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About this report

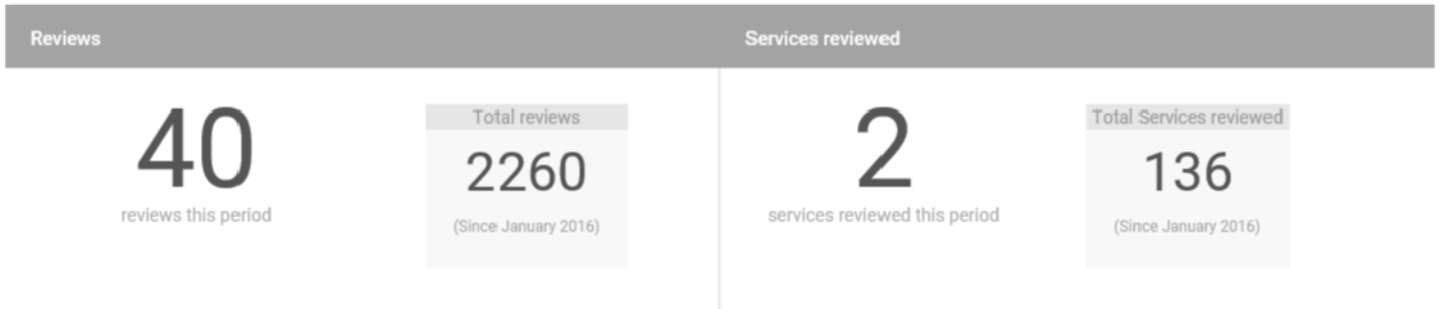
This report details experiences of St Helens & Knowsley NHS Trust shared by our community for the period April–June 2017. The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre. During this quarter, there have been 40 comments received regarding both Whiston and St Helens Hospitals.

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

The report 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

Snapshot (April 2017-June 2017)



Sentiment



Average Healthwatch rating	Average individual Healthwatch ratings	View all
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During this quarter the trust achieved an overall score of 4 stars, also within the sentiment analysis of comments 65% of the comments received were positive, within only 5% of comments being negative and 30% were neutral.

Average individual Healthwatch ratings

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

In relation to the individual ratings the trust achieved a majority of 4½ stars and 4 stars for communication. Within the report a majority of the comments received related to Whiston Hospital, with one comment regarding services at St Helens Hospital.

Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)		39	★★★★☆	67%	5%	28%
St Helens Hospital (St Helens and Knowsley NHS Trust, St Helens & Knowsley NHS Trust)		1	★★★★☆	0%	0%	100%



Sentiment Tracker

As you can see from the graph below the trust showing a steady rate of positive comments over the recent months.

Sentiment Tracker



Friends & Family Test

During this quarter we received 26 responses relating to the following question:

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

From these 26 responses, a majority of 21 people stated that they were extremely likely to recommends the trust to friends and family, whereas 5 people stated that they would be likely to recommend the trust to friends and family.

Friends and Family





Key Themes

Between April–June, the majority of comments received related to treatment and care within the trust, with 33 comments relating to treatment and care, all of the comments within this theme were positive. The second most highly rated theme is staff, again with all comments in this area being positive. Other areas highlighted within this report include, facilities and surroundings, as well as access to services, which have a majority of positive comments. Key areas during this period are communication and discharge, who are shown to have a majority of negative comments.

These key themes are highlighted further within this report.

Please note that in some cases there can be more than one theme attached to a comment and these themes also relate to individual star ratings, as well as comments received.

Themes Tagging

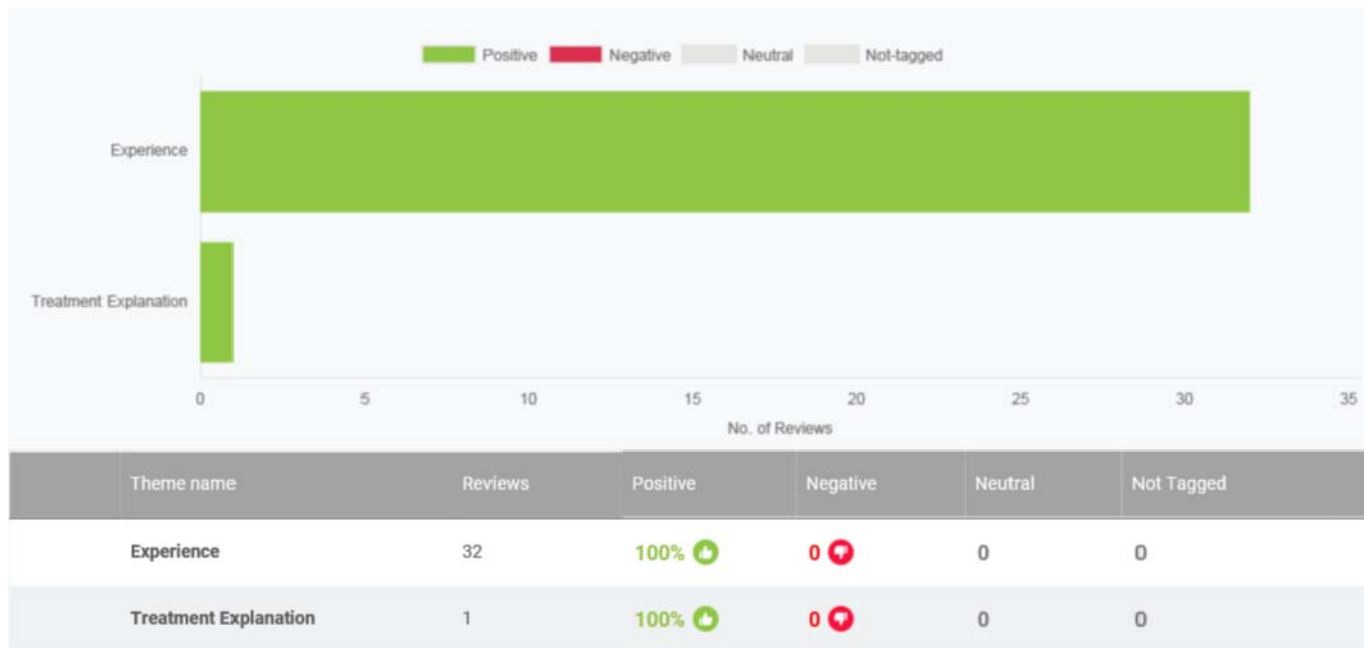




Key Themes – Treatment & Care

As mentioned previously this key theme is the most commented area and also provides the most positive comments for the trust. It is worth noting that this theme is consistently positive within the trust and has continued to show improvement in this area, as highlighted with all the comments received being positive in both experience, as well as treatment explanation.

