



**Healthwatch Cornwall report on
feedback comments for
RCHT Treliske from
December 2014 to February 2015**



Healthwatch Cornwall (HC) collects patients' and staff experiences of publicly funded health and social care services. During this period HC has received **211** feedback comments that relate directly to the services that the Royal Cornwall Hospital provides.

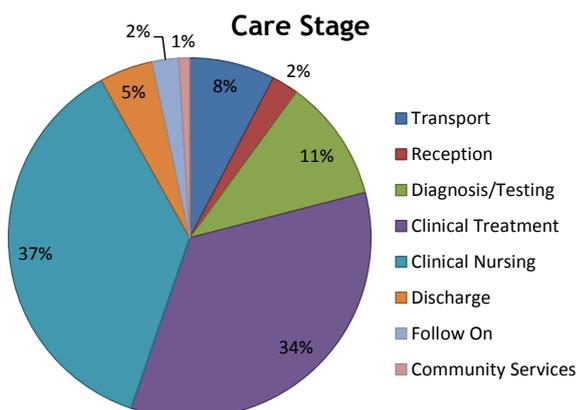
These feedback comments are a mix of positive, neutral and negative experiences. This report breaks down all of those comments into a summary of trends. Once a trend has been highlighted further database analysis can be carried out to look at that trend in more detail. For example, if there was plenty of feedback about staff attitude under the care stage Transport, HC could look at that issue in more detail.

Due to the large amount of feedback comments received in this report, the data shown below is broken down to highlight the top trends for each care stage. Every feedback comment that HC receives is coded onto its database and all of the codes (288) are broken down into 8 care stages shown below:

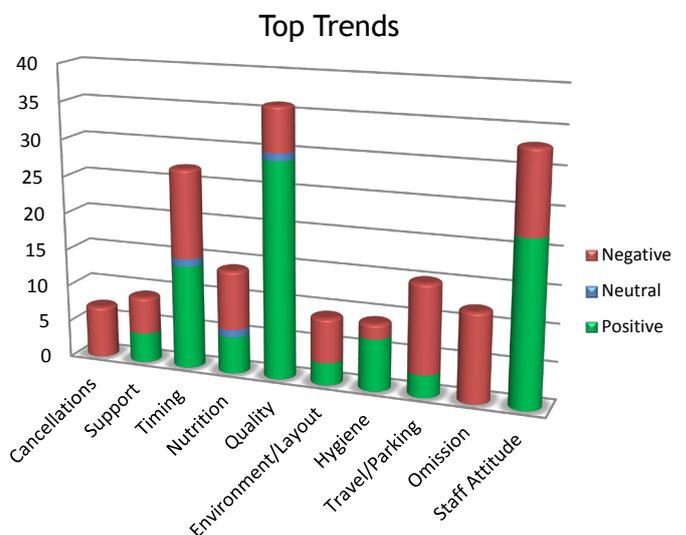
1. Transport
2. Reception
3. Diagnosis/ Testing
4. Clinical Treatment
5. Clinical Nursing
6. Discharge
7. Follow On
8. Community/ Social Care

Feedback comments are also included as supporting evidence.

The chart below shows that clinical treatment and clinical nursing are the most commented on care stage.



Top trends - looks at all of the feedback comments across the eight care stages (shown on the left) and displays the top 10 trends with positive, neutral and negative feedback within the graph (see below).

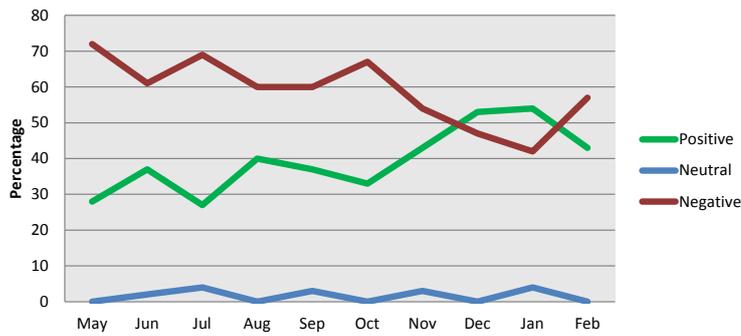


It's important to consider when looking at this graph that it covers all pathways within the hospital. For example, staff attitude is shown on the graph to have 33 feedback comments. This may relate to attitude of the receptionist or a consultant on a ward.

