

Blackpool Patient 'Your Hospitals' Consultation feedback

Number of returned consultations: 33

Do you think the Blackpool Patient campaign is a good idea? 32 answered 'yes' (97%) and one member answered 'maybe' (3%).

Is there any other way we could find out what matters most to our patients about their care?

- Better communication.
- Telephone consultation with patient once they have been discharged.
- Bring back the Patient Panel.
- Speaking to patients direct and not on camera.
- Patient questionnaires.
- One to one communication.
- Ask the relatives.
- Speak to patients in clinic waiting rooms.
- Comment cards with tick boxes.

Is there another way we could find out about how patients have experienced our services?

- Link to website on questionnaire or discharge letter.
- Patient survey sent to homes a fortnight after discharge.
- Text patients and ask them to text back their thoughts.
- A 'Patient Service' telephone line.
- Leave questionnaires in doctors' surgeries.
- Use volunteers and allow nurses to do their jobs.
- Ask patients quietly.
- Send someone in with a hidden camera.

If you have been a patient at one of our hospitals, either as an outpatient or an inpatient, did you get the care that mattered most to you?

18 members answered 'yes' (55%), 8 answered 'no' (24%) and 7 ticked both yes and no (21%).

If you did, how was this achieved?

- By expert care and attention.
- They treated me kindly and looked after my needs.
- By checking patients on a regular basis.
- By devoted staff working under pressure because of cuts.
- Big improvement on the food.
- By treating me as an individual with personal needs and emotions.

If not, what would have made this possible?

- Someone to discuss treatment with me.
- Dedicated staff to be trained in communicating.
- Put someone under cover, the staff were both rude and arrogant.
- Nurses need to be more vigilant.
- Insufficient liaison between patients and staff both clinical and administrative.
- Improved staff attitude.
- Better communication between consultants
- Staff need to answer buzzers.
- Didn't like being put in a side room pre-operatively with other people not knowing if operation would be cancelled or not, also not knowing where I would be after the op made it disorientating and it would have been better if there was somewhere for my partner to stay to support me mentally.

What is the most important aspect to you in terms of patient experience?

- Being treated as a person with fears, not a number.
- Good communication.
- Privacy.
- Good food.
- Being informed for self help.
- Empathy and listening skills.
- Sympathetic and firm care after surgery.
- Help with disabled relatives to get access to wards – PALS and porters not allowed to help.
- Communication especially when there is a shift change.