

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, provision 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 observations and findings.

OUR UNIQUENESS:

We are uniquely placed to have conversations with patients about their lived experience with health and social care. We listen, observe, gather, interpret and report on the lived experience of local people to provide knowledge to help inform decisions about the planning and provision of both health and social care.

Healthwatch is independent and the way we work is designed to give local people a powerful voice.

We gather inequalities data and we have aligned our priorities again this year to the Core20Plus5 focussing on the Plus5 element and to include Carers, Language & Translation, Sensory Impairment and Interpretation support, ensuring that HWW priorities are in tune with the local system.

Since our last report at Place:

We were kindly invited to attend the Wirral Local Dental Council. This allowed a direct flow of up-to-date feedback and information to help us keep the public up-to-date. One of the dentists offered to come and talk at our BRIDGE Forum about the initiative Mouth Care Matters. as we were keen to explore the availability of dental care to those in care homes.

We are promoting the use of our online Feedback Centre. It is free and easy for the public to use and provides data in real time identifying successes and highlighting potential areas of concern. Our Feedback Centre can be found here: <https://speakout.healthwatchwirral.co.uk/>

All services in Wirral can make use of this and the data we receive generates some of the information that we present here. It is an ideal opportunity for longer term feedback. We can capture an overall rating of the service

provider, a summary and details about the user's experience, user's location, ratings for: cleanliness, staff attitude, waiting time, treatment explanation & quality of care; we can also find out whether people would recommend the service, or not – which can support the Friends & Family Testing.

Space for special praise for staff, help regarding making a complaint about the NHS and the details from the person leaving feedback (unless they wish to remain anonymous).

We moderate all reviews and collate valuable data. We routinely check and refresh providers details and encourage everyone who delivers, as well as those who are in receipt of care, to use it.

WIDER WORK

GP Enhanced Access Review

We are evaluating, reviewing and feeding back on plans, delivery and the impact of the GP Enhanced Service across Wirral. We are encouraging the sharing of best practice across the PCNs, such as community engagement events, and we are helping to raise the profile, of the GP Enhanced Access offer, through public engagement and our outreach work.

We have already started to see the impact of this work with two PCN's developing bespoke Care Navigation Training for non-clinical staff & three more engaging in creative ways to engage with patients.

We are utilising our duties of Enter & View within this process so that we can observe the environment, speak to staff about their challenges and talk to patients about any problems or praise, whilst we are on site.

We are conducting an online survey and been meeting with a wide range of community groups to ensure we are hearing the views of a diverse range of Wirral residents. We are offering the opportunity for people to gain support to

complete paper versions of the survey as not all are able to access it online or just simply prefer face-to-face.

With over 700 survey responses from members of the public about GP appointments we will have a rich source of data relating to people's experiences with appointments via General Practices. Data will be compared, where possible with the national picture to provide a local focus. We look forward to sharing the results with you.

Evaluation of Family Therapy

We completed an independent evaluation focusing on improving the wellbeing of carers from families living with a severe mental illness (SMI) and/or neurodevelopmental disorder (ND). To understand whether wellbeing, in its broadest sense, improved through a flexible and creative approach to providing therapy. We used online, face-to-face and telephone interviews and a survey.

Results from this independent evaluation highlight overwhelmingly that providing tailor-made support to families and carers of those living with mental health and/or neurodevelopmental issues via Space 2B You's flexible family intervention (FFI) was extremely effective in improving general wellbeing for carers.

We are also evaluating a similar, but larger piece of work in another area.

[Microsoft Word - Healthwatch Wirral's Independent Evaluation of Space 2B You's Flexible Family Intervention Wirral.docx](#)

BRIDGE Forum

This monthly Forum is well attended & offers opportunities for the sharing of information. At the last meeting we had speakers from Statutory and community groups.

