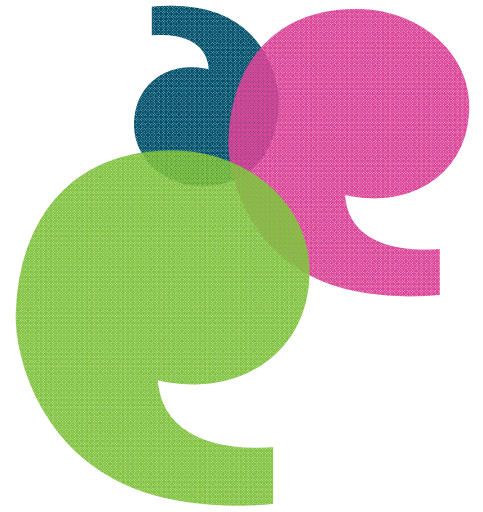




Patient Experience Report

Community Services Qtr4 (2015-16)

Compiled by Healthwatch Knowsley, for presentation to NHS Knowsley CCG



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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

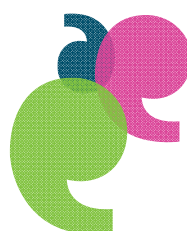
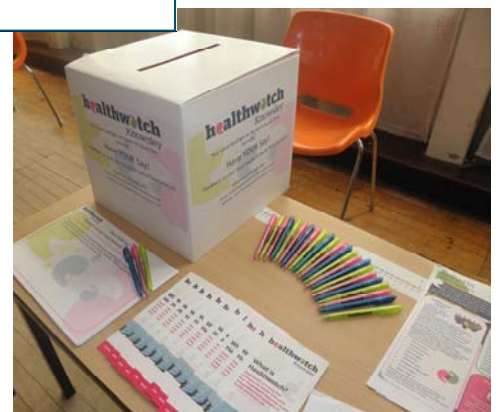
Have YOUR Say!

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"/> 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: | | | | | | | |
| <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 30 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 service¹:

- 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 Commissioners and Local Providers to drive forward improvements in patient experience. To this end we expect to receive response to 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.

