



Aintree Hospital Q1 2018-19

A Report by Healthwatch Knowsley

This document outlines the experiences shared with Healthwatch Knowsley, by patients, their families, friends and carers from April to June 2018.

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1. About this report

This report details experiences of services at the Trust shared by our community for the period April 2016 to March 2017. The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre.

During this period Healthwatch Knowsley have held 10 stands in the main foyer, one Listening Event in partnership with our neighbouring Healthwatch and three Enter and View visits to the Emergency Department.

All comments are the actual words of the people who shared them and have not been changed in any way.

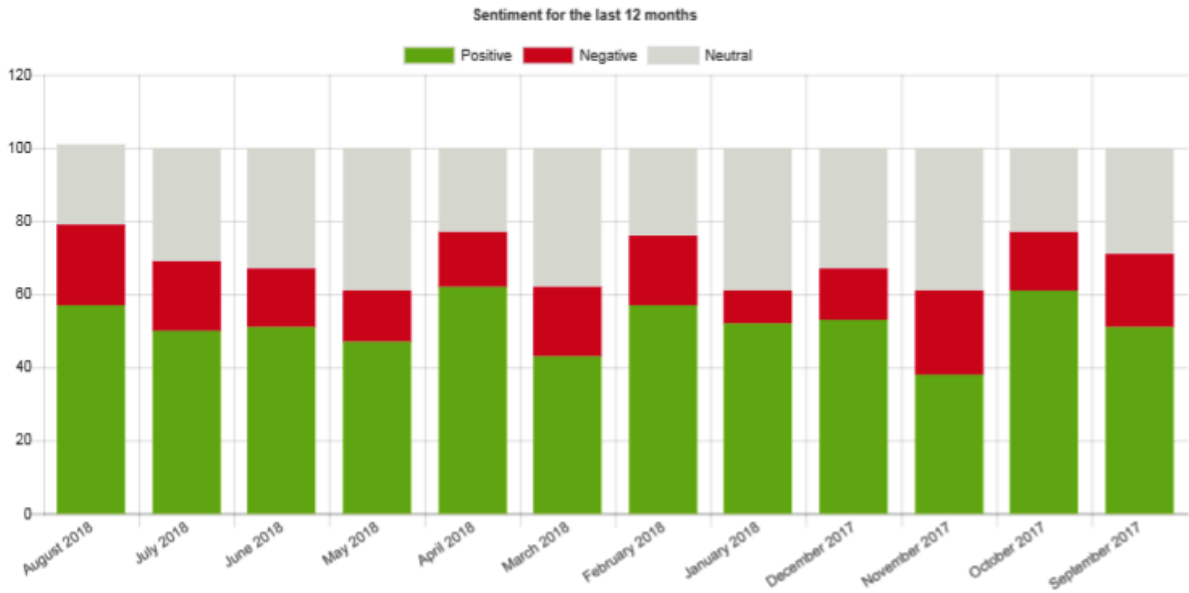
The report will be shared with:

- NHS Knowsley CCG
- Knowsley Metropolitan Borough Council
- Care Quality Commission
- Local Community via our Website
- Healthwatch England
- NHS England
- Service Providers

2. Snapshot

This report covers the period April to June 2018 and is made up of comments from community members received via our Feedback Centre and at stands held in various locations in the hospital. During this period we received a total of 232 comments.

Sentiment [Download](#)



Reviews Services

24

reviews for April
2018-June 2018

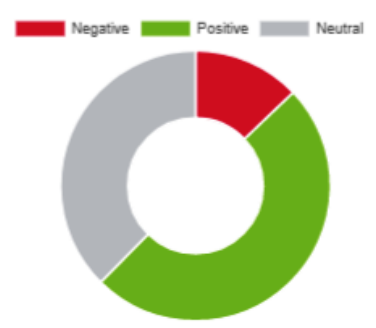
Total Reviews
3450
(Since January 2016)

1

services reviewed this
period

Total Services reviewed
165
(Since January 2016)

Sentiment for April 2018-June 2018



Positive Words

fabulous

very courteous supported superb normally very good
 friendly helpful fantastic good brilliant so helpful
 nice
 lucky
 liked
 easily
 just amazing healthwatch hospital fantastic

Negative Words

problems

too serious
 cancer invalid errors dire mixed up too complicated
 difficult
 mistake poor not good awfully really no good

Average Rating Average Individual Ratings

Average rating for April 2018-June 2018 (4.41666666666667)

★★★★☆

Overall average (3.99333333333333)

★★★★☆

- Quality of care ★★★★☆

- Quality of treatment ★★★★☆

- Staff ★★★★☆

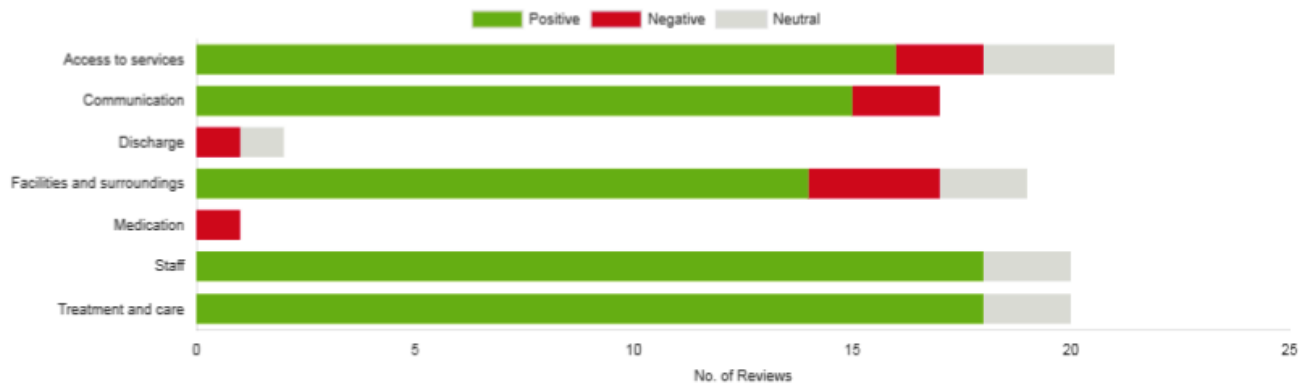
- Cleanliness ★★★★☆

- Food & Drink (if applicable) ★★★★☆

- Communication ★★★★☆

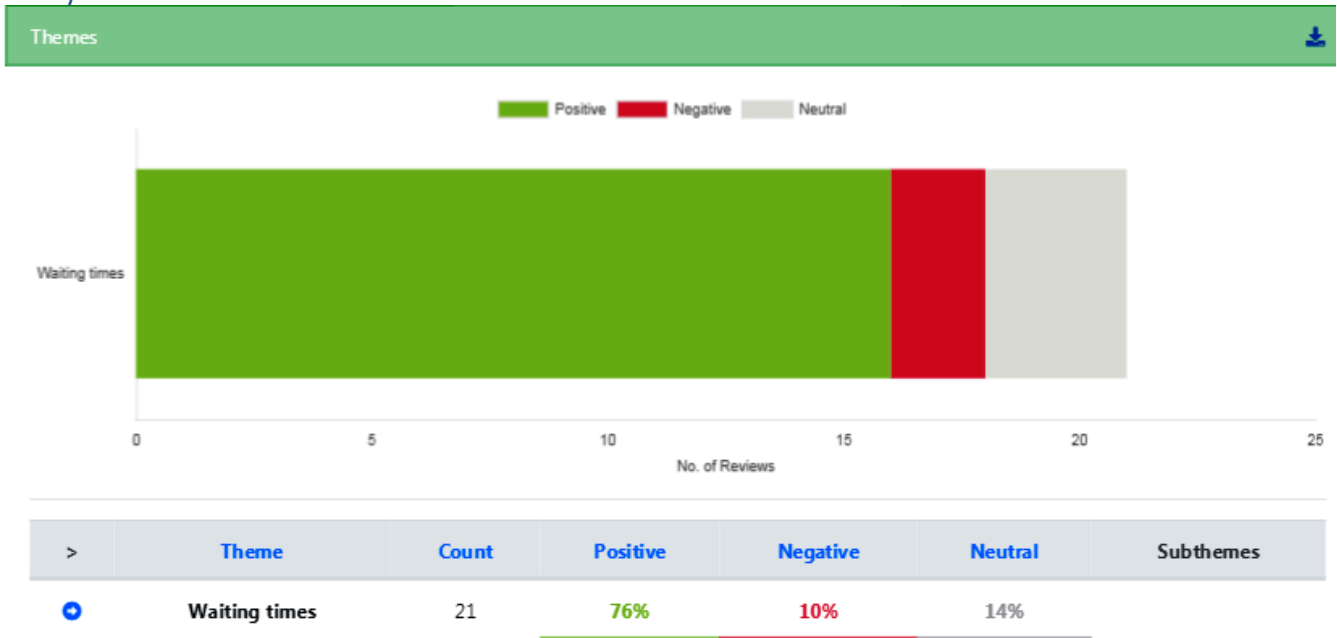
3. Key Themes

Themes ↓



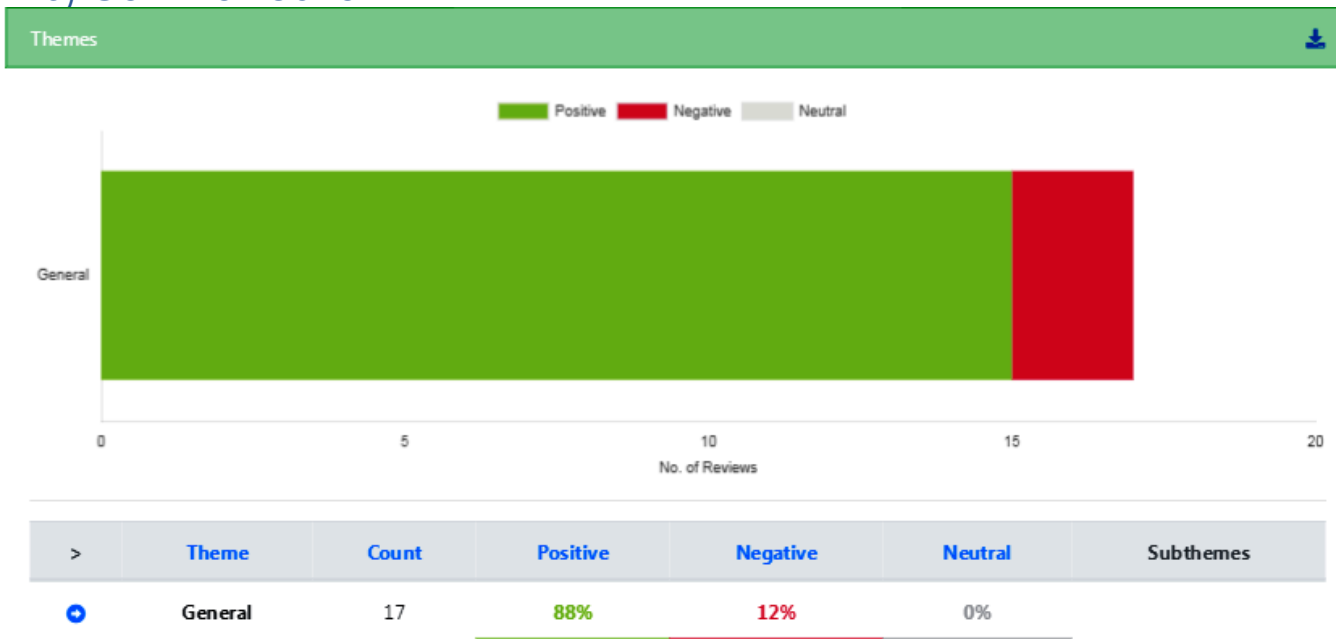
>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Access to services	21	76%	10%	14%	Sub-Themes >
+	Communication	17	88%	12%	0%	Sub-Themes >
+	Discharge	2	0%	50%	50%	Sub-Themes >
+	Facilities and surroundings	19	74%	16%	11%	Sub-Themes >
+	Medication	1	0%	100%	0%	Sub-Themes >
+	Staff	20	90%	0%	10%	Sub-Themes >
+	Treatment and care	20	90%	0%	10%	Sub-Themes >

