

# **Alder Hey Children's Hospital Listening Event Report**



**November 2021**

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**healthwatch**  
Liverpool

**Have your say**  
**Alder Hey Trust**

Thursday 4th November

Healthwatch Liverpool will be in Alder Hey asking questions of children, young people, parents, carers, relatives, friends & staff

Find us in on the wards and in outpatient areas. Please speak to one of our staff or you can complete the survey at <https://bit.ly/ListeningEvent>

Healthwatch Liverpool is the independent champion for people who use health and social care services in Liverpool.

SCAN ME

*Picture of QR code access to Listening Event survey used in Alder Hey*

# Introduction

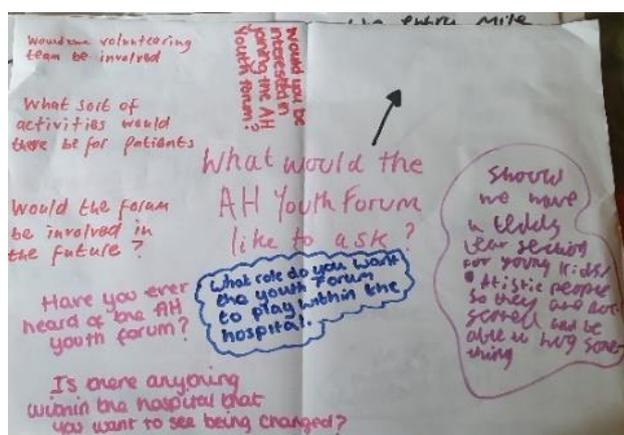
On 2<sup>nd</sup> & 4<sup>th</sup> November 2021 we held our Listening Event at Alder Hey Hospital, the first since the Covid-19 pandemic began. The aim of the event was to speak to as many patients and visitors as possible to gather feedback about the hospital. We wanted to find out what people thought was good and what needed improving.

There were several measures that were put in place to ensure that the event was Covid Safe, and we welcomed the support of the Infections Control Team at Alder Hey & the Patient Experience Team. As part of the event, we set up an information point in the main atrium of Alder Hey, and we were given a room at the Dewi Jones Unit. At the Alder Hey Hospital site, we had 3 dedicated teams visiting several departments, they were guided by Alder Hey Volunteers.



*Photograph of Healthwatch Staff and Alder Hey Volunteers*

Some of our staff stayed at the information stand to speak to people, whilst others went around the various wards and outpatient waiting areas.

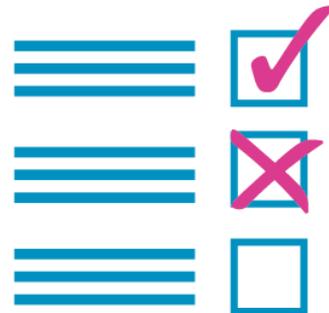


*Photograph of a mind map with annotations made by the Alder Hey Youth Forum used in the creation of survey questions*

During the planning of the event, Healthwatch Liverpool attended a meeting of the Alder Hey Youth Forum, who helped to devise the questions. These were added to those that Alder Hey Trust wanted to include, along with standard Healthwatch Questions. See Appendix A for a copy of the survey we used.

Paper copies were completed on the day, and a link to a web-based survey promoted the survey to parents and children who were on 'home leave,' residing in the Ronald McDonald House or were in HDU/CCU.

We spoke to **75** people, 73 in person, and two responses via online survey.



During our visit we gathered feedback from people about the following areas in the hospital:

- **Atrium**
- **Ward 3A** general ward
- **Ward 3B** inpatient, day care, clinics, Oncology/Haematology
- **Ward 3C** Medical Speciality patients.
- **Ward 4A** Orthopaedic care
- **Ward 4B** Neurology, Long-Term Ventilation, Sleep Study service
- **Ward 4C** General paediatric ward
- **Surgical Day Case** (Waiting & recovery)
- **Medical Day Case**
- **A&E**
- **Various outpatient waiting areas**
- **Radiology**
- **Neuro Outpatients**
- **Phlebotomy**
- **Dewi Jones Unit**

# Key Findings

- Patients, Carers, Staff & Visitors were **generally happy with their experience** at the Alder Hey Trust (Hospital & Dewi Jones Unit.) Whilst Covid 19 featured in some responses it did not feature heavily.
- Overall Patients, Carers, Staff & Visitors felt that they were receiving **a good level of care** and had had a **positive patient experience**. There were some issues in relation to communication between staff and parents.
- Alder Hey and the hospital itself was **a clean and nice environment throughout**. The staff on the wards were very welcoming, and happy to have us there. The responses we got from doing the surveys were overwhelmingly positive. Speaking mostly to outpatients, most had **very positive things to say about the hospital**, both children and parents. Some children enjoyed being there and the parents especially, seemed very impressed with the staff.
- Some would have liked some **more toys/activities to occupy smaller children**, whilst they waited, and one child did say they wished the outdoor play area was open. Some parents said they would appreciate **better facilities on the wards** (fold out beds, facilities to cook food or the ability to order food from the hospital so they could eat with children rather than buying food from cafes onsite.) The words associated with the hospital that children chose were almost entirely positive, and many felt they were safe and cared for whilst there.
- Feedback from parents was also generally positive, they mainly agreed that the **staff were friendly**, kind and **communicated well** to them and their children. Almost all children and parents gave the hospital a 5-star rating. A couple of parents also mentioned how difficult it had been for them and their children **not to be able to have both parents attending appointments/clinics**.

- The few criticisms that we did pick up mainly originated from **long wait times**. People that had to come from very far away would have liked **options for virtual appointments**, and there were criticisms around **clarity of communication between clinical staff and families**.
- The choice and selection of **food for visitors and parents** highlighted as something that could be improved. In particular the range of options, and the dilemma of parents not wanting to leave their children alone on wards to get themselves food, drinks or other means
- In relation to **Covid-19 restrictions** we heard that due to staff/volunteers no longer being able to insist visitors wear face coverings, some parents could be difficult about this.
- There was **difference in satisfaction** between planned admissions/treatments and emergency admissions.
- A key issue was around the **charging of mobile devices** in the hospital, in particular A & E, where attendance is normally in a panicked rush, and charging leads are not brought. **Patients and families are dependent on having charged devices** to both provide entertainment/distraction for the child and with visiting restrictions due to covid, it is a way to communicate with wider family members.



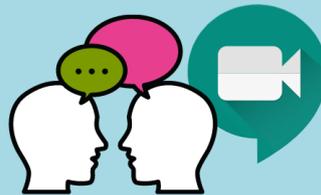
# Recommendations

Overall, most of the comments made about Alder Hey were very positive. However, both patients and visitors did raise some issues and make some suggestions for improvement.

1. Portable charging points should be made available for patients/families who are rushed into Alder Hey in an emergency



2. Children and their carers should be offered the choice of virtual or face to face appointments where possible even after restrictions are lifted



3. More (Covid safe) toys to be made available and more entertainment options for older children in waiting areas



4. Food that is able to be pre-ordered and picked up by parents who do not wish to leave their child on the wards by themselves



5. Access to outside space is important to children and young people, there should be range of both structured activities and play equipment outdoors



6. Food should be clearly labelled, including how it is cooked in the cafes, to ensure that it is suitable for a range of dietary needs



- Portable charging points should be made available for patients/families who are rushed into Alder Hey in an emergency
- Food should be clearly labelled, including how it is cooked in the cafes, to ensure that it is suitable for a range of dietary needs
- Children and their carers should be offered the choice of virtual or face to face appointments where possible, even after restrictions are lifted
- Food that is able to be pre-ordered picked up by parents who do not wish to leave their child on the wards
- More activities for older children/young people
- More covid safe activities in waiting areas
- Access to outside space is important to children and young people, there should be a range of both structured activities and play equipment outdoors as well as indoors

## Survey Results

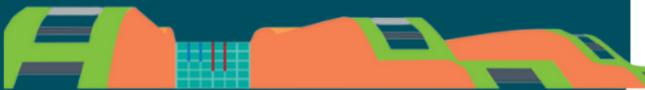
**84% of the people we spoke to were under 18**



**93% of people felt safe at the Alder Hey Trust**



**Alder Hey Hospital & Dewi Jones Unit sites were visited as part of the event**

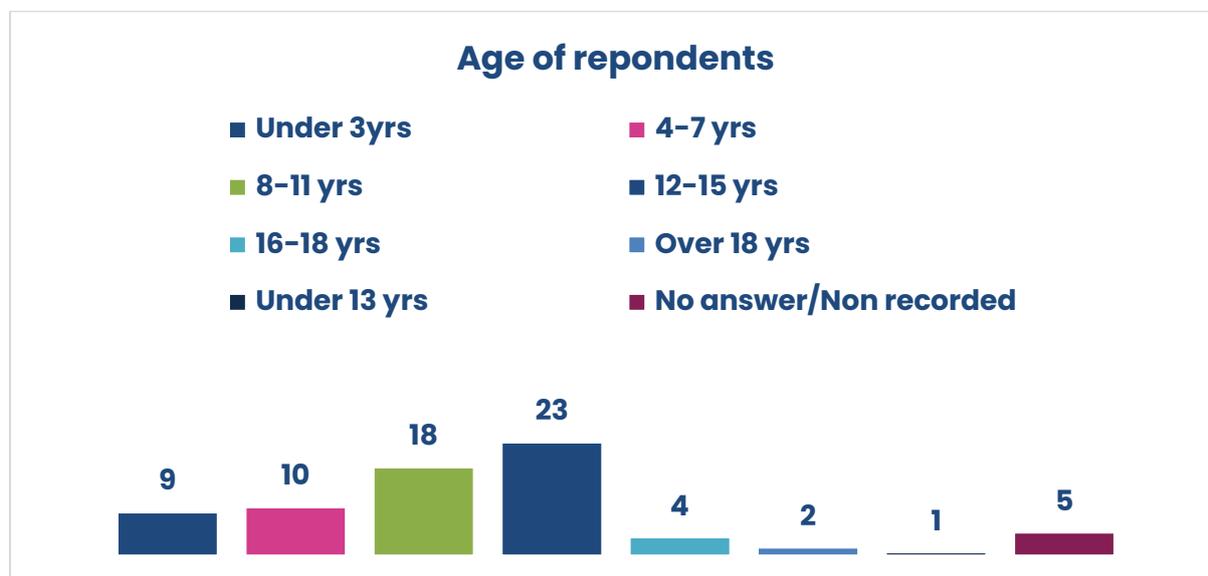


**94% of people felt that Alder Hey communicated about children's treatment**



## Who did we speak to?

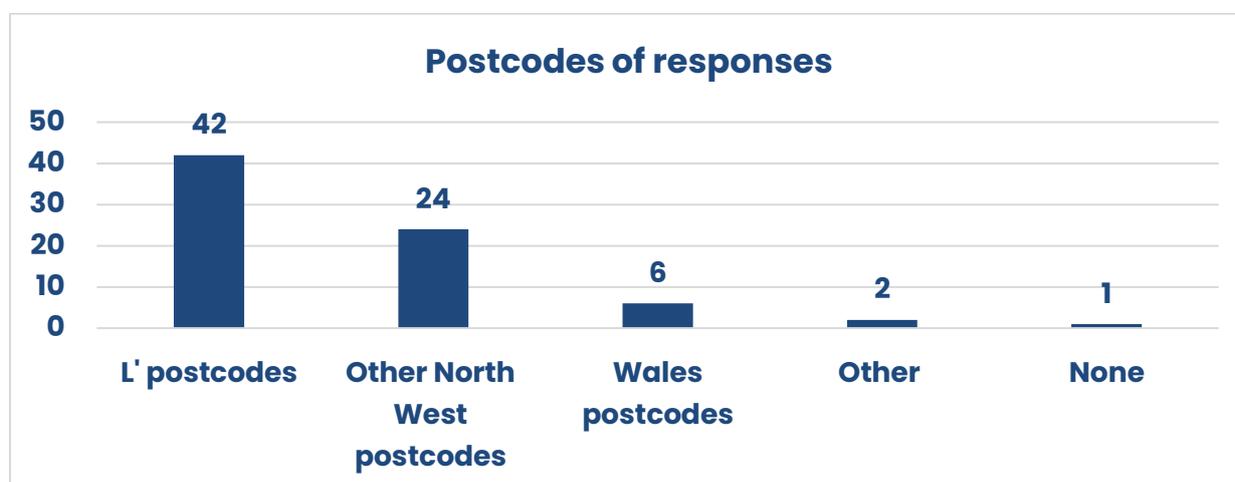
We completed surveys with a total of 75 people, 10 parents, 63 patients, 1 visitor and 1 member of staff.



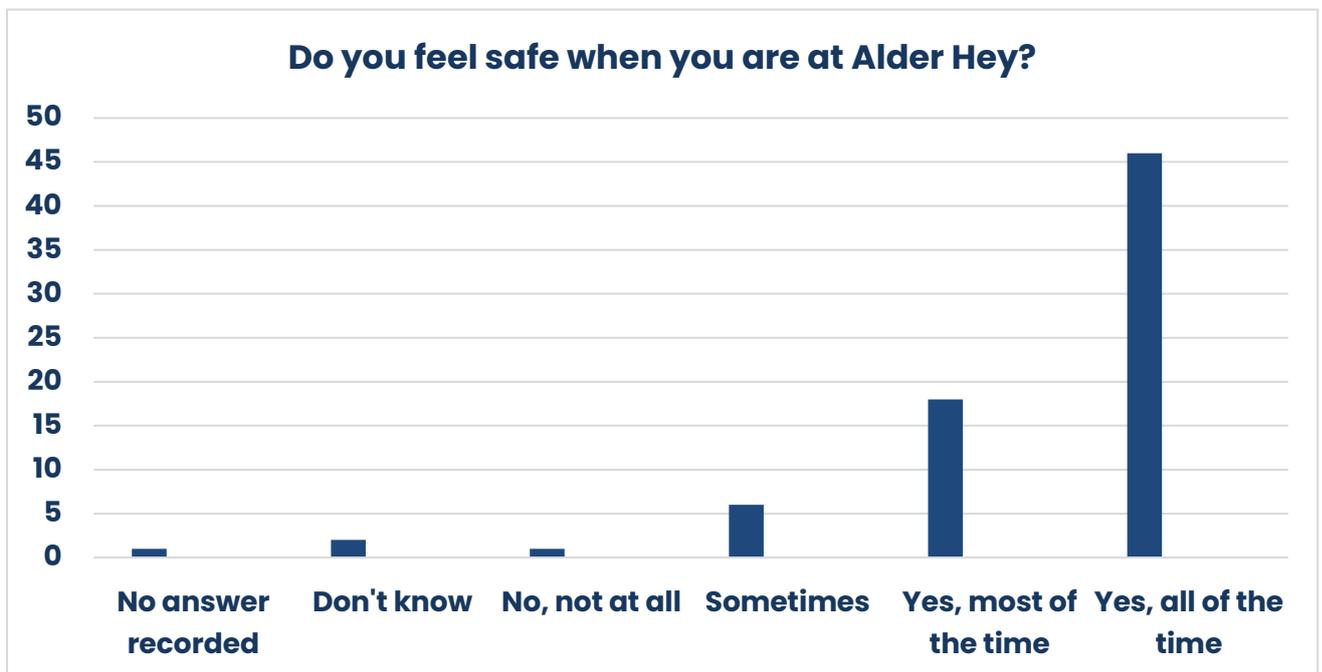
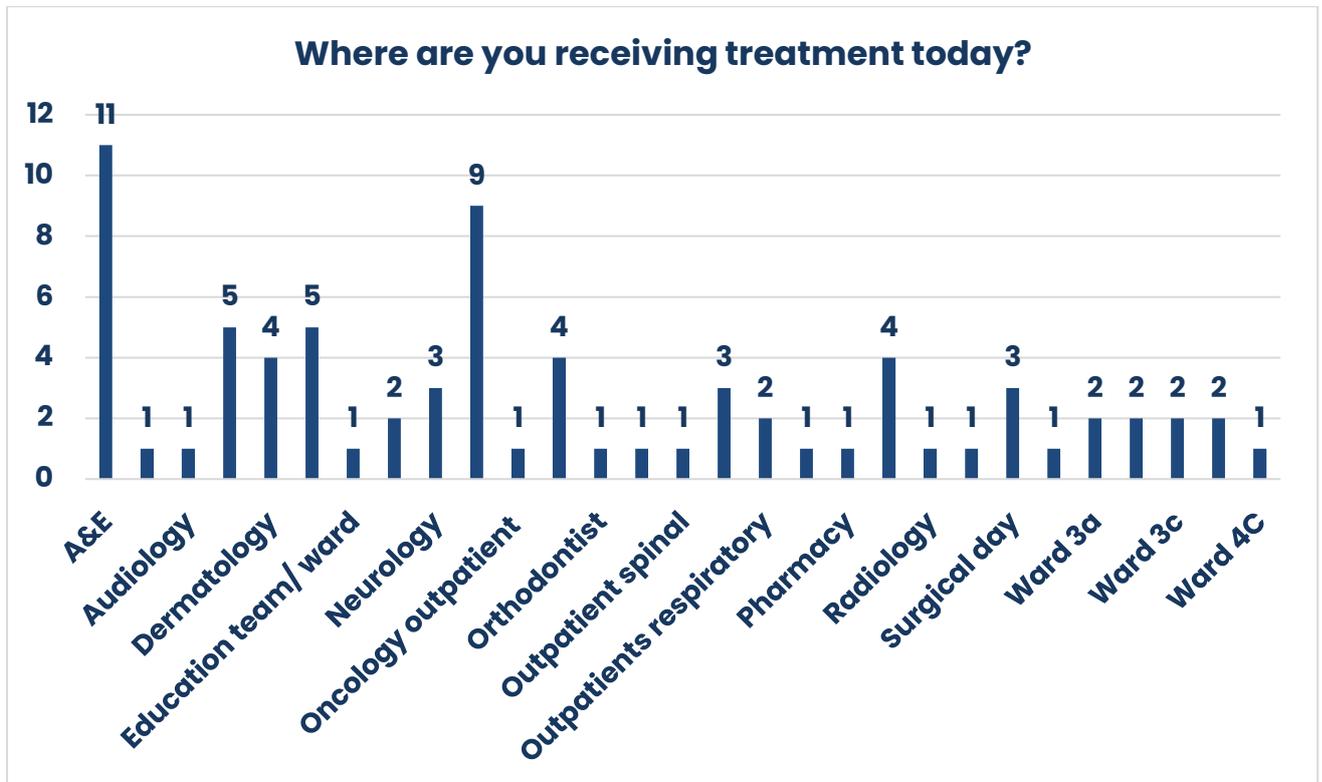
\*See appendix for full breakdown of ages.

