

What Sefton residents told us....



## Healthwatch Sefton Feedback Report

Liverpool University Hospitals NHS Foundation Trust with a focus on Aintree University Hospital & The Royal Liverpool University Hospital.

December 2020 – January 2021

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## Summary of main findings

Healthwatch Sefton wanted to understand people's experiences of accessing hospital services during the COVID-19 pandemic and how it was affecting their care and treatment. The engagement focused on LUFT (Liverpool University Hospitals NHS Foundation Trust) with a focus on Aintree University Hospital and The Royal Liverpool University Hospital. Due to limited feedback on the Royal hospital this report is focussed on Aintree Hospital.

We held an on-line engagement session, as well as gathering feedback via the Healthwatch Sefton feedback centre with residents also being able to use our Freephone telephone number.

- In total **20** reviews were received
- **19** reviews were in relation to Aintree University Hospital
- **1** review was in relation to The Royal Liverpool University Hospital

What worked well?	Areas for improvement identified:
<b>Treatment and Care</b>	
<ul style="list-style-type: none"> <li>• Reassuring safety checks</li> </ul>	<ul style="list-style-type: none"> <li>• Lack of social distancing</li> </ul>
<ul style="list-style-type: none"> <li>• Feeling safe / safe environment</li> </ul>	<ul style="list-style-type: none"> <li>• Staff attitudes re: COVID-19</li> </ul>
<ul style="list-style-type: none"> <li>• Improvements to COVID-19 measures</li> </ul>	<ul style="list-style-type: none"> <li>• Staff – Not wearing PPE appropriately</li> </ul>
<b>Staff</b>	
<ul style="list-style-type: none"> <li>• Staff made it feel a safe process</li> </ul>	<ul style="list-style-type: none"> <li>• Staff attitude towards safety / Covid measures</li> </ul>
<ul style="list-style-type: none"> <li>• Staff made it a safe environment / put patient at ease</li> </ul>	
<b>Access to Services</b>	
<ul style="list-style-type: none"> <li>• Waiting times A&amp;E</li> </ul>	<ul style="list-style-type: none"> <li>• Signage and information for patients</li> </ul>
	<ul style="list-style-type: none"> <li>• Waiting times A&amp;E</li> </ul>
<b>Communication</b>	
	<ul style="list-style-type: none"> <li>• Communication re: follow up appointments</li> </ul>

It is important to note that the sample for this Healthwatch Sefton report is small but that each piece of individual feedback shared is a voice of a patient, a family member or a friend and shares their experiences during the past 12 months.

The Trust was provided with the opportunity to put forward questions to be asked during the on-line engagement session.

## Introduction

Prior to COVID-19, the majority of feedback received from patients, family, friends and staff was through local Healthwatch engagement and outreach activities. For example, we held engagement stands at local events, we attended groups to talk to people and we held engagement stands at local hospitals and health centres.

COVID-19 changed the way we had to work, and in partnership with Healthwatch Liverpool, a pilot virtual on-line engagement session was agreed as a way to gather people's feedback and experiences on Liverpool University Hospitals NHS Foundation Trust with a focus on both Aintree & the Royal Hospital. In addition, alternative methods to leave feedback included the Healthwatch Sefton feedback centre and contacting us on our Freephone number.

Feedback from local people is essential to identify what is working well and what could be improved and during these difficult times of COVID-19, it is important now more than ever to find out how the Trust's services are providing care for their patients.

Healthwatch Sefton along with patients, family and friends appreciate the work of the Trust and their staff during COVID-19 and want to support the Trust by sharing the feedback received.

Prior to the engagement being carried out, the Trust was informed and offered the opportunity to add questions which would be asked during the on-line engagement session.

The Trust confirmed that feedback shared from this engagement exercise would be heard and would help to set the priorities for patient feedback which will be a key feature within the Trust's Quality Strategy.

During January 2021 the Trust also held its own on-line engagement event with 8 attendees providing feedback.

Healthwatch Sefton will continue to gather feedback. Note: The on-line engagement session was held in partnership with Healthwatch Liverpool but unfortunately no feedback was gathered from Liverpool residents which could support this report.

## Methodology

This report details the feedback which patients, family and friends have shared with us about Liverpool University Hospital NHS Foundation Trust with a focus on Aintree University hospital.

Due to COVID-19 restrictions, we were unable to engage in outreach activities.

Methods used to gather feedback included:

Method	Information
On-line Engagement session held 10/12/20	<ul style="list-style-type: none"><li>• Maximum 10 attendees, with 5 attendees on the day</li><li>• First names only shared</li></ul>
Healthwatch Sefton Feedback Centre	<ul style="list-style-type: none"><li>• Feedback Centre</li></ul>
Healthwatch Sefton Freephone no.	<ul style="list-style-type: none"><li>• Access via the Healthwatch Sefton 0800 telephone number.</li></ul>

The Healthwatch Sefton Feedback form was used to capture feedback. (Appendix one)

Questions asked during the on-line engagement session included:

<ul style="list-style-type: none"><li>• What worked well?</li></ul>
<ul style="list-style-type: none"><li>• What could have been improved?</li></ul>
<ul style="list-style-type: none"><li>• Do you feel COVID-19 impacted on the care and treatment received?</li></ul>
<ul style="list-style-type: none"><li>• Star rating (Healthwatch Sefton star rating between 1 – 5 stars)</li></ul>

The Trust were also approached and asked if they would like to ask any questions.

The Trust requested that the following two questions be included:

- |  |
|--|
| <ul style="list-style-type: none"><li>• What is important to the people who use our hospitals? (To support setting priorities for patient experience).</li></ul> |
| <ul style="list-style-type: none"><li>• What matters most to you when you receive care or use the services at Liverpool University Hospitals?</li></ul>          |

Five Sefton residents attended the on-line engagement session. As this was a pilot to find out if this method of engagement would be effective we learnt the following:

- The session was held too close to the Christmas period.
- Local free press was affected by COVID-19 and not in circulation
- The majority of the Voluntary, Community & Faith (VCF) groups that we work with were also working remotely so it was difficult to promote the session widely to the public.

## Healthwatch Sefton

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

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](http://www.healthwatchsefton.co.uk)

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.

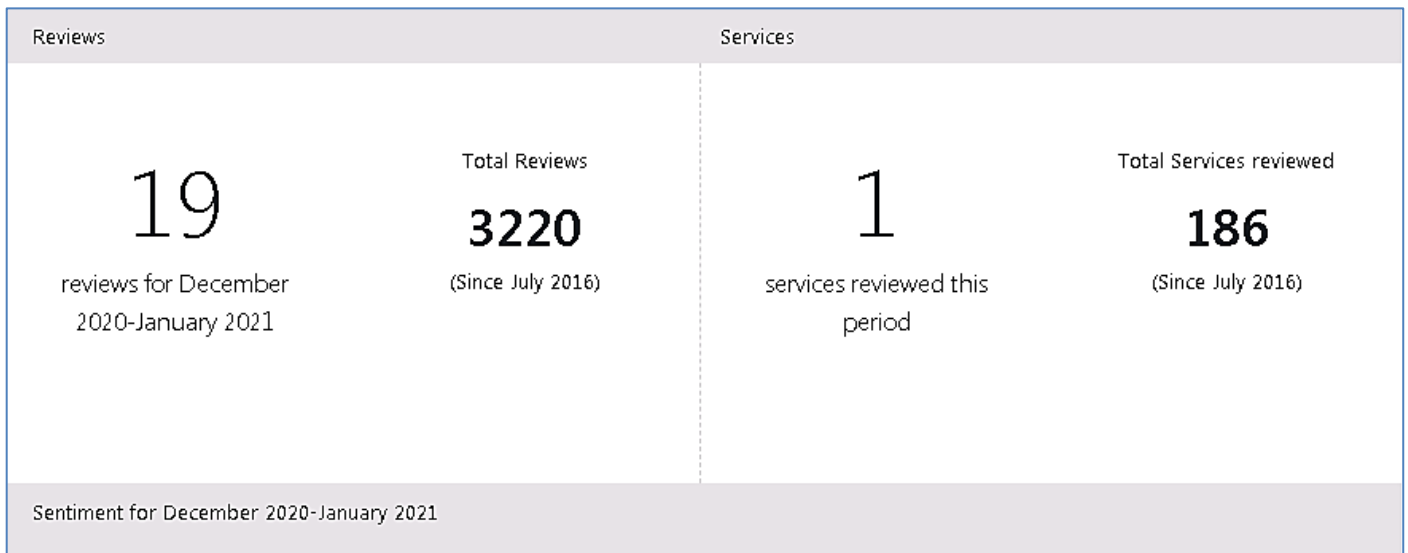
## Snapshot

The following information provides a snapshot of the information gathered between December 2020 – 15<sup>th</sup> January 2021. During this period, Healthwatch Sefton held **an on-line engagement session & gathered feedback via their website and Freephone number.** During this period, **19** reviews related directly to Aintree University hospital with **1** review relating to The Royal Liverpool University hospital. Therefore the following snapshot relates to Aintree University Hospital.

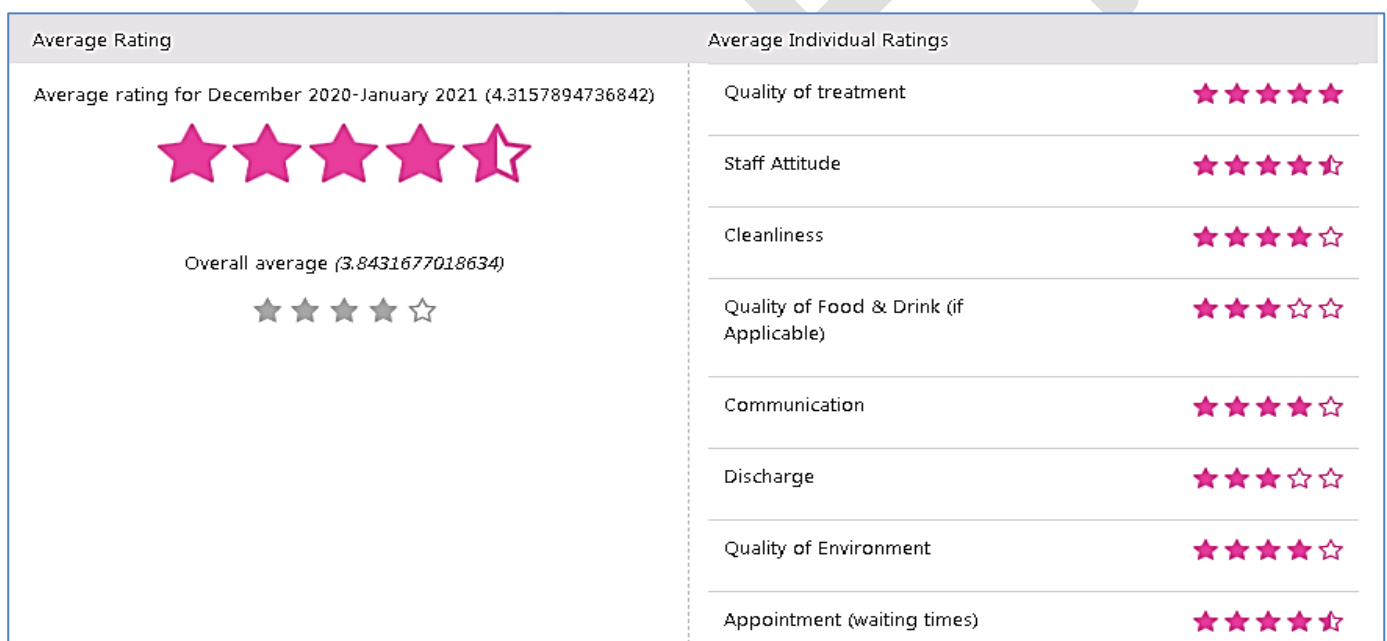
As can be seen from the information below the Trust (Aintree University hospital) has achieved an average overall score of **4.3** out of **5** stars.

