

healthwatch

Knowsley



Healthwatch Knowsley

St Helens & Knowsley NHS Trust

Patient Experience Report

Qtr. 4 2017-18



Contents

About this report	3
Snapshot	4
Sentiment Tracker.....	5
Friends and Family Test.....	5
Key Themes	6
Good Practice.....	19
Recommendations	20
Healthwatch Knowsley.....	22
Healthwatch Knowsley Feedback Centre.....	23
Contact Us	23
Appendix 1–Feedback Form.....	24
Appendix 2–Comments.....	25
Control Sheet.....	28



About this report

This report details experiences of St Helens & Knowsley NHS Trust shared by our community for the period January–March 2018. The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre. During this quarter, there have been 23 comments received regarding both Whiston and St Helens Hospitals. During this year between April 2017–March 2018, Healthwatch Knowsley has received 127 reviews about both St Helens & Whiston Hospitals, a total of 317 reviews have been received via the feedback centre for the trust since its launch in July 2016.

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



During this quarter the trust achieved an overall score of just over 4 stars. Staff was the most highly rated are at 5 stars in the individual ratings.

Between January–March, 22 of the comments related to Whiston Hospital and 1 comment related to St Helens Hospital as highlighted below.

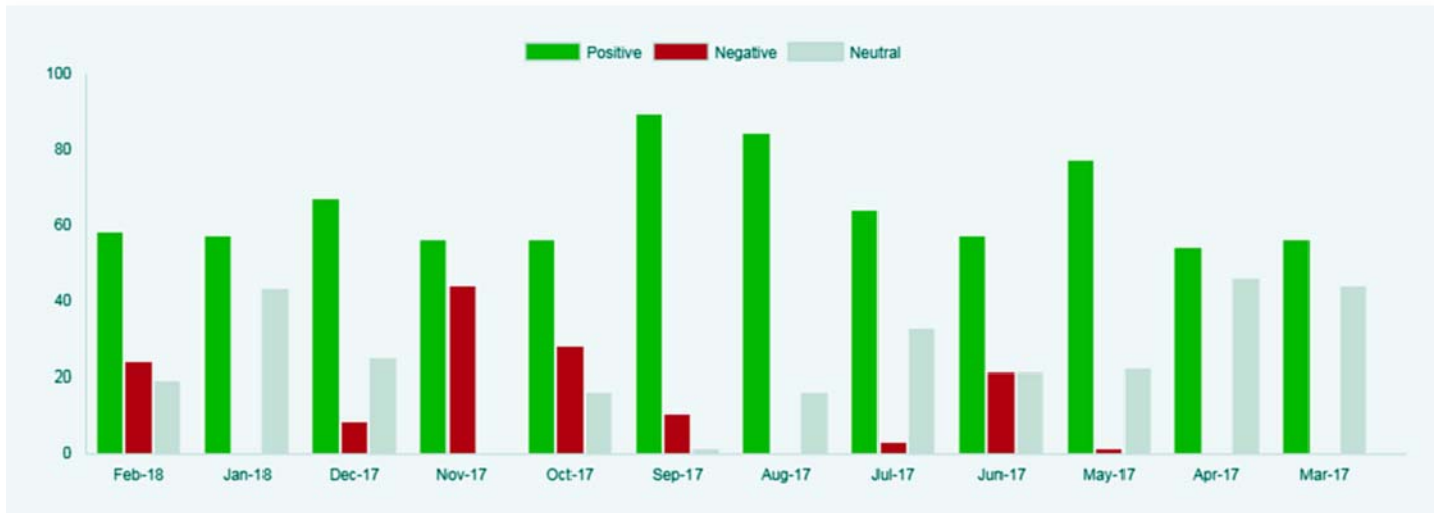
Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
 Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)		22		36%	14%	23%
 St Helens Hospital (St Helens and Knowsley NHS Trust, St Helens & Knowsley NHS Trust)		1		0%	0%	100%



Sentiment Tracker

As you can see from the graph below the trust continues to show a steady rate of positive comments over the recent months, it is worth noting that any negative comments or themes are discussed via quarterly team meetings and in some cases directly with the Patient Experience Manager.

Sentiment Tracker ?



Friends and Family Test

Friends and Family ?



During this quarter 8 respondents answered the friend and family question, from the 8 people a majority of 6 people said they would be extremely likely to recommend St Helens & Knowsley NHS Trust to friends and family.

Key Themes

Between January–March, the majority of comments received related to staff within the trust, with 13 comments, a majority of 77% of these comments were positive. The second most highly rated theme is treatment and care, with a majority of comments (92%) in this area being positive. Other areas highlighted within this report include, access to services and communication, who are shown to have both positive and negative comments. Both facilities and surroundings and dignity and respect have mostly positive comments.

These key themes are highlighted further within this report.



Please note that in some cases there can be multiple themes attached to a comment.

Key Themes–Staff

This is consistently a highly commented area, this quarter has shown that 77% of comments are positive, with 13 comments relating to staff, sub-themes during this quarter are attitudes and capacity, which are included below. It is worth noting that during this quarter there were some negative comments highlighted in this area. Comments are highlighted below.



Provider	Rating	Title	Review
Whiston Hospital	5	I fell and broke my arm	I fell and broke my arm and ended up in Whiston Hospital I now go now every two weeks I find them brilliant have been given information on falls prevention. The physio was also brilliant.
Whiston Hospital	4	Whiston Hospital	Have to come early to get a parking space otherwise you have to wait for a space. The rest of the hospital is good. Appointment times seem ok - no long waits
Whiston Hospital	1	A&E	Change some doctors most have attitude
Whiston Hospital	2	A&E	More staff needed
Whiston Hospital	4	A&E	TIA symptoms. Telephoned my GP for advice. He told me to dial 999 immediately. Was seen promptly by paramedic and ambulance personnel and taken to A&E. Seen and treated promptly by inexperienced doctor who apologised for having to keep checking with superiors, given emergency medication and asked to call back next day to see consultant and collect prescribed medication from pharmacy. Good treatment by staff, especially paramedic. Pity pharmacy opening times are limited.

