

healthwatch wirral



WHAT IS HEALTHWATCH?

- Healthwatch is a statutory service that influences how Health & Social Care services work
 - Healthwatch Wirral listens to & supports people who live in this area
 - Healthwatch was established under the Health & Social Care Act 2012 to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.
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HOW DOES IT WORK?

- We have the power to make sure health and social care leaders listen to people's feedback & improve standards of care
- Each area of England has its own Healthwatch & each offers different services
- Feedback from everyone using local health & social care services is essential to us as we use this information to represent people's views and experiences.

IN A NUTSHELL

- 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.
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- A large, stylized green graphic is located in the bottom right corner of the slide. It consists of several curved, overlapping shapes that resemble a stylized letter 'G' or a similar abstract form. The background of the bottom of the slide is dark blue, and a thick green horizontal bar runs across the bottom, partially obscured by the green graphic.

EVERYONE'S EXPERIENCE WITH HEALTH & SOCIAL CARE IS IMPORTANT.

Health care:

- Hospitals
- GPs
- Dentist
- Pharmacies etc.

Social Care:

- Care Homes
- Domiciliary Care
- Personal assistant
- Social worker

STATUTORY FUNCTIONS INCLUDE

1. 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
2. Promoting and supporting the involvement of people in the monitoring, commissioning and provision of local health and social care services
3. Providing information and advice to the public about accessing health and social care services and options available to them
4. Conducting 'Enter and View' visits to health and social care services and reporting our findings.

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SHARING EXPERIENCES

We are uniquely placed to have conversations with everyone 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 is independent and the way we work is designed to give local people a powerful voice.

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ENTER & VIEW



WHAT IS ENTER & VIEW

- Healthwatch has a legal duty to visit health & social care providers to see what is working well and identify any areas for improvement. The evidence collected is used to make people's experiences better.
- Authorised representatives then compile a report which is shared with the provider for their comments and with their service regulators & also on our website for anyone to access.

FEEDBACK CENTRE



WHAT DOES HEALTHWATCH WIRRAL OFFER?

FEEDBACK CENTRE - This is available face-to-face, over the phone and online. People can tell us about their experiences of health & social care. This helps us to see what is working well or where changes may be needed.

It is free and easy for the public to use and provides reports in real time identifying successes and highlighting potential areas of concern.

[Feedback Centre \(healthwatchwirral.co.uk\)](http://healthwatchwirral.co.uk)

A large, light green decorative shape is located in the bottom right corner of the slide, partially overlapping the dark blue footer area.

WHAT DOES HEALTHWATCH WIRRAL OFFER?

FEEDBACK CENTRE - On it we can capture experiences with specific service providers, a summary & details about their experience, user's location, ratings for: cleanliness, staff attitude, waiting time, treatment explanation & quality of care.

Special praise for staff, help regarding making a complaint, details from person leaving feedback (unless they wish to remain anonymous) also feature.

We moderate all reviews and collate valuable data, which is shared with key stakeholders.

FEEDBACK CENTRE

- Our feedback centre is a great place to pass on your experiences
- Allows us to find themes and trends from people's experiences and compile reports, which are passed onto providers
- People can call us on 0151 230 8957 & visit the accessible website <https://speakout.healthwatchwirral.co.uk/>
- We also provide a QR code on our leaflets that can be scanned.

FEEDBACK CENTRE

Feedback Centre

Leave your feedback



NHS 111



Community



Social Care



Palliative Care



Children/Family



Nursing



Emergency Care



COVID-19 Testing



COVID-19 Vaccination

Wirral 0-19 Health and Wellbeing Service

Address: St Catherine's Health Centre, Derby Rd, Birkenhead, Wirral,
CH42 0LQ

Telephone: **Website:**
<https://www.wchc.nhs.uk/services/wirral-0-19-health-and-wellbeing-service/>

Rate this service

- Q.1** How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?
- Extremely likely
 - Likely
 - Neither likely nor unlikely
 - Unlikely
 - Extremely unlikely
 - Don't know

Q.2 How do you rate your overall experience of this service?*



Leave your feedback

Location



The screenshot shows a web browser window with the URL <https://speakout.healthwatchwirral.co.uk/services/residential-homes>. The page features a search bar with the text "Find your service by name or location:" and a dropdown menu containing "Type in a service name or location". Below the search bar is a "Find a service" section with a search icon and instructions: "You can search all of the health and social care service providers from here. Try searching by service name, service type, postcode or street name." A "Sort by: Name" dropdown is also present. The main content area displays two service cards: "Woodland Grove" (14 Woodland Grove, Birkenhead, CH42 4NU, 01513347510, www.autismtogether.co.uk) and "Wirral Christian Centre Trust Limited" (Woodchurch Road, Birkenhead, Wirral, CH41 2UE, 01516538307). A "Browse" sidebar on the right lists categories: NHS 111, Community, Social Care, Palliative Care, Children/Family, Nursing, Emergency Care, and COVID-19 Testing. The Windows taskbar at the bottom shows the date 05/09/2023 and time 15:26.

Home Share your experience

Find your service by name or location:

Find a service

You can search all of the health and social care service providers from here. Try searching by service name, service type, postcode or street name.

Sort by:

 **Woodland Grove**
14 Woodland Grove, Birkenhead, CH42 4NU
01513347510
www.autismtogether.co.uk

 **Wirral Christian Centre Trust Limited**
Woodchurch Road, Birkenhead, Wirral, CH41 2UE
01516538307

Browse

[View all](#)

-  [NHS 111](#)
-  [Community](#)
-  [Social Care](#)
-  [Palliative Care](#)
-  [Children/Family](#)
-  [Nursing](#)
-  [Emergency Care](#)
-  [COVID-19 Testing](#)

26°C Sunny 15:26 05/09/2023

feedback centre healthi x | Committee details - W x | healthwatch wirral fee x | Have Your Say - Health x | Feedback Centre x

https://speakout.healthwatchwirral.co.uk/service/woodchurch-medical-centre

Find your service by name or location:

Woodchurch Medical Centre

Address: 33-35 Poolwood Road, Woodchurch, Wirral, CH49 9BP
Telephone: 0151 606 1908
Website: <http://www.woodchurchmedical.co.uk/>

Leave your feedback

Rate this service

Q.1 How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

Q.2 How do you rate your overall experience of this service?*

☆☆☆☆☆

Location

33 Poolwood Rd
[View larger map](#)

herlands Pharmacy
Cat
Communit

33 Poolwood Rd,
Birkenhead, Wirral...

ook School
Houghton St

Ganneys Me
Nursery School

Google Food
Map data © 2023 Terms of Use Report a map error

15:21 26°C Sunny 05/09/2023

ADVOCACY COMPLAINTS SUPPORT



HOW DOES IT WORK?

- Healthwatch Wirral supports local residents to resolve issues directly with providers of health & social care
- You can raise a concern about your own or someone's else's care (with their permission).
- To help people through the process, there is a self-help pack that provides useful contacts and templates.

HOW DOES IT WORK?

- If an issue cannot be resolved; we can refer to the NHS Independent Complaints Advocacy Service that works with us at Healthwatch.
- The independent advocate works within the NHS Complaints procedure and offers a free, independent and confidential service. The advocate offers support and explores the different options available.

WHAT ELSE DOES HEALTHWATCH WIRRAL OFFER?

- **TRAINING & ENGAGEMENT** - We develop and provide a range of training about Healthwatch and our duties.
- **#Spare5** - Is a project to encourage everyone to take action to help others.
- **SERVICE & PROJECT EVALUATION - GP Enhanced Access Review** - We are currently evaluating, reviewing and feeding back on plans, delivery and the impact of the GP Enhanced Access Service. We are starting to see the impact of this work with two PCN's developing Care Navigation Training (Bronze, Silver & Gold levels) for non-clinical staff & three more using creative ways to engage with patients.

GP Enhanced Access Review - We are using a four-strand approach to this evaluation.

1. Public survey
2. Calls to reception staff
3. Enter & View
4. Qualitative interviews with PCN Leads.

With almost 800 survey responses from members of the public about GP appointments we will have a rich source of data relating to people's experiences. 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** - Recently completed an independent evaluation focusing on improving the wellbeing of carers from families living with a severe mental illness &/or neurodevelopmental disorder. 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.
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- **Evaluation of Family Therapy - Results** highlighted 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](#)

WHAT ELSE DOES HEALTHWATCH WIRRAL OFFER?

- **BRIDGE** - A monthly forum for anyone working in the health, social care & charitable sectors - offers opportunities for the sharing of information

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

- **Hospital Discharge support** - Community focused support for patients following discharge from Hospital to reduce A&E attendances, people being readmitted into WUTH and contributing to Winter Planning.

HOW DO PEOPLE FIND OUT ABOUT HEALTHWATCH?

- Health fairs, events, GP surgeries, hospitals and anywhere else where we can attend.
- Face-to-face and online using social media
- The Healthwatch Van (Resource Vehicle RV)
- At various forums & networking events
- And from you!

HOW DO WE USE THE FEEDBACK?

- We collate feedback gathered from various sources
 - Face-to-face, emails, telephone calls, online Feedback Centre, the Patient Experience Hub at WUTH & events
 - We use the feedback to inform services, service providers and organisations of both compliments and concerns so they can take action.
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HIGHLIGHTS FROM OUR QUARTERLY REPORT

- The following data is taken from feedback about health and social care services received during the period May-August 2023
- We received the feedback from 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).

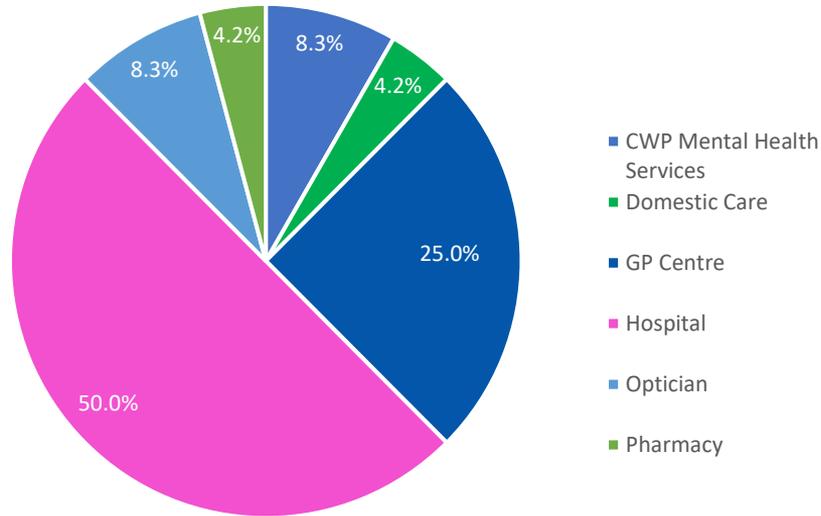
HIGHLIGHTS FROM OUR QUARTERLY REPORT

- 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.
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HIGHLIGHTS FROM OUR QUARTERLY REPORT

- The majority of feedback and calls came from (or related to the experience of) people **aged 65 to 79 years** followed by people aged **80 years +**
- We have identified the following main themes based on the most frequently mentioned concerns by service users:
 - Communication between health professionals & patients
 - Access to dental care
 - Access to GP appointments.

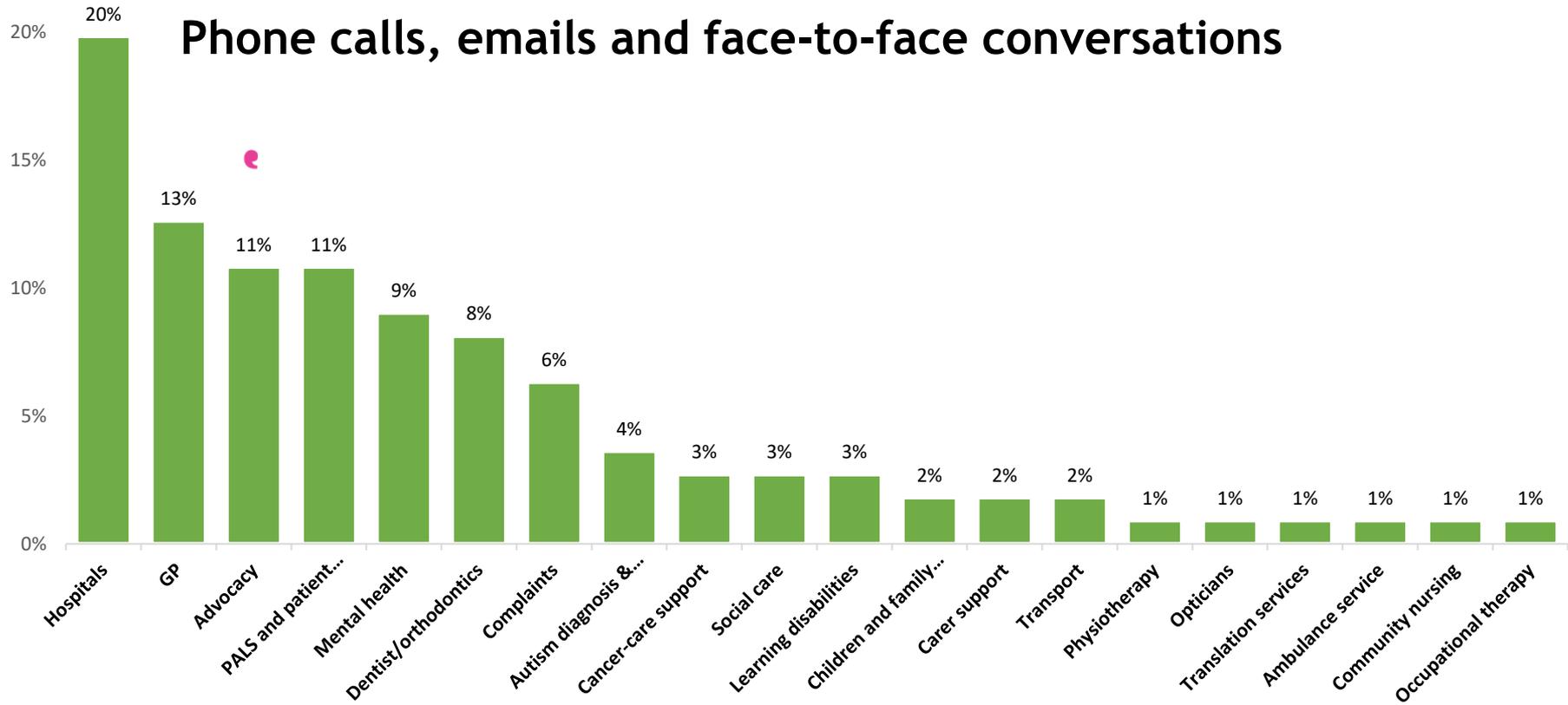
Online Feedback Centre - May 2023 to August 2023 data



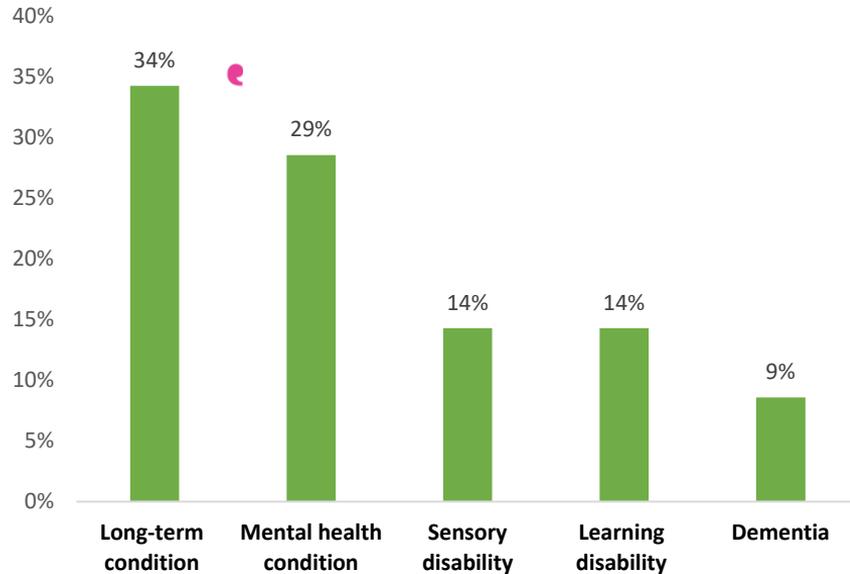
- **50%** of all online feedback related to **hospitals**
- **25%** of all online feedback was about **GPs**

25%

Phone calls, emails and face-to-face conversations



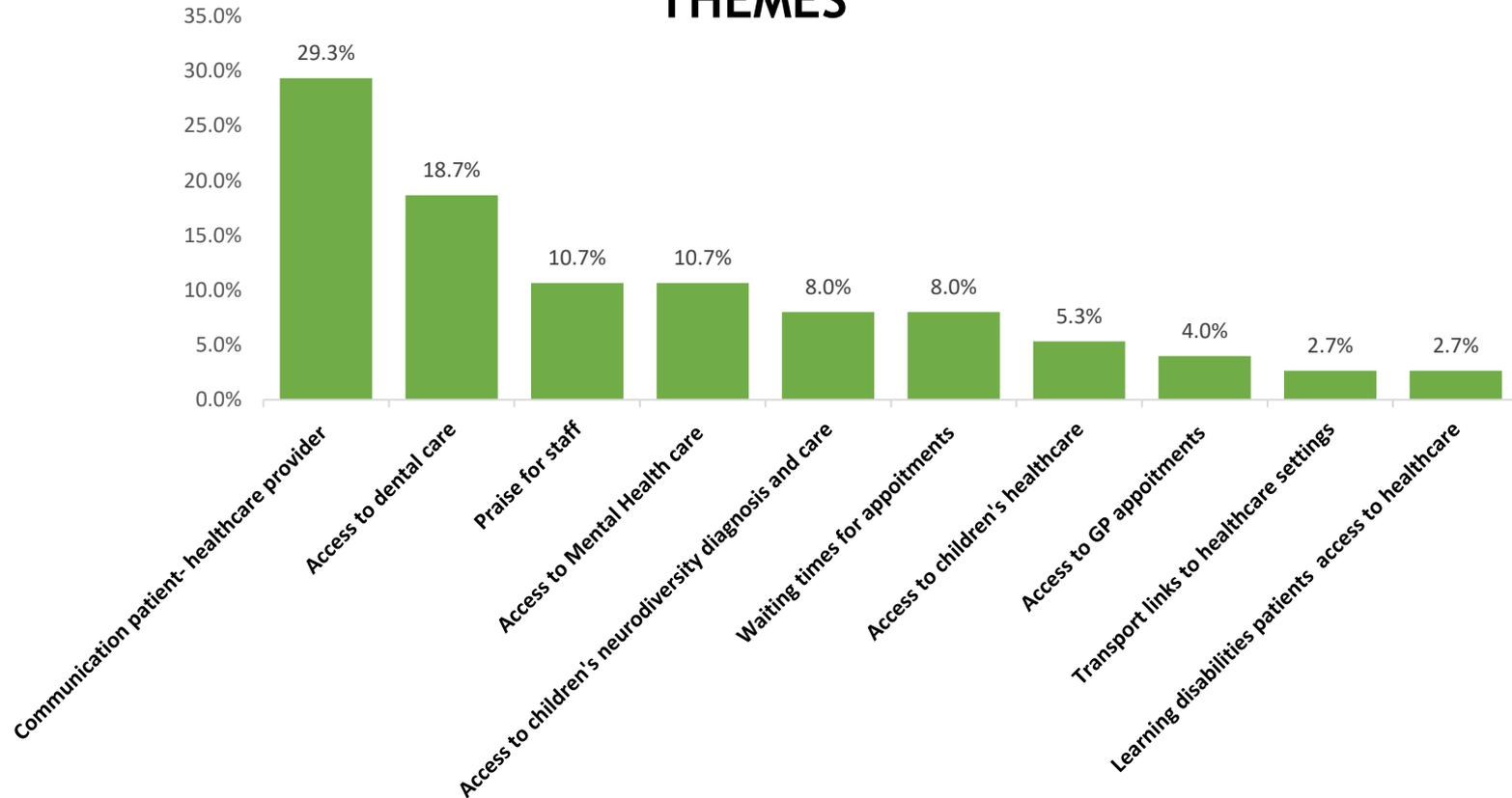
Disability and Health condition



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 &**
- **9%** to **dementia**

THEMES



THEMES

- **Communication between patient and healthcare provider** was a topic of concern for 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.



THEMES

Access to appointments, especially **Dental Care** and **Mental Health Care**.

- Public finding it hard to access a **dentist**, including difficulties accessing emergency dentistry.
 - Barriers to **Mental Health Care**. People report inadequate support, limited treatment options, gaps in care continuity. Also, absence of suitable acute mental health support for times of crises.
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THEMES

- **Praise for staff:** 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).
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HOW DO I GET INVOLVED?

- We are looking to recruit volunteers to support us with Enter & View & in other areas of work
- We offer free training for volunteers, this year I have recruited and trained 18 volunteers
- We have 8 members of staff, only three of whom are full time.

Thanks for Listening. Any questions?

Contact Healthwatch Wirral on:

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Mobile: 07940 163 935

Kirsteen Sheppard Email:

kirsteen.sheppard@healthwatchwirral.co.uk



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