



HEALTH & WELLBEING BOARD

29 September 2021

REPORT TITLE:	HEALTHWATCH WIRRAL UPDATE SEPTEMBER 2021
REPORT OF:	CHIEF EXECUTIVE OFFICER, HEALTHWATCH

REPORT SUMMARY

The purpose of the report is to share with the Health and Wellbeing Board the emerging trends and themes gathered from public views and personal experiences relating to health and care. The information collected, to form this update, is sourced from the people who have contacted Healthwatch via email, phone or by using the Feedback Centre, or during community engagement work.

RECOMMENDATION/S

The Health and Wellbeing Board is recommended to note and comment on the report.

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 The quarterly report submitted to Health and Wellbeing Board is compiled from the users and front-line deliverers of service. It is imperative that we learn from them and take them on the journey as change evolves.

2.0 OTHER OPTIONS CONSIDERED

- 2.1 Other options included reporting into the Health and Wellbeing Board on less regular basis, however it is felt that quarterly reports provide contemporary information for the Board.

3.0 BACKGROUND INFORMATION

- 3.1 Healthwatch Wirral exist to ensure the views of local people on health and social care services are heard. Every voice counts and we reach deep into our communities through our outreach work. We have good knowledge of our Borough and strong relationships with all partners including LA, NHS and 3rd sector and have the flexibility within our remit to be unbiased, open and honest.
- 3.2 The report provides a summary of the feedback provided to Healthwatch Wirral on local health and care services. The report was requested on a quarterly basis as part of the work programming for the Health and Wellbeing Board.

4.0 FINANCIAL IMPLICATIONS

- 4.1 The report is for information purposes only and there are no financial implications.

5.0 LEGAL IMPLICATIONS

- 5.1 Health and Wellbeing Board is charged to work with HealthWatch in Wirral to ensure appropriate engagement and involvement within existing patient and service user involvement groups takes place.

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

- 6.1 The report is for information purposes only and there are no resource implications.

7.0 RELEVANT RISKS

- 7.1 The Health and Wellbeing Board is keen to work with its partners to improve health outcomes for local people. The feedback provided within the report provides an insight into how people feel about local health and care services and failure to consider the feedback would increase the risks of not being able to improve health outcomes.

8.0 ENGAGEMENT/CONSULTATION

8.1 A key source of the feedback used to collate the information within the report was from Healthwatch's Community Engagement work.

9.0 EQUALITY IMPLICATIONS

9.1 Wirral Council has a legal requirement to make sure its policies, and the way it carries out its work, do not discriminate against anyone. An Equality Impact Assessment is a tool to help council services identify steps they can take to ensure equality for anyone who might be affected by a particular policy, decision or activity.

9.2 This report is for information purposes only and the content will be supplied by a partner agency. The Health and Wellbeing Board is committed to ensure that the work it does has equality at its heart and does not discriminate against anyone. Any associated actions may need an Equality Impact Assessment.

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

10.1 There are no direct environment or climate implications as result of this report. However, Wirral Council and its Committees will consider the Climate Emergency Declaration within all the work it does and will continue to incorporate this into their work programme and hold all partnerships to account.

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APPENDICES

Appendix 1 – Healthwatch User Feedback

BACKGROUND PAPERS

Wirral Healthwatch Vaccination Site Feedback April 2021

SUBJECT HISTORY (last 3 years)

Council Meeting	Date
Health and Wellbeing Board	11 March 2020
	13 November 2019
	14 November 2018

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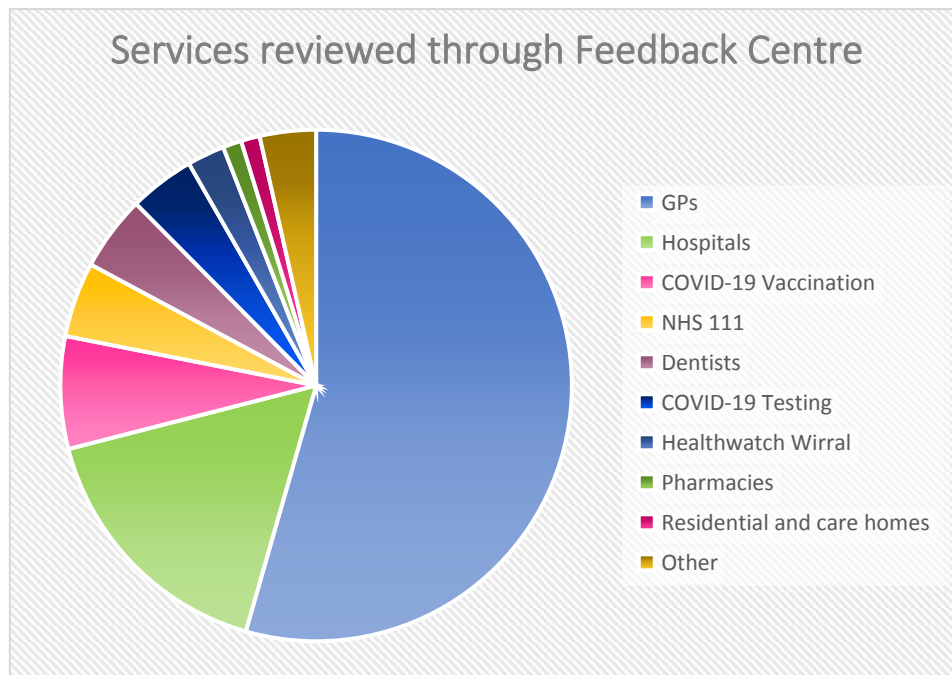
Appendix 1



Feedback Centre - August 2021 Quarterly Report data (exported 24th Aug)

This report covers feedback received during the period Jun 2021-August 2021. During June Healthwatch Wirral staff were working in partnership with Wirral Council to support one of the Mobile Testing Units and to get feedback from members of the public face-to-face, so many of the themes and trends from this time period come from this community engagement work.

Services reviewed



- **54%** of all feedback was about **GPs**
- **17%** of feedback covered **hospitals** (Including WUTH, Clatterbridge, Clatterbridge Cancer Centre and Wirral Women's and Children's Hospital)
- We received limited feedback on services including COVID-19 vaccination, NHS 111, dentists, COVID-19 testing, pharmacies and residential and care homes
- **'Other'** covers services where we only received one review - this includes the Integrated Discharge Team, North West Ambulance Service, Podiatry, Transfer to Assess, Arrowe Park Urgent Treatment Centre and the 0-19 Health and Wellbeing Service

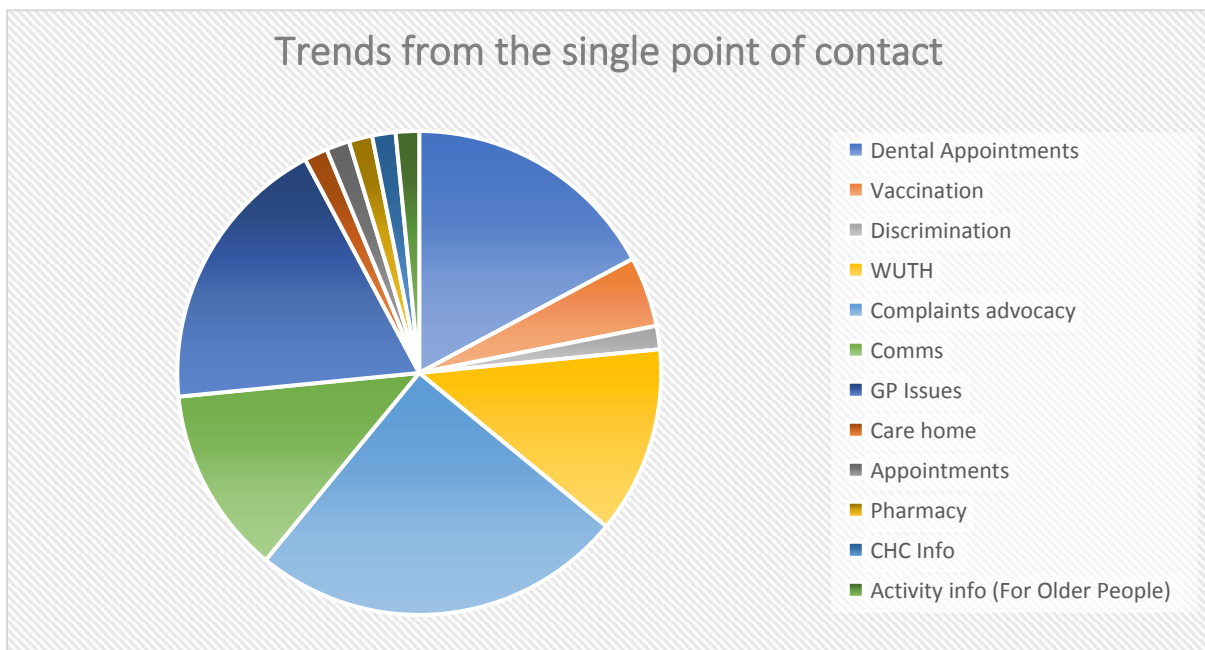




- Partner organisations and members of the public can now also leave feedback about Healthwatch Wirral on the Feedback Centre

Single point of contact

the single point of contact encompasses issues that are relayed to Healthwatch Wirral Via phone or email that have not gone directly to the Healthwatch Wirral feedback centre



As you can see above the greatest topic of conversation was Healthwatch Wirral's complaints advocacy service (25%) followed by issues surrounding GPs (19%) and dental appointments (17%).

Demographics

- 7% of all respondents answered the monitoring questions
- Of the people who answered the monitoring questions:
 - 46% 25-49 years old; 38% 50-64 years old; 16% 65 years or older
 - 54% female, 46% male
 - All from a White background
 - 64% heterosexual, 9% gay woman/lesbian, 9% other, 18% prefer not to say
 - 50% Christian, the rest either no religion or prefer not to say
 - 33% identified as carers
 - 38% considered themselves to have some form of disability (including long-standing illness and mental health conditions as well as physical, sensory and learning disabilities)

Overall themes

- **Access to appointments** is the main issue highlighted across most services, especially GPs and dentists. Access issues include:
 - Some people struggle with or are unable to use e-consult
 - Unable to get through on the phone
 - Long waiting times for appointments
 - Unable to get a face-to-face appointment
- Experiences of appointment access vary even within practices and services
- Multiple people reported having to **attend A&E** after being **unable to access primary care** or getting **no response from NHS 111**
- Nearly all feedback about the **COVID-19 Vaccination** programme has been **extremely positive**, with praise for kind staff and efficient systems
- There have been some issues getting **results of COVID-19 tests**, especially for those without a mobile phone or email address

GPs

GPs were the most common service we received feedback about during our work with the Mobile Testing bus. Experiences of GP services were extremely mixed - some people felt their GPs had gone above and beyond during the pandemic, while others had struggled to contact their GP or access appointments.

Positive themes:

- Excellent experiences ordering repeat prescriptions online
- Quick referrals
- Good access to appointments - able to see or speak to a doctor
- Caring staff
- Positive experiences of phone appointments

Negative themes:

- Unable to get through on the phone
- Unsatisfied with diagnosis over text message
- E-consult remains difficult for many
- Long waiting lists for appointments (leading to A&E attendance for some)
- Unable to access face-to-face appointments
- Lack of communication between GPs and consultants/specialists
- Inaccurate medical records
- Carer records not kept up to date

Wirral University Teaching Hospital

Positive themes:

- Praise for A&E staff
- Positive experiences of treatment for COVID-19
- Excellent staff at Rheumatology clinic:
“excellent nurse who asked me if I could read letters sent by hospital and if

I could hear ok on phone and then if I had any problems at home very thorough and caring following access to information guidelines.”

Negative themes:

- Long waiting times at A&E
- Delays to handling complaints
- Lack of discharge support/felt discharged too soon
- Long waiting times for operations and lack of support while waiting
- Lack of outpatient support
- Long waiting times for referrals

Clatterbridge Hospital

Positive themes:

- Quick scan results

Clatterbridge Cancer Centre

Positive themes:

- Excellent staff

Negative themes:

- Discharged over Zoom - felt alone

Wirral Women and Children's Hospital

Positive themes:

- Excellent consultants during pregnancy

Negative themes:

- Staff could be more compassionate at times
- Negative experience of giving birth

COVID-19 Vaccination

Positive themes:

- Excellent staff and procedure:
“Kind friendly staff make you feel calm about receiving the vaccine the questions they ask are thorough and necessary for your wellbeing area is laid out well and cleanliness is a priority”
- Supportive staff for anxious patients:
“My sister is needle phobic and was very nervous to attend. I called in advance and spoke to Sharon who was so helpful. At the appointment everyone was so kind and it was such a stress free process - special mention to Janette Nurse who is an absolute gem and a credit to your team!”
- Good attention to cleanliness

Negative themes:

- Long waiting time for second vaccine [in June]

For more feedback about the Wirral COVID-19 Vaccination Programme, please see our April report covering all vaccination sites:

<https://healthwatchwirral.co.uk/wp-content/uploads/2021/05/April-Vaccination-Report-all-sites.pdf>

NHS 111

Positive themes:

- Helpful and patient staff
- Short wait
- Able to access phone consultations, home visits and GP appointments

Negative themes:

- Unable to get through
- Wrong advice given for (what turned out to be) broken wrist

Dentists

Positive themes:

- Able to access appointments and check-ups

Negative themes:

- No appointments available and/or long waits
- Unresponsive
- Only doing emergency work

COVID-19 Testing

Positive themes:

- Professional and caring staff
- Efficient and easy process

Negative themes:

- Results don't always come through
- Access issues for those without email or mobile number