Quality of treatment scored an average individual rating of **5** out of **5** stars.





The above chart shows there were **19** reviews for Aintree University hospital during the period December 2020 – 15th January 2021.



As can be seen from the above chart an overall average rating of **4.3** out of **5** stars has been achieved.

The key themes are awarded an average individual star rating. The themes are then broken down into sub categories. Quality of treatment scored an average rating **5** out of **5** stars.

## Treatment and Care

Treatment & Care has been broken down into four sub categories on the Healthwatch Sefton feedback centre as below:

- Safety of care / treatment
- Quality
- Experience
- Treatment explanation

### Safety of Care / Treatment

Out of the **19** reviews for Aintree University hospital, **9** reviews included feedback relating to 'Safety of Care / Treatment'.

What worked well?	Areas for improvements identified:
<ul style="list-style-type: none"><li>• Reassuring safety checks</li></ul>	<ul style="list-style-type: none"><li>• Lack of social distancing</li></ul>
<ul style="list-style-type: none"><li>• Feeling safe / safe environment</li></ul>	<ul style="list-style-type: none"><li>• Staff attitudes re: COVID-19</li></ul>
<ul style="list-style-type: none"><li>• Improvements to COVID-19 measures</li></ul>	<ul style="list-style-type: none"><li>• Staff – Not wearing PPE appropriately</li></ul>

The feedback is in relation to different departments and timeframes since the beginning of Covid -19 to present.

Below are some of the reviews received:

CT scan March 2020 - *"I attended Aintree hospital for a CT scan in March. It was early on in the pandemic but there was no social distancing, the café was open, and no masks were being worn. At the scan people wore masks. It was organised chaos. Large organisations have problems adjusting to major change."*

Ophthalmology July & December 2020 – *"Good social distancing, very quiet and I felt quite safe"*.

Cancer services July 2020 - *“6 monthly infusion as preventative treatment following breast cancer at Marina Dalglish Centre. I felt safe when going for my treatment during the pandemic. There were fewer people being treated and appropriately socially distanced”.*

A& E November 2020 - *“My wife thought she had ruptured her Achilles tendon running, 111 told us to go to A+E despite it being lockdown. When we arrived there were 3 security guards on the door who were quite off putting. They asked us “Do you really want to be going to A+E” and “Do you really want to go in there, there are COVID patients in there”. I was then told that I could go in and settle my wife but then I had to leave. A+E was rammed; there were no empty seats and no social distancing at all. The reception was under pressure yet still asking irrelevant questions about religion etc. People were sitting on the floor, on trolleys and standing in the way. After I left, my wife was eventually called into triage by a nurse and told that there was a 6 ½ hour wait and that my wife “might want to go home as there were COVID patients waiting”. The nurse’s attitude was very off when asking my wife “so what do you want to do then?” My wife decided not to wait as she had been put off by the nurse and the lack of COVID and non COVID sections. She was in so much pain that we rang the Litherland Walk in Centre/Out of Hours and got some very good advice as to what it might be and to what to do from an on call Nurse. My wife was diagnosed with a torn calf muscle and treated correctly. We felt that Aintree A+E had given up due to COVID”*

### Quality of treatment

Out of the **19** reviews for Aintree University hospital **9** reviews included feedback relating to ‘Quality of Treatment’. All feedback relating to this theme was positive.

Ophthalmology March 2020 - *“Check in procedure with temperature check and questions were reassuring.*

*Eye tests carried out without any delay or problem.*

*Appointment with Mr Toth was excellent. He was very thorough and explained everything I needed to know very clearly”.*

G Ward out-patient September 2020 - *“My wife had cancer last year which was treated successfully but she had to attend follow up appointments this year. The treatment she received was superb despite occurring during the COVID 19 pandemic. The social distancing measures were excellent. The staff were amazing, friendly, helpful and supportive as we were very nervous going out in the height of the pandemic. Despite worrying about going to the hospital as we were on the shielding list it was a very safe environment and the staff were welcoming and put us at ease.”*

### Experience of treatment

Out of the **19** reviews for Aintree University hospital, **1** review included feedback relating to ‘Experience of treatment’.

