



Patient Experience Feedback Report July 2020



Because we all care

During the month of July 2020, 24 comments were received through the Healthwatch #BecauseWeAllCare online survey, regarding services provided by Warrington & Halton Hospitals NHS Trust.

#BecauseWeAllCare survey : <http://bit.ly/bwac2020>

	Total number of respondents						
		Very easy	Easy	Neither easy nor difficult	Difficult	Very difficult	N/A
Q5. How easy was it to access the help and support you needed?	24	12 50.0%	- -	3 12.5%	2 8.3%	4 16.7%	3 12.5%
Q6. If you received care, how would you describe it?	24	15 62.5%	1 4.2%	- -	4 16.7%	2 8.3%	2 8.3%
		Very satisfied	Satisfied	Neither satisfied nor dissatisfied	Dissatisfied	Very dissatisfied	N/A
Q7. How did you feel about the further treatment, care or support you received?	24	12 50.0%	4 16.7%	2 8.3%	1 4.2%	3 12.5%	2 8.3%

Please tell us about your experience (For example: What went well? What could have been better?)

What went well?

- Having phone consultation rather than me having to visit whilst shielding.
- on 8/5/20 I was admitted to A and E by ambulance with perforated ulcer. after a CT to confirm I had an emergency laparotomy which went well. post operation I was cared for in ICU. unfortunately on 11/5/20 I suffered an episode of tachycardia which resulted in a stroke. During my time from paramedics attending to discharge I cannot speak more highly of the staff that treated me with kindness, compassion and respect. even in my most difficult of times I knew I was in capable hands and the post care in B14 from nurses, doctors, care staff and O.T's and physio's was second to none. Plus the food and nutrition has IMO has put to bed the jokes about hospital food. Post care since I have come home has been of the highest order. My name is Martyn Wakelam and if you want to put my comments on a billboard or anywhere else feel free, I am and will be eternally grateful and proud of all our NHS staff
- Respiratory team Warrington/Halton. Excellent service. Very caring and knowledgeable staff, hospital avoidance model works with their help, and it's reassuring to know they are there for specialist support, care and advice
- Very professional showed empathy talked through all of treatment they were about to give gave you're dignity
- Out patient Gastroenterology My GP treated me for gastritis which didn't settle therefore she referred me to a consultant. In 2 weeks, I had received an appointment for a telephone consultation. There was no delay or waiting around in a hospital waiting room. The consultant was attentive and thoroughly listened to my concerns without being rushed. I received an appointment for a scan and had my results within a week. My mind was at rest thankfully there is nothing terminal. Pre COVID this would have taken much longer. I believe this service will be beneficial to patient and clinicians it should remain in place.

What could have been better?

- I was discharged from 5 days in hospital with a heart/lung diagnosis that required an angiogram. Understanding that COVID-19 has affected services we have waited until

start of July to chase. We are now advised that no angiogram had been organised - most apologetic and now on list.

- Hospital consultant diabetic clinics have been postponed until November. They have been replaced by telephone calls with diabetic nurse specialist. Retinal screening has stopped with no information when it will restart Podiatry stopped but thankfully has restarted. Communication has been poor over these issues. It has caused worry as people did not know what was happening and when. A central local information system should have been established.
- 1st telephone consultation I didn't receive a call, the second call was received 2 days before date given on the appointment letter.
- (Ward 1B) Day case for blood transfusion- relative wears hearing aid and unable to understand staff instructions and advice- discharged and did not know any aftercare advice- was cold and very uncomfortable on the chair used for transfusion-relative. His carer was denied access due to covid. Patient could not understand instructions due to hearing impairment.
- (Stroke Ward) Unhelpful confrontational and obstructive nurse who did not see why I wished to talk to a doctor about my dying mother as she was being treated. Would not refer to palliative care team. Matron contacted and my mother moved to different ward. example of medical patients on any ward not being managed correctly. Mum passed away in a bay of patients. No privacy other than a curtain
- My wife was referred to Warrington hospital in June 2020 under the 2 week rule. 2 weeks later she had to call the hospital to find out when her appointment would be. She was told that she should receive one within the next 2 weeks. (Not good) GP was informed who said it was wrong and decided to refer her to St Helens Hospital instead. Referred on the Monday, had an internal scan on the Thursday and saw a Consultant just after the scan. (excellent).

Maternity feedback

What went well?

