



# Healthwatch Slough Report Findings on Wexham Park Hospital, Slough, SL2 4HL



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**Healthwatch Slough Report on findings on Wexham Park Hospital, Slough, SL2 4HL**  
**1.5.2013 – 31.12.2013**

**This report has been produced to provide a summary of the work and interactions that have been collated on Wexham Park Hospital by the Healthwatch Slough team.**

**The report will be shared with the Care Quality Commission and the Wexham Park Hospital Executive team.**

Help and Care and Citizen Advice Slough are the delivery partners for Healthwatch Slough. Healthwatch Slough has an Independent Board with is made up of Executive Directors, Non-Executive Directors and soon to be appointed four lay members. The Healthwatch Board is responsible for the governance and the development of priorities and strategy of Healthwatch Slough

The Community Research and Engagement, and the Evidence, Insight and Influencing elements of the Contract are being delivered by the staff team of Help and Care led by Caris Thomas, Healthwatch Slough Manager and supported by Manvinder Sagoo, Healthwatch Officer.

The Information, Advice and Signposting element of the Contract is being delivered in two parts. Face to face information, advice and signposting is being delivered by Citizens Advice Slough. Arunjot Mushiana is the Healthwatch Advisor available every week day to talk to people about their experiences of health and social care.

Help and Care deliver the telephone, email and online Information, advice and signposting is. People can call the Healthwatch helpline number 01753 325 333 Monday – Friday.

**Healthwatch Information & Recording**

The data information has been collected from two data sources; Help and Care and Citizen Advice Slough.

### **Summary of a Survey conducted at Wexham Park Hospital by the Healthwatch Slough team.**

As part of the Healthwatch community and engagement plan a visit to Wexham Park Hospital was planned. The aim of the visit to Wexham Park Hospital was to engage with patients and visitors at the hospital, distribute publicity material including leaflets, posters and post cards. To collect views of patients and visitors via the Healthwatch Speak Out Form or the Wexham Park Hospital survey which was planned by the Healthwatch Slough team. Prior to the visit the Healthwatch Chair Colin Pill and Healthwatch Manager Caris Thomas meet with the Chief Executive of Wexham Park Hospital Philippa Slinger Heatherwood and Wexham Park NHS Foundation Trust, to share the visit plan. Philippa acknowledge the plan, offered suggestions and agreed with the Healthwatch engagement plan. The Healthwatch team which included members of staff and volunteers visited Wexham Park hospital during the 20<sup>th</sup> – 22<sup>nd</sup> August 2013.

During the time of the visit the team took care and time to talk and listen to the patients and carers experiences and comments. After each conversation patients and carers were informed of what Healthwatch will do with the information received and then advised as to what the next steps could be.

During the visit the Healthwatch Team

- Communicated with 50 people
- Handed out 70 items of publicity material
- Distributed 40 surveys
- Received 33 completed surveys by patients at Wexham Park Hospital

### Findings of Healthwatch Slough Survey at Wexham Park Hospital

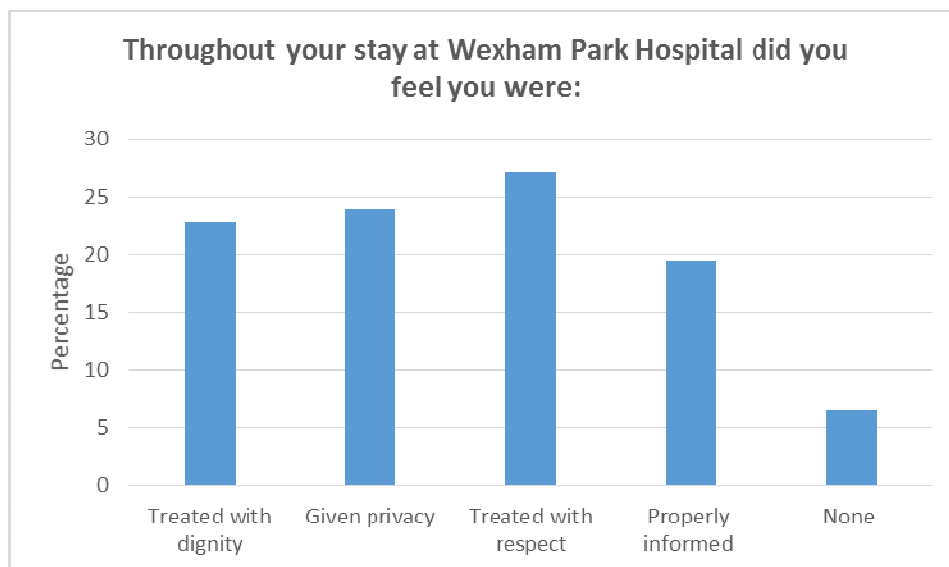


Figure 1.

The majority of patients that took part in the survey said they were treated with dignity, given privacy and treated with respect. Less patients felt they were properly informed and 6% of patients felt they experienced none of the aforementioned.

Patients were also asked whether the nurses/doctors explained their condition/treatment in a way they could understand, 73% of patients said they did.

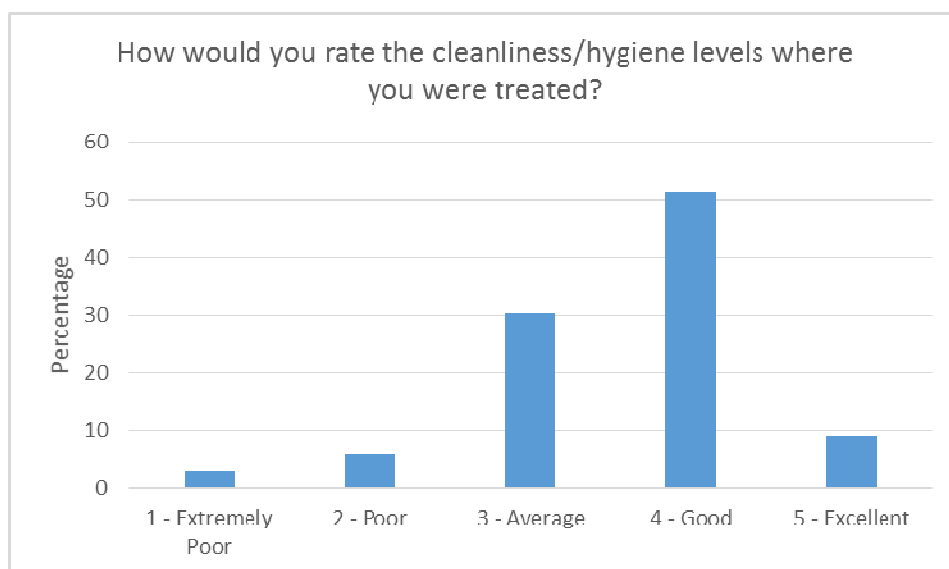


Figure 2.

Figure 2 shows that more than 50% of patients rated the cleanliness/hygiene levels of where they were treated as good. Only 3% rated the cleanliness/hygiene levels as extremely poor and 6% as poor.

Patients were also asked to rate their overall experience at Wexham Park Hospital. 52% of patients rated their experience as good and 15% of patients rated their experience as excellent. 6% of patient rated their experience as extremely poor.

Patients were asked whether they had any other issues relating to Wexham Park Hospital. The main themes that arose were: lack of car parking, long waiting times in Inpatients and A&E, lack of hygiene and rude staff.







### **Patients & Carers Comments from Wexham Park Hospital Survey**

#### **Comments on Hospital waiting times and bed availability (6 comments received)**



- Waiting times are too long
- Waiting times should be shorter and seating should be more comfortable
- Had to wait for bed on ward, 3 and a half hours from A&E. Reduce waiting times. Cut waiting times.
- Patient found WPH to be overcrowded with no beds available
- Waiting times too long and had been sent to third place now in WPH for diagnosis.
- All an issue - appointments, time-keeping, record to follow patient, copies of information to patient.

#### **Comments relating to Hospital staff (10 comments received)**



- Not properly informed, only treated with respect depending on which surgeon. Some surgeons nice others were not. Surgeons were not helpful at all. Felt discriminated against, usually people don't ask what is wrong. There was no introduction from doctors or nurses to say who they were.
- Patient asked for results of tests which they did not get. Doctors would not tell patient what was wrong. Patient said they did not feel like a person anymore, let down by the system and.
- Only one doctor was efficient.
- Patient had bad experience when admitted. Said Asian doctor was shouting at patient and had no respect. Nurses were ok.

-  GP felt patient needed to be admitted and gave letter to come straight to A&E. Waited in A&E for 3 hours to be told by a doctor that patient could not be admitted and that district nurse would deal with case, which they didn't. End result was patient being re-admitted and told they could now lose their toes. Patient's husband wrote letter to PALS to complain.
-  Relative said he had heart surgery and surgeon left half way through operation, there were then complications and as a result only has a few months to live.
-  Matron was brilliant
-  Only 2 nurses to every 8 patients. Patient noticed another patient on their ward was left for 4 hours in a soaking wet bed, which nurses could have changed in 10 minutes. Patient had made attempts to leave and had 3 bad experiences with hospital security guards. Patient said another patient in same ward over 80 years old dropped bed control and there were no nurses in sight so patient had to pick and give back to other patient.
-  Was not informed about discharge and patient's friend had to bring patient's own wheelchair in.
-  Patient had broken hip, was given as much privacy as needed by ward staff, however had to ask for treatment/condition to be explained by doctors and nurses. Patient said main reason they enjoyed their stay in hospital was because they got on well with staff and other patients. Stay of 14 days – 3 days were upsetting, 11 days were excellent. Staff could do more, but nurses and doctors very respectful and have been brilliant.

#### **Comments on treatment and diagnosis (two comments received)**

-  Patient sent home from hospital with no diagnosis to later be re-admitted, was disappointing. However since then had to use Urology department which was good, looked after well but still had to ask doctors/nurses about condition as they did not explain everything.
-  There should be quicker diagnosis.

#### **Comments on the Hospital Service (4 comments received)**

-  Patient said there was too much pressure on WPH after other hospital closed.
-  Patient said treatment at hospital had been excellent and had no problems whatsoever, was treated very well.

Overall experience has always been good at WPH.

Ward 1 is great

#### **Comments relating to the cleanliness and hygiene at the Hospital (4 comments received)**

Hospital is cleaner now but was not before.

Bring back proper matrons.

Not happy about staying on Ward 2 as patient noticed floor had not been cleaned for 2 days.

Patient said cleanliness/hygiene levels were brilliant and it was absolutely spotless under beds.

#### **Comments on car parking and travel arrangements (comments received 7)**

Parking at the hospital is always difficult, the parking is really bad. (Comments collected 4)

Lack of car parking a problem, very bad as can miss appointments which then have to be waited months for. Usually have to be dropped off or use public transport to get to hospital appointments

lack of transport

Transport was an issue with appointments being missed.

#### **Food Service (1 comment received)**

No quality of food.

#### **Hospital Facilities (2 comments received)**

Ward 4 shower not working.

Had problems with TV on ward, lost £60 by re-setting TV, no notice put up saying not to do this.

#### **Comments relating to other service – GPs and Social Care ( 2 comments received)**

Very hard to see a GP, no appointments available.

Problems in the community with carers, felt there was no respect and needs were not being met. Has since had another carer who is



looking after patient much better. Council was also supposed to help clear garden after patient had stroke but ruined garden instead.

### **Healthwatch Slough Helpdesk - 01753 325 333**

By calling the Healthwatch number residents can speak to a member of the gateway team who are trained to record their information and signpost people to the correct agencies.

Since April 2013 to present, 12 patients have contacted Healthwatch Slough via the helpdesk expressing concerns about Wexham Park Hospital. Some have been signposted or referred to Care Quality Commission, PALS and SEAP to make formal complaints.

The themes that have arisen from these concerns include:

- Problems making appointments/Cancellation of appointments by WPH
- Misdiagnosis/Delayed diagnosis by WPH
- Alleged malpractice
- Lack of care
- Lack of privacy and dignity

### **Breakdown of telephone calls received about Wexham Park Hospital 1.4.13 – 31.12.13**

<b>Total Number of calls</b>	<b>Number</b>	<b>TOTAL</b>
Safeguarding	2	<b>2</b>
Quality of treatment	6	<b>6</b>
Lack of care	3	<b>3</b>
Access to services	1	<b>1</b>
<b>Hospital department breakdown for 12 calls</b>		
A& E	1	<b>0</b>
Outpatients	1	<b>0</b>
Continuing Care	1	<b>0</b>
Psychiatry	1	<b>0</b>
Acute Care	1	<b>0</b>
Inpatients	7	<b>0</b>

Totals		<b>12</b>
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*Information collated from the Healthwatch CRM System*

**Healthwatch Slough, Walk in Citizens Advice Slough –**


The Healthwatch Slough walk in service is delivered by Citizen Advice Slough, people can pop into the centre and speak to the Healthwatch Coordinator

<b>Total Number of Healthwatch Walk ins to Citizen Advice Slough</b>	<b>Number</b>
Complaints about the Urology Department	<b>3</b>
Complaints about disjointed services and lack of communication between departments	3
Alleged clinical negligence	4
Lack of support/care plan after heart attack	1
Complaint about resident having to travel overseas for an operation	1
Complaint about hygiene standards at Wexham Park	1

Hospital	
Complaint about alleged racism at Wexham Park Hospital	1
<b>Issue about NHS charges for an overseas visitor</b>	1
Issue about NHS charges for UK Citizen	1
<b>Totals</b>	<b>16</b>

*Information collated from the Citizen Advice Slough Petra System*

#### **Healthwatch Slough 2014**

-  The Healthwatch Slough Board plan to meet with Phillpa Slinger (Chief Executive of Wexham Park Hospital) at the end of January 2014 to discuss the Healthwatch work stream for Wexham Park Hospital to carry out and identified piece of work on patient discharge.

For any further information please contact the Healthwatch Slough Manager. Caris Thomas

Healthwatch Slough Locality Manager & Officer, Help and Care

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Name – Mr Colin Pill

Title – Healthwatch Slough Chair

Date & signature of (Healthwatch Chair)

Contact Details [Colin.pill@healthwatchslough.co.uk](mailto:Colin.pill@healthwatchslough.co.uk)

Distributed to: Care Quality Commission (Hospital Inspection Team)  
Wexham Park Hospital (Chief Executive Team)

**End of report**