

## **Healthwatch Wirral - Areas of Work and Partners**

### **DISCHARGE FROM HOSPITAL - PATHWAY 0**

**Partners:** Martyn Kent, NHS Cheshire & Merseyside ICB, Head of Transformation, Planned & Unplanned Care, Heather Harrington, NHS Cheshire & Merseyside ICB, Head of Urgent Care Commissioning, Tony Probbing, Wirral University Teaching Hospital NHS Foundation Trust

**Synopsis:** Healthwatch Wirral's Discharge Community Coordinator (DCC) makes follow-up calls to WUTH hospital patients discharged on Pathway 0 with the aim of reducing inappropriate or unnecessary attendances at A&E (Emergency Department), re-admissions to Hospital and to evaluate and improve access to GP Primary Care.

### **QUALITATIVE EVALUATION OF PSYCHOLOGICAL THERAPIES FOR CARERS**

**Partners:** Norma Currie, Head of Commissioning for Learning Disabilities and or Autism & Cheshire and Merseyside, NHS England and Improvement Northwest Senior Strategic Lead (NHSEI) for Transforming Care Programme (TCP)

**Synopsis:** Pilot Programme launched April 2022 to explore whether a flexible and creative psychological service provided to families in Wirral helps to improve overall wellbeing for carers. HWW are carrying out qualitative evaluation of the project.

### **MATERNAL MENTAL HEALTH PROJECT**

**Partners:** Healthwatch England, Wirral Maternity Voices, Koala North West, Wirral Mind (Mums Matter), Wirral Deen Centre, Heart for Refugees, Silver Birch Hub

**Synopsis:** As part of a nationwide project we are conducting qualitative interviews to capture lived experiences of women, birthing parents and their families with an overall aim to improve mental health support in maternity care, capturing the impact of a lack of proper support and highlighting the disparities in maternity care for people that are often missing from the narrative around maternity services, such as people from ethnic minority groups and LGBTQ+ people.

### **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.

### **WUTH PATIENT EXPERIENCE HUB**

**Partners:** Tony Probbing, Associate Director of Allied Health Professionals, Directorate Manager for Critical Care, EBME, OPAT & Resus, Trust Lead: Nutrition & Hydration, Carers and Frailty Wirral University Teaching Hospital NHS Foundation Trust

**Synopsis:** Healthwatch Wirral have a regular front-facing presence at Arrowe Park's Patient Experience Hub used to engage with patients, visitors and all those who attend the hospital and to offer guidance and signposting.

### **REVIEW OF ACCESS TO IAPT SERVICES FOR BY BLACK, ASIAN AND MINORITY ETHNIC MEMBERS OF THE COMMUNITY**

**Partners:** Insight Healthcare, Wirral Deen Centre, Wirral Metropolitan College, Wirral Change

**Synopsis:** HWW consult with people from a wide range of ethnic minorities to improve service delivery and assist in the creation of evidence-based, marketing materials that help break down barriers to accessing psychological therapies, increasing appropriate referrals to Talking Together Wirral.

### **NEURO DEVELOPMENTAL PATHWAY MODEL - DEVELOPMENT GROUP/DIAGNOSTIC PATHWAY PROJECT**

**Partners:** whole system

**Synopsis:** Responding to a review of the neurodevelopmental diagnostic pathways and to feedback from parents, carers, children and young people (CYP) during the SEND inspection. Focused on improving the pathway for CYP and their families, by enhancing our support offer, improving communications, improving our data quality and working towards a reduction in waiting times and co-producing a new Wirral model with children and families.

### **COMMUNITY MENTAL HEALTH TRANSFORMATION PROGRAMME BOARD**

**Partners:** CWP, Rethink Mental Illness and other key stakeholders across the voluntary, community, faith and social enterprise sector

**Synopsis:** Assist in the development of better integration of primary and secondary MH care supporting adults and older people with serious mental health issues. HWW worked with Rethink Mental Illness & Cheshire and Wirral Partnership NHS Foundation Trust (CWP) for the Wirral Alliance involving NHS partners, local authorities and organisations from the voluntary, community, faith and social enterprise sector to deliver a new, joined-up plan to support people with complex mental health needs.

### **BRIDGE FORUM - BRIDGING RESOURCES INFORMATION DIRECTION GUIDANCE for EVERYONE**

**Partners:** all sectors

**Synopsis:** The purpose of this monthly meeting is to share regular information across all sectors, identify issues encountered and discuss how we can work collaboratively in a connected and integrated way to help improve the pathways into services for Wirral residents.

## **YOUNG CARERS**

**Partners:** Barnardo's Action with Young Carers Wirral

**Synopsis:** We meet regularly with young carers supported by Barnardo's to talk to them about our work and hear their viewpoints about health and social care in Wirral, as well as learning about their experiences as young carers. We publish a report after each meeting which is shared with stakeholders across health and social care.

## **ENTER & VIEW**

**Partners:** all services including CQC and Commissioners

**Synopsis:** We have a legal power to visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to meet some of our statutory functions to identify what is working well and what could be improved from a patient and carer perspective. We use this evidence to make recommendations and inform changes both for individual services as well as system-wide.

We:

- Observe how people experience the service plus the nature and quality of the service.
- Speak to people to find out more about their experiences and views
- Make report findings public

## **NHS ADVOCACY SERVICE**

Independent help for anyone unhappy about any aspect of NHS care or treatment that they have received.

## **#SPARE5**

**Partners:** Public Health Wirral and & Involve Northwest

**Synopsis:** Development & delivery of initiative & training across Wirral. #Spare5 has been developed to encourage people to make time for each other! Optimising access to information relating to health and wellbeing, #Spare5 provides access to information that links people to Wirral services, groups and agencies.