

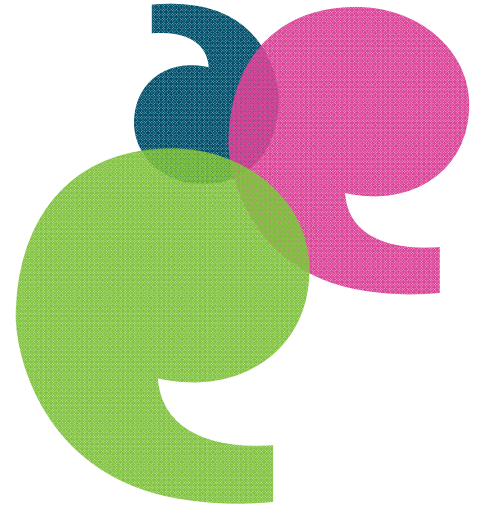


St Helens & Knowsley NHS Trust

Patient Experience Report

Qtr 3 (2015/16)

Compiled by Healthwatch Knowsley



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About Healthwatch Knowsley

Healthwatch is designed to give people a powerful voice locally and nationally for both Health and Social Care services. In Knowsley, Healthwatch works to help our community to get the best out of their health and social care services. Whether it's improving them today based on feedback from community members or helping to shape services for tomorrow. Healthwatch Knowsley is all about residents voices being able to influence the delivery and design of local services. Not just people who use them, but also for people who may need to access services in the future.



What is Healthwatch?

Healthwatch was created by Part 5 of the Health and Social Care Act 2012 which paved the way for a national body, Healthwatch England, and a local organisation for each local council in England with social care responsibilities, local Healthwatch.

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of the Knowsley community. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

What we do

Strategic Context and Relationships

Healthwatch Knowsley:

- Develops priorities based on the experience and concerns of the public whilst recognising the local health and social care context and priorities such as the Joint Strategic Needs assessment;
- Has trusting collaborative relationships with key local decision makers through regular formal and informal meetings where its role as a critical friend is understood;
- Plays a clear and distinct role in key local decision making structures (going beyond its formal position on the Health and Wellbeing Board) and contributes to better local decision making;
- Contributes to the development and, where appropriate, delivery of the local decision making structures.





About Healthwatch Knowsley

Community Voice and Influence

Healthwatch Knowsley:

- Has a clear action plan for reaching out and informing local people of its priorities and activities;
- Ensures it engages with seldom heard communities;
- Supports local people to share their experience and opinions of local services;
- Involves local people in setting priorities and commenting on the quality of Healthwatch Knowsley's work;
- Provides pathways for people to become involved in the work and delivery of Healthwatch Knowsley in a way that suits them;
- Contributes to the increased confidence and ability of local people to influence the local health and wellbeing system.



Making a Difference Locally

Healthwatch Knowsley:

- Capture the experience and aspirations of local people in its investigations and reports;
- Investigates issues in a way that is appropriate and ethical;
- Investigates, where appropriate, producing recommendations for change that have heard and responded to by relevant providers and decision makers.

Informing People

Healthwatch Knowsley:

- Provides the public with accurate, reliable, relevant and useful information about local services when they need it in a format that meets their needs;
- Considered the needs of easily ignored and marginalised groups at all times;
- Has a clear understanding of what services are available to people and signposts the public so that they can access appropriate services;
- Systematically uses the intelligence it gathers to inform its priorities.
- Relationship with Healthwatch England
- Healthwatch Knowsley:
 - Learns from and share their learning with other Local Healthwatch;
 - Shares the views and experiences of local people with Healthwatch England to be reflected in National Work;
 - Gets involved in national pieces of work that are relevant to this area;
 - Contributes its expertise to national policy development.





Mission Statement

“Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to Health and Social Care Service Provision and Commissioning”



Our Values

- Community Led - determining priorities and programmes of work.
- Independent - with established systems of accountability to the wider community.
- Open - transparent and trusted
- Visible and Accessible - Ensuring there is clarity of our purpose and remit.
- Inclusive - Finding ways of working with the many different people and across our community.
- Listening - Every voice counts when it comes to the future of shaping health and social care.
- Learning Organisation - Seeking feedback from community members and stakeholders with a commitment to continuous service improvement.
- Excellence and Credibility - Using good quality intelligence and research



How the report was compiled

To effectively capture the views of community members in terms of the Health and Social Care services Healthwatch ensures that the following routes into community members are maintained.

