

COMMITTEE : HEALTH & WELLBEING BOARDDate 15th December 2021

REPORT TITLE:	HEALTHWATCH WIRRAL UPDATE DEC 2021
REPORT OF:	KAREN PRIOR, HEALTHWATCH WIRRAL

REPORT SUMMARY

The following report is to share with the H&WBB 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 us via email, phone or by using our Feedback Centre; or during our community engagement work.

RECOMMENDATION/S

The HWB Committee is recommended to:

1. Ensure the evolving systems keep public views and experiences at the centre of planning, designing, commissioning and delivery of health and care
Foundations of Quality Improvement should always have what patients tell us about their treatment and care at the heart of everything, as a system, that we plan and do. We must be able to evidence that all actions and decisions made come back to this, making certain that everyone feels respected, involved and valued at each and every part of the journey. We should all feel confident that we are either giving or receiving quality care.'
Healthwatch Wirral, Age UK Wirral, NHS England and ECIST, Wirral System

SUPPORTING INFORMATION

1.0 REASON/S FOR RECOMMENDATION/S

- 1.1 The quarterly report submitted to HWB 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 No other options have been considered.

3.0 BACKGROUND INFORMATION

- 3.1 Healthwatch Wirral; your voice on health and social care services in Wirral. We are here to make sure 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.

4.0 FINANCIAL IMPLICATIONS

- 4.1 There are no direct financial implications arising from the report.

5.0 LEGAL IMPLICATIONS

- 5.1 There are no direct legal implications arising from the report,

6.0 RESOURCE IMPLICATIONS: STAFFING, ICT AND ASSETS

- 6.1 There are no resource implications arising from the report

7.0 RELEVANT RISKS

- 7.1 No risks have been identified

8.0 ENGAGEMENT/CONSULTATION

- 8.1 Not applicable

9.0 EQUALITY IMPLICATIONS

- 9.1 Not applicable

10.0 ENVIRONMENT AND CLIMATE IMPLICATIONS

- 10.1 There are no environmental and climate implications arising from the report

11. COMMUNITY WEALTH

11.1 There are no community wealth implications

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APPENDICES

BACKGROUND PAPERS

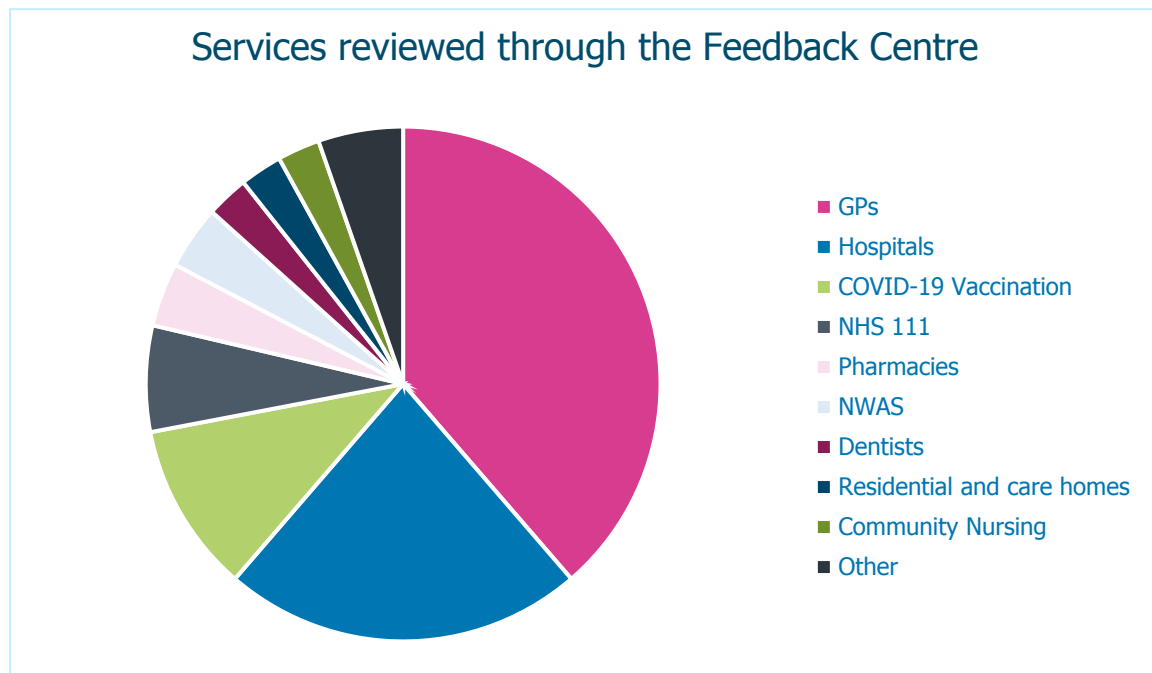
SUBJECT HISTORY (last 3 years)

Council Meeting	Date

Feedback Centre – November 2021 Quarterly Report data (exported 24th Nov)

This report covers feedback received during the period Aug 2021-Nov 2021.

Services reviewed



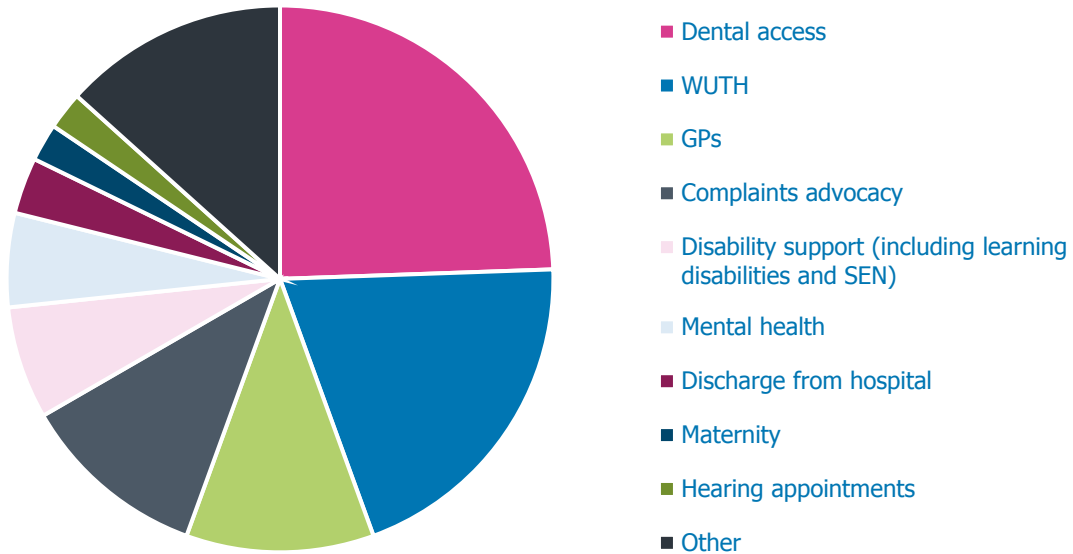
- **39%** of all online feedback was about **GPs** – this is down from 54% in August but remains the single largest topic of feedback
- **23%** of online feedback covered **hospitals** (the majority relating to **WUTH** but also including **Wirral Women’s and Children’s Hospital** – no feedback was received about **Clatterbridge** during this period)
- **11%** of online feedback covered **COVID-19 Vaccinations** including boosters
- We received limited feedback on services including **NHS 111, pharmacies, NWAS, dentists, residential and care homes** and **community nursing**
- ‘**Other**’ covers services where we only received one review – this includes domiciliary care, mental health, opticians and GP PALS

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.



Themes from the single point of contact



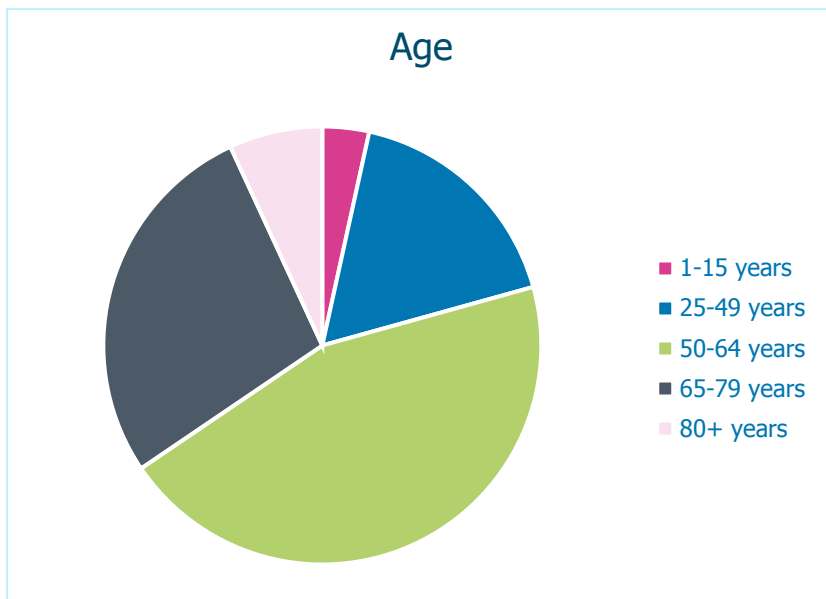
Dental access has now become the most common reason for contacting Healthwatch Wirral (24% of contacts, up from 17% in August.) We have also had more contacts about WUTH (20%, up from 15%). Calls and emails about GPs have fallen (11%, down from 17%) as have calls directly related to complaints advocacy (11%, down from 25%).

Some calls cover multiple themes (e.g. WUTH and discharge from hospital.) The 'other' category covers issues raised by a single contact, which include:

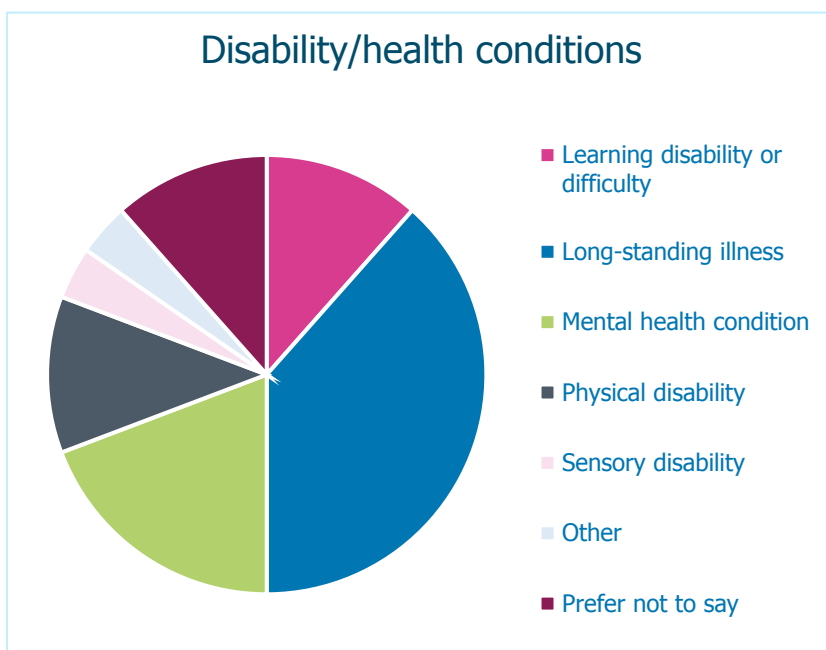
- E-consult
- Carer support
- NHS 111
- Transport to appointments
- Social prescribing
- COVID-19 safety
- Ear syringing

Demographics

- **40%** of all respondents answered one or more monitoring questions – this is a significant jump from 7% in August
- Of those who answered the monitoring questions:
 - **57% female, 40% male, 3% other**
 - **All from a White background aside from 1 'prefer not to say' (74% White British, 13% White Irish, 9% Any Other White background)**
 - **75% heterosexual, 8% gay man, 17% prefer not to say**
 - **55% Christian, 30% no religion, 3% prefer not to say**
 - **34% identified themselves as carers** (very similar to August – 33%)



The majority of online feedback came from (or related to the experiences of) people aged **50-64 years old** (45%) followed by **65-79 years old** (28%). During this time period nobody who answered the monitoring questions was aged 16-24 years old.



25% of all respondents identified themselves as having a disability or long-term health condition (including those who answered 'prefer not to say'.) People can choose multiple responses to this question: the most common answer was a combination of long-standing illness and either a mental health condition or a physical disability.

Overall themes

Overall themes remain largely consistent with our last quarterly report.

- **Access to appointments** remains the largest topic, especially for **GPs** and **dentists**. Access issues include:
 - Some practices only offer appointments through e-consult which isn't accessible for all
 - Long waits on the phone, or unable to get through at all
 - Long waiting times for appointments if able to get through
 - We have had fewer concerns in the last quarter about **access to face-to-face appointments**, although some people have highlighted the inconsistency from practice to practice

- **Communication** was raised as an issue for many services including GPs, NHS 111, hospitals, dentists and care homes. Communication issues include:
 - Lack of response after being told someone will call back
 - Lack of communication within the service or across services, including referrals
 - On the positive side, multiple reviews have highlighted examples of good communication, such as staff explaining what they are doing and why, which makes people feel safe and cared for
- **Huge praise for staff** when people do access care – the vast majority of comments about staff across all services have been positive
- **Extremely positive** feedback for the **COVID-19 Vaccination programme**

GPs

GPs remain the most common service we receive feedback about through the Feedback Centre. Last quarter we highlighted the mixed experiences people had with their GPs: this quarter, the main negative themes about GPs centred on communication and access to appointments, whereas the majority of people who had been able to see or speak to a GP were very happy with their care.

Positive themes:

- Clear answerphone message recorded by doctor made the experience of phoning the practice much better
- Excellent nurse practitioners
- Staff going above and beyond to make people feel cared for – multiple people mentioned their GPs calling regularly to check in regarding their mental health conditions
- Regular medication reviews now taking place

Negative themes:

- Poor practice management, especially relating to face-to-face appointments
- Some practices seem only to offer appointments through e-consult, which isn't accessible for all
- No call back from GP after e-consult or telephone appointment
- Unable to access urgent appointment – ended up going to A&E in ambulance
- Long waits for appointments or unable to access them at all
- Miscommunication around COVID-19 testing – informed of positive test and need to self-isolate, but it was an antibody (rather than antigen) test

Wirral University Teaching Hospital

Experiences at WUTH remain very mixed. One concern that has been raised throughout the pandemic is the need for carers to be able to attend with patients in order to help them communicate and access appropriate care.

Positive themes:

- Excellent, caring staff despite the pressure, staff going above and beyond
- Extremely good emergency treatment
- Clean wards

Negative themes:

- Staff seem overwhelmed which can lead to communication breakdown
- Carers not being allowed to visit or attend appointments can be very challenging, especially for patients with additional needs
- Multiple instances of late night discharge, sometimes with no support in place at home
- Need for more training around learning disabilities and difficulties
- Lack of patient involvement in care
- Slow response after loss of relative
- No out-of-hours dental provision at A&E

Wirral Women's and Children's Hospital

Positive themes:

- Excellent, caring staff

Negative themes:

- Poor communication around delays
- Parking difficult and stressful

Dentists

We have heard from very few people regarding their actual experience with a dentist, and the reviews we have had have been positive. The overwhelming theme has been lack of access to an NHS dentist, including multiple cases where lack of dental treatment led to other health conditions (e.g. not being able to eat and losing weight as a result).

COVID-19 Vaccination

All feedback received this quarter around the COVID-19 vaccination was positive.

Positive themes:

- Great staff made the process stress-free; staff at multiple sites worked well with those who could have found the vaccination upsetting, including autistic people and those who don't like needles
- Efficient process

- Good booking system
- Praise for the 'grab a jab' bus – quick and easy

NHS 111

Positive themes:

- Calm, clear and compassionate staff

Negative themes:

- Hard to get through – long waits, multiple call attempts or no answer at all
- No call back from a clinician

Pharmacies

Positive themes:

- Caring and supportive staff

Negative themes:

- Chaotic service, missing medication in some orders

NWAS

Positive themes:

- Great staff, always explain what they're doing and put you at ease

Negative themes:

- Late night discharge with lack of care at home, patient left in unsafe environment

Residential and care homes

Negative themes:

- Relative was unwashed and unkempt during visit
- Inconsistent testing and paperwork on arrival

Community Nursing

Positive themes:

- Excellent staff who communicate well

Negative themes:

- No referral made after routine post-op appointment when patient needed additional support

Mental health

Positive themes:

- Excellent experience with Companeros Crisis Café

Negative themes:

- New mums feeling isolated, anxious and unsupported
- Carers not able to visit relatives in hospital which is having an impact on patients' mental health

End.