

Healthwatch Knowsley Patient Experience Report St Helens & Knowsley Trust Qtr 1 (2016/17)

Contents

Contents.....	2
About this report.....	3
Snapshot.....	4
Key Themes.....	5
Recommendations.....	15
Healthwatch Knowsley Information	17
Healthwatch Knowsley Feedback Centre.....	18
Contact Us.....	18
Appendix 1–Feedback Form	19
Control Sheet.....	20

About this report

This report details experiences of St Helens & Knowsley NHS Trust shared by our community for the period April to June 2016. The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre.

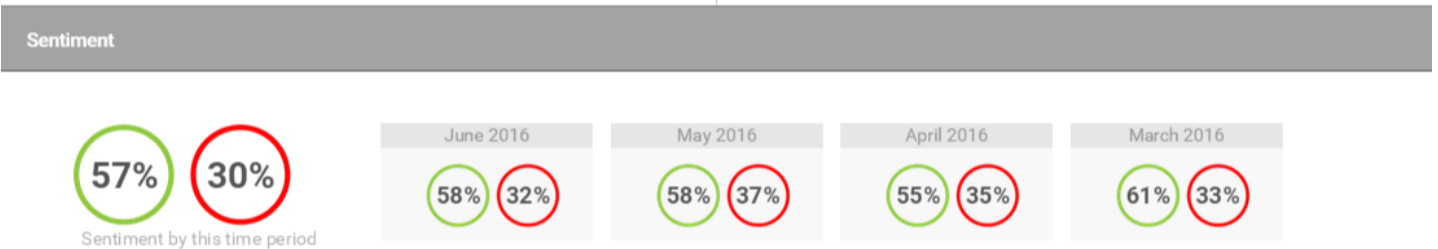
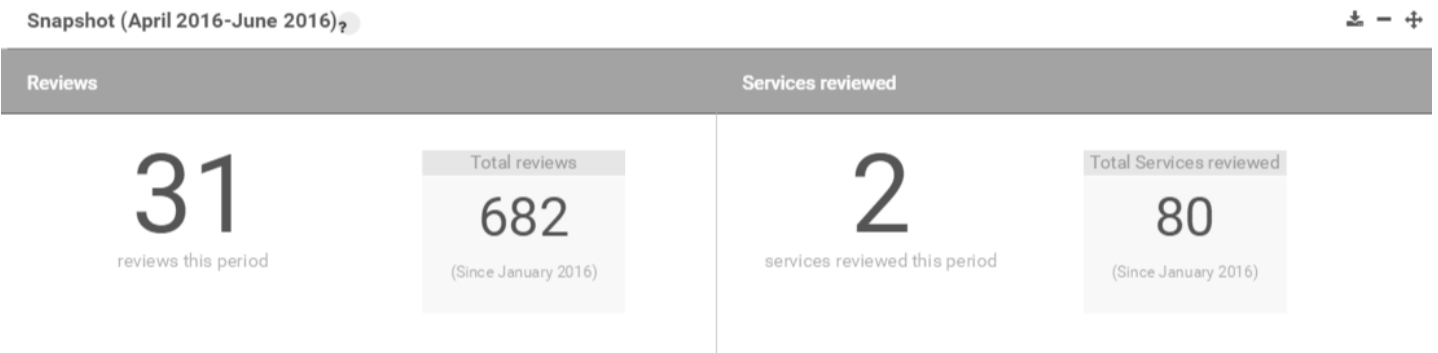
All comments are the actual words of the people who shared them and have not been changed in any way.

The report will be shared with:

- NHS Knowsley CCG
- Knowsley Metropolitan Borough Council
- Care Quality Commission
- Local Community via our Website
- Healthwatch England
- NHS England
- Service Providers

