



healthwatch
Knowsley

Patient Experience Report Aintree University Hospital Quarter 1 (2014-15) 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

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.

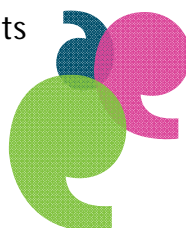
- Community 'word of mouth' through existing Healthwatch members speaking to community members.
- Roadshow activities
- Community Based Activities / Partner Events / Stands at Provider venues
- Working closely with existing networks and forums in Knowsley
- Community Focus Groups
- Healthwatch Knowsley 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.



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Your Local Spotlight on Health & Social Care Services

Hospital Survey

Name of the hospital you visited:	
How long is it since you visited 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"/>
Please tell us about your experience of the hospital	
Your age:	
Your gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>
Ethnic Origin:	
First three 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"/>
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/>
Do you currently live in the gender you were given at birth?	Yes <input type="checkbox"/> No <input type="checkbox"/>

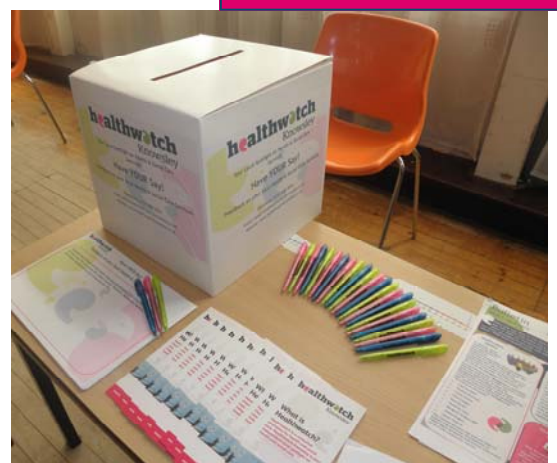
healthwatch Knowsley

Have YOUR Say!

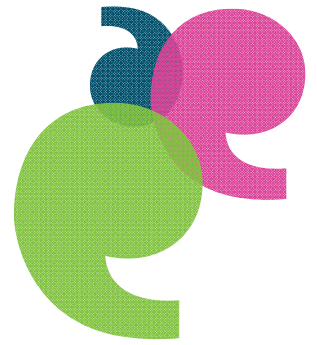
Let us have your feedback on local health and social care services

YOUR VIEWS COUNT

We would like you to tell us what's going on in health and social care services where you live. As an independent organisation we are able to pass details of your experiences to health and social care providers, helping to get the best services for the whole community.



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:

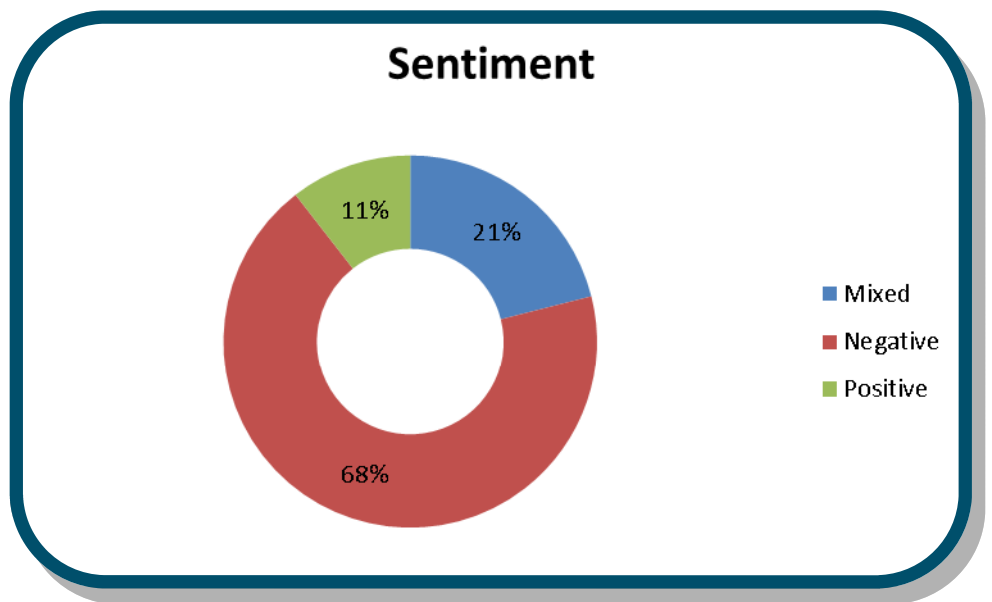
- Inpatient
- Outpatient
- A&E
- Day Case
- Visiting

