



healthwatch
Warrington
Your local health and social care champion

Warrington's
VIRTUAL VOICES

Patient Experience Strategy

This month's Virtual Voices Warrington and Halton Hospital Trust want you to help shape the patient experience strategy for 2023-2026

Have YOUR say 

www.healthwatchwarrington.co.uk/virtual-voices

Virtual Voices

Patient Engagement Strategy Feedback

October 2022

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Introduction

Healthwatch Warrington runs an initiative known as 'Virtual Voices' which enables local residents to have their voice heard and win vouchers to be used at local businesses.

Each month Virtual Voices ask its members and the Warrington public, their views on various subjects. In October 2022 we worked with the Patient Experience team at Warrington and Halton Hospital Trust to ask about the Patient Engagement Strategy.

Methodology

The survey was sent to our Virtual Voices mailing list of over **300** members, as well as being widely shared across our social media platforms.

There were **100** responses to the survey.

Acknowledgements

Healthwatch Warrington would like to thank all members of our Virtual Voices and members of the public who took part, Jennifer McCarthy, Head of Patient Experience, and Inclusion Warrington and Halton Hospital

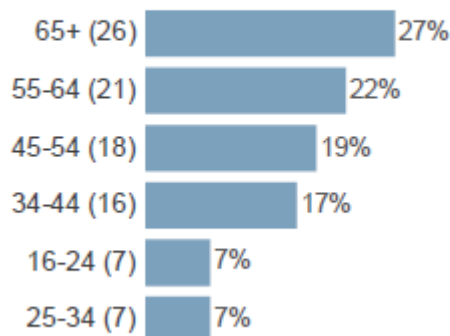
Disclaimer

Please note that this report relates to findings of the results from our Virtual Voices survey and is not representative of all Warrington residents.

Findings

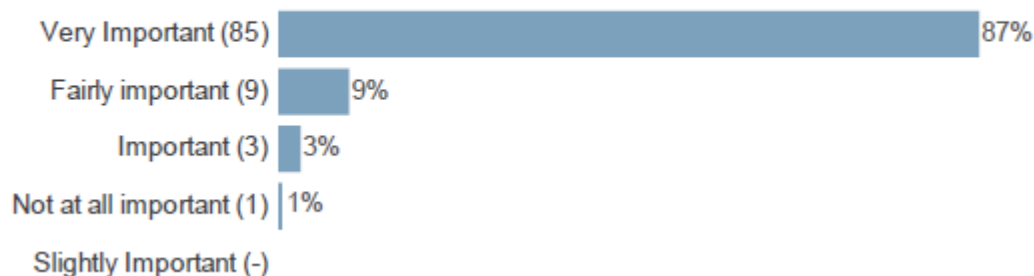
Age range of respondents

How old are you?



How important is Patient experience to you?

How important is Patient experience to you?



Can you explain what patient experience means to you?

The overall theme that came back was that the patient experience is the whole experience, from letter to appointment and afterwards.

Common words were how you are *treated* and *valued*. *Good Communication* also ranked high as well as being treated with *Dignity, Honesty* and *Respect*.

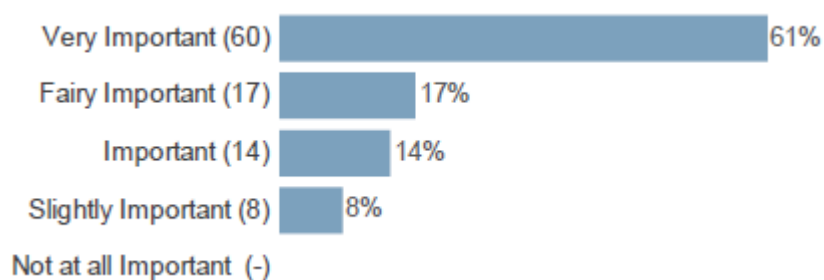


The patient experience to me is the patient journey through access to, communication with and support given and in what ways the patients journey has been adequately amended and adjusted to suit the needs of that patient inclusive of learning and access needs"

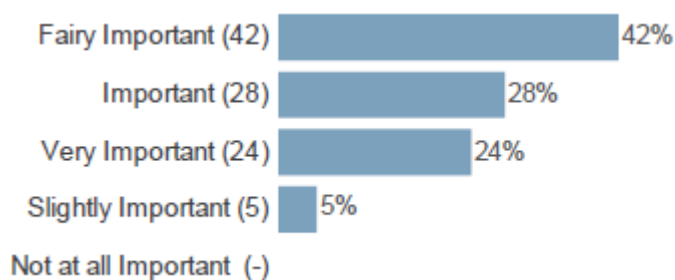


Rate the importance of your first impressions of the following:

Welcome to the hospital:

