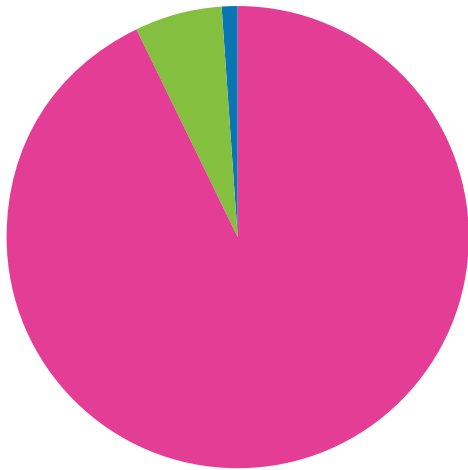
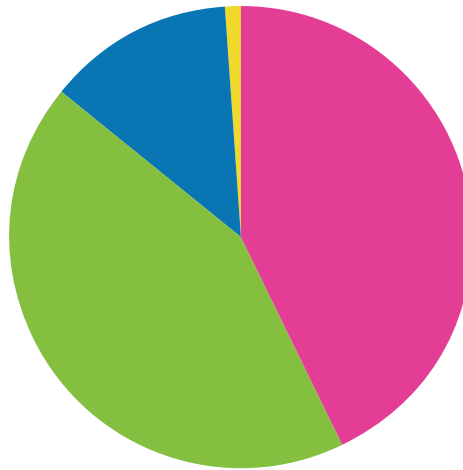


Monthly Findings & Trends

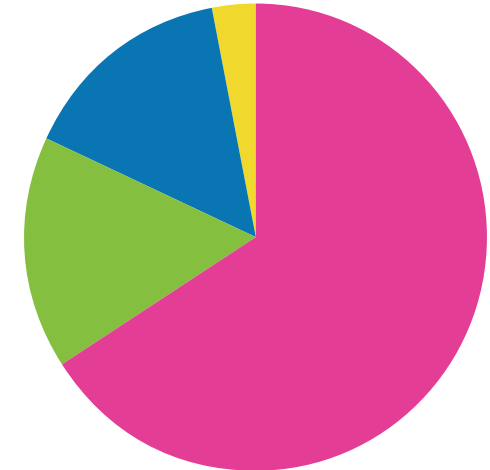
How did people contact us?



Nature of Contact



Type of Service Discussed



144 Outreach

9 Phone Call

2 Leaflet

67 Information Request

67 Concern/Issue

20 Praise

1 Observation

105 Hospital Services

26 Other Services*

23 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 **28%** of people



Quality of Treatment
Talked about by **21%** of people



Access to a Service
Talked about by **14%** of people



Top 3 Services Talked About

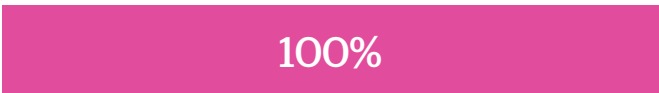
Acute Care
Talked about by **49%** of people



Primary Care/GP's
Talked about by **9%** of people



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



Top Providers Talked About

Wirral University Teaching Hospital
NHS Foundation Trust
Talked about by **60%** of people



Wirral CCG
Talked about by **7%** of people



Wirral Community NHS Trust
Talked about by **7%** of people



Positive Feedback



Negative Feedback

Top Primary Issues

Access to Information

Quality of Treatment

Access to a Service

Communication

Staff Attitudes

Top Secondary Issues

Access to a Service

Access to Information

Communication

Quality of Treatment

Staff Attitudes

Case Study

A caller with Type 2 Diabetes asked for information on support groups that could help with the aim of reducing their medication.

Healthwatch Wirral was able to signpost the caller to a support group that is currently held at WUTHFT. We also provided them with contact details for the group organiser and suggested they also speak with Wirral Clinical Commissioning Group who may be able to offer further support and information.

Healthwatch Wirral Service User Satisfaction



Findings and Trends

Engagement with patients and the public this month has:

- » Raised bereavement issues for children, Healthwatch now provide literature for children to deal with sudden bereavement
- » Helped to arrange advocacy help for a patient
- » Raised concerns around continence issues for children at school
- » Signposted to weight management services
- » Highlighted issues with staff attitudes within A&E department
- » Signposted service users to debt management help

Trends/issues that have been identified by Healthwatch Wirral

- » Appointments for CAB within the hospital, these are still proving problematic to make, with long delays accessing the 'Askuswirral' phone number
- » Concerns over lack of hot food for patients at lunch times or returning from theatre, patients are offered soup and sandwiches
- » Complaints continue about staff and patients

smoking on hospital grounds

- » Cancelled operations
- » Doctors entering wards without adhering to infection control procedures.
- » Staff are still concerned about the lack of a dedicated 'Staff only' lift

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

Other trends continue to include cancelled out-patients appointments with no notification to patients. Postponed operations and outpatient clinics for various reasons.

The info bank is currently signposting approximately 45 people on average per day.

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

Internal signposting

1168

External signposting

47

Most asked for internal signposting

Ultrasound and CT Scans

Issues/Concerns Raised

120

Total Footfall

Total footfall for November

1320

Recommendations

- » Additional cash machine for Arrowe Park site.(ongoing)
- » Introduction of debit card machines in food outlets at Arrowe Park.(ongoing)
- » A central drop of point for lab specimens
- » Clearer car parking signs

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
- » Point of care professional promotion

Events

Promotion of Directory

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

www.healthwatchwirral.co.uk