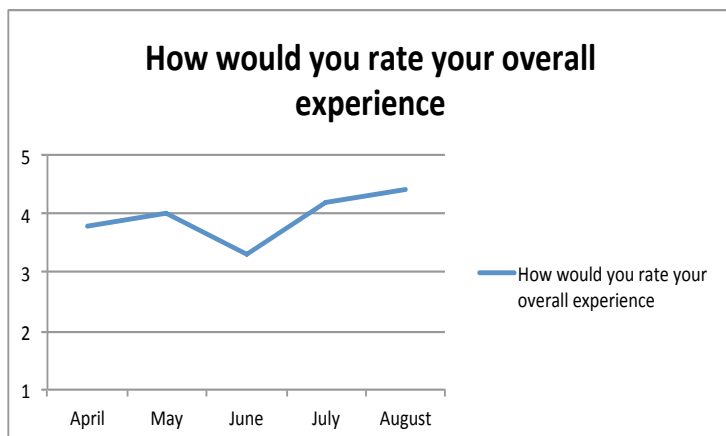
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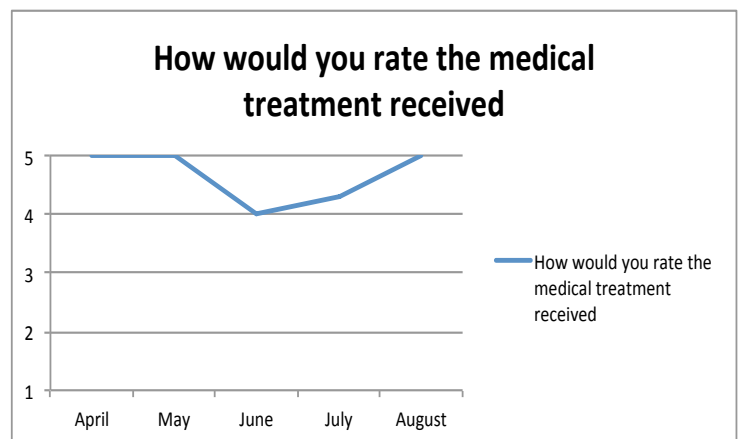
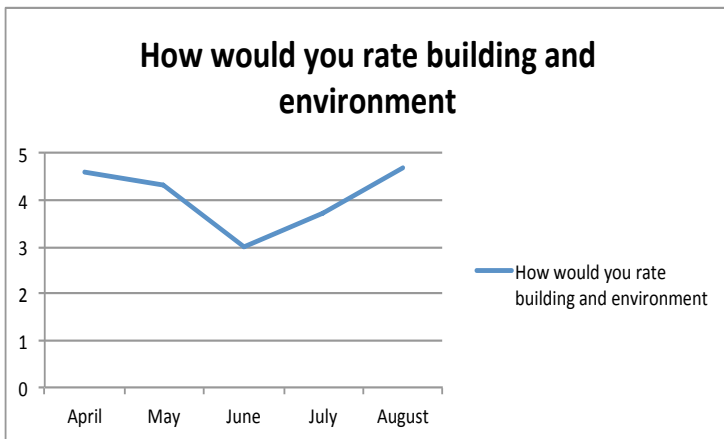
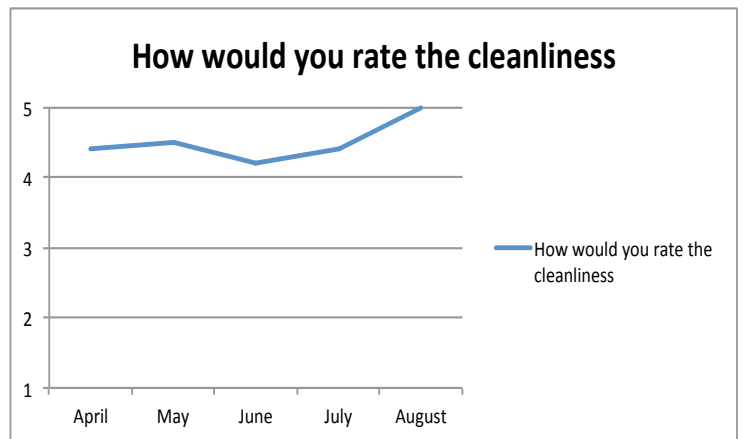
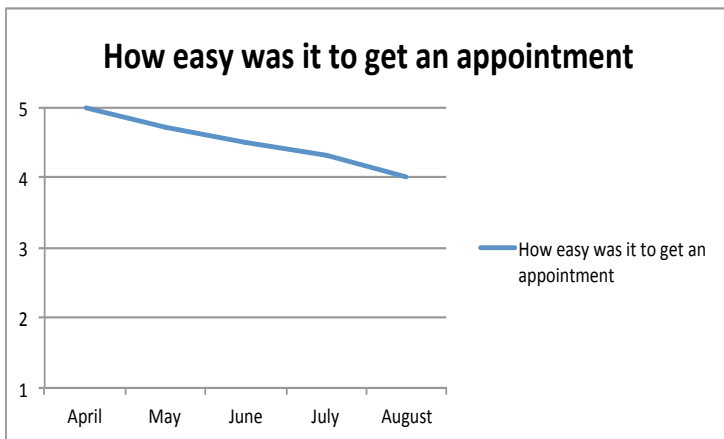
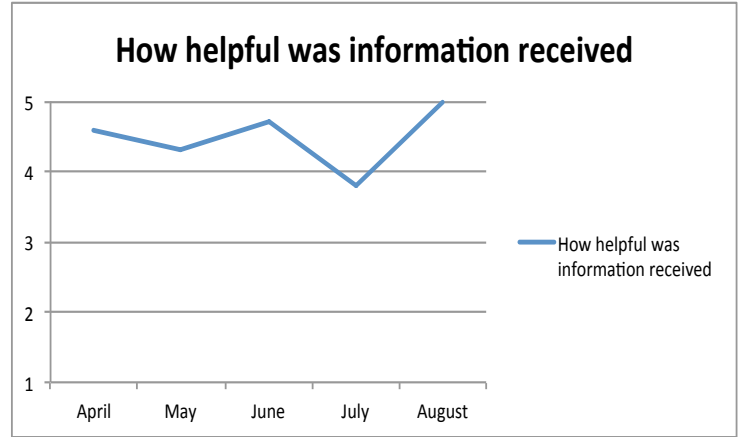
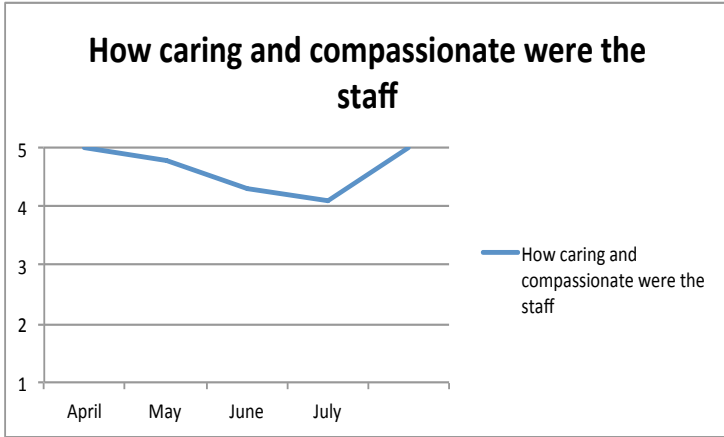
