

Mersey and West Lancashire Teaching Hospitals NHS Trust – Feedback Report. June – December 2023



This report shares feedback that you, the residents of Sefton, shared with us about:

**Southport & Formby District General Hospital
Ormskirk District General Hospital
St Helens Hospital**

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Who we are

We are your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. We have the power to make sure leaders and other decision makers listen to your feedback, and improve standards of care. We also help people to find reliable and trustworthy information and advice and have an Independent Complaints Advocacy Service, to support residents who need support to make a complaint about an NHS service.

What are our core beliefs?

- We believe that health and social care providers can best improve services by listening to people's experiences
- We believe that everyone in society needs to be included in the conversation, especially those whose voices aren't being listened to
- We believe that comparing lots of different experiences helps us to identify patterns and learn what is, and isn't working
- We believe that feedback has to lead to change, listening for listening's sake is not enough

Listening to you

We wanted to give you the opportunity to share your feedback on accessing health and care services provided by Mersey and West Lancashire Teaching Hospitals NHS Trust. We have listened to you, and you have shared both good experiences, and those where improvements could have been made.

You may have shared your feedback on our online feedback centre (<https://healthwatchsefton.co.uk/services/>), spoken to a member of our team when we have been out and about across the borough or shared your feedback over the phone.

We have listened to you and shared your feedback within this report with Mersey and West Lancashire Teaching Hospitals NHS Trust, local commissioners of NHS services for Sefton residents (NHS Cheshire & Merseyside) and Healthwatch England, our national body.

Your views and feedback

59

Reviews for this period

3

Services reviewed this period

Between June 2023 and December 2023, **59** reviews were uploaded onto the online feedback centre about the following **three (3)** services which you had accessed:

Southport & Formby District General Hospital
Ormskirk District General Hospital
St Helens Hospital

Average Rating:



Average rating for this period (3.2373)
Based on 59 reviews



Overall average

The reviews that you shared show that the average rating for this six month period was **3** (out of 5), which is the same as the overall rating for this provider. Reviews were shared by patients (**50**), Carers (**4**), relatives/friends (**3**), a visitor (**1**) and one (**1**) member of staff. Some people shared their ethnicity; **19** people told us they would describe their ethnicity as White British. Everyone else preferred not to say.

Sentiment

46%

Positive

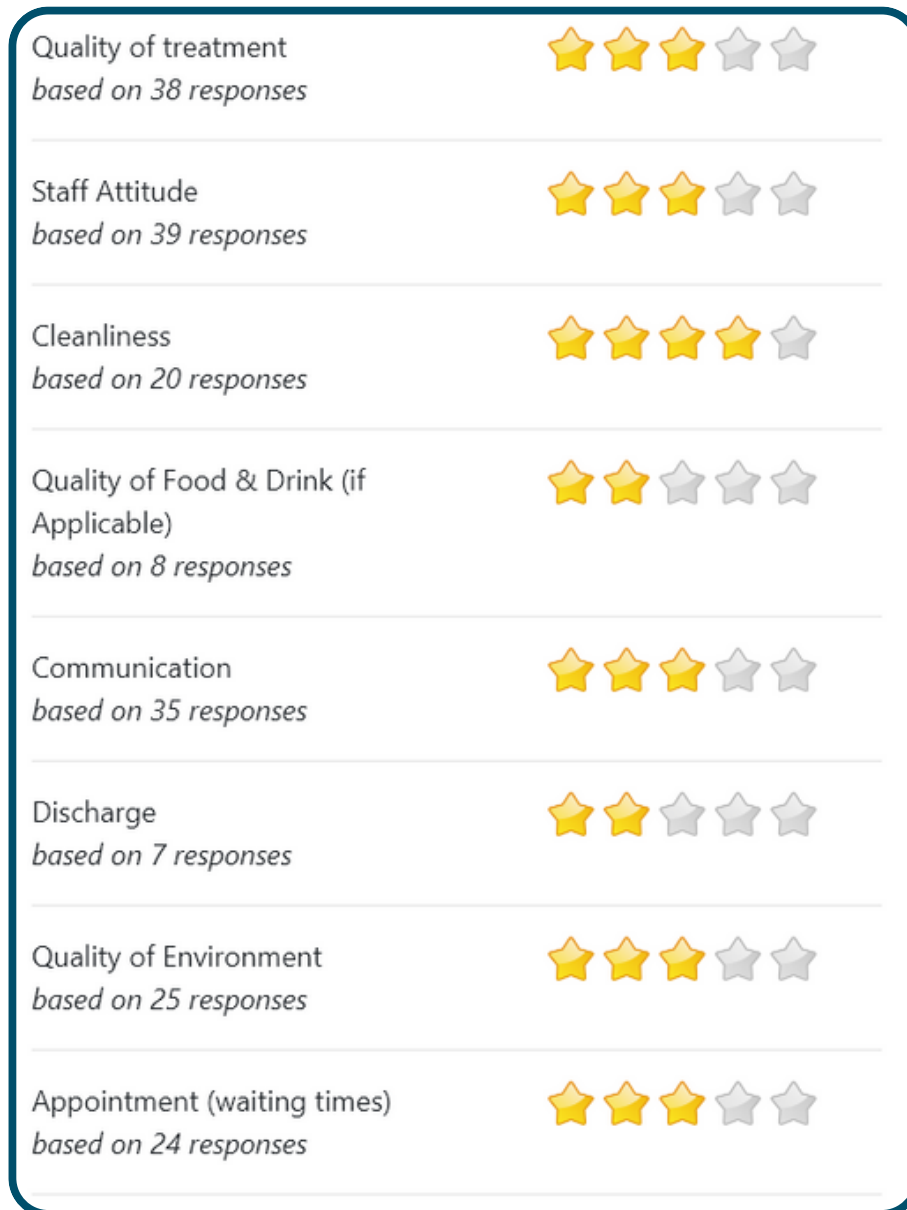
37%

Negative

5%

Neutral

As you can see, **46%** of comments were positive, **37%** were negative, with **5%** being neutral. **12%** of comments were mixed.



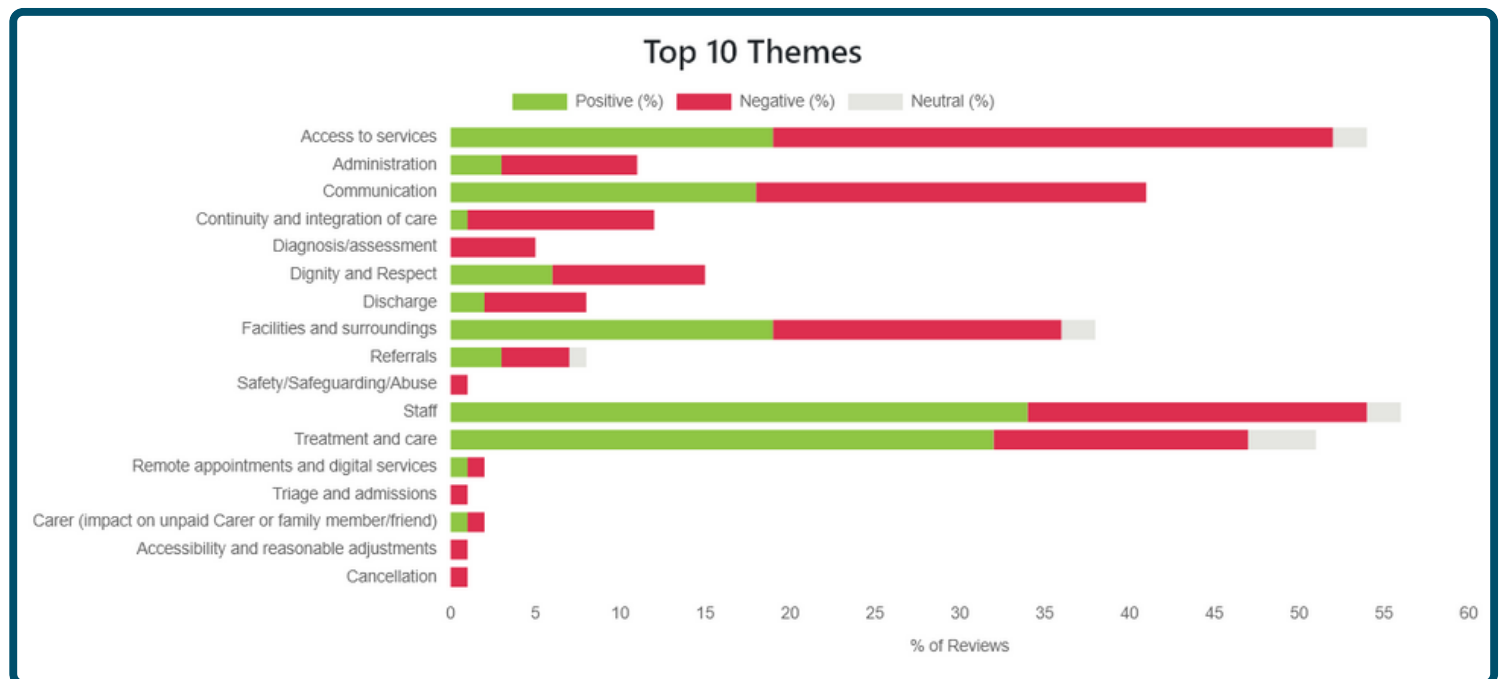
The above indicates optional star ratings which you may have provided. This could be for example if you had accessed food and drink, how long you waited for your appointment and if you were discharged from hospital. Each additional rating also shows how many responses were provided.

For those who engaged with us at events and groups, the Healthwatch Sefton feedback form will have been completed. A copy of this form can be found in appendix one (1).

Service	Service Type	Reviews	Positive	Negative	Neutral	Rating
Southport and Formby District General Hospital	Hospital	45	42.2%	37.8%	4.4%	★ ★ ★ ★ ☆
Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)	Hospital	13	61.5%	30.8%	7.7%	★ ★ ★ ★ ☆
St Helens Hospital	Hospital	1	0%	100.0%	0%	★ ★ ☆ ☆ ☆

You shared **45** reviews about Southport hospital, **13** about accessing Ormskirk Hospital and **one** Sefton resident accessed St Helens Hospital.

Although there were less reviews for Ormskirk Hospital, **62%** of your feedback was positive. **42%** of reviews for Southport hospital were positive. The **one** review about St Helens Hospital was negative.



Key themes.

Theme	Count	Positive	Negative	Neutral
Access to services	54	35%	61%	4%
Administration	11	27%	73%	0%
Communication	41	44%	56%	0%
Continuity and integration of care	12	8%	92%	0%
Diagnosis/assessment	5	0%	100%	0%
Dignity and Respect	15	40%	60%	0%
Discharge	8	25%	75%	0%
Facilities and surroundings	38	50%	45%	5%
Referrals	8	38%	50%	13%
Safety/Safeguarding/Abuse	1	0%	100%	0%
Staff	56	61%	36%	4%
Treatment and care	51	63%	29%	8%
Remote appointments and digital services	2	50%	50%	0%
Triage and admissions	1	0%	100%	0%
Carer (impact on unpaid Carer or family member/friend)	2	50%	50%	0%
Accessibility and reasonable adjustments	1	0%	100%	0%
Cancellation	1	0%	100%	0%

You shared **59** reviews about services provided by Mersey and West Lancashire teaching Hospitals NHS Trust. The above table shares the key themes you told us about, how many times they were mentioned and how you rated your experience.

Staff

Theme	Count	Positive	Negative	Neutral
Staff	56	61%	36%	4%
Attitudes	41	68%	29%	2%
Capacity	4	0%	100%	0%
General	6	50%	33%	17%
Staffing levels	1	0%	100%	0%
Suitability	4	75%	25%	0%

* missing % in the table above relates to mixed feedback.

You mentioned **staff 56** times within the feedback with **staff attitude** being a key theme. You rated staff attitude positively at **68%**. Staffing levels and capacity are negatively mentioned.

Some of the comments you shared are below:

“I have been coming here for a long time and staff are always very nice and bright and breezy. ”

“Was referred to Southport A&E by GP and told to go urgently and that we would not be held waiting in A&E as this was an urgent GP referral and would be treated accordingly. We were triaged and then waited for 6 hours to be seen by a doctor. Abysmal service and a complete lack of empathy when asking politely for an update.”

“I attended Ormskirk hospital for a biopsy after a referral from my GP. I waited 8 weeks. It was alright and they were very good. The staff were very welcoming and the treatment and care was explained.”

Access to services

Theme	Count	Positive	Negative	Neutral
Access to services	54	35%	61%	4%
Convenience/Distance to travel	5	20%	80%	0%
Information and Advice	6	33%	67%	0%
Lack of	3	0%	100%	0%
General	3	100%	0%	0%
Patient choice	9	11%	89%	0%
Waiting times	24	42%	50%	8%

* missing % in the table above relates to mixed feedback.

You mentioned **Access 54** times within the feedback with **waiting times** being a key theme. **Lack of access** was mentioned **three (3)** times, each one relating to a different hospital site but **two (2)** sharing how private healthcare decisions had been made to continue care and treatment. You told us that there are issues with **convenience/distance** to travel between the Southport and Ormskirk sites and the difficulties this creates. The **one (1)** review you shared about St Helens Hospital relates to repeated cancelled appointments for Ophthalmology.

Some of the comments you shared are below:

“Low level monitoring appointments for prostate cancer. It is difficult to travel to Ormskirk from Southport and this adds stress to the appointment, especially if you have a disability. A shuttle bus would be helpful.”

“Three times appointments have been cancelled by St Helens Hospital. My eye appointments are supposed to be at regular intervals to check for changes. I feel stressed by this.”

Treatment and Care

Theme	Count	Positive	Negative	Neutral
Treatment and care	51	63%	29%	8%
Experience	21	62%	33%	5%
Quality	18	72%	11%	17%
Safety of Care/Treatment	3	0%	100%	0%
Treatment Explanation	9	67%	33%	0%

* missing % in the table above relates to mixed feedback.

You mentioned **Treatment and Care** 51 times. **Experience** of treatment and care you received was **62%** positive with the **quality** of care received being **72%** positive.

Safety of care/treatment was mentioned **three (3)** times, all being negative. When looking at the reviews, they relate to treatment and care at the Southport Hospital site in the following departments; x-ray, Accident and Emergency Department and Outpatients.

Some of the comments you shared are below:

“It was all excellent, the doctor was really good and friendly, it was not a frightening experience, they explained everything and we know the next steps now.”

“The triage system was really slow, it took about 3 hours for someone potentially having a heart attack to be seen. She was then discharged and made to feel as if we were wasting peoples time.”

Communication

Theme	Count	Positive	Negative	Neutral
Communication	41	44%	56%	0%
General	27	67%	33%	0%
Interpretation Services	1	0%	100%	0%
Lack of	13	0%	100%	0%

* missing % in the table above relates to mixed feedback.

You mentioned **Communication 41** times. As you can see from the above table, you shared that there had been instances where there had been a **lack of communication** and this related to both Southport and Ormskirk hospital sites, with **four (4)** specific to the **x-ray department**. **One (1)** review related to **Interpretation services** and describes how staff at Southport hospital were able to support a patient when there was a language barrier.

Some of the comments you shared are below:

“ From the health care assistants to the consultants they all were very friendly and very knowledge. Good communication.”

“Have complained before to PALS and head of hospital, didn't get a response. No one helps, discharge support team haven't given what they offered, no befriending support, I am on my own.”

Facilities and Surroundings

Theme	Count	Positive	Negative	Neutral
Facilities and surroundings	38	50%	45%	5%
Car parking	1	0%	100%	0%
Cleanliness (Environment)	8	75%	25%	0%
Disability Access	1	0%	100%	0%
Equipment	1	0%	100%	0%
Food & Hydration	8	25%	50%	25%
General	18	61%	39%	0%

* missing % in the table above relates to mixed feedback.

You mentioned issues relating to **facilities and estates** **38** times within the reviews that you shared with us. **50%** related to **positive** feedback, with **45%** being **negative**. **Cleanliness** of the hospital environments was **75% positive**. **Food and hydration** was mentioned **eight (8)** times and received **50% negative** feedback. The feedback relating to disability access related to wheelchair access for car park A. Wheelchair access was reported as poor due to ongoing work and it was difficult to access the hospital due to large holes in the road. This was reported in July and hopefully the issue has already been addressed.

Some of the comments you shared are below:

“ Whoever is in charge now is making a difference. The hospital is looking better than it has done previously.”

“Only issue is that screens still present in Audiology department. I just wonder if this is still necessary especially in a department where hearing is the main issue.”

Responses from Mersey & West Lancashire Teaching Hospitals NHS Trust.

During this period, the trust responded to the feedback you left/ was uploaded onto our online feedback centre. **17** reviews were responded to, six (**6**) for Southport Hospital and eleven (**11**) for Ormskirk hospital. Below shows examples of feedback shared and the response from the trust.

Review.

Overall Rating: 4
Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)
Department (if known): Outpatients
Title of review: Outpatients
Review: Low level monitoring appointments for prostate cancer. It is difficult to travel to Ormskirk from Southport and this adds stress to the appointment, especially if you have a disability. A shuttle bus would be helpful.

Response from the provider.

Thank you for taking the time to let us know about your experience of care. If you wish to discuss this further, please contact our Patient Advice and Liaison Service (PALS) on 01704 704703 or soh-tr.pals@nhs.net and we will look into the concerns you have raised.

Issues / themes raised by our Southport & Formby Community Champion network and engagement activities.

Accessible information

At our July Community Champions meeting, network members raised concerns about access to accessible information/ alternative formats for appointment letters/ general correspondence. An example provided had been a request made for 24 font size and yellow paper and the patient had been told that this could not be provided as systems did not allow for this.

Care and treatment – patients with cancer

Patients undergoing chemotherapy are told to attend the accident and emergency department at Southport hospital and find themselves left in waiting rooms with other patients. This is when they have been told to attend.

The network has also shared that patients receiving treatment for cancer report difficulties in travelling to various sites after receiving their initial diagnosis from clinicians at Southport hospital diagnosis.

Issues relating to Southport hospital

- Small wards of 6 beds was perceived as positive for patients with mental health conditions
- Experience shared of a nine (9) hour wait in the accident and emergency department with poor communication. Staff had been approachable and kind, and the patient who was an older citizen had been treated with respect and dignity. There are also issues relating to a lack of refreshments/ hydration offered within the department.
- Staff attitude is good, but feedback had been provided that a porter had moved an older citizen with a hearing impairment at midnight to a different ward and this led to confusion and the patient feeling vulnerable.
- Nurses at Southport hospital are reported as being so busy, not having time for patients. A high volume of nurses from other countries who don't understand you working at Southport hospital has been reported.
- Patients prefer Ormskirk hospital as staff are kinder.
- Examples of x-ray letters being unclear about location of appointment

Summary of key issues for Mersey and West Lancashire NHS Teaching Hospitals to review and respond to.

Summary

- You shared **59** reviews with us between June and December 2023.
- You shared **45** reviews relating to Southport hospital, **13** about Ormskirk Hospital and **one** review about St Helens hospital.
- The majority of reviews about Ormskirk hospital related to accessing outpatient appointments.

Issues we would like the provider to review and respond to

- We would like you to share the positive feedback in this report with your staff, there being many positive examples of positive treatment and care and staff attitude.
- We would like you to consider the key themes raised within the report, and examine them alongside the patient experience feedback you receive internally to ensure any improvement areas can be strengthened.
- We would like to you look into those reviews relating to the x-ray/scan department and how the dignity and privacy of patients is affected by staff attitude. There also appears to be an issue relating to communication and information within appointment letters about the site location of appointments. Ratings for this service area are low. On 12th October, we shared this feedback at the quarterly meeting the trust holds for local Healthwatch. The day after the meeting we raised this issue with the patient experience matrons for the Southport and Ormskirk hospital sites. We were told that the issue would be escalated as soon as possible to senior managers. **We request an update on what happened after we shared feedback.**
- Travel to and between the two hospital sites continues to be raised within the feedback as an issue. with travel for patients receiving cancer treatment and the issues this causes also being shared with us. There is a suggestion of a shuttle bus between the two sites.

- We fed back that patients undergoing chemotherapy who are told to attend Southport A & E are left in the waiting rooms with other patients, with potentially life threatening illnesses such as sepsis. We have previously shared this with and it was agreed that you would have a discussion with the cancer team to highlight this so that patients are triaged, Accident & Emergency pathways are used and the 20 side rooms utilised depending on capacity, so that patients are isolated. **We would like an update on this.**
- We request an update on how the trust provides information in accessible formats to support patients under the accessible information standard and examples of how you ensure that information is presented in formats which help patients to understand condition specific information and information about treatment and care and appointments they need to attend.

Thank you

We would like to thank everyone who shared their feedback and experiences with us. This includes patients, carers, their family members, staff members and our community champions across Southport and Formby.

Response from Mersey and West Lancashire NHS Teaching Hospitals.



Mersey and West Lancashire Teaching Hospitals NHS Trust
 Southport and Formby District General Hospital
 Town Lane
 Southport
 Merseyside
 PR8 6PN

March 2024

Dear Diane,

Many thanks for completing and sharing the June-December 2023 Healthwatch report.

It is always nice to hear positive feedback and we will continue to learn and improve our services when patients, families and carers have shared their concerns.

As requested, please see below our response to the concerns you have highlighted for feedback/updates.

Issues relating to the x-ray/scan department and how the dignity/privacy of patients is affected by staff attitude.

The feedback given to the matron for patient experience was immediately shared with the radiology department for review and action. It has also been shared with the relevant staff and appropriate steps have been taken to ensure the correct preparation of patients for DEXA scans.

Any further concerns received regarding this procedure will be shared immediately at the request of the Radiology Directorate Manager.

Issues relating to the communication and information about the site and location of appointments.

When this feedback was initially received in October it was identified that there were new staff in post within the radiology department. As a result of the feedback staff were immediately reminded regarding the correct location for DEXA scans as to ensure the correct hospital site is communicated. We apologise for any inconvenience that this mistake caused to patients and their families.

The department are commencing a pilot of a text system in the near future which will offer a further reminder of the correct site for appointments.

The department will also be installing a second CT scanner on the Southport site before the end of the year which will increase the opportunities for Sefton patients to have 'planned' CT scans on the Southport site as opposed to travelling to Ormskirk.



Travel to and between the two hospital sites continues to be raised within the feedback as an issue, with travel for patients receiving cancer treatment and the issues this causes. There is a suggestion of a shuttle bus between the two sites.

There are no current plans to move the Medical Day Unit back to the Southport site or to provide a shuttle bus service. We would not advise patients who are immunocompromised due to cancer treatments travel on shared transport with other patients with differing medical conditions particularly during peaks of seasonal infections such as norovirus and flu.

We are aware that appointments at the Ormskirk hospital site can cause issues for some patients who live in the Sefton area and we apologise for this inconvenience. Staff do their utmost to meet patient requests. However, to support the number of patients on cancer pathways and other patients to have timely appointments it is necessary to maximise the use of all clinic and medical availability across sites.

As highlighted above, a second CT scanner is planned for installation towards the end of the year which will increase the opportunities of appointments for cancer surveillance scans on the Southport site.

Patients undergoing chemotherapy who are told to attend Southport A+E are left in the waiting rooms with other patients, with potentially life-threatening illness such as sepsis. We have previously shared this and it was agreed that you would have a discussion with the cancer team to highlight this so that patients are triaged, A+E pathways are used and the side rooms utilised depending on capacity so that patients are isolated.

There is no current specific pathway in use for those patients who are receiving chemotherapy and attending the Accident and Emergency department. The Cancer services matron has liaised with the St Helens and Knowsley teams and regional cancer networks for any examples of best practice within this clinical area.

All patients who attend the Accident and Emergency Department will report to reception. They are then recorded on to a digital system called Care Flow. Medical and nursing staff can then view if the patient discloses they are undergoing cancer treatment and the primary problem they are presenting with.

All patients are then triaged where initial assessment takes place including medical history, observations and blood tests where required. A pathway is available to support patient assessment for those that are displaying signs of sepsis. If the patient 'triggers' on this pathway they will be moved into the department where timely treatment will be commenced.

For other unwell patients, if blood results show any signs of being immunocompromised patients will be moved to a side room at the earliest opportunity. However, in line with the activity of the department and the high number of patients who present with infections such as norovirus, flu and covid the ability to place all into side rooms timely can be challenging at times.

How does the Trust provide information in accessible formats to support patients under the accessible information standard and examples of how you ensure that information is presented on formats which help patients understand condition specific information and information about treatment and care and appointments they need to attend.

The Trust is able to provide information in multiple formats:

- Large font letters can be provided at a patient's request and letters can also be printed on yellow paper for those with visual impairments. This information is recorded onto the patient's electronic record.
- A digital accessibility tool is in place on the Trust website.
- Patients have access to language and Basic Sign Language interpreters over a 24/7 period.
- Patient information leaflets and other information can be translated to any language, braille or audio recorded at request.
- Easy read information is available for patients with a learning disability. This is developed in partnership with a volunteer with lived experience.
- Alerts for any communication support can be applied to the patient's hospital record. This is currently being reviewed to support implementation of a reasonable adjustments flag and supporting information.
- New Care Flow Connect 'live' boards on wards allow discrete identification of patients with Dementia, Learning Disability, Visual and Hearing Impairments to support communication needs.
- The Dementia and Delirium team introduced a communication box to all inpatient areas which include items such as – The British Red Cross Translation Guide and the Hospital Communication Book with physical aids such as a magnifier and assisted hearing devices to support hearing impairments.
- The Trust has procured Deaf awareness sessions which are currently being delivered by the local Deafness Resource Centre. These sessions are attended by both clinical and non-clinical staff to extend their knowledge regarding the most appropriate ways to support patients with a hearing impairment.

I hope that the above gives you clarity in response to the concerns raised. Please do not hesitate to contact us with any questions.

Kind Regards

Carol Fowler

Deputy Director of Nursing Midwifery and Therapies

Share your experiences and stories with us.

- We would like you to share your feedback on GP Access. Share this on our website (www.healthwatchsefton.co.uk/services/)
- It is really quick and easy to share your stories and experiences and they will remain anonymous.

Access information, support and guidance

- Get in touch with Mandy, our Signposting & Information Officer who can provide you with information and support. Telephone: 0800 206 1304 or email info@healthwatchsefton.co.uk.

Get involved

- You can join us to receive regular updates about both local and national health and care services. Sign up on-line <https://healthwatchsefton.co.uk/get-involved/online-membership/> Or give us a call on 0800 206 1304

Recommend us to your friends and family

Healthwatch Sefton – We act on feedback and drive change. Listening has to positively affect outcomes and influence important decisions about people's care.



Reviews for Ormskirk District Hospital

Overall Rating: 2

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known): Outpatients

Title of review: Left waiting after referral

Review:

I waited 2 years following a referral to Aintree hospital for dental treatment for tooth removal. After this time I then asked to be referred to Ormskirk hospital due to the distance to travel. I went 4 weeks ago for an assessment. I had red spots in my mouth and was made another appointment for 2 weeks later which was subsequently cancelled as the dentist was off sick, another appointment was made for 3 weeks later, so I am still waiting from the original referral to Aintree 2 years ago. Fortunately I have no pain. I do understand Covid has had an impact on all this.

Overall Rating: 5

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known): Dermatology (Outpatients)

Title of review: Very good

Review:

Ormskirk dermatology department were very good. They gave excellent cancer advice on what to look out for. I am signed off from the service now.

Overall Rating: 5

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known):

Title of review: Biopsy.

Review:

I attended Ormskirk hospital for a biopsy after a referral from my GP. I waited 8 weeks. It was alright and they were very good. The staff were very welcoming and the treatment and care was explained. I received a friends and family test phone call after the procedure from Ormskirk to share my feedback.

Overall Rating: 2

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known): Physiotherapy

Title of review: Physio self referral service

Review:

I went to my GP in January and was unable to put weight on my right leg. I had been struggling with a knee injury for 6 months. Was not examined by my GP just told to self refer to Physio at my local hospital. Had to buy a wheelchair to get me from the car to Physio. He would not look at my private MRI report which said my arthritis was severe. Told me I would not get an operation on it, when I said I was unable to do stairs in my house, he told me to get a second bannister, gave me a leaflet and that was that. I paid privately for Physio which really helped, a complete contrast.

Overall Rating: 1

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known): X-ray

Title of review: Visited on Sunday for scan sent to Southport

Review:

I booked via the xray department booking line for a Dexa scan. The call handler gave me directions to the dept. at Ormskirk. It was a Sunday appointment and there were no staff or other patients there when I arrived, so I took a seat. A clinician came over after about 5 minutes and aksed why I was there, when I said it was for a Dexa scan he went away and then came back and said I was in the wrong place and needed to go to Southport hospital, I could just drive there now. I wasn't asked if I'd come by car, though I had, so really inconvenient and a waste of time but luckily I could drive to Southport. I knew it wasn't my error as I had very specific directions to Ormskirk's xray department. There was no apology for the error or my wasted time or cost of travel. I accepted the Sunday appointment when booking as there are long waiting lists, but really poor experience.

Overall Rating: 1

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known):

Title of review: Dental op. left in pain, swollen for weeks

Review:

I was fast tracked by dentist as I had pain in my jaw. Sent to hospital and told it was an impacted wisdom tooth, ok we will remove next week with local injection. The actual procedure took over an hour, the technicians had to send for the specialist, ...he did something which I was later..many weeks later told he had to break part of my jaw bone to remove it! I was told it should have been done as a day patient on a general anesthetic. Something to do with my using medically prescribed morphine products for complicated back problems. My face was so swollen for a long tome, eyes closed, couldn't eat or drink from a cup..well I wouldn't having a broken jaw that nobody told me about until about 6 weeks later at my post-op. I have photos to prove the state of my face.

Overall Rating: 4

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known): Outpatients

Title of review: Outpatients

Review:

Low level monitoring appointments for prostate cancer. It is difficult to travel to Ormskirk from Southport and this adds stress to the appointment, especially if you have a disability. A shuttle bus would be helpful.

Overall Rating: 5

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known): Outpatients

Title of review: Excellent

Review:

Very happy with treatment generally

Overall Rating: 4

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known):

Title of review: Excellent

Review:

Cataract surgery at Ormskirk hospital. I also attend monthly appointments at Ormskirk and Southport.

Overall Rating: 2

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known):

Title of review: I have to travel to Ormskirk now.

Review:

Attended pain clinic/ musculoskeletal assessment (physio).

Loss of facilities at Southport means I now have to travel to Ormskirk to access these services. I am unable to drive so public transport is not easy, there is not a straight forward route. The GP and self referral for physiotherapy was ok. I waited six weeks for an appointment.

Overall Rating: 1

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known): Outpatients

Title of review: Poor follow up communication

Review:

I had an appointment at Ormskirk and was then told i will be sent a follow up appointment for Southport. I have had no appointments through yet.

Overall Rating: 5

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known):

Title of review: I had 2 eye operations at Ormskirk hospital.

Review:

They were fantastic, 5 stars, brilliant staff and treatment and care. I sent them a card to thank them.

Overall Rating: 5

Hospital site: Ormskirk & District Hospital NHS Trust (Southport & Ormskirk Hospital NHS Trust)

Department (if known): Outpatients

Title of review: Excellent

Review:

Audiology department. Excellent treatment and care. Staff very good.

Reviews for Southport & Formby District General Hospital.

Accident and Emergency Department

Overall Rating: 4

Hospital site: Southport and Formby District General Hospital

Department (if known): Accident & Emergency

Title of review: Wonderful A&E responses.

Review:

Fantastic diagnostic treatment planning and delivery of stem cell transplantation and aftercare reviews (Clatterbridge).

Wonderful A&E responses.

Overall Rating: 2

Hospital site: Southport and Formby District General Hospital

Department (if known): Accident & Emergency

Title of review: A & E

Review:

Was referred to Southport A&E by GP and told to go urgently and that we would not be held waiting in A&E as this was an urgent GP referral and would be treated accordingly. We were triaged and then waited for 6 hours to be seen by a doctor. Abysmal service and a complete lack of empathy when asking politely for an update. Do not understand how you can be considered as requiring urgent medical care by your GP prompting a panicked dash to A&E and then be left in an uncomfortable waiting room for 6 hours with no obs taken etc. Finally saw a doctor who confirmed admission was required along with CT scan and waited another 12 hours for a bed on a ward to become available.

Overall Rating: 1

Hospital site: Southport and Formby District General Hospital

Department (if known): Accident & Emergency

Title of review: Accident & Emergency broken wrist

Review:

Broken wrist set incorrectly. Mum (matron) removed some of the cast and the hospital was not pleased. The consultant asked why and I said it was cutting off my circulation.

I was transferred to Ormskirk and they were astounded at the way the cast was put on. Had to cut some off as it was cutting into joint of elbow.

Overall Rating: 3

Hospital site: Southport and Formby District General Hospital

Department (if known): Accident & Emergency

Title of review: Long wait in A & E, good treatment on ward.

Review:

My husband was in a small ward for treatment which was good. He had to return back to A & E 2 weeks later and we waited for 9 hours, they were supposed to have been notified by the consultant but weren't and didn't have a bed.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Accident & Emergency

Title of review: Attended A & E/ outpatients appointment

Review:

Despite nurses being overworked and lacking capacity they are always helpful. I have to go to A & E if I cannot get an appointment at my surgery when I need it. There is a long wait but staff are always polite and accepting. My outpatients appointments was also good.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Accident & Emergency

Title of review: Excellent

Review:

I attended Southport A & E as an emergency, outpatients and as an inpatient a number of times. They are really good. The best experts and technology are at Southport hospital. The doctors are very attentive and would go through notes on the ward day and night. The staff are very good.

Overall Rating: 1

Hospital site: Southport and Formby District General Hospital

Department (if known): Accident and Emergency department

Title of review: A and E department

Review:

Horrendous. My elderly parent came in at 10 am in the morning with a suspected heart attack in an emergency ambulance. She was stuffed in a side room for 36 hours. I stayed with her, they let me, in their defense. She was too scared to stay on her own as there was fighting in A & E and she was terrified. The triage system was really slow, it took about 3 hours for someone potentially having a heart attack to be seen. She was then discharged and made to feel as if we were wasting peoples time.

Overall Rating: 1

Hospital site: Southport and Formby District General Hospital

Department (if known): Accident and Emergency department

Title of review: Discharged after fall less than 12 hours

Review:

I am unhappy with recent treatment at Southport hospital. Went in after a fall. Had a mark on my head, she had fallen at night so cold and couldn't get up. Ambulance brought me in. I didn't get any scans or checks to head. Moved to discharge lounge next morning by 8am. Felt very shaken and not ready to be discharged. Staff there said if you get home and then if feel unwell ring ambulance and come back in. two staff stood around not doing anything. Disgusting. Have complained before to PALS and head of hospital, didn't get a response. No one helps, discharge support team haven't given what they offered, no befriending support, I am on my own. Falls team should be supporting me.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Accident and Emergency department

Title of review: Staff were very nice

Review:

I fell over and dislocated my arm and went to A & E. I only waited an hour. I stayed in overnight until the next day in the afternoon. The food was very good. They gave me some supplies when i was discharged, which included small boxes of cereals, milk, bread, crisps.

Overall Rating: 3

Hospital site: Southport and Formby District General Hospital

Department (if known): Accident and Emergency department

Title of review: Had wrong email for dementia nurses

Review:

I was trying to contact the hospital dementia nurses to check on an elderly relative with dementia in A&E overnight. We live 300 miles away, so wanted reassurance. I wonder if they could shorten the email address soh-tr.dementiaanddeliriumteam@merseywestlancs.nhs.uk' and maybe update their website with the email address.

It's ridiculously long and doesn't seem dyslexia friendly or even spelling friendly. It took us 2 goes to get it right.

Overall Rating: 2
Hospital site: Southport and Formby District General Hospital
Department (if known): Accident and Emergency department
Title of review: Autistic adult, bad experience, sepsis risk.
<p>Review:</p> <p>I was sent to A&E Southport on Friday evening by the GP at Ainsdale Medical Centre. I had been on antibiotics for 4 days already for an infected cyst on my chest and they had made no difference, indeed it was getting worse.</p> <p>I waited more than 5 hours (which I totally understand is unavoidable) but as I am autistic (Which is on my records) this meant my stress levels were very high. Eventually I was seen and bloods taken, waited another hour or so, then told to come back at 9am because there was 'not much' sign of infection . AT NO POINT WAS ANAESTHETIC MENTIONED.</p> <p>My friend was with me and specifically asked if I needed to bring anything for an overnight stay or if it would just be a minor day case. We were told just a day case and he would have to get his seniors to look at it. I therefore assumed as nothing else had been mentioned, that it would be a case of going to 'minors' and having it drained and the cyst removed under local anaesthetic.</p> <p>As requested I returned to A&E at 9am yesterday morning. I would have expected to wait for a short while, but as it was a planned return I was not expecting to be left all morning in a hot stuffy waiting room, nil by mouth, and sitting amongst people who were loudly vomiting and smoking.</p> <p>I spoke to the Triage nurse again (short dark hair, didn't get her name) about 11.30 and she was disgusted that I'd been left all morning, and said she was going to put a complaint in herself. I couldn't stay in the waiting room any longer as it was causing me to panic and feel faint. She took my number and let me go outside. That was a big help and I would like to thank her for her concern.</p> <p>After a while an anaesthetist phoned and he told me I was down for a general anaesthetic. I was horrified as this was not what I was expecting at all.</p> <p>I need clear communication, this stressed me hugely as I was on my own and had no support. He could only cover the anaesthetic side of things so got the surgeon to come and speak to me. This unfortunately is where things went downhill fast. Firstly I found it difficult to understand what the surgeon was saying as his English wasn't the best so on top of already being panicked, that didn't help. Then he made me feel like I was being awkward for needing things explaining. He also did NOT explain things clearly and talked about 'sedation' rather than 'general'. As far as I am concerned those are two very different things. I have PTSD from failed sedation years ago during IVF egg collection. I felt everything but could not move or scream. NEVER AGAIN.</p>

Despite telling him this he still used the word 'sedation' and seemed to fail to understand the problem. He may well be a good surgeon but he was a poor communicator. I therefore could not trust him. I also felt he was interpreting my autistic overwhelm and panic as 'aggression' which was absolutely NOT the case. I have had years of being gaslighted by 'professionals' and I will not tolerate it any more. I felt under pressure to make a decision which I did not feel safe to do, and felt like I was wasting their time. Believe me, that's the last thing I wanted to do. I fully support the NHS and am well aware they are under huge pressure. I felt I had no option but to leave as I was on the verge of total breakdown. So I left. During this time, the abscess on my chest had burst. It is continuing to weep puss and blood, so now I have a pus filled abscess leaking through my clothes, and 2 days of non-working antibiotics left.

If it had been communicated properly in the first place that I would likely need a general and would also need to be operated on twice as they could not remove the cyst while everything was inflamed, and if I hadn't been left waiting in excess of 8 hours total, then I might have been able to cope.

I wonder if staff (including surgeons) are trained in Autistic communication? I have had to raise this issue before when I brought my autistic son in Sept 2022 with a broken collar bone. We had to leave prematurely then too and he was left in agony because staff had zero understanding. It's disappointing to be in the same situation again.

Audiology Department.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Audiology

Title of review: Audiology Department

Review:

Repair to Mother's Hearing Aid needed. Mother in Care Home so unable to attend. Appointment made within 2 days for Hearing Aid to be seen. Staff lovely and job done within 10 minutes.

Only issue is that screens still present in department. I just wonder if this is still necessary especially in a department where hearing is the main issue.

Overall Rating: 4

Hospital site: Southport and Formby District General Hospital

Department (if known): Audiology (outpatients)

Title of review: Audiology- outpatients

Review:

I have visited 4 or 5 times over the last few years for my hearing aids. During the pandemic staff attitude was not good but it has got better. My hearing aids broke and i got an appointment the next day at 08:45am, very good.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Audiology (outpatients)

Title of review: Very good

Review:

attended the audiology clinic and it was very good.
The space was very convenient.
received a personable service at the clinic- the best in the area.
Appointments were on time- i was seen within 10 months.

Ear, Nose and Throat

Overall Rating: 1

Hospital site: Southport and Formby District General Hospital

Department (if known): Ear Nose and Throat

Title of review: Incorrect diagnosis

Review:

I went to Southport Hospital as I had swallowed a piece of plastic. It was my own fault I bit a piece of Brie cheese in a plastic wrapper, I didn't see the plastic stuck to the cheese until too late and swallowed the cheese and plastic. I tried to bring it up with pop (burping) or swallow by eating dry crackers. Went to doctors who sent me to hospital. Waited to see first doctor who told me it would eventually disintegrate. Went straight back to GP who sent me on NHS to Renacres, the doctor saw the notes and rolled his eyes. He put camera up nose down throat, said it was breaking and got some out, but said throat now "marked". You could see plastic bobbing up and down in my throat.

Ophthalmology

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Ophthalmology

Title of review: Great treatment and care. Staff helpful.

Review:

I have glaucoma and I attend every three or four months for eyesight field tests and six monthly appointments with the consultant. I was there last week and it was fine, it was a bit of a long time since I last saw the consultant but I saw the nurse and I saw the registrar.

Overall Rating: 1

Hospital site: Southport and Formby District General Hospital

Department (if known): Ophthalmology

Title of review: They don't provide the clinic anymore

Review:

Aintree hospital - everywhere has been great. I go to ECC for my eyes and other outpatient departments. It has always been brilliant and they have nothing to improve.

I live in Churchtown, Southport but I have to travel here for the eye clinic. Years ago I used to be able to go to Southport hospital but they stopped it.

Orthopaedics

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Orthopaedics

Title of review: Orthopedics outpatients

Review:

No one answers the phone. Mail box is full- periodically. Unable to change appointments. Text messages are good. I like the texts.

Various departments / Other

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Other

Title of review: 14B/ 11A, A & E ambulance

Review:

Everybody i have had contact with has been excellent. Food excellent.

Overall Rating: 1

Hospital site: Southport and Formby District General Hospital

Department (if known): Other

Title of review: Staff not wearing name badges.

Review:

Not many staff with a name badge which they used to have.

Overall Rating: 3

Hospital site: Southport and Formby District General Hospital

Department (if known): Unknown

Title of review: Very supportive of carers

Review:

I have attended A & E and as an inpatient a number of times. The hospital is very supportive of carers as my husband has dementia. You are allowed to stay with the person you care for 24 hours a day if you want. The nurses are under too much pressure. My husband had 6 weeks reablement that the hospital arranged when discharged. This worked well. The consultant was good but discharge was delayed because we had to wait to see the consultant. It is very busy in A & E during the night and patients have a long wait.

Outpatients

Overall Rating: 1

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: I feel disappointed

Review:

I am disappointed in Southport hospital. I was referred in Oct 2021 by my GP and asked to be referred to Aintree but was sent an appointment for Southport hospital which was for May 22. The consultant at the appointment said they would have to get in touch with Aintree, as they did not have my history and were not sure how to proceed with this, as i have had treatment at Aintree prior to this. Then in February 2023 i was booked in for a doppler test for June 2023 at Southport. I had an appointment booked in for August 2023 for follow up from this, but in July 2023 it was cancelled. I have received another appointment for October 2023, I worry that this appointment may be cancelled as well! This is 2 years on from the original referral. There could be administration problems in my opinion.

Overall Rating: 4

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: Hospital outpatients clinic

Review:

I had to ask if I had missed my appointment as I had been to the toilet. I waited one hour for an appointment at urology.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: ECG- regular yearly appointment

Review:

Good communication. I was told the results on the day.

Overall Rating: 2

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: Outpatient visit waste of time no treatment

Review:

I have unresponsive Crohn's colitis, at present, I am on biological medication, the first infusion in June, gave me such breathing difficulties I ended up back in a walk-in centre, unable to breathe. My new diagnosis is diabetes 2, hypertension, and difficulty breathing, my specialist nurse booked me in for an appointment to see that everything is okay. Today I managed to see a nurse whom I had never met before after hours of waiting, who had no idea why I was there. She asked me to wait outside to chat with a consultant, at 15.05 pm, I got up and left the hospital. This was a total waste of my time and energy, and it is a great danger to my health being treated with such flippancy. All the skeleton staff that was present were just discussing pay and working conditions, you could openly hear patients in nearby wards shouting for help.

Overall Rating: 2

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: Outpatients appointment

Review:

Staff were really helpful. Did not wait long following referral from the GP.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: ACU- ambulatory care unit

Review:

I had appointment last week and was told to come back today, Perfect treatment and care, they couldn't do enough for me. No waiting times today. Last week I had to wait 4 hours for the in house pharmacy. However, this week I got a prescription for Rowlands pharmacy so I can go and get it myself.

Overall Rating: 1

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: Outside car park A

Review:

Wheelchair access poor due to ongoing work.

Patient with wheelchair found it difficult to access hospital due to large holes in the road. May be temporary but still needs reviewing.

Overall Rating: 4

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: Outpatients

Review:

Routine- diabetic eye screening. I attend every 6 months, it is very good, staff have a good attitude.

I have been coming to Southport hospital for 40 years. They are short staffed in the health service, and staff are stressed.

I was with Southport cardiology for over 2 years and had 2 telephone appointments. Telephone appointments are not good as there is no reception. I was discharged back to my GP.

Overall Rating: 4

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: Pulmonary physiotherapy

Review:

I have not been before and unfortunately I waited a year from the referral from my GP to the appointment. Waiting times for referrals are not good.

However, at my appointment staff were lovely, treatment and care is fine, staff explained my treatment plan well. I have to come back.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: Cardiology

Review:

Outpatients 1st visit. I didn't wait long until after my GP referral. It was good, no waiting time. From the health care assistants to the consultants they all were very friendly and very knowledgeable. Good communication.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: Fracture clinic

Review:

Pediatrics fracture clinic at Southport. I asked why we couldn't be seen at Ormskirk as I live in Skelmersdale and there was nothing for children at the clinic at Southport.

Overall Rating: 3

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients

Title of review: Outpatient department

Review:

A patient was unable to understand how to book another appointment at Aintree hospital and the information provided on booking the surgery date at another hospital. This was due to a language barrier. The patient was given the phone number and information but was unable to access this due to the language barrier. The receptionist did try to help by ringing the administration department at Aintree hospital but there was no reply. However, a member of staff at Southport hospital intervened and helped to resolve the issue for the patient.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Outpatients: Stroke/Gastroenterology/Orthopedics

Title of review: Outpatients- Southport

Review:

After a stroke i was taken to hospital in an ambulance to attend the Aintree Specialist Centre. I have had a follow up appointment today in Southport outpatients. It was all excellent, the doctor was really good and friendly, it was not a frightening experience, they explained everything and we know the next steps now. Communication is very good. No complaints what so ever.

Overall Rating: 4

Hospital site: Southport and Formby District General Hospital

Department (if known): Respiratory Clinic

Title of review: Outpatients appointment- respiratory clinic

Review:

My appointments used to be at Ormskirk, now they are at Southport and i live in Formby so it works well for me.

All fine, very good, young consultant, with a very comprehensive treatment explanation. It was efficient with no waiting times. I had more phlebotomy tests for allergies.

Signposting- It was difficult to find the respiratory department in Southport hospital as the signs were not clear to follow.

Overall Rating: 4

Hospital site: Southport and Formby District General Hospital

Department (if known): Respiratory Clinic

Title of review: Cardiology respiratory- outpatients.

Review:

I have attended a number of visits, i was half an hour early today and didn't wait long at all. I saw the nurse quickly to get weighed etc. Dr Youzguin was very good and knew exactly what the problem was and referred me to ENT. I have been coming here for a long time and staff are always very nice and bright and breezy. Whoever is in charge now is making a difference. The hospital is looking better than it has done previously.

Trauma/Orthopeadics

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Trauma

Title of review: Trauma and orthopeadics

Review:

Very short wait, my appointment was at 11:30 am and i was seen and in and out by 11:40 am. The consultant Mr Zuned Ahmed Hakm is the clinic lead but i saw another member of the team today. I have been over a number of months. I was very pleased, i was offered surgery but I declined due to my work demands. The consultant asked me to come back in 6 months and to think about my treatment, they were very understanding, they are keeping me under the team to monitor me, if i need to be seen i can ring for an appointment.

Urology

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Urology

Title of review: Service very good.

Review:

The service is very good. I have had 4 visits to this hospital in the last 4 months. A & E in an ambulance, and the outpatients for 3 appointments. Outpatients appointments were very quick and it was a good experience. Parking at Southport hospital could be better. The Ormskirk hospital parking is good. Staff have been very approachable.

Wards/Inpatients

Overall Rating: 4

Hospital site: Southport and Formby District General Hospital

Department (if known): ward

Title of review: Staff were alright once you get to know them

Review:

I thought I was going to stay on a particular ward but they put me on a different ward. I wasn't happy at first but it was fine. But I had to do as I was told. The porter came and moved me at 12 o'clock at night. I was asleep at the time and I felt confused and vulnerable. It wasn't nice.

Overall Rating: 5

Hospital site: Southport and Formby District General Hospital

Department (if known): Ward (In patient)

Title of review: Room for improvement but very good.

Review:

When i was in the hospital my surgery had to be cancelled and the top consultant came to see me at 5 pm after i had been fasting all day. The consultant apologised profusely. I thought this was great that they were taking an interest in me personally and as an individual.

Consultants are always really good and respectful to older people and treat them with dignity and do not dismiss them as old or stupid. They respect patients dignity which is essential as they can be made to feel not listened to.

Wards are alright generally. Staff are wonderful and always kind. I witnessed a nurse who was so lovely and kind to a patient with dementia. We are very lucky to have our hospital and medical treatment in Southport. The quality of hospital food could be improved but they are trying their best.

Overall Rating: 2

Hospital site: Southport and Formby District General Hospital

Department (if known): Ward (In patient)

Title of review: Speaking as a visitor.

Review:

Speaking as a visitor- the ward is absolutely devoid of any atmosphere, there are no windows and nothing to help patients experience a pleasant environment. From an outsider point of view regarding treatment there could have been better communication with the family.

X-Ray

Department (if known): X-ray

Title of review: Sarcastic, uncaring radiographer

Review:

I arrived here having been given the wrong location when booking an appointment for a Dexa scan on a Sunday. I'd arrived at Ormskirk xray dept. and then told I was in the wrong place, so I could drive to Southport hospital, no apology or discussion as to whether I'd driven, and could I now get to Southport. On arrival at Southport x-ray there were no staff or other patients around just a sign to say take a seat. After about 5 minutes a clinician came and asked if I was there for a Dexa scan and had I gone to Ormskirk first? I said yes as I'd been given the wrong information when I booked. Again no apology for error, though I appreciate not his, it is the entire trust's error and they are all one team, so very poor service and attitude. No discussion of the time and money lost in wasting time going to Ormskirk to then drive to Southport. He then said, yes, I'm going to miss my coffee break now. I found this unprofessional, inappropriate and rude. There were no other patients waiting so unless he was completing desk work I assume he could have had a coffee before I arrived, or after my appointment. Plus, when we are told NHS staff are under such intense pressure it's jarring to hear someone complaining that they'll miss their coffee break because they have to complete your appointment. I went in for my scan there were no other staff present, so had I required a female to be present this wouldn't have been possible. I had worn appropriate clothing as advised prior to not require a gown, (scan was of pelvis and hip area) but was then asked if I was wearing a bra, which I was and told I needed to remove it. I had a shoulder tendon injury/capsulitis at the time and this was fairly painful for me unaided. I had the scan a matter of minutes. I was then directed to a toilet outside of the test room, if I wanted to put my bra back on which I couldn't unaided and left. The experience was without care from start to finish. I am fairly confident, and I found the treatment unsettling, but it concerns me that other more frail and vulnerable patients should receive this kind of poor treatment.

Overall Rating: 1

Hospital site: Southport and Formby District General Hospital

Department (if known): X-ray

Title of review: Appalling abusive treatment

Review:

I attended for a bone scan. In spite of my obvious disabilities and voiced limitations, it was rush, rush, rush! Nothing I tried to say mattered, even when I said as loudly as I can " I understood I can put a gown on as all my clothes have zips etc" and then I had to say " you are barking at me!"

I was told abruptly to undo my underwear and get on a table. No time whatsoever to accommodate my individual needs which meant maintain my safety.

After the scan I tried to communicate again but the door was opened and I was ushered out with my clothing unfastened and in a state of disarray.

My husband waiting in the waiting room was shocked to see me sent out into a public area with my clothing out of place and obviously upset.

It seems that individual needs of patients are of no concern. I was just a nuisance for daring to say I preferred to wear a gown and not try to undo items of underwear. I would describe the whole experience as one of humiliating abuse.

Overall Rating: 1

Hospital site: Southport and Formby District General Hospital

Department (if known): X-ray

Title of review: Discharged from A&E no treatment for fracture

Review:

I went to a and e by ambulance in March after a fall I was in great pain and could not get up or stand. I was told by Dr that my pelvis showed no fracture and was discharged without analgesia and unable to stand

No help given. After 5 months, still in pain, my gp asked for x Ray report.

Fractured inferior and superior pubic rami. Result filed away and I was not informed.

Recuperation would have been very very different had I been informed of the fracture. I now have had to see a private consultant and pay for another xray to see why I am in pain. I need extensive physio which I will have to pay for . I have suffered for 5 months in pain not knowing I had sustained a fracture.

Overall Rating: 2

Hospital site: Southport and Formby District General Hospital

Department (if known): X-ray

Title of review: Rude, uncaring radiographer

Review:

I visited for a DEXA scan. The radiographer was male and didn't want me to use a gown. I felt very intimidated and he was quite rude. I had to remove my underwear, I had a fracture and was in a lot of pain. He hurried me onto the bed for the scan. There was no female nurse there to assist. It was awful, he hurried me out and without anywhere for me to put my underwear back on. Dreadful experience.

Review for St Helens Hospital.

Overall Rating: 2

Hospital site: St Helens Hospital

Department (if known):

Title of review: Eye appointments cancelled three times

Review:

Three times appointments have been cancelled by St Helens Hospital. My eye appointments are supposed to be at regular intervals to check for changes. I feel stressed by this.

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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



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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

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Visitor

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In sharing the above, your details will be recorded on the Healthwatch Sefton CV/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

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Email: info@healthwatchsefton.co.uk

Phone: 0151 920 0726 extension 240

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