

**Healthwatch Halton Advisory Board**  
**21<sup>st</sup> July 2022 1pm at Foundry House.**  
**Public Board Meeting Agenda**

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

		Item	Enclosure (Paper, Verbal etc)	Outcome (Noting, Decision etc)	Presenter
1.00pm	1	<b>Welcome and Apologies</b>	V		Chair
1.10pm	2	<b>Declaration of Interests</b>	V		All
1.15pm	3	<b>Warrington Hospital patient Engagement Strategy – Presentation</b>	V		Jen McCartney & Adam Harrison
1.20pm	4	<b>Minutes and Action log from Public Board Meeting update</b>	V/P		Chair
1.40pm	5	<b>Work Programme Updates</b> <ul style="list-style-type: none"> <li>• Discussion on capacity for team</li> <li>• Update on 2021 THRIVE project</li> <li>• Outreach and Engagement proposal</li> <li>• E&amp;V update</li> </ul>	V		LHM & Chair
1.55pm	6	<b>Meeting feedback reports by HAB members</b>	P/V		LHM
2.10pm	7	<b>Intelligence/Feedback update – public issues</b> Website feedback / UTC Outreach	V/P		LHM
2.20pm	8	<b>ICS and One Halton Update</b> Health & Wellbeing Board Update Overview and Scrutiny Update	V		Chair  LHM
2.50pm	9	<b>Any other business</b> Quality framework update	V		Chair
3.00pm	10	Date and Time of Next Meeting <b>15 September 2022 1pm</b>			
3.00pm		<i>Private session to discuss confidential staffing/ operational issues.</i> <b>Closed Session- not open to the public.</b>			

Chair – Healthwatch Advisory Board Chair

LHM – Local Healthwatch Manager



# Agenda Item 3

# Agenda Item 4

## Healthwatch Halton Advisory Board

### 19<sup>th</sup> May 2022 Public Board Meeting Minutes

In attendance: Kath Parker (KP) HAB Chair  
 HAB members: Smita Patil (SP)  
 Maureen Isherwood (MI),  
 Diane McCormick (DMc)  
 Dave Wilson (DW, Manager, Healthwatch Halton)  
 Clare Screeton (minute clerk)

Apologies: Elizabeth Learoyd) ECS Director, Jude Burrows (Engagement and Information Lead Healthwatch Halton), Jane Pritchard (JP) Dave O Connor (DOC)

		Item
1.00pm		<i>Private session to discuss confidential staffing/ operational issues. Closed Session- not open to the public.</i>
<b>Public HAB Meeting</b>		
1.30pm	1	The Chair welcomed the Board Apologies were received as above. The Chair also welcomed SP as a new member of HAB
	2	<b>Declaration of Interests</b> Meeting not quorate so no decisions to be finalised. The DOI register also needs to be checked and updated.
1.35pm	3	<b>Minutes and Action log from Public Board Meeting update</b> The minutes were agreed as a true reflection. <b>Action Log - updated</b>
1.40pm	4	<p><b>Work Programme Project Updates</b></p> <p>During March and April, 4 e-bulletins were sent to our mailing list of 500+ people and organisations. 24 articles were added to our website promoting:</p> <ul style="list-style-type: none"> <li>• Awareness Months</li> <li>• Endometriosis Action</li> <li>• Ovarian Cancer</li> <li>• Bowel Cancer</li> <li>• Stress Awareness</li> <li>• Dementia</li> <li>• Report</li> <li>• Lost for words</li> <li>• Big Dental Check-up</li> </ul> <p>Information articles:</p> <ul style="list-style-type: none"> <li>• Where to find support when someone has died</li> <li>• Where do I go for support as a new parent?</li> <li>• How to find an NHS dentist</li> <li>• Where can I get help out of hours?</li> <li>• Preventing Falls in hospital</li> <li>• General health and care related items</li> </ul> <p>Over 10k visitors to the website during March and April. This was a drop against the same period on 2021, but very much to be expected as we were promoting much more information around the pandemic and vaccination last year.                      The total number of visitors to our website for the year from April 2021 -March 2022 was 78561, up 27% against the previous year.</p>

		Item
		<p>To put this in context, prior to the start of the pandemic we had 5,346 people a year accessing our website.</p> <p>With a return to 'normal life' we have noticed a gradual fall in the numbers of people accessing the website during the past 6 months. This was to be expected but we were pleased to note that the numbers accessing the site are still significantly higher than the pre-pandemic levels.</p> <p><b>Website update given:</b> 1369% increase against pre pandemic levels (2019-20) 634% increase in pages viewed compared to pre pandemic levels In this period, 178 messages were sent across our social media accounts reaching approximately 29,000 people.</p> <p><b>Engagement and outreach</b> Good to start up outreach sessions again. Three outreach sessions took place, all in March. We've been limited in our ability to run sessions due to staff shortages and annual leave.</p>
1.55pm	5	<p><b>Meeting feedback reports by HAB members</b></p> <p>Report attached also noted the HAB want to ensure that they are attending the correct meeting that they need to be attending and not just as a tick box. MI said that she attends the PC Commissioning team meeting so she can feedback so that 2 HAB members do not need to attend.</p> <p>DW has shared the 10 principles for the ICS Engagement he has asked the HAB to review and feedback via the survey. All the HW in Cheshire and Mersey will be doing this also. There are no leads there is although a memorandum of understanding as requested by Healthwatch England. One Halton have communicated that the ICB and ICS will work in Halton this also included and explanation to the ICS.</p> <p>DMC question the fact that people who did not use English may miss out on the information, but DW said that this will be covered under number 6.</p> <p>SP has also agreed the attend The PESC at either Whiston or Warrington. The next one at Whiston is in person and is open to members of the public.</p>
2.10pm	6	<p><b>Intelligence/Feedback update public issues</b></p> <p>DW had met with Jen McCartney Manager of the patient experience team at WHHFT DMC said that the patients are not getting the service and access for MSK.</p> <p>DW said that this would need to be raised directly with CCG (now ICS) for answers as to how the referral system works and why there are so many gaps MI agreed and said that there was a lack of feedback from the service. An action was to contact WHH to enquire who is in charge of MSK/Physio. The HAB agreed that it seemed inappropriate to have a physio appointment via phone call.</p> <p><b>Action – Jude to contact WHHFT to ask how the referral system works for MSK / Physio</b></p> <p>Clarity needed over any visiting restrictions at the local hospitals. – <b>Action: Check with local Trusts on the current position.</b></p> <p><b>Ambulance services</b> – Feedback received from public on lack of ambulance transport to help frail or vulnerable people get home? Is this what the Ambulance Service should do? Is it something that volunteer drivers could do? <b>Action – Check on any issues around this</b></p> <p><b>Update given by MI</b> - The Widnes and Runcorn Cancer Support Group (WRCSG) has recently been working closely with Halton Haven especially with regards to offering counselling sessions to The Haven patients. Halton Haven have a new Engagement Lead Deborah Bailey.</p>