These large trends are broken down within this report, with 51% of the feedback received being negative. Other similar services show higher negative results with ratios on average of 70 negative to 30 positive. Quality was the most commented on issue accounting for 21% of the 10 issues. The three top trends have received more positive feedback than negative.

The graph on the opposite page shows the percentage of positive, neutral and negative comments made about RCHT Treliske over a 7 month period. It can be clearly seen from the

Feedback Comments about RCHT Treliske between May 14 - Feb 15



graph that there was more positive feedback in the last and first month of 2014 and 2015.

Care Stage - looks at where the feedback comment relates to the patient’s journey (Transport through to Community and Social Care - see first page). These eight stages are now broken down in the rest of this report.

Transport - 8% of patients and staff commented on this care stage, with 81% of those comments relating to cost or availability of parking. 88% of the comments received for this care stage are negative with examples of feedback comments below:

“New lighting in car park is essential as its very dark, leaves you vulnerable”.

Reception - this care stage received very little patient feedback so no trends could be highlighted.

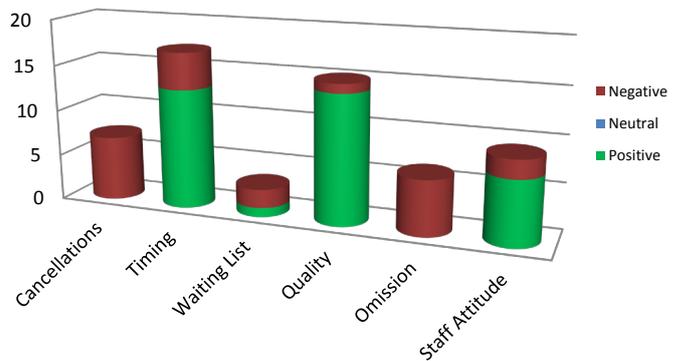
Diagnosis/ Testing - The feedback for this care highlighted one trend, which is timing. Patients weren’t generally complaining about the amount of time they waited for their appointment. The issue was about poor communication on how long they would have to wait to be seen. Examples of feedback is shown below:

“I have been in Treliske Hospital for a test for Colitis. I have no complaint with the service I have received. I found 5 patients who arrived after me but were seen before me. Timing seems wrong and there was a lack of information about this.”

“Lady had a fall and had to wait 5hrs at A&E (RCHT). No one came to update or offer a cup of tea. Otherwise she had a very positive experiences at Treliske.”

Clinical Treatment - received the most amount of patient feedback and the graph below shows that there are 3 top trends. 58% of the feedback is positive with all 3 top trends receiving 76% or more positive feedback. Waiting time for clinical treatment was the top trend. See example of feedback comments below:

Clinical Treatment



“I attended A&E at Treliske at 17.15 on 2 Feb 2015 with a deep knife cut to my hand. Within an hour I had been seen by a hand surgeon who told me how bad it was (severed tendon) and what would happen. The staff were great.”

“I attended the hand clinic in outpatients today 11 February 2015 at Treliske. My appointment was at 13.35. I arrived at 13.20. This was my first visit after hand surgery on 3 /2/2015. I was eventually seen by a nurse at 15.15. I did ask about the long delays since the lady sitting beside me had been there since 12.00. She had been told she might wait 90mins. Whilst I recognise there are emergencies, the lack of courtesy information was really poor. Not a sign or anything to say there were delays.”

Quality was the second most commented on trend which had almost entirely positive feedback. See following feedback:

“I have just spent 4 days in the MAU/CIU at RCHT Treliske. The treatment was superb and timely so commend the staff. The one issue is food waste.”

The food was good and plentiful but, despite the ordering system, far more was delivered to the ward than was required and went to waste."