Themes Tagging



Comments received relating to treatment and care:

Provider	Rating	Title	Review
Whiston Hospital	5	Very Good	I have always had good nursing and attention. I am here to see the Heart department.
Whiston Hospital	5	Whiston Hospital	Smashing - my Dr is beautiful. The staff have gone above and beyond today.
Whiston Hospital	5	Whiston Hospital	The staff are caring and friendly. The ward is therapeutic. The staff let you know what is going on - very impressed.
Whiston Hospital	5	Whiston Hospital	Helped my Granddad a lot. Have been a massive help to me as well.
Whiston Hospital	5	Very Good	The food is good and the service is good.
Whiston Hospital	5	Very Good	My daughter was admitted for suspected waters breaking. She was looked after very well indeed.



Key Themes—Treatment & Care

Provider	Rating	Title	Review
Whiston Hospital	5	Always wonder service.	I had a Pacemaker fitted last year the care was top rate from start to finish. I have just had an Op for Dupuytren's contracture again from Pre Op to having dressing change on to Therapy great support and care. I will have to have some more skin graft work done but I know I am in safe hands.
Whiston Hospital	5	Fantastic	The service we have had is fantastic - really, really good - could not make it better.
Whiston Hospital	5	Great Service	Very quick service - I had an x-ray done. Lovely staff and very kind.
Whiston Hospital	5	Whiston Hospital	It is run well and clean, the staff are hardworking.
Whiston Hospital	5	Whiston Hospital	Fantastic staff throughout the hospital
Whiston Hospital	5	Whiston Hospital	You don't get enough painkillers - when I first came in I got painkillers but the last time I asked they said no and didn't tell me why. The food is tasteless, it seems to be steamed. Proper fried fish and chips would be nice - It's always steamed food. I love the staff, they are pleasant. I came through A&E and had to wait hours for a bed.
Whiston Hospital	5	Brilliant	Brilliant, reliable service - professional
Whiston Hospital	5	Very helpful and great overall	Staff are lovely and helpful - highly recommend
Whiston Hospital	5	Whiston Hospital	I think it is very nice, very clean which is what you want. It also has facilities such as shops. The staff seem very friendly. I waited 40 minutes for an appointment. When I got in it was explained that there is half an hour delay.
Whiston Hospital	5	Very Good	My Wife is in at the moment, it has been very good - no complaints. Appointment times are good.
Whiston Hospital	5	Excellent	Excellent hospital - staff are caring and compassionate
Whiston Hospital	4	Whiston Hospital	I have always been fine
Whiston Hospital	4	Whiston Hospital	Rating only
Whiston Hospital	5	Whiston Hospital	They work really hard and do their best to sort whatever is wrong. The service is excellent. Could do with more mobility spaces, permanently waiting, 1 hour waiting so far. Give staff a raise.



Key Themes—Treatment & Care

Provider	Rating	Title	Review
Whiston Hospital	5	Maternity Services	Fantastic service, been well looked after. Thank you very much.
Whiston Hospital	5	Brilliant	Rating only
Whiston Hospital	5	Brilliant	I just think it is brilliant, the staff, the appointments, I have been using it for years.
Whiston Hospital	4	Whiston Hospital	Good, they look after you
Whiston Hospital	5	Had to go for a liver check	had to go for a liver check and service was excellent. Few days later they rang to check we were happy i thought this was really good.
Whiston Hospital	4	Haematology - Good in parts	Had to wait with no indication as to how long. Blood test was very good. Then had to wait for results to be processed and sent to consultant to then see me.
Whiston Hospital	5	Prosthetic lab staff amazing	Great experience
Whiston Hospital	4	Whiston Hospital	It is clean and bright - very welcoming and comfortable. I am picking my Wife up today - parking can be a problem sometimes.
Whiston Hospital	5	Whiston Hospital	Visiting 98 year old mother. Looked after extremely well - Thank you
Whiston Hospital	4	Very Good	Rating only
Whiston Hospital	4	My husband was in A and E	When my husband was in A and E he could hardly stand up. Two ambulance men turned up and said are you ready to go home. I said how will I be able to get him up the stairs. It was then that the ambulance staff said sorry we did not know he could not stand. My husband had a water infection and was on antibiotics. Despite the lack of communication on this occasion the other care he
Whiston Hospital	4	My husband has ensure drinks	My husband has ensure drinks despite him having an appetite i had to ask for these drinks. I think if i had not of asked for these drinks he would not of got anything at all. Despite this other treatment was wonderful and staff treated him with kindness.
Whiston Hospital	4	In September we attended A and E	In September my husband attended A & E he wears a catheter. I was asked by staff if this had been flushed out i said yes, this was causing my husband pain. It was only after the second visit i was asked if this was being flushed out with 300 ml of saline solution. Previously to this only 50 ml was used, Lack of communication meant my husband had been put in unnecessary pain. I still think despite this other treatment was wonderful and staff treated him with kindness.

Key Themes—Staff

Staff attitude has been a positive theme during this quarter, as the comments are 100% positive within this theme, the comments received particularly highlight how hard staff work and in some cases go above and beyond the call of duty, as highlighted within the comments below.

Themes Tagging



Provider	Rating	Title	Review
Whiston Hospital	5	Very Good	I have always had good nursing and attention. I am here to see the Heart department.
Whiston Hospital	5	Whiston Hospital	Smashing - my Dr is beautiful. The staff have gone above and beyond today.
Whiston Hospital	4	Whiston Hospital	All the staff are pleasant. When I first came I hadn't had anything to eat so I asked for something this morning and was offered toast and cereal but not given seconds - was still hungry. Everything else is ok.
Whiston Hospital	5	Whiston Hospital	The staff are caring and friendly. The ward is therapeutic. The staff let you know what is going on - very impressed.
Whiston Hospital	5	Whiston Hospital	Helped my Granddad a lot. Have been a massive help to me as well.
Whiston Hospital	5	Very Good	The food is good and the service is good.
Whiston Hospital	5	Very Good	My daughter was admitted for suspected waters breaking. She was looked after very well indeed.
Whiston Hospital	5	Always wonder service.	I had a Pacemaker fitted last year the care was top rate from start to finish. I have just had an Op for Dupuytren's contracture again from Pre Op to having dressing change on to Therapy great support and care. I will have to have some more skin graph work done but I know I am in safe hands.



