

UPDATE REPORT FROM HEALTHWATCH – 21 JUNE 2022**Current concerns**

We have raised concerns with both our local clinical commissioning group and Liverpool University Hospital NHS Foundation Trust about their 'Patient Advice and Complaints team (PACT team) and how both patients and local Healthwatch struggle to get in touch with their PALS team. More concerning is their complaints process, particularly the lack of communication with complainants and the length of time being taken to respond. We have been supporting a Sefton resident with a complaint made over 280 days ago which relates to a serious incident and it has only recently been responded to.

We have fed in community concerns about services from Liverpool Women's NHS Foundation Trust in relation to Midwifery. It was reported that midwives were over worked and stressed and this was in relation to them being short staffed. It was commented on about the alarms going off all night and pain relief to patients being slow following caesarean. This feedback was fed into the trusts patient experience committee which we have recently joined and mirrors findings from the Okenden review.

Concerns about primary care continue to be raised again, in terms of access for both GP and dental. We are aware that a dental practice in Maghull has closed due to retirement plans and from our recent mapping of access there is no improvement in dentists willing to take on new NHS patients across the borough. We have also raised concerns with NHS England about patients who receive emergency treatment and require further treatment. The emergency service provide patients with our local Healthwatch number, patients being told that we can provide them with a local dentist who can continue their treatment. This is leading to raised patient expectations and frustrations.

Treatment and care concerns relating to Southport and Ormskirk Hospital NHS Trust have increased over the past month and we are monitoring this. We recently held an online engagement session at which Stephen Mellars (Deputy Director of Nursing) and Michelle Kitson (Matron for patient experience) attended to provide an update and respond to feedback and concerns.

Strategic updates.

Public Engagement Framework: Our Strategy for Empowering People and Communities in Cheshire & Merseyside.

Healthwatch Sefton alongside its Cheshire and Merseyside Healthwatch colleagues were commissioned to support the co-design and production of the public engagement strategy for Cheshire and Merseyside which was submitted on the 27th May. Locally we held some focus groups with our staff team and volunteers to gather feedback on the draft plan and the 10 principles of engagement. The joint report has been submitted and

shared with the Sefton Partnership and other key partners. The report can be shared on request.

Improving Quality of Care: the vital role of people's voices – reflections from the Kings Fund and Healthwatch England conference.

Healthwatch England funded Healthwatch Sefton to attend the online four-day conference which took place in March. Jayne Vincent (Sefton MBC) also attended and we have been working with Jayne to pull together the key points from the sessions for use as part of our local system work. The information was presented at the local 'People and Communities' meeting, a meeting of the Programme Management Office (PMO) and the May meeting of the Engagement and Patient Experience Group (EPEG) meeting. A copy of the presentation is attached for information.

Progress with local work plan priority areas.

Review of long Covid clinics (Mersey Care NHS Foundation Trust)

Working with Healthwatch Liverpool, Knowsley and St Helens, we are working on a joint project to gather the experiences and stories of local people who are being supported with their long covid symptoms via the community service offer being provided by Mersey Care NHS Foundation Trust. There is a survey which can be completed alongside telephone calls with local residents. An online focus group for those who may have struggled with referrals into long covid clinics is also being held later this month. Healthwatch Liverpool will be drafting the final report which will be ready in August.

Review of the boroughs Community Continence service

From discussions with the Sefton based team, referrals and demand for support from the service are high. Working with the provider, Mersey Care NHS Foundation Trust, we are working on the final survey and are waiting to review the current service specification. We will then be sending out the survey to patients currently receiving support from the service, the aim being to gather baseline feedback on current service provision.

Review of home care (Domiciliary Care)

Our joint engagement plans with Sefton MBC were presented at the Sefton Public Engagement and Consultation Panel (27th May), including an equality impact assessment and we are ready to proceed with this project. We will be writing out to 100 local residents who receive home care and then contacting them by phone to have conversations with them about their care.

Operational update

Chairperson recruitment

Bill Bruce, volunteer Healthwatch Sefton Chairperson has stood down and we are currently in the process of recruiting a new Chairperson. We will also be appointing a new Vice Chairperson in the coming months.

Diane Blair BA (Hons) MSc

Manager

07706 317749

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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