**Transcript for St Paul’s Eye Unit – 14/01/2025**

Claire: Hi everyone, it’s Claire here from Healthwatch Liverpool. We’re here at erh the Royal today to talk to patients at the St Paul’s eye unit about what’s working well for them and if there’s any improvements that they think could be made. And I’m here with Mark McKenna from the patient experience team. Erm, Mark why is it useful to you to have Healthwatch Liverpool visit?

Mark: Well we get a lot of feedback directly from patient’s who use St Paul’s and that’s really helpful for us to see what’s going well, what can we improve on. Healthwatch coming today is really valuable for us because it gives us an independent view of people, external coming in, speaking to patients so that we can see, does that match up with the feedback we’ve got, or is there anything else which people tell Healthwatch that we can also use for driving improvements. Thank you Healthwatch.

Claire: I’m here with Ali from the patient experience team here, we’ve had a really interesting day talking to people and we feedback to you what we’ve heard from people. Erm, has that been useful for you?

Ali: Yeah, it’s-it’s been really really useful. It’s great to hear the positive feedback but also some other issues have been highlighted that we can act upon immediately and we’ll really look forward to receiving your full report. But it’s-it’s always helpful, always great to have Healthwatch into the trust.

Claire: Thank you very much Ali. And if you’ve got any feedback about your experience at St Paul’s eye unit you can contact us online and please do let us know what’s worked well for you or what you think might of – might need some improvement. Thank’s very much.

Ali: Thank you.