

Hospital Services for the future

Public Engagement Feedback Report October 2018

A report produced by the Humber, Coast and Vale Health and Care Partnership to support the Humber Acute Services Review

Humber, Coast and Vale



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Background

Across the Humber area and beyond, local health and care organisations are working in partnership to improve services for local people. We are working to find new ways of improving the health and wellbeing of local people through transforming care and support in our communities. As part of this work, we are looking at how to provide the best possible hospital services for the people of the Humber area and make the best use of the money, staff and buildings that are available to us. This may include delivering some aspects of care outside of hospital altogether to better meet the needs of local people.

As a group of health and care organisations we are working together to conduct a review of acute hospital services across the five acute hospitals in the Humber area, which are:

- Diana Princess of Wales Hospital, Grimsby
- Scunthorpe General Hospital
- Goole Hospital
- Hull Royal Infirmary
- Castle Hill Hospital

The review will look at how best to organise the acute hospital services that are currently being provided on the five hospital sites. Key to the review is the input of the healthcare professionals, patients and the public in the region. T

In March 2018, the Humber Acute Services Review partners published an Issues Paper. Its purpose was to set out some of the big challenges the NHS and other health and care bodies in the Humber area are facing. It described some of the work that NHS bodies, local Councils and other health and care organisations are doing in partnership to help improve local heath and care services.

The paper was published on the Humber Acute Services Review website and made available both online and in hard copy via all partner organisations to members of the public, patient groups and other interested parties. It was also promoted by all partner organisations via social media. Members of the public, patients, staff and other stakeholders were invited to give their feedback on the Issues Paper and the challenges that were highlighted within it. This report identifies the main themes emerging through the responses to the issues paper survey.

The themes and feedback gathered through this survey will form part of the intelligence pack that will be used by the doctors, nurses and service managers who will be meeting to discuss the different ways in which services could be organised in order to better meet the needs of patients today and in the future. You can find out more about the review process and keep up to date on its progress on our website: www.humbercoastandvale.org.uk/humberacutereview

Who we surveyed

In total 393 people responded to the survey either online or at a meeting. Since respondents only answered the questions they felt were relevant to them, overall responses were lower for the substantive feedback questions.

- ➤ There were a total of **393 respondents** to the survey with an average question response rate of 61%.
- ➤ However, this is skewed by respondents answering the multiple choice questions with around 41% response rate to the open questions.
- Respondents are predominantly white (93%), working age (78%) residents from across the Humber area. People living in North Lincolnshire made up the largest share of respondents (36% of those who provided this information).
- 70% identified themselves as women
- 29% identified as having a disability or long term illness
- Just over a guarter of respondents identified as staff
- Nearly 40% of responses relate to patients who have had an experience at Scunthorpe Hospital. Most other respondents had received care at one of the other main sites (Hull Royal Infirmary – 35%, Castle Hill Hospital – 27%, DPoW, Grimsby – 21%¹).



¹ Respondents were able to select more than one box if they had received treatment at more than one site, therefore responses do not add up to 100%.

What is working well?

Respondents were asked to describe what they thought was working well in local hospitals and what they thought could be improved...

Staff is the most mentioned area in this question (over 50% of comments reference staff in some way) and responses are largely very positive with 90% of these comments speaking of the caring, hardworking nature of staff.

Caring and/or **friendly** staff is a phrase that is used a lot throughout the responses to this question

A handful of comments discuss how variable the care they receive is, where they say some staff are very good but this isn't consistent. However, there are also mentions of the staff giving patients dignity and compassion.

There is also a trend of people talking about staff being overworked. Some of this is observational but some of the responses, throughout, appear to have this impression from conversations in which staff are telling them they are busy and/or over-worked.



What can improve?

Staff numbers, staff training, waiting times, communication....

In improvements **staff** were mentioned in 71 of the 202 responses (35%) and of those 75% spoke to staffing levels.

- ➤ 2 comments were made about staff speaking in corridors about other patients and breaching confidentiality.
- Including those regarding confidentiality, 11% of the staffing comments (8 responses) complained about attitudes and lack of empathy shown.
- In addition there were a handful of comments regarding staff competency at less senior levels and commenting that they felt more training needed.
- There were a few specific comments regarding staff complaining to patients about lack of staffing and feeling overworked.

48 comments were related to **waits** or **waiting times** in some way and of those 92% were specifically about the length of waiting times for appointments, surgery or in A&E.

Communication and information was also a key theme in responses to this question. 15% of responses talk about lack of information to patients or need for better communication between professions and with patients. There is a feel throughout some comments that there is a deliberate lack of transparency or obstructiveness from staff around information.



"Most (but not all) staff appeared to be polite, introduce themselves and actually 'care'"

"More joint working/planning, with expert patients"

"More staff as they are all running around like headless chickens, and continually get bad CQC press due to lack of staff"

"Confidentiality. Staff discussing patients in the corridor and nurses/HCA bringing patient records into the doctor's office while you're in there. Staff often rude and made me feel that they could get on better with their work if patients weren't there"

"KEEP SERVICES LOCAL . Eliminate the need for people to travel to large , bewildering hospital sites a long journey from where they live it is VERY stressful for the patient."

"The general atmosphere appears to be a very happy and friendly one, even though there is currently immense pressure to ensure patient care"

"Staff are always cheery and helpful, despite the immense pressure they are put under" "I think that staff are very passionate about what they do and try their hardest to meet the patients' needs"

"Disgusting treatment towards my wife no care or empathy at all" "Hygiene on the wards is scarily lacking. More account should be taken of other conditions patients suffer from. My fibromyalgia was totally ignored."

"Providing guidelines for the timeframe to receive the next appointment. Following up with cases where the timeframe has been exceeded" (needs to improve)

"There are outstanding and specialist skilled community services which could be providing additional support, information - communication mechanisms need to be looked at as well as knowledge and integration of services"

What is most important to you?

Respondents were asked to rate, from most to least, which of the below elements in hospital care were important to them.

Interestingly, despite a fair level of feedback in respect of waiting times this is considered moderately important when compared to other factors.

Most important to the patients surveyed were:

- > the skills training and experience of staff delivering care, and
- > the **standards of care** provided.

Distance to travel and convenient appointment times are the two areas considered (relatively) less important.

It is of interest to note that although **249 (63%)** of respondents took time to answer this question, not all of the respondents used all of the ratings or rated each element. On average there were 227 responses to each element with the highest being 242 (Waiting Times) and lowest being 218 (Level of Skills). Despite this, the proportions of importance in each question are largely unequivocal and so can be considered very representative of the views of the respondents.

The relative preferences of those taking part in the survey are summarised in the table below:

	Most					Least
	Important					Important
Level of skills, training and experience of the staff looking after me	41.3%	36.2%	11.5%	6.0%	3.7%	1.4%
Being treated like an individual	10.2%	16.2%	28.2%	15.7%	16.7%	13.0%
Convenient times for appointments/treatment	2.7%	7.1%	16.4%	23.0%	31.9%	19.0%
Highest medical standards of care for my health condition/needs	38.8%	31.7%	11.0%	13.7%	1.3%	3.5%
Distance to travel for care	8.5%	3.4%	11.0%	10.2%	25.0%	42.0%
Waiting times for appointments/treatment	8.3%	9.9%	23.1%	28.1%	16.1%	14.5%

Describe what is most important to you?

Respondents were asked to provide further detail on what is important to them in relation to their hospital care.

43% of people provided further information in response to this question.

Once again '**Staff**' is the word that appears most often and is mentioned on 38 separate occasions.

In the comments there were a lot of mentions (15%) of care being **close to home**. Relatively, this is not as important to respondents as the skill of staff but overall it is still a major concern of patients and family.

Despite **waiting times** being moderately important according to the ratings questions, it appears quite high in the mentions.

The theme that came out most was patients wanting to be treated as **individuals**, with care and dignity and to be listened to. Nearly 20% of responses mentioned this in some way.

Communication and access to quick and relevant information was also important, appearing in 17% of responses.

There were a lot of comments about access to car parking and cost of car parking.

There were a few comments regarding the previous question asking for the 6 elements of care to be ranked being too closed or that these items were equally important.



How can services work better together?

There was a response rate of 41% for this question (the lowest rate for any question). A few comments query why the working together would be across Humber rather than across other geographies.

Most responses (43%) talked about **communication** in some way; whether that was to simply say communicate more or have joined up IT systems and learning from each other's Best Practice

There were a few comments that were 'Don't know' or simple '?' suggesting a lack of understanding of the question or why the question was included – one response specifically asked why they were being asked and not hospital management.

One specific comment questioned whether the area could create some 'Centres of Excellence'. There are also a few suggestions about 'One Large Hospital' and 'Merging to One Trust' however, there were also a lot of comments about keeping services local.

And there were a couple of specific comments about taking a more **collaborative approach** to recruitment and quite a few about specifically removing the competitive feeling between providers.



What can be done to attract and retain workforce?

Recognising the importance of tackling our workforce challenges, the survey asked respondents for their ideas about how we could do more to attract and retain the workforce we need.

The rate of response for this question was just under 47%.

30% of the comments in this particular question related to ensuring staff **pay** was good enough, fair and appropriate.

Over 15% of the comments relate specifically to **treating the staff well**; comments included treat them right, treat them with respect and treat them better. There were also quite a few combined or additional comments regarding alleviating pressure on staff with some commenting on how tired they are.

There were a couple of comments relating to ensuring that advertisements for vacancies touch the areas that people value most such as work life balance or making sure that the area publicises its good work better in order to attract staff.

There was one specific comment about making it easier for non-NHS staff to be successful in finding work in the NHS.

Further there was a comment about ensuring building a culture of respect and making staff feel valued.

There is certainly a small perception throughout the questions that there is too much management and not enough clinical staff.



Appendix 1 – Survey

Humber Acute Services Review Issues Paper Feedback

About Your Experience

1. Are you answering as:

Across the Humber area, local health and care organisations are working in partnership to improve services for local people. We are working together to find ways of getting the best from our local hospital services. To do this, we are conducting a review of acute hospital services across North and North East Lincolnshire, Hull and the East Riding of Yorkshire. You can find out more about the review and why we are undertaking it on our website.

Through this survey, we would like to hear your views about the issues raised in outseless Paper, which sets out the reasons why we need to undertake this review.

Please answer as many or as few of the questions as you wish.

A member of the public? A member of staff? (your answers will remain anonymous)
e you or a member of your family used (or worked in) any of the following services in it three years? (please tick any that apply)
Accident and Emergency
Acute medicine
Acute surgery (surgery that was not planned)
Cardiac (care for people with diseases or disorders of the heart)
Clinical Haematology (care for people with diseases or disorders of the blood)
Critical Care (intensive care)
Dermatology (care for people with diseases or disorders of the skin)
Ear, Nose and Throat (care for people with diseases or disorders affecting their ear, nose and/or throat)
Elderly medicine
Gastroenterology (care for people with diseases or disorders affecting the stomach and digestive system)

	GI Surgery (surgery relating to the stomach and intestines)
	Immunology (care for people with diseases or disorders affecting the immune system)
	Maternity
	Neurology (care for people with diseases or disorders affecting the brain)
	Oral and Maxillofacial Surgery (surgical treatment for diseases affecting the mouth, jaws, face and neck)
	Ophthalmology (care for people with diseases or disorders affecting their eyes/vision)
	Orthopaedics (care for people with diseases or disorders affecting bones or muscles)
	Paediatrics (care for children)
	Radiology
	Urology (care for people with problems of the urinary tract or male reproductive organs)
	None of the above
	Other (please specify)
3. At w	hich hospital did you receive your treatment and care?
	Diana Princess of Wales Hospital, Grimsby
	Scunthorpe General Hospital
	Castle Hill Hospital
	Hull Royal Infirmary
	Goole Hospital
	Not applicable
	Other (please specify)
4. Did	you receive treatment on an inpatient or outpatient basis? (tick all that apply)
	Outpatient appointment(s)
	Day case treatment (treatment that lasted less than 24 hours)
	Inpatient (stayed in hospital for more than 24 hours)
	Not applicable
5. Fror	n your experience, what is working well in our local hospitals?
6. Wha	at could we do to improve the services we provide in our acute hospitals?

7. Thinking about local hospital-based care, what is most important to you about the care that you receive? Please rank your answers in order of importance with the MOST IMPORTANT as 1
 Level of skills, training and experience of the staff looking after me Being treated like an individual Convenient times for appointments/treatment Highest medical standards of care for my health condition/needs Distance to travel for care Waiting times for appointments/treatment
8. Please include here any other comments about what is most important to you and your family when you need to use acute hospital services?
9. What more can we do to attract and retain the workforce we need in our hospitals?
10. How can services across the Humber work together to be more effective?
11. Please provide any other comments or feedback in relation to the Issues Paper here.
12-18. About You (demographic information)
This section is optional and you do not have to answer the questions below. However, these questions are to help us to find out whether our engagement is fair and inclusive and reaches the whole population.
19. We want to shape healthcare services around the different needs of our population (for example: Race, Gender, Disability, Age, Sexual Orientation & Religion and Belief). Is there

anything you think we need to consider in relation to any of these areas? (Please tick one

answer and explain why).

☐ Yes ☐ No

☐ Other