



healthwatch
Knowsley

**Patient Experience Report
Aintree University Hospital
Quarter 4
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.

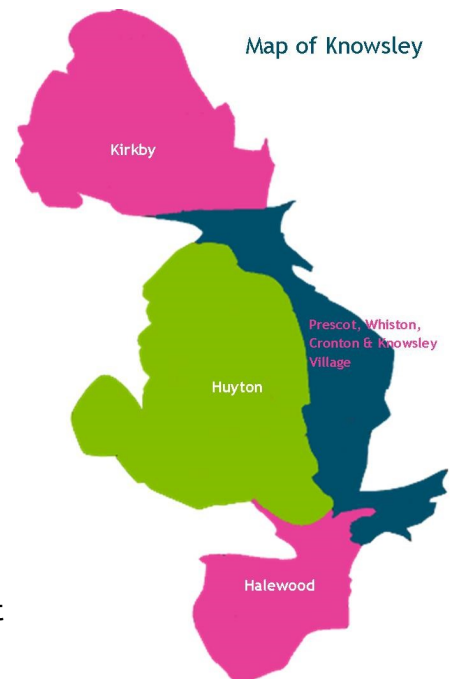
What we do

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.

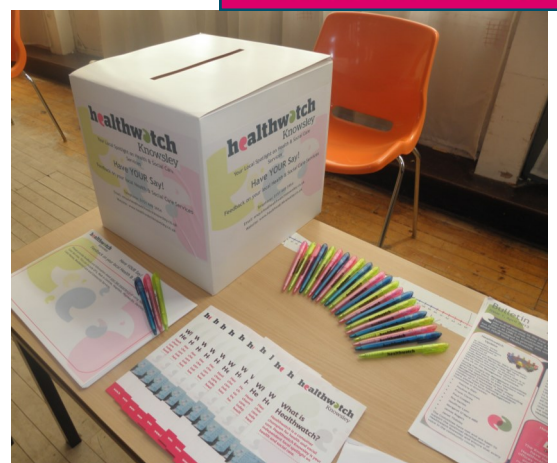
- Community ‘word of mouth’ through existing Healthwatch members speaking to community members.
- Roadshow activities
- Community Based Activities / Partner Events / Stands at Provider venues
- Working closely with existing networks and forums in Knowsley
- Community Focus Groups
- Healthwatch Knowsley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



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

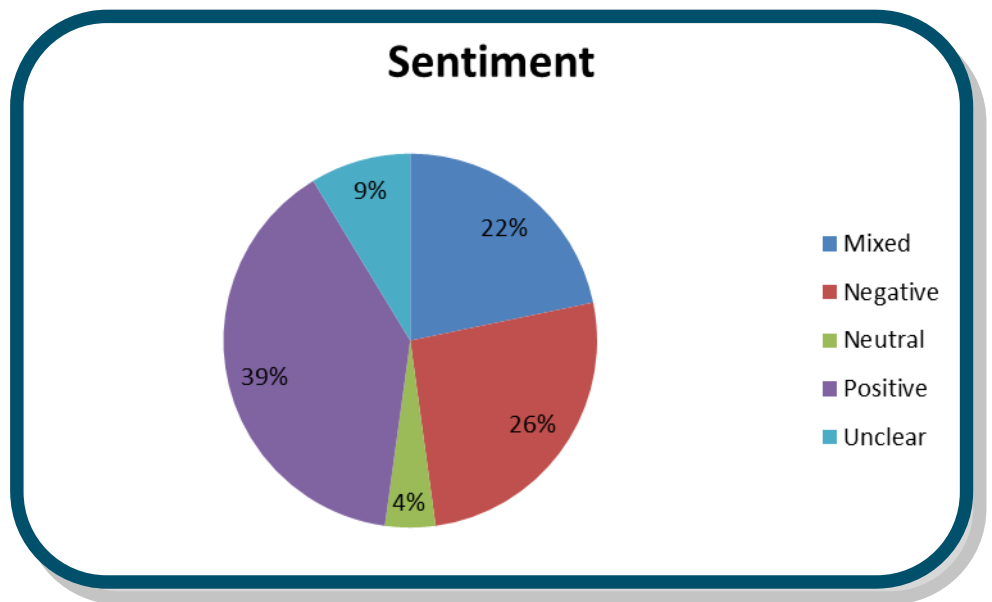
The results of these surveys can be found on Page 9.

