



**Healthwatch Sefton Feedback Report**  
*Aintree University Hospital NHS Foundation Trust. April – September 2017.*

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## Healthwatch Sefton

Healthwatch Sefton exists to make health and social care services work for the people who live in Sefton or use services based in Sefton.

Everything we say and do is informed by our connections to local people. Our main aim is understanding the feedback and concerns of people of all ages who use services, and to speak out on their behalf.

Our role is to ensure that local decision makers and health and social care services put the experiences of local people at the heart of their work. We believe that asking people more about their experiences and encouraging them to feedback can identify issues that, if addressed, will make services better.

Healthwatch Sefton is set up as a private company limited to guarantee, a subsidiary company of Sefton Council for Voluntary Service (Sefton CVS). There is a small staff team and a large team of volunteers who work together to ensure the organisation works towards its priorities.

We are uniquely placed as we have a national body, Healthwatch England. Both organisations have significant statutory powers to ensure that the voice of people who want to have a say about health and social care services is strengthened and heard by those who commission, deliver and regulate health and social care services. Healthwatch Sefton works with Healthwatch England to ensure the voice of Sefton residents is represented at national level. Healthwatch England picks up national issues and works with Healthwatch Sefton to help provide a national picture. We also work as part of a regional North West Healthwatch network.

## Healthwatch Sefton Feedback Centre

This report details the feedback which patients, family and visitors have shared with us about Aintree University Hospital NHS Foundation Trust. All of the feedback shared with us has been added to the Healthwatch Sefton Feedback Centre. This web based tool helps members of the public to rate the services they use and provides Healthwatch Sefton with real time feedback which supports us in identifying trends and issues which we can act on. [www.healthwatchsefton.co.uk](http://www.healthwatchsefton.co.uk)

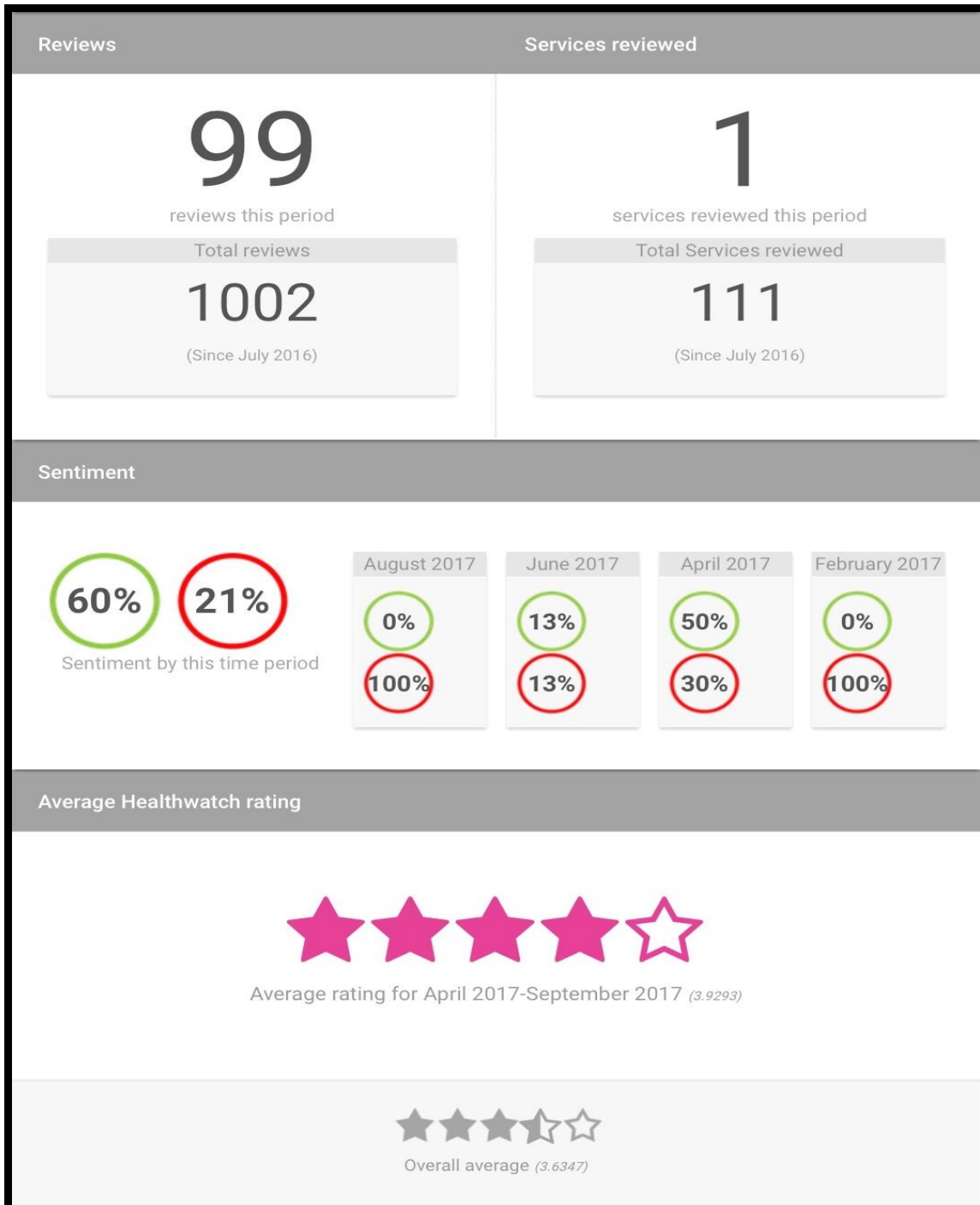
The majority of the feedback we receive is through local engagement and outreach activities. For example, we hold engagement stands at local events, attend groups and talk to people and we hold engagement stands at local hospitals and health centres.



For this report, Healthwatch Sefton attended Aintree University Hospital NHS Foundation Trust and spoke to patients, family and visitors within the main reception area, Hotel Entrance and in the Elective Care Centre. Stands were held in the day with the stand in the main entrance area being held during the evening. We continue to engage with our community and record all feedback by using our feedback forms and encouraging local people to leave feedback online. A copy of the feedback form can be found in appendix one. Information shared via feedback forms is entered onto the Healthwatch Sefton feedback centre. All of the feedback received within this report is the actual wording of the people we have spoken with/ as shared online. The only exception to this is if an individual can be identified by what has been written. If an individual has been spoken about negatively, their name will be removed.

# Snapshot

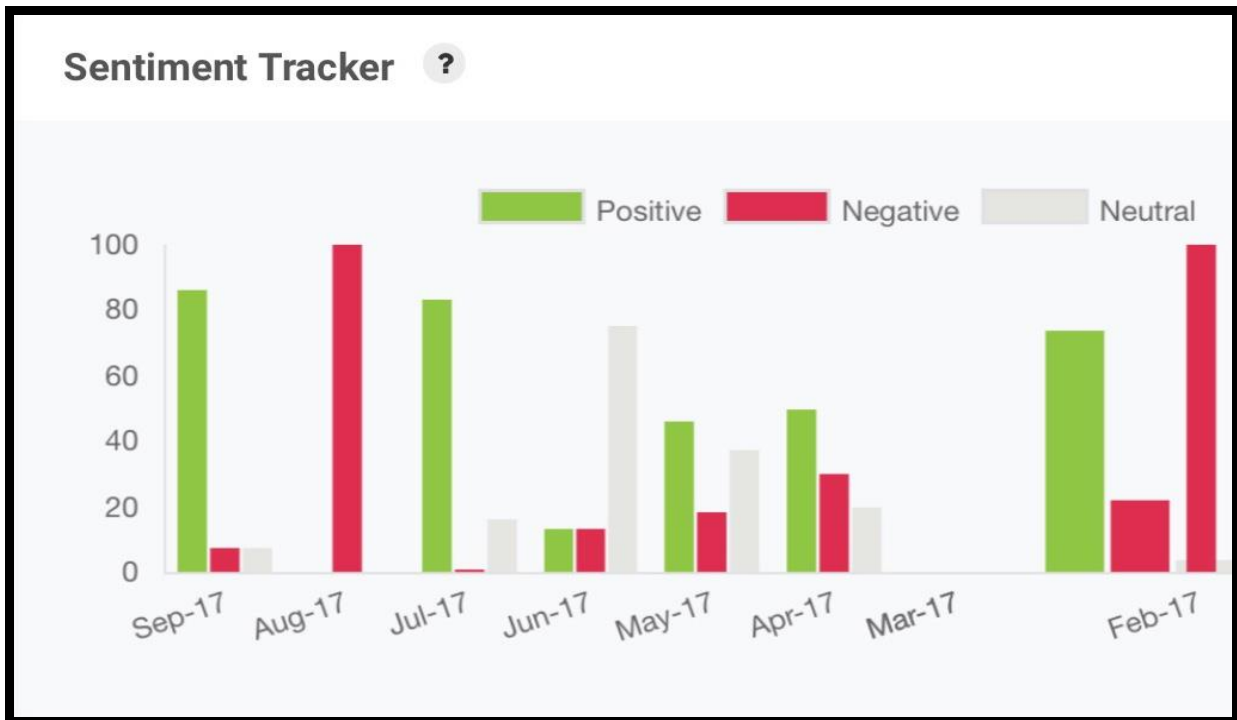
This report provides a snapshot of the information provided between April – September 2017. During this period Healthwatch Sefton received **99** completed reviews relating to the Trust. As you can see from the information below, the Trust has scored an average four out of five stars.



