

“Make Your Voices Heard”

Healthwatch Liverpool at the Liverpool Heart and Chest Hospital, 18/02/16

Introduction

On Thursday 18th February 2016 Healthwatch Liverpool went to both the Liverpool Heart and Chest hospital and Broadgreen Hospital sites to gather patient and visitor feedback. This was done by going on wards, to outpatient areas, and by approaching people in the main foyer between 10am and 4pm on the day.

The aim was to get as much independent patient and visitor feedback as possible on wards, in outpatient areas, and in the main foyer of the hospitals.

In order to provide consistency, respondents were asked questions that had been jointly agreed between Healthwatch and the Trust. So as to ensure their anonymity patients were not asked for their names or addresses, but were asked for the first part of their postcode as well as some questions about their background for equality and diversity purposes (please see Appendix I for the questionnaire used on the day).

During the event Healthwatch Liverpool staff and volunteers spoke with 33 patients, 8 visitors, 4 staff members and one person identified as ‘other’ (to see all feedback, please see appendices II, III and IV). Due to the relatively small sample size this feedback is of qualitative rather than quantitative value; it gives some suggestions of where patients thought the hospital got things right, and where improvements could be made.

Analysis of the feedback

The 46 people Healthwatch spoke to were staying, visiting or working in several hospital wards and clinics, including 16 patients who attended as outpatients but didn’t specify the clinic visited. Of the day cases and longer-term patients, eight people were on the Holly Suite ward, 3 on CCU, 2 on Birch Ward and 2 on Oak Ward.

Nine respondents did not provide a postcode, but those who did mostly came from relatively local areas. Twelve respondents came from Liverpool, 4 from Sefton, and 4 from the Wirral. Three respondents each came from the Knowsley, Warrington, and West Lancashire areas. Two each came from Preston and Cheshire, and finally one each from St Helens, the Isle of Man and North Wales.

Equality and Diversity Data

Healthwatch Liverpool asked respondents some questions regarding equality and diversity. A number of respondents only provided partial or no information.

Collated data showed the following:

Your age: One respondent was between 16-25 years of age, four between 26-34, two between 35-44, five between 45-54, seven between 55-64, seven between 65-74, and eight were 75+ years of age. Eleven respondents did not state their age, and one person said they preferred not to say.
Do you consider yourself to have a disability? Ten respondents answered 'Yes', and twenty-two said 'No'. Fourteen people did not answer this question.
Do you have a religion or belief? Fourteen people answered 'Yes' to this question, and seventeen said 'No'. Fifteen people did not provide an answer. If yes, which religion or belief? Six respondents said their religion or belief was Church of England, three said Roman-Catholic, and two people said they were Christians.
Which best describes your situation? Seventeen people said they were retired, eleven worked full-time, four part-time, one was self-employed, one unable to work, two said their situation was 'other' (but did not specify further) and nine did not respond to this question.
How would you describe your race/ethnicity? Eighteen respondents described themselves as 'White British', five said 'White', and four said 'British'. Additionally people described themselves as Welsh (1), Black British (1), White Irish (1) and White UK (1). One person ticked 'prefer not to say', and fourteen people did not respond to this question.
How would you describe your sexual orientation? Twenty-six people described their sexual orientation as heterosexual, two as bisexual, and three people said they preferred not to say. Fifteen people did not respond.
Which of the following describes how you think of yourself? Twenty-four respondents answered 'Woman', thirteen 'Man'. Nine people did not answer this question. Is your gender identity the same as that you were given at birth? Thirty-six people said their gender identity was the same as at birth. Ten people did not respond.

Hospital services: what is good, and what could be improved?

Respondents were asked what was good and what could be improved at Liverpool Heart and Chest hospital. Feedback was received about a variety of topics; all the feedback can be found in the appendices.

What follows is a short overview of the feedback, highlighting what was mentioned most often, with some examples of what people said about their experiences.

- Twenty-five respondents mentioned and were positive about the **staff and staff attitude**. Feedback included:

“Friendly and approachable medical and nursing staff”.

“Staff (are) lovely”.

Five people positively mentioned that **all staff introduced themselves**:

“All introduced themselves, gives more of a personal touch”.

- **Communication, information and explanations** by staff got a positive mention from thirteen respondents:

“Staff explain everything clearly, every step of the way, which is vital in a stressful situation”.

“Very good information, map, instructions and on the procedure”.

- The **building’s environment and cleanliness** was commented on by 11 people:

“The facilities are good - all mod cons”.

- The third most-mentioned topic was the **care and services received** at the hospital, mentioned by 10 people, including:

“Very specialist knowledge. Well organised and very efficient from admission to CCU”.

- There was mixed feedback about **parking facilities** at the site; four people fed back they had found it relatively easy to find a space. However, sixteen respondents said finding a parking space was difficult, with some feeding back it was more difficult for people with a disability. Five people mentioned parking costs as an issue:

“Relatives’ parking was difficult and expensive”.

“Where is the disabled parking near the outpatients?”

- Ten respondents mentioned a **lack of seating spaces/ benches** inside the hospital, with long corridors but not enough seats for patients and visitors to rest:

“Long walk after parking - which isn’t good for heart and chest patients. More benches needed”.

- **Signage** to and inside the hospital was mentioned positively by 8 respondents, but as something that could be improved by ten:

“The information provided by the hospital is fine, all clear signs”.

“It could be better signposted, so you can get to the ward”.

- Apart from the topics already mentioned, respondents fed back about the **waiting time at appointments** (6 positive, 2 negative); five people said the **wait to get an appointment** was long. Additionally four people fed back about **noise** on the ward or in outpatient waiting areas.

The menus:

In response to the question ‘Do you have any suggestions for improving the menus?’ many respondents had not tried the food so could not give an opinion.

Ten patients said the food was good, while three felt there was room for improvement, and some suggestions were made:

“The food was very good. It would have been better to be shown the menu rather than being given a verbal choice”.

One member of staff felt the staff menus could do with more healthy options.

Priorities:

When looking at the responses to the question about current Trust priorities, it was obvious that respondents didn’t always understand the question, and instead commented about individual priorities, for example six people said they would speak up if they had a concern about safety, and five people made a comment about hospital discharge.

Seven people said they were not aware of the priorities, and one person said the priorities as outlined were fine.

Encouraging a separate identity for the Liverpool Heart and Chest hospital:

Sixteen people made suggestions to encourage a separate identity for the Heart and Chest Hospital as opposed to just being known as 'Broadgreen'; two people said separate grounds would be an answer, seven said better signage, especially outside the hospital, would help, while 5 people suggested a new, separate entrance could help:

"Possibly separate main entrance and parking areas".

However, seven people said they didn't find it a problem or confusing:

"It's not confusing to me - I don't know Broadgreen as I'm not a local, only know the Heart and Chest".

Five people said they couldn't think of anything to improve the situation, while others said it was a PR problem (one person); suggested joining the Trusts (one person); or said 'it would always be known as Broadgreen' (one person).

Conclusion

On the day of the listening event at the Liverpool Heart and Chest hospital it was clear that most respondents were very pleased with hospital staff and the services they provide, as well as the building and care environment(s).

However, parking was an issue for more than a third of respondents, and several people mentioned they would like to see more seating around the hospital.

From the responses it became apparent that many respondents were not aware of the priorities the Trust has, or what they mean; however, this is likely to be the same at other local Trusts.

Finally, the topic of having a separate identity as a Trust was confusing to some, whilst others said it was not a problem for them. One respondent who said it was not a problem for them, did add:

"Potentially a much bigger issue in the future if more hospitals come together on one site. Needs careful planning and signage".



Liverpool Heart and Chest Hospital Listening Event
18th February 2016

- 1) Are you: a Patient a Visitor Staff Other (please explain)
2) First part of your postcode (e.g. L8, L25)?

3) Which hospital ward or outpatient area is your feedback about?

4) What do you think is good about the Heart and Chest hospital?

5) What would you like to see improved?

6) Do you have any suggestions for improving the menus?

7) The current priorities for the Heart and Chest are discharge planning, dementia care and 'speak out safely' about safety concerns. Do you have any feedback about these, or suggestions for next year's priorities?

Please turn over

8) How easy was it for you to get here? (e.g. transport, parking)

9) How accessible do you think the hospital is, in terms of:

- Getting around in the hospital:

- Information provided by the hospital:

10) Do you have any suggestions for how the Heart and Chest could be better recognised as a separate hospital trust (not as part of Broadgreen)?
Any further comments?

Finally, we want to make sure that we speak to all sections of the Liverpool population, and would be grateful if you could complete the information below. We don't ask for your name, so any information you give is anonymous.

Your age Prefer not to say

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

Do you have a religion or belief? Yes No Prefer not to say

If yes, which religion or belief?

Which best describes your situation?

Full-time work Part-time work Retired Full-time education

Unemployed Self Employed Unable to work Carer

Other (please state) Prefer not to say

How would you describe your race/ethnicity? Prefer not to say

How would you describe your sexual orientation?

Heterosexual Lesbian Gay Bisexual Prefer not to say

Which of the following describes how you think of yourself?

Woman Man In another way (Please state)

Prefer not to say

Is your gender identity the same as that you were given at birth?

Yes No Prefer not to say

APPENDIX II - responses to the questionnaire (questions 4 and 5):

Hospital ward/ outpatient area	What do you think is good?	What could be improved?
	Services and the environment	Three weeks is too long to wait, don't know how the appointment was done, choose and book - waiting time is too long.
	The staff	I think we should have a bereavement counselling service
	Specialised care. Modern building. Free gym (would like a pool)	Car parking - queues on entry and exit, late for work, late for private appointments after work.
	Friendly staff	Signage around the hospital and LCHC Vs Broadgreen. Less waiting time in outpatients.
	Brilliant	Parking. Getting my mum to the door.
Birch Ward	After my relative being on the CCU, Birch Ward was a big disappointment. Staff were lovely though. The staff bringing drinks and food are very friendly. Room was clean.	Room was tired with damp marks on the wall near the window. There was lots of noise from patients singing at one point (sounded like a pub - not a ward!). Lots of staff around, but mostly left alone with no checks.
Birch Ward	Friendly and approachable medical and nursing staff. Very specialist knowledge.	The ward needs refurbishment and updating. The side room I was in was shabby with dents in the walls and in need of paint. The blinds were dirty and the vents in the ceiling were full of dust.
Cardiac area	First class, top hospital. Mr (consultant) and medical team are brilliant. All the medical staff are caring and well-experienced. The communication with families is really good.	I am happy with everything, keep going. Cheaper parking for long-term patients' relatives would be good.
CCU	One to one nursing. Very friendly and approachable medical and nursing staff. Very specialist knowledge. Well organised and very efficient from admission to (...) into CCU.	No suggestions - I have no problem at all with CCU.
Cherry ward before operation, then POCO 2 days, then Oak ward 2 days	Treatment by nurses and doctors is brilliant - couldn't fault it at all. I came in for a planned operation. Staff are friendly, attentive, all introduced themselves, gives more of a personal touch. They checked while I was waiting to be called. Things happened to plan. It feels calm and ordered.	One nurse alarmed me a bit last night, said if I couldn't get more fluid of my chest I would be back in intensive care. I called my wife who was worried and tried to call the hospital. Today I was told I will probably be home at the weekend. Catheter has come out. I was in for the first time before Christmas. An hour before the operation I was sent home because an emergency came in. That is ok, I understand that. They said that they would be in touch with a new date. 10 days later I hadn't hear anything. I was left not knowing so having more information on cancellations would be good.
Critical care	Staff are supportive.	Nothing
Critical Care Unit (CCU)	Staff explain everything clearly, every	Sound levels on CCU quite noisy but I guess that's

Hospital ward/ outpatient area	What do you think is good?	What could be improved?
	step of the way, which is vital in a stressful situation. Patient was checked every few minutes, went out of their way to help and to find a free bed. Made comfortable and she felt relatively at ease.	understandable given the nature of the serious / emergency health issues at patients on CCU.
ECG Diagnostics (short-term) Outpatient	Everything seems fine. Staff seem very helpful and friendly. Staff introduce themselves by name. Last time I had a tilt test - not a nice test but they were as reassuring as could have been. It feels friendly, helps me to feel more relaxed.	
Heart and Chest	Everything, I love Broadgreen. I used to work here, it's homely, friendly.	Car parking. Disabled - needing to pay!
Holly Suite	Everything marvellous so far. Smart, relaxing, can just get a drink, use computers, it's like a hotel.	Car parking - nice if there was some.
Holly Suite	Clean, like a private hospital. Staff are nice	
Holly suite	Usually the service	Appointment was cancelled - understood though because my blood was too thin, and could not have the operation.
Holly Ward	The staff are lovely. The facilities are good - all mod cons. Much better than Southport and Ormskirk.	Parking is difficult and we often get lost as the signs are hard to follow.
Holly Ward	So far I can't fault it. Had an angiogram today - had it once before, Glenfield and Leicester 2002. It has been brilliant, They got me straight in, nice reclining chairs, very comfortable, would like one at home. Very good massage chairs, relaxing. Staff brilliant, (...) There is tea and coffee whenever we want. It feels relaxed. Everything seems (...) as a team.	Nothing.
Holly Ward	It's the first time I've been here, it's clean and modern.	The computers are offline. It would be great if the computers were online so that I could inform my wife that I have been transferred from Warrington to Broadgreen.
Holly ward - day case	Staff are very friendly and good at keeping me informed. This helps me to feel reassured and relaxed. It's my first time in. All staff introduce themselves by their first name and check if it is ok to do the same with me - helps the atmosphere. Good to be in and out in a day (angiogram). I have great confidence in the doctors and nurses, they seem to	Waiting time maybe - 1st referred by GP in July. Was diagnosed with atrial fibrillation (AF), Severe aortic stenosis, cardiac failure. Need surgery but had to have tests first, will need heart valve replacement.

Hospital ward/ outpatient area	What do you think is good?	What could be improved?
	know what they are doing.	
LCHC	The patient care	Better facilities for staff
LCHC	Patient safety and wellbeing a priority	Staff menu - food not very good for health
LHCH	Best there is, going in and out is my experience.	How can one improve on perfection. Sent to Royal by GP, they said they couldn't do better than yourselves.
Maple	ECG - every time. I see the doctor and have a chat	Nothing.
Oak Ward	Everyone is helpful, nurses and auxiliary staff. Can't fault the staff, wonderful. Ring buzzer, straightaway have staff on hand. Consultants are great. Good 'team' feel. No wastage in terms of finance.	Noisy TVs, need headphones. Architecture appalling, cold windows at night. Staff board in the corridor, we can't see it. Beds too high and tables too high, means I have to call staff.
Oak Ward	Nothing bad, absolutely fantastic. Treatment second to none. Mr ... is an expert in his field, one of three, couldn't have anyone better.	Nothing
Outpatient	The staff members, and one doctor in particular	Nothing
Outpatient	Good place	Nothing
Outpatient	The environment is excellent, quite nice hospital	Nothing
Outpatient	It's brilliant, about 3 weeks ago my brother-in-law had a quadruple heart bypass.	I don't really know, the café and restaurant should be open longer.
Outpatient	It's very good	Nothing.
Outpatient	The overall service, speed for appointment time and friendly staff.	Outpatients refurbishment, and still more speed at appointments
Outpatient	Bloody good hospital. Very nice people. Think it's a lovely hospital, everything on time.	Nothing
Outpatient area	Services and care are good, fantastic	Can have to wait too long to get test results and it can be hard to find out what the results are
Outpatient Check-up (Heart)	Couldn't find any fault, I'm full of praise	
Outpatients	Staff are friendly. It's been ok for waiting times. It's thorough, they are always spot on, checking that you are who you are. At discharge they always make sure that you're fit and well.	Waiting room environment is noisy. I have concerns around privatisation. The lack of funding - concerned for the future.
Outpatients	The hospital seems lovely. Had tests and am here for the results today. It's been brilliant, the staff are really nice. I have no complaints. It's busy but calm. The staff introduce themselves, that is really	Nothing

Hospital ward/ outpatient area	What do you think is good?	What could be improved?
	nice - medical staff not the receptionists.	
Outpatients	They get you in very quick (apart from today). All staff are really nice. Comfortable waiting rooms.	One hour extra wait today. Could do with more benches to sit on to rest while walking around the grounds, it's tiring when you have heart problem.
Outpatients	It is ok.	N/a
Outpatients	I have been a patient here for 12 years, I was previously a heart patient at Alder Hey as a child, so I know the services well. The new hospital building and refurbishment are great - the building and environment adds to the cleanliness and look. Staff are always helpful and engaging. They are very busy but never too busy to speak to you. The staff all introduce themselves. I work in the NHS myself and we now do it too. I feel it makes a difference. Patients should know who is treating them, it puts it on more level terms, more of a team, and communication gets easier.	Appointment letters and times. My appointment was due in January. This was cancelled and I was told that I would get another appointment. The next I heard was a reminder letter this Tuesday about an appointment on Thursday. I don't know what happened to the original letter! I work in an NHS clinic myself and getting time off at short notice causes real problems. I called to try to rearrange and was told that the next appointment would be August. I can't wait until then because my GP isn't confident that my medication is still correct. My appointment was for 2.15 and I promised my boss I'd be back in clinic straightaway afterwards. It's already 3.15 and I haven't been in yet. It doesn't look like I'll be back in work today.
Outpatients		Not impressed with the car parking, it's too far for the appointments clinic
Outpatients	Only second visit. Provides a service you can't get on the Wirral. Staff lovely. They made appointment, 3 month wait for the first appointment but second was quicker.	Parking difficult, disabled parking. Multi-storey a long way for someone who is poorly.
Outpatients today. Feedback on Holly ward as day patient.	It is very nice. My daughter has been able to come in and sit with me afterwards while I recovered from a procedure; that went well. Staff brought sandwiches and tea to me afterwards. Good to be a day patient and not have to stay in. It can be hard to hear when the names are called in some parts of the waiting room.	Quite busy in waiting area, sometimes very busy.
POCCU and ITU	First class service.	
Regular check-up for pacemaker and defibrillator fitted in 2009.	I am quite happy here, I am well-looked after. I have had a Medtronic link machine at home for about 4 years, very good, I now hardly need to come in. In today as I've got heart and kidney trouble and they're talking about altering pacemaker to see if it helps.	Nothing, I'm not regularly here! Haven't seen anything I'd like changing. Can be hard to hear names called in outpatients. Acoustics not great in there.

APPENDIX III - responses to the questionnaire (questions 6, 7 and 10):

Suggestions for improving the menu?	Current priorities - feedback or suggestions?	Any suggestions for identity as separate hospital trust?
No	I have not participated in this.	
Toast and tea; not great, it was burnt!	N/a	
No, food is good.	No, not sure what this is.	Separate grounds.
I don't know as I haven't seen their menus	No comment as I haven't got to that stage yet. And I'm still in intensive care.	
No, good options. Food and drink offered regularly. Drinks (hot drinks) could be bigger, hard to hold the smaller cups.	Not been discharged yet but discharge will be a big priority - making sure everything is seamless.	Better signage at main entrance outside possibly.
	Nothing feels unsafe. Quite efficient.	
Outpatient only - not in for food.	No knowledge of this.	Ok once here - their new entrance will help.
Can't eat much - not felt well enough and no taste. Not really tried the food.	Yes, I would speak up if I saw anything unsafe.	
Only had breakfast and dinner. They asked if I wanted toast, nice hot buttered toast within minutes. Fruit, sandwich and trifle, all very nice, for lunch.	Yes, if I saw anything unsafe would definitely feel able to say. No comment on the others.	Not a problem for me.
Lunch was very nice, soup, sandwich and yoghurt. Had a choice. Tea and coffee flowing.	Staff are friendly, would be happy to mention any safety concerns.	It's not confusing to me - I don't know Broadgreen as I'm no local, only know the Heart and Chest.
	Would mention if I had any safety concerns.	Know it from previous cancer treatment. Not a problem for me.
	Would definitely speak up, without a doubt. I was previously an NHS worker elsewhere so feel it's a duty.	Not a problem for me.
N/a	Feel safe and secure - no issues.	Signage out front could be better.
Very good - caters for diet (diabetes), although do put weight on.	Not really, felt safe, although given a plaster which I'm allergic to for something.	Can't think of anything.
N/a. Mother-in-law was regularly offered water but too ill to drink or eat at present.	No feedback yet but I'm aware discharge can be tricky. I'm concerned about discharge from the Heart and Chest going back to support in Ormskirk or Southport which from experience isn't always great	Clearer signage at the front of the hospital perhaps (i.e. Heart and Chest signage outside and not just inside).
N/A	No	No, everything is fantastic
OK	No	
No	No	
N/A	No	No
I don't really know, but my brother-in-law was satisfied.	No	No

Suggestions for improving the menu?	Current priorities - feedback or suggestions?	Any suggestions for identity as separate hospital trust?
		It is better the way it is, as everyone knows where Broadgreen is.
No	No comment	I don't think so. I'm happy with the way it is.
See above	Can always be improved, ensuring open and honest policies. I feel staff should be more encouraged to 'speak out' without fear of reprisal. I feel this is still the situation.	It will always be known as Broadgreen despite all signage/ paperwork.
I don't know about the menus yet as I was not here, I was transferred here today.		
Not been in.	Always room for improvement, on anything.	Nothing wrong with the way it was. A bit confusing as all in one building.
N/A	Stroke - memory loss support	Didn't realise
	Signage not good	Separate sign at entrance
More veg options and healthy options		
	Yes, outpatients is noisy and confusing for a patient with dementia - is there a quiet area they can meet/wait?	Could it not be one trust, not a separate entity.
N/A	MacMillan re benefits / entitlement side of things could be improved.	Didn't realise.
N/A	N/A	Not sure.
	Like most people I'm not very attentive. I walk around with my head in my phone, so even if it had been plastered over the walls I wouldn't have seen it. Safety - would definitely feel able to speak up on safety - I hope everyone would. It would be good if they could look at clinic timing and the letters.	To ensure recognition as a separate trust you'd probably need a separate site. For me it isn't a problem, at work we talk about the H&C as Broadgreen despite knowing it's not. Might be confusing for some people though.. Potentially a much bigger issue in the future if more hospitals come together on one site. Needs careful planning and signage.
N/A	These are fine	
N/A	N/A	Take away (separate) the Broadgreen - different entrance
Not had food yet.	Not heard about any of these.	Didn't know the way in LHCH, not got enough experience. Entrance way not likely to be helpful.
Very varied and very good, got a bit samey, been here 3 weeks, ate more here than at home.	Not heard about these.	Think it needs a separate identity. No signposting when we came through tunnel, but Alder Hey and Royal are. Nightmare for family chasing the ambulance.
Food is rubbish like in all hospitals, bland - would like more curries.	It's a marvellous hospital, very caring people.	

Suggestions for improving the menu?	Current priorities - feedback or suggestions?	Any suggestions for identity as separate hospital trust?
Food superb, especially the ice cream.	Discharge planning superb	That's a PR problem.
N/A	Not come across that yet.	Separate entrance for LHCH.
Food is good	Not noticed, only been here an hour.	Bigger signs, more information.
No meals taken while on CCU.	Discharged to Birch Ward.	Possibly separate main entrance and parking areas.
The food was very good. It would have been better to be shown the menu rather than being given a verbal choice.	Discharge procedure was painfully slow, waiting for medicines from pharmacy.	Separate car parking areas. Separate main entrance.

APPENDIX IV - responses to the questionnaire (questions 8 and 9):

How easy was it to get here (transport, parking)	How accessible - getting around?	How accessible - information provided?
Parking was easy to find.	Good	Available to everyone
Not easy, as no car; bus and train took an hour and a half.	Staff are helpful at showing you around. Difficult to find where you are going; rabbit warren. Only with experience that I've found my way.	Signage seems ok but seems to be confusing - reading them could be difficult for patients with sight issues.
Drove here, wouldn't like to try public transport from Burscough. Parking difficult.	Easy to move around although corridors are long and tiring! Fine, could do with a guide person though!	
Just expensive parking.	I think it's fine	The information provided by the hospital is fine, all clear signs.
Was driven here so no issues. Buses are okay but the one I'd normally get from Anfield to Heart and Chest will be stopping in April (Arriva nr 62).	Fine	Signage is a bit confusing, I had to be shown where Birch ward is.
Car, got in ok today. Never had a problem finding a parking space.	Well signposted.	Good info - map included. More car parking would be good. A long way to walk from the car park. I know that there is a bus.
Ok, came by car. Can get a bit lost finding way around the car park.	First time here finding the main entrance is hard. At reception they were helpful. Finding bearings can be tricky.	This letter said just outpatients. Last letter gave directions which was helpful.
Came by bus - straightforward. 8am appointment, 5.45am bus from Southport. Being picked up by the pedestrian entrance.	Came in the pedestrian entrance - well signposted from there.	Info sent out was very good. Checked it out on Google Earth and Streetview to be sure.
Can't drive, got a taxi.	Outpatients, Holly ward ok to find - got a map.	Very good information - map, instructions and on the procedure. Didn't know about the AF group, but not interested in that at present.
Got a lift from family.	Know where I'm going, a bit of	Good info provided. Big map. Very helpful.

How easy was it to get here (transport, parking)	How accessible - getting around?	How accessible - information provided?
	a walk. Give myself plenty of time.	
PTS (patient transport services) - worked fine.	Went to the main entrance and the porter wheeled me here.	Didn't need it, the porter helped.
Drove here today. Previously had to get bus - nightmare!	Long walk after parking - which isn't good for heart and chest patients. More benches needed.	Easy to follow signage.
Brother gave me a lift. Parking is awful. Have to get a bus from the car park to the hospital.	Large hill (steep corridor) makes me breathless and I'm a heart patient - not good!	
Train from town was fine but my father-in-law had difficulty parking, even so late on in the day.	No issues, quite steep hills (corridors) for my relative walking around	Some signage was a bit confusing although staff helpful when we were lost.
Ok	Perfectly fine	Ok.
Good car parking	It was easy	Good, provided with a map
Fine with the bus (got 2 buses)		
Easy to find, but car parking is hard	Alright	Can see (information) all around the hospital
I'm a taxi driver - it's easy to access and parking is easy.	For people with a disability it is quite easy to get here.	Patient feedback is good (about this).
Good.	Good	Good
Should be free parking for staff!	Poor	Better signage
My family brought me here. I can't get here without family support		Adequate signs
Not a problem.	Signage requires improvement as very muddled/ not clear.	
	Smaller car park.	It's ok
Easy.	Big and vast, get lost if signage was not clear.	Lots of info, always people around to ask.
Very good	Alright	OK
Good up until car park queue		
Where is the disabled parking near the outpatients?		
Very easy	Fine	Fine
Car from Southport.	Excellent	Good
I got the staff transfer bus today but from home it is OK to get here too.	The outpatients department is a bit out of the way, tucked away. The signage is good though.	I now only skim read the letters as I know what to expect. They might explain it all.
OK, all signposted.		
Very easy, parking good.	It could be better signposted, so you can get to the ward.	Satisfactory

How easy was it to get here (transport, parking)	How accessible - getting around?	How accessible - information provided?
Came in ambulance, ambulance ok.	Can't comment	Leaflet about procedure explanatory.
Very easy, by ambulance from Heswall, 999 call, arrived in 7 minutes.	Came by ambulance, don't know, haven't left the ward.	Excellent. Took 8 days to find out what had happened and what was going to happen. Didn't sit down and talk.
Got a taxi, easy.	Very easy to get around.	Very well run for patients. Card for appointment, always on time.
Arrived by car; school holidays so the roads were clear	Confusing at first.	Good map (if held the right way up)
Drove, not difficult.	When I first came in, I'd gone to the wrong hospital. Know to look for LHCH now.	Clearly set out, instructions straight forward.
Ambulance from Whiston - ambulance OK.	Nightmare, car parking - walked all over, every disabled parking space was taken.	Not received any yet
Brought by ambulance. Relatives' parking was difficult and expensive.	Relatives found it difficult to find wards from different car park areas.	
Parking for relatives is difficult and expensive.	Poor signage when approaching from different car parks.	