

Update from Healthwatch Sefton for OSC

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In November, Healthwatch Sefton won a 'Highly Commended' national award for Adult Safeguarding which has helped leaders understand what safeguarding really means to local people and staff across the Merseyside area. Healthwatch Sefton had been shortlisted under the 'The impact we make with partners' category in the Healthwatch Awards 2020, which are run by Healthwatch England.

In terms of our work plan we have a project group which is planning virtual engagement work with care homes in the New Year and case studies on the impact of restricted visiting for families and residents were shared at the December meeting of the Merseyside Adult Safeguarding Board. We have also been working with colleagues from Sefton on the development of the care home strategy and will support the work to 'enhance the voice of residents, families and advocates. We are also a member on the care home capital grants panel.

We have been focussing on GP access and have been working with a number of local GP practices across the borough to support them in gathering independent feedback on their services which includes access. Practices will be adding our feedback centre to their websites and sending text messages to their patients to encourage them to provide feedback. There will also be methods in place for those who are digitally excluded to also share their feedback.

On the 10th December, an online engagement event was held with Sefton residents to capture feedback about services provided by Liverpool University Hospitals NHS Foundation Trust. A report will be produced which will support the trust in setting its priorities for patient experience which will be a key part of the quality strategy.

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