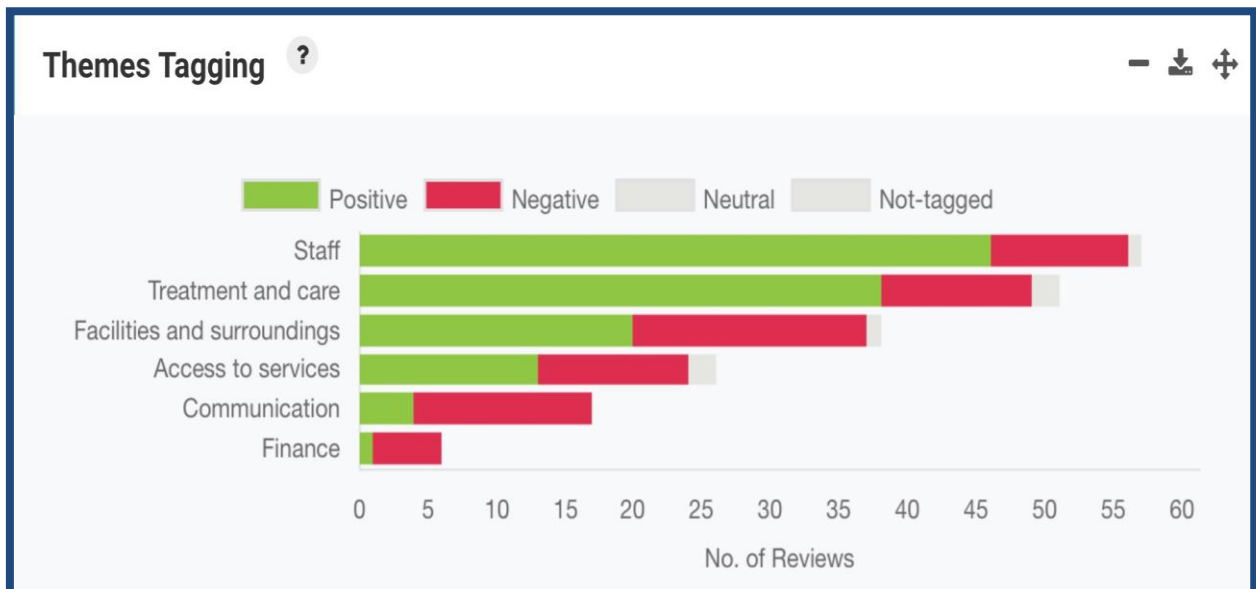



































Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
Hospital	99	★★★★☆	60%	21%	19%

As can be seen from the above table, the sentiment of the reviews are analysed as being an average 60% positive, 21% negative with 19% neutral. The graph below shows the sentiment of reviews and includes the reviews received from April to September 2017.



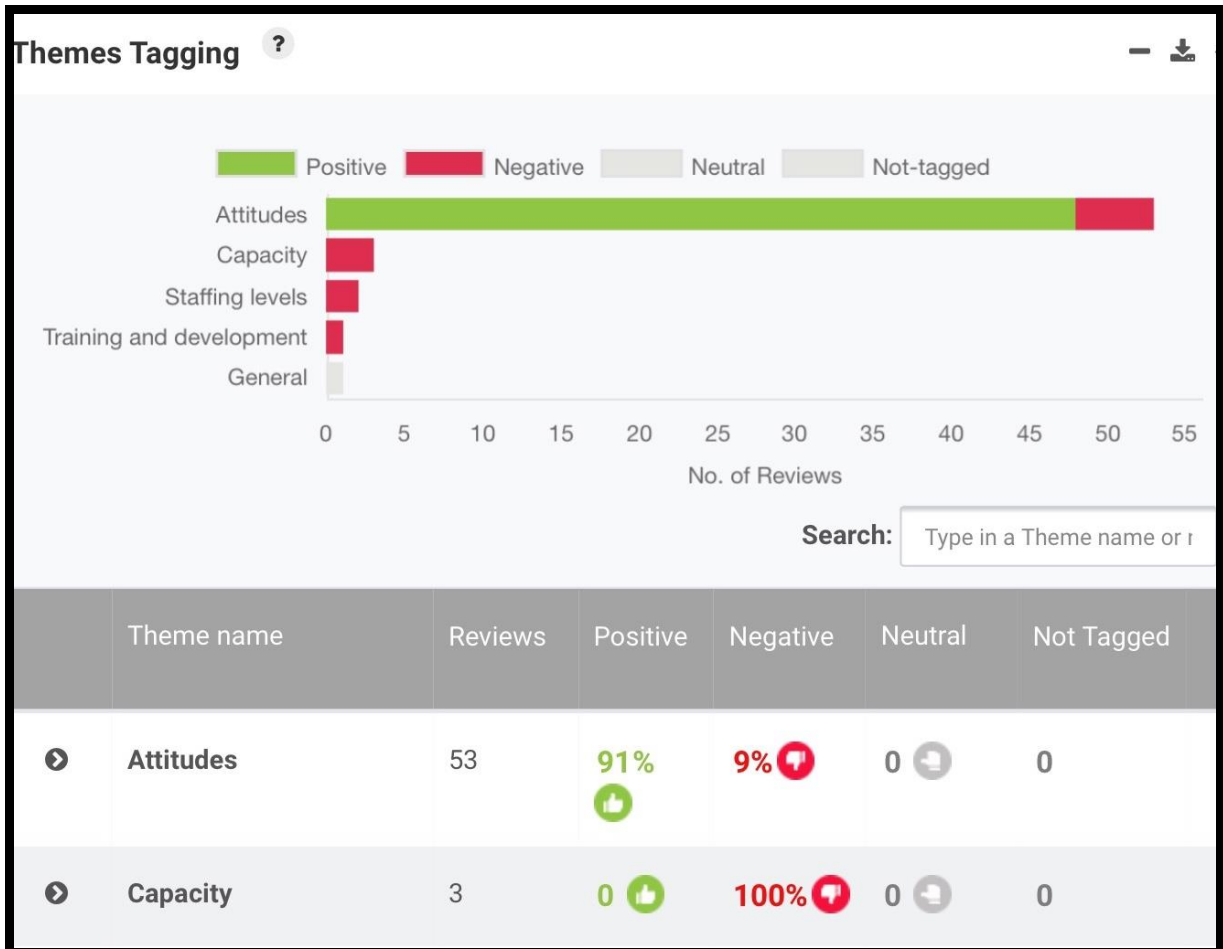
## Key Themes.



	Theme name	Reviews	Positive	Negative	Neutral	Not Tagged	
➤	Staff	60	81% 	18% 	2% 	0%	Sub-Themes >
➤	Treatment and care	56	75% 	22% 	4% 	0%	Sub-Themes >
➤	Facilities and surroundings	53	53% 	45% 	3% 	0%	Sub-Themes >
➤	Access to services	27	50% 	42% 	8% 	0%	Sub-Themes >
➤	Communication	17	24% 	76% 	0 	0	Sub-Themes >
➤	Finance	6	17% 	83% 	0 	0	Sub-Themes >
➤	Medication	5	0 	100% 	0 	0	Sub-Themes >
➤	Administration	6	20% 	80% 	0 	0	Sub-Themes >
➤	Discharge	4	25% 	75% 	0 	0	Sub-Themes >
➤	Continuity and integration of care	3	0 	100% 	0 	0	
➤	Safety/Safeguarding/Abuse	2	0 	50% 	50% 	0%	

During April – September 2017 there were a total of **99** reviews shared. The above table shows the main areas of feedback received is themed around staff, with **60** reviews, achieving an **81%** positive feedback rate. Treatment and Care was the second highest feedback area, receiving **56** reviews, achieving a **75%** positive feedback. Facilities and surroundings received **53** reviews resulting in **53%** positive feedback.

# Staff



As can be seen from the above table, feedback relating to ‘staff’ has been broken down into sub themes.

Staff attitude is a key theme. This resulted in **53** reviews with **91%** positive feedback. The next key theme was capacity and the table above shows how there were only three reviews. **100%** of this feedback was negative.

