

Healthwatch Halton Advisory Board
16 March 2023 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
1.30pm	1	Welcome and Apologies	V		Chair
	2	Declaration of Interests	P		All
1.40pm	3	Minutes and Actions from November 2022 Public Board Meeting	V&P		Chair
1.50pm	4	Work Programme – overview	V		LHM
2.00pm	4a	Reports <ul style="list-style-type: none"> • Published • Awaiting approval 	P	Noting/ Decision	
2.15pm	5	Stakeholder Meeting feedback updates	V/P		LHM
2.30pm	6	Public feedback / intelligence / other issues	V		LHM
2.45pm	7	Any other business	V		Chair
2.40pm	8	Date and Time of Next Meeting 18 May 2023 1.00pm			

Chair – Healthwatch Advisory Board Chair

LHM – Local Healthwatch Manager

Agenda Item 3

Healthwatch Halton Advisory Board

Public Board Meeting Minutes Thursday 17th November 2022 1pm

Foundry House

In attendance: Kath Parker (KP) HAB Chair
HAB members: Smita Patel (SP)
Maureen Isherwood (MI)
Diane McCormick (DMc)
Dave Wilson (DW, Manager, Healthwatch Halton)
Simon Fogel (SF) Director ECS
Kathy McMullin (KMM) Community Outreach Lead
Clare Screeton (minute clerk)

Apologies: Elizabeth Learoyd (ECS Director), Dave O'Connor

		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	The Chair welcomed the Board Apologies were received from Elizabeth Learoyd
	2	Declaration of Interests DW's daughter is employed by NHS Cheshire and Merseyside ICB DMC is a chair of the Halton PPG+ this is a non-financial role
1.35pm	3	Minutes and Action log from Public Board Meeting update The minutes were agreed as a true reflection. DMC did ask if we would be holding an AGM but after DW spoke with EL she said in the circumstances that it was unnecessary as the annual report had been presented to the public HAB meeting in July. The HAB agreed that it would still be good to present the Annual report within the community and that they would look for an event in the new year. Action Log - Agreed
1.40pm	4	Work Programme Project Updates SEND review The project is being carried out by ECS research team. DW has spoken to the SEND commissioners they have given the more links into services that can help share the surveys and get feedback from. DW will request that they share the surveys and add some life stories. The report will be completed by the deadline at the end of March 2023. Following the surveys there will be some face to face or phone interviews with some participants to gain case studies. Maternity Services HW England are currently running a project on peri-natal and post-natal services. HWH will be running a local version of the project, working with Maternity Voices Partnership and Parents in Mind, who are happy to provide people to share patient journeys. HWH are looking for new and expectant mothers to take part. Survey has been published and will feed in to Healthwatch England. The project will look to gather the views of small number of women who have had mental health

		Item
		<p>issues, before, during, or after pregnancy. Looking for trends in continuity of care and mental health care in new and expectant mothers.</p> <p>Dentistry HWH launched a survey throughout October which was completed by 107 people. This is a follow-up to the dental project last year. The report will be ready to share at the next meeting in January. Halton currently has no NHS dentists that are taking on new NHS patients, the closest DW could find was one in Warrington that was taking on children (although they have now reached capacity). When completed, this report will be shared with the Health and Wellbeing Board.</p>
	4a	<p>Published Reports</p> <p>Whiston Hospital Listening Event Report The Chair said that she had picked up a few key themes from the report.</p> <ul style="list-style-type: none"> Smoking outside the main entrance. DW did raise this, and the staff are trying to discourage this by moving the bins back and making bigger signs, but it continues to happen. The hAB agreed that trusts should have the right to ban smoking on the ground like they have done in Scotland its unpleasant for patients, staff and visitors. Staff time this was also fed back but the sad fact is that the staff do not have enough time as they would like to spend with their patients. This is due to how busy they are and system pressure. Jude raised that the lock was broken on the toilet door this has now been fixed. Disabled parking people without disabled badges are still using the bays it is hard to police. DMC said that they have freed some spaces in the staff parking so that there are more disabled parking. Although she did note that they should be coming out to a flat surface with no steps such as the one outside the Nightingale Centre. <p>Widnes UTC and Runcorn UTC Reports</p> <p>DW said that monthly sessions are being held at each of the centres. These two reports were from the first visits in October.</p> <p>Highlights:</p> <ul style="list-style-type: none"> People are generally happy with both services. Waiting times can be long but are shorter than A&E Many people from Warrington make use of the two Halton UTCs <p>The Chair asked why it was so hard to get a military appointment and asked DW to look into this. He said that it should not be a problem to access a GP once they come out of the services. Veterans should be fast tracked especially if it is related to PTSD or mental Health.</p> <p>The reports have been given to the providers and to NHS Halton & Warrington.</p>
1.55pm	5	<p>Meeting feedback reports by HAB members Community Diagnostic Centre for Halton DMC asked at the recent WHHFT patient engagement strategy meeting if there had been a public consultation, they said that they had tried. DW said Trust have confirmed that the process is ongoing and they will keep Healthwatch involved in the process.</p>
2.10pm	6	<p>Intelligence/Feedback update – public issues</p>

		Item
		KMM updated the HAB on her activities so far since joining HWH in August. She has been very busy meeting with local groups and partner organisations. She is exploring who she can signpost to and do joint engagement work with. Her diary is currently booked up until the end of March. She will be at Masonic Hall in Widnes next week for Safeguarding Adult week, where we will be joined by the Sign-Along choir from Possibilities CIC. The HAB praised and noted her progress and dedication. The Chair said that we still need someone to help support with admin the office answering calls data entry and following up calls for staff.
2.35pm	7	<p>Public Feedback/intelligence/other issues</p> <p>The main issues we tend to get feedback on continue to be Dentistry and GP Access, with some feedback on hospitals.</p> <p>DMC raised a concern over the lack of communication around the suspension of the self-referral system for MSK services. Patients must now go through the G.P. for referral.</p> <p>DW said that he spoke to the Trust and they have just given a written reply explaining the current delays. This should only be a temporary measure to help reduce the waiting list and then it should return to self-referral.</p> <p>Action: DW to send the reply from the Trust to HAB members</p>
2.50pm	9	<p>Any other business</p> <p>DW and Lydia Thompson from HW Warrington spent the day at Warrington Hospital yesterday for the systems pressures meeting and to meet with senior staff at the trust.</p> <p>The hospital currently has a large number of patients with 'no right to reside' in the hospital, i.e. they are clinically fit to be discharged but could be awaiting a community care package, or discharge to a care home. There are staff shortages across the system, which is impacting on patients.</p> <p>The pressure on A&E is also extreme with some patients taking over 24 hours to be moved to a ward from A&E due to lack of empty beds. During the visit their visit they had 17 trolleys in the corridors but sometimes it goes up to as many as 27. Staff are all clearly very busy and trying to do their best. Visit also included a tour of the maternity unit. They have asked if HW could look to do some outreach in maternity to gather views of new and expectant mothers.</p>
3.00pm	10	Date and Time of Next Meeting 19 th January 2023 - 1pm Foundry House

Agenda Item 4

Work programme
updates and reports

Access to NHS Dental services in Halton

Update report – December 2022

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Access to NHS Dentistry in Halton - update

Finding an NHS dentist, or any dentist, taking on patients in Halton has been the most common signposting enquiry we've received in the past year. Many of the enquiries have specifically been about trying to get NHS dental appointments for children.

From the calls we've been receiving, the issue of access to NHS dental treatment seems to be getting worse, not better, and people contacting us are more desperate than ever.

For most of this year there have been no dentists in Halton (or elsewhere in Merseyside and Cheshire) taking on new adult NHS patients, and very few accepting new child patients. At the time of this report, December 2022, there are no dentists in Halton accepting NHS patients, adult or child according to information on the NHS website, <https://www.nhs.uk/service-search/find-a-dentist/>.

The only option for people, who are not registered with an NHS dentist already, is to sign up with a dental practice as a private patient. This option is not affordable for most people locally, even before the current cost-of-living crisis.

Dental health inequalities

Results of the 2021 [Adult Oral Health Survey](#), published by the Office for Health Improvement and Disparities, on 21 December 2022, echo the feedback collected by local Healthwatch.

More than 6,300 people in England responded to the Adult Oral Health Survey. Results show:

- 🦷 35% of adults needed dental treatment or advice between March 2020 and March 2021
- 🦷 The most common problems were broken or decayed tooth (36%) or toothache or mouth pain (31%)
- 🦷 More people in deprived neighbourhoods had pain (41%) or broken or decayed teeth (36-40%) compared with those in the least deprived neighbourhoods (24-25% and 30% respectively)
- 🦷 68% of people who needed help contacted their usual dental practice
- 🦷 16% didn't try contacting any service and of these, most didn't because of shielding or being worried about Covid (23%) or they couldn't afford to pay dental charges (13%)
- 🦷 26% of those who couldn't afford to pay dental charges, lived in the most deprived neighbourhoods (compared with 3% in least deprived) and 34% lived in lowest-income households (compared to 5% in highest-income homes)
- 🦷 34% of people who couldn't afford to pay described their dental health as bad, compared to 5% of people who couldn't pay and said their dental health was good
- 🦷 10% said they didn't receive any advice or treatment after seeking help.

Dental facts and figures

- 🦷 Just over a third of Halton adults (37.5%)¹ saw an NHS dentist in the past 2 years. This is lower than elsewhere in the country and lower than every area in Cheshire & Merseyside other than Liverpool.
- 🦷 Less than half of Halton children (42.2%)² saw an NHS dentist last year. This is lower than every other area in Cheshire and Merseyside.
- 🦷 Halton has a lower number of dentists per 100,000 population than any other part of Cheshire and Merseyside.
- 🦷 Patients have a right to register with a GP if they live in their catchment area however busy they may be. This isn't the case for dentists. Dentists don't have to accept new patients and can close their books to new NHS patients when they are busy.
- 🦷 Patients who are already on a dental practice list will be able to get treatment and even check-ups. Those not lucky enough to be on a list will not get a dentist even if they have major pain or decay.
- 🦷 Because of low incomes many local people would be eligible for free NHS dental care if it was available. Even those who do need to pay for NHS dental care face costs many times higher if they go private.
- 🦷 There are major problems with the NHS dental contract, which doesn't work well for patients or dentists. National action is needed to fix the dental contract and make sure there is enough NHS dentistry to meet patient needs.
- 🦷 Currently NHS England commission dentistry. From April 2023 this responsibility moves to Integrated Care Systems, new NHS bodies. It is important that the Cheshire and Merseyside Integrated Care System is ready for this new responsibility.
- 🦷 There is an Emergency Dental Service which sees people in urgent need and great pain for one-off care such as antibiotics or a temporary filling. However, people are then stuck without a dentist to fix their actual dental problem. This does little to reduce need.


¹ NHS dental statistics for England Dashboard - <https://app.powerbi.com/view?r=eyJrjoiYTRIMzJiYTEtMTgwMi00ZTdiLTgzMWUzZGM5Y2NmMTI5MGE4IiwidCI6IjUwZjYwNzFmLWJiZmU0NDAxYS04ODAzLTY3Mzc0OGU2MlllMlslmMiOjh9>

² NHS dental statistics for England Dashboard - <https://app.powerbi.com/view?r=eyJrjoiYTRIMzJiYTEtMTgwMi00ZTdiLTgzMWUzZGM5Y2NmMTI5MGE4IiwidCI6IjUwZjYwNzFmLWJiZmU0NDAxYS04ODAzLTY3Mzc0OGU2MlllMlslmMiOjh9>

What we're hearing

Prior to the COVID-19 pandemic, the majority of calls we received regarding dental care were from people just looking for a dentist for check-ups.

Now the majority of our dental enquiries are from people who have an urgent dental problem and have been dealing with pain for some time. People are increasingly desperate about the state of their teeth. Many have already been seen by the Cheshire & Merseyside Emergency Dental Service, which provides one-off care for people with urgent needs, and have then been told to find a dentist for their ongoing care.

-  *'I was taken off my local dentist's client list as I had not been during Covid. I had tried to get a check-up that was due but was told no appointments were available as I was not an emergency and dentist did not have the latest masks required. When a piece of tooth broke away, I was told by my dentist to contact the NHS emergency appointment clinic in Stockport for help. I went through a lengthy question session with receptionist and was told that as I was not in pain, I did not qualify for an emergency appointment. After 9 months of trying once each month, my dentist accepted me back and I had the tooth removed. This was just in time as the tooth was becoming painful.'*

Dental pain is not a minor issue. Imagine having toothache and living with that for months or even years before you can get it treated, while the problem gets worse.

-  *'I resorted to pulling my own wisdom tooth out, it broke off and now causes pain up the side of my face every day.'*

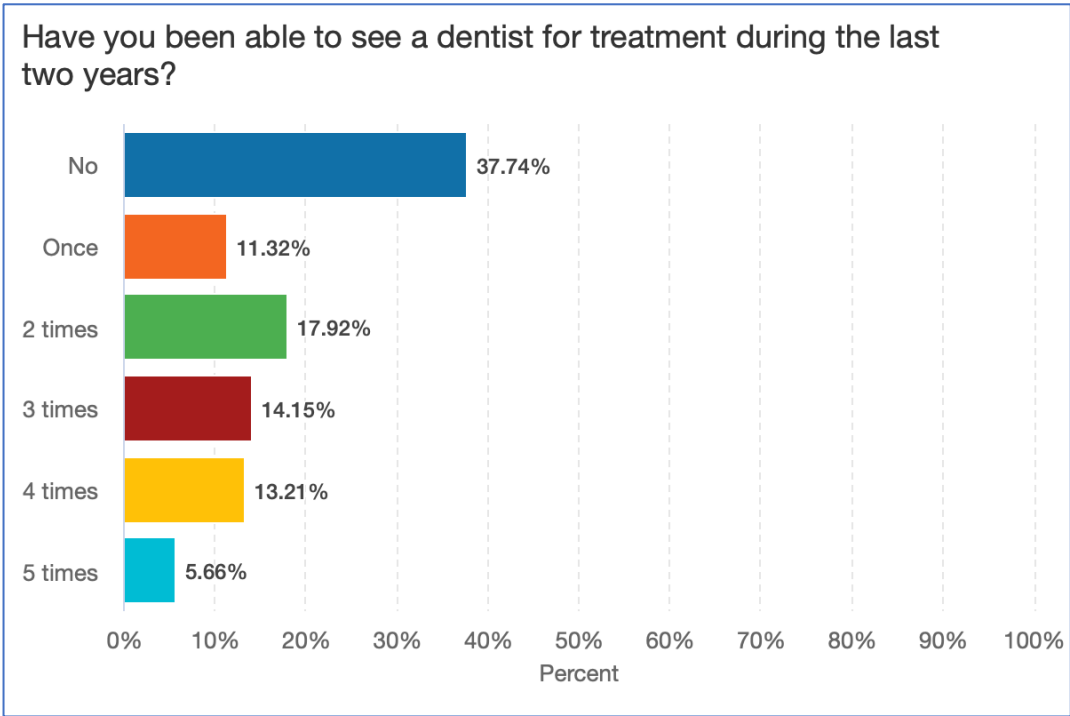
Dental update survey results

In March 2022 we published a report, **'The Big Dental Check-Up'**³ based on 176 responses to an online survey we ran during October and November 2021.

Since the publication of the report, access to NHS dentistry treatment locally hasn't noticeably improved and we continued to receive a steady number of enquiries from people desperate to find an NHS dentist that would treat them.

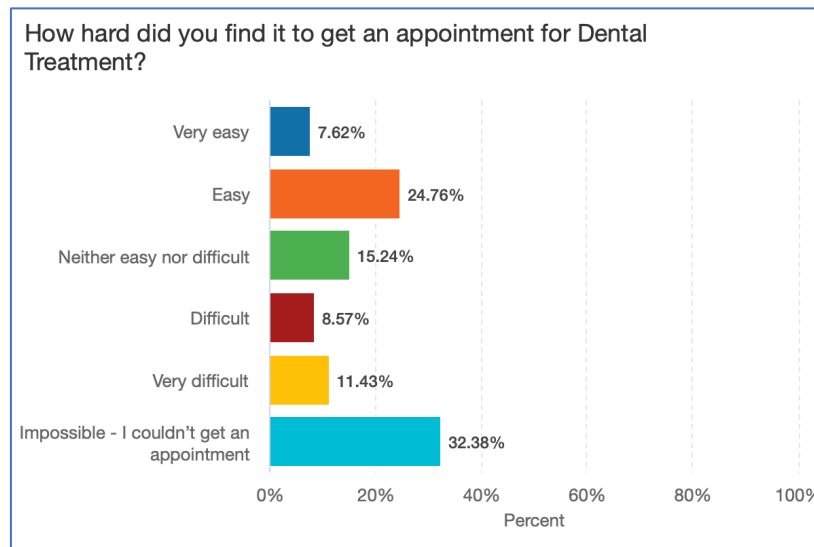
In September we launched an online survey to gather more information on people's experiences of accessing or trying to access NHS Dental Treatment. The survey ran from 26 September 2022 to 26 October 2022 and 106 people completed the survey.

We asked if people had visited a dentist in the previous two years. 66 people told us they had been at least once, while 40 people said they hadn't been able to see a dentist.



³ <https://www.healthwatchhalton.co.uk/report/2022-05-30/big-dental-check>

How hard did you find it to get an appointment?



One in three people told us it was it 'Very easy' or 'Easy' to get a dental appointment.

Of those people who managed to get an appointment, 40% said they were 'Easy' or 'Very easy' to book at a date and time they preferred.

One patient said, *'My NHS dentist has seen me during Covid and has continued to see me at six-month intervals. I've not experienced any problems with an appointment in the past two years.'* Another told us, *'I'm back to normal 6 monthly check-ups at my NHS dentist. I've had teeth out & also new dentures.'*

Some dental practices contacted patients once the pandemic restrictions were lifted, *'My dentist called me for a check-up after covid restrictions lifted, I have had 6 monthly check-ups ever since.'*

Another patient told us they found it easy to get an appointment as, *'I have gone private since my dentist left the NHS system.'*

One in five people told us they had found some difficulty in getting an appointment.

Some contacted dental practices over many months before managing to receive treatment.

- 🦷 *'Spent months in pain trying to get a dentist being passed around to finally after 6 months having some luck.'*
- 🦷 *'They wouldn't see me until my tooth became an emergency, it could have been prevented, instead I had an attempted extraction at the dentist then sent to dental hospital, my mouth was butchered I then needed stitches, all of which could of been prevented with treatment earlier.'*




Some people were told they were no longer registered with their dental practice,

- 🦷 'I tried to get an appointment as soon as dentists reopened after lockdown, to no avail. The dentist me, my husband and children have had since the 80's binned us. They said, you've not been in 2 years, I explained we couldn't go or ring as all dentists were closed during lockdown. They said it doesn't matter. That's the rules if you ain't been in two years, your registration has lapsed. You'll need to re-register. I said OK can I register us? No, they said, we're full, not taking in new patients and there is no waiting list to put your name on!'*
- 🦷 'It would be good if they could send out reminders for check-ups etc rather than just leaving it then striking you off without warning.'*
- 🦷 'There's no chance of me getting an appointment at the dentist I've seen for years as I didn't ring up to book after Covid and have been kicked off their list.'*

Some people resorted to looking for dentists further afield as they were unable to get treatment locally.



- 🦷 'Had to go out of town for private treatment, couldn't get in locally for private never mind NHS.'*
- 🦷 'I moved from Lancashire in Dec 2020 to Runcorn. I have rung several dentist practices but have not found any who will take on NHS patients. I moved to be closer to my daughters as I am registered disabled. I have to travel a 100-mile round trip to visit my old dentist in Lancashire which means taking someone with me to help with driving. One hour there, 10 mins at the dentist and one hour back to Runcorn. It makes no sense at all.'*
- 🦷 'One time when I was in excruciating pain my husband drove me round trying to find a dentist who would see me. Eventually I saw one who gave me antibiotics but was unable to give me an appointment.'*
- 🦷 'It's ridiculous - last time I needed treatment I travelled to West Kirby for help as that was where my old dentist was based. A 60-mile round trip!!'*

One in three people told us it had been impossible to get an NHS appointment.

-  *'When I contacted my NHS dentist after the pandemic, I was refused an appointment on the basis that I had not attended in the last 2 years and was removed from their list. I tried to argue that this was unfair as I had not attended due to the pandemic, but they refused to discuss the matter. I have had to go private since.'*
-  *'I have recently lost a filling from my teeth and need to see a dentist. I have contacted NHS111, emergency out of hours and tried local dentists but none are taking NHS patients.'*
-  *'Appalling situation. Not only are no dentists taking on new patients, family & friends registered with a dentist state the level of care and the quality of dental work is really bad. Also, teeth are being removed instead of saving them because its quicker/cheaper.'*



Only private patients

We heard comments from patients who had been offered appointments as private patients rather than NHS patients.

