



Healthwatch Sefton Feedback Report
The Walton Centre NHS Foundation
Trust May - July 2017

Contents

Healthwatch Sefton	3
Healthwatch Sefton Feedback Centre	4
Snapshot	5
Key Themes	7
Reviews	14
Areas for Improvement	22
Summary and Recommendations	24
Acknowledgements	25
Response from The Walton Centre NHS Foundation Trust	26
Contact us	27
Appendix 1: Experience Form	29
Control Sheet	31

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 sole focus is on understanding the needs, experiences 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 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 strategic and local 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 a 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 regional North West Healthwatch Network.

Healthwatch Sefton Feedback Centre.

This report details the feedback, which patients; family and visitors have shared with us on The Walton Centre NHS Foundation Trust, Lower Lane, Fazakerley. 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 experiences which help to identify trends and issues which we can act on.



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

For this report Healthwatch Sefton attended The Walton Centre NHS Foundation Trust and spoke to patients; family and visitors within the main reception area to find out what they like about the Trust and what improvements they would like to see. This work was carried out by Healthwatch Sefton in partnership with The Walton Centre NHS Foundation Trust.

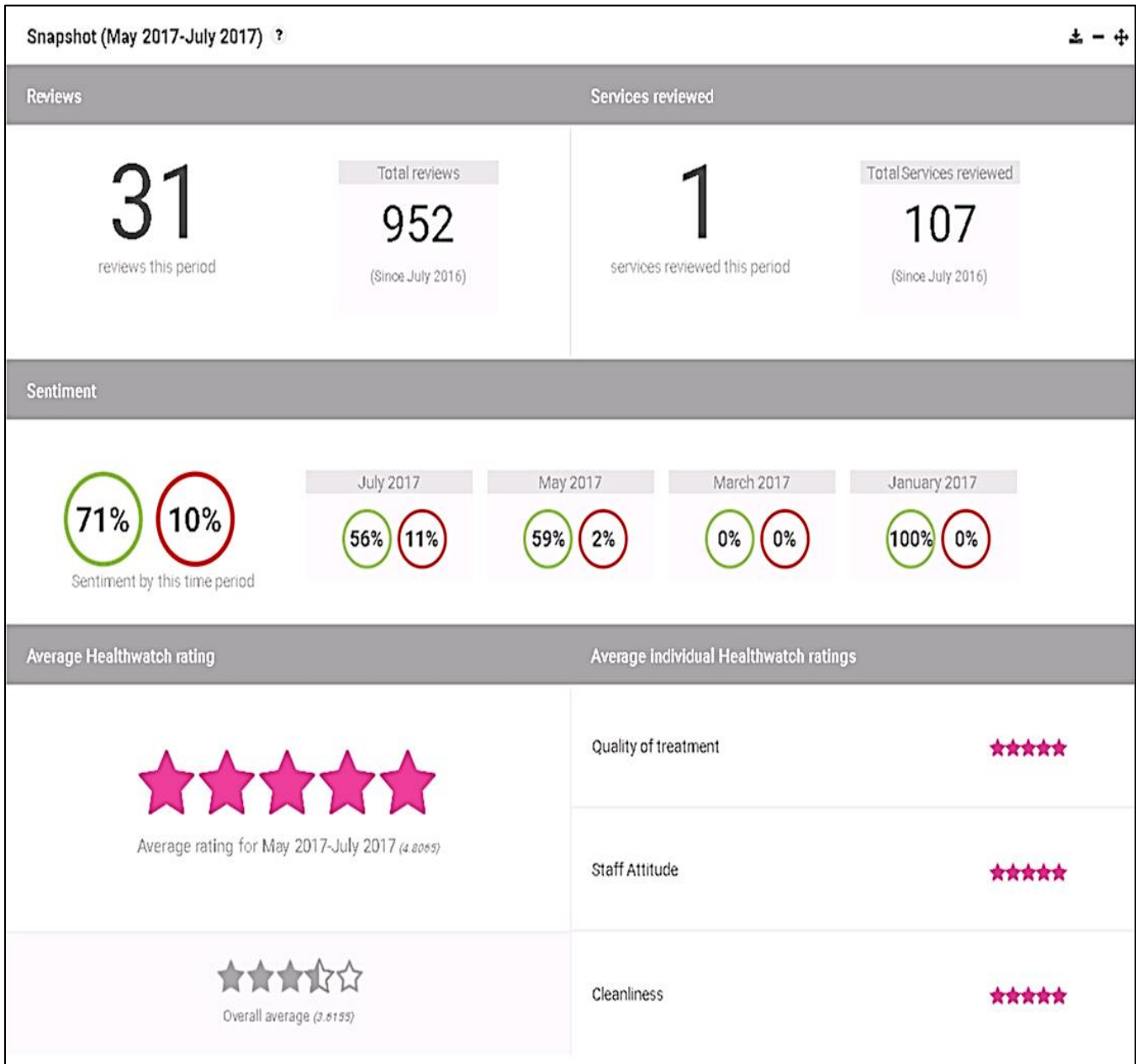
We continue to engage with our community and record all feedback by using the feedback forms (Appendix 1). This information is then entered onto the Healthwatch Sefton Feedback Centre.

All of the feedback received within this report is the actual wording of the people we have spoken with/ as shared online. The only exception to this is if the person can be individually identified by what they have written. Please also note if a member of staff / volunteer has been spoken about negatively their name will be removed.

