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About this report

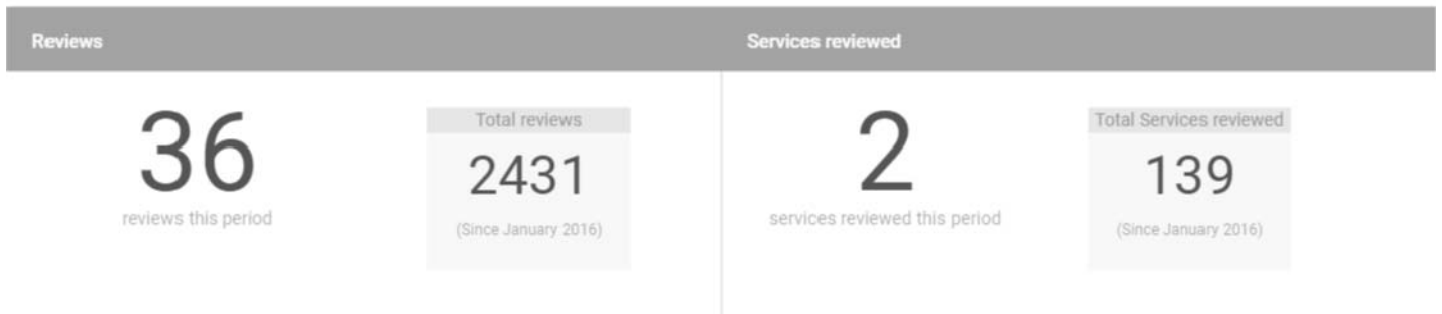
This report details experiences of St Helens & Knowsley NHS Trust shared by our community for the period July–September 2017. The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre. During this quarter, there have been 36 comments received regarding both Whiston 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 (July 2017-September 2017) ?



Services ?



Total 2 Services

Search:

| Service | Service Type | Reviews | Rating | Positive | Negative | Neutral |
|---|--------------|---------|--------------|----------|----------|---------|
| Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust) | | 35 | ★★★★☆ | 74% | 11% | 14% |
| St Helens Hospital (St Helens and Knowsley NHS Trust, St Helens & Knowsley NHS Trust) | | 1 | ★★★★☆ | 100% | 0% | 0% |



Sentiment Tracker

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

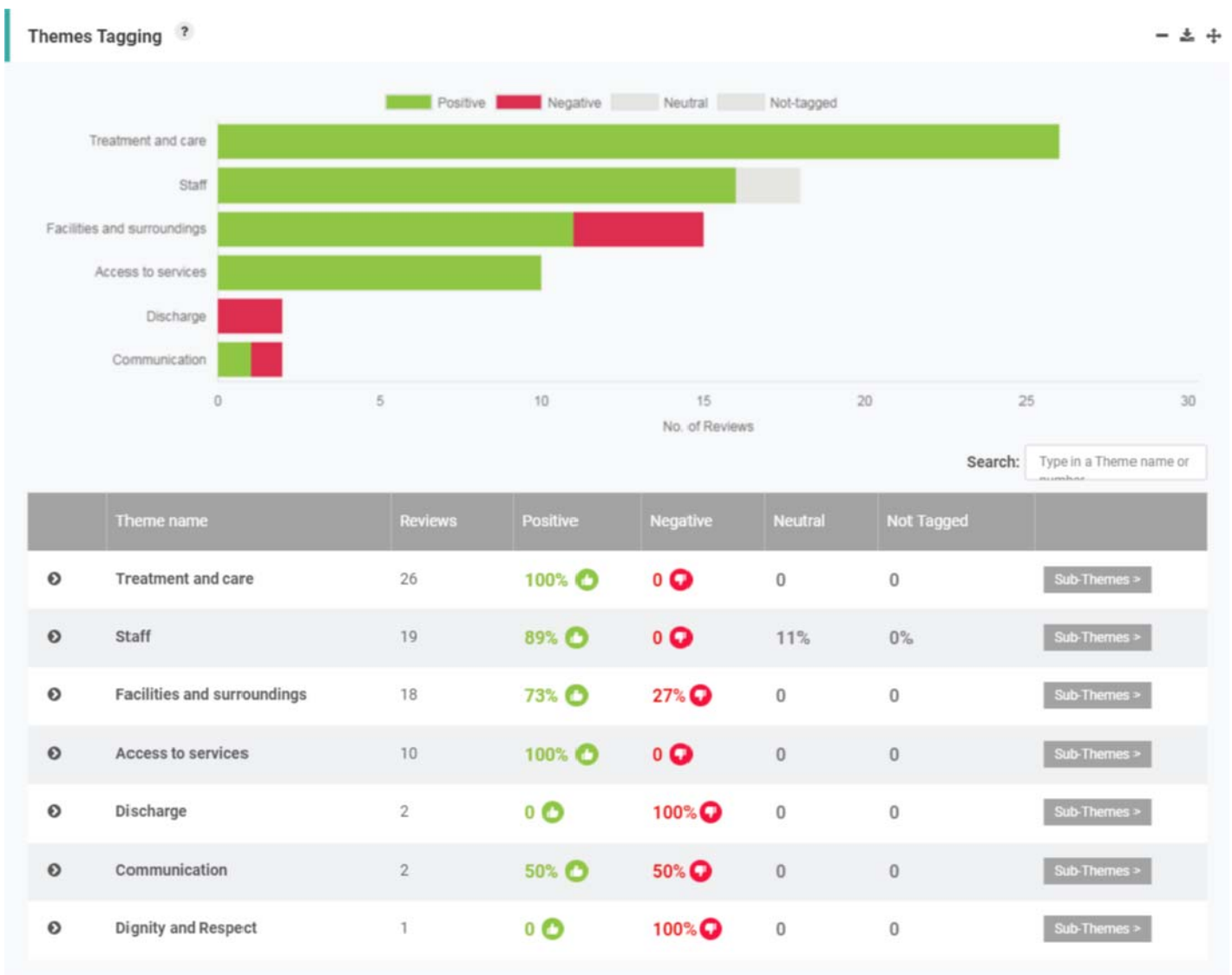


Key Themes

Between July–September, the majority of comments received related to treatment and care within the trust, with 26 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 a majority of comments in this area being positive or neutral. Other areas highlighted within this report include, facilities and surroundings, as well as access to services, which has all positive comments. Key areas during this period are communication and discharge, who are shown to have negative comments.

These key themes are highlighted further within this report.

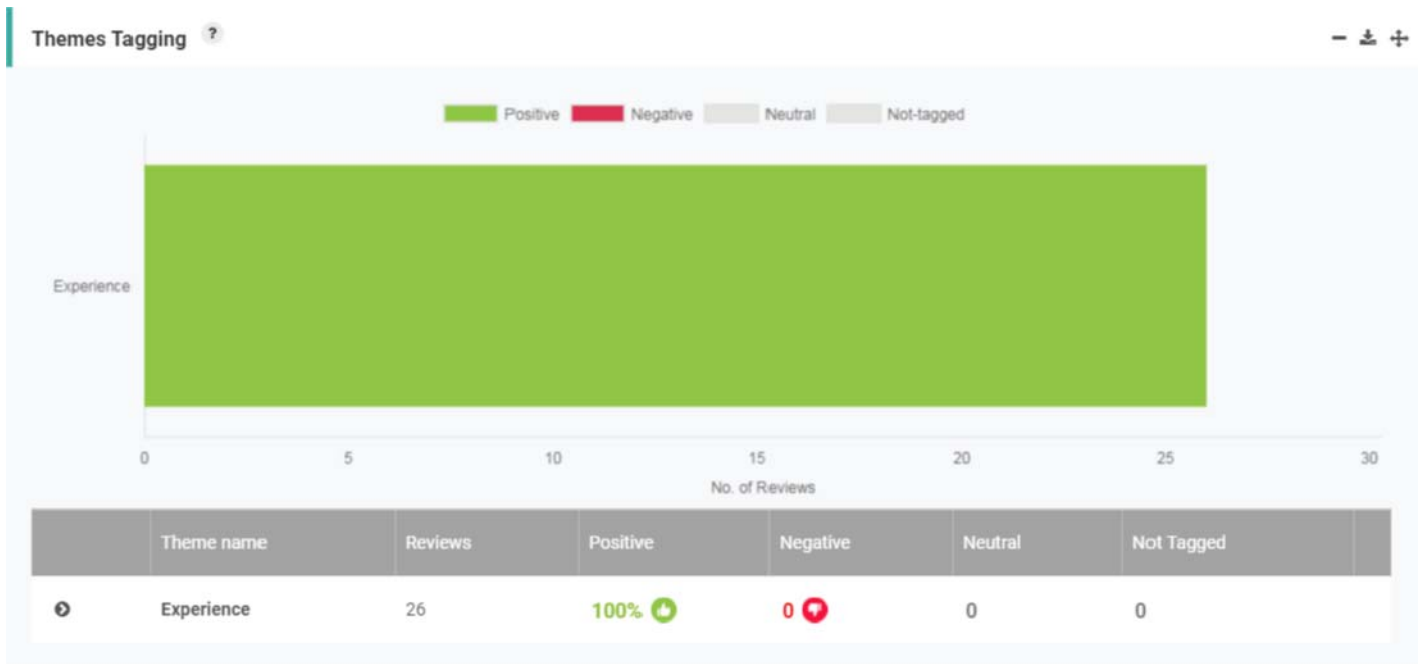
Please note that in some cases there can be multiple themes attached to a comment.





Key Themes – Treatment & Care

This is consistently the most commented area and continues to provide the most positive comments for the trust. As with the previous quarter, this quarter has shown 100% of comments as being positive, with 26 comments referring to the treatment and care experience within the trust



| Provider | Rating | Title | Review |
|------------------|--------|---|--|
| Whiston Hospital | 4 | Whiston is good | Whiston is good my wife is in having treatment. The only thing is the doctor sent us to Broadgreen to have an MRI Scan and I've still not heard anything. The GP got the letter I've had to chase this up. One of the nurses in St Helens has taken this up i'm also going to see if the PALs office can help. |
| Whiston Hospital | 5 | I can honestly say I have been looked after | Came in with extremely high BP - seen the consultant and had a number of tests - continuous care taken |
| Whiston Hospital | 5 | 5 stars | I would give it 5 stars - everything is great |
| Whiston Hospital | 5 | Whiston Hospital | We normally go to St Helens but have been sent to Whiston. Staff are nice, appointments are fine, the worst bit is the ambulance service returns. It has always been a bit of a wait to get home. |



Key Themes—Treatment & Care

| Provider | Rating | Title | Review |
|------------------|--------|---|---|
| Whiston Hospital | 5 | Whiston Hospital | The hospital is very good. I have come for an appointment today, it was very good. I was in last week and got an appointment for today. The waiting times have been ok. |
| Whiston Hospital | 5 | Very Good | Have found the service very good - have used it for my knees. Everything went ok, it was great. |
| Whiston Hospital | 5 | Wonderful | I think it is wonderful. The facilities and the staff are great. 3 surgeons did the operation on my daughters partner - we have come from the Isle of Mann. The NHS treatment is brilliant - we have travelled for the treatment. Nice environment, prices are good and there are places to eat. |
| Whiston Hospital | 5 | Lovely staff | my mum was admitted to Ward 3 C following a fall. The staff have been lovely and have taken good care of her I would give them all a five star rating. |
| Whiston Hospital | 5 | Great care wonderful staff from top to bottom | I can not find words to will do the staff justice but will try. I was rush into A& E @ Whiston what was later to be Peritonitis. I was operated on @ 2230 hrs on that day (27th July). The care was 5 Star, from the consultant Mr Ray to the most junior member of the ward staff. Two areas that sadly don't come up to 5 star are One the food I know the jokes but sadly chicken pie that taste like fish. The other is the link between the Doctor's and the Pharmacy. To be told at between 0930 hrs and 1000 hrs you can go home and still be waiting on the ward at 1830 plus is a sad. I watched it happen to a number of patient's over my 10 days in Whiston. I know the staff work hard and the is many wards and many discharges on any single day. I do understand but it does make you feel down as you want to go home. It still did not knock my feelings towards what I tell my friends who live outside the St Helens and Knowsley that Whiston is a real Hospital that cares. |



Key Themes – Treatment & Care

| Provider | Rating | Title | Review |
|--------------------|--------|------------------------------|--|
| Whiston Hospital | 4 | I've attended Whiston | I've attended Whiston Hospital I would give it 4 stars as the staff are nice |
| Whiston Hospital | 5 | The GP changed my medication | The GP changed my medication and this doubled my blood pressure. This may of been because i'd taken other medication at the same time. I felt out of it and when my daughter visited me at home she knew i was not well and an ambulance was sent for and i was sent to Whiston Hospital. I ended up on Ward 3E i was passing in and out and feeling out of it. I did not know where i was at one point. The hospital treated me and i made a full recovery everything was excellent from the hospital especially the care i got from the staff. The only thing i'd improve is the food as its frozen and not home cooked everything else is a top rating. |
| Whiston Hospital | 5 | Staff lovely | Staff are lovely i fractured my hip and went to A and E. My husband took me i did not wait to long. The staff all were very nice i went onto the ward the food and drink was fine. Its a good service all the way round. Marvelous hospital can't fault it. |
| St Helens Hospital | 5 | great | Went for bone density scan no complaints |
| Whiston Hospital | 3 | Too many signs | Too many signs around the hospital that don't mean anything a lot of them are about the management board. You should not need all this, could do with signs just telling you about departments. Car park is over subscribed at peak times and lack of knowing what staff do for example their role and rank. The hospital at St Helen's is a lot more accessible staff are over worked at Whiston. |
| Whiston Hospital | 5 | I'm on ward 2E | Friendly, informative staff I am on ward 2 E I am currently an inpatient waiting to have my baby my experience of being induced so far has been amazing as i have received lots of information and advice throughout my pregnancy. |
| Whiston Hospital | 4 | Good | Friendly staff and very clean |
| Whiston Hospital | 4 | Ratings only | Ratings only |
| Whiston Hospital | 5 | Very good service | Happy excellent service very highly regarded staff and GP's. |



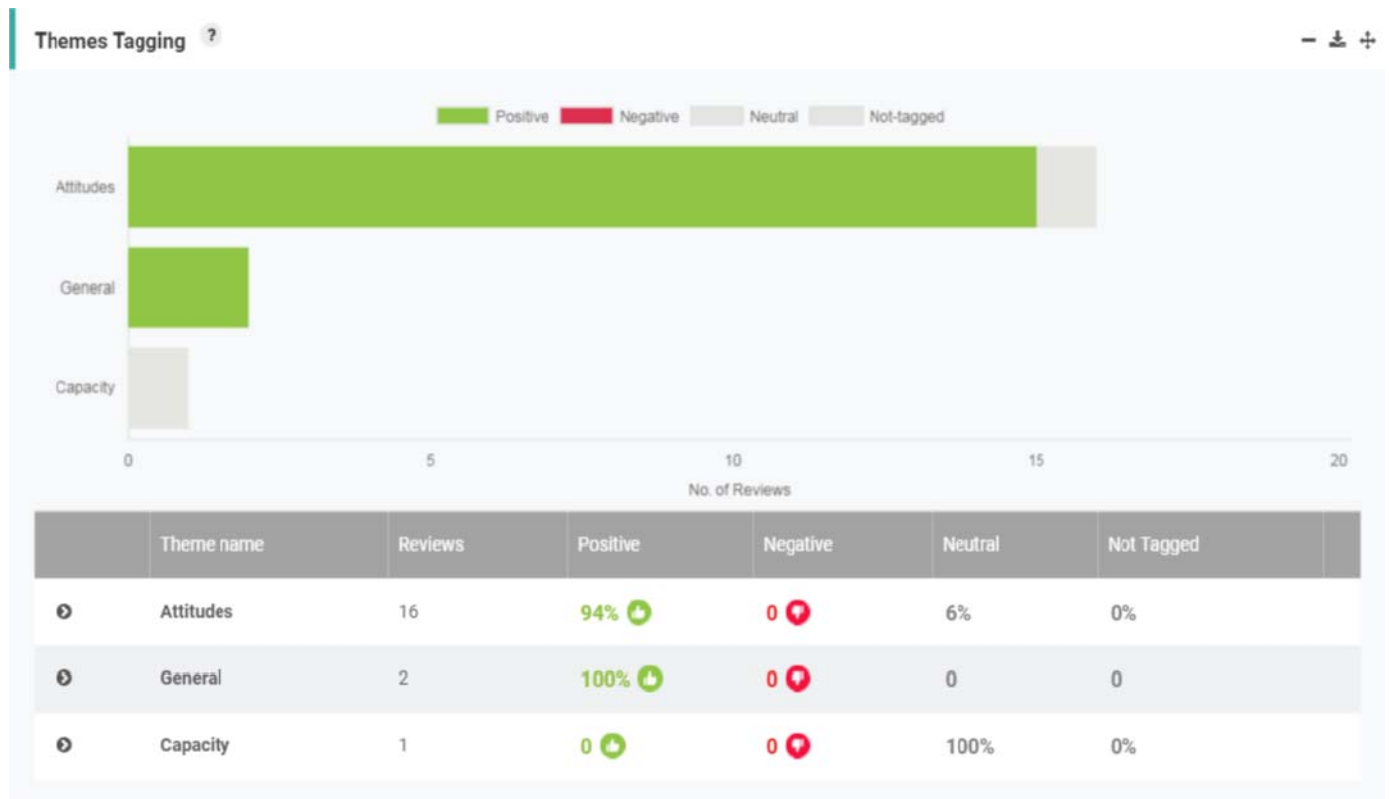
Key Themes – Treatment & Care

| Provider | Rating | Title | Review |
|------------------|--------|------------------|---|
| Whiston Hospital | 5 | Whiston | Everybody has been so kind and helpful - everyone that is involved is very helpful. |
| Whiston Hospital | 4 | Whiston Hospital | Have brought my mother here on a number of occasions and am very happy with the outcome. My mother has Dementia and specific aftercare after operations would be helpful. (NCD) |
| Whiston Hospital | 5 | No problems | Always been looked after alright |
| Whiston Hospital | 4 | Whiston Hospital | Helpful and caring staff when you walk in. Looking after me. (NCD) |
| Whiston Hospital | 3 | Very Caring | Took into account immobility situation at home. Taken into account and care package organised. |
| Whiston Hospital | 5 | Whiston | Service is good - nurses are very good. Very clean |
| Whiston Hospital | 5 | Whiston | The staff are brilliant - all my care was first rate. |
| Whiston Hospital | 5 | Whiston | Always been well looked after here. The staff have been excellent - great. Food on the ward is fine. |



Key Themes—Staff

Staff attitude continues to be a positive theme during this quarter, as the comments show a majority of positive ratings within this theme, one comment relates to capacity and provides a neutral comment. Most of the comments highlight the care and friendliness of staff within the trust, there are 19 comments in total.



| Provider | Rating | Title | Review |
|------------------|--------|---------|---|
| Whiston Hospital | 4 | Ward 3C | Mum was referred to ward 3C from A and E after a fall. Mum said most of the staff were lovely but commented that one member of staff had the wrong attitude with her and other patients, being uncaring and patronizing. The food was described by mum as horrible and very tasty. The ward appeared busy to me and mum commented that during the night patients had to wait for their buzzer to be answered as staff seemed busy elsewhere with other patients. Mum was also told on several occasions that she'd be going home only to be then told that this was not possible due to forms needing signing. She was also discharged before her equipment to help her in the house was delivered to her home address. Overall the staff were lovely especially the GP she saw when first admitted to A and E. |



Key Themes–Staff

| Provider | Rating | Title | Review |
|------------------|--------|---|--|
| Whiston Hospital | 5 | Lovely staff | my mum was admitted to Ward 3 C following a fall. The staff have been lovely and have taken good care of her I would give them all a five star rating. |
| Whiston Hospital | 5 | Great care wonderful staff from top to bottom | I can not find words to will do the staff justice but will try. I was rush into A& E @ Whiston what was later to be Peritonitis. I was operated on @ 2230 hrs on that day (27th July). The care was 5 Star, from the consultant Mr Ray to the most junior member of the ward staff. Two areas that sadly don't come up to 5 star are One the food I know the jokes but sadly chicken pie that taste like fish. The other is the link between the Doctor's and the Pharmacy. To be told at between 0930 hrs and 1000 hrs you can go home and still be waiting on the ward at 1830 plus is a sad. I watched it happen to a number of patient's over my 10 days in Whiston. I know the staff work hard and the is many wards and many discharges on any single day. I do understand but it does make you feel down as you want to go home. It still did not knock my feelings towards what I tell my friends who live outside the St Helens and Knowsley that Whiston is a real Hospital that cares. |
| Whiston Hospital | 4 | I've attended Whiston | I've attended Whiston Hospital I would give it 4 stars as the staff are nice |
| Whiston Hospital | 5 | The GP changed my medication | The GP changed my medication and this doubled my blood pressure. This may of been because i'd taken other medication at the same time. I felt out of it and when my daughter visited me at home she knew i was not well and an ambulance was sent for and i was sent to Whiston Hospital. I ended up on Ward 3E i was passing in and out and feeling out of it. I did not know where i was at one point. The hospital treated me and i made a full recovery everything was excellent from the hospital especially the care i got from the staff. The only thing i'd improve is the food as its frozen and not home cooked everything else is a top rating. |



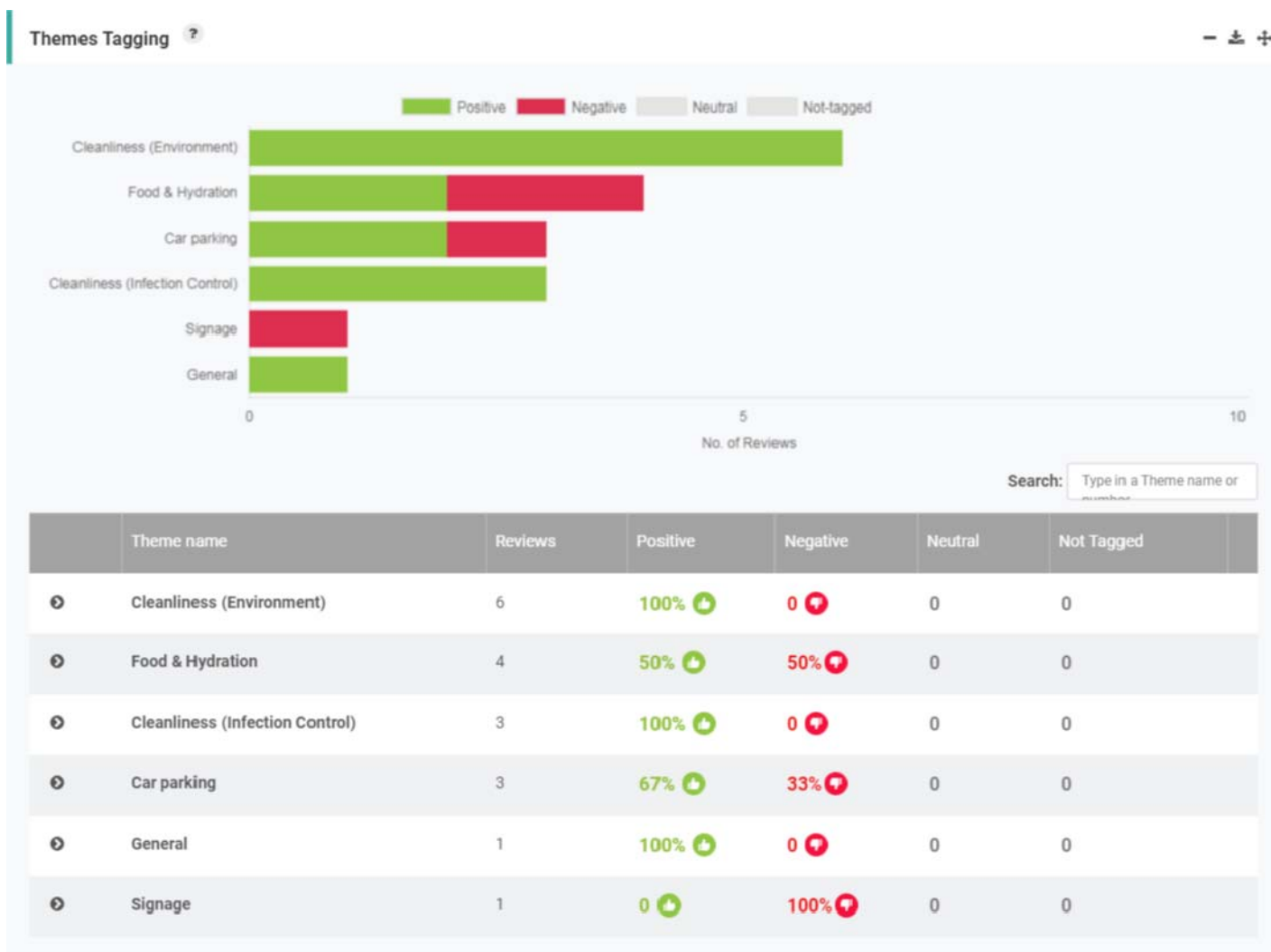
Key Themes–Staff

| Provider | Rating | Title | Review |
|--------------------|--------|-------------------|--|
| Whiston Hospital | 5 | Staff lovely | Staff are lovely i fractured my hip and went to A and E. My husband took me i did not wait to long. The staff all were very nice i went onto the ward the food and drink was fine. Its a good service all the way round. Marvelous hospital can't fault it. |
| St Helens Hospital | 5 | great | Went for bone density scan no complaints |
| Whiston Hospital | 3 | Too many signs | Too many signs around the hospital that don't mean anything a lot of them are about the management board. You should not need all this, could do with signs just telling you about departments. Car park is over subscribed at peak times and lack of knowing what staff do for example their role and rank. The hospital at St Helen's is a lot more accessible staff are over worked at Whiston. |
| Whiston Hospital | 5 | I'm on ward 2E | Friendly, informative staff I am on ward 2 E I am currently an inpatient waiting to have my baby my experience of being induced so far has been amazing as i have received lots of information and advice throughout my pregnancy. |
| Whiston Hospital | 4 | Good | Friendly staff and very clean |
| Whiston Hospital | 4 | Ratings only | Ratings only |
| Whiston Hospital | 5 | Very good service | Happy excellent service very highly regarded staff and GP's. |
| Whiston Hospital | 4 | Whiston Hospital | Helpful and caring staff when you walk in. Looking after me. (NCD) |
| Whiston Hospital | 3 | Very Caring | Took into account immobility situation at home. Taken into account and care package organised. |
| Whiston Hospital | 5 | Whiston | Service is good - nurses are very good. Very clean and the food is good. |
| Whiston Hospital | 5 | Whiston | The staff are brilliant - all my care was first rate. |
| Whiston Hospital | 5 | I work here | I work here and all the staff I work with work really hard. |
| Whiston Hospital | 5 | Whiston | Always been well looked after here. The staff have been excellent - great. Food on the ward is fine. |



Key Themes—Facilities & Surroundings

Facilities and surroundings continues to be a highly commented area, within this report there has been 18 comments relating to this theme. It is worth noting that within this theme there were negative comments regarding food and hydration, car parking and signage within the trust. In relation to food and hydration 50% of comments are negative; car parking is 33% negative and signage 100% negative. All other areas within this theme are rated as a 100% positive. All comments relating to facilities and surroundings are included below.



| Provider | Rating | Title | Review |
|------------------|--------|------------------|---|
| Whiston Hospital | 5 | Whiston Hospital | Excellent, just the business of finding a wheelchair, there seems to be a lot of people here. It is busy, can't find a parking space - very busy today. |
| Whiston Hospital | 4 | Whiston Hospital | Parking could be better, When my wife was in found the food was very good - loads of choice. It seems that more staff are on during the day than at night - this was on the heart ward. |



Key Themes—Facilities & Surroundings

| Provider | Rating | Title | Review |
|------------------|--------|---|--|
| Whiston Hospital | 5 | Wonderful | I think it is wonderful. The facilities and the staff are great. 3 surgeons did the operation on my daughters partner - we have come from the Isle of Mann. The NHS treatment is brilliant - we have travelled for the treatment. Nice environment, prices are good and there are places to eat. |
| Whiston Hospital | 5 | Lovely staff | my mum was admitted to Ward 3 C following a fall. The staff have been lovely and have taken good care of her I would give them all a five star rating. |
| Whiston Hospital | 5 | Great care wonderful staff from top to bottom | I can not find words to will do the staff justice but will try. I was rush into A& E @ Whiston what was later to be Peritonitis. I was operated on @ 2230 hrs on that day (27th July). The care was 5 Star, from the consultant Mr Ray to the most junior member of the ward staff. Two areas that sadly don't come up to 5 star are One the food I know the jokes but sadly chicken pie that taste like fish. The other is the link between the Doctor's and the Pharmacy. To be told at between 0930 hrs and 1000 hrs you can go home and still be waiting on the ward at 1830 plus is a sad. I watched it happen to a number of patient's over my 10 days in Whiston. I know the staff work hard and the is many wards and many discharges on any single day. I do understand but it does make you feel down as you want to go home. It still did not knock my feelings towards what I tell my friends who live outside the St Helens and Knowsley that Whiston is a real Hospital that cares. |



Key Themes—Facilities & Surroundings

| Provider | Rating | Title | Review |
|--------------------|--------|-------------------|--|
| Whiston Hospital | 5 | Staff lovely | Staff are lovely i fractured my hip and went to A and E. My husband took me i did not wait to long. The staff all were very nice i went onto the ward the food and drink was fine. Its a good service all the way round. Marvelous hospital can't fault it. |
| St Helens Hospital | 5 | great | Went for bone density scan no complaints |
| Whiston Hospital | 3 | Too many signs | Too many signs around the hospital that don't mean anything a lot of them are about the management board. You should not need all this, could do with signs just telling you about departments. Car park is over subscribed at peak times and lack of knowing what staff do for example their role and rank. The hospital at St Helen's is a lot more accessible staff are over worked at Whiston. |
| Whiston Hospital | 5 | I'm on ward 2E | Friendly, informative staff I am on ward 2 E I am currently an inpatient waiting to have my baby my experience of being induced so far has been amazing as i have received lots of information and advice throughout my pregnancy. |
| Whiston Hospital | 4 | Good | Friendly staff and very clean |
| Whiston Hospital | 5 | Very good service | Happy excellent service very highly regarded staff and GP's. |
| Whiston Hospital | 3 | Very Caring | Took into account immobility situation at home. Taken into account and care package organised. |
| Whiston Hospital | 5 | Whiston | Service is good - nurses are very good. Very clean and the food is good. |
| Whiston Hospital | 5 | Whiston | Always been well looked after here. The staff have been excellent - great. Food on the ward is fine. |



Key Themes—Access to Services

During this quarter, 10 comments mentioned access to services, of which all comments received were 100% positive. This quarter again 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 | Lovely staff | my mum was admitted to Ward 3 C following a fall. The staff have been lovely and have taken good care of her I would give them all a five star rating. |
| Whiston Hospital | 5 | Staff lovely | Staff are lovely i fractured my hip and went to A and E. My husband took me i did not wait to long. The staff all were very nice i went onto the ward the food and drink was fine. Its a good service all the way round. Marvelous hospital can't fault it. |
| St Helens Hospital | 5 | great | Went for bone density scan no complaints |
| Whiston Hospital | 4 | Ratings only | Ratings only |
| Whiston Hospital | 4 | Good | Friendly staff and very clean |
| Whiston Hospital | 4 | Ratings only | Ratings only |
| Whiston Hospital | 5 | Very good service | Happy excellent service very highly regarded staff and GP's. |
| Whiston Hospital | 3 | Very Caring | Took into account immobility situation at home. Taken into account and care package organised. |
| Whiston Hospital | 4 | Good | Friendly staff and very clean |



Key Themes—Access to Services

| Provider | Rating | Title | Review |
|------------------|--------|---|--|
| Whiston Hospital | 5 | Great care wonderful staff from top to bottom | I can not find words to will do the staff justice but will try. I was rush into A& E @ Whiston what was later to be Peritonitis. I was operated on @ 2230 hrs on that day (27th July). The care was 5 Star, from the consultant Mr Ray to the most junior member of the ward staff. Two areas that sadly don't come up to 5 star are One the food I know the jokes but sadly chicken pie that taste like fish. The other is the link between the Doctor's and the Pharmacy. To be told at between 0930 hrs and 1000 hrs you can go home and still be waiting on the ward at 1830 plus is a sad. I watched it happen to a number of patient's over my 10 days in Whiston. I know the staff work hard and the is many wards and many discharges on any single day. I do understand but it does make you feel down as you want to go home. It still did not knock my feelings towards what I tell my friends who live outside the St Helens and Knowsley that Whiston is a real Hospital that cares. |
| Whiston Hospital | 5 | The GP changed my medication | The GP changed my medication and this doubled my blood pressure. This may of been because i'd taken other medication at the same time. I felt out of it and when my daughter visited me at home she knew i was not well and an ambulance was sent for and i was sent to Whiston Hospital. I ended up on Ward 3E i was passing in and out and feeling out of it. I did not know where i was at one point. The hospital treated me and i made a full recovery everything was excellent from the hospital especially the care i got from the staff. The only thing i'd improve is the food as its frozen and not home cooked everything else is a top rating. |
| Whiston Hospital | 5 | I'm on ward 2E | Friendly, informative staff I am on ward 2 E I am currently an inpatient waiting to have my baby my experience of being induced so far has been amazing as i have received lots of information and advice throughout my pregnancy. |
| Whiston Hospital | 5 | Very good service | Happy excellent service very highly regarded staff and GP's. |



Key Themes–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, and the other comment related to the preparation within the discharge process, both are highlighted below.



| Theme name | Reviews | Positive | Negative | Neutral | Not Tagged |
|--------------------------|---------|----------|----------|---------|------------|
| Coordination of services | 1 | 0 | 100% | 0 | 0 |
| Preparation | 1 | 0 | 100% | 0 | 0 |

| Provider | Rating | Title | Review |
|------------------|--------|------------------|---|
| Whiston Hospital | 4 | Ward 3C | Mum was referred to ward 3C from A and E after a fall. Mum said most of the staff were lovely but commented that one member of staff had the wrong attitude with her and other patients, being uncaring and patronizing. The food was described by mum as horrible and very tasty. The ward appeared busy to me and mum commented that during the night patients had to wait for their buzzer to be answered as staff seemed busy elsewhere with other patients. Mum was also told on several occasions that she'd be going home only to be then told that this was not possible due to forms needing signing. She was also discharged before her equipment to help her in the house was delivered to her home address. Overall the staff were lovely especially the GP she saw when first admitted to A and E. |
| Whiston Hospital | 4 | Whiston Hospital | Have brought my mother here on a number of occasions and am very happy with the outcome. My mother has Dementia and specific aftercare after operations would be helpful. (NCD) |



Key Themes–Communication

Communication was mentioned within two comments during this period, the responses are mixed for communication with both a positive and negative experience, which is highlighted below.

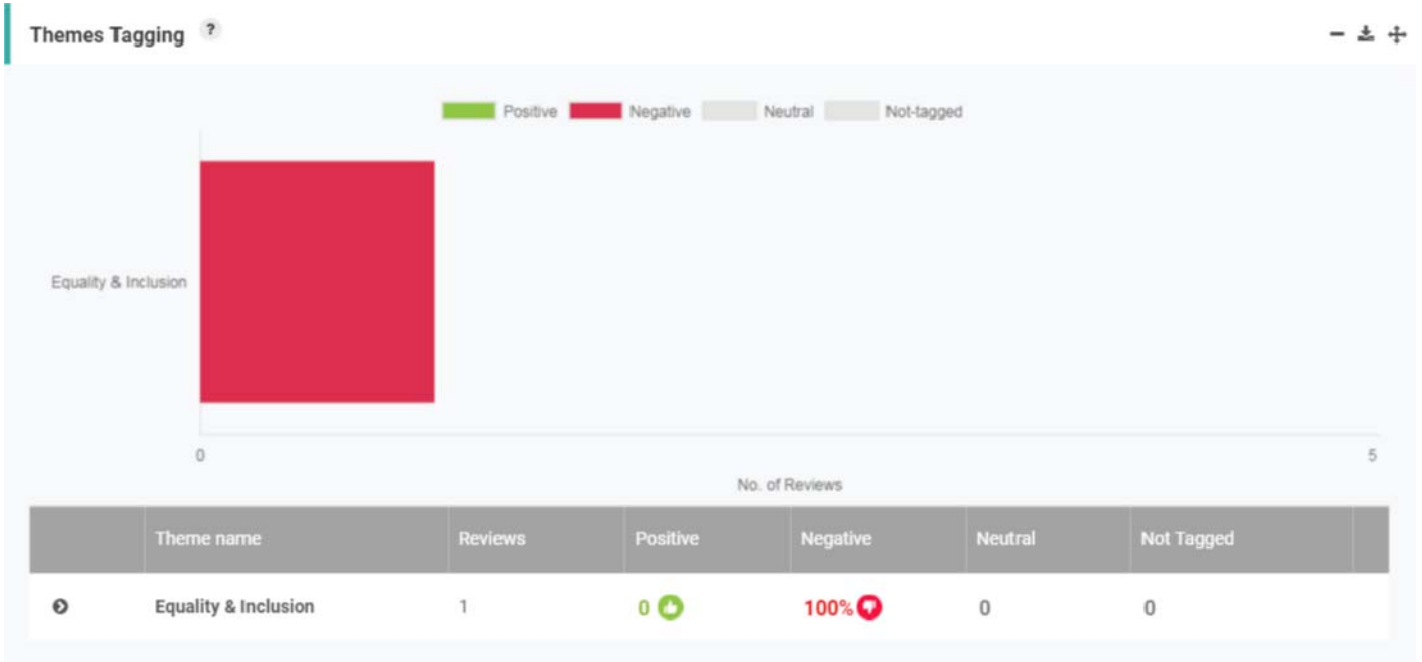


| Provider | Rating | Title | Review |
|------------------|--------|------------------------------|--|
| Whiston Hospital | 4 | Whiston is good | Whiston is good my wife is in having treatment. The only thing is the doctor sent us to Broadgreen to have an MRI Scan and I've still not heard anything. The GP got the letter I've had to chase this up. One of the nurses in St Helens has taken this up i'm also going to see if the PALs office can help. |
| Whiston Hospital | 5 | The GP changed my medication | The GP changed my medication and this doubled my blood pressure. This may of been because i'd taken other medication at the same time. I felt out of it and when my daughter visited me at home she knew i was not well and an ambulance was sent for and i was sent to Whiston Hospital. I ended up on Ward 3E i was passing in and out and feeling out of it. I did not know where i was at one point. The hospital treated me and i made a full recovery everything was excellent from the hospital especially the care i got from the staff. The only thing i'd improve is the food as its frozen and not home cooked everything else is a top rating. |



Key Themes—Dignity & Respect

During this quarter dignity and respect was highlighted in one comment, which specifically relates to equity and inclusion.



| Provider | Rating | Title | Review |
|------------------|--------|------------------|---|
| Whiston Hospital | 5 | Whiston Hospital | Excellent, just the business of finding a wheelchair, there seems to be a lot of people here. It is busy, can't find a parking space - very busy today. |



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:

“Have found the service very good - have used it for my knees. Everything went ok, it was great.”

“I tell my friends who live outside the St Helens and Knowsley that Whiston is a real Hospital that cares.”

“The hospital treated me and i made a full recovery everything was excellent from the hospital”

Staff Attitude

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

“Overall the staff were lovely especially the GP she saw when first admitted to A and E.”

“The staff have been lovely and have taken good care of her I would give them all a five star rating.”

“Friendly, informative staff I am on ward 2 E”

“The staff are brilliant - all my care was first rate.”

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. This corresponds with the excellent rating the trust has received following the PLACE inspections.

“Friendly staff and very clean”

“Service is good - nurses are very good. Very clean and the food is good.”

“Nice environment, prices are good and there are places to eat.”



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

As with the previous quarter food and hydration is coming up as a key theme and an area for improvement, particularly in terms of taste and consistency.

“Two areas that sadly don't come up to 5 star are One the food I know the jokes but sadly chicken pie that taste like fish.

“The food was described by mum as horrible and very tasty.”

Signage

One comment specifically mentioned the signage within the trust.

“Too many signs around the hospital that don't mean anything a lot of them are about the management board. You should not need all this, could do with signs just telling you about departments.”

Discharge

The comments received highlight concerns around the preparation for discharge, as well as miscommunication about the discharge process. Information about aftercare for patients after they have been discharged was also mentioned within the comments received.

“Mum was also told on several occasions that she'd be going home only to be then told that this was not possible due to forms needing signing. She was also discharged before her equipment to help her in the house was delivered to her home address.”

“Have brought my mother here on a number of occasions and am very happy with the outcome. My mother has Dementia and specific aftercare after operations would be helpful.”

“To be told at between 0930 hrs and 1000 hrs you can go home and still be waiting on the ward at 1830 plus is a sad. I watched it happen to a number of patient's over my 10 days in Whiston. I know the staff work hard and there is many wards and many discharges on any single day. I do understand but it does make you feel down as you want to go home. It still did not knock my feelings towards what I tell my friends who live outside the St Helens and Knowsley that Whiston is a real Hospital that cares.”

Recommendations from the previous report

The following recommendations that were highlighted in the previous report have been discussed in more detail through the Healthwatch quarterly meeting with the trust. Also the Interim Patient Experience Manager, consistently provides replies on behalf of the trust to all the comments received on the feedback centre to address any of these issues and offer further support when needed.

- Food & Hydration
- Communication
- Discharge

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

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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.

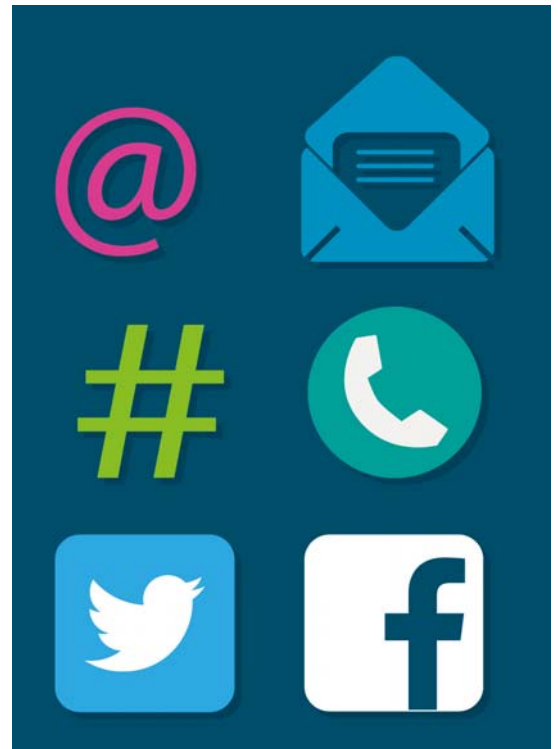
You can also follow us on social media:



[@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 | 4 | Whiston is good | Whiston is good my wife is in having treatment. The only thing is the doctor sent us to Broadgreen to have an MRI Scan and I've still not heard anything. The GP got the letter I've had to chase this up. One of the nurses in St Helens has taken this up i'm also going to see if the PALs office can help. |
| Whiston Hospital | 5 | I can honestly say I have been looked after | Came in with extremely high BP - seen the consultant and had a number of tests - continuous care taken |
| Whiston Hospital | 5 | Whiston Hospital | 5 stars |
| Whiston Hospital | 5 | Whiston Hospital | Excellent, just the business of finding a wheelchair, there seems to be a lot of people here. It is busy, can't find a parking space - very busy today. |
| Whiston Hospital | 4 | Whiston Hospital | Parking could be better, When my wife was in found the food was very good - loads of choice. It seems that more staff are on during the day than at night - this was on the heart ward. |
| Whiston Hospital | 5 | Whiston Hospital | I don't know much about hospital. I noticed on a TV programme that Whiston was rated highly. I am just visiting today - I have heard good things about the hospital. The hospital has a pleasant atmosphere - parking has been fine. My friend prefers to be treated here. |
| Whiston Hospital | 5 | 5 stars | I would give it 5 stars - everything is great |
| Whiston Hospital | 5 | Whiston Hospital | We normally go to St Helens but have been sent to Whiston. Staff are nice, appointments are fine, the worst bit is the ambulance service returns. It has always been a bit of a wait to get home. |
| Whiston Hospital | 5 | Whiston Hospital | The hospital is very good. I have come for an appointment today, it was very good. I was in last week and got an appointment for today. The waiting times have been ok. |
| Whiston Hospital | 5 | Very Good | Have found the service very good - have used it for my knees. Everything went ok, it was great. |



Appendix 2–Comments

| Provider | Rating | Title | Review |
|--------------------|--------|---|--|
| Whiston Hospital | 5 | Lovely staff | my mum was admitted to Ward 3 C following a fall. The staff have been lovely and have taken good care of her I would give them all a five star rating. |
| Whiston Hospital | 5 | Great care wonderful staff from top to bottom | I can not find words to will do the staff justice but will try. I was rush into A& E @ Whiston what was later to be Peritonitis. I was operated on @ 2230 hrs on that day (27th July). The care was 5 Star, from the consultant Mr Ray to the most junior member of the ward staff. Two areas that sadly don't come up to 5 star are One the food I know the jokes but sadly chicken pie that taste like fish. The other is the link between the Doctor's and the Pharmacy. To be told at between 0930 hrs and 1000 hrs you can go home and still be waiting on the ward at 1830 plus is a sad. I watched it happen to a number of patient's over my 10 days in Whiston. I know the staff work hard and the is many wards and many discharges on any single day. I do understand but it does make you feel down as you want to go home. It still did not knock my feelings towards what I tell my friends who live outside the St Helens and Knowsley that Whiston is a real Hospital that cares. |
| Whiston Hospital | 5 | Staff lovely | Staff are lovely i fractured my hip and went to A and E. My husband took me i did not wait to long. The staff all were very nice i went onto the ward the food and drink was fine. Its a good service all the way round. Marvelous hospital can't fault it. |
| St Helens Hospital | 5 | great | Went for bone density scan no complaints |
| Whiston Hospital | 3 | Too many signs | Too many signs around the hospital that don't mean anything a lot of them are about the management board. You should not need all this, could do with signs just telling you about departments. Car park is over subscribed at peak times and lack of knowing what staff do for example their role and rank. The hospital at St Helen's is a lot more accessible staff are over worked at Whiston. |



Appendix 2–Comments

| Provider | Rating | Title | Review |
|------------------|--------|------------------------------|---|
| Whiston Hospital | 5 | Wonderful | I think it is wonderful. The facilities and the staff are great. 3 surgeons did the operation on my daughters partner - we have come from the Isle of Mann. The NHS treatment is brilliant - we have travelled for the treatment. Nice environment, prices are good and there are places to eat. |
| Whiston Hospital | 4 | Ward 3C | Mum was referred to ward 3C from A and E after a fall. Mum said most of the staff were lovely but commented that one member of staff had the wrong attitude with her and other patients, being uncaring and patronizing. The food was described by mum as horrible and very tasty. The ward appeared busy to me and mum commented that during the night patients had to wait for their buzzer to be answered as staff seemed busy elsewhere with other patients. Mum was also told on several occasions that she'd be going home only to be then told that this was not possible due to forms needing signing. She was also discharged before her equipment to help her in the house was delivered to her home address. Overall the staff were lovely especially the GP she saw when first admitted to A and E. |
| Whiston Hospital | 5 | Lovely staff | my mum was admitted to Ward 3 C following a fall. The staff have been lovely and have taken good care of her I would give them all a five star rating. |
| Whiston Hospital | 5 | The GP changed my medication | The GP changed my medication and this doubled my blood pressure. This may of been because i'd taken other medication at the same time. I felt out of it and when my daughter visited me at home she knew i was not well and an ambulance was sent for and i was sent to Whiston Hospital. I ended up on Ward 3E i was passing in and out and feeling out of it. I did not know where i was at one point. The hospital treated me and i made a full recovery everything was excellent from the hospital especially the care i got from the staff. The only thing i'd improve is the food as its frozen and not home cooked everything else is a top rating. |



Appendix 2–Comments

| Provider | Rating | Title | Review |
|------------------|--------|------------------------------|---|
| Whiston Hospital | 4 | Ward 3C | Mum was referred to ward 3C from A and E after a fall. Mum said most of the staff were lovely but commented that one member of staff had the wrong attitude with her and other patients, being uncaring and patronizing. The food was described by mum as horrible and very tasty. The ward appeared busy to me and mum commented that during the night patients had to wait for their buzzer to be answered as staff seemed busy elsewhere with other patients. Mum was also told on several occasions that she'd be going home only to be then told that this was not possible due to forms needing signing. She was also discharged before her equipment to help her in the house was delivered to her home address. Overall the staff were lovely especially the GP she saw when first admitted to A and E. |
| Whiston Hospital | 4 | I've attended Whiston | I've attended Whiston Hospital I would give it 4 stars as the staff are nice |
| Whiston Hospital | 5 | The GP changed my medication | The GP changed my medication and this doubled my blood pressure. This may of been because i'd taken other medication at the same time. I felt out of it and when my daughter visited me at home she knew i was not well and an ambulance was sent for and i was sent to Whiston Hospital. I ended up on Ward 3E i was passing in and out and feeling out of it. I did not know where i was at one point. The hospital treated me and i made a full recovery everything was excellent from the hospital especially the care i got from the staff. The only thing i'd improve is the food as its frozen and not home cooked everything else is a top rating. |
| Whiston Hospital | 5 | I'm on ward 2E | Friendly, informative staff I am on ward 2 E I am currently an inpatient waiting to have my baby my experience of being induced so far has been amazing as i have received lots of information and advice throughout my pregnancy. |
| Whiston Hospital | 4 | Good | Friendly staff and very clean |
| Whiston Hospital | 4 | Ratings only | Ratings only |



Appendix 2–Comments

| Provider | Rating | Title | Review |
|------------------|--------|-------------------|--|
| Whiston Hospital | 5 | Very good service | Happy excellent service very highly regarded staff and GP's. |
| Whiston Hospital | 5 | Whiston | Everybody has been so kind and helpful - everyone that is involved is very helpful. |
| Whiston Hospital | 4 | Outpatients | Very good (NCD) |
| Whiston Hospital | 4 | Whiston | Rating only - (NCD) |
| Whiston Hospital | 4 | Whiston Hospital | Have brought my mother here on a number of occasions and am very happy with the outcome. My mother has Dementia and specific aftercare after operations would be helpful. |
| Whiston Hospital | 5 | No problems | Always been looked after alright |
| Whiston Hospital | 4 | Whiston Hospital | Prompt, friendly and punctual. (NCD) |
| Whiston Hospital | 4 | Whiston Hospital | Helpful and caring staff when you walk in. Looking after me.(NCD) |
| Whiston Hospital | 3 | Very Caring | Took into account immobility situation at home. Taken into account and care package |
| Whiston Hospital | 5 | Whiston | Service is good - nurses are very good. Very clean and the food is good. |
| Whiston Hospital | 5 | Whiston | The staff are brilliant - all my care was first rate. |
| Whiston Hospital | 5 | Bowel Surgery | I arrived on Sunday morning to have treatment for bowel cancer following my recent diagnosis. My initial surgery was to have a colostomy fitted in order to treat the cancer with chemo. |
| Whiston Hospital | 5 | I work here | I work here and all the staff I work with work really hard. |
| Whiston Hospital | 5 | Whiston | Always been well looked after here. The staff have been excellent - great. Food on the ward is fine. |



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
Whiston Hospital, Warrington Road
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