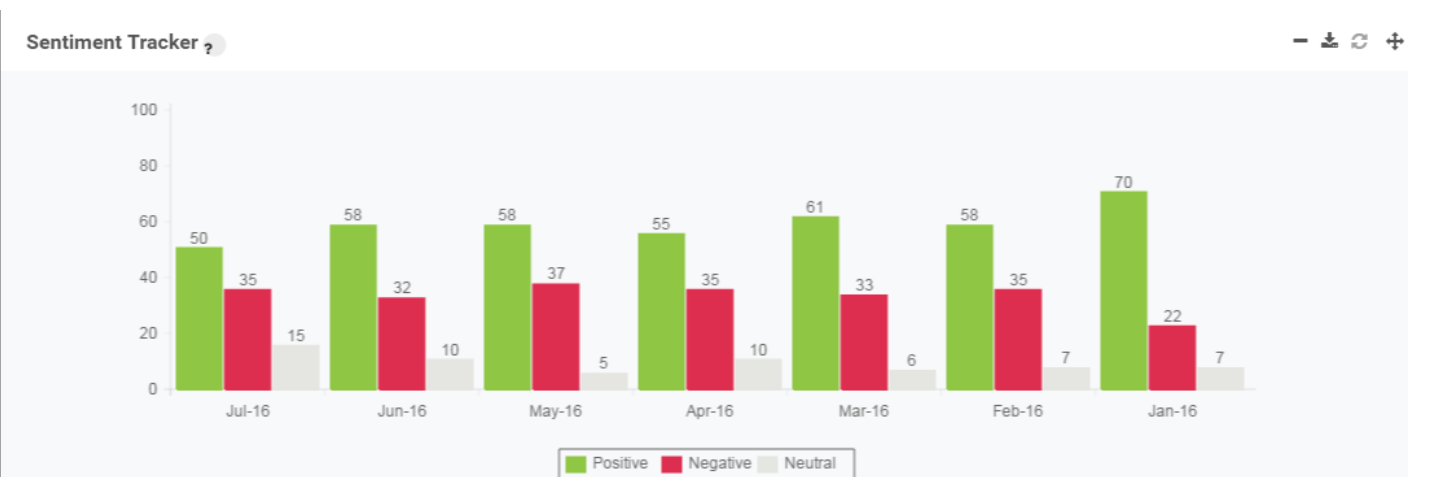
Snapshot

The following information provides a snapshot of the information provided between April 2016-June 2016, during this period Healthwatch Knowsley have received 31 reviews for both Whiston & St Helens Hospitals.



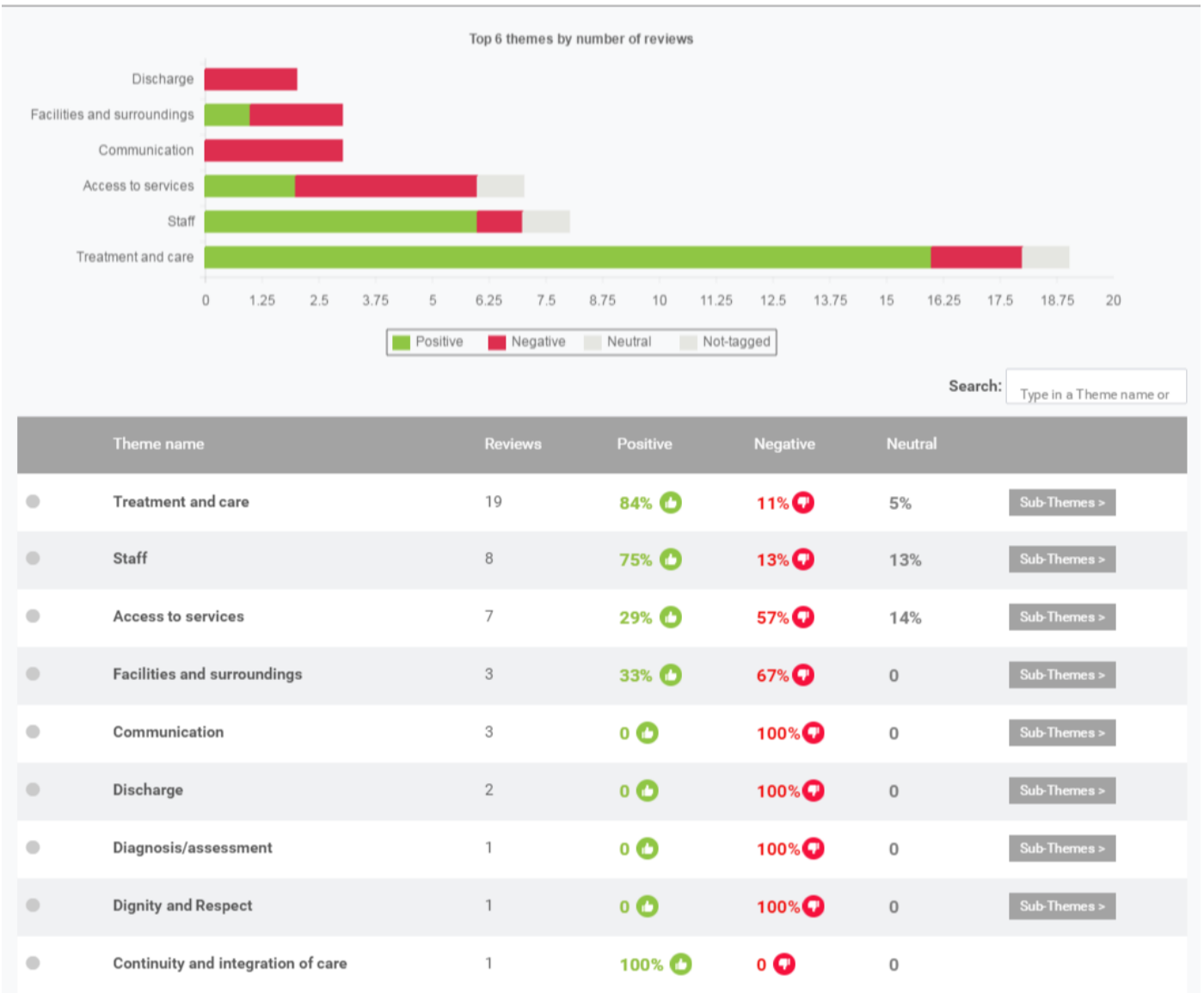
The sentiment of the reviews are analysed as being an average of 57% positive and 30% negative, with 13% as neutral. The information above also shows that the trust scored an average rating of 4 stars (Good) during this period.

The graph below shows the sentiment of reviews received over a 6 month period.



Key Themes

Themes Tagging ?



Please note that within the key themes some comments have been duplicated, as they have been identified as having multiple themes.

Within this report there were a total of 31 comments/ratings received, the main area of comment is themed around Treatment and Care, with 84% of comments being positive. Comments on staff are based on staff attitude and provide an overall score of 75% positive. In relation to Access to Services, 57% were negative, with comments highlighting waiting times as a key theme. Additionally some comments relating to facilities and surrounding, relate to food, which are shown at 67% negative.

A key area is communication, in which comments are negative, this is highlighted in the recommendations section within the report.

Key Themes

Treatment & Care

Treatment and care		19	84%	11%	5%	Sub-Themes >
Effectiveness	1		100%	0%	0%	
Experience	15		87%	7%	7%	
Quality	3		67%	33%	0%	

Provider	Rating	Title	Review
St Helens & Knowsley NHS Trust	5	Whiston Hospital	I had an x-ray and blood test and not had a problem. I went in for a lung wash out, thought I had cancer. The nurse looked after me and walked me to my husbands car, treated with care and love. I did not have cancer.
St Helens & Knowsley NHS Trust	4	Really good, felt like they cared	I have been very ill for 14 months. I have visited a variety of services/consultants and have been impressed with the level of care.
St Helens & Knowsley NHS Trust	5	Very good experience all round	Very good experience all round
St Helens & Knowsley NHS Trust	1	Whiston A&E	There is nothing in place in Whiston Hospital to care for people with Alzheimer's, no-one understood how to deal with someone with Alzheimer's and there were other people with Alzheimer's who were left alone. It was even worse on the wards. There should be a better process in place for admission to hospital for those with Alzheimer's - maybe a team put in place. The doctors and nurses were fabulous. (March 2016)
St Helens & Knowsley NHS Trust	2	Whiston	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 a patient gown. When we visited the hospital, a guy was washing the bed down so we then thought that our friend had died. The person cleaning the bed did not know anything when asked. Communication is terrible. (January 2016)
St Helens & Knowsley NHS Trust	5	Quality of Treatment	I attended last Friday. I had an appointment. I waited just over half an hour to be seen. Staff are friendly- quick appointment, explained everything to me.

Key Themes

Treatment & Care

Provider	Rating	Title	Review
St Helens & Knowsley NHS Trust	3	Appointments	Whiston Hospital is really good. I attended with a frozen shoulder, the hospital have offered me a class to help with this condition but the classes are only on early mornings. As I need assistance I can't always make appointments first thing. (January 2016)
St Helens & Knowsley NHS Trust	4	A&E	Mum went into A&E and was seen, waited about 7 hours. Clean environment. I think mum thought the treatment was good, just the waiting time, was really, really busy. The walk in centre are brilliant advised us to got to A&E
St Helens & Knowsley NHS Trust	5	Saw the Liver Specialist	The sister called me into the consultants room. The staff are great can't fault them the staff understand visual impairment.
St Helens & Knowsley NHS	5	Whiston is not bad	Whiston is not bad
St Helens & Knowsley NHS	5	Very Good	excellent service all round very helpful and supportive.
St Helens & Knowsley NHS Trust	5	Professional with lots of attention	By patient transfer from the Isle of man to plastic surgery and physio therapy after operation in December 2015, follow up by several surgeons and therapists. I have been given great attention at all times, patiently listened to and given much information explanation and practical advice aiding my recovery. I have always been welcomed with a smile and staff have always demonstrated that they are eager to help. None of my appointments have been rushed I have been given very good guidance to help my recovery and I am thankful to all staff members caring for me during and after my operation and post op follow up. Five Stars!!!

Key Themes

Treatment & Care

Provider	Rating	Title	Review
St Helens & Knowsley NHS Trust	5	Good	All Good
St Helens & Knowsley NHS	3	Recommending the service	some of the staff very good, I would recommend this service
St Helens & Knowsley NHS	5	Found it to be excellent	Found it to be excellent
St Helens & Knowsley NHS Trust	4	Whiston A&E	I went into Whiston A&E as I was not feeling too good. I was seen right away. Staff gave me a butty and a cup of tea. Only one hour wait. The Psychiatrists were understanding, then after an hour and 45 minutes, staff walked me to
St Helens & Knowsley NHS	5	very friendly and pleasant	I had two cataracts done and then both eyes had laser
St Helens & Knowsley NHS Trust	4	Whiston Hospital	My daughter has recently been an inpatient at Whiston Hospital (3 and a half weeks). She was on ward 1E Cardiac. We both found the staff very helpful and the atmosphere was very friendly and as my daughter has learning difficulties this made things a lot easier for us. She was then transferred to 1D where she seemed to settle fairly well. The food in the hospital was good although my daughter wasn't eating very much at the beginning but it did look quite appetising and she did have some of most meals. On returning home we have had quite a few outpatients appointments, some of which have been quite disappointing as the gynaecology outpatients (2 visits so far) we had to wait for 2 hours and when the patient isn't very well or fit (I take her in a wheelchair) this to me seems very excessive. So far the outpatients in St Helens hasn't caused us too much bother.

Key Themes

Staff

Staff	8	75%	13%	13%	Sub-Themes >
Attitudes	6	100%	0%	0%	
Capacity	1	0%	100%	0%	
General	1	0%	0%	100%	

Provider	Rating	Title	Review
St Helens & Knowsley NHS Trust	4	On observation ward	I was on the observation ward for a couple of days because the other wards where full. it was ok felt like it was short staffed. The ward I was on had only 3 staff per day. On the ward was 48 patients I felt staff were over worked and under paid for the amount of patients a few patients were police escorted on to the ward and staff had to deal with dementia patients. The staff did there job to their ability. To many chiefs and not enough Indians. The quality of care was good despite a shortage of staff.
St Helens & Knowsley NHS Trust	3	Seeing the practice nurse	I got to reception alright and the practice nurse listens to me but does not write anything down and when I went again I saw another nurse who took down information. I would like to see the same nurse throughout treatment.
St Helens & Knowsley NHS Trust	5	Fantastic staff	I broke a bone in my foot and found the Whiston Staff are down to earth. Staff are fantastic can't fault them.
St Helens & Knowsley NHS Trust	5	Saw the liver specialist	The sister called me into the consultants room. The staff are great can't fault them the staff understand visual impairment.
St Helens & Knowsley NHS Trust	5	Fantastic staff	The staff are fantastic from the tea and coffee people to the nurses. I've been in since September. The food is not good.
St Helens & Knowsley NHS Trust	5		I had an x-ray and blood test and not had a problem. I went in for a lung wash out, thought I had cancer. The nurse looked after me and walked me to my husbands car, treated with care and love. I did not have cancer.

Key Themes

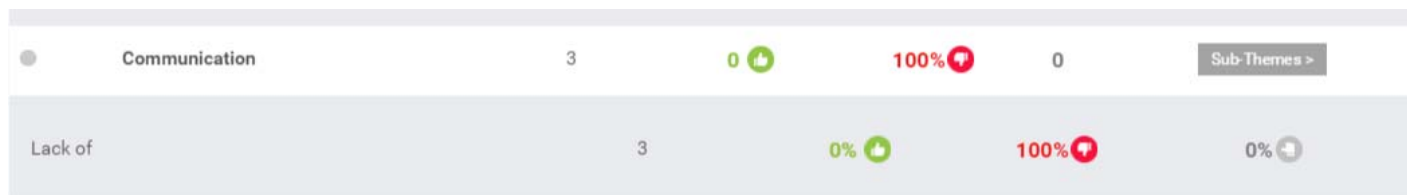
Access to Services

Access to services	7	29%	57%	14%	Sub-Themes >
Convenience/Distance to travel	2	50%	50%	0%	
Patient choice	1	100%	0%	0%	
Waiting times	4	0%	75%	25%	

Provider	Rating	Title	Review
St Helens & Knowsley NHS Trust	4	Appointments	I go for a fibro scan every 12 months. I cancelled my appointment and got a new one straight away. (January 2016)
St Helens & Knowsley NHS Trust	2	Whiston A&E	You always wait for 4 hours even when no-one is in the waiting room. I think people use A&E for the wrong things such as a boil because they can't get a GP appointment. (January 2016)
St Helens & Knowsley NHS Trust	3	Appointments	Whiston Hospital is really good. I attended with a frozen shoulder, the hospital have offered me a class to help with this condition but the classes are only on early mornings. As I need assistance I can't always make appointments first thing. (January 2016)
St Helens & Knowsley NHS Trust	4	A&E	Mum went into A&E and was seen, waited about 7 hours. Clean environment. I think mum thought the treatment was good, just the waiting time, was really, really busy. The walk in centre are brilliant advised us to get to A&E to be seen there. (January 2016)
St Helens & Knowsley NHS Trust	4	Wife attended	Brought wife in for operation everything has gone to plan. Can't make any further comments as just arrived. We waited a long time to get an appointment for operation. More than two years wait she's been under the specialist for years. she has stones in kidney.
St Helens & Knowsley NHS Trust	4	Access to a Service	Last time I went here I got a bus to Whiston and then the hospital provided a free bus to St Helens. Saves money going on the bus. Staff are friendly, nice environment. Seen quickly, no problems.

Key Themes

Communication



Provider	Rating	Title	Review
St Helens & Knowsley NHS Trust	2	Communication problems	I ended up repeating my problems to different people. I told one person when I went in what was wrong then I saw a different member of staff I had to repeat my problem again. Felt that staff did not pass on notes to other staff. This was in the A and E department. It's three or four times that I am repeating myself of the problems I have.
St Helens & Knowsley NHS Trust	2	Whiston Hospital	Details below

I was admitted to hospital in October 2015 for a hip operation. Everything went really well, no infection or swelling and I was sent home on Clexane injections. I was told to stop these after 2 weeks because my HB and platelets were low. There was no consultation when this was stopped just a phone call. No advice on why they were stopped and what could happen. I later found out that my platelets and HB were low. Then 3 weeks after the operation something terrible happened. I suffered a clot in my lung. It was the first time my family had not been with me. In a space of half an hour I could not breathe. I was in so much pain I thought I was having a heart attack. When I got to A&E there was a blood test done to confirm I had a suspected clot. The following day this was confirmed by a CT scan. Surely the whole incident could have been avoided by patients being given meds for 3 months after an operation to prevent clots and putting families and patients through such an ordeal. Firstly I hope someone will read this and pass it on to the right people who can change things and make a difference and preferably see it through to the end. I work as a GP receptionist and know first-hand what lack of communication can cause and what problems, but for me as a patient, I was experiencing what could go wrong and it was scary. I feel so strongly about this that I feel that I have to let you all know and pray something can be done to stop this happening to patients and their families. I was admitted to Fairfield Hospital, Crank as an NHS patient on 31.10.15 for a hip replacement. From the moment I entered reception everyone was so nice. Reception, nursing staff and my consultant, it could not have been better. Everything went well under general anaesthetic. I was sent home after 3 days. I had started Clexane injections (40 mg) one per day in my stomach the day before I left hospital and was told to continue on them for another 3 weeks. I continued to visit the hospital weekly for blood tests for HB and platelets. After 2 weeks I was told to stop these injections by phone, no consultation or any prevention for blood clots given just to stop them as my platelets were low. This happened on 18.11.15. I was doing so well, no infections, no swelling eating a healthy diet, drinking plenty of water and continuing with the physio exercises I was given when I came home from Fairfield assessment. (Continued on next page)

