

UPDATE REPORT FROM HEALTHWATCH – 4 JANUARY 2022

Access to NHS Dental Care

Report was recently shared with all key stakeholders on local access to NHS Dental Care. <https://healthwatchsefton.co.uk/wp-content/uploads/2021/11/6f.-Healthwatch-Sefton-Report-Access-to-NHS-Dentistry.-Listening-to-Sefton-residents-2021.pdf> Local residents continue to contact the Healthwatch signposting and information service for support and updated information, however calls have reduced, with 37% relating to NHS dentists for the 3 weeks up to 30 Nov.

GP Access

This continues to be the main focus for residents who share their feedback with us and we have been working with our NHS commissioners, encouraging local people to complete their GP access survey which has been rolled out initially across practices located in Southport and Formby localities. We continue to gather our own independent feedback which will be shared with commissioners (report will be available early in 2022) and have been sharing feedback on key themes/issues as they arise including those relating to patients who are struggling to contact their practice via online means or the telephony services used by the practice.

Supporting and strengthening local patient participation groups

In partnership with our NHS commissioners, we have recently held our second meeting of the steering group which is supporting our local practices and patients to set up their own group or strengthen the one they have. Following a recent mapping exercise, out of the 45 practices across Sefton, 16 practices confirmed their group is active, with 19 practices welcoming support to do this. In partnership with commissioners, we have developed two support packs, one for practices and one for patients, which is hoped to provide some uniformity across the borough. The packs will be available shortly.

Looking at how we can centralise and proactively use the qualitative data we collect to support the new local structures.

Working with local authority colleagues (including public health) and Sefton CVS, we are part of a small working group to look at the data we all capture from talking and listening to our residents and how we can best centralise this moving forward to support population health management. We will be looking at the online system we use and how we can ensure that the independent feedback we collect can support in improvements not only to experience but health outcomes.

Recruiting an independent Chairperson

Bill Bruce will continue as Healthwatch Sefton Chairperson until we have successfully recruited his successor. The campaign remains open and we will be looking to appoint early in the New Year.

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