

Patient Experience Report

Knowsley Integrated Provider Services - Quarters 1&2

Compiled by Healthwatch Knowsley, for presentation to
Quality Surveillance Group



November 2013

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About Healthwatch Knowsley

Healthwatch gives people a powerful voice locally and nationally. At a local level, local Healthwatch Knowsley works to help local people get the best out of their local health and social care services. Whether it's improving them today or helping to shape them for tomorrow. Local Healthwatch is all about local voices being able to influence the delivery and design of local services. Not just people who use them, but anyone who might need to in future.

What is Healthwatch?

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of our 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) and also represents the views of people who use services, carers and the public to the people who commission plan and provide services.. Healthwatch provides a signposting service for people who are unsure where to go for helps and also a complaints advocacy service to support people who make a complaint about services. Healthwatch can also report concerns about the quality of health care to Healthwatch England, which can then recommend that the Care Quality Commission take action.

Our 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 will ensure that the following routes into community members are maintained.

- Community 'word of mouth' through existing community involvement avenues developed under Knowsley LINK.
- Roadshow activities
- Community Based Activities/Partner Events
- Working closely with existing networks in Knowsley
- Community Focus Groups
- Coffee Mornings
- Social Media including Facebook/Twitter and Website activities
- Healthwatch Information stands

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

Currently Healthwatch Knowsley are using the Healthwatch England 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 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

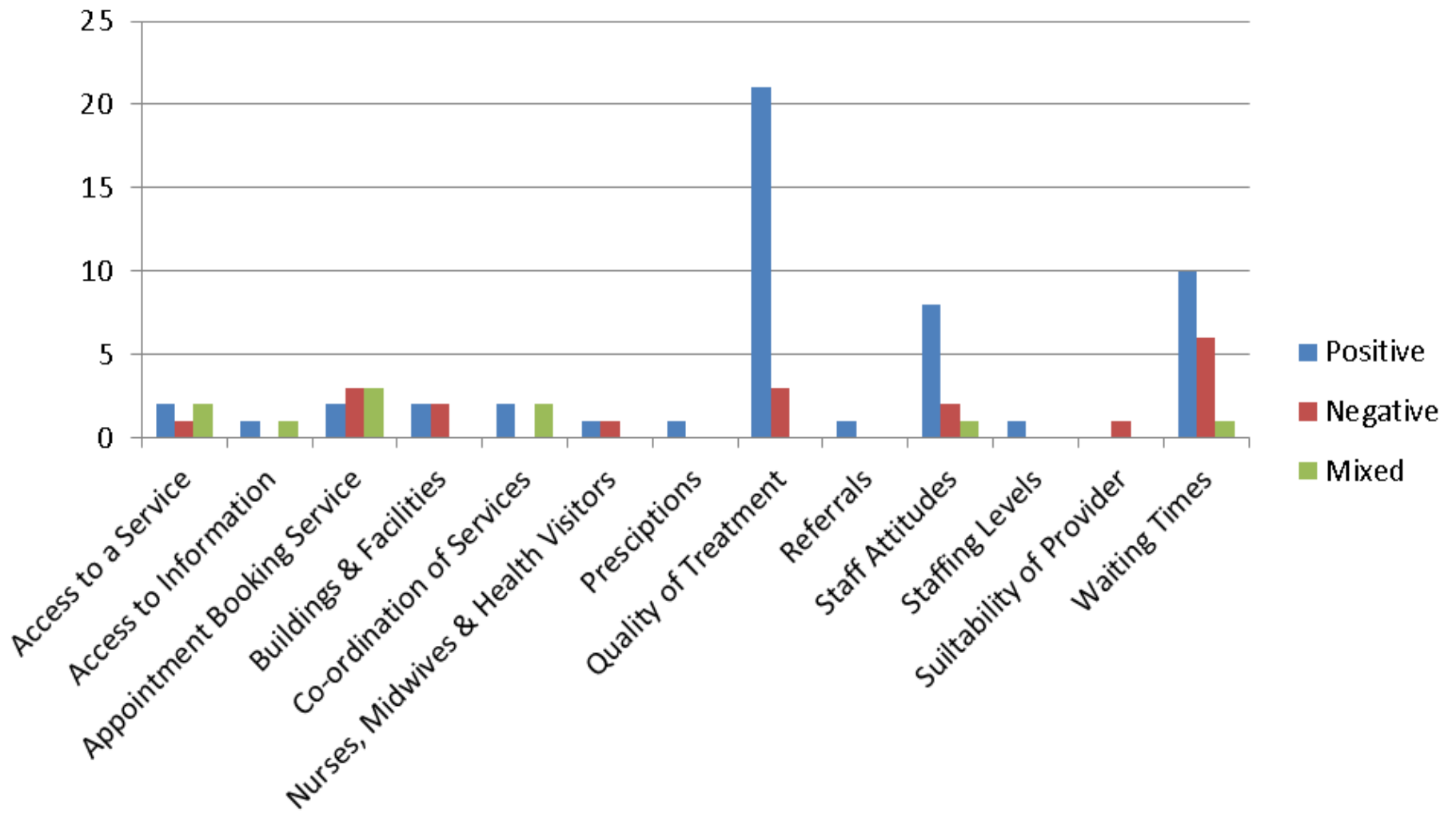
During the period for which the report relates 52 comments have been collated which contained a combination of positive and negative comments. The main headings that these comments related to were:

- Access to a Service
- Access to Information
- Appointment Booking Service

- Buildings & Facilities
- Co-ordination of Services
- Nurses, Midwives & Health Visitors
- Prescriptions
- Quality of Treatment
- Referrals
- Staff Attitudes
- Staffing Levels
- Suitability of Provider
- Waiting Times

A breakdown of the comments is shown below:

Domain	Positive	Negative	Mixed
Access to a Service	2	1	2
Access to Information	1		1
Appointment Booking Service	2	3	3
Buildings & Facilities	2	2	
Co-ordination of Services	2		2
Nurses, Midwives & Health Visitors	1	1	
Prescriptions	1		
Quality of Treatment	21	3	
Referrals	1		
Staff Attitudes	8	2	1
Staffing Levels	1		
Suitability of Provider		1	
Waiting Times	10	6	1



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

Recommendations

Overall satisfaction levels are still high with the Integrated Provider Service in Knowsley, however some people are still reporting long waits at the Treatment Rooms.

Steps should be taken to ensure that appointments are made at a suitable time for the patient and that there are sufficient staff available to ensure that waiting times are minimised

See Comments KNO1226 (P9), KNO770 (P11), KNO289 (P11), KNO769(P12), KNO195 (P13), KNO258 (P13)

Appendix One - Comments

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	My Dad needed his ear syringing and the lady at the Walk in Centre was fantastic she asked about dad's medication and condition. Once she found out about this condition she asked why we'd been sent to the walk in centre she then told us dad would need ear suction which the walk-in centre could not do.
KNO1218	Coordination of Services Access to a Service Access to Information
Mixed	28-August-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	My dad was referred to the walk in centre and was told he would have to wait 24 weeks for an appointment, when I told them he was 92yrs of aged they phoned back the next day with an appointment.
KNO1226	Appointment booking service Waiting times
Mixed	28-August-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Community Nursing
Comments	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.
KNO1706	Coordination of Services

	Access to a Service
Mixed	20-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Health Centres
Comments	Nurses were lovely. Felt booking in was not as easy as last used service in Kirkby Suite and felt the number system would have been easier . Today was hard to hear name being called and no signs to book in for actual service,
KNO159	Appointment booking service
Mixed	06-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Hard to book an appointment, have to book before 8am. When I have been to Nutgrove GP, it has been empty. Walk in centre very good but would ideally like to see own GP. Feel that maybe due to the surgery having goals,i.e reduce waiting times. Seems only one nurse, when she is away, no other nurse cover. GP excellent when you see them and staff on reception.
KNO284	Staff attitudes Appointment booking service
Mixed	14-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Audiology appointments held at St Chads but you have to phone Aintree to re-book the appointment rather than there and then at St Chads.
KNO197	Appointment booking service
Negative	06-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
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Service Type	Health Centres
Comments	Kirkby walk in centre. Called NHS direct about needing a doctor due to reaction from insect bite. Was told could go to Old Swan at 1.30am. Asked if could go to walk in centre the next day, told that would be fine. When went to walk in centre was told couldn't access doctor due to living in Fazakerley and was told to go to Aintree Hospital to get an appointment.
KNO147	Appointment Booking Service
Negative	06-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	I went to the walk in centre for podiatry. When I arrived I asked was I first to be seen and I was told that I was. I arrived at 12.10 and at 12.40 another lady came in and went to get her ticket. This lady told me that she was first. She had gone out and come back in. I was then told by the staff that this lady was first and that there had been a misunderstanding. I waited until 12.50 to see the podiatrist. I found this frustrating. There should be a better system to record who has arrived and when.
KNO770	Waiting times
Negative	19-July-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Using specialised services - not able to use the walk in centre and told to go back to the District Nurse. Waited several hours before being told that can't be seen.
KNO289	Quality of treatment Waiting times
Negative	14-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Health Centres Primary Care/GPs

Comments	GP - reception staff are not helpful at the GP. Hard to book an appointment. I'm diabetic and have to wait for an appointment. St Chad's disabled toilet - lock was not working - no handrail (I'm blind).
KNO174	Building and Facilities Staff attitudes Appointment booking service
Negative	06-July-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Health Centres
Comments	9th May 2013 My brother who is disabled had a chiropody appointment. I am Patient A's sister and carer, he lives with me. I had to drop my son off at school and asked to leave my brother for 5 minutes, The chiropodist (name supplied) was very abrupt with me and patient A. She indicated that I neglect patient A by leaving him for 5 minutes. She was not nice at all. Also his feet were still sore after her treatment.
KNO161	Staff attitudes
Negative	06-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	I've now been seen to at the Tower Hill Health Centre to have my ear freed of wax but at the walk in centre in Kirkby, it was a 2 hour wait. I was very disappointed at this,
KNO769	Access to a Service Waiting times
Negative	19-July-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Walk in centre in town not been used for the right reasons - should be better triage so that people are seen quickly. This would take pressure off A&E.

KNO195	Suitability of Provider (Organisation) Waiting times
Negative	06-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	When my husband visited the walk in centre with a chest infection he was waiting over two hours to be told by the nurse that they could not treat him as he was in Warfarin. They could have put a sign up to advise people on arrival that this was procedure.
KNO258	Quality of treatment Waiting times
Negative	12-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	I came to the walk in centre due to a sore throat and I waited over 1.5 hours. I was very ill because I was suffering from septic tonsillitis which I get on a regular basis. The nurse called me in and she told me it was tonsillitis but didn't prescribe me any medication because she didn't know what I was allergic to as a few antibiotics have caused me to become very ill in the past. The nurse was rude, unhelpful and only when I started crying with pain and frustration, the nurse booked me in with the doctor on shift who gave me antibiotics. Overall I was sad that the nurse made me feel the way she did and because I was back in work the next day I was stressed out.
KNO96	Nurses, Midwives and Health Visitors
Negative	06-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Dentistry Primary Care/GPs
Comments	I live in the middle of Huyton. I would say that the services in terms of

	Walk in Centres, Dentists and Community Services are excellent. I recently attended the Walk in in Huyton Village with my Grandson, this facility was organised, clean and effective in the service it provided,
KNO89	Building and Facilities
Positive	06-April-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Backpain visit GP, appointment system good, always get an appointment within a few days. Ebony Road, Tower Hill, staff very good, listened to. St Chads sometimes have to wait for appointment. Given a number to ring if condition gets worse, gets an appointment straight away. St Chads for blood for when blood is high, make sure its ok.
KNO95	Appointment booking service
Positive	06-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Health Centres
Comments	Visited Kirkby walk in centre on Sunday 2nd June. Son had a thumb infection since Saturday. Initially concerned as time on wall stated 2hr wait time. Seen by nurse within 20 minutes. She was concerned the infection needed draining and advised taking him to A&E. I was concerned that Alder Hey would have a long wait, the nurse advised Ormskirk Hospital also had a children's A&E. So took him there, was seen by a doctor, thumb drained and antibiotics provided within 30-40 minutes of arrival.
KNO146	Waiting times
Positive	06-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Used the walk in centre a few times. 20 minute wait - short waiting time. Used about 4 times, access to nurses is good. Hood service.

KNO253	Waiting times
Positive	06-December-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Community Nursing End of Life Care
Comments	The McMillan nurses visited my mum. They kept the family informed at every stage. Jenny and Marg are fab, they take care of everything, nothing is too much for them. They even went to my mums funeral and kept in touch for a few months afterwards. Jennie was one of the co-ordinators, she is fab. The Heart failure team at Marie Curie was so attached to mum they are excellent. I could not fault them in a any way.
KNO1881	Quality of treatment
Positive	30-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Community Nursing
Comments	District Nurse Service - Knowsley resident but have a Liverpool GP. On the whole this service is good but promise of shower stockings (lower leg) from February did not happen. We assumed as we were told about them that the nurses would order them, because each time we reminded them, that was our understanding. We were advised in July by the specialist Vascular Nurse Practitioner that perhaps we should ask our GP. This resulted in 1 protective stocking being prescribed - I've now asked for a second one as both legs are bandaged. A communication issue. Overall the nurses are wonderful in what they do, but I feel that they are overloaded.
KNO977	Coordination of Services Access to a Service Staffing Levels
Positive	08-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
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Service Type	Primary Care/GPs
Comments	Really good Dr, understanding, just wait for appointment, repeat prescription service good.
KNO182	Prescriptions Waiting times
Positive	06-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	I Had an accident in the garden and went to the walk in centre and have been going back ever since to have my dressing changed. I couldn't wish for anything better.
KNO350	Quality of treatment
Positive	20-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Physiotherapy
Comments	My physio is excellent and I have had a really good experience (name supplied) - very good at listening and very hands on with treatment, explains exercises to do at home well.
KNO179	Staff attitudes
Positive	06-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Physiotherapy
Comments	Good. The physiotherapist was friendly and efficient (name supplied) and referred me to another physiotherapist for acupuncture.
KNO180	Staff attitudes
Positive	06-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
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Service Type	Community Nursing Rehabilitation
Comments	The Knowsley Falls Team are excellent, my mum was referred by her GP following her fall, we had no waiting time and the information received about service was clear and informative and the staff are great.
KNO1642	Access to Information Quality of treatment Staff attitudes Waiting times
Positive	18-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Health Centres
Comments	My Doctor recently sent mt for investigations to Aintree Hospital where I found the service to be quick and efficient. I had an extra ECG all within 45 minutes. I was later referred to a heart consultant at the new health centre in Kirkby where the treatment was more efficient and the staff were excellent.
KNO178	Waiting times
Positive	06-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Podiatry at Nutgrove villa. Blood tests - excellent service, it was through going to the walk in centre that my diabetes was diagnosed.
KNO237	Quality of treatment
Positive	06-December-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	I prefer to go to the walk in centre than the GP.

KNO239	Quality of treatment
Positive	06-December-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Nutgrove villa - Excellent Service, treated with respect - all positive.
KNO240	Quality of treatment
Positive	06-December-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Have been going to Nutgrove villa for a while for treatment - podiatry - had a few minor operations. Cannot fault the appointment system. The staff are very friendly - you know what to expect when you get an appointment.
KNO250	Staff attitudes Appointment booking service
Positive	06-December-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Near to home, staff are really friendly and helpful.
KNO254	Staff attitudes
Positive	06-December-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Very helpful - go for podiatry, physio and because I am a diabetic. Got a bite and had a reaction, the GP's got me to the hospital. Staff are really helpful, very good service. Should be more places like this.

KNO256	Quality of treatment Staff attitudes
Positive	06-December-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Chiropody Primary Care/GPs
Comments	On June 6th 2013, I attended Nutgrove villa with deep tissue bruising to wrist, I saw the Triage Nurse. She was very professional in her treatment and saved me going to Whiston Hospital. Fabtastic, I was in and out within 30 minutes. Also go every 6 months to see the Chiropodist - good local service.
KNO295	Quality of treatment Waiting times
Positive	14-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Chiropody Primary Care/GPs
Comments	Chiropodist - Brilliant Service! Good to think that its there if you need it.
KNO298	Quality of treatment
Positive	14-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Seen straight away, very pleasant atmosphere - the receptionists are very friendly. Very good.
KNO386	Quality of treatment Staff attitudes
Positive	21-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
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Service Type	Primary Care/GPs
Comments	My grandson had an ulcerated leg and went to Nutgrove villa, they referred him to Whiston where he had an operation for a varicose ulcer. After the operation another ulcer developed and he went back to Nutgrove Villa who, again, referred him back to Whiston to see a vascular surgeon.
KNO428	Referrals Quality of treatment
Positive	26-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Excellent service - I couldn't get an appointment with my GP - went to Nutgrove villa with celulitis in my leg. Did not have to wait long to be seen.
KNO435	Quality of treatment Waiting times
Positive	26-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Dentistry
Comments	The Dentist at Nutgrove villa is good.
KNO1447	Quality of treatment
Positive	09-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	I attended Nutgrove Walk-in Centre with an injury to my leg. I had nicked a vein in my leg. Staff at Nutgrove Walk-in Centre are fantastic, I was seen really quickly and the treatment I received to my leg was excellent.
KNO1718	Quality of treatment

	Staff attitudes Waiting times
Positive	23-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	District Nurse/Health Visitor Primary Care/GPs
Comments	I suffer from COPD and am looked after by the COPD community nurses. They do the most marvellous job, they are on call 24 hours per day 7 days a week and if there is an exasperation of my COPD, they are there for me in minutes and I am looked after by them and their team until I am better. I cannot praise them enough. Nutgrove villa, our local walk in centre, does an excellent job. They got my grandson's ulcerated legs seen to after his own GP told him that he couldn't do anything until his veins started to bother him. He was 16 when he first went with his legs and it is now 6 years on and it has taken Nutgrove villa to get him seen by a surgeon. Thank you Nutgrove Villa.
KNO544	Referrals Nurses, Midwives and Health Visitors Quality of treatment
Positive	07-February-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Health Centres Primary Care/GPs
Comments	Excellent service "People speak to You".
KNO99	Quality of Treatment
Positive	06-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Health Centres
Comments	The service was good. Only complaint is when you sit around the corner you cannot hear your name being shouted by the nursing staff.
KNO160	Buildings and Facilities

Positive	06-June-13
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Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Health Centres
Comments	Excellent service - from start to finish 20 mins - Excellent direction from reception staff. Spoke to people before and after me, had nothing but praise for the service they had received and in such pleasing surroundings.
KNO177	Building and Facilities Waiting times
Positive	06-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	The Rheumatology blood and monitoring clinic is now held in the newly opened St Chad's Health Centre. The receptionists are most helpful in directing people to the right clinics / services etc. The Rheumatology service is now more efficient. Monitoring and blood tests are done by the same health professional. No waiting in a queue for each part of the service. Results and next appointment are sent out within 3-4 days.
KNO973	Coordination of Services Access to a Service Staff attitudes Waiting times
Positive	08-September-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Health Centres
Comments	Excellent service - great asset to the community.
KNO162	Quality of Treatment
Positive	06-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
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Service Type	Primary Care/GPs
Comments	Walk in centres - reassuring, helpful and bridge the gap between GP appointment times - accessibility.
KNO363	Quality of treatment Appointment booking service Same day Appointment
Positive	21-June-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Dentistry
Comments	Dentist knows I am scared of the dentist - treats me well.
KNO1327	Quality of treatment
Positive	09-May-13

Provider Details	5 Boroughs Partnership NHS Foundation Trust
Service Type	Primary Care/GPs
Comments	Doctor explains to my sister so that my sister can then explain to me
KNO1517	Quality of treatment
Unclear	13-September-13

Control Sheet

Date Submitted	02/12/2013
Date Response due	13/01/2014
Date Response Received	
Follow up actions	