



Healthwatch Sefton Feedback Report
The Walton Centre NHS Foundation Trust
January 2019 – June 2019

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

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

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

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

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

Healthwatch Sefton Feedback Centre

This report details the feedback which patients; family; staff and visitors have shared with us about The Walton Centre NHS Foundation Trust. All of the feedback shared with us has been added to the Healthwatch Sefton Feedback Centre. This web based tool helps members of the public to rate the services they use and provides Healthwatch Sefton with real time feedback which supports us in identifying trends and issues which we can act on.

www.healthwatchsefton.co.uk

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



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



Snapshot

The following information provides a snapshot of the information provided between **January to June 2019**. During this period Healthwatch Sefton received **81** reviews relating to The Walton Centre NHS Foundation Trust.

As can be seen from the information below the Trust has achieved an average score of **4.6** out of **5** stars.

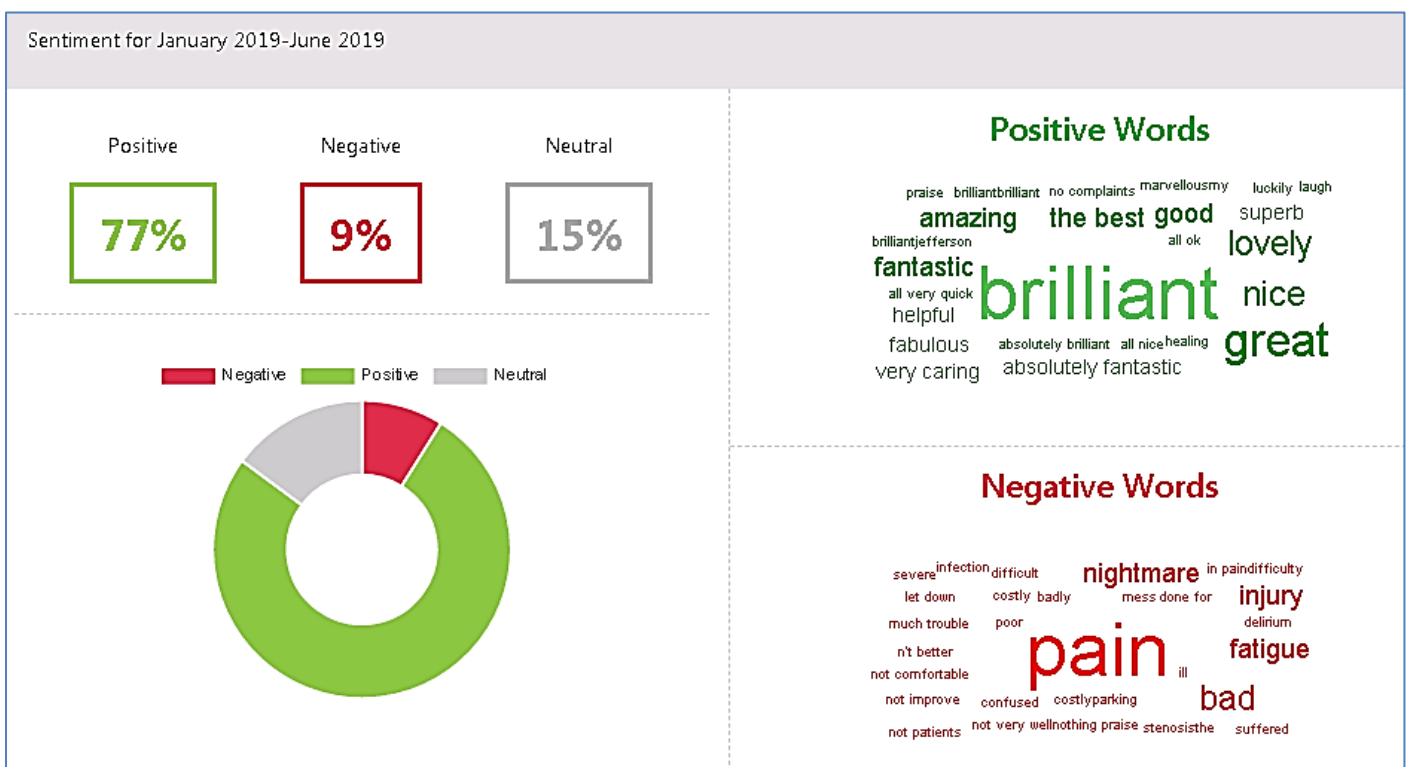
Quality of treatment, Staff attitude, Cleanliness and Quality of Food & Drink scored an average individual rating of **5** out of **5** stars.

Reviews		Services	
81	Total Reviews	1	Total Services reviewed
reviews for January 2019-June 2019	2553 (Since July 2016)	services reviewed this period	160 (Since July 2016)

Average Rating	Average Individual Ratings	
Average rating for January 2019-June 2019 (4.6172839506173)	Quality of treatment	★★★★★
	Staff Attitude	★★★★★
Overall average (3.864473168821)	Cleanliness	★★★★★
	Quality of Food & Drink (if Applicable)	★★★★★
	Communication	★★★★☆
	Discharge	★★★★☆

Sentiment Analysis

As well as our Feedback Centre providing an overall star rating which is based on the ratings given by local people, the online service also uses sentiment technology. This technology looks at each piece of anonymous feedback shared and reviews the positive, negative and neutral sentiments. This technology combines full linguistic analysis with a comprehensive, fully customisable and transparent sentiment knowledge base. It covers nearly 60,000 sentiment-carrying expressions and concepts, and a set of sentiment logic rules that cover English grammar. Information within this report shares overall analysis and analysis broken into key themes.



As can be seen from the above table, the sentiment of the reviews are analysed as being an average **77%** positive, **9%** negative with **15%** neutral.

Key Themes

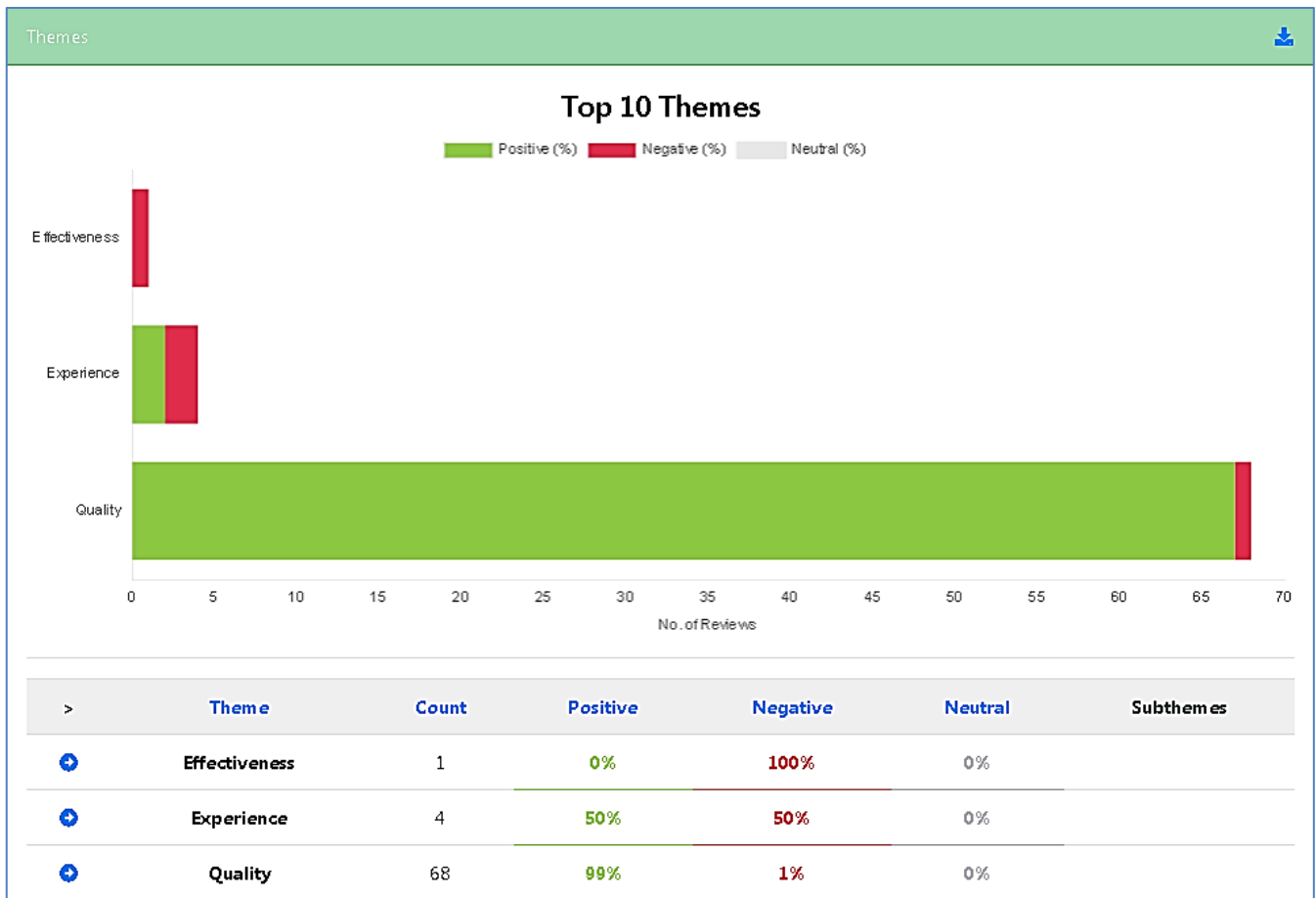
>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Treatment and care	73	95%	5%	0%	Sub-Themes >
+	Staff	53	94%	6%	0%	Sub-Themes >
+	Facilities and surroundings	45	40%	60%	0%	Sub-Themes >
+	Access to services	16	75%	6%	19%	Sub-Themes >
+	Communication	8	13%	88%	0%	Sub-Themes >
+	Administration	7	14%	71%	14%	Sub-Themes >
+	Discharge	2	0%	100%	0%	Sub-Themes >

Please note that the theme 'staff' relates to feedback received about staff and does not relate to feedback made by staff.