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



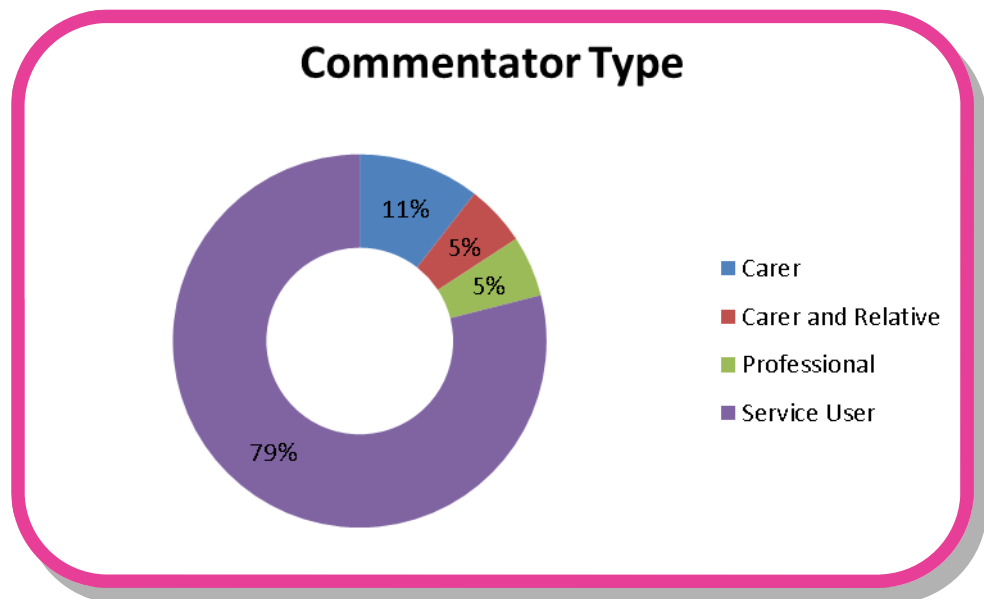
Number of responses during quarter four through direct patient experience comments.

Sentiment	Number
Mixed	4
Negative	13
Positive	2
Total	19



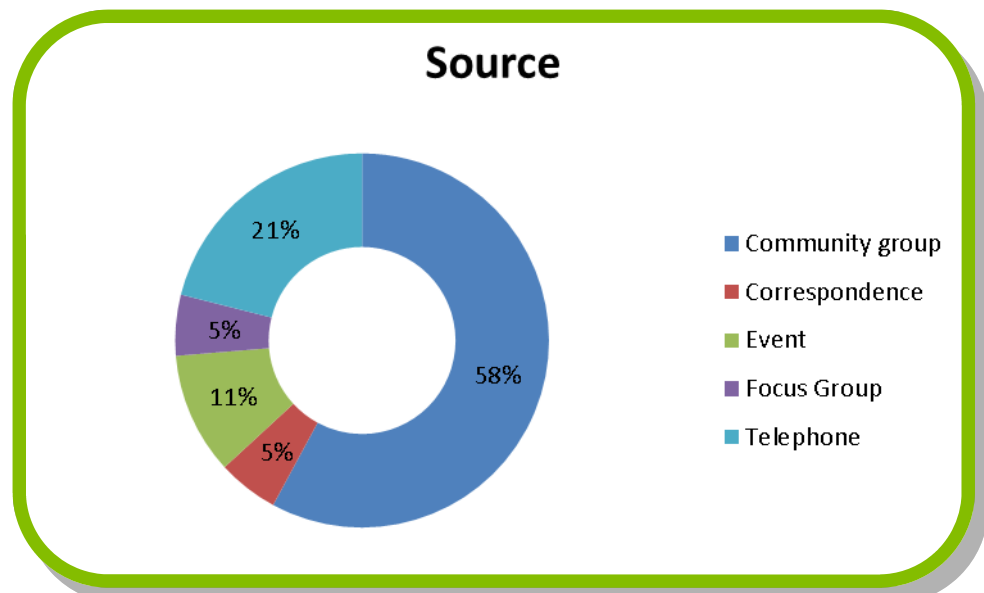
Make up of respondents

Commentator Type	Number
Carer	2
Carer and Relative	1
Professional	1
Service User	15
Total	19



Where we got the information

Source	Number
Community group	11
Correspondence	1
Event	2
Focus Group	1
Telephone	4
Total	19

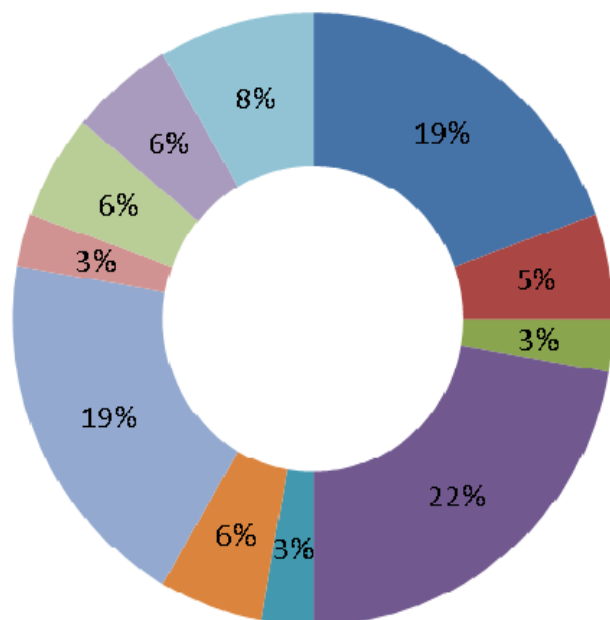


Most Commented Areas

Comment Area	Number
Access to Information	7
Appointments	2
Car Parking	1
Discharges	8
Involvement and Engagement	1
Medicines Management	2
Quality of treatment	7
Referrals	1
Waiting times (Patient Pathway)	2
Cleanliness of environment	2
Staff attitudes	3

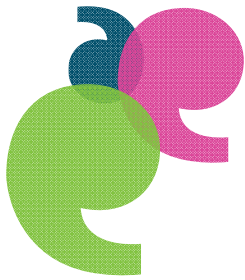


Comment Area

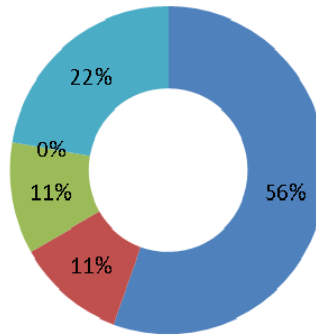


- Access to Information
- Appointments
- Car Parking
- Discharges
- Involvement and Engagement
- Medicines Management
- Quality of treatment
- Referrals
- Waiting times (Patient Pathway)
- Cleanliness of environment
- Staff attitudes

Hospital Scores

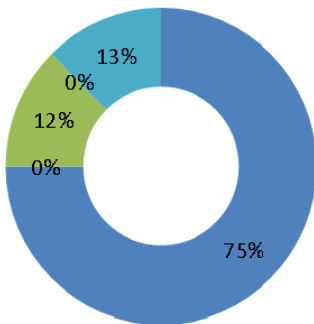


Care & Compassion

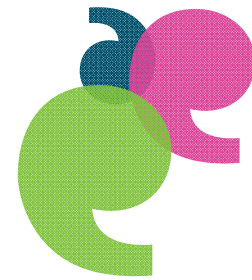


- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

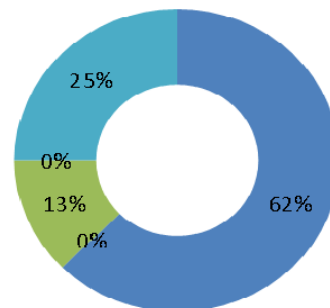
Dignity



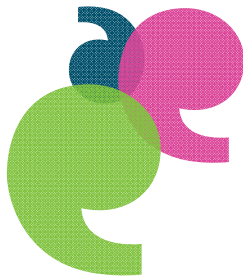
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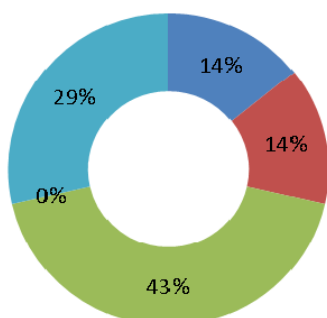
Hygiene



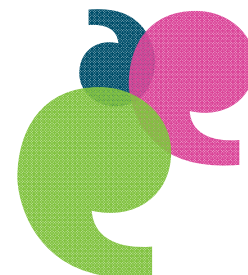
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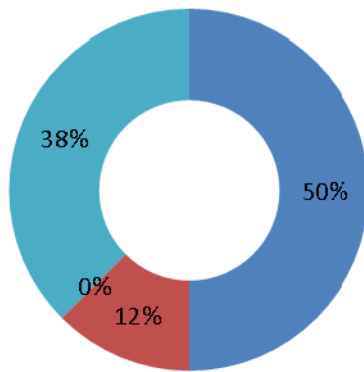
Nutrition & Hydration



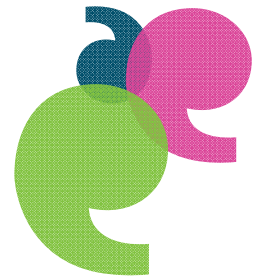
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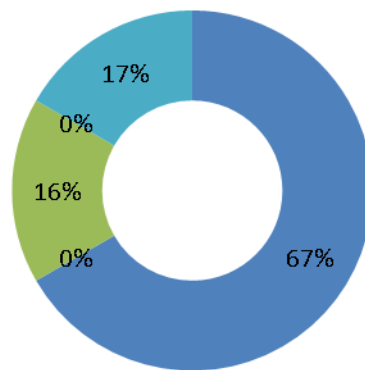
Communication



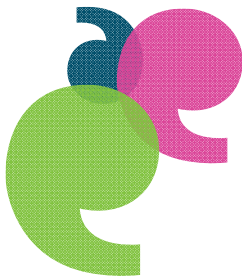
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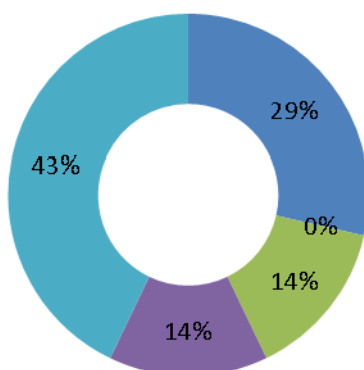
Waiting for appointment



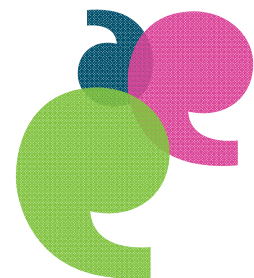
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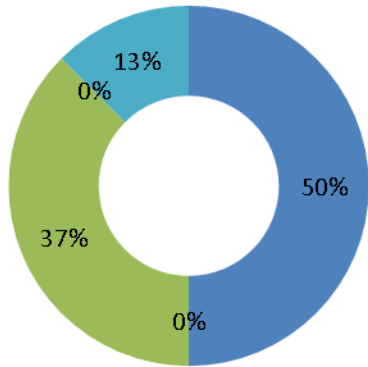
Waiting at appointment



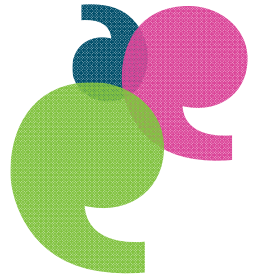
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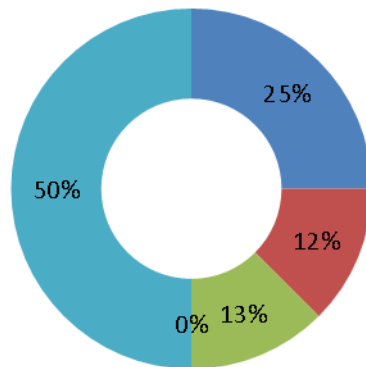
Discharge



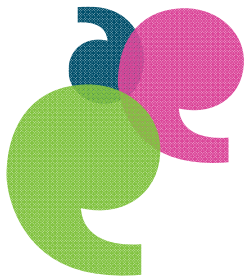
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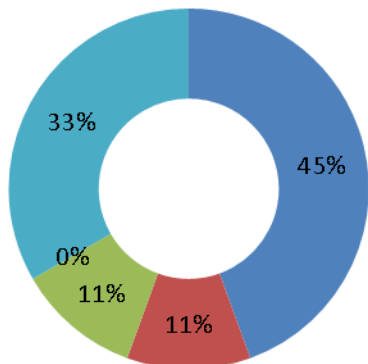
Accessibility



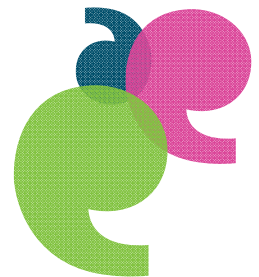
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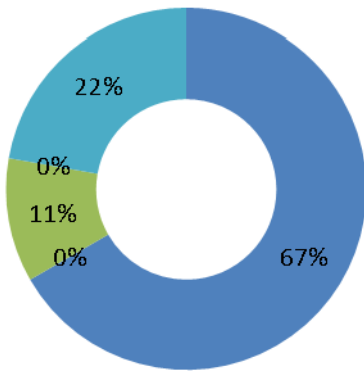
Quality & Safety



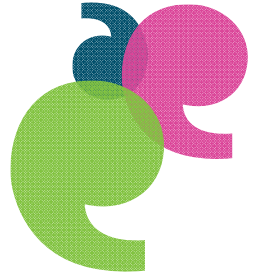
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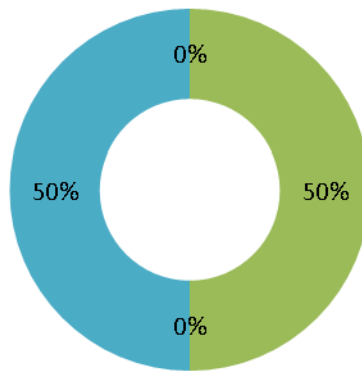
Staff Attitudes



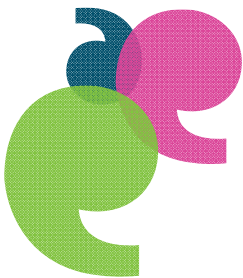
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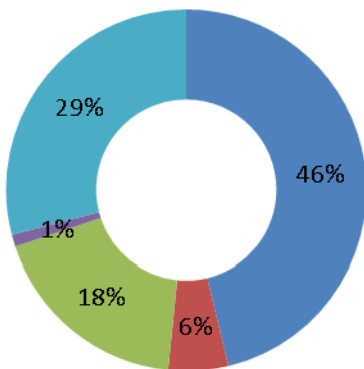
Coordination of services



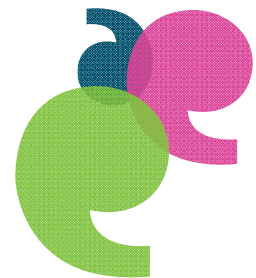
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Total



- (5) = Exceptional
- (4) = Exceeds Requirements
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Good Practice

Healthwatch Knowsley are pleased to note the following areas of good practice. The majority of people who responded to our surveys commented positively on staff attitudes and hygiene.

Comments included

"My experience at Aintree hospital was absolutely brilliant, staff were really good and helpful, they made my stay at the hospital really comfortable."

"The hospital was clean, staff good at keeping me informed."

Recommendations

Discharges and Communications

Although the surveys gave a response of 50% of people rating their discharge as exceptional, 50% of respondents rated the coordination of services as being unsatisfactory. Patients and their carers are reporting that people are being discharged without the appropriate medication or care package. This was highlighted in our previous report and is an issue not only to this Trust but throughout the wider health economy. This forms part of our ongoing discharge workstream and our recommendations will follow in a separate report.

Comments included:

"Patient was in Aintree for 7 weeks then discharged to care home - the whole manner of discharge was unsettling and uncertain. Carer was not involved in the process."

"The lady was discharged on the Monday with no OT assessment and currently has her niece staying with her to look after her."

"She was told that there would be no follow up and was just given medication and a sick note."

"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"

"He came out of hospital so confused, no communication with me or my husband about medication. We ended up going to our local chemist to find out information. He had the best of care whilst in hospital, just the follow up hasn't been good (husband said that he chose to go home without all medication)."

"As Merseyside ambulances finish at 5pm, a Warrington crew kindly brought me home at 8.45pm. I did not need an outpatients appointment."

"The patient has been discharged with a permanent catheter - no-one has explained why? - When at Haematology clinic the bag burst, the patient was given help by a specialist urology nurse who explained that the bag that he had been given wasn't suitable for his needs so nurse gave him different equipment."

"Have been visiting daily for 5+ weeks. Find that communication between staff and carers is sketchy to say the least. It is a case of answers are available if you know the question and have the confidence to ask them!"

Appendix 1—Comments

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group Happy Hours Older Persons Group
Service Type	Inpatient Care
Comments	My husband attended Aintree as he was bringing up his medication. My husband is under Macmillan and Woodlands hospice, they are brilliant. We have been assessed for a chair lift, since leaving hospital we have had to be reassessed. My husband has spine cancer. He was sent home, still no chair lift, he is finding it really difficult to walk. The council have told us that we are on priority. He came out of hospital so confused, no communication with me or my husband about medication. We ended up going to our local chemist to find out information. He had the best of care whilst in hospital, just the follow up hasn't been good (husband said that he chose to go home without all medication).
KNO33753	Access to Information Discharges Medicines Management
Mixed	17/06/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Correspondence
Service Type	Accident and Emergency Inpatient Care
Comments	My stay in ward 17 was excellent. I am 94 and fractured my hip. I am partially sighted, after 3 weeks I could go home. I was waiting delivery of equipment. My bed was required so I was moved to ward 26 for one night. The Sister was annoyed that I was there. She rang my daughter to say she was discharging me to the discharge lounge, which she did. She had also made an appointment for me at out patients with a different consultant. I believe that she was being awkward as my daughter said that she was not happy with her attitude. As Merseyside ambulances finish at 5pm, a Warrington crew kindly brought me home at 8.45pm. I did not need an outpatients appointment.
KNO27161	Discharges Quality of treatment Staff attitudes
Mixed	29/04/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Telephone
Service Type	Inpatient Care
Comments	<p>Patient was in Aintree for 7 weeks then discharged to care home - the whole manner of discharge was unsettling and uncertain. Carer was not involved in the process.</p> <p>The Carer was not consulted regarding diagnosis - Interdisciplinary teams were not talking to each other so the carer did not get any answers.</p> <p>The Carer was not given any information and was dealing with both neuro and mental health.</p> <p>The patient waited 5 days for a referral to mental health as an inpatient. The carer was promised an interdisciplinary meeting - this never happened.</p> <p>When asking about state of the patient's mental health, the carer was told this would need to be side-lined until medical problems were sorted out.</p> <p>The patient has been discharged with a permanent catheter - no-one has explained why? - When at Haematology clinic the bag burst, the patient was given help by a specialist urology nurse who explained that the bag that he had been given wasn't suitable for his needs so nurse gave him different equipment. The bag had also burst previously when on the ward and the carer was told that the patient was pulling it out himself.</p> <p>The Carer spoke to the Customer Service Team who are looking into the issues. More information has since been given to the carer from the consultant regarding the catheter and staff will be briefed in catheter bag connections.</p>
KNO33777	Involvement and Engagement Access to Information Discharges Waiting times (Access to Services)
Mixed	18/06/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group Happy Hours Older Persons Group
Service Type	Inpatient Care
Comments	<p>I found it quite good, the staff were friendly and the hospital was clean. I was admitted on a weekend so I had a bit of a wait. It was also late at night. Some staff didn't give answers to questions, the GP said my condition was rare so sent for another doctor. The medication I got given worked.</p>
KNO33755	Waiting times (Patient Pathway) Quality of treatment Cleanliness of environment
Mixed	17/06/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group Knowsley Carers Centre
Service Type	Inpatient Care
Comments	Have been visiting daily for 5+ weeks. Find that communication between staff and carers is sketchy to say the least. It is a case of answers are available if you know the question and have the confidence to ask them!
KNO31421	Access to Information
Negative	22/05/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Event KOPV AGM
Service Type	Outpatients
Comments	I attended Aintree hospital because I had received a letter to go to the fracture clinic. I was in the waiting room at 12.30pm, my appointment was at 1pm. I was still there at 1.45pm. I asked 5 different people where do I book in and was told that it was not necessary and someone would come down for me. In the end a nurse noticed that I had been sitting there and asked to see my letter. I said that I hadn't seen anyone and she said I wouldn't as I was on the second floor and the department had moved so I ended up missing my appointment. She also said that it didn't concern them, you are booked in from 10-2. I missed my appointment, when they looked at my letter, the wrong form had been sent out which is why I went to the wrong department.
KNO33611	Access to Information Appointments Staff attitudes
Negative	11/06/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group Happy Hours Older Person's Group
Service Type	Inpatient Care
Comments	I had a pain in my back so I was sent to Aintree Hospital for an x-ray. After the x-ray I had an operation. The operation made my condition worse. I now have to use a wheelchair. I was not told the risks of the operation. I can't do anything any more, I live on my own. I have taken the complaint up.
KNO33747	Access to Information
Negative	17/06/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Telephone
Service Type	Outpatients
Comments	Has had 4 appointments cancelled at Aintree Hospital over a period of 4 months with no explanation. The first appointment cancelled was an emergency appointment.
KNO28227	Appointments
Negative	06/05/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group Knowsley Carers Centre
Service Type	Outpatients
Comments	Parking charges are excessive and disabled parking needs looking into, there are not enough spaces in the right places for disabled patients.
KNO31420	Car Parking
Negative	22/05/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Telephone
Service Type	Accident and Emergency Inpatient Care
Comments	<p>Lady suffers with her back and has had 2 operations in the last 6 months, she collapsed in pain on Saturday 21st March and was taken to A&E at Aintree hospital. She was told that if the pain was still as bad the next day then she would be given a scan but was given no examination just drugs (Morphine, Diazepam and Codeine). She saw Dr's twice whilst in hospital and had to have Physiotherapists to get her out of bed. The next day she was told by the Dr's that they were preparing to discharge her. Her daughter asked how they could discharge her as she had no diagnosis and there was no-one at home to look after her. The Dr asked the lady's daughter whether she could stay at home to look after her. The lady requested a scan and an x-ray - this never happened even though she had been told previously that she would get one. They did not carry out an x-ray as they said that she hadn't fell. She had to struggle to the desk to ask to make a phone call to ask her daughter to come and collect her. The lady was discharged on the Monday with no OT assessment and currently has her niece staying with her to look after her.</p> <p>She was told that there would be no follow up and was just given medication and a sick note.</p> <p>The lady called her own GP and was given another prescription and an appointment where she was sent for an x-ray at Aintree. Her GP has told her that he will try and arrange for a Physiotherapist to come to her house.</p>
KNO24546	Discharges Quality of treatment
Negative	01/04/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Telephone
Service Type	Accident and Emergency
Comments	<p>The person was taken by ambulance to Aintree A+E in the early hours of the morning a few weeks ago with breathing problems. She explained to the ambulance staff that she needed to go to the toilet to urinate, and they said they would arrange this with staff, once she had arrived at the hospital. On arrival, she was placed in a cubicle and asked a nurse if it was possible to have a bed pan or commode as she has problems with her spine and left side which makes it difficult for her to walk.</p> <p>The nurse began to raise the back of the bed, and said they would take her blood pressure. She explained that the raising of the back of the bed would cause her severe pain and repeated that she needed the toilet. The person said that the nurse began to act in an "obnoxious" way, threw the BP equipment down and told her to walk to the toilet herself as she left the cubicle.</p> <p>The person was eventually given a bedpan by another member of staff, saw a doctor and had X rays done on her chest as well as blood tests. She was told she should be discharged pretty soon after, however was still there at 8pm after her blood sample went missing.</p> <p>A nurse came and gave her antibiotics and said she was free to go. When asked about the tests and seeing the doctor she had seen earlier, she was told that the doctor had been called away and that they couldn't understand his handwriting so were giving her the antibiotics. The person asked for the name of the nurse who had been rude to her and was told that they weren't obliged to give that information and would look into it themselves, although she was in her rights to make a complaint if she wanted.</p> <p>The person is still unwell and is scared of having to go back to A+E at Aintree as she has had a bad experience each time she goes.</p>
KNO27159	Discharges Quality of treatment Staff attitudes
Negative	29/04/2014
Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Event KOPV AGM
Service Type	Accident and Emergency
Comments	I attended Aintree A&E after a fall and hitting my head. The doctor came after I had a head scan and said everything was ok - "you can go now"
KNO33610	Discharges
Negative	11/06/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Focus Group CRI
Service Type	Accident and Emergency Inpatient Care
Comments	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.
KNO36010	Discharges
Negative	03/07/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group IKAN Team
Service Type	Accident and Emergency Inpatient Care
Comments	I was in Aintree Hospital for 10 days with breathing difficulties. I went in as an emergency from the walk in centre. It was horrible because I couldn't breathe, they kept trying different equipment on me and gave me oxygen. It was just not clearing and they would not give me antibiotics. After 10 days I was sent home so I went to my own GP to get antibiotics. My main complaint was I did not get the medication that I wanted (antibiotics), I had to go to the GP afterwards. Once the GP examined me I was given antibiotics straight away.
KNO34864	Medicines Management
Negative	24/06/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group Making Space
Service Type	Inpatient Care
Comments	I was admitted to Aintree for an operation after being referred for a gall bladder operation. I got a second opinion from my own GP and they sent me for further tests. They found a stomach ulcer. After I had the operation, I had a camera into my stomach, they found I had a hernia and bile leaking into my stomach.
KNO34821	Quality of treatment
Negative	20/06/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group Making Space
Service Type	Accident and Emergency Inpatient Care
Comments	I got taken to Aintree as an emergency . They told me that I had wind, they would not send me for any tests. I was in pain and my stomach was inflamed, they just gave me painkillers and blood tests. I was discharged from hospital but the pain kept going on but my GP kept sending me home. My sister "kicked off" at the GP who sent me for a scan and found out that I had gallstones. I was sent to hospital as it flared up again, the hospital said it was wind again. I had to tell them that it was gallstones (from the scan), they said that they didn't know about this as it wasn't on my notes. They still sent me home with painkillers. I panicked and did not feel safe and was scared. I then went back to the GP, its been months now, I was finally put on a waiting list. I could not eat or drink at this point. I got a letter a letter to say I'd been referred to a consultant , no date for operation. My sister rang receptionist at the hospital who advised to go to A&E if it gets any worse, I eventually had the operation.
KNO34825	Referrals Access to Information Discharges Waiting times (Patient Pathway) Quality of treatment
Negative	20/06/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group Knowsley Carers Centre
Service Type	Outpatients
Comments	To attend Physiotherapy department for acute elbow pain. I was upset to hear that I had to wait 4 weeks for pain killing injections and it could not be done while I was there. The wait for this appointment as well as the next was far too long.
KNO31422	Waiting times (Patient Pathway)
Negative	22/05/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group Making Space
Service Type	Inpatient Care
Comments	I was sent in by my GP, I had a camera up my backside, they found Polyps, big ones so they cut them out, they also found some smaller ones and I am going back to get these removed. The hospital was clean, staff good at keeping me informed.
KNO34822	Access to Information Quality of treatment Cleanliness of environment
Positive	20/06/2014

Provider Details	Aintree University Hospital NHS Foundation Trust
Where Collected:	Community group Hillside Neighbourhood Centre
Service Type	Accident and Emergency
Comments	My experience at Aintree hospital was absolutely brilliant, staff were really good and helpful, they made my stay at the hospital really comfortable.
KNO29234	Quality of treatment
Positive	14/05/2014

Appendix Two - Questionnaire



Your Local Spotlight on Health & Social Care Services

Hospital Survey

Name of the hospital you visited:	
How long is it since you visited 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"/>

Please tell us about your experience of the hospital

Your age:	
Your gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>
Ethnic Origin:	
First three 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"/>
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"/>

How would you rate this hospital? (Please click on the relevant box)

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

Any other comments:

Please return the completed form to:

Healthwatch Knowsley, Freeport 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 3—Data

Domain	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory
Care & Compassion	5	1	1	0	2
Dignity	6	0	1	0	1
Hygiene	5	0	1	0	2
Nutrition & Hydration	1	1	3	0	2
Communication	4	1	0	0	3
Waiting for appointment	4	0	1	0	1
Waiting at appointment	2	0	1	1	3
Discharge	4	0	3	0	1
Accessibility	2	1	1	0	4
Quality & Safety	4	1	1	0	3
Staff Attitudes	6	0	1	0	2
Coordination of services	0	0	3	0	3
Total	43	5	17	1	27

Control Sheet

Date Submitted	30/07/14
Date Response due	28/08/14
Date Response Received	
Follow up actions	

Submitted to:

Trust	30/07/14
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	



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