



healthwatch
St Helens

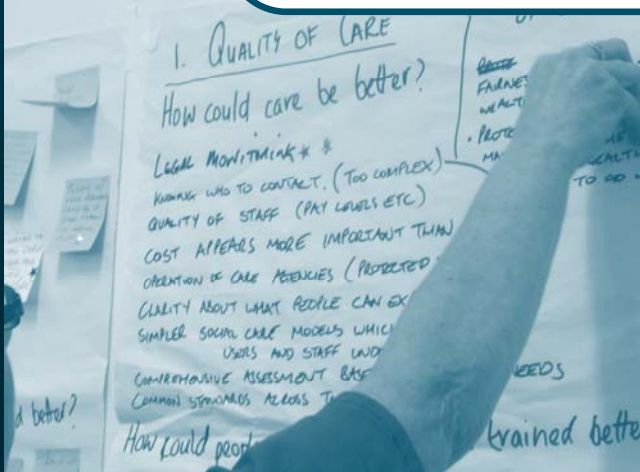
healthwatch
Knowsley

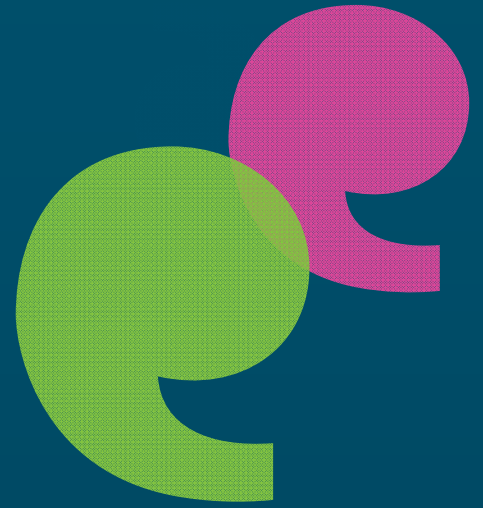
Patient Experience Report

St Helens & Knowsley Hospital

Quarter 2

Compiled by Healthwatch Knowsley &
Healthwatch St Helens





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About Healthwatch

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.

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

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases unfortunately 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? Our 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: _____
(First three letters of your postcode)

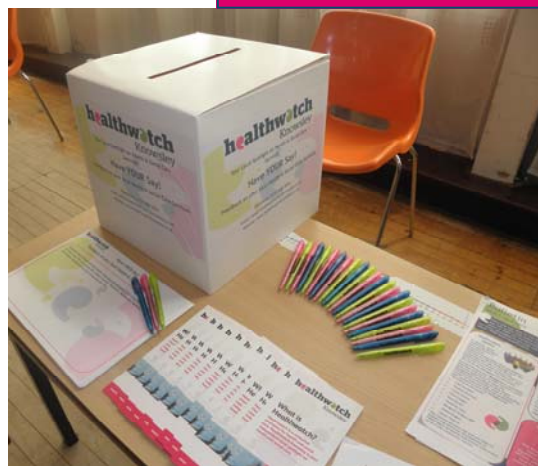
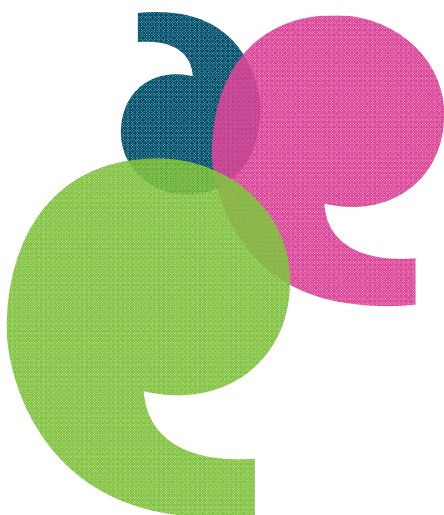
Please return the completed form to:
Healthwatch Knowsley
Frescott RTCC-HQ20-UMS, 3rd Floor, North Wing, Suite 30, Sefton CVS
Burrington Road, Crosby Road North, Liverpool, L12 2JG or email
enquiries@healthwatchknowsley.co.uk

healthwatch Knowsley

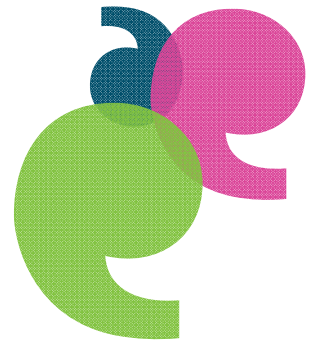
Have YOUR Say!
Let us have your feedback on local health and social care services