During January – June 2019 there was a total of **81** reviews shared, with the Trust achieving **4.6** out of **5** stars overall for services provided.

The above table shows the main areas of feedback received is themed around 'Treatment and Care', with **73** comments resulting in **95%** positive feedback. 'Staff' was the second highest feedback area, receiving **53** comments, achieving **94%** positive feedback. 'Facilities and surroundings' received **45** comments resulting in **60%** negative feedback.

Treatment and Care



As can be seen from the above table, feedback relating to ‘Treatment and Care’ has been broken down into three sub categories, Effectiveness, Experience and Quality.

Overall there were a total of **73** comments resulting in **95%** positive feedback. Quality received **68** comments; achieving **99%** positive feedback.

Some of the comments received are quoted below:

Quality of Treatment:

‘I am a patient on the Jefferson ward. The staff are brilliant. I cannot rate them highly enough, they have given me hope’.

‘Absolutely fabulous. I have been to see Catherine today, she is the Neuro nurse. She is fantastic and very caring and understanding’.

'This hospital is unbelievable. I had surgery and stayed on Chavasse Ward, I would give them all stars. You feel like you can ask the staff anything. This is the best hospital in the north west, even all over'.

'I have been to see a Dr but cannot remember his name, think it begins with W. It has been great today, excellent. Doctor has been very helpful and friendly. Told me that I am healing and don't need an operation'.

Effectiveness of treatment:

'The actual surgery, Mr Pillay and staff, Lee in recovery, all the nurses but particularly Madi and Fran and the rest of the staff couldn't have been better. Food very good.

Unfortunately, during surgery, I suffered a Rotator Cuff Injury in my right shoulder which may require surgery! Besides the considerable pain, I have difficulty dressing, eating, writing, using a pc and have had to pay for my hair to be washed and blow dried each week as I cannot lift my arm'.

Experience of treatment:

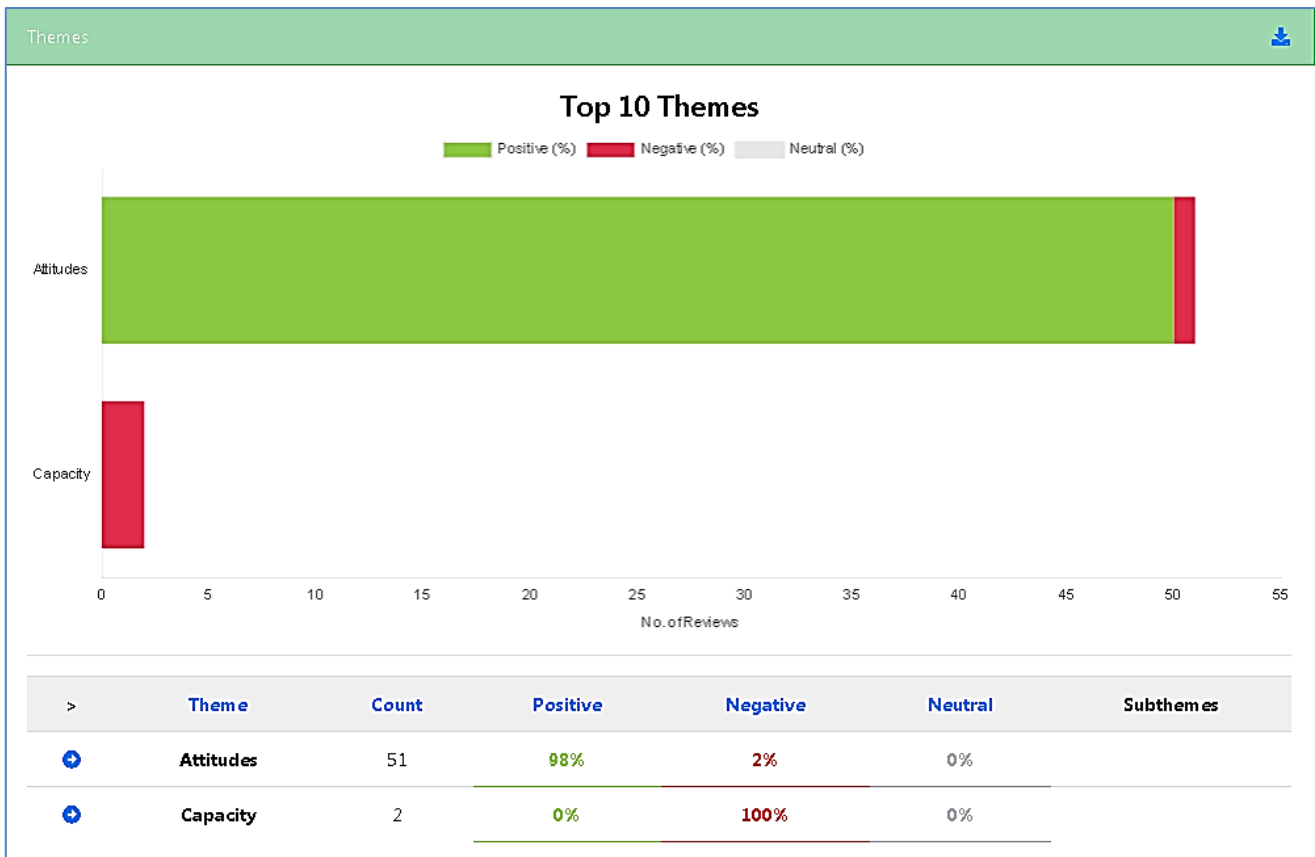
'Discharged from the Sherrington Ward last week.

Patient and relative felt overall their treatment and care has been superb at the Walton Centre and this was a one off but left them feeling let down.

They were stripping the beds and taking them apart whilst patient still sat next to the bed, patient said she felt like a spare part. They were cleaning the bed whilst patient was having her dressing changed next to the bed. On discharge there was a problem with the medication. Patient should have been prescribed oramorph. Because it was missed the GP would not prescribe it. It took a lot of sorting out to try and get this sorted. Patient and relative stated they have always had a very good experience this was their first bad experience and said the staff seemed pre-occupied.

Overall this hospital is superb and the staff work very hard'.

Please see the 'Reviews' section for all feedback.



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

Staff attitude is a key theme with **51** comments shared resulting in **98%** positive feedback. There were **2** comments relating to staff capacity resulting in **100%** negative feedback.

Overall there were a total of **53** comments resulting in **94%** positive feedback.

Some of the comments received are quoted below:

Staff attitude:

‘I am a patient on the Jefferson ward. The staff are brilliant. I cannot rate them highly enough, they have given me hope’.

'Carl Bradley, Nurse Botox clinic. Caring and understanding. Care given at all times. Excellent, professional service as always'.

'Out-patients today to see Mr Carleton-Bland. The consultant is lovely and I got the answers I needed. My last stay here was brilliant. Everyone here is here to help. Brilliant today and no problems with waiting times'.

'Sid Watkins out-patients - They have been brilliant with me. I have been coming here a while and the staff are always amazing. The staff are so caring and thoughtful. They have nothing to improve'.

Staff capacity:

'Mr Chavredakis and his back-up team are brilliant. I am quite happy with the service. The nurses are too busy on the wards; you can ask them for something but sometimes have to wait. Greg is the best nurse on Chavasse Ward.

We have travelled from the Isle of Man and arrived at 11.30 am but waited until 5.30 pm for a bed. The Radiologist is also very good'.

'Nurses - some are dedicated but some are not and are just doing a job. Step dad has been on the ward 3 weeks and it seems the nurses are constantly changing; getting information can be like chinese whispers. We know he is confused and we tell them this, it is like delirium but they don't seem to understand. It took us 2 weeks to get them to feed him. One nurse told us she was so tired and could hardly keep her eyes open and she was starting a 13 hour shift'. (Note: the feedback in full can be found in the reviews section)

Please see the 'Reviews' section for all feedback.

Facilities and Surroundings



As can be seen from the above table, feedback relating to 'Facilities and Surroundings' has been broken down into a number of sub themes.

Car parking is a key theme, with **19** comments shared relating to this resulting in **63%** negative feedback. A number of comments relate to disabled parking.

Food & Hydration received **9** comments resulting in **67%** positive feedback followed by **8** 'General' comments resulting in **88%** negative feedback.

Cleanliness (environment) received **5** comments resulting in **60%** positive feedback.

To note: Cleanliness achieved an overall **5** out of **5** stars based on the Healthwatch overall rating scored by patients; family members; staff and visitors.

Some of the comments received are quoted below:

Car parking:

'Improvements: Just to make sure you are seen on time. I am parked in the multi-storey car park but it is usually grid locked. We have a disabled badge but you can never get a bay. This could do with looking at'.

'The multi-storey parking was ok today as well'.

*'Parking is a struggle to get a space, it is costly as well. My 1st time here the parking was terrible and I had to keep driving around. I ended up dropping my husband off so he wasn't late for his appointment.
5 stars for the hospital / 2 stars for the parking'.*

'The car park is a nightmare; we spent nearly half an hour driving around trying to find a space. Quality of environment scored low re: car park'.

Food & Hydration:

The Courtyard Bistro – 'They maybe need to cook the breakfast in stages throughout the morning if possible as some of the items / ingredients were dry'.

'The staff are brilliant. Treated well and food is really nice. 5 stars'. (Sherrington Ward)

'We met on Cairns Ward and also we have been on Sherrington Ward. Both wards are brilliant, just amazing. We give them 12 out of 12. The staff are amazing, the food is great and the people are great'.

'The Pre-op clinic is smashing. I have had no wait today. The girl I seen was so lovely. The breakfast at the Bistro was dry'.

General:

'There are no coat hangers in the toilets. You have to put your bag and coat on the floor. We have previously raised this with the hospital'.

'The only issue is they need a cash office in the Sid Watkins building so you can claim for money. When you are disabled it is very far to go over there'.

'The only improvement is the bathroom. There is no where to put your clothes in the bathroom. Either on the bin or on the rails -but they would get wet on the rails. I have told them, the first time I was in and each time since. You cannot even put your clothes by / on the sink because of the auto soap dispenser. Everyone (patients) I speak to say the same.

Chavasse ward - Is a really lovely ward, everything has been good it is just this bathroom issue and I wish they would fix it'.

Cleanliness:

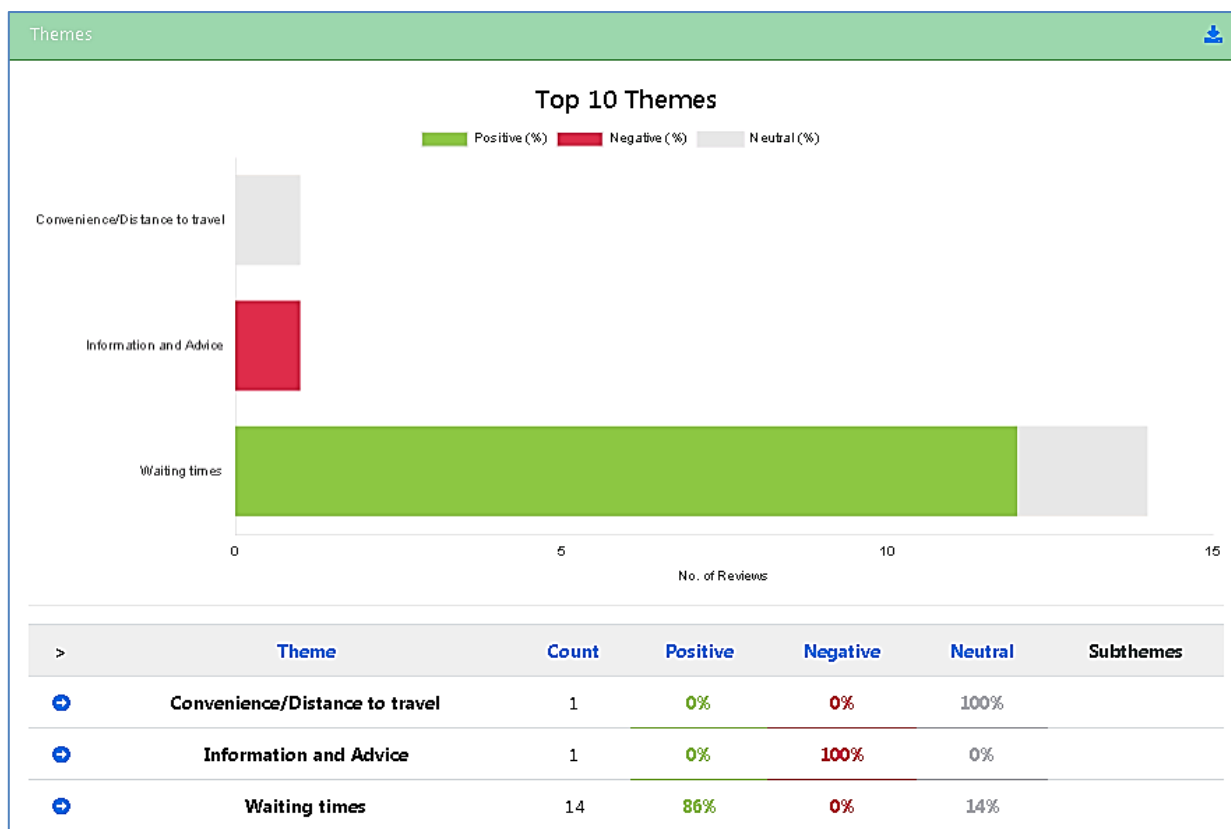
There were two separate negative comments relating to the ground floor toilets in the Sid Watkins building:

'Out-patients Pain Management clinic has been good today. I have been in and out and the staff are amazing. Parking is sh#t. The toilet is blocked downstairs in the Sid Watkins'.

'It has always been good here and the staff treat you well. They always have everything to hand. The only issue is they need a cash office in the Sid Watkins building so you can claim for money. When you are disabled it is very far to go over there. Sid Watkins is a nice building with nice coffee. The only other thing is they need to check the toilets on the ground floor more often, at least once an hour'.

Please see the 'Reviews' section for all feedback.

Access to services



As can be seen from the above table, feedback relating to 'Access to services' has been broken down into three sub themes.

'Waiting times' is a key theme, with **14** comments resulting in **86%** positive feedback.

Overall there were **16** comments relating to 'Access to Services' resulting in **75%** positive feedback.

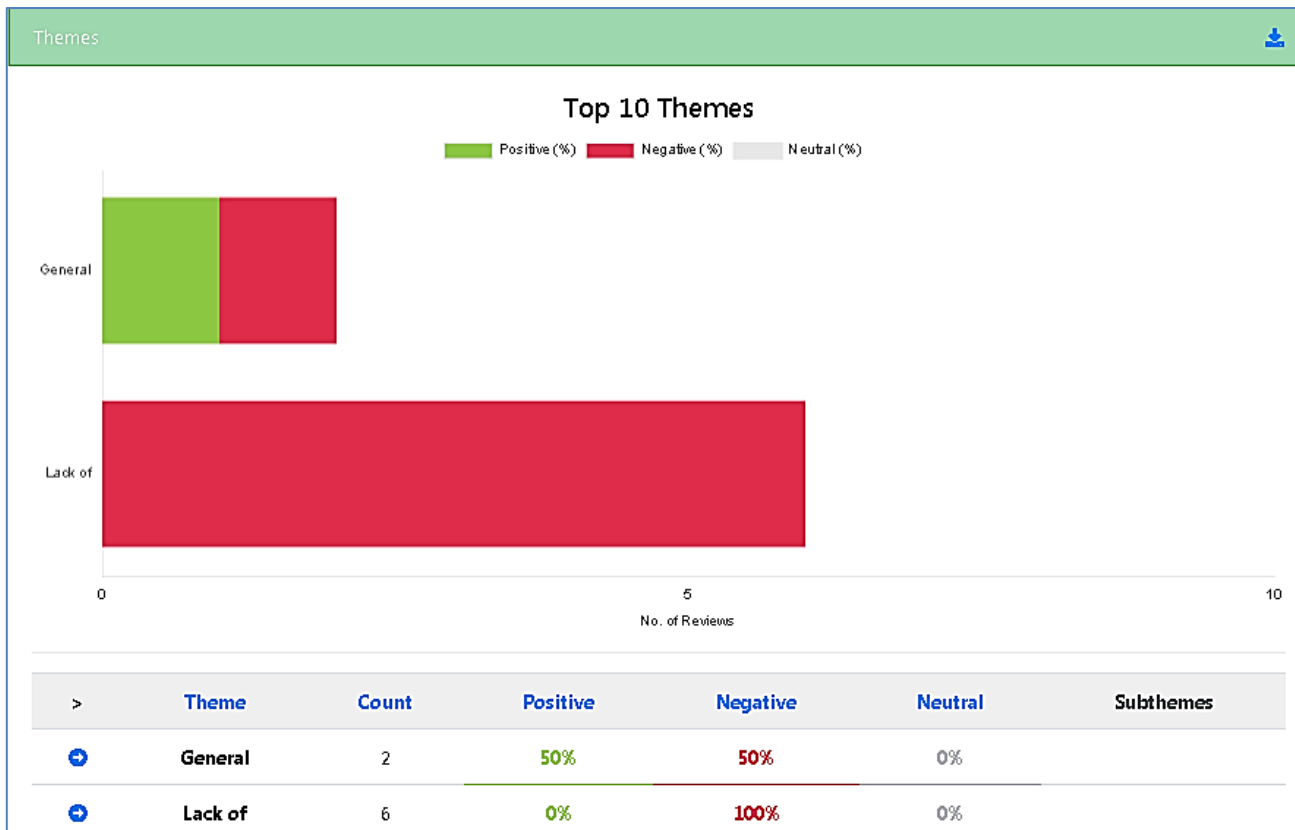
Some of the comments are quoted below:

'All been very good today. I was seen by Mr Wilby's team for a pre-assessment. I have seen 3 staff all separately, it was all very quick, no waiting. They were all absolutely ace'

'I attend out-patients and it is a great service. I get seen on time and the staff are nice. Everything is great'.

