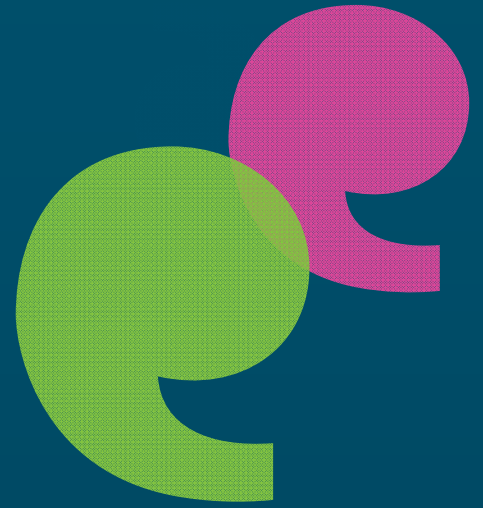




healthwatch
Knowsley

Patient Experience Report
St Helens & Knowsley Hospital
Quarter 1 (2014-15)
Compiled by Healthwatch Knowsley





Contents

Contents	2
About Healthwatch Knowsley	3
What is Healthwatch?	3
What we do	3
Our Mission Statement	4
Our Values	4
How this report was compiled	5
Summary of Comments	6
Hospital Scores	7
Good Practice	13
Recommendations	13
Appendix One - Comments	14
Appendix Two - Questionnaire	21
Appendix Three - Data	23
Control Sheet	24

About Healthwatch Knowsley

Healthwatch is designed to give people a powerful voice locally and nationally for both Health and Social Care services. In Knowsley, Healthwatch works to help our community to get the best out of their health and social care services. Whether it's improving them today based on feedback from community members or helping to shape services for tomorrow. Healthwatch Knowsley is all about residents voices being able to influence the delivery and design of local services. Not just people who use them, but also for people who may need to access services in the future.

What is Healthwatch?

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

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of the Knowsley community. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

What we do

Healthwatch Knowsley took over the role of Knowsley Local Involvement Network (LINK) in representing the views of people who use Health and Social Care services.

The feedback captured from the community is used to inform commissioning and service design decisions and also to challenge current service provision in relation to changes required. Healthwatch also has a key role in raising the profile of the good services that are in place.

In addition to this Healthwatch Knowsley provides a signposting service for people who are unsure where to go to access help in relation to Health and Social Care Services. This service also has a role in promoting the choices that are available to community members. A key element of this services is signposting community members, where needed, to the Merseyside and Cheshire Healthwatch Advocacy service to support people who wish to make a complaint about services they have accessed.

Healthwatch Knowsley can also report concerns about the quality of services to Healthwatch England, helping to build a national picture of Health and Social Care satisfaction.



Mission Statement

“Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to Health and Social Care Service Provision and Commissioning”



Our Values

- Community Led - determining priorities and programmes of work.
- Independent - with established systems of accountability to the wider community.
- Open - transparent and trusted
- Visible and Accessible - Ensuring there is clarity of our purpose and remit.
- Inclusive - Finding ways of working with the many different people and across our community.
- Listening - Every voice counts when it comes to the future of shaping health and social care.
- Learning Organisation - Seeking feedback from community members and stakeholders with a commitment to continuous service improvement.
- Excellence and Credibility - Using good quality intelligence and research

How this report was compiled

To effectively capture the views of community members in terms of the Health and Social Care services Healthwatch ensures that the following routes into community members are maintained.

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

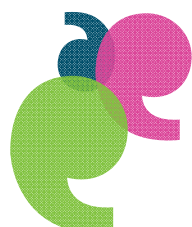
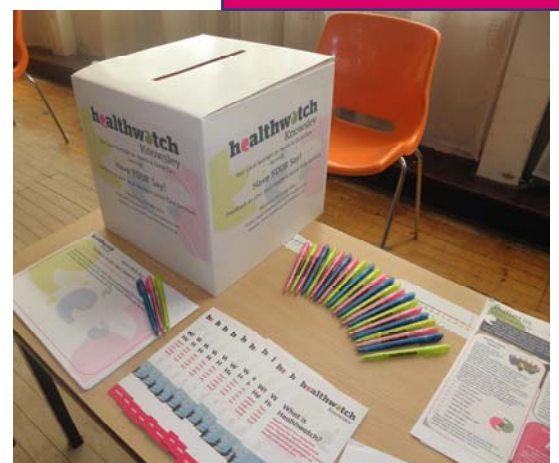


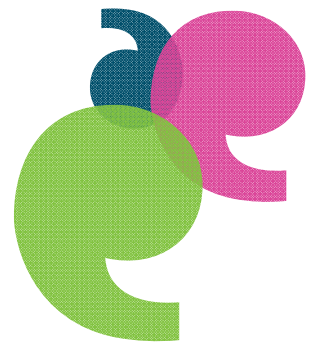
Healthwatch Knowsley are committed to providing quarterly formal reports detailing the views captured from community members to commissioners, service providers, Healthwatch England and the Care Quality Commission and specific interest groups such as NHS England Quality Surveillance Group.

Currently Healthwatch Knowsley is using the Healthwatch England Information Hub to record anonymised patient and community based experiences. Using this database specific reports can be compiled providing information around a service area or trend raised by community members.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases the person providing information can be reluctant to provide contact information as it is perceived that in doing so this may affect their future care. With this in mind it may be unclear if these comments have been duplicated via the hospitals own complaints system or PALS data.

healthwatch Knowsley Your Local Spotlight on Health & Social Care Services Hospital Survey	
Name of the hospital you visited:	
How long is it since you visited the hospital?	0-3 months <input type="checkbox"/> 3-6 months <input type="checkbox"/> 6-9 months <input type="checkbox"/> 9-12 months <input type="checkbox"/> more than 12 months <input type="checkbox"/>
Why did you go to the hospital?	Out Patient <input type="checkbox"/> In Patient <input type="checkbox"/> Day Case <input type="checkbox"/> Emergency <input type="checkbox"/> Visiting a patient <input type="checkbox"/> Accompanying someone else <input type="checkbox"/> Other reason (please state) <input type="checkbox"/>
Please tell us about your experience of the hospital	
Your age:	
Your gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>
Ethnic Origin:	
First three letters of your postcode:	
Do you have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Which of these best describes your situation?	Full-time work <input type="checkbox"/> Part-time work <input type="checkbox"/> Self Employed <input type="checkbox"/> Government Scheme <input type="checkbox"/> Full-time education <input type="checkbox"/> Retired <input type="checkbox"/> Unemployed <input type="checkbox"/> Unable to work <input type="checkbox"/> Looking after family/home <input type="checkbox"/> Other (please state) <input type="checkbox"/>
Do you have a religion or belief?	Yes <input type="checkbox"/> No <input type="checkbox"/>
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Do you currently live in the gender you were given at birth?	Yes <input type="checkbox"/> No <input type="checkbox"/>





Summary of Comments

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

- Care & Compassion
- Dignity
- Hygiene
- Nutrition & Hydration
- Communication
- Waiting for appointment
- Waiting at appointment
- Discharge
- Accessibility
- Quality & Safety
- Staff Attitudes
- Coordination of services

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

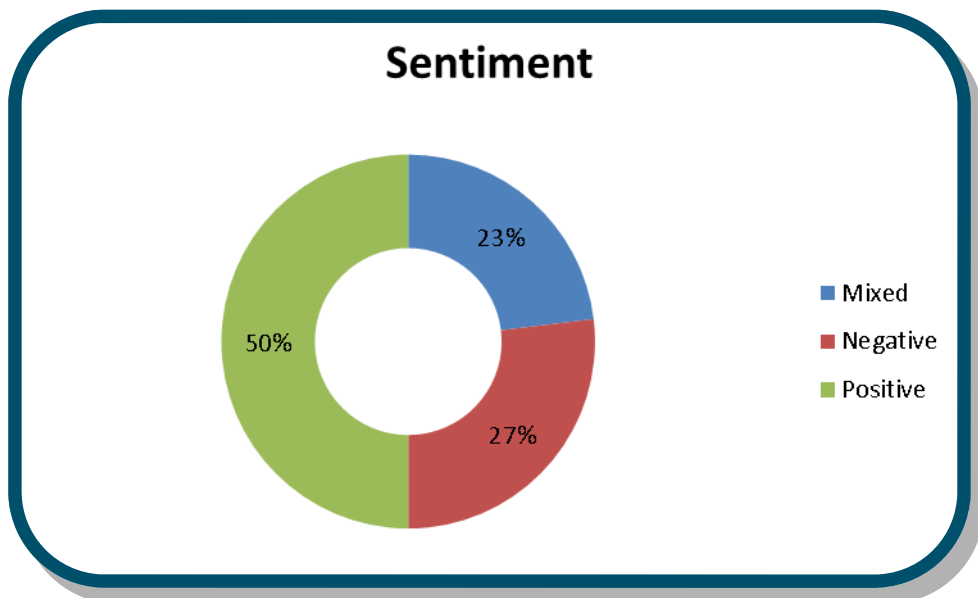
- Inpatient
- Outpatient
- A&E
- Day Case
- Visiting

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



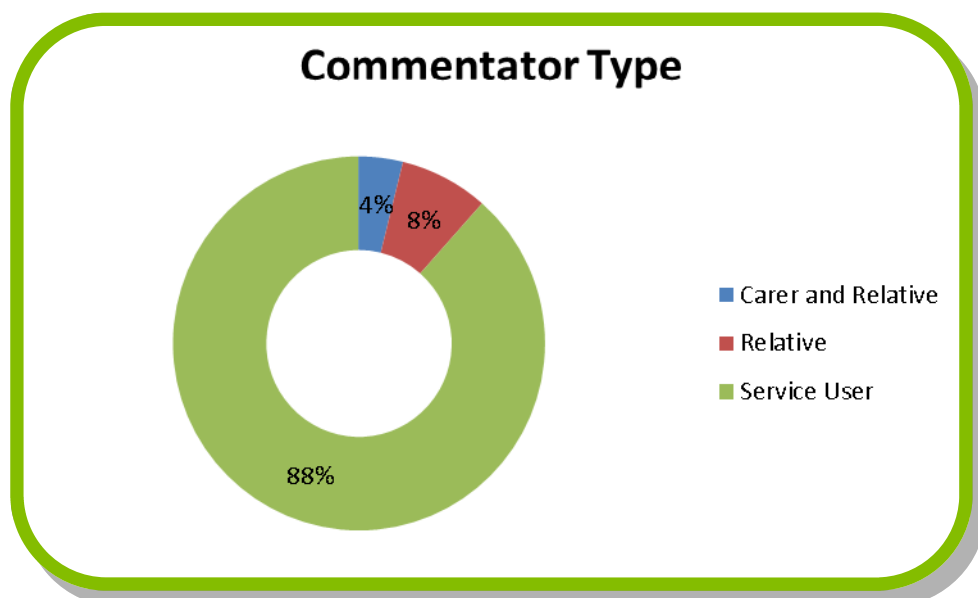
Number of responses during quarter four through direct patient experience comments.

Sentiment	Number
Mixed	6
Negative	7
Positive	13
Total	26



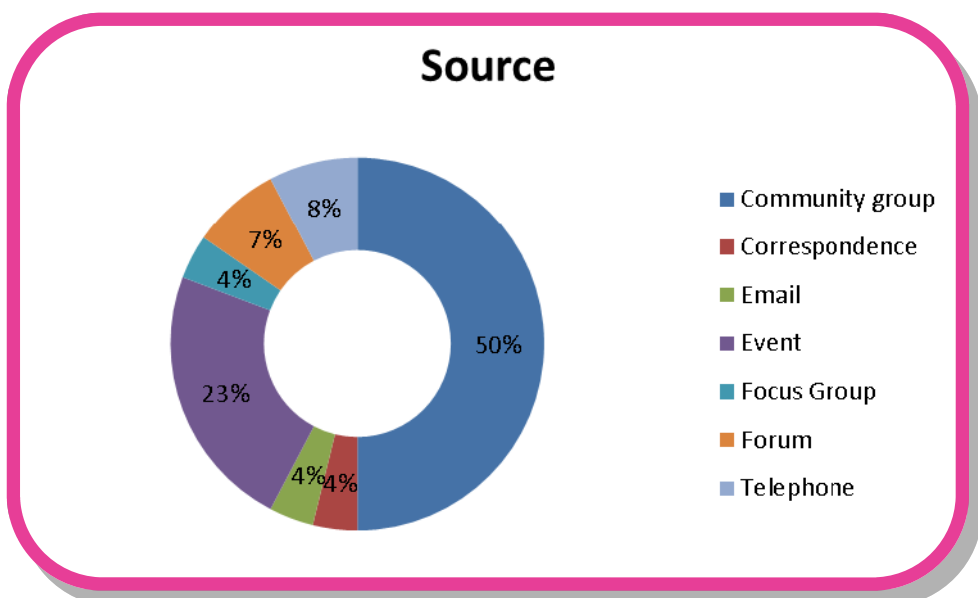
Make up of respondents

Commentator Type	Number
Carer and Relative	1
Relative	2
Service User	23
Total	26

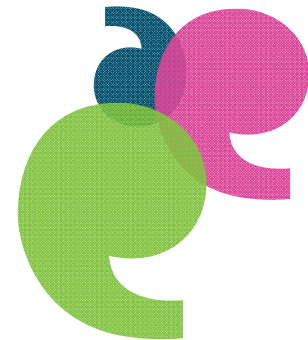


Where we got the information

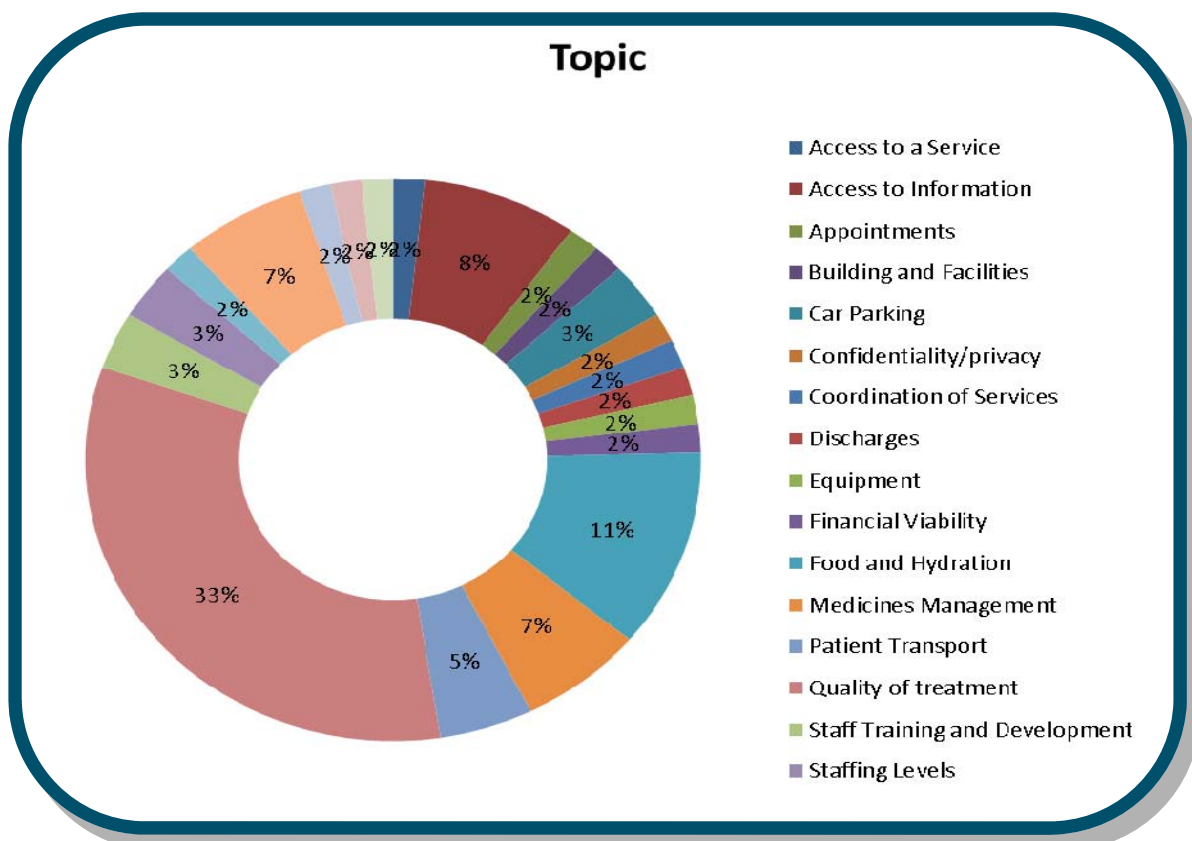
Source	Number
Community group	13
Correspondence	1
Email	1
Event	6
Focus Group	1
Forum	2
Telephone	2
Total	26



Most Commented Areas

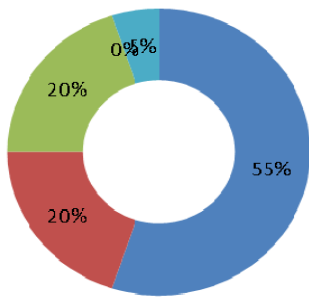


Topic	Number
Access to a Service	1
Access to Information	5
Appointments	1
Building and Facilities	1
Car Parking	2
Confidentiality/privacy	1
Coordination of Services	1
Discharges	1
Equipment	1
Financial Viability	1
Food and Hydration	7
Medicines Management	4
Patient Transport	3
Quality of treatment	20
Staff Training and Development	2
Staffing Levels	2
Waiting times (Access to Services)	1
Waiting times (Patient Pathway)	4
Cleanliness of environment	1
Staff attitudes	1
Suitability of Environment	1



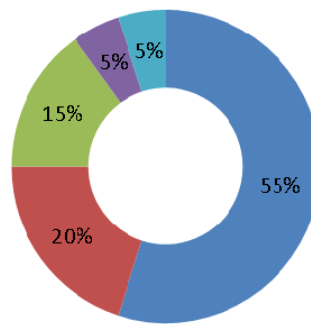
Hospital Survey Results

Care & Compassion



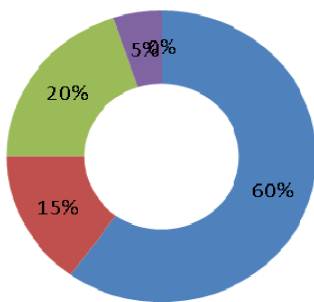
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Dignity



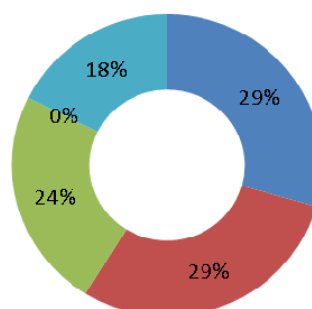
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- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Hygiene



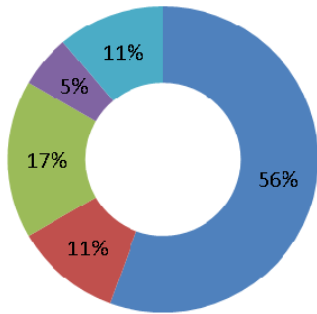
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Nutrition & Hydration



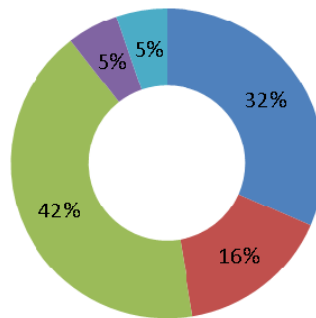
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Communication



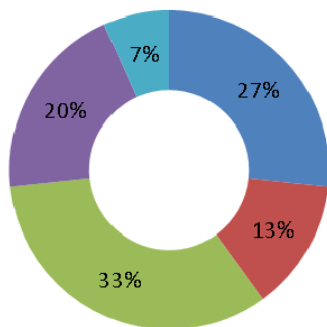
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Waiting for appointment



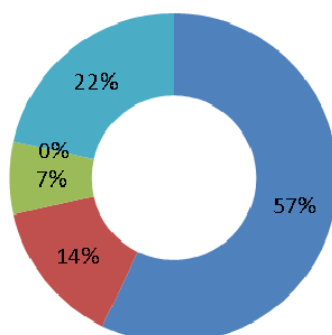
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- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Waiting at appointment



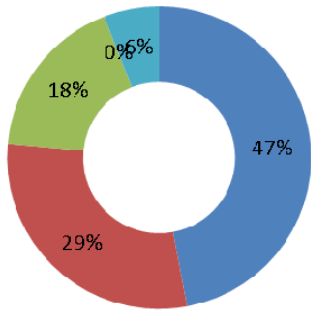
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
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- (1) = Unsatisfactory

Discharge



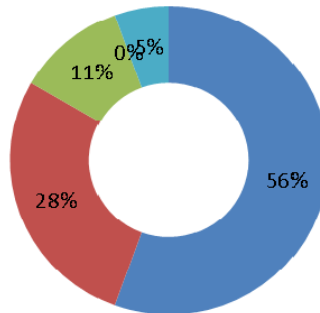
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Accessibility



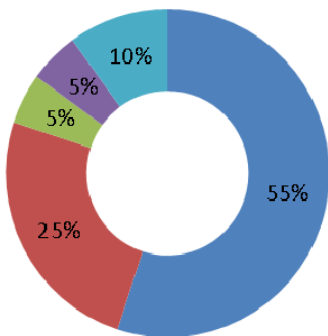
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Quality & Safety



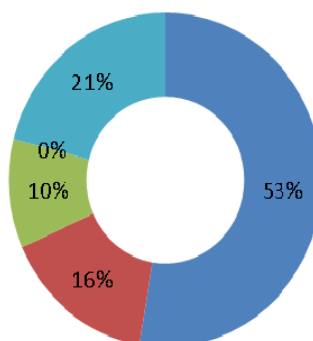
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Staff Attitudes



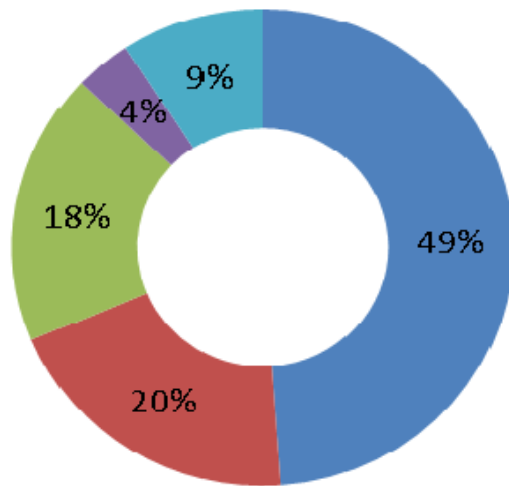
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Coordination of services



- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Total



■ (5) = Exceptional

■ (4) = Exceeds Requirements

■ (3) = Meets Requirements

■ (2) = Marginal

■ (1) = Unsatisfactory

Good Practice

Healthwatch Knowsley are pleased to note the following areas of good practice:
Overall 69% of respondents who expressed an opinion rated the Trust as excellent or exceeding requirements. This rose to 80% when commenting on staff attitudes and 82% when commenting on the quality and safety of the Trust.

Comments included:

“Very good, very helpful, very happy with the service - very efficient”

“The staff were exceptional on the children’s ward and the care was excellent”

“I have check ups myself in the Gynaecology clinic every year. I have found that staff very helpful”

“I find St Helens Hospital staff efficient, kind and considerate. I could not wish for better treatment”

Recommendations

Communications:

There are some worrying comments about communications both between staff and with patients and carers.

Comments included:

“Very poor co-ordination of services. Told different things by different members of staff.”

“Lack of communication between staff.”

“I attended Whiston hospital with my son. I had a really bad experience. The communication was terrible, one nurse didn't have a clue what she was doing regarding giving medication, food or how long my son had been on oxygen. One nurse said one thing and another said something else.”

This can be distressing for patients and their carers/family members and highlights an ongoing issue across the health economy when ensuring that people have access to the correct information, particularly around the time when the patient is due to be discharged. Healthwatch Knowsley are monitoring this as part of an ongoing piece of work and will action it via the agreed action plan.

Standards of Care

There are several comments about perceived staffing levels which lead to concerns about the standards of care.

Comments included:

“5th floor of Whiston Hospital is for the elderly, either physically or mentally impaired without duly qualified staff, i.e. RMN. ”

“I was in a room by myself, not seeing any of the staff. There was limited staff on duty, I only saw them at medication time. ”

“Mum had sandwiches at every meal time”

“Being a diabetic is horrible in Whiston.”

Healthwatch are working with the Trust through the agreed action plan and will continue to monitor this over the coming quarter.

Appendix 1—Comments

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Email
Service Type	Ophthalmology Outpatients
Comments	My Husband attended the Eye clinic at Whiston Hospital on 22nd April and the experience and service was excellent. He was told he needed an urgent cataract operation and was given a letter with phone numbers and opening times of 08.00 -20.00 on to ring after 3 days, today, he has just rung and was placed in a queue, then the phone cut off after 29 minutes. After several redials, at first engaged number, he got told auto message department was closed ,this at 08.40am. So he rang main switchboard number and was told department did not open until 09.00am, you could say he is confused.
KNO28230	Access to a Service
Mixed	07/05/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Hillside Older Person's Group
Service Type	Accident and Emergency
Comments	I cannot fault Whiston in any way but had a six hour wait before admission . The Parking was not very good, very expensive, no disabled parking. Meals OK, choice of menu.
KNO31538	Car Parking Waiting times (Patient Pathway) Food and Hydration
Mixed	30/05/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Hillside Older Person's Group
Service Type	Outpatients
Comments	Very good, very helpful, very happy with the service - very efficient. The cost for me to get to hospitals is expensive. I have an upcoming appointment to St Helens - I worry because of parking problems, I get stressed if I cannot find a space - to avoid stress, I get a cab £18 each way to avoid upset.
KNO31548	Car Parking Financial Viability
Mixed	30/05/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Stockbridge Viallge Stay and Play Group
Service Type	Outpatients
Comments	I had a really good experience at Whiston Hospital while I was there to have my third baby. I went in for a routine appointment as I was overdue, however, I ended up going into labour whilst there. I was treated really well and my midwife was fantastic. I was given my own room and checked on frequently. We had to wait around a little bit when waiting to be discharged but this would be the only thing I could fault.
KNO27120	Discharges Quality of treatment
Mixed	25/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Hillside Older Person's Group
Service Type	Accident and Emergency Inpatient Care Outpatients
Comments	I have been in Whiston hospital a few times as an emergency and the doctors are good but when I go onto the wards the staff are hardly interested in you for the first few hours and then they take their time. Being a diabetic is horrible in Whiston. There is only one member of staff that is polite.
KNO31543	Quality of treatment
Mixed	30/05/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event Cronton Gala
Service Type	Outpatients
Comments	I attended Whiston for a procedure and they could not do it because of my sugar levels. I had blood tests the week before then they cancelled my appointment the day before. I have another appointment at outpatients. I think Whiston is a brilliant hospital, I think the staff are great, my treatment was spot on.
KNO33707	Quality of treatment
Mixed	16/06/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Hilltop Children's Centre
Service Type	Inpatient Care Maternity
Comments	Maternity - some staff were rude. Food was awful. Lack of communication between staff.
KNO27086	Access to Information Food and Hydration Staff attitudes
Negative	23/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Telephone
Service Type	Inpatient Care Outpatients
Comments	Mr A had snapped the ligaments in his leg. He had a brace put on his leg and was told by the consultant that he would have the brace on for 3 months and if it hadn't worked then he would require surgery. Just short of 3 months later, Mr A was told by the consultant to leave the brace on for a further 4 months as it was extremely expensive and it had been imported. There were other issues also including the registrar looking at the wrong patients notes in Mr A's follow up appointment. Mr A has since been told by a Dr at Broadgreen Hospital that for the brace to have worked it should have been put on quite quickly after the accident, Mr A's brace was put on after 10 weeks.
KNO33593	Confidentiality/privacy Quality of treatment
Negative	09/06/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Forum Prescot and Whiston Health Forum
Service Type	Accident and Emergency Inpatient Care
Comments	5th floor of Whiston Hospital is for the elderly, either physically or mentally impaired without duly qualified staff, i.e. RMN. This is the second time my mother has been admitted onto the 5th floor, wards 5C and 5A. Problems with medication, no feedback from staff. Bank staff are mainly employed on the wards. I have very little respect for nursing staff on those wards. Mum had sandwiches at every meal time, wore nets and pads and was unaware of the buzzer for help to go to the toilet. She is nursed in bed for most of the time. Due to all of this negative nursing, mum came out of hospital 10 times worse. Mum was an inpatient on ward 5A, she has vascular dementia and was nursed in a side room and left to her own devices. She was not aware whether it was day or night time due to the windows being sealed, no fresh air for a month.
KNO27163	Access to Information Food and Hydration Medicines Management Quality of treatment Staff Training and Development Staffing Levels Suitability of environment
Negative	29/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Telephone
Service Type	Accident and Emergency Inpatient Care
Comments	Mr B's son is disabled and his Gastronomy tube came out while he was in the day centre. Mr B took his son to A&E at Whiston and explained that he just needed his Gastronomy tube replacing. The nurses began taking his son's blood, Mr B queried this as his son wasn't ill he simply needed his tube replacing which takes 15 minutes. Mr B explained that this was very painful for his son and resulted in him biting through his lip. He was then taken to ward C1. The hospital did not have a replacement tube so used a catheter, which food / water and medication can not be fed through so Mr B's son went without food and medication from 2pm on the Wednesday until lunchtime the next day when a stoma nurse came in and replaced the tube. Mr B's son became agitated as he was not getting his medication. Mr B explained that the hole closes up if it is left open too long and on this occasion the hole did begin to close up. This is the 2nd time that this has happened at Whiston to Mr B's son. The hoists were also not working on the ward.
KNO25852	Equipment Food and Hydration Medicines Management Quality of treatment
Negative	14/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Hillside Older Person's Group
Service Type	Inpatient Care
Comments	I attended Whiston for a routine hip operation. I felt that there was a lack of staff, even when you rang the bell. I was in a room by myself, not seeing any of the staff. There was limited staff on duty, I only saw them at medication time. I was able to get up out of bed but if I needed anything I had to wait, this made me feel unsafe.
KNO31540	Quality of treatment Staffing Levels
Negative	30/05/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Hilltop Children's Centre
Service Type	Accident and Emergency
Comments	Waiting times were longer than thought but understandable as it is A&E.
KNO26998	Waiting times (Access to Services)
Negative	22/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Forum Prescot and Whiston Health Forum
Service Type	Accident and Emergency Outpatients
Comments	I had to attend A&E because I had an infection and an abscess on my thumb. I have Rheumatoid Arthritis and nobody wanted to lance my thumb as it was on an arthritis nodule so they had to get a plastic surgeon to attend to me after 4 hours. I also had to attend the trauma clinic the next day. The A&E staff were frightened to touch me because I have severe Rheumatoid Arthritis.
KNO27162	Waiting times (Patient Pathway) Staff Training and Development
Negative	29/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Stockbridge Village stay and play group
Service Type	Accident and Emergency
Comments	Professional staff - seen quickly and kept up to date.
KNO27124	Access to Information Appointments Quality of treatment
Positive	25/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event Mental Health Awareness Week - Whiston Hospital
Service Type	Outpatients
Comments	Superb treatment with the staff in the main x-ray. Everything was fully explained. Couldn't ask for better. As already stated exceptional and caring with everything that was to be done, also explaining what would happen with the test.
KNO31384	Access to Information Quality of treatment
Positive	21/05/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Hilltop Children's centre
Service Type	Inpatient Care
Comments	We had a very positive experience whilst my little girl was an inpatient. The staff were exceptional on the children's ward and the care she received was excellent. The hospital offered great facilities for parents and children and was extremely clean and tidy.
KNO26999	Building and Facilities Quality of treatment Cleanliness of environment
Positive	22/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Hilltop Children's centre
Service Type	Inpatient Care
Comments	I attended Whiston hospital with my son. I had a really bad experience. The communication was terrible, one nurse didn't have a clue what she was doing regarding giving medication, food or how long my son had been on oxygen. One nurse said one thing and another said something else. My son was given gas and air and they told me he could go home. The next day I was told by the GP that he is too young to go home with oxygen. Very mixed communication between staff. I found this very upsetting as was ready to go home. He was in Whiston for a total of 9 days. Very poor co-ordination of services. Told different things by different members of staff. Only a few members of staff were nice.
KNO27084	Coordination of Services Access to Information Food and Hydration Medicines Management Quality of treatment
Positive	23/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event Making Space
Service Type	Inpatient Care
Comments	I felt better being at Whiston hospital than being at home. I felt panic at home. I get depression and my tablets had stopped working . I was given new tablets and admitted because they were not working right.
KNO33706	Medicines Management Quality of treatment
Positive	16/06/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Halewood good companions
Service Type	Outpatients
Comments	I would like to thank Dr Hinton and staff for the excellent treatment and service I received at the dermatology department. I arrived early for my 2pm appointment and was seen at 1.50pm which suited me, as a carer any extra time to return home is a bonus. A big thank you to Whiston / St Helens for the free transport bus which is a service I hope you will keep.
KNO24595	Patient Transport Waiting times (Patient Pathway) Quality of treatment
Positive	03/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Hilltop Children's Centre
Service Type	Inpatient Care Maternity
Comments	Service was great, staff were helpful. I was having a baby. It was great.
KNO27000	Quality of treatment
Positive	22/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Focus Group Prescot and Whiston Health Forum
Service Type	Outpatients
Comments	During the last four months I have attended outpatients at Whiston Hospital for various tests including chest, heart and full body scans. I have been diagnosed with a serious heart problem and have an appointment to see a Cardiologist at St Helens on 1st May. I found my experiences during the last four months at Whiston and St Helens were such that I felt I was receiving the best of attention at all times.
KNO27164	Quality of treatment
Positive	29/04/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Phoenix Children's Centre
Service Type	Outpatients
Comments	I have check ups myself in the Gynecology clinic every year. I have found the staff very helpful.
KNO29226	Quality of treatment
Positive	13/05/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event Mental Health Awareness Week - Whiston Hospital
Service Type	Accident and Emergency Inpatient Care
Comments	9 year old fell down the stairs. Was taken to A&E and was on ward 4F. Excellent.
KNO31406	Quality of treatment
Positive	22/05/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event Cronton Gala
Service Type	Outpatients
Comments	They helped me stop getting scabs in my nose. The nurses were nice but I didn't enjoy it.
KNO33683	Quality of treatment
Positive	16/06/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Correspondence
Service Type	Outpatients
Comments	I find St Helens hospital staff efficient, kind and considerate. I could not wish for better treatment.
KNO33768	Quality of treatment
Positive	17/06/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event Cronton Gala
Service Type	Accident and Emergency
Comments	Whiston hospital helped me with my broken collar bone. I was seen quickly.
KNO33685	Waiting times (Patient Pathway) Quality of treatment
Positive	16/06/2014

Appendix Two - Questionnaire



Your Local Spotlight on Health & Social Care Services

Hospital Survey

Name of the hospital you visited:	
How long is it since you visited the hospital?	0-3 months <input type="checkbox"/> 3-6 months <input type="checkbox"/> 6-9 months <input type="checkbox"/> 9-12 months <input type="checkbox"/> more than 12 months <input type="checkbox"/>
Why did you go to the hospital?	Out Patient <input type="checkbox"/> In Patient <input type="checkbox"/> Day Case <input type="checkbox"/> Emergency <input type="checkbox"/> Visiting a patient <input type="checkbox"/> Accompanying someone else <input type="checkbox"/> Other reason (please state) <input type="checkbox"/>

Please tell us about your experience of the hospital

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

How would you rate this hospital? (Please click on the relevant box)

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory
Care & Compassion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Were the staff kind?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dignity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did they respect you?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Was the hospital clean?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition & Hydration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>What was the food and drink like?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did they tell you what was happening?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting for appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did you have to wait long before you got an appointment?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting at appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did you have to wait long when you were at your appointment?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discharge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Was everything you needed in place before you left?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Was the hospital easy to get around?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did you feel safe?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Attitudes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Were they friendly and polite?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordination of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did everyone work together?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments:

Please return the completed form to:

Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS
 Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

Appendix 3—Data

Domain	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory
Care & Compassion	11	4	4	0	1
Dignity	11	4	3	1	1
Hygiene	12	3	4	1	0
Nutrition & Hydration	5	5	4	0	3
Communication	10	2	3	1	2
Waiting for appointment	6	3	8	1	1
Waiting at appointment	4	2	5	3	1
Discharge	8	2	1	0	3
Accessibility	8	5	3	0	1
Quality & Safety	10	5	2	0	1
Staff Attitudes	11	5	1	1	2
Coordination of services	10	3	2	0	4
Total	106	43	40	8	20

Control Sheet

Date Submitted	22/8/14
Date Response due	22/9/14
Date Response Received	
Follow up actions	

Submitted to:

Trust	
NHS Knowsley CCG Lead Nurse	
NHS Knowsley CCG Lay Advisor	
NHS England Quality Surveillance Group	
Healthwatch Knowsley Website	



Healthwatch Knowsley

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

L36 0UX

Telephone: 0151 449 3954

Email: enquiries@healthwatchknowsley.co.uk

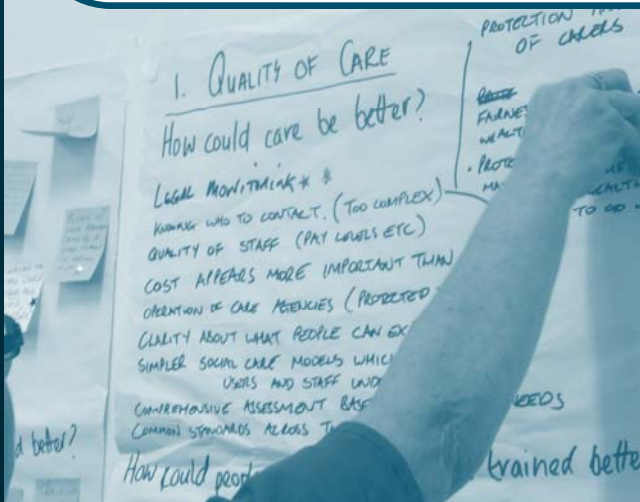
Website: www.healthwatchknowsley.co.uk



healthwatch
Knowsley

**Then
what...?**

Healthwatch Knowsley Hospital Discharge Report July 2014



About Healthwatch Knowsley

Healthwatch is designed to give people a powerful voice locally and nationally for both Health and Social Care services. In Knowsley, Healthwatch works to help our community to get the best out of their health and social care services. Whether it's improving them today based on feedback from community members or helping to shape services for tomorrow. Healthwatch Knowsley is all about residents voices being able to influence the delivery and design of local services. Not just people who use them, but also for people who may need to access services in the future.



What is Healthwatch?

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

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of the Knowsley community. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

What we do

Healthwatch Knowsley took over the role of Knowsley Local Involvement Network (LINK) in representing the views of people who use Health and Social Care services.

The feedback captured from the community is used to inform commissioning and service design decisions and also to challenge current service provision in relation to changes required. Healthwatch also has a key role in raising the profile of the good services that are in place.

In addition to this Healthwatch Knowsley provides a signposting service for people who are unsure where to go to access help in relation to Health and Social Care Services. This service also has a role in promoting the choices that are available to community members. A key element of this services is signposting community members, where needed, to the Merseyside and Cheshire Healthwatch Advocacy service to support people who wish to make a complaint about services they have accessed.

Healthwatch Knowsley can also report concerns about the quality of services to Healthwatch England, helping to build a national picture of Health and Social Care satisfaction.



Mission Statement

“Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to Health and Social Care Service Provision and Commissioning”



Our Values

- Community Led - determining priorities and programmes of work.
- Independent - with established systems of accountability to the wider community.
- Open - transparent and trusted
- Visible and Accessible - Ensuring there is clarity of our purpose and remit.
- Inclusive - Finding ways of working with the many different people and across our community.
- Listening - Every voice counts when it comes to the future of shaping health and social care.
- Learning Organisation - Seeking feedback from community members and stakeholders with a commitment to continuous service improvement.
- Excellence and Credibility - Using good quality intelligence and research

How this report was compiled

To effectively capture the views of community members in terms of the Health and Social Care services Healthwatch ensures that the following routes into community members are maintained.

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

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

Currently Healthwatch Knowsley is using the Healthwatch England Information Hub to record anonymised patient and community based experiences. Using this database specific reports can be compiled providing information around a service area or trend raised by community members.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases the person providing information can be reluctant to provide contact information as it is perceived that in doing so this may affect their future care. With this in mind it may be unclear if these comments have been duplicated via the hospitals own complaints system or PALS data.



healthwatch Knowsley
Your Local Spotlight on Health & Social Care Services

Please return the completed form to:
Healthwatch Knowsley, Freeport RTCG-HCOH-LHBS, 3rd Floor, North Wing, Suite 3b, Sefton CV5, Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

Discharge Survey

We want to find out why things can go wrong when people are discharged from health and social care settings, as well as look at when things go right. Healthwatch England are undertaking a special inquiry into this issue nationally and want to hear from you. The information you provide in this survey will help to inform this inquiry and provide a national picture of people's experiences of being discharged from health and social care settings.

About Your Discharge

What health or care setting were you discharged from?

When were you last discharged? 0-3 months 3-6 months 6-9 months
9-12 months more than 12 months

Why were you admitted?

How long was your stay? 1-2 days 3-7 days 1 - 4 weeks
More than 4 weeks

Tell us about your experience of when you were discharged:

Did you feel listened to by staff?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did staff ask about your family/community support when discharging you?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did staff ask you about your living situation before you were discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you feel well enough or ready to be discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Was your discharge delayed at any point?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you receive all your medication when discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you feel involved in your discharge planning?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Were you given a treatment or a care plan?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you receive any further written or printed information when you were discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>

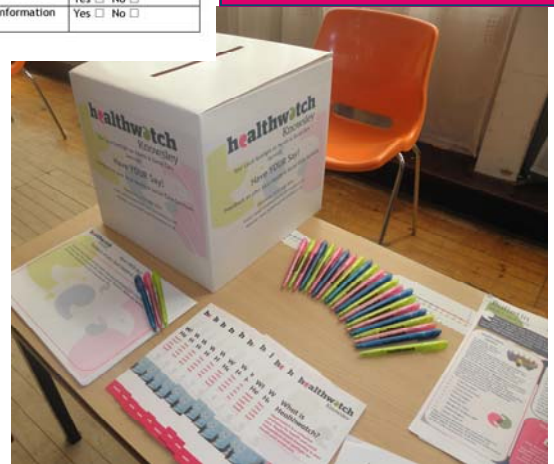
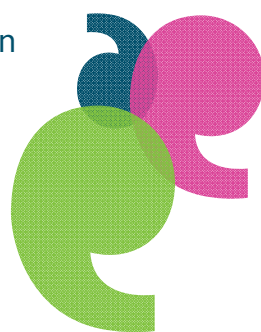
healthwatch Knowsley

Have YOUR Say!

Let us have your feedback on local health and social care services

YOUR VIEWS COUNT

We would like you to tell us what's going on in health and social care services where you live. As an independent organisation we are able to pass details of your experiences to health and social care providers, helping to get the best services for the whole community.



Summary of Comments

This report relates specifically to peoples comments around discharge and their experience of accessing support after they had left hospital.

In addition each of the local trusts has been scored based on the responses we have received to the survey detailed in Appendix 2

Good Practice

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

We are pleased to note that when the discharge is properly planned the outcomes for the patient, carer and their family is generally very positive.

Comments included

"I was admitted on 1st May 2014 for a hip replacement. I thought it was a super experience, from the lady's that brush the floor to the man at the top Mr Kumar. when I got discharged they arranged a taxi and staff to transport equipment and myself."

"Staff very friendly and told me what was going on. Everything was in place when I left, they made sure I had carers in place."

Key Points

Communication

There needs to be communication with all supporting professionals, such as scheme managers for Sheltered Housing or substance misuse recovery workers prior to discharge. Families and carers should also be involved in the discussions at the earliest possible opportunity.

Comments included:

"As a working professional we often find that hospitals do not inform us of discharges back into the community. This often causes problems within our service as we prescribe Methadone and often we have clients discharged from hospital without our service being advised leaving us in difficulty finding a doctor to sign a prescription for the weekend for the client to continue with treatment giving a seamless transition back into the community."

"I also have problems with discharging from hospital, were tenants are discharged without notifying myself or care providers"

Discharge Planning

Some patients feel that their discharge comes as a shock and it feels too early. Although they may be clinically fit and with a package in place if this has not been planned and discussed with them.

Comments included:

"I was in for 4 days and felt I'd got thrown out. On the fourth day I was asked if I had opened my bowels by the surgeon. I was then sent home. When I got home I had to have a carer for several weeks who were brilliant but felt that the hospital had discharged me too early because I still felt ill. My GP and carers were lovely."

"I attended Whiston Hospital with gall stones in my kidney and they discharged me even though the doctor advised me to stay on for 3 days. I was feeling ill, sickness, blood on sheets. I was sent home after 1 day, there was no follow on care."

Ensuring Packages are in Place

The most common comment that we receive is that people are discharged without the correct arrangements being put in place. This causes considerable distress for the patient and their family and carers. Whilst we understand that there is continual pressure on occupancy levels sending people home without adequate support can result in rapid readmission.

"The Dr asked the lady's daughter whether she could stay at home to look after her. The lady requested a scan and an x-ray - this never happened even though she had been told previously that she would get one. They did not carry out an x-ray as they said that she hadn't fell. She had to struggle to the desk to ask to make a phone call to ask her daughter to come and collect her.

The lady was discharged on the Monday with no OT assessment and currently has her niece staying with her to look after her. She was told that there would be no follow up and was just given medication and a sick note. The lady called her own GP and was given another prescription and an appointment where she was sent for an x-ray at Aintree. Her GP has told her that he will try and arrange for a Physiotherapist to come to her house."

"I went into Aintree for a gallbladder operation. The staff were brilliant. They looked after me, I could not fault them. The staff were kind and the appointment was quick and the second time I visited it was the same. But when I had my operation, there was no follow up, no dressings, no district nurse, nothing. I had to get in touch with GP, he got a district nurse to help with the dressing."

"I had several tests and they could not find anything. I was discharged on the Saturday morning and back in the same day. I was only in the house 20 minutes and I had to get another ambulance as I was found collapsed."

Conclusions

This document should be read together with the Healthwatch Knowsley *Interim Discharge Report, which form part of a wider project. The action plans are being agreed with each of the Trusts and will be monitored over the coming months.

*The Interim Discharge Report is available on the Healthwatch Knowsley website: www.healthwatchknowsley.co.uk

Appendix 1—Comments

Royal Liverpool University Hospital		
Inpatient Care		Broadgreen Hospital
Event		
<p>I was in for 4 days and felt I'd got thrown out. On the fourth day I was asked if I had opened my bowels by the surgeon. I was then sent home. When I got home I had to have a carer for several weeks who were brilliant but felt that the hospital had discharged me too early because I still felt ill. My GP and carers were lovely.</p>		
Mixed		21/06/2013

Inpatient Care		
Focus Group		
<p>This is not a personal statement, just what I have heard. There is not enough information given to patients on discharge from hospital. There seems a lack of communication between services.</p>		
Negative		12/11/2013

Inpatient Care		
Focus Group	CRI	
<p>As a working professional we often find that hospitals do not inform us of discharges back into the community. This often causes problems within our service as we prescribe Methadone and often we have clients discharged from hospital without our service being advised leaving us in difficulty finding a doctor to sign a prescription for the weekend for the client to continue with treatment giving a seamless transition back into the community.</p>		
Negative		03/07/2014

Inpatient Care		GP / Hospital
Community group		
<p>I am a scheme manager who rings surgery's on behalf of tenants and find it very difficult to get to speak to someone or get any information for them. The tenants ask me to do this on their behalf. I also have problems with discharging from hospital, were tenants are discharged without notifying myself or care providers.</p>		
Negative		14/08/2013

Outpatients		
Focus Group		
<p>I feel that because of my status I was treated differently, I did not get offered a social worker.</p>		
Negative		17/09/2013

Primary Care/GPs		
Meeting		
<p>My daughter's medication is changing very rapidly (monthly) as she suffers with severe epilepsy. She is constantly in and out of hospital and the GP's do not keep up with her prescriptions. The hospital faxes over the prescription for the GP but I also get a copy to take to the doctors. I have tried to do it online but on the extra information section - the GP does not seem to read these but they are important as they are about dosage. I get a phone call from the pharmacy saying that the prescription isn't ready because the GP hasn't allowed the medication because there was not enough information. The hospital epilepsy nurse has to chase up the GP.</p>		
Negative		01/11/2013

Primary Care/GPs		No hospital name given
Correspondence		
<p>Well planned I was given all of the information I required, The GP and surgery were unhelpful.</p>		
Positive		22/07/2014

5 Boroughs Partnership NHS Foundation Trust		
Community Nursing		
Focus Group		
<p>I've changed address recently from West Derby to Knowsley and I have had a procedure that needed the support of the district nurse. I found it difficult to get a district nurse out, I was told that this was because of the change of my address I did however eventually get a nurse to visit who had been sent from St Helen's.</p>		
Mixed		20/09/2013

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Correspondence		
<p>My stay in ward 17 was excellent. I am 94 and fractured my hip. I am partially sighted, after 3 weeks I could go home. I was waiting delivery of equipment. My bed was required so I was moved to ward 26 for one night. The Sister was annoyed that I was there. She rang my daughter to say she was discharging me to the discharge lounge, which she did. She had also made an appointment for me at out patients with a different consultant. I believe that she was being awkward as my daughter said that she was not happy with her attitude. As Merseyside ambulances finish at 5pm, a Warrington crew kindly brought me home at 8.45pm. I did not need an outpatients appointment.</p>		
Mixed		29/04/2014

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Focus Group		
Efficient staff and helpful service. Slight lack of communication on discharge, could have been clearer.		
Mixed	09/10/2013 10:03:24	

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Telephone		
<p>Lady suffers with her back and has had 2 operations in the last 6 months, she collapsed in pain on Saturday 21st March and was taken to A&E at Aintree hospital. She was told that if the pain was still as bad the next day then she would be given a scan but was given no examination just drugs (Morphine, Diazepam and Codeine). She saw Dr's twice whilst in hospital and had to have Physiotherapists to get her out of bed. The next day she was told by the Dr's that they were preparing to discharge her. Her daughter asked how they could discharge her as she had no diagnosis and there was no-one at home to look after her. The Dr asked the lady's daughter whether she could stay at home to look after her. The lady requested a scan and an x-ray - this never happened even though she had been told previously that she would get one. They did not carry out an x-ray as they said that she hadn't fell. She had to struggle to the desk to ask to make a phone call to ask her daughter to come and collect her. The lady was discharged on the Monday with no OT assessment and currently has her niece staying with her to look after her. She was told that there would be no follow up and was just given medication and a sick note. The lady called her own GP and was given another prescription and an appointment where she was sent for an x-ray at Aintree. Her GP has told her that he will try and arrange for a Physiotherapist to come to her house.</p>		
Negative	01/04/2014	

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Telephone		
<p>The person was taken by ambulance to Aintree A+E in the early hours of the morning a few weeks ago with breathing problems. She explained to the ambulance staff that she needed to go to the toilet to urinate, and they said they would arrange this with staff, once she had arrived at the hospital. On arrival, she was placed in a cubicle and asked a nurse if it was possible to have a bed pan or commode as she has problems with her spine and left side which makes it difficult for her to walk. The nurse began to raise the back of the bed, and said they would take her blood pressure. She explained that the raising of the back of the bed would cause her severe pain and repeated that she needed the toilet. The person said that the nurse began to act in an "obnoxious" way, threw the BP equipment down and told her to walk to the toilet herself as she left the cubicle. The person was eventually given a bedpan by another member of staff, saw a doctor and had X rays done on her chest as well as blood tests. She was told she should be discharged pretty soon after, however was still there at 8pm after her blood sample went missing. A nurse came and gave her antibiotics and said she was free to go. When asked about the tests and seeing the doctor she had seen earlier, she was told that the doctor had been called away and that they couldn't understand his handwriting so were giving her the antibiotics. The person asked for the name of the nurse who had been rude to her and was told that they weren't obliged to give that information and would look into it themselves, although she was in her rights to make a complaint if she wanted. The person is still unwell and is scared of having to go back to A+E at Aintree as she has had a bad experience each time she goes.</p>		
Negative	29/04/2014	

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Focus Group	CRI	
Staff have problems when clients are either inpatient or discharged from Aintree hospital. Staff there fail to communicate about prescription meds, i.e. Methadone, Subutex.		
Negative	03/07/2014	

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Focus Group		
I went in with a chest infection and was seen right away. The staff and doctors were very good. The hospital was clean. I was treated with very well and quickly. Everything was in place for when I left.		
Positive	29/11/2013	

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Event		
I went into Aintree for a gallbladder operation. The staff were brilliant. They looked after me, I could not fault them. The staff were kind and the appointment was quick and the second time I visited it was the same. But when I had my operation, there was no follow up, no dressings, no district nurse, nothing. I had to get in touch with GP, he got a district nurse to help with the dressing. The first and second nurses were angels but the third was horrible.		
Mixed	15/01/2014	

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Community group	Happy Hours Older Persons Group	
My husband attended Aintree as he was bringing up his medication. My husband is under Macmillan and Woodlands hospice, they are brilliant. We have been assessed for a chair lift, since leaving hospital we have had to be reassessed. My husband has spine cancer. He was sent home, still no chair lift, he is finding it really difficult to walk. The council have told us that we are on priority. He came out of hospital so confused, no communication with me or my husband about medication. We ended up going to our local chemist to find out information. He had the best of care whilst in hospital, just the follow up hasn't been good (husband said that he chose to go home without all medication).		
Mixed	17/06/2014	

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Focus Group		
<p>My son has autism and recently attended Fazakerley Hospital for spinal surgery and was nearly sent home with no support package. After the surgery he had a number of holes and stiches in his back from the operation, I was really scared about him getting an infection. I asked if the hospital could arrange for a nurse to visit him at home to check on his condition. I was at first told that no one would be able to attend. As I was not happy about the response, I continued to ask for support to be put in place. As a result of my persistence the support was put in to place and the nurse that was sent out was brilliant, she showed me what to do with the dressings and told me exactly what to do if his condition did not improve.</p> <p>I am not afraid of speaking out for my son and I'm so glad I did, the support should have been put in place before his discharge from hospital.</p>		
Mixed		20/09/2013

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Focus Group		
<p>Before my operation I was given a Zimmer frame and told to learn how to hop (no chance). I had an operation on my left foot and was told to go home the same day. I didn't have any bed downstairs, I had to borrow one which took 3 days. I had a cast on my leg for 12 weeks. when I was confined to my bed, my toenails were very long. I phoned the Chiropodist and was told that due to short staff the nearest appointment was 4th November, by then I had had my cast removed.</p>		
Negative		21/11/2013

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Telephone		
<p>Issue regarding son's discharge from hospital. He has progressive MS, COPD and mental health issues. He was discharged from Aintree Hospital 3 weeks ago. Since his discharge there has been no visit from a district nurse. The bed that he has been provided with is incorrect and the carer has not been shown how to use the equipment provided. The carer explained that the hospitals attitude is to "just get on with it".</p>		
Neutral		06/03/2014

Alder Hey Children's NHS Foundation Trust		
Inpatient Care		
Focus Group	Kirkby High School	
<p>Staff were friendly and kind. All areas were clean and hygienic. Staff kept myself and my husband informed on how our daughter was after her operation. The discharge process was easily explained.</p>		
Positive		14/04/2014

Liverpool Women's NHS Foundation Trust		
Inpatient Care		
Community group	Happy Hours Older Person's Group	
<p>The women's hospital is amazing. The staff are brilliant. It is spotlessly clean as well. They explain everything on discharge, medication, bandages etc., but the follow up with the district nurse can take a while if you want your dressings changed. You can wait several days and end up having to ring up as an emergency, they then say that they haven't had a referral.</p>		
Mixed		17/06/2014

Liverpool Women's NHS Foundation Trust		
Obstetrics and Gynaecology		
Focus Group		
<p>Six years ago, I had a baby in Liverpool Women's hospital. They lied about my notes. I looked at the notes, they said I had a normal delivery, I did not. I had my second child at home. I got taken to hospital, they could not get the placenta out. I was given 4 injections and told that I was fine but on the ward they got the crash team to me. I was taken to theatre for 3.5 hours then told I could go home. I told them I didn't feel right. In October 2012 I kept going to the GP saying I do not feel right and on New Years Day, I got rushed back to theatre and my stomach was septic. I am waiting to find out what is going on.</p>		
Negative		21/11/2013

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Accident and Emergency		
Community group		
<p>I fell and broke my hip and femur. I was taken in as an emergency. I was seen quickly and stayed in for 5 days after the operation. The staff were good while I was there. The hospital said that the OT and social worker would visit afterwards. They have been once but have never been back. My daughter got left to care for me. Even the needles I have used for injections are still waiting to be picked up. No support afterwards.</p>		
Mixed		30/01/2014

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Accident and Emergency		
Correspondence		
<p>I went to the toilet and found blood all over the place. I sent for an ambulance. They took me to Aintree first but there was no room so I was taken to The Royal Hospital. I had several tests and they could not find anything. I was discharged on the Saturday morning and back in the same day. I was only in the house 20 minutes and I had to get another ambulance as I was found collapsed. The ambulance came straight away. I was diagnosed with Anaemia and was in hospital for over a week.</p>		
Negative		17/10/2013

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		Royal Liverpool Hospital
Event		
<p>Knowsley resident - Liverpool doctor (50+ years) Admitted to community discharge ward from acute medical (emergency) assessment unit. Because of multiple health issues this was not the right ward. My husband spent a month there expecting to be discharged any day. During this time he developed ulcers which were not able to be dealt with adequately because of a) shortage of staff and b) untrained nurses who could not use appropriate bandaging. Not very good communication because specialist doctors had to be called in. No overall Dr in charge and it seemed until the fourth week that the specialists did not meet. Once they did, my husband was transferred to appropriate ward (heart) and after discharge from there 4 weeks later, procedure for a replacement pacemaker was organised and follow up to other specialists put into place.</p>		
Negative		09/08/2013

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		
Community group	Making Space	
<p>I was admitted to the Royal hospital with sickness. I kept being sick. I had a bowel condition. I was in the Royal for about 2 weeks. I felt the staff did not listen and were not helpful. They kept saying "you have to go home". I felt too ill to go home. I was really ill and only home a day when the GP sent me to Whiston. At Whiston I was diagnosed with C Diff. I live on my own and the Royal sent me home when I was feeling really poorly. I ended up in Whiston the day after.</p>		
Negative		16/06/2014

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		
Meeting		
<p>A patient from Southport Hospital was transferred to Broadgreen for an operation by ambulance, but when they were discharged their family had to get the patient back home by themselves without support from the hospital.</p>		
Negative		26/11/2013

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		
Correspondence		
<p>I was admitted to the Royal Hospital for surgery. An Ileostomy was needed. After discharge the stoma nurse followed me up at home for 6 weeks, plus the district nurse also attended me. I could not fault the staff or hospital during my stay.</p>		
Positive		28/10/2013

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		
Forum	Kirkby Health Forum	
<p>I was admitted on 1st May 2014 for a hip replacement. I thought it was a super experience, from the lady's that brush the floor to the man at the top Mr Kumar. when I got discharged they arranged a taxi and staff to transport equipment and myself.</p>		
Positive		20/06/2014

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		
Correspondence		
I went into hospital for a replacement hip. It went really easy, medication was ready for me to take home. The nurse came to take the staples out on the day that I was told she would.		
Positive	18/07/2014	

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Outpatients		Broadgreen Hospital
Event		
I have had some bad experiences at Broadgreen in the past with specialists regarding back pain. This effected me using the services. I was referred to the Royal Hospital for exercise on prescription and after accessing the gym was told I should have attended physiotherapy and that I couldn't use the equipment - referral to exercise on prescription was a waste of time.		
Negative	28/06/2013	

Southport and Ormskirk Hospital NHS Trust		
Inpatient Care		
Correspondence		
Exceptional staff. Kind and caring and confident in their jobs. Great communication and willingness to help. Was a fabulous experience. After my discharge I had a query about my wound that had been stitched. I phoned the hospital and was given great advice and my mind was immediately put at rest.		
Positive	22/07/2014	

St Helens and Knowsley Teaching Hospitals NHS Trust		
Accident and Emergency		
Correspondence		
I am a carer - First visit to A&E with daughter as she had breathing difficulties. She was seen straight away, treatment given but decided that she needed to stay in. I ward / bed about 5 hours from initial contact. During this time she had some treatment - very good. I stayed in with her for 5 days - staff very good. Second visit 2 months later, GP sent us to GP assessment unit (same illness). Waited around for hours before any treatment. Spent longer here with little contact with doctors than in A&E. When in hospital could have had any better facilities for the carer - a chair that belonged somewhere else and for 2 nights, I didn't get it until after midnight. Also on the day of discharge, why wait hours for medication, therefore not freeing up the bed.		
Mixed	01/11/2013 15:03:05	

St Helens and Knowsley Teaching Hospitals NHS Trust		
Accident and Emergency		
Focus Group		
My 94 year old father has Prostrate Cancer. Following admission to the observation ward via A&E on 22/09/13, my father was later medically discharged. I voiced concerns to ward staff and the attending doctor regarding his ability to ensure his ADL's were met. They were reluctant to maintain his care and informed me that they would discharge him with a referral for social assessment which I was assured would be on 23/09/2013 at his home. Due to me raising concerns of vulnerability and risk of harm / deterioration as yet no assessment has been made.		
Negative		30/09/2013

St Helens and Knowsley Teaching Hospitals NHS Trust		
Accident and Emergency		Whiston
Focus Group		
After waiting 12 hours for an ambulance, I arrived at Whiston at 9pm and was discharged at 1am, I was given crutches and sent home with no money, no bag and in my pyjamas. I had to get a taxi home.		
Negative		02/10/2013 13:25:07

St Helens and Knowsley Teaching Hospitals NHS Trust		
Accident and Emergency		
Healthwatch stand	Whiston Hospital Stand	
From the moment I arrived by ambulance and was admitted as an emergency patient and to the ward, I got wonderful care from the doctors, nurses and all staff and spent 6 days in hospital with a severe water infection. Discharge information excellent from all.		
Positive		08/07/2014

St Helens and Knowsley Teaching Hospitals NHS Trust		
After Care		
Focus Group		
A relative spent 5 weeks in hospital after a fractured leg. No communication with relatives from social services who implemented the patients move to a rehab care facility a distance from the patients and relatives home area.		
Negative		07/10/2013

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		
Focus Group		
I was admitted to surgery for a broken shoulder. I could not fault my care in hospital. The only draw-back was waiting for medication. I was discharged at 11.30am no sign by 6.30pm. My daughter came the next morning for me.		
Mixed		07/11/2013 14:43:04

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		
Focus Group		
I attended Whiston Hospital with gall stones in my kidney and they discharged me even though the doctor advised me to stay on for 3 days. I was feeling ill, sickness, blood on sheets. I was sent home after 1 day, there was no follow on care. I had to ask my neighbour to go shopping for me as I couldn't walk.		
Negative		02/10/2013 13:43:04

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		
Community group	Highfield Sheltered Housing	
My husband had a prostate operation and was sent home the next day and was not very well. Two days later I had to take him back. The doctor we saw was very upset because they asked if he was given a blood test after the operation, when we said no they said he was very lucky because he could have had a heart attack and died. He was kept in hospital for over a week and had to rest when he got home.		
Negative		11/02/2014

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		Whiston Hospital
Focus Group		
The patient had attended hospital with pneumonia and other complications. The patient was discharged from hospital with no appointment card for a follow up visit. His wife phoned the hospital a week later to find the hospital had no record of any appointments for him.		
Negative		23/09/2013

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		Whiston
Community group	Hilltop Children's centre	
I attended Whiston hospital with my son. I had a really bad experience. The communication was terrible, one nurse didn't have a clue what she was doing regarding giving medication, food or how long my son had been on oxygen. One nurse said one thing and another said something else. My son was given gas and air and they told me he could go home. The next day I was told by the GP that he is too young to go home with oxygen. Very mixed communication between staff. I found this very upsetting as was ready to go home. He was in Whiston for a total of 9 days. Very poor co-ordination of services. Told different things by different members of staff. Only a few members of staff were nice.		
Positive		23/04/2014

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		
Community group	Highfield Sheltered Housing	
I attended Whiston hospital for a pacemaker. I got an appointment (6 months for appointment), I don't need to go for another 12 months. Staff very friendly and told me what was going on. Everything was in place when I left, they made sure I had carers in place.		
Positive		11/02/2014

St Helens and Knowsley Teaching Hospitals NHS Trust		
Outpatients		
Event		
Whiston Hospital - Not informing GP with letters. Not carrying out the recommendations of the doctor. Outpatient Appointment - Waiting times are long despite having times. Broadgreen Hospital - Better communication - clean hospital.		
Mixed		12/06/2013

St Helens and Knowsley Teaching Hospitals NHS Trust		
Outpatients		Whiston
Community group	Stockbridge Village Stay and Play Group	
I had a really good experience at Whiston Hospital while I was there to have my third baby. I went in for a routine appointment as I was overdue, however, I ended up going into labour whilst there. I was treated really well and my midwife was fantastic. I was given my own room and checked on frequently. We had to wait around a little bit when waiting to be discharged but this would be the only thing I could fault.		
Mixed		25/04/2014

St Helens and Knowsley Teaching Hospitals NHS Trust		
Outpatients		
Telephone		
My neighbour recently got discharged from hospital, after being discharged she had to give herself regular injections and had been given a sharps box for the used needles. However she needs the box to be picked up and is not sure what to do, she has contacted the hospital and they weren't sure how to advise her. I feel this is a real concern and that people should be given the right information when being discharged.		
Negative		07/03/2014

Warrington and Halton Hospitals NHS Foundation Trust		
Inpatient Care		
Correspondence		
I have no complaints about my discharge from hospital. Warrington hospital was very good in all my care. It was the after care, maybe a visit from the doctor or district nurse would have been helpful. No follow up from the doctors. I was expecting a phone call to see if all was ok and did I need any equipment. I did get equipment eventually but had to make my own enquiries.		
Positive		26/06/2014

Appendix Two - Questionnaire



Your Local Spotlight on Health & Social Care Services






Please return the completed form to:

Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

Discharge Survey

We want to find out why things can go wrong when people are discharged from health and social care settings, as well as look at when things go right. Healthwatch England are undertaking a special inquiry into this issue nationally and want to hear from you. The information you provide in this survey will help to inform this inquiry and provide a national picture of people's experiences of being discharged from health and social care settings.

About Your Discharge	
What health or care setting were you discharged from?	
When were you last discharged?	0-3 months <input type="checkbox"/> 3-6 months <input type="checkbox"/> 6-9 months <input type="checkbox"/> 9-12 months <input type="checkbox"/> more than 12 months <input type="checkbox"/>
Why were you admitted?	
How long was your stay?	1-2 days <input type="checkbox"/> 3-7 days <input type="checkbox"/> 1 - 4 weeks <input type="checkbox"/> More than 4 weeks <input type="checkbox"/>
Tell us about your experience of when you were discharged:	
Did you feel listened to by staff?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did staff ask about your family/community support when discharging you?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did staff ask you about your living situation before you were discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you feel well enough or ready to be discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Was your discharge delayed at any point?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you receive all your medication when discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you feel involved in your discharge planning?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Were you given a treatment or a care plan?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you receive any further written or printed information when you were discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>

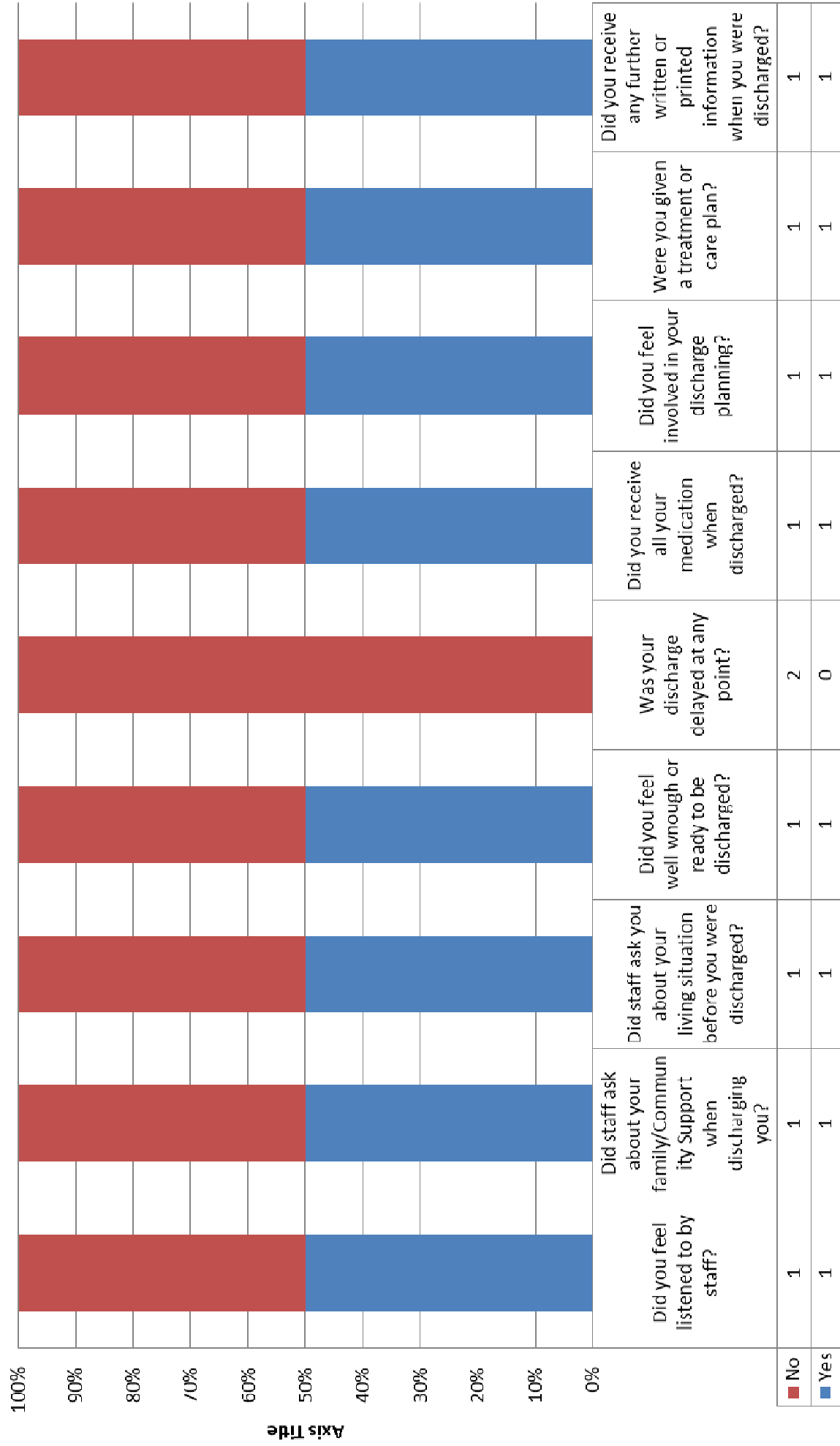
How useful was this information in supporting your recovery?	Useful <input type="checkbox"/> Not Useful <input type="checkbox"/> Not Applicable <input type="checkbox"/>
What time of day were you discharged?	
Were you offered transport?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please tell us what happened to you after discharge:	
Where were you discharged to?	Own Home <input type="checkbox"/> Care Home (Old) <input type="checkbox"/> Care Home (New) <input type="checkbox"/> Other (please state) <input type="checkbox"/>
Were you readmitted within 28 days of being discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you access any other health or social care services after being discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
How easy was it to access additional support?	Very Easy <input type="checkbox"/> Easy <input type="checkbox"/> Neither <input type="checkbox"/> Hard <input type="checkbox"/> Very Hard <input type="checkbox"/>
Did anyone contact you following your discharge?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Any other comments:	
<div style="display: flex; justify-content: space-around; align-items: center;"> <div style="text-align: center;"> <p>Excellent</p>  </div> <div style="text-align: center;"> <p>Good</p>  </div> <div style="text-align: center;"> <p>OK</p>  </div> <div style="text-align: center;"> <p>Not Good</p>  </div> <div style="text-align: center;"> <p>Poor</p>  </div> </div>	
How would you rate your experience of being discharged?	
Diversity Information:	
Your age:	
Your gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>
Ethnic Origin:	
First 3 letters of your postcode:	
Do you have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Which of these best describes your situation?	
Full-time work <input type="checkbox"/> Part-time work <input type="checkbox"/> Self Employed <input type="checkbox"/> Government Scheme <input type="checkbox"/> Full-time education <input type="checkbox"/> Retired <input type="checkbox"/> Unemployed <input type="checkbox"/> Unable to work <input type="checkbox"/> Looking after family/home <input type="checkbox"/> Other (please state) <input type="checkbox"/>	
Do you have a religion or belief?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please state:	
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Do you currently live in the gender you were given at birth?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Thank You for completing this survey

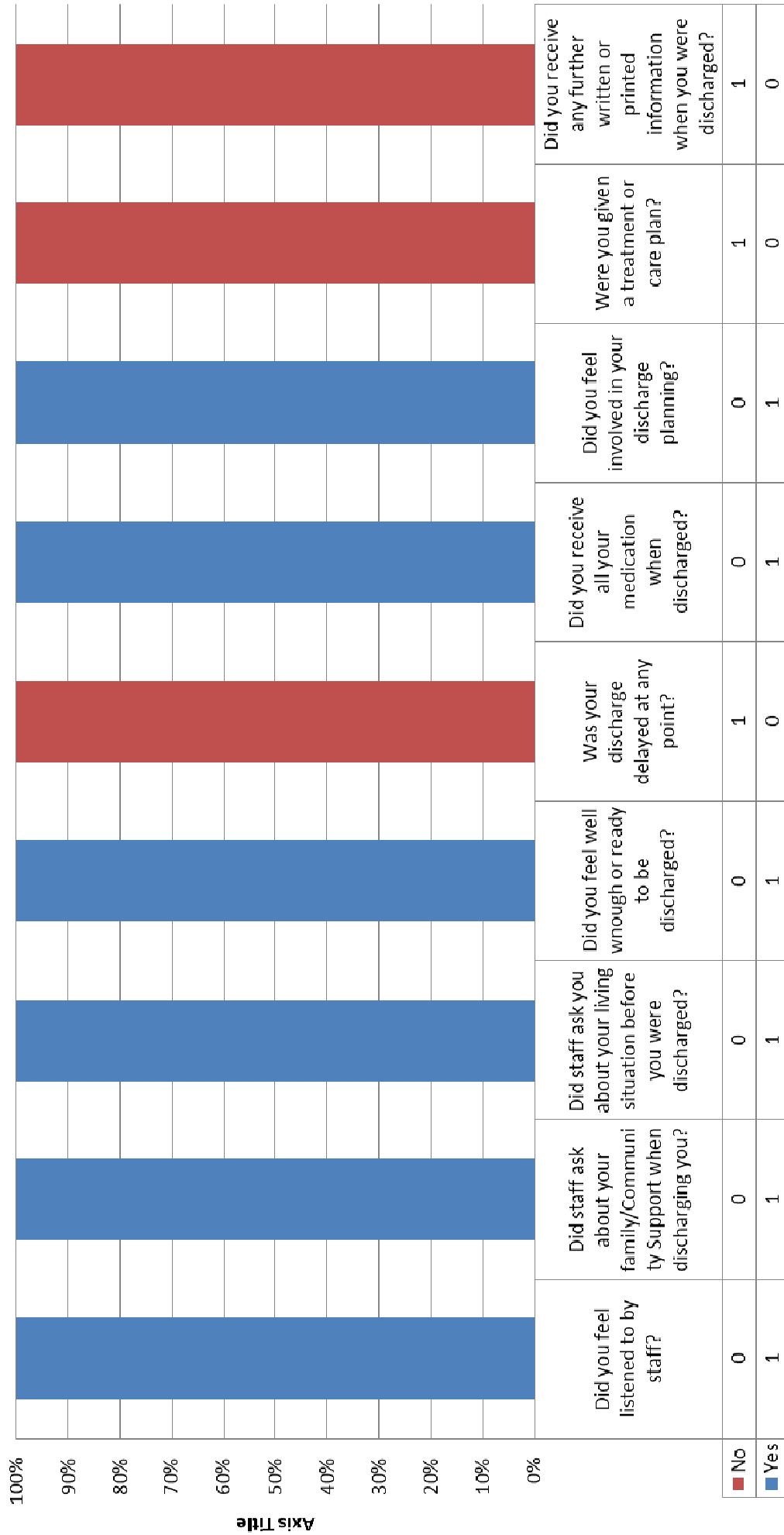
Appendix Three - Data



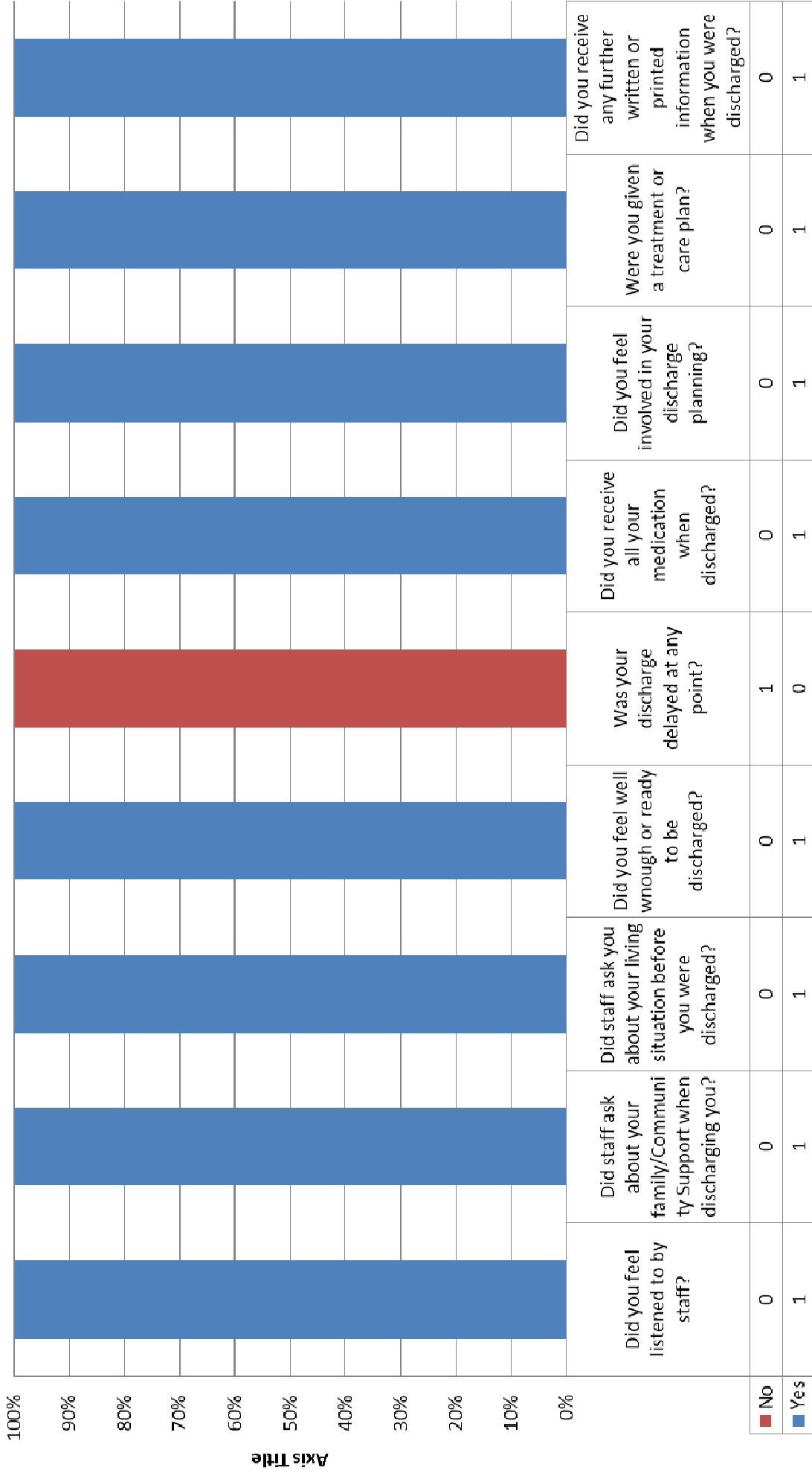
Royal Liverpool & Broadgreen Hospital



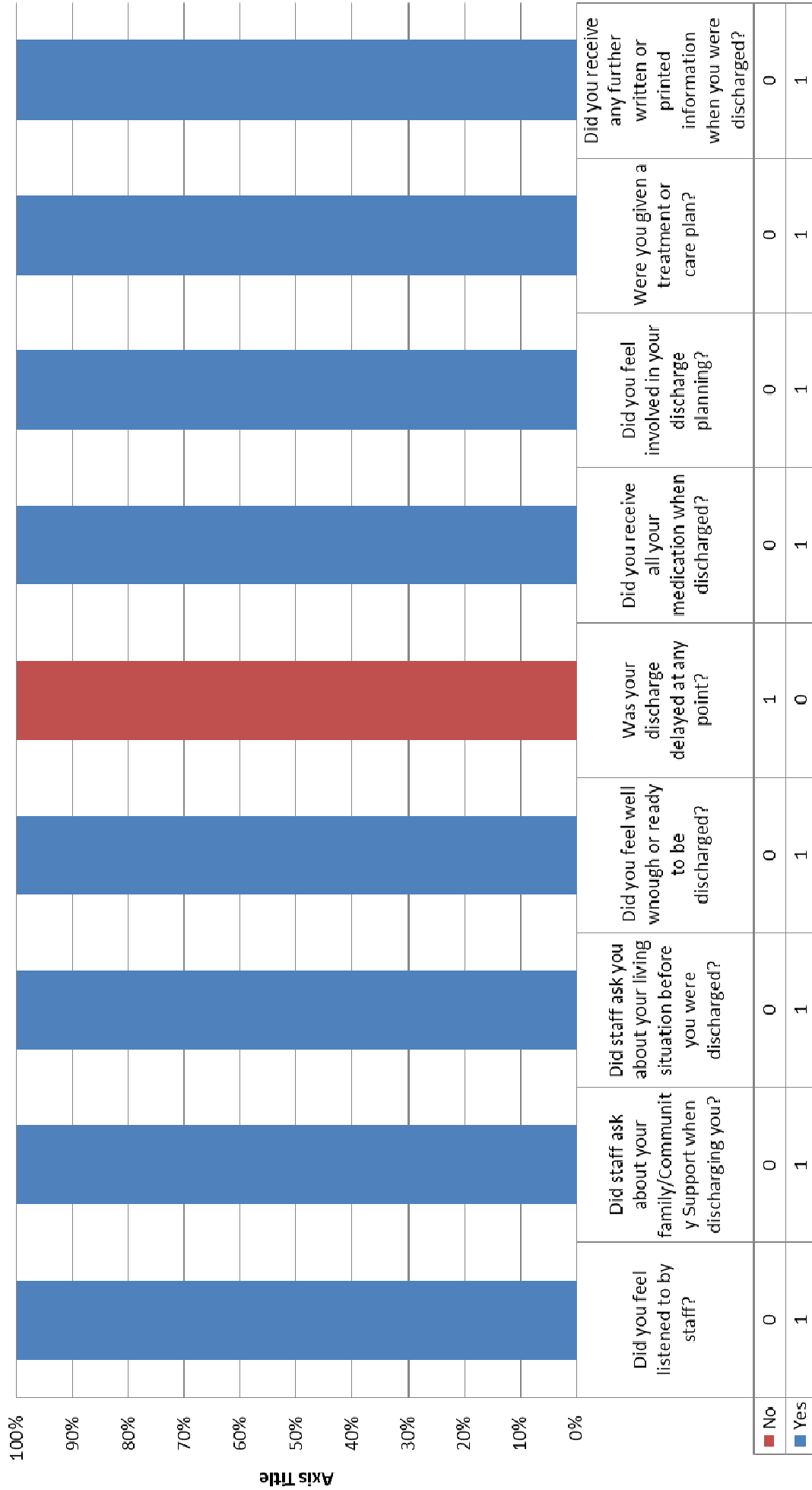
St Helens & Knowsley Hospital



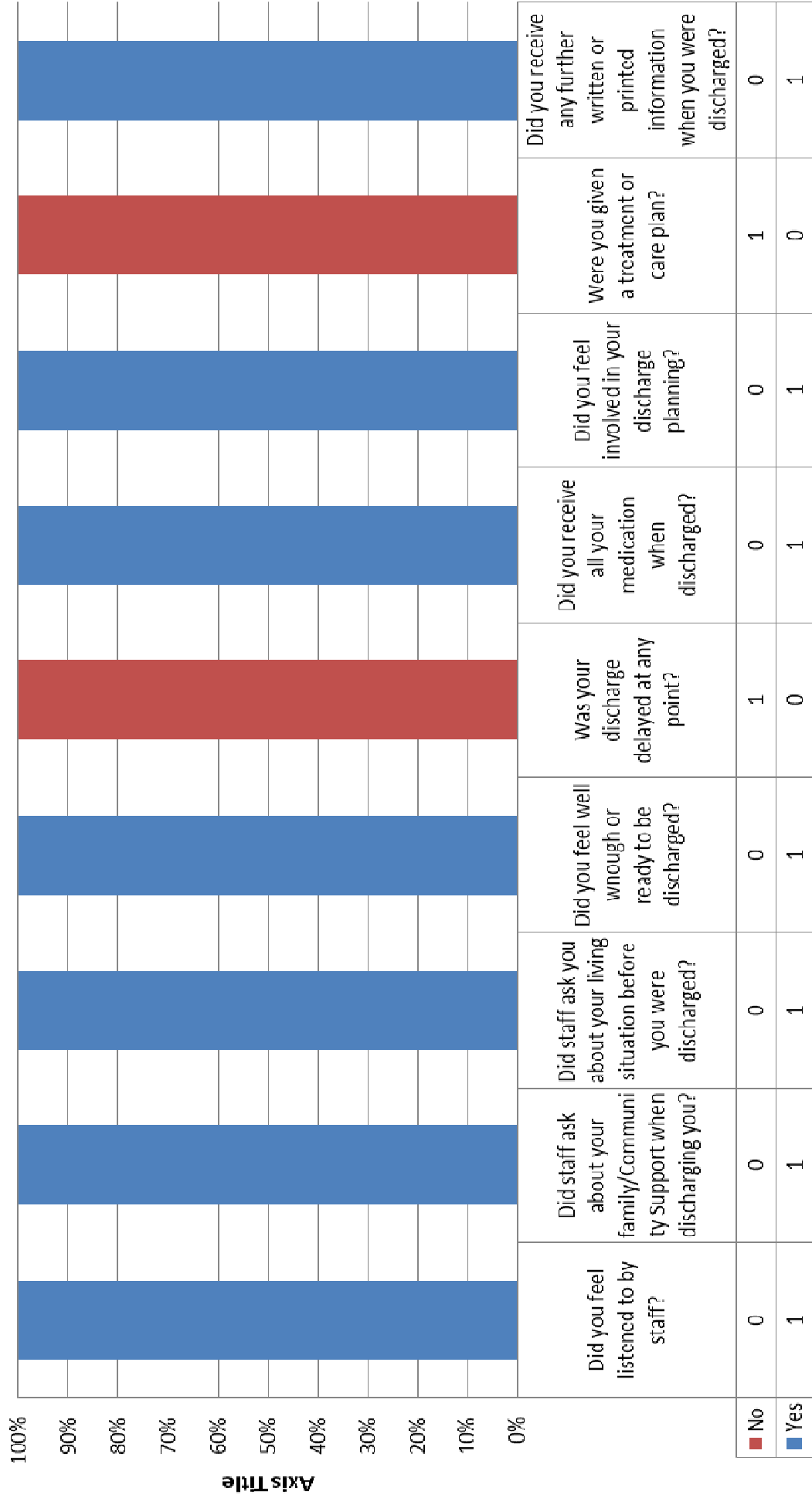
Liverpool Womens Hospital



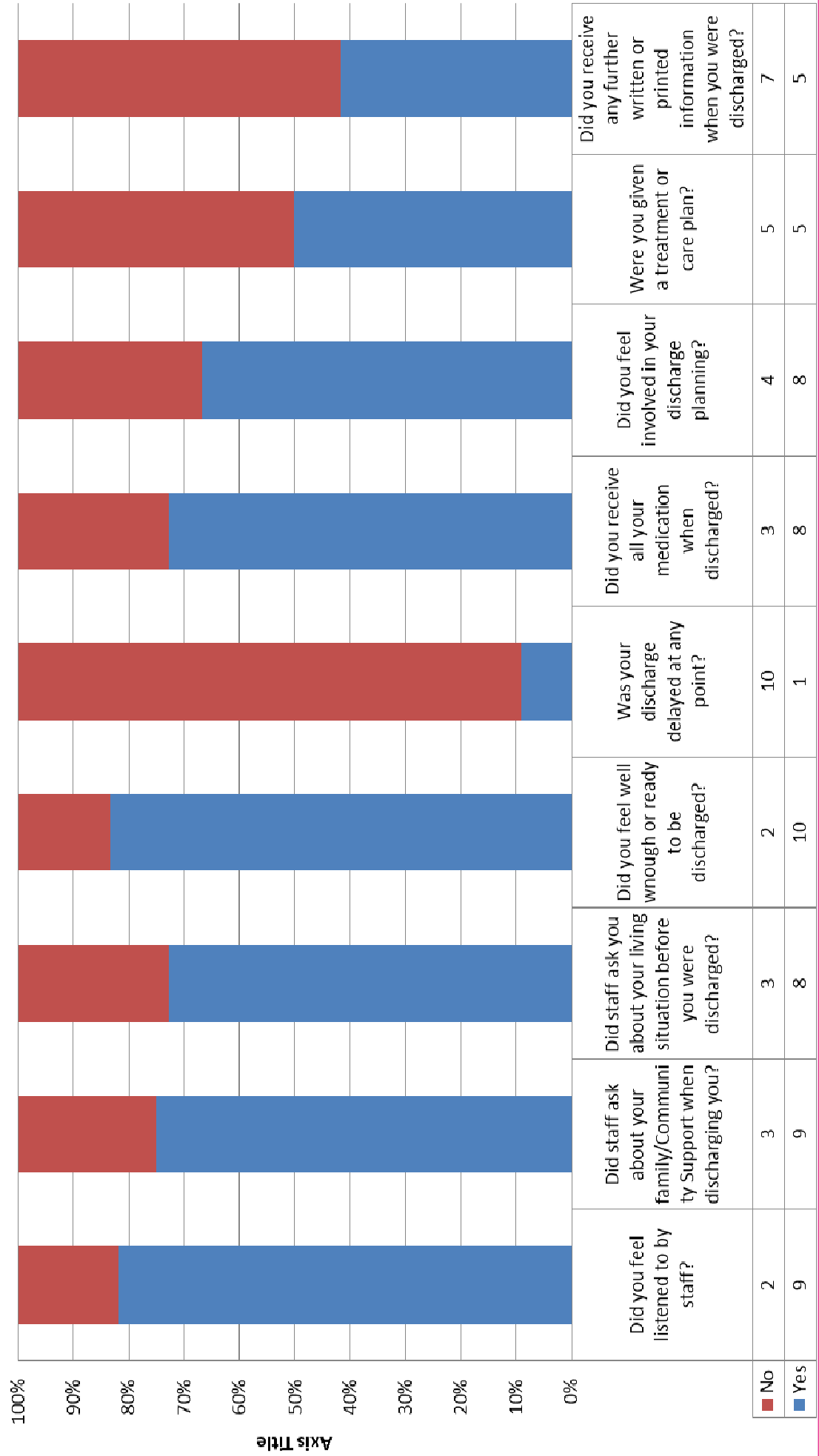
Alder Hey Hospital



Warrington and Halton Hospital



Overall Scores



Control Sheet

Date Submitted	1/8/14
Date Response due	
Date Response Received	
Follow up actions	

Submitted to:

Trust	
NHS Knowsley CCG Lead Nurse	
NHS Knowsley CCG Lay Advisor	
NHS Knowsley CCG Accountable Officer	
NHS Knowsley Patient Engagement Manager	
Local Authority Commissioner	
Cabinet Member for Health & Social Care	
NHS England Quality Surveillance Group	
Healthwatch Knowsley Website	



Healthwatch Knowsley

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

L36 0UX

Telephone: 0151 449 3954

Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk



Interim Report on the Review of Hospital Discharge Information provided

March 2014





Jim Rogers
Healthwatch Knowsley -
Management Committee
Representative



It has been my privilege to lead on this piece of work for Healthwatch and the community members of Knowsley.

Following many years working as a Social Worker in Knowsley, including a number of years working within hospital based teams; hospital discharge is an area in which I hold a particular interest. Since retiring from social work, I have retained an interest in understanding how the significant changes that both the NHS and Social Care services have faced have impacted on the experience received by community members. This piece of work provided the opportunity to assess this in detail.

It has been enjoyable to meet with dedicated NHS staff members who are leading on the delivery of safe and informed hospital discharge for Knowsley residents. The time spent and conversations held with staff members from across the patch again demonstrated to me the dedication and commitment of frontline staff hold to providing supportive and timely written information to support patients.

I would like to extend thanks to the Overview and Scrutiny Board in Knowsley for collaborating with Healthwatch Knowsley in this piece of work. Also Knowsley Local Authority Whole Life Commissioning Team for their ongoing support throughout this review. Finally, thanks to the staff from the hospitals who contributed to this report who took time out from their caring responsibilities to discuss this area of work with Healthwatch Knowsley.

My hope is that the content of this report provides a meaningful contribution to this area of work and can help provide a valuable insight into a very practical and yet fundamental aspect of hospital discharge.



About Healthwatch Knowsley

Healthwatch is designed to give people a powerful voice locally and nationally for both Health and Social Care services. In Knowsley, Healthwatch works to help our community to get the best out of their health and social care services. Whether it's improving them today based on feedback from community members or helping to shape services for tomorrow. Healthwatch Knowsley is all about residents voices being able to influence the delivery and design of local services. Not just people who use them, but also for people who may need to access services in the future.

What is Healthwatch?

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

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of the Knowsley community. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

What we do

Healthwatch Knowsley took over the role of Knowsley Local Involvement Network (LINK) in representing the views of people who use Health and Social Care services.

The feedback captured from the community is used to inform commissioning and service design decisions and also to challenge current service provision in relation to changes required. Healthwatch also has a key role in raising the profile of the good services that are in place.

In addition to this Healthwatch Knowsley provides a signposting service for people who are unsure where to go to access help in relation to Health and Social Care Services. This service also has a role in promoting the choices that are available to community members. A key element of this services is signposting community members, where needed, to the Merseyside and Cheshire Healthwatch Advocacy service to support people who wish to make a complaint about services they have accessed.

Healthwatch Knowsley can also report concerns about the quality of services to Healthwatch England, helping to build a national picture of Health and Social Care satisfaction.



Mission Statement

“Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to Health and Social Care Service Provision and Commissioning”



Our Values

- Community Led - determining priorities and programmes of work.
- Independent - with established systems of accountability to the wider community.
- Open - transparent and trusted
- Visible and Accessible - Ensuring there is clarity of our purpose and remit.
- Inclusive - Finding ways of working with the many different people and across our community.
- Listening - Every voice counts when it comes to the future of shaping health and social care.
- Learning Organisation - Seeking feedback from community members and stakeholders with a commitment to continuous service improvement.
- Excellence and Credibility - Using good quality intelligence and research

Business Plan and Priorities for Healthwatch Knowsley



The Business Plan for Healthwatch Knowsley includes details of the direction of travel to be taken during 2013-15. This includes priorities and Workstream areas set for Healthwatch through community consultation.

One of the Workstream areas that community members felt it necessary to retain was an activity from the Knowsley LINK legacy. This focused on the area of hospital discharge.

The chance to complete this review is a welcomed opportunity for Healthwatch Knowsley as it demonstrates how the scrutiny role held by the Overview and Scrutiny Board for Knowsley and the role of Healthwatch are able to work together in addressing key community concerns.

In addition, this review sees a completion of a cycle, which has seen hospital discharge as an area of concern for the community referred to the Overview and Scrutiny process for consideration as a priority. A review completed using the Local Authority scrutiny processes and Healthwatch now responding to recommendations that flowed from this particular review.

Background to the Review

This review has been carried out in direct response to a report and subsequent recommendations produced by the Overview and Scrutiny Board for Knowsley.

During 2012, a report entitled 'Hospital Discharge and the Provision of Care and Support for People Leaving Hospital' was published following a review process. Copies of the full report can be obtained through Knowsley Council.

Democratic Services
Municipal Buildings
Archway Road
Huyton
L36 9YS
Telephone: 0151 443 3367
Email: scrutiny@knowsley.gov.uk

This report focuses on how Knowsley community members are discharged from a hospital following an inpatient stay. The review included a focus on the support necessary in order to return home safely, taking into account an assessment of the person's needs, living environment and support networks and information required.

It was acknowledged within the report that for the majority of people hospital discharge works well. Positive examples were identified demonstrating how hospital discharges has supported people who were at the end of their life or undergoing treatment for cancer. Case studies demonstrated that in these circumstances hospital discharge has been a supportive and positive experience for individuals, their family and carers.

However, the review examined case studies where hospital discharge had not been a positive experience and had caused distress to the individual, their family and carers. Key themes that ran through these case studies included:

- Lack of communication, including problems keeping family and carers informed (where appropriate)
- Timely access to medicines on discharge
- The timing of discharge from hospital

Ten recommendations flowed from this review. The first of which will be responded to within this Healthwatch review.

Recommendation 1 asked that a review be undertaken of the information and advice available to patients in hospital in relation to hospital discharge. The focus for this is the clear and concise information offered to patients in a timely manner.

Model Used to Respond to Recommendations

From the outset the parameters were set for a time based piece of work for Healthwatch Knowsley in relation to patient information provided upon their discharge from hospital. Particular focus was paid to:

- Quality and Accuracy of information available
- Clear description of follow up support offered and contact with Acute Care provider if further information is necessary
- Level of signposting information into local advocacy/welfare/ support agencies
- Knowledge of the unique role of an independent advocate
- Ease of access to information including accessible formats

Methodology

The following NHS Trusts were identified based on the number of Knowsley residents who have experienced an inpatient stay with each provider. The majority of Knowsley residents experience inpatient stays in the following hospitals.

- **Aintree University Hospital NHS Foundation Trust** located in Fazakerley, Liverpool.
- **St Helens and Knowsley Teaching Hospitals NHS Trust** located in Whiston, Knowsley.
- **Royal Liverpool and Broadgreen University Hospital Trust** providing inpatient facilities from two locations; Broadgreen and close to Liverpool city centre.
- **Liverpool Women's Hospital NHS Foundation Trust** providing inpatient facilities specifically for women and babies. The hospital is located close to the Liverpool city centre.
- **5 Boroughs Partnership NHS Foundation Trust** providing mental health inpatient facilities. The head office is located in Warrington with services available to Knowsley residents on the St Helens and Knowsley Teaching Hospitals NHS Trust (Whiston site). 5 Boroughs provide Mental Health Services across Knowsley, Warrington, Halton, St Helens and Wigan.

Chair of Healthwatch Knowsley wrote to the identified officer leading on hospital discharge from these 5 NHS Trusts to request a meeting with Trust lead officer in relation to Hospital Discharge. Representatives from Healthwatch and Local Authority Whole Life Commissioning Team met with nominated representatives from each Trust.

The emphasis of the meetings focused on the gathering of good practice examples to be shared across Acute Care Providers. Sharing of final report detailing the evidence collated with Knowsley Overview and Scrutiny Board. Recommendations to be developed in response to the information collated.

The approach adopted focused on the following questions:

Examples of Information provided to Patients

Examples of Information Provided to Carers

What information on key contacts are provided at Ward level?

How is information reflective of the needs of Knowsley residents?

How are services within the community highlighted? Is there signposting to Advocacy support?

Positive Response from Trusts

This approach was met with positive reactions from the Trust staff. It was viewed as an opportunity to identify and share good practice.

Findings from the Meetings with the NHS Trusts

The following section provides an overview of the discussions held with the five Trusts identified. It also highlights areas of good practice identified and any recommendations Healthwatch would be keen to make at this interim stage.

The full text detailing the discussions held with each of the Trusts can be found within appendices one of this report.

Examples of Information provided to Patients

Each of the Trusts had differing mechanisms in place to provide community members with information regarding the Hospital Discharge processes used and what to expect from a patient and carer perspective. There are a number of key themes which proved to be common thread across the Merseyside patch.

Systematic Means of Providing Information

Each of the Trusts described the use of a Discharge Checklist to ensure that consistency of information was maintained and provided in a timely manner. This is as a key tool in assessing if information had been provided at the right point in time within the hospital discharge process. Work has been ongoing across a number of Trusts to share good practice in this area and to achieve a standard approach to the checklist.

Information to Meet Specific Needs

Particularly with the larger acute providers, due to the breadth of services the delivered and the scale of the numbers of people who receive services from the hospitals the scale of the information leaflets generated is vast.

To demonstrate this, the Royal Liverpool and Broadgreen University Hospital Trust lists the information leaflets available to patients on its website. Each leaflet is available to download in a pdf format. Over 200 leaflets are captured within this section of the website. This provides a comprehensive set of the specific leaflets provided and could be a valuable source of information to carers and families.

In recognition of the need to provide sets of condition specific advice or information leaflets to patients and to ensure that all patients receive the same level of advice in relation to hospital discharge a generic patient discharge information leaflet of publication has been developed. This is provided to patients alongside treatment or condition specific information leaflets needed. Across the five Trusts who took part in this review each hospital had developed their own style of generic hospital discharge information but very similar themes are covered across the information provided.

Information Provided at the Right Time

Timeliness and constancy was a theme discussed throughout all the conversations held. Each of the Trusts had developed information resources which were reflective of the discrete patient journey. All of the conversations in relation to timeliness of information now focus the availability of Hospital Discharge information being received as part of the admissions process to a hospital stay. This seems to be stressed a key activity in ensuring patients are fully informed about the important things to be considered when being discharged from Hospital.

Supporting Independence

In terms of recognition of some of the wider implications that a hospital stay may have on an individual the resources developed by 5 Boroughs Partnership represented the most comprehensive set of information. The information pack developed focuses on providing the details of community based support that may be beneficial to a patient's independence. This included information regarding Debt and Finances, Employment Support available, Housing advice, community based Advocacy, Community Involvement and engagement opportunities. The pack has the relevant contact details for similar services, primarily within the voluntary sector, across the 5 Local Authority areas that 5 Boroughs Partnership provides services to.

From a Knowsley resident's point of view the pack provided by 5 Boroughs Partnership captures a range of useful contact numbers of organisations who could provide support to an individual across a wide spectrum of needs. The recognition of the need for area specific information has led to the development of a vital resource for community members.

The resource developed by the Royal Liverpool and Broadgreen University Hospital Trust again had key information from a range of voluntary sector organisations that could provide services

Examples of Information provided to Patients

to patients following hospital discharge. The downside to this, from a Knowsley resident's point of view is that the information is very Liverpool focused. It is also important to note that due to the publication being sponsored by a range of care providers this may lead to vulnerable people assuming that these particular care providers are being recommended.

Presentation of Information

The style of information used has again varied throughout the Trusts interviewed. Royal Liverpool and Broadgreen University Hospital Trust has developed a glossy magazine entitled 'Options - A Guide to your Discharge from Hospital' which has relevant detail of all aspects of the hospital discharge. The format is sponsored by local charitable organisations and Care/ Residential and Nursing providers. The information contained is very Liverpool/Sefton area focused and an opportunity is available to include Knowsley based contacts during the spring 2014 refresh of the document.

The pack developed by 5 Boroughs is a really good example of a range of information which is able to be used to support individuals from different Local Authority areas. A key point to this approach is the style and layout of the information which is loose leaf but contained within a pack. The design is very user friendly and at a quick glance the information required can be accessed.

The information is designed to support an individual and carer respond to many of the issues that could be faced following discharge. This includes wider supporting information around key issues such as finances and Housing. Attention has been given in ensuring that Knowsley focused contact details are available to community members.

This makes the pack and content supportive to individuals facing a number of potential problems on discharge. It also supports discharge back into the community with local focused services.

St Helens and Knowsley Teaching Hospitals NHS Trust have developed a bi fold leaflet following engagement with patients. Again this is a professionally printed resource but is very much aimed at simple clear messages to support the planning of hospital discharge. The title 'Homeward Bound' and images used will immediately ensure the leaflet is clear about the information contained. Patient involvement in the development of this published materials has helped to shape the printed resources available. This has led to a simple user friendly approach to answering key question that patient may be faced with. This is supported by key condition specific information that the patient requires.

Both Aintree University Hospital NHS Foundation Trust and the Liverpool Women's Hospital NHS Foundation Trust have a range of externally printed materials and in house printed sheets. It was considered that there is an opportunity here to look at the information provided and review the styling of the information and tailor this to support patients to easily navigated through the sets of information provided.

A number of innovative ideas for improving patient information on the maternity wards were under development Liverpool Women's Hospital NHS Foundation Trust. One initiative included a generic hospital discharge video to be displayed on the ward TV monitors and bed based TV facilities. Reference was also made to downloadable 'App' for use with SMART phones entitled 'Breast Start'. This App gives new mothers information and guidance on breast feeding and is freely available to download and has the potential to signpost to a range of information sources.

Examples of Information Provided to Carers

The written information provided through the Liverpool Women's Hospital at this stage aimed at partners was limited. But this is due to an emphasis being placed on sharing relevant

Examples of Information provided to Patients

information with the whole family across the entire care pathway. This starts during anti-natal classes and opportunities are provided for information provision at this stage. A key aspect of this is the relationships developed between members of the community based midwifery teams and the women and partners.

Interestingly when visiting the Liverpool Women's Hospital an opportunity to address areas was discussed through the filming of a documentary with BBC 3.

The name of the programme is called 'Don't Just Stand There' and offers support and guidance for new father's about what they can do to help their partners during and post the birth of their child.

At 5 Boroughs Partnership a specific resource had been developed for Carers. This covers important elements of the service provided to service users which carers may need to be aware of and have the opportunity to contribute to. The pack again is very focused with putting carers in touch with the right level of support required and provides contact details of the local carers centres across the 5 Boroughs Partnership catchment area.

At St Helens and Knowsley Hospitals the focus for information provided to carers is through the Carers Support Team. Information, support and signposting through to the local carers centre offered at this point to family members.

Are key contacts back at Ward level provided?

This is a really important aspect of the information provided. A contact back to the ward with the ability to speak to members of staff who have been involved in an individual's care may help in ensuring that a readmission can be avoided. Sometimes clarification of the advice or information provided may be required.

The 'Homeward Bound' Leaflet provided by St Helens and Knowsley Teaching Hospitals NHS Trust has a section which holds the contact details of the ward from which the person is discharged and a contact number back to the ward. With Liverpool Women's Hospital NHS Foundation Trust the family is discharged back into the care of a community midwifery team. Contact details for this team are provided with the information supplied on discharge. For a number of the Trusts business cards are used to provide contact details back to Hospital Discharge Teams in place.

There is no defined timescale as to how long after being discharged from Hospital that the option of contacting staff on the ward is available for or specific set of guidance on what issues can be addressed. This is an area that Healthwatch would be keen to revisit and gain an understanding on the effectiveness of both the responsive from the wards/hospital discharge teams and the scope of support that is available.

How are services within the community highlighted - signposting to Advocacy support?

This seems to remain as a gap in the information provided to community members at this stage. The information provided by 5 Boroughs Partnership demonstrated the best comprehensive set of information within this area. The approach modelled by St Helens and Knowsley Hospitals in terms of utilising a voluntary sector organisations expertise within the area of support for carers could be encouraged in the provision of access to advocacy support.

It is clear that support could be provided to Hospitals to understand the range of Advocacy Services that are available within the community. Also support could be provided to the local advocacy providers in terms of the routes into the hospitals across the Merseyside patch and how to open up a dialogue with key staff around information sharing and promotion of services.

Findings from the Review:

All the Trust visited had processes in place in terms of a hospital discharge checklist to provide a level of assurance that information is provided to patients on discharge. This was recognised as an area of good practice.

The pressures on the resources available to produce high quality printed materials provides a challenge.

The key resource of staff time in light of the pressures on wards and staff numbers again provides a challenge. It is considered that time to support patients during discharge and to talk through the information provided can be limited in light of the pressures ward staff face.

Recognition needs to be given to the fact that hospital providers cover many Local Authority boundaries and that ensuring that a Knowsley resident receives appropriate levels of information which is relevant to their community services and support services may be a challenge. The example provided through 5 Boroughs Partnership demonstrates how a generic pack can cross boundaries and provide clear concise and supportive information to all the communities served. There may be an opportunity through commissioning routes to raise the profile of the need of Knowsley residents in receiving relevant, locally focused information.

Healthwatch Recommendations

It is clear that Local Authorities, Commissioners and Voluntary Sector organisations could be supportive in ensuring correct levels of information are available in assisting the Trusts/ Providers in communicating effectively with local communities. It is recommended that consideration be given to the development of a standard set of Knowsley focused contacts/ information which could be produced or recommended to be included in future hospital discharge publications. Specific focus could be taken here to ensure that signposting to advocacy services in Knowsley is provided.

A Knowsley Signposting 'App' be considered which can be freely downloaded and can support families access contact numbers for services.

Good Practice Sharing sessions should be held. Examples and points for improvement can be learned from each of the Trusts progress in this area.

Healthwatch to undertake a Call for evidence asking community members to share experience of hospital discharge and information received. This is aimed at gaining an understanding if the information provided as part of this review is consistently provided following an inpatient stay. Attention could also be paid here to the usefulness of the contacts back to the ward. Further work is required to look at the Information available in easy read and accessible formats and where necessary ensure that this is developed using local knowledge. Healthwatch to contact each of the participating trusts and request copies of the specific discharge information provided to patients with Long Term Conditions.

Conclusion

This interim review has highlighted a number of areas of good practice, some examples of opportunities that will greatly enhance the information provided to patients but also a need for further work.

The recommendations highlight the need to now test some of the areas covered within this interim report and understand from a community perspective how the processes in place for information sharing have an impact on a patients individual journey.

Appendices One

Overview of Information Collated

Liverpool Women's NHS Foundation Trust

Healthwatch representative Jim Rogers, Darren Persand Commissioning Manager, Knowsley MBC and Paul Mavers, Healthwatch Knowsley Support met with Gill Diskin, Matron for Maternity services.

Examples of Information provided to Patients

A key part of the conversation focused on how for the maternity services provided the patient journey is very different than what may be found with other patient pathways. The information provision spans both the community services input from the start of a pregnancy through to hospital admission for the birth process through to discharge back to the care of the community midwifery teams. For women opting for a home birth a different patient pathway is undertaken.

A comprehensive pack of information is provided to patients upon arrival to the maternity wards, in addition to information already provided through community appointments.

Examples provided included:

- Guide to bottle feeding
- Postnatal Ward Feedback Card (this may now have been replaced by Friend and Family test information)
- Meningitis Baby Watch - a practical guide to identify the signs of Meningitis
- A Guide to Immunisations (NHS Guide)
- Screening Test for Your Baby - Detailing the screening processes from early pregnancy through to 8 weeks Physical Examination of the new-born.

All of the above are professionally printed material. List below are 'in house' printed information sheets/booklets.

- How to recognise your baby is breast feeding in the first 24-48 hours
- Baby Feeding City Wide Sources of Help (predominately Liverpool based contacts - one reference to Bosom Buddies - although referral for support would be made by Community Midwifery Team)
- Guide to what information should be found within the red handbooks
- Smoking and Pregnancy advice sheet with contact to specialist midwife and NHS Pregnancy Smoking Helpline
- Post Natal Advice and Exercises Sheet
- Safe Sleeping for your Baby
- Question and Answer sheet regarding Contraceptive choices
- Details on how to Register your Baby's birth
- Welcome Sheet to the ward which is then used as monitoring form to ensure that staff communicate to the across a check list of areas.

This covers a substantial amount of information. However, it potentially could be seen as fragmented and it consists of numerous information leaflets and booklets in no particular order and presented in a plastic wallet.

From a Knowsley perspective, Baby Feeding City Wide Sources of Help leaflet holds contact details for the Knowsley Bosom Buddies scheme but does not list children's centres in Knowsley which may be useful information that could be added. Contact numbers are provided for the community midwifery team so that support is immediately accessible.

Appendices One

Other information provided includes the Personal Child Health Record - 'Red Book' this follows the child's journey throughout childhood and health professionals should update the record each time the child is seen in a healthcare setting.

Also provided is a 'Bounty Pack' which is a national scheme and provided on discharge. The bounty pack provides useful numbers and information on a range of services available post birth of their child.

Examples of Information Provided to Carers

For paternity provision LWH are in the process of working with BBC 3 to film a programme designed to support new fathers.

The name of the programme is called 'Don't Just Stand There' and offers support and guidance for new father's about what they can do to help their partners during and post the birth of their child.

Are key contacts back at ward level provided?

There are contact numbers for both the Community Midwives teams and the Triage & Assessment unit at LWH contained within the information pack passed to patients being discharged from the maternity wards.

There is also an 'Enhanced Community Midwifery' team which consists of one midwife per community team responsible for providing extra support for mothers who are vulnerable.

How is information reflective of the needs of Knowsley residents?

There are some contact numbers specific to Knowsley services contained within the information packs provided to patients upon discharge from the maternity wards. However, this information would benefit from being reviewed and updated to reflect changes to provision and any new services that may now be available since the last publication of the information.

How are services within the community highlighted - signposting to Advocacy support?

Within a community setting referrals processes are in place to signpost individuals to a range of support required.

Points to Consider

Although patient information seems to be of good quality, locally produced information which is provided upon discharge would benefit from being reviewed to ensure information is clear and concise. Knowsley specific information could be a potential gap.

Good Practice Identified

A number of innovative ideas for improving patient information on the maternity wards were under development. One initiative included a generic discharge video to be displayed on the ward TV monitors and bed based TV facilities.

Reference was made to downloadable 'App' for use with SMART phones entitled Breast Start. This App gives new mothers information and guidance on breast feeding and is freely available to download and has the potential to signpost to a range of information sources.

Due to the care provided to Women during pregnancy starting within a community setting there is greater scope for a manageable information flow providing opportunity to prepare for accessing hospital and discharge.

Appendices One

5 Boroughs Partnership NHS Foundation Trust

Healthwatch representative Jim Rogers, Darren Persand Commissioning Manager, Knowsley MBC and Paul Mavers, Healthwatch Knowsley Support met with Dave Thompson, Assistant Director of Inclusion & Partnerships and Cath Borrowes, Matron Knowsley and St Helens In-Patient Services.

1. Examples of Information provided to Patients

It was described that across the whole of the 5 Boroughs Inpatient provision that in the region of 220 patients are discharged back to the community across a year. This covers Knowsley, St Helens, Halton, Warrington and Wigan. As result of this many different patient journeys and sources of information need to be covered across the communities that 5 Boroughs Partnership provide for.

Upon admittance to the ward at the recovery centre based at Whiston, patients are provided with an information pack (Your Information - Information to support leaving hospital) with 9 areas of information to assist them in understanding and planning for their discharge. Patients are also provided with an admission and discharge checklist.

In the edition of the information demonstrated was an information pack with loose leaf inserts containing different categories of information. This seems to be user friend and easy to quickly navigate to find the information needed or at a glance pick out a point of interest. It was advised that the 'Your Information Pack - Information to support leaving hospital' is due for a revision in January 2014.

The first page has contact details for the 'out of hours' support that can be provided if urgent support is needed following discharge.

The areas of information include:

Care & Treatment - Your Care and Recovery Plan

What Happens Next - Leaving hospital

Carers and Family - Carers Assessment with contact details for the local carers centre.

Medication Prescriptions

Money and Finances

Employment Support and Contact with Your Employer

Housing - Getting ready to go home

Local Support including contact numbers for the Knowsley Advocacy Hub

Experience & Involvement

You're Health & Wellbeing

Further information is found with the pack which signpost to the following Knowsley based organisations. Knowsley CVS, Knowsley Specialist Advocacy (mental health) Voices in Partnership forum, Disability Employment / Jobcentre Plus, Cross Links (Richmond Fellowship), Prism Foundation, CAB and Knowsley Disability Concern. The pack also holds information about national charity and help lines that could provide help and support.

In addition to this, each room has an admission booklet placed in it with useful information about what to expect from their stay (set out like a welcome brochure you would see in a hotel room for example).

Appendices One

All staff on the inpatient units are also trained to use the 'Recovery Star', and each patient is discharged with a copy of their recovery plan.

5BP have also introduced Internal Quality & Inspection teams designed to monitor and evaluate the quality of information and processes in place to support hospital discharge, operational processes and patient flows.

2. Examples of Information Provided to Carers:

A 16-page booklet specifically aimed to support carers has been developed by the Trust. A printed version of the information provided to carers was provided to Healthwatch but this was not yet in full circulation as resources are being sought to fund the professional production of this pack.

Information leaflets, a carer's procedure, and a carer's booklet on the help and support available for carers. Information boards on the wards and in patient's rooms and in the public areas provide a vehicle for specialist information to be communicated to patients, families and carers. Healthwatch representatives have been invited to visit the wards to review the information available.

3. Are key contacts back at Ward level provided?

There are three key areas where information specific to who the patient can contact following discharge can be found:

- Patients Care plan/recovery plan
- Patients Information Pack (Your Information) and;
- The Admission Booklet

4. How is information reflective of the needs of Knowsley residents?

The patient information pack (Your Information) contains a range of contact information for support, advocacy and services available in Knowsley for patients and service users following discharge.

5. How are services within the community highlighted - signposting to Advocacy support?

In addition to the information pack which goes with the patient upon discharge, the Admissions Booklet also has a range of useful contact information signposting patients to services and support out in the community post discharge.

Good Practice Identified

The user friendly approach adopted through the information pack is welcomed.

The information is designed to support an individual and carer respond to many of the issues that could be faced following discharge. This includes wider support information around key issues such as finances and Housing.

Attention has been given in ensuring that Knowsley focused contact details are available to community members. This makes the pack and content supportive to individuals facing a number of potential problems on discharge. It also supports discharge back into the community with local focused services.

Appendices One

St Helens and Knowsley Teaching Hospitals NHS Trust

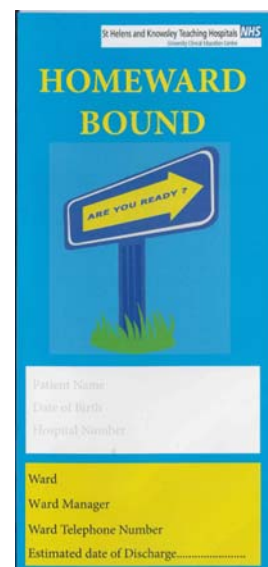
Paul Mavers, Healthwatch Knowsley Support met with Steven Christian, Sue Noon - Matron, Department of Medicine for Older People, Gwen Pantak, Matron.

1. Examples of Information provided to Patients

The approach taken towards information provision at St Helens and Knowsley Teaching Hospitals is based on a national initiative called the Ticket-Home System.

With the ticket-home system, patients and their carers' are able to start their patient journey with the end in mind, and plan accordingly empowering patients to take part in the discharge process.

The simple but effectively titled leaflet 'Homeward Bound' is used as the generic source of information that is provided to all patients. This is available from admission to a ward and can begin to help patients think about the stages involved in discharge and the planning required. This is supported, from a staff point of view by a Discharge Summary Checklist. This provides a tool for ensuring that the right level of information is provided to a patient prior to discharge.



The 'Homeward Bound' leaflet holds patient information on the front and contact details for the ward which the patient has been discharged from. It also captures the estimated date of discharge which will help the patient in their understanding of the timescales of their hospital stay.

2. Examples of Information Provided to Carers

Specific information in relation to the support for carers is provided through the Carers Support Team at the Whiston and St Helens site. This provision is through the Carers Centre in St Helens and referrals are passed through to Knowsley Carers Centre for Knowsley residents. Healthwatch Knowsley have contacted the Knowsley Carers Centre to check that this works well for the community and a substantial number of referrals are received using this service offered at St Helens and Knowsley Teaching Hospitals NHS Trust.

Are key contacts back at Ward level provided?

The homeward bound leaflet has a specific section on the front of the leaflet which provides the ward details, ward manager and a contact telephone number back to the ward for any concerns.

3. How is information reflective of the needs of Knowsley residents?

The Homeward Bound leaflet has been developed using feedback from patient forums held within the hospital. The leaflet is designed to be used alongside the specialist condition specific information that is provided via wards and is aimed to answer the very basic concerns community members may have when approaching and planning for discharge.

How are the services within the community highlighted - signposting to Advocacy support?

Again support in in this area was provided through the Integrated Discharge Team and the Social Work teams support the discharge process.

Additional information discussed:

The timeliness of the provision of patient information was discussed and the wider implications

Appendices One

of managing a complex, patient centred discharge process.

St Helens and Knowsley operates a 'Board Round' approach to supporting discharge and information sharing on a patient's pathway to discharge.

Board rounds provide an opportunity for multidisciplinary teams not only to prioritise bedside reviews, but also to deal with non-medical issues, such as discharge planning, in a timely fashion. These rounds can also provide a chance for the team to rapidly review any outstanding medical or nursing issues, e.g. communications between the nursing staff and the relatives, input from other healthcare professionals. A key element of this activity is the Integrated Hospital Discharge Team operating at the Trust.

This approach can support the timely provision of discharge information and ensure that effective planning is from a multidisciplinary approach. The Discharge Planning Checklist utilised by St Helens and Knowsley Teaching Hospitals NHS Trust also provides an essential tool in effective communication and information sharing. Prompts within this checklist include the discharge information being provided to the patient on admission to hospital to begin to prompt the thinking and planning required for discharge. This checklist tracks a patients stay and has key prompts to ensure required actions take place in a timely manner across the persons stay in hospital.

Good Practice Identified

Effective Discharge Summary Checklist is used to track activities in preparation for Hospital Discharge.

Patient involvement in the development of published materials has helped to shape the printed resources available. This has led to a simple user friendly approach to answering key question that patient may be faced with. This is supported by key condition specific information that the patient requires.

Appendices One

Royal Liverpool and Broadgreen Hospital University Hospital Trust

Healthwatch representative Jim Rogers, Darren Persand Commissioning Manager, Knowsley MBC and Paul Mavers, Healthwatch Knowsley Support met with Clare Sanders, Transition of Care Lead, Royal Liverpool and Broadgreen Hospital University Hospital Trust (RLBUHT).

Examples of Information provided to Patients:

The Trust has developed 'Options - A Guide to your Discharge from Hospital' in the style of a colourful magazine. The publication is produced in partnership with Age Concern Liverpool and Sefton and is sponsored by a range of care and nursing/residential home providers. Using article style pieces of text the magazine, which is made available on admission to hospital, leads the reader through key aspects of their care through to discharge. Key messages are highlighted including why it is important that discharge from hospital is not delayed. The approach to this is informative as issues such as pressures on beds, surgery cancelled through bed availability and hospital acquired infections are covered sensitively. This is all covered with a section on the 'Right Place for Your Care'. The magazine then begins to prompt the planning for discharge from the moment a patient is admitted and in a friendly but informative way supports patients to begin to think through this process.

Further sections introduce:

- Your Hospital Team
- The Assessment Process (Including the involvement of Family and Carers)
- Continuing NHS Care
- Therapies
- Dementia Practitioners
- Intermediate Care and the providers in Liverpool
- Intermediate Care At Home (Introducing the Reablement at Home Service)
- Our Commitment to You (detailing what the patient can expect)
- Friend and Family Test
- Support provided through the Voluntary Sector Providers including activities available to tackle social isolation

Examples of the levels of specialist supporting information for patients is also available on the Liverpool Royals website with over 200 leaflets available for download. This is also a really useful resource for carers and family members in understanding the impact of a hospital stay.

The Case Managers on the wards are responsible for all patient discharges and provide this booklet to patients and their carers/family members within 24-48hrs of admission to an acute care ward. A business card with the Case Manager's contact details on them should the patient or Carer wish to contact them directly post discharge to ask any questions, or seek clarity about any information provided to them during the discharge process. Concern was expressed at this stage as this system is focused on Liverpool residents and may not be provided in the same consistent manner to Knowsley residents. This area needs to be revisited to ensure the same level of support is available for Knowsley residents.

The trust has also adopted the use of the 'Discharge Checklist' which is a joint initiative with Aintree University Hospital. This ensures that all of the necessary discharge arrangements are recorded and acted on before the patient leaves the ward.

Although there are Case Managers responsible for discharging Knowsley patients in the same way as they would a Liverpool resident, the process is somewhat fragmented and relies on in-reach support from Knowsley Social Workers for packages of social care for complex cases, or

Appendices One

cases were the patient cannot be discharged without support. It also relies on in-reach assessments from District Nurse Liaison Officers and external agencies for CHC (Continuing Health Care) & Intermediate Care. Further issues were highlighted in relation to fragmentation of service due to complex referral pathways and a gap in the provision of Knowsley Social Work presence at the Royal Liverpool and Broadgreen Hospital University Hospital Trust. This issue is beyond the scope of this particular piece of work but has been highlighted to the Knowsley Council for clarification and review.

Examples of Information Provided to Carers:

This was identified as a gap by the Trust. Wherever possible it was suggested that this is the role of the Social Worker to provide this information. There was no clarification of what information, if any, is provided to carers when a relative or cared for person is discharged from hospital.

Are key contacts back at Ward level provided?

The Case Managers provide the patients with a business card with their contact information contained on it but again uncertainty was raised over the availability to Knowsley residents.

How is information reflective of the needs of Knowsley residents? Although the Royal Liverpool and Broadgreen Hospital University Hospital Trust have developed an extremely well designed guide to hospital discharge, in the main the information that is provided to Knowsley residents is not as clear or concise as it is for Liverpool residents. The information generic information describing the overarching processes used for Hospital Discharge can be used as a resource but the lack of Knowsley specific information leaves many gaps in a residents understanding. The 'Options - Guide to Your Discharge from Hospital' is due for a refresh in the Spring of 2014 and there is a real opportunity to look at how this can be utilised for the benefit of Knowsley residents.



The discharge checklist is adopted as part of the discharge process, and a copy provided to the patient upon discharge. However, service specific information does not seem to be provided in way easily interpreted by the patient.

How are services within the community highlighted - signposting to Advocacy support?

Services within Knowsley are not actively signposted by the Trust and this has been highlighted as a gap. However, it was acknowledged that the information that is provided by Knowsley based staff who come into contact with patients during the discharge process. The way in which this is provided requires review to make sure it is accurate and addresses any gaps.

Good Practice Identified

The design and partnership working that underpins the Options publication is real achievement.

The availability of leaflets to download on the Trusts website again provides a significant resource and option for family members and carer to access supporting information.

Appendices One

Aintree Hospital University Trust

Healthwatch representative Jim Rogers, Darren Persand Commissioning Manager, Knowsley MBC and Paul Mavers, Healthwatch Knowsley Support met Edna Hughes, Bed Manager and Julie Knockton, Capacity Manager.

Examples of Information provided to Patients:

Aintree Hospital utilises an internally produced printed sheet to begin to inform patients in relation to the hospital discharge process. The three sided sheet introduces the 'Estimated Date of Discharge' as a provisional date when it is expected a patient will leave. This information is detailed on the sheet along with the patients name giving a timescale for planning for discharge. Also covered within the information is the options that may be available to patients on discharge such as discharged home with appropriate support, Discharge to an intermediate care placement to support the regaining of independence and if the need is assessed, discharge through to a residential or nursing home environment. Also provided is information in relation to the teams that may be involved in the discharge process and what can be expected on the day of discharge.

This generic information sheet will accompanied by any condition or treatment specific pieces of information that a patient will need following discharge from hospital.

As is demonstrated through all the Trusts visited, patients' discharge is managed at Aintree Hospital through the use of a 'Discharge Checklist'. This ensures that discharge is planned and the patient, carers and family members understand what is going to happen during the lead up to, and actual day of discharge. In addition to the generic information provided to the patient about their discharge, the checklist also acts as a vehicle to identify any condition specific information that the patient may need which is also provided to the patient as part of the discharge process. At Aintree there are discharge checklist champions in place to ensure that this process is followed, and monitoring of the process is done using an audit and quality management framework.

A copy of the checklist is provided to the patient when they leave the ward but the emphasis is placed on the provision of condition or treatment specific information to support discharge.

Examples of Information Provided to Carers:

A copy of the E-Discharge information is shared with the carer or family member. This is the information which is passed to the patients GP upon discharge, and provides information on the treatment the patient received and any medication the patient has been discharged with. If there is any specific information that the carer or family needs to know about the patient's condition this is also discussed in conjunction with the process described above under question one.

Work is also ongoing through the Knowsley Carers Centre and Aintree Hospital to help raise the profile of carers and also ensure that effective signposting to the support that carers need is in place and available at the point of need.

Are key contacts back at Ward level provided?

The clinical professional responsible for completing the discharge checklist records any relevant phone numbers that patient may need at the top of the discharge checklist. This allows the patient to call the ward directly should they have any questions once they get home.

Appendices One

How is information reflective of the needs of Knowsley residents?

The Trust needs to be provided with specific contact information for Knowsley Community Services, Advocacy and Social Care as they currently don't have this information. Having said that, the discharge checklist helps to make sure that the services that have been identified as necessary for the patients discharge are discussed with relevant health and social care professionals and the necessary referrals and assessments made as part of the discharge planning process.

How are services within the community highlighted - signposting to Advocacy support?

There are no specific numbers provided to Knowsley patients with information on community services or advocacy available in Knowsley. Condition specific information is provided during discharge, and follow on care is arranged with the appropriate providers when it is dependent on discharge. However, there does not seem to be information or links with Knowsley services able to provide support for patients who may not necessarily have been discharged with a package of care.



Healthwatch Knowsley

The Old School House, St. Johns Road,
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L36 0UX

Telephone: 0151 449 3954

Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk

Sarah O'Brien

Deputy Director of Nursing and Quality

Whiston Hospital, Nightingale House, Lower Ground 1

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4th September 2014

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Dear Kelly,

Thank you for sharing your Healthwatch report with the Trust which was discussed at Patient Experience Council on 3rd September 2014. I am writing to confirm it was received and discussed and that the main issues to be addressed are included in the Trust's Patient Experience Action Plan and that going forward myself, and the Patient Experience Manger will meet with representatives from Healthwatch to discuss the action plan and progress being made.

Yours sincerely,



Professor Sarah O'Brien
Deputy Director of Nursing & Quality