- Community 'word of mouth' through existing Healthwatch members speaking to community members.
- Roadshow activities
- Community Based Activities / Partner Events / Stands at Provider venues
- Working closely with existing networks and forums in Knowsley
- Community Focus Groups
- Healthwatch Knowsley Coffee Mornings
- Social Media including Facebook/Twitter and Website activities
- Healthwatch Information stands
- Call for evidence and specific surveys

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

Currently Healthwatch Knowsley is using the Healthwatch England Information Hub to record anonymised patient and community based experiences. Using this database specific reports can be compiled providing information around a service area or trend raised by community members.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases the person providing information can be reluctant to provide contact information as it is perceived that in doing so this may affect their future care. With this in mind it may be unclear if these comments have been duplicated via the hospitals own complaints system or PALS data.



healthwatch Knowsley

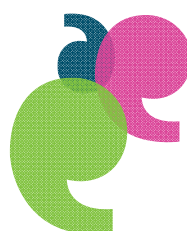
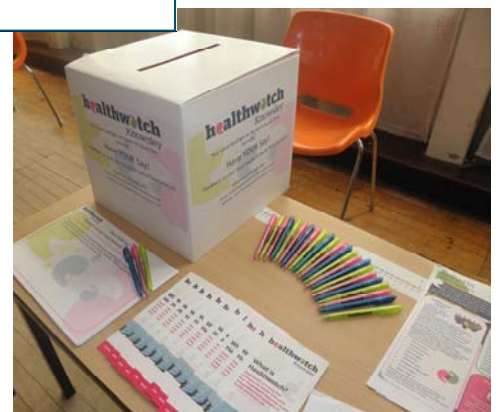
Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.

your voice counts

For more information about Healthwatch Knowsley:
 T: 0151 449 3954
 E: enquiries@healthwatchknowsley.co.uk
 W: www.healthwatchknowsley.co.uk

What service(s) are you telling us about?	GP <input type="checkbox"/> Walk in Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dentist <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input type="checkbox"/> Community Service <input type="checkbox"/> Other (please state) <input type="checkbox"/>						
Name of service:							
When did you last use this service? (I am (please tick))	Patient <input type="checkbox"/> Carer <input type="checkbox"/> Staff <input type="checkbox"/> Relative <input type="checkbox"/> Visitor <input type="checkbox"/>						
Please tell us about your experience:							
<table border="1"> <tr> <td>How would you rate this service?</td> <td>Excellent <input type="checkbox"/></td> <td>Good <input type="checkbox"/></td> <td>OK <input type="checkbox"/></td> <td>Not Good <input type="checkbox"/></td> <td>Poor <input type="checkbox"/></td> </tr> </table>		How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <input type="checkbox"/>
How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <input type="checkbox"/>		





Summary of Comments

During the period for which the report relates 19 surveys have been collated. These have been captured through direct patient experience feedback captured on the Healthwatch Knowsley patient feedback for and through a hospital specific survey. This survey asks respondents to specifically answer the following questions about the service¹:

Were the staff kind?
Did they respect you?
Was it clean?
Was the food and drink nice?
Did they tell you what was happening?
Was everything in place before you left?
Does the service meet your access needs?
Did you feel safe?
Were the staff friendly and polite?
Did everyone work together?
Did you have to wait long before you got your appointment?
Did you have to wait long when you were at your appointment?
Overall how would you rate this service?

Respondents were asked in what capacity they had visited the hospital and were given the options of:

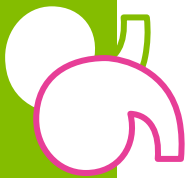
Patient
Carer
Staff
Relative
Visitor

Response

Healthwatch Knowsley work with local Hospital Trusts to drive forward improvements in patient experience. To this end we expect to receive acknowledgement of this report within 20 operational days. It is expected that this report will be used to inform the action plans for the Trust as well as priorities in the coming year.

