



Patient Experience Report
Aintree University Hospital
Quarter 1 2015/16
Compiled by Healthwatch Knowsley



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About Healthwatch Knowsley

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



What is Healthwatch?

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

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

What we do

Strategic Context and Relationships

Healthwatch Knowsley:

- Develops priorities based on the experience and concerns of the public whilst recognising the local health and social care context and priorities such as the Joint Strategic Needs assessment;
- Has trusting collaborative relationships with key local decision makers through regular formal and informal meetings where its role as a critical friend is understood;
- Plays a clear and distinct role in key local decision making structures (going beyond its formal position on the Health and Wellbeing Board) and contributes to better local decision making;
- Contributes to the development and, where appropriate, delivery of the local decision making structures.





About Healthwatch Knowsley

Community Voice and Influence

Healthwatch Knowsley:

- Has a clear action plan for reaching out and informing local people of its priorities and activities;
- Ensures it engages with seldom heard communities;
- Supports local people to share their experience and opinions of local services;
- Involves local people in setting priorities and commenting on the quality of Healthwatch Knowsley's work;
- Provides pathways for people to become involved in the work and delivery of Healthwatch Knowsley in a way that suits them;
- Contributes to the increased confidence and ability of local people to influence the local health and wellbeing system.



Making a Difference Locally

Healthwatch Knowsley:

- Capture the experience and aspirations of local people in its investigations and reports;
- Investigates issues in a way that is appropriate and ethical;
- Investigates, where appropriate, producing recommendations for change that have heard and responded to by relevant providers and decision makers.

Informing People

Healthwatch Knowsley:

- Provides the public with accurate, reliable, relevant and useful information about local services when they need it in a format that meets their needs;
- Considered the needs of easily ignored and marginalised groups at all times;
- Has a clear understanding of what services are available to people and signposts the public so that they can access appropriate services;
- Systematically uses the intelligence it gathers to inform its priorities.
- Relationship with Healthwatch England
- Healthwatch Knowsley:
 - Learns from and share their learning with other Local Healthwatch;
 - Shares the views and experiences of local people with Healthwatch England to be reflected in National Work;
 - Gets involved in national pieces of work that are relevant to this area;
 - Contributes its expertise to national policy development.





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 the 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.



healthwatch Knowsley

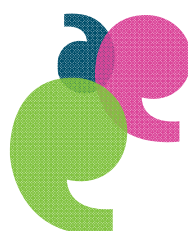
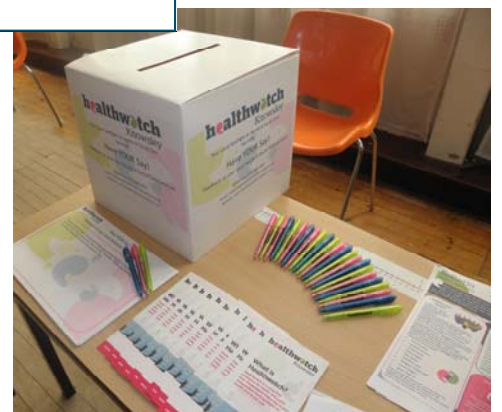
Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.

your voice counts

For more information about Healthwatch Knowsley:
 T: 0151 449 3954
 E: enquiries@healthwatchknowsley.co.uk
 W: www.healthwatchknowsley.co.uk

What service(s) are you telling us about?	GP <input type="checkbox"/> Walk in Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dentist <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input type="checkbox"/> Community Service <input type="checkbox"/> Other (please state) <input type="checkbox"/>						
Name of service:							
When did you last use this service? (I am (please tick))	Patient <input type="checkbox"/> Carer <input type="checkbox"/> Staff <input type="checkbox"/> Relative <input type="checkbox"/> Visitor <input type="checkbox"/>						
Please tell us about your experience:							
<table border="1"> <tr> <td>How would you rate this service?</td> <td>Excellent <input type="checkbox"/></td> <td>Good <input type="checkbox"/></td> <td>OK <input type="checkbox"/></td> <td>Not Good <input type="checkbox"/></td> <td>Poor <input type="checkbox"/></td> </tr> </table>		How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <input type="checkbox"/>
How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <input type="checkbox"/>		





Summary of Comments

During the period for which the report relates (1st April 2015 - 30th June 2015) 57 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 answer the following questions about the service*:

- Were the staff kind?
- Did they respect you?
- Was it clean?
- Was the food and drink nice?
- Did they tell you what was happening?
- Was everything in place before you left?
- Does the service meet your access needs?
- Did you feel safe?
- Were the staff friendly and polite?
- Did everyone work together?
- Did you have to wait long before you got your appointment?
- Did you have to wait long when you were at your appointment?
- Overall how would you rate this service?

