

healthwatch

Liverpool

The Walton Centre Listening Event Report December 2017

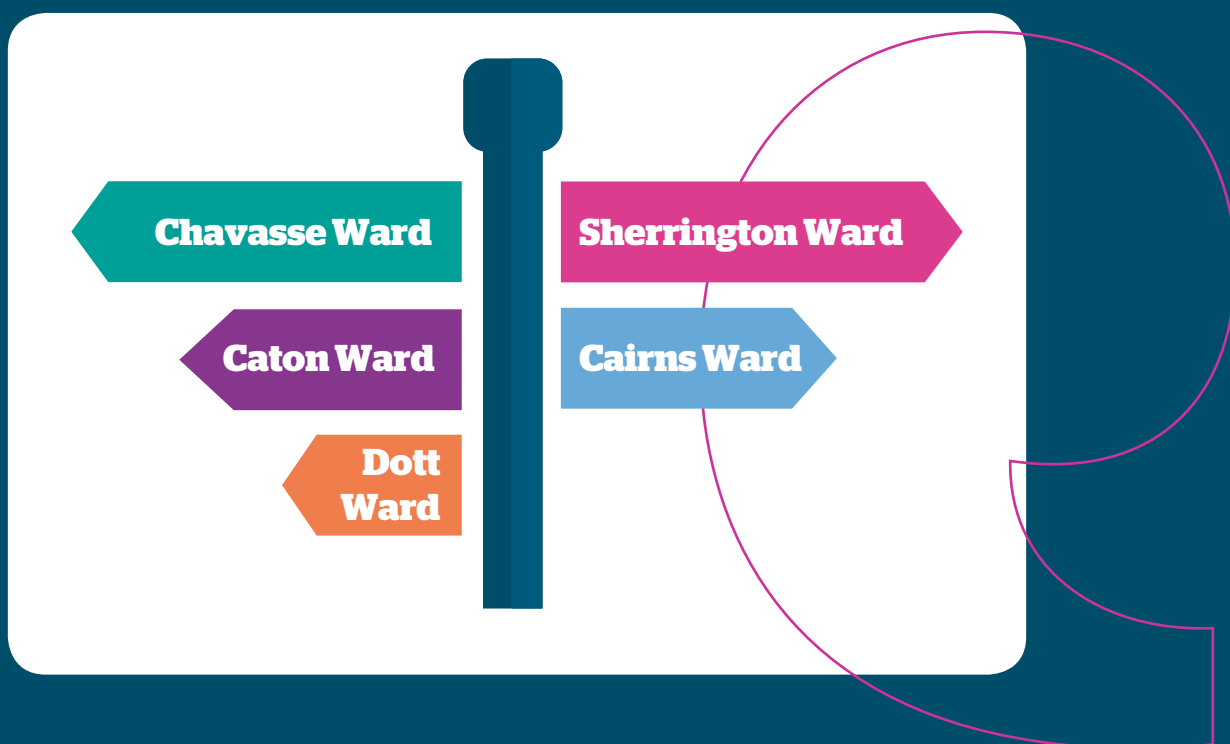
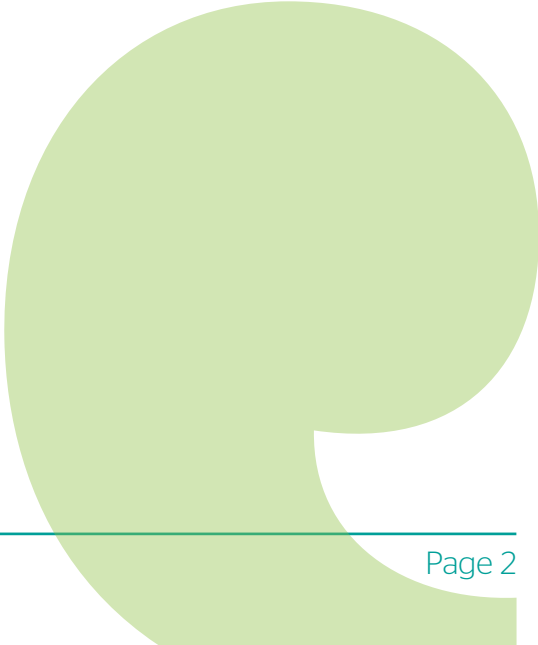


Table of Contents

1. Introduction	3
2. What patients said about The Walton Centre.....	4
3. Conclusion	8



1. Introduction

On Thursday 7th December 2017 Healthwatch Liverpool and Healthwatch Knowsley visited The Walton Centre NHS Foundation Trust. Healthwatch wanted to speak with patients, and/or their families and friend to find out what they thought was good, and what could be improved about the services, currently provided by The Walton Centre.

