



St Helens & Knowsley NHS Trust

Patient Experience Report

Qtr 4 (2015/16)

Compiled by Healthwatch Knowsley



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About Healthwatch Knowsley

Healthwatch is designed to give people a powerful voice locally and nationally for both Health and Social Care services. In Knowsley, Healthwatch works to help our community to get the best out of their health and social care services. Whether it's improving them today based on feedback from community members or helping to shape services 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 also for people who may need to access services in the future.



What is Healthwatch?

Healthwatch was created by Part 5 of the Health and Social Care Act 2012 which paved the way for a national body, Healthwatch England, and a local organisation for each local council in England with social care responsibilities, local Healthwatch.

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of the Knowsley 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

Strategic Context and Relationships

Healthwatch Knowsley:

- Develops priorities based on the experience and concerns of the public whilst recognising the local health and social care context and priorities such as the Joint Strategic Needs assessment;
- Has trusting collaborative relationships with key local decision makers through regular formal and informal meetings where its role as a critical friend is understood;
- Plays a clear and distinct role in key local decision making structures (going beyond its formal position on the Health and Wellbeing Board) and contributes to better local decision making;
- Contributes to the development and, where appropriate, delivery of the local decision making structures.





About Healthwatch Knowsley

Community Voice and Influence

Healthwatch Knowsley:

- Has a clear action plan for reaching out and informing local people of its priorities and activities;
- Ensures it engages with seldom heard communities;
- Supports local people to share their experience and opinions of local services;
- Involves local people in setting priorities and commenting on the quality of Healthwatch Knowsley's work;
- Provides pathways for people to become involved in the work and delivery of Healthwatch Knowsley in a way that suits them;
- Contributes to the increased confidence and ability of local people to influence the local health and wellbeing system.



Making a Difference Locally

Healthwatch Knowsley:

- Capture the experience and aspirations of local people in its investigations and reports;
- Investigates issues in a way that is appropriate and ethical;
- Investigates, where appropriate, producing recommendations for change that have heard and responded to by relevant providers and decision makers.

Informing People

Healthwatch Knowsley:

- Provides the public with accurate, reliable, relevant and useful information about local services when they need it in a format that meets their needs;
- Considered the needs of easily ignored and marginalised groups at all times;
- Has a clear understanding of what services are available to people and signposts the public so that they can access appropriate services;
- Systematically uses the intelligence it gathers to inform its priorities.
- Relationship with Healthwatch England
- Healthwatch Knowsley:
 - Learns from and share their learning with other Local Healthwatch;
 - Shares the views and experiences of local people with Healthwatch England to be reflected in National Work;
 - Gets involved in national pieces of work that are relevant to this area;
 - Contributes its expertise to national policy development.





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 the 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 Healthwatch members speaking to community members.
- Roadshow activities
- Community Based Activities / Partner Events / Stands at Provider venues
- Working closely with existing networks and forums in Knowsley
- Community Focus Groups
- Healthwatch Knowsley Coffee Mornings
- Social Media including Facebook/Twitter and Website activities
- Healthwatch Information stands
- Call for evidence and specific surveys

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

Currently Healthwatch Knowsley is using the Healthwatch England Information 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 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.



healthwatch Knowsley

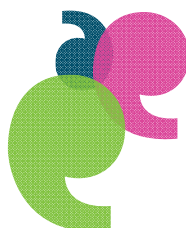
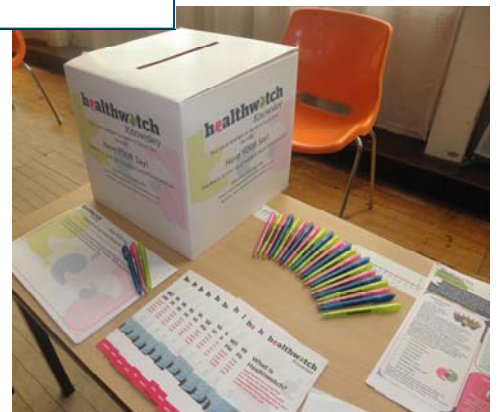
Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.

