

## Service User Experience Report

### 5 Boroughs Partnership NHS Trust

### (Community Services)

## November 2016

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# About this report

This report details experiences of community services shared by our community for the period January–November 2016. The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre.

All comments are the actual words of the people who shared them and have not been changed in any way.

The report will be shared with:

- NHS Knowsley CCG
- Knowsley Metropolitan Borough Council
- Care Quality Commission
- Local Community via our Website
- Healthwatch England
- NHS England
- Service Providers

## Snapshot

Snapshot (January 2016–November 2016)



### Reviews

70

reviews this period

Total reviews

1124

(Since January 2016)

### Services reviewed

6

services reviewed this period

Total Services reviewed

105

(Since January 2016)

### Sentiment



Sentiment by this time period

September 2016



August 2016



July 2016



June 2016



### Average Healthwatch rating



Average rating for January 2016–November 2016 (3,9571)



Overall average (3,7785)

### Average individual Healthwatch ratings

[View all](#)

Quality of care ★★★★★

Quality of treatment ★★★★★

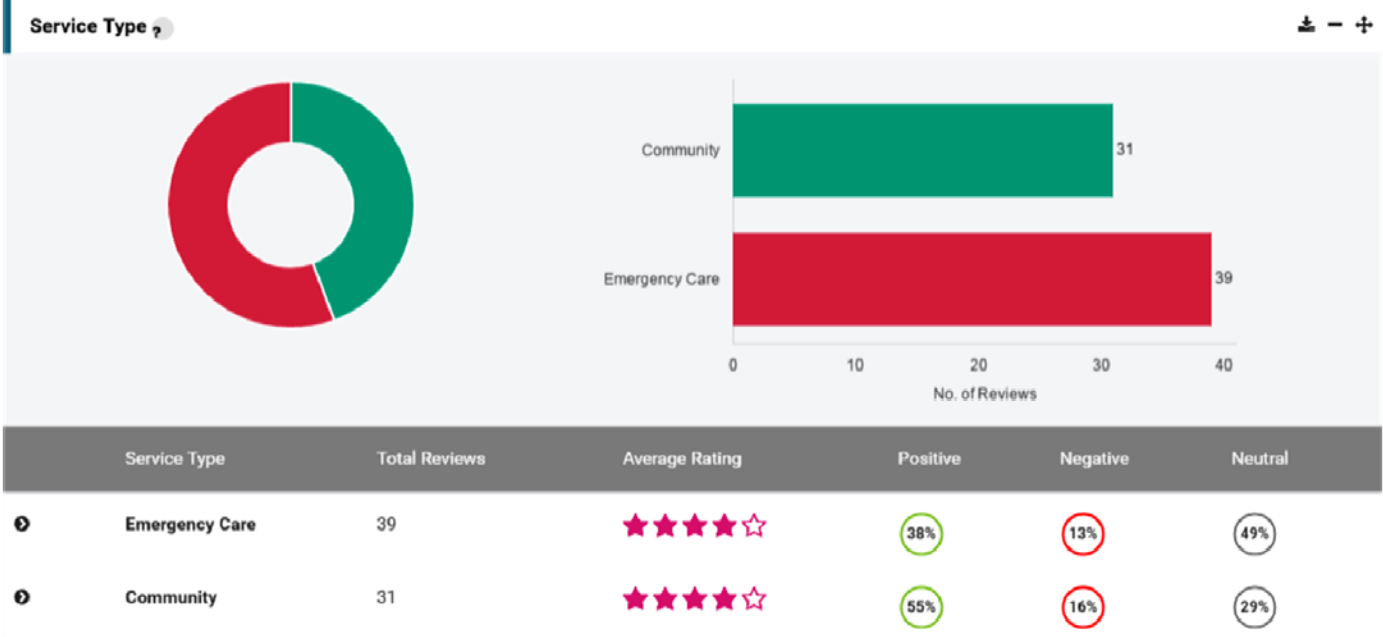
Staff ★★★★★

Cleanliness ★★★★★

Food & Drink (if applicable) ★★★★★

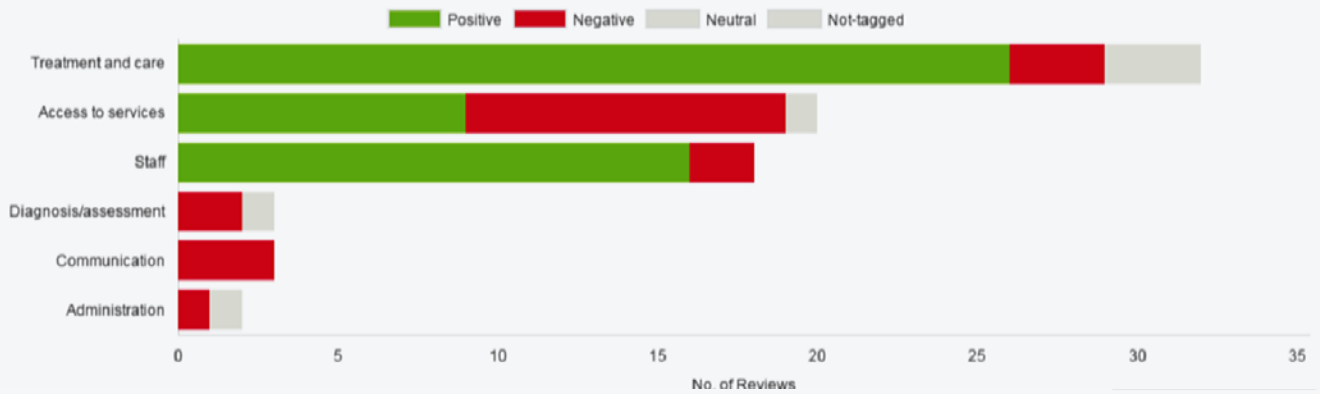
Communication ★★★★★

# Snapshot



# Key Themes

## Themes Tagging ?



|   | Theme name                         | Reviews | Positive | Negative | Neutral |              |
|---|------------------------------------|---------|----------|----------|---------|--------------|
| ➤ | Treatment and care                 | 32      | 81% 🟢    | 9% 🔴     | 9%      | Sub-Themes > |
| ➤ | Access to services                 | 20      | 45% 🟢    | 50% 🔴    | 5%      | Sub-Themes > |
| ➤ | Staff                              | 18      | 89% 🟢    | 11% 🔴    | 0       | Sub-Themes > |
| ➤ | Communication                      | 3       | 0 🟢      | 100% 🔴   | 0       | Sub-Themes > |
| ➤ | Diagnosis/assessment               | 3       | 0 🟢      | 67% 🔴    | 33%     | Sub-Themes > |
| ➤ | Unspecified                        | 2       | 100% 🟢   | 0 🔴      | 0       |              |
| ➤ | Administration                     | 2       | 0 🟢      | 50% 🔴    | 50%     | Sub-Themes > |
| ➤ | Continuity and integration of care | 1       | 100% 🟢   | 0 🔴      | 0       |              |
| ➤ | Medication                         | 1       | 0 🟢      | 100% 🔴   | 0       | Sub-Themes > |
| ➤ | Dignity and Respect                | 1       | 100% 🟢   | 0 🔴      | 0       | Sub-Themes > |

# All Comments

| 5 Boroughs Partnership (5BP) - Community Services  |                 | 2016-08-04 09:12:06 |
|----------------------------------------------------|-----------------|---------------------|
| Phlebotomy - North Huyton Resource Centre          |                 |                     |
| Brilliant service, very efficient.                 |                 |                     |
| Rating<br>5 *                                      |                 |                     |
| Positive Themes<br>Treatment and care -<br>Quality | Negative Themes | Neutral Themes      |

| 5 Boroughs Partnership (5BP) - Community Services                                                                                      |                 | 2016-07-15 12:34:15 |
|----------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Really informative Health Forum                                                                                                        |                 |                     |
| I really enjoyed the health forum in Kirkby. Knowsley Public Health presented their report, it was very interesting and well attended. |                 |                     |
| Rating<br>5 *                                                                                                                          |                 |                     |
| Positive Themes<br>Dignity and Respect -<br>Involvement & Engagement                                                                   | Negative Themes | Neutral Themes      |

| 5 Boroughs Partnership (5BP) - Community Services                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   |                 | 2016-07-08 12:30:01 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Podiatry                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                 |                     |
| <p>Have had a difficult infection in a small toe for a very long time. Podiatry have been exceptional in their treatment of this. They offered ideas why this was continuing to happen. An x-ray was suggested (this was clear). The Podiatrist emailed the Dr's and requested department at Aintree look at footwear, new shoes have now been made. The Podiatrist suggested I spoke to the Rheumatology department. They noted that it is a possibility that the Methotrexate (medication of Arthritis) can cause infection. They suggested leaving the medication for 2 weeks - the results looking very promising!!</p> <p>I cannot thank Diane Boyce enough for her persistence in this matter. The help and care I have received has been second to none.</p> |                 |                     |
| Rating<br>5 *                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                 |                     |
| Positive Themes<br>Treatment and care - Quality;<br>Staff - Attitudes                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Negative Themes | Neutral Themes      |

| 5 Boroughs Partnership (5BP) - Community Services                                                                                                                                     |                 | 2016-06-30 13:40:47 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Still using the service                                                                                                                                                               |                 |                     |
| I had been going dizzy and the falls team saw me. I had a tablet for blood pressure, this was low and caused me to feel dizzy. I was referred to the falls team, really good service. |                 |                     |
| Rating<br>5 *                                                                                                                                                                         |                 |                     |
| Positive Themes<br>Treatment and care - Experience                                                                                                                                    | Negative Themes | Neutral Themes      |

# All Comments

5 Boroughs Partnership (5BP) - Community Services

2016-06-28 12:35:42

Coniston

A bit of the staff is narky and nasty, but the dinner ladies and the co-ordinator are brilliant and very helpful so is the ward manager. But Dr is unhelpful and does not sign the forms when he is supposed to and he has discharged when I have told him I am going to kill myself if he lets me go and let me go and I nearly died. (April 2016)

(Healthwatch responded to this April 2016)

Rating

5 \*

Positive Themes

Negative Themes

Neutral Themes

5 Boroughs Partnership (5BP) - Community Services

2016-06-07 11:58:33

Podiatry

Staff extremely friendly, competent service

Rating

5 \*

Positive Themes

Negative Themes

Neutral Themes

Staff - Attitudes

5 Boroughs Partnership (5BP) - Community Services

2016-06-03 09:44:21

Husband broke hip. Feedback on Whiston

Husband broke his hip on 12th December last year whilst visiting family. He was sent to Chesterfield Hospital and was operated on. He came home to Huyton on 24th December because no beds were available in Whiston. He went once to Nutgrove Villa for physio, they advised that home visits were more appropriate for his needs. Did not hear anything until the end of January. Spoke to Healthwatch, that afternoon there was a meeting and I got a phone call to say that there was a cancellation and physio would be out to do an assessment. Really pleased, my husband was discharged yesterday after wonderful treatment.

Rating

5 \*

Positive Themes

Negative Themes

Neutral Themes

Treatment and care - Experience

Halewood Walk in Centre (Halewood Health Centre, 5 Boroughs Partnership)

2016-09-19 13:49:22

Excellent

Rating only

Rating

4 \*

Positive Themes

Negative Themes

Neutral Themes

# All Comments

**Halewood Walk in Centre (Halewood Health Centre, 5 Boroughs Partnership)** 2016-07-04 18:00:51

Attended walk in

I attended the walk in centre because I was worried I had shingles I waited a short amount of time in the waiting room and then was seen by a nurse who asked me a number questions. She then looked at my rash on my shoulder and confirmed that I had shingles. The walk in centre did not prescribe medication so I was advised to book an appointment with my gp if pain continued.

Rating  
4 \*

|                              |                 |                |
|------------------------------|-----------------|----------------|
| Positive Themes              | Negative Themes | Neutral Themes |
| Treatment and care - Quality |                 |                |

**Halewood Walk in Centre (Halewood Health Centre, 5 Boroughs Partnership)** 2016-06-21 09:31:41

I attended the Walk In Centre with my mum

I attended Halewood Walk In Centre with my mum who had a tooth abscess. The walk in centre could not treat mum but the staff were lovely and gave us a number to ring to find an emergency dentist. This was really helpful as we were unsure where to go. After ringing the number we found a dentist in St Helens who were brilliant.

Rating  
4 \*

|                                 |                 |                |
|---------------------------------|-----------------|----------------|
| Positive Themes                 | Negative Themes | Neutral Themes |
| Treatment and care - Experience |                 |                |

**Halewood Walk in Centre (Halewood Health Centre, 5 Boroughs Partnership)** 2016-01-27 13:05:03

Appointment booking service

Went for healthcheck. Easy to book appointment for healthcheck. Staff ok. Clean environment.

Rating  
4 \*

|                 |                 |                |
|-----------------|-----------------|----------------|
| Positive Themes | Negative Themes | Neutral Themes |
|                 |                 |                |

**Halewood Walk in Centre (Halewood Health Centre, 5 Boroughs Partnership)** 2016-09-27 08:11:27

Positive

Positive Experience

Rating  
5 \*

|                 |                 |                |
|-----------------|-----------------|----------------|
| Positive Themes | Negative Themes | Neutral Themes |
|                 |                 |                |



# All Comments

|                                                                                                                                                                                                                                                                                                                                                                             |                 |                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Halewood Walk in Centre (Halewood Health Centre, 5 Boroughs Partnership)                                                                                                                                                                                                                                                                                                    |                 | 2016-09-27 07:48:18 |
| Short wait, first class medical assistance                                                                                                                                                                                                                                                                                                                                  |                 |                     |
| I had a problem caused after a holiday in Greece. I spoke initially to a local pharmacist, explained the problem and he suggested that I visit the clinic as I would need a prescription. My medical problem was dealt with quickly and efficiently by the medical staff and I had my prescription within 30 minutes. I would never have received such a service from my GP |                 |                     |
| Rating<br>5 *                                                                                                                                                                                                                                                                                                                                                               |                 |                     |
| Positive Themes<br>Treatment and care - Effectiveness                                                                                                                                                                                                                                                                                                                       | Negative Themes | Neutral Themes      |

|                                                                                                             |                 |                     |
|-------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Halewood Walk in Centre (Halewood Health Centre, 5 Boroughs Partnership)                                    |                 | 2016-09-27 07:41:59 |
| Excellent                                                                                                   |                 |                     |
| Went with vertigo, temperature and BP was taken, ears checked. Olive Oil drops recommended. Good experience |                 |                     |
| Rating<br>5 *                                                                                               |                 |                     |
| Positive Themes<br>Treatment and care - Experience                                                          | Negative Themes | Neutral Themes      |

|                                                                          |                 |                     |
|--------------------------------------------------------------------------|-----------------|---------------------|
| Halewood Walk in Centre (Halewood Health Centre, 5 Boroughs Partnership) |                 | 2016-09-19 09:08:11 |
| Heart service                                                            |                 |                     |
| ECG and Scan at doctors - very quick service                             |                 |                     |
| Rating<br>5 *                                                            |                 |                     |
| Positive Themes<br>Treatment and care - Quality                          | Negative Themes | Neutral Themes      |

|                                                                                                                                                 |                 |                     |
|-------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Halewood Walk in Centre (Halewood Health Centre, 5 Boroughs Partnership)                                                                        |                 | 2016-08-30 08:55:59 |
| Nice staff                                                                                                                                      |                 |                     |
| I attended the walk in centre with my partner who had hurt his shoulder whilst gardening. The waiting time was quick and the staff were lovely. |                 |                     |
| Rating<br>5 *                                                                                                                                   |                 |                     |
| Positive Themes<br>Access to services - Waiting times;<br>Staff - Attitudes                                                                     | Negative Themes | Neutral Themes      |

# All Comments

**Halewood Walk in Centre (Halewood Health Centre, 5 Boroughs Partnership) 2016-01-27 13:05:03**

Waiting times (Access to Services)

Visited the walk in centre with my daughter who lives in London. The service we received was first class. She lives in London and you have to wait ages to be seen. At Halewood we were seen quickly.

Rating  
5 \*

Positive Themes

Negative Themes

Neutral Themes

**Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership) 2016-11-03 09:38:11**

Not good

I don't rate the walk in centre - always send me to the hospital anyway. I prefer hospitals.

Rating  
1 \*

Positive Themes

Negative Themes

Neutral Themes

**Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership) 2016-06-30 13:18:54**

Attended walk in

I attended the walk in centre in Huyton. I had fallen off a ladder. As soon as the nurse looked at the computer and saw I had a mental health problem, I felt that she thought that I hadn't really hurt myself. I wish she had a better understanding about mental health.

Rating  
2 \*

Positive Themes

Negative Themes  
Staff - Attitudes; Treatment and care - Experience

Neutral Themes

**Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership) 2016-06-28 12:08:59**

Bloods

I attended Nutgrove Villa for blood tests. There was only one Phlebotomist working. I arrived at 7.35am and took card 21 and was treated at 8.25am. The service at this time of the morning is for working people. A few patients left before their tests because of the waiting time, needing to go to work and having no breakfast as they have fasted overnight. The 2 chairs need to be in use. The lady who took the blood was excellent but seemed stressed out. (March 2016)

Rating  
2 \*

Positive Themes

Negative Themes  
Access to services - Waiting times; Staff - Capacity

Neutral Themes

# All Comments

**Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership) 2016-06-28 08:48:31**

Accessibility

I'm blind and I can't get to my GP at Nutgrove Villa. My daughter previously used to get permission to park outside the surgery, this has now been blocked so I don't attend. I was advised to talk to the practice manager at the surgery or contact Healthwatch Knowsley. (January 2016)

Rating  
2 \*

|                 |                                                    |                |
|-----------------|----------------------------------------------------|----------------|
| Positive Themes | Negative Themes<br>Access to services - Inequality | Neutral Themes |
|-----------------|----------------------------------------------------|----------------|

**Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership) 2016-06-28 13:01:40**

Son was dizzy and disorientated

Waited a while to see triage but then jumped the queue because of what was wrong with my son. I was pleased about this as I was very concerned about my son.

Rating  
3 \*

|                 |                 |                                                      |
|-----------------|-----------------|------------------------------------------------------|
| Positive Themes | Negative Themes | Neutral Themes<br>Access to services - Waiting times |
|-----------------|-----------------|------------------------------------------------------|

**Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership) 2016-06-16 11:38:15**

Good Experience

I was happy with my experience, I go every month, the doctor is nice. No problems, the doctor spoke to me not just my Dad.

Rating  
4 \*

|                                      |                 |                |
|--------------------------------------|-----------------|----------------|
| Positive Themes<br>Staff - Attitudes | Negative Themes | Neutral Themes |
|--------------------------------------|-----------------|----------------|

**Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership) 2016-06-07 12:27:46**

Good

Pleasant, prompt.

Rating  
4 \*

|                                      |                 |                |
|--------------------------------------|-----------------|----------------|
| Positive Themes<br>Staff - Attitudes | Negative Themes | Neutral Themes |
|--------------------------------------|-----------------|----------------|

# All Comments

| Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership)        |                 | 2016-06-07 12:20:43 |
|----------------------------------------------------------------|-----------------|---------------------|
| Dentist Visit                                                  |                 |                     |
| Really pleased, didn't wait long and overall a pleasant visit. |                 |                     |
| Rating<br>4 *                                                  |                 |                     |
| Positive Themes<br>Treatment and care - Experience             | Negative Themes | Neutral Themes      |

| Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership)                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              |                 | 2016-09-28 11:23:13                          |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|----------------------------------------------|
| Excellent service and staff                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          |                 |                                              |
| <p>The receptionist was excellent in there approach to my problem. I waited about 10 minutes for a nurse called me in. She was very helpful and treated me with respect, also organised an appointment with my doctor the same morning. The nurse also made an appointment with the physio which was three days later. The physio examined me and agreed with the nurse on my problem and then organised my MRI scan which would be in about two weeks. On Monday the following week I had a phone call from Whiston Hospital saying that they had a cancelation and would I like to come for my MRI scan in an hour, The staff where excellent in explaining the procedure to me and I was out an hour later. Three days later I was in the surgery with my doctor explaining to me the problems I have and changed my medication to manage the pain. The next week I had an appointment with the orthopaedic surgeon who explained in greater detail on what my problem was and the options He had to go forward with my problem who also agreed that the medication was ok, but recommended that I go to the pain clinic. There was problem with the report the physio gave. In his report he said that it was my left leg that my back condition affected, the problem was it was my right leg that was affected, the surgeon was not to pleased with this, because I remarked that this diagnostic would have been dangerous if it was an elderly patient or someone with a mental health problem. My journey from when I was first diagnosed to the surgeon at Whiston was excellent and quick only for the physio at Nutgrove villa to make that mistake.</p> |                 |                                              |
| Rating<br>5 *                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        |                 |                                              |
| Positive Themes<br>Access to services - Waiting times;<br>Treatment and care - Experience                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Negative Themes | Neutral Themes<br>Diagnosis/assessment - Mis |

| Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership)                                                                                                                                |                 | 2016-06-30 16:06:07                                       |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|-----------------------------------------------------------|
| Podiatry Appointment                                                                                                                                                                   |                 |                                                           |
| Michelle was really professional and caring. The appointment was on time. I do worry about missing my turn because I am hard of hearing - maybe a board that can be viewed could help? |                 |                                                           |
| Rating<br>5 *                                                                                                                                                                          |                 |                                                           |
| Positive Themes<br>Staff - Attitudes; Treatment<br>and care - Experience                                                                                                               | Negative Themes | Neutral Themes<br>Administration -<br>Admission Procedure |

# All Comments

| Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership)                                                             |                 | 2016-06-07 13:02:16 |
|---------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Nutgrove Villa                                                                                                      |                 |                     |
| Our experience is that we are very happy with all the services. We are elderly and feel that we are well cared for. |                 |                     |
| Rating<br>5 *                                                                                                       |                 |                     |
| Positive Themes<br>Staff - Attitudes                                                                                | Negative Themes | Neutral Themes      |

| Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership) |                 | 2016-06-07 12:24:31 |
|---------------------------------------------------------|-----------------|---------------------|
| Physio - very good                                      |                 |                     |
| Very, very good.                                        |                 |                     |
| Rating<br>5 *                                           |                 |                     |
| Positive Themes<br>Treatment and care - Experience      | Negative Themes | Neutral Themes      |

| Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership) |                 | 2016-06-07 12:12:57 |
|---------------------------------------------------------|-----------------|---------------------|
| Helpful, quick                                          |                 |                     |
| In and out. Very helpful.                               |                 |                     |
| Rating<br>5 *                                           |                 |                     |
| Positive Themes<br>Access to services - Waiting times   | Negative Themes | Neutral Themes      |

| Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership) |                 | 2016-06-07 11:25:36 |
|---------------------------------------------------------|-----------------|---------------------|
| Very Good                                               |                 |                     |
| Looked after very well                                  |                 |                     |
| Rating<br>5 *                                           |                 |                     |
| Positive Themes<br>Staff - Attitudes                    | Negative Themes | Neutral Themes      |

# All Comments

| Nutgrove Villa (Walk in Centre, 5 Boroughs Partnership)                                               |                 | 2016-03-10 13:04:47 |
|-------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Quality of Treatment                                                                                  |                 |                     |
| Walk in centre fab and really helpful and followed us up. GP again, really helpful and understanding. |                 |                     |
| Rating<br>5 *                                                                                         |                 |                     |
| Positive Themes<br>Staff - Attitudes; Treatment and care - Quality                                    | Negative Themes | Neutral Themes      |

| Phlebotomy (Knowsley, 5BP, 5 Boroughs Partnership)                                                                                                                                                                                                                                                                                    |                                         | 2016-10-19 09:12:44 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|---------------------|
| Blood sample never reached the lab                                                                                                                                                                                                                                                                                                    |                                         |                     |
| Knowsley Phlebotomy service came out to take a blood sample on 8th September. Have rang GP numerous times re results but they have never been received. I rang GP surgery yesterday and was told that my blood sample never reached the lab. I feel that this is a breach of my confidentiality and also a breach of my duty of care. |                                         |                     |
| Rating<br>1 *                                                                                                                                                                                                                                                                                                                         |                                         |                     |
| Positive Themes                                                                                                                                                                                                                                                                                                                       | Negative Themes<br>Diagnosis/assessment | Neutral Themes      |

| Phlebotomy (Knowsley, 5BP, 5 Boroughs Partnership) |                 | 2016-10-21 09:46:01 |
|----------------------------------------------------|-----------------|---------------------|
| Phlebotomy - St Chads                              |                 |                     |
| Usually only attend for bloods or midwife.         |                 |                     |
| Rating<br>4 *                                      |                 |                     |
| Positive Themes<br>Unspecified                     | Negative Themes | Neutral Themes      |

| Phlebotomy (Knowsley, 5BP, 5 Boroughs Partnership)                                                                           |                 | 2016-10-21 08:44:32 |
|------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Phlebotomy - St Chads                                                                                                        |                 |                     |
| Always polite, always a good service. Venue easy to access.                                                                  |                 |                     |
| Rating<br>4 *                                                                                                                |                 |                     |
| Positive Themes<br>Access to services - Convenience / Distance to travel; Staff - Attitudes; Treatment and care - Experience | Negative Themes | Neutral Themes      |

# All Comments

## Phlebotomy (Knowsley, 5BP, 5 Boroughs Partnership) 2016-10-21 08:00:33

Phlebotomy - St Chads

It has got everything you need. Every time we have been for appointments, we have never waited. On the form it said to go upstairs but we were meant to be in the downstairs clinic.

Rating

4 \*

Positive Themes  
Access to services -  
Waiting times

Negative Themes  
Communication - General

Neutral Themes

## Phlebotomy (Knowsley, 5BP, 5 Boroughs Partnership)

2016-08-16 10:02:27

For ten years fine

A good service

Rating

4 \*

Positive Themes

Negative Themes

Neutral Themes

## Podiatry Services (Knowsley, 5BP, 5 Boroughs Partnership) 2016-10-13 10:52:53

Podiatry

I went to get my toe nails cut as it was advertising toe nail cutting with no appointments. I waited 2 hours to be told that they wouldn't cut my nails as I was type 2 diabetic and I would need to make an appointment.

Rating

1 \*

Positive Themes

Negative Themes  
Communication - General

Neutral Themes

## Podiatry Services (Knowsley, 5BP, 5 Boroughs Partnership) 2016-10-13 10:48:50

Appointments

I have type 2 diabetes and need my toe nails cutting. I called for an appointment and was told that there weren't any available. I asked when my next appointment was due and was told that it was due at the end of November but I wouldn't get an appointment until January. I managed to get an appointment for 24th October.

Rating

1 \*

Positive  
Themes

Negative Themes  
Access to services - Waiting times; Administration -  
Booking appointments

Neutral Themes

# All Comments

|                                                                                                                                                                                                                                                                                                                                                                                         |                                         |                |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------------------------------|----------------|
| <b>Podiatry Services (Knowsley, 5BP, 5 Boroughs Partnership) 2016-10-06 08:14:59</b>                                                                                                                                                                                                                                                                                                    |                                         |                |
| Rushed Appointment                                                                                                                                                                                                                                                                                                                                                                      |                                         |                |
| I went to the clinic at St Chads and the podiatrist said there were no problems. My foot pain got worse and worse so I went to the doctors a month later and the doctor said I had a verruca. I have now been told I have to have surgery on my foot and am getting triaged for it next Tuesday. I think the podiatrist overlooked this because the time of the slots have been reduced |                                         |                |
| Rating<br>2 *                                                                                                                                                                                                                                                                                                                                                                           |                                         |                |
| Positive Themes                                                                                                                                                                                                                                                                                                                                                                         | Negative Themes<br>Diagnosis/assessment | Neutral Themes |

|                                                                                                                            |                 |                |
|----------------------------------------------------------------------------------------------------------------------------|-----------------|----------------|
| <b>Podiatry Services (Knowsley, 5BP, 5 Boroughs Partnership) 2016-10-21 08:37:55</b>                                       |                 |                |
| Podiatry - St Chads                                                                                                        |                 |                |
| This is my first visit to the service so unable to comment on the service at this point. It was ok getting an appointment. |                 |                |
| Rating<br>3 *                                                                                                              |                 |                |
| Positive Themes<br>Access to services - General                                                                            | Negative Themes | Neutral Themes |

|                                                                                                                                                                                |                                                    |                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|----------------|
| <b>Podiatry Services (Knowsley, 5BP, 5 Boroughs Partnership) 2016-10-12 14:12:44</b>                                                                                           |                                                    |                |
| Podiatry appointment                                                                                                                                                           |                                                    |                |
| I had my appointment on Monday. I have problems with my circulation - they checked if I had feeling in my feet and cut my nails. Thanks to the staff for seeing me so quickly! |                                                    |                |
| Rating<br>4 *                                                                                                                                                                  |                                                    |                |
| Positive Themes<br>Access to services - Waiting times                                                                                                                          | Negative Themes<br>Treatment and care - Experience | Neutral Themes |

|                                                                                                                                           |                                                       |                |
|-------------------------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------------|----------------|
| <b>Podiatry Services (Knowsley, 5BP, 5 Boroughs Partnership) 2016-08-16 08:50:36</b>                                                      |                                                       |                |
| Great service                                                                                                                             |                                                       |                |
| The service is brilliant but I have to wait a long time for an appointment. It is usually 10-12 weeks but this time it has been 16 weeks. |                                                       |                |
| Rating<br>4 *                                                                                                                             |                                                       |                |
| Positive Themes<br>Treatment and care - Quality                                                                                           | Negative Themes<br>Access to services - Waiting times | Neutral Themes |



# All Comments

| Podiatry Services (Knowsley, 5BP, 5 Boroughs Partnership) |                 | 2016-09-19 09:05:30 |
|-----------------------------------------------------------|-----------------|---------------------|
| Halewood Podiatry                                         |                 |                     |
| Excellent                                                 |                 |                     |
| Rating<br>5 *                                             |                 |                     |
| Positive Themes<br>Treatment and care - Experience        | Negative Themes | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                                                                                           |                                                    | 2016-06-28 09:56:58 |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------------|---------------------|
| St Chad's                                                                                                                                                          |                                                    |                     |
| To access the surgery as a blind person it is unsafe as you have to cross over where cars are coming. This is dangerous, we need a proper crossing. (January 2016) |                                                    |                     |
| Rating<br>1 *                                                                                                                                                      |                                                    |                     |
| Positive Themes                                                                                                                                                    | Negative Themes<br>Access to services - Inequality | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                                                                                                                                                                                                                                                                                                                                                           |                                                               | 2016-03-29 13:04:49 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------|---------------------|
| Prescriptions                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                               |                     |
| Ordered medication from the chemist. Went to collect it three days later, told it had not come through from the doctors and they would ring and ask why. Returned the next day, still not available, they were finally ready 2 days later. Everything was very difficult because I have mental health problems and found it so hard to cope. It was not the chemists fault as they were very kind. It was the fault of the doctor. |                                                               |                     |
| Rating<br>1 *                                                                                                                                                                                                                                                                                                                                                                                                                      |                                                               |                     |
| Positive Themes                                                                                                                                                                                                                                                                                                                                                                                                                    | Negative Themes<br>Medication - Pharmacy Repeat Prescriptions | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                                                                                                                                 |                                                                        | 2016-06-27 13:54:26 |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|---------------------|
| Accessibility                                                                                                                                                                                            |                                                                        |                     |
| I am blind I have had to have help crossing the road to St Chads because St Chads has no crossing. I don't understand why they can put a crossing outside the Leisure centre but not the medical centre. |                                                                        |                     |
| Rating<br>2 *                                                                                                                                                                                            |                                                                        |                     |
| Positive Themes                                                                                                                                                                                          | Negative Themes<br>Access to services - Convenience/Distance to travel | Neutral Themes      |

# All Comments

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                                                                                                                                                                                                                                                                          |                                                                          | 2016-07-22 11:40:48 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------|---------------------|
| X ray                                                                                                                                                                                                                                                                                                                                             |                                                                          |                     |
| I was sent to St Chads clinic by my doctor for an x-ray. I arrived to be told that the machine was out of action with no time available to say when it would be back in action. I was advised to go to the hospital. No-one could tell me why local surgeries still had not been informed so that patients would not be sent on a wasted journey. |                                                                          |                     |
| Rating<br>3 *                                                                                                                                                                                                                                                                                                                                     |                                                                          |                     |
| Positive Themes                                                                                                                                                                                                                                                                                                                                   | Negative Themes<br>Access to services - General; Communication - Lack of | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership) |                 | 2016-10-20 14:40:24 |
|----------------------------------------------------------|-----------------|---------------------|
| She loves it                                             |                 |                     |
| Good weight lifted off her shoulder                      |                 |                     |
| Rating<br>5 *                                            |                 |                     |
| Positive Themes<br>Treatment and care - Experience       | Negative Themes | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                                                                                                  |                 | 2016-08-10 12:30:27 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Its really good                                                                                                                                                           |                 |                     |
| its really good its got everything. I had a pain in my ear so I saw the doctor who gave me a spray and cream. My condition cleared in three days the GP was a lovely man. |                 |                     |
| Rating<br>5 *                                                                                                                                                             |                 |                     |
| Positive Themes<br>Treatment and care - Experience                                                                                                                        | Negative Themes | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                                                                                                                                                                                                                                                                                                                                                                                                                            |                 | 2016-07-08 12:35:14 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| X-ray                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               |                 |                     |
| Had reason to attend for an x-ray at St Chads. From collecting the request from the GP and attending the clinic, all was completed in 2 days. On attending the clinic I was requested to stay as it could be completed today, it was done within 30 minutes and done with such respect and kindness. I asked a number of people in my area if this was an exception and was told it was not and that the x-ray staff were extremely kind and helpful and that you were never there for a long time. |                 |                     |
| Rating<br>5 *                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                 |                     |
| Positive Themes<br>Access to services - Convenience/<br>Distance to travel; Staff - Attitudes;<br>Treatment and care - Experience                                                                                                                                                                                                                                                                                                                                                                   | Negative Themes | Neutral Themes      |

# All Comments

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                                                |                                                 | 2016-06-21 12:46:25 |
|-------------------------------------------------------------------------------------------------------------------------|-------------------------------------------------|---------------------|
| I was sent to Aintree Hospital                                                                                          |                                                 |                     |
| St Chads x-ray machine has been broken since last Wednesday. I had to go to Aintree Hospital which took time and money. |                                                 |                     |
| Rating<br>5 *                                                                                                           |                                                 |                     |
| Positive Themes                                                                                                         | Negative Themes<br>Access to services - Lack of | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)             |                 | 2016-06-06 13:04:41 |
|----------------------------------------------------------------------|-----------------|---------------------|
| St Chads                                                             |                 |                     |
| I attended the Warfarin clinic and was in and out within 10 minutes. |                 |                     |
| Rating<br>5 *                                                        |                 |                     |
| Positive Themes<br>Treatment and care - Experience                   | Negative Themes | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                                                                                                                                               |                 | 2016-06-06 13:02:56 |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| St Chads                                                                                                                                                                                                               |                 |                     |
| I attended St Chads with hip and back problems. I attended and had an x-ray taken. I went back the following week for a bone scan. I was sent for physio and was given calcium tablets. I have had no back pain since. |                 |                     |
| Rating<br>5 *                                                                                                                                                                                                          |                 |                     |
| Positive Themes<br>Treatment and care - Experience                                                                                                                                                                     | Negative Themes | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                                                                            |                 | 2016-06-06 12:56:04 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| St Chads                                                                                                                                            |                 |                     |
| I attended St Chads with breathing problems at 8.50am. I saw a doctor at 9am, had blood and urine tests done and a chest x-ray and left at 10.15am. |                 |                     |
| Rating<br>5 *                                                                                                                                       |                 |                     |
| Positive Themes<br>Treatment and care - Quality                                                                                                     | Negative Themes | Neutral Themes      |

# All Comments

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                                             |                 | 2016-02-25 13:04:48 |
|----------------------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Access for people with a disability                                                                                  |                 |                     |
| St Chads - Quick and easy - thank you. More disability parking spaces needed as not easy access for disabled people. |                 |                     |
| Rating<br>5 *                                                                                                        |                 |                     |
| Positive Themes<br>Access to services - General                                                                      | Negative Themes | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership) |                 | 2016-02-25 13:04:48 |
|----------------------------------------------------------|-----------------|---------------------|
| St Chads                                                 |                 |                     |
| St Chads                                                 |                 |                     |
| Rating<br>5 *                                            |                 |                     |
| Positive Themes<br>Unspecified                           | Negative Themes | Neutral Themes      |

| St Chads Clinic (Walk in Centre, 5 Boroughs Partnership)                                              |                 | 2016-02-24 13:04:49 |
|-------------------------------------------------------------------------------------------------------|-----------------|---------------------|
| Quality of Treatment                                                                                  |                 |                     |
| St Chad's - I just attend for my bloods. I never have to wait very long. The staff are always lovely. |                 |                     |
| Rating<br>5 *                                                                                         |                 |                     |
| Positive Themes<br>Treatment and care - Experience                                                    | Negative Themes | Neutral Themes      |

# Healthwatch Knowsley

## What is Healthwatch?

Healthwatch is the independent consumer champion created to gather and represent the views of the public on Health and Adult Social Care. We play a part at both a local and national level to make sure that peoples experiences of Health and Adult Social Care are taken into account by both service providers and commissioners.

## How do we make a difference?

- We are part of, and answerable to the community
- We improve local health and adult social care services through community feedback
- We provide information about the care choices the community have
- We talk and listen to people from every part of the community
- We hold services to account for the care they provide

## Why do we do it?

Healthwatch Knowsley has been developed to give the people of Knowsley a stronger voice in influencing and challenging how health and adult social care services are provided within our region.

## What we are responsible for

- Enabling people to share their views and concerns about health and adult social care services in Knowsley
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with Clinical Commissioning Groups and social care providers amongst others to help make sure that services are designed to meet local people's needs.

## Our Values

- **Inclusive** - we put communities first, working with children, young people and adults
- **Influential** - we are responsive, setting the agenda and making change happen
- **Independent** - we act on behalf of consumers, listening carefully then speaking loudly on their behalf
- **Credible** - we value knowledge, seeking information and challenging assumptions with facts
- **Collaborative** - we work in partnership with health and social care organisations to keep the debate positive and we get things done

# Healthwatch Knowsley Feedback Centre

This report has been compiled using the new Healthwatch Knowsley Feedback Centre. This web based tool enables members of the public to rate the services that they use and provides real time analysis of the feedback, enabling early identification of trends and issues.



## Contact us

### Contact Details

Healthwatch Knowsley

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Telephone: **0151 449 3954**

Email: **[enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)**

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

Or if you would like to share your experiences of Health and Social Care please visit our feedback centre at **[www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)** or telephone a member of the team.



**@HWKnowsley**



**Healthwatch.Knowsley**

# Control Sheet

|                               |  |
|-------------------------------|--|
| <b>Date Submitted</b>         |  |
| <b>Date Response due</b>      |  |
| <b>Date Response Received</b> |  |
| <b>Follow up actions</b>      |  |

## Submitted to:

|                                                    |  |
|----------------------------------------------------|--|
| <b>Trust</b>                                       |  |
| <b>NHS Knowsley CCG Lead Nurse</b>                 |  |
| <b>NHS Knowsley CCG Lay Advisor</b>                |  |
| <b>NHS Knowsley CCG Accountable Officer</b>        |  |
| <b>NHS Knowsley Patient Engagement Manager</b>     |  |
| <b>Local Authority Commissioner</b>                |  |
| <b>Cabinet Member for Health &amp; Social Care</b> |  |
| <b>NHS England Quality Surveillance Group</b>      |  |
| <b>Healthwatch Knowsley Website</b>                |  |