'I have been seen today by Mr Buxton's specialist nurse. I was seen about 15 minutes late and the screen said on time but it's not a problem. I have been treated here fine and they have nothing to improve'.

Please see the 'Reviews' section for all feedback.



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

‘Lack of’ resulted in **6** comments all being categorised as negative. **2** comments were in relation to ‘General’ comments.

Overall there were **8** comments relating to ‘Communication’ resulting in **88%** negative feedback.

Some of the comments are quoted below:

Lack of:

‘All absolutely fantastic. She (daughter) has been on Cairns and Dott wards. She was booked in for an 8 hour operation but it took as long as 9 hours. We started to get worried but when we asked on the ward they had no information to tell us. We just needed a bit of reassurance, someone to tell us everything was ok.’

When she was on the ward someone came to take her for a scan, but no one had told us about it.

We witnessed each day patients being told they were discharged but then them waiting for hours for their medication.

TV's on the wards were either broken or did not have a handset. If, as a patient, you are here for a while this could be an important issue to you.

Pre-Op today all has been superb'.

'The issue I had was the appointment letter not arriving. I only knew about the appointment when I received the text. I then had problems organising transport from the Isle of Man short notice. The staff have now rectified this issue for me as they have given me my next appointment on leaving the clinic today.

On arrival I went to the main Walton Centre building as I did not have a letter so I did not know where to go. I come and see Carl every 3 months and he is great. He is nice and listens to me'.

'We dropped the shoe off that was to be altered. We have come today to have the shoe fitted. It has been misplaced. No one phoned us to notify us so no alterations have been done as they cannot find the shoe. The journey today has been a waste of time. They have said they will see if they can find it but if not we will have to buy a new one. Other than this we have nothing but praise for this hospital, they have kept him on his feet for the last 10 years'.

Please see the 'Reviews' section for all feedback.

Administration



As can be seen from the above table, feedback relating to 'Administration' has been broken down into five sub themes.

In total there were 7 comments received split between the sub themes. Overall 5 of the 7 comments were negative.

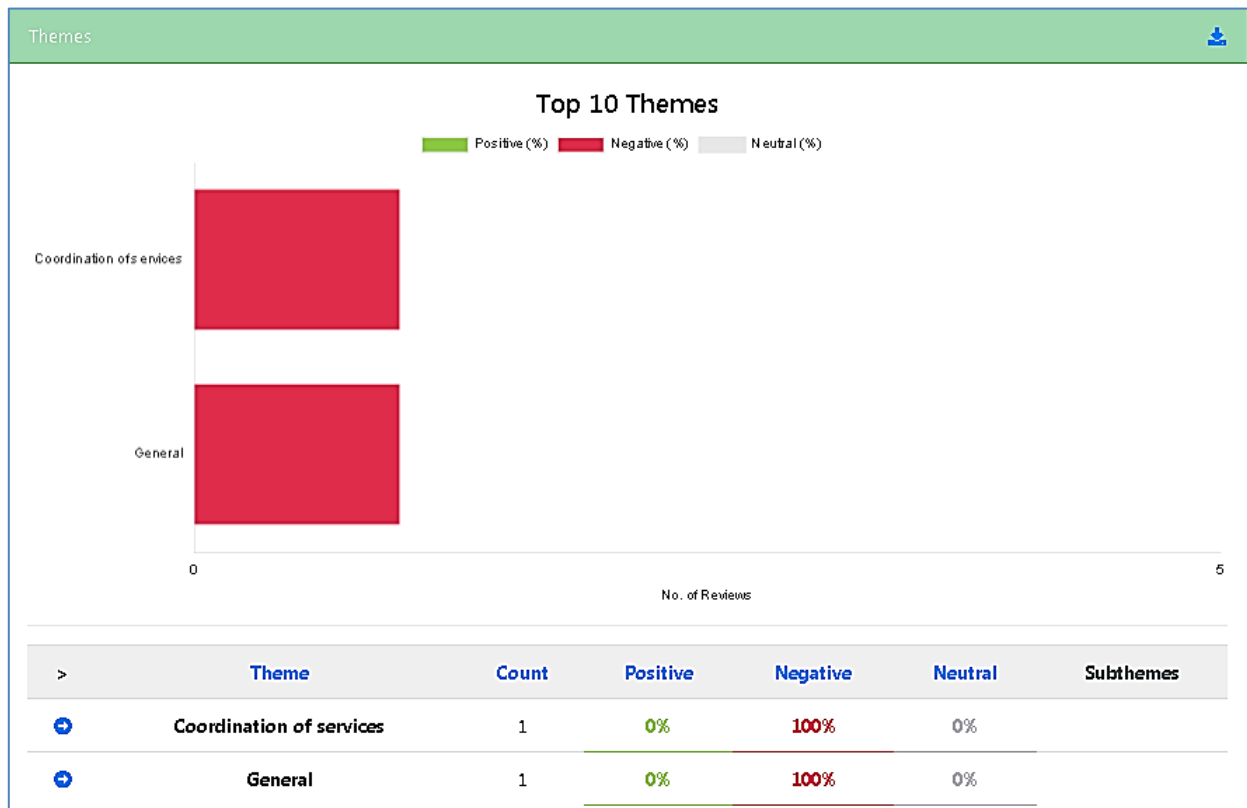
Overall there were 7 comments resulting in 71% negative feedback.

Some of the comments received are quoted below:

'Nurse specialist (Parkinson's).I have had 3 nurse specialist appointments cancelled in the last year. They also changed the system for contacting them via phone but did not bother to notify patients.'

'They always treat me amazing here - Orthopaedics. I used to be under the main hospital at Aintree but the treatment is better here. I tried a few times to ring to see if I could re-arrange today's appointment but I didn't get an answer. The phone lines need to be manned better as I tried different times during the day. I tried the switch board then got through to patient access then put in a queue with no answer. The staff are lovely people, all very friendly and polite'.

'This is our 2nd time here. Been brilliant so far. We have travelled from the Isle of Man today and been told no bed available yet, probably this afternoon. My husband is in a wheelchair and is not well but there is no where specific for us to wait we just have to wander around. The cafe (bistro) is good but would have been nice if I could have bought a paper to read'.



As can be seen from the above table, feedback relating to 'Discharge' has been broken down into two sub themes 'Coordination of services' and 'General'.

In total there were **2** comments received both being negative feedback.

Comments received:

'We witnessed each day patients being told they were discharged but then them waiting for hours for their medication'. (For full comment refer to the Review section).

Discharge from the Sherrington Ward last week. Patient and relative felt overall their treatment and care has been superb at the Walton Centre and this was a one off but left them feeling let down.

'They were stripping the beds and taking them apart whilst patient still sat next to the bed, patient said she felt like a spare part. They were cleaning the bed whilst patient was having her dressing changed next to the bed. On discharge there was a problem with the medication. Patient should have been prescribed oramorph. Because it was missed the GP would not prescribe it. It took a lot of sorting out to

try and get this sorted. Patient and relative stated they have always had a very good experience this was their first bad experience and said the staff seemed pre-occupied.

Overall this hospital is superb and the staff work very hard'.

Reviews

Department	Rating	Title	Review
Outpatients	5	All been brilliant	I have been in out-patients today. I was seen on time and he explained everything. (patient could not remember the clinic name)
Sherrington Ward	5	Sherrington - fantastic ward	A relative of mine has stayed on the Sherrington ward in the past. It was a fantastic ward.
Jefferson Ward	5	Jefferson ward - staff are brilliant	I am a patient on the Jefferson ward. The staff are brilliant. I cannot rate them highly enough, they have given me hope.
Sherrington Ward	4	Sherrington Ward - looking after my wife	I am staying at Aintree Lodge whilst my wife is on the Sherrington Ward. They are good and looking after her. The hospital staff provided me with the contact details for Aintree Lodge so I am not staying far away. The staff are keeping me informed. I nearly fell in the car park area as it had not been gritted. Luckily I had my walking stick. The Walton Centre has nothing to improve.
Outpatients	5	Dr Pomeroy - explained everything	I have been to out-patient Dr Pomeroy's clinic. Been good today and explained everything.
Courtyard Bistro	3	Bistro - breakfast 3 stars	The Courtyard Bistro - They maybe need to cook the breakfast in stages throughout the morning if possible as some of the items / ingredients were dry.

Outpatients	5	Staff very caring and understanding	Absolutely fabulous. I have been to see Catherine today, she is the Neuro nurse. She is fantastic and very caring and understanding.
Chavasse Ward	5	Best hospital in the north west	This hospital is unbelievable. I had surgery and stayed on Chavasse Ward, I would give them all stars. You feel like you can ask the staff anything. This is the best hospital in north west, even all over.
Pre-Op	5	Pre-Op clinic is smashing	The Pre-op clinic is smashing. I have had no wait today. The girl I seen was so lovely. The breakfast at the Bistro was dry.
Wards and Pre-Op	5	Absolutely fantastic	All absolutely fantastic. She (daughter) has been on Cairns and Dott ward. She was booked in for an 8 hour operation but it took as long as 9 hours. We started to get worried but when we asked on the ward they had no information to tell us. We just needed a bit of reassurance, someone to tell us everything was ok. When she was on the ward someone came to take her for a scan, but no one had told us about it. We witnessed each day patients being told they were discharged but then them waiting for hours for their medication. TV's on the wards were either broken or did not have a handset. If, as a patient, you are here for a while this could be an important issue to you. Pre-Op today all has been superb.
In-patient	4	Waiting for a bed	This is our 2nd time here. Been brilliant so far. We have travelled from the Isle of Man today and been told no bed available yet, probably this afternoon. My husband is in a wheelchair and is not well but there is no where specific for us to wait we just have to wander around. The cafe (bistro) is good but would have been nice if I could have bought a paper to read.

Pre-Assessment	5	Very good today	All been very good today. I was seen by Mr Wilby's team for a pre-assessment. I have seen 3 staff all separately, it was all very quick, no waiting. They were all absolutely ace.
Outpatients	4	Excellent appointment	It has been excellent. Been to see Dr Fratalia, everything ok and he explained everything. No waiting today.
In-patient	4	Surgeon and back-up team were brilliant	Mr Chavredakis and his back-up team are brilliant. I am quite happy with the service. The nurses are too busy on the wards, you can ask them for something but sometimes have to wait. Gregg is the best nurse on Chavasse Ward. We have travelled from the Isle of Man and arrived at 11.30 am but waited until 5.30 pm for a bed. The Radiologist is also very good.
Outpatients	5	Been great today	I have been to see a Dr but cannot remember his name, think it begins with W. It has been great today, excellent. Doctor has been very helpful and friendly. Told me that I am healing and don't need an operation.
Epilepsy nurse	5	Epilepsy nurse services - Sid Watkins	I was seen on time and the nurse was very helpful. The nurse seemed very caring and keen to help in the future if the situation did not improve.
Outpatients	5	Sid Watkins - good facilities	Just in the Sid Watkins as mum has an out-patient appointment. She seems very happy with the out patients service. The cafe is lovely here and the toilets are very clean. All the staff are lovely.

Outpatients	5	Pain Management Programme	Re: Pain Management Programme - star ratings completed.
In-patient and home from home accommodation	5	Cannot fault it here	<p>Cannot fault it here. We arrived early hours of the morning with my daughter. I had the clothes I was stood up in. They put me up in the home from home for 5 nights. It has washing facilities, kitchen facilities and shower. The kitchen is fully equipped. I had to do a 6 hour round trip on public transport for clothes.</p> <p>My daughter has had brain surgery and they have kept me up-to-date. This is an amazing hospital; they don't just look after the patient they look after their visitors as well. They ask for a £20.00 donation towards home from home but if you need it back they give it to you. All the staff are good.</p> <p>If they could expand the accommodation for relatives that would be good. All the staff remember my daughter by her name and come and see her which is so nice.</p>
Outpatients	5	Excellent pain management programme	<p>The below feedback was echoed by 2 different patients: Excellent pain management programme. They have good facilities and very good staff. The hospital is well maintained. We are thrilled with it and very well designed. Improvements: A longer appointment time would suit us better.</p>
Outpatients	4	Been coming here for 18 years	<p>She has been here for 18 years, since she left school. She attends both the Walton Centre and Sid Watkins and both are very good. They send a text message to remind you which is good. The staff are all ok and we know them. Improvements: Just to make sure you are seen on time. I am parked in the multi-storey car park but it is usually grid locked. We have a disabled badge but you can never get a bay. This could do with looking at.</p>

Outpatients	1	No coat hangers in toilets	There are no coat hangers in the toilets. You have to put your bag and coat on the floor. We have previously raised this with the hospital.
Outpatients	5	Botox clinic	Carl Bradley, Nurse Botox clinic . Caring and understanding. Care given at all times. Excellent, professional service as always.
Outpatients	4	Been coming here a while - no complaints	Sid Watkins - I have been coming here a while and have no complaints. The staff are nice and there is nothing to improve. It would be nicer if closer to home in Balla.
Pain Management Clinic	4	Pain Management clinic - very good	The pain management clinic is very good. The staff were very nice and helpful, this was my first visit. We parked up at the front Walton Centre. It is not very well signposted and there is nothing in the letter about where to park. It would be helpful if you were sent a map with buildings and parking. The hospital is very nice and clean.
MS out-patients	5	MS services Sid Watkins building	I visit the main hospital and Sid Watkins. Very good service and excellent parking for this building, a lot better than for the main hospital.
Outpatients	4	Problems re: not receiving appointment letter	The issue I had was the appointment letter not arriving. I only knew about the appointment when I received the text. I then had problems organising transport from the Isle of Man short notice. The staff have now rectified this issue for me as they have given me my next appointment on leaving the clinic today. On arrival I went to the main Walton Centre building as I did not have a letter so I did not know where to go. I come and see Carl every 3 months and he is great. He is nice and listens to me.

Outpatients	5	Dr Pomeroy clinic - brilliant	<p>Dr Pomeroy's clinic is brilliant, always on time. They listen and give advice. It is different to the hospital in Warrington; their Neurologist did not know much about MS.</p> <p>I am attending the fatigue clinic now to learn how it will affect me and how to manage it.</p> <p>Physio - I attend regular and they check on my exercise. They give you a phone contact number for anytime.</p> <p>I travel here via Midlands transport and they are good.</p>
Outpatients	5	Out-patients - great service	I attend out-patients and it is a great service. I get seen on time and the staff are nice. Everything is great.
Sherrington Ward	5	This was a one off bad experience	<p>Discharged from the Sherrington Ward last week.</p> <p>Patient and relative felt overall their treatment and care has been superb at the Walton Centre and this was a one off but left them feeling let down.</p> <p>They were stripping the beds and taking them apart whilst patient still sat next to the bed, patient said she felt like a spare part. They were cleaning the bed whilst patient was having her dressing changed next to the bed. On discharge there was a problem with the medication. Patient should have been prescribed oramorph. Because it was missed the GP would not prescribe it. It took a lot of sorting out to try and get this sorted. Patient and relative stated they have always had a very good experience this was their first bad experience and said the staff seemed pre-occupied.</p> <p>Overall this hospital is superb and the staff work very hard.</p>

Outpatients	5	Suggestion re: appointment letters	<p>Re: Appointment letters specifically regarding appointments at the Sid Watkins building.</p> <p>A suggestion from a member of staff was for the letters to state Sid Watkins in a different colour on the letter and put in brackets next to it (This is not the main hospital building).</p> <p>Observation from Healthwatch Sefton: Whilst at the main entrance today there were a number of patients at the wrong location even though the letters did state Sid Watkins.</p>
Inpatient	5	Treatment is brilliant	<p>She has been on ICU, Cairns & Jefferson Wards. Today she is on Jefferson.</p> <p>Treatment has been brilliant and the staff have been so supportive. They have nothing to improve.</p> <p>I stayed in the chair next to her bed for 9 days and they were so accommodating over my stay.</p> <p>I have parked in the multi-storey today and it was ok.</p>
Inpatient	5	Sherrington Ward - staff are all nice	<p>The staff are all nice and are keeping us up-to-date. Been on HDU and ICU and they were both amazing as well. Everything has been amazing. We have been parking outside of the hospital grounds as we are here everyday and it is expensive.</p>
Outpatients	5	Prof Eldridge clinic -brilliant	<p>Prof Eldridge clinic is brilliant. Running 15 minutes late today but that is fine, not a problem. I have been treated well.</p> <p>The multi-storey parking was ok today as well.</p>
Outpatients	5	Consultant is lovely	<p>Out-patients today to see Mr Carleton-Bland. The consultant is lovely and I got the answers I needed. My last stay here was brilliant. Everyone here is here to help.</p> <p>Brilliant today and no problems with waiting times.</p>

Chavasse ward	5	Chavasse ward - fantastic	<p>The Chavasse ward is fantastic, cannot fault them. I came straight to here from Wrexham hospital. I have to go back but wish I could stay here.</p> <p>The staff here are unbelievable. They always have a smile and time for you. No job is too mundane or too difficult. Even when you are having a bad day they will do anything for you.</p> <p>I wish we had this facility in Wrexham.</p>
Outpatients	5	Parking is a struggle and costly	<p>Parking is a struggle to get a space, it is costly as well. My 1st time here the parking was terrible and I had to keep driving around. I ended up dropping my husband off so he wasn't late for his appointment.</p> <p>5 stars for the hospital 2 stars for the parking</p>
In patient	5	Marvelous	<p>I have had an operation at both the Walton Centre and Aintree hospital. I had an operation on my face at The Walton Centre and my stomach at Aintree.</p> <p>I cannot praise both hospitals enough, thank god for what they have both done for me. Cannot fault the secretaries at both, they were great.</p> <p>Both myself and my family would say the same - all 5 stars.</p>
Outpatients	4	They have nothing to improve	<p>I have been seen today by Mr Buxton's specialist nurse. I was seen about 15 minutes late and the screen said on time but it's not a problem.</p> <p>I have been treated here fine and they have nothing to improve.</p> <p>Parking was easy for the first time today, we have parked out front.</p>
Outpatients	4	No idea how to find Sid Watkins	<p>I normally get seen in the main building. This letter states I am at the Sid Watkins today but I have no idea how to find it.</p> <p>(Patient asked Healthwatch Rep outside of main entrance building).</p> <p>4 stars rated on treatment.</p>
In patient	5	I was treated with utmost respect	<p>I have had a major operation here. I was treated with the utmost respect and they sorted it all out as well. My wife now being treated here they cannot do enough.</p>

Neurology	5	Neurology out-patients	Excellent. Neurology out-patients today. Absolutely lovely. They cannot do enough absolutely brilliant. We waited today for approx 1.5 hours but it was on the board letting us know. Car parking was fine today; we got on the ground floor in a disabled bay.
Spinal surgery	5	The staff are great	I am here with my wife today as she is in having an operation. We had to get here really early but she didn't get taken until after 1pm. They have said she may stay in for about 2 - 3 days. She has been treated really well here, the staff are great and explain everything. I could have gone home for a bit but I didn't want to lose my car park space and also have to pay twice.
Outpatients	5	Staff are so caring and thoughtful	Sid Watkins out-patients - They have been brilliant with me. I have been coming here a while and the staff are always amazing. The staff are so caring and thoughtful. They have nothing to improve.
Outpatients	5	Parking is confusing	The parking states you get 30 mins free but when you put your money in for your stay you don't get your 30 minutes free? Out-patients Mr Rath is brilliant. He is the best consultant we have every seen. Your letter is recorded whilst you are sat there so you know exactly what is being said.
In patient Sid Watkins	5	They have saved my life	It is fabulous. I am staying here on the CRU, Sid Watkins. Staff are fabulous. They saved my life, the staff are amazing and very patient. They explain everything and also to my children in a way that they understand.
Outpatients	5	Out-patients - brilliant	Been to out-patients (Sid Watkins) The staff are lovely and they explain everything. Parking was brilliant today.
Pain Management Course	5	Beautiful hospital with very friendly staff	I am on the pain management 16 week course (16 days). It has been very informative. We get to hear from and speak to lots of different professionals; it is a very good programme. I am from the Isle of Man so I am not treated here as a patient, wish I was.

			<p>They arrange me stay which is good. This is a beautiful hospital with very friendly staff.</p> <p>Cleaning - If you spot a mess, sometimes in the lifts if you report it they clean it straight away.</p> <p>Only issue - chairs that are in the pain clinic are not comfortable for people who are in pain.</p>
Outpatients	5	Staff are very nice	Out-patients Sid Watkins - Seen on time, staff are very nice. Parking was ok got a disabled bay no problem.
Outpatients	3	The staff are great	The staff are great, I have been coming a long time. There is nothing they can improve. I have had to get a taxi here as it is 2 buses and then I could not manage the walk. The staff here are lovely and listen to me. I am out-patients today (Sid Watkins) and I could not get out of my chair in the waiting area due to the pain I am in but the staff helped me and walked me to the consultant's room.
Nurse Specialist (Parkinsons)	1	Wish there was a section for no stars	Nurse specialist (Parkinson's). I have had 3 nurse specialist appointments cancelled in the last year. They also changed the system for contacting them via phone but did not bother to notify patients.
Outpatients	5	Always been good here.	<p>It has always been good here and the staff treat you well. They always have everything to hand.</p> <p>The only issue is they need a cash office in the Sid Watkins building so you can claim for money. When you are disabled it is very far to go over there.</p> <p>Sid Watkins is a nice building with nice coffee. The only other thing is they need to check the toilets on the ground floor more often, at least once an hour.</p>

Pain clinic and Physio	5	Amazing pain clinic here	It is an amazing pain clinic here, think her name is Helen Roberts. I have been having physio, absolutely amazing. I have had a lot of treatment. I cannot fault the way they have explained everything and the treatment. The whole of the NHS is excellent.
Neurosurgery	5	Surgery for severe lumbar stenosis	The actual surgery, Mr Pillay and staff, Lee in recovery, all the nurses but particularly Madi and Fran and the rest of the staff couldn't have been better. Food very good. Unfortunately, during surgery, I suffered a Rotator Cuff Injury in my right shoulder which may require surgery! Besides the considerable pain, I have difficulty dressing, eating, writing, using pc and have had to pay for my hair to be washed and blow dried each week as I cannot lift my arm.
Sherrington Ward	5	Sherrington Ward - 5 stars	The staff are brilliant. Treated well and food is really nice. 5 stars.
Outpatients	4	Out-patients - communication issue	Everything has been smashing other than a communication issue. I was sent to x-ray then had to come back. No one said I had to check back in when I returned from x-ray so we ended up waiting. I didn't realise I had to tell someone. It is better here than our Warrington hospital.
Outpatients	5	Absolutely fantastic	Excellent, cannot fault everyone. Absolutely fantastic. Prof Young's clinic and I was seen by her registrar. Everything was explained and they have nothing to improve.
Orthopaedics	5	They always treat me amazing here	They always treat me amazing here - Orthopaedics. I used to be under the main hospital at Aintree but the treatment is better here. I tried a few times to ring to see if I could re-arrange today's appointment but I didn't get an answer. The phone lines need to be manned better as I tried different times during the day. I tried the switch board then got through to patient access then put in a queue with no answer. The staff are lovely people, all very friendly and polite.

Inpatient	5	Brilliant	Two patients commented below: We met on Cairns Ward and also we have been on Sherrington Ward. Both wards are brilliant, just amazing. We give them 12 out of 12. The staff are amazing, the food is great and the people are great.
Outpatients	5	Orthotics - they are brilliant	Orthotics - they are brilliant. They are that good he is getting me a 3D printed brace as there are none on the shelf. I drive but the multi storey car park is too far for me and difficult. The staff are really good here.
Outpatients	5	Blood tests today	Everything has been great and they have nothing to improve. I have had repeat bloods today and I was in and out in 3 minutes. My operation is on Tuesday.
Caton ward	1	Some of the nurses are dedicated but some not	Nurses - some are dedicated but some are not and are just doing a job. Step dad has been on the ward 3 weeks and it seems the nurses are constantly changing; getting information can be like Chinese whispers. We know he is confused and we tell them this, it is like delirium but they don't seem to understand. It took us 2 weeks to get them to feed him. One nurse told us she was so tired and could hardly keep here eyes open and she was starting a 13 hour shift. We are going to see PALS as you have to keep explaining to different nurses. The nurses are different people as Lucy is brilliant and so is Sam and Mike. He has acquired a chest infection that he did not have when he came in. He also has a pressure wound. The staff in the cafe by the main reception have been abrupt. They close up and get you out by 3 pm. She tells you that she is only paid until 3.30 pm. They also shut the garden and if people are bad on their legs they have to walk all the way around. There are definite communication issues on the ward also if you get ill of a weekend nothing will get done as no access to doctors.

