

UPDATE REPORT FROM HEALTHWATCH SEFTON – 20 JUNE 2023

Cost of Living

Cost of living continues to impact aspects of daily life for our residents and we have a survey open to capture what impact this is having on a number of areas of their lives. The survey is hosted online and we have been ensuring that copies of the survey with freepost envelopes have been distributed across our community champion organisations. We will be drafting a report sharing feedback from 100 people, the survey remaining open so that we can continue to collect ongoing feedback as we move into Autumn/Winter.

GP Access

We continue to receive feedback about access, which mirror those recently published in our annual report (listed below) and are having conversations with Jan Leonard about the local capacity and access plans:

- Having to ring at 8:00 am to try to get an appointment.
- Long times spent on hold while waiting to be put through to the reception team. This causes particular problems for people who rely on pay as you go phones who can end up using a lot of phone credit to wait in a queue.
- Only same day appointments being available when the issue isn't urgent.
- Being unable to have a face to face appointment when they feel it is needed.
- Not being given a reasonable time frame for a telephone call/appointment, being expected to take a call when they cannot ensure privacy; for example having to wait all day just in case the doctor rings or while they are at work.

The majority of reviews shared which relate to access are negative but positive feedback is shared about the quality of care and treatment they receive from general practice.

We have updated 'Southport and Formby Primary Care Network' that we are receiving positive feedback about the telephone triage service being trialled across Southport and Formby practices. From attending sessions/ events with our community champions, positive feedback is being shared about North Park Surgery, specifically in relation to improving services and attitude of reception staff since PC24 has taken over the contract.

At our last steering group meeting, concerns were raised for those looking to register as an informal carer at their GP practice, this issue also being discussed at the last meeting of the Sefton Carer's Strategy group.

We recently shared an in-depth patient story with the local primary care team. This will soon be published and details a Sefton residents' story about their interactions and experience of contact with their GP, NHS 111 and North West Ambulance Service (NWAS) when they were not well.

Dental Access

We have completed our most up to date dental mapping for Sefton and this is available on our website: <https://healthwatchsefton.co.uk/findan-nhs-dentist/>

During July, 58% of calls into our signposting service related to dental enquiries. We continue to work with the local team to share our intelligence, request support for patients with specialist needs and feed issues into the Sefton Primary Care Forum.

Mersey & West Lancashire Teaching Hospitals NHS Trust.

From holding our engagement stands at Southport Hospital, we have received positive feedback about staff, treatment and care and communication. We have picked up feedback about waiting times from GP referral to getting an initial appointment (from those people we have spoken to, an average one year wait) and some information about difficulties in getting in touch with Orthopaedic clinics when patients are needing to change appointments.

Champions have shared that appointment letters/ correspondence is not available in alternative formats, even when requested. The trust has fed back that the systems they have in place do not readily support this. There is concern that patients are not getting information in their requested format (large print, yellow paper, access by email, change of language due to cognitive issues, accessible so a screen reader can be used). We will be ensuring that Mersey and West Lancashire Teaching NHS Hospitals Trust have systems in place to ensure information is accessible.

We have agreed to be a member of the Maternity Voices Partnership (MVP) for Southport, Ormskirk and Sefton. We have met with the Chair and have plans to gather more feedback to support the partnership and to undertake walkabouts at Ormskirk Hospital.

Liverpool University Hospitals NHS Foundation Trust:

From holding our engagement stands on the Aintree Hospital site (May and June), we have received positive feedback about staff and treatment and care. Issues which we have listened to and fed back to the trust include those detailed below and will be included in our 6- month feedback report which is currently being drafted. Patients with disabilities have shared the problems they face with parking, there being general feedback about availability of spaces in car parks. We are also asking the trust how they promote to blue badge holders that they don't have to pay parking charges. We formally wrote to the trust about both issues, a response from the Deputy Director of Estates being considered by our Operations group. We have a meeting with the Deputy Director of Estates & Facilities to further discuss the issues and will also be raising concerns about the pay machine on the ground floor of the multi storey car park, which remains out of order since January 2023, with no signage telling patients the location of the next available station.

Following our work to review how the Accident and Emergency department works for patients, we will be organising a walk-about within the department to gain assurances

on previously agreed actions, whilst being able to observe how the department is currently working.

We have shared concerns with the patient experience team at the trust about the closure of the reception area in the 'Hotel' entrance of Aintree Hospital and the lack of volunteers in this area to support patients and their families with wayfinding. This is a main entrance for those using the multi-story car park and elective care centre.

Alder Hey NHS Foundation Trust

We have alerted the trust of issues with their pharmacy/ repeat prescription service and have submitted a report to the Director of Nursing, detailing feedback from parents and carers. A response to the report will be provided by the end of September.

Liverpool Women's NHS Foundation Trust

Working in partnership with Healthwatch Liverpool and the trust, a Listening Event was held, Monday 10th July. We met with the patient experience team, spoke with the 'Non-English Speaking Team, (NEST), sampled the lunch menu and visited wards, outpatient departments and the Neo-natal department to speak to patients, family members and staff. A report is being drafted by Healthwatch Liverpool and will be available shortly.

Reports

On the 30th June, in line with our statutory requirements, we published our Annual Report 2022 – 23 <https://healthwatchsefton.co.uk/report/annual-report-2022-2023/> This report details the key areas local people and communities have asked us to look at in more depth and what has been achieved.

Between May and June, we produced commentaries for inclusion within six NHS provider 'Quality Accounts'. The link below shares the commentaries: <https://healthwatchsefton.co.uk/wp-content/uploads/2023/07/QualityAccount-Commentaries-Healthwatch-Sefton-2022-23.docx.pdf>

Diane Blair BA (Hons) MSc

Manager

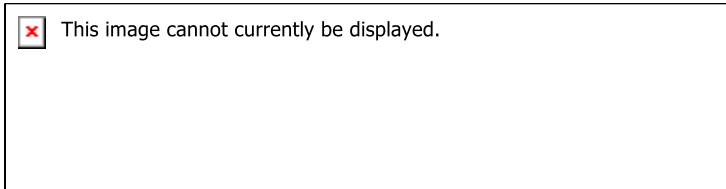
07706 317749

You can receive newsletters and updates by signing up [here](#)

**Don't forget our Healthwatch Sefton Signposting can help you find the right Health or Social care services. Call free today for independent up-to-date information.
Freephone:0800 206 1304**

If you would like to keep up to date with us, please follow us on social media. Here are the links to our pages:

Instagram <https://www.instagram.com/healthwatchsefton>
Facebook <https://www.facebook.com/healthwatchsefton2013>
Twitter <https://www.twitter.com/HWatchSefton>



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

