



healthwatch
Knowsley

Patient Experience Report

St Helens & Knowsley Hospital

Quarter 4

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

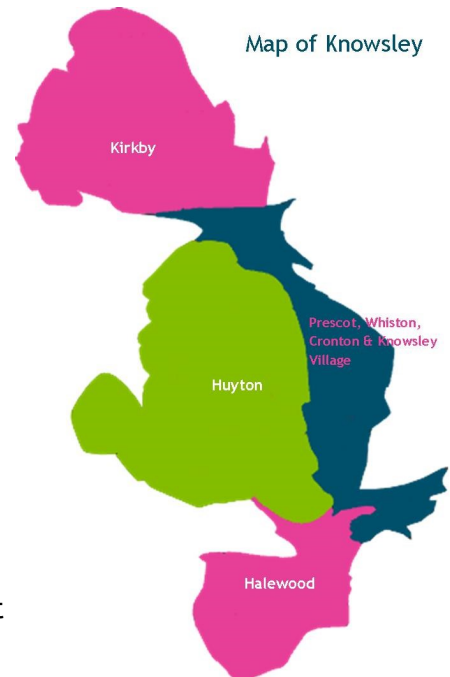
Healthwatch Knowsley took over the role of Knowsley Local Involvement Network (LINK) in representing the views of people who use Health and Social Care services.

The feedback captured from the community is used to inform commissioning and service design decisions and also to challenge current service provision in relation to changes required. Healthwatch also has a key role in raising the profile of the good services that are in place.

In addition to this Healthwatch Knowsley provides a signposting service for people who are unsure where to go to access help in relation to Health and Social Care Services. This service also has a role in promoting the choices that are available to community members. A key element of this services is signposting community members, where needed, to the Merseyside and Cheshire Healthwatch Advocacy service to support people who wish to make a complaint about services they have accessed.

Healthwatch Knowsley can also report concerns about the quality of services to Healthwatch England, helping to build a national picture of Health and Social Care satisfaction.

Map of Knowsley



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 this 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.

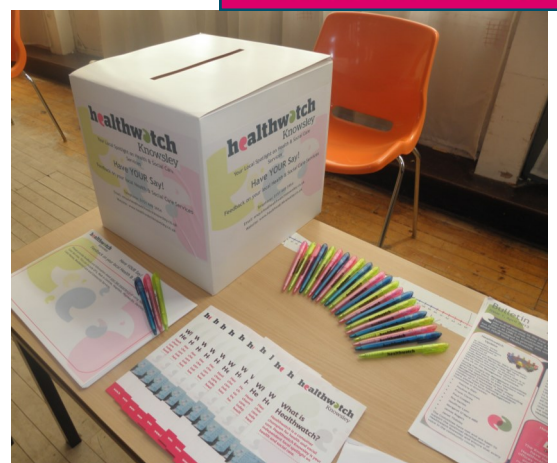
- Community ‘word of mouth’ through existing Healthwatch members speaking to community members.
- Roadshow activities
- Community Based Activities / Partner Events / Stands at Provider venues
- Working closely with existing networks and forums in Knowsley
- Community Focus Groups
- Healthwatch Knowsley 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.





Summary of Comments

During the period for which the report relates comments have been collated, which contain a combination of 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 score the hospital in the following areas*:

- Care & Compassion
- Dignity
- Hygiene
- Nutrition & Hydration
- Communication
- Waiting for appointment
- Waiting at appointment
- Discharge
- Accessibility
- Quality & Safety
- Staff Attitudes
- Coordination of services

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

- Inpatient
- Outpatient
- A&E
- Day Case
- Visiting

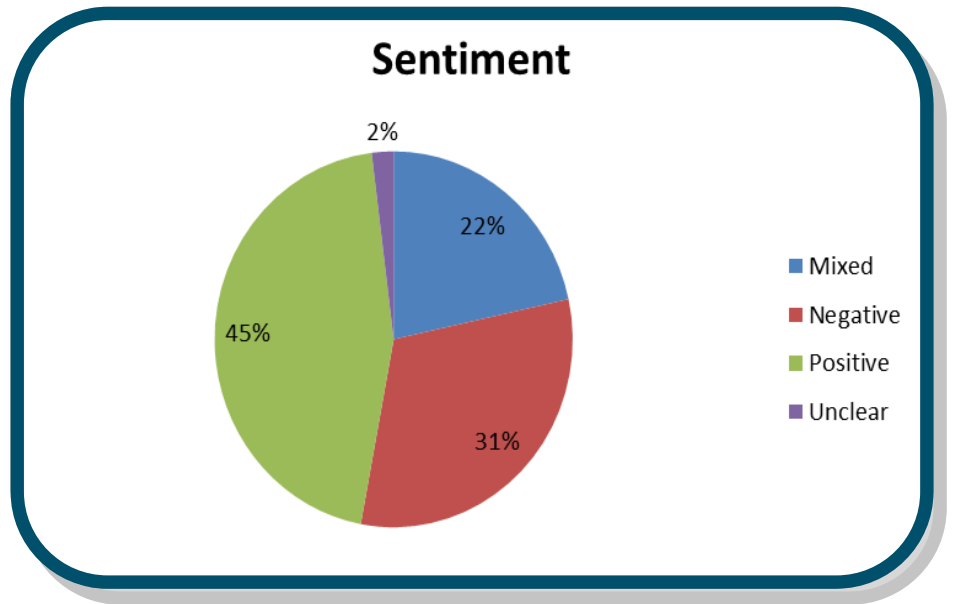
The results of these surveys can be found on Page 10.

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



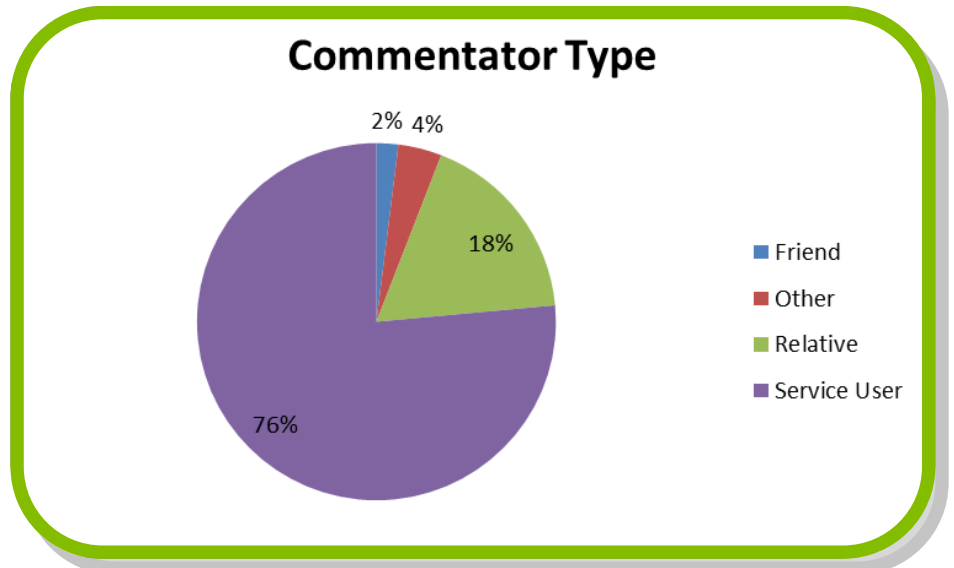
Number of responses during quarter four through direct patient experience comments.