In order to provide consistency, patients were asked questions that had been jointly agreed between Healthwatch and The Walton Centre. The first question was to establish that we were actually talking to a patient. The second question was to confirm which part of the hospital the patient was telling us about. In the third question we wanted to find out which area of the region people using the services came from.

So as to ensure their anonymity patients were not asked for their names or addresses, but were asked for the first part of their postcode as well as some questions about their background for equality and diversity purposes.

The patients that shared their post codes with us came from the following areas:
5 from Liverpool, 5 from Warrington, 4 from Knowsley, 4 from Sefton, 4 from Preston, 4 from Wirral, 2 from North Wales and 1 each from Pickering, Salford, St Helens, West Lancashire and Wigan.

During the event Healthwatch staff spoke with a total of 38 patients (not all patients answered all questions). Due to the relatively small sample size the feedback is of qualitative rather than quantitative value; it gives some suggestions of where patients thought The Walton Centre got things right, and where improvements might be made.

As showing all of the patient feedback here in the main report would provide too much detail for many readers, we have where possible, selected for inclusion below, one remark relating to each question per ward that we visited. We feel that this will give the reader a general picture of what people thought about the Trust.



The information that we gathered on the day does provides a valuable snapshot of how patients were feeling about the Trust during the visit. Healthwatch Liverpool and Healthwatch Knowsley are pleased that the picture it shows is of a hospital that the vast majority of the patients we spoke to said was providing an excellent service in terms of care, and patient experience.

All feedback has been shared with The Trust and commissioners (who plan and buy the services) and is available on request along with the questionnaire that we used and the equality and diversity data.

2. What patients said about The Walton Centre

Q4) Patients were asked: What do you think is good about The Walton Centre?

Patients gave very positive views about the Trusts

- Everything is amazing; it's been a good hospital, always fab. The nurses, the beds, the rooms breakfast food etc. (Cairns Ward)*
- The doctors are excellent with me, very available all the time to speak to and also caring. They're just amazing. They explain everything and always ask if I've got any questions. The nurses are also caring too. (Caton Ward)*
- I've been in a week; it's good that everyone with a similar neurological condition are all in the same place, feels like we're all in the same boat. It's more specialists. (Sherrington Ward)*
- I was really poorly on Tuesday and actually thought I was dying. I was really scared so a nurse stayed with me the whole time without having any breaks or lunch. She kept reassuring me that I wasn't going to die on her watch. It turned out it was a bad reaction to an anaesthetic. (Chavasse Ward)*
- They saved my life, I'm very happy with it. At the beginning I was frightened about being operated on, I was mothered by the staff, such love and comfort. I was poorly yesterday, and the staff really helped me. The staff give so much of themselves, I worry about them. I could find niggles if I wanted to, it's so easy to criticise, but they go well beyond what's required. (Dott Ward)*

Q5) Patients were asked: What would you like to see improved?

This question was designed to pick up the more negative things that patients might have to say; however, about half of the responses to this question were either wholly or partly positive.

Here are some of the positive comments:

- No not really it's an efficient ward. This NHS Hospital is person centred and the Cairns ward staff as really good too. (Cairns Ward)*
- I don't think so, I have been here two weeks and they have been wonderful and they never leave you. (Caton Ward)*
- The pain management team came to visit me though and they were a God send. (Sherrington Ward)*
- No issues, this ward has been spot on. (Chavasse Ward)*
- It's very difficult to comment, because it's a strange situation. Overall I'd say nothing can be improved. (Dott Ward)*

We did pick up some comments relating to where things might be improved:

- Communication with doctors and medical staff about my condition, it's better now. (Cairns Ward)**
- I've found the ward hasn't been as clean as when I was in Whiston Hospital, some cleaners just run the mop down the middle of the ward. (Caton Ward)**
- I've made a few complaints. They're very short staffed. After my operation I was in a lot of pain and pressed the buzzer for help, it was 20 minutes before anyone came. I felt alone and like they didn't care. They could have checked if I was ok. There's 2 nurses I like on the ward, but some are not so caring. When I couldn't speak after the operation, they didn't care. It's better now I can speak up for myself. I also don't like the computerised system for pain medication; it tells you that you can only have it at certain times in the day. But what if you need it at a different time? Where's the humanity? I'm on a lot of medication for fibromyalgia so I have a tolerance to medication; the amount they gave me wasn't effective in here. (Sherrington Ward)**
- The staff can be a bit stretched, they're always busy. The mornings are the busiest when they have to do baths and showers, the pressure is too much. (Chavasse Ward)**
- Sometimes I wonder why I've been left alone when there aren't any staff around, but I understand the staff can't be everywhere. This has been one of the most traumatic experiences of my life, but I will leave knowing that I've met nice people. (Dott Ward)**

Q6a) We asked: Is this your first visit to The Walton Centre?

