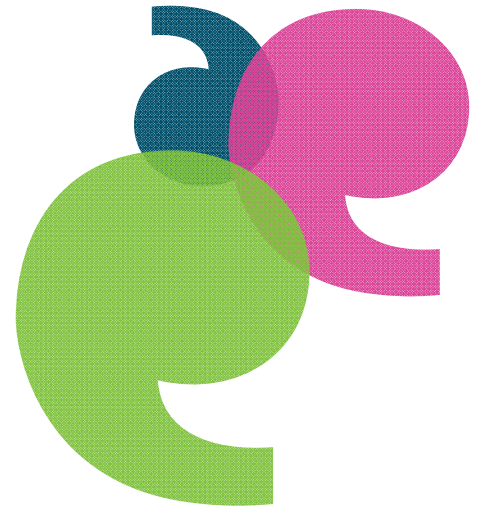




Patient Experience Report
Aintree University Hospital
Quarter 3 2015/16
Compiled by Healthwatch Knowsley



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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 been 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;
- Considers 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.



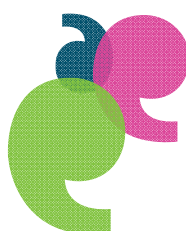
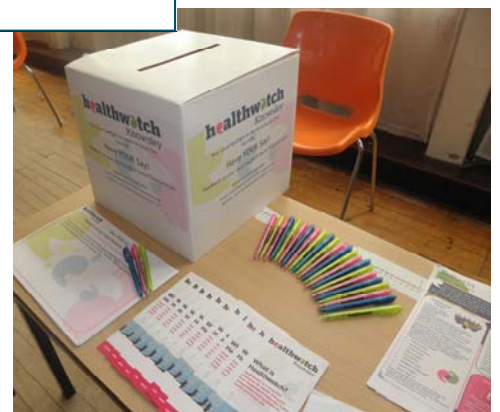
Have YOUR Say!

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 ☐ Walk in Centre ☐ Hospital ☐ Pharmacy ☐ Dental ☐ Optician ☐ Care Home ☐ Residential Care ☐ Community Service ☐ Other (please state) ☐
Name of service:	
When did you last use this service? (I am (please tick))	Patient ☐ Carer ☐ Staff ☐ Relative ☐ Visitor ☐
Please tell us about your experience:	
How would you rate this service?	☐ Excellent ☐ Good ☐ OK ☐ Not Good ☐ Poor





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 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.

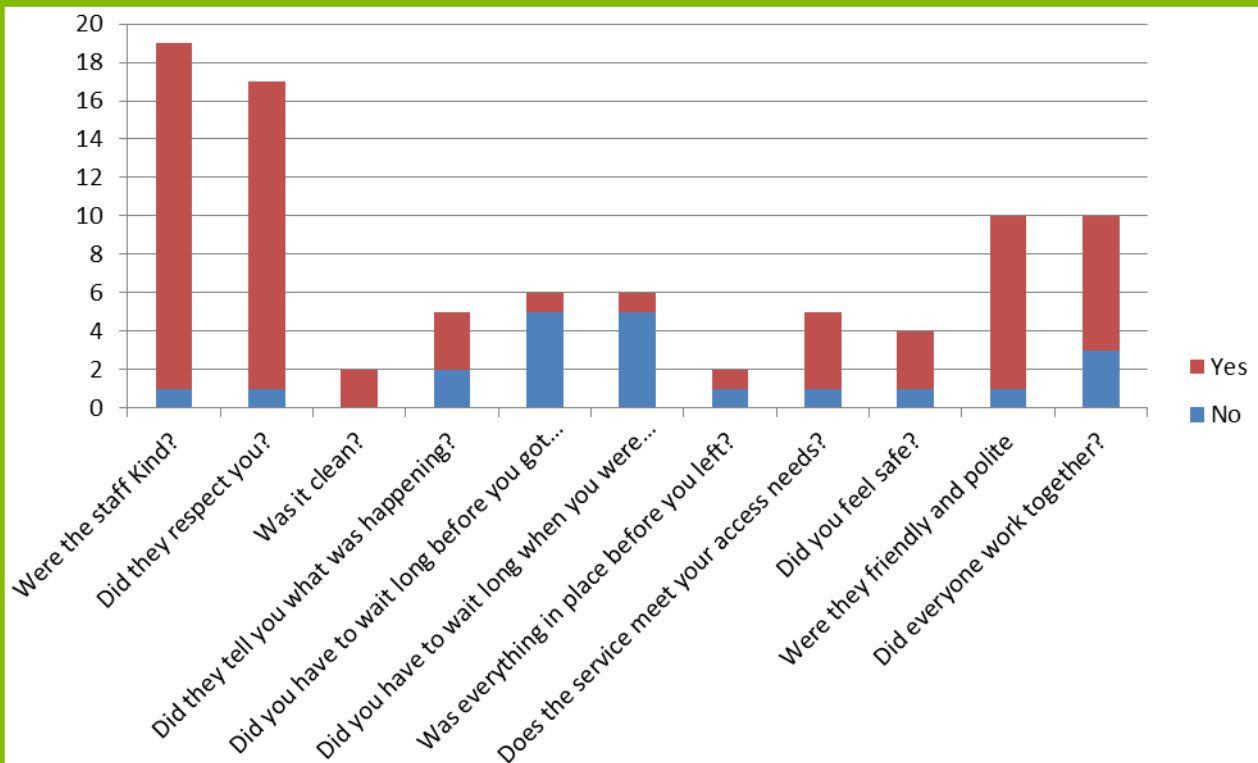
This report will also be shared with NHS Knowsley Clinical Commissioning Group and the Knowsley MBC Commissioners to inform and influence their work.

