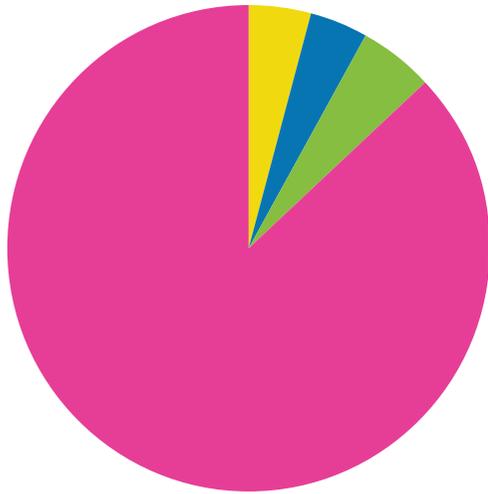
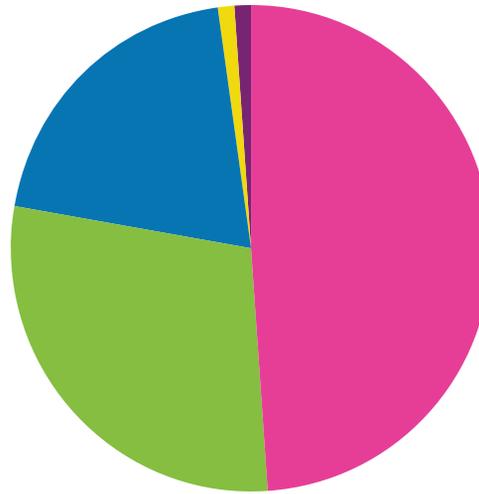


Monthly Findings & Trends

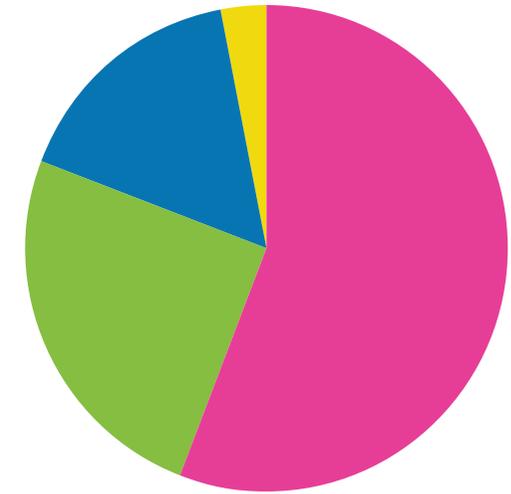
How did people contact us?



Nature of Contact



Type of Service Discussed



65 Outreach

4 Email

3 Phone

3 Your Voice Leaflet

36 Concern/Issue

22 Information Request

15 Praise

1 Technical Query

1 Observation

42 Hospital Services

19 Other Services*

12 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

Access to Information
Talked about by **16%** of people



Quality of Treatment
Talked about by **15%** of people



Communication
Talked about by **14%** of people



Top 3 Services Talked About

Primary Care/GPs
Talked about by **17%** of people



Outpatients
Talked about by **13%** of people



Phlebotomy
Talked about by **9%** of people



Top Providers Talked About

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



Cheshire and Wirral Partnership NHS Foundation Trust
Talked about by **10%** of people



Wirral Community NHS Trust
Talked about by **6%** of people



Positive Feedback



Negative Feedback



Mixed Feedback

Top Primary Issues

Access to Information

Access to a Service

Quality of Treatment

Staff Attitudes

Appointments

Top Secondary Issues

Access to a Service

Communication

Access to Information

Quality of Treatment

Staff Attitudes

Healthwatch Wirral Service User Satisfaction



 Satisfied

 Completely Satisfied

Case Study

A relative spoke with Healthwatch Wirral regarding concerns they had over a family member's ability to cope at home, following discharge from hospital.

Healthwatch Wirral advised the patient's relative to speak with the Ward Sister and inform her of the patient's circumstances at home.

Healthwatch Wirral also suggested contacts within AgeUK, Magenta Housing and Wired.

The relative was advised to return to the Information Bank for more information about Transfer to Assess if there was no change in the patient's circumstances.

Findings and Trends

Recurring Trends/Issues that have been identified by Healthwatch Wirral

Seasonal problems with the hospital at full capacity have run on into March, with Respiratory cases including Flu escalating. Several wards were closed to visitors because of these problems.

A knock-on affect has been long delays for ambulance handovers from trolley into A&E, and a bed shortage. Same Day Wards have been commissioned for patients due to bed shortages.

Hospital management decided to shorten the opening hours of the information bank from 9am-4.30 pm to 10am-3pm. This is due to staffing issues within the Patient relations team. This will obviously have an impact on Healthwatch signposting statistics and

accessibility for the public.

Engagement with patients and the public has helped specifically:

- » Increased Signposting to external organisations
- » Immediate intervention preventing numerous issues escalating to formal complaints
- » Highlighted the patient impact when clinics and appointments are cancelled at short notice

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

Internal signposting

1021

External signposting

57

Most asked for internal signposting

**Outpatient Department and Park Suite
(Blood Test) Enquiries**

Issues/Concerns Raised

61

Total Footfall

Total footfall for March

1139

A Healthwatch poster advertising the information bank has now been completed, and will be displayed on every ward, to increase staff awareness of the role of Healthwatch and the help we offer. This poster includes our extension number. This poster will promote our presence and accessibility. Poster's now displayed on wards 10, 11, 18, 12, 27 and 54 with promotional talk given to staff.

CQC Inspection has taken place during the last few weeks of March following the increased publicity and upheaval of losing senior board members. Healthwatch staff were interviewed at the information bank but referred inspectors to Karen Prior CEO for further discussion. The inspection appeared to be thorough and extensive through all departments.

Most used external agencies signposted to include:

- » C.A.B (Askuswirral)
- » 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