your voice counts

For more information about Healthwatch Knowsley:
T: 0151 449 3954
E: enquiries@healthwatchknowsley.co.uk
W: www.healthwatchknowsley.co.uk

What service(s) are you telling us about?	GP <input type="checkbox"/>	Walk in Centre <input type="checkbox"/>	Hospital <input type="checkbox"/>	Pharmacy <input type="checkbox"/>	
	Dentist <input type="checkbox"/>	Optician <input type="checkbox"/>	Care Home <input type="checkbox"/>	Residential Care <input type="checkbox"/>	
	Community Service <input type="checkbox"/>	Other (please state) <input type="checkbox"/>			
Name of service:					
When did you last use this service? (I am (please tick))	Patient <input type="checkbox"/>	Carer <input type="checkbox"/>	Staff <input type="checkbox"/>	Relative <input type="checkbox"/>	
	Visitor <input type="checkbox"/>				
Please tell us about your experience:					
How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <input type="checkbox"/>





Summary of Comments

During the period for which the report relates ?? surveys have been collated. These have been captured through direct patient experience feedback captured on the Healthwatch Knowsley patient feedback for and through a hospital specific survey. This survey asks respondents to specifically answer the following questions about the service¹:

Were the staff kind?
Did they respect you?
Was it clean?
Was the food and drink nice?
Did they tell you what was happening?
Was everything in place before you left?
Does the service meet your access needs?
Did you feel safe?
Were the staff friendly and polite?
Did everyone work together?
Did you have to wait long before you got your appointment?
Did you have to wait long when you were at your appointment?
Overall how would you rate this service?

Respondents were asked in what capacity they had visited the hospital and were given the options of:

