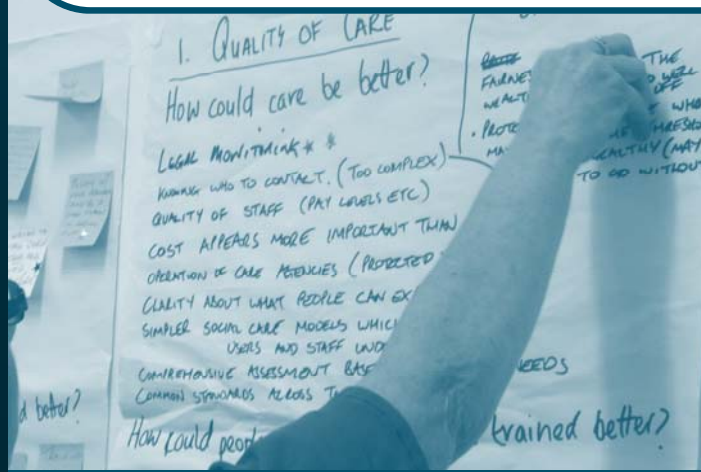


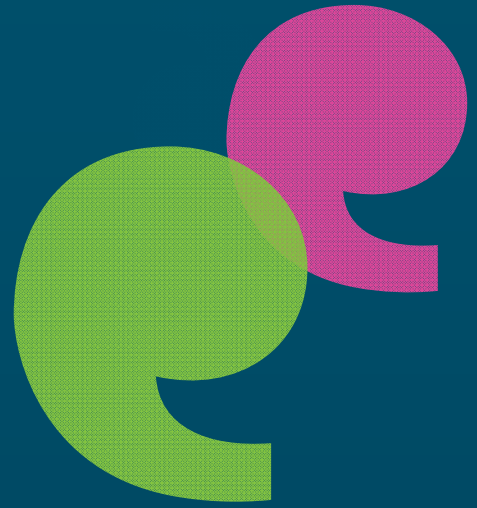


healthwatch
Knowsley



**Patient Experience Report
Aintree University Hospital
February 15
Compiled by Healthwatch Knowsley
for presentation to
Aintree University Patient Experience Group**





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
Number of responses during quarter four through direct patient experience comments.	7
Make up of respondents	7
Where we got the information	7
Most Commented Areas	8
Hospital Scores	10
Good Practice	13
Recommendations	14
Appendix One - Comments	16
Appendix Two - Questionnaire	25
Appendix Three - Data	27
Control Sheet	29

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.

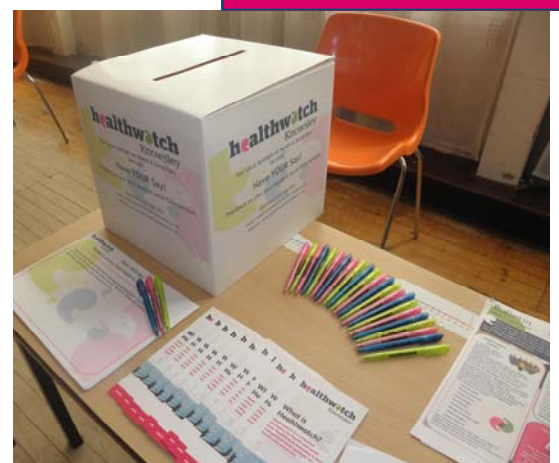
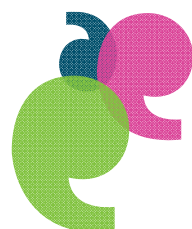
- Community 'word of mouth' through existing Healthwatch members speaking to community members.
- Roadshow activities
- Community Based Activities / Partner Events / Stands at Provider venues
- Working closely with existing networks and forums in Knowsley
- Community Focus Groups
- Healthwatch Knowsley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



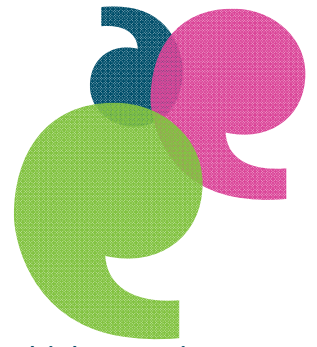
Healthwatch Knowsley are committed to providing quarterly formal reports detailing the views captured from community members to commissioners, service providers, Healthwatch England and the Care Quality Commission and specific interest groups such as NHS England Quality Surveillance Group.

