

What Wirral told us: July–Aug 2026

During July and August 2026, we gathered many insights from people using health and social care services across Wirral. People shared a mix of experiences, with many positive examples of timely care, alongside negative examples where communication to patients could have been better. Insights have been shared relating to a wide range of services including GP Practices, hospital care, and digital tools.

We heard from...



People who shared feedback about health and care services

We heard about...



Different health and care services through people's feedback

We heard from...



People contacting us for information and advice

What we heard most about during July and August:

Services:



Hospital care



GP Practices



Mental health services

Themes:



Communication



Access to services



Experience of Staff

GP Services and Dentistry

GP Services

Several people reported that their medication had been changed without their consultation or without clear explanations. This included smaller quantities of medication than expected, and some feeling excluded from decisions about their medication.

Others mentioned a lack of follow-up on tests, scans and referrals. These included blood tests and x-rays. People reported delays in outcomes of investigations, and some required Healthwatch interventions to chase up updates.

Some people told us that GP appointments to address numerous complex health issues were squeezed into 10-minute slots. We also heard numerous examples of people preferring face-to-face conversations instead of digital systems, and a frustration with using PATCHs and digital-first approaches to GP booking systems.

"My medications were changed and wasn't told why. The new meds are not working."

"Never received follow up calls about blood tests, x rays, they made me chronic patient, where things would have been treated when it's mild"

"I had a list of things I needed to check and was told that I have just 10 minutes [...] had I known that I can book a double appointment in the first place I would have done."

"I felt like I was listened to and given the referral that I needed."



Dentistry

Some feedback expressed satisfaction with timely access to non-routine dental appointments.

Healthwatch Wirral received a number of calls between July–August 2026 from people struggling to get appointments with dentists for NHS treatments.

In feedback from 23 Care Homes across Wirral, we heard negative feedback around poor access to NHS dentistry services for residents. An emerging theme was difficulty registering residents with new dental practices and ensuring routine oral check-ups during home visits.

"I expected to have to wait for a long time so was very happy that they fit me in for the following week."

"Very caring, gentle, professional dentist."

"Trying to register residents at a dentist is at times impossible."

"Do not have an allocated dentist. very difficult if not impossible to get a dentist to visit the home"



Hospital Care

Several people told us they were pleased with how quickly they moved through hospital services. This included receiving specialist appointments soon after seeing their GP, being booked in for diagnostic tests quickly, and getting prompt follow-ups from specialist nurses. We also heard positive feedback about hospital staff. Patients described staff as professional, caring and reassuring, and many spoke positively about the support they received during appointments.

Following the introduction of the new ANPR parking system at Arrowe Park Hospital and Clatterbridge Hospital, we received a number of comments from people who were unsure how the new system worked. Feedback focused on a lack of information about the changes, concerns about signage, and uncertainty around parking charges and free 30-minute stays.

Some people reported confusion about appointment letters and other hospital communications. This included receiving letters that did not appear to match their situation, or receiving reminders and warnings after appointments had already been cancelled.

We also heard from people who experienced difficulties contacting departments directly at Arrowe Park Hospital, particularly when trying to rearrange appointments or obtain further information.

Some feedback related to delays in obtaining medical records for deceased relatives, with people expressing frustration about the length of time involved.

A number of people commented on ward experiences, including concerns that personal belongings or greeting cards were moved by staff without explanation.

We also heard from some families who felt uncertain about transfer and discharge arrangements. In these cases, people described not always knowing who was responsible for coordinating the next steps in a loved one's care.

Other feedback related to longer than expected waiting times for Ears, Nose and Throat outpatient appointments.

"I was booked in very quickly after seeing the doctor for a scan, so that is something to be thankful for."

"All the staff were amazing, caring, thoughtful, professional and completely put me at ease for my operation."

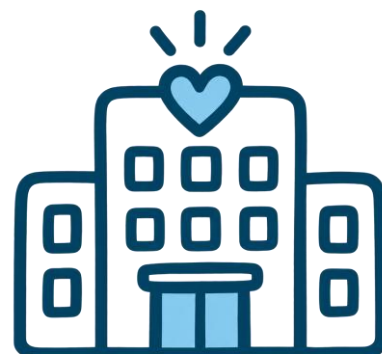
"[after cancelling] I now have had a message that my appointment is still going ahead but I don't know whether this is just a miscommunication."

"I needed to rearrange a diagnostic appointment at [department] and no one was answering the phone."

"I have been charged a fee to park my car at Clatterbridge Hospital, despite being correctly parked in the car park for well below the permitted 30 minutes free parking allowed time."

"Unhappy to have to be still waiting for CT scan results 8 weeks after appointment."

"The staff treated me in a cold, impersonal manner."



Other Services

Ambulance Service (NWS)

We received limited feedback about ambulances, but some described uncertainty about the advice they received.

Care homes also reported positive experiences of ambulance staff, describing them as compassionate and knowledgeable.

"I felt I needed to go to A&E but the person that called me said they were ok with me not going. I was a little concerned as I couldn't see the doc until the next evening."



Walk-in Centres

Feedback focused on long waiting times and a lack of communication about when they would be seen. Concerns were also raised about busy waiting areas.

"When I asked how long I would wait I was told I would be seen when someone was available."



NHS App

Comments focused on usability, with some people finding the app difficult to navigate and use. Feedback suggested that a more straightforward and user-friendly experience would improve access.

"The NHS app is not user friendly enough. It's difficult to use."



Mental Health Services

Some people spoke very positively about the support they received through Talking Therapies counselling and employment support advisor services.

We heard some concerns about discharge planning, communication and continuity of care, where mental health support could have benefited the individual.

We also heard from people who were concerned about the quality of care they or their loved ones had received. Some required information, signposting, or support to raise concerns and make complaints about health and social care services in relation to mental health needs.

"With [Talking Therapies staff] help, I was able to slowly rebuild the foundations of my mental health and wellbeing."



Our other work & local updates

Care Homes

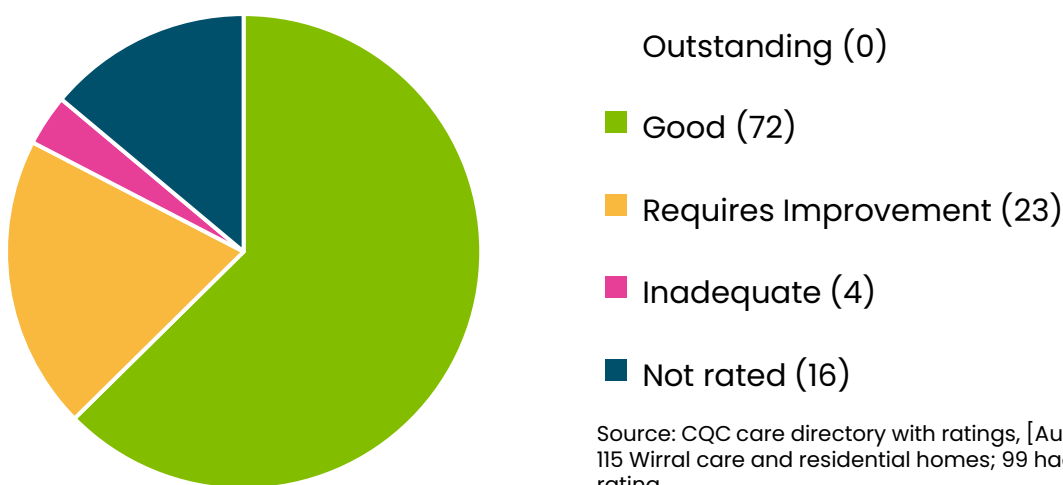
To better understand Wirral care and residential homes' experiences of accessing healthcare, Healthwatch Wirral surveyed 23 homes about support from GPs, dentists, community and specialist services, Teletriage, hospital care and ambulance services. This report highlights what is working well, where challenges remain, and how services can better support care homes and their residents. [Find our full report here](#).

[Recent national research](#) suggests that CQC ratings play an important role when people are choosing a care home, with almost six in ten adults saying they would feel uncomfortable choosing a home rated 'Requires Improvement'.

We looked at CQC ratings across Wirral and found that nearly three-quarters (72.7%) of rated care and residential homes were rated Good, [which is similar to the national picture](#). However, a larger proportion of homes were rated Requires Improvement (23.2% compared with around 12-15% nationally) or Inadequate (4.0% compared with around 1-2% nationally).

The chart below shows the current breakdown of CQC ratings for care and residential homes in Wirral.

Wirral Care/Residential Home CQC Rating Breakdown – July 2026



Listening to your feedback

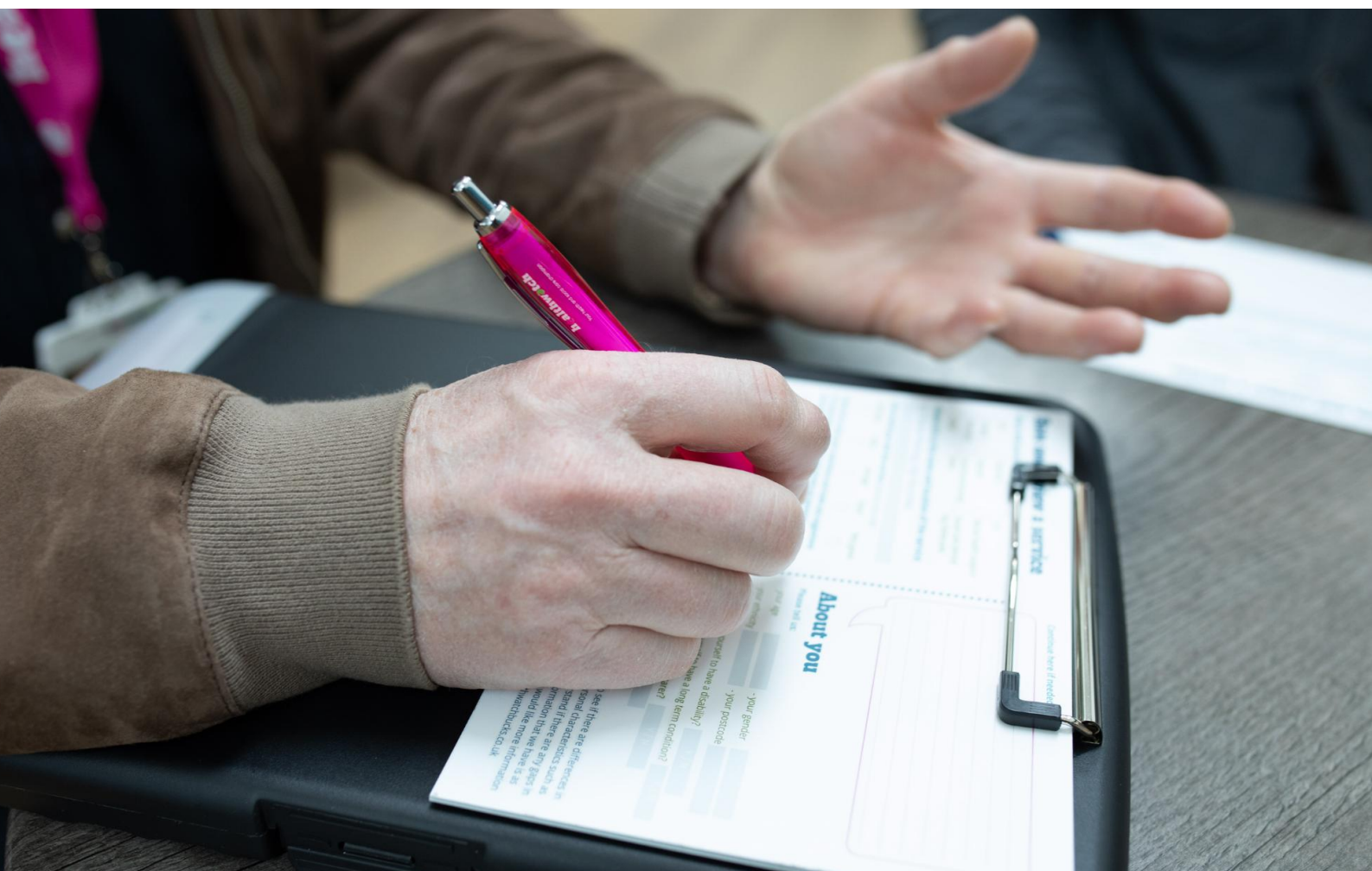
People's feedback about ANPR parking at Arrowe Park prompted us to contact Wirral University Teaching Hospital about parking changes, which led to an invitation to visit and see how the system works and look at potential improvements.

People's experiences of accessing NHS dentistry have also shaped our new information and signposting tools, helping Wirral residents and those living in care homes better understand what services are available and how to access the right dental care.



Having your say

To leave feedback, contact us below or visit our Feedback Centre at:
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