Key Themes

Communication

I felt so well but within a week I had a blood clot on my lung, 23.11.15, it was 3 weeks after my operation. My husband had left me alone for an hour. During that time alone, I experienced the most terrifying ordeal of my life. I thought I was having a heart attack and was about to die. The pain was so bad. I could not breathe. By the time my husband returned home I was in a bad state. I couldn't walk or even breathe properly or get to a phone. My husband phoned an ambulance straight away. I was that frightened and said goodbye to my husband and children. It felt like I wasn't going to make it and anyone who knows me will tell you I am a strong woman. When the ambulance arrived, they reassured me it was not a heart attack I was having but could be a clot. They took me straight to A&E at Whiston who did a blood test which proved I was high risk for a blood clot and that I would have to stay in A&E that night to make sure I had a CT scan the next day on the assessment ward. That night it was very busy on A&E. Luckily for me my family stayed with me. I was still in a lot of pain and because I was still on crutches after my hip operation, I couldn't help myself much. The staff on A&E were so busy; they only managed to come into me when they needed to check my blood pressure. The following day I was given a CT scan which confirmed I had a blood clot on my lung together with a respiratory infection. I was very upset; my family had also been traumatised by it all but I was told I was just one of the unlucky ones, put on an anti-coagulant meds for 6 months, given anti-biotics and an appointment for a spirometry (breathing test) two weeks later together with an ECG appointment. I felt like the whole situation was something patients just have to accept as a normal thing, not that if the clot had missed my lung and travelled to my heart or brain, I would not be here writing about this horrible experience. I felt like having an operation is like playing Russian roulette (you may live or you may die) just accept this! Looking into all this, I know what happened to me is a common occurrence but why? Surely something can be done. When I arrived for my Spirometry 2 weeks later, I was told to go home because to have this test done so soon could cause the clot to move. It was then re-scheduled for 18th January 2016 (6 weeks later). Why was I sent for this test? These are small things that can be changed. Just someone there to explain what is happening to you, just to re-assure you will be ok. I was one of the patients that was well after my operation, no pain, no infection and no swelling at all so my symptoms were silent and not expected. I think that is why it was such a shock to us all. I am 58 years old and healthy. This all happened within the space of 3 weeks after my operation after having 40mg of Clexane given to me to check my HB and platelets. When the blood results after these went too low, they were just stopped. The hospital told me to stop. No explanation and no advice about what could happen. When I arrived at A&E that horrible night (23.11.15) they did a blood test at the hospital which showed I was high risk for a blood clot. The following day the CT scan confirmed this. Why is this blood test not given each week while you are on Clexane injections instead of just HB and platelets? Surely, this would be easy enough to do together with the other tests. If Clexane injections after an operation are stopped for whatever reason, surely patients should be tested for at least 12 weeks after an operation or at least given other precautions to prevent this happening to someone else. Is this possible? Can something be done? I hope that someone who reads about my experience will be able to help others going through this horrible experience and make a difference.

Please note that this comment has been shared with the Patient Experience Manager at Fairfield Hospital and a response has been received by the CEO of Fairfield Hospital.

Key Themes

Discharge

● Discharge	2	0	100%	0	Sub-Themes >
General	2	0%	100%	0%	

Provider	Rating	Title	Review
St Helens & Knowsley NHS Trust	2	Whiston	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 a patient gown. When we visited the hospital, a guy was washing the bed down so we then thought that our friend had died. The person cleaning the bed did not know anything when asked. Communication is terrible. (January 2016)

Facilities & Surroundings

● Facilities and surroundings	3	33%	67%	0	Sub-Themes >
Cleanliness (Environment)	1	100%	0%	0%	
Food & Hydration	2	0%	100%	0%	

Provider	Rating	Title	Review
St Helens & Knowsley NHS Trust	1	Food Poor	Ratings only, main comment around food.
St Helens & Knowsley NHS Trust		Fantastic staff	The staff are fantastic from the tea and coffee people to the nurses. I've been in since September. The food is not good.
St Helens & Knowsley NHS Trust		Access to a Service	Last time I went here I got a bus to Whiston and then the hospital provided a free bus to St Helens. Saves money going on the bus. Staff are friendly, nice environment. Seen quickly, no problems.