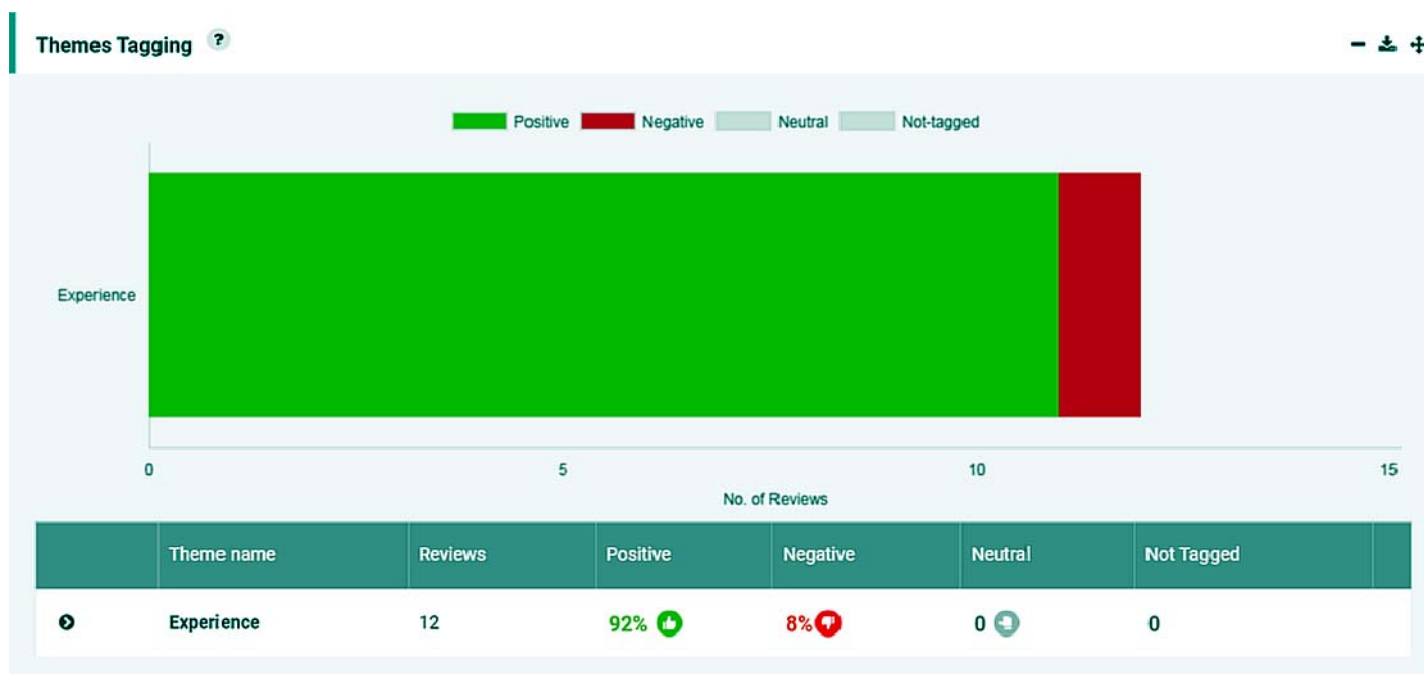


Key Themes–Staff

Provider	Rating	Title	Review
Whiston Hospital	2	Care of Dad	Dad was taken into Whiston Hospital on 2nd January with breathing difficulties and was kept in. He was woken up in the early hours of the morning to be examined and had pains in his leg and head. He mentioned this to the Dr that was examining him and was told that they were “far too busy to be listening to his ailments and if it had been down to them they wouldn’t have admitted him”. Dad was discharged the next day but still had breathing difficulties and was advised by his GP to go back to hospital but he didn’t want to go back. The GP was shocked that he had been discharged. Dad went back into hospital and had fluid drained from his lungs - the hospital were going to discharge him after 5/6 days but Dad said that he didn’t want to be discharged until social services were involved to help him at home. Dad had lost 2 stone since December and was not eating or drinking. The Cytology report from the fluid drained from the lungs and a scan showed that he had Cancer and he was told that he had 3 months to live. Dad was crying out with pain in his legs and was given 2 Paracetamol as there was no other staff to administer the drugs that he needed. Dad died on Saturday. There should have been more done to keep him comfortable. Dad wasn’t cared for properly, I feel that they have let him down and didn’t listen to him.
Whiston Hospital	5	Excellent	Its an excellent place, I remember it as the older hospital
Whiston Hospital	5	Excellent	I think it is excellent. Its local, the care of the nurses, they take time with you.
Whiston Hospital	3	Whiston Hospital	The only thing is discharge from hospital last September. I rang and did not hear anything, no-one got back from the hospital and never heard anything so I went to my GP who looked into this for me and sorted an appointment with the hospital. Didn’t get any sleep at night because of the noise . Difference in quality of care received at night compared to day time.
Whiston Hospital	5	Good	Find the hospital good, have been visiting since Friday
Whiston Hospital	5	Really Good	I think they are really good, satisfied with the way I have been treated. The waiting times have been good.
Whiston Hospital	4	General Medicine	Good but long wait
St Helens Hospital	5	Efficient, pleasant ,did good job	I attended the dermatology clinic with a troublesome mole, it was removed

Key Themes – Treatment & Care

This is consistently a highly commented area and continues to provide a majority (92%) of positive comments for the trust. All of the reviews relate to experience in this theme.



Provider	Rating	Title	Review
Whiston Hospital	5	I fell and broke my arm	I fell and broke my arm and ended up in Whiston Hospital I now go now every two weeks I find them brilliant have been given information on falls prevention. The physio was also brilliant.
Whiston Hospital	4	Whiston Hospital	Have to come early to get a parking space otherwise you have to wait for a space. The rest of the hospital is good. Appointment times seem ok - no long waits
Whiston Hospital	5	I always go to Whiston	I always go to Whiston as they take care of me, I can't fault them I use a health passport. Seen quickly went to A and E really really good.
Whiston Hospital	4	A&E	Really good with my asthma attacks and provided all care I needed through tough times
Whiston Hospital	5	Excellent	Its an excellent place, I remember it as the older hospital
Whiston Hospital	5	Excellent	I think it is excellent. Its local, the care of the nurses, they take time with you.
Whiston Hospital	3	Whiston Hospital	The only thing is discharge from hospital last September. I rang and did not hear anything, no-one got back from the hospital and never heard anything so I went to my GP who looked into this for me and sorted an appointment with the hospital. Didn't get any sleep at night because of the noise . Difference in quality of care received at night compared to day time.



Key Themes – Treatment & Care

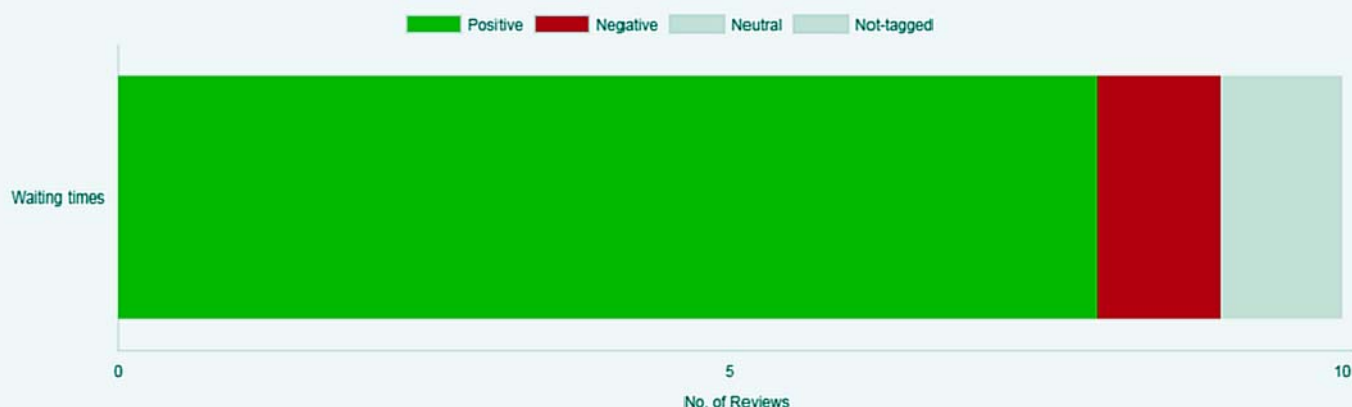
Provider	Rating	Title	Review
Whiston Hospital	2	Care of Dad	Dad was taken into Whiston Hospital on 2nd January with breathing difficulties and was kept in. He was woken up in the early hours of the morning to be examined and had pains in his leg and head. He mentioned this to the Dr that was examining him and was told that they were “far too busy to be listening to his ailments and if it had been down to them they wouldn’t have admitted him”. Dad was discharged the next day but still had breathing difficulties and was advised by his GP to go back to hospital but he didn’t want to go back. The GP was shocked that he had been discharged. Dad went back into hospital and had fluid drained from his lungs - the hospital were going to discharge him after 5/6 days but Dad said that he didn’t want to be discharged until social services were involved to help him at home. Dad had lost 2 stone since December and was not eating or drinking. The Cytology report from the fluid drained from the lungs and a scan showed that he had Cancer and he was told that he had 3 months to live. Dad was crying out with pain in his legs and was given 2 Paracetamol as there was no other staff to administer the drugs that he needed. Dad died on Saturday. There should have been more done to keep him comfortable. Dad wasn’t cared for properly, I feel that they have let him down and didn’t listen to him.
Whiston Hospital	5	Good	Find the hospital good, have been visiting since Friday
Whiston Hospital	5	Really Good	I think they are really good, satisfied with the way I have been treated. The waiting times have been good.
Whiston Hospital	4	General Medicine	Good but long wait
St Helens Hospital	5	Efficient, pleasant ,did good job	I attended the dermatology clinic with a troublesome mole, it was removed



Key Themes—Access to Services

During this quarter, ten comments mentioned access to services, of which 80% were positive. All comments related to waiting times and are included below.

Themes Tagging ?



Theme name	Reviews	Positive	Negative	Neutral	Not Tagged
Waiting times	10	80%	10%	10%	0%

Provider	Rating	Title	Review
Whiston Hospital	5	I always go to Whiston	I always go to Whiston as they take care of me, I can't fault them I use a health passport. Seen quickly went to A and E really really good.
Whiston Hospital	4	A&E	TIA symptoms. Telephoned my GP for advice. He told me to dial 999 immediately. Was seen promptly by paramedic and ambulance personnel and taken to A&E. Seen and treated promptly by inexperienced doctor who apologised for having to keep checking with superiors, given emergency medication and asked to call back next day to see consultant and collect prescribed medication from pharmacy. Good treatment by staff, especially paramedic. Pity pharmacy opening times are limited.
Whiston Hospital	5	Excellent	Its an excellent place, I remember it as the older hospital
Whiston Hospital	5	Fracture Clinic	I came to the Fracture clinic. I was seen fairly quickly, everything was explained to me. No complaints.
Whiston Hospital	5	Excellent	I think it is excellent. Its local, the care of the nurses, they take time with you.
Whiston Hospital	3	Whiston Hospital	The only thing is discharge from hospital last September. I rang and did not hear anything, no-one got back from the hospital and never heard anything so I went to my GP who looked into this for me and sorted an appointment with the hospital. Didn't get any sleep at night because of the noise . Difference in quality of care received at night compared to day time.



