Patient stories: Hampshire Hospitals NHS Foundation Trust

Report produced as part of the Care Quality Commission inspection of Hampshire Hospitals NHS Foundation Trust.
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Executive Summary

Hampshire Hospitals NHS Foundation Trust includes three hospitals; Basingstoke North Hampshire Hospital, Royal Hampshire County Hospital and Andover War Memorial Hospital. The CQC will be inspecting the trust in July 2015.

We have produced this report as part of the CQC inspection of the trust. We have produced all of the useable data on Hampshire Hospitals NHS Foundation Trust that we have collected from July 2014 to July 2015. As this report will form part of the CQC inspection we have made no attempt to analyse the data or make recommendations. We have reproduced the feedback as we have been given it and also note that we have not made any attempt to verify the information that we are given.

We will work with the CQC to draw conclusions. Healthwatch Hampshire has a good relationship with Hampshire Hospitals NHS Foundation Trust and we believe they make every effort to engage with patients and take their responsablity for good engagement seriously.

Feedback received by patients who have attended Basingstoke North Hampshire Hospital, The Royal Hampshire County Hospital and Andover War Memorial Hospital have good services that they value. For example the orthopaedics, maternity and audiology services. Because of the nature of our work to gather feedback we are likely to receive more negative than positive responses. We have identified that in these hospitals the Accident and Emergency department, discharges from hospital and the minor injuries unit were the most common topics discussed.

It is hoped that this report will provide the Care Quality Commission with examples of patient stories from Basingstoke North Hampshire Hospital, The Royal Hampshire County Hospital and Andover War Memorial Hospital.

“Staff often go that extra mile to help, especially as there is no main reception desk”
Anonymous, Andover Hospital
Methodology

**Aims of the report**
The main objective of this report is to gain an understanding of how patients feel about their care and treatment at Basingstoke North Hampshire Hospital, The Royal Hampshire County Hospital and Andover War Memorial Hospital. These three hospitals are all part of Hampshire Hospitals NHS Foundation Trust which is being inspected by the CQC in July 2015. The outcomes of this report will be handed to the Care Quality Commission (CQC) ahead of their listening events and inspection of the trust.

**Who we spoke to?**
The participant sample are individuals who have provided Healthwatch Hampshire with feedback about Basingstoke North Hampshire Hospital, The Royal Hampshire County Hospital and Andover War Memorial Hospital either by contacting Healthwatch directly or through Healthwatch engagement work in the area. This feedback has been collected and stored on the Healthwatch Customer Relationship Management database (CRM). The data that has been identified within the CRM is anonymous and therefore the demographics of this participant sample is unknown. In total 163 participants gave us feedback over the period of the 1st July 2014 to the 13th July 2015.

**Procedure**
This report contains the feedback from Basingstoke North Hampshire Hospital, The Royal Hampshire County Hospital and Andover War Memorial Hospital and does not include all the departments and wards. We have made only limited effort to correct any grammatical mistakes in the experiences/feedback received. The stories that you read are what the patients have told us in their own words.

“I have nothing but praise for the audiology department. I haven’t had to wait too long for appointments and they are prompt and efficient. The staff are attentive and caring.”
Anonymous, Winchester Hospital
What we found: Basingstoke Hospital

For Basingstoke North Hampshire Hospital we have heard feedback about the maternity and orthopaedic services. In addition, patient stories have involved: Accident & Emergency, staff attitude, communication, interpretation, waiting times, appointments (not including waiting times), complaints, nutrition, hospital discharge and cleanliness of the hospital specifically focusing on the wards. The graph below shows that the most common story apart from “other” involved staff attitude (both positive and negative).

![Topics of patient stories](image)

We identified how many of the patient stories were positive, negative or a mixture of both. We identified that 31 were positive, 38 were negative and 12 were a mixture of both. The graph below shows this in more detail.