Snapshot

The following information provides a snapshot of the information provided between **May - July 2017**. During this period Healthwatch Sefton received **31** completed feedback forms relating to The Walton Centre NHS Foundation Trust.

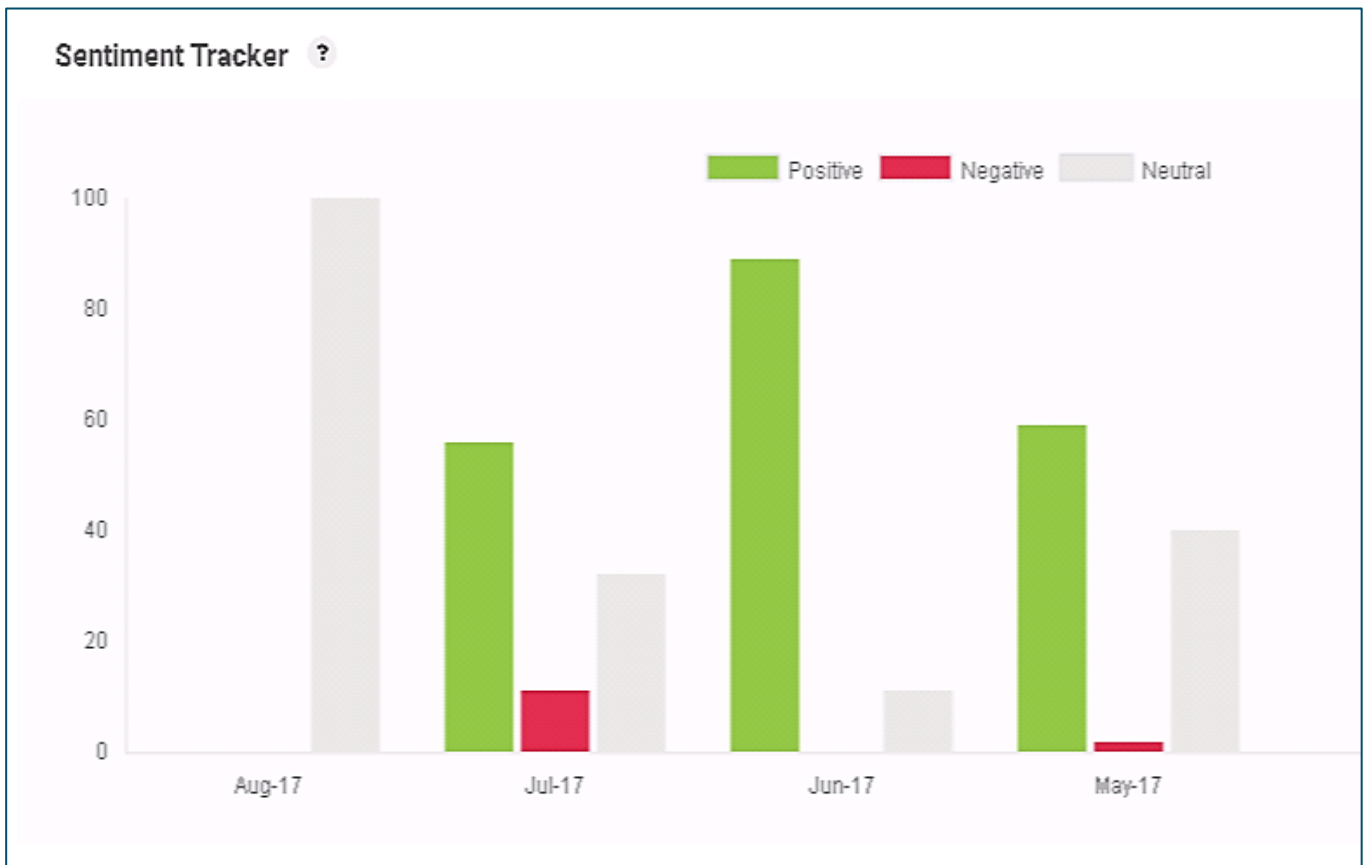
As can be seen from the information below the Trust has scored an average 5 stars out of 5.



