

Together

we're making health
and social care better

healthwatch
Wirral

Annual Report 2022–23



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“In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn’t. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better.”

Louise Ansari, Healthwatch National Director

Message from our Chair

Our society's health and social care sector is at a time of great pressure, which stems from many factors – not least the aftermath of Covid and financial pressures on all sectors of the community. In this environment, individuals often find it difficult to navigate the best pathways to seeking medical or social care, or to understand the ways in which they can communicate with, and influence, those providing that care.

The staff and volunteers at Healthwatch Wirral have an extensive knowledge of the complexities of the health and care system and are tireless in working to ensure that routes to care are accessible, clearly understood and effective. They have created excellent working relationships with professionals across the sector and are highly respected for their input. The result is a team of patient champions who work tirelessly to bring together the users and providers of health and care in our area.

This report is a testament to the ongoing achievements of Healthwatch Wirral and will tell you in detail of the outstanding work that they do on behalf of the Wirral community. Please do read it and see what is being done on your behalf, day in and day out; and if you are inspired to be part of this work, do contact the Healthwatch office and offer to join the wonderful team of volunteers who are so central to all that we achieve.

I congratulate the Chief Executive Officer, staff and volunteers of Healthwatch Wirral on all that they do and thank them on behalf of the Wirral Community.

Bill Wyllie
Chair, Healthwatch Wirral

Message from our CEO

It is a pleasure to once again be writing the annual report 2022/23 for Healthwatch Wirral (HWW).

I would firstly like to acknowledge and thank our staff and volunteers for their commitment and spirit during the last 12 months. There are mounting pressures all around us and the enthusiasm within our team has been remarkable. Our team live, work and use the care services on Wirral and so, when listening to the experiences of others, things often resonate and help us stay grounded and focussed. HWW use the views and experiences that are shared to influence Wirral's health and care commissioners and providers to strive for good for everyone.



Karen Prior
Chief Executive Officer,
Healthwatch Wirral CIC

It is so important for HWW to hear the issues facing the public and also to understand how our health and care system is coping with the demand for care and treatment; whilst everyone recovers from the pressures that Covid inflicted. To that end, within Healthwatch, we have:

- Adapted how we gather lived experiences.
- Improved our communication & engagement.
- Reviewed and improved our Enter & View process.
- Aligned outreach work with our priorities.
- Aligned our staff & volunteer roles to our priorities and our Quality Standards Framework.

HWW is a popular organisation with the public. We can evidence care and compassion, effective advice, support and signposting for Wirral residents. We are approachable and we take time for people when they need it most.

Commissioners & Providers have regularly sought insight from HWW to ensure health and care services can be designed, or adapted, to be person-centred. Our challenge is always about driving quality and seeking assurances that services have our residents at the heart of both design and delivery.

As part of a Marmot Community (see Glossary) we have proactively aligned our priorities to the Core20Plus5 (see Glossary) focussing on the Plus5 element to include Carers, Language & Translation, Sensory Impairment and Interpretation support. This ensures that HWW priorities are synchronised with local system plans and allow us to be reactive if the

Message from our CEO

need arises.

We have also adapted our plans to the Health & Wellbeing Strategy for Wirral and especially aligned with Priority 5 which cuts across all of the Priorities.

- Priority 1: Create opportunities to get the best health outcomes from the [economy and regeneration](#) programmes
- Priority 2: Strengthen health and care action to address differences in [health outcomes](#)
- Priority 3: Ensure the best start in life for all [children and young people](#)
- Priority 4: Create safe and healthy places for people to live that [protect health](#) and promote a [good standard of living](#)
- Priority 5: Create a culture of health and wellbeing, [listening to residents and working together](#)

Nationally, there has been a change to health and care arrangements/systems. Although there had been lots of preparatory work in the previous years, the integration of health and care commissioning and provision stepped up in July 2022.

The nine Cheshire & Merseyside (C&M) Healthwatch Organisations are members of committees and sub-groups at the C&M Integrated Care Board. We continue to work together to ensure public voice is represented, and heard, at a Cheshire & Merseyside level and, most importantly, at local *Place (*see Glossary).

We have built trusted and effective relationship of over ten years with the public and health and care system partners. The processes, which we designed ourselves, combined with our local knowledge, has allowed us to gather feedback much quicker than other sources. The data we share is primarily based on lived experience and is a driver for improvements e.g Discharge from Hospital, Mental Health and more recently Dentistry. We are also committed, and able, to support and signpost, or refer, people at a time when they are at their most vulnerable and may not know about the non-clinical support they can access.

We are perfectly placed, and coordinated, to respond where there are health and care service issues that relate to a provider which may cover the Cheshire & Merseyside patch. For example, Care Home Owners and large organisations like The Walton Centre, Clatterbridge Cancer Centre and Alder Hey.

A Memorandum of Understanding (MoU) has been written, and endorsed, by all nine Healthwatch Organisations and it promotes openness, honesty and flexibility to allow the gathering and sharing of information between

Message from our CEO

the public and the decision makers both locally and at a regional level; to ensure services are provided at the right time and in the right place.

HWW records the real lived experiences of individuals and family/unpaid carers including the impact of how life has changed and what could have been done better or differently.

We look forward with enthusiasm to providing information and representation so that the recovery plans for our health and care systems can be truly fit-for-purpose.

We wish everyone every good health, energy and success for 2023/24.

Karen Prior
Chief Executive Officer, Healthwatch Wirral CIC

About us

Healthwatch Wirral is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our vision

A world where we can all get the health and care we need.



Our mission

To make sure people's experiences help make health and care better.



We:

- **Listen** to people and making sure their voices are heard.
- **Include** everyone in the conversation – especially those who don't always have their voice heard.
- **Analyse** different people's experiences to learn how to improve care.
- **Act** on feedback and driving change.
- **Partner** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

About us

Healthwatch Wirral is your local health and social care champion.

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 with people who are real agents of positive change across health and social care.



Purpose of Intent

We believe everyone has the right to access high quality health and social care when they need it.



Our values are:

- **Approachable** our service should be accessible to the community; we listen with empathy and provide accurate information
- **Collaborative** we connect with the public, Wirral Council, health and social care services and community organisations to improve care
- **Compassionate** we care about everyone's experiences of health and social care and creating better services
- **Credible** we act on what you tell us and tell you about what we've done and the difference it has made – 'You Said, We Did'
- **Inclusive** we believe everyone needs to be included in the conversation, especially those whose voices often go unheard
- **Influential** we tell services what could be better and make recommendations

About us

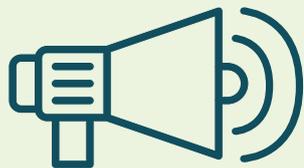


How we uphold our Values:

- **Approachable** we are available by phone, email, online via the Feedback Centre and face-to-face
- **Collaborative** we visit and inspect health and social care services, work closely with a wide range of partners and hold a monthly forum called the BRIDGE Forum to share information
- **Compassionate** we take time to listen and what you tell us shapes our work
- **Credible** we provide information that is easy to understand and gather evidence so that we can share what we find out with everyone
- **Inclusive** we involve as wide a range of people as possible by working with local services who represent those who are hardest to reach
- **Influential** we help services improve by checking what they do and suggest or advise them on how to make things better. We send out a monthly bulletin to share news about our work, local events and updates

Year in review

Reaching out



7,857 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

5,000 people

who have recently been discharged from hospital – to offer advice, support and signposting, where appropriate

28,456 people

people came to us for advice via email, phone or face-to-face

Making a difference to care

We published

8 reports

(Enter & View, H&WBB, Place Based Partnership Board) Our most popular report was

Place Based Partnership Board Quarterly Reports

and the disaggregated data which is shared with the Commissioners and Providers



Year in review

Health and care that works for you



We're lucky to have

19

outstanding volunteers who gave up **257 days** totalling **1,799 hours**, which equates to a value of

£44,975

We currently employ

9 staff

6.1 full time equivalent who help us carry out our work.

How we've made a difference this year

Spring

We supported the work to reduce over-prescribing of Antibiotics and reducing Urinary Tract Infections by promoting the 'To Dip or Not to Dip' training in Care Homes.

We asked about Oral assessments on admission to Care Homes and what happens if dental care is needed (Mouth Care Matters).

We worked with Rethink to set up a Community Mental Health Alliance.

We visited local vaccine centres to gather people's experiences of their COVID-19 vaccinations and boosters.

Summer

Held Bridge Forums, inviting speakers, to update us on Covid Vaccinations, PATCHs, Dentistry, Lower My Drinking App, changes from Clinical Commissioning Groups to Integrated Care Systems. We asked about Oral assessments on admission to Care Homes and what happens if dental care is needed (Mouth Care Matters).

We supported the HWE #BecauseWeAllCare campaign which saw 54,000 people nationally come forward to tell Healthwatch about issues they faced with services.

We hosted a Working Carers' Forum to ensure carers' voices became a key part of the new Wirral Carers' Strategy (Focus groups with social workers, IAPT and groups who are often seen as 'hard to reach') and continued our partnership with Barnardo's, we met with young carers to hear their views about health and social care.

Our staff team supported Wirral System planning and development by attending groups, committees & workshops such as: Strategy & Transformation, Core20Plus5, Place Partnership Board, Health & Wellbeing Board, Primary Care Committee, Patient Safety Incident Reporting, Neighbourhood Group, Mental Health Alliance, Promise Groups at WUTHFT, Home First, Discharge Planning, Wirral Planning & Investment and Maternity Services Transformation etc.

How we've made a difference this year

Autumn

Improved our data system - we can produce quick reports with trends & themes and be reactive to requests for information.

We made contact with approx. 5,000 patients who were discharged on Pathway 0 to help prevent re-admissions and reduce attendances at A&E.

Our new staff member recruited and trained a new team of volunteers to support Enter and View visits, community engagement, advice & information and administration in our office.

We returned to the Patient Experience Hub at Arrowe Park Hospital to gather patient and family views and help to resolve any issues quickly.

Winter

The public feedback we gathered, earlier in the year, about over-prescribing Antibiotics in Care Homes is forming part of the work programme on Wirral.

We began evaluating the PCN plans for GP Enhanced Access. We were able to share good practice and to improve the communication of the enhanced offer to patients. The outcomes were good in that we contributed to some GPs having a better understanding of Social Value and how this could be put into practice. We launched an online survey to gather residents' views of Enhanced Access at GP surgeries, which has already had over 600 responses.

We participated in two national research projects through Healthwatch England, focusing on Maternal Mental Health and Unmet Social Care Needs.

We were commissioned to provide an Independent Evaluation of a flexible family intervention for carers. A report on this work is due out in Summer 2023

Who we work with

HWW has strong relationships throughout our local health and care system, and we would like to thank all of our colleagues across the NHS and Local Authority who continue to face challenges providing, and commissioning, our day-to-day care, and who are now faced with designing robust recovery plans, whilst ensuring quality care at the right time and in the right place for Wirral residents.

This year HWW have seen a huge increase in queries, questions and complex concerns from the public about their care, or the care of someone they love. The trusted relationships within Wirral Place have meant that HWW has been able to support individuals and find resolutions to their concerns or complaints, quickly.

To that end, we would like to thank Iain Stewart, Head of Transformation and Partnerships, (Primary Care, Mental Health, Learning Disabilities and Autism) at Wirral Place – ICB, Sarah Boyd-Short, Senior Partnerships & Transformation Manager – Primary Care, at Wirral Place ICB and Johanna Ashworth-Jones, Programme Developer, Patient Experience & Nurse Quality Indicators at Wirral University Teaching Hospital NHS Foundation Trust (WUTH) for their continued support to HWW.



During the first year of NHS Cheshire & Merseyside, our Healthwatch partners have engaged and supported the work of the Integrated Care System. They have worked with us and provided the right level of scrutiny and challenge on behalf of the population of C&M, asking probing questions and seeking assurance to ensure that C&M ICB and wider system partners always put the resident at the centre of our strategic and operational priorities. The nine Healthwatch organisations are active at a C&M wide level, and particularly working within our nine Places, which means they are able to ensure the voice of the public is heard at all levels of the ICS. I'm very grateful for their contribution and advice and look forward to continuing our close working in the future'.

Clare Watson

Deputy Chief Executive, Cheshire & Merseyside Integrated Care Board



Listening to your experiences

Communication & Engagement

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 observations and findings.

WUTHFT 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.

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.

Communication & Engagement

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 detailing the young carers' experiences. This is shared with stakeholders across health and social care to highlight the challenges faced by young carers so that improvements in an individual's circumstances is recognised in order that reasonable adjustments can be made.

COMMUNICATION

We provide a wide range of opportunities for people to share their views and experiences, which includes the promotion of our on-line Feedback Centre, meeting face-to-face, electronic surveys, phone, email and social media. We strive to communicate in plain English. Our users have an inclusive online experience with customisable options, allowing them to choose how they navigate and use our information.

Through analysing all data we are able to spot gaps and emerging trends and themes such as discharge from hospital, maternity, mental health, dentistry, access to GP appointments; and the workforce issues facing all Providers, including Domiciliary Care and Care Homes.

We believe that the principle of Making Every Contact Count (MECC) is under-utilised and we have made a Pledge to Cheshire & Merseyside Integrated Care Partnership to promote MECC within our organisation and externally across all of our health and care services.



'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

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems people face.

We shared the experiences of those who are deaf and whose first language is not English. We identified that there were separate meetings taking place within our health and care system with the aim of improving experiences of people who are deaf. We encouraged a more collaborative approach and meetings are now attended by a wider audience.

Getting services to involve the public



Services need to understand the benefits of involving local people to help improve care for everyone.

There is a need to survey the public but HWW understand the need to accompany surveys with a campaign designed to get deep within our communities to people who do not know where to access support.

We have encouraged staff from the wider health and care system to join us on our outreach programme. This has resulted in a better understanding of the challenges when gathering public feedback and in the improvements in the design of the surveys.

Improving care over time



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

We have worked with the Discharge Teams on Wirral to raise the experiences of patients when they are leaving hospital. We made wellbeing checks to over 5,000 patients who left hospital on Pathway 0. The experiences we have gathered are shared with the commissioner and it is also shared with the Discharge teams within WUTHFT and we have contributed to the new design of the Discharge Pack for patients.



Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voices are heard and services meet their needs.

Hearing from all communities

Over the past year we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voices are heard and services meet their needs.

Using our Resource Vehicle we have been able to access our communities more widely and work deeper into our communities speaking to as many people as possible who live, work and use health and care services on Wirral. The aim is to put the value deserved on the experiences of individuals who are rarely known to community groups, or organisations, and whose voices often go unheard.

We have visited Care Homes and Domiciliary Care Agencies to gain a better understanding of the challenges and barriers they face; both in providing care and supporting and retaining their workforce.

We have set up our Resource Vehicle and gazebo in supermarket car parks and visited organisations like the Belvidere Centre and Mencap to gather their views and we were also able to provide advice and information and signpost to useful services, where appropriate.

We have a planned outreach programme and we also take a reactive approach to community engagement and support partners such as the Cheshire & Wirral Partnership Living Well Bus, InvolveNW door knocks, Community Fayres such as Primary Care Networks and our local Rehabilitation Centre at Clatterbridge Hospital.

We also multi-task, for example – we carried out some engagement activity at the Clatterbridge Covid Vaccination Site and, whilst there, we visited the Outpatients Department (based on patient feedback) and also the Discharge To Assess (D2A) Ward (Iris) to talk to patients & staff. We provided the D2A commissioner with some information which supported future delivery plans.



Advice and information

Advice and Information

Anyone in Wirral can contact us to find out what help and support is available in our area. From yoga classes to support groups, adaptations at home to coping with life following serious illness; we are happy to point you in the right direction. Whether it's finding mental health support, how to make a complaint or choosing a care home for a loved one – you can count on us. We provide information to help you understand your options and get the help you need.

This year we have helped people by:



- Providing information and supporting people trying to contact a dentist for an appointment.
- Making sure we referred people to the right service based on what they told us.
- Being accessible face-to face in local hospitals, public places and, of course, our Headquarters, plus online and phone services.
- Encouraging people to look after their physical and mental health & wellbeing.
- Calling them after they've been in hospital to prevent their re-admission.
- Providing reports on services to help inform patients, carers and families.
- Keeping up-to-date with factors affecting health and shared our knowledge with others at our BRIDGE Forum.



Volunteering

Volunteers are at the very heart of what we do at Healthwatch Wirral!

Each volunteer brings with them a unique mix of skills and experience as well as passion and enthusiasm.

They each play an important role in helping us to gather information about local health and social care services and looking at ways we can help them to be the best they can be.

This year our volunteers:

- Interviewed people about their experiences.
- Helped people find what they are looking for.
- Helped develop reports about health and social care services.
- Visited a range of health and social care settings to see what they are like from a patient perspective.
- Collected information about changes to service provision.
- Carried out the Enter & Viewing of a range of health and social care services

Finance and future priorities

Income		Expenditure	
Funding Received from LA to deliver Healthwatch statutory activities	£188,516	Operational Costs	£22,670
		Staffing Costs	£149,030
		Office Costs	£16,798
Total income	£188,516	Total expenditure	£188,498
		Surplus	£18

2023/24 Priorities

Continuing to challenge inequalities We understand that factors like culture, employment, education, access to computers, transport, discrimination and where you live can have a huge impact on your health. We will do all that we can to make sure we are amplifying the voices of those people, and communities, who go unheard and to help reduce barriers and to improve health outcomes.

Quality Standards We have aligned our Quality Standards with individual roles so that we can measure how we fulfil our statutory powers, duties and activities; and where we may need to step up.

Topic Areas We will continue to prioritise the Core20Plus5 clinical areas. We will focus on the Plus5 element and include Carers, Learning Disabilities, Language & Translation and ethnic minorities communities in relation to planned, unplanned, primary and social care.

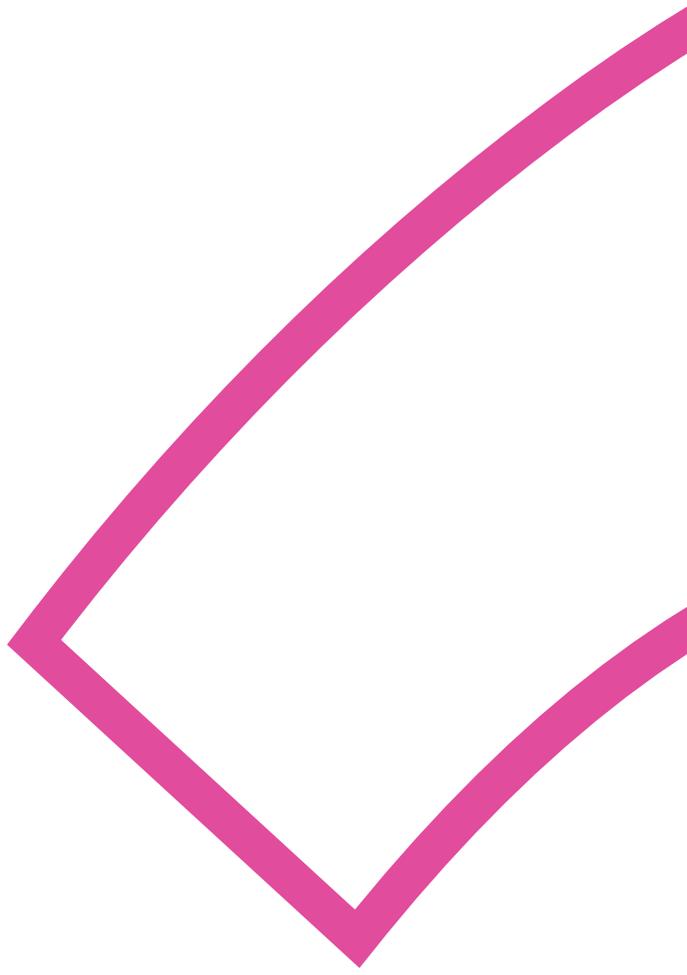
Special Educational Needs (SEND) This year we intend to support the work of Wirral's SEND Service. It provides a range of support to children and young people with special educational needs and disabilities (SEND) and their families and carers from 0-25 years.

