

UPDATE REPORT FROM HEALTHWATCH – 22 FEBRUARY 2022

GP Access

Our independent report detailing local residents experiences of accessing primary care (GP access) is in draft and will soon be published. The report details over 100 local stories and we are recommending that local NHS commissioners will utilise this local intelligence to support their own work (the current GP access survey which is currently open) with GP practices to review access.

Experiences of domiciliary care

We have been working with local commissioner, Pippa McHaffie (Sefton MBC) on our project to gather feedback from local residents who receive care in their home. This project has been on hold since the outbreak of covid but we are now in a position to start this work in the coming weeks. We have been working with the commissioner to finalise the questions, sample and we will be writing out to residents, following this up with a telephone call to book in telephone conversations. We hope to have this project completed by April with a report detailing the feedback.

Support for GP practices and educating patients; Patient Participation Groups

Our first outcome was to get commissioners to agree that support to develop local GP patient participation groups was needed and this has been achieved. We have since, worked with our NHS Clinical Commissioning Group colleagues, to set up a steering group to progress this area of work and we now have 2 support packs ready, one pack to support practices in setting up their group and the other pack to educate patients on what to expect. Healthwatch England is keen to learn from this work too and we will be sharing them nationally.

Engagement

Although the Government has lifted most restrictions, Healthwatch providers, like all organisations, have a duty of care to our staff, volunteers and the public we engage with. We will be planning a phased return to face to face engagement with local community groups and continue to hold online engagement events with both NHS providers and our community champions.

Current emerging issues

In reviewing feedback from our residents and those who contact our signposting and information service, the following issues are emerging;

- Unpaid Carers are sharing how they are not receiving supportive information on discharge from hospital about their loved ones
- Patients struggling to register with a new GP (moving into the borough/ unhappy with their current practice)

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