<https://healthwatchwirral.co.uk/report/bridge-forum-notes-26th-july-2023/>

Current work also includes:

1. Care Navigation Training (Bronze, Silver & Gold levels) for Brighter Birkenhead and Meols & Moreton PCNs
2. Enter & View Programme is ongoing with plans to visit a range of services.
3. The Healthwatch Wirral Independent NHS Complaints Advocacy Service currently has an active caseload of 25. We have noticed that cases are becoming increasingly complex.
4. Pathway Zero and Wellbeing Calls to patients recently discharged from hospital. This is a support project to reduce the number of people being readmitted into WUTH, reduce the attendances at A&E and ongoing and contributing to Winter Planning.

E-bulletin

We have over 400 people receiving our monthly bulletin and almost 2,000 following our social media.

Meetings

Our Team ensure that we are speaking to the public and representing them at a wide range of meetings, including:

1. Strategy & Transformation – Place
2. Quality & Performance – Place and ICS
3. Primary Care Committee – Place

4. Core20Plus5 Group – Place
5. Wirral Place Based Partnership Board – Place
6. Wirral Digital Accelerator Group - Place
7. Health & Wellbeing Board – Place
8. Mental Health System Board – Place
9. Crisis Care Concordat (Adults/children's) Place
10. Wirral Adult Safeguarding Partnership Board (+ subgroups) Place & ICS
11. Treat Me Well- Mencap Learning Developments & Mencap Information, Advice, Advocacy Steering Group - Place
12. Connecting Health Communities Wirral - Place
13. C&M Transformation Group – ICS
14. Primary Care Board – ICS
15. System Quality Group – ICS
16. Health Care Partnership – ICP C&M
17. Community Mental Health Transformation Prog Board – Place & ICS
18. Clinical Effectiveness Group (+ subgroups – Bariatric Surgery, Hydration and UTIs, Comms) - ICS
19. Primary Care Board – ICS
20. Patient & Family Experience Group – WUTH
21. Discharge Cell – WUTH
22. Inclusive Promise Groups x 2 (Care, Safe)- WUTH
23. Welcome Promise Ward folders group - WUTH
24. Promise Group - Trans & non-binary sub-group WUTH
25. UECUP Communications and Engagement Workstream - WUTH
26. Active Wirral - working with LJMU – Wirral Council
27. Coproduction Strategy for Wirral – Wirral Council
28. Neuro Developmental Pathway Model development Group/Diagnostic Pathway
29. Keep Wirral Well Comms Collaborative
30. Dementia Strategy Board Cheshire & Merseyside & ICS
31. EDS23 work across C&M and Wirral Trusts

32. 'Joy' - HWW specifically involved in the Inclusion work.
33. All Age Disability Partnership - Place
34. Flu Steering Group - Place
35. C&M System work/learning sets- Population Health Management- PH
36. Community Of Practice
37. C&M Care Home Collaborative - ICS
38. Wirral Residential/supported Living Forums
39. CQC inspection / Wirral Social Care
40. Supported Carers strategy – Wirral Council
41. Coadaptation of ERS Framework
42. Carers Partnership Committee
43. Urgent Community 2 Hour Response Service - CT
44. Community Advisory Group

Author : - **Kirsteen Sheppard** - Business Development & Volunteer Manager
kirsteen.sheppard@healthwatchwirral.org.uk

QUARTERLY REPORT DATA

This report covers public feedback about health and social care services received during the period May-Aug 2023 and gathered through a range of different channels including our online Feedback Centre, phone calls, emails and face-to-face work (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 services).

HIGHLIGHTS from this report

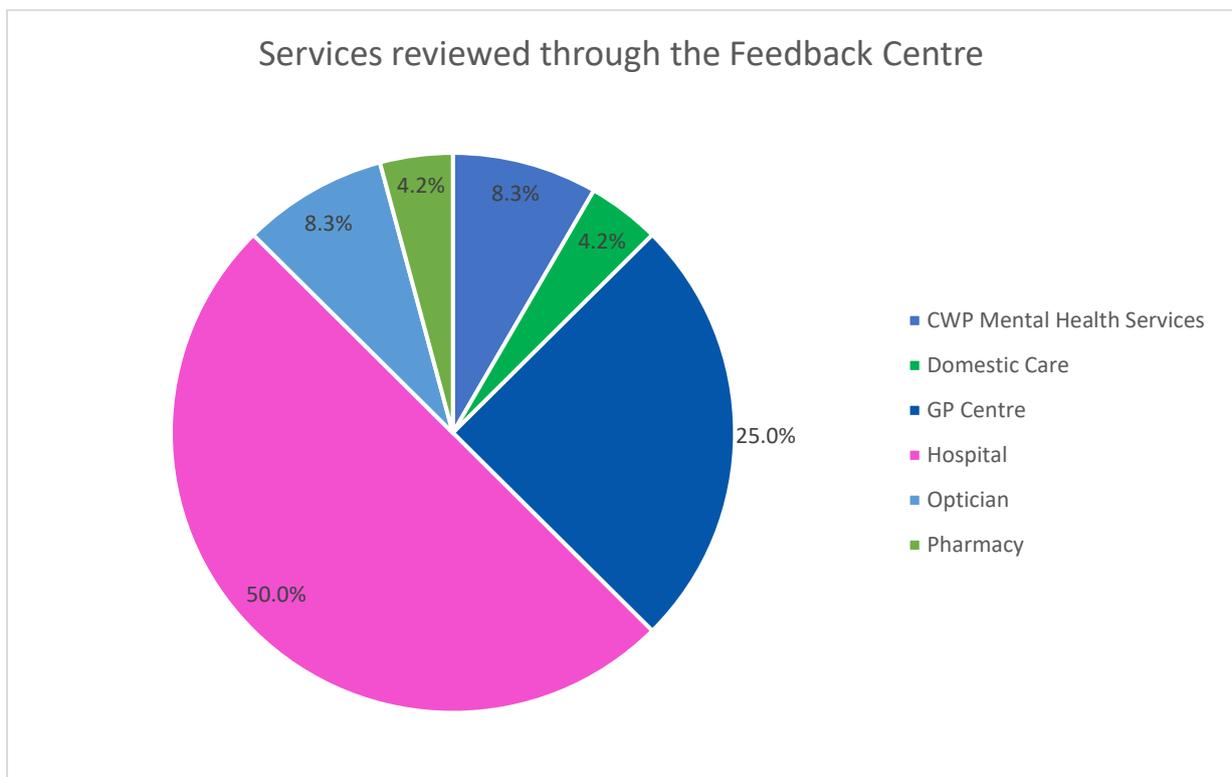
- The majority of feedback received in this period is about Hospitals and GP Practices
- The other services we heard about most frequently during this period were Mental Health Services
- We heard from more women than men (66% female, 34% male)

- 80% (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 65 to 79 years old followed by people aged 80 years or more.
- We have identified the following main themes based on the most frequently mentioned concerns by service users:
 - Communication between health professional and patient
 - Access to dental care
 - Access to GP appointments

Public Feedback

Online Feedback Centre – May 2023 to August 2023 data

Chart 1



- **50%** of all online feedback related to **hospitals** (down from **58%** in June)

The vast majority of the feedback related to Arrowe Park Wirral University Teaching Hospital.

- **25%** of all online feedback was about **GPs** (up from with **15%** in Jun)
- Mental Health Services and Opticians also received 8.3% of feedback on our online platform
- We received limited online feedback on other services including Pharmacies and Domestic Care

Phone calls, emails and face-to-face conversations

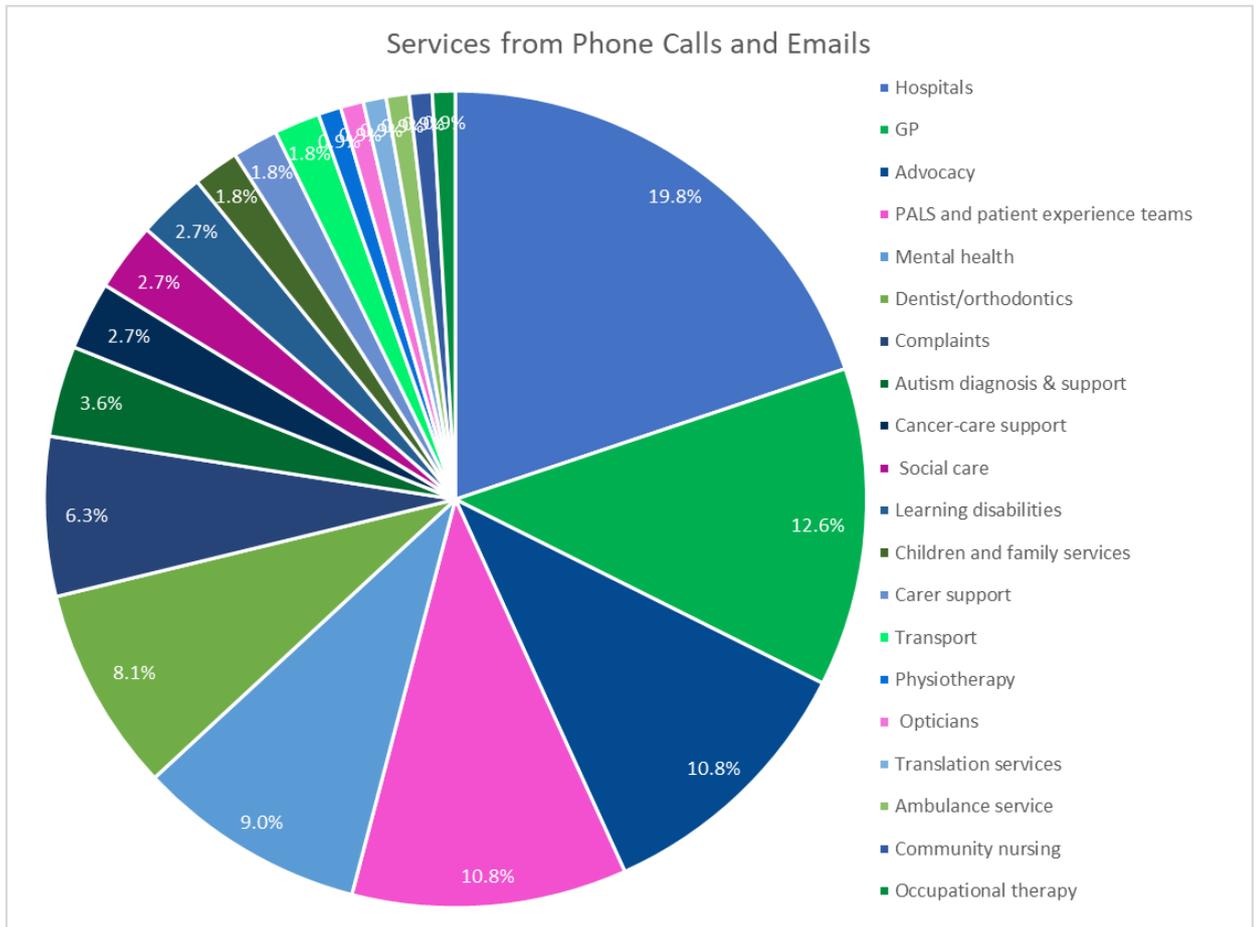
Some contacts shared their experience about more than one service (e.g. GP and hospital).

**Please refer to Chart 2*

- **19.8%** of all contacts logged on IMS (HWW's Integrated Management System) relate to **hospitals** (down from **28%** in June)
- **12.6%** of contacts were about **GPs** (down from with **16%** in June)
- **10.8%** of contacts related to Advocacy which relates to patients experiences and supporting patients in accessing health and social care services
- **10.8%** of contacts were about **GP PALS and Patient Experience**
This includes cases where Healthwatch Wirral has worked with the Patient Experience Team at Arrowe Park to swiftly resolve any issues
- **9%** of contacts related to Mental Health Services including Cheshire & Wirral Partnership services
- **8.1%** of contacts related to dental services

- We also received feedback on other services including Autism diagnosis, Cancer Care and Learning disabilities.

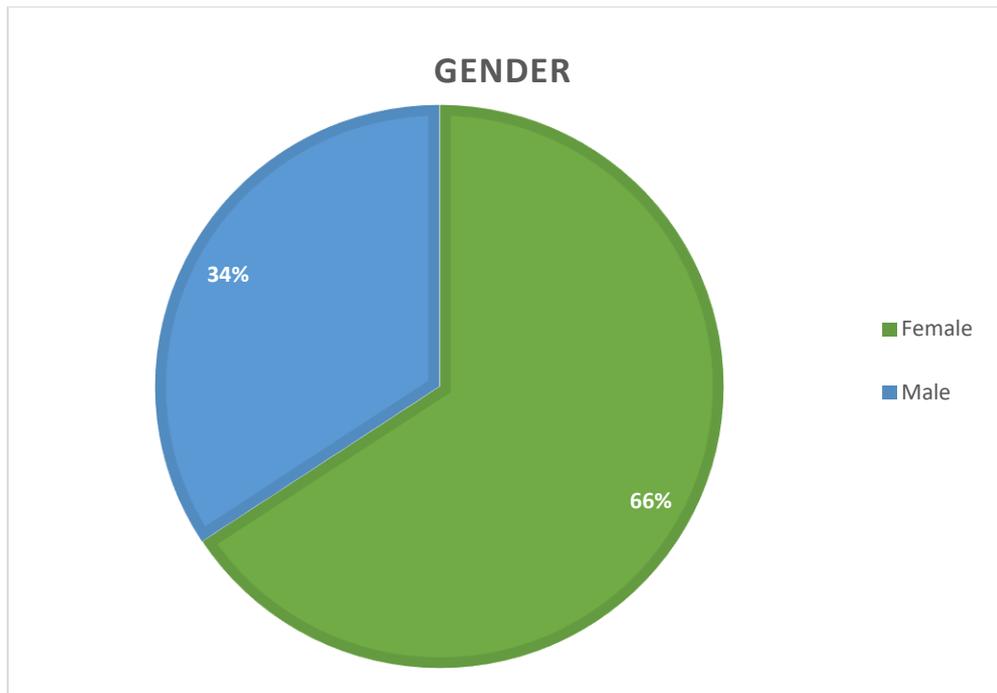
Chart 2



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 consistent with **20%** in June.
- Of those who answered the monitoring questions:
 - **66% female, 34% male**

