



St Helens & Knowsley NHS Trust

Patient Experience Report

Qtr 2 (2015/16)

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

Strategic Context and Relationships

Healthwatch Knowsley:

- Develops priorities based on the experience and concerns of the public whilst recognising the local health and social care context and priorities such as the Joint Strategic Needs assessment;
- Has trusting collaborative relationships with key local decision makers through regular formal and informal meetings where its role as a critical friend is understood;
- Plays a clear and distinct role in key local decision making structures (going beyond its formal position on the Health and Wellbeing Board) and contributes to better local decision making;
- Contributes to the development and, where appropriate, delivery of the local decision making structures.





About Healthwatch Knowsley

Community Voice and Influence

Healthwatch Knowsley:

- Has a clear action plan for reaching out and informing local people of its priorities and activities;
- Ensures it engages with seldom heard communities;
- Supports local people to share their experience and opinions of local services;
- Involves local people in setting priorities and commenting on the quality of Healthwatch Knowsley's work;
- Provides pathways for people to become involved in the work and delivery of Healthwatch Knowsley in a way that suits them;
- Contributes to the increased confidence and ability of local people to influence the local health and wellbeing system.



Making a Difference Locally

Healthwatch Knowsley:

- Capture the experience and aspirations of local people in its investigations and reports;
- Investigates issues in a way that is appropriate and ethical;
- Investigates, where appropriate, producing recommendations for change that have been heard and responded to by relevant providers and decision makers.

Informing People

Healthwatch Knowsley:

- Provides the public with accurate, reliable, relevant and useful information about local services when they need it in a format that meets their needs;
- Considers the needs of easily ignored and marginalised groups at all times;
- Has a clear understanding of what services are available to people and signposts the public so that they can access appropriate services;
- Systematically uses the intelligence it gathers to inform its priorities.
- Relationship with Healthwatch England
- Healthwatch Knowsley:
 - Learns from and share their learning with other Local Healthwatch;
 - Shares the views and experiences of local people with Healthwatch England to be reflected in National Work;
 - Gets involved in national pieces of work that are relevant to this area;
 - Contributes its expertise to national policy development.





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 the 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.



Have YOUR Say!

Your opportunity to provide feedback about local health and social care services.

your voice counts

For more information about Healthwatch Knowsley:
T: 0151 449 3954
E: enquiries@healthwatchknowsley.co.uk
W: www.healthwatchknowsley.co.uk

What service(s) are you telling us about?

GP ☐ Walk in Centre ☐ Hospital ☐ Pharmacy ☐
Dental ☐ Optician ☐ Care Home ☐ Residential Care ☐
Community Service ☐ Other (please state) ☐

Name of service:

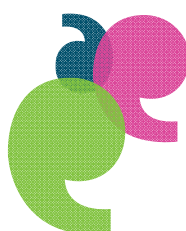
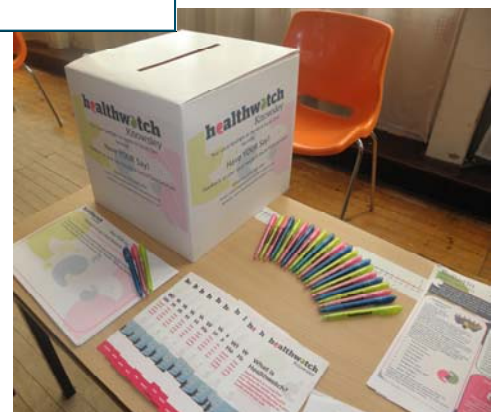
When did you last use this service? (I am please tick)

Patient ☐ Carer ☐ Staff ☐ Relative ☐ Visitor ☐

Please tell us about your experience:

How would you rate this service?

Excellent ☐ Good ☐ OK ☐ Not Good ☐ Poor ☐





Summary of Comments

During the period for which the report relates 43 surveys have been collated, which contain a combination of 39 positive and negative comments. These have been captured through direct patient experience feedback captured on the Healthwatch Knowsley patient feedback for and through a hospital specific survey. This survey asks respondents to specifically answer the following questions about the service¹:

Were the staff kind?
Did they respect you?
Was it clean?
Was the food and drink nice?
Did they tell you what was happening?
Was everything in place before you left?
Does the service meet your access needs?
Did you feel safe?
Were the staff friendly and polite?
Did everyone work together?
Did you have to wait long before you got your appointment?
Did you have to wait long when you were at your appointment?
Overall how would you rate this service?

Respondents were asked in what capacity they had visited the hospital and were given the options of:

Patient
Carer
Staff
Relative
Visitor

In addition to this a further 20 comments had been posted on Patient Opinion and these are included for completeness and to feed into the information process².

Response

Healthwatch Knowsley work with local Hospital Trusts to drive forward improvements in patient experience. To this end we expect to receive acknowledgement of this report within 20 operational days. It is expected that this report will be used to inform the action plans for the Trust as well as priorities in the coming year.

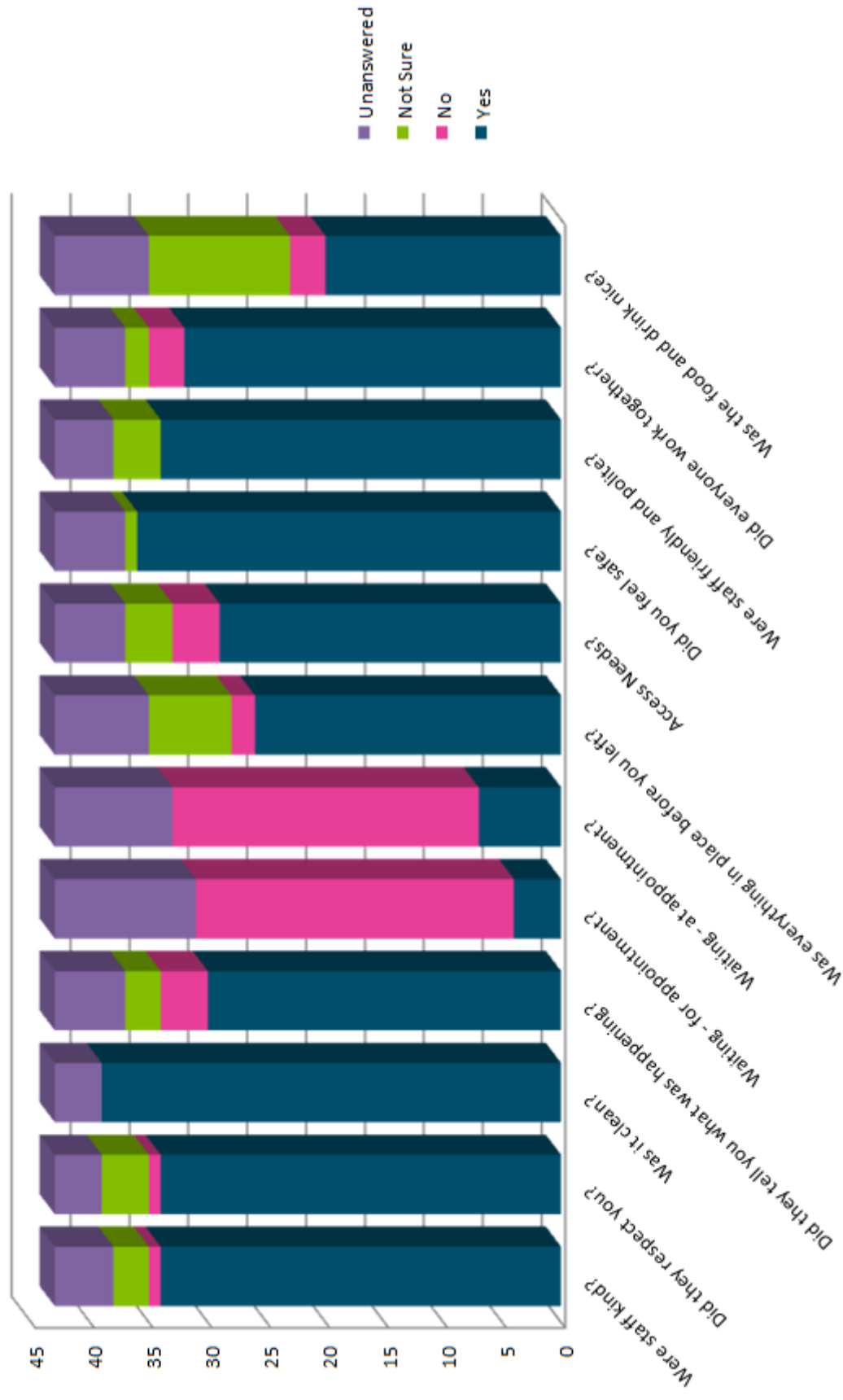
This report will also be shared with NHS Knowsley Clinical Commissioning Group and the Knowsley MBC Commissioners to inform and influence their work.

¹It should be noted that not all respondents completed the entire scoring sheet

²It should be noted that these are reproduced as they appeared on Patient Opinion and have not therefore been through the same anonymisation process as comments made directly to Healthwatch Knowsley

Hospital Scores

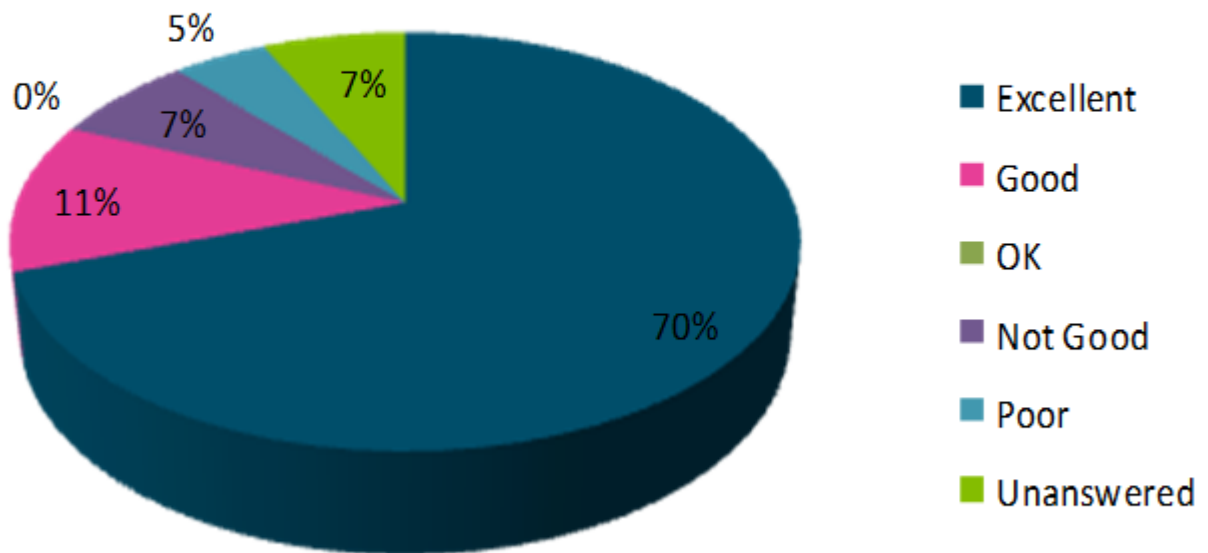
Have Your Say Survey Results





Hospital Scores

Ratings

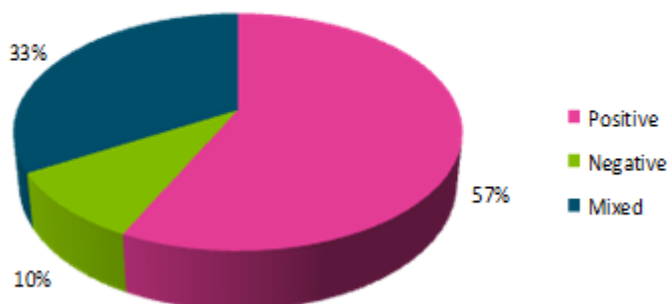


In relation to ratings, 70% of those who commented felt that the trust was excellent, with a further 11% stating that it is good.

Hospital Scores

In relation to the hospital scores, it is worth noting that a majority of the results are positive, with cleanliness, safety, staff kindness and respect scoring highly. People have also noted that they haven't had to wait long for appointments, and also when at their appointments.

Comments



From the 43 comments received a majority of the comments received were positive, with only 10% of comments providing negative feedback.



Good Practice & Recommendations

Good Practice

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

Staff Attitude

It is worth noting that during this quarter there are a number of positive comments relating to trust staff. Some comments include:

“Fabulous food, staff kind and considerate, tell you what is going on, always got time for you no matter what time. Well cared for at Whiston better than other hospitals. A lady next to me didn't want to go home as enjoyed her stay.”

“It has been brilliant - can't do enough for you. Staff are lovely. Despite being unhappy about not being at home every one has made me feel comfortable. Nothing too much trouble from A&E to the wards.”

Environment

The environment and cleanliness of both hospitals score highly within the report, with a number of comments mentioning how clean the hospital is, this includes:

“Attend regularly to provide transport to patients. I go to hospitals all over the country and this is the cleanest. The hospital is so clean compared to other hospitals.”

Quality of treatment and care

A number of the comments mention how well they were treated and the excellent standard of care they have received from the hospital.

“Staff are really helpful, even at busy times. The care I received was excellent and thorough - staff did everything they could to ensure I received the maximum care I needed (ultrasound and foetal assessment unit).”

Recommendations

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

Discharge

Some comments refer to discharge, particularly in reference to information and support after discharge:

“I was discharged with my baby in March 2015 from Whiston. Midwives did not come out when they were supposed to and the breast feeding support worker gave me inadequate advice which resulted in my baby losing too much weight in his first week of life.”

“After 12 days she was sent back home to haven Lee there was a Zimmer waiting for her but it was too small the home had to ring up and get her a proper one. When she was discharged Whiston told us they would send a physiotherapist to the home, no one has been yet.”



Good Practice & Recommendations

Staff Attitude

Although a majority of comments relate to positive experiences with staff, there are some comments that relate to staff attitude negatively, in particular when waiting for help, as well as communication between staff and patients.

“Some lovely nurses but some other nurses that are not. For example, waiting on medication, have to wait hours for medication - 4 or 5 hours, told we forgot or I am with a poorly person. At times I feel this is due to being short staffed.”

“Some kind, caring nurses but there is some nurses that are not kind and compassionate. Shortage of staff which can be very dangerous for patients. I am a mother of 4 children, sometimes the way I get spoken to is awful. I'm not kept in the loop about my treatment. Some nurses have bad attitudes. You feel that you are in the way when all you want to do is get better and get home.”

Waiting times

There have been some comments made that relate to waiting times, this includes, waiting for appointments, waiting at appointments, as well as some issues relating to inpatient services, in which patients are waiting for responses to buzzers, as well as medication.

“The care of the GP was ok but my stay at Whiston was not so good. I waited a long time for a bottle as I could not go to the toilet. I did ring the buzzer and staff did not attend. This was the worst experience I had whilst in hospital.”

Healthwatch will monitor these concerns and will continue to meet with the trust on a regular basis to address these concerns via the Patient Experience Action Plan.



Appendix 1 - Comments

Date	Service Name	Tell us about the appointment	How would you rate this service?
22/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Ms A was admitted to Whiston Hospital three to four weeks ago with a fractured pubic bone. She was kept in Casualty for 7 hours before she was moved to a ward. After about 5 hours they brought in a proper bed for her to lie on but was still in Casualty. After 12 days she was sent back home to haven Lee there was a Zimmer waiting for her but it was too small the home had to ring up and get her a proper one. When she was discharged Whiston told us they would send a physiotherapist to the home, no one has been yet.	
18/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	I was discharged with my baby in March 2015 from Whiston. Midwives did not come out when they were supposed to and the breast feeding support worker gave me inadequate advice which resulted in my baby losing too much weight in his first week of life. We had to take him to Alder Hey where he was put under lights for Jaundice and fed through tubes.	Poor
18/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust		Not Good
18/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	I think it is absolutely superb, it is modern and caters for everything. Staff are fantastic, perfect location, car parking is fine. On occasions on admissions it can be a pain as sometimes you are waiting for ages - hours! Not enough lifts in the building. Very good signage. The stairs could be a bit more colourful, maybe something to brighten it up in the corridors. Fantastic courtyard, you can look at but can't go into. 90% staff attitudes, 10% disappointing.	Excellent
18/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	My time at the delivery suite was excellent. Great midwife, GP, all staff great. Great care. Asked all my questions for me. Very clean - now moved to special care baby unit, really the same, help you with everything.	Excellent
18/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Very clean, staff lovely.	Excellent



Appendix 1 - Comments

Date	Service Name	Tell us about the appointment	How would you rate this service?
18/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Appointment time quick. Staff are lovely. Clean, nice, no problems.	Excellent
17/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Parking prices are a lot if you are using all the time. Staff friendly.	Good
17/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	I was admitted by ambulance last August to the Cardiology ward. I was very confused and don't remember much. Some time/days later a nurse was raising the bar on my bed and I asked why she was doing it. She replied in very strident tones "Because every time you fall out of bed I have to make a full report out". I had no idea what she was talking about as I had no recollection of falling out of bed. Later I obtained my medical records and found out that I had indeed fallen out of bed prior to being transferred to Broadgreen from Whiston Hospital.	
17/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Staff of all levels very helpful to me.	Excellent
17/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	I am always happy with the services at the Antenatal clinic at Whiston Hospital.	Excellent
17/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Very well organised. I was only in for one night. Provided me with lunch and an evening meal. Surgery to follow up removal of melanoma. Referral from GP, quite a long time for appointment. At the time I was in an apartment that needed work on the bathroom. I put my appointment back; don't think this made much difference. I have been there 9 years. No issues with Lymph nodes. I am on recall of course.	Good
17/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Excellent service. All staff pleasant and helpful. Ward staff wonderful. The only problem we encountered on my 6-8 week appointments are the disabled parking closer to the main entrance. There should be a lot more disabled parking spaces. Orthopaedic o/p was very busy today which is very rare. Otherwise, there are no issues.	Excellent



Appendix 1 - Comments

Date	Service Name	Tell us about the appointment	How would you rate this service?
17/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	My husband was brought to the hospital by ambulance. The paramedics were absolutely fantastic. They kept asking him if he was alright and looked after him really well. He was on B1 ward and given all sorts of tests to make sure what was wrong. The nurses were so kind and helpful. I would like to thank them all for the care my husband received.	
10/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust		Excellent
10/09/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Excellent service from cleaning staff to doctors.	Excellent
24/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Some lovely nurses but some other nurses that are not. For example, waiting on medication, have to wait hours for medication - 4 or 5 hours, told we forgot or I am with a poorly person. At times I feel this is due to being short staffed. Sometimes I think this is because they are chatting and not doing their job. With controlled medication you need two members of staff. If I ask for painkillers there is not staff to give it out, you are in pain and told staff are on their breaks. Not enough staff. Sometimes the attitude is disgusting, scared to press buzzer. I had one last week that said I was like her father, she said he moans and moans.	Poor
24/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Pleasant staff, welcoming.	Excellent
24/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	I went with my partner for an outpatient appointment at St Helens Hospital, he has surgery on his arm in May and this was due to be his last appointment. We arrived 50 minutes early for the appointment and were fortunately seen straight away, we met with Mr Khan who looked at the progress of his arm offered some advice and said he was really pleased with the progress and offered a just in case appointment in 6 months. Quick, efficient service, we didn't even have to pay for parking. Have found the care at both Whiston and St Helens brilliant, they are really supportive.	Excellent



Appendix 1 - Comments

Date	Service Name	Tell us about the appointment	How would you rate this service?
24/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Some kind, caring nurses but there is some nurses that are not kind and compassionate. Shortage of staff which can be very dangerous for patients. I am a mother of 4 children, sometimes the way I get spoken to is awful. I'm not kept in the loop about my treatment. Some nurses have bad attitudes. You feel that you are in the way when all you want to do is get better and get home.	Not Good
24/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	The treatment has been really good. Food has been marvellous. We didn't have to wait for our first appointment, this has been very quick. We were an inpatient, it took a long time to get package together. Communication between departments could be better.	Good
24/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	I have attended Whiston as a patient - brilliant. Staff are great, GP's are great, food great. Came in at 8am, operation at 9am. No wait at all.	Excellent
24/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Came in through A&E, got seen quickly. Staff have been very caring and helpful.	Excellent
24/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Been helpful. Well looked after by staff. Came into hospital by A&E department, no wait in A&E. Put on a ward. Treatment fine. Hospital would be better if a bit nearer to local area.	Excellent
24/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	I am an outpatient. I always find it nice. I have never had any complaints. The staff are very helpful. Quick appointment time.	Excellent
24/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Staff are really helpful, even at busy times. The care I received was excellent and thorough - staff did everything they could to ensure I received the maximum care I needed (ultrasound and foetal assessment unit). I have used the services here at Whiston hospital a few times and would continue to do so as staff are lovely and I like the environment here. The only issue I have is that the maternity entrance is currently blocked off, which is not ideal when using the maternity drop off zone.	Excellent
14/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Nice experience, lovely staff, take good care of you.	Excellent



Appendix 1 - Comments

Date	Service Name	Tell us about the appointment	How would you rate this service?
14/08/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Nice experience, lovely staff, clean hospital.	Excellent
20/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	It was ok all round	Good
20/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Whiston - Excellent - everything excellent. Staff, everyone very pleasant. Its marvellous how nice this hospital is.	Excellent
20/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Whiston - Wonderful hospital. Staff are lovely. I don't mind the wait, don't mind at all.	Excellent
20/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust		Excellent
20/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Whiston - It has been brilliant - can't do enough for you. Staff are lovely. Despite being unhappy about not being at home every one has made me feel comfortable. Nothing too much trouble from A&E to the wards. The food could be improved - difficult to get something plain/	Excellent
20/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Whiston - Attend regularly to provide transport to patients. I go to hospitals all over the country and this is the cleanest. The hospital is so clean compared to other hospitals. Staff very helpful, never heard a complaint. My wife attended 2 years ago as a patient and didn't want to go home. The only thing I think is a bad idea is to get rid of all them smoking areas as people are still smoking but hiding out of the way of sight. This could be a fire risk. Worried where people are putting cigarette ends.	Excellent
20/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Whiston - Fabulous food, staff kind and considerate, tell you what is going on, always got time for you no matter what time. Well cared for at Whiston better than other hospitals. A lady next to me didn't want to go home as enjoyed her stay.	Excellent



Appendix 1 - Comments

Date	Service Name	Tell us about the appointment	How would you rate this service?
20/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Daughter was attending to visit her husband. Her husband has been in for 3 weeks, the car park is expensive. I did not see a notice about the car parking pass until we visited in lift with mum and saw a notice saying about a car parking pass being available. Would have been helpful if the notice was more clear or perhaps staff informing patients/carers/family. Apart from that the hospital is clean and lovely and very nice staff. Kept informed on husbands condition.	Excellent
20/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	I think it has been brilliant the way my mum has been treated and can't ask for more.	Excellent
15/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	I have attended Whiston hospital. I was kept in for a few days. Whiston was very clean. The staff were alright. I didn't feel that staff told me what was going on. Staff were kind. Whiston food was nice new menu, better than the Royal.	Good
15/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	The care of the GP was ok but my stay at Whiston was not so good. I waited a long time for a bottle as I could not go to the toilet. I did ring the buzzer and staff did not attend. This was the worst experience I had whilst in hospital. I noticed other patients were being treated the same as me and not being seen to. I ended up using the same bottle again and urine went everywhere. Everyone had a 15 - 20 wait if was on ward 4 of Whiston. The night staff were better than the day staff even though less staff were on during the night.	Not Good
14/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	Having gone through years of looking after my sick husband both of us were treated lovely, Whiston were nothing but gracious when he died. I keep my six monthly appointments with the dentist. I can't fault the NHS.	Excellent
10/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust		Excellent



Appendix 1 - Comments

Date	Service Name	Tell us about the appointment	How would you rate this service?
02/07/2015	St Helens and Knowsley Teaching Hospitals NHS Trust	I was referred by Tarbock Medical Centre, my doctor is excellent. I had a number of tests at each of the hospitals; this has put my mind at rest. Staff are very friendly and polite and helpful. The only downside was having to wait 10 weeks. I was in pain. Ten weeks is a long time to wait if you are in pain. St Helens hospital is very accessible. Easy parking, modern and bright. The system did not work so had to wait to be sent an appointment.	Excellent



Appendix 1 - Comments (Patient Opinion)

"Nurses worked their bums off"

About: Whiston Hospital

Everything on this ward was wonderful very comfortable and very excess able. The nurses were always running round trying to help and in my opinion they seem to have to much to do. Food was also good and a good choice each day, always had a cup of tea as well. I felt sorry for the nurses at times because of the work load, one person stayed behind to help because they were short staffed.

"Holbrook Unit"

About: Whiston Hospital

Just wanted to say had a minor op at Holbrook yesterday. The staff there were very professional. Felt at ease with the surgeon and all the nurses. They even gave my husband a cup of tea whilst he was waiting for me. Got to say the best hospital ive been in.

"Waiting too long at outpatients dept"

About: Whiston Hospital

I have been to Whiston outpatients dept recently for a blood test arriving at 9. 45 am. Ten numbers in front of me so was prepared for a bit of a wait. However waited over 45mins. Only 5 patients attended to in over 25 mins, with a 3 min wait between patients. Not good enough, I have regular blood tests at Whiston & St Helens hospital and GP surgery and have NEVER waited so long even when the dept has been choc a block full. I feel someone was on a go slow.

"pre natal care"

About: Whiston Hospital

My 22 year old daughter is having her first baby. She has been extremely poorly with morning sickness resulting in her having to attend whiston hospital a number of times due to her kettons being to high (4+). On one occasion she went to the hospital after collapsing where on arrival we were lettering in a waiting room for over an hour. Then we were taken to a private room where after seeing a triage nurse we again waited over an hour. The doctor prescribed a drip to rehydrate her, however due to my daughter's dehydration the nurse could not insert a cannula. By this time my daughter was very distressed the nurse was not very sympathetic to this and became a bit off handed with my daughter as if it was her fault that they could not insert the needle and left the room. The nurse came back approximately 45 minutes later with a small plastic cup of water and advised if my daughter drank this it would reduce her kettones after 30 minutes the nurse returned for another water sample and we were advised her overtones had reduced to 2+ and my daughter was allowed to go home my daughter had drank less than half the cup of water (this was after midnight).

The next day my daughter had a community midwife appointment at our GP office where the midwife was very worried about my daughter and advised we attended the hospital due to her dehydrated state. The midwife called the maternity ward and was told to advise my daughter to drink more, our midwife was not happy with this and advised us to return to the hospital. Which we did and my daughter was admitted due to her dehydrated state. And was an inpatient for a week. This is not by far the only incident where my daughter has been mistreated by whiston hospital during her pregnancy.



Appendix 1 - Comments (Patient Opinion)

"Thanks to all staff."

About: St Helens Hospital

I write in praise of the quality of service, care & environment provided by the St Helens Hospital & in particular the doctor and consultant, the staff of Yellow OPD, Sanderson suite & theatres. Their total professionalism & recognition of the needs of their patients as individuals was a joy to observe & experience. Please pass on my gratitude & be very proud of the team and your organisation.

"A&E and Ward 5C"

About: Whiston Hospital

Please can I thank everyone on behalf of my family for the care my mum received from both of these departments. She suffered a mini stroke which although was not as bad as a major one, she was extremely scared and vulnerable as she has never been admitted to hospital before. From the paramedics arriving at her home to spending the night on the ward, she was treated with the utmost care and respect by everyone involved. Special thanks to the Consultant and their team for putting her mind at rest and for the care now and in the future she will receive off them. People call the NHS but I have nothing but respect and admiration for them. Thankyou all so very much.

"Appointments system for eye department"

About: St Helens Hospital / Ophthalmology

I have been visiting St Helens eye dept for many years and over the last few years have seen many improvements and less waiting times on some occasions. The procedure has always been once seen then the next appt would be sent for my follow up for 6 months later. As I hadn't received a follow up appt I contacted the appt dept to be told that they had now changed the system and the new appt would only be sent 6 weeks before the date. At that call I was told my new appt would be in the beginning of Dec. I confirmed that I would not be able to attend as I was away and then given an appt for Jan 2016. What worries me is that if I hadn't phoned up I wouldn't have known my appt date. and heavens knows what date I would be given if I had only received this 6 weeks before. Anyway who gets the cancelled appts that there will undoubtedly be?

"Thank you to all the staff on ward 4B"

About: Whiston Hospital / General surgery

I am writing to thank all the staff from ward 4B Whiston Hospital that looked after me through my recent stay and postoperative care, although at first when I was admitted I was upset regarding a mix up relating to my admission, I would like to thank night duty nurse John who soon sorted everything out and in doing so put me at ease, this showed his professionalism at the same time his caring nature which reassured me that I was in good hands (SO THANK YOU JOHN). I also would like to thank nurse Kat who looked after me in the day time for she always had a warm reassuring smile at the same time she was carrying out her professional duties which is just as important (SO THANK YOU KAT). And last but not least I would like to thank all the rest of the staff on ward 4B who's names I don't know from the nurse's to the cleaners for without them all working as a team the excellent treatment I received would not have been possible (SO THANK YOU ALL). And to the ward managers I would like to say "you have fantastic staff working on your ward, and that is something to be proud about (SO WELL DONE)"



Appendix 1 - Comments (Patient Opinion)

"The Sanderson Suite"

About: St Helens Hospital

I attended the Sanderson Suite for a Laparoscopic Cholecystectomy and Gastroscopy.

I was really nervous about having surgery but the staff were brilliant.

My consultant was so lovely and understanding as they walked me to theatre as were all the other theatre staff. My anaesthetist, looked after me really well and explained everything to me, one of the theatre staff let me hold onto their hand as I had my cannula fitted which was very reassuring.

I would be grateful if you could pass on my heartfelt thanks to all mentioned and anybody I've missed, for making such a nerve wracking experience bearable by way of their outstanding professional and caring attitude to all of us on the ward that day.

As soon as I am fit enough to drive I will be passing in a thank you card and some nice cakes as a small way of saying thank you. Thank you so much for looking after me and for representing the NHS in such a positive way.

"X-Ray Department and Moving and Handling Team"

About: St Helens Hospital

I visited this hospital for a bone density today, August 12th. I am actually an East Lancashire/ Pennine Trust Patient. However St Helen's hospital is the only hospital, nearest to my home. Where the X-Ray department has provision for patients who need hoisting from one piece of equipment to another.

I am paralysed from the upper chest down with very little movement in all for limbs. I am only ever confident with my own carers hoisting me. The team at St Helen's were brilliant. They showed knowledge and vast experience in using the equipment and talked me through every move. Any time I expressed concern. Everything was stopped and talked about until I was happy and we continued. I never once felt uneasy or in any danger. The procedure itself was done professionally and with care. Every move was carefully thought out and agreed to by me before undertaken.

I can not praise the staff who looked after me enough. My Carer was redundant! I must comment on the other aspects of the hospital. It was spotlessly clean, bright and welcoming. I had only just entered the building when a member of staff enquired could they be of assistance. I asked where the department was and they chirpily directed us in the right direction.

I would say my experience was better than most hospitals I visited and I have frequented many. A Star + Goes to St Helen's Hospital. Especially their X-Ray department and Moving and Handling team. Nothing was a chore. I will be recommending you to my friends.

"treatment at the Holbrook centre"

About: Whiston Hospital

I had treatment at the Holbrook centre yesterday evening as a day case.

There was a significant delay in being seen due to the morning and afternoon clinics running over time. The staff were apologetic and polite and kept me regularly updated about the situation.

I was well looked after and provided with refreshments during my wait. The whole experience was a very positive one - every member of staff I met was professional, courteous and caring - nothing seemed too much trouble! Excellent service!



Appendix 1 - Comments (Patient Opinion)

"terrible telephone manner"

About: Whiston Hospital

Having had a double mastectomy and reconstruction for breast cancer i am thankfully on the final stretch of surgery/reconstruction. I had nipple reconstruction in December 2014 and have a follow up appt at St Helens hospital in October 2015 however i got a letter last week with an appointment at Whiston for September 2015. I wasn't sure what this appointment was for and also would not be able to attend because of work commitments. I proceeded to call the appointments team on the number provided on the letter. After a few rings a member of staff picked up the telephone and just said their name, i was a bit taken aback so i asked if it was the appointments team as i would like to cancel my appointment and also what it was for. They said "name?" I gave them my name and they said the appointment was for a skin pigmentation test. They then said they had cancelled the appointment and i would get another one in the post I asked could i be given one whilst i was on the phone as i had work/ childcare commitments to which they sighed and said hold on. They then came back and said there was nothing available as they did them in blocks and i would just have to wait for an appointment. I was utterly appalled at their attitude throughout the whole conversation as they were very abrupt and nothing short of rude. At the end of the call i asked them again if it was the appointments team as i had got the number off the letter they said it was but seeing as no one had answered the call then they had picked it up and was a consultant in the dept! Looking at my appointment letter and the name they gave me when answering the call it is indeed the consultant whose clinic I was booked in with. I am seriously considering whether to go ahead with any future appointments that i may be given for nipple tattooing if this is the consultants attitude over the phone then lord only knows what their bedside manner would be. I must say I've had a couple of operations previously at Whiston and have been treated excellently by the theatre/ ward staff . I would suggest the consultant in question spends an hour or two with them to see how patients should be treated/ spoken to.

"Plastic surgery department"

About: Whiston Hospital

I would just like to thank the doctors, all the staff on ward 3A and the nurse who saw me today in the dressing clinic for their outstanding care both before, during and after my surgery. I was treated with the ultimate kindness and dignity and this is the NHS at its very best. I will be writing to the QCC and the chief executive of the hospital to share with them my feelings. Please carry on to deliver such wonderful care as it is much appreciated.

"Ward 4b"

About: Whiston Hospital

all staff have been great when ever I've needed them just one slight little problem and that's the lights, I'd love a bit of shut eye but seems to be this ward really wants its carbon footprint to stand out, it's like walking down Blackpool promenade, please turn the lights off, I'd be ever so grateful.



Appendix 1 - Comments (Patient Opinion)

"Superb Hospital"

About: St Helens Hospital

I attended the Allan Day unit on Tuesday morning at 10.30, I cannot praise the whole experience highly enough. On arriving I was greeted by a person who accompanied me to the department, on entering I cleaned my hands but the receptionist checked I had done so, I was seen so promptly, I was actually back in the car park before my appointment time. My husband arrived after parking the car and was amazed to know I'd been treated and was ready to leave, they also asked him to clean his hands, so impressive. The whole experience was superb, from free parking, almost unheard of at other hospitals, to the zone colouring, such a simple idea but so effective. I was treated with kindness and dignity. I really feel St Helen's is an example of how it should be done, other hospitals in the area should come and observe how you function, they would learn a lot. So thank you again St Helen's, I must add this isn't my first visit but every time I'm so impressed by the experience. Well Done....Please pass my thanks on to all the staff, from the lovely person who greeted me and took me to the department. the receptionist and the nurses who dealt with the injection.

"Praise for Outpatients Department"

About: Whiston Hospital

Accompanied daughter on first appointment to Rheumatology Department and couldn't praise it highly enough. All members of staff were amazing, so supportive and kind. Daughter had number of tests this afternoon in different departments (ECG, X-Ray, Blood) and everybody we were met were friendly, patient and professional. Daughter has vein phobia and nurses doing blood tests went out of their way to put daughter at ease and support her through her blood tests. Would highly recommend Whiston Hospital and staff. Thank you.

"Accident & Emergency Visit 15/7/15"

About: Whiston Hospital

I was referred to A&E at Whiston Hospital today by my GP as I was experiencing shortness of breath and a rapid pulse. I was triaged almost immediately by an extremely well informed nurse, moved straight to ECG and then on to resus where I could be properly monitored. The nurse on duty made me comfortable and I was then seen by a Doctor straight away. The staff on duty consulted with cardiology and within a very short time a decision was made about my treatment. Within half an hour an anaesthetist team were with me, along with A&E doctors and nurses preparing me for a cardioversion procedure which took place on the A&E department with the minimum of fuss. I was extremely anxious and was put at ease by every single member of that team. The procedure was completed and even when I woke from the anaesthetic being a complete nuisance, the staff were patient and understanding. I was monitored and then let home once I was feeling Ok. The whole process took less than 4 hours from arrival in reception to going home and every member of staff I came across was just fabulous. Thank you Whiston A&E.



Appendix 1 - Comments (Patient Opinion)

"Hysteroscopy and d&c 23rd July 2015"

About: St Helens Hospital

I would just like to praise all the staff at the Sanderson suite at St. Helens hospital I was diagnosed with excess thickening of the uterine wall and was told it was possible it could be cancer This was two days before my holiday in Italy I was told I would have to have the above procedure as soon as I came back My husband and myself were very worried throughout the holiday I came home and had pre op next day and procedure yesterday I was greeted by a lovely member of staff and we swapped stories about our grandchildren and their little Chihuahua From then on every single member of the team from ward to theatre were excellent I felt really relaxed considering I was petrified After the anaesthetic I was made very comfortable and given a welcome glass of water Then some lovely tea and toast when I came round a bit I was fussed over and looked after as good as on my holiday! When this member of staff had finished their shift eventually after working over an hour extra without any complaints they gave me a hug and kiss and I felt like I'd known them for years They are an absolute natural and is truly in the right profession I would like to add that the outcome of my operation turned out to be good news and the doctor said my womb looked very healthy and the thickening was not as extreme as the ultrasound showed Some cells have been sent off as a precautionary measure but nothing to worry about This result means so much as I have a lovely caring husband two married children and three gorgeous grandsons 1, 2 and three years old I was told just before coming into hospital number four is on the way So it had to be good news! May I also send my prayers to any patients who's news wasn't so good yesterday Just one little minor minus The person on the pre op desk was not very helpful or friendly Their attitude was not in keeping with the rest of the staff Thank you all again and god bless you all Keep up the good work.

"What a great outpatient service"

About: St Helens Hospital

This morning having just paid my second visit to the St Helen's Dermatology Department and I just had to let you know what excellent treatment I have received. My consultant was understanding, careful and left me feeling confident about my problem and what needed to be done. The actual treatment was professional, sensitive and handled in a really caring (and friendly) attitude. and all the other things brilliant. A speedy referral, quick follow up appointment and called in 'bang on time'. Excellent Hospital - thank you



Appendix 1 - Comments (Patient Opinion)

"my experience as a renal patient"

About: Whiston Hospital / Urology

In February 2014 I was admitted to Whiston Hospital with Hydro nephrosis (kidney condition), I was an inpatient for a week then discharged with a scan date for a few weeks later.

I had the scan in March but was readmitted again for another week in April and I had a stent put into my kidney to try drain it but it failed. While I was in Whiston in April I saw numerous doctors who all diagnosed me with different illness's one even saying I was being discharged with paracetamol as I seem to be coping fine. I asked if she had the right patient and that I wasn't coping at all that I had vomited for 7 hours the previous evening, she said "hang on let me check your notes" but she never came back and I had to try find the ward sister to see what was going on, in the end my mum phoned for me wanting to know what was happening.

I was again discharged in April with Tramadol and was again readmitted in June for major surgery to remove half of my right kidney and my urethra (a stent replaced that) and I spent another week in as an inpatient.

I was discharged after a drain tube was removed from my stomach and sent home again on Tramadol and told to basically sit and recover. I was admitted again in August over night and September for another week and within that week I saw 9 different doctors who all gave me different diagnoses, they all contradicted each other and some took me off the pain relief and some put me back on it then some took me off them again and changed them which wasn't strong enough then another doctor appeared after day number 5 saying he looked at my scan and it was clear that my kidney was fine, I asked "did you know I had half of the kidney removed" and he said "no you haven't" to which I said "do you want to see the scar I am left with, it is a foot long you cant miss it", he said "let me check your notes" but never got back to me. At 3am I was woken up by yet again another doctor who told me the scan I had that day was showing my kidney was functioning well but I said "what scan, I wasn't scanned today" again he said he would review my notes but again never got back to me.

The next day I requested to see the ward nurse and explained what had happened and she was not happy saying she would get the ward round doctor to see me which he did and he explained everything. Basically I had the wrong consultants name written on my name board, and was constantly being seen by junior doctors who didn't understand the condition he said it was totally unacceptable after major surgery. I was also told 1 of my ribs had been broken during this operation which I never knew, no one had told me and he also said my kidney had moved pushing into my liver putting pressure on the liver but again no one had ever told me that either.

I had to complain to pals regarding my treatment as I was receiving letters from Whiston addressed to different people and some had but X's through the paper work like it was a rough draft not meant for patient eyes. I saw my consultant in the November and had a scan the same month which showed the Hydro nephrosis had come back, I had another scan in February 2015 and I was readmitted again in March 2015, I saw my consultant in April and he said my scan from February was clear but wanted me to have another scan as I had been readmitted. That scan showed there maybe a problem with my bladder so I have been back 5 times since March having scans blood tests and referrals.

I am back again in early July for another scan and then the end of July for a consultant review, he will then tell me what plan they have for me (depending on what the scans show) so this is still not over for me after 17 months. I have for the past 4-6 months been losing blood and no one knows where from or why so I am now being referred to a gynaecologist to try sort that out as well. Although I am proud of our NHS I feel I was treated so poorly from the doctors, none of them agreed on anything, they all changed and swapped my medication, gave me different diagnosis and advice which didn't work (even telling me 8 weeks after surgery I could fly in knowing I had a broken rib). I vowed never to go back to Whiston again after all the messing round I have had yet I have had to go back time and time again but I'm asking for a second opinion after my review the end of July as I have no faith in them anymore.

How would you rate your visit?
(Please circle all that apply to your visit)

	Yes	No	Not Sure
Were the staff kind?	😊	😞	😐
Did they respect you?	😊	😞	😐
Was it clean?	😊	😞	😐
Was the food and drink nice?	😊	😞	😐
Did they tell you what was happening?	😊	😞	😐
Was everything in place before you left?	😊	😞	😐
Does the service meet your access needs?	😊	😞	😐
Did you feel safe?	😊	😞	😐
Were staff friendly and polite?	😊	😞	😐
Did everyone work together?	😊	😞	😐
Did you have to wait long before you got an appointment?	Yes	No	😐
Did you have to wait long when you were at your appointment?	Yes	No	😐

Diversity Information	
Your age:	
Your gender:	
Male ☐ Female ☐ Prefer not to say ☐	
Ethnic Origin:	
First 3 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 ☐
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 ☐

Thank You for completing this form
Please return the completed form to:
Healthwatch Knowsley, Freeport RTCG-
HGXX-LHRS, 3rd Floor, North Wing, Suite 3b,
Sefton CVS, Burlington House, Crosby Road
North, Liverpool, L22 0LG or email
enquiries@healthwatchknowsley.co.uk

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E: enquiries@healthwatchknowsley.co.uk
W: www.healthwatchknowsley.co.uk



Appendix 2 - Questionnaire

What service(s) are you telling us about?	GP ☐ Walk In Centre ☐ Hospital ☐ Pharmacy ☐ Dentist ☐ Optician ☐ Care Home ☐ Residential Care ☐ Community Service ☐ Other (please state) ☐
Name of service:	
When did you last use this service?	
I am (please tick)	Patient ☐ Carer ☐ Staff ☐ Relative ☐ Visitor ☐

Please tell us about your experience:

	Excellent	Good	OK	Not Good	Poor
How would you rate this service?	 ☐	 ☐	 ☐	 ☐	 ☐



Appendix 3 - Data

Questions	Yes	No	Not Sure	Unanswered	Grand Total	% Positive
Were the staff Kind?	34	1	3	5	43	79%
Did they respect you?	34	1	4	4	43	79%
Was it clean?	39	0	0	4	43	91%
Did they tell you what was happening?	30	4	3	6	43	70%
Did you have to wait long before you got an appointment?	4	27	0	12	43	63%
Did you have to wait long when you were at your appointment?	7	26	0	10	43	61%
Was everything in place before you left?	26	2	7	8	43	60%
Does the service meet your access needs?	29	4	4	6	43	68%
Did you feel safe?	36	0	1	6	43	84%
Were they friendly and polite	34	0	4	5	43	79%
Did everyone work together?	32	3	2	6	43	74%
Was the food and drink nice?	20	3	12	8	43	46%



Control Sheet

Date Submitted	26/10/15
Date Response due	23/11/15
Date Response Received	
Follow up actions	

Submitted to:

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



Healthwatch Knowsley

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Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk

Sally Duce

Deputy Director of Nursing and Quality

Whiston Hospital, Nightingale House, Lower Ground 1

PA: Francine Daly | Direct Dial: 0151 290 4147 | Email: Francine.Daly@sthk.nhs.uk

11th November 2015

Kelly Hurn
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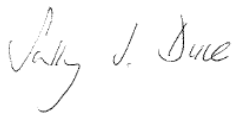
0151 426 1600

Website: www.sthk.nhs.uk

Dear Kelly,

Thank you for sharing your Healthwatch report with the Trust which was discussed at Patient Experience Council on Wednesday 4th November 2015. I am writing to confirm your report has been received and that the main issues to be addressed, if not already included in the Trust's Patient Experience Action Plan, will be added with an appropriate course of action agreed at our next meeting arranged on Tuesday 19th January 2016 at 3.00pm. I and Clare Aspinall, Patient Experience Manager, look forward to working with you and Healthwatch Knowsley to effectively address the issues raised wherever possible.

Many thanks
Yours sincerely,



Sally Duce

Interim Deputy Director of Nursing & Quality