



Enter and View Spire Cheshire Hospital

Announced Visit

6th May 2025



What is Enter and View?

Part of Healthwatch Warrington's remit is to carry out Enter and View visits. Healthwatch Warrington Authorised Representatives will carry out these visits to health and social care premises to find out how they are being run and make recommendations where there are areas for improvement. The Health and Social Care Act allows Authorised Representatives to observe service delivery and talk to service users, their families, and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists, and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation so that we can learn about and share examples of what they do well from the perspective of people who experience the service first hand. Healthwatch Warrington's Enter and View visits are not intended to specifically identify safeguarding issues. However, if safeguarding concerns arise during a visit, they are reported in accordance with Healthwatch Warrington's Safeguarding Policy, the Service Manager will be informed, and the visit will end. The local authority Safeguarding Team will also be informed.

Details of the Visit

Details of Visit	
Service Address	Spire Cheshire Hospital, Fir Tree Close, Stretton, Warrington, Cheshire, WA4 4LU
Date and Time	6th May 2025 10.30am-12pm
Authorised Representatives undertaking the visit	Lisa Fidler Jim Sinnott

Acknowledgments

Healthwatch Warrington would like to thank the staff and patients for their co-operation during our visit.

Disclaimer

Please note that this report is related to findings and observations made during our visit on 6th May 2025. The report does not claim to represent the views of all service users, only those who contributed during the visit.

Who we share the report with

This report and its findings will be shared with Spire Cheshire Hospital, Care Quality Commission (CQC), Place Quality Board Warrington and Healthwatch England. The report will also be published on the Healthwatch Warrington website.

Healthwatch Warrington's details

Address:

The Gateway

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Website: www.healthwatchwarrington.co.uk

Telephone: 01925 246 893

Healthwatch principles

Healthwatch Warrington's Enter and View programme is linked to the eight principles of Healthwatch, and questions are asked around each one.

- 1. A healthy environment:** Right to live in an environment that promotes positive health and wellbeing.
- 2. Essential Services:** Right to a set of preventative, treatment and care

services provided to a high standard to prevent patients reaching crisis.

3. Access: Right to access services on an equal basis with others without fear of discrimination or harassment when I need them in a way that works for me and my family.

4. A safe, dignified and quality service: Right to high quality, safe, confidential services that treat me with dignity, compassion, and respect.

5. Information and education: Right to clear and accurate information that I can use to make decisions about health and care treatment. I want the right to education about how to take care of myself and about what I am entitled to in the health and social care system.

6. Choice: Right to choose from a range of high-quality services, products and providers within health and social care.

7. Being listened to: Right to have my concerns and views listened to and acted upon. I want the right to be supported in taking action if I am not satisfied with the service I have received.

8. Being involved: To be treated as an equal partner in determining my own health and wellbeing. I want the right to be involved in decisions that affect my life and those affecting services in my local community.

Purpose of the visit

The visit was announced and was part of the ongoing work programme of Healthwatch Warrington.

Details of the service

Spire Cheshire Hospital is a private hospital, which also delivers services on behalf of NHS patients. The hospital is part of the Spire Healthcare network. The hospital facilities include:

- 27 private rooms, each with en-suite facilities, TV and Wi-Fi
- 18 day case rooms, each with TV and Wi-Fi

- Three operating theatres, including two laminar flow theatres for orthopaedic surgery
- On-site pharmacy which is open Monday to Friday 9am to 5pm and Saturday 9am to 1pm
- On-site physiotherapy and diagnostic imaging department

Results of the Visit:

Patient Voice

Patient Feedback: Spire Cheshire Hospital

 "Everyone I have come into contact with have listened to my questions I may have had and reassured me with each query".

 "Highly recommend Spire Cheshire, a brilliant experience".

 "Everyone is so helpful, can't do enough for you".

 "Food is exceptional! Lots of choice and even got a sandwich for my husband".



Approach and First impressions

The hospital is located on the outskirts of Warrington, close to the M56 motorway and is set back from the main road - at the end of a close. The hospital is well signposted; there is a large sign that marks the location of the site for those visitors approaching by road. During the visit, the hospital's car parks were quite busy. However, the parking facilities were well maintained and relatively large, so Authorised Representatives (ARs) found a parking space reasonably easy. In addition, there was no charge for parking.

The front entrance is on a single level, kept in good condition, it is light and bright and has automatic electronic doors, allowing easier access for wheelchair users or other visitors with mobility issues.

The main reception desk was staffed by more than one receptionist and located close to the front doors. A sign notifies visitors not to stand too close to reception whilst queuing, allowing privacy for patients when speaking to receptionists. Reception staff asked the Authorised Representatives to sign-in and provided us with visitor badges. For assistance the desk also displayed a blue 'hearing loop' sticker. Patients are required to sign in on arrival via an iPad, it was noted this may be difficult for some patients. Healthwatch were informed that patients are able to check in via a member of the reception team if they wish however this is not clear to patients currently.

What we observed

There was one main waiting area for both private and NHS patients. The waiting area was well-decorated, spacious, clean and comfortable, with enough provision of seating. The waiting room has a "You Said We Did" notice board with plenty of opportunity for patients to give feedback, there are lots of feedback slips available for patients. There were refreshment facilities available free of charge.

Areas of the hospital were very well signposted which made navigation fairly easy. Each room was labelled appropriately, making use of identifiable symbols. All consulting rooms had viewing holes so that you could see if the room was free without disturbing appointments. The corridors and patient rooms were very bright, spacious and inviting. ARs were invited to view a standard patient room; all of which are en-suite, apart from day case rooms. The room was fitted with a bed, a TV set and had a large clean bathroom. Rooms were light, bright, spacious and comfortable. ARs viewed the onsite gymnasium within the physiotherapy department which has been newly fitted with specialist equipment.

Following patient feedback, a discharge lounge has been created for patients waiting to be picked up following their visit, this is a comfortable seating area which includes toilet facilities and tea and coffee making facilities.

All areas that were observed were clean, tidy and free from any obstructions or clutter. Hand sanitisers are available throughout to help reduce any spread of infection.

Information, signposting and feedback

Each area of the hospital has a 'You Said We Did' board that is specific to the area which illustrates that the hospital listens and implement changes based on feedback in all areas and aspects of the patient experience.

The patient room that ARs were invited to view had a large TV that displays lots of information which patients may find useful during their visit and how they can feedback on their experiences. The complaints procedure, discharge information and how patients can feedback is included within this information.

Notice boards are updated frequently with the latest patient satisfaction survey data and hospital information. ARs observed a clinical team uniform poster which allows patients to be aware of which uniforms are specific to staff roles.

A Healthwatch poster was displayed in multiple areas of the hospital, this promotes an independent form of feedback for patients. Spire have a CQC rating of outstanding, the rating was awarded in 2016.

Food

ARs viewed a menu example which provided lots of choice. There are different menus available including:

- In-patient menu
- Day patient menu
- Gluten free menu
- Post op menu
- Dementia menu

Catering staff do face to face ordering allowing for a more personalised service for patients. Food intolerances are catered for.

Staff and Leadership

The leadership team are clearly displayed in the reception areas. Staff were observed being polite and courteous during our visit.

Staff have a Freedom to Speak Up Guardian who is supported by a number of Freedom to Speak Up Ambassadors, they are not part of the management team

are trained to speak to staff who have concerns about the workplace and be impartial. Consultants have their own ambassador.

Conclusion

Spire Cheshire Hospital presents a welcoming, well-organised, and patient-focused environment. From the ease of access and cleanliness of the facilities to the attentiveness of staff and the quality of patient care, the hospital demonstrated a strong commitment to delivering a high standard of care and service. Feedback mechanisms are clearly embedded in the hospital's culture, and visible efforts have been made to act on patient suggestion. The availability of tailored food options, accessible facilities and a supportive staff structure further enhance the patient experience. Overall, the visit highlighted a well-run facility that prioritises patient comfort, safety, and satisfaction.

Recommendations

Recommendations made from findings

1

We recommend considering making it clear to patients that they are able to sign in with a member of the reception team if they do not feel able to use the tablet registration.

Provider Response

Alex Magnall, Patient experience manager, Spire Cheshire

We welcome this feedback and will work to ensure that patients are aware that there is an alternative to check in other than using our newly established Hospital Tablet Registration. Whilst we work to innovate our service offering, we fully appreciate that patients may require assistance, and we would always make sure nobody struggled. These small changes will go a long way in ensuring that we continue to deliver our purpose of making a positive difference to people's lives through outstanding personalised care.

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