

Document XXXX

Report to Knowsley Clinical Commissioning Group Governing Body	
Date of meeting:	
Report title:	Healthwatch Knowsley Patient Experience Overview
Report presented by:	Paul Coogan Healthwatch Knowsley Management Committee Member
Purpose of the report:	To give the Governing Body an overview of the current patient experience being collected by Healthwatch Knowsley and the actions being taken in response to them
Recommendations: Action / Decision required	The Governing Body is recommended to: List recommendations
Delegated Powers: For decision reports only	Insert reference from constitution or operational scheme of delegation
Justification for Part B agenda (if applicable)	No

Commissioning Values	Which area(s) does this support? Please insert 'x' that apply	
	1. Patient centred	<input type="checkbox"/>
	2. Safe	<input type="checkbox"/>
	3. High quality	<input type="checkbox"/>
	4. Cost effective	<input type="checkbox"/>
	5. Outcome focused	<input type="checkbox"/>
	6. Closer to home	<input type="checkbox"/>
	7. Affordable	<input type="checkbox"/>

[one page only]

Patient Experience Report

Compiled by Healthwatch Knowsley, for presentation to
NHS Knowsley CCG



February 2016

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1 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 is 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.

2 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.

3 What we do

3.1 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

3.2 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

3.3 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 been heard and responded to by relevant providers and decision makers.

3.4 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;
- Considers 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.

3.5 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.

4 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”

5 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

6 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 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.

Healthwatch Knowsley uses a bespoke database 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.

7 Summary of Comments and Survey Results

During the period for which the report relates comments have been collated, which contain a combination of positive and negative comments. These have been captured through direct patient experience feedback captured on the Healthwatch Knowsley patient feedback form and through a hospital specific survey. This survey asks respondents to specifically answer the following questions about the service.¹:

- 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 are asked to state in what capacity they had visited the hospital and are given the options of:

- Patient
- Carer
- Staff
- Relative
- Visitor

8 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.

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

9 Overview

So far this year we have received 782 Patient Experience comments and surveys about services broken down in the table below. Where the response has no rating the form will have been partially completed and in the majority of cases a patient experience comment recorded but the rating part of the survey form not filled out.

How would you rate this service								
Service Type	Not Rated	Excellent	Good	Not Good	OK	Poor	Total	Trend
Care Home	11	5	0	0	0	1	17	
Community Service	77	26	9	4	2	0	118	
Dentist	8	1	0	0	1	0	10	
GP	85	33	10	21	7	2	158	
Hospital (Including Discharge)	135	88	28	12	19	5	287	
Mental Health	40	18	11	2	4	4	79	
Optician	5	1	0	0	0	0	6	
Other	8	0	0	0	0	0	8	
Pharmacy	5	1	1	2	0	0	9	
Not Stated	88	0	2	0	0	0	90	
Grand Total	374	173	59	41	33	12	692	

10 Key Themes

10.1 Care Homes

It is very difficult to get views about care homes as people are loath to complain when their loved one is in there as, rightly or wrongly they are worried that this may impact on the level of care that is received. Therefore Healthwatch Knowsley carry out a structured programme of Enter and View visits and also maintain close partnerships through the Local Authority Quality Assurance & Standards Sub Group, which also helps to influence our programme and gives us a structured process for reporting any findings or concerns. In addition our findings are shared with the Care Quality Commission and NHS England Quality Surveillance Group. Healthwatch Knowsley have visited all but two of the Older People's Care Homes in the Borough and it is anticipated that we will have completed visited these remaining premises by the end of 2015-16. Key areas that we have highlighted concerns around are meaningful activities and access to the community, staffing ratios, the quality of food and support for staff to purchase their uniforms.

Authorised Representatives (volunteers) have commented that they find it particularly useful to revisit care homes that they have been to as part of the Management Review process. One Representative commented

“After a traumatic previous visit, I can't believe the change for the better. I'm pleased my wife wasn't with me, she would have encouraged me to take up residency. It was well staffed and staff were pleasant. Well done!”

Although we have received positive comments about Care Homes such as:

“Much better nursing home for my wife knew what they were doing the main staff member thanked me for allowing me to look after my wife I would praise them for the care they gave my wife. Trained qualified staff different experience to other care I received, allowed to visit when I wanted plus Whiston Hospital was fabulous with my wife and the district nurses were so kind.”

