

## Cardiology Services - Patient Report (Peterborough City Hospital - patient feedback)

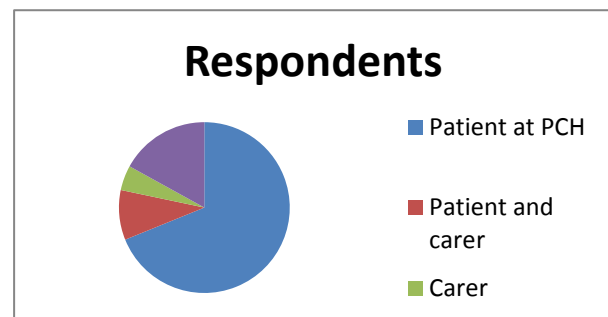
### Introduction

In February 2017, Healthwatch Peterborough surveyed people attending the cardiology department at Peterborough City Hospital to get patient and carer feedback on the planned move of Papworth Hospital to the Addenbrookes Hospital site in Spring 2018.

The survey (see **appendix 1**) was designed to establish whether there was patient demand for angioplasty and implementation of specialised pacemakers to be carried out at Peterborough City Hospital.

**106 forms were submitted anonymously**

Category of Respondent	Number
Patients at PCH	73
Both Patient and carer	10
Carer	5
Not disclosed	18



### Issues Considered

The questions focussed on the importance of five issues on a scale of not important; probably not important; probably important and very important: -

- Distance travelled for procedure
- Distance travelled for follow up care
- Waiting time for procedure
- Continuity of care
- Reputation of the hospital

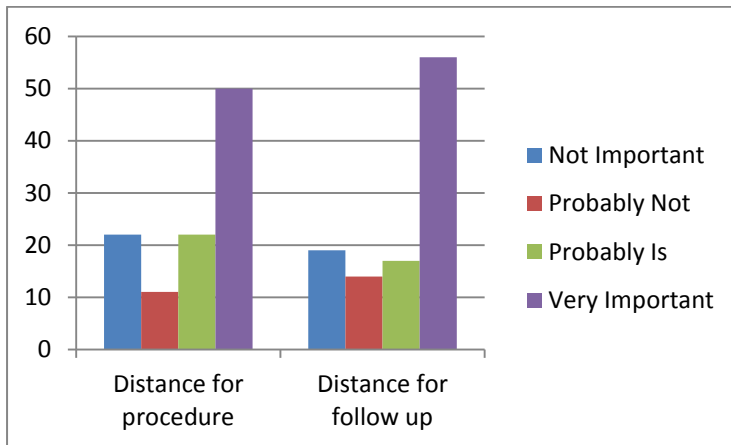
Finally, the survey asked whether there was a preference for where the procedure should be carried out:

- Papworth Hospital or
- Peterborough City Hospital.

## Analysis

### Distance

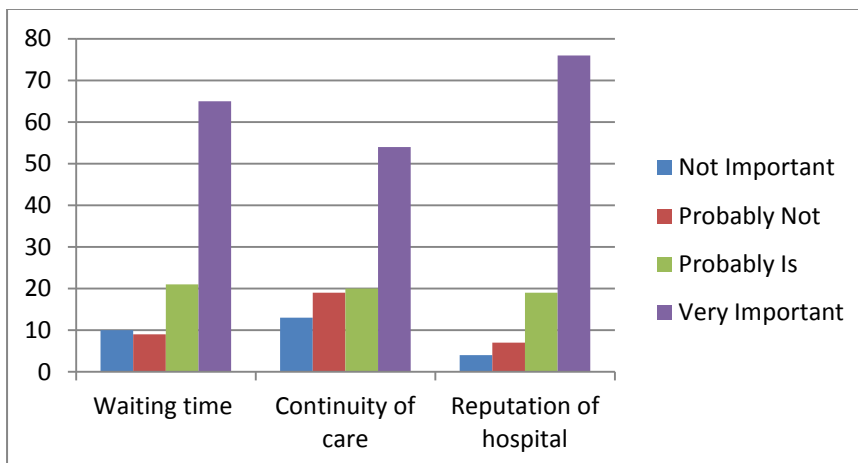
The distance patients/carers needed to travel for treatment, whether procedure or for follow up, was important for those who responded to the survey (figures are in actual numbers).



	Not Important	Probably Not	Probably Is	Very Important
Distance for procedure	22	11	22	50
Distance for follow up	19	14	17	56

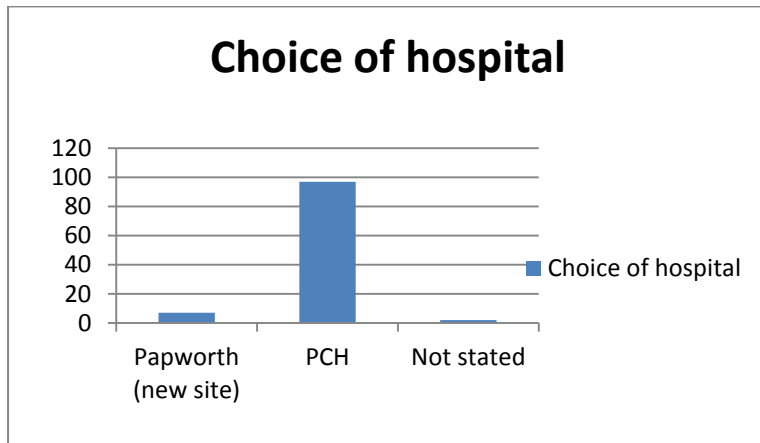
### Results for other non-distance areas

Issues around waiting times, continuity of care and reputation were valued highly by respondents. (figures are in actual numbers)



## Hospital preference

Patients/carers were asked to state their preference as to where they would like the procedure/s carried out between the new site for Papworth, and PCH. Overwhelmingly, at 92%, the choice was at PCH. Two respondents did not express a preference, but commented that they would expect excellent treatment wherever.



## Conclusion

Waiting time for procedure was important for 82% with 69% stating that this aspect was very important.

Having the same person carry out the procedure as provide before and after care was less of an issue with only 69% stating this was important, with just over half, 51%, stating that this aspect was very important.

The reputation of the hospital providing the procedure was seen as the most important issue with less than 10% stating that this was not important for them.

There is no significant relationship between the categories of respondents and their preference for provider

Finally, this survey categorically establishes that angioplasty and the implementation of specialised pacemakers is preferred to be carried out at Peterborough City Hospital by those people surveyed and who responded.

## Further/additional comments

A number of respondents included comments in the optional comment box. These were:

- Care is excellent at City Hospital
- (PCH) due to mum's disability and it's a struggle for her
- It would be more convenient to have this locally but I would like effective treatment please wherever
- Needs to be more accessible as we get let down with patient transport and we do not have our own
- Service at Peterborough - excellent
- Cardiac care ward very well run and informed what was going to happen, very pleased
- (PCH) staff is very good, not too far from my home
- Peterborough City Hospital is great
- Everyone doing a wonderful job
- Excellent service from PB
- I have received Papworth treatment in the past for mitral valve replacement which was excellent. Services run by Papworth doctors in Peterborough would be a good development
- I am a carer for my husband who suffers with Parkinson's - have to make arrangements for his care
- All care has been excellent
- Peterborough hospital much more convenient
- Service is excellent and efficient
- If both hospitals carried out the same procedure, then PCH
- Shame about the car parking (PCH)
- Difficulty getting to Cambridge and parking there
- PCH would be the choice depending on the quality of care, resources and waiting times
- Peterborough hospital much more convenient

**Appendix 1**

**Healthwatch Peterborough**

**Cardiac Procedures Survey - February 2017**

In Spring 2018, Papworth Hospital is moving to Cambridge (for more information go to: [www.papworthhospital.nhs.uk](http://www.papworthhospital.nhs.uk) or call PALS 01480 364896).

This move may increase the travel time for patients in Peterborough and south Lincolnshire who may usually access Papworth Hospital.

This survey is being carried out to get patient and carer feedback on this planned move of services and establish your thoughts on whether angioplasty (stenting) and implantation of cardiac defibrillators / specialised pacemakers should be carried out at Peterborough City Hospital.

Please answer questions below and place the FREEPOST envelope (if applicable).

All answers are completely anonymous and will be used only in conjunction with the provision of these cardiac procedures.

1. Are you receiving care from the Cardiology department? YES  NO

2. Do you care for a cardiology patient? YES  NO

3. **How important** is each of the following to you? Please place X in the box indicating the importance of each factor.

	Not important	Probably not	Probably is	Very important
The distance I have to travel for the procedure				
The distance I have to travel for follow up appointments after my procedure				
How long I have to wait for my procedure				
Whether the same person performs my procedure also provides before and after care				
The reputation of the hospital providing the procedure				

4. Where would you rather have the procedure carried out?

Papworth (new site)

Peterborough City Hospital

Please use the box below for any other comments you would like to make.