

Royal Liverpool Hospital Listening Event 27 June 2017

Introduction

On 27th June 2017 Healthwatch Liverpool and Healthwatch Knowsley visited the Royal Liverpool Hospital, part of the Royal Liverpool and Broadgreen Hospitals NHS Trust, to gather patient and visitor feedback.

The aim was to get as much independent patient and visitor feedback as possible in one day between 10am-4pm on wards, in outpatient areas, and in the main foyer. We would like to thank Royal Liverpool Hospital staff for their help during the day, and the patients we spoke to for their time and feedback.

In order to provide consistency all respondents were asked the same questions. No one was asked for their names or addresses, but in order to find out which local authority area respondents had travelled from, they were asked for the first part of their postcode (please see Appendix I for the questionnaire used on the day).

During the event Healthwatch Liverpool staff and volunteers spoke to 145 people altogether: 108 patients, 29 visitors and 6 members of staff. For 2 respondents this information was not recorded (to see all the feedback, please see appendices II, III and IV). At times patients were called in to their appointments before the questionnaire could be fully completed.

We also asked some questions about people's backgrounds for equality monitoring purposes; the collated information can be found in appendix II.

The collated 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.

Analysis of the feedback

Healthwatch spoke to inpatients, visitors, and patients attending appointments at a variety of hospital wards and clinics. This included 8 patients and 1 visitor on ward 9Y, 7 patients and 1 member of staff on ward 5Y, 4 patients and 4 visitors attending the X-ray clinic, 5 patients and 1 visitor on ward 5B, 7 patients on the Frailty Unit, and 8 patients attended cardiology outpatient clinics.

For 17 patients, 7 visitors, and 1 member of staff the ward or outpatient areas were not recorded or not applicable. Other respondents attended a wide variety of clinics or wards.

A majority of the respondents, 84 people, came from within Liverpool local authority boundaries. Additionally, 9 respondents came from the Sefton local authority area, 5 from the Wirral, 4 each from Knowsley and Warrington, and 2 each from Cheshire, St Helens, the Isle of Man, and Manchester. One respondent each came from West Lancashire, Widnes, Scunthorpe, Leeds, and Staffordshire. For 26 respondents no postcode information was recorded.

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

When Healthwatch asked patients what was good, and what could be improved at the Royal Liverpool hospital, the vast majority of the feedback received was positive. Most positive feedback was received about the staff and staff attitudes, mentioned by 87 people. Comments included:

“All very friendly, very efficient, and all staff seem to know what they are doing”
“The staff are wonderful and are always here to help”
“Staff are caring and comforting and look after you well”
“Doctors, nurses and porters all very friendly. They make me feel at ease”
“It’s very good, the staff have all been very good. The night nurse on Majors was a gem”
“The lads, the porters were great. When I came for my first appointment I had no idea where I was going, and they couldn’t have done more. They were very helpful and took me right up”.

Seven patients had more mixed feedback about staff attitudes, feeling that the attitude of some could be improved, for example:

“The night staff are not as polite and won’t speak. They just say ‘What do you want?’. If you need the commode etc., no pleasantries. The day staff are lovely but the older staff are abrupt”

The second most-mentioned topic was the quality of treatment, and the care and attention received at the hospital, mentioned positively by 68 people. Feedback included:

“Care and attention is very good”
“I’m getting over a stroke and they have treated me excellently”
“I didn’t really have much of an appetite but the dietician helped and made all of my food into liquids. The catering team could not do enough and every day they would make things for me on request. They got me better when I didn’t think I could get better”
“I am pleased so far with the treatment that I have received (....) I have had adequate care and am happy”.
“Rushed in as an emergency and the care was phenomenal. Every time, I always get good care”

Less positive feedback was received about waiting times at appointments, or for getting an appointment. This was raised by 17 patients, including:

“Waiting times to be reduced. Whist delayed would like more information as to reasons and waiting time”
“It’s a long wait for follow-up appointments, it should be 4 weeks but it is 8 weeks at the moment”

Although feedback about the staff and staff attitude was overwhelmingly positive, 15 people thought that staffing levels were an issue:

“I don’t think they can make improvements with the staffing levels, there are fewer staff, they are run off their feet, I feel sorry for them”
“Could do with some more staff, especially in A&E and the Majors department, they don’t have time to speak to you”

“Nurses and doctors deserve a better deal. They work so hard, and are understaffed and overworked”

Further feedback included 12 comments about parking:

“The car parking is a nightmare (...) also, the car park is hard for people with mobility issues”
“We park near TJ Hughes as the hospital parking is always full. More spaces needed”

The building environment also was commented on, with 2 positive and 13 negative comments:

“It’s an old building and the facilities are old”
“It looks tired and dated. Worried about the cladding in the new build, is it safe?”

Cleanliness was mentioned positively by 3 people, but as less good by 5 people. Smoking near the hospital entrance was mentioned as a negative issue by 8 people:

“Come in from the front entrance and there are signs everywhere saying ‘no smoking’ but people still smoke - it needs to be better enforced”
“Too many people smoking at the front entrance. Someone should stand there and chase them away, and build a smoking shelter off the premises”

There were further comments by smaller numbers of people about a variety of topics, including appointment reminders, which 3 people said were helpful, while another 2 people said there was a lack of available wheelchairs:

“I think sending reminder texts out every day before appointments is very good”
“More wheelchairs, possibly different colours so they can’t be taken away”

Finally, 3 patients and 2 members of staff mentioned that there had been some issues with arranging patient transport, provided by West Midlands Ambulance Service, for patients living on the Wirral, Cheshire and Warrington. In response to this feedback Healthwatch Liverpool has contacted other local Healthwatch to see if they had received any feedback about this service, and also ensured that the commissioners were informed.

Other questions asked by Healthwatch

Do you feel that staff have enough time to spend with you, and that you’re listened to?

88 respondents felt that staff did spend enough time with them, while 12 respondents said they did not, and 23 gave a mixed response. Comments included:

“On this unit, definitely. As much time as they can give you. Makes you feel supported, especially if you are feeling vulnerable. I was petrified at first but the staff make it easier”
“They try but you know they can’t because they are so busy. They do listen to you and give you feedback”
“No, understaffed, nurses and doctors are very busy”

Suggestions for improving the menus:

When patients were asked if they had any suggestions for the menus, 31 people said that the food was 'good' or 'OK', 18 said they did not like the food, and 13 respondents liked some of it. Seven respondents said the choice was good, but 9 said they would like more choice or variety, especially those who were inpatients for a longer amount of time. Comments included:

“It’s alright. Better than it used to be. They have a lovely menu, with a good variety of food. I love it!”

“The food is alright and gives choices”

“I’ve been in hospital for 4 weeks, it’s the same menu over and over. I loved it at first, but then got bored. A bit more variety would be nice”

“The food was horrible! No taste. The bread was horrible. The yogurt was nice. The variety was good but not the quality”

Enough information about the new-build hospital:

When asked if they had received enough information about the new-build hospital, 80 people said they had not had any information, while 15 people said they had. 32 people said that they had received some information, either having seen information at the hospital, or getting information from the local newspaper. Several people said they knew that information was available but that they had not looked for it. Some expressed reservations and/or concerns about the single rooms, and about reducing the number of beds.

As the listening event took place after the Grenfell Tower disaster, 5 people queried if the cladding on the new-build would be safe (however, we are aware that information providing reassurance that the cladding is safe is available on the hospital’s website). We have subsequently shared this information via social media. Comments from patients also included:

“Not been told much. There are going to be less wards and mixed wards apparently, but I don’t know. A leaflet would be helpful”

“Know nothing about it, it would be great if we could have more information. Is it a private hospital? No, this is a clear misconception”

“I’d like to know why there’s less beds. For the size of Liverpool I think it’s silly”

“No I don’t know, only what I have seen in newspapers”

“Yes, there’s information about it in the clinics in Broadgreen, on screen information”

And finally:

“It’s a good hospital, and it’s going to be a good new hospital. I love Liverpool”

If in pain, is it being managed well:

In response to this question 75 patients said they felt their pain was managed well, 9 said it was not, and another 9 gave mixed responses. Comments included:

“I’m not sure, I’m always in pain & there’s nothing they can do I don’t think”

“Now yes, when I first got here I had to ask for and discuss about my pain killers”

“It’s managed well, no issues”

“Yes, I have pain in my leg and can’t get up. It is broken after a fall at home. The tablets and morphine help”

Inpatients: any comments about noise at night?

Inpatients were asked if they had any comments about noise at night. Of those who responded, 26 said noise levels were acceptable, 17 gave a mixed response, and 15 said that there was too much noise. The sources of noise varied: 12 respondents mentioned other patients (although several also said they understood that could not always be helped), 5 mentioned staff talking, 4 noise made by seagulls and pigeons. Others mentioned the air conditioning, trolleys, doors, noises from the kitchen (situated near the bay/ward), and a crackling mattress. Comments included:

“It’s inevitable, you get some moaning and groaning but can’t do much about that” (Ward 2Y)

“Not here, it’s quiet here. It depends on what person is in” (What other patients that is. Ward 5X)

“It is very noisy. A single room will be better. The noise in the corridors with doors banging and trolleys moving is bad” (Cardio)

“Yes I was disturbed by people walking by and the staff talking loud and chatting. It’s better to keep the noise low” (Cardio)

Overall Rating

When asked to award a star rating to the Royal Liverpool hospital overall; 135 respondents awarded an average rating of 4.2 stars.



Any further comments?

In response to this question, 68 respondents talked about a wide variety of topics. The staff were praised by 15 people, while difficulties parking was mentioned by 5. The service and treatment was mentioned positively by 5 people, and smoking on hospital premises was mentioned by 4. Other comments mentioned cleanliness, security, appointments and cancellations, staffing levels, discharge, and the connection with other health services. Comments included:

“The staff are amazing, including the kitchen service staff and the porters who take you up and down”

“They’re trying to do a top job with the bare minimum”

“Treatment has been excellent”

Equality and diversity

As mentioned before, respondents were asked to complete equality and diversity monitoring questions (please see the questionnaire: Appendix I). In addition, everyone was asked how well their needs were met around equality by the hospital.

In response, 92 people said their needs were met, 2 said they didn’t know, 4 said it was mixed, and 3 said their needs were not met but did not give further comments to explain why. Comments included:

“Yes, always polite and they take good care of the elderly”

“Good but need extra help with reading and writing as I’m not getting support from the staff”

“Very well, I haven’t needed an interpreter but I was offered”

“Yes and no, you ask for the mental health team Tuesday (1 week before?) and I’ve only seen them today, a bit of a wait for the service”

One respondent also commented that

**“access for disabled (could be) improved for lower floor restaurant”
when asked what could be improved.**

Conclusion

The majority of the patients and visitors that Healthwatch Liverpool spoke to on the 27th June were pleased with their experiences at the Royal Liverpool Hospital, especially with the staff that provide the service, and with the care and treatment provided.

Though it was clear that respondents really appreciated the staff and the work they did, some expressed concerns about staffing levels. As time has gone by, Healthwatch has been receiving more comments from the public concerned about staffing levels within the NHS in general, not just at the Royal. This reflects the increasing pressures within the NHS, and public awareness of those pressures. Some suggestions were made for improvements at the Royal Liverpool hospital. This included comments about waiting times at, and for, appointments, car parking, the building’s environment, and stopping smokers on hospital premises.

With the new-build due to open in 2018, many respondents said that they had not had any or much information about the new hospital, with comments reflecting some of the positive anticipation, questions and concerns patients and visitors had.

Healthwatch Liverpool aims to carry out a Listening Event at each local hospital every year, and looks forward to carrying out a Listening Event at the Broadgreen Hospital site later this year.



Royal Liverpool Hospital - Listening event, 27th June 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 the Royal Liverpool hospital?

5) What would you like to see improved?

6) Do you feel that staff have enough time to spend with you, and that you're listened to?

7) Do you have any suggestions for improving the menus?

8) The new-build Royal is due to open in the summer of 2018. Do you feel that you have enough information about the new-built hospital?

9) If you're in pain, do you feel it is being managed well?

10) (Inpatients only) Do you have any comments about noise at night?

11) Please rate the services at the Royal Liverpool hospital overall:



12) 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

How well does the hospital meet your needs in terms of equality?

Appendix II - Equality and Diversity Data

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

Age

under 16	0
16-24	6
25-49	25
50-64	33
65-79	41
80+	15
not stated	29

Do you consider yourself to have a Disability?

Yes	52
No	65
Prefer not to say	32

Do you have a Religion or belief?

Yes	80
No	32
Prefer not to say	37

If yes, which?

Baptist: 1	3
Catholic:	44
Catholic but not practising:	1
Christian	9
Church of England	23
Hindu	1
Jewish	1
Jewish but not practising	1
Muslim	1
Prefer not to say / not stated	0

Which best describes your Situation?

Carer	1
Full-time work	20
Part-time work	9
Retired	60
Unable to work	13
Full time education	5
Unemployed	5
Self-employed	1
Other	2
Prefer not to say / no answer recorded	33

How would you describe your Sexual Orientation?

Heterosexual	108
Lesbian	1
Gay	0
Bisexual	0
Prefer not to say / not stated	40

How would you describe your Race / Ethnicity?

Black British	2
British	6
British English	2
English	1
English Italian	1
Indian	1
Italian	1
Mixed	2
White	6
White British	80
White Caucasian	1
White English	2
White Irish	2
Prefer not to say / no answer recorded	42

Which of the following describes how you think of yourself?

Woman	70
Man	50
Prefer not to say / Not Stated	29

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

Yes	115
No	0
Prefer not to say / not stated	34

Appendix III - Comments (Part 1)

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Visitor		Staff	More staff.
Patient		Everything is good. I'm getting over a stroke and they have treated me excellently.	Parking! You can't get into the main car park sometimes, so I am down London Road.
Patient		Care and attention is very good	Main reception area has smell of sewage.
Patient		Very good on medical side, and also the café	Not sure.
Patient		Everything.	Waiting times, more staff.
Patient		No complaints.	Happy.
Patient		The location.	Fabric of building is tired.
Visitor		Handy	Nothing
Visitor		Service is second to none. I have got experience of hospitals in Somalia which cannot compare in excellence.	Would like to see GP more promptly. Sometimes a 3 week wait. Hopefully new hospital will be good and may help.
Visitor		The staff are attentive and the Costa coffee bar is great.	Maybe more money into the NHS due to the cuts made by the conservative government.
Patient		Nurses and doctors.	More staff.
Patient		Staff are very caring.	More wheelchairs, more staff.
Visitor		No comment.	Problem getting from Queen Square.
staff		I think we are leaders in a lot of specialities.	The front entrance access, to stop the smoking at the entrance an area would be better.
Patient		Everything is good, so impressed with NHS treatment, can't fault it.	Very helpful.
		Clinicians, nurses, HCAs, support workers, reception, cleaners and other.	More staffing, feel it is minimum standard instead of best practice, staff work out of hours for free, unacceptable.
Patient		Been very happy with the service. The communication is quite reasonable. I had some trouble last year with getting lost.	Very impressed.
Visitor		Everything.	Waiting times.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient		It's alright.	More wheelchairs needed.
Patient		Very caring and professional.	Toilet facilities
Visitor		The staff are good.	More kit and equipment. More information about the new hospital via newsletter to counteract the misconceptions. More patient rooms would be good.
Patient		It is fantastic - the service is brilliant and the doctors are great.	Parking - no space to park. There are also a lot of people smoking at the entrance which can be quite annoying as it's not good for patients or visitors. Should be better enforced.
Patient		Everything	Waiting times.
Patient		Staff and treatment.	More staff, more space in clinic, much better direction when the fire alarm goes off, as no staff had any information to give patients and visitors.
Patient		Everything.	Parking and more wheelchairs, possibly different colours so they can't be taken away.
Patient	2Y	All very friendly, very efficient and all staff seem to know what they are doing.	No everything is fine.
Patient	2Y (Stroke)	Staff are okay.	
Patient	2Y?	The treatment is good and the staff are good.	Better waiting times.
Visitor	3B	No complaints, been in and out with husband, local to where I live.	Happy.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	3X	The whole experience has been very positive. It was good in every way. My cannula got infected and the treatment for it was difficult but they got it sorted. They are good, kind and professional. I didn't really have much of an appetite but the dietician helped and made all of my food into liquids. The catering team could not do enough and every day they would make things for me on request. They got me better when I didn't think I could get better. My case was in hand and well managed at discharge and allowed me to be independent but supported. It's now one year later and I am regularly offered aids and information. All teams here work together which is very impressive. I have low mobility and the social care and physios were fantastic. The pharmacy is also excellent. Also, the auxiliary staff go out of their way to welcome you.	I was in a single room which was very isolating. This is understandable as I was isolated due to infection, but still, I felt isolated. It would be good to be able to hire radios, instead of always watching the TV. For people like me with low mobility and not much help, it was tricky to make sure I packed everything for my hospital stay - it would be great to be able to buy toiletries on the ward, perhaps from a trolley. When the ambulance came to pick me up, I hadn't had time to finish packing my things and didn't have all I needed. Perhaps being able to buy disposable underwear too.
Patient	4A Diabetic	Helpfulness. The food has gone up in standard and is healthy. The staff are wonderful and are always here to help. There's lots of lift access.	When you ask staff, they should actually do it, not 2 hours later. I'd also prefer my own private room. It would be great to have a young person's ward, plus more TV channels.
Patient	5B	Everything, they've all been brilliant, even the surgeon. I've been in one week and recovered, it was unplanned surgery, they didn't think I'd pull through but I did.	Nothing.
Visitor	5B	Not a lot.	MRSA cases reduced. Hygiene improved. Decoration improvements. Smoking banned at site. Queue times reduced.
Patient	5B	Everything. Best care. Doctors, nurses and porters all very friendly. They make me feel at ease.	Nothing. Everything is good.
Patient	5B	The staff are 100% favourable. Satisfactory. You can have a cup of tea whenever you want!	Nothing.
Patient	5B	Staff are very good, very helpful.	It's a bit boring, but it's difficult to change this I realise.
Patient	5B	They seem to be on top of everything, they're strict but fair.	No.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	5X	The majority of the staff are very good, answer the bell quickly, if there is a problem they'll get on and deal with it. Some staff are not as good.	Hospital meals, they are repetitive, and when you don't feel like eating... more variety would be nice.
Patient	5X	It's good because they go deep into finding out what's wrong with you. Doctors are pleasant, they used to be miserable (in other hospitals.)	I don't think they can make improvements with the staffing levels, there are fewer staff. They're run off their feet. I feel sorry for them.
Patient	5X	It's very good, the staff have all been very good. The night nurse on Majors was a gem.	Could do with some more staff, especially in A&E and the majors department. They don't have time to speak to you, my daughter was disgusted.
Patient	5X	Nurses are friendly and when you ask for anything they do it for you. The treatment is good and is working.	Nothing.
Patient	5X	They left me my sight. The patient care is fantastic. The nurses are very good and everyone is friendly and supportive. The care is off the scale. It's very good and the empathy they show is good.	Nothing, they have looked after me well.
Patient	5Y	It's okay, a bit miserable looking. Staff are nice though, always helpful & friendly.	The ward looks a bit miserable but it can't be helped.
Patient	5Y	Staff - very friendly & very professional. They're good at explaining each step of the way. I've been coming to the hospital for 25years, in every 8 weeks, and have always liked the Royal.	The hospital is run down & it gets too hot in the summer.
Patient	5Y	Friendly staff and nurses, doctors, and appointments are good.	Nothing.
Patient	5Y Bay 7	Everything, all the staff are lovely, none are unfriendly & would do anything for you. The doctors are really good, I'm seeing them this afternoon & hoping they'll explain everything in plain English like they normally do.	Don't think so.
Patient	5Y - Gastro	They know how to treat gastro patients, attention to detail, and friendly staff. Good, comfortable place to stay.	Can't think of anything.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	5Y - gastro day unit	Staff are excellent.	For the day unit to have their own dedicated unit, with new chairs, a comfy unit, somewhere to get a hot or cold drink when you want. Not attached to the ward, separate.
Patient	5Y Gastro-Enterology	I'm a frequent visitor from Birmingham. Treatment here is 100% better. Treatment options are superior and I don't have to apply for funding to be treated in Liverpool. Would rather travel to Liverpool rather than receive treatment in Birmingham.	Waiting times are experienced occasionally.
Staff	5Y Ward	I am a student here. The staff are cooperative and friendly. Collaboration with team 90% of the time.	Expectations raised for the new hospital - the elevator service is poor.
Patient	7A	HCA's are brilliant, they'll do anything for you, some nurses don't have time for you, they won't listen, they think they're right .	There are problems with staffing; the nurses have got no time for you. Doctors seem to tell you what you want to hear, and leave it to the nurses to tell you the truth, the doctors won't tell you what they'll do. I'd like better liaison between doctors, nurses and patients, having nurses doing rounds with doctors, to cut doctors saying one thing and nurses another.
Patient	7A	The staff are good, caring people, mostly.	Some staff's attitudes towards patients, on the 2nd day I was in a member of staff swore at a patient who had limited mobility and wanted some water, the staff swore and said 'what's the matter with you, can't you walk?'. Also, there is a lack of communication between doctors, different information is given, they don't talk to each other. Some are brilliant, they explain, to others you're a guinea pig.
Patient	7B	I like the way everyone is so friendly and nice.	Everyone should be treated fairly, I've seen nursing staff and the doctor spend more time with certain patients
Patient	7B	I was in Aintree before here and discharged but still in pain, so I ended up in A & E in the Royal who took further tests and found that I had liver problems.	More staffing levels, feels understaffed, feels busy with not enough staff and you wait a long time to see the mental health team and have investigations done.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Visitor	8Y, ICU, Cardiac Unit	Nurses are exceptional. They are well informed, as are the doctors who answer all of our questions.	The car parking is a nightmare. The lifts should also be improved as you have to wait for a long time for them. Nothing can be improved about the staff. Also, the carpark is hard for people with mobility issues. I left at 12:30am one night and there were two men outside and I didn't feel safe. Nothing should be privatised, it should all go back into the hospital.
Patient	9Y	The care has been fabulous, from the nurses to the consultants.	
Visitor	9Y	Not a lot - the staff are brilliant and the nurses.	The access from over the road is awful. Also the turning door at the entrance had tape on it to show a hazard but this wore down to the point that I tripped and had to flag a member of staff to come and help me. I travel in a 2 seat van and have low mobility. Also, when you get inside the clinics are miles away. Getting appointments can take around 3 months, and at St Pauls Eye Hospital, it can take 6-12 months unless you call them constantly. I have started bypassing the appointments booking line and contacting the consultant's secretaries directly who then ring me back. Also, the ambulance won't bring me to the Royal as I am technically living closer to Whiston, so I get taken there but they don't know my history like the Royal does.
Patient	9Y	<p>Very good service, done a lot for me. The staff here have been very good, the doctors are very kind and considerate.</p> <p>The ambulance was very quick to bring me in and the treatment was good.</p>	Nothing.
Patient	9Y	Nurses have been really nice, helpful on diagnosis - it was quick.	The food, they brought me a sandwich but my throat was so sore it would be better to have soup.
Patient	9Y	It is improved a lot, the food. More food when you want it and a better variety.	There could be more staff to help out. It's a bit understaffed.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	9Y	The nurses are very helpful, they answer your questions.	Nothing
Patient	9Y	The staff are dedicated and very caring.	Organisation and communications could be better. I had my operation cancelled three times and again yesterday morning and now it's back on again. Communication between departments, it seems that the coordination of the care could be better.
Patient	9Y	Treatment has been good. It's not bad.	It doesn't seem to be very clean.
Patient	9y	<p>Good staff, very caring and compassionate. No-one minds doing anything to help. In May 2016 I had a preventative mastectomy and reconstructive surgery. All went well and I was discharged in March. On Friday my breast started swelling. I called the hospital at midnight on Saturday because I was worried. A lovely consultant called Susannah Shaw called me back. She said I could come in so that they could take a look or leave it until Monday when they would be able to do a scan. I came in on Monday, was scanned, the nasty stuff drained off and I was started on an antibiotic drip. I may have surgery tomorrow if needed. All very swift.</p> <p>I think sending reminder texts out every day before appointments is very good</p>	I would like everyone to tell you their name. Not everyone does this. I look at their badge or ask. If they told me it would make me feel more comfortable. I asked one person and they apologised for not having told me, they said that they see so many patients that sometimes they forget who they have introduced themselves to. A doctor yesterday wasn't great at keeping me informed. He had said that surgery would be a worst case option, then surgical stockings arrived for me. I wasn't expecting that and got a bit anxious and doubted myself. He has since apologised - he had spoken to a colleague and they had decided to prepare in case surgery was needed.
Patient	A ward of A and E	Caring staff	In A & E it can be very busy and a lot of noise, more private rooms needed. When I was in before there was a lot of security and police in place, more private rooms for patients with support needs.
Visitor	A&E (a few weeks ago).	They looked after me, that's good.	
Patient	Bone marrow unit	The way I was treated was good. They saved my life and the nurses were supportive.	More staff who deserve pay increases.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	Bowel Scanning	Efficient.	Waiting times at outpatient and A&E seems to be a long wait. It can look like staff are standing around doing nothing. It's filthy too, Broadgreen seems spotless in comparison, the cleaners are there every 3-4 hours through night and day and lead cleaner checks. In the Royal you hardly see the cleaners, the bins are overflowing and it feels dirty.
Staff	Cancer Ward	Environment. Excellent services and amenities for patients. High hygiene standards.	Doctors and nurses coming in from the streets in uniform. This can cause perception of poor hygiene standards despite them being good on site.
Visitor	Cardiac	It's brilliant, everybody is always pleasant. The service is good, they want to help you. They don't stand around doing nothing, they are for the patients all the time.	More parking spaces.
Visitor	Cardiac Unit	Efficient, friendly. Husband was ill and the staff were amazing.	Experienced only good treatment. On the whole no issues. Staff and doctors were kind and understanding.
Patient	Cardio	It's my first time here. I haven't had to wait long, it is efficient. I am pleased so far with the treatment I have received. The nurses are being very nice and taking everything into consideration. I have had adequate care and am happy.	No complaints and they do very well for the amount of work they receive.
Patient	Cardio	When I come here I get looked after very well.	They should not allow people to come outside. I hope they solve this at the new hospital.
Patient	Cardio	It's good. I came in an hour early and they still saw me.	The building could look a bit better.
Patient	Cardio	There are plenty of clinics.	Sometimes you are waiting too long, more time at more clinics. Timing it better. Sometimes I have gone home.
Patient	Cardio	We can't fault it for the treatment we have had over the years.	Nothing because we have had excellent service from the hospital.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	Cardio	Friendliness. I don't come here very often and the service is quite good the few times I've been. How you reach your destination is easy and clearly labelled. The members of staff are very good.	Not really except for the bathrooms are not cleaned. Hygiene is not good because it is a mixed ward. It is better to have wards than too many people waiting in a small room.
Patient	Cardio	I have been here a few times as I had a kidney transplant which went well. The staff here are friendly and they acted upon things quickly. The service and facilities are good.	There should be a smoking shelter away from the hospital and somebody to monitor it. When I come in I have to take a deep breath and just run in, as the cigarette smell is so bad. It's very annoying. Is there not a smoking shelter somewhere. It is not well enforced. Also, when you're first admitted, it takes ages for someone to bring you any water as they're too busy. Sometimes I need a drink straight away.
Staff	Cardio G clinic	1st time at this clinic. Everything is great, I wouldn't go anywhere else and trust this hospital.	The building and environment. I'm looking forward to the new building. I'm also a staff member here, and my team are really looking forward to the move, as our current unit is very small and squashed. I'm optimistic.
Patient	Cardio outpatients and diabetes outpatients.	Rushed in as emergency and the care was phenomenal. CT scan with no waiting. They discovered a brain haemorrhage and transferred me to the Walton Centre 5 years ago. I've also been an outpatient at the diabetes clinic since last year which is good as they give good care and good ideas for managing my condition. I was a long term diabetic in decline and I have now been discharged due to it being well managed. Every time, I always get good care.	
Patient	Cardio-respiratory testing and gastrology ward	Very efficient, no problems whatsoever. It's a great hospital.	Softer food.
Visitor	Cardiovascular clinic	Staff are good. I like the adjectives on the floor. The staff are helpful, friendly and attentive. The hospital is well signposted.	
Patient	Chest X-Ray	No problems encountered here. I'm supportive of the Royal and the NHS.	Nothing

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	Clinic G	Everything. Fantastic treatment, I can't complain. I have to wait for appointments which can't be helped. Very good as I get seen on a regular basis. When any family member stayed with me, they were offered cups of tea too, although we brought our own flask.	Parking - a drop off area is needed as Mum is a wheelchair user. We have to go to the carpark and then wheel over. Before the stroke and wheelchair we would drop her off and leave her where she then wouldn't be able to get a seat, and I would then go and park, but I would be worried about her because her sight was not good. There need to be more chairs, for visitors too. Also, the visitors' room was out of action for much of the time.
Patient	Clinic G	Everything is fabulous - from the food and care, to the follow-up. Everything is all set up and I would recommend it to anyone.	Nothing - shorter waiting maybe but they do what they can with the staff they have. Cheaper Costa coffees too! My wife had a knee replacement and is claustrophobic so couldn't use the lift, and had to climb 11 flights of stairs to visit me. We wish there weren't so many floors. Also, we park near TJ Hughes as the hospital parking is always full. More parking spaces needed.
Patient	Colo-Rectal	Generally good at first but latest experience is troublesome.	Communication and responses between Broadgreen and Royal hospitals. I have had 3 occasions, after transfer of treatment, where appointments have had to be rescheduled after attending at Royal clinic.
Patient	Diabetes centre.	Hygiene well managed. Service, facilities and staff all excellent.	Expectations are high for the new hospital. Service remains good despite overstretching for staff and auxiliaries this must be addressed and continued.
Patient	Diabetes Ward	The staff are lovely, although there are the odd one or two. They look after you, come round regularly and give you a cup of tea.	Last night, my blood pressure was meant to be taken but it didn't get done until this morning. Also sometimes the staff plonk older people's dinner down without waking them properly to tell them it's there, then it goes cold. I go down and speak to them if they do that.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	Diabetes	The facilities are good. They have the specific facilities to cater for my needs, not like in Warrington hospital. The staff are nice people. Doctors are good and deal with the backlash from patients well.	Parking is too small. The parking should be separated between patient parking and staff parking.
Patient	Diabetic 7	Nothing	It's an old building and the facilities are old. Also there needs to be an increase in staff.
Patient	Diabetic 7	I've been here twice with pneumonia. The treatment is quite good and the medications work.	NHS quality has deteriorated in terms of not enough senior staff, doctors etc. Junior doctors' contracts affected the number of doctors available. The EU (Brexit) reduced the number of nurses. Nurses deserve a pay rise and the government must invest in more money for the NHS
Patient	Diabetic foot clinic	Love it here. Everybody does their best and care is excellent.	Nothing really.
Staff	Discharge	N/A	I cover the hospitality room keeping an eye on patients. The room is due to close at 6pm and NWAS PTS people are out by then. Often West Midland's patients are left waiting to be collected, there is no West Midlands input, and their patients don't have a number to call. At times we have had to stay with patients until 8pm, with no overtime for this." "Previously there were 2 people working for the ambulance service behind the counter in the hospitality room but one had been moved to Broadgreen leaving one person to deal with the enquiries (as a result they are only covering part of the region now?