A&E August 2020 - *“My husband had pains in his chest and I rang 111. They sent for an ambulance which took him to Aintree A+E where he was given a full check and then discharged.”*

### Treatment explanation

Out of the **19** reviews for Aintree University hospital **1** review included feedback relating to ‘Treatment explanation’.

ENT Department (Long term) - *“Always seen by people who are consistent to my particular problem. At appointments always spoken to in lay mans terms no jargon, and always a chance to have explained something I don’t understand”.*

**Please see the ‘Reviews’ section for all feedback.**

## Staff

Staff has been broken down into 2 sub categories:

- Staff attitudes
- Staffing levels

Out of the **19** reviews received for Aintree University hospital, **6** of the reviews included 'staff'. **5** included attitudes and **1** included staff levels.

What worked well?	Areas for improvement identified:
<ul style="list-style-type: none"><li>• Staff made it feel a safe process</li></ul>	<ul style="list-style-type: none"><li>• Staff attitude towards safety / Covid measures</li></ul>
<ul style="list-style-type: none"><li>• Staff made it a safe environment / put patients at ease</li></ul>	

The reviews are mixed, including both positive feedback and suggestions for improvements depending on the service being accessed at the Trust.

Some of the comments received are quoted below:

May 2020 - *"I had a follow up appointment at the sarcoidosis clinic at Aintree and things had improved about COVID-19 measures with hand gel, masks being worn, waiting areas socially distanced. But the guy taking my temperature had a jokey attitude regarding Covid safe regulations, saying 'daft having to do this'".*

Mammogram Dec 2020 - *"Speedy process. No one else in waiting room. Receptionist behind screen. Radiographer made sure quick process and extra helpful. All made it feel a safe experience".*

Ward G out-patients Sept 2020 - *“My wife had cancer last year which was treated successfully but she had to attend follow up appointments this year. The treatment she received was superb despite occurring during the COVID 19 pandemic. The social distancing measures were excellent. The staff were amazing, friendly, helpful and supportive as we were very nervous going out in the height of the pandemic. Despite worrying about going to the Hospital as we were on the shielding list it was a very safe environment and the staff were welcoming and put us at ease.”*

Endoscopy January 2021 - *“When I was invited to the colonoscopy clinic I was told to go direct to the third floor of the building. When I arrived I was told to go to a holding area on the ground floor. After having my temperature taken I was told to take a seat in a crowded area where some of the chairs were only 6 inches apart. A member of the public came in and had a closely adjacent 10 minute exchange with a member of staff without a mask. The member of staff was handed a phone, where she took a call and did not sanitize her hands afterwards. Two medical staff entered the building without masks”.*

**Please see the ‘Reviews’ section for all feedback.**

## Access to services

Access to services is broken down in to two sub themes:

- Information & Advice
- Waiting times

Out of the **19** reviews received for Aintree University hospital, **5** of the reviews included 'Access to services'. **4** of which included Waiting Times and **1** included Information and Advice.

What worked well?	Areas for improvement identified:
<ul style="list-style-type: none"><li>• Waiting times Accident &amp; Emergency department (A&amp;E)</li></ul>	<ul style="list-style-type: none"><li>• Signage and information for patients</li></ul>
	<ul style="list-style-type: none"><li>• Waiting times A&amp;E</li></ul>

The comments re: waiting times were both positive and negative depending on the service accessed. There was mixed reviews about the waiting times for A&E.

Some of the comments received are quoted below:

Phlebotomy January 2021 - *"Needed to get blood taken 4 weeks before zoledronic acid infusion. I found it quite difficult to find how to get blood taken at Aintree. Phone call to phlebotomy told me it was second floor in Elective Care. Security told me it was third floor when I arrived. It was actually first floor. When you walk into the Elective Care there is no one to help you. There are various temporary pieces of paper stuck onto walls for some services. When I found the right clinic it was quick. Only one person in front of me. Out within 30 minutes so no car parking charge".*

**Please see the 'Reviews' section for all feedback.**

# Communication

Communication is broken down in to two sub themes:

- General communication
- Lack of communication

Out of the **19** reviews received for Aintree University hospital, **4** of the reviews included 'Communication'. **3** reviews included lack of communication and **1** included general communication.

What worked well?	Areas for improvement identified:
	<ul style="list-style-type: none"><li>• Communication regarding follow up appointments</li></ul>

Some of the comments related to the lack of communication about follow up appointments.

Some of the comments received are quoted below:

ENT April 2020 – *“Treatment: went really well*

*Communication: someone could have picked up the phone. Communication is the only issue”.*

*“I have regular appointments in this department for my ears after radiotherapy treatment and was being seen every two months. My next appointment was in April but I rang to say I wasn't happy about attending due to the pandemic. They sent a cancellation letter telling me I would be contacted again to be seen.*

*“I have not heard back. It is not a serious issue but I feel it needs looking at. I will leave it until after Christmas now and, if I still have not heard from them, I will ring again.”*



A&E August 2020 - *“I was taken by ambulance to A+E with chest pains and was in a queue to be checked. I felt safe going through with all the Covid checks and people sanitizing their hands. Communication was good. The only issue was in A+E the doctor came to see me who said they thought it was my heart. But then another doctor came and said they had checked my ECG and it was ok. I rang for a follow up appointment and had a telephone consultation. The consultant said I would be contacted. That was in September and I haven’t heard anything since.”*