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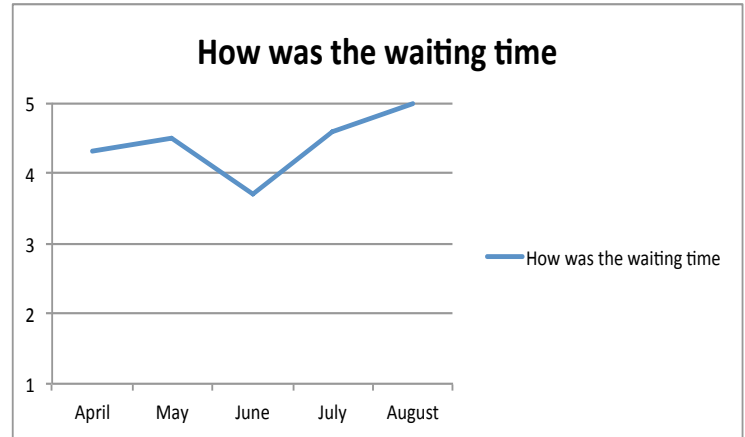
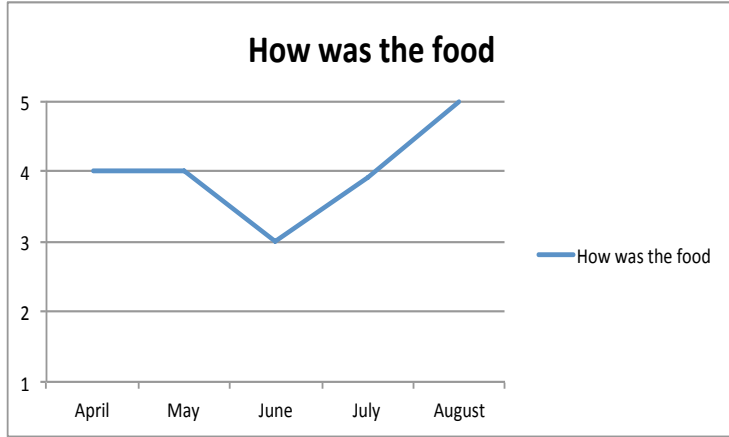
Average question ratings by month continued..

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



healthwatch
Lancashire

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Twitter: @HW_Lancashire

Facebook: facebook.com/lancshealthwatch