



## **Patient Experience Report: Altrincham General Hospital**



**January - August 2015**

**August 2015**

**Updated: October 2015**

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## Executive Summary

This report outlines qualitative and quantitative patient experience data gathered regarding Altrincham General Hospital over January - August 2015 using the following methods:

- 3 drop-ins (March - May 2015) conducted by Healthwatch Trafford at the hospital;
- Healthwatch Trafford online feedback centre, emails and phone calls where members of the public give patient feedback independently
- Healthwatch Trafford face to face engagement at diverse public venues

Services at Altrincham General Hospital are provided by Central Manchester Foundation Trust. In April, 2015, Altrincham General Hospital moved from its premises to a new site at Railway Street. One of the Healthwatch Trafford drop-ins took place at the old site and two were carried out at the new hospital.

The figure below shows the total number of patients and hospital visitors engaged with at the drop-ins.

### Hospital drop-in data (March - June 2015)

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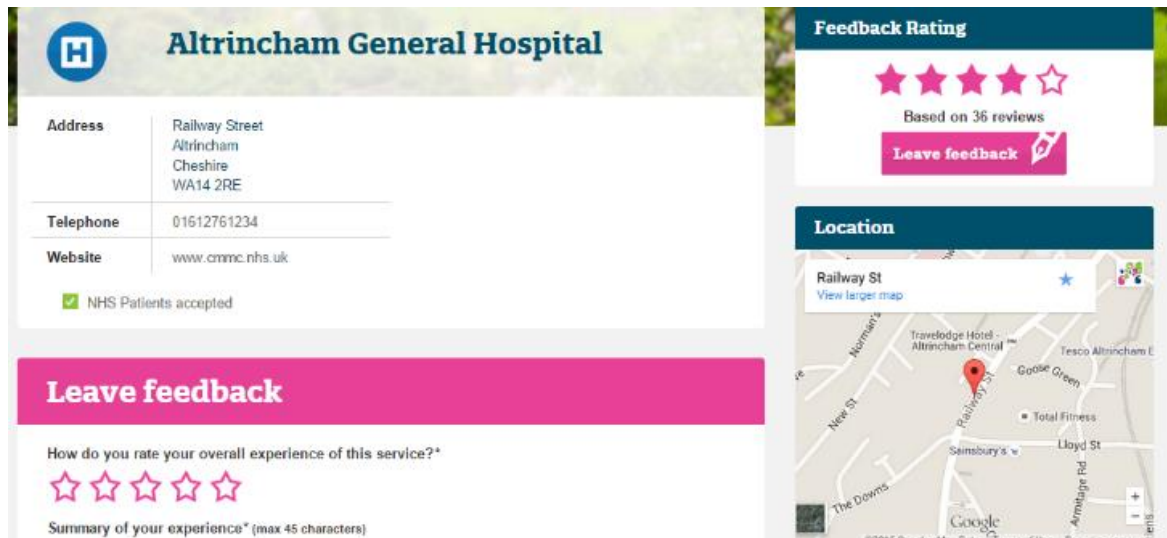
 325

people engaged with  
HealthwatchTrafford representatives

 40

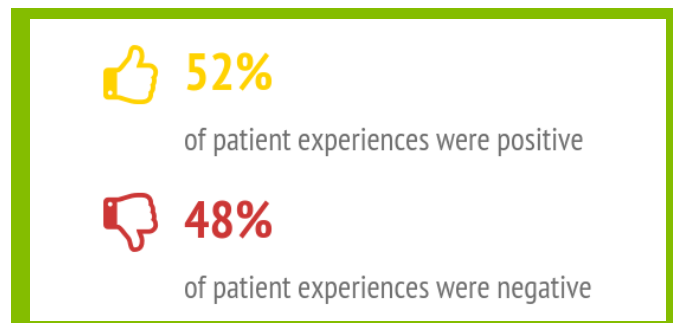
patient experiences were recorded

The overall rating for the hospital on the Patient Feedback Centre (Healthwatch Trafford website), based on 36 patient reviews, is 4 stars (very good). 36 patients gave permission for their comments to be placed on the website and 4 did not. Appendix 1 is the paper copy form of the online feedback centre. This paper copy form is used to record all patient feedback during face to face engagement.



Screen shot of the Healthwatch Trafford website [August 2015] showing the 4 star average rating given by patients / hospital visitors.

Further quantitative analysis of all patient experience data collected through the methods described above shows that :



There were many positive comments given in the patient feedback form (see Appendix 1). Breakdown of this qualitative data can be found overleaf.

## Top 3 positive patient experiences

-  **58% of all positive comments focussed on helpful & friendly staff & overall good service**
-  **32% of positive comments focussed on very good / excellent service in Minor Injuries Department**
-  **16% of positive comments focussed on ENT & Phlebotomy Departments**

Positive comments included:

**“Good experience. Great staff, lovely hospital, very clean”**

**“Very good. Everybody was very helpful, polite and caring”**

**“excellent service”**

Areas highlighted for improvement are summarised below.

 **38%**  
 of all negative comments relate to Phlebotomy Services

 **20%**  
 of all negative comments relate to waiting times

 **17%**  
 of all negative comments relate to accessible parking

Other comments related to staff attitudes, accessibility problems outside the building, poor signage and Minor Injuries

Patients experienced problems in Blood Service at the old and new Altrincham hospital sites:

**“I’ve been having blood tests at Altrincham for 3 yrs. There’s always been a wait”**

The main issues in Blood Service concerned:

- long waiting times due to the drop-in system, (service use is very heavy in the morning), causing problems for people fasting to have blood taken and accessibility problems for people in employment
- shortage of staff taking bloods (observed by patients)

## Healthwatch Trafford Recommendations & CMFT staff responses (August 2015)

1. The accessible stair strips placed at the top of the accessible ramp outside the hospital be removed (in the UK they indicate that someone is at the top of stairs and are therefore not appropriate at the top of a ramp) to avoid accidents for visually impaired visitors using a cane.

Response: This will be looked into by CMFT staff

2. Healthwatch Trafford continue to work alongside Central Manchester Foundation Trust (CMFT) managers and staff to ensure that issues identified in this report are included and addressed in the current CMFT action plan for Blood Service;

Response: CMFT staff will share the Blood Service action plan with Healthwatch Trafford and further discussions will take place at liaison meetings between both organisations.

From September 2015, GP Surgeries will be giving patients a User Guide informing patients of the Blood Service opening times and quieter periods when patients may wish to consider accessing the service. Information regarding parking availability at Altrincham General Hospital will also be included.

3. Improve signage - directing people to different departments as well as lifts / stair area as they enter through main hospital entrance. For example, some people are queueing for Blood Service drop-in at main reception when, with better signage, they would go straight to first floor Blood Service services;

Response: New signage was placed in the hospital over the last week and more signage will be put up in late August 2015.

4. Signs indicating floor numbers to be in large print for visually impaired people;

Response: New signage was placed in the hospital over the last week and more signage will be put up in late August 2015.

5. Notification of anticipated waiting times to be developed for patients accessing Minor Injuries Department & patient comments regarding Minor Injuries scheduling to be reviewed;

Response: a whiteboard on the ground floor in waiting area 2 will be updated with names of consultants, dates and approximate waiting times. In the future, information screens will be put up with this information.

6. Hospital information leaflets in a range of accessible formats to be produced, including information on disabled parking that can be distributed widely (including GP Surgeries)<sup>1</sup>

Response: A new outpatient information leaflet is currently being produced incorporating information on disabled car parking. A new Altrincham only GP user guide has been sent to all GP's with parking information. Disabled parking posters are widely displayed in all waiting areas. Also there is a working party currently reviewing all patient appointment letters to include information on parking.

## Background Information

Healthwatch Trafford is a consumer champion in health and social care services for Trafford residents. Statutory activities include:

- Providing advice and information regarding health & social care services
- Taking people's experiences to decision-makers to influence positive change
- Involving people in decision making about local services
- Involving people in monitoring health and social care services

Healthwatch drop-ins at Altrincham General Hospital commenced in March 2015 through liaison with the hospital manager. Staff and trained Healthwatch Trafford volunteers were present at the drop-ins.

## Aims of the hospital drop-ins / face to face engagement:

- to obtain and collate qualitative patient experience data regarding a range of health / social care services, in particular Altrincham General Hospital;
- to identify where Altrincham General Hospital and other local services are working well and where improvements can be made;
- to work with Altrincham General Hospital management and staff to encourage improvement to service design and delivery where identified;
- to share and promote examples of good practice locally, regionally and nationally
- to raise the profile of Healthwatch Trafford, increasing public awareness of the service;
- to signpost people to relevant health /social care or voluntary sector services.

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<sup>1</sup> This should conform to the Accessible Information Standard, 2015, a formal guidance document which health and social care organisations must follow by law.

## Methodology

### Drop -ins

At the old hospital (March 2015), Healthwatch representatives spoke to patients while visiting areas of the hospital including Blood Service, minor injuries and physiotherapy. At the new hospital, (April - June 2015), Healthwatch Trafford staff and volunteers set up a market place stand and pop-up banner in the hospital entrance. Healthwatch leaflets, free resources (stress balls and pens), and other resources, including information sheets on PALS were available.

Patients, family members and carers were approached by Healthwatch staff/volunteers, or vice versa, given leaflets and engaged in discourse around Healthwatch and their patient experiences. Where appropriate, paper copies of feedback forms were distributed and support offered in completing them (see Appendix 1). Paper copy feedback forms mirror the online Healthwatch Trafford Feedback Centre; respondents are asked to rate the service using a five star rating system for overall satisfaction, given the option to rate specific elements of their treatment and then asked to leave comments on their experience.

The star rating system:



### Face to face engagement

This is carried out at a range of local community venues with residents from diverse areas and backgrounds by the Healthwatch Trafford Engagement Worker, employing the same methodology as at hospital drop-ins.

### Telephone calls & emails from Trafford residents

These are made by residents and answered by Healthwatch Trafford staff. Phone calls range from information and signposting requests to residents wishing to report concerns, comments or compliments regarding health and social care services. Where concerns regarding services are heard, they are recorded and wherever possible, passed on to service providers to influence positive change.

### Online feedback

This can be given by members of the public independently using the 5 star rating system, (explained above), on the Patient Feedback area of the Healthwatch Trafford website: [www.healthwatchtrafford.co.uk](http://www.healthwatchtrafford.co.uk).



## **Drop-in Data Analysis**

### **March 2015**

90 service users and 12 members of hospital staff were engaged by Healthwatch Trafford and 10 patient experiences were received, (3 of which related to Alt'cham Hospital and others related to CAMHS, Moorside Unit, Patient Transport & GP Surgeries). 2 of these patient experiences were sent to us in the post after the drop-in. 3 of these service users engaged were young people (14-16 years) and 1 was a child (aged 8 years).

### **May 2015**

We spoke to 130 people and recorded 20 patient experiences (17 relating to Altrincham Hospital, 2 for GP practices and 1 for Wythenshawe Hospital). 2 of these patient experiences were forms returned by post. 2 residents were signposted to other organisations by contacting them after the drop-in. A further 2 residents gave their views using our online feedback centre.

### **June 2015**

133 service users were engaged at the June drop-in and 7 patient experiences were recorded (all of which related to Altrincham Hospital). 2 patients were under the age of 18 years.

## Positive feedback regarding the old Altrincham General Hospital

Below are examples of collated patient feedback gathered at drop-ins, via website, emails and telephone calls from public.

### General feedback

- **“I’ve been to MRI Eye Hospital, Altrincham General, Trafford General and Wythenshawe and they’re all good.”** (Bowden resident, March 2015)
- **“Friendly staff. Receptionist was helpful”** (Stretford resident, March 2015)
- **“Helpful and friendly staff”** (March 2015)

### Minor Injuries

- **“First class service. No waiting, caring, friendly staff. Fully explained injury and how to aid recovery”** (Altrincham resident, March 2015)

## Negative feedback re old Altrincham General Hospital

### Blood Service

- **“Poor nursing manner ... I asked the nurse to wash her hands and I felt she was very rude in reply. She said I don’t understand the protocol and she was going to put gloves on - she had already swobbed my daughters arm without washing her hands. I don’t think her manner was appropriate. I have every right to expect good hygiene. Her attitude was totally inappropriate. Good job I am able to stick up for my principles.**  
  
**I believe hand washing should be done as soon as the patient walks into the room to show good hygiene and help the patient feel confident.”**  
(Timperley resident, March 2015)
- **“Wait time for blood testing too long. I often come with an elderly friend for fasting test or other and wait too long. Not enough staff on for demand to be met quickly. Staff always really nice and wait time must frustrate them also.”** (March 2015)
- **“When attending Altrincham General Hospital for a blood test on the morning of Weds 25 March 2015, I saw a notice on the wall advising patients that they may have to wait an hour for a test as it was busy in the mornings. It is not much use telling people this when they have already arrived. I have a suggestion as follows.**  
  
**I got a flyer from my GP advising me of the times for the Blood Service clinic, which include afternoons Mon-Fri. It says Altrincham General Blood Service Open Access Clinic is open from 8:00 to 15:30 Mon-Fri except Weds when it is 11:00-15:30, so they are open every afternoon during the week.**

**Why cannot a note be added to this to say ‘mornings are busy, come in the afternoon if you can’? Presumably my GP gets the opening times info from the hospital so all this needs is a bit of co-operation between them and the GP. It would be a good example of secondary and primary care working together in the interests of the patient, not to mention improved use of staff time by levelling out the workload.**

**Incidentally, diabetics come early in the mornings so if patients must come in the morning, late morning is best. Maybe this could be added too.**

**I would be very interested in the replies to this suggestion from the parties concerned.”** (Altrincham resident, April 2015)

## **Positive feedback re new Altrincham General Hospital**

### General feedback

- **“The new hospital is improving from the first couple of days. Fantastic service, almost perfect”** (Old Trafford resident, May 2015)
- **“Good experience regards services provided. Staff helpful, waiting times bit too long but overall good experience”**
- **“Very good. Everybody was very helpful, polite and caring”** (April 2015)
- **“An extremely quick, efficient and good service. I was referred to Altrincham General by my GP. I was sent to the X-Ray Department, then to Blood Service for a blood test. The whole procedure took ¾ of an hour. It was a very good service.”** (Sale, May 2015)
- **“Service is excellent”** (May 2015)
- **“Fast friendly services. I had a blood test and an x-Ray and saw the consultant within an hr. This seemed a lot quicker than other hospitals I have attended.”** (Altrincham resident, May 2015)
- **“Excellent service. No complaints at all”** (Altrincham resident, May 2015)
- **“Good experience. Great staff, lovely hospital, very clean.”** (Chadderton, May 2015)
- **“Excellent Lovely clean bright, light. Hope it stays this way, quick friendly. Efficient.”** (Timperley resident, May 2015)
- **“Ultrasound: informative - good”** (June 2015)
- **“Hit and miss but nice facilities”** (June 2015)
- **“Easy access, convenient. Good experience regards services provided. Staff helpful .... overall good experience”** (Wythenshawe resident, June 2015)

- **“Clean, well lit building, very helpful staff.”** (June 2015)
- **“The hospital looks nice and everyone treats you nicely.”** (Sale Moor, June 2015)
- **“Chap [hospital volunteer] dressed in accessible bright red and so willing to come forward and help. Perfection.”** (Urmston resident, visually impairments August 2015)

### Minor Injuries

- **“Great patient care provided and easy access”** (May 2015)
- **“Went with my Grandson who has Downs Syndrome. The staff very good - they recognised his needs. One staff calmed him while the other treated him. We parked in the disabled bay outside.”** (June 2015)
- **“Hip X-Ray. I waited for about 15 mins. I am very impressed with the care and treatment by the staff and the new hospital.”** (Altrincham, May 2015)
- **“Informative, good. Clear and concise”** (June 2015)
- **“Minor injuries fantastic Great patient care provided and easy access”** (Sale resident, June 2015)
- **“Excellent service. No complaints at all”** (Altrincham resident, May 2015)
- **“First visit to minor injuries was great - seen very quickly for my fractured ankle and lovely friendly nurse...”** (Altrincham resident, June 2015)
- **“Extremely helpful nursing staff”** (Timperley resident, June 2015)
- **“I waited for about 15 mins for hip x ray. I am very impressed with the care and treatment by the staff and the new hospital.”** (Altrincham resident, June 2015)
- **“Went for x ray. Service v good. Staff v helpful. Building very clean.”** (Timperley resident, June 2015)

## Physiotherapy

- **“Wonderful in old and new hospital. Seen within 2 minutes”** (May 2015)

## Audiology / ENT

- **“Visit to ENT - very good. Saw an ENT Doctor re tinnitus. He is investigating other issues which is really good - looking at the broader picture. The signs inside need to be improved.”** (May 2015)
- **“So far very good”** (BSL Interpreter, June 2015)
- **“Required new hearing aid, so far very good. My GP recommended a new hearing aid. He said do not buy one as the NHS were very good. I duly went to the old hospital in Altrincham and had a test. I collected the new aid from the new hospital in Altrincham and so far it is very good. I have been asked to go back in one month for a check-up.”** (May 2015)

## Negative feedback re new Altrincham General Hospital

### General

- **“Not good experience for public as there is no cafe or restaurant for the public.”** (Partington resident, June 2015)
- **“Seems to be a bit short on hand sanitizers, the one on floor 3 needs a drip tray to avoid slips and trips”** (Urmston resident, August 2015)

## Blood Service

- **“The appointment system is wrong, there was only 1 staff taking bloods 6 weeks ago.”** (April 2015)
- **“In Blood Service, I waited one hr arriving at 1.10pm. The phlebotomists now have the Patient Indicator Screen working, which they can move on with a handset from in the cubicles. There are four chairs opposite the 3 cubicles. As soon as there is only 1 patient sitting on the four chair area, they use the handset to call through the next four patients, meaning that Phlebotomists time is absolutely maximised. However, when I arrived my ticket no was 69, and the indicator showed 59 as the last patient called through. When I left the next ticket you could take was 80, so although working fast, they were not catching up. There were 2 phlebotomists there when I was in the cubicles.**

**However, the ticket machine, and the Indicator Screen are, in my opinion in the wrong place! If they were both in the orange chair area (at the back part of the waiting area) on the same wall as they are now on, it would all work much better. There could then be a notice under the Reception**

**notice, advising Blood Service patients to go round to “the orange chairs”. It would also mean that patients would not be walking out thinking all the waiting people were for Blood Service.”** (June 2015)

- **“I had to wait one and a quarter hours for bloods”** (May 2015)
- **“Waited 15 mins to be seen. Starved for the appointment, arrived at 8.15am. About 20 people ahead of me. Five numbers called & seated near clinic then those five numbers seen in order. Maybe people starved need appointment times?”** (June 2015)
- **“Waited 1 hour and 15 mins in Blood Service. Would be helpful if more staff were available. There’s only 3-4 staff at the moment and volume of people is high. I’ve been having blood tests at Alt’cham for 3 yrs. There’s always been a wait”** (May 2015)
- **“Waiting time could be shortened. All else good / excellent”** (June 2015)
- **“Queued up for too long at reception to be told tickets for patients were behind me. The receptionist wasn’t the most welcoming, she seemed fed up. Windows on the staircase were filthy. Glad I didn’t pay to park - I work for CMFT.”** (Sale resident, May 2015)
- **“Opening times Blood Service. No easy access for people who work.”** (Trafford, May 2015)

#### Minor Injuries

- **“3 hour wait in Minor Injuries, on triage admin staff didn’t know if x-ray needed (prolonging the wait). No waiting time notice. 3 steps needs to be scheduled. Scheduling could be improved.”** (CMFT staff, June 2015)

#### Staff attitudes

- **“... typical grumpy receptionist”** (Altrincham resident, June 2015)
- **“Follow up visit a week later [after initial visit to Minor Injuries] with consultant wasn’t so good in that the person who put my cast on was rude and left the door open so everyone could see”** (Altrincham, June 2015)

#### Waiting times & procedures

- **“Waiting times could be better. After a 20 minute wait, sat in Doctors room waiting for Doctor for a further 5 minutes.”** (Sale resident June 2015)
- **“Waiting times could be shortened”** (Bowden resident, June 2015)

- **“Waiting times bit too long”** (June 2015)
- **“Waiting times could be better”** (June 2015)
- **“Need 1 desk for clinic booking and one for Minor Injuries. At present, they are mixed up so people have to wait unnecessarily.”** (Timperley resident, June 2016)

### Signage

- **“Not enough signage in the hospital, especially for the lifts”** (four residents, June 2015)
- **“The signs inside need to be improved”** (May 2015)

### Accessibility / disabled parking

- **“I live outside Altrincham and I’m worried about being able to push my mum from a car park to the hospital. I’ve got a disability myself and it’s very difficult without disabled parking spaces at the hospital.”**  
(June 2015)

- **“On bringing my 88 year old mother-in-law who is disabled, there is an issue with parking. I was initially told after ringing up that there were no disabled parking spaces available that afternoon. Then, after some discussion the operator had with a colleague it was agreed one was available.**

**She would usually go to the appointment in Blood Service by taxi but I could find no information within the hospital how to facilitate this, and there is no parking other than underground in the area. I presume the cut-in at the front of the hospital is for this purpose but I am unsure where she would wait without standing for prolonged periods. I feel this needs to be addressed. Once in the hospital it’s good.”**

(Stockport resident, June 2015)

- **“It was a very good service. The only drawback was the lack of parking space.”** (Sale, May 2015)
- **“There is nothing to say that you must book disabled parking spaces in advance. A security guard brought us up from the underground parking - he was helpful. Parking needs to be signed like at Wythenshawe where there are signs for parking for the renal unit. GPs should also tell patients about the parking situation.”** (Sale Moor resident, June 2015)
- **“Hospital Guide leaflet inaccessible [for visually impaired or blind people], also small print of Blood Clinics.**

**Lift signage is OK apart from the floors are not numbered in large print in each lobby. Lift is talking, loud enough and clear. Lifts have a good service**

**There is one other issue re accessible stair strips on ramp outside the building. In the UK they should be at the top of stairs but not at the top of a ramp. To put them at the top of a ramp will potentially cause an accident to a cane user.”** (Urmston resident, August 2015)



## Appendix 1

### Service feedback form

Service Name & location (eg. Trafford Health Centre, Davyhulme)

Rate this service provider overall



Cleanliness



Staff Attitude



Waiting Time



Treatment explanation



Quality of care



Quality of food



**healthwatch**  
Trafford

Summary of your experience (45 characters max)

Tell us more about your experience\*

Continue on next page if needed....

Where do you live? (Town & borough eg. Sale, Trafford)

About you

Name

Leave feedback anonymously? Yes

Email\* (Your email will be kept private and you will not be sent any marketing material)

I accept the Terms and conditions: Yes

Subscribe to the newsletter? Yes  No

Can these views go on the [Healthwatch Trafford](#) website?

Yes, with my name  Yes, without my name  No

Only your overall rating, comment and name (if disclosed) will be visible online.

**Service feedback form**



Tell us about your experience continued...