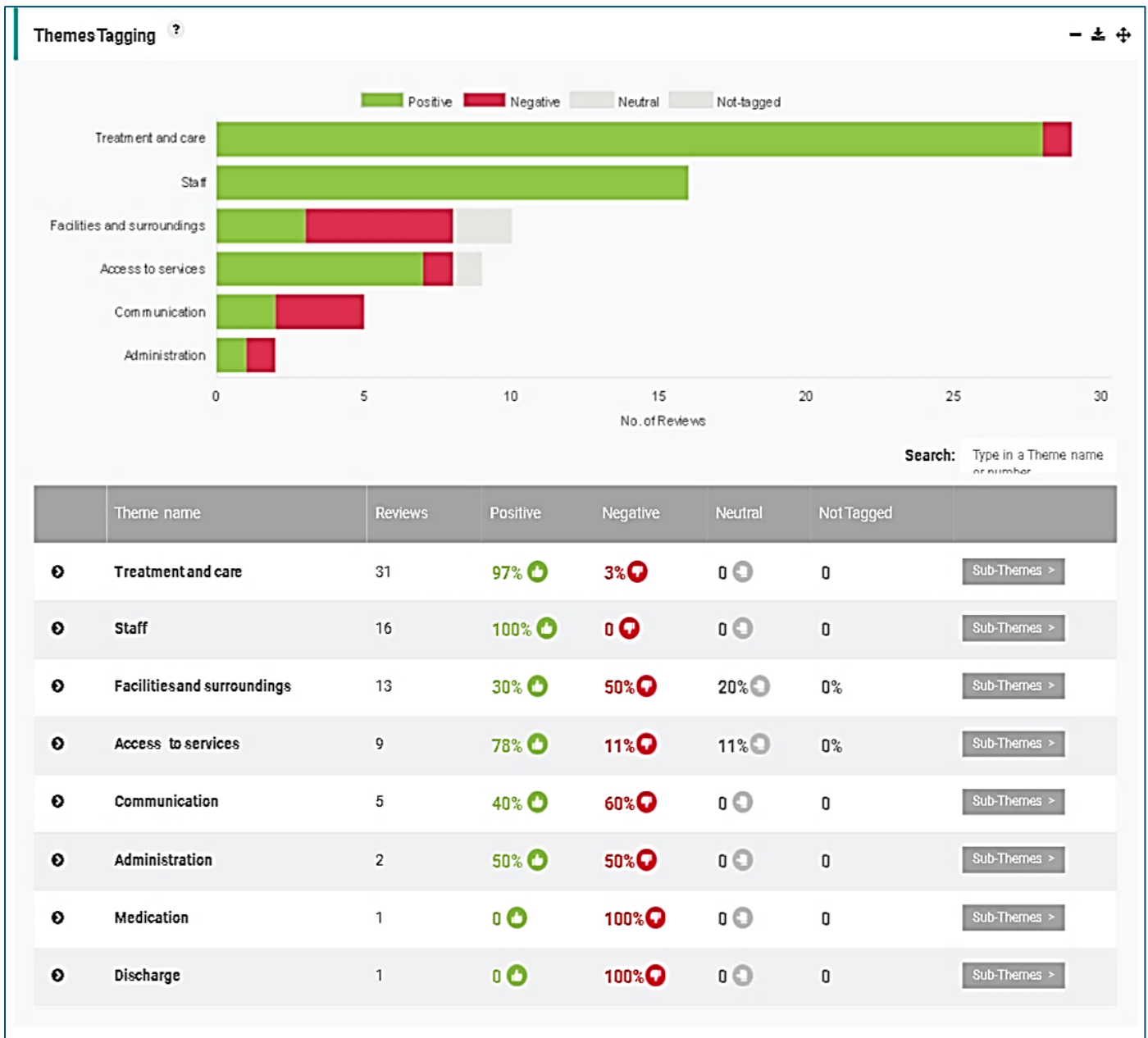
	Service Type	Total Reviews	Average Rating	Positive	Negative	Neutral
📍	Hospital	31	★★★★★	71%	10%	19%

As can be seen from the above table the sentiment of the reviews are analysed as being an average of 71% positive and 10% negative, with 19% neutral.

The graph below shows the the sentiment of reviews received for May to July 2017 (August statistics have not been included therefore the reviews are shown as neutral)