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Staff	Discharge	N/A	<p>I cover the hospitality room keeping an eye on patients. The room is due to close at 6pm and NWAS PTS people are out by then. Often West Midlands patients are left waiting to be collected, there is no West Midlands input, and their patients don't have a number to call. At times we have had to stay with patients until 8pm, with no overtime for this."</p> <p>"Previously there were 2 people working for the ambulance service behind the counter in the hospitality room but one had been moved to Broadgreen leaving one person to deal with the enquiries (as a result they are only covering part of the region now?"</p>
Staff	Discharge	N/A	<p>Re: West Midlands Ambulance Passenger Transport Services (PTS). They cover patients from Wirral, Cheshire and Warrington. Sometimes there is no transport booked. The patients often don't have a number for them. This happens to quite a few patients. We close at 6pm and sometimes people come down later. This does not affect Liverpool patients as they use NWAS. They need better communications. West Midlands should have somebody here to get their patients picked up. We don't know that these patients are in the hospital until they come down from the wards. West Midlands have the lists of these patients. There is also a lack of information from West Midlands to the clinics that are discharging these patients to the discharge lounge with insufficient information about their transport home.</p>
Patient	Discharge		<p>I don't have a phone and I am not allowed to book return journeys in advance. My appointment was at 10am and I was out in about 20 minutes. The West Midlands Ambulance wasn't called until 1pm, by an NWAS member of staff "as a courtesy" because she felt bad about me waiting. No West Midlands people were there.</p>

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	Discharge	The treatment, staff and staff attitude.	<p>The ambulance service stinks (West Midlands PTS). Yesterday I had already been waiting 1.5 hours. Last week I was made to wait for 3 hours for an ambulance home. I was left there after the hospitality room should have closed. The Royal staff stayed to help me. No reason was given to me for the wait. I get no information given to me when I phone. My wife has just been told I will have to wait one and a half hours now. I have been to my appointment and it was 10.30am but I was only picked up by the ambulance to go there at 10.25am. But the ambulance service says I have to be ready for picking up from 8.30am. I feel they lie to me (The Control Room). They can't provide the service!</p> <p>I don't expect to be waiting for hours for an ambulance. They need to step up and be honest with the patients. They are telling me these times, that's why I expect them.</p> <p>It's not just the patients but it affects their crews and staff at the Royal, it is they who have to keep phoning them when we are left waiting.</p> <p>They said (West Midlands Ambulance Service PTS that is) that they only work till 6pm but they work till 10pm.</p> <p>Last week they said that they wouldn't pick me up at 6.20. This was until the nurse from the Royal spoke to them.</p> <p>They should have somebody based here! (West Midlands Ambulance Service PTS)</p>
	Discharge lounge	I only came in this morning so don't know.	

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Visitor	Discharge Lounge	The staff seem friendly.	The toilets. No toilet paper and filthy (This was the one near reception at lunch time).
Patient	Eye Clinic	Staff very efficient, attentive and caring.	Hospital so big that it can be difficult to get to clinics. These are often very remote from reception. Informed her that there are guides but she has not noticed them.
Patient	Fracture clinic	Nice staff.	
Patient	Frailty	The staff are very nice. They are friendly and helpful and they are here 24 - 7.	It could do with more windows put in.
Patient	Frailty	The service! They will come if you need something and keep an eye on you.	Its fine the care, it is! They are very attentive. I have been very impressed, they have done everything possible.
Patient	Frailty	The staff are helpful.	Not sure.
Patient	Frailty	They have explained everything to me in detail and the staff are very helpful.	Nothing to improve.
Patient	Frailty	Attention to records, very kind, obliging and helpful.	I've got no complaints I can honestly say.
Patient	Frailty	It's very good, excellent. Everything. The attention I get.	No, I can't think of anything.
Patient	Frailty	Everything is good. The day staff young girls are lovely, cheery and pleasant. Family say frailty unit is very good and clearing space from the main wards, and it's safer.	The night staff are not as polite and won't speak. They just say 'what do you want?' if you need the commode etc., no pleasantries. The day staff are lovely but the older staff are abrupt. Family added - We know why the staff are fed up, and understand the pressure.
Patient	G Clinic. Neurology	Appointment received promptly. Professional responses to all queries.	Nothing.
Visitor	Gastro- Enterology	Very friendly and empathetic atmosphere. Clinicians are all very professional.	None. Expectations high for new hospital.
Patient	General	Physio have always been lovely. My husband is also very pleased with the Royal. I would give outpatients a 5/5. The WRVS is great, and the little shops that they have, such as the veg stall are great as they take your mind off things. I hope these continue in the new hospital, it would be a shame not to.	The food is abysmal - mince for breakfast? Cheese on toast was absolutely disgusting, although this was back when I was an inpatient, not now.
Staff	General wards	People are friendly and generally helpful.	Funding. Access for disabled people improved to the lower floor restaurant.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	Haematology	Got everything under one roof if you need it. The care I've had is fabulous.	Parking - no concessions for cancer patients, unlike some other hospitals, couldn't afford it.
Patient	Haematology	Staff friendly and supportive, especially nurses. I attend the clinic monthly and am pleased with the logistics and services.	Issues with casualty department. Staff talking to each other while attending to patients results in feelings of lack of empathy and professionalism. Organisation of waiting times is poor. Information at the time to be improved
Visitor	ICU	Staff empathetic and attentive. Always treated promptly.	Nothing.
Visitor	ICU	Overall care that my family member has and is still receiving is excellent.	Toilets and refreshment equipment for family member in waiting room areas in ICU as such bad times but there is nothing there for us.
Visitor	Inpatient	Friendly people and my relative feels well looked after.	
Patient	Linda McCartney	Everything!! The staff and facilities.	Waiting times to be reduced. Whilst delayed would like more info as to reasons and waiting times.
Patient	Linda McCartney	Everything's alright.	Need more nurses on chemo. There are long waits of normally an hour.
Visitor	Linda McCartney	Service is professional and prompt. No problems so far in ongoing treatment.	Would like to see smoking prohibited on all hospital property.
Patient	Linda McCartney today for blood tests and follow up to an operation. Also on ward in April from 12 days Critical Care ward (CCU - Peru) 5A surgical	Care was good, I was just washed out, couldn't eat. The lads, the porters were great. When I came for my first appointment I had no idea where I was going and they couldn't have done more. They were very helpful and took me right up. I was very appreciative of their help because I didn't know the hospital. Nothing was too much trouble for them.	Being about to book transport home from the hospitality room. It is West Midlands not NWS who provide the PTS for my area. The first time we had been sent from Linda McCartney to bloods, had got some bad news and came out just wanting to get transport home. We use the PTS because we can't drop off outside and I can't walk far. We were told (by NWS) that they can't book transport from West Midlands because it was a different organisation who won the contract from them. We just wanted to go home and my wife's mobile was almost out of battery. An ambulance worker told us that the Linda McCartney could book it for us so my wife had to leave me here in the room and go back to Linda McCartney to ask them to book it and then come back down to wait with me.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	MAU	Help is free.	Food is nasty.
Patient	MCAS	Everything! Lots of treatments here, the NHS owes me nothing. The staff are fantastic, pleasant and helpful.	Nurses and Doctors deserve a better deal. They work so hard and are understaffed and overworked.
Patient	MCAS	The facilities don't match the professionalism of the staff, the kindness, every effort is made to make you feel good.	Facilities.
Patient	Neurology	Treated with dignity and respect, felt listened to. I come every 3-6 months for appointments and the outcomes have been positive so far. It's easy to find way around.	Come in from the front entrance and there are signs everywhere saying 'no smoking' but people still smoke - it needs to be better enforced.
Patient	Neurology	The doctors and nurses are good. Everything is always up to date. I get an appointment straight away and see the nurse immediately.	It is a bit run down, but there is a new one opening isn't there? A&E needs to be improved. There are no chairs and I couldn't get a drink. Also, there's not enough beds and too many people smoking at the front entrance. Someone should stand there and chase them away, and build a smoking shelter off the premises.
Visitor	Neurology	They saved my life. The staff are 100% excellent but the nurses are overworked and underpaid and under-recognised.	The food - By the time they get round to you, it's lukewarm and very wet/soggy. Also, I got MRSA here.
Patient	Outpatient -unspecified	They are friendly and always follow up. They send reminders. I've been coming here for years and can't fault them. I can always get advice about quitting smoking.	There's been lots of improvements already, such as the fruit stand which improves health.
Patient	Outpatients	Its OK, all good	No
Patient	Outpatients, outside entrance.	Staff are caring and comforting and look after you well.	Policing and abiding by the rules. If smoking is not permitted on site then invoke the ruling. Use discipline/force. No comments like " we can't tell them to move " this is not acceptable.
Patient	Phlebotomy	Good that I can drop in for my bloods, I'm not really using the hospital for anything else though. It's easy to get to.	Looks tired & dated. Worried about the cladding in the new hospital, is it safe?

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	Physio	Everything, the staff are amazing, it's beyond care. I came to the hospital after a stroke 24 years ago and they've always been outstanding. The treatment is good and they're always helpful and friendly. The waiting times are perfect, no issues at all.	The building itself, but that's already being done.
Visitor	St Pauls	Everyone is friendly, helpful. It seems to be efficient, on time.	Not sure, it's only our 2nd time here.
Patient	St Pauls	Only been to St Pauls, my appointment was 10.45am, it took 1 hour and 15 minutes for them to tell me my eyes are OK. The staff are really good, some smile more than others.	Be more reactive with appointments, I could have had an appointment date now, they're posting it instead. I get a text message reminder, so why text and post the appointment date?
Patient	St Pauls	It's marvellous, great - been coming here 3 years, saved my eyes, they look after you so well.	Can't think of anything, maybe the appointment system? It's a long wait for follow-up appointments, it should be 4 weeks but it's 8 weeks at the moment.
Patient	St Pauls Eye Hospital	This is my first visit. It seems chaotic when getting entry. The building site is affecting matters.	Better signage at rear of hospital.
Visitor	St Pauls Eye Hospital	Staff are friendly and I am kept informed. I can't fault it, it is the best I've been in. They're fantastic in an emergency situation.	Nothing.
Patient	Stroke	Staff are very good and kind.	Nothing.
Patient	Transplant Clinic	Brilliant, 10 out of 10. Been treated brilliantly. I've spent 7 1/2 years on dialysis and have spent the last 2 1/2 years getting ready, I've lost 9 stone.	Hospital transport.
Visitor	X-ray	Excellent service, my mum is 95 and she has been treated well.	Waiting times, but understand that it is how it is. Have only had to wait 2-3 weeks so it isn't too bad.
Visitor	X-ray	It's handy and close. I get a taxi here. Luckily I'm not a patient, but everyone I've come in contact with has been polite.	It is very congested and dangerous outside on the main road. Our taxi tried to drop us off and it was really scary trying to get out with a young child.

Are you a	Which ward or area is feedback about?	What do you think is good?	What would you like to see improved?
Patient	X-ray	No issues with it. I find appointments with my consultant a bit rushed. Although the information should have all been there on the computer they then said they didn't have the information and I had to fill them in. I was put on medication but never got asked for any check-up/appointment. After 5 years I was at an appointment with a GP who made a referral to see what happened, I'd slipped through the net.	No, they do a good job.
Patient	X-ray	Everything, if you're ill they're always marvellous	The noise at night, the staff have loud voices, like foghorns. (Was called to appointment so couldn't complete questionnaire.)
Visitor	X-ray	Good location, been coming over a year & the appointments have been regular. The hospital are proactive at chasing you up when an appointment is due.	Parking is a nightmare & it's not easy to drop my dad off at the front entrance. He has physical disabilities which make mobility a problem.
Visitor	X-ray	Can't think of anything.	Been waiting a long time. The parking is terrible, there's the big car park which is full, or street parking. It's difficult to walk here as my wife has walking difficulties.
Patient	X-ray	Don't really know.	No not really, the last time I was seen straight away which was good. I think it is a disgrace that staff have to pay for their own parking.
Visitor	X-ray (spoke about another ward, unsure which.)	The staff are perfect, clinic appointments are on time, didn't have to wait long. My late husband had appointments for his prostate with a staff nurse.	No, attention and attitude of the staff are all positive.
Patient	X-ray and Inpatient in past	My surgeon in the past was great. I had a very high risk surgery on my spine which took 6 hours, but I got good results.	The wards are all full of people using drugs and everything.

