



COMMITTEE: HEALTH & WELLBEING BOARD

Date: 28 July 2022

REPORT TITLE:	HEALTHWATCH WIRRAL UPDATE JULY 2022
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

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 3 rd 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

BACKGROUND PAPERS

SUBJECT HISTORY (last 3 years)

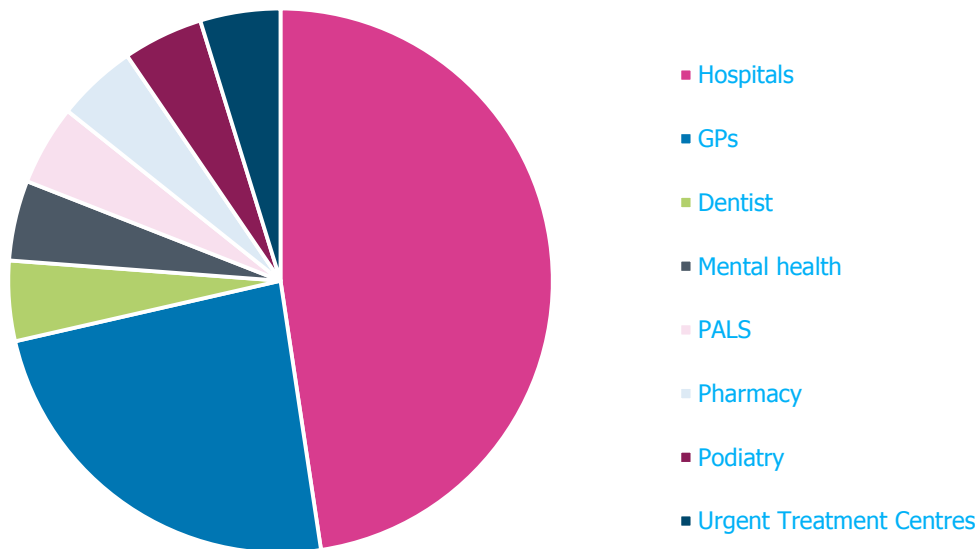
Council Meeting	Date

Feedback Centre - June 2022 Quarterly Report data (exported 24th May)

This report covers feedback received during the period Mar-May 2022.

The information below may not be suitable to view for people with disabilities, users of assistive technology or mobile phone devices. Please contact karen.prior@healthwatchwirral.co.uk if you would like this document in an accessible format.

Services reviewed through the Feedback Centre



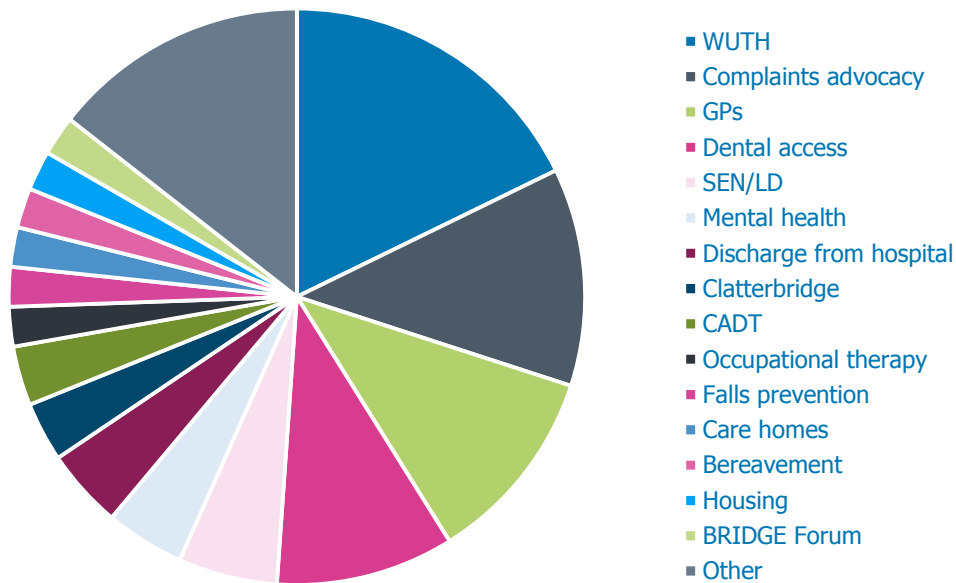
- **48%** of all online feedback relates to **hospitals** (up from **9%** in Feb) - the majority relates to **WUTH**, but feedback was also received about **Clatterbridge** and **Wirral Women's and Children's Hospital**
- **24%** of all online feedback was about **GPs** (down from **43%** in Feb) - this is the first quarter where GPs have **not** been the most common topic
- We received limited online feedback on other services including **dentists**, **mental health**, **PALS**, **pharmacies**, **podiatry** and **Urgent Treatment**

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. Some calls cover more than one theme (e.g. WUTH and discharge.)



Themes from the single point of contact



During this quarter, **WUTH** is the most common reason for contacting Healthwatch Wirral (**18%** of calls, up from **8%** in Feb), followed by:

- **complaints advocacy** (12% of calls, consistent with 11% in Feb)
- **GPs** (11%, up from 5% in Feb)
- **dental access** (10%, up from 6% in Feb)

We have received calls on a wider variety of topics than last quarter, including **CADT, Occupational Therapy, Falls prevention, Care homes and Bereavement support**. We have also received multiple calls about concerns people have that are not covered directly under Healthwatch Wirral's remit but are connected to health and social care, such as **housing, benefits and the energy crisis**.

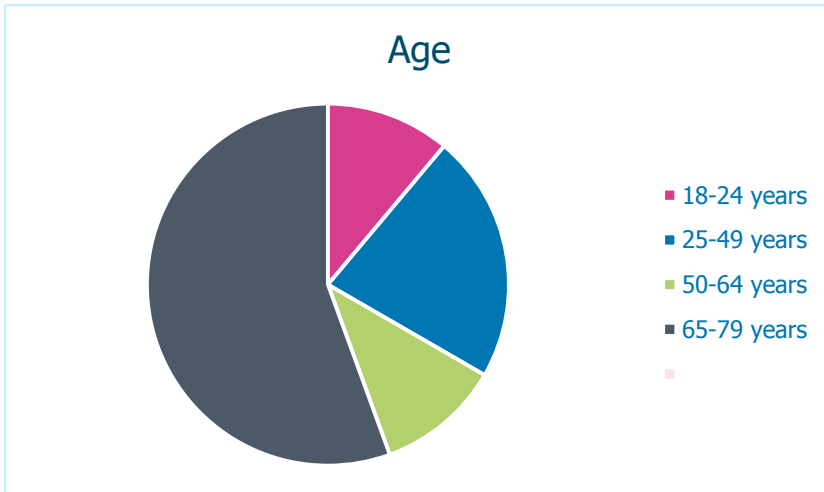
The 'other' category covers issues raised by a single contact, which include:

- Prescriptions
- COVID-19 tests
- COVID-19 vaccination
- Continuing Health Care
- Benefits
- Patient transport
- Energy crisis
- Carers and carer support

Demographics

- **43%** of all respondents answered one or more monitoring questions - this is down from **71%** in Feb but consistent with **40%** in Oct

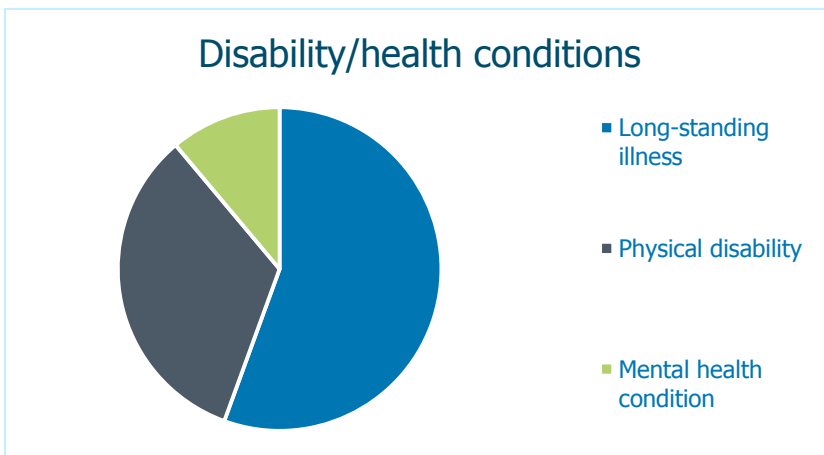
- Of those who answered the monitoring questions:
 - 78% female, 11% male, 11% prefer not to say
 - All from a White British background aside from 2 prefer not to say
 - 63% heterosexual, 37% prefer not to say
 - 57% Christian, 14% Jewish, 29% prefer not to say



- 44% identified themselves as carers (up from 30% in Feb)

The majority of online feedback came from (or related to the experiences of) people aged 65-79 years old (56%) followed by 25-49 years old (22%). During this time period nobody who answered the monitoring

questions was under 18 or over 80.



29% of all respondents identified themselves as having a disability or long-term health condition. People can choose multiple responses to this question: the most common answer was a combination of long-standing illness and physical disability.

Overall themes

Overall themes remain largely consistent with our last quarterly report.

- **Access to appointments** remains a topic of concern for many people who contact Healthwatch Wirral, especially for **GPs** and **dental care**.
 - We continue to receive multiple calls from those who cannot access a dentist, including difficulties accessing emergency dentistry.
 - The main theme around GP access this quarter continues to be long waiting times on the phone or being unable to contact a GP at all

- **Communication** is another consistent theme of feedback, raised primarily in relation to **GPs** and **hospitals**. Communication issues include:
 - Lack of follow-up after being told someone will call back
 - Lack of communication within the service or across services, including referrals
 - Patients not being told about a diagnosis, or receiving a serious diagnosis (heart attack) without any support
- **Praise for staff** when people do access care - we have received some negative feedback around experiences with staff this quarter, but **all positive feedback** has focused on **good experiences with staff**

Wirral University Teaching Hospital

WUTH was the service that received the most online reviews this quarter.

Positive themes:

- Very positive experience at Children's A&E - doctor was reassuring for parent and child

Negative themes:

- Long waiting times, including in AMU
- Poor response to misdiagnosis/diagnosis not communicated to patient
- Lack of follow-up care
- No seating at A&E
- Poor communication between services
- Inpatient with cancer left without access to pain medication (NB: caller was referred to PE team at WUTH)

Clatterbridge Hospital

Healthwatch Wirral recently visited a number of sites at Clatterbridge, including Outpatients and Discharge to Assess wards, in response to public feedback.

Positive themes:

- Quick, professional and friendly staff at diagnostics

Negative themes:

- Poor staff response to an access request

Wirral Women's and Children's Hospital

Positive themes:

- Caring and professional staff during inpatient gynae treatment

GPs

We have received fewer reviews of GPs this quarter; difficulty contacting GPs and lack of access to appointments remain the main themes around GP access.

Positive themes:

- Positive experience with phlebotomist

Negative themes:

- Long waiting times on phone or unable to get through at all
- Difficulties getting an appointment
- Rude staff, including reception staff
- Problems accessing routine care including cervical smear test and blood pressure monitoring

Dentists

We have heard from very few people regarding their actual experience with a dentist; the overwhelming theme has been lack of access to an NHS dentist, including difficulties accessing emergency dental treatment.

Positive themes:

- Unpleasant experience made bearable by good dentist

Negative themes:

- Received a fine after not being charged for dental work

Mental health

Negative themes:

- Bad experience with CWP crisis line, found call handler unsympathetic

Pharmacy

Positive themes:

- Proactive staff, helped when GP couldn't

GP PALS

Negative themes:

- Didn't receive any help, would not recommend

Podiatry

Negative themes:

- Very painful experience

Urgent Treatment Centre

Positive themes:

- Very glad to be seen despite wait - would have taken much longer to get a GP appointment