		Item
		<p>(WRCSG) are now attending the weekly Eat at The Heath events, enabling Runcorn residents to have access to WRCSG services and support.</p> <p><b>Priority projects</b> Our Big Dental Check-up report was completed, approved, and published in March. This report was presented to the Health and Wellbeing Board by KP. We need to keep an eye on dental services and follow up on recommendations during coming months. This is a national issue which Healthwatch is raising awareness of. Locally we are keeping the H&amp;WBB updated on this.</p> <p><b>Quality Framework</b> Progressing slowly. <b>Action:</b> DW and KP to arrange QF review meeting for the HAB.</p> <p><b>One Halton</b> We have been quite busy during March and April with involvement in various meetings around the development of One Halton. We've also joined with our colleagues across Cheshire &amp; Merseyside looking at the development of the Integrated Care Partnership, all with a view to see where Healthwatch will be most effective in ensuring the views of the public are included. We sit on the One Halton Place Based Board and on sub-committees looking at Communication &amp; Engagement and Quality.</p> <p><b>Accessible Information project</b> has been paused for the time being due to staff capacity the day to day running will remain a priority for the next 3 months.</p>
2.35pm	7	
	7a	Escalation to HW England/ CQC
	7b	<b>Publish a report/ agree a recommendation made in a report - NONE</b>
	7c	<b>Request information from commissioners/ providers - NONE</b>
	7d	<p><b>Which premises to Enter and View and when (Completion of the Enter and View visit checklist is required)</b> No progress made as yet to the plans for visits to Care Homes face to face. Planned to restart visits as soon as safe to do so.</p>
	7e	<b>Decision about subcontracting/ commissioned work - NONE</b>
	7f	<b>Whether to report a matter concerning your activities to another person- e.g. CCG, Voluntary Sector, another Healthwatch, Advocacy services - NONE</b>
	7g	<b>Which health and social care services HW is looking at for priority project – N/A</b>
	7h	<b>Refer a matter to Overview and Scrutiny committee – N/A</b>
	7i	<b>Breach/s of the decision-making process N/A</b>
2.45pm	8	<p><b>Health and Social Care Issues from the public</b> DMC - In Whiston A&amp;E a lady who was over 85 who was told by her GP she needed to go to A&amp;E. She arrived at 4:30 pm and did not get away till 1:30 am the next day. She has physical disabilities. Police left a man in A&amp;E unattended, she was nervous. She could not hear when her name was called. She had to wait while doctors were called away. She was not offered anything to eat or drink. A friend delivered something at 8:30. She even had to pay for parking as office closed. Luckily, she was discharged with no treatment.</p>
2.50pm	9	<p><b>Any other business</b> HW will attend the Ignite your life meeting at Walton Gardens for service users of MerseyCare. Jen McCartney and Adam Harrison (WHFFT) will come to the next meeting and present to the HAB. Annual report – will be shared before next meeting.</p>
3.00pm	10	<b>Date and Time of Next Meeting 21<sup>st</sup> July 2022, 1.00pm at Foundry House.</b>


# Agenda Item 5



## THRIVE Report update – May 2022

Since publication of this report in 2021 we have worked with commissioners to ensure the recommendations were fully considered, responded to, and acted on.

The following formal update was received from NHS Halton's CCG's Deputy Chief Nurse/ Children Clinical Lead on 22 May 2022.

	
	No1 Lakeside Centre Park Warrington WA1 1QY
	Tel: 01925 303030
<p>21<sup>st</sup> May 2022</p>	
<p>Dave Wilson Healthwatch Halton Suite 5, Foundry House Widnes Business Park Waterside Lane Widnes WA8 8GT</p>	
<p>Dear Dave,</p>	
<p><b>Subject: Healthwatch Halton Thrive Report: 'Finding Help and Support'</b></p>	
<p>Firstly, thank you to both you and your team for the engagement work undertaken during the course of 2021 in relation to the Thrive agenda and the subsequent recommendations made within the Healthwatch Halton Thrive Report: 'Finding Help and Support'.</p>	
<p>As you are aware the recommendations from the Healthwatch report were discussed within a dedicated session of the Halton CYB Emotional Wellbeing and Mental Health Partnership Board with identified actions incorporated into the 2021/22 Children and Young People's action plan.</p>	
<p>Following a development session at the April 2022 Board meeting the action plan is currently being updated to reflect both the Transition paper presented by Halton Borough Council (HBC) in February 2022 and the Child of the North Report published in 2021.</p>	
<p>I wanted to take the opportunity to update you on the work to date in regard to the recommendations you identified, a number of which will remain on the 2022-24 action plan as detailed below.</p>	
<p>With a large number of young people choosing 'Friends' or 'School' as their preferred places for help and support we'd like to see consideration given to building on the mental health awareness campaigns already being carried out in schools.</p>	
<p>a) We recommend that mental health support information should be given as part of a welcome pack for the yearly induction process in schools.</p>	
<p>The Halton Mental Health Support Team (MHST) offer was launched across 14 schools in January 2022. The rollout across the remaining 31 schools identified as part of project is scheduled for the Autumn Term 2022. A bi-monthly operational group has been established to support this process with a quarterly performance monitoring process in place. The MHST Programme Manager is a member of the CYP EHWB and provides a bi-monthly update to the Board on progress. MHST has remained on the CYP EHWB Action Plan for 2022-24.</p>	

- b) We'd like to see regular mental health awareness sessions being held in schools / colleges to make young people aware of how they could best support a friend if needed.

All schools have access to the Healthy Schools Mental Health offer which includes workshops for staff-on-staff wellbeing as well as a variety of other support. This includes delivery of schools' staff wellbeing workshops; schools are encouraged to complete the Mental Health and Resilience in schools' self-assessment to support them to adopt a whole school approach and schools have continued to do this during the covid 19 pandemic. This process supports schools to consider policies and procedures as well as in addition to what staff can do to support themselves.

The Health Improvement Team meet with each school to look at Health Promotion / Involvement and to "sign up" for the wider Healthy Schools offer in place for specific planning and development, HBC colleagues deliver health checks for school staff.

The Bridgewater Community Healthcare NHS Trust 0-19 Team conduct a school review meeting with the Headteacher to look at underlying issues / priorities which supports specific planning and development.

- c) The number of young people who took part in our survey was small and cannot be seen as being representative of the wider population of young people across Halton.