**Please see the ‘Reviews’ section for all feedback.**

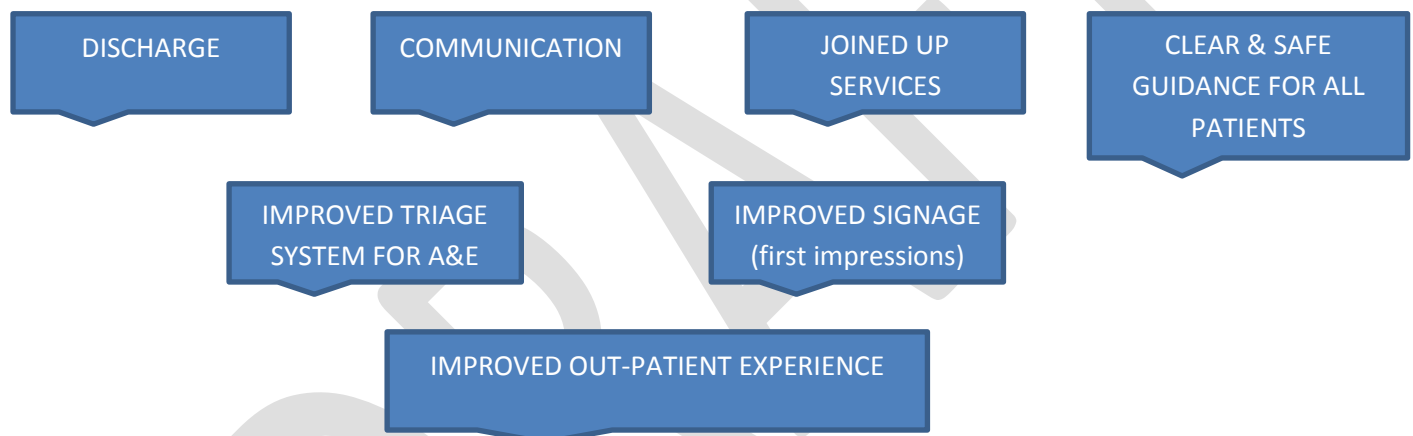
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## Questions asked on behalf of the trust.

The Trust was given the opportunity to put forward questions to be asked during the on-line engagement session. The questions put forward included:

- What is important to the people who use our hospitals?
- What matters most to you when you receive care or use the services at Liverpool University Hospitals?

During the session attendees were asked for their feedback in relation to the above questions. Below is what they told us about:



Discharge - . *“After mouth surgery, there was a 10-day wait until a district nurse came to my home. My husband had to give details on my behalf and they wrote it all down. The following week a different district nurse visited and my husband had to repeat it all over again. After seeing the third or fourth district nurse it was wrong. I suggest a snapshot be given on what condition the patient had, treatment given, how many stitches, etc, when discharged so patient does not have to repeat themselves. I took this up with the hospital at the time which was 10 years ago. They all said it was a good idea but did it happen? This could be for everything. The information goes with the patient. The district nurses should get the information from the GP. Does anything go with the patient regarding case details? Continuity is important.”*

Lack of communication during treatment - *“My spirometry test went well but I didn’t know who arranged it. There is a lack of communication regarding treatment. You have treatment but are not told anything. It is not clear who is doing what and when. At each stage you are should be clear on what is going to happen next and what the next stage is. In the US the GP gets the whole picture.”*

Joined up services - *“I attended Aintree for an oestrogen check but the people doing the scan didn’t know when the results would go to the GP and what happens regarding the result of the scan. A holistic view is needed, more joined up. Repetitiveness in having to tell the story again is an issue I have seen on the Healthwatch Sefton website and it is common in GP practices too.”*

Improved out-patient experience – *“to include specialist nurses and reassurance for relatives re: procedures”.*

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## Reviews

Department	Rating	Title	Review
Ear Nose and Throat	5	Seen on time or always as near as possible. (Long term)	Always seen by people who are consistent to my particular problem. At appointments always spoken to in lay mans terms no jargon, and always a chance to have explained something I don't understand.
Ear Nose and Throat	5	Communication is the only issue	<p>ENT department April 2020 Treatment: went really well Communication: someone could have picked up the phone. Communication is the only issue.</p> <p>"I have regular appointments in this department for my ears after radiotherapy treatment and was being seen every two months. My next appointment was in April but I rang to say I wasn't happy about attending due to the pandemic. They sent a cancellation letter telling me I would be contacted again to be seen.</p> <p>"I have not heard back. It is not a serious issue but I feel it needs looking at. I will leave it until after Christmas now and, if I still have not heard from them, I will ring again."</p>
CT scan	1	Lack of social distancing early pandemic	<p>Date: March 2020 Site: CT scan at Aintree Hospital Rating: 1 star Staff: pleasant</p> <p>"I attended Aintree hospital for a CT scan in March. It was early on in the pandemic but there was no social distancing, the café was open, and no masks were being worn. At the scan people wore masks. It was organised chaos. Large organisations have problems adjusting to major change."</p>

