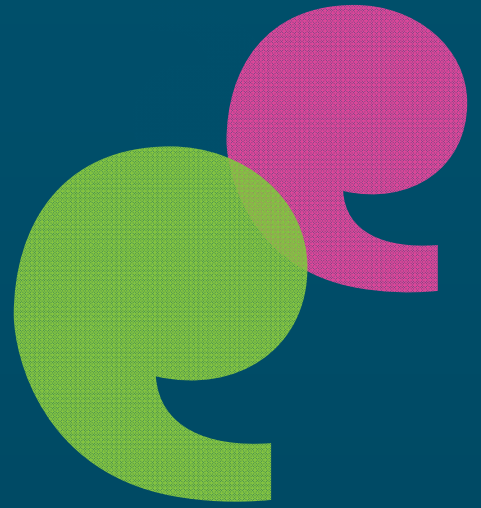




# Patient Experience Report Aintree University Hospital Quarter One 2013/14

Compiled by Healthwatch  
Knowsley





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# About Healthwatch Knowsley

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

## What is Healthwatch?

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

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

## What we do

Healthwatch Knowsley took over the role of Knowsley Local Involvement Network (LINK) in representing the views of people who use Health and Social Care services.

The feedback captured from the community is used to inform commissioning and service design decisions and also to challenge current service provision in relation to changes required. Healthwatch also has a key role in raising the profile of the good services that are in place.

In addition to this Healthwatch Knowsley provides a signposting service for people who are unsure where to go to access help in relation to Health and Social Care Services. This service also has a role in promoting the choices that are available to community members. A key element of this services is signposting community members, where needed, to the Merseyside and Cheshire Healthwatch Advocacy service to support people who wish to make a complaint about services they have accessed.

Healthwatch Knowsley can also report concerns about the quality of services to Healthwatch England, helping to build a national picture of Health and Social Care satisfaction.



# Mission Statement

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



## Our Values

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



# How this report was compiled

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

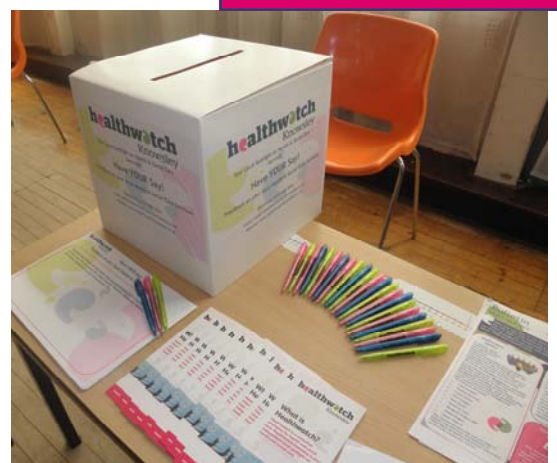
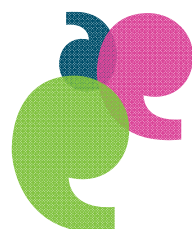
- Community 'word of mouth' through existing Healthwatch members speaking to community members.
- Roadshow activities
- Community Based Activities / Partner Events / Stands at Provider venues
- Working closely with existing networks and forums in Knowsley
- Community Focus Groups
- Healthwatch Knowsley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



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

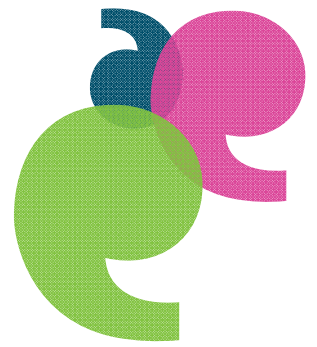
Currently Healthwatch Knowsley is using the Healthwatch England Information Hub to record anonymised patient and community based experiences. Using this database specific reports can be compiled providing information around a service area or trend raised by community members.

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



# Introduction

This report details patient experiences at the Trust in Quarter One 2013/14. It has been compiled from comments received by Healthwatch Knowsley



Views gathered for this report are captured through the following methods:

Patient Experience comment cards completed at Healthwatch information stands.

Community members views

Community based events

Online submissions / comments

The intention in capturing this information is so that information, collected through an independent source, can be shared with the Trust.

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

## Summary of Comments

During the period for which the report relates 10 comments have been collated, of which contained a combination of positive and negative comments. The main headings that these comments related to were:

Quality of treatment

Waiting times

Access to Information

Dignity and Respect

Quality of treatment

Medicines Management

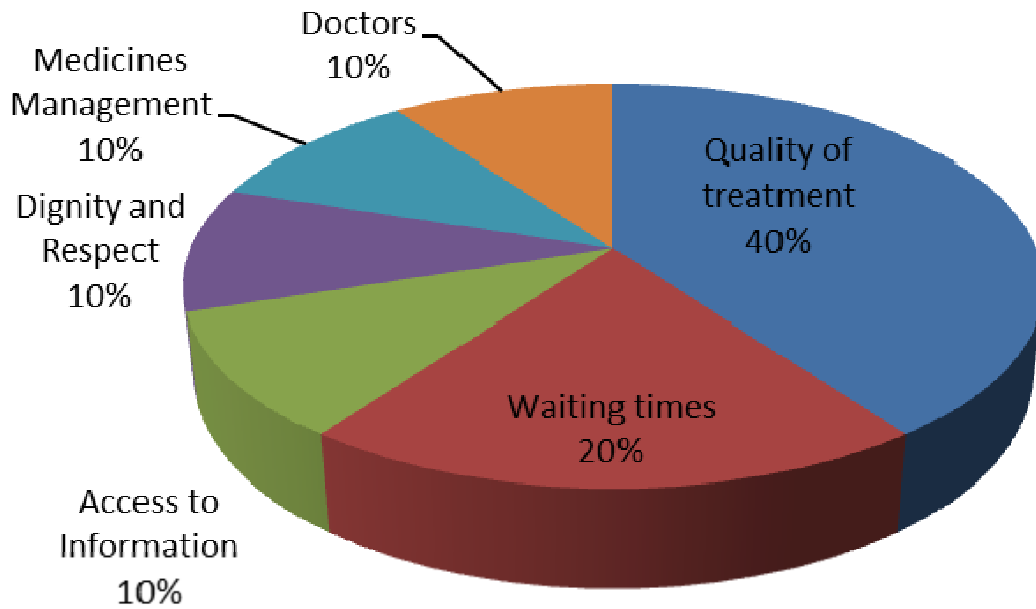
Doctors

Waiting times

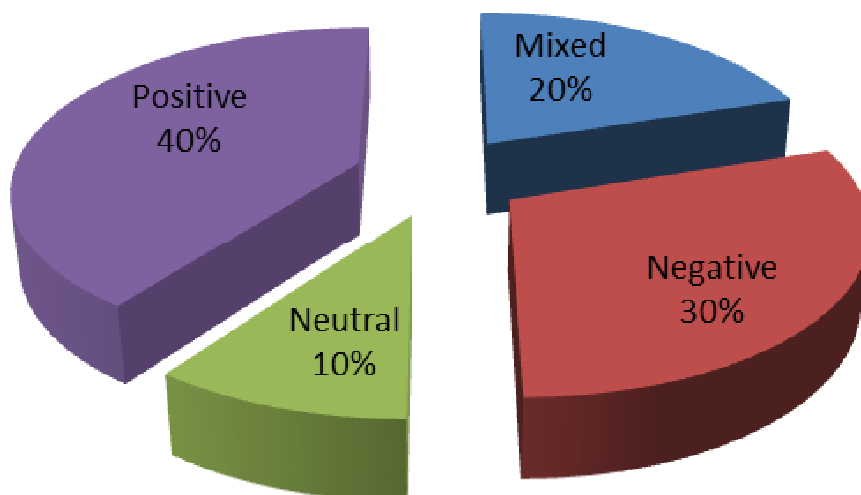
A breakdown of the comments is shown overleaf.



## Key Themes



## Sentiment



The specific comments and the clinical areas they relate to are detailed in Appendix One.

# Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Would you recommend this service?	Surgical unit Outpatients No	
Comments	I find that people have to ask too many questions relating to their problems and very rarely see a consultant to find the truth of a problem.	
6/6/2013	Access to Information	
Sentiment	Negative	

Provider Details		Aintree University Hospital NHS Foundation Trust
Would you recommend this service?	Ward 30 Inpatient Care No	
Comments	Mum attended Aintree after a fall, stayed for 4 weeks. Staff didn't give diabetes medication and it really had impact - really confused. Fell in Ward 30, money stolen from mum.	
6/6/2013	Dignity and Respect	
Sentiment	Negative	

Provider Details		Aintree University Hospital NHS Foundation Trust
Would you recommend this service?	Gastroenterology No	
Comments	I was also impressed with the following at Aintree: The heart specialist spent nearly 45 minutes with me discussing my case. The nurse and technician administering the gastroscopy test in the elective care centre were professional but also caring.	
6/6/2013	Doctors	
Sentiment	Positive	



# Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Would you recommend this service?	Cardiology	No
Comments	My father was rushed to the Aintree hospital with chest pains at 06.00hrs, it was thought to be either a heart attack or Angina. We were with him from 08.00hrs until 14.00. Bloods were taken to see if he had had a heart attack at 06.00hrs, 12.00hrs and a final one was planned for 18.00hrs. The final one was not taken & we received a call to go and collect him at 17.00hrs. No explanation was given as to why the last blood test was not taken. During this visit to hospital and many others we have taken Dads medication with us and each time he has not been allowed to have them as he should. It does not seem to be part of the admission process to enquire what medication is needed so that problems caused by not taking the medication (on time) may not occur. Dad follows a strict regime and any deviation causes him anguish.	
6/18/2013	Medicines Management	
Sentiment	Neutral	

Provider Details		Aintree University Hospital NHS Foundation Trust
Would you recommend this service?	Outpatients	No
Comments	Fazakerley Hospital have done well dealing with my father who is nearly 99 years.	
6/17/2013	Quality of treatment	
Sentiment	Positive	

Provider Details		Aintree University Hospital NHS Foundation Trust
Would you recommend this service?	Cardiology Dept Accident and Emergency	No
Comments	Aintree - Department for Cardiology for a scan, during appointment felt ill and taken down to A&E - Excellent. Ongoing test but had to change consultant as previous consultant passed away- just waiting on appointment- have chased hospital but still waiting. Still waiting for diagnosis from consultant.	
6/10/2013	Quality of treatment	
Sentiment	Mixed	

# Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Would you recommend this service?	ECC Inpatient Care No	
Comments	Went in for prostate operation. Care was excellent, very well looked after. able to resume normal life.	
6/10/2013	Quality of treatment	
Sentiment	Positive	

Provider Details		Aintree University Hospital NHS Foundation Trust
Would you recommend this service?	Accident and Emergency No	
Comments	Fell in town centre, had to go to hospital and got brought back to hospital, they did not know I had broken my arm . (Left for 8 days). Aintree Hospital.	
6/6/2013	Quality of treatment	
Sentiment	Negative	

Provider Details		Aintree University Hospital NHS Foundation Trust
Would you recommend this service?	Accident and Emergency No	
Comments	My father in law had to go to hospital about 2 weeks ago. He was there from approx 5am. They took bloods and took them again after 6 hours. The nurse advised to go home and ring back at about 7pm. We were rung at 4pm to collect him which we did, the point is they did not take a third bloods.	
6/14/2013	Waiting times	
Sentiment	Positive	

Provider Details		Aintree University Hospital NHS Foundation Trust
Would you recommend this service?	Cancer Services No	
Comments	Clatterbridge @ Aintree - wonderful service but often maintenance of machines is done during the week and this causes delays and long waits. It would make more sense to do the maintenance at the weekend when people are not using the service.	
6/6/2013	Waiting times	
Sentiment	Mixed	



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