

healthwatch

Liverpool

Experiences of people using Accident and Emergency departments in Liverpool hospitals July 2018

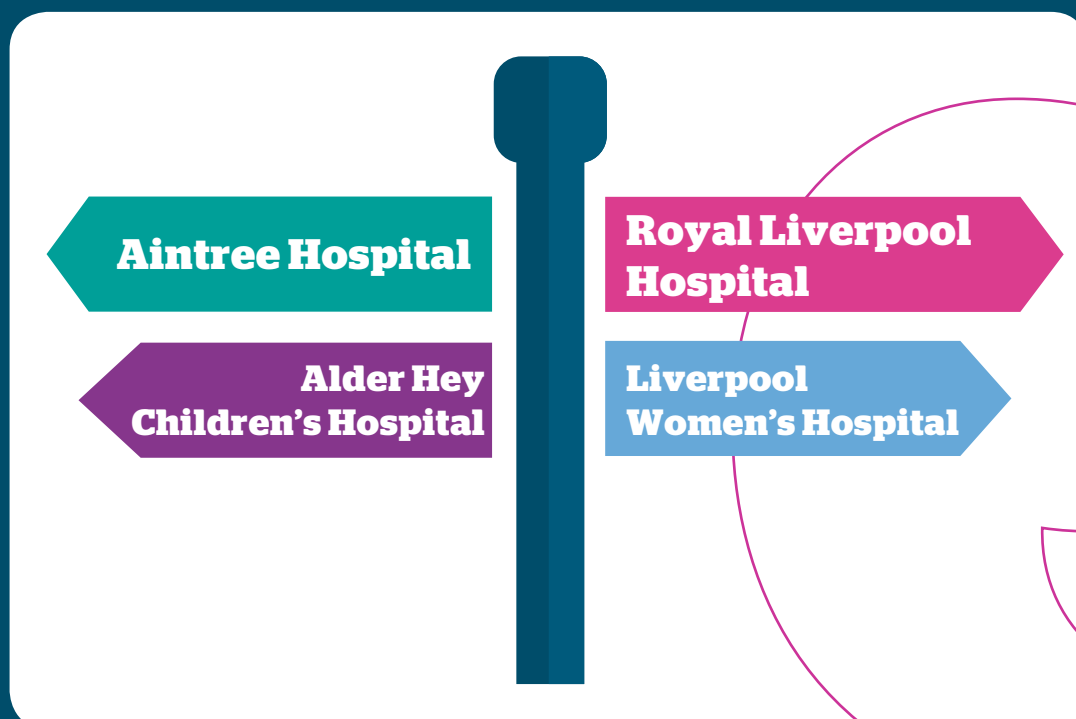


Table of Contents

Introduction	3
Key findings and conclusions	5
Survey results for Liverpool hospitals - 'A&E Listening Event'	7
Survey results for Liverpool hospitals - 'After your A&E visit'	10
Patient Comments	11
Demographics	14
About Healthwatch Liverpool	16
Appendix A - Survey Questionnaires	17
Appendix B - Breakdown of results by hospital	19
Aintree Hospital	19
Alder Hey Children's Hospital	23
The Royal Liverpool Hospital	27
Liverpool Women's Hospital	31
Appendix C - All results for Cheshire and Merseyside hospitals included in the survey	35
Appendix D - Responses from hospitals to this report	41

Introduction

Healthwatch Liverpool, together with other local Healthwatch, has spoken to people about their experiences of Accident and Emergency (A&E) departments in:

- Aintree Hospital
- Alder Hey Hospital
- Liverpool Women's Hospital
- Royal Liverpool Hospital

We know that local people are very supportive of our local hospitals but we had heard from some people that they weren't happy with their experience of busy A&E departments.

We have all seen the stories in the news about the pressures on the NHS, especially during winter, and how some A&E departments can struggle to cope. Sometimes this is "blamed" on people going to A&E when they should have gone to their GP or walk-in centre.

We wanted to find out more about what local people thought about their experiences of using A&E departments in Liverpool. Learning from these experiences can help make A&E services better for all of us.

Background and Methodology

As part of our role, Healthwatch Liverpool engages with the public to identify any themes or concerns around local health services. We do this through listening events held in healthcare settings such as GP surgeries, walk-in centres, clinics and hospitals. We also gather some feedback as a result of our information and advice work.

We had noticed some mixed feedback about local A&E services. Although local people in Liverpool are often proud and supportive of NHS services, we did notice some negative feedback about people's experiences in A&E.

We had noticed regular stories in the national media about the pressures on the NHS, especially A&E departments during the winter months.

We had also noticed an increasing amount of discussion at a national level about people using A&E inappropriately for issues that should have been addressed by visiting their GP, a pharmacy or walk-in centre. We had heard, both anecdotally at a local level and through national media, that some people were struggling to get a GP appointment and so were visiting A&E instead. We wanted to look at this particular issue as part of our survey.

We visited A&E departments on the following dates:

Aintree Hospital

17 July 2017 and 19 March 2018 (These visits were carried out by our colleagues at Healthwatch Knowsley who have kindly provided us with the data for this report)

Alder Hey Children's Hospital

17 July 2017 and 19 March 2018

Liverpool Women's Hospital

17 July 2017

Royal Liverpool Hospital

17 July 2017 and 16 April 2018

The survey is intended to provide a valuable “snapshot” of some people’s experiences of using A&E services.

All surveys and studies have limitations and this is no exception.

The surveys were carried out during the daytime on weekdays, therefore people’s experiences of using A&E services during the night and at weekends may be quite different.

Whilst all Healthwatch staff and volunteers endeavoured to speak to a diverse mix of people, it is possible that the views of some groups are not represented.

Any figures for waiting times mentioned in this report are based on patient perceptions of how long they waited rather than actual recorded waiting times.

The survey and this document are therefore not intended to provide an exhaustive study of all aspects and experiences of A&E services.

However, we feel that the survey does provide valuable insights and we will be working closely with local NHS Trusts to learn from the feedback, both broad themes and specific comments, and encourage changes to improve people’s experiences.

Key findings and conclusions

45%

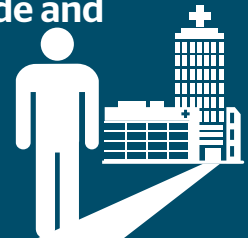
had been advised to attend A&E by another NHS service



Only **5%** of people attended A&E because they couldn't get a GP appointment



Liverpool hospitals see a higher rate of multiple A&E attendances compared to other hospitals in Merseyside and Cheshire



Patients gave positive feedback about the dedication and caring attitude of staff

Patients gave negative feedback about waiting times and a lack of information about possible waiting times



The 4 most common postcodes for those attending A&E were areas in north Liverpool which have the greatest health challenges



Recommendations

We are aware that there are pressures on hospitals and A&E departments due to staffing levels and increasing demand.

1. We know that hospitals, community services and commissioners are doing a lot of work to help people with long term conditions avoid the need to attend A&E. This work needs to continue.
2. Hospitals serving similar patient populations should share lessons learnt and initiatives which have improved patient care. This is particularly important for Aintree and the Royal due to the forthcoming merger.
3. Hospitals should give A&E patients regular updates about how long they might have to wait to be seen. Our survey shows that a lack of information about possible waiting times is a source of frustration for patients.
4. Our survey shows that patients really appreciate the care and dedication of staff who work in sometimes difficult circumstances. We ask that hospitals do all they can to support staffing levels and staff wellbeing.
5. We ask that hospitals and commissioners show how patient feedback has been used to help make decisions about planning and improving services.

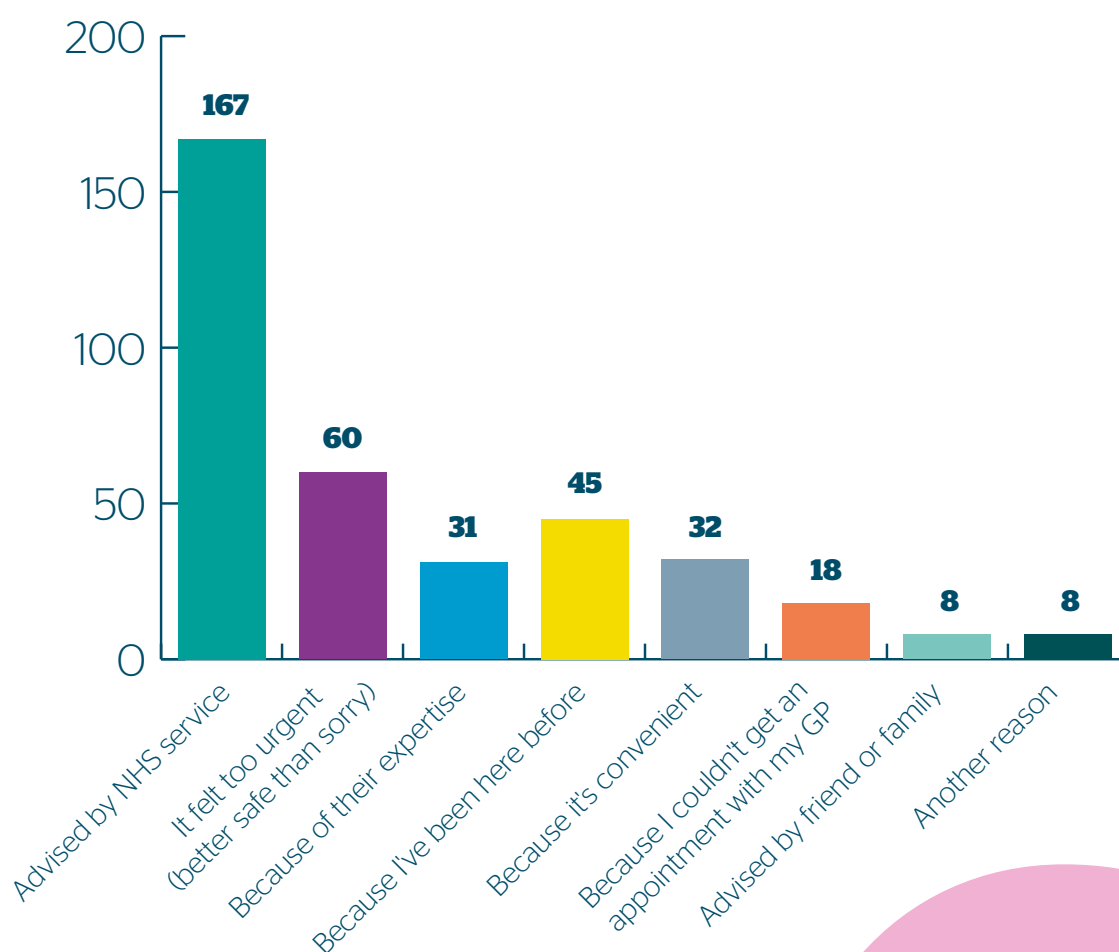
Survey results for Liverpool hospitals - 'A&E Listening Event'

A 'Listening Event' questionnaire was used with people sat in A&E. People were given the choice to complete this themselves or with support from Healthwatch staff/volunteers.

The following are the combined results for the 4 hospitals located in Liverpool city: Aintree, Alder Hey, Liverpool Women's and Royal Liverpool.

See Appendix B for results for individual Liverpool hospitals and Appendix C for all Cheshire and Merseyside hospitals included in the survey.

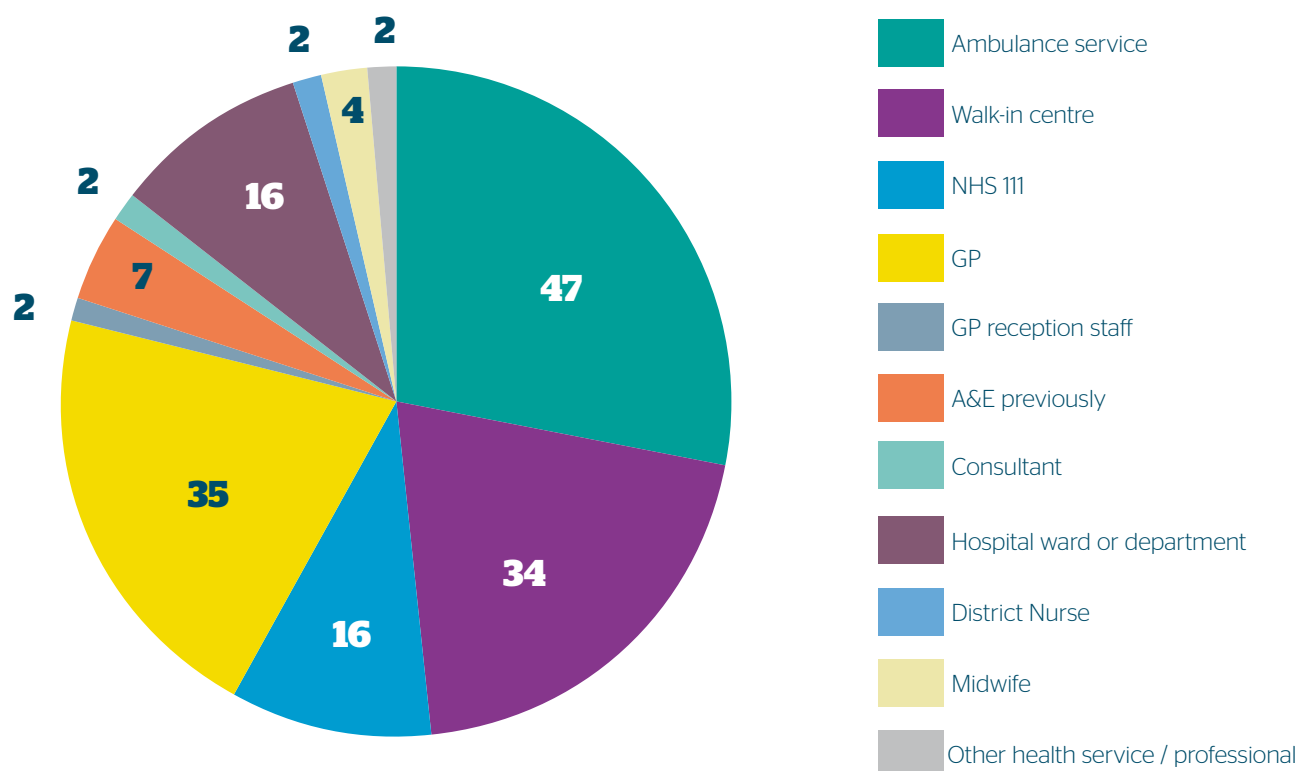
We spoke to a total of 293 people for the initial survey and 77 people completed a follow up survey.



Why did you come to A&E today?

- Please note that for this question people were able to tick multiple reasons which they felt were relevant. Therefore the number of reasons is larger than the total number of respondents.
- The most frequent single reason for attendance is that the person was advised to do so by another NHS service (45%).
- The next most frequent reasons are that the person felt their health needs were urgent (16%) and that they had been to that A&E before (12%).

The NHS services advising A&E attendance were as follows



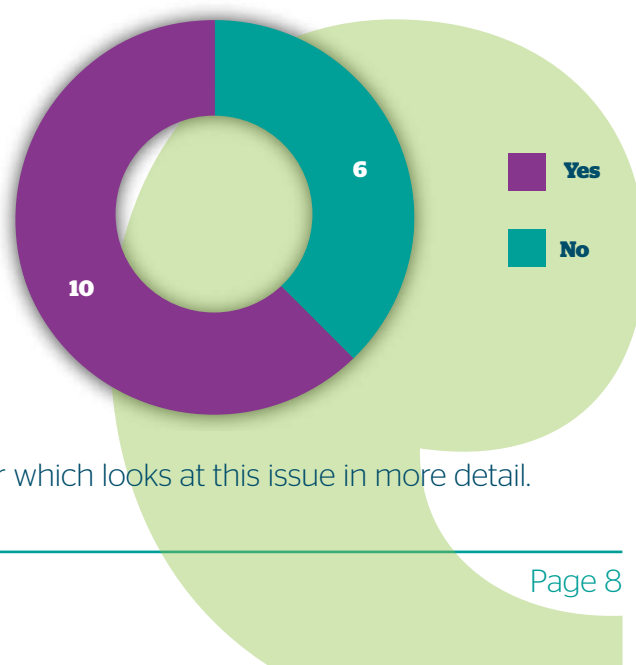
The top 5 most frequent services advising NHS attendance are:

- Ambulance service (28%)
- GP (21%)
- Walk-in centre (20%)
- NHS 111 (10%)
- Hospital ward or department (10%)

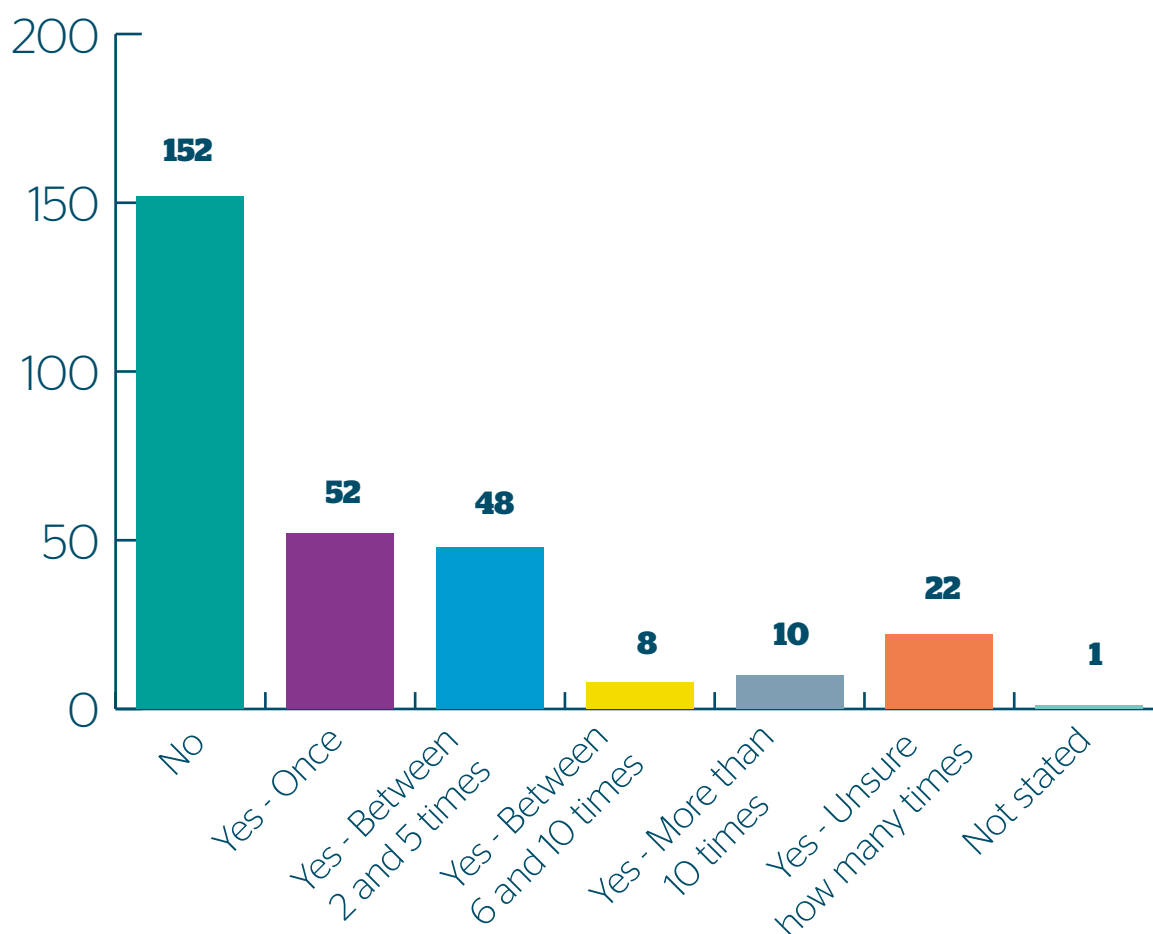
Couldn't get GP appointment

- Recent stories in the media have suggested that some people attend A&E as they have been unable to get an appointment with their GP.
- Our survey indicates that this is the case for only a small minority of people (5%).
- 13 out of 18 people who said they couldn't get a GP appointment provided us with the name of the GP surgery. There was no clear pattern as each surgery appeared only once. 9 were in Liverpool, 3 were in Sefton and 1 was in Knowsley.
- Of those who attended because they couldn't get a GP appointment, the majority (63%) did try to get an appointment.
- A significant minority (37%) say they didn't try to book an appointment. This might be because of past difficulties with getting an appointment.
- We will be publishing a report on GP access later this year which looks at this issue in more detail.

Did you try to Book a GP appointment?



Have you used A&E in the past 12 months?

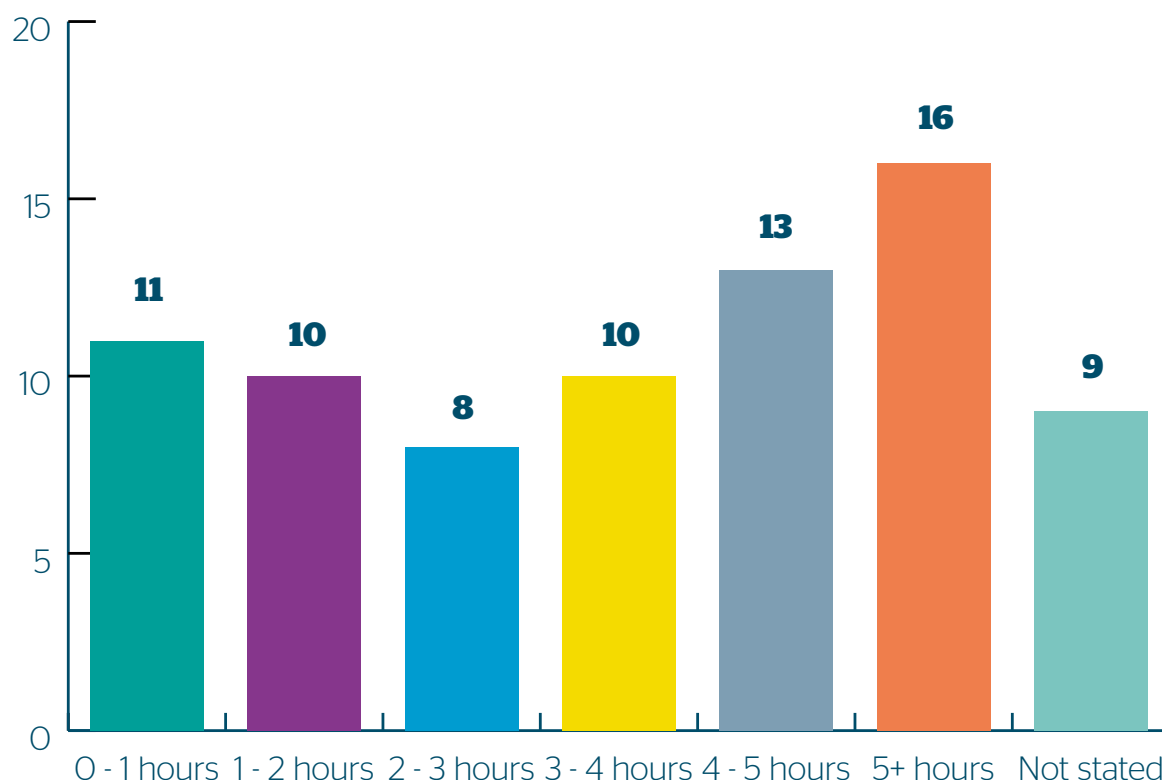


- The majority of people surveyed (52%) had not attended A&E in the past 12 months.
- Of those who had attended, 18% had attended once before, whilst 16% had attended between 2 and 5 times before.
- Only 6% of people had attended 6 or more times in the past 12 months.

Survey results for Liverpool hospitals - 'After your A&E visit'

An 'After your A&E visit' questionnaire was provided to people waiting for them to complete and return to us in a freepost envelope after they had left A&E. We also had a copy of this available online which we promoted.

How long has it taken from your arrival at A&E to being treated and discharged?

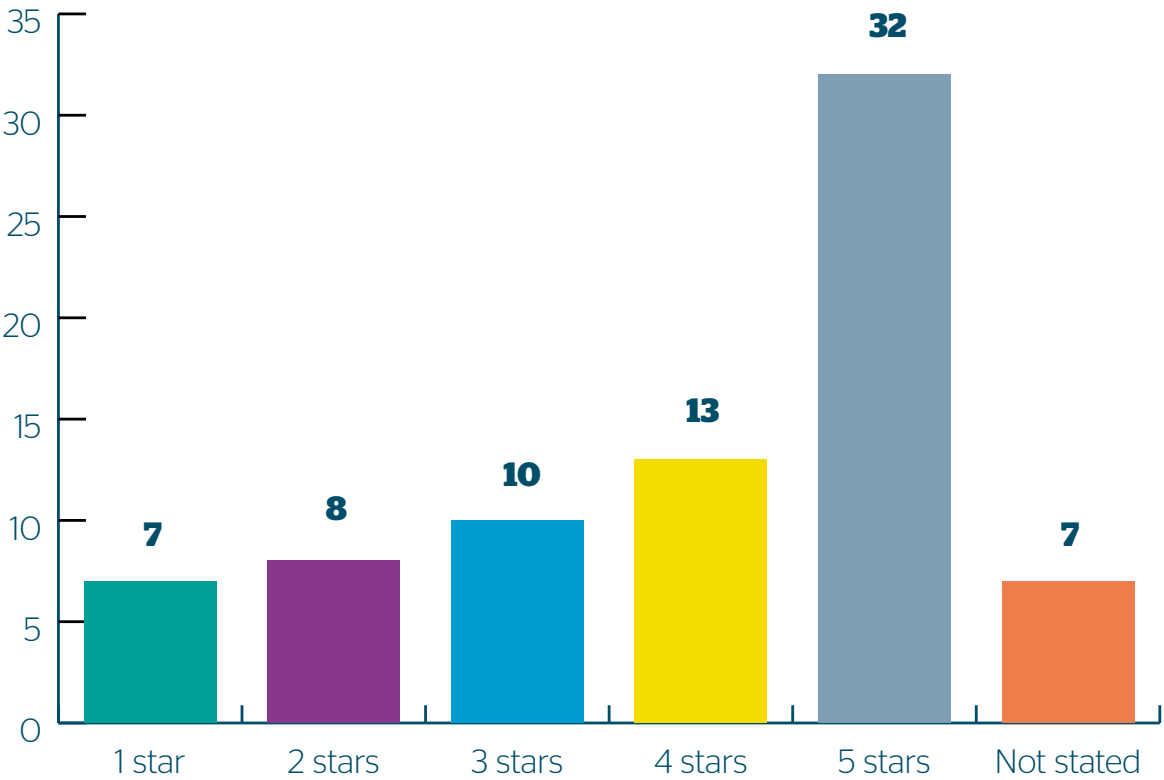


- A&E departments have a target for a minimum of 95% of people to remain in A&E for a maximum of 4 hours before either being admitted to hospital or discharged.
- Evidence shows that A&E departments across the country have struggled to meet this target.
- Our survey results show that half of people (51%) were treated and discharged within the 4 hour target.
- However, a significant minority (38%) of people were in A&E for more than 4 hours and the target was missed for these people.

On a scale of 1 to 5, please rate your experience today



- Of those who provided an answer, the mean star rating was 3.79 out of 5.
- The majority (58%) of people rated their experience of A&E as either good or very good (score of 4 or 5).
- However, a significant minority (19%) rated their experience as poor or very poor (score of 2 or 1).



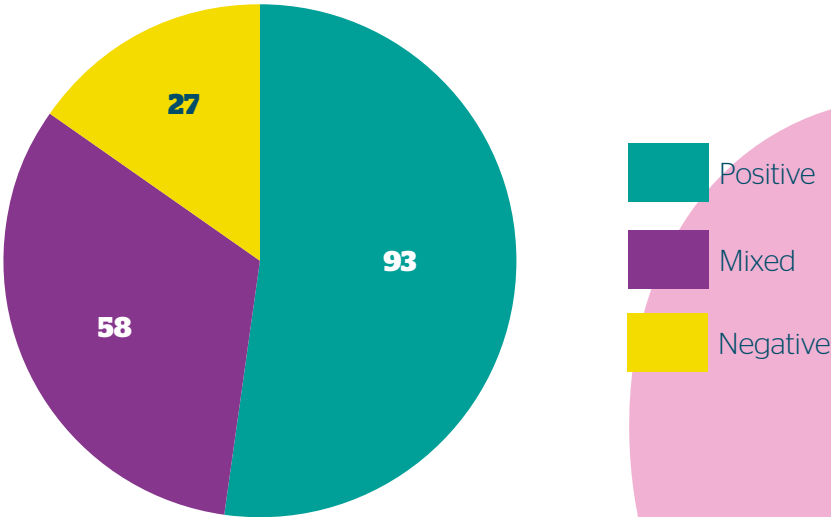
Patient Comments

People were asked if they had any comments and, if they did, these were written down.

For the purposes of analysis, feedback comments have been categorised as follows:

- Positive = exclusively positive comments
- Negative = exclusively negative comments
- Mixed = both positive and negative comments

Some people did make comments which were not related to quality or their experience of the service, such as descriptions of their medical ailments. These comments have been excluded from the analysis.



- A small majority of comments received were exclusively positive (56%).
- Although only 11% of comments were exclusively negative, a total of 44% of comments did include negative feedback (those categorised as either negative or mixed).

We have analysed all the comments using thematic analysis techniques and noticed the following recurring themes. We have included some typical comments. Similar points were made by many other patients:

Staff attitude

A large number of people were positive about the attitude of the staff:

"Staff are absolutely lovely"

"Staff polite when booking in"

"Good staff service"

"the staff remained calm, reassuring, professional and caring"

Staffing levels

There were quite a lot of comments about the number of staff available and people were worried that the staff seemed to be overworked:

"They're short-staffed"

"Overworked staff doing the best they can"

"they're underpaid and understaffed"

"they're just understaffed"

Waiting

Some people weren't happy about the amount of time they had waited:

"The waiting is horrendous"

"It's slow"

However, a long visit to A&E did not always mean that people were unhappy. If people felt that they had good care and attention from staff then they weren't so dissatisfied about a long visit.

"Although extremely busy staff were marvellous and caring"

Communication

Nearly all of the negative comments mention a lack of communication/information from staff, particularly about expected waiting times:

“there was a lack of information, had to keep asking”

“you go in once, they talk to you, and then you don’t know when you go in again”

“There is a lack of communication”

“I’ve got no idea how long I’ll be waiting and no estimates given or board with any delays shown”

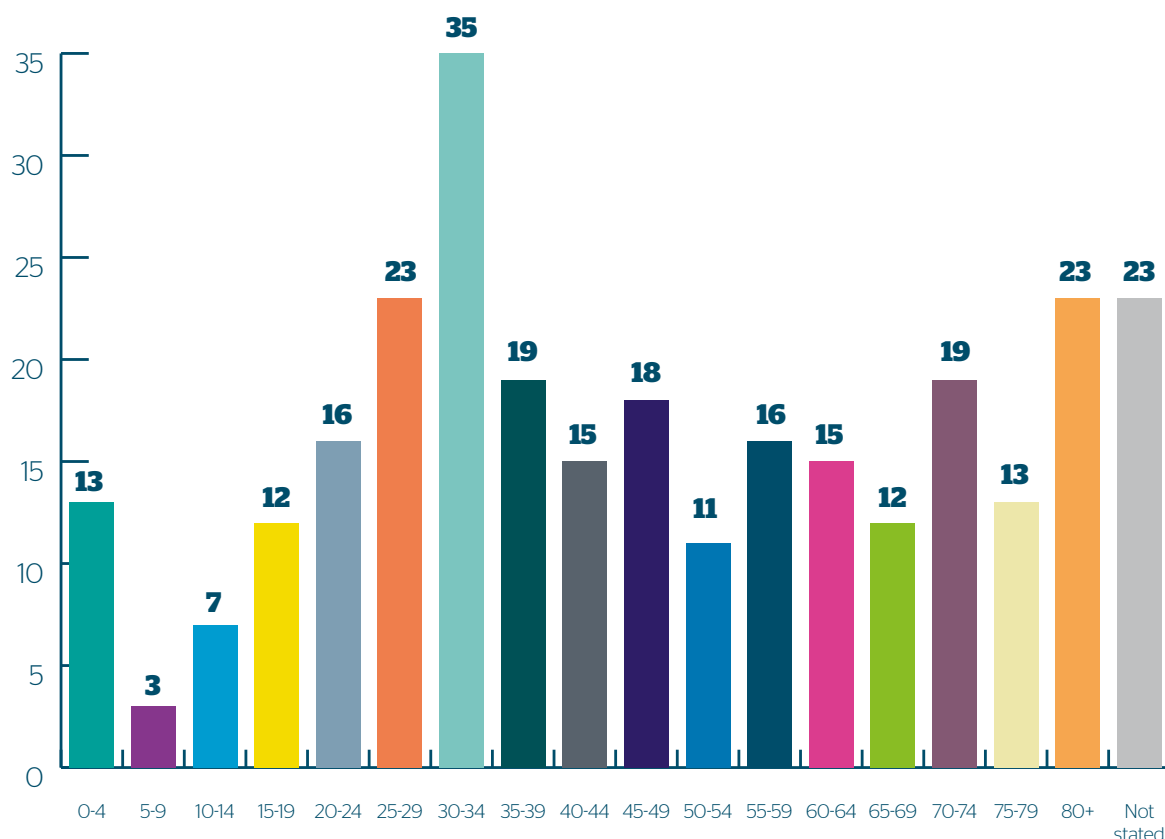
“we were informed of estimated waiting times, but this was because we were so frustrated last time and not being told, that we sought out this information from staff today”

Demographics

The survey included some basic demographic questions to ensure that we were speaking to a broad range of people.

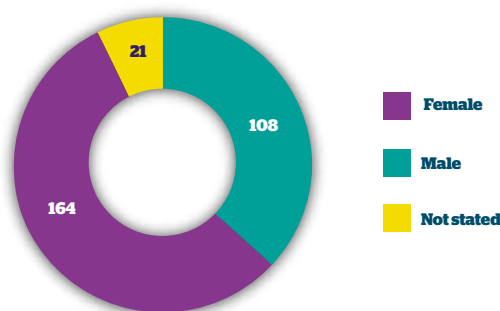
Please note that this information relates to those answering the survey. This could be the patient themselves or, in some cases, a parent/guardian, carer, family member or friend.

Age



- The most frequent single age group is those aged 30 to 34.
- A likely reason is that those surveyed at Alder Hey are likely to be parents of child patients and those at the Liverpool Women's are likely to be those who are pregnant.

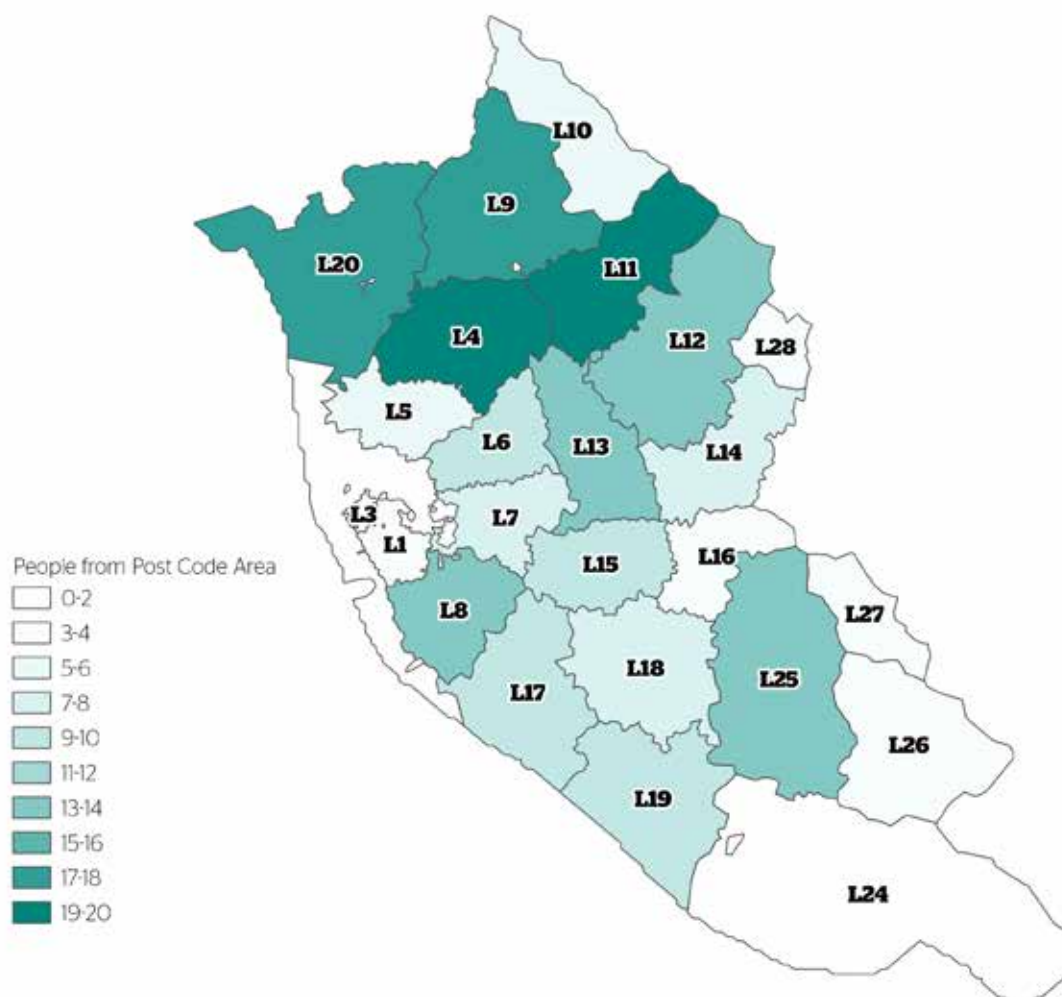
Gender



- A small majority of those surveyed were female (54%).

Postcode

We have mapped out the postcodes of those patients we spoke to who live within the Liverpool City Council area to help identify trends.



- The most frequent postcodes of those surveyed include some of the most deprived ward areas in the region.
- Evidence shows that those who live in more deprived areas are at greater risk of developing health problems, hence they may be more likely to attend A&E.
- The map shows that those surveyed include less people from the more affluent suburbs in the south of the city (such as Allerton and Mossley Hill).
- This could be because people in more affluent areas have generally better health and so are less likely to attend A&E.
- The exception to this is the higher proportion of patients from the L25 postcode area. Whilst this area is relatively affluent, it does contain a higher proportion of older people.

About Healthwatch Liverpool

Healthwatch Liverpool is the independent champion for people who use health and social care services in Liverpool. We're here to make sure that those running services put people at the heart of care.

One of our main purposes is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

As part of a national network made up of local Healthwatch organisations in every local authority area of England and Healthwatch England, the national body, our work contributes to a nationwide perspective of health and social care services.

As we show in this report, we work with neighbouring local Healthwatch to gather patient experiences from a wider local footprint when it is useful to do so.

At Healthwatch Liverpool we also provide a dedicated information and signposting service which helps to put people in touch with services and activities that can help maintain and improve their health and wellbeing.



Appendix A - Survey Questionnaires

A&E Listening Event

16th April 2018



1. Why did you come to A&E today? (please tick all that apply)

- ☐ It felt too urgent (better safe than sorry)
- ☐ Because of their expertise
- ☐ Because I've been here before
- ☐ Because it's convenient
- ☐ Because I couldn't get an appointment with my GP (if so please complete the following)
- I was advised to come here by:
- ☐ Walk-in centre
 - ☐ NHS 111
 - ☐ GP
 - ☐ GP reception staff
 - ☐ Friend or family
 - ☐ This service previously
- ☐ Taken by ambulance
- ☐ Another reason (please state)

• Name of your GP surgery?

• Was your GP surgery closed?

☐ Yes ☐ No

• Did you try to book an appointment? ☐ Yes ☐ No

• When was the earliest available appointment?

2. Have you used A&E in the past 12 months? ☐ Yes ☐ No

If yes, how many times have you been to A&E in the past 12 months?

Any other comments

We would very much like to know how your visit goes. If you would like to share any comments with us about your care or waiting times, please send back our After Your A&E Visit survey via FREEPOST

Some details about you

First part of your postcode (eg L18, WA9 etc)

Age

Gender

For Healthwatch Use:

A&E Department

Completed by

Thank you for taking part in this survey!

After your A&E visit

16th April 2018



Thank you for taking part in the first part of our survey. We would appreciate it if after your visit you could answer the questions below and return the survey in the attached FREEPOST envelope.

1. How long did it take from your arrival at A&E to being treated, moved to a ward or discharged?

- ☐ 0-1 hour
- ☐ 1-2 hours
- ☐ 2-3 hours
- ☐ 3-4 hours
- ☐ 4-5 hours
- ☐ more than 5 hours

if so, how long?

2. On a scale of 1 to 5 (1 being poor and 5 being excellent), please rate your experience today.

<input type="radio"/>	★
<input type="radio"/>	★ ★
<input type="radio"/>	★ ★ ★
<input type="radio"/>	★ ★ ★ ★
<input type="radio"/>	★ ★ ★ ★ ★

Any other comments about your experience today? (eg What was good? What could be improved?)

First part of your postcode (eg L18, PR9 etc)

This survey and your comments are confidential. You do not need to give your name. However, if you would like us to contact you to talk about your situation you can share your details below:

Name

Telephone or email

Please return this slip using the FREEPOST envelope attached.

Thank you for taking part in this survey!

Appendix B - Breakdown of results by hospital

Aintree Hospital

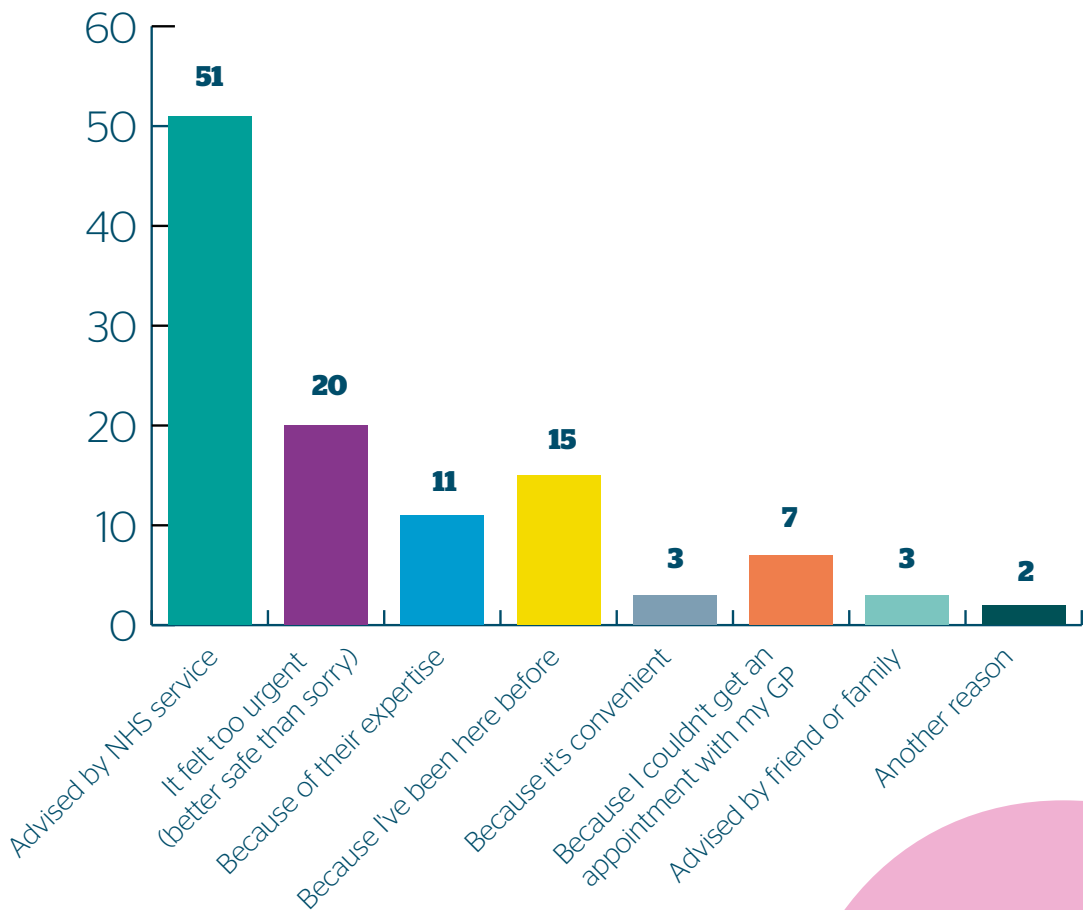
Aintree Hospital

Aintree Hospital is located in north Liverpool. The A&E Department is for adults and sees over 80,000 patients each year. It is a Major Trauma Centre and part of the Cheshire and Merseyside Major Trauma Network.

Our colleagues from Healthwatch Knowsley carried out the surveys at Aintree Hospital and have kindly provided us with the data for our report.

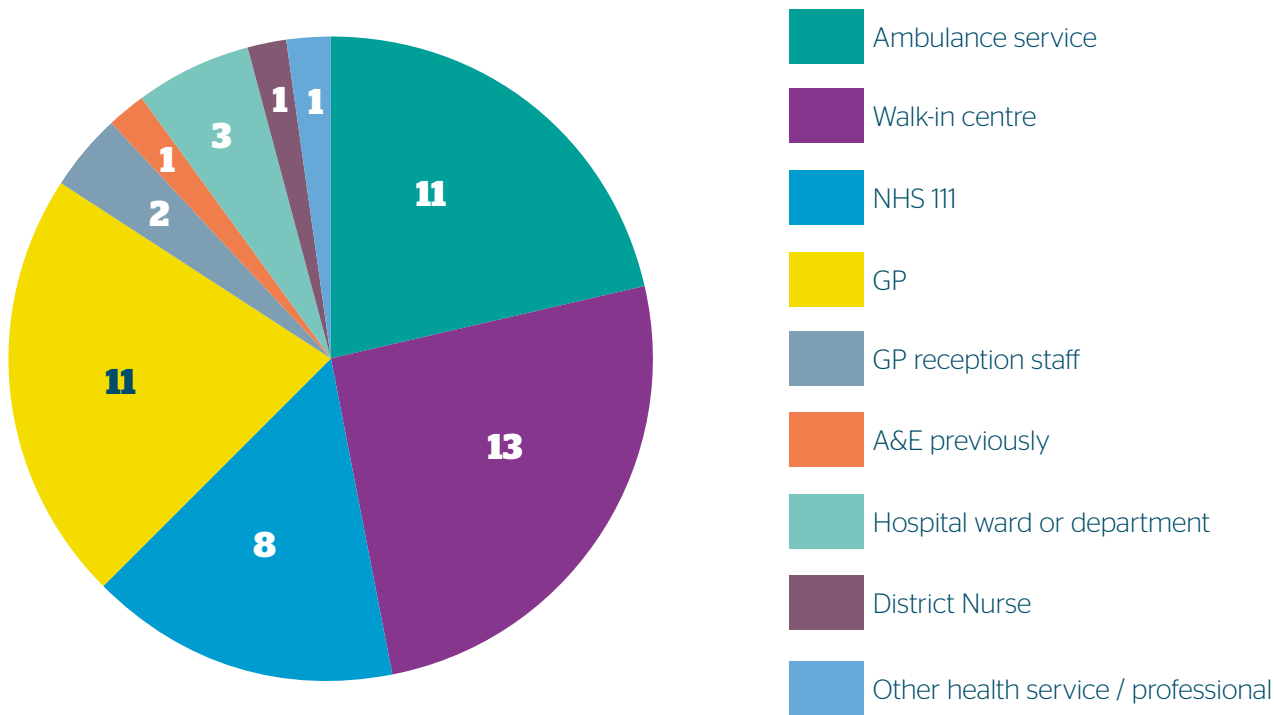
They spoke to a total of 86 people for the initial survey and 23 people completed a follow up survey.

Why did you come to A&E today?



- Please note that for this question people were able to tick multiple reasons which they felt were relevant. Therefore the number of reasons is larger than the total number of respondents.
- Those attending A&E having been advised to do so by NHS services (46%) are comparable to the average figures for Liverpool hospitals (45%) and the Merseyside and Cheshire region (40%).
- The number of people who attended A&E because it's convenient (3%) is lower than the average figures for Liverpool hospitals (9%) and the Merseyside and Cheshire region (7%).
- Figures for all other reasons were similar to the Liverpool and Merseyside and Cheshire region averages.

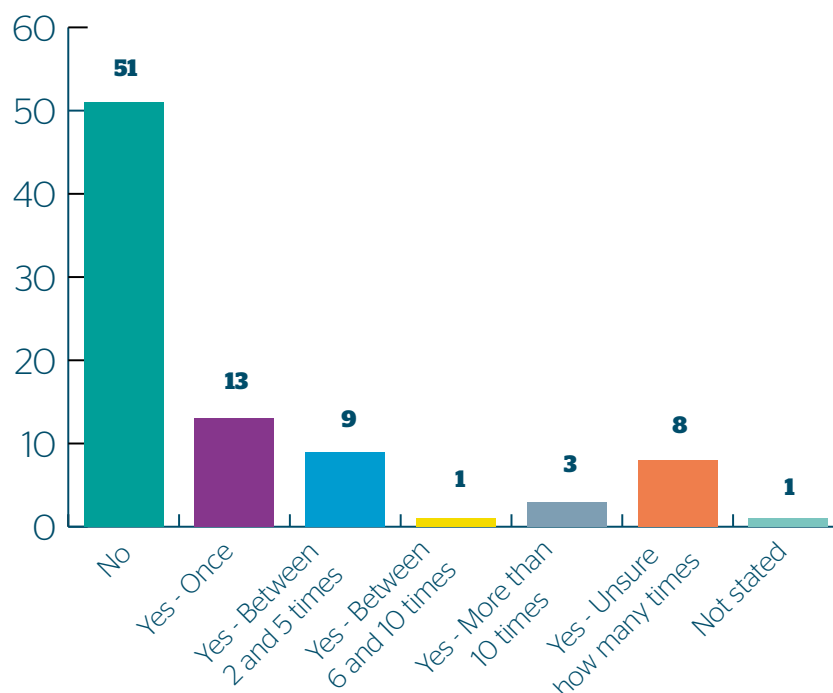
The NHS services advising A&E attendance were as follows:



The top 5 most frequent services advising NHS attendance are:

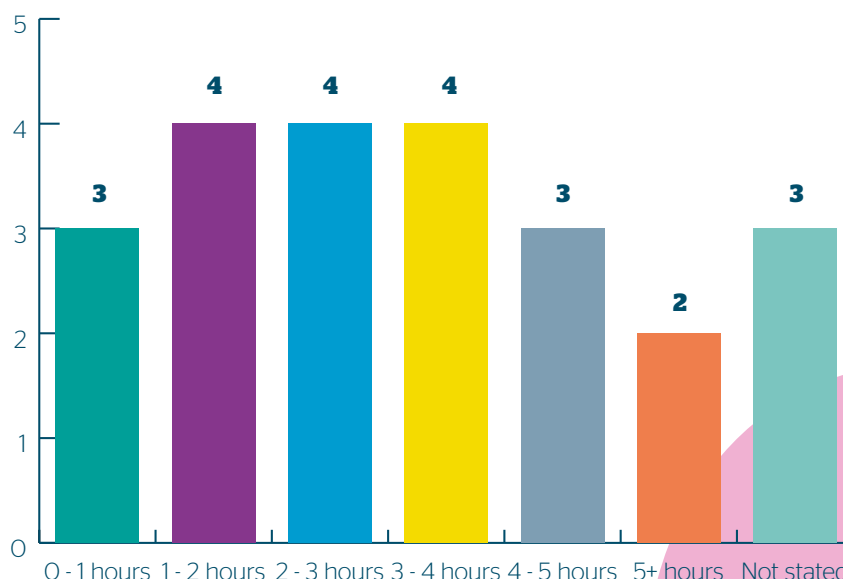
- Walk-in centre (25%)
- Ambulance service (22%)
- GP (22%)
- NHS 111 (16%)
- Hospital ward or department (6%)

Have you used A&E in the past 12 months?



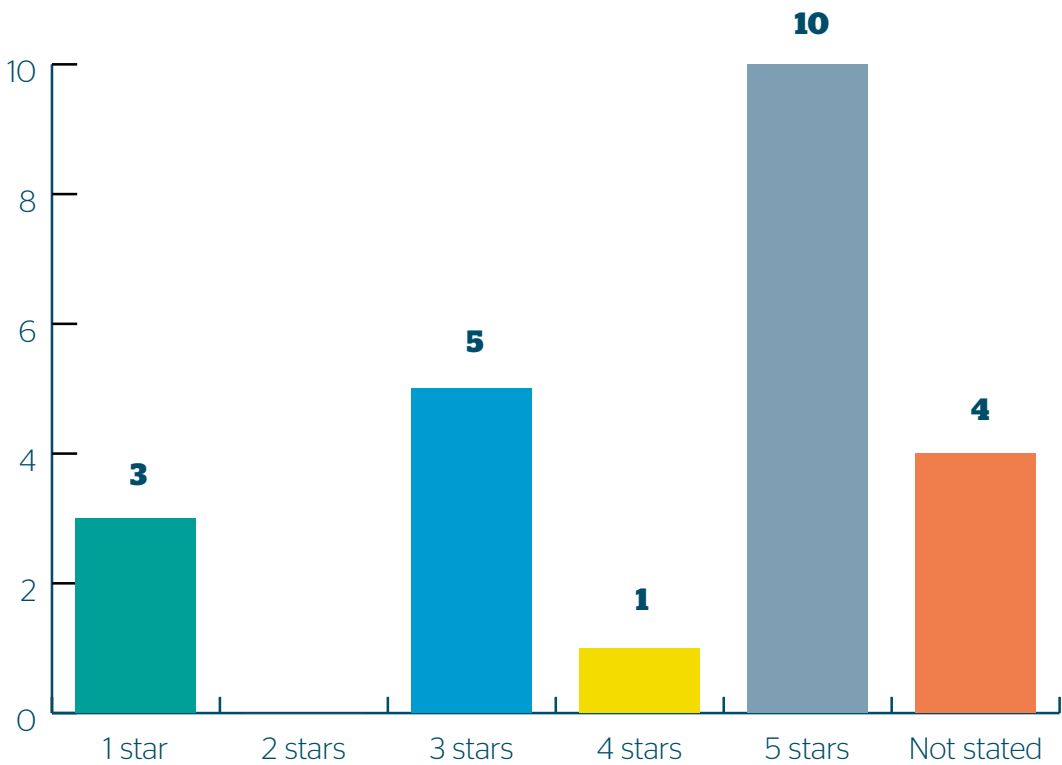
- The majority of people (59%) had not used A&E in the past 12 months.
- This is comparable to the average figures for Liverpool hospitals (52%) and the Merseyside and Cheshire region (57%).

How long has it taken from your arrival at A&E to being treated and discharged?



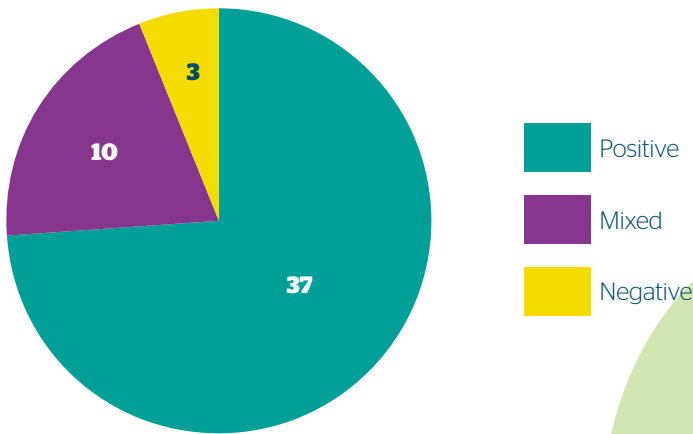
- The majority of people (65%) were treated and discharged within the 4 hour target.
- This is quite a bit higher than the average figures for Liverpool hospitals (51%) and the Merseyside and Cheshire region (55%).
- The target was missed for 22% of people where they remained in A&E for longer than 4 hours.
- This figure is quite a bit lower than the average figures for Liverpool hospitals (38%) and the Merseyside and Cheshire region (38%).

On a scale of 1 to 5, please rate your experience today



- 48% of people rated their experience as either good or very good (score of 4 or 5).
- However, 13% of people rated their experience as very poor (score of 1).
- Good and very good ratings for Aintree are lower than the average figures for Liverpool hospitals (58%) and the Merseyside and Cheshire region (59%).

Feedback Comments



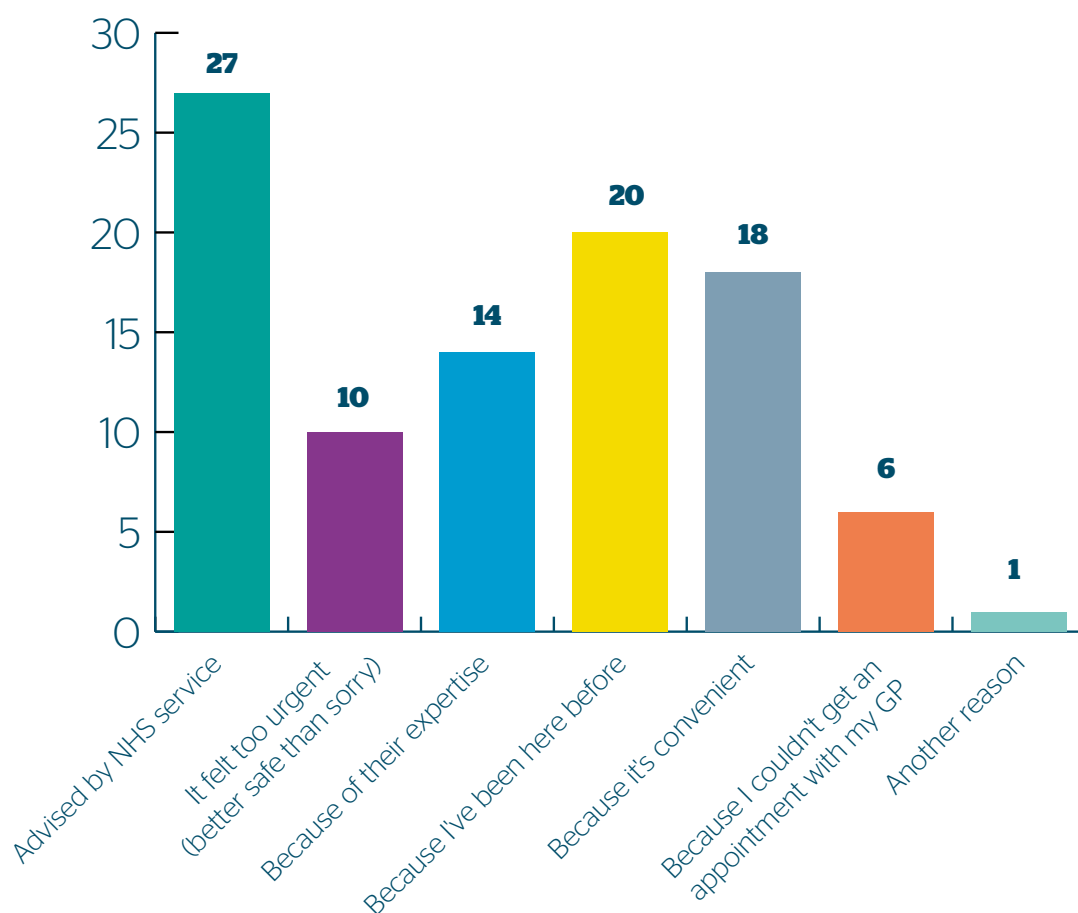
- The majority of feedback comments (74%) are exclusively positive.
- This is a higher rate than the average figures for Liverpool hospitals (52%) and the Merseyside and Cheshire region (51%).
- The high rate of exclusively positive comments is in contrast to the lower number of good and very good ratings (score of 4 or 5).

Alder Hey Children's Hospital

Alder Hey is a children's hospital and is located in the east of Liverpool.

We spoke to a total of 74 people for the initial survey and 6 people completed a follow up survey.