We will aim to ensure that we make a special effort to work in partnership with parents, carers, children, practitioners and health, social care and voluntary, community, faith and social enterprise agencies to ensure that the needs of these young people, families and carers is reflected in service provision.

Prevention We are committed to promote the Prevention agenda and support the Health & Wellbeing Strategy for Wirral; the fifth priority of the Strategy "create a culture of health & wellbeing by 'listening' to residents and working together" runs throughout the other four. We will ensure that we align our work plans and priorities, where we can, to the Wirral Plans around Neighbourhoods, integration and the wider determinants of health and wellbeing at Place and at a Cheshire & Merseyside level.

We will work with HW England on the 'Levelling up white paper' to address regional disparities, improve wellbeing in every area of the UK and narrow the gap of healthy life expectancy between areas of where it is lowest and highest.

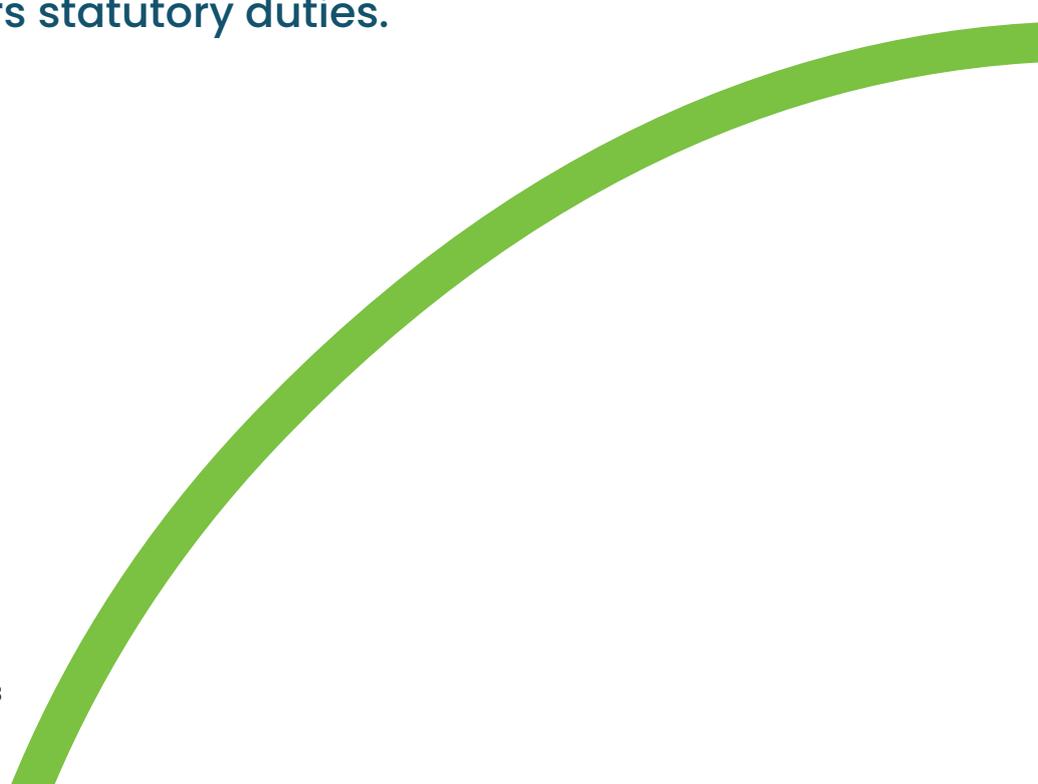
Statutory statements

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Healthwatch Wirral, Liscard Business Centre, The Old School, 188 Liscard Road, Liscard, CH44 5TN

Healthwatch Wirral uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

Healthwatch is set apart from the statutory structures, voluntary and community sector, as it performs public functions and delivers statutory duties.

A decorative graphic element consisting of a thick, curved green line that starts from the bottom left and curves upwards and to the right, ending near the bottom right corner of the page.

The way we work

Our core purpose of making sure the views of the public shape the health and care services they need, requires us to be:

Independent in purpose – amplifying the voice and experiences of the most difficult issues in health and social care.

Independent in voice – speaking up on behalf of sometimes unpopular causes or groups who are marginalised and/or face disadvantage or discrimination.

Independent in action – if Healthwatch holds others to account then we must operate with integrity, accountability and transparency to have credibility with our communities.

The Local Government and Public Involvement in Health Act 2007, which was amended by the Health and Social Care Act 2012, outlines the main legal requirements of Healthwatch.

Healthwatch has a responsibility to:

- Promote and support the involvement of local people in the commissioning, the provision and scrutiny of local services.
- Obtain the views of local people regarding their need for, and experiences of, local care services and importantly to make these views known to those responsible for commissioning, providing, managing or scrutinising local care services – and to HW England.
- Make reports and recommendations about how local care services could, or ought to be, improved. This information goes to Commissioners, Providers, CQC and HW England and published in the public domain.
- Provide advice & information about access to local care services so that people have a choice.

HWW also holds the contract for Independent Health Complaints Advocacy which allows Healthwatch to utilise the trends and themes from complaints/concerns to be embedded within our reports and recommendations. The data held by the Complaints Advocacy service is maintained in password protected files and follows the GDPR legislation. No personal information is shared with any third party, unless with the consent or direct wishes of the complainant.

Governance arrangements are transparent within our Quality Management System which includes our accountability, our decision-making processes, reporting and managing conflicts of interest. We adhere to the Nolan Principles of selflessness, integrity, objectivity, accountability, openness, honesty and good leadership. Every local Healthwatch should publish their annual report by 30 June each year.

Enter and view

Location	Reason for visit	What you did as a result
Leighton Court Care Home	Local intelligence	Some of the recommendations were carried out which improved the environment and some health & safety concerns.
Clatterbridge Vaccination Centre/ D2A Wards/ Outpatients	Local intelligence and information received on our Feedback Centre.	Engaged with staff and patients. A short list of recommendations, based on our observations, was shared with the commissioner which included:- Accessible Parking at the Vacc Site Clinical Roles within the D2A at C/ Bridge site could include more ANPs Staff attitudes when greeting patients.
Perfect Ward WUTH visit regarding hydration and nutrition.	Invitation from WUTH to engage with staff and patients regarding fluids and food quality	Informed Quality Improvement team of our observations.
A&E - WUTHFT	General Observation from HWW Feedback Centre	Engaged with patients waiting to be seen in waiting area. Our observations regarding the environment and overall experience of patients were welcomed at the Patient & Family Experience Group
Sandrock Nursing Home	Local Intelligence	A short list of recommendations was shared which included seeking some clarification on the availability of dental care for residents. A follow up visit is planned for assurances and to follow up on the recommendations.
Safe Harbour Nursing Home	Local intelligence	A short list of practical environmental recommendations were made as well as some suggestions for more family involvement. Following the visit HWW were informed of some improvements in both areas (although we have not, at the time of writing, revisited.)

Enter and view

Location	Reason for visit	What you did as a result
Leighton Court Care Home	Local intelligence	Some of the recommendations were carried out which improved the environment and some health & safety concerns.
Moreton/Meols Familiarisation visits to GP Practices	Introductions, raising awareness of HWW and observations of waiting areas	Informed Practice staff/managers of engagement with patients about Enhanced Access
PLACE – Patient Led Assessment of the Care Environment	Invited by WUTH to observe wards/engage with staff and patients and to experience hospital food	HWW recommendations were included in the improvements in relation to: <ul style="list-style-type: none"> • quality of food • patients being able to access snacks in the evening • décor • general environment
Park House Care Home	Local Intelligence and to support LA commissioning of D2A beds (Step Down Beds)	Decoration and training issues were highlighted during the visit. Most of the issues have been overseen, and addressed, by regular meetings with the Contract Lead D2A Our observations were reported to the LA to support the planning and commissioning D2A provision
Lighthouse Lodge Residential Home	Local intelligence	A short list of recommendations was shared and a follow up visit in six months is planned.
Daleside Nursing Home	Local intelligence	We wrote, and shared, a report and we will conduct a follow up visit in 6 months with the aim of checking on the recommendations that we made.
Birkenhead GP Practices	Introductions, raising awareness of HWW and observations of waiting areas	Promotion of GP Enhanced Access with patients & staff

Health & Wellbeing Board

We have a place at Wirral's Health and Wellbeing Board, which is a formal committee of the local authority charged with promoting greater integration and partnership between bodies from the NHS, public health and local government. This allows us to keep up-to-date on what is happening locally and share any concerns that we may have or examples of best practise.

Attendance at this meeting allows us to ensure that we are concentrating efforts into the areas of most need and provides us with an ideal forum to share the outcomes of our work and the lived experiences of the people with whom we work.

Commissioners and service leads will often take direct action as a result of what we tell them and cascade our findings to colleagues. For example, as a result of attending Place we have been invited to Wirral GPs Primary Care Council and Wirral Local Dental Council to talk about our work and to gain information for people about services. The report that we submit to the meeting has caught the interest of local media and provided a platform to promote best practice and partnership working.

Below are examples of recent work where improvements to services were achieved as a result of Healthwatch Wirral working closely with individuals, local community organisations and services to make sure everyone's voice is gathered.

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.

Outcome: 5,000 patients were called over a nine-month period. Through quarterly monitoring, there is evidence that our calls prevented re-admissions and unnecessary attendances at A&E – we also supported people to take action and to seek help to prevent deterioration in their health.

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.

This work is currently ongoing and a report will be due later in the year.

Health & Wellbeing Board

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.

Outcome: A report can be found on this work on this link: [Continuity of carer is crucial to addressing perinatal mental health | Healthwatch](#)

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.

Outcome: Good practice was shared across the PCNs in relation to health fayres, answerphone messages and Care Navigation training. More Health Fayres were held and Healthwatch Wirral are in discussions with PCNs to provide the NOCN accredited, Award Winning training, designed (in collaboration) and delivered by Healthwatch Wirral.

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.

Outcome: There has been an increase in appropriate referrals to Talking Together Wirral.

Health & Wellbeing Board

NEURO DEVELOPMENTAL PATHWAY MODEL – DEVELOPMENT GROUP/ DIAGNOSTIC PATHWAY PROJECT

Partners: The 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.

Outcome: HWW will be working to promote the work of SEND, improve the knowledge of the service and with the aim to collaborate on an event later in 2023.

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.

Outcome: 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.

NHS ADVOCACY SERVICE

Partners: Anyone who wishes to make an NHS complain

Synopsis: Our Independent Complaints Advocate offers help and support for anyone who is 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.

Health & Wellbeing Board

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.
- Publish Reports of our observations, findings and recommendations.

Outcome: We have promoted the work of Healthwatch in Care Homes & Domiciliary Care services and assessed the knowledge, and take up, of the Dip or Not to Dip training and Mouth Care Matters campaign. This is ensuring information relating to the overprescribing of antibiotics in Care Homes forms part of the Meds Optimisation & Overprescribing workstreams across Place at Primary Care level.

COMMUNITY SOCIAL WORK EVALUATION

Partners: Wirral Local Authority, Wirral Community Health & Care NHS Foundation Trust and Cheshire & Wirral Partnership NHS Foundation Trust

Synopsis: HWW held workshops to Independently review Community Social Care teams across Wirral to inform future planning and commissioning decisions, by Local Authority.

Outcome: From 2023 the Social Care Teams are managed within the Local Authority.

Glossary

MARMOT COMMUNITY

Becoming a Marmot City means working with colleagues from the Institute of Health Equity (IHE) to be part of a Marmot programme of work with the aim of reducing health inequalities. (11 Jan 2022)

Marmot Principles - eight policy areas include early years development, employment, living standards, communities, ill-health prevention, discrimination and environmental sustainability.

<https://www.local.gov.uk/marmot-review-report-fair-society-healthy-lives>

CORE20PLUS5

Is a national NHS England approach to support the reduction of health inequalities at both national and system level. The approach defines a target population cohort and identifies '5' focus clinical areas requiring accelerated improvement.

Place

Place Based Systems of Care bring local organisations together around the population they service. This includes Local Authorities, NHS and Voluntary, Community & Faith Sector.

Social Value

Social Value is a broader understanding of value. It moves beyond using money as the main indicator of value, instead putting the emphasis on engaging people to understand the impact of decisions on their lives. The people's perspective is critical.

healthwatch

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