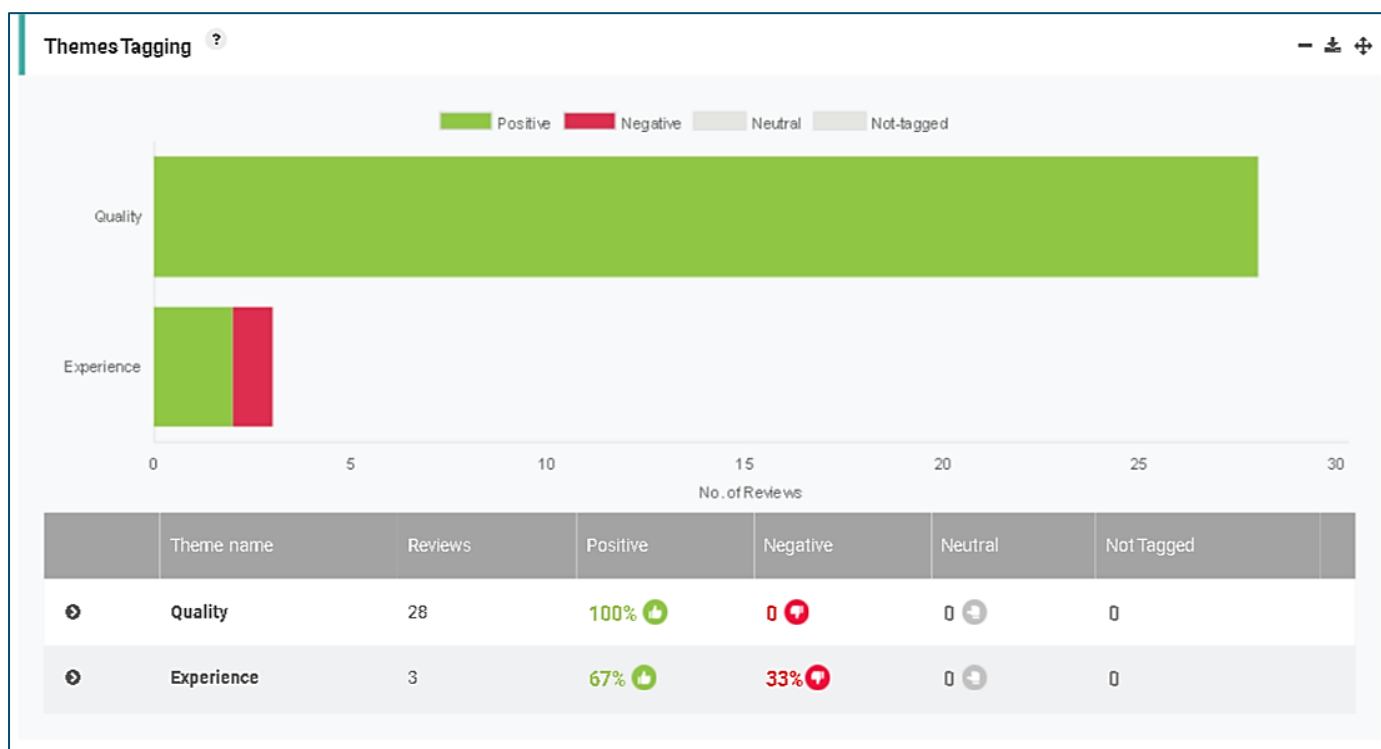
Key Themes



During May to July 2017 there were a total of 31 feedback forms / reviews completed.

The above table shows the main area of feedback received is themed around 'Treatment & Care' with 31 reviews achieving a 97% positive feedback rate. 'Staff' was the second highest feedback received with 16 reviews achieving 100% positive feedback. 'Facilities and surroundings' received 13 reviews resulting in 50% negative feedback, this was mainly relating to car parking facilities.

Treatment and Care



As can be seen from the above table 'Treatment & Care' has been broken down into sub-themes.

The main feedback received was in relation to quality of Treatment & Care. This resulted in 28 reviews with 100% positive feedback. There were 3 reviews regarding experience which resulted in 67% positive feedback and 33% negative feedback. The negative feedback related to a patient travelling from the Isle of Man and being unable to bring someone to accompany her.

Some of the reviews received are quoted below:

'Fantastic, I am always treated well. I have been in out-patients today. Mr Farah, he is fantastic and no waiting.'

'I am really pleased with this hospital, it is a shame all the others are not the same. My mum and my sister are here with me today and they have said the same. I have been to lots of hospitals and the staff here are so lovely.'

.....

'Mr Piggott, Mr Brodbelt and Mr Buxton all deliver an excellent service. I travel here from Manchester and it has all been excellent. The scan was also great and the staff were very helpful and friendly. The lady on the self check-in is also very friendly. I have been for an MRI today.'

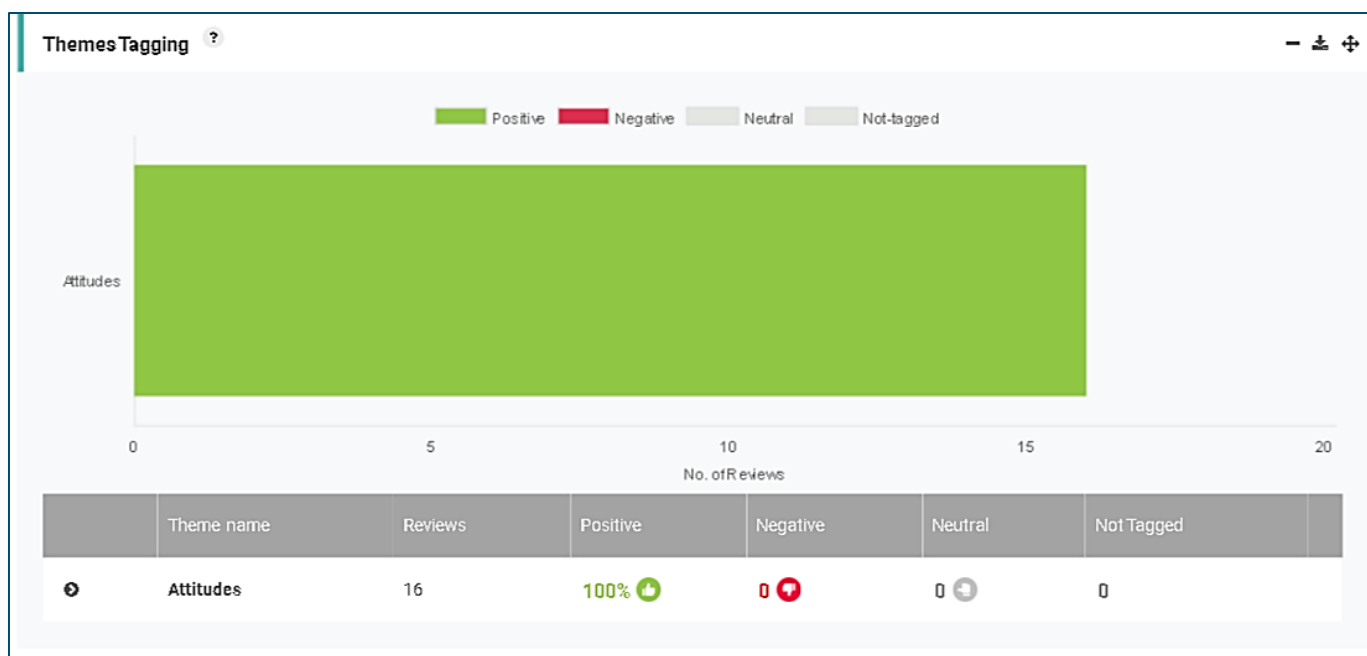
'It is a very good service. They explain everything in depth. I have learnt more today than I have going to any other hospital. Dr Pietkiewicz is who I have been to see. There is nothing to improve all is good'.