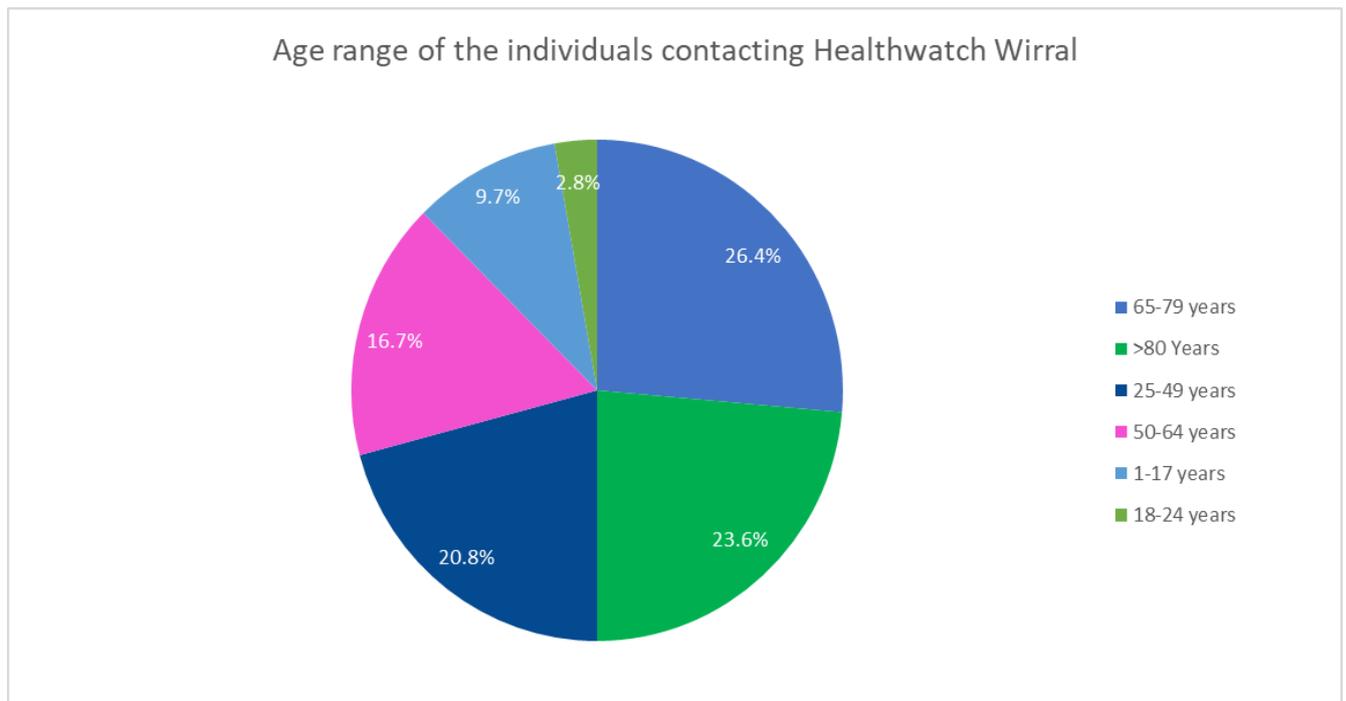


- **75% White British, 17% Other White and 2% were Black British, Bangladeshi and Other Asian.**
- **80%** identified themselves as **carers** (up from 43% in the June report)

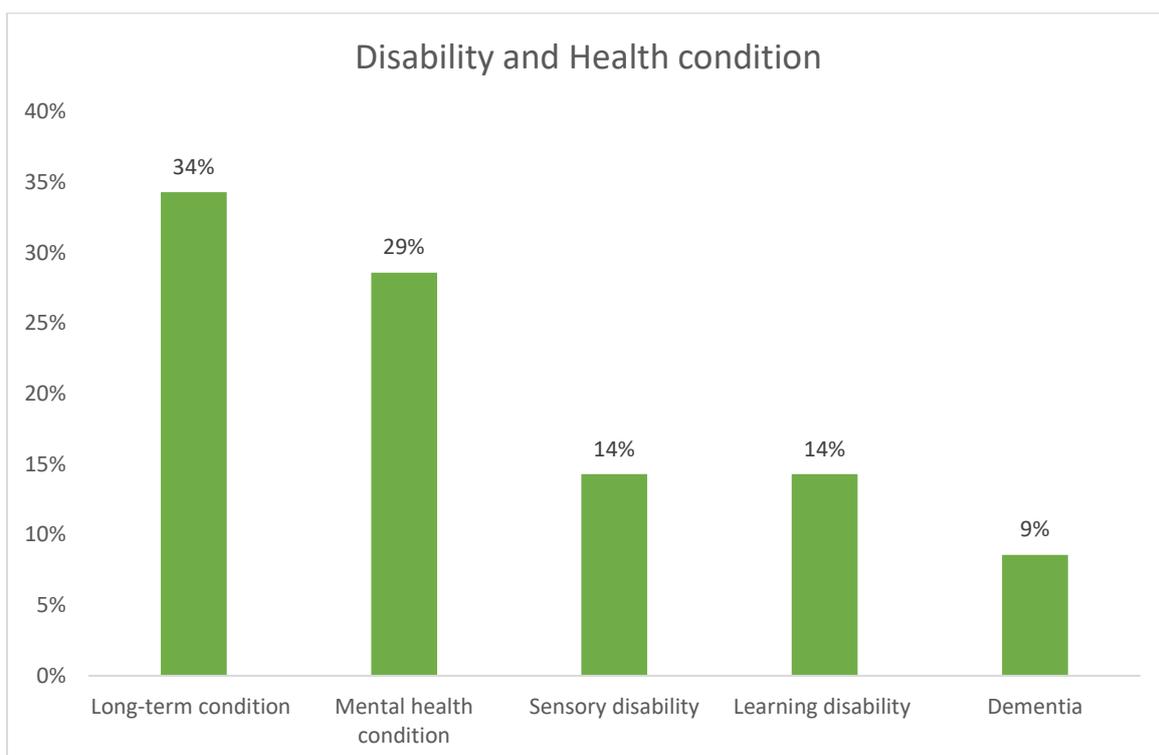
The majority of feedback and calls came from (or related to the experience of) people aged **65 to 79** (26.4%) followed by people aged **80 years or more** (**23.6%**).

During this time period 9.7% of contacts who answered the monitoring questions were **under 18 years** (Chart 3).

Chart 3

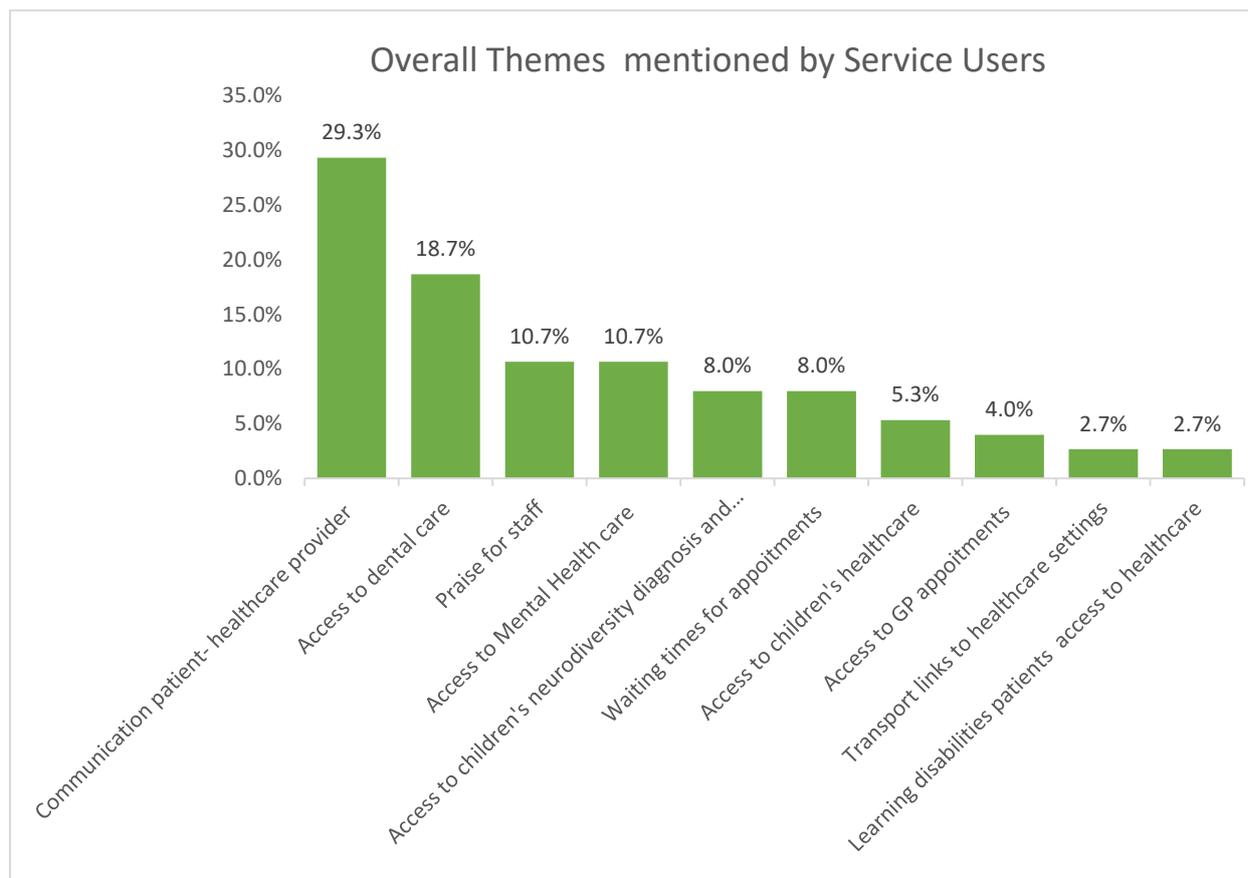


Among service users that mentioned having a disability or health condition **34%** related to a **long-term condition**, **29%** to a **mental health condition**, **14%** to a **sensory disability**, **14%** to a **learning disability** and **9%** to **dementia** (see Chart 4). **Chart 4**



OVERALL THEMES

Overall themes remain largely consistent with our last quarterly report however there are some newly emerging themes (see the graph below):



- Communication between patient and healthcare provider was a topic of concern for most of the people that contacted Healthwatch Wirral.

We have heard about times when patients have felt unheard and dismissed across different services, however we also heard from patients that appreciated clear communication that they had experienced from healthcare professionals about procedures, treatments, and options.

- **Access to appointments** remains a topic of concern for many people who contact Healthwatch Wirral, especially **Dental care** and **Mental Health Care**. We continue to receive multiple calls from those who cannot access a dentist, including difficulties accessing emergency dentistry.
- This quarter's main theme regarding **Mental Health access** has been specifically relating to barriers to receiving suitable care. People using these services report facing inadequate support due to limited treatment options, gaps in care continuity and a lack of clear information on finding help. Additionally, service users noted the absence of suitable acute mental health support for times of crises.
- **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)**.

WIRRAL UNIVERSITY TEACHING HOSPITAL – ARROWE PARK

Positive themes:

- **Waiting Times at A&E and triage**
'She was triaged quickly (within 15 mins). The doctor saw her as quickly as possible (within about 2 hours)'
- **Praise for staff**
'The doctor was kind, gentle, professional and followed all the correct protocols'
'staff followed best practice for an immunocompromised patient and let us wait in a side bay rather than in the waiting room.'
'I was treated very kindly by staff in the MRI department'.

Negative themes:

- **Waiting for appointments**

'Been waiting for the relief that an operation will provide for 5 months, only to find that, instead of getting closer, it is moving further away.'

'found out that the procedure is delayed,'

- **Poor communication between health and social care professionals and patients**

'Unfortunately, this did not happen and despite me asking to be kept informed I received no communication.'

'Why is the little information given so contradictory?'

- **Car parking issues**

'general shortage - nearly missed appointment.'

- **Challenges in access additional care for learning disabilities patients at Arrowe Park**

Issues relating to not having learning disabilities formal diagnosis

GPs

Positive themes:

- None mentioned

Negative themes:

- **Shortage of Mental Health Support**

'PTSD and failure of GP services to help'

- **Poor communication**

'GP Practice is being unhelpful, I have not been unable to get any response via GP PALS'

- **Long waiting times**

'my client has been waiting for 6 weeks for results from GP Practice'

- **Patients not feeling supported**

'over some time now I have had numerous bad experiences with my practice but recently it has become unbearable - I was told that there are procedures that are no longer done at GP practice [...]...not 1 doctor in this practice has even tried to help with the issue'

'Nurse advised me to get an appointment with the GP[...] Took 6 weeks to get phone appointment.'

' GP Practice is being unhelpful and the person I am supporting has been unable to get any response via GP PALS'

Cheshire and Wirral Partnership - Crisis Line

Positive themes:

- None Mentioned

Negative themes:

- **Long wait on phone line**

'we waited for 25 mins to get to number 1 in the queue and then the line cut.'

Clatterbridge Cancer Centre

Positive themes:

- None mentioned

Negative themes:

- **Long waiting times**

'been waiting over 7 weeks for results of Scan'

Author : - **Andreia Ramos Silva** - andreia.ramosilva@healthwatchwirral.org.uk

Research and Data Officer