

Together we are making a difference!



130 people spoke to us about the treatment and care they received at the Liverpool Heart and Chest Hospital NHS Foundation Trust.

Liverpool Heart & Chest Hospital NHS Foundation Trust provides specialist services in cardiothoracic surgery, cardiology, respiratory medicine including adult cystic fibrosis and diagnostic imaging, both in the hospital and out in the community. They serve a catchment area of 2.8 million people, spanning Merseyside, Cheshire, North Wales and the Isle of Man.



We engaged with patients accessing the hospital, their family members and carers in the outpatient departments. Many Sefton residents are referred to this hospital for treatment.

We started our engagement back in the summer of 2018 and captured feedback over 13 months. You will be pleased to see that during this period the trust scored an average 4.51 stars out of 5.



Both 'Quality of Treatment' and 'Staff Attitude' scored an excellent '5' star rating.



In talking to patients there were a number of areas which could have improved their experience. We shared them with the trust.

A better understanding of how the distance from the car park to the trust impacts on patients and their visitors!

We shared concerns about the long distance patients and their visitors have to travel from the hospital's car park to the hospital. They told us it was difficult for them with their heart and chest conditions.

Through sharing the independent feedback we gathered, the Trust now has a **better understanding** of the difficulties patients face and are now working with Liverpool University Hospitals NHS Foundation Trust who run the site, **to look at how they can improve this for patients, their families and staff.**

More people need to know about the shuttle bus!

Some patients told us about the shuttle bus which is in place to support patients and visitors to get to different parts of the hospital site. However, we were told that this needs to be advertised more as many don't know about this free service!


In response to the feedback and recommendation we made, **posters** have been printed and have been **put up across the hospital site.** **Patients will also be told about the shuttle bus service in the letters they receive from the hospital.**



Reasonably priced food & drink!

Both patients and visitors told us that if they need to buy food and drinks whilst accessing treatment at the hospital or visiting someone who needs inpatient care, it is very expensive, more costly than if being treated, or visiting other local hospitals.

This feedback has **supported the learning of the trust**. The trust's 'Nutritional Steering Committee' was already reviewing this issue so it is **reassuring that the trust acts on the feedback it receives**. The hospital is **now working with the local food providers** across the trust to see how they can support both patients and staff who require food at a low cost.



Thank you to everyone who took the time to share their feedback with us about the Liverpool Heart and Chest Hospital NHS Foundation Trust. As you can see it really is worthwhile.

You can read the full version of the report on our website – <https://healthwatchsefton.co.uk/wp-content/uploads/2020/03/HWS-Feedback-Report-Liverpool-Heart-and-Chest-July-18-June-19-Approved.pdf>

You can share your feedback on any service by visiting our **Healthwatch Sefton Feedback centre**.

Just visit our website www.healthwatchsefton.co.uk and search for the service you want to leave feedback on. Alternatively phone us on **0800 206 1304** to share your feedback.