Key Themes–Staff

Provider	Rating	Title	Review
Whiston Hospital	5	Fantastic	The service we have had is fantastic - really, really good - could not make it better.
Whiston Hospital	5	Great Service	Very quick service - I had an x-ray done. Lovely staff and very kind.
Whiston Hospital	5	Whiston Hospital	It is run well and clean, the staff are hardworking.
Whiston Hospital	5	Whiston Hospital	Fantastic staff throughout the hospital
Whiston Hospital	5	Whiston Hospital	You don't get enough painkillers - when I first came in I got painkillers but the last time I asked they said no and didn't tell me why. The food is tasteless, it seems to be steamed. Proper fried fish and chips would be nice - It's always steamed food. I love the staff, they are pleasant. I came through A&E and had to wait hours for a bed.
Whiston Hospital	5	Brilliant	Brilliant, reliable service - professional
Whiston Hospital	5	Very helpful and great overall	Staff are lovely and helpful - highly recommend
Whiston Hospital	5	Whiston Hospital	I think it is very nice, very clean which is what you want. It also has facilities such as shops. The staff seem very friendly. I waited 40 minutes for an appointment. When I got in it was explained that there is half an hour delay.
Whiston Hospital	5	Excellent	Excellent hospital - staff are caring and compassionate
Whiston Hospital	4	Whiston Hospital	I have always been fine
Whiston Hospital	5	Whiston Hospital	They work really hard and do their best to sort whatever is wrong. The service is excellent. Could do with more mobility spaces, permanently waiting, 1 hour waiting so far. Give staff a raise.
Whiston Hospital	5	Maternity Services	Fantastic service, been well looked after. Thank you very much.
Whiston Hospital	5	Brilliant	I just think it is brilliant, the staff, the appointments, I have been using it for years.
Whiston Hospital	4	Whiston Hospital	Good, they look after you
Whiston Hospital	4	Whiston Hospital	It is clean and bright - very welcoming and comfortable. I am picking my Wife up today - parking can be a problem sometimes.
Whiston Hospital	5	Whiston Hospital	Visiting 98 year old mother. Looked after extremely well - Thank you



Key Themes–Staff

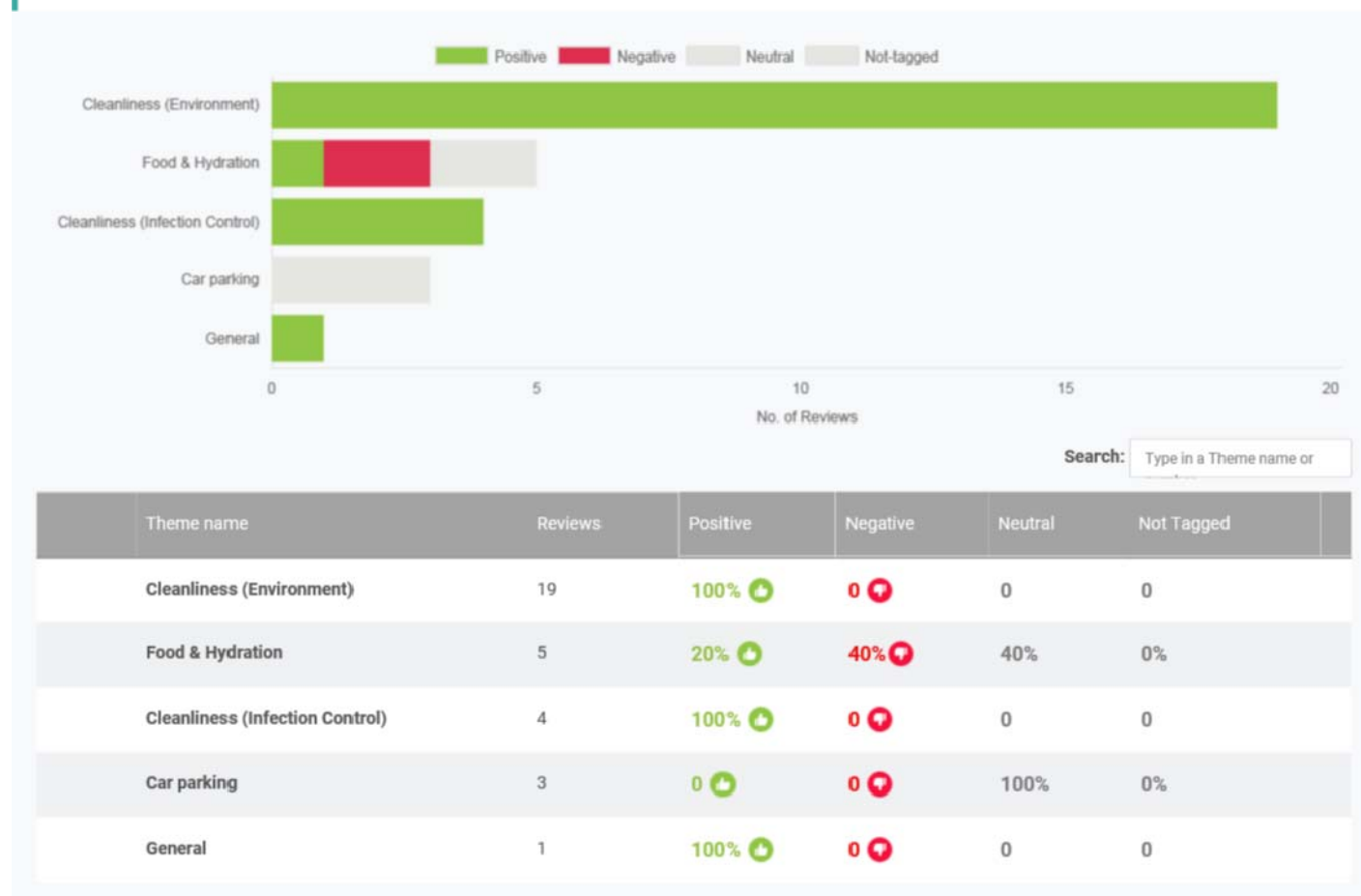
Provider	Rating	Title	Review
Whiston Hospital	4	Very Good	Rating only
Whiston Hospital	4	My husband was in A and E	When my husband was in A and E he could hardly stand up. Two ambulance men turned up and said are you ready to go home. I said how will I be able to get him up the stairs. It was then that the ambulance staff said sorry we did not know he could not stand. My husband had a water infection and was on antibiotics. Despite the lack of communication on this occasion the other care he
Whiston Hospital	4	My husband has ensure drinks	My husband has ensure drinks despite him having an appetite i had to ask for these drinks. I think if i had not of asked for these drinks he would not of got anything at all. Despite this other treatment was wonderful and staff treated him with kindness.
Whiston Hospital	4	In September we attended A and E	In September my husband attended A & E he wears a catheter. I was asked by staff if this had been flushed out i said yes, this was causing my husband pain. It was only after the second visit i was asked if this was being flushed out with 300 ml of saline solution. Previously to this only 50 ml was used, Lack of communication meant my husband had been put in unnecessary pain. I still think despite this other treatment was wonderful and staff treated him with kindness.



