

## 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.