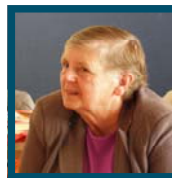


# healthwatch Knowsley



## Healthwatch Knowsley Patient Experience Report St Helens & Knowsley Trust Qtr. 4 (2016/17)

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# About this report

This report details experiences of St Helens & Knowsley NHS Trust shared by our community for the period January–March 2017. The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre.

All comments are the actual words of the people who shared them and have not been changed in any way.

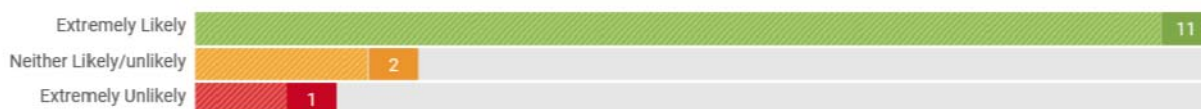
The report if required will be shared with:

- NHS Knowsley CCG
- Knowsley Metropolitan Borough Council
- Care Quality Commission
- Local Community via our Website
- Healthwatch England
- NHS England
- Service Providers

During this quarter we introduced the following Friends and Family test question to our feedback centre and feedback forms:

**How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?**

## Friends and Family

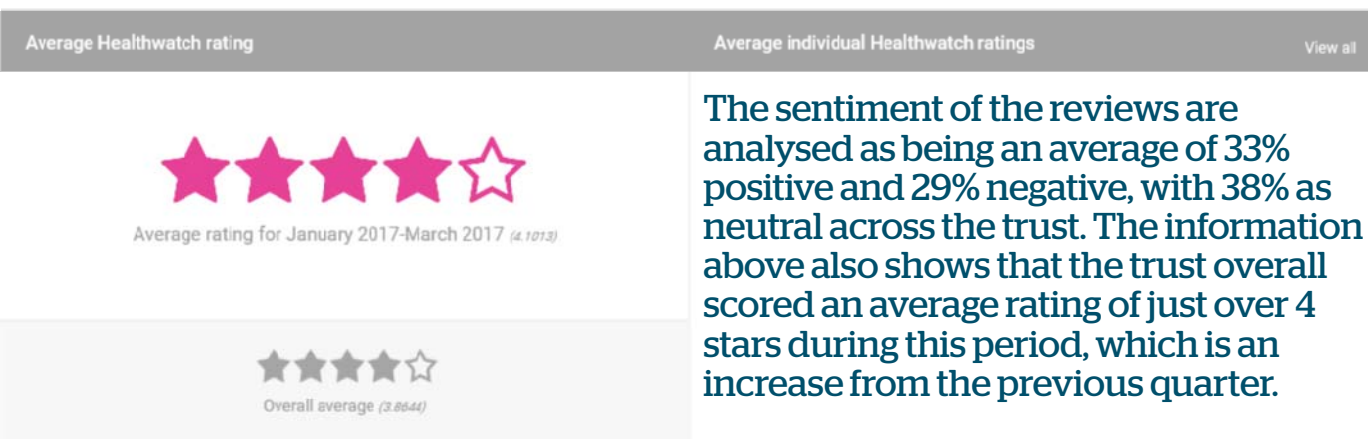
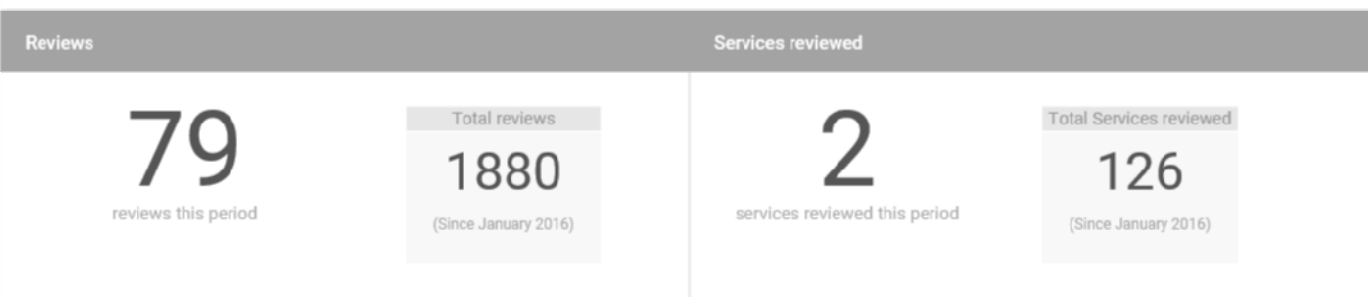


During this quarter, of the 14 people who completed this question, 11 people said that they would be extremely likely to recommend the trust to friends and family.

# Snapshot

Since the beginning of the financial year (16/17) there has been a total of 185 comments received for St Helens & Knowsley NHS Trust, between January–March there have been 79 comments captured. The following information provides a snapshot of the information during this quarter.

## Snapshot (January 2017-March 2017)



Average individual Healthwatch ratings	
Quality of care	★★★★☆
Quality of treatment	★★★★☆
Staff	★★★★☆
Cleanliness	★★★★☆
Food & Drink (if applicable)	★★★★☆
Communication	★★★★☆

The table below shows a snapshot analysis of reviews received from both Whiston Hospital and St Helens Hospital. It provides the overall rating for each site, with Whiston receiving 4 stars with 75 reviews and St Helens receiving 3½ stars with 3 reviews during this quarter.

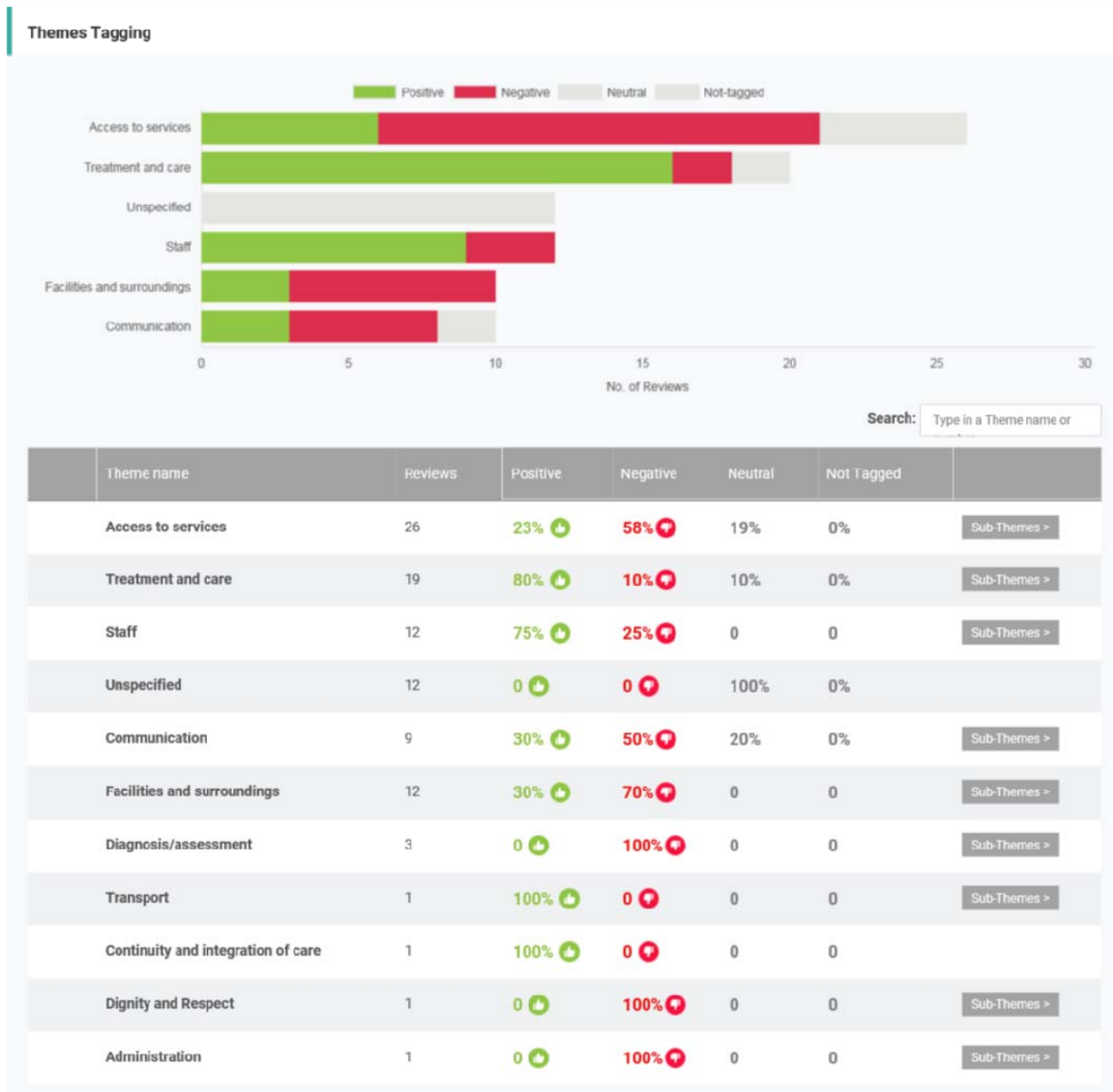
Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)		76	★★★★☆	33%	30%	37%
St Helens Hospital (St Helens and Knowsley NHS Trust, St Helens & Knowsley NHS Trust)		3	★★★☆☆	33%	0%	67%

# Key Themes

During this quarter there were a total of 79 comments/ratings received, it is worth noting that during this quarter the Enter & View team visited A&E to survey patients in the waiting area, this relates to a piece of work that has been completed to look at Access to Primary Care Services. Within this report the main area of comment is Access to Services, with 26 comments received, 58% of these comments were negative. This is followed by Treatment & Care with 19 comments received during this quarter., 80% of these comments were positive. Other key themes included Staff, which received 12 comments, which is 75% positive and Facilities and Surroundings, which has also received 12 comments, with a majority being negative. Further information is included in the graph below.

It is worth noting that during this quarter a number of the comments below have been archived and not shown on the website, they are themed as unspecified within the feedback centre, as the comments don't directly relate to the trust. These are comments that have been received during an Enter & View visit to the A&E department.

Please also note that within the key themes some comments have been duplicated, as they have been identified as having multiple themes.



# Key Themes

## Access to Services



Provider	Rating	Title	Review
Whiston Hospital	5	Very clean	It's very clean as you walk in. I'm waiting for my mum who's had an appointment waiting times have been good.
St Helens Hospital	2	Waiting time for operation	I have been waiting 3 years for a hernia operation, I have been told that they don't know when they will do the operation or whether they will do it at all. I have got to go back in 6 months. When I go, they just give me an x-ray.
Whiston Hospital	3	A&E	Still waiting to see GP and hospital appointment. Have a history of strokes - GP most unhelpful
Whiston Hospital	4	Children's A&E	Went to the GP who gave antibiotics. Phoned ENT and they said to come to A&E and to bring appointment forward. Triaged but no indication of time.
Whiston Hospital	3	Ambulance Crews	Crews say that so far today the minimum waiting time is 30 minutes. Can wait for hours - Christmas time there are very long waits. Sometimes a nurse will be allocated to look after patients to free up crews.
Whiston Hospital	4	A&E - Bad cough	Went to the GP got antibiotics but don't feel they have worked. Still coughing, lack of sleep and exhausted so thought I would try hospital, have been told that a doctor will see me soon. Chest is sore and vomiting, came here as I thought it would be quicker than the Royal.

# Key Themes

## Access to Services

Provider	Rating	Title	Review
Whiston Hospital	5	A&E - Excellent	Did not think of going to GP etc. Thought of coming to A&E but left it until Monday morning as it would be busy over the weekend. Had x-ray within 20 minutes of arrival.
Whiston Hospital	3	A&E - Not impressed	Staff at reception are slow but more staff are on now. Parking is difficult and expensive - you don't know how long you will be. I phoned the GP this morning who suggested to call an ambulance but carer drove me here because of previous history. No triage for folk like me. No method of singling out "serious" cases as you come into the department - just queue up like everyone else.
Whiston Hospital	5	A&E - fine so far	Phoned GP - no appointment until 3pm today. It was suggested by the GP practice to go to A&E. Thought of going to the walk in centre and out of hours doctors but decided to come to A&E as thought it would be quicker as x-ray etc. would be immediate.
Whiston Hospital	3	A&E	Long wait at reception
Whiston Hospital	3	A&E	Broken hand - was here on Friday. Concerns so returned. Unhappy at length of wait. People who arrived after us have been seen - said they may be waiting to see someone special. Happy with care at first visit but not so happy today but department is busy.
Whiston Hospital	3	Went to GP - no appointments	Chest pains for 4 days. 10 minutes no triage. No information on waiting times. Came here as a last resort. When you phone up GP it is automated then the receptionist asks lots of questions (Manor Farm Surgery)
Whiston Hospital	5	A&E	CLPD - asked for advice, given medication and told to seek more advice if things did not improve. Told to go to the GP or A&E if no improvement, Triage completed in promised time.

# Key Themes

## Access to Services

Provider	Rating	Title	Review
Whiston Hospital	5	A&E	Thought it was an emergency so decided to come here instead of seeing GP or walk in centre. My wife did have a GP appointment but this was on Wednesday, I felt I needed to be seen sooner. I have seen the triage nurse. I just had a scan so I am waiting for the results. It has been ok so far. With our GP you need to book in 10 days before (Sherdley- St Helens)
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	4	A&E	The hospital itself is very good apart from the waiting. I fell this morning at home and came in an ambulance, came with care call. I fell and pressed the button, waited 2 hours for an ambulance, the care alarm voice came through. I live in my own home and the ambulance brought me here. I have been waiting nearly 3 hours up to now. I came on my own today. Reception staff are good. Police woman took me to the loo as no staff available.
Whiston Hospital	3	Orthopaedics	Time keeping of Dr's - they overlook patients and there are not enough Dr's for the number of patients. They had to cancel between 15 and 20 appointments in the Orthopaedic Department. You can wait up to 2 hours after your appointment to see a Dr.

# Key Themes

## Treatment & Care

Treatment and care	19	80%	10%	10%	0%	Sub-Themes >
Effectiveness	1	100%	0%	0%	0%	
Experience	15	80%	7%	13%	0%	
Quality	3	67%	33%	0%	0%	

Provider	Rating	Title	Review
Whiston Hospital	5	Excellent care. Professional staff. Caring,	I spent 6 hours in A&E with my mum she was treated with care, compassion and by extremely friendly professional, compassionate staff. They are a credit to your hospital and the NHS. As a nurse myself I know how our staff and services are under pressure to constantly perform within government guidelines. Your staff were all fantastic. Please pass on my thanks to both A&E and ward B3 were my mum was recently discharged from following a 12 day stay. Could not fault her care in either departments. THANKYOU
Whiston Hospital	5	Second visit	I've only been here twice this is my second visit I have had my shoulder operated on. I came through A and E and was seen quickly and sent for xray.
Whiston Hospital	5	Best Patient experience	Best patient experience in the North West.
Whiston Hospital	4	great hospital	The treatment and the staff make this a great hospital.
Whiston Hospital	5	Excellent	Excellent service very clean and tidy like a hotel all the staff have been nice. Very well looked after would rather attend here than services in North Wales.
Whiston Hospital	5	Excellent Care	Excellent care and provision of sign language interpreters. Care when very poorly is spot on as expected.

# Key Themes

## Treatment & Care

Provider	Rating	Title	Review
Whiston Hospital	2	Why can't they read the notes?	<p>In February 2016 my son had an operation to straighten his toes with a K wire and one toe didn't work so he had another operation in November 2016. My son has cerebral palsy too as well as hydrocephalus and learning disabilities and is partially deaf. Midnight Christmas eve - wire had come out of toe and his toe had blown up. Phone hospital and went to A&amp;E 12:30am - A&amp;E 5am - got home - it was an infection of the soft tissue and they said they would do more scans (which they did not put in his notes) to check it didn't spread to the bone. Sent home with antibiotics. 9:20am - Xmas eve morning I had to take him back as couldn't bare the pain and the toe was still swelling. They marked where the infection was up to on his toe. The orthopaedic doctor sent him home and told you to give time for the antibiotics to work. Took him back 11:30pm Christmas eve night as the infection was going down his foot and under his foot. They said as it was the third time I had brought him in they would have to admit him. This was said a bit impolitely. I felt like I was putting them out. He was admitted early hours Christmas morning ward 3C. A nurse was there and asked for all his details - allergic to penicillin so had orange tag, told them he had learning difficulties, never able to swallow tablets. Christmas day staff were absolutely fantastic. Evening staff - brought him tablets and my son put them in his mouth. I asked if they had looked at his notes - he can't swallow tablets and they tried to urge him to have water with the tablets. In the end they gave it through the IV - antibiotics made him sick, so they gave him anti sickness beforehand. My son sent me a message to say he had been sick. He told the nurse that he was going to be sick and the nurse was just strolling over. When they looked at his notes they hadn't give him the anti-sickness before his antibiotics for 2 days. On Boxing night they tried to give him tablets again - I asked again, have you looked at his notes. Why are they not looking at notes. I wrote on his white board - "cannot swallow tablets, look at his notes". When the doctor came round a looked at his toe and said he could home. He was supposed to have another X-Ray - the doctor said there was nothing in the notes even though they had told me verbally. The notes should be in the medicine cabinet and they should check every time. Twice, two separate nurses gave him tablets.</p>