Some of the reviews received are quoted below:

*“Professional and courteous. Happy to allow me into the clinic area to accompany the patient.”*

*“The doctor has been excellent today. It is Dr Thompson’s clinic.”*



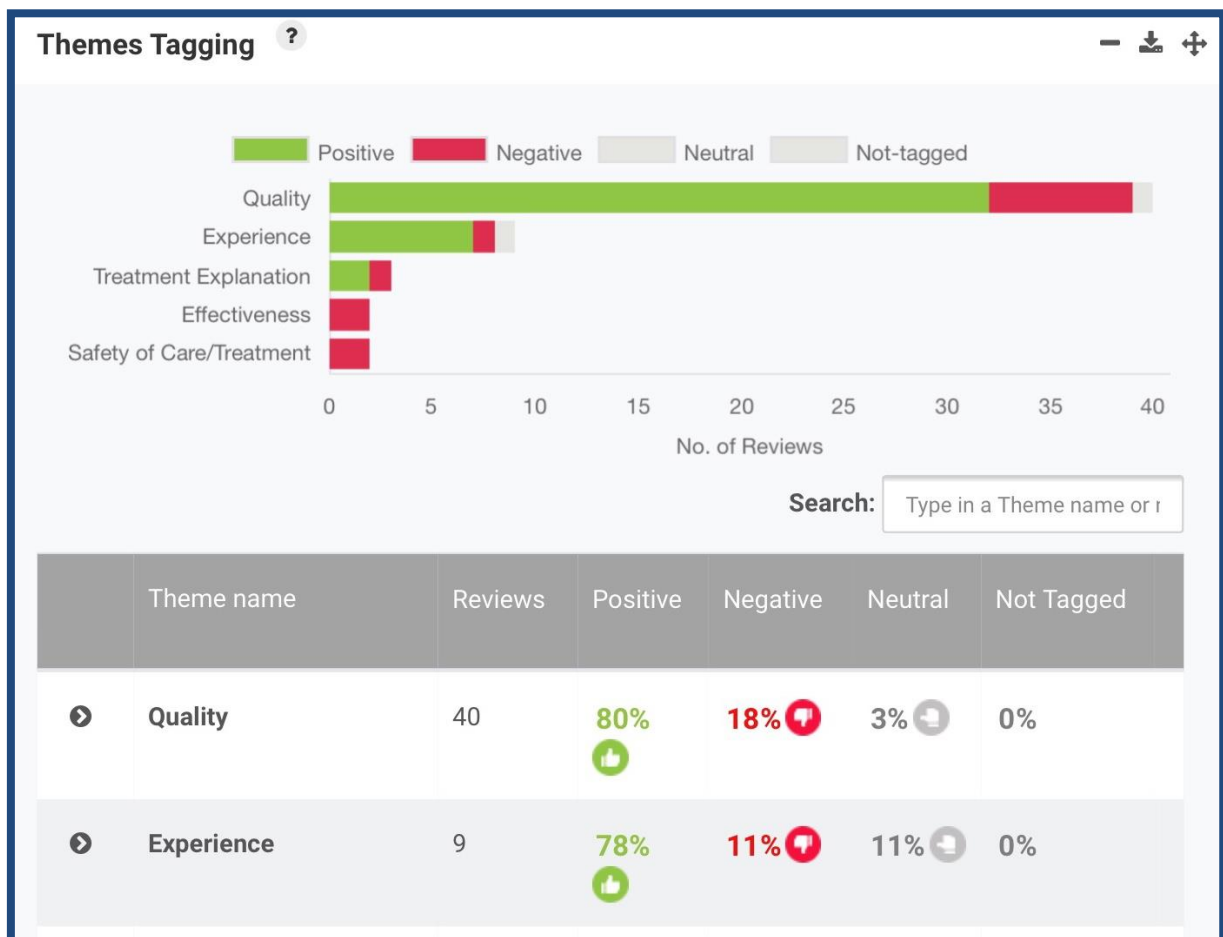
*“Harry, the security officer on the main reception is really nice, he is lovely. He really looked after me last year when my sister was a patient here. He even remembered me his time. He is nice and caring and goes over and beyond”.*

*“The staff are great too. I walked in and was seen straight away. I live in Newton Le Willows so could do with something closer to home. I saw staff member James today and he explained everything. I thought I knew it all but realised I didn’t. He explained everything in an easy way.”*

*“Physio today. Also attended fracture clinic and x-ray department. They are all lovely, fantastic. They all have a smile on their face. It is a feeling of wellness when you come here. I would love to work here. To improve - The staff are fantastic but over stretched. They need more staff and better pay for them.”*

**Please see the ‘Reviews’ section for all feedback.**

## Treatment and Care



As can be seen from the above table, 'Treatment and Care' reviews have been broken down into sub themes with quality being the theme commented on the most with **40** reviews, resulting in **80%** positive feedback, **18%** negative and **3%** neutral. There were nine reviews relating to experience, which were **78%** positive, **11%** negative and **11%** neutral.

Some of the reviews received are quoted below:

*"I have just had a cataract done. Everything has been brilliant. Staff are lovely. I have not been waiting too long. There is nothing to be improved. The bacon barmes in the Elective Care Centre cafe are lovely."*

*"I come to the blood clinics and thyroid clinic. I am being treated well. We have both been coming here it is excellent. Everyone is so nice and superb treatment."*

*"My husband is on a ward on the 9th floor. They have really looked after him. I give them 5 stars. My son has gone to get the car so he can pick me up. My husband is quite comfortable on the ward and he has a TV that he does not have to pay for. The staff are all nice."*

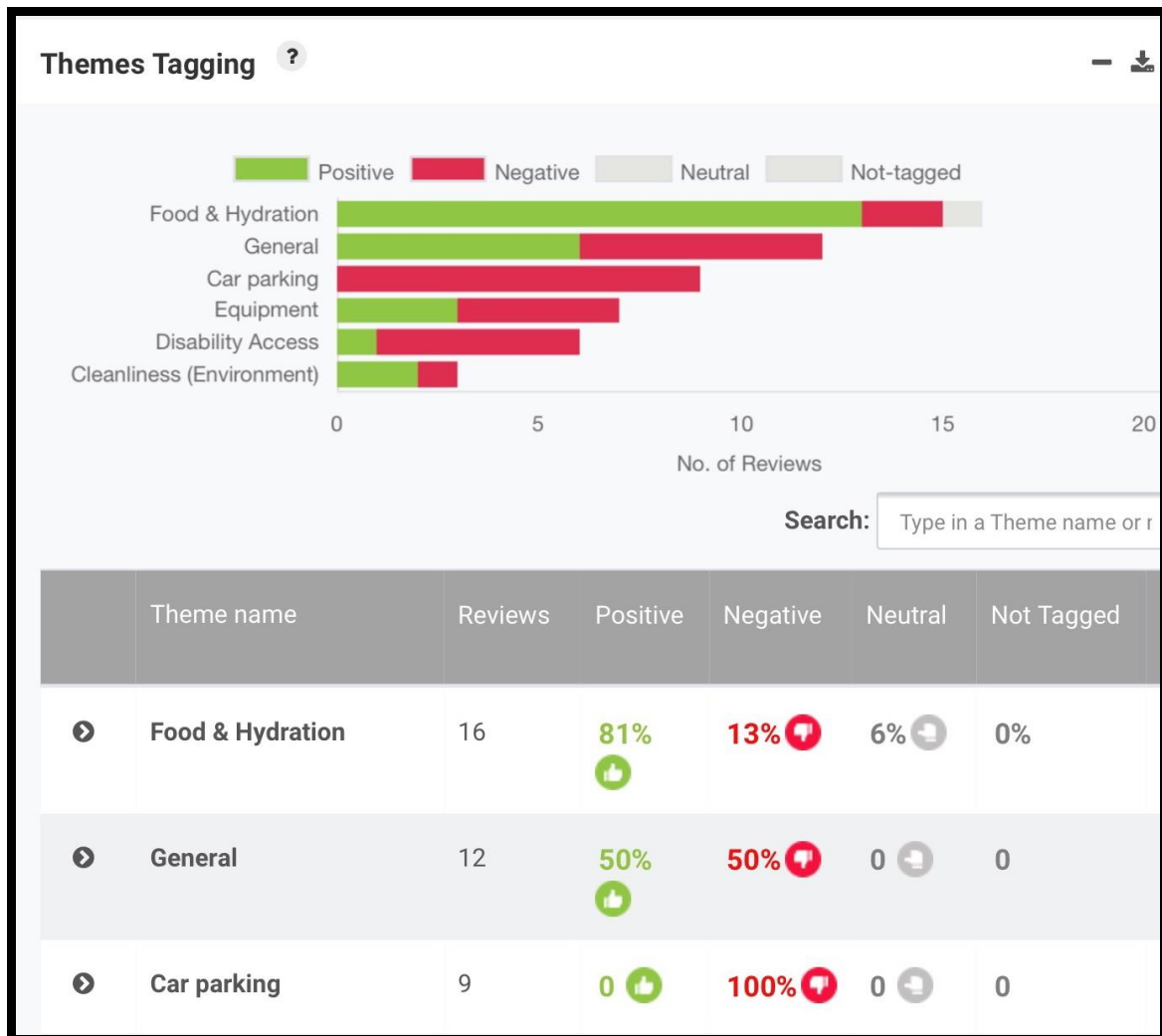
*"A&E were also brilliant. We were here on Friday evening and seen within 40 minutes. All really good and they had two TV's to watch."*

*"I spent 3 days on this ward, been brilliant no faults. Food was good too. Three times this hospital have saved my life. The ward was very warm - need to look at the temperature on bay 5. My TV was working but no earphones. I had no money as I was brought in by ambulance but I was given a second hand pair. I would recommend this hospital to anyone."*

*"I will be making a complaint about A&E. I was admitted through there last night. I had pressed and pressed my buzzer but it was too late and I had diarrhoea. I was told to clean myself up."*

**Please see the 'Reviews' section for all feedback.**

## Facilities and Surroundings



As can be seen from the above table, 'Facilities and Surroundings' has been broken down into sub themes.

The main feedback received was in relation to food & hydration which resulted in **81%** positive, **13%** negative and **6%** neutral feedback.

**12** reviews were left in relation to general feedback and nine reviews were shared relating to car parking, with feedback about car parking being **100%** negative.

Some of the reviews received are quoted below:

*“Been on ward 17 for 12 days. It is spot on. All the staff are nice. The doctors are first class. The food is ok with good variation and I have a TV.”*

*“The staff are good and I like the food. Sometimes it gets too hot on the ward and none of the TV's work, you have to go the family room.”*

*“The staff are angels. The food is brilliant, they make homemade soup. Nothing to improve.”*

*“The staff are really friendly and the temperature on the ward is good for me. The food is not good. No flavour and choices not good. The food is basic. The hospital is good for flexible visiting.”*

*“ am visiting my sister on Ward 10. It is a very nice ward. The staff are very nice. She is being well looked after. The temperature on the ward is ok for her. The service is good. Sometimes choice of food is not good for her as she only likes soup and jelly.”*

*“The Wi-Fi in A&E is brilliant. The seating layout is really good and is set next to the cafe. This is brilliant for me as I have a spinal injury. The Royal's A&E is horrendous. Whiston A&E is fantastic. Broadgeen is good too. But Aintree is the best hospital out of all of them.”*

*“I have been walking everywhere. I have been lost. I didn't know where to go. I have been trying to find ECC.”*

*“At the Sefton Suite today. Not had any problems at this hospital. The car park is too expensive and it is hard to find an empty space unless you are here early. Quality of environment star rating - relates to car park.”*

*“We arrived at approx 1.50 pm and there queues to get into the multi storey car park. Cars were just stopped. We had to then drive over and park by the GP practice. Once in this car park we could not see any signs of how to pay and it was a long walk to the ECC in the rain.”*

*“Clinic 7 in the ECC - Stoma clinic – marvellous staff. I cannot complain and was seen before my time. The car park is terrible and costs a lot.*

*They tell you to get here early for your appointment but you are then paying the cost in the car park.”*

**Please see the ‘Reviews’ section for all feedback.**

## Access to services



As can be seen from the above table, ‘Access to Services’ has been broken down into sub themes.

**59%** positive feedback was shared about waiting times, **24%** negative with **18%** neutral.

Feedback about convenience/ distance to travel was also shared, with **29%** positive feedback and **71%** negative.

Some of the reviews are quoted below:



*"I had no waiting and the appointment was only 5 mins. I was shocked when the bandages were removed as not informed or aware of the extent of the amputation. I am seeing the consultant in 3 weeks time."*

*"I am attending the Breast clinic today in the Elective Care Centre. I had my breast removed 2 weeks ago. Lovely staff and treatment so far and appointments have run to time."*

*"Attended Elective Care Centre, first floor fast access. I had a good appointment. I was seen on time and the staff were nice. Nothing for them to improve."*

*"I have never had a problem. No problem with A&E. I waited 5 hours in total but was having different tests. They communicated with us we could not fault the staff. The wait for pharmacy can be long."*

*"I went for an ophthalmic scan and waited an hour but i don't want to complain as I had a follow up phone call that i wasn't expecting which really impressed me. I found the journey to the hospital a bit confusing as I got off the train at Aintree thinking this would be near to the hospital but it was quite a good distance away and had to get a bus."*

*"She came in through A&E. She has had injections for DVT she has now been waiting for 5 hours and nothing else. We don't even know if she has to stay in. We really don't know what is happening."*

*"Ophthalmology and macular clinic. They always give us nice early appointments as they know we are coming from the Isle of Man. Our next appointment they have fitted us in for the half term so we can go and visit our grandson whilst we are here."*

*"I travel from Maghull to get here and the bus service has improved. It is now every one hour and runs over the weekend and evenings. A taxi costs a fortune. The no. 36 comes on the site."*

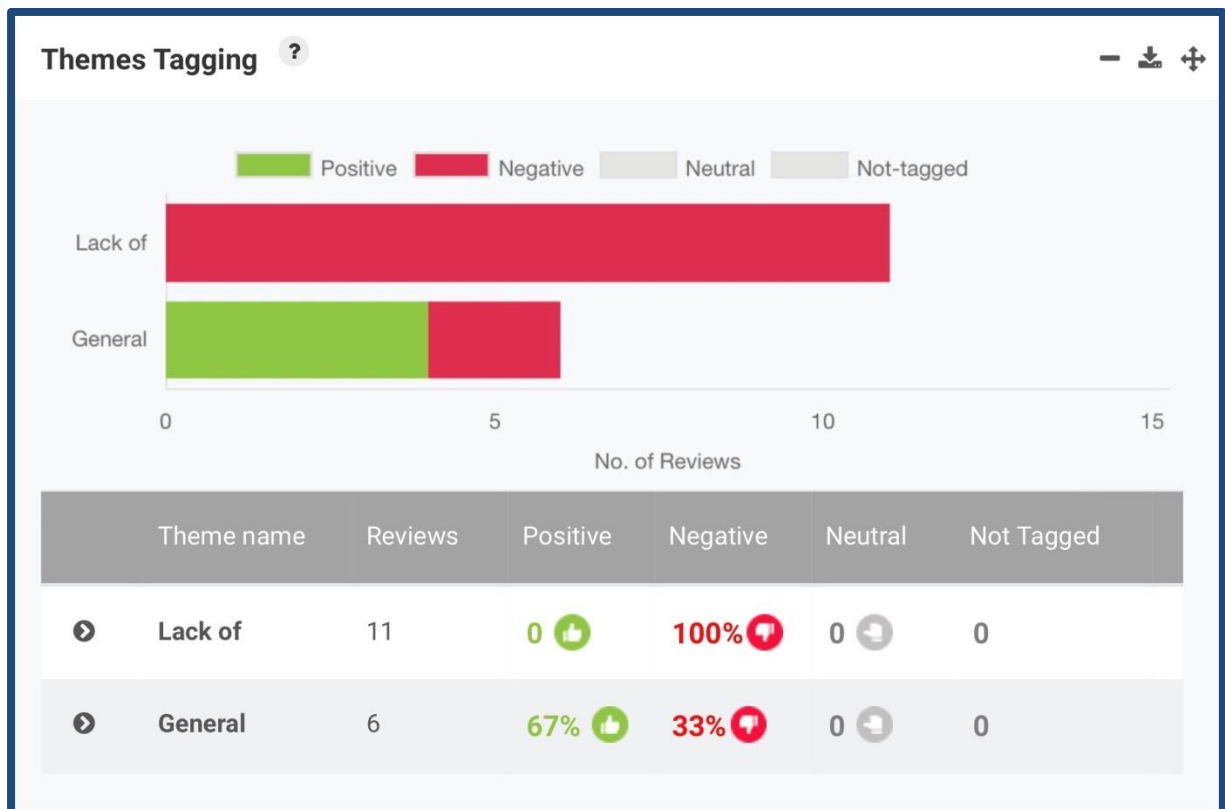
*"No problems here for early morning appointment. Treatment is good. We will have to wait all day now to get back home to the Isle of Man. We think they should send a Consultant over to the Isle of Man. They have changed taxi firm too which caused a problem."*

*"I have attended the eye clinic today for an injection. All fine and no problems. The staff are nice and there is nothing they can do to improve. We do travel from the Isle of Man and it would be better if they could put one extra flight on in the afternoon. Could they not train someone in the*

*Isle of Man to give the injection? It must cost so much money doing it this way. We are very impressed though with the quality of the environment at Aintree.”*

Please see the ‘Reviews’ section for all feedback.

## Communication



As can be seen from the above table, ‘Communications’ has been broken down into sub themes from the feedback received. The main feedback area shared was in relation to lack of communication with **100%** negative feedback. General feedback was also shared with **67%** being positive and **33%** being negative.

Some of the reviews are quoted below:

*“I have been told my X-Ray has gone missing. I only had it done about 2 weeks ago. I don't really know what my Doctor said as I am hard of hearing but did say I had to go back and have it done again.”*

*“I am on Ward 23 and ok and staff are fine. I have been getting told contradictory information. I have told them I need to know my care plan. I have no idea when I will get discharged. I am on a chest ward but should be on a physio ward. I have a spinal injury. The Walton Centre said I did not need to be there, but physio saying not here. I feel like I am slipping through the net. I have been in hospital now for 4 months. I feel like I am in the wrong place.”*

*“I attended the ENT clinic Nov 2016. I had 2 wisdom teeth removed but should have had 3 removed. I am still having problems with the 3rd tooth. I waited 8 months for this appointment and could have had the procedure done at my dentist within 2 weeks. When I got to the appointment they took me through the pre-op I was given a gown to wear and was sent back to the waiting area with my gown on with everyone else. All the other patients started to get taken through, I was pulled to one side and told my BMI was too high so I could not be sedated so I either had to have it done awake or not at all. I was spoken to disgustingly. I ended up going through with it and having just 2 teeth out due to all the infections I was getting. I suffer with Fibromyalgia therefore sensitive to pain that is why I was being put to sleep for the procedure and I was really upset.”*

*“I have never had a problem. No problem with A&E. I waited 5 hours in total but was having different tests. They communicated with us we could not fault the staff. The wait for pharmacy can be long.”*

*“I was seen on time and they were very reassuring, efficient and pleasant. You are made to feel like people care. At the same department approx. Oct 2016 I was basically told I was terminal with no support. I went home. I was told to tell my sons. My sons live in Newcastle both under 20 years old. I could not ring and tell them that. I was on my own as well. The next day I phoned to get in touch with my consultant and I was told I could come in and see him the following week. Dr Hood has been a marvel but the other doctor who seen me did not know me or my background. I have been seen at both Aintree & the Royal but they use different systems and don't collate together. It would have helped if they could have all been connected up.”*

**Please see the ‘Reviews’ section for all feedback.**

## Other areas

There are a number of areas where there were a small number of reviews but we felt that they should be highlighted to the trust within the report.

