

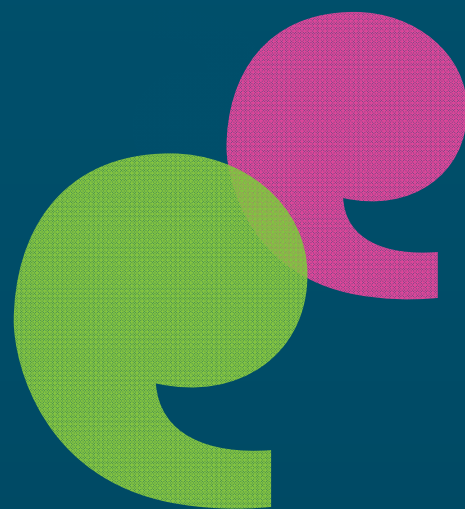


healthwatch
Knowsley

Patient Experience Report Aintree University Hospital Quarter Three 2013/14

**Compiled by Healthwatch
Knowsley**





Contents

Contents	2
About Healthwatch Knowsley	3
What is Healthwatch?	3
What we do	3
Our Mission Statement	4
Our Values	4
How this report was compiled	5
Summary of Comments.....	6
Hospital Scores	7
Good Practice.....	14
Recommendations.....	14
Appendix One – Comments	15
Appendix Two – Survey	22
Appendix Three – Data	24
Control Sheet	25

About Healthwatch Knowsley

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

What is Healthwatch?

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

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

What we do

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

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

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

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



Mission Statement

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



Our Values

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

How this report was compiled

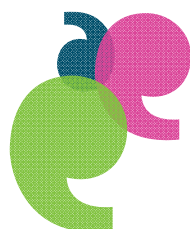
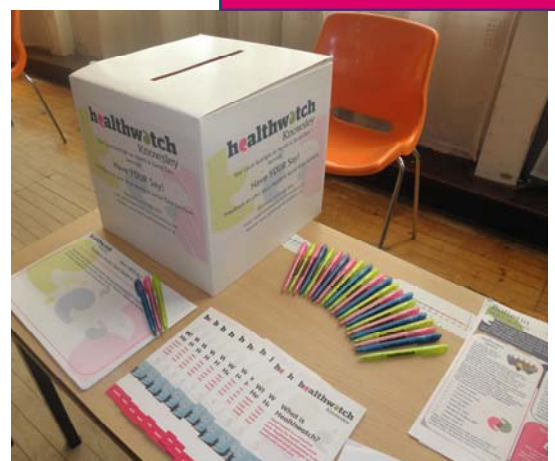
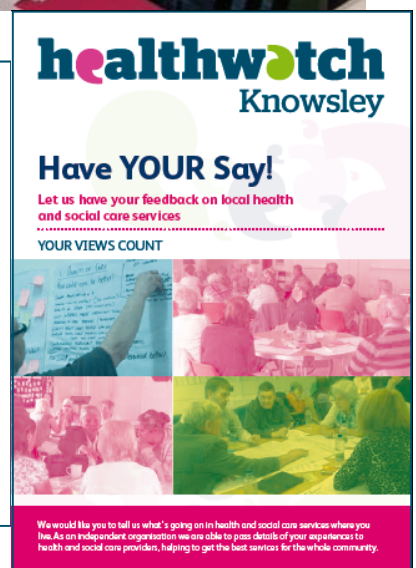
To effectively capture the views of community members in terms of the Health and Social Care services Healthwatch ensures that the following routes into community members are maintained.

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

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

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

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



Summary of Comments



During the period for which the report relates 24 comments have been collated, which contain a combination of positive and negative comments. These have been captured through direct patient experience feedback captured on the Healthwatch Knowsley patient feedback for and through a hospital specific survey. This survey asks respondents* to specifically score the hospital in the following areas, and was completed by 17 respondents:

Respondents were asked in what capacity they had visited the hospital and were given the options of:

- Inpatient
- Outpatient
- A&E
- Day Case
- Visiting

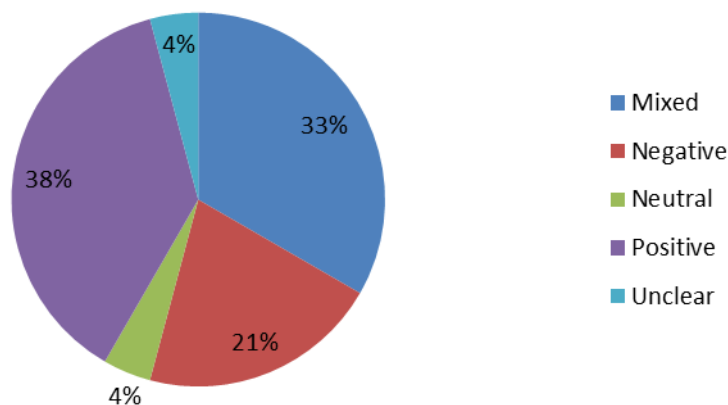
*It should be noted that not all respondents completed the entire scoring sheet



Hospital Scores

Number of responses during quarter 3 through direct patient experience comments.

