



Healthwatch Sefton Feedback Report
The Walton Centre NHS Foundation Trust
July 2019 – March 2020

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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. In addition feedback has been gathered whilst engaging with local community groups . 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 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 on **5** occasions and spoke to patients; family members; staff and visitors within the hospital main reception area and also at the Sid Watkins Centre. Stands were held during morning and afternoon clinics. In addition feedback has been received during outreach within the community. 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. 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 **July 2019 – March 2020**. During this period Healthwatch Sefton held **5** stands at the Walton Centre. During this period, **59** reviews related directly to The Walton Centre NHS Foundation Trust.

As can be seen from the information below the Trust has achieved an average score of **4.5** out of **5** stars.

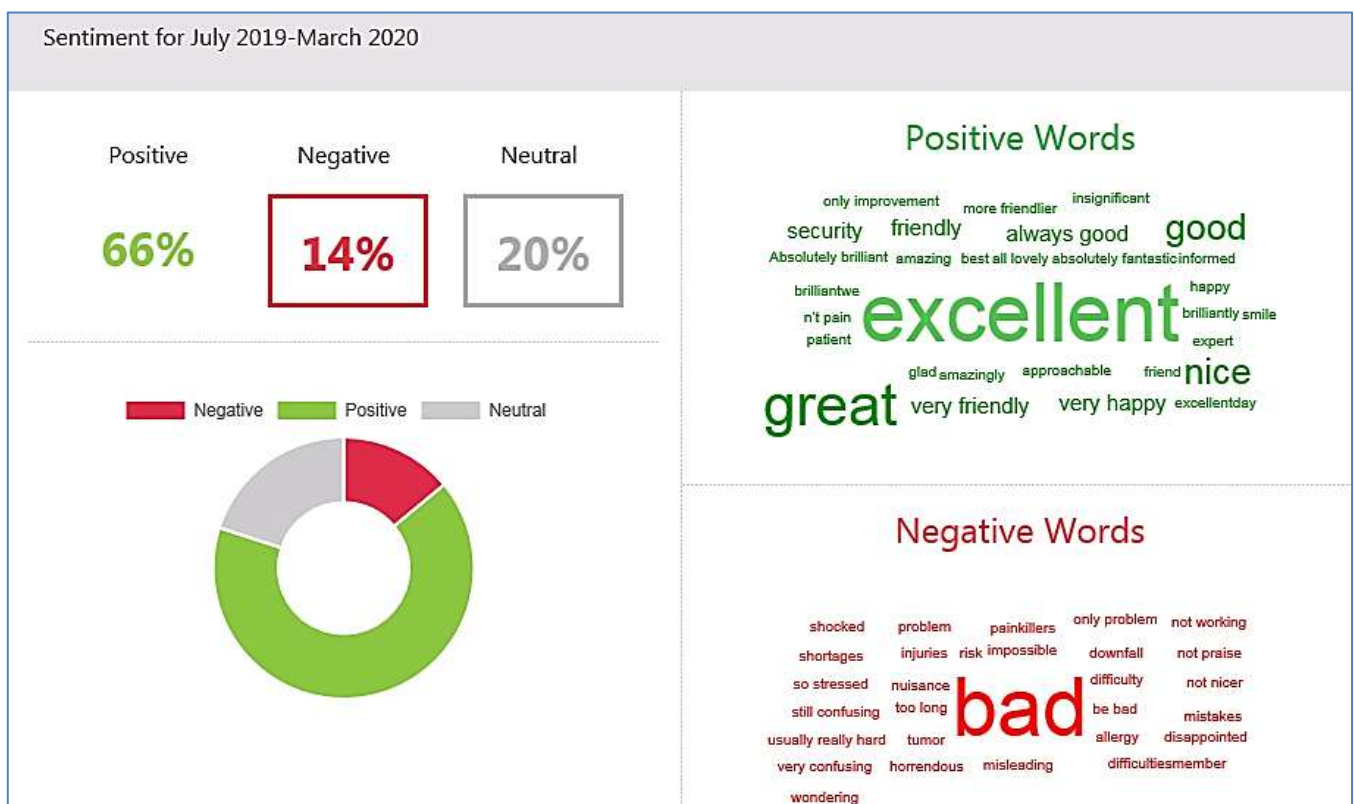
Quality of treatment, Staff attitude and Cleanliness scored an average individual rating of **5** out of **5** stars.

Reviews		Services	
59	Total Reviews 3075 (Since July 2016)	1	Total Services reviewed 178 (Since July 2016)
reviews for July 2019-March 2020		services reviewed this period	

Average Rating	Average Individual Ratings												
Average rating for July 2019-March 2020 (4.4576271186441)  Overall average (3.8569105691057) 	<table border="0"> <tr> <td>Quality of treatment</td> <td></td> </tr> <tr> <td>Staff Attitude</td> <td></td> </tr> <tr> <td>Cleanliness</td> <td></td> </tr> <tr> <td>Quality of Food & Drink (if Applicable)</td> <td></td> </tr> <tr> <td>Communication</td> <td></td> </tr> <tr> <td>Discharge</td> <td></td> </tr> </table>	Quality of treatment		Staff Attitude		Cleanliness		Quality of Food & Drink (if Applicable)		Communication		Discharge	
Quality of treatment													
Staff Attitude													
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 **66%** positive, **14%** negative with **20%** neutral.

Key Themes

Theme	Count	Positive	Negative	Neutral
Treatment and care	50	98%	2%	0%
Staff	39	90%	10%	0%
Facilities and surroundings	36	19%	69%	11%
Communication	8	38%	63%	0%
Access to services	4	75%	25%	0%
Administration	2	0%	50%	50%
Continuity and integration of care	1	0%	100%	0%

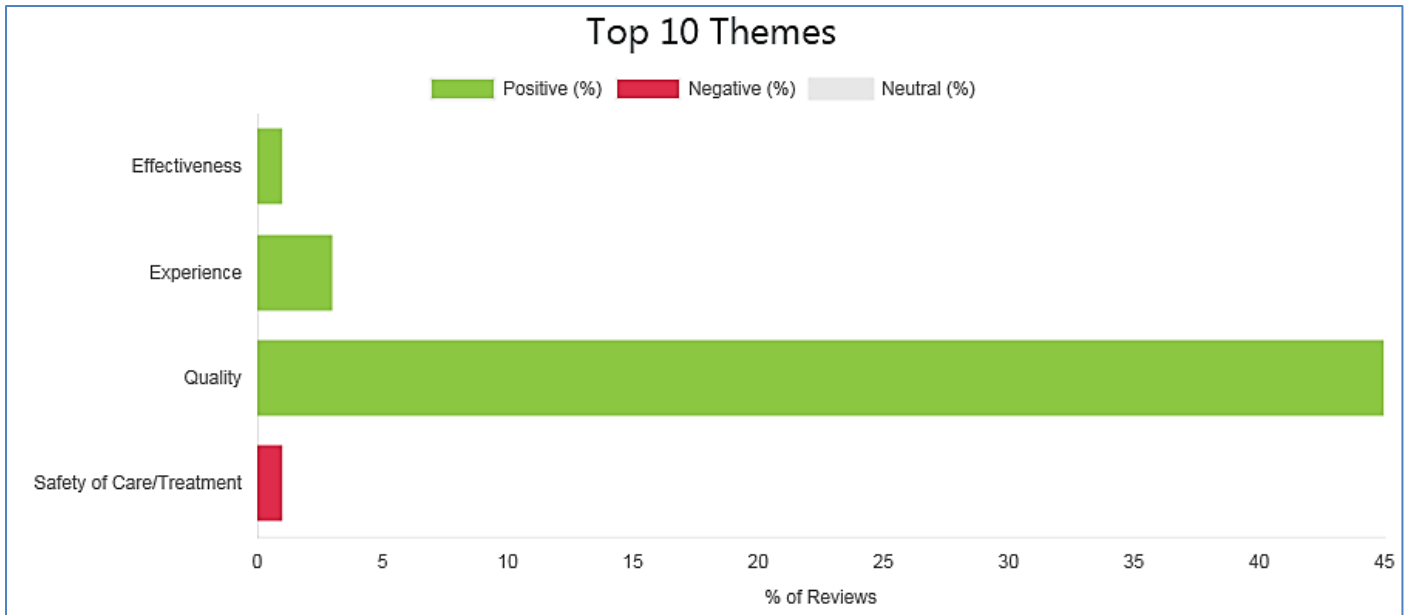
Please note that the theme 'staff' relates to feedback received about staff and does not relate to feedback made by staff.

During the period of July 2019 – March 2020 there was a total of **59** reviews shared relating directly to the Trust, with the Trust achieving **4.5** 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 **50** comments resulting in **98%** positive feedback. 'Staff' was the second highest feedback area, receiving **39** comments, achieving **90%** positive feedback. 'Facilities and surroundings' received **36** comments resulting in **69%** negative feedback.

To note: Facilities and surroundings negative comments mainly related to car parking that is owned and managed by Liverpool University Hospitals NHS Foundation Trust for the Aintree Hospital site.

Treatment and Care



Theme	Count	Positive	Negative	Neutral
Effectiveness	1	100%	0%	0%
Experience	3	100%	0%	0%
Quality	45	100%	0%	0%
Safety of Care/Treatment	1	0%	100%	0%

As can be seen from the above table, feedback relating to 'Treatment and Care' has been broken down into four sub categories, Effectiveness, Experience, Quality and Safety of Care / Treatment.

Overall there were a total of **50** comments resulting in **98%** positive feedback.

Quality received **45** comments; achieving **100%** positive feedback.

Some of the comments received are quoted below:

Quality of Treatment:

'I had an injection in my spine last month. The staff are marvellous. They looked after me and I felt like a queen. They explained everything. I could not fault them. The Dr was lovely'.

'Walton Centre Sid Watkins, Pain Management clinic – It's lovely, the staff are lovely. I am going on a course'.

The Walton Centre, Sid Watkins – 'Been to be assessed by the pain management clinic today. You get answers straight away. The staff are brilliant. They explain everything. It amazes me here; we don't have anything like this in Warrington. They have communicated with me all the way. I could not attend the last course due to a stroke so my wife phoned to tell them. We received a lovely letter from them. They have communicated with me brilliantly'.

'My husband is in intensive care. They have said he won't live but the nurses have been tremendous. They have looked after me as well'.

Experience of treatment:

'Sid Watkins - outpatients works well. The staff could be a bit friendlier in general. You need to see a friendly face. This is a fantastic place with a lovely environment. Lovely bright café'.

Safety of care / treatment:

Sherrington Ward – 'It is under staffed, not enough Nurses or Health Care Assistant's. They do their best but they need more staff 100%. Mistakes are being made and patients are left waiting. The 'suits' need to come down here and see what is happening. I have never met a Matron and this ward is chaos. There is bad communication and it is a risk to life. The staff on the ward, need support. The people higher up, need to get down here on the shop floor.

There is a big communication downfall and meds are not given at the right time. The staff attitude towards patients is excellent and as for the older nurses you can see their skills.

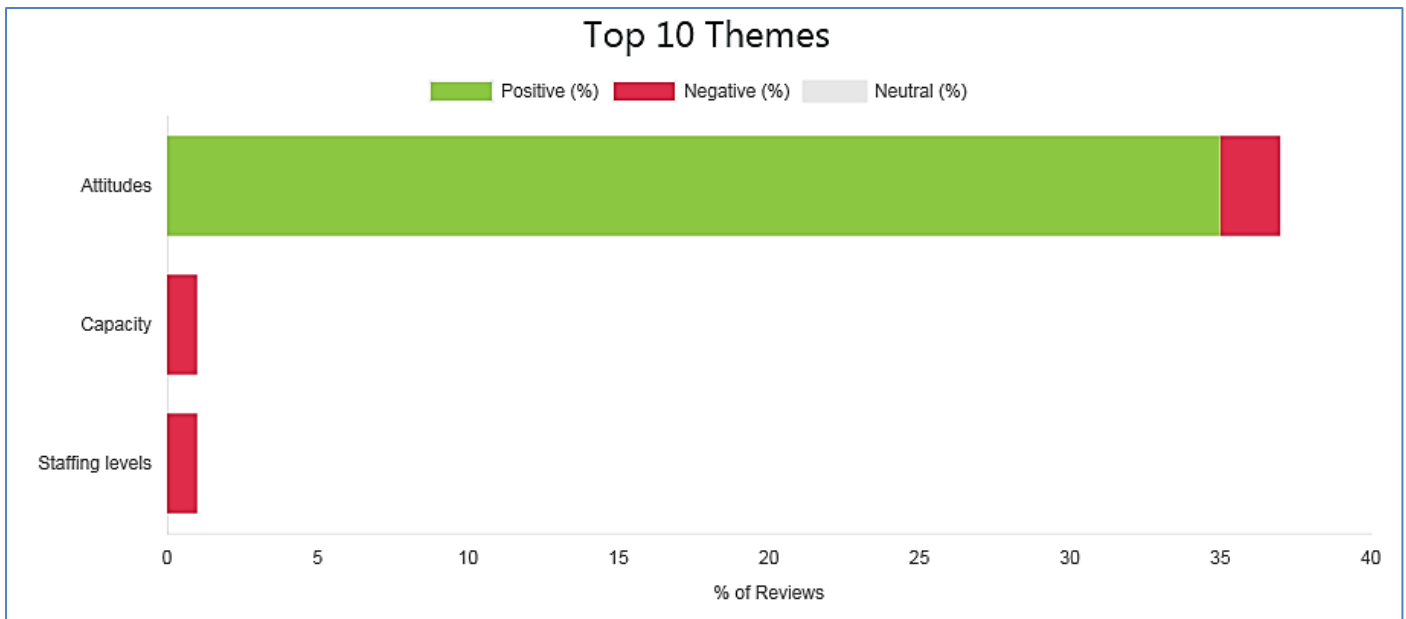
The bed linen is shipped out for cleaning so changing beds has to get put on hold.

I have rated an overall 4 stars based on the nurses who are superb given the challenging environment they have with shortages'.

(To note the above was feedback from 2 patients who did not wish to take this forward with the Walton Centre patient experience team).

Please see the 'Reviews' section for all feedback.

Staff



Theme	Count	Positive	Negative	Neutral
Attitudes	37	95%	5%	0%
Capacity	1	0%	100%	0%
Staffing levels	1	0%	100%	0%

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

Staff attitude is a key theme with **37** comments shared resulting in **95%** positive feedback. There was **1** comment for each theme of capacity and staffing levels resulting in **100%** negative feedback.

Overall there were a total of **39** comments resulting in **90%** positive feedback.

Some of the comments received are quoted below:

Staff attitude:

Walton Centre, Sid Watkins – ‘Fantastic, all been good. Been around them all and the staff are very friendly. The food has been really good on the wards and in the café at Sid Watkins. The whole hospital is lovely, all the doctors are lovely. The only improvement would be the booking-in. Upstairs we had to wait in a line. It would be good for a self booking in desk downstairs in the Sid Watkins building’.

‘I have been an inpatient and outpatient. All sound. I have been an inpatient 5 or 6 times and on different wards. You can't knock it. The staff are sound. They are getting me sorted, nearly there. Nothing to improve’.

Outpatients – ‘They have been nice today. They have explained everything and I have another appointment’.

‘Outpatients is excellent. I have been a few times. They talk to me and they talk in detail. They have nothing to improve. Seen Catherine today and Ian before. Both friendly’.

Staff capacity:

‘All the staff are amazing. They seem stretched on the wards sometimes. Outpatients is very good, they explain everything and give you all your options. I am very happy’.

Staffing levels:

Sherrington Ward - It is under staffed, not enough nurses or Health Care Assistant's. They do their best but they need more staff 100%. Mistakes are being made and patients are left waiting. The 'suits' need to come down here and see what is happening. I have never met a Matron and this ward is chaos. There is bad communication and it is a risk to life. The staff on the ward need support. The people higher up need to get down here on the shop floor.

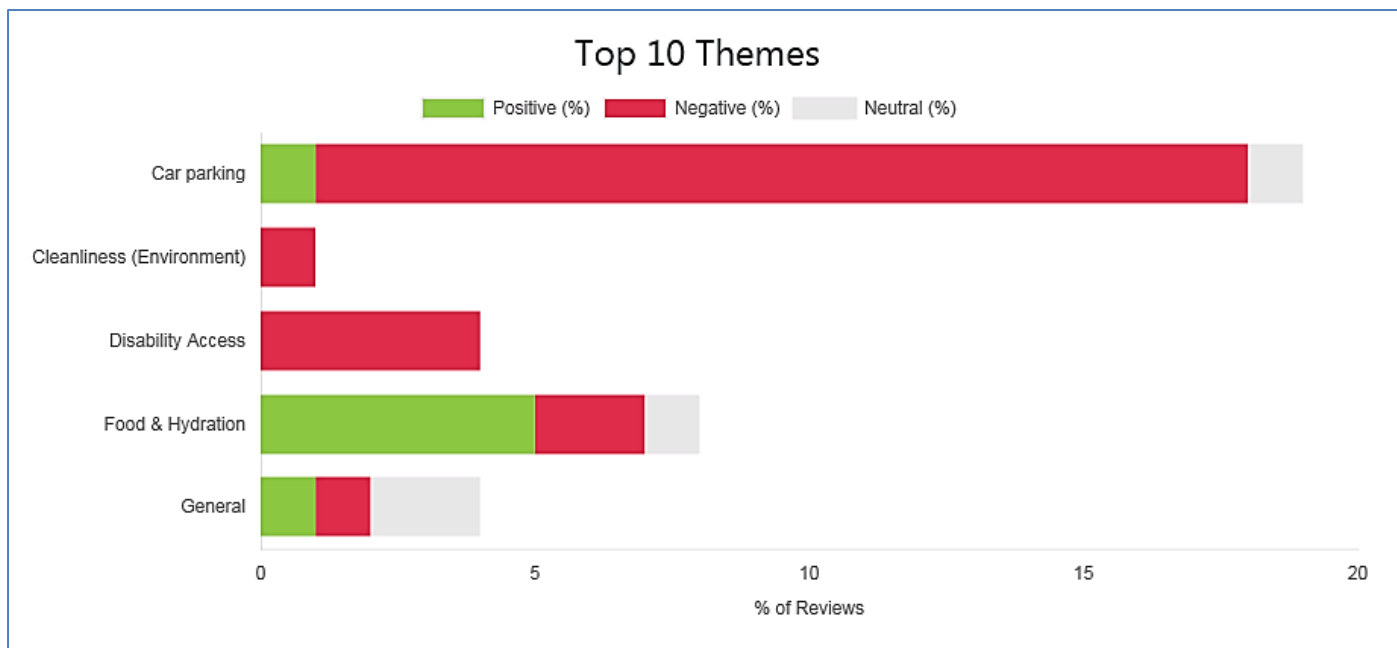
There is a big communication downfall and meds are not given at the right time. The staff attitude towards patients is excellent and as for the older nurses you can see their skills.

*The bed linen is shipped out for cleaning so changing beds has to get put on hold.
I have rated an overall 4 stars based on the nurses who are superb given the
challenging environment they have with shortages.*

(To note the above was feedback from 2 patients who did not wish to take this forward with the Walton Centre patient experience team).

Please see the 'Reviews' section for all feedback.

Facilities and Surroundings



Theme	Count	Positive	Negative	Neutral
Car parking	19	5%	89%	5%
Cleanliness (Environment)	1	0%	100%	0%
Disability Access	4	0%	100%	0%
Food & Hydration	8	63%	25%	13%
General	4	25%	25%	50%

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 **89%** negative feedback. A number of comments relate to disabled parking.

Food & Hydration received **8** comments resulting in **63%** positive feedback.

Disability Access received 4 comments resulting in 100% negative feedback. To note 3 of the 4 comments relate to car parking.

Please note: The car park on site is owned and managed by Liverpool University Hospitals NHS Foundation Trust.

Some of the comments received are quoted below:

Car parking:

Member of staff at the Walton Centre stated they were always ringing Aintree hospital's security over issues with the car park. Staff member keeps asking for them to take the signs down that say 'Pay and Display' car park. Member of staff said most of the enquiries at the front desk are about the car park but there is nothing else the Walton Centre can do.

5 stars for Walton Centre

1 star for car parking (Owned and operated by Liverpool University Hospitals NHS Foundation Trust)

Walton Centre – 'Always had a really good experience here. Outpatients - neurology today. The staff explain everything, they are really good. The car parks are confusing, especially the one outside Sid Watkins. The layouts are confusing.

The Walton Centre hospital is perfect'.

'We have had to park here at the front car park to the Walton Centre. You have to pay upfront and today we have spent a lot of money parking as you never know how long you will be. Sometimes you are here a short time but spend a lot. Ms Bhargava lady consultant is lovely. She was amazing today'.

Food & Hydration:

Walton Centre, Sid Watkins – 'Fantastic, all been good. Been around them all and the staff are very friendly. The food has been really good on the wards and in the café at Sid Watkins. The whole hospital is lovely, all the doctors are lovely. The only improvement would be the booking in. Upstairs we had to wait in a line. It would be good to have a self booking in desk down stairs in the Sid Watkins building'.

The Walton Centre, Sid Watkins – ‘The coffee shop in the Sid Watkins need to get some sleeves for the coffee takeaway cups. When I have asked they have said they don’t have any. It is not good for someone with sensory issues. I don’t feel pain the same way someone else would. My hand was bright red when I got to the clinic’.

‘Cairns ward is brilliant. The staff are good. The bed on the ward is ok and I have a TV. The temperature on the ward is good. The food depends on what day it is’.

Disability Access

‘The outpatients for brain injuries is great, but there are disability access issues. The self check-in: difficulty with pressing the check-in. Toilets - difficulty with flushing needs to be a chain or long strip that's a no touch. Options need to be looked into’.

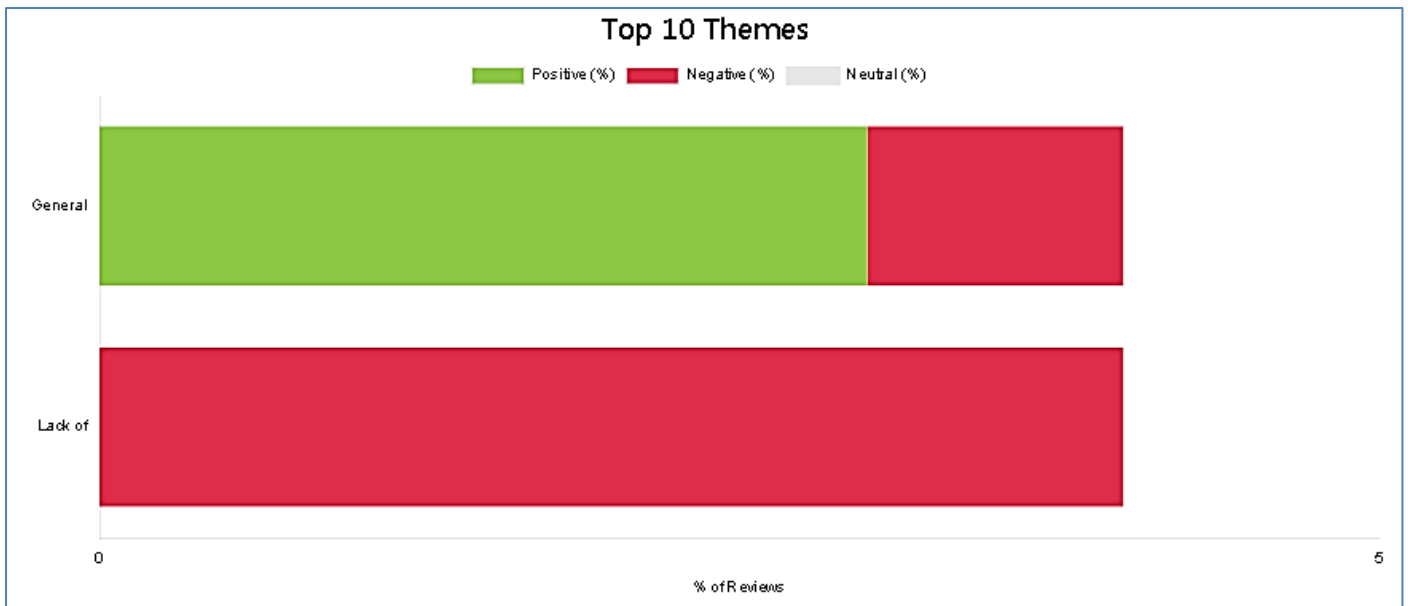
Sid Watkins building – (note the car park is operated and owned by Liverpool University Hospitals NHS Foundation Trust). Gentleman approached Healthwatch member about the car park as he had overheard other patients chatting to me about it. The gentleman stated he tried to pay as he arrived at 8.30 am for his 9.00 am appointment. He said he could not register his car to pay but he thought he had to pay on arrival. Gentleman stated he came into the Sid Watkins building and asked the reception what to do and they told him. Gentleman stated this was not good for anyone never mind someone with a disability. He was visiting the pain management clinic which was a very good service.

General:

‘I am waiting for my wife as she is currently having surgery. She will be kept in but we have not been told a ward as yet. It would be great if they had a family room for relatives whilst they waited for their family during operations. I am aware that there are TV rooms on the wards but as she has not been allocated a ward as yet I would not be able to use one’.

Please see the ‘Reviews’ section for all feedback.

Communication



Theme	Count	Positive	Negative	Neutral
General	4	75%	25%	0%
Lack of	4	0%	100%	0%

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

'Lack of' resulted in **4** comments all being categorised as negative. **4** comments were in relation to 'General' resulting in **75%** positive feedback.

Overall there were **8** comments relating to 'Communication' resulting in **63%** negative feedback.

Some of the comments are quoted below:

General:

The Walton Centre, Sid Watkins – ‘Been to be assessed by the Pain Management clinic today. You get answers straight away. The staff are brilliant. They explain everything. It amazes me here; we don’t have anything like this in Warrington. They have communicated with me all the way. I could not attend the last course due to a stroke so my wife phoned to tell them. We received a lovely letter from them. They have communicated with me brilliantly’.

‘We are visiting every day, they have been brilliant. All the patients seem more than happy. The staff are excellent and approachable. Communication is very good’

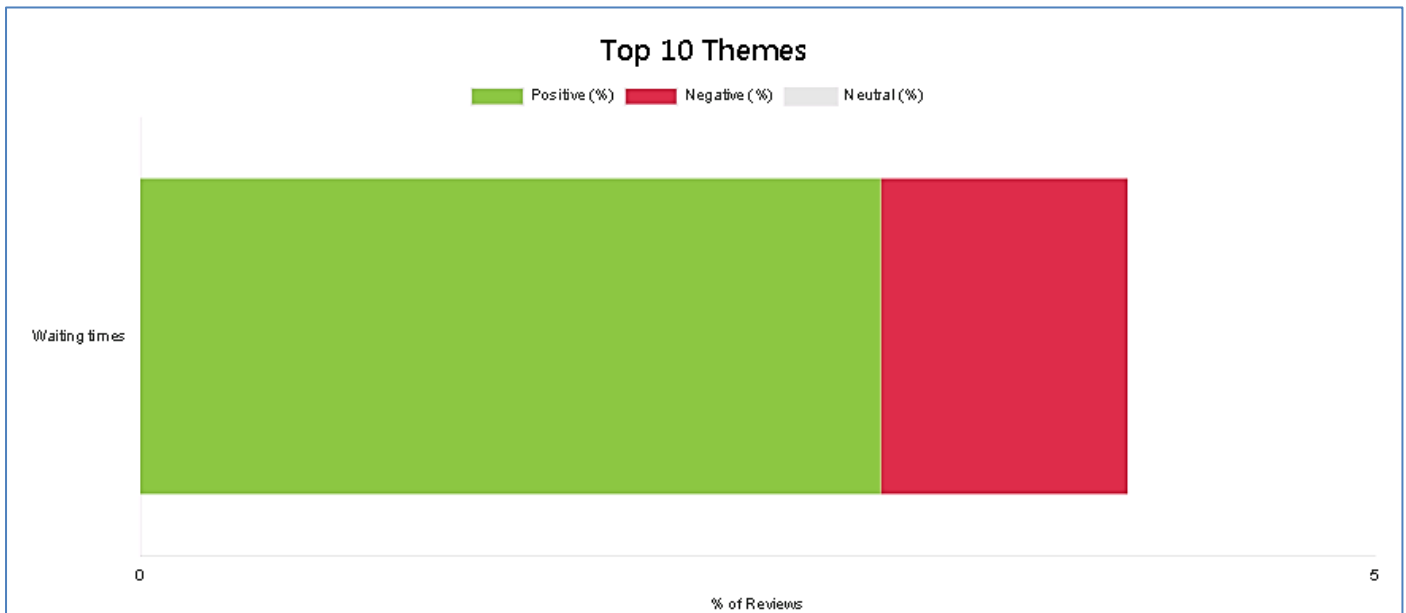
‘My sister is an inpatient Sid Watkins building. I am always invited to be with her for her physio support. They are very good. The physio is in the gym. She is improving. Communication is very good and the staff are excellent’

Lack of:

Walton Centre, Sid Watkins inpatient – ‘The care is excellent from all the doctors and nurses. Very friendly staff and they do an excellent job, so do all the healthcare assistants. I have no complaints about the care and treatment and the staffing levels are amazingly good. The only issue can be communication. This is not as good as it could be between staff with staff. There have been a few incidents when I have been disappointed when information has not been past over. I don’t know why this happens during shift change. I think the handover needs looking at and this is for all wards as he has been on a few. The intensive care and high dependency were both ok. I just want to say the issue of communication is insignificant compared to the care received and attitude of staff’.

Please see the ‘Reviews’ section for all feedback.

Access to Services



>	Theme	Count	Positive	Negative	Neutral
+	Waiting times	4	75%	25%	0%

As can be seen from the above table, feedback relating to 'Access to Services' has been broken down into one sub theme 'Waiting times'

In total there were **4** comments received resulting in **75%** positive feedback.

Comments received:

'I was seen by an Advanced Practitioner Room 15, outpatients. He was a lovely man, on time and very thorough. I could not praise him enough, he explained everything and it was my first appointment.'

The Bistro is fab. The receptionist /volunteer who helped me when I arrived was excellent (John)'

Outpatients spinal nurse practitioner. 'There was no waiting today; I was shocked to be seen so early. Didn't get the option of surgery, we have to go down other avenues. They did explain but they expect you to be a medical expert with the questions they ask you. I found it hard to answer the questions. He is good though'.

Please see the 'Reviews' section for all feedback.

Reviews

Department	Rating	Title	Review
Outpatients	5	The staff are marvellous	I had an injection in my spine last month. The staff are marvellous. They looked after me and I felt like a queen. They explained everything. I could not fault them. The Dr was lovely.
Car park	5	Car park difficulties	Member of staff at the Walton Centre stated they were always ringing Aintree hospital's security over issues with the car park. Staff member keeps asking for them to take the signs down that say 'Pay and Display' car park. Member of staff said most of the enquiries at the front desk are about the car park but there is nothing else the Walton Centre can do. 5 stars for Walton Centre 1 star for car parking (Owned and operated by Aintree hospital)
Car park	5	Car park problems Sid Watkins	Walton Centre, Sid Watkins car park (note the car park is operated and owned by Aintree University hospital) – The car park is horrendous, there are signs up stating 'Pay and Display'. We tried to pay and it told us to leave now with a charge of £5.50. Why are these signs up? The treatment and care at the Walton Centre is fantastic, they are 5 stars it is just the car park here at Sid Watkins.
Car park - Sid Watkins	5	Car park - Sid Watkins	Sid Watkins car park (note the car park is operated and owned by Aintree University hospital) – Healthwatch representative was in attendance at the Sid Watkins

			<p>building. On entry to the car park the entrance was blocked closed by a work van and the exit was open for vehicles to drive in. On entry it was observed that there were a number of signs up around the car park stating 'Pay and Display' car park. On looking at the old pay machines they were covered over from where I was I could not see any new pay machines. A gentleman was observed walking over towards the right of the building and he had just parked on looking it was observed he had found the new pay machine. The gentleman was entering his registration to be instructed by the machine to leave now and pay £5.50. This was very confusing. The pay machine was also registering the time as 6.00 am when it was in fact in the afternoon. On entering the Sid Watkins building there was no one on reception (Possibly lunch break) with other patients waiting at the desk to enquire about the car park. There was a lot of confusion with more patients arriving. There was a sign on the reception desk saying for visitors to pay the car park fee on exit. The gentleman who had tried to put in his registration was concerned about how he would get back out if the barriers came down. Healthwatch details given to the patients who were concerned about the car park.</p>
Pain Management Clinic	4	Problems car park - Sid Watkins building	<p>Sid Watkins building – (note the car park is operated and owned by Aintree University hospital). Gentleman approached Healthwatch member about the car park as he had overheard other patients chatting to me about it. The gentleman stated he tried to pay as he arrived at 8.30 am for his 9.00 am appointment. He said he could not register his car to pay but he thought he had to pay on</p>

			arrival. Gentleman stated he came into the Sid Watkins building and asked the reception what to do and they told him. Gentleman stated this was not good for anyone never mind someone with a disability. He was visiting the pain management clinic which was a very good service.
Outpatients	5	Treatment all fine	Walton Centre, Sid Watkins – this is my 2nd week here as an outpatient. Treating me and all is fine. She could not be nicer, her name is Heather Lockwood, I would give her 12 out of 10. I can have up to 12 sessions. The car park was fine today but the signs up in the car park are misleading, it states 'pay and display'. I had to watch someone do it last week and the person I watched got mixed up. I have got to go and try it again now but I don't like it. (Note the car park is operated and owned by Aintree University hospital).
Outpatients	5	Outpatients - excellent	Walton Centre, Sid Watkins, Outpatients. Been excellent and staff have been nice. The car park has been ok for us today but it is always a battle at the front of the Walton Centre to get a space. It would be beneficial to make most of the front car park for blue badges. (Note: car park is operated and owned by Aintree hospital).
Pain Management Course	5	Staff are lovely	Walton Centre Sid Watkins, Pain Management clinic – It's lovely, the staff are lovely. I am going on a course.
Outpatients	5	Staff are very friendly	Walton Centre, Sid Watkins – Fantastic, all been good. Been around them all and the staff are very friendly. The food has been really good on the wards and in the café at Sid Watkins. The whole hospital is lovely, all the doctors are lovely. The only improvement would be the booking in. Upstairs we had to wait in a line. It would be good to a

			self booking-in desk down stairs in the Sid Watkins building.
Sid Watkins inpatient and throughout hospital wards	5	All the staff do an excellent job	Walton Centre, Sid Watkins inpatient – The care is excellent from all the doctors and nurses. Very friendly staff and they do an excellent job, so do all the healthcare assistants. I have no complaints about the care and treatment and the staffing levels are amazingly good. The only issue can be communication. This is not as good as it could be between staff with staff. There have been a few incidents when I have been disappointed when information has not been past over. I don't know why this happens during shift change. I think the handover needs looking at and this is for all wards as he has been on a few. The intensive care and high dependency were both ok. I just want to say the issue of communication is insignificant compared to the care received and attitude of staff.
Sid Watkins - Coffee shop	2	Rating on coffee shop Sid Watkins	The Walton Centre, Sid Watkins – The coffee shop in the Sid Watkins need to get some sleeves for the coffee takeaway cups. When I have asked they have said they don't have any. It is not good for someone with sensory issues. I don't feel pain the same way someone else would. My hand was bright red when I got to the clinic.
Pain Management Clinic	5	The staff are brilliant	The Walton Centre, Sid Watkins – Been to be assessed by the Pain Management clinic today. You get answers straight away. The staff are brilliant. They explain everything. It amazes me here; we don't have anything like this in Warrington. They have communicated with me all the way. I could not attend the last course due to a

			stroke so my wife phoned to tell them. We received a lovely letter from them. They have communicated with me brilliantly.
Outpatients	1	Too long to wait for help	I have a friend who has a chronic condition which leaves her in constant pain. She has an allergy to most commonly used painkillers and has been referred to the Pain Management clinic. She has been waiting 2 months during which time she has not been able to take anything for the pain. She phoned them last week and was told she may have to wait up to 30 week. Urgent cases are seen within 2 weeks not urgent 2 - 4 weeks. She is understandably very upset about this. I was wondering if other people were being left in pain for this long. (Healthwatch offered for a referral to Patient Experience team).
Car park	1	Car park Sid Watkins	Healthwatch Sefton did a visit to the Sid Watkins car park following observations on the previous week. During this visit it was note: <ul style="list-style-type: none"> - The pay and display signs still prominent in the car park - No disabled access to the pay machine - No signage for new pay station - still signage up pointing to old pay station that is no longer in use - Location of new pay machine not only inaccessible by a curb but also the wagons park up in front of it making it impossible for wheelchairs and hidden from view Informed by a member of staff during the visit - Yesterday there was a patient who was so stressed because she could not access the car park pay machine. Staff suggestion - to have a pay machine (card only for security reasons) within the Sid Watkins building on the

			ground floor. To note: The car park is for The Walton Centre patients but is operated and owned by Aintree University hospital.
Outpatients	4	Car parking is confusing	Walton Centre - Been to outpatients today and they have nothing to improve. We parked at Sid Watkins and the signage is confusing. The car park costs are also expensive. This hospital (Walton Centre) is great it is just the parking.
Neurology	5	Always a good experience here	Walton Centre - always had a really good experience here. Outpatients neurology today. The staff explain everything, they are really good. The car parks are confusing, especially the one outside Sid Watkins. The layouts are confusing. The Walton Centre hospital is perfect.
Outpatients	5	Excellent service	I was seen by an Advanced Practitioner Room 15, outpatients. He was a lovely man, on time and very thorough. I could not praise him enough, he explained everything and it was my first appointment. The Bistro is fab. The receptionist /volunteer who helped me when I arrived was excellent (John).
Lipton Ward	5	He is being treated well	Lipton Ward - They are treating him well, it is fantastic. Really happy with it all. It has been a short stay so far but it will be much longer. He has improved so much already as he was on life support at the previous hospital.
Outpatients	5	Outpatients - treatment and staff lovely	I was at the eye clinic today. All fine, very happy and treatment and staff all lovely. They explained everything. I have been coming here for 18 years, they have nothing to improve.

Outpatients	4	Overall good service	Outpatients spinal nurse practitioner. There was no waiting today; I was shocked to be seen so early. Didn't get the option of surgery, we have to go down other avenues. They did explain but they expect you to be a medical expert with the questions they ask you. I found it hard to answer the questions. He is good though.
Intensive Care	5	The nurses are tremendous	My husband is in intensive care. They have said he won't live but the nurses have been tremendous. They have looked after me as well.
Outpatients	5	neurology outpatients - excellent	The staff are great here, this is the best hospital. I have been coming for a while now. The bistro is nice too.
Outpatients	3	She seems happy with care	I am just here with a relative today. She seems happy with her care, she is in outpatients today. Parking has been ok today as I have not had to pay.
Sherrington ward	4	Under staffed on ward	Sherrington Ward - It is under staffed, not enough nurses or Health Care Assistant's. They do their best but they need more staff 100%. Mistakes are being made and patients are left waiting. The 'suits' need to come down here and see what is happening. I have never met a Matron and this ward is chaos. There is bad communication and it is a risk to life. The staff on the ward need support. The people higher up need to get down here on the shop floor. There is a big communication downfall and meds are not given at the right time. The staff attitude towards patients is excellent and as for the older nurses you can see their skills. The bed linen is shipped out for cleaning so changing beds has to get put on hold.

			<p>I have rated an overall 4 stars based on the nurses who are superb given the challenging environment they have with shortages.</p> <p>(To note this was feedback from 2 patients who did not wish to take this forward with the Walton Centre patient experience team).</p>
Outpatients	5	Pain clinic is fantastic	<p>Pain clinic is fantastic. The car parking is a nuisance they have signs and they are still up saying 'pay and display' and it is still confusing people. This isn't good for people who are not well.</p>
Inpatient and Outpatient	5	Nothing to improve	<p>I have been an inpatient and outpatient. All sound. I have been an inpatient 5 or 6 times and on different wards. You can't knock it. The staff are sound. They are getting me sorted, nearly there. Nothing to improve.</p>
Outpatients	4	They explain everything	<p>Outpatients - they have been nice today. They have explained everything and I have another appointment.</p>
Outpatients	5	Very good today	<p>This is my 4th visit to outpatients. Ms Bhargava's clinic. It has been very good today, they are excellent. There is nothing to improve.</p>
Outpatients	5	Mix up with appointment times	<p>It was my first appointment today in a long time. Dr Bhargava's clinic. She is really nice. We came for our appointment at 3 pm but when we arrived we were told our appointment was booked for an earlier time slot. Reception spoke with the consultant and she said she would see us anyway. She was so nice and we were glad as we had travelled a long way.</p> <p>During the appointment she explained everything; we were given all the information we needed. We feel we have options and she covered everything.</p>

			This hospital has changed over the years for the better.
Outpatients	5	5 stars for Consultant	We have had to park here at the front car park to the Walton Centre. You have to pay upfront and today we have spent a lot of money parking as you never know how long you will be. Sometimes you are here a short time but spend a lot. Ms Bhargava lady consultant is lovely. She was amazing today.
Outpatients	3	car park issues	Walton Centre - I was seen in Room 10 outpatients today. Treated very well, she is really lovely. Today has been great. Car parking out front of the Walton Centre - It is still pay and display. I paid £4.00 but have only been 15 minutes today. I tried to pre-empt waiting times. It is also expensive, some families cannot afford the parking, what if they are on a low wage? Rated 2 stars for quality of food and drink based on stay on ward.
Jefferson ward	5	Jefferson ward - excellent	Day care is excellent.
Outpatients	5	Outpatients - excellent	Outpatients are excellent. I have been a few times. They talk to me and they talk in detail. They have nothing to improve. Seen Catherine today and Ian before. Both friendly.
Caton ward	5	Caton ward - been brilliant	We are visiting every day, they have been brilliant. All the patients seem more than happy. The staff are excellent and approachable. Communication is very good.

Sherrington ward	5	Sherrington ward - really good	Sherrington ward - really good and the staff are lovely.
Inpatient and Outpatient	5	Fantastic treatment	I have been visiting for a long time. Always fantastic treatment. They have nothing to improve. I have also been an inpatient and today an outpatient. Seen quick today and all has been good.
Inpatient and Outpatient	5	All the staff are amazing	All the staff are amazing. They seem stretched on the wards sometimes. Outpatients is very good, they explain everything and give you all your options. I am very happy.
Outpatients	5	Good service	Been seen by reception so far and excellent. Previously seen a radiologist before scan, very thorough with questions, excellent. There was a problem with the telephone system for booking appointments to get through it took 3 - 4 days. We did report this at the time. Car parking - at the front of the Walton Centre we have had to pay and display. Is this not number recognition like the rest of the site?
Outpatients	4	Sid Watkins is always good	Sid Watkins outpatients - is always good when we come here. The car park at the multi storey is too far and we are on the roof. It is just too far to walk. The signage needs improving as well.
Outpatients	4	Disability access issues	The outpatients for brain injuries is great but there are disability access issues. The self check-in: difficulty with pressing the check-in. Toilets - difficulty with flushing needs to be a chain or long strip that's a no touch. options need to be looked into.
Outpatients	5	Outpatients works well	Sid Watkins - outpatients works well. The staff could be a bit friendlier in general. You need to see a friendly face.

			This is a fantastic place with a lovely environment. Lovely bright cafe.
Outpatients	5	Brilliant and very helpful	Sid Watkins outpatients - brilliant and very helpful. Seen the nurse Lynn Wyatt and she is very good. This was our first visit to the nurse. Usually see the doctor every 12 months. Today - more advice, help and change of medication.
Sid Watkins inpatient	5	Always included in her care	My sister is an inpatient Sid Watkins building. I am always invited to be with her for her physio support. They are very good. The physio is in the gym. She is improving. Communication is very good and the staff are excellent.
Sid Watkins inpatient	5	She is being treated excellent	She is on the CRU ward in the Sid Watkins. She is being treated excellent; I am so pleased with the service here. I give them 11/10. The nurses, doctors, staff who serve the meals are all really friendly. They are so friendly in the cafe here too. Staff will ask if you are ok when they are just passing, everyone has a smile for you. It gives you peace of mind.
Sid Watkins	5	Sid Watkins - outpatients	Excellent treatment and staff. They have nothing to improve. If there is going to be a wait they keep you informed.
Sid Watkins inpatient	5	5 stars for Sid Watkins	The staff are nice here at the Sid Watkins and he is being treated well. We really want to keep him here but they are moving him to Oak Vale Garden. We went to view it but they would only let me see and not my family member with me. They said our children would have to visit him in a meeting room. There is no cafe and he would not be allowed to leave the building. I have to try and navigate public transport with my children and visiting hours are of

			<p>an evening. They would not let me see the therapy room said someone was in there.</p> <p>He doesn't want to go, it is like an older persons home. One of our boys has autism and it won't be good for him. We were told he would be here at the Walton Centre for about 6 months but he has only been here 2 maybe 3 months.</p> <p>Also at Oak Vale they don't let them have home visits at first.</p> <p>(Relative offered details of the Walton Centre Patient Experience Team).</p>
Outpatients	5	It is always good here	<p>Outpatients today.</p> <p>It is always good here and the staff are lovely. The cafe is great we have just been in and had our breakfast. They have nothing to improve.</p>
Cairns ward	5	Cairns ward - brilliant	<p>Cairns ward is brilliant. The staff are good. The bed on the ward is ok and I have a TV. The temperature on the ward is good. The food depends on what day it is.</p>
Inpatient	5	Shop needed for personal items	<p>I am a patient here at the moment. They need a shop for patients so we can buy accessories such as bandannas (head operation) or hats. Even if they had a stall in the main reception area that sold such items that would be good.</p>
Outpatients	1	Car park - front of Walton Centre	<p>I have parked here for my appointment but the car park machine is not working for cash. I have no cash on me. In reception she said it was Aintree and phoned them so I could speak to them. He just said leave your car and I will try and fix it. I am worried he did not take my registration. Note: Reception at the Walton centre took down her car registration. A staff member within the hospital stated it is</p>

			broken quite often.
Outpatients	5	I give them 5 stars	We have been to outpatients brain clinic today. Absolutely brilliant the consultant explained everything. The specialist nurse was great too and gave us contact details. Patient stated she has a brain tumour and they have all been absolutely fantastic.
Outpatients	4	Treated well	Consultant Dr Pomeroy - all fine and treated well, everything was explained. Car park today - We have managed to park in a disabled bay but it is usually really hard to park when you come here. Environment score related to car parking.
Inpatient - surgery	5	It has been brilliant here	It has been brilliant here (Walton Centre) much better than the Countess of Chester. They were diagnosing her wrong they have treated her brilliant here. She is having an operation today. They have said they will ring me once she is out.
Inpatient	5	Recommendation for improvement	I am waiting for my wife as she is currently having surgery. She will be kept in but we have not been told a ward as yet. It would be great if they had a family room for relatives whilst they waited for their family during operations. I am aware that there are TV rooms on the wards but as she has not been allocated a ward as yet I would not be able to use one.
Jefferson ward	5	Jefferson ward - very good	I go to the Jefferson ward every 6 weeks. It is very good and the staff are very nice. My husband brought me today but he is outside trying to

			park the car, this is the only problem here - parking. Environment scored 1 star for parking.
Sherrington ward	5	Sherrington ward - been great	I am on the Sherrington ward and it has been great. All the staff are nice apart from one. They have nothing to improve. Attitude of staff rated as a 3 - due to one member of staff.
Car park	1	Car parking for staff is bad	Staff have to queue up outside on the road just to get in. If staff park in one of the main car parks they are disciplined but if they don't then they are late for shift. There is a bus that takes staff to the Royal and this causes extra parking here.
Inpatient	5	Everything has been good here	Outpatients today - all good, they are always nice and they have nothing to improve. Whilst I was an in-patient I was in isolation, it was like being in a hotel the rooms are very nice. The staff were very nice and it was my first stay in an adult ward.
Outpatients	4	They have looked after my daughter	I am just waiting for my daughter who has an out-patient appointment. She has been a patient here for years. She always seems happy with her treatment. Car parking is bad here but I think it must be bad at all hospitals. They have looked after her here.

Areas for improvement or consideration

The Trust works in partnership with Healthwatch Sefton and asks any person who shares 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 they are each given the opportunity to do so.

Please see below the 'areas for improvement or consideration' shared with the Trust within the reporting period of July 2019 to March 2020.

Feedback Received	Healthwatch action(s)	Trust response / action	Further comments
All concerns relating to car parking and disability access.	Healthwatch has continued to work with The Walton Centre NHS Foundation Trust and Liverpool University Hospitals NHS Foundation Trust. Both Healthwatch and The Walton Centre to provide updates on progress.	We note comments in relation to car parking and would like to assure you that we are in discussions with Liverpool University Hospital Trusts to improve these areas.	
Sid Watkins – Coffee shop to provide cup sleeves on hot drinks	Within the report.	Not addressed within the trusts feedback.	

<p>Communication – Communication to be improved between staff during shift change.</p>	<p>Within the report.</p>	<p>This year we have commenced an initiative where patients and their families can ring a number to escalate any queries or concerns regarding their care and receive a response and review. We believe this is an important aspect of patient and family centred care in engaging families during a stressful time. Where this initiative has been implemented elsewhere, a reduction in harm has been observed.</p>	
<p>Outpatients for brain injuries - disability access issues. The self check-in: difficulty with pressing the check-in. Toilets - difficulty with flushing needs to be a chain or long strip that's a no touch.</p>	<p>Within the report.</p>	<p>With regards to disability access in outpatients, we have improved these areas with staff and volunteer support at the check-in area.</p>	
<p>Sherrington Ward – experience shared by 2 patients relating to under staffed ward. Feedback was shared October 2019</p>	<p>Within the report.</p>	<p>In relation to our staffing on Sherrington ward, we would absolutely like to assure our patients and families that we always have a safe staffing level on all ward areas but we recognise that this may not</p>	

		always seem so for patients. When staff are busy in certain areas of the ward or side rooms, we recognise that we need to improve our visibility more. Again, this will form part of our overall improvement plan.	
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Summary and Recommendations

Good Practice

The Walton Centre NHS Foundation Trust scored an average Healthwatch Sefton rating of **4.5** out of **5** stars during the period of July 2019 – March 2020.



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

- Quality of Treatment
- Staff attitude
- Cleanliness

Healthwatch Sefton continues to attend the bi-monthly Patient Experience Group meetings at the Trust and is continuing to work in partnership with both Liverpool University Hospitals NHS Foundation Trust and The Walton Centre NHS Foundation Trust, to improve car parking for patients and visitors to the site. This includes disability access.

Healthwatch Sefton has reviewed its current engagement strategy and it has been agreed moving forward that Healthwatch Sefton will continue to gather feedback during community outreach across Sefton but will no longer hold specific stands at the Trust. Healthwatch Sefton would like to thank the Trust for organising the stands to date.

The Healthwatch Sefton website is available for patients, family, visitors and staff to leave their feedback or to read feedback that has been shared re: the Trust. This can be accessed via the Healthwatch Sefton website:

<https://healthwatchsefton.co.uk/services/the-walton-centre-nhs-foundation-trust-the-walton-centre-liverpool-l9-7lj-1>

Recommendations

- For the Trust to respond to the areas for improvement or consideration. Please note due to the current coronavirus (Covid-19) Healthwatch Sefton do not require a response at this time. Healthwatch Sefton will contact the Trust at a future date for a response.
- For Healthwatch Sefton to continue to work in partnership with the Trust.

Acknowledgements

Healthwatch Sefton would like to thank The Walton Centre NHS Foundation Trust; in particular Mark McKenna, Lisa Gurrell 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



Lower Lane
Fazakerley
Liverpool
L9 7LJ

Our ref: HC-LS/LG

8th July 2020

Ms Wendy Anderson
Engagement Manager
Healthwatch Sefton
Sefton Council for Voluntary Service (CVS)

3rd Floor, Suite 3B

North Wing, Burlington House

Crosby Road North
Waterloo
L22 0LG

Dear Ms Anderson

On behalf of the Executive Team and staff at the Walton Centre I would like to sincerely thank you and all at Healthwatch for sharing your draft report from July 2019-March 2020.

We were proud to note that we scored **5 out of 5 stars** for Quality of Treatment, Staff Attitude and Cleanliness and absolutely delighted to receive an overall **4.5/5 stars** demonstrating that our patients, families and carers received a positive experience and a high standard of care and treatment. This shows that our patient and family centred care approach is working. Our vision is 'Excellence in Neuroscience' and we know that this can only be achieved by placing our patients and their families at the heart of what we do and this is something we are very passionate about.

It was so very reassuring to note that we received 98% positive feedback in relation to the care and treatment received and 90% positive feedback in relation to our staff. As you are aware, we have a strong set of values and behaviours at The Walton Centre, in-line with our *Walton Way* and this is something we are particularly proud of. We do however feel it is important that we don't become complacent and are always striving to be recognised as delivering the highest standards of quality care.

We recognise that there is always room for improvement and note comments in relation to car parking and would like to assure you that we are in discussions with Liverpool University Hospital Trusts to improve

these areas. With regards to disability access in outpatients, we have improved these areas with staff and volunteer support at the check-in area.

In relation to our staffing on Sherrington ward, we would absolutely like to assure our patients and families that we always have a safe staffing level on all ward areas but we recognise that this may not always seem so for patients. When staff are busy in certain areas of the ward or side rooms, we recognise that we need to improve our visibility more. Again, this will form part of our overall improvement plan. This year we have commenced an initiative where patients and their families can ring a number to escalate any queries or concerns regarding their care and receive a response and review. We believe this is an important aspect of patient and family centred care in engaging families during a stressful time. Where this initiative has been implemented elsewhere, a reduction in harm has been observed.

We were delighted to read the positive feedback from patients regarding the quality of treatment they received as this was also reflected in the CQC National Inpatient survey where we were ranked 6th in England for overall patient experience.

In the next year and beyond we will continue to build on this work to ensure we are working together with patients and their families as equal partners in care, in line with our Walton Way values.

We look forward to working with you all in the future.

With kind regards

Yours sincerely

Hayley Citrine
Chief Executive

Contact us

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3rd Floor, Suite 3B, North Wing, Burlington House, Crosby Road
North, Waterloo, Liverpool L22 0LG

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Freephone: 0800 206 1304

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

Website: www.healthwatchsefton.co.uk



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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)

 1 Poor 2 Average 3 Good 4 Very Good 5 Excellent 

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 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.