# Key Themes

## Treatment & Care

Provider	Rating	Title	Review
Whiston Hospital	4	A&E	Outpatients clinic at St Helens called an ambulance. Looked after well, about 10 minutes. Paramedic not informed of handover times.
Whiston Hospital	5	A&E	Straight to Aintree and referral to Whiston. Service good. Smooth passage through the service.
Whiston Hospital	5	A&E	Service is brilliant. Seen on time. Everything explained. Very happy - no complaints.
Whiston Hospital	5	A&E	Long wait but overall the service I received was excellent.
Whiston Hospital	4	A&E	I was advised to come here after attending the walk in centre. I rang my GP at Moss croft and the earliest appointment was on Thursday so I attended the walk in centre in Huyton and they advised me to come here. I saw the reception staff who have been ok, have given it a 4 star rating. So far when I have attended in the past, I have received a good service.
Whiston Hospital	5	Whiston	With my problems, the hospital have looked after me. The COPD team are brilliant, can't say enough about them. The care and attention they give to patients - I feel listened to. I came out within a couple of hours. The hospital needs a bigger parking space.
Whiston Hospital	1	I was diagnosed with weight loss	I was diagnosed with weight loss and it took them 3 or 4 months to find the cause it did not do me any good. I had all sorts of tests and scans and MRI scans. I felt this was too long. I've still got weight loss on and off I think the hospital could have done more. Also every meal had greens broccoli on, I don't like broccoli.
Whiston Hospital	5	Whiston	Brilliant, good service. Staff are outstanding.

# Key Themes

## Treatment & Care

Provider	Rating	Title	Review
St Helens Hospital	4	GOOD CARE DAY CASE	I WENT INTO HOSPITAL Sanderson suite ON FRIDAY 30/12/16 FOR UROLOGY OPERATION care WAS GOOD EVERYTHING WAS CLEARLY explained what was going to happen by Nursing staff and Doctors the Only minus was I did not get a follow up clinic appointment. They said I did not need one
St Helens Hospital	5	Friendly, Knowledgeable staff	Sanderson Suite - I went for a steroid injection and the service was 1st class. I was impressed with the attention to detail. There was no chance of any mistakes due to their efficient guidelines. The whole process was explained every step of the way. Staff were very friendly.
Whiston Hospital	5	A&E	Over the weekend so no GP services - limited services at drop in centre. Triage given on time as on screen. Triage very attentive
Whiston Hospital	4	A&E	A lot of patients in A&E are residents of St Helens and have attended the walk in centre. All patients were very positive about the service.
Whiston Hospital	4	A&E - Satisfactory	Parking difficult - mobility problem - 10 minutes taken to find a space. Confident that help is at hand if needed.
Whiston Hospital	5	very good	Very good been really helpful I wish this was nearer to where i live. I come here from the Wirral as this is the nearest place for plastic surgery treatment. not to much of a wait for service.

# Key Themes

## Staff

Staff	12	75%	25%	0	0	Sub-Themes >
Attitudes	8	100%	0%	0%	0%	
Capacity	2	0%	100%	0%	0%	
Staffing levels	2	0%	100%	0%	0%	

Provider	Rating	Title	Review
Whiston Hospital	5	Excellent care. Professional staff. Caring,	I spent 6 hours in A&E with my mum she was treated with care, compassion and by extremely friendly professional, compassionate staff. They are a credit to your hospital and the NHS. As a nurse myself I know how our staff and services are under pressure to constantly perform within government guidelines. Your staff were all fantastic. Please pass on my thanks to both A&E and ward B3 were my mum was recently discharged from following a 12 day stay. Could not fault her care in either departments. THANKYOU
Whiston Hospital	3	Orthopaedics	Time keeping of Dr's - they overlook patients and there are not enough Dr's for the number of patients. They had to cancel between 15 and 20 appointments in the Orthopaedic Department. You can wait up to 2 hours after your appointment to see a Dr.
Whiston Hospital	5	Been in for surgery	Been in for surgery and its been ok. Doctors are good I live in the Isle of Mann and had to get a flight over here. I think the doctors should take more credit for what they do.
Whiston Hospital	5	Helpful	Helpful the staff are very helpful
Whiston Hospital	5	Clean and friendly	Clean and friendly the staff are really good waiting times have been OK. The staff are so friendly the soup is good. Could be better at keeping me informed on treatment. Car park busy could do with more spaces more disabled spaces would be welcomed.
Whiston Hospital	4	great hospital	The treatment and the staff make this a great hospital.