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

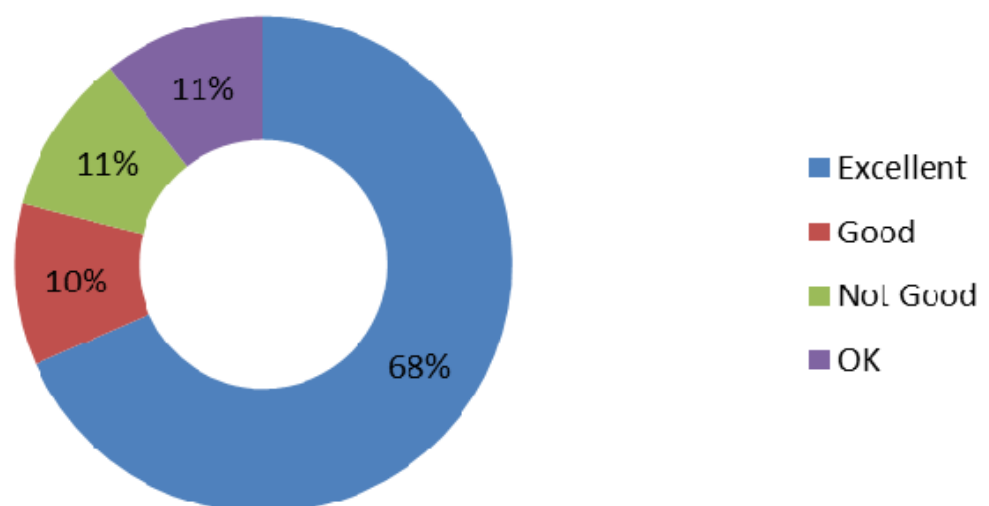




Hospital Scores



How would you rate this service?





Good Practice & Recommendations

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

Care and Compassion

Once again the Trust has scored highly for care and compassion with 75% of the people who responded said that the staff were kind and showed them respect. Staff should be very proud of this achievement. Comments included

“On the few occasions I have visited this hospital I have found it excellent. The same applies today. All procedures are explained thoroughly and questions are answered in lay person language. I have found the staff helpful and nothing is too much trouble”

Recommendations

Waiting Times in the Emergency Department

There are some reports coming through of delays in the Emergency Department. Healthwatch Knowsley will monitor this in the coming months and work with the Trust to gain an understanding of the issues and solutions to this matter. Comments included:

“The ambulance took me to Aintree at 1pm, had to wait until 6pm to be seen. At 6pm I was sent to an assessment ward and was not seen until about 9pm - long wait.”



Appendix 1 - Comments

Aintree University Hospital		10/1/2015
It is brilliant. Appointment within time. Long standing chest condition, it is excellent the way things are followed up. The communication is excellent. Also having treatment for a tumour, everyone is excellent. I would prefer to come here than Arrowe Par		
0-3 Months	Excellent	Patient

Aintree University Hospital		10/1/2015
Ward 30 - Staff need to be in ward more rather than chatting in the hall. Those requiring assistance for personal care are neglected and left to wait until 2 staff can attend. It is disressing to have to wait and even have accidents.		
0-3 Months	Not Good	Visitor

Aintree University Hospital		10/1/2015
It was a very good service in A&E. The nurse looked after my Dad.		
0-3 Months	Excellent	Carer

Aintree University Hospital		10/1/2015
I got bitten by a dog, (guard dog) to my leg. I was treated for this at Aintree Hospital. I was then advised to go to the Walk In Centre. The Walk In dressed the wound and after several visits I was told to go back to Aintree as the bite would require dain		
0-3 Months	OK	Patient

Aintree University Hospital		10/1/2015
I would like to say that I think Aintree Hospital is one of the best in the country. They explain things really well, just visiting my brother on the Stroke ward.		
0-3 Months	Excellent	Visitor

Aintree University Hospital		10/1/2015
Very good, visiting Wife who is on ward 33. Good as got a letter for Wife's appointment, explained everything, very good but only time put in, have had to ask.		
0-3 Months		Visitor

Aintree University Hospital		10/1/2015
Very, very good. No problem, only the A&E I am disappointed in . When I visited 6 months ago, looked after very well by staff but had to wait, it was an emergency ambulance that took me in. I was put in a room but had a bit of a wait.		
0-3 Months	Good	Patient



Appendix 1 - Comments

Aintree University Hospital		10/23/2015
Miss A attended the opticians and was advised to visit GP over ongoing eye problems in August. Referred to Aintree via GP for an ophthalmologist appointment and was advised at point of referral that there is an 18 week waiting list for		
0-3 Months	OK	Patient

Aintree University Hospital		10/29/2015
It's good. I got a flight over from the Isle of Mann. It is my third time here. The first time I waited 2 hours, this time it has been quicker. The staff have been brilliant. Clean hospital apart from the toilets. Communication is good. I have been in the		
0-3 Months	Not Good	Patient

Aintree University Hospital		10/29/2015
On the few occasions I have visited this hospital I have found it excellent. The same applies today. All procedures are explained thoroughly and questions are answered in lay person language. I have found the staff helpful and nothing is too much trouble		
0-3 Months	Excellent	Patient

Aintree University Hospital		10/29/2015
The nurses look after me and made me feel like a good patient.		
0-3 Months	Excellent	Patient

Aintree University Hospital		10/29/2015
My mother has been in this hospital now for a week. She was admitted through A&E and brought in by ambulance. She has been given the best care, her surrounding are spotlessly clean and she feels safe.		
0-3 Months	Excellent	Relative

Aintree University Hospital		10/29/2015
I attend this service		
0-3 Months		Patient

Aintree University Hospital		10/29/2015
I found the staff to be very helpful to me and my son who has just transferred over from Alder Hey hospital to adult services. They were a great help to my son who has a learning need and were very helpful to me.		
	Excellent	Carer

Aintree University Hospital		11/12/2015
Experience was great, polite, friendly staff. Didn't have to wait long.		
0-3 Months	Excellent	Patient



Appendix 1 - Comments

Aintree University Hospital		11/12/2015
Endoscopy		
0-3 Months		Patient

Aintree University Hospital		11/12/2015
Opthamology Day Surgery		
3-6 Months		Patient

Aintree University Hospital		11/12/2015
It is fab, no problems.		
0-3 Months	Excellent	Patient

Aintree University Hospital		11/12/2015
Friendly staff. Cash machine not working.		
		Patient

Aintree University Hospital		11/12/2015
Everything is wonderful, nice people. I have come in for a check up. Today I have not waited long to be seen, patient transport home. Today a bit of a wait for transport.		
0-3 Months	Excellent	Patient

Aintree University Hospital		11/12/2015
Opthamology - Very good, caring, professional. Excellent care.		
0-3 Months	Excellent	Patient

Aintree University Hospital		11/12/2015
I have attended today with my mum. Appointment was quick. Ambulance transport is excellent, phoned to let us know it was on its way. Staff brilliant, cannot fault them at all.		
0-3 Months	Excellent	Relative

Aintree University Hospital		11/12/2015
I have attended with my partner. Very, very good, staff are exceptional.		
0-3 Months	Good	



Appendix 1 - Comments

Aintree University Hospital

11/26/2015

The ambulance took me to Aintree at 1pm, had to wait until 6pm to be seen. At 6pm I was sent to an assessment ward and was not seen until about 9pm – long wait. They communicated that there would be a wait. A nurse on the unit was brilliant and would do a

0-3 Months

Excellent

Patient

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

	Yes	No	Not Sure
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 staff friendly and polite?			
Did everyone work together?			
Did you have to wait long before you got an appointment?	Yes	No	
Did you have to wait long when you were at your appointment?	Yes	No	

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

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



healthwatch
Knowsley

**Have YOUR
Say!**

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

**your
voice
counts**

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Appendix 2 - Questionnaire

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

Please tell us about your experience:

	Excellent	Good	OK	Not Good	Poor
How would you rate this service?	 ☐	 ☐	 ☐	 ☐	 ☐



Appendix 3 - Data

Questions	No Response	No	Yes	Total
Were the staff Kind?	5	1	18	24
Did they respect you?	7	1	16	24
Was it clean?	22		2	24
Did they tell you what was happening?	19	2	3	24
Did you have to wait long before you got an appointment?	18	5	1	24
Did you have to wait long when you were at your appointment?	18	5	1	24
Was everything in place before you left?	22	1	1	24
Does the service meet your access needs?	19	1	4	24
Did you feel safe?	20	1	3	24
Were they friendly and polite	14	1	9	24
Did everyone work together?	14	3	7	24

How would you rate this service	Number
No Response	5
Excellent	13
Good	2
Not Good	2
OK	2
Total	24



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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