



Cumbria Local Involvement Network (LINK)

**West Cumberland Hospital
Rebuild Survey ~ May 2010**

Introduction

LINK Governing Body has asked the West Cumberland Hospital Task group to continue to monitor West Cumberland Hospital rebuild. Following on from the May 2009 survey, with its focus on Public input into design, the focus this year is on the impact of building operations, and consequent service changes on the public experience of West Cumberland Hospital, in all aspects

Methodology

LINK Volunteers and staff went to the hospital on Tuesday May 25th. This day was chosen, after advice from North Cumbria University Hospitals NHS Trust, as being a suitably busy clinic day. We surveyed patients and public as they left Outpatients in the morning from 10-12noon. From 12 until 4 pm we surveyed public responses as people moved through the Main Entrance. We also returned to Outpatients from 2-4pm for more contacts. The questions were designed by LINK Task Group members and the Governing Body.

They were asked in discussion with the members of the public, we did not ask anyone to write down their responses. All replies were anonymous. We did ask for the first section of the postcode. In Outpatients 15 surveys were completed In the Main Entrance 32 surveys were completed over the time surveyed.

Summary

The majority [**70%**] of people were aware of the plans for the redevelopment of the hospital, although many didn't know the full extent of the plans, only what they had read in the press. **84%** hadn't been affected by any ward moves or clinic changes, which can be explained due to the fact that the changes have only just started. [We talked with very few going to decanted wards.]

Most of the comments seem to be about **transport and parking**. The hospital transport was generally regarded as very good but public transport didn't rate so well with buses only every half hour. Some people felt the **new one-way system** was an improvement, others felt that it went the 'wrong way' and it was confusing. **Parking** received many negative comments [43%] mainly about the lack of spaces. Only a couple of people said it was ok.

Other **significant** comments related to people with poor eyesight not being able to see the signs or the buttons in the lifts and the problems of dropping off elderly patients outside Outpatients [with parking then having to be found].

In general people liked the hospital and the care they received but some felt uninformed about clinic delays. In their general conclusions 26% positive and 30% critical comments were made and recorded.

From this limited pilot survey it would appear that the recent changes at WCH have not had a negative effect on public experience of the Hospital so far - however there were some significant responses that need close consideration from the Trust.

Findings from the survey to be shared with

- LINK Governing Body
- North Cumbria University Hospitals NHS Trust Board & Stakeholder group
- West Cumberland Hospital Project Team
- Patient Panel
- Cumbria County Council Overview and Scrutiny Committee West Cumberland Hospital Task Group
- NHS Cumbria
- Radio Cumbria / Local Press

Recommendations:

1. That the LINK Governing Body, Trust and Project Team note the findings
2. That Significant Responses be given especial attention and response made by the Trust – see below
3. That the Key Findings should be included in the next West Cumberland Hospital Newsletter

Significant responses:

1. Were you told about any changes before you got to the hospital?
No 47% [overall]
2. Very difficult at outpatients had to leave elderly mother at curb while went to park, no waiting area, mother wouldn't go in alone. If raining isn't very good as no cover either.
3. Signage inside and outside the hospital?
Rubbish when you first enter the hospital, had to ask
4. Big sign for pay and display, no machine [at rear of site] - very annoyed!
5. Because of poor eye sight unable to see floor number buttons on lift
6. On arrival were you told how long you would have to wait before you saw your doctor of health professional?
No 28%
Not told, ophthalmic very long wait
Greeted well but not told of waiting time
7. Privacy – slip up with door being left open and young daughter heard she would have to have an operation through hearing Doctors conversation on the phone
8. Hear names in other waiting rooms/consultancy rooms [from waiting room]
9. Waiting rooms –
It was dingy, scary, a small room and cramped (a teenagers response)
Not a lot to read – Shabby
10. Noise and dust from the building works?
No - 55%
Not intrusive - Too hot [with windows being shut]
11. Coffee/Tea on offer would be nice – long wait for pills, etc. [a response during the morning in Outpatients]
12. League of Friends buffet needs place in New Hospital for it's voluntary service café
13. Couldn't get consultant appointment in WCH – only one consultant for both hospitals. Feel it is going to be turned into a large cottage hospital. Only a few specialist paediatric nurses.
14. Had to travel from Cockermouth for a blood test felt GP could have done it