

Patient Experience Report

Compiled by Healthwatch Knowsley, for presentation to
NHS Knowsley CCG

healthwatch
Knowsley

healthwatch
St Helens

February 2014

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About Healthwatch Knowsley

Healthwatch gives people a powerful voice locally and nationally. Within the Borough Healthwatch Knowsley works to help our community to get the best out of their health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Healthwatch Knowsley is all about residents voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future

What is Healthwatch?

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of our community. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

What we do

Healthwatch Knowsley took over the role of Knowsley Local Involvement Network (LINK) and also represents the views of people who use services, carers and the public to the people who commission plan and provide services.. Healthwatch provides a signposting service for people who are unsure where to go for help and also a complaints advocacy service to support people who make a complaint about services. Healthwatch can also report concerns about the quality of health care to Healthwatch England, which can then recommend that the Care Quality Commission take action.

Our Mission Statement

Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to Health and Social Care Service Provision and Commissioning.

Our Values

- Community Led - determining priorities and programmes of work.
- Independent - with established systems of accountability to the wider community.
- Open - transparent and trusted
- Visible and Accessible - Ensuring there is clarity of our purpose and remit.
- Inclusive -Finding ways of working with the many different people and across our community.
- Listening - Every voice counts when it comes to the future of shaping health and social care.

- Learning Organisation - Seeking feedback from community members and stakeholders with a commitment to continuous service improvement.
- Excellence and Credibility - Using good quality intelligence and research

How this report was compiled

To effectively capture the views of community members in terms of the Health and Social Care services Healthwatch ensures that the following routes into community members are maintained.

- Community 'word of mouth' through existing community involvement avenues developed under Knowsley LINK.
- Roadshow activities
- Community Based Activities/Partner Events
- Working closely with existing networks in Knowsley
- Community Focus Groups
- Coffee Mornings
- Social Media including Facebook/Twitter and Website activities
- Healthwatch Information stands
- Call for evidence

Healthwatch Knowsley are committed to providing quarterly formal reports detailing the views captured from community members to commissioners, service providers, Healthwatch and the Care Quality Commission and specific interest groups such as the Quality Surveillance.

Currently Healthwatch Knowsley are using the Healthwatch England Hub to record anonymised patient and community based experiences. Using this database specific reports can be compiled providing information around a service area or trend raised by community members.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases unfortunately the person providing information can be reluctant to provide contact information as it is perceived that in doing so this may affect their future care. With this in mind it may be unclear if these comments have been duplicated via the hospitals own complaints system or PALS data.

Summary of Comments

During the period for which the report relates 106 comments have been collated, which contained a combination of positive and negative comments

The comments related to three specific areas

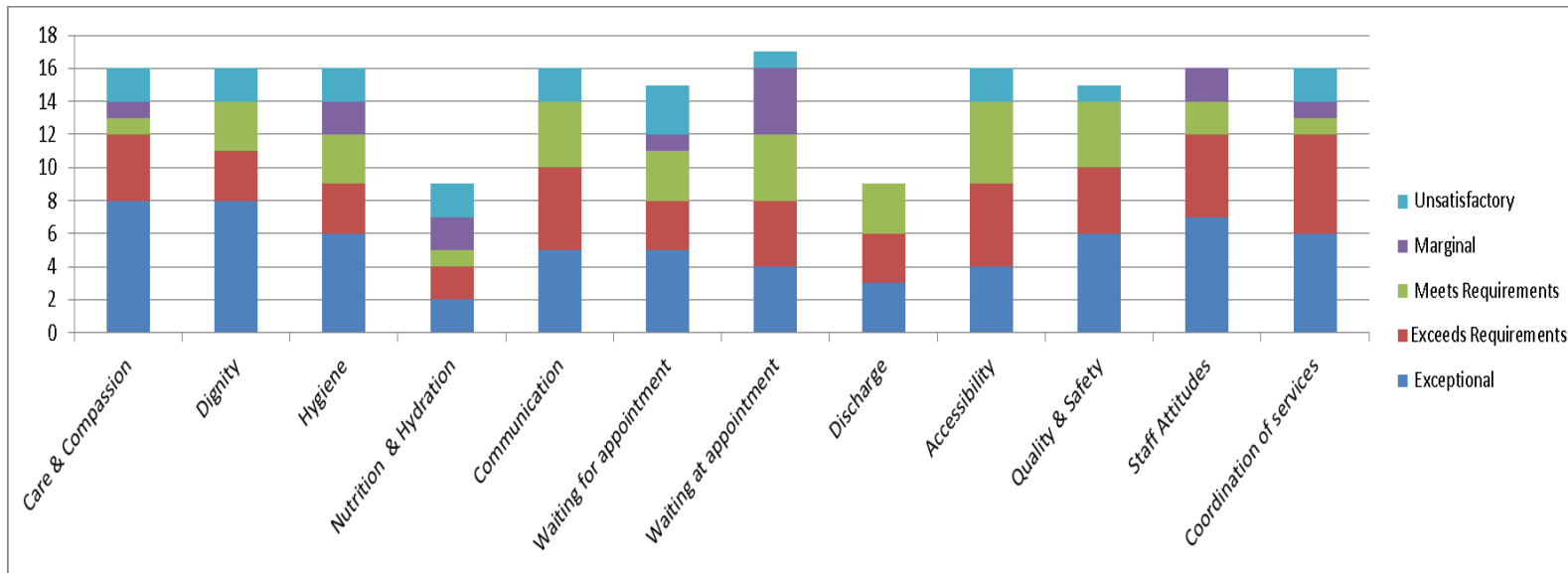
Work Area	Number
Accident and Emergency	18
After Care	1
Cancer Services	1
Inpatient Care	29
Mental Health	1
Ophthalmology	1
Orthopaedics	1
Outpatients	53
Urology	1
Total	106

Additionally for the purposes of this report Healthwatch Knowsley asked respondents to specifically score the hospital in the following areas¹:

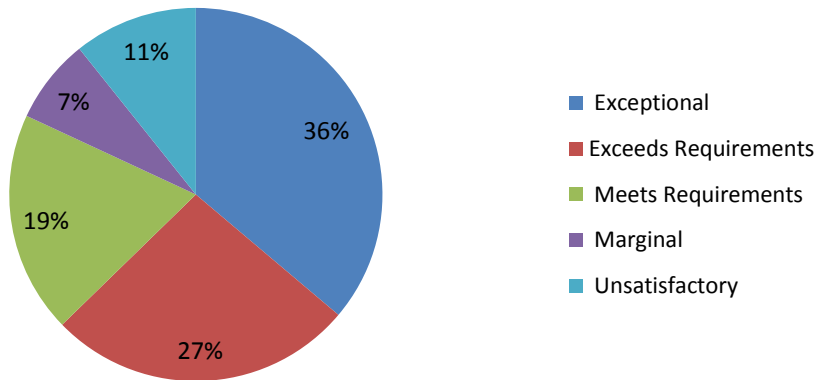
- Care & Compassion
- Dignity
- Hygiene
- Nutrition & Hydration
- Communication
- Waiting for appointment
- Waiting at appointment
- Discharge
- Accessibility
- Quality & Safety
- Staff Attitudes
- Coordination of services