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 30 comments have been collated, of which contained a combination of positive and negative comments. The main headings that these comments related to were:

Access to Information
Access to Interpretation Services
Car Parking
Diagnostics
Discharge
Food & Hydration
Quality of Treatment

Outstanding Issues from the Previous Report

No response has been received to these comments from previous reports

“Went into hospital to have abscesses removed and was sent home with antibiotics. Abscess burst while in hospital, I tried to call the nurse and had to wait - about an hour later I was seen by a doctor. I was told I would be given a hot meal but was later told I couldn't have anything. was supposed to receive fluids but wasn't given anything.

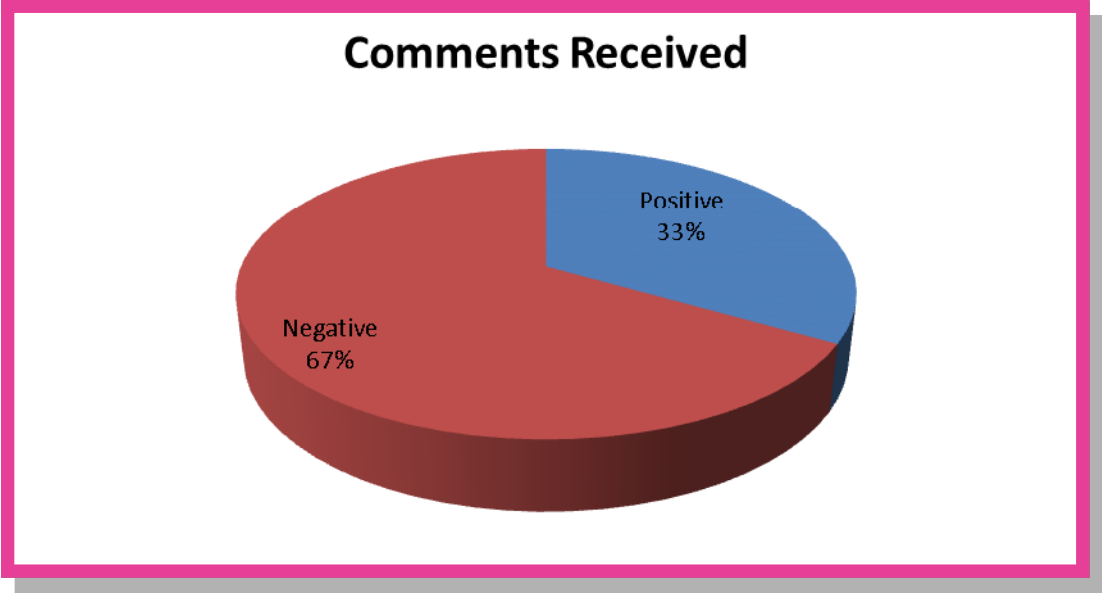
After having surgery, I was put back into a dirty bed where abscess had burst, I had to sleep in bed all night - couldn't sleep in bed. Not given any food - eventually called the ward manager but had to walk to the garage to get my own food.

Had to wait until 9.10pm at night after waiting all day. Not explained papers and was spoken to inappropriately when going through forms. After I had spoken to the ward manager I felt I was treated differently. Not considerate. The experience led to being upset and drinking - previously been through detox. MRSA results not received - had MRSA in the past so was concerned. Not provided with the support needed.”

“Soon after Patient A had been settled in the ward and her individual room, her husband went to use the facilities and found blood and vomit in the toilet area and on the floor. The cleaner was called into to rectify this, but showed frustration at being asked to do this. This room should have been cleaned prior to admitting a patient.”

