

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 help 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
- Unmet Social Care Needs 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

CONTACT for information on the report

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QUARTERLY REPORT HIGHLIGHTS

This report covers public feedback about health and care services received during the period Jan-Apr 2023 through different channels including our Feedback Centre, phone calls, emails and face-to-face work.

NB: this report covers a longer time period than our usual quarterly report due to the local elections in May.

- The majority of feedback received in this period is about **Arrowe Park Hospital**, which may be attributed to our presence at the Patient Experience Hub
- The other services we hear about most frequently are **GPs and dentists**
- During this time period we also received a lot of feedback about **Koala North West** due to Healthwatch Wirral taking part in a national Maternal Mental Health Project through Healthwatch England

As this is a retrospective look at the past quarter - any individual cases mentioned have already been followed up (where requested) by Healthwatch staff and/or referred to the relevant patient experience teams within the service.

Overall themes:

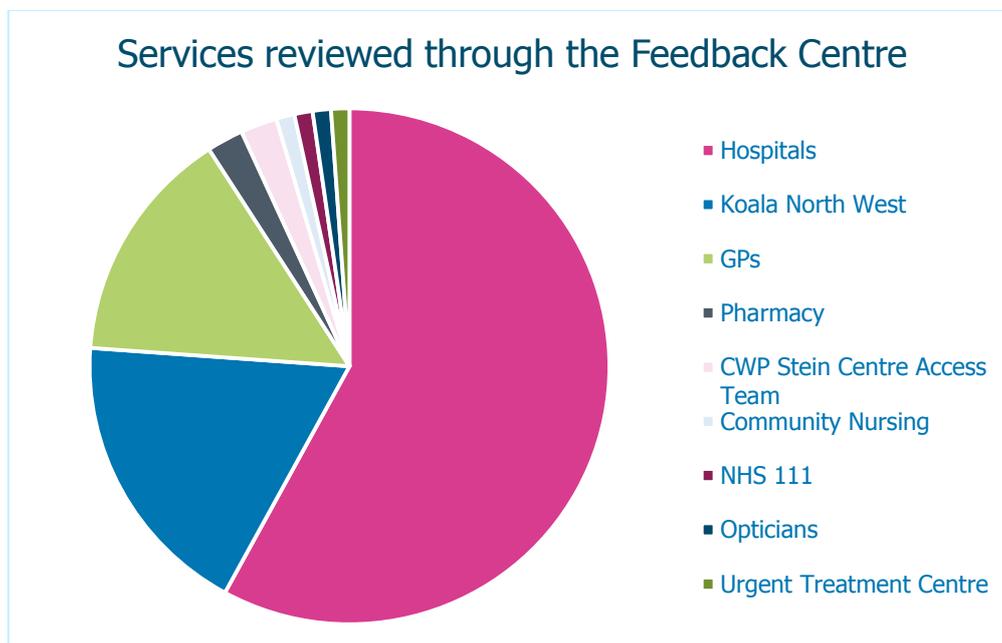
- **Access to appointments** remains a topic of concern for many people who contact Healthwatch Wirral, especially for **GPs and dental care**.
- **Communication** is another consistent theme of feedback across all services.
 - We have heard about positive examples of communication where patients feel listened to and feel that their diagnosis and/or treatment has been clearly explained to them
 - However, we have also heard about times when patients have felt unheard and dismissed across different services
 - During this period, feedback has also highlighted the importance of communicating changes in care with patients and families
- **Praise for staff** remains the most consistent positive theme: many people have reported positive experiences with staff even when there have been other issues (e.g. difficulties contacting services)

Demographics:

- Full demographics can be viewed below - here are the highlights:
 - We hear from **more women than men** (67% female, 33% male)
 - **43%** (of those who answered monitoring questions) **identified themselves as carers**
 - The majority of feedback and calls came from (or related to the experience of) people aged **50-64** (33%) followed by people aged **65-79** (23%).
 - **13%** of all respondents on the Feedback Centre identified themselves as having a **disability or long-term health condition**

Public Feedback

Feedback Centre - May 2023 data



- **58%** of all online feedback relates to **hospitals** (consistent with **58%** in Jan)
 - The vast majority of this feedback relates to the **Arrowe Park** site but feedback was also received about **Clatterbridge** and **St Catherine's Health Centre**.
 - We expect to have more feedback relating to Clatterbridge in our next report as we have recently visited Clatterbridge.
- **18%** of all online feedback relates to **Koala North West**
 - Healthwatch Wirral took part in Healthwatch England's Maternal Mental Health Project in January 2023 and feedback was shared with local organisations including Koala, which may have prompted other services users to leave their feedback
- **15%** of all online feedback was about **GPs** (down from **22%** in Jan)
- We received limited online feedback on other services including **CWP Stein Centre Access Team**, **Community Nursing**, **NHS 111**, **Opticians** and **Urgent Treatment Centres**

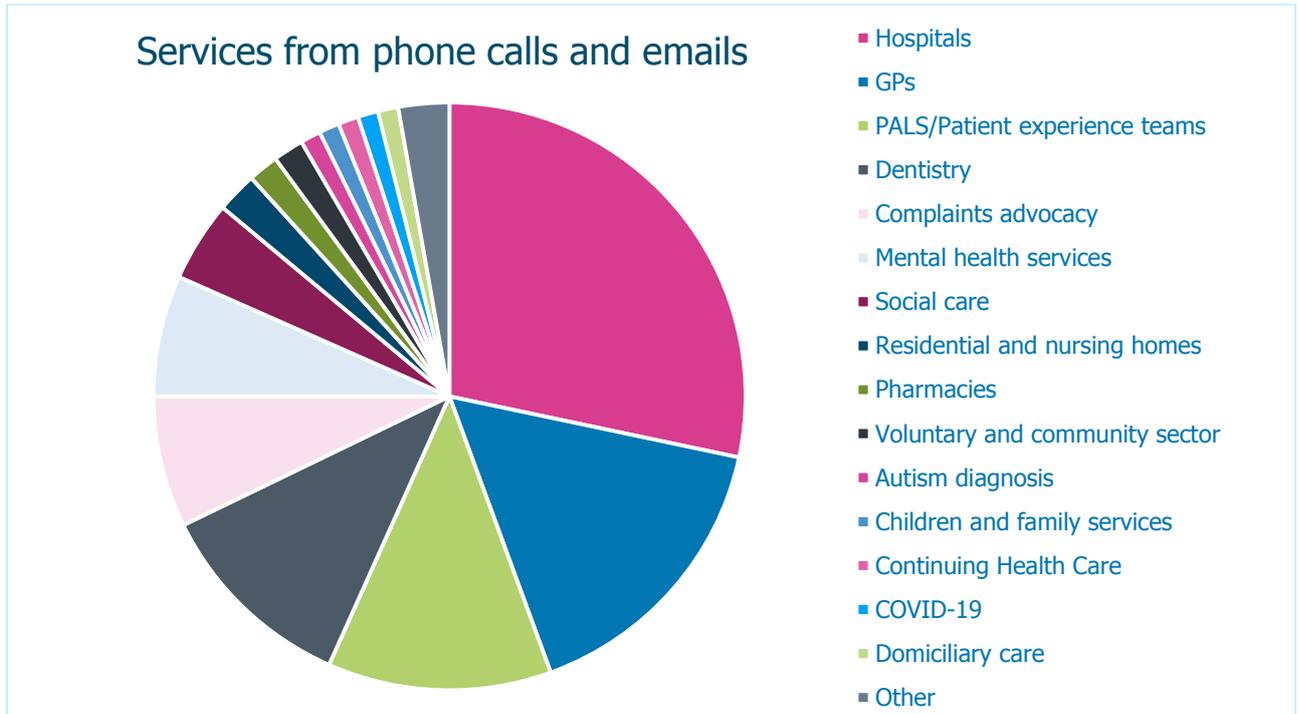
Phone calls, emails and face-to-face conversations

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

(Chart on page below)

- **28%** of all contacts logged on IMS (HWW's Integrated Management System) relate to **hospitals**
- **16%** of contacts were about **GPs** (consistent with **18%** in Jan)
- **12%** of contacts related to PALS and WUTH's Patient Experience Teams
 - This includes cases where Healthwatch Wirral has worked with the Patient Experience Team at Arrowe Park to swiftly resolve any issues

- 11% of contacts were about **dentistry**
 - **NB: the true proportion of calls about dentistry may be higher - this is one of the most frequent calls we receive (due to the calls being requests for an NHS dentist - they are not always full logged)**
- 7% of contacts were related to our NHS Complaints Advocacy Service
- 7% of contacts were about **mental health**, including **Talking Together Wirral** and services provided by **CWP**



We received limited feedback on other services including **Social Care, Residential and Nursing Homes, Pharmacies, Voluntary and community sector, Autism diagnosis, Children and family services, Continuing Health Care, COVID-19 services and Domiciliary care.**

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

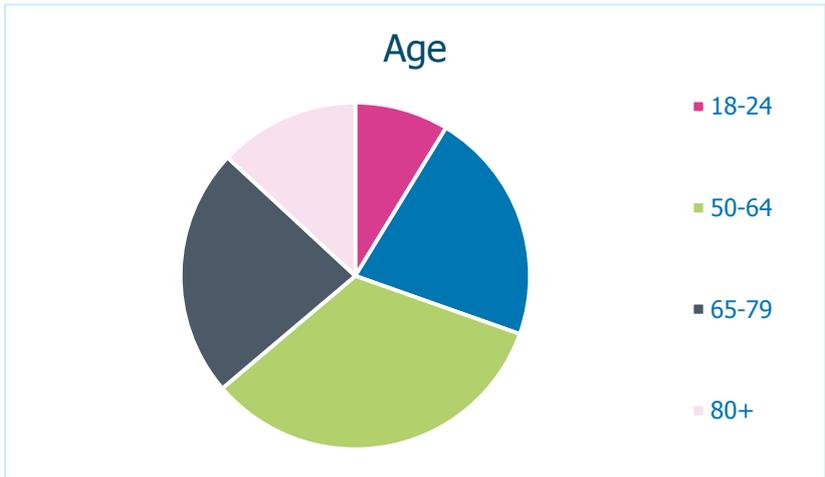
- Bladder and bowel services
- Cancer care
- Cardiology
- Transport
- Translation services

Demographics

The **Age, Ethnicity and Gender** categories below incorporate available data from phone calls, emails and face-to-face conversations as well as the Feedback Centre.

- 20% of all respondents using the Feedback Centre answered one or more monitoring questions - this is down from 42% in Jan
- Of those who answered the monitoring questions:
 - 67% female, 33% male

- 87% White British, 6% Any other White Background, 4% Mixed White and Black Caribbean, 1% Asian - Chinese, 1% Other - Arab, 1% Other Black/Black British
- 94% heterosexual, 6% bisexual
- 64% Christian, 35% no religion

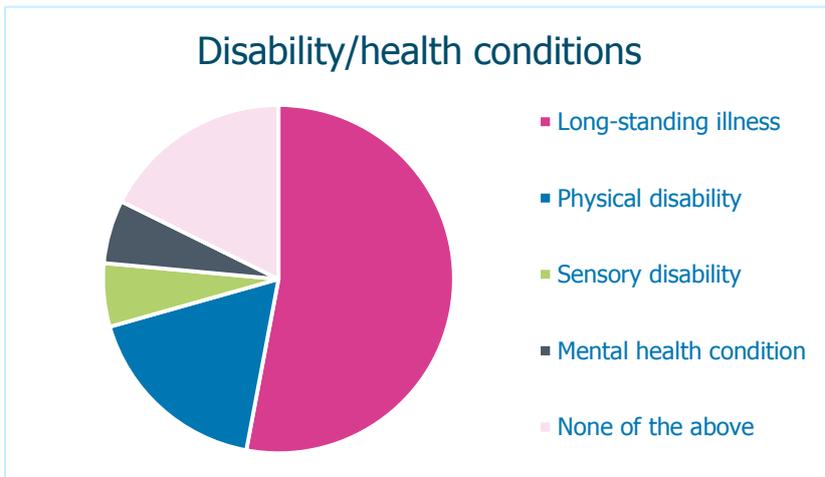


- 43% identified themselves as carers (down from 50% in Jan)

The majority of feedback and calls came from (or related to the experience of) people aged 50-64 (33%) followed by people aged 65-79 (23%).

During this time period nobody who answered

the monitoring questions was under 18.



13% 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 during this time period was long-standing illness.

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 has been difficulties contacting a GP, as well as a lack of clear information around how to make an appointment at certain practices
- **Communication** is another consistent theme of feedback across all services.

- We have heard about positive examples of communication where patients feel listened to and feel that their diagnosis and/or treatment has been clearly explained to them
- However, we have also heard about times when patients have felt unheard and dismissed across different services
- During this period, feedback has also highlighted the importance of communicating changes in care with patients and families
- **Praise for staff** remains the most consistent positive theme: many people have reported positive experiences with staff even when there have been other issues (e.g. difficulties contacting services)
 - We have heard positive feedback about staff across multiple departments at **Wirral University Teaching Hospital (Arrowe Park), Clatterbridge, St Catherine’s Health Centre, GPs, Koala North West and Community Nursing**

Wirral University Teaching Hospital - Arrowe Park

Positive themes:

- Praise for staff across departments, including Children’s A&E, Maxillofacial, Eye Clinic, Gastroscopy, SEAL Unit, COVID vaccinations, Pathology, Physiotherapy, UMAC, Palliative Care Team
 - “I was extremely well looked after by the enthusiastic caring and friendly staff; their efforts cannot be faulted”
 - “Information was given clearly. My experience is that patients are respected and cared-for 100%.”
 - “couldn’t speak more highly of the care and treatment [...] mother was kept immaculate with all her needs being met. The staff were attentive and emotionally intelligent.”
- Short waiting times in some departments including X-Ray

Negative themes:

- Parking difficulties and impact on access to appointments (e.g. running late)
 - “The disruption caused by people arriving late for appointments must hugely effect the efficient running of what is otherwise a first-class hospital”
 - “The car parking provision at Arrowe Park Hospital is currently very poor especially for those who are elderly frail disabled and with reduced mobility.”
- Difficulties getting through to specific departments on the phone (e.g. to reschedule appointments) - Healthwatch Wirral has worked with WUTH to resolve this in individual cases
- Long waiting times in some departments
- Poor staff attitude in some areas
 - Where relevant, Healthwatch Wirral has worked with the Patient Experience Team to resolve issues
 - One carer has offered to share her experiences to help improve care

Clatterbridge Hospital

Positive themes:

- Praise for staff in Dermatology
 - “She expertly diagnosed [my problems] and put me at ease.”

St Catherine’s Health Centre

Positive themes:

- Praise for staff at reception and in Bone Density department
 - “They put me at ease as they chatted and talked me through every stage. I cannot praise the staff enough.”

GPs

Positive themes:

- Praise for staff including nurses and health care assistants
- Some patients were able to access out-of-hours appointments at convenient times for them
- Easy access to appointments at some practices
- Excellent communication between staff and services at some practices

Negative themes:

- Access to appointments remains an issue, including a lack of clear and consistent information at some practices (e.g. different information on website versus phoning practice)
 - “New systems to book introduced but no communication for people who are not very computer literate”
- Lack of GPs at some practices causing issues with collecting prescriptions
- Poor staff attitudes at some practices, especially receptionists
- No improvement after previous complaint/feedback

Dentistry

Negative themes:

- Unable to access NHS Dentist - **this accounts for the vast majority of calls relating to dentistry**
 - We have heard from some patients whose previous dentist is now fully private and are struggling to access an NHS dentist
 - Some patients have been delisted due to missing appointments (including appointments cancelled by the surgery)
- Cannot afford cost of private procedure
- No appointments available through Urgent Dental Care line

Koala North West

Positive themes:

- Overwhelming praise for breastfeeding support, staff and volunteers, especially home visits
 - “Without the help of Koala I would have given up breastfeeding. I struggled from day one and a lovely lady came out to my house where I felt comfortable and gave me so many tips and advice. I also had numerous phone calls to keep checking up and making sure things were going well.”
- Praise for Womb to World course and support groups
 - “My husband and I attended the Womb to World course [...] a warm and comfortable atmosphere in which we felt comfortable to share experiences and ask questions without fear of judgement. As anxious parents to be this was invaluable!”

Negative themes:

- Some mums felt unsupported in their breastfeeding journey during the pandemic, especially video/online support (feedback captured Jan 2023)

Pharmacies

Positive themes:

- Fast and efficient service at some pharmacies

Negative themes:

- Poor staff attitude at some pharmacies

CWP Stein Centre Access Team

Negative themes:

- Patients do not feel listened to by staff
- Lack of support/treatment, including long waiting lists

CWP Stein Centre

Positive themes:

- Patient’s family felt reassured that support would be in place after discharge

Community Nursing

Positive themes:

- Praise for staff

- “Amazing nurses cared for my husband until the end they are the best anyone could want”

NHS 111

Negative themes:

- Felt unsupported - no help offered

Urgent Treatment Centre

Negative themes:

- Poor staff attitude and misdiagnosis of back pain

GP PALS

Negative themes:

- Difficult to contact - no way to leave a message
- Issues were unresolved
- No follow up or advice on where to go next

Domiciliary care

Negative themes:

- High staff turnover - no consistency of care
- Lack of communication
- Poor quality of care