

# Hospital Services for the future

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



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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 health and care services.

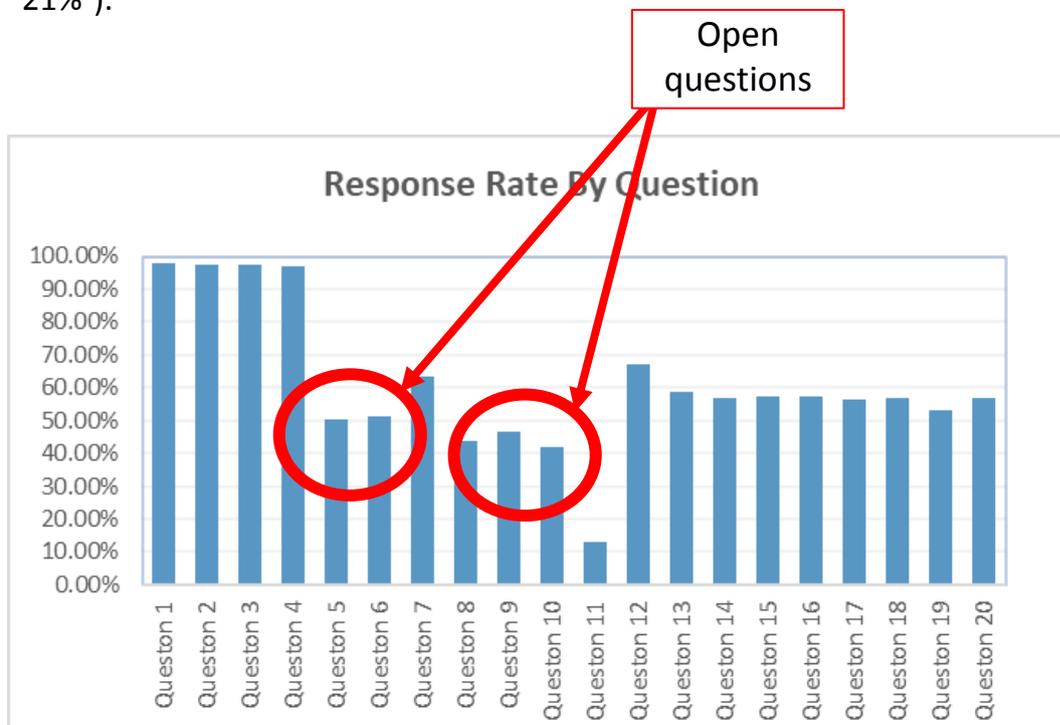
The paper was published on the Humber Acute Services Review website and made available both online and in hard copy via all partner organisations to members of the public, patient groups and other interested parties. It was also promoted by all partner organisations via social media. Members of the public, 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](http://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 quarter 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%<sup>1</sup>).



<sup>1</sup> 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.





“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 Important					Least 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%







# Appendix 1 – Survey

## Humber Acute Services Review Issues Paper Feedback



### About Your Experience

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 our [Issues 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.

#### 1. Are you answering as:

- A member of the public?
- A member of staff? (your answers will remain anonymous)

#### 2. Have you or a member of your family used (or worked in) any of the following services in the last 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 which 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. From your experience, what is working well in our local hospitals?**

**6. What 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