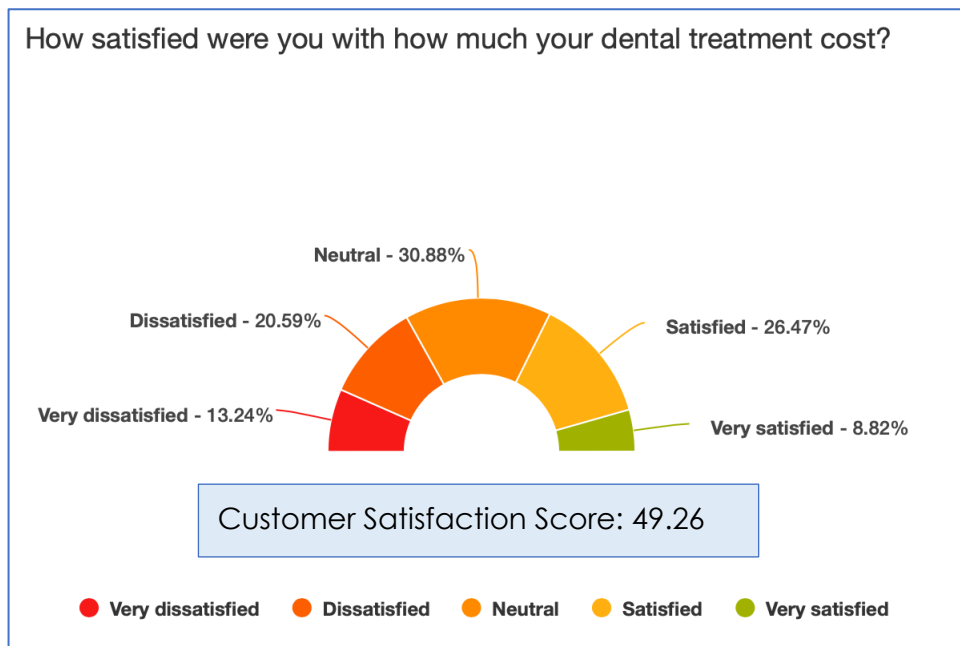
-  *'My regular NHSs dentist took me off their list. Said I had missed appointments but I hadn't, couldn't get another dentist to take me on so had to go private it cost me over £250.'*
-  *When I contacted my NHS dentist after the pandemic I was refused an appointment on the basis that I had not attended in the last 2 years and was removed from their list. I tried to argue that this was unfair as I had not attended due to the pandemic but they refused to discuss the matter. I have had to go private since.'*

Self-treatment

Some people commented that they had resorted to treating themselves as they couldn't get to see a dentist..

-  *'I resorted to pulling my own wisdom tooth out, it broke off and now causes pain up the side of my face every day.'*
-  *'Impossible to see anyone. Had to use amazon to buy fillings.'*

Dental Treatment



We asked people how satisfied they were with the cost of their treatment. There was a fairly even split in satisfaction, with 35% of patients being satisfied with the cost, 34% being dissatisfied and 31% held a neutral view on the costs.

Incomes in Halton are below the national average, and with the current cost-of-living crisis many people have little chance of affording private dentistry, which is often all they are offered.

When asked if the cost of treatment put people off seeing the dentist as often as recommended, 40% said it did.

- 🦷 *'I always attend appointments given me and do not consider costs an issue. However, it is sometimes a little annoying when everyone states that NHS is completely free!'*
- 🦷 *'I've had a broken tooth for 18 months due to cost and lack on dental appointments I can't even get appointments for my 3 sons.'*
- 🦷 *'Last year paid £180 for one tooth replacement.'*
- 🦷 *'My dentist has become a sales man. Every time I see him, he tries to get me to spend, either for extra treatment or a new electric toothbrush etc.'*
- 🦷 *'I have just had to sign up for Denplan as I was concerned about the future. I couldn't get in on the NHS but was offered a place as a Denplan patient.'*

- 🦷 Impossible to see an nhs dentist, my last one crossed me of their list said I'd missed appointments, I know I hadn't. I needed treatment as I couldn't get an nhs one I had to go private, this cost me quite a bit of money but at the end of the day it was worth it as things would have gone worse.*
- 🦷 'Pain stopped but I now have a huge gap because I can't afford the cost of any more treatment.'*

Any other comments

We received a number of general comments on dental services locally and nationally covering some of the themes below:



Lack of NHS dentists

Many people called for more NHS dental capacity in Halton.


- 🦷 'Not enough NHS dentists. I would like to change mine but there is no availability'*
- 🦷 'They are non-existent as far as I am concerned. Unless you want to go private, which I cannot afford.'*
- 🦷 'Really need more NHS places and for dentists to be streamlined like doctor would be great if a dentist was attached to doctors so you went the same place.'*
- 🦷 'The loss of dentists is seriously affecting when patients can be seen. Sadly, my dentist left the practice after the first lockdown and my wonderful brilliant new dentist is leaving soon to open his own private practice. This will be a huge loss to everyone as no new dentists are wanting to treat NHS patients.'*
- 🦷 'There is no NHS dental service in Widnes, therefore I cannot comment on it.'*

Children

Some comments focussed on difficulties accessing dental treatment for children.




-  *'It's absolutely disgraceful that my children have to forfeit adequate dental care in such a way. Yet if their teeth suffer it's classed as a sign of parental neglect to authorities. That's not fair.'*
-  *'I've had to contact the Liverpool dental hospital to get a new palette as I can't get in anywhere at all with myself or my 3 kids.'*

Emergency Treatment

-  *'I last saw a dentist about 10 years ago and my teeth are now in urgent need of attention. I was also in a car crash last week and more of my teeth have now broke and cracked. I have tried to get into local dentists but none are taking on NHS patients, I have also tried the emergency dental number and they never have any appointments. I am in agony with my teeth and also get abscesses.'*

Earlier Access

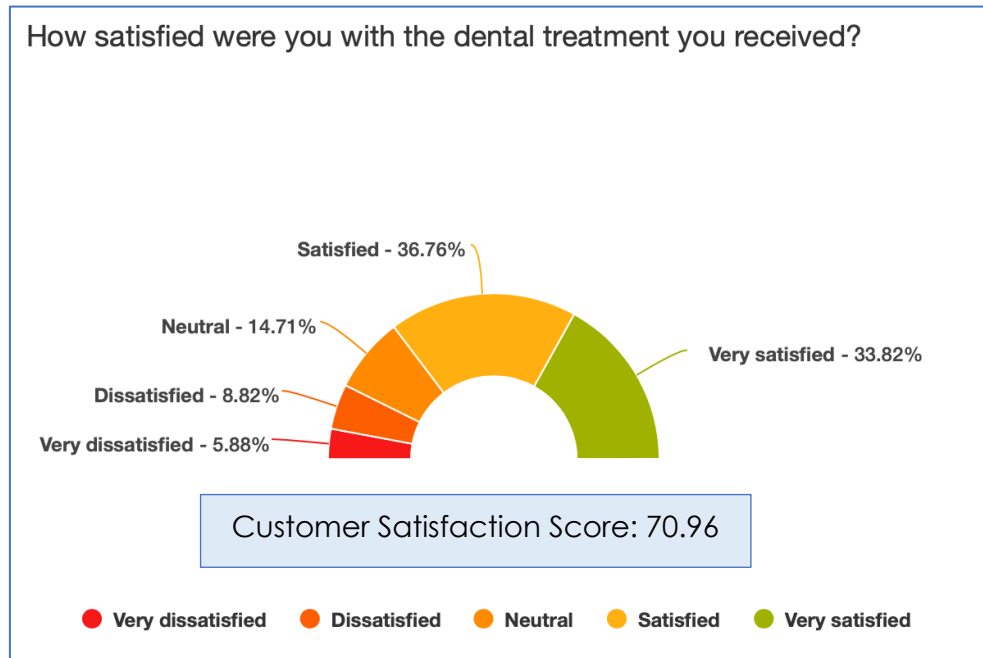
Some patients believed their teeth could have been saved rather than removed if they had received treatment sooner.

-  *'Tooth had to be removed. Cannot be sure if it could have been saved if dentist had seen me earlier.'*
-  *'My tooth could have been saved.'*
-  *'I was booked in for a check-up. Once I arrived, I told the dentist that I had a sharp piece of tooth. The dentist rectified this issue but that was all. I don't feel that I had a thorough check up.'*

Positive experiences

For patients who had been able to get appointments there were positive experiences.

Just over 70% said they were 'satisfied' or 'very satisfied' with the dental treatment received.



- 🦷 *'Back to normal 6 monthly check-ups at my NHS dentist. I've had teeth out & also new dentures.'*
- 🦷 *'My dentist called me for a check-up after covid restrictions lifted have had 6 monthly check-ups ever since.'*
- 🦷 *'I had a reaction to the anaesthetic, and they made sure I was looked after and even called me over the following weeks to check I was okay.'*
- 🦷 *'The surgery was busy, but all the reception staff were seeing everyone as they came in. We saw a dentist we hadn't seen before. He was very friendly and chatty. A full check-up was done, including x-rays and fluoride paste. I was able to book her in for another check-up in six months' time.'*
- 🦷 *'I have a fabulous service from Weston Dental Centre, Runcorn. Great customer care from the responsive professional and friendly reception on the phone and on arrival. Reminders sent regarding appointments. Safe environment with clear instruction on safe passage through building. Masks made available. Professional, friendly, prompt, customer focused service from the Dentist. Clear billing information. Feel confident and assured in the service provided which couldn't be better.'*

What needs to happen next?

There needs to be a national discussion between patients, dental leaders, the NHS and politicians about how the NHS is going to meet the country's dental health needs.

Healthwatch England is calling for the following:

- 🦷 **A more rapid and radical reform of the way dentistry is commissioned and provided** – recognising that the current arrangements do not meet the needs of many people who cannot access NHS dental care in a timely way and acknowledge issues faced by the dental profession.
- 🦷 **Using the reform of commissioning to tackle the twin crises of access and affordability** – ensuring that people are not excluded from dental services because of lack of provision locally or difficulty in meeting charges. Currently, there are significant inequalities that must be removed. New arrangements should be based on maximising access to NHS dental services, with particular emphasis on reducing inequalities.
- 🦷 **Greater clarity in the information about NHS dentistry** – improving information, including online, so that people have a clear picture of where and how they can access services, and the charges they will need to pay. Particularly, the reform must address dentistry 'registration' which causes significant confusion for both services and patients.
- 🦷 **Look at using dental practices to support people's general health** – harnessing opportunities, such as the development of Primary Care Networks, to link oral health to other key issues such as weight management and smoking cessation.

Locally, Healthwatch Halton would like to see:

- 🦷 **Clear and honest communication between the NHS and the public about the scale of the dental challenge**, how long it is likely to be before patients can get dentists and the action that is being taken.
- 🦷 **An action plan to stabilise and then restore NHS provision locally** including fair access to the existing provision during the recovery period to minimise harm and inequality.
 - Ensuring people have a fair and equal chance to get an NHS dental appointment rather than just those lucky enough to have had a dentist when the pandemic hit.
 - Consideration of whether the length of time between check-ups might need to be temporarily extended to help get more people the chance of an NHS check-up during this recovery period.
 - Targeted action to improve access to dental care in Halton to at least the National average
 - Action to encourage recruitment and retention of NHS dentists locally.



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Listening event report

January 2022

Warrington Hospital

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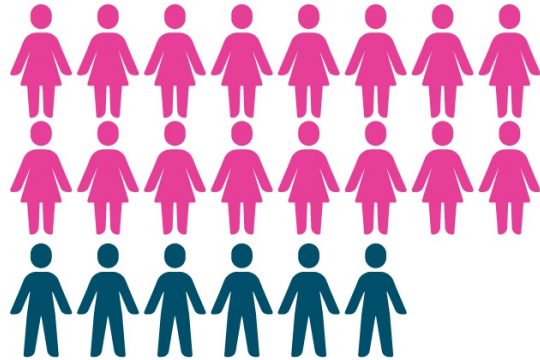
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Warrington Hospital January 2023 Listening Event

22
people gave
their views



We heard from 16 women and 6 men



Age



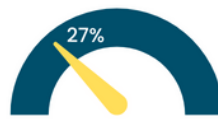
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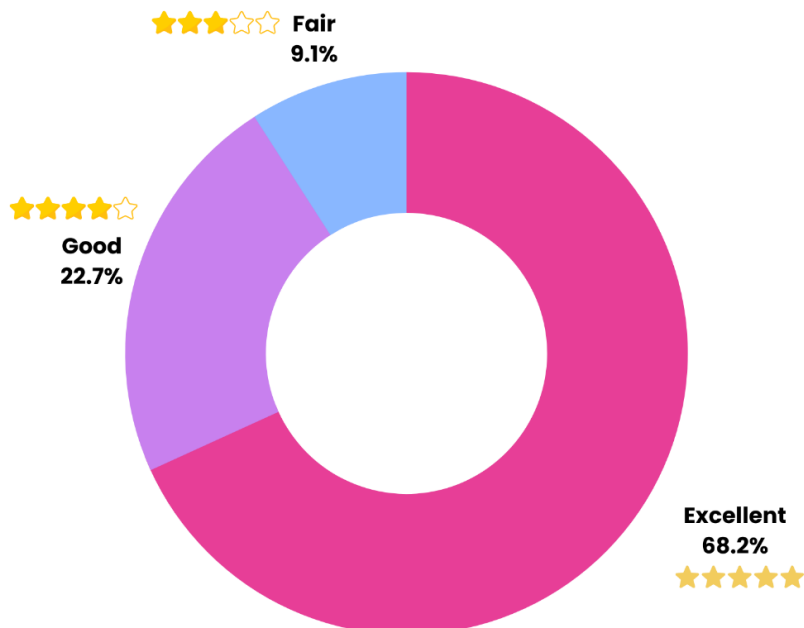


76-85



over 85

Rate your treatment by healthcare staff



About this report

This report highlights public feedback received during Healthwatch Halton's monthly outreach session at Warrington Hospital.

These comments were collected between 10.00am and 12.00pm on 5 January 2023 at Warrington Hospital

In total, 22 people, 16 women and six men, took part in the listening event.

Most people we spoke with said they were attending outpatient clinics. We also heard from one member of staff and one visitor.

We use a short questionnaire to collect people's feedback on their experience of the Trust. A copy of this is included at the end of the report. Not all comments

We received feedback from patients on the following areas:

- Colo-rectal Clinic
- ENT Clinic
- Maternity
- Nightingale
- Ophthalmology
- Orthopedics
- Rheumatology
- X Ray
- A12
- B12
- K25

Feedback Summary

What do you think is good?

The feedback we collected was positive with 20 people rating the treatment /care they, or their loved ones, received as 'Good' or 'Excellent', with another two people rating it as 'Fair'.

All patients and visitors we spoke with said they had been treated with dignity and respect by the staff.

Staff

Comments received generally focused on the **staff, praising them for their attitudes**. We've listed a selection below:

- *X Ray - Very good, reception staff lovely.*
- *Maternity - Everyone was really nice and I was seen really quick this time.*
- *Wasn't what I was expecting but they were all very good. They took their time so I know what will happen in the next few weeks, dietitian, ultrasound, CT, MRI and bloods. Just been diagnosed with cancer.*
- *...very good staff always respectful.*
- *Everything, I'm a carer for a lady on K25. Lovely ward, good atmosphere and they play music. Great staff, I really like the new Urology Suite, brilliant receptionist, really lovely.*
- *Feel well looked after. The consultant is friendly and nice.*
- *Location central, staff really good. They have given my daughter excellent treatment over the years at outpatients.*
- *Staff are fantastic*

Environment

There was praise for the environment in Phlebotomy, with one person saying, *'It's clean and nicely decorated. Couldn't be better. The staff are really good.'*

While another person told us, *'I'm impressed with the cleanliness and decor is great.'*

Waiting times

Four people mentioned short waiting times, with one person telling us, *'It's alright, no long waiting times today in and out'*. A visitor to Orthopedics told us, *'Everything's been good, well notified of appointments. Today we were seen within one and half to two hours.'*

What could be improved?

Unsurprisingly, **car parking** was mentioned by many people as something they felt needed improving. It was also mentioned by many respondents when asked about accessibility of the hospital. *'Think the hospital is great but parking is bad, expensive and lack and size of spaces.'*

The **cost of parking** and **poor signage** for parking was also highlighted with one person saying, *'Car parking machines a disgrace, covered in stickers, and can't see when the sun shines on them'*. A **lack of disabled parking spaces** was mentioned by another patient.

Another pointed out issues with **people smoking just outside the hospital**, saying, *'removal of all the cigarette butts at the main gate behind the bus stop where all staff and visitors congregate to smoke. Children shouldn't have to see that at the main entrance to a hospital it is disgraceful they should clean it regularly.'*

One person attending A&E struggled to find a **wheelchair**, telling us they had, *'A lot of trouble finding a wheelchair when we first arrived at A & E no wheelchairs at the door had to ask at reception and they had to look for one'*.

While some patients had mentioned short **waiting times** as a positive, we received other comments from patients who had experienced longer delays, with one ENT clinic patient saying, *'I received a call saying my appointment had been changed from 10am to 11.15am. I have only just been seen at 12.30, I have to take time off work for these appointments and am only allowed 2 hours, I am already over my time limit now.'*

A member of staff told us that **uniforms** could be improved with the provision of 'Cool air uniforms', *'as the hospital is very hot in all areas, and we have to wear heavy duty trousers and polo shirts. We need something more light weight and user friendly.'*

Delayed discharged was mentioned by one visitor, who told us, *'We've had long wait for a social worker, my mum has been in 5 weeks, now waiting for a home assessment.'*

Do you feel that staff have enough time to spend with you and other patients?

90% of people felt staff had enough time to spend with patients. One person commented, *'Yes especially, ultrasound very good and not rushed.'*

Another patient told us *'Support from hospital staff, after care, Marss and Macmillan was all fantastic.'*

One patient said staff didn't have enough time with patients as *'staff are still under pressure.'*

One patient attending the emergency eye clinic felt that staff didn't have enough time for patients, saying, *'Not in the emergency eye clinic, I had to be fitted in around booked patients.'*

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

The vast majority said they had received enough information from the hospital on their care or treatment. One person said, *'I have been given booklets and have been told I can phone at any time.'*

Another told us, *'They have been exemplary, I have been very fortunate.'*

One patient attending the eye clinic felt they hadn't been given enough information about their treatment, while another said that *'better communication is sometimes needed around maternity as explanations are often rushed and confusing.'*

Other comments

Hospital facilities were mentioned by some, with one person asking for '*A New hospital and full re-vamp for this one. Daresbury Wing needs updating and a refurb.*'

There was also a request from one visitor for, '*a proper restaurant like at Whiston and Halton. Can't get a snack or just a plate of chips, it has to be a set meal. Also, maybe a vending machine for drinks at the other end of the hospital as you have to walk all the way down to main entrance just for a warm drink.*'

Many people commented on the pressures the hospital is under, with one saying there needed to be '*...more money for more staff, so the hospital can be run as it should be run.*', while another said, '*The system is under pressure, and it is unfair.*'

Another commented on funding and staffing levels saying, '*The hospital is very good but understaffed, A & E about 200 people in beds, on trolleys people were everywhere on Monday.*'

Warrington & Halton Teaching Hospitals NHS Foundation Trust report response

To be added here

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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Halton

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Listening event report

December 2022

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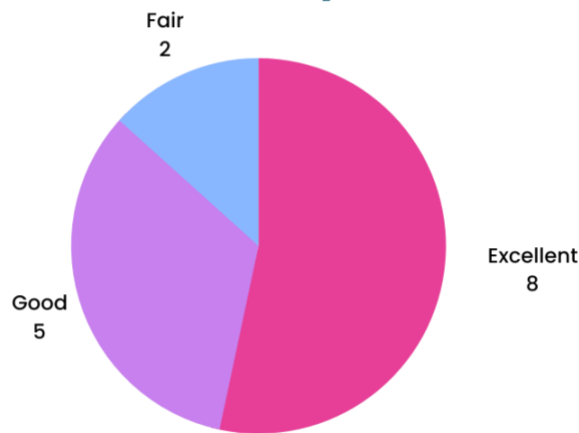
December Listening Event



Age



Rate your treatment by healthcare staff



*'An amazing hospital. I feel cared for and welcome. The environment is great.
The open, clean space and the flowers outside make it much nicer than other hospitals.'*

About this report

This report highlights the public feedback received during Healthwatch Halton's monthly outreach session at Whiston Hospital in December.

These comments were collected between 10.00am and 12.00pm on Monday 5 December 2022 at Whiston Hospital.

We use a short questionnaire to collect people's feedback on their experience of the Trust. A copy of this is included at the end of the report.

In total, 15 people, eight women and seven 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.

Feedback Summary

What do you think is good?

The feedback we collected was positive with 13 people rating the treatment / care they or their loved ones received as 'Good' or 'Excellent' with another two rating it as 'Fair'. All patients and visitors we spoke with said they had been treated with dignity and respect by the staff.

Staff

People praised the staff at the Trust saying they were friendly and caring. One person told us how members of staff came over to help him, *'My wife's wheelchair just broke on the way in. Her strap got caught in the wheels. A lovely young girl, who works here, ran over to help whilst her break. The car parking attendant came over to help as well and two maintenance men fixed it for us.'*

Environment

Comments were made on how nice the hospital looked in the run up to Christmas. Other commented on how clean and spacious it was and how well signposted.

What could be improved?

Parking

Some people commented on parking as in need of improvement, with one saying *'There are never any spaces when I bring my daughter to her weekly appointments at the clinic. We would like more or designated spaces around the back of the hospital.'*

Another person told us they had raised access to disabled parking with the Trust and it had been resolved, saying, *'I wrote to the CEO on the website as there were long queues for the disabled parking and she did reply. They have added 16 more spaces which is brilliant!'*

Information

Most people felt they'd been given enough information by the hospital, but a couple of people highlighted issues they had finding out where they needed to be for their appointments. One person told us, *'I would like a letter with where to go and outline of appointment.'*

This could be a particular issue for patients attending the hospital for the first time. We'd suggest the Trust always send details of the location for an appointment to patients.

Night care

One patient felt that care at night wasn't as good as that received in the daytime, telling us, *'I have stayed on a number of wards at this hospital for my breathing and heart. The Dr's and nurse are really great in the day but the night regime is not good. In the night the nurses stay in their hub. They seem to be chatting and might be doing their paperwork. I have seen patients struggle to reach drinks and spill it on themselves. The nighttime staff are not as good to patients on any of the wards I have stayed on. They don't come round and check on patients at all.'*

A&E children

Two people gave feedback on visiting A&E with children. One parent told us, *'The long waits are an issue. I understand A and E is busy and they need more staff. I just wish there was a better system in place especially for children waiting.'*

While another said, *'Only one parent was allowed in with each child in A and E. I understand they are pushed for space, but it can be hard waiting away from your family.'*

St Helens & Knowsley Teaching Hospitals NHS Trust response

Thank you for providing the report and the invaluable feedback from patients and visitors, as well as the opportunity to respond to the feedback.

The Trust has increased the number of disabled car parking spaces at the front of the hospital in response to concerns raised by patients and visitors and continues to review the provision of all car parking spaces across the Trust. Additional off-site parking is provided for staff to increase the number of spaces in the multistorey car park for visitors.

The Trust continues to face many challenges and works tirelessly in seeking to increase available staff, including ongoing recruitment and a comprehensive Health and Wellbeing Service to support staff. The report will be shared with the Heads of Nursing and Quality to cascade through their teams to reiterate the positive practice and to address any areas for improvement.

Anne Rosbotham-Williams

Deputy Director of Governance

St Helens and Knowsley Teaching Hospitals NHS Trust

Listening Event feedback

Listening Event feedback

This report was generated on 22/12/22. Overall 15 respondents completed this questionnaire. The report has been filtered to show the responses for 'Date=05/12/2022 and Choose your Healthwatch=Halton'.

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

Hospital / Venue name



Are you:



Listening Event feedback

Which hospital ward or outpatient area is your feedback about?

- _____ Radiology
- _____ Eating disorder clinic
- _____ Children's A and E.
- _____ blood clinic - anticoagulants
- _____ Radiology
- _____ Respiratory
- _____ Not told where appointment was but found it to be ECG and Outpatients
- _____ Physio - pediatrics
- _____ Orthopedics
- _____ blood clinic
- _____ Blood test
- _____ paediatrics
- _____ A and E
- _____ 4B
- _____ Children's wards

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

- _____ Clean, Nice surrounding. Looks good for Christmas. Good staff
- _____ Good staff and a nice environment over all.
- _____ Clean and spacious with nice staff.
- _____ I am looked after well here and the staff are pleasant.
- _____ Everything is good.
- _____ Lovely staff. Very friendly and caring in the day time and in outpatients.
- _____ Great staff.
- _____ Staff healthcare given.
- _____ Staff great on the ward.
- _____ The staff are friendly. They are like friends. we know them all and they are lovely. We cannot speak highly enough of this hospital. Everyone is amazing. The food was even good when I was an inpatient.
- _____ A clean hospital with friendly staff.
- _____ It is a spacious hospital and well sign posted to find the wards.
- _____ Staff are lovely.
- _____ It is brilliant. The staff are all great. My wife's wheelchair just broke on the way in. Her strap got caught in the wheels. A lovely young girl, who works here, ran over to help whilst her break. The car parking attendant came over to help as well and two maintenance men fixed it for us.
- _____ The Reception was easy to find and it is clean.

What would you like to see improved?

- _____ Parking. It is often hard to park here.
- _____ Parking. There are never any spaces when I bring my daughter to her weekly appointments at the clinic. We would like more or designated spaces around the back of the hospital.
- _____ My child has only just been triaged so I couldn't say.
- _____ It is very busy here and some areas and there is not always enough staff with sickness and everything.

Listening Event feedback

What would you like to see improved?

nothing.

I have stayed on a number of wards at this hospital for my breathing and heart. The Dr's and nurse are really great in the day but the night regime is not good. In the night the nurses stay in their hub. They seem to be chatting and might be doing their paper work. I have seen patients struggle to reach drinks and spill it on themselves. The night time staff are not as good to patients on any of the wards I have stayed on. They don't come round and check on patients at all.

I was called on Wednesday and told I had appointment here this morning. I realised I didn't know which department it was for so my daughter called the switchboard, appointments line, cardiology and respiratory but no one knew where is was. We just had to turn up and try and see where it will be. We went to the ECG department and they said it was not there. We went to Outpatients and they said it was with them but that we needed an ECG, so we had to go all the way back. I think they should have called over for us to check as it is not easy to go up and down with the wheelchair and I'm sure it would be for lots of patients who need an ECG. WE then had to go back when the ECG was done too.

The women's toilets by the reception are dirty. There is dirty/ soiled tissues on the floor (reported to PALS office right away).

It was all good.

I wrote to the CEO on the website as there were long queues for the disabled parking and she did reply. They have added 16 more spaces which is brilliant.

Nothing to suggest.

There were no tables available today in the foyer or cafe and this makes it hard for me as I use a walking stick. Its awkward to carry things or put them down by these seats with a table

Waiting times.

Nothing to improve for us.

I was phoned up to bring the baby for physio but I don't know where it is at or what will happen. I haven't had a letter.

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

So far. Triage was good.

in my blood clinic they do.

Not at night time no.

They are really, really busy.

My wife has been to pre op and for a biopsy before today and the staff were all great.

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



Listening Event feedback

Comments

The nurses are always helpful with questions.

All I explained well and I have a note book.

They are good when I ask my questions.

Not told why I was coming or that I needed an ECG.

Take time to explain everything and answer Q's. The Doctor breaks it down if we do not understand it

The operation has been explained well.

Would like a letter with where to go and outline of appointment.

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

Parking is hard, especially on the open car park.

Parking means you are far away from the clinic and have to walk right through the other areas.

Parked fine and good signs to guide you around the building.

I have to get a lift from my husband as the buses are unreliable and very busy so may make me late. It is a worry as my husband is getting older.

All fine. The lifts are good.

I use a wheelchair and always have someone with me.

Hard when we had to go back and forth between departments.

All good.

All good.

I get round fine with my son.

Easy. Good parking here.

I have a disabled pass to park and found a space this morning.

All fine.

It is dead easy. The staff in the red polos came over as I came in and directed me too. They are very good.

All fine.

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



Comments

so far yes.

Oh yes

By the day staff.

Yes absolutely.

The security man by the door was very friendly and helpful.

Listening Event feedback

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



Comments

This was explained to us when my dad was in.

My wife had it explained that she will probably stay for one night, maybe two.

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?

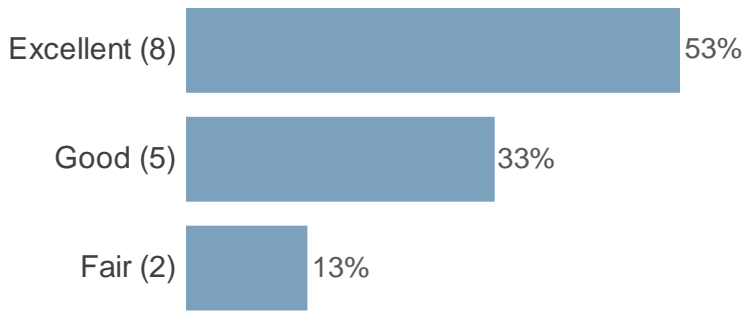


If you answered 'Yes' to Q11

Not Enough Data

Listening Event feedback

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



Any other comments

Parking if the only negative I have found.

Only 1 parent was allowed in with each child in A and E. I understand they are pushed for space but it can be hard waiting away from your family.

Spoke very highly of the outpatient staff and day time nurse and waited to give a 5 star feedback, despite their concerns with the night time staff. The family have spoken to PALS about the issues with the night time staff. They were told they would feed it back but the patient has not seem any improvement. I asked if they would like to share their details to be passed to the PALS teams but they didn't want to discuss it again and said they just want it to be improved. (ECG appointment form also completed)

Today with the appointment issues it was not great but normally lovely staff. Again asked if family wanted PALS to get in touch with them but they just wanted to pass on feedback as have tried to speak to PALS previously over another issue.

Cleanliness in toilet lost a star.

My Dad had a 5 week stay and got great service.

An amazing hospital. I feel cared for and welcome. The environment is great. the open, clean space and the flowers outside make it much nicer than other hospitals. The Dr's take time to explain everything to us. They never rush us and show a lot a care. One issue is that my blood tests from my GP in Liverpool cannot be seen by the Trust and I have to have them redone and my veins are not too good. It seems the computers cannot share my test results even though it is the same NHS number everywhere.

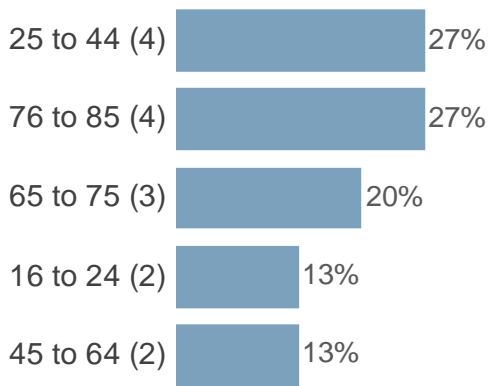
The long waits are an issue. I understand A and E is busy and they need more staff. I just wish there was a better system in place especially for children waiting.

The way my wife is treated is brilliant. All staff are great, the maintenance people, nurses, Dr's all of them.

Not had the appointment yet and need to find out where to go at Reception desk now.

Listening Event feedback

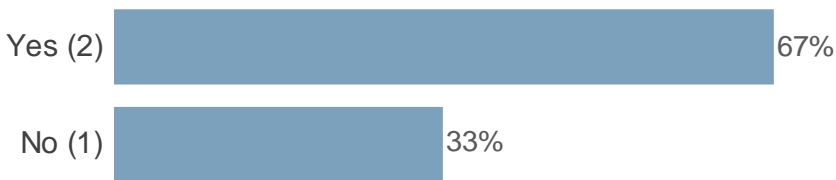
What is your age? (Age of respondent)



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!