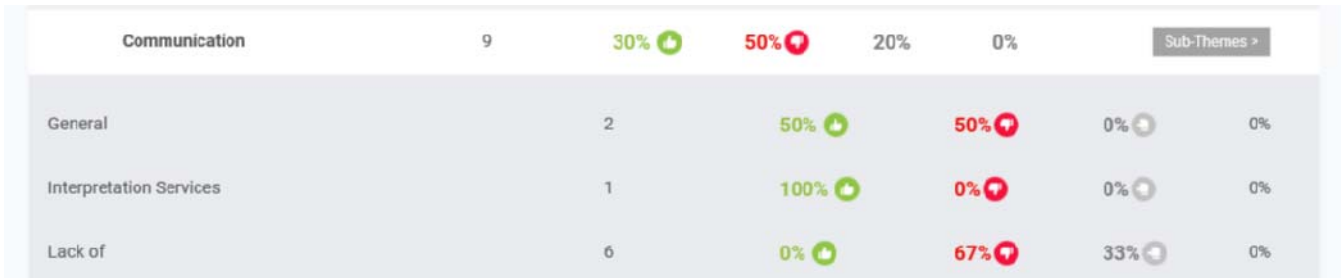
# Key Themes

## Staff

Provider	Rating	Title	Review
Whiston Hospital	1	Poor service	Staff failed to take a history -ignored my statement about wife BP 80/35 135 mutually discharged her-brought back by ambulance-missed sepsis-UTI Failed to take history of my fall and arthritis until I called one of my former colleagues-who treated me in the right fashion.
Whiston Hospital	5	A&E - good as there is triage	Called 111 yesterday evening who suggested a call from doctor online. Too late in the evening so I cancelled the call. I rang the GP this morning at 8am and the GP suggested I come to A&E. Food and drink from the machines is too expensive £1.50 for a cup of tea. Noisy visitor dealt with quickly and professionally by staff. Long queue, only one member of staff on reception. Brought in by neighbour.
Whiston Hospital	5	Whiston	Brilliant, good service. Staff are outstanding.
Whiston Hospital	5	Impressed by appearance of hospital/staff	Visiting sister in law in high dependency unit. Staff are very approachable, professional and helpful. Answered all our questions.
St Helens Hospital	4	GOOD CARE DAY CASE	I WENT INTO HOSPITAL Sanderson suite ON FRIDAY 30/12/16 FOR UROLOGY OPERATION care WAS GOOD EVERYTHING WAS CLEARLY explained what was going to happen by Nursing staff and Doctors the Only minus was I did not get a follow up clinic appointment. They said I did not need one
St Helens Hospital	5	Friendly, Knowledgeable staff	Sanderson Suite - I went for a steroid injection and the service was 1st class. I was impressed with the attention to detail. There was no chance of any mistakes due to their efficient guidelines. The whole process was explained every step of the way. Staff were very friendly.

# Key Themes

## Communication



Provider	Rating	Title	Review
St Helens Hospital	5	Friendly, Knowledgeable staff	Sanderson Suite - I went for a steroid injection and the service was 1st class. I was impressed with the attention to detail. There was no chance of any mistakes due to their efficient guidelines. The whole process was explained every step of the way. Staff were very friendly.
Whiston Hospital	3	Punctured my lung	Today's update now that I've spoken to the kids I had my biopsy this morning which was not pleasant and they managed to get air around my lung after a little puncture, hence my wobble. This led to a lung specialist coming to visit and long story short I got pronged again to let the air out. I thank whoever (as I'm not a God person) that my friend was there to hold my hand and be with me when he gave his possible diagnosis. He discussed the possibility that it could be lung cancer and we spoke about what my options would be and the rate of recovery. (I have to know these things). I was later visited by the consultant who did my biopsy, apparently my lump bent 2 needles which is unknown and he could be next to my lung rather than in it so still no further on with the puzzle. I could be a medical mystery (story of my life!). I've also had an allergic reaction to the dressing for the first time ever ??? thank you for sharing my journey with me and keeping me strong. I've had a cry, I'm sore as hell but on the plus side I've lost a stone and I'm still here ???

# Key Themes

## Communication

Provider	Rating	Title	Review
Whiston Hospital	4	A&E	The hospital itself is very good apart from the waiting. I fell this morning at home and came in an ambulance, came with care call. I fell and pressed the button, waited 2 hours for an ambulance, the care alarm voice came through. I live in my own home and the ambulance brought me here. I have been waiting nearly 3 hours up to now. I came on my own today. Reception staff are good. Police woman took me to the loo as no staff available.
Whiston Hospital	5	A&E	I have been seen by a triage nurse, he was nice and waiting to be seen by a doctor. I have attended by myself today, I have not gone for any advice from my GP or walk in centre. I think my GP would have sent me here anyway but it is murder getting a GP appointment at Park House. They always refer me on to options if I can't get an appointment, I am happy with this so you get to see someone. Today I thought it was best to come here first, I have been waiting half an hour so far.
Whiston Hospital	2	Staffing Shortage	RANT ALERT...the reality of the NHS crisis...I'm in a ward of genuinely ill people. 20 patients and 2 staff tonight. I've just sat for an hour stroking the head of an 89 year old lady in obvious pain and distress trying to keep her calm and relaxed, cleaning her up when she's coughing up delightful green bile while the 2 staff are running around like blue arsed flies giving medication, doing observations, toileting patients etc. etc. etc. I wouldn't for one minute slag off the staff because they haven't stopped. I blame the upper management for not staffing the ward appropriately. I blame the government for slowly and systematically destroying our NHS. I will be putting a complaint in on Monday. It's not good enough.
Whiston Hospital	5	Whiston Hospital	Excellent care by nursing staff

