



Patient Experience Report
Aintree University Hospital
Quarter 4 2015/16
Compiled by Healthwatch Knowsley



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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

Strategic Context and Relationships

Healthwatch Knowsley:

- Develops priorities based on the experience and concerns of the public whilst recognising the local health and social care context and priorities such as the Joint Strategic Needs assessment;
- Has trusting collaborative relationships with key local decision makers through regular formal and informal meetings where its role as a critical friend is understood;
- Plays a clear and distinct role in key local decision making structures (going beyond its formal position on the Health and Wellbeing Board) and contributes to better local decision making;
- Contributes to the development and, where appropriate, delivery of the local decision making structures.





About Healthwatch Knowsley

Community Voice and Influence

Healthwatch Knowsley:

- Has a clear action plan for reaching out and informing local people of its priorities and activities;
- Ensures it engages with seldom heard communities;
- Supports local people to share their experience and opinions of local services;
- Involves local people in setting priorities and commenting on the quality of Healthwatch Knowsley's work;
- Provides pathways for people to become involved in the work and delivery of Healthwatch Knowsley in a way that suits them;
- Contributes to the increased confidence and ability of local people to influence the local health and wellbeing system.



Making a Difference Locally

Healthwatch Knowsley:

- Capture the experience and aspirations of local people in its investigations and reports;
- Investigates issues in a way that is appropriate and ethical;
- Investigates, where appropriate, producing recommendations for change that have heard and responded to by relevant providers and decision makers.

Informing People

Healthwatch Knowsley:

- Provides the public with accurate, reliable, relevant and useful information about local services when they need it in a format that meets their needs;
- Considers the needs of easily ignored and marginalised groups at all times;
- Has a clear understanding of what services are available to people and signposts the public so that they can access appropriate services;
- Systematically uses the intelligence it gathers to inform its priorities.
- Relationship with Healthwatch England
- Healthwatch Knowsley:
 - Learns from and share their learning with other Local Healthwatch;
 - Shares the views and experiences of local people with Healthwatch England to be reflected in National Work;
 - Gets involved in national pieces of work that are relevant to this area;
 - Contributes its expertise to national policy development.





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 the 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

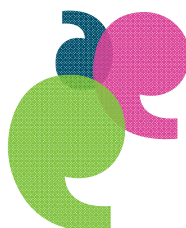
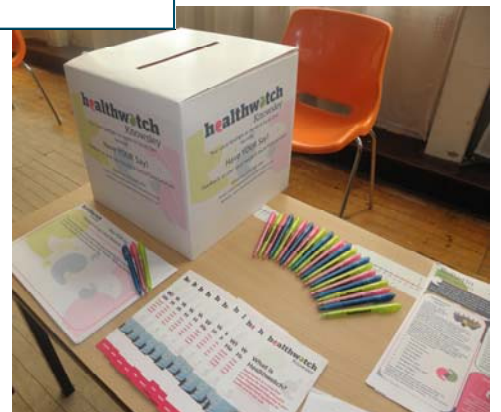
Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.

your voice counts

For more information about Healthwatch Knowsley:
 T: 0151 449 3954
 E: enquiries@healthwatchknowsley.co.uk
 W: www.healthwatchknowsley.co.uk

What service(s) are you telling us about?	GP <input type="checkbox"/> Walk in Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dental <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input type="checkbox"/> Community Service <input type="checkbox"/> Other (please state) <input type="checkbox"/>						
Name of service:							
When did you last use this service? (I am (please tick))	Patient <input type="checkbox"/> Carer <input type="checkbox"/> Staff <input type="checkbox"/> Relative <input type="checkbox"/> Visitor <input type="checkbox"/>						
Please tell us about your experience:							
<table border="1"> <tr> <td>How would you rate this service?</td> <td>Excellent <input type="checkbox"/></td> <td>Good <input type="checkbox"/></td> <td>OK <input type="checkbox"/></td> <td>Not Good <input type="checkbox"/></td> <td>Poor <input type="checkbox"/></td> </tr> </table>		How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <input type="checkbox"/>
How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <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 answer the following questions about the service*:

- Were the staff kind?
- Did they respect you?
- Was it clean?
- Was the food and drink nice?
- Did they tell you what was happening?
- Was everything in place before you left?
- Does the service meet your access needs?
- Did you feel safe?
- Were the staff friendly and polite?
- Did everyone work together?
- Did you have to wait long before you got your appointment?
- Did you have to wait long when you were at your appointment?
- Overall how would you rate this service?