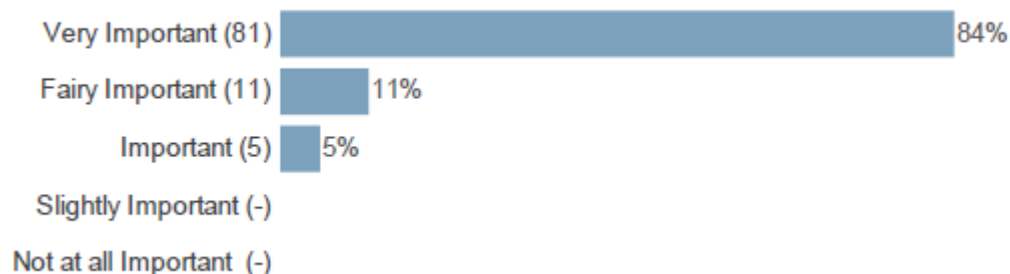


Estate/ Buildings



"When I visit hospital I want to know where to go, so clear signage and people to ask are important. Also I expect areas to be clean and not cluttered."

Communications



"Communications are often an issue if you are deaf. Due to the Pandemic many appointments are by telephone and that is very difficult for the deaf. This issue needs to be resolved."



"First contact needs to be clear and uncomplicated, whether that's an appointment letter or walking in A&E"



Most respondents thought that all the aspects of "first impressions" were important and made a lasting impression of their experience. They also mentioned how they found staff attitude important to forming their opinions of their experience. *"First impression welcoming staff"*

"The reception staff in A&E need more training in empathy and customer service. The nurses are amazing"

Most comments were about staff attitude on arrival and how they could be more empathetic and kinder to patients.



"Most patients will start their journey either through their GP or via A&E/Urgent care, so GP availability is key, and accurate timely metrics for patients waiting in the reception and triage areas to help facilitate their expectations."



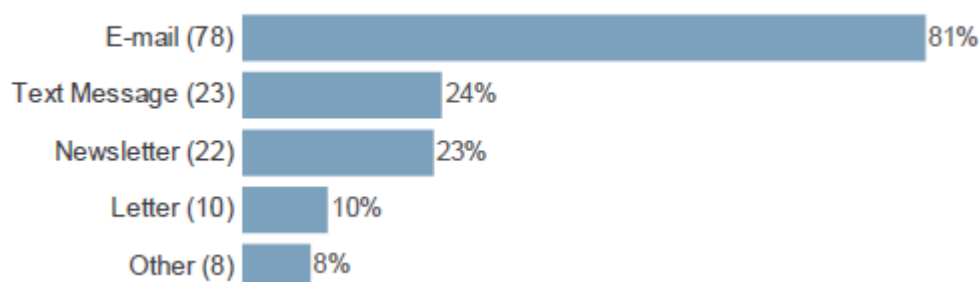
Some people mentioned that they found Halton Hospital more welcoming and a better overall experience.



"I would rather attend Halton Hospital as it's easy to access parking the buildings are maintained it's clean the staff are always welcoming and helpful. Organised, appointments are on time, staff are lovely and helpful. Even the man in the little shop is helpful when I got lost, he helped me find my way. Such a nicer experience."



How would you like the Trust to feedback details of improvements based on patient feedback received??



If it's general communication to all patients, a newsletter would be ideal as it's more accessible. If it's in relation to feedback that an individual has specifically given and the trust is following up, a letter would be more appropriate.

Appendices

Appendix 1: Comments from Poll

Can you explain what patient experience means to you

How you are treated. How well things are explained. First impressions. Follow up. Sticking to appt times.
it is the value that feel cared for
How one is treated throughout the visit whether it be as an outpatient or inpatient and the result of the treatment received
Feel valued by staff we see, waiting times minimised, clear explanation of what is happening
Being able to speak to medical staff when the need arises. Staff need to be deaf aware.
When using the services at the hospital how effective they are and if I have to stay what my treatment and experience is
its the whole experience from the first letter to appointment to entering the hospital, how you are treated by staff and getting around.
How you are treated by hospital staff,
in a time of distress it means to much to be treated with respect, kindness and dignity
To be treated with respect
what the patient feels about whole episode of out or inpatient events
to be taken seriously as a younger person
That patients are treated with respect and dignity, receive services to the quality and standards expected by the NHS, with the right care in the right place by the right person with the right outcome at the right time
A warm and empathetic reception especially by reception would be greatly appreciated
Happy with the service
The Patient experience is very important to me because I believe the continuing visits to Warrington Hospital. (The Ophthalmic and Rheumatology departments has helped me to keep my underlying illness , LUPUS , "under control". From calling at the Receptionist desk and waiting for the Doctor there is a very nice atmosphere in the Waiting Area.
All patients should the best care possible at all times
just a caring and friendly welcome when you are unwell means the world
How patients are treated when they are at there most vulnerable
someone that understands that you are in pain/distress
The opportunity to give feedback and ensure services are "customer focussed "
A friendly welcome and kind care
Improving the service provided
very good
How you feel during and after an appointment or phone call.
The process from getting the appointment letter to going to the appointment. From before care with the GP to aftercare with the GP or hospital. It means getting treated with respect and giving respect to the NHS.
How you are cared for at hospital. How fast you are seen. How happy with results. An all encompassing experience from start to finish
To be listened to, to be valued as an equal partner in your care, not to need to repeat a million times.
How a patient is treated at the hospital, it's very important to feel treated well
A chance to have a say.
Quality of service provided to service users
The experience patients receive
Feeling at ease, informed, cared for.
The patient experience to me is the patient journey through access to, communication with and support given and in what ways the patients journey has been adequately amended and adjusted to suit the needs of that patient inclusive of learning and access needs
Its making sure all patients experience excellent duty of care.
toilet facilities