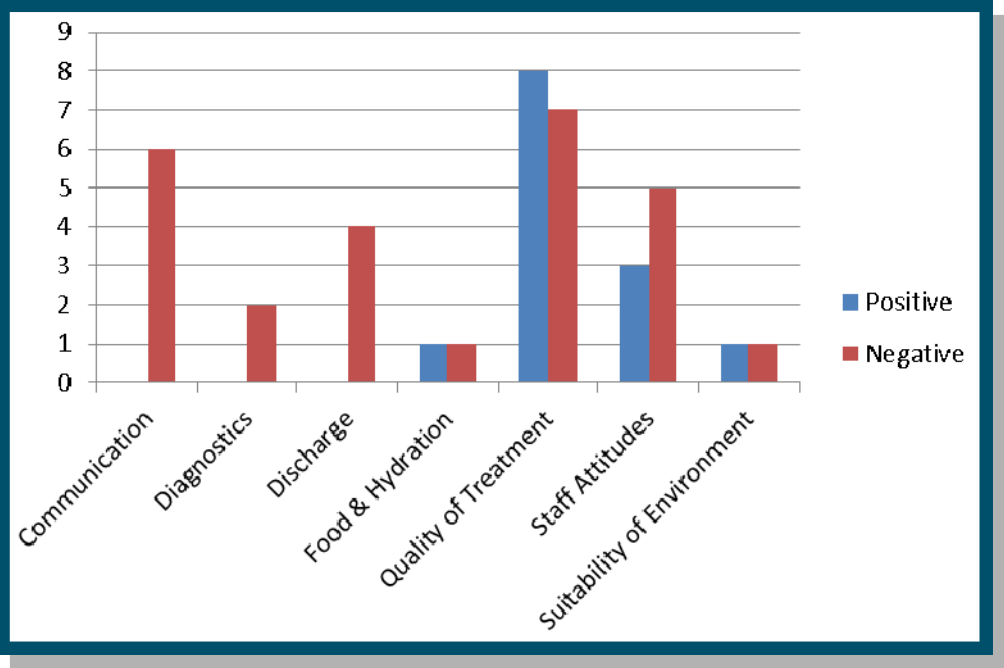


Breakdown of comments



The areas these comments relate to are:

	Positive	Negative
Communication		6
Diagnostics		2
Discharge		4
Food & Hydration	1	1
Quality of Treatment	8	7
Staff Attitudes	3	5
Suitability of Environment	1	1
Total	13	26



The specific comments and the clinical areas they relate to are detailed in Appendix One.

A procedure must be put in place to ensure that patients receive the correct information before during and after their treatment. This is especially important when the person has additional communication support needs See KNO851, KNO1876, KNO1646, KNO1716,

- There are still high levels of patients reporting either really good Quality of Treatment, or really poor Quality of Treatment. Healthwatch to be kept updated with progress for accessing Patient Satisfaction via Friends and Family Test and other mechanisms. See KNO946, KNO1524, KNO0851, KNO1088
- The Trust must continue to work closely with Healthwatch on Equality Delivery Systems to ensure that all patients accessing the Trust receive a High Quality of Services See KNO946, KNO1524, KNO0851, KNO1088, KN01423,
- There are some concerning comments about the attitude of staff towards some patients. Robust policies must be in place to ensure that patients, carers and other visitors are treated with respect, compassion and dignity. See KNO851, KNO852, SH5
- There are still comments about there not being enough staff, this can lead to falls and misdiagnosis. Steps must be put in place to ensure that there is adequate staffing to support patients needs at all times. See KNO1423, KNO670, KN1088, SH5
- A system must be put in place to ensure that rooms are clean and tidy when a patient enters them. It is unacceptable for a patient to encounter old blood or vomit. See Outstanding Issues

Emerging Trends across the Health Economy

These issues are not specific to the Trust but are being highlighted across the health economy

- There is a lack of communication between Trusts. This is particularly frustrating for people who have complex or enduring conditions that require them to see more than one specialist team. See KNO1648
- There are issues with delays to tests, particularly after falls, which is causing a delay in diagnosis and treatment
- See KNO1088
- We are aware that the issue of access to deaf interpreters whilst in hospital for planned surgical procedures is an occasional problem across all Trusts, and St. Helens & Knowsley Trust have told us this is due to front-line staff being unaware of the correct procedures to book interpreters to be present when consultation with the patient is needed e.g. at 'ward rounds' and generally also that there is low awareness regarding how to communicate with deaf patients. This has been addressed by Annette Craghill with all staff teams in August 2013. The issue has been picked up NHS England (Merseyside branch) for further development.

