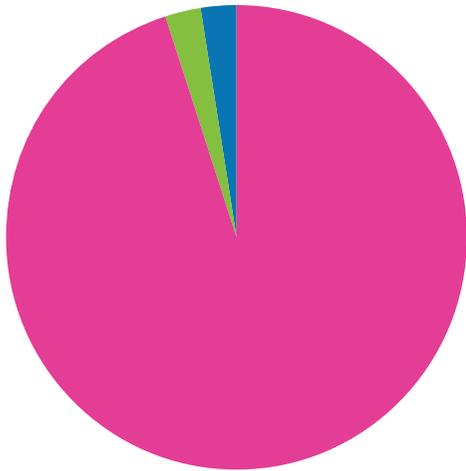
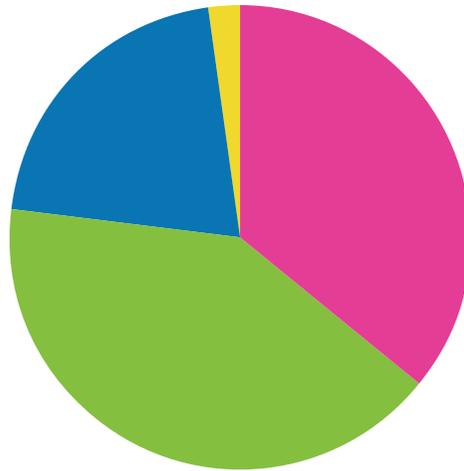


Monthly Findings & Trends

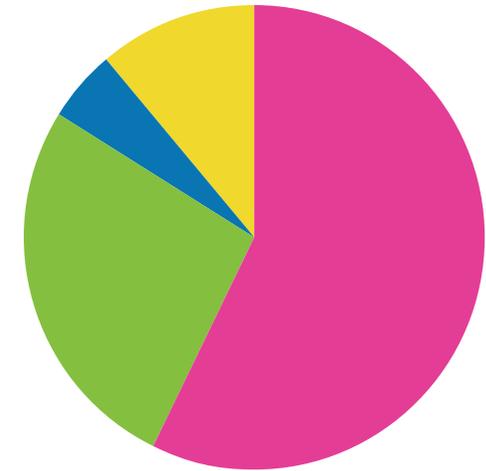
How did people contact us?



Nature of Contact



Type of Service Discussed



113 Outreach Session

3 Email

3 Phone Call

43 Information Request

49 Concern/Issue

25 Praise

2 Observation

71 Hospital Services

33 Other Services*

6 Social Care Services

13 Community Services (Health)

*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

Access to Information
Talked about by **22%** of people



Access to a Service
Talked about by **18%** of people



Quality of Treatment
Talked about by **18%** of people



Top 3 Services Talked About

Primary Care/GP's
Talked about by **20%** of people



Phlebotomy
Talked about by **16%** of people



Acute Care
Talked about by **13%** of people



Top Providers Talked About

**Wirral University Teaching Hospital
NHS Foundation Trust**
Talked about by **63%** of people



Wirral Community NHS Trust
Talked about by **8%** of people



Wirral Metropolitan Borough Council
Talked about by **6%** of people



Positive Feedback



Negative Feedback



Mixed Feedback

Top Primary Issues

Access to Information

Quality of Treatment

Access to a Service

Phlebotomy

Staff Attitudes

Top Secondary Issues

Staff Attitudes

Access to a Service

Communication

Benefits

Quality of Treatment

Case Study

Having received feedback from the local community about the waiting times now experienced at phlebotomy clinics, Healthwatch Wirral decided to conduct a survey at Victoria Central Hospital to ascertain patient's experiences. Healthwatch Wirral representatives spoke to staff and patients to understand their thoughts on the new arrangements and how the new practices affected them.

Surveys were completed face-to-face by Healthwatch Authorised Representatives, responses were recorded anonymously and collected to be collated and analysed at a later date.

In total, we spoke to 30 patients waiting in the triage and main waiting rooms. We also spoke to a number of staff to gain perspective on how the change in service is affecting everyone. These findings can be found on the Healthwatch Wirral website.

Healthwatch Wirral Service User Satisfaction



www.healthwatchwirral.co.uk/reports

Findings and Trends

Phlebotomy services have changed once again in Wirral from 1st August 2018. Healthwatch Wirral have received numerous complaints from service users about the new locations and times. There are long delays at drop-in locations and to add to the confusion, only certain GP practice patients are allowed to access this service. This concern by the public has prompted Healthwatch Wirral to conduct an 'Enter & View' visit to VCH Phlebotomy service.

Our findings can be seen on our website:
www.healthwatchwirral.co.uk/reports

Ongoing complaints surround the lack of cash machines on the hospital site. The only machine located in the main lift area seems to break down or empty every other day. This causes frustration for relatives and patients, as debit cards are not accepted at Bowman's restaurant or the coffee shops.

On a positive note, Healthwatch Wirral has noted several statements praising staff for quality of care and treatment on various wards, particularly 10, 18 and 36.

Other trends continue to include cancelled out-patients appointments with no notification to patients.

The Info Bank is currently signposting approximately 41 people on average, per day.

Recommendations

- » Better communication about Phlebotomy Services for service users
- » Additional cash machine for Arrowe Park site
- » Introduction of debit card machines in food outlets at Arrowe Park

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

Internal signposting

924

External signposting

56

Most asked for internal signposting

Ultrasound and CT Scans

Issues/Concerns Raised

99

Total Footfall

Total footfall for August

1023

Most used external agencies signposted to include:

- » CAB AskUs Wirral
- » W.I.R.E.D
- » DWP

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

- » WIRED (Advice for carers) & WIRED GP Pals service
- » AgeUK Wirral (Right Time, Right Place)

CQC Improvement - Overall: Requires Improvement

- » Outpatients and Diagnostic Imaging - **Requires Improvement**
- » Maternity - **Good**
- » Maternity and Gynaecology - **Requires Improvement**
- » Medical Care (including older people's care) - **Inadequate**
- » Urgent Care and Emergency Services (A&E) - **Requires Improvement**
- » Surgery - **Requires Improvement**
- » Intensive/Critical Care - **Requires Improvement**
- » Services for Children & Young People - **Requires Improvement**
- » End of Life Care - **Good**

Events

August Events

Throughout August nominations have been made for NHS70 Celebration and staff awards. Closing date for nominations is 31st August with the award ceremony planned for the end of September.

The public and staff are asked to nominate a team or individual they feel should be recognised for their outstanding commitment. Judges will look for evidence of:

- » Showing compassion and concern for the wellbeing of patients, their families or carers
- » Actions and behaviours that extend beyond the 'day job' and exceed expectations

The Information Bank has achieved a nomination at the Healthwatch England Awards for the second year running. Staff will attend the ceremony on the 3rd October. Here's hoping we are successful this year!