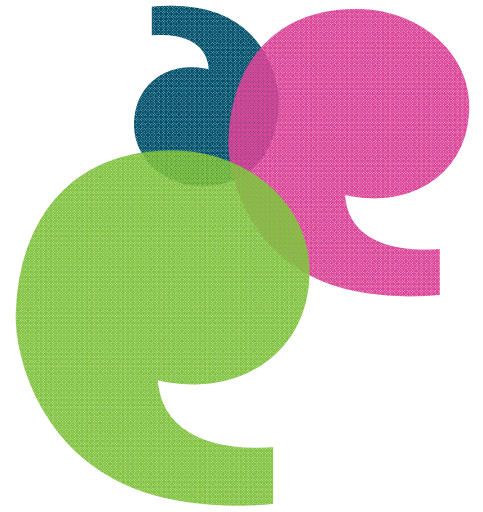




# Experiences of Discharge from Services Report

April 2015

Compiled by Healthwatch Knowsley



# Contents

Contents .....	2
About Healthwatch Knowsley .....	3
What is Healthwatch? .....	3
What we do .....	3
Our Mission Statement .....	5
Our Values.....	5
Context to this piece of work .....	6
How this report was compiled .....	7
Summary of Comments.....	8
Good Practice.....	8
Key Points .....	9
Conclusions.....	12
Appendix One - Data.....	13
Appendix Two - Comments .....	19
Control Sheet .....	39



# 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



## Context to this piece of work

The Business Plan for Healthwatch Knowsley includes details of the direction of travel to be taken during the period 2013-15. This captures the organisational priorities set for Healthwatch through community based consultation activities.

A key priority area for Healthwatch Knowsley, identified by community members, is hospital discharge and the associated aspects of the patient pathway following discharge from an inpatient setting or discharge from a service.

In response to a review produced by Knowsley Overview and Scrutiny Board in 2012 'Hospital Discharge and the Provision of Care and Support for People Leaving Hospital', Healthwatch Knowsley published an interim Report on the Review of Hospital Discharge Information provided to Patients. (Published in March 2014). This interim report responded directly to a recommendation found within the Overview and Scrutiny Board report which asked that a review be undertaken on the information and advice available to patients in hospital relating to hospital discharge. The focus for this concentrated on the following key question. 'Is clear and concise information offered to patients in a timely manner?'

The interim report highlighted a number of good practice examples of information provided on discharge and the range of supportive information accessed. Access to this report can found through the Healthwatch Knowsley website found at [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)

Following on from this review of the information available to community members through the hospital discharge process, it was important to sense check and test the usefulness of this information to patients and carers who have experienced a discharge from a service. This report seeks to review the patient experience information captured through Healthwatch in relation to hospital discharge and provide recommendations based on this information captured.





# 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**

## Have YOUR Say!

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

**your voice counts**

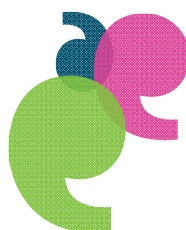
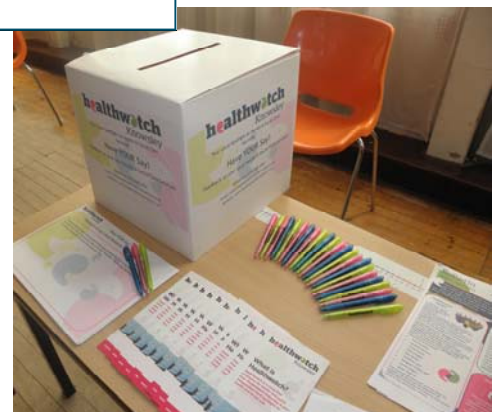
For more information about Healthwatch Knowsley:  
T: 0151 449 3954  
E: enquiries@healthwatchknowsley.co.uk  
W: www.healthwatchknowsley.co.uk

What services are you telling us about?	GP <input type="checkbox"/>	Walk in Centre <input type="checkbox"/>	Hospital <input type="checkbox"/>	Pharmacy <input type="checkbox"/>	
	Dental <input type="checkbox"/>	Optician <input type="checkbox"/>	Care Home <input type="checkbox"/>	Residential Care <input type="checkbox"/>	
	Community Service <input type="checkbox"/>	Other (please state) <input type="checkbox"/>			
Name of service:					
When did you last use this service? (if an inpatient)	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:					
How would you rate this service?	Excellent <input type="radio"/>	Good <input type="radio"/>	OK <input type="radio"/>	Not Good <input type="radio"/>	Poor <input type="radio"/>
	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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.





## Summary of Comments

This report relates specifically to peoples comments around hospital discharge or discharge from a service and their experience of accessing support at this point. A full list of the patients comments captured can be found in Appendix 2.

In addition, each of the local trusts and primary care providers have been scored based on the responses we have received to the survey detailed in Appendix 1.



## Good Practice

Healthwatch Knowsley is pleased to note the following areas of good practice have been captured through community members views:

The following comments highlight how patients and family members value being informed at each stage of the hospital discharge process and the impact this can have on patient experience.

“Staff were friendly and kind. All areas were clean and hygienic. Staff kept myself and my husband informed on how our daughter was after her operation. The discharge process was easily explained.”

“My discharge went smoothly and efficiently. Staff was very helpful informing me of what was happening”

“From start to finish my experience was very good. The staff were very friendly and professional and the doctors were excellent. My condition was discussed and explained. Very informative. Medication was dispensed and very efficient. Food was fresh and welcoming (moved to the recovery ward for a short time). Discharge was good and letter given to GP. NHS staff do a great job.”

“From the moment I arrived by ambulance and was admitted as an emergency patient and to the ward, I got wonderful care from the doctors, nurses and all staff and spent 6 days in hospital with a severe water infection. Discharge information excellent from all.”

It is clear that for patients discharged back into the community being informed at each satge of the process is vital to a positive experience.





## Key Points to be considered

Further comments captured show how more needs to be achieved in order to improve the experiences of patients leaving hospital. Provision of up to date information regarding discharge processes and what can be expected is key to this but also ongoing communication with hospital and community based provision. It is clear that alongside information in terms of what patients should expect from a discharge process that experience in practice should be reflective of the pathway described.

### Communication

Community members views highlighted that there needs to be communication with all supporting professionals, such as scheme managers for Sheltered Housing or substance misuse recovery workers prior to community members being discharged home. Families and carers should also be involved in the discussions at the earliest possible opportunity. It seems to be the case whereby when appropriate planning and communication is not in place then primary care services feel the pressure to respond to avoid further crisis points for individuals.

#### Comments included:

"As a working professional we often find that hospitals do not inform us of discharges back into the community. This often causes problems within our service as we prescribe Methadone and often we have clients discharged from hospital without our service being advised leaving us in difficulty finding a doctor to sign a prescription for the weekend for the client to continue with treatment giving a seamless transition back into the community."

"I also have problems with discharging from hospital, were tenants are discharged without notifying myself or care providers" (scheme manager - sheltered accommodation)

"I was told that there would be no follow up and was just given medication and a sick note. The lady called her own GP and was given another prescription and an appointment where she was sent for an x-ray at Aintree Hospital. Her GP has told her that he will try and arrange for a Physiotherapist to come to her house."

"I went into Aintree for a gallbladder operation. The staff were brilliant. They looked after me, I could not fault them. The staff were kind and the appointment was quick and the second time I visited it was the same. But when I had my operation, there was no follow up, no dressings, no district nurse, nothing. I had to get in touch with GP, he got a district nurse to help with the dressing."

It is clear that hospital discharge pathways extend much further than the services and support provided by acute care providers. It seems that if communication with family, carers and social care staff are not in place then there is potential for Primary Care services to be picking up community members to prevent a further crisis or hospital readmission, adding pressure to primary care provision.

### Discharge Planning

Some patients feel that the news of their discharge comes as a shock and it feels too early within the recovery process to return home or into another care setting. Although they may be assessed at medically fit to return home and with a care package in place, if this has not been planned and discussed with them then it feels rushed and untimely.

#### Community Comments included:

"I was in for 4 days and felt I'd got thrown out. On the fourth day I was asked if I had opened



## Key Points to be considered

my bowels by the surgeon. I was then sent home. When I got home I had to have a carer for several weeks who were brilliant but felt that the hospital had discharged me too early because I still felt so ill. My GP and carers were lovely."

"I attended Whiston Hospital with gall stones in my kidney and they discharged me even though the doctor advised me to stay in for 3 days. I was feeling ill, sickness, blood on sheets. I was sent home after 1 day, there was no follow on care."

"Wards 2B and 2A - Both times emergency admission sent by the GP. First time I was discharged on 5 days then readmitted much worse in 3 days then in for 5 days. Nursing treatment good but medically should not have been discharged."

"The staff could not be kinder or more helpful. I disagree about the way you are discharged. You have to have someone to pick you up and stay with you for 24 hours after the least bit of treatment yet you are practically thrown out of hospital after major surgery, i.e. the next morning, you are not asked if anyone will be at home to look after you. You are sent home with drains and medication before you have even recovered from surgery. This can't be right."

Healthwatch has previously collected information from Acute Care providers which identified that the discharge planning process commences at the point of admission to a ward and to support this, information is provided as early as possible.

### Carers and Family Members Information

"Patient was in Aintree for 7 weeks then discharged to care home - the whole manner of discharge was unsettling and uncertain. Carer was not involved in the process. The Carer was not consulted regarding diagnosis - Interdisciplinary teams were not talking to each other so the carer did not get any answers."

"Father in law (100) was taken into Aintree in the early hours of Tuesday morning and was taken to Coronary care. He was there for 18 hours and moved to ward 8. He was there for 4 days and was sent home. They did not inform us that he was going home we found out by having to ring the ward. The staff that were looking after him were very good."

### Medication Availability at Point of Discharge

"I attended Whiston hospital with my son. He went in on Monday and was discharged on Friday. We were told to come back on Sunday for his medication, this meant having to get a taxi on a Sunday."

"I was admitted to surgery for a broken shoulder. I could not fault my care in hospital. The only drawback was waiting for medication. I was discharged at 11.30am no sign by 6.30pm. My daughter came the next morning for me."

"My mum was taken into the A&E department with Pneumonia. She went for different tests. The staff were very thorough. it was once she got onto ward 1C. All of her medication was sat on the floor and left in carrier bags. Morphine which is a controlled drug should have been put away. She was then moved to ward 2C, the Respiratory ward and asked for pain killers. She told me that she had waited for a nurse for 2 hours. She told me that she pressed the buzzer and it took 5 minutes for a nurse to attend and this nurse got her pain killers. When she was discharged I got a call to say that she would be discharged at 2pm. The experience in the discharge lounge was very positive because the staff nurse on duty was very good but still



## Key Points to be considered

waiting for medication at 3.40pm. The discharge lounge at this point was really full. The nurse on duty seemed stressed as more people were coming into the lounge and the seats were running out. I took mum home as she was very uncomfortable and came back for her medication at 6.30pm. The staff were great but there was not enough room for everyone and it was becoming a risky environment. The wait for medication was far too long.”

Healthwatch Knowsley have continued to work with local acute care providers to address the issue of ‘to take out’ (TTO) medication. Options such as a Hospital based delivery service and Pharmacy on Wheels taking medication to the wards in preparation for discharge have been explored.

### Ensuring Packages are in Place

The most common comment that we receive is that patients are discharged without the correct arrangements being put in place within the community. This causes considerable distress for the patient their family and carers. Whilst we understand that, there is continual pressure on occupancy levels sending people home without adequate support can result in readmission to the hospital or a more stressful recovery period. This also adds pressure to primary care with the need to respond in order to support the person’s needs or avoid a further point of crisis.

“The Dr asked the lady's daughter whether she could stay at home to look after her. The lady requested a scan and an x-ray - this never happened even though she had been told previously that she would get one. They did not carry out an x-ray as they said that she hadn't fell. She had to struggle to the desk to ask to make a phone call to ask her daughter to come and collect her.

The lady was discharged on the Monday with no OT assessment and currently has her niece staying with her to look after her.

“following admission to hospital I had several tests and they could not find anything. I was discharged on the Saturday morning and back in the same day. I was only in the house 20 minutes and I had to get another ambulance as I was found collapsed.”

“They then sent me home at 21.00 hrs on Friday night with no social assessment of my needs. Thankfully my daughters are able to try to coordinate my care and call the right people otherwise I would have already been readmitted.No one seems to be able to coordinate care appropriately and communicate effectively.”

“Following my admission to Whiston Hospital, because there is no treatment for this type of fracture, I was discharged the following day, unable to walk without aids. I live alone but all I was provided with was a zimmer frame.”

“Issue regarding son’s discharge from hospital. He has progressive MS, COPD and mental health issues. He was discharged from Aintree Hospital 3 weeks ago. Since his discharge there has been no visit from a district nurse. The bed that he has been provided with is incorrect and the carer has not been shown how to use the equipment provided. The carer explained that the hospitals attitude is to “just get on with it”.

“Wrong care package in place for mum who is due to be discharged from hospital. Son has spoken to discharge coordinator who has explained that the facilities required for his mum are not available and has gone ahead and will discharge tomorrow.”



## Conclusions

This document should be read together with the Healthwatch Knowsley Interim Discharge Report, which forms part of a wider project.

The information captured through Healthwatch Knowsley is shared on an ongoing basis with the Acute Care providers and commissioners to highlight the positives and concerns that are found within the patient experience information captured. During the lifespan of Healthwatch, formed in April 2013, a steady flow of negative experiences regarding hospital discharge have been captured.

It is clear that significant resources are dedicated across the Merseyside region to safe, timely and patient and carer centred hospital discharge. The complexities involved in the hospital discharge pathways across Secondary, Primary and Social Care throughout the Merseyside area must present a difficult task in providing a seamless journey for community members.

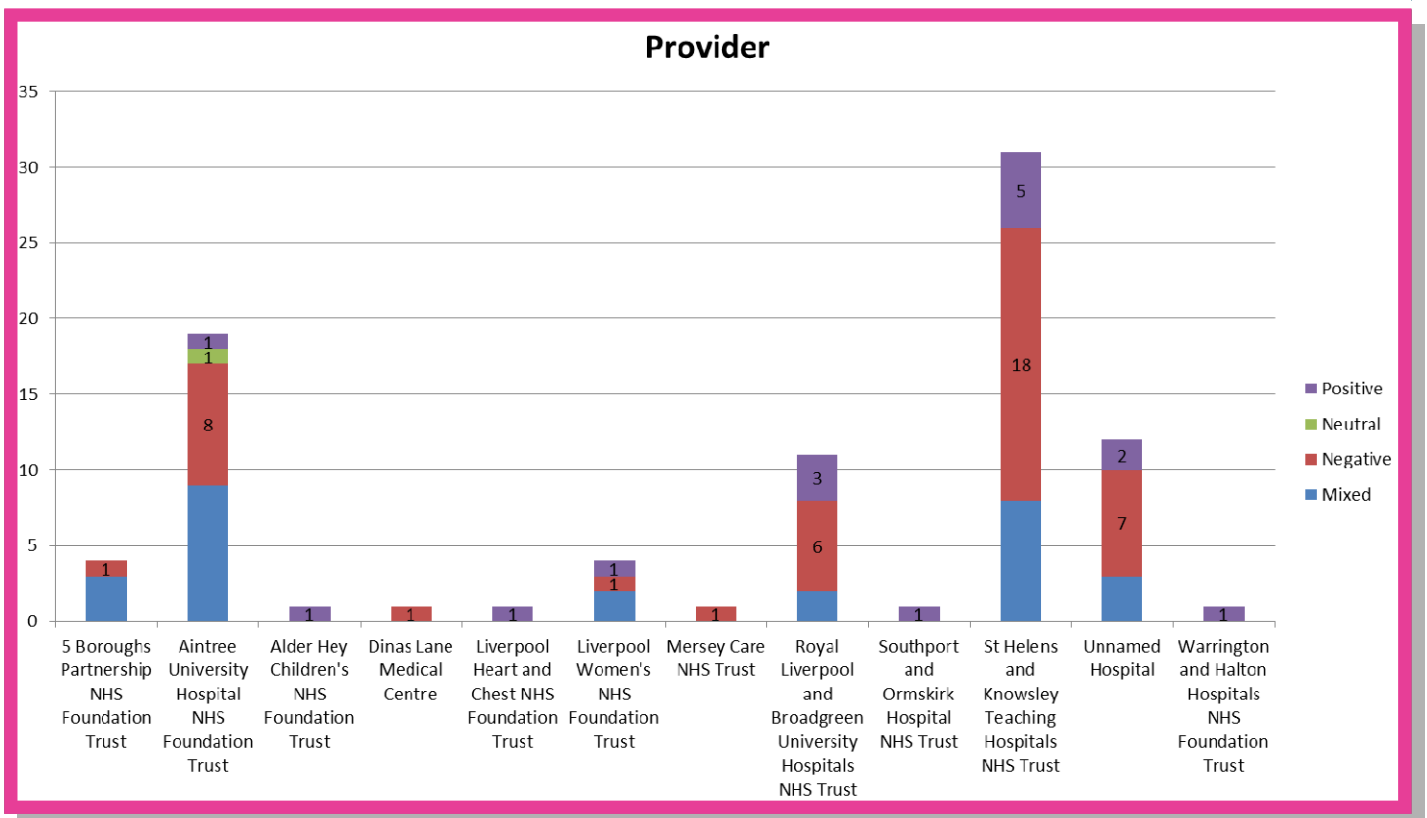
Healthwatch Knowsley would be keen to see the formation of a hospital discharge collaborative which spans Secondary, Primary and Social Care to help the system both communicate and support community members and carers more effectively.



## Appendix 1—Data

The information collected through the community related to the following hospital and primary care providers.