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

- Patient
- Carer
- Staff
- Relative
- Visitor

Response

Healthwatch Knowsley work with local Hospital Trusts to drive forward improvements in patient experience. To this end we expect to receive acknowledgement of this report within 20 operational days. It is expected that this report will be used to inform the action plans for the Trust as well as priorities in the coming year.

This report will also be shared with NHS Knowsley Clinical Commissioning Group and the Knowsley MBC Commissioners to inform and influence their work.

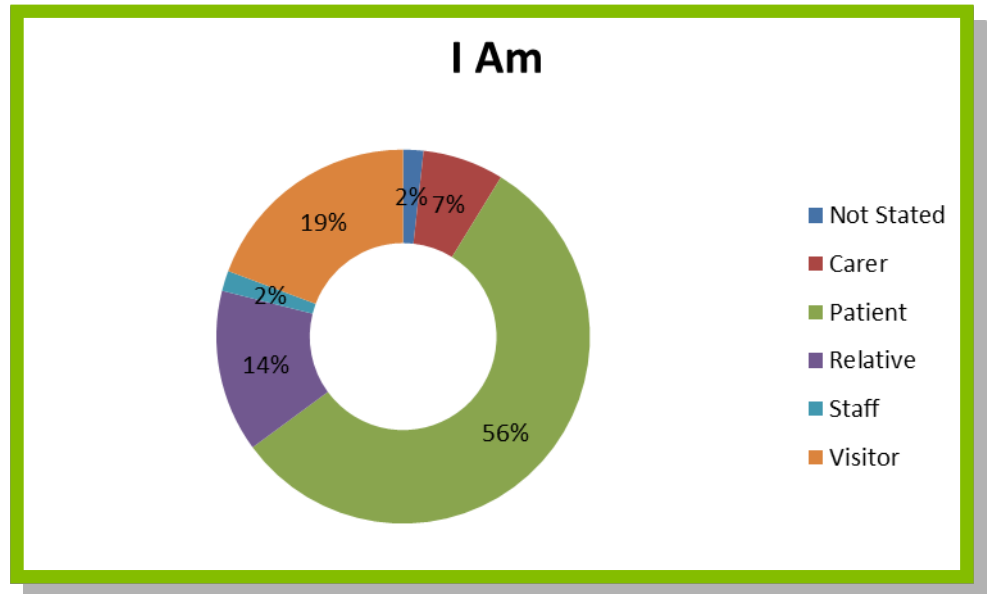
*It should be noted that not all respondents completed the entire scoring sheet



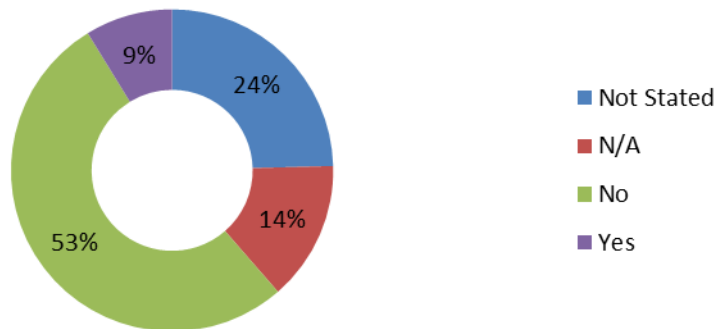


Hospital Scores

I Am	
Not Stated	1
Carer	4
Patient	32
Relative	8
Staff	1
Visitor	11
Grand Total	57



Did you have to wait long before you got an appointment?



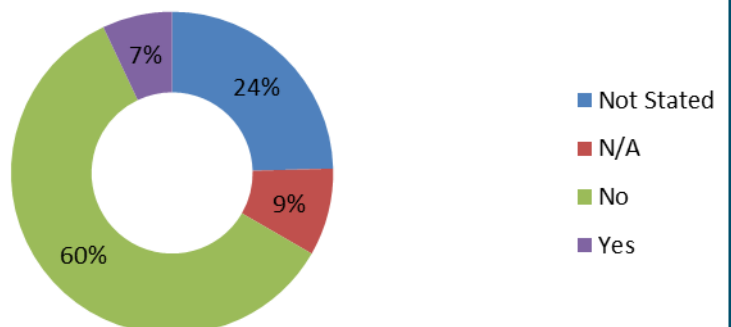
Did you have to wait long before you got an appointment?

Not Stated	14
N/A	8
No	30
Yes	5
Grand Total	57

Did you have to wait long when you were at your appointment?

Not Stated	14
N/A	5
No	34
Yes	4
Grand Total	57

Did you have to wait long when you were at your appointment?



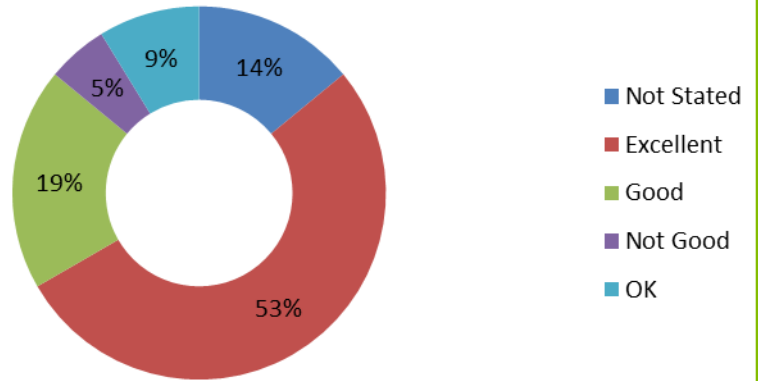


Hospital Scores

How would you rate this service?

Not Stated	8
Excellent	30
Good	11
Not Good	3
OK	5
Grand Total	57

How would you rate this service





Good Practice & Recommendations

Good Practice

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

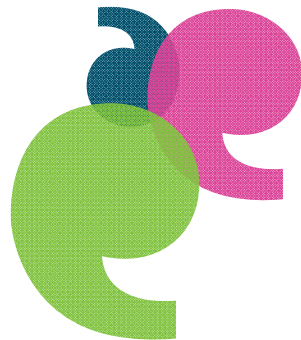
Patients consistently comment on the quality of the staff, 48 out of 57 respondents replied Yes to the question "Were the staff kind?" and 43 out of 57 replied Yes when asked if the staff were friendly and polite.

There has been a marked improvement in the comments we received about the way the hospital communicates with patients over the last year, although there are still issues and we will continue to monitor this we are really pleased to note that this is progressing.

Over half (30) of respondents said that they thought the food was nice, with only four people saying that they did not like it.

Recommendations

There continues to be issues around car parking and care for people with multiple needs. We will continue to monitor this through the agreed action plan and triangulate with the Complaints and Concerns report and Friends and Family Test.





Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust 4/13/2015

When my father in law was in Aintree Hospital, I asked for information about him and was refused.

3-6 Months

Carer

Aintree University Hospital NHS Foundation Trust 4/13/2015

Fantastic, good care, nice people seem to know what they are doing and put you at ease when you are going for an operation. No problems whatsoever. No waiting - fantastic service. Car park rubbish - always dull.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 4/30/2015

My appointment was at 3 and I went in at 3 I've always found treatment very good, staff are brilliant no complaints at all get phone calls after treatment to see how things have went.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 4/30/2015

Very good clean and lovely did not wait long at appointment very informed on treatment. Car park can be expensive Alder Hey is only £2:00 for the day apart from that everything ok.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 4/30/2015

Spot on nurses have been really good, clean environment treatment fine. car parking not so good my dad is bad on his feet poor disabled parking had to get sister to drop us off my dad can't walk very far. Nurses very helpful and cheerful.

0-3 Months

Excellent

Visitor

Aintree University Hospital NHS Foundation Trust 4/30/2015

Came with daughter taken to another department but asked to wait outside was not told how long procedure would take, have now been waiting 45 minutes although my daughter is 19 yrs old she is apprehensive about this, a little communication might have helped to ease her concerns.

0-3 Months

OK

Relative



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust 4/13/2015

Staff and nurses are great - no complaints. Appointment was 2.15, I only waited half an hour. Clean, nice environment. Very cheerful staff and doctors. Everything was fine. I'm still waiting on diet information and advice. I am going to ask today - will ring Healthwatch Knowsley if I don't hear anything back.

