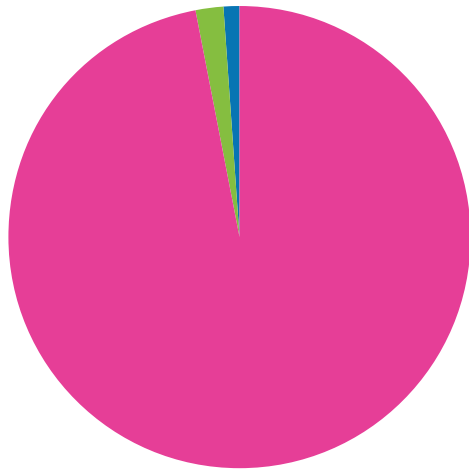


Monthly Findings & Trends

How did people contact us?

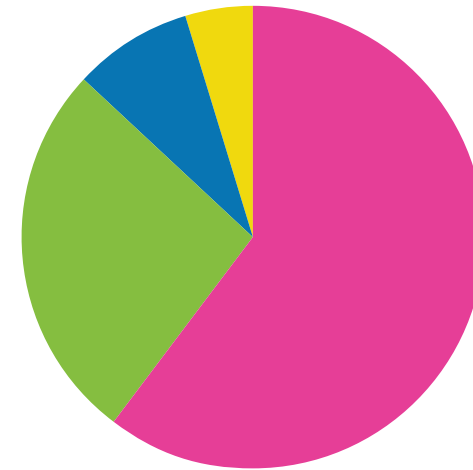


109 Outreach Session

2 Phone Call

1 Email

Type of Service Discussed



77 Hospital Services

23 Other Services*

10 Community Services (Health)

7 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



Staff Attitudes
Talked about by **18%** of people

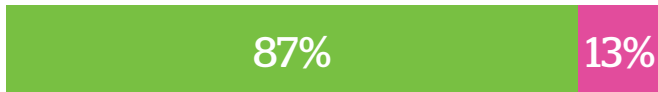


Top 3 Services Talked About

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 **75%** of people



Citizens Advice Wirral
Talked about by **6%** of people



Wirral Metropolitan Borough Council
Talked about by **5%** of people



Positive Feedback



Negative Feedback

Top Primary Issues

Access to Information

Staff Attitudes

Access to a Service

Quality of Treatment

Appointments

Top Secondary Issues

Access to Information

Quality of Treatment

Communication

Access to a Service

Cleanliness of Environment

Healthwatch Wirral Service User Satisfaction



 Satisfied

 Completely Satisfied

Case Study

A carer wanted access to Carer Support Service and information about criteria for claiming Carers Allowance and Attendance Allowance.

Healthwatch Wirral contacted Wired on behalf of the carer who arranged for her to receive a carers grant.

Healthwatch Wirral also gave details of criteria for receiving Carers Allowance and Attendance Allowance.

Findings and Trends

Trends/issues that have been identified by Healthwatch Wirral

- » Ambulance waiting times
- » Complaints continue about broken shower facilities on wards
- » Cancellation of outpatient clinics due to staff shortages
- » Logged concerns about the lack of a dedicated 'Staff only' lift

Healthwatch Wirral has also received complaints about smoking outside the main hospital building.

Engagement with patients and the public has:

- » Provided advice on benefit entitlement
- » Advised on car parking issues
- » Signposted service users to external agencies
- » Sourced volunteers
- » Provided information for funeral grants and bereavement support

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

- » Eye clinic
- » Ward 10
- » Orthopaedic Team

New Lunchtime Menu

The introduction of hot lunches instead of the previous soup & sandwiches has been well received by patients. However concerns have also been logged about lack of choice for diabetic and vegetarian patients.

Recommendations

- » Additional cash machine for Arrowe Park site (ongoing). Machine currently is often broken or out of cash (ongoing)
- » Introduction of debit card machines in food outlets at Arrowe Park (ongoing).
- » Clearer car parking signs
- » Upgrade of shower and toilet facilities on certain wards

During the month of January 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

1116

External signposting

47

Most asked for internal signposting

Ultrasound and CT Scans

Issues/Concerns Raised

104

Total Footfall

Total footfall for June

1220

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
- » Medequip

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