Key Themes

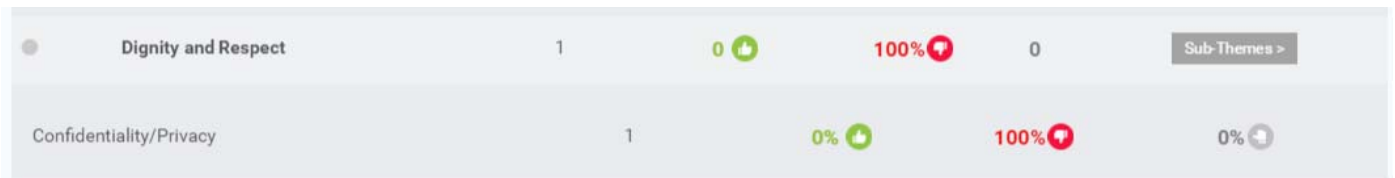
Continuity of Care



Provider	Rating	Title	Review
St Helens & Knowsley NHS Trust	2	Seeing the specialist	I see the Liver Specialist all the time it's the same person who knows you. This is good because you don't have to repeat yourself.

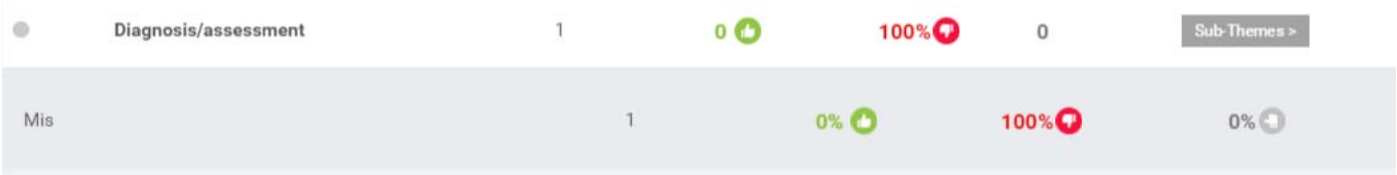
Dignity & Respect

(For comment please see page 13, relating to the Discharge)



Diagnosis

(For comment, please see page 11-12, relating to Communication)



Recommendations

Good Practice

During this quarter, it is worth noting that there have been a number of reviews received relating to the treatment and care within the trust, as well as highly positive responses relating to staff within the trust, as highlighted in the key theme sections within this report.

Recommendations

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

Communication

During this quarter there were two key issues highlighted within the report, these related to relaying information, therefore showing a lack of communication internally, as patient had to repeat their issue on several occasions (page 11).

There was also a comment received relating to treatment received following hip surgery at Fairfield hospital., (pages 11-12) the patient experienced very little communication during their stay in A&E and also received the wrong information on discharge regarding further tests. It is worth noting that both St Helens & Knowsley NHS Trust and Fairfield Independent Hospital have been alerted to this case and have shared this experience with the relevant departments. This comment also relates to diagnosis /assessment, as a key theme within the review.

Discharge

This related to a comment received in January regarding discharge to a care home, the patient was discharged in a hospital gown, which also relates to dignity and respect (page 13).

Facilities & Surroundings (Nutrition)

During this quarter, two of the comments highlighted food negatively, this is an area that is focused on within the Patient Experience Action Plan, Healthwatch will continue to monitor comments relating to nutrition (page 13).

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.

Recommendations from the previous report

Waiting Times

A comment related 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

Recommendations

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!”

This was identified as a key issue at the Patient Experience Council and following discussion with the Clinical Commissioning Group (CCG) Clinical Committee it was advised that a process map of the patient journey was developed. The following response was received from the trust:

“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.”

Quality of Treatment—Cancer care

In the previous reports some comments related to the support received during follow up cancer care:

“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.”

The report highlighted 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. This had also been identified as a need within the trust, at a Patient Focus Group, the Lead Cancer Nurse provided an overview of what the trust is doing to support people living with cancer.

The trust have developed a series of events in partnership with Macmillan to provide Health and Wellbeing Clinics, the events run parallel to the nurse specialist clinics. The event provides an opportunity for patients to meet with local organisations who can support all elements of their health and wellbeing, including benefits advice and local cancer support groups. Healthwatch were invited to attend the event, which took place in July.

Healthwatch Knowsley

What is Healthwatch?

