

UPDATE REPORT FROM HEALTHWATCH SEFTON – 23 JANUARY 2024

One residents story – Becoming a Carer.

We continue to support the development of the All Age Carers Strategy for Carers in Sefton and are currently promoting the live consultation in a number of different ways. To support this, we have recently shared one Sefton residents story as a Carer, in which they share their experience with Bootle Village Surgery, Sefton Council Adult Social Care, Aintree University Hospital (LUHFT), North West Ambulance Service (NWAS), Domiciliary Care – New Directions and Sefton Carers Centre during 2022 and 2023. Read their story here: <https://healthwatchsefton.co.uk/.../read-one-sefton.../> This story has already been shared with members of the Sefton Carers Strategy Group, key stakeholders and our members and the Carer will be supporting both Liverpool University Hospitals and Adult Social Care in their future work to improve services.

Dental Access

The Department of Health and Social Care (DHSC) has now formally responded to recommendations on NHS dentistry made by a committee of MPs. The Health and Social Care Committee's inquiry into NHS dentistry drew heavily on evidence given in person by representatives from Healthwatch. In its (three-month late) response to the inquiry recommendations, the DHSC has rejected a major dental contract overhaul but accepted the need to improve patient access. We will have to wait for the forthcoming dental care recovery plan to see the detail on how the government will make changes. Locally we continue to receive calls from residents who are needing access to emergency dental care/to share their frustrations about the lack of access for both children and adults. We were therefore disappointed to find out that Cheshire and Merseyside ICB will be using the current dental underspend to support their general deficit as NHS England guidance changed to allow this. We will be working with our Healthwatch and ICB colleagues on improving dental access pathways over the coming year.

Community Health provision delivered by Mersey Care NHS Foundation Trust.

In early 2023, Healthwatch Sefton spent three months visiting local clinics and surgeries which are run by Mersey Care NHS Foundation Trust. We talked to patients and staff about their experiences. Our report is now published.

- ✓ Healthwatch Sefton visited Mersey Care NHS Foundation Trust Community Health Centres across Sefton between January – March 2023.
- ✓ Mersey Care NHS Foundation Trust worked in partnership with us and organised our visits to each Community Health Centre across Sefton providing community services.
- ✓ This report shares feedback that you, the residents of Sefton, shared with us on accessing services at your local Community Health Centres. We also heard from staff and People First Merseyside.
- ✓ We believe that health and social care providers can best improve services by listening to people's experiences.
- ✓ We have listened to you, and you have shared both good experiences, and those where improvements could be made. We have shared this in the report with the Trust.

✓ A response was received from the Chief Executive of the Trust who confirmed the findings from the report had been shared with the Senior Leadership Team for Sefton Community Services and reported they are happy to confirm the findings in the report are accurate.

✓ The Trust also confirmed the findings will inform improvement plans based on the experiences of patients using their clinical services.

✓ We have met with Mersey Care NHS Foundation Trust during November 2023. They are working on an improvement action plan to ensure patient feedback is acted upon to make improvements to services.

✓ We will continue to work in partnership with the trust to drive forward service improvements.

Please read the report here <https://healthwatchsefton.co.uk/.../2023-mersey-care-nhs.../>

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A horizontal banner with a white background on the left and a photograph of two women on the right. The photograph shows a blonde woman smiling and a Black woman looking towards the camera. A pink curved line separates the text from the photo. The text is in a bold, sans-serif font.

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healthwatch
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