# Key Themes

## Communication

Provider	Rating	Title	Review
Whiston Hospital	5	Impressed by appearance of hospital/staff	Visiting sister in law in high dependency unit. Staff are very approachable, professional and helpful. Answered all our questions.
Whiston Hospital	3	GP - A&E	Not feeling well for 7 days. Seen by the GP and sent to A&E. Have been here about 15 minutes, not yet seen by nursing/medical staff. Communication appears to be poor.
Whiston Hospital	5	Clean and friendly	Clean and friendly the staff are really good waiting times have been OK. The staff are so friendly the soup is good. Could be better at keeping me informed on treatment. Car park busy could do with more spaces more disabled spaces would be welcomed.
Whiston Hospital	3	A&E - Not impressed	Staff at reception are slow but more staff are on now. Parking is difficult and expensive - you don't know how long you will be. I phoned the GP this morning who suggested to call an ambulance but carer drove me here because of previous history. No triage for folk like me. No method of singling out "serious" cases as you come into the department - just queue up like everyone else.
Whiston Hospital	4	Children's A&E	Went to the GP who gave antibiotics. Phoned ENT and they said to come to A&E and to bring appointment forward. Triaged but no indication of time.
Whiston Hospital	5	A&E	Started feeling ill this morning, phoned NHS Direct and they told me to go to A&E. They offered to get me an ambulance but I said that I was ok. I have not been told how long I will be waiting.
Whiston Hospital	3	A&E	Went to the walk in centre in St Helens. They said if no better to go to A&E. No information was given as to waiting time. Signposting not as clear as could be. Parking is an issue. Parked on top floor of multi storey car park.

# Key Themes

## Communication

Provider	Rating	Title	Review
Whiston Hospital	5	Children's A&E	Fell out of her pram (20 months). Been triaged, no indication of waiting times.
Whiston Hospital	5	Children's A&E	Symptoms of a rash yesterday (6 weeks old) - GP told me to come here. Waited 45 minutes - triaged but not told how long wait is.
Whiston Hospital	5	A&E	I went to the GP on Thursday, they gave me antibiotics and the Dr said if symptoms persist to come to A&E. Reception did not indicate waiting time.
Whiston Hospital	5	A&E	Service is brilliant. Seen on time. Everything explained. Very happy - no complaints.
Whiston Hospital	4	A&E	Just arrived - no information on waiting times.

# Key Themes

## Facilities & Surroundings

Facilities and surroundings	12	30%	70%	0	0	Sub-Themes >
Buildings and infrastructure	2	0%	100%	0%	0%	
Car parking	5	0%	100%	0%	0%	
Cleanliness (Environment)	4	100%	0%	0%	0%	
Food & Hydration	1	0%	100%	0%	0%	

Provider	Rating	Title	Review
Whiston Hospital	5	Clean and friendly	Clean and friendly the staff are really good waiting times have been OK. The staff are so friendly the soup is good. Could be better at keeping me informed on treatment. Car park busy could do with more spaces more disabled spaces would be welcomed.
Whiston Hospital	1	I was diagnosed with weight loss	I was diagnosed with weight loss and it took them 3 or 4 months to find the cause it did not do me any good. I had all sorts of tests and scans and MRI scans. I felt this was to long. I've still got weight loss on and off I think the hospital could of done more. Also every meal had greens broccoli on, I don't like broccoli.
Whiston Hospital	3	A&E - Not impressed	Staff at reception are slow but more staff are on now. Parking is difficult and expensive - you don't know how long you will be. I phoned the GP this morning who suggested to call an ambulance but carer drove me here because of previous history. No triage for folk like me. No method of singling out "serious" cases as you come into the department - just queue up like everyone else.
Whiston Hospital	4	A&E - Satisfactory	Parking difficult - mobility problem - 10 minutes taken to find a space. Confident that help is at hand if needed.

# Key Themes

## Facilities & Surroundings

Provider	Rating	Title	Review
Whiston Hospital	4	A&E	Had a fall - have osteoporosis. Parking is an issue
Whiston Hospital	4	A&E - Good enough service	Not enough space in the waiting area. Been to the walk in centre twice and GP once but don't feel any progress has been made as to what the problem is. Hoping for some results today as symptoms have got worse.
Whiston Hospital	3	A&E	Had a fall on Saturday - painful foot and had a long walk from the car park. Not aware of a bus to the main site. Attending clinic for blood test
Whiston Hospital	4	A&E - Good enough service	Not enough space in the waiting area. Been to the walk in centre twice and GP once but don't feel any progress has been made as to what the problem is. Hoping for some results today as symptoms have got worse.
Whiston Hospital	5	A&E - good as there is triage	Called 111 yesterday evening who suggested a call from doctor online. Too late in the evening so I cancelled the call. I rang the GP this morning at 8am and the GP suggested I come to A&E. Food and drink from the machines is too expensive £1.50 for a cup of tea. Noisy visitor dealt with quickly and professionally by staff. Long queue, only one member of staff on reception. Brought in by neighbour.

# Key Themes

## Unspecified

Unspecified

12



100%

0%

Provider	Rating	Title	Review
Whiston Hospital	5	A&E	Didn't think of going anywhere else. Fall on stairs.
Whiston Hospital	4	A&E	Seen triage, just waiting for report back. Came straight to Whiston A&E - good information. Have had symptoms since 17th November.
Whiston Hospital	5	A&E - m/c accident	Stepson came off motor cycle a few weeks ago - was advised to come back - arrived at 9.50am, currently being triaged.
Whiston Hospital	5	A&E	Came into hospital and have got worse. Everything straight forward.
Whiston Hospital	3	A&E	Just arrived, awaiting triage. Just came straight to Whiston.
Whiston Hospital	5	A&E	History of heart problems under care of cardiologist. GP always calls and ambulance.
Whiston Hospital	3	A&E	I was here on Sunday. Returned today (Monday) as slight change to symptoms. Travelled by ambulance.
Whiston Hospital	4	A&E	Had accident in Belfast - told to attend local A&E. Arrived at 8.30am now 12noon.
Whiston Hospital	3	A&E	Was going to phone ambulance but flagged an ambulance down who brought me to hospital with panic attacks. Have had blood tests and awaiting results.
Whiston Hospital	4	Here at 7am, now 10.35am	Went to the walk in St Helens on Sunday. No better so came to A&E. Having blood test and awaiting result.
Whiston Hospital	3	A&E	RTA - Hit by a car on Prescot High Street brought to hospital by son - painful Knee.