![Patient stories from Basingstoke North Hampshire Hospital](image)
What we found: Winchester Hospital

The patient stories from the Royal Hampshire County Hospital focused on various departments and services including Maternity, Audiology and Ophthalmology. However, similarly to Basingstoke North Hampshire Hospital many patient stories did not relate to a specific area of the hospital and therefore are included, under the heading of "other" in the graph below (these tended to be general comments about the hospital for example, opening times of the sexual health clinic). In addition to this the patient stories included: the Accident and Emergency Department, waiting times, discharges from hospital, transport (specifically car parking), Cleanliness, complaints, nutrition, staff attitude and communication. The graph below states that the most common topic (apart from other) was staff attitude, discharges from hospital and the Accident and Emergency Department.

We identified how many of the patients stories were positive, negative or a mixture of both. We identified that 18 patient stories were positive, 28 were negative and 7 were a mixture of both and these can be seen in the graph below.
What we found: Andover hospital

The patient stories from Andover War Memorial Hospital focused on various services and departments including Maternity and the Minor Injuries Unit. However similarly to Basingstoke North Hampshire Hospital and The Royal Hampshire County Hospital many patient stories did not relate to a specific area of the hospital and therefore are included under the heading of “other” in the graph below (these tended to be general comments about the hospital for example, good care and well looked after). Additionally patient stories included: staff attitude, waiting times, cleanliness, communication and ultrasound services. The graph below shows that the most common areas of patient stories were staff attitude and the minor injuries unit.

We identified how many of the patient stories were positive, negative or a mixture of both. We found that 17 were positive, 7 were negative and 5 were a mixture of both, these can be seen in the graph below.
Conclusion

It can be concluded from this report that many patients feel positive about their care and treatment at Hampshire Hospitals NHS Foundation Trust. Many patients told us that they had received excellent treatment and care specifically in orthopaedic, maternity, audiology and ultrasound services. However, the findings from this report have identified that this is not always the case as some patients have also reported having a negative experience specifically with hospital discharges, treatment within the Accident and Emergency department(s) and the minor injuries unit.

Additionally patients have given us recommendations within their feedback. For example, patients stated that Basingstoke North Hampshire Hospital should have a card in the x-ray department that allows health professionals to know that they have a hearing impairment as there are no illuminated screen and patients do not identify when they are being called.

It is hoped that this report provides the Care Quality Commission with some examples of patient stories from Hampshire Hospitals NHS Foundation Trust.

Over the past year Healthwatch Hampshire have produced a number of reports which include information about Hampshire Hospitals NHS Foundation Trust:

- Orthopaedic Services at Hampshire Hospitals NHS Foundation Trust (Healthwatch Hampshire, 2015a)
- Maternity Services in Hampshire (Healthwatch Hampshire, 2014)
- The Perceptions and Expectations of making a complaint (Healthwatch Hampshire, 2015b)

The link to these reports is located on our references page

"I have only ever had excellent service from the hospital"
Anonymous, Basingstoke Hospital
Appendix one

Positive feedback for Basingstoke Hospital

“The staff on the short stay ward and AAU are very nice and friendly and they make you feel cared for. They are very professional at what they do and the hospital was very clean, hygienic and has very warm surroundings. Thank you also to the urologist who was very friendly!”

“Just a note to thank all concerned for the excellent service, attention and subsequent treatment”

“The consultant I saw was very dedicated to giving the best treatment. I think the nurses on C3 work hard and especially to the nurse who runs Countess Mountbatten on a Friday, you make it easy for all the patients”

“From pre-assessment to the ward and then to the theatre, it all ran smoothly. The staff kept me well informed, I felt safe and well cared for. The ward environment was clean”

“The staff on A&E are so friendly, caring and professional at what they do. I had a very good experience with the paramedics. I would definitely recommend North Hampshire Hospital to anyone who is looking for good care”

“Basingstoke hospital immediately found what was wrong and I was referred to another hospital”

“The staff in DTC were so friendly and lovely, they really looked after me. Many had a good sense of humour too and seemed to really care about the patients”

“I cannot praise the orthopaedic team, the care and compassion of the nurses and the co-operation with others enough. It was so reassuring for our family”

“I was referred to Basingstoke hospital, the care given was superb and the consultant was very supportive. I felt very comfortable and the waiting times were not too long. Thank you.”

“Brilliant service and care at Basingstoke Hospital”

“The experience was terrifying but the staff and doctors were excellent and for me reaffirmed my belief in the NHS”

“The staff were amazing, they stopped and gave their time when I had a question or query. They took great care with dealing with patients and the staff were also kind and smiling with everyone. It was a good experience. Thank you.”

“Lovely staff at ward 2”

“I had excellent care from the Breast Care Unit. I cannot fault the treatment received”
“The care on F.I. ward was first class”

“The services are beyond reproach”

“I had a good experience, the staff were very nice and welcoming. I had treatment on the same day and the care was of a high standard”

“The healthcare at Basingstoke is excellent in all departments we have used”

“I have always received excellent care”

“I have only ever had excellent service from the hospital”

“I have received excellent care and kindness from both services. I cannot fault the service I have had, everyone has been very kind and understanding”

“I find the service provided as being generally good, flexible and local.”

“Very good service, when I was discharged they left me with a responsible adult and they called up after 48 hours to see how I was doing”

“The care was amazing before and after my children were born. Help and support were excellent”

“Good time keeping in A&E, seen after a while and given results reasonably quickly after”

“You get a call back and get to see someone, it’s clean and I had no problems at all”

“I was welcomed on my arrival to hospital and all the assistance was given straight away”

“Staff were brilliant and the whole process was really good and I didn’t have to wait too long”

“When you have a problem they move heaven and earth. Consultant was helpful and the staff were really good and looked after my husband”

“On all accounts I have been more than satisfied with the professional way the treatments have been carried out”

“Maternity ward, the staff are nice and friendly”
Appendix Two:
Negative feedback for Basingstoke Hospital

“I would like to put in a complaint regarding my treatment”

“All the preparation and arrangements were in place and then the operation was postponed and I’ve been told I may have to wait up to 18 months”

“I have been unable to complete the making a complaint questionnaire. I wanted to state that there are some very vulnerable patients who should be identified as needing an advocate by hospital staff as they may be unaware of such services.”

“The communication was not good, the consultant was abrupt, and I felt as though he didn’t want to talk to me”

“I have always praised our hospital until today. I waited 1 hour and 40 minutes for my appointment. The doctor was very rushed off her feet and fired questions at me and I didn’t have enough time to think. I left feeling as though I shouldn’t be in pain. I feel like a spare part and I dread going back”

“The diagnosis was given to me very abruptly and in an unsympathetic manner, no explanation, no advice. I felt it was a cruel experience.”

“I have been shocked this week by the lack of care.”

“A patient was left to feed on his own, the menu lists had a sticker on it and mentioned assistance but nobody came. The ward staff would not allow him to self-medicate. The food was unappetising too”

“Had a horrible stay in Basingstoke hospital, the lady opposite me was told she had to wait for a bedpan as the carer had just finished her shift”

“They sent my elderly relative home in a taxi more than once without telling us. The hospital wouldn’t talk to me without his permission”

“My daughter was given a late diagnosis that has had serious ramifications”

“I couldn’t understand the treatment or explanation due to a language problem”

“I am concerned about the closure of the walk-in centre over a year ago”

“A&E receptionists are rude and talk down to you”

“No one listens and they cannot help me with my problems”
“I felt the nurse in A&E gave a nasty, unprofessional and rude comment. I was refused to rest, and I was thrown out of the hospital. This was about 2am.”

“Staff were not consistent when giving information. I was unable to find any staff to talk to about it most of the time and they would say that they didn’t know anything”

“The waiting list is very long”

“I felt that someone else could have had my bed in A&E”

“Late appointments, not enough staff”

“On a number of occasions I have been labelled up with another patient number and dispensed medications in her name”

“Late appointments, not enough staff, average cleanliness”

“Language is a problem. They don’t understand what I said and I don’t understand what they have said. If I had an interpreter I would get a good service”

“My partner is still waiting for his follow up appointment”

“I have been waiting for my report from my scans. I cannot speak English so it has been difficult to tackle. If I had an interpreter we would not have this problem”

“I was left to wait 7 hours in the A&E department, when I was asked when I would be seen I was not told to eat or drink. The receptionist was rude”

“Patient is awaiting an operation on his arm and received a letter with the operation date, on the day of the operation”

“I am being kept waiting longer than the doctor specified”

“I would like information on how to put in a complaint due to being given the wrong medication”

“Confidentiality has been broken and I have put in a complaint”

“The doctor I saw was very abrupt and very rude and this left myself and my partner very upset”

“I was given the wrong medication at the hospital”

“The doctor was rude and dismissive”
“The nurses were not paying much attention and I had to make a real fuss to get a consultant to see my relative.”

“I had to stay in overnight and I said I didn’t feel well and the staff brought me a biscuit and I was left without food for 12 hours and I had to say that I was hungry to be able to get food.”

“I was told that I couldn’t park in the disabled bay despite having a blue badge, they made me wait 30 minutes for any attention even through the unity was completely empty.”

“My operation was cancelled and I was told it had been moved but there is a 6-18 month waiting list and they cannot give me a date”

“There was a lack of communication and patient care”
Appendix Three:
Mixed feedback for Basingstoke hospital

“The whole experience was good, smooth and reassuring. I am hearing impaired and it would be good for people with non-visible disabilities if a note could be made on the card/form used to summon someone e.g. in x-ray so that anyone calling for us could do so more directly”

“The first doctor that I saw was very friendly and seemed to take me seriously. The doctor handed me over to another one who was useless. She hadn’t read up on the notes that the previous doctor has taken she kept stating that she knew what she was talking about.”

“Basingstoke hospital has a caring team in the Breast Care Unit. Unfortunately, the poor communication has tarnished this. This has caused unnecessary anxiety and stress. Communication incidents include; delays in appointments due to no checks and measures.”

“Although the staff seemed a bit rushed they were still very kind to their patients and I do appreciate the work they do. It was just this one instance that the appointment took longer”

“The dietician gave some advice regarding a food exclusion diet and rebooked for 2 months later. It was good and I had the information sheet and contact details for the dietician. On a follow up there had been minimal change and I was given a booklet which was good. In the follow up the dietician didn’t seem to know what do. There has been limited advice and I don’t know how to proceed”

“The nursing care was very good but they were unable to trace he whereabouts in the hospital of my relative following surgery”

“We received a letter with a link that enabled my partner to book a convenient appointment from a selection of dates and times. We thought this was an excellent service until we then received another letter cancelling the appointment and giving us a date and time although the original appointment was kept”

“Good, professional care and expertise. Advice and information was thorough and honestly and kindness were the two most helpful aspects. Communication was not easy and it was hard to know who to speak to, it would have been useful to have a contact person clearly identified”

“I volunteer at Basingstoke NHS Hospital for 2 hours. The wards are always clean and friendly however I would like to see an improvement in waiting times and we need more staff”

“Generally a really good hospital and the triage in the A&E is excellent and thorough. Poor waiting times though”

“The staff were friendly and nice. Appointment timings could have been better”

“I had a worrying time where I had to wait several hours (2 to 3 hours) eventually when I was seen the care followed by the doctors and nurses was superb both in A&E and Acute Assessment Unit”
Appendix Four: Positive Feedback for Winchester Hospital

“I can only praise all the departments, the doctors, nurses and other staff for their high standard of care. The chef has produces some excellent meals which I thoroughly enjoyed”

“I was given a same day appointment and was seen within a few minutes, I was then transferred to another doctor and I only had to wait a short time before the doctor saw me and advised me. Although their clinic is fully booked they would fit me in. This is a truly incredible service from the doctor and all the staff on the Nick Jonas Ward. Thanks so much!”

“My operation was conducted efficiently, the ward service was excellent including at night. The physiotherapist was sympathetic and very helpful”

“Although the maternity ward were very busy and short staffed I was satisfied that everything was done to help me as quickly as possible and all the midwives were lovely and supportive. I had an amazing supportive midwife who made me feel at easy and gave me a great pep talk to help me through some of the tears. The two midwives who delivered my baby were a credit to Hampshire’s maternity service and I wouldn’t hesitate to use the hospital again”

“The care and treatment was wonderful, I could not fault the care I received. The fracture clinic was so organised and patients were attended to very quickly”

“I attended the CT Department this morning and have nothing but praise for the way I was treated, everything was explained clearly. The cup of coffee afterwards was extremely welcome! Thank you!”

“Myself and my partner are completely satisfied with the timescales involved. Appointments always seemed to be well within the government guidelines”

“Winchester hospital is amazing”

“The staff were excellent”

“I am truly grateful for all of the care I have received after the years”

“The service is good and fast”

“Very smooth process, I have no complaints”

“My appointment ran on time and the doctor made me feel at ease. I did not feel rushed and he took the time to answer my questions. Very professional and pleasant”

“We cannot praise the care we receive from the hospital enough”
“If I have any problems they always fit me in”

“I am impressed by how clean everything is. The staff have been very helpful and kind. Thank you so much for bringing security and confidence”

“I was treated extremely well, my dignity and wishes were considered at all times. There was a slight delay on discharge due to waiting for medication from the pharmacy but I did notice how stretched and busy the staff were due to shortages”

“I have nothing but praise for the audiology department. I haven’t had to wait too long for appointments and they have been prompt and efficient. The staff are very attentive and caring”
Appendix Five:

Negative feedback for Winchester hospital

“I was discharged from hospital after 4 days, I have no practical help arranged or given after a five week wait although I did have calls staggered during the five week wait”

“I felt as though I didn’t have a choice with my treatment and nobody discussed the implications of such treatment”

“My relative lost an item at the hospital and they were unable to account for it.”

“I was discharged from hospital and I have no family or friends or proper protocols in place. Six weeks before a helper was provided and now I have had no further contact”

“The Ophthalmology department is very overbooked. I cannot be given a follow up appointment at the desk. Additionally there are no coat hooks or mirrors in the toilets and I have to wash the drops out of my eyes but there are no coat hangers or a mirror to check it’s all been washed away.”

“The hospital discharged a patient without a discharge meeting and this had negative consequences”

“My operation went wrong”

“It was understaffed and they should have listened to us”

“I would like to complain about the care I received”

“The clock on the appointment time digital display in the outpatient’s waiting room is incorrect when compared to the time on BBC news that is displayed in the outpatient’s waiting room”

“A member of staff grabbed me and harassed me, I was discharged without any after care”

“I was not happy with the doctors and nurse’s care for my relative, my relative would often leave the ward unsupervised and I felt that the doctors were rushing me”

“I found the sonographers comments condescending and not reassuring at a worrying time. I waited an hour when returning for a blood test which is fair but I had to call several times. The second time the nurses apologised to me. The car parking is impossible and adds to the stress.”

“I turned up at A&E and I was told that the current wait was 6 hours. There is no update of current waiting time in A&E and I felt that waiting this long is unacceptable”

“I did not have an encouraging experience”
“The ambulance did not come out for four and half hours as they said they were too busy with potential problems on the motorway. My relative was left alone in A&E the hospital discharged him too early”

“The hospital had poor hygiene throughout the time in hospital, poor records management and poor medicines management “

“My relative was discharged from the hospital without the correct assessments.”

“I was offered no aftercare and also discharged with an infection”

“I was given conflicting information from two different doctors”

“There was a lack of immediate observation in A&E”

“Discharged from A&E with a misdiagnosis”

“There are two sets of parking prices at this hospital, one on the parking meter and different price on the board on the wall”

“They need to have a signpost in A&E saying what is an accident or an emergency as I don’t know I’m just the patient”

“Discharged from hospital with no aftercare”

“Discharged from A&E, failed to check if I was okay or do any x-ray scans”

“Discharged from A&E and then re-admitted”

“I am not satisfied with the explanation of what happened.”

Appendix Six:

Mixed feedback for Winchester Hospital

“The ambulance took two hours to arrive. All services except one were excellent. A&E were superb. Freshfields ward was not nearly as helpful and compassionate as they could have been and I felt as though they weren’t bothered about my relative.”

“I have felt that the staff were superb and I felt well cared for. The only problems were large visitor groups who were noisy next to tired patients. There is the impossibility of easy car parking. The food is fine and there are plenty of tea and coffee.”

“The opening times make it impossible for me to attend the sexual health clinic and they don’t have a phone line”

“Care in the outpatients department was much better for waiting and is so much more organised and efficient. I do think there should be a system for donating clean magazines so they can be distributed across various departments. The staff in the eye department were very caring for elderly patients and the accommodation was clean. Although the toilet walls and doors need washing down”

“My relative receives very good treatment at the hospital but I would like the doctors to tell me more sometimes”

“A&E staff were brilliant, although the ward my son was transferred to gave him medication but no fluids and this was questioned in the morning”

“I find most of the visits very stressful. The hospital itself is very clean and the staff are very helpful and considerate to my partner’s wellbeing. The parking is horrendous and could easily make one late for an appointment. I applaud the staff in the hospital for the care they have given my partner”
Appendix Seven:

Positive feedback for Andover Hospital

“We required the services out of hour’s unit at Andover on a Sunday, we had an appointment within 20 minutes of making a call to 111. The doctor we saw was excellent, a fast and efficient service, well done NHS!”

“I attended the hospital for a review of an injury, I was told how long I would have to wait for and the Sister kept me informed of exactly what was wrong and what she was going to do to rectify it. She showed me the results and explained what would happen next. She left no stone unturned to arrange for me to be admitted to RHCH. The nurse replaced the plaster cast and I left feeling satisfied with my treatment by the staff at the Minor Injuries Unit they were thoroughly professional, helpful, cheerful and a credit to the NHS.”

“I wanted to express my sincere thanks to the staff at the Minor Injuries Unit who assisted me during my visit today. Thanks especially go to the nurse who treated me, she was very friendly and listened to what I was saying when taking details of my problem. She explained everything and asked if I was okay throughout. Once the nurse had finished, she explained the results to me and what I should do going forward and then asked if it sounded okay and if I was happy. What a fantastic nurse she was!! Thank you”

“My son was seen within an hour. The member of staff dealt with him and was lovely, professional and courteous with a wonderful manner with the children. The service appeared well organised and efficient and the board warned of a relevant waiting time and the staff were all polite and friendly. This service and the professionals were a credit to the NHS. Thank you.”

“I went to A&E last week. The member of staff was so patient. She told me exactly what she was going to do and was very sympathetic as I was in a lot of discomfort. I couldn’t thank her enough for her time and patience. She was so lovely through the whole experience and made me feel at ease. Thanks again!”

“I recently attended the ultrasound clinic, I was extremely impressed with the attitude of the staff on both occasions. They were friendly and actually interested in their patient’s experiences. They took the time to give extremely detailed explanations as to what they were looking for at each stage and to point out various body parts. Overall very impressed with the service provided. Well done Andover Hospital”

“When I have to attend the hospital I have always found the staff and doctors very helpful and kind. I have always been seen on time for my appointments and I have never waited more than 15 minutes.”

“We have to say we are completely satisfied with the timescales involved. Appointments always seemed to be well within the government guidelines, Ophthalmology, Cardiology and Orthopaedics!”

“Today I had to send two clients to the minor injuries unit, I called ahead and I was extremely impressed by the kindness and care afforded. The staff called me a couple of times for information and it was apparent that they were doing everything in their power to help. Thank you”
“Brilliant good care and well looked after”

“The support, services and have responses have always been excellent”

“Andover hospital is very clean and friendly environment. Every department the staff are going the extra mile”

“The hospital is clean, the staff are helpful and the healthcare assistants are very friendly and nothing is too much trouble they always have smiles on their faces”

“Staff often go the extra mile to help, especially as there is no main reception desk”

“I visited the minor injury unit and I was told how long the wait was, the sister kept me informed of exactly what was wrong and what she was doing to help. She showed me the results and explained what to do next, she left no stone unturned to arrange for me to be admitted. The nurse replaced the plaster and I left fully satisfied with my treatment by the staff and they were thoroughly professional, helpful, and cheerful and a credit to the NHS”

“Health visitor was fantastic, midwife appointments were brilliant. Professional caring and attentive to my needs”

“Great facility to have the advice given over the phone was top rate. Friendly staff and 30 minute wait was so much better than being at the bottom of the list in A&E”
Appendix Eight:

Negative feedback for Andover Hospital

“I attended the Minor Injuries Unit with a swollen knee. I told the nurse about what I thought it might be and I left the hospital completely bewildered. Three days later I visited GP”

“Lots of feedback came from the group in regards to blood tests; long waits, patients being rushed through and the service was under a great deal of pressure”

“We were told that the waiting time for an appointment with a paediatrician was 6-8 weeks. We had to make several phone calls to find out why after 12 weeks we were still waiting for a first appointment. An assessment was carried out and no follow up appointment was given and when we rang again we were told that the appointment had to be cancelled. After 14 weeks we received a written assessment and I had to ring up again and finally we were offered another appointment”

“I visited the Minor Injuries Department. A nurse examined me and told me a diagnosis without an x-ray or follow up treatment being offered. I needed to be referred for physiotherapy and I had to remind the receptionist that I needed to be referred. She forgot to do this and I had to phone up to check”

“The ward is run too much for the convenience of the staff and not the well-being of the patients. Some staff seem to view patients and relatives as an unnecessary inconvenience. The notices on the ward written by the ward manager telling relatives they cannot visit on certain afternoons due to consultant ward rounds is unacceptable as elderly patients are very likely to need a relative with them to ensure that their medical needs are met. Staff have also been officious about visiting times.”

“Nobody is co-operating me from the hospital and I feel they do not understand my situation. The staff didn’t help him when he needed to go to the toilet and he fell over and the nurse told him to get up or stay on the floor and she refused to help. He has repeatedly been asking for water”

“I had a very bad experience with a duty social worker, when I went to express my concern to them they didn’t seem very concerned”
Appendix Nine:

Mixed feedback for Andover Hospital

“My midwife was poor but my health visit was brilliant and advised what was best for me. Andover Birth Centre was poor and I wasn’t informed that if I needed pain relief I would have to go to Royal Hampshire County Hospital in Winchester. The Maternity ward in Winchester was brilliant and the doctors were brilliant.”

“I was treated very well and there were no complications. It would have been good to have a night at the centre with the midwives to get some extra support and rest”

“I did not know that Andover did not have an A&E service and I thought maybe one of the minor injuries unit staff members could help, one disappeared, one more sympathetic lady explained the 111 protocol while another tutted and shook their head. Thank you to the one nice lady in Andover and thank you Winchester A&E, please share your manners with the two Andover staff mentioned”

“The birth centre is lovely, midwives are great. Due to cutbacks I have found a lack of midwife appointments. Winchester Hospital was great, labour midwives were fantastic and very supportive. I would like to see the birth centre re-open full time day and night with more support for the midwives there”

“The outpatient and surgery appointments were very good. The staff were very kind and caring which made me feel comfortable and at ease. Unfortunately I had a bad experience at a blood test, the phlebotomist made me feel uncomfortable and lectured me which wasted time and there were lots of people waiting.”
Evidence

Healthwatch Hampshire have produced this report for the Care Quality Commission for their inspection of Hampshire Hospitals NHS Foundation Trust.

This report is available in larger print upon request

References


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