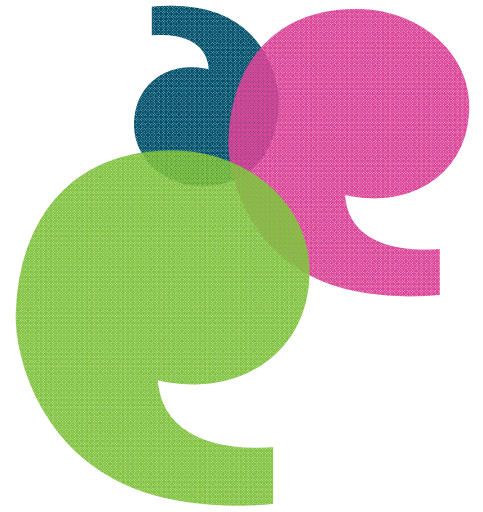




# Patient Experience Report

Community Services Qtr1 (2015-16)

Compiled by Healthwatch Knowsley, for presentation to NHS Knowsley CCG



# Contents

Contents .....	2
About Healthwatch Knowsley .....	3
What is Healthwatch? .....	3
What we do .....	3
Our Mission Statement .....	5
Our Values.....	5
How this report was compiled .....	6
Summary of Comments.....	7
Service Scores .....	8
Good Practice.....	9
Recommendations.....	9
Appendix One - Comments .....	10
Appendix Two - Questionnaire .....	14
Appendix Three - Data .....	16
Control Sheet .....	17



# About Healthwatch Knowsley

Healthwatch is designed to give people a powerful voice locally and nationally for both Health and Social Care services. In Knowsley, Healthwatch works to help our community to get the best out of their health and social care services. Whether it's improving them today based on feedback from community members or helping to shape services for tomorrow. Healthwatch Knowsley is all about residents voices being able to influence the delivery and design of local services. Not just people who use them, but also for people who may need to access services in the future.



## What is Healthwatch?

Healthwatch was created by Part 5 of the Health and Social Care Act 2012 which paved the way for a national body, Healthwatch England, and a local organisation for each local council in England with social care responsibilities, local Healthwatch.

Healthwatch Knowsley was established in April 2013 as the new independent community champion created to gather and represent the views of the Knowsley community. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

## What we do

### Strategic Context and Relationships

Healthwatch Knowsley:

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





# About Healthwatch Knowsley

## Community Voice and Influence

Healthwatch Knowsley:

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



## Making a Difference Locally

Healthwatch Knowsley:

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

## Informing People

Healthwatch Knowsley:

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





### Mission Statement

“Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to Health and Social Care Service Provision and Commissioning”



### Our Values

- Community Led - determining priorities and programmes of work.
- Independent - with established systems of accountability to the wider community.
- Open - transparent and trusted
- Visible and Accessible - Ensuring there is clarity of our purpose and remit.
- Inclusive - Finding ways of working with the many different people and across our community.
- Listening - Every voice counts when it comes to the future of shaping health and social care.
- Learning Organisation - Seeking feedback from community members and stakeholders with a commitment to continuous service improvement.
- Excellence and Credibility - Using good quality intelligence and research



# How the report was compiled

To effectively capture the views of community members in terms of the Health and Social Care services Healthwatch ensures that the following routes into community members are maintained.

- Community 'word of mouth' through existing Healthwatch members speaking to community members.
- Roadshow activities
- Community Based Activities / Partner Events / Stands at Provider venues
- Working closely with existing networks and forums in Knowsley
- Community Focus Groups
- Healthwatch Knowsley Coffee Mornings
- Social Media including Facebook/Twitter and Website activities
- Healthwatch Information stands
- Call for evidence and specific surveys

Healthwatch Knowsley are committed to providing quarterly formal reports detailing the views captured from community members to commissioners, service providers, Healthwatch England and the Care Quality Commission and specific interest groups such as NHS England Quality Surveillance Group.

Currently Healthwatch Knowsley is using the Healthwatch England Information Hub to record anonymised patient and community based experiences. Using this database specific reports can be compiled providing information around a service area or trend raised by community members.

Due to the method of capturing information utilised by Healthwatch often comments relating to services are provided anonymously. In some cases the person providing information can be reluctant to provide contact information as it is perceived that in doing so this may affect their future care. With this in mind it may be unclear if these comments have been duplicated via the hospitals own complaints system or PALS data.



**healthwatch Knowsley**

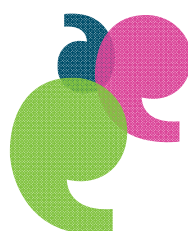
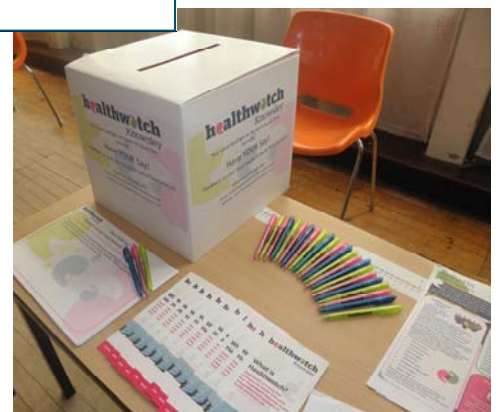
## Have YOUR Say!

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

**your voice counts**

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

What service(s) are you telling us about?	GP <input type="checkbox"/> Walk in Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dentist <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input type="checkbox"/> Community Service <input type="checkbox"/> Other (please state) <input type="checkbox"/>						
Name of service:							
When did you last use this service? (I am (please tick))	Patient <input type="checkbox"/> Carer <input type="checkbox"/> Staff <input type="checkbox"/> Relative <input type="checkbox"/> Visitor <input type="checkbox"/>						
Please tell us about your experience:							
<table border="1"> <tr> <td>How would you rate this service?</td> <td>Excellent <input type="checkbox"/></td> <td>Good <input type="checkbox"/></td> <td>OK <input type="checkbox"/></td> <td>Not Good <input type="checkbox"/></td> <td>Poor <input type="checkbox"/></td> </tr> </table>		How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <input type="checkbox"/>
How would you rate this service?	Excellent <input type="checkbox"/>	Good <input type="checkbox"/>	OK <input type="checkbox"/>	Not Good <input type="checkbox"/>	Poor <input type="checkbox"/>		





## Summary of Comments

During the period for which the report relates 30 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 answer the following questions about the service<sup>1</sup>:

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

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

Patient  
Carer  
Staff  
Relative  
Visitor

## Response

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

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

<sup>1</sup>It should be noted that not all respondents completed the entire scoring sheet



## Service Scores

Questions	Not	Negative	Neutral	Positive	N/A	Grand	%
Was it clean?	8	1	1	10		20	50%
Were the staff kind?	8	1	1	20		30	67%
Did they respect you?	9	1	1	19		30	63%
Did everyone work together?	9	1	2	18		30	60%
Did they tell you what was	11	3	1	15		30	50%
Was everything in place	12	2	4	12		30	40%
Did you feel safe?	10		2	18		30	60%
Were they friendly and	10	1	2	18		31	58%
Does the service meet your	11	1	2	16		30	53%
Did you have to wait long before you got an	10	3		14	3	30	47%
Did you have to wait long when you were at your	9	1		17	3	30	57%
<b>Total</b>	<b>107</b>	<b>15</b>	<b>16</b>	<b>177</b>	<b>6</b>	<b>321</b>	<b>55%</b>





# Good Practice & Recommendations

## Good Practice

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

### Walk In Centres

On the whole there high levels of satisfaction with all the services at the Walk in Centres. The community seem to appreciate the convenience of having a range of services in their locality. This is particularly true in Kirkby, where public transport to the local hospitals is not always easy.

## Recommendations

### Podiatry

People who use the podiatry service tell us that when they receive treatment the service is excellent. However patients consistently report there can be long inconsistent waits for appointments, and that the booking system can also be problematic. This has been an ongoing issue for some time now and has been highlighted through previous Healthwatch reports.

Key themes that have emerged through conversations with community members:

- Due to the demand on this service it can be difficult to get through on the telephone to the 5 Boroughs podiatry department. During the implementation of a new IT system the times during the day at which community members could contact the department have been reduced.
- Concern has been highlighted that administration support for the department has been reduced and that the new IT system and the data input required by Podiatry staff has reduced the number of appointments available across the service.
- Community members have been advised through the service commissioner that capacity is available to access services under Any Qualified Provider arrangements. This could only be accessed through a GP appointment and therefore seems to potentially add a GP appointment to a service which has in the past operated a self-referral route.
- Concern has been highlighted that within a Nursing/Residential care setting private podiatry services have been used and residents have been required to foot the bill. This is a service which is free under the NHS.
- What plans are in place to ensure equity of waiting times across Knowsley for community members? This applies to community members initially accessing podiatry services and between routine appointments

Healthwatch would be keen to receive a formal response to these above mentioned points.



## Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 4/17/2015

Request for an appointment for Podiatry, as the previous date had been 3 months ago, I needed help with a painful toe. At 10.55am I was told I was 12th on the line and that the line was extremely busy. I was given this information a number of times during the following hour when I had to discontinue the call. I called again at 2.50pm and was told that the lines were busy and that I was 19th in line. I spoke to a member of staff at 3.50pm and I asked why it took so long to be answered and why the appointments were so far apart? I was told that there was a change of computer system and it was taking a long time to put all the information on line slowing up the phones being answered and appointments being given. I asked if it was possible to have more information - I was passed to the Manager (Dawn) who explained that patient's details and treatment were originally placed on file by admin staff. It now has to be entered by the individual podiatrist taking time that could be used to see patients. This also causes many more phone calls to admin staff because people are not getting usual appointments. I asked the manager if there was any way we could help and they suggested that it would be helpful to speak to Pam Kivsley - I await the outcome.

Not Rated

5 Boroughs Partnership NHS Foundation Trust 4/17/2015

I was given an appointment for 16th March due to an ongoing painful toe. I cannot thank the Podiatry staff enough for their kindness and help.

Not Rated

5 Boroughs Partnership NHS Foundation Trust 4/30/2015

I contacted the clinical lead for podiatry over appointments as I use this service. I am a councillor for Halewood and shared with them that I was concerned about waiting times. I was informed that an extra day - Saturday morning service was now available. I am really happy about this and have used the Saturday service myself, the service was excellent.

Excellent

5 Boroughs Partnership NHS Foundation Trust 5/14/2015

I have bad feet toes cross over I rang up podiatry department as I've been waiting 18 weeks for an appointment. I go to Chaplefields on Liverpool Road waited ages very good when I go. I have DVT my toes went black since hip operation.

Good

5 Boroughs Partnership NHS Foundation Trust 6/2/2015

Chiropody - Have to wait for appointment, should be 10 weeks but understaffed. Very good when I have treatment.

Good but have a long wait between. Feet very painful.

Good



## Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust 4/30/2015

Have problems waiting for chiropody wait a long time, was told due to staffing problems.  
Not Rated

5 Boroughs Partnership NHS Foundation Trust 4/30/2015

Podiatry department at Stockbridge Village I am diabetic I found that I have a long wait I've not heard from them since Jan, the lady is going to chase this up for me.  
OK

5 Boroughs Partnership NHS Foundation Trust 4/30/2015

Really good to get an appointment get in when I need to, I have also used walk In Centre service for granddaughter only waited 20 minutes it was busy but seen quickly staff friendly.  
Good

5 Boroughs Partnership NHS Foundation Trust 4/30/2015

I have an ulcer on my toes. I went to the walk in centre who dressed it and told me to make an appointment for Monday to change dressing. When I went to reception I was told that there were no appointments available Monday or Tuesday. I said that I was told to come back to the walk in centre and they would do it. I made another appointment on Thursday in the treatment room again. There were no appointments until Friday. I am going on Friday 1st May. I was told I would have to go every two or three days. I am now told that I cannot get an appointment until 10th May but I can dress it myself. I was given a small piece of finger bandage and an iodine pad and told to go to Home and Bargain for tape and plaster.  
Not Rated

5 Boroughs Partnership NHS Foundation Trust 6/2/2015

I receive excellent service from Walk in centre.  
Not Rated

5 Boroughs Partnership NHS Foundation Trust 6/2/2015

I took my 2 year old to the walk in centre last months as she had a temperature and had been unsettled for a while. She was seen quickly and the nurses were friendly and re-assuring.  
Not Rated

5 Boroughs Partnership NHS Foundation Trust 6/17/2015

I attended with my children, my boy was a bit scared of going. The nurses were very kind, the boy was not scared to see the doctor, nurses encourage us. Not a long wait, not so many people there.  
Excellent



# Appendix 1 - Comments

5 Boroughs Partnership NHS Foundation Trust		4/14/2015	
I would like to say how much out new Health Centre is appreciated. In the two years since it opened I have had to use it a few times, as my GP is situated there. It is particularly convenient as other services are situated there (Blood, Xrays etc)			
Excellent			
5 Boroughs Partnership NHS Foundation Trust		4/1/2015	
Excellent			
5 Boroughs Partnership NHS Foundation Trust		4/15/2015	
Excellent			
5 Boroughs Partnership NHS Foundation Trust		6/11/2015	
Walk in centres waiting times usually a couple of hours and they send you to A&E anyway. I once attended the walk in centre with a bang to the head. They urged me to go to A&E, I could be going blind and it was an emergency. I actually had concussion.			
Not Good			
5 Boroughs Partnership NHS Foundation Trust		6/11/2015	
I took my daughter to the walk in centre late one evening as she was unwell. I was aware that it was near closing time but did not want to leave her through the night. After visiting triage I was brought straight through to the nurse's station. One nurse told the triage nurse she was not writing any more notes. I was taken to another nurse who after 20 seconds informed me it was not worth examining my daughter as she was distressed and sent us to the hospital. My daughter had tonsillitis which could have been diagnosed and treated in the walk in centre.			
3-6 Months	Not Good		
Als Club		6/9/2015	
3-6 Months	Good	Patient	
Blood Service		6/9/2015	
Went in as sent by GP to get bloods taken. It was very quick and efficient.			
0-3 Months	Excellent	Patient	
Domiciliary Care		6/2/2015	
Reablement - It took many telephone calls to get package working as intended and a lot of stress (for carer) and worry (for patient). Once they really listened to what O.T. had requested then it worked well. The ladies who make the home calls are all fabulous. The office staff who organise the calls are not so helpful!			
	Not Rated	Patient	
Halewood Walk In Centre		4/15/2015	
9-12 Months	Excellent	Carer	



## Appendix 1 - Comments

<b>Lyndale House</b>	<b>4/30/2015</b>		
Very supportive and friendly volunteers and staff always have time to listen to people, enjoy activities attend the Thursday and enjoy chatting to others.			
0-3 Months	Excellent		Patient
<b>Meals on Wheels</b>	<b>5/14/2015</b>		
My dad is now deceased but relied on MOWS for five years if it wasn't for them he would have been found longer than 3 days. They only visited 3 days a week It would be would be helpful for more days even just for company. Thank you			
0-3 Months	Good		Relative
<b>North West Ambulance Service NHS Trust</b>	<b>5/14/2015</b>		
Patient transport service really very helpful can't fault.			
	Not Rated		
<b>Not Stated</b>	<b>6/2/2015</b>		
I went on a 10 week course in St Helens about Healthy Eating. I found it was going over the same stuff over and over again.			
0-3 Months	Not Rated		Relative
<b>Not Stated</b>	<b>6/2/2015</b>		
I had difficulty getting through on the phone for an appointment. The doctors was booked up for 10 days.			
	Excellent		Carer
<b>Not Stated</b>	<b>6/2/2015</b>		
Thought the service was very good. Did not have to wait too long to see the triage nurse. Had a sore toe - treated lovely, no complaints.			
0-3 Months	Excellent		Patient
<b>Not Stated</b>	<b>6/17/2015</b>		
9-12 Months	Excellent		Patient
<b>Trafalgar Care</b>	<b>6/29/2015</b>		
Trafalgar - Team who care for uncle are very good.			
0-3 Months	Not Rated		Patient
<b>Victoria Care (Home Care)</b>	<b>4/30/2015</b>		
In 2014 we used Allied Care 3 times a day (Home Care) My wife got infections because of her illness and went into hospital. When she was discharged from hospital we were told she would need care up to 4 times a day. We were told that we would have to change to Victoria Care as our provider. I did not like Victoria, rubbish, I don't think they train there staff 'Walkers In The Rain' booked in three different places late showing up excuses should be put out of business, some staff ok feel sorry for staff only trained 1 to 2 days should be NHS trained.			
3-6 Months	OK		Patient



# Appendix 2 - Questionnaire



## Have YOUR Say!

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



For more information about Healthwatch Knowsley:  
 T: 0151 449 3954  
 E: [enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)  
 W: [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)

Diversity Information	
Your age:	
Your gender:	
Male <input type="checkbox"/>	Female <input type="checkbox"/> Prefer not to say <input type="checkbox"/>
Ethnic Origin:	
First 3 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)	
Do you have a religion or belief?	Yes <input type="checkbox"/> No <input type="checkbox"/>
If yes, please state:	
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"/>

Thank You for completing this form  
 Please return the completed form to:  
 Healthwatch Knowsley, Freepost RTCG-HGXH-LHRS, 3<sup>rd</sup> Floor, North Wing, Suite 3b, Sefton CVS, Burlington House, Crosby Road North, Liverpool, L22 0LG or email [enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)

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



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



## Appendix 2 - Questionnaire

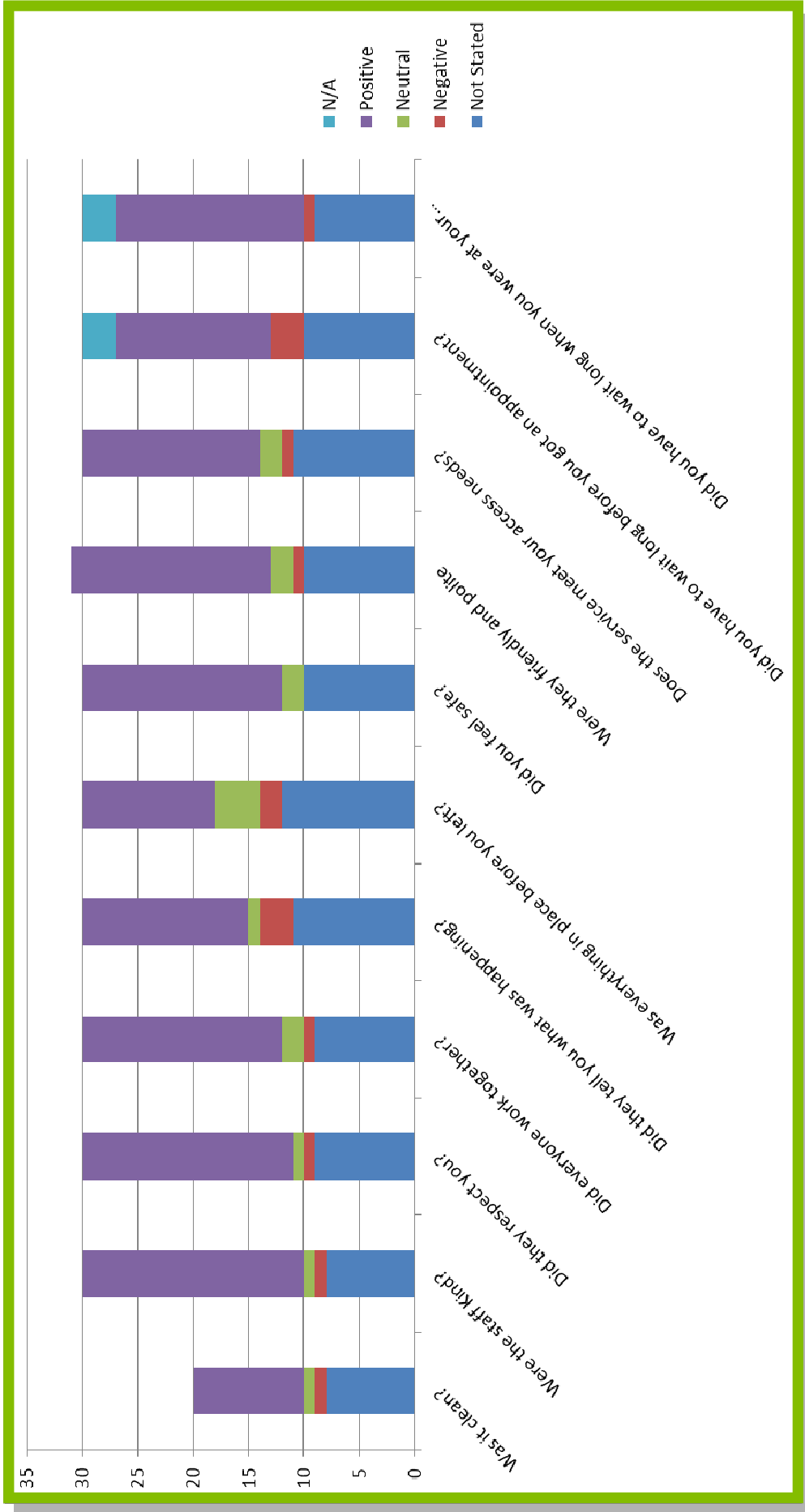
What service(s) are you telling us about?	GP <input type="checkbox"/> Walk In Centre <input type="checkbox"/> Hospital <input type="checkbox"/> Pharmacy <input type="checkbox"/> Dentist <input type="checkbox"/> Optician <input type="checkbox"/> Care Home <input type="checkbox"/> Residential Care <input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

Please tell us about your experience:

	Excellent	Good	OK	Not Good	Poor
How would you rate this service?	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>	 <input type="checkbox"/>



## Appendix 3 - Data







## Control Sheet

Date Submitted	27th August 2015
Date Response due	25th September 2015
Date Response Received	
Follow up actions	

### Submitted to:

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



Healthwatch Knowsley

The Old School House, St. Johns Road,  
Huyton, Knowsley

L36 0UX

Telephone: 0151 449 3954

Email: [enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)

Website: [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)