Sarcoidosis clinic	4	Staff attitude towards safety	<p>Date: May 2020  Site: Sarcoidosis clinic at Aintree Hospital  Rating: 4 stars  “I had a follow up appointment at the sarcoidosis clinic at Aintree and things had improved about COVID-19 measures with hand gel, masks being worn, waiting areas socially distanced. But the guy taking my temperature had a jokey attitude regarding Covid safe regulations, saying ‘daft having to do this’.</p>
Dexa scan	5	Treatment was good	<p>Date: December 2020  Site: Radiology at Aintree Hospital  Rating: 5 stars  “I attended Aintree for a Dexa scan as part of my osteoporosis check. Treatment was good but people doing the scan did not know when the result would go to my GP.”</p>
Accident and emergency services	5	Good service	<p>Date: August 2020  Service: Aintree A&amp;E  Rating: 5 stars  “My husband had pains in his chest and I rang 111. They sent for an ambulance which took him to Aintree A+E where he was given a full check and then discharged.”</p>
Accident and emergency services	5	Felt safe A&E / no follow up	<p>Date: August 2020  Site: A+E at Aintree  Rating: 5 stars  Communication: good  “I was taken by ambulance to A+E with chest pains and was in a queue to be checked. I felt safe going through with all the Covid checks and people sanitizing their hands. Communication was good. The only issue was in A+E the doctor came to see me who said they thought it was my heart. But then another doctor came and said they had checked my ECG and it was ok. I rang for a follow up appointment and had a telephone consultation. The consultant said I would be contacted. That was in September and I haven’t heard anything since.”</p>

Ophthalmology	5	Planned appointment at an out patient clinic.	March 2020 Positive experience. Check in procedure with temperature check and questions were reassuring. Eye tests carried out without any delay or problem. Appointment with Mr Toth was excellent. He was very thorough and explained everything I needed to know very clearly.
Ophthalmology	5	2 visits to Ophthalmology in July and December 2020	Good social distancing, very quiet and I felt quite safe.
Cancer services	5	Annual Mammogram following breast cancer Dec 2020	Speedy process. No one else in waiting room. Receptionist behind screen. Radiographer made sure quick process and extra helpful. All made it feel a safe experience.
Phlebotomy	4	Phlebotomy January 2021	Needed to get blood taken 4 weeks before zoledronic acid infusion. I found it quite difficult to find how to get blood taken at Aintree. Phone call to phlebotomy told me it was second floor in Elective Care. Security told me it was third floor when I arrived. It was actually first floor. When you walk into the Elective Care there is no one to help you. There are various temporary pieces of paper stuck onto walls for some services. When I found the right clinic it was quick. Only one person in front of me. Out within 30 minutes so no car parking charge.
Cancer services	5	Zoledronic Acid treatment – July 2020	6 monthly infusions as preventative treatment following breast cancer at Marina Dalglish Centre. I felt safe when going for my treatment during the pandemic. There were fewer people being treated and appropriately socially distanced.
Ophthalmology	5	Excellent knowledge and service	Have eye problem but every nurse and doctor I have come across are knowledgeable and do their job with speed and happiness.

Outpatients	5	Treatment superb	<p>Date: September 2020  Site: Aintree Hospital – Ward G Outpatients  Rating: 5 stars  Treatment: Superb  “My wife had cancer last year which was treated successfully but she had to attend follow up appointments this year. The treatment she received was superb despite occurring during the COVID 19 pandemic. The social distancing measures were excellent. The staff were amazing, friendly, helpful and supportive as we were very nervous going out in the height of the pandemic. Despite worrying about going to the Hospital as we were on the shielding list it was a very safe environment and the staff were welcoming and put us at ease.”</p>
Accident and emergency services	4	A&E very good experience	<p>Date: September 2020  Site: Aintree Hospital – A+E  Rating: 4 stars  Treatment: Very good experience  “My friend who has a disability visited A+E and had a very good experience. There was clear distinction between COVID and non COVID sections and he was isolated well before being moved to a ward. He did feel that he was discharged too soon but overall the experience was very good.”</p>

Accident and emergency services	1	No stars awarded A&E visit	<p>Date: November 2020  Site: Aintree Hospital – A+E  Rating: 0 stars  Treatment:</p> <p>“My wife thought she had ruptured her Achilles tendon running, 111 told us to go to A+E despite it being lockdown. When we arrived there were 3 security guards on the door who were quite off putting. They asked us “Do you really want to be going to A+E” and “Do you really want to go in there, there are COVID patients in there”. I was then told that I could go in and settle my wife but then I had to leave. A+E was rammed, there were no empty seats and no social distancing at all. The reception was under pressure yet still asking irrelevant questions about religion etc. People were sitting on the floor, on trolleys and standing in the way. After I left, my wife was eventually called into triage by a nurse and told that there was a 6 ½ hour wait and that my wife “might want to go home as there were COVID patients waiting”. The nurse’s attitude was very off when asking my wife “so what do you want to do then?” My wife decided not to wait as she had been put off by the nurse and the lack of COVID and non COVID sections. She was in so much pain that we rang the Litherland Walk in Centre/Out of Hours and got some very good advice as to what it might be and to what to do from an on call Nurse. My wife was diagnosed with a torn calf muscle and treated correctly. We felt that Aintree A+E had given up due to COVID.</p>
Critical Care Unit	5	Critical Care Unit - fantastic	<p>Date: 2018  Site: Aintree Hospital – Critical Care Unit  Rating: 5 stars  Fantastic staff and treatment</p> <p>“After my father in law was run over he was treated on the Critical care unit. The treatment he received there was amazing, they fixed his pelvis and he is now able to walk normally, ride bikes and function normally as before”</p>



Accident and emergency services	5	A&E - good speedy treatment	<p>Date: June 2019  Site: Aintree A+E  Rating: 5 stars  Good and speedy treatment  “I was diagnosed with sepsis and sent to A+E by appointment. I saw triage and was sent straight through for treatment. It was very good and very speedy treatment.”</p>
Endoscopy	3	poor Covid awareness – January 2021	<p>When I was invited to the colonoscopy clinic I was told to go direct to the third floor of the building. When I arrived I was told to go to a holding area on the ground floor. After having my temperature taken I was told to take a seat in a crowded area where some of the chairs were only 6 inches apart. A member of the public came in and had a closely adjacent 10 minute exchange with a member of staff without a mask. The member of staff was handed a phone, where she took a call and did not sanitize her hands afterwards. Two medical staff entered the building without masks.</p>

## Areas for improvement or consideration

Please see below the areas for improvement or consideration by the Trust.