a) Access to services



Four stars apart from the long wait which I can understand. We could not find a wheelchair anywhere in the hospital for my invalid father of 89. it was difficult getting him around to the different rooms for tests etc. From arrival to discharge has taken 3-4 hours.

b) Communication



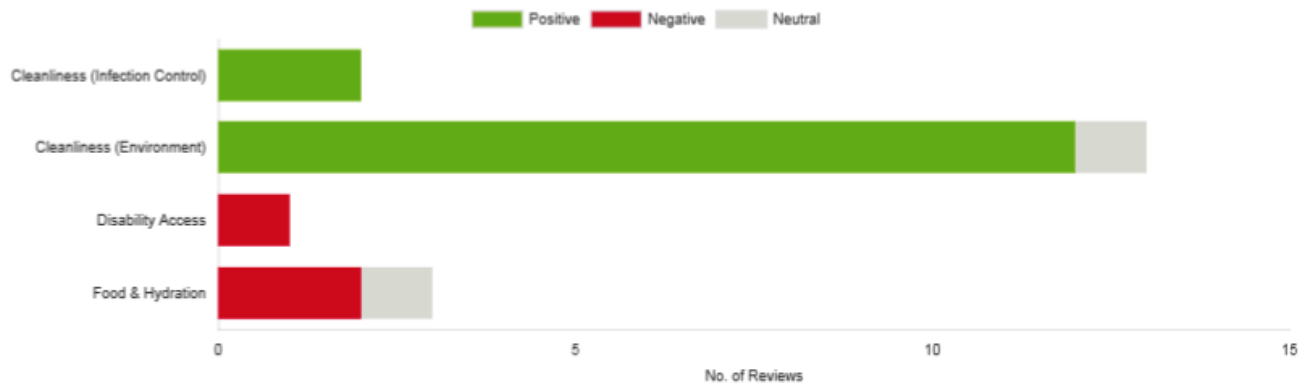
Almost always treatment is professional and treatment is good but sometimes you have to wait a bit longer, but the hospital is normally very good and will let you know if there is a delay. Someone I know who stayed in said the cleanliness could be better. I had to ring for next appointment and they gave me a cancelled appointment which is even better.

c) Discharge



d) Facilities and Surroundings

Themes ↓



>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Cleanliness (Infection Control)	2	100%	0%	0%	
+	Cleanliness (Environment)	13	92%	0%	8%	
+	Disability Access	1	0%	100%	0%	
+	Food & Hydration	3	0%	67%	33%	

“Better than the Royal. Cleanliness is much better the surgery ward is clean. On a lot of the wards there are agency workers who don't take bloods or do all of the role. Communication is poor. The Heart Ward is fab but Ward 25 I think this is emergency ward is not good, staff seem to not know what they are doing, said I was in with something that I wasn't they got me mixed up with someone else. They also got mixed up with my meds it was lucky I was awake and knew my medication. 90% of staff are brilliant but there seems a staffing shortage.”

e) Medication



“I tried to contact Aintree PALs to resolve this issue but I was told that it is too serious to be dealt with there and I was given the number for Healthwatch Knowsley. I was advised the situation was too complicated and to ask Healthwatch to write the case up and come back.

My mum has cancer and has only been given a 20% chance of survival. The treatment and care on the ward 24 has been fabulous just amazing - I could not fault the ward they are like Angels absolutely amazing. But mum has now been discharged back home and is now being supported as an outpatient. I cannot stress enough the Nursing side of things is superb the admin and in particular the medication errors we have experienced has been dire. When the Consultant described the situation to my mum I recalled him saying she would receive 1 daily Fragmin injection after the Chemotherapy treatment had finished and 2nd injection 4 days afterwards this. Following the 1st injection I asked the Sefton Arc nurse when the 2nd injection would take place. She told there wasn't a 2nd prescribed injection so that would not be given - “we only give what is on the prescription and that was not needed.”

The nurse said she would double check with a colleague re the 2nd injection (I am not sure what this is for) and she had also queried it with the hospital but had not heard back.

I had received a letter from the consultant (thurs) just before mum was due for Chemotherapy on the Friday. It details of the prescription script - which I collected at Aintree. The amount on the needle was different. The letter stated 1250 fragmin but the nurse was going to administer 1500.

I was sure I was right so I phoned the ward who at first stated that community nurse was right and I asked her double check with the consultant and she apologised as there had been a mistake.

I was asked to please call to the hospital for a further prescription. The Nurse had also reordered the script so we ended up with double the amount.

I also tried to return the unused 1500 needles back to the pharmacy for disposal when receiving the 1250. They refused to take them and said take them to my own pharmacy for disposal until I said I would just leave them in the hospital bin. So unhelpful... This has been so stressful I had to attend own GP to deal with high blood pressure as a result. It feels like we have to keep eye what is being administered continually. Please can I ask that at no point can anyone contact mum - as she is so worried that she is not been given the right medication and is asking me continually is this the right dose. Both of us are really stressed.”

f) Staff



“I like the friendly staff - always friendly and helpful”

g) Treatment and Care



“From the first minute to discharge, unbelievable, caring and professional.”

“I have found its very good. My brother is in with Cancer and is being treated well. Everyone is so helpful and I have been to elective care about my eye, they are very helpful and the staff are very nice.”