There is still quite a wide variation in the quality of services:

“On advice of my GP my wife was sent for respite she went for respite on the Friday it was meant to be for both of us my wife still could walk at this stage, I went into visit. When I went to visit I sat down on one of the chairs and my clothes smelt, the chair was dirty, the place looked unclean. While I was there a woman was being lifted by a hoist the staff member looked like she did not know how to use the equipment, my wife later went to stay in another care home that was much better.”

10.2 Community Service

There are a wide range of community services delivered across the borough, and on the whole they are well thought of by community members. However Healthwatch Knowsley consistently received reports of long waits to access Podiatry appointments.

10.2.1 5 Boroughs Partnership NHS Trust

5 Boroughs is the largest provider of community services in the borough and has responsibility for NHS Podiatry Services.

“Have problems waiting for chiropody wait a long time, was told due to staffing problems.”

“As I can’t see I can’t cut my toenails. I go every 6 months to Halewood. I can’t see my feet but the service does not take this into account . This means I only get my feet seen to twice a year and it hurts to walk with long toenails.”

“I have bad feet toes cross over I rang up podiatry department as I’ve been waiting 18 weeks for an appointment. I go to Chaplefields on Liverpool Road waited ages very good when I go. I have DVT my toes went black since hip operation.”

*“Chiropody - Have to wait for appointment, should be 10 weeks but understaffed. Very good when I have treatment.
Good but have a long wait between. Feet very painful.”*

The provider is currently undertaking an in-depth review of the service to identify ways in which the service can be improved. Community Representatives from Healthwatch Knowsley and Knowsley Older People’s Voice will be sitting on the four workstreams involved in this review. In addition we have made the Knowsley Care Partnership aware of this review to enable Care Home Commissioners from the Local Authority and Care Home Providers to feed into the process.

The Community Health Development Team and the IKAN Team are particularly valued for their Health Promotion and Preventative services.

“IKAN - I was attending groups at Cronton Social Club and I got to know Jennie through the activities taking place. I attend the walk for health group and in conversation with Jeannie she told me about how to avoid trips and falls and she told me about the falls and wellbeing service. As a result of this I had a risk assessment and was provided with a bath seat and had rail to the side of my bath. Also I was provided with a step for downstairs. I then got a made to measure walking stick which helps with arthritis as I have had a hip replacement I am prone to falling. This is excellent. What cheerful and delightful people.”

“The courses ran by a member of staff are well attended in Huyton and people have fed back that they are enjoying the classes.”

The comments from this patient prove the value of preventative services:

“I am a patient. I find Aintree brilliant. As of today, I am all clear of Cancer. Only snag is the 2 hour waiting time to see the GP. Well cared for here - cup of tea. I attended the walk in cancer van, they knew that I had Cancer, the GP did not pick it up but the cancer van did - they referred me. Don't know where they are to say Thank you.”

Healthwatch Knowsley were pleased to note that following the recent inspection by the CQC Community Services overall received a rating of “Good”.

10.2.2 Walk In Centres

Of 41 respondents 51% (21) rated the Walk in Centres as Good or Excellent. The new St Chads building is particularly appreciated by Kirkby residents, although some visually impaired people have commented that it can be a challenge to access because of the lack of pedestrian crossings. Although some people do comment that there can be quite a long wait on the whole people are satisfied. A typical comment is:

“Thought the service was very good. Did not have to wait too long to see the triage nurse. Had a sore toe - treated lovely, no complaints.”

“Walk in centres waiting times usually a couple of hours and they send you to A&E anyway. I once attended the walk in centre with a bang to the head. They urged me to go to A&E, I could be going blind and it was an emergency. I actually had concussion.”

10.2.3 Liverpool Royal and Broadgreen University Hospital

The Breast Screening Service for Merseyside is provided by The Royal Liverpool and Broadgreen University Hospital.

“The staff on the mobile unit were all very friendly. In the past the person actually doing the screening has made me feel ill at ease as they just physically manipulated me without any conversation. On my last visit, the radiographer was very friendly and chatted to me putting me totally at ease.”

“Excellent although not seen for half an hour before appointment time.”

