



SEFTON

Healthwatch Sefton Feedback Report

What people told us about Ophthalmology services at Southport & Ormskirk Hospital NHS Trust.

June 2019 – January 2020

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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 **Ophthalmology services at Southport & Formby District General Hospital**. 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.



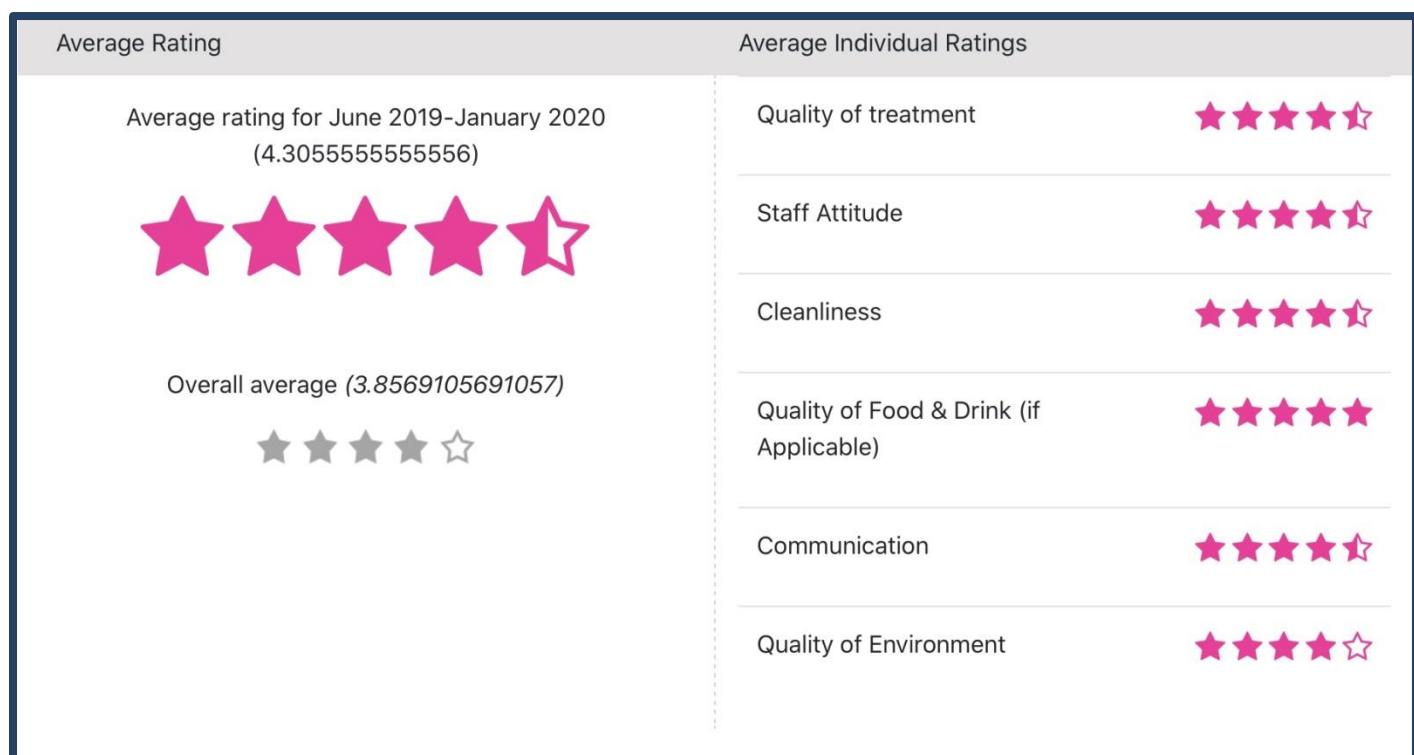
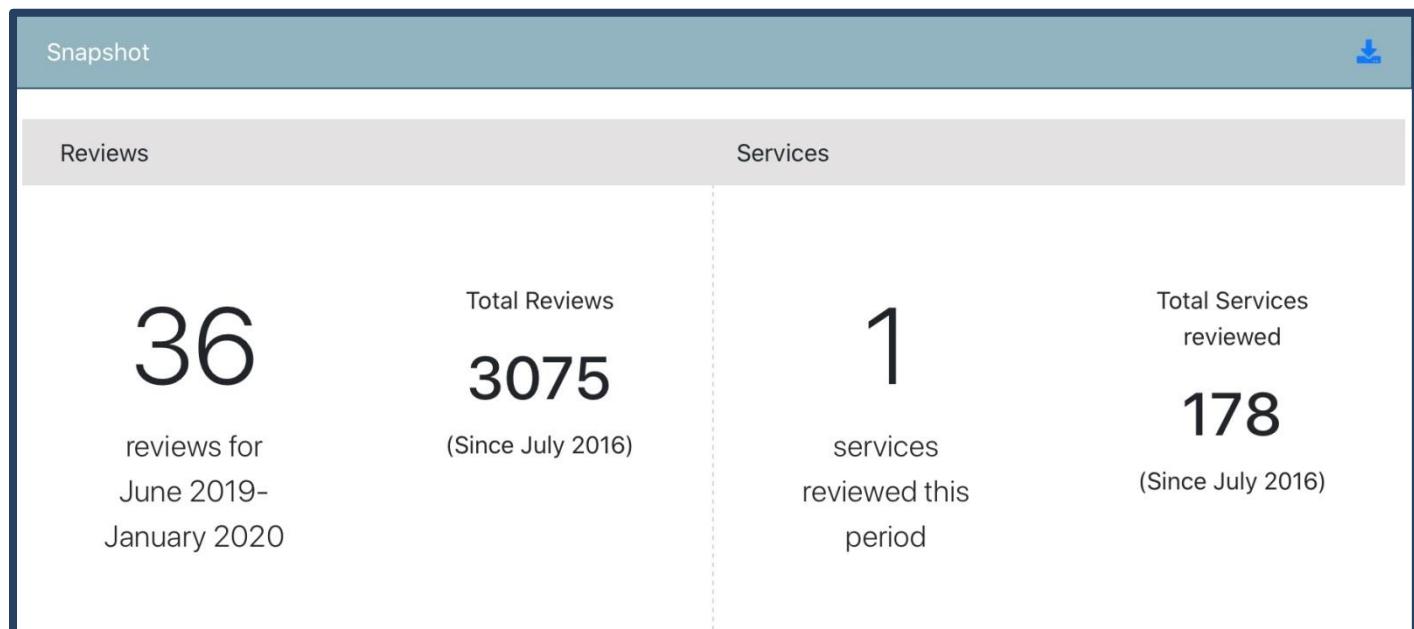
Sefton

For this report, Healthwatch Sefton attended the Ophthalmology clinic at Southport & Formby District General Hospital and spoke to patients; family members; staff and visitors within the outpatients department. Stands were held in the day during 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

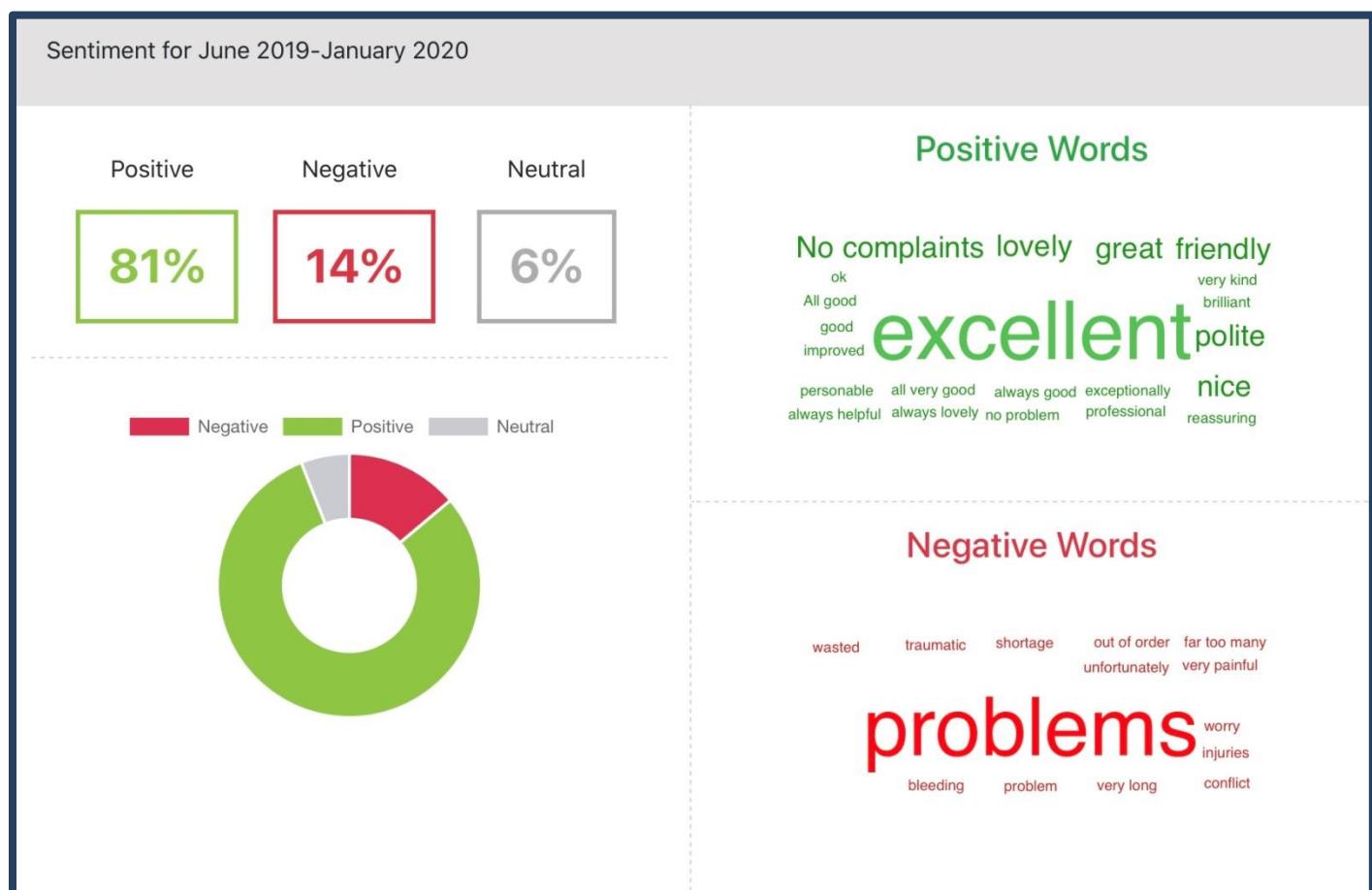
The following information provides a snapshot of the information provided between **June 2019 to January 2020**. During this period Healthwatch Sefton received **36** reviews relating to the service.

As can be seen from the information below the Trust has achieved an average score of **4.31** out of **5** stars.



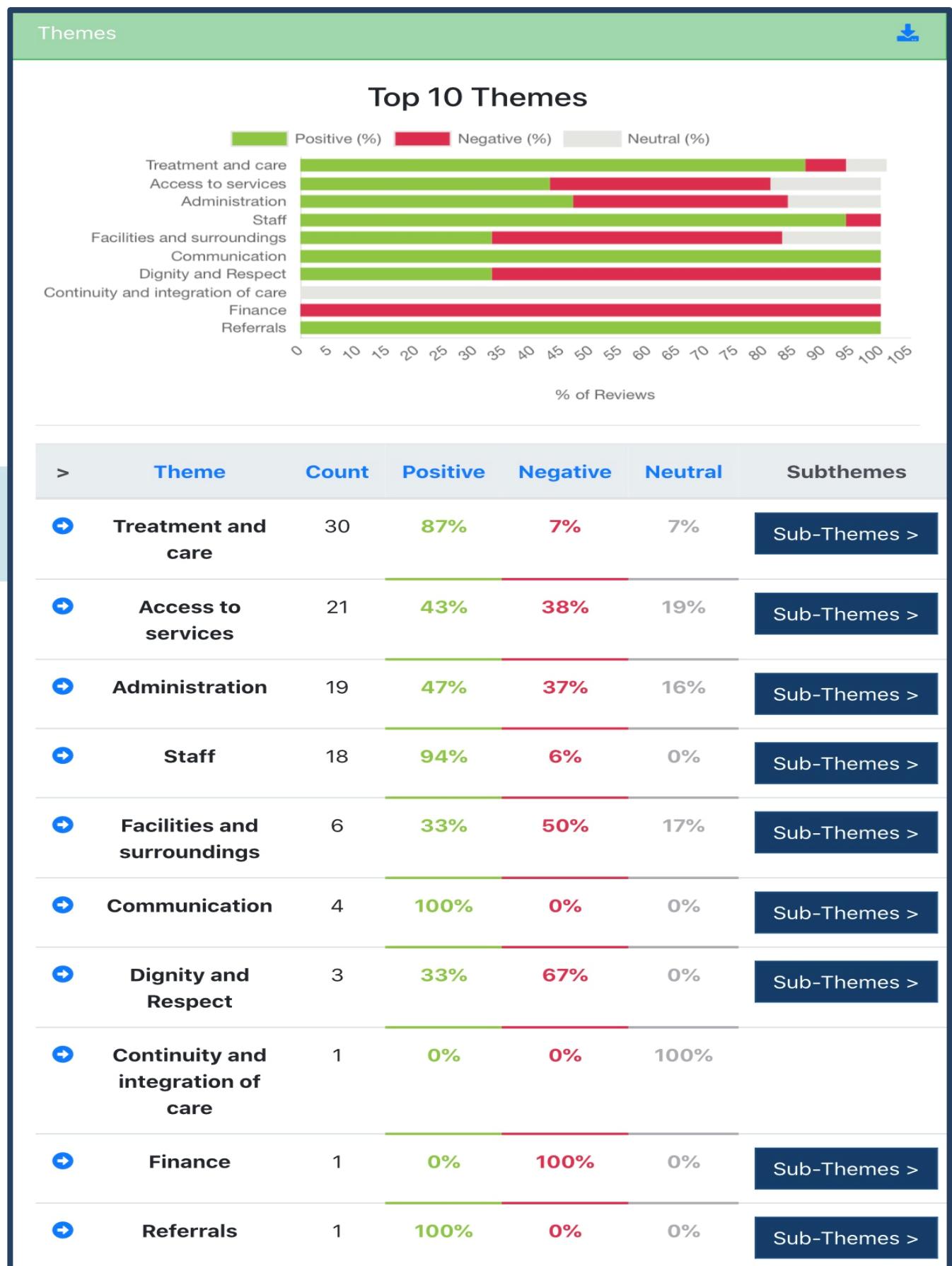
Sentiment Analysis

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 **81% positive, 14% negative** with **6% neutral** sentiments.

Key Themes



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

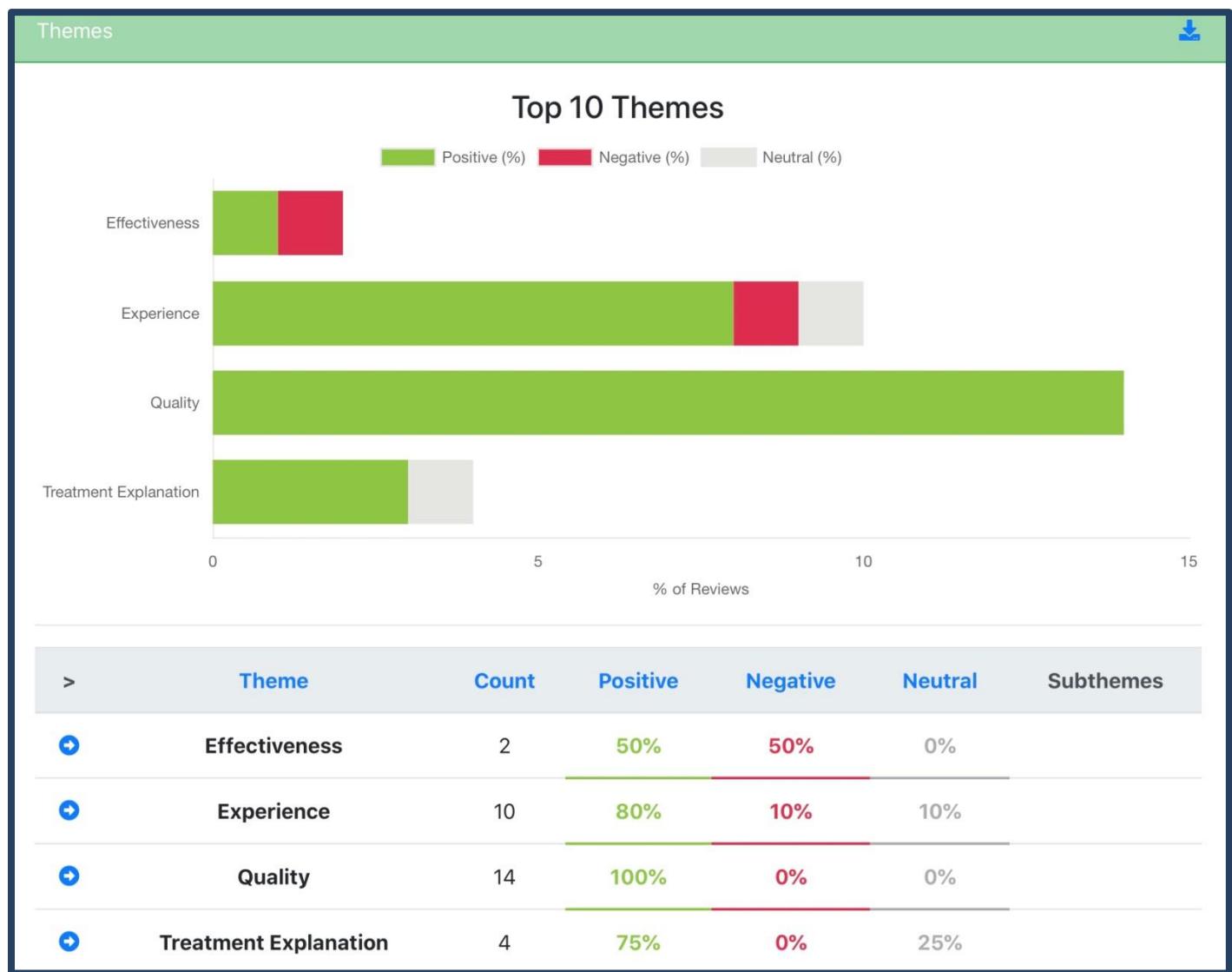
Three outreach sessions were held between June 2019 and January 2020. A total of **36** reviews were shared, with the Trust achieving 4.31 out of 5 stars overall for services provided.

The above table shows the main areas of feedback received is themed around 'Treatment and Care', with **30** comments resulting in **87%** positive feedback. 'Access to services' was the second highest feedback area, receiving **21** comments, achieving **43%** positive feedback. 'Administration' received **19** comments resulting in **47%** positive feedback.

'Staff received **18** comments, resulting in **94% positive** reviews.



Treatment and Care



Overall there were a total of **30** comments resulting in **87%** positive feedback.

As can be seen from the above table, feedback relating to 'Treatment and Care' has been broken down into four sub categories; effectiveness, 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:

“I came in yesterday as my eye was bleeding and was very painful. I had a really quick response to my condition and have come today for a 2nd appointment. Nice environment.”

“All round I have received an excellent service at Southport hospital.”

“All good. I have had no problems. The NHS is great. I have attended the eye clinic once a year and have no problems with appointments.”

“Very good attention received. I cannot complain at all. I have not been neglected at all. I have attended a number of times. However I do feel ignored and not listened to though sometimes by the eye clinic.”

“I am a diabetic so have to come for regular check ups and never had to wait too long or had any problems.”

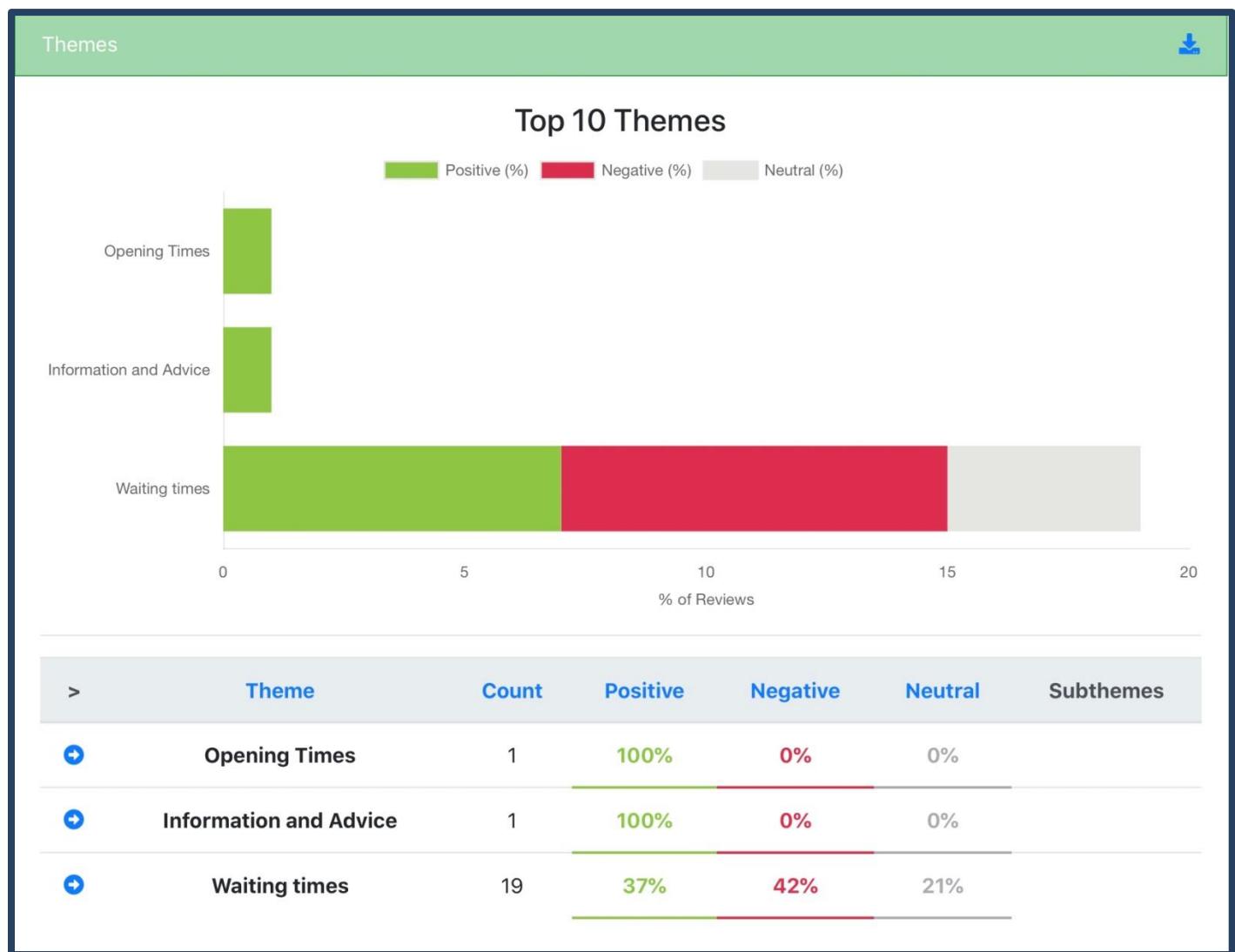
“I have been to 3 appointments at the Ophthalmology clinic. I have experienced no problems apart from the waiting times. I never get my appointments on time. The staff are very helpful and kind and nice. The hospital clinic environment is alright but could be updated.”

“Treatment was clear and thorough and was explained well.”

“I have attended the eye clinic a few times. I always have a long waiting time. Last time unfortunately I was not well and only had half the procedure because I couldn't see the doctor. Since then 2 appointments have been cancelled. The doctor I want to see is not always available and I would prefer to see the same doctor for continuity of care. The staff are very good. There are longer waiting times in the afternoon.”

Please see the ‘Reviews’ section for all feedback.

Access to services



Access to services is a key theme with **21** comments shared resulting in **43% positive** feedback. **19** comments related to waiting times, resulting in **42% negative** feedback and **21%** neutral comments.

Some of the comments received relating to **waiting times** are quoted below:

“There was quite a gap in between appointments at the eye clinic.”

“The delay in the clinic is personally explained by staff whilst you are waiting and I was told I was due to be seen next. I thought this was very good service and reassuring to know you have not been forgotten. Long waiting times for appointments.”

“I had a long wait in clinic. I received a text message which was good. I experience long wait for my appointment most of the time. Field test and appointments are separate.”

“It was very good. Sometimes I have to wait a bit longer for my appointment. If the clinic is running late the waiting times are longer.”

“I have been coming here for 20 years and have noticed how overloaded it can get. There appears to be far too many people with a small amount of staff. You can wait a while for your appointment due to the amount of people in the waiting area. There is quite a long time to wait between appointments in the Glaucoma Clinic.”

“I have attended the Ophthalmology Clinic for yearly appointments over the last twelve years. It has always been a really positive experience. The staff have always been helpful. If an appointment space becomes free you are sometimes seen early at the clinic. Waiting times in between appointments have become noticeably longer though. The clinic process has always been seamless.”

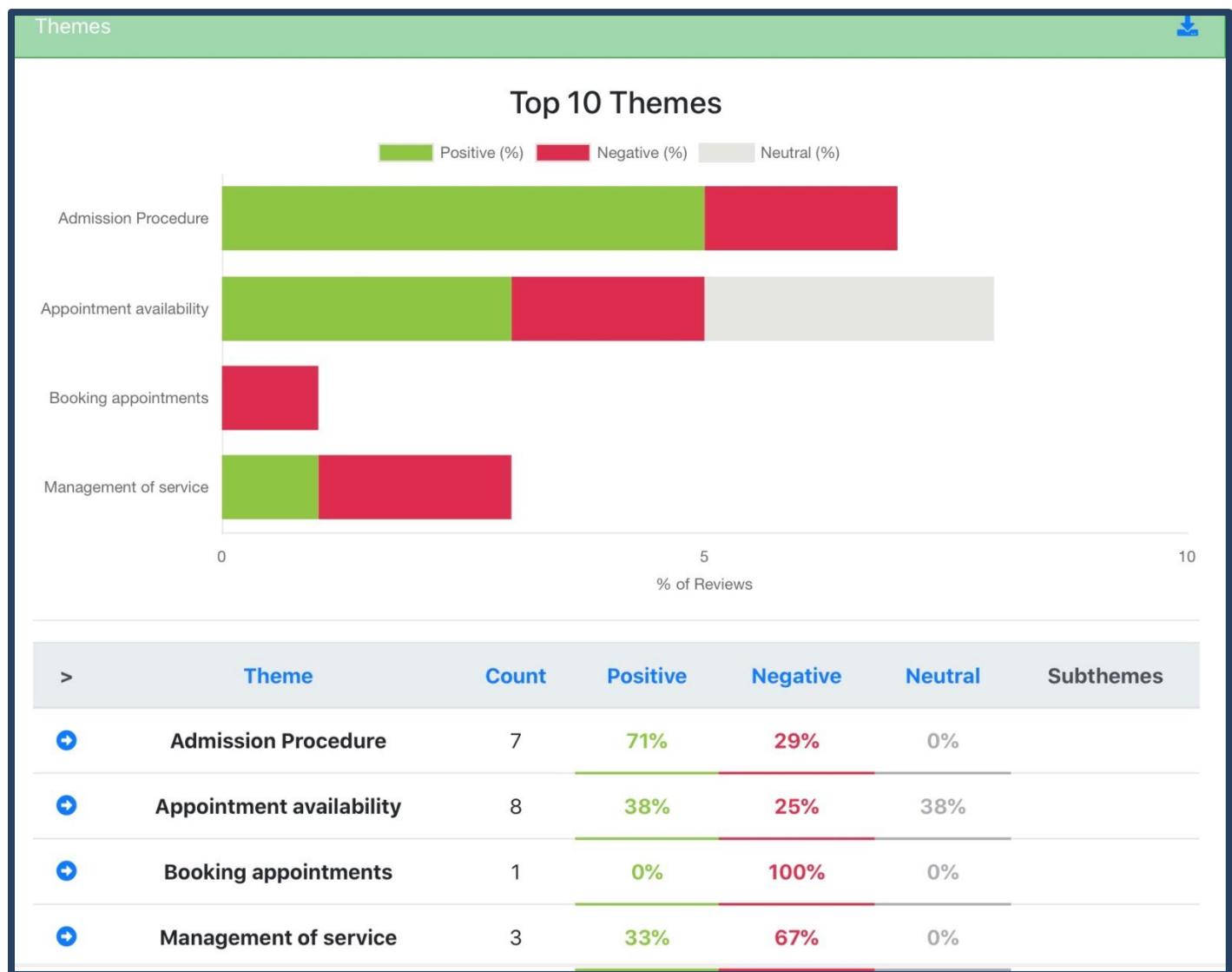
“I came in today and was seen straight away but yesterday I had to wait for a couple of hours.”

“Waiting times in between appointments have become noticeably longer though.”

“However appointments are longer than they should be. We used to be able to make another appointment at the end of the clinic but can no longer do this. This means a longer waiting time for the next appointment.”

Please see the ‘Reviews’ section for all feedback.

Administration



There were **19** comments relating to Administration which resulted in **47% positive** feedback and **37% negative** feedback. This category has been broken down into four categories; admission procedure, appointment availability, booking appointments and management of the service.

Some of the comments received are quoted below:

Admission procedure:

“Good communication with appointments. For my first appointment I was contacted by phone, for my 2nd appointment, I received a letter because my land line was down. In all very good communication.”

“I received a phone call from a nurse to remind me that it was important that I attended the clinic, this is really good as I could have forgotten.”

“If an appointment space becomes free you are sometimes seen early at the clinic.”

“Administration problem however needs looking at as I received 3 letters in one day. A letter to confirm an appointment, another to cancel it and another letter with a new appointment. I also received numerous repeated information and wasted paper.”

“I also received a text to remind me of the appointment.”

Appointment availability:

“There was an occasion where I was having problems along the way, I phoned and spoke to the clinic and they immediately reacted and found me an appointment.”

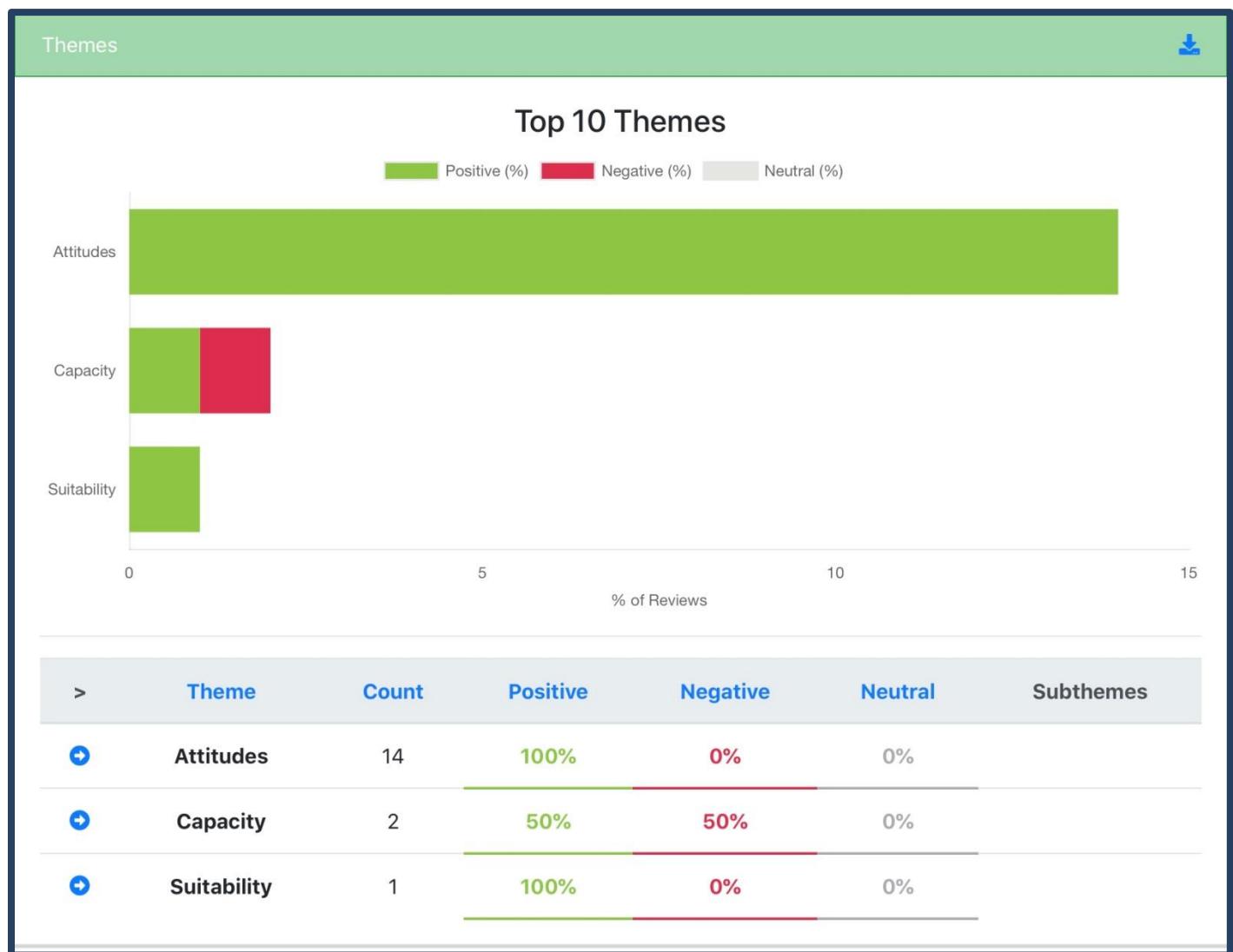
“Eight month wait for appointment when it should have been one month.”

“I myself have had no problems with waiting times for appointments. I also received a text to remind me of the appointment.”

Management of the service:

“I have been coming here for 20 years and how noticed how overloaded it can get. There appears to be far too many people with a small amount of staff. You can wait a while for your appointment due to the amount of people in the waiting area. There is quite a long time to wait between appointments in the Glaucoma Clinic.”

Please see the ‘Reviews’ section for all feedback.



As can be seen from the above table, feedback relating to 'Staff' has been broken down into sub themes. Overall there were **18** comments relating to this theme, resulting in an overall **94% positive** feedback.

'Attitudes' is a key theme, with **14** comments resulting in **100% positive** feedback. Capacity was mentioned by **two** patients.

Some of the comments are quoted below:

Staff Attitude:

"I come for an appointment every seven weeks and the staff are always lovely."

“Dr Nishith is really good ,very calm and very informative.”

“The staff are very helpful and kind and nice.”

“Staff are good, polite, helpful, professional. I couldn't fault them.”

“Staff and doctors are all very helpful.”

“Staff are always good, very polite and attentive. Their attitude is brilliant.”

“Very helpful staff. I attend all appointments with my grandma.”

Staff Capacity:

“I have been coming here for 20 years and how noticed how overloaded it can get. There appears to be far too many people with a small amount of staff.”

“Staff are extremely hard working, as they work in a pressurized environment.”



Please see the ‘Reviews’ section for all feedback.

Reviews

Rating	Title	Review
5	Very good	I come for an appointment every seven weeks and the staff are always lovely
5	Quick response to my condition	I came in yesterday as my eye was bleeding and was very painful. I had a really quick response to my condition and have come today for a 2nd appointment. Nice environment.
5	Amazing treatment	After an appointment at my Opticians in Chorley, my eyes were getting worse so they referred me to A&E as an emergency. I chose to come to Southport rather than Chorley and I am so glad that I did as I've received amazing treatment. There was an occasion where I was having problems along the way, I phoned and spoke to the clinic and they immediately reacted and found me an appointment. Dr Nishith is really good, very calm and very informative. We have such a great service with NHS and we need to protect it.
5	Excellent all round	All round I have received an excellent service at Southport hospital

5	Good communication	Good communication with appointments. For my first appointment I was contacted by phone, for my 2nd appointment, I received a letter because my land line was down. In all very good communication
5	Good communication	I received a phone call from a nurse to remind me that it was important that i attended the clinic, this is really good as I could have forgotten. I came in today and was seen straight away but yesterday I had to wait for a couple of hours.
5	Eye Clinic- attended clinic twice.	My experience has been alright. I have had no problems at all. All staff are friendly and helpful. The staff are quick. No problems with appointments.
5	Attending the clinic has been positive.	I have attended the Ophthalmology Clinic for yearly appointments over the last twelve years. It has always been a really positive experience. The staff have always been helpful. If an appointment space becomes free you are sometimes seen early at the clinic. Waiting times in between appointments have become noticeably longer though. The clinic process has always been seamless.
5	Eye Clinic	Eight month wait for appointment when it should have been one month. Conflict regarding dilation of eyes when in clinic.
5	I attended the Ophthalmology Clinic.	All good. I have had no problems. The NHS is great. I have attended the eye clinic once a year and have no problems with appointments.

5	Service is excellent. Staff are very good.	Staff are good, polite, helpful, professional. I couldn't fault them. No issues with NHS. Exceptionally good service. Overall my care was fine. I came here as an emergency appointment to the clinic on a busy Saturday afternoon. I had a tear in my eye, I had drops to dilate the eye and then laser treatment that day. I have had this treatment repeated 3 times and have a 4th appointment today. The staff have all been lovely.
5	Good experience in general. Just a few issues.	<p>Eye clinic waiting rooms have been improved and upgraded since my last visit. With higher chairs for people with mobility issues. Toys are also now available for children attending the clinic. Staff are very kind and helpful.</p> <p>However, one of the parking machines has been out of order for a week so you need to either go to spinal injuries department or main entrance doors to pay. Also parking prices have increased and parking is so expensive in the hospital car park.</p>
5	Absolutely excellent experience.	All admin staff are friendly and helpful. I have been through a traumatic time during the last two weeks during my treatment and the staff have been friendly and helpful at all times. Communication is very good and they work as part of a team.
5	Excellent service. Very good experience.	I came in as an emergency and I didn't have to wait. The priority system worked well. I had a very sore eye and attended the optician who contacted the clinic and I had an the appointment the very next day at the eye clinic. I am attending the follow up appointment today. Again I didn't have to wait long at all.

5	Very good.	Very good service, helpful staff. Very thorough examination.
5	Very good service at this appointment today.	Following a long wait to receive this appointment, I was given two appointments. This was for a field test- this appointment was excellent. Dr Chapman was lovely. Thorough examination and everything was explained very clearly. The plan for future appointments was very clearly explained to me.
5	Very good.	Very good experience at Southport eye clinic.
5	Excellent service.	All staff are fine and very helpful. No problem at all. I myself have had no problems with waiting times for appointments. I also received a text to remind me of the appointment.
4	Busy waiting area	I've been coming here for a very long time and the waiting area is sometimes really busy. It can get really hectic at times and you feel squashed a bit in the corridor whilst waiting. Its not ideal
4	No complaints, all good	I am a diabetic so have to come for regular check ups and never had to wait too long or had any problems.
4	Sometimes a long wait for an appointment	Usually it is a long wait for appointment but it has been ok today.

4	Shortage of staff	<p>I have been coming here for 20 years and have noticed how overloaded it can get. There appears to be far too many people with a small amount of staff. You can wait a while for your appointment due to the amount of people in the waiting area.</p> <p>There is quite a long time to wait between appointments in the Glaucoma Clinic</p>
4	Very good service	I've had a few appointments here and the service has been very good.
4	All fine	I come once per year for a routine appointment. I've not waited too long today so all is fine.
4	I received very good attention at the clinic.	Very good attention received. I cannot complain at all. I have not been neglected at all. I have attended a number of times. However I do feel ignored and not listened to though sometimes by the eye clinic.
4	I have never had any problems at all.	I have been to 3 appointments at the Ophthalmology clinic. I have experienced no problems apart from the waiting times. I never get my appointments on time. The staff are very helpful and kind and nice. The hospital clinic environment is alright but could be updated.
4	Eye Clinic	I have attended the clinic for quite a few years. I am early today for the appointment and am usually seen earlier depending on what care you have come for. No complaints. Staff and doctors are all very helpful. However appointments are longer than they should be. We used to be able to make another appointment at the

		end of the clinic but can no longer do this. This means a longer waiting time for the next appointment.
4	Eye Clinic	I had a long wait in clinic. I received a text message which was good. I experience long wait for my appointment most of the time. Field test and appointments are separate.
4	Everything was very good.	It was very good. Sometimes I have to wait a bit longer for my appointment. If the clinic is running late the waiting times are longer.
4	Service is quite satisfactory.	I have had a good experience when the first contact was done.
3	Good	Good
3	Medical point of view good, super, excellent.	Staff are extremely hard working, as they work in a pressurized environment. The staff are always helpful, polite and personable. Administration problem however needs looking at as I received 3 letters in one day. A letter to confirm an appointment, another to cancel it and another letter with a new appointment. I also received numerous repeated information and wasted paper.
3	I am happy with the attitude and treatment.	Staff are always good, very polite and attentive. Their attitude is brilliant. Treatment was clear and thorough and was explained well. I was reassured straight away which helped me to worry less and feel less anxious. The delay in the clinic is

		personally explained by staff whilst you are waiting and I was told I was due to be seen next. I thought this was very good service and reassuring to know you have not been forgotten. Long waiting times for appointments.
3	Very helpful staff.	Very helpful staff. I attend all appointments with my grandma.
3	Service was good.	There was quite a gap in between appointments at the eye clinic. Car parking issue. I had to go round the car park 6 times to get a space.
2	Ophthalmology clinic.	I have attended the eye clinic a few times. I always have a long waiting time. Last time unfortunately I was not well and only had half the procedure because I couldn't see the doctor. Since then 2 appointments have been cancelled. The doctor I want to see is not always available and I would prefer to see the same doctor for continuity of care. The staff are very good. There are longer waiting times in the afternoon.

Summary and Recommendations

Ophthalmology services at Southport and Ormskirk Hospital NHS Trust scored an average Healthwatch Sefton rating of **4.31** out of **5** stars during the period of June 2019 to January 2020. **36** reviews were gathered during this period.



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

- Quality of Food & Drink

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 **30** comments resulting in **87% positive** feedback. 'Access to services' was the second highest feedback area, receiving **21** comments, achieving **43% positive** feedback. 'Administration' received **19** comments resulting in **41% positive** feedback.

'Staff' received **94% positive** reviews from **18** reviews.

Although there were only **6** comments relating to the theme 'facilities & Surroundings', comments shared related to improvements to the department but that space within the department continued to be an issue. There were **4** comments relating to communication which were **100% positive**.

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.
- We shared this report with the trust during the Coronavirus/COVID-19 pandemic for information and did not request a response within the statutory response time (sharing for information only). We would however be interested at a future date to find out how the trust will deal with the backlog of appointments for this service and how patients will access this service.

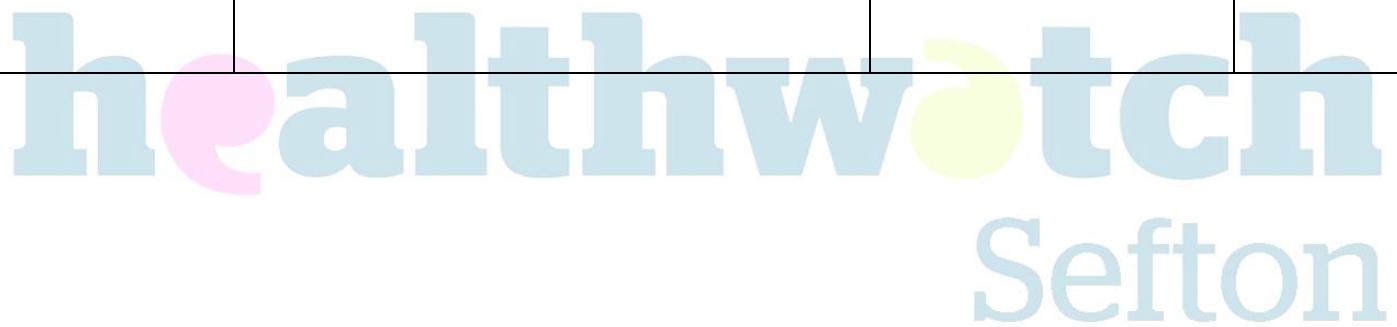
Areas for improvement for consideration

Please see below the 'areas for improvement or consideration' shared with the Trust with the responses received.

Area of improvement for consideration	Trust response/ action	Further comments (optional)	Further comments
<p>To review the administration process for appointments and see how improvements can be made. Appointments are cancelled and patients can receive multiple letters to cancel and re-arrange appointments which can be confusing.</p>	<p>The ophthalmology team have attended Get it Right First Time (GIRFT)/process map, meetings/workshops, since this report has been published. In addition a Failsafe officer has been appointed. This role would provide a track ad trace of ophthalmology patients, which promotes the safety of our service and ensure patients who are at risk (sight threatening conditions) receive timely reviews.</p>	<p>Some patients would receive multiple letters if booked in a doctor and fields slot (two appointments).</p>	<p>We welcome the opportunity for the Health watch team re-visiting our Ophthalmology services in 2020/ post covid.</p>
<p>To provide evidence of safe staffing levels for the department and what the level of safe staffing has been over the previous 6 months. Long waits for appointments, long waiting times within the department to</p>	<p>The Sister in the Ophthalmology outpatient department and her team review the nursing skill mix in advanced of the clinics and also on the day. Any adjustments are made to cover clinics, such as sickness or planned leave.</p> <p>Unfortunately, there have been occasions where we have had to cancel clinics, such as on the day sickness/ unforeseen circumstances. Please be assured that</p>	<p>The Sister in Ophthalmology has confirmed that each day on both sites, the safety huddle is completed. Where we regularly review our environment and initiate changes to promote the flow of our outpatient clinics.</p>	<p>We have multi-disciplinary meetings led by our clinical lead to identify ways of improving the efficiency of our ophthalmic clinics and improving our patients' journey. As part of this we review our environment and initiate changes to promote the flow of our outpatient clinics.</p> <p>Covid 19 has impacted on some of</p>

<p>be seen and observations about the shortage of staff and how busy staff are within the department, were cited by patients.</p>	<p>every step is taken to maintain the clinic before instructions to cancel the clinic is issued.</p> <p>We track and monitor patients on the Trust PTL report. This allows us to identify any potential long waits for appointments and expedite to any patient cancellation appointments.</p> <p>Unfortunately, we have been impacted by staff vacancies and sickness, which has contributed to longer waiting of appointments, outside of the covid -19 pandemic.</p> <p>Since the receipt of this report, a skill mix reviews has been completed for the department</p> <p>We aim to have either x1 HCA or RN per Doctor in the clinic, with an additional HCA available to support such as the OCT's.</p> <p>Any issues on staffing are escalated to the Matron and recorded via the Datix incident reporting system.</p>	<p>We have taken action to recruit to vacancies and have looked to expand support with the community/ external organisations.</p>	<p>our progress as we have had to adapt to the clinical guidelines and we adapted our environment to be Covid safe.</p> <p>We run our Acute Referral Clinic (ARC) Monday-Friday, running Face to Face clinics most days and many telephone/video clinics, as well as risk stratification being undertaken.</p> <p>We are progressing with our quality improvement work, such as the virtual glaucoma clinics, which will support the flow and efficiency of clinics. Part of this work would remove substantial waiting for stable glaucoma follow up patients. Which they can experience on the day or receiving a second follow up appointment.</p> <p>Covid 19 screening on all patients prior to entry.</p>
<p>To update Healthwatch on how the review undertaken by the Cheshire & Merseyside Health & Care Partnerships Elective Care</p>	<p>We are working in partnership with the CCG, to ensure patients are seen by the right clinician at the right time and what support both the Trust and the Community need to enable this.</p> <p>Part of the system joint working, we are</p>	<p>Since we received this report, we have been working with COVID. Part of this has been to adapt to new ways of working. Such as virtual / telephone clinics and</p>	<p>We welcome Healthwatch to input on these workstreams, or to revisit following covid to review these.</p>

<p>Programme Board for the Ophthalmology Eyecare Workstream may impact on the service currently being delivered by the trust and the impact this may have patients and staff.</p>	<p>progressing with the Virtual glaucoma clinics, and are working in partnership on post-operative cataracts and a minor eye condition service.</p> <p>This hopefully will mean patients are not having repeat visits/ appointments. These projects have been driven by the patient feedback we have received. Please be assured we would be looking to support patients, closer and more locally.</p>	<p>as part the bigger work streams with the CCG we are looking at virtual glaucoma clinics. This is in line with GIRFT and best practice.</p>	
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Acknowledgements

Healthwatch Sefton would like to thank Michelle Kitson, Matron for Patient Experience and the ward sister 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, particularly all of the receptionist staff and nurses at the Ophthalmology clinic, who were all very helpful.

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.

The staff team would also like to thank Anne Major, who volunteers with us here at Healthwatch Sefton for supporting us to independently collect feedback for this report.



Response from Southport & Ormskirk Hospital NHS Trust.

healthwatch
Sefton

Contact us

Address: **Healthwatch Sefton, Sefton Council for Voluntary Service (Sefton CVS),
3rd Floor, Suite 3B, North Wing, Burlington House, Crosby Road
North, Waterloo, Liverpool L22 0LG**

Phone number: **0151 920 0726 (ext 240)**

Freephone: **0800 206 1304**

Text: **07434 810438**

Email: **info@healthwatchsefton.co.uk**

Website: **www.healthwatchsefton.co.uk**



www.facebook.com/healthwatchsefton2013/



healthwatch
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.

Healthwatch Sefton, Company Ltd. by Guarantee Reg. No. 8453782

Data Protection

Healthwatch Sefton adheres to Sefton Council for Voluntary Service (CVS) Data Protection policies and procedures. Any personal or sensitive information is stored safely and securely by Healthwatch Sefton. Please see our Privacy Notice for further details at www.healthwatchsefton.co.uk/privacy. If you have any concerns or queries, please contact us.