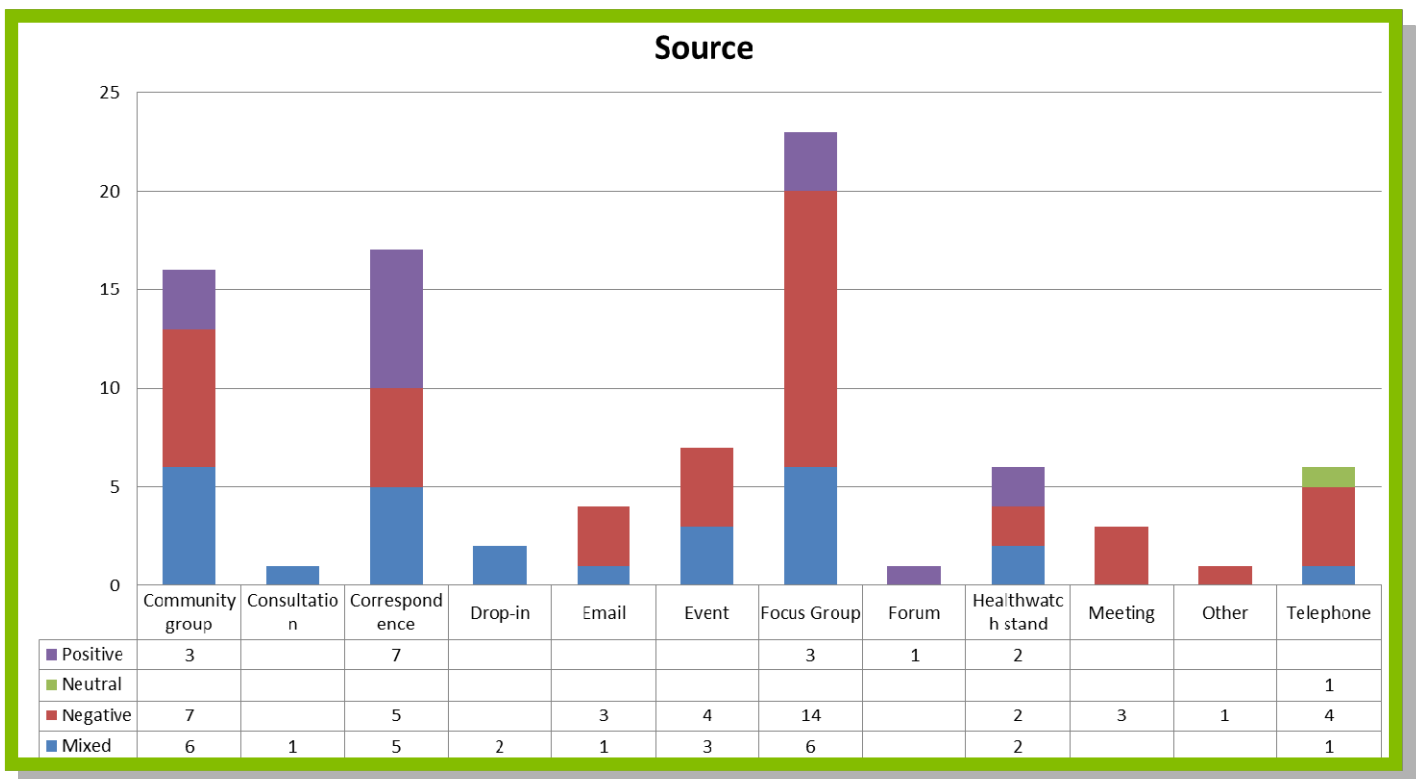
Provider	Mixed	Negative	Neutral	Positive	Grand Total
5 Boroughs Partnership NHS Foundation Trust	3	1			4
Aintree University Hospital NHS Foundation Trust	9	8	1	1	19
Alder Hey Children's NHS Foundation Trust				1	1
Dinas Lane Medical Centre		1			1
Liverpool Heart and Chest NHS Foundation Trust				1	1
Liverpool Women's NHS Foundation Trust	2	1		1	4
Mersey Care NHS Trust		1			1
Royal Liverpool and Broadgreen University Hospitals NHS Trust	2	6		3	11
Southport and Ormskirk Hospital NHS Trust				1	1
St Helens and Knowsley Teaching Hospitals NHS Trust	8	18		5	31
Unnamed Hospital	3	7		2	12
Warrington and Halton Hospitals NHS Foundation Trust				1	1
<b>Total</b>	<b>27</b>	<b>43</b>	<b>1</b>	<b>16</b>	<b>87</b>





# Appendix 1—Data

Source	Mixed	Negative	Neutral	Positive	Grand Total
Community group	6	7		3	16
Consultation	1				1
Correspondence	5	5		7	17
Drop-in	2				2
Email	1	3			4
Event	3	4			7
Focus Group	6	14		3	23
Forum				1	1
Healthwatch stand	2	2		2	6
Meeting		3			3
Other		1			1
Telephone	1	4	1		6
<b>Grand Total</b>	<b>27</b>	<b>43</b>	<b>1</b>	<b>16</b>	<b>87</b>

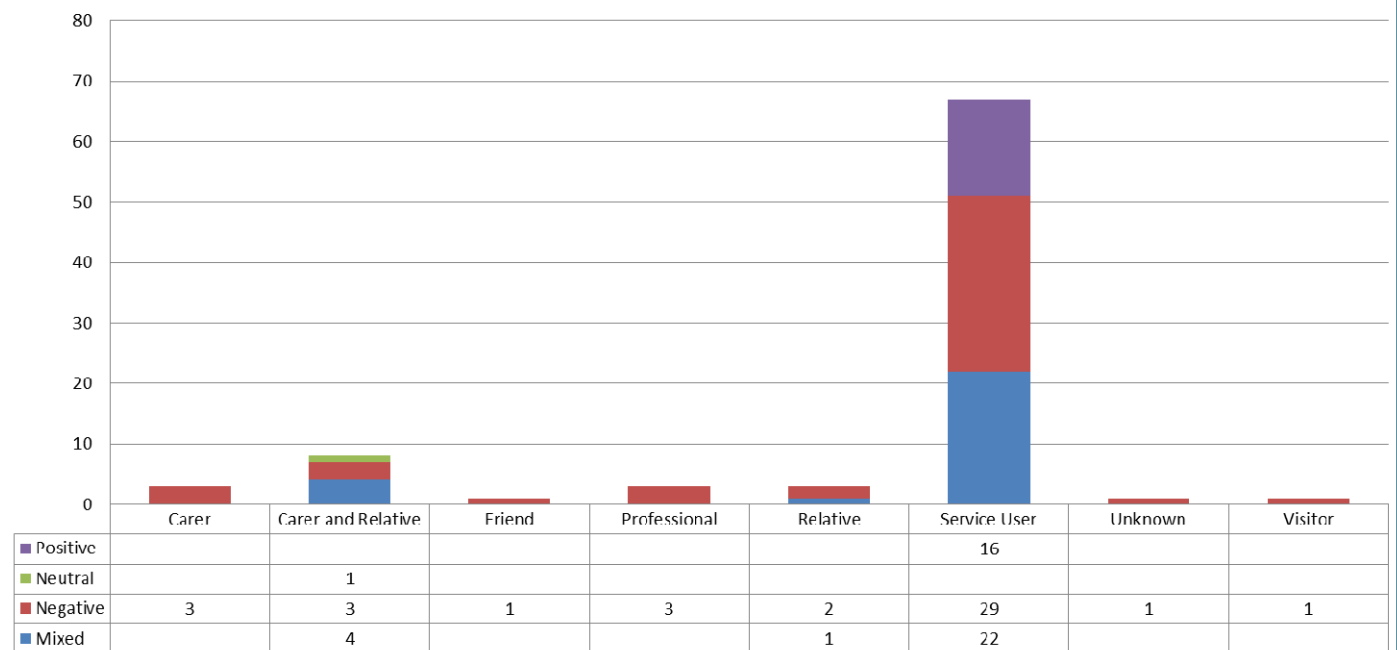




# Appendix 1—Data

Commentator Type	Mixed	Negative	Neutral	Positive	Grand Total
Carer		3			3
Carer and Relative	4	3	1		8
Friend		1			1
Professional		3			3
Relative	1	2			3
Service User	22	29		16	67
Unknown		1			1
Visitor		1			1
Grand Total	27	43	1	16	87