4. Comments

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Aintree Hospital	64114
<p>Almost always treatment is professional and treatment is good but sometimes you have to wait a bit longer, but the hospital is normally very good and will let you know if there is a delay. Someone I know who stayed in said the cleanliness could be better. I had to ring for next appointment and they gave me a cancelled appointment which is even better.</p>	
<p>Rating 5 ★</p>	
<p>Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Infection Control)-Positive;Access to services-Waiting times-Positive;Communication-General-Positive;</p>	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Aintree Hospital	64115
<p>I have just been to day care, they are fabulous and treat you like family. I have also visited the fracture clinic who are also fab.</p>	
<p>Rating 5 ★</p>	
<p>Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Infection Control)-Positive;Access to services-Waiting times-Positive;Communication-General-Positive;</p>	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Very good	64116
<p>I have found its very good. My brother is in with Cancer and is being treated well. Everyone is so helpful and I have been to elective care about my eye, they are very helpful and the staff are very nice.</p>	
<p>Rating 5 ★</p>	
<p>Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Communication-General-Positive;Access to services-Waiting times-Positive;</p>	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Aintree Hospital	64117
Five stars for everything.	
Rating 5 ★	
Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Access to services-Waiting times-Positive;Communication-General-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Aintree Hospital	64118
All Ok	
Rating 4 ★	
Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Access to services-Waiting times-Positive;Communication-General-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Aintree Hospital	64119
Rating only	
Rating 4 ★	
Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Communication-General-Positive;Access to services-Waiting times-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Aintree Hospital	64120
I like the friendly staff - always friendly and helpful	
Rating 4 ★	
Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Neutral;Communication-General-Positive;Access to services-Waiting times-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Apart from the long wait	65039
<p>Four stars apart from the long wait which I can understand. We could not find a wheelchair anywhere in the hospital for my invalid father of 89. it was difficult getting him around to the different rooms for tests etc. From arrival to discharge has taken 3-4 hours.</p>	
<p>Rating 4 ★</p>	
<p>Key Themes Treatment and care-Experience-Positive;Facilities and surroundings-Disability Access-Negative;Access to services-Waiting times-Negative;</p>	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department: A&E
Good service	65041
<p>Good service took about 1-2 hours to be treated and discharged.</p>	
<p>Rating 4 ★</p>	
<p>Key Themes Access to services-Waiting times-Positive;Treatment and care-Experience-Positive;</p>	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Kind	65043
<p>Kind and caring waiting seems awfully long-but so many people so few staff. Waiting room clean and bright nice to have a tea bar easily available.</p>	
<p>Rating 5 ★</p>	
<p>Key Themes Staff-Attitudes-Positive;Access to services-Waiting times-Negative;Facilities and surroundings-Food & Hydration-Neutral;</p>	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department: Haematology
Problems with Mums Cancer medication	66160
<p>I tried to contact Aintree PALs to resolve this issue but I was told that it is too serious to be dealt with there and I was given the number for Healthwatch Knowsley. I was advised the situation was too complicated and to ask Healthwatch to write the case up and come back.</p> <p>My mum has cancer and has only been given a 20% chance of survival. The treatment and care on the ward 24 has been fabulous just amazing - I could not fault the ward they are like Angels absolutely amazing. But mum has now been discharged back home and is now being supported as an outpatient. I cannot stress enough the Nursing side of things is superb the admin and in particular the medication errors we have experienced has been dire.</p> <p>When the Consultant described the situation to my mum I recalled him saying she would receive 1 daily Fragmin injection after the Chemotherapy treatment had finished and 2nd injection 4 days afterwards this. Following the 1st injection I asked the Sefton Arc nurse when the 2nd injection would take place. She told there wasn't a 2nd prescribed injection so that would not be given - "we only give what is on the prescription and that was not needed."</p> <p>The nurse said she would double check with a colleague re the 2nd injection (I am not sure what this is for) and she had also queried it with the hospital but had not heard back.</p> <p>I had received a letter from the consultant (thurs) just before mum was due for Chemotherapy on the Friday. It details of the prescription script - which I collected at Aintree. The amount on the needle was different. The letter stated 1250 fragmin but the nurse was going to administer 1500.</p> <p>I was sure I was right so I phoned the ward who at first stated that community nurse was right and I asked her double check with the consultant and she apologised as there had been a mistake.</p> <p>I was asked to please call to the hospital for a further prescription. The Nurse had also reordered the script so we ended up with double the amount.</p> <p>I also tried to return the unused 1500 needles back to the pharmacy for disposal when receiving the 1250. They refused to take them and said take them to my own pharmacy for disposal until I said I would just leave them in the hospital bin. So unhelpful..</p> <p>This has been so stressful I had to attend own GP to deal with high blood pressure as a result. It feels like we have to keep eye what is being administered continually.</p> <p>Please can I ask that at no point can anyone contact mum - as she is so worried that she is not been given the right medication and is asking me continually is this the right dose. Both of us are really stressed.</p>	
<p>Rating 3 ★</p>	
<p>Key Themes Communication-General-Negative;Discharge-Preparation-Negative;Medication-Medicines Management-Negative;</p>	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
I find it good	66254
I find it good the staff are very courteous.	
Rating 5 ★	
Key Themes Staff-Attitudes-Positive;Treatment and care-Experience-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
X-ray	66255
Been for an x-ray today - the treatment has been really good - no problems at all	
Rating 5 ★	
Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Communication-General-Positive;Access to services-Waiting times-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Aintree Hospital	66256
Rating only	
Rating 5 ★	
Key Themes Access to services-Waiting times-Positive;Staff-Attitudes-Positive;Treatment and care-Experience-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Communication-General-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Parking	66257
Parking problems - I would have liked to use the right of the car park but I ended up on the top floor. I would also suggest wider parking areas for disabled bays and you need a bigger gap. The cost of parking is expensive, especially the cost when visiting, Appointments are generally ok. I have recently been to A&E, the communication could have been better but it has been busy times.	
Rating 4 ★	
Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Communication-General-Negative;Access to services-Waiting times-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Admitted overnight	66258
I was transferred here from Whiston Hospital for ENT specialist and admitted for treatment.	
Rating 4 ★	
Key Themes Facilities and surroundings-Food & Hydration-Negative;Access to services-Waiting times-Positive;Communication-General-Positive;Staff-Attitudes-Positive;Treatment and care-Experience-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
I don't smoke	66259
I don't smoke but people who visit may smoke and there is no place for visitors to smoke. Who may be stressed out visiting people. Waiting time at A and E is sometimes 4 or 5 hours. There seems a shortage of staff to patients staff always seem busy and you sometimes wait a while to get the right information of the GP. One time the shower area was dirty.	
Rating 4 ★	
Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Neutral;Facilities and surroundings-Food & Hydration-Negative;Access to services-Waiting times-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Today a five star rating	66260
Rating only	
Rating 5 ★	
Key Themes	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Aintree Hospital	66261
Rating only	
Rating 4 ★	
Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Communication-General-Positive;Access to services-Waiting times-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Fantastic Hospital	66263
Fantastic Hospital - the staff make it and I did not wait long today to be seen.	
Rating 5 ★	
Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Communication-General-Positive;Access to services-Waiting times-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Better than the Royal	66265
Better than the Royal. Cleanliness is much better the surgery ward is clean. On a lot of the wards there are agency workers who don't take bloods or do all of the role. Communication is poor. The Heart Ward is fab but Ward 25 I think this is emergency ward is not good, staff seem to not know what they are doing, said I was in with something that I wasn't they got me mixed up with someone else. They also got mixed up with my meds it was lucky I was awake and knew my medication. 90% of staff are brilliant but there seems a staffing shortage.	
Rating 4 ★	
Key Themes Treatment and care-Experience-Neutral;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Communication-General-Positive;Access to services-Waiting times-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Went to Aintree waited a long time.	67074
Went to Aintree waited a long time for surgery. Staff were nice answered all my questions.	
Rating 5 ★	
Key Themes Access to services-Waiting times-Neutral;Staff-Attitudes-Positive;Communication-General-Positive;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Alright	67189
My experience was alright	
Rating 3 ★	
Key Themes Treatment and care-Experience-Neutral;Staff-Attitudes-Neutral;Facilities and surroundings-Cleanliness (Environment)-Positive;Access to services-Waiting times-Neutral;Discharge-Neutral;	

Aintree Hospital (formerly known as Fazakerley Hospital)	Department:
Aintree Hospital	67539
From the first minute to discharge, unbelievable, caring and professional.	
Rating 5 ★	
Key Themes Treatment and care-Experience-Positive;Staff-Attitudes-Positive;Facilities and surroundings-Cleanliness (Environment)-Positive;Communication-General-Positive;Access to services-Waiting times-Neutral;	

5. Healthwatch Knowsley

What is Healthwatch?

Healthwatch is the independent consumer champion created to gather and represent the views of the public on Health and Adult Social Care. We play a part at both a local and national level to make sure that peoples experiences of Health and Adult Social Care are taken into account by both service providers and commissioners.

How do we make a difference?

We are part of, and answerable to the community

We improve local health and adult social care services through community feedback

We provide information about the care choices the community have

We talk and listen to people from every part of the community

We hold services to account for the care they provide

Why do we do it?

Healthwatch Knowsley has been developed to give the people of Knowsley a stronger voice in influencing and challenging how health and adult social care services are provided within our region.

What we are responsible for

- Enabling people to share their views and concerns about health and adult social care services in Knowsley
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with Clinical Commissioning Groups and social care providers amongst others to help make sure that services are designed to meet local people's needs.

Our Values

- Inclusive - we put communities first, working with children, young people and adults
- Influential - we are responsive, setting the agenda and making change happen
- Independent - we act on behalf of consumers, listening carefully then speaking loudly on their behalf
- Credible - we value knowledge, seeking information and challenging assumptions with facts
- Collaborative - we work in partnership with health and social care organisations to keep the debate positive and we get things done

6. Healthwatch Knowsley Feedback Centre

This report has been compiled using the new Healthwatch Knowsley Feedback Centre. This web based tool enables members of the public to rate the services that they use and provides real time analysis of the feedback, enabling early identification of trends and issues.



7. Contact us

For further information about Healthwatch Knowsley or to share your experience visit our website at www.healthwatchknowsley.co.uk

Alternatively

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