Great, honest communication, in the appropriate method (email, phone, face to face, video consultation, etc.). With as quick a journey to treatment as possible.

If someone is sick or ill they should be provided with the very best care a place can provide

How you were treated in any step of your patient journey , in-patient or otherwise.

It means receiving a high quality service - prompt, polite, thorough.

It means being treated in a timely manner, respectfully, with dignity and getting the right treatment for the individual.

Getting the best possible services from our NHS providers!

Knowing what is going on, and feeling confident in the staff and hospital

I feel any visit to the hospital for whatever reason you should be treated with respect, empathy, understanding and reassurance. I also feel strongly that this is a two way thing and patients and visitors should show respect for all the staff working in the hospital. And where possible for patients to be seen within a reasonable time frame.

Being treated fairly, with respect and dignity and people taking the time to find out what is wrong

It means the difference between a successful hospital visit for treatment and a distressing experience

Helpful welcoming relaxing treatment that makes you feel relaxed

How the patient has received care and support for their condition/conditions.

being treated as an individual

empathy and respect

a nice friendly welcome staff that listen seriously and not dismiss

especially for the frail and elderly it can be very distressing so its very important

Being cared for in a good way in a clean and pleasant environment.

To feel like your being listened to being taken seriously and getting the care that you may need

As well as the medical care, the experience of staff (medical, administrative and support) with buildings and services

From car parking, through consultation, through tests, to diagnosis and treatment , everything matters

Heart failure

Being in a position to know what is happening to you and time intervals

At a time in need . Need to feel cared for

Being able to speak to health professionals who are deaf aware.

The way they are treated by healthcare staff

Being treated with kindness and patience.

I want to feel safe, cared for and about to be helped. Someone listening and working towards improvement

It has to be important as it shows you what the service is about. Caring, interested and organised imperative Warrington Hospital should be similar but it isn't.

How I am treated during any intersection with any of the hospital staff

To me patient experience means every step of the process from first contact right the way through to treatment/discharge. Consisting of communication (both written and verbal), the ability to book appointments, effectiveness of systems, professionalism, friendliness, cleanliness, allowing time for questions etc

feeling safe and secure that you are in the best care

Honesty, Trust, Good Communication Empathy

Quick service, effective communication, friendly.

Can you explain what patient experience means to you

Being treated with respect and kindness, clean facilities and excellent patient care. One of the most important things is fast access to emergency care (i.e shorter wait times at A&E and for ambulances etc). To do this the NHS needs to be properly funded and not privatised. It might also help if nurses were paid and treated properly rather than us standing on our doorsteps clapping for them pointlessly. You can't give proper patient care if you don't look after your staff. To be honest - 'patient experience' isn't difficult to get right with proper management and budget so instead of wasting money on these surveys...try getting proper funding to run a proper NHS.

How you are treated

The whole experience. Pre visit information, the environment, hospital staff as well as actual procedure/apointment.

How you are treated as a patient

To be kept informed and minimal waiting time

It's about dignity and respect and faith in a service. It's about how you are treated and listened to by health care professionals

That they follow up with the appointment as they are supposed to do.

An opportunity to give feedback with a view to improving the customer focus of services.

to me its about how i feel if i have use the WHH and gain access if im an ill. The overall experience of using the Hospital services is vital if i am to be trated in an eviroment that cares about the patient

the whole journey through from first referral to finishing treatment

You need patients to be happy and feel cared for not a burden and make them feel like they are being listened to

Not waiting long for treatment and caring, supportive staff/care.

feeling comfortable

I like to feel I have been greeted in a friendly and efficient manner, listened to and the necessary action taken.

Being treated with respect and honesty. Kindness

Please share any more feedback you have about "First impressions"

The reception staff in A&E need more training in empathy and customer service. The nurses are amazing

Signposting good. Stay I met were friendly

It is often difficult to communicate with staff when a person is deaf.