We recommended further engagement with young people is undertaken to develop a better understanding of their knowledge of the support available and their experiences of using those services. In particular, we'd like to see partnership working with local schools and colleges to ensure this engagement reaches a greater number of young people. Explore how Healthwatch CYP health and social care engagement group can help support further engagement.

Further engagement to be raised for discussion at the Children's Commissioning Partnership Board about how best to do it. Discussion to be held with Youth Parliament on how they can support further engagement opportunities.

MHST conduct ongoing engagement as part of the in-house provision, this work is being cross referenced with engagement work conducted by HBC. Regular meetings have been established by the lead for both areas of work to ensure learning can be adopted.

- d) We recommend further work be carried out on what the barriers to accessing professional services are for some young people.

A Task and Finish (TAF) group has been established to review service transition from CYP to Adult services. The National Directive to extend CAMHS provision to 0-25 years by March 2023 will support this work and this TAF group will support the provider MerseyCare with the implementation work. For reassurance this action has been captured on the CYP EHWPB Action Plan 2022-24.

Initial discussion is underway with CAMHS and the Neurodevelopmental Nursing Team in relation to those young people presenting with Autism/ and or LD diagnosis to ensure they are considered when presenting with a mental health condition. The need and future requirements are being explored and an action has been captured on the CYP EHWPB Action Plan 2022-24.

e) We recommend an audit be carried out on the local mental health information available online to ensure it is up-to-date and correct.

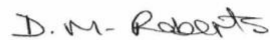
The HBC Service Directory was launched in 2021, and additionally NHS Halton CCG developed a Directory of Services in the Autumn of 2021. The Directory of Services has been shared with the transition task and finish group to review as part of their work. This task and finish group action has been identified within the CYP EHWB action plan 2022-24.

f) Halton CCG to meet with the service providers to discuss the findings in our report and report to Healthwatch Halton with their specific recommendations.

As a result of the review of the report at the Board a broader provider representation is now in attendance on the CYP EHWB. This Board also has an action from the April 2022 meeting to re-review the membership to ensure it is fully representative, and suggestions are to be fed into the June 2022 Board meeting.

I would like to thank you and Healthwatch once again for completing this piece of work which has helped inform the work of the CYP EHWB Board.

Yours sincerely



Denise Roberts  
Deputy Chief Nurse/ Children Clinical Lead  
F2SU Guardian/ Caldicott Guardian  
NHS Halton CCG/ NHS Warrington CCG

# Agenda Item 6

## Healthwatch Halton – Rep Meeting Feedback reports , 13 May – 13 July 2022

	Date	Meeting	Rep name	Notes /Actions
1	2022-05-17	Meeting WHH Chief Nurse - Introductory meeting	Dave Wilson	<p>Introductory meeting with WHH chief nurse - Kimberley Salmon-Jamieson</p> <p>Also attending - Jen McCartney (WHH) and Lydia T (HWW)</p> <p>Mainly just an initial meeting following our request to Jen McCartney for a HW meeting with the Trust on a regular basis, similar to those with STHK and Merseycare.</p> <p>We will meet twice a year in future. Good to make the links.</p> <p>The hospital is now open to visits from Healthwatch again.</p> <p>We need to plan regular outreach sessions at the Trust, including both sites and the UTC</p>
2	2022-05-18	Cancer Alliance catch up meeting	Jude Burrows	<p>The Alliance updated on their roadshow sessions so far and shared their infographics for Bootle and Southport areas. All feedback will be shared with HW.</p> <p>The Alliance have found many people don't want to take serious issues with their care on to a formal complaint level. We discussed how HW share info with Trusts. Issues with difficulty accessing GP appointment and lack of emotional support noted during roadshows.</p> <p>Many people who engaged with the roadshow were dismissing possible warning cancer symptoms as 'just' Long Covid.</p> <p>Next meeting July.</p> <p>HWH to join roadshow at Widnes in June and have promoted roadshow.</p>

	Date	Meeting	Rep name	Notes /Actions
3	2022-05-20	One Halton related	Dave Wilson	<p>Monthly meeting of the One Halton Comms and Engagement Group</p> <p>General updates.</p> <p>Update given about the new One Halton Voices Group - need to find out a bit more about this and how it fits in with our statutory role to engage with the public. It could be very good collaboration, or it could duplicate some of what we have a statutory job to do.</p> <p><b>Action</b> contact Matt/Katie/Michelle to look at what this groups remit will be.</p>
4	2022-05-23	PCN Engagement	Dave Wilson	<p>Session for the Primary Care Networks about duty to engage with patients.</p> <p>Nothing new to note.</p> <p>We need to keep involved with the development of the PCNs as the new systems get up and running.</p>
5	2022-05-25	Met with Shirley Dalrymple (HSHVCA - Mental Health Care Navigator.	Jude Burrows	<p>Updated us on the plans for the Mental Health Alliance and the MH Care Navigator Scheme</p>

	Date	Meeting	Rep name	Notes /Actions
6	2022-05-31	Other meeting MARRS and ADHD catch-up	Dave Wilson	<p>Meeting with Stacy Evans (Halton CCG) to discuss MARRS service and ADHD (warrington specific)</p> <p>MARRS service for 6 areas was put out for procurement in 2020. Bullen Healthcare won the tender.</p> <p>It was quickly realised that they didn't have the necessary policies, procedures and governance in place. The decision was taken to work with them.</p> <p>There's no real assurance coming from Bullen around patient engagement. CCGs are looking for some intelligence on the patient experience / journey. They thought of Healthwatch.</p> <p>Face to face clinics are up and running again. One in Bullens location at Brunswick Dock and one in each locality.</p> <p>Clinics run weekly and are 30 minute appointments.</p> <p>Currently 5017 service users. (take with a pinch of salt on the figures)</p> <ul style="list-style-type: none"> <li>• Halton 472</li> <li>• Knowsley 543</li> <li>• Liverpool 1409</li> <li>• St Helens 668</li> <li>• Wirral 1319</li> <li>• Warrington 606</li> </ul> <p>ADHD issue - Warrington Shared care with primary care. There's an evaluation at the end of August , which look positive. Clinics run out of Orford Hub</p> <p>The service wants to have age of 17 and 6 months for handover from CDC. Bridgewater CDC says, 17 and 10 months.</p> <p>This only give 2 months for transition handover - not good!</p>

