

Liverpool Women's Hospital Listening Event 6 March 2017

Introduction

On Monday 6th March 2017 local Healthwatch organisations from Liverpool, Knowsley and Sefton, visited the Women's Hospital to gather patient and visitor feedback. This was followed up by a shorter visit by Healthwatch Liverpool on Tuesday 14th March together with staff from Patient Opinion (since re-named Care Opinion: www.careopinion.org.uk), a web-based public forum where patients can leave feedback about their experiences of health care, and health care providers can respond.

The aim was to get as much independent patient and visitor feedback as possible on wards, in outpatient areas, and in the main foyer of the hospital. Healthwatch would like to thank the Women's Hospital staff for their help during the day, and the patients we spoke to for their time and feedback.

In order to provide consistency the same questions were asked of all respondents. Respondents were not asked for their names or addresses, but were asked for the first part of their postcode as well as some questions about their background for equality and diversity purposes (please see Appendix I for the questionnaire used on the day, and Appendix IV for Equality and Diversity data).

During the Listening and Patient Opinion events Healthwatch spoke to 76 people altogether: 69 patients, 3 relatives, and one interpreter. For two respondents this information was not recorded (to see all feedback, please see Appendices II and III). Due to the sample size this feedback is of qualitative rather than quantitative value; it gives some suggestions of where patients thought the hospital got things right, and where improvements could be made.

In addition to the Listening and Patient Opinion events, Healthwatch Liverpool attended two sessions run by the Honeysuckle team at Liverpool Women's hospital. This team provides support and care for women and their families following miscarriage, stillbirth and early neonatal death. Healthwatch spoke to eleven families who fed back on their experiences of the Honeysuckle team, as well as other areas of the hospital. Their experiences have been included in a separate section of this report.

Analysis of the feedback

At the Listening and Patient Opinion events Healthwatch spoke to inpatients, patients attending appointments at a variety of clinics, and some visitors. This included 11 patients on Rosemary Ward, 9 patients on the Maternity Base, 22 patients attending a variety of outpatient clinics, 6 inpatients on the Gynaecology ward, 5 patients on the neo-nates ward and 5 patients at the Hewitt Centre. For 3 respondents the ward or outpatient area was not recorded or not applicable.

During Healthwatch's initial visit building works were being carried out on Rosemary ward; to ensure that feedback there was not disproportionately influenced by the works, Healthwatch made sure to return to this ward during the subsequent event on the 14th March.

The hospital serves patients from Merseyside and beyond, and this was reflected in where respondents had travelled from; 41 respondents came from within Liverpool local authority boundaries, 8 from Sefton, 6 from the Wirral, 3 from Knowsley, 2 each from Chester and Warrington, and one each from Ormskirk, Lancaster, and North Wales. Ten respondents did not provide postcode information.

Hospital services: what is good, and what could be improved?

When Healthwatch asked patients what was good, and what could be improved at the Women's hospital, the responses were mostly positive.

The topic mentioned most was **staff and staff attitude**, mentioned positively by 51 people, and less positively by 2 people. Comments included:

“The staff are the best thing about the Women's. They are really nice”.
“Staff are friendly, helpful, they go out of their way to help you”.
“Very friendly. Also, when I was an outpatient the nurses and doctors were very friendly and very efficient”.

Staffing levels were mentioned by 3 people, including:

“We've had a good experience, but often people are busy, short-staffed”.

The second most-mentioned topic was the **care received** at the hospital, mentioned positively by 16 people. Feedback included:

“It's always been good, had my other son here as well, they're good with helping you with the babies”.
“I feel the staff saved my baby here so I am forever grateful to them”.
“They have done well for me, they have taken cancer away from my womb”.

A separate question about **information provided** was included on the questionnaire, however some people already mentioned this when asked what was good about the hospital, or what could be improved: 3 people gave positive feedback, but 6 people were not as satisfied. Comments included:

“There are all different clinics waiting in this area. We have just heard a number being called over the tannoy system. We don't have a ticket but another patient just told us that was not for our clinic. We were not told how this worked”.

The hospital's **cleanliness** also was commented on, with 11 positive comments and 1 negative. Comments included:

“It is welcoming and clean”.
“The building is new, fresh, clean and modern”.

At outpatients, **waiting times at appointments** were an issue for 10 people, while 4 people said they were fine:

“Waiting times - I've been waiting 1 hour today already”.
“Waiting times - I never get seen on time”.
“When I've been the waiting times haven't been long”.

Further feedback included eight comments about **parking availability and costs**, mentioned positively by 2 respondents but as a negative factor by 8 respondents, including:

“Only a small point but I think the hospital car park needs to be bigger”.
“Sometimes it's difficult to find parking, and it's £3.80 for 1.5 hours which is too much”.

Four people fed back that they liked that the hospital had **“all women’s needs on one site”**. Five respondents mentioned they did not want to lose the hospital or **were concerned about future plans for the hospital**:

“It’s great that it is all under the one roof, with services for Mum and Baby, even being able to register the birth under the same roof was great”.
“Just hope we don’t lose it, it is a real bonus to have it in the city. We are privileged to have it really”.

Further comments covered a variety of other topics, including the **availability of IVF treatment services locally** (outside Liverpool) and **funding for IVF treatment**, both issues that are beyond the Hospital’s control as they are decided by commissioners:

“The funding needs to be looked at. My partner has a child from a previous relationship therefore we cannot be funded for fertility treatment for a child of our own. We feel this is very unfair”.

There were several **suggestions for improvement**, including:

“Need screens to say what the delays are in clinics”.
“They need more parent accommodation. Also, a parent room for parents of children who are in intensive care, as it can be difficult when you are in this situation and you don’t know what is going to happen and you are in a room with someone who is happy because they are going home. Also a better expressing room where new mothers can sit separately, as it can be difficult sharing with someone who is expressing loads and you are still learning”.

Other questions asked by Healthwatch:

Treated with dignity and respect

When asked if patients felt they were treated with dignity and respect at the Women’s hospital, 70 people said they were, while 2 people gave a mixed response. Comments included:

“Definitely, OK to me like a human being, really lovely and dead calm. They say “I’ll help”. Even today a man put a tissue down over me to protect my dignity”.
“Yes, they’ve dealt with it very well including the gynaecologist, as it is hard to keep your dignity here at gynae”.
“Yeah, I had a ‘meltdown’ on day five, the lady was very helpful and explained it was normal”.
“Yes, other than one doctor”.

Do staff have enough time to spend with you?

In response to this question, 55 people said staff did have enough time, 5 felt that staff didn’t have enough time, and 12 people gave a mixed response. Comments included:

“Yes, 3 staff members have tried to help me today. I can always ask for help”.
“Yes they have enough time. They are busy but they still have time for you”.
“Yes I do feel they have enough time for me. I would rather wait a little longer for my appointment and then have enough time to have a slightly longer time for a proper conversation once I go in.”
“Yes, but sometimes it is really busy so we do on occasion feel a bit rushed”.
“No, they are short staffed. They are with you as much as they can be, but they have so much other stuff to do”.

Enough information provided to answer any questions:

When patients were asked if they had received enough information, 61 people responded positively, while 5 people felt they had not had enough information and 3 people gave a mixed response. Comments included:

“Yes, she wouldn’t feed and I had to stay in for a few days and they told me what to do and what not to do”.
“Yes, very thoroughly, everything is explained”.
“Yes, for the first few days everything was going in and out, I had to keep asking. They have been very good and keep answering and talking. I have had to ask them to tell my partner because I can’t always take it in”.
“Not at first. (One doctor) was great but we got lots of different and conflicting information from different people”.

Comments about the facilities:

Most of the feedback about hospital facilities was positive, with 37 people saying facilities were ‘good’, ‘alright’, or mentioning specific things like the cleanliness, the layout, the café and food availability. Feedback from 16 people was less positive; examples included parking, mentioned again by 4 people, and a lack of baby changing facilities on site mentioned by 2 people. Comments included:

“It looks nice and the layout is good and accessible”.
“I like it here and I like the play area and the café in the main reception”
“The car park shouldn’t charge. The equipment here is very advanced”.
“More parking spaces needed”.
“The only baby changing facility is downstairs near reception”.

Staff on the neonatal ward also spoke to Healthwatch, and explained some of the difficulties they encounter with current facilities. This included the intensive care area, where staff said more space was needed. Healthwatch could see incubators and other equipment lining the corridors. Hospital staff also said that they would like more space so that mothers are able to express in the rooms, as this is better for the women.

Overall Rating

Patients were asked to give a rating from 1-5 for the overall services at the hospital; 71 people provided this, leading to an average rating of **4.34**.

Poor  Outstanding

Equality and Diversity

Some of the responses received during the Listening and Patient Opinion events had potential implications for equality and diversity considerations, as highlighted by the following comments:

“I usually get an interpreter but just been told at desk they could not book one for this appointment” (Healthwatch immediately fed this back to the Women’s Hospital’s patient experience team, who dealt with it).
“Desk heights can be an issue. The receptionist at ultrasound made me repeat my details as she hadn’t seen me, the desk is too high. There should be a section of the desk that is lower to match the eye level of people in a wheelchair”.
“Sadly this is an area that we feel strongly about (information provision). We have been self-funding our (fertility) treatment because we are a same sex couple, and do feel this is not treating us equal. However we are getting on with it but would appreciate a stage by stage explanation of the process”.

The Honeysuckle Team

As mentioned previously, after the two scheduled visits (Listening Event and Patient Opinion day) Healthwatch Liverpool attended two sessions of the Honeysuckle group to give the families there an opportunity to feedback on their experiences of the hospital. Copies of our feedback form were also left with the Honeysuckle team to share with families who were not present on those days.

The Honeysuckle Team and support group provide care for families affected by miscarriage, ectopic pregnancy, stillbirth and early neonatal death. Feedback received from Honeysuckle families was very different and more in-depth compared to that of other patients - they have generally experienced more of the hospital's services than patients we typically meet in the hospital's waiting rooms or on the wards. The families were very open to sharing their experiences and the staff were most welcoming and accommodating.

Feedback about the Honeysuckle service

Feedback about the staff and the support group was overwhelmingly and consistently positive, so much so that Healthwatch Liverpool has nominated the Honeysuckle staff, volunteers and families for a national Healthwatch award, "It Starts With you" which is about making a difference to health and care experiences.

The following quotes give a flavour of the power of the positive feedback received from the families:

"Where do I begin? I can honestly say I could not have got through the toughest week of my life without the support from the Honeysuckle team. Losing a baby is something I never thought I would ever have to go through so when it happened, the devastation and sheer shock meant I could not think straight...It's never happened to me before or anyone I know, I did not have a clue what happens next and what options there were. So for me, the Honeysuckle team was my saviour" (mother of a stillborn son).

"If they don't hear from us they will call to check how we are. They sent a birthday card for what would have been the baby's first birthday - a sign of their thoughtfulness. I think the bond with them has grown stronger over time. They really care - it is more than just a job to them... They really go above and beyond the call of duty" (parents of a stillborn baby boy).

Feedback from Honeysuckle families on other aspects of the hospital's services

Not surprisingly, given the difficult experiences that the families had been through, their feedback on other aspects of the hospital was more mixed. Given the small number of people feeding back on each of the services the feedback may not necessarily reflect general experiences, but there is still learning in it.

Because of the personal nature of the experiences, and as there is a potential that respondents could be identified, it does not feel appropriate to share individual stories in their entirety in a public report. We have chosen less identifying quotes to highlight aspects of the feedback and will provide further details to the hospital so that they can draw any learning from them.

Even within the one families feedback there could be very different experiences of aspects of the hospital's services as indicated below:

“5 star. The staff there were lovely. I have no issues with the care my son got. His nurses were really lovely and caring. When we made the decision to switch the machines off we had a room and the space to be with him as he passed away. I had no issues with the facilities either. The staff kept a good balance between checking we were OK and giving us space. We were given the opportunity to give him a bath and to wash and dress him.” (Neonatal)

“My son was born by C section on Sunday and taken into the neonatal unit. I was really unwell and only made it to see him for about an hour a day. I was in a tiny room just by the new mums with their babies. The window was frosted and it felt claustrophobic. The TV was broken and I couldn't use it to block out the sounds of the babies crying outside. I could hear the nurses talk outside my door e.g. one time saying that they had too many C section women to look after. It doesn't fill you with confidence.” (Maternity base)

Several patients mentioned the need for staff throughout the hospital, including those who do not usually face with families in such difficult circumstances, to understand the need for sensitivity.

“Once I had the news it felt like it was treated like a matter of routine, like there were forms that needed to be filled in. I felt completely out of things. I know that things need to be done but maybe they could have offered me time for a breather first because it was just too much for me or even acknowledged how difficult it was for me e.g. “I know this is a really difficult time but I need to ask you...” (Pre-natal)

Further feedback from the Honeysuckle families will be passed over to the hospital for discussion about how the hospital can learn from their experiences. This includes comments on after-care, discharge arrangements and other issues which complicated what were already difficult situations.

Conclusion

Most patients that Healthwatch spoke to were pleased with their experiences at the Women's Hospital, especially with the staff that provide the service, with the care and treatment provided, and with the hospital environment. Feedback about the Honeysuckle service in particular was exceptional in how positively the service was perceived by families who were going through some very difficult experiences.

Though overall it was clear that most patients really appreciated the services and work carried out at the Women's Hospital, some suggestions were made for improvements. This included some comments made by patients about improvements to facilities, improvements to waiting times at outpatient clinics, improvements in communication or information provided (for example at outpatient clinics about the waiting times). Some possible improvements mentioned fall beyond the control of the hospital, such as funding for IVF treatment.

Healthwatch looks forward to carrying out another Listening Event at Liverpool Women's Hospital next year.



Liverpool Women's Hospital Listening event, 6th March 2017

1) Are you: a Patient a Visitor Staff Other (please explain)
2) First part of your postcode (e.g L8, L25)?

3) Which hospital ward or outpatient area is your feedback about?

4) What do you think is good about Liverpool Women's hospital?

5) What would you like to see improved?

6) Do you feel that the staff treat you with dignity and respect?

7) Do you feel that the staff have enough time to spend with you?

8) Do you feel that you are given enough information to answer any questions that you may have?

9) Any comments about the facilities in this hospital?

10) How would you rate the Women's hospital overall?



11) Any further comments?

Finally, we want to make sure that we speak to all sections of the Liverpool population, and would be grateful if you could complete the information below.

We don't ask for your name so any information you give is anonymous

Your age Prefer not to say

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

Do you have a religion or belief? Yes No Prefer not to say
If yes, which religion or belief?

Which best describes your situation?
Full-time work Part-time work Retired Full-time education
Unemployed Self Employed Unable to work Carer
Other (please state) Prefer not to say

How would you describe your race/ethnicity? Prefer not to say

How would you describe your sexual orientation?
Heterosexual Lesbian Gay Bisexual Prefer not to say

Which of the following describes how you think of yourself?
Woman Man In another way (Please state)
Prefer not to say

Is your gender identity the same as that you were given at birth?
Yes No Prefer not to say

Appendix II - Comments (Part 1)

Which ward or area?	What is good?	Improvements?	Comments
	It's amazing, it really is a lovely place and the staff are so professional.	I get so many appointments that I practically live here. I wish I didn't have so many.	The staff here are so professional, they truly do look after you, and it's always so clean!
		Better signposting, the hospital transport got lost bringing me here.	
	It's clean, friendly and inviting.	There needs to be more parking.	20 minutes of parking is not enough!
Antenatal	Nice staff and helpful. Good for interpreters.	Nothing to note.	
Antenatal	I am very happy coming here.	Nothing, all good.	
Antenatal	Get lots of care. Easy to get here.	Needs to be a better timetable for appointments.	
Antenatal	This is my first time here as they closed Aintree. We both drive so getting here is ok and getting our appointment was ok too. My brother had 3 kids here and it's always been good before.	In Aintree hospital they had a separate room for patients to wait for their scan. There are all different clinics waiting in this area. We have just heard a number being called over the tannoy system. We don't have a ticket but another patient just told us that was not for our clinic. We were not told how this worked.	
	(Patient was called in to appointment therefore questionnaire not completed).		
Antenatal	Everything. They're nice, helpful and good at what they are doing.		
Bedford Clinic	The staff are the best thing about the Women's. They are really nice.		

Which ward or area?	What is good?	Improvements?	Comments
Blood testing	Two members of staff, both female (Ethel and another lady with brown hair) are really good. I've got a fear of needles and hospitals and she was really good and the other lady said she'd get me food when I went white.		
	Getting here - the signage isn't good, even for the ambulance drivers.		
Gynae A&E		Need screens to say what the delays are to clinics.	
Gynae A&E	Everything, the staff and treatment & care	Nothing to note.	
Gynae A&E	I don't live that far away and had my little boy here.	Waiting times over all the services. Been told a 4 hour wait today to see a consultant.	
Gynaecology	Very friendly. Also, when I was an outpatient the nurses and doctors were very friendly and very efficient.	Nothing.	Just hope we don't lose it, it is a real bonus to have it in the city. We are privileged to have it really.
Gynaecology	Everything accessible.	Parking charges.	
Gynaecology	All women's needs on one site.		
Gynaecology	Clean, tidy, easy signposted, free Wi-Fi.	Long wait to book in.	
Gynaecology	All good.	No.	
Gynaecology	Good staff.	Different choices of treatment options.	Shame the hospital may be closing.
Hewitt centre	It is welcoming and clean.		

Which ward or area?	What is good?	Improvements?	Comments
Hewitt centre	They are experts in the field of IVF.	Throughout my experience at the trust, waiting time has been an issue. It is usually over one hour of waiting; however, I must say that today has been very efficient.	I just wish we had an IVF centre closer to home. My local hospital's maternity unit is being shut down and has been given another 12 months, but after that, it will be a 1.5 hour journey to my nearest maternity centre. The A&E there is shutting down too.
Hewitt centre	All staff are lovely and very helpful.	The funding needs to be looked at. My partner has a child from a previous relationship therefore we cannot be funded for fertility treatment for a child of our own. We feel this is very unfair.	Nothing else, thank you.
Hewitt centre	A nice hospital.	Only a small point but I think the hospital carpark needs to be bigger.	For couples going through very difficult times the staff are always supportive and the waiting area is very nice and chilled.
Hewitt centre	Great hospital, not had the best service. It's been really stressful	We would like to see the communication improved. We are never sure what to expect next.	I think we have covered everything in previous questions, but would like to add that we received an invoice that belonged to another patient. This we felt was a breach of confidentiality. We did make a complaint but didn't get a response.
Maternity	They are friendly, good at what they do and it is clean.		
Maternity - Antenatal	Staff are really friendly, helpful. It's been easy for us to park in the past.	Nothing I can think of.	
Maternity Base	It's always been good, had my other son here as well, they're good with helping you with the babies.	Nothing.	I can't believe they're thinking of knocking it down. Here it's all mums, at the Royal you'd have all kinds.
Maternity Base	The staff, resources.	Would like more individual rooms.	
Maternity Base	The staff.		Perfect.

Which ward or area?	What is good?	Improvements?	Comments
Maternity Base	The staff are very caring.	TV in room.	
Maternity Base	They're professional, friendly staff, efficient.	Don't think it could improve.	I've had 4 children here, it was all outstanding. My father felt that car parking could be extended, it was difficult to find a space.
Maternity Base	The staff.	When someone presses the buzzer for a midwife it goes off on the entire ward.	
Maternity Base	It's exclusively women, and exclusively maternity; that's good.	We've had a good experience, but often people are busy, short-staffed.	
Maternity Base	So far so good.	No.	Thank you.
Neonates	It's been great. The baby is unwell and we've received everything straight away. Do not get rid of Liverpool Women's!	It would be good if there were more doctors and nurses and more equipment - you can tell there have been lots of cuts.	Lovely.
Neonates	Everything is good. They were fantastic with me as the Mum, and it's great that it is all under the one roof, with services for Mum and Baby, even being able to register the birth under the same roof was great.	It would be great if there was more accommodation for parents.	My baby wouldn't be here without this service. I am so grateful.
Neonates	They have been very helpful, it was all a rush, I came in for a growth scan and they told me I needed a caesarean that day. I was 31 weeks.	No everything has been fine, I felt a bit rushed going home after the caesarean, it was at 18:30 on Thursday evening and I was out on Sunday. I'm still in quite a bit of pain.	

Which ward or area?	What is good?	Improvements?	Comments
Neonates	The building is new, fresh, clean and modern. The care is really good, the nurses are in the room with the babies which is really good. They have been very accommodating, helping with breastfeeding, the support has been amazing.	They need more parent accommodation. Also, a parent room for parents of children who are in intensive care, as it can be difficult when you are in this situation and you don't know what is going to happen and you are in a room with someone who is happy because they are going home. Also a better expressing room where new mothers can sit separately, as it can be difficult sharing with someone who is expressing loads and you are still learning.	A bigger waiting area for visitors and more lockers.
Neonates	Good. They keep you up to date with progress and they speak to you.	I'd have liked the opportunity to stay a couple of nights as I live 2 bus journeys away.	I was here in 2011 and attending the early pregnancy unit, and it is better now.
Outpatient	It's been brilliant! Consultants and staff are great - can't fault them.	Visiting times are a bit restrictive - when visiting from out of Liverpool rush hour traffic is difficult.	Thank the staff for being brilliant.
Outpatient	Consistency of staff is great - seeing the same consultant and getting an initial appointment all OK.	Waiting times in reception always seem long. Could let us know if there were delays?	
Outpatient	Feels busy and well-used.	Waiting times - I've been waiting 1 hour today already.	If waiting times were better I would award a 5 star.
Outpatient	I feel the staff saved my baby here so I am forever grateful to them. Staff are friendly.	N/A.	
Outpatient - physio	Staff are really good, appointments usually are good - I'm delighted with the hospital.	Physio, I've just been told the 1st available appointment is in June, a long wait.	

Which ward or area?	What is good?	Improvements?	Comments
Outpatients	This is my first appointment. Easy to get to, and quick and easy check in. So far only waited 15 minutes.	Appointment letters are not clear where you are going or how to find your clinic.	
Outpatients	I think it's good because it is just women only and all under one roof.	More flexible appointments for when you are working; it can be difficult to take time off work.	
Outpatients	The people are friendly and knowledgeable. It is easy to get to by car but not by bus. The waiting times are fine.	Nothing to note.	
Outpatients	Easy to get to, friendly staff.	I don't think anything needs improving besides waiting times.	
Outpatients	Staff are really attentive. The car park is good.	The waiting time, there are always delays for this department. I've been waiting 45 minutes to 1 hour, and had similar waits other times.	
Outpatients	Nothing really. Good surgeons and the nurse.	The registrar wasn't very nice and was very abrupt and didn't make me feel at all reassured, in fact I felt disgusted. The other doctor I saw was much nicer and I came out feeling much better and more positive. I've been here on Rosemary ward twice for surgery.	I scored it a 1 at a push. When my sister had her first baby here we couldn't fault them, but it was bad when having second baby and now I would tell people to go somewhere else. Baby came 6 weeks early as they told me the wrong dates.
Outpatients	Quick and the staff are very friendly.		It's so clean.
Outpatients	Very friendly hospital, good staff and good consultants for various things	Waiting times for appointments being displayed clearly at times.	
Outpatients - Gynaecology	It's on my doorstep, so I don't have to travel very far; and the staff are very nice as well.	Waiting times - I never get seen on time.	

Which ward or area?	What is good?	Improvements?	Comments
Outpatients - Liverpool Womens	The hospital is a lot better than it used to be. It is a lot cleaner.	Nothing, all fine.	Sometimes I feel that the signage isn't clear and I have to ask e.g. the scan department. I had to travel by taxi which can be costly.
Outpatients - Liverpool Womens	This is my 3rd visit and I have been happy with the care.	I would like to see continuing improvements.	No more comments, all OK.
Outpatients - Liverpool Womens	I think that the Liverpool Women's is much better than Aintree Hospital, it is much cleaner.	The waiting times are sometimes too long, this needs to be improved.	
Outpatients - Liverpool Womens	All fine, no problems.	Timing of appointments, when I am waiting to be seen and the time is running over, I feel a little anxious and forget what I needed to say.	No other comments.
Outpatients - Liverpool Womens	All staff always try to help people.	I would have some feedback about a situation several years ago.	
Outpatients - Liverpool Womens	It's fine.	3 years ago I went to my GP with what I felt was a serious problem. My GP decided to give me a fast-track appointment to see a specialist at Liverpool Women's. Although I felt that it was an emergency I was told I would still have to wait for 2 weeks before I could be seen. I did feel this was far too long for me to wait and was really worried. I do appreciate that the NHS are stretched but I felt like 2 weeks was far too long for a fast-tracked appointment.	The last time I was here was the worst experience of my life. I was told not to eat or drink from early morning. I arrived at the hospital and told to remove my underwear and put on a gown. I did this but because there was an emergency at the hospital I was left for 5 hours not knowing when I would be seen and feeling very upset and uncomfortable on a plastic chair. I am now worried how this appointment will turn out.
Outpatients Gynaecology	When I've been the waiting times haven't been long. Practitioner has been supportive and professional.	Don't know, nothing negative.	

Which ward or area?	What is good?	Improvements?	Comments
Outpatients Gynaecology	The staff are always pleasant, appointments run on time and the consultants are always lovely. I also always receive a reminder text.	Not really, no.	No, generally doing well under the pressures they face, like anybody else.
Registry Office	Here to register the birth today. Everything is great and the midwife was lovely.	Nothing.	
Rosemary (Gynaecology)	Staff are friendly, helpful, they go out of their way to help you.	The food, there isn't much variety- you get plenty of it and it's lovely just would like more variety.	Everything is alright, staff are outstanding.
Rosemary (Gynaecology)	The staff are very caring and it is very clean.	No I don't think so.	
Rosemary (Gynaecology)	They have done well for me, they have taken cancer away from my womb.	Good to see the building work. I think the staff should have more time. I have been waiting for over an hour to go for a walk.	No not really.
Rosemary (Gynaecology)	They are quick getting things if you need it.	Nothing.	
Rosemary (Gynaecology)	Too early for me to say. I have just come in this morning, about an hour or so ago.	Too early to say.	
Rosemary (Gynaecology)	Wonderful. I came in Saturday and the attention of the staff has been very good. Very, very professional.	Cleaning - the toilet area is dirty, the rest is also dirty, including the side of the bed which was marked. The cleaning is not good. I don't want to go to a dirty toilet with a water infection.	Empathy could be improved. Medicines are on time and punctual. Should try to understand manners and the importance of the 'pleases and thank yous', and a smile and to try to express positivity to patients. Even if they feel stressed themselves, they shouldn't pass this on to patients.

Which ward or area?	What is good?	Improvements?	Comments
Rosemary (Gynaecology)	The staff are good. This hospital is like my second home. I was in last week, and I'm in and out a lot.	The food! I don't like it very much and I'm dead fussy. I can't eat gluten and the gluten free bread is not good, it's okay for toast only, but there is often no other option apart from sandwiches. Main meals are not much to choose from either.	
Rosemary Ward	Good, it is what you expect a hospital service to be and my experience has been good, I couldn't fault the staff including the caterers, cleaners etc. I'm a fussy eater and they got me some tea and toast and what they're offering seems good, but it just depends on if I like it.	I can't find any fault.	
Rosemary Ward	They look after you and are genuinely nice people.		
Rosemary Ward	I can't fault it in all fairness. They have looked after me and I don't think I could have got better care if I had paid for it.	It would have been nice to have our own TV and headphones, to give a choice of what to watch like at Aintree hospital. Last night the football was on for 3 hours and not my taste, but I wasn't really bothered.	The food is okay but not as good as Aintree's, which was excellent. It is all fine to eat though but I am a bit off my food due to recovery from surgery. I walk with a 3 wheeler at home but they told me not to bring it as it might get 'taken' in here.
Rosemary Ward	Very caring staff. They let you know what is happening with your treatment and I feel comfortable being looked after. The food is lovely, varied and healthy.	I don't really think there is any need for improvements.	

Which ward or area?	What is good?	Improvements?	Comments
Uro-gynae	The consultant came out to get me to the appointment, made me feel very comfortable and it was right on time, even early, so I paid less for parking!	Nothing.	I've been told I don't have to come back.
Urology	The services, the consultants, the nurses and the advice you're given. It's always spotlessly clean.	The car parking is not good, not enough spaces. Putting services on to one site, becoming one trust is not good.	All the treatment I've have had has been really good, keep the hospital here, A lot of hospitals run on the good nature of the staff.
Various unspecified	I don't think there's anything they need to improve. The nurses and doctors are absolutely lovely and they are very helpful.	Sometimes it's difficult to find parking, and it's £3.80 for 1.5 hours which is too much.	Just fine, wonderful.

Appendix II - Comments (Part 2)

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
	Yes, they have for my needs.	Yes	Yes, definitely.	It looks nice and the layout is good and accessible.	5
	Yes	Yes, it doesn't feel rushed.	Definitely.		4
Antenatal	Yes	Yes, 3 staff members have tried to help me today. I can always ask for help.	Yes	none	4 stars
Antenatal	Yes	Yes I usually get an interpreter but just been told at desk they could not book one for this appointment.	Yes	none	5 stars
Antenatal	Yes	Yes	Yes	None	4 stars
Antenatal	Not completed				
Antenatal	Yes	Yes	Yes		4
Bedford Clinic	Yes	Yes	Yes, definitely		4
Blood testing	Definitely, OK to me like a human being, really lovely and dead calm. They say "I'll help". Even today a man put a tissue down over me to protect my dignity.	For the reception at ultrasound - no. The rest of the staff are absolutely lovely and I couldn't rate their care highly enough.	Yes	Desk heights can be an issue. The receptionist at ultrasound made me repeat my details as she hadn't seen me, the desk is too high. There should be a section of the desk that is lower to match the eye level of people in a wheelchair.	4
Gynae A&E					

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
Gynae A&E	Yes	Yes	Yes	More parking spaces needed.	5 stars
Gynae A&E	Yes	Yes	Yes and by the website	Nice and clean	5 stars
Gynaecology	Yes	Yes, not too busy or stressed.	Yes	Excellent	5
Gynaecology	Yes	Yes	Yes	All good	5
Gynaecology	Yes	Yes	Yes	No	4
Gynaecology	Yes	Yes	No	Good toilets always clean	4
Gynaecology	Yes	Yes	Don't Know		5
Gynaecology	Yes	No	Yes	All right	3
Hewitt centre	Yes, they are very friendly and put you at ease.	Yes, it doesn't feel rushed.	Yes, I was able to speak to another consultant and was given other options that were available.	The carpark shouldn't charge. The equipment here is very advanced.	5
Hewitt centre	Yes	Yes	Yes	There is no baby changing unit in Hewitt Centre and I think there should be.	5
Hewitt centre	The staff have always been lovely.	Yes, but sometimes it is really busy so we do on occasion feel a bit rushed. Sometimes the clinic runs over but this does vary.	If we don't get a chance to ask a particular question then we will try the phone line but it does take quite a while to get through as the line can be really busy.	This is a nice area in the hospital.	5 for staff 3 for system (4 average)

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
Hewitt centre	Yes and the nurses are really helpful and my partner is really well looked after.	We don't feel rushed at all, its really nice and relaxed.	They do provide good information	This area is very comfortable with free drinks facility, toilets are always clean and there is a TV showing BBC News.	4
Hewitt centre	Yes we are treated with dignity and respect all the staff are lovely its just the system that needs improving.	We do understand that we have to stick with our allocated time but we always do feel that we need to know more. We come away feeling like we do have many questions.	Sadly this is an area that we feel strongly about. We have been self funding our treatment because we are a same sex couple and do feel this is not treating us equal. However we are getting on with it but would appreciate a stage by stage explanation of the process.	The facilities are pleasant enough.	3
Maternity	Yes	Yes	Yes	The only baby changing facility is downstairs near reception.	5
Maternity - Antenatal	Yes, and also when I had my baby 9 months ago, the person who looked after me was lovely. I'll never forget her.	Yes, after the labour I had trouble feeding and they were amazing.	Yes, she wouldn't feed and I had to stay in for a few days and they told me what to do and what not to do.	I like it here and I like the play area and the café in the main reception.	4
Maternity Base	Yes	Yes, I had the best midwife!	Yes, even before, but I tend to know everything anyway	No, all fine	5
Maternity Base	yes	yes	yes		5

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
Maternity Base	Yes	Yes	Yes	Nice & clean make patients feel comfortable	5
Maternity Base	yes	yes	yes	Lack of TV	5
Maternity Base	Yes	Yes, they prioritise	Yes, very thoroughly, everything is explained.	No, it'd be a real shame if it closed.	5
Maternity Base	Yes	Yes	yes		5
Maternity Base	Yes	Yes, when asked they did	Yes	No issues	4
Maternity Base	Yes	Yes	Not had questions	No	4
Neonates	Yes, especially as I'm here for such long hours. They've been lovely.	No, they are short staffed. They are with you as much as they can be, but they have so much other stuff to do.	Not at first. Dr Colin was great but we got lots of different and conflicting information from different people.	The café should be cheaper. The food is down to earth but good, but a coffee is £2 which is just too much.	4
Neonates	Yes and more! They have been fantastic. I've just been chatting with the staff for nearly 2 hours. They don't just care for my baby, they care for me too.	Yes and the maternity base were fabulous.	yes	Food needs to be available 24/7. At times there is absolutely no food available. I saw this happen over Christmas when the vending machines were out of order and we couldn't get food from anywhere. Thankfully the staff helped!	5

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
Neonates	Yeah, I had a 'meltdown' on day five, the lady was very helpful and explained it was normal	Yes they have with me, only been in here a week and a half	Yes, for the first few days everything was going in a going out, I had to keep asking. They have been very good and keep answering and talking. I have had to ask them to tell my partner because I can't always take it in.	More parents rooms, I feel uncomfortable going into a busy room.	5
Neonates	Yes	It's down to their personality, if they are chatty they will spend more time with you but all staff have been great.	They always either answer your questions or will get someone who can.	Better café - it serves the same unhealthy food. A discount card for parents of children in intensive care.	5
Neonates	Yes	Depends what room they are in and the staff levels. In intensive care it is 1 to 1, but in other rooms there is less staff, with 1 nurse for 2 to 3 patients.	Yes	Vending machines stick and don't give you your drinks. Parent room drink machine not topped up frequently enough.	5
Outpatient	Yes - brilliant	Yes - everything explained well	Yes	Facilities are fab.	5
Outpatient	Yes	Yes	Yes		4
Outpatient	They are lovely	It's stressful waiting to be seen but good when talking to consultant	Clear and good info	All fine.	4
Outpatient	Yes	Yes	Yes - Plenty		4

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
Outpatient - physio	Yes	Yes. The receptionists were a bit pushed today, but the medical clinician was very good.	Yes, she was very good.	Outpatients department seems fine.	5
outpatients	yes	yes	Treatment - they do answer your questions	Very nice and clean. Parking is easy here.	4
Outpatients	Yes	Yes	Yes plenty of information		4
outpatients	yes	yes	yes	Seems really nice. Café in clinics makes you feel more comfortable.	5
Outpatients	Yes they do, I find the staff very friendly and helpful	Yes I do considering they get busy	Yes I also get the chance to ask them to clarify anything I don't understand	All of the facilities seem up to date and easy to find	5
Outpatients	Yes.	The last few times yes. Was able to get questions answered	Yes.	No the building is good, the way it's laid out.	4
Outpatients	Yes other than one doctor.	Yes, they are not too busy to help.	Mostly. On my 1st stay they didn't feel like they knew what they were doing. I was sent home but wasn't well enough. I went home and it got worse and I was told that I could have died. It was a very unusual situation described as a medical mystery.	Ward and toilet not (...) Just as ward was moving 11 days ago some staff were (...)	1
Outpatients	Yes	Yes	Yes	It's been fine so far.	5

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
Outpatients	Yes staff are helpful	Depends on the staff member and if they need to spend an amount of time with you.	Yes		5
Outpatients - Gynaecology	Yes, definitely	Sometimes not; you can tell by the waiting room, how full it is today, it leaves less time	Yes	No, it's a nice environment	5
Outpatients - Liverpool Womens	Yes all of the time.	Usually they do have enough time but sometimes I am in and out quite quickly and do feel rushed but I always ask questions and they do listen.	Yes but as mentioned I do feel rushed sometimes.	There are enough coffee & tea stands and enough toilets so yes the facilities are good	3
Outpatients - Liverpool Womens	The staff are great	Yes the staff are lovely	Yes	Everything alright	4
Outpatients - Liverpool Womens	All staff have been really nice at each of my visits	Yes I do feel they have enough time for me. I would rather wait a little longer for my appointment and then have enough time to have a slightly longer time for a proper conversation once I go in.	(Patient called to her appointment therefore unable to complete the questionnaire)		

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
Outpatients - Liverpool Womens	Yes, no problem at all	Yes, and to be honest I would rather wait a little longer in the waiting area if it means I can have enough time once I am in the room.	Yes, they have always been good with me.	All facilities are good and it's always clean.	4
Outpatients - Liverpool Womens	No	Yes	I gave a lot of information but this was not given back to me	OK	4
Outpatients - Liverpool Womens	Yes they did but were under extreme pressure the day of my fast tracked appointment , therefore didn't have the time to make sure that I was ok.	I think so but it does depend on the situation at that moment.	I don't feel I have been given enough information by this hospital as I am here today with exactly the same worry as I had 3 years ago. Without going into too much detail I was told that they had no idea why this had happened to me and told me to come back if it re-occured. I cried in the hospital toilet after my biopsy and then I contacted Macmillan for emotional support. I am hoping that my experience today will be a lot better.	All adequate	1

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
Outpatients Gynaecology	Most of the time; sometimes where you're from makes it hard to judge.	Yes, gynaecologist is very good, listens to everything.	Yes.	Parking wasn't good today but usually it's not a problem.	4
Outpatients Gynaecology	Yes, absolutely.	Yes	Yes, absolutely	The parking is horrific - finding a space and the cost.	4
Registry Office	Yes, definitely.	Yes they do.	Given lots of leaflets which have been useful.	There needs to be more parking. The food has been alright.	5
Rosemary (Gynaecology)	Yes	No they are so busy but they do try their best to spend as much time as possible.	They explain it as best they can	All good	4
Rosemary (Gynaecology)	Yes	Not always	Yes, always answer questions	Good	4
Rosemary (Gynaecology)	Oh yeah they do	So so, they are busy	Yes I think so	No not really, no.	4
Rosemary (Gynaecology)	Yes	A bit rushed but they are doing the most they can	Yes, yes they answer questions.	No comments	3
Rosemary (Gynaecology)	Staff I have encountered have been lovely and friendly and make me feel at ease. I have seen the consultant and nurses and they have been lovely.	No, they are busy, in a rush but that's just the NHS though. Also there is building work going on today which makes it harder for them.	Yes, they explained it fine.	Too early for me to say	Unanswered

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
Rosemary (Gynaecology)	Yes, sometimes. Doctors have been very professional and kind. Some of the nurses are good at communication, but not all. Some talk very fast and some were very loud which was not good for my headache.	Staff are very busy and it feels like they are in a rush. For example, one nurse this morning was too rushed when taking my blood. I said to one nurse, that maybe I don't have the fluency to understand everything, but I understand manners. (English is not my first language)	No because they are busy.	I have only seen this ward, so can't comment on the rest.	4
Rosemary (Gynaecology)	Yes, attention is good.	Yes, I don't feel like they are too busy.	Okay to ask and they give you enough information in language I can understand.	All fine.	4
Rosemary Ward	Yes, they've dealt with it very well including the gynaecologist, as it is hard to keep your dignity here at gynae.	They've been very good and have done whatever I've needed. It has not been a whistlestop tour.	Yes, they check do I need anything more.	Good and lovely.	5
Rosemary Ward	Yes	Yes so far	Yes		5

Which ward or area?	Treated with dignity and respect?	Staff have time?	Enough information?	Facilities?	Rating
Rosemary Ward	Yes, they are always here for your needs. You only have to press the buzzer if you want anything and they come promptly.	Yes, they don't have time to stand around chatting obviously, as they have a lot to do, but they do talk to you and make sure that you are okay.	Yes, I had enough info from the doctors and nurses and they make time to answer any questions. It all joined up well between Aintree, PTS and the Women's.	There is a lot of work going on around the ward and at the moment, the showers aren't easy to use. There is a 6 inch side to climb over into the shower, which isn't easy after surgery. You have to clamber around to reach the sink.	5
Rosemary Ward	Yes I do.	Yes they have enough time. They are busy but they still have time for you.	It's okay to ask questions and they give me plenty of information in a clear way.	All fine.	5
Uro-gynae	Absolutely	Yes	Yes	It's normal	5
Urology	Yes	Yes	Yes if you're unsure everyone is approachable can't fault staff so helpful most people if you ring them are helpful.	The waiting rooms could be bigger	Five star
Various unspecified	Absolutely yes	Yes	Not really, for example, I don't know about diseases that women go through- a specific disease, so I asked if they had a leaflet, and they said 'no, not really'. There's not even a website.	Not really. It's fine, it's normal.	5

Appendix IV - Equality and Diversity Data

In response to questions regarding equality and diversity the collated data showed the following:

Age

under 16	1
16-24	7
25-49	44
50-64	5
65-79	7
80+	0
not stated	12

Do you consider yourself to have a Disability?

Yes	12
No	50
Prefer not to say	13

Do you have a Religion or belief?

Yes	34
No	23
Prefer not to say	18

If yes, which?

Muslim	3
Church of England	5
Christian	10
Catholic	13
Jewish	1
Not stated	2

Which best describes your Situation?

Carer	4
Full-time work	23
Part-time work	9
Retired	8
Unable to work	5
Job Seeker	2
Full time education	3
Unemployed	9
Self-employed	3
Prefer not to say / no answer recorded	11

How would you describe your Sexual Orientation?

Heterosexual	56
Lesbian	1
Gay	0
Bisexual	1
Prefer not to say	17

How would you describe your Race / Ethnicity?

American	1
Black African	1
British	4
British/ Welsh	1
Czech	2
English	2
Iranian	1
Mixed	1
White	1
White British	45
White Bulgarian	1
White Other	1
Yemeni	1
Prefer not to say/ no answer recorded	13

Which of the following describes how you think of yourself?

Woman	62
Man	2
Not Stated	11

Is your gender identity the same as that you were given at birth?

Yes	63
No	0
No answer recorded	12