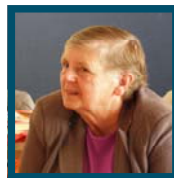


healthwatch Knowsley



Healthwatch Knowsley Aintree University Hospitals Trust Service User Report Qtr. 1 (2016-17)

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About this report

This report details experiences of services at the Trust shared by our community for the period April–June 2016. The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre.

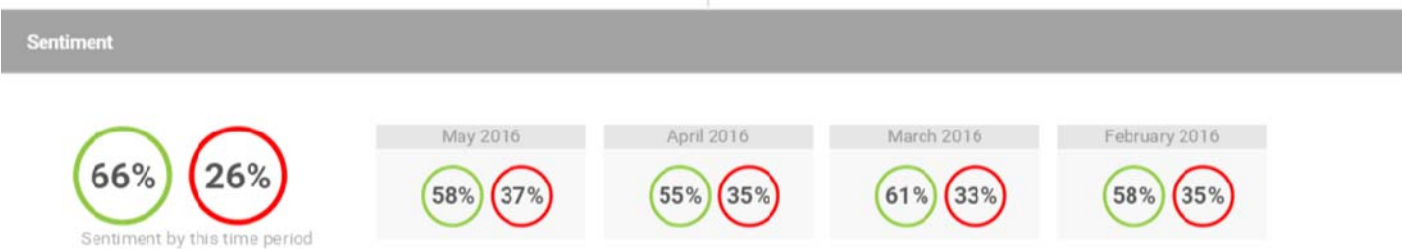
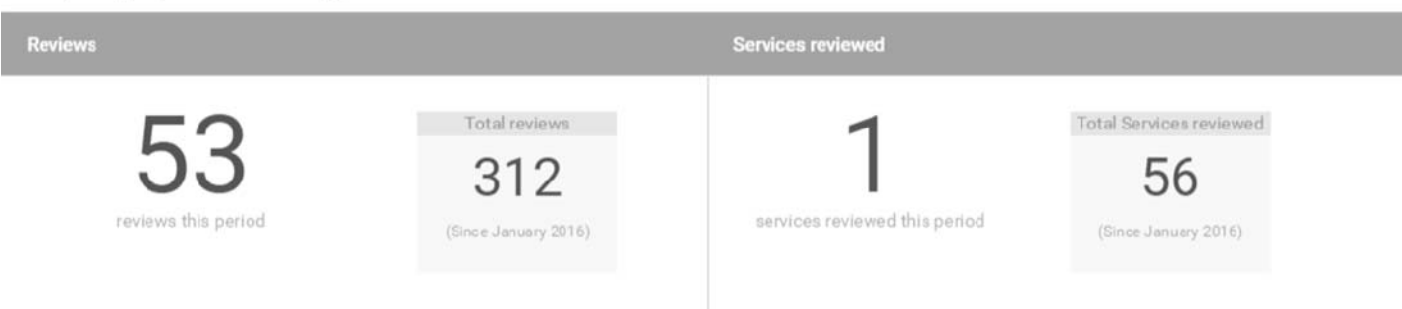
All comments are the actual words of the people who shared them and have not been changed in any way.

The report will be shared with:

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

Snapshot

Snapshot (July 2015-June 2016)

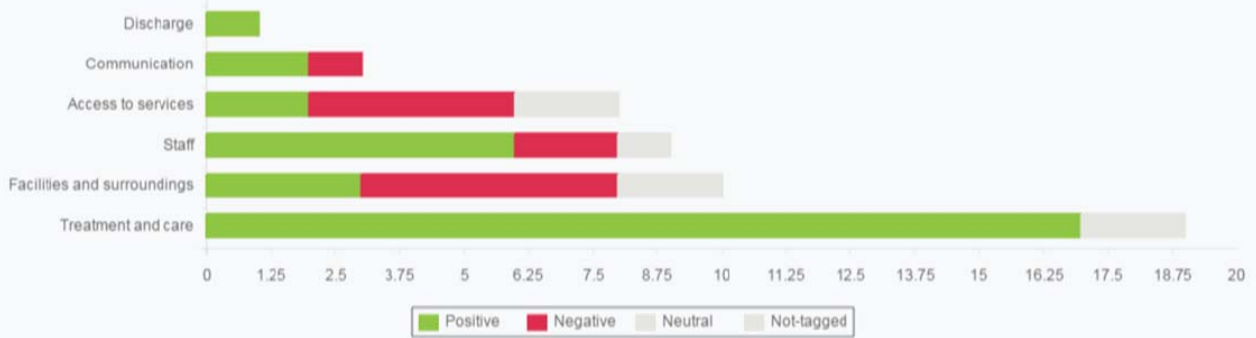


Key Themes

Themes Tagging ?