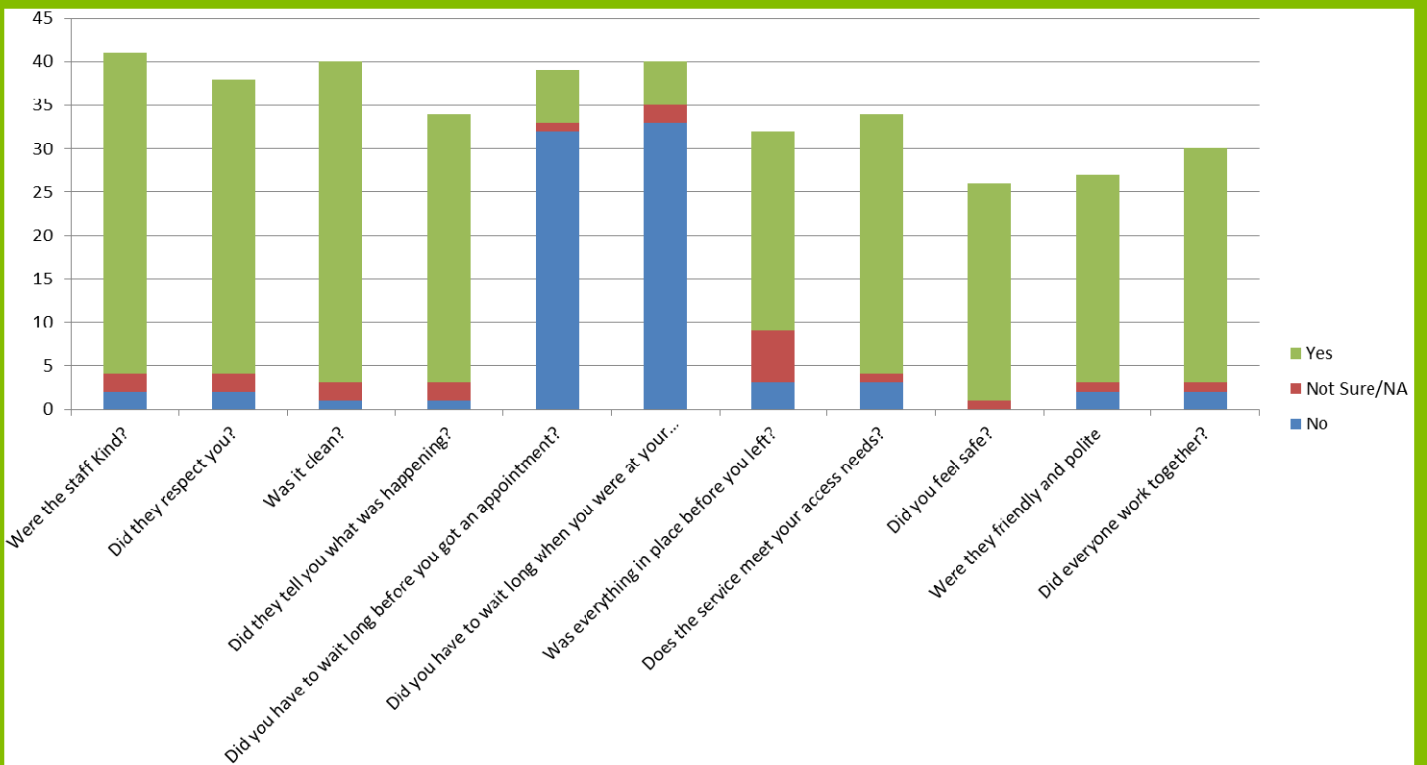
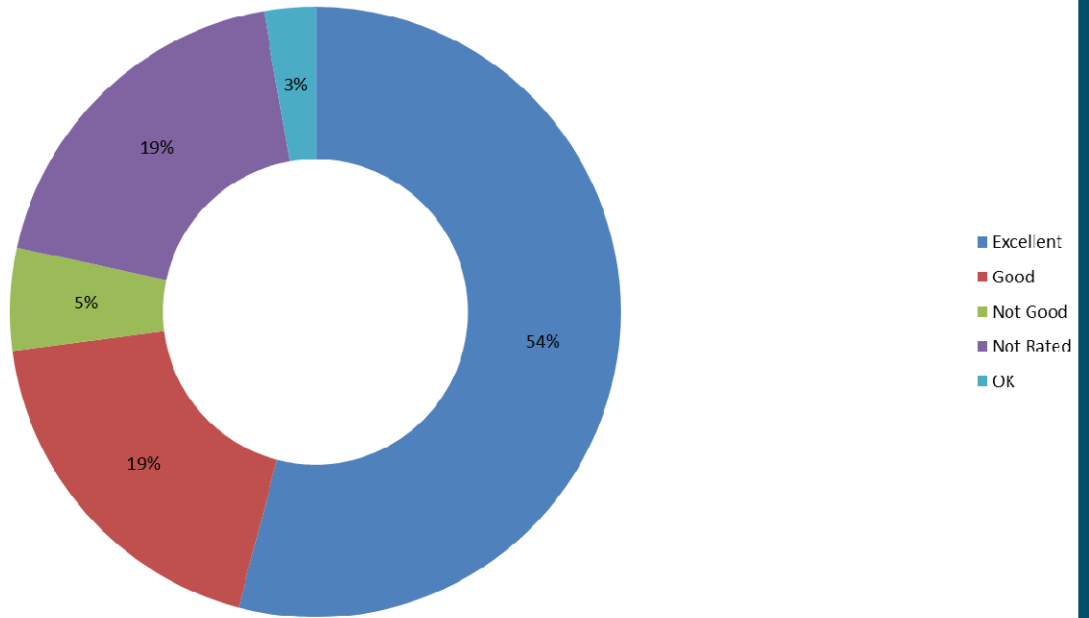
This report will also be shared with NHS Knowsley Clinical Commissioning Group and the Knowsley MBC Commissioners to inform and influence their work.