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 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:

- Care & Compassion
- Dignity
- Hygiene
- Nutrition & Hydration
- Communication
- Waiting for appointment
- Waiting at appointment
- Discharge
- Accessibility
- Quality & Safety
- Staff Attitudes
- Coordination of services

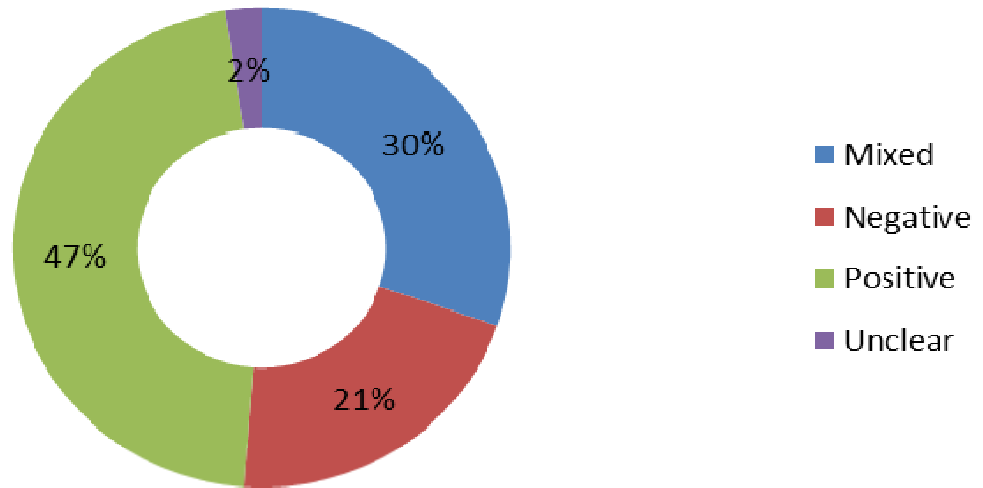
Respondents were asked in what capacity they had visited the hospital and were given the options of:

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

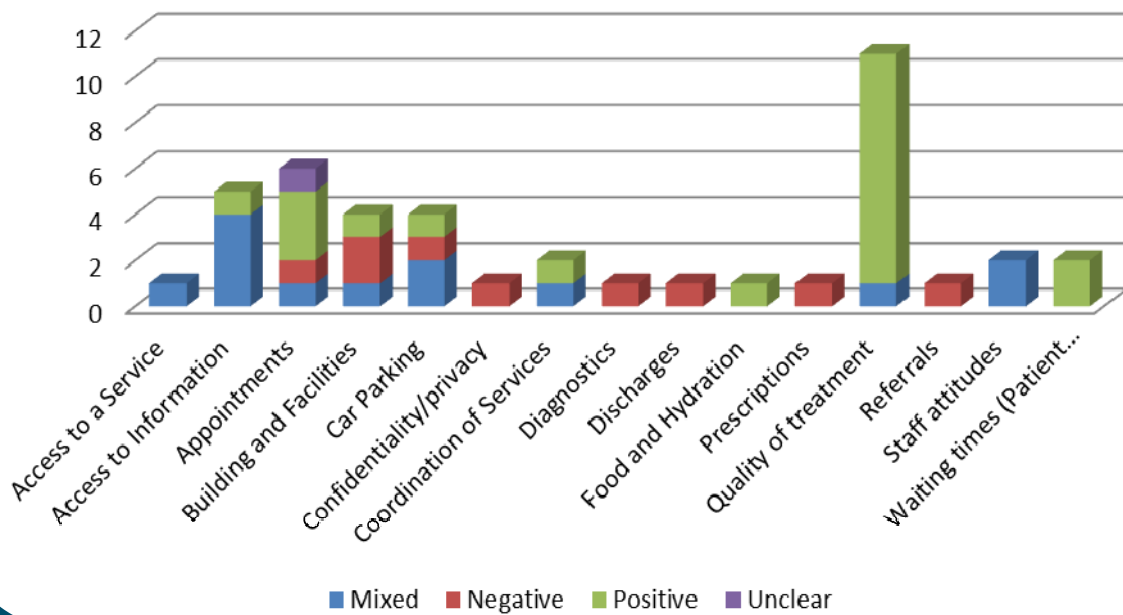
*It should be noted that not all respondents completed the entire scoring sheet