Appendix 1—Comments

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	After presenting at Huyton NHS Walk-in Centre following a strange sensation in my chest , I was taken to Whiston Cardiac Unit, where I was seen within an hour. Over the five visits I made, there was only one incident where one of the staff had poor communication skills, otherwise, the quality of service and level of professionalism was first class. I was never made to feel that I was wasting their time and at no time did I feel that they were wasting mine. Being new to the district, this was my first experience of Whiston Hospital, and it left me with a very good impression. Following a bad experience at Bradford Royal Infirmary some 15 years ago, this was a very welcome change of experience and environment.	
KNO832	Quality of Treatment	
Positive	26-July-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I have recently visited Whiston Hospital to visit a sick friend. I used the car park at the hospital and found the parking charges at the hospitals own car park too excessive. I was very impressed with the quality of the hospital and staff. The new buildings are superb!	
KNO940	Environment, Staff	
Positive	08-August-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I go to St Marys in London because not one of the trusts in my area delivers a quality of care for my daughter. I don't trust the hospital in my area and they can't give the scans that my daughter needs. My daughter's condition is very rare. As a result of me speaking out a protocol is now in place for when my daughter attends hospitals in Merseyside. Whiston have even delivered training to staff on this condition. This is excellent but I am concerned that it will get forgotten about.	
KNO1709	Quality of Treatment	
Positive	20-September-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I needed to get an x-ray on my arm. In and out in 20 minutes (not bad). A very friendly and professional department.	
KNO776	Quality of treatment	
Positive	19-July-13	

Appendix 1—Comments

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I would love to share this, in January we had a experience in Whiston and were not impressed with the quality of care and the way things were done .I made an official complaint and within 24 hours had a response to say they had received it and were dealing with it .Lots of things obviously went on behind closed doors in a positive way .We found ourselves back in Whiston and what a surprise I got. The level of care was beyond excellent, they listened to what was said and acted on it. We were in and out within 24 hours. The consultant corresponded with us and we worked together as a team so all I can say to people is it is the way we speak to others and take it to the complaints in a positive manner. I feel that we would recommend Whiston now at all times thanks to the trust in making the change and restoring our trust again and doing something about it .	
KNO819	Quality of treatment	
Positive	25-July-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I would like to highlight Rheumatology (blood service) at Whiston when I became ill at the blood appointment . The nurse specialist rang a taxi and walked me to the cab.	
KNO946	Quality of treatment	
Positive	08-August-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Went to Whiston and had no problems	
KNO1511	Quality of treatment	
Positive	12-September-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Was not a bad experience. It was not so good because I was poorly. It was good when we had music as I was able to bring my own music in.	
KNO1444	Quality of treatment	
Positive	10-September-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Whiston is really good	
KNO1526	Quality of treatment	
Positive	13-September-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I had a stroke and went to Whiston Hospital. It was very good, I went in on a Saturday morning and on the Sunday I had speech therapy. The consultants came to see me everyday. The service was excellent. I cannot fault the stroke ward in any way.	
KNO1880	Quality of treatment	
Positive	30-September-13	

Appendix 1—Comments

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I was 10 minutes late as the bus never turned up. I apologised to the receptionist and she told me it was ok. I sat down and waited for 1 hour, so I asked the receptionist whether she had forgotten me she told me I was late so I would not be seen. I explained that she had told me to sit down and I had been sitting in front of her for an hour. I was disgusted and upset. It was a bitterly cold day and it was hard enough getting there. I have never been back, I need to as I need new splints for my hands. I cannot afford a taxi and I cannot rely on the bus. I would like to know what the Physiotherapist was doing as he did not come to check whether I was there.	
KNO851	Quality of Treatment, Staff Attitude	
Negative	29-July-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I was late for my appointment as the bus was late. I was getting plaster Paris splints for both of my hands. Because I was late, they said that they could only do one hand and I would have to come back next week. I thought they were only joking but only one hand got done! But we are told, don't raise your voice, it's bullying. So do we suffer in silence, like I did! I won't do it again, I was told I should have stood my ground and seen someone in authority. Is there someone, whilst you are there to explain why you are working to rule? How many people turn up late? What do these physiotherapists do in their spare time? There is no compassion. It has taken me 2 hours to write this, it hasn't helped my hands, but its off my chest.	
KNO852	Quality of Treatment, Staff Attitudes	
Negative	29-July-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I attended St Helens to have a mole removed from my face. I went in on 21st August 2013, got the letter on 30th August 2013 for an appointment on 29th August 2013 so I missed the appointment. I phone up and was passed from different people. At one point I was put through to the Children's Welfare. I was then put back through to Switchboard, then complaints. I eventually ended up with another appointment at the end of September. The communication is very poor, I have taken up a complaint with St Helens. They could have phoned me so I would have known.	
KNO1876	Communication	
Negative	30-September-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS 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.	
KNO1646	Communication	
Negative	18-September-13	