### **Medication.**

There were five reviews relating to medicines management and all five were rated as negative. Two of the reviews related to Ward 22.

Some of the reviews are quoted below:

*“My wife was discharged from Ward 22. We did not understand the medication sheet, they did not explain anything.”*

*“My mum was on ward 22. She was discharged yesterday (May 2017) and did not even know she was being discharged until the nurse turned up with papers to sign. She said the ambulance took her around the world dropping other patients off. Once she arrived home my dad had to phone the ward as they sent mum home with no information about her injections or medication. They have given her over 30 injections to take home and all new tablets and no information as to who is to give them to her and when. My poor dad has been sat trying to read the tablets list to see what she should take tonight. The ward has now said they will send a district nurse out tomorrow. It is just awful to send patients home like this. I told my dad to ring the ward again if no one has been out by lunch time. On the list of tablets one states to take 30mg a day and it is a 60mg box. Dad just didn't know whether to give her half a tablet. He also said when he phoned the ward the nurse was not English and she could not understand what he was saying . It is just awful to send patients home like this.”*

*“They have not been very nice, we have been asking questions and they have told us nothing. Her medication has been erratic, she hasn't been getting in when she should, and this is her pain relief. She has cancer they said they didn't know. We were phoned to say she is being taken down for surgery and for us to get here as it may not be a good outcome. We got here and the nurse said we could not see her she had already gone through. Another nurse when we spoke with them took us*

*straight through to her so we could speak to her. She has been in agony not getting her pain relief. She is only 5 stone.”*

*“Ward 3 - medication is never on time. There was a woman aged approx. 90 years old, she pressed her buzzer and was left for about 20 mins. She then had to get herself up to get help. There were other things on here I just can't remember. Some patients had working TV's and some didn't. Ward 24 - This was fine. The TV's worked. I have been moved about 10 times since I have arrived. You just start to get settled then you get moved. I am supposed to have my medication with my food. I had my tea an hour ago but still not had it. You just have to fit in when they can give it to you.”*

*“Really friendly staff and patients on this ward. It is clean. The food is gorgeous I am having soup tonight. It is all really nice and you get a lot. I do need more pain relief but they are keeping me up to date. My TV is broke and the girl who was in my bed before me said she was in at Christmas and it was broke then. I am using my IPAD but not everyone can. Quality of treatment rated 4 \* due to not enough pain relief.”*

## **Discharge**

We have included information on discharge as we are aware that this is an area of patient experience, which has been discussed at the trust.

There were four pieces of feedback shared with us about discharge, two focussing on the coordination of services both with 100% negative feedback. One piece of feedback was general and was 100% positive and one was themed on preparation being 100% negative.

The four reviews are quoted below:

*“I was in Aintree Hospital for a week on Ward 4 and received outstanding care from the staff especially Ann Reynolds - Nurse Practitioner who was exceptional. I don't really want to complain but there was a little problem with my stitches after discharge. I phoned the ward and had to go back myself as i wasn't appointed a District Nurse. The nurse said that I had left it too long and i should have been back sooner.”*

*“My wife was discharged from Ward 22. We did not understand the medication sheet, they did not explain anything.”*



*“My mum was on ward 22 . She was discharged yesterday (May 2017) and did not even know she was being discharged until the nurse turned up with papers to sign. She said the ambulance took her around the world dropping other patients off. Once she arrived home my dad had to phone the ward as they sent mum home with no information about her injections or medication. They have given her over 30 injections to take home and all new tablets and no information as to who is to give them to her and when. My poor dad has been sat trying to read the tablets list to see what she should take tonight. The ward has now said they will send a district nurse out tomorrow. It is just awful to send patients home like this. I told my dad to ring the ward again if no one has been out by lunch time. On the list of tablets one states to take 30mg a day and it is a 60mg box. Dad just didn't know whether to give her half a tablet. He also said when he phoned the ward the nurse was not English and she could not understand what he was saying . It is just awful to send patients home like this.”*

*“I am happy working here. I like it because people are not getting sent home with no care. They are taken home, then made sure that they have bread, milk etc and that their home is warm.”*

## Reviews

Below is a table sharing the 99 feedback forms completed in relation to Aintree University Hospital NHS Foundation Trust between April and September 2017. The rating for each piece of feedback was provided using the following scale (same scale is used on the online feedback centre):



Rating	Department	Review Title	Review
5	Outpatients - Orthopaedics	Orthopaedic dressing clinic	Professional and courteous. Happy to allow me into the clinic area to accompany the patient.
4	Outpatients - Orthopaedics	Orthopaedic dressing clinic	I had no waiting and the appointment was only 5 mins. I was shocked when the bandages were removed as not informed or aware of the extent of the amputation. I am seeing the consultant in 3 weeks time.
4	Outpatients	All staff very friendly	Elective Care Centre - I have been informed about the procedure and put at ease. Recovery only.
4	Outpatients	Really good	Carer found departments visited including cardiology, blood tests and PCU renal all really good. Sometimes waiting times for appointments can be an issue.
4	Outpatients	Polite staff	Several departments visited including cardiology, blood tests and PCU renal. Good experience all round. Sometimes waiting times for an appointment can be an issue.
5	X-ray	Brilliant here and i have been before	All the staff are lovely here. I have been to x-ray in the Elective Care Centre today. This is a good service. All the staff are polite and make you feel welcome. Nothing to improve.
5	Outpatients - ENT	I am happy with the service	Ear, Nose and Throat clinic at the Elective Care Centre She telephoned up the clinic and got an appointment straight away. The cafe is nice in the Elective Care Centre as well.

5	Ophthalmology	Cannot fault the service	Ophthalmology and macular clinic. They always give us nice early appointments as they know we are coming from the Isle of Man. Our next appointment they have fitted us in for the half term so we can go and visit our grandson whilst we are here.
5	Outpatients - Maxillofacial	Brilliant service - could not fault	Maxillofacial clinic in the Elective Care Centre. They are superb - nothing to improve. I have been coming here for 12 years and they have never given up on me. They are all brilliant and wonderful.
5	Outpatients	lovely staff	I am attending the Breast clinic today in the Elective Care Centre. I had my breast removed 2 weeks ago. Lovely staff and treatment so far and appointments have run to time.
5	Outpatients	Elective Care Centre - first floor, fast access - good	I was in the ECC on the first floor, fast access department. It was a good appointment and on time. The staff are nice. There is nothing for them to improve.
5	Ophthalmology	Ophthalmology - very good	All the staff are fine and the treatment is very good. The only issue is when you are in-between appointments. You end up trying to ring them as you get no appointment through the post. This is the hard part.
5	Outpatients	I had a good appointment	Attended Elective Care Centre, first floor fast access. I had a good appointment. I was seen on time and the staff were nice. Nothing for them to improve.

5	Ophthalmology	Treatment was very good	<p>Ophthalmology - very good and the staff are fine. Treatment is very good.</p> <p>Improvements: When you are waiting for your next appointment to come through you end up trying to ring them as you don't receive your appointment in the post. This is the hard part.</p>
4	Ophthalmology	All fine and the staff are nice	<p>I have attended the eye clinic today for an injection. All fine and no problems. The staff are nice and there is nothing they can do to improve.</p> <p>We do travel from the Isle of Man and it would be better if they could put one extra flight on in the afternoon. Could they not train someone in the Isle of Man to give the injection? It must cost so much money doing it this way. We are very impressed though with the quality of the environment at Aintree.</p>

5	In patient / Day care patient	They have been 100% wonderful	<p>I have had 3 operations here. I have had an operation on the day care unit ECC today on my hand. Previously i have had an operation on my foot and hip. All within 6 months.</p> <p>I have had no problems here at all.</p> <p>My husband had an operation at Ormskirk hospital and nothing went right.</p> <p>I have been so looked after here. They have done a brilliant job. I found the food was good as an in-patient too. I was surprised.</p> <p>It is so much better here than Southport &amp; Ormskirk.</p> <p>When I had my foot operation I came out of the operation and the food had already been served and gone. The staff went out of their way to get me some soup and sandwiches. They were so good.</p>
5	Ophthalmology	Ophthalmology - I think is great	<p>I have just had a cataract done. Everything has been brilliant. Staff are lovely. I have not been waiting too long. There is nothing to be improved.</p> <p>The bacon barm in the Elective Care Centre cafe are lovely.</p>
2	Ear Nose and Throat	Long wait for appointment	<p>My son got sent for a CT Scan after re-occurring ear infections. Following the scan, I had to re book for a follow up appointment to see the consultant and we are still waiting 6 months later. This is very different from when he had a scan on his knee when he got an appointment a month later.</p>



5	Reception area	Main reception staff member was lovely	At the main reception in Aintree hospital the staff member was lovely. I was dropped off at the wrong place as I needed to be at the Walton Centre. The receptionist came out of the building with me to show me where i needed to go. I was dropped off at 8am and my appointment is not until 12.45pm. I was not allowed to bring anyone with me and it is a long day. If I was a nervous person I would have been worried on my own.
2		They need to think about the staff more	The managers need to be more caring. This is for all over the Trust. They need to think more about the staff. This place is all about money.
5	Physiotherapy	Physio today - they are all lovely	Physio today. Also attended fracture clinic and x-ray department. They are all lovely, fantastic. They all have a smile on their face. It is a feeling of wellness when you come here. I would love to work here. To improve - The staff are fantastic but over stretched. They need more staff and better pay for them.
5	Ward 17	Ward 17 - all the staff are nice	Been on ward 17 for 12 days. It is spot on. All the staff are nice. The doctors are first class. The food is ok with good variation and I have a TV.
5	Outpatients	Travel here from Maghull has improved	I travel from Maghull to get here and the bus service has improved. It is now every one hour and runs over the weekend and evenings. A taxi costs a fortune. The no. 36 comes on the site.