Sentiment	Number
Mixed	11
Negative	16
Positive	23
Unclear	1
Total	51



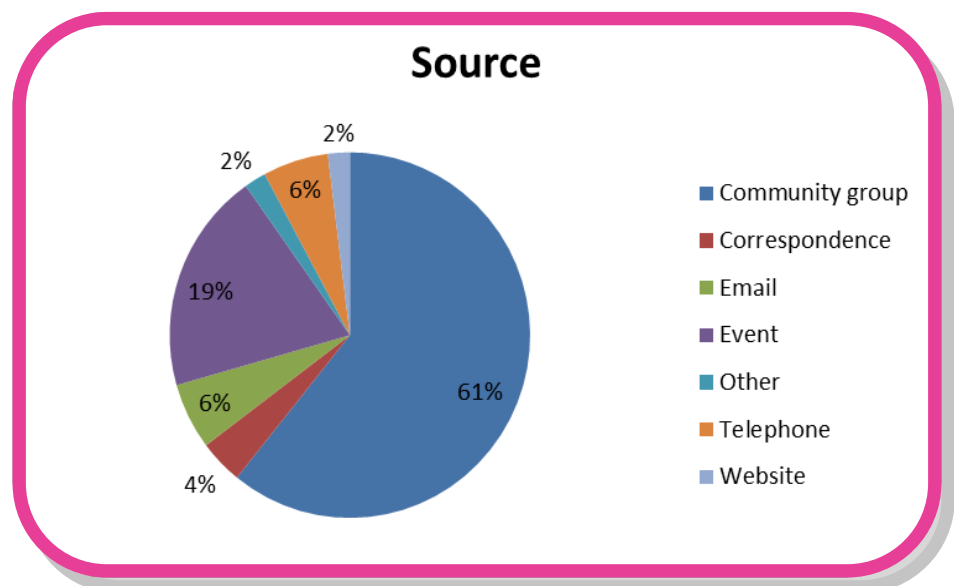
Make up of respondents

Commentator Type	Number
Friend	1
Other	2
Relative	9
Service User	39
Total	51



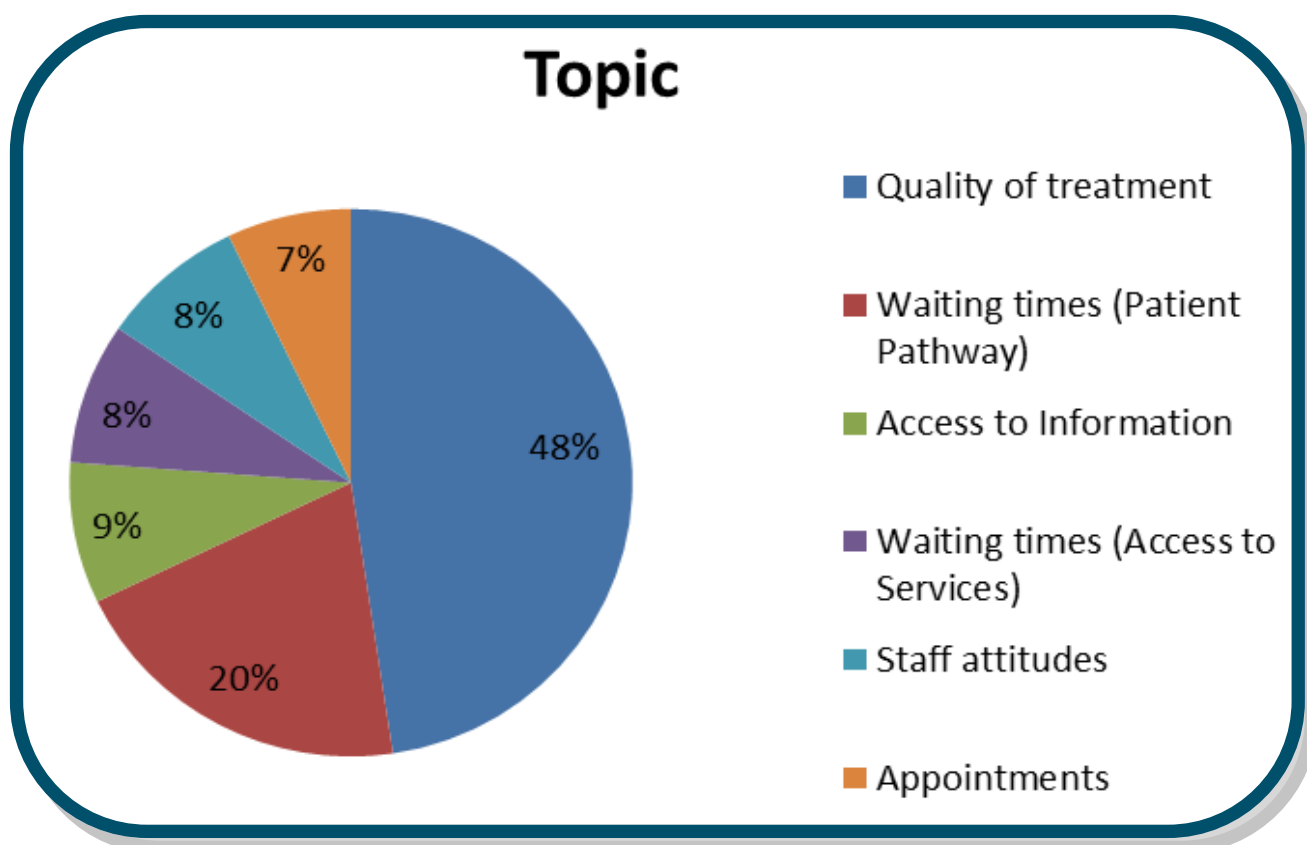
Where we got the information

Source	Number
Community group	31
Correspondence	2
Email	3
Event	10
Other	1
Telephone	3
Website	1
Total	51



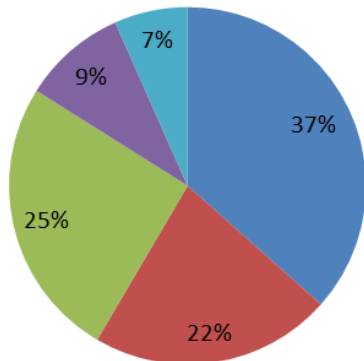
Most Commented Areas

Topic	Number
Quality of treatment	40
Waiting times (Patient Pathway)	17
Access to Information	7
Waiting times (Access to Services)	7
Staff attitudes	7
Appointments	6
Cleanliness of environment	4
Discharges	3
Food and Hydration	2
Dignity and Respect	1
Referrals	1
Suitability of environment	1
Access for people with a disability	1
Incident Reporting	1
Staff Training and Development	1
Staffing Levels	1



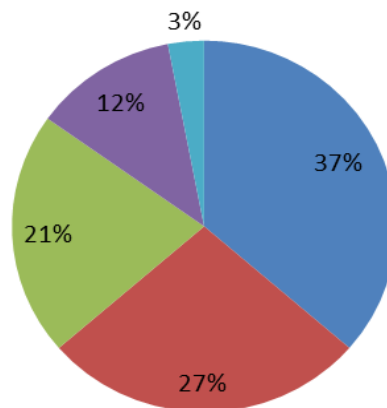
Hospital Survey Results

Overall



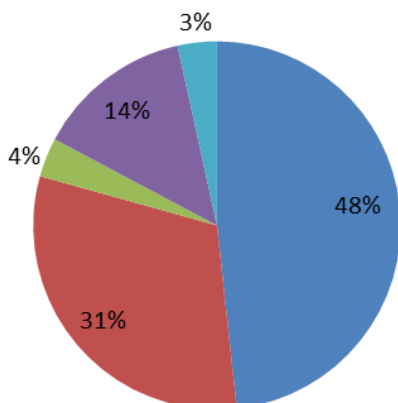
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Care & Compassion



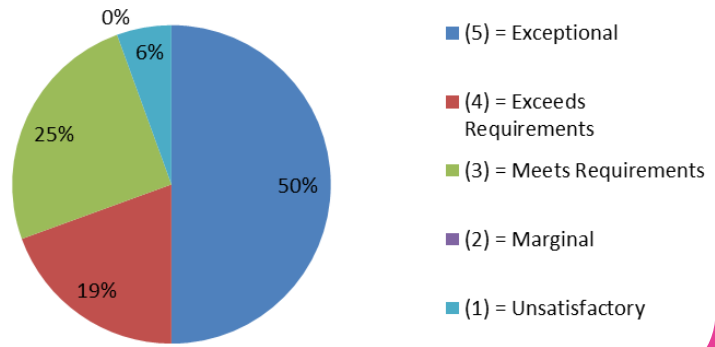
- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

Dignity

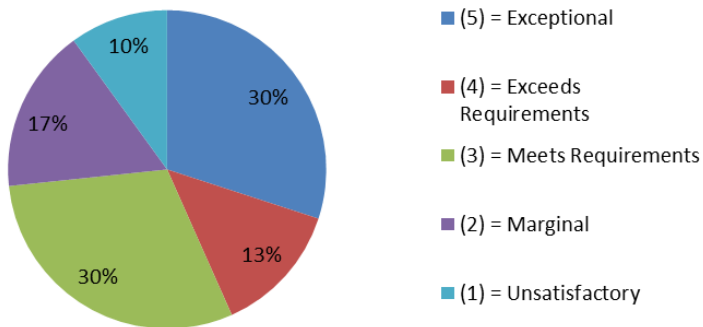


- (5) = Exceptional
- (4) = Exceeds Requirements
- (3) = Meets Requirements
- (2) = Marginal
- (1) = Unsatisfactory

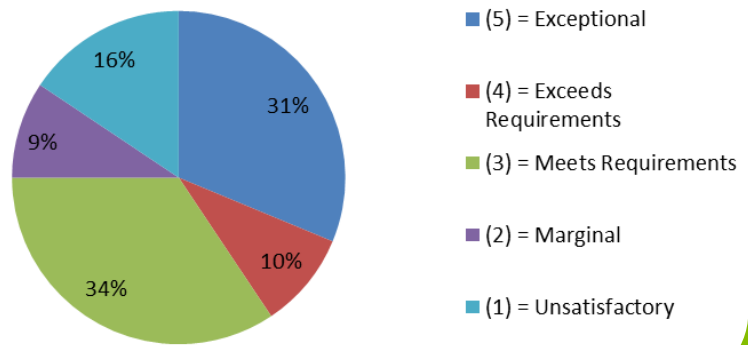
Hygiene



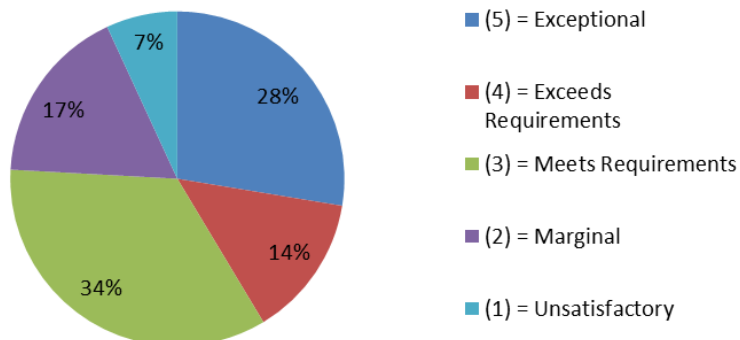
Nutrition & Hydration



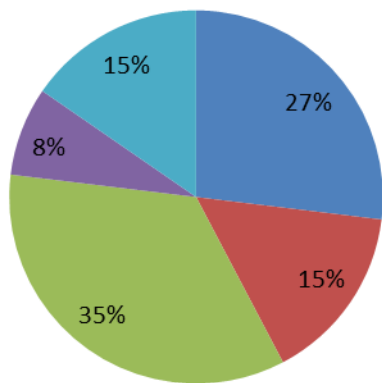
Communication



Waiting for appointment

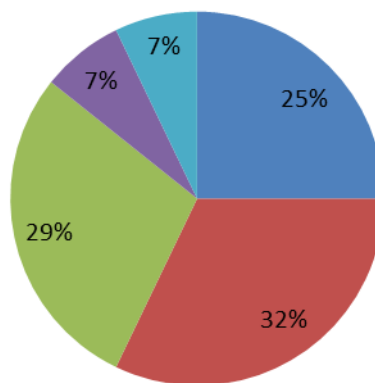


Waiting at appointment



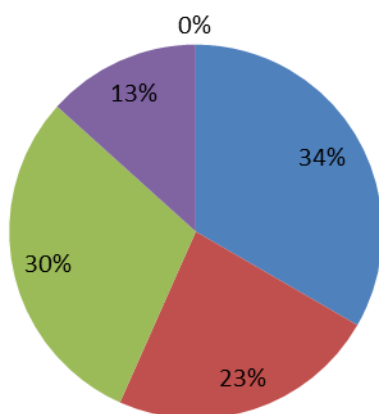
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Discharge



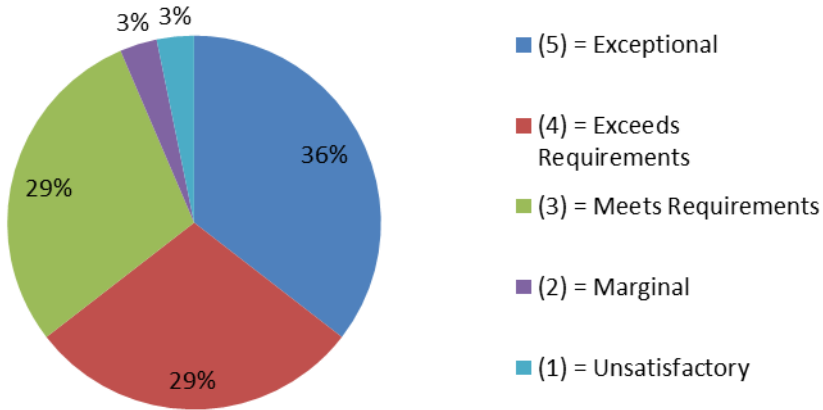
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Accessibility

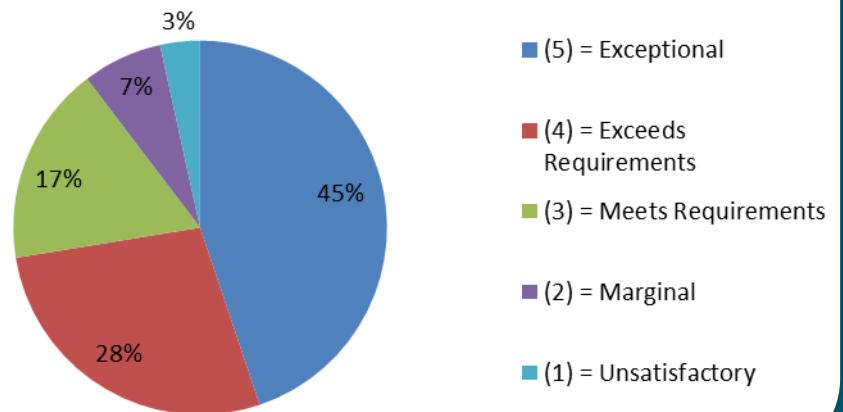


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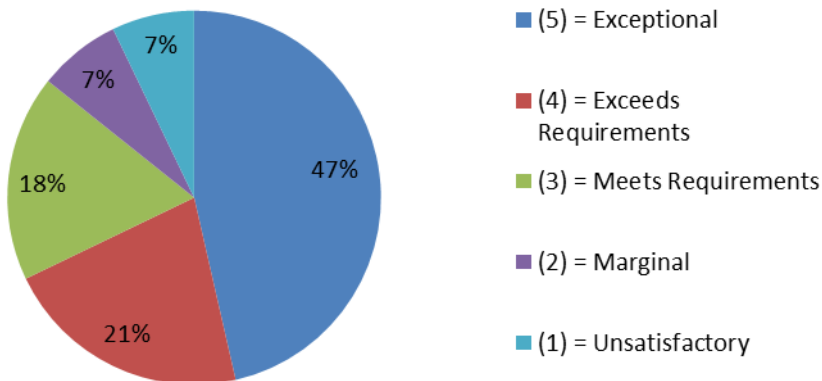
Quality & Safety



Staff Attitudes



Coordination of services



Good Practice

Positive Comments	Number
Quality of Treatment Count	11

We continue to receive a high number of positive comments around the Quality of treatment, which the Trust is to be congratulated on.

Comments included:

“Hospital was very clean. Staff very friendly and really looked after me. Nurses who delivered my daughter were really lovely and helped make the delivery a good experience.”

“I was very well treated and the staff were very nice. I did not have a long wait”

“Wonderful service all round. No complaints at all”

Recommendations

Emergency Admissions

We are concerned to note some comments from people who have attended Accident and Emergency, whilst experiencing mental or emotional distress.

This concern was highlighted in our Quarter Three Report and we will continue to monitor the progress through the proposed patient experience action plan.

Comments include:

“I went to hospital with chest pains, the ambulance people were great. One of the doctors, because I went in with an alcohol problem made me feel so small, he shouted at me and told me that he would not treat me again if I came in with alcohol problems. It was done in front of staff and patients. I felt ashamed.”

“My son was admitted to Whiston A&E following an overdose in May 2013. He saw mental health liaison who said he would make a child protection referral and would notify my son's GP etc. - neither was done. Fortunately, no child protection issues re medicine safety etc. for my granddaughter but perhaps not for everyone. Whilst child protection referral would have been distressing, if issues needed it should have been done”

“One young person commented that she was treated really badly by her Dr in Whiston Hospital when she was in the assessment ward. She had taken an overdose and the Dr discussed it with her and commented to her that she didn't need to do this just for attention. She felt deeply upset about this as she had a lot of reasons why she took the overdose and feel people caring for others in the health profession need the right training to be able to understand and empathise with young people especially young people in care who may have complex emotions over various issues or circumstances.”

Waiting Times at Accident and Emergency

There are a high number of people reporting excessively long waits in the A&E Department. This was highlighted in our Quarter Three Report and will be monitored through the proposed patient experience.

“I attended A&E as my mum had a fall. She has Fibromyalgia, Angina, Sciatica and other health issues. The waiting times were far too long and even though she was in pain, she was not seen as a priority. We waited 4 hours to be seen and the average waiting time on the screen was 1 hour 30 minutes. everyone who came in was seen too pretty quickly and not much updates of waiting times for people or explanation of the priority list.”

“A&E was awful, waited hours to be seen and the care to my mother was very hit and miss.”

“I visited A&E with my 89 year old mother who had a swollen hand and she was in pain. She was triaged and told someone would give her a pain killer. We waited 1 hour before that was given, We asked nurses a number of times where the painkiller was but was told it would be given soon. One hour later it was given, five hours before she saw a doctor and had an x-ray.”

“I went with my mother who is nearly 92 with dementia. we thought the wait for initial treatment (approx. 4-6 hours) was unacceptable for a person of her age who had fallen. ”

Discharge

Patients are still reporting being discharged without the appropriate care package or information. This issue was highlighted in our Quarter Three report. Healthwatch Knowsley are currently undertaking a review of discharge processes across the borough and will feed back their recommendations separately to this report

Comments Included:

“My husband had a prostate operation and was sent home the next day and was not very well. Two days later I had to take him back. The doctor we saw was very upset because they asked if he was given a blood test after the operation, when we said no they said he was very lucky because he could have had a heart attack and died. He was kept in hospital for over a week and had to rest when he got home.”

“I had a Hysterectomy and 2 bunion operations, I was well looked after and treated well. The only thing I am bothered about is no follow up appointments. My daughter had her gall bladder out last year and was discharged the same day with no follow up appointment. She wasn't well after and asked for a follow up appointment and was asked why. She eventually got one but I think after any operation you should have a follow up appointment”

“My neighbour recently got discharged from hospital, after being discharged she had to give herself regular injections and had been given a sharps box for the used needles. However she needs the box to be picked up and is not sure what to do, she has contacted the hospital and they weren't sure how to advise her. I feel this is a real concern and that people should be given the right information when being discharged.”

Trust Data

We recommend that the reports submitted by Healthwatch Knowsley are viewed alongside the Trusts own Patient Experience and Complaints Data to ensure that the three sources of information are triangulated and any trends responded to.

Appendix 1–Comments

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Website Website submission
Service Type	Inpatient Care
Comments	In October 2013 I was admitted to Whiston for an operation to have one of my knees replaced. Despite being quite nervous, this being my first ever operation, I need not have worried. Despite being busy, I couldn't fault the staff for anything. They were all really pleasant and extremely professional in all that they did. The only thing I would advise is that when senior administrators arrive on wards, they treat the staff who are actually doing the work that the hospital is praised for, like human beings. Senior staff do have something to learn.
KNO17982	Quality of treatment Staff attitudes
Mixed	2/17/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group CRI service user group
Service Type	Accident and Emergency
Comments	I went to hospital with chest pains, the ambulance people were great. One of the doctors, because I went in with an alcohol problem made me feel so small, he shouted at me and told me that he would not treat me again if I came in with alcohol problems. It was done in front of staff and patients. I felt ashamed.
KNO17754	Quality of treatment Staff attitudes
Mixed	2/11/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group CRI service user forum
Service Type	Outpatients
Comments	I went because I had chest pains but I was coming off drink, the staff were really nice but the waiting time was really bad.
KNO17759	Waiting times (Patient Pathway) Quality of treatment
Mixed	2/11/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Inpatient Care Maternity
Comments	I went into labour at 1am and called an ambulance at 3am. I was taken to the maternity unit at Whiston. The midwife was really snotty and left me sitting for an hour. The community midwife had told me to phone but the hospital told me off for wasting money. They wouldn't let my partner sit next to me. The midwife took me to another room and gave me sedation. When the day shift came on they were lovely and explained everything that was happening to me. They kept me in until the next day. I was really upset because they would not let my partner stay. No-one explained that I could get out of bed. Back home, the midwife came out for 10 weeks, the health visitor also came out. Everything has been perfect apart from the first midwife - she ruined the experience. The food wasn't good, it wasn't cooked properly.
KNO16691	Access to Information Waiting times (Patient Pathway) Food and Hydration Quality of treatment Staff attitudes
Mixed	2/7/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group KPAC
Service Type	Physiotherapy
Comments	I saw the Physio at Whiston Hospital, she's alright. The signs aren't good so I get a bit confused. I am going back in 3 - 4 weeks for a scan.
KNO16706	Suitability of environment Access for people with a disability
Mixed	2/7/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Outpatients
Comments	When going to the fracture clinic I have a good experience with the staff, however, waiting time is beyond waiting, sometimes I have waited over 3 hours to be seen whereas in the BEP clinic I am seen to within 30 minutes but overall experience with staff and communication is good.
KNO16670	Waiting times (Patient Pathway) Quality of treatment
Mixed	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Inpatient Care
Comments	Experience was traumatic as I had very expensive and sentimental jewellery stolen while I was asleep in side room. Staff were very supportive, police decided there was nothing that they could do.
KNO16681	Quality of treatment Incident Reporting
Mixed	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Inpatient Care
Comments	I had a Hysterectomy and 2 bunion operations, I was well looked after and treated well. The only thing I am bothered about is no follow up appointments. My daughter had her gall bladder out last year and was discharged the same day with no follow up appointment. She wasn't well after and asked for a follow up appointment and was asked why. She eventually got one but I think after any operation you should have a follow up appointment.
KNO16688	Appointments Quality of treatment
Mixed	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Email
Service Type	Inpatient Care
Comments	My fiancé had an inpatient admission after the need for corrective surgery, due to the long wait for the admission his condition had gone much worse, the consultant has apologised for the wait and the surgery went really well. Prior to attending the hospital my fiancé received a message to call the ward, which he did when he was able, when he called he was forwarded to different departments and no one seemed to know why he had been asked to call. When admitted onto the ward in the morning after being told to not eat or drink, he had to wait from 8am in the morning to later in the afternoon until he had the surgery. His stay was for 3 days and during that time there was very little communication with the surgeon or the consultant. Despite these factors, the after care through the dressing clinic has been fantastic.
KNO16522	Access to Information Food and Hydration Quality of treatment Waiting times (Access to Services)
Mixed	1/30/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Email
Service Type	Outpatients
Comments	My fiancé has recently undergone surgery at Whiston Hospital, the surgery was considerably delayed however we are pleased with the results, the consultant was apologetic and I feel that his treatment has improved further since his last visit which took place in February 2013. Despite some issues with the stay in hospital, the after care has been brilliant, I have to praise the staff in the dressing clinic (from the reception staff to the nurses) who have made both of us feel comfortable and at ease, they make us feel that no question is a silly question and have even helped us to ensure we can care for his wound at home, as well as support in relation to work. Brilliant service and a testament to excellent standards of nursing.
KNO16523	Waiting times (Patient Pathway) Quality of treatment
Mixed	1/30/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event
Service Type	Inpatient Care
Comments	In summer 2013 my daughter was admitted with Pneumonia. The attitude of the staff on the ward was very poor. The attitude of the cleaning staff and care assistants was excellent. We just walked in when we wanted, nobody ever asked us who we were. I don't think that this is very safe for patients. My daughter was left for hours in a room, nobody checked her drip, she was treated badly. Staff said they were too busy. My son is a GP and a specialist in chest conditions. She was soon transferred to Liverpool Heart and Chest, they were excellent, it was like a 7 star hotel. I felt that she was really looked after here unlike Whiston.
KNO16395	Quality of treatment Staff attitudes
Mixed	1/28/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Consultation from Young Advisors
Service Type	Mental Health
Comments	One young person commented that she was treated really badly by her Dr in Whiston Hospital when she was in the assessment ward. She had taken an overdose and the Dr discussed it with her and commented to her that she didn't need to do this just for attention. She felt deeply upset about this as she had a lot of reasons why she took the overdose and feel people caring for others in the health profession need the right training to be able to understand and empathise with young people especially young people in care who may have complex emotions over various issues or circumstances.
KNO23473	Dignity and Respect Quality of treatment
Negative	3/27/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Children's centre huyton
Service Type	Accident and Emergency
Comments	I attended A&E as my mum had a fall. She has Fibromyalgia, Angina, Sciatica and other health issues. The waiting times were far too long and even though she was in pain, she was not seen as a priority. We waited 4 hours to be seen and the average waiting time on the screen was 1 hour 30 minutes. everyone who came in was seen too pretty quickly and not much updates of waiting times for people or explanation of the priority list.
KNO23533	Access to Information Waiting times (Patient Pathway)
Negative	3/27/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Telephone
Service Type	Outpatients
Comments	Mr A had 2 operations last year and has been informed that they did not work. He has to have these operations again but has to wait until June for this.
KNO21336	Waiting times (Patient Pathway)
Negative	3/10/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Telephone
Service Type	Outpatients
Comments	My neighbour recently got discharged from hospital, after being discharged she had to give herself regular injections and had been given a sharps box for the used needles. However she needs the box to be picked up and is not sure what to do, she has contacted the hospital and they weren't sure how to advise her. I feel this is a real concern and that people should be given the right information when being discharged.
KNO21303	Discharges
Negative	3/7/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Correspondence
Service Type	Outpatients
Comments	On 3.2.14 I attended Nutgrove Surgery to arrange for a hearing test. This followed on from treatment at Broadgreen hospital in December 2013 for ear syringe and ear infections. This was very good and efficient and I assumed (wrongly) that I would be sent to Broadgreen for my hearing test. On 7.2.14, I received an appointment for 12.2.14 at 9am at St Helens hospital. I was totally dismayed by this as this would entail 3 bus journeys normally and at that time would entail a taxi journey to Whiston hospital and a journey in the courtesy bus. I immediately rang to say that the appointment was far too early only to be told that the appointment had been changed and I now needed to attend the clinic at 10.30am on 13.2.14. I accepted this appointment and received a letter of confirmation. On 11.2.14 I received a 3rd letter from St Helens hospital telling me that my appointment for Thursday was cancelled and that I should contact the hospital or the doctors surgery. This was very difficult as the local buses were not travelling down Bluebell Lane and the surgery is a 20 minute walk away. The telephones were not working as a major cable had been cut in Huyton. I visited the surgery on Thursday 13.2.14 with my latest letter which the receptionist took to pass on. I had been to a Helath-watch coffee morning where I had learned that patients should be offered a choice of hospital (where available) and so I told the receptionist that I would have much preferred to go to Broadgreen, 1) because I had started my treatment there and 2) because it was a much easier journey from my home. On Friday 14.2.14 I received a fourth letter from St Helens noting that I hadn't attended my appointment on Thursday. I am still waiting for a hearing test!
KNO20144	Appointments Waiting times (Access to Services)
Negative	2/28/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Other Positive Mental Health Coffee Morning
Service Type	Accident and Emergency Mental Health
Comments	My son was admitted to Whiston A&E following an overdose in May 2013. He saw mental health liaison who said he would make a child protection referral and would notify my son's GP etc. - neither was done. Fortunately, no child protection issues re medicine safety etc. for my granddaughter but perhaps not for everyone. Whilst child protection referral would have been distressing, if issues needed it should have been done.
KNO20056	Referrals
Negative	2/24/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Activity for life, kirkby
Service Type	Accident and Emergency
Comments	I visited A&E with my 89 year old mother who had a swollen hand and she was in pain. She was triaged and told someone would give her a pain killer. We waited 1 hour before that was give, We asked nurses a number of times where the painkiller was but was told it would be given soon. One hour later it was given, five hours before she saw a doctor and had an x-ray.
KNO19033	Waiting times (Patient Pathway)
Negative	2/19/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Activity for Life, Kirkby
Service Type	Accident and Emergency
Comments	A&E was awful, waited hours to be seen and the care to my mother was very hit and miss.
KNO19035	Waiting times (Patient Pathway) Quality of treatment
Negative	2/19/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Activity for Life, Kirkby
Service Type	Outpatients
Comments	I went with my mother who is nearly 92 with dementia. we thought the wait for initial treatment (approx. 4-6 hours) was unacceptable for a person of her age who had fallen.
KNO19037	Waiting times (Access to Services)
Negative	2/19/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Highfield Sheltered Housing
Service Type	Inpatient Care
Comments	My husband had a prostrate operation and was sent home the next day and was not very well. Two days later I had to take him back. The doctor we saw was very upset because they asked if he was given a blood test after the operation, when we said no they said he was very lucky because he could have had a heart attack and died. He was kept in hospital for over a week and had to rest when he got home.
KNO17719	Discharges Quality of treatment
Negative	2/11/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Highfields Sheltered Housing
Service Type	Outpatients
Comments	I visited Whiston hospital 2 weeks ago with a pain in my groin as I was having difficulty walking. I saw a consultant who said I had been walking too much. He said I should take it easy and rest. I was in the waiting room for 30 minutes, then I had another hour after seeing triage and after another hour I saw the consultant. Total hours 3 and a half.
KNO17723	Waiting times (Patient Pathway)
Negative	2/11/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event
Service Type	Accident and Emergency Inpatient Care Outpatients
Comments	I had an accident in December 2012 and attended Whiston A&E, after an x-ray I was informed that I had broken, fractured and chipped my humerus bone and also damaged my deltoid muscle. On 4th December 2012, I was supposed to go to theatre but the operation wasn't needed, as it had been put back in place using manipulation. On the 24th December I attended the hospital and had a further x-ray, as well as a meeting with the physio, where I was asked to do some quite physical exercises. At a physio appointment in January, the physio mentioned that the sling may be able to come off and had consulted with the Dr about this; therefore I took the sling off, despite originally being told that it would need to be on for 6-8 weeks. At a further physio appointment in January 2013, my shoulder was swollen and there was fluid in the arm, was told I had been given inappropriate exercises. During this month I was referred to the fracture clinic who confirmed that my humerus bone had come out and would need surgery, but would need to be referred to another consultant as they were the hip and knee specialists. Three weeks later I went to the specialist in shoulder fractures. I was told that an operation would take place in March, this was cancelled and eventually took place in mid-April. Continued in 166665
KNO16664	Appointments Waiting times (Patient Pathway) Quality of treatment Staff attitudes
Negative	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event
Service Type	Accident and Emergency Inpatient Care Outpatients
Comments	The surgery was performed by Mr Kumar in St Helens Hospital. In recovery I was told by the physio nurse that I would need to sleep with my sling on to prevent too much movement. When discharged I was then told to keep the sling off and mentioned about what the physio nurse had said was told 'you learn something new every day'. 3 weeks after the surgery I saw Mr Kumar and had my stitches out, I'd had a blood clot, which I was told was a result of the surgery. In June I had a follow up appointment I found it very helpful to discuss my case with Mr Kumar and was then told to make another appointment in 6 weeks. Asked the receptionist for an appointment in 6 weeks, though on the appointment card it was an appointment for September, though this was changed to August by the receptionist. I later received a letter saying that the appointment had been cancelled and realised I had been given the wrong appointment card. I was made to feel that it had been my fault. In August I had a further appointment with Mr Kumar I was told that there was nothing further they could do and that I might need a shoulder replacement. I was told to book another appointment for 6 months' time and was told I would need to learn to control my pain. Continued in 166666
KNO16665	Appointments Waiting times (Patient Pathway) Quality of treatment Staff attitudes
Negative	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event
Service Type	Accident and Emergency Inpatient Care Outpatients
Comments	I had further problems with my shoulder 6 weeks later and went to see my GP (who had received no information about my condition and had not been informed about my condition), I was told that I could get a 2nd opinion. I then had a further letter with a November appointment to see Mr Kumar at St Helens Hospital. At the November appointment I mentioned that I wasn't happy with my care and was asked if I wanted to be discharged, otherwise I would be seen in 3 months' time. During the visit I was not examined I was just asked to do 3 exercises. After the appointment I went back to my GP who then referred me to the Royal Liverpool Hospital to see Mr Smith. I attended an appointment on 21st January with Mr Smith, I was sent for a x-ray at the Royal and was informed that I would need a shoulder replacement and that the previous operation hadn't worked, They mentioned that they would have to look at the options and look at previous scans and ultrasounds, I told them I had only had x-rays. They then told me that they would take some scans, I was also referred to the Walton Centre to test the nerves in my shoulder. Dr Mac at the Walton Centre has diagnosed that there was an issue with my deltoid nerve and I will have to go for a further MRI scan in March. I feel that the deltoid muscle was completely overlooked and my condition has been misdiagnosed.
KNO16666	Appointments Waiting times (Patient Pathway) Quality of treatment Staff attitudes
Negative	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Outpatients
Comments	I didn't get a result as to why I was still in pain and I will just have to get on with pain!
KNO16675	Access to Information
Negative	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Inpatient Care
Comments	My husband attended the stroke unit as an inpatient. I was disappointed with my husbands care. I was glad when he was discharged. I could not get hold of PALS on the phone. I felt that the nursing care was not good enough. He was in bed everyday when I went to see him. Sometimes there were a lot of staff about, but on weekend there was hardly any, you would ring the bell and no one would come. Drinks were put out and taken away. I arranged for his discharge. The ambulance service which got him to the hospital was very good. His needs were not met, he has Dementia and a stroke on top of that, they expected him to ring the bell. I managed at home. The staff have a lack of training in this area. He also had an infection when he came out of the ward.
KNO16686	Quality of treatment Staff Training and Development Staffing Levels
Negative	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Children's centre Huyton
Service Type	Maternity
Comments	Hospital was very clean. Staff very friendly and really looked after me. Nurses who delivered my daughter were really lovely and helped make the delivery a good experience.
KNO23534	Quality of treatment Cleanliness of environment
Positive	3/27/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Facing Life in Pain Group
Service Type	Outpatients
Comments	Good
KNO21282	Quality of treatment
Positive	3/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Facing Life in Pain Group
Service Type	Outpatients
Comments	Exceptional.
KNO21283	Quality of treatment
Positive	3/6/2014

	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Activity for life, Kirkby
Service Type	Outpatients
Comments	St Helens hospital was very good.
KNO19034	Quality of treatment
Positive	2/19/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Activity for Life, Kirkby
Service Type	Inpatient Care
Comments	Exceptional.
KNO19038	Quality of treatment
Positive	2/19/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Highfields Sheltered Housing
Service Type	Outpatients
Comments	I was very well treated and the staff were very nice. I did not have a long wait.
KNO17740	Waiting times (Patient Pathway) Quality of treatment
Positive	2/11/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Inpatient Care
Comments	Very good. I had a very bad fall then to hospital with a very good neighbour.
KNO17741	Quality of treatment
Positive	2/11/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Highfield Sheltered Housing
Service Type	Outpatients
Comments	Wonderful service all round. No complaints at all.
KNO17746	Quality of treatment
Positive	2/11/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Highfield Sheltered Housing
Service Type	Inpatient Care
Comments	I attended Whiston hospital for a pacemaker. I got an appointment (6 months for appointment), I don't need to go for another 12 months. Staff very friendly and told me what was going on. Everything was in place when I left, they made sure I had carers in place.
KNO17748	Access to Information Discharges Quality of treatment Staff attitudes
Positive	2/11/2014

	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group Al's Group
Service Type	Inpatient Care
Comments	I had a dog bite and was in hospital for about a week. I found it very clean and the staff were lovely.
KNO17684	Quality of treatment Cleanliness of environment
Positive	2/10/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Telephone
Service Type	Accident and Emergency
Comments	Wife has previous history of brain aneurysms and haemorrhaging and has previously had a brain tumour removed at the Walton Centre. At 1am on 28th January wife woke up with severe headaches and vomiting. She had previously been told by a specialist nurse at The Walton Centre to phone the hospital straight away if she experienced any of these symptoms. They never called the hospital until 7am in the morning as they were not sure whether she may have eaten something that didn't agree with her. When they did ring (The Walton Centre), he told the ward staff that his wife had not yet had her post op and explained her symptoms. They were told to go and see their GP as they did not have the facilities there. They eventually got to the GP at approximately 4pm and Dr Thong was unavailable so they saw a locum. He explained his wife's previous history and the locum told them that she has sinusitis and to go home and steam her face. They were not happy with this so he took his wife to Aintree A&E. They saw a triage nurse who categorised his wife as priority 2. After waiting 1hour and 45 minutes, he went to ask what was going on and was told that there were 9 people in front of his wife. He told the triage nurse that it could be life threatening and the triage nurse told him "So could everyone else's". He and his wife left the hospital and went to Whiston A&E where she was seen within 20 minutes, the staff are fantastic there. Wife is currently in The Walton Centre - the staff are great but the process of getting her there was atrocious.
KNO16647	Quality of treatment Waiting times (Access to Services)
Positive	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Maternity
Comments	Had a baby - went in around 2pm. The nurses were lovely and kept me in. Once I had my little boy the midwives were really nice and kept checking up on me. I was discharged in Saturday afternoon.
KNO16667	Quality of treatment
Positive	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Outpatients
Comments	Wonderful
KNO16669	Quality of treatment
Positive	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Outpatients
Comments	It was OK, I didn't have to wait long, the doctor answered all my questions.
KNO16672	Access to Information Waiting times (Patient Pathway)
Positive	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event
Service Type	Inpatient Care
Comments	Very good, I went in for a hip operation.
KNO16682	Quality of treatment
Positive	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Inpatient Care
Comments	Went in at 8am and was home at 11.15. I went in for a cataract operation. I was seen quickly and got an appointment within 3-4 months, Staff were very good.
KNO16683	Appointments Waiting times (Patient Pathway) Quality of treatment
Positive	2/6/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Email
Service Type	Outpatients
Comments	I would like to thank the staff in the dressing clinic who have always been very helpful and caring.
KNO16521	Quality of treatment
Positive	1/30/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Community group
Service Type	Outpatients
Comments	I attended Whiston, ward 1B. I thought I had a blood clot in my leg, it turned out I did not. The service was great from the staff. They gave me a phone number to ring the doctor direct if I need to go back. No waiting at all.
KNO16553	Waiting times (Patient Pathway) Quality of treatment
Positive	1/30/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event
Service Type	Accident and Emergency
Comments	I was admitted to Whiston Hospital after developing pains to my kidney area. The staff were very helpful from the moment I arrived. During the short time it took me from triage to the ward, the pain was gradually getting worse. The staff immediately noticed the pain I was in and acted right away to alleviate it. The response from all the care staff was very prompt and they acted in a very professional manner and sympathetic approach. I understand that this may have been a little different if the hospital was busier than when I was there but I would just like to say they all did a fantastic job and reassured me throughout that everything would be fine. Well done Whiston nursing staff, you are a credit to the borough.
KNO16477	Quality of treatment Waiting times (Access to Services)
Positive	1/29/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event
Service Type	Accident and Emergency
Comments	I attended Whiston hospital after a fall and had to be operated on. I went in as an emergency and was seen quickly. The hospital was very clean, the staff were caring and communicated well. I didn't have any food or drink. No problems.
KNO16391	Access to Information Quality of treatment Cleanliness of environment Waiting times (Access to Services)
Positive	1/28/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event
Service Type	Neurology
Comments	I attended Whiston Hospital neurology department. I had an aggressive tumour in my bladder. The staff were marvellous, very kind. I was seen quickly, felt cared for, could not fault them in any way. The hospital was really clean. The food was ok. Overall I give Whiston ten out of ten.
KNO16394	Food and Hydration Quality of treatment Cleanliness of environment Waiting times (Access to Services)
Positive	1/28/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event
Service Type	Outpatients
Comments	St Helens Hospital - Very good.
KNO15216	Quality of treatment
Positive	1/15/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Correspondence
Service Type	Outpatients
Comments	I attended St Helens Breast unit and was treated in a friendly, professional and dignified manner. I also received my results before I left the unit. I could not fault them and wrote to the Chief Executive of Whiston and St Helens Hospitals - Ann Marr to tell her of my positive experience. I received a letter in response saying that she would pass on my comments to the unit. So often we hear of poor treatment and complaints around the country, it was good to have such a positive experience and felt the need to say so.
KNO15202	Waiting times (Patient Pathway) Dignity and Respect Quality of treatment
Positive	1/14/2014

Provider Details	St Helens and Knowsley Teaching Hospitals NHS Trust
Where Collected:	Event
Service Type	Outpatients
Comments	Had skin operations at Whiston Hospital in 2012. I was recalled to have Melanoma removed.
KNO15212	Quality of treatment
Unclear	1/15/2014

Appendix Two - Questionnaire



Your Local Spotlight on Health & Social Care Services

Hospital Survey

Name of the hospital you visited:	
How long is it since you visited the hospital?	0-3 months <input type="checkbox"/> 3-6 months <input type="checkbox"/> 6-9 months <input type="checkbox"/> 9-12 months <input type="checkbox"/> more than 12 months <input type="checkbox"/>
Why did you go to the hospital?	Out Patient <input type="checkbox"/> In Patient <input type="checkbox"/> Day Case <input type="checkbox"/> Emergency <input type="checkbox"/> Visiting a patient <input type="checkbox"/> Accompanying someone else <input type="checkbox"/> Other reason (please state) <input type="checkbox"/>

Please tell us about your experience of the hospital

Your age:	
Your gender:	Male <input type="checkbox"/> Female <input type="checkbox"/> Transgender <input type="checkbox"/>
Ethnic Origin:	
First three letters of your postcode:	
Do you have a disability?	Yes <input type="checkbox"/> No <input type="checkbox"/>
Which of these best describes your situation?	Full-time work <input type="checkbox"/> Part-time work <input type="checkbox"/> Self Employed <input type="checkbox"/> Government Scheme <input type="checkbox"/> Full-time education <input type="checkbox"/> Retired <input type="checkbox"/> Unemployed <input type="checkbox"/> Unable to work <input type="checkbox"/> Looking after family/home <input type="checkbox"/> Other (please state) <input type="checkbox"/>
Do you have a religion or belief?	Yes <input type="checkbox"/> No <input type="checkbox"/>
How would you describe your sexual orientation?	Heterosexual <input type="checkbox"/> Gay <input type="checkbox"/> Lesbian <input type="checkbox"/> Bisexual <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Do you currently live in the gender you were given at birth?	Yes <input type="checkbox"/> No <input type="checkbox"/>

How would you rate this hospital? (Please click on the relevant box)

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory
Care & Compassion	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Were the staff kind?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dignity	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did they respect you?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hygiene	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Was the hospital clean?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Nutrition & Hydration	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>What was the food and drink like?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did they tell you what was happening?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting for appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did you have to wait long before you got an appointment?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waiting at appointment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did you have to wait long when you were at your appointment?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Discharge	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Was everything you needed in place before you left?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Accessibility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Was the hospital easy to get around?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality & Safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did you feel safe?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Staff Attitudes	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Were they friendly and polite?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Coordination of services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<i>Did everyone work together?</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Any other comments:

Please return the completed form to:

Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3rd Floor, North Wing, Suite 3b, Sefton CVS
Burlington House, Crosby Road North, Liverpool, L22 0LG or email enquiries@healthwatchknowsley.co.uk

Appendix 3—Data

	(5) = Exceptional	(4) = Exceeds Requirements	(3) = Meets Requirements	(2) = Marginal	(1) = Unsatisfactory	Total Number of Responses
Care & Compassion <i>Were the staff kind?</i>	8	2	4	0	3	17
Dignity <i>Did they respect you?</i>	7	2	4	0	3	16
Hygiene <i>Was the hospital clean?</i>	8	2	4	1	2	17
Nutrition & Hydration <i>What was the food and drink like?</i>	6	1	1	2	2	12
Communication <i>Did they tell you what was happening?</i>	7	3	2	0	3	15
Waiting for appointment <i>Did you have to wait long before you got an appointment?</i>	3	2	4	1	5	15
Waiting at appointment <i>Did you have to wait long when you were at your appointment?</i>	5	1	2	5	3	16
Discharge <i>Was everything you needed in place before you left?</i>	7	2	4	0	3	16
Accessibility <i>Was the hospital easy to get around?</i>	7	2	5	1	2	17
Quality & Safety <i>Did you feel safe?</i>	8	4	2	0	3	17
Staff Attitudes <i>Were they friendly and polite?</i>	9	3	3	0	2	17
Coordination of services <i>Did everyone work together?</i>	7	2	4	1	3	17

Control Sheet

Date Submitted	22/4/14
Date Response due	22/5/14
Date Response Received	
Follow up actions	

Submitted to:

Trust	
NHS Knowsley CCG Lead Nurse	
NHS Knowsley CCG Lay Advisor	
NHS England Quality Surveillance Group	
Healthwatch Knowsley Website	



Healthwatch Knowsley

**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

Sarah O'Brien

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

19th May 2014

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

Whiston Hospital
Warrington Road
Prescot
Merseyside
L35 5DR

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 14th May 2014. I am writing to confirm it was received and discussed and that the main issues to be addressed are included in the Trust's Patient Experience Action Plan and that going forward myself, and the Patient Experience Manger will meet with representatives from Healtwatch to discuss the action plan and progress being made.

Yours sincerely,



Professor Sarah O'Brien
Deputy Director of Nursing & Quality