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

- Patient
- Carer
- Staff
- Relative
- Visitor

Response

Healthwatch Knowsley work with local Hospital Trusts to drive forward improvements in patient experience. To this end we expect to receive acknowledgement of this report within 20 operational days. It is expected that this report will be used to inform the action plans for the Trust as well as priorities in the coming year.

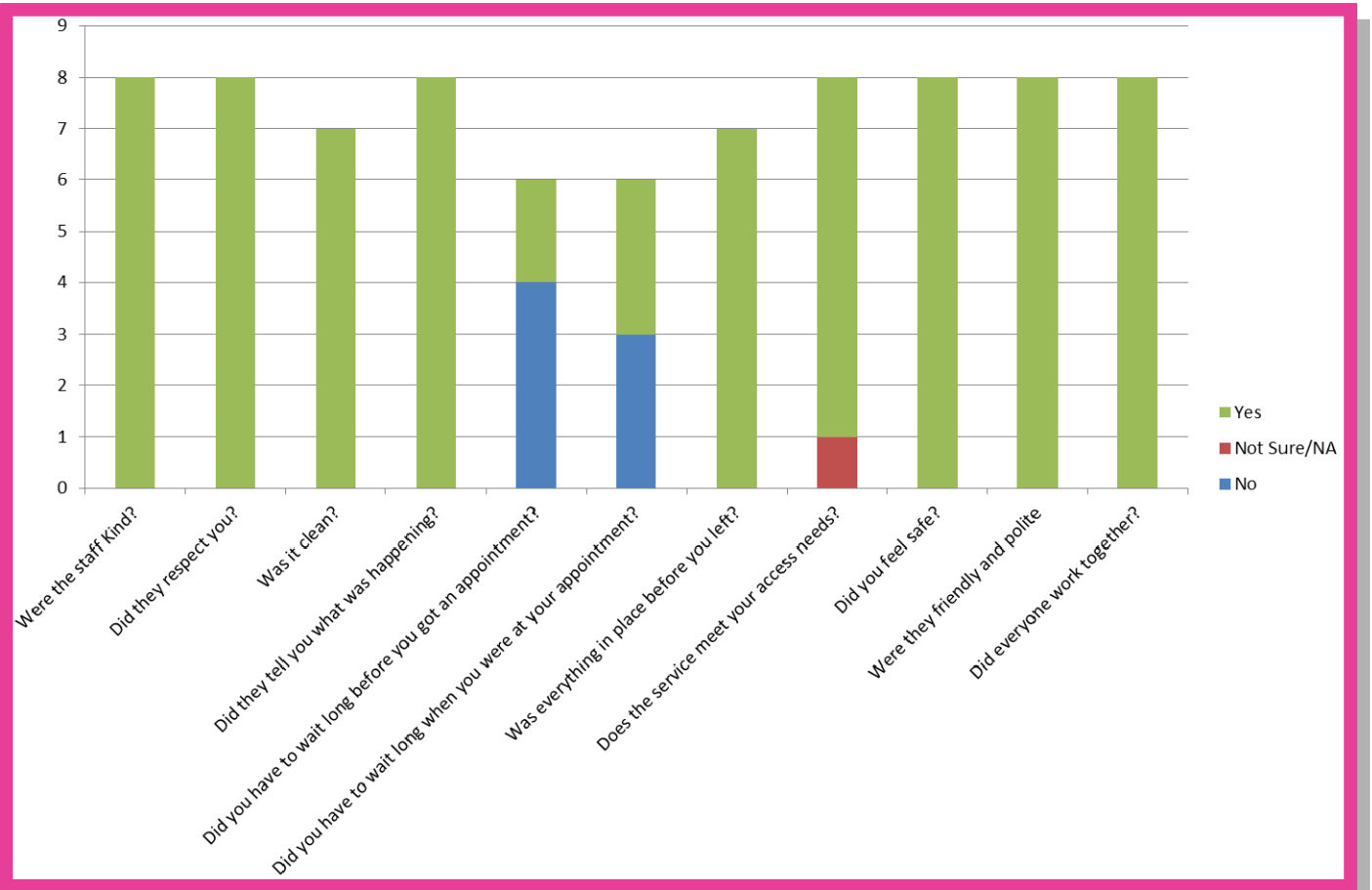
This report will also be shared with NHS Knowsley Clinical Commissioning Group and the Knowsley MBC Commissioners to inform and influence their work.