¹ It should be noted that not all respondents completed the entire scoring sheet

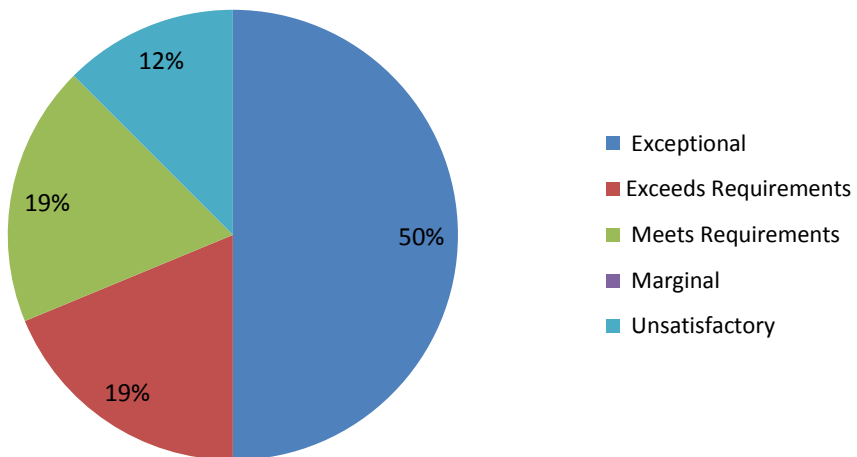
Hospital Scores



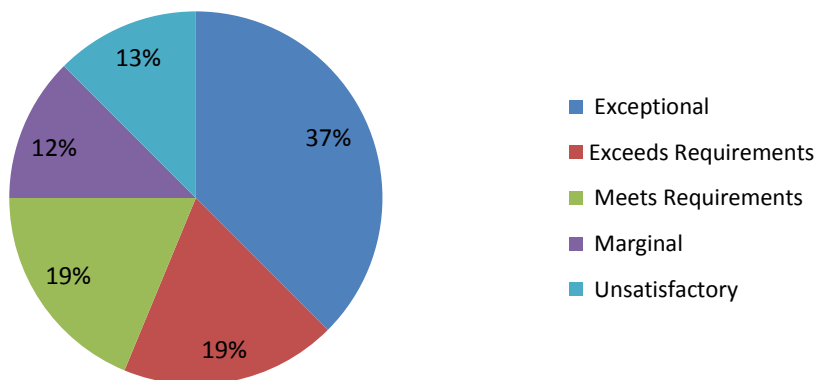
Overall



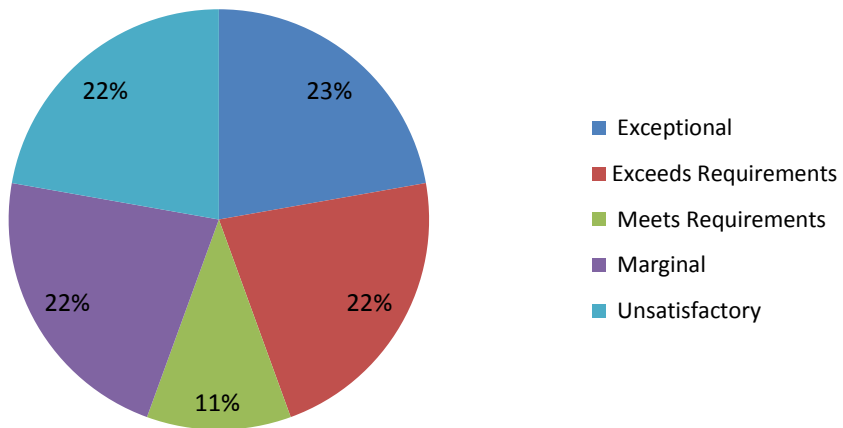
Dignity



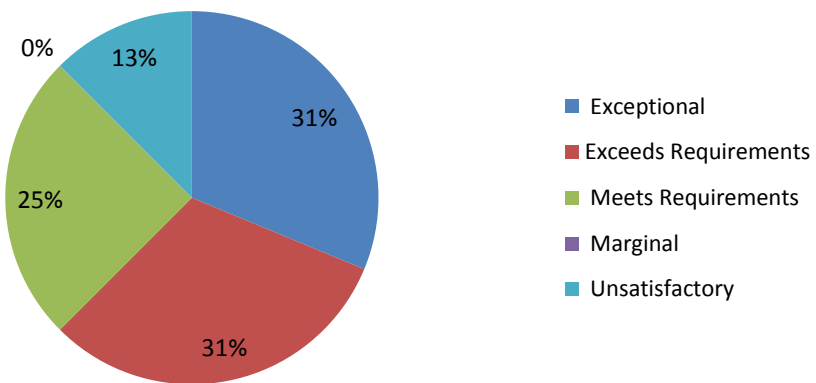
Hygiene



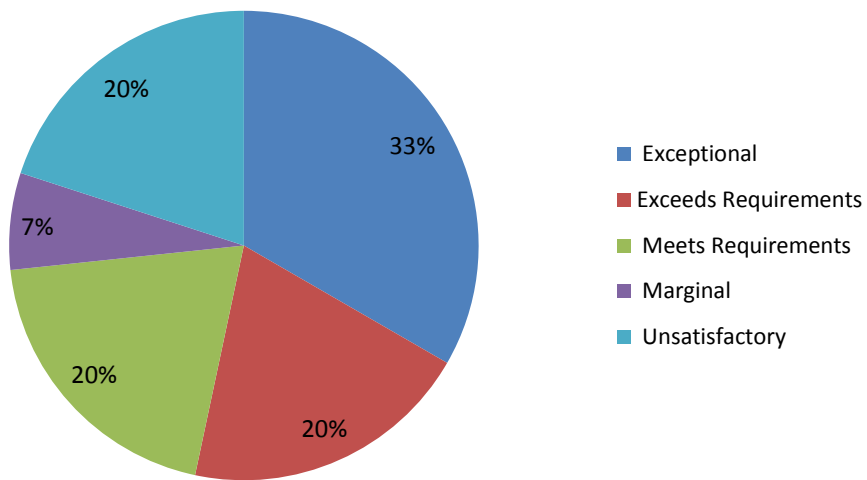
Nutrition & Hydration



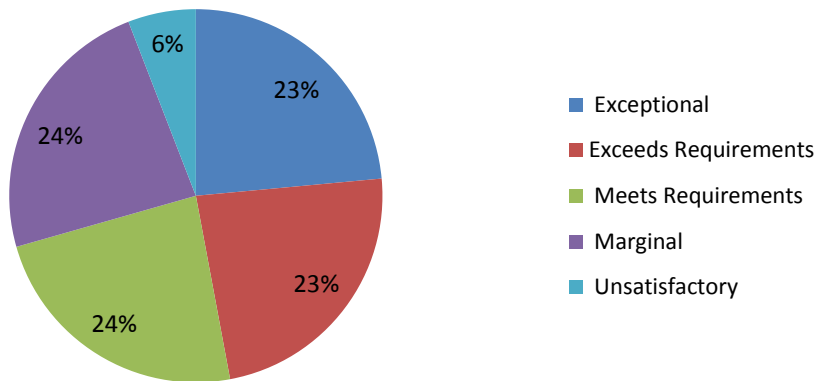
Communication



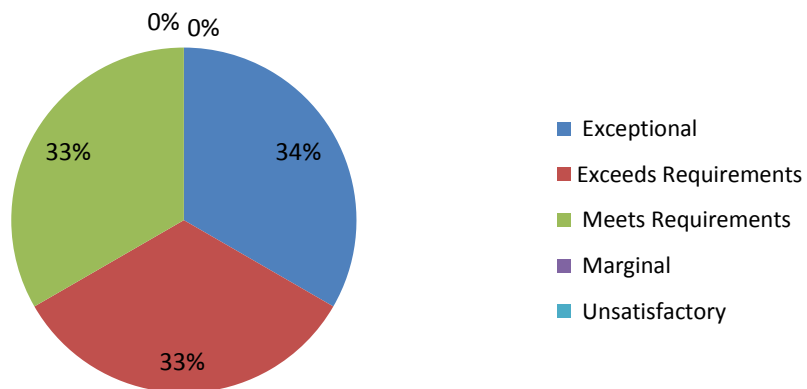
Waiting for appointment



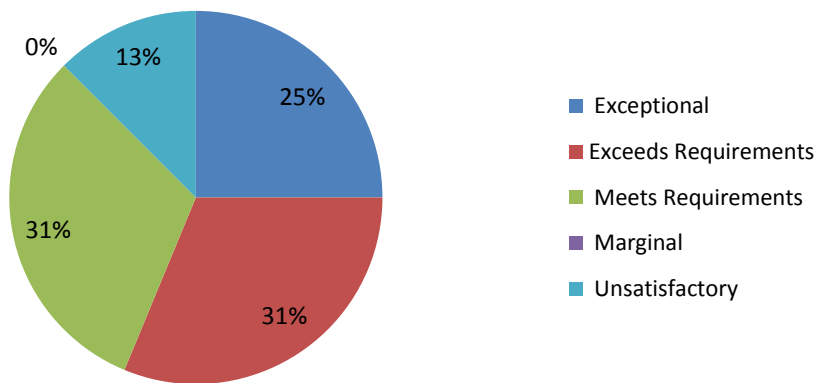
Waiting at appointment



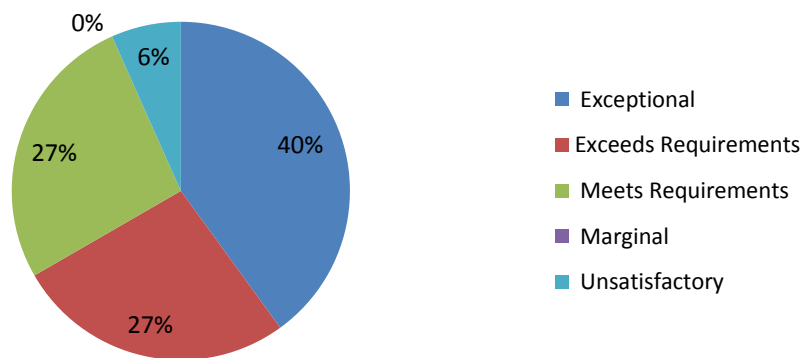
Discharge



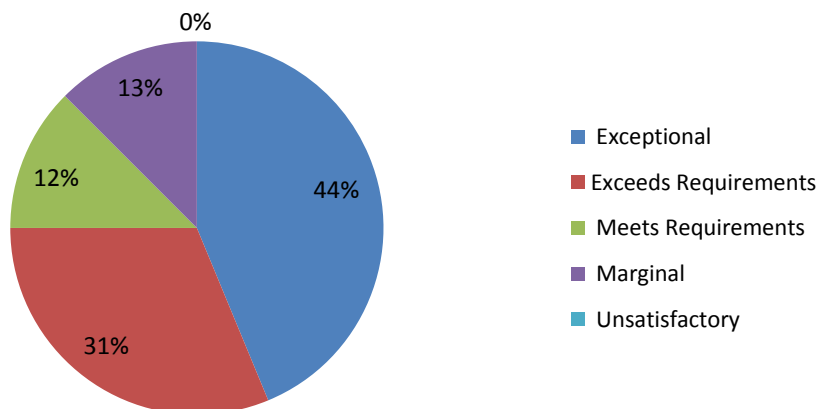
Accessibility



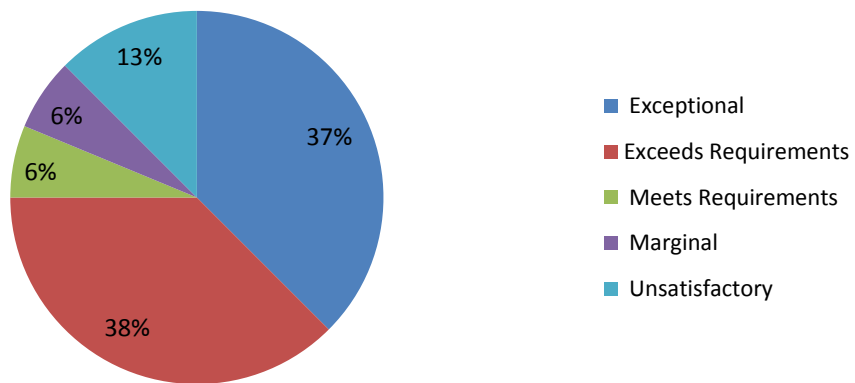
Quality & Safety



Staff Attitudes



Coordination of services



Good Practice

Healthwatch Knowsley are pleased to note the following areas of good practice

- Overall satisfaction levels with the Trust are currently good with 53% of respondents rating their visit wither Exceptional or Exceeding Requirements.
- 75% of people rated that staff attitude as Exceptional or Exceeding Requirements.
- It is also pleasing to note the number of people who comment on their satisfaction with the information they are provided with. This is an improvement from last quarter.
- The Trust is to be congratulation that of the 106 comments received 62% (66) were positive with only 21% (20) being negative. The remaining comments were of a mixed or neutral nature. The Quality of Treatment is commented on regularly in the positive comments, particularly for people using the Out Patients Departments.

Recommendations

- **A&E**

There are a high number of people reporting excessively long waits in the A&E Department. This is exacerbated by people reporting multiple visits because of inappropriate diagnosis or treatment when they attend. Finally there are also reports of people being discharged from A&E late at night with no support.

 - *Whilst we acknowledge that some progress has been made in this areas policies need to be put in place to ensure that patients that are in distress, severe pain or experiencing mental ill health are reassured and seen as quickly as possible.*
 - *Patients visiting A&E should be kept informed of the waiting time for treatment.*
 - *Adults at Risk should be supported to return home following their visit to A&E if the discharge is late at night.*

See comments: KNO10712, KNO3350, KNO3208, KNO14823, KNO3360

There are some concerning comments about the attitude of staff towards some patients. **Robust policies must be in place to ensure that patients, carers and other visitors are treated with respect, compassion and dignity**

See KNO5358, KNO7072, KNO10712, KNO1997, KNO3351, KNO3360, KNO14822, SH1, SH2

- **Medication**
 Patients are still reporting long waits between being told they can go home and being given their medication. **Healthwatch have been concerned about this ongoing problem and would request an up to date report on what steps are being taken to ensure delays are being minimised for patients**
See comments: KNO5744, KNO3255, KNO7089
- **Discharge**
 Patients are still reporting being discharged without the appropriate care package or information. **Healthwatch Knowsley are currently undertaking a review of discharge processes across the borough and will feed back their recommendations separately to this report**
See comments: KNO1985, KNO1975, KNO1996, KNO3208, KNO3660
- **Appointments**
 There are reports of people receiving notification of their appointments after the date. This causes unnecessary stress to the patient, increases waiting times and costs the hospital a lot of money. **Healthwatch requests an overview of the appointment booking system to further our understanding of how this happens, to enable us to make recommendations at a later date.**
See comments: KNO3339, KNO5544, SH3
- **Trust Data**
 Healthwatch strongly recommend that this report is viewed alongside the Trusts own Patient Experience and Friends and Family Data to ensure that the three sources of information are triangulated and acted upon

Outstanding Issues from Quarter Two Report

Healthwatch is concerned that no response has been received to our two previous reports and lists below the outstanding issues.

- **A procedure must be put in place to ensure that patients receive the correct information before during and after their treatment.** This is especially important when the person has additional communication support needs
See KNO851, KNO1876, KNO1646, KNO1716,

- There are still high levels of patients reporting either really good Quality of Treatment, or really poor Quality of Treatment. **Healthwatch to be kept updated with progress for accessing Patient Satisfaction via Friends and Family Test and other mechanisms.**
See KNO946, KNO1524, KNO0851, KNO1088,
- **The Trust must continue to work closely with Healthwatch on Equality Delivery Systems to ensure that all patients accessing the Trust receive a High Quality of Services**
See KNO946, KNO1524, KNO0851, KNO1088, KN01423,
- There are some concerning comments about the attitude of staff towards some patients. **Robust policies must be in place to ensure that patients, carers and other visitors are treated with respect, compassion and dignity**
See KNO851, KNO852, SH5
- There are still comments about there not being enough staff, this can lead to falls and misdiagnosis. **Steps must be put in place to ensure that there is adequate staffing to support patients needs at all times.**
See KNO1423, KNO670, KN1088, SH5
- **A system must be put in place to ensure that rooms are clean and tidy when a patient enters them.** It is unacceptable for a patient to encounter old blood or vomit
See Outstanding Issues

Outstanding Issues from Quarter One

- Many people are satisfied with the quality of treatment they receive, however waiting times remain an issue at the Trust, particularly in Accident and Emergency. Communication, between departments, with GPs and most especially with patients and carers remains worrying with nine people commenting on it

Emerging Trends across the Health Economy

These issues are not specific to the Trust but are being highlighted across the health economy

- There is a lack of communication between Trusts. This is particularly frustrating for people who have complex or enduring conditions that require

them to see more than one specialist team.

See KNO1648

- There are issues with delays to tests, particularly after falls, which is causing a delay in diagnosis and treatment

See KNO1088

- We are aware that the issue of access to deaf interpreters whilst in hospital for planned surgical procedures is an occasional problem across all Trusts, and St. Helens & Knowsley Trust have told us this is due to front-line staff being unaware of the correct procedures to book interpreters to be present when consultation with the patient is needed e.g. at 'ward rounds' and generally also that there is low awareness regarding how to communicate with deaf patients. This has been addressed by Annette Craghill with all staff teams in August 2013.

The issue has been picked up NHS England (Merseyside branch) for further development.

Appendix One - Knowsley Comments

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency Inpatient Care
Comments	I attended Whiston with Arthritis pains and I could not stand up. On the second day I called the nurse over as I felt something going down my leg. I had caught a stomach bug / infection, this came out of the blue so I think I caught it in hospital. I asked the staff where had I picked it up from and they avoided the question in a matter of fact way. I felt upset that I did not come in with this condition. I was in for 3 weeks and I was quite poorly. I had tubes all over me. I had a scan and was informed by the gynaecologist that they had found a cyst on my ovary, I was told that I may need a Hysterectomy. I then had another appointment with the consultant as they had found a blood clot, this was treated. When I rang them, I asked about the cyst on my ovary. I got an appointment to see the consultant. I had another scan and they said everything is fine, the cyst wasn't cancerous.
KNO10614	Access to Information Quality of treatment
Mixed	28-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	The time I spent in the hospital for a minor operation was excellent. I have no problems with the day. The appointment was another matter. The letter arrived the day after my first appointment and when I phoned I got passed from one person to another. It was eventually resolved but the waste of the first appointment could have been avoided. I have phoned the complaints department and hopefully this will not happen to anyone else.
KNO3339	Appointments Waiting times
Mixed	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
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Service Type	Accident and Emergency Inpatient Care
Comments	<p>I am a carer - First visit to A&E with daughter as she had breathing difficulties. She was seen straight away, treatment given but decided that she needed to stay in. I ward / bed about 5 hours from initial contact. During this time she had some treatment - very good. I stayed in with her for 5 days - staff very good.</p> <p>Second visit 2 months later, GP sent us to GP assessment unit (same illness). Waited around for hours before any treatment. Spent longer here with little contact with doctors than in A&E.</p> <p>When in hospital could have had any better facilities for the carer - a chair that belonged somewhere else and for 2 nights, I didn't get it until after midnight. Also on the day of discharge, why wait hours for medication, therefore not freeing up the bed.</p>
KNO5744	Building and Facilities Discharges Quality of treatment Waiting times
Mixed	01-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	<p>I was taken to Whiston hospital on 07/10/13 at 10pm by ambulance after an angina attack. I had an ECG and blood test then I saw the doctor. I was examined after an hour. The doctor said that there was some deterioration in ECG from my previous one in January. They kept me in so they could carry out a blood test to see whether I had had a heart attack. I was admitted to Coronary Care unit (Ward 1E) at 1.40am. The medical registrar explained what was going to happen. They put me in a female bay as they had no male beds, I had the curtains drawn until I was moved to a side room at approx. 2.30pm. In the ward there was no designated time / person for medicine rounds. I only had one lot of medicine whilst on the ward. I was told that the blood tests were negative and I could go home, this was approx. 2.30pm. I had to wait for the doctor to write my prescription and then for the pharmacy to dispense, I left at approx. 7.30pm. I had no problem with the care, just the protocols.</p>
KNO3255	Confidentiality/privacy

	Medicines Management Staffing Levels Waiting times
Mixed	14-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	I was admitted to surgery for a broken shoulder. I could not fault my care in hospital. The only drawback was waiting for medication. I was discharged at 11.30am no sign by 6.30pm. My daughter came the next morning for me.
KNO7089	Discharges Quality of treatment
Mixed	07-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I went for an operation to remove an ingrowing toenail. I arrived an hour and a half before my operation. The staff were relatively friendly. When waiting, they seemed to have a problem contacting the surgeon and there was a delay. The operation went well. I stayed afterwards to be checked by the surgeon to see if I was ready to go home. I stayed for lunch and the food was good. I was allowed to go home a couple of hours after the operation.
KNO2125	Discharges Waiting Times Food and Hydration Quality of treatment
Mixed	07-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	The nurse that I saw was friendly and listened to what I said. Overall a good experience as I got seen a lot quicker than I thought. I was disappointed that they had no tubigrip or bandage as I had sprained my

KNO2080	ankle and had to buy a support bandage from the pharmacy. The nurse did apologise about this. Equipment Quality of treatment Staff attitudes Waiting times
Mixed	04-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	Everyone was so nice. It made my stay easy for me. Everyone worked as a team. The only thing was, I wasn't eating very well at home or during my stay due to my medication. I asked if it was ok to just have a small amount of mash potato with gravy, I was told that they couldn't do that. I wasn't allowed home until I had eaten something so my daughter made it at home and brought it in for me. All this upset me.
KNO14824	Food and Hydration Quality of treatment
Mixed	17-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	Care was excellent. Staff great. Only problem, I waited 1 hour 30 minutes on cold floor for severely broke with dislocated ankle for ambulance. My operation was cancelled 4 times on my ankle.
KNO3348	Patient Transport Quality of treatment Waiting times
Mixed	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	I have recently had an operation at Whiston where I spent four nights. I never give full marks for anything as I feel there is always room for

	improvement. My stay was comfortable and all the staff were helpful and pleasant. I did notice cleaning staff who came daily with dry mops. They swept the floor but nothing was moved and they swept around everything including the locker and bin which stood in corners so I am sure there must have been dust left in the corners. This I found very disappointing and a possible point of future infection.
KNO10751	Quality of treatment Cleanliness of environment
Mixed	05-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients Urology
Comments	The consultant introduced himself, he was polite but abrupt. He was a little rough because as I am small I couldn't reach the machine and he pushed the back of my head and it hurt.
KNO5358	Quality of treatment Staff attitudes
Mixed	21-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	GP referral to hospital for x-ray. I got kept in. The whole stay (4-5 days) was on recovery ward as there were no beds on ward. They were waiting for the results of my MRI scans to rule out being transferred to Walton where I also had a bed through liaison of staff. I was fully informed of what was happening which made my stay tolerable. On my follow up clinic appointment my appointment was good and more or less to time.
KNO3341	Referrals Access to Information Appointments Suitability of environment Waiting times
Mixed	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	Really quick from GP to dermatologist and referred to Plastic Surgeon within 2 weeks. Excellent service, great to be treated so quickly. Always well looked after and great follow up care. I would have liked to have spoken to the Consultant, I saw different people each time.
KNO7358	Suitability of Staff Waiting Times Quality of treatment
Mixed	12-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I had an appointment with Dr Forsyth in September and had epidural injections in my spine. I waited a long time to get my appointment.
KNO5593	Waiting times
Mixed	29-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	My wife was attending Physio at Nutgrove villa and was receiving acupuncture. The lady treating her made an appointment for her to attend Whiston. My wife received an appointment from Whiston for 26th September. She received the appointment letter on 30th September. I called the hospital and explained what had happened. The lady made a new appointment for 31st October. My wife went for her next appointment at Nutgrove Villa and was told that she had missed her hospital appointment and was refused her treatment. I got back to Whiston and explained what had happened The lady said that she would talk to the physio. I spoke to her again and she explained that after a conversation with the physio they had decided with the specialist to cancel further treatment and cancelled the appointment for 31st October as there was no more they could do. She said that she would pass my wife's case to another specialist and they would send out another appointment which she is still waiting for.

KNO5544	Access to a Service Appointments
Negative	28-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients Radiography
Comments	I had an appointment with a consultant in St Helens to have an ultrasound, then a CT scan at Whiston Hospital. If I had not phoned my GP to find out my results, I still would not know as the hospital have not sent me the outcome of the CT scan.
KNO3175	Access to Information
Negative	09-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Communication particularly in sensitive issues-not caring -felt like just had to get on with it and do what they said. Issues about lack of information /staff attitude/felt rushed. Losing a baby and having to sit in a waiting room with expectant mothers and staff being uncaring, with an attitude, it was also the case that when she went into her appointment there was no knowledge by the member of staff to why she was there and was asked how far along in her pregnancy she was, this made a very emotional situation even more difficult and she felt that the hospital didn't accommodate for the sensitive situation.
KNO7072	Access to Information Dignity and Respect Quality of treatment Staff attitudes
Negative	07-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	After Care

Comments	A relative spent 5 weeks in hospital after a fractured leg. No communication with relatives from social services who implemented the patients move to a rehab care facility a distance from the patients and relatives home area.
KNO2116	Coordination of Services Access to Information
Negative	07-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	Wife went into hospital after she developed vomiting and weight loss. She was diagnosed with Gall stones but could not be operated on as her gall bladder was inflamed. She stayed in hospital for approximately 7 days until her gall bladder was no longer inflamed but they would not carry out the operation. She was told that they would do the operation as soon as possible. At her pre-op, she was asked how far she could walk, she explained that she had an irregular heart beat and angina and could only walk on the flat. She was told that she was first on the list for her operation but waited until 3.45pm when she had to walk to theatre, this caused her to become really tired. The operation did not go ahead as her heart rate was too high. She was told that she would have to be referred to a heart specialist (she was diagnosed with a heart condition at Whiston in 2009). She waited 3 weeks to see a heart specialist and another month before she had her operation which was cancelled twice.
KNO5427	Coordination of Services Appointments Quality of treatment Waiting times
Negative	22-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency Inpatient Care
Comments	I went to A&E on boxing day because I was in severe pain. They said it was probably because I had been drinking. I went to the doctors at The Bluebell Centre. They sent me back to A&E. I had an operation on my

	appendix that night. I was discharged on New Years Day.
KNO10712	Diagnostics
Negative	05-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I went into hospital to have a camera put down my throat. I was screaming for the doctor to take the camera out but he carried on. I had a really bad time with the pain and then I was placed in recovery. The doctors approach was not nice. I asked if I could be put to sleep, this was not followed as I was awake during the procedure.
KNO1997	Dignity and Respect Patient Choice Quality of treatment Staff attitudes
Negative	02-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency
Comments	After waiting 12 hours for an ambulance, I arrived at Whiston at 9pm and was discharged at 1am, I was given crutches and sent home with no money, no bag and in my pyjamas. I had to get a taxi home.
KNO1985	Discharges
Negative	02-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Cancer Services Care at Home Community Nursing
Comments	I've had bowel cancer. When the doctor told me that I had bowel cancer, I was referred to a macmillan nurse. I never saw a nurse either before my operation or after. No support was put in place. The other nurses were great. I have put in a complaint with St Helens.

KNO1975	Discharges Quality of treatment
Negative	02-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	I attended Whiston Hospital with gall stones in my kidney and they discharged me even though the doctor advised me to stay on for 3 days. I was feeling ill, sickness, blood on sheets. I was sent home after 1 day, there was no follow on care. I had to ask my neighbour to go shopping for me as I couldn't walk.
KNO1996	Discharges
Negative	02-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency Inpatient Care
Comments	I was admitted to Whiston A&E on 2nd April 2013. I was left standing for 8 hours because of my injury I was unable to sit. The reception staff were made aware several times by my family but didn't do anything about it. When I was finally attended to, the doctors discovered I had fractured my spine in 2 places. My experience has left me with a dread of going into hospital. Hopefully I will die in my own bed in my own home. The food was inedible.
KNO3350	Food and Hydration Quality of treatment Waiting times
Negative	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency
Comments	Whiston is a joke. I was forced to wait 3 hours in a packed waiting room when I had told staff how unwell I was. Reception staff wouldn't even ring for a taxi to take me home.

KNO5359	Patient Transport Waiting times
Negative	21-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	I attended Whiston as I had an abscess in my bottom that was quite big and needed draining. Hospital gave me antibiotics. I was in pain all night. I rang the GP the next day and they gave me an appointment that was for the next day. I could not wait 48 hours so I went back to Whiston. They prescribed me with antibiotics and kept me in to have it drained. My operation was then cancelled. I was given a sandwich. I was left waiting for so many hours, I was really hungry and wanted a drink. I was promised food but never got any, I had to go to the garage. My abscess burst, I pressed the buzzer and no-one came. My partner had to get a nurse. I was left for 20 minutes before a nurse came and said that a doctor would be down soon. I never got the results from my MRSA test. I was discharged at 9pm and would need to get 2 buses, eventually they got me a taxi. They gave me no help putting my shoes on. I did complain but this made the situation worse. I went home and drank a bottle of vodka.
KNO3208	Patient Transport Access to Information Discharges Waiting Times Food and Hydration Quality of treatment
Negative	10-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency
Comments	My wife was taken by ambulance to Whiston hospital A&E. She was there for about 5 hours. She was left in the corridor for about an hour as the A&E was very busy with about 8 people on trolleys. After various tests, blood and heart they said they needed to do a urine test. No one came near. After about 2.5 hours I asked what was happening, only to be told they thought it had been done. The doctor said I will prescribe you some medication. My wife asked about the urine test, the reply was

	"oh has this not been done yet?". The test was done after another 30 minutes. She was given a prescription. The pharmacy could not give the medication as they could not read the doctors name and did not have the medication. They could not change the medication without seeing the doctor. No-one knew who the signature belonged to. We went back to the base and no one knew which doctor had signed the prescription. The doctor who signed the prescription was finally tracked down.
KNO14823	Prescriptions Waiting times
Negative	17-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency Inpatient Care
Comments	I was in a side room and had precious family items stolen while I slept, so it was a very distressing time in hospital and since.
KNO5521	Safety of Care and Treatment
Negative	28-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	I had not visited anyone in the new Whiston hospital. On eventually finding the ward, I had to press a button to allow the door to open. When nothing happened, I pressed it again. I kept saying hello but no-one answered. I kept pressing the button and speaking. Eventually someone asked what I wanted and the door was opened. Once inside, I was rebuked by a nurse who told me not to keep pressing the button as they were busy. I was taken aback and felt like a naughty child being told off. I was new to the system and unsure as to how it worked. I didn't mind being put straight and I realise staff may be busy but it was the way I was spoken to in front of someone else (another visitor) which upset me. Young people should realise what is easy for them can be quite daunting for older people. who find modern gadgets more difficult to master.
KNO3351	Staff attitudes
Negative	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency
Comments	I have a personality disorder. My care co-ordinator asked for the crisis team to come out to Marston Gardens, they only spoke to staff who were advised to send me to A&E. I arrived at A&E and waited 4 hours then I was sent to a room with an open door, everyone was looking at me. I was told the same thing every 20 minutes - "someone will see you soon". I ended up waiting 14 hours. The GP on duty puts you at the bottom of the pile. I had suicidal thoughts. I eventually got to see a doctor but ended up walking out in the end.
KNO3360	Suitability of environment Waiting times
Negative	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	Not able to sleep at night due to a patient with a mental disability being in the same ward. I did not sleep due to worrying about her walking around nearly all night disturbing everybody.
KNO5594	Suitability of environment
Negative	29-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	Whilst visiting my grandma in Whiston hospital, ward 5A, another elderly patient in the adjacent bed was in desperate need for the toilet and pressed her buzzer. She was waiting for 20 minutes and started to get upset. I was conscious that the ward did not seem very busy and whilst she was buzzing for a nurse the staff nurse was outside her room talking to another relative - effectively ignoring the buzzer. I went out and told her that the woman needed her help and within 1-2 minutes a nurse came to help her. I was annoyed that the woman had to wait so long even though she used the nurse call system.

KNO14822	Waiting Times Quality of treatment
Negative	17-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I attended Whiston for a brain scan through having a stroke and falls. It took a while to get the results. When the scan finished I was told to get up and when I sat up, I was told to get down. I got hold of the operators arm, the one who did the machines shoved me off her. I had been on my back for 30 minutes and I was dizzy. I could have fell off the table. When I told the GP, he said that they are only technicians and have not got feelings like nurses.
KNO8344	Waiting Times Quality of treatment
Negative	13-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Need to sort out waiting times for clinics, you wait hours and I don't know why. Maybe a number on a ticket would help. If you are number 40 and number 6 is on the list then you can go for a coffee.
KNO3206	Waiting times
Negative	10-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I got referred to Whiston in August. I seen the surgeon - I need a knee replacement. They gave me a number to ring to book in, the lady said that the surgeon was very busy and they will ring me and give me 3 weeks notice. I have heard nothing for weeks.
KNO10605	Waiting times
Negative	27-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Very Positive! Didn't have to wait - staff very efficient and reassuring. Explained the procedure clearly and what would happen regarding results and any follow up.
KNO2189	Access to a Service Access to Information Discharges Waiting times
Positive	09-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency Outpatients
Comments	I've visited Whiston Hospital twice recently. On the first visit, in June, I attended as a day patient to have the battery in my pacemaker changed. The ward was sparkling clean. The staff were friendly, kind and efficient and the post op care was excellent. The second visit in July was to accident and emergency. I had a fall and my face was badly bruised. The nurse on duty checked that I hadn't suffered a serious head injury and gave me a booklet of advice,
KNO3349	Access to Information Quality of treatment Staff attitudes Cleanliness of environment
Positive	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	At each visit I was treated with respect and courtesy and attended to even before my appointment time. The anxiety I felt prior to my visit was soon dispelled which brought my blood pressure down as a result. Very soon I am to be admitted to Broadgreen hospital and have no qualms or concerns at all regarding the admission being fully informed by the medical staff so far encountered.

KNO3358	Access to Information Quality of treatment Waiting times
Positive	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	I was taken in with a suspected stroke. It turned out to be an extreme panic attack. I stayed in for 6 days. I had a scan plus lots of tests, very thorough, kindly explained. Food wholesome. Staff kind, ward clean enough. On the whole not a bad experience.
KNO3346	Access to Information Food and Hydration Quality of treatment Staff attitudes Cleanliness of environment
Positive	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	I went on the Gynae ward, everyone was fantastic, nothing was too much trouble from the kitchen staff to the surgeon. I was kept informed about what was happening and what was going to happen. Meals were 5 star. Staff made time to listen to any worries that I had. It was a very pleasant stay. The hospital was so clean and Mrs Langton was down to earth and explained what was going to happen in terms that I understood. I would highly recommend this hospital to everyone.
KNO3269	Access to Information Food and Hydration Quality of treatment Staff attitudes Cleanliness of environment
Positive	14-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
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Service Type	Outpatients
Comments	I have been an outpatient at 4 different hospitals during the last 12 months and have been treated with the utmost courtesy. Each and every one of the staff I came in contact with were friendly and polite. The treatments I received were communicated to me in a friendly manner. Considering the work pressures put upon NHS staff because of the cutbacks, at this stage of my visits, I cannot say anything untoward about my visits as a patient.
KNO5360	Access to Information Quality of treatment
Positive	21-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients Urology
Comments	Whiston Urology Department - I did not wait too long before seeing the doctor. He was polite and introduced himself. He explained which tests he wanted and examined me. He also gave me some hints which may help my problem. He asked me to come back in 6 weeks after the tests.
KNO5357	Access to Information Quality of treatment Staff attitudes
Positive	21-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients Radiography
Comments	I arrived early and went straight in. The investigation was an intimate one. I was put at ease and told exactly what would happen. They were patient when I had to turn different ways which was difficult for me.
KNO5633	Access to Information Quality of treatment Waiting times
Positive	30-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients Urology
Comments	I was given clear instructions about my procedure The details were easy to understand and included a diagram. I did not wait at all as my name was called on arrival. The staff nurse and the other nurse were friendly and made every effort to put me at ease. This was very important as it was a very intimate procedure. I was very impressed with their manner and efficiency. The staff discussed the results and were able to tell me that I was clear.
KNO5634	Access to Information Quality of treatment Waiting times
Positive	30-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I visited the endoscope department for an examination. This resulted in an excellent customer experience from booking in, consultation and examination itself. Was kept informed and well looked after at every step in the procedure. The results of the examination were delivered in a precise and concise positive manner, Excelled in my expectations.
KNO4207	Access to Information Quality of treatment
Positive	17-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Following surgery at Liverpool Heart and Chest Hospital for the removal of a tumour from my left lung, I have my out patient check ups at Whiston. The staff are caring and the doctors explain things to me so I can understand if I need to ask any questions.
KNO4223	Access to Information

	Quality of treatment
Positive	17-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	The staff at reception were most helpful. Porters very kind and helpful. Dr's and nurses very kind and understanding, they explained everything and made sure I heard what was being told because I am deaf.
KNO5365	Access to Information Quality of treatment Staff attitudes
Positive	21-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Audiology at St Helens - Hearing aid test. 3 appointments, on time, excellent service, explanation etc. Highly recommended.
KNO6968	Access to Information Waiting times
Positive	06-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	My appointment was punctual and my treatment was explained to me.
KNO10737	Access to Information Appointments Waiting times
Positive	05-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Very good, most appointments were on time.

KNO5370	Appointments Waiting times
Positive	21-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Urology
Comments	Follow up appointment for urology at Whiston - on time.
KNO6969	Appointments Waiting times
Positive	06-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency Inpatient Care
Comments	Admitted to Whiston A&E with chest pains. Following initial assessment I was transferred to Coronary Care Unit. I had various tests including an Angiogram. Facilities and staff were exceptional. I was then transferred to Liverpool Heart and Chest for further treatment. Angiogram confirmed need for bypass operation. This was successfully carried out on November 4th and I was discharged on November 10th. During my stay, the staff were fantastic. Facilities and food were excellent.
KNO9488	Building and Facilities Food and Hydration Quality of treatment
Positive	21-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	Very impressed with Whiston Hospital. Beautiful facilities and lovely staff. Now if every NHS hospital was like this that would be great. If all hospitals were like this, there would be no need for private hospitals. The hospital is clean and my friend feels well taken care of.

KNO8336	Building and Facilities Quality of treatment Cleanliness of environment
Positive	13-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I visited St Helens hospital with my daughter who had an outpatient appointment and found the hospital excellent. The receptionist was friendly and helpful. The waiting time was minimal and when we had the consultation with the specialist, Dr Cremer, he provided a very clear diagnosis and treatment while he provided a detailed overview of the condition and its management. The staff and hospital were very professional, helpful and friendly. The hospital was also very bright and clean. we had an evening appointment and did not have any car parking charges which was a very welcome bonus.
KNO3203	Car Parking Diagnostics Access to Information Quality of treatment Staff attitudes Cleanliness of environment Waiting times
Positive	09-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I was referred by my GP for a chest x-ray. I did not have an appointment but went to St Helens immediately. On arrival I handed my form to reception and was asked to take a seat. within 5 minutes I was taken for an x-ray and within 15 minutes I was heading home. No charge for parking. I was delighted with the service.
KNO3347	Car Parking Waiting times
Positive	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
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Service Type	Outpatients
Comments	I attended Whiston with my mum who is disabled and has bad feet. There is always disabled parking available. The longest we have waited from walking through the door is 20 minutes - no wait. We were expecting to wait half a day.
KNO10594	Car Parking Waiting Times
Positive	27-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I went for an ECG approximately 18 months ago at Whiston hospital. I arrived 10 minutes early. I did not wait long to go for the ECG. I was treated with dignity and respect by the receptionist and person doing the ECG.
KNO3342	Dignity and Respect Waiting times
Positive	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	Whiston hospital is great to do volunteer work in, I do 5B.
KNO5368	Equality Involvement and Engagement
Positive	21-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	The environment is clean and well kept. It recently had a refurbishment which makes the whole unit a lot more welcoming. Staff are fully committed to providing individual care, showing respect and dignity as well as embracing diversity.

KNO9521	Equality Dignity and Respect Quality of treatment Cleanliness of environment
Positive	22-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency
Comments	I arrived at Whiston hypo and angry. They kept me there until the next day. The staff were very friendly, they communicated well and sorted the problems that I was having. I waited in the waiting room, they told me if I left they would have to call the police. I was ok with this and it calmed me down. They gave me sandwiches and breakfast, this was nice. I can't remember a lot more about it.
KNO2126	Food and Hydration Quality of treatment Staff attitudes
Positive	07-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Ophthalmology Outpatients
Comments	Firstly, I would like to praise the provision of the shuttle bus which travels between Whiston Hospital (5 minutes walk from my home) to St Helens. I attended the eye clinic for laser surgery and was very pleased with the care and attention I received. I appreciate that sometimes the waiting time is long but I know that this cannot be avoided.
KNO5420	Patient Transport Quality of treatment Waiting times
Positive	22-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
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Service Type	Outpatients
Comments	Firstly, may I praise the services of the shuttle bus from Whiston Hospital to St Helens and return. It is quick, regular - every 20 minutes and handy.
KNO9512	Patient Transport
Positive	22-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency
Comments	Dr sent me to A&E at Whiston Hospital. I was seen by a triage nurse within 15 minutes then examined and given diagnosis in 10 minutes. My prescription was given and dispensed in 10 minutes. Very good service.
KNO1987	Quality of treatment Waiting times
Positive	02-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency
Comments	I attended the A&E department as a result of dangerously high blood pressure. I spent 5 hours in the cubicle having tests for ECG, bloods, urine and monitoring blood pressure. I was well looked after - a thorough service with urgent attention.
KNO4208	Quality of treatment
Positive	17-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency
Comments	I cannot find any fault with Whiston Hospital, I was treated very well by all staff.
KNO1992	Quality of treatment
Positive	02-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
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Service Type	Accident and Emergency
Comments	Whiston Hospital - Great service, not long waiting, staff very friendly.
KNO1980	Quality of treatment Staff attitudes Waiting times
Positive	02-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency
Comments	I collapsed whilst working in a house in St Helens. The customer phoned an ambulance and I was taken into hospital. All staff were very nice and helpful.
KNO10710	Quality of treatment
Positive	05-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Accident and Emergency Inpatient Care Physiotherapy
Comments	My sister had a fall in the care home - no-one came out, the staff at the care home put her to bed. She had a broken hip, they did not know until the next day when she had an x-ray. She has had 2 pins put in her hip. She has been treated very well. The staff are very polite and the hospital is clean. She did not have to wait long. She is having Physiotherapy - she can't go back to the care home. She is still in hospital. Social services are working on getting her into another care home. She is waiting for a place.
KNO9441	Quality of treatment Staff attitudes Cleanliness of environment
Positive	20-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
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Service Type	Inpatient Care
Comments	Good patient care , clean and bright.
KNO3345	Quality of treatment Cleanliness of environment Suitability of environment
Positive	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	As an inpatient, I received good individualised care in a safe and modern environment.
KNO10754	Quality of treatment Suitability of environment
Positive	05-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	I have no complaints regarding Whiston Hospital, I have never had a problem. Every time I have been there I have always been treated well.
KNO1990	Quality of treatment
Positive	02-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	Feeling really ill, I went to Nutgrove Villa. The nurses put me with my husband in a taxi. I spent six days in hospital which was first a suspected stroke. After extensive tests, I was told I had suffered a severe panic attack. I was well looked after. The staff were kind and friendly. Before going home, I spent sometime in physio learning ways to breathe properly, stay calm and advised in general health care. I have no complaints and am very grateful for all the care I received.
KNO9517	Quality of treatment

Positive	22-November-13
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Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	My husband had a Keyhole operation for two Hernias on 01 August 2013 at Whiston Hospital. He was very pleased with the treatment & care he received. He had to stay overnight because of nausea but was discharged the following day.
KNO9357	Quality of treatment
Positive	15-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care Maternity Outpatients
Comments	After 3 miscarriages, finally had my baby. I can't praise staff enough not only the midwives and doctors but also Dr Rao in the bep clinic as she helped me get testing . I found everyone wonderful and was very well looked after during my pregnancy , through the birth and after.
KNO8330	Quality of treatment
Positive	13-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	Great experience, my mum had heart problems and was in for a week. Staff were brilliant and made the traumatic time easier. The hospital was also lovely and clean. I saw the wards and corridors being cleaned all the time. Staff were so friendly, I couldn't praise enough.
KNO8341	Quality of treatment Staff attitudes Cleanliness of environment
Positive	13-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
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Service Type	Inpatient Care
Comments	Good.
KNO10716	Quality of treatment
Positive	05-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	A huge thank you to all the amazing folk at Whiston hospital for minding Dad so well. Excellent hospital from our experience with staff committed to offering the best care possible with a warmth second to none. Hands off our NHS please, it doesn't need privatising.
KNO8340	Quality of treatment
Positive	13-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Mental Health Outpatients
Comments	I went to Whiston hospital to have Cognitive Behavioural Therapy (CBT). This has helped me a lot as I used to get a lot of hateful thoughts and the CBT session have helped me get less of these thoughts. CBT is excellent, I would recommend it to anyone. The staff are brilliant.
KNO7333	Quality of treatment Staff attitudes
Positive	12-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Orthopaedics Outpatients
Comments	I have been visiting St Helens Orthopaedic department at regular intervals for over 2 years. I have found everyone there kind, considerate helpful and very efficient. Well done to them all.

KNO5364	Quality of treatment Staff attitudes
Positive	21-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I found the hospital, staff and care excellent. My husband also attends this hospital and finds it exceptional.
KNO9505	Quality of treatment
Positive	22-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	In the past 3 months I have attended St Helens, Whiston, Royal Liverpool and Broadgreen hospitals as an out patient. On each occasion, I have been treated with respect, courtesy and kindness from all doctors, consultants and nurses. Investigations unfortunately found cancer of the Oesophagus but all staff were wonderful.
KNO3355	Quality of treatment Staff attitudes
Positive	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	All staff on wards and outpatient clinics were very kind, considerate and helpful.
KNO4224	Quality of treatment Staff attitudes
Positive	17-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients

Comments	I go to St Helens hospital with my son who is deaf. He used to go to Nutgrove villa but now he is an adult he has to go to St Helens. It is a good service.
KNO2132	Quality of treatment
Positive	07-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I go to Whiston for x-ray and they are very caring.
KNO10767	Quality of treatment
Positive	05-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I have been treated very well at Whiston and St Helens hospitals. Other people I know have complained. I have been lucky.
KNO1991	Quality of treatment
Positive	02-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Very good. Efficient and treated very professionally.
KNO5372	Quality of treatment
Positive	21-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	The treatment was excellent (I had suspected Lymphoma) - ultrasound and cat scans. Very little waiting time and the staff (ENT and radiology) couldn't have been more pleasant and efficient - a credit to the NHS. I was referred to them by my local doctor - Aston Medical Centre, Huyton

KNO3353	- again, most efficient with wonderful staff. Quality of treatment Staff attitudes Waiting times
Positive	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Recently I attended Whiston Hospital re a suspect lymphoma. The treatment and personnel, doctors, technicians and nurses were excellent (cat scan, ultrasound etc.) a credit to the NHS.
KNO9501	Quality of treatment
Positive	22-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I was very pleased.
KNO4210	Quality of treatment
Positive	17-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I went for a bone scan. I went in on time. The staff were wonderful and the outcome was all clear.
KNO8343	Quality of treatment Waiting times
Positive	13-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I found the outpatient department of ECG very helpful and efficient,

KNO9484	clean and staff excellent. Quality of treatment Staff attitudes Cleanliness of environment
Positive	21-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	They were very nice and helpful.
KNO9522	Quality of treatment
Positive	22-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Helpful and understanding
KNO14818	Quality of treatment
Positive	17-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Staff friendly when I arrived. Treated promptly and with good care.
KNO9503	Quality of treatment Staff attitudes Waiting times
Positive	22-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Accompanied my husband - whole experience was exemplary, staff are a credit, customer service skills spot on.

KNO8333	Quality of treatment
Positive	13-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Very well looked after.
KNO9490	Quality of treatment
Positive	21-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Very good.
KNO14819	Quality of treatment
Positive	17-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I booked an appointment for my heart. I waited about an hour. The hospital was very clean. The staff were polite. I had an x-ray on my lungs and diagnosed with cancer.
KNO5474	Quality of treatment Cleanliness of environment Waiting times
Positive	24-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Inpatient Care
Comments	I feel that the single rooms in Whiston are much better than the wards. I feel that wards can make you worse as you are looking at people who are also ill.
KNO2138	Suitability of environment

Positive	07-October-13
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Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	St Helens hospital is one of the most attentive hospitals anyone could attend. You are not kept waiting hours, you are treated with the best of respect and understanding, also with dignity.
KNO9487	Waiting Times Dignity and Respect Quality of treatment
Positive	21-November-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	My experience was very good. The clinic was running late that could not be helped.
KNO3343	Waiting times
Positive	16-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	I had a chest x-ray and was seen within 20 minutes - very quick
KNO4216	Waiting times
Positive	17-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	Very good. Seen right away.
KNO10709	Waiting times
Positive	05-December-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients
Comments	It was easy to navigate. The paperwork that I had was very clear about where I needed to go and I found it easily. The staff were friendly, welcoming and helpful. The clinician was knowledgeable and respectful but didn't give me all of the information that I wanted until I asked. If I had been less confident to ask questions I would have had less information. I still came away having forgotten to ask some things. However, it was impressed upon me that I could call them anytime if I needed anything further. A speedy and easy visit.
KNO3212	Access to a Service Access to Information Staff attitudes
Unclear	10-October-13

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Service Type	Outpatients Physiotherapy
Comments	I visit hospital for physio fortnightly. Exceptional.
KNO10608	Quality of treatment
Unclear	27-November-13

Appendix Two - Healthwatch St Helens Comments

Copy of formal complaint received at Healthwatch St. Helens via Healthwatch Liverpool.

70+ yr old female, admitted to Whiston hospital on the afternoon of Monday 23/09/2013, later admitted to ward 2B later that evening, my mother is suffering from the following conditions;

Breast cancer secondary cancer of eye and osteoporosis of the spine, lesions on her lungs, and requires a walking frame in order to walk she also requires permanent oxygen.

The reason for this complaint is as follows; X had to get up to go to the toilet in the night approximately 22:00 hours while doing this X fell in the toilet and was unable to get up off the floor or raise the alarm for help due to her condition, X lay on the floor for almost 1.5 hours waiting for assistance the reason X recalls the length of time it had taken for assistance to come was that she come see the clock from were she was lay, eventually when help came she was meet in a flippantly manner by a young man saying what are you doing down there.

After X was helped to her feet and to bed she was not asked if she had injured herself and was not examined by nursing staff and no investigation or injury report raised.

The next day Tuesday 24/09/2013 X was moved to ward 2C, on visiting on her that evening X explained that she had fallen in the night and how long she had laid there waiting for help and the lack of treatment or support afterwards. A nurse in ward 2 C entered the room and I asked her about the fall the nurse did not know about the fall and stated that it was not in my mothers notes, the nurse then went on to give X a full check up, finding that she had received injuries to her knees, ankle and back staining bruising, cuts and was in pain due to these, the nurse then went on to complete the relevant paper work for the incident from the previous night.

I explained to the nurse that my mother needed a walking frame to get around with which had been requested the previous day and still not arrived, I also explained that we had to bring my mothers oxygen mask in from home as this also had not been supplied the previous day, the one we had brought from home was far too short which made my mother uncomfortable.

Although X is suffering from this illness and is in her 70s she is fully alert and in full control of her mental faculties so therefore I have no reason to question the length

of time that she stated she was lay on the floor waiting for assistance.

I find it totally unacceptable that a state of the art new hospital has provided such poor care for a patient in my mother's condition from the lack of supervision to providing such small but essential items such as an oxygen mask and a walking frame.

SH1

Female aged 67 years.

Suffering hip pain – went to GP, prescribed painkillers, which just got increasing stronger when there was no improvement. She didn't want to hassle the GP, but family could see it was getting worse. Eventually, with daughter's help, she managed to get an x-ray and following this she suddenly got a very quick appointment at hospital.

Consultant said should have seen her 2 years ago because it had deteriorated so much.

Got surgery, May 2013 (on a ward with others having knee ops and hip ops).

Nurses were, on the whole, very good and also were otherwise diverted and stressed with a mental health patient who was also on the ward. But one night nurse used to come in and shout at people.

One instance during the day, when she needed the toilet, the nurses pulled the curtain round etc. sat her on commode and then she weed on floor because hadn't put the bowl under. They then shouted at her to stop weeing so loudly that others around her could hear and she felt totally humiliated.

Now she feels hesitant to going back to GP to get other hip done because she knows she will have to go back into hospital. Daughter has told her to return to her GP to ensure other hip pain and difficulty is also repaired ASAP.

SH2

Patient experience re: appointment times Whiston and St Helens Hospitals

- 1) Z had an appointment for a kidney test on a 22nd September 2013. He received a telephone call the previous Monday telling him to go to Whiston

Hospital on that Friday for the appointment instead of St Helens. Z went ahead with the appointment for kidney test to Whiston site as requested.

On the following Monday morning he received a telephone call from St Helens Hospital to say that he had missed the appointment and to re-arrange for the following Friday. Z informed the appointments staff of what had happened in that Whiston had rung him. The staff member was quite shocked at this as they knew nothing about it.

Z rang the appointments section at Whiston and told them “wouldn’t it be courteous of you to inform St Helens Hospital of the appointment change when they thought I had missed the St Helens appointment”. Z also informed the doctor (Dr. Remesh) and surgeon (Mr. HB Gana) when he went to see them on 15th November. They said they would have a word and put it on their records.

- 2) Z was also due for an appointment for a vascular condition, and he informed them (the surgeon S. Neequaye) he would be away on holiday during specific dates (until 6th November) at the beginning of November. He was sent an appointment for the 5th November which was the last day of his holiday. Z rang the next day when he was home to say that he had missed the appointment because he was on holiday and he had informed them beforehand. They told him that they had finished with his treatment because he had missed his appointment, and therefore would have to report to his GP.

Z informed his GP (Dr Soul, one of practices at Atlas Street) of the story and that he was a member of Healthwatch. The doctor said he would have a word with the Secretary of Dr. J Scurr. The appointment was rearranged for the 6th December.

December 2013

SH3

Case Study – Female and son – Sept. 2013

X mother and Y – 20 year old son

1989 – X left Africa (Liberia) due to the war going on for 14 years and went to live in Italy. She is an Italian citizen and has a visa to live in Britain.

1996 – Severe winter in Italy led to X being ill. She felt sick with a headache, fever and she collapsed and had vomiting. A doctor gave her tablets and a GP sent her to hospital for a check-up. She stayed in for 1 month, had lots of tests but found no reasons for her illness. She was discharged from hospital and went to stay with a friend. After a couple days the symptoms started again. An ambulance was called

and she had a scan where they found liquid on brain causing pressure and headaches. Once the temperature came down, the hospital did surgery and put in a tube from her head to her stomach (permanently in place).

2003 – The tube dropped out of her head and stayed in stomach, so they gave her antibiotics, and was sent home to the city and then found out had she had TB which had affected her brain. (X came to Liverpool at this point)

2009 – Y attended Cowley College to do languages. In 2011 he graduated. In **2010**, itchy swellings were found on his skin, and also found that it was related to TB. He spent 5-6 days in the Royal Liverpool where they gave him antibiotics, which he stayed on for 6 months (approx. 1 and a half years ago)
After 6 months Y' skin started to blister that looked like chicken pox (but he'd had this when he was 2yrs old). He went back to the hospital and they said blisters were due to antibiotics.

Problem 1 – hospital has said two different things and the sores have got much worse for Y → 2011-2013. He has lost his sight in one eye and has ulcers in mouth and his eye is getting 'gunked up' at night time.

Y is currently seeking alternative treatments e.g. healing church/school in Canada, and visiting family.

His condition is really a problem now and it's stopping him from going to University and getting on with life generally, cannot get out of bed sometimes etc.

Problem 2 – X is dissatisfied for both her own treatment and her son Y and needs to take action, she has considered legal action against hospital.

Healthwatch St. Helens has signposted this individual to the Healthwatch Independent Complaints Advocacy service.

SH4

Appendix Three - Questionnaire

Hospital Survey

Name of the hospital you visited	
How long is it since you visited the hospital	0-3 months <input type="checkbox"/> 3-6 months <input type="checkbox"/> 6-9 months <input type="checkbox"/> 9-12 months <input type="checkbox"/> more than 12 months <input type="checkbox"/>
Why did you go to the hospital?	Out Patient <input type="checkbox"/> In Patient <input type="checkbox"/> Day Case <input type="checkbox"/> Emergency <input type="checkbox"/> Visiting a patient <input type="checkbox"/> Accompanying someone else <input type="checkbox"/> Other reason (please state) <input type="checkbox"/>

Please tell us about your experience of the hospital

Your age

Your gender Male Female Transgender

Ethnic Origin

First three letters of your postcode

Please turn over to complete the survey

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory
Care & Compassion <i>Were the staff kind?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dignity <i>Did they respect you?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hygiene <i>Was the hospital clean?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition & Hydration <i>What was the food and drink like?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication <i>Did they tell you what was happening?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting for appointment <i>Did you have to wait long before you got an appointment?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting at appointment <i>Did you have to wait long when you were at your appointment?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discharge <i>Was everything you needed in place before you left?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility <i>Was the hospital easy to get around?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality & Safety <i>Did you feel safe?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Attitudes <i>Were they friendly and polite?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordination of services <i>Did everyone work together?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix Four - Data

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory
Care & Compassion <i>Were the staff kind?</i>	8	4	1	1	2
Dignity <i>Did they respect you?</i>	8	3	3	0	2
Hygiene <i>Was the hospital clean?</i>	6	3	3	2	2
Nutrition & Hydration <i>What was the food and drink like?</i>	2	2	1	2	2
Communication <i>Did they tell you what was happening?</i>	5	5	4	0	2
Waiting for appointment <i>Did you have to wait long before you got an appointment?</i>	5	3	3	1	3
Waiting at appointment <i>Did you have to wait long when you were at your appointment?</i>	4	4	4	4	1
Discharge <i>Was everything you needed in place before you left?</i>	3	3	3	0	0
Accessibility <i>Was the hospital easy to get around?</i>	4	5	5	0	2
Quality & Safety <i>Did you feel safe?</i>	6	4	4	0	1
Staff Attitudes <i>Were they friendly and polite?</i>	7	5	2	2	0
Coordination of services <i>Did everyone work together?</i>	6	6	1	1	2

Control Sheet

Date Submitted	4 th February 2014
Date Response due	4 th March 2014
Date Response Received	
Follow up actions	

Submitted To:

Trust	4 th February 2014
NHS Knowsley CCG Lead Nurse	
NHS Knowsley CCG Lay Advisor	
NHS Knowsley CCG Accountable Officer	
NHS Knowsley Patient Engagement Manager	
Local Authority Commissioner	
Cabinet Member for Health & Social Care	
NHS England Quality Surveillance Group	
Healthwatch Knowsley Website	

St Helens and Knowsley Teaching Hospitals



NHS Trust

Sarah O'Brien

Deputy Director of Nursing and Quality

Whiston Hospital, Nightingale House, Lower Ground 1

PA: Francine Daly | Direct Dial: 0151 290 4147 | Email: Francine.Daly@sthk.nhs.uk

14th February 2014

Healthwatch
Knowsley, St Helens & Halton

Whiston Hospital
Warrington Road
Prescot
Merseyside
L35 5DR

0151 426 1600

Website: www.sthk.nhs.uk

Dear Healthwatch Leads,

I am writing on behalf of St Helens & Knowsley Teaching Hospitals NHS Trust to thank you for sending us your latest combined Healthwatch Report (dated February 2014). This has been shared with members of our Patient Experience Council (PEC) and as you know because you were in attendance at the meeting yesterday it was reviewed and discussed at PEC.

Whilst I am pleased to see a higher number of positive comments than in previous reports we take very seriously the negative comments enclosed in the report. The Council have noted the themes raised in the report and whilst we are already working hard to address many of these issues such as communication, waiting times for medications at discharge, attitude of staff etc. through our Nursing Strategy and patient experience work we will now develop a specific action plan incorporating the issues raised in the Healthwatch reports. This action plan will be reviewed monthly at PEC at which there is good Healthwatch representation.

I would like to finish by saying how much we value close working with Healthwatch and that it is a top priority for the Trust that every patient experience is one of excellent care so please do not hesitate to contact me if I can do anything else.

Yours sincerely,

Professor Sarah O'Brien
Deputy Director of Nursing & Quality


Cc: Paul Mavers
Healthwatch Knowsley
The Old School House
St John's Road
Huyton
L36 0XU



University Clinical Education Centre

Building your new
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St Helens and Knowsley Teaching Hospitals 
NHS Trust

Emma Rodriguez-Dos-Santos
Healthwatch St Helens
4th Floor Tontine House
24 Church Street
St Helens
WA10 1BD

Lyn Williams
Manager - Healthwatch Halton
Sefton House,
Public Hall Street,
Runcorn,
WA7 1NG