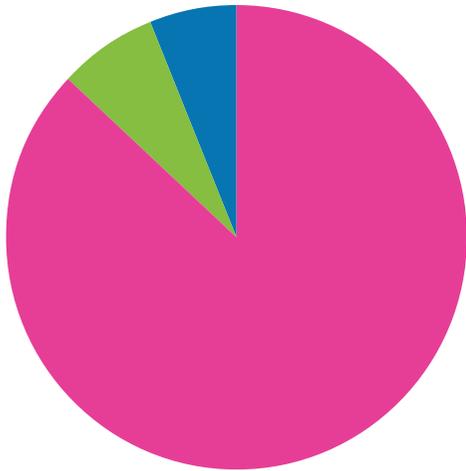
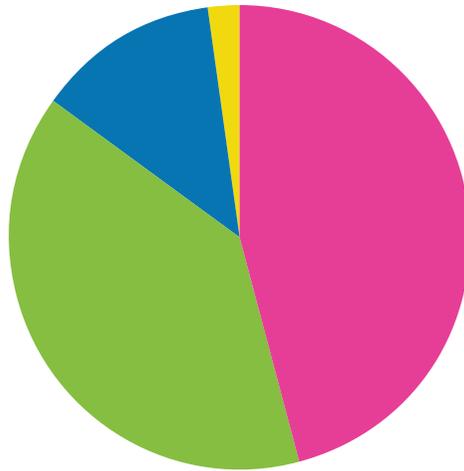


# Monthly Findings & Trends

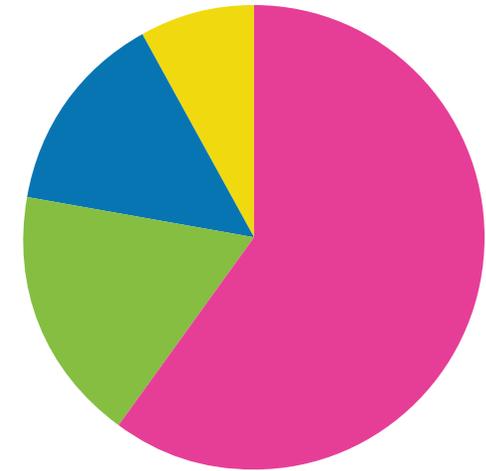
## How did people contact us?



## Nature of Contact



## Type of Service Discussed



61 Outreach Session

5 Email

4 Phone Call

32 Information Request

27 Concern/Issue

9 Praise

2 Observation

43 Hospital Services

13 Other Services\*

10 Social Care Services

6 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 **21%** of people



**Quality of Treatment**  
Talked about by **20%** of people



**Communication**  
Talked about by **11%** of people



## Top 3 Services Talked About

**Acute Care**  
Talked about by **27%** of people



**Nursing Care Home**  
Talked about by **10%** of people



**Inpatient Care**  
Talked about by **7%** of people



## Top Providers Talked About

**Wirral University Teaching Hospital NHS Foundation Trust**  
Talked about by **61%** of people



**Red Rocks Nursing Home**  
Talked about by **7%** of people



**Wirral Metropolitan Borough Council**  
Talked about by **4%** of people



Positive Feedback



Negative Feedback



Mixed Feedback

## Top Primary Issues

Access to Information

Staff Attitudes

Quality of Treatment

Lost Property

Access to a Service

## Top Secondary Issues

Access to Information

Access to a Service

Quality of Treatment

Dementia

Fundraising

### Healthwatch Wirral Service User Satisfaction



 Satisfied

 Completely Satisfied

## Case Study

A friend of a service user who is currently going through a detox programme called into the Information Bank for information of services that are open out of hours when the friend needs the most support. Their GP was unable to help and offered an appointment one week away and told the patient to go to A&E.

Healthwatch Wirral showed the patient's friend our online Directory of Services and went through the services on there. The friend was grateful and said they would give Spider Project a call for more information.

## Findings and Trends

The shortened opening hours continue at the Information Bank, hours of opening are currently 10am - 3pm.

Healthwatch Wirral listened to several concerns around parking issues. Some visitors have received parking tickets from a private security firm who patrol the car park. We now hold information about what to do if you receive one of these tickets. Unfortunately, some drivers persist in parking in disabled bays without displaying a valid blue badge or ambulance parking and there have also been issues of people being 'blocked in' by inconsiderate drivers.

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

Update on new seating along the main ground floor corridor, these concerns have been relayed to hospital via monitoring. This issue has now been forwarded to Gaynor Westray for a final decision.

There have been several instances when patients who

are clearly unfit to leave wards have been found in a distressed state, and on one occasion collapsed in the main corridor. This issue has been raised on a number of occasions by Healthwatch Wirral with the Ward Sisters. Unfortunately they cannot prohibit patients leaving the Ward to smoke or visit the shops, as stated by one Sister, "We are not a prison, we can only advise patients not to leave the Ward." Healthwatch Wirral will continue to monitor the situation.

Healthwatch Wirral has also received complaints about smoking outside the main hospital building.

Engagement with patients and the public has:

- » Intervened preventing numerous issues escalating to formal complaints
- » Assisted relatives find carer support services
- » Signposted to local mental health support services
- » Forged new relations with maternity services

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

**Internal signposting**

757

**External signposting**

27

**Most asked for internal signposting**

**Ultrasound and CT Scans**

**Issues/Concerns Raised**

59

**Total Footfall**

**Total footfall for June**

813

## **Most used external agencies signposted to include:**

- » AgeUK
- » W.I.R.E.D
- » Helplink

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

- » WIRED (Advice for carers) & WIRED GP Pals service
- » AgeUK
- » Bio-Science Department - One day promotion

There have been reported problems contacting CAB (AskUsWirral) they are again now seeing clients at the hospital on a drop-in basis on Tuesday and Wednesday.