

Healthwatch Halton Advisory Board

Thursday 16 November 2023 – ART Centre, Tan House Lane, Widnes WA8 0RR

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		<i>Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.</i>			
		Close private session and open Public HAB Meeting			
1.45pm	1	Welcome and Apologies	V		Chair
	2	Declaration of Interests	V		All
1.50pm	3	Minutes and Action log from Public Board Meeting update	V&P		Chair
2.00pm	4	Work Programme and Project Updates <i>To update the Board and Public on the work undertaken to deliver the Work Programme including the Enter and View Programme</i>	V	N	Staff Team
2.15pm	5	Stakeholder Meeting feedback reports <i>Feedback from meetings with stakeholders/partners and/or any operational meetings attended by the Healthwatch Halton team or Healthwatch representatives</i>	V&P	N	LHM
2.30pm	6	Intelligence/Feedback update –	V&P	N	LHM
2.50pm	7	Any other business Annual report update	V		Chair
3.00pm	9	Date and Time of Next Meeting TBC			

Chair – Healthwatch Advisory Board Chair

LHC – Local Healthwatch Chief Officer

Agenda Item 3

Minutes and Action Log

Healthwatch Halton Advisory Board

Public Board Meeting Minutes

21st September 2023

Foundry House

In Attendance: Kath Parker (KP)
Maureen Isherwood (MI),
Dave Wilson (Chief officer, Healthwatch Halton)
Michelle Downes (MD)
Lorna Plumpton (LP)
Kathy McMullin Community Outreach Lead Health watch Halton (KMM)
Clare Screeton (minute clerk)

Apologies: Smita Patil (SP), Elizabeth Learoyd (EL), ECS Director

		Item
1.00pm		<i>Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.</i>
		Public HAB Meeting
1.30pm	1	DW welcomed the Board
	2	Declaration of Interests LP – PPG Plus Chair MI – PPG Plus Vice Chair MD – SEND Health Representative
1.35pm	3	Minutes and Action log from Public Board Meeting update Recorded as a true reflection and agreed by the Board
1.40pm	4	Work Programme Project Updates DW and Lydia from HW Warrington spoke to the research team at ECS to see if they could support on the data from the discharge project that the team are doing with HW Warrington. The intention is to retrieve feedback from all the providers not just the hospital but Mercycare and Care Homes. There were discussions regarding the issues that continue with patients missing items on discharge and services not using the red bag service as much as they should. MI said that the waiting times in A&E are horrendous she has had personal experience recently when her mother was kept on a bed in a corridor for up to 8 hours. DW has had discussions with the trust regarding this as the super stranded are adding additional pressure to staff, services and waiting times. KP said that they have also installed electricity points to accommodate equipment, this has become the norm. DW spoke to Michelle Creed also regarding this, she said that this should not be accepted this as the norm. DW and HWWarrington attended Warrington Hospital with Kimberly Salmon Jameson (lead nurse) to view A&E and the corridors which showed the pressure that the staff have the department is at crisis point. The capacity of the A&E departments is under pressure as they are so overcrowded. DW encouraged the Board to complete the surveys if they have any experiences of Hospital Discharge. KMM is going to get freepost labels for the envelopes to encourage more people to complete the paper surveys that the staff have agreed to distribute.

		Item
		<p>DW updated on the meetings that the team attends. KMM has also compiled a list of over 60 organisations that the team link in with.</p> <p>E&V DW and KP would like to follow up on the E&V report that HWHalton did previously at St Patricks. There are concerns about dignity and care within the organisation. MI said that its also a concern that they have gone from one extreme to the other where they require improvement. Previously is was well rated by the CQC. There are national staff shortages in care homes which is also adding strain.</p> <p>NHS dentistry waiting lists have risen, there are no NHS dentists in Halton currently accepting new NHS patients. This is also a National Issue that has been highlighted by Healthwatch England.</p> <p>There has been feedback regarding the district nursing team regarding waiting times for a dressing change. Its more prevalent in Warrington than in Halton. People are waiting up to 2 weeks for a dressing change, so they are accessing the UTCs as an alternative which is increasing waiting times.</p> <p>DW met with Rob Foster from Bridgewater, and he was interested in the new Youth watch that KMM is setting up.</p> <p>Neuro diversity assessments currently have a waiting time of 57 weeks MD said that she has been speaking to parents that are genuinely concerned about this. They are worried that their children may fall through the net. KMM asked why Woodview are not doing the assessments. Some parents are having to pay for private care to get them diagnosed. Yet some services will not accept the diagnosis as a referral. MD said that the criteria for a diagnosis is very outdated and not upskilled enough in her experience.</p> <p>DW is keen for the team to continue their work at the UTC and would like the service times and waiting times to be clearer. This is as a result of the feedback the team has received from service users.</p> <p>Figures show that a third of the people accessing the Halton UTC are not from Halton they are from out of area.</p> <p>IMP feedback centre, the number of general comments has dropped slightly as the team are doing more troubleshooting and dealing with more complex issues. DW will have a meeting with KMM to discuss how they can send out an automated report to the providers from the system so they can respond to it. LP questioned if there is the possibility of applying a charge to help with the admin costs.</p> <p>All GP practices are taking on the cloud-based system DW did get involved in consultation regarding the wording on the voicemail system that has been implemented. GPs are seeing more patients now than ever.</p> <p>Dentistry remains an issue in both Care Homes and the public with access and getting registered with an NHS dentist. The updated dental plan is coming from Bridgewater and will be shared with HW. Many dentists are now going into private practice straight from training.</p> <p>LP is currently doing place assessments the team will also be involved in place assessments.</p>
1.55pm	5	<p>Meeting feedback reports by HAB members</p> <p>DW gave an overview of the paper, covering the main stakeholder meetings that had been attended. Paper noted by the HAB.</p>
2.10pm	6	<p>Intelligence/Feedback update – public issues – Dentistry access</p> <p>Access to dentistry continues to be one of the main issues Healthwatch are hearing about. Delays reported in Neuro diversity assessments.</p>
2.35pm	7	
	7a	Publish a report/ agree a recommendation made in a report – None
	7b	Which premises to Enter and View – update given on plans for upcoming E&V visit
2.45pm	8	Health and Social Care Issues from the public - None

		Item
2.50pm	9	Any other business – None
3.00pm	10	Date and Time of Next Meeting 16th November 2023

Agenda Item 4

Work programme
updates and reports

Agenda Item 5

Item 5. Stakeholder meetings update for November HAB meeting

13-09-2023 Meeting with STAMMA

Met with STAMMA, the British Stammering Association, is the national UK charity for people who stammer and their allies.

Discussed their report on accessing GP appointments. Agreed to send the report to PCNs and local Trusts.

22-09-2023 Stella Hannaway Head of Quality & Safety - Halton Place

Introductory meeting with Stella Hannaway, Head of Quality & Safety - Halton Place

26-09-2023 Family Hub introductions

Teams meeting with Adam and Sam from Halton Family Hubs.

They gave an overview on the aims for the new family hubs. I gave an overview of our roles.

They want to engage more with people who use the service and also with those who don't to find out why.

What are the barriers? What are the preconceptions that people have about family hubs?

I explained the work we've done in the past, around woodview and SEND/CAMHS.

I mentioned that we can be commissioned to carry out pieces of work like this.

Adam will draw up a brief of what they would like and we will give him some costings.

We talked about the possibility of running some outreach sessions from the family hubs in the future.

27-09-2023 Halton Health Policy & Performance Board

Quarterly PPB meeting - Busy agenda.

Update from Ifeoma Onyia on the One Halton Health and Wellbeing Strategy.

Also a presentation on the One Halton Public Health Annual Report - I asked if we could have some printed copies to hand out at outreach etc.

There was a question from a councillor about where the Family Hubs will be located. I explained where the new hubs were located.

Update from Luci Gardner on the Community Diagnostic Centre progress and also the Health Hub. I explained that we'd received a lot of comments about difficulties booking outpatient appointments / phlebotomy etc., and asked if there were plans to improve this. Lucy said there had been issues in getting through on the phone, but these had now been solved.

Dental update from Tom Knight. Very thorough presentation on the current situation with dental services.

Dental commissioning is now under control of the ICB, as opposed to NHS England.

I asked Tom for a list of the practices doing NHS dental treatment. Tom had said there were 13. I only counted 12 on NHS find a dentist website.

I explained that Care Home residents were struggling to get routine NHS treatment in the homes.

Item 5. Stakeholder meetings update for November HAB meeting

I also said that we'd raised the issue of children's oral health in our dental report that went to the HWBB. I pointed out that Halton has the lowest % in the North West of children who had seen a dentist in the past 12 months (as at 30 June stats). It's a bit bleak overall as Tom said it could take another 4-5 years to get back to pre-pandemic levels of dental activity.

A couple of positives for us:

Tom said they are looking at ways to improve oral health checks in care homes. Looking at options to relaunch the free toothbrush and toothpaste scheme for young children that was in place many years ago. I'm pleased on this as I've mentioned this to everyone I've met with when talking about dentistry issues.

Update from Helen Moir on Safeguarding. Care Home update. Two homes being monitored by the QA team.

Q1 Performance Management figures

Update given on Carers Respite by Damian Nolan

27-09-2023 One Halton Partnership Board meeting

Discussion around developing the outcomes framework

Finance presentation

Overview given on the Halton Winter plan

Updates on C&M Acute Specialist Trust Provider Collaborative and C&M Mental Health, Learning Disability & Community Provider Collaborative (MHLDC)

28-09-2023 Bridgewater Engagement Group

First meeting of the new BEG. Both ourselves and HW Warrington have been invited to take part in this bi-monthly meeting. First meeting just discussed terms of reference and how to best bring patient experience to the meeting.

03-10-2023 Meeting with Fiona Watson

Introductory meeting with Fiona Watson, Consultant in Public Health.

Discussed oral health issues in general across Halton. Explained about the work we've done on dentistry over the past 12-18 months.

Discussed the NHS plans for improving dentistry access in Halton and some of the issues around Care Homes and also improving access to children's dentistry

Item 5. Stakeholder meetings update for November HAB meeting

04-10-2023 Patient Experience Council

Chaired by ARW. Meeting form has details.

06-10-2023 C&M ICB and Healthwatch meeting

Meeting between the 9 C&M Healthwatch and C & M ICB.

Claire Watson, Tom Knight, Maria Austin and two others.

Discussed:

- C&M Comms and Engagement Strategy
- Dental issues
- Progress of the ICB and Place
- How to engage best with Healthwatch. We raised issues about lack of comms and things are being done centrally.
- Promises to improve the situation and do things differently.

09-10-2023 13:00 Mersey Care Public & Patient Engagement session

Online engagement Public and Patient engagement session from Mersey Care.

Interesting, but not many members of the public or other organisations attended.

09-10-2023 Bridgewater ADHD medications national shortages meeting

Bridgewater requested an urgent meeting to discuss the ADHD medication shortage and what information there was to share with parents and carers with children on ADHD medication in relation to national shortages.

They will send over some comms for us to share around later today.

11-10-2023 HW quarterly meeting with STHK

Regular HW meeting for Whiston and St. Helen's Hospitals. Chaired by Anne Rothbottom Williams and Yvonne Mahambrey (when Anne left for meeting).

HW Knowsley, St. Helens and Sefton attended.

10-10-2023 National Safeguarding Week planning meeting

We are part of the planning group for National Safeguarding Week.

Discussed the plans for and promotion of Safeguarding Week.

There was talk of lighting the bridges up in SAB colours for the week.

I suggested joint social media messages to highlight this in the run-up to it.

We offered to support the pop-up day event to be held on 20 November.

We are waiting to hear back from Katy Rushworth as to where it'll be held.

Item 5. Stakeholder meetings update for November HAB meeting

10-10-2023 C&M Patient Equality Focussed Forum

Only received the papers on the morning. Andy Woods has redone his contact list and missed a few people off the list.

Agenda included:

Discussion on Translation and language service for Trusts.

Buddy and peer support for EDS 2022 implementation.

Clinical issues on Transgender Best Practice

NHSE update on revised AIS

11-10-2023 Health and Wellbeing Board meeting

Attended with Kath Parker to speak about our annual report.

Lots of positive feedback regarding the report and our work

Questions asked around our discharge project. Tim McPhee asked about visits to Mental Health Inpatient Units.

Action - will follow this up with Tim

Hitesh Patel - CAB asked if we collected demographic info to ensure we reached as wide a group of people as possible.

I explained that we try, but it isn't always easy to get people to give much info beyond the basics. Online forms have the questions, we just don't get the answers. We are working on improving our collection of demographic data. I explained we have been working with groups to ensure we reach as many different people as possible.

After meeting we spoke with Director of Public Health and she asked if Healthwatch could be commissioned for any work, possibly around transport and health.

12-10-2023 Care Home QA team catch-up

Short meeting. Discussed possible homes to visit:

- Norton Lodge
- Trewan House - Good
- St Lukes
- Madeline McKenna
- Ferndale Court

Item 5. Stakeholder meetings update for November HAB meeting

16-10-2023 Halton Place Quality & Performance Group

- Updated the meeting on our work and recent feedback received.
- Discussion took place on Dental Access. No one from NHS available to give the planned update due to illness.
- One Halton Peoples Voices Network update - no one available to give update.
- Presentation on Young Person Pathway overview given by Sue Redfern - Mersey & West Lancs NHS FT.
- PSIRF implementation update given
- Halton Place update given - noted, nothing major.
- LA quality and Safeguarding in Care Home update - Helen Moir

16-10-2023 Meeting with Tim McPhee - Mersey Care

- Meeting to discuss our hospital discharge project and Mersey Care's inpatient units. Healthwatch Warrington also in attendance.
- We agreed to add options to discharge survey for inpatient units.
- Mersey Care will also promote the survey across service users and network

17-10-2023 Meeting with Joanne Bull - Mersey Care

Follow on meeting from the meeting with Tim McPhee to discuss the discharge project

18-10-2023 ADHD medication update meeting

Another meeting with Bridgewater to allow them to update Healthwatch on ADHD medication shortages and the plans to keep families informed.

Arranged by Lynn Arrowsmith.

18-10-2023 Children & Young People's Emotional Health and Wellbeing Partnership Board

Shorter meeting than normal.

- Voice of the child forum presentation from Mersey Care
- Update on the Urgent Crisis Care model
- Child Bereavement project update

Item 5. Stakeholder meetings update for November HAB meeting

18-10-2023 Bridgewater Council of Governors meeting

Joined the meeting late as it clashed with my previous meeting.
Meeting was hybrid, via Teams and in person.

Presentations on Governor Community Engagement. Updates given on various board and committee meetings.
Update on Freedom to Speak Up.

24-10-2023 One Halton and Warrington Together comms group

Meeting to discuss the winter plan and comms updates.
Not much else of note.

24-10-2023 Delivery Plan for Recovery Access catch up meeting

Meeting with Sarah Vickers to discuss the Primary Care recovery plan, as this is an issue that each Place needs to make sure Healthwatch is aware of and has been involved in.

Useful meeting. We need to follow up and build on the links and the willingness to involve, work with and listen to Healthwatch Halton.

26-10-2023 Network Rail - Samaritans - Station information board

Meeting to find out about then plans for community information board at Widnes Station.

Network rail campaign to reduce suicides on the rail. We were contacted to see if we could help, or knew of someone who would, keep the new community information board maintained at Widnes Station.

Agreed to talk to Dave Brown at the Samaritans over maintaining the board.

27-10-2023 Safeguarding Adults Board meeting

Large agenda

- Action from meeting - DW to talk with Helen Moir regarding cost of living survey. DW sent link to survey to HM.
- Presentation on SAB performance dashboard
- Updates from Associate Director of Quality & Safety improvement on Adult Safeguarding and assurance report from Safeguarding Children's partnership.
- Update on Daresbury IA centre
- SAB annual report presentation
- Presentation on MARAM guidance (Multi-Agency Risk Assessment and Management)
- Update report from the SAB exec group and other sub groups

Item 5. Stakeholder meetings update for November HAB meeting

30-10-2023 Healthwatch C&M catch-up @ Knowsley

Meeting of all C&M Healthwatch.

Discussed the Healthwatch contribution to the ICB Access Improvement Plan

Other issues covered

- HWE
- ICB meetings
- Feedback systems

01-11-2023 Halton Primary Care Commissioning Group

- Main item of interest - Delivery Plan for recovering access to Primary care
- Action log is awaiting update with CSU BI team

- Discussions around reporting of safety issues from the PCCG to Quality and Performance Group.

- Forward plan update presentation from Sarah Vickers
- Progress report from Nigel Guest on the Widnes PCN. - HW Action - Arrange a meeting with NG re patient engagement

- There was a discussion around the need for a consistent reporting template for the two PCNs to use.

- Discussion on the Delivery Plan for Recovering Access to Primary Care - I've already met with SV to discuss this prior to this meeting - HW Action - Follow up again with SV

- Overall a good face to face meeting.

07-11-2023 WHH Patient Experience Committee

General patient feedback from all departments and up and coming events/plans.

Feedback on UTC and Discharge Survey's

No. 2 Contact Maternity for listening survey

Action points from meeting: Listening Survey Maternity New Manager

13-11-2023 Bridgewater Engagement Group

Second meeting of the BEG.

Agenda includes Bridgewater draft engagement strategy.

Updates on public engagement and patient experience

Staff engagement and carers network report

BEG terms of reference

Strategy includes 10 principles for working with people and communities.

Item 5. Stakeholder meetings update for November HAB meeting

14-11-2023 Catch-up with WHH communication and engagement leads

Meeting with Susan Dean, Esstta Hayes and Claire Grace from WHH.

General overview of what we do and where we can work better with the Trust.

- Discussed IMP and our current workload.
- Also covered the UTC visits.
- I have sent details of the STAMMA report to the Trust

Agenda Item 6



Healthwatch Halton

Suite 5, Foundry House
 Widnes Business Park
 Waterside Lane
 Widnes
 Cheshire
 WA8 8GT

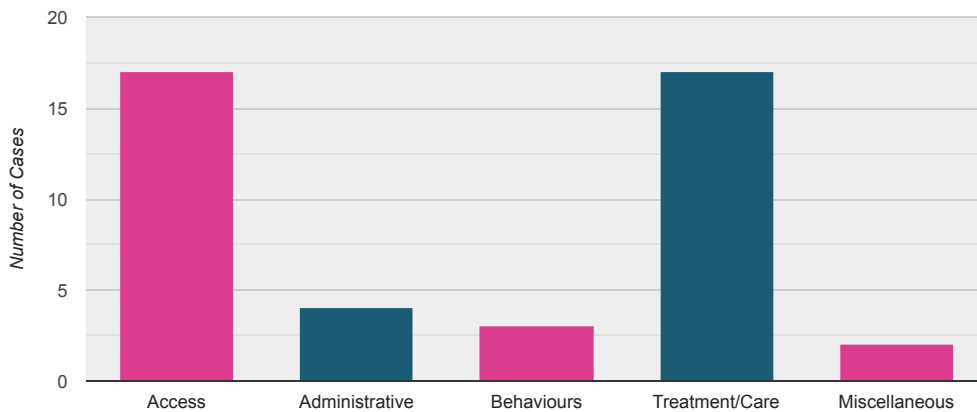
Item 6 - Feedback report

Overview of feedback enter on the IMP system during September and October.

Statistics

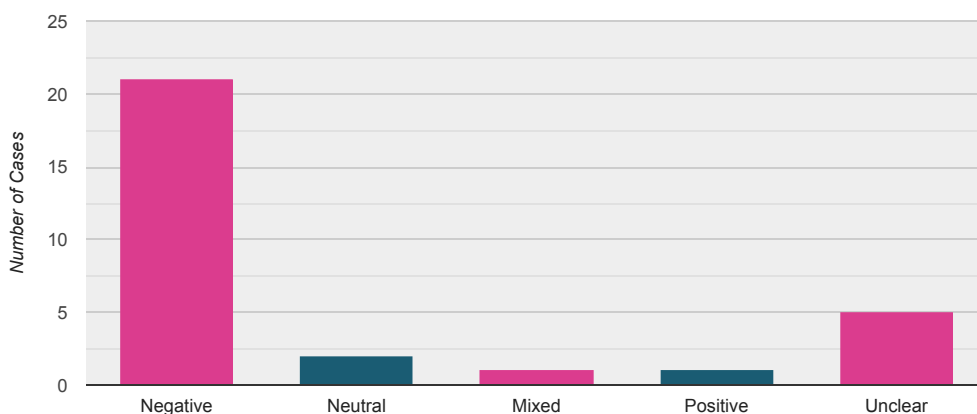
Total cases: 33

Theme Areas



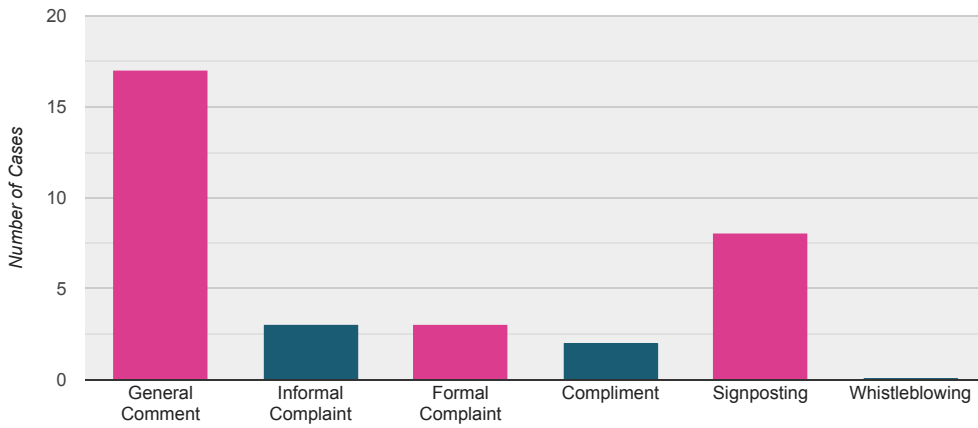
Theme Areas	Cases
Access	17
Administrative	4
Behaviours	3
Treatment/Care	17
Miscellaneous	2

Sentiments



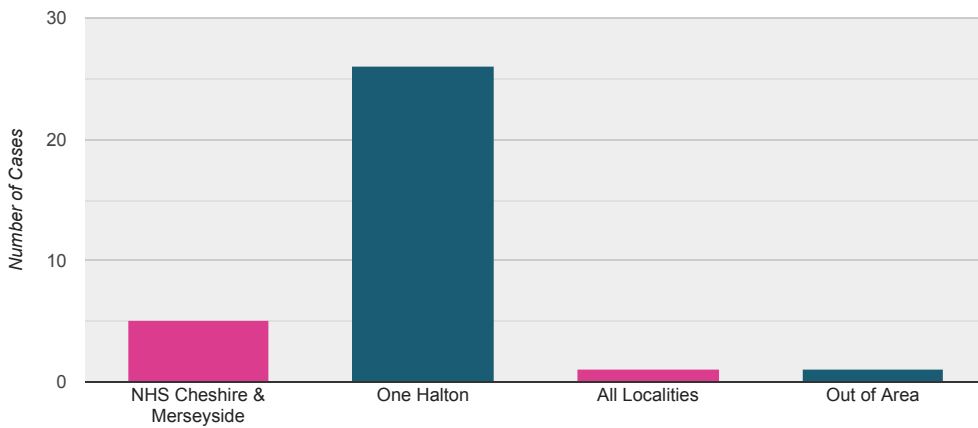
Sentiments	Cases
Negative	21
Neutral	2
Mixed	1
Positive	1
Unclear	5

Case Types



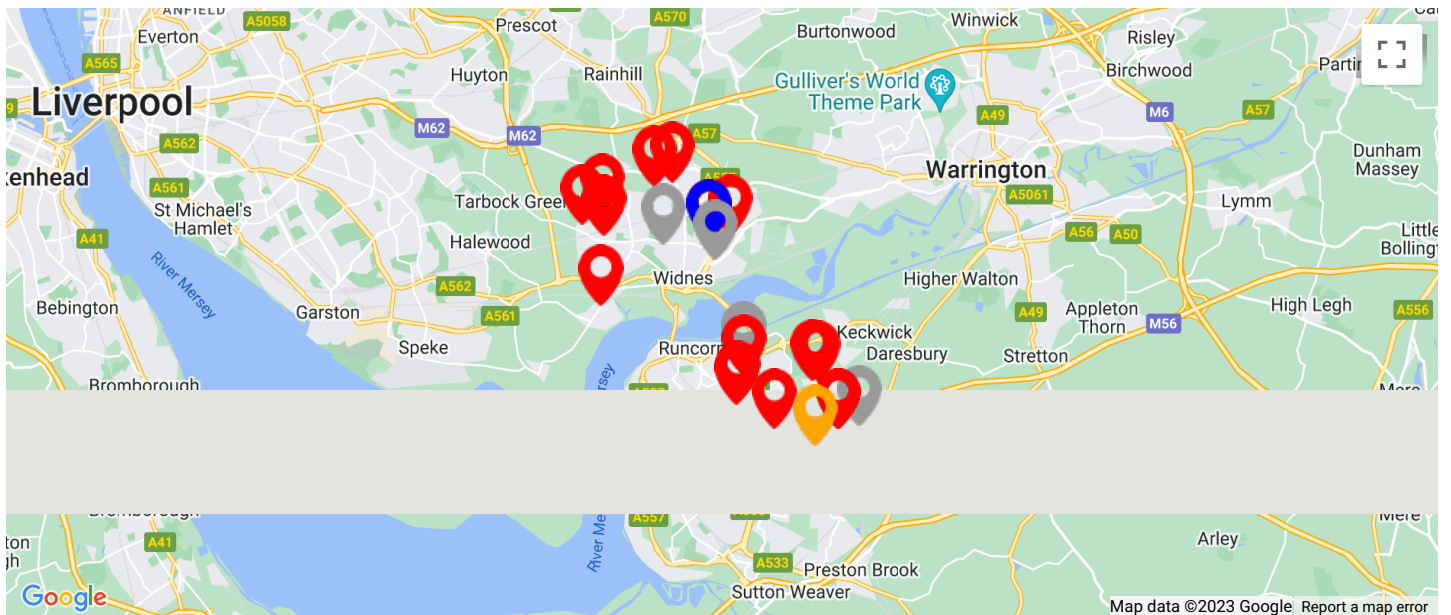
Case Types	Cases
General Comment	17
Informal Complaint	3
Formal Complaint	3
Compliment	2
Signposting	8
Whistleblowing	0

Localities



Localities	Cases
NHS Cheshire & Merseyside	5
One Halton	26
All Localities	1
Out of Area	1

Map



Cases

Negative



Locality	Case Details
<p data-bbox="102 181 288 232">NHS Cheshire & Merseyside x 4</p> <ul data-bbox="113 255 368 315" style="list-style-type: none"> • 3 x General Comment • 1 x Informal Complaint 	<p data-bbox="440 181 655 210">General Comment</p> <ol data-bbox="440 232 695 927" style="list-style-type: none"> <p data-bbox="440 232 695 262">1. Case 308 (05-09-2023)</p> <p data-bbox="477 271 770 300">Providers: St Helens Hospital</p> <p data-bbox="477 309 1493 651">Patient visited their GP after a family member noticed a new mark on their nose back in March 2023. The Dr. checked their nose and sent a photograph to a dermatologist to check it. They came back saying further investigation was needed. An appointment was made at St. Helens Hospital for April. A nurse examined the patient and said a biopsy was needed and an appointment would be sent out. An appointment was given for July but this was cancelled by the Trust due to unforeseen circumstances. A biopsy was taken on the 9th August and patient was told there will be a 6 week wait for results. Patient concerned about the long wait for a diagnosis, when cancer is suspected, as all advice is to be seen and checked early. Hidden waiting times as a nurse did see them in April but actually no further on in the process of diagnosis. Patient didn't feel they were offered a choice of hospitals or have wait times discussed with them but has always been happy with the care from St. Helens Hospital in the past.</p> <p data-bbox="440 680 695 710">2. Case 328 (27-09-2023)</p> <p data-bbox="477 719 770 748">Providers: St Helens Hospital</p> <p data-bbox="477 757 1465 875">Patient who had previously had breast cancer has been called in for unnecessary mammograms at St. Helens Hospital. These are now only due every 3 years but has been given more frequent appointments. Similar experiences have been reported in her cancer support group, with patients being asked 'why have you been called in?' by staff.</p> <p data-bbox="440 904 695 934">3. Case 317 (04-09-2023)</p> <p data-bbox="477 943 855 994">Providers: For Information: Warrington Hospital</p> <p data-bbox="477 1003 1465 1061">I saw a surgeon in January at Halton Hospital to agree to replacement knee surgery and was told at that time that the waiting time was 18 months.</p> <p data-bbox="477 1070 1485 1128">Lately friends of mine who have had surgery in Knowsley and Liverpool have waited nothing like that time, and I wondered if there is a difference for those Councils?</p> <p data-bbox="477 1137 1445 1196">I do know that Knowsley use the private Fairfield hospital based in Crank, maybe this is to reduce waiting time?</p> <p data-bbox="477 1218 671 1247">Provider Response</p> <p data-bbox="477 1256 815 1285">8/09/2023 - WHH PALS response:</p> <p data-bbox="477 1294 1193 1323">Thank you for your email and bringing Mr D's concerns to our attention.</p> <p data-bbox="477 1332 1490 1391">I have spoken with the waiting list team and the current wait time for surgery with Mr Robb is approx. 70 weeks.</p> <p data-bbox="477 1400 1453 1458">Mr D has been waiting 42 weeks, however, his appointment has been expedited. At the moments, they are not able to give an approx. date of date for surgery.</p> <p data-bbox="440 1496 671 1525">Informal Complaint</p>

1. Case 346 (28-10-2023)

Providers:**For Information:** Warrington Hospital

My father was admitted to Warrington A&E via his GP with low sodium and very confused, my dad also has Dementia and can be quite challenging at times, more so when he is in unfamiliar surroundings. My mum is also disabled and has decreased mobility, is wheelchair dependent when out an about and sometimes struggles with everyday tasks. When my parents arrived at Warrington A&E, dad became more confused and was vocal about not wanting to stay and was trying to leave the hospital, my mum called me to ask me to come to the hospital to try and settle my dad. Once I got to A&E and saw my dad he was crying and in a distressed state, I managed to calm him down, and treatment continued. As I was sat with my dad an A&E nurse came to his bed side and I was asked to leave as the trusts policy is only 1 person per bed, I stated to her that my dad had dementia that's why I was there, she repeated I had to leave as only 1 person per bed, I gain stated to her that my dad had dementia and my mum was disabled, she then asked me what was my mum's disabilities, beyond shocked at this treatment, at this point my dad became more distressed that she was saying I had to leave, at this point another nurse called her away. I then went on the trusts website to see if they had a policy for dementia patients and their carers and they did, they have a Johns Campaign, I took my phone over to the nurse and told her you have a Johns Campaign I am not a visitor I am a carer, she was so rude to me at this point, saying never heard of it what is it? I was so shocked she did not know what the John campaign is and that the trust promotes it, she carried on being rude just steering at me and repeatedly saying "ok" "yea ok" "ok" "ok" "ok" what type of nurses does this trust Employ? She show no compassion or empat hy at all to my family, she said the nurse looking after my dad did not know he had dementia.?? So the unit is providing care for patients they know nothing about, no background history at all. Both nurses were rude, uncaring and unprofessional

How easy was it to access the help and support you needed?

Very difficult

How would you describe your experience of care?

Poor

How would you rate your overall experience?

1

Any other comments?

I would never recommend Warrington hospital A&E to anyone, the service they report to deliver is very poor, the nurses are rude and uncaring and they fall short of professionalism

One Halton x 15

- 5 x General Comment
- 1 x Informal Complaint
- 3 x Formal Complaint
- 6 x Signposting

General Comment

1. Case 311 (06-09-2023)

Providers: Dental Services

Request for support contacting a dentist came in from Nightstop staff for a beneficiary. She had lost a tooth and an abscess had formed causing pain and staff stated there was still root in the gum.

Staff also stated the lady is alcohol dependant so dentist will need to know this.

2. Case 319 (14-09-2023)

Providers: Dental Services

a lady has contacted me by phone as she is having trouble accessing an emergency appointment through the emergency line. She stated her filling has fallen out and it's causing her lots of pain, she tried accessing emergency help but couldn't get an appointment.

She has also tried the dentist she had prior to covid and was advised she'd been taken off the list. She has recently resorted to DIY temporary over the counter filling which she said is causing more pain.

3. Case 329 (28-09-2023)

PCN: Widnes Primary Care Network

Providers: NHS 111

For Information: Oaks Place Surgery

Woman with 3 children, in emergency women's refuge.

Moved from Warrington to Widnes.

Patient is on controlled medication including morphine for her a spinal injury.

Son (age 12) has asthma has a brown inhaler but ran out of the blue inhaler.

She called NHS 111. They said she could have a temporary prescription for 3 days. She had to go out of hours GP in St. Helens, but she will have difficulty getting there with 3 children every 3 days.

Refuge said they would help with registering her with a new GP.

She asked Oaks Place about registering as a temporary patient, but the receptionist said she had never heard of a temporary registration before and that they are full and could not help her. Due to a backlog, Oaks Place said it will be four weeks to register her as a new patient.

She has been to Urgent Treatment Centre 3 times but they could not help with controlled medication and also as the family have no medical records.

Currently left with no GP, none of her prescribed pain medication and no blue inhaler for her son.

She has tried contacting her previous GP practice on Folly Lane, Warrington, but they aren't willing to see her as they removed her and the family from its list as soon as she moved to the refuge.

4. Case 335 (16-10-2023)

Providers: NHS Dentist

Patient unable to access an NHS dentist and is suffering from tooth ache. Wife called to see if we can book any dental appointments. She had tried the emergency dental line but all appointments were gone for the day and was asked to call back at 8am the next day.

5. Case 338 (23-10-2023)

Providers: Warrington Hospital

Patient had received a text message stating he received a letter 03/10/23 stating he hadn't attended a chest x ray on 26/07/23, he stated he had never received an appointment and every time they call the number on the letter there is no one there. Support requested.

Informal Complaint**1. Case 307 (04-09-2023)**

Providers: Fir Park Medical Centre

Request for support today at Upton Community Centre.

the lady stated she had put in an e consult on 27th June and got an automated email stating someone will contact in 10 days and she is still waiting for a response.

Formal Complaint

1. Case 345 (30-10-2023)

Providers: Halton Hospital

Rough and aggressive handling by a member of staff at night who also spoke aggressively to my mother.

Total lack of communication with myself and my sister about my mum's treatment, rehabilitation and plan for discharge.

Poor to non-existent basic care...mum left in bed lying down with her breakfast unreachable in front of her and with a sore mouth that needed cleaning.

Absolutely awful treatment. No care or concern. No dignity or respect.

Mum transferred from Warrington Hospital to Halton Hospital and no-one let us know - another patient told me when I arrived on the ward!

A&E constant delays - 12 hours from arriving finally got an X-ray, treated in the corridor.

How easy was it to access the help and support you needed?

Very difficult

How would you describe your experience of care?

Poor

How would you rate your overall experience?

1

In relation to this experience please select what best describes you

I'm providing this feedback on behalf of a friend or relative, or because I'm their carer

Any other comments?

Just awful

Provider Response

Susan Dean - Deputy Head of Patient Experience and Inclusion

'We have received a formal complaint for the below, so our complaints team are already looking into this. Therefore, they will follow this up directly.'

2. Case 322 (19-09-2023)

Providers: Premier Care - Halton Branch

A gentleman came through on our answer phone service following an outreach session at the stroke club in Widnes.

He wanted to complain about Premier Care as he and his wife are both disabled and he has carers 3 times a week for showering and his wife has them 3 times a day.

He stated it stated months ago when he asked to make a formal complaint with the organisation he stated a supervisor came out to visit them and she told him she was there to complete the complaints paperwork when he advised he wanted to do this himself she stated she had to complete it not him, he stated she walked out of the property and took the paperwork with her. He stated he then telephoned the manager and the manager apologised and stated she shouldn't have done that. I want to complain about the following to HBC Commissioning Services;

Sending males to my wife for personal intimate care

Constantly late, if we have appointments or trips on and request the visits early they don't turn up until hours after.

My wife is on Morphine and it's a controlled drug, staff are meant to sign the Mars/Medication Sheet and this is getting missed and staff are saying has your wife not had her meds yesterday when she has. This is dangerous. I have complained about this before and I didn't even get a response. One staff member even said or you just like complaining.,

All I want is good care for me and my wife.

Another example is I booked carers for 8am as we were going on a trip with the stroke club luckily a friend who knows how bad the service is said she would come round in case the carers didn't turn up. They didn't as we were leaving at 10.30am they were coming in, that's no good. We also had a recent visit to the cemetery in Liverpool to take flowers and they were late that day too.

They never inform you if they are going to be late just turn up when they feel like it. I feel sorry for anyone who lives on there own and who can't complain.

When I complained before they also told social services that I was aggressive, violent and abusive, I am non of these and never have been. I just want the best for my wife.

When we had I Care we had non of these issues.

I recently contacted the local MP's office and they stated I had to write in with my complaint and I advised I don't write very well they told me to get someone to help me so I have also asked for help contacting me MP as I also don't have a computer.

We are both disabled my wife is a wheelchair user and I have a heart condition and have also had cancer.

A PA advised Mr Thorley that his cards are now marked because of the complaint made by Premier Care.

3. Case 326 (25-09-2023)

Providers: Premier Care - Halton Branch

Met with the family today to get more information about visits. I have been given a bunch of papers and advised I can copy them for commissioners Harold was on his way out to an appointment.

The family just want to make sure anyone living alone gets adequate care and not like they have received. Also had a response back from MP Mike Amesbury added it to case 322.

Need to speak to him again as no dates shown on the Mar Sheets

Signposting

1. Case 314 (11-09-2023)

Providers: Dental Services

A male asylum seeker who had recently accessed our services come back to us today to access again. He had recently accessed emergency dental treatment but the false tooth he has been given needs adjustments as it's causing him pain.

2. Case 315 (11-09-2023)

Providers: Dental Services

A man requested support at the Asylum seekers support group today to access dental treatment.

	<p>3. Case 306 (04-09-2023) Providers: NHS Dentist Request today during Upton Outreach for help getting a dental appointment from a gent who has tried everything. He moved to Widnes 2021 during Covid and has tried all local dentists and out of area to register without any luck. He hs recently been away visiting family and has dislodged one of his teeth. He's tried the emergency dentist number and local dentists again without any joy. Referred though to Dental Commissioners.</p> <p>4. Case 336 (23-10-2023) Providers: NHS Dentist Referral received by Ruth Greenow volunteer at Safe Space he currently resides in a serco House.</p> <p>5. Case 337 (23-10-2023) Providers: NHS Dentist Referral received for support with dental access. Currently residing in Brennan Lodge.</p> <p>6. Case 313 (11-09-2023) Providers: Weaver Vale Practice A male called stated he has written to his surgery 2 or 3 times now regarding his medication reviews. He has a brain tumour (Acoustic Neuroma) and has had side effects to Radiotherapy which has left him with complications at the moment that he needs to have a controlled drug for the pain until it's treated. The drug can't just be stopped. Every 3 months he needs to have a review by the GP but instead of contacting Mark they just cancel his medication until he's had the review, and this can leave hm with no medication for up to a week. He stated he'd spoken to the GP directly and they apologised for this and said it would happen again, he's wrote letters of complaint via email and requested a response and had nothing. He's contacted us because It's happened again.</p>
<p>All Localities x 1</p> <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p> <p>1. Case 339 (24-10-2023) Providers: NHS Dentist Unable to access dental care. 2 abscesses and has dentures they feel they can't use. Dental helpline advised not classed as a emergency. Dentists in the past didn't help patient because of previous brain tumour. Has tried to keep a look out for dentist taking new patients on but also suffers motion sickness and anxiety so can't travel far. Has previously tried NHS England who advised to request a referral from a GP but GP told patient they do not deal with dental issues. Missing a large number of teeth is having a major impact on patients life.</p>
<p>Out of Area x 1</p> <ul style="list-style-type: none"> 1 x Informal Complaint 	<p>Informal Complaint</p>

1. **Case 318** (12-09-2023)

Providers: CGL Halton Integrated Recovery Service, YMCA - Runcorn

During a drop-in today at the YMCA a male came and spoke to me about his recent time served in prison Altcourse and then Thorn Cross.

He stated he has ongoing mental health issues and while in prison he asked to see the mental health nurse and he stated she came to the door hatch opened it asked what was wrong, I advised her I wasn't coping and having bad thoughts my brain was tick tocking and he stated she said well what do you expect you are in prison and closed the hatch and walked away. Her attitude was terrible and she didn't want to know. When I met her later and explained to her I was a trained counsellor her attitude changed towards me.

He stated he eventually got a counsellor Emma who was great at Altcourse.

He then said he was moved to Thorn Cross and the mental health & wellbeing for prisoners wasn't good at all. It took me a long time to get a counsellor and she wasn't interested her name was Gemma. I also tried to link in with CGL as they have the contract there and there was no help at all the manager Ruth didn't care less. At the end of my sentence they asked what they could do to help me, I advised them it was too late I had been in there 6 months and being released.

In the whole time I was in here I saw a professional counsellor maybe 4 times.

Another resident stated when he was there several suicides occurred in 3 months.

Both men wanted to feedback to Healthwatch as an independent body.

Neutral

Locality	Case Details
One Halton x 2 <ul style="list-style-type: none"> 2 x General Comment 	<p>General Comment</p> <p>1. Case 327 (26-09-2023) Providers: Premier Care - Halton Branch 26/09 14.12pm</p> <p>Got through to Mr Thorley and he stated yesterday was hectic and some of the other papers are still at the house. I advised I wouldn't be able to visit again now until the 9th October due to annual leave and we have arranged another visit on 10th between 1pm-2pm.</p> <p>2. Case 340 (24-10-2023) Providers: The Beeches Medical Centre</p> <p>Staff requested support for a Female resident who was having severe health issues and who had lost over 3 stone in a couple of months.</p> <p>They stated that they have made 3 appointments with her GP to be supported by staff as resident suffers with severe anxiety and doesn't feel comfortable with GP's but they stated all appointments had to be cancelled due to staff sickness they stated it wasn't residents fault and each appointment was cancelled but the GP reception staff were quite rude over the cancellation.</p> <p>Staff don't know when they can support again and asked if there was anything that I could do, I spoke to the surgery and they have arranged a double appointment on Monday 30th at 9am, I have agreed to attend with the resident so she can access care.</p>

Mixed

Locality	Case Details
One Halton x 1 <ul style="list-style-type: none"> 1 x General Comment 	<p>General Comment</p>

	<p>1. Case 321 (15-09-2023)</p> <p>Providers: Brookvale Practice, Treatment Room Service – Halton For Information: Runcorn NHS Urgent Treatment Centre</p> <p>Over the last couple of months I have had to contact my gp practice. The first time my husband needed his ear syringing, I was told they no longer do it and low and behold I had to contact the dreaded Treatment Room Service. They told me they are not taking any new patients until September, (this was in June).</p> <p>We are pensioners, my husband is 76 and was going into hospital for an operation, so really needed his hearing sorted, so we therefore had to go private at a cost. What would happen to pensioners who couldn't afford to do this?</p> <p>My second attempt to use the dreaded treatment rooms was this week. I went to the doctors with a problem with a hernia wound that was not healing in a part of the operation. I was told it needed a dressing and they no longer do dressings at the doctors!!!! and guess what. Yes, you have to contact the dreaded treatment rooms. I tried to get through 27 times over a whole day, a recorded message says no one to take your call please try later. I contacted the GP and was told to use urgent care, which we did, but everything seems to be being pushed to Urgent Care. While I have to praise the care my husband was given we feel sorry for the Urgent Care as we feel they are having to do what your GP surgery should be doing!</p>
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Positive

Locality	Case Details
<p>One Halton x 1</p> <ul style="list-style-type: none"> • 1 x Compliment 	<p>Compliment</p> <p>1. Case 334 (09-10-2023)</p> <p>Providers: For Information: Wise Pharmacy Ltd (Warrington Road)</p> <p>I get my repeat prescriptions from the pharmacy and I've always found the staff to be helpful.</p>

Unclear

Locality	Case Details
<p>NHS Cheshire & Merseyside x 1</p> <ul style="list-style-type: none"> • 1 x Signposting 	<p>Signposting</p> <p>1. Case 304 (04-09-2023)</p> <p>Providers:</p> <p>Received an email for support around funding for mobility scooters.</p> <p>wonder if you can help me , I have had a couple of call regarding people wanting to access scooters as their mobility poor who are not on PIP so can't get on Motability, do you know of any contacts I can speak to find anywhere that cancer patients can get help with the loan or purchase of them locally such as a grant.</p>
<p>One Halton x 4</p> <ul style="list-style-type: none"> • 3 x General Comment • 1 x Signposting 	<p>General Comment</p>

	<p>1. Case 324 (19-09-2023) Providers: Received an email from one of the groups i support. One of our asylum seekers has an ultrasound scan for gallstones via his GP then his family sent him some medicine to dissolve the stones and clean out his liver. He has now asked the GP for another scan to see if the stones have gone but the GP has refused saying he has to pay privately for this which of course he cannot afford Is this correct or is the GP just being unhelpful? Is this something Healthwatch can advocate on or not? Thanks</p> <p>2. Case 305 (04-09-2023) Providers: Murdishaw Health Centre Following a call last week, chased up Murdishaw Health Centre for appointment and they advised an appointment has been made with patient for 9am on 6th September. I checked with patient and she stated 10am was advised to her. Double checking with surgery as a later appointment was requested due to Autism.</p> <p>3. Case 325 (21-09-2023) Providers: Newtown Health Care Centres During outreach a lady spoke to me about her father. he is a type 2 diabetic and takes insulin twice a day but she stated he hadn't had a diabetic check for a couple of years now. She also stated he was 87 and starting with problems getting around, she currently provides all his care, meals and takes to appointments as he can't get there without a carer. She has asked us to support contacting the GP to see if we can get him added to the housebound list and get him an appointment for his diabetic check.</p> <p>Signposting</p> <p>1. Case 323 (20-09-2023) Providers: A lady who had sed our services before got in touch and stated her husband had recently been diagnosed with prostate cancer and was being treated at Clatterbridge. I advised about the Delamere and their services as thy hadn't heard of it and also Widnes and Runcorn Cancer Support.</p>
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Not Specified

Locality	Case Details
<p>One Halton x 3</p> <ul style="list-style-type: none"> • 2 x General Comment • 1 x Compliment 	<p>General Comment</p>

1. Case 332 (05-10-2023)**PCN:** Runcorn Primary Care Network**Providers:** Brookvale Practice

Patient reported issues getting their prescriptions of controlled and some rare drugs needed for pain control and mental health issues. Also lack of support for mental health issues.

Patient receives medication weekly. Delivered to her in a blister pack. Patient puts in a request monthly but receives weekly post dated scripts.

GP ask for 72 hours notice for prescriptions. When patient and their carers bout a prescription in on a Thursday or Friday they have been told the request is to early but on requesting it on a Monday they have been told this is to late to get the medication time.

Patient is sometimes left without medication for a couple of days and reports that the withdrawal from some of her medications can be bad. Patient and their carers feel they have a monthly battle to get medication on time. They need to make several calls and visits to the surgery in order to get the medication needed and even then it is sometimes late.

GP requests patient to call at 8am if they need to speak to a Doctor. the patient find this impossible as they struggle with their sleep and are also not up that early as carers don't get them up until 10am.

Patient was given a pre booked telephone call but the Dr. called at 8am so they missed the call and were not left a message of what to do. They called again and was asked to fill in a PATCHS form. They completed the PATCHS form explaining they were suffering with their mental health, thoughts of self harm and asking if their medication could be looked at. The reply to this was a text message saying as their medication was reviewed a month earlier the GP could not help. The patient felt this is not a suitable response to someone who has mental health problems and thoughts of self harm.

Caller is aware and called the mental health crisis team before. They found they were like a 'glorified samaritians'. They talked to the caller but an appointment, referral or assessment not offered for on going support.

2. Case 331 (04-10-2023)**Providers:** Deacon Dental Limited

Caller needs a dentist after being told his current dentist no longer offers any NHS services. Had found dentist for children out of the area, in St. Helens, but none for himself.

Compliment**1. Case 333 (09-10-2023)****PCN:** Widnes Primary Care Network**Providers:****For Information:** Appleton Village Pharmacy

We use Appleton Pharmacy for my partners medication. They are always very friendly and helpful and provide an excellent service