



Patient Experience Report
Aintree University Hospital
Quarter 2 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

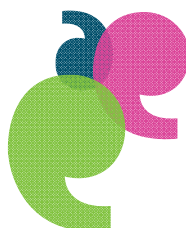
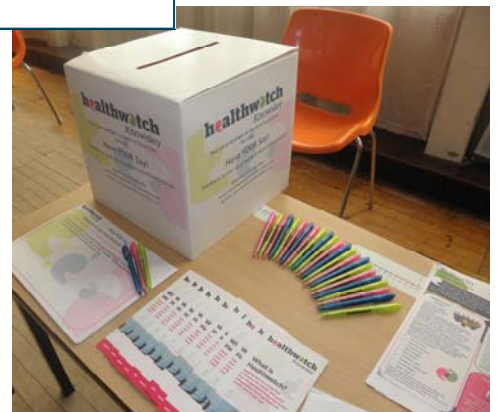
Have YOUR Say!

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 July–30th September) 21 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.

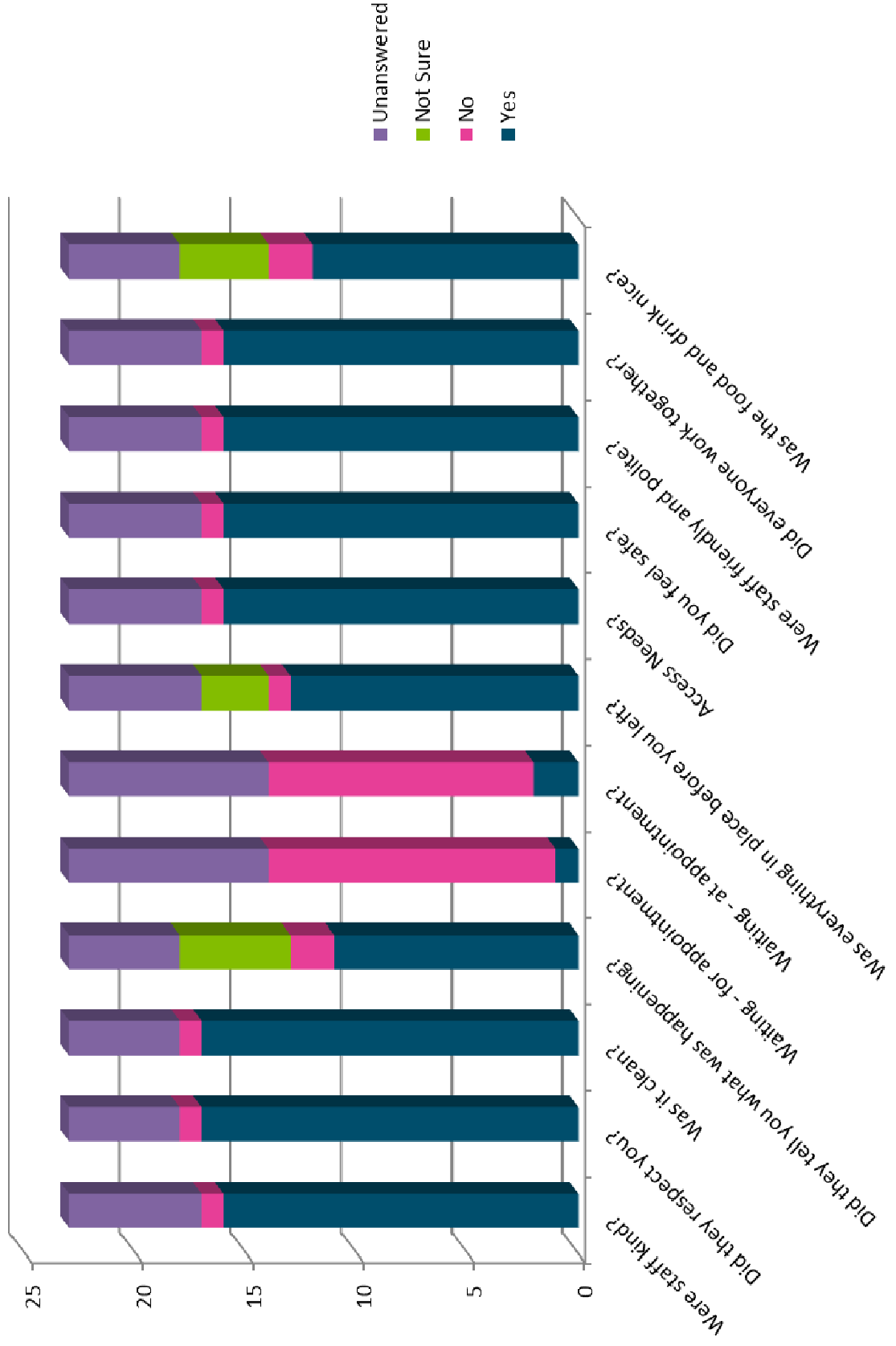
*It should be noted that not all respondents completed the entire scoring sheet





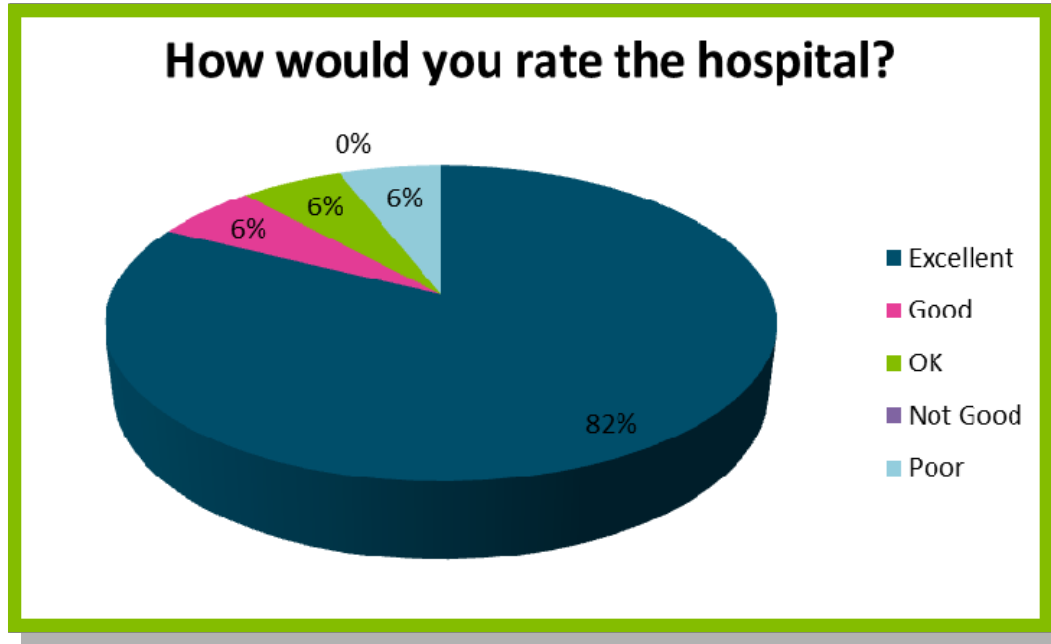
Hospital Scores

How would you rate your visit to Aintree Hospital?



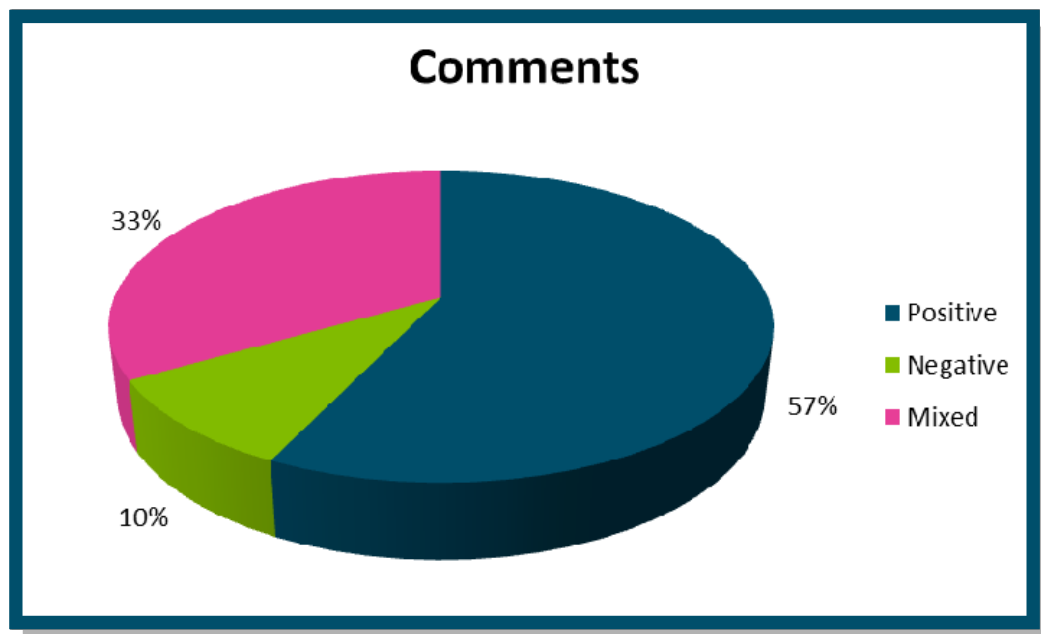


Hospital Scores



Hospital Ratings

During quarter 1, there were 23 completed forms received from community members, from these responses the majority of scores for the trust were positive, with scoring consistent with all questions. In relation to the general rating of the hospital 82% of answered comments received felt that the hospital was excellent.



Comments

A majority of the comments were positive in relation to their experiences of the trust, with a third of comments providing both positive and negative experiences within the hospital. From the 23 completed forms, 21 provided comments relating to the trust.



Good Practice & Recommendations

During this quarter 21 comments were received relating to services within the trust, the following identifies good practice and recommendations from the comments received.

Good Practice

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

Quality of Treatment

A majority of the comments received provide positive experiences in relation to the quality of treatment and care that has been received at the hospital. Examples include:

“Long way to travel but have chosen to be treated here, far better care given compared to the unit near home.”

“Aintree have done wonders for husband, the treatment for his condition has been good.”

Staff

A number of the comments also relate to the quality of care from staff within the trust, examples include:

“Fantastic staff and treatment. Nothing was too much trouble. Mr Khan and his team were so helpful, but in particular, the nurses and ward assistants who helped me to make a good recovery from a potentially life threatening illness.”

“Brilliant - 1st class. The staff are brilliant, excellent care.”

Recommendations

In relation to the comments gathered, there were some cases in which people had a negative or mixed experience.

Communication

Some of the comments included within this report relate to issues regarding communication between staff and patients, examples of this include:

“My partner and my son are my next of kin and had not been informed I was in intensive care. I ended up with kidney failure, peritonitis and was in intensive care for 8 days then taken back to Ward 3.”

“When I went into see the nurse she said she had me down for an OGV which is a camera down my stomach. The nurse I saw questioned if this was the right procedure and it turned out the procedure written down on my notes was in fact wrong and it should have said bowel endoscopy as the procedure.”

“I was in hospital about 3 weeks ago Ward 2z - staff great. But I was given a letter before I came home not to be resuscitated - upset me very much.”



Good Practice & Recommendations

Quality of Treatment

There are a number of cases in which the comments relate to negative experiences of the quality of treatment that was received within the trust.

“I left at 8pm and he saw a nurse who told him the patient was delirious during the day and was sedated. He was assured that she was in safe hands and not to worry as the delirium was due to dehydration. He received a call at 11pm saying she had a fall having got out of bed and was having another scan. A bleed on the brain was found. The staff could not explain why she was left unsupervised. She is still in hospital but is not recovering well. Still seems bewildered.”

“From the treatment I received on Ward 3 I now have C.dif my wound is now the size of a 50 pence piece and I have a hernia on both sides. I now have to go for treatment because I cannot control my bowel. I have taken this up as a complaint and have won my case but my health is terrible and this has effects my life daily.”



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust

Date: 28/07/2015

Patient

Comment: On the 4th June 2015 I had bleeding from my back passage so I made an appointment to see my GP at Kirkby Medical Centre. The GP referred me to the hospital and said I would get an appointment within 14 days.

I was given an appointment for the 26th June 2015 at Aintree Hospital, before the appointment at Aintree I saw a nurse clinician who wrote down everything and gave me a diet to follow to see if my condition improved.

The day before the appointment at Aintree I got a phone call from a lady who asked me to come in an hour earlier for my appointment I did not ask her name or why I needed to attend earlier.

On the day of the 26th June I booked in at the reception desk at 8:30am this was because the appointment had been moved from 10am to 9am.

I waited in the hospital and time passed on to 10.30am, I was still waiting and had still had not seen anyone and was a bit concerned so I asked at the desk.