- ⬇ +

Top 6 themes by number of reviews



Theme name	Reviews	Positive	Negative	Neutral	
● Treatment and care	19	89%	-	11%	Sub-Themes >
● Facilities and surroundings	10	30%	50%	20%	Sub-Themes >
● Staff	9	67%	22%	11%	Sub-Themes >
● Access to services	8	25%	50%	25%	Sub-Themes >
● Communication	3	67%	33%	-	Sub-Themes >
● Discharge	1	100%	-	-	Sub-Themes >

Key Themes—Treatment & Care



Outpatients

I attend for a check up at Aintree hospital, I go for my Arthritis. The staff are brilliant - outpatients department. I was in a wheelchair when I went to Aintree, they started me on tablets. The nurses are wonderful, so lovely, even the receptionists are lovely. I have blood tests, x-rays and am informed of everything.

Themes

Staff - Attitudes; Treatment and care - Experience; Treatment and care - Treatment Explanation;

Positive	Negative	Neutral	Rating
82%	9%	9%	5 *

30-06-16

Hip operation

Developed a haematoma following a hip operation. The service was very good.

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
95%	0%	5%	4 *

29-06-16

Key Themes—Treatment & Care

Didn't wait too long

I have been coming for a while as my mum and dad have been treated here for cancer and my daughter has also used Aintree. It is a good service, when my husband was rushed into A&E within five hours he was on a ward. I don't think this is bad all things considered.

My son in law asks all the questions about my husband and we feel well communicated with. If I had any problems I would speak to the ward manager.

Themes

Communication - General; Treatment and care - Experience;

Positive	Negative	Neutral	Rating
46%	52%	2%	4 *

29-06-16

Good Hospital

I think the hospital is good the food is OK and the staff are OK, always willing. My husband drove here he has a blue badge.

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
78%	0%	22%	4 *

29-06-16

I Prefer Aintree

I prefer Aintree to any other hospital, all the staff try their best and there is nothing I can think of that can be improved. I came here by ambulance.

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
78%	0%	22%	5 *

29-06-16

Good Hospital

Everything is good about Aintree it is excellent and my friend is very well looked after, they have been in for four or five weeks. The atmosphere is very friendly better than the Royal. My friend says that the food is very good. The doctor seems very friendly. I came on the bus and it is quite easy to find your way round if you follow the signs. I was in intermediate care

Themes

Facilities and surroundings - Buildings and Infrastructure; Facilities and surroundings - Food & Hydration; Treatment and care - Experience;

Positive	Negative	Neutral	Rating
96%	0%	4%	4 *

29-06-16

Key Themes—Treatment & Care

Attended Aintree for x-ray

I was sent to Aintree Hospital from St Chads Walk In Centre as the x-ray machine at St Chads was broken. I always find Aintree an excellent hospital apart from the parking this is too expensive. The signposting is poor resulting in me walking around the hospital getting lost.

Themes

Access to services - Convenience/Distance to travel; Access to services - Lack of; Treatment and care - Experience;

Positive 15%	Negative 85%	Neutral 1%	Rating 4 *
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21-06-16

Staff excellent, very helpful and caring

Quality of care and treatment is very good even to elderly people.
Discharge for patients, better communication with social services and hospital.

Themes

Treatment and care - Experience;

Positive 97%	Negative 0%	Neutral 3%	Rating 5 *
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15-06-16

Found service, staff etc. very good

Found from my first visit to cardiology that the care and treatment from consultants to nursing staff is outstanding. Could not be faulted.

Themes

Treatment and care - Experience;

Positive 73%	Negative 25%	Neutral 2%	Rating 5 *
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10-06-16

Good hospital

Very happy with service

Themes

Treatment and care - Experience;

Positive 83%	Negative 0%	Neutral 17%	Rating 5 *
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10-06-16

Key Themes—Treatment & Care

Friendly/helpful staff

I came to Aintree Hospital today and used the A&E service and the care and treatment I received was great. The only negative aspect was the waiting time for my blood tests as I ended up being here for about 4 hours in total. The little shop near the main entrance is very reasonable and doesn't rip you off which was a nice surprise.

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
76%	22%	2%	4 *

10-06-16

My sister has had excellent treatment

I have attended all my sisters appointments and could not fault the care and treatment she has received.

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
79%	15%	6%	5 *

10-06-16

Very good

I have just been visiting my wife. Very happy with my wife's treatment. No problems, she is happy.

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
65%	33%	3%	5 *

10-06-16

It was really good

It was nerve wrecking a bit as my friend had to go into the hospital and she was quite scared.