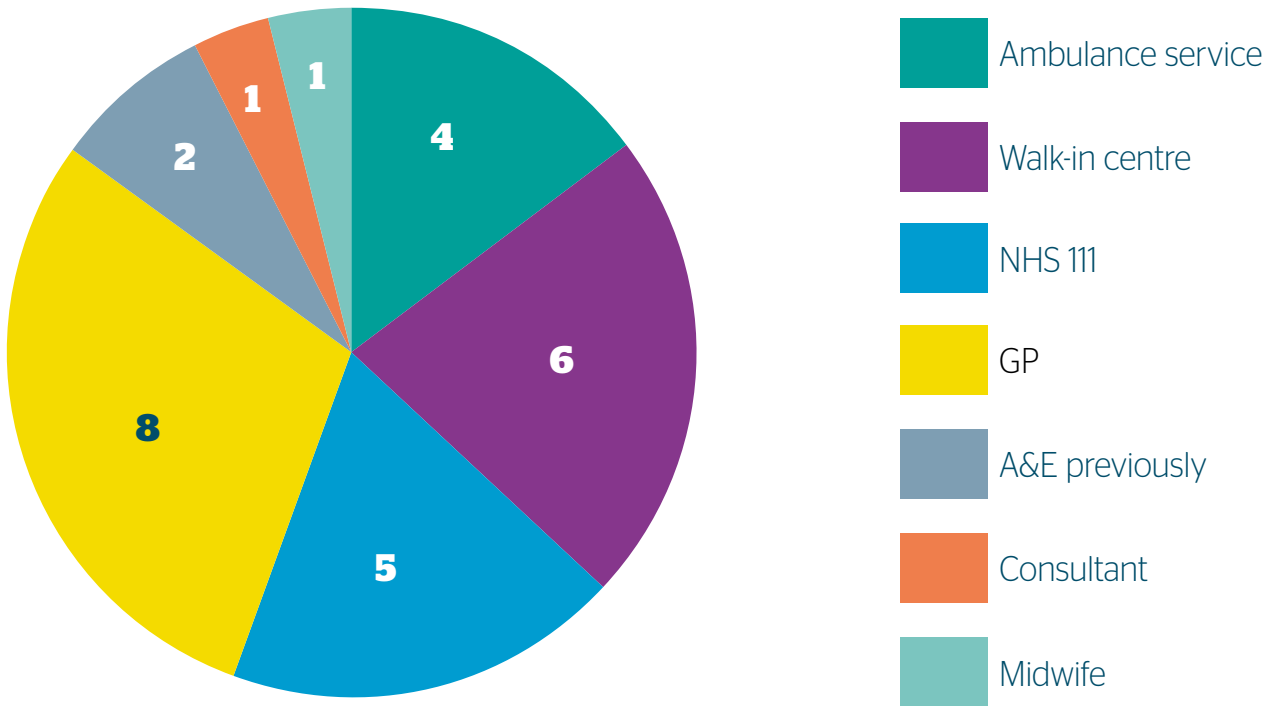
Why did you come to A&E today?



Alder Hey

- Please note that for this question people were able to tick multiple reasons which they felt were relevant. Therefore the number of reasons is larger than the total number of respondents.
- Alder Hey has a lower rate of people attending because they were advised by NHS services (28%) when compared to other hospitals in Liverpool and the Merseyside and Cheshire region.
- Numbers for the following reasons are higher for Alder Hey than the Liverpool and Merseyside and Cheshire region averages:
 - Because of their expertise - 15% vs 8% for Liverpool
 - Because I've been here before - 21% vs 12% for Liverpool
 - Because it's convenient - 19% vs 9% for Liverpool

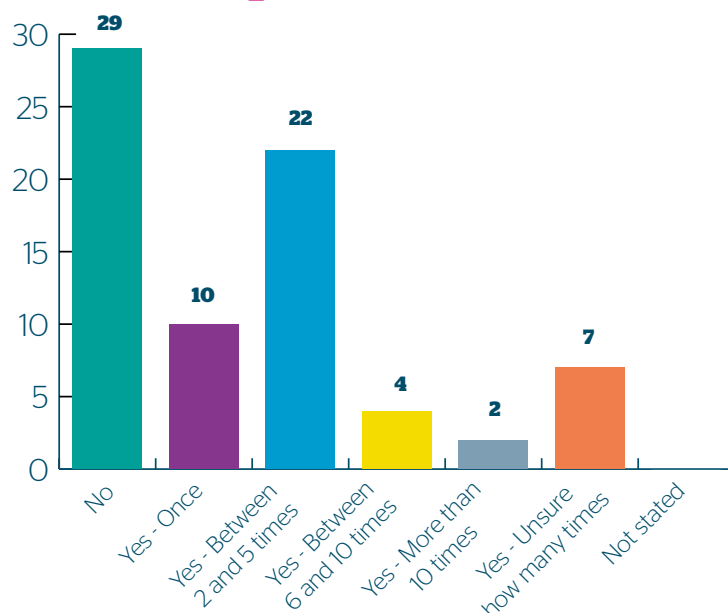
The NHS services advising A&E attendance were as follows:



The top 5 most frequent services advising NHS attendance are:

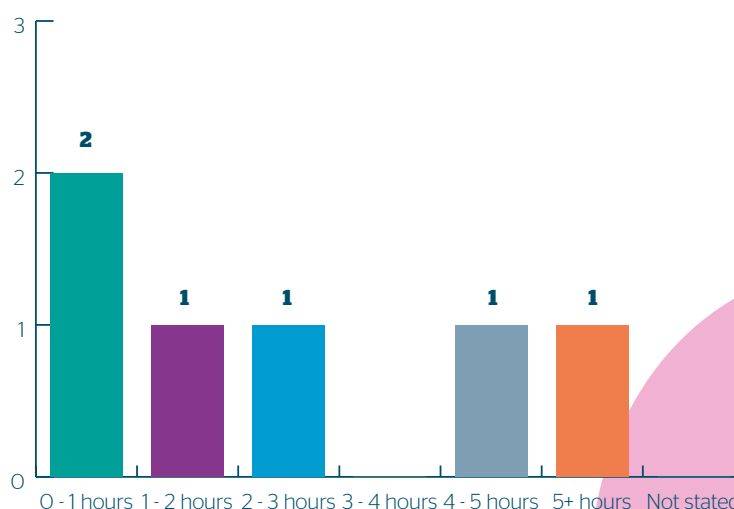
- GP (30%)
- Walk-in centre (22%)
- NHS 111 (19%)
- Ambulance service (15%)
- A&E previously (7%)

Have you used A&E in the past 12 months?



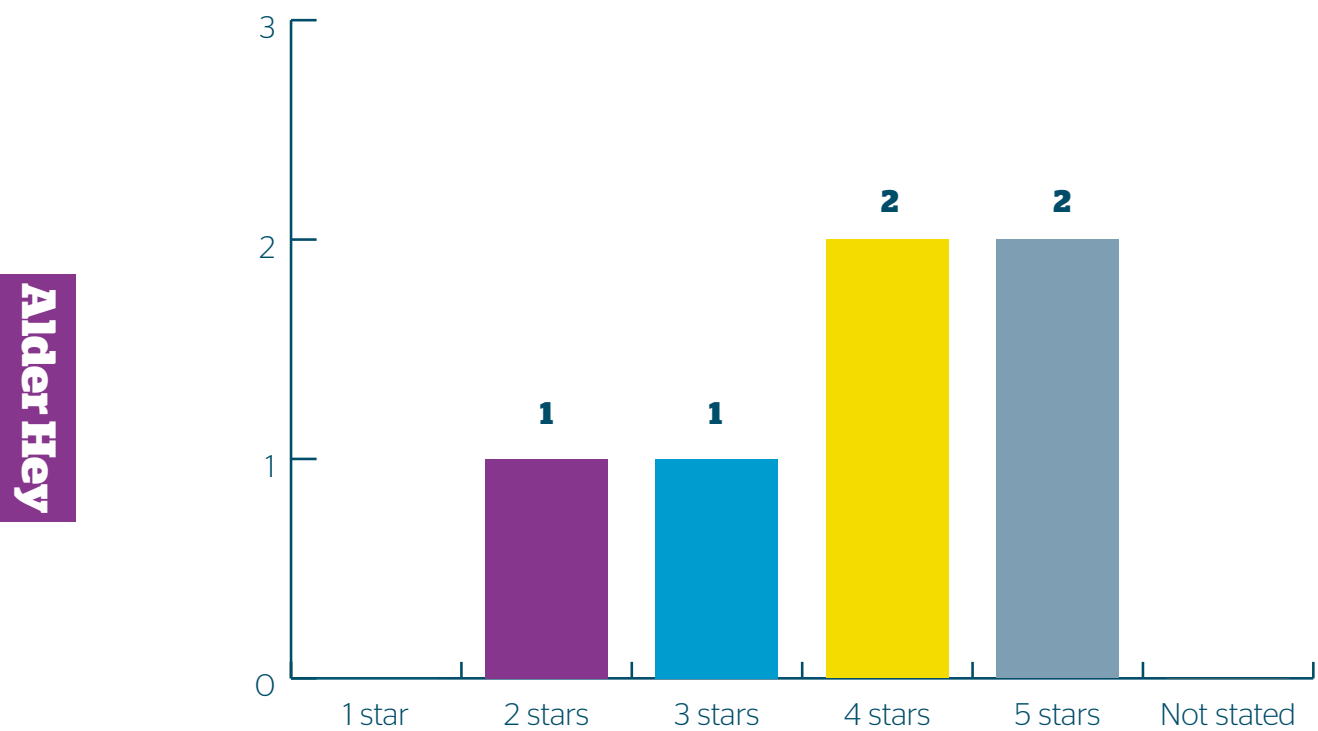
- 39% of people had not attended A&E in the previous 12 months. This is a lower rate when compared to the average figures for Liverpool hospitals (52%) and the Merseyside and Cheshire region (57%).
- Rates of those attending once in the previous 12 months are lower (14%) than the average figures for Liverpool hospitals (18%) and the Merseyside and Cheshire region (18%).
- Rates of those attending two or more times (38%) are higher than the average for Liverpool hospitals (23%) and the Merseyside and Cheshire region (20%).
- These figures suggest that people attend Alder Hey more frequently than average for Liverpool hospitals and the Merseyside and Cheshire region.

How long has it taken from your arrival at A&E to being treated and discharged?



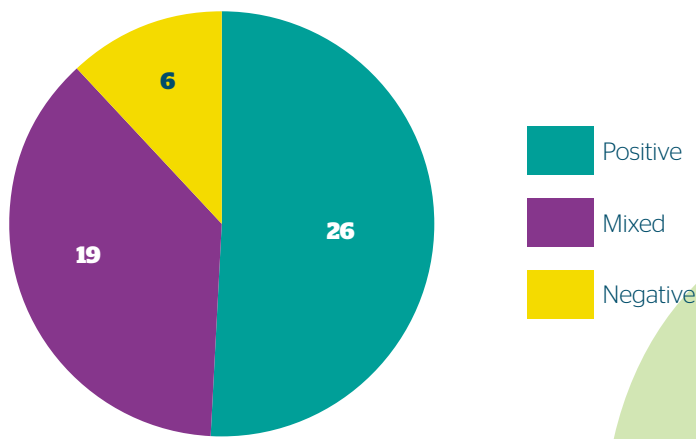
- The majority of people (67%) were treated and discharged within the 4 hour target.
- This is quite a bit higher than the average figures for Liverpool hospitals (51%) and the Merseyside and Cheshire region (55%).
- The target was missed for 33% of people where they remained in A&E for longer than 4 hours.
- This figure is a bit lower than the average figures for Liverpool hospitals (38%) and the Merseyside and Cheshire region (38%).

On a scale of 1 to 5, please rate your experience today



- 67% of people rated their experience as either good or very good (score of 4 or 5).
- Nobody rated their experience as very poor (score of 1), however 17% of people rated their experience as poor (score of 2).
- Good and very good ratings for Alder Hey are higher than the average figures for Liverpool hospitals (58%) and the Merseyside and Cheshire region (59%).
- Poor and very poor ratings for Alder Hey (17%) are close to the average figures for Liverpool hospitals (19%) and the Merseyside and Cheshire region (18%).

Feedback Comments



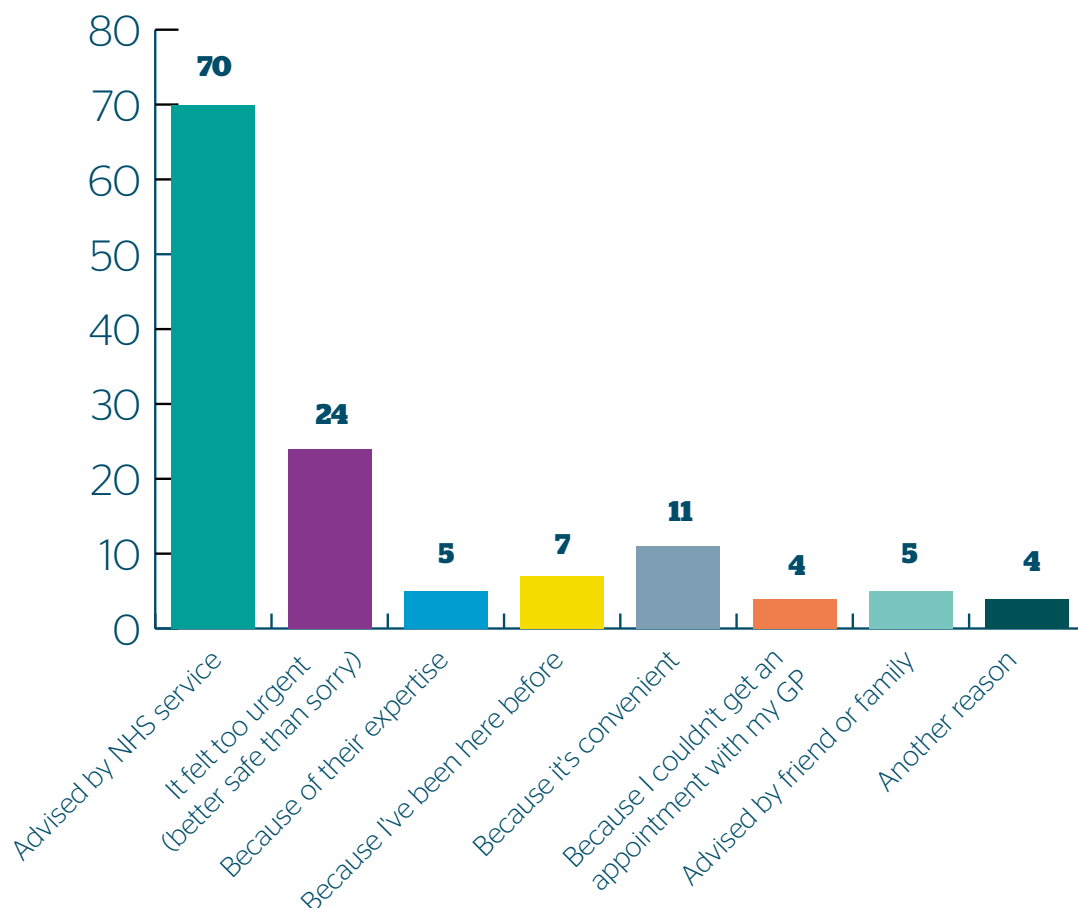
- About half of the feedback comments (51%) are exclusively positive.
- This is the same as the average figures for Liverpool hospitals (52%) and the Merseyside and Cheshire region (51%).
- The rates of mixed (37%) and exclusively negative feedback (12%) are slightly lower than the average figures for Liverpool hospitals (33%, 15%) and the Merseyside and Cheshire region (33%, 17%).

The Royal Liverpool Hospital

The Royal Liverpool hospital is located close to Liverpool city centre. The A&E Department is for adults and sees about 90,000 new patients each year.

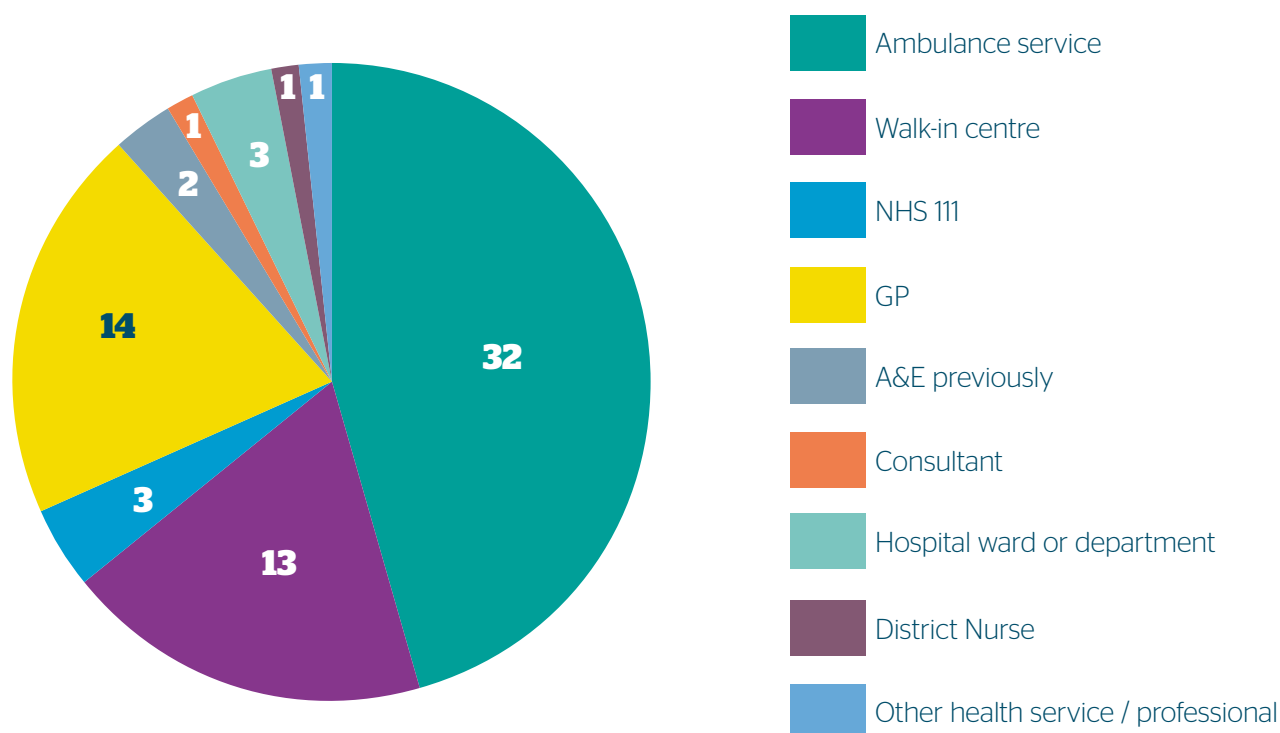
We spoke to a total of 110 people for the initial survey and 42 people completed a follow up survey.

Why did you come to A&E today?



- Please note that for this question people were able to tick multiple reasons which they felt were relevant. Therefore the number of reasons is larger than the total number of respondents.
- The Royal has a higher rate of people attending because they were advised by NHS services (54%) when compared to average figures for Liverpool hospitals (45%) and the Merseyside and Cheshire region (40%).
- Numbers for the following reasons are lower for the Royal than the Liverpool and Merseyside and Cheshire region averages:
 - Because of their expertise - 4% vs 8% for Liverpool
 - Because I've been here before - 5% vs 12% for Liverpool
- Figures for all other reasons were similar to the Liverpool and Merseyside and Cheshire region averages.

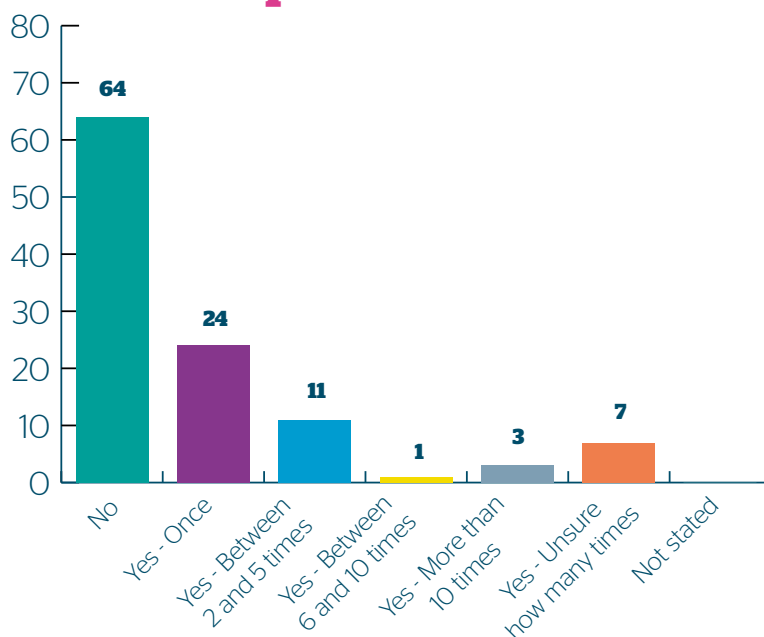
The NHS services advising A&E attendance were as follows:



The top 5 most frequent services advising NHS attendance are:

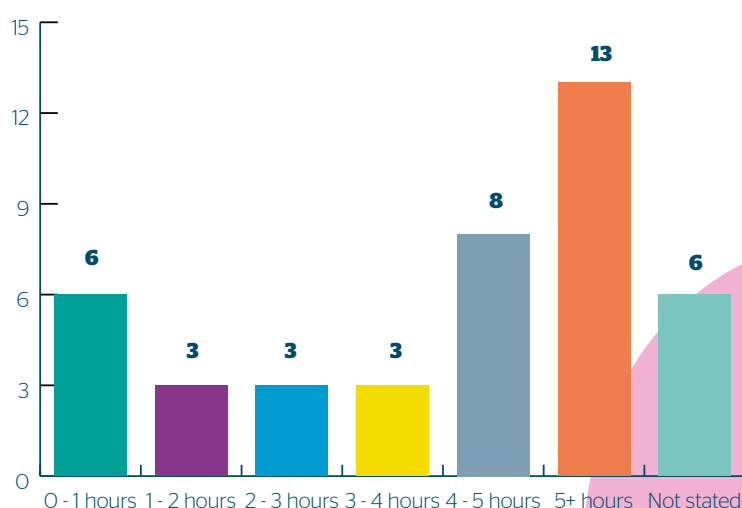
- Ambulance service (46%)
- GP (20%)
- Walk-in centre (19%)
- NHS 111 (4%)
- Hospital ward or department (4%)

Have you used A&E in the past 12 months?



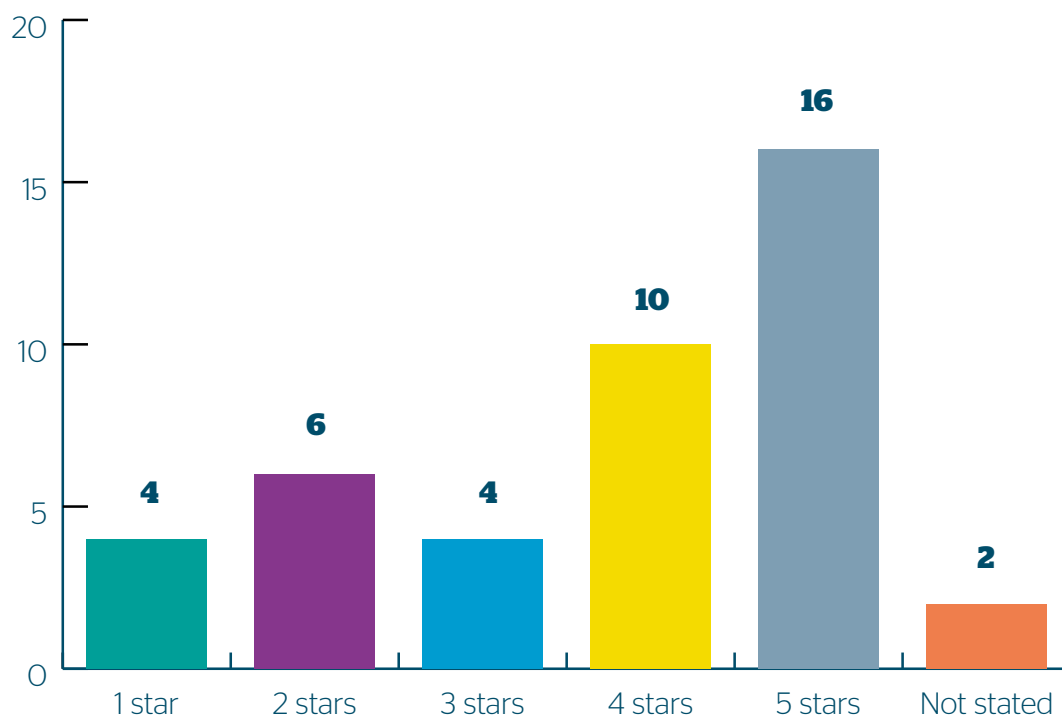
- 58% of people had not attended A&E in the previous 12 months. This is a slightly higher rate when compared to the average figures for Liverpool hospitals (52%) and about the same as the average for the Merseyside and Cheshire region (57%).
- Rates of those attending once in the previous 12 months (22%) are slightly higher than the average figures for Liverpool hospitals (18%) and the Merseyside and Cheshire region (18%).
- Rates of those attending two or more times (14%) are lower than the average for Liverpool hospitals (23%) and the Merseyside and Cheshire region (20%).
- These figures suggest that people attend the Royal less frequently than average for Liverpool hospitals and the Merseyside and Cheshire region.

How long has it taken from your arrival at A&E to being treated and discharged?



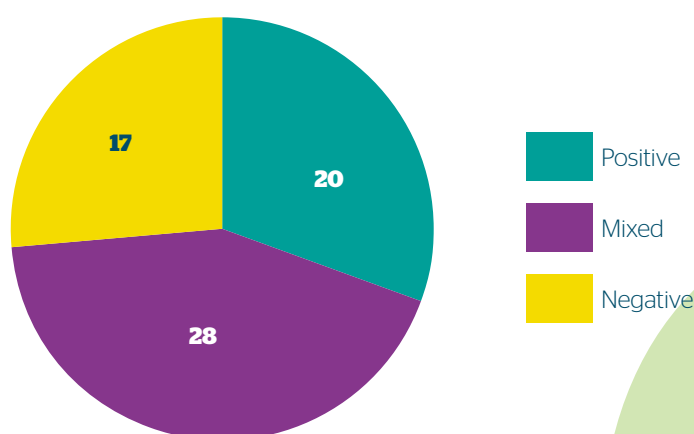
- 36% of people were treated and discharged within the 4 hour target.
- This is quite a bit lower than the average figures for Liverpool hospitals (51%) and the Merseyside and Cheshire region (55%).
- The target was missed for 50% of people where they remained in A&E for longer than 4 hours.
- This figure is higher than the average figures for Liverpool hospitals (38%) and the Merseyside and Cheshire region (38%).

On a scale of 1 to 5, please rate your experience today



- 62% of people rated their experience as either good or very good (score of 4 or 5).
- However, 24% of people rated their experience as poor or very poor (score of 1 or 2).
- Good and very good ratings for the Royal are slightly higher than the average figures for Liverpool hospitals (58%) and the Merseyside and Cheshire region (59%).
- However, poor and very poor ratings for the Royal (24%) are also higher than the average figures for Liverpool hospitals (19%) and the Merseyside and Cheshire region (18%).

Feedback Comments



- 31% of feedback comments are exclusively positive which is lower than the average figures for Liverpool hospitals (52%) and the Merseyside and Cheshire region (51%).
- The rate of mixed comments (43%) is higher than the average figures for Liverpool hospitals (33%) and the Merseyside and Cheshire region (33%).
- The rate of exclusively negative comments (26%) is also higher than the average figures for Liverpool hospitals (15%) and the Merseyside and Cheshire region (17%).

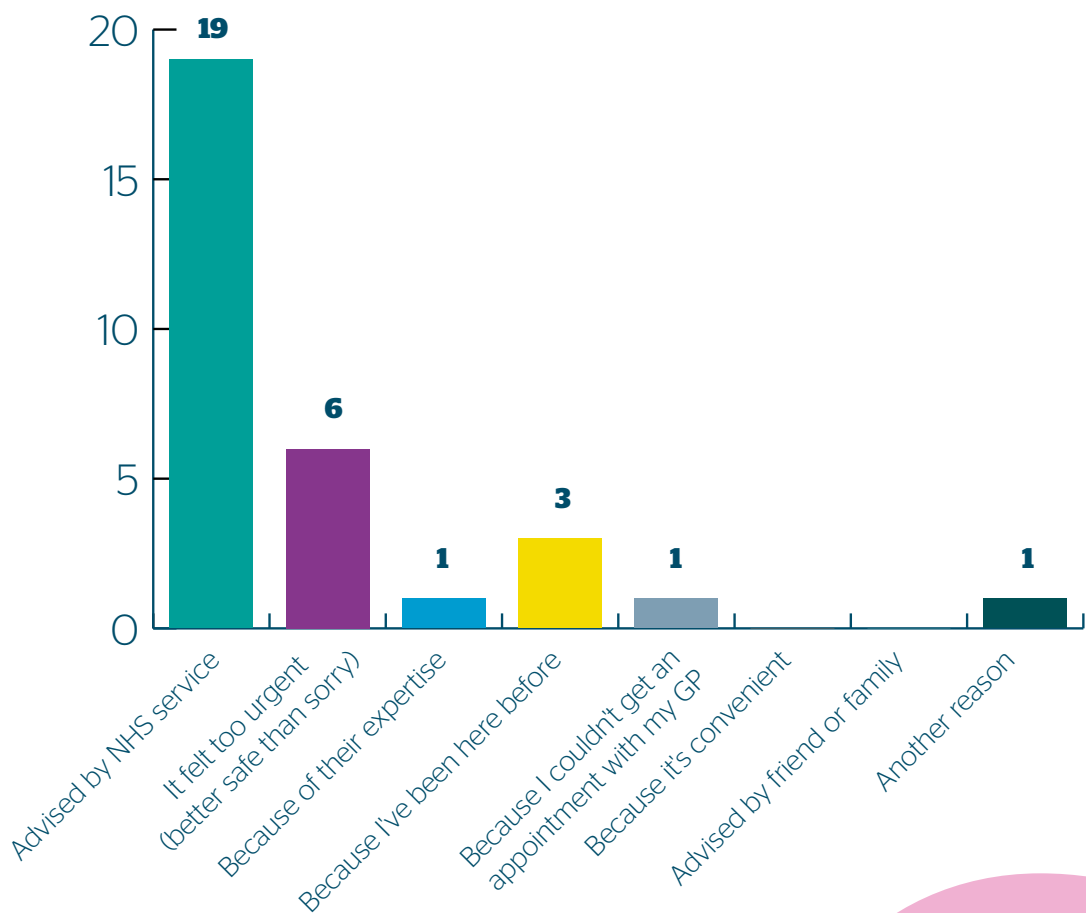
Liverpool Women's Hospital

Liverpool Women's hospital is located close to Liverpool city centre. The A&E Department is for women who need emergency care of an acute gynaecological problem or women having a problem in early pregnancy.

We spoke to a total of 23 people for the initial survey and 6 people completed a follow up survey.

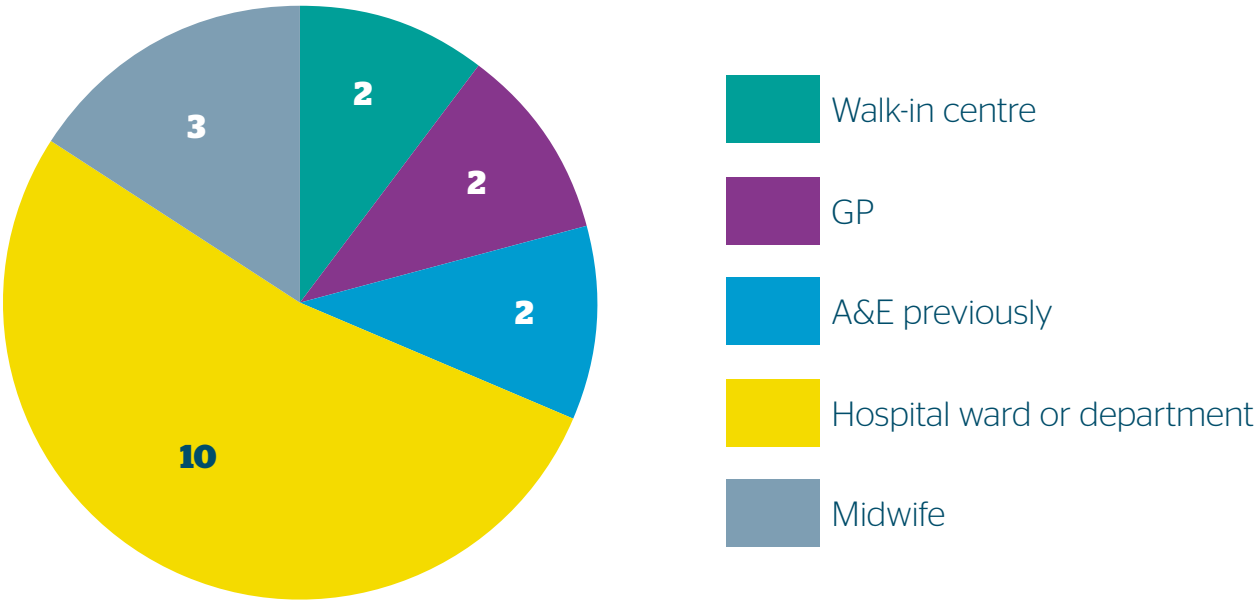
We only visited the Women's A&E department once and spoke to fewer people than other hospitals. This is because the highly specialist nature of the Women's A&E means it is difficult to compare findings to other A&E departments.

Why did you come to A&E today?



- Please note that for this question people were able to tick multiple reasons which they felt were relevant. Therefore the number of reasons is larger than the total number of respondents.
- The Women's has the highest rate in Liverpool of people attending because they were advised by NHS services (61%).
- This is higher than the average figures for Liverpool hospitals (45%) and the Merseyside and Cheshire region (40%).
- Numbers for the following reasons are lower for the Women's than the Liverpool and Merseyside and Cheshire region averages:
- Because of their expertise - 3% vs 8% for Liverpool
- Because it's convenient - 0% vs 9% for Liverpool
- Figures for all other reasons were similar to the Liverpool and Merseyside and Cheshire region averages.

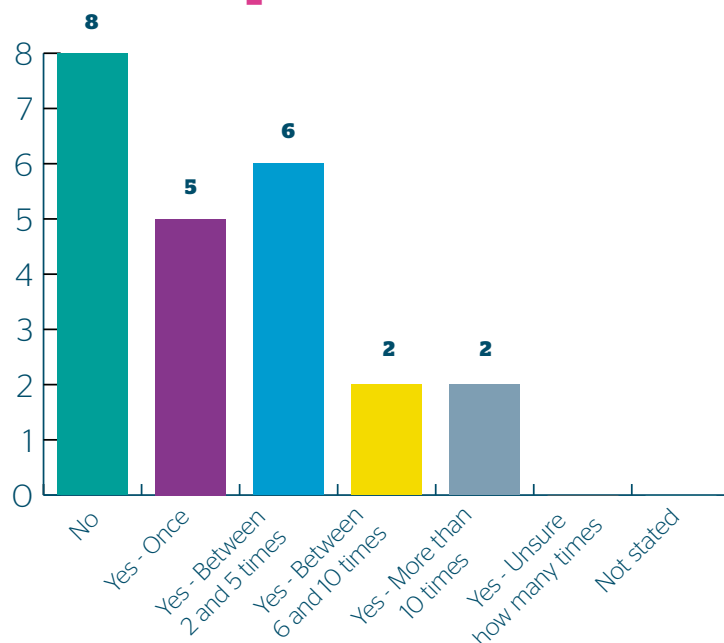
The NHS services advising A&E attendance were as follows:



The top 5 most frequent services advising NHS attendance are:

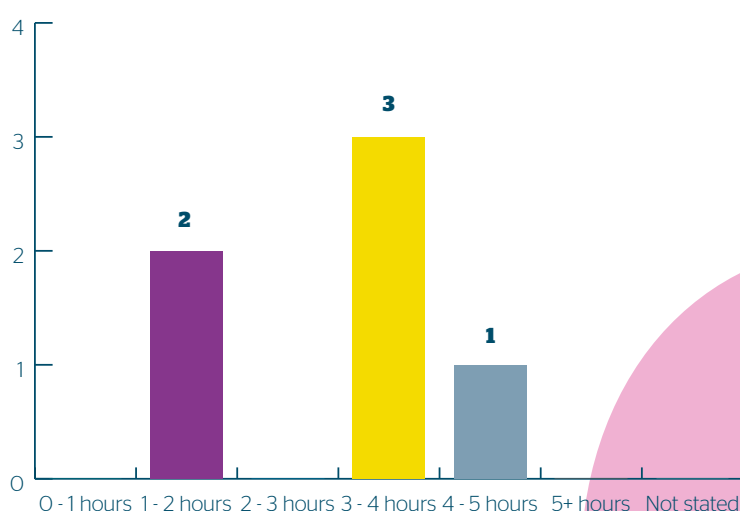
- Hospital ward or department (53%)
- Midwife (16%)
- Walk-in centre (11%)
- GP (11%)
- A&E previously (11%)

Have you used A&E in the past 12 months?



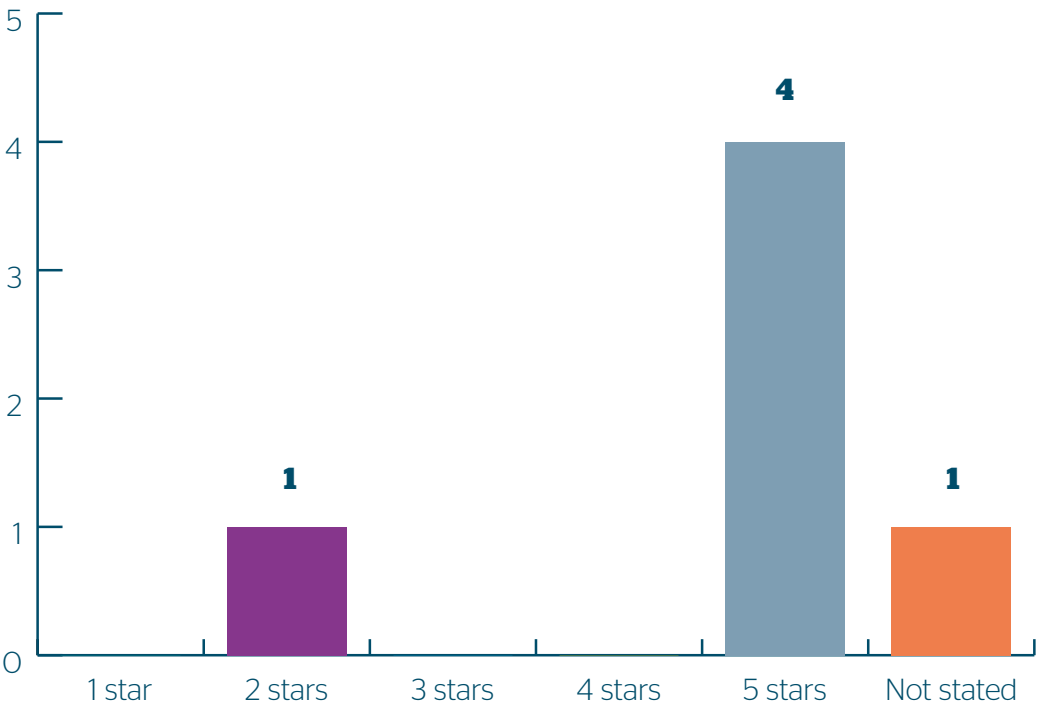
- 35% of people had not attended A&E in the previous 12 months. This is a lower rate when compared to the average figures for Liverpool hospitals (52%) and about the same as the average for the Merseyside and Cheshire region (57%).
- Rates of those attending once in the previous 12 months (22%) are slightly higher than the average figures for Liverpool hospitals (18%) and the Merseyside and Cheshire region (18%).
- Rates of those attending two or more times (43%) are higher than the average for Liverpool hospitals (23%) and the Merseyside and Cheshire region (20%).
- These figures suggest that people attend the Women's more frequently than average for Liverpool hospitals and the Merseyside and Cheshire region.

How long has it taken from your arrival at A&E to being treated and discharged?



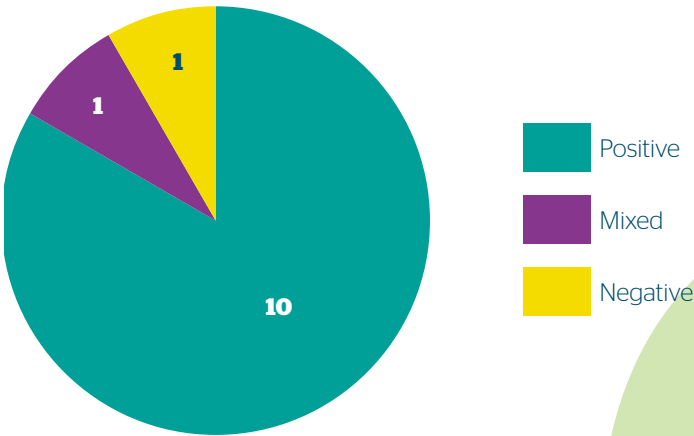
- 83% of people were treated and discharged within the 4 hour target.
- This is higher than the average figures for Liverpool hospitals (51%) and the Merseyside and Cheshire region (55%).
- The target was missed for 17% of people where they remained in A&E for longer than 4 hours.
- This figure is lower than the average figures for Liverpool hospitals (38%) and the Merseyside and Cheshire region (38%).

On a scale of 1 to 5, please rate your experience today



- 67% of people rated their experience as either good or very good (score of 4 or 5).
- However, 17% of people rated their experience as poor (score of 2).
- Good and very good ratings for the Women's are higher than the average figures for Liverpool hospitals (58%) and the Merseyside and Cheshire region (59%).
- Poor and very poor ratings for the Women's (17%) are about the same as average figures for Liverpool hospitals (19%) and the Merseyside and Cheshire region (18%).

Feedback Comments



- 83% of feedback comments are exclusively positive which is the highest of all Liverpool hospitals. It is therefore higher than the average figures for Liverpool hospitals (52%) and also the Merseyside and Cheshire region (51%).
- The rate of mixed comments (8%) is much lower than the average figures for Liverpool hospitals (33%) and the Merseyside and Cheshire region (33%).
- The rate of exclusively negative comments (8%) is also lower than the average figures for Liverpool hospitals (15%) and the Merseyside and Cheshire region (17%).

Appendix C - All results for Cheshire and Merseyside hospitals included in the survey

In order to increase the scale of our survey we agreed with other local Healthwatch to work together to cover all A&E departments at hospitals within the Cheshire and Merseyside region. It was agreed that this could help us to provide insights and analysis at a regional level.

The hospitals covered for the survey are as follows:

Aintree Hospital
Alder Hey Children's
Countess of Chester Hospital
Leighton
Liverpool Women's Hospital
Macclesfield
Royal Liverpool Hospital
Southport and Formby
Warrington
Whiston

In order to cover all A&E departments, the following local Healthwatch worked together to carry out the surveys:

Healthwatch Cheshire East
Healthwatch Cheshire West
Healthwatch Halton
Healthwatch Knowsley
Healthwatch Liverpool
Healthwatch Sefton
Healthwatch St Helens
Healthwatch Warrington
Healthwatch Wirral

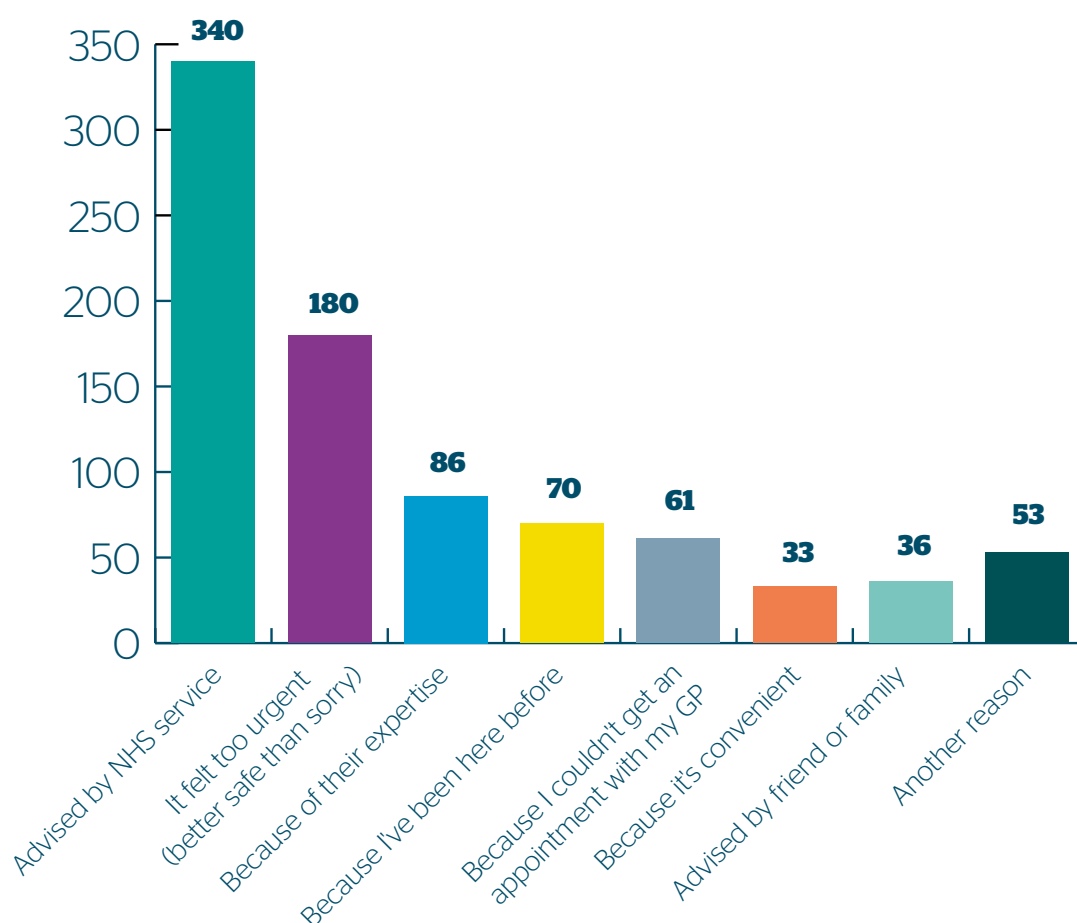
The surveys were carried out by a mix of staff and volunteers from the above Healthwatch.

We spoke to a total of 636 people.

We would like to thank the above Healthwatch who were able to share their data with us in order to produce this report.

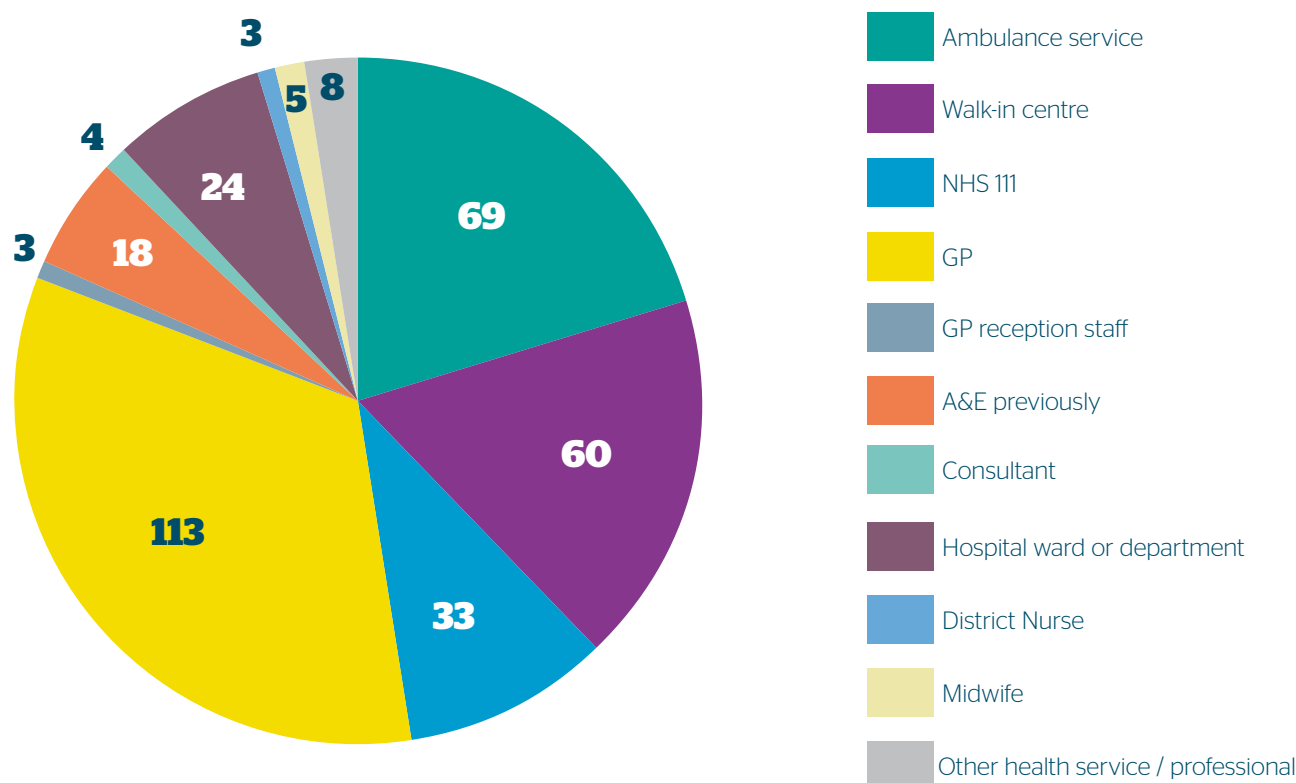
The results for all hospitals surveyed in Cheshire and Merseyside are shown on the following pages.

Why did you come to A&E today?



- Please note that for this question people were able to tick multiple reasons which they felt were relevant. Therefore the number of reasons is larger than the total number of respondents.
- The most frequent single reason for attendance is that the person was advised to do so by another NHS service (40%).
- The next most frequent reasons are that the person felt their health needs were urgent (21%) and because of the expertise at A&E (10%).

The NHS services advising A&E attendance were as follows:



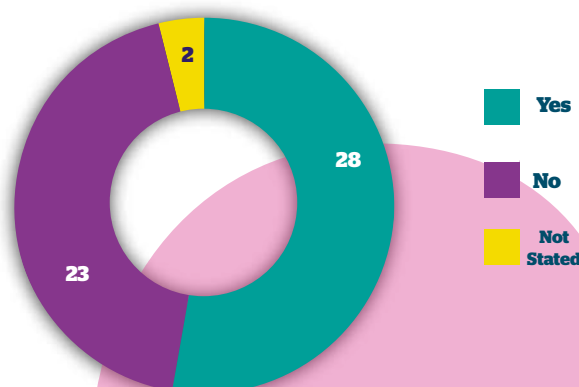
The top 5 most frequent services advising NHS attendance are:

- GP (33%)
- Ambulance service (20%)
- Walk-in centre (18%)
- NHS 111 (10%)
- Hospital ward or department (7%)

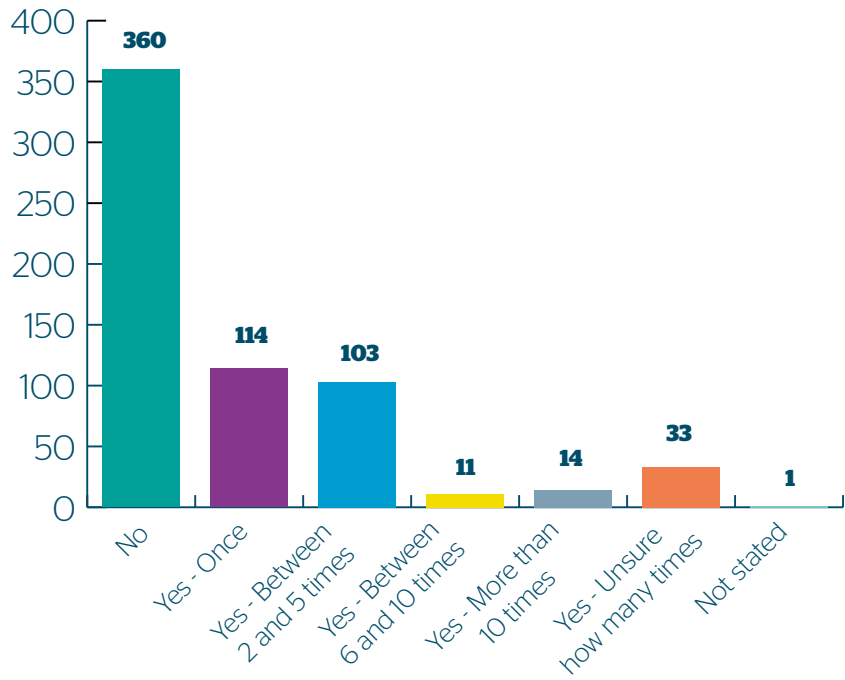
Couldn't get GP appointment

- Recent stories in the media have suggested that some people attend A&E as they have been unable to get an appointment with their GP.
- Our survey indicates that this is the case for only a small minority of people (6%).
- Of those who attended because they couldn't get a GP appointment, the majority (53%) did try to get an appointment.
- A significant minority (43%) say they didn't try to book an appointment on this occasion.

Did you try to Book a GP appointment?

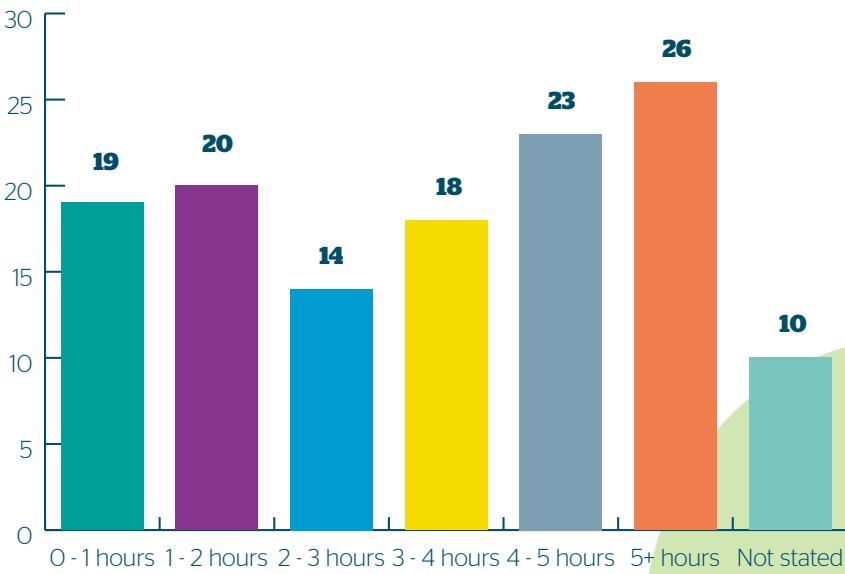


Have you used A&E in the past 12 months?



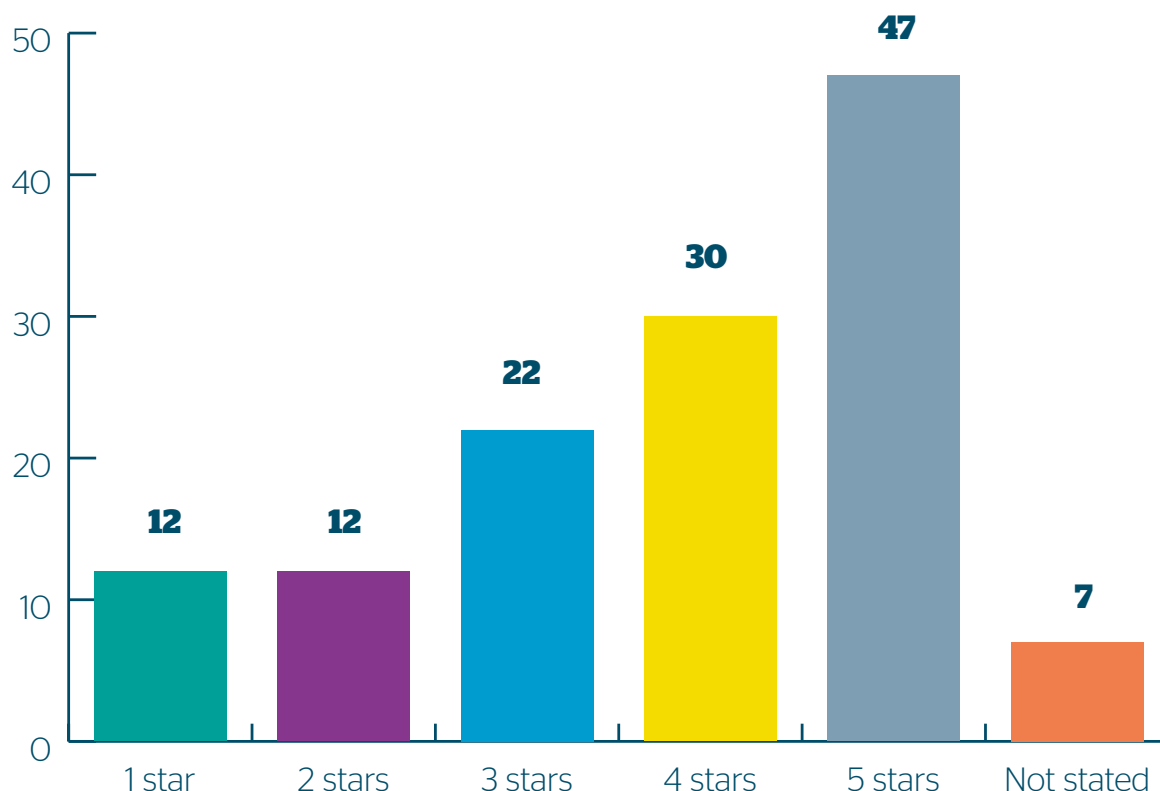
- The majority of people surveyed (57%) had not attended A&E in the past 12 months.
- Of those who had attended, a small majority (18%) had attended once before, whilst 16% had attended between 2 and 5 times before.
- Only 4% of people had attended 6 or more times in the past 12 months.

How long has it taken from your arrival at A&E to being treated and discharged?



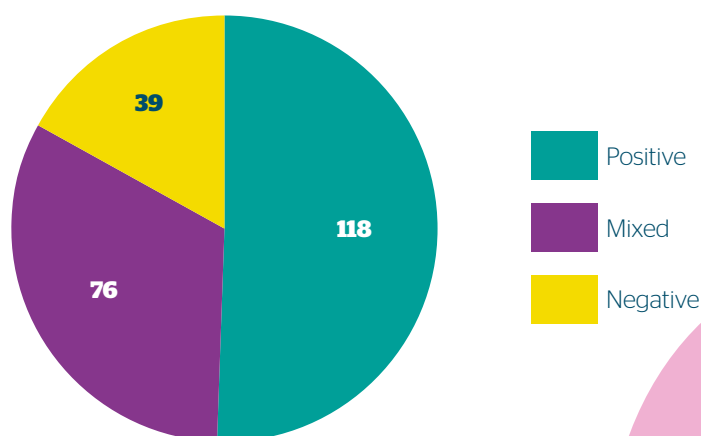
- A&E departments have a target for a minimum of 95% of people to remain in A&E for a maximum of 4 hours before either being admitted to hospital or discharged.
- Evidence shows that A&E departments across the country have struggled to meet this target.
- Our survey results show that just over half of people (55%) were treated and discharged within the 4 hour target.
- However, a significant minority (38%) of people were in A&E for more than 4 hours and the target was missed for these people.

On a scale of 1 to 5, please rate your experience today



- The majority (59%) of people rated their experience of A&E as either good or very good (score of 4 or 5).
- However, a significant minority (18%) rated their experience as poor or very poor (score of 2 or 1).

Feedback Comments



- Around half (51%) of comments received were exclusively positive.
- 17% of comments were exclusively negative whilst 33% of comments were mixed.

We have analysed all the comments using thematic analysis techniques and noticed the recurring themes are similar to those for Liverpool hospitals as follows:

Staff

A large number of people were positive about the attitude of the staff.

Staffing levels

There were quite a lot of comments about the number of staff available and people were worried that the staff seemed to be overworked.

Waiting

Some people weren't happy about the amount of time they had waited.

However, a long visit to A&E did not always mean that people were unhappy. If people felt that they had good care and attention from staff then they weren't so dissatisfied about a long visit.

Communication

A lot of the negative comments mention a lack of communication/information from staff, particularly about expected waiting times.

Appendix D - Responses from hospitals to this report

Aintree Hospital Response

Thank you for your recent report received on 9 August 2018, which details the experiences of patients attending Emergency Departments in Aintree, Royal Liverpool and Broadgreen Hospital, Alder Hey and Liverpool Womens' Hospital. between July 2017 and April 2018. I am aware that the event was co-ordinated by Healthwatch Liverpool but also contributed to by Healthwatch Knowsley and I would like to take this opportunity to formally thank all those involved.

Your report made interesting reading and supports the information we receive through the various ways our patients and families currently provide us with feedback. I was pleased to note that 74% of the comments received were exclusively positive which is higher than the average figures for Liverpool hospitals and the Merseyside and Cheshire region. For this I must give credit to the dedication and hard work of our Emergency Department staff who try their best to get it right for every patient every time. Their efforts have been recognised in the comments made by the patients with whom you spoke, who frequently referred to the kind, caring, polite staff who treated them with dignity and kindness. There were also a number of positive comments made in relation to the environment of our Emergency Department, which we are very proud of following the significant investment and achievement of becoming part of the Cheshire and Merseyside Major Trauma Network.

In line with our agreed process, your report including all of the comments and information will be shared at our Patient Experience Operational Group on 5 September 2018 and also at our Executive Led Group on 15 September 2018. The themes will be considered and triangulated alongside other sources of patient experience which inform our work streams in the coming year.

Your report and the comments received will also be shared specifically with the team in the Emergency Department to ensure they are seen and appreciated by the staff who are caring for our patients and their families.

I hope you continue to be assured by the processes the Trust has in place and that the information contained in your report will be used to continually improve the experience of anyone accessing our services.

Dianne Brown
Chief Nurse

Royal Liverpool Hospital Response

The Royal Liverpool and Broadgreen University Hospitals NHS Trust works closely with our colleagues at Healthwatch Liverpool to ensure good patient experience is key in all we do. We greatly appreciate their support in completing this report on our Emergency Department. Patient feedback is important to us in monitoring and innovating our service. We have taken on board the findings of this report and will be utilising these to improve the quality of our service. In particular our waiting times and rating. We look forward to working with Healthwatch Liverpool in the future.

Marie Dewhurst
Lead Nurse Patient Experience