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



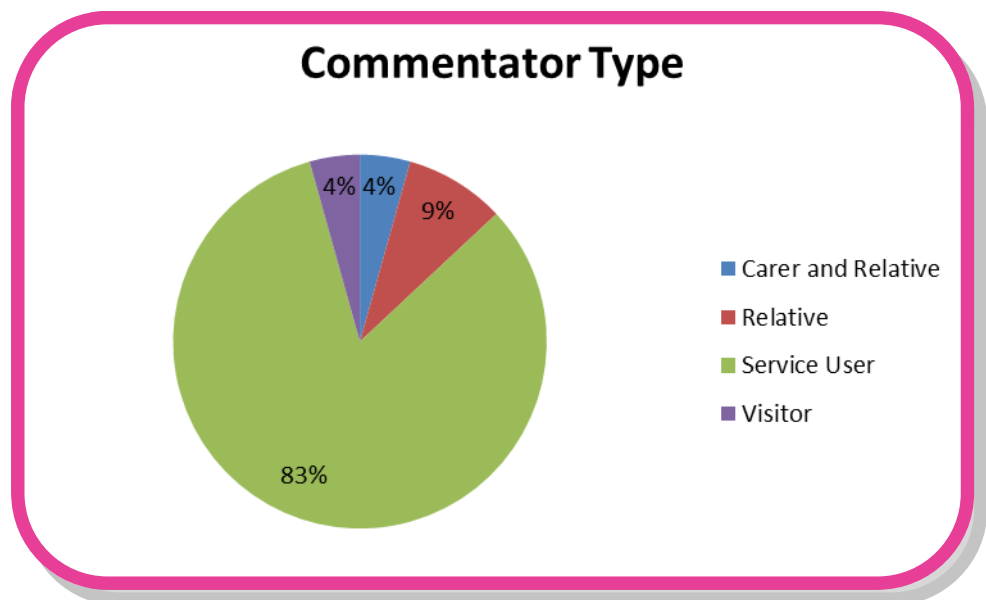
Number of responses during quarter four through direct patient experience comments.

| Sentiment | Number |
|--------------|-----------|
| Mixed | 5 |
| Negative | 6 |
| Neutral | 1 |
| Positive | 9 |
| Unclear | 2 |
| Total | 23 |



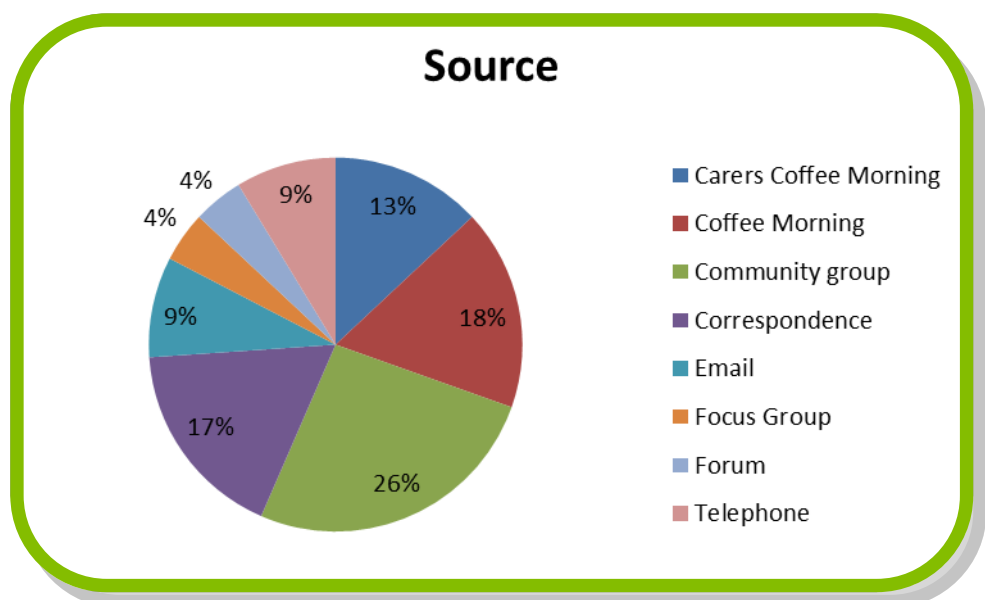
Make up of respondents

| Commentator Type | Number |
|--------------------|-----------|
| Carer and Relative | 1 |
| Relative | 2 |
| Service User | 19 |
| Visitor | 1 |
| Total | 23 |



Where we got the information

| Source | Number |
|-----------------------|-----------|
| Carers Coffee Morning | 3 |
| Coffee Morning | 4 |
| Community group | 6 |
| Correspondence | 4 |
| Email | 2 |
| Focus Group | 1 |
| Forum | 1 |
| Telephone | 2 |
| Total | 23 |

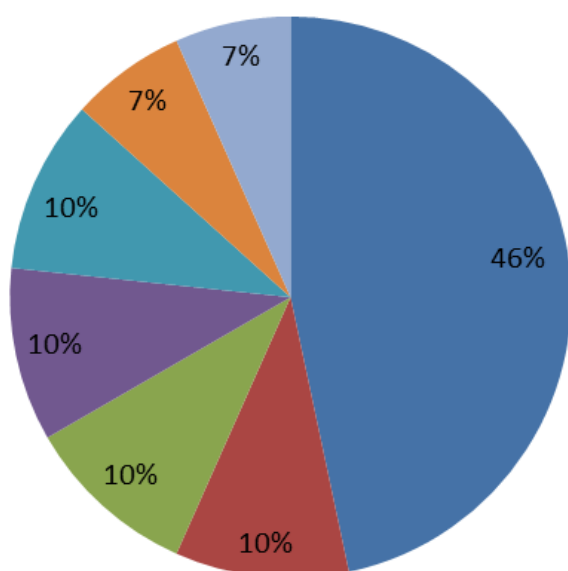


Most Commented Areas

| Topic | Number |
|--------------------------------------|--------|
| Quality of treatment | 14 |
| Access to Information | 3 |
| Waiting times (Access to Services) | 3 |
| Waiting times (Patient Pathway) | 3 |
| Suitability of environment | 3 |
| Cleanliness of Environment | 2 |
| Appointments | 2 |
| Confidentiality/privacy | 1 |
| Coordination of Services | 1 |
| Dignity and Respect | 1 |
| Discharges | 1 |
| Staff attitudes | 1 |
| Nurses, Visitors and Health Visitors | 1 |
| Access for people with a disability | 1 |

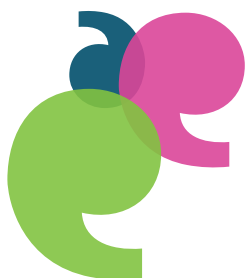


Topic

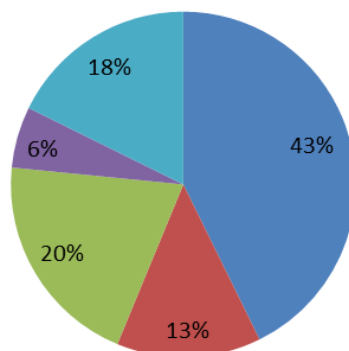


- Quality of treatment
- Access to Information
- Waiting times (Access to Services)
- Waiting times (Patient Pathway)
- Suitability of environment
- Cleanliness of Environment
- Appointments

Hospital Scores

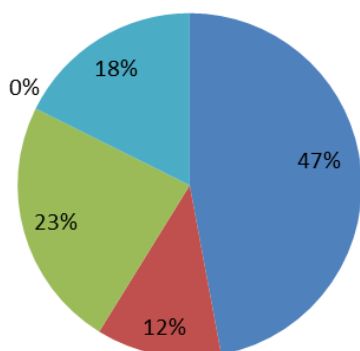


Overall



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

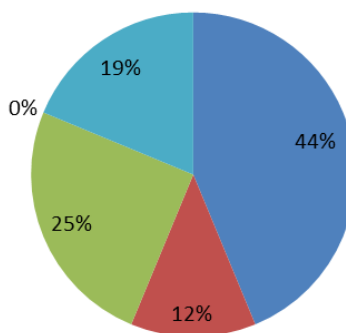
Care & Compassion



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



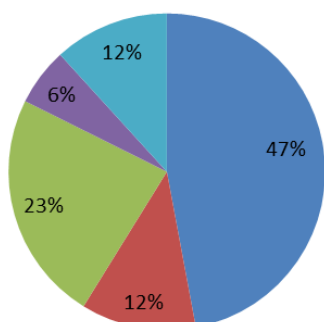
Dignity



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



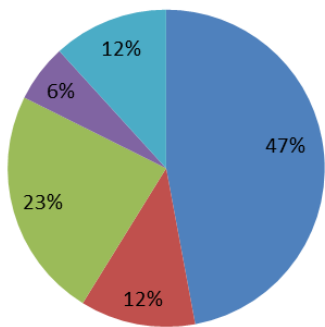
Hygiene



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



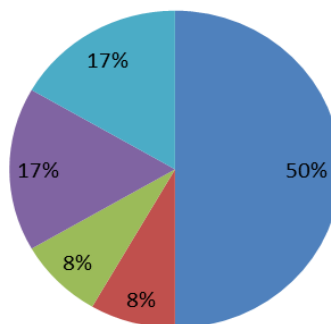
Hygiene



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



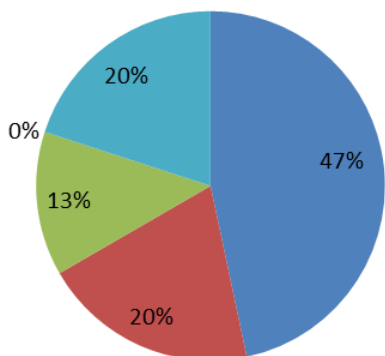
Nutrition & Hydration



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



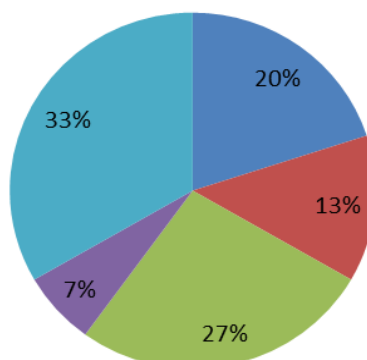
Communication



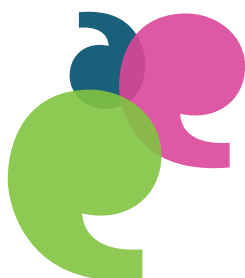
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory



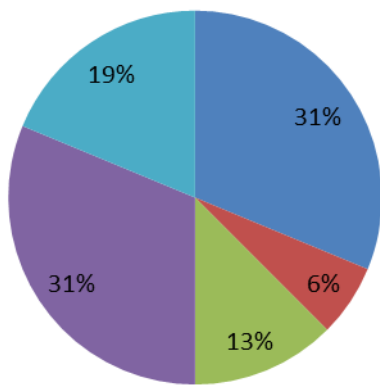
Waiting for appointment



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



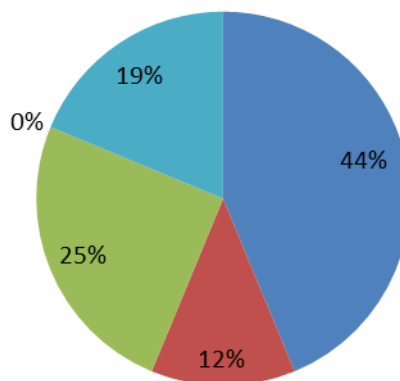
Waiting at appointment



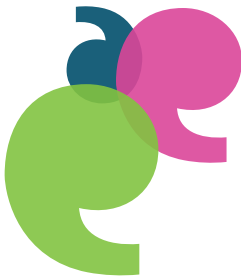
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- (2) = Marginal
- (1) = Unsatisfactory



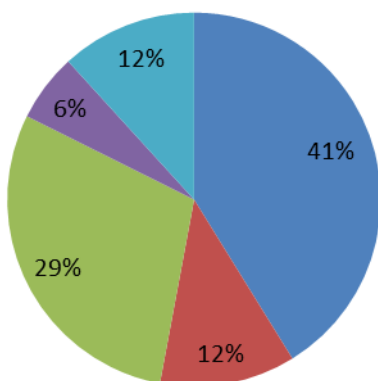
Discharge



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



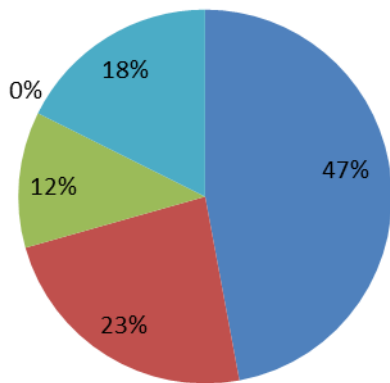
Accessibility



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



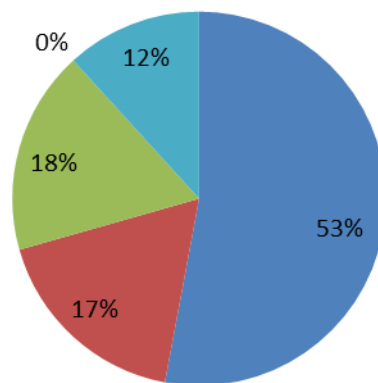
Quality & Safety



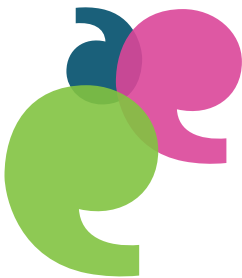
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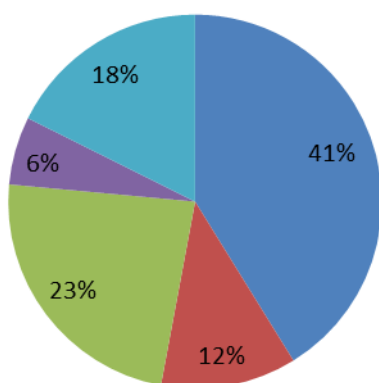
Staff Attitudes