Key Themes—Facilities & Surroundings

Facilities and surroundings continues to be a highly commented area, within this report there has been 19 comments received relating to the cleanliness and environment of the trust. It is worth noting that within this theme there were negative comments regarding food and hydration within the trust, with 40% of comments regarding this area being negative. All comments relating to facilities and surroundings are included below.

Themes Tagging



Provider	Rating	Title	Review
Whiston Hospital	5	Whiston Hospital	Always looks clean and cheerful when you come in. I am visiting a neighbour who is in.
Whiston Hospital	4	Whiston Hospital	All the staff are pleasant. When I first came I hadn't had anything to eat so I asked for something this morning and was offered toast and cereal but not given seconds - was still hungry. Everything else is ok.
Whiston Hospital	5	Whiston Hospital	The staff are caring and friendly. The ward is therapeutic. The staff let you know what is going on - very impressed.
Whiston Hospital	5	Whiston Hospital	Helped my Granddad a lot. Have been a massive help to me as well.



Key Themes—Facilities & Surroundings

Provider	Rating	Title	Review
Whiston Hospital	5	Very Good	The food is good and the service is good.
Whiston Hospital	5	Very Good	My daughter was admitted for suspected waters breaking. She was looked after very well indeed.
Whiston Hospital	5	Always wonder service.	I had a Pacemaker fitted last year the care was top rate from start to finish. I have just had an Op for Dupuytren's contracture again from Pre Op to having dressing change on to Therapy great support and care. I will have to have some more skin graph work done but I know I am in safe hands.
Whiston Hospital	4	Ward 4a	Nurses and carers are brill, Dr's aren't understanding. I was brought in via A&E with unknown vomiting for over 6 days. Because of the cyber attacks, I could not be booked in for tests for over 3 days - was sent home with pain relief. Two days later I was admitted again via A&E with vomiting again. Sent for all tests (that I couldn't have previously) - UTI, Kidney infection and am now being treated for sepsis. I have waited 6 days now for social services, psych team and stop smoking team. Food is shocking!! Wouldn't feed the meals to my dog!!
Whiston Hospital	5	Fantastic	The service we have had is fantastic - really, really good - could not make it better.
Whiston Hospital	5	Great Service	Very quick service - I had an x-ray done. Lovely staff and very kind.
Whiston Hospital	5	Whiston Hospital	Everywhere is so lovely and clean and the ward 3B where my friend is, the staff are lovely. Just the disabled parking could be better. I did notice staff chatting over a paper - more patient attention would be better.
Whiston Hospital	5	Whiston Hospital	It is run well and clean, the staff are hardworking.
Whiston Hospital	5	Whiston Hospital	Fantastic staff throughout the hospital
Whiston Hospital	5	Whiston Hospital	You don't get enough painkillers - when I first came in I got painkillers but the last time I asked they said no and didn't tell me why. The food is tasteless, it seems to be steamed. Proper fried fish and chips would be nice - It's always steamed food. I love the staff, they are pleasant. I came through A&E and had to wait hours for a bed.
Whiston Hospital	5	Brilliant	Brilliant, reliable service - professional
Whiston Hospital	5	Very helpful and great overall	Staff are lovely and helpful - highly recommend



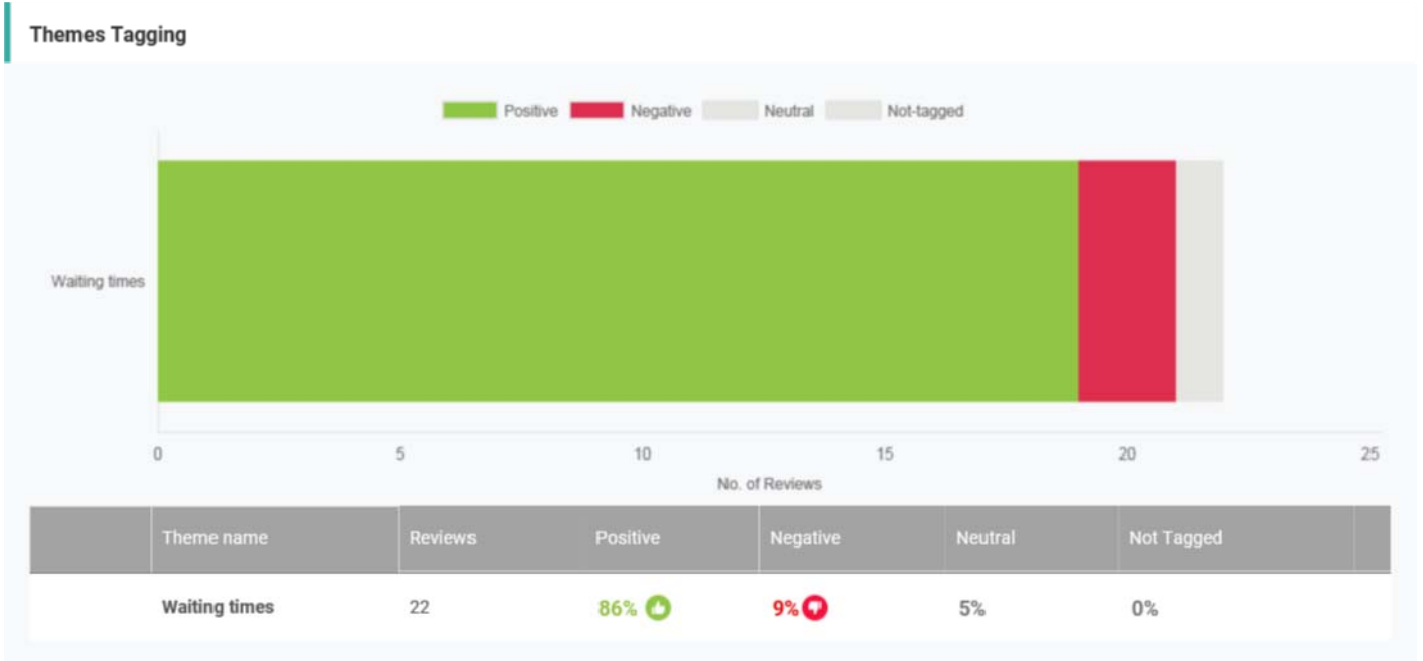
Key Themes—Facilities & Surroundings

Provider	Rating	Title	Review
Whiston Hospital	5	Whiston Hospital	I think it is very nice, very clean which is what you want. It also has facilities such as shops. The staff seem very friendly. I waited 40 minutes for an appointment. When I got in it was explained that there is half an hour delay.
Whiston Hospital	5	Excellent	Excellent hospital - staff are caring and compassionate
Whiston Hospital	4	Whiston Hospital	I have always been fine
Whiston Hospital	5	Whiston Hospital	They work really hard and do their best to sort whatever is wrong. The service is excellent. Could do with more mobility spaces, permanently waiting, 1 hour waiting so far. Give staff a raise.
Whiston Hospital	5	Maternity Services	Fantastic service, been well looked after. Thank you very much.
Whiston Hospital	5	Brilliant	I just think it is brilliant, the staff, the appointments, I have been using it for years.
Whiston Hospital	4	Whiston Hospital	Good, they look after you
Whiston Hospital	4	Haematology - Good in parts	Had to wait with no indication as to how long. Blood test was very good. Then had to wait for results to be processed and sent to consultant to then see me.
Whiston Hospital	4	Whiston Hospital	It is clean and bright - very welcoming and comfortable. I am picking my Wife up today - parking can be a problem sometimes.
Whiston Hospital	5	Whiston Hospital	Visiting 98 year old mother. Looked after extremely well - Thank you
Whiston Hospital	4	Very Good	Rating only



Key Themes—Access to Services

Following on from previous reports access to services has been a consistent key theme within reports, specifically through previous work that has been completed around access to primary care services. This quarter shows an improvement in comments, particularly relating to waiting times. All comments relating to waiting times are included below.



Provider	Rating	Title	Review
Whiston Hospital	5	Whiston Hospital	Helped my Granddad a lot. Have been a massive help to me as well.
Whiston Hospital	5	Very Good	The food is good and the service is good.
Whiston Hospital	5	Always wonder service.	I had a Pacemaker fitted last year the care was top rate from start to finish. I have just had an Op for Dupuytren's contracture again from Pre Op to having dressing change on to Therapy great support and care. I will have to have some more skin graph work done but I know I am in safe hands.
Whiston Hospital	5	Fantastic	The service we have had is fantastic - really, really good - could not make it better.
Whiston Hospital	5	Great Service	Very quick service - I had an x-ray done. Lovely staff and very kind.
Whiston Hospital	5	Whiston Hospital	It is run well and clean, the staff are hardworking.
Whiston Hospital	5	Whiston Hospital	Fantastic staff throughout the hospital



Key Themes—Access to Services

Provider	Rating	Title	Review
Whiston Hospital	5	Whiston Hospital	You don't get enough painkillers - when I first came in I got painkillers but the last time I asked they said no and didn't tell me why. The food is tasteless, it seems to be steamed. Proper fried fish and chips would be nice - It's always steamed food. I love the staff, they are pleasant. I came through A&E and had to wait hours for a bed.
Whiston Hospital	5	Brilliant	Brilliant, reliable service - professional
Whiston Hospital	5	Very helpful and great overall	Staff are lovely and helpful - highly recommend
Whiston Hospital	5	Whiston Hospital	I think it is very nice, very clean which is what you want. It also has facilities such as shops. The staff seem very friendly. I waited 40 minutes for an appointment. When I got in it was explained that there is half an hour delay.
Whiston Hospital	5	Very Good	My Wife is in at the moment, it has been very good - no complaints. Appointment times are good.
Whiston Hospital	5	Excellent	Excellent hospital - staff are caring and compassionate
Whiston Hospital	4	Whiston Hospital	I have always been fine
Whiston Hospital	5	Whiston Hospital	They work really hard and do their best to sort whatever is wrong. The service is excellent. Could do with more mobility spaces, permanently waiting, 1 hour waiting so far. Give staff a raise.
Whiston Hospital	5	Maternity Services	Fantastic service, been well looked after. Thank you very much.
Whiston Hospital	5	Brilliant	I just think it is brilliant, the staff, the appointments, I have been using it for years.
Whiston Hospital	4	Whiston Hospital	Good, they look after you
Whiston Hospital	4	Haematology - Good in parts	Had to wait with no indication as to how long. Blood test was very good. Then had to wait for results to be processed and sent to consultant to then see me.
Whiston Hospital	4	Whiston Hospital	It is clean and bright - very welcoming and comfortable. I am picking my Wife up today - parking can be a problem sometimes.
Whiston Hospital	5	Whiston Hospital	Visiting 98 year old mother. Looked after extremely well - Thank you
Whiston Hospital	4	Very Good	Rating only



Key Themes–Communication

During this quarter, communication has been highlighted as having a majority of negative comment, particularly in relation to lack of communication. In this case, communication scored low in relation to the individual ratings within this theme. Key issues raised include; communication relating to delays, better communication around discharge and lack of communication regarding after care. All the comments relating to this area are included below.

Themes Tagging



Provider	Rating	Title	Review
Whiston Hospital	5	Very Good	My daughter was admitted for suspected waters breaking. She was looked after very well indeed.
Whiston Hospital	5	Whiston Hospital	I think it is very nice, very clean which is what you want. It also has facilities such as shops. The staff seem very friendly. I waited 40 minutes for an appointment. When I got in it was explained that there is half an hour delay.
Whiston Hospital	4	Whiston Hospital	Rating only
Whiston Hospital	4	Whiston Hospital	Good, they look after you
Whiston Hospital	5	Had to go for a liver check	had to go for a liver check and service was excellent. Few days later they rang to check we were happy i thought this was really good.
Whiston Hospital	4	Haematology - Good in parts	Had to wait with no indication as to how long. Blood test was very good. Then had to wait for results to be processed and sent to consultant to then see me.



Key Themes—Communication

Provider	Rating	Title	Review
Whiston Hospital	4	Whiston Hospital	I have used the hospital for many years, I have used the hospital myself and my husband has used the hospital too. Communication could be better. My husband was in hospital but District Nurse still visited at home. Just waiting for discharge.
Whiston Hospital	4	My husband was in A and E	When my husband was in A and E he could hardly stand up. Two ambulance men turned up and said are you ready to go home. I said how will I be able to get him up the stairs. It was then that the ambulance staff said sorry we did not know he could not stand. My husband had a water infection and was on antibiotics. Despite the lack of communication on this occasion the other care he received was wonderful.
Whiston Hospital	4	My husband has ensure drinks	My husband has ensure drinks despite him having an appetite i had to ask for these drinks. I think if i had not of asked for these drinks he would not of got anything at all. Despite this other treatment was wonderful and staff treated him with kindness.
Whiston Hospital	4	In September we attended A and E	In September my husband attended A & E he wears a catheter. I was asked by staff if this had been flushed out i said yes, this was causing my husband pain. It was only after the second visit i was asked if this was being flushed out with 300 ml of saline solution. Previously to this only 50 ml was used, Lack of communication meant my husband had been put in unnecessary pain. I still think despite this other treatment was wonderful and staff treated him with kindness.

Key Themes

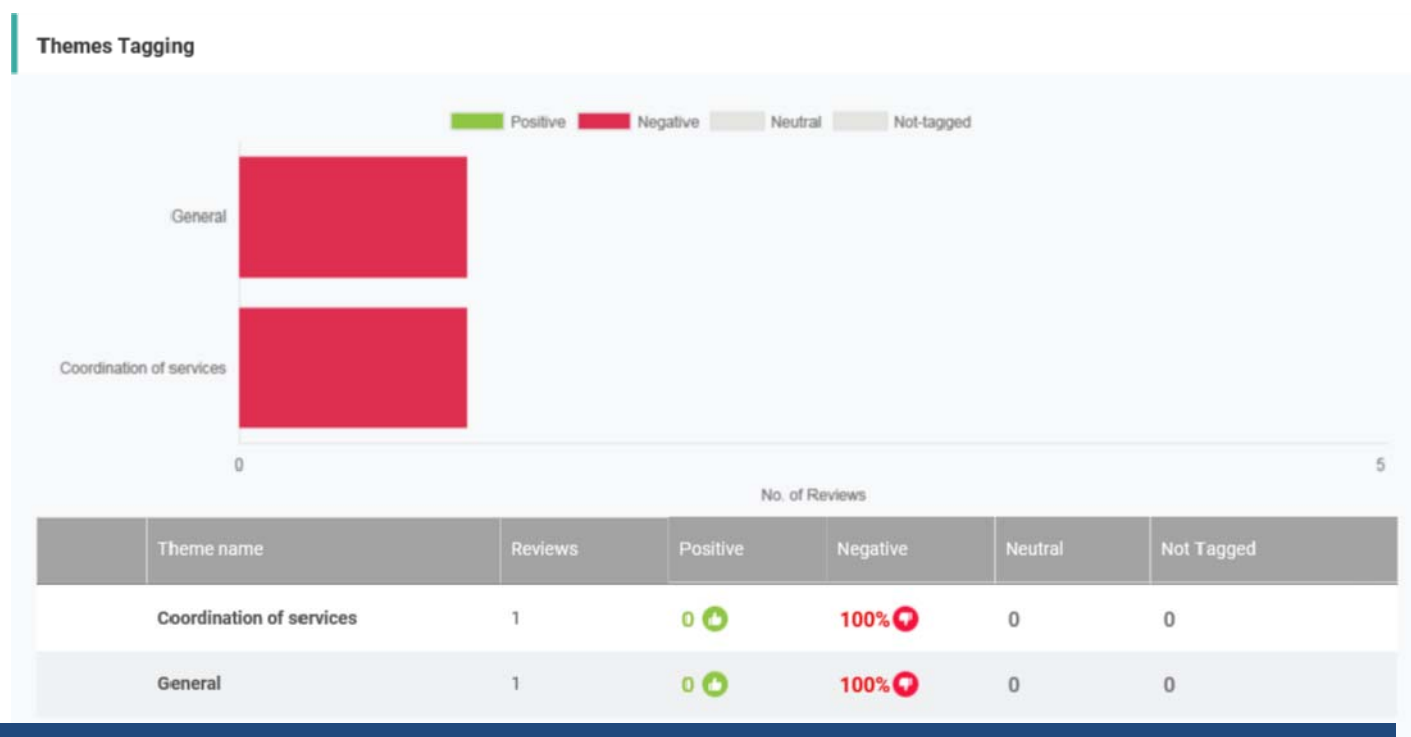
Unspecified

Two comments received were unspecified and did not highlight any specific themes.

Provider	Rating	Title	Review
Whiston Hospital	5	Whiston Hospital	Rating only
St Helens Hospital	5	I attended the St Helen's Hospital	I attended the St Helen's Hospital for an eye appointment. I like the hospital and would give it a five star rating.

Discharge

There were two comments received relating to discharge during this quarter, which were both negative experiences within this area. One comment specifically related to the co-ordination of services when being discharged, which is highlighted below. This has also been highlighted within the individual star rating in relation to the general comment.



Provider	Rating	Title	Review
Whiston Hospital	4	Ward 4a	Nurses and carers are brill, Dr's aren't understanding. I was brought in via A&E with unknown vomiting for over 6 days. Because of the cyber attacks, I could not be booked in for tests for over 3 days - was sent home with pain relief. Two days later I was admitted again via A&E with vomiting again. Sent for all tests (that I couldn't have previously) - UTI, Kidney infection and am now being treated for sepsis. I have waited 6 days now for social services, psych team and stop smoking team. Food is shocking!! Wouldn't feed the meals to my dog!!
Whiston Hospital	4	Whiston Hospital	Rating only



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:

Treatment & Care

This continues to be a highly rated area within the trust:

“My daughter was admitted for suspected waters breaking. She was looked after very well indeed.”

“The service we have had is fantastic - really, really good - could not make it better.”

“Brilliant, reliable service - professional”

Staff Attitude

During this quarter the attitude of staff was rated highly through comments received.

“I have always had good nursing and attention.”

“The staff are caring and friendly. The ward is therapeutic. The staff let you know what is going on - very impressed.”

“I still think despite this other treatment was wonderful and staff treated him with kindness.”

Access to Services—Waiting times

Although some comments provided a mixed response to waiting times, this quarter showed an improvement in relation to waiting times within the trust.

“Very quick service - I had an x-ray done. Lovely staff and very kind.”

“My Wife is in at the moment, it has been very good - no complaints. Appointment times are good.”

“I just think it is brilliant, the staff, the appointments, I have been using it for years.”

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, which is always rated highly.

“Always looks clean and cheerful when you come in.”

“Everywhere is so lovely and clean”

“I think it is very nice, very clean which is what you want. It also has facilities such as shops”

“It is clean and bright - very welcoming and comfortable.”



Recommendations

Healthwatch continue to receive comments on the following areas which are being monitored through the trusts quarterly patient experience meetings with local Healthwatch organisations.

Food & Hydration

During this quarter, Healthwatch Knowsley received a number of negative comments relating to food and hydration within the trust, these relate to both the portions of food, as well as the standard of food.

“When I first came I hadn't had anything to eat so I asked for something this morning and was offered toast and cereal but not given seconds - was still hungry.”

“Food is shocking!! Wouldn't feed the meals to my dog!!”

“The food is tasteless, it seems to be steamed.”

Communication

Communication remains a key area of concern within the trust.

Had to wait with no indication as to how long.

My husband has ensure drinks despite him having an appetite i had to ask for these drinks. I think if i had not of asked for these drinks he would not of got anything at all. In September my husband attended A & E he wears a catheter. I was asked by staff if this had been flushed out i said yes, this was causing my husband pain. It was only after the second visit i was asked if this was being flushed out with 300 ml of saline solution. Previously to this only 50 ml was used, Lack of communication meant my husband had been put in unnecessary pain.

Discharge

During this quarter we received two comments that related to discharge, in one case the discharge process was rated low within the individual star ratings. The comment received regarding discharge

“I was brought in via A&E with unknown vomiting for over 6 days. Because of the cyber attacks, I could not be booked in for tests for over 3 days - was sent home with pain relief. Two days later I was admitted again via A&E with vomiting again. Sent for all tests (that I couldn't have previously) - UTI, Kidney infection and am now being treated for sepsis. I have waited 6 days now for social services, psych team and stop smoking team.”

Recommendations from the previous report

Access to Services

In the previous quarter access to services was negatively rated, with a majority of the comments received relating to waiting times, specifically within the A&E Department.



Recommendations

The trust have developed a screening service, so patients who attend A&E are directed to the right service that fits their needs.

Communication

A key issue related 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. Although there are still some concerns in this area, the trust have now placed volunteers within the A&E Department to help patients and support the trust to maintain communication.

Facilities and Surroundings

The key area in this theme was regarding car parking, some issues raised relate to the difficulties with car parking and accessibility. To help with the congestion the trust have extended opening hours within wards, so visitors aren't all coming in at the same time. It has also been reported that work will also be taking place to create more spaces at the front of the hospital for patients to have better access to the hospital.

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 people's 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.



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**

Website: **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 or telephone a member of the team.

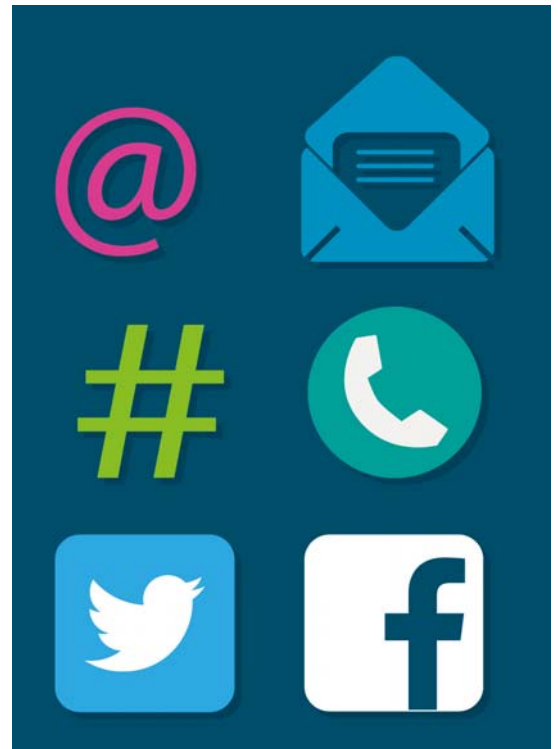
You can also follow us on social media:



[@HWKnowsley](https://twitter.com/HWKnowsley)



[Healthwatch.Knowsley](https://www.facebook.com/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



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 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



Appendix 2–Comments

Provider	Rating	Title	Review
Whiston Hospital	5	Whiston Hospital	Always looks clean and cheerful when you come in. I am visiting a neighbour who is in.
Whiston Hospital	5	Very Good	I have always had good nursing and attention. I am here to see the Heart department.
Whiston Hospital	5	Whiston Hospital	Smashing - my Dr is beautiful. The staff have gone above and beyond today.
Whiston Hospital	4	Whiston Hospital	All the staff are pleasant. When I first came I hadn't had anything to eat so I asked for something this morning and was offered toast and cereal but not given seconds - was still hungry. Everything else is ok.
Whiston Hospital	5	Whiston Hospital	The staff are caring and friendly. The ward is therapeutic. The staff let you know what is going on - very impressed.
Whiston Hospital	5	Whiston Hospital	Helped my Granddad a lot. Have been a massive help to me as well.
Whiston Hospital	5	Very Good	The food is good and the service is good.
Whiston Hospital	5	Very Good	My daughter was admitted for suspected waters breaking. She was looked after very well indeed.
Whiston Hospital	5	Always wonder service.	I had a Pacemaker fitted last year the care was top rate from start to finish. I have just had an Op for Dupuytren's contracture again from Pre Op to having dressing change on to Therapy great support and care. I will have to have some more skin graft work done but I know I am in safe hands.
Whiston Hospital	4	Ward 4a	Nurses and carers are brill, Dr's aren't understanding. I was brought in via A&E with unknown vomiting for over 6 days. Because of the cyber attacks, I could not be booked in for tests for over 3 days - was sent home with pain relief. Two days later I was admitted again via A&E with vomiting again. Sent for all tests (that I couldn't have previously) - UTI, Kidney infection and am now being treated for sepsis. I have waited 6 days now for social services, psych team and stop smoking team. Food is shocking!! Wouldn't feed the meals to my dog!!
Whiston Hospital	5	Whiston Hospital	Rating only
Whiston Hospital	5	Fantastic	The service we have had is fantastic - really, really good - could not make it better.



Appendix 2–Comments

Provider	Rating	Title	Review
Whiston Hospital	5	Great Service	Very quick service - I had an x-ray done. Lovely staff and very kind.
Whiston Hospital	5	Whiston Hospital	Everywhere is so lovely and clean and the ward 3B where my friend is, the staff are lovely. Just the disabled parking could be better. I did notice staff chatting over a paper - more patient attention would be better.
Whiston Hospital	5	Whiston Hospital	It is run well and clean, the staff are hardworking.
Whiston Hospital	5	Whiston Hospital	Fantastic staff throughout the hospital
Whiston Hospital	5	Whiston Hospital	You don't get enough painkillers - when I first came in I got painkillers but the last time I asked they said no and didn't tell me why. The food is tasteless, it seems to be steamed. Proper fried fish and chips would be nice - It's always steamed food. I love the staff, they are pleasant. I came through A&E and had to wait hours for a bed.
Whiston Hospital	5	Brilliant	Brilliant, reliable service - professional
Whiston Hospital	5	Very helpful and great overall	Staff are lovely and helpful - highly recommend
Whiston Hospital	5	Whiston Hospital	I think it is very nice, very clean which is what you want. It also has facilities such as shops. The staff seem very friendly. I waited 40 minutes for an appointment. When I got in it was explained that there is half an hour delay.
Whiston Hospital	5	Very Good	My Wife is in at the moment, it has been very good - no complaints. Appointment times are good.
Whiston Hospital	5	Excellent	Excellent hospital - staff are caring and compassionate
Whiston Hospital	4	Whiston Hospital	I have always been fine
Whiston Hospital	4	Whiston Hospital	Rating only
Whiston Hospital	5	Whiston Hospital	They work really hard and do their best to sort whatever is wrong. The service is excellent. Could do with more mobility spaces, permanently waiting, 1 hour waiting so far. Give staff a raise.
Whiston Hospital	5	Maternity Services	Fantastic service, been well looked after. Thank you very much.



Appendix 2–Comments

Provider	Rating	Title	Review
Whiston Hospital	5	Brilliant	Rating only
Whiston Hospital	5	Brilliant	I just think it is brilliant, the staff, the appointments, I have been using it for years.
Whiston Hospital	4	Whiston Hospital	Good, they look after you
St Helens Hospital	5	I attended the St Helen's Hospital	I attended the St Helen's Hospital for an eye appointment. I like the hospital and would give it a five star rating.
Whiston Hospital	5	Had to go for a liver check	had to go for a liver check and service was excellent. Few days later they rang to check we were happy I thought this was really good.
Whiston Hospital	4	Haematology - Good in parts	Had to wait with no indication as to how long. Blood test was very good. Then had to wait for results to be processed and sent to consultant to then see me.
Whiston Hospital	5	Prosthetic lab staff amazing	Great experience
Whiston Hospital	4	Whiston Hospital	I have used the hospital for many years, I have used the hospital myself and my husband has used the hospital too. Communication could be better. My husband was in hospital but District Nurse still visited at home. Just waiting for discharge.
Whiston Hospital	4	Whiston Hospital	It is clean and bright - very welcoming and comfortable. I am picking my Wife up today - parking can be a problem sometimes.
Whiston Hospital	5	Whiston Hospital	Visiting 98 year old mother. Looked after extremely well - Thank you
Whiston Hospital	4	Very Good	Rating only
Whiston Hospital	4	My husband was in A and E	When my husband was in A and E he could hardly stand up. Two ambulance men turned up and said are you ready to go home. I said how will I be able to get him up the stairs. It was then that the ambulance staff said sorry we did not know he could not stand. My husband had a water infection and was on antibiotics. Despite the lack of communication on this occasion the other care he received was wonderful.
Whiston Hospital	4	My husband has ensure drinks	My husband has ensure drinks despite him having an appetite I had to ask for these drinks. I think if I had not of asked for these drinks he would not of got anything at all. Despite this other treatment was wonderful and staff treated him with kindness.
Whiston Hospital	4	In September we attended A and E	In September my husband attended A & E he wears a catheter. I was asked by staff if this had been flushed out I said yes, this was causing my husband pain. It was only after the second visit I was asked if this was being flushed out with 300 ml of saline solution. Previously to this only 50 ml was used, Lack of communication meant my husband had been put in unnecessary pain. I still think despite this other treatment was wonderful and staff treated him with kindness.



Control Sheet

Date Submitted	25/10/17
Date Response due	22/11/17
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
Lower Ground 1, Nightingale House
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Prescot, Merseyside
L35 5DR

PA: Helen Burton
Direct Dial: 0151 290 4515
Website: www.sthk.nhs.uk

14th February 2018

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

Dear Kelly,

Apologies for the delay in this letter and thank you for sharing your Healthwatch reports with the Trust, which were discussed at the Patient Experience Council on Wednesday 1st November 2017.

I am writing to confirm that members of the Trust are considering the main issues and feedback has been shared with the relevant leads. In addition, any other areas of concern are shared at the quarterly Healthwatch meetings, with the next meeting being held on 26th April 2018.

I look forward to continuing to work with you and our Healthwatch partners to effectively address any issues raised wherever possible.

Yours sincerely,



Anne Rosbotham-Williams
Assistant Director of Governance