The only outstanding concern in this area is access for people with disabilities, as there are stairs to the mobile van anyone with restricted mobility has to attend the centre on the Broadgreen Hospital site, which can be an issue when relying on public transport. We understand, from our partnership work with the Scrutiny Committee, that this concern was also highlighted by during their recent review of cancer services and we will therefore continue to track this issue and support their recommendations.

10.3 Dentist

People are generally satisfied with the service that they receive from Dentists and the only real issues that we have been made aware of is when there is a need for specialised services.

“Uncle is 89 and carer has been struggling for over 12 months to get a dentist to do a home visit re false teeth. No dentist will come out for health and safety reasons and they have to bring a lot of equipment with them. Carer has now “give up” trying.”

However people who are able to access the specialist service at the Royal Liverpool University Dental Hospital report a good experience.

“I went to the Nutgrove Dental Practice they told me I needed to go to Liverpool Hospital as I get nervous. The dentist in Liverpool took a couple of teeth out. I said to them about my teeth my front teeth are a bit pointy like a crown. I had problems with my crown once. Staff are nice apart from one of them, as Liverpool hospital is new I don’t like the staff so much as I am not use to them.”

10.4 GP

In total we have received 158 comments about GPs so far this year, and these are fed in through the CCG Clinical Quality and Safety Committee. The majority of these comments are very positive with approximately half of respondents (80) replying “Yes” to the question “Were the staff kind” and (85) replying “Yes” to the question “Did they respect you”.

A consistent theme of concern however is accessing appointments, with over a third of comments mentioning waiting times either for or at appointments, and the issues people have in understanding how the various appointment systems work.

On a more positive note however a lot of people are happy with the service they receive when they do get an appointment. A typical comment would be:

“In my doctors you can't book an appointment in advance you have to ring up at 8pm. Then you can never get through because everyone is ringing and when finally get through the appointments are all gone. It's not good enough.”

“Very helpful, staff and support worker. General check-up for new GP service. Very busy, loads of people so had to wait in waiting room. Got a sick note for work. It had double doors for disabled people. Shorter waiting times would be better.”

“I changed my GP Practice because I was unable to get an appointment and reception staff not very friendly would ask loads of questions could not get appointment for about two weeks.”

“I haven't used GP my husband and daughter use regularly when you've got to phone not had any problems one of the GP's is fantastic with children takes time to listen to people”

10.5 Hospital

Healthwatch Knowsley hold stands at both of our main hospital trusts, and this is reflected in the volume of comments that are received about these services. It also means that the comments are made when the experience is very fresh in the respondent's mind. 76% (110) of the people who rated hospital services scored them as either excellent or good.

10.5.1 Aintree Hospital

Overwhelmingly people are positive about the care and quality of treatment they receive at this hospital; however car parking and facilities for visitors are generally rated poorly. Healthwatch Knowsley have raised the issue of car parking at the Patient Experience Group and the Facilities Director is looking at ways that this can be made more accessible for disabled people, however he does warn us that realistically no substantial changes can be made until the building work is completed. Visitors comment that there are few facilities to get food and drink at night, with only machines being available. Typical comments include

“Fantastic, good care, nice people seem to know what they are doing and put you at ease when you are going for an operation. No problems whatsoever. No waiting - fantastic service. Car park rubbish - always full.”

“Staff nurses/doctors are excellent on ward 10. There are no facilities for anyone that is there through the night. It doesn't make sense, we were here 24 hours and nowhere to eat or drink overnight apart from the machines. This place runs 24 hours a day; there should be a snack place. This is ridiculous.”

“After suffering a broken wrist, I attended Aintree hospital. The staff were caring, professional and extremely kind.”

“Aintree Hospital staff treated me well, have no complaints. If you are kind and courteous to staff you will be treated likewise.”

“On the few occasions I have visited this hospital I have found it excellent. The same applies today. All procedures are explained thoroughly and questions are answered in lay person language. I have found the staff helpful and nothing is too much trouble.”

Healthwatch Knowsley work very closely with the Trust to monitor performance and sit on several committees. A practical example of how this has helped improve patient experience is through Healthwatch Knowsley the Learning Disability Partnership Board assisted and advised in the design of an easy read version of the Friends and Family Test for the Trust.