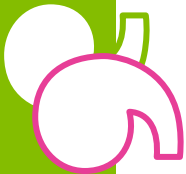
Patient
Carer
Staff
Relative
Visitor

Response

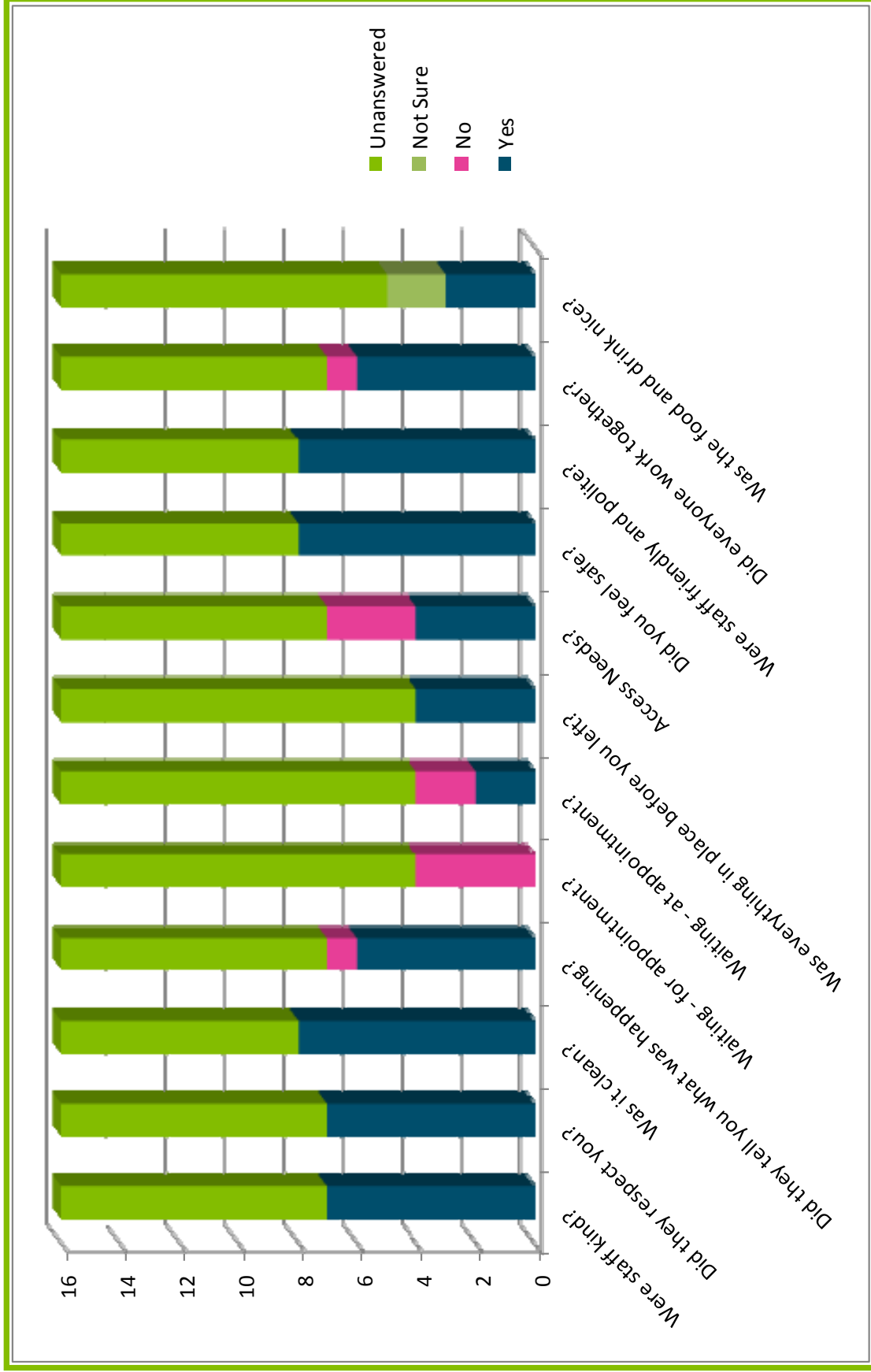
Healthwatch Knowsley work with local Hospital Trusts to drive forward improvements in patient experience. To this end we expect to receive acknowledgement of this report within 20 operational days. It is expected that this report will be used to inform the action plans for the Trust as well as priorities in the coming year.

This report will also be shared with NHS Knowsley Clinical Commissioning Group and the Knowsley MBC Commissioners to inform and influence their work.

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



Hospital Scores





Hospital Scores

In relation to the comments received 16 surveys related to St Helens & Knowsley NHS trust, this report contains In relation to the hospital scores, from the surveys that were completed 13 comments were received, this information is included in appendix 1.

Those providing feedback were also given the option to score areas of the hospital, from those who completed these scores a majority of the ratings were positive, the following areas were rated positively:

Were staff kind?

