

# Monthly Findings & Trends

### Top 3 Topics of Communication

Access to Information  
Talked about by **30%** of people



Quality of Treatment  
Talked about by **26%** of people



Access to a Service  
Talked about by **19%** of people



### Top 3 Services Talked About

Acute Care  
Talked about by **37%** of people



Accident and Emergency  
Talked about by **9%** of people



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



### Top Providers Talked About

Wirral University Teaching Hospital  
NHS Foundation Trust  
Talked about by **67%** of people



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



Wirral Metropolitan Borough Council  
Talked about by **6%** of people



Positive Feedback



Negative Feedback

## **Top Primary Issues**

Access to Information

Quality of Treatment

Access to a Service

Staff Attitudes

Communication

## **Top Secondary Issues**

Access to Information

Access to a Service

Staff Attitudes

Quality of Treatment

Communication

## **Case Study**

A caller with undiagnosed Anxiety and Depression contacted Healthwatch Wirral to express their concerns that the medication prescribed by their GP was insufficient and wanted a referral to other support services.

Healthwatch Wirral contacted Tomorrow's Women and made a referral. Healthwatch Wirral also contacted the GP (after receiving consent) to get an urgent appointment for the patient that same day.

Healthwatch Wirral followed up and the patient attended both the GP appointment and Tomorrows Women.

# Findings and Trends

Trends/issues that have been identified by Healthwatch Wirral

- » Problems accessing Psychiatric liaison
- » Problems accessing 'Choose & Book' service
- » Cancellation without notification of outpatient clinics due to staff shortages
- » Concerns about the lack of a dedicated 'Staff Only' lift continue with increased concerns raised by members of the public, highlighting the issue of dignity & respect for patients transported in public lifts

Engagement with patients and the public has:

- » Provided advice on benefit entitlement
- » Signposted service users to external agencies
- » Gathered patient feedback both negative and positive

Healthwatch Wirral were asked for help by the family member of a Wirral resident who had been found un-responsive in her Daleside Nursing home and rushed to A&E. The family member was concerned that her mother had suffered a fall at Daleside and had not received the appropriate treatment. Due to the severity of this allegation, this information was immediately passed to Safeguarding, CQC and instigated an 'Enter & View' visit by Healthwatch Wirral.

Healthwatch Wirral continued to provide ongoing support for the family when they were asked to source an alternative nursing home for their mum, when discharged. Healthwatch Wirral

contacted AGE UK right time/right place service and arranged for a staff member to meet the family in the Info Bank. This proved invaluable as the other members of the family were not from Wirral and were unfamiliar with local area. An alternative home was quickly found. Healthwatch Wirral also signposted to local organisations for ongoing carer support and benefit entitlement. The family returned to the Info Bank on many occasions to thank Healthwatch Wirral for their help and support which helped them through a difficult time.

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

- » Ward 36 (care from staff with an ever-cheerful attitude)
- » Clatterbridge Cancer Centre. This was from a family travelling from Urmston to Wirral for daily treatment
- » Accident & Emergency

## 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 (now implemented)
- » Clearer identification when appointments are notified by text
- » Staff Attitude - training requirement for outpatient clinic staff

During the month of March 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**

1032

**External signposting**

48

**Most asked for internal signposting**

**Outpatients, Ultrasound and CT Scans**

**Issues/Concerns Raised**

101

**Total Footfall**

**Total footfall for February**

1181

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

- » CAB Askuswirral
- » DWP
- » Macmillan
- » Helplink
- » Oak House/Wiltshire Farm Foods

## **Promotions in March**

» Medequip - attended on 6th March to promote mobility aides, with advice given on returning medical equipment for re-use. The day was a great success with inter-action with the general public, by replacing free of charge, non-slip 'Ferules' on walking sticks. This service was taken up by 43 members of the public.

## **Highlights for May in the Info Bank**

- » Mental Health awareness week 13th - 19th May
- » Healthwatch Wirral is liaising with Emma Given (End of Life co-ordinator) to contribute to comfort packs. These are given to relatives of 'End of Life' patients, when they are unexpectedly detained at hospital.