**Commentator Type**

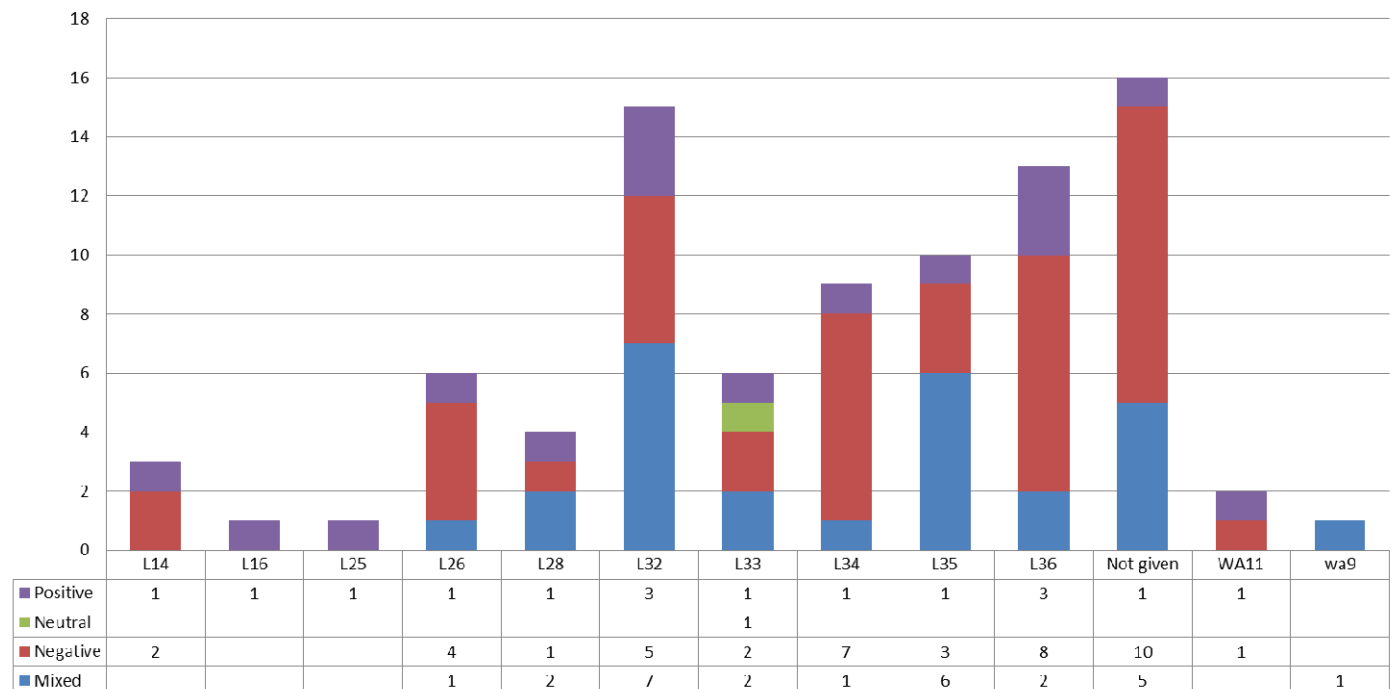




# Appendix 1—Data

Residential Area	Mixed	Negative	Neutral	Positive	Grand Total
L14		2		1	3
L16				1	1
L25				1	1
L26	1	4		1	6
L28	2	1		1	4
L32	7	5		3	15
L33	2	2	1	1	6
L34	1	7		1	9
L35	6	3		1	10
L36	2	8		3	13
Not given	5	10		1	16
WA11		1		1	2
WA9	1				1
<b>Grand Total</b>	<b>27</b>	<b>43</b>	<b>1</b>	<b>16</b>	<b>87</b>

**Residential Area**



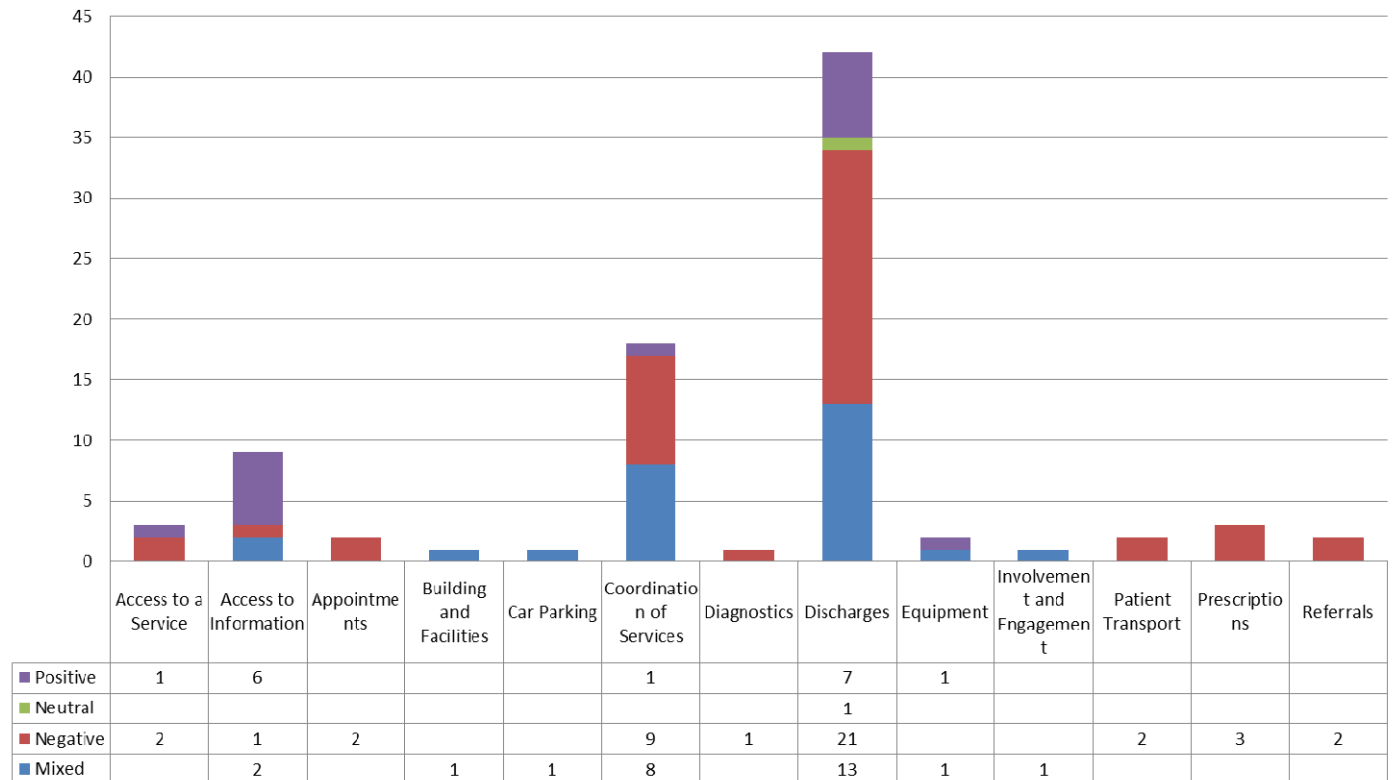




# Appendix 1—Data

Comment Topic	Mixed	Negative	Neutral	Positive	Grand Total
Access to a Service		2		1	3
Access to Information	2	1		6	9
Appointments		2			2
Building and Facilities	1				1
Car Parking	1				1
Coordination of Services	8	9		1	18
Diagnostics		1			1
Discharges	13	21	1	7	42
Equipment	1			1	2
Involvement and Engagement	1				1
Patient Transport		2			2
Prescriptions		3			3
Referrals		2			2
<b>Grand Total</b>	<b>27</b>	<b>43</b>	<b>1</b>	<b>16</b>	<b>87</b>

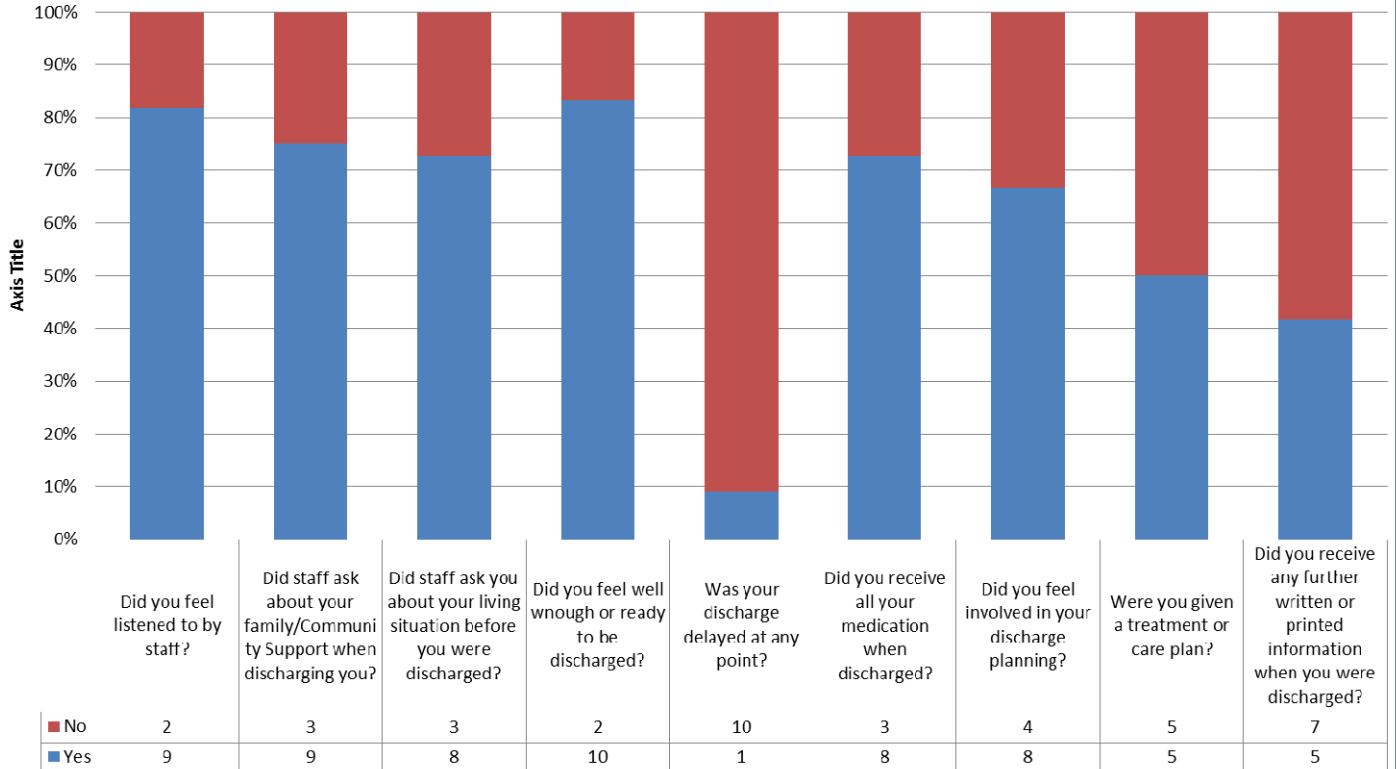
**Comment Topic**





# Appendix 1—Data

### Overall Scores





## Appendix 2 - Comments

### St Helens and Knowsley Teaching Hospitals NHS Trust

Community Nursing  
Correspondence

Leg injury - needed a skin graft - discharged from Whiston hospital to the care of the district / community nurses for change of dressings and wound management. Lots of confusion over who was responsible for ordering and collecting dressings lots of which fell to patients family to sort out on a weekly basis for 6 months otherwise either dressings wouldn't be available or the wrong ones available. Very poor communication between nurses and GP's re prescriptions. The lack of communication and confusion between the hospital, district nurses and GP was appalling. They all said that the other was responsible for ordering / collecting dressings and left it to the family to sort out. The GP wouldn't supply the specific dressing the hospital said was needed as it was too expensive so it was left to the family to be the go-between.