Suite 5, Foundry House

Widnes Business Park

Waterside Lane

Widnes

WA8 8GT

Tel: 0300 777 6543

E: feedback@healthwatchhalton.co.uk

Listening event report

January 2022

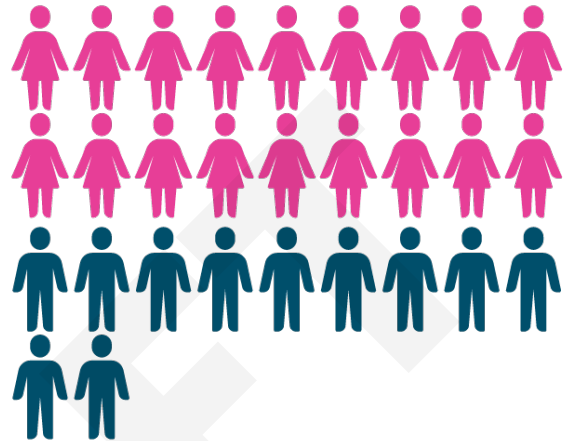
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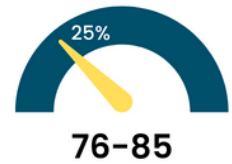
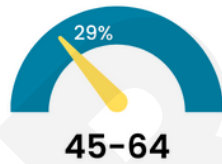
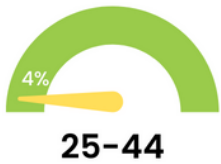
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Halton Hospital January Listening Event

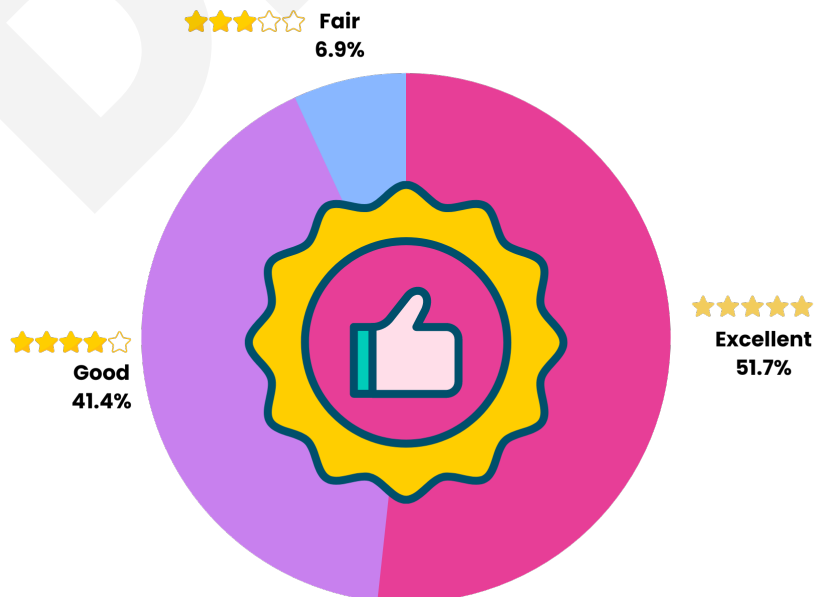
We heard from 18 women and 11 men



Age range



Rate your treatment by healthcare staff



About this report

This report highlights public feedback received during Healthwatch Halton's monthly outreach session at Halton Hospital.

These comments were collected between 10.00am and 1.00pm on 27 January 2023 at Halton Hospital.

In total, 29 people, 18 women and 11 men took part in the listening event.

26 people were attending clinics at the hospital, two were visiting patients and one was a staff member.

We use a short questionnaire to collect people's feedback on their experience of the Trust. A copy of this is included at the end of the report.

The comments within the report are in the words of the people who shared them.

We received feedback on the following:

- Warfarin Clinic
- Audiology
- Phlebotomy
- Cardio respiratory
- X-Ray
- Endoscopy
- Diabetic Clinic
- Pre-assessment Unit
- Ultrasound
- Volunteers
- Main Entrance

What do you think is good?

When asked what people liked about the hospital, the most common answer was, **the staff**. The location and convenience of getting to the hospital was praised by many patients. The **cleanliness** of the hospital was also highlighted, with one person telling us, *'...everything is great, cleanliness, friendly staff better than anywhere else'* whilst another said, *'This is one of the best hospitals and always clean.'*

We've listed a selection of the comments below

- *'Everything is good, staff wonderful clean, welcoming very nice.'*
- *'Convenient, easy to get to. I really like the staff, I'm here every 6 weeks appointments are very good.'*
- *'Staff very good, excellent courteous, very attentive found everything great in the last 2 years I've been coming here.'*
- *'Was my first time here yesterday, staff are very friendly.'*
- *'Staff very friendly and helpful. Professional'*
- *'Lovely, I never want to lose this hospital. I have been seen for my heart and been in the Brooker.'*
- *'Consultant and nurses very good, I have been attending for 25 years.'*
- *'Lots of friendly staff only been here 2 months so still getting to know everything it's a very nice and calm atmosphere.'*
- *'Always found good, everyone friendly and helpful.'*
- *'This visit was very good, previous experience not good, but that was a long time ago.'*
- *'Great, perfect, on time, treatment is always good. Great service. Staff helpful and it's clean.'*

We asked patients, **'Have you been treated with dignity and respect by the staff at the hospital?'**, we received a **'Yes'** from 100% of respondents.

What could be improved?

Three people mentioned difficulties getting through the Switchboard to **book an appointment**, with one patient telling us, *'You can never get through on the Switchboard to book an appointment. It's at least 40 minutes every time I try.'*

Five people highlighted **parking** as in need of improvement, with two people saying it was *a 'nightmare'*. One person said that parking for disabled people was *'not good'*. Another told us, *'There's no sign for the Captain Sir Tom Moore building at the entrance when driving in from the road.'*

While we were at the hospital for the Listening Event, we had several people asking for help to use the car parking ticket machines. We noted the operating instructions were not very clear and the keypad wasn't very visible. People with visual impairments may struggle to use the machine and we observed several people kneeling on the floor to read the keypad and enter their car details. This isn't dignified for anyone.

One patient felt that **toilets** needed checking more often, saying *'they're always dirty when I have used them.'*

Do staff have enough time to spend with you and other patients?

All the patients we spoke with felt staff had enough time to spend with them.

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

All the patients we spoke with said they had been given enough information about their treatment or care.

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

All the patients we spoke with said they had been treated with dignity and respect by staff.

How accessible do you think the hospital is in terms of getting around?

Generally, patients we spoke with said the hospital was quite accessible. As mentioned earlier in this report, **parking** was highlighted by some as being a difficulty. One person told us, *'the hospital is very accessible, but the car park can be difficult, not enough parking'*, although another patient said, *'it's very accessible, my wife is disabled and I got a parking space straight away.'*

Two people said that **signage** around the hospital needed updating and to be clearer.

Other Comments

- *It's awkward to get here from my house in Widnes, I have to get a taxi and it's nearly £12 each way. I'm on benefits so it's a struggle.'*
- *In Clinic C there is a big poster about Sepsis, but you can't read it all, especially at the bottom as there are chairs in the way so it's not getting the message out.*
- *Can't get any better than this, I have even been private this is better.*
- *I like the cafe with the books on sale.*
- *No one at the desk when I arrived to ask about the parking machine. (Volunteers desk) I don't like to bother the receptionist.*

Warrington & Halton Teaching Hospitals NHS Foundation Trust report response

To be added.

DRAFT

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 report November / December 2022

healthwatch
Halton

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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, one located at Halton Hospital in Runcorn, and another based at the Health Care Resource Centre in Widnes.

Why are we visiting?

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 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>

This report covers visits to the Runcorn UTC on the following dates:

- 9 November 2022
- 7 December 2022

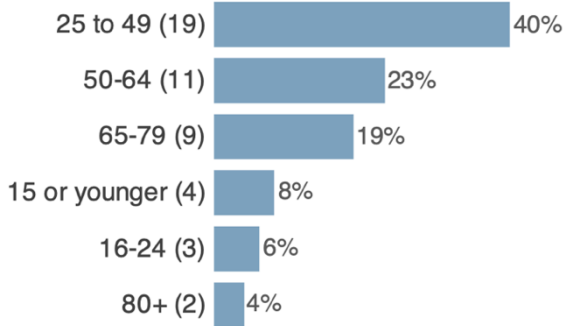
The information we have gathered is presented to provide a snapshot of the experiences of those who took part, and to highlight areas for consideration by commissioners and providers. Due to the number of responses received they cannot be considered representative of all patients who attend the UTC.

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)



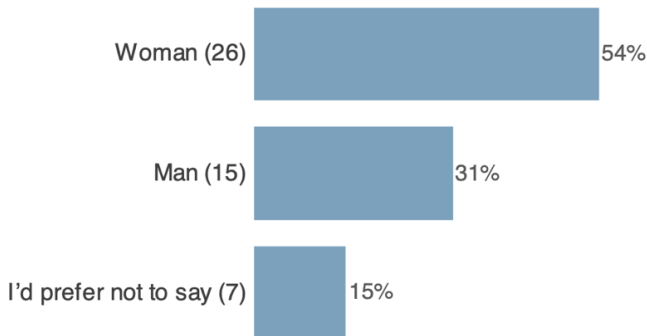
In total we spoke with 48 patients during the two visits.

They ranged in age from under sixteen to over 80 years of age.

The majority, 63%, were in the 25 to 64 age group.

Under 25's accounted for 14% of patients we spoke with, while a further 23% of people were aged 65 or older.

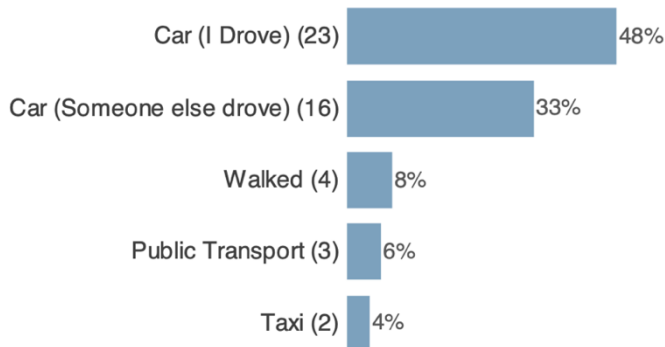
Please tell us which gender you identify with:



We heard from 26 women and 15 men. Seven people preferred not to give their gender.

When asked how they arrived at the UTC, 39 people (81%) had arrived by car, of those, 23 (48%) drove themselves, with 16 (33%) saying they'd been given a lift to the UTC been given a lift by a friend or family member. Three people (6%) had come by public transport.

How did you get here today?



Four people, (8%), told us they had walked to the centre, while two people had arrived by Taxi.

Almost 40% of people we spoke to lived outside Halton. Mainly from the

Warrington area, with some people coming to the UTC from Frodsham and Helsby.

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?



Four in Ten (38%) patients said they hadn't looked for help or advice anywhere else before attending the UTC. These figures were broadly similar to those in our previous report in September 2022.

We asked those who had looked for help before coming to the UTC which service(s) they had contacted.

The most common response was GP Practice, with 77% (23) saying they had tried their GP practice first.

- *'Our GP always tell us to come to the UTC for my young daughter but also for my elderly Father.'*
- *'My GP practice wouldn't see my Granddaughter, who is only a baby, because of covid. She was unwell so they said we had to come to the UTC in case it was Covid.'*
- *'I can't get a GP appointment. I have been there 37 years. You can't book in advance. I was on hold for nearly 2 hours this morning and it charges me for this. When I got through the appointments are gone. The receptionist suggested coming to the reception at 8.00am but this cost me £5 on the bus and there is no guarantee. If I do get an appointment, I would have to pay for the bus again. Something different needs to be put in place for GP's.'*

Why did you end up coming to the UTC?

People had decided to come to the UTC for a variety of reasons. One in four people (26%) visited the UTC as they were unable to book an appointment with their GP practice.