Appendix 1—Comments

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	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.	
KNO1716	Communication, Discharge	
Negative	23-September-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Patient was very unhappy with their Inpatient stay, staff were not very compassionate when the patient was feeling scared and lonely, and support following diagnosis of cancer. In particular a survey was sent asking how they found the experience which the patient found very insensitive.	
KNO855	Quality of Treatment, Discharge, Communication	
Negative	30-July-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Husband had a fall on 25th May 2013. He went to Whiston hospital on 7th June and was there for 11 hours. He had his hip and knee x-rayed and was told that there was nothing wrong and discharged. He went back to Whiston 4 weeks later as he was still in pain, he had his hip and knee x-rayed again and was told again that there was nothing wrong. An appointment was made at the Fracture clinic on 5th August. The fracture clinic were about to send him home when his wife asked them to x-ray his back as he had fallen on his back. It was then found that he had 3 crushed vertebrae.	
KNO1088	Diagnostics	
Negative	14-August-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	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 Activities for Daily Living 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.	
KNO1850	Discharges, Discharge	
Negative	30-September-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I had an operation on my arm and was in hospital for 2 days. I felt like the staff were under pressure because there was only a few to look after everyone. I wasn't given any information after leaving.	
KNO670	Quality of Treatment, Staff Attitudes, Discharge	
Negative	09-July-13	

Appendix 1—Comments

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I went to Whiston in an ambulance. I was in overnight. I fell out of the chair and banged my head when trying to transfer to bed. It was horrible, I went dizzy. I get spasms in my legs and body. I didn't like the bed and I didn't like the food, it was horrible. I had no wheelchair so I was stuck in the bed. The doctors and nurses talk too fast, they need to slow down.	
KNO1423	Food and Hydration, Communication, Quality of Treatment, Staff Attitudes	
Negative	10-September-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I was in Whiston hospital when I had inflammation of the heart. One of the nurses put in a catheter and I have never been dry since. I am not going back about it.	
KNO1879	Quality of Treatment	
Negative	30-September-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I fell and knocked my teeth out. The doctor told me I should have come in sooner. I didn't like the doctor.	
KNO785	Quality of treatment, Staff Attitude	
Negative	22-July-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I went to Whiston with damage to my knee. I did not get anywhere with Whiston in the way of treatment, they refused to give me an operation. I decided to go to Broadgreen but Broadgreen does not have an A&E department so I went through Whiston first and then changed to Broadgreen.	
KNO1865	Quality of treatment,	
Negative	30-September-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I had an appointment at 3.30pm. I asked about the waiting time and was told that there were two people before me. They called me in at 4.45pm. When I went in it was quick however the waiting time was an issue as I had been waiting from 3.30pm. The communication from staff was not good.	
KNO779	Communication	
Negative	22-July-13	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	I went to Whiston for an operation on my toenail. I was worried about attending hospital. The staff didn't really explain but the doctor was friendly.	
KNO789	Staff attitudes (P) Communication (N)	
Mixed	22-July-13	

Appendix 1—Comments

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Excellent treatment from diagnosis onwards. Staff very good. Found it difficult to sleep at night due to patient in ward with dementia. Food good.
KNO771	Food and Hydration (P) Suitability of Environment (N)
Mixed	19-July-13

SH5 (A formal complaint copied to Healthwatch St Helens)

I wish to make a complaint against Whiston Hospital, Warrington Road, Prescot, Merseyside, L35 5DR and mainly ward 2B. My mother Patient C was taken in to Whiston hospital on the afternoon of Monday 23/09/2013 and was later admitted to ward 2B later that evening, my mother is suffering from the following conditions;

Breast cancer secondary cancer of eye and osteoporosis of the spine, lesions on her lungs, and requires a walking frame in order to walk Patient C also requires permanent oxygen.