0-3 Months

Good

Patient

Aintree University Hospital NHS Foundation Trust 4/13/2015

I have always found Aintree very good. Today was fantastic, no waiting time. Previous appointments have to wait. Staff are great, pleasant and clean. I was in hospital about 6 weeks ago - food was inadequate, it has been improved from years ago. I feel informed well by staff. When I was in hospital, I was discharged very quickly. My son had to drive up from Brighton.

0-3 Months

Good

Patient

Aintree University Hospital NHS Foundation Trust 4/13/2015

I went to the GP with symptoms who sent me to Aintree and they found I had cancer of the bladder. From GP diagnosis 23rd January, 12 days later I received an appointment. Appointment at Aintree in February, I now had the operation. Just visiting the clinic for another appointment so I can then go on to other cancer treatment. Letters received were very informative and given information on the condition to read up on. I have just been for my pre-op.

Need a better bus service - 102 not good. In the end I got a taxi.

0-3 Months

Patient

Aintree University Hospital NHS Foundation Trust 4/13/2015

Excellent - I have been coming here a long time and everyone is very attentive, caring and knows what they are talking about. The GP helped fix my hearing aid. Give good information and advice.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 4/13/2015

Did not have to wait long for an appointment. Staff ok, clean environment. Fell well informed about what is happening. We have had a cup of tea, no food. They found I had cancer, putting camera down me. Seen within a few days for treatment.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 4/1/2015

OK

Carer



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust 4/14/2015

My husband was diagnosed with Picks disease and attends Aintree hospital every 6 months. He has been referred to a day care service. He is losing his mobility and communications, just coping at the moment. No phone back or letter they have told me to just see the nurse and they will get in touch. This was last year.

3-6 Months

OK

Carer

Aintree University Hospital NHS Foundation Trust 4/14/2015

Staff and nurses are great no complaints. Appointment was 2:15, I only waited half an hour. Clean, nice environment, very cheerful. Staff, doctors everything was fine. I'm still waiting on diet information, advice. I'm going to ask today - will ring Healthwatch Knowsley if I don't hear anything back.

0-3 Months

Good

Patient

Aintree University Hospital NHS Foundation Trust 4/14/2015

I went to GP with symptoms, who sent me here and they found I had cancer of the bladder. From GP diagnosis 23 Jan, 12 days after I received an appointment. Appointment at Aintree in Feb, I have now had the operation, just visiting clinic for another appointment. So I can then go on to cancer treatment. Letters received very informative, and given information on the condition to read up on.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 4/14/2015

Excellent, I've been coming here a long time and everyone is very attentive, caring and know what they are talking about. The GP helped fix my hearing aid. Give good information and advice

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 4/14/2015

Did not have to wait long for an appointment. Staff OK, clean environment. Feel well informed about what's happening. We have had a cup of tea, no food. They found I had cancer after putting camera down me.

Seen within a few days for treatment

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 5/14/2015

I attend Aintree regularly don't have to wait long at the appointment.

0-3 Months

Excellent

Patient



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust 4/15/2015

Had an appointment for CT Scan. Staff tried for some time to make me aware that there was an earlier appointment available. In and out in 20 minutes (accepted early appointment)
0-3 Months Patient

Aintree University Hospital NHS Foundation Trust 4/15/2015

Visited a friend who had been in hospital at the beginning of March and had picked up an infection. Was sent home. Return a week later, the ward he had been in was closed because of infection in that and two other wards.

After ward was "deep cleaned" he was returned to the original ward. His daughter started to put his belongings in locker and drawers and found them to be DIRTY. Complained to staff but cleaned the offending items themselves.

0-3 Months Not Good Visitor

Aintree University Hospital NHS Foundation Trust 4/15/2015

When my father in law was in Aintree Hospital I asked for information about him and was refused.

0-3 Months Carer

Aintree University Hospital NHS Foundation Trust 4/1/2015

0-3 Months Not Good Visitor

Aintree University Hospital NHS Foundation Trust 4/30/2015

Came to visit my brother very good service he's going to a nursing home tomorrow, car park quite full, staff very helpful clean wards. Got to ask to find out information.