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
68%	26%	6%	5 *

08-06-16

Key Themes—Treatment & Care

Aintree Hospital

On 4th March I had an accident. I was taken to Aintree A&E. I waited about 25 minutes and then I was sent for an x-ray. There were only 2 people in front of me. I waited 15 minutes. When I went back there was a half an hour wait to see the GP with the results. I had to have an injection in my wrist. The procedure took a bit longer, and then it was set in plaster and re x-rayed. I also hurt my knee and had soft tissue damage. Because of my injury and living on my own, the doctors wouldn't let me come home so I stayed in for 3 days; I felt safe and looked after.

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
26%	47%	27%	5 *

07-06-16

Aintree Hospital

Very Good.

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
78%	0%	22%	4 *

03-06-16

Care off staff - fantastic

I attended A&E on 28/04/16 due to a suspected stress fracture. Shin was fractured but not identified. Returned 2 weeks later for physio to be told of fracture. Further x-ray showed no improvement. Had to wait a further week for orthopaedic appointment (non weight bearing in the meantime). Seen orthopaedic today and told I need to weight bare to aide healing of bone!

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
20%	71%	9%	4 *

20-05-16

Friendly, helpful, competent staff

Very brief visit for pre-op assessment. I was unavoidably late but was treated kindly and with respect

Themes

Treatment and care - Experience;

Positive	Negative	Neutral	Rating
96%	0%	4%	4 *

20-05-16

Key Themes—Treatment & Care

Excellent, top class care

Over the last thirty one years I have developed four chronic diseases. I have been on my unit, as a patient on about six occasions and the care has been top quality. The only downfall is the food at times. My Father and Brother have been on my unit as a patient and always give it high praise.

Themes

Treatment and care - Quality;

Positive
47%

Negative
51%

Neutral
2%

Rating
5 *

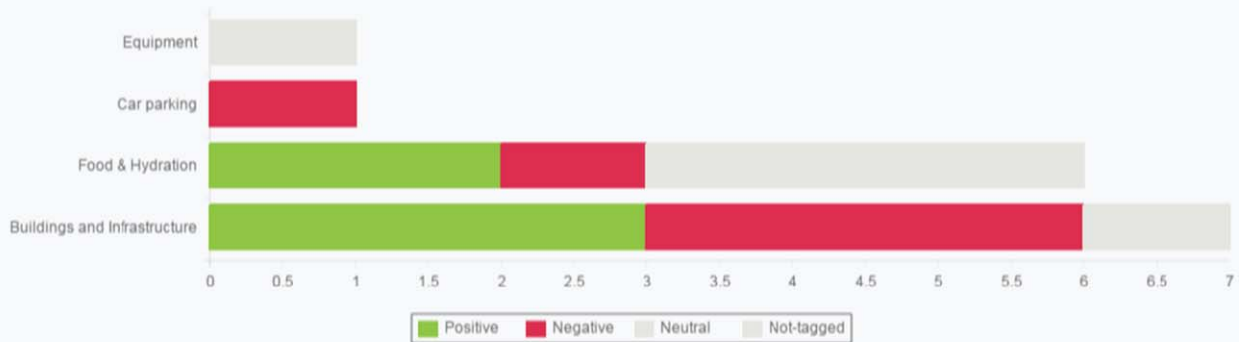
20-05-16

Key Themes—Facilities & Surroundings

Themes Tagging ?

- +

Top 4 themes by number of reviews



Theme name	Reviews	Positive	Negative	Neutral
Buildings and Infrastructure	7	43%	43%	14%
Food & Hydration	6	33%	17%	50%
Equipment	1	-	-	100%
Car parking	1	-	100%	-

Keep Getting Lost!

The signage is awful. I have been here three times in the last two weeks for appointments and got lost every time. The hospital needs more clear signage as it is very very stressful.

Themes

Facilities and surroundings - Buildings and Infrastructure;

Positive	Negative	Neutral	Rating
8%	89%	2%	1 *

29-06-16

Good Staff

The staff and doctors are very good. I wish there was a direct bus to the hospital as my wife has a disability and we have to get a train and a bus. The staff spend all the time we want with us. We have learned to find our way round, the first time we came we had to keep asking people.

Themes

Access to services - Convenience/Distance to travel; Facilities and surroundings - Buildings and Infrastructure; Staff - Attitudes;

Positive	Negative	Neutral	Rating
80%	18%	2%	4 *

29-06-16

Key Themes—Facilities & Surroundings

No complaints

It is easy to get here by bus and it is well laid out. I find it easy to find my way around. I have no complaints.my friend is in intermediate care

Themes

Facilities and surroundings - Buildings and Infrastructure;

Positive	Negative	Neutral	Rating
32%	66%	1%	4 *

29-06-16

Patients wait a long time

The staff are good at communicating with the patients. I would like a day room for patients or somewhere to take them where they could relax and watch TV. I would like to reduce the waiting times for patients as sometimes it is really busy, particularly after lunch. I would also like to see more bays for ambulance patients as I don't like them having to wait on trolleys in corridors. I would also like to bring back cooked breakfasts particularly in the winter, when a lot of patients say that a bowl of cornflakes is not enough and they would like something warm. I only see the food on trays but it looks OK. I would like to be able to spend more time with the patients.

