

Patient Engagement Day at Spiral, Bispham Unit

11th January 2016



Introduction

Healthwatch Lancashire is committed to listening to members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

On 11th January 2016, a representative from Healthwatch Lancashire gathered survey responses from patients and relatives across Spiral, Bispham Unit, to review their experience and gather insight.

This report summarises reviews from 27 patients and relatives.



Hospital: Spiral, Bispham Unit

Address: Bispham Hospital,
Ryscar Way,
Bispham,
FY2 0FN

Methodology

It is often those closest to the process who are best placed to give useful feedback on the way services work and how they can be improved. As patients and relatives are the ones who experience the process or service first hand, they have a unique, highly relevant perspective.

Patient and relatives input into designing services can be invaluable as they have an experience that staff can't access. Sometimes seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

The surveys included ten questions requesting a rating, from 1 to 5, on a specific aspect of their experience along with additional comments, compliments and concerns.

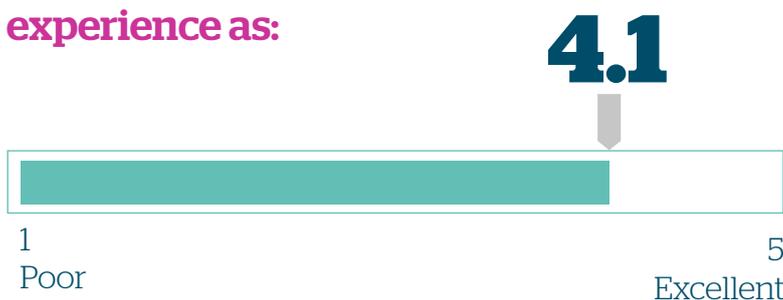
The following Healthwatch representative gathered survey responses by conducting face-to-face discussions with service users:

Ilyas Patel - Project Officer

Results

A representative from Healthwatch Lancashire listened to patients and relatives at Spiral, Bispham Unit, on 11th January 2016.

Patients & relatives rated the overall experience as:



WE SPOKE TO
27
PEOPLE

Ratings Summary:

Care and compassion from staff:

4.4 out of 5

Cleanliness:

4.4 out of 5

Medical treatment received:

4.3 out of 5

Quality of service provided:

4.3 out of 5

Helpful information received:

4.1 out of 5

Ease of getting an appointment:

4.0 of out 5

Building and environment:

4.3 out of 5

Food:

4.0 out of 5

Waiting time:

4.4 out of 5

74% were patients

19% were relatives

7% were unspecified

Comments

Department	Comments
Service	<p>There were a large number of positive comments received about the quality of the service and a number who said that they had no issues with their care. The service is described by patients as “an excellent place to come”, “everything is really good here”, “a very friendly atmosphere” and “I enjoy coming here”.</p> <p>Patients raised concerns about staffing. One patient said that there is a constant change of staff which is confusing and another patient said they feel like it is always short staffed. One patient said that staff are “mostly good besides an odd one or two”. Compliments were received about the physiotherapist .</p> <p>A relative said that they are pleased with the care their family member has received and felt that this is a result of being in the hospital.</p> <p>One patient said that the physiotherapy they have received has been good but believed that more is required.</p> <p>Environment</p> <p>Two patients said that they felt the hospital is always “very cold”. One patient said “for some reason they will not put the heating up.”</p> <p>Two patients said that they have difficulty sleeping at night, one said this was because their mattress is not comfortable and another said that the noise from the boiler is an issue.</p>
Closure	<p>A number of comments were received about the hospital “closing down” and confusion surrounding these changes.</p> <p>Patients said:</p> <p>“I am so disappointed this place is closing down, someone needs to wake up.”</p> <p>“It is a pity it is closing down.”</p> <p>“It’s a pity it will be closing down.”</p> <p>“Please don’t close this place, where will I go if I need to use the rehab unit?”</p> <p>“It is a pity this place has to go.”</p>
Food	<p>Two patients said that the food is very good describing it as “really good” and “five star”. Both patients praised the soup. However, one patient said that they were not happy with food.</p>
Access	<p>Patients said that they were happy with the free parking.</p>

Response from Spiral Health CIC

Findings from the Patient Engagement Day at Spiral, Bispham Unit were shared with Spiral Health CIC, who were given the opportunity to respond to the findings in this report prior to its publication.

Alison Cole, Chief Nurse / Director of Operations at Spiral Health CIC, provided the following response:

“Spiral Health CIC is extremely grateful to Healthwatch Lancashire and all participating individuals for their feedback which helped inform this report. We really value the feedback to enable Spiral Health CIC to learn lessons and to continue to improve and innovate it’s services across the whole of its service delivery, including the Spiral Health CIC Preston Unit and Therapy Works.”

“Spiral Health CIC would also like to acknowledge the hard work and commitment shown by their staff in supporting the delivery of services. It is with great sadness and disappointment that this unit will close on March 31st 2016, as services are taken back in-house by Blackpool Teaching Hospitals NHS Foundation Trust. We will endeavour to share key messages and learning points from this report. It has been a pleasure and privilege to support the residents of Blackpool and the Fylde Coast.”



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