Negative

28/07/2014

KNO36625

### St Helens and Knowsley Teaching Hospitals NHS Trust

Accident and Emergency

Healthwatch stand

Knowsley Resource and recovery  
Unit

From start to finish my experience was very good. The staff were very friendly and professional and the doctors were excellent. My condition was discussed and explained. Very informative. Medication was dispensed and very efficient. Food was fresh and welcoming (moved to the recovery ward for a short time). Discharge was good and letter given to GP. NHS staff do a great job.

Positive

04/08/2014

KNO38785

### St Helens and Knowsley Teaching Hospitals NHS Trust

Accident and Emergency

Healthwatch stand

Knowsley Resource and Recovery  
Centre

I wanted to commit suicide as I was really stressed out. I rang 999 for an ambulance and they took me to Whiston. I waited in the reception area for about 1 hour - 1 hour and a half. I felt scared as people were around me. I was led to another room and the nurses came to see how I was getting on. I felt very stressed out, I was surprised I was sent home. I was discharged and sent home. The following day they sent a doctor out, I was at home on my own. The doctor examined me and said I was more ill than I realised. He said I could go voluntarily or they could section me. He sent one of the team out and I went with them to Knowsley Resource and Recovery. When I came on the ward I was surprised at how relaxed the ward was and I felt safe. They monitored me. Since then I have got better, I am now more confident and the staff are so nice here.

Negative

18/08/2014

KNO39655



## Appendix 2 - Comments

### St Helens and Knowsley Teaching Hospitals NHS Trust

Accident and Emergency

Correspondence

I took Mr A to Whiston A&E on Saturday morning 22nd November at approximately 8am. He was put on 4 hourly antibiotics via a drip and moved to ward 1C. Whilst in 1C he was given 2 units of blood and on the Tuesday night moved to ward 2A. On Thursday afternoon Mr A was discharged by a consultant. On returning home I checked the discharge letter which states "no transfusion" which I initially put down to a clerical error which the consultant would rectify with our own GP when we visited for an outpatient appointment on 3rd December. On the 3rd December we did not see my consultant but another consultant who, after checking the blood counts for that day was going to prescribe another course of Chlorambucil. He was not aware that Mr A had been in hospital and couldn't find the details on the system and therefore not aware that the blood count had been influenced by the transfusion. Under the circumstances no tablets were prescribed.

Did 1C pass the details of the transfusion to 2A?

Was consultant aware of the transfusion before discharge?

Negative

19/12/2014

KNO44572

### St Helens and Knowsley Teaching Hospitals NHS Trust

Accident and Emergency

Email

Initial diagnosis in a&e was wrong and found to be different. Was promised an echo cardiogram within 24 hours of admission. Had to complain to pals after 8 days to receive adequate treatment. They then sent me home at 21.00 hrs on Friday night with no social assessment of my needs. Thankfully my daughters are able to try to coordinate my care and call the right people otherwise I would have already been readmitted. No one seems to be able to coordinate care appropriately and communicate effectively.

Negative

16/01/2015

KNO44662



## Appendix 2 - Comments

### St Helens and Knowsley Teaching Hospitals NHS Trust

Inpatient Care  
Email

Following a fall in the middle of the day during the week I was left for nearly two hours waiting for an ambulance, unable to move because of the severe pain and lying in the same position on a cold hard floor. A complaint was made to NWS and after more than three months the reply came back saying that the ambulance was due to be despatched within thirty minutes but the crew were having a break and when that finished, more calls, which they thought were more urgent had come in so I was put to the back of the queue again. I think that it is unacceptable that an elderly person with a fractured pelvis was left in this position without even pain relief for this length of time. There seems to be something very wrong with the ambulance service.

Following my admission to Whiston Hospital, because there is no treatment for this type of fracture, I was discharged the following day, unable to walk without aids. I live alone but all I was provided with was a zimmer frame.

I have to say that following my complaint to Whiston the actions of the Occupational Therapist have been investigated and her mistakes have been highlighted and are being dealt with, so I am satisfied with their response.

The GP was of little use.

All this made a traumatic experience worse and I have little faith in the NHS in Knowsley.

The only section which has shown any care is the Community Nurses who were excellent when I was eventually able to see them, and I have no complaint against the nurses in the observation ward.

Mixed

20/10/2014

KNO42762

### St Helens and Knowsley Teaching Hospitals NHS Trust

Inpatient Care

Community group

Luncheon Club - George Howard  
Centre

I went into Whiston hospital as I was in pain. I told staff who did not believe me. I was in from 11th November. On 10th November, I visited A&E, I was told that it was a twisted bowel and was sent home but I was back again at 11am because I was in pain. I was put on a drip and then sent home. On 5th December, my family wanted me to have a camera to find out what the problem was but I was sent home again. My GP said that I should not have been sent home. On 17th January, my GP sent me back to hospital, I was in and out of hospital. I was later diagnosed with IBS. I was taken into hospital again and given pain killers that I should not have been given as I have asthma. My GP said I should not have been given these tablets. I didn't feel helped by PALS when referred to complain.

Negative

10/11/2014

KNO43115

### St Helens and Knowsley Teaching Hospitals NHS Trust

Accident and Emergency

Drop-in

Wards 2B and 2A - Both times emergency admission sent by the GP. First time I was discharged on 5 days then readmitted much worse in 3 days then in for 5 days. Nursing treatment good but medically should not have been discharged. It means 6 weeks on I am still suffering after getting in their words "hospital acquired Pneumonia".

Mixed

20/11/2014

KNO44231



## Appendix 2 - Comments

### St Helens and Knowsley Teaching Hospitals NHS Trust

Inpatient Care  
Drop-in

Whiston - 2B and 1B - Admitted with emergency breathing problems. The first time I had to wait until 1 -2pm for medicines. Second time delivered afternoon before discharge the following morning. Nurses caring but overall medical treatment was poor and results to me very poor.

Mixed

20/11/2014

KNO44232

### St Helens and Knowsley Teaching Hospitals NHS Trust

Obstetrics and Gynaecology  
Community group

Huyton Family Project

Let me go over due with my daughter. The birth was fine but the after birth all went wrong. I lost 5 and a half pints of blood and had a retained placenta. I was 16 days overdue and they just kept telling me that the delivery suite was full, they also let me go home the day after without a transfusion. The recovery after that was a long time. I almost lost my life they told me, it was very traumatic for both myself and my husband.

Negative

07/10/2014

KNO42429

### St Helens and Knowsley Teaching Hospitals NHS Trust

Mental Health  
Other

Public Health Coffee Morning

I attended Whiston hospital with my son. He went in on Monday and was discharged on Friday. We were told to come back on Sunday for his medication, this meant having to get a taxi on a Sunday. The staff did not give us a reason for this. I asked my son and he said we just have to go back on Sunday at 4pm.

Negative

08/10/2014

KNO42479

### Alder Hey Children's NHS Foundation Trust

Inpatient Care  
Focus Group

Kirkby High School

Staff were friendly and kind. All areas were clean and hygienic. Staff kept myself and my husband informed on how our daughter was after her operation. The discharge process was easily explained.

Positive

14/04/2014

KNO25879

Inpatient Care  
Community group

GP / Hospital

I am a scheme manager who rings surgery's on behalf of tenants and find it very difficult to get to speak to someone or get any information for them. The tenants ask me to do this on their behalf. I also have problems with discharging from hospital, were tenants are discharged without notifying myself or care providers.

