

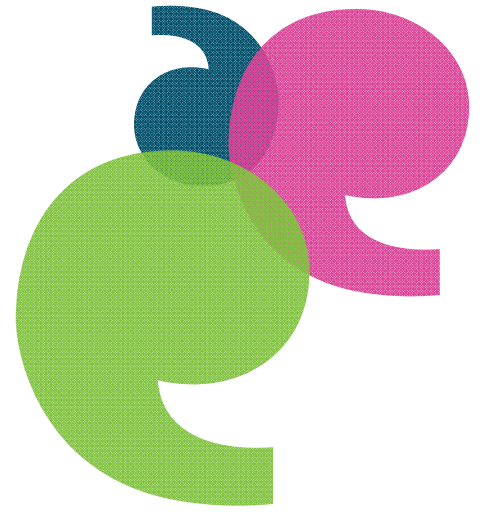


## Patient Experience Report

Mental Health Services

Qtr 4 (15-16)

Compiled by Healthwatch Knowsley, for presentation to Knowsley CCG



# Contents

Contents .....	2
About Healthwatch Knowsley .....	3
What is Healthwatch? .....	3
What we do .....	3
Our Mission Statement .....	5
Our Values.....	5
How this report was compiled .....	6
Summary of Comments.....	7
Service Scores .....	8
Good Practice.....	9
Recommendations.....	9
Appendix One - Comments .....	11
Appendix Two - Questionnaire .....	22
Appendix Three - Data .....	24
Appendix Four - Demographics.....	25
Control Sheet .....	26



# 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;
- Considered 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**

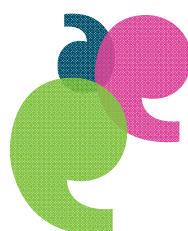
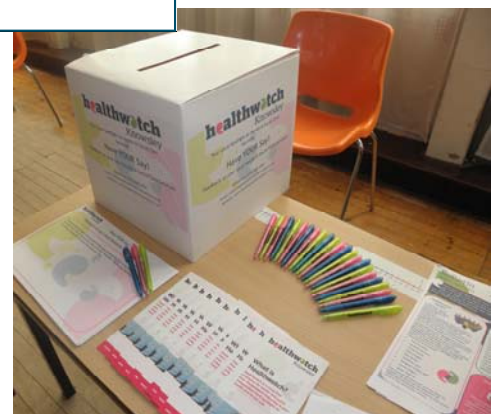
## Have YOUR Say!

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 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<sup>1</sup>:

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

In addition to this a further 16 comments had been posted on Patient Opinion and these are included for completeness and to feed into the information process<sup>2</sup>.

## Response

Healthwatch Knowsley work with local commissioners and providers 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 provider as well as priorities in the coming year.

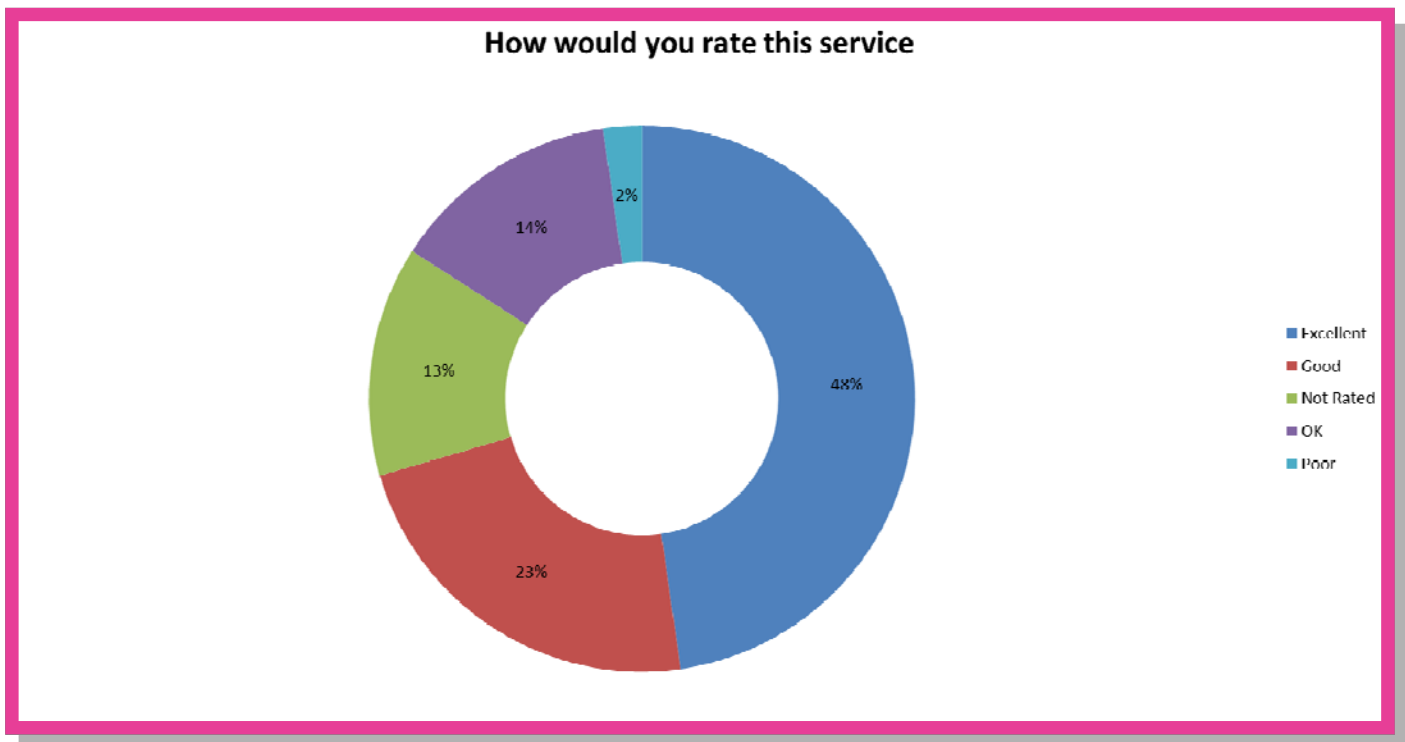
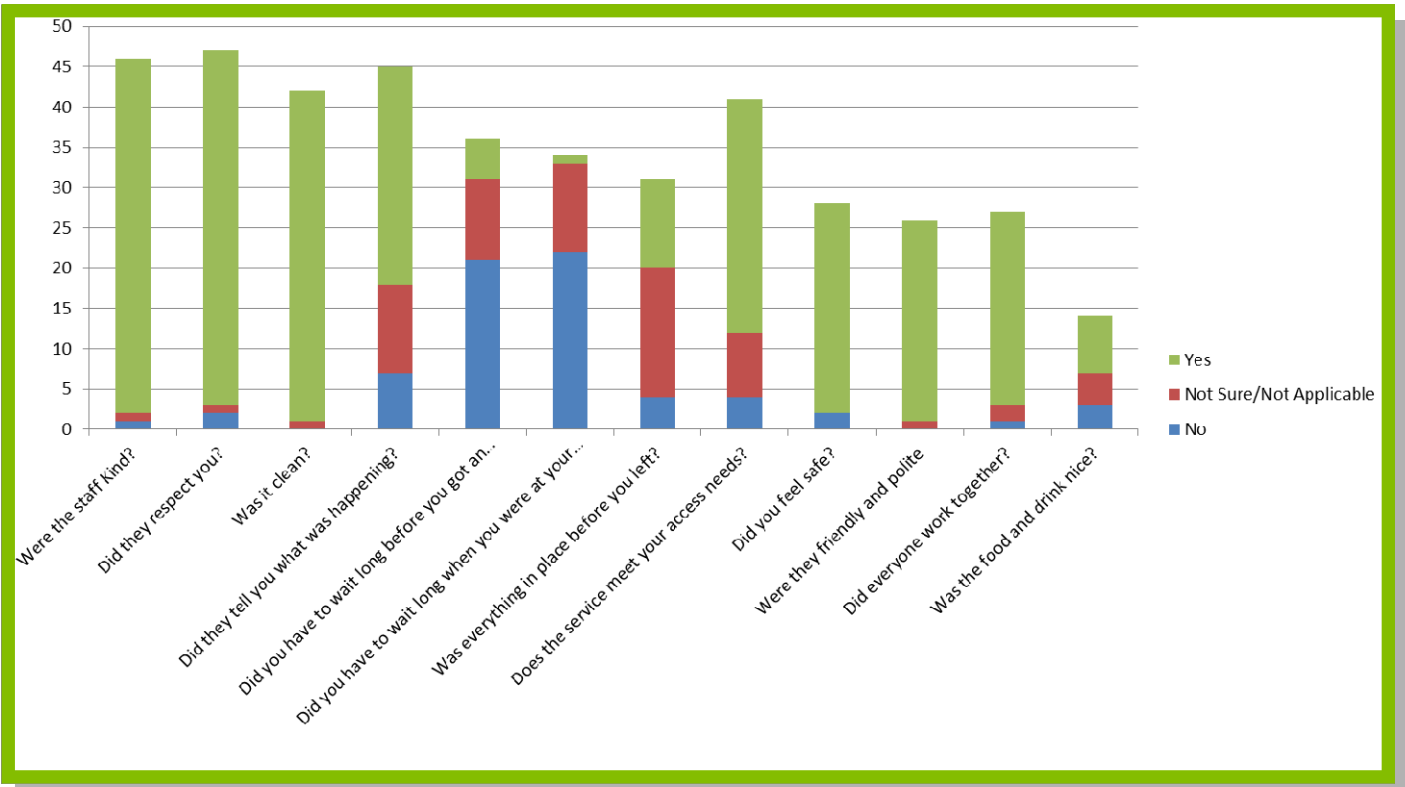
This report will also be shared with NHS Knowsley Clinical Commissioning Group and the Knowsley MBC Commissioners to inform and influence their work.

<sup>1</sup>It should be noted that not all respondents completed the entire scoring sheet

<sup>2</sup>It should be noted that these are reproduced as they appeared on Patient Opinion and have not therefore been through the same anonymisation process as comments made directly to Healthwatch Knowsley



# Service Scores







# Good Practice & Recommendations

## Good Practice

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

- 71% (31) of people who responded described the service as either “good” or “excellent”.
- 96% (44) of people who responded said that the staff were kind.
- 93% (26) of people who responded said that they felt safe in Knowsley Resource and Recovery Centre.

“Knowsley Resource and Recovery Centre - Excellent, the staff are very helpful and give you the time of day, Feel listened to by staff.”

“This is my first visit/stay within the mental health system. I am finding it to be a safe, well ran ward with lots of interaction between staff and patients. So far I feel well informed and I am being treated with empathy and respect”

“Find the staff very pleasant and helpful, this is good. Safe environment”

## Recommendations

### Activities

The Activities Coordinator at the in patient service is highly valued by the service users, however people tell us that they would like activities to also be available in the evening and weekends. Comments included:

“By coming out to all these groups, this is helping me. It is important to take part. The only issue is on an evening, there is only Pool and a Wii game, DVD, books. I miss activities that are on the day - as no activities on an evening. The nurse assistant should organise something in the evening like an event.”

“Would like more groups and activities. More activities for the weekend.”

“Wendy, activity co-ordinator sound”

“During the evening, there is not much to do just smoke or play Pool. More groups and activities with staff taking part in the evening would be good”

Healthwatch Knowsley recommends that the structure of the events and activities programme should be considered to include more activities for patients in the evenings and weekends.

### Food

Although people tell us that the food is good, there are some comments that the portions are too small and the choice is limited.

“The food - meals are small.”

“Its about the food the food itself is great could be more varied and to small portion sizes, still feel hungry food is verry verry lovely just not enough of it more choice is needed.”



## Good Practice & Recommendations

“Doesn't feel that sister is getting sufficient food as she is getting thinner”

“Food is bland, more variety instead of sandwiches. More chunky soup instead of watery.”

Healthwatch Knowsley recommend that consultation should be carried out with the patients to identify what sort of food choices they would like. Healthwatch Knowsley recommends that Dieticians work with the patients to ensure that they are getting sufficient food and to help them understand Healthy Eating and appropriate portion sizes.

### Communications

There appears to be an issue with patients not feeling fully informed about their conditions and care plans:

“Taken me off medication not happy, without telling me.”

“The doctors consultant doesn't understand me happy to talk to advocate about this,”

“I think it is good for a wide range of mental illness treatment but communication breakdown between patients, staff and GP's. I would prefer if things were written down and a written assessment of treatment. You are given information by staff but sometimes this is hard to remember. You get a care plan when you go in you get a copy. It would be helpful if on a review you received an update of your progress, a summary written of what is going on.”

“He was referred in August for a mental health assessment and behaviour therapy where it was suggested that he may have Post Traumatic Stress Disorder. Husband went for assessment on Sunday and was told that his diagnosis had been changed in 2010 to Recurrent Depressive Disorder. Husband has never been informed of this.”

Healthwatch Knowsley recommend that work is done with patients to understand how they would like important information relayed to them and for their choices and wishes around this should be recorded in their care plan for future reference.



## Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 4/1/2015

0-3 Months

Excellent

Relative

5 Boroughs Partnership NHS Foundation Trust 4/1/2015

0-3 Months

Excellent

Relative

5 Boroughs Partnership NHS Foundation Trust 4/1/2015

Dinner Ladies sound.

Wendy the Activity Co-ordinator sound. Good choice of activities. Not happy with certain staff, not approachable with my problem. Taken me off medication not happy, without telling me. (Given advocate contact details on ward)

Not Rated

Patient

5 Boroughs Partnership NHS Foundation Trust 4/1/2015

Excellent

Relative

5 Boroughs Partnership NHS Foundation Trust 4/13/2015

Coniston Ward - Dinner ladies sound. Wendy, activity co-ordinator sound. Good choice of activities. Not happy that certain staff are not approachable with my problem. Taken me off medication, not happy, without telling me.

Not Rated

Patient

5 Boroughs Partnership NHS Foundation Trust 4/13/2015

I feel that I have given enough feedback already.

OK

Visitor

5 Boroughs Partnership NHS Foundation Trust 4/14/2015

I feel I have given enough good feedback already

OK

Patient

5 Boroughs Partnership NHS Foundation Trust 4/15/2015

Excellent

5 Boroughs Partnership NHS Foundation Trust 4/15/2015

Excellent



## Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 4/30/2015

Its about the food the food itself is great could be more varied and to small portion sizes, still feel hungry food is verry verry lovely just not enough of it more choice is needed. Not allowed to bring in own hot food for example chippy or takeaway pizza as not allowed to do this, I'm going to take this issue to the residents meeting to ask why.

The doctors consultant doesn't understand me happy to talk to advocate about this, I know that comes onto the ward I can access the activties are a good thing varied fun encourages us to join in.

Feel as if people that are not patients could go onto the ward could get in passed the door, I'm going to talk to staff about this.

Good

Patient

5 Boroughs Partnership NHS Foundation Trust 5/9/2015

The ward is clean but certain people make it messy. The activities are good for recreation and education, I like them. The only trouble is I get tired after the sessions. I enjoy attending. By coming out to all these groups, this is helping me. It is important to take part. The only issue is on an evening, there is only Pool and a Wii game, DVD, books. I miss activities that are on the day - as no activities on an evening. The nurse assistant should organise something in the evening like an event.

OK

Patient

5 Boroughs Partnership NHS Foundation Trust 5/14/2015

On 15th March - Carers sent sister to Whiston as she had fallen and hurt her eye. On 9th April the carers said that sister was in a "violent mood" and would need 2 carers in the evening. Sister was taken to Hollins Park and is now in Rydal Ward in Knowsley Resource and Recovery. Sister was under section 2 until yesterday and is now under section 3. Doesn't feel that sister is getting sufficient food as she is getting thinner - will raise this with the staff today. Also think that sister has had a mini stroke.

Not Rated

Patient

5 Boroughs Partnership NHS Foundation Trust 5/14/2015

Excellent Service

Excellent

Visitor

5 Boroughs Partnership NHS Foundation Trust 5/15/2015

Been in Resource and Recovery for 3 weeks I also get home treatment. At the resource and recovery given medication here, I have been referred here. I attended Whiston A and E waited 7 hours wait for hometeam to ring hospital who were going to refer me to Hollinspark Mental Health unit, so I was going to leave as Hollinspark is too far away from family but then a bed became avaiable here at Resource and Recovery Centre which is nearer to home so is a better option for me.

Not Rated

Patient





## Appendix 1 - Comments

### 5 Boroughs Partnership NHS Foundation Trust 6/2/2015

I used to be with MerseyCare, I have now been transferred to Knowsley Mental Health Team. My care co-ordinator from Liverpool organised the transfer over to Knowsley. This has taken 3 months and I've still not heard apart from a letter saying that I have got an appointment on 10th June. I find this a bit of a long wait, especially as I have not seen anyone. Now I am in here; the crisis team put me in Knowsley Resource and are going to deal with this for me.

Not Rated

Patient

### 5 Boroughs Partnership NHS Foundation Trust 6/2/2015

Knowsley Resource and Recovery Centre - Excellent, the staff are very helpful and give you the time of day, Feel listened to by staff.

Excellent

Patient

### 5 Boroughs Partnership NHS Foundation Trust 6/12/2015

Knowsley Resource and Recovery - Its all been good. Only thing is restrictions such as the TV not open all night. Understand why they have hours when rooms are open. Not like being at home. Food has been brilliant, can't fault the staff.

Not Rated

Patient

### 5 Boroughs Partnership NHS Foundation Trust 6/12/2015

Knowsley Resource and Recovery - The service is excellent on this ward compared to Hollins Park. At Hollins Park you have to ask to have a cigarette apart from that the staff are good. Staff at Knowsley Resource and Recovery are excellent, I feel listened to by staff, they have the time to hear what you have got to say.

Excellent

Patient

### 5 Boroughs Partnership NHS Foundation Trust 6/12/2015

Knowsley Resource and Recovery - I try to attend activities during the day. During the evening, there is not much to do just smoke or play Pool. More groups and activities with staff taking part in the evening would be good. The food is alright but the tea is strong. I waited a bit to get in here as staff had to phone around for me.

Good

Patient

### 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



## Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 6/26/2015

I really like the structure of the wards and the groups and the activity co-ordinator. It feels that you are getting support at the right level. On other wards there is a lack of privacy and very impersonal. At Knowsley resource and recovery you are given space. Getting through activities and groups, feel that I am actually participating in my recovery not just sitting there looking at the TV. I have found it useful listening to others who have been in a similar situation.

Excellent

Patient

5 Boroughs Partnership NHS Foundation Trust 7/6/2015

I think it is good for a wide range of mental illness treatment but communication breakdown between patients, staff and GP's. I would prefer if things were written down and a written assessment of treatment. You are given information by staff but sometimes this is hard to remember. You get a care plan when you go in you get a copy. It would be helpful if on a review you received an update of your progress, a summary written of what is going on.

5 Boroughs Partnership NHS Foundation Trust 7/14/2015

At willow House, the doctor asked certain questions the first time I had met her and one of the questions was how is your husband with money. I explained that I kept the money, I felt by her expression that I was being judged. Then the doctor asked if we had a bank card, I said no because he lost one once. She said anyone can lose one, felt like I was being questioned. She later said we were both wasting our times. Own GP is now writing a letter back. Unhappy about being signed off, nurses at willow house are excellent.

5 Boroughs Partnership NHS Foundation Trust 7/14/2015

Knowsley Resource and Recovery - It has given me some hope to stay off drugs and alcohol. My sister died recently, this brought it home to me how precious life is to me and doing my best to get my life back together.

5 Boroughs Partnership NHS Foundation Trust 7/14/2015

Knowsley Resource and Recovery - The wards alright, staff are nice and friendly, activities we do are good. The only thing I don't like is the door being locked at 12, you can't go out for a smoke. Everything else is fine.

5 Boroughs Partnership NHS Foundation Trust 8/7/2015

Ciniston - My experience of ciniston ward has been both challenging and memorable and enjoyable. All positive. Meeting the patients has brought about opportunities to gain deeper understanding of the diversity of mental health. As a sufferer of bipolar myself it has been an experience to see how the services help patients. The patients are desperate for a designated qualified sports trainer so they can use the gym which is a large help in the fight for a healthy mind.

5 Boroughs Partnership NHS Foundation Trust 8/7/2015

I am impressed with the ward policy that gives patients and visitors an opportunity to voice feeling/opinions etc. It is refreshing and valuable.



## Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 8/24/2015

Knowsley Resource and Recovery - I found it quite interesting and very informative. All round a nice thing to have and to hear about.

5 Boroughs Partnership NHS Foundation Trust 8/28/2015

Knowsley Resource and Recovery - I was moved from the Taylor Ward to the Coniston Ward. More things to do would be good, such as activities to attend. The garden area could be bigger with more space. The food is not that bad.

5 Boroughs Partnership NHS Foundation Trust 9/14/2015

Knowsley Resource and Recovery - Getting looked after. All staff are very nice and helpful. In Manchester, drug and alcohol support group, did not feel supported but here is different. Can speak to anybody you like and feel listened to. Can talk to anybody here.

5 Boroughs Partnership NHS Foundation Trust 9/14/2015

Knowsley Resource and Recovery - Came from The Priory in Manchester to the resource and recovery. When I first came here it felt a bit like a prison, felt that this was because it was a new environment and I was finding my feet. I found the staff superb and very professional with the help I have had off them. Very helpful, very welcoming and friendly, which is really important, it means a lot.

5 Boroughs Partnership NHS Foundation Trust 9/14/2015

Knowsley Resource and Recovery - Everything has been ok, food ok, more opportunity to go outside. I did not know I was allowed out for a walk. Everybody is fine, nurse is good. It is nice to talk to someone.

5 Boroughs Partnership NHS Foundation Trust 9/24/2015

My son attends Willis House for CBT therapy the therapy itself is too complicated even when made simple he is unable to understand. He's had the therapy 4 times and this is just not working. I've asked if other therapies are available such as music or art and been told no. My son has autism and sometimes he is just unable to cope so relapses. If other therapies were available I'm sure he would cope better.

5 Boroughs Partnership NHS Foundation Trust 10/22/2015

The ward is great, doctors and nurses are fantastic helping me get better but access to a psychologist is not good. I have been referred but I am still waiting. Long wait for service. Home treatment team is good when you go home but you need to see the Psychologist

0-3 Months

Good

Patient

5 Boroughs

11/9/2015

This is my 9th admission to different hospitals within the 5 boroughs. I have also been to Leigh twice. I have had the same outcome on discharge - Mum and Dad's houses and then me and my son go back home. We both feel very unsettled with this and do not have a permanent address where we feel safe at the moment

Patient



## Appendix 1 - Comments

5 Boroughs	11/23/2015	
I was in Leigh hospital for 5 days, the environment was out of date, it smells, not nice. The staff at Leigh Hospital are nice, the food was edible. The ward was clean. I then moved to Coniston. I fell relaxed in here because it is by my home. The staff know me, everywhere is clean and tidy. Leigh Hospital was dirty, this is better because it is smaller. At Resource and Recovery feel that some staff are here to help, others I think it is just for the wage. Some staff listen better than other staff. Wendy always has the time of day for you and listens.		
0-3 Months	Excellent	Patient
5 Boroughs	11/23/2015	
I was brought to Coniston because I had a mental breakdown and tried to hurt myself and others. It has been very helpful for my mental state except for sorting medication but hopefully the Consultant will help with this when I next see him. All the staff are nice and polite and help where they can.		
0-3 Months		Patient
5 Boroughs	11/23/2015	
Trans no support. Feel I am pagan victim. I feel that everyone including Resource and Recovery is for gay people or sexual health. There is no support for trans. I have only found information for the gay community in hospital. I feel that there is a gap in the services for trans people		
0-3 Months		Patient
5 Boroughs	11/26/2015	
Grasmere - This is my second admission into this service. I have had both positive and negative experiences within my admissions although the positives do outweigh the negatives. There is a high level of respect throughout the service and although most staff may seem polite few may not. The levels of staff is mainly high, however some days they can be a bit short. Overall I think this service meets everyone's needs, also I think the staff are outstanding in what they do.		
0-3 Months		Patient
5BP	12/7/2015	
Coniston Ward. This is my first visit/stay within the mental health system. I am finding it to be a safe, well ran ward with lots of interaction between staff and patients. So far I feel well informed and I am being treated with empathy and respect.		
0-3 Months		Patient
5BP	12/7/2015	
Coniston - Firstly I found a miscommunication in services. Although I was predicamented within this mental health act. The nursing staff whose responsibility it is not where fine with me. Decisions about me from the doctors will tell only in the future.		
0-3 Months		Patient





## Appendix 1 - Comments

5BP	12/7/2015
Scared of staff at first, now not scared but feel ignored, buried in the NHS. Ration of staff to patients. Would like more groups and activities. More activities for the weekend.	
0-3 Months	Patient

5BP	12/7/2015	
It's alright on Grasmere ward. Staff are kind. Activities are brilliant. Everything is fine. I am going home in a few days.		
0-3 Months	Good	Patient

5BP	12/14/2015	
Coniston Ward - I arrived yesterday. I am more confident in the staff and the GP here. Its safer than Warrington. I feel staff know what they are doing. I feel that the care is safer here. I Warrington I had a breakdown in communication		
	Excellent	Patient

5BP	12/14/2015	
Coniston ward, since I came in the ward it's been very helpful and I feel I am progressing well with my treatment. Also the staff at the drop in centre were fantastic		
0-3 Months	Excellent	Patient

5BP	12/22/2015	
Husband was diagnosed with Schizophrenia in 2000 and had a breakdown in 2005 and 2008. In 2010 husband was discharged from Psychiatrist and put under the care of the GP. He was referred in August for a mental health assessment and behaviour therapy where it was suggested that he may have Post Traumatic Stress Disorder. Husband went for assessment on Sunday and was told that his diagnosis had been changed in 2010 to Recurrent Depressive Disorder. Husband has never been informed of this. His wife is extremely upset as her husband has been on medication and has not been able to work due to his diagnosis of Schizophrenia.		
		Relative

5BP	1/19/2016	
My Son self referred to IAPT (he suffers from panic disorder, avoidance personality disorder, depression and anxiety). He had to wait 4 months a telephone assessment. Then when he went to see the CBT offered was not appropriate and the therapist said ge wasn't suitable for that service. He has now been referred into secondary care with the hope that 5BP can access PD services.		
0-3 Months		Carer



# Appendix 1 - Comments

5BP	1/19/2016
<p>Individual went to GP and was given a leaflet to contact IAPT. The individual contacted IAPT and was told that he would be given a telephone assessment. He was rated high at the assessment. He waited 8 weeks for first session following the telephone assessment. After 4 sessions he was told that the service wasn't appropriate for him. No referral was made for any other service. He attended Knowlsey Resource and Recovery Centre where he had an assessment and was referred back to IAPT. He attended last Wednesday 13th January and saw a psychiatric nurse. When he explained his previous experience, the nurse said they may not have been interested. The individual has signed to get any correspondence that is sent to his GP. He received a copy of a letter that was sent to his GP and was told that he was not suitable for mental health services. It appears that IAPT service are overruling GP's.</p>	
0-3 Months	