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



Coordination of services



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



Good Practice

| Positive Comments | Number |
|----------------------------|--------|
| Quality of Treatment Count | 11 |

56% of people surveyed rated their overall experience as excellent or exceeding requirements. In addition to this 48% of people giving experience stories comments positively on the quality of treatment they received.

Comments included:

“Aintree hospital A&E department have been most efficient on my visits there especially on 2 occasions when my foster son needed emergency treatment.”

“Hand op on 18.10.2013. Outpatient October - February. very pleased with outcomes, aftercare service, occupational therapy excellent.”

“I went into Aintree for a Gallbladder operation. The staff were brilliant. They looked after me, I could not fault them”

“Staff at Aintree went out of their way to help my husband who has COPD. He was attending as he was showing signs of confusion and was having an assessment for this. It is designed well for people with Mental Health problems, it was relaxing”

Recommendations

Dignity & Respect

There are some concerning reports about older people, particularly those with dementia, not always being treated in an appropriate manner. This is a recurring theme and was highlighted as an area that needed further work, both in previous reports and in the 2012/13 Quality Account . Healthwatch Knowsley will discuss this matter with the Trust during the Quality Account Process for 2012/14 and agree and action plan to review progress in this area.

Further concerns captured in relation to Dignity and Respect have included:

“On visiting a patient in ward 1 I could hear a lady's voice and thought she was talking to a visitor. After a while I looked around and saw it was an elderly lady calling for a bedpan so I went to look for a nurse. I found 3 sitting at a desk. I explained the situation, after a few minutes one came and drew the curtains around and left. I carried on with my visit. When I was leaving, the lady behind the curtain was saying "nurse I am ready". I walked up the corridor but could not see any staff to tell. I just had to leave then but it bothered me but there was nothing I could do to help the patient.”

“Many staff are rude in manner to older patients but not all. A male nurse said "not a peep out of any of you, I am watching the match.”

Hospital Discharge

An ongoing theme that has remained a trend within the Quarterly reports that have been submitted this financial year has been patients experience in relation to Hospital Discharge.

“Issue regarding son's discharge from hospital. He has progressive MS, COPD and mental health issues. He was discharged from Aintree Hospital 3 weeks ago. Since his discharge there has been no visit from a district nurse. The bed that he has been provided with is incorrect and the carer has not been shown how to use the equipment provided. The carer explained that the hospitals attitude is to “just get on with it.” (Qtr 4 report)

“My son has autism and recently attended Fazakerley Hospital for spinal surgery and was nearly sent home with no support package. After the surgery he had a number of holes and stiches in his back from the operation, I was really scared about him getting an infection. I asked if the hospital could arrange for a nurse to visit him at home to check on his condition. I was at first told that no one would be able to attend. As I was not happy about the response, I continued to ask for support to be put in place. As a result of my persistence the support was put in to place and the nurse that was sent out was brilliant, she showed me what to do with the dressings and told me exactly what to do if his condition did not improve.

I am not afraid of speaking out for my son and I'm so glad I did, the support should have been put in place before his discharge from hospital.” (Qtr 3 Report)

“I went into Aintree for a gallbladder operation. The staff were brilliant. They looked after me, I could not fault them. The staff were kind and the appointment was quick and the second time I visited it was the same. But when I had my operation, there was no follow up, no dressings, no district nurse, nothing. I had to get in touch with GP, he got a district nurse to help with the dressing. The first and second nurses were angels but the third was horrible.” (Qtr 4 Report)

Healthwatch acknowledges that these comments relate to both care provided through Aintree Hospital and through the social care services and community provision in Knowsley. These cases and the issues raised will be shared with across all partners involved to help raise awareness of the current picture.

Trust Data

Healthwatch Knowsley recommends that the reports submitted are viewed alongside the Trusts own Patient Experience and Complaints Data to ensure that the three sources of information are triangulated and any trends. It is requested that this information and the trends identified and the actions in response to identified trends are shared with Healthwatch Knowsley.