- Seen in anti-natal for routine scan due to complications I was taken to delivery suite then moved onto labour ward C23. Staff so attentive and informative always professional and super kind doing what's best for the myself and baby. C23, anti natal clinic and delivery suite staff and consultant in particular Dr Chris and Dr Kate

- My whole maternity journey was impeccable with Warrington. Cath Bannister my community midwife has been phenomenal and looked after me throughout. It was nice to see the same face, even though we were in a pandemic. Dr Alldred delivered my baby on 29th June and Gill (midwife on labour ward) looked after me so well after my section.
- I am currently under the care of the consultant and diabetic team with my pregnancy and I cannot wish for better care and support. Even though the world has changed so much since I fell pregnant the support from the teams at Warrington hospital has been unbelievable.
- Had a fantastic experience with all the midwives at Warrington hospital last week. From start to finish couldn't fault any of the staff in theatre or on the ward c23. They were all amazing, friendly, full of advice, caring and delivered personalised care and never made anything seem like too much trouble. The student midwives on the ward were outstanding and especially Laura Hancock who went above and beyond helping me with breast feeding and general care constantly.
- Maternity- all sectors of maternity from ultrasound to the labour ward were absolutely fantastic and especially during the pandemic. Every member of staff is so professional and looked after us from start to finish.
- Maternity services at Warrington. I had an elective C section this week. The care I received both pre-OP, in the actual op and post OP was excellent. Nothing was too much trouble. My daughter and I was in such great hands we could not ask for better care anywhere
- Outstanding care in maternity unit
- Amazing! I had a baby April in the maternity unit! Staff were fantastic had such a lovely experience bringing my first child in the world. Not sure on names which I am gutted about but my little boy was born on the 18.4.2020

What could have been better?

- Lack of support in breast feeding Lack support post emergency c section. Lack of understanding of epileptic patient whose seizures are triggered by lack of sleep. Lack of communication between patient and midwives Ultrasound measurements wrong which resulted in 17 hr labour of breech baby which resulted in emergency c section the baby weight was 4260g. One carer, her behaviour was absolutely abysmal towards breast feeding, no encouragement, no support, no empathy, waking up a post c section mum at 3am in the morning so that she change her baby, whilst fully

aware she's epileptic and this could trigger her seizures. Could you please give your staff training on mental health support/breast feeding support/epilepsy awareness and ask them to find some empathy towards new mums

- I gave birth 5 weeks ago 5 weeks early as my baby stopped growing. I have not once had a midwife check my baby was released from NICU 1 week ago. I have had a caesarean section got an infection and had to go to Antenatal day unit for help. The nurse there was disgusted I had not had any aftercare considering I have had major surgery. This is just 1 issue I have. Issue 2 my baby was in NICU on day 3 of being born I wandered over to see her and she had a different baby names name tags on both feet. I was so upset this is my 1st baby I have had issues since 27 weeks pregnant I had a c-section planned then 1 week before told to attend labour ward on June 11th for induction vaginally. On the 14th my baby was born by Emergency caesarean as she was so small she was not pushing down enough to help my cervix open. The upset of my tiny 2lb 10oz baby and myself going through numerous faults and being let down by the NHS services was never ending. Aged just 20 having my 1st child and so many issues. As already stated, I have been well and truly let down by the staff and aftercare at Warrington hospital.
- Maternity ward c23. Following an emergency C section I was taken to ward c23. I was put in a small space that was position next to the bins. This meant that all the other patients, visitors and staff were constantly pushing their way past to get to the bins. I had to move the baby crib to the other side as the baby was getting shoved. The space was inadequate, and the bins needed to be moved away. I was also told by the nurse who took me to the ward to rest and leave catheter in. As she left a nurse on the ward came and took it out and told me that I need to get up and start walking. This was less than 2 hours after an emergency C section. I was really upset and my mum said to another nurse/midwife, 'She's upset and worried that she isn't going to be able to get up and down for the baby during the night but she will get some help won't she'. To which the nurse replied we are not a babysitting service but we will be about if she needs us. This made me more worried and upset.

Summary

It's pleasing to note that the majority of patients had very positive experiences and excellent care from staff. We hope the Trust will pass on this feedback to the relevant wards/departments.

There were however a number of patients for who the experience was not as positive.

Recommendations

- Remind staff of the appropriate procedures for supporting patients with hearing difficulties.
- End of life care – The Trust's website describes Palliative Care as *'an approach that strives to improve the quality of life of patients and their families who face life-threatening illness, by providing pain and symptom relief, spiritual and psychosocial support from diagnosis to the end of life into bereavement'*. Ensure staff on all wards are informed again of the support for patients and their families available from the palliative care team.
- Maternity – Ensure that staff are reminded of the Trust's infant feeding policy and the need to support mothers who wish to breastfeed.
- Ensure that staff can access help for patients who may need mental health support.
- We were alarmed to read the feedback from a mother who said she noticed the wrong name tags on her baby. We would request a formal response from the Trust on this incident.



Suite 5, Foundry House
Widnes Business Park
Waterside Lane
Widnes WA8 8GT
Tel: 0300 777 6543



The Gateway
Sankey Street
Warrington
WA1 1SR
Tel: 01925 246893