Outpatients	5	Outpatients - they treat me well	They treat me well, I was in room 9 today. They have nothing to improve. (not finished off due to difficulty standing)
Outpatients	5	Misplaced shoe	We dropped the shoe off that was to be altered. We have come today to have the shoe fitted. It has been misplaced. No one phoned us to notify us so no alterations have been done as they cannot find the shoe. The journey today has been a waste of time. They have said they will see if they can find it but if not we will have to buy a new one. Other than this we have nothing but praise for this hospital, they have kept him on his feet for the last 10 years.
Chavasse ward	5	Services here are brilliant	The only improvement is the bathroom. There is no where to put your clothes in the bathroom. Either on the bin or on the rails but they would get wet on the rails. I have told them, the first time I was in and each time since. You cannot even put your clothes by / on the sink because of the auto soap dispenser. Everyone (patients) I speak to say the same. Chavasse ward - Is a really lovely ward, everything has been good it is just this bathroom issue and I wish they would fix it. Communication can sometimes be poor - I wish the doctors would communicate better with the nurses. It would be helpful if the nurse could be in attendance with the consultant when they do their rounds,
Dott ward	5	Dott ward - brilliant	We had a laugh and staff treat you well. The environment is nice. I was a bit cold at night but they gave me an extra blanket. I came in yesterday and hopefully will get my operation today. My mum was a patient here 7 years ago and we could not fault them then. She was in for about 6 months and was well looked after.
Jefferson ward	5	Jefferson Ward - nothing to improve	Jefferson ward for 8 weeks. It is nice and staff treat you very good. They have nothing to improve. This is a nice hospital, better than our hospital. I was mis-diagnosed for 12 - 13 years until someone finally believed me and sent me here. Now I am on the treatment, the consultant here knew

			what was wrong with me as soon as he examined me.
Jefferson ward	5	Jefferson ward - brilliant	Jefferson ward is brilliant. The staff treat me well and there is nothing to improve.
Outpatients	5	The staff are all brilliant here	The staff are all brilliant here and very caring. My husband is at outpatients today and they explain everything so he understands. This is the best hospital.
Outpatients	5	It is always fantastic here	We have been coming for years and the staff are so caring and lovely. The car park is a nightmare, we spent nearly half an hour driving around trying to find a space. Quality of environment scored low re: car park.
Pain Management clinic	5	Been brilliant	Pain Management clinic - Been brilliant. Staff treat you nice and explain everything. This is my first visit to pain management and it is what I expected.

Outpatients	1	Scored badly on car parking	<p>Attending Sid Watkins Parking is an absolute nightmare. For 40 minutes I have been driving around and around looking for a disabled space, I could not get one. I have no change. I have come into Sid Watkins and asked for change but reception does not have any and no change machines. The coffee shop would only give me change if I bought something but then I would not of had enough to pay car parking. I only had my card but the machine did not take a card.</p> <p>Considering this is a brain injury hospital I counted only about 20 disabled spaces outside. Absolutely appalling and no consideration for disabilities. In the end a manager / staff member who works here gave me £3.50 out of his own money and would not take my £5.00. (note this was a relative / carer of a patient in a wheelchair)</p>
Outpatients	5	My wife has been coming here for years	They are brilliant here. My wife is at the out patients in the main building. I have just come for a walk to the coffee shop here (Sid Watkins). All the staff here do an amazing job.
Outpatients	5	Staff are nice and helpful	I have been to see the psychologist today she is managing my fatigue. Everything has been alright today and the staff are nice and helpful. She has been out to my house in the past.
Cairns Ward	5	Cairns Ward - experienced some issues	I was on the Cairns ward Feb - March 2019. I was not fussed on the staff, the way they were. They would bring my food and put it on the table, and then an hour later take it away. I had no sight or co-ordination. They would sit me up and I would fall. They didn't seem to understand. I lost 3 stone. Mum had to tell them but apart from this everything was fine.

Hotel and in-patient	5	It is marvellous	My husband is in here. My mum has travelled down today and they have given her a room to stay for a few nights. The only thing to mention at the moment is the bistro closes early evening and it is too late then for family members to get something to eat.
Pain Management Clinic	5	Pain Management - good	Out-patients Pain Management clinic has been good today. I have been in and out and the staff are amazing. Parking is sh#t. The toilet is blocked downstairs in the Sid Watkins.
Outpatients	5	Dr Pinder has been great	I have been coming here for a while and Dr Pinder has been great. I have been told it is about a 90 minute for the ambulance and I just want to go home. I have carers coming and need to get home. Treatment and care here is good. I do think they waste money here just look at the bench outside (Sid Watkins). We were on time today for appointment - in and out.
Pain Management Clinic	5	Pain Management clinic - brilliant	Brilliant and seen on time. Staff are nice. I had to park over at Aintree as could not park.
Outpatients	5	Staff are smashing	I am normally seen at the main out patients. This is my first time here (Sid Watkins). Staff are smashing and cannot do enough for you. They explain everything so well and nothing is to much trouble for them.

Areas for improvement or consideration

Healthwatch Sefton has worked in partnership with the Head of Patient Experience at the Trust to ensure any areas identified by patients; family members; staff and visitors for improvement are flagged up immediately with the Trust to enable them to respond in a timely and effective manner. This has proved to be an excellent process and has continued to operate throughout 2019.

The Trust also suggested for Healthwatch Sefton to ask any person who shared feedback that may require further investigation if their contact details could be shared directly with the Trust to ensure any areas identified could be looked into and resolved directly in person. Although not every patient, family member or visitor will want to be contacted each area identified is still reported through to the Trust in a timely manner following outreach.

Please see below the 'areas for improvement or consideration' shared with the Trust within the reporting period of January to June 2019 with the responses received.

Feedback Received	Healthwatch action(s)	Trust response / action	Further comments
TV's on wards – not working and or handsets missing. Patient had been on both Dott and Cairns ward.	Reported to Head of Patient Experience January 2019.	The full responses can be found under the section 'Response from the Walton Centre NHS Foundation Trust'.	
Bathroom facilities – somewhere dry to hang clothes for patients when getting a shower on wards.	Within the report.		

<p>Communication –</p> <p>1. Communication to be improved between ward and surgery.</p>	<p>Reported to Head of Patient Experience January 2019.</p>		
<p>Discharge –</p> <p>1. Witnessed long delays for patients being discharged AM and waiting most of the day for medication.</p> <p>2. On discharge patient not prescribed medication which resulted in problems. Staff stripping bed and taking it apart whilst patient still sat next to bed having dressing changed before discharge.</p>	<p>Reported to Head of Patient Experience January 2019.</p>		
<p>Isle of Man patients – arriving early in the morning with beds not being available until late afternoon. Staff member confirmed this. No specific waiting area for patient / family. (Based on 2 patients this reporting period).</p>	<p>Reported to Head of Patient Experience January 2019</p>		

<p>Car Parking – A number of experiences shared re: car parking, including availability of bays including disabled parking, pay machines not accepting debit cards.</p>	<p>Reported to Head of Patient Experience. Healthwatch Sefton has received car park concerns from patients attending other Trusts on site. Healthwatch Sefton is taking this forward with the Chief Executive at Aintree Trust along with the Equalities dept at the CCG. To report responses back to the Walton Centre.</p>		
<p>Cash Office availability – can there be one placed within the Sid Watkins building?</p>	<p>Within the report.</p>		
<p>No Coat hangers in general toilets – coats and bags have to be placed on the floor.</p>	<p>Within the report.</p>		

Summary and Recommendations

Good Practice

The Walton Centre NHS Foundation Trust scored an average Healthwatch Sefton rating of **4.6** out of **5** stars during the period of January to June 2019.



Over all the Trust scored **5** out of **5** stars for average individual ratings for:

- Quality of Treatment
- Staff attitude
- Cleanliness
- Quality of Food & Drink

Healthwatch Sefton continues to attend the bi-monthly Patient Experience Group meetings at the Trust and is aware of the on-going work re: discharge which forms part of the Trust's patient experience improvement work. It is important to note Healthwatch has recorded two separate incidents of feedback regarding discharge within this reporting period.

Healthwatch Sefton has continued to work in partnership with The Walton Centre NHS Foundation Trust and on-going engagement has been agreed to gather valuable feedback from patients, family, staff and visitors.

Recommendations

- For the Trust to respond to the areas for improvement or consideration.
- For Healthwatch Sefton to continue to work in partnership with the Trust and gather patient, family, staff and visitor feedback on an on-going basis.

Acknowledgements

Healthwatch Sefton would like to thank The Walton Centre NHS Foundation Trust, in particular Mark McKenna and the Patient Experience Team for working in partnership in ensuring patient; family; staff and visitors voices are heard and listened to.

Thank you to all the staff who work at the Trust, especially in the main reception areas for always making Healthwatch Sefton feel welcome.

We would like to thank all the patients; family; staff and visitors who took part in completing the questionnaire during the planned outreach visits to the Trust.

Response from the Walton Centre NHS Foundation Trust

9th August 2019

Wendy Andersen
Healthwatch Sefton Engagement Manager
By email: wendy.andersen@healthwatchsefton.co.uk

Dear Wendy,

Re: Healthwatch Sefton Feedback Report – The Walton Centre

Thank you very much for providing us with a copy of the draft feedback report which details the experiences of patients, families and visitors to The Walton Centre during your engagement visits between January and June 2019.

We are very appreciative of the work you have carried out in coming into our hospital to speak with patients, families and visitors. This feedback is invaluable for us and we are extremely grateful for the strong relationship we have with Healthwatch Sefton.

We have shared the draft report with the relevant departments in the Trust and the staff who have been named in the report. Mark McKenna, Head of Patient Experience, would like to offer his personal thanks for your hard work and support in holding listening events every month. Mark has explained how you have worked closely with the Patient Experience Team to ensure that any queries or concerns raised by patients can be addressed in a timely and effective manner. We fully agree with the comments in the report that this has proved to be an excellent process.

We are delighted to read about the positive feedback highlighted in the report, as reflected in the overall average rating of 4.5 stars out of 5. We were particularly pleased to read that patients scored quality of treatment, staff attitude, cleanliness and quality of food and drink as an average rating of 5 stars out of 5. We have shared this positive feedback with our staff to celebrate the outstanding care they provide to patients and families.

We also recognise that the report has highlighted some areas where we can improve, and we fully agree with the 'areas for improvement or consideration' based on the feedback provided between January and June 2019. We would like to provide the following responses to include in the final report:

Feedback Received	Trust response / action
TVs on wards – not working and/or handsets missing. Patients had been on both Dott and Cairns wards.	This was reported at the time to our Estates and Facilities Department so that the necessary repairs/replacements could be made. All repairs and replacements for TVs are logged by the Estates and Facilities Department so that action can be taken. An engineer visits wards every two weeks to review TVs to conduct repairs and replacements, however, restoration work will still take place within this period if possible.

<p>Bathroom facilities – somewhere dry to hang clothes for patients when getting a shower on wards.</p>	<p>This feedback was shared with our Estates and Facilities Department and has been discussed at various committees within the Trust. A review is taking place of bathroom areas to assess the suitability of facilities, including somewhere dry to hang clothes.</p>
<p>Communication – communication to be improved between ward and surgery.</p>	<p>Communication between theatres and wards has been a focus in our Patient Flow and Discharge service improvement work. This feedback from Healthwatch was discussed at our Patient Experience Group and has also been incorporated into our ongoing work implementing Patient and Family Centred Care and has been part of our Patient Experience Improvement plan. Communication before and following surgery is also the focus of one our 2019/20 Quality Account Priorities.</p>
<p>Discharge –</p> <ol style="list-style-type: none"> 1. Witnessed long delays for patients being discharged AM and waiting most of the day for medication. 2. On discharge patient not prescribed medication which results in problems. Staff stripping bed and taking apart whilst patient still sat next to bed having dressing changed before discharge. 	<ol style="list-style-type: none"> 1. This feedback was incorporated into our Patient Flow and Discharge service improvement project. This is a multidisciplinary project, involving Pharmacy, with actions implemented to improve waiting times for medication and timeliness of discharge. 2. This individual concern was shared with ward staff at the time for action and reflection. The wider issue of medication on discharge (TTOs) was again fed into the Patient Flow and Discharge service improvement project.
<p>Isle of Man patients – arriving early in the morning with beds not being available until late afternoon. Staff member confirmed this. No specific waiting area for patient/family. (Based on two patients during this reporting period).</p>	<p>We try to minimise any delays in patients undergoing surgery, however, there may be times when this is unfortunately unavoidable. This was the case for the two cases identified in the feedback, which had been escalated at the time. There is a waiting area in our Same Day Admission Lounge. Where appropriate, patients and families may use our Family Room on the first floor of our Main Building or the Bistro café.</p>
<p>Car Parking – a number of experiences shared re car parking, including availability of bays including disabled parking, pay machines not accepting debit cards.</p>	<p>This feedback has been discussed in detail at our Patient Experience Group meetings during 2019. The Walton Centre has been liaising with Healthwatch Sefton and Aintree University Hospital regarding the implementation of the new car parking system. Since the time this feedback was initially received, all (bar two) parking bays in front of Sid Watkins Building have been updated to disabled parking and a new system has been implemented so that paying machines do now accept debit cards.</p>
<p>Cash Office availability – can there be one placed within the Sid Watkins Building?</p>	<p>The feasibility of having a Cash Office in the Sid Watkins Building has been explored by the Trust, however, it was not deemed that there would be sufficient demand to justify having a permanent Cash Office based in the building. However, we are currently exploring how we can improve facilities for</p>

	patients and families who may need to use both the Sid Watkins and Main Building at The Walton Centre, including the possibility of a buggy to transport patients between buildings, for example, if they needed to use the Cash Office in the Main Building.
No coat hangers in general toilets – coats and bags to be placed on the floor.	This feedback was shared with our Estates and Facilities Department. Whilst some toilets on site do have such facilities, a review is taking place of all toilets at the Trust so that coats and bags do not need to be placed on the floor.

We are very keen to continue working with Healthwatch Sefton to hold monthly listening events and also explore further opportunities for capturing the views of patients and families who attend the Walton Centre.

Can I again take this opportunity to thank you for your continued support of the Trust and our aim to continually improve the experience of our patients, families and visitors.

If we can be of any further assistance please do not hesitate to contact us.

Yours Sincerely,

Lisa Salter
Director of Nursing and Governance

Contact us

Address: Healthwatch Sefton, Sefton Council for Voluntary Service (Sefton CVS),
3rd Floor, Suite 3B, North Wing, Burlington House, Crosby Road
North, Waterloo, Liverpool L22 0LG

Phone number: 0151 920 0726 (ext 240)

Freephone: 0800 206 1304

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

Website: www.healthwatchsefton.co.uk



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www.facebook.com/healthwatchsefton2013/



The image shows the cover of a feedback form for Healthwatch Sefton. At the top right is the logo 'healthwatch Sefton' in blue and green. The main title 'Have your voice heard' is written in white and pink inside a large dark blue speech bubble. To the right of the speech bubble are several smaller, colorful speech bubbles in shades of pink, blue, and green. Below the speech bubble, there is a paragraph of text explaining the purpose of the feedback form and providing contact information. At the bottom, there is a green bar containing seven icons representing different healthcare services: Hospital, Doctors, Ambulance, Clinic, Dentist, Diagnosis, and Community Services.

healthwatch
Sefton

Have your voice heard

This is your opportunity to influence health and social care services. Your feedback will be anonymously featured on our feedback centre (www.healthwatchsefton.co.uk) and used to make recommendations for change.

You can also call **0800 206 1304** with your feedback.

Hospital **Doctors** **Ambulance** **Clinic** **Dentist** **Diagnosis** **Community Services**

Leave feedback

What service would you like to comment on?

For example care at home, GP practice, hospital or any other health or social care service.

Can you give us more information

For example which department, ward, clinic, community team or council department.

Date(s) of your experience

How would you rate your overall experience? (Please circle)



Your ratings (Please circle)

					Quality of treatment
					Staff attitude
					Cleanliness
					Quality of food and drink (if applicable)
					Communication
					Discharge (if applicable)
					Quality of environment
					Appointment (waiting times)

Alternatively if you would like to leave your feedback via our website please visit www.healthwatchsefton.co.uk

Summary of your experience (a few key words)

Please tell us about your experience

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

Patient Carer Staff Relative Visitor

Stay in touch

Would you like to sign up to our newsletter? (please tick)

Would you like to sign up as a community member? (please tick)

Please ensure you leave your details below

Name:

Address:

Email:

Phone:

In sharing the above, your details will be recorded on the Healthwatch Sefton Civi CRM database. Please refer to the Data Protection statement below and the Healthwatch Sefton Privacy Statement.

Are you Male or Female (please tick)

Male

Female

Age

Do you consider yourself to have a disability? (please tick)

Yes

No

Prefer not to say

How would you describe your sexual orientation? (please tick)

Heterosexual

Gay

Lesbian

Bisexual

Do you currently live in the gender you were given at birth? (please tick)

Yes

No

Prefer not to say

Contact us

If you would like more information about Healthwatch Sefton please **contact us** using the details below:

Email: info@healthwatchsefton.co.uk

Phone: 0151 920 0726 extension 240

Website: www.healthwatchsefton.co.uk

Text: 07434 810438

Freephone: 0800 206 1304

This leaflet is available in alternative formats on request including different languages, audio format, large print and easy read.

Please return this form to us using the address below (no stamp required):

Healthwatch Sefton Registered Office: FREEPOST RTOG-HGXH-LHRS,
Sefton Council for Voluntary Service (CVS), 3rd Floor, Suite 3B, North Wing,
Burlington House, Crosby Road North, Waterloo, L22 0LG.

Healthwatch Sefton, Company Ltd, by Guarantee Reg. No. 8453752

Data Protection

Healthwatch Sefton adheres to Sefton Council for Voluntary Service (CVS) Data Protection policies and procedures. Any personal or sensitive information is stored safely and securely by Healthwatch Sefton. Please see our Privacy Notice for further details at www.healthwatchsefton.co.uk/privacy. If you have any concerns or queries, please contact us.

Control sheet

Date Submitted:	26 th July 2019
Date Response Due:	23 rd August 2019
Date Response Received:	9 th August 2019
Follow up action:	

Submitted to:

Trust	
NHS South Sefton and Southport & Formby CCG Accountable Officer	
NHS South Sefton and NHS Southport & Formby CCG Lead Nurse	
NHS South Sefton and NHS Southport & Formby CCG Lay Advisors	
NHS South Sefton and NHS Southport & Formby CCG Engagement lead	
Local Authority (Sefton MBC) commissioner	
Cabinet Member for Health & Social Care	
NHS England Quality Surveillance Group	
Healthwatch Sefton Steering Group	
Healthwatch Sefton Monitoring & Scutiny Panel	
Healthwatch Sefton website.	