.....

'Mr Carter has been brilliant today, it is his personality and he explained everything so I could understand. I am not leaving here thinking what did he just say. There is nothing they can do to improve.'

Please see the 'Reviews' section for all feedback.

Staff



As can be seen from the above table 'Staff' reviews have been broken down into sub-themes with attitudes being the theme commented on resulting in 100% positive feedback.

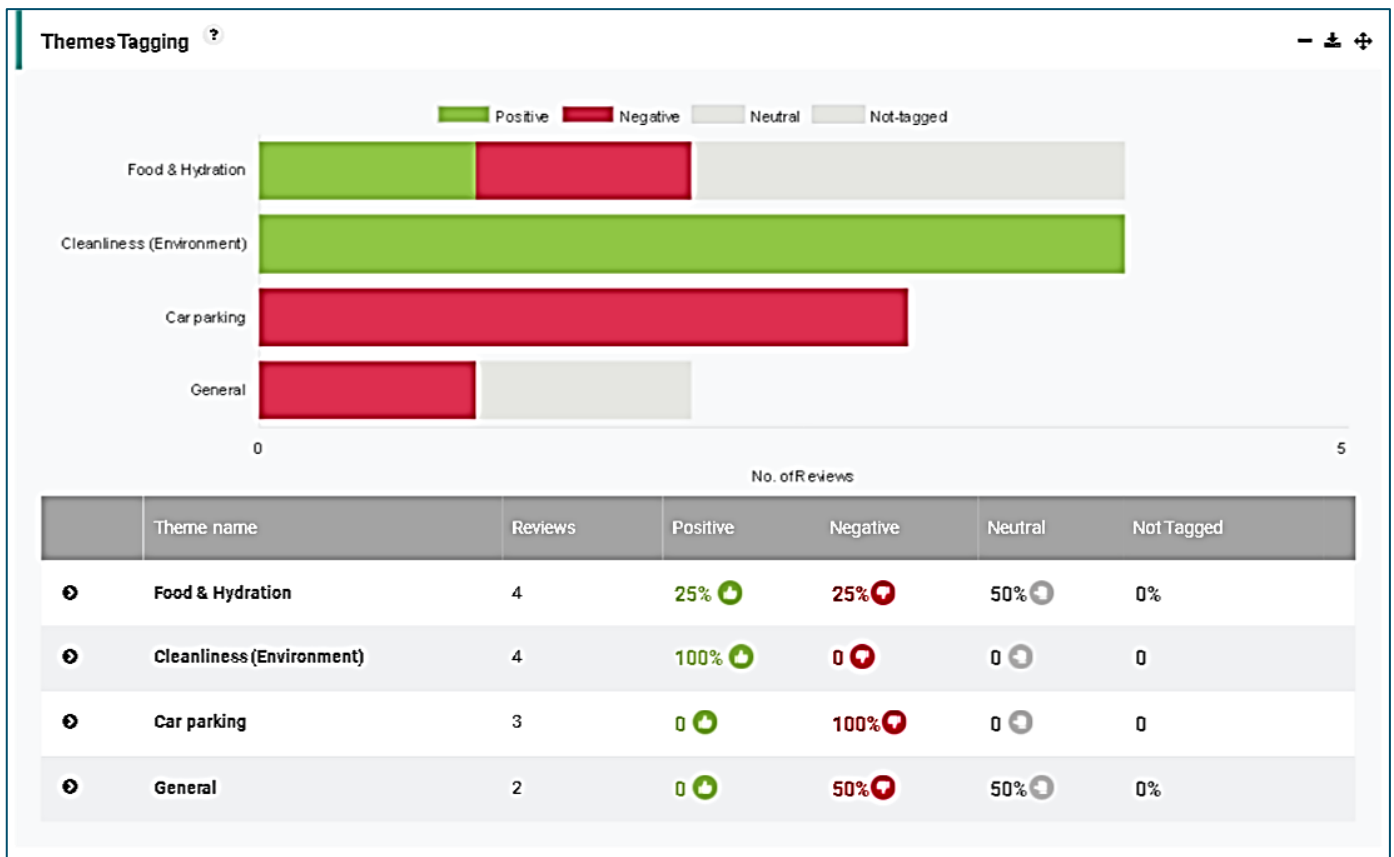
Some of the reviews are quoted below:

'I was an in-patient here and they were going to operate but my heart was too fast. The staff here are out of this world, they should be paid treble, and they deserve it. I was on the Jefferson ward. I am back in today seeing the doctor. They talk to me and explain everything, they are brilliant.'

'They have a fantastic out-patient and in-patient service. I was on the Chavasse ward. The staff were all good. There are no improvements to be made. They are all fantastic.'

Please see the 'Reviews' section for all feedback.

Facilities and Surroundings



As can be seen from the above table 'Facilities and Surroundings' has been broken down into the above sub-themes.

The main feedback received was in relation to Cleanlines with **100%** positive feedback and Food & Hydration which resulted in **25%** positive feedback, **25%** negative feedback and **50%** neutral comments which included suggesions for improvements.

Some of the reviews are quoted below:

'Good appointment and only running 20 mins late. We actually got in the multi storey car park. The pay and display for the Walton Centre is awkward because you don't know how long you will be here.'

'When the nurses come out and shout patients you see patients are not there. The staff are always walking around and looking. This adds to any delays.'

'Been in out-patients today, Mr Brodbelt - service is fantastic. I was seen early and have been very well looked after. The parking machine was not working on the ground floor.'

.....

'Mr May's clinic they are all perfect. Including Zara, Jo and Nicky in the clinic I attend. They explain everything and I have been coming here for 15 years.'

'During in-patient visits I would suggest homemade soups for the menu. Whilst staying at Furness General the food was really good and they are following the James Martin technique. Discharge could also be improved.'

Please see the 'Reviews' section for all feedback.

Access to services



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

88% positive feedback was received in relation to waiting times. One review related to convenience / distance to travel to which was a neutral comment detailing information regarding the bus service from the Maghull area.

Some of the reviews are quoted below:

'Fantastic, I am always treated well. I have been in out-patients today. Mr Farah, he is fantastic and no waiting.'

'I am really pleased with this hospital, it is a shame all the others are not the same. My mum and my sister are here with me today and they have said the same. I have been to lots of hospitals and the staff here are so lovely.'

.....

'It has been very good today. I have been to out-patients. I was seen on time and a much improved service. The staff are all very helpful.'

.....

'Been in out-patients today, Mr Brodbelt - service is fantastic. I was seen early and have been very well looked after. The parking machine was not working on the ground floor.'

Communication



As can be seen from the above table 'Communication' has been broken down into sub-themes.

67% positive feedback was received in relation to general comments with 33% negative feedback. There were 2 reviews that resulted in negative feedback regarding lack of communication.

Some of the reviews are quoted below:

'I had a phone call this morning at 9.30am saying I should have been having a scan. We did not know we received no correspondence for this. I am booked in to see the consultant at 10.30am. They still did the scan when we arrived and were very nice.'

'They have explained everything today. There was a very nice man on the reception at the scan clinic. I had a CT scan. There was just confusion over what the scan was going to be today when we got here.'

.....

'Dr Wieshmann - he is sound. His secretary Jo is good as well. Every time I go and see him he makes sure he sends a letter to my GP. He is easy to understand and a great character. I never wait long when I come in. I had to stay in as an in-patient for a week and I was treated really well.'

Reviews

Below is a table of the 31 feedback forms completed in relation to The Walton Centre NHS Foundation Trust collated between May to July 2017. The below star rating was used.



Rating	Title	Review
5	Staff are out of this world	I was an in-patient here and they were going to operate but my heart was too fast. The staff here are out of this world, they should be paid treble, and they deserve it. I was on the Jefferson ward. I am back in today seeing the doctor. They talk to me and explain everything, they are brilliant.
3	Long wait when coming from Isle of Man	At the main reception in Aintree hospital the staff member was lovely. I was dropped off at the wrong place as I needed to be at the Walton Centre. The receptionist came out of the building with me to show me where I needed to go. I was dropped off at 8am and my appointment is not until 12.45pm. I was not allowed to bring anyone with me and it is a long day. If I was a nervous person I would have been worried on my own.

4	The services are very good here	<p>In the out patients you never have to wait long. MRI is a really excellent service. Communications could be improved. It is hard to get through to speak to someone. I could not get through and I complained to the Registrar and she agreed with me, she gave me her personal phone no.</p> <p>We have missed an appointment as we had not received a letter. The next appointment was due so I contacted them as I knew the appointment should be soon. They said I should have had a letter and I hadn't. It was terribly distressing for us at first. We were at Whiston A&E and a specialist there tried for an hour to get through to here and he said that is was a problem for here.</p> <p>We are waiting for NWAS it is the first time we have used their service. They were excellent this morning.</p>
5	Fantastic - always treated well	<p>Fantastic, I am always treated well. I have been in out-patients today. Mr Farah, he is fantastic and no waiting. I am really pleased with this hospital, it is a shame all the others are not the same. My mum and my sister are here with me today and they have said the same. I have been to lots of hospitals and the staff here are so lovely.</p>
4	All been straight forward	<p>It has all been straight forward. Only had a little wait to be seen just 10 mins extra wait. The doctor was quite technical and I did have to ask him to repeat himself a few times. They have nothing to improve; there was nothing out of the normal. I have always had a fairly good experience. Staff do need to be paid better.</p>

5	Excellent service	Mr Piggott, Mr Brodbelt and Mr Buxton all deliver an excellent service. I travel here from Manchester and it has all been excellent. The scan was also great and the staff were very helpful and friendly. The lady on the self check-in is also very friendly. I have been for an MRI today.
5	Communication problem	I had a phone call this morning at 9.30am saying I should have been having a scan. We did not know we received no correspondence for this. I am booked in to see the consultant at 10.30am. They still did the scan when we arrived and were very nice. They have explained everything today. There was a very nice man on the reception at the scan clinic. I had a CT scan. There was just confusion over what the scan was going to be today when we got here.
5	They explain everything	It is a very good service. They explain everything in depth. I have learnt more today than I have going to any other hospital. Dr Pietkiewicz is who I have been to see. There is nothing to improve all is good.
5	Mr Carter has been brilliant today	Mr Carter has been brilliant today, it is his personality and he explained everything so I could understand. I am not leaving here thinking what did he just say. There is nothing they can do to improve.
5	fantastic out-patients and in-patients	They have a fantastic out-patient and in-patient service. I was on the Chavasse ward. The staff were all good. There are no improvements to be made. They are all fantastic.
5	They explain everything	I was at Mr Farah's clinic today. It has been good today and only a 20 minute delay which is not too bad. The doctor explains everything. It seems pretty slick here. The service from the Isle of man is great.