Communications is the very first impression for the hospital and the last one- this is crutial to get back.

reception staff that realise you are in distress

First contact needs to be clear and uncomplicated, whether thats an appointment letter or walking in a&e

Apart from the occasional "AandE visit I feel very relaxed whenever I visit the hospital. I do believe Warrington Hospital is excellent . Sometimes Waiting times can be worrying but if staff were able to explain any unexpected delay (eg doctor still in surgery) patients would respect that situation.

Halton always has parking space and a welcome member of staff there to welcome you and assist where possible Warrington does not have either and it is usually very dirty and disheveled inside and out.

a friendly staff on arrival

It gives out a positive vibe

very good

A "customer focussed " service would provide a great first impression.

First impressions mostly are a good indication of how the visit will go and give confidence.

First impressions are unfortunately what can be make or break in a hospital or GP visit. Being unable to park or find the right department etc can lead to added stress before the appointment even starts. This can lead to 'white coat syndrome' with raised heart rate, BP etc. This can then falsify any investigations done at the appointment

Please share any more feedback you have about "First impressions"

No smoking at the door so people don't have to walk through the smoke to get in and should be free parking

You want to feel welcomed and not like your invading anyone

Cleanliness

toilet facilities

Most patients will start their journey either through their GP or via A&E/Urgent care, so GP availability is key, and accurate timely metrics for patients waiting in the reception and triage areas to help facilitate their expectations.

First impressions always count and a dirty reception or facility always gives a really bad impression

On arrival this gives a 'comforting' feeling , if it is a poor visual experience , what is the inside of the hospital like?

First impressions mean alot and set the grounding for further contact or visits

Our hospitals are okay but it is about time Warrington General main entrance was improved!

When I visit hospital I want to know where to go, so clear signage and people to ask are important. Also I expect areas to be clean and not cluttered.

For some people a visit to the hospital can be overwhelming and anything that can be introduced to reduce the stress would be really helpful. I cannot give first hand experiences for Warrington and Halton hospitals as my treatments are currently taking place at Whiston and St Helens hospitals.

For people to be approachable, kind and helpful

A friendlt greeting at the help desk recently improved my opinion of the hospital

You always remember your first experience.

Staff create lasting impressions. Knowledgeable and calm staff make patients feel assured and calm.

a & e reception staff could be more empathetic

a warm welcome

A&E reception staff could be kinder, once you get past them staff are great

Having a clean well organised environment.

First impression welcoming staff

Despite upgrading, reception still feels a bit cluttered. We all know the estate itself is dated and in the main no longer fit for purpose, but despite that, I have always received excellent care. Communication is generally very good.

All good

I got well treated recentlu in Warrington Hospital but another patient csme from 6.opm in left at 12.30am next day because he was told he could only be see at 7.30am that same day. Very sad

Feeling at ease helps with stress at hospital

Communications are often an issue if you are deaf. Due to the Pandemic many appointments are by telephone and that is very difficult for the deaf. This issue needs to be resolved.

Sets the tone for your experience

I would rather attend Halton Hospital as it's easy to access parking the buildings are maintained it's clean the staff are always welcoming and helpful. Organised,appointments are on time, staff are lovely and helpful. Even the man in the little shop is helpful when I got lost he helped me find my way. Such a nicer experience.

Need to be acknowledged

First impressions are important, but I would say consistency is also very important

A nice welcome

To feel safe and comfortable and communication

Please share any more feedback you have about "First impressions"

This question is way to general Are you asking me to describe a first impression that went well or didn't!

That you feel comfortable and safe.

First impressions are the start of a customer focussed service .

the first point of the hospital is location then carparking and bus service after that the hospital should be easy to access and feel that as apatient i am the most important person that need you

The hospital should look welcoming tidy and clean with helpful staff on reception

Please specify what other ways to feedback

consider occasional reports to local newspapers emphasising reasons why perhaps a 100% performance was not/is not always possible ?

Any necessary

Article in free newspapers.

I dont do social media so that wouldnt help me personally but i do watch local news and the One Show and listen to the radio

Local paper

Social media

Verbal face to face if required

The most cost effective way as this should not be a time consuming or expensive thi gvyo have to do.

Face to face at or after treatment or appointments.

Perhaps via social media or better still a f2f event like a patient group

Text message

None

Posting on specifically aimed social media groups

None

If it's a general communication to all patients, a newsletter would be ideal as it's more accessible. If it's in relation to feedback that an individual has specifically given and the trust is following up, a letter would be more appropriate.

Accessibility is key so all of the above plus Notice board.... You said we did. Social media Radio

you could us the gaurduian and social media

Text

Prominent, eye-catching notices in waiting areas



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