

(1) What data do you keep on Emergency General Surgery - particularly with reference to the transfer of these patients to Carlisle? Aspects that we would be interested in seeing include:

(a) Patient feedback (including the precise question(s) asked of patients in the survey).
(b) Information on the delays associated with transfer. We suggest that this is broken down into the phases of the process - something like:

- How long did it take to decide to transfer the patient?
- What is the delay between that decision and the patient starting the journey to Carlisle?
- The actual journey time?
- The time between arrival at CIC and being seen by a doctor on the ward?

North Cumbria University Hospitals NHS Trust

Survey of patients transferred between hospitals, December 2014

Summary

This is a summary of a postal survey sent out to 191 patients who were transferred between the two acute hospitals from August to November 2014.

In total, 49 patients responded, 26%.

Positive results

Overall, the results are good and in line with other survey results from the Trust for the national inpatient survey and local surveys.

- 85% of patients rated the experience of being transferred as excellent, very good or good.
- Following transfer 96% of patients rated their care at Cumberland Infirmary Carlisle as excellent, very good or good - this is a higher rating than the 92% West Cumberland patients have previously given in regular Patient Perspective monthly surveys.
- 87% rated their overall care at the Trust as excellent, very good or good.
- 98% of patients were given an explanation that they could understand of why they were to be transferred
- For 87% of patients a relative, friend or carer was informed of the transfer
- 100% of patients had confidence (definitely or to some extent) in the staff transporting them
- 77% found the journey comfortable
- Of the 25% of patients experiencing pain during the transfer, 94% stated that staff did all they could to control the pain (definitely or to some extent)
- On arrival at the hospital 83% did not have to wait to get to their bed on a ward

- 92% felt the care was well coordinated between the 2 hospitals (definitely or to some extent)

Room for improvement

There is room for improvement in specific areas:

- 77% of patient were not offered the chance for a relative, friend or carer to travel with them
- 30% of patients felt the transfer was delayed a little and 14% delayed a lot

Frequency Tables

Q1. Were you given an explanation of why you were to be transferred to another hospital?

		Frequency	Percent
Valid	Yes, and I could understand the explanation	48	98.0
	No, I was not given an explanation	1	2.0
	Total	49	100.0

Q2. Was a relative, friend or carer informed that you were to be transferred to another hospital?.

		Frequency	Percent
Valid	Yes	41	87.2
	No	6	12.8
	Total	47	100.0
Missing	No relatives, friend or carer were available	1	
	I did not want a relative, friend or carer to travel with me	1	
	Total	2	
Total		49	

Q3. Was a relative, friend or carer offered the chance to travel with you to the other hospital?

		Frequency	Percent
Valid	Yes	8	22.9
	No	27	77.1
	Total	35	100.0
Missing	No relatives, friend or carer were available	2	
	I did not want a relative, friend or carer to travel with me	11	
	System	1	
	Total	14	
Total		49	

Q4. Was the transfer to hospital on time, or was it delayed?

		Frequency	Percent
Valid	It was on time	24	55.8
	It was delayed a little	13	30.2
	It was delayed a lot	6	14.0
	Total	43	100.0
Missing	Don't know / Can't remember	4	
	System	2	
	Total	6	
Total		49	

Q5. How comfortable was the journey to the other hospital?

		Frequency	Percent
Valid	Very comfortable	20	42.6
	Fairly comfortable	16	34.0
	Not very comfortable	5	10.6
	Not at all comfortable	6	12.8
	Total	47	100.0
Missing	Don't know / Can't remember	1	
	System	1	
	Total	2	
Total		49	

Q6. Did you experience any pain during the journey?

		Frequency	Percent
Valid	Yes	12	24.5
	No	37	75.5
	Total	49	100.0

Q7. Did you think the staff did everything they could to control your pain?

		Frequency	Percent
Valid	Yes, definitely	15	83.3
	Yes, to some extent	2	11.1
	No	1	5.6
	Total	18	100.0
Missing	System	31	
Total		49	

Q8. Did you have confidence in trust in the staff that transported you?

		Frequency	Percent
Valid	Yes, definitely	42	89.4
	Yes, to some extent	5	10.6
	Total	47	100.0
Missing	System	2	
Total		49	

Q9. Overall how would you rate the experience of being transferred to another hospital?

		Frequency	Percent
Valid	Excellent	12	25.5
	Very good	19	40.4
	Good	9	19.1
	Fair	2	4.3
	Poor	5	10.6
	Total	47	100.0
Missing	System	2	
Total		49	

Q11. From the time you arrived at the hospital, did you feel you had to wait a long time to get to a bed on a ward?

		Frequency	Percent
Valid	Yes, definitely	6	12.8
	Yes, to some extent	2	4.3
	No	39	83.0
	Total	47	100.0
Missing	System	2	
Total		49	

Q12. Overall how would you rate care received at the next hospital?

		Frequency	Percent
Valid	Excellent	22	46.8
	Very good	16	34.0
	Good	7	14.9
	Fair	1	2.1
	Poor	1	2.1
	Total	47	100.0
Missing	System	2	
Total		49	

Q13. Was the care you received well-coordinated between the two hospitals?

		Frequency	Percent
Valid	Yes, definitely	29	61.7
	Yes, to some extent	14	29.8
	No	4	8.5
	Total	47	100.0
Missing	System	2	
Total		49	

Q14. What happened after you were discharged from this hospital?

		Frequency	Percent
Valid	I was transferred back to the original hospital	10	21.3
	I was discharged home	34	72.3
	Other	3	6.4
	Total	47	100.0
Missing	System	2	
Total		49	

Q15. Were you given an explanation of why you were to be transferred back to the original hospital?

		Frequency	Percent
Valid	Yes, and I could understand the explanation	9	81.8
	Yes, and I could NOT understand the explanation	1	9.1
	No, I was not given an explanation	1	9.1
	Total	11	100.0
Missing	System	38	
Total		49	

Q16. Was a relative, friend or carer informed that you were to be transferred back to the original hospital?

		Frequency	Percent
Valid	Yes	9	90.0
	No	1	10.0
	Total	10	100.0
Missing	No relatives, friend or carer were available	2	
	System	37	
	Total	39	
Total		49	

Q17. Was a relative, friend or carer offered the chance to travel with you back to the original hospital?

		Frequency	Percent
Valid	Yes	1	12.5
	No	7	87.5
	Total	8	100.0
Missing	No relatives, friend or carer were available	2	
	I did not want a relative, friend or carer to travel with me	1	
	System	38	
	Total	41	
Total		49	

Q18. Was the transfer back to the original hospital on time, or was it delayed?

		Frequency	Percent
Valid	It was on time	10	83.3
	It was delayed a lot	2	16.7
	Total	12	100.0
Missing	System	37	
Total		49	

Q19. How comfortable was the journey back to the other hospital?

		Frequency	Percent
Valid	Very comfortable	4	33.3
	Fairly comfortable	4	33.3
	Not very comfortable	3	25.0
	Not at all comfortable	1	8.3
	Total	12	100.0
Missing	System	37	
Total		49	

Q20. Did you experience any pain during the journey back to the original hospital?

		Frequency	Percent
Valid	Yes	2	16.7
	No	10	83.3
	Total	12	100.0
Missing	System	37	
Total		49	

Q21. Did you think the staff did everything they could to control your pain on the journey back to the original hospital?

	Frequency	Percent
Valid Yes, definitely	7	100.0
Missing System	42	
Total	49	

Q22. Did you have confidence in trust in the staff that transported you back to the original hospital?

	Frequency	Percent
Valid Yes, definitely	12	100.0
Missing System	37	
Total	49	

Q23. Overall how would you rate the experience of being transferred back to the original hospital?

	Frequency	Percent
Valid Excellent	4	36.4
Very good	4	36.4
Good	1	9.1
Poor	2	18.2
Total	11	100.0
Missing System	38	
Total	49	

Q24. Overall how would you rate the care provided by North Cumbria University Hospitals NHS Trust?

	Frequency	Percent
Valid Excellent	21	44.7
Very good	17	36.2
Good	3	6.4
Fair	6	12.8
Total	47	100.0
Missing System	2	
Total	49	

Free-text comments

Q10 Comments on transfer to another hospital

Q10_Anything Particularly Good?
Once I was transferred to the ambulance, the travel time to Carlisle was pretty quick.
The staff told me where we were.
A good crew.
I feel that everything that could be done, for my care and comfort, was done.
I was well attended by the ambulance crew.
Efficiency, speed and care regarding transfer.
Yes, I was taken by car hospital transport, came back by ambulance.
Yes
My husband took me.
From WCH to CI the 2 ambulance personnel were excellent. They made me comfortable and nothing was of any trouble. A credit to the NHS, thanks to them. Yes, the reason I had to be transferred, because there was no surgical cover at night-time at WCH. The consultant was concerned there might have been more bleeding.
I was made to feel comfortable and at ease with the paramedics concerned.
No, not really. Pointless exercise.
Friendly staff, made the journey go quick. Caring, kept asking if I was OK.
The ambulance staff were first rate! The delays started as soon as we arrived at Carlisle Hospital. Smooth, comfortable and professional. The two staff were very easy to like.
The staff were very helpful and couldn't do anything that was a fault. Staff fantastic.
Yes, I was getting nearer to getting my pacemaker inserted.
it was urgent and expedited. Staff nurses attended with me, which was very reassuring.
Friendly ambulance staff.
Q10_Anything could be Improved?

Q10_Anything Particularly Good?
A quicker time for transfer. Too long for ambulance to arrive after being told I had to go to Carlisle.
No need to be transferred to Carlisle. I should have been left at the West Cumberland Hospital.
Yes, I should have been treated at WCH.
Not in my case.
Not a thing.
No
Yes, a pity that I had to be moved to another hospital. Why can't angiography take place at WCH, as it used to be.
An ambulance be available and not to rely on a relative to transport me due to the length of time an ambulance would take to come.
Yes, this situation could have been avoided if there were more surgeons at WCH.
Why was I transferred to Carlisle then left for 2 days before operation when this could have been done at West Cumberland.
Left me in Whitehaven.
I waited 2 hours for an ambulance and the ambulance staff tried to get permission to take me directly to Carlisle but were not allowed. I was taken to WC hospital and transferred 2 hours later.
Waiting times very long.
Only the reception at the Cumberland Infirmary
Although the people doing it were OK, the ambulance was on contract and was old and cold. There were myself and nursing staff twiddling our thumbs waiting for the ambulance. My bed was required but we were all delayed.
Yes, the ride in the ambulance.
I had to wait 5 or 6 days for a vacancy but I suppose there is an explanation for this.

Q10_Any other comments
The people who make these decisions should make the journey themselves.
I would like to know why it was necessary to go to the next hospital at all.
Carlisle Hospital is 70 miles away from my home. My family have a 156 mile round trip to visit. Whitehaven is much nearer.
I was informed by the consultant on first visit I would need to be transferred to the Carlisle Heart Centre. He expected beds would be available in 5 days, in fact I went after 2 days. This meant I could inform my relatives and prepare myself. Ambulance rides can never be classed as comfortable.
Get the correct consultants at WCH. Stop trying to move services to Carlisle.
Nothing further to add.
Care in West Cumberland Hospital was excellent. I was only Carlisle for a day, but care was excellent too.
WCH is a preferable venue for many patients in West Cumbria.
What would have happened if my appendix had burst during the journey between 2:00-3:00am? The condition was a 60 minute journey early hours of the morning with no other traffic on the road.
I was taken to Whitehaven as an emergency as there was no beds at Carlisle.
Carlisle is not as clean as West Cumberland.
Pointless, had to listen to doctors arguing about us Whitehaven patients, pointless pain relief and sent home. I was disgusted with doctors talking about Whitehaven patients.
The delay at Carlisle was interminable. Arrived around 5pm, didn't get to ward until around 2 in the morning.
Whitehaven nursing couldn't have been more helpful and made me very comfortable for the journey.

Q25 Any further comments?

Q25 Anything particularly good?
I was transferred to Carlisle twice. On returning back to WCH I was transferred along with another patient via Penrith. On reaching the WCH I had to be put in isolation with C.Diff.
I waited for a lift from 11am to 8pm before the ambulance.
Was fairly quick and the patient had no complaints. He was comfortable and felt well looked after.
Nurses and doctors were excellent. Very helpful and caring.
To have to go to Carlisle for treatment is too far, especially in urgent cases.
The care and support I received from all staff was excellent.
Good going home
No I waited all day at the Cumberland Infirmary, who had agreed to transport me home.
I was transported twice by a relative to get me to the hospital quicker than awaiting an ambulance. Not a good experience when you are being taken for emergency operations. Quite scary when in severe pain. I did not find the communication between WCH and CI was good. I had to explain my condition over and over as the notes did not make things clear. I feel the situation would have been simpler if only one hospital was involved.
The treatment I received at both hospitals from doctors and nurses was excellent.
From being transferred onto coronary care at WCH, transferred to Carlisle and then being discharged, the care I received was excellent in every aspect. I have nothing but praise for all nursing staff and doctors.
Nothing at all.
Getting away from Carlisle Hospital.
As stated above, the transfer was not good at the destination, but good otherwise.
Very good staff and did everything to make me comfortable.
Got my op. done quickly.
Good caring, both staff and hospitals.

Q25 Anything could be improved

I shouldn't have been transferred back to WCH with this illness. CIC should have waited for yeast results before they discharged me to WCH.

Should have been treated at West Cumberland Hospital.

The only improvement I felt was necessary regards the facilities - the sink/toilet area and shower area at the heart unit were totally inadequate for patients staying over several days. No hanging, shelving, seating.

Treatment should have been available at WCH.

I was transferred home by a sitting ambulance, wearing thin pyjamas only with my dressing gown on top. After dark. The ambulance staff would not help me up the steps to my house (I am suffering from Heart Failure). A freezing cold evening, arrived 6pm. VERY POOR CARE.

Once transferred back to Carlisle I had an operation to remove several kidney stones. Unfortunately the equipment the consultant used was faulty and he was not able to continue my operation.

It takes too long to transfer to Carlisle.

Left in Whitehaven to be treated like a person.

Carlisle and Freeman communicating, especially Carlisle. They tried to give me the same op. [date removed] that I was transferred to the Freeman for. Very distressing.

Admission time was very slow (about one hour). Transfer to the ward was interminable.

Own transport.

Everyone seems to accept waiting for ambulances is 'normal'. Contractors, if they are going to be used, must get their timings better.

Q25 Any other comments
I was fortunate enough to have beds waiting at CIC and WCH on all occasions. Nursing care and doctors were very good at all times.
The patient is terminally ill so a relative who knew all the facts has filled this in.
New WCH hospital needs staffing to no transfers to Carlisle are needed.
Could find no fault whatsoever in care at either the West Cumberland or the North Cumberland or any transport needed.
I was later transferred to Newcastle where I am again going to [date removed] have my procedure completed.
I can only hope that existing services at both hospitals can be maintained and that all published criticism can be ignored by the nursing staff, as they definitely do not deserve it.
Leave West Cumberland Hospital to do it's own work, don't take funds from it.
Disgusted with Carlisle Hospital. I understand they don't want it but no need to talk/argue about it in front of patients.
Food at Carlisle was terrible and that's an understatement. Freeman was like eating at home. All medical staff were great, but some of the domestics at Carlisle were horrible, [names removed].
Otherwise the care at both hospital excellent. Great staff struggling with systems on the point of collapse!
Both myself and my wife have been treated with great respect in the last few years by the NHS. I applaud you all. Thank you. [signature removed]
Excellent care from both hospitals.
I was transferred to James Cook Hospital where I had a double heart bypass op., then after 6 days I was discharged to go home. But I had to find my own way home.
Considering the ages of the 2 hospitals, there was no noticeable difference in care. In fact, Whitehaven nurses were far more able to give time than Carlisle who seemed very understaffed and over worked.
The care and attention and treatment I have received at both hospitals has been second to none and we should be very proud of our hospital and staff.