5	Excellent neurology outpatients	I cannot fault this service in anyway. There is nothing they can improve.
5	All staff very helpful	It has been very good today. I have been to outpatients. I was seen on time and a much improved service. The staff are all very helpful.
5	Mr Farah is wonderful	He is wonderful, very nice. It is much better here now than years ago. He explains everything I have been seeing him for years.
4	A waiting lounge would be nice	The Walton Centre gets a lot of patients from other places. People travel far for out-patient appointments and are here a long time. For an example Isle of Man. We are here all day. They could do with a nice quiet lounge area. I know you can sit in the cafe but you feel you have to keep buying to stay in there.
5	Mr May's clinic - perfect	<p>Mr May's clinic they are all perfect. Including Zara, Jo & Nicky in the clinic I attend. They explain everything and I have been coming here for 15 years.</p> <p>During in-patient visits I would suggest homemade soups for the menu. Whilst staying at Furness General the food was really good and they are following the James Martin technique. Discharge could also be improved.</p>

5	Exceptional clinic - physio nurse	<p>Good appointment and only running 20 mins late. We actually got in the multi storey car park. The pay and display for the Walton Centre is awkward because you don't know how long you will be here.</p> <p>When the nurses come out and shout patients you see patients are not there. The staff are always walking around and looking. This adds to any delays.</p>
5	Been brilliant today	Dr Jenkins been brilliant today. Nothing to improve. I was seen on time and everything was explained. Made me feel re-assured.
5	Been great today	I have been to an out- patient appointment -room 9 cannot remember consultant name. It has been great today. I was seen early, and he explained everything perfectly. There is nothing they can do to improve. Just to say there were no disabled spaces available outside.
5	Lovely and clean hospital	I had an operation in 2009 and they could not do anymore for me, they have been great. I just had an MRI scan and now just waiting for transport home. The transport turned up really late so we were late for the scan but they still seen us straight away. I called ahead to let them know we were late.
5	Mr Wilby - he was fantastic	I was in Mr Wilby's clinic and he was fantastic. He knew what he was talking about and spoke with us very well. He was very informative. We have been seen on time. We got here early so we went for a coffee.

5	Cairns Ward - services spot on	I am in the Cairn's Ward and the services are spot on. Cannot fault anything. Everything is great and the staff are brilliant. The only thing is they still need to sort my pain relief out. The hospital is spotlessly clean. The temperature can get roasting and they do have air-con. They did use the air-con last week when it was really hot. The food is all alright and loads of variation and you are offered hot and cold options at both lunch and tea time.
5	All wards have been fantastic	I am now on Caton Ward. It has been great. I have been on quite a few wards including Dot, Critical Care, High Dependency, Sherrington and now Caton. All the wards have been fantastic. Everyone including the cleaners, tea ladies and nurses. The rooms are all clean. Sometimes it can be cold with the air-con on but when they turn it off it goes warm. The visiting times fit in with my visitor. I have been in for 6 weeks and at first the menu is great but then it is the same each week and has never changed since I have been in. A 4 weekly menu would be good on a rota. The court yard garden is nice to sit in and they have a tree (I call it the tree of life). They could do with a sign to say 'Do not touch' as children play with it and take things off it.
5	Mr Teli - Exceptionally good	Mr Teli has been exceptionally good. I have been very well looked after.
5	Service is fantastic	Been in out-patients today, Mr Brodbelt - service is fantastic. I was seen early and have been very well looked after. The parking machine was not working on the ground floor.

5	Excellent services	I cannot complain. The staff are lovely on the Dot ward. One of the cleaners was a bit snotty on there but all the rest of the staff are fabulous. I have had excellent care since I have been here and I have enjoyed it. ICU were fabulous too and very attentive. Food - the taste is not nice but the choice is good. Presentation of it is not good either.
5	Excellent service	It has been excellent here the last 6 months. Both with treating my dad and my husband. Both the Sid Watkins Centre and the Walton Centre are excellent. The only issue is the waiting lists. We have had a few out-patient clinic appointments cancelled. It impacts as my dad is elderly and I work full-time and have to change my job around and dad also gets anxious. The staff here are so polite and helpful we have never had a bad experience. They talk with both the patient and the family. It is very clean here - the hand gels talk to you which is good.
5	All been brilliant	I have been coming here for a while and all been brilliant. No particular clinic, overall good experience. They are really organised.
5	Dot ward - brilliant	The Dot ward is brilliant. I cannot fault them. Both treatment and staff right across the board. All excellent.
5	Dr Wieshmann -he is easy to understand	Dr Wieshmann - he is sound. His secretary Jo is good as well. Every time I go and see him he makes sure he sends a letter to my GP. He is easy to understand and a great character. I never wait long when I come in. I had to stay in as an in-patient for a week and I was treated really well.

4	Introduced bus service from Maghull	They have now introduced a bus service from Maghull that takes you to the Walton Centre. It is no. 36 and it runs every hour and even runs of an evening and weekends too. The bus workers have said the service is still not busy during the weekends or evenings as it has not been promoted very well. Could the Walton Centre promote this to patients?
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Areas for Improvement

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

The Trust also suggested for Healthwatch Sefton to ask any person who shared feedback that may require further investigation if their contact details could be shared directly with the Trust to ensure any areas identified could be looked into and resolved directly in person.

