

## HEALTHWATCH WIRRAL

### LISTEN. SHARE. INFLUENCE

*'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**

Our job at Healthwatch Wirral is simple: we are here to make health and social care work better for everyone. Healthwatch is independent and the way we work is designed to give local people a powerful voice to help them get the best out of their local health and social care services, whether it's improving them today or helping to shape them for tomorrow.

Our statutory functions include:

- Obtaining people's views about their needs and experiences of local health and social care services and sharing these views with those involved in the commissioning and scrutiny of care services
- Promoting and supporting the involvement of people in the monitoring, commissioning and provision of local health and social care services
- Providing information and advice to the public about accessing health and social care services and options available to them
- Conducting 'Enter and View' visits to health and social care services and reporting our findings

### OUR UNIQUENESS:

We are uniquely placed to have conversations with patients about their lived experience with health and social care. We interpret and report on the patient experience to provide knowledge to commissioners and providers, helping to inform decisions about planning and delivering care.

Healthwatch Wirral are experts in consultation and engagement. Our mission is to continue to be an independent & trusted organisation who are real agents of positive change across health and social care.

## WIDER WORK (Commissioned and routine):

- Discharge from hospital - Pathway 0 calls and follow-up
- Qualitative evaluation of psychological therapies for carers
- Maternal mental health project - qualitative research
- GP Enhanced Access review
- WUTH Patient Experience Hub
- Review of access to IAPT services for Black, Asian and minority ethnic members of the community
- Neurodevelopmental pathway model - development group/diagnostic pathway project
- Community Mental Health Transformation project
- BRIDGE Forum (Bridging Resources Information Direction Guidance for Everyone)
- Young Carers focus groups
- #Spare5 initiative
- NHS Complaints Advocacy Service

## EXAMPLE: GP ENHANCED ACCESS

**Partners:** Iain Stewart NHS Cheshire & Merseyside ICB, Head of Transformation, Primary Care & Partnerships, Sarah Boyd-Short, Senior Commissioning Lead, Wirral Health and Care Commissioning

**Synopsis:** Healthwatch Wirral have been tasked with evaluating, reviewing and feeding back on plans, delivery and impact of GP Enhanced Access service. We will use a variety of methods to engage with providers and public.

## CONTACT

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## QUARTERLY REPORT HIGHLIGHTS

This report covers public feedback about health and care services received during the period Oct-Dec 2022 through a range of channels including our online Feedback Centre, phone calls, emails and through face-to-face work.

- The majority of feedback received in this period is about **Arrowe Park Hospital**, which likely reflects our presence at the Patient Experience Hub
  - We have received a much greater proportion of positive feedback about hospital care than in previous quarterly reports
- The other services we hear about most frequently are **GPs and dentists**

NB: Any individual cases mentioned have already been followed up (where requested) by Healthwatch staff and/or referred to the relevant patient experience teams.

### Overall themes:

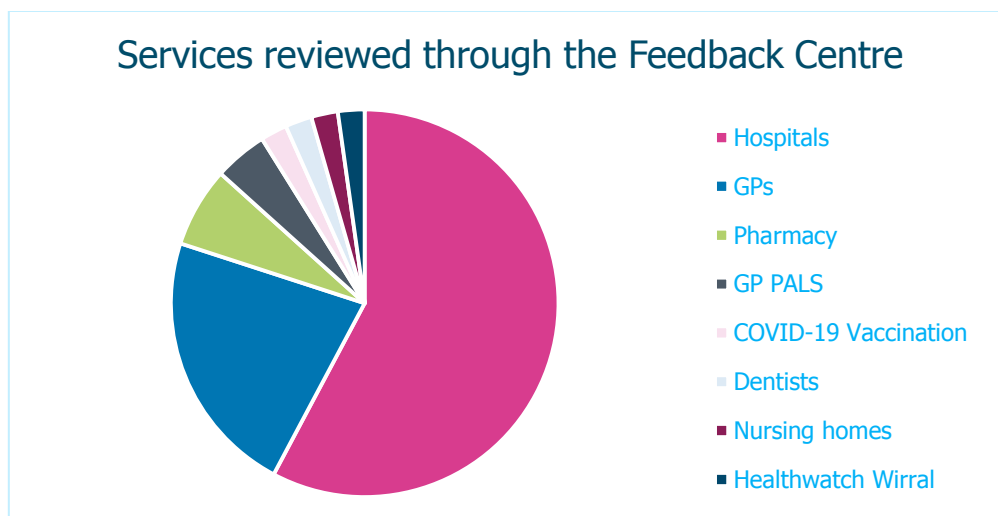
- **Access to appointments** remains a topic of concern for many people who contact Healthwatch Wirral, especially for **GPs and dental care**.
  - We continue to receive multiple calls from those who cannot access a dentist, including difficulties accessing emergency dentistry
  - The main theme around 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 or across services, including referrals
  - Lack of communication with patients' families, especially in relation to end of life care and diagnosis
- **Praise for staff** when people do access care - although experiences are mixed at different services, the vast majority of positive feedback has focused on **good experiences with staff**

### Demographics:

- During this period we have moved to a new monitoring system for logging calls and emails, which enables us to gather more demographic data about who we're speaking with (in addition to data gathered through the Feedback Centre)
- Full demographics can be viewed below - here are the highlights:
  - We hear from **more women than men** (61% female, 35% male, 1% prefer to self-identify, 2% prefer not to say)
  - **50%** (of those who answered monitoring questions) **identified themselves as carers**
  - The majority of feedback came from (or related to the experience of) people aged **25-49 years old** (30%) followed by **50-64 years old** (26%)
  - **20%** of all respondents identified themselves as having a **disability or long-term health condition**

## Public Feedback

### Feedback Centre - Jan 2023 Quarterly Report data

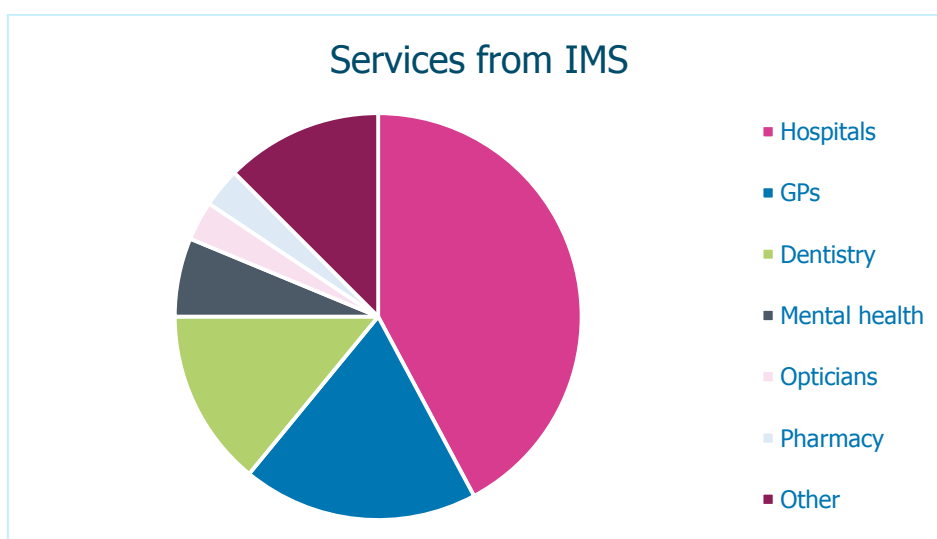


- **58%** of all online feedback relates to **hospitals** (up from **48%** in June)
  - The majority of this feedback relates to the Arrowe Park site but feedback was also received about **Clatterbridge** and **Wirral Women's and Children's Hospital**
- **22%** of all online feedback was about **GPs** (consistent with **24%** in June)
- We received limited online feedback on other services including **pharmacies, dentists, GP PALS, pharmacies, nursing homes and COVID-19 vaccination**

### Data Management System - phone calls, emails and face-to-face conversations

During this period we moved from using a Single Point of Contact spreadsheet to an online database called IMS (Integrated Monitoring System) provided by the Public Health Institute at Liverpool John Moores University. This is where we log all contacts that have not gone directly to the Feedback Centre.

Some contacts cover more than one service (e.g. GP and hospital).



- 42% of all contacts logged on IMS relate to **hospitals** (up from 18% in June), which again may reflect our presence at the Arrowe Park Hub
- 19% of contacts were about **GPs** (up from 11% in June)
- 14% of contacts were about **dentistry**
  - **NB: the true proportion of calls about dentistry is likely to be much higher, as staff are still adjusting to the new system - this is one of the most frequent calls we receive**
- 6% of contacts were about **mental health**, including Talking Together Wirral and services provided by CWP

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

- Home care
- Medequip
- Transport
- 0-19 Health and Wellbeing Service
- Wirral Council
- NWAS

### Demographics

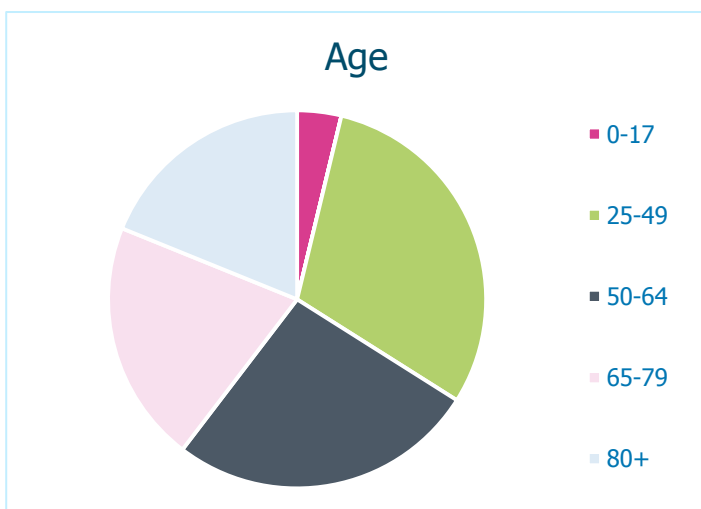
Using IMS enables us to monitor demographics more closely, so the **Age, Ethnicity** and **Gender** categories below incorporate data from IMS as well as the Feedback Centre.

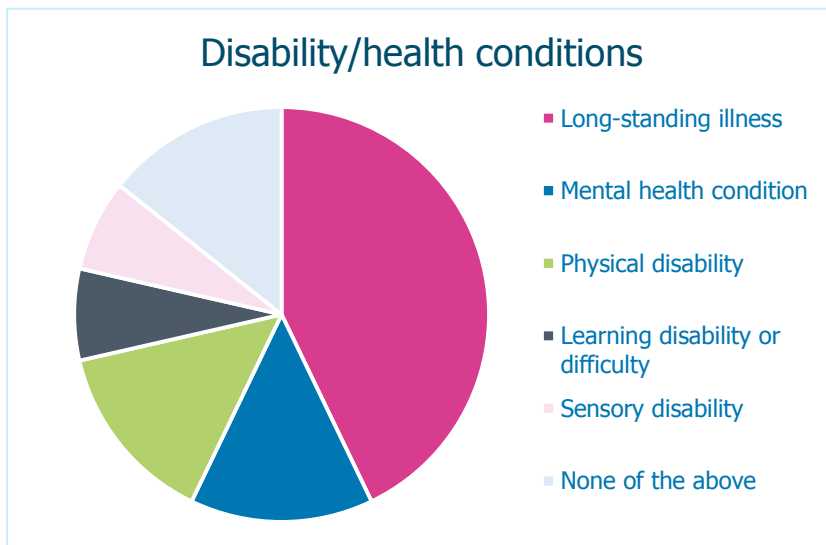
- 42% of all respondents using the Feedback Centre answered one or more monitoring questions - this is consistent with 42% in June
- Of those who answered the monitoring questions:
  - 61% female, 35% male, 1% prefer to self-identify, 2% prefer not to say
  - 44% White British, 8% Any other White background, 48% prefer not to say
  - 74% heterosexual, 5% bisexual, 21% prefer not to say
  - 60% Christian, 13% no religion, 27% prefer not to say
    - 50% identified

themselves as carers (up from 44% in June)

The majority of feedback and calls came from (or related to the experience of) people aged **25-49 years old (30%)** followed by **50-64 years old (26%)**.

During this time period nobody who answered the monitoring questions was **18-24 years old**.





**20%** 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, although we have received a much greater proportion of positive reviews about hospital care through the Feedback Centre than in previous reports.

- **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 or across services, including referrals
  - Lack of communication with patients' families, especially in relation to end of life care and diagnosis
- **Praise for staff** when people do access care - although experiences are mixed at different services, the vast majority of positive feedback has focused on **good experiences with staff**

### Wirral University Teaching Hospital - Arrowe Park

#### Positive themes:

- Excellent staff across multiple departments, including Orthopaedics, Ward 21, Physiotherapy, MRI Scanning, Respiratory Clinic

- Praise for Head of Bereavement liaising with ward staff to offer support to family after a bereavement
- Short wait in some departments
- Staff meeting access needs (e.g. wheelchairs for transport)
- Excellent communication with patients and families in some departments
- Safe and calm environment in Orthopaedics
- Excellent quality of treatment in some departments

**Negative themes:**

- Parking, especially in relation to the reduced number of blue badge spaces
- Lack of/poor communication:
  - Can't contact hospital to rearrange appointment (multiple departments)
  - Patient couldn't access respiratory appointment as they had not been told to avoid oral steroids on their appointment letter
  - Poor communication between departments and lack of information sharing with other hospitals led to patient almost being administered a medication they're allergic to
  - Poor communication with patients and families around diagnosis, prognosis and end of life care
  - Poor communication around follow-up care
  - No plan in place for communicating with Deaf/Hard of Hearing patients when staff are wearing masks
- Difficulties around discharge, including delays in discharge when a care plan is already in place and inappropriate discharge leading to readmission
- Long delays in referrals due to pandemic
- Long A+E wait times
- Long waits for appointments
- Long waits to hear back about complaints
- Staff attitude and quality of care in Gastroenterology

**Clatterbridge Hospital**

**Positive themes:**

- Excellent staff and quality of treatment at Ward M2 surgery

**Wirral Women's and Children's Hospital**

**Positive themes:**

- Praise for staff, treatment and waiting times at the Rapid Diagnostic Clinic
- Excellent staff care and birth experience (for someone who felt let down by her GP during her pregnancy)

**St Catherine's Health Centre**

**Positive themes:**

- Friendly staff and excellent treatment for bone density scan

#### **Negative themes:**

- Couldn't contact to rebook bone density scan (but Healthwatch were able to contact and the booking clerk offered to call the patient back herself)

#### **GPs**

##### **Positive themes:**

- Friendly and patient staff at multiple practices
- Access to double appointment to meet client's needs

##### **Negative themes:**

- Extremely difficult to contact GP or access appointment
- Poor experience with GP - felt dismissed
- No access to repeat prescriptions
- Lack of prenatal care
- Difficulties with diagnosis
  - Missed diagnosis during pandemic
  - Unable to get diagnosis for chronic health problems
- Long waiting times for appointments
- Difficulties moving GP Practice

#### **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 which accounted for **100% of calls about dentistry**.

##### **Negative themes:**

- Appointments cancelled
- Long waiting times for appointments
- No dentist

#### **Pharmacy**

##### **Positive themes:**

- Helpful and friendly staff at multiple pharmacies

##### **Negative themes:**

- Long waits to receive medication
- Medication shortages

#### **GP PALS**

##### **Negative themes:**

- Difficult to contact or no response after email/voicemail



- Felt dismissed, didn't get any help

### CWP Stein Centre

#### Negative themes:

- Lack of consistency between consultants
- No regular medication reviews

### Talking Together Wirral

#### Negative themes:

- Long and unclear waiting times and poor communication around this
- Limited help available

### 0-19 Health and Wellbeing Service

#### Negative themes:

- ADHD nurse appointments being cancelled - parent concerns about medication doses due to long gaps between children being weighed

### COVID Winter Booster at Miriam Medical Centre

#### Positive themes:

- Friendly staff with no wait
- Excellent service

### Nursing homes

#### Positive themes:

- Outstanding care and excellent staff at one nursing home

### Healthwatch Wirral

#### Positive themes:

- Good signposting, public views are more widely represented