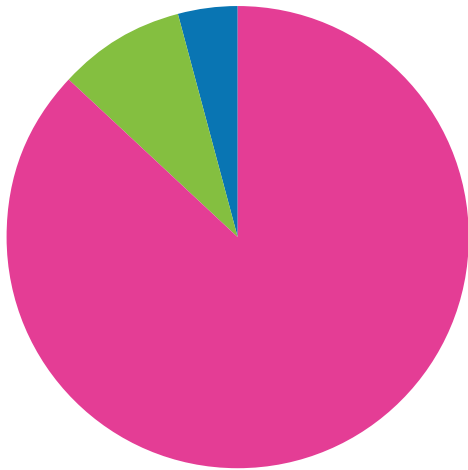


Monthly Findings & Trends

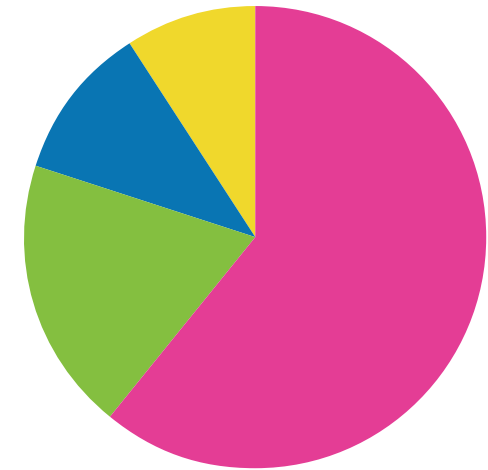
How did people contact us?



Nature of Contact



Type of Service Discussed



93 Face-to-face

10 Phone Call

4 Email

49 Information Request

22 Praise

21 Concern/Issue

19 Concern

73 Hospital Services

23 Other Services*

13 Community Services (Health)

10 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



Quality of Treatment

Talked about by **18%** of people



Access to a Service

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 **6%** of people



Outpatients

Talked about by **6%** of people



Top Providers Talked About

Wirral University Teaching Hospital NHS Foundation Trust

Talked about by **73%** of people



Wirral Metropolitan Borough Council

Talked about by **5%** of people



Department of Work and Pensions

Talked about by **5%** of people



Positive Feedback



Negative Feedback

Top Primary Issues

Access to Information

Quality of Treatment

Staff Attitudes

Access to a Service

Appointments

Top Secondary Issues

Staff Attitudes

Access to a Service

Communication

Access to Information

Quality of Treatment

Healthwatch Wirral Service User Satisfaction

83%

17%

Completely Satisfied

Satisfied

Case Study

A service user had been provided with incorrect information about Phlebotomy services at Civic Medical Centre.

Healthwatch Wirral advised the service user about the current changes in Phlebotomy services, and informed them that Arrowe Park no longer provided a blood test service.

Healthwatch Wirral contacted Civic Medical Centre and informed them that they were giving incorrect information to their patients.

The service user was also advised to contact their GP again to make an urgent blood test appointment.

Findings and Trends

Appointments for CAB within the hospital, these are currently made by using the 'Askuswirral' telephone number, however due to lack of communication when people arrive at the hospital there are no CAB staff in attendance. A meeting is planned with Jeanette Morgan (CAB) to clarify the booking procedure and prevent this happening.

Patients are reluctant to hand over specimens to the lab through embarrassment, Healthwatch Wirral to suggest a drop-off point instead of personal handover.

Requests for mental health support services.

Problems with Patient TV services - Healthwatch Wirral liaised directly with Premier TV to resolve problems and arrange refunds.

Other trends continue to include cancelled out-patients appointments with no notification to patients. Postponed operations for varying reasons.

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

10 and 18.

The info bank is currently signposting approximately 41 people on average per day.

Engagement with patients and the public this month has:

- » Raised safeguarding concerns over Daleside nursing home.
- » Helped relatives resolve care and treatment issues identified on wards.
- » Raised concerns over discharge procedures
- » Relocated lost property
- » Connect relatives with Matrons helpline

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

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

Internal signposting

828

External signposting

37

Most asked for internal signposting

Ultrasound and CT Scans

Issues/Concerns Raised

103

Total Footfall

Total footfall for September

968

Most used external agencies signposted to include:

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

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

- » AGE UK (Right time right place)
- » NHS professionals
- » Point of care professional promotion

Events

September Events

WUTH star awards at the Floral Pavilion

October Events

Mental Health Awareness Day

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

www.healthwatchwirral.co.uk

Quit Smoking- new material and promotions are available in the info bank.