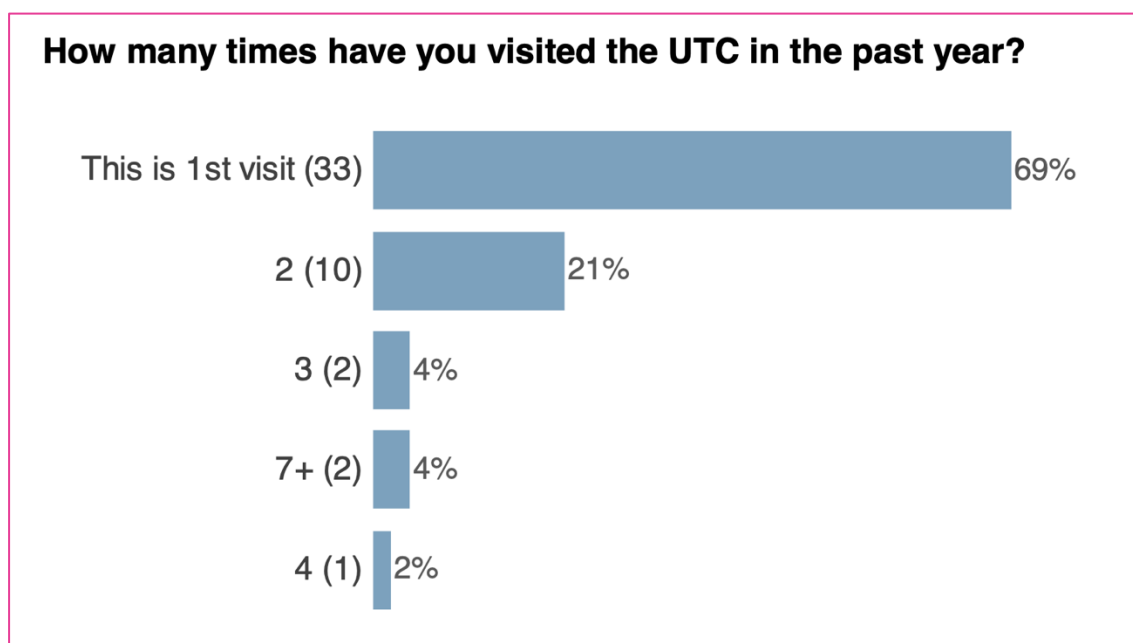
One in five people had spoken with their GP practice and been advised to visit the UTC.

Two people had contacted NHS111 and been advised to go to the UTC.

Some people had decided it was the most appropriate place to visit

- *'I know I can get seen here.'*

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

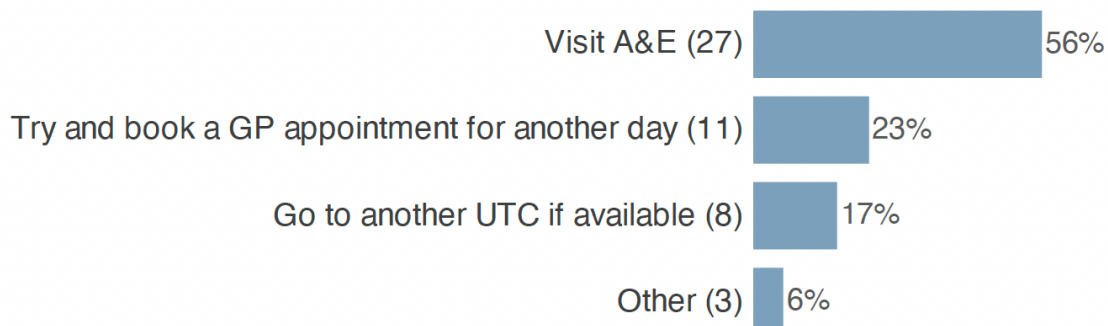


Most people, 90% (43), had only visited once or twice in the past 12 months.

Two people had visited the UTC more than six times in the past year. Both had brought children for treatment as they had been unable to get appointments with their GP practices.

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

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



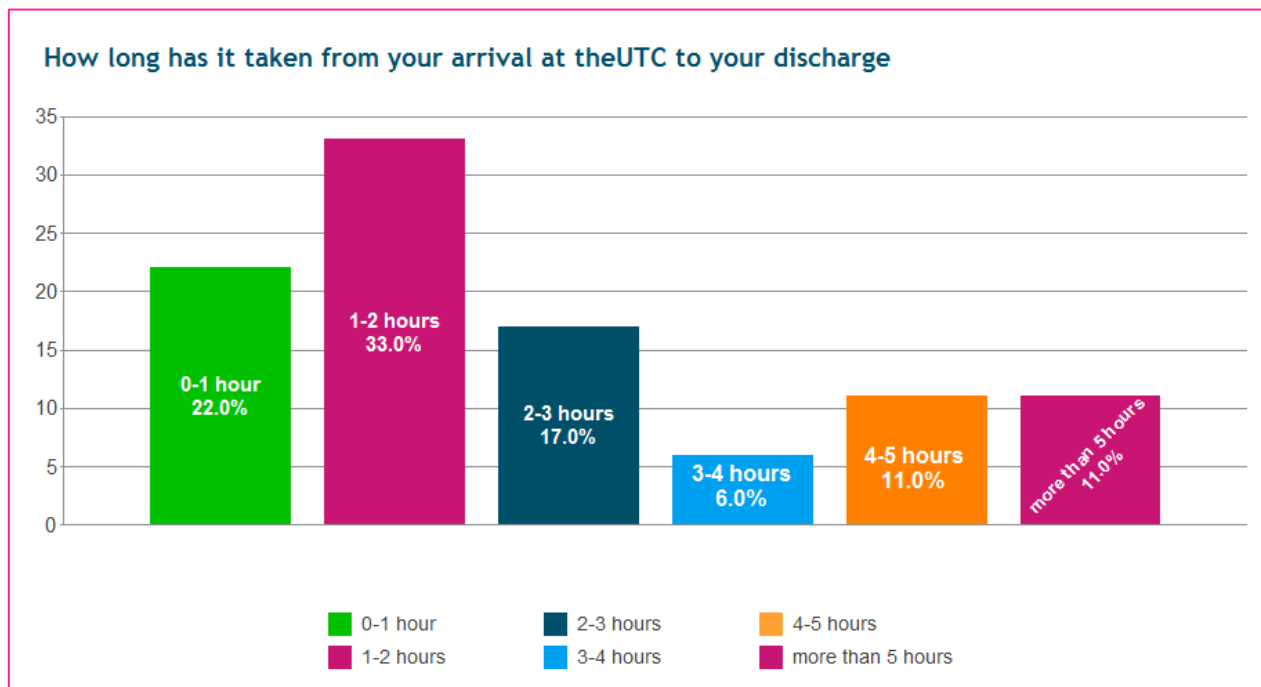
Over half, 56% (27), told us they would have attended A&E.

- *'Dressing clinics in our area are full so we would have gone to A&E every day for dressings!'*

23% (11) said they would try and get an appointment with their GP on another day, while a further 17% (8) would have looked for another UTC to go to.

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.



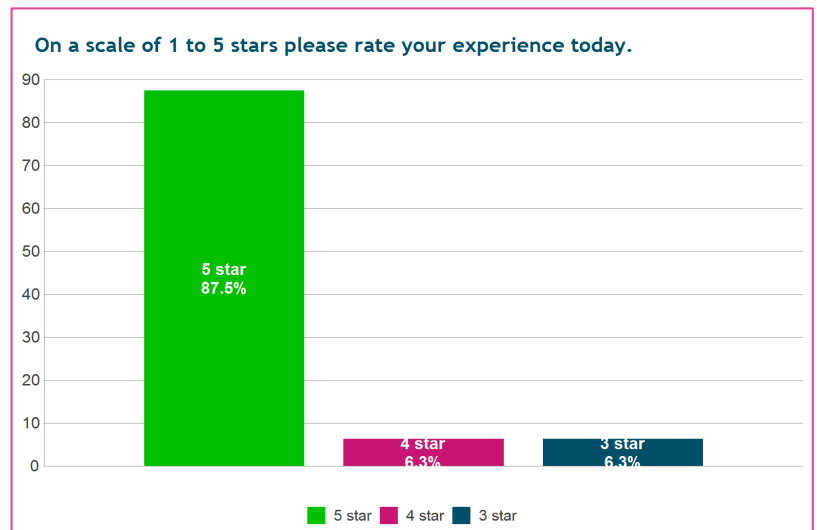
Just over one in five patients (22%) were 'in and out' of the service within one hour of arrival.

A further 33% were treated and discharged within two hours of arrival, while 17% were treated and discharged between two and three hours after arrival.

In total, 78% of patients were treated and discharged in less than four hours. While still a high percentage, this was a drop of 19% compared to our report in September.

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

Despite the increase in waiting times for many people, satisfaction with the service is still high with 88% of those who completed part two of the survey rating their experience of the UTC as five stars, while 6% rated it as four star, with another 6% rating it as a three out of five-star experience.



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

When asked if they would recommend the UTC to friends or family, a similarly high percentage, 93%, said they would be *'likely'* or *'very likely'* to recommend the service.

The remaining 7% gave a neutral *'neither likely or unlikely'* rating.

- 'Halton is accessible from where I live and the same travel time as Warrington. Halton is always spotlessly clean, amazing friendly staff. Really helpful, always checking patients waiting to be seen are ok and always asking of everyone is ok. They explain we can help ourselves to water and let us know if name called if we need to go to the toilet. I have accessed Halton and been an inpatient for the last 12-13 years and recommend them 100%. Halton is an amazing hospital and excellent staff and service, and they know how to clean, I've never ever seen Halton Hospital dirty, ever! Shorter waiting times than Warrington Hospital and treat you like a person, NOT A number.'*

Summary

As with previous visits to the Runcorn UTC, we observed staff to be always helpful and courteous to patients, which is reflected in the public feedback received.

The average waiting time for patients to be triaged and treated has risen compared to our previous visits, but it continues to be overwhelmingly positive despite this.

There were many compliments, particularly for staff:

- *'They took the baby straight through to be checked. Couldn't help me enough. Thanks!'*
- *'Excellent treatment. Friendly staff.'*
- *'The staff are pleasant and courteous.'*
- *'The staff are all lovely and very helpful, but so overstretched / over worked. I think the service is being misused by GP's which only adds to the pressure they are all under.'*



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Agenda Item 5

March HAB meeting – Item 5

Statutory Stakeholder meetings - overview

14 November 2022 to 15 March 2023

35 meetings attended including:

Health & Wellbeing Board

The meeting consisted of presentations from a number of services across Halton. All were interesting. In particular the community shop and the plans for the Community Diagnostic Centres. The issue of the additional funding for discharge was of concern as the timescale involved for using this money is very short and there does not seem to be any firm plan or infrastructure in place for using this money.

Actions: We need to monitor closely how this money is used locally and what real impact and effect it has on the enablement of discharge into the community.

Concerns:

The process behind the allocation of this funding is extremely short term and woefully inadequate in terms of firm plans to improve the overall position and problems.

STHK Quarterly Healthwatch meeting – updated the Trust on feedback from our recent Listening events – reports completed.

One Halton Q&P meeting – still early days in this meeting. Presentation on Core20plus5. Chair mentioned the importance of bringing Healthwatch intel reports to the group.

Warrington & Halton Hospitals PEDISC - Patient Equality, Diversity and Inclusion Sub Committee – Short meeting due to system pressures. I updated on the EDS 2022 sessions that we are representing the C&M Healthwatch at.

CQC Inspector – Beate Field. Introductory meeting as I've been asking for contact to be rebuilt with the local CQC teams. They are undergoing changes, so we don't yet know who will be covering what.

Adult Safeguarding Board – Discussion around Cost of Living Crisis. Mentioned that HW had done work around access to Health & Care Services due to cost of living crisis. We need to find the dates of the Partnership Forum and send a rep. Irene did this role previously.

C&M Healthwatch catch-ups. There have been a number of weekly meetings between local HW, including:

- February meeting with Chris Leese and Clare Watson re - Development of Strategic Framework (SF) for Primary Care
- March meeting – Follow up on February meeting with Ed Milenstead to discuss the Primary Care Framework

Primary Care Commissioner meeting

Meeting with Sarah Vickers to discuss the Primary Care Commissioning Transformation report.

Asked about the new PATCHS system which will replace consult. This will not be rolled out by the end of March as planned. Up to 4 practices currently in process of rolling out Patchs

Discussed the MSK changes - good to see the reduction in waiting lists. Not likely to go back to a full self-referral system.

Meetings:

- Health Policy & Performance Board (PPB)
- Children & Young People's Emotional Health and Wellbeing Board NHS Halton & Warrington
- EDS2022 & Core20Plus5 Maternity follow up meeting
- Meeting with Associate Director of Quality and Safety Improvement
- WHH Patient Experience Sub Committee
- STHK Patient Experience Council
- Children's Specialist Services (Woodview) & Healthwatch catch-up
- Cheshire & Merseyside ICB Board meeting

Agenda Item 6

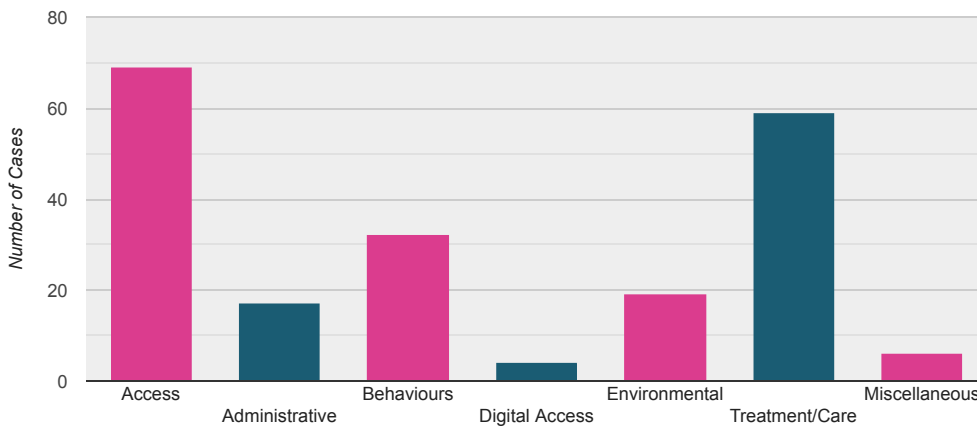
HAB Feedback report

Feedback report for the March 2023 HAB meeting. This covers the period 1 October 2023 to 15 March 2023

Statistics

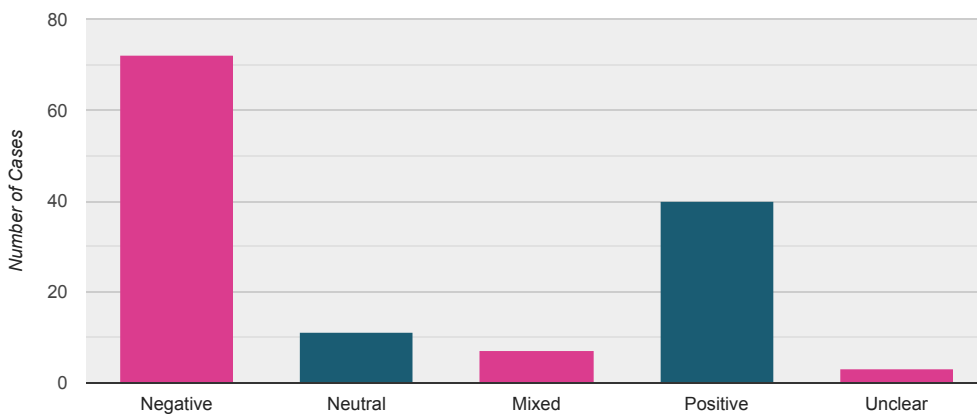
Total cases: 140

Theme Areas



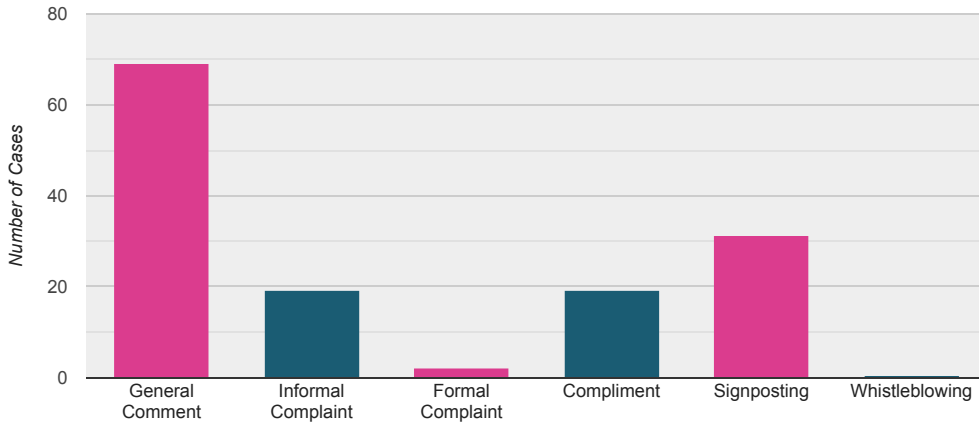
Theme Areas	Cases
Access	69
Administrative	17
Behaviours	32
Digital Access	4
Environmental	19
Treatment/Care	59
Miscellaneous	6

Sentiments



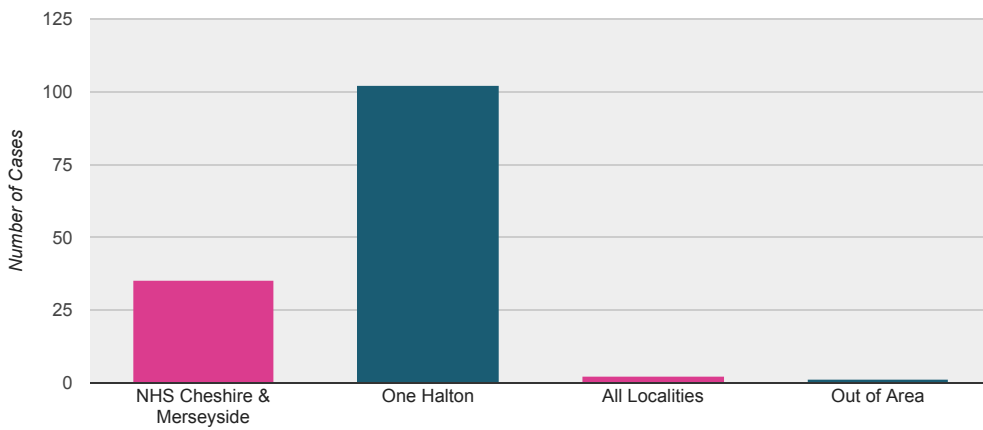
Sentiments	Cases
Negative	72
Neutral	11
Mixed	7
Positive	40
Unclear	3

Case Types



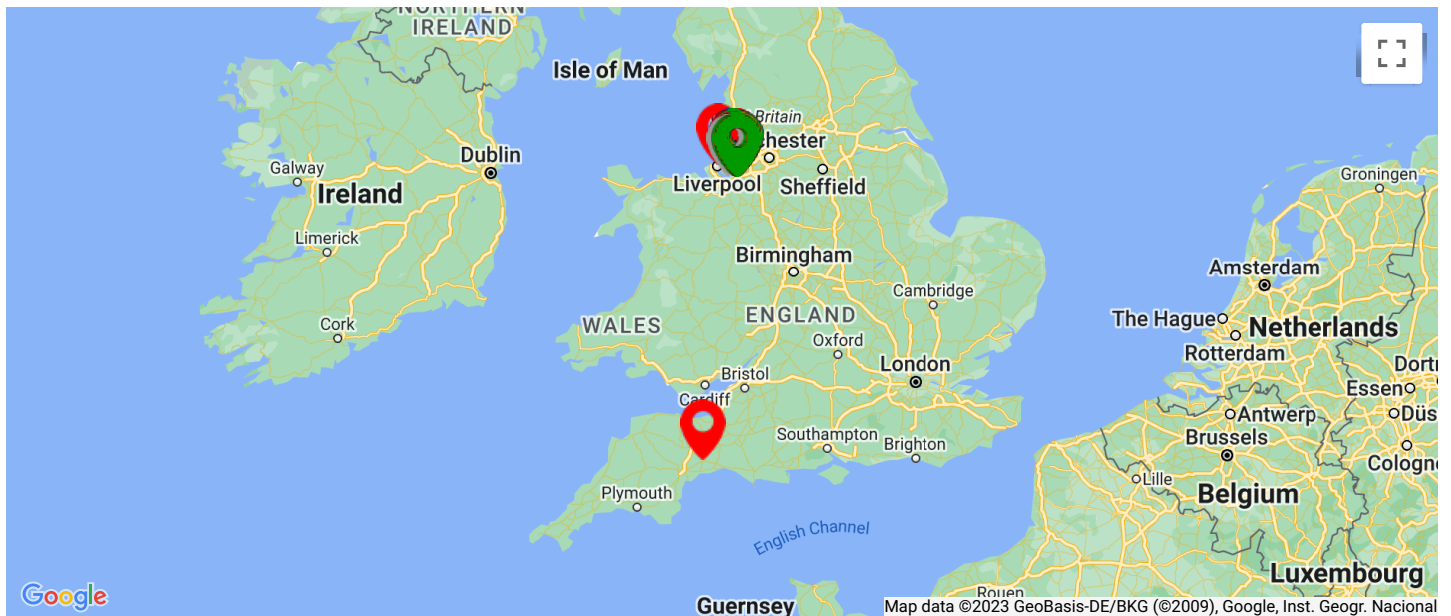
Case Types	Cases
General Comment	69
Informal Complaint	19
Formal Complaint	2
Compliment	19
Signposting	31
Whistleblowing	0

Localities



Localities	Cases
NHS Cheshire & Merseyside	35
One Halton	102
All Localities	2
Out of Area	1

Map



Cases

Community Health Services

Locality	Case Details
NHS Cheshire & Merseyside x 1	Compliment