				<p>As the service has started so well, other areas are looking at rolling it out in their own areas, Sefton and Wirral.</p> <p>Evidence / Intelligence needed - Talk to Lydia at HWW</p> <p>Looking to see if Healthwatch could gather feedback on the service.</p> <p>Stacy to forward on info on the two services discussed and also to see if their is funding available to carry out the work.</p> <p>Speak with Lydia over the ADHD service - put her in contact with Stacy</p>
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	Date	Meeting	Rep name	Notes /Actions
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7	2022-06-17	One Halton Comms & Engagement Group	Dave W	<p>General catch-up of the sub group.</p> <p>Working towards the plans for Day One of One Halton.</p> <p>Update given about the various stakeholder groups and who they need to keep close and informed. Surprisingly the list didn't include Healthwatch!!</p> <p>I asked that Healthwatch be included in the stakeholder list</p>
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	Date	Meeting	Rep name	Notes /Actions
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	2022-06-22	CCG Governing Body CCG Governing Body meeting	Kath	<p>This meeting was the last one for the Warrington and Halton CCG Governing Bodies as they are to dissolve on 30th June in order for the ICS to take on their duties and responsibilities</p> <p>The meeting was just one of closing down reports on, Risk, Safeguarding, LEDER, Health and Safety and Information Governance etc.</p> <p>All report were accepted and it was made clear how outstanding issues will be picked up in the coming months.</p> <p>There was nothing in contention for Healthwatch Halton as the meeting was something of a formality. Thanks were expressed to all the staff and Governing Body members for their work over the last 10 years and particularly through the pandemic.</p> <p>The meeting was then closed.</p>
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2022-06-23	Other NHS meeting Health Inequalities meeting	Dave Wilson	<p>Second meeting of the Health Inequalities group - STHK</p> <p>Update on the Faster Diagnosis Pathway contribution to reducing Health Inequalities</p> <p>Knowsley Cancer Awareness Project</p> <p>Use of Covid Phone Line by deprived communities</p> <p>Update on Community Champions/ Healthwatch</p> <p>Action summary</p> <p>Update on meeting with Deafness Resource Centre service users</p> <p>Lots of negative experiences across services - Hospital, A&amp;E, UTCs</p>
2022-06-23	Health Inequalities catch-up	Dave W	<p>Meeting with Mark Nevitt - STHK</p> <p>We will promote the cancer inequalities poster</p> <p><b>Action:</b> Attend upcoming meetings of the Health Inequalities Group</p>
2022-07-01	Other NHS meeting Focus Group Interviews for new Comms & Engagement Director at WHH	Dave W	<p>Invited to join a focus group interview for the new Director of Communication &amp; Engagement for WHH at Halton Hospital.</p> <p>Very interesting sessions. Some strong candidates.</p> <p>This should give us a good contact with the Trusts new Comms and Engagement Director once appointed. (Pat McLaren is retiring in October).</p>
2022-07-13	Mental Health Partnership Board meeting	Dave W	<p>Main points – presentation on Community Health Transformation by Richard Kitt from Mersey Care</p> <p>Update from Nick Lunt, MIND, on the Employability project</p> <p>Update from Vicky Lockwood, Halton Women’s Centre</p> <p>Update on the MH Alliance Forum postponed to the next meeting.</p>

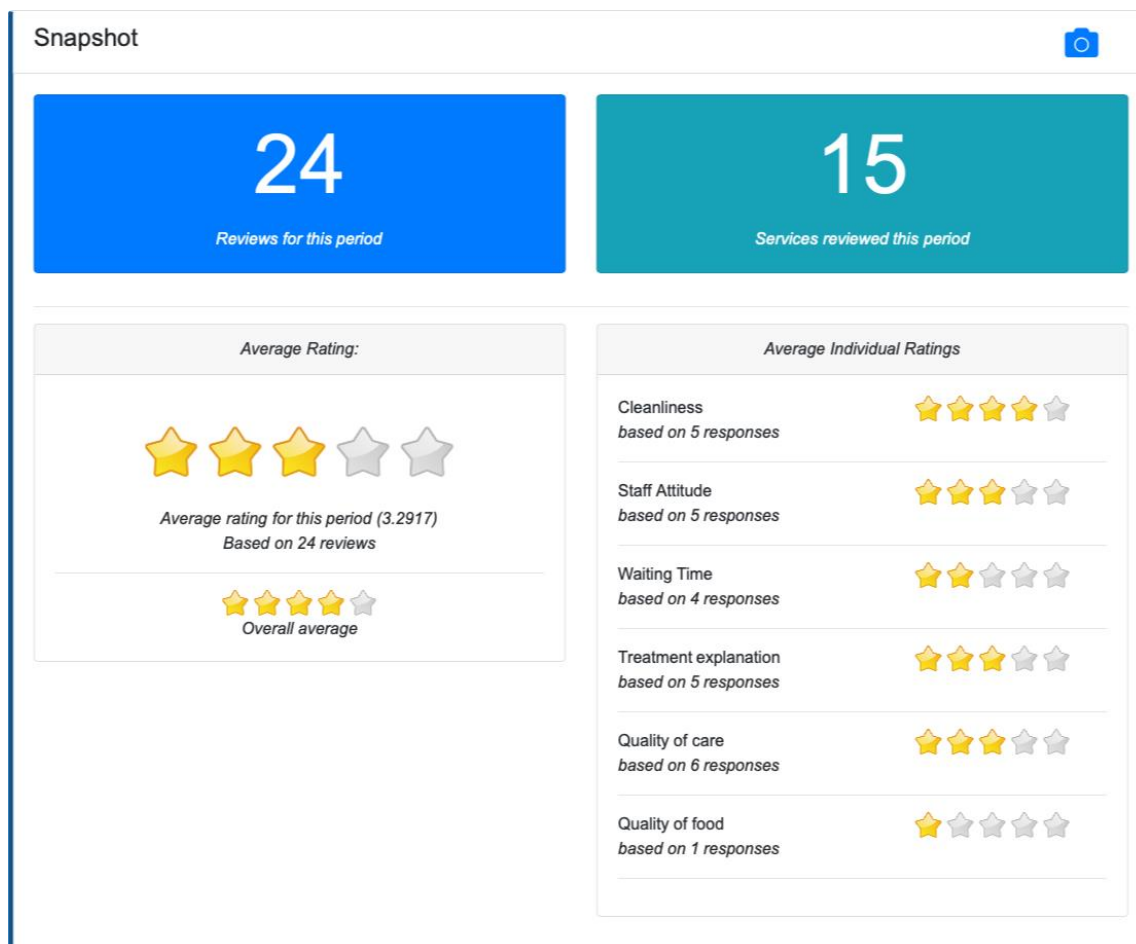
**Verbal updates to be given on any meetings missing from this report.**

# Agenda Item 7

## Feedback Themes and Trends report

This is a snapshot report from the reviews left on our website recently. We received 28 reviews through the site. There are still a few issues in pulling all the data out of the system, which are slowly being solved. We expect the amount of feedback we receive to increase once we have the new Community Outreach Lead in post.