Key Themes—Access to Services

Provider	Rating	Title	Review
Whiston Hospital	5	Good	Find the hospital good, have been visiting since Friday
Whiston Hospital	5	Really Good	I think they are really good, satisfied with the way I have been treated. The waiting times have been good.
Whiston Hospital	4	General Medicine	Good but long wait
St Helens Hospital	5	Efficient, pleasant ,did good job	I attended the dermatology clinic with a troublesome mole, it was removed



Key Themes–Communication

During this quarter, nine of the comments received included communication as a key theme, this relates to general communication, as well as lack of communication within the trust. During this quarter there has been mixed responses in relation to communication, with 78% of comments received being positive, 11% negative and 11% neutral. This is broken down further in the table below.

Themes Tagging ?



	Theme name	Reviews	Positive	Negative	Neutral	Not Tagged
▶	General	8	88%	13%	0	0
▶	Lack of	1	0	0	100%	0%

Provider	Rating	Title	Review
Whiston Hospital	5	I fell and broke my arm	I fell and broke my arm and ended up in Whiston Hospital I now go now every two weeks I find them brilliant have been given information on falls prevention. The physio was also brilliant.
Whiston Hospital	4	Whiston Hospital	Have to come early to get a parking space otherwise you have to wait for a space. The rest of the hospital is good. Appointment times seem ok - no long waits
Whiston Hospital	3	A&E	The staff were helpful and kind, but nobody tracks where the patient is. If we hadn't kept asking if xray results etc were back, we could still be sitting waiting now. We walked so far, my phone tracked 3 miles, as we had to walk between departments. My partner had a serious accident and had a badly broken arm and I walk with two sticks, but it was only in the last couple of hours of our 12 hour visit that anyone offered him a wheelchair. My partners diabetic but I had to ask for food for him, the drinks machine was a long walk away but was not working anyway and I had no food or drink all day and felt quite ill and dehydrated in the extreme heat.



Key Themes—Communication

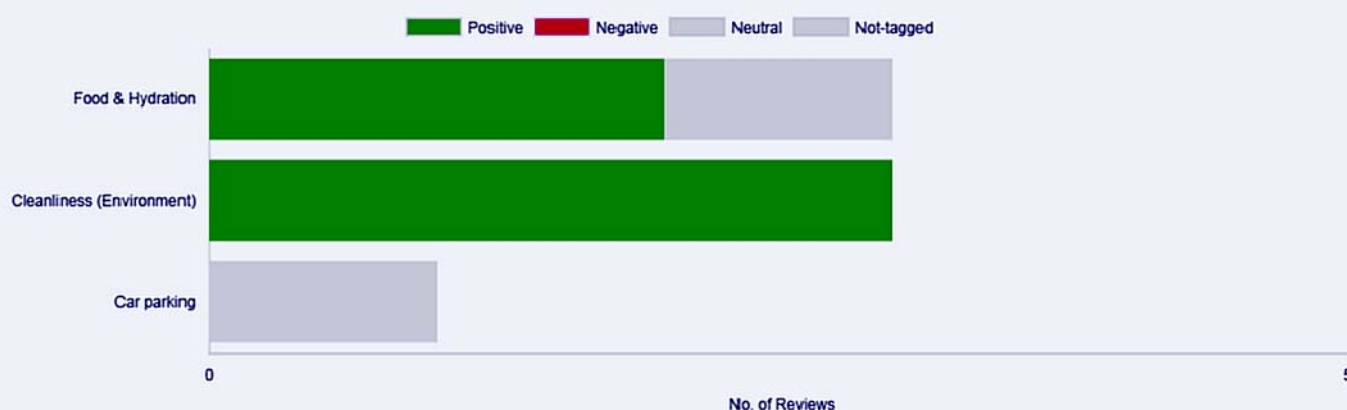
Provider	Rating	Title	Review
Whiston Hospital	2	Care of Dad	Dad was taken into Whiston Hospital on 2nd January with breathing difficulties and was kept in. He was woken up in the early hours of the morning to be examined and had pains in his leg and head. He mentioned this to the Dr that was examining him and was told that they were “far too busy to be listening to his ailments and if it had been down to them they wouldn’t have admitted him”. Dad was discharged the next day but still had breathing difficulties and was advised by his GP to go back to hospital but he didn’t want to go back. The GP was shocked that he had been discharged. Dad went back into hospital and had fluid drained from his lungs - the hospital were going to discharge him after 5/6 days but Dad said that he didn’t want to be discharged until social services were involved to help him at home. Dad had lost 2 stone since December and was not eating or drinking. The Cytology report from the fluid drained from the lungs and a scan showed that he had Cancer and he was told that he had 3 months to live. Dad was crying out with pain in his legs and was given 2 Paracetamol as there was no other staff to administer the drugs that he needed. Dad died on Saturday. There should have been more done to keep him comfortable. Dad wasn’t cared for properly, I feel that they have let him down and didn’t listen to him.
Whiston Hospital	5	Excellent	Its an excellent place, I remember it as the older hospital
Whiston Hospital	5	Excellent	I think it is excellent. Its local, the care of the nurses, they take time with you.
Whiston Hospital	5	Good	Find the hospital good, have been visiting since Friday
Whiston Hospital	5	Really Good	I think they are really good, satisfied with the way I have been treated. The waiting times have been good.
St Helens Hospital	5	Efficient, pleasant ,did good job	I attended the dermatology clinic with a troublesome mole, it was removed



Key Themes—Facilities & Surroundings

Facilities and surroundings continues to be a key theme, within this report there has been 7 comments received in this area. It is worth noting that within this theme that comments were both positive and neutral. In relation to food and hydration 67% of comments were positive; cleanliness has been given 100% positive comments and car parking received one neutral comment. All comments relating to facilities and surroundings are included below.