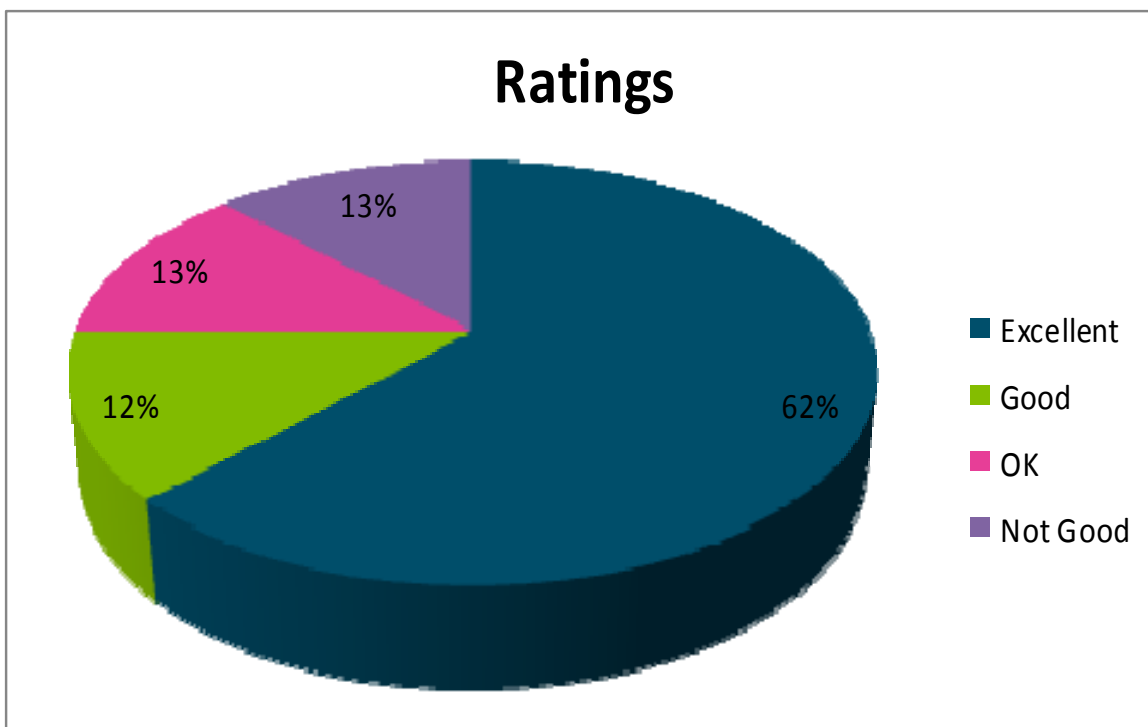
Did they respect you?

Was it clean?

Did you feel safe?

Were staff friendly and polite?

From the scoring section, it is worth noting that both waiting at an appointment and accessibility rated negatively within the hospital scoring.

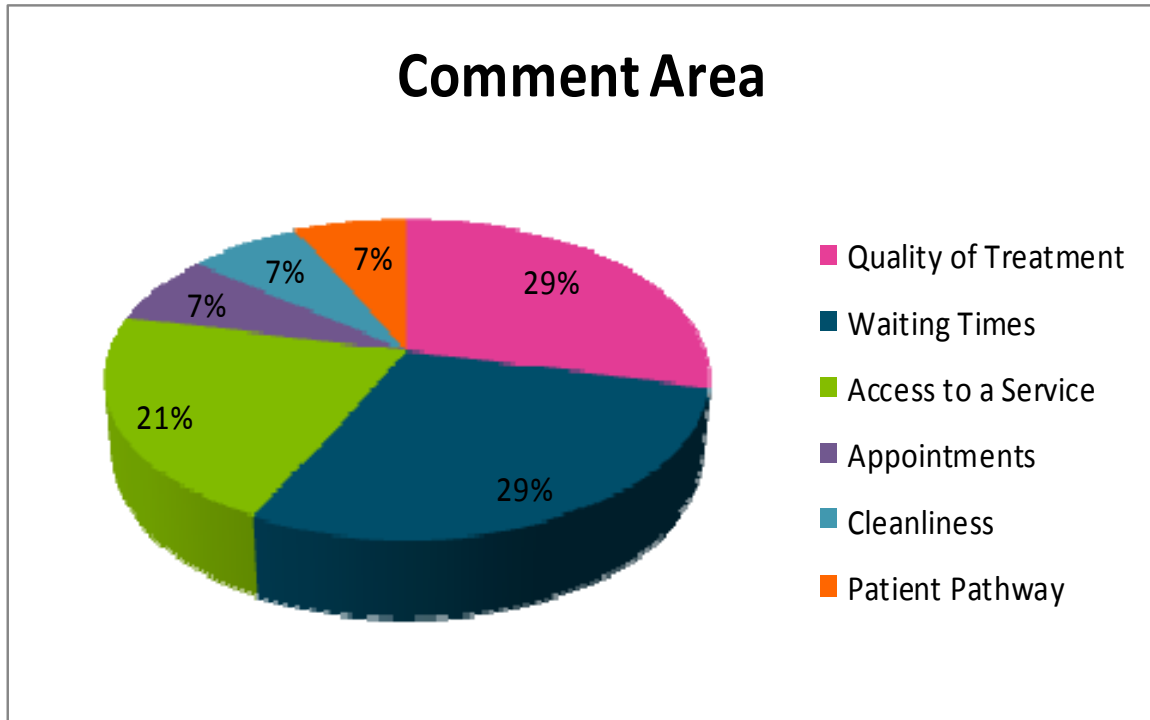


From those who completed an overall rating for their visit to the trust, over 62% rated the trust as excellent (it is worth noting that only 50% of the comments received provided an overall rating).



Hospital Scores

From the comments provided within this report a majority of the comments relate to the quality of treatment and waiting times, as well as access to a service.





Good Practice & Recommendations

Good Practice

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

Quality of Treatment

Cancer Care within the trust has been noted through comments as being both good and excellent, though also identified the need for further follow up support, which has been identified within the recommendations section in this report.

"Cancer care - good."

"The hospital care and support was brilliant. I had an operation and the treatment was radiotherapy and chemotherapy. After my screening for bowel cancer I was seen within 5 days. I was sent to Prescot at first and then the Royal. I heard within a week about the treatment. On the Monday I got a phone call to arrange a scan, this appointment was arranged quickly. The hospitals were all first class with treatment."

It is also worth noting that treatment within the Outpatients Department has also been highlighted within the report:

"I was in for 4 days in the new year, everyone was very kind. Consultant was so thorough. Have to keep coming back for something else."

Staff

A number of the comments within the report, relate specifically to the positive experience received from staff and volunteers within the trust.

"Staff friendly and polite."

"I must say the staff were very friendly and apologetic for the time it had taken."

"Visiting a friend. Staff very welcoming and friendly."

"Two greeters at reception put you at ease straight away."

"Very nice, all the reception staff are helpful. All the staff and nurses are fine. Just visiting my wife."

"The doctors and nurses were fabulous."

Cleanliness of Environment

A continuous theme within the reports during this year reflects the hospital environment, specifically the cleanliness of the environment.

"My friend has been in a few days, hospital is clean, no complaints."

"Environment clean and wards are clean."

Healthwatch Knowsley continues to work with the trust through the Hospital Environment Group to share this good practice and comments relating to the environment of both hospitals.



Good Practice & Recommendations

Recommendations

Healthwatch continue to receive comments on the following areas which are being monitored through the trusts Patient Experience Action Plan.

Waiting Times

One comment relates to concerns about waiting times within A&E, the comment recognises a concern that people are using A&E due to being unable to get a GP appointment, this is a growing nationwide concern, which has also been highlighted by the Care Quality Commission in its most recent visit to the trust.

“Whiston A&E - You always wait for 4 hours even when no one is in the waiting room, I think people use A and E for the wrong things such as a boil because they can't get a GP appointment.”

Another comment related to the amount of time spent waiting within the Outpatients Department:

“I am an outpatient. It was very busy, waited about 40 minutes for appointment.”

A further comment relates to the Patient Pathway within the trust, specifically during the pre-op process for patients:

“The pre-op clinic must be able to run more efficiently for the patient. After waiting nearly an hour I was called in by nurse for height and weight and then asked to sit outside. I then had to wait for at least 30 minutes to have my blood pressure taken plus more questions. I was then asked to sit outside again and wait to see a clinical nurse. I then waited again for a period of time to see the clinician. I was then asked to go and get bloods taken and that I needed to take a ticket and wait. Again the wait was over an hour to have bloods taken. The process took nearly 4 hours!”

There is a clear theme within the comments relating to waiting times in different departments within the trust, there needs to be an identified pathway for patients who are undertaking pre-op appointments.

This case was taken to the Clinical Commissioning Group (CCG) Clinical Committee and Healthwatch advised that they would request a response from the trust regarding this issue. The comment from the CCG was that it was a simple process map of the patient journey that needs to take place.

It is worth noting that good practice was also identified within the same comment relating to Whiston Hospital:

“I have attended Whiston Hospital site some time ago for pre op to have a growth removed from my forehead and received a seamless service I was in and out within an hour - bloods, x-ray consultant. Why can't the Trust operate the same system on both sites. I must say the staff were very friendly and apologetic for the time it had taken.”



Good Practice & Recommendations

Quality of Treatment

One comment provides positive feedback relating to the quality of the treatment received at the hospital, but also mentions some issues relating to follow up care after receiving bowel cancer treatment:

“It is now, after, when you are being monitored that you feel anxiety. I worry about every symptom that I get. Some symptoms are linked to being a diabetic, so you are never quite sure if it is because you are a diabetic or it is the cancer again. I feel a lot of anxiety. Having the Macmillan helpline is OK and seeing the GP or talking to my husband but what I would like is someone who has been through the condition to listen. It feels like the support after treatment is missing.”

A further comment also relates to support when living with cancer:

“Cancer care - good. It’s what comes after and how it affects your life. Feel that there is no support from hospital between check-ups, unless you attend the day centre after care at the hospice. This is the only way that you get any support, which is excellent.”

There is an identified need for further support following treatment for cancer, specifically in relation to support throughout treatment, as well as the need for peer support for patients living with cancer.

One comment related to a lady who visited A&E with her sister, who has Down Syndrome and also suffers from Alzheimers, who felt that there was nothing in place to support people with Alzheimers or Dementia:

“She said that there is nothing in place in the hospital to care for people with Alzheimer’s, she said that no-one understood how to deal with someone with Alzheimer’s and there were other people with Alzheimer’s who were left alone. She mentioned that it was even worse on the wards. She said that her sister was so distressed and thinks that there should be a better process in place for admission to hospital for those with Alzheimer’s - maybe a team put in place.”

These issues will be raised within the quarterly meetings with the trust, as well as through the Trust’s Patient Experience Council. The information within the report will also be triangulated with the key themes identified within the results of the Friends and Family Test within the trust.



Appendix 1 - Comments

St Helens & Knowsley NHS Trust

Date: 22/1/16

Patient

Comment: Whiston - I go for a fibro scan every 12 months. I cancelled my appointment and got a new appointment straight away.

Comment Area: Appointments

St Helens & Knowsley NHS Trust

Date: 22/1/16

Comment: I am glad they got rid of The Liverpool Life (Care Pathway). My friend about 2 years ago had vascular dementia and was on the Pathway. It was terrible he was sent back to the care home in not a night gown but in a patient gown. When we visited the hospital a guy was washing the bed down so we then thought our friend had died. The person cleaning the bed did not know anything when asked, communication is terrible.

Comment Area: Access to information

St Helens & Knowsley NHS Trust

Date: 22/1/16

Patient

Comment: Whiston A&E - You always wait for 4 hours even when no one is in the waiting room, I think people use A and E for the wrong things such as a boil because they can't get a GP appointment.

Comment Area: Waiting times
(Access to Services)

St Helens & Knowsley NHS Trust

Date: 22/1/16

Patient

Comment: Whiston Hospital is really good. I attended with a frozen shoulder, the hospital have offered me a class to help with this condition. But classes are only on early mornings. As I need assistance I can't always make appointments first thing.

Comment Area: Access to a service



Appendix 1 - Comments

St Helens & Knowsley NHS Trust

Date: 27/1/16

Patient

Comment: I am an outpatient. It was very busy, waited about 40 minutes for appointment. Staff friendly and polite.

Comment Area: Waiting Times
(Patient pathway)

Rated: OK

St Helens & Knowsley NHS Trust

Date: 16/2/16

Patient

Comment: The pre-op clinic must be able to run more efficiently for the patient. After waiting nearly an hour I was called in by nurse for height and weight and then asked to sit outside. I then had to wait for at least 30 minutes to have my blood pressure taken plus more questions. I was then asked to sit outside again and wait to see a clinical nurse. I then waited again for a period of time to see the clinician. I was then asked to go and get bloods taken and that I needed to take a ticket and wait. Again the wait was over an hour to have bloods taken. The process took nearly 4 hours! Whilst I was waiting in the pre op clinic I sat next to a 71 year old woman whose appointment was 9.10 . Although she had seen the nurses etc she waited 2 hours (just before 10.30 am to 12.30 ish) for an ECG. During this time she had approached reception to ensure she was in the right place. It was only when I offered to go and ask reception after her 2 hour wait if there was any sign of her being attended to that she herself approached the reception desk. The receptionist then said she would contact the ECG department and 'get them 'down'. The ECG only took a few minutes and then I met the poor woman again waiting for blood tests. Her patient journey lasted from before 9 am to well after 2 pm! I told her I would contact health watch and let them know.

I have attended Whiston Hospital site some time ago for pre op to have a growth removed from my forehead and received a seamless service I was in and out within an hour - bloods, x-ray consultant. Why can't the Trust operate the same system on both sites. I must say the staff were very friendly and apologetic for the time it had taken.

Comment Area: Waiting Times
(Patient pathway)

Rated: Not Good

St Helens & Knowsley NHS Trust

Date: 18/2/16

Visitor

Comment: Visiting a friend. Staff very welcoming and friendly. My friend has been in a few days, hospital is clean, no complaints.

Comment Area: Cleanliness of
Environment

Rated: Excellent



Appendix 1 - Comments

St Helens & Knowsley NHS Trust

Date: 18/2/16 Patient

Comment: I am an outpatient at the moment. All the treatment is very thorough. I was in for 4 days in the new year, everyone was very kind. Consultant was so thorough. Have to keep coming back for something else. Two greeters at reception put you at ease straight away.

Comment Area: Quality of Treatment Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 18/2/16 Visitor

Comment: Very nice, all the reception staff are helpful. All the staff and nurses are fine. Just visiting my wife. Environment clean and wards are clean. Wife thinks food is first class. Car park very full, sometimes blocked.

Comment Area: Cleanliness of Environment Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 23/2/16 Patient

Comment: Cancer care - good. It's what comes after and how it affects your life. Feel that there is no support from hospital between check-ups, unless you attend the day centre after care at the hospice. This is the only way that you get any support, which is excellent.

Comment Area: Quality of Treatment Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 25/2/16 Patient

Comment: The screening test for bowel cancer found the cancer. I was then sent for treatment. The hospital care and support was brilliant. I had an operation and the treatment was radiotherapy and chemotherapy. After my screening for bowel cancer I was seen within 5 days. I was sent to Prescot at first and then the Royal. I heard within a week about the treatment. On the Monday I got a phone call to arrange a scan, this appointment was arranged quickly. The hospitals were all first class with treatment. It is now, after, when you are being monitored that you feel anxiety. I worry about every symptom that I get. Some symptoms are linked to being a diabetic, so you are never quite sure if it is because you are a diabetic or it is the cancer again. I feel a lot of anxiety. Having the Macmillan helpline is OK and seeing the GP or talking to my husband but what I would like is someone who has been through the condition to listen. It feels like the support after treatment is missing.

Comment Area: Quality of Treatment Rated: Excellent



Appendix 1 - Comments

St Helens & Knowsley NHS Trust

Date: 1/3/16

Relative

Comment: A lady called with regards to her sister who has Down Syndrome and also Alzheimer's and was recently admitted to Whiston A&E. She said that there is nothing in place in the hospital to care for people with Alzheimer's, she said that no-one understood how to deal with someone with Alzheimer's and there were other people with Alzheimer's who were left alone. She mentioned that it was even worse on the wards. She said that her sister was so distressed and thinks that there should be a better process in place for admission to hospital for those with Alzheimer's - maybe a team put in place.

Comment Area: Quality of Treatment

St Helens & Knowsley NHS Trust

Date: 9/3/16

Patient

Comment: Six weeks ago I attended the eye department. I was referred from my Optician. I needed to get a special lens. I had cataracts, I am now waiting for an operation on the other eye. I had to wait for discharge, apart from that everything was very good. I was offered a drink and biscuits.

Comment Area: Quality of Treatment

Rated: Good



Appendix 2 - Questionnaire



Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.



For more information about Healthwatch Knowsley:
 T: 0151 449 3954
 E: enquiries@healthwatchknowsley.co.uk
 W: www.healthwatchknowsley.co.uk

Diversity Information	
Your age:	
Your gender:	
Male <input type="checkbox"/>	Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Ethnic Origin:	
First 3 letters of your postcode:	
Do you have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Which of these best describes your situation?	
Full-time work <input type="checkbox"/>	Part-time work <input type="checkbox"/>
Self Employed <input type="checkbox"/>	Government Scheme <input type="checkbox"/>
Full-time education <input type="checkbox"/>	Retired <input type="checkbox"/>
Unemployed <input type="checkbox"/>	Unable to work <input type="checkbox"/>
Looking after family/home <input type="checkbox"/>	
Other (please state)	
Do you have a religion or belief?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please state:	
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Do you currently live in the gender you were given at birth?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Thank You for completing this form
 Please return the completed form to:
 Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

How would you rate your visit?
 (Please circle all that apply to your visit)



	Yes	No	Not Sure
Were the staff kind?			
Did they respect you?			
Was it clean?			
Was the food and drink nice?			
Did they tell you what was happening?			
Was everything in place before you left?			
Does the service meet your access needs?			
Did you feel safe?			
Were staff friendly and polite?			
Did everyone work together?			
Did you have to wait long before you got an appointment?	Yes	No	
Did you have to wait long when you were at your appointment?	Yes	No	



Appendix 2 - Questionnaire

What service(s) are you telling us about?	GP <input type="checkbox"/> Walk In Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dentist <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input type="checkbox"/> Community Service <input type="checkbox"/> Other (please state) <input type="checkbox"/>
Name of service:	
When did you last use this service?	
I am (please tick)	Patient <input type="checkbox"/> Carer <input type="checkbox"/> Staff <input type="checkbox"/> Relative <input type="checkbox"/> Visitor <input type="checkbox"/>

Please tell us about your experience:

	Excellent	Good	OK	Not Good	Poor
How would you rate this service?	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>



Control Sheet

Date Submitted	25/4/16
Date Response due	24/5/16
Date Response Received	
Follow up actions	

Submitted to:

Trust	
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	



Healthwatch Knowsley

**The Old School House, St. Johns Road,
Huyton, Knowsley**

L36 0UX

Telephone: 0151 449 3954

Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk

Anne Rosbotham-Williams

Assistant Director of Governance
Whiston Hospital, Nightingale House, Lower Ground 1
PA: Francine Daly | Direct Dial: 0151 290 4147 | Email: Francine.Daly@sthk.nhs.uk

2nd June 2016

Kelly Hurn
Healthwatch Knowsley
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St John's Road
Huyton
L36 0XU

Whiston Hospital
Warrington Road
Prescot
Merseyside
L35 5DR

0151 426 1600
Website: www.sthk.nhs.uk

Dear Kelly,

Thank you for sharing your Healthwatch report with the Trust which was discussed at the Patient Experience Council on Wednesday 4th May 2016. I am writing to confirm your report has been received and that the main issues to be addressed, if not already included in the Trust's Patient Experience Action Plan, will be added with an appropriate course of action agreed at our next meeting arranged on **Thursday 16th June 2016 at 9.00am**. The issues raised regarding pre-op have been reviewed. The Team responsible are currently working to revise the pathway in our pre-operative service, acknowledging that improvements need to be made to shorten the time that patients spend in the department. An action plan has been developed and is being delivered. This includes reviewing other trusts that have more effective pre-op services to identify if there are areas of good practice that we can implement.

Michael Vacara, Interim Patient Experience Manger, and I look forward to working with you and Healthwatch Knowsley to effectively address the issues raised wherever possible.

Many thanks

Yours sincerely,



Anne Rosbotham-Williams
Assistant Director of Governance