Please see below the 'areas for improvement' feedback shared with the Trust within the reporting period of May to July 2017 with the responses received.

Feedback received	Trust's response / action	Further comments
<p>Ward food - suggestion for there to be a 4 weekly cycle then to change menu. One lady stated she was in 6 weeks and was given the same options for the whole of her stay.</p>	<p>We recognise how important is to ensure that patients have a good choice of food. We score as one of the best hospitals in the country for the choice and quality of food, however, we always welcome feedback on how we can improve. Our food menu changes by season (spring/summer and autumn/winter). Rather than there being a set menu for what patients must have, there are 100 options for what they can choose, so even if someone is in for 6 weeks they should have enough variety. However, we regularly remind staff of the need to ensure that patients are aware of the range of options they can choose from, and we will continue to monitor this.</p>	<p>Within this report food & hydration scored: 25% positive feedback 25% negative feedback 50% neutral feedback including recommendations for improvement.</p>

<p>Court yard garden area - There is a lovely tree (Tree of life) A patient and her visitor asked if a sign could be placed next to it to say 'do not touch'. They have witnessed a few times children playing with it and taking from it.</p>	<p>Court yard garden area - There is a prominent sign next to the Tree of Life that states “The fountain and rockery area is for decorative purposes only and not to be used as a play area. The Walton Centre would like to ask parents to watch children and take care around this area”.</p>	
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Summary and Recommendations

Good Practice

The Walton Centre NHS Foundation Trust scored an average Healthwatch rating of 5 stars out of 5 for the period of May to July 2017.



The majority of positive reviews related to:

- Quality of Treatment a Care
- Staff attitudes
- Cleanliness

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

Recommendations

Communication:

- 2 reviews within this report relate to lack of communication via Trust letters to patients. It is recommended for the Trust to note the feedback received and to inform Healthwatch Sefton if this is an area of work being looked into by the Trust. Healthwatch Sefton to continue to gather feedback and report any further experiences shared to the Trust.

Facilities and Surroundings:

- Food & Hydration - A response has already been received from the Trust which is noted under 'Areas for Improvement' within this report. Healthwatch Sefton to continue to gather feedback from patients; family and visitors.

Acknowledgements

Healthwatch Sefton would like to thank The Walton Centre NHS Foundation Trust, in particular Mark McKenna and the Patient Experience Team for working in partnership in ensuring patient; family and visitors voices are heard and listened to. Thank you to all the staff who work at the Trust, especially in the main reception area for making Healthwatch Sefton feel welcome.

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

Response from The Walton Centre NHS Foundation Trust

The Walton Centre 
NHS Foundation Trust

Mark McKenna
Head of Patient Experience
The Walton Centre NHS Foundation Trust
Lower Lane
Liverpool
L9 7LJ
Tel: 0151 556 3088

1st December 2017

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

Dear Wendy,

Re: Healthwatch Sefton Feedback Report - The Walton Centre

Thank you very much for providing us with a copy of the draft feedback report which details the experiences of patients, families and visitors to The Walton Centre during your engagement visits between May and July 2017.

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

We are delighted to read about the positive feedback highlighted in the report. We are very proud of our staff and it is so pleasing to read the praise from patients, families and visitors. We have shared the draft report with the relevant departments in the Trust, including our Executive Directors and the staff who have been named in the report.

We provided responses at the time regarding the issues highlighted on pages 22 and 23. With regards to the recommendation about communication (particularly relating to letters to patients), this has been an area where we have taken action to improve the content of appointment letters. The feedback we have received is that letters are now clearer for patients, however, this is something that we are continuing to monitor. We will be grateful if you can share any further feedback you receive regarding this issue with us.

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

If I can be of any further assistance please do not hesitate to contact me

Yours Sincerely,

Mark McKenna

Head of Patient Experience

Contact us

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

Phone number: 0151 920 0726 (ext 240)

Freephone: 0800 206 1304

Text: 07434 810438

Email: info@healthwatchsefton.co.uk

Website: www.healthwatchsefton.co.uk



@HWatchSefton

@HWSFindServices



www.facebook.com/healthwatchsefton2013/

Appendix 1: Experience Form



Leave feedback



Please use our star rating system, where for example, a 1 star rating would be the worst/least agree, 3 would be a middle/medium rating, and 5 would be the best possible rating.

Approx. Date of Experience

How do you rate your overall experience of this service?



Summary of your experience (max 45 characters)

Tell us more about your experience*

Where do you live? (town/city)

Which department did you visit?

Your ratings (select if applicable)

Quality of treatment



Staff Attitude



Cleanliness



Quality of Food & Drink (if Applicable)



Communication



Discharge



Quality of Environment



Appointment (waiting times)



In relation to your comments are you a ...
Patient/Carer/Friend/Staff Member/Other (describe)

Do you want to know more about how to make an official complaint?
Yes/No

About you

Name:

Address:

Email/Number if want to leave*

(Your email/number will be kept private and you will not be sent any marketing material)

Control Sheet

Date Submitted:	02/11/2017
Date Response Due:	01/12/2017
Date Response Received:	01/12/2017
Follow up action:	

Submitted to:

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