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



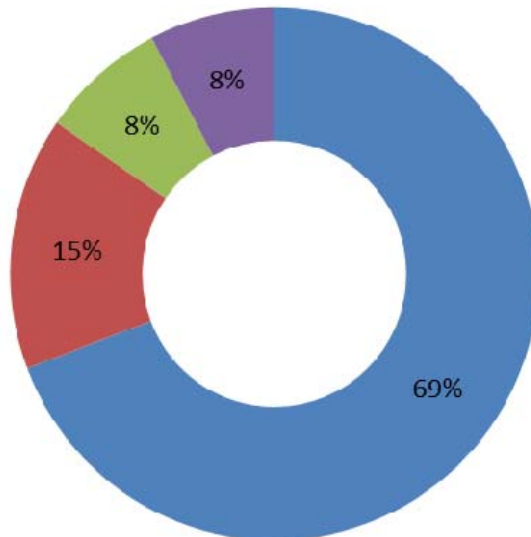


Hospital Scores



How would you rate this service

■ Excellent ■ Good ■ Not Good ■ OK





Good Practice & Recommendations

Good Practice

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

Recommendations

There has been no particular trend in negative comments this quarter We will continue to monitor services through the agreed action plan and triangulate with the Complaints and Concerns report and Friends and Family Test.



Appendix 1 - Comments

Aintree University Hospital		2/24/2016
I attend for injections in the eye. Brilliant, no problem, quick appointment, everyone brilliant, could not fault in any way.		
0-3 Months	Excellent	Patient
Aintree University Hospital	Hospital	Quality of Treatment

Aintree University Hospital		2/23/2016
Cancer care - excellent. Secondary cancer is the Cinderella of the cancers, it never leaves you. You live with the consequences.		
		Relative
Aintree University Hospital	Hospital	Quality of Treatment

Aintree University Hospital		2/18/2016
<p>Gentleman in his 80's was admitted to hospital on Thursday 11th via A&E experiencing severe pain to SAU . On Saturday 13th Feb he was moved to ward 1, which the family did not find out about until they went to visit. When the family arrived at Ward 1 there was no heating on the ward and the patients were sitting wrapped in blankets. They were told that there was no heating anywhere in the hospital.</p> <p>The Gentleman's wife telephoned on Sunday morning to see how he was doing and was told he was fine. When she phoned in the afternoon she was told that he was in the discharge lounge waiting to come home, and he says he had been there since 8:10 am. No one had called his family to let them know this was happening and the gentleman was still in his pyjamas.</p> <p>The family arrived to collect him at 1:30, however he was not able to leave the hospital until 4pm because the first batch of TTOs did not have his name on and therefore had to be reordered. He left with a catheter, plus spare, his meds and an appointment for two weeks-time. Neither he nor his family have been informed of the treatment plan or what any follow treatment may be.</p> <p>Presented at Patient Experience Group. Obtained son's permission to disclose contact details. Shared with June Taft (ADN Patient Experience) Acknowledgement received from June, will be dealt with by Paul Kavanagh, ADN for Surgery who will follow up case</p> <p>22/02/16 Email received from Paul Kavanagh, had left a message for son but had not received a response.</p> <p>24/02/16 JC spoke to son, father has told him he does not want to pursue a complaint as has received all the information he required. I ensured that he had contact details if he wanted to pursue it at a later date</p>		
0-3 Months		Relative
Aintree University Hospital	Hospital	Discharges

Aintree University Hospital		1/28/2016
After suffering a broken wrist, I attended Aintree hospital. The staff were caring, professional and extremely kind.		
9-12 Months	Excellent	Patient
Aintree University Hospital	Hospital	Quality of Treatment



Appendix 1 - Comments

Aintree University Hospital		1/28/2016
Aintree Hospital staff treated me well, have no complaints. If you are kind and courteous to staff you will be treated likewise.		
	Excellent	Patient
Aintree University Hospital	Hospital	Quality of Treatment

Aintree University Hospital		1/22/2016
I am a patient. I find Aintree brilliant. As of today, I am all clear of Cancer. Only snag is the 2 hour waiting time to see the GP. Well cared for here - cup of tea. I attended the walk in cancer van, they knew that I had Cancer, the GP did not pick it up but the cancer van did - they referred me. Don't know where they are to say Thank you.		
0-3 Months	Excellent	Patient
Aintree University Hospital	Hospital	Quality of Treatment

Aintree University Hospital		1/22/2016
The hospital is brilliant. Two hip replacements and joint in left foot. Very caring staff and specialist who treated me. My hips and foot have lasted 7 and 14 years.		
0-3 Months	Excellent	Patient
Aintree University Hospital	Hospital	Quality of Treatment

Aintree University Hospital		1/22/2016
I am with a patient who has attended for a CT scan. Waiting time and being seen all within 10 minutes. Staff very friendly and helpful.		
0-3 Months	Excellent	Staff
Aintree University Hospital	Hospital	Waiting times (Patient Pathway)

Aintree University Hospital		1/22/2016
Excellent, staff are brilliant. Can't complain, really brilliant. Appointment in post. Everything went ok. Staff and everyone always willing to help.		
0-3 Months	Excellent	Patient
Aintree University Hospital	Hospital	Quality of Treatment

Aintree University Hospital		1/22/2016
Very nice to work at Aintree. Nice staff to work with. Really pleased to work here. Thank you.		
	Good	Staff
Aintree University Hospital	Hospital	



Appendix 1 - Comments

Aintree University Hospital		1/22/2016
I am visiting my daughter today but yesterday I was meant to have an operation, this was cancelled as they had emergencies coming through A&E and had no bed. This is the second time this has happened.		
0-3 Months	Not Good	Patient
Aintree University Hospital	Hospital	Admissions

Aintree University Hospital		1/22/2016
I have come in to see my nan who has just had a hip replacement.		
0-3 Months	OK	Visitor
Aintree University Hospital	Hospital	

Aintree University Hospital		1/22/2016
I am visiting my wife who has breast cancer and Alzheimers. It's always been very good treatment here. This one and walton hospital saved her life. Going for treatment. Very good staff at the hospital. Staff get to know you when you visit.		
0-3 Months	Excellent	Carer
Aintree University Hospital	Hospital	Quality of Treatment

Aintree University Hospital		1/22/2016
Staff very pleasant and friendly. Ward clean. Visiting times fine.		
0-3 Months	Excellent	Relative
Aintree University Hospital	Hospital	Cleanliness of environment

Aintree University Hospital		1/22/2016
Good, you can visit whenever. Staff are sound.		
0-3 Months	Good	Visitor
Aintree University Hospital	Hospital	Staff attitudes



Appendix 2 - Questionnaire



Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.



For more information about Healthwatch Knowsley:
 T: 0151 449 3954
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 W: www.healthwatchknowsley.co.uk

Diversity Information	
Your age:	
Your gender:	
Male <input type="checkbox"/>	Female <input type="checkbox"/> Prefer not to say <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)	
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 form
 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

How would you rate your visit?
 (Please circle all that apply to your visit)




	Yes	No	Not Sure
Were the staff kind?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did they respect you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was it clean?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the food and drink nice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did they tell you what was happening?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was everything in place before you left?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the service meet your access needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you feel safe?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were staff friendly and polite?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did everyone work together?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you have to wait long before you got an appointment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you have to wait long when you were at your appointment?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>



Appendix 2 - Questionnaire

What service(s) are you telling us about?	GP <input type="checkbox"/> Walk In Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dentist <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input type="checkbox"/> Community Service <input type="checkbox"/> Other (please state) <input type="checkbox"/>
Name of service:	
When did you last use this service?	
I am (please tick)	Patient <input type="checkbox"/> Carer <input type="checkbox"/> Staff <input type="checkbox"/> Relative <input type="checkbox"/> Visitor <input type="checkbox"/>

Please tell us about your experience:

	Excellent	Good	OK	Not Good	Poor
How would you rate this service?	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>



Appendix 3 - Data

Questions	Blank	No	Not Sure/ NA	Yes	Grand Total
Were the staff Kind?	7			8	15
Did they respect you?	7			8	15
Was it clean?	8			7	15
Did they tell you what was happening?	7			8	15
Did you have to wait long before you got an appointment?	9	4		2	15
Did you have to wait long when you were at your appointment?	9	3		3	15
Was everything in place before you left?	8			7	15
Does the service meet your access needs?	7		1	7	15
Did you feel safe?	7			8	15
Were they friendly and polite	7			8	15
Did everyone work together?	7			8	15

Rating	
No Rating	2
Excellent	9
Good	2
Not Good	1
OK	1
Grand Total	15



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	



Healthwatch Knowsley

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