I also told the lady at the desk that I'd received a phone call yesterday asking me to come in an hour earlier. The lady on reception told me I was next on the list and would be seen by the next nurse that comes out.

When I went into see the nurse she said she had me down for an OGV which is a camera down my stomach. The nurse I saw questioned if this was the right procedure and it turned out the procedure written down on my notes was in fact wrong and it should have said bowel endoscopy as the procedure.

I was upset that the notes were wrong but reassured by the nurse that I would get the correct procedure. I have now had my results from this procedure and have IBS, pigmentation of the bowl and a polyp all of which can be treated.

Comment Area: Diagnostics

Rated:

Aintree University Hospital NHS Foundation Trust

Date:30/7/15

Visitor

Comment: Enjoyed the bright ward.

Comment Area: Building and Facilities

Rated:

Aintree University Hospital NHS Foundation Trust

Date:30/7/15

Patient

Comment: Outpatients great. I was in hospital about 3 weeks ago Ward 2z - staff great. But I was given a letter before I came home not to be resuscitated - upset me very much. I like to feel positive and that is how they should make you feel.

Comment Area: Access to information

Rated: Excellent



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust

Date: 30/7/15

Patient

Comment: Can't fault the hospital - staff friendly. Car parking a bit of a walk from the hospital. I have come for an x-ray. Clean environment. I have fallen and broken my hip. Didn't

Comment Area: Access to information

Rated: Good

Aintree University Hospital NHS Foundation Trust

Date: 30/7/15

Patient

Comment: Long way to travel but have chosen to be treated here, far better care given compared to the unit near home.

Comment Area: Quality of Treatment

Rated: Excellent

Aintree University Hospital NHS Foundation Trust

Date: 30/7/15

Patient

Comment: Very good, staff excellent. Food, cannot beat - 3 course meals.

Comment Area: Food & Hydration

Rated: Excellent

Aintree University Hospital NHS Foundation Trust

Date: 7/8/15

Visitor

Comment: A friend who is 90 was admitted via A&E on Tuesday at 6.30pm after a fall. The next evening I visited with her nephew. I left at 8pm and he saw a nurse who told him the patient was delirious during the day and was sedated. He was assured that she was in safe hands and not to worry as the delirium was due to dehydration. He received a call at 11pm saying she had a fall having got out of bed and was having another scan. A bleed on the brain was found. The staff could not explain why she was left unsupervised. She is still in hospital

Comment Area: Quality of Treatment

Rated:



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust

Date: 10/8/15

Patient

Comment: I went into Aintree Hospital for keyhole surgery for bladder removal in 2012, I had already been a patient at Whiston Hospital for this condition but Whiston sent me to Aintree, this was because Aintree was meant to be a hospital that specialised in this condition. My condition was inflamed gallstones and bladder. At Aintree I had surgery for this condition and when I came round from surgery I was on ward 3. When I came round from surgery I tried to text my partner but my texts were not making any sense so he knew that something was not right. He came to the hospital straight away and alerted the medical staff on Ward 3 that I was confused and not making any sense. I spent 3 days on ward 3 and did not remember anything. The hospital then did a CT scan on the Thursday but did not look at the results of this scan for 24 hours, when staff finally looked at the scan they found I had septicaemia and peritonitis. I didn't get treatment straight away as they thought I had had a reaction to the anaesthetic. I've had no history of this before and have never had a reaction to any anaesthetic despite having 7 operations before this one. The hospital had just assumed it was a reaction. My partner saw me on Thursday before the CT scan and on the next visit he noticed that my bed was empty and I had been taken to intensive care. My partner and my son are my next of kin and had not been informed I was in intensive care. I ended up with kidney failure, peritonitis and was in intensive care for 8 days then taken back to Ward 3. I had an open scar left that was the size of a rugby ball from my rip cage to my pubic bone this was dressed after surgery. I had to ask for pain killers because I was in so much pain and waited hours to be seen. I didn't realise the dressing were not being changed. On the Thursday my partner visited and said there is a terrible smell coming from your wound he told the nurse on the ward he was really concerned. Nobody came to see me so I waited in pain. I have been left with a colostomy bag and on the Friday the doctor visited me with the stomer nurse. The GP saw the wound and told the nurse to redress straight away as the wound smelt terrible. The nurse said to the GP I've been told to tell you we are short staffed and haven't got anyone to dress the wound. The GP and Stomer Nurse then looked at each other and said Ward 4 I was then moved to Ward 4. If I had not been moved to Ward 4 I think I would have died. Later I saw on the noticeboard in the lift that Ward 3 had been closed due to infection. I could see the difference in Ward 3 to Ward 4, Whilst on Ward 4 from Jan-Feb the care was exceptional and much, much better care and saved my life as I believe if I'd of stayed on Ward 3 I would have died. From the treatment I received on Ward 3 I now have C.dif my wound is now the size of a 50 pence piece and I have a hernia on both sides. I now have to go for treatment because I cannot control my bowel. I have taken this up as a complaint and have won my case but my health is terrible and this has effects my life daily.

Comment Area: Quality of Treatment

Rated: Poor

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15

Patient

Comment: No faults at all, my partner was in and out of hospital. Very well looked after.

Comment Area: Quality of Treatment

Rated: Excellent



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15 Patient

Comment: Fantastic staff and treatment. Nothing was too much trouble. Mr Khan and his team were so helpful, but in particular, the nurses and ward assistants who helped me to make a good recovery from a potentially life threatening illness. Many thanks to the staff who made me tea and toast after my op - it was so good and then made me a butty (I think it was her lunch).

Comment Area: Quality of Treatment Rated: Excellent

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15 Patient

Comment: Better picking up areas. We have to get a porter to take me to the other side of the hospital. Last time the driver waited, phoned transport. Sometimes it's a taxi. Sometimes it's a private car, brought us in at 10am - our appointment is not until 1.30 so a bit of a wait, depends on staff available. Aintree have done wonders for husband, the treatment for his condition has been good.

Comment Area: Waiting times (Patient Pathway) Rated:

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15 Patient

Comment: Everything excellent. No wait for appointment. Went overboard to sort my condition out. Staff gave a good air.

Comment Area: Quality of Treatment Rated: Excellent

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15 Patient

Comment: I have cancer and been treated here for 7 years, I have been to Clatterbridge as well. I come in for blood tests and for pick line to be cleaned. Everybody knows me and everyone is brilliant here. I can't fault it. Any help I need I am given. They have helped me fill in forms and MacMillan cancer centre have sorted finances out for me.

Comment Area: Quality of Treatment Rated: Excellent

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15 Patient

Comment: Brilliant - 1st class. The staff are brilliant, excellent care. Food expensive.

Comment Area: Quality of Treatment Rated: Excellent



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15 Patient

Comment: Passing blood through mouth, I have been given an x-ray. From seeing my GP, my appointment fairly quick. Staff lovely, no problems.

Comment Area: Quality of Treatment Rated: Excellent

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15 Visitor

Comment: Visiting a work mate and my Dad. Hospital has been sound. Got comfortable seats, clean. Idea having bus stop outside, bus goes right by our house. Dad didn't have to wait for appointment very long.

Comment Area: Building & Facilities Rated: Excellent

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15 Patient

Comment: Treatment wise of doctors brilliant and nurses. Place could be a lot cleaner - toilets. I can only comment on mu ward and it is very clean - ward 21, room 6. Don't know what other rooms are like. Food could be better, also could be hotter. Just had dinner, only about 7 chips, couldn't eat it too cold, ended up buying lunch, normally you get good portions. Brilliant treatment off doctors and nursing staff. The comments are for ward 21, room 6.

Comment Area: Quality of Treatment Rated: Excellent

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15 Patient

Comment: No Comments

Comment Area: Rated: Excellent

Aintree University Hospital NHS Foundation Trust

Date: 24/8/15 Patient

Comment: I can't fault it. The attention is fantastic. The staff are very, very good. I like the food, what I did eat, I enjoyed. The improvements to the hospital are fantastic.

Comment Area: Quality of Treatment Rated: Excellent



Appendix 1 - Comments

Aintree University Hospital NHS Foundation Trust

Date: 27/8/15 Patient

Comment: I had an operation at Aintree hospital and the staff were ok. The nurse before the operation was not very nice, her attitude was not good but I brought this up with PALS. I got my operation date so I am ok now.

Comment Area: Staff Attitudes Rated: OK

Aintree University Hospital NHS Foundation Trust

Date: 22/9/15 Patient

Comment: I attended for a scan. No problem with getting an appointment. Nurses at Aintree are fantastic.

Comment Area: Appointments Rated: Excellent



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"/>



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

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