Appendix IV - Comments (Part 2)

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Visitor		Not really, short-staffed		No
Patient		They are run off their feet all the time. They have such a lot to do.	Breakfast was good. The rest wasn't tasty and the meat wasn't very appetizing. It wasn't cooked well, it seemed undercooked.	There is lots of information if you care to read it.
Patient		Yes		No
Patient		Yes		No
Patient		Staff too over-worked to spend time with you, but they do listen to you.		No
Patient		Yes		No
Patient		Yes		No
Visitor		No, they are not spending time to listen.		Yes
Visitor		Staff were excellent in attending to both wife and daughter. Both, unfortunately, have since passed away.	N/A	No. None at all.
Visitor				No not really
Patient		Yes		No
Patient		Yes		No
Visitor		Yes		No
Staff			I think it would be better if it was run in-house, this would be better and less expensive.	Yes
Patient				
		No they are always rushing around trying to meet targets, not good for their stress levels.	There need to be healthier options, diabetic patients are offered drinking chocolate at night full of sugar.	I have a lot of information, lots of setbacks so far, not good.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient		Yes, within reason.	No, I don't mind what I eat when I'm in.	No info at all.
Visitor		Listen to you, but not enough time to spend with you		No.
Patient		Yes		No not really.
Patient		Listened to, but staff are over-worked		No
Visitor				No - there had been misconceptions that there will be no individual wards when in reality this is totally different. People misunderstood about what is going to happen. Rather than listening to hearsay and jumping to conclusions, it is better to communicate directly to the patients from the hospital.
Patient		They explain everything every time. Very good information.	No, it's good.	Not been told much. There are going to be less wards and mixed wards apparently, but I don't know. A leaflet would be helpful.
Patient		Staff do listen to you but are very busy.		No
Patient		Staff are trying their best but are having to use their own time.		No
Patient		yes		No
Patient	2Y	Yes	The food isn't much but it is difficult on this scale. I would like to see it improved, it's not very nice. It's mass produced and not much care taken.	Only what I've read in newspapers.
Patient	2Y (Stroke)		I haven't eaten.	

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	2Y?	The staff do give enough time to me and they do listen to what I have got to say.	The food is not too bad and there is enough choice.	No not had any info on the new building.
Visitor	3B	Yes, very good nurses and doctors	When I've been in food has been OK.	No, don't know much about it.
Patient	3X	Yes, they had time to chat, and the cleaning staff always stopped for a chat too.	I would have liked more dessert options - I didn't really have much of an appetite, but I do have a sweet tooth, and sometimes when you're not feeling very well, a nice pudding can help, plus it boosts your calories!	I know it has been put off due to something with the ground. Now I'm wondering if there are cladding concerns. There is a video shown in the foyer, but this should be shown further around the hospital.
Patient	4A Diabetic	Yes and I know I could ask for and get anything I needed. They do need to follow up on stuff more though.	No - It's been good and I've enjoyed it. Happy that I can get salad with lunches etc.	Had no information except seeing a few signs. I've been informed more by some friends who work here.
Patient	5B	Oh yes, they're good, they really helped. Physios have been really good, they got me up and walking.	No, quite happy with what they serve. Only the toast is a bit hard in the morning, but I can have cereal.	Oh yes.
Visitor	5B	Yes	N/A	No, plus very disappointed that new hospital will have 200 fewer beds. I'm unhappy with Liverpool poaching medical staff from other regions.
Patient	5B	They take care of everything very well. They have time for me, converse with me and I am friends with the nurses.	No, it's been great. The food is lovely.	Know nothing about it. It would be great if we could have more information. Is it a private hospital? No, this is clearly a misconception.
Patient	5B	They listened to me very attentively. I like them.	It's alright. Better than it used to be. They have a lovely menu, with a good variety of food. I love it!	I do not believe in segregating patients and believe they will all be accommodated in single rooms. The hospital should send out information with regards to the new site.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	5B	Yes	A lot - not food I'd eat at home. I know catering's hard. Vegetables are not like vegetables, I had a stir-fry last week and it was soggy. Vegetables are tasteless. The mashed potatoes are rubbish. I think they're powdered.	I'd like to know why there's less beds. For the size of Liverpool I think it's silly.
Patient	5B	Yes, good at explaining everything.	Just don't like hospital food, can't tell you why! I would prefer to go home, I would eat better at home but they won't let me go home until I eat.	I don't know to be honest.
Patient	5X	Yes I do.	Make it less repetitive.	I haven't had information, and it's not relevant to me, I'm not a local.
Patient	5X	They don't have time, but they do try. I do feel listened to definitely.	I've been in hospital for 4 weeks, it's the same menu over and over. I loved it at first, but then got bored. A bit more variety would be nice.	No, I've just seen it being built. I don't know anything about it.
Patient	5X	No they don't, up here on 5X they're alright, but there's too much to do for them.	No, I think the food is excellent here.	Not really, has anybody? I was told they will test the lagging on the new-build.
Patient	5X	They tell me everything I need to know and I am happy with my treatment.	The food is alright and gives choices.	It's all going to be single rooms which will make people lonely. It will be nice to know more and be given more information about it.
Patient	5X	Yes, without a doubt.	The food is lovely.	Single rooms and I have concerns about there not being enough staff to supervise and ensure safety. I also worry about being lonely in single rooms.
Patient	5Y	Yes, no issues. Explain everything clearly but I wish they could tell me when I can go home but I know it's not possible!	I can't eat so no!	Did patients even get asked!?

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	5Y	On this unit, definitely. As much time as they can give you. Makes you feel supported, especially if you are feeling vulnerable. I was petrified at first but the staff make it easier. I know them by their first names.	No issues, if you come in early you get drinks & sandwiches. Good choice generally.	Don't know much about it, what I've read in the news. It concerns me about the beds & worried about the number of rooms. I guess it could be good to have rooms for longer stays.
Patient	5Y	Yes, they keep me updated on my health. This is my second blood transfusion today.	The menu is disgusting, I bring my own food in. I have a cucumber allergy so have to avoid a lot of the sandwiches. A lot of the hot food here is served cold, I had some soup before and it was cold. They do bring teas and coffees round. But they definitely need to improve the food.	I haven't got a clue about it, I've heard rumours but I take no notice.
Patient	5Y Bay 7	Always run off their feet but they'll always come when you need them when you press the buzzer.	No, my diet is restricted at the moment.	All I know is from the media & that they're closing the Women's. Having less beds at the royal is my main concern, there isn't enough at present.
Patient	5Y - Gastro	Yes	No, the food is alright, the sausage and mash.	I don't know what I need to know, I haven't been told much - so yes and no.
Patient	5Y - gastro day unit	Oh yes, of course.	N/A	A newsletter would be good. I see the signs at the hospital and follow it on Twitter.
Patient	5Y Gastroenterology	100% listen to me. Made an informed decision about my care.	N/A	Would be helpful for more information to be made available. Am aware that patients will be accommodated in individual rooms.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Staff	5Y Ward	When stretched patients do get frustrated, e.g./ changing drips.	Would like to see it franchised out - Greggs and Subway gain from poor food.	Not relevant at present.
Patient	7A	The HCAs yes, they go above and beyond. Nurses not as much, they seem to think they're better.	To have what's on the menu, it's often not there, not for a couple of weeks with the hot meals - there is enough choice if the meals were there.	Not really, but I haven't asked. Hopefully I won't need to know.
Patient	7A - diabetes	Mostly the health care assistants, more than the doctors and nurses, although some of them are just as good.	Some food is OK, some is bland. Sometimes it's hot, other times cold, it's variable.	I know it's a year behind; I'm not really that interested. I hope it's better than this place.
Patient	7B	No, I think staff are rushed off their feet 24/7.	Not eaten the food.	Not enough information. I have depression, anxiety and a personality disorder so would prefer to be on a ward with others.
Patient	7B	No, understaffed, nurses and doctors are very busy.	Food alright, soup is lovely. More choice needed and don't put food together that doesn't normally go (together)	Yes, I would like some more information.
Visitor	8Y, ICU, Cardiac Unit	Certainly have. I always feel able to talk.	Husband mentioned hot menus weren't particularly good. Wasn't sure about the meat.	No, I haven't received anything. I saw the model upstairs, and heard some info from some staff.
Patient	9Y	They are under a bit of stress at times.	The sausages are very good.	No, the staff haven't mentioned it.
Visitor	9Y	There is not enough staff but they do their best.	Yes, there needs to be more healthy options and more variety. Boiled fish and mash constantly isn't great. I bring my own food in. As a diabetic on ward 7Y, in the past I've been given a sandwich in the afternoon and it's as thick as a door stop to the point it's inedible.	Has there been a hiccup? Is it relating to the cladding? Has it been properly fire tested? I've not had enough information, especially when the clock disappeared. They should have an information website or hospital newspaper like they have for the staff.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	9Y	Yes, I know they are busy but yes they were concerned so saw me pretty quick.	No, food has been alright, been quite happy with it.	Unable to complete the rest of the questionnaire.
Patient	9Y	They are busy, one asked me if I wanted them to make me a cup of tea but they then didn't have time. She didn't forget though, she asked someone else to make it for me.	Better quality, more options. It's just too dry, the bread is fine and the cheese is fine but needed something else.	Someone did mention it should have opened but has been delayed.
Patient	9Y	They try but you know they can't because they are so busy. They do listen to you and give you feedback.		Nothing at all.
Patient	9Y	They do listen to you.	The food was horrible! No taste. The bread was horrible. The yogurt was nice. The variety was good but not the quality.	I didn't even know.
Patient	9Y	Yes they do.	The sandwiches were dry, If you weren't staying you would not eat it.	No info has been given to me.
Patient	9Y	Yes. They talk to me properly, through everything.		Don't know much, but not bothered.
Patient	9Y	Yes I think so.	Pretty good menu. I had a very good lasagne yesterday. I really enjoyed it. There is a good range of things to choose from.	It would be nice to have more information. When the fire alarm went off it was interesting to watch all the workmen come out of the building . The nurses have said this happens a lot. I know from the nurses that there will be fewer beds and all single rooms. That makes me feel a bit anxious in case there are not enough beds.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	A ward of A & E	I had very good attention, but better communication is needed.	No toast is given with breakfast, my husband and daughter say meals are very good.	Yes I heard about the single rooms, I think wards would be better.
Visitor	A&E (a few weeks ago).	Yes they did.	The butty I got was better than nothing, it was alright, at least I had something to eat. & I had Weetabix with cold milk in the morning.	I haven't got a clue, but I'll find out when it happens.
Patient	Bone marrow unit	Yes, they are really supportive and I feel I can call for advice.	I like the food at the Royal but Aintree needs more variety.	No
Patient	Bowel Scanning	The staff are lovely and attitudes are always good.		
Staff	Cancer Ward	Yes. Involved with social workers who are most attentive and empathetic.	N/A	Yes. This fed directly internally via hospital briefings.
Visitor	Cardiac	They spend quality time - from the staff at reception and nurses, to the doctors, they are all very helpful.		Not much information - as far as I know some of the old part is coming down and moving to the new part?
Visitor	Cardiac Unit	Yes	N/A	Just moved to Leeds. Tried my best to obtain info with regards to single rooms. Sometimes nice to have company in shared room. Like looking after other patients. Concerned about incidents of personal care. In open shared areas good conversations and laughs but saddening when someone dies.
Patient	Cardio	Yes. I almost died. I thought I had indigestion but it turned out to be angina. They listened to my symptoms description enough to save my life. I am grateful to them. Very attentive.	It's alright.	Not heard anything about it.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	Cardio	Yes the staff do listen to me.		Some leaflets would help.
Patient	Cardio	Yes, they just explained everything to me and went away to get more information for me.		I don't know anything about it.
Patient	Cardio	It is rushed, I don't have time to say things about my condition or my fears.		Yes they could tell us more.
Patient	Cardio	Yes they are always ready to answer questions. Can't fault it.	No	No I could do with some leaflets and information on that.
Patient	cardio	At the arthritis clinic I spoke to a young lady who was very very helpful. She let me talk about my pain and how it affected me. She hasn't really qualified yet but she took the time to listen.		I have seen some stuff but not given much information, It will be helpful to have leaflets for people about some info areas. They could have a tour for some people to see what's going on, such as what is it going to cover and is it going to introduce other medicines.
Patient	cardio	They listen to my questions and they explain everything thoroughly.	I am concerned about the amount of salt in the food. There should be a separate menu for low salt diets.	I have watched the video upstairs near WH Smiths which shows how many rooms there will be. I like the idea of a single room for myself.
Staff	Cardio G clinic	Yes, I'm seen straight away. As a member of staff, it's hard with lots of patients but 1-2-1 on my bone marrow team. On general wards, it can feel like being torn in different directions with patients calling while running to do different tasks.	Had to leave for appointment.	

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	Cardio outpatients and diabetic outpatients.	Diabetes clinic doesn't feel rushed, I saw the doctor and dietician right away. The attitude of the staff is very good.		Not enough about it, but I'm not a regular patient, I just see what goes in the Echo. Have heard about the single rooms, this will be a really good thing.
Patient	Cardio-respiratory testing and gastro ward	Yes enough time. No complaints whatsoever. Consultants are all informative and I understood the procedure and tests.		It's never come up in conversations but nothing of concern. I am between Aintree and Royal for my care.
Visitor	Cardiovascular clinic	Yes		No. I saw one panel of information upstairs.
Patient	Chest X-Ray	Yes	N/A	I'm a builder working on the new hospital premises.
Patient	Clinic G	Staff work exceptionally hard and are very busy, especially on the wards. They work long shifts. They were very kind and caring. I had to wait a while at times as they were short staffed all the time. Patients needed a lot of care but when the nurses came they were always lovely and caring.	Couldn't eat the food due to stroke but it looked and smelled good. I was drip fed and then through an NG tube. I then moved on to stage 1 food, which was stuff like custard etc. I was peg fed but I don't like to use that and prefer having soft foods.	I know it isn't as big. I like being with other people, not just my own company. I disagree with the single rooms plan - people need company. Like talking amongst yourselves, it can take your mind off it. I would have been bored stiff, desperately bored as I'm used to being active.
Patient	Clinic G	The doctors queue up at bedside and always give attention. There is plenty of care because of my multiple conditions. 2 doctors operated on me at the same time - one on pancreas and one on kidney, so I was sorted in one go.	No its fine. On the ward none of us could eat because of our pending operations, not because the food was bad. You can have more or less what you want, day and night. The soup was fabulous and lots of choices.	I know there will be less beds, but if it's single cubicles the nurses need to go in more to see people, so more staff will be needed, as currently they can see from the work station but won't be able to in the new building.
Patient	Colo-Rectal	Not at all. Very disappointed.	N/A	None.
Patient	Diabetes centre.	Yes. Very attentive and helpful.	N/A	None whatsoever.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	Diabetes Ward	Not really, the staff do their best but they have too many patients. My daughter's a practice nurse so I understand. I can't fault them, it's just the number of people they have. They're always checking on us, changing beds etc.	The food's alright, it's been changed. It used to be dried up and horrible, it's better now. Could have more choice now though.	No, not really. I know it's going to be single rooms. What if someone wants company? I know some people like independence.
Patient	Diabetes ward	The explanations can be rushed. Protocols feel rushed They don't have situational awareness. Nurses follow instructions too strictly and don't think much about the entire situation - they're rigid. I wasn't given breakfast but I am hungry. Doctors said I can't eat but I am really hungry.	Renal meals are absolutely tasteless.	A lot less beds, is there adequate staffing?
Patient	Diabetic 7	Concerns are listened to well. The nurses are helpful.	The food is rubbish. Jacket potatoes are not nice.	I heard it is going to be smaller. Currently don't know much information. More info would be useful.
Patient	Diabetic 7	No they are too busy.		A lot of new changes must be a good thing. Don't know much but heard about private rooms.
Patient	Diabetic foot clinic	Yes, but very busy and stretched at times. Always there to listen and very friendly.	Happy with the meals when I attended in August 2016 but didn't eat much.	Yes. I live locally and receive bulletins at home. I think that the new hospital will be less accessible for me but that is ok. (It will be further from my house).
Staff	Discharge			
Patient	Discharge			
	Discharge lounge	The staff have been very courteous	Don't know. My sandwich was OK.	
Visitor	Discharge Lounge	They have listened, the nurses are fine!	N/A	I have had no information.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	Eye Clinic	Staff are noticeably overstretched. This results in frustration and occasional feelings of being neglected.	N/A	I'm up to date with information.
Patient	Fracture clinic	No, staff are too busy		No, did not know about it.
Patient	Frailty	Yes - one particular student nurse is a little cracker.	Could be better. Could do with more variety. It looks as if it is left-over or warmed -up.	No information here.
Patient	Frailty	Yes	No, the choice is excellent.	
Patient	Frailty	I can't fault the nurses.	Not bad. It's good!	
Patient	Frailty	Yes	No	No information has been given to me.
Patient	Frailty	I have found that they are run to their limit. The visiting times are all worked wrong, you wait for your visitor then a wheelchair arrives and by the time you get back they have got to go and that time is precious.	It's alright, it's edible. Maybe an a la carte menu.	No, not while here.
Patient	Frailty	Oh yes I do. Yes I am listened to.	Very good, I think it has improved. I can't think of anything that would improve them.	I have heard about it but haven't had any information.
Patient	Frailty	Yes, the day staff do, but not the night staff. I don't like complaining but was just not good. They just disappear.	The food is so-so. I've been in before and it seems there's no choice of dessert. I don't like yoghurt or jelly and would like a hot pudding now and again. Not eating much but the soup and sandwiches are lovely. I like the omelettes but they're harder to keep fresh. Last night I was moved and I'd already asked for a baked potato, but I got a roast dinner, as my order went to my original bed, not to me as the patient.	My family know a bit. It's going to be all single rooms and fewer which is bad -ambulances already queueing , it's shocking -what will it be like in the future? It's all politics. My son added: "I blame Margaret Thatcher".

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	G Clinic. Neurology	Yes. No problems.	N/A	Not yet, since I only just commenced treatment at this hospital
Visitor	Gastroenterology	Yes	N/A	Not really. Would like information with respect to parking and choice of accommodation , i.e. single room or open wards.
Patient	General	No but not their fault.	As I said earlier, abysmal.	Not needed much, but they should have had a vote/discussion with patients as single rooms are not preferred. Wards are comforting. I am very concerned that the new building is a year behind! I'm very concerned about the cladding and have raised it with my local MP. I think I'll see it when I believe it, about actually getting a new hospital.
Staff	General wards	Yes	No it is a pretty good service.	Disappointed at lack of information.
Patient	Haematology	They're pretty good, I know they're busy but I've never felt like I've been brushed off.	Can't remember, it was more than a year ago.	I've not really taken enough of an interest.
Patient	Haematology	Sometimes no, owing to staff being overstretched, giving rise to patient dissatisfaction.	N/A	Very little, only hearsay at the clinic.
Visitor	ICU	Yes	N/A	None.
Visitor	ICU	Yes always.	No	Yes
Visitor	Inpatient	Their schedules are tight, but they make the best of it with the time given.	It's good.	No, my Mum mentioned it but I haven't seen anything about it, even in the main foyer.
Patient	Linda McCartney	Yes	N/A	No. I'm concerned about parking and the new wards' layout, i.e. single rooms or open wards.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	Linda McCartney	They look after you. I don't feel rushed. Most of the nurses are little angels.		I might not be here.
Visitor	Linda McCartney	Yes. Intensive ongoing cancer treatment has been excellent.	N/A	No. Only that which has been reported on local news.
Patient	Linda McCartney today for blood tests and follow up to an operation. Also on ward in April, 12 days Critical Care ward (CCU - Peru) 5A surgical	Staff on the wards were good but pushed for time. They were busy all the time. They would come and help, don't get me wrong, but they were clearly pushed, more so at night. The majority of patients had had big surgery and needed a lot of care.	I don't eat spicy food at all. I had a choice and would choose from the list and it looked nice but when I tasted it I couldn't eat it. Even some of the soups had spices in, not what I like. When I was in Warrington I didn't eat their food either, it isn't just here. My wife brings food in for me. In Warrington though they had little pots of porridge for breakfast. I did like those and it would be nice to have those here.	I have heard from the ambulance driver that it is been postponed due to cracks. It would be better to hear what is happening from the hospital than an ambulance driver. He said that the clock had gone and that he thinks it might be years yet. I also would like to know about the insulation and cladding used - is it the same as in that tower block?
Patient	MAU	No	Different dinners.	No but there will be less beds.
Patient	MCAS	Yes they do their best You can't expect personal nursing care nowadays. My relative is a nurse and works such long shifts!	In the past it has been sufficient, although I haven't eaten anything during this visit. It could generally be improved. There used to be a kitchen on each ward but all of that has changed now. A few years ago, the ward I was on was lovely and the meals were always on time, all other parts of hospital should be the same.	Some - I've learned most from local papers. I expect it will be great for Liverpool. The leaflets from the hospital as well as radio broadcasts have been informative.
Patient	MCAS	Yes absolutely.	No	No I don't know, only what I have seen in newspapers.
Patient	Neurology	Yes, they keep me informed with clinical information and they offer tea and coffee.		Not really - It might be helpful to offer more information for patients to know what is going on.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	Neurology	Yes, they listen. They explain all alternatives to me and then email me to keep me up to date - it's good.		Don't know much.
Visitor	Neurology	No definitely not. It's all about politics and money. I feel very strongly that the management are overstaffed and nurses are understaffed.	As above.	None whatsoever. I only know because my brother works here.
Patient	Outpatient unspecified	Yes. Today has been very helpful with the physio. They're always nice.		I haven't seen any plans or heard much about what it might look like. I would like it to be bright and let more light in.
Patient	Outpatients	Yes	Ok a lot better nice	No
Patient	Outpatients, outside entrance.	Yes	No	No
Patient	Phlebotomy	Don't know.	N/A	I'm worried about the cladding.
Patient	Physio	Every time. There have been times when I've been really ill waking up in a strange place & having nice friendly people listening to me makes such a difference.	I'm a fussy eater but there are plenty of choices. Good portions & quality, never had any issues.	Not really no, especially considering they're building my second home! Not had any input into the design of the hospital. As long as they keep the staff though, I'm happy.
Visitor	St Pauls	Yes	N/A	We're from out of area, I didn't know about the new-build.
Patient	St Pauls	Yes	N/A	No. It'll only be when St Pauls move, it'll be a bit hectic first time. A map will hopefully be included with appointment letters, and website info about the building, that shows you where to go. Will there be an open day?
Patient	St Pauls	Yes, if you want them to.	N/A	I'm sure if we ask they'd give us the information.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	St Pauls Eye Hospital	Only that they directed me to the clinic.		
Visitor	St Pauls Eye Hospital	Absolutely fantastic.		I haven't heard much but I'm not local - live in Manchester.
Patient	Stroke	They spend quite a lot of time with you. Feels like enough staff to do that. Night staff also good.	Not eaten much as have lost appetite. Not much choice to test out menu. I ate the hotpot and it was very tasty but could be better.	Not bothered about it.
Patient	Transplant Clinic	Yes, I've been given enough information to take away.	N/A	Don't at the moment.
Visitor	X-ray	Yes, loads of time.	In the past it was dreadful, they should keep it simple to things like soup and sandwiches, there could be a better choice of these.	Yes
Visitor	X-ray	Yes, they're here to help.		No I've had no information. I was aware but haven't really been told much, but to be fair, I haven't really sought out any information either.
Patient	X-ray	No they don't have enough time to listen to detail but that's not their fault.	N?A	I haven't because I haven't been bothered to find out but I'm sure the info is here.
Patient	X-ray			
Visitor	X-ray	The Dr Dad sees is always good & informative (Dr Annis) about my dad's condition. He explains everything really well & receives excellent care from the nurses. No complaints at all.	No issues.	Nothing about it at all, it's a bit of a shame the public weren't really consulted. I would have liked to have been more informed.
Visitor	X-ray	Depends on who you speak to, to be honest. Sometimes they do, sometimes they don't. It also depends what the issue is as to whether staff want to sit with you.	Depends which ward you're on!	Had nothing at all, didn't realise it was such a long time off. Quite disappointed.