Themes Tagging ?



	Theme name	Reviews	Positive	Negative	Neutral	Not Tagged
➤	Food & Hydration	3	67%	0	33%	0%
➤	Cleanliness (Environment)	3	100%	0	0	0
➤	Car parking	1	0	0	100%	0%

Provider	Rating	Title	Review
Whiston Hospital	4	Whiston Hospital	Have to come early to get a parking space otherwise you have to wait for a space. The rest of the hospital is good. Appointment times seem ok - no long waits
Whiston Hospital	3	A&E	The staff were helpful and kind, but nobody tracks where the patient is. If we hadn't kept asking if xray results etc were back, we could still be sitting waiting now. We walked so far, my phone tracked 3 miles, as we had to walk between departments. My partner had a serious accident and had a badly broken arm and I walk with two sticks, but it was only in the last couple of hours of our 12 hour visit that anyone offered him a wheelchair. My partners diabetic but I had to ask for food for him, the drinks machine was a long walk away but was not working anyway and I had no food or drink all day and felt quite ill and dehydrated in the extreme heat.
Whiston Hospital	3	Whiston Hospital	The only thing is discharge from hospital last September. I rang and did not hear anything, no-one got back from the hospital and never heard anything so I went to my GP who looked into this for me and sorted an appointment with the hospital. Didn't get any sleep at night because of the noise. Difference in quality of care received at night compared to day time.



Key Themes—Facilities & Surroundings

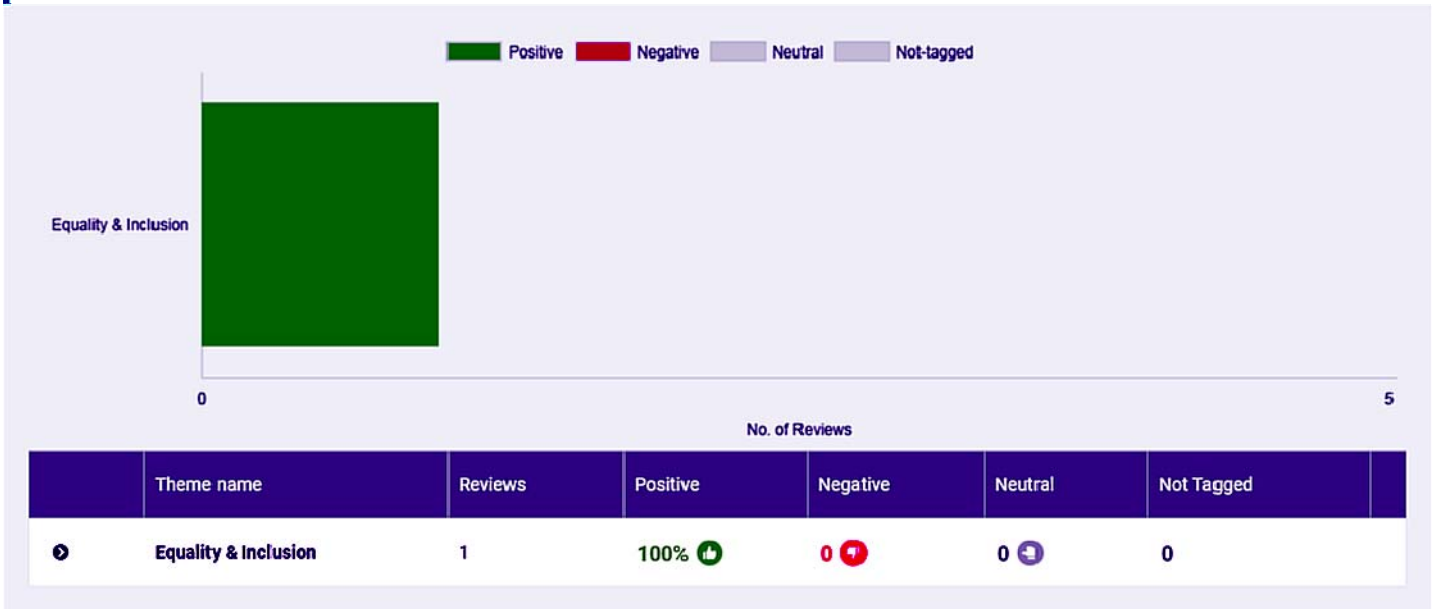
Provider	Rating	Title	Review
Whiston Hospital	5	Really Good	I think they are really good, satisfied with the way I have been treated. The waiting times have been good.
Whiston Hospital	4	General Medicine	Good but long wait



Key Themes—Dignity & Respect

During this quarter, dignity and respect was mentioned within one comment, in relation to the use of the health passport, please see the comment below.

Themes Tagging ?



Provider	Rating	Title	Review
Whiston Hospital	5	I always go to Whiston	I always go to Whiston as they take care of me, I can't fault them I use a health passport. Seen quickly went to A and E really really good.



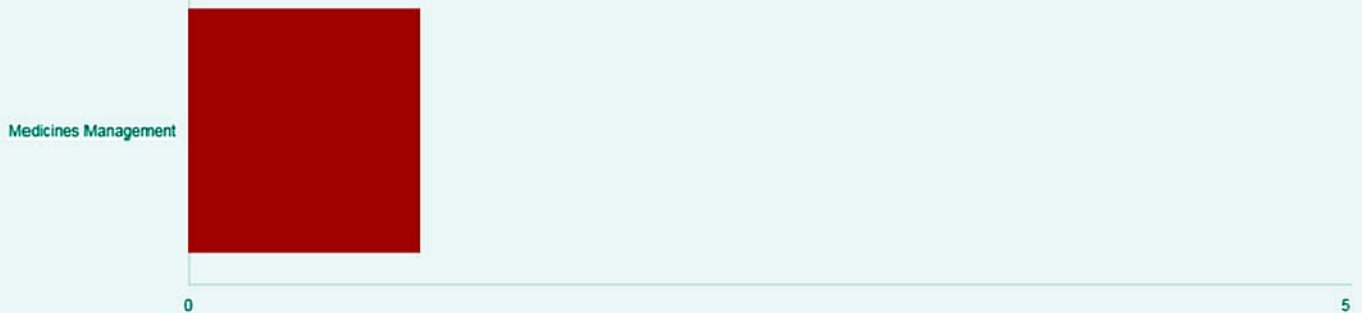
Key Themes—Medication

During this quarter medication was highlighted in 1 comment, which specifically relates to medication management. In this case this comment relates to access to the pharmacy within the trust, it is worth noting that this is an issue that has been raised via the quarterly meetings.

Themes Tagging ?



Positive Negative Neutral Not-tagged



No. of Reviews

Theme name	Reviews	Positive	Negative	Neutral	Not Tagged
Medicines Management	1	0	100%	0	0

Provider	Rating	Title	Review
Whiston Hospital	4	A&E	TIA symptoms. Telephoned my GP for advice. He told me to dial 999 immediately. Was seen promptly by paramedic and ambulance personnel and taken to A&E. Seen and treated promptly by inexperienced doctor who apologised for having to keep checking with superiors, given emergency medication and asked to call back next day to see consultant and collect prescribed medication from pharmacy. Good treatment by staff, especially paramedic. Pity pharmacy opening times are limited.



Good Practice

During this quarter, it is worth noting that a majority of positive reviews received relate to staff and treatment and care within the trust, as highlighted in the key theme sections within this report. A number of areas of good practice highlighted multiple themes.

Key areas of good practice:

Staff Attitude

During this quarter the attitude of staff was highly rated area through comments received, as well as through the individual ratings.

“I think it is excellent. Its local, the care of the nurses, they take time with you.”

“I fell and broke my arm and ended up in Whiston Hospital I now go now every two weeks I find them brilliant have been given information on falls prevention. The physio was also brilliant.”

“Good treatment by staff”

It is worth noting that some of the comments also highlighted areas of concern, which are included in the recommendations section of this report.

Treatment & Care

This continues to be a highly rated area within the trust, with a number of comments mentioning the care received by the trust:

“I always go to Whiston as they take care of me, I can't fault them I use a health passport. Seen quickly went to A and E really really good.”

“Really good with my asthma attacks and provided all care I needed through tough times”

“I think they are really good, satisfied with the way I have been treated. The waiting times have been good.”

Access to Services

During this quarter access to services received a number of positive comments, specifically relating to the waiting times within the trust, this has shown a change from previous reports, in which waiting times had been mostly negative.

“Seen quickly went to A and E really really good.”

“Was seen promptly by paramedic and ambulance personnel and taken to A&E. Seen and treated promptly.”

“I came to the Fracture clinic. I was seen fairly quickly, everything was explained to me. No complaints.”

“I think they are really good, satisfied with the way I have been treated. The waiting times have been good.”

Dignity & Respect

Within the report one comment highlighted the effectiveness of using the health passport:

“I can't fault them I use a health passport.”



Recommendations

Healthwatch continue to receive comments on the following areas which are being monitored through the trusts quarterly patient experience meetings with local Healthwatch organisations.

Staff

During this quarter, some of the comments received reflected on both the capacity and attitude of staff negatively.

“Change some doctors most have attitude”

“More staff needed”

“I feel that there is not enough staff to keep an eye on patients.”

“Seen and treated promptly by inexperienced doctor who apologised for having to keep checking with superiors”

“Difference in quality of care received at night compared to day time.”

Medication

One comment was received relating to medication, in particular the issue of medicine management and access to the pharmacy.

“TIA symptoms. Telephoned my GP for advice. He told me to dial 999 immediately. Was seen promptly by paramedic and ambulance personnel and taken to A&E. Seen and treated promptly by inexperienced doctor who apologised for having to keep checking with superiors, given emergency medication and asked to call back next day to see consultant and collect prescribed medication from pharmacy. Good treatment by staff, especially paramedic. Pity pharmacy opening times are limited.”

Issues around pharmacy has also been raised via the quarterly meeting, in which Healthwatch were informed about issues accessing specific medication from the pharmacy.

During this quarter we received a review that highlighted multiple concerns, please see response below:

“Dad was taken into Whiston Hospital on 2nd January with breathing difficulties and was kept in. He was woken up in the early hours of the morning to be examined and had pains in his leg and head. He mentioned this to the Dr that was examining him and was told that they were “far too busy to be listening to his ailments and if it had been down to them they wouldn’t have admitted him”. Dad was discharged the next day but still had breathing difficulties and was advised by his GP to go back to hospital but he didn’t want to go back. The GP was shocked that he had been discharged. Dad went back into hospital and had fluid drained from his lungs - the hospital were going to discharge him after 5/6 days but Dad said that he didn’t want to be discharged until social services were involved to help him at home. Dad had lost 2 stone since December and was not eating or drinking. The Cytology report from the fluid drained from the lungs and a scan showed that he had Cancer and he was told that he had 3 months to live. Dad was crying out with pain in his legs and was given 2 Paracetamol as there was no other staff to administer the drugs that he needed. Dad died on Saturday. There should have been more done to keep him comfortable. Dad wasn’t cared for



Recommendations

properly, I feel that they have let him down and didn't listen to him.”

It is worth noting that we have been in contact with the person who provided the review and they have been signposted to Liverpool Advocacy Services to support them with the complaints process. This has also been raised with Knowsley CCG.

Recommendations from the previous report

Food & Hydration

A number of reviews in the previous report, highlighted some comments made about food within the hospital, this was highlighted to the trust and was fed back to Medirest who provide food services to the trust.

Discharge

The comments received in the previous report highlighted concerns around the preparation for discharge, as well as miscommunication about the discharge process. This has been raised through the quarterly meetings with the trust and Healthwatch Knowsley have continued to be involved in the trusts discharge workshops and provide input into that process.

Responding to Feedback

The trust regularly replies to comments via the feedback centre, ensuring that information is shared with the relevant department, as well as providing contact details for the PALS team when there are concerns. The Patient Experience Manager is very responsive when there has been any complaints or concerns raised by patients via Healthwatch Knowsley and has supported patients to produce positive outcomes.

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 people's 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



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.



Contact us

Contact Details

Healthwatch Knowsley

Address: The Old School House, St. Johns Road,
Huyton, Knowsley, L36 0UX

Telephone: **0151 449 3954**

Email: **enquiries@healthwatchknowsley.co.uk**

Website: **www.healthwatchknowsley.co.uk**

Or if you would like to share your experiences of Health and Social Care please visit our feedback centre at www.healthwatchknowsley.co.uk or telephone a member of the team.

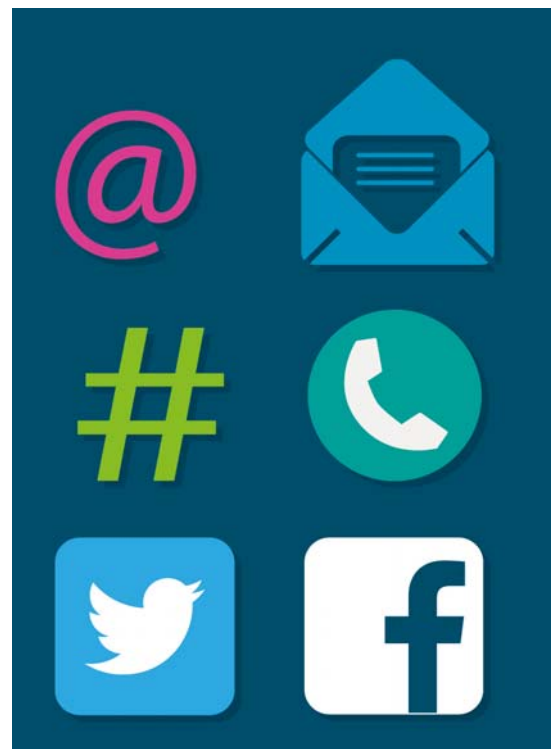
You can also follow us on social media:



[@HWKnowsley](https://twitter.com/HWKnowsley)



[Healthwatch.Knowsley](https://www.facebook.com/Healthwatch.Knowsley)





Appendix 1–Feedback Form

About you

If you are willing to provide us with some monitoring information please complete the form below:



Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

Age:

Gender: Male Female Prefer not to say

How would you describe your ethnicity?

First 3 letter of your postcode:

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

Which of the following best describes your situation?

Full-time work Part-time work Retired

Government Scheme Full-time Education Self Employed

Unemployed Unable to work

Looking after home/family Other

Do you have a religion or belief?

Yes No Prefer not to say

If yes, please state:

How would you describe your sexual orientation?

Heterosexual Gay Lesbian Bisexual Prefer not to say

Do you currently live in the gender you were given at birth?

Yes No Prefer not to say



Your voice counts

This is your opportunity to influence your health and social care services. Your feedback (whether anonymous or not), will be featured on www.healthwatchknowsley.co.uk and used to make recommendations for change. You can also call 0151 449 3954 with your feedback.

Please use this form to leave feedback about your local health and social care service.



Leave feedback

Name of Service:

Please rate this service: Poor Outstanding

When did you last use this service?

Summary of your experience: (a few key words)

Please tell us about your experience:

Where do you live? (e.g. Hayton, Kirby)

Please rate the following:

Quality of care:

Quality of treatment:

Staff:

Cleanliness:

Food & Drink: (if applicable)

Communication:

Discharge: (if applicable)

Accessibility:

Safety:

Appointment: (waiting times)

In relation to your comments, are you a (please tick):

Patient Carer Staff Relative Visitor

Please note that this form can be returned to Healthwatch Knowsley by freepost to the following address:
Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG



Appendix 2–Comments

Provider	Rating	Title	Review
Whiston Hospital	5	Not bad	I made a complaint to the hospitals pals service about someones treatment. I am the persons carer. I now feel a lot better after the situation was explained better to me.
Whiston Hospital	5	Very good	never had any issues before always friendly and supportive.
Whiston Hospital	4	Its been good	Its been good helpful
Whiston Hospital	5	No complaints	No complaints
Whiston Hospital	5	Very good care	Very good care
Whiston Hospital	2	Visited mum in law	I visited mum in law who was on ward 2 D. When I arrived she was chewing the plastic bit off a packet of baby wipes. I was unhappy about this as this could of got stuck in her throat, staff should be keeping an eye on patients. My mother in law lacks capacity and also went missing off the ward as wandered off and was found again later. I feel that there is not enough staff to keep an eye on patients.
Whiston Hospital	5	I fell and broke my arm	I fell and broke my arm and ended up in Whiston Hospital I now go now every two weeks I find them brilliant have been given information on falls prevention. The physio was also brilliant.
Whiston Hospital	4	Whiston Hospital	Have to come early to get a parking space otherwise you have to wait for a space. The rest of the hospital is good. Appointment times seem ok - no long waits
Whiston Hospital	5	I always go to Whiston	I always go to Whiston as they take care of me, I can't fault them I use a health passport. Seen quickly went to A and E really really good.
Whiston Hospital	3	A&E	The staff were helpful and kind, but nobody tracks where the patient is. If we hadn't kept asking if xray results etc were back, we could still be sitting waiting now. We walked so far, my phone tracked 3 miles, as we had to walk between departments. My partner had a serious accident and had a badly broken arm and I walk with two sticks, but it was only in the last couple of hours of our 12 hour visit that anyone offered him a wheelchair. My partners diabetic but I had to ask for food for him, the drinks machine was a long walk away but was not working anyway and I had no food or drink all day and felt quite ill and dehydrated in the extreme heat.
Whiston Hospital	1	A&E	Change some doctors most have attitude
Whiston Hospital	4	A&E	Really good with my asthma attacks and provided all care I needed through tough times
Whiston Hospital	2	A&E	More staff needed



Appendix 2–Comments

Provider	Rating	Title	Review
Whiston Hospital	4	A&E	TIA symptoms. Telephoned my GP for advice. He told me to dial 999 immediately. Was seen promptly by paramedic and ambulance personnel and taken to A&E. Seen and treated promptly by inexperienced doctor who apologised for having to keep checking with superiors, given emergency medication and asked to call back next day to see consultant and collect prescribed medication from pharmacy. Good treatment by staff, especially paramedic. Pity pharmacy opening times are limited.
Whiston Hospital	2	Care of Dad	Dad was taken into Whiston Hospital on 2nd January with breathing difficulties and was kept in. He was woken up in the early hours of the morning to be examined and had pains in his leg and head. He mentioned this to the Dr that was examining him and was told that they were “far too busy to be listening to his ailments and if it had been down to them they wouldn’t have admitted him”. Dad was discharged the next day but still had breathing difficulties and was advised by his GP to go back to hospital but he didn’t want to go back. The GP was shocked that he had been discharged. Dad went back into hospital and had fluid drained from his lungs – the hospital were going to discharge him after 5/6 days but Dad said that he didn’t want to be discharged until social services were involved to help him at home. Dad had lost 2 stone since December and was not eating or drinking. The Cytology report from the fluid drained from the lungs and a scan showed that he had Cancer and he was told that he had 3 months to live. Dad was crying out with pain in his legs and was given 2 Paracetamol as there was no other staff to administer the drugs that he needed. Dad died on Saturday. There should have been more done to keep him comfortable. Dad wasn’t cared for properly, I feel that they have let him down and didn’t listen to him.
Whiston Hospital	5	Excellent	Its an excellent place, I remember it as the older hospital
Whiston Hospital	5	Fracture Clinic	I came to the Fracture clinic. I was seen fairly quickly, everything was explained to me. No complaints.
Whiston Hospital	5	Excellent	I think it is excellent. Its local, the care of the nurses, they take time with you.
Whiston Hospital	3	Whiston Hospital	The only thing is discharge from hospital last September. I rang and did not hear anything, no-one got back from the hospital and never heard anything so I went to my GP who looked into this for me and sorted an appointment with the hospital. Didn't get any sleep at night because of the noise . Difference in quality of care received at night compared to day time.
Whiston Hospital	5	Good	Find the hospital good, have been visiting since Friday
Whiston Hospital	5	Really Good	I think they are really good, satisfied with the way I have been treated. The waiting times have been good.
Whiston Hospital	4	General Medicine	Good but long wait



Appendix 2–Comments

Provider	Rating	Title	Review
St Helens Hospital	5	Efficient, pleasant ,did good job	I attended the dermatology clinic with a troublesome mole, it was removed



Control Sheet

Date Submitted	2/5/18
Date Response due	30/5/18
Date Response Received	
Follow up actions	

Submitted to:

Trust	
NHS Knowsley CCG Lead Nurse	
NHS Knowsley CCG Lay Advisor	
NHS Knowsley CCG Accountable Officer	
NHS Knowsley Patient Engagement Manager	
Local Authority Commissioner	
Cabinet Member for Health & Social Care	
NHS England Quality Surveillance Group	
Healthwatch Knowsley Website	

Anne Rosbotham-Williams
Assistant Director of Governance
LG1, Nightingale House, Whiston Hospital, Warrington Road
Prescot, Merseyside L35 5DR

PA: Helen Burton
Direct Dial: 0151 290 4515
Website: www.sthk.nhs.uk

5th June 2018

Kelly Hurn
Healthwatch Knowsley
The Old School House
St John's Road
Huyton
L36 0XU

Dear Kelly

Apologies for the delay in this letter and thank you for sharing your Healthwatch reports with the Trust, which were discussed at the Patient Experience Council on Wednesday 2nd May 2018.

The Council congratulated Healthwatch on being awarded another 2 year contract to work alongside the Trust. They also noted that 77% of the comments received were positive with 13 relating to staff, 92% of the comments received regarding treatment care were positive and the Trust achieved an overall 4 star rating for the Q4.

Members of the Trust are considering the main issues and feedback has been shared with the relevant leads. In addition, any other areas of concern are shared at the quarterly Healthwatch meetings, with the next meeting being held on 24th July 2018.

I look forward to continuing to work with you and our Healthwatch partners to effectively address any issues raised wherever possible.

Yours sincerely



Anne Rosbotham-Williams
Assistant Director of Governance