The reason for this complaint is as follows; Patient c had to get up to go to the toilet in the night approximately 22:00 hours while doing this Patient C fell in the toilet and was unable to get up off the floor or raise the alarm for help due to her condition, Patient C lay on the floor for almost 1.5 hours waiting for assistance the reason Patient C recalls the length of time it had taken for assistance to come was that she come see the clock from were she was lay, eventually when help came she was meet in a flippantly manner by a young man saying what are you doing down there.

After Patient C was helped to her feet and to bed she was not asked if she had injured herself and was not examined by nursing staff and no investigation or injury report raised.

The next day Tuesday 24/09/2013 Patient C was moved to ward 2C, on visiting on her that evening Patient C explained that she had fallen in the night and how long she had laid there waiting for help and the lack of treatment or support afterwards. A nurse in ward 2 C entered the room and I asked her about the fall the nurse did not know about the fall and stated that it was not in my mothers notes, the nurse then went on to give Patient C a full check up, finding that she had received injuries to her knees, ankle and back staining bruising, cuts and was in pain due to these, the nurse then went on to complete the relevant paper work for the incident from the previous night.

I explained to the nurse that my mother needed a walking frame to get around with which had been requested the previous day and still not arrived, I also explained that we had to bring my mothers oxygen mask in from home as this also had not been supplied the previous day, the one we had brought from home was far to short which made my mother uncomfortable.

Although Patient C is suffering from this illness and is in her 70s she is fully alert and in full control of her mental faculties so there fore I have no reason to question the length of time that she stated she was lay on the floor waiting for assistance.

I find it totally unacceptable that a state of the art new hospital has provided such poor care for a patient in my mother's condition from the lack of supervision to providing such small but essential items such as an oxygen mask and a walking frame.

Appendix Two - Questionnaire



Your Local Spotlight on Health & Social Care Services

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:	
Your gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>
Ethnic Origin:	
First three letters of your postcode:	
Do you have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Which of these best describes your situation?	Full-time work <input type="checkbox"/> Part-time work <input type="checkbox"/> Self Employed <input type="checkbox"/> Government Scheme <input type="checkbox"/> Full-time education <input type="checkbox"/> Retired <input type="checkbox"/> Unemployed <input type="checkbox"/> Unable to work <input type="checkbox"/> Looking after family/home <input type="checkbox"/> Other (please state) <input type="checkbox"/>
Do you have a religion or belief?	Yes <input type="checkbox"/> No <input type="checkbox"/>
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Do you currently live in the gender you were given at birth?	Yes <input type="checkbox"/> No <input type="checkbox"/>

How would you rate this hospital? (Please click on the relevant box)

	(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"/>

Any other comments:

Please return the completed form to:

Healthwatch Knowsley, Freeport RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS
 Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

Control Sheet

Date Submitted	22/10/2013
Date Response due	19/11/2013
Date Response Received	
Follow up actions	



Healthwatch Knowsley

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

L36 0UX

Telephone: 0151 449 3954

Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk

**Summary for Submission of
Paper to the Patient Experience Council**

Paper No:	PEC(14)016
Subject:	Healthwatch Knowsley Patient Experience Report Response to October 2013 Report
Purpose:	To provide a response to Healthwatch Knowsley patient experience report
Summary:	<p>Healthwatch Knowsley has provided the Trust with Quarter 2 information. This report details the views captured from community members to commissioners, service providers, Healthwatch and the Care Quality Commission and specific interest groups such as the Quality Surveillance.</p> <p>The key themes from this report for the Trust to action are:</p> <ul style="list-style-type: none"> • The need to improve Communication at all levels • The need for staff to adhere to (with passion) the Trust ACE behaviour standards
Corporate Objective met or risk addressed:	Healthwatch has requested a response to the comments within a twenty day timeframe. It is acknowledge that this is challenge and the Trust consider that if an investigation and subsequent robust meaningful feedback report is provided then this may take longer The Trust therefore are asking Health watch to consider negotiating the reporting timeframe .
Financial Implications:	None
Stakeholders:	Patients, staff, commissioners, third sector partners. public
Recommendation(s):	<p>Staff at the Trust to read and note all reports and commence actions were required.</p> <p>Healthwatch Staff to feedback the Trust thanks to patients involved, share the message about lessons learnt and progress to date.</p> <p>Continue to develop a positive partnership</p>
CQC Outcome(s):	<p>Outcome 1 Respecting and involving people who use services</p> <p>Outcome 4 Care and welfare of people who use services</p> <p>Outcome 16 Assessing and Monitoring the quality of service provision</p>
NHSLA Standard(s):	Standard 2 Learning from Experience
Presenting Manager:	Clare Aspinall
Council Date:	12 th February 2014

Introduction

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

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases unfortunately 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.

