

Patient Experience Report

Compiled by Healthwatch Knowsley, for presentation to
NHS Knowsley CCG



May 2013

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Introduction

This is the second Patient Experience and Dignity report to be submitted to the NHS Knowsley CCG. It has been compiled from comments received by Healthwatch Knowsley, and our predecessor organisation Knowsley LINK

Views gathered for this report are captured through the following methods:

Patient Experience comment cards completed at Healthwatch information stands.

- Community members views
- Community based events
- Online submissions / comments

The intention in capturing this information is so that information, collected through an independent source, can be shared with the Trust.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases unfortunately 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.

Aintree University Hospitals NHS Trust

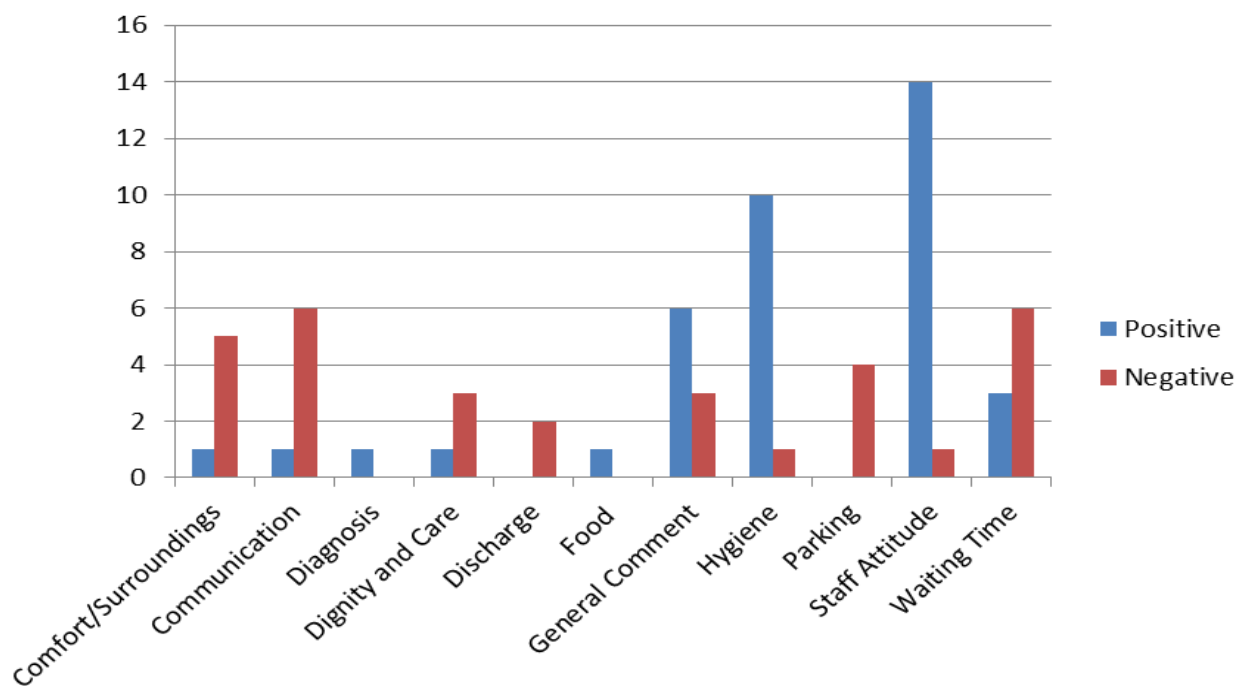
Summary of Comments

During the period for which the report relates 36 comments have been collated, of which which contained a combination of positive and negative comments. The main headings that these comments related to were:

- Comfort/Surroundings
- Communication
- Diagnosis
- Dignity and Care
- Discharge
- Food
- General Comment
- Hygiene
- Parking
- Staff Attitude
- Waiting Time

A breakdown of the comments is shown below:

	Positive	Negative
Comfort/Surroundings	1	5
Communication	1	6
Diagnosis	1	
Dignity and Care	1	3
Discharge		2
Food	1	
General Comment	6	3
Hygiene	10	1
Parking		4
Staff Attitude	14	1
Waiting Time	3	6



The areas we received comments from are

Not Stated	13
Appointments	1
Bowel Care	1
Cancer	1
Clinic 1	1
Clinic 8	1
Day Surgery	1
Elective Care Centre	3
Endoscopy	2
Gastro	1
Ophthalmology	9
Orthopaedic	2
Surgery	2
Ward 23	1

The specific comments and the clinical areas they relate to are detailed below.

Trends Identified

Overall most respondents were satisfied with the care they received, and were very complementary about the staff and the cleanliness of the Elective Care Centre. However waiting times, both for appointments and in the clinics were highlighted as a problem, with more than one person saying that their appointment letter arrived after the date of the appointment.

The top three comments we received were:

Positive

- Staff Attitude
- Hygiene
- General compliment

Negative

- Waiting times
- Communications
- Comfort and surroundings

We would therefore recommend that the group should prioritise these areas when considering future work programmes. It should also be noted that even though it narrowly missed being one of the top three negative comments patients and visitors alike were dissatisfied with the parking arrangements at the hospital, in particular the cost of parking (this was exacerbated by the long waiting times highlighted at the ophthalmology clinic)

Aintree University Hospital Comments

Not Stated	Not Stated		
More dignity needed on elderly people wards in Aintree hospital			
Origin: Anonymous			
Gender: Not Stated	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 33.1

Not Stated	Aintree Hospital		
I have visited Aintree 3 times and think the new centre is great!			
Origin: Outreach			
Gender: Not Stated	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 06.1

Not Stated	In Patient - Aintree University Hospital		
Content			
Completed by daughter: 'My mother was taken to hospital by ambulance with myself present. Mum has several medical conditions including severe dementia and was diagnosed with acute pneumonia. Her patient care from Ward 31 staff exceeded all expectations from arrival to discharge. Being a frequent in-patient at several hospitals and a vulnerable person we have not witnessed permanent staff based in the ward with a desk in the corner. Gave complete piece of mind to us as a family.			
Origin: Outreach			
Gender: Female	Age: 75+	Ethnicity: Not Stated	CQC Code: 05.2

Not Stated	In Patient - Aintree University Hospital		
This was my father who was in ward 32, we as a family were very disappointed in his care he later passed away.			
Origin: Outreach			
Gender: Female	Age: 45 - 60	Ethnicity: Not Stated	CQC Code: 33.1

Not Stated	In Patient - Aintree University Hospital		
<p>"Went into hospital for lumpectomy and to have some lymph nodes removed from under my arm. Was told at pre-med I would be in for 2-3 days. However, I was discharged the next morning (op done Friday afternoon and discharged sat morning am). I expressed a concern that I did not feel ready to be discharged, however I was told it was safer to go home and a District Nurse would come to check on me. I again expressed concern that I did not feel safe being at home, but once again was told by the District Nurse that it was safer for me to be at home. Both times you were given the choice of going home and coming back for medication or waiting for it. This never came to the ward until 3pm (7 hour wait).</p> <p>Edna then had to attend Aintree again for a single mastectomy on the Monday morning. She was in surgery for 2 hours, and stayed overnight. She was discharged at 8am Tuesday morning with a drain. She again expressed concern that she felt vulnerable going home, however she was told it was safest. When the Breast Nurse came round to her home to check on her drain she was informed it was to reduce to risk of infection.</p> <p>Was admitted Monday 7:30am for mastectomy the same day. I was discharged at 8am the next morning. Had drainage bags. District nurse came to the house to change bags. The staff were all marvellous but after major surgery you do feel very vulnerable and unsure. They say it stops or helps people getting infections and people recover better at home but they do not ask if you have anyone to look after you or if you live alone etc. You are getting discharged as the anaesthetic is wearing off and the pain is taking over."</p>			
			Origin: Outreach
Gender: Female	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 33.1

Not Stated	Outpatient - Aintree University Hospital		
<p>Building very improved, as opposed to the previous Victorian building.</p>			
			Origin: Outreach
Gender: Not Stated	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 07.2

Not Stated	Outpatient - Aintree University Hospital		
<p>Have always been very pleased with treatment received when I have been an inpatient or outpatient</p>			
			Origin: Outreach
Gender: Female	Age: 75+	Ethnicity: Not Stated	CQC Code: 33.1

Not Stated Outpatient - Aintree University Hospital

When ringing to confirm the appointment the phone was either engaged or not answered from 8.00am to 10.15am. Waiting time is long without any explanation.

Origin: Outreach

Gender: Not Stated Age: Not Stated Ethnicity: Not Stated CQC Code: 30.1

Not Stated Outpatient - Aintree University Hospital

Very positive all staff great, will come again (smile).

Origin: Outreach

Gender: Not Stated Age: 60 - 75 Ethnicity: Not Stated CQC Code: 33.1

Not Stated Outpatient - Aintree University Hospital

I am very satisfied with every visit to Fazakerley Hospital, always very clean. Appointments on time most of the time. Staff always on hand to help with any questions etc.

Origin: Outreach

Gender: Male Age: 45 - 60 Ethnicity: Not Stated CQC Code: 05.1

Not Stated Outpatient - Aintree University Hospital

I had a positive experience of all of the above.' (appointments, attitude, hygiene, diagnosis, communication).

Origin: Outreach

Gender: Female Age: 60 - 75 Ethnicity: Not Stated CQC Code: 33.1

Not Stated Outpatient - Aintree University Hospital

I have been in the hospital on two occasions since 2012, first for 12 weeks were I had a tumour removed from my bowel, but my bowel was damaged during the operation and I had to have a stomer bag. During this time I didn't feel I was treated with care. I am pleased to say that since returning for further operations in 2011 the staff attitude and care has improved. The after treatment has been fantastic, particularly my dietician Dr Bliss and the blood clinic who have been fantastic.

Origin: Outreach

Gender: Not Stated Age: Not Stated Ethnicity: Not Stated CQC Code: 33.1

Not Stated	Outpatient - Aintree University Hospital		
Waiting area for relatives very cold (2 hours plus), smaller room could be used.			
			Origin: Outreach
Gender: Not Stated	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 06.2

Accident and Emergency	Aintree Hospital		
Attended A&E after brother in law collapsed, no room for upset relatives, cubicle curtains covered in blood stains, wheels of trolley bed where brother was lying covered in hairs and dried blood. Had to wait hours for any information, was then transferred			
			Origin: Outreach
Gender: (Gender Not Known)	Age: 60 - 75	Ethnicity: Not Stated	CQC Code: 07.3

Appointments	Aintree Hospital		
Appointment letter for Aintree was received a day late. Advised because she did not attend that she needed to go back to GP as it was recorded as a DNA.			
			Origin: Anonymous
Gender: Not Stated	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 00.1

Bowel Care	In Patient - Aintree University Hospital		
This is a very helpful and compassionate department. They make you feel at ease in a very embarrassing situation and health problem.			
			Origin: Outreach
Gender: Not Stated	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 33.1

Cancer	Aintree University Hospital		
All services used were very clean and tidy. The staff were very helpful and kind to all my needs.			
			Origin: Outreach
Gender: Not Stated	Age: 45 - 60	Ethnicity: Not Stated	CQC Code: 33.1

Clinic 1	Outpatient - Aintree University Hospital		
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Staff very helpful otherwise with nice personalities. The clinic was very bright and clean.

Origin: Outreach

Gender: Male

Age: 75+

Ethnicity: Not Stated

CQC Code: 05.1

Clinic 1

Outpatient - Aintree University Hospital

The different slots of rooms to be checked in did take a long time in between. More info of how long between each check up slot would be beneficial to enable patients to go for a cuppa, etc.

Origin: Outreach

Gender: Male

Age: 75+

Ethnicity: Not Stated

CQC Code: 30.1

Clinic 8

Outpatient - Aintree University Hospital

Attitude of staff is excellent, hygiene is good, communication is good, just a shame that it is to tell me that the clinic is running 1 hour late. With the clinic running late this impacts the car park fee, that is already very expensive. I know clinics do run late for a number of reasons, but I don't feel it's fair to be charged for it.

Origin: Outreach

Gender: Male

Age: 60 - 75

Ethnicity: Not Stated

CQC Code: 04.1

Day surgery

Outpatient - Aintree University Hospital

Content

My boyfriend had an appointment, which he missed because the hospital sent his letter to the wrong address then after a while got a new appointment. We had to get a baby sitter and were told to come in at 7.30am. It's now 11am and he's still waiting, I can't wait with him, think that's a joke. Not happy, it's cold, my boyfriend is scared and I'm not allowed to see him.

Origin: Outreach

Gender: Female

Age: 16- 25

Ethnicity: Not Stated

CQC Code: 33.1

Elective Care

Aintree Hospital

Providing transport for member of family, facilities good - no negative comments.

Origin: Outreach

Gender: Not Stated

Age: Not Stated

Ethnicity: Not Stated

CQC Code: 04.1

Elective Care	Elective Care Centre		
Hygiene is excellent at the elective care centre, I have been here before and found it always to be the same. The only complaint I have is the wait time, even am first appointments are delayed and this seems to be the case every time. Communication can be			
			Origin: Outreach
Gender: Not Stated	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 30.1

Elective Care	Outpatient - Aintree University Hospital		
I'm glad I had all three check up's all done on the same day. Blood test, ECG and chest X-ray saved me going on separate days.			
			Origin: Outreach
Gender: Male	Age: 75+	Ethnicity: Not Stated	CQC Code: 28.2

Endoscopy	Aintree Hospital		
Pleasant experience visiting (endoscopy) department with husband. Surrounding very clean and staff helpful.			
			Origin: Outreach
Gender: Female	Age: 60 - 75	Ethnicity: Not Stated	CQC Code: 05.1

Endoscopy	Outpatient - Aintree University Hospital		
A letter arrived for my father on the 18th February stating that he was invites to attend the Endoscopy unity on the 16th February, which was far too late. When we contacted the hospital regarding this issue the staff were rude on the phone and we were made to feel like we were liars. This also happened on the 15th February, as he received the letter through the post 15 minutes before his actual appointment. My father was also unhappy that the envelope that was sent had ENDOSCOPY UNIT written on it and feels it was an invasion of privacy.			
			Origin: Outreach
Gender: Not Stated	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 28.2

Gastro	Outpatient - Aintree University Hospital		
1 hour delay in clinic today! Travel expenses (cost scheme) should cover the cost of the car park. Staff great. Hygiene very good. Appointments I didn't receive follow up. Had to ring up.			
			Origin: Outreach

Gender: Not Stated	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 30.1
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Ophthalmology	Elective Care Centre		
<p>My mum is back and forth between St Pauls Liverpool and the eye care centre here. If there was one eye care point of call here, appointments would be halved as there has been a lot of red tape between the 2 hospitals just for routine cataract operations.</p>			
Origin: Outreach			
Gender: Female	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 01.1

Ophthalmology	Elective Care Centre		
<p>On both occasions. Following diagnosis I was offered cancellations. On the 2nd occasion less than 24 hours which was extremely pleasing. Each time staff and facilities were first class. From reception desk at 7:30am through to recuperation and refreshments it was a pleasant experience. The support staff in theatre were kind and chatty which helped me to relax I was escorted to a relative for discharge. 10/10</p>			
Origin: Kirkby Health Forum			
Gender: Female	Age: 75+	Ethnicity: B: White - Irish	CQC Code: 33.1

Ophthalmology	Outpatient - Aintree University Hospital		
<p>Hospital was very clean, everyone very helpful and friendly. No Problems at all. Was looked after well.</p>			
Origin: Outreach			
Gender: Not Stated	Age: Not Stated	Ethnicity: Not Stated	CQC Code: 33.1

Ophthalmology	Outpatient - Aintree University Hospital		
<p>Following referral by Specsavers, currently receiving excellent care at Aintree Ophthalmology. Mr McCormack and staff are most attentive. Tests take some time, as it is necessary to go to various testing rooms. Appointments prompt but treatments can take some hours between investigations. But at the end of the day its the care that matters!!.</p>			
Origin: Outreach			
Gender: Not Stated	Age: 75+	Ethnicity: Not Stated	CQC Code: 33.1

Ophthalmology	Outpatient - Aintree University Hospital		
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My Optician was concerned by my double astigmatism and contacted Mr Marsh, was given an appointment at outpatient within 10 days (Optician was concerned re possible brain tumour). Thankfully needed prism strengthening in glasses.

Origin: Outreach

Gender: Female

Age: 60 - 75

Ethnicity: Not Stated

CQC Code: 31.1

Ophthalmology

Aintree Hospital

I was fined £25 for allegedly wrongful parking even though I was there taking part in a tablet trial for the cardiac clinic that lasted 1 year.

Origin: Patient Experience Stand - Aintree Hospital

Gender: Not Stated

Age: 75+

Ethnicity: Not Stated

CQC Code: 04.1

Ophthalmology

Aintree Hospital

This is a new building and I think a lot more could be done for people who can't walk very far to park rather than have to use the multi-story. The eye clinic and other clinics I have been to there seem to be a bit cramped. It is lovely and clean and bright and I always seem to get good treatment at the hospital. Staff are excellent.

Origin: Patient Experience Stand - Aintree Hospital

Gender: Not Stated

Age: 75+

Ethnicity: Not Stated

CQC Code: 33.1

Ophthalmology

Aintree Hospital

Went as an emergency. Clinic was very helpful.

Origin: Outreach

Gender: Not Stated

Age: 45 - 60

Ethnicity: Not Stated

CQC Code: 33.1

Ophthalmology

Outpatient - Aintree University Hospital

Treatment was fine, just the clinic area is too small.

Origin: Patient Experience Stand - Aintree Hospital

Gender: Not Stated

Age: 75+

Ethnicity: Not Stated

CQC Code: 33.1

Orthopedic	In Patient - Aintree University Hospital		
I had a two and a half day stay at Aintree on the Joint Replacement Unit. The staff were friendly, helpful and caring. The standard of hygiene was very good			
			Origin: Coffee Morning
Gender: (Gender Not Known)	Age: (Age Not Known)	Ethnicity: Z: Not Stated	CQC Code: 05.3

Surgery	In Patient - Aintree University Hospital		
I am not happy with the results of the surgery.			
			Origin: Outreach
Gender: Female	Age: 60 - 75	Ethnicity: Not Stated	CQC Code: 33.1

Surgery	In Patient - Aintree University Hospital		
Staff were really good.			
			Origin: Outreach
Gender: Female	Age: 60 - 75	Ethnicity: Not Stated	CQC Code: 00.1

Ward 23	In Patient - Aintree University Hospital		
First class every time I go in Hospital, but I had to give my bed up on ward 23 and go home. Short of beds on ward 23 all the time. Each time I'm taken in it's full on ward 23. Also the food in the hospital is first class and the diagnosis is spot on.			
			Origin: Kirkby Health Forum
Gender: Male	Age: 60 - 75	Ethnicity: Z: Not Stated	CQC Code: 00.1

Royal Liverpool & Broadgreen University Hospitals

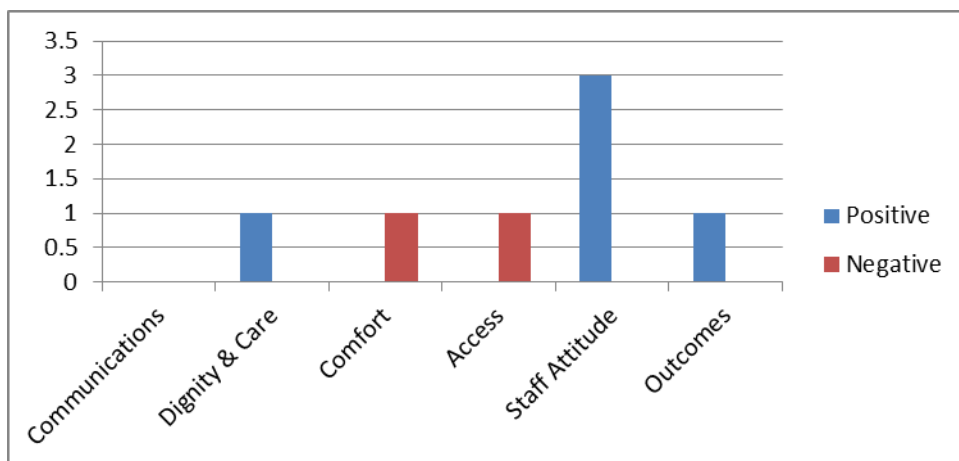
Summary of Comments

During the period for which the report relates four comments have been collated, of which contained a combination of positive and negative comments. The main headings that these comments related to were:

- Communications
- Dignity & Care
- Comfort
- Access
- Staff Attitude
- Outcomes

A breakdown of the comments is shown below:

	Positive	Negative
Communications		
Dignity & Care	1	
Comfort		1
Access		1
Staff Attitude	3	
Outcomes	1	



The areas we received comments from are

Fracture Clinic	1
Out Patients	1
Surgery	1
Unspecified	1
X Ray	1

The specific comments and the clinical areas they relate to are detailed below.

Trends Identified

Overall most respondents were satisfied with the care they received, and were very complimentary about the staff however a negative comment was received about the confusing layout of the hospital and the distance that people had to walk.

We have not received enough comments on the Royal Liverpool and Broadgreen Hospital Trust to enable us to identify any real trends, however we will continue to collect data on the Trust and it becomes available.

Royal Liverpool & Broadgreen Comments

Surgery

I have also had surgery on my leg at the Royal, everything was great and most of the staff were great. The main surgeon was great; he had received a knighthood and was able to save my other leg. I had been misdiagnosed by another surgeon.

Outreach

Cancer

Went for a test for suspected cancer - the staff were wonderful and their treatment of me made me feel very relaxed

Coffee Morning

Fracture Clinic

Royal Liverpool Hospital very good experience in both outpatients and Fracture Clinics

Post

Staff at clinic and x-ray were very helpful and cheerful. I use a wheelchair and have a carer. However, we approached the hospital from the rear entrance from Pembroke place, following signs. We entered the hospital through a door which took us into a lobby area by the staff canteen. There was no lift here, only stairs. We had to ask for directions and went through a maze of corridors before coming out by the xyz lifts.

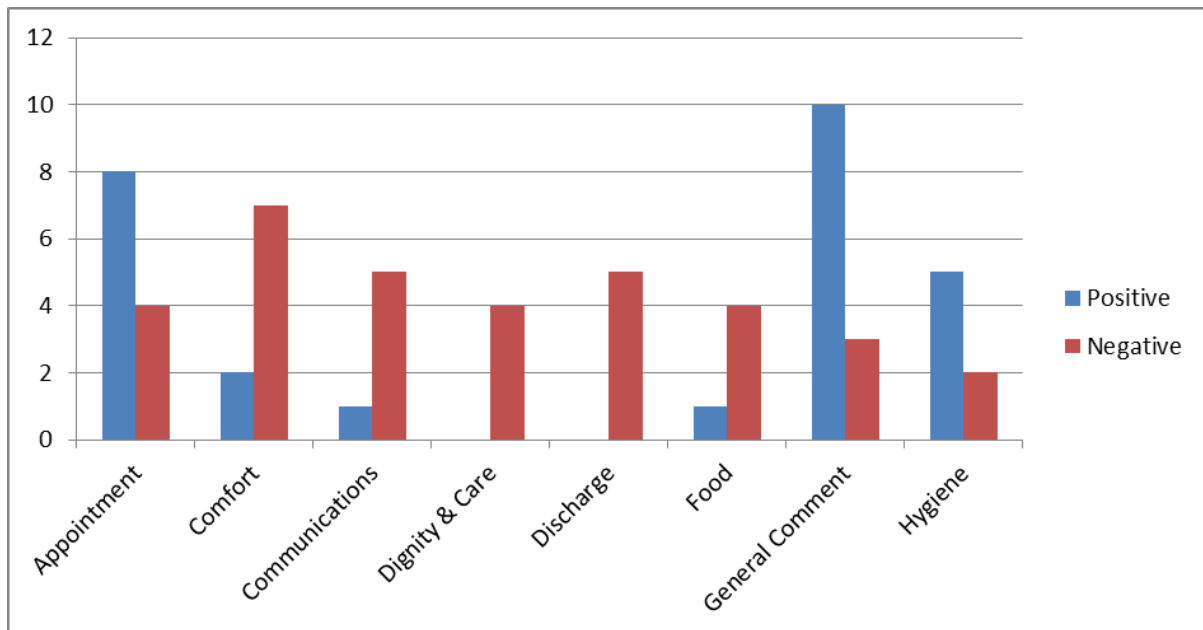
Anonymous

St Helens & Knowsley Hospitals NHS Trust

Summary of Comments

During the period for which the report relates 44 comments have been collated, of which contained a combination of positive and negative comments. The main headings that these comments related to were:

	Positive	Negative
Appointment	8	4
Comfort	2	7
Communications	1	5
Dignity & Care		4
Discharge		5
Food	1	4
General Comment	10	3
Hygiene	5	2
Parking	1	2
Staff Attitude	9	5



The main areas that we received comments from are:

A&E	2
Breast Clinic	3
Cancer	2
Cardiology	2
Dressing Clinic	1
Fracture Clinic	1
Maternity	1
Not stated	28
OT	1
Phlebotomy	5
Plastic Surgery	1
Pulmonary	1
Radiology	2
Rheumatology	2
Urology	1
Ward 4C	1

The specific comments and the clinical areas they relate to are detailed below

Trends

Overall most patients were broadly satisfied with the Hospital; however we did receive some concerning comments about general comfort, staff attitude and food. The top three trends are

Positive

General Comment

Staff Attitude

Appointment

Negative

Comfort

Staff Attitude

Communications

We would recommend that general comfort and communications are included in any priorities that the Trust sets in the future, and that both ourselves and the Trust do further studies into the disparities reported in staff attitude.

St Helens & Knowsley Hospital Comments

Outpatients	Unknown		
N/A			
A hearing aid exchange, a new one given its the 15/1/12 and already going out, dripping water sounds at St Helens Hospital. I do not recommend these new types, had 2 in less than 3 months (not the audiologists fault). Fairfield excellent.			
			Outreach
Gender: Unknown	Age: 75+	Ethnicity: Unknown	Area: Unknown

In Patient - Whiston	Ward 4C		
N/A			
<ul style="list-style-type: none"> • Operation has been cancelled 4 times • On the morning of the operation was told that there were no beds, but at the last minute a bed was found. • After coming out of hospital was told that the district nurses would not come out and therefore returned to the hospital only to wait 8 hours for wound to be redressed - this was due to the fact that I had been discharged. • Received no appointment for the dressing clinic • Unacceptable the way that I have been treated. • I am due to have a review in June, which should have been 5 weeks after the operation and was told that there were no available appointments until May. • During my stay in the hospital I felt I was mistreated and neglected. There was a lack of nurses on the ward and at one point I was left in soiled sheets after my catheter had burst. • I was also bleeding from my wound and left in my bed after being asked by a member of staff if I had come on my period. • After making a complaint about being left I felt that I was completely dismissed by the sister on the ward and she had taken my complaint personally. • At one point I had to wait in the waiting area to be seen, when I was collected the staff member discussed with me that I would have to have an enema, this was in front of other people (both men and women) and I felt that this raised an issue of confidentiality, as well as embarrassment. • Despite the issues I faced during my stay, I would like to note that both the cleaners and the healthcare assistants were brilliant and really helpful. • Recently my father has been into Whiston hospital for an operation, this has also been cancelled. 			
			Outreach
Gender: Female	Age: Unknown	Ethnicity: Unknown	Area: Prescot

Out Patient - St Helens Hospital	Breast Clinic		
N/A			
At the breast clinics			
			Post
Gender: Female	Age: Unknown	Ethnicity: Unknown	Area: Unknown

Outpatient - Whiston	Rheumatology		
N/A			

I have been attending Whiston and St Helens Hospitals every four weeks for the last 30 years. I wish to complement the Rheumatology Department for the excellent care I receive. The staff and Rose's Team are totally professional and always friendly and very helpful

Outreach

Gender: Unknown

Age: Unknown

Ethnicity: Unknown

Area: Unknown

In Patient - Whiston

Plastic Surgery

N/A

Attended the walk-in at Huyton and was immediately triaged and was told to go to Whiston hospital to get there before 4pm. I had to go to the walk in centre as I was told I would have to wait nearly three weeks for my appointment. I was told to attend Whiston as I would have to have my arms drained as I suffer from a skin complaint called Hidradenitis Supprativa and I also suffer from type 2 diabetes. The walk in centre were really helpful and explained what would be needed to be done and referred me to the hospital. I arrived on ward 4B at 3.15 and waited 1 and a half hours I wasn't told what would happen and was just asked to sit in a day room. We sat in the room and was not told how long we would be expected to wait and what the procedure would involve. At 4.45 we were taken into a room where my blood pressure and bloods were taken and was told that it would be a while before I saw a doctor still no actual information as to what would be happening to me. At 5.30 a junior dr came in and looked at my arms and asked questions which was followed by another junior dr who asked me the same questions after being poked and prodded I continued to wait in the same room. Also the room I was placed in seemed to be next to the staff room and so could hear conversations quite loudly. We were then asked to leave the room and go back into a very dark day room at this point I had been at the hospital for over three hours without treatment. There was still no idea of how long we would continue to wait to see a senior doctor who would determine when my arms could be drained. I wouldn't mind waiting if I was told how long we would have to wait. at least it would also mean that we could have gone for a drink. There were people who had been waiting a lot longer and getting considerably frustrated with the amount of time they had to wait, they had been waiting over 7 hours. People were waiting for beds and had been waiting for a long time. I found the staff on the ward very loud even shouting on the ward to one another, which didn't feel very professional. I eventually saw the doctor at 9.15pm the senior dr had not checked my notes and didn't even know I was diabetic even though one of the junior doctors who saw me earlier was in the room. Yet again had to explain my condition the doctor briefly looked at my arms and started discussing my treatment with my fiancé rather than me. I was told after waiting for so long that nothing could be done until the infection had cleared and prescribed me medication that they don't have, this means that after waiting nearly six hours I was left without treatment or medication and have to return to the hospital to pick up the next day, which means I will have to miss work, they failed to consider the fact that I have been in a lot of pain and have been unable to sleep. I was not offered any pain management at all. Feel defeated and that I have wasted my time by going to whiston. My operation went well, even though due to the delay more extensive work and skin grafts needed to be taken, which I was initially told during my previous consultation wouldn't have to happen. My care during the overnight stay in hospital and feel that there was a good standard of care.

The day of my discharge I was delayed due to my notes going missing, I was also given very little advice and guidance in relation to wound care, as I was given skin grafts and had extensive surgery in my arms. I was not given any dressings to take home. My arm was in a splint and told I would have to stay in it for up to 5 days, it was very uncomfortable and I wasn't able to wear a top. Unfortunately I was made to leave the hospital wearing a gown and my pyjama bottoms, I felt quite exposed and not very dignified when travelling to the car park.

The next day called for a dressing appointment and despite me mentioning that the wound was leaking through the bandages I was told that I wouldn't be seen until 21st February, which was over a week after my app

Gender: Male	Age: 26 - 35	Ethnicity: A: White - British	Area: Huyton	Outreach
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In Patient - Whiston	Unknown	Hygiene		
The staff were very friendly and helpful. Were incredible in supporting me through the procedure. The environment was very clean and quite comfortable				
Gender: Female	Age: 35 - 45	Ethnicity: Z: Not Stated	Area: Unknown	Outreach

In Patient - Whiston	Unknown	General Complaint/Compliment		
The staff were very friendly and helpful. Were incredible in supporting me through the procedure. The environment was very clean and quite comfortable				
Gender: Female	Age: 35 - 45	Ethnicity: Z: Not Stated	Area: Unknown	Outreach

Out Patient - St Helens Hospital	Breast Clinic	Layout/Furniture		
There were so many people in the waiting room - people stood outside. At the finish of all the tests I was told the results by a nurse in the corridor. I would have liked the doctor to have told me.				
Gender: Female	Age: Unknown	Ethnicity: Unknown	Area: Unknown	Post

Out Patient - St Helens Hospital	Breast Clinic	Privacy		
There were so many people in the waiting room - people stood outside. At the finish of all the tests I was told the results by a nurse in the corridor. I would have liked the doctor to have told me.				
Gender: Female	Age: Unknown	Ethnicity: Unknown	Area: Unknown	Post

Out Patient - St Helens Hospital	Breast Clinic	Privacy		
There were so many people in the waiting room - people stood outside. At the finish of all the tests I was told the results by a nurse in the corridor. I would have liked the doctor to have told me.				

Gender: Female	Age: Unknown	Ethnicity: Unknown	Area: Unknown	Post
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Outpatient - Whiston N/A 'Good Service :)	Unknown			Outreach
Gender: Female	Age: 16- 25	Ethnicity: Unknown	Area: Unknown	

Whiston Hygiene 'Lovely clean hospital. Have attended for outpatient appointments - all dealt with very efficiently. Visitor parking is also very efficient.	Unknown			Outreach
Gender: Unknown	Age: 60 - 75	Ethnicity: Unknown	Area: 5C	

Outpatient - Whiston N/A Appointment on time. Nurses polite and attentive in various clinics. Longest wait was in blood clinic. Ambulance Service ok.	Phlebotomy			Outreach
Gender: Unknown	Age: Unknown	Ethnicity: Unknown	Area: Unknown	

Outpatient - Whiston N/A Baby was delivered at 1.45 am Tuesday 15 November 2011 and anti-D was not administered until approx 8pm on Thursday 17 November. I was repeatedly told it was unavailable on ward. On my discharge from the ward on 15 November 2pm I was told to contact the ward that evening to attend the ward (2E) to receive the anti D injection however when I contacted the ward I was told it was still unavailable. A community midwife came to see me on Wednesday 16th November in the morning and attempted to contact the ward in order to arrange the injection and was told it was still unavailable. I telephoned the ward again later that day to see if was available but told it was not. On Thursday 17th November I again contacted the ward, this time I was told it was ordered and available but to attend after evening visiting as this time would be quieter. I attended at approximately 8pm that evening and waited for a midwife to become available to administer the injection, which was about 45mins later. This was obviously distressing as a breast-feeding new mum as I had left the baby at home with her father in the misconception that I would only be briefly away. It was only when I became upset when talking to support staff that the midwife then came to administer the anti-D. I understand there is a 72 hour window for the anti-D to be effectively administered. My anti-D was administered approximately 6 hours short of this deadline. (times are approximate as best as I can remember nearly 3 months ago).	Accident and Emergency			Outreach
Gender: Female	Age: Unknown	Ethnicity: Unknown	Area: Unknown	

In Patient - Whiston	Unknown
N/A	
Despite ordering medication for me to take home before 10am. The tablets were still not at the ward by 5.30pm and I had to visit the hospital the next day to get it.	
Outreach	
Gender: Unknown	Age: Unknown Ethnicity: Unknown Area: 1D

Outpatient - Whiston	Cancer
N/A	
Diagnosed bilateral breast cancer August 2011. Attended Lilac Centre (chemotherapy), theatres x 9.	
Outpatients	
Everyone was professional I have only good things to say about my experience from TCI clerks, surgeons, anaesthetists, domestics, etc	
Outreach	
Gender: Female	Age: 45 - 60 Ethnicity: Unknown Area: 3A

In Patient - Whiston	Unknown
(Occurance Not Known)	
Doctors are first class, nurses not so much. Woke up at 4:30am and someone had had an accident in the toilet. I mentioned it to a nurse who said 'someone will clean it up at 8:30 when they're in'. I didn't think that was acceptable as it needed cleaning then. The nurses are mini gestapos.	
Outreach	
Gender: Male	Age: 45 - 60 Ethnicity: Unknown Area: Unknown

Outpatient- The Walton Centre	MRI Scan
N/A	
Everything ran to time. Very thorough MRI scan. Explained well before by radiologist, positive experience.	
Anonymous	
Gender: Unknown	Age: 26 - 35 Ethnicity: Unknown Area: Unknown

Outpatient - Whiston	Radiology
N/A	
Experience problems booking ambulance transport. This proved to be no easy matter. It took four phone calls at a total cost in excess of £5. The final call I was on hold for 57 minutes before eventually being connected to book the ambulance. On the day of my appointment the ambulance arrived to collect me at 12:15 - 2 and a half hours before my first appointment. I was totally exhausted by the time I returned home a little after 4pm. I cancelled the Wednesday ambulance and travelled by taxi.	

Gender: Female	Age: 75+	Ethnicity: Unknown	Area: Unknown	Outreach
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Outpatient - Whiston	Radiology			
General Complaint/Compliment				
For ultra scan. On both days I was seen within minutes of appointed time - all staff were friendly, helpful and efficient.				
Gender: Female	Age: 75+	Ethnicity: Unknown	Area: Unknown	Outreach

Outpatient - Whiston	Cardiology			
Hygiene				
Found the hospital to be clean and tidy, staff were very helpful				
Gender: Female	Age: 45 - 60	Ethnicity: Unknown	Area: Unknown	Outreach

Outpatient - Whiston	Unknown			
N/A				
Haven't waited long to receive my outpatient appointment. Would of been sooner only my letter from GP got lost in the hospital and passed to different departments.				
Gender: Unknown	Age: 60 - 75	Ethnicity: Unknown	Area: Unknown	Outreach

In Patient - Whiston	Unknown			
General Complaint/Compliment				
I am picked up by ambulance by 2 people (on time), my appointment not always on time but understandable. The attitude of staff at St Helens is wonderful, very friendly and welcoming. Communication is always most clear and understandable - (actually having used this service for 2 years I do have ambulance friends).				
Gender: Female	Age: 75+	Ethnicity: Unknown	Area: Unknown	Outreach

Unknown	Unknown			
N/A				
I am very happy with the services here.				
Gender: (Gender Not Known)	Age: 35 - 45	Ethnicity: Unknown	Area: Unknown	Outreach

Outpatient - Whiston	Unknown
N/A	
I attended a hypertension clinic in the hospital and was finally seen 3 hours after my appointment by a junior on that section. I transferred to the hypertension clinic at the Royal Liverpool Hospital.	
Outreach	
Gender: Unknown	Age: Unknown Ethnicity: Unknown Area: Unknown

Outpatient - Whiston	Unknown
N/A	
I attended the outpatient blood testing clinic at about 3pm. I took a numbered ticket from the machine and waited only 15 minutes when my number was called. I go for a blood test every 6 months and I find that the present system works well.	
Outreach	
Gender: Unknown	Age: Unknown Ethnicity: Unknown Area: Unknown

In Patient - Whiston	Unknown
N/A	
I can only sing the praise of Whiston Hospital as in patient and an out patient. My only negative is the food on the ward. P.S. This positive comment is over a long period of 11 years.	
Outreach	
Gender: Female	Age: Unknown Ethnicity: Unknown Area: Ward 3A

Outpatient - Whiston	Unknown
General Complaint/Compliment	
I feel that doctors don't want to listen to you properly when you have something to say, but want to hurry you up to get to the next patient.	
Outreach	
Gender: Female	Age: 60 - 75 Ethnicity: Unknown Area: Unknown

Outpatient - Whiston	Cancer
N/A	
I found all the staff friendly, kind and helpful/supportive. Communications were very good. The place was very clean.	
I thought the reception area was very nice - the Costa and WHSmith lending an aura of normality. I would not wish to be treated anywhere else for my skin cancer.	
Outreach	
Gender: Female	Age: 60 - 75 Ethnicity: Unknown Area: Unknown

Outpatient - Whiston	Fracture Clinic
General Complaint/Compliment	
I had a fracture appointment with a physio that was required pre-surgery. The receptionist was	

very rude, snatching my letter and telling me to 'just sit down'. I sat and waited for a long time. I then asked how long it would be as I am a carer. The receptionist then checked my letter and realised she had sent me to the wrong waiting room. Due to my wait I missed my appointment. This issue was taken to PALS, I was sent a new appointment and someone rang me to deal with my complaint. During this conversation they said they had made an appointment for that day but hadn't told me. My appointment was after my surgical appointment and I needed the physio appointment to decide on what surgery I needed. The receptionist apologised through PALS but when I had my next appointment I overheard the receptionist saying 'oh that's the woman who complained'. I care for my husband and had to leave him at home. I cannot afford to not have appointments when scheduled and feel the hospital did not take my constraints into account. This really could have affected my scheduled surgery and was not the last poor incident at Whiston.

Outreach

Gender: Female

Age: 60 - 75

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston

Unknown

(Occurance Not Known)

I had a very pleasant and positive experience everyone was great

Outreach

Gender: Unknown

Age: Unknown

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston

Unknown

General Complaint/Compliment

I have always liked Whiston hospital, because very good attitude and very clean.

Outreach

Gender: Female

Age: 60 - 75

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston

Unknown

N/A

I have been attending various hospitals over the last 14 months and have nothing but praise for the NHS Service. I have also attended private healthcare establishments through work and found the standard secondary to NHS.

Outreach

Gender: Male

Age: 45 - 60

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston

Rheumatology

General Complaint/Compliment

I have been attending Whiston and St Helens Hospitals every 4 weeks for the last 30 years. I wish to compliment the Rheumatology department for the excellent care I receive. The staff and physio's team are totally professional and always friendly and very helpful.

Outreach

Gender: Unknown

Age: Unknown

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston	Phlebotomy
Layout/Furniture	
I visited Whiston hospital over my cancer treatment, in the old part of the hospital, I found it crammy, dirty and not very nice to look at. I recently visited Whiston due to a problem with my blood before Christmas and the new hospital has great facilities, the food was really good.	
Anonymous	
Gender: Unknown	Age: Unknown Ethnicity: Unknown Area: Unknown

Outpatient - Whiston	Unknown
N/A	
I was advised by Dr Heath at Page Moss Health Centre, I was advised that I needed to book my own ambulance transport to my appointment at Whiston because it's an ongoing appointment and not a first time appointment. I wasn't able to contact the ambulance service due to no credit on my phone, so I went to Whiston on the bus to book an ambulance for an appointment at Whiston. I spoke to PALS who sent me to the ambulance office. I was advised that the appointment couldn't be arranged as 48 hours is needed, so I had to then rearrange my appointment so an ambulance could be arranged, which meant I was going back and forth in the hospital.	
Outreach	
Gender: Male	Age: Unknown Ethnicity: Unknown Area: Unknown

In Patient - Whiston	Unknown
N/A	
I was on for day case surgery - arrived at 7:35am, seen in office by registrar and anaesthetist. Sat till 9:45am, heard name being mentioned on telephone. Told they didn't have a bed for me but I was first on the list for surgery. 9:45 asked to get changed in disabled toilet for theatre as didn't have a bed. Told a bed would be ready when I got out of theatre. Clothes put in my bag and go in sisters office. When I came round after the operation they asked where my clothes were. I explained what they said. After I came round I felt really sick and asked for dry toast as I was hungry - they said they didn't have toast making facility so I had a cheese and tomato sandwich which made me sick. They made me stay in due to nausea but I said I couldn't as I am the primary carer for my husband. Really ill when I got home. I was really happy with all the staff but the facilities let me down.	
Outreach	
Gender: Female	Age: 60 - 75 Ethnicity: Unknown Area: Unknown

In Patient - Whiston
N/A
My brother is a resident at Whitestone Lodge, he is 87 years old and since being there he has shown real improvement. My brother suffers from Dementia and has deteriorating health, to the point that he is almost entirely blind. He recently had two stays in Whiston for 7 weeks each time. After coming out of the hospital my brother had a severe fall and suffered a number of injuries, which led to the 2nd visit.
We were told that he needed to go to the Royal for his eyes and were told to be at Whiston for

8am [to be picked up by an ambulance to take to the Royal] despite his appointment at the Royal being at 1pm, but we went along with it. At 12.50pm no ambulance had arrived so I approached staff at the hospital. The ambulance eventually came at 1.45pm, when asked why it was late, we were told it was because it was a PM appointment. During this time there had also 2 more pick ups along the way, though these pick ups had been cancelled, which caused further delay. When we got to the Royal my brother was offered a pre-op for his eyes, after 5pm my brother went to get his eyes measured we were told that we were too late and that they closed at 5pm and would have to make another appointment. After we made another appointment we then had to wait to go home, a taxi, not an ambulance was used to take us home. I finally got home at 6.50pm. When we got back to the home the hospital had called asking where they were. When visiting my brother at Whiston during his visits, I noticed that food and drink had been left on the floor where my brother was sitting and had not been cleaned up. I approached staff asking them to clean it so that my brother wouldn't have a fall, they offered to get someone to clean it up but nothing happened, this was at 2.45 and lunch had been much earlier, which meant that the spill had been left on the floor for a while. After a while I asked a member of staff who happened to be a physio therapist for help, she then started to clean the spill despite it not being her job, eventually a cleaner came along. This has also happened with my sister previously, who during her stay also noticed that there had been tablets lying around on the cabinet and window sill. Also my brother did not have any slippers and was in his bare feet. I am not happy with the service at the hospital. On another occasion Fred [brother] had to go to see a urologist, but was due to be discharged by the hospital, but when I got to the hospital I was told that he wasn't going to be discharged and may be in for another week or so. I then asked if his urology appointment could be brought forward while he was still in the hospital, but I was told that they couldn't do that, though I got the opinion that he didn't want to know. I later found out that it was because he was not well enough for the appointment. After he was discharged, 2 or 3 days later we had to go back for the appointment with the urologist, though this was due to be on the day of the strike, so I called the hospital the day before the appointment to check that this was still going ahead and I was told that it was now cancelled, but hadn't received any confirmation of the appointment being cancelled. We have now stopped using the ambulance services and have started using our own transport. We went back for the appointment to Whiston to the Urology department last Friday [9th December] and when we got there we were told that we had to go to St Helens Hospital, though we hadn't received any confirmation about this. We were told we could use the courtesy bus but this wasn't accessible for my brother. Also the parking charges during all these visits have been really high.

Outreach

Gender: Unknown Age: Unknown Ethnicity: Unknown Area: Elderly

In Patient - Whiston Unknown
 N/A
 My mother in law died in Whiston hospital after contracting MRSA whilst a patient for cracking a rib which punctured her lung.

Outreach

Gender: Unknown Age: Unknown Ethnicity: Unknown Area: Unknown

Outpatient - Whiston Accident and Emergency
 Out of Hours

Patient seen in A and E on evening of 25th December. Even though she informed the triage nurse that she was pregnant with twins was not advised to directly attend maternity unit. After 3 hours waiting to see a medic was then referred to maternity unit.

Approximately 2 years previous to this also happened with a family member had also attended A and E whilst pregnant after collapse and was not informed that she could go straight to Maternity Ward to avoid long wait when pregnant.

If all triage nurses and/or reception staff could inform pregnant patient to go straight to Maternity Ward this would be beneficial to both patient and A&E waiting times

Outreach

Gender: Unknown

Age: Unknown

Ethnicity: Unknown

Area: Unknown

Unknown

Unknown

N/A

Patient was at Whiston hospital - moved at 11:05pm to day ward. Medication making patient use toilet regularly and asked for a clog, which they didn't have. Taken to the toilet but had no raised seat. Asked for a commode but nurse said no. Patient spoke to physio next day. Occ Health Therapist found a seat in another ward the next day. An auxiliary nurse was told, who then found clogs, which were there all the time. She complained and received a full apology.

Outreach

Gender: Unknown

Age: Unknown

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston
Process

Phlebotomy

Regular blood test for methotrexate. Blood test appointment had been rearranged for my convenience from 3rd March to fit in with my appointment in the plastic surgery clinic.

Outreach

Gender: Female

Age: 75+

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston
N/A

Pulmonary

Saw GP on 12/7/12 after chest x-ray following "if you've had a cough for 3 weeks see GP in the newspaper" She referred me to the COPD clinic and first appointment in Borough was on 23/7/12. Fortunately nothing diagnosed. Thanks'

Outreach

Gender: Female

Age: 60 - 75

Ethnicity: Unknown

Area: Unknown

Whiston
Other

Phlebotomy

Sent by Dr Brindley for blood test, because of flare up on joints caused by Rheumatism, I saw a Dr Thompson and was referred to a Dr Dawson and was then given the wrong hospital to attend on the 12th June.

Gender: Unknown

Age: Unknown

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston

Unknown

Out of Hours

Since September 8th I have had appointments at the musculoskeletal clinic, radiology department and consultations with the clinical lead. All appointments were made to suit myself; the treatment I have received has been excellent without any long waiting times. Follow up case has been arranged for me in my own locality to make access to care simpler. Other departments would do well to adopt the good practice model of these departments whose staff are courteous, caring and really helpful.

Outreach

Gender: Unknown

Age: Unknown

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston

Unknown

General Complaint/Compliment

Staff very helpful and my outpatients visit was very good - No Complaints

Outreach

Gender: Male

Age: 60 - 75

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston

Cardiology

General Complaint/Compliment

Staff were very pleasant and explained everything, could not have wished for better care.

Outreach

Gender: Male

Age: 60 - 75

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston

Unknown

General Complaint/Compliment

The attitude of receptionist I find very good and always helpful.

Outreach

Gender: Female

Age: 60 - 75

Ethnicity: Unknown

Area: Unknown

In Patient - Whiston

Maternity

N/A

The dinners at Whiston are appalling, wouldn't feed them to a dog and also the car parking is a rip off! Especially for people who may be visiting all day or for a number of consecutive days...cost Thomas [husband] about £30 to park over the days I was in with James [son] and he had to buy me food because the food was so bad.

Outreach

Gender: Female

Age: 26 - 35

Ethnicity: Unknown

Area: Unknown

Outpatient - Whiston	Unknown
N/A	
The disabled toilets off the central corridor - clean - however the seat is low, which is not safe for disabled despite the hand grips. Otherwise my treatment today was of a high average.	
Outreach	
Gender: Unknown	Age: 60 - 75 Ethnicity: Unknown Area: Unknown

In Patient - Whiston	Maternity
N/A	
The maternity ward and community based after care was spot on!	
Outreach	
Gender: Female	Age: 26 - 35 Ethnicity: Unknown Area: Unknown

Outpatient - Whiston	Unknown
General Complaint/Compliment	
The staff were very friendly and helpful. They were incredible in supporting me through the procedure. The environment was very clean and quite comfortable.	
Outreach	
Gender: Female	Age: 35 - 45 Ethnicity: Unknown Area: Holbrook Unit

Outpatients	Unknown
Telephone	
Very good - was late for appointment but staff were very accommodating and still allowed him to be seen.	
Outreach	
Gender: Male	Age: 60 - 75 Ethnicity: Unknown Area: Unknown

In Patient - Whiston	Unknown
General Complaint/Compliment	
Very good service, treated extremely well. The nurses could improve on their teamwork, one job one person is not quite good enough	
Outreach	
Gender: Unknown	Age: Unknown Ethnicity: Unknown Area: Ward 4

In Patient - Whiston	Unknown
General Complaint/Compliment	
Very helpful staff.	
Outreach	
Gender: Male	Age: 60 - 75 Ethnicity: Unknown Area: 4A

Outpatients	Unknown		
N/A			
Very professional - on time.			
			Outreach
Gender: Male	Age: Unknown	Ethnicity: Unknown	Area: Unknown

In Patient - Whiston	Unknown		
Hygiene			
When I came in October for Hysterectomy I was treated very well. In January I had a bunion operation. Very well looked after. Hygiene very good. Wasn't very keen on food			
			Outreach
Gender: Female	Age: 75+	Ethnicity: Unknown	Area: Unknown

	Phlebotomy		
N/A			
Blood testing at Whiston Hospital is an excellent service - no long waiting.			
			Anonymous
Gender: Unknown	Age: Unknown	Ethnicity: Unknown	Area: Unknown

In Patient - Whiston	Urology		
General Administration			
I saw Mr McCabe Consultant Urologist in Nov 2012, when he put me on the list for Prostate operation.			
I waited for my admission date and in Feb I rang Admissions to see if there was a date for my admission. I was told that they worked on an 18 week time which starts from when the Consultant puts you on the list. I thought the 18 weeks starts when you see your GP.			
I rang again in March and was given the 28/3/13 admission time 8am. On Tuesday 26/3/13 I received a phone call from, admissions saying Mr Mc CABE WANTED TO BRING AN EMERGENCY PATIENT into whiston on Thurs, and I was asked would I mind coming in on Wed 27/3/13 which I did not mind, but they did not tell me it would be a different Urologist.			
I attended whiston on 27/3/13 @8am and was put in the day room because there was no beds available. They were getting Patients ready in the Bathroom for Surgery because they had no Beds. I got a bed about 12-45 and the porter was waiting for me to take me to the operating theatre.			
I have no complaints about the Nursing care in 4B I received. I was discharged on Thursday.			
			Outreach
Gender: Male	Age: (Age Not Known)	Ethnicity: Unknown	Area: 4B

Outpatient - Whiston	Occupational Therapy		
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N/A

The Doctor sent me the the OT on 14/2/11. They gave me exercises to do at home. They are not doing me any good. I have arthritis in my hip and knee. The doctor sent me to the Rhumatoid Clinic at St Helens Hopital. Dr Julie Dawson said I need a new hip, but they would be reluctant to do it because I have had thrombosis in that leg. So I am waiting to hear what she said to my doctor. In the meantime I am in great pain, I can't get in the bath to have a bath. I can't put my tights in. I can't sleep on my left or right side because of the pain, no one seems to be bothered when you get old.

All the staff at both hospitals have treated me very well, it is just that no one seems to be doing anything to help my pain

Post

Gender: Female Age: 75+ Ethnicity: Unknown Area: Unknown

Outpatient - Whiston Occupational Therapy

Condition Information

The Doctor sent me to see the OT on 14/2/11. They gave me exercises to do at home. They are not doing me any good. I have arthritis in my hip and knee. The doctor sent me to the Rhumatoid Clinic at St Helens Hopital. Dr Julie Dawson said I need a new hip, but they would be reluctant to do it because I have had thrombosis in that leg. So I am waiting to hear what she said to my doctor. In the meantime I am in great pain, I can't get in the bath to have a bath. I can't put my tights in. I can't sleep on my left or right side because of the pain, no one seems to be bothered when you get old.

All the staff at both hospitals have treated me very well, it is just that no one seems to be doing anything to help my pain

Post

Gender: Female Age: 75+ Ethnicity: Unknown Area: Unknown

Outpatient - Whiston Occupational Therapy

N/A

The Doctor she me the OT on 14/2/11. They gave me exercises to do at home. They are not doing me any good. I have arthritis in my hip and knee. The doctor sent me to the Rhumatoid Clinic at St Helens Hopital. Dr Julie Dawson said I need a new hip, but they would be reluctant to do it because I have had thrombosis in that leg. So I am waiting to hear what she said to my doctor. In the meantime I am in great pain, I can't get in the bath to have a bath. I can't put my tights in. I can't sleep on my left or right side because of the pain, no one seems to be bothered when you get old.

All the staff at both hospitals have treated me very well, it is just that no one seems to be doing anything to help my pain

Post

Gender: Female Age: 75+ Ethnicity: Unknown Area: Unknown

Alder Hey

Introduction

This is the first formal Patient Experience and Dignity report to be submitted to Alder Hey. It has been compiled from comments received by Healthwatch Knowsley

Views gathered for this report are captured through the following methods:

Patient Experience comment cards completed at Healthwatch information stands.

- Community members views
- Community based events
- Online submissions / comments

The intention in capturing this information is so that information, collected through an independent source, can be shared with the Trust.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases unfortunately 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.

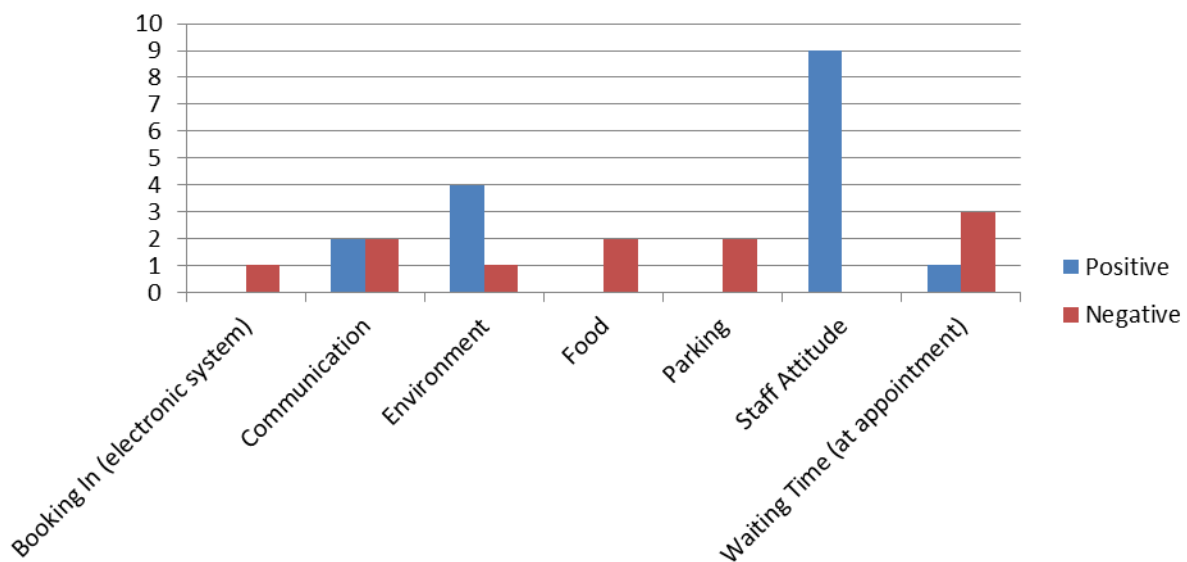
Summary of Comments

During the period for which the report relates 15 comments have been collated, of which contained a combination of positive and negative comments. The main headings that these comments related to were:

Booking In (electronic system)
Communication
Environment
Food
Parking
Staff Attitude
Waiting Time (at appointment)

A breakdown of the comments is shown below:

	Positive	Negative
Booking In (electronic system)		1
Communication	2	2
Environment	4	1
Food		2
Parking		2
Staff Attitude	9	
Waiting Time (at appointment)	1	3



The specific comments and the clinical areas they relate to are detailed in Appendix One.

Trends Identified

Overall most respondents were satisfied with the care they received, and were very complimentary about the staff and the cleanliness of the hospital. However waiting times, both for appointments and in the clinics were highlighted as a problem, with synchronising appointments between tests and clinics sometimes being a problem.

The top two comments we received were:

Positive

- Staff Attitude
- Environment

Negative

- Waiting times at appointments
- Food

We would therefore recommend that the group should prioritise these areas when considering future work programmes. It should also be noted that even though it narrowly missed being one of the top three negative comments patients and visitors alike were dissatisfied with the parking arrangements at the hospital, with one visitor stating it had taken them an hour to find a parking space.

Appendix One

Outpatient- Alder Hey ?			
General Complaint/Compliment			
Diagnosis from consultant good, understandable and not patronising.			
			Outreach
Gender: ?	Age: ?	Ethnicity: ?	Area: Ward M3

Outpatient- Alder Hey ?			
Hygiene			
6 hours waiting for bed - no communication - 6 hours sat with a disabled 11 year old not pleasant!			
Hygiene on Ward M3 very poor, parents toilet handle to door hanging off, no toilet paper, floor filthy, patient toilets dirty - extremely unhygienic. Have personally seen other parts to hospital and far cleaner and appealing. General communication from nurses within ward limited - they are clearly told very little by consultants. Parking nightmare - spent an hour driving around - ticket machine often broken. An alcohol sanitiser does not replace a mop bucket, hot water and 5 minutes of time.			

				Outreach
Gender: ?	Age: ?	Ethnicity: ?	Area: Ward M3	
Outpatient- Alder Hey ?				
(Occurance Not Known)				
Always very clean and the staff are always kind and helpful.				
			Outreach	
Gender: Female	Age: 26 - 35	Ethnicity: ?	Area: ?	

In Patient - Alder Hey ?			
General Complaint/Compliment			
Attend the hospital on a regular basis and always find the staff pleasant, helpful and professional. Hospital seems to be kept very clean.			
			Outreach
Gender: ?	Age: ?	Ethnicity: ?	Area: D2

In Patient - Alder Hey ?			
N/A			
Canteen food and ward food lets it down.			
			Anonymous
Gender: ?	Age: ?	Ethnicity: ?	Area: D2

Outpatient- Alder Hey ?			
N/A			
Could do with more choice of food counters. Staff friendly. Need more car parking space - what about a double storey car park?			
			Outreach
Gender: ?	Age: 35 - 45	Ethnicity: ?	Area: ?

Outpatient- Alder Hey	?		
General Complaint/Compliment			
Doctors help brilliant, just waiting time a problem 1hour...			
			Outreach
Gender: ?	Age: 26 - 35	Ethnicity: ?	Area: B2

In Patient - Alder Hey	?		
General Complaint/Compliment			
I found my son's stay in hospital clean and tidy the nurses and doctors have been helpful and understanding towards my son's illness.			
			Outreach
Gender: Female	Age: 45 - 60	Ethnicity: ?	Area: E3

Outpatient- Alder Hey	Oncology		
General Complaint/Compliment			
I love coming to this hospital because the staff are always nice and helpful			
			Outreach
Gender: Female	Age: 8	Ethnicity: ?	Area: ?

Outpatient- Alder Hey	?		
General Complaint/Compliment			
I was very pleased with the clinic today as we were seen to very quickly. All the doctors and staff were very friendly and also patient with my child. Everything I needed to know was explained very well and now I have a better understanding of further treatment for my child.			
			Outreach
Gender: ?	Age: ?	Ethnicity: ?	Area: Clinic B1

Alder Hey	Orthopedic		
General Administration			
On arrival we had to book in for the appointment using a machine/booth which felt very cold and unfriendly. After 10.00 the machine was turned off because the reception for the clinic was staffed. The system uses a bar code on the appointments letter. I didn't know how to use the machine - it was a good job my granddaughter could work it out!			
			Healthwatch member
Gender: Female	Age: 45 - 60	Ethnicity: A: White - British	Area: L33

Outpatient- Alder Hey	?		
General Complaint/Compliment			
Run late with appointments but very clean and friendly.			
			Outreach
Gender: ?	Age: ?	Ethnicity: ?	Area: ?

Outpatient- Alder Hey	Oncology		
(Occurance Not Known)			
The experience here is always great, the staff are wonderful and make my daughter's time here as			

pleasant as possible.				Outreach
Gender: ?	Age: ?	Ethnicity: ?	Area: ?	

Alder Hey ?				
N/A				
We are regular visitors to Alder Hey - normally to Oncology and MRI Scanner but also endocrinology - D2 and ophthalmology. We are always pleased with Alder Hey and the attitude of staff - oncology staff are especially wonderful. Occasional imitation with communication and non synchronising appointments from the eye department but minor compared to the general care which is A1.				Outreach
Gender: ?	Age: 35 - 45	Ethnicity: ?	Area: D2	

Outpatient- Alder Hey ?				
(Occurance Not Known)				
We think your hospital is brilliant, the doctor and staff are very nice.				Outreach
Gender: Male	Age: 14	Ethnicity: ?	Area: ?	

Liverpool Women's Hospital

Introduction

This is the first formal Patient Experience and Dignity report to be submitted to the Liverpool Women's Hospital. It has been compiled from comments received by Healthwatch Knowsley

Views gathered for this report are captured through the following methods:

Patient Experience comment cards completed at Healthwatch information stands.

- Community members views
- Community based events
- Online submissions / comments

The intention in capturing this information is so that information, collected through an independent source, can be shared with the Trust.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases unfortunately 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.

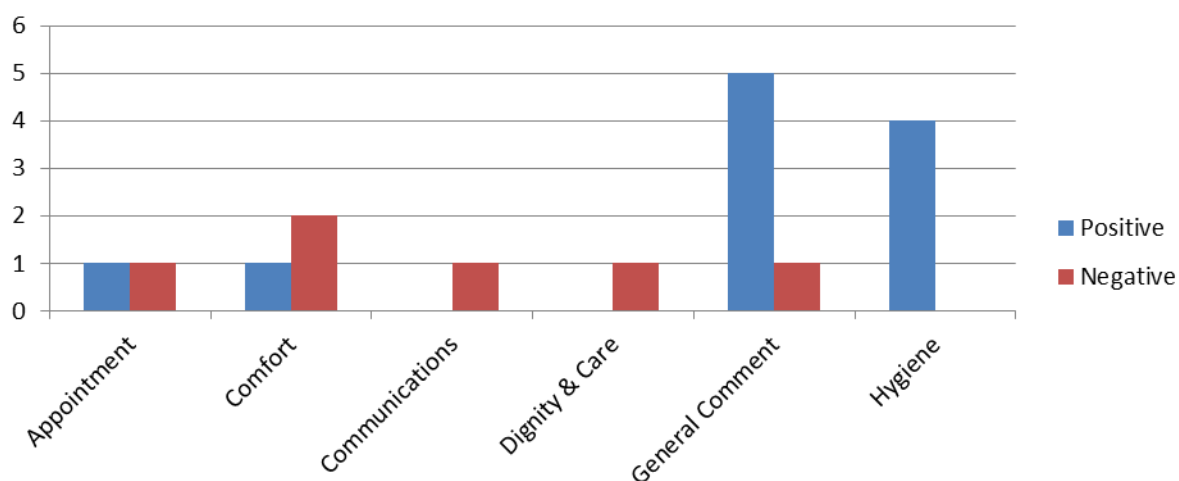
Summary of Comments

During the period for which the report relates 12 comments have been collated, of which contained a combination of positive and negative comments. The main headings that these comments related to were:

Appointment
Comfort
Communications
Dignity & Care
General Comment
Hygiene
Staff Attitude
Visiting Times

A breakdown of the comments is shown below:

	Positive	Negative
Appointment	1	1
Comfort	1	2
Communications		1
Dignity & Care		1
General Comment	5	1
Hygiene	4	
Staff Attitude	5	1
Visiting Times		1



The specific comments and the clinical areas they relate to are detailed in Appendix One.

Trends Identified

Overall most respondents were satisfied with the care they received, and were very complementary about the staff and the cleanliness of the Elective Care Centre. However waiting times, both for appointments and in the clinics were highlighted as a problem, with more than one person saying that their appointment letter arrived after the date of the appointment.

The top comments we received were:

Positive

- General Compliment
- Staff Attitude
- Hygiene

Negative

- Comfort and surroundings

We would therefore recommend that the group should prioritise this area when considering future work programmes.

Appendix One

Inpatient - Liverpool Womens		Maternity	
General Complaint/Compliment			
<ul style="list-style-type: none"> • 'Partners of mums to be to be allowed to stay and visit at anytime.' • 'LWH is an excellent hospital we chose this over our local hospital to birth our children' • 'Midwives are excellent really caring and understanding' 			
Gender: ?		Age: ?	
Ethnicity: ?		Area: ?	
Outreach			

Maternity			
Liverpool Womens			
Hygiene			
Am here with my sister , she's being induced. I find this one of the best hospitals and know she will be well looked after. Hygiene is the best I have seen compared to the Royal Hospital.			
Patient Experience Stand - Liverpool Womens			
Gender: (Gender Not Known)		Age: (Age Not Known)	
Ethnicity: Z: Not Stated		Area: ?	

Outpatient - Liverpool Womens		?	
General Complaint/Compliment			
Attended Dr Richmond's clinic. His manners were very nice and very pleasant. Found him very easy to talk to and he was also very respectful to my needs.			
The time of my appointment was 10.20 but I never went in until about 11am. There seems to be a problem with this clinic this morning; you could hear staff talking out loud about the 'what's and where's they should have been. I thought that was wrong. Other than this I find the women's hospital a very pleasant and happy hospital and the staff also.			
Gender: ?		Age: ?	
Ethnicity: ?		Area: ?	
Outreach			

Outpatient - Liverpool Womens		?	
Other			
Due to travelling from the Isle of Man the day can be very long and tedious but the clinic will often accommodate you re appointment times so you can go into Liverpool. Hygiene at Liverpool Women's id very good and staff are courteous and helpful. My consultant from Clatterbridge runs an outpatients clinic at Liverpool Women's which is more convenient than travelling to Clatterbridge. My diagnosis was traumatic but the consultant and the MacMillan nurses were very supportive and informative. Transport provided by Bridgewater Cars via airport and hospital has been excellent on every visit.			
Gender: Female		Age: 45 - 60	
Ethnicity: ?		Area: ?	
Outreach			

Outpatient - Liverpool Womens		?	
N/A			
Fantastic hospital in all areas. Only criticism waiting areas need air conditioning.			

Gender: ?	Age: 26 - 35	Ethnicity: ?	Area: ?	Anonymous
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Outpatient - Liverpool Womens ? (Occurance Not Known) I am here for egg donation.				Outreach
Gender: Female	Age: 26 - 35	Ethnicity: ?	Area: ?	

Inpatient - Liverpool Womens Cancer N/A I have been in Liverpool Women's due to liver cancer. I have been treated by Mr McDonald and was told that I would have to have an operation to detect the cancer. I refused as I was concerned over the side effects of the surgery, especially my legs swelling. I was told that needles could be used to detect the cancer but before this could be done, my case had to be taken to the board before I was put on a wating list for this procedure. Could other easier methods be used to detect cancer rather than just being operated on? It was very difficult to get an alternative method of detecting cancer.				Patient Experience Stand - Liverpool Womens
Gender: Female	Age: (Age Not Known)	Ethnicity: Z: Not Stated	Area: ?	

Outpatient - Liverpool Womens Maternity Hygiene I'm here with my sister, she's being induced. I find this is one of the best hospitals and know she will be well looked after. Hygiene is the best I have seen compared to the Royal Hospital.				Outreach
Gender: Female	Age: 26 - 35	Ethnicity: ?	Area: Maternity	

Outpatient - Liverpool Womens Maternity N/A The Liverpool Women's Hospital Maternity Unit is absolutely fantastic, this is my 2nd time as an "expectant father". The staff, facilities, cleanliness is perfect - I couldn't fault anything at all. It makes me very proud that we have such a good hospital in Liverpool.				Outreach
Gender: Male	Age: 26 - 35	Ethnicity: ?	Area: Maternity	

Outpatient - Liverpool Womens Maternity General Complaint/Compliment This was a first (12 week) scan for my daughter (first time mum) she was slotted in before going away to work as a favour to me as a staff member. She was made to feel unwelcome, a nuisance/inconvenience by sonographer who was rude and unhelpful - A precious moment was ruined. Information given was rushed to the point where not felt trustworthy. My daughter is moving home to Sheffield and is very glad she will never attend Liverpool Women's Hospital again!				Outreach
Gender: ?	Age: ?	Ethnicity: ?	Area: ?	

In patient- The Royal Liverpool (Occurance Not Known) Up to now the experience has been good.	Maternity				
Gender: ?	Age: ?	Ethnicity: ?	Area: ?		Outreach

Inpatient - Liverpool Womens General Complaint/Compliment Warm welcome and can't fault the staff, very helpful.	Maternity				
Gender: Female	Age: 35 - 45	Ethnicity: ?	Area: ?		Outreach

Walton Centre

Introduction

This is the first formal Patient Experience and Dignity report to be submitted to the Walton Centre. It has been compiled from comments received by Healthwatch Knowsley

Views gathered for this report are captured through the following methods:

Patient Experience comment cards completed at Healthwatch information stands.

- Community members views
- Community based events
- Online submissions / comments

The intention in capturing this information is so that information, collected through an independent source, can be shared with the Trust.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases unfortunately 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.

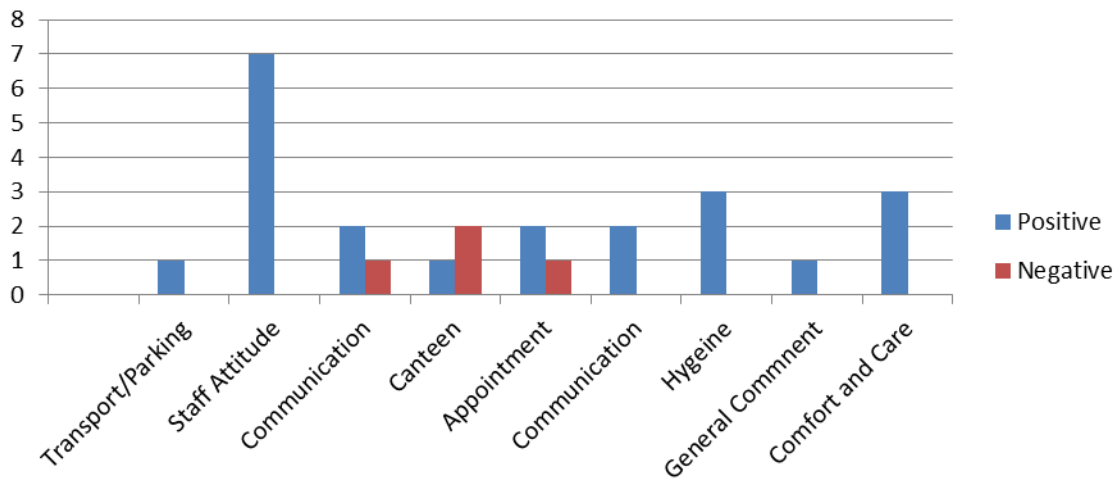
Summary of Comments

During the period for which the report relates 11 comments have been collated, of which contained a combination of positive and negative comments. The main headings that these comments related to were:

Appointment
Canteen
Comfort and Care
Communication
Communication
General Comment
Hygiene
Staff Attitude
Transport/Parking

A breakdown of the comments is shown below:

	Positive	Negative
Transport/Parking	1	
Staff Attitude	7	
Communication	2	1
Canteen	1	2
Appointment	2	1
Communication	2	
Hygiene	3	
General Comment	1	
Comfort and Care	3	



The specific comments and the clinical areas they relate to are detailed in Appendix One.

Trends Identified

Most respondents were satisfied with the care they received, and were very complimentary about the staff and the cleanliness of the Hospital. The only negative comments were about the standards and service of food.

We would therefore recommend that the group should prioritise these areas when considering future work programmes.

Appendix One

Outpatient- The Walton Centre	MRI Scan		
N/A			
‘Transport good and frequent from city centre. All staff good in attitude and explanations. Bistro area rather chaotic at counter.’			
			Outreach
Gender: Female	Age: 75+	Ethnicity: ?	Area: ?

Outpatient- The Walton Centre	Jefferson Day		
General Complaint/Compliment			
Every appointment has been professional, on time and very polite. The nursing staff are fantastic. The hospital hygiene seems to a high standard and the food is great in the canteen. Overall no complaints at all.			
			Patient Experience Stand - Walton Centre
Gender: (Gender Not Known)	Age: (Age Not Known)	Ethnicity: Z: Not Stated	Area: jefferson

Outpatient- The Walton Centre	MRI Scan		
N/A			
Everything ran to time. Very thorough MRI scan. Explained well before by radiologist, positive experience.			
			Patient Experience Stand - Walton Centre
Gender: (Gender Not Known)	Age: (Age Not Known)	Ethnicity: Z: Not Stated	Area: ?

Outpatient- The Walton Centre	General Surgery		
N/A			
Good experience. Staff approachable. Very clean ward. Theatre staff were excellent. Dr and nurses etc.			
			Patient Experience Stand - Walton Centre
Gender: (Gender Not Known)	Age: (Age Not Known)	Ethnicity: Z: Not Stated	Area: ?

Clinic	General Health		
N/A			
Content			
I cannot fault anything about the treatment and care I have experienced at the Walton Centre. It is by far the very best hospital I have ever been treated at. Every member of staff, from domestic up to consultants and surgeons have been fantastic. I just wish I could repay them for what they have done for me.			
			Patient Experience Stand - Walton Centre
Gender: (Gender Not Known)	Age: (Age Not Known)	Ethnicity: Z: Not Stated	Area: ?

Outpatient- The Walton Centre	Unknown
General Complaint/Compliment	
I thought the general standard of care was exceptional. The staff nurses were outstanding, both in their attitude and general care. However, the food served up was simply awful.	
Patient Experience Stand - Walton Centre	
Gender: (Gender Not Known)	Age: (Age Not Known)
Ethnicity: Z: Not Stated	Area: Cairns

Outpatient- The Walton Centre	Dott Ward
N/A	
I was very impressed with the standard of care. Staff went out of their way to make my hospital stay as pleasant as possible.	
Patient Experience Stand - Walton Centre	
Gender: (Gender Not Known)	Age: (Age Not Known)
Ethnicity: Z: Not Stated	Area: Dott

Outpatient- The Walton Centre	Unknown
General Complaint/Compliment	
This is a really good hospital , the staff are really welcoming. They make me feel welcome as soon as you walk in, no problems and treated well.	
Patient Experience Stand - Walton Centre	
Gender: (Gender Not Known)	Age: (Age Not Known)
Ethnicity: Z: Not Stated	Area: ?

Outpatient- The Walton Centre	Unknown
N/A	
Transport good and frequent from city centre. All staff good attitude and explanations. Bistro area rather chaotic at counter.	
Patient Experience Stand - Walton Centre	
Gender: (Gender Not Known)	Age: (Age Not Known)
Ethnicity: Z: Not Stated	Area: ?

Outpatient- The Walton Centre	Ophthalmology
N/A	
Visited the Ophthalmologist for a scan and was seen very quickly. Was ok with the service.	
Patient Experience Stand - Walton Centre	
Gender: (Gender Not Known)	Age: (Age Not Known)
Ethnicity: Z: Not Stated	Area: ?

Medical Centre	Unknown
N/A	
Waiting times at appointments should be shorter. It is very clean Staff attitude is OK Communication about treatment should be better: do not get much more than the time of the	

apointment.

Patient Experience Stand - Walton Centre

Gender: (Gender Not
Known)

Age: (Age Not
Known)

Ethnicity: Z: Not
Stated

Area: ?

North West Ambulance

Introduction

On 1st April 2013 North West Ambulance Service were awarded a new contract for the Patient Transport Service. Since then Local Healthwatch across Merseyside have been contacted by a number of community members telling them that they no longer meet the eligibility criteria for patient transport. In many cases these people had been using the service for many years.

We have been informed that North West Ambulance Service have not changed their eligibility criteria for the Patient Transport Service, however they are asking a set of questions each time a patient rings to book a journey with them.

Detailed below are some of the comments that Healthwatch have received.

Comments

1. Call came from Clatterbridge Cancer Centre who said that a cancer patient from Runcorn, disabled aged 61, had been declined transport for chemo. I rang NWAS who said that it was a CCG issue e.g. commissioning strategy for patient transport was now fragmented - with this being a cross boundary issue, there would be problems. Healthwatch rang a few local services to see if I could get transport (free) - no joy Rang British Red Cross - £40 per hour Rang NWAS again and was told that there was a dedicated line for cancer and renal patients Informed original caller - who called NWAS again and was granted transport for patient (*Healthwatch Wirral*)
2. 67 year old Wirral resident declined an ambulance to Walton Centre. We rang Help Link (a local company) who agreed to take the patient (in a car) - expenses would need to be paid. Helplink would only wait for one hour so patient had to decline as she was having MRI. Healthwatch suggested Age UK but the patient refused to pay 40p per mile - this is still ongoing) (*Healthwatch Wirral*)
3. Lady from Scotland had a fall visiting relatives on Wirral - was able to be discharged from hospital on Wednesday of last week and was not able to get ambulance sorted until Saturday. (*Healthwatch Wirral*)

4. Mrs. A contacted Healthwatch and told us that she had been telephoning the hospital transport telephone number since before 5th April 2013 and that it was “a nightmare to get through.” Mrs. A explained that when she telephoned the designated number she was asked a series of questions and following her answers, she was informed that did not meet the criteria for hospital transport.

Historically, she had used hospital transport for appointments until a friend offered to take her to appointments, however her friend can no longer provide transport after gaining full time employment.

Mrs. A’s health conditions include: cancer of the tongue; peg-fed; had liver transplant, has kidney disease, 3 crushed discs in the spine.

As she has 3 future appointments at St Helens Hospital, Royal Liverpool Hospital and Aintree Hospital, she is worried about getting to the appointments.

(Healthwatch Halton)

5. Mrs. B telephoned Healthwatch saying she had contacted the patient transport service to book hospital transport for her appointment at Arrow Park hospital. She was asked a series of questions and was told that she did not meet the eligibility criteria. Mrs. B was diagnosed with bladder cancer and has had surgery; she has her own private car but has been told by the consultant that she cannot drive until she is fully recovered from the surgery. *(Healthwatch Halton)*
6. Mrs. C who lives in Wales called on behalf of elderly parents who reside in Halton. Her father is registered blind and has been diagnosed with osteoporosis and her mother is in early stages of dementia and has numerous other health problems. Her mother was due to have appointment with cardiologist at Whiston Hospital and her normal means of attending appointment is via ambulance service. Mrs. C’s mother telephoned for transport and was told that there is now a new system in place, and was asked a few simple questions regarding mobility including “How do you do your shopping?.” Her mother said she used a taxi to get to the shops, which are a short distance from her home. Mrs. C’s mother was then told she was not eligible for PTS and advised to use a taxi instead. Mrs. C’s mother missed the appointment as she couldn't afford the £26 taxi fee for a return trip to Hospital and back.
Mrs. C said she made about 15 telephone calls to try and clarify the situation. She contacted the ambulance service and GP practice manager for their responses and was told that the eligibility criterion has changed and there was nothing they could do. *(Healthwatch Halton)*
7. Mr. D phoned regarding his son. He said that his son has had major surgery last week at the Royal in Liverpool and was due for a follow up physio appointment but when he rang to book Patient Transport he was told he was not eligible. He said his son can’t use public transport as he has a cage on his leg. He was given the number for Liverpool Healthwatch who passed him on to us.

(Healthwatch Halton)

8. Mr. E phoned to say that he had been refused PTS to take him to regular hospital appointment at Regency Hospital in Macclesfield. Caller has regular appointment every 8 weeks.

Appointment is on 20th May.

G.P. is Dr Stanley, Widnes.

Also has regular appointments at Aintree Hospital. He suffers from Sleep Apnoea, Obesity and Diabetes. *(Healthwatch Halton)*

9. Mr. B Had appt. at St. Helens hospital eye clinic 17th April 2.30pm
Has diabetes and previous stroke which has meant he has lost some toes and has difficulty walking, and using a taxi.
He was refused passenger transport for the above appointment, but when phoned back again and explained he had adaptations at home e.g. ramp to doorway etc. he has managed to be 'eligible' again. *(Healthwatch St Helens)*

10. Mr. W Had appt. at St. Helens Respiratory clinic (with Dr. Stockton) 23rd April 2.30pm
Has diabetes, heart condition and cannot walk very far.
Was refused transport this time, however clinic did allow him to go first so could catch the return buses home before they changed schedule - had concerns about change to buses after 6pm. Needed to take 2 bus journeys each way to get to their appointments at St. Helens hospital. *(Healthwatch St Helens)*

11. Ms.N.B. Has significant epilepsy and has an appointment to re-set the battery on her Vagus nerve stimulation device
4th June, Walton Centre, 3pm.

It used to take her 3 buses to get there - St. Helens to Liverpool town centre, Liverpool town centre to Old Swan, Old Swan to Walton Centre.

(We think it's probably 2 buses now Walton Centre is at Aintree site), and a taxi would be £20 each way.

Going to her GP this week to complain about it *(Healthwatch St Helens)*

12. Staff from Fazakerley House telephoned because they had attempted to book Patient Transport Service for two of their residents, only to be told that the residents are no longer eligible because they can walk. Fazakerley House provides accommodation to people over 65 who have physical disabilities and need support with their personal care. 29/04/2013 *(Healthwatch Knowsley)*

13. Mr M attends Whiston hospital regularly. He is unable to get about without assistance. When he attempted to book his ambulance today he was told that he is no longer eligible because he had said that his son has a car and is able to give him a lift in the afternoon and evenings. The Clinic Mr M attends is in the morning and his son is at work then (his son does not have the sort of job where you can take odd days off). Mr M spoke the NWS PALS and his request was reviewed and he was deemed eligible. 25/04/2013 (*Healthwatch Knowsley*)
14. Woman in her 80s with multiple health problems (COPD, limited sight, Crohns, osteoporosis) and weighing only 4 ½ stones. The NWS call handler asked her if she ever goes out and she answered that she goes out once a week with her friend (also in her 80s) in a taxi. She never travels anywhere independently. Her GP visits her at home. The NWS call handler was, she feels, arrogant and unpleasant telling her that in his opinion she had no need of an ambulance and could make her own way to the hospital.
She has been much upset by this and is planning on stopping attending some of her hospital appointments. (*Healthwatch Liverpool*)
15. Woman in her 80s was due to attend a falls clinic in Aintree and needed to travel from Woolton. She has now cancelled her appointment. If, as a consequence, she has a fall and fracture, the costs to the NHS will be substantial. (*Healthwatch Liverpool*)
16. A man who has had 5 heart attacks, heart failure, angina and other health problems. He walks with a walking frame but he can't go up or down the stairs. He needed to go to Broad Green Hospital for an appointment but was turned down for an ambulance. His transport for this appointment has since been resolved and the ambulance booked, however he would like his experience noted as he would like to help avoid future such problems. (*Healthwatch Liverpool*)
17. A man in his 50s who has been recently been discharged from hospital and is suffering with heart failure, leg ulcers, fluid retention and respiratory problems. He was turned down for an ambulance to take him to his first post-discharge check-up appointment. (*Healthwatch Liverpool*)
18. A woman in her 60s who has arthritis in her knees and hips, and limited capacity in her upper body due to trapped nerves. She has been going to appointments at hospital by ambulance for the past few years, but has now been refused transport. (*Healthwatch Liverpool*)
19. Woman in her 80s who has had a hip fracture and needs follow up appointments. She felt that the advisor was 'sarcastic' and was turned down for the ambulance service and told to return to her GP. (*Healthwatch Liverpool*)
20. Man in his 60s whose relative called to arrange transport to a fracture clinic appointment and a physiotherapy appointment. He lives in a first floor flat and

cannot use the stairs alone - due to a heel fracture he can't put weight on his legs at the moment. He also has COPD. PTS call handler questions included: how does he do his shopping? How did he cope before? Does he have breathing problems? - The relative said that she wasn't sure about the breathing and initially said that this wasn't a major issue but she conferred with her partner while still on the phone who told her about the COPD and inhalers that he uses. She tried to pass this information on to the PTS advisor who said that he had to take her first answer and that the system had come up with a 'no'. (*Healthwatch Liverpool*)

21. 40 year old woman with epilepsy and cerebral palsy was originally turned down for an ambulance and was told that this was because she was not blind. She called PTS back on two further occasions. On the second of these it emerged that on her first call her epilepsy and cerebral palsy had not been recorded. She was then allowed the ambulance transport. (*Healthwatch Liverpool*)
22. A woman who was receiving palliative care in a nursing home was due to return home but could only be transferred safely in an ambulance. This was initially refused on the grounds that she was not travelling to or from a hospital. This decision was later reversed. (This turned out to be about a Knowsley resident but this wasn't clear on the first call.) (*Healthwatch Liverpool*)
23. A man in his 80s who walks with 2 sticks or is pushed in a wheelchair. He cannot bend his knees and so can't use public transport or taxis. He needs to get from West Derby to the Royal Liverpool Hospital. The appointment was originally booked for some time in June but the appointment had been made for 4pm which, from previous experience, he knew to be too late for an ambulance to bring you back from the appointment. The appointment was moved forward to because of this.
While the ambulance service operator was surprised that he had been refused they said that there was nothing they could do about it. He later called back to say that he had called NWS again and had spoken to someone more sympathetic who understood that his answer that he can once a day, very slowly and with pain get up his stairs to go to bed, did not mean that he didn't need transportation to his appointment. (*Healthwatch Liverpool*)
24. Person was due to go to Broadgreen Hospital yesterday about her right knee which is crumbling. She has had injections which hasn't worked and is now being checked prior to a knee replacement. Because she was refused an ambulance she had to get a taxi to Broadgreen but then struggled to get to the clinic. She needed the help of a porter who was concerned at how breathless she was from the short distance from the taxi to the hospital door and told her that next time she should insist on an ambulance because her breathing is too bad for her to make her own way there. She has asthma but her breathing problems as they are now stem from a very bad chest infection that has never really cleared. (*Healthwatch Liverpool*)
25. Mr H has had 5 heart attacks, heart failure, angina and other health problems. He walks with a walking frame but he can't go up or down the stairs. He needed to go to Broad Green Hospital for an appointment but was turned down for an

ambulance. On our advice, he went to his GP for a clinical override, but the doctor wasn't sure what to do. It has since been resolved and the ambulance booked, however Mr H would like his experience noted. (*Healthwatch Liverpool*)

26. Mrs A contacted Healthwatch Sefton on the 24th April 2013. She lives in Southport and is in her 80's. Mrs A has used PTS services for the past few years. She has a visual impairment which will deteriorate without treatment. She had initially had an ambulance already booked for an appointment at Ormskirk Hospital which had been cancelled by Southport and Ormskirk Hospital NHS Trust and rescheduled for the following week. She had rang back to re - book an ambulance and had unfortunately been declined following the questions answered on the booking line.
Mrs A's neighbour did a lot of ringing around on her behalf, and the issue was resolved and she was eligible for PTS after a few more calls! An ambulance was arranged to take her to the appointment. (*Healthwatch Sefton*)
27. Mr B contacted Healthwatch Sefton on the 18th April after being told he was not eligible for patient transport. Mr B lives in Maghull and had an appointment at Aintree University Hospital NHS Foundation Trust on the 23rd April. Mr B was advised to phone the appointment booking team back and when he phoned back he explained that he required an ambulance due to health and safety reasons and that in the past there had been a requirement for there to be 2 paramedics on the ambulance booked for him. This hadn't been a problem before. On receiving this further information an ambulance was booked for him. Mr B told us that he had been refused transport and had missed his appointment this would have had a major impact on his health. Mr B feels that the Trust needs to be clearer about changes to the procedures and that information should have been sent to patients who had regularly used the service in the past. (*Healthwatch Sefton*)
28. Mrs M lives in Southport and phoned Healthwatch Sefton on the 15th April. Mrs M was frustrated as she had been phoning a lot of numbers trying to get answers. The Trusts 'Making Your Experience Count' team at the Trust had not been helpful. Mrs M was concerned for other service users in particular older people as she had been able to make further enquires to chase up and question her eligibility but others may not be able to do the same. Mrs M called back to let us know that she got nowhere by phoning the 'Making Experiences Count' team. Instead she had taken the steps to cancel her appointment scheduled for the following day at 'The Royal and Broadgreen Hospital as she was unable to get to the appointment. (*Healthwatch Sefton*)
29. Mrs C has received support for the last 10 years to get to her appointments. Her husband rang up Healthwatch Sefton on the 17th April as his wife had been told she was no longer eligible. We have not been able to get in touch with Mrs C to follow up what happened. (*Healthwatch Sefton*)
30. Mr D contacted Healthwatch Sefton on the 11th April and had been a regular user of the patient transport service. Mr D had called us after phoning the appointment

line the same day and was confused as to why he had suddenly been deemed not eligible. Mr D had contacted the Trusts Making Experience Count team and they had told him they could not help him and that he was not eligible. He didn't want to tell us what appointment he was trying to attend. He did manage to attend the appointment but had to pay for a taxi to transport him to the appointment. Mr D from Seaforth felt that he would be considering not attending future appointments as it was too long a process and he had to pay a lot of money to attend. He wanted to know why he had not received information on the changes. *(Healthwatch Sefton)*

31. Mrs N is 65 and lives in Crosby. Mrs N contacted Healthwatch Sefton on the 11th April as she had been refused transport to an appointment she had at the Elective Care Centre (Aintree University Hospital NHS Foundation Trust) on the 19th April. Mrs N didn't want to contact anyone else about this and decided to keep her appointment and felt confident enough to try and get the bus to her appointment, which she hadn't done for a long while. The journey was good for her and she feels less shy and anxious and will most likely use the bus in the future. *(Healthwatch Sefton)*
32. Mrs A is 84 and lives in Crosby. Mrs A contacted Healthwatch Sefton on 12th April and told us she is disabled and has been a regular user of the service. Mrs A explained to us her difficulties with breathing and respiratory problems as well as ongoing sight and eye problems and how such a long journey without support would be almost impossible. Mrs A had a specialist appointment in Manchester at the Lung Clinic in May and if no transport could be provided then it was estimated that in a private taxi it would cost £80 - £100 which the patient could not afford. Mrs A phoned the appointment line back and was given on this occasion time to explain to a member of staff the severity of her conditions and was this time told she was eligible. *(Healthwatch Sefton)*
33. Mrs B lives in Lydiate and contacted Healthwatch Sefton on the 15th April. Mrs B has Spina Bifida and has used the services in the past but had been refused PTS for the first time. She was upset and concerned about continuing her treatment and felt shunned by the booking system. We have been unable to contact Mrs B to see what happened next with her patient journey. *(Healthwatch Sefton)*
34. A lady contacted Healthwatch Sefton on the 26th April and told us that she had an appointment on the 13th May at Ormskirk. She had been refused patient transport following working through the eligibility criteria with NWAS. She only has friends who lived over the water and they cannot help. Her husband is unwell and he would be unable to take her as he has a long term condition. The lady became very distressed and said we were the 3rd person she had contacted and then put the phone down. *(Healthwatch Sefton)*
35. Mr D lives in Thornton. Healthwatch Sefton was contacted on the afternoon of the 30th April and Mr D explained that he was having terrible trouble booking patient transport service for an upcoming appointment at St Helens hospital on Tuesday

7th May. Mr D explained that he is 85 years old with limited mobility and requires the support of walking sticks and frames. Mr D lives with his elderly wife, and explained that he was refused transport services via his usual NWS booking phone system. He feared he might have to cancel, and before offering any advice, he said he was planning to contact his own doctor. We provided him with the Making Experiences Count Team and he really appreciated our help. (*Healthwatch Sefton*)

36. Mr W suffers with Fibromyalgia and has Arthritis throughout his body which is debilitating. He also has Type 2 diabetes. Mr W was encouraged to contact Healthwatch Sefton on the 26th April by his practice manager (Healthwatch Sefton had sent an email to all practice managers across Sefton highlighting the issue of access to PTS). Mr W had phoned the appointment line (0800 032340) and was on hold for 48 minutes and then had to hang up. He phoned for a second time later on in the same day as he had needed a sleep and was again put on hold for a further 40 minutes. He had answered the questions and the call handler was putting the first words he said onto the computer system. There was no chance to provide answers which explained his condition and how it affected him. The call handler had been abrupt and told him that she had been told to record first answers. He tries to be as independent as possible but requires support in getting to appointments. He was given a further number once he was told he was no longer eligible for transport (0800 2182333) but they also could not help him. He was advised to appeal by contacting his GP. He complained to his GP and practice manager who advised him to phone back the appointment line. The person he spoke to allowed him to rework through the eligibility questions and allowed him to describe his condition and symptoms and on this occasion was eligible. The patient was concerned that many people in Sefton who are vulnerable will not be able to work through this process and will not attend their appointments. The patient phoned us back on the afternoon of the 1st May 2013 as he had phoned up the appointment booking team again as a new appointment had been received and on this occasion he had been told he was not eligible. New questions had been asked which had not been asked the previous week when he had phoned. He had been asked if he was a Cancer patient. He had also been asked if he could use public transport (Bus, Train, Taxi) and on answering that he could use a taxi he was told immediately that he was not eligible. The patient had definitely not been asked these questions the previous week. He had been told "these are the rules". He was given a 0800 number which he rang but it was just an answer machine. The patient was very upset during the phone call as he felt that all the improvements he had been making would be lost. The patient lives on his own and the words of encouragement he was getting from professionals at his appointments have been helping him. The patient phoned us back on the afternoon of 3rd May to update us on the PTS service. He had received 2 further appointments for June and had rang the appointment line. The patient had been told he was not eligible. This is because he stated that he would be able to use a taxi service but was not allowed to tell them that he would need support in doing this. The CCG PALS service had been in touch with him yesterday to inform him that hospitals can not intervene to override the decision. It is only the practice manager and the GP at the patients

practice. If the GP thinks the patient is eligible then there is a letter or form they can process. The CCG PALS service told the patient that all local GP practices had been informed of the changes before they were made. The patient stated that if the Trust is using taxis as part of the service then this would make a lot of the patients deemed eligible ineligible!! The patient was referred to Merseyside and Cheshire Healthwatch ICAS service by Healthwatch Sefton and they are supporting them to make a complaint about the service which is being sent to the Sefton CCG complaint department. (*Healthwatch Sefton*)

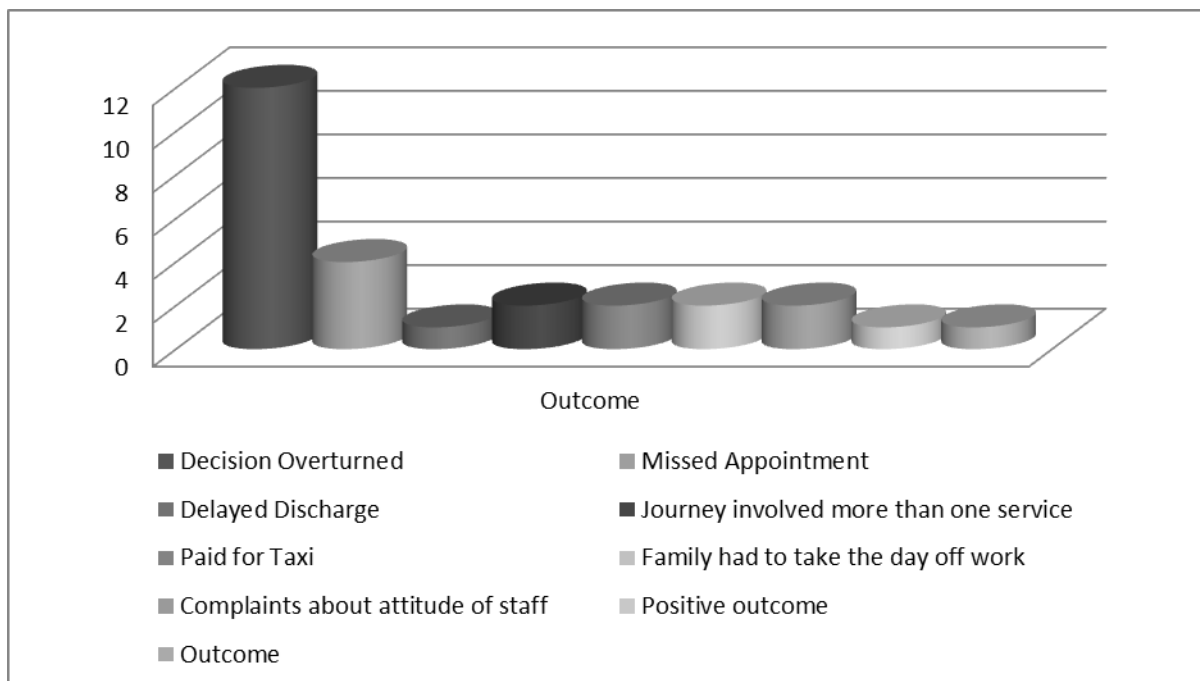
37. Mr D lives in Crosby and is in his 50's. Mr D contacted Healthwatch Sefton on the 1st May. He told us he has a disability. Mr D has been receiving support from the patient transport service for the last 9 years. The patient received his appointment letter from Aintree Hospital and phoned the booking team at NWS to arrange his transport. He worked through the criteria and was no longer eligible. The patient cannot walk far and uses a wheelchair. In the past PTS staff would support him to walk down his front path to the ambulance and help him in and then help him into a wheelchair on arrival at the hospital. He would be wheeled to his appointment by staff and then return to the main reception where staff would help him out of his wheelchair and help him back onto the ambulance. When he was told he was not eligible he had phoned Delta taxi firm to ask if he booked a taxi would the taxi driver be able to help him into the taxi and help him into a wheelchair on arrival at the hospital but he was told that this would depend on the taxi driver who got the job etc. The patient has contacted his practice manager for help who has looked into the issue for him but who has since informed him that the Trust has said that he is not eligible as he can make his way to his own practice when needed (the patient uses a mobility scooter to get to his own practice). Mr D said he rang the Making Experiences Count team and was informally told that he may have been too honest when trying to book. This was said after he explained the extent of his condition. Mr D attended his appointment but his wife had to take a full day off work and this can't be sustained for the amount of appointments he has. (*Healthwatch Sefton*)
38. Mrs G aged 85 contacted Healthwatch Sefton on 21st April. Mrs G lives in Ainsdale, Southport. Mrs G received an appointment for Ormskirk Hospital which was to take place on the 2nd April. The Trust had phoned her to arrange the appointment on Thursday 28th March. She immediately rang her GP who told her to ring patient transport to arrange collection. The person she spoke to asked her a number of questions and then she was told she was not eligible. Mrs G's husband is 93 and he has recently undergone surgery and couldn't possibly accompany her. Mrs G is waiting for eye surgery and suffers from arthritis. Public transport to Ormskirk Hospital from Ainsdale is virtually non-existent. Mrs G was told that she could appeal and was given another number to ring 0800 0322424. She spent the next hour trying to get connected. Friday 29th March was Good Friday and Monday 1st April Easter Monday, therefore it was impossible to contact anyone. The person at patient transport just kept repeating that she didn't meet the criteria and when Mrs G asked for a copy of the criteria was told that she could not have a copy. "It appears that common sense does not have any

bearing and there is no leeway for operatives to use their own judgement”. Consequently Mrs G’s daughter-in-law had to change all her plans and make a 100 mile round trip to take her to the hospital. She has tried to contact PALS on 0151 260 5220 ext. 2019 leaving messages etc. but no-one has returned her calls. “Not the service we expect”. (*Healthwatch Sefton*)

39. Healthwatch Sefton was called on 13th May. Mrs H called us on behalf of her daughter who has a diagnosis of Chronic Fatigue. An ambulance was required for Southport and Formby District General Hospital for an appointment the next day. Mrs H was on to her 5th organisation of the day (us) trying to get some help. Mrs H had phoned the appointment line and had been asked to answer questions on her daughters’ behalf. When she answered that her daughter could get up the stairs they told her that she would not be eligible. Mrs H told us that sometimes her daughter can’t even come down the stairs because she is so bad but felt she had to answer yes because sometimes she can. (*Healthwatch Sefton*)

Outcomes

The breakdown of outcomes is shown below:



It would appear that roughly one third of decisions are being overturned on appeal. This ratio has been since the beginning of April. This in itself is quite disturbing as it means people who were clearly entitled to support from the Patient Transport Service are being put through a lot of unnecessary stress before they are given help. In addition there are concerns that people are missing appointments or putting themselves into financial difficulties as they cannot afford the transport.

Recommendations

It is clear that the new questions that are being asked around eligibility criteria are at best confusing which is resulting in people giving an answer that does not always fully explain their personal situation.

We would strongly recommend that North West Ambulance Service review the questions that they are asking when patients attempt to book with them to ensure that people who are entitled to use the service are not being disadvantaged by the questioning.

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Liverpool Heart and Chest Hospital Case Study

Background.

Mrs A contacted Healthwatch Knowsley to ask for support in making a complaint about the care her husband had received. We signposted her to Independent Healthwatch Advocacy, however she did supply us with the background information we are sharing below.

After severe coughing (with dizziness and fainting spells) throughout Christmas and New Year, Mr A was treated by their GP (Dr D Heath). X-Ray results showed a build-up of fluid and so spirometry tests were arranged. The results showed Chronic Restrictive Pulmonary Disease

Timeline

05/03/12	Appointment with Dr Hendry who ordered heart and lung scans etc.
06/04/12	Echo-Cardiogram at Whiston
13/04/12	Pulmonary test show Bronchiectasis and a course of Azythromycin commenced
17/04/12	Letter received from Dr Hendry stating Mr A had a valve problem and was being referred to the Cardiac Team
31/05/12	Appointment with Dr Royle who said he would do an Angiogram
17/06/12	Angiogram performed by Dr Royle, who explained his findings and referred me A to Mr Oo and Liverpool Heart & Chest Hospital immediately
25/06/12	Rang Mr Oo's secretary to see if an appointment date had been allocated. She explained that Mr Oo's list was full and a referral had been done to Mr Muir
07/12	Rang Mr Muir's secretary each week throughout July for several reasons. Mr A's condition was deteriorating and Mrs A was waiting for a hysterectomy operation and didn't want to be recovering when he was having his operation. He was unavailable each time for different reasons, in theatre, on holiday, the notes were on his desk and he hadn't had time to look at them. In the end Mrs A went to see her consultant at Whiston who agreed to defer her operation until after Mr A's operation had taken place.
26/7/12 am	Mrs A rang Mr Muir's secretary and there was still no appointment. Mrs A said that she was fighting for her husband's life for the treatment he needed. She said she would see what she could do.
26/07/12 pm	Another consultant's secretary called offering an appointment for mid-September. Mrs A asked to speak to the supervisor who wasn't available but would call later,

Mrs A called Mr Muir's secretary to ask why they were being pushed from doctor to doctor and was told it was because Mr Muir's list was full. This had taken four weeks.

- 30/07/12 Later that afternoon another call was received offering an appointment with Mr Oo for the following Monday (30th July 2012) Appointment with Mr Oo who said Mr A needed a valve operation. He said an Echocardiogram would be done at the next appointment in three weeks' time. He said that his preferred method would be open heart surgery, but if there was deterioration from the last echo it would be a Transcatheter Aortic Valve Implantation (TAVI) procedure. He said the operation would take place in September or a few weeks later if a TAVI was necessary. He advised if there were any worries to contact his secretary
- 20/08/12 Mr Oo not available so saw Mr Upadhyay . On arrival Mr A had an X Ray but no Echocardiogram. Mr Upadhyay tried to arrange it but was unable to. He asked Mr A to return in three weeks to see Mr Oo and have the test,
- 17/09/12 Mr A had the Echo by Mr Oo was not available to give his decision on the results. Mr A saw Mr Jones who said there was deterioration in the heart pump function. He said he would speak to Mr Oo the following morning and ask him to contact Mr A.
- 24/09/12 Mrs A rang Mr Oo's secretary, who said that she had a note on her desk from Mr Oo asking her to make an appointment but none were available. She said they may put another clinic on and would ring on 27/09/12
- 28/09/12 Mrs A rang Mr Oo's secretary as no phone call had been received. An appointment was made for 08/10/12
- 08/10/12 Mr Oo was not available as he was in surgery. Mr Upadhyay did not seem to have a record of the appointment with Mr Jones but said he would speak to Mr Oo. He went to speak to Mr Oo straight away. When he returned he said Mr Oo had told him the notes would go before the TAVI meeting on Friday and Mr Oo would be in touch to give Mr A some quality time with him. Mr Upadhyay also said that another valve was leaking and would be treated with water tablets, but none were prescribed.
- 17/10/12 Mrs A rang Mr Oo's secretary and was informed that the TAVI meeting had been postponed until 8th November. She said that the notes should have gone to an earlier meeting but they had not possibly because she had been off. Mrs A said that she was extremely upset and would be taking this further.

Mrs A rang PALS who listened to her concerns and were extremely supportive.

Mr Oo's secretary rang to say that the notes would be examined by the TAVI group at a meeting on 18th October

- 10/19/12 Mr Oo's secretary left a message to say that Mr A had been approved for a TAVI procedure in principal, but would need a CT scan before the committee could decide how to approach it.
- 30/10/12 CT scan done
- 8/11/12 Mr A CT results go before the TAVI team
- 12/11/12 Mrs A to see if anything had been decided. Mr Oo's secretary had the notes but had to wait for him to dictate the letter. However she did say that Mr A would have to be seen by a surgeon, a cardiac physician and an anaesthetist and it was difficult getting them all together at the same time
- 20/11/12 Mrs A rang Mr Oo's secretary and was told the letter had only been dictated on the previous day.
- 21/11/12 Sarah Bradley rang to give an appointment for 26th October. She had to make sure that Mr A saw all the doctors before he left.
- 26/11/12 No physician was available but Mr A saw Mr Al Rawi who said he was willing to administer the anaesthetic. He was very open and honest explaining that Mr A's health had deteriorated and the operation wouldn't solve all his problems but if he didn't have it he would die. He further said if Mr A was his father he would ask him to have it. A nurse then told Mr A he could go home despite having been told to see all the doctors. Mrs A asked the nurse to check, which she did and came back with a message saying make an appointment for six months. At this point Mrs A became angry and insisted on seeing Mr Oo. Mrs A said that the hospital had failed in its duty of care and that Mr A might not be here in six months. The nurse went back in and Mr Oo agreed to see Mr A at the end of his clinic.
- Mr Oo was polite and friendly at the consultation and when asked about the six month appointment said that Mr A should take no notice of the nurses. Mr Oo said he would do the operation in late January or Early February.
- 21/01/13 Mr Oo was not present Mr A saw Mr El Hajdu who asked if he wanted the operation and if he understood what was involved. Mr A said that Mr Oo had given a date for January or February. Mr El Hajdu checked the computer and gave an option of 5th or 8th February
- 29/01/13 Mrs A rang Mr Oo's secretary for advice on procedures in the week before the operation. She said that Mr Oo's list was full and it wouldn't be done in February. Mrs A begged the secretary to do something to help. The secretary rang back later to say Mr A would be admitted on 7th February under the care of Mr Kudavalli.
- 29/01/13 (Evening) Mr A fell ill with one of the episodes that occur when his brain is deprived of oxygen, This developed into a heart attack and he was admitted to the coronary care unit at Whiston for four weeks, meaning he did not have his TAVI procedure.
- 24/03/13 Mr Kudavalli explained that Mr A's health was no longer up to the procedure and that Mr A was being Discharged to the care of his GP.

Letter sent by Mrs A 12th April 2013

Dear Sir,

It is with great sadness that I write this letter to you. Sadness that our faith in the hospital has been shattered and even worse, sadness that my husband Mr A, now faces a world where all hopes for our twilight years have been taken from him. All this being due to the actions, or lack of action demonstrated by certain members of your organisation.

In June we were overjoyed when Mr A was referred to your hospital, having had excellent treatment in previous years. We happily placed out trust in your care and that trust has been betrayed, in fact I believe you failed in your duty of care to Mr A.

It doesn't seem appropriate to list all our concerns and complaints in this letter, so I am enclosing a brief synopsis of our experiences since being entrusted in your care in June.

It concerns me greatly that despite my continual fight for treatment for Mr A, no one seemed to care. I can't help wondering how many more people will be too late for treatment due to apathy and inaction.

I look forward to your response to this letter. I trust that you will find its contents as worrying as we do.

I have not included copies of letters sent to us as you can access these if you wish to check any points

Yours faithfully
Mrs A

Letter Sent By Mrs A 22nd April 2013

Dear Sir,

When I wrote to you ten days ago I didn't believe that things could get any worse. How wrong I was.

It is four weeks today since Mr A was told that nothing could be done for him. In this period he has deteriorated and we do not know who to turn to.

On Friday Kath Holmes from your customer care was able to tell us that Mr Kudavalli's decision has been ratified by the TAVI group and that a letter was sent on April 10th discharging him into the care of our GP. If this is correct this means that a period of fifteen days has passed without any thought being given to Mr A's future care. However, when I checked with my GP they (like us) had not received

any letter from you since the letter addressed to Mr Joe Mills telling him he would take Mr A's care back to the TAVI Group. This meant that twenty five days had elapsed without any action from you.

Today I discovered that an email was received late Friday afternoon by the practice - too late for any of the doctors to see it.

So it seems to me that having denied Mr A the chance of a longer life, by not operating between July and January you now have washed your hands of him. If Mr A had cancer and was told nothing could be done the doctors would bring in support networks.

It was a sad blow to me that at the last hurdle even Mr Kudavalli fell. He promised to ring me and tell me of the group's decision when he had spoken to them and I am still waiting!

I ask myself 'what price the Hippocratic Oath at L.C.H Hospital?' It seems that some of your staff prefer to subscribe to a 'hypocritical' oath.

Yours faithfully
Mrs A

Healthwatch Knowsley Priority Setting

Introduction

Healthwatch Knowsley is a community led independent organisation that gives people who use health and social care services an opportunity to have their say on services provided locally. Healthwatch will give children, young people and adults a powerful voice locally and nationally.

Healthwatch Knowsley champions fairness and equal access to treatment, making sure they are at all times representative of the whole community and local needs, which is based on the evidence of people's experiences of health and social care services within Knowsley.

Healthwatch Knowsley will:

- Help residents and communities to get the best out of their local health and social care services, shaped by local needs and experiences.
- Enable people to share their views and concerns about local health & social care services and find out when services are doing well, and how they can be improved.
- Support trained volunteers to complete Enter & View Visits on health & social care services accessed by Knowsley residents.
- Influence how services are commissioned by having a seat on the local Health and Wellbeing Board.
- Produce reports and recommendations to service providers and commissioners, which will influence the way services are designed and delivered.
- Signpost community members to advice and support about local services

Roadshows

During June, Healthwatch Knowsley will be out and about in Knowsley to listen to the views of residents of Knowsley and find out what's important to them when it comes to Health & Social Care. The Roadshows will include information stands at various venues across the borough, such as One Stop Shops, Health Centres, and Leisure Centres.

There will also be an opportunity come along to Drop In Events, which will be interactive and informal where residents can come along during the day for a coffee and chat, all the drop-in events will be taking place between 11am - 6pm in:

- Kirkby on 4th June at Kirkby Christian Fellowship;
- Huyton on the 13th June at the Old School House;
- Halewood on the 19th June at the New Hutte Neighbourhood Centre) and
- Prescot on the 27th June at Bryer Road Community Centre

In addition Healthwatch Knowsley will hold specific focus groups with other stakeholders and underrepresented groups

Priority Setting

When all the information has been collated the Management Committee will identify the priorities for the coming year based on community concerns. These priorities along with the statutory duties of Healthwatch will form the workplan for Healthwatch Knowsley for the coming year.

We would like to take this opportunity to invite members of the committee to come along to any of the events where there will also be an opportunity to talk to some of our partner agencies as well.

For more information please contact Kelly Hurn on 0151 449 3954 or email enquiries@healthwatchknowsley.co.uk