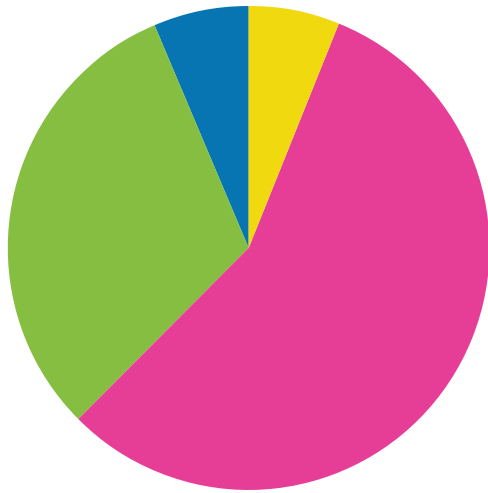
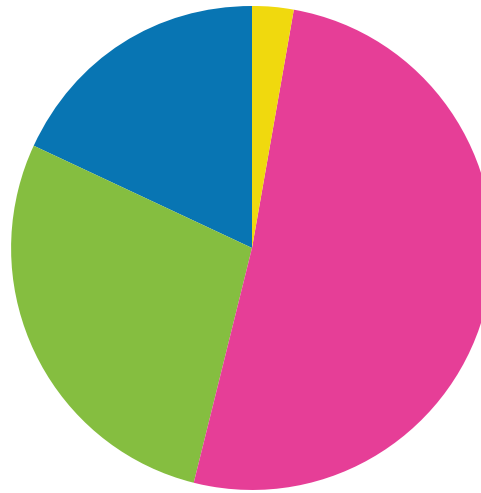


Monthly Findings & Trends

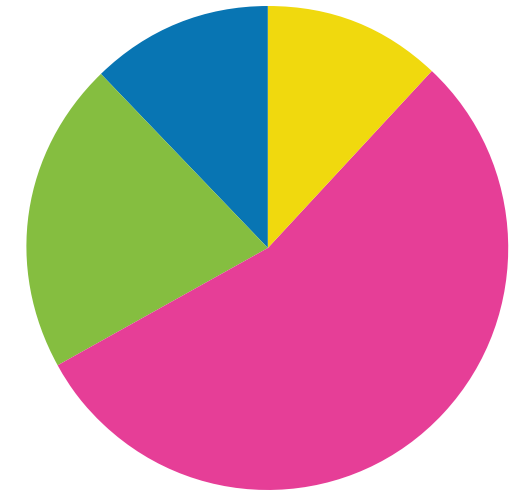
How did people contact us?



Nature of Contact



Type of Service Discussed



63 Outreach Session

7 Phone Call

3 Email

1 Your Voice Leaflet

38 Concern/Issue

21 Information Request

13 Praise

2 Observation

42 Hospital Services

16 Community Services (Health)

9 Other Services*

9 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

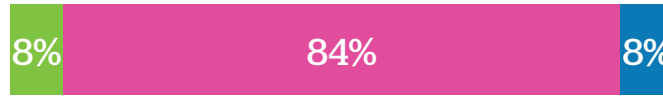
Access to Information

Talked about by **21%** of people



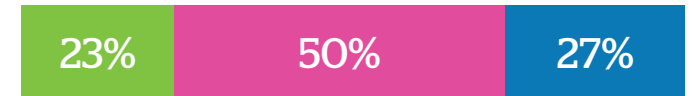
Acute Care

Talked about by **16%** of people



Wirral University Teaching Hospital NHS Foundation Trust

Talked about by **54%** of people



Quality of Treatment

Talked about by **19%** of people



Primary Care/GPs

Talked about by **14%** of people



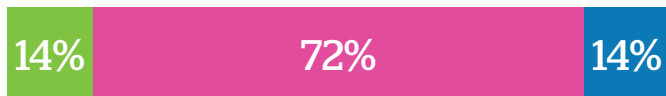
Cheshire and Wirral Partnership NHS Foundation Trust

Talked about by **4%** of people



Access to a Service

Talked about by **19%** of people



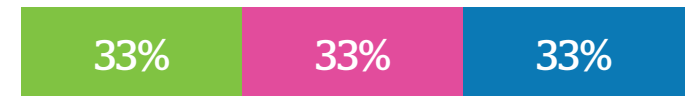
Nursing Care Home

Talked about by **8%** of people



Wirral Community NHS Trust

Talked about by **4%** of people



Positive Feedback



Negative Feedback



Mixed Feedback

Top Primary Issues

Access to Information

Quality of Treatment

Staff Attitudes

Access to a Service

Appointments

Top Secondary Issues

Access to a Service

Staff Attitudes

Quality of Treatment

Appointments

Communication

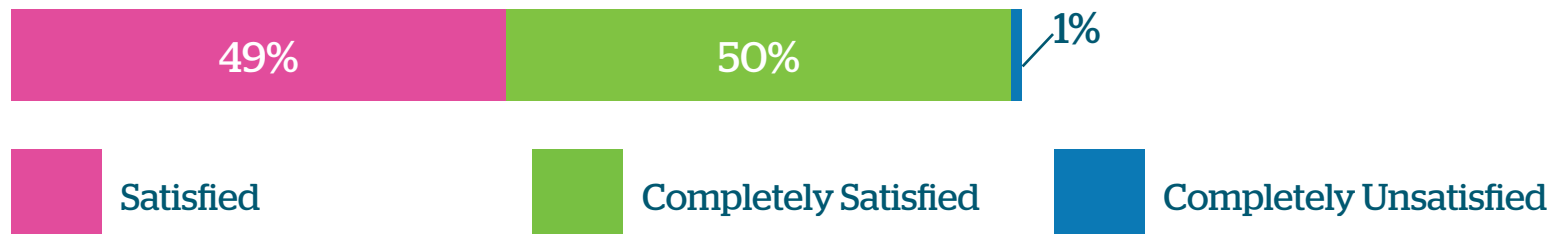
Case Study

A patient arrived at the Information Bank with an Outpatient appointment letter with “Interpreter” written on the bottom.

The patient was deaf and required an interpreter for an upcoming appointment.

Healthwatch Wirral and the Patient Relations Team arranged for an interpreter to be booked for the appointment.

Healthwatch Wirral Service User Satisfaction



Findings and Trends

During the month of May the Information Bank continued to provide services to the public, relatives and patients at Arrowe Park.

Despite the passing of the winter months the hospital has remained at full capacity, and extremely busy.

The opening times have continued on a restricted basis due to WUTHFT operational problems, however during the hours of 10am - 3pm the Info Bank is fully utilised.

Mental Health and Crisis Support has increased, this is a worrying trend as Healthwatch Wirral is aware of cuts to mental health counselling for adults and children due to funding.

Communication appears to be a continuous theme and staff attitudes at all levels within the Trust continue in a mostly negative trend.

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

Internal signposting

682

External signposting

22

Most asked for internal signposting

**Outpatient Department and CT/Ultrasound
Department**

Issues/Concerns Raised

56

Total Footfall

Total footfall for May

738

The Info Bank continues to provide accurate signposting to mental health support from various agencies and charities.

A Healthwatch poster giving information bank opening times, contact telephone numbers and emergency numbers are displayed outside when the hub is closed.

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