The Trust acknowledges the collaboration between Healthwatch and the Trust. It is vitally important that we listen to and respond to the views of service users. This enables to the Trust to make continued improvements in care and enhance the patient experience.

1 Key Issues

The reports provided are of exceptional value to St Helens and Knowsley Trust and provide both valuable positive or negative views of the experiences of patients and other stakeholders who attend the hospitals. The Trust is committed to learning from patient experience and continually strives to fulfil, or even exceed, patient's expectations in providing safe care.

As explained in previous report responses, most patient experience stories are anonymous, making it difficult to investigate and respond to individual cases, therefore the Trust can only provide a general response.

It would be very helpful to the Trust, if Healthwatch could inform all patients and members of the public, whenever possible, that the Trust is willing to investigate any issues on behalf of patients, either formally or informally. This is explicit in the Trust's Francis report action plan under the indicator "Duty of Candour"

For future report responses St Helens and Knowsley Teaching Hospitals cannot comment on formal complaints included within Healthwatch reports. Due to the sensitive nature of information contained within formal complaints, it could be deemed a breach of patient confidentiality to discuss and disclose this information in such a public forum. Learning from formal and informal complaints is discussed at PEC.

There are a number of negative patient experiences provided within the report, which may have been incorrectly attributed to the Trust. For example: there are two very upsetting patient experiences regarding physiotherapy appointments, KNO851 and KNO852, This service is provided by 5 Borough Partnership (5BP) and not St Helens and Knowsley Teaching Hospitals. We appreciate it is very hard for patients to understand the politics of commissioning, and request the assistance of Healthwatch in explaining this to the public. Also ask that Healthwatch will provide these details to the Patient experience team at 5BP, so that they can address this with the individual teams involved.

2 Actions Taken/Needed

The Key theme highlighted within the report continues to be communication.

In July 2013 the Trust launched its Nursing and Midwifery Strategy. This is based upon the Chief Nursing Officers “6 Cs” - Compassion, Care, Courage, Communication, Commitment and Competence. Each work stream has a MDT working group coordinated by senior staff and includes Patient representation to ensure they can participate as equal partners in decision making and improvements in care.

The communication group has already begun to tackle issues such as waiting times, in particular better use of TV screens within ED (Emergency Department) and in outpatients to keep patients up to date on waiting times, and explain any delays.

Unfortunately waiting time delays are sometimes unavoidable despite best efforts. The Trust has introduced a number of initiatives to assist in reduction of waiting times this includes:

- Writing to patients to remind them of appointment times
- Sending automated telephone voice reminders
- Providing shuttle bus services between each of the two hospitals.
- Making reasonable adjustments for patients with disabilities

However sometimes for many reasons patients run late or the time slot allocated is not enough. Patients can on occasion need more urgent intervention that can consume more time than was originally planned.

Most patients are accepting of the delays, if they are kept up to date and communicated this in real-time if a delay is likely to occur. Over the forthcoming months, through the communication group the aim is significantly improve the level communication in relation to this.

A further challenge is to improve patient experience in relation to when a patient accesses services in more than one Trust. The simple answer to improve this would be to copy all involved, including most importantly the patient into any correspondence letters. (Copying letters to patients). This is a key indicator in the recent national patient survey. To address this the Trust is reviewing the process and trying to improve the use of Translator service, easy read information and letters in other languages.

Please see patient power report that will be escalated at February’s Patient Experience council which highlights the need for patients to be copied into any of their correspondence. This is an area that doesn’t have a quick solution but will remain a priority for St Helens and Knowsley Teaching Hospitals.

3 Workforce Issues

Improved communication across all staffing areas

4 Lessons/Positives

The report included a number of very positive feedback comments which indicates that the Trust continues to provide high standards of care and demonstrates the exceptional staff employed at St Helens and Knowsley Teaching Hospitals.

A patient shared her experience in relation to making a formal complaint in January 2013, and is now considers on reflection that the Trust has listened to their concerns, and can see the change that has taken place since. This was very pleasing to read, this is exactly the model of learning we want to evidence. The Trust value every complaint as an opportunity to improve patient experience.