Healthwatch is the independent consumer champion created to gather and represent the views of the public on Health and Adult Social Care. We play a part at both a local and national level to make sure that peoples experiences of Health and Adult Social Care are taken into account by both service providers and commissioners.

How do we make a difference?

- We are part of, and answerable to the community
- We improve local health and adult social care services through community feedback
- We provide information about the care choices the community have
- We talk and listen to people from every part of the community
- We hold services to account for the care they provide

Why do we do it?

Healthwatch Knowsley has been developed to give the people of Knowsley a stronger voice in influencing and challenging how health and adult social care services are provided within our region.

What we are responsible for

- Enabling people to share their views and concerns about health and adult social care services in Knowsley
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with Clinical Commissioning Groups and social care providers amongst others to help make sure that services are designed to meet local people's needs.

Our Values

- **Inclusive** - we put communities first, working with children, young people and adults
- **Influential** - we are responsive, setting the agenda and making change happen
- **Independent** - we act on behalf of consumers, listening carefully then speaking loudly on their behalf
- **Credible** - we value knowledge, seeking information and challenging assumptions with facts
- **Collaborative** - we work in partnership with health and social care organisations to keep the debate positive and we get things done

Healthwatch Knowsley Feedback Centre

This report has been compiled using the new Healthwatch Knowsley Feedback Centre. This web based tool enables members of the public to rate the services that they use and provides real time analysis of the feedback, enabling early identification of trends and issues.



Please note that information is also collected using feedback forms (please see appendix 1), this information is then entered onto the feedback centre.

Contact us

Contact Details

Healthwatch Knowsley

Address: 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**

Or if you would like to share your experiences of Health and Social Care please visit our feedback centre at **www.healthwatchknowsley.co.uk** or telephone a member of the team.



@HWKnowsley



Healthwatch.Knowsley

Appendix 1—Feedback Form

About you

If you are willing to provide us with some monitoring information please complete the form below:

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

Age:

Gender: Male Female Prefer not to say

How would you describe your ethnicity?

First 3 letter of your postcode:

Do you have a disability? Yes No Prefer not to say

Which of the following best describes your situation?

Full-time work Part-time work Retired

Government Scheme Full-time Education Self Employed

Unemployed Unable to work

Looking after home/family Other

Do you have a religion or belief?

Yes No Prefer not to say

If yes, please state:

How would you describe your sexual orientation?

Heterosexual Gay Lesbian Bisexual Prefer not to say

Do you currently live in the gender you were given at birth?

Yes No Prefer not to say

healthwatch
Knowsley



Your voice counts

This is your opportunity to influence your health and social care services. Your feedback (whether anonymous or not), will be featured on www.healthwatchknowsley.co.uk and used to make recommendations for change. You can also call 0151 449 3954 with your feedback.

Please use this form to leave feedback about your local health and social care service.



Leave feedback

Name of Service:

Please rate this service: Poor Outstanding

When did you last use this service?

Summary of your experience: (a few key words)

Please tell us about your experience:

Where do you live?
(e.g. Hayton, Kirby)

Please rate the following:

Quality of care:

Quality of treatment:

Staff:

Cleanliness:

Food & Drink:
(if applicable)

Communication:

Discharge:
(if applicable)

Accessibility:

Safety:

Appointment:
(waiting times)

In relation to your comments, are you a (please tick):

Patient Carer Staff Relative Visitor

Please note that this form can be returned to Healthwatch Knowsley by freepost to the following address:
Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG

Control Sheet

Date Submitted	19/8/16
Date Response due	19/9/16
Date Response Received	
Follow up actions	

Submitted to:

Trust	19/8/16
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	

Anne Rosbotham-Williams
Assistant Director of Governance
Whiston Hospital,
Lower Ground 1
Nightingale House

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

16th September 2016

Kelly Hurn
Healthwatch Knowsley
The Old School House
St John's Road
Huyton
L36 0XU

Dear Kelly,

Thank you for sharing your Healthwatch report with the Trust which was discussed at the Patient Experience Council on Wednesday 7th September 2016.

I am writing to confirm that the main issues to be addressed are included in the Trust's Patient Experience Action Plan, including communications, discharge and nutrition and hydration, which will be discussed in full at our next meeting. The date for the next meeting is currently being rearranged.

I look forward to continuing to work with you and Healthwatch Knowsley to effectively address the issues raised wherever possible.

Many thanks

Yours sincerely,



Anne Rosbotham-Williams
Assistant Director of Governance