10.5.2 St Helens & Knowsley Hospital Trust

At St Helens & Knowsley Hospital patients regularly comment on the cleanliness of the environment. People also say that the care and treatment they receive is very good. Car Parking is the main cause for complaint from respondents. The comments received by Healthwatch Knowsley are reflective of the findings in the recently published CQC report. Typical comments received include:

“The hospital are looking after my mum, the care she received this time seems to be better than ever. She currently has Dementia; it’s the worst she has been. Apart from the car park, it is wonderful. The car park is full and you have to wait to access it.”

“Daughter was attending to visit her husband. Her husband has been in for 3 weeks, the car park is expensive. I did not see a notice about the car parking pass until we visited in lift with mum and saw a notice saying about a car parking pass being available. Would have been helpful if the notice was more clear or perhaps staff informing patients/carers/family. Apart from that the hospital is clean and lovely and very nice staff. Kept informed on husbands condition.”

“Very nice staff and doctors are friendly. Staff are really helpful and tell you where to go. Did not wait long for an appointment.”

“Ward 3B - I am going to write a letter when I get home as the care I have had is second to none. Very caring, very understanding, nothing is too much trouble. Excellent.”

“Whiston, Ward 1C - The care I have been given is excellent. Social Services are involved, referral through carers. Staff at the hospital are working together, they are trying to give me respite. Brilliant staff, fantastic, no complaints.”

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

Healthwatch Knowsley work very closely with the Trust and there have been some changes made to appointment letters as a result of comments received through Healthwatch regarding appointment letters, this issue was included within the Patient Experience Action Plan and discussed through quarterly meetings. There were issues that patients were receiving duplicate letters and found it both wasteful and confusing, the system has now been changed that letters

are only generated 6 weeks prior to the appointment, therefore any changes that are made to timings will not confuse patients with various unnecessary letters.

10.5.3 Liverpool Royal and Broadgreen University Hospital

Although historically we have only received a small number of comments about this Trust we are starting to note a gradual increase. In response to this Healthwatch Knowsley will be having quarterly meetings with the Trust and other Local Healthwatch to identify themes, tackle issues and ensure that the Knowsley community have their voice heard during this time of change for the Trust.

“I attended Broadgreen for my hearing aids. I find Broadgreen very good, ears, dermatologist, treatment. Staff are friendly, can get parking. Hospital parking charges can be expensive. I was a patient on Friday, fantastic staff went from bottom of the list to the top, GP fantastic can't praise enough, respect food all 100% menu choice just everything. Only downside was a lady who was 1001 making loads of noise the nurses apologised as she kept everyone awake they could not discharge her or move her as no beds available it was not very fair on others on the ward.”

“The Royal is dirty all over. I stayed overnight, food was alright.”

“My wife had a cataract operation at St Pauls Eye Unit. Had excellent service before and after. The only downside was in the day of the operation we waited from 11.30am until nearly 7pm. This was because of a number of emergency cases being brought in, which we accept. But nobody informed myself in the waiting room the reason for the hold up. After 3 hours waiting, I had to ask at reception.”

“My husband has Alzheimer's and was admitted to the Royal Hospital. I stayed on the first day from 8am to 8pm but by 8pm in the evening I was tired so went home for a rest. When I returned to the hospital, I observed that the person with the refreshments trolley was asking him if he wanted a cup of tea. As my husband has Alzheimer's, it is difficult for him to communicate. The person kept saying is this a yes or a no? He seemed flippant and this can cause my husband distress. Why can't people with Alzheimer's wear a band so staff can identify the condition without causing embarrassment to the patient?”

“My mother is over 90 and was in the Royal, the staff are always lovely. But on one visit I noticed that my mum's drip bag had a label on it with my mum's second name spelt wrong. I pointed this out to the staff who did not seem bothered the staff member said “Oh it's just the names been spelt wrong, I expected them to change this but it was just left. I don't think this is good practice as it could be the wrong medication.”

“I am a carer for my husband he has Alzheimer's he was in the Royal following a heart condition. Whilst in the Royal he was given a buzzer to ring as he was meant to not leave his bed. I noticed that we did ring the buzzer for assistance but no one attended despite nursing staff all chatting around the nursing station.”

