

UPDATE REPORT FROM HEALTHWATCH – 19 OCTOBER 2021

Access to NHS Dental Care

Following the update to the committee, local Healthwatch organisations have also met with NHS England to continue the dialogue about access. Outcomes from the meeting included a discussion with NHS 111 to ask that they stop signposting residents to Healthwatch and that we would support by utilising the communications toolkit which will be launched in the coming weeks. We are undertaking our monthly mapping of local access and updated information can be found on our homepage www.healthwatchsefton.co.uk

Ophthalmology services

We have recently met with the commissioner for ophthalmology services and have discussed the current pathways at Southport & Ormskirk Hospital NHS Trust. We have also been updated on the procurement plans and we have put a plan in place for local services to also gain updates via our Community Champion Networks, the local commissioner presenting an update at future meetings.

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 continue to hold online engagement sessions with local residents and predominantly feedback relates to primary care. We are working with Healthwatch Knowsley and Liverpool on some joint messaging and will be supporting Primary Care Networks to engage on this issue with our community champion organisations.

Waiting for hospital care

We are taking part in a national campaign to gather feedback on peoples experiences of waiting for NHS Care. The COVID-19 pandemic has resulted in many people having their operations, treatment and appointments cancelled or delayed. The NHS had to postpone non-urgent elective care treatment when the pandemic hit, freeing up inpatient and critical care capacity. While this helped medical staff respond to the crisis, it has resulted in a huge backlog of people waiting for treatment. The latest data shows that the number of people waiting for routine operations and procedures in England is at its highest level since 2007 – currently at 5.45 million. We have the survey open locally and this can be accessed [here](#)

NHS 111 First pathway.

The commissioner for this service attended our South and Central Sefton Community Champion Network (September) to feedback on the local experiences shared and to provide an update. We were provided with the current picture for Sefton:

- 833 (18%) increase in calls each month to NHS 111 First since implementation.
- Over 150 residents every month are now able to access more services through NHS 111 such as walk-in centres and community services that previously would have had an ambulance response.

- 50 of the 150 residents are managed virtually or over the telephone by a clinician.
- Around 100 more residents each month are directed to community pharmacies to manage their ailment and avoid A&E, walk-ins or other urgent care services.
- 20-30 residents per month now access the mental health 24/7 crisis line with routes into other mental health services to reduce risk of crisis.

We have now received a response from Liverpool University Hospitals NHS Foundation Trust to the case study we provided (NHS 111 Accident and Emergency pathway) and we are currently discussing an option to work with the department to improve the pathway.

Day Opportunities Consultation

Healthwatch will be supporting with this by sharing consultation information as widely as possible and also ensuring that there are updates and a presentation made to Community Champion networks. If capacity allows, we will also support in a number of the online events.

Sefton Mental Health Review

We have a session booked in (27th October) to gain an update on the review. Stephen Williams (Director of Strategic Partnerships - NHS South Sefton CCG and NHS Southport and Formby CCG) will be providing the update. We have previously shared feedback about the crisis pathway and how it is unclear how support can be accessed.

Diane Blair BA (Hons) MSc

Manager

0151 920 0726 ext 236



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Healthwatch Sefton
Sefton Council for Voluntary Service (CVS)
3rd Floor, Suite 3B
North Wing, Burlington House,
Crosby Road North, Waterloo, L22 0LG

www.healthwatchsefton.co.uk