

UPDATE FROM HEALTHWATCH SEFTON FOR OSC – 7 SEPTEMBER 2021

Access to NHS Dental Care

Healthwatch Sefton continues to support residents who are contacting our Signposting and Information Service. Residents are looking for support with emergency treatment and also registering with a local dentist. We will be publishing a report early in September, which updates residents on this issue and current inequalities.

GP Access

We continue to hear from patients about their frustrations in accessing services and the way in which this differs practice to practice. We have written to both Clinical Commissioning Groups to review how further messaging can be shared and we have begun to hold some online engagement sessions with residents who are supported by our local community champion organisations to gather their feedback to share some case studies about “a day in the life of a patient”.

NHS 111 First pathway.

We are hearing from Sefton residents about how the NHS 111 First pathway is not working for patients. Patients who are calling 111 to find out the most appropriate service to access and are then provided with an appointment to attend their A & E department are finding that this is not working and they attend, only to wait for hours and hours. We are gathering more feedback and have shared a case study with the department at Aintree hospital which is being reviewed. Discussions with colleagues from the Care Quality Commission have shared how this appears to be a common issue across the country.

Vaccine Hesitancy

We have shared our feedback gathered from those residents aged 18 – 30 on their attitudes to the vaccine. There was some concern about side effects and the rumours of fertility side effects. Our Signposting and Information service is also asking residents if they have had their vaccine(s) and the overall response has been positive, with the majority of residents we have spoken with already having both vaccines.

Review of Domiciliary care

We continue to plan our review with commissioner Pippa McHaffie and are working through some issues relating to data sharing etc.

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Freephone:0800 206 1304



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