

PROUD

to
care

Care in Focus:

Royal Oldham Hospital Patient Experience Report

April 2025

Contents

About us	3
What we did	3
Survey Results	4 – 7
Demographics	8 – 9

About us

Healthwatch is the statutory body created to help improve local health and social care services and make sure they work for the people who use them. Healthwatch Oldham is the local independent champion for people who use health and social care services.

Our sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf, ensuring that those running services put people at the heart of care. We also provide information and advice to help you make the right decisions for your health and get the support you deserve.

Our main statutory functions as local Healthwatch are:

- To obtain the views of people about their needs and experience of local health and social care services
- To make reports and recommendations about how those services could or should be improved
- To promote and support the involvement of people in the monitoring, commissioning and provision of local health and social care services
- To provide information and advice to the public about accessing these services and the options available.

We represent the voice of local people on various health and social care forums, including the Integrated Care Board and the Health and Wellbeing Board. We're part of a national network that reports to Healthwatch England, NHS England and The Department of Health and Social Care on national health and social care trends.

What we did

Healthwatch Oldham has worked with Royal Oldham Hospital to facilitate three engagement events at various locations within the hospital, including the main building reception, J Block entrance & Lucy Pugh entrance/clinic area.

The purpose of these engagement events was to encourage patients visiting the hospital to complete a short questionnaire to understand their experiences of using Royal Oldham Hospital.

The Healthwatch Oldham team engaged with 63 people who all completed our survey; 6 of whom were inpatients, 34 were outpatients, 10 were staff members, and 13 were visitors. The survey results demonstrate both the positive experiences patients have had and their issues with Royal Oldham Hospital.

This includes the treatment and care provided, their experiences compared to other hospitals, and the cleanliness/hospitality of Royal Oldham Hospital.

Survey results

Q1. What ward or department did you attend?

- Lucy Pugh – 15
- A&E – 6
- Ward D – 1
- X-ray – 2
- Theatre – 1
- T4, T6, T7 – 3
- F2, F5, F7, F9, F12 – 9
- G1, G4 – 5
- Same day emergency care – 2
- Rowan department – 1
- Respiratory – 1
- Outpatient – 1
- Orthopaedic – 1
- Neurology – 1
- Maternity – 1
- Lung department – 1
- Labour ward – 1
- Gynaecology – 1
- Frailty service – 1
- Blood test – 2
- Blood infusion – 1
- CT scan – 2
- ENT – 5

Q2. How would you describe the treatment/care received on your visit?



Many respondents praised the care they received—highlighting excellent care (24%), compassionate staff (19%), and quick treatment (13%), with some describing the staff as friendly (11%) and supportive (8%). However, there were also recurring concerns about long waiting times (29%, especially in A&E), uncomfortable facilities (10%, such as chairs and cold environments), and disorganised systems (8%). A few responses were strongly negative, describing the care as “disastrous” or “rubbish,” while others noted that understaffing (6%) and frustrating delays (5%) might be contributing factors. Mixed feedback (6%) acknowledged good care but highlighted areas for improvement, such as better communication and more comfortable facilities.

"Long wait as expected in A&E, everyone did what they could. Chairs are not very comfortable."

"Frailty Unit – Great care I was provided with coffee and tea and felt safe and well looked after."

"My daughter aged 23 was in A&E for 15 hours on a trolley in pain."

"Fabulous treatment seen within 1/2 hour, all seemed very calm."

Q3. How does your care at Royal Oldham Hospital compare to your experience at other hospitals?

A word cloud representing patient feedback. The words are arranged in a circular pattern. The most prominent words are 'Great care' in large green letters at the bottom. Other words include 'Long waits' in large pink letters, 'Cramped spaces' in pink, 'Busy environment' in pink, 'Confused staff' in pink, 'Welcoming' in green, 'Low quality' in pink, 'Friendly staff' in green, 'Efficient' in green, 'Modern facilities' in green, 'Phenomenal care' in green, 'Poor signage' in pink, and 'Nightmare' in pink.

The most frequent positive feedback highlighted great care (13%), friendly staff (8%), and efficient service (5%), with some praising the hospital's modern facilities (6%) and welcoming environment (5%). However, clear criticisms emerged, particularly regarding long waits (10%) and cramped spaces (6%). Other concerns included a busy environment (5%), and poor signage (5%).

"I prefer Salford Royal Hospital because the layout is brilliant, making the wards easy to find. It also feels very modern."

"A&E at Oldham is very poor and there are long waiting times."

"Manchester Royal Hospital – phenomenal. Quality of staffing is amazing... at ROH, I'm constantly having to explain my conditions again."

Q4. Did you find the hospital to be welcoming, clean and well-maintained?



There were varying perceptions regarding the hospital's physical environment. Many respondents (29%) complimented newer or renovated areas, such as ward G4, as being spotless, bright, and welcoming, with some describing them as modern and outstanding. In contrast, several comments (19%) drew attention to older parts of the hospital that are tired, outdated, or poorly maintained. Common issues included uninviting entrances (19%), the persistent problem of smoking near the front door (19%), cramped waiting areas (10%), and inconsistent upkeep across different departments (6%).

"Yes, the new ward G4 is spotless, all very white all outstanding."

"The entrance isn't welcoming and the smoking at the door is awful."

"Room 12 on the Rowan dept., the door is unsafe and falling off, the shower needs a refurb..."

"Waiting area oppressive cramped and dull, noisy music."

Q4. Any other comments?



This open-ended section captures a wide range of additional observations. Many respondents (32%) used this opportunity to praise the excellent staff, highlighting their compassion, kindness, and dedication, with some suggesting that nurses deserve awards. On the other hand, logistical issues dominated the feedback, with parking difficulties (40%) being the most frequently mentioned problem, including challenges finding spaces, long walks from distant car parks, and the need for better drop-off areas. Other recurring themes include long waits (16%), poor communication (10%), and concerns about facility comfort, such as lack of wheelchairs (11%), cold or cramped spaces (6%), and poor-quality food (6%). A smaller number of respondents (5%) mentioned unclear directions and smoking at the entrance as additional frustrations.

"Parking impossible - I dropped off my wife and parked a good walk away..."

"Some of the nurses deserve awards for their level of care and compassion."

"The food is terrible not nourishing and cold..."

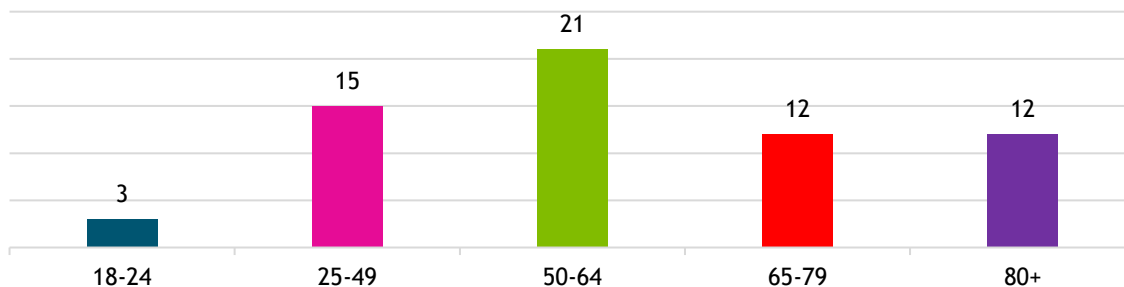
"Parking is a nightmare and I don't believe staff should have to pay."

"Parking is a nightmare. Hospital transport is so difficult we have had to call a taxi to get here today and pay £20 each way."

"I had to park double yellow lines in the car park, as there was no other option."

Demographics

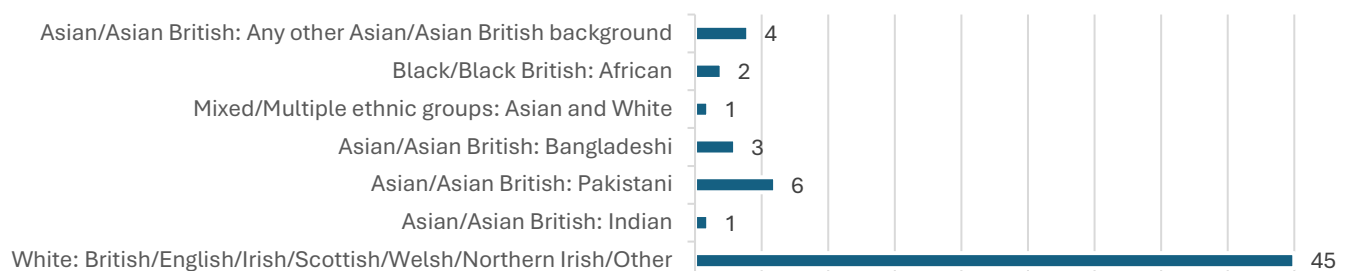
Age:



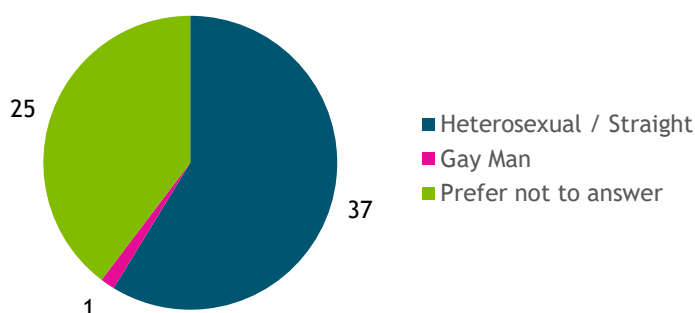
Gender:

54% (34) of respondents were female and 46% (29) were male. 5% (3) had a different gender identity at birth.

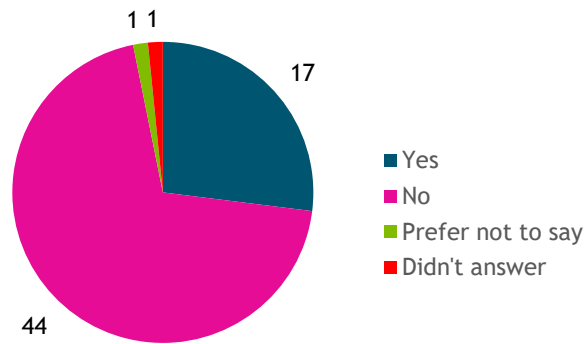
Ethnicity:



Sexual orientation:



Do you have a disability?



Where do you live?

Respondents mostly lived in Rochdale (13%), **Chadderton** (11%), **Royton** (10%), and **Oldham** (10%). Other areas included **Failsworth** (8%), Prestwich (8%), Littleborough (5%) and **Coldhurst** (5%). Smaller groups were reported from towns such as **Hathershaw**, **Hollinwood**, Birmingham, **Dobcross**, Middleton, **Saddleworth**, **Springhead**, **St. Mary's**, **Waterhead**, **Werneth**, Whitefield, and Tameside.

*Oldham borough areas in bold.

Healthwatch Oldham
Action Together CIO
Medtia Place
80 Union Street
Oldham
OL1 1DJ



www.healthwatcholdham.co.uk



0161 622 5700



info@healthwatcholdham.co.uk



/HealthwatchOldham



@HWOldham



@HealthwatchOldham