



Easy  
Read

**NHS**

# Improving women's hospital services in Liverpool

What do you think?



# Easy Read



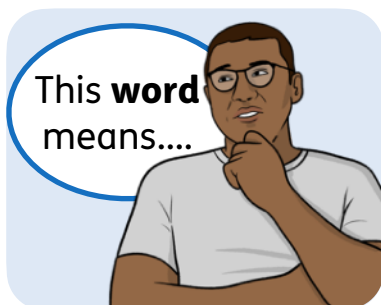
This is an Easy Read version of some information. It may not include all of the information but it will tell you about the important parts.



This Easy Read booklet uses easier words and pictures. Some people may still want help to read it.



Some words are in **bold** - this means the writing is thicker and darker. These are important words in the booklet.



Sometimes if a bold word is hard to understand, we will explain what it means.



Blue and underlined words show links to websites and email addresses. You can click on these links on a computer.

# What is in this booklet

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# About this booklet



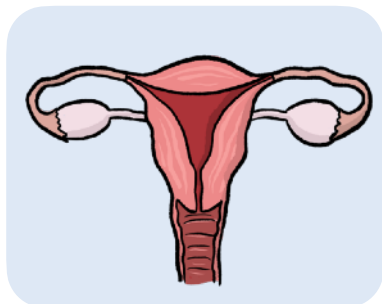
This booklet is from NHS Cheshire and Merseyside.

We are in charge of planning healthcare for people in Liverpool.



We want to make women's hospital services in Liverpool better.

This includes:



- **Gynaecology services** - this is healthcare for female body parts. It includes looking after a woman's vagina and womb.

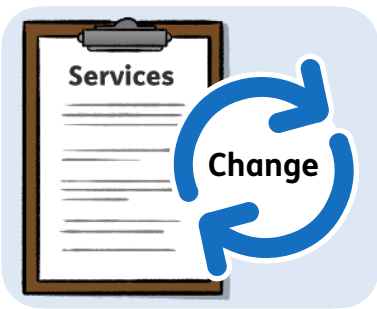


- **Maternity services** - this is healthcare for pregnant women and women who have just given birth.



We want all our patients to get the healthcare they need, wherever they get their care from.

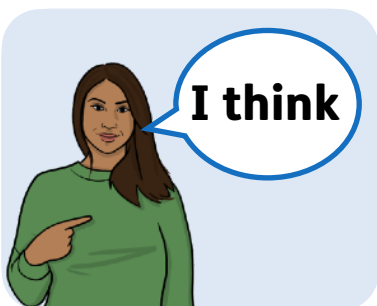
This booklet will explain:



- Why we need to make changes to these hospital services.



- What we are doing now to make these services safer.



At the end of the booklet, we will ask you to fill out a survey to tell us what you think about this plan.

Other NHS teams that helped us make this booklet include:



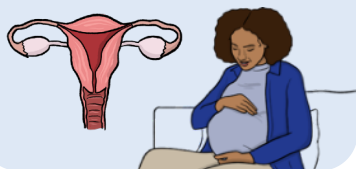
- Liverpool Women's NHS Foundation Trust
- Liverpool University Hospitals NHS Foundation Trust
- The Clatterbridge Cancer Centre NHS Foundation Trust
- Alder Hey Children's NHS Foundation Trust



We also worked with local Healthwatch in Knowsley, Liverpool and Sefton.

# Who uses these services?

## Women's hospital services



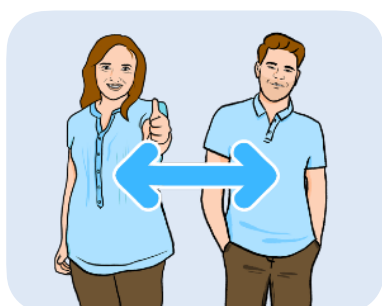
In this booklet, we will sometimes call gynaecology and maternity services **women's hospital services**.



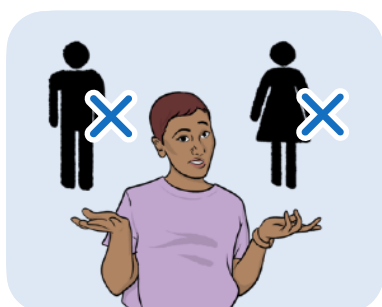
But it is not just women who use these services.



**Transgender men** and **non-binary people** who were born with female body parts may also use these services.



**Transgender** means people who change from the gender they were born with.

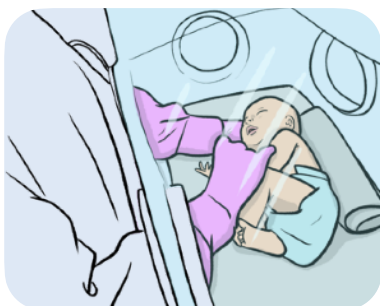


**Non-binary** is when someone does not feel that they are either male or female.

# What services look like now



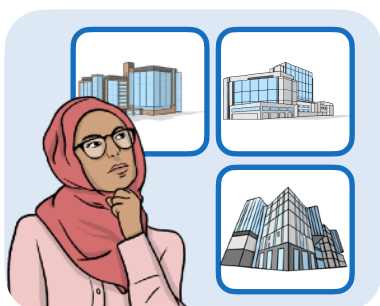
At the moment, all maternity services and most gynaecology services in Liverpool happen at Liverpool Women's Hospital.



Liverpool Women's Hospital also provides care for newborn babies who are ill or born too early.



Some gynaecology services happen at other hospitals in Liverpool.



That means that some patients might need to travel between different hospitals to get the right treatment.





Liverpool hospitals also provide **gynaecological cancer** services.

**Gynaecological cancer** is cancer that grows in a female body part, like your cervix.



Most other hospital services for adults happen at the Royal Liverpool Hospital or Aintree Hospital.

We are looking at:

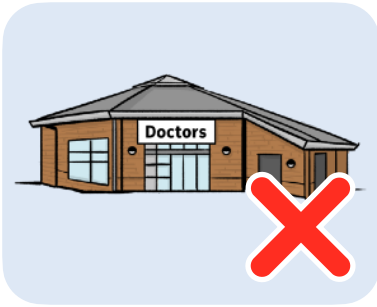


- All gynaecology and maternity services provided at Liverpool Women's Hospital.

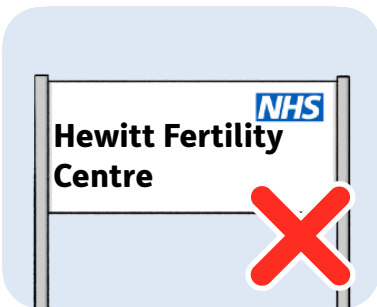


- Healthcare services provided in other Liverpool hospitals for pregnant people or people with gynaecological health issues.

We are not looking at:



- Women's healthcare that is provided outside of hospitals, like at GP surgeries or health centres.



- Services provided at The Hewitt Fertility Centre.



- **Clinical genetics services** - this is healthcare for people who have an illness that runs in their family.



- Women's hospital services provided in other parts of Cheshire and Merseyside.

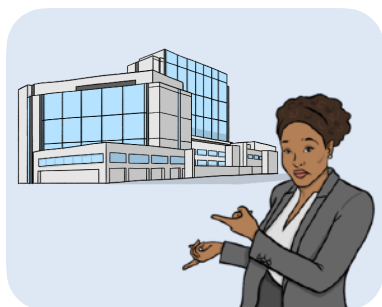


But we will think about how plans in the future will affect these services.

# Why do these services need to change?



In other parts of the UK, special women's hospital services are provided in the same building as other hospital services, like emergency care.



But women's hospital services in Liverpool are separate from other services.



This can make it difficult to give the right care to people who need different types of care.



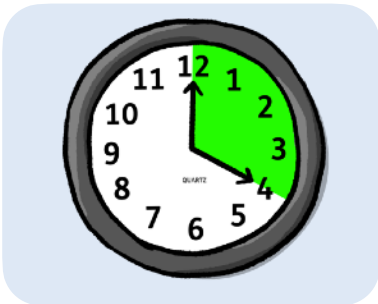
Sometimes patients will need to be moved to another hospital to make sure that they get the care they need.

# Travelling times

If you travel from Liverpool Women's Hospital, it will usually take:



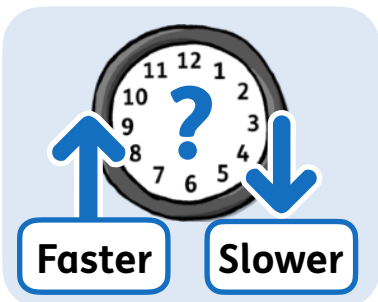
- Around 30 minutes to travel to Aintree Hospital.



- Around 20 minutes to travel to Alder Hey Children's Hospital or Broadgreen Hospital.



- Around 10 minutes to travel to the Clatterbridge Cancer Centre or The Royal Liverpool Hospital.



These journeys may be faster or slower depending on things like the time of day.

# What are the risks?



A **risk** is something that could be dangerous or hurt people.

There are 5 main risks that affect women's hospital services in Liverpool.

## Risk 1



If a patient at Liverpool Women's Hospital suddenly gets very ill, the hospital may not be able to provide the care they need to get better.



This is because the hospital does not have other health services and staff, like emergency care teams.



That means that patients sometimes have to travel to other hospitals by ambulance.

This is called an **ambulance transfer**.



It can take a long time to move patients in a safe way, which can make it harder to give patients the care they need on time.

## Risk 2



All of the experts in gynaecology and maternity services in Liverpool work at Liverpool Women's Hospital.



That means that patients who go to different hospitals may not get these services on time, which can make their health issue worse.



Sometimes gynaecology and maternity staff will travel to other hospitals to provide emergency care.



But they cannot do this all of the time.

## Risk 3



Some rules called **national care standards** say that we should provide certain health services in the same place.



But we cannot follow all these rules in Liverpool because women's hospital services are provided in a separate hospital.



If we do not fix this problem, some services may stop being provided in Liverpool.

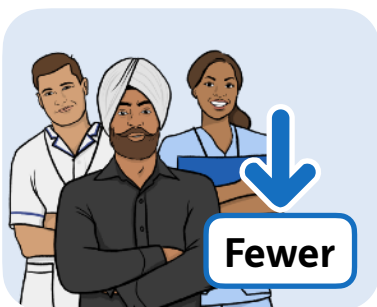


That could mean that some people might need to travel to hospitals outside of Liverpool to get the right care.

## Risk 4



Gynaecology and maternity staff in Liverpool have less chance to learn from and work with different healthcare teams and experts.



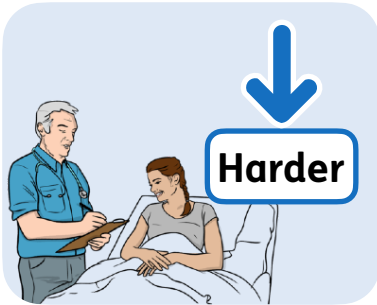
This means that there may be fewer people who want gynaecology and maternity jobs in the city.



This problem makes it harder to hire and keep staff, which may make it harder to provide some services in the future.



## Risk 5



The way that hospital services work in Liverpool can make it harder for gynaecology and maternity patients to get the right care.



We are worried that this could cause **trauma** for people who use these services, their families, and the staff members who provide the services.

**Trauma** is when you go through a very stressful or frightening experience in your life.

# How do these issues affect care?

## Ambulance transfers



There are around 220 ambulance transfers between Liverpool Women's hospital and other hospitals every year.



About half of these transfers are for patients who are having an emergency.



Between 2018 and 2022:

- 69 very ill patients were moved from Liverpool Women's Hospital to another hospital.



- At least 12 more patients had to travel with a doctor that specialises in **anaesthetics**.

**Anaesthetics** is medical care to make you sleep or stop feeling pain.

# Deaths of mothers



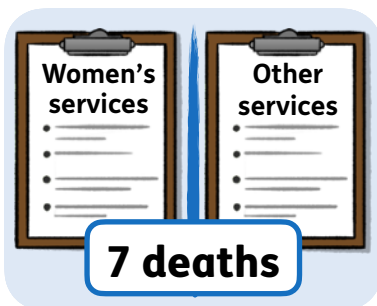
From January 2014 to November 2023, 17 women who received care at Liverpool Women's Hospital died because of a problem with their pregnancy, birth or maternity care.



They died either while they were pregnant or less than 6 weeks after the end of their pregnancy.



Senior doctors looked into these deaths to find out why they happened.



They agreed that 7 of these deaths partly happened because women's hospital services in Liverpool are separate from other hospital services.

# Serious medical incidents



A **serious medical incident** is when something goes wrong with a patient's care and hurts them very badly.



Between July 2022 and March 2024, 148 serious medical incidents partly happened because women's hospital services in Liverpool are separate from other hospital services.

## Who is affected?

These issues are more likely to affect certain groups of people, like:



- People from poorer neighbourhoods.



- People from **ethnic minority** groups.

An **ethnic minority group** is a small group of people of the same race, in a place where most other people are a different race.

# Keeping services safe



Hospital staff in Liverpool work hard to manage risks and keep services safe for patients.

Some of the main ways they do this include:



- Senior doctors travelling with very ill patients who need an ambulance transfer.



- Different hospitals working together to share information and care for patients who need lots of different services.



- Maternity staff working with other types of doctor to make sure that pregnant patients get the right care.

Other changes that help keep patients safe include:

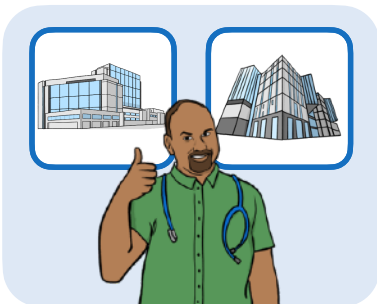


- A new service to provide care for pregnant patients who are being treated at other hospitals.



- New jobs created for **anaesthetics services**.

Remember, these are medical services to make you sleep or stop feeling pain.



These staff members will work in both Liverpool Women's Hospital and The Royal Liverpool Hospital.

# Bigger changes

The NHS is also doing other things to make gynaecology and maternity care in Liverpool safer, like:



- Hiring a new medical emergency team to improve ambulance transfers.



- Training staff to be quicker at noticing when a patient's health is getting worse and treating them.



- Opening a new **diagnostics centre** at Liverpool Women's Hospital.

A **diagnostics centre** is a place where patients can get tests or scans to find out what is wrong and what treatment they need.



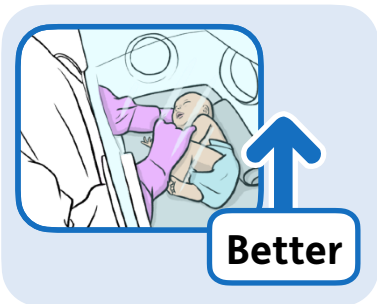
This means that people will need fewer ambulance transfers.

We are also making changes like:



- Planning a new **blood transfusion service** for Liverpool Women's Hospital.

A **blood transfusion** is when you are given blood from someone else.



- Working with Alder Hey Children's Hospital to make care for newborn babies better.



- Setting up a new service at Liverpool Women's Hospital to help staff who have mental health issues or stress because of their jobs.



These changes are helping to make women's hospital services in Liverpool better and safer.



But they do not fix all the risks or help make sure that these services will work for a long time.



# Answering your questions

## Why do we want to change services now?

We want to change women's hospital services now because:



- More people with serious health issues are having babies.



- More people are having babies when they are older.



Pregnant patients who are older or have serious health issues are likely to face more risks while they are pregnant.



Many of these patients will need care from other services and healthcare teams to help with their pregnancy.

We are also making these changes because:



- We need more gynaecology services.

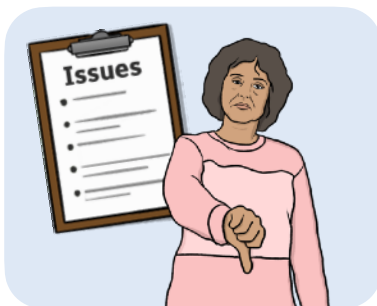
This is because people are living for longer and more people need gynaecological cancer treatment.



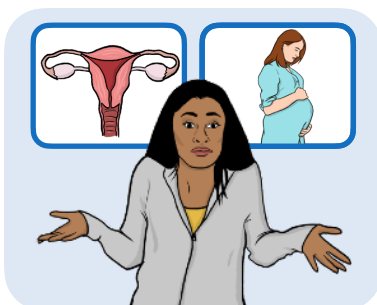
- As gynaecological cancer services are getting better, they are also getting more complicated.

So doctors may need help from healthcare teams in other hospitals to plan and provide this treatment.

If we do not make these changes:



- The issues will get worse.



- People might find it harder to get some gynaecology and maternity services in Liverpool.



- It will be harder to hire and keep staff members to work at Liverpool Women's Hospital.



- Liverpool could get less money and **research** to help improve women's hospital services in Liverpool.

**Research** is when doctors or scientists look into something.



- Gynaecology and maternity patients in Liverpool may get worse care than patients in other parts of the UK.

## Should we keep women's services separate?



The way that women's hospital services in Liverpool are organised means that it can be harder for women to get good healthcare compared to men.

# What will happen to Liverpool Women's Hospital?



Liverpool Women's Hospital is on Crown Street in Liverpool city centre.



Crown Street is an important NHS building and the site is not closing.



We do not know what women's hospital services in Liverpool will look like in the future yet.



If some services do move, the NHS will keep providing care at Crown Street.

# Will any services stop?



We do not plan to stop any services.



We want to improve the services we have and keep them safe.

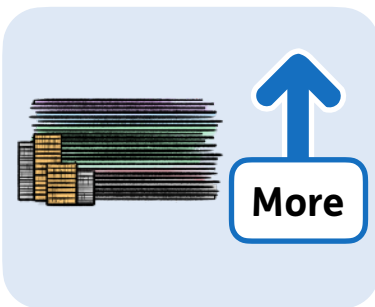


This can help us get more funding and research in the future.

## Is the plan about saving money?

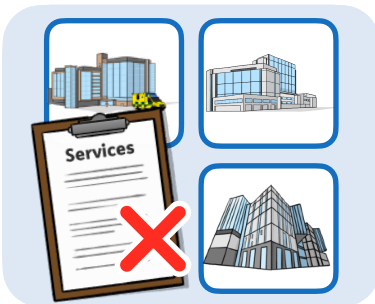


No, this plan is not about saving any money.



We will probably need more money to make any changes.

## Could every hospital provide all services?



It is not possible for the NHS to provide all healthcare services at every hospital.



This is because there are not enough expert doctors and support teams.

# Survey questions



Please fill in this survey to tell us what you think about our reasons for why women's hospital services in Liverpool need to change.



Your answers will help us plan how these hospital services will work in the future.



We will ask what people think from 15 October to 26 November 2024.



You can fill in the survey on paper or on our website here:  
[www.gynaeandmaternityliverpool.nhs.uk/get-involved](http://www.gynaeandmaternityliverpool.nhs.uk/get-involved)



We will follow the law about keeping your information safe.



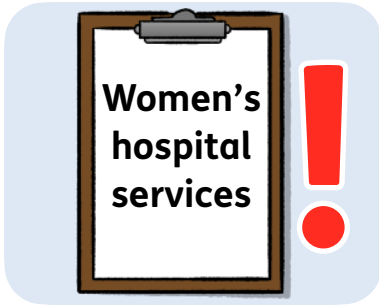
We will not use your answers to find out your name or who you are.



You do not have to answer all of the questions if you do not want to.



# Part 1: Why we want to change these services

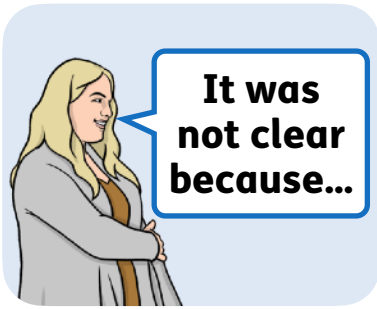


This part of the survey is about the problems with gynaecology and maternity services in Liverpool that we told you about.



**Question 1:** Did we give you clear information about why these services need to change?

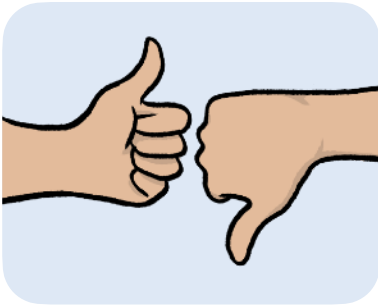
- Yes - it was very clear.
- Yes and no - it was only clear some of the time.
- No - it was not clear at all.
- I do not know.



**Question 2:** If you said that the information was not always clear, why was it not clear?

*Please tick all the boxes that apply.*

- There were too many complicated words.
- The way the information was laid out made it hard to read.
- There was too much information.
- There was not enough information.
- I did not like the way that the information looked.
- Something else (please say):



**Question 3:** How much do you agree or disagree that the NHS needs to make changes to these services?

- Agree a lot.
- Agree a bit.
- Do not agree or disagree.
- Disagree a bit.
- Disagree a lot.
- I do not know.



**Question 4:** Please tell us the 3 most important things that you think we should do to improve these services in the future.

*Please only write 140 words or less in each box.*

1)

2)

3)



**Question 5:** Please tell us anything else you think about the problems with hospital gynaecology and maternity services in Liverpool:

*Please only write 140 words or less.*

A large, empty rectangular box with rounded corners and a blue border, intended for the user to write their response to the question.

## Part 2: How you have found these services



**Question 6:** Please tell us if you or someone you know well has used hospital gynaecology or maternity services in Liverpool.

*Please tick all the boxes that apply.*

I have used hospital gynaecology services in Liverpool.

I have used hospital maternity services in Liverpool.

Someone I am close to has used hospital gynaecology services in Liverpool.

Someone I am close to has used hospital maternity services in Liverpool.

*There are more boxes to tick on the next page.*

*Please tick all the boxes that apply:*

- I provide or work with gynaecology or maternity services in Liverpool hospitals.
- I have not used any of these services.
- I am answering these questions for an organisation.



**Question 7:** If you or someone you are close to has used these services, what was the experience like?

- Very good.
- Good.
- Not good or bad.
- Bad.
- Very bad.
- I do not know.



**Question 8:** Please write more about these experiences here:

*Please only write 140 words or less.*

A large, empty rounded rectangular box with a blue border, intended for the user to write their response to Question 8.





Think about the person who has used hospital gynaecology or maternity services in Liverpool.

This could be you or someone you are close to.



**Question 9:** Did the person who used these services feel that they were treated less fairly than other people?

- Yes.
- No.
- I do not know.



**Question 10:** If you answered ‘yes’ to question 9, please tell us more about how this person was treated unfairly:

*Please only write 140 words or less.*

A large, empty rectangular area with rounded corners and a blue border, intended for the respondent to write their answer to Question 10.



**Question 11:** How did you find out about this survey?

*Please tick all the boxes that apply.*

Email or text from the NHS.

Leaflet or flyer.

**Social media** - this is websites like Facebook, X (Twitter), Instagram and TikTok.

An NHS website.

A hospital volunteer.

Local media, like a local newspaper, newsletter or radio station.

In person.

*There are more boxes to tick on the next page.*

Where did you find out about this survey?

*Please tick all the boxes that apply.*

Healthwatch.

A community or voluntary sector organisation.

This could be a charity or company that helps people in the local area.

I do not know.

I found out about this survey in another way - please say:



**Question 12:** Please tick the boxes if you have...

Read the full **Improving Hospital Gynaecology and Maternity Services in Liverpool** booklet.

Read the Easy Read version of this booklet.

Visited this website:  
[www.gynaecologyandmaternityliverpool.nhs.uk](http://www.gynaecologyandmaternityliverpool.nhs.uk)

Gone to or plan to go to one of the events in November.

Read the full **case for change document** - this is a 90-page document that tells you all the details about our plan.

I have not done any of these things.

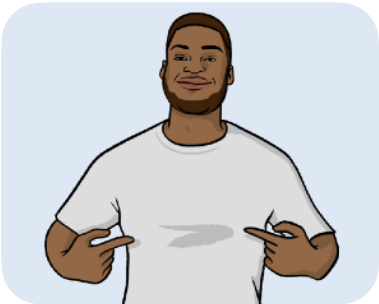
# If you are answering for an organisation



Please only answer this question if you are filling out the survey for an organisation.

**Question 13:** Please tell us:

Your name:



Your job:



The name of your organisation:



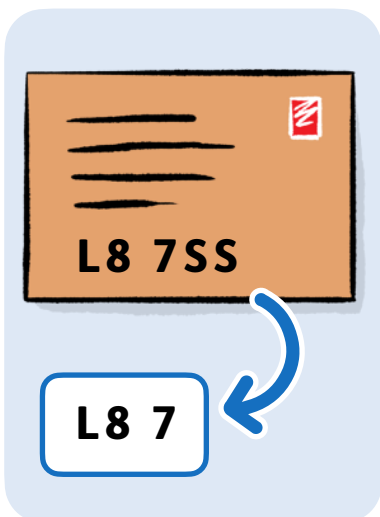
## If you are answering for yourself



Please only answer these questions if you are filling out the survey for yourself.



Remember, you do not have to answer all of the questions if you do not want to.



**Question 14:** Please tell us the start of your postcode.

This is all the letters and numbers in your postcode apart from the last 2 letters.

For example, if your postcode is L8 7SS, you should write L8 7.



**Question 15: Where do you live?**

- Cheshire East.
- Cheshire West.
- Halton.
- Knowsley.
- Liverpool.
- Sefton.
- St Helens.
- Warrington.
- Wirral.
- Somewhere else - please say:

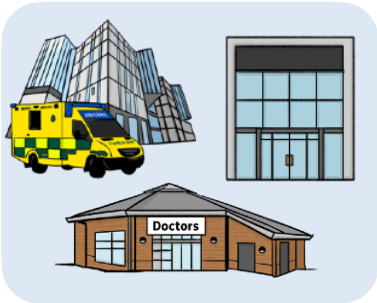




**Question 16:** Are you healthcare or social care staff?

Yes.

No.



**Question 17:** If you answered yes to question 16, where do you work?

Alder Hey Children's Hospital NHS Foundation Trust.

Bridgewater Community Healthcare NHS Foundation Trust.

Cheshire and Wirral Partnership NHS Foundation Trust.

Cheshire East Council.

*There are more boxes to tick on the next page.*

If you answered yes to question 16,  
where do you work?

Cheshire West and Chester  
Council.

Countess of Chester Hospital  
NHS Foundation Trust.

East Cheshire NHS Trust.

A GP practice.

Halton Borough Council.

Independent health or social  
care provider.

Knowsley Council.

Liverpool City Council.

Liverpool Heart and Chest  
Hospital NHS Foundation Trust.

*There are more boxes to tick on the  
next page.*

If you answered yes to question 16,  
where do you work?

Liverpool University Hospitals  
NHS Foundation Trust.

Liverpool Women's NHS  
Foundation Trust.

Mersey Care NHS Foundation  
Trust.

Mid Cheshire Hospitals NHS  
Foundation Trust.

Mersey and West Lancashire  
Teaching Hospitals NHS Trust  
NHS Cheshire and Merseyside  
NHS England.

North West Ambulance Service  
NHS Trust.

Sefton Council.

St Helens Borough Council.

*There are more boxes to tick on the  
next page.*

If you answered yes to question 16,  
where do you work?

The Clatterbridge Cancer  
Centre NHS Foundation Trust.

The Walton Centre NHS  
Foundation Trust.

Warrington and Halton  
Teaching Hospitals NHS  
Foundation Trust.

Warrington Borough Council.

Wirral Community Health and  
Care NHS Foundation Trust.

Wirral Council.

Wirral University Teaching  
Hospital NHS Foundation Trust.

Somewhere else - please say:



**Question 18:** What is your ethnic group?

Your **ethnic group** means your race, background or the country you or your family come from.

*Only tick 1 box.*

- White British.
- White Irish.
- White Gypsy or Traveller.
- Other White background.
- White and Black Caribbean.
- White and Black African.
- White and Asian.
- Other mixed background.

*There are more boxes to tick on the next page.*

What is your ethnic group?

*Only tick 1 box.*

Pakistani.

Bangladeshi.

Chinese.

Other Asian background.

Black African.

Black Carribean.

Other Black background.

Arab.

I do not want to say.

Other ethnic background -  
please say:



**Question 19:** How old are you?

*Only tick 1 box.*

16 to 19.

20 to 24.

25 to 29.

30 to 34.

35 to 39.

40 to 44.

45 to 49.

50 to 54.

55 to 59.

60 to 64.

*There are more boxes to tick on the next page.*

How old are you?

*Only tick 1 box.*

65 to 69.

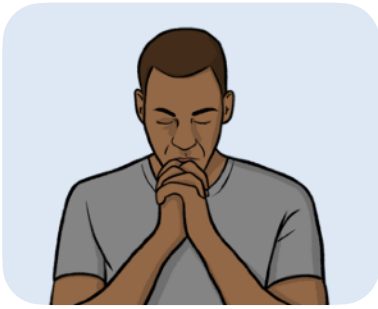
70 to 74.

75 to 79.

80 or older.

I do not want to say.





**Question 20:** What is your religion or belief?

*Only tick 1 box.*

No religion.

Christian.

Buddhist.

Hindu.

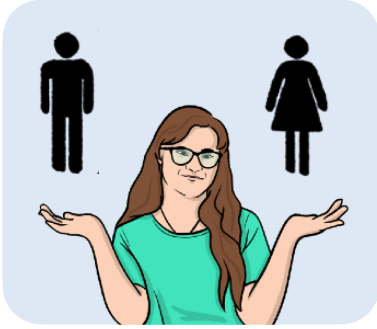
Jewish.

Muslim.

Sikh.

I do not want to say.

Other religion - please say:



**Question 21:** Please say how you would describe your **gender** - this is whether you are a man, a woman, or use another word to describe your gender.

Male.

Female.

**Transgender** man.

Remember, **transgender** means people who change from the gender they were born with.

Transgender woman.

**Non-binary**.

Remember, **non-binary** is when someone does not feel that they are either male or female.

*There are more boxes to tick on the next page.*

Please say how you would describe your gender:

**Gender non-conforming.**

**Gender non-conforming**

means you do not follow other people's ideas about gender.

You may not dress or behave like other people think a man or woman should.

I do not want to say.

I use another word to describe my gender - please say:



**Question 22: Are you...**

*Only tick 1 box.*

**Heterosexual or straight** - you are attracted to people who are the opposite gender to you.

**Gay** - you are attracted to people who are the same gender as you.

**Bisexual** - you are attracted to more than 1 gender.

**Asexual** - you are not attracted to anyone of any gender.

Other sexuality - please say:



**Question 23:** How would you describe your relationship?

*Only tick 1 box.*

Married.

In a **civil partnership**.

A **civil partnership** is a way of making your relationship legal without being married.

Living with a partner without being married or in a civil partnership.

Single.

Divorced.

**Separated.**

**Separated** means you and your partner are not together but you are not divorced.

*There are more boxes to tick on the next page.*

How would you describe your relationship?

*Only tick 1 box.*

**Widowed.**

If you are **widowed**, that means your husband, wife or civil partner has died.

I do not want to say.

Other relationship - please say:



**Question 24:** Are you pregnant now?

Yes.

No.

I do not want to say.



**Question 25:** Have you been pregnant or given birth in the last 26 weeks?

- Yes.
- No.
- I do not want to say.



**Question 26:** Are you stopped from doing some daily activities because of a **long-term** disability or health issue?

**Long-term** means that the disability or health issue has lasted or will last for 12 months or more.

- Yes, a lot.
- Yes, a little bit.
- No.
- I do not want to say.



**Question 27:** Please tell us about the disability or health issue that stops you from doing some of your daily activities. Do you have...

*Tick all the boxes that apply.*

- A **physical disability** - this is a disability in your body.
- A **sensory disability** - this is where you have a problem with your senses, like being blind, deaf, or visually impaired.
- A mental health condition.
- A learning disability or learning difficulty.
- A long-term illness like cancer or diabetes.
- I do not want to say.
- Other disability or health issue - please say:





**Question 28:** Are you a carer?

- Yes - I am a carer for someone aged 24 or younger.
- Yes - I am a carer for someone aged between 25 and 49.
- Yes - I am a carer for someone aged 50 or older.
- No.
- I do not want to say.



**Question 29:** Have you ever been in the **armed services**? This is things like the army or the navy.

- Yes.
- No.
- I do not want to say.

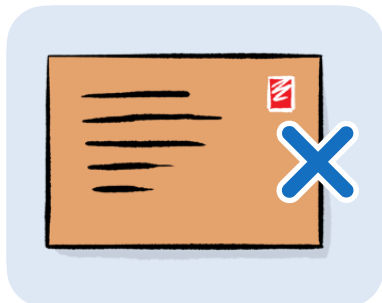
# Submitting your survey



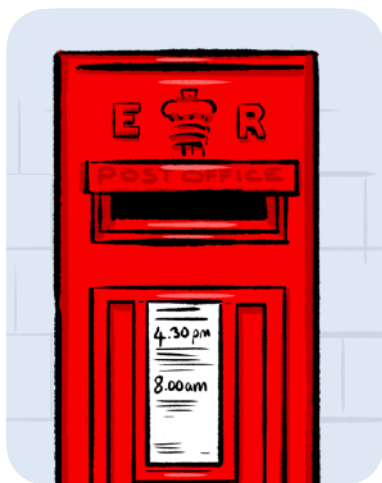
Thank you for answering this survey.



If we gave you a paper survey with a free envelope, please send your answers back using this envelope.



You do not need a stamp for this envelope.



If you printed a paper survey from our website, please use an envelope with a stamp and send the survey to:

NHS Cheshire and Merseyside  
920 Centre Park  
Warrington  
WA1 1QY



It is important to make sure that we get your survey answers by Tuesday 26 November 2024.



Please post the survey at least **5 days before** Tuesday 26 November 2024.

# Find out more

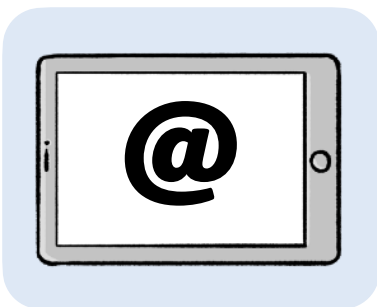
If you need support with the survey or want to find out more, you can:



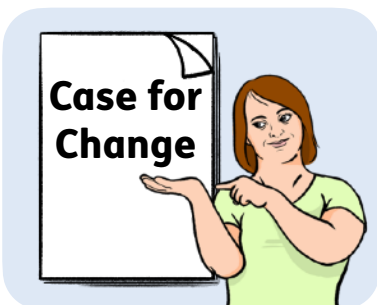
- Visit our website:  
[www.gynaeandmaternityliverpool.nhs.uk](http://www.gynaeandmaternityliverpool.nhs.uk)



- Phone us: 0151 702 4353  
Phone lines are open Monday to Friday, 8:30am to 4:00pm.



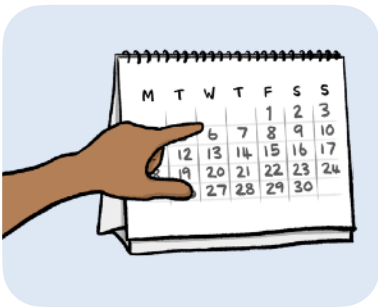
- Email us:  
[engagement@cheshireandmerseyside.nhs.uk](mailto:engagement@cheshireandmerseyside.nhs.uk)



You can also download our more detailed case for change document on our website:  
[www.gynaeandmaternityliverpool.nhs.uk](http://www.gynaeandmaternityliverpool.nhs.uk)



You can also tell us what you think by joining one of our online or in-person events.



You can find out when these events are happening and how to sign up on our website:

[www.gynaeandmaternityliverpool.nhs.uk/get-involved/attend-an-engagement-event](http://www.gynaeandmaternityliverpool.nhs.uk/get-involved/attend-an-engagement-event)



You can get updates about how our work is going by signing up for our Virtual Reference Group here:

[www.gynaeandmaternityliverpool.nhs.uk/get-involved](http://www.gynaeandmaternityliverpool.nhs.uk/get-involved)