Healthwatch Knowsley are aware that there is an upcoming CQC Inspection of this Trust in March and we will be feeding our comments in to the Listening Event that is planned to help shape the parameters of the inspection.

10.5.4 Discharge from Hospital

The pressure on beds and the difference between being “medically fit” and the general public’s understanding of being ready for discharge has inevitably led to some people feeling that they are discharged from hospital too quickly

“Mrs A was “thrown out of hospital” with no aftercare or care plan in place. She has since requested incontinence pads and these have not been received.”

A recurring theme is that the correct equipment is not always available in a timely manner

“After 12 days she was sent back home to the care home there was a Zimmer waiting for her but it was too small the home had to ring up and get her a proper one. When she was discharged Whiston told us they would send a physiotherapist to the home, no one has been yet.”

It does need to be noted however that 72% (257) of people that commented replied “Yes” to the question “Was everything in place before you left?”

10.5.5 Specialist Trusts in the Area

Healthwatch Knowsley has received a small number of comments about the specialist trusts in the area and these are passed through via our quarterly meetings with the Trusts and our involvement in the NHS England Quality Surveillance Group.

Comments about the Specialist trusts include

- Alder Hey

“Ward 2E -My son broke his leg and we took him to A&E, they were fantastic. However, the doctor admitted him to a ward for observation. He said he would get a wheelchair and Zimmer. Ward staff were not happy my son was admitted and said they had no wheelchairs, crutches or Zimmer’s for a 7 year old. We had to stay overnight until the Physio could give him a Zimmer. No wheelchairs available so he could not get to appointments or school.”

- Clatterbridge Centre for Oncology

Patients are always usually very happy with the treatment they receive from Clatterbridge. A particular positive theme is that people are now able to access Clatterbridge Services in their local hospital, thereby reducing the stress of the long journey they would previously had to have made.

I have cancer and been treated here for 7 years, I have been to Clatterbridge as well. I come in for blood tests and for pick line to be cleaned. Everybody knows me and everyone is brilliant here. I can't fault it. Any help I need I am given. They have helped me fill in forms and MacMillan cancer centre have sorted finances out for me.

I feel very positive about Aintree they addressed concerns over cancer referred to Clatterbridge for radiotherapy and accessed Walton Centre all professional, helpful.

"I went to the GP with symptoms who sent me to Aintree and they found I had cancer of the bladder. From GP diagnosis 23rd January, 12 days later I received an appointment. Appointment at Aintree in February, I now had the operation. Just visiting the clinic for another appointment so I can then go on to other cancer treatment. Letters received were very informative and given information on the condition to read up on. I have just been for my pre-op. Need a better bus service - 102 not good. In the end I got a taxi."

"I had received all my treatment at Aintree but was told that I would have to go to Clatterbridge for Radiotherapy. I contacted Healthwatch who spoke to Clatterbridge on my behalf and they were able to get my appointments changed back to my local Aintree Hospital"

- Liverpool Heart and Chest Hospital

"Brilliant service over the years. I would not be here if it wasn't for the hospital. I had a heart bypass at Liverpool Heart and Chest and had lung removed from Lung cancer. Attend Aintree now, excellent service."

When I attended there after a heart attack, I was there weekly. The staff and doctors are very nice."

- Liverpool Womens Hospital

"My experiences with all the health and social care I have received in Knowsley have been very positive. I have had 2 babies in hospital in the past 3 years and have received excellent pre and post-natal care. The breast feeding support I received in particular was superb."

In light of the St Helens & Knowsley Hospital CQC Report and their comments about Maternity Care we will be tracking comments like the one below in the coming year to identify any trends.

"Ms A was sent to LWH from Whiston by ambulance as she went into labour at 31 weeks. She had an emergency C-section and her baby was sent to High Dependency. Problems with LWH include: the need for her to keep asking for meds, staff didn't change bed for 4 days. Ms A also said that she felt "neglect" and "badly treated"."

We also receive comments about the Gynaecology services at the Liverpool Womens' Hospital.

"I went in to have an ovarian cyst removed. From referral to treatment it took three weeks. The staff were all very helpful and explained the procedure fully. I was given the option to

have the procedure done under a local anaesthetic so that I could go home the same day. The procedure was completed fairly quickly and I was allowed home six hours later, but had to come back on the following few days so they could check how I was doing. I'm just waiting for the biopsy results but feel very confident in the care I have received."

- The Walton Centre
The Walton Centre is a small Trust that provides very specialised care across the North West and Wales and therefore we receive very few comments, however the comment below is fairly typical of those we do receive.

"My experience was fantastic. The care was impeccable. Very caring and empathetic. Fantastic."

10.5.6 Overall Themes

Healthwatch Knowsley are aware that there are additional pressures on Hospital Trusts during the winter so track the experiences that we receive against the weekly winter pressure statistics produced by NHS England.

10.6 Mental Health

The Healthwatch Knowsley Outreach Officer visits the Knowsley Resource and Recovery Centre most weeks to speak to people on the two Inpatient Units, Coniston and Grassmere Wards. In addition Healthwatch Knowsley hold a monthly Positive Mental Health Coffee Morning to ensure community patients, service users and carers are given an opportunity to feed in their thoughts and experiences on current and proposed services.

The Kirkby area received Mental Health Services from MerseyCare, whilst the rest of Knowsley receive services from 5 Boroughs Partnership. Healthwatch Knowsley take particular care to ensure that the voices of Kirkby residents are heard clearly to try and ensure that there is parity of services across the borough.

We have received 81 direct comments from service users and patients so far this year on inpatient and community services.

Comment from a Kirkby Resident about community based provision

"There was a time when I allowed my diagnosis to define me and take control of my life because of shame and self-stigmatisation. I feel that the support and encouragement from the team has helped me to overcome these feelings of despair and I now feel that I can inspire others and offer an image of hope and show them that recovery is possible."

Comment from a Rest of Knowsley Resident

"I really like the structure of the wards and the groups and the activity co-ordinator. It feels that you are getting support at the right level. On other wards there is a lack of privacy and very impersonal. At Knowsley resource and recovery you are given space. Getting through activities and groups, feel that I am actually participating in my recovery not just sitting there"

looking at the TV. I have found it useful listening to others who have been in a similar situation.”

The last year has seen some changes in the way community services are delivered, in particular a move to peer led groups, which has led to some issues.

“Since Imagine took over from Making Space the supper club has stopped. Each area has one night a month for 2 hours. The group has been running for 7 years. Service users have raised this with Imagine, the manager of Imagine and another manager from Making Space. The answer that we got on the day was it will stop running without a member of staff. It won't be facilitated by Imagine or any of their staff. It will have to be run by volunteers - peer led. This has meant that the Supper groups are stopping. No volunteers available to cover training etc.”

Healthwatch and Commissioners have subsequently met with Imagine and service users now seem to be reporting a more positive experience:

“I went to Imagine open day, it was a nice place, nice people showing me around, showing me the pictures people had drawn. After the visit there, I went with staff from Coniston. I might go on the Maths courses. I would also like to go on a photography course”

Healthwatch Knowsley continues to receive a large number of comments about the Inpatient Services at Knowsley Resource and Recover Services:

“Knowsley Resource and Recovery Centre - Find the staff very pleasant and helpful, this is good. Safe environment, only been in a few days. I took part in a group where you look at the effects of caffeine on health. I have learnt that energy drinks can set my anxiety off. I was using energy drinks instead of alcohol. I stopped drinking in July. The police took me to A&E at 7pm. I had to wait until 4am to be admitted. I had to wait because I was intoxicated. I tried hanging myself at a travel lodge, I was on the phone to my girlfriend at the time, she knew on the phone I was going to do something, then the police arrived. I have been given anti-depressants here, I feel safe here but don't feel ready to go out but feel safe at the Resource and Recovery.”

“Knowsley Resource and Recovery Centre - Been here about 11 days. It's getting me back to me. I attended A&E first of all. I waited 8 hours to be seen, it did not look too busy. I was offered a smaller room to wait in. I was asked if I wanted to wait in a smaller room, this was helpful, staff all helpful.”

“Grasmere - Staff have been excellent, making my recovery much easier. Well looked after!”

A much commented area relates to IAPT Services provided through 5 Boroughs Partnership.

“My son originally had a positive experience with the IAPT service but when he self-referred, his experience wasn't as good. The GP used to be able to include a comment on the referral

form but this is not the case when you self-refer. 20 minutes into the telephone assessment he asked whether the assessor knew what his diagnosis was and the assessor did not know. He was also told by the assessor that this service may not be suitable for him. Can an automatic check for individual's self-referring to check whether the person is known to the service as repeating your story causes an increase in emotions and vulnerability? Is Neurolinguistics Programming is not available in Knowsley?" You can no longer be referred by your GP you have to complete a self-referral form. But when you go to your GP you may have a view of your problems, but your GP may be able to see it more wholly. When you complete the self-referral form there is no space for your GP to put additional information."

"My son attends Willis House for CBT therapy. The therapy itself is too complicated even when made simple he is unable to understand. He's had the therapy 4 times and this is just not working. I've asked if other therapies are available such as music or art and been told no. My son has autism and sometimes he is just unable to cope so relapses. If other therapies were available I'm sure he would cope better."

"From the initial telephone conversation, it can take 6 weeks for appointment"

"Community members being advised that IAPT was not appropriate for them with no further options given"

"Waiting times for military veterans accessing IAPT services is poor and also being rejected by the service"

"I had a 20mins session but they were 5 mins late so only 15mins really - that's just not enough time as by the time you have began to talk the session finishes. They had my notes but you still go over old info just to try and make sense of the situation. I filled in a friends and family on the PC there and then - felt a little bit under pressure to do that"

"I only had 6 sessions but cancelled as it was not really helping me the information provided was more helpful - I could have got the info online. I think really what I needed was bereavement support as a family member had passed away but not referred on to anything else?"

"nice member of staff but just going through the motions.....no real passion or confidence in the provision"

"I wasn't getting anything out of it so I decided not to go - bit frustrating and no further help - meditation tapes would have been better - let down considering what you go through to get to the actual appointments"

In addition to collecting Patient Stories the Positive Mental Health Coffee Morning has fed into the recent Scrutiny Review of Mental Health Service Provision in Knowsley.

10.7 Optician

We have not received enough comments about Opticians to develop any clear understanding of trends for this year. It is an area we will continue to monitor

10.8 Other

Most of these comments relate to issues with benefits. This has had an impact on people in the Borough and we have recently started a monthly Carers' Drop In to help us to understand the impact of the Care Act on Carers. A typical comment so far is:

"I don't like the Carers Assessment it feels like your begging and it took 4 months to get a response. Some of the questions are too personal and I don't think it's worth it for the amount of money you receive."

10.9 Pharmacy

While a lot of people speak highly of the services they receive from their pharmacy we are seeing an emerging trend of issues with the Electronic Prescription Service. Healthwatch Knowsley will continue to monitor this issue and will include it as an item in future reports. A typical comment is:

"Some issues around the new electronic prescription process. Previously didn't have to wait as long and now I have to wait 3 days before my prescription is ready which means I don't always get my medication on time. I preferred the old system that worked before."

"Mr A explained that he is confined to bed and takes Warfarin. He used to be able to ring his doctors and let them know what mg of Warfarin he required and they would send his prescription to the Pharmacy who would deliver his medication. He has called his practice today who has told him that this is no longer the case and he now has to call the Pharmacy directly. He explained that none of this information was communicated to anyone and he is concerned for elderly patients or those that are housebound. He also mentioned that he was told by the practice that they should never have taken the details over the phone originally but exceptions were made."

"I get very angry when the chemist changes the tablets. I had it where the shape of the tablet changed, this can be very confusing if your blind as you could get the tablets you are on for something else mixed up. I do like the fact tablets have braille on."

"Repeat Prescriptions. Take at least 2 days. Last week fax machine was broken. Chemist had to ring doctors repeatedly to get them. Fax Machine was broken for two days."

This is an area to be tracked across the next quarter.

10.10 Not Stated

One of the challenges of collecting patient experience is that it is not always evident which service the patient is talking about. We log all of these comments as they can contribute to us identifying trends across services.

11 Future Reports

This report is an overview of the work Healthwatch Knowsley carries out to collect and analyse patient experiences and an indication of the current views of the community.

Future reports will focus on the exceptions in services, both good and bad, and any emerging trends that are coming through.

12 Control Sheet

Date Submitted	
Date Response due	
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	