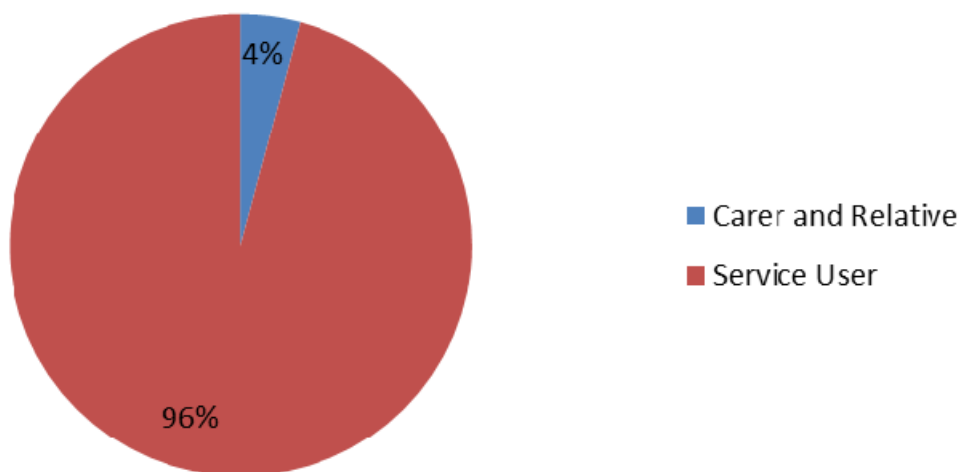
Sentiment



Sentiment	Number
Mixed	8
Negative	5
Neutral	1
Positive	9
Unclear	1

Make up of Respondents

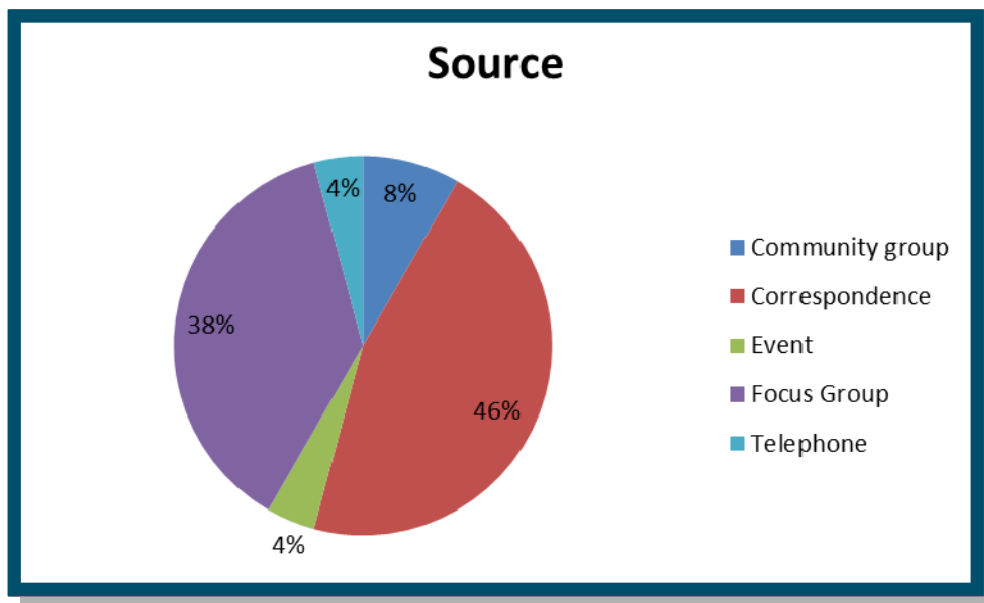
Commentator Type



Commentator Type	Number
