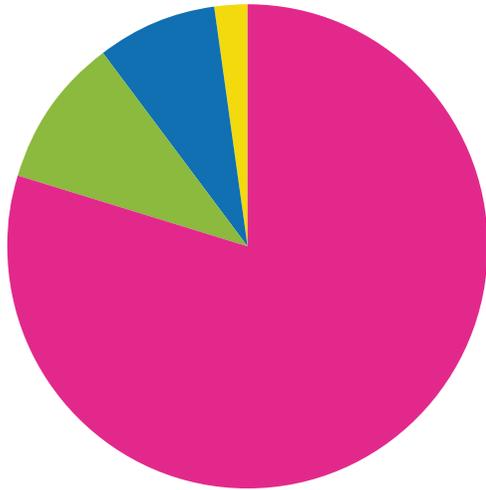
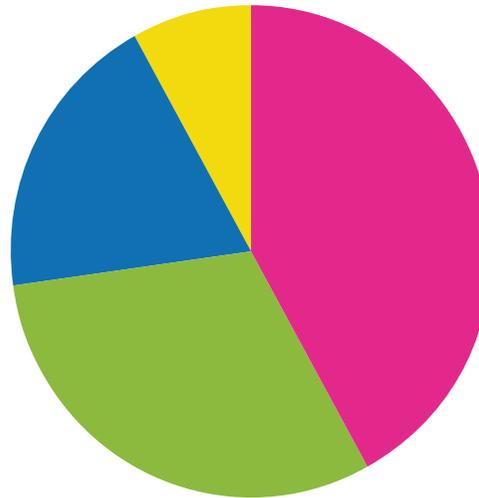


# Monthly Findings & Trends

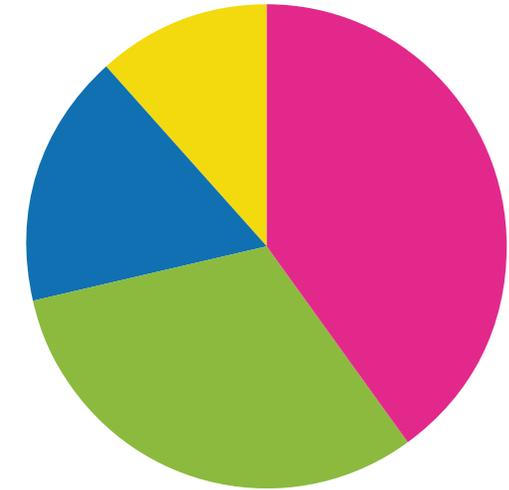
## How did people contact us?



## Nature of Contact



## Type of Service Discussed



38 Outreach

5 Phone Call

4 Email

1 Leaflet

20 Information Request

15 Concern/Issue

9 Praise

4 Observation

28 Hospital Services

11 Other Services\*

6 Community Services (Health)

4 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 **22%** of people



Access to a Service  
Talked about by **16%** of people



Quality of Treatment  
Talked about by **14%** of people



### Top 3 Services Talked About

Acute Care  
Talked about by **42%** of people



Primary Care/GP's  
Talked about by **11%** of people



Outpatients  
Talked about by **8%** of people



### Top Providers Talked About

Wirral University Teaching Hospital  
NHS Foundation Trust  
Talked about by **62%** of people



Citizens Advice Wirral  
Talked about by **8%** of people



Bebington Care Home  
Talked about by **5%** of people



Positive Feedback



Negative Feedback

## Top Primary Issues

Access to Information

Access to a Service

Quality of Treatment

Communication

Safety of Care and Treatment

## Top Secondary Issues

Access to a Service

Staff Attitudes

Quality of Treatment

Access to Information

Car Parking

### Healthwatch Wirral Service User Satisfaction



## Case Study

A patient with LTC (Crohns) came to the Information Bank wishing to complain. They were due to have a procedure (which they need to have regularly), but it couldn't go ahead as they were told that bloods hadn't been done in time, despite the patient having already had the bloods done.

The patient had, in fact, had their bloods done and the results had been back in time. The patient was unhappy at the lack of communication relating to their procedure.

Healthwatch Wirral contacted the IBD Nurse and arranged for the patient's prescription to be signed and the procedure took place later that day. The patient was very happy with the help from Healthwatch Wirral and this prevented a complaint.

# Findings and Trends

## Engagement with patients and the public this month has:

- » Raised issues around CHC funding
- » Arranged help completing benefit claim forms for a long term patient
- » Raised concerns re car parking at hospital
- » Signposted service users to Askuswirral for legal and benefit advice
- » Arranged support for a new mum with a poorly baby in SCBU
- » Offered volunteering information

## Trends/issues that have been identified by Healthwatch Wirral

- » Ambulance waiting times
- » Complaints continue about broken shower facilities on wards.
- » Cancelled Outpatient appointments
- » Staff are still concerned about the lack of a dedicated 'Staff Only' lift

Healthwatch continue to log praise for staff for quality of care and treatment on various wards, particularly 10, 18 and 30.

## National Elf Service Day

Staff were encouraged to wear their festive Christmas jumpers, which not only raised funds for the WUTHFT charity but also brought some festive cheer to the hospital.

In addition a large Christmas tree was donated and erected outside of the main hospital entrance. The official light switch on took place on November 29th with a performance of carols by local schoolchildren.

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

**Internal signposting**

1077

**External signposting**

37

**Most asked for internal signposting**

**Ultrasound and CT Scans, Outpatients**

**Total Footfall**

**Total footfall for December**

1114

## **Recommendations**

- » Additional cash machine for Arrowe Park site. (ongoing) Machine is often broken or out of cash
- » Introduction of debit card machines in food outlets at Arrowe Park (ongoing)
- » Clearer car parking signs
- » Better communication with patients

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

- » W.I.R.E.D
- » CAB Askuswirral
- » DWP
- » Alzheimer's Society
- » Macmillan

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

- » Staff Flu Vaccination
- » NHS professionals

# Events

## **Promotion of Directory**

The Healthwatch team will be out and about in the local community throughout December to promote our directory or services accessible via the Healthwatch website.

[www.healthwatchwirral.co.uk](http://www.healthwatchwirral.co.uk)