¹It should be noted that not all respondents completed the entire scoring sheet



Service Scores

How would you rate this service





Good Practice & Recommendations

Good Practice

Community Services

73% of people who expressed an opinion rated the Community Services as either Good or Excellent. Additionally 90% of people who answered the question "Were the staff kind" said yes. This is an excellent achievement that should be communicated to everyone involved in delivering these services.

Walk In Centres

The Walk In Centres are a valued asset to the community and rated very highly by those people who use them. Most people say that they find their accessibility and the services they provide to be very helpful. Comments included:

"Visited the walk in centre with my daughter who lives in London. The service we received was first class. She lives in London and you have to wait ages to be seen. At Halewood we were seen quickly."

"Huyton walk in centre - The walk in was quick, organised and suited to my needs. Also the staff were nice and polite."

"St Chads - Quick and easy - thank you. More disability parking spaces needed as not easy access for disabled people."

Community Health Development

The preventative services such as IKAN are very highly thought of. People appreciate the support they receive to remain healthy and active. Comments included:

"IKAN- The main leaders of the group are outstanding."

"I attend the walk for health group and in conversation with Jeannie, she told me about how to avoid trips and falls and she told me about the falls and wellbeing service. As a result of this I had a risk assessment and was provided with a bath seat and a hand rail to the side of my bath. Also, I was provided with a step for downstairs, shower rail and also again a hand rail fitted. I then got a made to measure walking stick which helps with Arthritis as I have had a hip replacement I am prone to falling, this is excellent. What cheerful and delightful people"

"Activity for Life - I found it very enjoyable. I don't really like the gym but I really enjoyed swimming and I actually felt much better in myself and lost a bit of weight."

Recommendations

Podiatry

There are continuing problems with accessing the Podiatry service, which both Healthwatch and the Trust are aware of. Comments include:



Good Practice & Recommendations

“Have problems waiting for chiropody wait a long time, was told due to staffing problems.”

“As I can't see I can't cut my toenails. I go every 6 months to Halewood. I can't see my feet but the service does not take this into account . This means I only get my feet seen to twice a year and it hurts to walk with long toenails.”

“I have bad feet toes cross over I rang up podiatry department as I've been waiting 18 weeks for an appointment. I go to Chaplefields on Liverpool Road waited ages very good when I go. I have DVT my toes went black since hip operation.”

“Chiropody - Have to wait for appointment, should be 10 weeks but understaffed. Very good when I have treatment. Good but have a long wait between. Feet very painful.”

The Trust is in the process of reviewing this service and Healthwatch, along with our partner organisations are involved in several of the workstreams of this review. We will use this route, and any resulting action plan to continue to monitor and feed in service user experience, to the Trust.



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 4/17/2015

Request for an appointment for Podiatry, as the previous date had been 3 months ago, I needed help with a painful toe. At 10.55am I was told I was 12th on the line and that the line was extremely busy. I was given this information a number of times during the following hour when I had to discontinue the call. I called again at 2.50pm and was told that the lines were busy and that I was 19th in line. I spoke to a member of staff at 3.50pm and I asked why it took so long to be answered and why the appointments were so far apart? I was told that there was a change of computer system and it was taking a long time to put all the information on line slowing up the phones being answered and appointments being given. I asked if it was possible to have more information - I was passed to the Manager (Dawn) who explained that patient's details and treatment were originally placed on file by admin staff. It now has to be entered by the individual podiatrist taking time that could be used to see patients. This also causes many more phone calls to admin staff because people are not getting usual appointments. I asked the manager if there was any way we could help and they suggested that it would be helpful to speak to Pam Kivsley - I await the outcome.

Not Rated

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

5 Boroughs Partnership NHS Foundation Trust 4/17/2015

I was given an appointment for 16th March due to an ongoing painful toe. I cannot thank the Podiatry staff enough for their kindness and help.