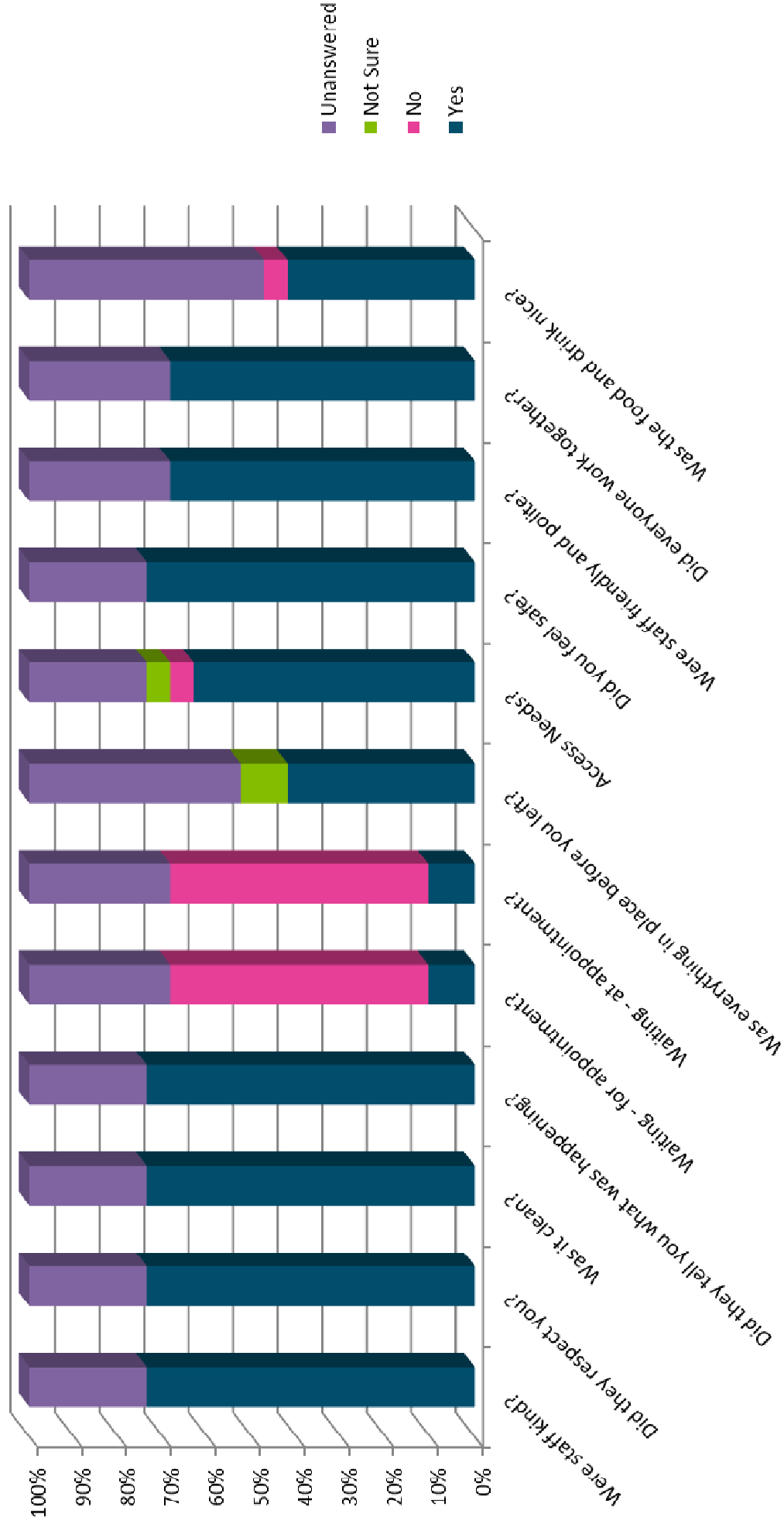
This report will also be shared with NHS Knowsley Clinical Commissioning Group and the Knowsley MBC Commissioners to inform and influence their work.

¹It should be noted that not all respondents completed the entire scoring sheet



Hospital Scores

How would you rate your visit to the hospital?





Hospital Scores

Of the people who rated the trust using the Have Your Say surveys (appendix 2) a majority rated the hospital positively, particularly in relation to the following areas:

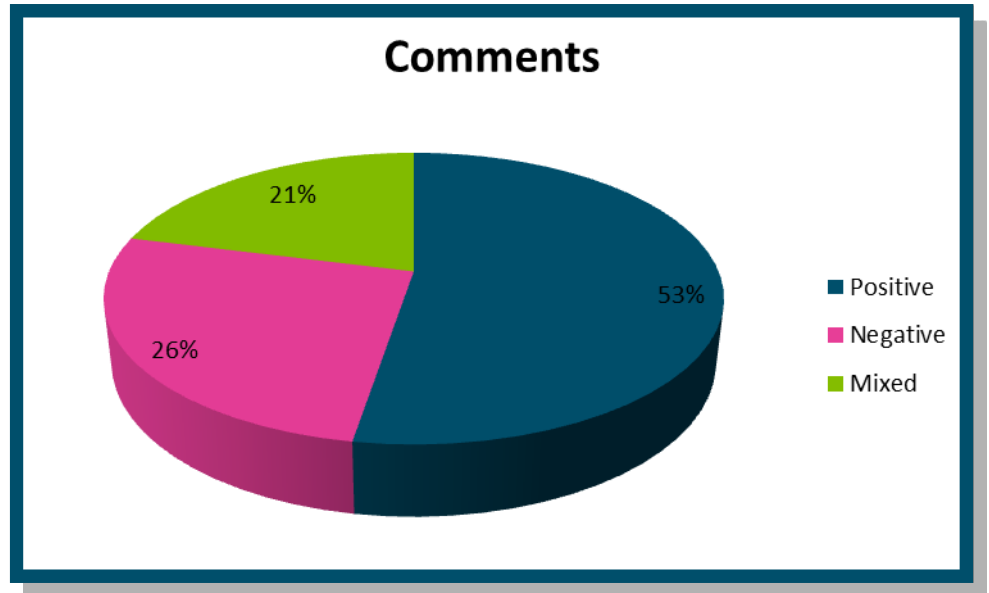
Were staff kind?

Did they respect you?

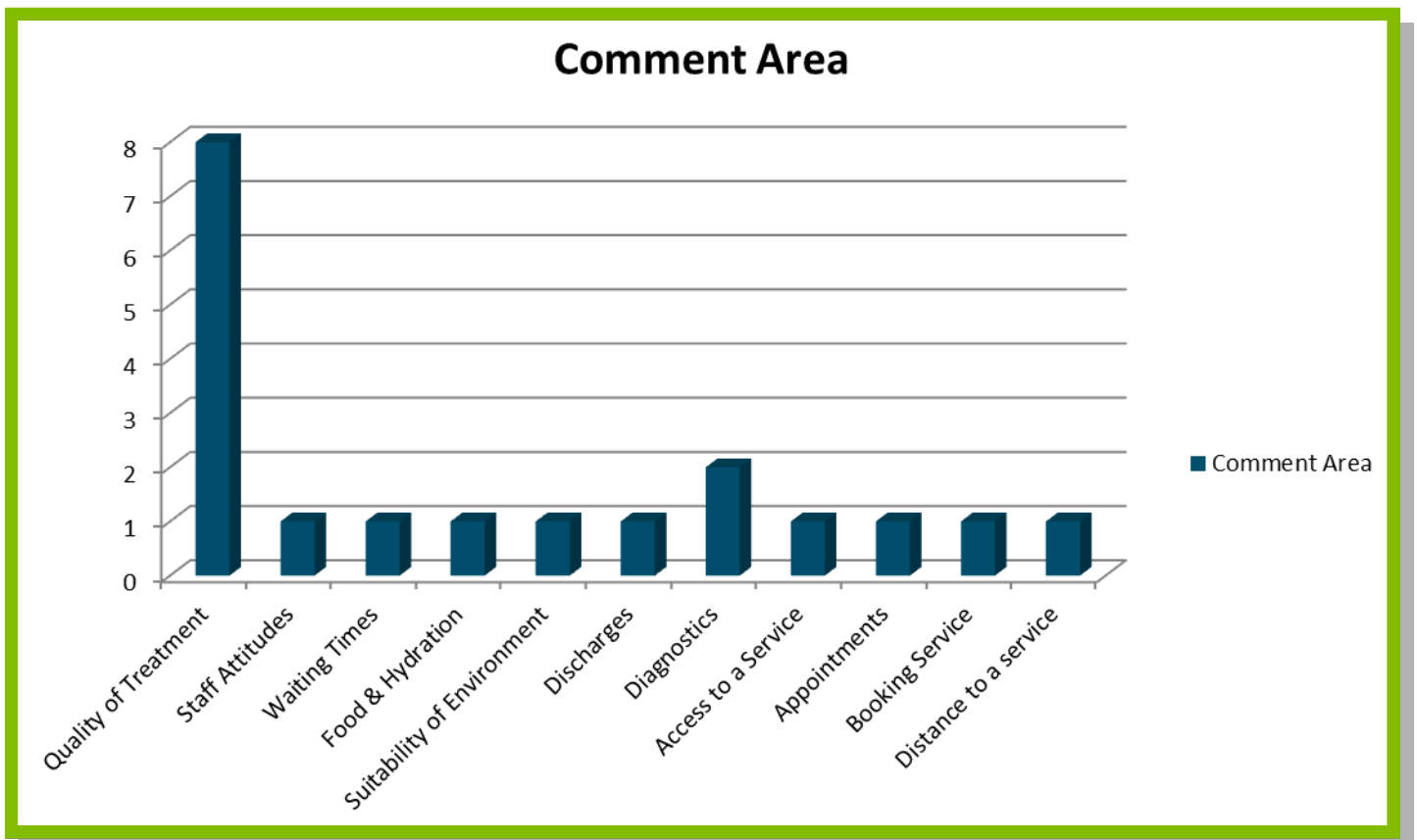
Was it clean?

Did you feel respected?

In relation to the comments received, 53% of the comments provided positive experiences of the trust, with only 21% of the comments providing negative comments.

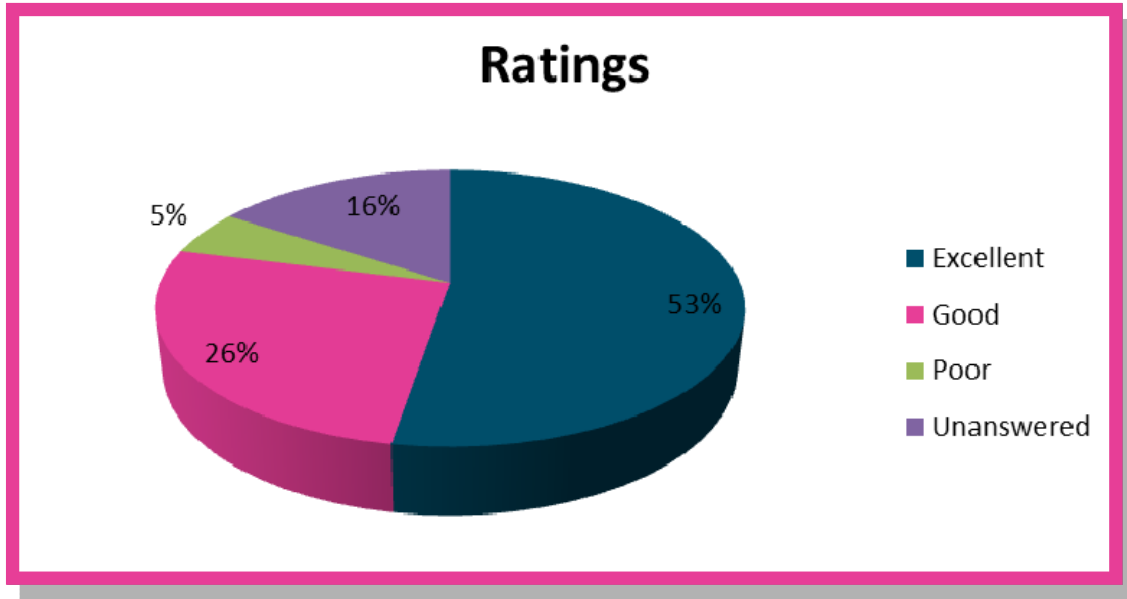


The majority of comments relate to the quality of treatment received within the trust, with diagnostics being the 2nd most commented area.





Hospital Scores



The majority of the forms completed rated the trust as positive, with 53% stating their experience as excellent and 26% rating their experience as good.



Good Practice & Recommendations

Good Practice

Healthwatch Knowsley are pleased to note the following areas of good practice:

Quality of Treatment

There are a number of comments relating to the quality of treatment received within the trust, examples include the following:

“Ward 3B - I am going to write a letter when I get home as the care I have had is second to none. Very caring, very understanding, nothing is too much trouble. Excellent.”

“The hospital are looking after my mum, the care she received this time seems to be better than ever. She currently has Dementia; it’s the worst she has been.”

“Whiston, Ward 1C - The care I have been given is excellent. Social Services are involved, referral through carers. Staff at the hospital are working together, they are trying to give me respite. Brilliant staff, fantastic, no complaints.”

Staff Attitude

Staff attitude is also highlighted within a number of the comments received this quarter, the following are included within the report:

“Very nice staff and doctors are friendly. Staff are really helpful and tell you where to go.”

“Staff are fantastic, never ever had a bad experience.”

“Ward 3A - Nursing staff are amazing. I have had a stroke and it affects my right hand. I am homeless, the nurses have got me a social worker who is going to help me get supportive accommodation.”

“Wonderful, especially the staff and the people. I am Diabetic so use the hospital a lot. I have found it wonderful.”

Recommendations

Healthwatch continue to receive comments on the following areas which are being monitored through the trusts Patient Experience Action Plan.

Quality of Treatment

In one comment a person stated that their treatment was not adequate, as well as the response received from the trust, the following is included within the report:

“Individual accessed Whiston Hospital A&E in April after a fall. They saw a Dr who strapped up their wrist & was then discharged. They felt more was needed to be done however did not question it at the time...The person feels really let down by the hospital who they tried to raise the issue with however received an inadequate response, they stated that the “hospital were going back on their words”. They are very angry & upset.”



Good Practice & Recommendations

Discharge

There are a few comments that relate to discharge, in which people have not received the right support or communication when discharged from the trust, the following examples are included within the report:

“Brother went into Whiston with Gall Stones on 21st November at 7.30am. He had the procedure and was put on ward 4B. The discharge nurse was unaware about what would happen next and discharged him at 7.30pm the same day. He was given a weeks’ worth of antibiotics and told to call the hospital on Monday as his catheter would need to be removed. Called the hospital and no-one could tell him where he needed to go to get his catheter removed. He called his GP who said it was a surgical procedure so he would have to contact his consultant. Spoke to the secretary of the consultant who said that the consultant had advised that he pulls the catheter out himself. His sister removed the catheter as he was in agony.”

“I attended Whiston for a broken wrist. When I came out of hospital I thought social services would call round. I was told that someone would come and see me. I did say I was alright and didn’t want social services as I can manage ok at home. No-one did visit me at home from Knowsley Access Team.”

(This comment to be raised with Knowsley Social Services)

Healthwatch will monitor these concerns and will continue to meet with the trust on a regular basis to address these concerns via the Patient Experience Action Plan and through quarterly monitoring meetings.



Appendix 1 - Comments

St Helens & Knowsley NHS Trust

Date: 16/10/2015 Patient

Comment: Ward 3B - I am going to write a letter when I get home as the care I have had is second to none. Very caring, very understanding, nothing is too much trouble. Excellent.

Comment Area: Quality of Treatment Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 16/10/15 Relative

Comment: The hospital are looking after my mum, the care she received this time seems to be better than ever. She currently has Dementia; it's the worst she has been. Apart from the car park, it is wonderful. The car park is full and you have to wait to access it, it's very busy. The hospital is a lot cleaner than other hospitals I have been too.

Comment Area: Quality of Treatment Rated: Good

St Helens & Knowsley NHS Trust

Date: 16/10/15 Patient

Comment: Very nice staff and doctors are friendly. Staff are really helpful and tell you where to go. Did not wait long for an appointment.

Comment Area: Staff Attitudes Rated: Good

St Helens & Knowsley NHS Trust

Date: 16/10/15 Patient

Comment: I have come for treatment. I come here or St Helens Hospital. Staff are alright, no problems so far. The treatment has been explained, it has been alright. It is a bit far for me here, two buses, I am going to St Helens next for treatment.

Comment Area: Distance to a service Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 16/10/15 Patient

Comment: I get ambulance transport. I sometimes have to wait for transport but this is not a problem. Staff are fantastic, never ever had a bad experience.

Comment Area: Quality of treatment Rated: Excellent



Appendix 1 - Comments

St Helens & Knowsley NHS Trust

Date: 16/10/15 Patient

Comment: Wonderful, especially the staff and the people. I am Diabetic so use the hospital a lot. I have found it wonderful.

Comment Area: Quality of treatment Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 16/10/15 Patient

Comment: Whiston, Ward 1C - The care I have been given is excellent. Social Services are involved, referral through carers. Staff at the hospital are working together, they are trying to give me respite. Brilliant staff, fantastic, no complaints.

Comment Area: Quality of treatment Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 16/10/15 Patient

Comment: Spot on, no wait at the hospital just a bit of a wait for return transport. Staff fine.

Comment Area: Waiting Time (Patient Pathway) Rated: Good

St Helens & Knowsley NHS Trust

Date: 16/10/15 Patient

Comment: Ward 3A - Nursing staff are amazing. I have had a stroke and it affects my right hand. I am homeless, the nurses have got me a social worker who is going to help me get supportive accommodation.

Comment Area: Food & hydration Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 16/10/15 Patient

Comment: The hospital is smashing. Everything is very good. Staff and food very good. I don't normally eat but I have eaten this stuff.