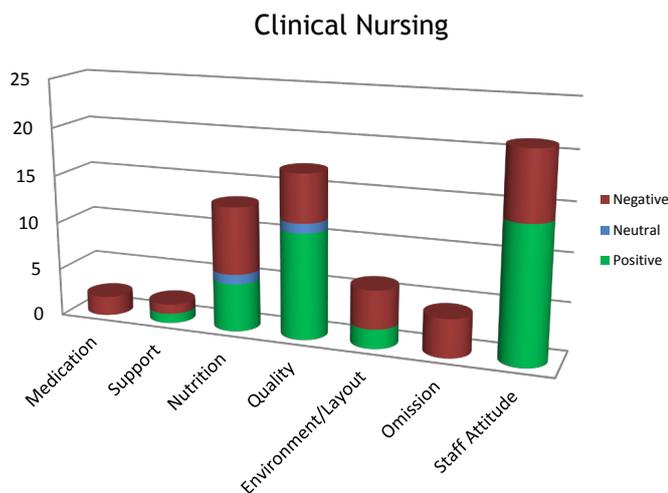
"Harlyn" Ward, Paediatric pre-op assessment. Staff introduced themselves. Took time to explain everything. Helpful. Kind. Listened. I felt reassured. Good at explaining."

Staff attitude was also well commented on and again with a high proportion of positive feedback, both negative and positive are shown below:

"Paediatric Dermatology RCHT. Child has ADHD and eczema. Lots of patience. Well spoken staff. They listen. Don't feel rushed. Brilliant service."

"Pendennis ward: Emergency admission without wheelchair so completely immobile. Ileostomy leaked, HCA brought basin and left it on bed. Lady asked for help and was told get on with it as you would at home. Lady requested help again as had to lie back and could not see to replace bag. HCA brought staff nurse who said same thing. Sister was called and she said help the lady! Lady felt bullied. Staff attitude was terrible."

Clinical Nursing - The graph below shows the top trends for Clinical Nursing and this care stage received the largest amount of positive feedback. Staff Attitude was the most commented with 66% of the comments



being positive, see feedback below:

"RCHT Wheal Coates Ward: Husband inpatient for 11 weeks. Wonderful care from everyone, doctors, nurses and even the cleaner Teresa is a gem. They are all very friendly and helpful which makes life so much nicer."

"Having check-up. X-ray done. Very busy clinic



- 40 minutes waiting but does not consider this excessive. Doctors and nurse all very polite and caring. Hospital car Parking situation dreadful. Staff were all excellent."

Quality also received plenty of feedback and similar to Staff Attitude the feedback was mostly positive. Both negative and positive are shown below:

"Never going back - rather die - ill mannered nurses, appalling support - staff no compassion. They didn't like me & I didn't like them. Cold ward freezing - Heart FM over tannoy - nurse trying to get gent to look at her with strip light behind her - not aware of surroundings."

"Granddaughter informed nurses that they need to make sure her gran is hydrated. This didn't happen despite daily reminding during visits and a week later her gran stopped breathing. Cannular and fluids inserted - she perked up within an hour and a half. Granddaughter read the charts and saw the output figures were higher than the input. Also said "partially sighted" on the board when it should have said blind - drinks were left for her but she couldn't see where they were."

"Has been visiting over a long period of time. Been for infusion today. Nursing care is excellent. Taking part in trial and coming in every 2 months. Has had 2 ops on shoulder due to condition. Done by James Wilson - excellent care. Trial going well so far and noticing some improvement. Family providing transport. Caring attitude of all staff."

Nutrition, which also covers hydration was the third most commented on trend, which received more negative than positive feedback. The negative feedback was generally around the lack of assistance to eat and drink rather than the quality of the food.



Discharge - this care stage received very little patient feedback so no trends could be highlighted.

Follow On and Community/ Social Care - this care stage received very little patient feedback so no trends could be highlighted.

Summary - Since the last Patient Experience Group (PEG) meeting RCHT Treliske has received more positive feedback than negative. Both quality of nursing and clinical treatment has received large amount of positive feedback with staff attitude of nursing staff also seen as very positive.

Much of the negative feedback that HC has received relates to poor communication. Timing is a frequently commented on issue, with patients left waiting after their planned visit time, not knowing when they will be seen. If staff are able to manage patient expectations by making them aware of current waiting times a number of negative feedback comments that HC receive wouldn't have occurred.

Comments received about parking relate to the cost of parking and the issue of having to pay more when the appointment is running late. Patients state that it isn't their fault that the appointment is running late so why should they foot the extra parking cost? **Is this something that RCHT can address?**

There has been an increase in the amount of comments received around nutrition and hydration. The comments focus on the ability to consume the food or fluid that is placed in front of the patient. Feedback has stated there is confusion on who should assist the patient to eat, with many relatives and friends taking over this task. **Can HC have clarification over who would be expected to support a patient with feeding and hydration and what systems are in place to ensure this happens?**

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