Not Rated

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

5 Boroughs Partnership NHS Foundation Trust 4/30/2015

I contacted the clinical lead for podiatry over appointments as I use this service. I am a councillor for Halewood and shared with them that I was concerned about waiting times. I was informed that an extra day - Saturday morning service was now available. I am really happy about this and have used the Saturday service myself, the service was excellent.

Excellent

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

5 Boroughs Partnership NHS Foundation Trust 4/30/2015

Have problems waiting for chiropody wait a long time, was told due to staffing problems.

Not Rated

5 Boroughs Partnership NHS Foundation Trust Community Service



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 4/30/2015

Podiatry department at Stockbridge Village I am diabetic I found that I have a long wait I've not heard from them since Jan, the lady is going to chase this up for me.

OK

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

5 Boroughs Partnership NHS Foundation Trust 5/14/2015

I have bad feet toes cross over I rang up podiatry department as I've been waiting 18 weeks for an appointment. I go to Chaplefields on Liverpool Road waited ages very good when I go. I have DVT my toes went black since hip operation.

Good

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

5 Boroughs Partnership NHS Foundation Trust 6/2/2015

Chiropody - Have to wait for appointment, should be 10 weeks but understaffed. Very good when I have treatment. Good but have a long wait between. Feet very painful.

Good

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

Not Stated 6/2/2015

I went on a 10 week course in St Helens about Healthy Eating. I found it was going over the same stuff over and over again.

Not Rated

Not Stated Community Service

5 Boroughs Partnership NHS Foundation Trust 7/2/2015

IKAN - IKAN - The main leaders of the group are outstanding, they keep us informed of the length of the walk and how difficult the walk is. They also introduced a Nordic walker for those that are fitter. It has transformed my life. There are people here with all sorts of health issues that are fitter and feeling a lot better. Other groups have set up as a result. You also get tea and coffee.

5 Boroughs Partnership NHS Foundation Trust Community Service Trust



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 7/2/2015

IKAN - I was attending groups at Cronton Social Club and I got to know Jeannie through the activities taking place. I attend the walk for health group and in conversation with Jeannie, she told me about how to avoid trips and falls and she told me about the falls and wellbeing service. As a result of this I had a risk assessment and was provided with a bath seat and a hand rail to the side of my bath. Also, I was provided with a step for downstairs, shower rail and also again a hand rail fitted. I then got a made to measure walking stick which helps with Arthritis as I have had a hip replacement I am prone to falling, this is excellent. What cheerful and delightful people.

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

5 Boroughs Partnership NHS Foundation Trust 7/6/2015

Last week I rang the chiropody department to make an appointment for my husband to have his feet treated and I told by the lady on the phone that St. Chads centre had a 40 week waiting list, when I pointed out that my husband was diabetic and could not wait 9 months for an appointment he was given one for 1st July 2015.
My concern is other people making appointments for diabetics may accept this wait or go private, then when less people use this service the CCG can then say that the service is under used and close it.

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

5 Boroughs Partnership NHS Foundation Trust 7/14/2015

I received a letter from the community ENT clinic. The letter read "We have made an appointment for you on the following date Tuesday 28th July". They contacted me to tell me that my appointment wasn't on 28th July but on 14th July (the next day). I don't think this is very good because if you can't get out and about, you may not be able to attend at short notice.

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

Unknown 7/15/2015

Orthopaedic Trauma Service -An efficient service, well run.

Unknown Community Service

5 Boroughs Partnership NHS Foundation Trust 8/10/2015

Chiropodist took 11 months to cut uncles nails

5 Boroughs Partnership NHS Foundation Trust Community Service Trust



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 7/28/2015

Last NHS treatment received in August 2014. Contacted the service (5BP) March 2015 for repeat treatment - no appointment yet received (now end July 2015). In the meanwhile patient has paid privately for chiropody on two occasions - although she says this "goes against the grain" when there is a perfectly good NHS service. The treatment she receives on these occasions is toe nail cutting and general foot care.

Patient is perhaps not a 'priority' patient as she does not have diabetes. However, she has a hip replacement and is unable to easily bend down to do these functions for herself.

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

5 Boroughs Partnership NHS Foundation Trust 8/21/2015

Mrs A had tests completed at the Ear Nose and Throat clinic in Tower Hill on 17th June, she is still awaiting the results and is concerned that she hasn't heard anything, she has tried to contact on a number of occasions and got nowhere, she is really concerned that something is wrong and can't get any answers.

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

5 Boroughs Partnership NHS Foundation Trust 9/24/2015

I did CBT for weight management but this did not work for me, the second option I was given was medication this was in tablet form. The tablet makes you go to the toilet. I'm in a wheelchair so can't rush to the toilet so this was not a good treatment for me either.

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

5 Boroughs Partnership NHS Foundation Trust 1/22/2016

As I can't see I can't cut my toenails. I go every 6 months to Halewood. I can't see my feet but the service does not take this into account. This means I only get my feet seen to twice a year and it hurts to walk with long toenails.

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

Patient

Access for people with a disability

5 Boroughs Partnership NHS Foundation Trust 1/29/2016

Husband had a fall in Derbyshire and hip replaced. Waiting for OT and Physio assessment.

5 Boroughs Partnership NHS Foundation Trust Community Service Trust

Waiting times (Access to Services)



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 2/17/2016

Activity for Life - I found it very enjoyable. I don't really like the gym but I really enjoyed swimming and I actually felt much better in myself and lost a bit of weight.

Good

Patient

5 Boroughs Partnership NHS Foundation Trust
Community Service

Health Promotion

5 Boroughs Partnership NHS Foundation Trust 4/1/2015

0-3 Months

Excellent

Relative

5 Boroughs Partnership NHS Foundation Trust
Walk In Centre

5 Boroughs Partnership NHS Foundation Trust 4/1/2015

0-3 Months

Excellent

Relative

5 Boroughs Partnership NHS Foundation Trust
Walk In Centre

5 Boroughs Partnership NHS Foundation Trust 4/1/2015

Excellent

Relative

5 Boroughs Partnership NHS Foundation Trust
Walk In Centre

5 Boroughs Partnership NHS Foundation Trust 4/14/2015

I would like to say how much our new Health Centre is appreciated. In the two years since it opened I have had to use it a few times, as my GP is situated there. It is particularly convenient as other services are situated there (Blood, Xrays etc)

Excellent

Patient

5 Boroughs Partnership NHS Foundation Trust
Walk In Centre

5 Boroughs Partnership NHS Foundation Trust 4/15/2015

Excellent

5 Boroughs Partnership NHS Foundation Trust
Walk In Centre

5 Boroughs Partnership NHS Foundation Trust 4/15/2015

Excellent

5 Boroughs Partnership NHS Foundation Trust
Walk In Centre



Appendix 1 - Comments

| | | |
|-------------------------|----------------|---------|
| Halewood Walk In Centre | 4/15/2015 | |
| 0-3 Months | Excellent | Patient |
| Halewood Walk In Centre | Walk In Centre | |

| | | |
|-------------------------|----------------|---------|
| Halewood Walk In Centre | 4/15/2015 | |
| 0-3 Months | Excellent | Patient |
| Halewood Walk In Centre | Walk In Centre | |

| | | |
|-------------------------|----------------|---------|
| Halewood Walk In Centre | 4/15/2015 | |
| | Excellent | Patient |
| Halewood Walk In Centre | Walk In Centre | |

| | | |
|--|----------------|--|
| 5 Boroughs Partnership NHS Foundation Trust | 4/30/2015 | |
| Really good to get an appointment get in when I need to, I have also used walk In Centre service for granddaughter only waited 20 minutes it was busy but seen quickly staff friendly. | | |
| | Good | |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | |

| | | |
|--|----------------|---------|
| 5 Boroughs Partnership NHS Foundation Trust | 4/30/2015 | |
| I have an ulcer on my toes. I went to the walk in centre who dressed it and told me to make an appointment for Monday to change dressing. When I went to reception I was told that there were no appointments available Monday or Tuesday. I said that I was told to come back to the walk in centre and they would do it. I made another appointment on Thursday in the treatment room again. There were no appointments until Friday. I am going on Friday 1st May. I was told I would have to go every two or three days. I am now told that I cannot get an appointment until 10th May but I can dress it myself. I was given a small piece of finger bandage and an iodine pad and told to go to Home and Bargain for tape and plaster. | | |
| | Not Rated | Patient |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | |

| | | |
|--|----------------|---------|
| 5 Boroughs Partnership NHS Foundation Trust | 6/2/2015 | |
| I receive excellent service from Walk in centre. | | |
| | Not Rated | Patient |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | |



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 6/2/2015

I took my 2 year old to the walk in centre last months as she had a temperature and had been unsettled for a while. She was seen quickly and the nurses were friendly and re-assuring.

Not Rated

Patient

5 Boroughs Partnership NHS Foundation Trust Walk In Centre

Not Stated

6/2/2015

Thought the service was very good. Did not have to wait too long to see the triage nurse. Had a sore toe - treated lovely, no complaints.

Excellent

Patient

Not Stated

Walk In Centre

5 Boroughs Partnership NHS Foundation Trust 6/11/2015

Walk in centres waiting times usually a couple of hours and they send you to A&E anyway. I once attended the walk in centre with a bang to the head. They urged me to go to A&E, I could be going blind and it was an emergency. I actually had concussion.

Not Good

Relative

5 Boroughs Partnership NHS Foundation Trust Walk In Centre

5 Boroughs Partnership NHS Foundation Trust 6/11/2015

I took my daughter to the walk in centre late one evening as she was unwell. I was aware that it was near closing time but did not want to leave her through the night. After visiting triage I was brought straight through to the nurse's station. One nurse told the triage nurse she was not writing any more notes. I was taken to another nurse who after 20 seconds informed me it was not worth examining my daughter as she was distressed and sent us to the hospital. My daughter had tonsillitis which could have been diagnosed and treated in the walk in centre.

Not Good

Carer

5 Boroughs Partnership NHS Foundation Trust Walk In Centre

5 Boroughs Partnership NHS Foundation Trust 6/17/2015

I attended with my children, my boy was a bit scared of going. The nurses were very kind, the boy was not scared to see the doctor, nurses encourage us. Not a long wait, not so many people there.

Excellent

Carer

5 Boroughs Partnership NHS Foundation Trust Walk In Centre

Not Stated

6/17/2015

3-6 Months

Excellent

Patient

Not Stated

Walk In Centre



Appendix 1 - Comments

| | | |
|------------|----------------|---------|
| Not Stated | 6/17/2015 | |
| 3-6 Months | Excellent | Patient |
| Not Stated | Walk In Centre | |

| | | |
|------------|----------------|---------|
| Not Stated | 6/17/2015 | |
| | Excellent | Patient |
| Not Stated | Walk In Centre | |

| | | |
|--|----------------|--|
| 5 Boroughs Partnership NHS Foundation Trust | 7/14/2015 | |
| Since the diabetes 5 years ago, my appointments have been on time. | | |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | |

| | | |
|---|----------------|--|
| 5 Boroughs Partnership NHS Foundation Trust | 7/15/2015 | |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | |

| | | |
|---|----------------|--|
| 5 Boroughs Partnership NHS Foundation Trust | 8/24/2015 | |
| Huyton walk in centre - The walk in was quick, organised and suited to my needs. Also the staff were nice and polite. | | |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | |

| | | |
|---|----------------|--|
| St Chads Walk In Centre | 8/27/2015 | |
| Every health centre should have an area to go for people with mental health conditions. I would like to go to St Chads for treatment. GP appointments system is very hard to get an appointment. Should change back to old way. | | |
| St Chads Walk In Centre | Walk In Centre | |

| | | |
|---|----------------|--|
| 5 Boroughs Partnership NHS Foundation Trust | 9/10/2015 | |
| Kirkby Walk in Centre - A friend of mine told me about her visit to Kirkby Walk in Centre. She felt that she required an x-ray but the nurse at the Walk in Centre asked if she had a fall and she answered no because she had not had a fall. My friend was then told she would not be allowed an x-ray. My friend was unhappy about the response given. My friend is a carer and wanted to go to the Walk in Centre because it would have been quicker than going to the hospital as her husband has dementia and his condition meant that he cannot be left for long on his own. | | |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | |



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 9/16/2015

I could not get an appointment at my GP. The reception staff at the GP often chat between themselves and do not address patients. I got better looked after at the Walk in centre (Nutgrove Villa). The staff are lovely and couldn't be more helpful.

5 Boroughs Partnership NHS Foundation Trust
Walk In Centre

5 Boroughs Partnership NHS Foundation Trust 9/16/2015

Nutgrove Villa - I found them very helpful and they spotted a clot in my leg and told me to go to Whiston Hospital.

5 Boroughs Partnership NHS Foundation Trust
Walk In Centre

Unknown 9/30/2015

I feel I have been ignored by these services. I find it difficult to talk and communicate and when these services contact me I cannot get my needs across to them because I can't talk. I need to communicate my Asphasia to them and let them understand. These services don't have an understanding of Asphasia! This needs to improve.

Unknown Walk In Centre

5 Boroughs Partnership NHS Foundation Trust 12/2/2015

Took my child to the walk in as was diagnosed with a viral infection but was rushed to hospital with something entirely different. I wasn't very happy

0-3 Months

Carer

5 Boroughs Partnership NHS Foundation Trust
Walk In Centre

Diagnostics

5 Boroughs Partnership NHS Foundation Trust 12/7/2015

My chest was inflamed. I was in a lot of pain and had stinging. I saw the nurse. When the nurse checked me she told me to take pain killers, but the pain was coming from inside my body. I disagreed with the nurse so another nurse came in. This nurse said my chest was sore and because I have been in pain, the nurse advised me to get a social worker to help me clean the house and was as I was finding this hard to do because of the condition of my chest. I think what she meant was to get some help around the home. I like this idea. I would also like some cream for my condition.

0-3 Months

Patient

5 Boroughs Partnership NHS Foundation Trust
Walk In Centre

Staff attitudes

St Chads Walk In Centre 1/22/2016

To access the surgery as a blind person it is unsafe as you have to cross over where cars are coming up the way, this is dangerous we need a proper crossing.

Patient

St Chads Walk In Centre

Walk In Centre

Access for people with a disability



Appendix 1 - Comments

| Halewood Walk In Centre | | 1/27/2016 |
|--|----------------|-----------------------------|
| Went for healthcheck. Easy to book appointment for healthcheck. Staff ok. Clean environment. | | |
| 0-3 Months | Good | Patient |
| Halewood Walk In Centre | Walk In Centre | Appointment booking service |

| Halewood Walk In Centre | | 1/27/2016 |
|---|----------------|------------------------------------|
| Visited the walk in centre with my daughter who lives in London. The service we received was first class. She lives in London and you have to wait ages to be seen. At Halewood we were seen quickly. | | |
| 0-3 Months | Excellent | Relative |
| Halewood Walk In Centre | Walk In Centre | Waiting times (Access to Services) |

| 5 Boroughs Partnership NHS Foundation Trust | | 1/28/2016 |
|---|----------------|----------------------|
| Walk in centre good | | |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | Quality of Treatment |

| 5 Boroughs Partnership NHS Foundation Trust | | 1/28/2016 |
|--|----------------|-------------|
| Going for blood tests, found them quick, efficient, clean and pleasant. But on going with a severely infected eye. The triage advised me to go to the Pharmacist as it was 1-30 minute wait. The chemist said I should have been told to wait for a doctor. He said it was against the rules but gave me medication and ointment, otherwise the centre is first class. | | |
| | Good | Patient |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | Diagnostics |

| 5 Boroughs Partnership NHS Foundation Trust | | 2/24/2016 |
|---|----------------|----------------------|
| St Chad's - I just attend for my bloods. I never have to wait very long. The staff are always lovely. | | |
| 0-3 Months | Excellent | Patient |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | Quality of Treatment |

| 5 Boroughs Partnership NHS Foundation Trust | | 2/24/2016 |
|---|----------------|-----------|
| | Good | Patient |
| 5 Boroughs Partnership NHS Foundation Trust | Walk In Centre | |



Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 2/25/2016

St Chads - Quick and easy - thank you. More disability parking spaces needed as not easy access for disabled people.

9-12 Months

Excellent

Carer

5 Boroughs Partnership NHS Foundation Trust Walk In Centre

Access for people with a disability

5 Boroughs Partnership NHS Foundation Trust 2/25/2016

St Chads

0-3 Months

Excellent

Carer

5 Boroughs Partnership NHS Foundation Trust Walk In Centre



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
 E: enquiries@healthwatchknowsley.co.uk
 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"/> Yes | <input type="radio"/> No | <input type="radio"/> |
| Did you have to wait long when you were at your appointment? | <input type="radio"/> Yes | <input type="radio"/> No | <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

| Question | No | Not | Yes | Total |
|--|----|-----|-----|-------|
| Were the staff Kind? | | | 6 | 14 |
| Did they respect you? | | 1 | 5 | 14 |
| Was it clean? | | | 6 | 14 |
| Did they tell you what was happening? | | 1 | 5 | 14 |
| Did you have to wait long before you got an appointment? | | 5 | 2 | 14 |
| Did you have to wait long when you were at your appointment? | 4 | | 3 | 14 |
| Was everything in place before you left? | | 2 | 4 | 14 |
| Does the service meet your access needs? | | | 7 | 14 |
| Did you feel safe? | | | 7 | 14 |
| Were they friendly and polite | | | 7 | 14 |
| Did everyone work together? | | | 7 | 14 |



Appendix 4 - Demographics

| Row Labels | What is your age |
|--------------|------------------|
| No Response | 51 |
| 17 and Under | 2 |
| 25 - 34 | 4 |
| 35 - 44 | 2 |
| 65 - 74 | 2 |
| Grand Total | 61 |

| Row Labels | Do you consider yourself to |
|-------------|-----------------------------|
| No Response | 53 |
| No | 8 |
| Grand Total | 61 |

| Row Labels | What is your ethnic origin |
|---------------|----------------------------|
| No Response | 53 |
| White British | 8 |
| Grand Total | 61 |

| Row Labels | Do you have a |
|-----------------------|---------------|
| No Response | 55 |
| Christian | 3 |
| No religion or belief | 3 |
| Grand Total | 61 |

| Row Labels | Do you currently live in the gender you were assigned |
|-------------|---|
| No Response | 54 |
| No | 1 |
| Yes | 6 |
| Grand Total | 61 |

| Row Labels | What is your Gender |
|-------------|---------------------|
| No Response | 53 |
| Female | 8 |
| Grand Total | 61 |

| Row Labels | First Three Letters of postcode |
|-------------|---------------------------------|
| No Response | 53 |
| L25/26 | 1 |
| L32 | 4 |
| L33 | 1 |
| L34 | 2 |
| Grand Total | 61 |

| Row Labels | Which best describes |
|-------------------------------|----------------------|
| No Response | 54 |
| Fully Retired | 1 |
| Looking after home/ family | 2 |
| Part time work | 4 |
| Grand Total | 61 |

| Row Labels | How do you identify |
|--------------|---------------------|
| No Response | 54 |
| Heterosexual | 7 |
| Grand Total | 61 |



Control Sheet

| | |
|------------------------|---------------------|
| Date Submitted | 27th August 2015 |
| Date Response due | 25th September 2015 |
| 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