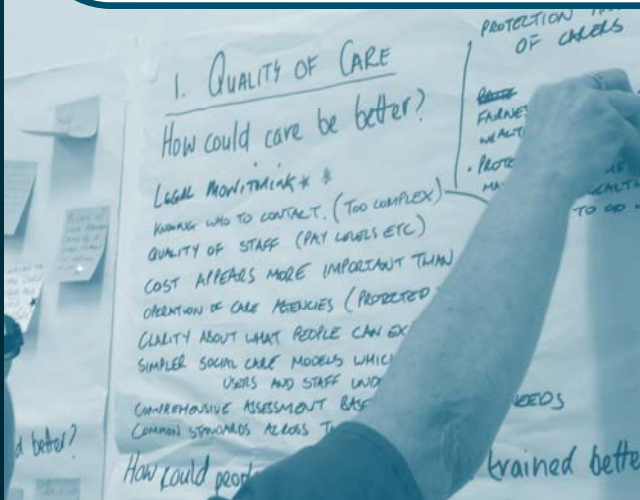




healthwatch
Knowsley

**Then
what...?**

Healthwatch Knowsley Hospital Discharge Report July 2014



About Healthwatch Knowsley

Healthwatch is designed to give people a powerful voice locally and nationally for both Health and Social Care services. In Knowsley, Healthwatch works to help our community to get the best out of their health and social care services. Whether it's improving them today based on feedback from community members or helping to shape services for tomorrow. Healthwatch Knowsley is all about residents voices being able to influence the delivery and design of local services. Not just people who use them, but also for people who may need to access services in the future.



What is Healthwatch?

Healthwatch was created by Part 5 of the Health and Social Care Act 2012 which paved the way for a national body, Healthwatch England, and a local organisation for each local council in England with social care responsibilities, local Healthwatch.

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of the Knowsley community. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

What we do

Healthwatch Knowsley took over the role of Knowsley Local Involvement Network (LINK) in representing the views of people who use Health and Social Care services.

The feedback captured from the community is used to inform commissioning and service design decisions and also to challenge current service provision in relation to changes required. Healthwatch also has a key role in raising the profile of the good services that are in place.

In addition to this Healthwatch Knowsley provides a signposting service for people who are unsure where to go to access help in relation to Health and Social Care Services. This service also has a role in promoting the choices that are available to community members. A key element of this services is signposting community members, where needed, to the Merseyside and Cheshire Healthwatch Advocacy service to support people who wish to make a complaint about services they have accessed.

Healthwatch Knowsley can also report concerns about the quality of services to Healthwatch England, helping to build a national picture of Health and Social Care satisfaction.



Mission Statement

“Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to Health and Social Care Service Provision and Commissioning”



Our Values

- Community Led - determining priorities and programmes of work.
- Independent - with established systems of accountability to the wider community.
- Open - transparent and trusted
- Visible and Accessible - Ensuring there is clarity of our purpose and remit.
- Inclusive - Finding ways of working with the many different people and across our community.
- Listening - Every voice counts when it comes to the future of shaping health and social care.
- Learning Organisation - Seeking feedback from community members and stakeholders with a commitment to continuous service improvement.
- Excellence and Credibility - Using good quality intelligence and research

How this report was compiled

To effectively capture the views of community members in terms of the Health and Social Care services Healthwatch ensures that the following routes into community members are maintained.

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

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

Currently Healthwatch Knowsley is using the Healthwatch England Information Hub to record anonymised patient and community based experiences. Using this database specific reports can be compiled providing information around a service area or trend raised by community members.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases the person providing information can be reluctant to provide contact information as it is perceived that in doing so this may affect their future care. With this in mind it may be unclear if these comments have been duplicated via the hospitals own complaints system or PALS data.



healthwatch Knowsley
Your Local Spotlight on Health & Social Care Services

Please return the completed form to:
Healthwatch Knowsley, Freeport RTCG-HCOH-LHBS, 3rd Floor, North Wing, Suite 3b, Sefton CV5, Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

Discharge Survey

We want to find out why things can go wrong when people are discharged from health and social care settings, as well as look at when things go right. Healthwatch England are undertaking a special inquiry into this issue nationally and want to hear from you. The information you provide in this survey will help to inform this inquiry and provide a national picture of people's experiences of being discharged from health and social care settings.

About Your Discharge

What health or care setting were you discharged from?

When were you last discharged? 0-3 months 3-6 months 6-9 months
9-12 months more than 12 months

Why were you admitted?

How long was your stay? 1-2 days 3-7 days 1 - 4 weeks
More than 4 weeks

Tell us about your experience of when you were discharged:

Did you feel listened to by staff?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did staff ask about your family/community support when discharging you?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did staff ask you about your living situation before you were discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you feel well enough or ready to be discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Was your discharge delayed at any point?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you receive all your medication when discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you feel involved in your discharge planning?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Were you given a treatment or a care plan?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you receive any further written or printed information when you were discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>

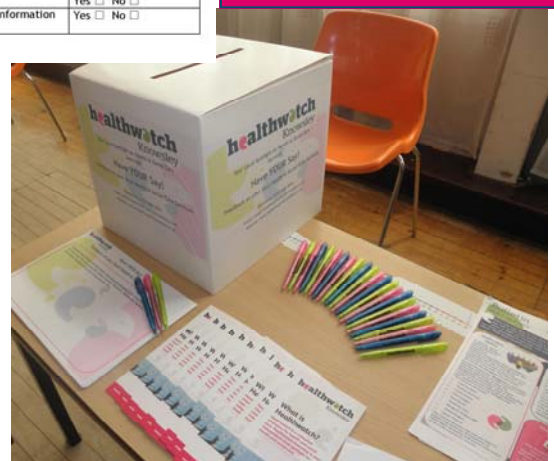
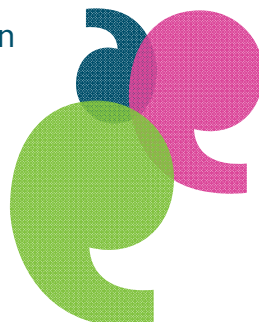
healthwatch Knowsley

Have YOUR Say!

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

YOUR VIEWS COUNT

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



Summary of Comments

This report relates specifically to peoples comments around discharge and their experience of accessing support after they had left hospital.

In addition each of the local trusts has been scored based on the responses we have received to the survey detailed in Appendix 2

Good Practice

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

We are pleased to note that when the discharge is properly planned the outcomes for the patient, carer and their family is generally very positive.

Comments included

"I was admitted on 1st May 2014 for a hip replacement. I thought it was a super experience, from the lady's that brush the floor to the man at the top Mr Kumar. when I got discharged they arranged a taxi and staff to transport equipment and myself."

"Staff very friendly and told me what was going on. Everything was in place when I left, they made sure I had carers in place."

Key Points

Communication

There needs to be communication with all supporting professionals, such as scheme managers for Sheltered Housing or substance misuse recovery workers prior to discharge. Families and carers should also be involved in the discussions at the earliest possible opportunity.

Comments included:

"As a working professional we often find that hospitals do not inform us of discharges back into the community. This often causes problems within our service as we prescribe Methadone and often we have clients discharged from hospital without our service being advised leaving us in difficulty finding a doctor to sign a prescription for the weekend for the client to continue with treatment giving a seamless transition back into the community."

"I also have problems with discharging from hospital, were tenants are discharged without notifying myself or care providers"

Discharge Planning

Some patients feel that their discharge comes as a shock and it feels too early. Although they may be clinically fit and with a package in place if this has not been planned and discussed with them.

Comments included:

"I was in for 4 days and felt I'd got thrown out. On the fourth day I was asked if I had opened my bowels by the surgeon. I was then sent home. When I got home I had to have a carer for several weeks who were brilliant but felt that the hospital had discharged me too early because I still felt ill. My GP and carers were lovely."

"I attended Whiston Hospital with gall stones in my kidney and they discharged me even though the doctor advised me to stay on for 3 days. I was feeling ill, sickness, blood on sheets. I was sent home after 1 day, there was no follow on care."

Ensuring Packages are in Place

The most common comment that we receive is that people are discharged without the correct arrangements being put in place. This causes considerable distress for the patient and their family and carers. Whilst we understand that there is continual pressure on occupancy levels sending people home without adequate support can result in rapid readmission.

"The Dr asked the lady's daughter whether she could stay at home to look after her. The lady requested a scan and an x-ray - this never happened even though she had been told previously that she would get one. They did not carry out an x-ray as they said that she hadn't fell. She had to struggle to the desk to ask to make a phone call to ask her daughter to come and collect her.

The lady was discharged on the Monday with no OT assessment and currently has her niece staying with her to look after her. She was told that there would be no follow up and was just given medication and a sick note. The lady called her own GP and was given another prescription and an appointment where she was sent for an x-ray at Aintree. Her GP has told her that he will try and arrange for a Physiotherapist to come to her house."

"I went into Aintree for a gallbladder operation. The staff were brilliant. They looked after me, I could not fault them. The staff were kind and the appointment was quick and the second time I visited it was the same. But when I had my operation, there was no follow up, no dressings, no district nurse, nothing. I had to get in touch with GP, he got a district nurse to help with the dressing."

"I had several tests and they could not find anything. I was discharged on the Saturday morning and back in the same day. I was only in the house 20 minutes and I had to get another ambulance as I was found collapsed."

Conclusions

This document should be read together with the Healthwatch Knowsley *Interim Discharge Report, which form part of a wider project. The action plans are being agreed with each of the Trusts and will be monitored over the coming months.

*The Interim Discharge Report is available on the Healthwatch Knowsley website: www.healthwatchknowsley.co.uk

Appendix 1—Comments

Royal Liverpool University Hospital		
Inpatient Care		Broadgreen Hospital
Event		
<p>I was in for 4 days and felt I'd got thrown out. On the fourth day I was asked if I had opened my bowels by the surgeon. I was then sent home. When I got home I had to have a carer for several weeks who were brilliant but felt that the hospital had discharged me too early because I still felt ill. My GP and carers were lovely.</p>		
Mixed		21/06/2013

Inpatient Care		
Focus Group		
<p>This is not a personal statement, just what I have heard. There is not enough information given to patients on discharge from hospital. There seems a lack of communication between services.</p>		
Negative		12/11/2013

Inpatient Care		
Focus Group	CRI	
<p>As a working professional we often find that hospitals do not inform us of discharges back into the community. This often causes problems within our service as we prescribe Methadone and often we have clients discharged from hospital without our service being advised leaving us in difficulty finding a doctor to sign a prescription for the weekend for the client to continue with treatment giving a seamless transition back into the community.</p>		
Negative		03/07/2014

Inpatient Care		GP / Hospital
Community group		
<p>I am a scheme manager who rings surgery's on behalf of tenants and find it very difficult to get to speak to someone or get any information for them. The tenants ask me to do this on their behalf. I also have problems with discharging from hospital, were tenants are discharged without notifying myself or care providers.</p>		
Negative		14/08/2013

Outpatients		
Focus Group		
<p>I feel that because of my status I was treated differently, I did not get offered a social worker.</p>		
Negative		17/09/2013

Primary Care/GPs		
Meeting		
<p>My daughter's medication is changing very rapidly (monthly) as she suffers with severe epilepsy. She is constantly in and out of hospital and the GP's do not keep up with her prescriptions. The hospital faxes over the prescription for the GP but I also get a copy to take to the doctors. I have tried to do it online but on the extra information section - the GP does not seem to read these but they are important as they are about dosage. I get a phone call from the pharmacy saying that the prescription isn't ready because the GP hasn't allowed the medication because there was not enough information. The hospital epilepsy nurse has to chase up the GP.</p>		
Negative		01/11/2013

Primary Care/GPs		No hospital name given
Correspondence		
<p>Well planned I was given all of the information I required, The GP and surgery were unhelpful.</p>		
Positive		22/07/2014

5 Boroughs Partnership NHS Foundation Trust		
Community Nursing		
Focus Group		
<p>I've changed address recently from West Derby to Knowsley and I have had a procedure that needed the support of the district nurse. I found it difficult to get a district nurse out, I was told that this was because of the change of my address I did however eventually get a nurse to visit who had been sent from St Helen's.</p>		
Mixed		20/09/2013

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

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Focus Group		
Efficient staff and helpful service. Slight lack of communication on discharge, could have been clearer.		
Mixed		09/10/2013 10:03:24

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

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

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Focus Group	CRI	
Staff have problems when clients are either inpatient or discharged from Aintree hospital. Staff there fail to communicate about prescription meds, i.e. Methadone, Subutex.		
Negative	03/07/2014	

Aintree University Hospital NHS Foundation Trust		
Accident and Emergency		
Focus Group		
I went in with a chest infection and was seen right away. The staff and doctors were very good. The hospital was clean. I was treated with very well and quickly. Everything was in place for when I left.		
Positive	29/11/2013	

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Event		
I went into Aintree for a gallbladder operation. The staff were brilliant. They looked after me, I could not fault them. The staff were kind and the appointment was quick and the second time I visited it was the same. But when I had my operation, there was no follow up, no dressings, no district nurse, nothing. I had to get in touch with GP, he got a district nurse to help with the dressing. The first and second nurses were angels but the third was horrible.		
Mixed	15/01/2014	

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

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Focus Group		
<p>My son has autism and recently attended Fazakerley Hospital for spinal surgery and was nearly sent home with no support package. After the surgery he had a number of holes and stiches in his back from the operation, I was really scared about him getting an infection. I asked if the hospital could arrange for a nurse to visit him at home to check on his condition. I was at first told that no one would be able to attend. As I was not happy about the response, I continued to ask for support to be put in place. As a result of my persistence the support was put in to place and the nurse that was sent out was brilliant, she showed me what to do with the dressings and told me exactly what to do if his condition did not improve.</p> <p>I am not afraid of speaking out for my son and I'm so glad I did, the support should have been put in place before his discharge from hospital.</p>		
Mixed		20/09/2013

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Focus Group		
<p>Before my operation I was given a Zimmer frame and told to learn how to hop (no chance). I had an operation on my left foot and was told to go home the same day. I didn't have any bed downstairs, I had to borrow one which took 3 days. I had a cast on my leg for 12 weeks. when I was confined to my bed, my toenails were very long. I phoned the Chiropodist and was told that due to short staff the nearest appointment was 4th November, by then I had had my cast removed.</p>		
Negative		21/11/2013

Aintree University Hospital NHS Foundation Trust		
Inpatient Care		
Telephone		
<p>Issue regarding son's discharge from hospital. He has progressive MS, COPD and mental health issues. He was discharged from Aintree Hospital 3 weeks ago. Since his discharge there has been no visit from a district nurse. The bed that he has been provided with is incorrect and the carer has not been shown how to use the equipment provided. The carer explained that the hospitals attitude is to "just get on with it".</p>		
Neutral		06/03/2014

Alder Hey Children's NHS Foundation Trust		
Inpatient Care		
Focus Group	Kirkby High School	
<p>Staff were friendly and kind. All areas were clean and hygienic. Staff kept myself and my husband informed on how our daughter was after her operation. The discharge process was easily explained.</p>		
Positive		14/04/2014

Liverpool Women's NHS Foundation Trust		
Inpatient Care		
Community group	Happy Hours Older Person's Group	
<p>The women's hospital is amazing. The staff are brilliant. It is spotlessly clean as well. They explain everything on discharge, medication, bandages etc., but the follow up with the district nurse can take a while if you want your dressings changed. You can wait several days and end up having to ring up as an emergency, they then say that they haven't had a referral.</p>		
Mixed		17/06/2014

Liverpool Women's NHS Foundation Trust		
Obstetrics and Gynaecology		
Focus Group		
<p>Six years ago, I had a baby in Liverpool Women's hospital. They lied about my notes. I looked at the notes, they said I had a normal delivery, I did not. I had my second child at home. I got taken to hospital, they could not get the placenta out. I was given 4 injections and told that I was fine but on the ward they got the crash team to me. I was taken to theatre for 3.5 hours then told I could go home. I told them I didn't feel right. In October 2012 I kept going to the GP saying I do not feel right and on New Years Day, I got rushed back to theatre and my stomach was septic. I am waiting to find out what is going on.</p>		
Negative		21/11/2013

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Accident and Emergency		
Community group		
<p>I fell and broke my hip and femur. I was taken in as an emergency. I was seen quickly and stayed in for 5 days after the operation. The staff were good while I was there. The hospital said that the OT and social worker would visit afterwards. They have been once but have never been back. My daughter got left to care for me. Even the needles I have used for injections are still waiting to be picked up. No support afterwards.</p>		
Mixed		30/01/2014

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Accident and Emergency		
Correspondence		
<p>I went to the toilet and found blood all over the place. I sent for an ambulance. They took me to Aintree first but there was no room so I was taken to The Royal Hospital. I had several tests and they could not find anything. I was discharged on the Saturday morning and back in the same day. I was only in the house 20 minutes and I had to get another ambulance as I was found collapsed. The ambulance came straight away. I was diagnosed with Anaemia and was in hospital for over a week.</p>		
Negative		17/10/2013

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		Royal Liverpool Hospital
Event		
<p>Knowsley resident - Liverpool doctor (50+ years) Admitted to community discharge ward from acute medical (emergency) assessment unit. Because of multiple health issues this was not the right ward. My husband spent a month there expecting to be discharged any day. During this time he developed ulcers which were not able to be dealt with adequately because of a) shortage of staff and b) untrained nurses who could not use appropriate bandaging. Not very good communication because specialist doctors had to be called in. No overall Dr in charge and it seemed until the fourth week that the specialists did not meet. Once they did, my husband was transferred to appropriate ward (heart) and after discharge from there 4 weeks later, procedure for a replacement pacemaker was organised and follow up to other specialists put into place.</p>		
Negative		09/08/2013

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		
Community group	Making Space	
<p>I was admitted to the Royal hospital with sickness. I kept being sick. I had a bowel condition. I was in the Royal for about 2 weeks. I felt the staff did not listen and were not helpful. They kept saying "you have to go home". I felt too ill to go home. I was really ill and only home a day when the GP sent me to Whiston. At Whiston I was diagnosed with C Diff. I live on my own and the Royal sent me home when I was feeling really poorly. I ended up in Whiston the day after.</p>		
Negative		16/06/2014

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		
Meeting		
<p>A patient from Southport Hospital was transferred to Broadgreen for an operation by ambulance, but when they were discharged their family had to get the patient back home by themselves without support from the hospital.</p>		
Negative		26/11/2013

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		
Correspondence		
<p>I was admitted to the Royal Hospital for surgery. An Ileostomy was needed. After discharge the stoma nurse followed me up at home for 6 weeks, plus the district nurse also attended me. I could not fault the staff or hospital during my stay.</p>		
Positive		28/10/2013

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		
Forum	Kirkby Health Forum	
<p>I was admitted on 1st May 2014 for a hip replacement. I thought it was a super experience, from the lady's that brush the floor to the man at the top Mr Kumar. when I got discharged they arranged a taxi and staff to transport equipment and myself.</p>		
Positive		20/06/2014

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Inpatient Care		
Correspondence		
I went into hospital for a replacement hip. It went really easy, medication was ready for me to take home. The nurse came to take the staples out on the day that I was told she would.		
Positive	18/07/2014	

Royal Liverpool and Broadgreen University Hospitals NHS Trust		
Outpatients		Broadgreen Hospital
Event		
I have had some bad experiences at Broadgreen in the past with specialists regarding back pain. This effected me using the services. I was referred to the Royal Hospital for exercise on prescription and after accessing the gym was told I should have attended physiotherapy and that I couldn't use the equipment - referral to exercise on prescription was a waste of time.		
Negative	28/06/2013	

Southport and Ormskirk Hospital NHS Trust		
Inpatient Care		
Correspondence		
Exceptional staff. Kind and caring and confident in their jobs. Great communication and willingness to help. Was a fabulous experience. After my discharge I had a query about my wound that had been stitched. I phoned the hospital and was given great advice and my mind was immediately put at rest.		
Positive	22/07/2014	

St Helens and Knowsley Teaching Hospitals NHS Trust		
Accident and Emergency		
Correspondence		
I am a carer - First visit to A&E with daughter as she had breathing difficulties. She was seen straight away, treatment given but decided that she needed to stay in. I ward / bed about 5 hours from initial contact. During this time she had some treatment - very good. I stayed in with her for 5 days - staff very good. Second visit 2 months later, GP sent us to GP assessment unit (same illness). Waited around for hours before any treatment. Spent longer here with little contact with doctors than in A&E. When in hospital could have had any better facilities for the carer - a chair that belonged somewhere else and for 2 nights, I didn't get it until after midnight. Also on the day of discharge, why wait hours for medication, therefore not freeing up the bed.		
Mixed	01/11/2013 15:03:05	

St Helens and Knowsley Teaching Hospitals NHS Trust		
Accident and Emergency		
Focus Group		
My 94 year old father has Prostrate Cancer. Following admission to the observation ward via A&E on 22/09/13, my father was later medically discharged. I voiced concerns to ward staff and the attending doctor regarding his ability to ensure his ADL's were met. They were reluctant to maintain his care and informed me that they would discharge him with a referral for social assessment which I was assured would be on 23/09/2013 at his home. Due to me raising concerns of vulnerability and risk of harm / deterioration as yet no assessment has been made.		
Negative		30/09/2013

St Helens and Knowsley Teaching Hospitals NHS Trust		
Accident and Emergency		Whiston
Focus Group		
After waiting 12 hours for an ambulance, I arrived at Whiston at 9pm and was discharged at 1am, I was given crutches and sent home with no money, no bag and in my pyjamas. I had to get a taxi home.		
Negative		02/10/2013 13:25:07

St Helens and Knowsley Teaching Hospitals NHS Trust		
Accident and Emergency		
Healthwatch stand	Whiston Hospital Stand	
From the moment I arrived by ambulance and was admitted as an emergency patient and to the ward, I got wonderful care from the doctors, nurses and all staff and spent 6 days in hospital with a severe water infection. Discharge information excellent from all.		
Positive		08/07/2014

St Helens and Knowsley Teaching Hospitals NHS Trust		
After Care		
Focus Group		
A relative spent 5 weeks in hospital after a fractured leg. No communication with relatives from social services who implemented the patients move to a rehab care facility a distance from the patients and relatives home area.		
Negative		07/10/2013

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		
Focus Group		
I was admitted to surgery for a broken shoulder. I could not fault my care in hospital. The only drawback was waiting for medication. I was discharged at 11.30am no sign by 6.30pm. My daughter came the next morning for me.		
Mixed		07/11/2013 14:43:04

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		
Focus Group		
I attended Whiston Hospital with gall stones in my kidney and they discharged me even though the doctor advised me to stay on for 3 days. I was feeling ill, sickness, blood on sheets. I was sent home after 1 day, there was no follow on care. I had to ask my neighbour to go shopping for me as I couldn't walk.		
Negative		02/10/2013 13:43:04

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		
Community group	Highfield Sheltered Housing	
My husband had a prostate operation and was sent home the next day and was not very well. Two days later I had to take him back. The doctor we saw was very upset because they asked if he was given a blood test after the operation, when we said no they said he was very lucky because he could have had a heart attack and died. He was kept in hospital for over a week and had to rest when he got home.		
Negative		11/02/2014

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		Whiston Hospital
Focus Group		
The patient had attended hospital with pneumonia and other complications. The patient was discharged from hospital with no appointment card for a follow up visit. His wife phoned the hospital a week later to find the hospital had no record of any appointments for him.		
Negative		23/09/2013

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		Whiston
Community group	Hilltop Children's centre	
I attended Whiston hospital with my son. I had a really bad experience. The communication was terrible, one nurse didn't have a clue what she was doing regarding giving medication, food or how long my son had been on oxygen. One nurse said one thing and another said something else. My son was given gas and air and they told me he could go home. The next day I was told by the GP that he is too young to go home with oxygen. Very mixed communication between staff. I found this very upsetting as was ready to go home. He was in Whiston for a total of 9 days. Very poor co-ordination of services. Told different things by different members of staff. Only a few members of staff were nice.		
Positive		23/04/2014

St Helens and Knowsley Teaching Hospitals NHS Trust		
Inpatient Care		
Community group	Highfield Sheltered Housing	
I attended Whiston hospital for a pacemaker. I got an appointment (6 months for appointment), I don't need to go for another 12 months. Staff very friendly and told me what was going on. Everything was in place when I left, they made sure I had carers in place.		
Positive		11/02/2014

St Helens and Knowsley Teaching Hospitals NHS Trust		
Outpatients		
Event		
Whiston Hospital - Not informing GP with letters. Not carrying out the recommendations of the doctor. Outpatient Appointment - Waiting times are long despite having times. Broadgreen Hospital - Better communication - clean hospital.		
Mixed		12/06/2013

St Helens and Knowsley Teaching Hospitals NHS Trust		
Outpatients		Whiston
Community group	Stockbridge Village Stay and Play Group	
I had a really good experience at Whiston Hospital while I was there to have my third baby. I went in for a routine appointment as I was overdue, however, I ended up going into labour whilst there. I was treated really well and my midwife was fantastic. I was given my own room and checked on frequently. We had to wait around a little bit when waiting to be discharged but this would be the only thing I could fault.		
Mixed		25/04/2014

St Helens and Knowsley Teaching Hospitals NHS Trust		
Outpatients		
Telephone		
My neighbour recently got discharged from hospital, after being discharged she had to give herself regular injections and had been given a sharps box for the used needles. However she needs the box to be picked up and is not sure what to do, she has contacted the hospital and they weren't sure how to advise her. I feel this is a real concern and that people should be given the right information when being discharged.		
Negative		07/03/2014

Warrington and Halton Hospitals NHS Foundation Trust		
Inpatient Care		
Correspondence		
I have no complaints about my discharge from hospital. Warrington hospital was very good in all my care. It was the after care, maybe a visit from the doctor or district nurse would have been helpful. No follow up from the doctors. I was expecting a phone call to see if all was ok and did I need any equipment. I did get equipment eventually but had to make my own enquiries.		
Positive		26/06/2014

Appendix Two - Questionnaire



Your Local Spotlight on Health & Social Care Services






Please return the completed form to:

Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

Discharge Survey

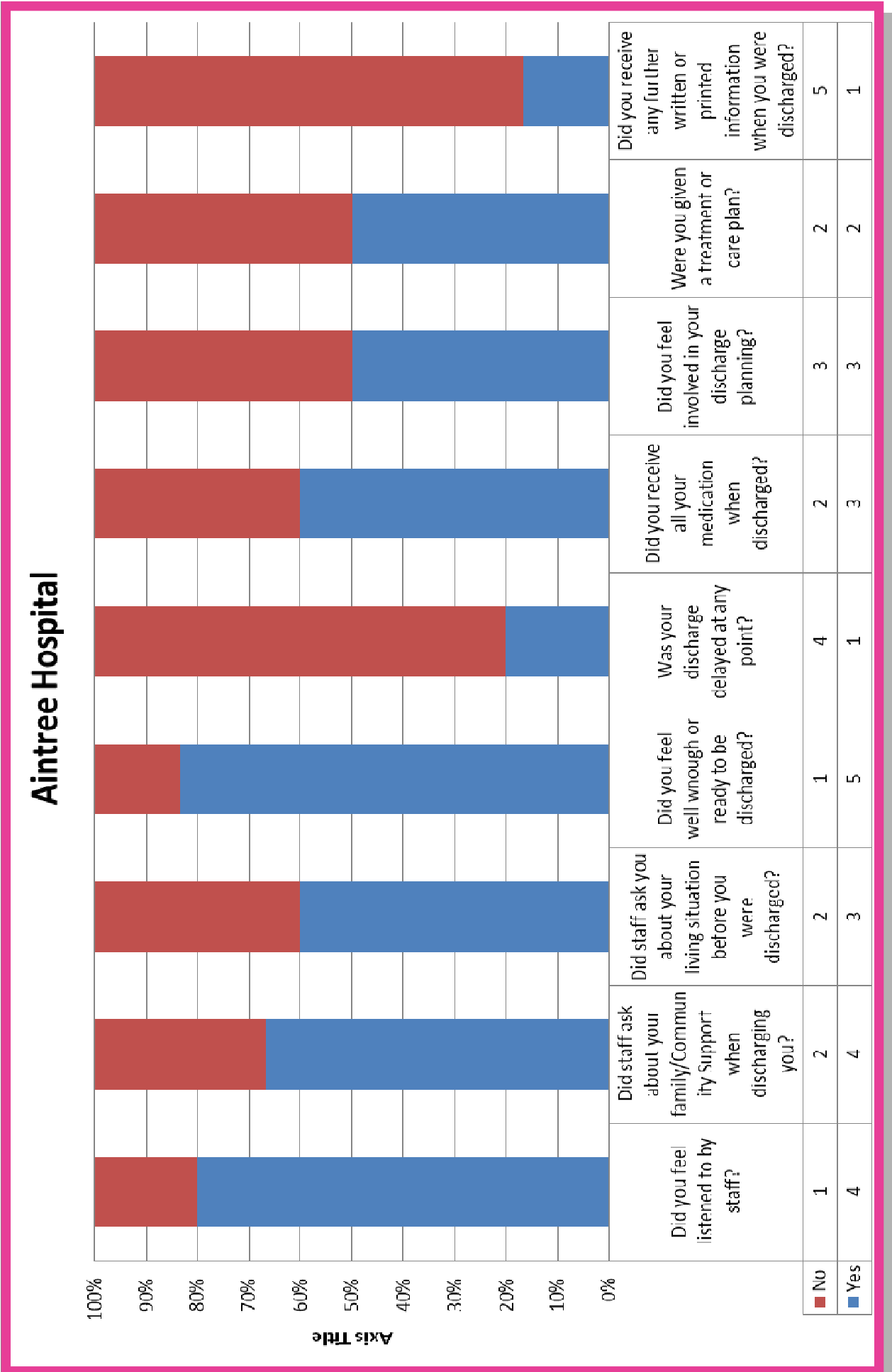
We want to find out why things can go wrong when people are discharged from health and social care settings, as well as look at when things go right. Healthwatch England are undertaking a special inquiry into this issue nationally and want to hear from you. The information you provide in this survey will help to inform this inquiry and provide a national picture of people's experiences of being discharged from health and social care settings.

About Your Discharge	
What health or care setting were you discharged from?	
When were you last discharged?	0-3 months <input type="checkbox"/> 3-6 months <input type="checkbox"/> 6-9 months <input type="checkbox"/> 9-12 months <input type="checkbox"/> more than 12 months <input type="checkbox"/>
Why were you admitted?	
How long was your stay?	1-2 days <input type="checkbox"/> 3-7 days <input type="checkbox"/> 1 - 4 weeks <input type="checkbox"/> More than 4 weeks <input type="checkbox"/>
Tell us about your experience of when you were discharged:	
Did you feel listened to by staff?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did staff ask about your family/community support when discharging you?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did staff ask you about your living situation before you were discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you feel well enough or ready to be discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Was your discharge delayed at any point?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you receive all your medication when discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you feel involved in your discharge planning?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Were you given a treatment or a care plan?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you receive any further written or printed information when you were discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>

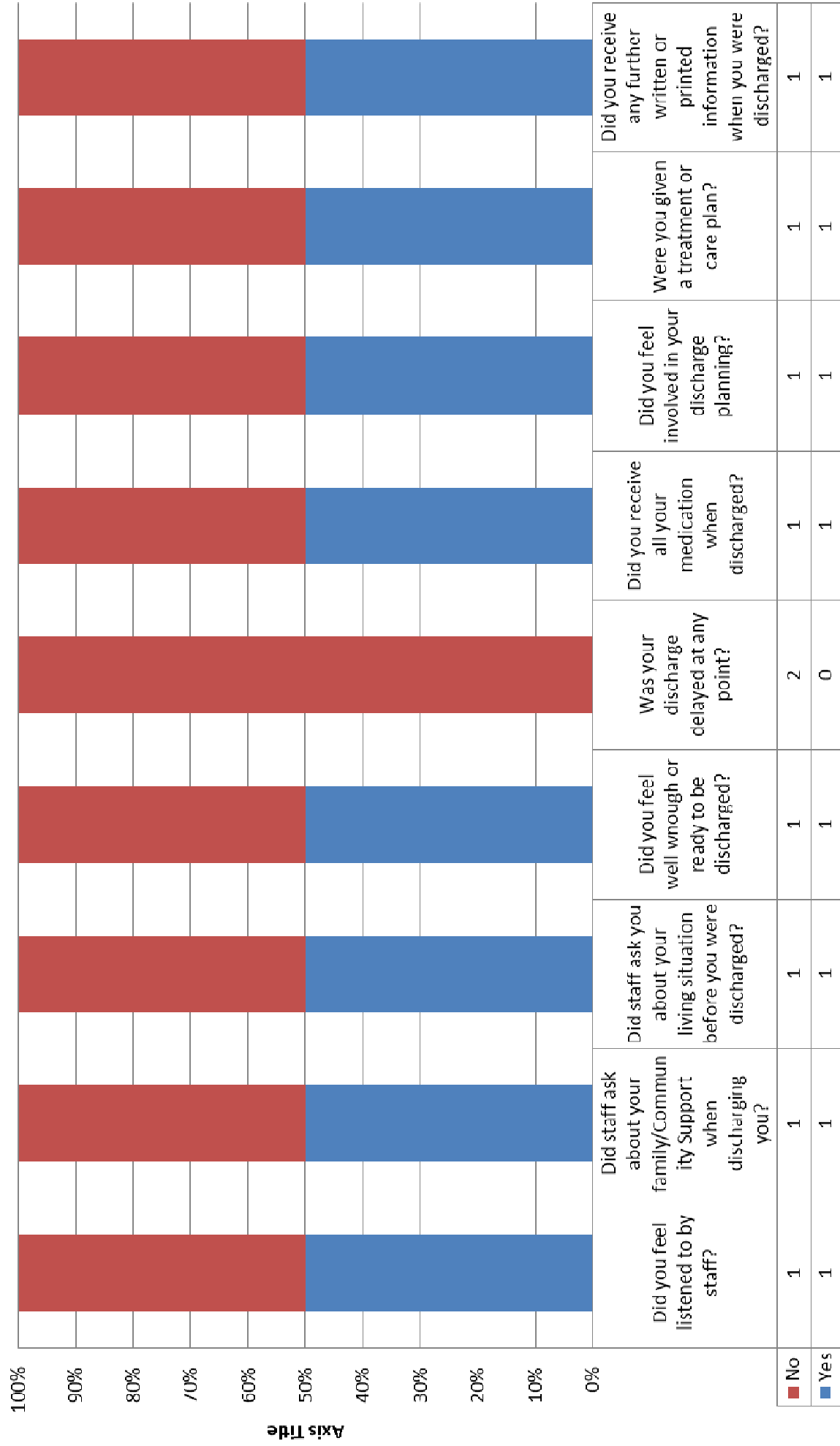
How useful was this information in supporting your recovery?	Useful <input type="checkbox"/> Not Useful <input type="checkbox"/> Not Applicable <input type="checkbox"/>
What time of day were you discharged?	
Were you offered transport?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Please tell us what happened to you after discharge:	
Where were you discharged to?	Own Home <input type="checkbox"/> Care Home (Old) <input type="checkbox"/> Care Home (New) <input type="checkbox"/> Other (please state) <input type="checkbox"/>
Were you readmitted within 28 days of being discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Did you access any other health or social care services after being discharged?	Yes <input type="checkbox"/> No <input type="checkbox"/>
How easy was it to access additional support?	Very Easy <input type="checkbox"/> Easy <input type="checkbox"/> Neither <input type="checkbox"/> Hard <input type="checkbox"/> Very Hard <input type="checkbox"/>
Did anyone contact you following your discharge?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Any other comments:	
<p style="text-align: center;"> Excellent Good OK Not Good Poor      </p>	
Diversity Information:	
Your age:	
Your gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>
Ethnic Origin:	
First 3 letters of your postcode:	
Do you have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Which of these best describes your situation?	
Full-time work <input type="checkbox"/> Part-time work <input type="checkbox"/> Self Employed <input type="checkbox"/> Government Scheme <input type="checkbox"/> Full-time education <input type="checkbox"/> Retired <input type="checkbox"/> Unemployed <input type="checkbox"/> Unable to work <input type="checkbox"/> Looking after family/home <input type="checkbox"/> Other (please state) <input type="checkbox"/>	
Do you have a religion or belief?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please state:	
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Do you currently live in the gender you were given at birth?	Yes <input type="checkbox"/> No <input type="checkbox"/>

Thank You for completing this survey

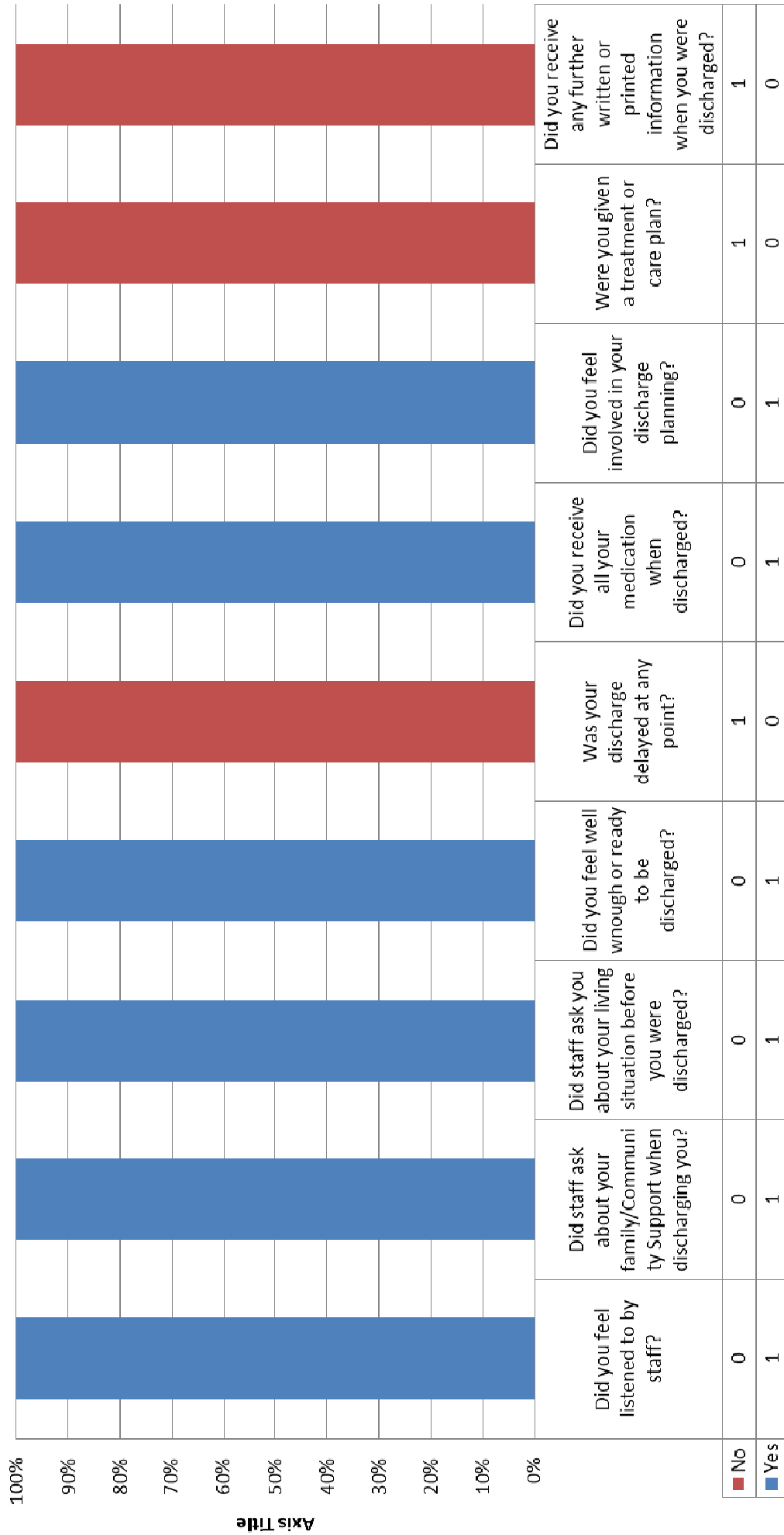
Appendix Three - Data



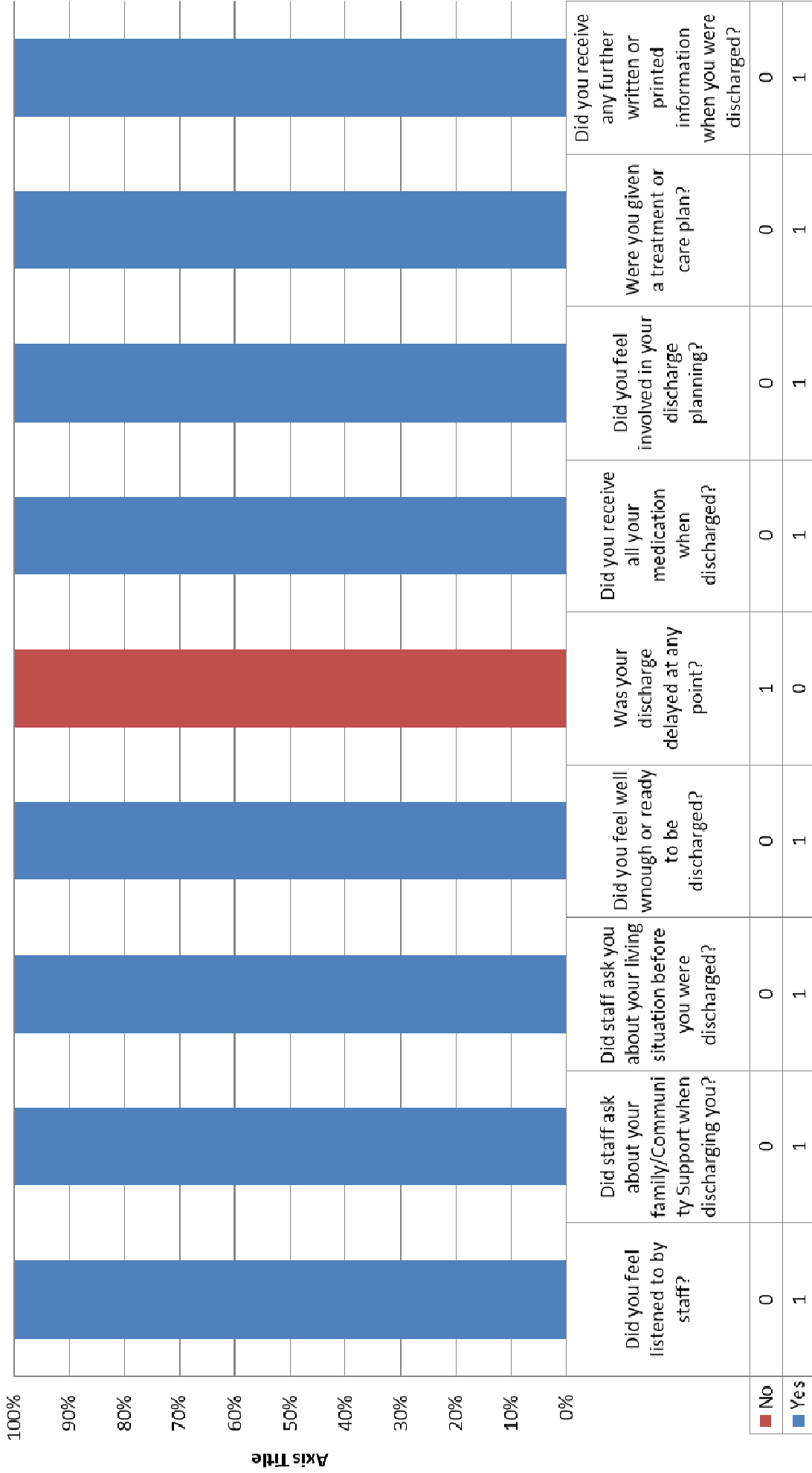
Royal Liverpool & Broadgreen Hospital



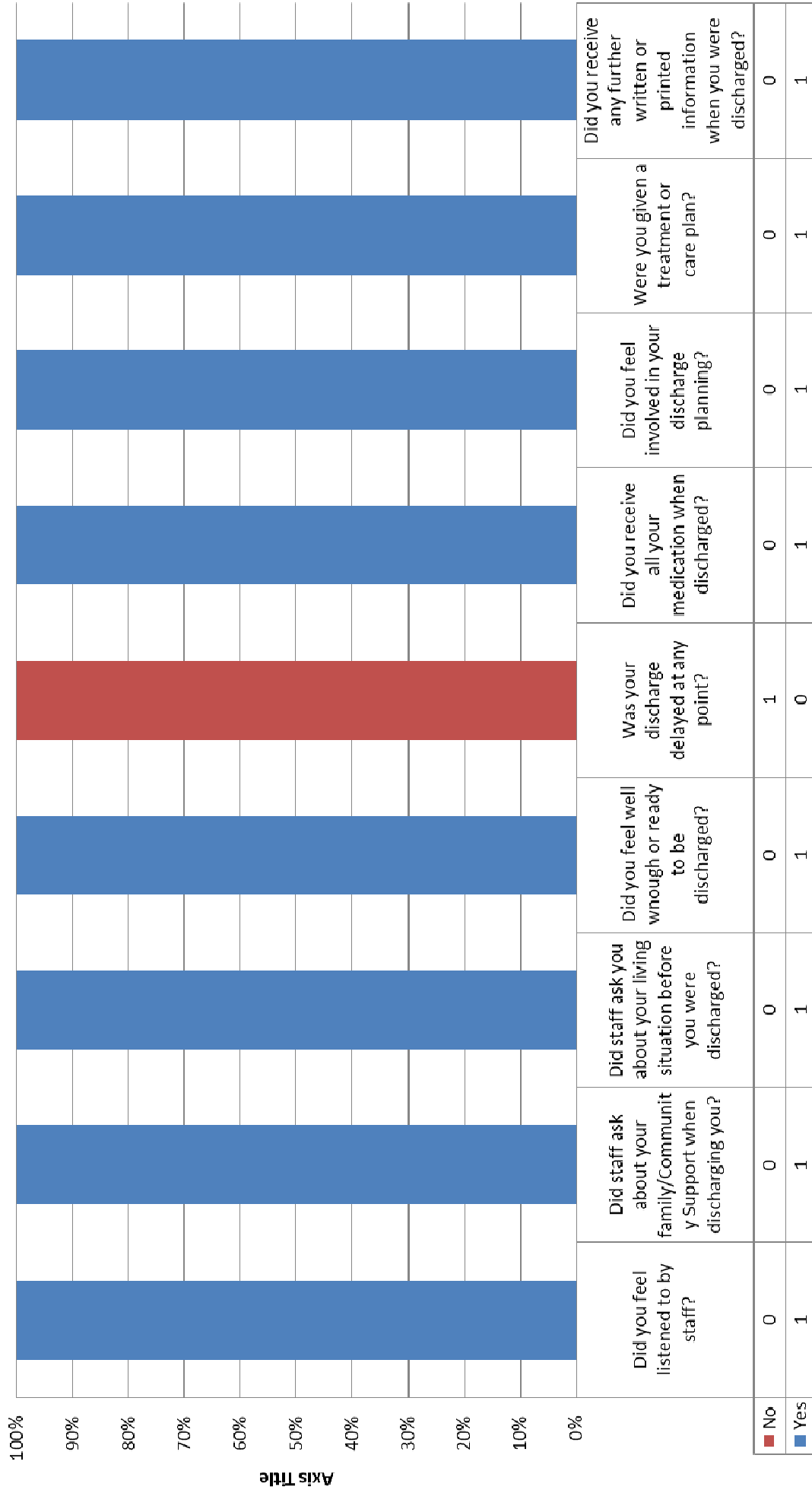
St Helens & Knowsley Hospital



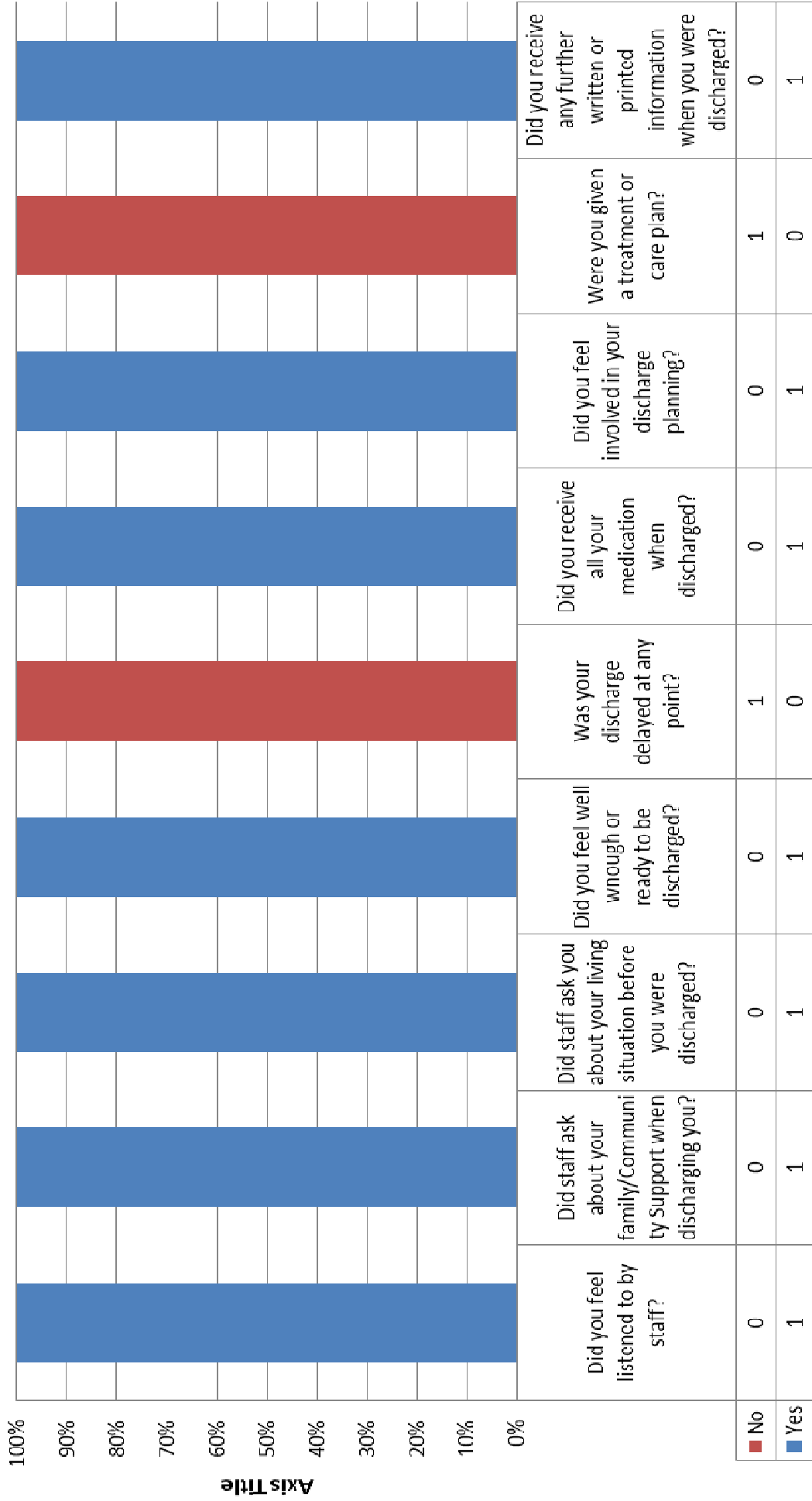
Liverpool Womens Hospital



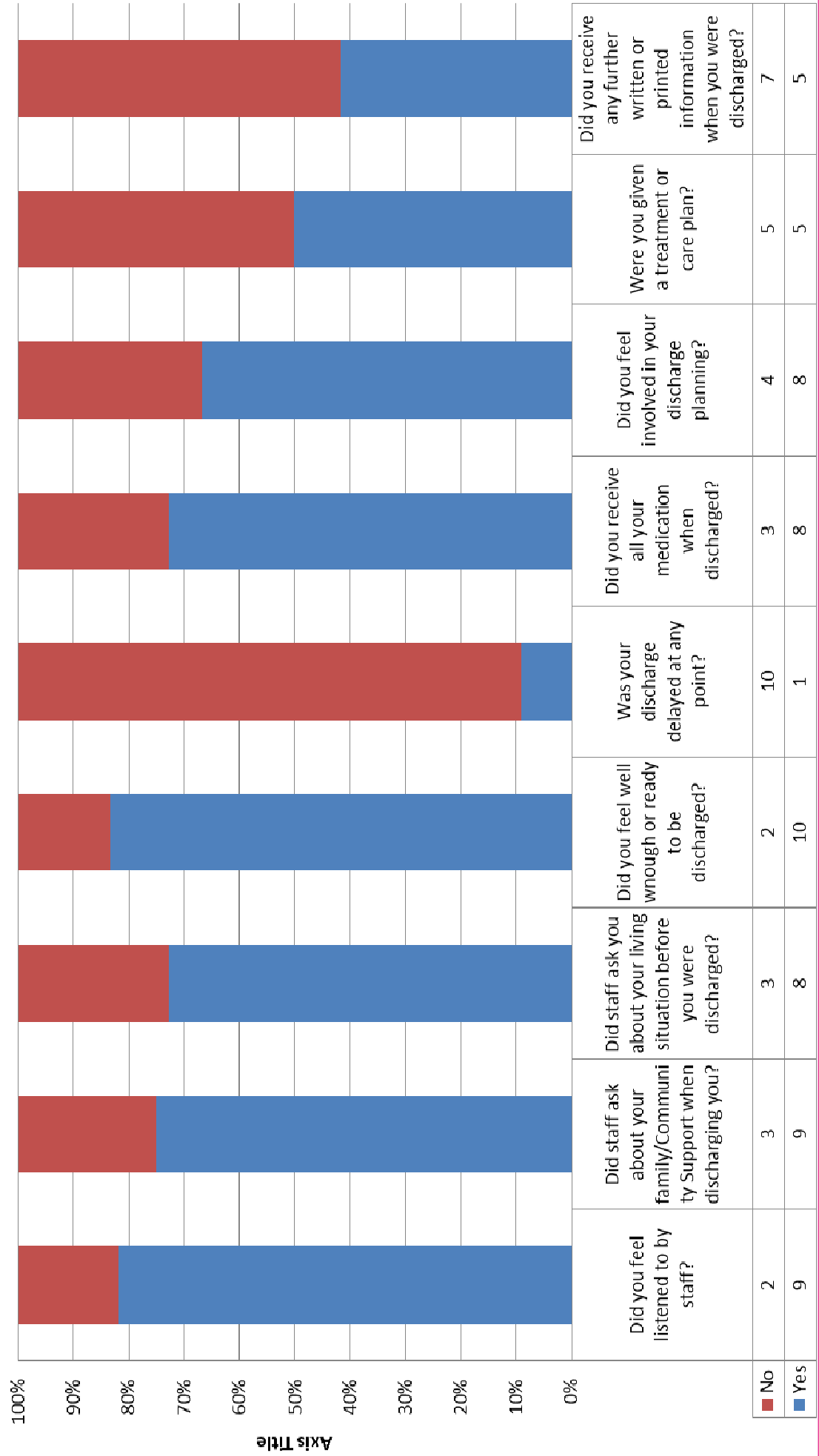
Alder Hey Hospital



Warrington and Halton Hospital



Overall Scores



Control Sheet

Date Submitted	1/8/14
Date Response due	
Date Response Received	
Follow up actions	

Submitted to:

Trust	
NHS Knowsley CCG Lead Nurse	
NHS Knowsley CCG Lay Advisor	
NHS Knowsley CCG Accountable Officer	
NHS Knowsley Patient Engagement Manager	
Local Authority Commissioner	
Cabinet Member for Health & Social Care	
NHS England Quality Surveillance Group	
Healthwatch Knowsley Website	



Healthwatch Knowsley

The Old School House, St. Johns Road,
Huyton, Knowsley

L36 0UX

Telephone: 0151 449 3954

Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk