



Healthwatch Sefton Feedback Report
Liverpool Heart & Chest NHS Foundation Trust
July 2018 – June 2019

Contents

Heading	Page No.
Contents	2
Healthwatch Sefton	3
Healthwatch Sefton Feedback Centre	4
Snapshot	5
Sentiment Analysis	6
Key Themes	7
Reviews	22
Equality and Diversity data	54
Summary & Recommendations	56
Areas for improvement or consideration	57
Acknowledgements	60
Response from Liverpool Heart and Chest NHS Foundation Trust	61
Contact Us	62
Appendix : Feedback form	63

Healthwatch Sefton exists to make health and social care services work for the people who live in Sefton or use services based in Sefton.

Everything we say and do is informed by our connections to local people. Our main aim is understanding the feedback and concerns of people of all ages who use services, and to speak out on their behalf.

Our role is to ensure that local decision makers and health and social care services put the experiences of local people at the heart of their work. We believe that asking people more about their experiences and encouraging them to feedback can identify issues that, if addressed, will make services better.

Healthwatch Sefton is set up as a private company limited by guarantee, a subsidiary company of Sefton Council for Voluntary Service (Sefton CVS). There is a small staff team and a large team of volunteers who work together to ensure the organisation works towards its priorities.

We are uniquely placed as we have a national body, Healthwatch England. Both organisations have significant statutory powers to ensure that the voice of people who want to have a say about health and social care services is strengthened and heard by those who commission, deliver and regulate health and social care services. Healthwatch Sefton works with Healthwatch England to ensure the voice of Sefton residents is represented at national level. Healthwatch England picks up national issues and works with Healthwatch Sefton to help provide a national picture. We also work as part of a Cheshire & Merseyside and a regional North West Healthwatch network.

Healthwatch Sefton Feedback Centre

This report details the feedback which patients; family; staff and visitors have shared with us about the **Liverpool Heart & Chest NHS Foundation Trust**. All of the feedback shared with us has been added to the Healthwatch Sefton Feedback Centre. This web based tool helps members of the public to rate the services they use and provides Healthwatch Sefton with real time feedback which supports us in identifying trends and issues which we can act on.

www.healthwatchsefton.co.uk

The majority of the feedback we receive is through local engagement and outreach activities. For example, we hold engagement stands at local events, attend groups and talk to people and we hold engagement stands at local hospitals and health centres.



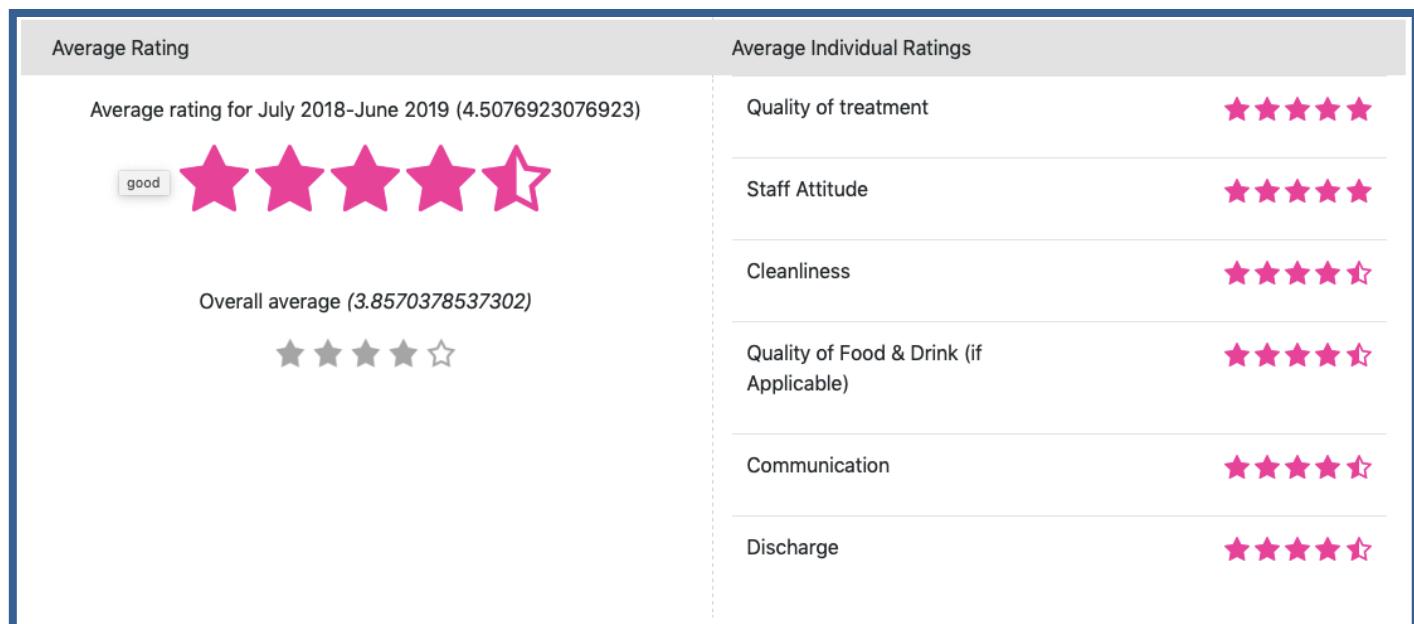
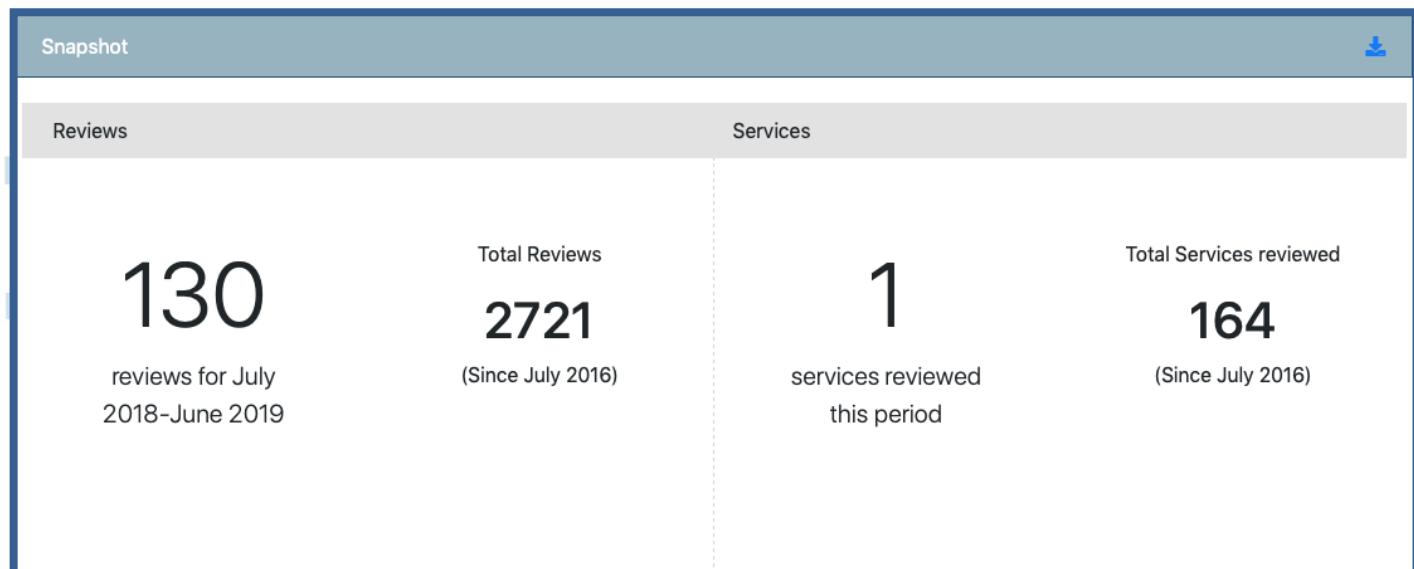
For this report, Healthwatch Sefton attended the Liverpool Heart & Chest hospital and spoke to patients; family members; staff and visitors within the outpatients department. Stands were held in the day during morning and afternoon clinics. We continue to engage with our community and record all feedback by using our feedback forms and encouraging local people to leave feedback online. A copy of the feedback form can be found in appendix one. Information shared via feedback forms is entered onto the Healthwatch Sefton feedback centre. All of the feedback received within this report is the actual wording of the people we have spoken with/ as shared online. The only exception to this is if an individual can be identified by what has been written. If an individual has been spoken about negatively, their name will be removed.

Snapshot

The following information provides a snapshot of the information provided between **July 2018 to June 2019**. During this period Healthwatch Sefton received **130** reviews relating to the Liverpool Heart & Chest NHS Foundation Trust.

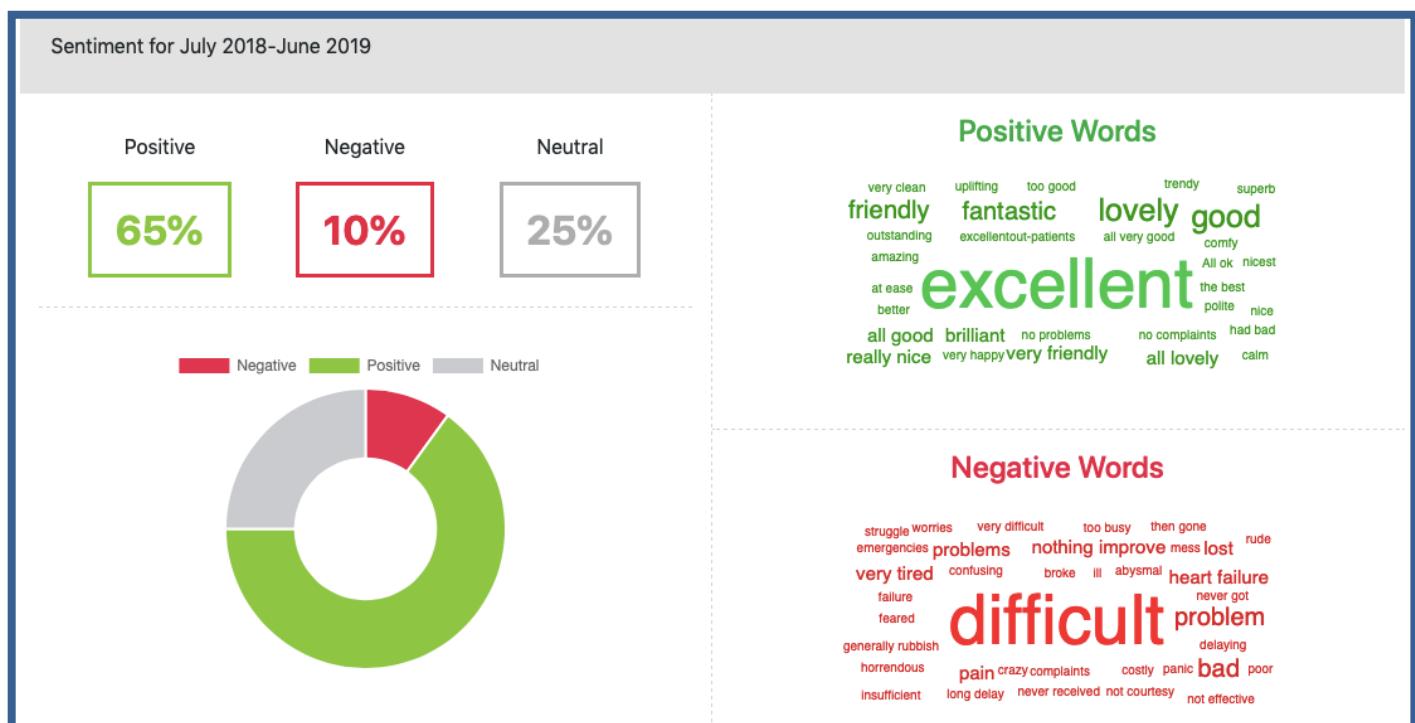
As can be seen from the information below the Trust has achieved an average score of **4.51** out of **5** stars.

Quality of treatment and staff attitude scored an average individual rating of **5** out of **5** stars.



Sentiment Analysis

As well as our Feedback Centre providing an overall star rating which is based on the ratings given by local people, the online service also uses sentiment technology. This technology looks at each piece of anonymous feedback shared and reviews the positive, negative and neutral sentiments. This technology combines full linguistic analysis with a comprehensive, fully customisable and transparent sentiment knowledge base. It covers nearly 60,000 sentiment-carrying expressions and concepts, and a set of sentiment logic rules that cover English grammar. Information within this report shares overall analysis and analysis broken into key themes.



As can be seen from the above table, the sentiment of the reviews are analysed as containing **65% positive, 10% negative** with **25% neutral** sentiments.

Key Themes

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Treatment and care	90	96%	3%	1%	Sub-Themes >
+	Facilities and surroundings	82	43%	40%	17%	Sub-Themes >
+	Staff	66	98%	2%	0%	Sub-Themes >
+	Access to services	53	49%	28%	23%	Sub-Themes >
+	Administration	38	42%	39%	18%	Sub-Themes >
+	Communication	24	38%	46%	17%	Sub-Themes >
+	Finance	7	0%	86%	14%	Sub-Themes >
+	Dignity and Respect	5	60%	20%	20%	Sub-Themes >
+	Discharge	4	50%	50%	0%	Sub-Themes >
+	Continuity and integration of care	3	33%	67%	0%	
+	Diagnosis/assessment	2	50%	0%	50%	Sub-Themes >

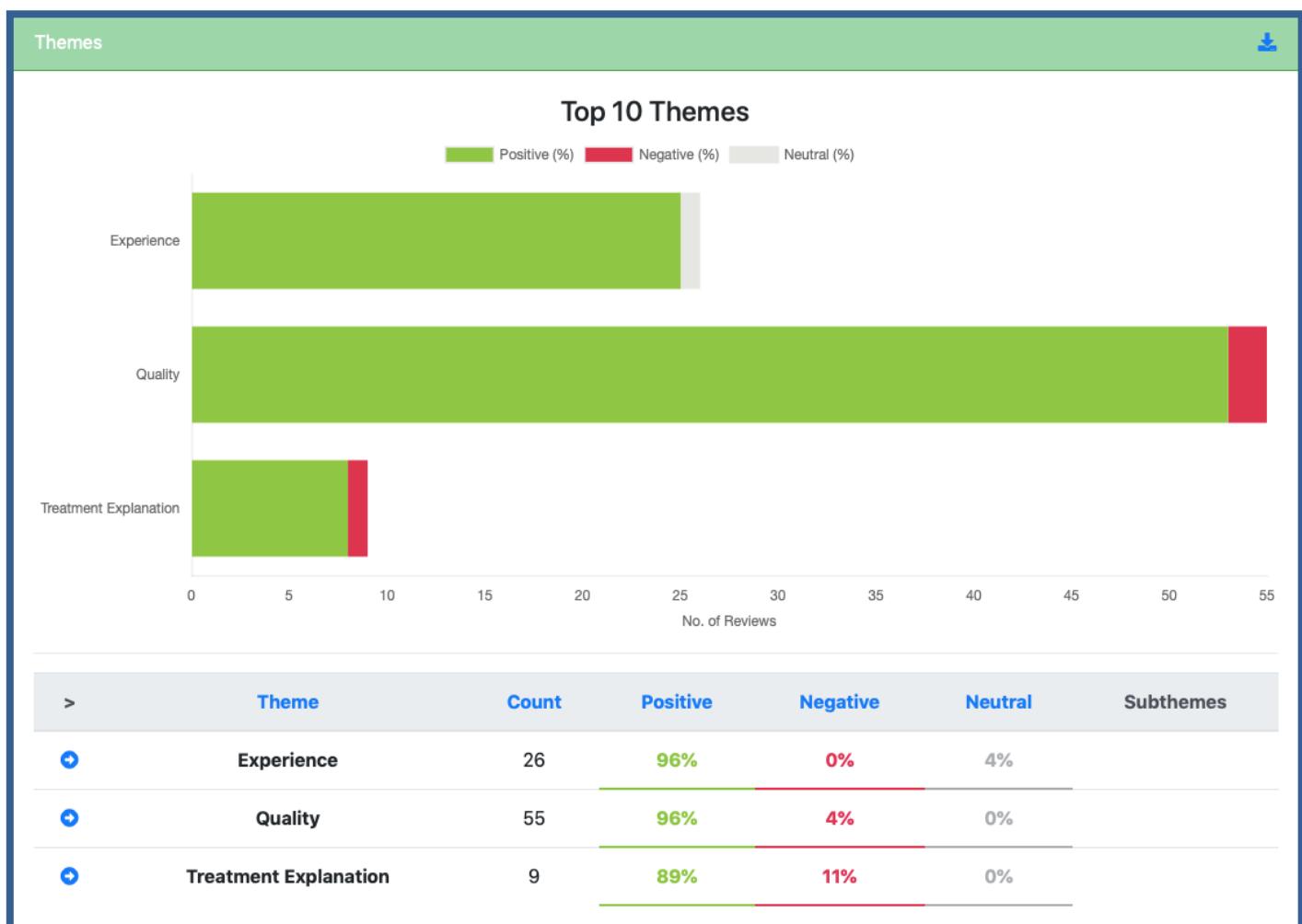
Please note that the theme 'staff' relates to feedback received about staff and does not relate to feedback made by staff.

During July 2018 – June 2019 there was a total of **130** reviews shared, with the Trust achieving **4.51** out of 5 stars overall for services provided.

The above table shows the main areas of feedback received is themed around 'Treatment and Care', with **90** comments resulting in **96%** positive feedback. 'Facilities & surroundings' was the second highest feedback area, receiving **82** comments, achieving **43%** positive feedback. 'Staff' received **66** comments resulting in **98%** positive feedback.

'Access to services' received **53** comments, resulting in **49% positive** reviews and administration receiving **38** comments which resulted in **42% positive** reviews.

Treatment and Care



Overall there were a total of **90** comments resulting in **96%** positive feedback.

As can be seen from the above table, feedback relating to 'Treatment and Care' has been broken down into three sub categories, experience, quality and treatment explanation. All areas received a high number of positive comments (see table above)

Some of the comments received are quoted below:

Quality of Treatment:

"I attend every 3 months. I am attending the sarcoidosis clinic. Quality of treatment and staff attitude is excellent."

“They really deserve the excellence award. Treatment is fantastic.”

“Liverpool Heart and Chest have looked after me with great care.”

Treatment explanation:

“Procedures included x-ray, ECG etc. Seemed very efficient.”

“Tests were carried out efficiently before seeing the consultant. Consultant appointment was very informative.”

“Dealt with quickly and efficiently. Everything was explained about my procedure. Staff were very nice and polite. Pre-assessment clinic DCC.”

“Waiting time for the Echo is great, we sat and down and were called in.”

Experience of treatment:

“Very happy with the out-patients department. Everything is all fine. They booked 3 appointments for us all in the one day which is very convenient.”

“Alexandra wing - very good.”

Sefton

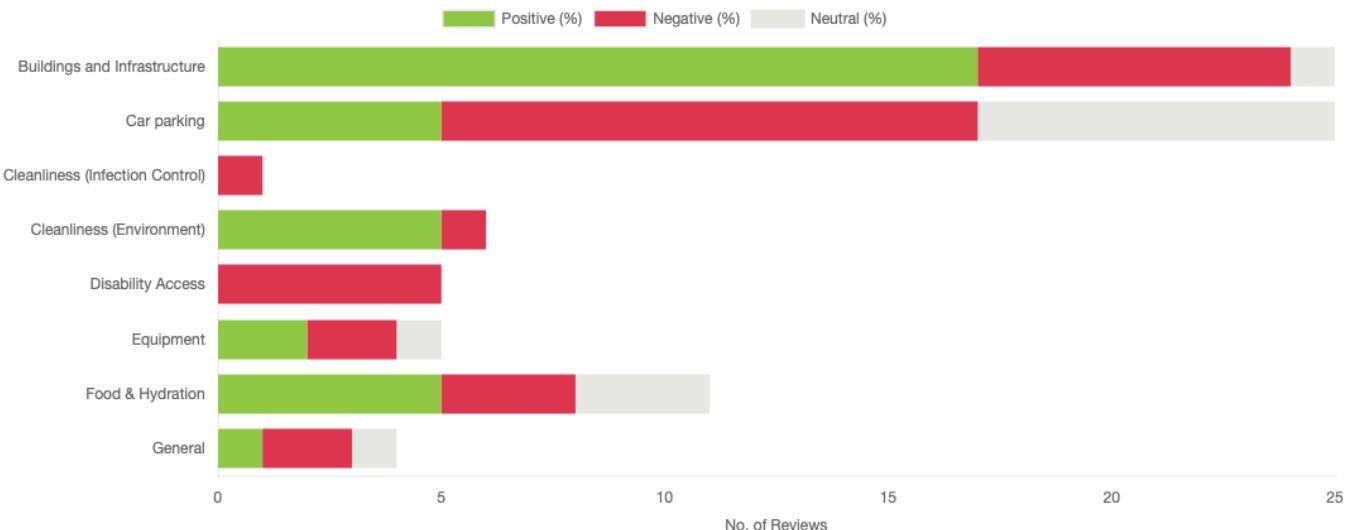
“Out-patients cardiology today - I am very happy with all aspects of this service.”

“In my experience all have been exceptional. So far I have been in outpatients.”

Please see the ‘Reviews’ section for all feedback.

Facilities and Surroundings

Top 10 Themes



>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Buildings and Infrastructure	25	68%	28%	4%	
+	Car parking	25	20%	48%	32%	
+	Cleanliness (Infection Control)	1	0%	100%	0%	
+	Cleanliness (Environment)	6	83%	17%	0%	
+	Disability Access	5	0%	100%	0%	
+	Equipment	5	40%	40%	20%	
+	Food & Hydration	11	45%	27%	27%	
+	General	4	25%	50%	25%	

Facilities and Surroundings is a key theme with **82** comments shared resulting in **43% positive** feedback. **25** comments related to buildings and infrastructure which resulted in **68% positive** feedback with car parking receiving the same number of comments but receiving **48% negative** feedback.

Food and hydration was mentioned in **11** comments and received **45% positive** feedback. Cleanliness of the environment received **6** comments and gained **83% positive** feedback.

Disability access received **5** comments which were **100% negative**.

Some of the comments received are quoted below:

Buildings and Infrastructure:

“The waiting room for the scan is not good. There is not much space and it was packed and hot. Maybe an idea would be to allow patients to sit in the out-patients area and an intercom or screen to let you know it is your turn.”

“The waiting area is very relaxed and you can get a drink.”

“I could not find a better hospital and waiting area.”

“I have been an in-patient here and the rooms and service are like a hotel.”

“I had my own room, it was en-suite, TV, X-Box, comfy chairs, it was excellent.”

Car parking:

“Car parking - there are a lot of double yellow lines which people just park on and it seems nothing is done about this.”

“The car park paying facilities need to be addressed as could not pay by debit card.”

“The distance to the car park is bad, especially when your breathing is bad.”

“It is a long walk to the car park for someone with a heart problem.”

“The car park gets busy. It is difficult to access disabled bays. I have a blue badge but haven't used it.”

“We have found parking easy here.”

“They could do with improving the car parking. It is fortunate I had someone to drop me off outside as I could not walk here from the car park.”

Food & Hydration:

“They even looked after my husband when he visited me and brought him a sandwich when I was eating. The food was really nice. You have your own kitchen and chef.”

“When I was on Oak ward recently the food was not so good.”

“The food is expensive here as well, it should be cheaper in a hospital. The Royal Hospital is cheaper, imagine if you had kids and had to come here. They need a water cooler in here people should not have to pay for water when waiting for their appointment.”

“We could do with having a tea trolley selling sandwiches and crisps. The main cafe is also expensive.”

Cleanliness of the environment:

“The cleaning was spotless, they cleaned everywhere.”

“Nice, clean hospital.”

“After surgery I was admitted to Elm ward after a short spell on ICU. Staff, cleanliness and communication was of a high standard.”

“We walked past 3 hand gel dispensers today. 2 were broke and 1 was empty. They could do with putting up the hand cleaning gels on the glass walk way.”

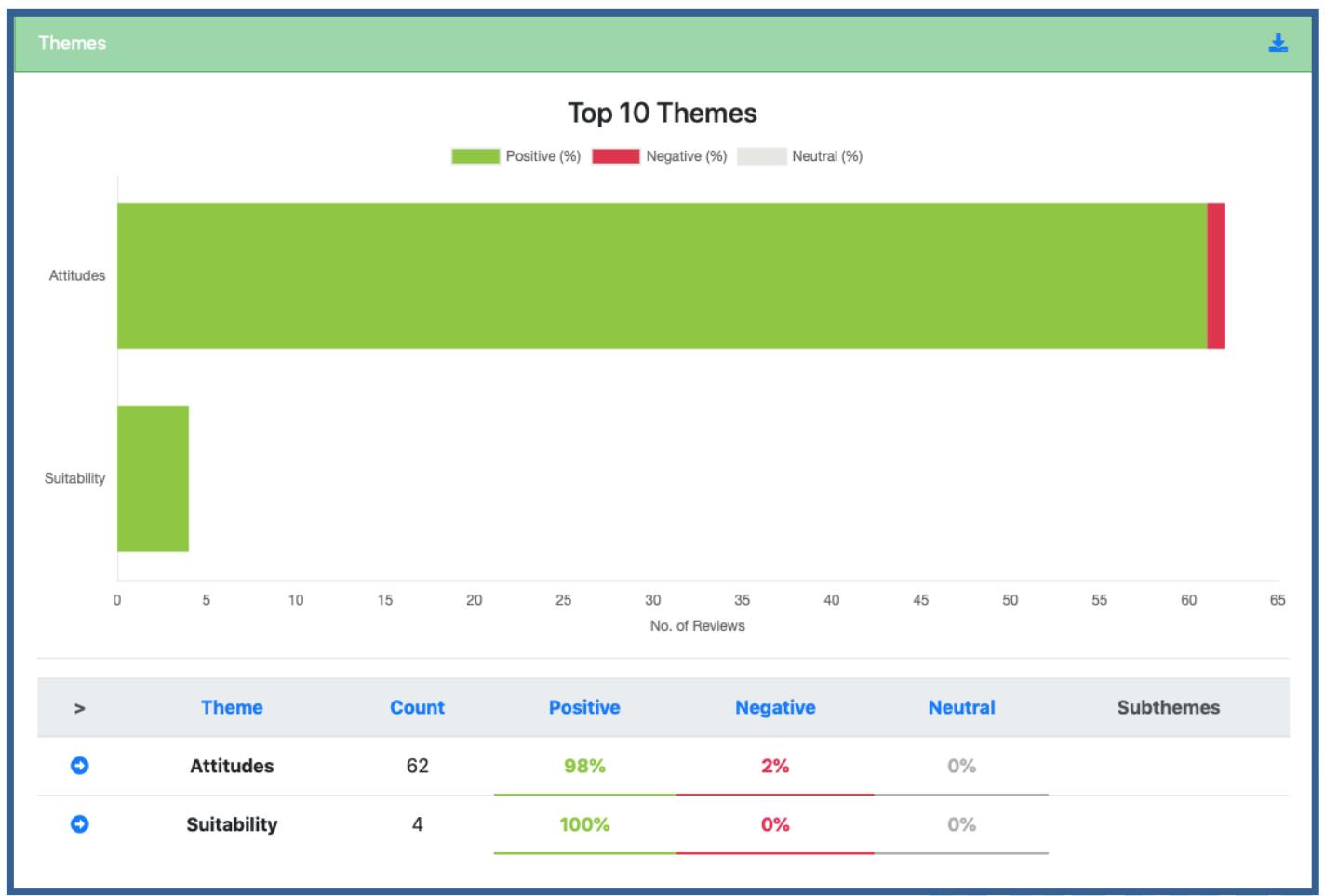
Disability Access:

“Also the chairs in the scan waiting area are not good. They are too small for people especially with joint problems. They are not fit for purpose, the backs are too low and the seat is too shallow. The chairs do not provide enough support for people.”

“I waited for the shuttle bus but other people were there with walking aids so I let them get on. Walking up the hill is difficult for me.”

“My only suggestions would be more disabled parking near out-patients”

Please see the ‘Reviews’ section for all feedback.



There were **66** comments relating to staff which resulted in **98% positive** feedback. This category has been broken down into two categories, attitudes and suitability with both areas having really positive feedback.

Some of the comments received are quoted below:

Attitudes:

“So far we have seen one surgeon and he was wonderful.”

“There are always staff around to speak with and they are very helpful.”

“A nurse stopped and helped us. She provided tea and cake for patient (elderly gentleman) then helped to get us a wheelchair and porter to bring us to the right place. She was fantastic.”

“I am at Dr Gupter's clinic today. Excellent service. They were so kind to me when my husband had his procedure. It is so reassuring for the family that everyone here is so helpful. There are always staff on hand to help with patients who are less mobile in the out-patients part.”

“This is my first visit here. All the staff are so kind and smiling. I have just been in and seen the doctor. His name is Dr Rob, I think he gave me his first name to make it easier. He knew English was my second language and he tried to use simple words, he was very kind to me.”

“Friendly and helpful staff at all levels.”

“At the Heart and Chest there is always a staff member ready to help you.”

Suitability:

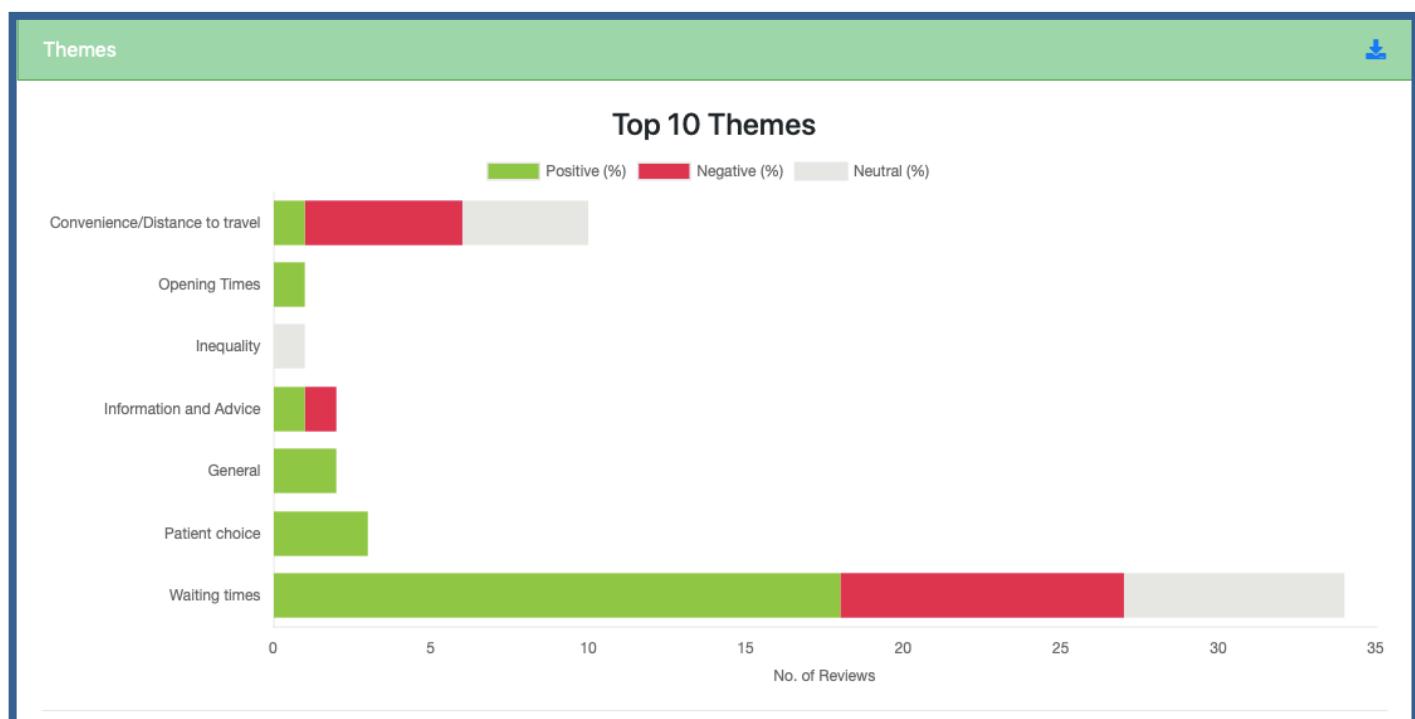
“They make me feel at ease. The staff are very friendly and competent.”

“Staff were very friendly, informative and easy to speak to. I was reassured and felt happy on leaving.”

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Please see the ‘Reviews’ section for all feedback.

Access to services



>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	Convenience/Distance to travel	10	10%	50%	40%	
+	Opening Times	1	100%	0%	0%	
+	Inequality	1	0%	0%	100%	
+	Information and Advice	2	50%	50%	0%	
+	General	2	100%	0%	0%	
+	Patient choice	3	100%	0%	0%	
+	Waiting times	34	53%	26%	21%	

As can be seen from the above table, feedback relating to 'Access to services' has been broken down into sub themes. Overall there were **53** comments relating to this theme, resulting in an overall **49% positive** feedback.

'Waiting times' is a key theme, with **34** comments resulting in **53% positive** feedback. Convenience/Distance to travel related to **10** comments shared, receiving **50% negative** feedback.

Some of the comments are quoted below:

Waiting times:

“Waiting times can vary depending on who you have to see. Dr X's clinic can be a long wait.”

“Dealt with quickly and efficiently.”

“Waiting time for the Echo is great, we sat and down and were called in.”

“I think there is a long wait between appointments. I had my heart attack in June and there just seems to be no flow through the tests. The only way is to ring up if your symptoms get worse.”

“The waiting times are never too long and if clinics are running late staff always provide updates.”

“Appointment is running late so far. At first it said 40 mins late then it said 47 mins late now it is 1 hour 4 mins late. I hope the waiting times doesn't keep going up. I can't get a signal on my phone to call my wife.”

Convenience/ distance to travel:

“The courtesy bus is excellent. We parked in a disabled space and brought here by the bus. The bus is a great help.”

“I think it is a really good idea that they have a satellite clinic at Southport hospital, you get to see the same consultant as well.”

“The distance to the car park is bad, especially when your breathing is bad. I waited for the shuttle bus but other people were there with walking aids so I let them get on. Walking up the hill is difficult for me.”

“They could do with improving the car parking. It is fortunate I had someone to drop me off outside as I could not walk here from the car park.”

“We ended up on the top floor of multi-storey, I was driving up and down as could not find a disabled space. We had to park in a normal space in the end. He had to come down the stairs and there were no times displayed for the courtesy bus so he had to walk. It was crazy. Is there a bus to take us back?”

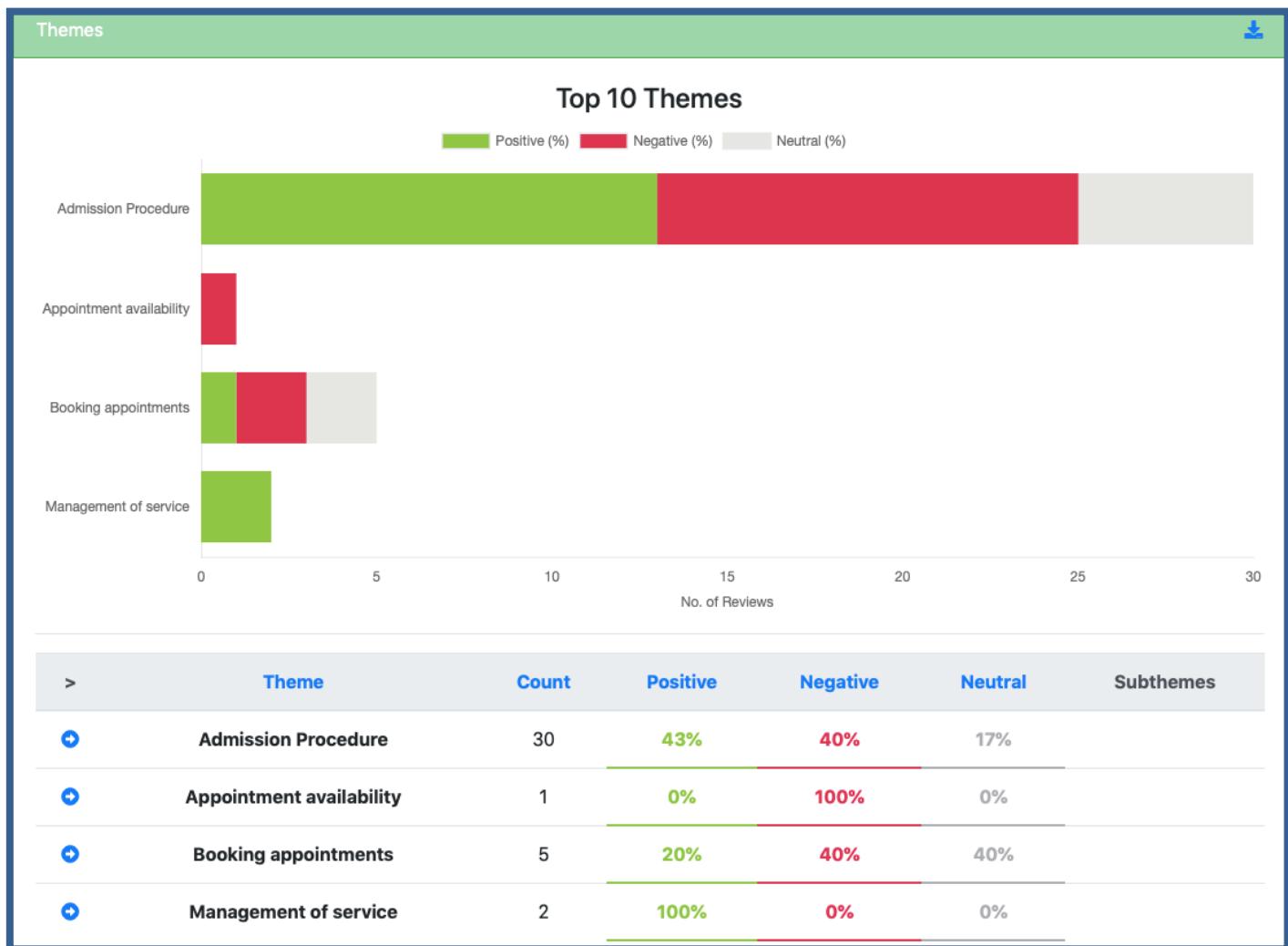
“They have nothing to improve internally it is just on the route here, they could do with working with the council to have signs put up for the hospital. We came in from Wrexham and seen hardly any signs.”

“He would have to get 2 buses from Widnes. Even if they just laid on one bus per hour direct he wouldn't mind getting here really early and waiting. He comes here as he has had a heart attack and stents fitted.”

Please see the ‘Reviews’ section for all feedback.



Administration



Overall, there were **38** comments relating to ‘administration’, resulting in **42% positive** and **39% negative** feedback.

There was a mixed response (see table above) relating to ‘admission procedure’. 5 comments were shared relating to booking appointments, with **40%** being rated negatively.

Some of the comments are quoted below:

Admission procedure:

“The person I have brought in for her appointment did not know how to use the self check-in but it didn't matter as the reception staff helped no problem.”

“If my uncle had to come by himself he would not be able to check-in or know when he was being called in. I cannot see the new screen system. Neither of my parents would be comfortable with this either. I have brought my uncle today otherwise he would not know when it was his turn.”

“Some people may not be used to technology (new calling in patient system), mainly older people may not be used to it. There should be an assistance button for patients on the check-in machines.”

“At the Liverpool Women's they use a bar code on patients letters to be used at the check-in. This is a good and easy way to check-in. This is a suggestion for out-patients here as they already have the check-in machines.”

“The new calling patients in system in out-patients is very good. It saves staff time coming out and having to call patients.”

“We used the self-check in today and then we were shouted in by a member of staff. We did not even notice the screens. I would not be able to see them. If not told you wouldn't look. We always use the self check-in as it is easy and no queue.”

“I cannot see the new screens for calling in the patients, even with my glasses on. I can see the name at the bottom but it flashes up and then gone too quickly. I think a lot of older people would not see it. They need to let you know about this new system in your appointment letter because we self-checked in and didn't know about it. We didn't know what the noise was. The check-in screens are good and a lot faster but they definitely need to keep the welcome desk for people who would struggle to use the screens.”

“I am not able to hear very well in the waiting area. The acoustics are not good. I have not been told about the waiting times today. I overheard from a fellow patient but when I asked reception they were not aware.”

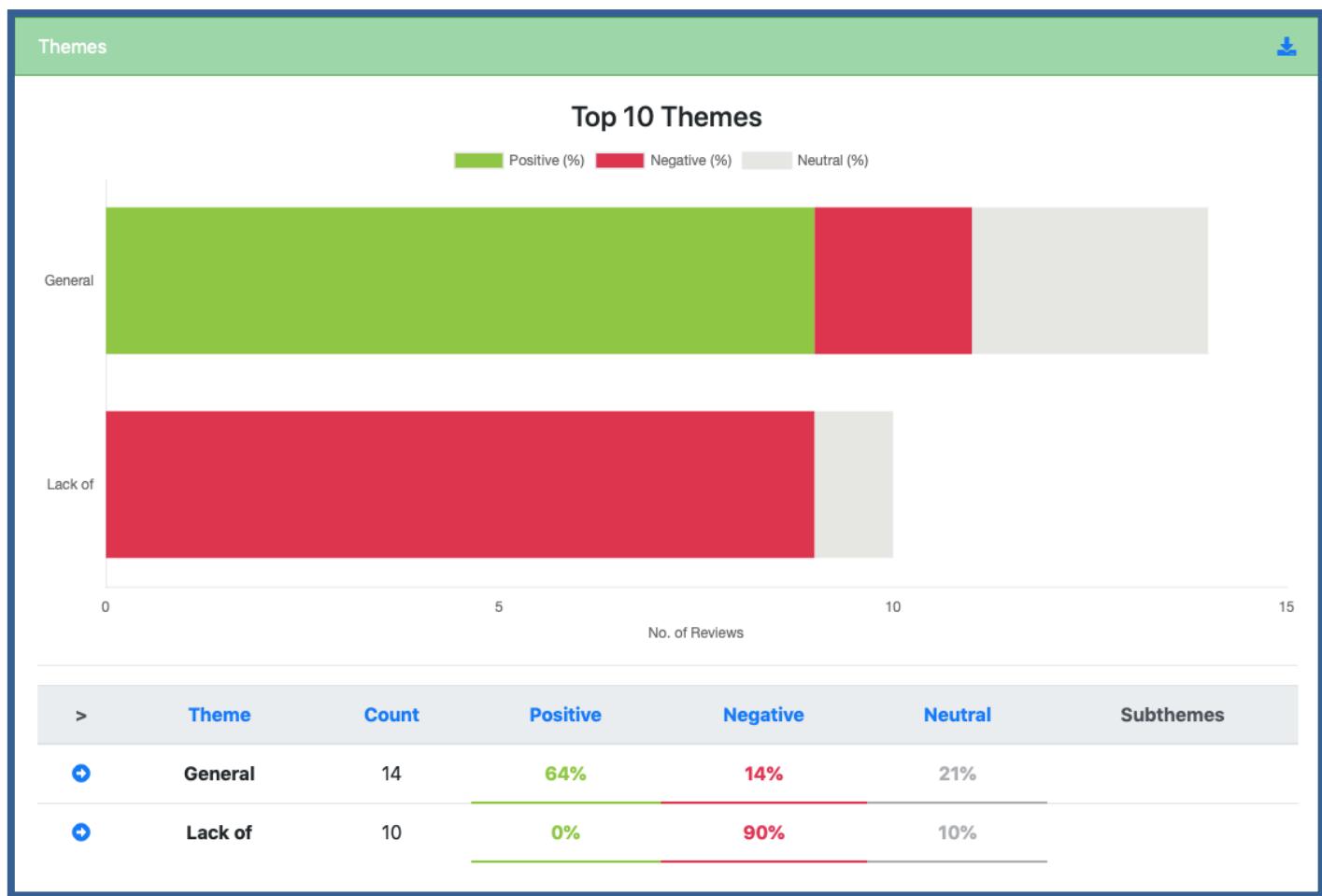
Booking appointments:

“They booked 3 appointments for us all in the one day which is very convenient.”

“I was sent a letter for my appointment but I never received it. I phoned the secretary to sort out my appointment.”

Please see the ‘Reviews’ section for all feedback.

Communication



As can be seen from the above table, feedback relating to 'communication' has been broken down into two sub themes 'General' and 'Lack of'. There were **10** comments relating to 'lack of' communication, **90%** being **negative**.

In total there were **24** comments received, with **46%** being **negative**.

Some of the comments are quoted below:

"They need to think about distance. There are currently diversions on the M62. It would be helpful if they could add something to the reminder text to tell patients there are roadworks and to allow extra time for their journey."

"We could not find the out patient clinic. The letter states diagnostic Spirometry clinic. There were no signs. We have been walking everywhere. Our letter tells us nothing. There is no border visible between Broadgreen and Heart and Chest. I showed a member of staff my letter and she said I should be in Broadgreen. My letter does state Heart and Chest. We have not been told if the clinic is running late

or on time, we were just told to wait for the green room. What happens if you are colour blind. We are parked in a disabled space but that is way away from us now.”

“Are there any signs by the car park to tell patients about the shuttle bus? We did not see any.”

“The electronic board to call patients in needs explaining. Maybe it should be mentioned in the appointment letters.”

“I like the colour coding to find your way. I like the site map, it was sent to us with our appointment letter. It was easy to get here.”

“In patient on Cherry ward. As soon as he was admitted we were spoken to by staff and updated on everything. They also said for us to bring to their attention anything on our minds as they would do everything possible for us.”

“It is our first visit here. It took us nearly an hour to park with a blue badge. We could not find car park H. We ended up ringing out patients to tell them we could not park. When I phoned them they were not clear on instructions. I finally found somewhere and then we had to wait in a bus shelter for 15 minutes. Then there were no wheelchairs available, we were in a panic and I had to leave him alone whilst I tried to find one. We have traveled quite far and we feared we would be turned away. I have checked him in on the self check in but we don't know if he will get seen.”

“After having the appointment for my mother cancelled, and us not receiving a letter to let us know, on arrival discovering this, the staff did all they could to make sure we were seen by another doctor at his clinic. Thank you. (long enough drive from North Wales).”

“I have come here by train and walked up. I did not know about the courtesy bus, I have been walking everywhere. The lady in the cafe has just told me about it. This information needs to be included in the appointment letter.”

“Occasionally there has been a delay in seeing a consultant but that has always been communicated and has never caused me an issue.”

Please see the ‘Reviews’ section for all feedback.

Reviews

Department	Rating	Title	Review
Birch ward	5	Birch ward - fantastic	I was on Birch ward approx 3 months ago. The staff and treatment was all fantastic. The cleaning was spotless, they cleaned everywhere. They even looked after my husband when he visited me and brought him a sandwich when I was eating. The food was really nice. You have your own kitchen and chef.
Birch Ward	4	Stayed on Birch Ward	I stayed on Birch ward which was a 5 bed bay. I was treated well by staff and always kept up-to-date. Husband stated visiting was all good and could turn up anytime. Improvements - Somewhere for relatives to make a drink. We think there was a day room but maybe better communication about this needed. The sent me home with a leaflet re: heart failure. Further down the line I was told I wasn't suffering with heart failure. There is a gap in being told information. I was told to go home and rest but what does that mean. What can you do?
Cardiology	4	Cardiology	At out-patients cardiology today.

Cardiology	5	Possible confidentiality issues	Self-check in desks - If the patient does not press close, their personal details stay on the screen for the next person to see? Fire exit information - I cannot see any signs or information for what patients need to do if the fire alarm goes off. Staff - go over and beyond for patients. Food and drink is expensive.
Cardiology	5	Waiting area - TV difficult to see	Mr Mohan' clinic The waiting area - it is difficult to see the TV screen for appointments. It is very loud as well.
Cardiology	5	Out patients - cardiology	Out patients - cardiology
Cardiology	5	Cardiology	I have no complaints, my experience was all good.
Cardiology	5	Cardiology - overall great	Overall service has been great. I like the idea of the electronic patient calling system. If the clinic is highlighted on the screen as grey or green that means you are being called for tests. Orange clinics are the consultant appointments. I figured this out for myself. The board also displays the waiting times which is good. I have a blue badge so if I am lucky I get to park in a bay.

			Improvements - I think there is a long wait between appointments. I had my heart attack in June and there just seems to be no flow through the tests. The only way is to ring up if your symptoms get worse.
Cardiology	4	Cardiology out-patients	All fine - no problems.
Cardiology	5	Cardiac out-patients	Professional and efficient. I came to this hospital as my brother became ill and we found an issue with hearts in family members. I travel from South East of England to this hospital as it is superb.
Cardiology	5	Cardiac out-patient	All great.
Cardiology	4	Blood tests had to be repeated	Attendance for both ECHO and cardiology OPD. Had bloods taken at the GP surgery in advance of appointment with heart failure consultant but those bloods were not accessible to the consultant so the blood had to be repeated. This is wasting money and also delaying decision to treat. Overall well organised apart from the bloods above. Friendly and helpful staff at all levels.
Cardiology	4	Cardiology out patients	I have always been seen more or less on time before but this was very bad. I had an appointment for 12.50 pm for echo cardio which was done on time. My next appointment with Dr Cooper's clinic was for 2 pm is

			<p>already a wait but probably the best they could do. I was seen so late and then had a quick assessment with the pacemaker clinic which it was kind of them to fit in but surely should have been thought of beforehand. As I travel from Chester by public transport the whole thing took 6 hours. I was very tired when I got home and the next day.</p>
Holly and Mulberry suite and out-patients	5	5 stars	<p>We have been in the Holly suite for an initial consultation and this was really good. We have also been on the Mulberry suite which was really good.</p> <p>We have found parking easy here. Today we are dropping off a monitor. The out patient waiting area is very pleasant with the coffee shop. The signage is good. The staff here are very good and helpful.</p> <p>To improve - coffee shop to provide toast.</p>
Holly suite	4	Heart related care	I have stayed on the Holly suite- very friendly, comfortable, efficient and caring. As the patient's wife I felt well supported in a caring environment.
In patient	5	Very pleasant stay at both Trust's	<p>AVR surgery</p> <p>Admitted Royal - 2nd week December</p> <p>Discharge to Heart & Chest end of December</p> <p>Discharged Heart & Chest middle Jan after minor procedure to improve heart function.</p> <p>Re-admitted Heart & Chest end April 2019 for two valve repairs and one replacement.</p>

			Could not fault the hospital or staff in any way. Most pleasing experience all round from admission to after care.
In patient and out patient	5	Staff - excellent	I have been to cardio, Holly Suite and out-patients. The quality and dedication of staff and facilities. Holly Suite - made to feel relaxed and put at ease. Staff were excellent.
In patient and out patient	5	There is always a staff member ready to help	Heart and Chest - I have never had a complaint here. The stroke ward - once I got here from the Royal hospital I started to improve 100%. The Royal was not good and the attitude of staff there needs to improve. Sister of patient stated - from coming in here that very night my sister was a different person. It is really good here no matter what department you visit, it is a really nice atmosphere and always very clean. I would give it 98% for being tidy and 100% for being clean. I hope when the new Royal opens services here don't move there. Staff at the Royal are too busy chatting to each other, it feels like you have to interrupt but they then just dismiss you. At the Heart and Chest there is always a staff member ready to help you. It is packed in here today (out-patients) but we have been seen on time.
In-patient - Cherry Ward	5	This hospital is unique	In patient on Cherry ward. As soon as he was admitted we were spoken to by staff and updated on everything. They also said for us to bring to their attention anything on our minds as they would do everything possible for us. I never once had a problem visiting they let me in anytime. (Patient) - I had my own room, it was en-suite, TV, X-Box, comfy chairs, it was excellent. All the staff

			<p>were lovely. We have been private in the past but we could not of had better treatment than here.</p> <p>(Relative) - they take your worries away from you. This hospital is unique. All our family and children were made to feel welcome.</p>
Inpatient and outpatient	5	Excellent pre op and post op	Between April 18 - May 19. Catheter ablation with overnight stay. Excellent room and attention
Intensive care & out-patients	5	Treatment is fantastic	From Formby the hospital is very difficult to get to. Treatment is fantastic, was in intensive care for 11 weeks. The patient call in screens in out-patients are fantastic.
Oak Ward - inpatient	2	Problems with aftercare	<p>Oak Ward</p> <p>My sister was discharged without any after care plan during her stay in hospital. The pain relief plan was not followed.</p> <p>Additional comments:</p> <p>Quality of treatment 1 star - after care was poor</p> <p>Staff attitude 1 star - some staff were rude</p> <p>Discharge 1 star - discharged without after care plan after major surgery</p>
Out patients	5	Privacy and dignity maintained	<p>Alexandra wing - very good. Privacy and dignity was maintained including the use of the sun shower for the dermatology treatment.</p> <p>Out patients today - Cardiology - very good.</p>

Out-patient and in-patient	5	Satellite clinic is good practice	<p>I was an in-patient and here for a check-up. The staff are lovely and helpful.</p> <p>When I was on Oak ward recently the food was not so good.</p> <p>When I was discharged it was a long wait for my prescription.</p> <p>I think it is a really good idea that they have a satellite clinic at Southport hospital, you get to see the same consultant as well.</p>
Outpatients	5	Very happy with out-patients	Very happy with the out-patients department. Everything is all fine. They booked 3 appointments for us all in the one day which is very convenient.
Outpatients	5	Worried about not hearing my name	<p>It is my first time here in a long time. I am worried I will not hear them call my name. My husband dropped me off quite close so I could get here.</p> <p>Lovely hospital, don't remember a hospital every being so equipped.</p>
Outpatients	5	The courtesy bus is excellent	<p>The courtesy bus is excellent. We parked in a disabled space and brought here by the bus. The bus is a great help. Appointment waiting times are fine, nothing to improve.</p> <p>It will be difficult to get here from where we live when I have to visit (PR8) him in hospital.</p> <p>So far we have seen one surgeon and he was wonderful.</p>
Outpatients	4	Waiting times can vary	<p>I have been coming here 12 - 18 months. Waiting times can vary depending on who you have to see. Dr X's clinic can be a long wait.</p> <p>The waiting area is lovely and comfortable and you can always get a seat. There are always staff around to speak with and they are very helpful.</p>

			Car parking - there are a lot of double yellow lines which people just park on and it seems nothing is done about this. There are some free disabled spaces, but the disabled car park you have to pay for. All disabled spaces should be at a charge.
Outpatients	4	Not able to hear well in waiting area	This is my first visit and I have not been seen yet. I am not able to hear very well in the waiting area. The acoustics are not good. I have not been told about the waiting times today. I overheard from a fellow patient but when I asked reception they were not aware.
Outpatients	5	Staff were very nice and polite	Dealt with quickly and efficiently. Everything was explained about my procedure. Staff were very nice and polite. Pre-assessment clinic DCCV
Outpatients	5	Excellent	I attend once yearly. Dr Morrison and team are excellent.
Outpatients	5	I was given a choice of appointments	I was sent here from the Bluebell clinic. I had a choice of appointment which was good.
Outpatients	5	The nurse was fantastic	We got here and we were in the wrong place, we were all over the place. A nurse stopped and helped us. She provided tea and cake for patient (elderly gentleman) then helped to get us a wheelchair and porter to bring us to the right place. She was fantastic.

			(family called away unable to finish form).
Outpatients	5	The staff are lovely	<p>The waiting room for the scan is not good. There is not much space and it was packed and hot. Maybe an idea would be to allow patients to sit in the out-patients area and an intercom or screen to let you know it is your turn. Also the chairs in the scan waiting area are not good. They are too small for people especially with joint problems. They are not fit for purpose, the backs are too low and the seat is too shallow. The chairs do not provide enough support for people.</p> <p>The staff are all lovely and it is an excellent service.</p> <p>The pain management clinic here is brilliant.</p> <p>The parking here is generally rubbish and the multi-storey car park is too far away. The disabled car park is also too far, does the bus stop here?</p> <p>The need to think about distance.</p> <p>There are currently diversions on the M62. It would be helpful if they could add something to the reminder text to tell patients there are roadworks and to allow extra time for their journey.</p>
Outpatients	5	Only waited 2 weeks for my appointment	This is my first appointment and only waited 2 weeks for it.
Outpatients	5	Car park paying facilities	<p>The car park paying facilities need to be addressed as could not pay by debit card.</p> <p>I was sent a letter for my appointment but I never received it. I phoned</p>

			the secretary to sort out my appointment.
Outpatients	4	Staff are really friendly and helpful	<p>Car parking is not really good. Not many spaces and had to drive around the multi-storey twice.</p> <p>The waiting area is nice and cool and trendy. The staff are really friendly and helpful. The person I have brought in for her appointment did not know how to use the self check-in but it didn't matter as the reception staff helped no problem.</p>
Outpatients	3	Car park issues	<p>The distance to the car park is bad, especially when your breathing is bad. I waited for the shuttle bus but other people were there with walking aids so I let them get on. Walking up the hill is difficult for me.</p>
Outpatients	5	5 stars	<p>I was given my appointment via Aintree within 2 weeks.</p>
Outpatients	5	Treatment has always been good	<p>It has always been fine here. Some people may not be used to technology (new calling in patient system), mainly older people may not be used to it.</p> <p>Treatment has always been good and the staff are really nice. I don't like hospitals but the staff make it better here.</p> <p>There should be an assistance button for patients on the check-in machines.</p>

Outpatients	5	Check-in system	At the Liverpool Women's they use a bar code on patients letters to be used at the check-in. This is a good and easy way to check-in. This is a suggestion for out-patients here as they already have the check-in machines.
Outpatients	4	Treatment has been good	Treatment has been good in out-patients. It is the first time we have used this new system (calling patients in) and we think it is quite good. My appointment was 10.00 am and I was seen at 10.15 am. The board stated it was on time. Car parking is ok but it was a long walk for us. We only found out about the shuttle bus when we got here. Are there any signs by the car park to tell patients about the shuttle bus? We did not see any.
Outpatients	5	The new calling in system is very good	The new calling patients in system in out-patients is very good. It saves staff time coming out and having to call patients. Treatment is brilliant and staff are all good. The waiting area is very relaxed and you can get a drink. We have parked outside on the road, you get 2 hours and that works for us. They have nothing to improve internally it is just on the route here the could do with working with the council to have signs put up for the hospital. We came in from Wrexham and seen hardly any signs.
Outpatients	5	Treatment is great here	We used the self-check in today and then we were shouted in by a member of staff. We did not even notice the screens. I would not be able

			<p>to see them. If not told you wouldn't look. We always use the self check-in as it is easy and no queue. Treatment is great here, it is excellent and we are always seen on time. For the first time today we got a free disabled space.</p> <p>The staff are always wonderful here.</p> <p>We walked past 3 hand gel dispensers today. 2 were broke and 1 was empty. They could do with putting up the hand cleaning gels on the glass walk way.</p> <p>It is a long walk to the car park for someone with a heart problem.</p>
Outpatients	5	All lovely nurses and examination	<p>It has all been lovely, nurses and examination. All the staff are very nice. They have lovely surroundings and the chairs in the waiting area are very comfy. I couldn't see writing on the new boards but can see the names appear in larger print when being called.</p> <p>Parking is a problem if you have to walk, they could do with more disabled spaces by out-patients. There is a but but I have waited in the past but never got it.</p> <p>My appointment was an hour ago but they have been out to tell us about the delay. We have never waited before.</p> <p>I think this is the best hospital in Merseyside.</p>
Outpatients	5	Treatment is fabulous	<p>I cannot see the new screens for calling in the patients, even with my glasses on. I can see the name at the bottom but it flashes up and then gone too quickly. I think a lot of older people would not see it. They need to let you know about this new system in your appointment letter because we self-checked in and didn't know about it. We didn't know what the</p>

			<p>noise was.</p> <p>The check-in screens are good and a lot faster but they definitely need to keep the welcome desk for people who would struggle to use the screens.</p> <p>I am going to Orange room 9 and the sign above the door points left. The clinic is not left at the door it is straight ahead.</p> <p>The treatment here is fabulous and everything is wonderful.</p>
Outpatients	5	Dr Rao - excellent	<p>Dr Rao is excellent and perceptive to patient needs. The staff are motivational and give you an uplifting feeling that everything will be ok.</p>
Outpatients	3	Difficult to access disabled bays	<p>The car park gets busy. It is difficult to access disabled bays. I have a blue badge but haven't used it.</p> <p>The calling in screen for your appointment is only small writing and perhaps the colour is wrong.</p>
Outpatients	5	Excellent service	<p>I am at Dr Gupter's clinic today. Excellent service. This waiting area is fantastic, you can not fault this place at all. If we lived closer we would volunteer here. They really deserve the excellence award. Treatment is fantastic. They were so kind to me when my husband had his procedure. I stayed at the Robert Owen house, it was wonderful so I could be here all the time with him. It is so reassuring for the family that everyone here is so helpful. There are always staff on hand to help with patients who are less mobile in the out-patients part.</p> <p>The new calling patients in system is fabulous and we just sit here and see staff helping people all the time.</p>

			<p>My only suggestions would be more disabled parking near out-patients and for staff to tell family members about the Robert Owen House. I found out about it from the staff at the cafe.</p>
Outpatients	5	Consultant is great and supportive	<p>Mr Muir's clinic.</p> <p>The new patient calling system is very good and more efficient. I like the colour coding to find your way. I like the site map, it was sent to us with our appointment letter. It was easy to get here.</p> <p>This is a lovely waiting area with a coffee shop. You can sit and have a relaxing coffee whilst you wait.</p> <p>The consultants are great and very supportive. We have also been in the Holly suite and they could not do enough for us. The staff make you feel so reassured and relaxed at what can be a difficult time. So far today the nurse has been out to see us twice to update us on the waiting times.</p>
Outpatients	5	Fantastic and friendly	<p>I really like the new patient calling in system in out-patients. All hospitals should have this. This is the nicest and most relaxing hospital from the waiting area to the appointment.</p> <p>All the staff are fantastic, friendly and helpful. We could not ask for a better hospital, it is like being a private patient.</p>
Outpatients	5	Patient electronic appointment system	<p>We have an appointment with Mr Mohan. We have used the self-check in and sat down but looking at the patient electronic appointment system he has 3 clinics running. One is showing on time. One is showing 1 hour 45 mins delay and the 3rd showing a delay. Which clinic are we in? As a patient you don't know.</p>

			Staff and treatment have always been good, the staff are very polite and accommodating. Especially the girls on the floor who are up and down the waiting area. We have traveled by car today and the parking was good.
Outpatients	5	It is always great here	Out-patients today. It is always great here but seems very packed today. The checking screen for appointments is good. The staff are all brilliant and really look after you.
Outpatients	5	Parking was awful	We ended up on the top floor of multi-storey, I was driving up and down as could not find a disabled space. We had to park in a normal space in the end. He had to come down the stairs and there were no times displayed for the courtesy bus so he had to walk. It was crazy. Is there a bus to take us back? The treatment and staff are all good, no problems. We have today already had our first appointment before our time. It is just the parking. Scored the environment as a 1 star due to parking.
Outpatients	5	out-patients	Out-patients
Outpatients	5	Heart failure nurse - Lorraine	Seeing the heart failure nurse - Lorraine.
Outpatients	5	Everyone is lovely	Appointment with Dr Mohan's clinic. Everyone is lovely and Dr Mohan is fabulous.

			Disabled parking is horrendous - not enough spaces for one area. (7)
Outpatients	5	Out patients - treatment and staff excellent	Out patients - treatment and staff are excellent. There are 5 clinics showing up on the electronic board for Mr Field, how do we know which clinic we are? We checked-in on the self check-in but it does not tell you which room on there.
Outpatients	5	Doctor was brilliant	<p>This is my first visit here. All the staff are so kind and smiling. English is not my first language so it is good I can see all the screens and the colours. It is great for me.</p> <p>I have just been in and seen the doctor. His name is Dr Rob, I think he gave me his first name to make it easier. He knew English was my second language and he tried to use simple words, he was very kind to me.</p> <p>The waiting area is very hot.</p> <p>I would give the staff double the stars for their communication.</p>
Outpatients	4	Fantastic service	<p>Chest - out patients department</p> <p>I think it is a good idea to have the screens as I have a hearing issue. I can see good improvements over the last few years and I have been coming here for over 10 years. They are doing more multi and holistic working e.g physio.</p>
Outpatients	2	It is our first visit	It is our first visit here. It took us nearly an hour to park with a blue badge. We could not find car park H. We ended up ringing out patients

			<p>to tell them we could not park. When I phoned them they were not clear on instructions. I finally found somewhere and then we had to wait in a bus shelter for 15 minutes. Then there were no wheelchairs available, we were in a panic and I had to leave him alone whilst I tried to find one. We have traveled quite far and we feared we would be turned away. I have checked him in on the self check in but we don't know if he will get seen. Just been the female toilet and it is a mess.</p> <p>The staff have been helpful.</p> <p>I have rated cleanliness based on the toilet.</p> <p>Communication - based on trying to park and find our way around</p> <p>Quality of environment - on parking.</p>
Outpatients	4	Better facilities needed for disabled parking	<p>Treatment is great and staff are good.</p> <p>They need a bigger parking area for disabled users close to out patients.</p> <p>It is hectic trying to find a disabled bay close by.</p> <p>They have a great check in system and electronic display for appointments. Waiting time for the Echo is great, we sat and down and were called in.</p>
Outpatients	5	Staff very helpful	<p>Liverpool Heart and chest - we have had a problem trying to find our way around, we have been all over the hospital. Signposting needs improving. A member staff asked us if he could help us and then did bring us all the way here. The courtesy bus stopped and asked us twice if we needed help. The difference between here and Aintree is outstanding. Waiting times are bad at Aintree but you don't wait here.</p>

			This is also a great waiting area.
Outpatients	3	Heart clinic	People and staff are quite helpful.
Outpatients	4	Out-patients staff are lovely and helpful	Staff are lovely and helpful. I come here on a regular basis with my mother and I have always noticed that staff are always helpful.
Outpatients	5	Out-patients all staff kind and friendly	<p>This is my 3rd visit and I have no complaints. The environment is clean and bright, lovely waiting area and coffee bar. All staff have been kind and friendly. Everything is explained when you go in and you are not left in doubt. You can also ask questions.</p> <p>I see Mr. Mehta.</p> <p>We have also managed to park each time as you can park on the street outside.</p>
Outpatients	5	Out-patients ECG & Echo	The waiting area is relaxed and calm environment. The waiting times are never too long and if clinics are running late staff always provide updates. ECG & Echo were done on time and the staff were great.
Outpatients	3	Out-patients - running late	Appointment is running late so far. At first it said 40 mins late then it said 47 mins late now it is 1 hour 4 mins late. I hope the waiting times doesn't keep going up. I can't get a signal on my phone to call my wife. I did have a diagnostic test on my last visit and I was in and out in 5

			minutes and the staff were great. It took a bus and 2 trains to get here from over the Wirral.
Outpatients	5	Dr Gupta's clinic - very impressed	Dr Gupta's clinic - very impressed, so different from my home area. Dr Gupta was impressive and re-assuring. All the staff in the department (PVI procedure) were equally pleasant and helpful.
Outpatients	3	Friendly staff	After having the appointment for my mother cancelled, and us not receiving a letter to let us know, on arrival discovering this, the staff did all they could to make sure we were seen by another doctor at his clinic. Thank you. (long enough drive from North Wales).
Outpatients	5	Out-patients clinic	They give me a choice of times and this helps me as I travel here from Northwich. I was seen 20 minutes early today for my pacemaker check so I am just having a sit and cup of tea in the cafe area. I think it must be difficult for people with the nurses calling out names in such a large open area. (Patient was not aware of the electronic calling system on the screens). Once explained patient stated he felt the noise on the screen needs changing as it just sounds like a computer sound which people would ignore. Also the Trust needs to tell patients about this system, I did not know. Perhaps they could tell patients by either on their appointment letter, notices on the coffee tables, notice on the check-in screens. Also the TV screen is right in the corner, this needs moving as it is not

			obvious.
Outpatients	4	Cafe facilities	<p>I have just brought my partner and already called in for initial tests. I think we need a cheaper cafe for food and drinks. It costs a fortune here. He would have a long way to travel by bus if I did not bring him. He would have to get 2 buses from Widnes. Even if they just laid on one bus per hour direct he wouldn't mind getting here really early and waiting. He comes here as he has had a heart attack and stents fitted.</p> <p>We could do with having a tea trolley selling sandwiches and crisps. The main cafe is also expensive.</p> <p>He seems really happy with his treatment here.</p>
Outpatients	4	Can appointments be closer together	<p>We have travelled from Wrexham for an early morning appointment. We were all done by 11am and it was an excellent service. But now my next appointment is not until 3 pm and the clinic is already saying it is running late. Why could the appointments not be closer together? We are both very stressed and very tired. My wife does not drive but there are no rooms available here at the hospital for her to stay over but they have said they will look for a nearby hotel. I am coming in for the operation on Monday.</p> <p>I will be so tired driving home after today and we will be in all the traffic again and we have to get through Chester.</p> <p>Wife: I am panicking as he is being admitted Monday and I want to be with him. The staff have put me on the reserve list and have been really nice.</p>

			We have been over to the restaurant today and it is really nice. (Note: before conversation ended they received a text saying a room had been found in a nearby hotel).
Outpatients	4	One of the best places I have come to	So far the clinic is running 35 minutes late but the screen states that it is on-time. I have previously stayed in Alexandra House and could not fault it at all. I think this is one of the best places I have come to. I have had friends who have been seen here and they have all been treated well. I think the car parking is costly and the cafe is expensive. The out-patient calling in system is excellent.
Outpatients	4	Nice, clean hospital	Nice, clean hospital. Very busy at my appointment time. Excellent level of service although a lengthy wait to see a consultant.
Outpatients	5	Staff are brilliant and caring	I have come here by train and walked up. I did not know about the courtesy bus, I have been walking everywhere. The lady in the cafe has just told me about it. This information needs to be included in the appointment letter. This is my first visit to out-patients. I was treated brilliant as an in-patient. (ward unknown) The staff were brilliant and caring. There is nothing they could have done to improve my stay.
Outpatients	5	Always a good experience	Always a good experience, staff are friendly, helpful and understanding. I have visited this department on a number of occasions, both before and after my surgery. I have always found all the staff to be friendly, helpful and overall lovely! From the girls behind the counter serving the coffee to

			the nurses, HCA and consultants. I can truly say I have never had a bad experience here. Occasionally there has been a delay in seeing a consultant but that has always been communicated and has never caused me an issue.
Outpatients	5	Very informative, quick and friendly	I had two appointments, both were arranged to be at the same time. Staff were very friendly, informative and easy to speak to. I was reassured and felt happy on leaving.
Outpatients	5	Helpful, kind and supportive	I had been admitted with AF and had an ablation procedure. The staff were excellent.
Outpatients	5	Staff are very friendly and competent	They make me feel at ease. The staff are very friendly and competent. Here for a pre-op appointment
Outpatients	5	Great staff and nice environment	I have found the waiting times to be excessive but the service of the hospital staff to be fantastic. I was referred here in 2017 after being diagnosed with SUT, my issues were addressed quickly and I had my surgery arranged in 2017. The process was smooth from the beginning and I have felt well looked after. Even though I only have check-ups now, I feel comforted knowing I can come back if there are any issues. Great staff and nice environment

Outpatients	5	Quality care with great communication	I was admitted for an ablation. I had the procedure in October. I feel it has been successful and I am back here today for a post op visit.
Outpatients	5	Great hospital	This hospital has really looked after my dad regarding his heart. Highly recommend.
Outpatients	4	Needs clear signage to outpatients	Cardio diagnostics, out-patients An improvement I would recommend clear signage / communication of the most appropriate entrance to the unit. It was not clear which was the nearest entrance to use and also car park. Also to tell you distance you have to walk. Otherwise all very good.
Outpatients	5	Every time it is great - outpatients	Every time I come here it is great. This is a great hospital. (patient called away not finished)
Outpatients	1	Star rating based on expense	Although the coffee is nice (out patients) it is expensive for patients. Also the car parking is too expensive here and at all hospitals.
Outpatients	5	Fast, effective and polite	Treatment here for a heart attack. Recovering from an MI, being seen in out patients today. I can't help wondering why this hospital and AIntree don't share information, seems a waste of time and money.

Outpatients	2	Feeling anxious about calling in system	<p>This is my first time here at out-patients. The calling-in system is confusing and my eyes are not very good. I asked at reception how it works and if I am called and don't see it. He said my name would just keep coming up. I don't know where to go when my name comes up. If my son was not with me today I would just have gone home.</p> <p>The food is expensive here as well, it should be cheaper in a hospital. The Royal Hospital is cheaper, imagine if you had kids and had to come here. They need a water cooler in here people should not have to pay for water when waiting for their appointment.</p> <p>This is my first visit and I have not been seen as yet. Star rating based on calling-in system and expense of cafe.</p>
Outpatients	5	Elm Ward - difficult time made good	<p>After surgery I was admitted to Elm ward after a short spell on ICU. Staff, cleanliness and communication was of a high standard.</p> <p>It was a difficult time made good for me as possible. The attentiveness of staff and communication through to discharge was excellent.</p>
Outpatients	3	Appointment call-in not effective	<p>Free parking would be helpful!</p> <p>Appointment call-in not effective. Not aware that we were being called. Wastes staff time as they need to come and call patients. Probably increases appointment delays.</p>
Outpatients	5	This hospital has been smashing	<p>The signs from main reception to here need improving. Yesterday I managed to make it but today I struggled again. This hospital is local to me and has been smashing. I have been treated very well here. The check-in system works well and waiting times are brilliant. I always get</p>

			here early so not rushing. They have explained all the treatment and given me all the leaflets.
Outpatients	5	Out-patient appointment	I had a 24 hour heart monitor fitted, was told to bring back at 9.30 am following day so they could analyse the data, however, my appointment with the specialist was at 11 am so I had to wait time of 1 hour and 30 mins. Not ideal.
Outpatients	5	Professional, reassuring, excellent	Out-patients follow up appointment to treatment. Appointment to follow-up from treatment in December 2018 with Dr Palmer's clinic. Directions received in the post were insufficient. Postcode for Sat Nav did not bring up out-patients and it was a long walk for heart patient. Waiting area very pleasant, staff efficient and appointment on time. Discharge meeting - clear explanations and all questions answered.
Outpatients	4	1st visit - everything run smoothly	Straight forward and been seen on time. All ok with the consultant. It was my first visit and everything run smoothly. Travelled from Norris Green and when the buses are running late they will just pass you and leave you. I feel you can get lost on this site as many buildings. The bus drops you at the side and you have to walk all around. I looked at the map but it did not really tally up.

Outpatients	5	Mr Poullis clinic - all staff very helpful	All staff were very helpful and friendly. Procedures included x-ray, ECG etc. Seemed very efficient.
Outpatients	5	No problems	Out-patients Mr Zeinah's clinic. No problems. Would like free car parking for out-patients.
Outpatients	5	Staff and treatment been good	Staff and treatment been good. Induction loop (patient thinks it is called this). It is like a small bullet in your chest and linked up to a monitor and your phone. They did not want the monitor back and did not tell me what to do with it. There must be a cheaper way, this seems wastage. I like this hospital and they are usually on time. They have a good production line.
Outpatients	5	Excellent care	I have been to out-patients for a few appointments and the staff are always nice. The consultants are excellent here. Parking was good today although we do think it is a long walk and not well signposted. We know our way now.
Outpatients	4	Communication was an issue	I did not get the details of what I was getting done on the day. I thought I was going for one thing and I wasn't but the hospital and staff are good. Parking here is difficult, so it stresses you out a bit.

Outpatients	4	Parking is 100% bad	Heart and chest outpatients. All very good apart from the parking. Everything medical is exceptional but the parking situation is 100% bad.
Outpatients	4	Positive experience	Tests were carried out efficiently before seeing the consultant. Consultant appointment was very informative and a positive experience. Overall experience positive but finding the hospital was difficult due to lack of signposting. Mr Mediratta's clinic
Outpatients	4	4 stars	I was booked in Dr Todd's clinic and I saw Dr Pearman a member of his team. He explained everything very well and said he could only deal with certain aspects. Booked a procedure to be done July 2019 at this hospital.
Outpatients	4	Positive experience except for parking	We have had several experiences of this hospital. The staff without exception have been cheerful, helpful and knowledgeable. The only downside has been the abysmal lack of parking. So far today this visit has been very good.
Outpatients	5	5 stars	No further comments
Outpatients	4	First visit to cardio dept (diagnostics)	I was very quick to be seen. Very good service. Busy but efficient.

Outpatients	5	Exceptional	In my experience all have been exceptional. So far I have been in outpatients.
Outpatients	5	All good work at the Heart & Chest	Further comments related to a different Trust.
Outpatients	4	Overall good, staff are brilliant	Wait times for consultant are always at least 30 mins behind. Visiting as much as I do becomes very frustrating and I am here a lot. Secretaries to manage the appointments better. They forgot to book me in so echo on one day, results the next when the consultant specifically asked for the same day. The staff and consultants are amazing, very friendly.
Outpatients	5	Always friendly and polite	No further comments.
Outpatients	5	Excellent staff, all amazing	Out-patients chest. We still get lost once in the hospital but again staff very helpful when asked.
Outpatients	5	Dr Gupta - out patients	Very polite and helpful staff.
Outpatients	3	3 stars - Good	No comments

Outpatients	5	Environment clean & comfortable	Out-patients Environment clean & comfortable, Staff are very helpful.
Outpatients	5	Excellent	Out-patients cardio - Excellent.
Outpatients	5	Excellent	Mr Muir's clinic All appointments have been dealt with quickly and efficiently.
Outpatients	4	Impressed with the service	Out-patients I have only come along as support for my brother-in-law and I was very impressed with what I have seen. My brother-in-law said he was happy to say he liked it.
Outpatients	5	Very good service	Pacemaker clinic Very good service, very helpful staff.
Outpatients	4	My first visit to this clinic today	This is my first visit to Dr Muir's clinic today.
Outpatients	5	Check-up for cardiac diagnostics	Check up for diagnostics and clinic appointment.
Outpatients	3	I just wanted a	Wife attended with her husband who was in a wheelchair and brought in by NWAS.

		kind face	<p>Positive - was brought by ambulance with an ambulance wheelchair.</p> <p>Negative - 'dumped' on corridor, did not know what to do.</p> <p>Positive/ Negative - ambulance told reception but relative stated was still unsure re:system as no one approached them.</p> <p>Positive - another patient sat close by described the process to them.</p> <p>Positive - ambulance left the wheelchair with them.</p> <p>Relative stated ' I just wanted a kind face'.</p>
Outpatients	4	Delay in clinic was long	<p>It was a long delay whilst previous history was found and read. Then more tests required. But communications were fair as staff informed of delay and reason why.</p>
Outpatients - Cardiology	5	Very happy	<p>Out-patients cardiology today - I am very happy with all aspects of this service.</p>
Outpatients - Cardiology	5	This hospital is outstanding	<p>Cardiology out-patients</p> <p>This hospital is outstanding. Treatment has been excellent and the staff are all lovely. Car parking could be improved as it is too far to walk to out-patients from the multi storey.</p>
Outpatients - Cardiology/ ICU/Oak ward	5	Cardiology - excellent	<p>Cardiology is excellent - no complaints.</p> <p>I have also been on ICU and Oak Ward. All excellent.</p> <p>The electronic board to call patients in needs explaining. Maybe it should be mentioned in the appointment letters.</p>

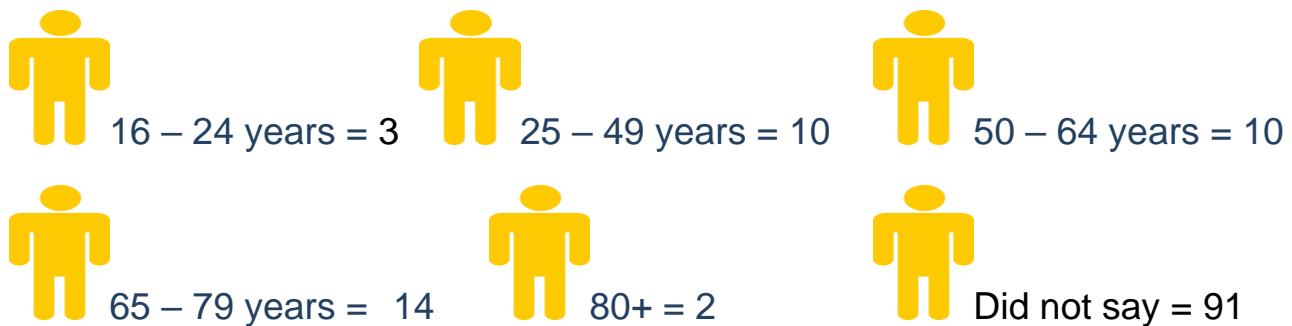
Outpatients - Spirometry	2	Could not find the clinic	<p>We could not find the out patient clinic. The letter states diagnostic Spirometry clinic. There were no signs. We have been walking everywhere. Our letter tells us nothing. There is no border visible between Broadgreen and Heart and Chest. I showed a member of staff my letter and she said I should be in Broadgreen. My letter does state Heart and Chest.</p> <p>We have not been told if the clinic is running late or on time, we were just told to wait for the green room. What happens if you are colour blind. We are parked in a disabled space but that is way away from us now.</p>
Outpatients today, previously in-patient	5	They have looked after me with great care	<p>Liverpool Heart and Chest have looked after me with great care. Sometimes there is a delay at appointments but it is due to either emergencies or workload. As an in-patient staff worked really hard taking care of some really sick patients. The doctors explain everything in understandable language.</p>
Pre-Op	5	This hospital is too good	<p>This hospital is too good. My appointment is at 11 and it is only 10.55 am now and I have already been seen by two clinicians. I could not find a better hospital and waiting area. The electronic board tells you how long you will wait.</p> <p>They could do with improving the car parking. It is fortunate I had someone to drop me off outside as I could not walk here from the car park.</p> <p>I have been an in-patient here and the rooms and service are like a hotel.</p>

Sarcoidosis clinic - Outpatients	5	Treatment and staff attitude is excellent	I attend every 3 months. I am attending the sarcoidosis clinic. Quality of treatment and staff attitude is excellent. The environment is colourful.
	5	Overall 5 star rating.	There were roadworks nearby. Overall 5 star rating
	2	2 stars re: calling in system outpatients	If my uncle had to come by himself he would not be able to check-in or know when he was being called in. I cannot see the new screen system. Neither of my parents would be comfortable with this either. I have brought my uncle today otherwise he would not know when it was his turn. So far his clinic is running an hour late.

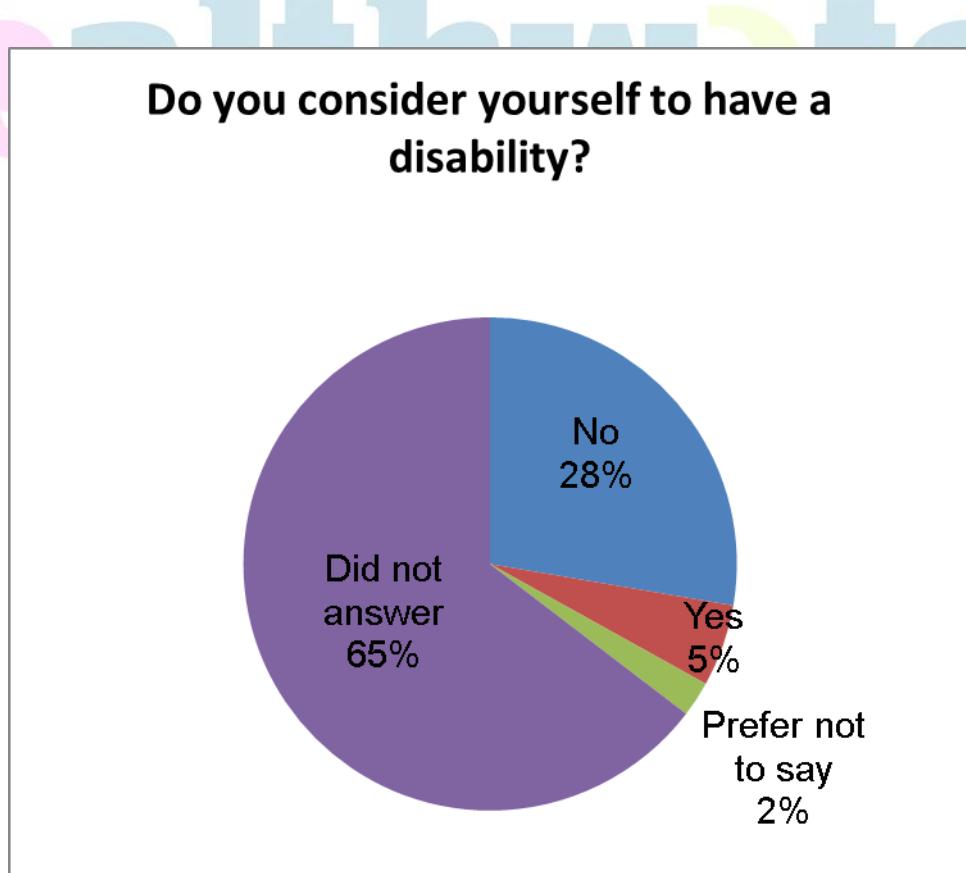
Healthwatch Sefton

Equality & Diversity Data.

Age range:



Do you consider yourself to have a disability?



7 patients shared that they considered themselves to have a disability with 36 sharing that they didn't. 3 patients preferred not to say, with 84 patients not answering the question.

Gender

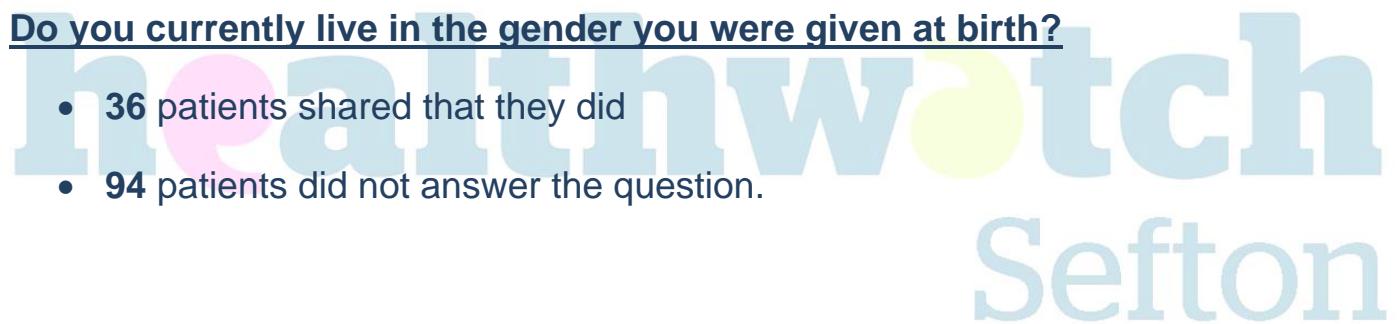
- **23** patients identified as Female
- **24** patients identified as Male
- **83** patients did not answer this question

How would you describe your sexual orientation?

- **40** patients stated Heterosexual
- **1** patient stated Gay
- **1** patient stated Bi-Sexual
- **88** patients did not answer

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

- **36** patients shared that they did
- **94** patients did not answer the question.



Summary and Recommendations

The Liverpool Heart and Chest NHS Foundation Trust scored an average Healthwatch Sefton rating of **4.51** out of **5** stars during the period of July 2018 to June 2019. **130** reviews were gathered from patients, staff and visitors during this period.



Over all the Trust scored **5** out of **5** stars for average individual ratings for:

- Quality of Treatment
- Staff attitude

Healthwatch Sefton continues to work in partnership with the Trust and on-going engagement at the hospital continues.

The main areas of feedback received is themed around 'Treatment and Care', with **90** comments resulting in **96% positive** feedback. 'Facilities & surroundings' was the second highest feedback area, receiving **82** comments, achieving **43% positive** feedback. There were **66** comments relating to staff resulting in **98% positive** feedback. Staff at the Trust should be congratulated on how they engage with patients and visitors.

'Access to services' received **53** comments, resulting in **49% positive** reviews and administration received **38** comments which resulted in **42% positive** reviews

Although there were only **7** comments relating to the theme 'finance', **4** of the comments relate to patients and visitors finding the cost of food and drinks expensive via the food outlets based in the hospital. The other **3** comments all related to waste of NHS resources.

In reviewing the comments relating to 'dignity and privacy', there was **one** comment which the trust may want to review and this related to the self check in service; "*If a patient doesn't press the 'close' button, their personal details stay on the screen for the next person to see.*"

Recommendations

- For the Trust to respond to the areas for improvement or consideration.
- For Healthwatch Sefton to continue to work in partnership with the Trust and gather patient, family, staff and visitor feedback on an on-going basis.

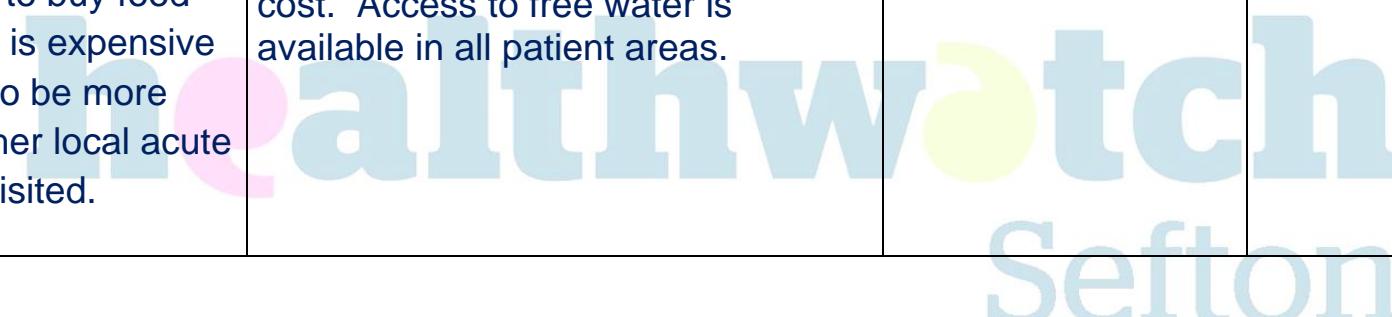
Areas for improvement or consideration

Please see below the 'areas for improvement or consideration' shared with the Trust within the reporting period of July 2018 to June 2019 with the responses received.

Area of improvement for consideration	Trust response/ action	Further comments (optional)	Further comments
Car parking/ convenience- we know there is little you can do about the location of the car park but patients have shared that distance from the car park to the hospital can be difficult with heart and chest problems.	We are currently working with Liverpool University Hospital Trust to see how best we can improve the current service provision from all patients and staff alike, this includes shuttle bus provision.		
Shuttle bus – we are aware that there is a shuttle bus in place to support patients and visitors to get to the hospital. A number of patients shared that this should be advertised more. Could this service be included in appointment letters / more signage on site displayed?	Posters have now been developed. We have also requested for this information to be shared in the patient letters.		

Area of improvement for consideration	Trust response/ action	Further comments (optional)	Further comments
<p>Shuttle bus – an issue which has been presented to the Healthwatch Steering group from a local group is the need for the shuttle bus to be available for evening appointments.</p> <p>We have been informed that evening appointments have started at the Liverpool Heart and Chest Hospital and the shuttle bus service for the hospital site ceases to operate at 17:00. Therefore, those patients, many of whom have heart problems are faced with long walks on the site when they use public transport/ hospital car park to get to the hospital entrance.</p>	<p>There are very few evening appointments for patients therefore there will be more available car parking spaces close by to the outpatient department. We are currently working with LUFT so see how we improve the situation.</p>		

Area of improvement for consideration	Trust response/ action	Further comments (optional)	Further comments
<p>Food and Hydration – there were comments made relating to this and also within comments relating to finance that the costs to patients and visitors who need to buy food and drinks on site is expensive and is perceived to be more expensive than other local acute trusts they have visited.</p>	<p>The nutritional steering committee are already sighted on this issue and have been working with the local food providers across the trust to see how we support patients and staff who require food and drink at low cost. Access to free water is available in all patient areas.</p>		


 The logo for Healthwatch Sefton. It features the word 'Healthwatch' in a large, light blue, sans-serif font. The letters 'H', 'a', 'l', 't', 'h', 'w', 'a', 't', 'c', 'h' are partially obscured by overlapping colored circles: 'H' by a pink circle, 'a' by a pink circle, 'l' by a pink circle, 't' by a yellow circle, 'h' by a yellow circle, 'w' by a blue circle, 'a' by a blue circle, 't' by a blue circle, 'c' by a blue circle, 'h' by a blue circle. Below 'Healthwatch' is the word 'Sefton' in a smaller, light blue, sans-serif font.

Acknowledgements

Healthwatch Sefton would like to thank The Liverpool Heart and Chest NHS Foundation Trust in particular Joanne Shaw and Annie Joseph who have supported in the both the planning of the engagement and during engagement sessions.

Thank you to all the staff who work at the Trust for always making Healthwatch Sefton feel welcome.

We would like to thank all the patients; family; staff and visitors who took part in completing the questionnaire during the planned outreach visits to the Trust.



Response from Liverpool Heart & Chest NHS Foundation Trust

Please accept my apologies for the delay , our nurse lead Jo Shaw was on sick leave at the deadline but I believe has now completed the response. Please let me know if you would like a copy.

Many thanks for the report , we very much value Healthwatchs' time and advice and absolute patient focus.

Kind regards,

Jane Tomkinson OBE.

Chief Executive.

Liverpool Heart & Chest Hospital NHS Foundation Trust.



Contact us

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Email: info@healthwatchsefton.co.uk

Website: www.healthwatchsefton.co.uk



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Sefton

Have your voice heard

This is your opportunity to influence health and social care services. Your feedback will be anonymously featured on our feedback centre (www.healthwatchsefton.co.uk) and used to make recommendations for change.

You can also call **0800 206 1304** with your feedback.

 Hospital  Doctors  Ambulance  Clinic  Dentist  Diagnosis  Community Services

Leave feedback

What service would you like to comment on?

For example care at home, GP practice, hospital or any other health or social care service.

Can you give us more information

For example which department, ward, clinic, community team or council department.

Date(s) of your experience

How would you rate your overall experience? (Please circle)



Your ratings (Please circle)



Alternatively if you would like to leave your feedback via our website please visit www.healthwatchsefton.co.uk

Summary of your experience (a few key words)

Please tell us about your experience

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

Patient

Carer

Staff

Relative

Visitor

Stay in touch

Would you like to sign up to our newsletter? (please tick)

Would you like to sign up as a community member? (please tick)

Please ensure you leave your details below

Name:

Address:

Email:

Phone:

In sharing the above, your details will be recorded on the Healthwatch Sefton CIVI CRM database. Please refer to the Data Protection statement below and the Healthwatch Sefton Privacy Statement.

Are you Male or Female (please tick)

Male Female

Age

Do you consider yourself to have a disability? (please tick)

Yes No Prefer not to say

How would you describe your sexual orientation? (please tick)

Heterosexual Gay Lesbian Bisexual

Do you currently live in the gender you were given at birth? (please tick)

Yes No Prefer not to say

Contact us

If you would like more information about Healthwatch Sefton please [contact us](#) using the details below:

Email: info@healthwatchsefton.co.uk **Phone:** 0151 920 0726 extension 240

Website: www.healthwatchsefton.co.uk **Text:** 07434 810438

Freephone: 0800 206 1304

This leaflet is available in alternative formats on request including different languages, audio format, large print and easy read.

Please return this form to us using the address below (no stamp required):

Healthwatch Sefton Registered Office: FREEPOST RTCG-HGXH-LHRS,
Sefton Council for Voluntary Service (CVS), 3rd Floor, Suite 3B, North Wing,
Burlington House, Crosby Road North, Waterloo, L22 0LG.

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