# Key Themes

## Unspecified

Provider	Rating	Title	Review
Whiston Hospital	5	999 last night	Last night called 999 and hospital wanted me to stay in but would not stay and have come back this morning.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	4	A&E	We were given advice to come here from the district nurse at the care home so we came straight here on the advice. Only just came in and only seen reception staff, only been waiting a few minutes.
Whiston Hospital	4	A&E	I did not try any other services before A&E this morning. I have been waiting about 20 minutes. I have dislocated my shoulder so I decided to attend A&E because I know the doctor would have sent me here anyway.
Whiston Hospital	5	A&E	Did not think of going anywhere else as needed an x-ray
Whiston Hospital	5	A&E	I phoned the GP and they told me to phone an ambulance as they couldn't come out. Stretcher triage. The paramedic says I need IV antibiotics.
Whiston Hospital	3	No appointment at GP for 2 days	Footballing injury - mobility affected
Whiston Hospital	4	GP first then A&E	Previous medication ineffective
Whiston Hospital	5	A&E	Unsuccessful getting an appointment with the GP. Was at A&E a week ago. Condition has got worse since first visit to A&E.

# Good Practice

## Good Practice

During this quarter, it is worth noting that a majority of positive reviews received relate to treatment and care within the trust, as well as positive responses relating to staff attitude, as highlighted in the key theme sections within this report.

### Key areas of good practice:

#### Environment–Cleanliness

A recurring theme within the Healthwatch Knowsley reports is the environment of the hospitals, particularly in relation to the cleanliness of the trust.

#### Staff–Attitudes

A number of comments commend the staff for their care and compassion.

“Staff are outstanding”

“The treatment and staff make this a great hospital”

#### Treatment & Care

Comments specifically relate to the great service that patients have received within the trust.

“Excellent care and provision of sign language”

“Long wait but overall the service I received was excellent.”

“Brilliant, good service.”

#### Communication

Patients are commenting that they are being given clear explanations and feel listened to when attending the trust.

“Answered all our questions.”

“The whole process was explained every step of the way.”

“Everything explained. Very happy - no complaints.”

“The care and attention they give to patients - I feel listened to.”

One comment received stated the following:

“Best Patient Experience in the North West”

# Recommendations

## Recommendations

Healthwatch continue to receive comments on the following areas which are being monitored through the trusts Patient Experience Action Plan.

### Access to Services

A majority of the comments received in this area relate to waiting times, specifically within the A&E Department (16 comments). This has been a key issue that has been addressed through previous reports, as well as within the patient experience action plan.

One comment also related to waiting times within the trust regarding a hernia operation:

“I have been waiting 3 years for a hernia operation, I have been told that they don't know when they will do the operation or whether they will do it at all. I have got to go back in 6 months. When I go, they just give me an x-ray.”

### Treatment & Care

Comments relating to the quality of treatment and care received has been highlighted in this report. One comment mentions a specific issue around communication and medication that directly affected the care of her son. The patient's mother felt that she had to constantly repeat the same issues to staff relating to the treatment of her son (please see page 10).

### Staff

Although a majority of comments were positive within the report, there were a few comments made that related particularly to the staffing of the hospital. Some of the patients felt that at times the hospital felt understaffed for the number of patients attending.

### Communication

A key issue relates specifically to the lack of information of waiting times within the A&E Department. Most of the comments suggest that patients aren't given an indication or estimate of the amount of time they will be waiting to be seen by a doctor.

### Facilities and Surroundings

The key area in this theme is regarding car parking, some issues raised relate to the difficulties with car parking, as well as the expense of parking. One comment mentioned that there is a need for more disabled spaces within the car parks with another comment noting the difficulties of getting from the car park to the A&E, especially if you have mobility issues.

### A&E Department

Healthwatch recently attended and presented at a Patient Participation Event at the trust, at the meeting the group discussed the pressures on A&E, as well as alternatives

# Recommendations

to A&E. During the session, Healthwatch Knowsley provided an update relating to the visits that have taken place in A&E, as part of the Access to Primary Care priority. Some of the key reasons why people were attending the A&E included:

- Referred by GP/Other Service
- Didn't want to wait for an appointment
- Accident/Emergency
- Unhappy with treatment elsewhere
- Unknown

The update also highlighted some of the key issues/themes that had been raised through the visits, which are also highlighted within this report, this included the following:

- 76% of people were happy with the treatment they had received in A&E
- Comments mentioned that the staff were excellent.
- Waiting Area - crowded and noisy at times
- No information about waiting times
- Car Parking
- Lack of information about waiting times
- Children's A&E - well informed/good communication
- Ambulance handover - some challenges
- Staff praised for dealing with pressures
- Patients felt safe and cared for.

A full report on the Access to Primary Care Services will be available shortly and will be shared with the Patient Experience Council.

## Recommendations from the previous report

### Treatment & Care

A key theme during the previous quarter was treatment and care, although a majority of comments were positive there were some key areas of concern raised.

There was previously a comment relating to an endoscopy incident, in which the person was asked to attend the hospital for further tests, regarding an infection control incident. During a coffee morning held with the Interim Patient Experience Manager, the endoscopy patient was able to discuss their concerns directly with Michael Vacara.

### Access to Services

In the previous report access to services is highlighted access to services, this has come from visits that had taken place within the A&E Department. A majority of comments relate to waiting times, as well as lack of communication within the department, as patients have identified that they would benefit from knowing expected waiting times. The trust has recently included volunteers to meet and greet patients within the A&E department and it is hoped that this will have a positive

# Recommendations

impact on these issues raised in both this and the previous quarters report.

## **Communication**

In the previous report a key issue that was highlighted regarding multiple letters sent out regarding an audiology appointment. Following on from this the Patient Booking Service Manager was able to speak with the patient involved and further investigate this issue, which was due to a technical issue relating to new printers.

These issues will be raised within the quarterly meetings with the trust, as well as through the Trust's Patient Experience Council. The information within the report will also be triangulated with the key themes identified within the results of the Friends and Family Test within the trust.

The Interim Patient Experience Manager continues to provide responses to any comments received via the feedback centre.

# Healthwatch Knowsley

## What is Healthwatch?

Healthwatch is the independent consumer champion created to gather and represent the views of the public on Health and Adult Social Care. We play a part at both a local and national level to make sure that peoples experiences of Health and Adult Social Care are taken into account by both service providers and commissioners.

## How do we make a difference?

- We are part of, and answerable to the community
- We improve local health and adult social care services through community feedback
- We provide information about the care choices the community have
- We talk and listen to people from every part of the community
- We hold services to account for the care they provide

## Why do we do it?

Healthwatch Knowsley has been developed to give the people of Knowsley a stronger voice in influencing and challenging how health and adult social care services are provided within our region.

## What we are responsible for

- Enabling people to share their views and concerns about health and adult social care services in Knowsley
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with Clinical Commissioning Groups and social care providers amongst others to help make sure that services are designed to meet local people's needs.

## Our Values

- **Inclusive** - we put communities first, working with children, young people and adults
- **Influential** - we are responsive, setting the agenda and making change happen
- **Independent** - we act on behalf of consumers, listening carefully then speaking loudly on their behalf
- **Credible** - we value knowledge, seeking information and challenging assumptions with facts
- **Collaborative** - we work in partnership with health and social care organisations to keep the debate positive and we get things done

# Healthwatch Knowsley Feedback Centre

This report has been compiled using the new Healthwatch Knowsley Feedback Centre. This web based tool enables members of the public to rate the services that they use and provides real time analysis of the feedback, enabling early identification of trends and issues.



Please note that information is also collected using feedback forms (please see appendix 1), this information is then entered onto the feedback centre.

## Contact us

### Contact Details

Healthwatch Knowsley

Address: The Old School House, St. Johns Road,  
Huyton, Knowsley, L36 0UX

Telephone: **0151 449 3954**

Email: **[enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)**

Website: **[www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)**

Or if you would like to share your experiences of Health and Social Care please visit our feedback centre at **[www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)** or telephone a member of the team.



**@HWKnowsley**



**Healthwatch.Knowsley**

# Appendix 1—Feedback Form

## About you

If you are willing to provide us with some monitoring information please complete the form below:

Please note: Monitoring information helps us identify trends and gaps in our information gathering, enabling us to provide more detailed evidence to service providers and commissioners about your health and social care services.

Age:

Gender: Male  Female  Prefer not to say

How would you describe your ethnicity?

First 3 letter of your postcode:

Do you have a disability? Yes  No  Prefer not to say

Which of the following best describes your situation?

Full-time work  Part-time work  Retired

Government Scheme  Full-time Education  Self Employed

Unemployed  Unable to work

Looking after home/family  Other

Do you have a religion or belief?

Yes  No  Prefer not to say

If yes, please state:

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  Prefer not to say

**healthwatch**  
Knowsley

Have your  
voice heard  
today



## Your voice counts

This is your opportunity to influence your health and social care services. Your feedback (whether anonymous or not), will be featured on [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk) and used to make recommendations for change. You can also call 0151 449 3954 with your feedback.

Please use this form to leave feedback about your local health and social care service.



## Leave feedback

Name of Service:

Please rate this service: Poor      Outstanding

When did you last use this service?

Summary of your experience: (a few key words)

Please tell us about your experience:

Where do you live?   
(e.g. Hayton, Kirby)

Please rate the following:

Quality of care:

Quality of treatment:

Staff:

Cleanliness:

Food & Drink:       
(if applicable)

Communication:

Discharge:       
(if applicable)

Accessibility:

Safety:

Appointment:       
(waiting times)

In relation to your comments, are you a (please tick):

Patient  Carer  Staff  Relative  Visitor

Please note that this form can be returned to Healthwatch Knowsley by freepost to the following address:  
Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG

# Control Sheet

Date Submitted	30/5/17
Date Response due	27/6/17
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	

Anne Rosbotham-Williams

Assistant Director of Governance

Quality & Risk Department

Whiston Hospital, Nightingale House, Lower Ground 1

Personal Assistant: Mrs Danielle Cairnes

Direct Dial ☎ 0151 290 4515 | ✉ [Danielle.Cairnes4@sthk.nhs.uk](mailto:Danielle.Cairnes4@sthk.nhs.uk)

12<sup>th</sup> June 2017

Kelly Hurn  
Healthwatch Knowsley  
The Old School House  
St John's Road  
Huyton  
L36 0XU

Dear Kelly,

Thank you for sharing your Healthwatch Q4 report with the Trust, which was discussed at the Patient Experience Council on Wednesday 7<sup>th</sup> June 2017.

I am writing to confirm the main issues to be addressed are included in the Trust Patient Experience Action Plan and feedback has been shared with the relevant leads. The issues will be discussed at the next STHK Patient Experience / Healthwatch quarterly meeting.

I look forward to continuing to work with you and Healthwatch Knowsley to effectively address the issues identified wherever possible.

Yours sincerely,



**Ms Anne Rosbotham-Williams**

Assistant Director of Governance