5	Outpatients	Everyone is so nice	I come to the blood clinics and thyroid clinic. I am being treated well. We have both been coming here it is excellent. Everyone is so nice and superb treatment.
5	Outpatients	staff are great	Where they do your blood pressure and heart the staff are great. The 2nd cafe along from the main entrance - the food is good. The staff are completely different to how they used to be. To improve - They should always look to make it better for the working staff.
5		ENT ECC - all good	All fine today and staff all ok. All good.
5		Ward 10 - treated marvellous	He is being treated marvellous. He has a drink problem. He was in here a few months ago. When he left he was doing fantastic but now he is back in. The staff are really marvellous looking after him.
4	ward 17	Ward 17 - staff are pleasant	Ward is clean but a bit warm. She asked for a fan and they have given her one as there is no breeze. The staff are pleasant and she has a TV. The doors seem to be left open bit concerned security as anyone can walk in.
4	Ward 24	Ward 24 - so far good	The staff are really friendly and the temperature on the ward is good for me. The food is not good. No flavour and choices not good. The food is basic. The hospital is good for flexible visiting.

3	Ward 21	Ward 21 - staff seem a little stressed	The staff seem a little stressed but all ok. Sometimes you come in the next day and the nurse has not read the notes. Think sometimes the nurses are not allowed to lift patients. The patient has been happy; the room is basic but has a TV. They need more chairs available for visitors.
5	Respiratory Medicine	Respiratory clinic - nothing to improve	Respiratory clinic on the 6th floor. I have had tests and all fine today. Nothing to improve.
5	Rheumatology	Rheumatoid clinic - Dr been excellent	The doctor has been excellent today. It is Dr Thompson's clinic. I am being referred to the pain clinic. They have explained everything in writing. I was wrongly diagnosed 26 months ago and the hospital wrote to my doctor to tell them that. They have been very good here. My last visit was also brilliant.
5	Ward 10	Ward 10 - staff are boss	Great staff they are boss. The food is great and enough choice. I have my own TV that works with headphones. Nothing for them to improve. Visitor stated: This is a nice place and friendly. The visiting times are flexible. I came by train but it is a 15 mins walk, ok for someone able bodied. I have no complaints.
5	Accident and emergency services	A&E brilliant	I went approx.1 month ago. Brilliant treatment as a trauma case. The staff were fantastic. I was in a lot of pain and discomfort and they were great.

5	Accident and emergency services	A&E - no problem	I have never had a problem. No problem with A&E. I waited 5 hours in total but was having different tests. They communicated with us we could not fault the staff. The wait for pharmacy can be long.
5	Ward 4	Outstanding care	I was in Aintree Hospital for a week on Ward 4 and received outstanding care from the staff especially Ann Reynolds - Nurse Practitioner who was exceptional.  I don't really want to complain but there was a little problem with my stitches after discharge. I phoned the ward and had to go back myself as i wasn't appointed a District Nurse. The nurse said that i had left it too long and i should have been back sooner.
1	Outpatients	3 years ago operation went wrong	I was here 3 years ago for an operation that went wrong. I was with Mr ****. I was in hospital for 4 months. I have now been coming back and now on self medication for morphine. I am now being referred to the Royal to have full reconstruction and now have to have a stoma bag. They did admit liability 3 years ago. I am having my pain relief at the Walton centre because of all the above.
4	Cardiology	Good care	I have only ever experienced very good care.

4	Ophthalmology	Good to have a follow up phone call	<p>I went for an Ophthalmic scan and waited an hour but i don't want to complain as I had a follow up phone call that i wasn't expecting which really impressed me.</p> <p>I found the journey to the hospital a bit confusing as I got off the train at Aintree thinking this would be near to the hospital but it was quite a good distance away and had to get a bus.</p>
5	Accident and emergency services	A&E excellent	The staff were excellent and could not be more helpful. I have a follow-up appointment. I got a letter and a phone call. They were all exceptional and helpful.
2	Wards, 11, MAU and 22	Ward 11 - good staff	<p>On Ward 11 they have good staff. The room is nice and nice atmosphere.</p> <p>MAU - staff were not nice. I asked for a commode and she would not let me have one. I asked and asked. She told me I had to go the toilet. I went and had to wait as someone was in there, my back was going. When I got in the toilet the toilet seat was on the floor. I told the nurse it was on the floor and she told me to just sit on it. The toilet is not easy for me to get to. She wanted her own way, what about the patient?</p> <p>I also had no TV on ward 22 or MAU</p>



1	Wards	Bank staff - unhappy with conditions	I am bank staff and I hate working here. You have to work on different wards all the time. You have to look after 6 patients and they will put all the patients say with dementia together and you can't look after them all. As you see to one another one needs you. You can be assaulted too. I think male patients should be given male staff to care for them if they have difficulties like this.
5	Ward 16 & Ward 17	Ward 16 - staff are very good	<p>Ward 16 - staff are very good. The facilities are good they have a disabled toilet with shower room. They also have a seat for patients who cannot weight bare. The ward can get a little hot they can open the windows. I have a TV that works.</p> <p>On Ward 17 they had the old style TV's that were very temperamental On Ward 17 nurses can be quite slow, one got annoyed with me because I asked for my board to be updated with the fact I don't eat meat. I said I wanted it on my board because I could be away from my bed. It took 24 hours for this to be updated.</p> <p>Nurses on Ward 16 are very nice.</p> <p>The food choice is not great but the meals I have had are good.</p> <p>Star ratings based on Ward 16</p>
4	Outpatients	CT scan staff are lovely	I have been seen before my time, the staff are lovely. I came to a clinic last week and the staff and treatment were spot on. They just didn't tell me to fill my bladder and I went to the toilet before my appointment. The staff were fine though and gave me some water to drink.

3	Outpatients	patient transport issues	I came for a CT scan and had to get an ambulance here. It took ages and made me late for the appointment. They then sent a hackney cab to get me home as I was waiting again. I could not get in the hackney as it was too high. Rather than waiting again for an ambulance I am now getting a taxi. The ambulance service sent the hackney. The appointment was fine.
1		Car park costs so expensive	My wife has been in a few times recently and it costs me £10.00 a day visiting twice. I then bought a weekly pass and she was discharged the next day. You don't get told when being discharged and they won't refund the car park ticket. It is so expensive. You have to use the car park weekly ticket over 7 consecutive days. I thought I could use for clinics but you can't.
5	Dietitian	Dietitian - appointment great	The staff are great too. I walked in and was seen straight away. I live in Newton Le Willows so could do with something closer to home. I saw staff member James today and he explained everything. I thought I knew it all but today realised I didn't. He explained everything in an easy way.
1	Ward 22	Ward 22 - Poor discharge	My wife was discharged from Ward 22. We did not understand the medication sheet, they did not explain anything.

5	Ward 11	Ward 11 - the staff are nice	Ward 11 the staff are nice. There are 4 patients to a room. You have to share the TV but I can't see it from where I am, it's a shame. The food is nice and good quality and choice. You get quite a variety for the tea pack. I had lamb yesterday and it was lovely the food is always nice and hot. Other than no TV there is nothing they can do to improve. They also now have a shower in each room. The doctors are good and come around and talk to you.
5		I give them 5 stars	My husband is on a ward on the 9th floor. They have really looked after him. I give them 5 stars. My son has gone to get the car so he can pick me up. My husband is quite comfortable on the ward and he has a TV that he does not have to pay for. The staff are all nice.
4	Ward 9	Ward 9 - the staff are brilliant	Treatment is good. The food has been good with good choices. The TV works which is a bonus and is clean. The ward can be too hot then too cool. The car park is bad along with the costs.
5	Ward 10	Ward 10 - very nice ward	I am visiting my sister on Ward 10. It is a very nice ward. The staff are very nice. She is being well looked after. The temperature on the ward is ok for her. The service is good. Sometimes choice of food is not good for her as she only likes soup and jelly.

4	Ultrasound	Ultrasound - staff very nice	<p>Been for an ultrasound and the staff are very nice. I was seen on time.</p> <p>The car park is a nightmare; my son has gone for the car. It was also about a 30 minute wait at the pharmacy.</p>
5	Main Reception area	Security officer on main reception - lovely	<p>Harry, the Security officer on the main reception is really nice, he is lovely. He really looked after me last year when my sister was a patient here. He even remembered me this time. He is so nice and caring and goes over and beyond.</p>
5	Accident and emergency services	A&E has improved a lot	<p>The bloods took a bit longer today but everything else was really quick and the environment has really improved. During today I have been told what is wrong etc. The staff seem more relaxed and less stressed. They had a laugh with us and looked after us providing sandwiches and drinks.</p>
4	Ward 22	Ward 22 - Staff you can talk to	<p>This ward is good and it is clean. They have staff you can talk to. It is a nice and calm ward except there is someone who kicks off but they deal with it and see to everyone. They need more tea and coffee rounds or maybe an urn so you can make yourself a drink. Another option would be to have larger drinking cups. To buy drinks downstairs is too expensive. The TV does not work, there is only 1 TV working in the room. I have asked the staff and they said they don't know why the TV's don't work. You really do need a TV.</p> <p>It would also be nice to have the option of a sandwich during the evening.</p>

			Sometimes the ward does get too hot, we only have 1 fan on the ward and it is used by 1 patient.
2	Ward 22	Poor attitude of staff	Ward 22 Two of the nurses have a bad attitude. It is mainly in relation to waiting for medication. The nurse told me my medication had been changed but I have been on them for 10 years. I said you can't change them and she said that the Dr said. I then asked if I could speak with the Dr She went out and come back in and said he is not here. He was there.

1	Ward 22 bay 9	Discharged with no information on medication	<p>My mum was on ward 22. She was discharged yesterday (May 2017) and did not even know she was being discharged until the nurse turned up with papers to sign. She said the ambulance took her around the world dropping other patients off.</p> <p>Once she arrived home my dad had to phone the ward as they sent mum home with no information about her injections or medication. They have given her over 30 injections to take home and all new tablets and no information as to who is to give them to her and when. My poor dad has been sat trying to read the tablets list to see what she should take tonight. The ward have now said they will send a district nurse out tomorrow. It is just awful to send patients home like this.</p> <p>I told my dad to ring the ward again if no one has been out by lunch time. On the list of tablets one states to take 30mg a day and it is a 60mg box. Dad just didn't know whether to give her half a tablet. He also said when he phoned the ward the nurse was not English and she could not understand what he was saying. It is just awful to send patients home like this.</p>
3	Ward 22	only 1 TV working	<p>Ward 22 bay 9 - My auntie is on this ward. There is only 1 TV working which is a new TV. Patients have been told all the old TV's will not be repaired. This isn't good for patients who are in for a while.</p> <p>My auntie does say that the staff are good on this ward.</p>

4		Fracture clinic is very good.	The staff are all good. Sometimes you get a phone call for your appointment but then don't receive the confirmation letter. Last time they did not send a letter or a text reminder. I was classed as a missed appointment. This can be a problem for hospital and patient as I was waiting on that appointment. We were lucky in the car park today but sometimes you are just driving around, depends on what time you have to come.
5	Accident and emergency services	Facilities in A&E are brilliant	The Wi-Fi in A&E is brilliant. The seating layout is really good and is set next to the cafe. This is brilliant for me as I have a spinal injury. The Royal's A&E is horrendous. Whiston A&E is fantastic. Broadgeen is good too. But Aintree is the best hospital out of all of them.
5	Ward 4	Staff were wonderful on Ward 4	I have been for bloods today and the staff are great and very helpful. I am now on my way to x-ray.  I was on ward 4 during Feb 2017. I have just taken some chocolates to the staff and they remembered me. They were all wonderful.
5	Outpatients	Radiology - staff are good	I have been seen straight away and there is nothing they could do to improve.
1	Outpatients	I've walked everywhere, been lost	I have been walking everywhere. I have been lost. I didn't know where to go. I have been trying to find ECC.



4	Sefton Suite	At the Sefton Suite - not had any problems	At the Sefton Suite today. Not had any problems at this hospital. The car park is too expensive and it is hard to find an empty space unless you are here early. Quality of environment star rating - relates to car park
1	Outpatients	Appointments always seem to be delayed	Just now we were in a clinic and one of the consultant's clinic was running 60 minutes late due to him being delayed on wards. It is the cost of the car park incurred by the patient. It is very costly if you have to come regularly. The toilets - especially the ones by the pharmacy, they are too cramped to get in and out of. It is hard for people to access. There are also no hooks on the back of the toilet doors. You have to put your coat on a dirty floor. Also not good for security purposes to put handbags on the floor.
5	Outpatients	Audiology - all staff excellent	Audiology - All the staff are excellent including the reception staff. Falls Clinic - Absolutely wonderful they take great care of me and make me feel like a person and not just a patient.
4	Ophthalmology	Ophthalmology - treatment is good	No problems here for early morning appointment. Treatment is good. We will have to wait all day now to get back home to the Isle of Man. We think they should send a Consultant over to the Isle of Man. They have changed taxi firm too which caused a problem.

1	Ward 1	Ward 1 - we will be making a complaint	<p>They have not been very nice, we have been asking questions and they have told us nothing. Her medication has been erratic, she hasn't been getting in when she should, and this is her pain relief. She has cancer they said they didn't know.</p> <p>We were phoned to say she is being taken down for surgery and for us to get here as it may not be a good outcome. We got here and the nurse said we could not see her she had already gone through. Another nurse when we spoke with them took us straight through to her so we could speak to her.</p> <p>She has been in agony not getting her pain relief. She is only 5 stone.</p>
4	Observation ward	Observation ward - treated very good	<p>She has been treated very well. The ward staff are nice. Mum is on a ward though with patients who are confused. Although mum is older she is young in mind. They should do mixed wards.</p>
5	Ophthalmology	Eye clinic ECC - good service	<p>The hospital restaurant is very good. We are visiting the eye clinic in the ECC today. This is a good service and we were more or less seen on time.</p>
4	Outpatients	ECC clinic 8 - staff are good	<p>Normally good clinic and the staff are good. Sometimes there is a wait and that could be improved.</p>
5	Gastrointestinal and Liver services	ECC - Gastro clinic the staff are brilliant	<p>A&amp;E were also brilliant. We were here on Friday evening and seen within 40 minutes. All really good and they had two TV's to watch.</p>
5	Diabetic Medicine	Diabetes - clinic is fantastic	<p>The diabetes clinic is fantastic and so is the facial clinic. The staff are all fantastic.</p>

1	Accident and emergency services	I will be making a complaint A&E	I will be making a complaint about A&E. I was admitted through there last night. I had pressed and pressed my buzzer but it was too late and i had diarrhoea. I was told to clean myself up
1	X-ray	Lost my x-ray	I have been told my X-Ray has gone missing. I only had it done about 2 weeks ago. I don't really know what my Doctor said as I am hard of hearing but did say I had to go back and have it done again.
4	Gastrointestinal and Liver services	Gastro clinic in ECC always excellent	<p>I was seen on time and they were very reassuring, efficient and pleasant. You are made to feel like people care.</p> <p>At the same department approx. Oct 2016 I was basically told I was terminal with no support. I went home. I was told to tell my sons. My sons live in Newcastle both under 20 years old. I could not ring and tell them that. I was on my own as well.</p> <p>The next day I phoned to get in touch with my consultant and I was told I could come in and see him the following week. Dr Hood has been a marvel but the other doctor who seen me did not know me or my background.</p> <p>I have been seen at both Aintree &amp; The Royal but they use different systems and don't collate together. It would have helped if they could have all been connected up.</p>

3	Wards 3 & 24	I have been moved about 10 times since arrive	<p>Ward 3 - medication is never on time. There was a woman aged approx.. 0 years old, she pressed her buzzer and was left for about 20 mins, she then had to get herself up to get help. There were other things on here I just can't remember. Some patients had working TV's and some didn't.</p> <p>Ward 24 - This was fine. The TV's worked. I have been moved about 10 times since I have arrived. You just start to get settled then you get moved.</p> <p>I am supposed to have my medication with my food. I had my tea an hour ago but still not had it. You just have to fit in when they can give it to you.</p>
5	Aintree to home	Aintree to home - fabulous service	I am happy working here. I like it because people are not getting sent home with no care. They are taken home, then made sure that they have bread, milk etc and that their home is warm.
5	Renal unit and Ambulatory ward	No TV's on wards	<p>Been on the renal unit 3 weeks ago during February 2017 and on the ambulatory ward. No TV's on any of the wards. Food has been fine, it is clean and the staff are nice. The internet is not good so hard to use your own devices.</p> <p>Quality of Environment scored 1 * due to no TV's and poor Wi-Fi</p>

5	Ward 10	Ward 10 - staff are really good	<p>She has been in 3 weeks. Parking is fine now that we have found out about the weekly ticket. Someone told us at the care home she is in. The first week here it cost us about £40.00 and that was just for me. Other family and friends were parking as well. It costs too much. The lifts are sometime out of order and the doors stick. There does not seem enough staff on the wards.</p>
5	Ward 16	Ward 16 is a lovely ward	<p>Really friendly staff and patients on this ward. It is clean. The food is gorgeous I am having soup tonight. It is all really nice and you get a lot.</p> <p>I do need more pain relief but they are keeping me up to date. My TV is broke and the girl who was in my bed before me said she was in at Christmas and it was broke then. I am using my IPAD but not everyone can. Quality of treatment rated 4 * due to not enough pain relief</p>
5	In patient	Operation and care 5 star	<p>I came in during September 2016 for an operation. I was told to stay the night in the Sefton suite as they had a free bed after my operation for recovery. It was a lovely bed and walk-in shower. My operation and care was 5 stars.</p>
4	Ward 11	Ward 11 - staff are good	<p>The staff are good and I like the food. Sometimes it gets too hot on the ward and none of the TV's work; you have to go the family room.</p>