Carer and Relative	1
Service User	23

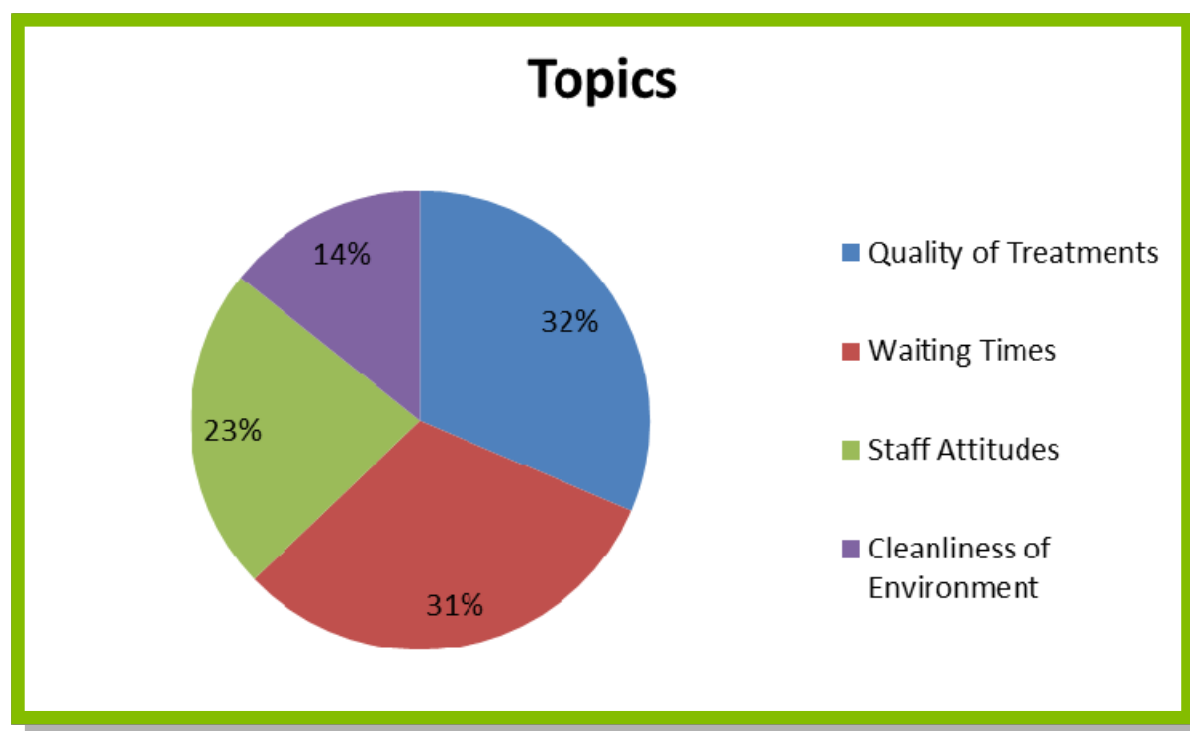
Hospital Scores

Where we got the information

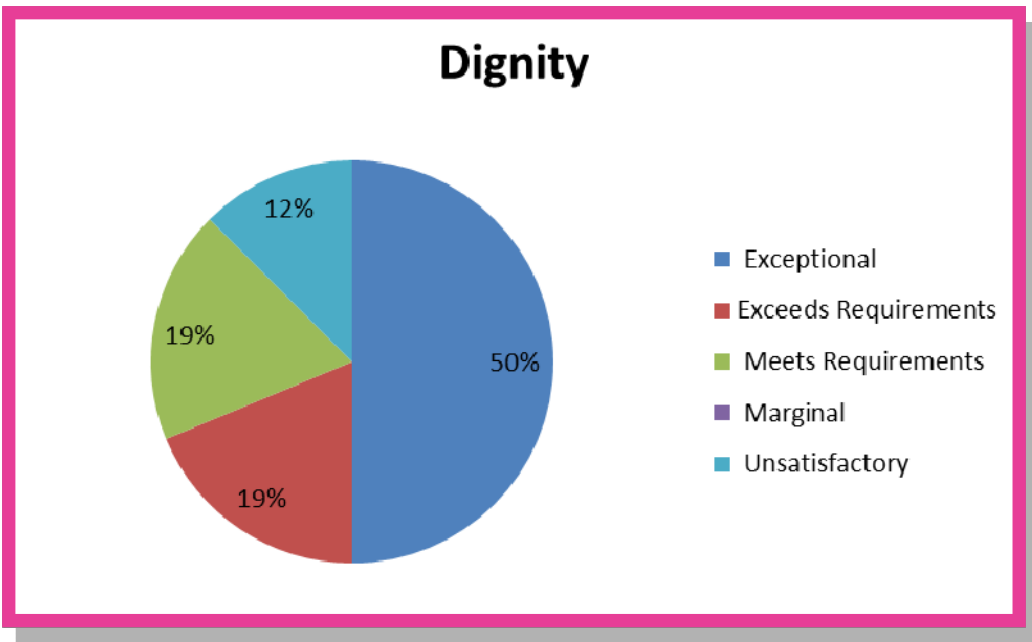
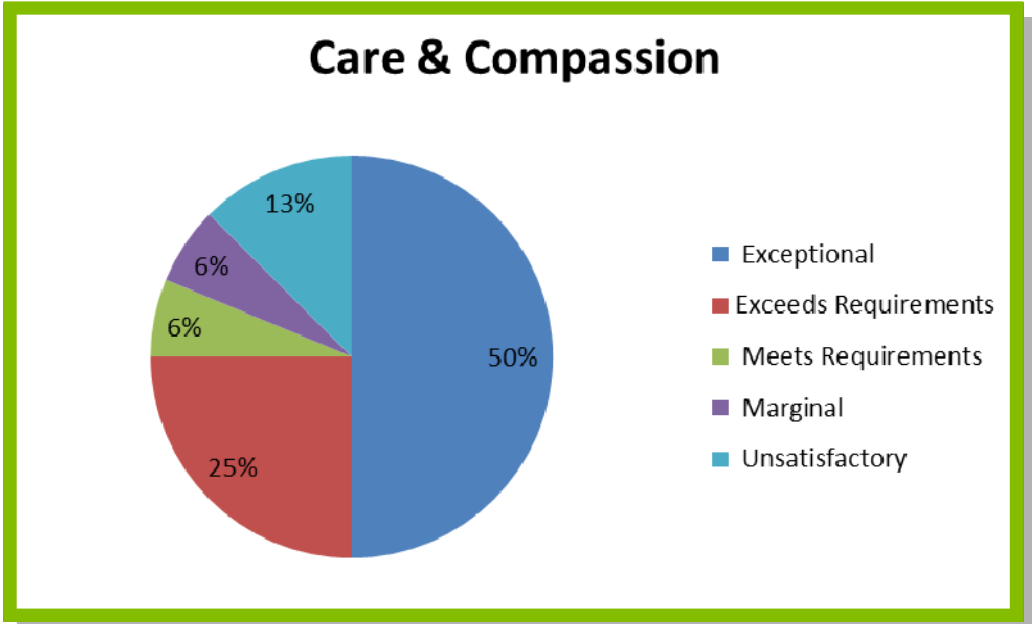
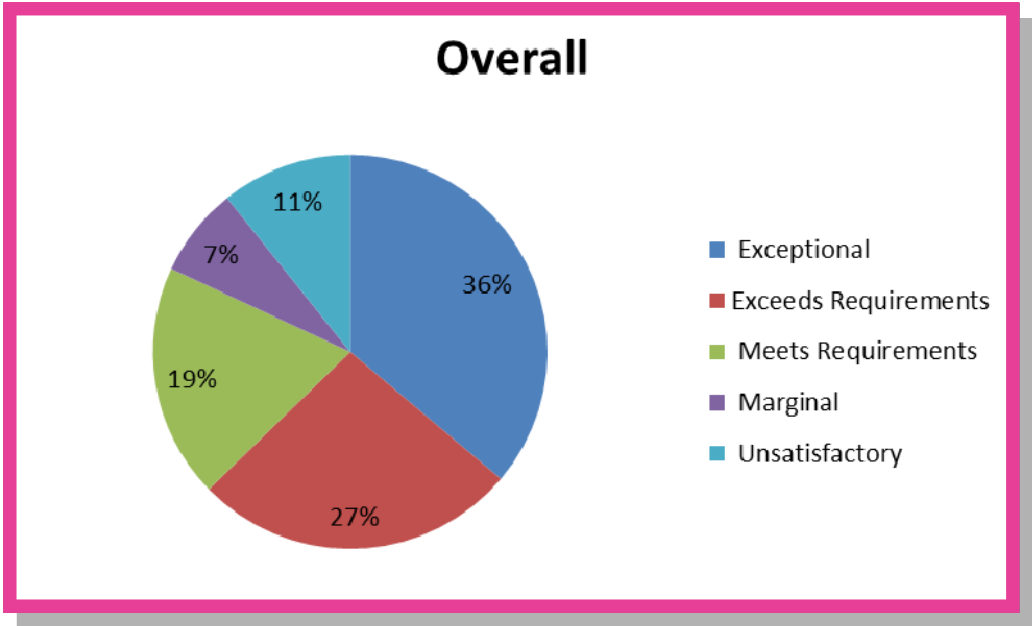