Comment Area: Quality of treatment Rated: Excellent



Appendix 1 - Comments

St Helens & Knowsley NHS Trust

Date: 19/10/15

Patient

Comment: I went to A&E voluntarily as I wanted to kill myself. I first went to my GP who said he was not letting me leave and sent me to A&E. I was waiting in the waiting room just hanging about the mental health team then they brought me to Coniston. I was in St Helens before that. I have anxiety and depression. I have tried to sit in on some of the groups at Coniston.

Comment Area: Suitability of

Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 27/10/15

Patient

Comment: Individual accessed Whiston Hospital A&E in April after a fall. They saw a Dr who strapped up their wrist & was then discharged. They felt more was needed to be done however did not question it at the time. The swelling & pain didn't get any better so they went to their GP who sent them to the hospital straight away for an X-ray. The X-ray was taken however the doctor did not seem very interested. Six months later they saw a nurse who said they should complain as this doctor did not action that further tests were needed (even though this was on their medical records) so a referral for further investigation & treatment was not put in place. The results of a further x-ray / scan came back showing abnormalities which are as a result of osteoporosis which could have been prevented.

The person feels really let down by the hospital who they tried to raise the issue with however received an inadequate response, they stated that the "hospital were going back on their

Comment Area: Diagnostics

Rated: Not rated

St Helens & Knowsley NHS Trust

Date: 29/10/15

Patient

Comment: I attended Whiston for a broken wrist. When I came out of hospital I thought social services would call round. I was told that someone would come and see me. I did say I was alright and didn't want social services as I can manage ok at home. No-one did visit me at home from Knowsley Access Team.

Comment Area: Discharges

Rated: Good



Appendix 1 - Comments

St Helens & Knowsley NHS Trust

Date: 29/10/15 Patient

Comment: All NHS staff were all very friendly and they were always willing to help if I did need it.

Comment Area: Quality of treatment Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 29/10/15 Relative

Comment: Excellent service - my mum had an appointment at St Helens Hospital. I was not able to take her to the appointment but was able to take her to Whiston Hospital. She was able to get on the shuttle bus to St Helens Hospital. This helped me enormously because my mum who was 85 years old was not waiting at a bus stop. I was able to take her to the shuttle bus who took her to St Helens and I could go to work.

Comment Area: Access to a service Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 29/10/15 Patient

Comment: Sometimes it is hard to get an appointment.

Comment Area: Appointments Rated: Excellent

St Helens & Knowsley NHS Trust

Date: 4/11/15

Comment: Mr A has to see an eye specialist as one of his cataract operations is not quite right, apparently often happens. Seen optician who referred to GP, got letter today to self-refer.

He had cataract surgery at St Helens so back to same. I did the necessary on the web, but it came up no appointments available!!! So rang the referral line and was told, there is probably appointments available but St Helens have not released dates and time, so they were contacting St Helens and if he doesn't get an appointment by post or phone in the next two weeks ask GP reception to chase up. Not good.

Comment Area: Appointment booking service Rated:



Appendix 1 - Comments

St Helens & Knowsley NHS Trust

Date: 26/11/15

Patient

Comment: Brother went into Whiston with Gall Stones on 21st November at 7.30am. He had the procedure and was put on ward 4B. The discharge nurse was unaware about what would happen next and discharged him at 7.30pm the same day. He was given a weeks' worth of antibiotics and told to call the hospital on Monday as his catheter would need to be removed. Called the hospital and no-one could tell him where he needed to go to get his catheter removed. He called his GP who said it was a surgical procedure so he would have to contact his consultant. Spoke to the secretary of the consultant who said that the consultant had advised that he pulls the catheter out himself. His sister removed the catheter as he was in agony. GP put him on antibiotics as he said that he would have an infection from the removal

Comment Area: Quality of treatment

Rated: Poor

St Helens & Knowsley NHS Trust

Date: 2/12/15

Patient

Comment: I attended A&E as I dislocated my toe. I only waited approx 20 minutes to be seen. The doctor told me that my toe had gone back into place and if my foot was broken there was nothing they could do. I was not offered an x-ray so am unsure as to whether my foot is broken as it is swollen and bruised.

Comment Area: Diagnostics

Rated: Good



Appendix 2 - Questionnaire



Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.



For more information about Healthwatch Knowsley:
 T: 0151 449 3954
 E: enquiries@healthwatchknowsley.co.uk
 W: www.healthwatchknowsley.co.uk

Diversity Information	
Your age:	
Your gender:	
Male <input type="checkbox"/>	Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Ethnic Origin:	
First 3 letters of your postcode:	
Do you have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Which of these best describes your situation?	
Full-time work <input type="checkbox"/>	Part-time work <input type="checkbox"/>
Self Employed <input type="checkbox"/>	Government Scheme <input type="checkbox"/>
Full-time education <input type="checkbox"/>	Retired <input type="checkbox"/>
Unemployed <input type="checkbox"/>	Unable to work <input type="checkbox"/>
Looking after family/home <input type="checkbox"/>	Other (please state)
Do you have a religion or belief?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please state:	
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Do you currently live in the gender you were given at birth?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Thank You for completing this form
 Please return the completed form to:
 Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

How would you rate your visit?
 (Please circle all that apply to your visit)




	Yes	No	Not Sure
Were the staff kind?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did they respect you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was it clean?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the food and drink nice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did they tell you what was happening?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was everything in place before you left?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the service meet your access needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you feel safe?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were staff friendly and polite?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did everyone work together?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you have to wait long before you got an appointment?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
Did you have to wait long when you were at your appointment?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>



Appendix 2 - Questionnaire

What service(s) are you telling us about?	GP <input type="checkbox"/> Walk In Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dentist <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input type="checkbox"/> Community Service <input type="checkbox"/> Other (please state) <input type="checkbox"/>
Name of service:	
When did you last use this service?	
I am (please tick)	Patient <input type="checkbox"/> Carer <input type="checkbox"/> Staff <input type="checkbox"/> Relative <input type="checkbox"/> Visitor <input type="checkbox"/>

Please tell us about your experience:

	Excellent	Good	OK	Not Good	Poor
How would you rate this service?	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>



Appendix 3 - Data

Questions	Yes	No	Not Sure	Unanswered	Grand Total	% Positive
Were the staff Kind?	14	0	0	5	19	74%
Did they respect you?	14	0	0	5	19	74%
Was it clean?	14	0	0	5	19	74%
Did they tell you what was happening?	14	0	0	5	19	74%
Did you have to wait long before you got an appointment?	2	11	0	6	19	87%
Did you have to wait long when you were at your appointment?	2	11	0	6	19	87%
Was everything in place before you left?	8	0	2	9	19	64%
Does the service meet your access needs?	12	1	1	5	19	63%
Did you feel safe?	14	0	0	5	19	74%
Were they friendly and polite	13	0	0	6	19	68%
Did everyone work together?	13	0	0	6	19	68%
Was the food and drink nice?	8	1	0	10	19	42%



Control Sheet

Date Submitted	28/12/15
Date Response due	26/1/16
Date Response Received	
Follow up actions	Quarterly meeting with the trust to take place with the trust on 19/1/16

Submitted to:

Trust	28/12/15
NHS Knowsley CCG Lead Nurse	12/1/16
NHS Knowsley CCG Lay Advisor	12/1/16
NHS Knowsley CCG Accountable Officer	12/1/16
NHS Knowsley Patient Engagement Manager	12/1/16
Local Authority Commissioner	12/1/16
Cabinet Member for Health & Social Care	12/1/16
NHS England Quality Surveillance Group	12/1/16
Healthwatch Knowsley Website	12/1/16



Healthwatch Knowsley

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

L36 0UX

Telephone: 0151 449 3954

Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk

Sally Duce

Deputy Director of Nursing and Quality

Whiston Hospital, Nightingale House, Lower Ground 1

PA: Francine Daly | Direct Dial: 0151 290 4147 | Email: Francine.Daly@sthk.nhs.uk

7th January 2016

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

Whiston Hospital
Warrington Road
Prescot
Merseyside
L35 5DR

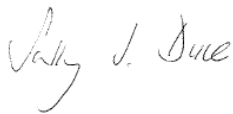
0151 426 1600

Website: www.sthk.nhs.uk

Dear Kelly,

Thank you for sharing your Healthwatch report with the Trust which was discussed at Patient Experience Council on Wednesday 6th January 2016. I am writing to confirm your report has been received and that the main issues to be addressed, if not already included in the Trust's Patient Experience Action Plan, will be added with an appropriate course of action agreed at our next meeting arranged on Tuesday 19th January 2016 at 3.00pm. I and Clare Aspinall, Patient Experience Manger, look forward to working with you and Healthwatch Knowsley to effectively address the issues raised wherever possible.

Many thanks
Yours sincerely,



Sally Duce

Interim Deputy Director of Nursing & Quality