1	Ward 23	Ward 23- lack of clear information	<p>I am on Ward 23 and ok and staff are fine.</p> <p>I have been getting told contradictory information. I have told them I need to know my care plan. I have no idea when I will get discharged.</p> <p>I am on a chest ward but should be on a physio ward. I have a spinal injury. The Walton Centre said I did not need to be there, but physio saying not here. I feel like I am slipping through the net.</p> <p>I have been in hospital now for 4 months. I feel like I am in the wrong place.</p>
1	Accident and emergency services	No information	<p>She came in through A&amp;E. She has had injections for DVT she has now been waiting for 5 hours and nothing else. We don't even know if she has to stay in. We really don't know what is happening.</p>
5	Ward 21	Ward 21 - been brilliant	<p>I spent 3 days on this ward, been brilliant no faults. Food was good too.</p> <p>Three times this hospital have saved my life.</p> <p>The ward was very warm - need to look at the temperature on bay 5.</p> <p>My TV was working but no earphones. I had no money as I was brought in by ambulance but I was given a second hand pair.</p> <p>I would recommend this hospital to anyone.</p>
5	Ward 10	Ward 10 - brilliant	<p>The staff are angels. The food is brilliant, they make homemade soup.</p> <p>Nothing to improve.</p>

5	CT scan area	Staff are nice- CT scan area	Been in for a scan and hardly sat down and was seen to. The staff are nice. I was panicking as I didn't know what to expect. Maybe they could provide some information in the letter.
1	Day surgery	I was really upset - ENT clinic	I attended the ENT clinic Nov 2016. I had 2 wisdom teeth removed but should have had 3 removed. I am still having problems with the 3rd tooth. I waited 8 months for this appointment and could have had the procedure done at my dentist within 2 weeks. When I got to the appointment they took me through the pre-op I was given a gown to wear and was sent back to the waiting area with my gown on with everyone else. All the other patients started to get taken through, I was pulled to one side and told my BMI was too high so I could not be sedated so I either had to have it done awake or not at all. I was spoken to disgustingly. I ended up going through with it and having just 2 teeth out due to all the infections I was getting. I suffer with Fibromyalgia therefore sensitive to pain that is why I was being put to sleep for the procedure and I was really upset.
1	Outpatients	Signage is really bad	We once got a map with our appointment letter and it directed us to the wrong place. We have in the past been to MAU, it was hard to find after parking up. Once we had found it they gave us a map.



5	Outpatients	The sleep apnea clinic - very good	The sleep apnea clinic on ward 18 are very good, I have no problems. I also got my bus fare returned as I had proof I was on benefits. I found this to be an easy process as it only takes a few minutes. The staff on the ward are very friendly.
4	Outpatients	Clinic 5 - staff and treatment are good	I was in and out. I have also been for bloods this morning and that was quick also. We come to a lot of appointments here and without the disability badge it would be really difficult. We have had quite a walk from car today and it is too far for mum. I tend to try and get dad to come and help as well so one of us can park and the other help mum. There needs to be improvements in the car park. Quality of environment rated 1 star relating to the parking.
4	Outpatients	Diabetes eye clinic - been brilliant as ever	All in all - the staff and treatment are brilliant and my appointment was on time. The parking is a nuisance, did 2 circuits of the multi storey before we found somewhere on the ground floor. There were no disabled spaces free either. Quality of Environment 1 star is in relation to car parking
4	Outpatients	Clinic 7 - staff are caring and nice	Clinic 7 - been brilliant, better than other clinics. The staff are caring and nice. Seen approx. 15 mins late. I am better to get here by two buses but it is hard to walk through the hospital grounds with all the work going on. You don't know where traffic is coming from. There are no signs to say buses on site.

3	Outpatients	car park - been driving around and around	<p>We have been to the ECC today. The toilets are very clean. Clinic 8 has plenty of seating and the staff were helpful.</p> <p>Car parking - We have been driving around and around. It was luck that we got a space. We came early as you have to which then also blocks up the parking and you then have to pay for it.</p>
1	Outpatients	Car parking - terrible	<p>We arrived at approx. 1.50 pm and there queues to get into the multi storey car park. Cars were just stopped. We had to then drive over and park by the GP practice. Once in this car park we could not see any signs of how to pay and it was a long walk to the ECC in the rain.</p>
4	Outpatients	Stoma clinic - marvellous staff	<p>Clinic 7 in the ECC - Stoma clinic - marvellous staff. I cannot complain and was seen before my time.</p> <p>The car park is terrible and costs a lot. They tell you to get here early for your appointment but you are then paying the cost in the car park.</p>

## Summary and Recommendations

### Good practice

Aintree University Hospital NHS Foundation Trust scored an average four stars out of five for the period April – September 2017.

The majority of positive reviews related to:

- Staff attitude
- Quality of Treatment and Care
- Food and Hydration
- Waiting Times.

### Recommendations

#### Facilities and Surroundings

- Issues relating to car parks at the trust were raised as concerns. We are aware that the Trust is currently reviewing how its car park systems work and engagement has been undertaken with Healthwatch Sefton members. We would welcome the feedback shared to be incorporated into the review.
- The temperature of wards was raised under general feedback, wards being cited as warm/too hot. We would like this issue to be reviewed in line with feedback which the Trust also collects to see if this is an issue which requires scrutiny. We welcome an update on this feedback area.

#### Access to services

- Not as issue affecting local residents but one of the key issues raised was from patients from the Isle of Man and the need for satellite services. We would appreciate if this feedback could be reviewed in line with the feedback which the Trust also collects and shared with commissioners.

## Communication

- 🍌 Lack of communication was raised as a concern via feedback and when looking at the reviews, there were a number of areas of feedback which were particularly about medication. We have also highlighted medication as an area which two of the five reviews relating to Ward 22. Again we would welcome this area being reviewed in line with other feedback received by the Trust to see if this issue requires scrutiny. We welcome an update on this feedback area.

## Discharge

- 🍌 We have highlighted feedback relating to discharge and hope that local feedback can be included in the Trusts work to review and improve discharge.

## Acknowledgements

Healthwatch Sefton would like to thank Aintree University Hospital NHS Foundation Trust, in particular the patient experience team for working in partnership in ensuring patient, family and visitor voices are heard and listened to. Thank you to all the staff who work at the Trust, especially in the reception areas for making Healthwatch Sefton feel welcome.

We would like to thank all of the patients, family members and visitors who took part in sharing their feedback during the planned outreach visits to the trust.

## Response from Aintree University Hospital NHS Foundation Trust.

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5<sup>th</sup> February 2018

Dear Ms Kelly

**Re: Healthwatch Sefton Feedback Report April - September 2017.**

Thank you for your recent report which details the experiences reported to you by our patients between April 2017 and September 2017.

I would like to thank the staff at Healthwatch Sefton for taking the time to speak to our patients and for putting together a comprehensive and informative report. I would also like to acknowledge the way in which patients' individual comments have been themed to identify key components of treatment and care, facilities and surroundings, staff, access to services, communication and discharge.

I note the enhanced method for theming patient experiences using the technology you now have in place, which supports our work in triangulating the experiences of patients reported to us via other channels such as the Friends and Family Test and complaints.

It was very pleasing to read the kind comments from the patients who were satisfied with their experience, and I specifically note that the staff were found to be caring, helpful and friendly. The positive comments relating to catering were also encouraging.

I would also like to take this opportunity to apologise to those patients and relatives who felt the service they received fell below an acceptable standard. I am concerned at the number of negative comments around lack of communication and this is something that we will be addressing with the Divisional Directors of Nursing & Allied Health Professionals and Divisional Medical Directors.

Car parking continues as an area in which people report some dissatisfaction. This is an issue that is regularly discussed at our monthly Patient Experience Executive Led Group, and we are endeavouring to continue to improve in this area.

We received your report on 19<sup>th</sup> January 2018, and in line with our agreed process the full report will be shared and discussed at the Patient Experience Executive Led Group on 15<sup>th</sup> March 2018.

In addition, we will continue to review the information you provide alongside the Trust's other patient feedback, to ensure that key improvements are identified within the Patient Experience Improvement Plan for 2018-19. We are in the early stages of developing a Patient & Family Experience Strategy and your report will help to inform that work.

I hope you are assured that the information contained in your report will be used to continually improve the experience of anyone accessing our services.

If you have any queries or require any additional clarification please contact Clare Pratt, Deputy Chief Nurse at [clare.pratt@aintree.nhs.uk](mailto:clare.pratt@aintree.nhs.uk) or on 0151 529 5954.

Yours sincerely



**Dianne Brown**  
**Chief Nurse**

cc: Diane Blair

## Contact us



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**@HWSFindServices**



[www.facebook.com/healthwatchsefton2013/](http://www.facebook.com/healthwatchsefton2013/)



## Appendix one: Healthwatch Sefton Feedback form



Leave feedback



*Please use our star rating system, where for example, a 1 star rating would be the worst/least agree, 3 would be a middle/medium rating, and 5 would be the best possible rating.*

Approx. Date of Experience

How do you rate your overall experience of this service?



Summary of your experience (max 45 characters)

Tell us more about your experience\*

Where do you live? (town/city)

Which department did you visit?

# Your ratings (select if applicable)

Quality of treatment



Staff Attitude



Cleanliness



Quality of Food & Drink (if Applicable)



Communication



Discharge



Quality of Environment



Appointment (waiting times)



In relation to your comments are you a...

Patient/Carer/Friend/Staff Member/Other (describe)

Do you want to know more about how to make an official complaint?

Yes/No

## About you

Name:

Address:

Email/Number if want to leave\*

(Your email/number will be kept private and you will not be sent any marketing material)