In addition to these comments, we've collected another 37 comments during our recent visits to the two local Urgent Treatment Centres in the past month. A SNAP summary report on that feedback is included at the end of this report.



Sentiment

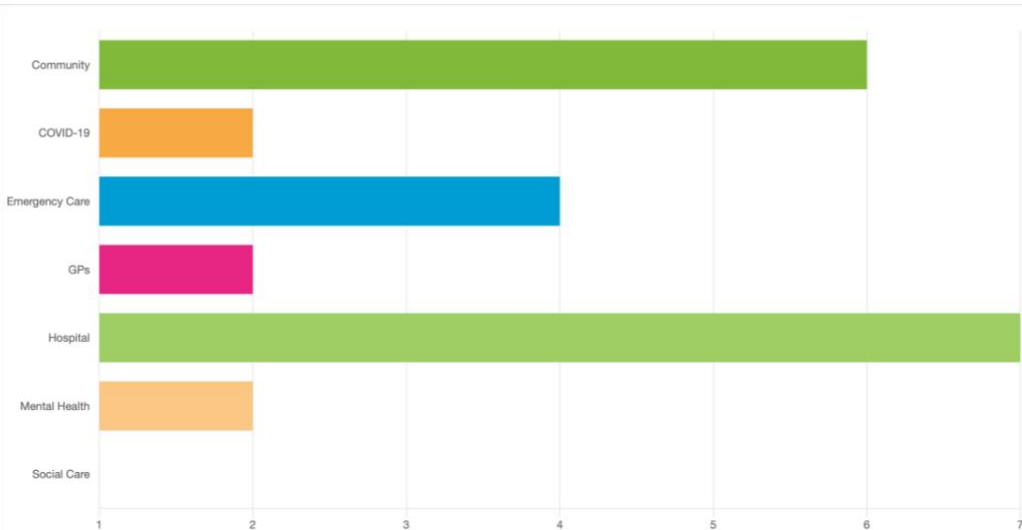


Sentiment Word Clouds

These words have been pulled directly from feedback using our sentiment analysis tool



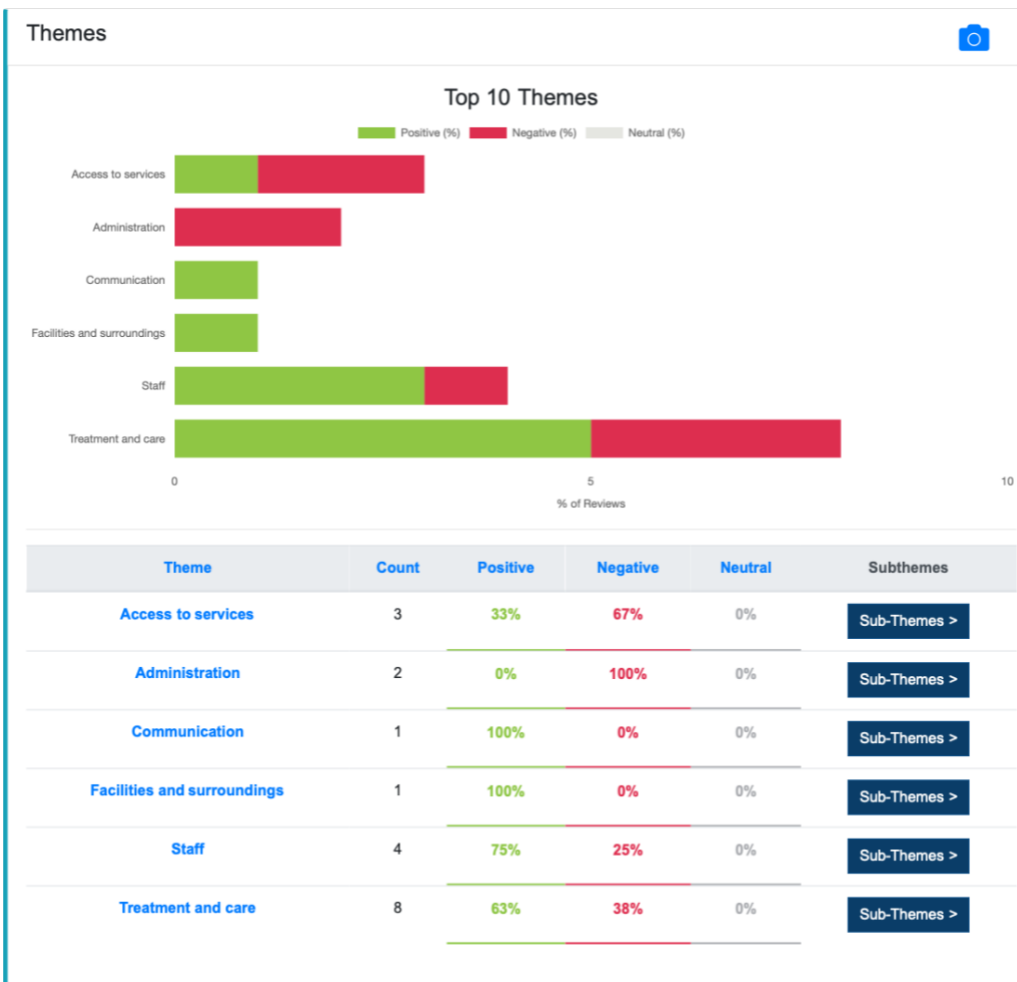
Categories



Name	Total Feedback	Positive	Negative	Neutral	Rating
Community	6	16.7%	83.3%	0%	★ ★ ★ ★ ★
COVID-19	2	100.0%	0%	0%	★ ★ ★ ★ ★
Emergency Care	4	50.0%	50.0%	0%	★ ★ ★ ★ ★
GPs	2	100.0%	0%	0%	★ ★ ★ ★ ★
Hospital	7	71.4%	14.3%	0%	★ ★ ★ ★ ★
Mental Health	2	0%	100.0%	0%	★ ★ ★ ★ ★
Social Care	1	0%	0%	100.0%	★ ★ ★ ★ ★