## Where are you from?

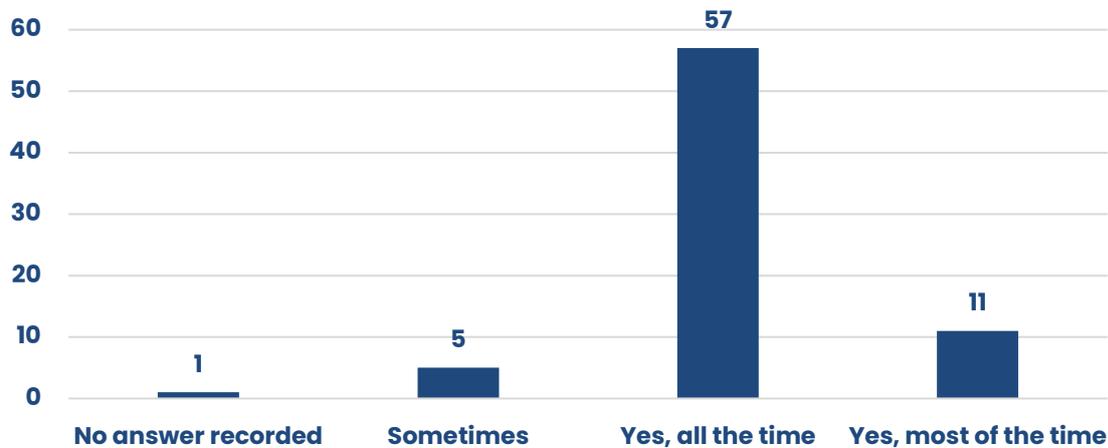
The parents, visitors, and families that we spoke to were mostly from the Liverpool, or Liverpool City Region Area. However, we spoke to a few families who had travelled further, and this is reflective of the specialist services offered by Alder Hey



As part of the Listening event Healthwatch Liverpool managed to access many areas of the Hospital site.

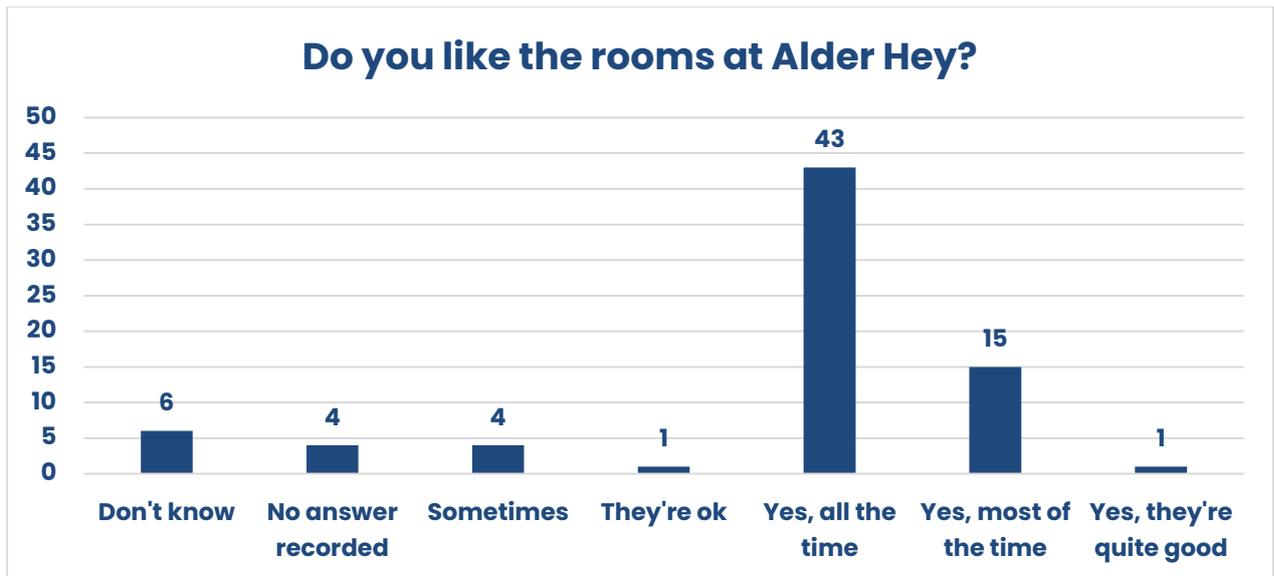


## Do you feel welcomed when you get to Alder Hey?



We asked for more details to help improve things or if there was anything else that they wished to say:

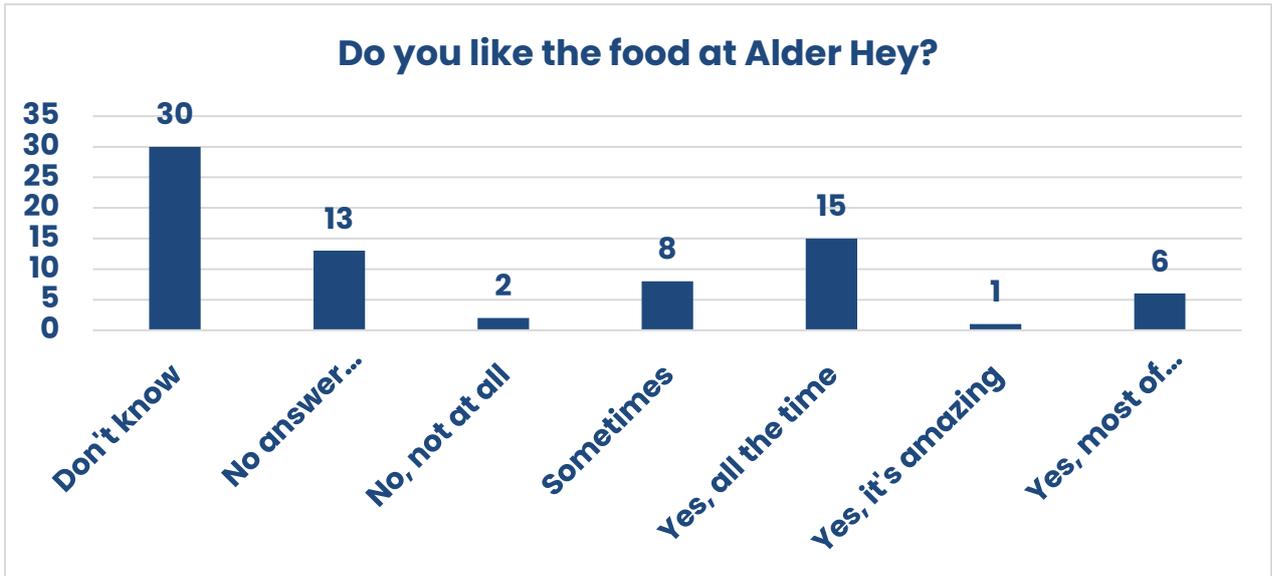
- 🌟 'It's upsetting during Covid - only I (Mum) can come in, not allowed to bring in another visitor or parent, not even her dad even though we're all from the same household'
- 🌟 'How welcomed I feel really depends on which staff are on. We felt welcomed when we first arrived, not on this current ward. The welcome to the ward was not good and put our backs up. The welcome was good in other parts of the hospital, and we were expecting that here, but we didn't get that good welcome - we were just told it was not a 1-2-1 ward. It put our backs up, and we've been picking up on other issues'
- 🌟 'Everything is amazing'



We asked what improvements could be made, or if there was anything else that they wished to say:

- 'Beds for adults overnight to be better'
- 'I like the pictures on the walls'
- 'A little more for teenage patients if possible - i.e., computer games, Nintendo ds etc.'
- The rooms in the new Alder Hey are not as child friendly as they used to be - used to have lots of toys and things to distract kids in the old hospital

🍷 The rooms are very clean.



\*There were many surveys completed within outpatients, reflected in the high numbers of 'don't know' and 'no' answer recorded. Of the two patients that did not like the food, one was being treated for an eating disorder.

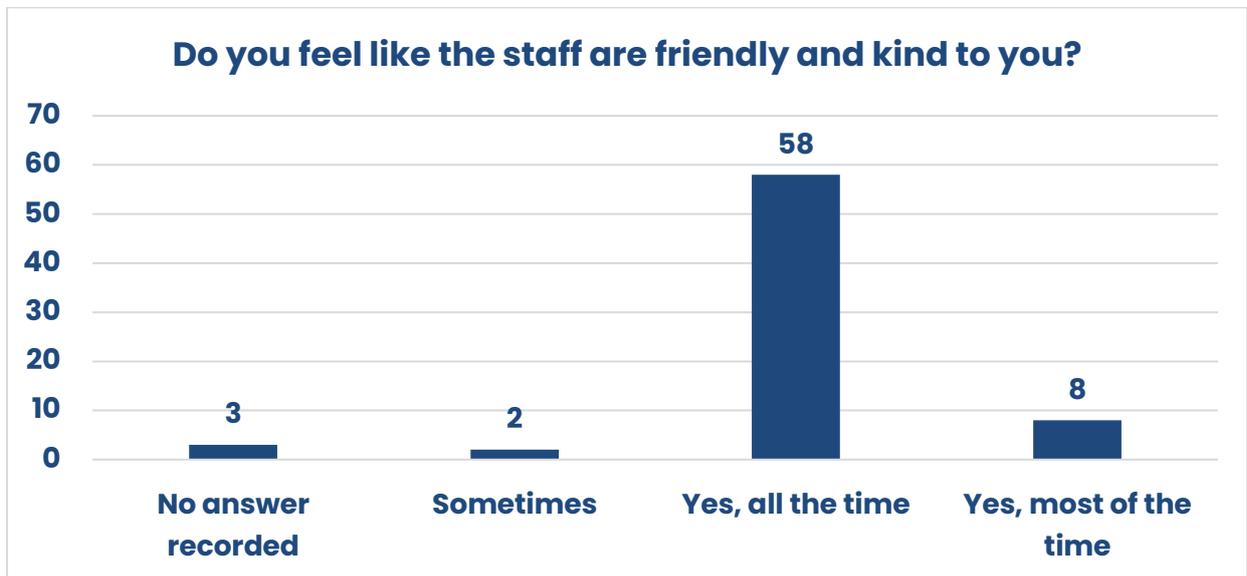
Other comments about the food at the Alder Hey Trust included:

- 🍷 The chef is well good.
- 🍷 Food could be better.
- 🍷 She (my child) is only just getting her appetite back, but the food seems good and other visitors enjoy it too.
- 🍷 Chips - make sure they are vegetarian, mum asked once and was told that the oil was also used to cook sausages, so she couldn't eat them.
- 🍷 Mum struggled to eat and look after her child at the same time.
- 🍷 Staff could pre order food, so they don't have to queue.

Other improvements and suggestions in relation to the environment at Alder Hey including Dewi Jones were:

- 🍷 I'd like the playground outside to be open.
- 🍷 Books to read would be good in the waiting room.

- 🌱 Finds the masks a bit scary/would like somewhere to charge their phone.
- 🌱 To have a unit pet, to make it better and happier



We asked if there was anything more about the staff:

- 🌱 'Happy with the follow ups provided. Find it easy to get hold of staff.'
- 🌱 'I like the staff.'
- 🌱 'Makes me feel comfortable and reassured at all times.'

🌱 'Happy that they take the parents knowledge and wishes into' account. This is something that was a negative in other hospitals.'

🌱 'Sometimes the nurses are a bit rough but mostly they're great.'

🌱 'Staff are mostly friendly and respectful.'

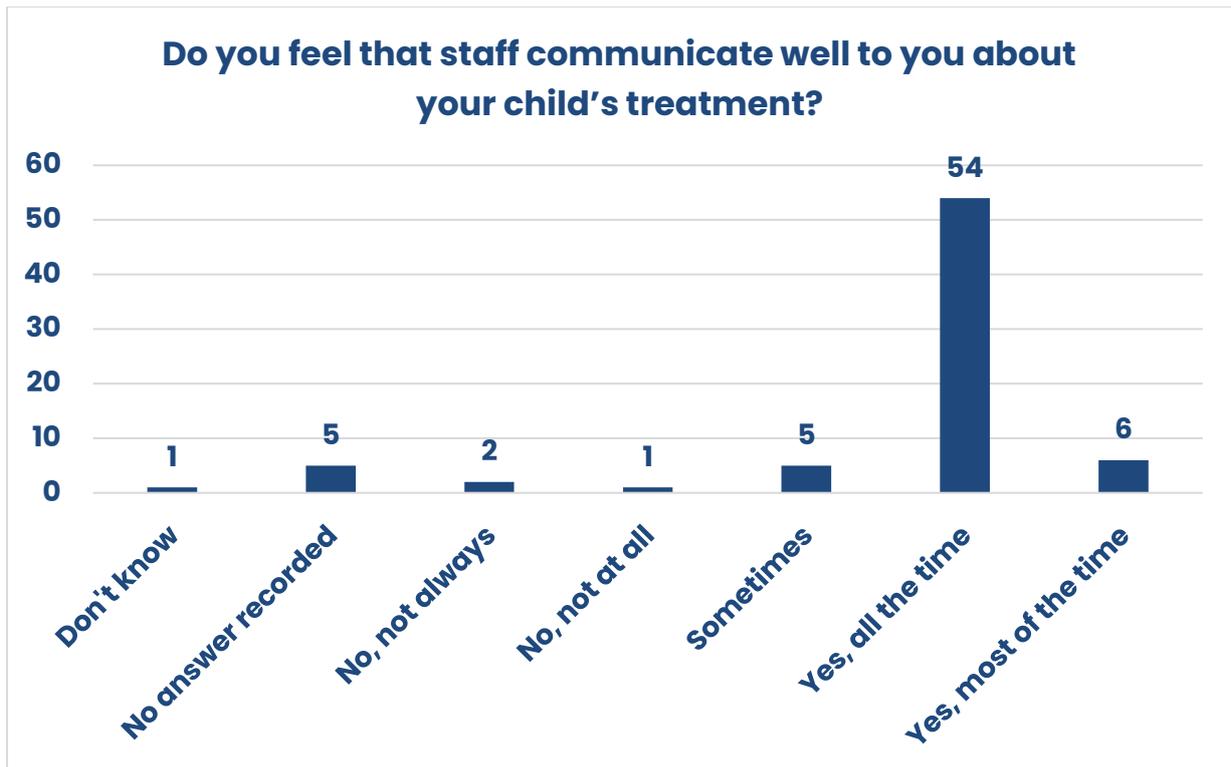
🌱 'Staff have been ... Kind, warm hearted, give off vibe that they would do anything for you'

🌱 'Sometimes the doctors use words I've not heard of before but most of the time it's okay. If they say a word I don't know, I just ask them what they mean.'

🌱 'They explained to me, and my mum could understand. They talked to me about my school and my school council badge. They were nice.'

We also asked two questions in relation to parents' experience:





We asked if they had any ideas on how to improve communication at Alder Hey as parents raised this as an issue. However, they were aware of pressures on staff which they saw as partial justification for the issue. Below is a report of all the comments:

- All very helpful and friendly.
- Considering Covid, everything has been great. We can't have other visitors, but that's not the hospital's fault. We've got one other child with us staying in the Ronald McDonald and another back at home. The staff have been amazing - if we're out and she's upset they'll ring us and let us know. We've been here a week and we know all their names. Cannulas are hard, but the nurses are so patient, and so respectful to us. She's so well looked after; she's always talking to the nurses and sat with them at their station when we're not here.

- Could improve communication. Wake me to let me know going to administer oxygen before giving it. Check child is given pain relief regularly.
- Feels like they never get given enough information.
- It would be good if A&E waiting times was faster but understand why it isn't/ The staff work as fast as they can. I'd be more worried if we were rushed in because then I'd know there was something really wrong with her.
- It would be good to know what the plan is going forward, or what I should expect. Basically, what the plan of action is?
- Just keep up to date with plans for the child, for the day.
- Lovely hospital, beyond words, have invested so much into it.
- Never had any issue with the staff - we've been in and out here since she was born.
- Spot on. Staff are amazing. We go to lots of different clinics - 5 clinics in the last 3 weeks. all staff good.
- No improvements - the staff seem really caring, they're always smiling, they seem to enjoy their jobs. The staff go above and beyond. We've been really well looked after today, it's been excellent.
- Parent communication wipe board in each bed space would help.
- The reception area has changed over (medical day), and there have been problems around appointments.
- This child's visit is good, outpatients is fine. Had a child inpatient and nurse was pushy and forceful with child, made her feel bad about not taking a feeding tube even though it was stressful, nurse got angry with them both after this.
- We didn't know there was a liaison for special needs children here. My sister found out, she asked at Whiston - so we only met the special needs liaison yesterday, even though we've been here three months. We should not have had to find out that information ourselves. We do know about PALS, we've not been officially told about it but I do know. I didn't think I'd need to speak to PALS, because

I've spoken to the Ward Manager about issues, but I've had to speak to the Ward Manager three times now.

- We would appreciate more communication from the nurses, and also more communication between nurses when shifts change. She (our child) had a bad reaction to a medication, and we were told she shouldn't have it again – but when the nurses changed, she was given that medication again. We're feeling more confident asking and raising issues when we're unsure, but there are things that we are having to chase.
- Our child is on IV food at the moment, and it was really late the other day. Sometimes communication from consultants is overwhelming – they give you lots of information, sometimes too much, and they always start with the bad news.
- We'd give the staff glowing reports. My daughter is autistic, and the staff are very understanding – she gets anxious generally, but the fact that she is okay here speaks volumes. Waiting times are always a problem. There are more patients all the time. You try to be understanding, but it gets frustrating. The pandemic hasn't helped. My daughter has a small window in which treatment can happen, and we worry that we'll miss it. We've used the hospital since she was very young – she had a hole in the heart and has limb length discrepancy. Her autism diagnosis was long and draw out – she wasn't diagnosed until she was 10. She's in mainstream school, but you need training. Staff in the hospital are much better informed and more compassionate than in schools.

## As part of the Listening Event, Alder Hey Youth forum wanted to find out some information which we asked on their behalf:

### **Question 1: What sort of activities have you taken part in at Alder Hey?**

People would like to see more activities available whilst waiting in both A&E and Outpatients.

Five young people felt that activities on offer were too young for them to participate in.

Six young people had not been offered anything.

A few young people mentioned that charging facilities and cables would be great to see on the wards and clinics.

The additional answers to the questions feed into the following headings:

## We brought our own from home

-  Bring in own stuff as there is nothing to do.
-  Brought a favourite doll in when an inpatient.
-  Also brought a book.

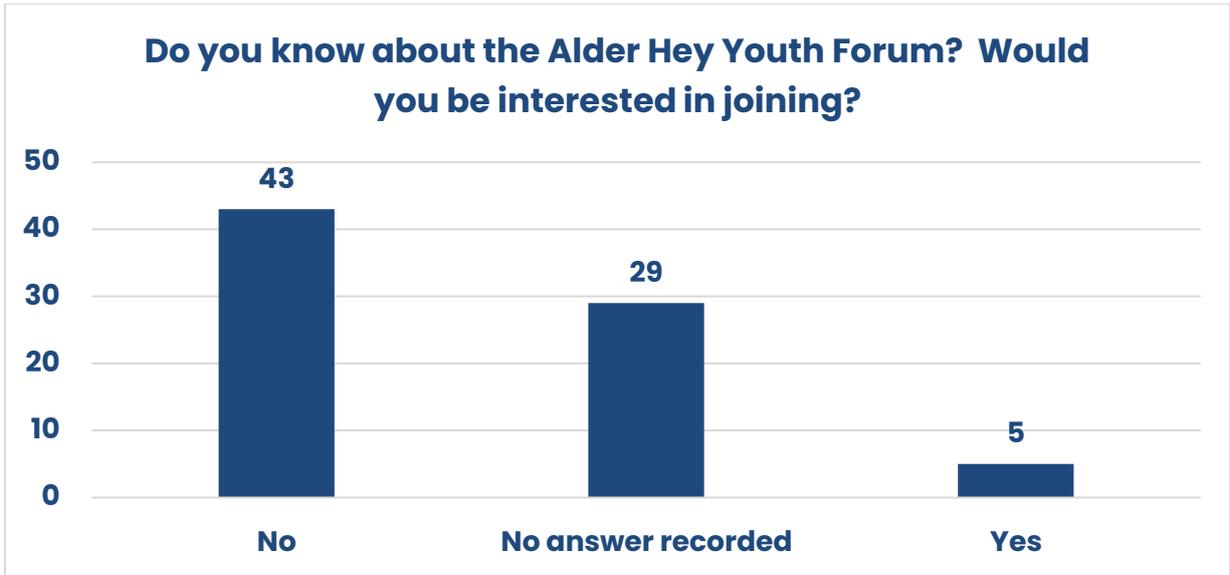
## Activities that we can do [are offered] in hospital

- 🎯 All of the activities offered are good, stops me from being bored.
- 🎯 Loads - made stickers and Christmas decorations, done origami, made necklaces, decorated with beads - loads. Got given a ukulele as well by a group that was here. Not heard about the Alder Play app.
- 🎯 Playroom, dollies and Ipad. Has played loads.
- 🎯 Played with some of the physical toys pre-covid.
- 🎯 The play here is great, and the crafts. A teacher came around the other day too. We've not heard about the Alder Play App.
- 🎯 The play nurses bring things up, like colours, crafts, and board games, but I'm not allowed to go down to the play area. I've used the Alder Play App; I've got it on my phone - it's alright.
- 🎯 The play physios have been in. We've been given a big mat for the floor, and when she's not hooked up, she's outside.
- 🎯 TV, play, arts and crafts games.
- 🎯 Watched TV - not been offered any colouring books etc.
- 🎯 Has been given toys before by the hospital.
- 🎯 Games on the ward.
- 🎯 Taking part in music therapy and books and toys.

Alder play was also discussed in some responses.

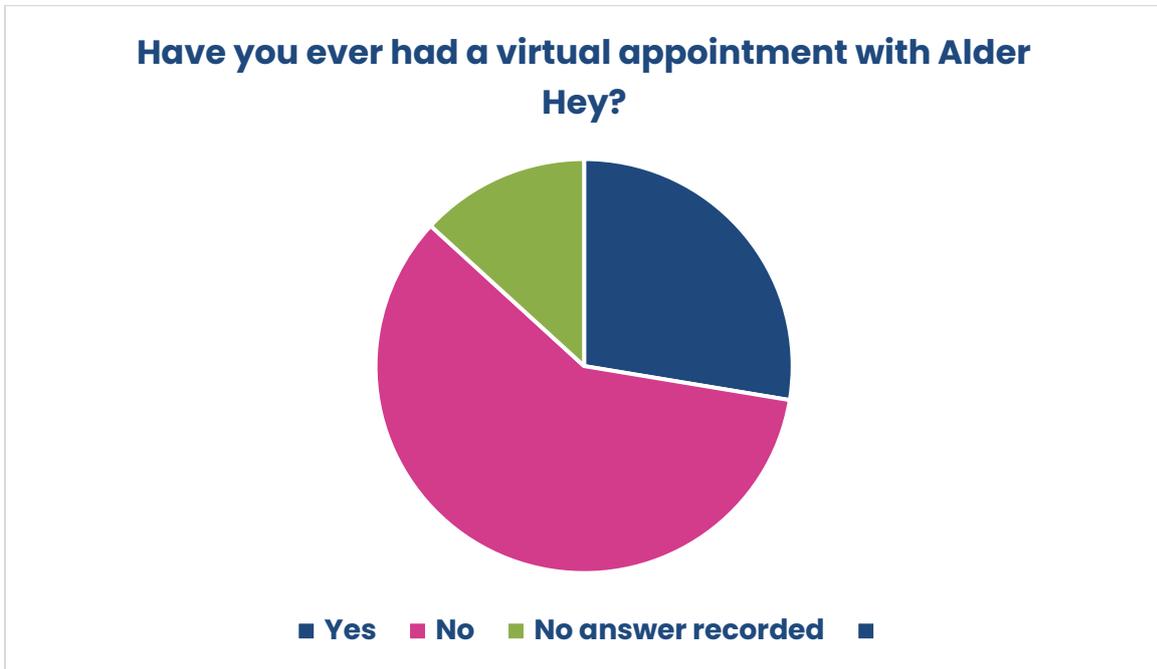
## **Future activities some in-patients would like to see included**

- 🎯 Sports groups.
- 🎯 Arts & Crafts.
- 🎯 Wii.
- 🎯 Would like to do Kayaking & Horse riding...Walks.

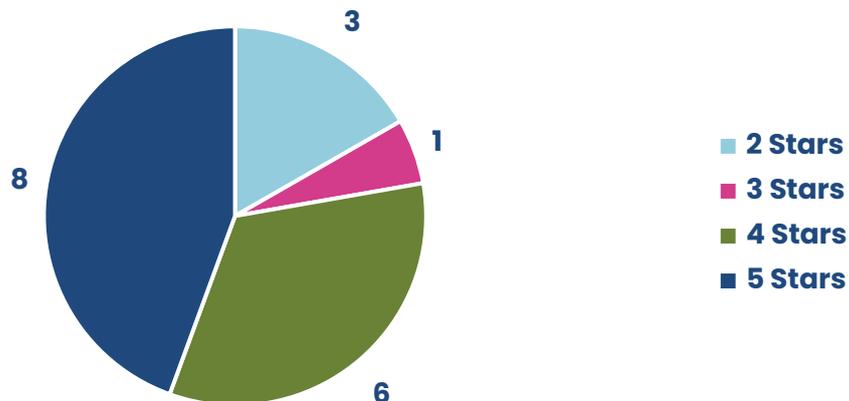


**Alder Hey Trust asked Healthwatch Liverpool to include a few questions as part of the Listening Event.**

The questions were in relation to virtual appointments:



### How would you rate the virtual appointment?



When asking for more detailed feedback on virtual appointments, three distinct areas emerged. People either liked them as it was a way to stay in touch, and it was just as good in person; those who had connections issues, and finally those who would have preferred face to face.

## People who liked virtual appointments

- A virtual appointment would be great. Cardiac appointments need to be done in person to allow checks but otherwise we'd love virtual appointments, they are the way to go.
- Everything could be done in the same way, but it was better. It was an ASD appointment. He felt more at ease in the home environment and so he opened up and said more.
- Good when we had the lockdown and couldn't get in.
- Has had phone calls which were fine. Letters were clear with good information and gave contact so parents could call for more information.
- Has sent in photographs of condition - Was offered in person as well.
- It was just between mum and hospital whilst she was at school, we have another this week. They worked fine.
- Most of our communication with Consultants and Therapy sessions have been via Teams. In the main they are fine, and it has saved a lot of travelling time and expense.

- Online okay – given lots of communication.
- Over Covid the video appointments worked really well.
- Phone calls to support the home palliative care.
- Speech and language – was very good, it worked just as if it had been in person.

## People who had connection issues

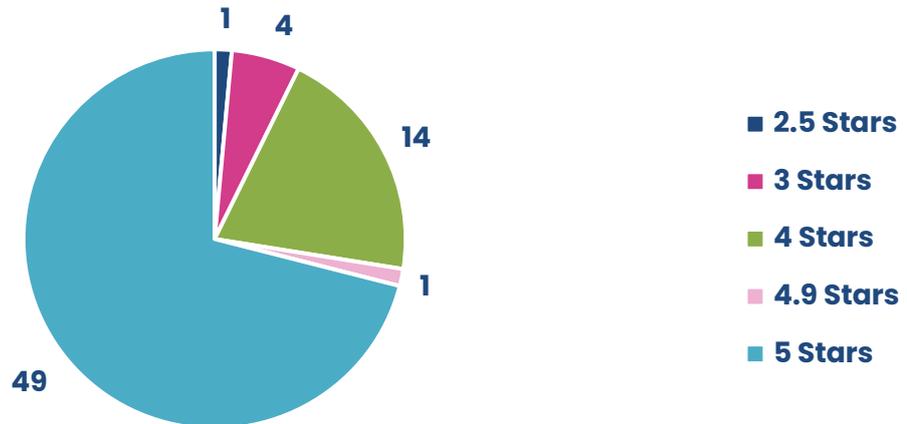
- It was a bit of a joke. The appointment was over Skype, but we couldn't hear a word they were saying. Luckily it wasn't a serious appointment, only a check-up.
- Just depends on the connection, only works with a good one.
- There were connection issues, so the hospital ended up just calling on the phone.

## People who would have preferred face to face appointments

- Video appointment, in person is better.
- We've had the SALT team on video and done phone calls with the community paediatrician (at Whiston), before she was seriously ill. Assessments are hard over video, but we were able to get an in-person appointment.
- Would have liked face to face follow up.

**We then asked people to rate their overall experience of Alder Hey**

## How many stars out of 5 would you give Alder Hey?



We asked if there was anything else the respondents would like to tell us these fell under two main categories- Great and individual circumstances.

### Great patient experience

- Always really good experience.
- Hospital is clean and bright.
- I want to give it 10 big stars.
- I'd give it 5 stars, even though I'm scared of hospitals.
- It's just cute. It's like a day out - better than school.
- Mostly good overall. The staff are very kind and supportive.
- Thank you.
- They take good care of me.
- would give 10 stars.

### Individual circumstances

- Car parking is expensive.
- Transport to the hospital can be difficult. Terrible experience at the Royal with daughter.

- Good experience overall, but had some things go missing from the wards like money/valuables.
- Needed additional equipment during patient stay due to mobility issues – equipment wasn't in the room when required.
- Staffing can be poor at times.
- TV in ward was not working.

### **We also asked if there was anything else that parents would like to say**

Overall parents were happy with the treatment, facilities and the staff at Alder Hey. Some of the additional issues raised included:

- For [medical] day the families would welcome more space being created so that their child could have the option of being able to lie down when not feeling great as they are there for 4 hours receiving an infusion.
- Having charger points and cables for mobile devices
- The need to provide portable cots/places for babies to be put down while waiting.
- I think there needs to be more rooms for inpatients.
- A&E – the security guard is horrible and should have some customer service course.
- There is no catering for parents so if you come in due to an emergency, no time to bring any food, etc. It's hard for short stay parents and for lone parents as can't leave your child unattended.
- The facilities for parents on the ward could be better. It would be really good if you could get fed on the ward as a long-term parent – if you could also get a meal when they bring round food for the kids, rather than having to go downstairs, it's really expensive buying food downstairs. I'd be happy to pay for a service like that.
- It can be difficult to get hold of someone to talk to, or get information, can be slow. There is a need keep parents in the loop more and keep in touch with follow ups and keep promises.

- Long waiting times in A& E, and poor communication between Walk Ins means lots of wasted visits that end up in Alder Hey anyway.
- Wanted to have virtual appointments so we didn't have to drive 3.5 hours an appointment.

Comments from parents relating to **speed of diagnosis and ethos** at Alder Hey:

- I would recommend this hospital to anyone. We were seen in a very short space of time, didn't have to wait in A&E. It has taken so long to get to this point, for my son to get a diagnosis, because he was a patient at a different hospital. I asked for care to be transferred to Alder Hey, and within a week my son had been given a diagnosis.
- A woman from the hospital came to check that I was ok which meant a lot to me as a parent.
- It's been seamless, it's very well organised. We've been here quite a while, but that's just because we need to wait for certain medical procedures, etc, which need time. The staff are so good at distracting her, the play people are good, the nurses are good, there are lots of fun things for her to do.
- Our child had been under the care of Dewi Jones / Alder Hey since July 2020 and we thank them from the bottom of our hearts for helping get our child well.
- Some staff are amazing, but the odd one or two are not great and they're not gentle with her, and she remembers that. She remembers the pain. You don't always want to say anything - anyone outside says "she's in the best place", but they're not here, they don't see what's happening here. I feel like they are treating her (my child) differently because she has Downs Syndrome.
- Really appreciates that mum and nan can come together as mum has severe anxiety.
- The staff are nice, and the hospital is clean, the treatment is really good.
- They give her lots of respect. The Listened to her very well. It's a wonderful hospital.
- We got a letter during the pandemic, saying "You haven't been forgotten" - that helped, even though her treatment was delayed by 12 months.

## What words do patients, their family or carers associate with Alder Hey Hospital?

We asked people to circle as many words as they wanted to describe their experience at Alder Hey, the larger the word, the more times it was circled



**"The volunteers are great - they are always there for you, and well-informed too. That helps."**



**"Having only one parent allowed in with here is hard, but I understand it totally."**

**"We feel very lucky to have this hospital on our doorstep"**

**"It's a shame you have to grow up and go elsewhere for treatment."**



## Conclusion

Alder Hey received a great deal of positive feedback from both patients and visitors at our Listening Event this year. However, there were some areas identified which would benefit from improvement and suggestions received about how things could be made better.

The involvement and advice of the Alder Hey Youth Forum enhanced the Listening event, and we would like to continue to develop this relationship.

We look forward to continuing to work with Alder Hey over the forthcoming year and we will carry out a further Listening Event in 2022.

# Thanks

Healthwatch Liverpool would like to thank the Alder Hey Youth Forum for being welcoming and working with us to co-design the questions for the Listening Event, ensuring the young people voices are embedded in all aspects of the Listening Event, and thanks to Alex Jones & Lisa Cooper supporting the work.

Secondly would also like to thank the volunteers and Anne Doyle for supporting the Listening Events Teams in their journeys around Alder Hey Hospital.

We were very delighted that the staff at Dewi Jones were supported Listening Event and helped to access children and young people who were on 'home leave.' Enabling the voices of young people with Emotional and Mental Health issues to be heard in this listening event.

Finally, we wish to express thanks to Val Shannon & Wendy Flanagan for their support and co-ordination with Alder Hey and its department to ensure that the event ran smoothly, and that we were able to hear the voice of the patients.

# Healthwatch Liverpool

We are 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.

- We focus on ensuring that people's worries and concerns about current services are addressed.
- We work to get services right for the future.
- We listen to patients of health services and users of social care services, along with their family members or carers, to find out what they think of the services they receive.
- We advise people how to get the best health and social care for themselves and their families.

We provide help and information about all aspects of health and social care provided in Liverpool. We make sure that service user views are heard by those who provide health and social care.

Wherever possible we try to work in partnership with providers to influence how they make improvements.



# Appendix A – copy of survey

## What do you think of Alder Hey Children's Hospital? November 2021



1. Are you: a Patient  a Visitor  Staff  Other

2. How old are you? I am  years old I don't want to say

3. First part of your postcode (eg L8, L22, L36)

4. Which part of the hospital can you tell us about?

**What it feels like at Alder Hey**

No, not at all  No, not always  Sometimes  Yes, most of the time  Yes, all the time  Don't Know

5. Do you feel safe when you are at Alder Hey?

6. Do you feel welcomed when you get to Alder Hey?

7. Do you like the rooms at Alder Hey?

8. Do you like the food at Alder Hey?

9. Do you have any ideas about how to improve this?

### Questions from Alder Hey Youth Forum

16. What sort of activities have you taken part in at Alder Hey (e.g. Alder Play app, music therapy, toys, tv, books, games)

17. Do you know about the Alder Hey Youth Forum? Would you be interested in joining?

Yes  No

**Virtual appointments**

18. Have you ever had a virtual appointment with Alder Hey? (Phone or video)

Yes  No  Don't know

19. How would you rate the virtual appointment? (Out of 5 stars)

Bad      Very Good

20. Would you like to tell us a bit more about your experience of virtual appointments?

### Overall experience of Alder Hey

21. How many stars out of 5 would you give Alder Hey?

Bad      Very Good

22. Is there anything else you would like to tell us?

### How staff treat you

No, not at all  No, not always  Sometimes  Yes, most of the time  Yes, all the time  Don't Know

10. Do you feel like the staff are friendly and kind to you?

11. Do you feel like the staff listen to you and explain things clearly?

12. Would you like to tell us anything more about the staff and how they treat you?

### What parents/ carers/friends expect

No, not at all  No, not always  Sometimes  Yes, most of the time  Yes, all the time  Don't Know

13. Do you feel like the staff were respectful to you and your child?

14. Do you feel that staff communicate well to you about your child's treatment?

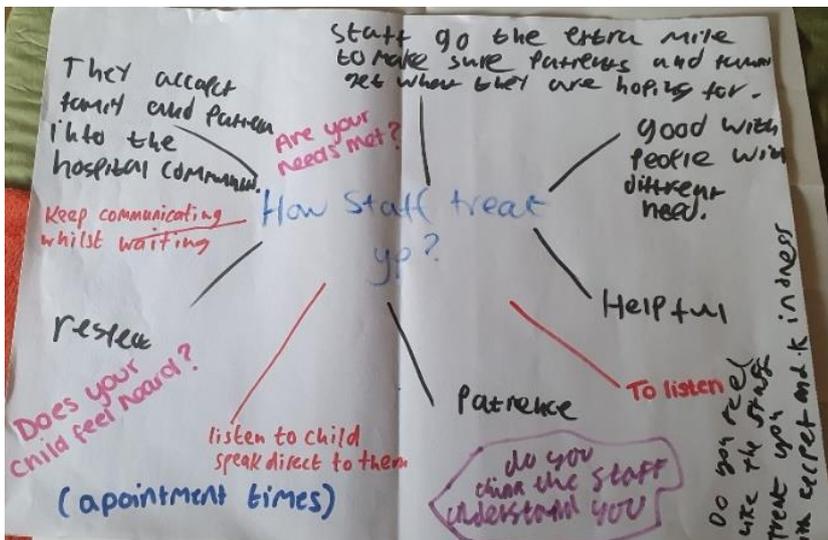
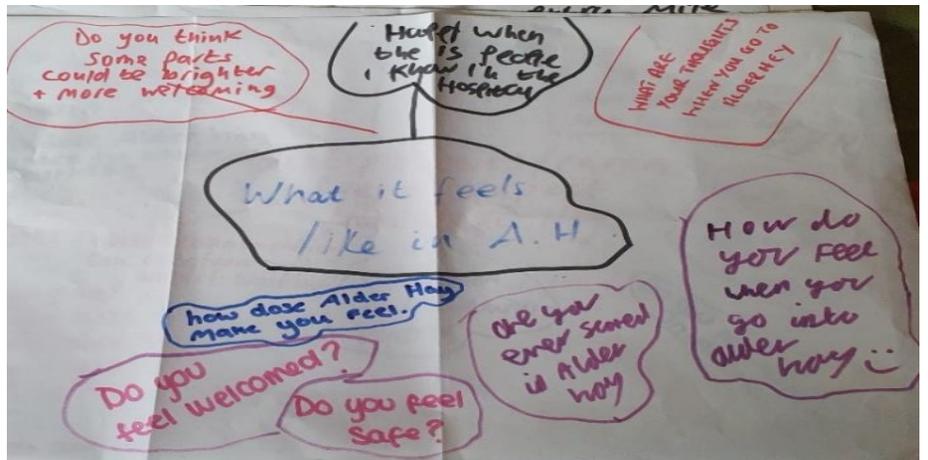
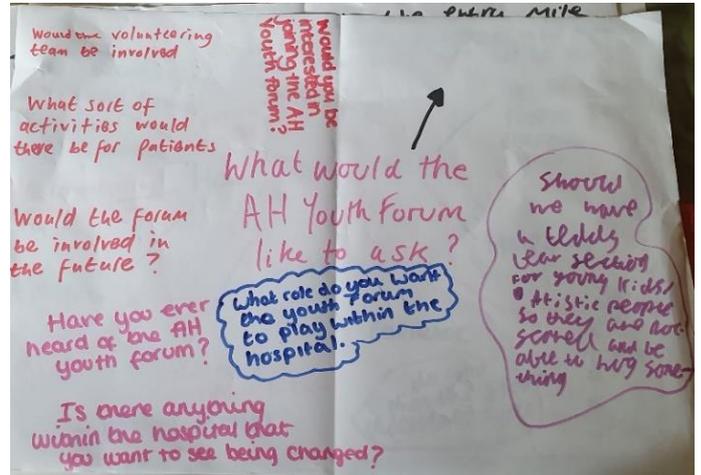
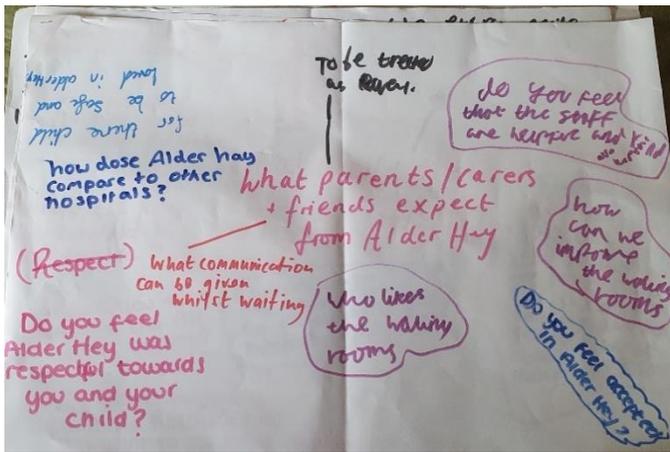
15. Do you have any ideas about how to improve this?

23. Is there anything else your parent or carer would like to say?

### 24. Please circle as many words as you like to describe your experience at Alder Hey

Listened to Accepted  
 Angry Respected Patronised  
 Ignored Kind Safe  
 Bored Equal  
 Fairly Fun Welcomed  
 Frightened Heard  
 Cared for Helpful

# Appendix B- Youth forum questions from workshop



# Appendix C- Demographic information- full breakdown

Full breakdown of age of respondents:

How old are you?	total
2	3
3	2
4	2
5	4
7	4
8	5
9	3
10	6
11	4
12	3
13	5
14	7
15	8
16	3
18	1
23	1
32	1
14 months	1
21 months	1
3 weeks	1
4 weeks	1

No answer recorded	4
U13	1
I don't want to say	2

**Postcodes of respondents:**

<b>First part of postcode</b>	
BB1	1
BB7	1
BL9	2
CA10	1
CH2	1
CH44	1
CH7	2
CW1	1
DE4	1
L10	1
L11	1
L12	5
L14	2
L15	3
L17	2
L19	4
L20	1
L22	1
L23	1
L24	1

L27	1
L28	1
L3	1
L30	2
L32	1
L33	1
L36	1
L4	2
L40	1
L5	1
L6	1
L8	1
L9	1
Liverpool	2
LL22	1
LL23	1
LL28	1
LL65	1
No answer recorded	3
PR1	1
PR19	1
PR8	3
SA45	1
SK9	1
W6	1
WA 1	1

WA10	2
WA11	1
WA5	1
WA8	3
WNI	1

**Which part of Alder Hey hospital were people surveyed:**

<b>Which part of the hospital can you tell us about?</b>	
A&E	11
Allergy clinic	1
Audiology	1
Cardiology	5
Dermatology	4
Dewi Jones	5
Education team/ ward	1
Medical Day Care	2
Neurology	3
No answer recorded	9
Oncology outpatient	1
Ophthalmology outpatient	4
Orthodontist	1
Outpatient David Wright clinic and physio	1
Outpatient spinal	1

Outpatients	3
Outpatients respiratory	2
Outpatients urology	1
Pharmacy	1
Phlebotomy	4
Radiology	1
Spinal/ECG/Lung Function/Bloods/Medical photography	1
Surgical day	3
Ward 3a	1
Ward 3a	2
Ward 3b	2
Ward 3c	2
Ward 4A	2
Ward 4C	1

## Appendix D– Stories from the day

- We heard feedback from one parent about poor communication between staff, meaning that their child received a medication, after the nurses had changed shifts, which they'd previously had an adverse reaction to. One parent also told us that they thought her child was being treated differently, because the child had Downs Syndrome, which was concerning. This parent also said they had not been informed about the special needs liaison officer by staff and was concerned that some staff weren't always gentle with their child (a young toddler) whilst changing dressings, etc. which upset their child.
- Some particularly outstanding responses included a woman who told of how Alder Hey had saved the lives of both of her children at various points in their lives. One who was 13 having had open heart surgery 3 times and the other who had cancer.
- Another stand out response was from a couple whose child had to cease receiving treatment and move onto palliative care. Even though there was, unfortunately, nothing else that the hospital could do for their child, they still thought that the staff and the hospital were very good and had only positive things to say about it.
- One woman we spoke to in A&E had positive things to say about outpatients and emergency services for one child. The other child, who had a couple of long-stays in Alder Hey did not have as positive an experience. She spoke to us about a member of staff who wasn't respectful or as compassionate to her child as she expected. She felt like the staff member should have been more patient and empathetic towards her child, a particular incident occurred whilst her child had to have a feeding tube fitted.

## Contact details:

### Healthwatch Liverpool

 **Call:** 0300 77 77 007 between the hours of 09:00 – 17:00 Monday to Friday.

(Calls cost the same as a local rate call - we can call you back to keep your bill down)

 **Post:** 151 Dale Street, Liverpool, L2 2AH

 **Email:** [enquiries@healthwatchliverpool.co.uk](mailto:enquiries@healthwatchliverpool.co.uk)

 **Text / WhatsApp:** 07842552878

