

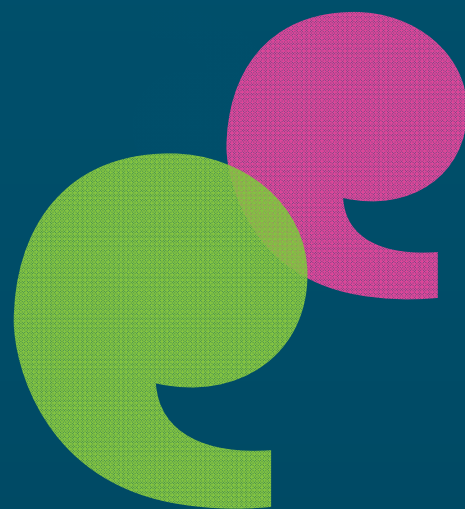


healthwatch
Knowsley

Patient Experience Report Aintree University Hospital Quarter Two 2013/14

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

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

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

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

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



Mission Statement

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



Our Values

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

How this report was compiled

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

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



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

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

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

healthwatch Knowsley
Your Local Spotlight on Health & Social Care Services

Name of the hospital you visited:

How long is it since you visited the hospital? 0-3 months 3-6 months 6-9 months 9-12 months more than 12 months

Why did you go to the hospital? Out Patient In Patient Day Care Emergency Visiting a patient Accompanying someone else Other reason (please state):

Please tell us about your experience of the hospital:

Your age: Under 20 21-40 41-60 61-80 80+

Your gender: Male Female Transgender

Ethnic Origin:

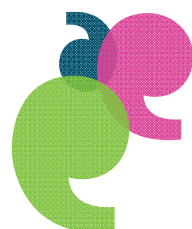
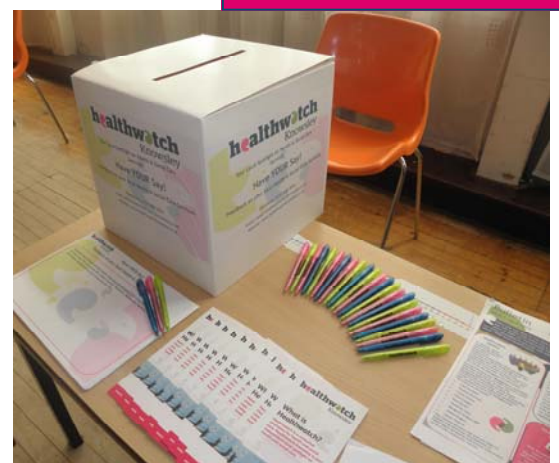
Please return the completed form to: Healthwatch Knowsley, Freepost RTCG-HG2H-LHRS, 2nd Floor, North Wing, Suite 20, Sefton CVS, Broughton Road, Crosby Road North, Liverpool, L12 2LQ or email: enquiries@healthwatchknowsley.co.uk

healthwatch Knowsley

Have YOUR Say!
Let us have your feedback on local health and social care services

YOUR VIEWS COUNT

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



Summary of Comments



During the period for which the report relates 45 comments* have been collated, of which contained a combination of positive and negative comments. Additionally for the purposes of this report Healthwatch Knowsley asked respondents to specifically score the hospital in the following areas:

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

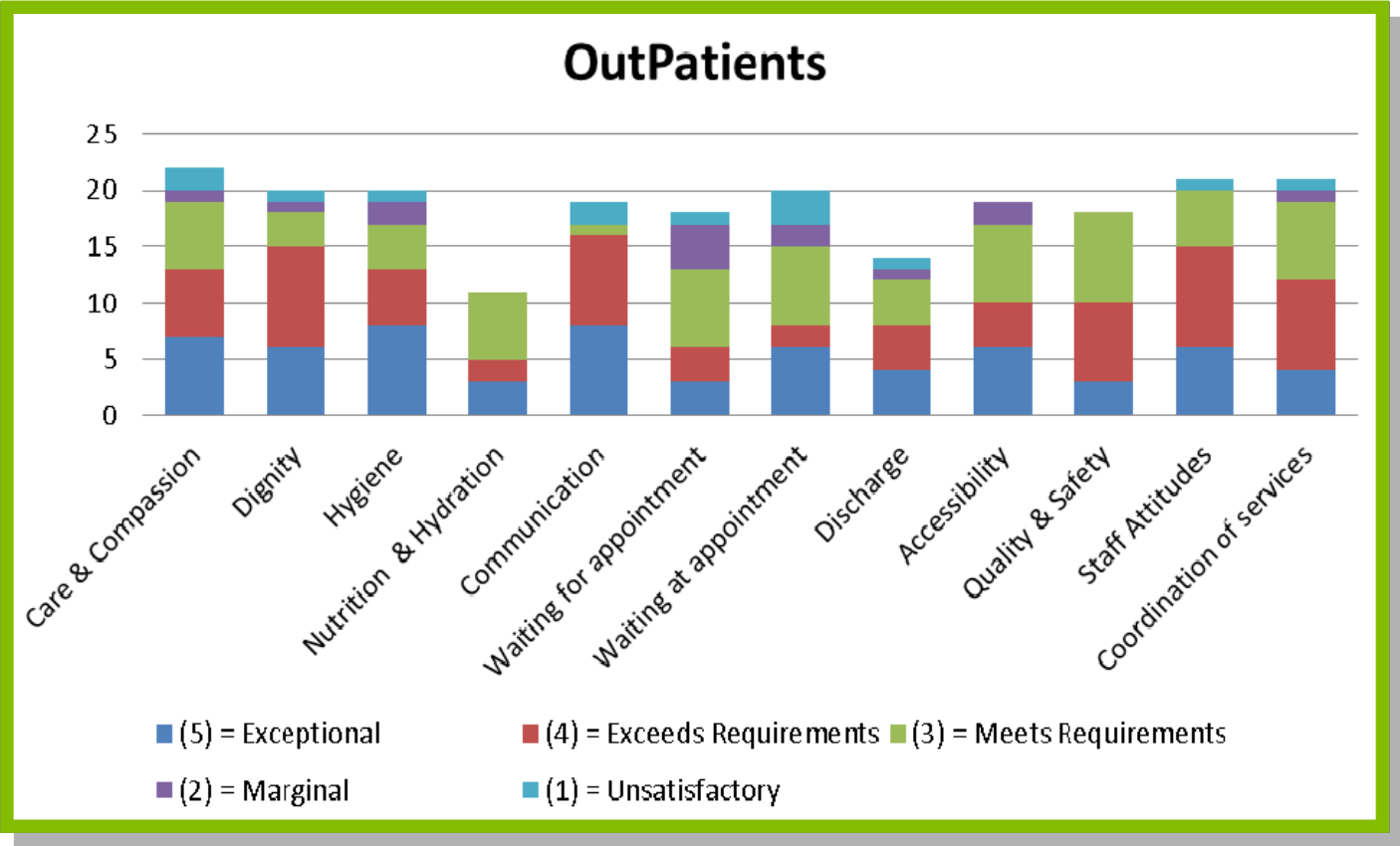
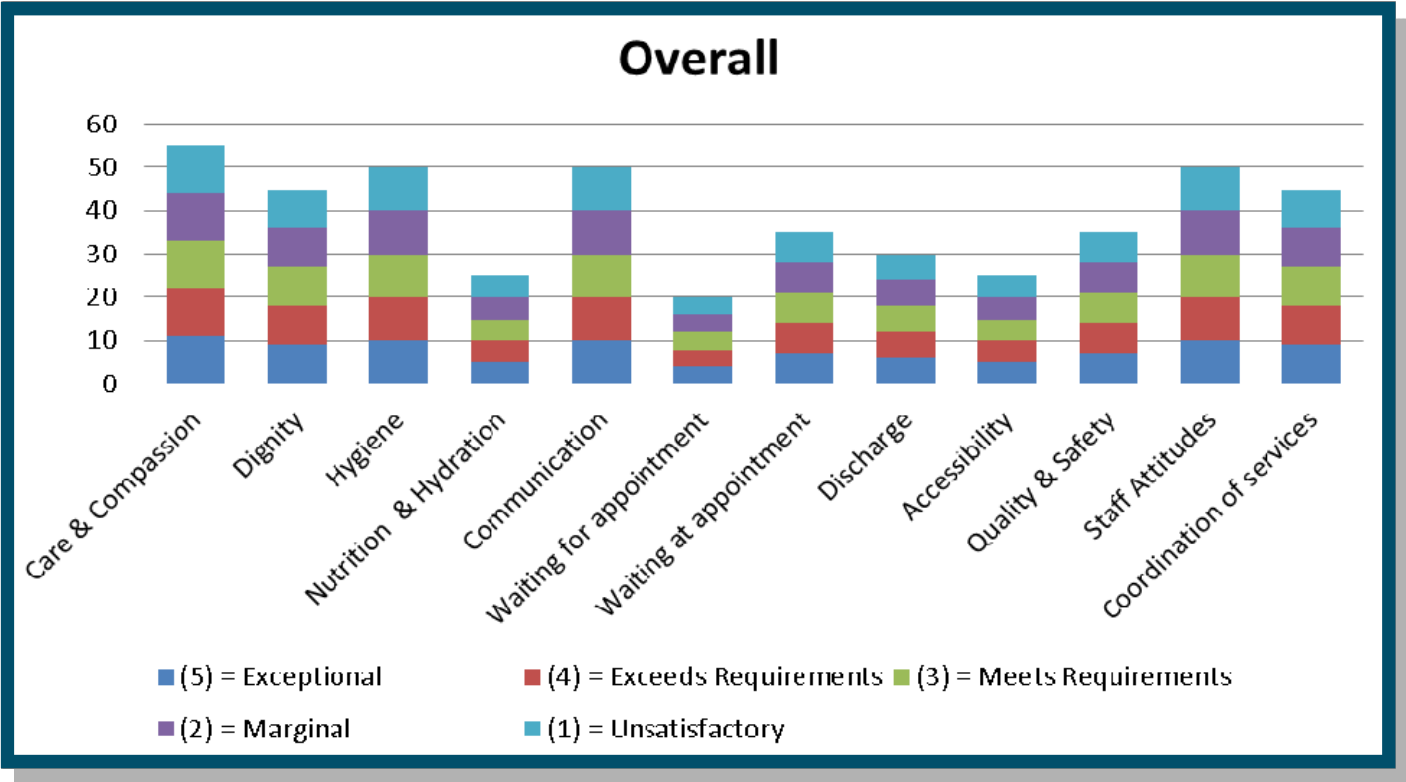
Respondents were asked in what capacity they had visited the hospital and were given the options of:

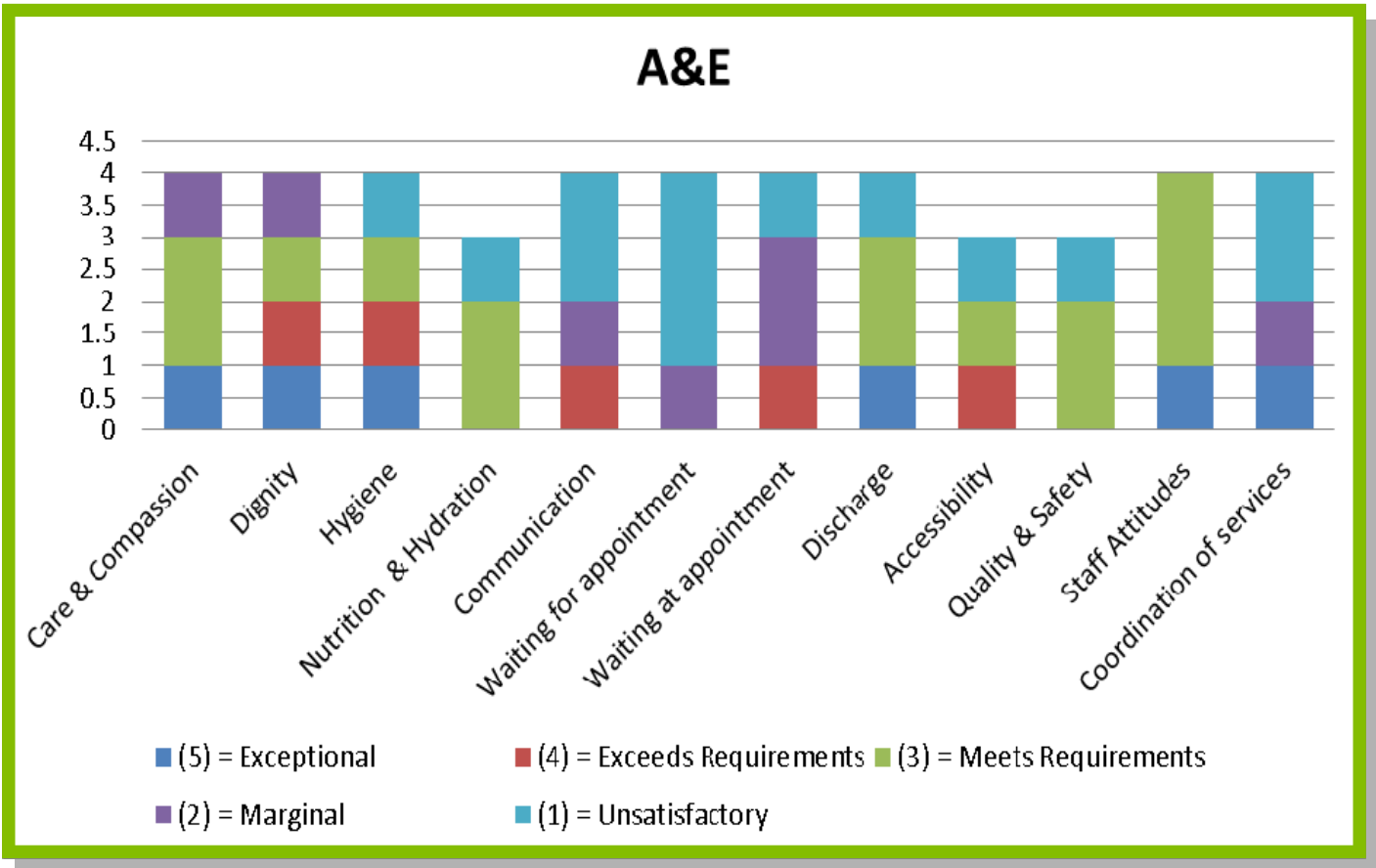
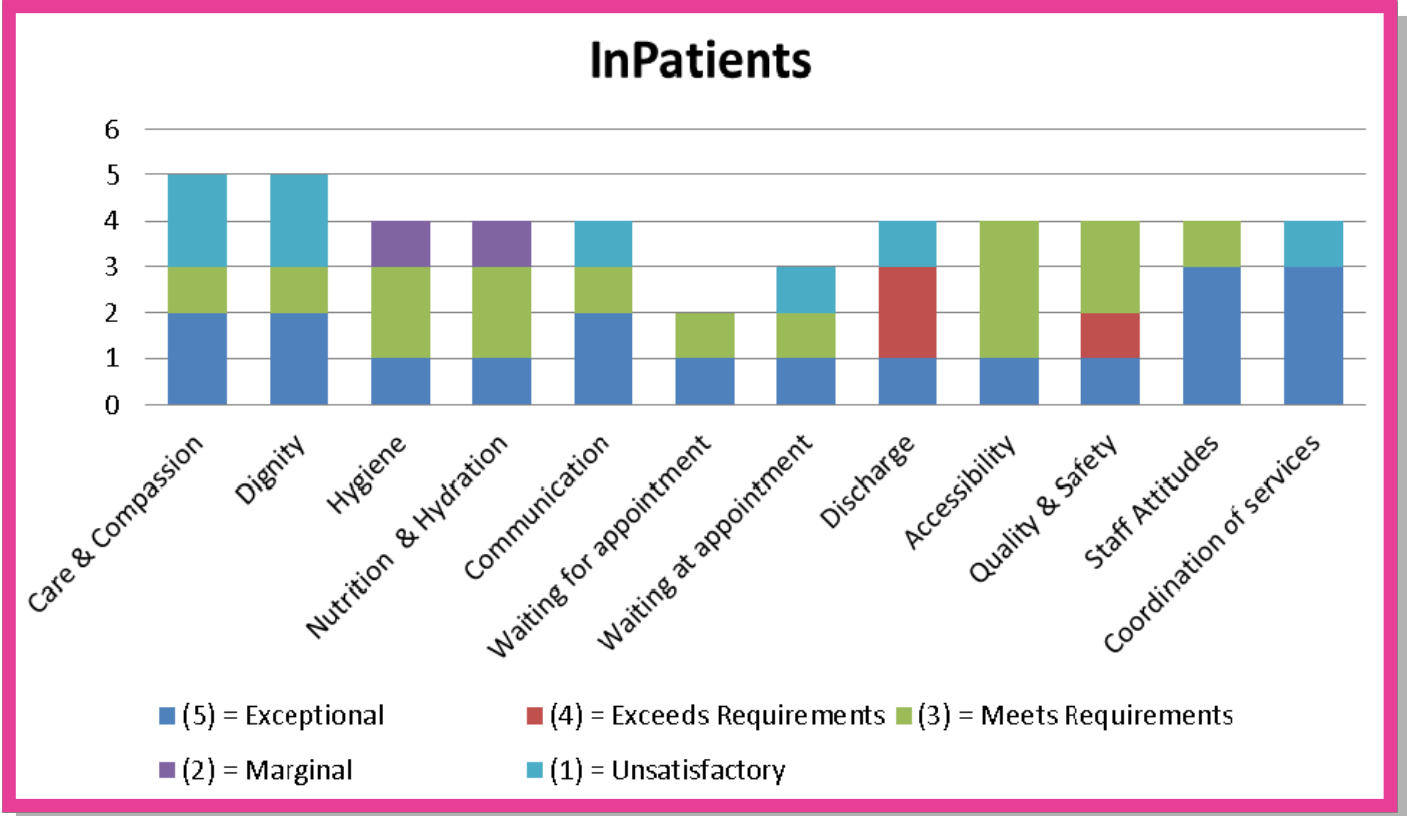
- Inpatient
- Outpatient
- A&E
- Day Case
- Visiting

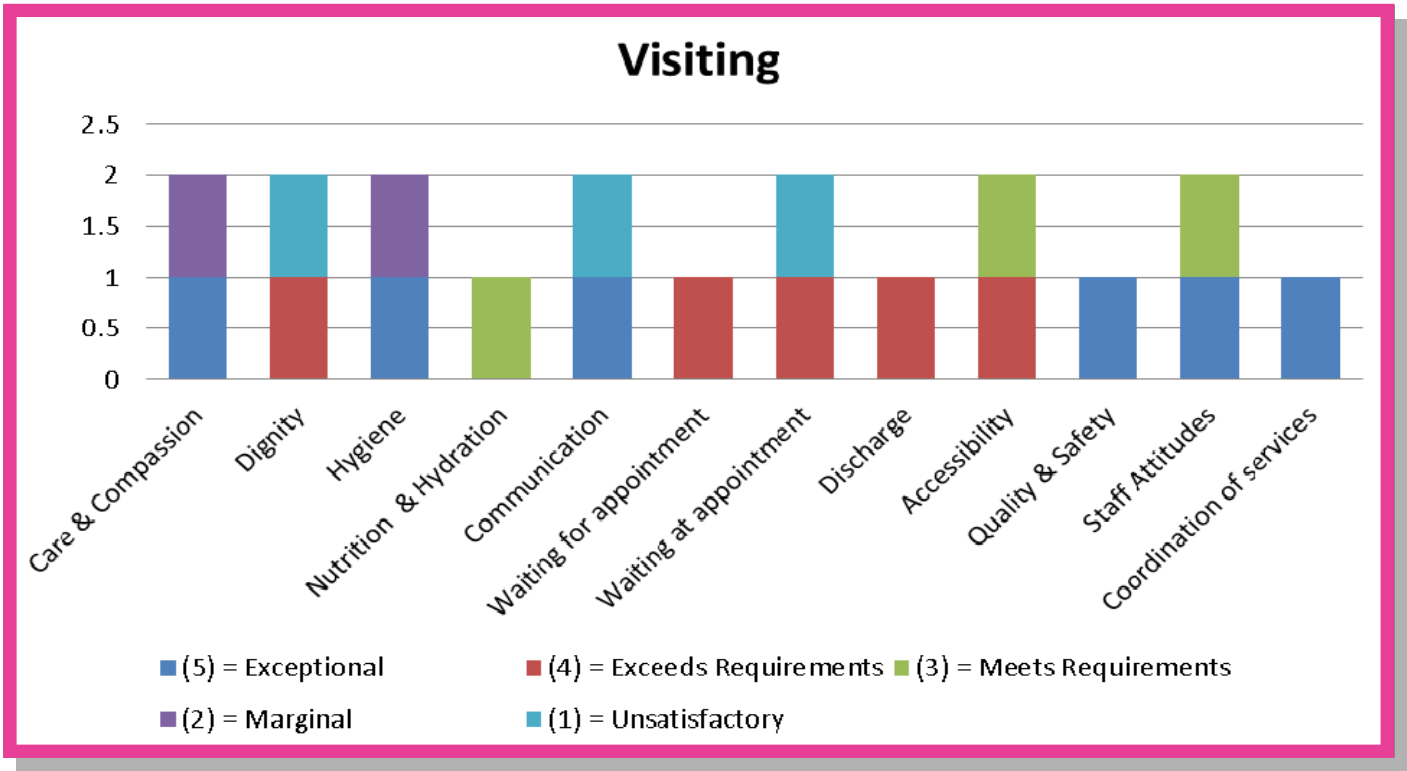
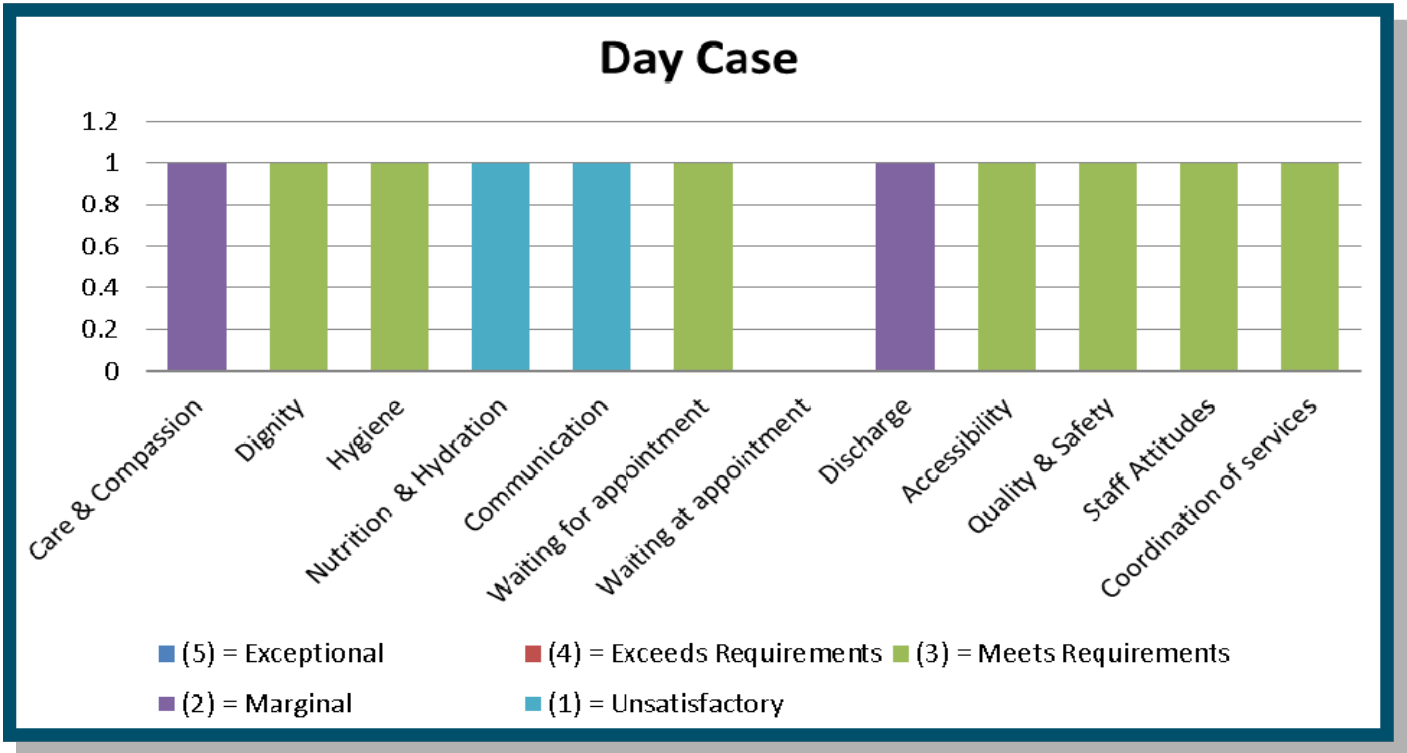
*It should be noted that not all respondents completed the entire scoring sheet



Hospital Scores







Good Practice

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

The surveys carried out at Day Centres for people with a learning disability highlighted some good practice at the Trust. See comments: KNO1495, KNO1328

It is pleasing to note that people attending A&E who are experiencing mental distress are reporting that they are not kept waiting for as long as they were in the past See comment: KNO 4226

Recommendations

Medication and Tests Steps need to be taken to ensure that medication and tests are done at the correct time. This seems to be a particular issue for emergency admissions or people bringing medication from home. This issue was highlighted previously by Knowsley LINK and we would therefore strongly recommend that an action plan to ensure medication and tests are not missed is put in with immediate effect. See comments: KNO299, KNO331, KNO2119, KNO143, KNO97, KNO2121

Communications within the NHS Repeating of tests because they were done at another Trust is costly, time consuming and unnecessarily distressing for the patient. A policy should be put in place to ensure that tests are not repeated unnecessarily. See comments: KNO1708, KNO1647

Communications with Patients It is disappointing to note that patients are still experiencing issues when making appointments and that information is not always communicated to patients in a timely and appropriate manner. Appointments must be communicated to the patient giving them sufficient notice to attend. See comments: KNO3338, KNO3176, KNO194

Staff Attitudes - Equality It is disturbing to note people reporting that they feel that they were treated differently because of their personal circumstances. We would request assurance that all staff have completed their Equality Training and that there are strong policies in place to ensure that people who experience discrimination are supported to make a complaint about it. See comments: KNO4357, KNO4190, KNO4195

Security We are concerned to note that two people report pilfering whilst they were an inpatients. We recommend that a review of security for inpatients belongings is carried out immediately See comment: KNO4191, KNO143

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	KNO4361	Quick, efficient and helpful. It was only for an eye test and eye drops. Staff attitudes
Positive		18-October-13

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	KNO4360	I have been to this hospital quite a few times over the years and have always had good treatment. I can't fault the treatment I have had. Sometimes there may be a long wait but it was always worth it, Quality of treatment
Positive		18-October-13

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	KNO4356	Exceptional. Always is. I have been going there for the last 12 years. Quality of treatment
Positive		18-October-13

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	KNO4196	I visit Aintree regularly with my feet. I am well looked after and seen on a regular basis. I have also been to the hospital over my eyes - great service from Mr Camel. Quality of treatment
Positive		17-October-13

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	KNO4194	I attend Aintree Hospital for breathing difficulties. I have MGUS. I have been going for 7 years as an outpatient for check ups on my blood. If my blood goes out of hand I am called in. On this occasion I went for my regular check up. Quality of treatment
Positive		17-October-13

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	KNO3336	I received a 6 week treatment course from the Physio department. The therapist was very accommodating. One appointment needed to be re-arranged and this was swiftly sorted. The appointments ran to time, no problems, very happy. Appointments
Positive		16-October-13

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	KNO3258	Very Good Quality of treatment
Positive		14-October-13

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I went for an x-ray on my hip. I found the staff kind, quick, efficient and helpful. Well done Aintree.	
KNO3257	Quality of treatment	
Positive	14-October-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	My experience is outstanding. The staff at the diabetic clinic are very kind, pleasant, polite, helpful and listen to what I have to say. Everything is explained to me about my illness. Mary, Chris and Collette all take care of me.	
KNO3256	Access to Information	
Positive	14-October-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I was treated really well at my out patient appointment. I didn't have to wait long before I met with the nurse who treated me. I have no complaints at this present time.	
KNO3253	Quality of treatment	
Positive	14-October-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Did not experience anything to complain about.	
KNO3179	Quality of treatment	
Positive	10-September-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Attended outpatient Physiotherapy department for treatment to my left arm. No complaints, dealt with efficiently and quickly.	
KNO3174	Quality of treatment	
Positive	10-September-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I go to Aintree and attend the trauma unit for my leg, it is excellent. The communication and appointment system is good. The specialists that I see are excellent.	
KNO1874	Appointments	
Positive	30-September-13	

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I went in to hospital because I had a nail in my foot. I went to Aintree Hospital, they made my foot better. The doctor was brilliant he explained everything that was going to happen to me, I was not scared. The nurses were also really nice. My sister works at the hospital too so this was a good experience for me.	
KNO1495	Personalisation	
Positive	09-December-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I went to Aintree Hospital for a hip operation. The Dr discussed everything with me. It was a good experience.	
KNO1330	Quality of treatment	
Positive	09-May-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I went to Aintree Hospital with back problems. I feel that I had a good experience.	
KNO1329	Quality of treatment	
Positive	09-May-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I went to Aintree hospital with suspected meningitis as I had a rash. The treatment I received was good and I had a positive experience.	
KNO1328	Quality of treatment	
Positive	09-May-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	My Dad was referred to Aintree Hospital for the Tinnitus support group. This group was fantastic and went the extra mile as it was a really good at communication. The group provided a person to sign and lots of useful information.	
KNO1224	Coordination of Services	
Positive	28-August-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Fazakerley Hospital have done well dealing with my father who is nearly 99 years.	
KNO308	Quality of treatment	
Positive	17-June-13	

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	My father in law had to go to hospital about 2 weeks ago. He was there from approx 5am. They took bloods and took them again after 6 hours. The nurse advised to go home and ring back at about 7pm. We were rung at 4pm to collect him which we did, the point is they did not take a third bloods.	
KNO299	Waiting times	
Positive	14-June-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Went in for prostate operation. Care was excellent, very well looked after. able to resume normal life.	
KNO181	Quality of treatment	
Positive	06-October-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I was also impressed with the following at Aintree: The heart specialist spent nearly 45 minutes with me discussing my case. The nurse and technician administering the gastroscopy test in the elective care centre were professional but also caring.	
KNO131	Doctors	
Positive	06-June-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	My father was rushed to the Aintree hospital with chest pains at 06.00hrs, it was thought to be either a heart attack or Angina. We were with him from 08.00hrs until 14.00. Bloods were taken to see if he had had a heart attack at 06.00hrs, 12.00hrs and a final one was planned for 18.00hrs. The final one was not taken & we received a call to go and collect him at 17.00hrs. No explanation was given as to why the last blood test was not taken. During this visit to hospital and many others we have taken Dads medication with us and each time he has not been allowed to have them as he should. It does not seem to be part of the admission process to enquire what medication is needed so that problems caused by not taking the medication (on time) may not occur. Dad follows a strict regime and any deviation causes him anguish.	
KNO331	Medicines Management	
Neutral	18-June-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Priest doing pastoral visits - it needs to be made clear to staff when visits can be made as visiting hours are not appropriate for these pastoral consultations.	
KNO4363	Access to Information	
Negative	18-October-13	

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	<p>I am 23 years old and had to have a hip replacement. The hospital itself was ok. It was clean and some of the nurses were attentive. The food and drinks options were no good and I was often left feeling hungry and thirsty. Due to the reason why I was in hospital meant I couldn't get up and get my own drinks. Some of the porters weren't as attentive as the nurses were. I was often left waiting for assistance from them and when I felt I couldn't make it to the toilet they didn't want me to bring the commode to me.</p> <p>When getting my dressing changed the doctor was not pleasant to me. I had a reaction to the dressing they put on me and I let my frustration out by screaming when they were taking the dressing off as it was pulling inflamed skin, to which the Doctor and his Assistant nurse began telling me I was "overreacting"</p> <p>My overall experience of the hospital was not good. I often found myself being upset as I didn't feel I was being looked after to the best of the hospital's ability.</p>	
KNO4357	Food and Hydration	
Negative	18-October-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	<p>I went to the pain clinic for an appointment. I had an MRI scan on my bones. Three discs were bulging. As soon as the doctor at the pain clinic found out that I was on benefits, his attitude and tone of voice changed. He said it was psychological and he sent a letter to my GP and mentioned in the letter that I was on benefits. This has happened since I have been ill. I feel that he always asks am I on benefits. What has this got to do with my health.</p>	
KNO4190	Equality	
Negative	17-October-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	<p>Attended A&E with a severe nosebleed. Whilst waiting my nose was bleeding all over me. I got support from the cleaner to help clean up. The cleaner had given me a gown and was told off for doing this because I hadn't been admitted. They looked at my nose and I don't feel I was supported as I have an issue alcohol and my medication.</p>	
KNO4195	Cleanliness and Infection Control	
Negative	17-October-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	<p>I refused to have cortisone injections for shoulder pain as I would have preferred Acupuncture so I have been discharged and referred back to my GP who is referring me to physio. I thought patients were allowed to have a say in their care.</p>	
KNO3214	Discharges	
Negative	10-October-13	

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I attended hospital with a male patient aged 83 for a catheter to be fitted. This was fitted but due to his dementia, he pulled the catheter out within 2 days. We re-attended the hospital to get it fitted again. Because he could not understand and answer the questions, they did not re-fit it for him. This has now caused embarrassment, he is now wet constantly. A catheter would have sorted this.	
KNO2123	Dignity and Respect	
Negative	10-July-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I attended Aintree hospital with the patient who had had a fall out of bed and cried out with the pain and could not move. The patient also has dementia. An ambulance was called and he was asked general questions by the medical team and was not able to answer them as he has dementia. We waited around for 5 hours and were then sent home. He had broken his hip. He was not offered an x-ray. We could not answer on his behalf as we are not next of kin. I feel that this could be avoided. If he had had an x-ray his condition may have been taken into account.	
KNO2121	Diagnostics	
Negative	10-July-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Very lackadaisical in their care. I had to ask to have my blood sugar taken. I then had to ask for something to eat and drink and then they told me that they were busy.	
KNO2119	Food and Hydration	
Negative	10-July-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I have had a number of tests already at Aintree Hospital and found that I have had to go through the same tests again when I attended the Women's Hospital. I can't see why Aintree cannot share my test results with The Women's this would save resources and time.	
KNO1708	Coordination of Services	
Negative	20-September-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I find communication between hospitals poor I attended St Helen's, Whiston and Fazakerley who don't seem to know my full medical history.	
KNO1647	Access to Information	
Negative	18-September-13	

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Waited 7.5 hours for 2 sleeping tablets for my husband. My husband has Picks disease. My husband was walking around the hospital. He got upset about the wait and his behaviour changed. They gave him a bed. I only went to get some sleeping tablets. I was advised to go there by the walk in centre. I could not get my husband on the bus so they sent an ambulance for me. Left for 7.5 hours (but staff were very busy). They gave him 4 tablets, only 1 milligram. I did miss appointment as my husband went outside, they said we had missed our appointment and would have to wait again.	
KNO876	Quality of treatment	
Negative	08-February-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I find that people have to ask too many questions relating to their problems and very rarely see a consultant to find the truth of a problem.	
KNO144	Access to Information	
Negative	06-June-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Mum attended Aintree after a fall, stayed for 4 weeks. Staff didn't give diabetes medication and it really had impact - really confused. Fell in Ward 30, money stolen from mum.	
KNO143	Dignity and Respect	
Negative	06-June-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Fell in town centre, had to go to hospital and got brought back to hospital, they did not know I had broken my arm . (Left for 8 days). Aintree Hospital.	
KNO97	Quality of treatment	
Negative	06-June-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I visited for eye clinic assessment. The service was very efficient, staff very helpful and polite. The eye assessment unit is very large and had a lot of corridors / doors off and this was a bit confusing.	
KNO4359	Building and Facilities	
Mixed	18-October-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I had to wait 6 hours to see a doctor and was then kept in over night. From being admitted, I cannot fault the care and compassion given by all staff.	
KNO4362	Quality of treatment	
Mixed	18-October-13	

Appendix 1: Comments

Provider Details	Aintree University Hospital NHS Foundation Trust
Comments	I attended Aintree Hospital for a long standing medical condition (I am also under the mental health team in Northwood). The hospital got me better. I've been ill for a month before. The staff are lovely but I have to wait in A&E for hours. In the past the wait has been the worst. A member of the crisis team took me into hospital. I didn't wait as long this time as I have done when I have previously been admitted.
KNO4226	Quality of treatment
Mixed	17-October-13

Provider Details	Aintree University Hospital NHS Foundation Trust
Comments	I am diabetic and have had my toes removed. Whilst in hospital I was on a ward that was excellent. The staff were excellent and one of the male nurses looked after me very well. He took me outside when I needed fresh air. One of the female nurses was not so nice. She tried to take money from my locker a couple of times. She would draw the curtain and go in my locker. I gave a statement to the ward manager, the nurses then stayed away from me. I put in a complaint but never found out the outcome. I spoke to security.
KNO4191	Quality of treatment
Mixed	17-October-13

Provider Details	Aintree University Hospital NHS Foundation Trust
Comments	I am suffering from Sciatica and had an MRI scan followed by an appointment with the consultant to discuss my treatment. MRI - positives - appointment on time. Technician explained the process. Good choice of music to listen to. I was offered assistance to get onto the scan unit. Negatives -The technician marched at 10 miles an hour from the waiting room to the scan unit. As I could barely walk it was impossible to keep up with him and I lost him at one point. Consultation - positives - Appointment on time. Consultant spent time explaining my problem. I went away feeling confident about the treatment pathway. Appointment not too long after my MRI scan. Negatives - It was difficult to find the clinic - no map provided and signposting not very good. Could not get a disabled parking space - had to walk up steps which was difficult for me. I had to ring up an remind that I had not had a new appointment through. The consultant initially was very patronising - he spoke to me like a child.
KNO3338	Building and Facilities
Mixed	16-October-13

Provider Details	Aintree University Hospital NHS Foundation Trust
Comments	I am being treated as an outpatient in part of the new buildings. It is much nicer than the rest of the hospital. The staff are excellent. However, if the clinic is running late you get penalised by car parking charges.
KNO3337	Car Parking
Mixed	16-October-13

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Efficient staff and helpful service. Slight lack of communication on discharge, could have been clearer.	
KNO3176	Access to Information	
Mixed	10-September-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I had 3 appointments cancelled through no fault of my own but when I did get to the clinic, I was treated very fair.	
KNO3173	Appointments	
Mixed	10-September-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	I have been very fortunate in my visits to the hospitals that I have attended. My inpatient stay, although I was in an assessment unit, the staff were exceptional - no complaints at all. My visits as an outpatient have also been very good. The only slight criticism I have is the eye clinic at Aintree which can take 2-3 hours.	
KNO2114	Quality of treatment	
Mixed	10-July-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	<p>My son has autism and recently attended Fazakerley Hospital for spinal surgery and was nearly sent home with no support package. After the surgery he had a number of holes and stiches in his back from the operation, I was really scared about him getting an infection. I asked if the hospital could arrange for a nurse to visit him at home to check on his condition. I was at first told that no one would be able to attend. As I was not happy about the response, I continued to ask for support to be put in place. As a result of my persistence the support was put in to place and the nurse that was sent out was brilliant, she showed me what to do with the dressings and told me exactly what to do if his condition did not improve.</p> <p>I am not afraid of speaking out for my son and I'm so glad I did, the support should have been put in place before his discharge from hospital.</p>	
KNO1705	Coordination of Services	
Mixed	20-September-13	

Provider Details		Aintree University Hospital NHS Foundation Trust
Comments	Aintree - Department for Cardiology for a scan, during appointment felt ill and taken down to A&E - Excellent. Ongoing test but had to change consultant as previous consultant passed away- just waiting on appointment- have chased hospital but still waiting. Still waiting for diagnosis from consultant.	
KNO194	Quality of treatment	
Mixed	06-October-13	

Appendix 2: Survey

Hospital Survey

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

Please tell us about your experience of the hospital

Your age Under 20 21-40 41-60 61-80 80+

Your gender Male Female Transgender

Ethnic Origin

First three letters of your postcode

Please turn over to complete the survey

Appendix 2: Survey

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

Appendix 3: Data

Overall	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory	Total
Care & Compassion	11	6	8	3	3	31
Dignity	9	10	5	2	3	29
Hygiene	10	7	6	4	1	28
Nutrition & Hydration	5	2	11	1	2	21
Communication	10	9	3	1	5	28
Waiting for appointment	4	5	8	3	3	23
Waiting at appointment	7	3	7	3	5	25
Discharge	6	7	5	2	2	22
Accessibility	5	6	12	3	1	27
Quality & Safety	7	8	12	1	1	29
Staff Attitudes	10	8	7	0	2	27
Coordination of services	9	8	7	1	3	28
Total	93	79	91	24	31	318

OutPatients	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory	Total
Care & Compassion	7	6	6	1	2	22
Dignity	6	9	3	1	1	20
Hygiene	8	5	4	2	1	20
Nutrition & Hydration	3	2	6	0	0	11
Communication	8	8	1	0	2	19
Waiting for appointment	3	3	7	4	1	18
Waiting at appointment	6	2	7	2	3	20
Discharge	4	4	4	1	1	14
Accessibility	6	4	7	2	0	19
Quality & Safety	3	7	8	0	0	18
Staff Attitudes	6	9	5	0	1	21
Coordination of services	4	8	7	1	1	21
Total	64	67	65	2	13	223

Appendix 3: Data

InPatients	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory	Total
Care & Compassion	2	0	1	0	2	5
Dignity	2	0	1	0	2	5
Hygiene	1	0	2	1	0	4
Nutrition & Hydration	1	0	2	1	0	4
Communication	2	0	1	0	1	4
Waiting for appointment	1	0	1	0	0	2
Waiting at appointment	1	0	1	0	1	3
Discharge	1	2	0	0	1	4
Accessibility	1	0	3	0	0	4
Quality & Safety	1	1	2	0	0	4
Staff Attitudes	3	0	1	0	0	4
Coordination of services	3	0	0	0	1	4
Total	19	3	15	2	8	47

Day Case	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory	Total
Care & Compassion	0	0	0	1		1
Dignity	0	0	1	0	0	1
Hygiene	0	0	1	0	0	1
Nutrition & Hydration	0	0	0	0	1	1
Communication	0	0	0	0	1	1
Waiting for appointment	0	0	1	0	0	1
Waiting at appointment	0	0	0	0	0	0
Discharge	0	0	0	1	0	1
Accessibility	0	0	1	0	0	1
Quality & Safety	0	0	1	0	0	1
Staff Attitudes	0	0	1	0	0	1
Coordination of services	0	0	1	0	0	1
Total	0	0	7	2	2	11

Appendix 3: Data

Visiting	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory	Total
Care & Compassion	1	0	0	1	0	2
Dignity	0	1	0	0	1	2
Hygiene	1	0	0	1	0	2
Nutrition & Hydration	0	0	1	0	0	1
Communication	1	0	0	0	1	2
Waiting for appointment	0	1	0	0	0	1
Waiting at appointment	0	1	0	0	1	2
Discharge	0	1	0	0	0	1
Accessibility	0	1	1	0	0	2
Quality & Safety	1	0	0	0	0	1
Staff Attitudes	1	0	1	0	0	2
Coordination of services	1	0	0	0	0	1
Total	6	5	3	2	3	19

Control Sheet

Date Submitted	21/10/2013
Date Response due	18/10/2013
Date Response Received	
Follow up actions	



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