0-3 Months Good Visitor

Aintree University Hospital NHS Foundation Trust 4/30/2015

Visiting sister for 3 or 4 weeks at Aintree, the only thing is the car parking charges, only thing everything else is great.

0-3 Months Excellent Relative

Aintree University Hospital NHS Foundation Trust 4/30/2015

My husband has infliximab once a month on ward 25 excellent service well looked after.

0-3 Months Excellent Relative



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust 5/14/2015

I feel very positive about Aintree they addressed concerns over cancer referred to Clatterbridge for radiotherapy and accessed walton centre all professional, helpful.
0-3 Months Excellent Visitor

Aintree University Hospital NHS Foundation Trust 5/14/2015

I feel very positive about Aintree. Food and Drink excellent.
0-3 Months Excellent Visitor

Aintree University Hospital NHS Foundation Trust 5/14/2015

Reception always cheerful and pass me on to the right department.
0-3 Months Excellent Visitor

Aintree University Hospital NHS Foundation Trust 4/30/2015

Mrs A was "thrown out of hospital" with no aftercare or care plan in place. Has since requested incontinence pads and these have not been received.
Received over telephone
0-3 Months Patient

Aintree University Hospital NHS Foundation Trust 6/11/2015

A&E waiting times take far too long which seems apparent that they are extremely understaffed.
0-3 Months Not Good Patient

Aintree University Hospital NHS Foundation Trust 6/11/2015

I have received whilst being a patient at the hospital and also an outpatient. The staff are excellent and work very hard and long hours. I have been treated with care and respect by the staff at each visit.
0-3 Months Excellent Patient

Aintree University Hospital NHS Foundation Trust 6/11/2015

Just visiting a relative today. The hospital is clean and staff have been helpful.
0-3 Months Good Relative

Aintree University Hospital NHS Foundation Trust 6/11/2015

They could provide more wheelchairs for patients to go outside. Also have more flexibility with visiting hours. The staff are friendly and very helpful and the hospital itself is very clean.
0-3 Months Good Patient



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust 5/14/2015

Sometimes have to park further away use disabled parking.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 5/14/2015

Very friendly staff excellent

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 5/14/2015

I attended to visit a friend who had had a stroke on an evening, I could find ward good signposting also staff helpful with directions, clean ward looked lovely eventhough friend could not speak to me I rate Aintree Very good indeed.

0-3 Months

Good

Visitor

Aintree University Hospital NHS Foundation Trust 5/14/2015

Excellent treatment the staff are almost family we live in West Lancashire staff even visit us at home POU Unit excellent treatment patient transport hospital organises transport for us.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 5/14/2015

Clinic G has a terrible wait, next to us today was a 70 year old waiting hours, is not fair but staff are great.

0-3 Months

Excellent

Visitor

Aintree University Hospital NHS Foundation Trust 5/14/2015

Sick of walking in every area of hospital and unable to get rid of people smoking.

0-3 Months

Aintree University Hospital NHS Foundation Trust 5/14/2015

Aintree Hospital lovely got to come back no problems at all

0-3 Months

Patient

Aintree University Hospital NHS Foundation Trust 5/14/2015

Macmillan very good here are sorting out my benefits for me, puts me in the picture I have cancer helpful to fill out forms.

0-3 Months

Excellent

Patient



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust 5/14/2015

I'm on cancer treatment I attend regularly for treatment the hospital found the cancer sometimes get tired coming here have to ship treatment in. consultant is a fantastic man. I don't like being on my own know all the staff so I see chaplaincy service in hospital lovely people. All staff are brilliant from reception staff to GP, never have any problems good hospital only problem is texting service would prefer letter.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 5/14/2015

Car park at Aintree can be expensive not a lot of room for mobility people.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 6/11/2015

OK

Relative

Aintree University Hospital NHS Foundation Trust 6/11/2015

I found the hospital bright and cheerful and smooth running. The staff were friendly and helpful and very patient, especially the reception staff who were sometimes under pressure because of ongoing alterations in and around the area at this time. One problem I notices was access for mobility scooters at the revolving doors and no key available at reception.

3-6 Months

Excellent

Relative

Aintree University Hospital NHS Foundation 6/11/2015

Excellent

Staff

Aintree University Hospital NHS Foundation Trust 6/11/2015

Staff nurses / doctors are excellent on ward 10. There are no facilities for anyone that is there through the night. It doesn't make sense, we were here 24 hours and nowhere to eat or drink overnight apart from the machines. This place runs 24 hours a day; there should be a snack place. This is ridiculous.

0-3 Months

Excellent

Relative

Aintree University Hospital NHS Foundation Trust 6/11/2015

Difficult to find ward 4 once inside the hospital complex. Patient complained of excessive noise in night from alarms and buzzers. Visitors offered no advice re status of patient. Ward seemed clean and well ordered. Patient explained that no nurses attend when he presses the buzzer.

0-3 Months

OK

Visitor



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust 6/11/2015

50 minutes late starting treatment. Staff friendly and helpful. Hospital bright and clean.

3-6 Months

Good

Patient

Aintree University Hospital NHS Foundation Trust 6/11/2015

Just could not fault it. We got here early and got seen early. Staff are fantastic, didn't wait at all. Spotless, staff really helpful, showed us where to go. Very helpful when you get lost.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 6/11/2015

Good service and great help from members of staff and public.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 6/11/2015

After bringing my mum to A&E, the doctors and nurses were very good. Then moving to ward 10 - the staff there were also very good. The only thing negative was scans/cameras being postponed and done later rather than sooner. I found the facilities very poor for a 24 hour hospital - nowhere at night for a hot meal or drink.

0-3 Months

Good

Relative

Aintree University Hospital NHS Foundation Trust 6/11/2015

Brilliant service over the years. I would not be here if it wasn't for the hospital. I had a heart bypass at Liverpool Heart and Chest and had lung removed from Lung cancer. Attend Aintree now, excellent service.

0-3 Months

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 6/11/2015

Excellent

Patient

Aintree University Hospital NHS Foundation Trust 6/11/2015

Mostly its good, always been prompt with appointments for me and I have had very good attention. Most of the staff have been very friendly and helpful.

0-3 Months

Good

Patient

Aintree University Hospital NHS Foundation Trust 5/14/2015

Car parking not so good, packed use a bluebadge.

0-3 Months

Visitor



Appendix 2 - Questionnaire



Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.



For more information about Healthwatch Knowsley:
 T: 0151 449 3954
 E: enquiries@healthwatchknowsley.co.uk
 W: www.healthwatchknowsley.co.uk

Diversity Information	
Your age:	
Your gender:	
Male <input type="checkbox"/>	Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Ethnic Origin:	
First 3 letters of your postcode:	
Do you have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Which of these best describes your situation?	
Full-time work <input type="checkbox"/>	Part-time work <input type="checkbox"/>
Self Employed <input type="checkbox"/>	Government Scheme <input type="checkbox"/>
Full-time education <input type="checkbox"/>	Retired <input type="checkbox"/>
Unemployed <input type="checkbox"/>	Unable to work <input type="checkbox"/>
Looking after family/home <input type="checkbox"/>	
Other (please state)	
Do you have a religion or belief?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please state:	
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Do you currently live in the gender you were given at birth?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Thank You for completing this form
 Please return the completed form to:
 Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

How would you rate your visit?
 (Please circle all that apply to your visit)



	Yes	No	Not Sure
Were the staff kind?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did they respect you?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was it clean?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was the food and drink nice?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did they tell you what was happening?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Was everything in place before you left?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does the service meet your access needs?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you feel safe?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Were staff friendly and polite?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did everyone work together?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Did you have to wait long before you got an appointment?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>
Did you have to wait long when you were at your appointment?	<input type="radio"/> Yes	<input type="radio"/> No	<input type="radio"/>



Appendix 2 - Questionnaire

What service(s) are you telling us about?	GP <input type="checkbox"/> Walk In Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dentist <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input type="checkbox"/> Community Service <input type="checkbox"/> Other (please state) <input type="checkbox"/>
Name of service:	
When did you last use this service?	
I am (please tick)	Patient <input type="checkbox"/> Carer <input type="checkbox"/> Staff <input type="checkbox"/> Relative <input type="checkbox"/> Visitor <input type="checkbox"/>

Please tell us about your experience:

	Excellent	Good	OK	Not Good	Poor
How would you rate this service?	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>



Appendix 3 - Data

Date	When did you last use this service?	I Am	Were the staff kind?	Was it clean?	Was the food and drink nice?	Did you have to wait long before you got an appointment?	Did you have to wait long when you were at your appointment?	Did they tell you what was happening?	Was everything in place before you left?	Did you feel safe?	Were they friendly and polite	Did everyone work together?	How would you rate this service
13/04/15	3-6 Months	Carer	Yes	Yes	Yes								
13/04/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
30/04/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
30/04/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
30/04/15	0-3 Months	Visitor	Yes	Yes	Not Sure	N/A	N/A	Yes	Not Sure	Yes	Yes	Yes	Excellent
30/04/15	0-3 Months	Relative	Yes	Not Sure	No		Yes	No	Not Sure	Yes	Not Sure	No	OK
13/04/15	0-3 Months	Patient	Yes	Yes	Not Sure	No	No	Yes	Yes	Yes	Yes	Yes	Good
13/04/15	0-3 Months	Patient	Yes	Yes	Yes			Yes					Good
13/04/15	0-3 Months	Patient	Yes	Yes	Not Sure	No	No	Yes	Yes	Yes	Yes	Yes	



Appendix 3 - Data

Date	When did you last use this service?	I Am	Were the staff Kind?	Was it clean?	Was the food and drink nice?	Did you have to wait long before you got an appointment?	Did you have to wait long when you were at your appointment?	Did they tell you what was happening?	Was everything in place before you left?	Did you feel safe?	Were they friendly and polite	Did everyone work together?	How would you rate this service
13/04/15	0-3 Months	Patient	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Excellent
13/04/15	0-3 Months	Patient	Yes	Yes	Not Sure	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
01/04/15		Carer	Yes	Yes	Not Sure	N/A		Not Sure	Not Sure	Yes	Not Sure	Not Sure	OK
14/04/15	3-6 Months	Carer	Yes	Yes	Not Sure	N/A	No	Not Sure	Not Sure	Yes	Yes	Yes	OK
14/04/15	0-3 Months	Patient	Yes	Yes	Not Sure	No	No	Not Sure	Yes	Yes	Yes	Yes	Good
14/04/15	0-3 Months	Patient	Yes	Yes	Yes			Yes	Yes				Good
14/04/15	0-3 Months	Patient	Yes	Yes	Not Sure	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
14/04/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
14/04/15	0-3 Months	Patient	Yes	Yes	Not Sure	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
15/04/15	0-3 Months	Patient											



Appendix 3 - Data

Date	When did you last use this service?	I Am	Were the staff Kind?	Was it clean?	Was the food and drink nice?	Did you have to wait long before you got an appointment?	Did you have to wait long when you were at your appointment?	Did they tell you what was happening?	Was everything in place before you left?	Did you feel safe?	Were they friendly and polite	Did everyone work together?	How would you rate this service
15/04/15	0-3 Months	Visitor		No								Not Sure	Not Good
15/04/15	0-3 Months	Carer	Yes	Yes	Yes								
01/04/15	0-3 Months	Visitor		No								No	Not Good
30/04/15	0-3 Months	Visitor	Yes	Yes	Not Sure	Yes	No	Not Sure	Yes	Yes	Yes	Yes	Good
30/04/15	0-3 Months	Relative	Yes	Yes	Not Sure	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
30/04/15	0-3 Months	Relative	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
14/05/15	0-3 Months	Visitor	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
14/05/15	0-3 Months	Visitor	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Excellent
14/05/15	0-3 Months	Visitor	Yes	Yes	Yes	N/A	N/A	Yes	Yes	Yes	Yes	Yes	Excellent



Appendix 3 - Data

Date	When did you last use this service?	I Am	Were the staff Kind?	Was it clean?	Was the food and drink nice?	Did you have to wait long before you got an appointment?	Did you have to wait long when you were at your appointment?	Did they tell you what was happening?	Was everything in place before you left?	Did you feel safe?	Were they friendly and polite	Did everyone work together?	How would you rate this service
30/04/15	0-3 Months	Patient											
11/06/15	0-3 Months	Patient	Yes	No	No	Yes	Yes	No	No	Yes	Yes	Yes	Not Good
11/06/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
11/06/15	0-3 Months	Relative	Yes	Yes	No	N/A	N/A	Not Sure	Not Sure	Yes	Yes	Yes	Good
11/06/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Good
14/05/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
14/05/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
14/05/15	0-3 Months	Visitor	Yes	Yes	Not Sure	No	No	Not Sure	Yes	Yes	Yes	Yes	Good
14/05/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
14/05/15	0-3 Months	Visitor	Yes	Not Sure	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
14/05/15	0-3 Months												
14/05/15	0-3 Months	Patient											
14/05/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent



Appendix 3 - Data

Date	When did you last use this service?	I Am	Were the staff kind?	Was it clean?	Was the food and drink nice?	Did you have to wait long before you got an appointment?	Did you have to wait long when you were at your appointment?	Did they tell you what was happening?	Was everything in place before you left?	Did you feel safe?	Were they friendly and polite?	Did everyone work together?	How would you rate this service
14/05/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
14/05/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
11/06/15		Relative	Not Sure	No	Yes	N/A	Yes	No	Yes	Yes	Yes	No	OK
11/06/15	3-6 Months	Relative	Yes	Yes						Yes	Yes	Yes	Excellent
11/06/15		Staff	Yes	Yes	Yes	No		Yes	Yes	Yes	Yes	Yes	Excellent
11/06/15	0-3 Months	Relative	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
11/06/15	0-3 Months	Visitor	Not Sure	Yes	Not Sure			No	Yes	Yes	No	Not Sure	OK
11/06/15	3-6 Months	Patient	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Good
11/06/15	0-3 Months	Patient	Yes	Yes		No	No	Yes	Yes	Yes	Yes	Yes	Excellent
11/06/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
11/06/15	0-3 Months	Relative	Yes	Yes	Yes		No	Yes	Yes	Yes	Yes	Yes	Good
11/06/15	0-3 Months	Patient	Yes	Yes	Yes	Yes	No	Yes	Yes	Yes	Yes	Yes	Excellent
11/06/15		Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent
11/06/15	0-3 Months	Patient	Yes	Yes	No	No	No	Yes	Yes	Yes	Yes	Yes	Good

Appendix 3 - Data

Date	When did you last use this service?	I Am	Were the staff Kind?	Was it clean?	Was the food and drink nice?	Did you have to wait long before you got an appointment?	Did you have to wait long when you were at your appointment?	Did they tell you what was happening?	Was everything in place before you left?	Did you feel safe?	Were they friendly and polite	Did everyone work together?	How would you rate this service
14/05/15	0-3 Months	Visitor	Not Sure	Not Sure	Not Sure	N/A	N/A	Not Sure	Not Sure	Not Sure	Not Sure	Not Sure	
14/05/15	0-3 Months	Patient	Yes	Yes	Yes	No	No	Yes	Yes	Yes	Yes	Yes	Excellent

Was the food and drink nice?

Unanswered	9
No	4
Not Sure	14
Yes	30
Grand Total	57



Demographics

What is your Gender?

Not Stated	9
Female	25
Male	23
Grand Total	57

First Three Letters of postcode

Not Stated	10
L10	4
L25/26	1
L32	7
L33	2
L35	1
Non Knowsley	32
Grand Total	57

Do you have any of the following?

Not stated	53
Long term illness that affects your daily activity	3
Physical Impairment	1
Grand Total	57

Do you consider yourself to have a disability?

Not Stated	10
No	17
Yes	30
Grand Total	57

What is your ethnic origin?

Not Stated	12
White British	43
White English	2
Grand Total	57

Which best describes your situation?

No Stated	8
Full Time Education	1
Full Time work	3
Fully Retired	34
Looking after home/family	1
Other	1
Part time work	2
Unable to work due to illness/disability	6
Unemployed but available for work	1
Grand Total	57

Do you have a religion or belief?

Not Stated	8
Christian	36
No religion or belief	12
Yes, not stated	1
Grand Total	57

How do you identify your sexual orientation?

Not Stated	10
Heterosexual	28
Lesbian	1
Prefer not to say	18
Grand Total	57

Do you currently live in the gender you were assigned at birth?

Unanswered	8
Yes	49
Grand Total	57



Control Sheet

Date Submitted	
Date Response due	
Date Response Received	
Follow up actions	

Submitted to:

Trust	
NHS Knowsley CCG Lead Nurse	
NHS Knowsley CCG Lay Advisor	
NHS Knowsley CCG Accountable Officer	
NHS Knowsley Patient Engagement Manager	
Local Authority Commissioner	
Cabinet Member for Health & Social Care	
NHS England Quality Surveillance Group	
Healthwatch Knowsley Website	



Healthwatch Knowsley

**The Old School House, St. Johns Road,
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Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk