



healthwatch
Knowsley

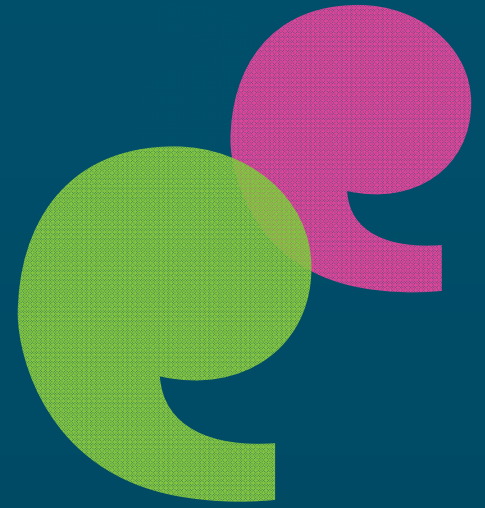
Patient Experience Report

St Helens & Knowsley Hospital

Quarter 1

Compiled by Healthwatch Knowsley





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About Healthwatch Knowsley

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

What is Healthwatch?

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

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

What we do

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

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

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

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



Mission Statement

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



Our Values

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

How this report was compiled

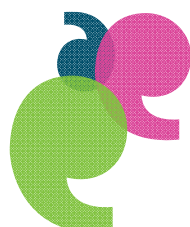
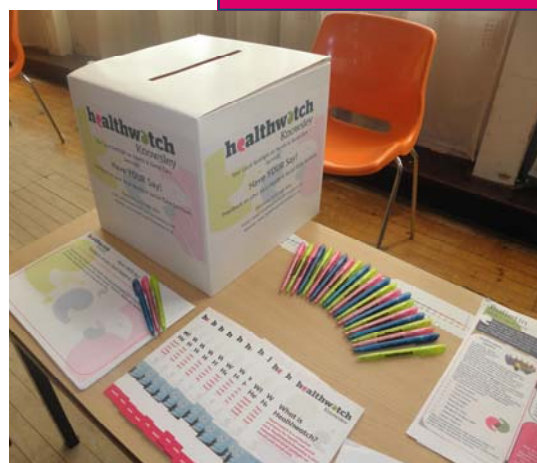
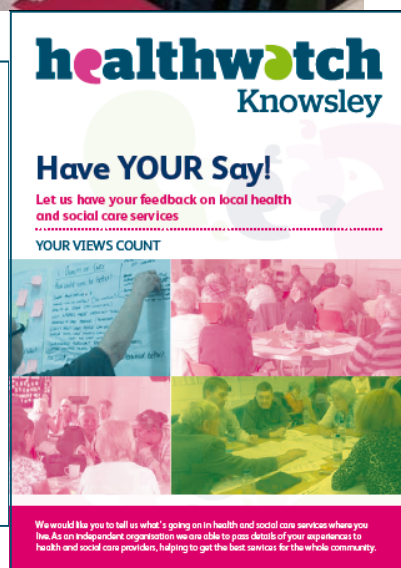
To effectively capture the views of community members in terms of the Health and Social Care services Healthwatch ensures that the following routes into community members are maintained.

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

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

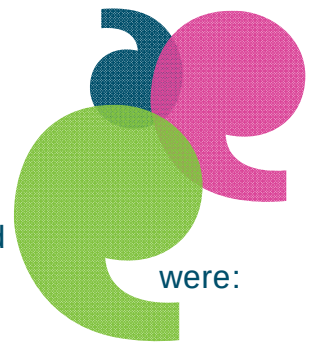
Currently Healthwatch Knowsley is using the Healthwatch England Information Hub to record anonymised patient and community based experiences. Using this database specific reports can be compiled providing information around a service area or trend raised by community members.

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

Summary of Comments

This report relates to the period April to June 2013 during which time 40 comments have been collated, which contained a combination of positive and negative comments. The main headings that these comments related to



Cleanliness & Infection Control
 Communication
 Coordination of Services
 Dignity & Respect
 Equality
 Food & Hydration
 Patient Transport
 Prescriptions
 Quality of Treatment
 Records Management
 Staff Attitudes
 Waiting Times

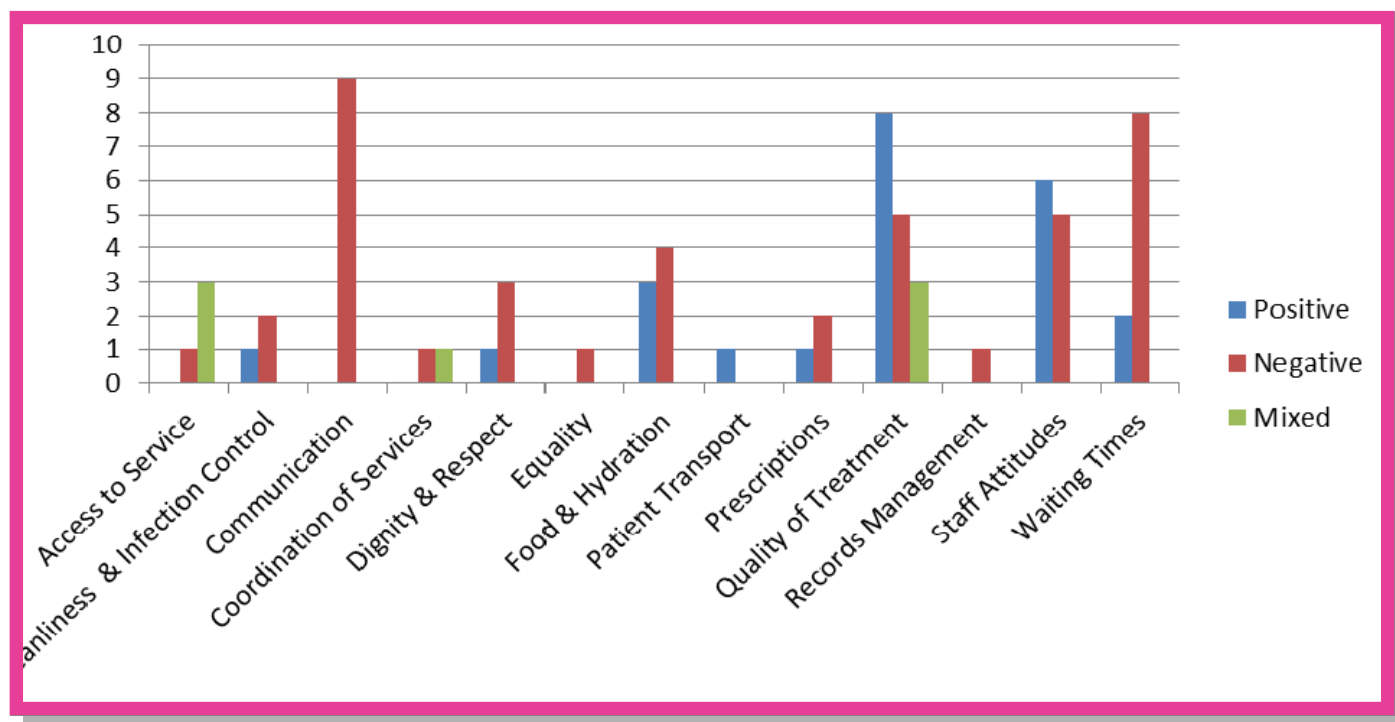
A breakdown of the comments is shown below:

	Positive	Negative	Mixed
Access to Service		1	3
Cleanliness & Infection Control	1	2	
Communication		9	
Coordination of Services		1	1
Dignity & Respect	1	3	
Equality		1	
Food & Hydration	3	4	
Patient Transport	1		
Prescriptions	1	2	
Quality of Treatment	8	5	3
Records Management		1	
Staff Attitudes	6	5	
Waiting Times	2	8	

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



Breakdown of comments



The clinical areas these comments relate to are:

A&E	5
Cancer Services	2
Cardiology	3
General	1
Inpatient Care	12
Maternity	1
Obstetrics & Gynaecology	2
Orthopaedics	1
Outpatients	13

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

Key Trends

Many people are satisfied with the quality of treatment they receive, however waiting times remain an issue at the Trust, particularly in Accident and Emergency. Communication, between departments, with GPs and most especially with patients and carers remains worrying with nine people commenting on it.

Appendix 1—Comments

Provider Details St Helens and Knowsley Teaching Hospitals NHS Trust	
Comments	Accident and Emergency Concerned about a skin condition - nurse at GP surgery suggested going to A&E and the walk in centre. I arrived at A&E at Whiston Hospital and waited 2 and a half hours and was told I wouldn't be seen. No explanation given as to why.
27/06/2013	Access to a Service
Sentiment	Negative

Provider Details St Helens and Knowsley Teaching Hospitals NHS Trust	
Comments	Accident and Emergency I use the shuttle service at Whiston Hospital and it is excellent.
26/06/2013	Whiston A&E is excellent. Patient Transport
Sentiment	Positive

Provider Details St Helens and Knowsley Teaching Hospitals NHS Trust	
Comments	Accident and Emergency I fell and knocked my teeth out. The doctor told me I should have come in sooner. I didn't like the doctor.
22/07/2013	Quality of treatment
Sentiment	Negative

Provider Details St Helens and Knowsley Teaching Hospitals NHS Trust	
Comments	Accident and Emergency I went to Whiston Hospital and waited from 10.30pm until about about 4am in the morning. I was waiting in the waiting room but went outside to get some air, when I returned, I waited another hour then I asked at the desk, they informed me that I had been called and put down as a no show and would have to sign in again and wait another 3-4 hours (I had a head injury) even though several people in the waiting room could confirm that I had not left the hospital and was just outside getting some air.
21/06/2013	Waiting times
Sentiment	Negative

Appendix 1—Comments

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments		Walk in centre Accident and Emergency
		Spoke to GP about concerns that my son had a blood clot. We were referred to the walk in centre for a blood test and then referred to Whiston Hospital for treatment. We had to wait for over 2 hours (issue as son has learning disability and couldn't understand). The hospital didn't adapt or make reasonable adjustments for his disability at A&E. An ambulance was not arranged to take us to A&E, we had to make our own way. We were sent a nurse to explain what would happen to my son, this was arranged through the speech therapist at Whiston Hospital.
	27/06/2013	Waiting times
Sentiment		Negative

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments		Whiston Hospital Cancer Services
		I go for a checkup at Whiston twice a year - staff are great.
	12/06/2013	Quality of treatment
Sentiment		Positive

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments		St Helens Hospital Cancer Services
		Treatment at St Helens - good, staff were great
	12/06/2013	Quality of treatment
Sentiment		Positive

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments		Cardiology
		2 years ago I had a bad experience at Whiston Hospital. I have complained to Whiston. I went in for an angiogram, I had three in the past, the fourth angiogram was in my groin. I am convinced (name supplied) damaged my leg. I am due to have another angiogram but will not go back to the same consultant. I ended up going to another hospital. I did not want to take this any further. Otherwise a good response from Whiston in the past.
	26/06/2013	Quality of treatment
Sentiment		Negative

Appendix 1—Comments

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Whiston Hospital Cardiology I had been having blackouts and thought I had a problem with my eyes. I was put on a 7 day monitor and it was found that my heart was missing a beat. It was found that I had heart failure and needed a pacemaker. I know go for regular checkups at my GP. I have no complaints at all.
26/06/2013	Quality of treatment
Sentiment	Positive

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Cardiology I am my mums carer. My Mum has been waiting for appointments for a couple of months. My Mum is ill, she has heart disease, Angina. We have been to meetings at the hospital. It took 1.5 years to get my Mums medication right for her Angina. She has been waiting for an operation for over a year and she has still not got a date. We go to an Angina group at Broadgreen Hospital.
20/06/2013	Waiting times
Sentiment	Negative