Themes

Access to services - Waiting times; Communication - General; Facilities and surroundings - Equipment;

Positive	Negative	Neutral	Rating
65%	34%	2%	4 *

29-06-16

Good Hospital

Everything is good about Aintree it is excellent and my friend is very well looked after, they have been in for four or five weeks. The atmosphere is very friendly better than the Royal. My friend says that the food is very good. The doctor seems very friendly. I came on the bus and it is quite easy to find your way round if you follow the signs. I was in intermediate care

Themes

Facilities and surroundings - Buildings and Infrastructure; Facilities and surroundings - Food & Hydration; Treatment and care - Experience;

Positive	Negative	Neutral	Rating
96%	0%	4%	4 *

29-06-16

Friendly

It is very friendly here with a nice atmosphere very professional. The staff are easy to talk to I would give them 10/10 When my mum was in hospital the food was very good with a good choice. I read the signs to find my way round and came on public transport. If I had any issues I would just talk to the staff as they are very helpful and efficient.

Themes

Facilities and surroundings - Buildings and Infrastructure; Facilities and surroundings - Food & Hydration; Staff - Attitudes;

Positive	Negative	Neutral	Rating
90%	0%	10%	4 *

29-06-16

Key Themes—Facilities & Surroundings

caring staff

The staff are very good and knowledgeable there is just not enough of them and there should be more. The care from the nurses after my operation was good. My criticisms would be that the signage is not very good and the hospital is too big I would like to see more joined up care.

Themes

Facilities and surroundings - Buildings and Infrastructure; Staff - Attitudes; Staff - Capacity;

Positive	Negative	Neutral	Rating
30%	69%	1%	4 *

29-06-16

Quick Service

I am attending for a scan and whilst I am here I am going to visit my uncle as I didn't have to wait very long. I don't think my uncle is enjoying the food but that might be because he is not feeling too well. My only criticism is that I had to come by public transport as that is easier than looking for a parking space and it is really expensive to park. The plan I was sent was not very good, they need a new one as it is confusing if you don't already know the hospital.

Themes

Communication - General; Facilities and surroundings - Car parking; Facilities and surroundings - Food & Hydration;

Positive	Negative	Neutral	Rating
36%	63%	1%	3 *

29-06-16

Busy Staff

My Mum and Dad are in at the moment. It is a lovely hospital, better than the Royal. The staff are better here. I would like to see more staff as they seem like they are so busy they are run off their feet, but they always find time to spend with me. I have seen the food served to my parents, it seems OK. My only complaints are it is hard to find your way round the hospital, and the seats in A&E are not comfortable when you have to wait for a long time, also last time my father was admitted one of the seats was broken. But I know where the PALS office is if I want to raise a concern.

Themes

Facilities and surroundings - Buildings and Infrastructure; Facilities and surroundings - Food & Hydration; Staff - Attitudes;

Positive	Negative	Neutral	Rating
55%	43%	2%	4 *

29-06-16

Key Themes—Facilities & Surroundings

Food

Lovely ambulance people took me to the hospital {I was on the floor in my flat}. The examined me from top to toe and said they would keep an eye on my. The only thing that could be improved is the food, it is terrible, very cold. The staff are very good, they explain everything to me and on the whole I am being well looked after

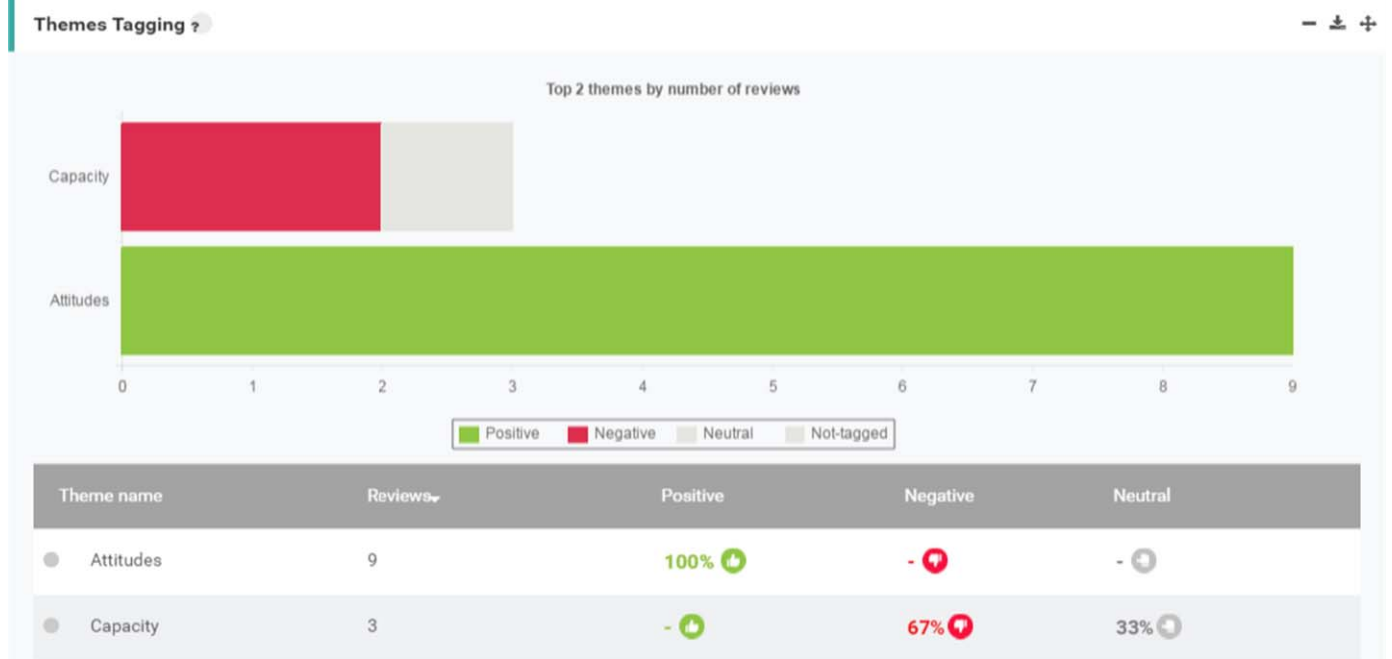
Themes

Facilities and surroundings - Food & Hydration; Staff - Attitudes;

Positive	Negative	Neutral	Rating
71%	27%	2%	3 *

29-06-16

Key Themes—Staff



Outpatients

I attend for a check up at Aintree hospital, I go for my Arthritis. The staff are brilliant - outpatients department. I was in a wheelchair when I went to Aintree, they started me on tablets. The nurses are wonderful, so lovely, even the receptionists are lovely. I have blood tests, x-rays and am informed of everything.

Themes

Staff - Attitudes; Treatment and care - Experience; Treatment and care - Treatment Explanation;

Positive	Negative	Neutral	Rating
82%	9%	9%	5 *

30-06-16

Good Staff

The staff and doctors are very good. I wish there was a direct bus to the hospital as my wife has a disability and we have to get a train and a bus. The staff spend all the time we want with us. We have learned to find our way round, the first time we came we had to keep asking people.

Themes

Access to services - Convenience/Distance to travel; Facilities and surroundings - Buildings and Infrastructure; Staff - Attitudes;

Positive	Negative	Neutral	Rating
80%	18%	2%	4 *

29-06-16

Key Themes—Staff

Caring Staff

The staff are very caring although they are really pushed and work hard.

Themes

Staff - Attitudes; Staff - Capacity;

Positive	Negative	Neutral	Rating
93%	0%	7%	5 *

29-06-16

Friendly

It is very friendly here with a nice atmosphere very professional. The staff are easy to talk to I would give them 10/10 When my mum was in hospital the food was very good with a good choice. I read the signs to find my way round and came on public transport. If I had any issues I would just talk to the staff as they are very helpful and efficient.

Themes

Facilities and surroundings - Buildings and Infrastructure; Facilities and surroundings - Food & Hydration; Staff - Attitudes;

Positive	Negative	Neutral	Rating
90%	0%	10%	4 *

29-06-16

caring staff

The staff are very good and knowledgeable there is just not enough of them and there should be more. The care from the nurses after my operation was good. My criticisms would be that the signage is not very good and the hospital is too big I would like to see more joined up care.

Themes

Facilities and surroundings - Buildings and Infrastructure; Staff - Attitudes; Staff - Capacity;

Positive	Negative	Neutral	Rating
30%	69%	1%	4 *

29-06-16

Busy Staff

My Mum and Dad are in at the moment. It is a lovely hospital, better than the Royal. The staff are better here. I would like to see more staff as they seem like they are so busy they are run off their feet, but they always find time to spend with me. I have seen the food served to my parents, it seems OK. My only complaints are it is hard to find your way round the hospital, and the seats in A&E are not comfortable when you have to wait for a long time, also last time my father was admitted one of the seats was broken. But I know where the PALS office is if I want to raise a concern.

Themes

Facilities and surroundings - Buildings and Infrastructure; Facilities and surroundings - Food & Hydration; Staff - Attitudes;

Positive	Negative	Neutral	Rating
55%	43%	2%	4 *

29-06-16

Key Themes—Staff

Food

Lovely ambulance people took me to the hospital {I was on the floor in my flat}. The examined me from top to toe and said they would keep an eye on my. The only thing that could be improved is the food, it is terrible, very cold. The staff are very good, they explain everything to me and on the whole I am being well looked after

Themes

Facilities and surroundings - Food & Hydration; Staff - Attitudes;

Positive	Negative	Neutral	Rating
71%	27%	2%	3 *

29-06-16

Appointments

I had two appointments and I was told I would have to go back for a scan. The volunteers are brilliant and helped me find my way around the hospital I am blind.

Themes

Staff - Attitudes;

Positive	Negative	Neutral	Rating
56%	42%	2%	5

27-06-16

So helpful

Everything is close. Staff meet us as soon as we walk in.

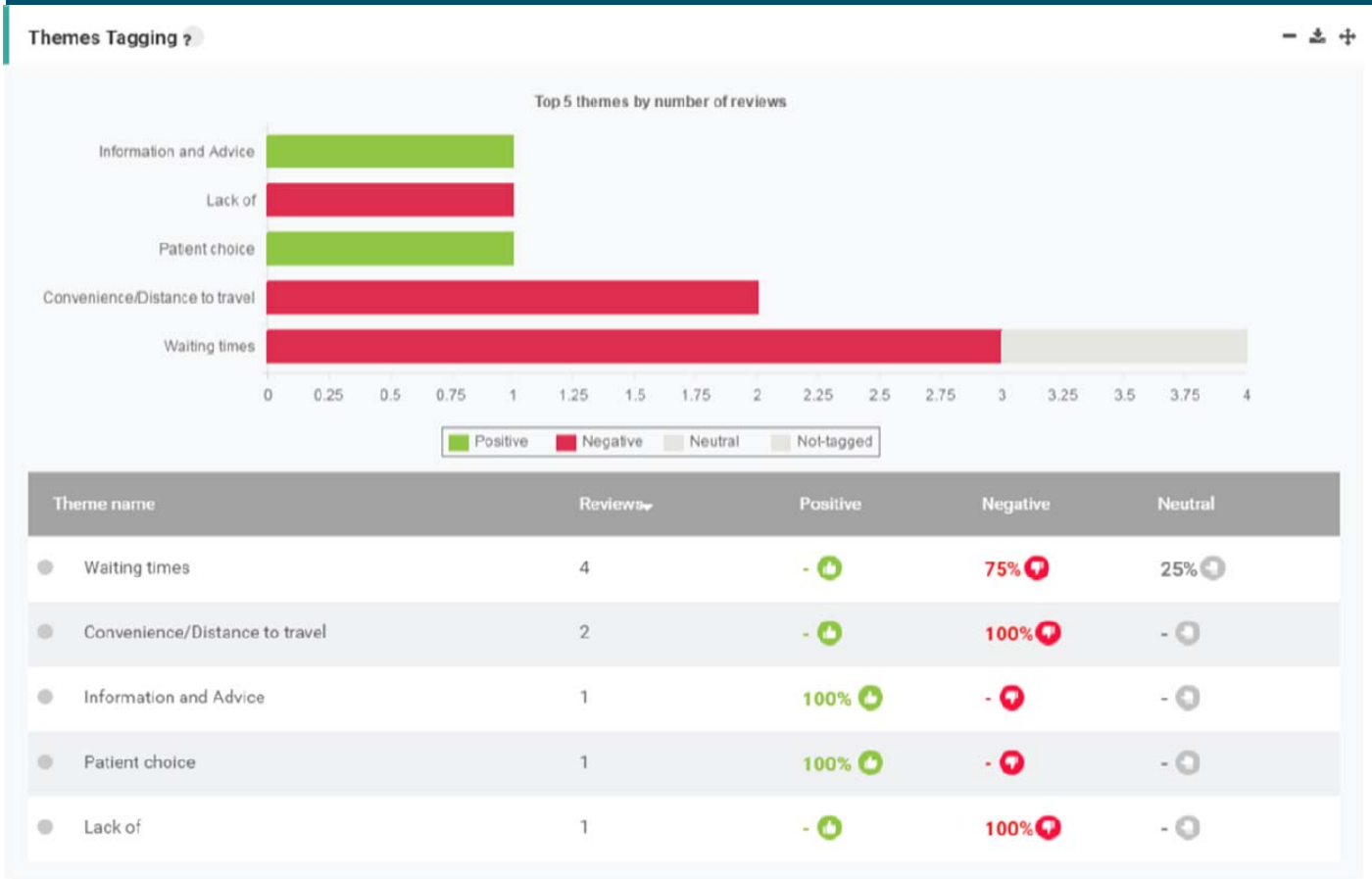
Themes

Staff - Attitudes;

Positive	Negative	Neutral	Rating
73%	0%	27%	5 *

10-06-16

Key Themes—Access to Services



Long wait for results

Since coming to A&E I have had many tests over the last six weeks. My only issue was that there was a long wait to get the results of my MRI scan, but they bought my appointment to give me the results forward because of the worry.

Themes

Access to services - Patient choice; Access to services - Waiting times;

Positive	Negative	Neutral	Rating
37%	62%	2%	3 *

29-06-16

Good Staff

The staff and doctors are very good. I wish there was a direct bus to the hospital as my wife has a disability and we have to get a train and a bus. The staff spend all the time we want with us. We have learned to find our way round, the first time we came we had to keep asking people.

Themes

Access to services - Convenience/Distance to travel; Facilities and surroundings - Buildings and Infrastructure; Staff - Attitudes;

Positive	Negative	Neutral	Rating
80%	18%	2%	4 *

29-06-16

Key Themes—Access to Services

Patients wait a long time

The staff are good at communicating with the patients. I would like a day room for patients or somewhere to take them where they could relax and watch TV. I would like to reduce the waiting times for patients as sometimes it is really busy, particularly after lunch. I would also like to see more bays for ambulance patients as I don't like them having to wait on trolleys in corridors. I would also like to bring back cooked breakfasts particularly in the winter, when a lot of patients say that a bowl of cornflakes is not enough and they would like something warm. I only see the food on trays but it looks OK. I would like to be able to spend more time with the patients.

Themes

Access to services - Waiting times; Communication - General; Facilities and surroundings - Equipment;

Positive	Negative	Neutral	Rating
65%	34%	2%	4 *

29-06-16

First Visit

This is my first visit to the hospital and it is all OK. I came by taxi and I took the long way round by the route was well explained

Themes

Access to services - Information and Advice;

Positive	Negative	Neutral	Rating
98%	0%	2%	3 *

29-06-16

Ear Nose and Throat Appointment

After seeing Dr at Wingate, he made a referral to Ear, Nose and Throat at Aintree hospital. I received a letter two days later to get in touch for a date of appointment then received a phone call to say it could take 4 months. I got an appointment for 2nd June which was then cancelled. I was told to get in touch with GP as condition was not getting any better for another referral to ENT. (June 2015)

Themes

Access to services - Waiting times;

Positive	Negative	Neutral	Rating
35%	41%	24%	2 *

22-06-16

Attended Aintree for x-ray

I was sent to Aintree Hospital from St Chads Walk In Centre as the x-ray machine at St Chads was broken. I always find Aintree an excellent hospital apart from the parking this is too expensive. The signposting is poor resulting in me walking around the hospital getting lost.

Themes

Access to services - Convenience/Distance to travel; Access to services - Lack of; Treatment and care - Experience;

Positive	Negative	Neutral	Rating
15%	85%	1%	4 *

21-06-16

Key Themes—Access to Services

Clinic A

Arrived at 2.05 for a 2.15 appointment, seen at 2.50-3.00. Dr was good but currently waiting 20-30 minutes for a prescription. Nurses/Dr/staff all good. Waiting time too long with small child in attendance.

Themes

Access to services - Waiting times;

Positive	Negative	Neutral	Rating
45%	44%	11%	4 *

10-06-16

Waiting Times

Waited a bit today but usually quick

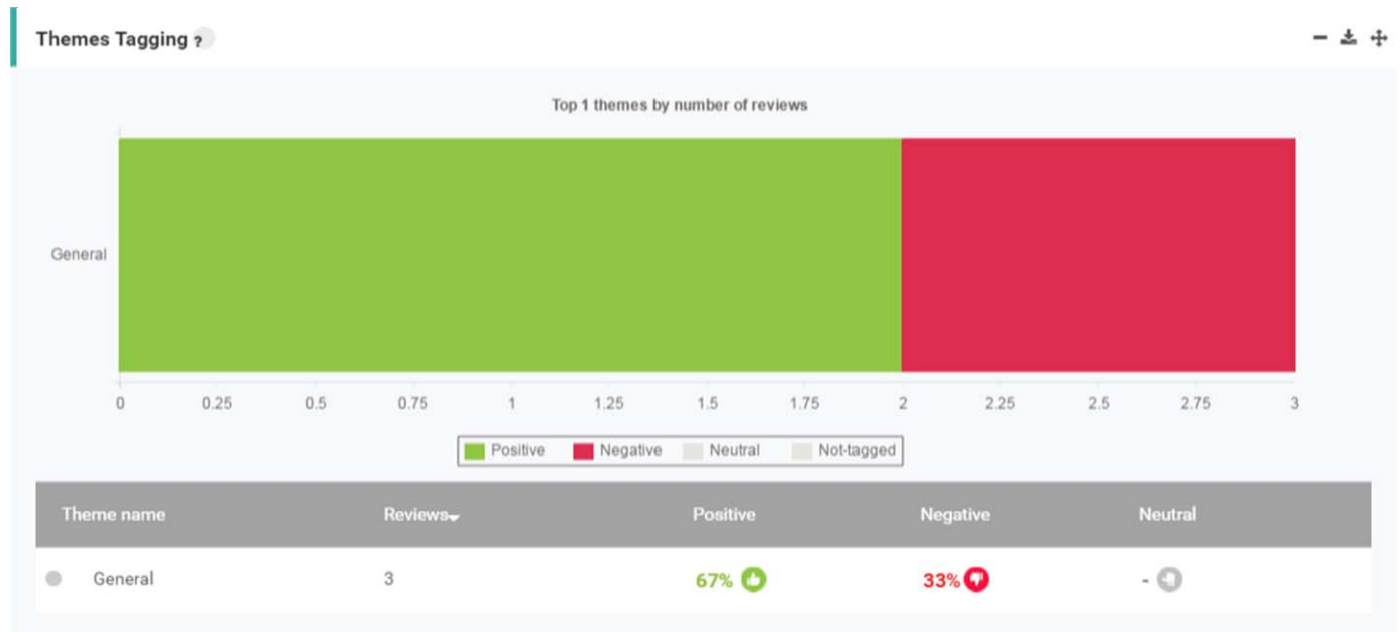
Themes

Access to services

Positive	Negative	Neutral	Rating
85%	0%	15%	4 *

03-06-16

Key Themes—Communication



Didn't wait too long

I have been coming for a while as my mum and dad have been treated here for cancer and my daughter has also used Aintree. It is a good service, when my husband was rushed into A&E within five hours he was on a ward. I don't think this is bad all things considered.

My son in law asks all the questions about my husband and we feel well communicated with. If I had any problems I would speak to the ward manager.

Themes

Communication - General; Treatment and care - Experience;

Positive	Negative	Neutral	Rating
46%	52%	2%	4 *

29-06-16

Patients wait a long time

The staff are good at communicating with the patients. I would like a day room for patients or somewhere to take them where they could relax and watch TV. I would like to reduce the waiting times for patients as sometimes it is really busy, particularly after lunch. I would also like to see more bays for ambulance patients as I don't like them having to wait on trolleys in corridors. I would also like to bring back cooked breakfasts particularly in the winter, when a lot of patients say that a bowl of cornflakes is not enough and they would like something warm. I only see the food on trays but it looks OK. I would like to be able to spend more time with the patients.

Themes

Access to services - Waiting times; Communication - General; Facilities and surroundings - Equipment;

Positive	Negative	Neutral	Rating
65%	34%	2%	4 *

29-06-16

Key Themes—Communication

Quick Service

I am attending for a scan and whilst I am here I am going to visit my uncle as I didn't have to wait very long. I don't think my uncle is enjoying the food but that might be because he is not feeling too well.

My only criticism is that I had to come by public transport as that is easier than looking for a parking space and it is really expensive to park. The plan I was sent was not very good, they need a new one as it is confusing if you don't already know the hospital.

Themes

Communication - General; Facilities and surroundings - Car parking; Facilities and surroundings - Food & Hydration;

Positive	Negative	Neutral	Rating
36%	63%	1%	3 *

29-06-16

Key Themes—Discharge



Discharge

I was discharged from Aintree but because I live on my own, they put care in place which anyone gets for free. Someone from the Council came out and did an assessment for me because I was discharged on Thursday instead of Monday. They sent someone from Aintree. When she came out I told her I was washing at the sink, she got me a perching stool, and this was with me by the afternoon. After a week someone came out to see if I care had been out to see me. (April 2016)

Themes

Discharge - Coordination of services;

Positive	Negative	Neutral	Rating
86%	0%	14%	4 *

28-06-16

Recommendations

Healthwatch Knowsley will continue to work with the Trust to triangulate the patient experience that we receive with the data provided by the Trust and other sources.

Healthwatch Knowsley

What is Healthwatch?

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

How do we make a difference?

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

Why do we do it?

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

What we are responsible for

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

Our Values

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

Healthwatch Knowsley Feedback Centre

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



Contact us

Contact Details

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Telephone: **0151 449 3954**

Email: **enquiries@healthwatchknowsley.co.uk**

Website: **www.healthwatchknowsley.co.uk**

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



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Control Sheet

Date Submitted	
Date Response due	
Date Response Received	
Follow up actions	

Submitted to:

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