Of the 28 patients that answered this question, 17 yes and 11 no.

Q6b) We asked: If no, how long have you been using the services?

Answers from the 11 patients who answered this question ranged from six months to 10 years with most having had dealing with the Walton Centre for several years at least, reflecting the long term nature of many patients' needs.

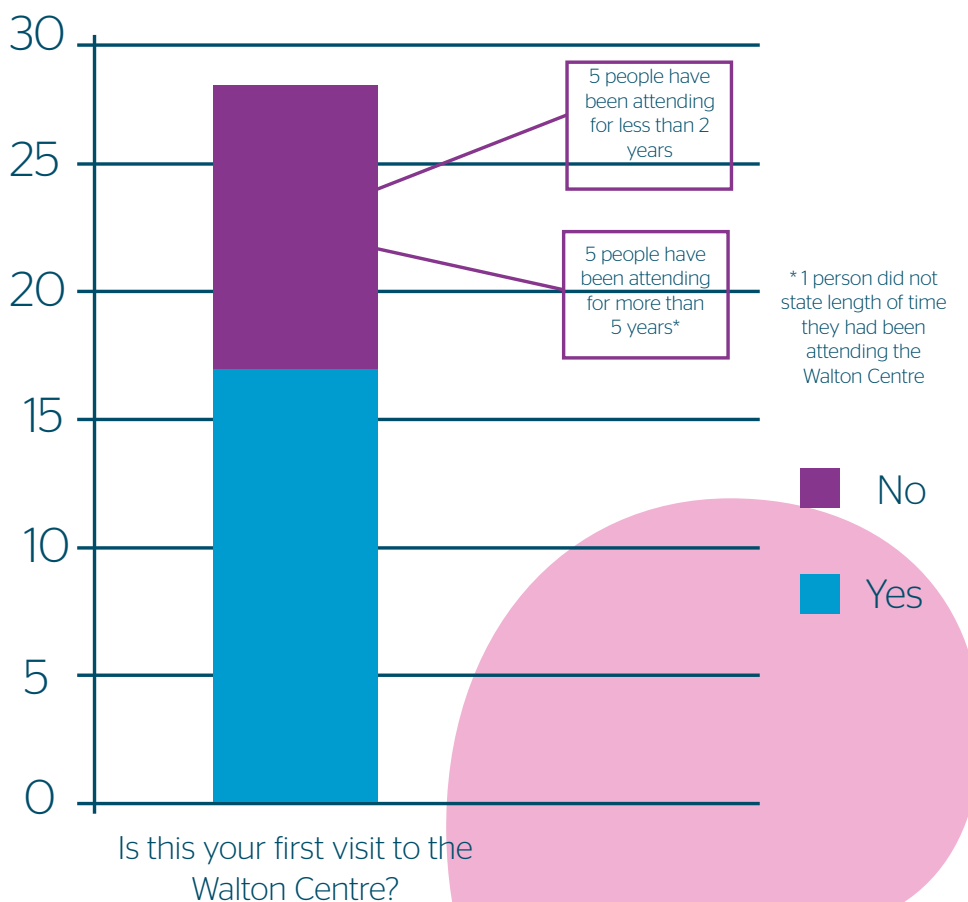


fig 1. Is this your first visit to The Walton Centre?

Q7a) We asked: Do you feel you received enough information from the Trust regarding your appointment or condition?

Of the 30 patients that answered this question 28 said yes they did get enough information and 2 patients said no they would have liked more.

Q7b) We asked: If no, what other information would you have liked to receive?

We received only one less favourable comment in response to this question that we can attribute to a specific ward:

Yes in general, but I could have done with a little more about my condition early on. It is fine now. (Chavasse Ward)

Q8) We asked: Do you feel staff treat you with Dignity and Respect?

Of the 30 patients that answered this question, 28 said yes and 2 said no.

When asked to comment, patients gave the following answers, which were almost all positive:

- Always. (Cairns Ward)
- Absolutely, go above and beyond. (Chavasse Ward)
- Very much so, very positive. (Dott Ward)
- I feel staff treat me with dignity and respect. (Sherrington Ward)
- There were no answers specifically relating to Caton Ward in this section.

Q9) We asked: When you meet with staff members do they introduce themselves to you?