Appendix 1–Comments

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Community group Northwood Community Centre - Older person's group |
| Service Type | Outpatients |
| Comments | My appointment was 2.30pm. I arrived early so I could see my friend. I was told no afternoon visiting so I went to my appointment one hour early. The computers went down; everything was running half an hour to an hour late. I was finally seen at 3.35pm and the surgeon was very pleased with how my operation had gone. I was also very pleased. The hospital was very clean, smelt lovely, even the toilets. |
| KNO23515 | Waiting times (Patient Pathway) Cleanliness of environment |
| Mixed | 3/27/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Email |
| Service Type | Outpatients |
| Comments | The waiting room was small and very cramped and I was not seen at my allocated time. The conditions of the the bone and fracture clinic in Aintree Hospital waiting area is shocking considering a lot of the people there are looking for advice on problems they are having with bones and joints their chairs are not particularly helpful for this. The appointment itself was ok, I was seen by one of my surgeon's Physio team. She was very informative as to what I needed to do after my surgery and explained in great detail how I had progressed. She was the only positive out of this experience for me. |
| KNO19022 | Access to Information Appointments Waiting times (Patient Pathway) Suitability of environment |
| Mixed | 2/19/2014 |

| | |
|------------------|---|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Email |
| Service Type | Outpatients |
| Comments | The pool area was very clean and all the staff were very good. I was taught how to move my legs in water and how to build up my strength in the water. The physiotherapists made the exercises so easy yet I still felt like I had accomplished a lot in a 40 minute session. I only had two problems about Hydrotherapy though. The first is that the changing room floors were always soaking wet and hard to walk on with crutches, I do remember nearly slipping which after a big operation like mine it shocked the system. Also the changing area was not particularly roomy, I often found it hard to manoeuvre with my crutches, as well as the basket they give you as you don't get given a locker. I think these could really be doing with being a lot more disabled friendly. |
| KNO19023 | Quality of treatment Cleanliness of environment Suitability of environment |
| Mixed | 2/19/2014 |

| | |
|------------------|---|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Community group Activity for Life, Kirkby |
| Service Type | Inpatient Care |
| Comments | I attended Aintree Hospital for cataract surgery. I found out that Liverpool has a fast track system but Knowsley does not this resulted in me waiting 6 months or more for an appointment. The procedure I received was excellent. I was able to see clearly. I just wear glasses now for driving and reading. |
| KNO19045 | Quality of treatment Waiting times (Access to Services) |
| Mixed | 2/19/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Event |
| Service Type | Inpatient Care |
| Comments | I went into Aintree for a gallbladder operation. The staff were brilliant. They looked after me, I could not fault them. The staff were kind and the appointment was quick and the second time I visited it was the same. But when I had my operation, there was no follow up, no dressings, no district nurse, nothing. I had to get in touch with GP, he got a district nurse to help with the dressing. The first and second nurses were angels but the third was horrible. |
| KNO15213 | Coordination of Services Waiting times (Patient Pathway) Nurses, Midwives and Health Visitors Quality of treatment Staff attitudes |
| Mixed | 1/15/2014 |

| | |
|------------------|---|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Community group CRI service user group |
| Service Type | Mental Health |
| Comments | I suffer with mental health problems, Parasomnia - sleep disturbance, I get fits in my sleep. I have had 6 appointments for the sleep disturbance and 4 have been cancelled. No-one contacted to let me know. My support worker takes me to my appointments normally but sometimes he cant attend so my father in law takes me. He travels from Wales, when we have got there we have found we have both wasted our time. I also had to cancel another appointment to attend this appointment with the Psychiatrist. I have found that the information that my GP gives me is different to what the psychiatrist. I have leg ulcers and cannot walk very far and I have to walk to the appointment. In the hospital room, it was dark so I felt unsafe. This was because they have to turn the lights down, It would be better to have a light on dim and not lock the door, this made me panic. |
| KNO17751 | Access to Information Appointments Suitability of environment Access for people with a disability |
| Negative | 2/11/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Telephone |
| Service Type | Accident and Emergency |
| Comments | <p>Wife has previous history of brain aneurysms and haemorrhaging and has previously had a brain tumour removed at the Walton Centre. At 1am on 28th January wife woke up with severe headaches and vomiting. She had previously been told by a specialist nurse at The Walton Centre to phone the hospital straight away if she experienced any of these symptoms. They never called the hospital until 7am in the morning as they were not sure whether she may have eaten something that didn't agree with her. When they did ring (The Walton Centre), he told the ward staff that his wife had not yet had her post op and explained her symptoms. They were told to go and see their GP as they did not have the facilities there. They eventually got to the GP at approximately 4pm and Dr Thong was unavailable so they saw a locum. He explained his wife's previous history and the locum told them that she has sinusitis and to go home and steam her face. They were not happy with this so he took his wife to Aintree A&E. They saw a triage nurse who categorised his wife as priority 2. After waiting 1hour and 45 minutes, he went to ask what was going on and was told that there were 9 people in front of his wife. He told the triage nurse that it could be life threatening and the triage nurse told him "So could everyone else's". He and his wife left the hospital and went to Whiston A&E where she was seen within 20 minutes, the staff are fantastic there. Wife is currently in The Walton Centre - the staff are great but the process of getting her there was atrocious.</p> |
| KNO16646 | Quality of treatment Staff attitudes Waiting times (Access to Services) |
| Negative | 2/6/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Correspondence |
| Service Type | Inpatient Care |
| Comments | <p>On visiting a patient in ward 1 I could hear a lady's voice and thought she was talking to a visitor. After a while I looked around and saw it was an elderly lady calling for a bedpan so I went to look for a nurse. I found 3 sitting at a desk. I explained the situation, after a few minutes one came and drew the curtains around and left. I carried on with my visit. When I was leaving, the lady behind the curtain was saying "nurse I am ready". I walked up the corridor but could not see any staff to tell. I just had to leave then but it bothered me but there was nothing I could do to help the patient.</p> |
| KNO15324 | Dignity and Respect Quality of treatment |
| Negative | 1/23/2014 |

| | |
|------------------|---|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Correspondence |
| Service Type | Inpatient Care |
| Comments | Many staff are rude in manner to older patients but not all. A male nurse said "not a peep out of any of you, I am watching the match". |
| KNO15325 | Staff attitudes |
| Negative | 1/23/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Correspondence |
| Service Type | Inpatient Care |
| Comments | On admission to Aintree I awoke next morning to see 3 men in beds opposite me in a six bed ward. Two men were mobile, I was quite upset at this. Luckily I was transferred to a women only ward. |
| KNO15329 | Confidentiality/privacy |
| Negative | 1/23/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Event |
| Service Type | Accident and Emergency |
| Comments | I rang for an ambulance for my husband, it took 3 hours to arrive so in the end we drove him there. When we got to the hospital, he was rushed in and told that he only had a pint of blood left in him. The hospital kept him in for 4 days. When he got home he got an appointment for 2nd September and he has had no word since. |
| KNO15214 | Access to Information |
| Negative | 1/15/2014 |

| | |
|------------------|---|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Telephone |
| Service Type | Inpatient Care After Care |
| Comments | Issue regarding son's discharge from hospital. He has progressive MS, COPD and mental health issues. He was discharged from Aintree Hospital 3 weeks ago. Since his discharge there has been no visit from a district nurse. The bed that he has been provided with is incorrect and the carer has not been shown how to use the equipment provided. The carer explained that the hospitals attitude is to "just get on with it". |
| KNO21235 | Discharges |
| Neutral | 3/6/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Community group Acorn Farm |
| Service Type | Accident and Emergency |
| Comments | I was rushed to Aintree Hospital with meningitis rash I was treated well |
| KNO23462 | Quality of treatment |
| Positive | 3/27/2014 |

| | |
|------------------|---|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Community group Northwood Community Centre - Older Persons group |
| Service Type | Outpatients |
| Comments | Very Good |
| KNO23516 | Quality of treatment |
| Positive | 3/27/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Forum Kirkby Health Forum |
| Service Type | Outpatients |
| Comments | My appointments are always 9am but by the time I am seen it is 11am plus. I think if anyone has a later appointment and they arrive early they are seen before their appointed time not at their appointed time. |
| KNO20061 | Waiting times (Access to Services) |
| Positive | 2/24/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Other Carers Coffee Morning |
| Service Type | Accident and Emergency Outpatients |
| Comments | Very Good. |
| KNO19041 | Quality of treatment |
| Positive | 2/19/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Other Carers Coffee Morning |
| Service Type | Outpatients |
| Comments | Service Satisfactory |
| KNO19043 | Quality of treatment |
| Positive | 2/19/2014 |

| | |
|------------------|---|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Other Carers Coffee Morning |
| Service Type | Outpatients |
| Comments | Hand op on 18.10.2013. Outpatient October - February. very please with outcomes, aftercare service, occupational therapy excellent. |
| KNO19044 | Quality of treatment |
| Positive | 2/19/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Correspondence |
| Service Type | Accident and Emergency |
| Comments | Aintree hospital A&E department have been most efficient on my visits there especially on 2 occasions when my foster son needed emergency treatment. |
| KNO15328 | Quality of treatment |
| Positive | 1/23/2014 |

| | |
|------------------|---|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Event |
| Service Type | Outpatients |
| Comments | Staff at Aintree went out of their way to help my husband who has COPD. He was attending as he was showing signs of confusion and was having an assessment for this. It is designed well for people with Mental Health problems, it was relaxing. |
| KNO15206 | Quality of treatment Suitability of environment |
| Positive | 1/14/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| Where Collected: | Focus Group |
| Service Type | Outpatients |
| Comments | I went into hospital for a cataract operation in my eye. The staff were brilliant. I see Dr Ali for my Parkinson's every three months, he is brilliant. I also go to OT, everyone is so nice to me, I am always treated nice. I have COPD and heart issues. I have always been treated well for these health concerns too. |
| KNO15042 | Quality of treatment |
| Positive | 1/8/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| | |
| Where Collected: | Community group Centre 63 |
| Service Type | Accident and Emergency |
| Comments | Depending on how severe your injury or condition is. |
| KNO23498 | Quality of treatment |
| Unclear | 3/27/2014 |

| | |
|------------------|--|
| Provider Details | Aintree University Hospital NHS Foundation Trust |
| | |
| Where Collected: | Event |
| Service Type | Outpatients |
| Comments | I attended the hospital for Botox injections. I also have to go to haematology about my blood. |
| KNO15188 | Quality of treatment |
| Unclear | 1/13/2014 |

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"/> |

| | (5) = Exceptional | (4) = Exceeds Requirements | (3) = Meets Requirements | (2) = Marginal | (1) = Unsatisfactory |
|--|--------------------------|-------------------------------|-----------------------------|--------------------------|--------------------------|
| Care & Compassion <i>Were the staff kind?</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Dignity <i>Did they respect you?</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Hygiene <i>Was the hospital clean?</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Nutrition & Hydration <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 <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 <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 <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 <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 <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 <i>Did you feel safe?</i> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Staff Attitudes <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 <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

| | (5) = Exceptional | (4) = Exceeds Requirements | (3) = Meets Requirements | (2) = Marginal | (1) = Unsatisfactory | Total Number of Responses |
|--|-------------------|----------------------------|--------------------------|----------------|----------------------|---------------------------|
| Care & Compassion <i>Were the staff kind?</i> | 8 | 2 | 4 | 0 | 3 | 17 |
| Dignity <i>Did they respect you?</i> | 7 | 2 | 4 | 0 | 3 | 16 |
| Hygiene <i>Was the hospital clean?</i> | 8 | 2 | 4 | 1 | 2 | 17 |
| Nutrition & Hydration <i>What was the food and drink like?</i> | 6 | 1 | 1 | 2 | 2 | 12 |
| Communication <i>Did they tell you what was happening?</i> | 7 | 3 | 2 | 0 | 3 | 15 |
| Waiting for appointment <i>Did you have to wait long before you got an appointment?</i> | 3 | 2 | 4 | 1 | 5 | 15 |
| Waiting at appointment <i>Did you have to wait long when you were at your appointment?</i> | 5 | 1 | 2 | 5 | 3 | 16 |
| Discharge <i>Was everything you needed in place before you left?</i> | 7 | 2 | 4 | 0 | 3 | 16 |
| Accessibility <i>Was the hospital easy to get around?</i> | 7 | 2 | 5 | 1 | 2 | 17 |
| Quality & Safety <i>Did you feel safe?</i> | 8 | 4 | 2 | 0 | 3 | 17 |
| Staff Attitudes <i>Were they friendly and polite?</i> | 9 | 3 | 3 | 0 | 2 | 17 |
| Coordination of services <i>Did everyone work together?</i> | 7 | 2 | 4 | 1 | 3 | 17 |

Control Sheet

| | |
|------------------------|---------|
| Date Submitted | 23/4/14 |
| Date Response due | 23/5/14 |
| Date Response Received | |
| Follow up actions | |

Submitted to:

| | |
|--|--|
| Trust | |
| NHS Knowsley CCG Lead Nurse | |
| NHS Knowsley CCG Lay Advisor | |
| NHS England Quality Surveillance Group | |
| Healthwatch Knowsley Website | |



Healthwatch Knowsley

**The Old School House, St. Johns Road,
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Telephone: 0151 449 3954

Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk