

**Healthwatch Halton Advisory Board
17 November 2022 1pm at Foundry House.**

Public Board Meeting Agenda

HW Advisory Public Board meetings include an opportunity for members of the public to feedback issues about local Health and Social Care issues at the end of the meeting.

		Item	Enclosure (Paper, Verbal etc)	Outcome (Noting, Decision etc)	Presenter
1.00pm	1	Welcome and Apologies	V		Chair
	2	Declaration of Interests	P		All
1.10pm	3	Minutes and Actions from Public Board Meeting update – July minutes	V&P		Chair
1.20pm	4	Work Programme – updates <ul style="list-style-type: none"> • SEND • Maternity • Dental 	V		LHM
1.40pm	4a	Published Reports <ul style="list-style-type: none"> • Runcorn UTC • Widnes UTC • Whiston Hospital Listening Event 	P	Noting	
2.00pm	5	Stakeholder Meeting feedback	V/P		LHM
2.10pm	6	Presentation – Kathy McMullin (Healthwatch Halton Community Outreach Lead)	V		
2.30pm	7	Public feedback / intelligence / other issues	V		LHM
2.45pm	9	Any other business	V		Chair
2.55pm	10	Date and Time of Next Meeting 19 January 2023 1.00pm HAB meeting and online workshop – Outcomes, Impact and Theory of Change - Jon Turner - HWE			

Chair – Healthwatch Advisory Board Chair

LHM – Local Healthwatch Manager

Agenda item 2

Declarations of interest

Agenda Item 3

Minutes and Action Log

Healthwatch Halton Advisory Board
Public Board Meeting Minutes 21st July 2022
Foundry House

In attendance: Kath Parker (KP) HAB Chair
 HAB members: Smita Patil (SP)
 Maureen Isherwood (MI),
 Diane McCormick (DMC)
 Jane Pritchard (JP)
 Dave Wilson (DW, Manager, Healthwatch Halton)
 Elizabeth Learoyd) ECS Director
 Clare Screeton (minute clerk)

Apologies: Dave O'Connor

		Item
1.00pm	1	The Chair welcomed the Board Apologies were received from Dave O Connor
1.10pm	2	Declaration of Interests None were noted
1.15pm	3	<p>Warrington Hospital Equity, Diversity, and Inclusion strategy</p> <p>Jen Mc Carthy and Adam Harrison, from WHH, did a presentation for the HAB they then invited the HAB to ask questions on the 4 objectives.</p> <p style="text-align: center;">Objective One</p> <p>DMC Asked the question how do you contact people that are digitally excluded with no access or knowledge of internet? Adam said that there is a dedicated engagement and inclusion team at the hospital. They will contact people via phone and also do engagement events to get the word out. They are recruiting for experts by experience volunteers to assist with this. There is always room for improvement and new opportunities to engage with the community. They are also hoping to link in with the local papers. DW said that they often do community outreach and that they are welcome to join them Adam said they would be happy to take up this offer. MI had a list of service users from her organisation that they would contact to get feedback on the breast screening service consultation. SP suggested that they engage with the GPs as they are often the first point of call for people. They also use the text service and could put stands and information in their reception areas. The Chair added that she liked the fact that it was not just concentrating on the protected characteristics (of course they are important) but as a HW they should be inclusive for all. She did make the point that the colours on the presentation are not all accessible for those with vision impairments. Adam said that this was a corporate slide show and that they must use this but would take it back to the team for future reference. The Chair also said that HWH could gather groups of patient feedback so that they have a bigger cohort of people to feedback. This would benefit us also as we could pick up any themes. Adam said that would be great as they are always happy to have more people to feedback. The point was also made that the strategy be a lot simpler for members of the public to read and understand. It is quite detailed focused, and people may get lost in it Ada assured the HAB that it would be shortened and put in easier read terms for those not working in NHS.</p>

		Item
		<p style="text-align: center;">Objective Two</p> <p>DMC asked them how long that they envisioned that this strategy would take to share with all the staff. Jen said that this will be an ongoing process and that there will be lots of communication with staff and colleague to see what way that they would like it to be communicated. It will not just be E learning there will be many ways that it will be cascaded to staff. The chair commented that this was sensible and should be ongoing.</p> <p style="text-align: center;">Objective Three</p> <p>SP Agreed with this and that it would ensure that the service was more streamlined DW agreed that services should be more streamlined. He also made the point that he has seen over the years wee things are working well in one area but it's not happening in others. Sharing best practice and partnership working would benefit everyone. HWH would be happy to be involved to pick up any gaps or themes.</p> <p style="text-align: center;">Objective four</p> <p>No questions were asked the HAB all agreed this made sense and thanked Jen and Adam for their presentation which was interesting and informative. Adam and Jen asked if a member of the HWH team could sit on the task and finish strategy group.</p> <p>The chair asked what would be expected of the elected member? The Chair is conscious that we are on occasion asked to attend thing as a tick box and due to capacity, this is not possible. Jen assured her that it would be a touchpoint for HWH to challenge and assist. DW asked if the progress will be included in the quality accounts Adam said that it will be included in the Annual report. This will be shared with the HAB. DMC asked if they would be using the health hubs at shopping city but Adam said that there is already a dedicated team that will be based there to cover this. DW suggested that they involve One Halton as there could be duplication. SP is already working with One Halton on a project for people to leave their old devices that can be upgraded to help the digitally excluded access online services.</p> <p>The Chair and HAB thanked them both for such a professional and well-developed strategy that was well presented.</p>
1.35pm	4	<p>Minutes and Action log from Public Board Meeting update The minutes were agreed as a true reflection.</p>
1.40pm	5	<p>Work Programme Project Updates Dave shared the report and a copy of the letter from Denise Roberts the Deputy Chief Nurse and Clinical Lead from CCG Halton. The Chair was pleased with the response and was happy that all the recommendations were taken on Board and upheld. Moving forward it would be good practice to follow up and see if the recommendations within the reports were implemented. DMC agreed and hopefully this will continue with the ICB (Integrated Care Board). The care homes have now started opening to visitor so hopefully we can begin the Enter and View Visits again. Although due to covid outbreaks some have closed again for the time being.</p>
1.55pm	6	<p>Meeting feedback reports by HAB members Feedback report - attached DMCs feedback will be in next report Lydia Thompson and DW met with the Head Nurse of WHHFT and will be doing so every 6 months moving forward. Jude attended the outreach with Cheshire and Merseyside Cancer Alliance and was praised by all for her knowledge and professionalism MI was also in attendance and agreed that she is a great asset to the team.</p>

		Item
		Chair was unable to attend the Health and Wellbeing Board but was available to meet with Peter Lloyd Jones Chair of the Health Performance Board. They discussed the priorities for HWH and they aligned with theirs. He also mentioned that they would be focussing on domiciliary care workforce issues. The Chair mentioned that HWH had done a report in the past and that they would be looking at the recommendations. The Chair will write to him and ask if the recommendations have been put in place. In line with this Jude will be doing online surveys asking for feedback on Domiciliary care and views from service users and families. The Chair will present a themes and trends report to the Health and Wellbeing Board to see if they would like HWH to look into this further.
2.10pm	7	<p>Intelligence/Feedback update – public issues</p> <p>UTC Feedback - attached</p> <p>Overview and scrutiny meeting was cancelled as there was not enough Council members in attendance for quorum. There are plans in place to approve attendance, so this does not happen in future.</p> <p>One Halton had cancelled their last meeting the Board meeting is arranged for next week.</p>
2.45pm	8	<p>Health and Social Care Issues from the public</p> <p>None</p>
2.50pm	9	<p>Any other business</p> <p>EL HW England have sent out Quality guidance for all HW. Board Development Sessions. The Chair would like to ensure that all HAB members have access to training, policies and procedures.</p> <p>Quality Framework meeting on the 20th October to help implement and move forward. Included is a section for each individual Healthwatch to add best practice.</p>
3.00pm	10	<p>Date and Time of Next Meeting</p> <p>TBC</p>

Agenda Item 4

Work programme
updates and reports

Listening event report

October 2022

About this report

This report highlights the public feedback received on the Trust during Healthwatch Halton monthly outreach sessions at Whiston Hospital.

These comments were collected on Monday 24 October 2022 during an outreach visit to Whiston Hospital.

We used a short questionnaire to collect people's feedback. A copy of this is included at the end of the report. 11 people, six women and five men, took part in the listening event

The comments within the report are the words of the people who shared them and have not been changed in any way.

Summary

What was good?

The feedback we collected was overwhelmingly positive with all 11 people rating the treatment / care they or their loved ones received as Good or Excellent.

When asked what people thought was good about the hospital they mentioned:

- All the staff
- The general environment – Clean, open and friendly
- Children's playroom
- Online appointment booking

What could be improved?

- Stop smoking around the entrances
- Staff to have a little more time to listen to patients
- Some signage issues – Clearer arrows
- Food
- Broken lock in the ladies toilet – next to PALS office
- Access to disabled parking bays

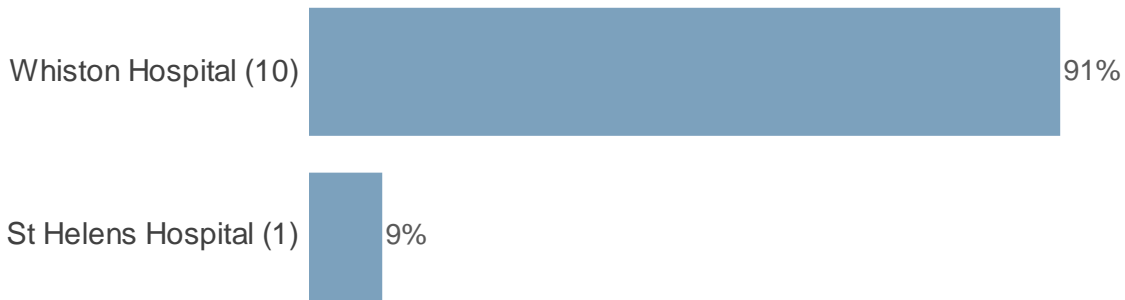
Listening Event feedback

Listening Event feedback

This report was generated on 27/10/22. Overall 11 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

The following charts are restricted to the top 12 codes. Lists are restricted to the most recent 100 rows.

Hospital



Are you:



Listening Event feedback

Which hospital ward or outpatient area is your feedback about?

Pediatrics	Ultrasound and MRI scan	C2
Urology	Dressings	Blood test
4B	Plastic surgery	Blood test
ECG	Therapy suite	

What do you think is good about this hospital/ward?

- The playroom was good to keep my 7 year old, who is the patient and also my baby entertained. They had toys for both ages.
- Staff are friendly.
- I have been in since Friday and all the staff have been very good. I mean all the staff cleaners, dinner ladies, nurses and Doctors.
- Welcoming. Open and friendly, not clinical. Very clean.
- Clean and nice environment.
- Very good staff.
- very good staff members.
- My husband has found everything to be good. Friendly nurses. On time and good treatment.
- All very nice here. Staff are lovely. they asked about my meds that I take at home and sorted them all out for me.
- Clean. The online booking was good. Much better than the ticket system which took ages.
- Looks clean and nice and light.

What would you like to see improved?

- Nothing, all good.
- I really don't think people should be allowed to smoke around the entrances. I have asthma and my chest always feels bad after walking through the doors. My son has lung issues as part of his cancer and it has a bad effect on his breathing too. The disabled bays are often full, which is why I have to bring my son and wait for him. If we can't get a space i drop him off and take the car away. It is worse in the afternoons.
- All fine but need to take more time to listen to patients. I have to stay in longer than expected as I now have an infection. I had mentioned to some of the nurses that I thought it was getting worse but then said it was ok. They need to listen to patients as we know our own bodies best. they later said it is infected.
- It was a little confusing finding my way today. The arrows are not clear if they are pointing up to the next floor or straight ahead. Friend, who was with the patient, pointed out that the lock in the ladies toilet next to PALS is broken in the second cubicle.
- I had both my MRI and my ultrasound on a Sunday. I had my MRI scan and then I came out and a nurse was very rude and bossy to me. She asked where I had been, in an abrupt, way as she had been waiting for me. I said I had been having my MRI and she said she was not told about this and then walked off without any further comment.
- Nothing.
- Nothing at all.
- n/a
- The food is not to my taste, and I don't know what milk they use but it is awful.
- Nothing, all good.
- Make smokers go by the street. There is too much smoke at the door to walk my mum through.

Listening Event feedback

Do you feel that staff have enough time to spend with you and other patients? (both during the day and at night, if staying overnight)



Comments

- Mostly but they are sometimes a bit rushed.
- Overnight is fine. I get my meds on time.
- Quite welcoming.
- Most do but not on this occasion.
- They try their best but are very busy. They check on me at night and my meds come on time. When I had an oxygen tank they helped me get out of the ward for a coffee, which was very nice of them.

Have you been given enough information about your treatment by the hospital?



Comments

- Lots of time for questions.
- Yes lots of information has been given to me. They always ask if I have questions, but I can't think they had time to talk to me today.
- I always ask lots of questions and the staff answer them. They explained my oxygen levels well.

How accessible do you think the hospital is in terms of getting around? (car park, signage etc)

- all fine.
- The parking as I mentioned is an issue. There is a need for more disabled bays.
- All ok.
- Good except for the confusing signs I mentioned.
- Yes. Easy with coloured signs.
- Everything is good. No problems.
- No problems for us.
- I find my way around fine with my families help and the staff have brought me down to the foyer as I like to get off the ward. I know my way to my ward now.
- I came here easily by bus, much better than trying to park.
- I bring my mum so not a problem.

Listening Event feedback

Have you been treated with dignity and respect by the staff at the hospital?



Comments

- ECG nurse was nice.
- Mostly but not by the scan nurse.
- No complaints.
- I certainly have.

For inpatients only - Have you been told an estimated date for your discharge?



When will you be discharged?



Have you been moved here from another ward or have you been told you may be moved to another ward?



Comments

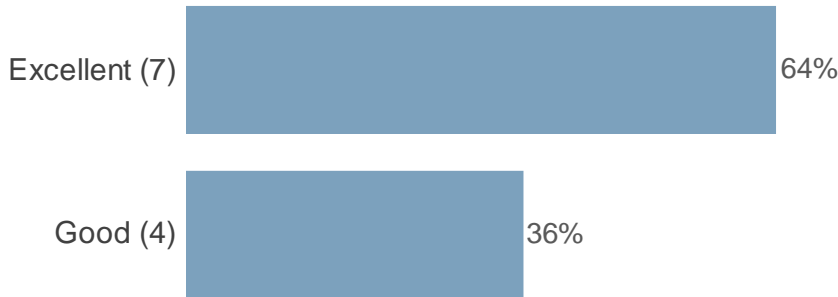
- I have been moved around the ward a couple of times. I think they need some patients closer to them at the nurse's station. I have just been asked to move over, no real explanation why.
- I came to A and E first. I was not happy as I had to wait a very long time. The staff were so busy! I was put in the corridor and then in a cubicle. They moved me to a big ward (I think B3) then to C2 where I am now. They did explain all the moves to me.

Listening Event feedback

If you answered 'Yes' to Q11



Please rate the treatment you received by healthcare staff. (1 star= Terrible, 5 star = Excellent)



Any other comments

I would give 5 stars apart from the smoking that is allowed to go on around the doors. This doesn't happen when we go to Aintree hospital and it needs to be stopped.

Just need to listen to patients a bit more.

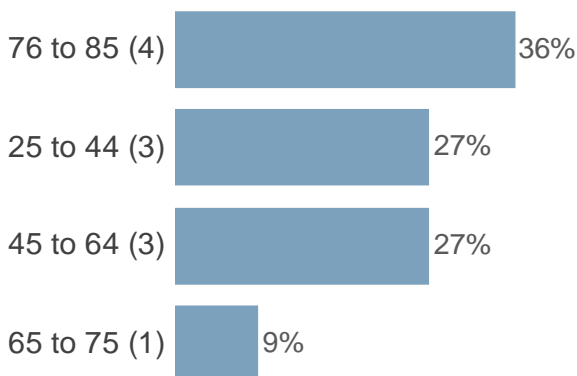
I would give 4.5 stars. Mostly very good but on one visit a nurse was very rude to me. (in scan feedback separate form)

Lost a star due to the rudeness I got from one nurse.

All good and easy to get around. Much easier than our local Trust.

I am very grateful for the help.

What is your age? (Age of respondent)



Listening Event feedback

Gender



Do you consider yourself to have a disability?



Healthwatch

Listening Event



Hospital name:

Date:

1. Are you: a Patient a Visitor Staff other

2. First four digits of your post code (eg WA7 2)

3. Which hospital ward or outpatient area is your feedback about?

4. What do you think is good about this hospital?

5. What would you like to see improved?

6. Do you feel staff have enough time to spend with you and other patients, both during the day and night, if staying overnight?

7. Have you been given enough information about your treatment by the hospital?

8. How accessible do you think the hospital is in terms of getting around? (Signage/Parking etc)

Please turn over

9. Have you been treated with dignity and respect by the staff at the hospital?

For inpatients only

10. Have you been told an estimated date for your discharge? Yes No

10b. If 'Yes' to Q10, when will you be discharged?

Within 1 day 2-5 days 6-7 days 1-2 weeks More than 2 weeks

11. Have you been moved here from another ward or have you been told you may be moved to another ward?

Yes No

11b. If you answered 'Yes' to Q11

I have been moved here from another ward
 I've been told I may be moved to another ward

Discharge Comments

12. Please rate your experience at this hospital



13. Any other comments

About you

If you are willing to provide us with some monitoring information please complete the details below:

Age Prefer not to say

Gender: Male Female Transgender Prefer not to say Other _____

Do you consider yourself to have a disability? Yes No Prefer not to say

I would like to know more about how to make an official complaint

I would like to receive the regular e-bulletin / newsletter

Name

Address

Email

Phone

Thank you for taking part in this survey!



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Runcorn Urgent Treatment Centre

Patient Feedback June – August 2022



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What is an Urgent Treatment Centre?

Urgent Treatment Centres (UTCs) are an alternative to A&E. They are centres which treat minor injuries and illness requiring urgent treatment that cannot be seen by your registered GP.

UTCs work alongside other parts of the urgent care network including primary care, community pharmacists, ambulance and other community-based services to provide a locally accessible and convenient alternative to A&E for patients who do not need to attend hospital.

Halton has two Urgent Treatment Centres, located at Halton Hospital in Runcorn, and at the Health Care Resource Centre in Widnes.

Why were we visiting?

During the past 7 years we've visited the two local centres on quite a regular basis to ask patients about their experience at the UTC and if they had looked for help or advice elsewhere first before attending the UTC.

In December 2015 we spent a full day at each of the then Urgent Care Centres, speaking with over 200 patients and producing '*A day in the life*' reports on the two centres.

In July 2017 we carried out a further twelve visits across the two centres between July 2017 and January 2018 as part of our planned public engagement.

In 2019 we undertook regular monthly outreach sessions at the centres, between January and July 2019, in part to gather feedback on the services, but also to gather feedback on the wider health services used by people attending the centres.

During the past two years we've been unable to carry out visits to the two centres because of the restrictions in place due to the Covid Pandemic.

Following the easing of restrictions, we decided to restart visits to the two centres as part of our planned public outreach and engagement sessions across the borough.

Copies of all reports can be download from our website - <https://bit.ly/hwhUTC2>

What we did

We visited the Runcorn UTC on the following dates and times:

- 21 June 1.00pm – 4.00pm
- 19 July 12.30pm – 3.30pm
- 25 July 9.00am – 12.00pm
- 11 August 9.00am – 1.00pm

Our visits to the UTC lasted between three and four hours and, in total, 72 people took part in our survey.

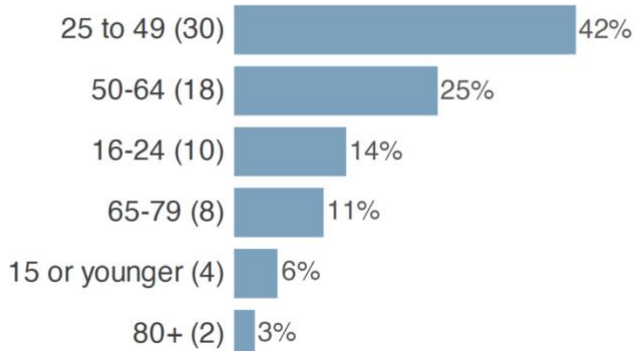
The information in this report is presented to provide a snapshot of the experiences of those who took part, and to highlight areas for consideration by commissioners and providers. Due to the number of responses received they cannot be considered to be representative of all patients who attend the UTC.

Acknowledgement

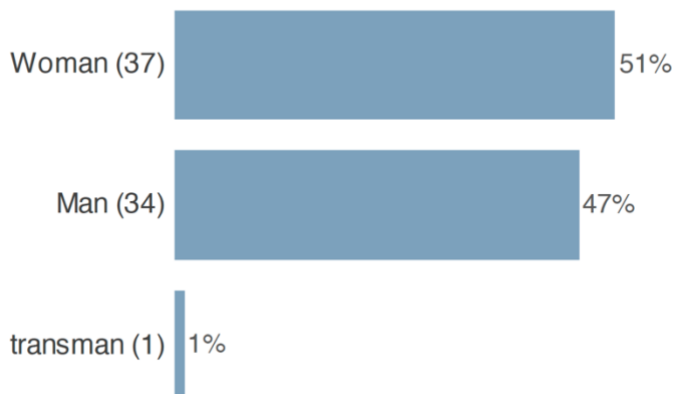
We would like to thank all the staff and patients at NHS Runcorn Urgent Treatment Centre for their help and support during our visits.

Results

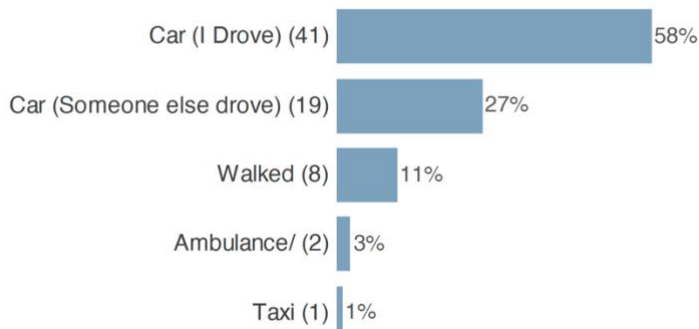
What age group are you? (Age of respondent)



Please tell us which gender you identify with:



How did you get here today?



Those taking part in our questionnaire ranged in age from under sixteen to over 80 years of age.

67% were in the 25 to 64 age group.

Under 25's accounted for 20% of patients we spoke with, while a further 14% were aged 65 or older.

We heard from 37 women, 34 men and one transgender man.

When asked how they arrived at the UTC, 58% said they had driven themselves to the UTC, while 27% had been given a lift by a friend or family member.

Eight people, (11%), told us they had walked to the centre, while one person had arrived by Taxi.

Two people were brought to the centre by ambulance and one other was currently a patient at the hospital and had been brought by wheelchair to the UTC.

Almost 60% of people said they were registered patients at Halton GP practices. A further 38% were registered with GP practices

outside of Halton, one person was currently not registered with a GP practice and one person was in the process of registering with a local GP Practice, telling us, *'I've been waiting a while, it's a slow process.'*

Did you look for help or advice elsewhere before coming to the UTC?

Did you look for help or advice elsewhere before coming to the UTC?



58%, (42), told us they had looked for help or advice before attending the UTC.

Those who had looked for help or advice before attending the UTC were asked which service(s) they had been in contact prior to coming to the UTC.

The most common response was GP Practice, with 60% (25) saying they had contacted their GP practice first.

14% had contacted NHS 111 and been advised to attend the UTC.

14% had attended A&E and been advised to come to the UTC, due to waiting times at A&E.

7% had visited a pharmacy.

One person had initially rung 999 and been advised to visit the UTC

- *'GP told me to call 999, but there was a 10 hour wait for an ambulance. Colleague told me about this UTC.'*

Why did you end up coming to the UTC?

Most people felt that the UTC was *'the most appropriate place'* to treat them.

Nine people we spoke with came to the UTC as they were unable to book an appointment with their GP practice.

There were additional 13 people who had been advised to visit the UTC by their GP practice.

Three people had attended A&E and been advised to come to the UTC due to the long waits for A&E treatment.

- *'I waited in A and E for 8 hours last night, but people were not moving forward, as many emergencies were coming in. A&E advised I would be sent to minor injuries unit or could come to UTC.'*
- *'I was advised to come by A and E as they had a 15 hour wait last night.'*
- *'I'm in the military so the GP wouldn't see me. Called GP surgery on Friday and I was asked to call again on Monday. On Monday told it takes 2 days to register a military appointment and to come to UTC.'*
- *'Tried phone to GP for over 2 hours, using 2 mobiles from 8.00am. Then walked to the surgery and was told I should have phoned! Advised to come to the UTC.'*

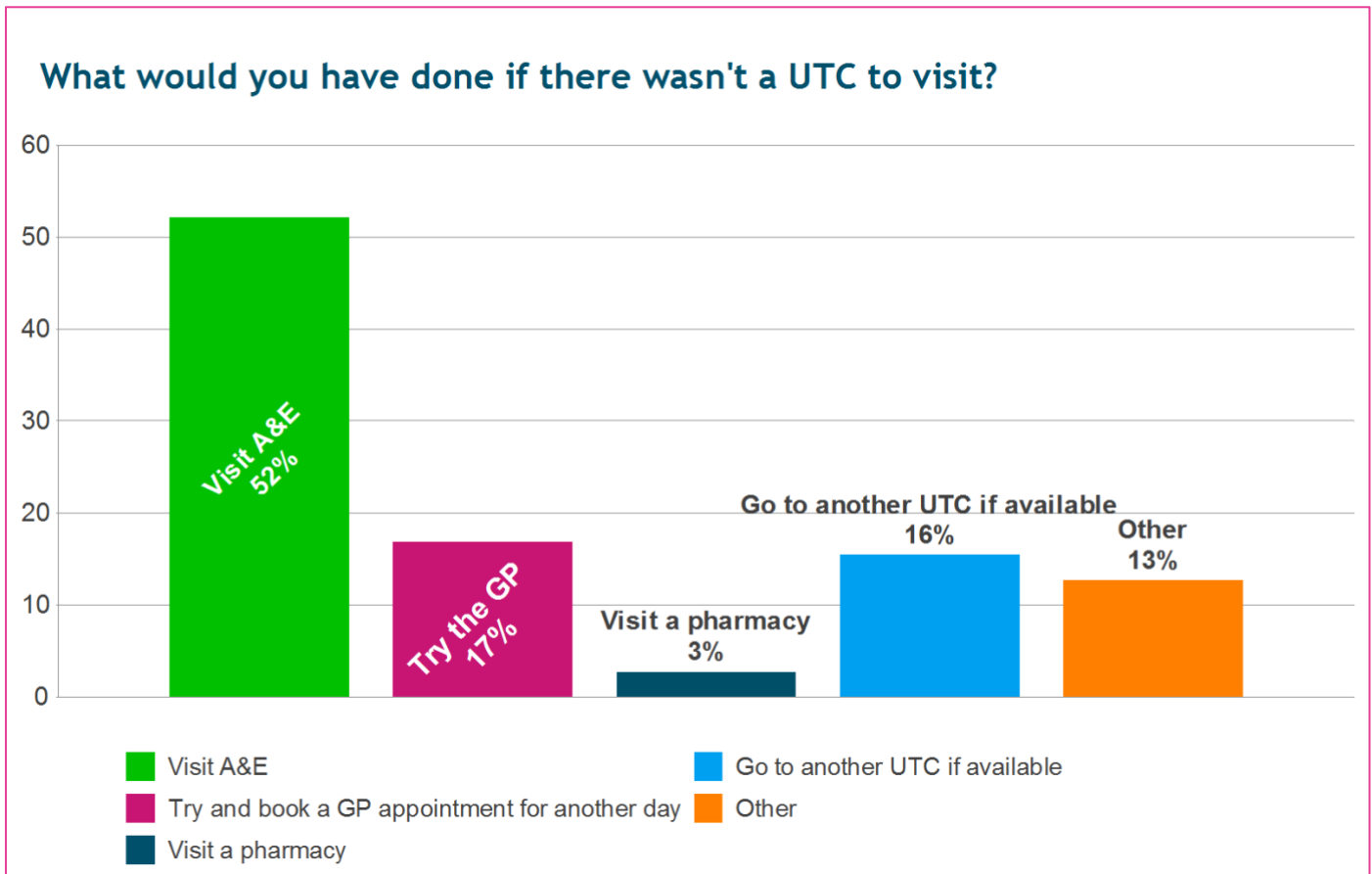
How many times have you visited the UTC in the past year?

64% (46) of people were attending the UTC for the first time in the past 12 months.

28% (20) had been to the UTC twice during the previous 12 months.

7% (6) were visiting for the third, while one person told us it was their sixth visit in the past year.

What would you have done today if there wasn't an Urgent Treatment Centre locally?



Over half, 53% (37), told us they would have attended A&E.

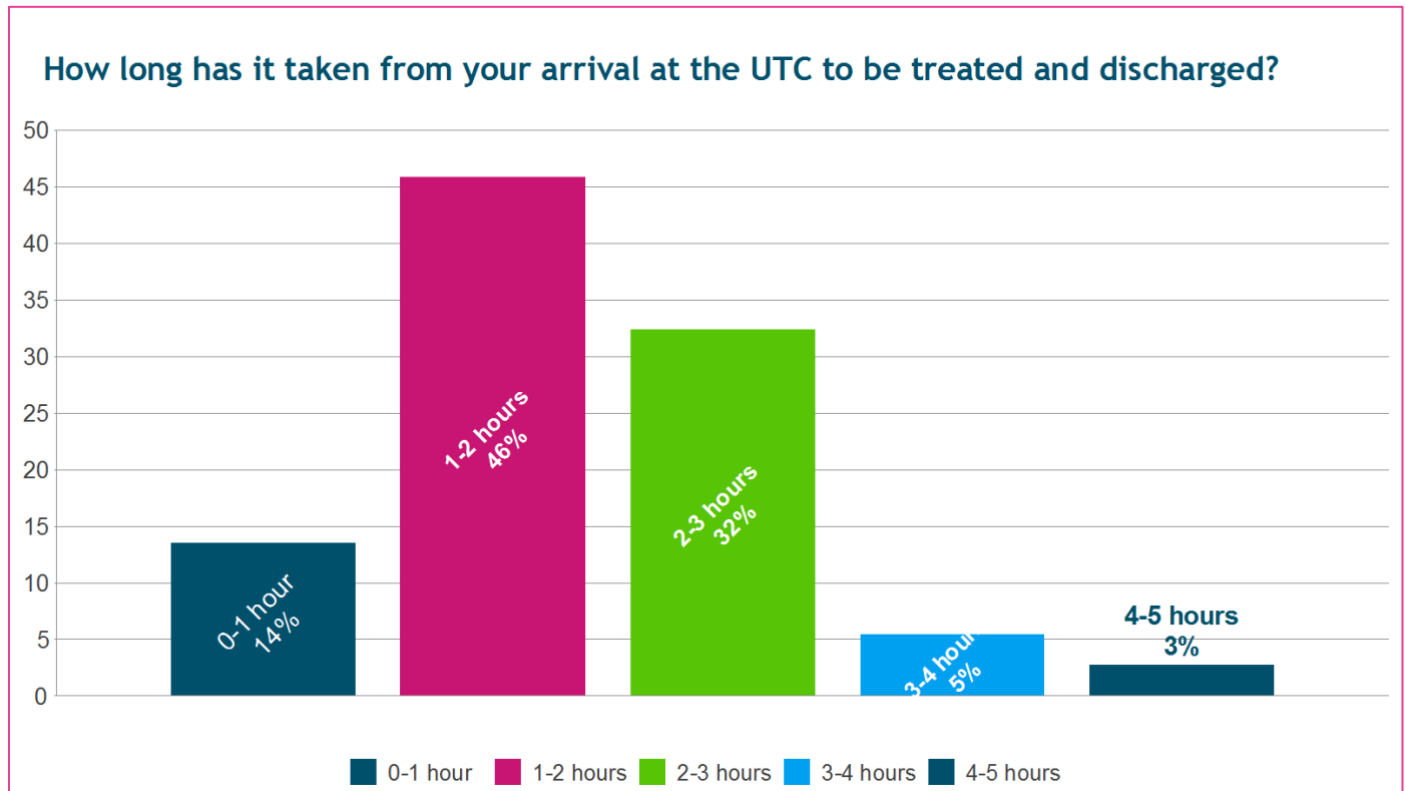
18% (13) said they would try and get an appointment with their GP on another day, while a further 16% (11) would have looked for another UTC to go to.

Two people said they would have gone to the pharmacist

Other alternatives included self-care, or being treated privately. One person explained they would have just searched online for information.

How long has it taken from your arrival at the Urgent Treatment Centre to being treated and discharged?

We asked people to complete a second part of the questionnaire once they'd been seen and treated at the UTC. As our visits to the UTC were generally less than 4 hours in length, we asked for the second part of the questionnaire to be handed in to the UTC reception and the forms were then posted on to us.



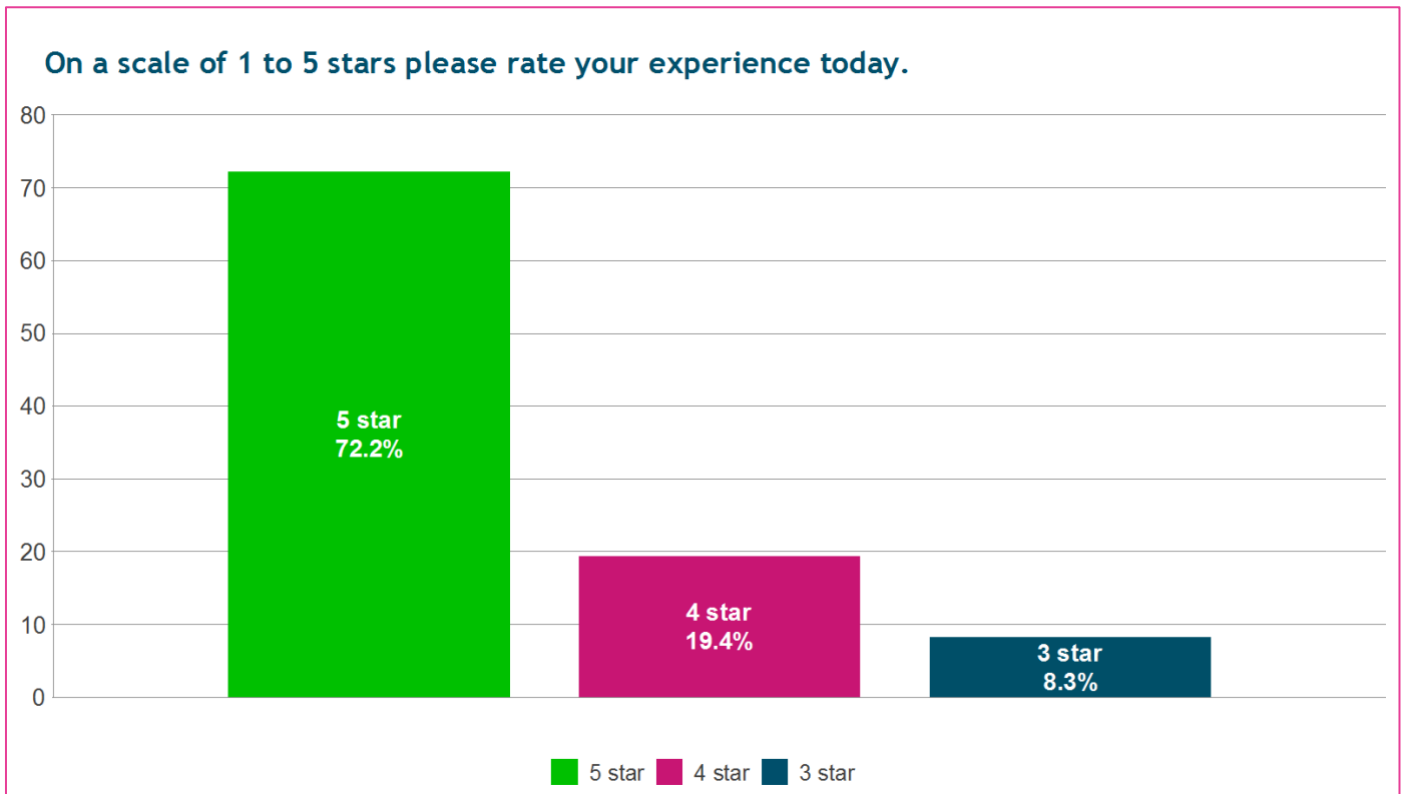
14% of patients were 'in and out' of the service within one hour of arrival.

A further 46% were treated and discharged within two hours of arrival, while another 32% took between two and three hours to be treated and discharged.

In total 97% of patients were treated and discharged in under four hours.

- *'From previous experience getting a same day appointment from GP is impossible, so my preferred option is to come to urgent care if the issue can't wait.'*

On a scale of 1 to 5 stars (1 being poor and 5 being excellent), please rate your experience today

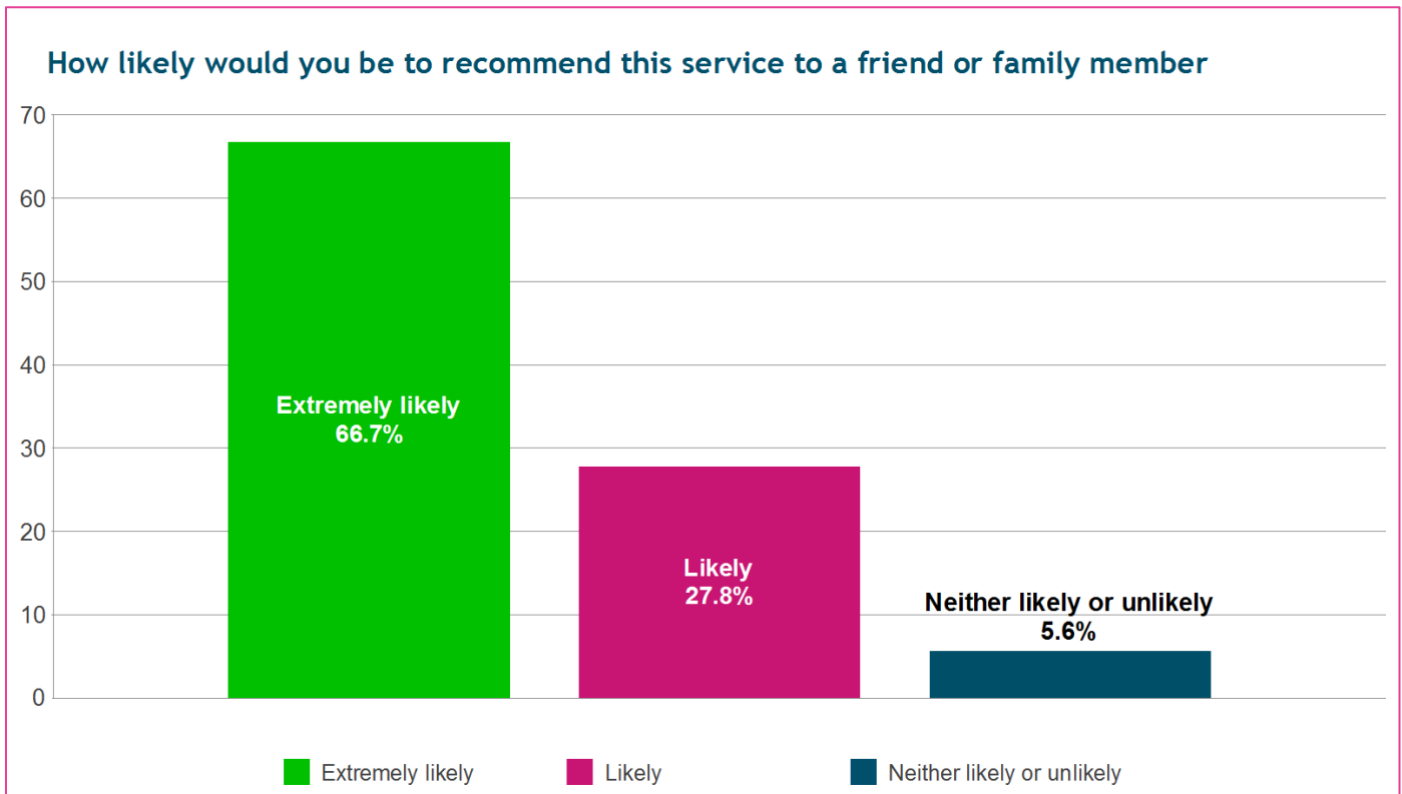


73% of people rated their experience of the UTC as five star, with a further 19% giving it four out of five stars.

8% rated it as a three out of five star experience

- *'Excellent service from a team that show genuine human kindness always. Thank you again, God bless you all!'*
- *'Excellent, kind and caring staff, treated with dignity and respect, much better experience than my local surgery.'*
- *'Every member of staff in the dept were exceptional, thorough, and caring. What a fabulous service.'*

How likely would you be to recommend this service to a friend or family member if they needed similar care or treatment



94% said they would be *'likely'* or *'very likely'* to recommend the service.

The remaining 6% gave a neutral *'neither likely or unlikely'* rating.

- *'I think this is an excellent facility for those not requiring A&E. I unfortunately think I got forgot about as they put me in a private bay with baby, but that doesn't change the excellent care given here. Staff are wonderful.'*
- *'Very good and polite staff. I would recommend it.'*
- *'Good waiting times and nice staff. My teenagers use here too and find it to be helpful. Can always park here without a problem.'*

Summary

During our visits to the Runcorn UTC, we observed all staff at the centre to be helpful and courteous to patients, which is very much reflected in the positive feedback we received.

The vast majority of people gave us very positive feedback on their experience. As many people gave very similar comments, we've given a flavour of them below.

- *'Staff pleasant on approach and very helpful. Without this service it would have been a 7 hour wait at A&E'*
- *'Friendly. Good movement of patients, comfortable environment, overall happy with the service. Thank you :).'*
- *'The staff are always helpful and go the extra mile and this unit is a vital part of the community.'*

We found that local people, and those from neighbouring areas, really value the Urgent Treatment Centre.

Many saw the UTC as a useful alternative to the waiting times at A&E and the difficulties in getting GP appointments.

One patient summed up their experience saying, ***'Staff always very helpful. This is so much better than going to A&E. Treatments are fast and less stressful.'***

A few suggestions were given to us which patients felt would help improve their experience of the service.

One patient raised an issue for people with hearing difficulties, due to staff wearing masks, telling us, ***'Would be a good idea to provide staff with see-through visors for hard of hearing patients who cannot understand people in a mask.'***

Another patient commented on waiting for blood test results saying, ***'All staff were very helpful and kind and made me feel relaxed. I just think the blood results shouldn't take as long to come back.'***



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Widnes Urgent Treatment Centre

Patient Feedback June – August 2022



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What is an Urgent Treatment Centre?

Urgent Treatment Centres (UTCs) are an alternative to A&E. They are centres which treat minor injuries and illness requiring urgent treatment that cannot be seen by your registered GP.

UTCs work alongside other parts of the urgent care network including primary care, community pharmacists, ambulance and other community-based services to provide a locally accessible and convenient alternative to A&E for patients who do not need to attend hospital.

Halton has two Urgent Treatment Centres, located at Halton Hospital in Runcorn, and at the Health Care Resource Centre in Widnes.

Why are we visiting the Urgent Treatment Centre?

During the past seven years we've visited the two local centres on quite a regular basis to ask patients about their experience at the UTC and if they had looked for help or advice elsewhere first before attending the UTC.

In December 2015 we spent a full day at each of the then Urgent Care Centres, speaking with over 200 patients and producing '*A day in the life*' reports on the two centres.

In July 2017 we carried out a further twelve visits across the two centres between July 2017 and January 2018 as part of our planned public engagement.

In 2019 we undertook regular monthly outreach sessions at the centres, between January and July 2019, in part to gather feedback on the services, but also to gather feedback on the wider health services used by people attending the centres.

During the past two years we've been unable to carry out visits to the two centres because of the restrictions in place due to the Covid Pandemic.

Following the easing of restrictions, we decided to restart visits to the two centres as part of our planned public outreach and engagement sessions across the borough.

Copies of all reports can be download from our website - <https://bit.ly/hwhUTC2>

What we did

We visited the Widnes UTC on the following dates and times:

- 25 May 10.00am – 12.00pm
- 15 June 9.00am – 12.00pm
- 03 August 1.00pm – 4.00pm
- 16 August 1.00pm – 4.00pm

Each visit lasted between two and three hours and in total 77 people took part in our survey.

The information in this report gives a snapshot of the experiences of people attending the Urgent Treatment Centres services in Halton during our visits.

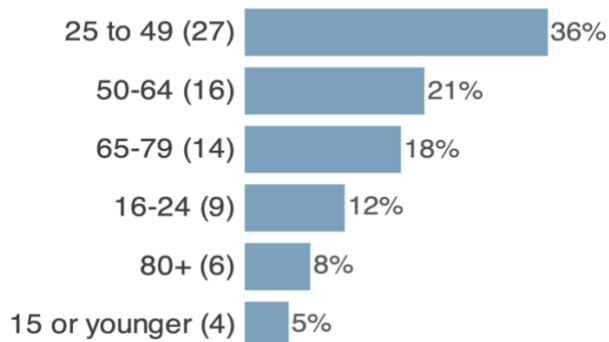
Due to the number of responses received they cannot be considered to be representative of all patients, but it is presented to provide a snapshot of the experiences of those who took part and to highlight areas for consideration by commissioners and providers.

Acknowledgement

We would like to thank all the staff and patients at NHS Widnes Urgent Treatment Centre for their help and support during our visits.

Results

What age group are you? (Age of respondent)



Those taking part in our questionnaire ranged in age from under sixteen to over 80 years of age.

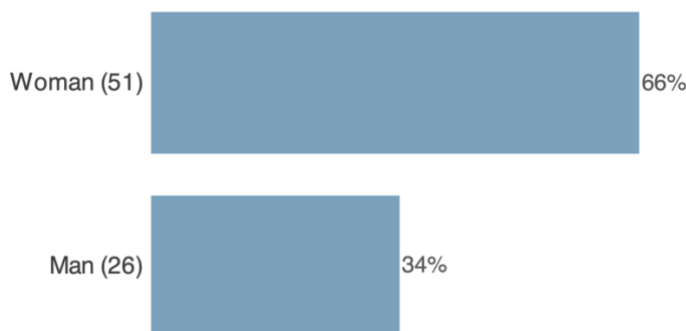
57% were in the 25 to 64 age group.

Under 25's accounted for 17% of patients we heard from.

26% were aged 65 or older.

51 respondents were woman, 26 were men.

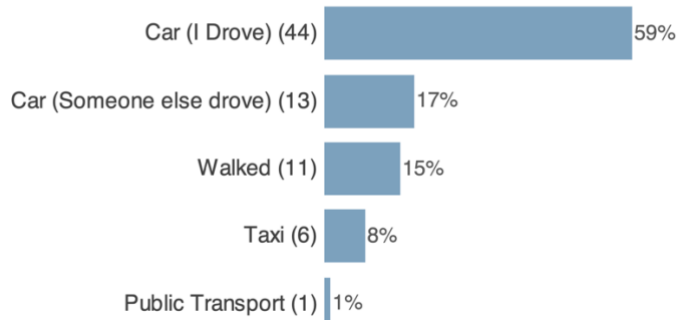
Please tell us which gender you identify with:



44 people (59%) said they had driven themselves to the centre, with a further 13 (17%) stating they had been driven by a friend or family member.

Eleven people (15%) told us they had walked to the centre, while a further six people (8%) had arrived by Taxi. One person told us they had used public transport to get to the UTC.

How did you get here today?



55 people (71%) were registered patients at Halton GP practices, 19 (25%) were registered with GP practices outside of Halton and three people were not currently registered with a GP.

Did you look for help or advice elsewhere before coming to the UTC?

57% (44) said they had looked for help or advice before attending the UTC.

Those that said that they had looked for help or advice before attending the UTC were asked what service(s) they had been in contact with first.

79% (34) of those who answered the question said that they had contacted their GP practice before attending the UTC.

7% had contacted NHS 111 and been advised to attend the UTC. One person had initially contacted 999.

- *'I came straight here without contacting GP as can never get an appointment with the GP'*

Why did you end up coming to the UTC?

People decided to attend the UTC for a variety of reasons.

Many felt that it was **'the most appropriate place'** to treat them.

29 people came to the UTC as they were unable to book an appointment with their GP practice.

Seven people said they had been advised to visit the UTC by their GP practice.

Three people had attended A&E and been advised to come to the UTC due to the long waits for A&E treatment.

One person told us they had been advised by their GP to call 999, but there was a 10 hour wait for an ambulance. A work colleague had suggested they try the Urgent Treatment Centre.

- *'We came straight from the school.'*
- *'It's hard to get appointment anywhere else.'*
- *'It's the quickest place for treatment.'*
- *You walk in here. Waste of time calling my GP they can never see you.*

How many times have you visited the UTC in the past year?

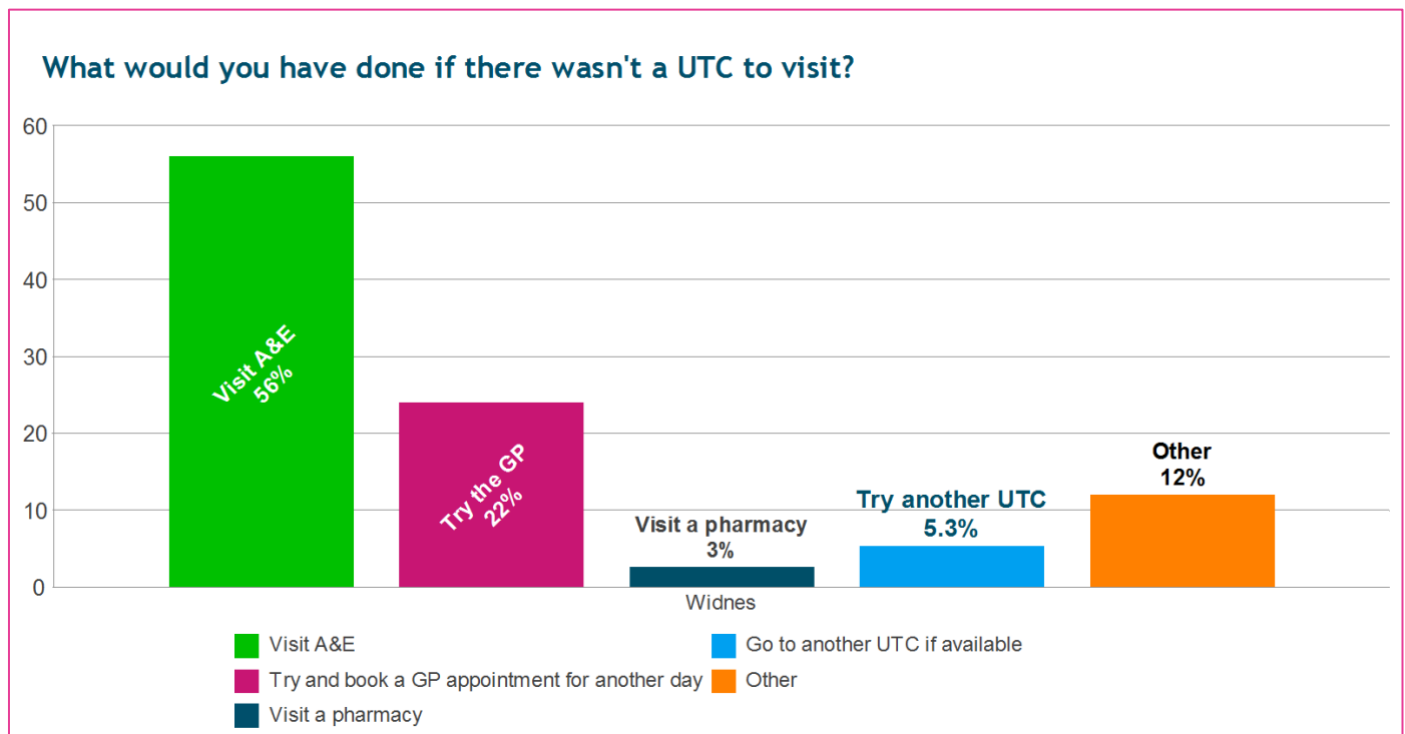
53% (41) of people were attending the UTC for the first time in the past 12 months.

26% (20) had been to the UTC twice in during the previous 12 months.

20% (15) were visiting for the third or fourth time, while one person told us it was their sixth visit in the past year.

- *'My GP refuses to see anyone and just tells you to book an appointment at the UTC. My GP will only book children's appointments on a Monday when the child specialist is in. I have brought my children to the UTC four times this year.'*

What would you have done today if there wasn't an Urgent Treatment Centre locally?

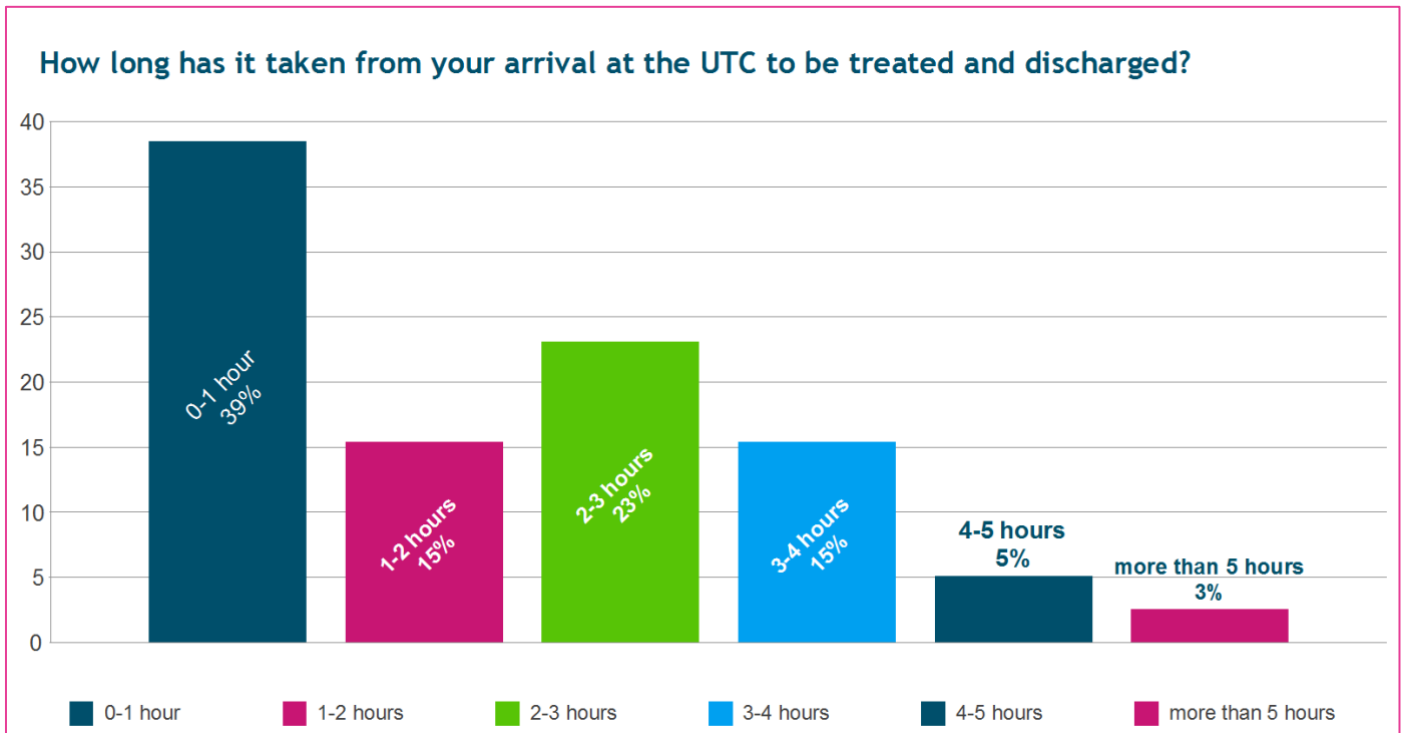


Over half, 56% (42), told us they would have attended A&E.

22% (18) said they would try and get an appointment with their GP on another day, while a further 5% (11) would have looked for a UTC in another local area to attend.

How long has it taken from your arrival at the Urgent Treatment Centre to being treated and discharged?

We asked people to complete a second part of the questionnaire once they'd been seen and treated at the UTC. As our visits to the UTC were generally less than four hours in length, we asked for the second part of the questionnaire to be handed in to the UTC reception and the forms were then posted on to us.

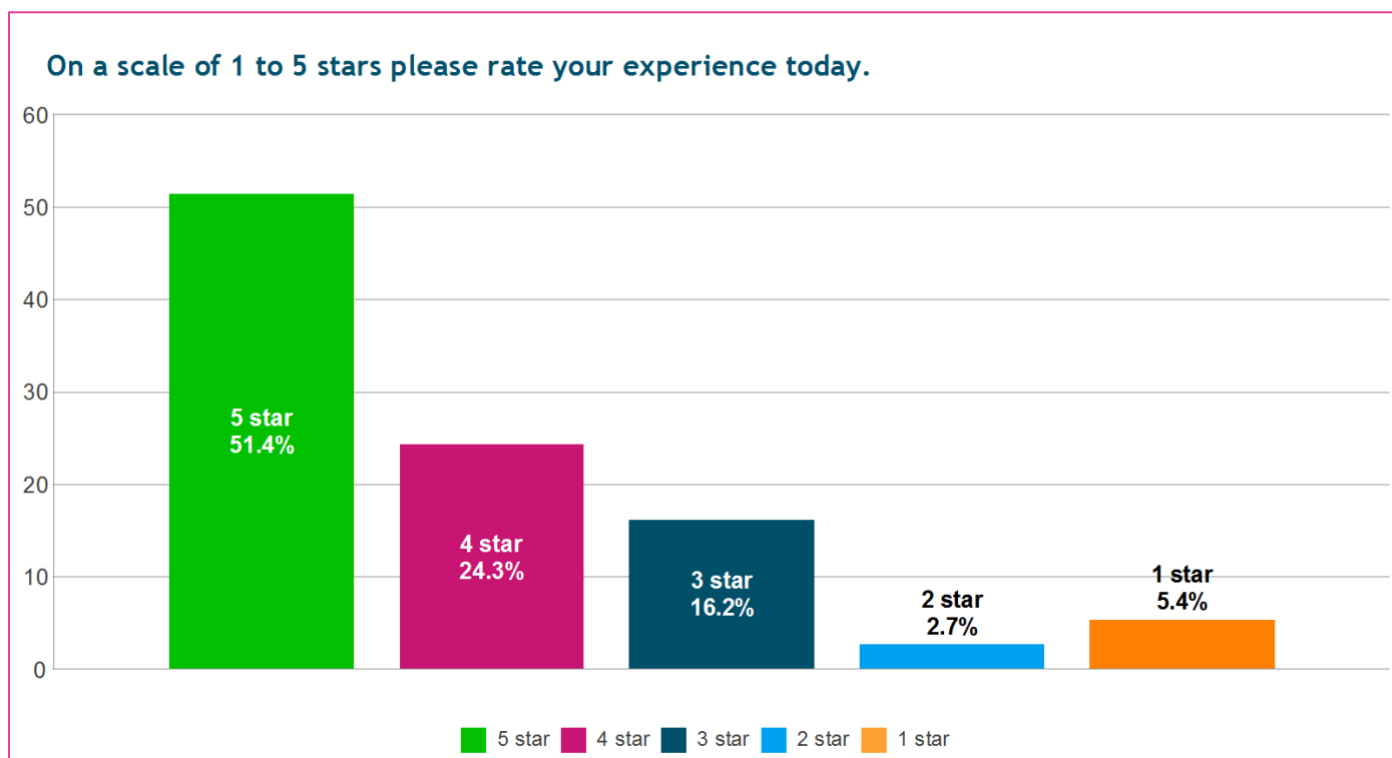


39% were 'in and out' within one hour of arrival. A further 15% were treated and discharged within two hours of arrival, while another 38% took between two and four hours to be treated and discharged.

- *'I only had a 15-minute wait and then straight in and out. Excellent.'*
- *Good care. Waiting time very accurate. Spot on!*

8% of people said it took over four hours to be treated and discharged.

On a scale of 1 to 5 stars (1 being poor and 5 being excellent), please rate your experience today

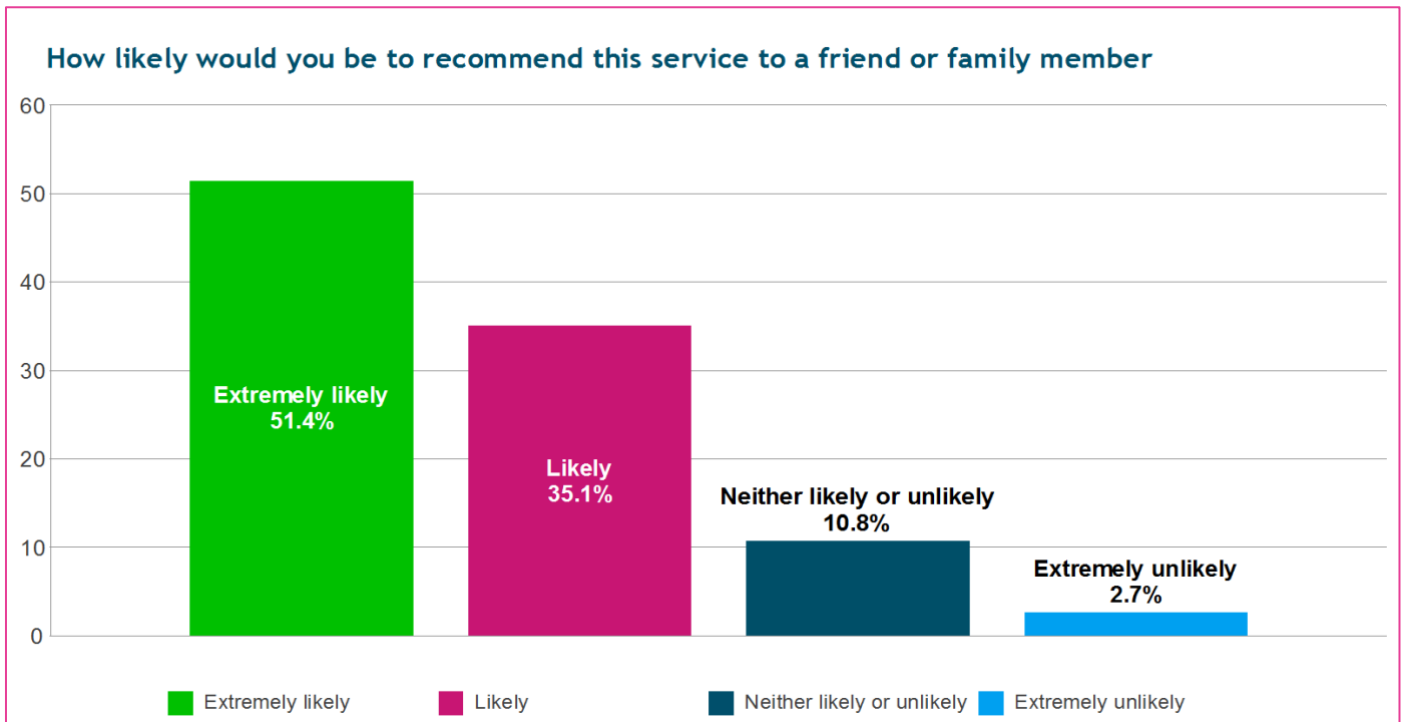


51% of people rated their experience of the UTC as five star, with a further 24% giving it four out of five stars.

16% rated it as a three out of five star experience with 8% rating it as one or two stars.

- *'I was looked after extremely well in every department that I visited during my treatment. Taking into account how understaffed they are my visit to this urgent care centre was above their call of duty. Top marks to all staff.'*

How likely would you be to recommend this service to a friend or family member if they needed similar care or treatment



86% said they would be 'likely' or 'very likely' to recommend the service.

11% gave a neutral 'neither likely or unlikely' rating with the remaining 3% extremely unlikely to recommend the service.

- *'Marvellous service and excellent staff.'*
- *'It is a good job we have these centres. They should be bigger and there should be one in Warrington. More houses are being built all the time but no more care facilities!'*

On arrival for one of our visits the centre was extremely busy and had waiting times in excess of 3 hours, which lead to some dissatisfaction with the delays from patients.

- *'Been here three and a half hours so far.'*
- *'I've been here over two hours already, long waits.'*
- *'We've been here over 1 1/2 hours and not yet triaged. Not happy with the long wait!'*
- *'Pathetic time waiting. Not enough chairs.'*

During our other visits waiting times for treatment was generally around two hours.

Summary

Throughout our visits to the Widnes UTC, we observed all staff at the centre to be helpful and courteous to patients, which is very much reflected in the feedback we received.

The majority of people gave positive feedback on their experience at the UTC. As many people gave very similar comments, we've given a small flavour of them below.

- *'I found the staff to be very nice and helpful.'*
- *'Good service. Wish I had a local centre by me.'*
- *'All staff were very helpful and polite. The nurse was very thorough. There was a long wait but that is to be expected. 5 Star treatment and staff!'*
- *'...not registered with a GP - removed from previous GP after I moved house. Fab treatment here, always good service. There are more checks here than the GP who have missed things before.'*
- *'Today was not as busy so the wait time was short'.*

Apart from the comments expressed around waiting times, on a particularly busy day at the UTC in June, there was very little dissatisfaction with the service in general.

We found that patients valued the treatment and care received. Many saw the UTC as a useful alternative to the waiting times at A&E and the difficulties in getting GP appointments.

A few suggestions were given to us which patients felt would help improve their experience of the service.

One patient raised an issue for people with hearing difficulties, due to staff wearing masks, telling us, ***'It's not very clear when calling names for treatment, due to wearing masks. They only call the name once.'***

Another patient asked if the order in which people would be treated could be explained, stating, ***'People seem to be seen sooner than my daughter who is in bad pain with her eye and has been hospitalised because of it in the past. It***

would be better if the procedures of how people are seen and in what order was explained and clearer as we wait.'

There were comments from a couple of patients that the the service should consider installing screens displaying current waiting times, rather than the time being written on a whiteboard.

This is something we have suggested previously, and something that is currently in place at the Runcorn UTC. Waiting times for the Runcorn UTC are also displayed online at <https://dashboard.whh.nhs.uk/ed/?platform=hootsuite>.

If a system similar to this was introduced we believe it would be of benefit to many patients using the centre.



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Agenda Item 5

Meeting Feedback Report

Healthwatch Meeting feedback forms – September

Date	Meeting	Rep name	Notes /Actions
2022-07-20 10:10	Cancer Alliance	Jude	<p>Meeting Details – Cancer Alliance</p> <p>Chaired by Jo Trask. Feedback on roadshows. Plan to do them again. Very successful tour.</p> <p>Will push for HW support in future as worked really well when HW could attend, in Halton and Macclesfield.</p> <p>"massive back up to have HW at Cancer Alliance Roadshows" Thank you to HW Halton as one of the few who attended"</p> <p>Full evaluation report will be shared, with lots of local details</p> <p>HW will be invited to future events with speakers from organisations.</p>
2022-07-26 11:00	Bullens Healthcare	Dave W	<p>Meeting Details</p> <p>Asked by Stacy Evans (CCG) to meet with Bullens Healthcare to discuss the MARSS service – STOMA SERVICE</p> <p>They are looking to improve the quantity and quality of feedback they receive on the service.</p> <p>Possibility of Healthwatch being commissioned to carry out engagement with Service Users</p> <p>Any other comments / further actions: Follow up in October if no contact before</p>

Healthwatch Meeting feedback forms – September

Date	Meeting	Rep name	Notes /Actions
2022-07-27 09:00	C&M SQG	Dave Wilson	<p>Meeting Details</p> <p>First official meeting of the C&M SQG</p> <p>Main Issues: Terms of ref covered</p> <ul style="list-style-type: none"> • AMR presentation given • Winter pressures - Signs from Australia that we will be having a bad winter for flu. • Cheshire & Mersey Hydration pilot - (Hydration is important check for Care Homes) • Suicide Surveillance update • Suicide prevention at a system wide level will cover:
2022-07-29 09:30	Safeguarding Adults Board	Dave Wilson	<p>Meeting Details Halton Safeguarding Adults Board July meeting</p> <p>Main Issues: A focus on Adult Safeguarding and Domestic Abuse in Older people -Older people less likely to use online services / self help support</p> <ul style="list-style-type: none"> • Domestic Homicide Review • Update on the Safeguarding Dashboard • Annual report for HSAB and NWAS and the Partnership Forum • Peer review of the SAB coming • Policy sub group - progress report • Partnership Forum update - poor involvement about 25-30% attendance. • Needs support to progress. • Practice sub group update • Partner updates given • Cheshire Fire - update by Emma Coxo. John Prior replaced Lorna Lucas • NWAS update - Susan Hewitt - Very busy but not seeing an increase in safeguarding in Halton. <p>Action Points:Join in the planning for the SAB review.</p> <p>Supporting Safeguarding Week in November</p> <p>Any other comments / further action :None</p>

Healthwatch Meeting feedback forms – September

Date	Meeting	Rep name	Notes /Actions
2022-08-09 16:00	Merseycare	Dave Wilson	<p>Meeting Details</p> <p>Meeting with Alison Paul - catch up on the Accessible Information Standard</p> <p>And to discuss Merseycare's plans around the AIS and EDS2022.</p> <p>Action Points:Keep involved with the Trust</p> <p>Decisions at meeting: Alison to arrange further meetings as they progress with AIS work</p>
2022-08-12 11:00	HSHVCA	KM	<p>Meeting Details</p> <p>VCFSE Zoom Meeting</p> <p>Introduced in my new role at Healthwatch Halton</p>
2022-08-15 13:00	Halton Carers	KM	<p>Meeting Details</p> <p>Introduction meeting with Halton Carers Centre</p>
2022-08-17 10:00	Cancer Alliance	Jude Burrows	<p>Meeting Details – Cancer Alliance</p> <p>Pin point talk to be given next month. (blood test for cancer risk) starting in St. Helens and will also be rolled out to other local areas.</p> <p>Jo's team won a Macmillan excellence award for their work with other orgs, including HW and inequalities.</p> <p>Core plus 20 plus 5. Top 20% who we mostly work with and health services do. Plus 5 is the added population we would see health inequalities in. Maternity, heart disease etc. Jo is a National Ambassador for it. Jo going to national conference on it and will feedback at the next meeting. Passionate about not over complicating Core 20 plus 5 like she has seen at previous presentations.</p> <p>HWLiverpool have published a report on Prostate cancer in black men. Events were ran on this with the support of the Alliance. Will be shared with group.</p> <p>Any other comments / further action :None</p>

Healthwatch Meeting feedback forms – September

Date	Meeting	Rep name	Notes /Actions
2022-08-17 11:00	Mental Health Hub	KM	<p>Meeting Details</p> <p>Mental Health Hub Introduction meeting</p> <p>Introduction meeting to Mental Health Hub and Healthwatch Halton</p> <p>Main Issues: Yes</p> <p>Action Points:Multi agency working at Mental Health Hub stand in the Green oaks Mall in Widnes</p>
2022-08-18 10:00	Health Improvement Team	KM	<p>Meeting Details</p> <p>Introduction to Managers meeting HIT Runcorn Town Hall</p> <p>HIT Managers meeting</p> <p>Main Issues: Introduced as new Outreach Lead, gave an overview of HWH and discussed how we can support each other moving forward.</p> <p>Action Points:Provide Outreach and signpost</p>
2022-08-22 10:00	Mako Create and Digital Art box	KM	<p>Meeting Details</p> <p>Zoom meeting Sean Ohare Mako Create and Digital Art box. Social prescribing. Working with all ages and disabilities within Halton. Group works online and out of Grangeway.</p>

Healthwatch Meeting feedback forms – September

Date	Meeting	Rep name	Notes /Actions
2022-08-22 11:30	Trinity Safe Space	KM	<p>Meeting Details</p> <p>Meeting Pauline Ruth Safe Space.Trinity Church Widnes.</p> <p>Discussion about safe space and service users. Booked in drop in every other week along with Safe Space Runcorn.</p>
2022-08-24 09:00	Buddhist Temple	KM	<p>Meeting Details</p> <p>Meeting Tony Collacott Buddhist Temple Runcorn. Signposting for Meditation.</p> <p>Any other comments / further action :None</p>
2022-08-24 11:00	YMCA Runcorn	KM	<p>Meeting Details</p> <p>Meeting YMCA Runcorn. Agreed to start drop ins at Tea and Toast mornings first one starting 27th September.</p> <p>Also discussed a one to one meeting with a resident.</p> <p>Introduction meeting to YMCA</p> <p>Main Issues: Drop-In sessions</p> <p>Action Points:Help with drop ins and also 1-1 cases.</p>

Healthwatch Meeting feedback forms – September

Date	Meeting	Rep name	Notes /Actions
2022-08-24 12:30	CHI Cafe	KM	<p>Meeting Details</p> <p>Introduction Meeting CHI Cafe</p> <p>Introduction into Healthwatch and how we can support.</p> <p>Understanding of what groups and events are run</p> <p>Any other comments / further action :None</p>
2022-08-24 14:00	Parents in Mind	KM	<p>Meeting Details</p> <p>Introduction meeting Parents In Mind. Met with Debbie and arranged drop in events in Widnes and Runcorn once every other month to meet parents, get feedback and signpost.</p>
2022-08-25 11:45	Halton Carers Centre	KM	<p>Meeting Details</p> <p>Met with Halton Carers Centre to collect information leaflets for signposting. Met with GP Link worker and discussed joint working at future events.</p> <p>Met to collect signposting materials and also met with GP Link worker.</p> <p>Main Issues: Agreed to co-work at future events and signpost to service.</p> <p>Action Points:Joint working and Signposting.</p> <p>Concerns / Issues to note: N/A</p> <p>Decisions at meeting: Joint working and signposting.</p>

Healthwatch Meeting feedback forms – September

Date	Meeting	Rep name	Notes /Actions
2022-08-26 10:00	Open 360	KM	<p>Meeting Details</p> <p>Met with Open 360 group full introduction to Healthwatch and information leaflets and feedback forms given. This will be a signposting service for Healthwatch.</p> <p>Introduction to Healthwatch.</p> <p>Main Issues: Access to NHS Booster service in Runcorn for Runcorn residents</p> <p>Information on Obesity groups in Halton</p> <p>Advised of Drop In service in Halton Lea Library</p> <p>Action Points:Signposting</p> <p>Information and advice on local services and groups</p> <p>Feedback forms</p> <p>Concerns / Issues to note: Access to vaccination centres in Runcorn for Boosters.</p>
2022-08-26 11:30	Widnes Foodbank	KM	<p>Meeting Details</p> <p>Meeting Vicky Ferguson Widnes Food Bank. Vicky said staff would promote our work and she asked for a poster so she could put it in the Foyer. I have agreed to drop off more feedback forms and a poster. Vicky said CAB have been given funding to provide outreach in Foodbanks and I advised we would also be happy to do drop Ins once they open back up fully..</p> <p>Action Points:Offering Drop In service when footfall is greater once they open up fully offering places for people to sit and chat and when CAB also do there drop in services.</p> <p>Concerns / Issues to note: N/A</p> <p>Any other comments / further action :None</p>

Healthwatch Meeting feedback forms – September

Date	Meeting	Rep name	Notes /Actions
2022-08-26 14:00	Alzheimers Society	KM	<p>Meeting Details</p> <p>Introduction Meeting with Vanessa Stockton from the Alzheimers Society Ditton Community Centre. This will mainly be a signposting event and organisation unless we are contacted direct.</p>
2022-08-30 11:00	HSHVCA Community Champions	KM	<p>Meeting Details</p> <p>Meeting with St Helens and Halton VCA Community Champions Team. Introductions on roles and how we can support going forward. Lorna invited us to her newly formed group for local organisations and Vickki invited us to make referrals for her VCA hospital discharge programme. They all agreed to refer to healthwatch.</p> <p>Main Issues: Networking, Signposting, Events</p>
2022-08-30 14:00	Widnes Library	Trudy	<p>Meeting Details</p> <p>Introduction Meeting with Trudy Jones, Library manager. Support and referral discussion. Trudy is going to drop off some information leaflets for outreach drop ins, Healthwatch to support events and provide drop in services to Widnes Library. Runcorn is already set up.</p> <p>Introduction meeting</p> <p>Main Issues: Events, outreach and signposting</p> <p>Action Points:Support at events to get feedback and offer outreach drop ins and referrals.</p> <p>Decisions at meeting: Trudy informed me of whats available, groups and events. Provided details of Widnes Childrens Centre manager for contact.</p>

Healthwatch Meeting feedback forms – September

Date	Meeting	Rep name	Notes /Actions
2022-08-31 09:30	Runcorn Foodbank	KM	<p>Meeting Details</p> <p>Met with Eddie at Foodbank Runcorn today he is the manager for all Runcorn Foodbanks. The meeting was difficult to begin with as Eddie is very protective over who interacts with his service users as he wants to maintain there Dignity and foodbank promise not to share there details with anyone else. After a lengthy conversation Eddie was open to supporting Healthwatch and what we do especially as his foodbanks are in some of the most deprived area's of Halton.</p> <p>He has agreed to put up our posters and feedback forms in all his distribution hubs and to add our information as PDF and QR code into his newsletters, support book and on his website.</p> <p>Good networking meeting</p> <p>Main Issues: To get Foodbank Runcorn on board as a referrer for HWH.</p> <p>Action Points:Offered Drop Ins</p> <p>Offered marketing materials and feedback forms</p> <p>Decisions at meeting: Agreed to supply with Feedback forms and marketing materials by way of Posters and QR Codes.</p>

Healthwatch Meeting feedback forms – September

Date	Meeting	Rep name	Notes /Actions
2022-08-31 11:30	Halton Speak Out	KM	<p>Meeting Details</p> <p>Introduction meeting with Mal HAmpton, Brookvale Community Centre manager, Halton Speak Out and Ella. Left some feedback forms and got some signposting materials. Discussed what groups are available for social prescribing Brookvale community Centre.</p> <p>Have agreed to support large events for collection of data on feedback forms or surveys. Agreed to email over information to promote Healthwatch on there social media and newsletters.</p> <p>Good for Healthwatch promotion and as a signposting venue.</p> <p>Main Issues: Promotion of Healthwatch and community engagement.</p> <p>Action Points:Events</p> <p>Promotional materials</p> <p>Engagement</p> <p>Concerns / Issues to note: none</p>
2022-09-01 11:30	Meeting - Widnes Police	KM	<p>Meeting Details</p> <p>Met with Sgt Berry and Sgt Cole Widnes Police, they are happy to share all our details on there social media and with staff in the station. They have invited us to co-work in the community where appropriate.</p> <ul style="list-style-type: none"> • Introduction • Networking • Signposting • Feedback Forms • Co Working <p>Decisions at meeting: Send over digital marketing for Healthwatch Completed</p> <ul style="list-style-type: none"> • Provide feedback forms Completed • Provide dates of drop ins Completed

Healthwatch Meetings feedback – September

Date	Meeting	Rep name	Notes /Actions
2022-09-01 15:00	Medaille Trust	KM	<p>Meeting Details</p> <p>Introduction meeting with Naomi Medaille Trust. Modern slavery and immigration.</p> <p>Gave 10 GP Cards</p> <p>Discussed Medaille and Healthwatch how we can support.</p> <p>Main Issues: Networking</p> <p>Promotion of Healthwatch</p> <p>Feedback Forms</p> <p>Action Points:Referrals</p> <p>Feedback Forms</p> <p>Signposting</p> <p>Any other comments / further action :Medaille Trust want to invite me to there opening in October.</p> <p>Decisions at meeting: They will provide Feedback</p> <p>We will support with Signposting</p> <p>Referrals for complex cases</p>

Healthwatch Meetings feedback – September

Date	Meeting	Rep name	Notes /Actions
2022-09-05 14:00	Meeting – Widnes Job Centre	KM	<p>Meeting Details</p> <p>Met with Widnes Job Centre</p> <p>Agreed to meet with Widnes Job Coaches to discuss HW</p> <p>Agreed to support with future Health events held at the job centre dates TBC</p> <p>Decisions at meeting: Agreed to attend Job Coach Team meeting on the 17th Oct to discuss HW.</p>
2022-09-06 07:15	Halebank BID	KM	<p>Meeting Details</p> <p>Halebank Bid 1st Tuesday meeting.</p> <p>Met with businesses from around Halton networking and promoting Healthwatch.</p> <p>Generated new lead for outreach Drop In. Genlab.</p> <p>Initial meeting with Bid and the Chamber of Commerce</p> <p>Good meeting for getting business contacts, due to structure can only speak to around 8-10 businesses each time. Still worth while attending for HW profile.</p> <p>Once I get my business cards I will be able to promote more.</p> <p>Action Points:local businesses for feedback and signposting.</p> <p>Concerns / Issues to note: None</p> <p>Any other comments / further action :None</p>

Healthwatch Meetings feedback – September

Date	Meeting	Rep name	Notes /Actions
2022-09-06 13:30	Cheshire Asbestos Support	KM	<p>Meeting Details</p> <p>Introduction meet Cheshire Asbestos Support Group.</p> <p>This organisation is for signposting only.</p> <p>Explained about HW and left feedback forms also left a poster for there reception area.</p> <p>Introduction meeting and information about HW and signposting information</p> <p>Main Issues: This is for signposting only.</p> <p>Action Points:Signpost take referrals if made.</p>
2022-09-07 09:30	Wellbeing Enterprises	KM	<p>Meeting Details</p> <p>Met with Wellbeing enterprises team to explain about HWH.</p> <p>Explained HWH to the team how we can support.</p> <p>Main Issues: Will signpost HWH if appropriate through our feedback forms and online.</p> <p>Will contact if a 1-1 is needed with an individual with complex issues.</p> <p>I agreed to signpost</p> <p>Concerns / Issues to note: None</p> <p>Any other comments / further action :None</p>

Healthwatch Meetings feedback – September

Date	Meeting	Rep name	Notes /Actions
2022-09-07 10:00	Halton HIV Support Group	KM	<p>Meeting Details</p> <p>Met with Halton HIV Support Group</p> <p>She agreed to signpost to HWH and asked if we would like to support at LGBTQT events in future that are planned. She will email me details.</p> <p>I agreed to signpost to her service.</p> <p>This is a relatively new CIC service in Halton and is run by volunteers.</p>
2022-09-07 12:30	Child Bereavement UK	KM	<p>Meeting Details</p> <p>Introduction meeting with Child Bereavement UK</p> <p>Explained HWH and was given a tour of the centre.</p> <p>Agreed to Signpost</p> <p>They agreed to signpost to HWH</p> <p>Main Issues: This is a signposting service for both HWH and Child Bereavement UK.</p> <p>Action Points:Signposting</p>

Healthwatch Meetings feedback – September

Date	Meeting	Rep name	Notes /Actions
2022-09-08 10:30	C&M Healthwatch Comms meeting	Jude Burrows	<p>Meeting Details</p> <p>Catch up with HW Sefton, Liverpool, Wirral and Knowsley.</p> <p>HWK shared info on their feedback centre / comms work.</p> <p>Shared we don't have use the feedback centre any more. Liverpool uses 'Have your say form' which goes to Information staff and CRM (charity point) Outreach staff will find out more info on this for me, like numbers received.</p> <p>Perfect ward visits done in Wirral , Arrowe Park. Good feedback gathered. Visited supermarket to ask public about GP extended hours.</p> <p>HW Sefton care Navigator meeting with Primary care and continue PPG work. Hold quarterly PPG meetings. Chaired by HW.</p> <p>Did report on walk in and ambulance patient at A and E. Trusts said they made changes but couldn't be seen on a follow up meeting. Working with Liverpool and Knowsley on this work.</p> <p>Posters going up in Trusts, promised to be displayed but seen behind the bin in one Trust!</p> <p>HWL updated on long COVID project. Did interviews and surveys. Report will be ready soon. Shared issue of not knowing what service people were talking about in feedback. Need to add mandatory question asking which service it was at the start.</p> <p>HWS and HWK doing dom care calls.</p> <p>HWK started E and V but COVID stopped it due to outbreak.</p> <p>HWL and HWW doing visits again.</p> <p>Any other comments / further action : Jude to follow up on the information about feedback forms</p>

Healthwatch Meetings feedback – September

Date	Meeting	Rep name	Notes /Actions
2022-09-08 14:15	Widnes Library	KM	<p>Meeting Details</p> <p>Introduction meeting Emma Davies Widnes Libraries</p> <p>Main Issues: Arranged Drop In sessions at Widnes Library</p> <p>Action Points:Drop In and signposting</p>
2022-09-12 13:00	Nightstop	KM	<p>Meeting Details</p> <p>Introduction meeting Night stop</p> <p>Accommodation and Wellbeing Services</p> <p>MH Counselling</p> <p>Referrals</p> <p>Signposting Service</p> <p>Partner working</p> <p>Referral Service for accommodation, well being and counselling.</p> <p>Main Issues: Introduction</p> <p>How we can support activities</p>

Outreach Review October 2022

- Trinity Safe Space Outreach Widnes – Partner working Provided outreach and signposting to Widnes Asylum Seekers Group.
- 1st Tuesday Networking Event Widnes - Networking event with over 50 local businesses to raise profile of Healthwatch Halton. What we do and how we can support. Working in partnership with BID and Halton Chamber. This is a monthly event in Widnes and Runcorn.
- Teams Meeting – Halton Youth Cabinet Meeting to arrange dates to meet the cabinet to discuss a recent health survey.
- Halton Hospital – We took part in the PLACE Assessment Visit
- Outreach Mental Health Hub – Supported MH Hub HIT partner working and signposting Runcorn Shopping City.
- Training-Suicide Awareness-Suicide Alliance
- Teams Meeting-Age UK Met with Halton outreach and branch staff to promote Healthwatch Halton and how we can support each.
- Outreach Event-Riverview Caravan Park Feedback, advice and signposting Widnes.
- PIP Meeting - Provided Healthwatch Halton outreach stall to provide information and advice for professionals.
- Public Health Bus Outreach – Partner working with Public Health England providing outreach feedback, advice and signposting to Capita Runcorn.
- Veterans Breakfast Club Meeting - Met with directors and volunteers advised on Healthwatch Halton and how we could support and arranged drop ins.
- Trinity Safe Space Outreach Runcorn – Partner working Provided outreach and signposting to Runcorn Asylum Seekers Group
- VCFSE Meeting Online
- Widnes Jobcentre Plus- Met with all job coaches, explained Healthwatch role and how we can support.
- Halton Lea Library Drop In- Provided drop-in service for members of the community to feedback, access advice and signposting.
- Outreach Mental Health Hub – Supported MH Hub HIT partner working and signposting Widnes Green Oakes Mall.
- Outreach Age UK- Outreach service to Age UK Coffee and Chat Group Runcorn. Feedback, information, advice and signposting.
- Runcorn Jobcentre Plus- Met with all job coaches, explained Healthwatch role and how we can support.

- Outreach Age UK- Outreach service to Age UK Men's Group Widnes. Feedback, information, advice and signposting.
- YMCA Drop-in Session – Drop-In session for service users, feedback, advice, information and signposting.
- Cancer Support Centre Meeting- Introduction with staff at the Widnes centre.
- Ditton Community Centre Drop-in Session – Community drop- in for feedback, advice, information and signposting.
- Widnes Library Drop-In. Provided drop-in service for members of the community to feedback, access advice, information and signposting.
- ECS Training
 - GDPR Data Protection
 - Preventing Bullying in the workplace
 - LGBTQIA+
 - Unconscious Bias
 - Information Security
 - Lone Working for Managers
 - Fire Safety
 - Inclusive Language
 - Personal Safety
 - Diversity, Inclusion and belonging

Also see two example case studies for October below

October/November meeting feedback

Statutory Stakeholder

5 October

Monthly meeting of the St Helens & Knowsley NHS Trust PEC.

- Hybrid meeting - Teams and Whiston Hospital
- Updated the meeting about Smita being our new rep for future meetings.
- Fairly quiet and shorter than normal meeting as they weren't quite quorate.

6 October 2022

Quality & Performance Group Workshop

- Workshop to look at how the Q&P groups will work in future. Looked at what Quality and Performance means in relation to the issues for Halton

14 October 2022

C&M Healthwatch meeting

Meeting of the nine Cheshire & Merseyside Healthwatch with Claire Watson, deputy CEO of NHS Cheshire & Merseyside

19 October 2022

STHK NHS & Healthwatch Quarterly meeting

- Chaired by Anne Rosthbottom Williams. HWK, PALS team and YM, Quality Matron also attended.
- We asked for clarity around the referral process for maternity. Is it correct that currently, women need to be referred to the hospital by the GP. If it not self-referral, why not as this happens at WHH? Anne will check and get back to us.
- Updated the meeting on our new IMP database and plans for reports going forward. Dave to demo system to Yvonne Mahambrey
- Healthwatch were asked to support around communications on patient choices re choosing appropriate care, to help reduce A&E numbers.

27 October 2022

Accessible Information Standard Task & Finish meeting

- Update given on patient letters – draft patient information for rear of letter
- Accessible Information and Communication Campaign Policy Lunch update
- Workstream updates – Maternity and Outpatients
- Discussed the WHH video for staff

28 October 2022

NHS England Dental meeting

- Meeting with Tom Knight. Head of Primary Care - NHS E and NHS I - North West
- Healthwatch Sefton, St Helens, Knowsley and Halton attended
- Healthwatch updated on current dental issues. No real drop off in figures.
- Tom gave an overview of the situation from NHS E. Long term change needed in the dental contracts. If we get people contacting us in severe clinical need of dental treatment let the team know and they will try and help.

Safeguarding Adult Board

- Presentation on Asylum seekers from Shelah
 - Diversity spreading in Halton - 28 languages
 - Over 4k EU citizens in Halton
- Overview of the ICS from Denise Roberts
- Review of sub groups and terms of reference discussed.
- LPS update – This will replace DoLs

One Halton Communications & Involvement Network

- First meeting of the new group
- Terms of reference discussed
- Updates give on ICB and One Halton PBP
- Update on planned Activity Grid from Sean Fell
- Update on One Halton Voices and plans for first meeting on 30 November

1 November 2022

Demo of IMP to STHK patient experience lead

- Meeting with Yvonne Mahambray and Francine Daly at STHK to give a quick overview of our new IMP system and reports.

2 November 2022

STHK Patient Committee – Monthly meeting

- Colorectal cancer support - presentation - very good work
- Update given by the Trust on patient feedback, FFT etc.
- Healthwatch Knowsley quarterly report - six comments this quarter
- Our Listening Event report was mentioned and will be on the agenda at next meeting.

8 November 2022

Demo of IMP to WHH NHS FT patient experience lead

- Meeting with Jen McCartney to show the IMP reporting system

NHS Halton meeting - Associate Director of Quality and Safety Improvement

- This is a joint meeting with HW Warrington to meet with Denise Roberts.
- This fits in with our role on the new Quality & Performance Group

9 November 2022

Maternity and 0-19 Service Review EDS 2022 meeting

- Attended this meeting to represent all the C&M Healthwatch
- Meeting for Trusts and commissioners to discuss the Maternity EDS 2022 review with Healthwatch to help provide insight and overview on the new process.
- Tight deadline by 28 Feb 2023

Engagement Activity overview

19 July – September: 31 Outreach sessions - Engaged with 615 people

October – 9 November: 18 Outreach sessions – Engaged with 431 people

Case Study 1 – Dental access

Mrs W contacted Healthwatch Halton as she was unable find a local dentist to take her on as an NHS patient.

Mrs W is a double amputee and suffers with poor mental health.

In 2016 she was given dentures at Upton Dental Practice. Her bottom set of dentures broke recently, and she contacted the dental practice for an appointment. She was informed she had been removed from the practice list as she hadn't been for an appointment in more than 3 years. The practice wasn't taking on new NHS patients and couldn't treat her.

She has struggled to eat properly due to the missing dentures and it has affected her mental wellbeing.

She had tried the Dental helpline 0161 and NHS 111. She also rang around Halton, Liverpool and other surrounding areas to get a dentist but still couldn't access an NHS dentist.

She was advised that some would see her as a private patient, but the treatment could cost between £1500 and £4000.

Mrs W contacted us for advice. We explained that there were currently no dentists in Halton taking on NHS patients. On Mrs W's behalf we contacted the dental helpline, NHS 111 and a number of local dental practices, with no success.

Due to the numerous issues Mrs W was facing we contacted NHS Cheshire & Merseyside Dental Commissioning team for support. We were told that a local dental practice had agreed to take Mrs W on as an NHS patient. She has had her initial consultation and is now undergoing treatment as an NHS patient.

Case Study 2 – Hospital referral delay

During a recent outreach session with Age UK, a couple told us they had concerns over a recent diagnosis.

Mr N was diagnosed 12 months ago with a blockage in his heart by his GP, he was then given a number to call to arrange a Cardio Consultation. Three appointments had been made and the hospital had cancelled all of them the fourth one was due 18th October via telephone.

Following the initial consultation back in June 2022, Mr N was advised he would need an MRI scan of the heart. This process has not happened since June. In this time, he has had four A & E emergency visits all stating he needs to have an outpatient appointment and a scan but that there were no appointments.

Mrs N was becoming anxious as her husband has heart problems, has had 2 strokes, and been diagnosed with Dementia. She said every time she called to chase up the scan Whiston Hospital say they have sent the request, but Broadgreen Hospital say nothing has been arranged yet. They wondered if Healthwatch could help.

We initially made a call to Whiston Hospital cardiology, and they confirmed a referral had been made to Broadgreen in June. When we contacted Broadgreen, they said they had never received it.

We contacted Whiston Hospital and explained that the email must have been missed and could they please re-send it which they did. We contacted Broadgreen who confirmed they had now received the referral.

We asked if this could be processed as soon as possible.

Mr N was booked in for his MRI heart scan on 7th of November and he had also completed his telephone consultation.