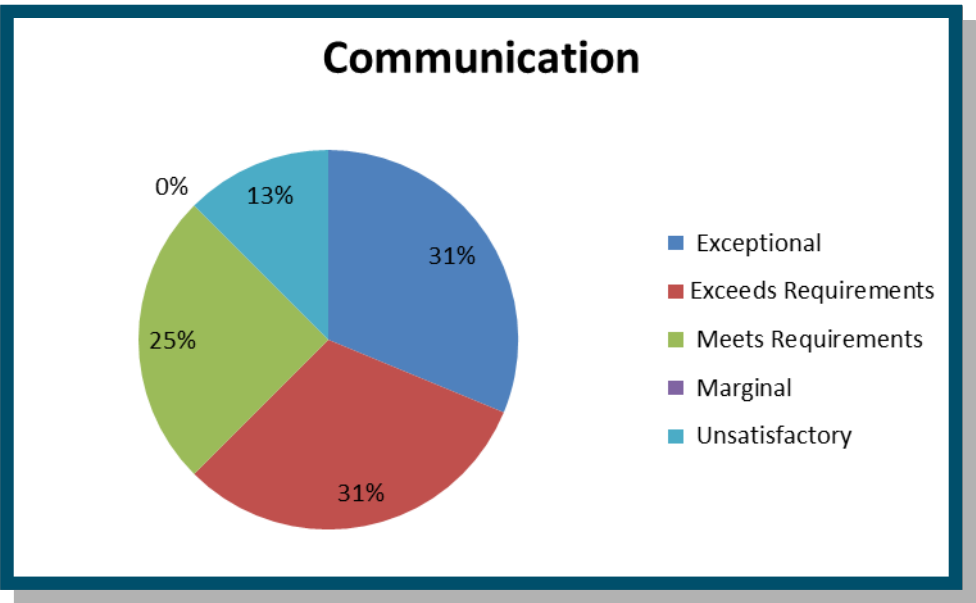
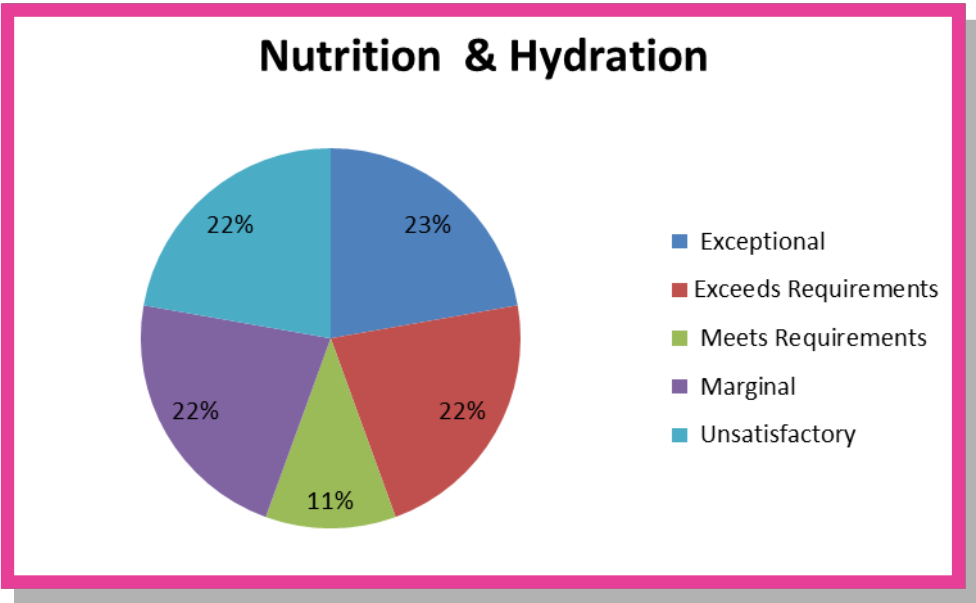
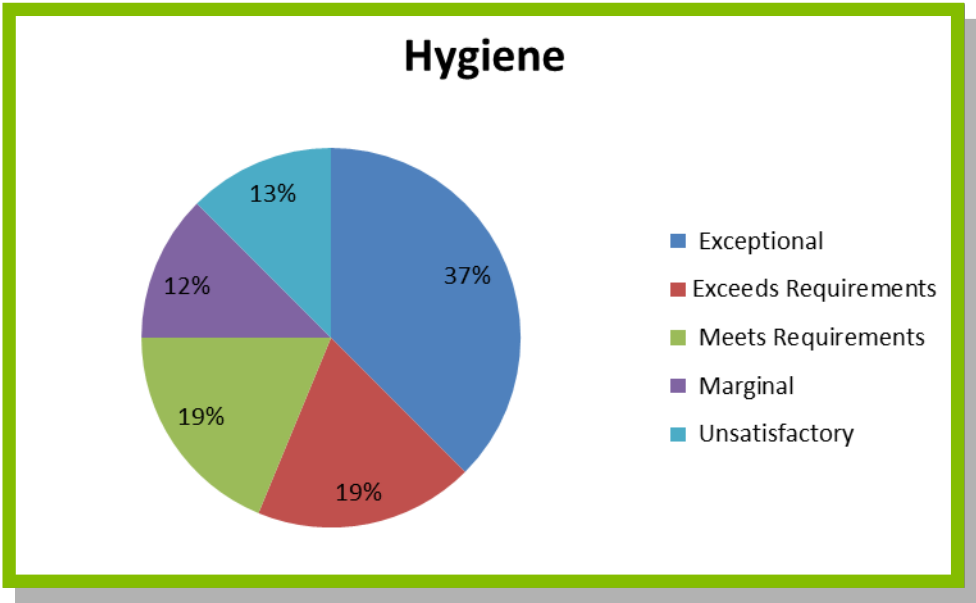
Source	Number
Community group	2
Correspondence	11
Event	1
Focus Group	9
Telephone	1

Most Commented Areas

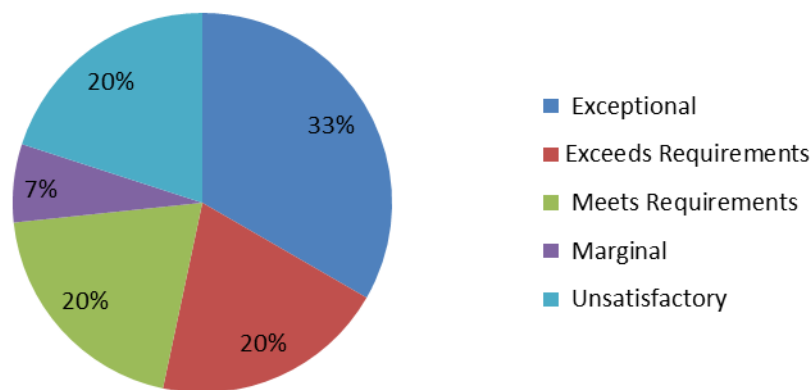


Most Commented Areas	Number
Quality of Treatments	11
Waiting Times	11
Staff Attitudes	8
Cleanliness of Environment	5

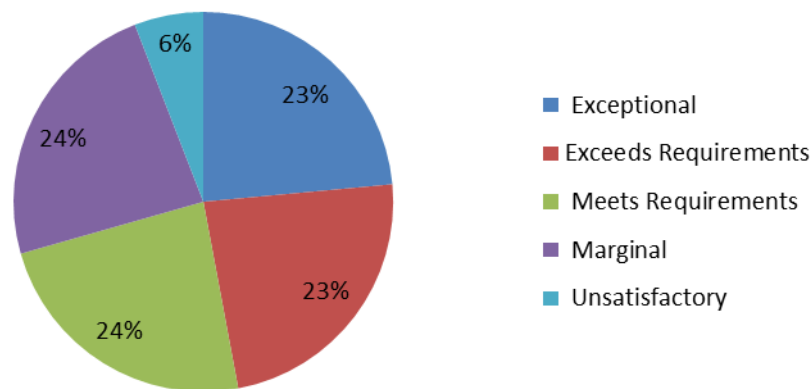




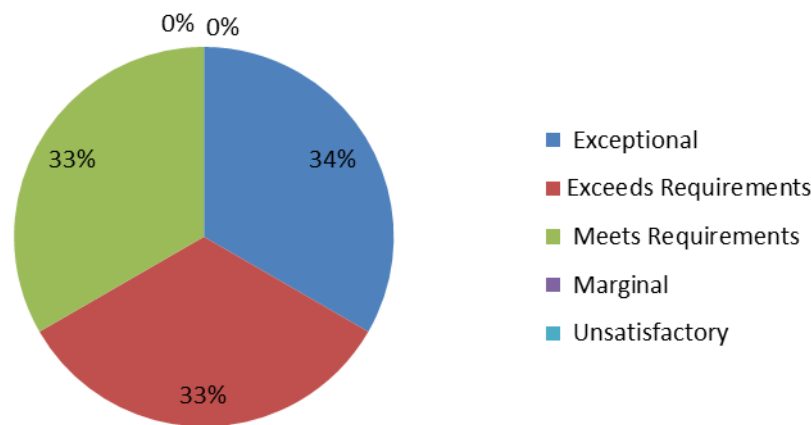
Waiting for appointment

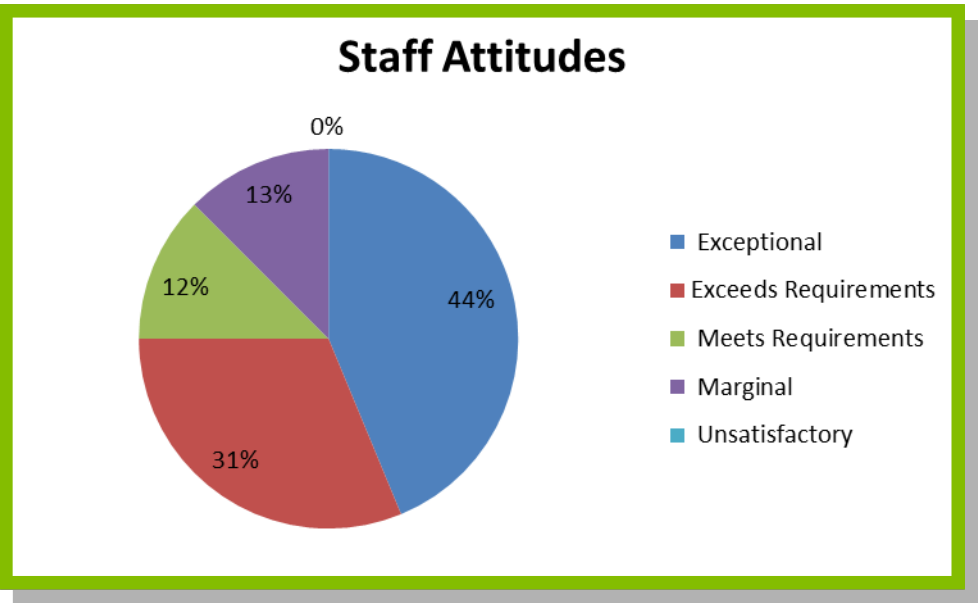
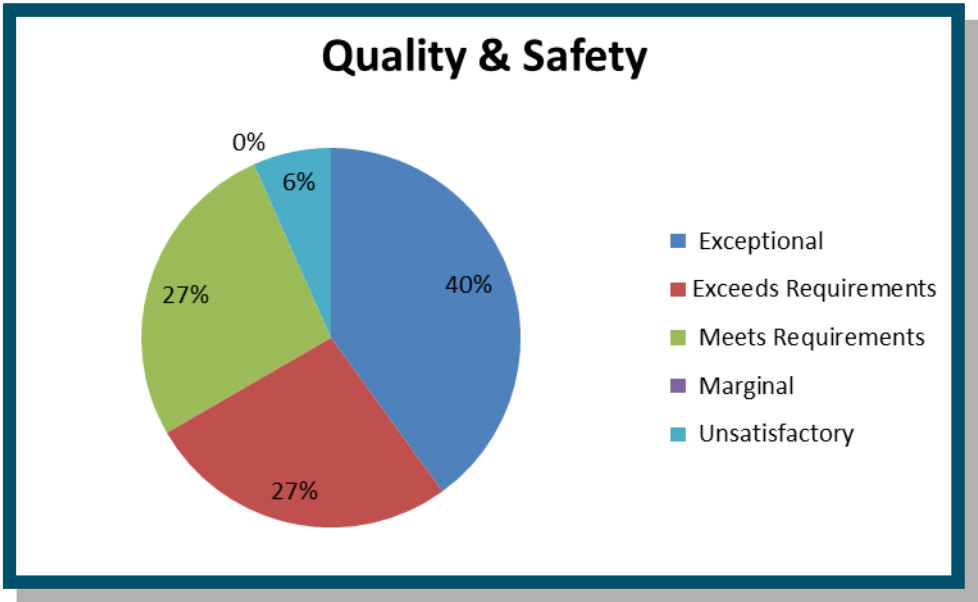
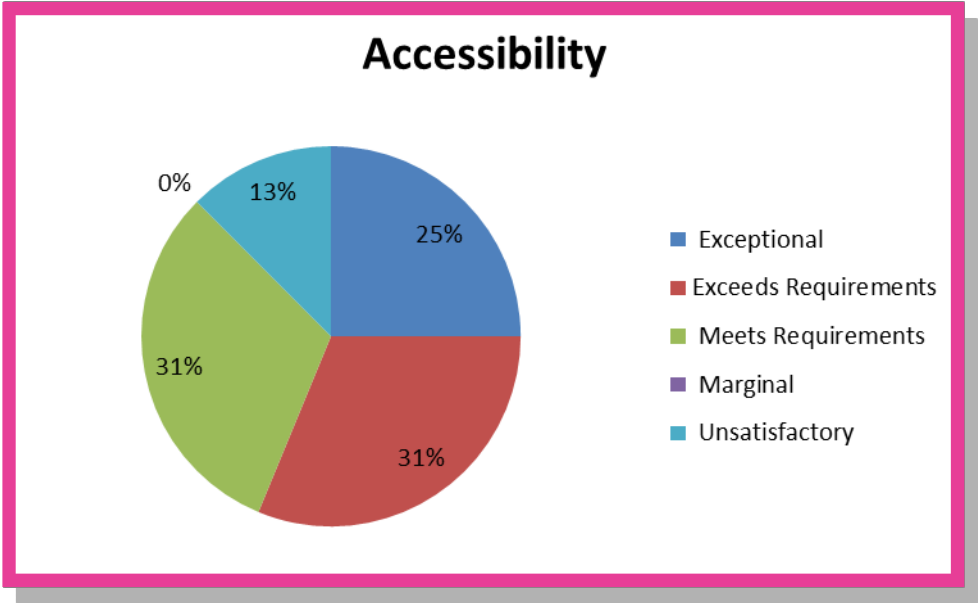


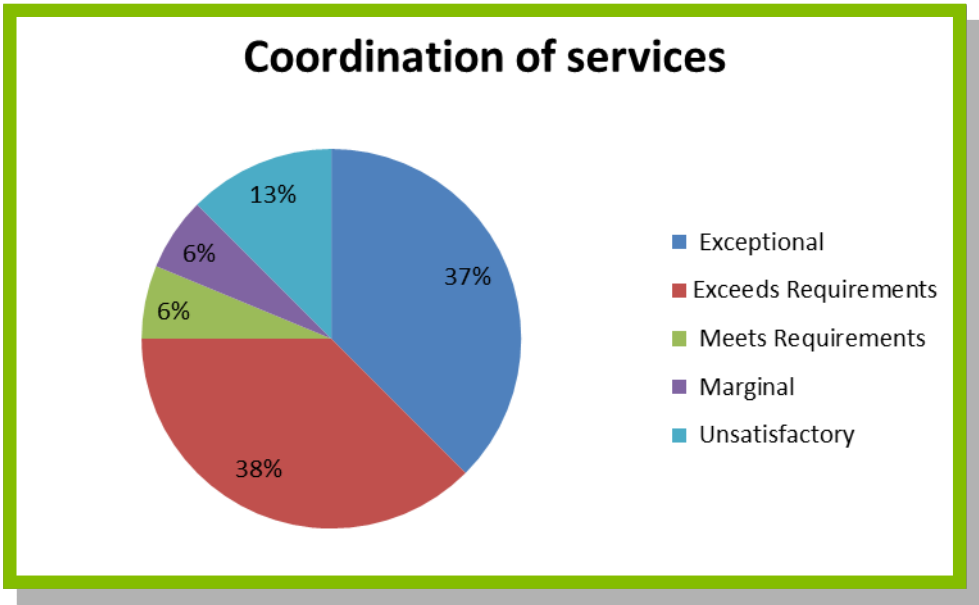
Waiting at appointment

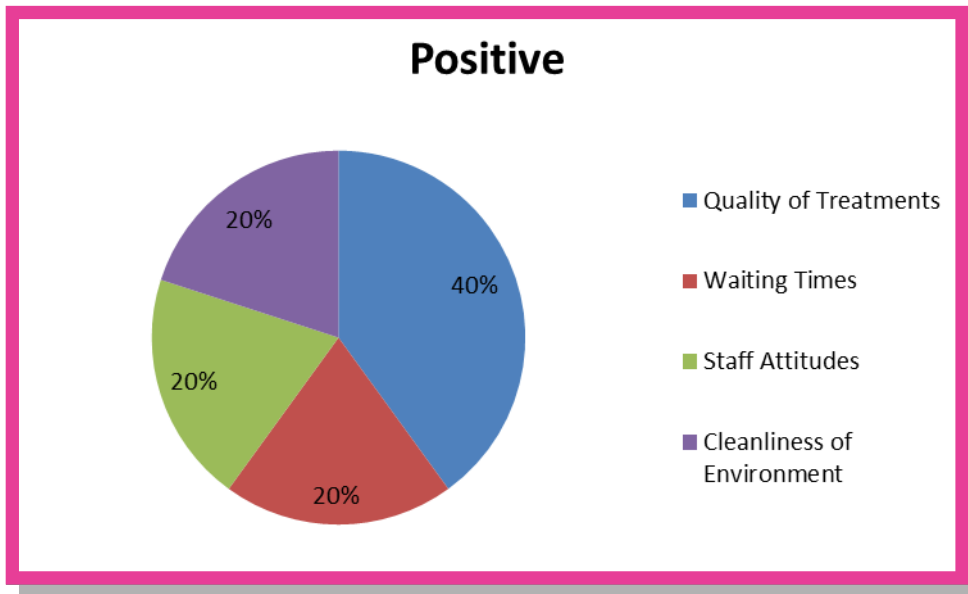


Discharge









Area	Positive
Quality of Treatments	8
Waiting Times	4
Staff Attitudes	4
Cleanliness of Environment	4

Healthwatch Knowsley are pleased to note the following areas of good practice

- Satisfaction levels with the Trust are currently good with 63% of respondents rating their visit either Exceptional or Exceeding Requirements.

Recommendations

- **Waiting times** There are still reports of long waits and cancelled operations. A policy should be put in place to ensure that appointments are not repeatedly cancelled See comments: KNO9507 (21), KNO10649 (21)
- **Staff Attitudes** Although 75% of people rated the Trusts either exceptional or exceeding their requirements, there are still reports of some patients feeling that the attitude of the staff did not meet expectations All patients should be treated in a manner that makes them feel comfortable during their visit or stay. See comments KNO5739 (17), KNO14821 (17), KNO5632 (20), KNO10649 (21).

Trust Data Healthwatch strongly recommend that this report is viewed alongside the Trusts own Patient Experience and Friends and Family Data to ensure that the three sources of information are triangulated and acted upon.

Appendix 1: Comments

Provider Details Aintree University Hospital NHS Foundation Trust	
Where Collected:	Correspondence
Service Type	Accident and Emergency Outpatients
Comments	My initial experience of A&E was excellent and my care on the ward too. However, outpatients, was very disappointing. The Registrar didn't know why I was there and had no test results and couldn't get them on the computer then made no attempt to get them. He just said I would have to go back. I had to take time off work for this and was very unhappy.
KNO5739	Records Management Quality of treatment Staff attitudes
Mixed	11/1/2013

Provider Details Aintree University Hospital NHS Foundation Trust	
Where Collected:	Correspondence
Service Type	Inpatient Care Outpatients
Comments	I was admitted on 09.12.12 for a gall bladder operation - they perforated my bowel and stitched me back up. It took them 5 days to diagnose Peritonitis and septicaemia which resulted in emergency surgery, 8 days in intensive care and 3 months in hospital. I spent time on ward 3, the staff attitude was appalling. I was left without dressings being changed due to staff shortages. I was left to wait for lengthy periods without pain relief. On 22.12.12, I was moved to ward 4. Here the nursing care was excellent and helped my recovery which, on several occasions was very poor. The difference in the quality of care between ward 3 and 4 was very obvious. The attitude of staff was blaringly obvious from very poor (ward 3) to excellent (ward 4). My family were not notified when I had emergency surgery and was transferred to intensive care.
KNO14821	Access to Information Quality of treatment Staff attitudes
Mixed	12/17/2013

Provider Details Aintree University Hospital NHS Foundation Trust	
Where Collected:	Focus Group
Service Type	Inpatient Care Outpatients
Comments	I recently had a hip replacement. I received excellent care from the Occupational Health Service, both before and after my operation, The staff at the hospital were really good. The ward was clean, food could have been better. Nurses came out to give Flu jabs from the surgery. My husband had the same operation as me and had the same treatment both in hospital and at home.
KNO9480	Food and Hydration Quality of treatment Cleanliness of environment
Mixed	11/21/2013

Appendix 1: Comments

Provider Details Aintree University Hospital NHS Foundation Trust	
Where Collected:	Community group
Service Type	Outpatients
Comments	Spot on , although I did see a junior doctor rather than a specialist who was off ill. I had to explain about my condition more than usual. I was a bit disappointed that I couldn't speak to a consultant about my care but due to follow up shortly.
KNO7355	Suitability of Staff Quality of treatment
Mixed	11/12/2013

Provider Details Aintree University Hospital NHS Foundation Trust	
Where Collected:	Correspondence
Service Type	Outpatients
Comments	The department I went to was excellent. Clean, modern and friendly staff. Only complaint is car parking charges. If the clinic is running late, outpatients are penalised by hourly rates.
KNO10740	Car Parking Staff attitudes Cleanliness of environment
Mixed	12/5/2013

Provider Details Aintree University Hospital NHS Foundation Trust	
Where Collected:	Correspondence
Service Type	Outpatients
Comments	It was a great experience. I was seen straight away, everything was explained to me. The staff were helpful and friendly - a perfect hospital appointment in every way. The only problem I find is the travelling to and from the hospital, the parking situation and the prices in the WRVS shop. The clinical facilities and staff are great, it is the facilities at the hospital which are in dire need of change.
KNO6967	Building and Facilities Car Parking Access to Information Staff attitudes Waiting times (Access to Services)
Mixed	11/6/2013

Provider Details Aintree University Hospital NHS Foundation Trust	
Where Collected:	Focus Group
Service Type	Outpatients
Comments	I attend Aintree on a regular basis. I sometimes have to wait over an hour for someone to see me. The staff are brilliant, some of the staff can be rude but its only the odd one. The hospital is clean but the toilets are not.
KNO10629	Waiting times (Patient Pathway) Quality of treatment Staff attitudes Cleanliness of environment
Mixed	11/29/2013

Appendix 1: Comments

Provider Details Aintree University Hospital NHS Foundation Trust	
Where Collected:	Focus Group
Service Type	Outpatients
Comments	I go for an injection in my eyes. Eventually I will go blind. Very often my appointments are really early so I can't use my bus pass (as this has to be after a certain time). I can only get the number 20, this doesn't take me to the hospital and is a long walk. I have heart problems so I regularly have to get taxi's, this is expensive. Everything is ok with the hospital.
KNO7343	Access to a Service Appointments
Mixed	11/12/2013

Provider Details Aintree University Hospital NHS Foundation Trust	
Where Collected:	Correspondence
Service Type	Inpatient Care
Comments	The first thing everybody needs when arriving at hospital as a patient is reassurance. This is sadly lacking as I suspect it is in most hospitals. On arriving, I was told which was my bed and left to it. The only time any of the staff spoke to me was usually when they wanted to take my blood pressure and temperature. I was not asked how I was feeling or if there was anything I needed which I think amounts to a lack of basic nursing. This is not a criticism of the nursing staff but of the system that doesn't allow or encourage basic nursing. On 2 occasions, the wrong medication was given to me. I developed a scalp problem during surgery. What I presumed was a junior doctor came, looked at my scalp and told me that he didn't know what it was. My GP prescribed some treatment. I don't want to think about the food. Although I don't think I could have been in better hands than my consultant, my overall experience of being a patient in this hospital was not very reassuring.
KNO5632	Diagnostics Food and Hydration Medicines Management Quality of treatment
Negative	10/30/2013

Provider Details Aintree University Hospital NHS Foundation Trust	
Where Collected:	Focus Group
Service Type	Inpatient Care
Comments	Before my operation I was given a zimmer frame and told to learn how to hop (no chance). I had an operation on my left foot and was told to go home the same day. I didn't have any bed downstairs, I had to borrow one which took 3 days. I had a cast on my leg for 12 weeks. when I was confined to my bed, my toenails were very long. I phoned the Chiropodist and was told that due to short staff the nearest appointment was 4th November, by then I had had my cast removed.
KNO9481	Appointments Discharges Waiting times (Access to Services)
Negative	11/21/2013

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Correspondence	
Service Type	Outpatients	
Comments	Mum attended DVT clinic on 17.10.13 via MAU as her right leg had swollen to twice its size. Her GP sent her to MAU asking via letter for an x-ray on right leg as she had recently (August 2013) had an extra plate fitted to end of hip following a break in her right femur. We sat on a bed in MAU from 1.20pm – 7pm when we went to x-ray, then to see DVT doctor who said they were unable to do doplar scan as the unit was closed. We left MAU at 8.30pm. We returned for appointment at 1pm on 18.10.13 then waited until 7.45pm to see orthopaedic doctor re x-ray and scan results. We only got to see doctor when I asked to see the night matron who organised it within 10 minutes. Mum has vascular dementia and was very distressed by these visits. Attended scan on 25.10.13 when mum was upset at waiting, I asked if we could go in on time, the receptionist said we would have to wait our turn despite me informing her that mum was very upset. Letter for appointment on 25.10 arrived on 26.10.	
KNO10649	Waiting times (Patient Pathway) Quality of treatment Staff attitudes	
Negative	12/2/2013	

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Correspondence	
Service Type	Outpatients	
Comments	After having spent 33 years in Canada and always saying we have an excellent NHS. Then moving to East Sussex for 2 years and North Somerset for 1 year both with an excellent service. I have lived here for 18 months and find it a disgraceful service at least on my experience here. The hospital cancelled my appointment 4 times.	
KNO9507	Admissions Waiting times (Access to Services)	
Negative	11/22/2013	

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Focus Group	
Service Type	Outpatients	
Comments	I attend Aintree Hospital every Friday for an injection. I am under a Kirkby doctors and for some reason I have to attend hospital to have the injection. I have to get a taxi or a lift which is £8.50 each way and that is because there is no bus route.	
KNO7340	Access to a Service	
Negative	11/12/2013	

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Focus Group	
Service Type	Outpatients	
Comments	Last two visits I waited 2 hours. They did not keep to their rota.	
KNO4365	Waiting times (Access to Services)	
Neutral	10/18/2013	

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Focus Group	
Service Type	Accident and Emergency	
Comments	I went in with a chest infection and was seen right away. The staff and doctors were very good. The hospital was clean. I was treated with very well and quickly. Everything was in place for when I left.	
KNO10628	Discharges Quality of treatment Cleanliness of environment Waiting times (Access to Services)	
Positive	11/29/2013	

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Focus Group	
Service Type	Inpatient Care	
Comments	I had a great experience, the staff are fab, couldn't fault.	
KNO4375	Quality of treatment	
Positive	10/18/2013	

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Correspondence	
Service Type	Ophthalmology Outpatients	
Comments	I am a patient of Mr D Clark at Ophthalmology clinic. This year they changed the way that they run the Glaucoma department. Instead of having the eye test done and then waiting to see the doctor, which I have waited 2 hours in the past. I had an appointment on 2nd October 2013. I arrive at 9.15am and had all the eye tests done and did not have to see a doctor. I was on my way home at 9.50am. They sent the results to me. I don't have to see the doctor until June 2014. I think this is fantastic so please give them all a big pat on the back.	
KNO5527	Waiting times (Access to Services)	
Positive	10/28/2013	

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group	
Service Type	Outpatients	
Comments	Aintree hospital is spot on for scans and x-rays.	
KNO7353	Quality of treatment	
Positive	11/12/2013	

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Correspondence	
Service Type	Outpatients	
Comments	Everything was tickety - Boo!	
KNO10738	Quality of treatment	
Positive	12/5/2013	

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Correspondence	
Service Type	Outpatients	
Comments	I have needed to attend the x-ray department on 2 separate occasions, both times I was greeted and treated well and did not have to wait long for my x-rays. Also, I have had to attend for 2 separate Colonoscopy's, again I was greeted and treated well. The staff were a great support and treated me with respect and friendship. Well done and thank you to both. Both of these clinics are held in the Elective Care Centre.	
KNO9485	Quality of treatment Waiting times (Access to Services)	
Positive	11/21/2013	

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Correspondence	
Service Type	Outpatients	
Comments	Very Good. Everyone polite and helpful.	
KNO9500	Quality of treatment	
Positive	11/22/2013	

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Focus Group	
Service Type	Outpatients	
Comments	The outpatient service at Aintree Hospital is very good.	
KNO4368	Quality of treatment	
Positive	10/18/2013	

Appendix 1: Comments

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Telephone	
Service Type	Outpatients	
Comments	Very good service. I cannot walk very far and they always arrange an ambulance for me.	
KNO5354	Patient Transport	
Positive	10/21/2013	

Provider Details		Aintree University Hospital NHS Foundation Trust
Where Collected:	Event	
Service Type	Accident and Emergency	
Comments	Waiting time in A&E - 3 hours	
KNO10779	Waiting times (Access to Services)	
Unclear	12/5/2013	

Appendix 2: Survey

Hospital Survey

Name of the hospital you visited	
How long is it since you visited the hospital	0-3 months ☐ 3-6 months ☐ 6-9 months ☐ 9-12 months ☐ more than 12 months ☐
Why did you go to the hospital?	Out Patient ☐ In Patient ☐ Day Case ☐ Emergency ☐ Visiting a patient ☐ Accompanying someone else ☐ Other reason (please state) ☐

Please tell us about your experience of the hospital

Your age Under 20 ☐ 21-40 ☐ 41-60 ☐ 61-80 ☐ 80+ ☐

Your gender Male ☐ Female ☐ Transgender ☐

Ethnic Origin

First three letters of your postcode

Please turn over to complete the survey

Appendix 2: Survey

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory
Care & Compassion					
<i>Were the staff kind?</i>	☐	☐	☐	☐	☐
Dignity					
<i>Did they respect you?</i>	☐	☐	☐	☐	☐
Hygiene					
<i>Was the hospital clean?</i>	☐	☐	☐	☐	☐
Nutrition & Hydration					
<i>What was the food and drink like?</i>	☐	☐	☐	☐	☐
Communication					
<i>Did they tell you what was happening?</i>	☐	☐	☐	☐	☐
Waiting for appointment					
<i>Did you have to wait long before you got an appointment?</i>	☐	☐	☐	☐	☐
Waiting at appointment					
<i>Did you have to wait long when you were at your appointment?</i>	☐	☐	☐	☐	☐
Discharge					
<i>Was everything you needed in place before you left?</i>	☐	☐	☐	☐	☐
Accessibility					
<i>Was the hospital easy to get around?</i>	☐	☐	☐	☐	☐
Quality & Safety					
<i>Did you feel safe?</i>	☐	☐	☐	☐	☐
Staff Attitudes					
<i>Were they friendly and polite?</i>	☐	☐	☐	☐	☐
Coordination of services					
<i>Did everyone work together?</i>	☐	☐	☐	☐	☐

Appendix 3: Data

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory	Total
Care & Compassion Were the staff kind?	8	4	1	1	2	16
Dignity Did they respect you?	8	3	3	0	2	16
Hygiene Was the hospital clean?	6	3	3	2	2	16
Nutrition & Hydration What was the food and drink like?	2	2	1	2	2	9
Communication Did they tell you what was happening?	5	5	4	0	2	16
Waiting for appointment Did you have to wait long before you got an appointment?	5	3	3	1	3	15
Waiting at appointment Did you have to wait long when you were at your appointment?	4	4	4	4	1	17
Discharge Was everything you needed in place before you left?	3	3	3	0	0	9
Accessibility Was the hospital easy to get around?	4	5	5	0	2	16
Quality & Safety Did you feel safe?	6	4	4	0	1	15
Staff Attitudes Were they friendly and polite?	7	5	2	2	0	16
Coordination of services Did everyone work together?	6	6	1	1	2	16

Control Sheet

Date Submitted	13/02/2014
Date Response due	14/03/2014
Date Response Received	
Follow up actions	

Submitted To:

Trust	
NHS Knowsley CCG Lead Nurse	
NHS Knowsley CCG Lay Advisor	
NHS England Quality Surveillance Group	
Healthwatch Knowsley Website	



Healthwatch Knowsley

**The Old School House, St. Johns Road,
Huyton, Knowsley**

L36 0UX

Telephone: 0151 449 3954

Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk