

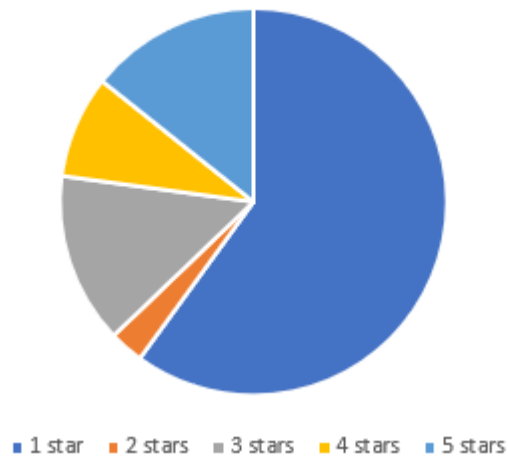
Feedback and experiences from the public

Mid Yorkshire Hospitals NHS Trust and Calderdale & Huddersfield NHS Foundation Trust

Jan 2021 - August 2021

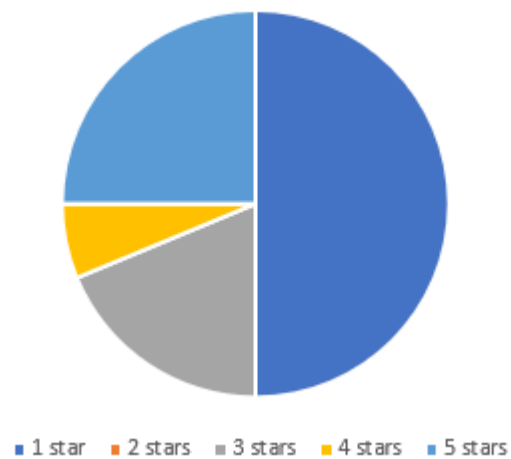
Overall

Kirklees Hospitals Star Rating



Mid Yorkshire

Mid Yorkshire Star Rating



#### Feedback themes

- Communication between professionals and patients/family members/carers/other services
- Concerns around delays to test/diagnostic results
- Staff praise

### What worked well

“Made my way up to A & E at DDH after the Pharmacist suggested I did for swollen hand after a cat bite/scratch. I was seen almost immediately and my injury checked. After finding out my allergies and prescribing antibiotics the nurse rang Pinderfields for further advice. I was told to collect medication from hospital pharmacy and go back to A & E take the meds and to collect letter for Pinderfields and then informed where to go (Gate 28C). The hospital felt safe and cleanliness was apparent there. With hindsight perhaps more urgency to refer or explain urgency to get to Pinderfields without the waiting about for the medication as when I arrived there the consultant said what have you been so long and put me on an IV drip of antibiotics immediately. The injury was far worse then. A long wait for a bed 4.30pm until 2am in the morning. An overnight stay later discharged home. Excellent service at Pinderfields on both Gates the consultant was fantastic and very knowledgeable. Discharged with information what to do if things change and where to go. excellent and both hospitals were very clean and felt covid safe and staff lovely. Advice from Pinderfields on washing all clothing from Hospital at 60 degrees on return home was good.”

“Follow-up appointment at DDH physio department to check how my injury was after discharge on Sunday 21st Feb. Great service, friendly helpful and knowledgeable. Gave information what to do if things changed and where to go. Really positive. No wait and quick follow up.”

“I’d like to specifically mention one member of staff who spoke to me twice in one day to update me fully on my grandads condition, the plans and what they would investigate or do once certain results came back. She empathised with how we were feeling and gave me the time to ask anything and did not make me feel rushed even though I know she was very busy. My grandad was looked after brilliantly and could not fault anyone. It’s reassuring considering how frightened he’d been about being in there alone.”

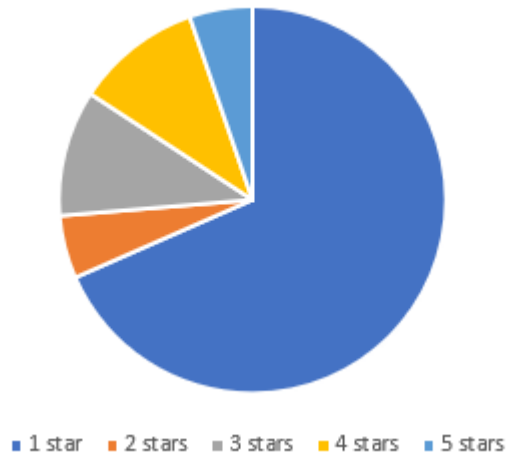
### What could have been better

“Elderly Asian relative treated with very little respect lack of care ward doesn’t answer your phone call despite trying multiple times. Both patient and relatives feeling vulnerable during this difficult time.”

“My grandad was admitted and stayed at gate 41 for 3 days. We were so worried as we couldn’t see him or speak with him so was relying on phone contact with nurses. There were some delays in the phones being answered but we do understand that. On being discharged my grandad said that on one occasion someone would not pour him a drink when he asked as they said they had seen him walk to the toilet. He’d only asked as he was shaking and worried about spilling.”

## Calderdale and Huddersfield

### Calderdale & Huddersfield Hospital Star Rating



#### Feedback themes

- Communication between professionals and public
- Requests for updates and information
- Friendly, approachable and knowledgeable staff

#### What worked well

“Low waiting time. Friendly and helpful nurse. Managed to get my blood very easily.”

“I was recently seen at the breast clinic where I had a number of procedures. Every member of staff I saw treated me with respect listened to my concerns and made me feel reassured. I cannot rate my experience more highly.”

#### What could have been better

The caller's wife phoned to ask if we could help. Her husband had been referred to neurology in August 2019 and had four cancelled appointments. the condition has worsened and his wife called to ask for help.

“I was checked in at Acre Mills at around 1.25pm. and was advised to take seat. Then waited, waited and waited until half an hour had passed and I had not even been called. I went to the desk and asked if they forgotten about me?? She said no I will remind them. Then they called me to tell me someone had messed up and I should have been in Calderdale Halifax. Even though my text said Acre Mills? I had taken 1/2 day off work UNPAID leave to do this and this.”