Are you a	Which ward or area is feedback about?	Do you feel that staff have enough time to spend with you?	Do you have any suggestions for improving menus?	Enough information about the new build hospital?
Patient	X-ray	The appointment was OK, it was fine.	N/A	No
Visitor	X-ray (spoke about another ward, unsure which.)	The doctors and nurses, the aftercare is brilliant. After my husband died, they let me call America. Doctor Keith operated on my husband who was 94, they could have sent him to Marie Curie but he offered to help when he didn't have to.	That was fine, there was a good choice.	Yes, there's information about it in the clinics in Broadgreen, on screen information.
Patient	X-ray and Inpatient in past	*patient called to appointment*		

Appendix V - Comments (Part 3)

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Visitor				
Patient		Yes	On the acute stroke unit it was quiet. There was somebody there all night to help. All you had to do is put your hand up.	
Patient		Yes		
Patient		Yes		
Patient		Yes		
Patient		Yes		
Patient		Yes		
Visitor		Yes		
Visitor		N/A	N/A	Car parking a problem. Needs improvement.
Visitor		Yes, lots of painkillers.		
Patient		Yes		
Patient		Yes		
Visitor				
staff				
Patient				
		Yes		The staff work tirelessly to keep the Royal Liverpool Hospital afloat under extreme conditions of decimation by the present government.
Patient		No, but not sure what could be done.	It's ok	They gave me someone else's notes on discharge when I had my stroke a year ago.
Visitor		Yes		
Patient		Yes		

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient		Yes		
Visitor				
Patient		Yes	A little bit - talking noise from people waking past and staff chatting.	
Patient		Yes		
Patient		Yes		I would have given a 5 star rating but for the lack of staff
Patient		Yes		
Patient	2Y	Yes, I'm not in pain at the moment but they do ask.	It's inevitable, you get some moaning and groaning but can't do much about that.	*Questionnaire stopped as they needed to go for treatment*
Patient	2Y (Stroke)			
Patient	2Y?	Yes they have managed my pain.	Of a night sometimes some people shout out but on the whole it doesn't bother ne	
Visitor	3B	Yes when I've been in my husband has been looked after well.		

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient	3X	I manage my own pain at home with medicines and am used to taking these every 6-8 hours. The timings were different on the ward. I complained to the consultant as I was in a lot of pain. The staff made me feel like I was bothering them and told me diabetics take priority on medicine rounds. I spend 3 hours in pain. The consultant handled my complaint well, which I was very cautious about for self-protection reasons, but he handled it well and at the end things improved. Then somebody (PALS?) came to chat to me about it and documented my experience.	The air conditioning units on the ward bang constantly through the night. There was little staff noise for me, as I was isolated, but the air-con was very distressing. It started at 11pm and went on for hours.	I give the cleanliness full marks. Also, the doctor's rounds were excellent, but the nurses should be able and encouraged to join the rounds, to improve communication between nurses and doctors, as well as learn from the doctors, especially student nurses. I am so grateful this service is here.
Patient	4A Diabetic	Yes definitely	My own room would be better as it's a little noisy on the ward.	
Patient	5B	Oh yes, I'm not in any pain.	No, I'm alright, I don't take any notice.	
Visitor	5B	No, but would not provide further comment of experience.	I have experienced some disturbance , so-so.	As a taxi driver I spend a large part of my week dropping off and picking up at the hospital. I meet many patients, visitors and staff. Discussions with all parties adds to my general criticism of the hospital, and comments about the accessibility: there is poor and obstructive parking by the public and blue badge holders. This causes problems picking up and dropping off the disabled and infirm. Also, people parking for hours in the drop off areas, there's no proactive control of these areas. When security is approached, they will not get involved.

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient	5B	Yes	It is quiet and I sleep well.	It is really good here and would recommend it to anyone.
Patient	5B	Yes, I was given paracetamol immediately.	No complaints.	No complaints.
Patient	5B	Yes	I had a patient with mental health issues staying next door. They were banging on my wall at night or trying to get into my room. I was moved to another bay in the end. I think they've gone now.	Some things aren't right. I have COPD, I was told they were going to change my inhalers, but I haven't heard anything else. I'm going home on Thursday. No-one knows about the COPD nurse who visited me a week ago. This doesn't seem to have been followed up.
Patient	5B	Yes but pain killers are not strong enough. They can't do much more to help me.	Quiet, no issues.	No
Patient	5X	I do now, not the first night though.	I sleep through the night, so not a lot of noise.	I'm between 3 teams, they don't seem to 'gel' together.
Patient	5X	I broke my back in 2 places, I've had good pain relief while waiting for appointments.	I'm deaf, I take my hearing aids out at night so I don't notice it.	It's my first time in this hospital, would come again. I used to say "I'm not going there" but this is better than the other hospital I used to go to.
Patient	5X	Now yes, when I first got here I had to ask for and discuss about my pain killers.	Not here, it's quiet here. It depends on what person is in.	They never stop cleaning, it's very clean, the general ward, the toilets are clean. A&E is a bit run-down.
Patient	5X		In my ward it is okay and quite quiet.	Everything is fine
Patient	5X	Yes, they take me seriously.	Yes, it is noisy and the younger patients chat loudly and sing sometimes.	The staff are amazing, including the kitchen service staff and the porters who take you up and down.
Patient	5Y	I'm not sure, I'm always in pain & there's nothing they can do I don't think.	No problem.	No
Patient	5Y	Always, no issues.	Not really noticed anything at all, I sleep well at night.	

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient	5Y	Yes	N/A	None
Patient	5Y Bay 7	It's managed well, no issues.	Other patients shouting can be frustrating but it can't be helped, I just keep myself occupied by reading a book.	The staff make the hospital, you always get a comedian and they always make you smile.
Patient	5Y - gastro day unit	Yes I do.	Yes, but it's only really other patients, which I guess can't be helped.	When I stayed in last year a £10 note was stolen from me. There needs to be more security, keeping more of an eye on who is coming in or out.
Patient	5Y - gastro day unit	I'm not in pain, but am sure it would be.	N/A	5 stars, because of the care given by the staff.
Patient	5Y Gastroenterology	N/A	It's alright.	None
Staff	5Y Ward	Yes		
Patient	7A	Definitely not, not since I've been here. The painkillers don't work, trying to get them when you're due, I had to wait 8 hours for a doctor to come back, me screaming...	It's impossible to sleep, the staff won't keep the noise down, it's like sleeping in the hallway, by the kitchen as well, the noise starts early.	They're trying to do a top job with the bare minimum.
Patient	7A - diabetes	No, not at all, painkillers don't help with what I've got, I only get some to sleep, not when I want to be mobile.	Yes, I can't sleep, people are in and out, don't hold the noise down, talk at normal volume like in day time. I've not had a proper night's sleep since I been here.	They just want you out, as soon as I could walk a few steps. They keep asking the same questions about my home situation, why don't they have that on the computer? Also, after being woken up at 6am we're just sitting around, waiting for breakfast that may be a couple of hours later.
Patient	7B	No, I was on a drip and was not offered any painkillers	Not noticed anything	
Patient	7B	Pain team are fab, Dr Jones is lovely. But I had to wait to see the pain team	Some patients can make a lot of noise at night.	More information on the hospital new build.

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Visitor	8Y, ICU, Cardiac Unit	Husband's pain seems well managed.		Not a 5 star because of some issues. In ICU and CCU the nurses were just exceptional and my husband was well cared for. This was our first time at this hospital.
Patient	9Y	They constantly ask about pain relief.		
Visitor	9Y	When my pain isn't great, I get admitted to a ward for pain management. They are very good with my pain management. The colostomy clinic told me that I needed to lose some weight so I lost weight in order to get the ostomy reversed and then then told me they couldn't do it anyway; and I am still in a lot of pain with it, that isn't being managed.	Patients on wards can be noisy as there is nothing to do on wards. They are inconsiderate with their TVs, and although they can't help it, there is a lot of loud snoring.	The staff themselves should get a 10/10. I would like to know the results of cladding tests and the next steps being taken.
Patient	9Y	I haven't been in any pain, but they do keep asking how I am. I'm sure if I was they would sort that.	I haven't been in overnight yet.	When my husband was in it was fantastic, couldn't have done more for him and he was in hospital for weeks. The only downside is the outside, there are always people smoking outside. My husband wouldn't let me visit in the evening because I would have to walk from and to the car park and as a woman on my own and after bad news, upset, it can be scary.
Patient	9Y	Yes	The noise levels are OK. Some nights there are fewer staff.	
Patient	9Y	Yes	OK	
Patient	9Y	Yes, if I want it I ask.	No problem	The staff are fab and doing a great job. The Wi Fi has improved too.

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient	9Y		Noise has got worse over the years due to other patient's noise.	
Patient	9y breast	Yes it is being managed. Once I had to ask. I did ask before about indigestion. The nurse said that the other tablets she was giving me might help with that. They didn't and 30 minutes ago she said she would get some Gaviscon. I know she will have to get it written up first.	Noisy. I am in a room to myself and I got them to switch the fan off but there is still something in the ceiling that makes noise. I am a very light sleeper. In a room by myself so no noise from other patients	Last time 5 stars. This time 3 stars because of the communication issue.
Patient	A ward of A & E		No	
Visitor	A&E (a few weeks ago).	N/A	I didn't hear any.	They looked after me, I had to have a CT scan, it was marvellous, the staff were brilliant.
Patient	Bone marrow unit	Yes	I was in an isolated room so this wasn't an issue.	Keep up the good work
Staff	Cancer Ward	N/A	N/A	Smoking on hospital premises. Taxis and public vehicles dropping people off is a problem with access.
Visitor	Cardiac	Yes, I with a friend with cancer. They are on the ball with her pain. Very kind and supportive.		Brilliant - excellent service.
Visitor	Cardiac Unit	N/A	N/A	Some privacy issues with open wards. Issues with cleanliness especially showers. Staff do their best in an ageing hospital. Staff shifted about and did not know where showers were.
Patient	Cardio	My headaches are not controlled yet. They are still trying to find the cause.	N/A	

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient	Cardio	N/A	N/A	I have been treated brilliantly.
Patient	Cardio	Yes		Not anything to do with the staff, it's that they don't seem to have enough for some of the clinics.
Patient	Cardio	Yes	No	
Patient	Cardio	I am being listened to very well about my pain. I had a dislocated knee and can't afford knee surgery and can't really cope on my own but am being listened to well.	Yes I was disturbed by people walking by and the staff talking loud and chatting. It's better to keep noise low.	I am an ex-nurse at the Womens hospital. Nurses should go back to wearing their full uniform, with white hat, white apron, blue dress, black socks, shoes should have to be polished. Nurses could look more tidy.
Patient	Cardio	It is good - my kidney transplant went well and there was good medication management.	It is very noisy. A single room will be better. The noise in the corridors with doors banging and trolleys moving is bad.	My consultant is marvellous.
Patient	Cardio-respiratory testing and gastro ward	Was in discomfort rather than pain relating to eating.		Haven't come to any crossroads yet as procedure not yet done.
Patient	Chest X-Ray	Yes	N/A	None
Patient	Clinic G		Noisy ward with squeaking trollies - it would be good if they didn't. The lights can disturb sleep too. I know I may be woken for blood pressure monitoring and temperature but they still try not to disturb you. Patients fairly quiet but the man on the next ward was fairly shouty. Lots of people talking, but sometimes that can't be helped.	Treatment has been excellent.

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient	Clinic G		It depended. There were a couple of quiet nights, but there were always pigeons from 4.30am which were very loud. There was a very ill patient on my ward and they were taken straight for an operation which was very quick - they responded within 5 minutes which I was very impressed by.	Nothing that hasn't satisfied me.
Patient	Colo-Rectal	No. I've got urgency and incontinence problems and have been waiting, on occasion, for a long time while people sorted out my appointment issues.	N/A	Despite escalating appointment problems, issues still exist with communication between the two hospitals.
Patient	Diabetes centre.	Staff doing a good job for pain management.	N/A	Infrastructure and amenities are good. Hospital appears well organised.
Patient	Diabetes Ward	They do their best.	Sometimes but not on this ward. I can hear the nurses laughing sometimes at night.	I don't like all the drug users coming in, I'm not happy with this. The diabetic staff are lovely, and explain things well to my husband.
Patient	Diabetic	Yes	Bearable but things happen.	
Patient	Diabetic 7	Yes, well managed.	Quiet and I slept well.	
Patient	Diabetic 7		It is noisy at night. I have been in better wards than this.	
Patient	Diabetic foot clinic	Yes	Was not on a ward but on a trolley. Did not find it noisy.	Hope everything goes well for the new hospital. Friendly service greeting patients and putting them at ease.
	Discharge lounge	N/A	N/A	No
Visitor	Discharge Lounge	N/A		
Patient	Eye Clinic	N/A	N/A	None
Patient	Frailty	Just about. Yes	Not too bad but the but the mattress crackles when I move and it wakes me up. I tried to get a different one.	

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient	Frailty	Yes	It is OK!	
Patient	Frailty	Yes	It is quiet at night	
Patient	Frailty	Oh yes.	I was on one ward with mostly elderly, they had dementia - it frightened me so I got moved.	Not really
Patient	Frailty	Yes	N/A	No
Patient	Frailty	Yes, I have pain in my leg and can't get up. It is broken after a fall at home. The tablets and morphine help. Daughter said the A&E doctors fixed Mum up and said she could go home, but other daughter said she didn't think so as she needed more care.	My hearing aid is on loud so I can hear the nurses, but I take it out at night so it's not a problem.	
Patient	G Clinic. Neurology	Yes	N/A	Treatment here is more helpful than that at most others experienced.
Visitor	Gastroenterology	Yes	N/A	As a visitor, happy with infrastructure, facilities and amenities. I'm very supportive of the NHS.
Patient	General		Lots of seagulls which are very loud by ward windows.	
Staff	General wards	Yes	No problems but aware that other wards do suffer from noise and disturbances.	None
Patient	Haematology	N/A for the Royal, it's the district and palliative nurses who deal with my pain and it is managed well.	N/A	My Picc line can't be used by the staff at bloods, which would be useful but they're not trained to use it. It's OK for chemo bloods, but not for general bloods.
Patient	Haematology	Very well.	N/A	Dislikes people smoking in the hospital grounds. Would like improvements in clinic waiting times.
Visitor	ICU	Yes	No problems encountered.	None.
Visitor	Inpatient			There's always room for improvement.

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient	Linda McCartney	Yes	None encountered.	Would like to see improvements to waiting times.
Patient	Linda McCartney	Yes		They are excellent. They work hard but the nurses need more help.
Visitor	Linda McCartney	Yes. Ongoing care well managed.	Never a problem in the Linda McCartney centre.	Unfortunately the first impression of the hospital is people who are ill, even some on drips smoking outside reception. Room for improvement in reception and approaches to hospital.
Patient	Linda McCartney today for blood tests and follow up to an operation. Also on ward in April from 12 days Critical Care ward (CCU - Peru) 5A surgical	I am aching today from having been sitting down. Usually OK.	It was noisy in Warrington. Here was quieter. Only the necessary disturbances for bloods etc. There is noise from the seagulls though - all night long because of the lights. They had young ones on the ledges. Some patients were trying to feed them, others would tell them not to.	Good
Patient	MAU	No I am on morphine but I want another drug as I need more help.	It's noisy and I just want to relax and sleep.	I want more info on my illness as it has been misdiagnosed in the past.
Patient	MCAS	Yes, they do their best to see what is best for you.		It's a good hospital and it's going to be a good new hospital. I love Liverpool.
Patient	MCAS	Yes well managed	N/A	No
Patient	Neurology	Yes	I stayed on the observation wards and it was alright and reasonably good. People transferring can be quite noisy but it's expected and can be tolerated.	
Patient	Neurology	It's alright.	Sort of noisy but that's expected.	

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Visitor	Neurology	No, my wife is also a patient and is in constant pain.	Yes, it's noisy especially at visiting times. The noise is unbelievable.	This is a place for sick people and their families, yet we are penalised by stupid car parking charges which are ridiculous. Also the cost of the phone and TV are astronomical. I also had an appointment here this morning which got cancelled - they should stick to their word on appointments.
Patient	Outpatient unspecified	It's been very good. Broadgreen were also excellent at this.		I like all of the health leaflets and stands in the waiting area. I got information about making smoothies. They put you in touch with people if you are worried and they check the internet. I get given all of the warnings about drug side effects and interactions.
Patient	Outpatients	yes		
Patient	Outpatients, outside entrance.	Yes	Depends on which patients I am with. I cannot cope with people who (have mental health issues), use foul language or play radios.	None
Patient	Phlebotomy	N/A	N/A	It's okay I suppose, hopefully the new one will look better, it's a bit "minging" at the mo.
Patient	Physio	Absolutely. Looking forward to the new hydrotherapy coming back as I'm missing it at the moment due to the new build.		5 star - I'd argue with anyone who says different. Even the porters are great, everyone has a great sense of humour.
Visitor	St Pauls	N/A	N/A	
Patient	St Pauls	I get eye drops, but have a high pain threshold so I'm fine.	N/A	They saved my sight - it's just making sure that appointments are kept tight, I've had to chase it sometimes.
Patient	St Pauls	Yes, they were very good at the walk-in here (the day centre)	N/A	They're very good, once they've got hold of you, in a good way, they persevere.

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient	St Pauls Eye Hospital			Staff very helpful once entry to site was sorted.
Visitor	St Pauls Eye Hospital	Yes		So much better than Manchester. Everyone is so friendly.
Patient	Stroke	Yes, been very well managed, they are looking after me.	Very quiet on this ward. I'm able to sleep.	They do very well.
Patient	Transplant Clinic	Yes	N/A	West Midlands patient transport is very bad.
Visitor	X-ray	N/A	N/A	Pretty good overall, waiting times could be improved. It is a huge hospital, I feel reassured to come back.
Visitor	X-ray			Getting out of a taxi with a small baby here was scary.
Patient	X-ray	Got called to appointment		
Visitor	X-ray	Hard to say as Dad has a broken spine. When he's in the hospital it's fine but at home it is more difficult to manage.		Giving it a 4 star based on the difficult parking but nothing is ever perfect!
Visitor	X-ray	They've managed it so well that I haven't felt any pain recently.		The issues with parking are the worst part. I also went to A&E recently & found this experience to be a bad one. The way they arrange things means I ended up waiting 6 hours for nothing. Having a nurse on hand would've meant I could've just quickly spoken to somebody on the renal unit quickly. Feels like staff just sit there & talk doing nothing. I also kept being moved around with no explanation. They also talk too fast.

Are you a	Which ward or area is feedback about?	If in pain, do you feel pain is managed well?	Do you have any comments about noise at night?	Any further comments?
Patient	X-ray	My diagnosis has been going on for 7 years, what started as a small stone in a gland has now developed into a major problem.	N/A	Staff having to pay for parking.
Visitor	X-ray (spoke about another ward, unsure which.)	N/A	N/A	
Patient	X-ray and Inpatient in past			