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Whiston and GP Surgery Inpatient Care Cost effective to use more resources within prevention - GP's providing regular health check annually rather than people reaching crisis point. Blood pressure check etc role could be completed by Practice Nurse. Overall more work needs to be done re prevention. Experience of Cardio Rehab at Whiston Town hall was brilliant. I was touch and go following a heart attack - Excellent service through Whiston LHC. Cardio Rehab helped me regain confidence, used "Activity for Life" fantastic programme, well organised, very supportive. Heart attack took place in the afternoon and Team waiting at A&E - concern that the same level of cover and response over weekends.
14/06/2013	Access to a Service
Sentiment	Mixed

Appendix 1—Comments

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Inpatient Care	My mother was in and out of Whiston Hospital a few times. The last visit my mum had dementia. They swabbed her, she had MRSA. They put my mother in a side ward. The table with a ddrink on was too far to reach. Her lips were dry. The dinner would be there not eaten but my mother had no dentures in. I think the worst thing was when I went to visit, they had put a bed table across her with a hot drink and no mlid on it. She had reached up and the drink nhad tipped on her. She had been like that for a while, skin was marked. No-one had been to check upon her. I then went and got someone who got cream from the doctor. Asked to see a nursing officer and was told I would have to come back another day and when I did, the nurse said she would look into it and write back to me, never heard back and mother went back to nursing home and I did not pursue, I rang up after a months and she said she would let me know outcome, my mother has been dead 4 years.
14/06/2013	Dignity and Respect	
Sentiment	Negative	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Inpatient Care	I had an operation on my arm and was in hospital for 2 days. I felt like the staff were under pressure because there was only a few to look after everyone. I wasn't given any information after leaving.
09/07/2013	Doctors	
Sentiment	Negative	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Inpatient Care	The Hospital (Whiston) - wanted to go home. The staff were nice, hospital surroundings good. 3 or 4 times have been put in hospital, Dave Burn's nurse was very good, food OK. Have appointment to go back.
06/06/2013	Doctors	
Sentiment	Positive	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Inpatient Care	Overnight stay for observation. Smashing - very good. I was cared for and treated well during my stay. Food wasn't nice.
26/06/2013	Food and Hydration	
Sentiment	Mixed	

Appendix 1—Comments

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Inpatient Care	Whiston food was excellent. Appointments have been really listened to, not a long waiting list, a couple of weeks.
12/06/2013	Food and Hydration	
Sentiment	Positive	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Whiston Hospital Inpatient Care	Excellent treatment from diagnosis onwards. Staff very good. Found it difficult to sleep at night due to patient in ward with dementia. Food good.
19/07/2013	Food and Hydration	
Sentiment	Positive	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Inpatient Care	I received burns and was admitted straight away and treated straight away. Treatment from start to finish was excellent, staff were excellent. The TV provided by the hospital was very expensive for the stay. Could only buy a card for so much and no refund back.
20/06/2013	Quality of treatment	
Sentiment	Mixed	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Inpatient Care	I had a knee operation at Whiston. Some problems with the nerves in knee which were not rectified by the operation - need to have further operations. Altercation during the operation - confused. I was told that I would have to learn to live with the complaint 12 months after the operation. Concerned over having further operation. The care is alright. After care very good.
27/06/2013	Quality of treatment	
Sentiment	Mixed	

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Inpatient Care	I went to Whiston for an operation on my toenail. I was worried about attending hospital. The staff didn't really explain but the doctor was friendly.
22/07/2013	Quality of treatment	
Sentiment	Mixed	

Appendix 1—Comments

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments		Whiston Hospital Inpatient Care
		Went into hospital to have abscesses removed and was sent home with antibiotics. Abscess burst while in hospital, I tried to call the nurse and had to wait - about an hour later I was seen by a doctor. I was told I would be given a hot meal but was later told I couldn't have anything. was supposed to receive fluids but wasn't given anything. After having surgery, I was put back into a dirty bed where abscess had burst, I had to sleep in bed all night - couldn't sleep in bed. Not given any food - eventually called the ward manager but had to walk to the garage to get my own food. Had to wait until 9.10pm at night after waiting all day. Not explained papers and was spoken to inappropriately when going through forms. After I had spoken to the ward manager I felt I was treated differently. Not considerate. The experience led to being upset and drinking - previously been through detox. MRSA results not received - had MRSA in the past so was concerned. Not provided with the support needed.
20/06/2013		Quality of treatment
Sentiment		Negative

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments		Whiston Hospital Inpatient Care
		Plastic Surgeon, anaesthetist and care team were absolutely fabulous.
20/06/2013		Quality of treatment
Sentiment		Positive

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments		Inpatient Care
		Medication review - cared for. Excellent service from consultants although a struggle to get an appointment.
28/06/2013		Quality of treatment
Sentiment		Positive

Provider Details		St Helens and Knowsley Teaching Hospitals NHS Trust
Comments		Maternity
		Midwife from Whiston doesn't ask how I am or about the baby but about my mental health diagnosis. She said people with my diagnosis are on the news scaring people. She denies it but there was a witness. I feel that we have no relationship and want to change midwife.
21/06/2013		Equality
Sentiment		Negative

Appendix 1—Comments

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
	Gynaecology Obstetrics and Gynaecology
Comments	Visited the department, a very nice person gave me vaginal cream and tablets to take at night. These did nothing for my problem. The next time I went he said I know you and gave me a repeat prescription without asking how I was. I tore it up and didn't attend the next appointment.
17/06/2013	Prescriptions
Sentiment	Negative

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
	Obstetrics and Gynaecology
Comments	Excellent Theatres at St helens and Whiston.
26/06/2013	Quality of treatment
Sentiment	Positive

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
	Whiston Hospital Orthopaedics
Comments	I needed to get an x-ray on my arm. In and out in 20 minutes (not bad). A very friendly and professional department.
19/07/2013	Quality of treatment
Sentiment	Positive

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
	Outpatients
Comments	Waiting times is an issue. In patient care is ok. Getting supplies on a regular basis is an issue - have to contact the hospital for the supplies and can take up to 5 days for ot to be delivered - this is an issue particularly over the holidays (Charter Health Care).
14/06/2013	Access to a Service
Sentiment	Mixed

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
	Outpatients
Comments	Whiston Hospital - Very Good - very clean - could not fault it. Staff are really very helpful.
12/06/2013	Cleanliness and Infection Control
Sentiment	Positive

Appendix 1—Comments

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Outpatients 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.
12/06/2013	Coordination of Services
Sentiment	Mixed

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Aintree / Fazakerkey Outpatients Whiston and Fazakerley sent daughter home with Heart Failure. Went to Alder Hey in the end as they know about condition. What I would like to see is cross matching in community. No travelling to appointment. Live in Knowsley, why do I have to travel for appointments because my daughter has a condition - cross match and blood test. Have made a complaint. 27 years as a carer would like to join Healthwatch.
14/06/2013	Coordination of Services
Sentiment	Negative

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Outpatients I had a mammogram appointment. I was seen very quickly at the hospital. Very nice staff and treated with dignity. They were careful during the process.
26/06/2013	Dignity and Respect
Sentiment	Positive

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	GP / Pharmacy Outpatients I have blood tests at Whiston and normally go in within 5 minutes of arriving. There is no waiting around. I receive a letter from GP to remind me when my blood pressure checks are due. Pharmacy organise my prescriptions, I don't have to do anything. I also get a rota with my prescriptions letting me know when my medication will be delivered. I get my repeat prescription every 28 days.
26/06/2013	Prescriptions
Sentiment	Positive

Appendix 1—Comments

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	GP assessment unit Outpatients The GP Assessment unit at Whiston is excellent. I had a positive experience throughout. I feel as though we are spoilt for good services in Knowsley compared to other areas.
12/06/2013	Quality of treatment
Sentiment	Positive

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	St Helens Hospital Outpatients Couldn't fault the service at St Helens, consultant and nurse were lovely made me very welcome and were very caring. Whiston Hospital - consultant very caring and considerate. Didn't receive fluids but were very helpful and caring - Hernia operation.
26/06/2013	Quality of treatment
Sentiment	Positive

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Outpatients I have regular check ups with the oncologist / surgeon. No waiting, fantastic care. Carpel Tunnel - some waiting at times but great service.
26/06/2013	Quality of treatment
Sentiment	Positive