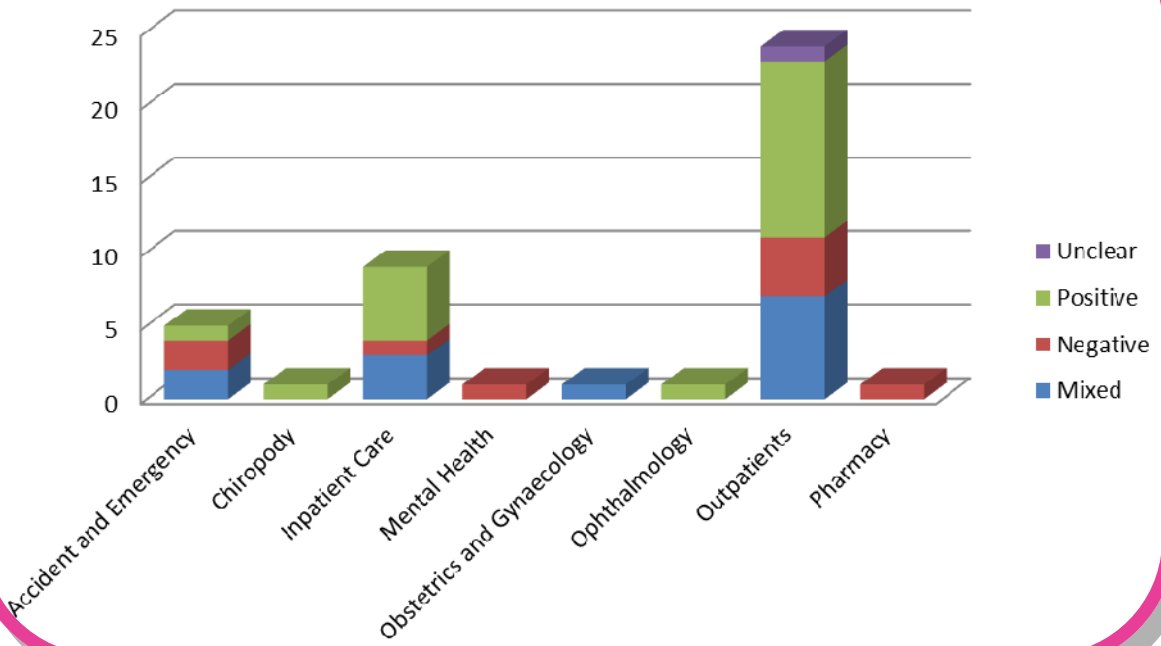
Sentiment



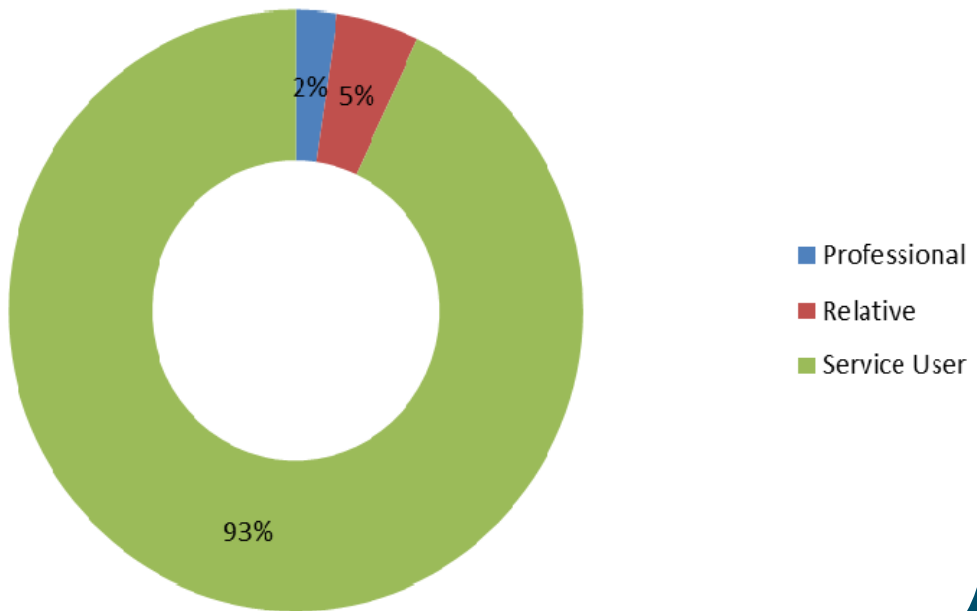
Comment Topics



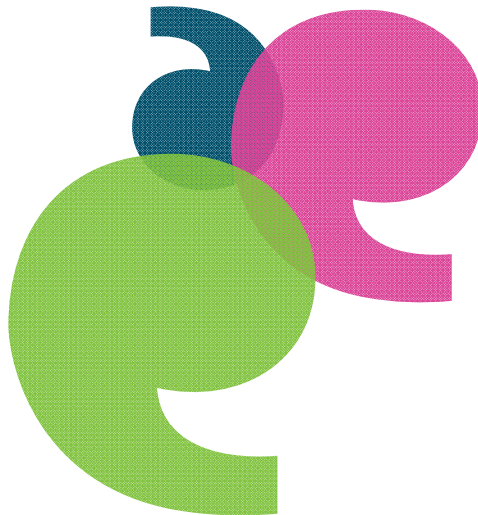
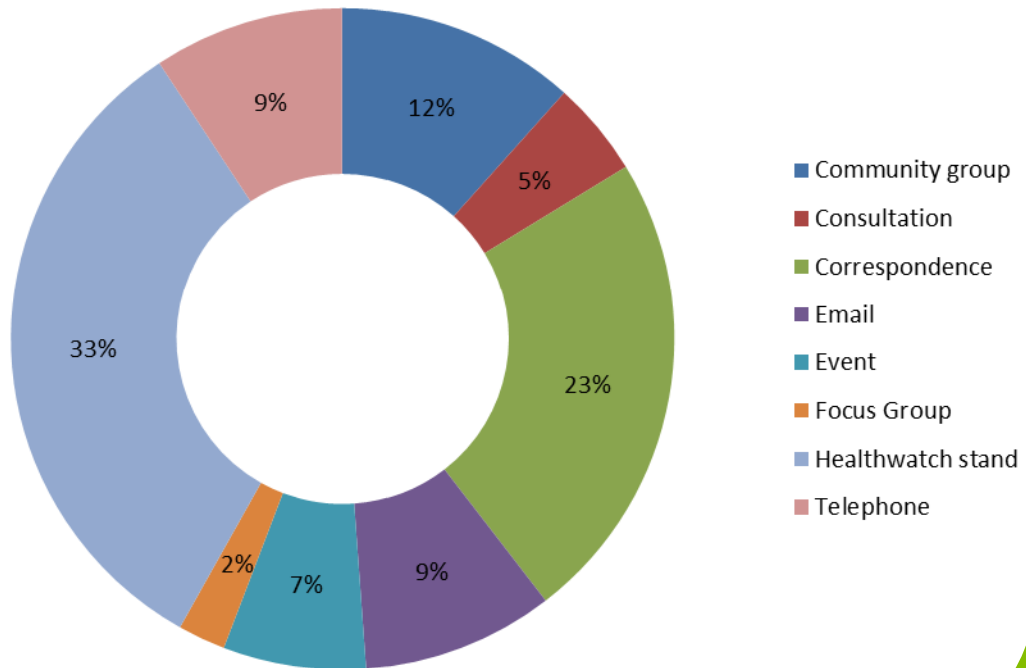
Work Area



Commentator Type



Source



Good Practice

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

On reading the comments we were pleased to note the number of people who complimented the staff, even if they were unhappy with other aspects of their treatment. Comments include:

“Despite the situation the staff were faultless, but the one problem I noticed was that there didn’t seem to be enough staff for patients”

“The staff were fab, it was just the environment.”

“Nurses and support staff very good”

Recommendations

There continues to be issues around patient information 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.

Comments include:

“Father in law (100) was taken into Aintree in the early hours of Tuesday morning and was taken to Coronary care. He was there for 18 hours and moved to ward 8. He was there for 4 days and was sent home. They did not inform us that he was going home we found out by having to ring the ward.”

“Consultants varied, some talked over you rather than to you. Information given was conflicting and confusing. As a 96 year old co-patient stated “I’m a person, not an object!”

The subject of car parking is a continuing cause of dissatisfaction across the whole of the NHS in England. Comments included:

“The cost of parking is more than St Helens, why? This should be uniform across the NHS.”

“I was an hour and a half and charged £4. No change given from the machine, a number of people were complaining for getting a ticket.”

“My appointment was 10 o'clock, at 11.30, I was still waiting, it cost me £5 parking. The doctor as we were told was on her way. I had no more money for the car park so had to leave and when I went to reception with other people, we were all asked why we were cancelling our appointments.”

Thank you

Healthwatch Knowsley would like to take this opportunity to thank all the staff at for their support in setting up information stands at Aintree Hospital which has greatly increased our opportunities for gathering patient experience of the Trust.

Appendix 1—Comments

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Telephone		
<p>"I have recently been discharged from Aintree Hospital after being an inpatient for 6 days, I am a wheelchair user and it was the worst experience I have ever encountered in 50 years. I went in for a procedure, as I was advised that it was a procedure I would need to get done at the hospital.</p> <p>Before being admitted to the hospital I was contacted by a member of the bed management team who told me that I would be going to be on a different ward than I thought. When I was sent to the ward they didn't know anything about me, there was no preparations in place for my admission.</p> <p>Despite the situation the staff were faultless, but the one problem I noticed was that there didn't seem to be enough staff for patients, specifically for some of the specialised care that was needed on the ward. With safe staffing levels they don't consider the type of care that is needed.</p> <p>The admin and admittance were what made the stay difficult, they had no knowledge of me being admitted.</p> <p>My main concerns were about the staffing levels on one occasion I had to wait over an hour for help with my care, though I know this was due to caring for another patient. I also noticed that during my stay they had used an outside agency health care worker, who had said to me that she felt absolutely useless and wasn't aware of the type of care that would be needed on the ward.</p> <p>I spoke to the ward manager who was apologetic about my lack of planned admission, I will be making a formal complaint but feel that these are issues that need to be addressed."</p>		
Mixed	12/10/2014	KNO44473

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Healthwatch stand	Aintree Hospital Stand	
<p>In patient at Sefton Suite - very good experience. Visiting my Father on ward 22 - he has been left without dignity (no trousers and left on a bed by an open window with a cellular blanket over him. Bringing my elderly disabled Mother to visit my Father. Disabled bays being used by non-disabled people. No proper roadway from car park for disabled bays for use by wheelchair users - very dangerous. Care for the elderly is lacking on a serious level.</p>		
Mixed	11/25/2014	KNO44250

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Community group	Stronger Minds Group - Kirkby	
<p>I went in for a Colonoscopy and was given a mixture. I took the first two then had to rest for two hours. At this point I had gone home. I tried to ring the nurses station but could not get through so rang reception who told me they were busy and cut me off 3 times. The woman I got through to in the end was very short with me and not polite. So I rang again and the next nurse was lovely, she told me to go back to Aintree. I was in pain and given no painkillers and everything was going through me. I was put in a room that felt like a cell. I was crying, I told the nurse I was in pain, this nurse was lovely and made me comfortable. The staff were fab, it was just the environment. After I had the procedure, I was taken to the recovery room and got dressed. There was no communication, never got any refreshments.</p>		
Mixed	11/21/2014	KNO44244

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Community group	Stronger Minds Group - Kirkby	
<p>I arrived by ambulance and I was taken to the Emergency Assessment Unit, I was treated OK apart from the GP's I saw. He told me he was giving me a test and x-ray. They were very vague and didn't explain what was happening. The second GP I saw started talking in his language while waiting for "Cardiac Heart Assessment Unit". I have not been yet as no beds were available. I found that over the weekend no one was telling me anything. My daughter phoned and was told I was waiting for a bed. She phoned on Monday and was told I was sent home. The hospital didn't tell me why I blacked out and to stop taking beta blockers. I am seeing my GP in 2 weeks, no communication between the GP and hospital.</p>		
Mixed	11/21/2014	KNO44240

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Correspondence		
<p>I waited an extraordinary long time for the procedure which was a 'camera down the throat'. I waited for about 1 hour and 40 minutes. I don't understand the long wait since the procedure took minutes and was done very efficiently without anaesthetic. I had someone with me and had I known how long the wait was, I would have asked them to come back because they had to wait in another area. The Clinic was very busy and the staff friendly and professional. I like that you get a print out of the immediate results. I was not told whether there would be after effects, but I was unwell until the next day. I have no complaint about the procedure, just the long wait. Travelling to hospital is inconvenient and costly for me because I have to pay for a taxi out of my ESA benefit - it would be great if this procedure could be done in a local Health Centre for greater access to those with disabilities. The issue of 'waiting' times at the hospital varies according to each clinic - in other departments I have waited less than 5 minutes, so it is not a problem with the hospital per se, no doubt varies according to the condition and the efficiency of the department. However, I do think any wait over an hour is excessive.</p>		
Mixed	11/18/2014	KNO44208

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Correspondence		
<p>28th September 2014 woke with crippling stomach pains, phoned doctor and informed no appointments available. Taken to local walk in centre by friend, transferred by ambulance to A&E at Aintree. I waited in trolley in queue for approximately one hour. X rayed, given antibiotics then transferred to the ward. I was in for 9 days in three different wards. I had an ultrasound, CT scan and camera investigation - no diagnosis. Sent home with painkillers and follow up referrals for further investigations as an outpatient. I have since had another camera investigation where complex hiatus hernia and chronic ulcer were diagnosed and biopsies taken - awaiting results of this. Further outpatient referrals recommended. I have also had an MRI scan as an outpatient - awaiting results.</p> <p>Very impressed with the ward cleanliness, less so with the dilapidated state of showers and toilets. Nurses and support staff very good. Catering excellent. Consultants varied, some talked over you rather than to you. Information given was conflicting and confusing. As a 96 year old co-patient stated "I'm a person, not an object!" Outpatient services have been excellent so far.</p>		
Mixed	11/11/2014	KNO43149

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Correspondence		
<p>Eye clinic at Aintree hospital elective care following referral from Specsavers Opticians. Took i week for GP to send letter to hospital and 14 weeks to get to be seen at hospital. Long queue at hospital reception but seen very quickly. Person seeing me did not introduce themselves so don't know what qualification they had, could have been optician as did talk me through tests and explained what to expect.</p> <p>The print out of test slipped into case note cover and told team (whoever they are) would discuss my results and I would be informed of the outcome which would take 3 weeks which it did.</p> <p>All very brisk and efficient, felt impersonal and no opportunity to discuss any possible concerns. Appointment sent to me for 12 months time for check up so I presume there were no immediate concerns.</p>		
Mixed	11/11/2014	KNO43142

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Healthwatch stand	Aintree Hospital stand	
<p>Always had excellent care, very efficient and very excellent treatment. Everyone is really good. Very happy with the treatment and very pleasant staff! Only issue is travelling to the hospital and have a long wait due to the patient transport service.</p>		
Mixed	10/28/2014	KNO42948

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Healthwatch stand	Aintree Hospital Stand	
Very good apart from when you ring up the phone is always engaged and it is hard to get in touch with people. You have to ring up to get another appointment. Overall a very good hospital, just ringing up for appointments.		
Mixed	10/28/2014	KNO42946

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Consultation	KOPV Digital Inclusion Consultation	
Father in law (100) was taken into Aintree in the early hours of Tuesday morning and was taken to Coronary care. He was there for 18 hours and moved to ward 8. He was there for 4 days and was sent home. They did not inform us that he was going home we found out by having to ring the ward. The staff that were looking after him were very good. The cost of parking is more than St Helens, why? This should be uniform across the NHS.		
Mixed	10/20/2014	KNO42765

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Consultation	Carbon Monoxide Consultation	
I went to Aintree to see a consultant, excellent clinic, excellent service, sent for an x-ray and again looked after very well and staff very helpful. The staff were friendly and polite at the clinic but not at reception. Follow up from alternative doctor was not followed up I had to ring myself. Getting into the hospital was horrendous, building work everywhere on entrance and exit, twice I turned around in my car and had to reverse onto the main road because it had changed to a one way system. One car park gone and again, changed to a one way system. Disabled bay changed to a 20 minute drop off. We think this is permanent. I was an hour and a half and charged £4. No change given from the machine, a number of people were complaining for getting a ticket. Tea had been spilt on the floor, no-one came to clean this up and hence the floor at the entrance to the hospital was very dirty and the corridor was very dirty. Inside the hospital, a number of people also commented on how dirty the floor was, someone could have fallen, it was an accident waiting to happen. No one made an effort to clean it up.		
Mixed	10/10/2014	KNO42520

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Event	KOPV Roadshow - Kirkby	
I was referred by my GP due to pain in my foot. It was 16 weeks before I saw a consultant. I had x-rays and was given cortisone injections. I returned 3 months later and saw a different doctor who offered an operation to fuse big toe due to extent of Arthritis. I asked for a date after September. Received a pre-op for 23rd September and operation is due on 1st October. The pre-op was well organised, the only comment is I felt that the surgeon was trying to put me off having the operation.		
Mixed	9/29/2014	KNO42288

Aintree University Hospital NHS Foundation Trust		
Obstetrics and Gynaecology		
Community group	Kirkby Community Group	
Gynaecology - Quite wonderful seen straight away, diagnosed straight away and out within 10 minutes. Dr and staff weren't particularly friendly but efficient and quick.		
Mixed	7/16/2014	KNO36336

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Healthwatch stand	Aintree Hospital Stand	
Parking expensive for visitors - £3 for 15 minutes.		
Negative	11/25/2014	KNO44254

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Correspondence		
I had 2 appointments cancelled by the hospital. I had to wait 4 months for my next appointment. when I arrived I was told that the specialist was stuck in traffic. There were lots of people there and lots got up and left. Others like myself stayed. My appointment was 10 o'clock, at 11.30, I was still waiting, it cost me £5 parking. The doctor as we were told was on her way. I had no more money for the car park so had to leave and when I went to reception with other people, we were all asked why we were cancelling our appointments. It is a disgrace, we were not cancelling, there was no-one there to see us. I was told I would receive another appointment in the post, I am still waiting after 2 weeks.		
Negative	11/12/2014	KNO44134

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Correspondence		
Aintree hospital is very badly signposted. I visited recently, I can't walk without aids and I found the long corridor most exhausting. Later I could have gone to the old maternity block and found the ward I was visiting in seconds.		
Negative	11/10/2014	KNO43111

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Email		
Lack of results or cause as to what had happened or why. There was a lack of communication between doctors and patients. and too much assumptions on what had happened or what it was. I would Like them to not come to an assumption of what had happened or what I am diagnosed with just by the appearance of my injuries or a third party's recommendation. without checking first		
Negative	10/15/2014	KNO42648

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Telephone		
Mr A received an appointment letter from Aintree hospital and all details of the appointment were handwritten on the front of the envelope as well as on the letter inside, resulting in a breach of Mr A's confidentiality.		
Negative	10/13/2014	KNO42579

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Telephone		
Mr A has to arrive in hospital on a stretcher. He also has a pressure sore and needs a bed when in hospital. There was only an examination couch available in the elective care centre.		
Negative	10/13/2014	KNO42578

Aintree University Hospital NHS Foundation Trust		
Pharmacy		
Correspondence		
The long delay in getting my medication from the Pharmacy. If you have money you can get plenty of help.		
Negative	7/16/2014	KNO36299

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Focus Group	CRI	
Staff have problems when clients are either inpatient or discharged from Aintree hospital. Staff there fail to communicate about prescription meds, i.e. Methadone, Subutex.		
Negative	7/3/2014	KNO36010

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Telephone		
Fantastic facilities and services, I couldn't fault it.		
Positive	12/11/2014	KNO44502

Aintree University Hospital NHS Foundation Trust		
Ophthalmology		
Correspondence		
I went to hospital for eye problem on 30th October. I was there at 2.10pm and was seen by 2.50pm.		
Positive	11/27/2014	KNO44293

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Healthwatch stand	Aintree Hospital Stand	
Staff very friendly and appointment was on time so no waiting around which is unusual for a hospital.		
Positive	11/25/2014	KNO44255

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Healthwatch stand	Aintree Hospital Stand	
Its OK, the staff have been lovely, the food area is clean and not too expensive, lots of choice. Easy to get around. Staff really helpful and friendly.		
Positive	11/25/2014	KNO44253

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Healthwatch stand	Aintree Hospital Stand	
It was just a check up and everything was fine and my visit today is for a mammogram.		
Positive	11/25/2014	KNO44252

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Healthwatch stand	Aintree Hospital Stand	
Aintree is lovely, the staff are lovely. Don't have to wait long to be seen. Lovely and clean.		
Positive	11/25/2014	KNO44251

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Healthwatch stand	Aintree Hospital Stand	
I visited Aintree by taxi as my husband has had a heart attack. The visit up to now has been good. This time has been best of all compared to other times that I have been. People being so friendly, understanding and helpful. My husband is well looked after. I just can't get over how much nicer it has gone. Last time I visited my son was dying and they wouldn't give me any information. He went to Clatterbridge, its a lot different now.		
Positive	11/25/2014	KNO44249

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Healthwatch stand	Aintree Hospital Stand	
Always been content.		
Positive	11/25/2014	KNO44248

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Correspondence		
Regular warfarin check ups after a stroke which required emergency hospitalisation.		
Positive	11/13/2014	KNO44141

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Correspondence		
In February, I was admitted to hospital with a kidney stone that was lodged in the pipe. Good.		
Positive	11/11/2014	KNO43148

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Healthwatch stand	Aintree Hospital Stand	
Mammogram - the experience was friendly and helpful and the appointment was kept to time. Great care was given to relax me. Thank you		
Positive	10/28/2014	KNO42953

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Healthwatch stand	Aintree Hospital Stand	
All services were very good 100%. Well done to you all.		
Positive	10/28/2014	KNO42952

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Healthwatch stand	Aintree Hospital Stand	
It is a very nice hospital, nice and clean, cleaner than the Royal. The staff are very good. Car parking for people with disabilities is hard. The drop off points do not work well, would prefer a car space instead.		
Positive	10/28/2014	KNO42951

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Healthwatch stand	Aintree Hospital Stand	
Fantastic place, very good care. They saved my eyesight hopefully! Everything quite OK.		
Positive	10/28/2014	KNO42950

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Email		
I was well cared for and the staff showed me compassion and care throughout my stay. I was happy with all the services provided by all healthcare professionals. A good service and I felt cared for as a patient.		
Positive	10/16/2014	KNO42704

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Email		
I went to the physiotherapy department - even though there had been a mistake with my appointment, I was still seen relatively quickly and I was happy with the treatment. I largely only have positive experiences with hospitals and I think it only fair to praise them because they get enough bad publicity and not enough is said about the good things, of which there are many. Every time I have to use a hospital service, I am so grateful for the NHS and I am worried about its future under a Conservative Government.		
Positive	10/14/2014	KNO42637

Aintree University Hospital NHS Foundation Trust		
Chiropody		
Email		
Podiatry - I attend West Vale Clinic and can say without contradiction that they look after my every need with concern and professionalism of the highest order. Arrangement are made at intervals which meet my medical condition which can range between intervals of three and six weeks, dependant on the condition of my needs. During the course of my treatment they referred me to the Podiatry Department of the Diabetes Centre at Aintree Hospital and I find that both units worked well in collaboration with one another. I was referred to this service as I suffer with diabetes type 2 by my GP.		
Positive	10/13/2014	KNO42606

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Correspondence		
Excellent, every time we go, very friendly and very helpful as well.		
Positive	10/9/2014	KNO42495

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Community group	Alzheimer's Group - Kirkby	
My brother has Dementia and needs neck surgery. There is a safeguarding nurse for Dementia who was at every appointment. She was contacted by the surgeon and she supported us all throughout. Sadly there is only one of these for the whole hospital, more are needed.		
Positive	10/7/2014	KNO42433

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Event	KOPV Roadshow (Huyton)	
It has been a very pleasant experience. Aintree hospital very kind, treated me with the utmost care and respect.		
Positive	9/22/2014	KNO42138

Aintree University Hospital NHS Foundation Trust		
Outpatients		
Event	KOPV Roadshow (Whiston)	
Follow up appointment for test results. Went to hospital but unable to stay for appointment due to medical complications. New appointment to be sent out.		
Unclear	9/24/2014	KNO42213

Appendix Two - Questionnaire



healthwatch
Knowsley

Your Local Spotlight on Health &
Social Care Services

Hospital Survey

Name of the hospital you visited:	
When did you last visit the hospital?	0-3 months <input type="checkbox"/> 3-6 months <input type="checkbox"/> 6-9 months <input type="checkbox"/> 9-12 months <input type="checkbox"/> more than 12 months <input type="checkbox"/>
Why did you go to the hospital?	Out Patient <input type="checkbox"/> In Patient <input type="checkbox"/> Day Case <input type="checkbox"/> Emergency <input type="checkbox"/> Visiting a patient <input type="checkbox"/> Accompanying someone else <input type="checkbox"/> Other reason (please state) <input type="checkbox"/>
Did you have to wait long before you got an appointment?	Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable <input type="checkbox"/>
Did you have to wait long when you were at your appointment?	Yes <input type="checkbox"/> No <input type="checkbox"/> Not Applicable <input type="checkbox"/>

Tell us about the last time you went to the hospital:

How would you rate your visit? (Please click on the relevant box)

	Yes	No	Not Sure
Were the staff kind?	<input type="checkbox"/> 😊	<input type="checkbox"/> 😞	<input type="checkbox"/> 😐
Did they respect you?	<input type="checkbox"/> 😊	<input type="checkbox"/> 😞	<input type="checkbox"/> 😐
Was it clean?	<input type="checkbox"/> 😊	<input type="checkbox"/> 😞	<input type="checkbox"/> 😐
Was the food and drink nice?	<input type="checkbox"/> 😊	<input type="checkbox"/> 😞	<input type="checkbox"/> 😐
Did they tell you what was happening?	<input type="checkbox"/> 😊	<input type="checkbox"/> 😞	<input type="checkbox"/> 😐
Was everything in place before you left?	<input type="checkbox"/> 😊	<input type="checkbox"/> 😞	<input type="checkbox"/> 😐
Does the service meet your access needs?	<input type="checkbox"/> 😊	<input type="checkbox"/> 😞	<input type="checkbox"/> 😐
Did you feel safe?	<input type="checkbox"/> 😊	<input type="checkbox"/> 😞	<input type="checkbox"/> 😐
Were they friendly and polite?	<input type="checkbox"/> 😊	<input type="checkbox"/> 😞	<input type="checkbox"/> 😐
Did everyone work together?	<input type="checkbox"/> 😊	<input type="checkbox"/> 😞	<input type="checkbox"/> 😐

How would you rate this service?

Excellent	Good	OK	Not Good	Poor
				
<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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) <input type="checkbox"/>	
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"/>

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

Appendix Three - Data

Count of Sentiment	Sentiment				
Comment SubTopic 1	Mixed	Negative	Positive	Unclear	Grand Total
Access to a Service	1				1
Access to Information	5	1	1		7
Appointment booking service	1				1
Appointments	2	1	3	1	7
Building and Facilities	1	2	1		4
Car Parking	3	1	1		5
Cleanliness of environment	1		2		3
Confidentiality/privacy		1			1
Coordination of Services	1		1		2
Diagnostics		1			1
Dignity and Respect	1				1
Discharges	1	1			2
Distance to a service	1				1
Food and Hydration	2		1		3
Prescriptions		1			1
Quality of treatment	6	1	19		26
Referrals		1			1
Staff attitudes	7		1		8
Staffing Levels	1				1
Suitability of environment	2				2
Waiting times (Access to Services)	3	1			4
Waiting times (Patient Pathway)	1		3		4
Grand Total	40	12	33	1	86

Count of Sentiment	Sentiment				
Service SubType 1	Mixed	Negative	Positive	Unclear	Grand Total
Accident and Emergency	2	2	1		5
Chiropody			1		1
Inpatient Care	3	1	5		9
Mental Health		1			1
Obstetrics and Gynaecology	1				1
Ophthalmology			1		1
Outpatients	7	4	12	1	24
Pharmacy		1			1
Grand Total	13	9	20	1	43

This figure differs from the number of comments received as many people comment on multiple aspects of the service.

Count of Sentiment	Sentiment				
Commentator Type	Mixed	Negative	Positive	Unclear	Grand Total
Professional		1			1
Relative	1		1		2
Service User	12	8	19	1	40
Grand Total	13	9	20	1	43

Count of Sentiment	Sentiment				
Source	Mixed	Negative	Positive	Unclear	Grand Total
Community group	3	1	1		5
Consultation	2				2
Correspondence	3	3	4		10
Email		1	3		4
Event	1		1	1	3
Focus Group		1			1
Healthwatch stand	3	1	10		14
Telephone	1	2	1		4
Grand Total	13	9	20	1	43

Control Sheet

Date Submitted	3rd March 2015
Date Response due	31st March 2015
Date Response Received	
Follow up actions	

Submitted to:

Trust	3rd March 2015
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,
Huyton, Knowsley
L36 0UX
Telephone: 0151 449 3954
Email: enquiries@healthwatchknowsley.co.uk
Website: www.healthwatchknowsley.co.uk

Lower Lane
Aintree
Liverpool
L9 7AL

Direct Line: (0151) 529 2297

17 March 2015

Healthwatch Knowsley
The Old School House
St. Johns Road
Huyton
Knowsley
L36 0UX

Dear Mrs Spreadbury

Re: Healthwatch Knowsley Patient Experience Report - Q2 and Q3 2014-15

Thank you for your recent combined report which details the experiences reported to you by our patients between July 2014 and December 2014. I would like to thank the staff at Healthwatch Knowsley for taking the time to speak to our patients and for putting together a comprehensive and informative report.

In line with our agreed process, your report including all of the comments and information will be shared via the Patient Experience Executive Led Group. The information you have provided will be reviewed alongside the Trust's other patient feedback and will subsequently inform the improvement work streams for 2015-16.

I was very pleased to read the kind comments from the patients who were satisfied with their experience, and I would like to take this opportunity to apologise to those patients who felt the service they received fell below an acceptable standard. I hope you are assured by the processes the Trust has in place that the information contained in your report will be used to continually improve the experience of anyone accessing our services.

If you have any queries or require any additional clarification please contact June Taft, Corporate Assistant Director of Nursing.

Yours sincerely



Nicola Firth
Director of Nursing & Quality

cc: Jane Calveley