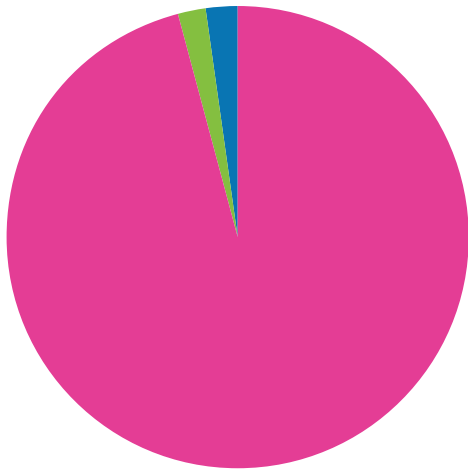
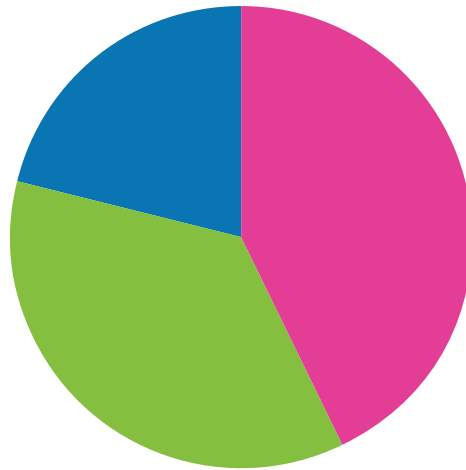


Monthly Findings & Trends

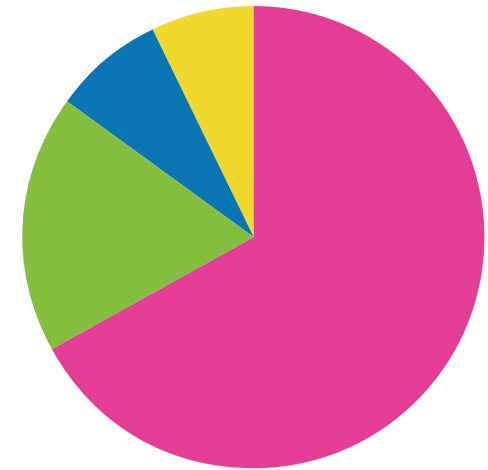
How did people contact us?



Nature of Contact



Type of Service Discussed



92 Outreach Session

2 Email

2 Phone Call

41 Information Request

35 Concern/Issue

20 Praise

64 Hospital Services

17 Other Services*

8 Social Care Services

7 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

Top 3 Services Talked About

Top Providers Talked About

Access to Information

Talked about by **28%** of people



Acute Care

Talked about by **32%** of people



Wirral University Teaching Hospital NHS Foundation Trust

Talked about by **64%** of people



Staff Attitudes

Talked about by **28%** of people



Outpatients

Talked about by **10%** of people



Department of Work and Pensions

Talked about by **4%** of people



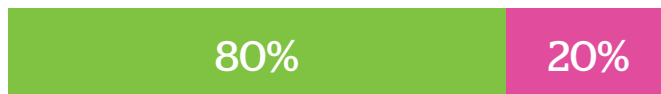
Quality of Treatment

Talked about by **24%** of people



Primary Care/GP's

Talked about by **5%** of people



Citizens Advice Bureau

Talked about by **3%** of people



Positive Feedback



Negative Feedback



Mixed Feedback

Top Primary Issues

Access to Information

Quality of Treatment

Staff Attitudes

Lost Property

Communication

Top Secondary Issues

Staff Attitudes

Access to a Service

Quality of Treatment

Communication

Carers Support

Healthwatch Wirral Service User Satisfaction



 Satisfied

 Completely Satisfied

Case Study

A concerned relative was concerned that a patient wasn't receiving information they required about their eye health during GP visits and Hospital appointments. The patient is very old and hard of hearing.

Healthwatch Wirral explained to the relative that they would be best to contact the GP and/or consultant, with the patient, and make enquiries about being included in information. They should also ask that it be noted on the patient's records that they are hard of hearing and may be missing information.

Healthwatch Wirral also provided the relative with various eye health information, as requested.

Findings and Trends

WUTHFT have now appointed a new Equality and Diversity officer, Sharon Lansdrum, Healthwatch Wirral are planning to meet with Sharon very shortly to share ideas and concerns.

There have been several enquiries from service users trying to get an appointment at the sexual health clinic. Times and locations of clinics have changed recently and many users are unaware of these changes. Healthwatch Wirral now provide information fact sheets at the Information Bank.

Other trends include cancelled outpatient appointments with no notification to patients.

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

Engagement with patients and the public this month has:

- » Highlighted the distress caused by cancelled operations
- » Signposted to support services for carers
- » Highlighted lack of corridor seating to hospital management
- » Worked closely with the Patient Relations Team to diffuse problems before they escalate

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

Internal signposting

899

External signposting

36

Most asked for internal signposting

Ultrasound and CT Scans

Issues/Concerns Raised

82

Total Footfall

Total footfall for June

1017

Most used external agencies signposted to include:

- » CAB
- » 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

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**