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Plastics Outpatients The department had problems finding patient notes because they weren't in the hospital at the time despite having an appointment and despite having weeks of notice of having the appointment.
25/06/2013	Records Management
Sentiment	Negative

Appendix 1—Comments

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Outpatients I had an appointment at 3.30pm. I asked about the waiting time and was told that there were two people before me. They called me in at 4.45pm. When I went in it was quick however the waiting time was an issue as I had been waiting from 3.30pm. The communication from staff was not good.
22/07/2013	Waiting times
Sentiment	Negative

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	St Helens Hospital - Rheumatology and Eye clinic Outpatients I visit St Helens Hospital for monthly blood tests at the Rheumatology clinic and the service/organisation is excellent. The staff on reception and blood clinic are very helpful. St Helens Hospital - Eye clinic are also great and when the clinic was running 60 minutes late they dealt with complaints with great patience.
17/06/2013	Waiting Times
Sentiment	Positive

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Comments	Walk in centre and GP Primary Care/GPs I have found the walk in centre delivers a good service. The local hospital (Whiston) is excellent. The only problem is with my own GP. I can never get an appointment to see my GP.
26/06/2013	Access to a Service
Sentiment	Mixed

Appendix Two - Questionnaire



Your Local Spotlight on Health &
Social Care Services

Hospital Survey

Name of the hospital you visited:	
How long is it since you visited the hospital?	0-3 months ☐ 3-6 months ☐ 6-9 months ☐ 9-12 months ☐ more than 12 months ☐
Why did you go to the hospital?	Out Patient ☐ In Patient ☐ Day Case ☐ Emergency ☐ Visiting a patient ☐ Accompanying someone else ☐ Other reason (please state) ☐

Please tell us about your experience of the hospital

Your age:	
Your gender:	Male ☐ Female ☐ Transgender ☐
Ethnic Origin:	
First three letters of your postcode:	
Do you have a disability?	Yes ☐ No ☐
Which of these best describes your situation?	Full-time work ☐ Part-time work ☐ Self Employed ☐ Government Scheme ☐ Full-time education ☐ Retired ☐ Unemployed ☐ Unable to work ☐ Looking after family/home ☐ Other (please state) ☐
Do you have a religion or belief?	Yes ☐ No ☐
How would you describe your sexual orientation?	Heterosexual ☐ Gay ☐ Lesbian ☐ Bisexual ☐ Prefer not to say ☐
Do you currently live in the gender you were given at birth?	Yes ☐ No ☐

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

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

Any other comments:

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



Healthwatch Knowsley

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L36 0UX

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Summary for Submission of Paper to the Patient Experience Council

Paper No:	PEC(14)015
Subject:	Healthwatch Knowsley Patient Experience Report Response to July 2013 Report
Purpose:	To provide a response to Healthwatch Knowsley patient experience report
Summary:	Thank you to Healthwatch Knowsley for supplying this report the key themes from this report for the Trust to action are: • The need to improve Communication at all levels • The need for staff to adhere to (with passion) the Trust ACE behaviour standards
Corporate Objective met or risk addressed:	Healthwatch has requested a response to the comments within a twenty day timeframe. It is acknowledge that this is challenge and the Trust consider that if an investigation and subsequent robust meaningful feedback report is provided then this may take longer The Trust therefore are asking Health watch to consider negotiating the reporting timeframe .
Financial Implications:	None
Stakeholders:	Patients, staff, commissioners, third sector partners. public
Recommendation(s):	Staff at the Trust to read and note all reports and commence actions were required. Healthwatch Staff to feedback the Trust thanks to patients involved, share the message about lessons learnt and progress to date. Continue to develop a positive partnership
CQC Outcome(s):	Outcome 1 Respecting and involving people who use services Outcome 4 Care and welfare of people who use services Outcome 16 Assessing and Monitoring the quality of service provision
NHSLA Standard(s):	Standard 2 Learning from Experience
Presenting Manager:	Clare Aspinall, Patient Experience Council
Council Date:	12 th February 2014

1 Key Issues

Thank you to Healthwatch Knowsley for supplying this patient experience report, and in being so patient in awaiting the response from St Helens and Knowsley Teaching Hospital.

The information in the report may at times be difficult to analyse as it unclear from some of the patient experiences provided, if the patients are describing St Helens and Knowsley teaching hospitals, or other neighbouring hospitals and primary care services. It also a challenge to report back on very historic cases that are two and four years old?

The Trust fully understands that patients providing these stories may not want to share identifiable details. Whilst the Trust fully understand and respect this decision, it means that a reply offered will need to concentrate more on the key themes than the actual patient experience provided.

Healthwatch Knowsley are requested to kindly feedback to any members, that the Trust is more than happy to support and respond to patients on any individual matters through either informal or formal routes that are on offer.

The key themes that are important within this report are again Communication, staff attitude and waiting times. If we look at staff attitude as the first theme I would like to assure Healthwatch that the Trust has robust ACE behaviour standards in place. ACE behaviour standards are monitored through one to one support, supervisions, and annual appraisals.

Since the launch of the Trust Nursing and Midwifery Strategy in July, and the establishment of the 6c Nursing groups. Staff attitudes and communication remains a key priority for the Trust and is being monitored through the key performance indicators within the Trust monthly Integrated Performance Report.

Patient representation forms a very important part of all these groups, together staff and patients are creating a real culture of challenging all areas to ensure best practice and to enhance the patient experience.

Senior nurses in conjunction with the Trust board members are participating in Quality Ward rounds and reviewing practice in relation to the Care Quality Commission (CQC) key questions:

- Is the ward safe?
- Is it effective?
- Do they care?
- Are they responsive?
- Are they well led?

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2 Actions Taken/Needed

Waiting time is often an issue in our very busy ED (Emergency Department) and outpatient clinics. There are lots of reasons for this in the main the reason

in both these areas is the level of unpredictable clinical care that the Trust is dealing with.

For ED the Trust works hard to achieve the four hour target on waiting to be seen. The Trust achieves this target at least 95% of the time. Patients are seen in order of clinical priority on arrival. If patients have a disability the Trust will work with the carer to make the patient as comfortable as possible. However, this doesn't always mean they can be assessed any earlier.

It has been identified from one experience shared within the report that a patient talked about leaving the waiting area in ED to get fresh air, then on return was asked to re-book in.

The process in place is that a patient will be called on three occasions, if the patient isn't present after the third time, then they would be required to rebook in. Most often patients who are alone and go out for fresh air will tell reception staff who will then beware, and can then communicate this to the clinical staff.

On my observations within the ED department, I often see the staff going outside to locate patients if they have called them more than once. As an action from this report, it has been agreed with the resource coordinator in ED. That we will display guidance on the TVs and in poster form advising patients of this important process. The Trust is grateful to learn from this very valuable patient experience.

It has been agreed to improve how we communicate the wait in the waiting area of ED also, by making hourly announcements. The majority of patients have reported that they don't mind the wait if they are kept informed and given an expected time that they will be seen within.

The Outpatient department is also similar, although patients attend an allocated time slot, sometimes when consultations may take longer than anticipated, there are a numbers of reasons for this .It can only take one or two patients to have longer than anticipated for their appointments for the clinic to run considerable delay.

Within the nursing strategy the communication group are looking at ways to improve the communication around waits by using the TVs in all areas. Hopefully we can report back on this in the near future.

3 Workforce Issues

As Below

4 Lessons/Positives

The two key lessons to note from this report is that communication is of the up most important to all patients and carers, if we continue to communicate positively with a good attitude often this can change patient's whole journey and experience . This was recognised in the report in when one patient talks about a very long wait in the Trust ophthalmology department. The patient comments how good the staff in the unit are and the fact that they explained

the reason for wait both verbally as well as on the notice board. This is very important when the patient's vision may be impaired.

In relation to improving communication it is recognised the need to display publicity about waiting times and key messages such as who to inform staff if you are leaving the area.

The second key theme is staff attitude and behaviours. The Trust ACE behaviour standards are embedded in practice and link very closely with the corporate objectives. The Trust expects all staff to follow the standards; this also impacts on the patient's experience and overall care .