### Departments

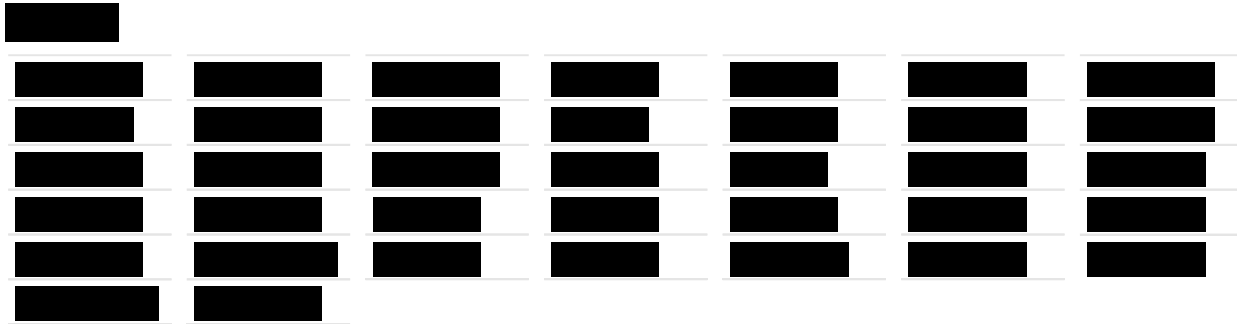
Service	Department	Total Feedback	Positive	Negative	Neutral	Rating
Whiston Hospital	Accident and emergency services	2	0%	100.0%	0%	★☆☆☆☆
Woodview Child Development Centre	Children's Physiotherapy Service	1	100.0%	0%	0%	★★★★★
Woodview Child Development Centre	Community Paediatric Service	2	0%	100.0%	0%	★☆☆☆☆
St Helens Hospital	Dermatology	1	100.0%	0%	0%	★★★★★
MSKCATS (Musculoskeletal Clinical Assessment and Treatment Services) - Physiotherapy Department	Musculoskeletal	1	0%	100.0%	0%	★☆☆☆☆
St Helens Hospital	Other	1	100.0%	0%	0%	★★★★★
Runcom NHS Urgent Treatment Centre	Walk in Centre	2	0%	100.0%	0%	★☆☆☆☆



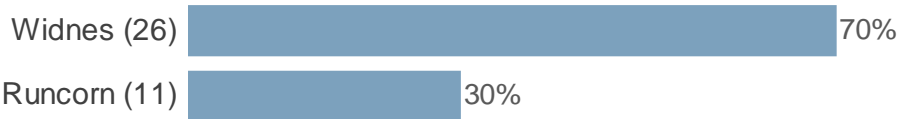
# Healthwatch UTCs questionnaire

This report was generated on 18/07/22. Overall 37 respondents completed this questionnaire. The report has been filtered to show the responses for 'All Respondents'.

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



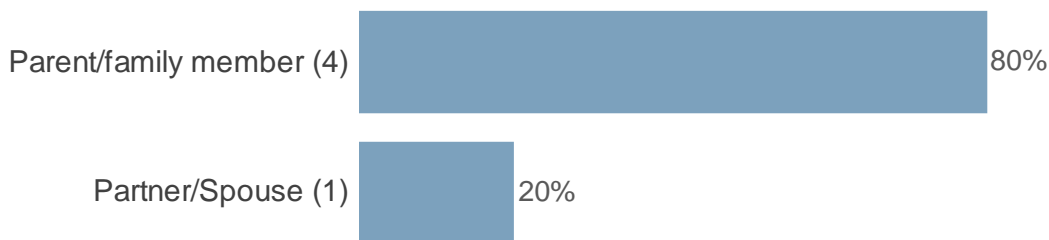
## Which Urgent Treatment Centre did you visit?



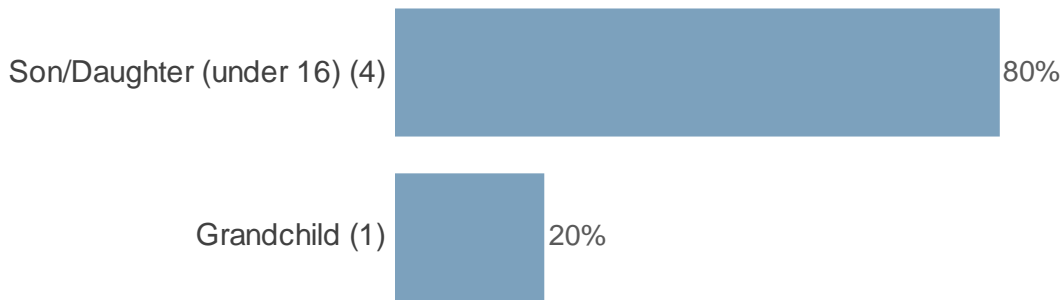
## Please tell us if it you who is seeking help today?



## If you answered 'No' to Q1, are you?



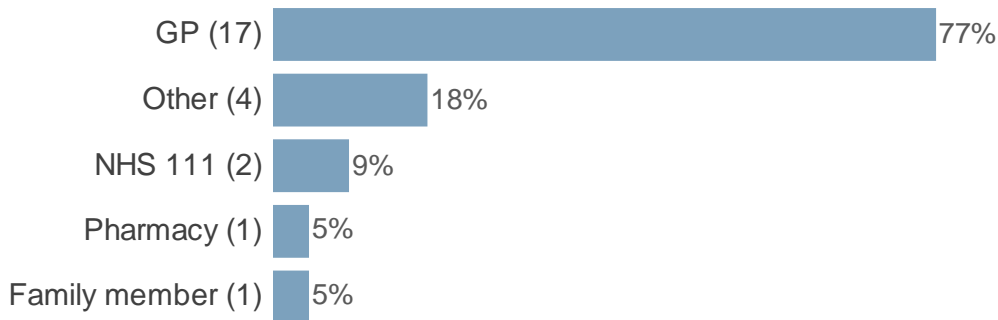
**If you are a parent or family member what is the patients relationship to you?**



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



**If you answered 'Yes' to Q2 where did you seek help or advice? (tick all that apply):**



**Other - please state**

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Booked an blood clinic appointment

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District Nurse

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I tried the MSK service. I'm not currently registered with a GP as I recently moved house.

**Why did you end up coming to the UTC after trying elsewhere? (tick all that apply):**

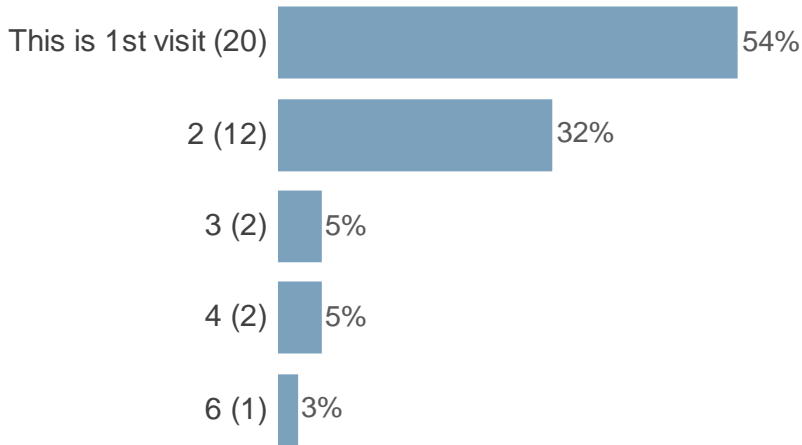


**Other - please state**

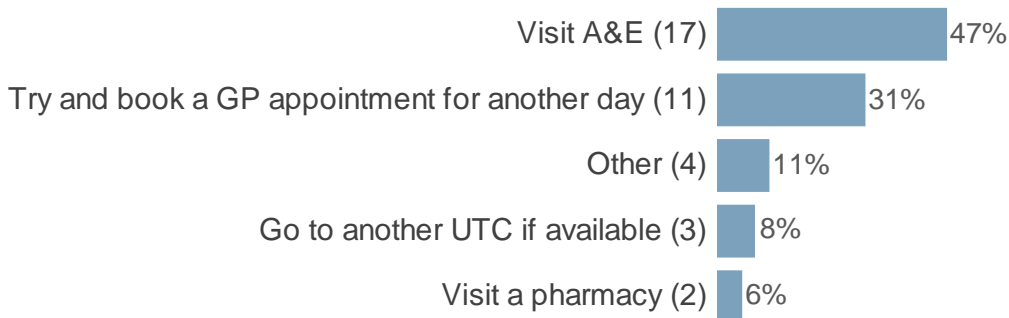
- I needed an x-ray
- I had an appointment booked for the blood clinic
- We came straight from the school
- District Nurse sent me to then UTC
- I felt this was the best place to come
- I fell off a scooter and had damaged my arm
- I'd visited the UTC last night but they only triaged me as it was close to closing time
- I tried the MSK service and couldn't get an appointment
- I had an accident in work, I stood on a nail and worked advised I came here.
- I was brought here by a friend as I have a deep cut to my hand
- I had pains in the chest
- last minute decision to come
- Best place to come
- have tried for a month - econsult
- Best place to come
- most appropriate place to come.
- I needed further treatment
- I'm not registered with a GP at the moment



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



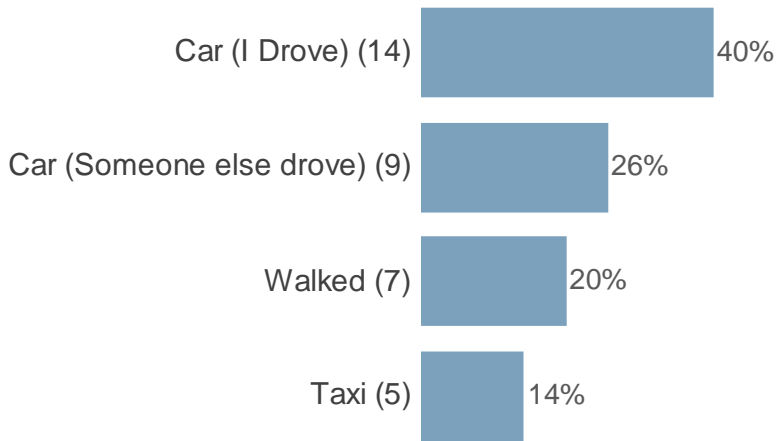
### What would you have done today if there wasn't an Urgent Treatment Centre locally?



### Other - Please state

- I would have tried another walk-in centre
- Whiston
- Looked for another UTC
- Most probably self medicated and waited until I could get to be registered with a GP but need more treatment
- I'd have to wait
- Whiston A&E
- Don't know
- I would have gone to Whiston A&E

### How did you get here today?



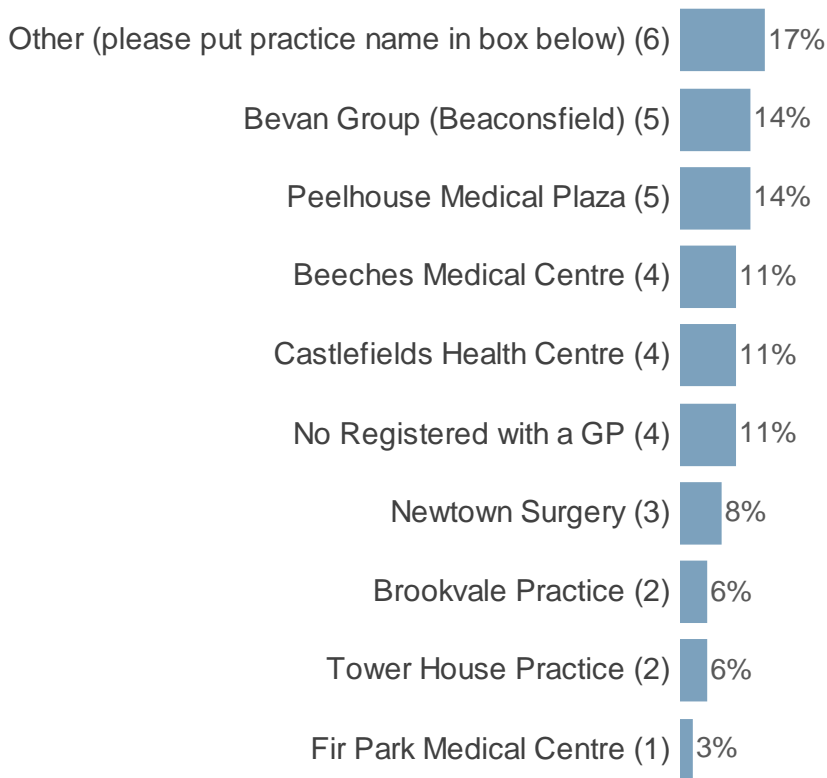
### Other - Please state

My older brother brought me for an x-ray to avoid going to A&E

To help us analyse these results and ensure the answers you have given help improve access to services, please could you tell us the following: (Your Postcode)

█	█	█	█	█	█	█	█
█	█	█	█	█	█	█	█
█	█	█	█	█	█	█	█
█	█	█	█	█	█	█	█
█	█	█	█	█	█	█	█

**To help us analyse these results and ensure the answers you have given help improve access to services, please could you tell us the following: (Your Registered GP Practice)**



**Q8b**

- Westbrook, Warrington
- Chapelford, Warrington
- Oakwood Practice, Barnton
- York Road, Ellesmere Port
- I'm waiting to be registered with Grove House. It's a slow process!
- Westbrook Medical Centre
- Westbrook

### Any comments?

Not registered with a GP - removed from previous GP after I moved house. Fab treatment here, always good service. There are more checks here than the GP who have missed things before.

