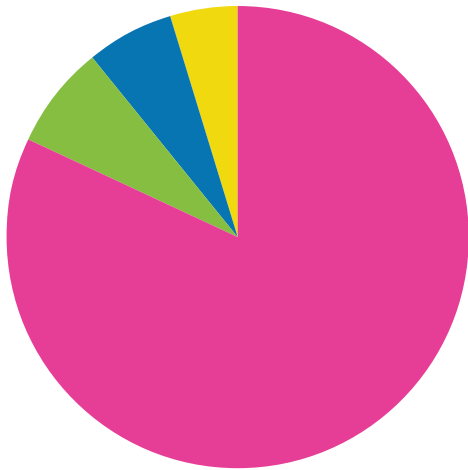
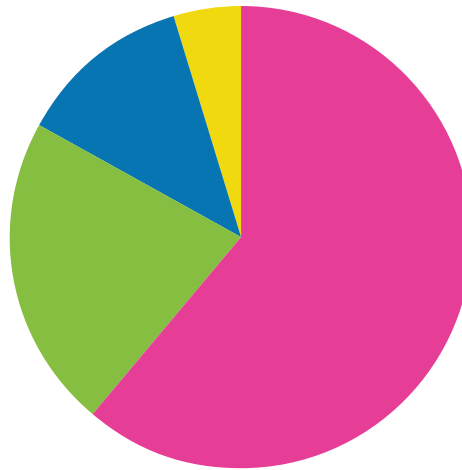


Monthly Findings & Trends

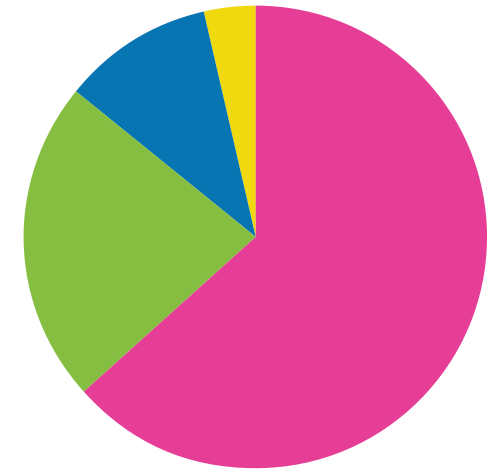
How did people contact us?



Nature of Contact



Type of Service Discussed



92 Outreach Session

8 Phone Call

7 Your Voice Leaflet

5 Email

109 Information Request

39 Concern/Issue

22 Praise

8 Observation

73 Hospital Services

26 Other Services*

12 Community Services (Health)

4 Social Care Services

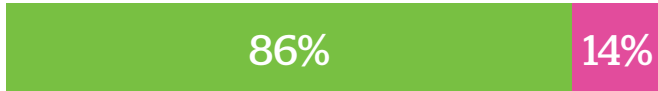
*This includes feedback about GP's but could also include certain dentists and walk-in centres depending on the provider.

Please note: colours do not indicate whether the enquiry was positive or negative

Top 3 Topics of Communication

Access to Information

Talked about by **49%** of people



Quality of Treatment

Talked about by **20%** of people



Outpatients

Talked about by **6%** of people



Top 3 Services Talked About

Acute Care

Talked about by **39%** of people



Advice and Support Services

Talked about by **16%** of people



Outpatients

Talked about by **15%** of people



Top Providers Talked About

Wirral University Teaching Hospital NHS Foundation Trust

Talked about by **76%** of people



Citizens Advice Wirral

Talked about by **5%** of people



Wirral Community NHS Trust

Talked about by **4%** of people



Positive Feedback



Negative Feedback

Top Primary Issues

Access to Information

Staff Attitudes

Quality of Treatment

Access to a Service

Communication

Top Secondary Issues

Quality of Treatment

Access to Information

Staff Attitudes

Access to a Service

Communication

Healthwatch Wirral Service User Satisfaction



 Satisfied

 Completely Satisfied

Case Study

Healthwatch Wirral had a request from the relative of a person with Learning Difficulties who felt isolated and had low self esteem. The relative wanted to know if there were any groups and/or activities for the relative to join.

Healthwatch Wirral suggested the relative had a look at Livewell and also provided the details for Mencap, Tomorrows Women Wirral and times and locations of suitable swims. The relative was very grateful for the help.

Findings and Trends

Trends/issues that have been identified by Healthwatch Wirral

- » Concerns over illegal parking, causing obstructions for wheelchair users
- » Complaints continue about the public lifts being used for goods transportation, invariably large loads on stacker trolleys, which staff push out of lifts and are unable to see over their load, and therefore not aware of obstacles
- » Long waiting times to see a consultant continue.
- » Lack of wheelchairs within the hospital for patient/visitor use

Engagement with patients and the public has:

- » Provided advice on benefit entitlement and carer support.
- » Signposted more service users each month to external agencies
- » Provided information for care/nursing home selection
- » Signposted service users to pathways created by Healthwatch Wirral

A serious concern was raised by a relative of an inpatient via the InfoBank. The patient had been a resident at Park House Nursing home and was admitted to Arrow Park Hospital via A&E suffering a serious shoulder injury and alleged ill treatment. Because of this information and potential

safeguarding concerns, Healthwatch Wirral were able to instigate an 'Enter & View' visit to Park House by our team and relay this information directly to CQC.

During February Healthwatch Wirral have logged praise for staff for quality of care and treatment on:

- » Rheumatology Clinic
- » Orthopaedic Team
- » Orthoptist (Appliance Department)
- » Wards 10 & 26

New Lunchtime Menu

Healthwatch Wirral has logged several 'Your Story' comments giving positive patient feedback on the new hot lunch menu.

Recommendations

- » Additional cash machine for Arrowe Park site (ongoing)
- » Machine is often broken or out of cash (ongoing)
- » Introduction of debit card machines in food outlets at Arrowe Park (ongoing)
- » Clearer car parking signs with charges
- » Better security patrols in all car parks
- » Improved response to security alerts

During the month of February accurate statistics were collated regarding signposting both internally (within Arrowe Park hospital) and externally to outside agencies, organisations & charities. The info bank continues to signpost approximately 50 people on average per day.

Internal signposting

944

External signposting

40

Most asked for internal signposting

Outpatients, Ultrasound and CT Scans

Issues/Concerns Raised

98

Total Footfall

Total footfall for February

1042

Most used external agencies signposted to include:

- » WIRED (Advice for carers)
- » CAB AskusWirral
- » DWP
- » Macmillan

Planned visits for February in the info bank are:

- » Community connectors

Promotion of directory

The Healthwatch Wirral team will continue outreach work in the local community throughout 2019 to promote our directory and services accessible via the Healthwatch website.

www.healthwatchwirral.co.uk