5BP	1/19/2016
<p>My son originally had a positive experience with the IAPT service but when he self-referred, his experience wasn't as good. The GP used to be able to include a comment on the referral form but this is not the case when you self-refer. 20 minutes into the telephone assessment he asked whether the assessor knew what his diagnosis was and the assessor did not know. He was also told by the assessor that this service may not be suitable for him. Can an automatic check for individual's self-referring to check whether the person is known to the service as repeating your story causes an increase in emotions and vulnerability? Is Neurolinguistic Programming is not available in Knowlsey?" You can no longer be referred by your GP you have to complete a self-referral form. But when you go to your GP you may have a view of your problems, but your GP may be able to see it more wholly. When you complete the self-referral form there is no space for your GP to put additional information.</p>	
0-3 Months	

5BP	1/19/2016
<p>My son attends Willis House for CBT therapy. The therapy itself is too complicated even when made simple he is unable to understand. He's had the therapy 4 times and this is just not working. I've asked if other therapies are available such as music or art and been told no. My son has autism and sometimes he is just unable to cope so relapses. If other therapies were available I'm sure he would cope better</p>	

5BP	1/19/2016	
<p>Grasmere - The ward is better than other admissions I have had. The admission got set up and I got a taxi here. This is the safest place for me. The ward is a lot better, I am close to family. The staff 9 out of 10 are good. They care about you and have your best interests at heart.</p>		
0-3 Months	Excellent	Patient

5BP	1/19/2016	
<p>The CPN service sometimes does not realise how tough it is to be a carer of a parent with a mental illness. Not being able to understand how much of a strain it was on the carer. The service would be better if it took into account the carers needs. Being listened to and realising how stressed the carer may be. The service should have more awareness of the carers needs to reduce stress levels and take into account that the person is going through a tough time. They may not suffer or have mental health problems themselves.</p>		
	Poor	Carer



## Appendix 1 - Comments

5BP	1/22/2016	
Grasmere - When I came in I was in a really bad place, I could see no end but because of the help of the staff especially as I was put on the pathway therapy for self harm. It has just turned my life around, feel better in myself, ready to go home.		
0-3 Months	Excellent	Patient

5BP	1/22/2016	
Grasmere - Very pleasant, staff are great. I was in a group last week and we made things, that was good. I did a little bit of knitting. There are activities to take part in which is good.		
0-3 Months	Good	Patient

5BP	1/22/2016	
I have found it good, you get the support you need, you get better. I have been going to the activity room, helpful, arts and crafts and knitting. The staff have done a good job and are all very nice.		
0-3 Months	Excellent	Patient

5BP	1/22/2016	
Grasmere - The staff are brilliant. I have been here since October and the staff listen and support. All nursing staff activity worker are all great.		
0-3 Months	Good	Patient

5BP	1/25/2016	
Knowsley Resource and Recovery - I feel the staff have been amazing. The food has been excellent. I just feel I need to be informed of what steps are being taken for my recovery. Also need 121's. Wendy has been amazing. I would just like to be involved more. I was told Psychotherapy, but waiting list is 12 months.		
0-3 Months	Excellent	Patient

5BP	1/25/2016	
Knowsley Resource and Recovery - My GP referred me back to KRT due to my mental health. My depression/anxiety deteriorated. I was seen within 4 weeks and felt the staff were really pro-active. I was referred to therapy and received medication from GP. This was my choice.		
0-3 Months	Excellent	Patient

5BP	1/25/2016	
It's alright here. It has been ok. I go home quite a bit, everything is alright. Staff are friendly, it's good, gets you better. Make sure you get your medication.		
0-3 Months	Excellent	Patient



## Appendix 1 - Comments

5BP	1/25/2016	
Suicidal thoughts- Anxiety, depression, Alcoholism, Paranoia. Staff have been fantastic, no problems. Easy to talk to. Wendy needs a pay rise. Food is second to none. Nice, clean building. Attending groups has helped. Scared at first but settled in ok. Feel I am in the main dealers getting a full service and MOT. Feel safe and secure in my own bubble.		
0-3 Months	Excellent	Patient

5BP	1/27/2016	
Grasmere - Staff have been excellent, making my recovery much easier. Well looked after!		
0-3 Months	Excellent	Patient

5BP	1/28/2016	
Grasmere - CPN annual leave. Feel no support worker. Lack communication. No updates.		
0-3 Months	Good	Patient

5BP	2/8/2016	
KRRC - Been here about 11 days. Its getting me back to me. I attended A&E first of all. I waited 8 hours to be seen, it did not look too busy. I was offered a smaller room to wait in. I was asked if I wanted to wait in a smaller room, this was helpful, staff all helpful.		
0-3 Months	Good	Patient

5BP	2/8/2016	
KRRC - Find the staff very pleasant and helpful, this is good. Safe environment, only been in a few days. I took part in a group where you look at the effects of caffeine on health. I have learnt that energy drinks can set my anxiety off. I was using energy drinks instead of alcohol. I stopped drinking in July. The police took me to A&E at 7pm. I had to wait until 4am to be admitted. I had to wait because I was intoxicated. I tried hanging myself at a travel lodge, I was on the phone to my girlfriend at the time, she knew on the phone I was going to do something, then the police arrived. I have been given anti-depressants here, I feel safe here but don't feel ready to go out but feel safe at the Resource and Recovery.		
0-3 Months		Patient

5BP	2/15/2016	
Knowsley Resource and Recovery - Its been hard to begin with because I have been put back on medication. I would like some time off for shopping. Sometimes have to wait for staff. Food is bland, more variety instead of sandwiches. More chunky soup instead of watery. Took part in a session about drugs and alcohol which was interesting.		
0-3 Months	OK	Patient





## Appendix 1 - Comments

5BP	2/15/2016	
Knowsley Resource and Recovery - Communication is poor. When asking a member of staff for support, they say they will come back to you for they don't. The food - meals are small. Positive - the staff are ok/fair.		
0-3 Months	OK	Patient

5BP	2/22/2016	
Grasmere - Alright. Don't like consultant - idiot, liar. Nurses meet your needs.		
0-3 Months	OK	Patient

5BP	2/22/2016	
My experience has been helpful, its opened my eyes to a range of mental health issues and its shown me a variety of people. It's helped me being here. I have been supported good while I have been here.		
0-3 Months	Good	Patient

5BP	2/24/2016	
	Good	Patient



# 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](mailto:enquiries@healthwatchknowsley.co.uk)  
 W: [www.healthwatchknowsley.co.uk](http://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, 3<sup>rd</sup> Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG or email [enquiries@healthwatchknowsley.co.uk](mailto: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

Questions	No Response	No	Not Sure/ Not Applicable	Yes	Grand Total
Were the staff Kind?	26	1	1	44	72
Did they respect you?	25	2	1	44	72
Was it clean?	30	0	1	41	72
Did they tell you what was happening?	27	7	11	27	72
Did you have to wait long before you got an appointment?	36	21	10	5	72
Did you have to wait long when you were at your appointment?	38	22	11	1	72
Was everything in place before you left?	41	4	16	11	72
Does the service meet your access needs?	31	4	8	29	72
Did you feel safe?	44	2		26	72
Were they friendly and polite	46		1	25	72
Did everyone work together?	45	1	2	24	72
Was the food and drink nice?	58	3	4	7	72

Rating	No Response	Excellent	Good	Not Rated	OK	Poor	Grand Total
How would you rate this service	28	21	10	6	6	1	72



## Appendix 4 - Demographics

I Am	Number
No Response	20
Carer	3
Patient	43
Relative	4
Visitor	2
Grand Total	72

What is your age	Number
No Response	58
25 - 34	4
35 - 44	1
45 - 54	6
55 - 64	3
Grand Total	72

What is your Gender	Number
No response	57
Female	9
Male	6
Grand Total	72

First Three Letters of post code	Number
No Response	60
L14	2
L28	3
L33	2
L36	3
Non Knowsley	2
Grand Total	72

Do you consider yourself to have a disability	Number
No Response	58
No	6
Yes	8
Grand Total	72

Which best describes your situation	Number
No Response	58
Fully Retired	1
Looking after home/family	2
Unable to work due to illness/disability	7
Unemployed but available for work	4
Grand Total	72

What is your ethnic origin	Number
No Response	58
White British	14
Grand Total	72

Do you have a religion or belief	Number
No Response	60
Christian	9
No religion or belief	2
Yes, not stated	1
Grand Total	72

How do you identify your sexual orientation	Number
No Response	59
Bisexual	1
Heterosexual	10
Lesbian	1
Prefer not to say	1
Grand Total	72

Do you currently live in the gender you were assigned at birth	Number
No Response	59
Yes	13
Grand Total	72



## 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**

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

**L36 0UX**

**Telephone: 0151 449 3954**

**Email: [enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)**

**Website: [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)**