Reception and Triage have been lovely

I found the staff to be very nice and helpful

This is a great facility

Marvellous service and excellent staff

We've been here over 1 1/2 hours and not yet triaged. Not happy with the long wait!

I had been to my GP and given appointment for an x-ray here.

I am here for the blood clinic.

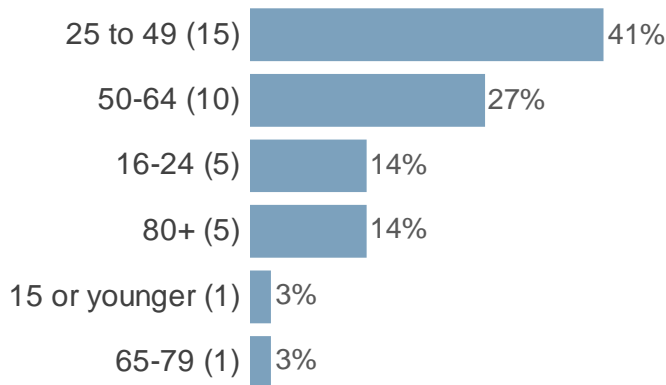
Brilliant service, couldn't do without it.

I had sunstroke

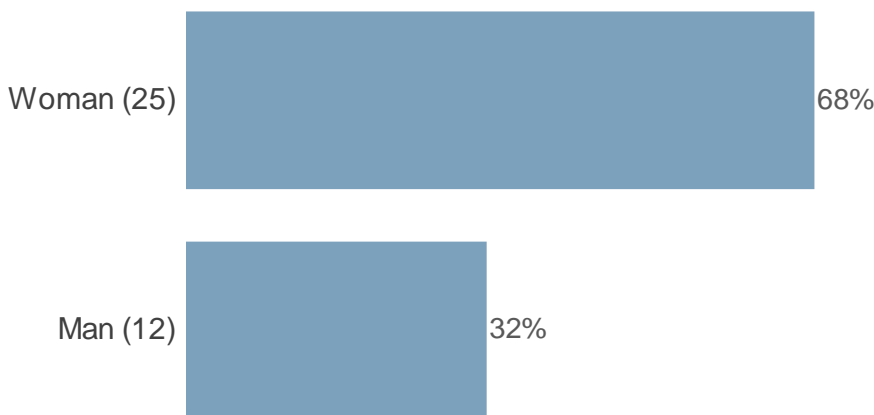
I was staying with my girlfriend in Runcorn so this was the closest place to go. I had come to the UTC last night but was only triaged. I've had to come back today again

My older brother brought me for an x-ray to avoid going to A&E

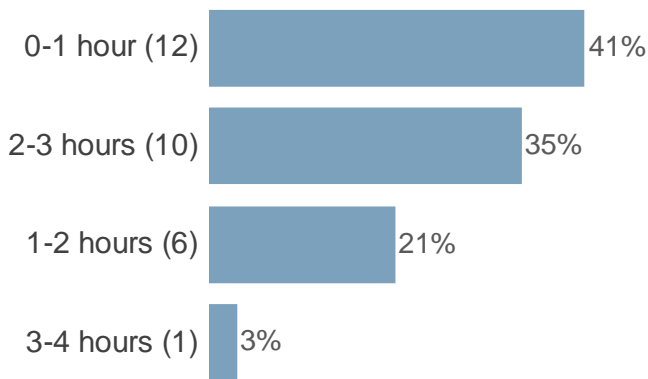
### What age group are you? (Age of respondent)



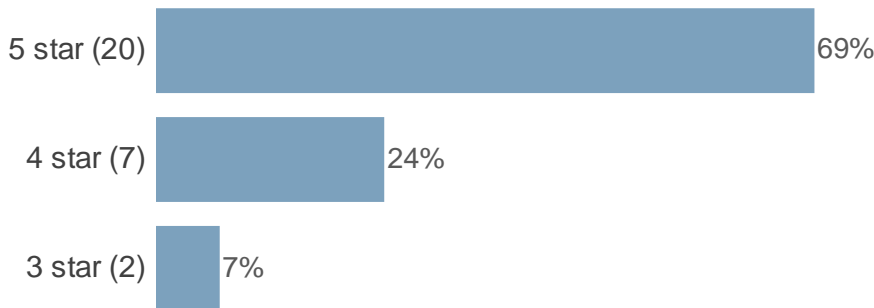
### Please tell us which gender you identify with:



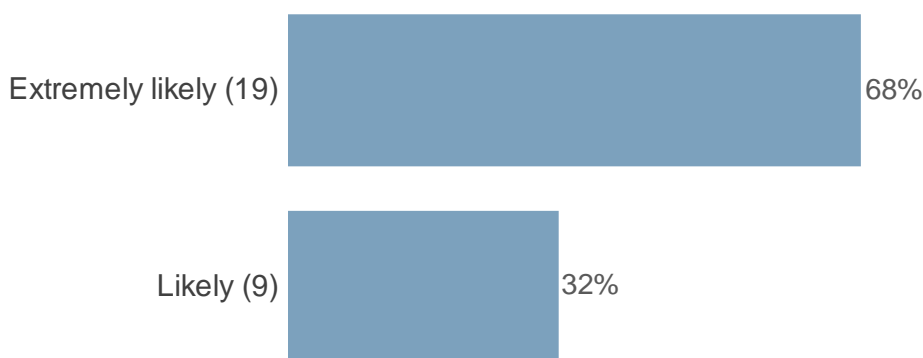
**How long has it taken from your arrival at the Urgent Treatment Centre to being treated and discharged?**



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



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



### Any other comments about your experience today?

All staff were very helpful and polite. The nurse was very thorough. There was a long wait but that is to be expected. 5 Star treatment and staff

Staff are very helpful and pleasant. It was difficult to hear names being called when the centre is busy. Good, just a bit of a long wait.

Waiting time was over an hour for triage!!! Then a short wait for to see a doc who was very thorough.

I only had a 15 minute wait and then straight in and out. Excellent

Very happy with the treatment I received.

I was here a shorter time than expected. The tratment was really good.

very good experience

Very good and polite staff. I would recommend it.

Excellent service from a team that show genuine human kindness always. Thank you again, God bless you all!!

Good care and treatment. Not too long a wait.

The nurses were very good and friendly

I feel it is a good back up support. The care here is excellent

Good care. Waiting time very accurate. Spot on!

Today was not as busy so the wait time was short.

### Please enter me in to the prize draw next FREE Healthwatch Halton prize draw for a chance to win a £25 gift voucher (If yes, please leave contact details below)



[Redacted contact details section]