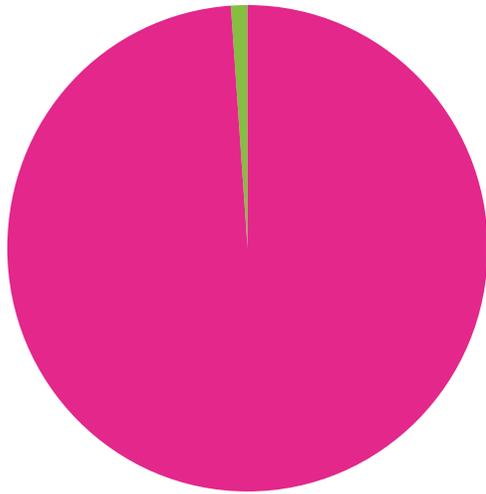


Monthly Findings & Trends

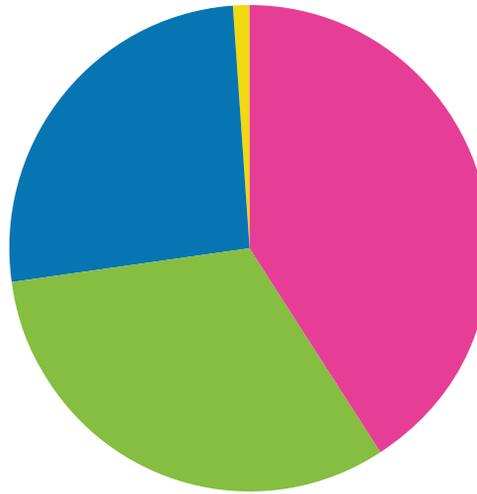
How did people contact us?



72 Outreach

1 Your Voice Leaflet

Nature of Contact



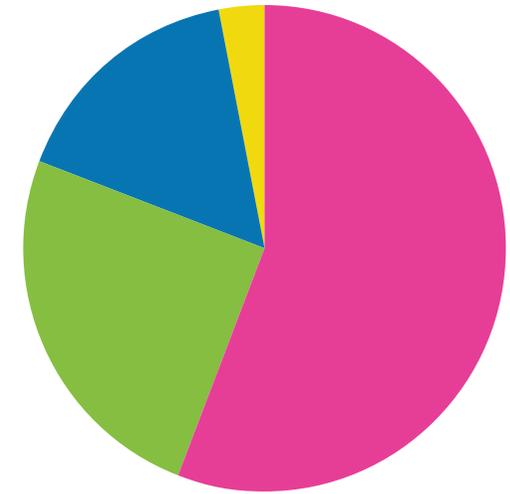
30 Concern/Issue

24 Praise

19 Information Request

1 Other

Type of Service Discussed



46 Hospital Services

16 Other Services*

11 Community Services (Health)

2 Social Care Services

*This includes feedback about GP's but could also include certain dentists and walk-in centres depending on the provider.

Please note: colours do not indicate whether the enquiry was positive or negative

Top 3 Topics of Communication

Top 3 Services Talked About

Top Providers Talked About

Quality of Treatment

Talked about by **34%** of people



Primary Care/GPs

Talked about by **9%** of people



Wirral University Teaching Hospital NHS Foundation Trust

Talked about by **59%** of people



Access to Information

Talked about by **19%** of people



Acute Care

Talked about by **9%** of people



Cheshire and Wirral Partnership NHS Foundation Trust

Talked about by **5%** of people



Communication

Talked about by **14%** of people



Outpatients

Talked about by **7%** of people



Department of Work & Pensions

Talked about by **4%** of people



Positive Feedback



Negative Feedback



Mixed Feedback

Top Primary Issues

Quality of Treatment
Access to Information
Staff Attitudes
Access to a Service
Appointments

Top Secondary Issues

Staff Attitudes
Quality of Treatment
Access to a Service
Cancer Services
Access to Information

Healthwatch Wirral Service User Satisfaction



Case Study

A patient was admitted to hospital through A&E following an overdose. The patient requested to be detained for 72 hours as they feared, due to recent bereavement, that if they went home too soon they may attempt suicide again.

Healthwatch Wirral spoke to the Ward staff who said they would speak with the patient to see what could be done.

Healthwatch Wirral also spoke to colleagues in Safeguarding who were going to check if a Psych Liaison Assessment had been booked for the patient.

Findings and Trends

The shortened opening hours due to staffing issues within the Patient Relations Team. Hours of opening are currently 9am - 4:30pm to 10am - 3pm.

Dave Higginson from DWP has also retracted his services due to Health and Safety reasons. Dave has left a contact number to forward any employability issues directly to DWP.

Healthwatch Wirral have received several complaints from patients regarding text messages in relation to appointments. These messages only remind patients about the time and date of appointments but now which department the patient has to attend. This causes some confusion, and patients arrive at the Info Bank unsure where to go. The Patient Relations Team have to access records to confirm which department holds the appointment.

Healthwatch Wirral now have two contacts with the Women's & Maternity Unit. We have received several referrals for signposting from Camilla Davies Teenage Pregnancy Midwife.

Healthwatch Wirral literature is now displayed within the Maternity Department.

Communication and email problems persist within the Info Bank due to WUTH's new data protection policy.

Several patients and relatives have commented on the lack of seating along the main ground floor corridor, these concerns have been relayed to the hospital via monitoring.

Some patients and visitors have also raised concerns about the staff attitudes at Annabelle's cafe in the hospital.

During the month of April accurate statistics were collated regarding signposting both internally (within Arrowe Park hospital) and externally to outside agencies, organisations & charities.

Internal signposting

729

External signposting

52

Most asked for internal signposting

Outpatient and CT Departments

Issues/Concerns Raised

49

Total Footfall

Total footfall for April

830

Recommendations

CQC Inspection has continued with inspectors still visible within the hospital. All staff are to receive mandatory training on how to recognise and report bullying and harassment. UNISON have delivered leaflets to the Info Bank.

There have been reported problems contacting CAB (AskUsWirral) with long delays with telephone answering and misinformation given about how to book an appointment at various locations.

Most used external agencies signposted to include:

- » AgeUK
- » W.I.R.E.D

Other organisations continuing to have a presence in the info bank each week are:

- » WIRED (Advice for carers) & WIRED GP Pals service