Negative

14/08/2013

KNO1091



## Appendix 2 - Comments

Inpatient Care Event		Broadgreen Hospital
<p>I was in for 4 days and felt I'd got thrown out. On the fourth day I was asked if I had opened my bowels by the surgeon. I was then sent home. When I got home I had to have a carer for several weeks who were brilliant but felt that the hospital had discharged me too early because I still felt ill. My GP and carers were lovely.</p>		
Mixed	21/06/2013	KNO382
Inpatient Care Focus Group		
<p>This is not a personal statement, just what I have heard. There is not enough information given to patients on discharge from hospital. There seems a lack of communication between services.</p>		
Negative	12/11/2013	KNO7327
Inpatient Care Focus Group	CRI	
<p>As a working professional we often find that hospitals do not inform us of discharges back into the community. This often causes problems within our service as we prescribe Methadone and often we have clients discharged from hospital without our service being advised leaving us in difficulty finding a doctor to sign a prescription for the weekend for the client to continue with treatment giving a seamless transition back into the community.</p>		
Negative	03/07/2014	KNO36008
Primary Care/GPs Correspondence		No hospital name given
<p>Well planned I was given all of the information I required, The GP and surgery were unhelpful.</p>		
Positive	22/07/2014	KNO36496
Inpatient Care Community group Very thorough.	The Gate Older Person's Group	unknown
Positive	28/07/2014	KNO36614



## Appendix 2 - Comments

Inpatient Care Correspondence		Unknown
<p>Discharge following hip replacement - The ward nurses were very good. They put themselves out to help you. They were brill, but I told the main nurse I was alone. He said he would make sure I had the six week carer but he didn't. Only for my 13 year old grandson I would have been all on my own. He helped me for three weeks till he went back to school. Because I managed over the easter holidays when I was discharged with the help of my grandson I wasn't given any help at all. He helped me with everything.</p>		
Mixed	28/07/2014	KNO36639

Inpatient Care Correspondence		
<p>The staff could not be kinder or more helpful. I disagree about the way you are discharged. You have to have someone to pick you up and stay with you for 24 hours after the least bit of treatment yet you are practically thrown out of hospital after major surgery, i.e. the next morning, you are not asked if anyone will be at home to look after you. You are sent home with drains and medication before you have even recovered from surgery. This can't be right.</p>		
Mixed	09/10/2014 08:16:36	KNO42494

Outpatients Correspondence		Unknown
<p>Breast Department - Getting discharged at 8am in the morning after major surgery was very traumatic. You do not even get asked if you have anyone to look after you. You are then sat in a chair until after 3pm to get your medication to take home. Also getting a call four days after a mammogram saying you need to get to the hospital at 8.40am the next morning as the doctor needs to speak to you. I was in total panic in case the cancer had spread to other breast. All it was to be was I needed another mammogram.</p>		
Negative	11/12/2014	KNO44488





## Appendix 2 - Comments

### 5 Boroughs Partnership NHS Foundation Trust

Mental Health		Knowsley Resource and Recovery and Leigh Hospital
Healthwatch stand	Knowsley Resource and Recovery Centre	
<p>My wife rang the crisis team in Wigan (Clare House), they got me an appointment straight away. I got to see my old social worker. I was then admitted to Leigh Hospital. I had been here before, 10 years ago and felt comfortable going there. I was in for about 3 days before they discharged me with no medication. I was also on less medication in there than what my doctor prescribed me at home. The kitchen was really small, could go in there any time . Patients don't have to wait for the tea trolley, but the food, there was not very much of it, it was terrible. My wife brought in food for me in the end. Plain looking food, no veg, could not eat it. The menu was poor in Leigh, you don't get much choice at all, I would rate it one star compared to Knowsley Resource and Recovery Centre.</p>		
Mixed	18/08/2014	KNO39656

### 5 Boroughs Partnership NHS Foundation Trust

Mental Health		Knowsley Resource and Recovery Centre
Healthwatch stand	Knowsley Resource and Recovery Centre	
<p>The Spinney ward was fine, good staff, good rooms but very claustrophobic. The Taylor ward was good all round. I believe the reviews were a bit messed up because they let me leave too early on my say so. The staff are great clean wards, rubbish beds. Coniston unit is better than the Taylor ward but for me too far away for comfort. But I do think I can recover better here. The staff are down to earth, the beds are comfy and the staff are friendly and kind and always there for you. There are many activities to do here. I haven't started proper treatment yet but I do believe it will go well. Meals are a bit small (but that's not a concern)</p>		
Mixed	27/08/2014	KNO39824

### 5 Boroughs Partnership NHS Foundation Trust

Speech therapy		
Focus Group	Stroke Association	
<p>I was referred to the Speech Therapy Department in Knowsley and assigned a Speech Therapist. I had sessions with the speech therapist but did not feel supported, I felt they just wanted to discharge me from the service and did not feel listened to. The speech therapist left the position for 6 months and a replacement worker took over. I felt completely different, she was brilliant and I soon felt that I was progressing really well. I would like to go back to work at some point so really valued the sessions with the speech therapist. After 6 months the session stopped and the previous therapist returned and again I felt unsupported. I felt she was not interested in supporting me going forward to improve my condition. It was shortly after this that I was informed that I was being discharged from the service. I did not feel ready to be discharged and it felt like she just wanted to get rid of me. I put in a complaint with my husband regarding my treatment I received from the therapist; the therapist has also made claims that are not true. We are currently awaiting a response from our complaint. I would rate the experience that I had as very poor, apart from the service I received from one Speech Therapist who was brilliant.</p>		
Mixed	16/07/2014	KNO36298



## Appendix 2 - Comments

### 5 Boroughs Partnership NHS Foundation Trust

Child and Adult Mental Health Services (Other Services)

Meeting

Mother of an eight year old child has continually fought for help and support as her child has behavioural problems and threatened self harm. Has support from her GP who referred to CAMHS, where the child was assessed and discharged back to the GP after one session. There had never been any concerns raised at school until things reached crisis point and the ASB team became involved.

Negative

18/07/2013

KNO762

### Aintree University Hospital NHS Foundation Trust

Accident and Emergency

Focus Group

Efficient staff and helpful service. Slight lack of communication on discharge, could have been clearer.

Mixed

09/10/2013

KNO3176

### Aintree University Hospital NHS Foundation Trust

Outpatients

Focus Group

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.

Negative

10/10/2013

KNO3214

### Aintree University Hospital NHS Foundation Trust

Inpatient Care

Focus Group

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. 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.

Mixed

20/09/2013

KNO1705



## Appendix 2 - Comments

### Aintree University Hospital NHS Foundation Trust

Inpatient Care  
Focus Group

Before my operation I was given a zimmer frame and told to learn how to hop (no chance). I had an operation on my left foot and was told to go home the same day. I didn't have any bed downstairs, I had to borrow one which took 3 days. I had a cast on my leg for 12 weeks. when I was confined to my bed, my toenails were very long. I phoned the Chiropodist and was told that due to short staff the nearest appointment was 4th November, by then I had had my cast removed.

Negative

21/11/2013

KNO9481

### Aintree University Hospital NHS Foundation Trust

Accident and Emergency  
Focus Group

I went in with a chest infection and was seen right away. The staff and doctors were very good. The hospital was clean. I was treated with very well and quickly. Everything was in place for when I left.

Positive

29/11/2013

KNO10628

### Aintree University Hospital NHS Foundation Trust

Inpatient Care  
Telephone

Issue regarding son's discharge from hospital. He has progressive MS, COPD and mental health issues. He was discharged from Aintree Hospital 3 weeks ago. Since his discharge there has been no visit from a district nurse. The bed that he has been provided with is incorrect and the carer has not been shown how to use the equipment provided. The carer explained that the hospitals attitude is to "just get on with it".

Neutral

06/03/2014

KNO21235



## Appendix 2 - Comments

### Aintree University Hospital NHS Foundation Trust

Accident and Emergency

Telephone

Lady suffers with her back and has had 2 operations in the last 6 months, she collapsed in pain on Saturday 21st March and was taken to A&E at Aintree hospital. She was told that if the pain was still as bad the next day then she would be given a scan but was given no examination just drugs (Morphine, Diazepam and Codeine). She saw Dr's twice whilst in hospital and had to have Physiotherapists to get her out of bed. The next day she was told by the Dr's that they were preparing to discharge her. Her daughter asked how they could discharge her as she had no diagnosis and there was no-one at home to look after her. The Dr asked the lady's daughter whether she could stay at home to look after her. The lady requested a scan and an x-ray - this never happened even though she had been told previously that she would get one. They did not carry out an x-ray as they said that she hadn't fell. She had to struggle to the desk to ask to make a phone call to ask her daughter to come and collect her. The lady was discharged on the Monday with no OT assessment and currently has her niece staying with her to look after her. She was told that there would be no follow up and was just given medication and a sick note. The lady called her own GP and was given another prescription and an appointment where she was sent for an x-ray at Aintree. Her GP has told her that he will try and arrange for a Physiotherapist to come to her house.

Negative

01/04/2014

KNO24546

### Aintree University Hospital NHS Foundation Trust

Accident and Emergency

Correspondence

My stay in ward 17 was excellent. I am 94 and fractured my hip. I am partially sighted, after 3 weeks I could go home. I was waiting delivery of equipment. My bed was required so I was moved to ward 26 for one night. The Sister was annoyed that I was there. She rang my daughter to say she was discharging me to the discharge lounge, which she did. She had also made an appointment for me at out patients with a different consultant. I believe that she was being awkward as my daughter said that she was not happy with her attitude. As Merseyside ambulances finish at 5pm, a Warrington crew kindly brought me home at 8.45pm. I did not need an outpatients appointment.

Mixed

29/04/2014

KNO27161

### Aintree University Hospital NHS Foundation Trust

Accident and Emergency

Event

KOPV AGM

I attended Aintree A&E after a fall and hitting my head. The doctor came after I had a head scan and said everything was ok - "you can go now"

Negative

11/06/2014

KNO33610



## Appendix 2 - Comments

### Aintree University Hospital NHS Foundation Trust

Accident and Emergency Focus Group	CRI	
Staff have problems when clients are either inpatient or discharged from Aintree hospital. Staff there fail to communicate about prescription meds, i.e. Methadone, Subutex.		
Negative	03/07/2014	KNO36010

### Aintree University Hospital NHS Foundation Trust

Inpatient Care Community group	Happy Hours Older Persons Group	
My husband attended Aintree as he was bringing up his medication. My husband is under Macmillan and Woodlands hospice, they are brilliant. We have been assessed for a chair lift, since leaving hospital we have had to be reassessed. My husband has spine cancer. He was sent home, still no chair lift, he is finding it really difficult to walk. The council have told us that we are on priority. He came out of hospital so confused, no communication with me or my husband about medication. We ended up going to our local chemist to find out information. He had the best of care whilst in hospital, just the follow up hasn't been good (husband said that he chose to go home without all medication).		
Mixed	17/06/2014	KNO33753

### Aintree University Hospital NHS Foundation Trust

Inpatient Care Telephone		
Patient was in Aintree for 7 weeks then discharged to care home - the whole manner of discharge was unsettling and uncertain. Carer was not involved in the process. The Carer was not consulted regarding diagnosis - Interdisciplinary teams were not talking to each other so the carer did not get any answers. The Carer was not given any information and was dealing with both neuro and mental health. The patient waited 5 days for a referral to mental health as an inpatient. The carer was promised an interdisciplinary meeting - this never happened. When asking about state of the patient's mental health, the carer was told this would need to be side-lined until medical problems were sorted out. The patient has been discharged with a permanent catheter - no-one has explained why? - When at Haematology clinic the bag burst, the patient was given help by a specialist urology nurse who explained that the bag that he had been given wasn't suitable for his needs so nurse gave him different equipment. The bag had also burst previously when on the ward and the carer was told that the patient was pulling it out himself. The Carer spoke to the Customer Service Team who are looking into the issues. More information has since been given to the carer from the consultant regarding the catheter and staff will be briefed in catheter bag connections.		
Mixed	18/06/2014	KNO33777



## Appendix 2 - Comments

### Aintree University Hospital NHS Foundation Trust

Accident and Emergency

Community group

Making Space

I got taken to Aintree as an emergency . They told me that I had wind, they would not send me for any tests. I was in pain and my stomach was inflamed, they just gave me painkillers and blood tests. I was discharged from hospital but the pain kept going on but my GP kept sending me home. My sister "kicked off" at the GP who sent me for a scan and found out that I had gallstones. I was sent to hospital as it flared up again, the hospital said it was wind again. I had to tell them that it was gallstones (from the scan), they said that they didn't know about this as it wasn't on my notes. They still sent me home with painkillers. I panicked and did not feel safe and was scared. I then went back to the GP, its been months now, I was finally put on a waiting list. I could not eat or drink at this point. I got a letter a letter to say I'd been referred to a consultant , no date for operation. My sister rang receptionist at the hospital who advised to go to A&E if it gets any worse, I eventually had the operation.

Negative

20/06/2014

KNO34825

### Aintree University Hospital NHS Foundation Trust

Inpatient Care

Consultation

KOPV Digital Inclusion  
Consultation

Father in law (100) was taken into Aintree in the early hours of Tuesday morning and was taken to Coronary care. He was there for 18 hours and moved to ward 8. He was there for 4 days and was sent home. They did not inform us that he was going home we found out by having to ring the ward. The staff that were looking after him were very good. The cost of parking is more than St Helens, why? This should be uniform across the NHS.

Mixed

20/10/2014

KNO42765

### Aintree University Hospital NHS Foundation Trust

Inpatient Care

Telephone

Wrong care package in place for mum who is due to be discharged from hospital. Son has spoken to discharge co-ordinator who has explained that the facilities required for his mum are not available and has gone ahead and will discharge tomorrow.

Negative

11/02/2015

KNO46129

### Liverpool Heart and Chest NHS Foundation Trust

Inpatient Care

Correspondence

My discharge went smoothly and efficiently. Staff were very helpful informing me of what was happening.

Positive

28/07/2014

KNO36632



## Appendix 2 - Comments

### Liverpool Women's NHS Foundation Trust

Community Nursing Correspondence		
After discharge, the nurse came every morning to give a needle in my arm as I was unable to do it myself and the hospital arranged for her to come. All the staff were very helpful.		
Positive	28/07/2014	KNO36619

### Liverpool Women's NHS Foundation Trust

Inpatient Care Community group	Happy Hours Older Person's Group	
The women's hospital is amazing. The staff are brilliant. It is spotlessly clean as well. They explain everything on discharge, medication, bandages etc, but the follow up with the district nurse can take a while if you want your dressings changed. You can wait several days and end up having to ring up as an emergency, they then say that they haven't had a referral.		
Mixed	17/06/2014	KNO33760

### Liverpool Women's NHS Foundation Trust

Obstetrics and Gynaecology Focus Group		
Six years ago, I had a baby in Liverpool Women's hospital. They lied about my notes. I looked at the notes, they said I had a normal delivery, I did not. I had my second child at home. I got taken to hospital, they could not get the placenta out. I was given 4 injections and told that I was fine but on the ward they got the crash team to me. I was taken to theatre for 3.5 hours then told I could go home. I told them I didn't feel right. In October 2012 I kept going to the GP saying I did not feel right and on New Years Day, I got rushed back to theatre and my stomach was septic. I am waiting to find out what is going on.		
Negative	21/11/2013	KNO9478

### Southport and Ormskirk Hospital NHS Trust

Inpatient Care Correspondence		
Exceptional staff. Kind and caring and confident in their jobs. Great communication and willingness to help. Was a fabulous experience. After my discharge I had a query about my wound that had been stitched. I phoned the hospital and was given great advice and my mind was immediately put at rest.		
Positive	22/07/2014	KNO36497



## Appendix 2 - Comments

### Royal Liverpool and Broadgreen University Hospitals NHS Trust

Inpatient Care Forum	Kirkby Health Forum	
<p>I was admitted on 1st May 2014 for a hip replacement. I thought it was a super experience, from the lady's that brush the floor to the man at the top Mr Kumar. when I got discharged they arranged a taxi and staff to transport equipment and myself.</p>		
Positive	20/06/2014	KNO34829

### Royal Liverpool and Broadgreen University Hospitals NHS Trust

Inpatient Care Correspondence		
<p>I went into hospital for a replacement hip. It went really easy, medication was ready for me to take home. The nurse came to take the staples out on the day that I was told she would.</p>		
Positive	18/07/2014	KNO36409

### Royal Liverpool and Broadgreen University Hospitals NHS Trust

Inpatient Care Meeting		
<p>A patient from Southport Hospital was transferred to Broadgreen for an operation by ambulance, but when they were discharged their family had to get the patient back home by themselves without support from the hospital.</p>		
Negative	26/11/2013	KNO10590

### Royal Liverpool and Broadgreen University Hospitals NHS Trust

Inpatient Care Community group	Making Space	
<p>I was admitted to the Royal hospital with sickness. I kept being sick. I had a bowel condition. I was in the Royal for about 2 weeks. I felt the staff did not listen and were not helpful. They kept saying "you have to go home". I felt too ill to go home. I was really ill and only home a day when the GP sent me to Whiston. At Whiston I was diagnosed with C Diff. I live on my own and the Royal sent me home when I was feeling really poorly. I ended up in Whiston the day after.</p>		
Negative	16/06/2014	KNO33705

### Royal Liverpool and Broadgreen University Hospitals NHS Trust

Accident and Emergency Correspondence		
<p>I went to the toilet and found blood all over the place. I sent for an ambulance. They took me to Aintree first but there was no room so I was taken to The Royal Hospital. I had several tests and they could not find anything. I was discharged on the Saturday morning and back in the same day. I was only in the house 20 minutes and I had to get another ambulance as I was found collapsed. The ambulance came straight away. I was diagnosed with Anaemia and was in hospital for over a week.</p>		
Negative	17/10/2013	KNO4199





## Appendix 2 - Comments

### Royal Liverpool and Broadgreen University Hospitals NHS Trust

Inpatient Care

Correspondence

I was admitted to the Royal Hospital for surgery. An Ileostomy was needed. After discharge the stoma nurse followed me up at home for 6 weeks, plus the district nurse also attended me. I could not fault the staff or hospital during my stay.

Positive

28/10/2013

KNO5512

### Royal Liverpool and Broadgreen University Hospitals NHS Trust

Inpatient Care

Event

Royal Liverpool Hospital

Knowsley resident - Liverpool doctor (50+ years)

Admitted to community discharge ward from acute medical (emergency) assessment unit. Because of multiple health issues this was not the right ward. My husband spent a month there expecting to be discharged any day. During this time he developed ulcers which were not able to be dealt with adequately because of a) shortage of staff and b) untrained nurses who could not use appropriate bandaging. Not very good communication because specialist doctors had to be called in. No overall Dr in charge and it seemed until the fourth week that the specialists did not meet. Once they did, my husband was transferred to appropriate ward (heart) and after discharge from there 4 weeks later, procedure for a replacement pacemaker was organised and follow up to other specialists put into place.

Negative

09/08/2013

KNO975

### Mersey Care NHS Trust

Mental Health

Community group

U3A Kirkby

GP and Mental Health Services

I am an M.E (CFS) sufferer and have had present recurrence of chronic symptoms for the last 4 years. Last chronic session when I was in my thirties. I have had less support than previous. I had to ask for a referral to mental health services. The GP says there is no treatment available for M.E therefore I am left to get on with it. I had a 45 minute phone interview with mental health services at which I was told that a therapist with an interest in M.E would be available. Many months later on being at a session with a therapist, I was informed that therapist had left and this therapist knew very little about M.E. We were back where I had been years before. Stage 1 filling in diaries etc. The therapist did listen, suggested things etc. but could not take me further into counselling. I was not sent a discharge letter despite asking for a copy of what was sent to my GP. It was a series of numbers going to a cloud which I found meaningless!

Negative

28/02/2014

KNO20134



## Appendix 2 - Comments

### St Helens and Knowsley Teaching Hospitals NHS Trust

Outpatients Community group	Stockbridge Village Stay and Play Group	Whiston
<p>I had a really good experience at Whiston Hospital while I was there to have my third baby. I went in for a routine appointment as I was overdue, however, I ended up going into labour whilst there. I was treated really well and my midwife was fantastic. I was given my own room and checked on frequently. We had to wait around a little bit when waiting to be discharged but this would be the only thing I could fault.</p>		
Mixed	25/04/2014	KNO27120

### St Helens and Knowsley Teaching Hospitals NHS Trust

Outpatients Telephone		
<p>My neighbour recently got discharged from hospital, after being discharged she had to give herself regular injections and had been given a sharps box for the used needles. However she needs the box to be picked up and is not sure what to do, she has contacted the hospital and they weren't sure how to advise her. I feel this is a real concern and that people should be given the right information when being discharged.</p>		
Negative	07/03/2014	KNO21303

### St Helens and Knowsley Teaching Hospitals NHS Trust

Inpatient Care Community group	Highfield Sheltered Housing	
<p>My husband had a prostrate operation and was sent home the next day and was not very well. Two days later I had to take him back. The doctor we saw was very upset because they asked if he was given a blood test after the operation, when we said no they said he was very lucky because he could have had a heart attack and died. He was kept in hospital for over a week and had to rest when he got home.</p>		
Negative	11/02/2014	KNO17719

### St Helens and Knowsley Teaching Hospitals NHS Trust

Inpatient Care Community group	Highfield Sheltered Housing	
<p>I attended Whiston hospital for a pacemaker. I got an appointment (6 months for appointment), I don't need to go for another 12 months. Staff very friendly and told me what was going on. Everything was in place when I left, they made sure I had carers in place.</p>		
Positive	11/02/2014	KNO17748



## Appendix 2 - Comments

### St Helens and Knowsley Teaching Hospitals NHS Trust

Inpatient Care  
Focus Group

I attended Whiston as I had an abscess in my bottom that was quite big and needed draining. Hospital gave me antibiotics. I was in pain all night. I rang the GP the next day and they gave me an appointment that was for the next day. I could not wait 48 hours so I went back to Whiston. They prescribed me with antibiotics and kept me in to have it drained. My operation was then cancelled. I was given a sandwich. I was left waiting for so many hours, I was really hungry and wanted a drink. I was promised food but never got any, I had to go to the garage. My abscess burst, I pressed the buzzer and no-one came. My partner had to get a nurse. I was left for 20 minutes before a nurse came and said that a doctor would be down soon. I never got the results from my MRSA test. I was discharged at 9pm and would need to get 2 buses, eventually they got me a taxi. They gave me no help putting my shoes on. I did complain but this made the situation worse. I went home and drank a bottle of vodka.

Negative

10/10/2013

KNO3208

### St Helens and Knowsley Teaching Hospitals NHS Trust

Accident and Emergency  
Correspondence

I am a carer - First visit to A&E with daughter as she had breathing difficulties. She was seen straight away, treatment given but decided that she needed to stay in. I ward / bed about 5 hours from initial contact. During this time she had some treatment - very good. I stayed in with her for 5 days - staff very good.

Second visit 2 months later, GP sent us to GP assessment unit (same illness). Waited around for hours before any treatment. Spent longer here with little contact with doctors than in A&E.

When in hospital could have had any better facilities for the carer - a chair that belonged somewhere else and for 2 nights, I didn't get it until after midnight. Also on the day of discharge, why wait hours for medication, therefore not freeing up the bed.

Mixed

01/11/2013

KNO5744

### St Helens and Knowsley Teaching Hospitals NHS Trust

Inpatient Care  
Focus Group

I was admitted to surgery for a broken shoulder. I could not fault my care in hospital. The only drawback was waiting for medication. I was discharged at 11.30am no sign by 6.30pm. My daughter came the next morning for me.

Mixed

07/11/2013 14:43:04

KNO7089

### St Helens and Knowsley Teaching Hospitals NHS Trust

Inpatient Care  
Focus Group

Whiston Hospital

The patient had attended hospital with pneumonia and other complications. The patient was discharged from hospital with no appointment card for a follow up visit. His wife phoned the hospital a week later to find the hospital had no record of any appointments for him.

Negative

23/09/2013

KNO1716



## Appendix 2 - Comments

### St Helens and Knowsley Teaching Hospitals NHS Trust

Accident and Emergency  
Focus Group

My 94 year old father has Prostrate Cancer. Following admission to the observation ward via A&E on 22/09/13, my father was later medically discharged. I voiced concerns to ward staff and the attending doctor regarding his ability to ensure his ADL's were met. They were reluctant to maintain his care and informed me that they would discharge him with a referral for social assessment which I was assured would be on 23/09/2013 at his home. Due to me raising concerns of vulnerability and risk of harm / deterioration as yet no assessment has been made.

Negative

30/09/2013

KNO1850

### St Helens and Knowsley Teaching Hospitals NHS Trust

Cancer Services  
Focus Group

St Helens Hospital

I've had bowel cancer. When the doctor told me that I had bowel cancer, I was referred to a macmillan nurse. I never saw a nurse either before my operation or after. No support was put in place. The other nurses were great. I have put in a complaint with St Helens.

Negative

02/10/2013

KNO1975

### St Helens and Knowsley Teaching Hospitals NHS Trust

Accident and Emergency  
Focus Group

Whiston

After waiting 12 hours for an ambulance, I arrived at Whiston at 9pm and was discharged at 1am, I was given crutches and sent home with no money, no bag and in my pyjamas. I had to get a taxi home.

Negative

02/10/2013

KNO1985

### St Helens and Knowsley Teaching Hospitals NHS Trust

Inpatient Care  
Focus Group

I attended Whiston Hospital with gall stones in my kidney and they discharged me even though the doctor advised me to stay on for 3 days. I was feeling ill, sickness, blood on sheets. I was sent home after 1 day, there was no follow on care. I had to ask my neighbour to go shopping for me as I couldn't walk.

Negative

02/10/2013

KNO1996



## Appendix 2 - Comments

### St Helens and Knowsley Teaching Hospitals NHS Trust

Outpatients  
Focus Group

I went for an operation to remove an ingrowing toenail. I arrived an hour and a half before my operation. The staff were relatively friendly. When waiting, they seemed to have a problem contacting the surgeon and there was a delay. The operation went well. I stayed afterwards to be checked by the surgeon to see if I was ready to go home. I stayed for lunch and the food was good. I was allowed to go home a couple of hours after the operation.

Mixed

07/10/2013

KNO2125

### St Helens and Knowsley Teaching Hospitals NHS Trust

Outpatients  
Focus Group

Very Positive! Didn't have to wait - staff very efficient and reassuring. Explained the procedure clearly and what would happen regarding results and any follow up.

Positive

09/10/2013

KNO2189

### St Helens and Knowsley Teaching Hospitals NHS Trust

Accident and Emergency  
Healthwatch stand

Whiston Hospital Stand

From the moment I arrived by ambulance and was admitted as an emergency patient and to the ward, I got wonderful care from the doctors, nurses and all staff and spent 6 days in hospital with a severe water infection. Discharge information excellent from all.

Positive

08/07/2014

KNO36134

Nursing Care Home

St Bartholomews Court Nursing Home

Correspondence

respite from hospital stay, I was not fit for discharge and my daughter told the staff but they made me leave anyway. They forgot to give me my medication when I went home. I collapsed at home and was taken back to hospital. Left in my room, not many staff.

Negative

28/07/2014

KNO36630



## Appendix 2 - Comments

Accident and Emergency Healthwatch stand	Royal Liverpool Site Knowsley Resource and Recovery	
<p>I was in the A and E department from half twelve in the day time before being admitted to a Ward. I waited a long time then I was sent to a ward and given a bed. At 11:30 pm I was told to go home as the GP had taken bloods and they were ok I was told to leave. I told them I had no where to go and ended up on the streets they would not even give me a blanket. I ended up on the streets, staff could have been more helpful. staff phoned Whitechapel Centre but no bed was available. I was also not offered anything to eat or drink.</p>		
Negative	16/02/2015	KNO47095



## 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)**