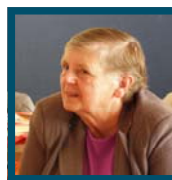


healthwatch Knowsley



Healthwatch Knowsley Patient Experience Report St Helens & Knowsley Trust Qtr 3 (2016/17)

Contents

Contents.....	2
About this report.....	3
Snapshot.....	4
Key Themes.....	5
Recommendations.....	16
Healthwatch Knowsley Information	18
Healthwatch Knowsley Feedback Centre.....	19
Contact Us.....	19
Appendix 1–Feedback Form	20
Control Sheet.....	21

About this report

This report details experiences of St Helens & Knowsley NHS Trust shared by our community for the period October–December 2016. The comments have been collected and analysed using the Healthwatch Knowsley Feedback Centre.

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

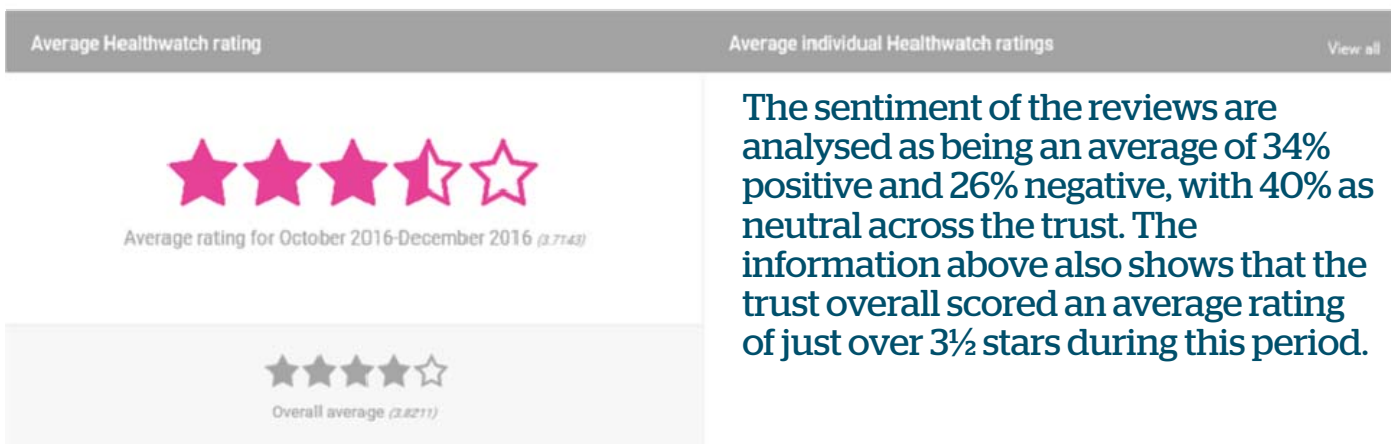
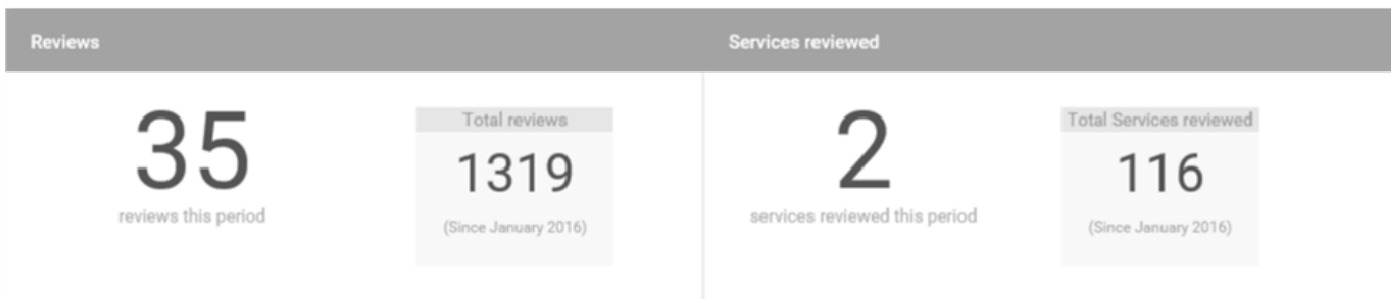
The report will be shared with:

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

Snapshot

Since the beginning of the year there has been a total of 121 comments received for St Helens & Knowsley NHS Trust, between October–December there have been 35 comments captured. The following information provides a snapshot of the information during this quarter.

Snapshot (October 2016-December 2016)



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

The table below shows a snapshot analysis of reviews received from both Whiston Hospital and St Helens Hospital. It provides the overall rating for each site, with Whiston receiving 4 stars with 33 reviews and St Helens receiving 1 star with 2 reviews during this quarter.

Service	Service Type	Reviews	Rating	Positive	Negative	Neutral
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)		33	★★★★★ ☆	33%	24%	42%
St Helens Hospital (St Helens and Knowsley NHS Trust, St Helens & Knowsley NHS Trust)		2	★☆☆☆☆ ☆	50%	50%	0%

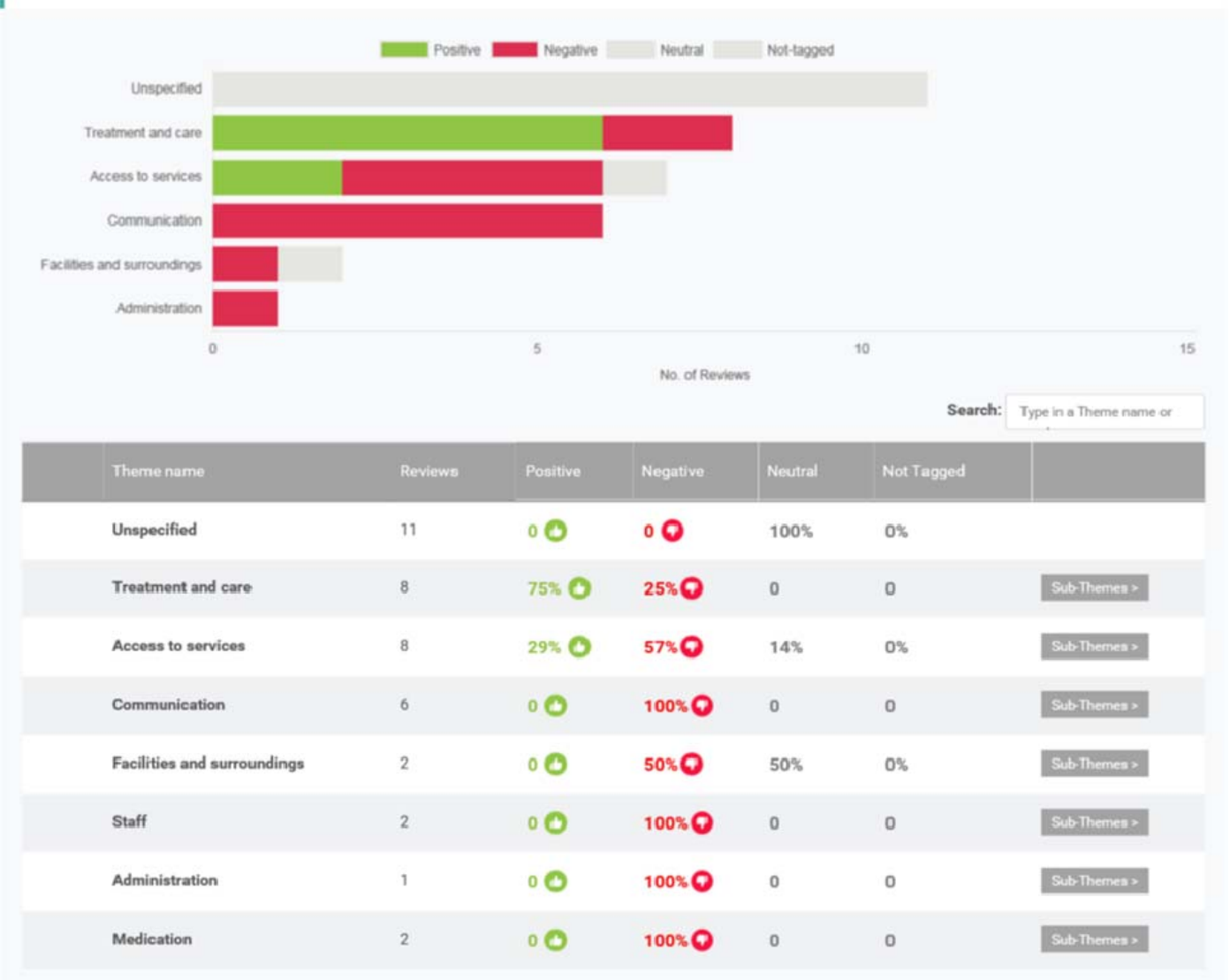
Key Themes

During this quarter there were a total of 35 comments/ratings received, it is worth noting that during this quarter, 2 Enter & View sessions took place within the A&E Department, which relates to work that has been undertaken relating to Access to Primary Care. Within this report the main area of comment is unspecified, this related to some neutral comments we received in relation to access to primary care services, a more detailed report regarding this area of work will be brought to the Patient Experience Council at a later date.

Treatment and care received 8 comments, this is rated positively with the comments achieving a 75% positive rating. Access to services has received 8 comments during this quarter with an overall 57% negative rating. Communication received 6 comments, all of which provided a negative rating. Further analysis of each theme is included within this report.

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

Themes Tagging



Key Themes

Unspecified

Unspecified

11



100%

0%

Provider	Rating	Title	Review
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	4	E&V Comment	Came here from a care home
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	4	E&V Comment	Came from home did not consider going anywhere else first
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	4	E&V Comment	Had been in RTA
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	4	E&V Comment	Tried GP told to come to ED
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	E&V Comment	Went to the Walk In Centre who advised patient to attend ED
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	E&V Comment	Had been sent to ED by doctor
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	4	E&V Comment	Had attended walk in centre and then sent to A&E
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	3	E&V Comment	Was told by GP to come to A&E
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	E&V Comment	Did not attempt GP as assumed they would send to hospital

Key Themes

Treatment & Care

Treatment and care	8	75%	25%	0	0	Sub-Themes >
Effectiveness	1	100%	0%	0%	0%	
Experience	5	80%	20%	0%	0%	
Quality	2	50%	50%	0%	0%	

Provider	Rating	Title	Review
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	4	Excellent care and facilities	My husbands surgery - Everything has been professional caring and on time. This is my husbands third operation here and the standards have always been excellent. Staff are approachable and friendly.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	Wonderful - Maternity Services	My partner and I arrived not knowing what to expect and we both can say this hospital should be a training hospital for all other NHS trusts. The staff, the cleanliness, the whole experience has been above our expectations.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	Fracture Clinic	I got seen to very quickly and efficiently by staff and doctors and they explained the situation. Very friendly staff, this was the reception staff.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	The nurses are really good	The nurses are really good when I was in Whiston hospital the nurse explained what was on the plate for me when food was given. I asked if she's had visual awareness training and she said no but her father in law was blind.

Key Themes

Treatment & Care

Provider	Rating	Title	Review
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	2	Whiston Hospital	I went to my GP as my right arm was swollen. My GP sent me for blood tests at Nutgrove villa and made an appointment for me at Whiston (ward 1B). I was told that I would need a scan and I got frustrated as I am nervous about MRI scanners. I asked about the scanner but nothing was explained to me. There was no information available in easy read. I went to see the scanner and it was just an x-ray machine. I had an x-ray taken and told that it was clear.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	3	Whiston Hospital	Delivery Suite - not good, Special Care - Fantastic. Not a good experience with delivery suite. Left on own for a lot of the time, had to get Midwife when baby was coming. Pain relief options not good.
St Helens Hospital (St Helens and Knowsley NHS Trust, St Helens & Knowsley NHS Trust)	1	Endoscopy	Had an endoscopy in June at St Helens Hospital and the test results came back clear. At the end of November patient received a call off Whiston and was asked to come in for blood tests re his endoscopy in June - patient was told that the equipment was not cleaned as it should be following the procedure and the test was to placate the patient who had the procedure following them. The patient also received a letter from the Chief Executive asking to come in for blood tests. The blood tests were to test for Hepatitis B and HIV. This caused the patient extreme anxiety and worry. The blood test results came back clear.

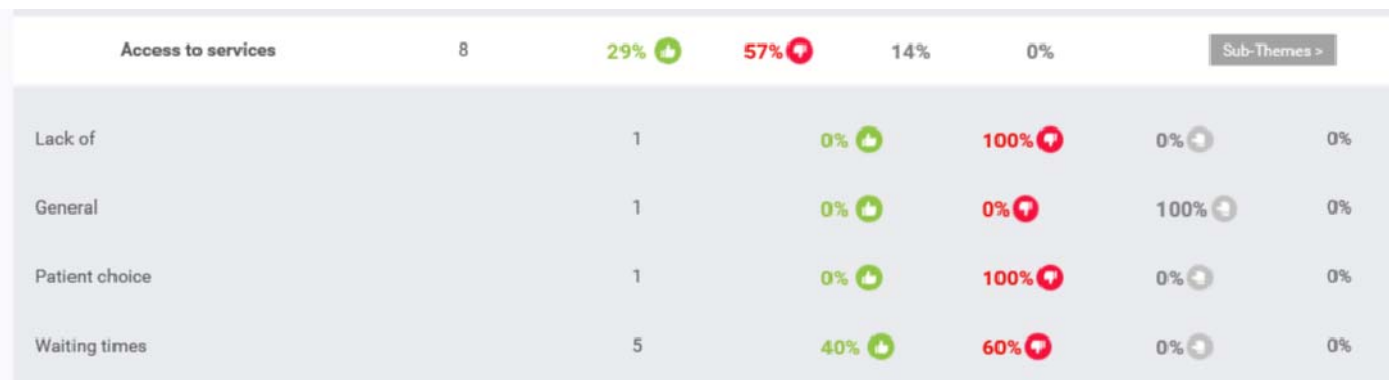
Key Themes

Treatment & Care

Provider	Rating	Title	Review
St Helens Hospital (St Helens and Knowsley NHS Trust, St Helens & Knowsley NHS Trust)	1	Multiple letters sent out	<p>I changed an appointment at the Audiology Dept at St Helens Hospital by telephone and was told I would receive the new appointment details by letter. I received two letters confirming my new appointment in separate envelopes, each sent via advanced, first class mail, on one day. I wrote to the hospital to point this out and returned one of the letters to them. The next day I received yet a third letter, exactly the same as the first two, again via advanced, first class mail. I rang the audiology department again and asked for a member of 'senior' staff. There was no one available but I was advised by reception to bring the letters with me to the appointment. This I did and spoke to someone at the audiology department who took some details and said they would pass on the information. I asked if I could be informed of any outcome. To date I have heard nothing and my appointment was on 12th October. It concerns me that I am not the only patient with similar stories to tell and someone even had a letter from St Helens hospital delivered by taxi in the evening. The driver said that her letter was not the only one being delivered by that method. This was despite the fact that the patient involved had already had confirmation of the appointment by telephone and letter previously and the appointment was not for some weeks in the future. The amount of wastage is obvious apart from stationery and staff time there is a huge wastage of NHS funds. It may be that there is an error in the computer system used by NHS as I have had a similar experience with The Royal in Liverpool which I again spoke to them about.</p>

Key Themes

Access to Services



Provider	Rating	Title	Review
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	A&E - the staff are fantastic	Went to A&E over my toe which was bleeding. The staff were fantastic but under staffed because of the amount of people waiting to be seen. More staff need to be on for the amount of patients waiting.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	Fracture Clinic	I got seen to very quickly and efficiently by staff and doctors and they explained the situation. Very friendly staff, this was the reception staff.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	1	Not good on waiting times	I attended A&E and had to wait five hours. I noticed that people who had come in after me got seen before me. The other thing I noticed was staff kept calling the same names over and over and the people had already gone through for treatment. The staff and treatment I received was first class.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	Excellent, did not have to wait	My daughter could not stand without falling. I rang NHS direct and they sent an ambulance and it arrived approximately 7 minutes later. Doctors and Nurses at the hospital are amazing. Daughter had inner ear infection. But only problem was the queue we had to wait in to get prescription stamped.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	E&V Comment	Went to the Gastro Clinic on Thursday and was told if got any worse return. Didn't know what else to do but come to ED, but would prefer to go somewhere else where I could be seen. There was no other choice provided as I need to be seen now.

Key Themes

Access to Services

Provider	Rating	Title	Review
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	1	E&V Comment	Went to GP first but the treatment did not work as it stings and did not help so trying A&E as still in pain. Had tried to make an appointment at St Helens hospital eye unit but felt needed help more urgently than the appointment offered. A&E had said they would make an appointment with OPD but not happy so is going to try St Pauls at the Royal
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	3	E&V Comments	Had come straight here as leg was really hurting. Had been waiting about 45 minutes, told would need an X Ray but no indication of how long the waiting time would be, just told to sit down and wait. Unhappy that had not been offered pain relief or any explanation about waiting times.

Key Themes

Communication

Communication	6	0	100%	0	0	Sub-Themes >
General	2	0%	100%	0%	0%	
Lack of	4	0%	100%	0%	0%	

Provider	Rating	Title	Review
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	5	The nurses are really good	The nurses are really good when I was in Whiston hospital the nurse explained what was on the plate for me when food was given. I asked if she's had visual awareness training and she said no but her father in law was blind.
St Helens Hospital (St Helens and Knowsley NHS Trust, St Helens & Knowsley NHS Trust)	1	Endoscopy	Had an endoscopy in June at St Helens Hospital and the test results came back clear. At the end of November patient received a call off Whiston and was asked to come in for blood tests re his endoscopy in June - patient was told that the equipment was not cleaned as it should be following the procedure and the test was to placate the patient who had the procedure following them. The patient also received a letter from the Chief Executive asking to come in for blood tests. The blood tests were to test for Hepatitis B and HIV. This caused the patient extreme anxiety and worry. The blood test results came back clear.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	2	Whiston Hospital	I went to my GP as my right arm was swollen. My GP sent me for blood tests at Nutgrove villa and made an appointment for me at Whiston (ward 1B). I was told that I would need a scan and I got frustrated as I am nervous about MRI scanners. I asked about the scanner but nothing was explained to me. There was no information available in easy read. I went to see the scanner and it was just an x-ray machine. I had an x-ray taken and told that it was clear.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	2	E&V Comment	Can't hear the nurses because of the noise from the radio. Had been sent from St. Helens Walk In Centre

Key Themes

Communication

Provider	Rating	Title	Review
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	3	E&V Comment	Was sent here by GP because of back pain. Could not hear the names being called out because of the radio.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	3	E&V Comment	Nurses cannot be heard over the general noises of the department so patients are missing the triage nurse. There is no visible notice of who is next, although the screen is there but unused.
St Helens Hospital (St Helens and Knowsley NHS Trust, St Helens & Knowsley NHS Trust)	1	Multiple letters sent out	I changed an appointment at the Audiology Dept at St Helens Hospital by telephone and was told I would receive the new appointment details by letter. I received two letters confirming my new appointment in separate envelopes, each sent via advanced, first class mail, on one day. I wrote to the hospital to point this out and returned one of the letters to them. The next day I received yet a third letter, exactly the same as the first two, again via advanced, first class mail. I rang the audiology department again and asked for a member of 'senior' staff. There was no one available but I was advised by reception to bring the letters with me to the appointment. This I did and spoke to someone at the audiology department who took some details and said they would pass on the information. I asked if I could be informed of any outcome. To date I have heard nothing and my appointment was on 12th October. It concerns me that I am not the only patient with similar stories to tell and someone even had a letter from St Helens hospital delivered by taxi in the evening. The driver said that her letter was not the only one being delivered by that method. This was despite the fact that the patient involved had already had confirmation of the appointment by telephone and letter previously and the appointment was not for some weeks in the future. The amount of wastage is obvious apart from stationery and staff time there is a huge wastage of NHS funds. It may be that there is an error in the computer system used by NHS as I have had a similar experience with The Royal in Liverpool which I again spoke to them about.

Key Themes

Facilities & Surroundings

Facilities and surroundings	2	0	50%	50%	0%	Sub-Themes >
Car parking	1	0%	0%	100%	0%	
Equipment	1	0%	100%	0%	0%	

Provider	Rating	Title	Review
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	4	Whiston Hospital	Everything seems to be going ok. It's my sister that is in here, she is intensive care. Parking can be a bit of an issue as spaces fill up quickly.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	3	E&V Comment	Nurses cannot be heard over the general noises of the department so patients are missing the triage nurse. There is no visible notice of who is next, although the screen is there but unused.

Administration

Administration	1	0	100%	0	0	Sub-Themes >
Booking appointments	1	0%	100%	0%	0%	

Provider	Rating	Title	Review
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	1	E&V Comment	Went to GP first but the treatment did not work as it stings and did not help so trying A&E as still in pain. Had tried to make an appointment at St Helens hospital eye unit but felt needed help more urgently than the appointment offered. A&E had said they would make an appointment with OPD but not happy so is going to try St Pauls at the Royal

Key Themes

Medication

Medication	2	0	100%	0	0	Sub-Themes >
Medicines Management	2	0%	100%	0%	0%	

Provider	Rating	Title	Review
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	3	Whiston Hospital	Delivery Suite - not good, Special Care - Fantastic. Not a good experience with delivery suite. Left on own for a lot of the time, had to get Midwife when baby was coming. Pain relief options not good.
Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust)	3	E&V Comments	Had come straight here as leg was really hurting. Had been waiting about 45 minutes, told would need an X Ray but no indication of how long the waiting time would be, just told to sit down and wait. Unhappy that had not been offered pain relief or any explanation about waiting times.

Recommendations

Good Practice

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

Recommendations

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

Treatment & Care

A key theme during this quarter has been treatment and care, although a majority of comments were positive there were some key areas of concern raised. In one case, the person was told that they would require a scan and was nervous about this process, they also felt that there was little information available for them in easy read.

There is also a comment relating to an endoscopy incident, in which the person was asked to attend the hospital for further tests, regarding an infection control incident. This was raised at the Patient Safety Council, as the incident is currently under investigation.

This was reported to the Quality Surveillance Group by PHE and is being monitored.

Access to Services

A majority of these comments relate to waiting times within the trust. A number of the comments relate to the excellent care they have received within the trust but also provide comment about the waiting times, as well as the number of people waiting to be seen. As within our previous report we are aware that this is a national issue, specifically within A&E departments across the country. The comments however suggest that patients would benefit from more communication regarding waiting times.

Other comments relate to accessing the gastro clinic, in which they didn't know who to contact and therefore came into the trust via the Emergency Department, this also relates to the communication the person had received previously.

Communication

Within the report there are a number of negative comments relating to issues around communication. During this quarter a comment was received relating to multiple letters being sent out from the trust regarding changes to an audiology appointment. At the time of receiving this comment, we fed back to the trust, and we were able to put them in contact with the person who had provided the comment in order to further investigate this issue. This issue was investigated and it was concluded to be due to a problem with the printers within the Audiology department.

Further comments were provided during an Enter & View visit to the A&E department

Recommendations

within Whiston Hospital, a number of people noted that they found it difficult to hear names being called out, specifically due to the noise from the radio.

Other key themes highlighted included Administration, Facilities and Surroundings and Medication, which are included within the report.

Recommendations from the previous report

Access to Services–Waiting Times

This has been a recurring theme within the reports and remains an a key outcome within the Patient Experience Action Plan. Following the presentation of the report at the Patient Experience Council in November, the Emergency Care manager provided feedback regarding changes that the trust are looking at for the future of the Emergency Department, this includes providing extra staffing, as well as access issues and different ways of working. Healthwatch are also aware that delayed discharge can also impact on waiting times within A&E and welcome the monthly Effective Discharge reports, that show the ongoing action plan for discharge across the trust.

Safety of Treatment & Care

In the previous quarter, a comment was received regarding the Cardiac Diagnostic Centre, the comment mentions a neglect to duty of care. The patients wife contacted her local Healthwatch to support a complaints process .

A&E

Both during this quarter and the previous quarter a number of comments have related specifically to people's experiences of A&E within the trust. Between October and November, a group of Enter & View representatives attended A&E to talk to patients regarding access to other services. A report is being produced following this visits in relation to Access to GP Primary Care this report will be shared with the trust when it has been published.

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

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

Healthwatch Knowsley

What is Healthwatch?

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

How do we make a difference?

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

Why do we do it?

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

What we are responsible for

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

Our Values

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

Healthwatch Knowsley Feedback Centre

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



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

Contact us

Contact Details

Healthwatch Knowsley

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

Telephone: **0151 449 3954**

Email: **enquiries@healthwatchknowsley.co.uk**

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.



@HWKnowsley



Healthwatch.Knowsley

Appendix 1—Feedback Form

About you

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

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

Age:

Gender: Male Female Prefer not to say

How would you describe your ethnicity?

First 3 letter of your postcode:

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

Which of the following best describes your situation?

Full-time work Part-time work Retired

Government Scheme Full-time Education Self Employed

Unemployed Unable to work

Looking after home/family Other

Do you have a religion or belief?

Yes No Prefer not to say

If yes, please state:

How would you describe your sexual orientation?

Heterosexual Gay Lesbian Bisexual Prefer not to say

Do you currently live in the gender you were given at birth?

Yes No Prefer not to say

healthwatch
Knowsley

Have your
voice heard
today



Your voice counts

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

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



Leave feedback

Name of Service:

Please rate this service: Poor Outstanding

When did you last use this service?

Summary of your experience: (a few key words)

Please tell us about your experience:

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

Please rate the following:

Quality of care:

Quality of treatment:

Staff:

Cleanliness:

Food & Drink: (if applicable)

Communication:

Discharge: (if applicable)

Accessibility:

Safety:

Appointment: (waiting times)

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

Patient Carer Staff Relative Visitor

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

Control Sheet

Date Submitted	30th January 2017
Date Response due	27th February 2017
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

Whiston Hospital, Nightingale House, Lower Ground 1

PA: Danielle Cairnes | Direct Dial: 0151 290 4515

Email: Danielle.Cairnes4@sthk.nhs.uk

10th April 2017

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Whiston Hospital
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Merseyside
L35 5DR

0151 426 1600

Website: www.sthk.nhs.uk

Dear Kelly,

Apologies for the delay in this letter and thank you for sharing your Healthwatch report with the Trust, which was discussed at the Patient Experience Council on Wednesday 8th February 2017.

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

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

Yours sincerely,



Anne Rosbotham-Williams

Assistant Director of Governance