Of the 30 patients that answered this question 28 said yes and 2 said no.



fig 2. Communication with the trust and its staff

When asked to comment, patients gave the following answers:

- Mostly except when things are going on (i.e. they are very busy.) (Cairns Ward)
- Always by first name which is great. (Chavasse Ward)
- More often than not. (Sherrington Ward)
- Some of the bank staff don't always do this, they're generally not as good as the regular staff. (Dott Ward)

There were no answers specifically relating to Caton Ward in this section.

Q10) We asked patients to rate the service overall

27 patients rated the service 5 stars.

1 patient rated the service 4.5 stars.

5 patients rated the service 4 stars.

2 patients rated the service 3 stars.

3 patients did not answer this question.



When asked to comment, patients gave the following mostly very positive answers:

They told me everything I needed to know about my condition. I would give them more than 5 stars. (Cairns Ward)

In terms of information given, this is an excellent part of the service - from my pre-op to where I am now I have had leaflets, booklets, phone numbers for relevant staff. (Caton Ward)

The information the staff have provided me has been without a shadow of a doubt a real strong point. (Chavasse Ward)

Waiting time to come in is nothing, I have no complaints. (Sherrington Ward)

You don't have to wait long at the clinics. (Dott Ward)

Although more than half of the comments that patients in made in this section were positive or very positive, we did pick up some less favourable responses:

The building isn't great and the only views you can get seem to be in the day room which I'm not all that keen on. (Cairns Ward)

They look after my dignity very well e.g. I went for a shower and I was helped very well. There was a little thing, like pain relief but they sorted it when I raised it. (Chavasse Ward)

The surgery has gone very well, my surgeon was very good and I really liked him. But the aftercare has been bad. (Sherrington Ward)

The staff make the place better. The staff are so helpful its nice and cheerful the staff make you feel at ease. The only thing I'd improve is communication between the consultant and staff as no one was able to answer my questions as they have not been told. I would still give it five stars. (Dott Ward).

There were no less favourable comments relating to Caton Ward in the responses to this section.

3. Conclusion

As with our previous Listening Event at The Walton Centre which took place on the 18th November 2016, Healthwatch representatives were on this current visit again greeted by staff and made to feel welcome. On this occasion, however, we were able to visit the wards, which we were pleased about, as this allowed us to speak with a group of patients that we didn't reach last time. We found that patients were very happy overall with the services provided at the Trust and well over two thirds gave it top marks with a rating of five out of five stars, which is even better than we found last year.

We heard of no experiences that gave us any concerns about the general quality of the service or that require immediate remedial actions by the Trust. The very few negative experiences related mainly to, communication, pain medication and food, however, it must be stressed that these were very few in number and that the issues had largely already been resolved. We did note that some patients had mentioned that nursing staff were very busy, and in their view, might on some occasions be short of staff. However, they also said that this had not affected the care or staff attitude adversely, so, there is no indication that staffing guidelines are not being met.

Healthwatch Liverpool and Knowsley would like to thank the Trust for their assistance in conducting our listening event and ask the Trust to take the feedback gained into account.



We found that patients were very happy overall with the services provided at the Trust and well over two thirds gave it top marks with a rating of five out of five stars ... even better than we found last year.



Appendix I: Feedback collected by Healthwatch Liverpool from the Walton Centre Listening Event 7/12/2017:

The feedback collected by both Healthwatch Knowsley and Healthwatch Liverpool is taken account of integrated into the related report.

1.

Which ward or area?	What is good?
Caton	They have done quite a fine thing really. They have been looking after me.
Caton	Everything. I have waited 12 years for an operation in Preston and these have sorted me out! Good speed and everything. The staff are very friendly.
Cairns	Its organisation! It's Lovely staff! And when things happen they are right there to help. It's the second time I have been here and the care has been excellent.
Caton	Good
Cairns	The look after you really well.
Cairns	They can't do enough for you! They are brilliant!
Caton	It is a specialist hospital. They try hard with us every day and know what they are doing.
Chavasse	Everything, the staff are absolutely gorgeous. I have been forgetting that I have been in a hospital. They are amazing all of them. It feels like a family.
Chavasse	The are focussed around the condition which is good.
Chavasse	Everything is good, the quality of nursing, being looked after.
Cairns	Everything is amazing; it's been a good hospital, always fab. The nurses, the beds, the rooms breakfast food etc.
Cairns	The nursing staff try to treat you with dignity and respect and can pick you up when you get bad news.
Cairns	It has been very efficient. I have been done in a lovely manner and with good communication.
Chavasse	Nice comfortable rooms. Nice staff and the food is good.
Caton	The doctors are excellent with me, very available all the time to speak to and also caring. They're just amazing. They explain everything and always ask if I've got any questions. The nurses are also caring too.
Cairns	I've been asleep most of the time - the staff are caring and sensitive so far and give me time to wake up properly before they start talking to me. The food is fine and they seem to have a decent choice.
Caton	Very organised, professional, kind, caring and compassionate. You are seen quickly. I can't fault it, lovely staff.
Cairns	Staff are lovely, helpful and keen to help.

Which ward or area?	What is good?
Caton	Everything, the nurses here are special people, amazing. They do their jobs and smile all day long having banter with you. They're amazing, they should get paid more
Cairns	Excellent, the staff are lovely, friendly and helpful. Don't know what I'd do without them.
Chavasse	I was really poorly on Tuesday and actually thought I was dying. I was really scared so a nurse stayed with me the whole time without having any breaks or lunch. She kept reassuring me that I wasn't going to die on her watch. It turned out it was a bad reaction to an anaesthetic.
Chavasse	It's a clean hospital, and I can get here on the train
Chavasse	Can't fault it, the food is excellent. The care and treatment is good.
Sherrington	I've been in a week; it's good that everyone with a similar neurological condition are all in the same place, feels like we're all in the same boat. It's more specialists.
Sherrington	It's quick; they sort you out in no time. The treatment is excellent.
Sherrington	Lovely and clean, The staff are friendly.
Dott	They saved my life, I'm very happy with it. At the beginning I was frightened about being operated on, I was mothered by the staff, such love and comfort. I was poorly yesterday, and the staff really helped me. The staff give so much of themselves, I worry about them. I could find niggles if I wanted to, it's so easy to criticise, but they go well beyond what's required.
Dott	The operation was brilliant. The staff are very good, the telly's free, the food's good.

2.

Which ward or area?	What could be improved?
Caton	It's all good.
Caton	Discharge could be a bit faster; I have been waiting 3 hours for my pills.
Cairns Ward	No not really it's an efficient ward. This NHS Hospital is person centred and the Cairns ward staff as really good too.
Caton	No it's fine.
Cairns	No
Cairns	If they had more staff because they always short.
Caton	I don't think so, I have been here two weeks and they have been wonderful and they never leave you.
Chavasse	Nothing at all.
Chavasse	No nothing, you get a good choice of food with an updated menu.
Chavasse	No not in this hospital.

Which ward or area?	What could be improved?
Cairns	Nothing, the nurses keep on top of everything and make sure you are clean etc.
Cairns	Communication with doctors and medical staff. About my condition, it's better now.
Cairns	When I arrived at Jefferson, my partner couldn't come through with me. Also on the ward there was a big 10 foot tall poster saying "Sepsis Kills" It scared me a bit. I was awake all night. I told them and they moved it.
Chavasse	This is a bit short staffed, they run around a lot but it has not affected the treatment.
Caton	I've found the ward hasn't been as clean as when I was in Whiston Hospital, some cleaners just run the mop down the middle of the ward. Dot ward as horrific - there were no windows, the blankets were dirty and the last patients personal care items (pads) were still in the cupboard. The TV also didn't work. This was only 2 weeks ago.
Cairns	Nothing. Sometimes I feel they make me take medication I don't need.
Caton	The wait going into theatre was okay but nobody updated me on what was happening after there were delays. I just had to sit and wait which was a bit difficult.
Cairns	Nothing.
Caton	No
Cairns	Some more toilets and shower rooms on the wards. The day room is also in the wrong place, it doesn't feel very welcoming.
Chavasse	No issues, this ward has been spot on.
Chavasse	Communication about appointments. I waited 6 months for an appointment, then was only given 3 weeks' notice. I've had times where appointment letters have arrived after the appointment has happened so I didn't know about it. It took a lot of phone calls to sort out. I've also found some problems with communication on the wards, sometimes information isn't passed on which has caused a delay.
Chavasse	The staff can be a bit stretched, they're always busy. The mornings are the busiest when they have to do baths and showers, the pressure is too much.

Which ward or area?	What could be improved?
Sherrington	I've made a few complaints. They're very short staffed. After my operation I was in a lot of pain and pressed the buzzer for help, it was 20 minutes before anyone came. I felt alone and like they didn't care. They could have checked if I was ok. There's 2 nurses I like on the ward, but some are not so caring. When I couldn't speak after the operation, they didn't care. It's better now I can speak up for myself. I also don't like the computerised system for pain medication; it tells you can only have it a certain times in the day. But what if you need it at a different time? Where's the humanity? I'm on a lot of medication for fibromyalgia so I have a tolerance to medication; the amount they gave me wasn't effective in here. The pain management team came to visit me though and they were a God send.
Sherrington	Sometimes the waiting times for scans, I'm waiting for one now before I can go home.
Sherrington	The food can be hit and miss, depends where you are in the room for example, if you get fresh toast or the stuff at the end. Appointments get changed a lot; letters have gone out late before for appointments. The parking is also an issue; it's hard to get a space in the multi-story car park. I have to be dropped off to make my appointments.
Dott	It's very difficult to comment, because it's a strange situation. Overall I'd say nothing can be improved. Sometimes I wonder why I've been left alone when there aren't any staff around, but I understand the staff can't be everywhere. This has been one of the most traumatic experiences of my life, but will leave knowing that I've met nice people.
Dott	Everything's spot on.

3.

Which ward or area?	First visit?	If no, how long have you been using the service?
Caton	Yes	
Caton	Yes	
Cairns	No	10 years
Caton	Yes	
Cairns	Yes	9 years
Cairns	Yes	
Caton	Yes	
Chavasse	Yes	Last year.
Chavasse	Yes	
Chavasse	Yes	
Cairns	No	I have been here many times since I was 16.
Cairns	No	last July

Which ward or area?	First visit?	If no, how long have you been using the service?
Cairns	Yes	
Chavasse	No	Last August
Caton	Yes	
Cairns	Yes	
Caton	No	
Cairns	No	
Caton	Yes	
Cairns	No	No, I'd previously been on Dot Ward.
Chavasse	Yes	
Chavasse	No	This is my first inpatient stay, but have been coming to the Walton Centre for 18 months.
Chavasse	Yes	
Sherrington	No	Since May 2017.
Sherrington	Yes	
Sherrington	No	This is my first time here as an outpatient, but have been coming here as an outpatient for 10 years.
Dott	Yes	
Dott	No	I've been coming here for 7-8 years, was here last week for an MRI.

4.

Which ward or area?	Given enough information?	If no, what other information would you like to receive?
Caton	Yes	
Caton	Yes	Spot on!
Cairns	Yes	
Caton	Yes	
Cairns	Yes	
Cairns	Yes	
Caton	Yes	
Chavasse	Yes	Yes in general but I could have done with a little more about my condition early on. It is fine now.
Chavasse	Yes	
Chavasse	Yes	
Cairns	Yes	
Cairns	Yes	
Cairns	Yes	
Chavasse	Yes	
Caton	Yes	

Which ward or area?	Given enough information?	If no, what other information would you like to receive?
Cairns	Yes	
Caton	Yes	
Cairns	Yes	
Caton	Yes	
Cairns	Yes	
Chavasse	Yes	
Chavasse	Yes	
Chavasse	No	
Sherrington	Yes	
Sherrington	Yes	
Sherrington	Yes	
Dott	Yes	I've been given very detailed information, and have papers explaining everything. It's been well explained.
Dott	Yes	

5.

Which ward or area?	Do staff treat you with dignity and respect?	Comments on dignity and respect
Caton	Yes	
Caton	Yes	
Cairns	No	
Caton	Yes	
Cairns	Yes	
Cairns	Yes	
Caton	Yes	
Chavasse	True	
Chavasse	True	
Chavasse	Yes	They have been very good.
Cairns	Yes	Always
Cairns	Yes	
Cairns	Yes	
Chavasse	Yes	
Caton	Yes	
Cairns	Yes	
Caton	Yes	
Cairns	Yes	
Caton	Yes	
Cairns	Yes	

Which ward or area?	Do staff treat you with dignity and respect?	Comments on dignity and respect
Chavasse	Yes	Absolutely, go above and beyond.
Chavasse	Yes	
Chavasse	Yes	
Sherrington	No	50/50, some are nice, some don't care.
Sherrington	Yes	Fantastic
Sherrington	Yes	
Dott	Yes	Very much so, very positive.
Dott	Yes	

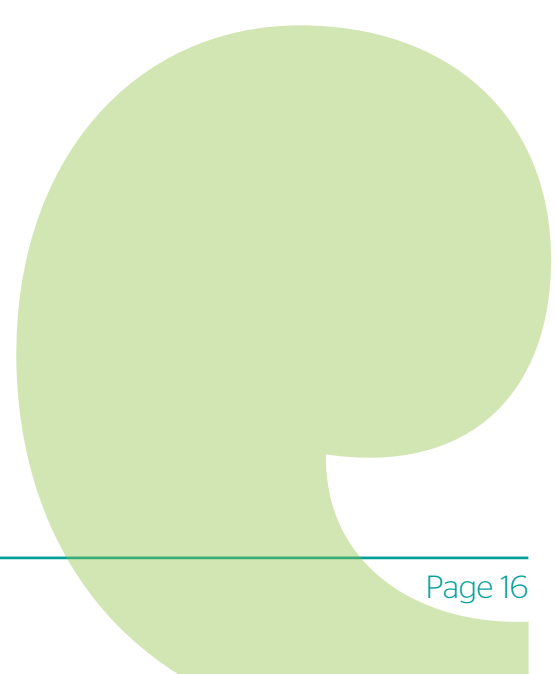
6.

Which ward or area?	Do staff members introduce themselves?	Comments on staff introductions
Caton Ward	Yes	
Caton	Yes	
Cairns Ward	No	
Caton	Yes	
Cairns	Yes	
Cairns	Yes	
Caton Ward	Yes	
Chavasse	Yes	
Chavasse	Yes	
Chavasse	Yes	
Cairns	Yes	
Cairns	Yes	Most do, some don't.
Cairns Ward	Yes	Mostly except when things are going on (i.e. they are very busy.)
Chavasse	Yes	
Caton	Yes	
Cairns	Yes	Some do but some don't.
Caton	Yes	
Cairns	Yes	
Caton	Yes	
Cairns	Yes	
Chavasse	Yes	Always by first name which is great.
Chavasse	Yes	
Chavasse	Yes	Nearly all the time.
Sherrington	No	50/50- again some do, some don't.

Which ward or area?	Do staff members introduce themselves?	Comments on staff introductions
Sherrington	Yes	More often than not.
Sherrington	Yes	
Dott	Yes	Some of the bank staff don't always do this; they're generally not as good as the regular staff.
Dott	Yes	

7.

Which ward or area?	Star Rating out of 5
Caton	5
Cairns	5
Caton	5
Cairns	5
Cairns	5
Chavasse	5
Chavasse	3
Chavasse	5
Cairns	5
Cairns	4
Cairns	5
Chavasse	5
Caton	5
Cairns	3
Caton	5
Cairns	5
Caton	5
Cairns	5
Chavasse	5
Chavasse	4
Chavasse	5
Sherrington	4
Sherrington	5
Sherrington	4.5
Dott	5
Dott	5



8.

Which ward or area?	Any other comments
Caton	Spot on
Cairns	They are lovely the staff and they always seem happy doing their job.
Cairns	They told me everything I needed to know about my condition. I would give them more than 5 stars.
Caton	The staff have been doing all they can to respect me dignity. The staff are lovely and I have had no problems. The staff introduce themselves all the time.
Chavasse	They look after my dignity very well e.g. I went for a shower and I was helped very well. There was a little thing, like pain relief but they sorted it when I raised it.
Chavasse	It is kept very clean; the nurses are very prompt and helpful. The communication outside of the hospital could have been better, there were 6 delays and I missed a date when I should have come in for a test, that was a bit of a breakdown regarding my original appointment. They know about that.
Cairns	The information is good. They always tell me what they will do.
Cairns	The biggest thing is the communication.
Cairns	The staff have been brilliant in terms of dignity and respect. They are really good. The food is nice too.
Chavasse	It's Great.
Caton	Dr Ziso, Dr Kareem, Dr Doogan and Dr John are the best team ever! Dr Ziso especially has an exceptional bedside manner. Naomi from catering is also excellent.
Cairns	Not the worst but not the best.
Caton	In terms of information given, this is an excellent part of the service - from my pre-op to where I am now I have had leaflets, booklets, phone numbers for relevant staff. I just think they've been brilliant, they show they are humans as well, not intimidating.
Caton	The information the hospital provides is a massive plus, I like to know everything! The atmosphere is just so nice and friendly on every ward.

Which ward or area?	Any other comments
Cairns	The building isn't great and the only views you can get seem to be in the day room which I'm not all that keen on. The staff always give me leaflets and information about my condition. I'd also like to say that the staff have been really accommodating as initially they put me in a single room but I asked if I could go on a communal ward as I felt isolated.
Chavasse	The information the staff have provided me has been without a shadow of a doubt a real strong point.
Chavasse	Internal communication could be better.
Chavasse	Could have better Wi-Fi.
Sherrington	The surgery has gone very well, my surgeon was very good and I really liked him. But the aftercare has been bad.
Sherrington	Waiting time to come in is nothing, I have no complaints.
Sherrington	Staff are good, food's rubbish.
Dott	
Dott	You don't have to wait long at the clinics.

Appendix II: Feedback collected by Healthwatch Knowsley from the Walton Centre Listening Event 7/12/2017

The feedback collected by both Healthwatch Knowsley and Healthwatch Liverpool is taken account of integrated into the related report.

I am on Sherrington ward and the staff are brilliant, it feels under staffed because the staff don't stop couldn't be more helpful. More staff on every ward would be helpful as staff seem stretched at the moment. I feel staff treat me with dignity and respect and always introduce themselves. You couldn't ask for better treatment.

I am on Dott Ward the food is good the staff get to know you. Compared to other hospitals it is homely and welcoming. I've been using the service since 2015 I've also had support from the brain charity who are very good.

The staff look after you well I am on Dott Ward

No complaints what so ever I would give it 6 out of 5 stars everything is fine.

I am on Sherrington ward the staff are fantastic and the care is brilliant. The food is terrible mum and dad have to bring food in for me. The breakfast is OK the toast is rubber the rest is rubbish, in Aintree its much better the cafe is not too bad. The care is fantastic. The only thing that was not so good is the infection control nurse spoke over me to another member of staff I was not happy about this but all the other members of staff are brilliant.

The staff are great you could not wish for anything better even the surgeons are professional they use your name and read your file. The soup at lunch time potatoes and leek is not nice its needs improvement. I've been given lots of information on my appointments and condition. I think it's brilliant but there are one or two sisters who think they are above everyone but I would not change my rating of 5 out of 5 stars. The hospital is also very clean and nothing is too much trouble for staff.

The staff make the place better I'm on Dott Ward. The staff are so helpful its nice and cheerful the staff make you feel at ease. The only thing I'd improve is communication between the consultant and staff as no one was able to answer my questions as they have not been told. I would still give it five stars.

The clinical excellence is the best thing about the Walton Centre. The staff are all very friendly I'm on Sherrington Ward. I've been using the service for 18 months.

It's a good hospital, a centre devoted to neuroscience that's why I've choose to be referred to the Walton Centre. I've come from Halifax what's good is that all letters get sent to my GP which is good. The only thing I'd improve is communication between departments when I was referred here information was not shared that well. This is my first operation here but I've been using the centre since 2016.

Staff are brilliant

The staff look after you

No complaints what so ever

The staff are fantastic

I am on Sherrington ward

The staff make the place

Very friendly

good hospital

APPENDIX III - Questionnaire used on 7/12/17

**The Walton Centre Listening Event
7 December 2017**



1. Are you: a Patient a Visitor Staff other

2. First part of your postcode (eg L8, L22, L36)

3. Which hospital ward or outpatient area is your feedback about?

4. What do you think is good about The Walton Centre?

5. What would you like to see improved?

6a. Is this your first visit to The Walton Centre? Yes No

6b. If no, how long have you been using services here?

7a. Do you feel you were given enough information from the Trust regarding your appointment or condition? Yes No

7b. If no, what other information would you have liked to receive?

Please turn over

8. Do you feel staff treat you with Dignity and Respect?

Yes No

Comments

9. When you meet with staff members do they introduce themselves to you?

Yes No

Comments

9. Please rate the service here at The Walton Centre overall:

Poor 1 2 3 4 5 Outstanding

10. Any other comments

Some details about you. We don't ask for your name, so any information you give is anonymous.

Age Prefer not to say

Do you consider yourself to have a disability? Yes No Prefer not to say

Do you consider yourself to have a religion or belief? Yes No Prefer not to say

If yes, which religion or belief?

Which best describes your situation?

Full-time work Part-time work In education Retired

Unemployed Unable to work Carer Prefer not to say

How would you describe your race or ethnicity? Prefer not to say

How would you describe your sexual orientation?

Heterosexual Lesbian Gay Bisexual Prefer not to say

Which of the following describes how you think of yourself?

Woman Man In another way (please state) Prefer not to say

Is your gender identity the same as that you were given at birth? Yes No Prefer not to say

How well does the hospital meet your needs in terms of equality?

Thank you for taking part in this survey!

APPENDIX IV - Equality and Diversity data:

In response to questions regarding equality and diversity the collated data showed the following:

Age

16 - 24	1
25 - 49	9
50 - 64	9
65 - 79	5
80+	1
Prefer not to say / not stated	13

Do you consider yourself to have a Disability?

Yes	19
No	12
Prefer not to say / not stated	7

Do you have a Religion or belief?

Yes	14
No	14

If yes, which?

Roman Catholic	3
Christian	4
Church of England	4
Church of Wales	1
Other	1
Prefer not to say / not stated	1

How would you describe your Sexual Orientation?

Heterosexual	31
Gay	0
Bisexual	0

Which best describes your Situation?

Carer	2
Full-time work	7
Part-time work	3
Retired	11
Unable to work	7
Full time education	0
Unemployed	3
Self-employed	0
Other	0

How would you describe your Race / Ethnicity?

English	1
Welsh	2
White Caucasian	1
White British	24
White English	1
White Irish	1

Which of the following describes how you think of yourself?

Woman	17
Man	14

Is your gender identity the same as that you were given at birth?

Yes	31
No	0