The Trust confirmed the feedback shared within this report will be heard and listened to and will help set the priorities for patient feedback which will be a key part in Trust's Quality Strategy.

Feedback Received / areas identified for improvement:	Healthwatch action(s)	Trust response / action	Further comments
<p><b>Treatment and Care:</b></p> <ul style="list-style-type: none"> <li>Lack of social distancing</li> <li>Staff attitudes re: COVID-19</li> <li>Staff – Not wearing PPE appropriately</li> </ul>	<p>To continue to attend the Trusts patient experience meetings and to continue to gather feedback from residents.</p> <p>To provide feedback to the patients, family and friends who shared their experiences.</p>	<ul style="list-style-type: none"> <li>Establishment of a Trust PPE Oversight Group Chaired by the Chief Nurse to oversee PPE policy, education and access to PPE.</li> <li>Formation of a PPE Advisory Service to advise and monitor staff regarding PPE compliance.</li> <li>Development of patient and staff information – posters, patient information leaflets, COVID hub information for staff including 7 minute quick guides and frequently asked questions</li> <li>Distribution of Infection Prevention and Control</li> </ul>	<p><b>Actions all completed as part of Trust Covid-19 response plans.</b></p>

		<p>(IPC) Information Packs to all clinical areas across the Trust.</p> <ul style="list-style-type: none"> <li>• IPC practices and compliance monitored by the use of COVID Audit Tool</li> <li>• Establishment of Nosocomial Oversight Group (NOG) chaired by the Chief Nurse, to monitor the progress and delivery of 4 executive lead improvement work streams encompassing Testing, IPC, Operations and the Environment.</li> </ul>	
<p><b>Staff:</b></p> <ul style="list-style-type: none"> <li>• Staff attitude towards safety /Covid measures</li> </ul>		<ul style="list-style-type: none"> <li>• Trust PPE Oversight Group monitors COVID Mandatory training for all clinical staff regarding PPE and COVID-19 measures.</li> <li>• Amendments made to the local patient experience surveys completed across all sites of the Trust to monitor patient views on staff's compliance with COVID measures including PPE and social distancing guidance.</li> </ul>	<p><b>Actions all completed as part of Trust Covid-19 response plans.</b></p>

<p><b>Access to services:</b></p> <ul style="list-style-type: none"> <li>• Signage and information for patients</li> <li>• Waiting times A&amp;E</li> </ul>	<p style="text-align: center; opacity: 0.3; font-size: 48px; font-weight: bold;">DRAFT</p>	<ul style="list-style-type: none"> <li>• Implementation of Tannoy systems across Accident &amp; Emergency Departments on both sites (October 2020) to provide information regarding waiting times (updated hourly)</li> <li>• Signage throughout A &amp; E Departments to provide information on PPE mask wearing, social distancing, zero tolerance and appropriate use of primary care services.</li> <li>• Adhesive stickers on floor areas and chairs in waiting rooms directing patients to socially distance. Floor stickers for external areas implemented to provide guidance on social distancing for queuing patients outside A &amp; E areas.</li> <li>• Information provided to patients during triage of the different streaming processes and estimation of associated waiting times</li> <li>• Temporary signage employed at the Trust during the pandemic as a result of the relocation of</li> </ul>	
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		<p>some Departments at short notice. This has now been removed as normal business resumes.</p>	
<p><b>Communication:</b></p> <ul style="list-style-type: none"> <li>• Communication re: follow up appointments</li> </ul>		<ul style="list-style-type: none"> <li>• All routine outpatient activity cancelled at the Trust (March 2020) due to the first wave of the COVID -19 pandemic. Patients advised by letter at this time.</li> <li>• Patients are being contacted as part of Trust Reset plans with appointments and updates to management of care.</li> </ul>	<p><b>Actions all completed as part of Trust Covid-19 response plans.</b></p>

DRAFT

### Good Practice

Liverpool University Hospitals NHS Foundation Trust based on feedback shared re: Aintree hospital scored an average Healthwatch Sefton rating of **4.3** out of **5** stars during the period of December 2020 – 15<sup>th</sup> January 2021.



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

- Quality of Treatment

It is important to note that the sample for this Healthwatch Sefton report is small but that each piece of individual feedback shared is a voice of a patient, a family member or a friend and shares their experiences during the past 12 months.

The Care Quality Commission (CQC) published a report for Liverpool University Hospitals NHS Foundation Trust on 28/01/2021 following their inspection visit 8 – 17 Sept 2020. This was a short notice announced focused inspection of elements of the safe and well-led domains in urgent and emergency care services, surgical services and medical care services, on both the Royal Liverpool Hospital and Aintree University Hospital sites. Within this inspection it was reported an area for improvement directly related to Aintree University Hospital was:

- The service must act to ensure the Nephrology service is fully compliant with local and national guidelines for COVID-19 social distancing measures (Regulation 12).

Safety in relation to Covid-19 has been raised within this feedback report including social distancing, staff attitude towards Covid-19 / safety and PPE not worn appropriately.

Healthwatch Sefton requests a response from the Trust in relation to the CQC report and findings and how they will address areas identified.

Healthwatch Sefton continues to attend Patient Experience Group meetings at the Trust and is continuing to work in partnership with Liverpool University Hospitals NHS Foundation Trust to ensure the voice of patients, family and visitors are heard and listened to.

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

- <https://healthwatchsefton.co.uk/services/Aintree-University-Hospital-LUFT>
- <https://healthwatchsefton.co.uk/services/Royal-Liverpool-Hospital-LUFT>

## Recommendations

- For the Trust to respond to the areas for improvement or consideration. To also include the responses to the questions put forward by the Trusts.
- The Trust confirmed the feedback shared within this report will be heard and listened to and will help set the priorities for patient feedback which will be a key part in Trust's Quality Strategy. For the Trust to feedback to Healthwatch.
- Healthwatch Sefton requests a response from the Trust in relation to the CQC report and findings and how they will address areas identified.
- For Healthwatch Sefton to continue to work in partnership with the Trust.

## Acknowledgements

Healthwatch Sefton would like to thank Liverpool University Hospitals NHS Foundation Trust; in particular Mark McKenna, and the Patient Experience Team for their continued partnership in ensuring patient, family, staff and visitors voices are heard and listened to.

We would like to thank all the patients, family and visitors who took part in the pilot on-line engagement session and also those who shared their feedback either on-line or via the Healthwatch Sefton Freephone number.

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# Response from Liverpool University Hospitals NHS Foundation Trust



**Liverpool University Hospitals**

NHS Foundation Trust

**Aintree Hospital Site**

Lower Lane

Liverpool

L9 7AL

Date: 29<sup>th</sup> April 2021

**Wendy Andersen**  
Healthwatch Sefton Engagement Manager  
By email: [wendy.andersen@healthwatchsefton.org.uk](mailto:wendy.andersen@healthwatchsefton.org.uk)

Dear Wendy,

I would like to express sincere gratitude on behalf of Liverpool University Hospitals NHS Foundation Trust (LUHFT) for the Healthwatch Sefton Feedback Report 'What Sefton Residents told us' relating to Aintree Hospital.

This report has given us valuable opportunity to gain insight from the views of patients, family members and visitors using our services at our Aintree Hospital site. Patient and family voice has been central to our response to the Covid-19 pandemic so that we could adapt and implement initiatives to support patients and families, such as the Family Liaison Service. We are extremely grateful to Healthwatch Sefton and other Healthwatch organisations in our area for working so closely with us throughout the pandemic to achieve this by capturing the voice of people in our communities. This Feedback Report highlights the innovative approach developed to capture patient and family voice virtually in a Covid-safe manner.

We have shared the Feedback Report widely throughout LUHFT with Executive, Management and Divisional Teams. We were all delighted to read about some of the extremely positive feedback about how our staff have supported patients and families, and the positive impact this has had. We were equally grateful to read the feedback about how our services could have been better, as outlined in the 'Areas for improvement and consideration' section. Management teams from the following areas have contributed to completing the action plan outlined on pages 34 to 37:

- Infection Prevention and Control
- Divisional Management Teams
- Senior Nursing Teams
- Estates and Facilities
- Operational Management Teams
- Patient Experience and Engagement Team

The themes in the Feedback Report were consistent with other feedback we had received during the pandemic from patients, families and staff. We hope that the action plan provides assurance that the feedback from patients and families have been taken seriously and incorporated into how we have monitored, adapted and improved our services.

We are also very grateful for the feedback from patients and families on what matters most to them when they use LUHFT services. This feedback is being incorporated into our engagement for co-producing our priorities for Patient Experience and Engagement in our new Quality and Patient Safety Strategy.

The Feedback Report also includes reference to the CQC Report published in January 2021 following their inspection undertaken in September and October 2020. The inspection report highlighted the need for us to improve changing facilities for staff working in nephrology services. Our Head of Regulatory Compliance has explained that this is identified as an ongoing action on the Trust's CQC improvement plan to ensure there are appropriate staff changing facilities for staff in this area and is due to be completed by the end of May 2021. The CQC action plan is reviewed by the Quality Committee on a monthly basis. We will be happy to share the outcome of this with Healthwatch Sefton when it has been completed.

May I reiterate our gratitude to Healthwatch Sefton for working so closely with us in partnership to help us understand and act upon the voices of people in our communities.

Yours sincerely



**Mark McKenna**  
**Head of Patient and Family Experience**

DRY

## Contact us

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

**Freephone:** 0800 206 1304

**Text:** 07434 810438

**Email:** [info@healthwatchsefton.co.uk](mailto:info@healthwatchsefton.co.uk)

**Website:** [www.healthwatchsefton.co.uk](http://www.healthwatchsefton.co.uk)



**@HWatchSefton**

**@HWSFindServices**



**[www.facebook.com/healthwatchsefton2013/](http://www.facebook.com/healthwatchsefton2013/)**

**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](http://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](http://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 stating the above, your details will be recorded on the Healthwatch Sefton (CVS) 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](mailto:info@healthwatchsefton.co.uk)

**Phone:** 0151 920 0726 extension 240

**Website:** [www.healthwatchsefton.co.uk](http://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 RTCG-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](http://www.healthwatchsefton.co.uk/privacy). If you have any concerns or queries, please contact us.