

## Quarterly Overview of Healthwatch Warrington's Activities: July - September 2017

### Introduction

This paper provides a brief overview of Healthwatch Warrington's activities during the third quarter of 2017. The report offers insights into how we are working, what we have heard from local people and the impact we are having in the community.

If you have any queries, please contact our office by calling **01925 246 893**, or by sending an email to: [contact@healthwatchwarrington.co.uk](mailto:contact@healthwatchwarrington.co.uk)

### Part 1: General Activities and Data Collection

#### 1. Key Project Developments

This section relates to the progress made in terms of Healthwatch Warrington's key projects and priority work streams.

##### ● GP Access Enter and View Summary Report Published

- This report summarises the overall findings of our GP access project and includes recommendations for service improvement.
- Our mixed methods project consisted of 14 Enter and View visits to local GP surgeries and tailored survey work (with a total of 146 service user and 14 Practice Manager responses received)
- This evidence has been shared with local providers, commissioners, those who took part in the project and is available on our website: <https://www.healthwatchwarrington.co.uk/our-work/key-projects/>



##### ● Pharmacy Services in Warrington: Enter and View Programme

- In July 2017, we launched our pharmacy project by hosting a themed Lunch and Listen event. We invited Warrington Borough Council's Public Health Team to deliver a presentation about the current Pharmaceutical Needs Assessment and answer local people's questions. We also took the opportunity to collect baseline data about the community's experiences of using pharmaceutical services to help steer our project
- Using this data, we also designed a survey that aims to gather local people's experiences of using pharmacies, which is now live on our website: <https://www.healthwatchwarrington.co.uk/get-involved/surveys/>



**Men's Health**

- Healthwatch Warrington continues to work in partnership with local organisations, such as The Warrington Wolves Charitable Foundation to reach local men for their views on health and social care.



**Other Project Developments**

- Healthwatch Warrington continues playing an active part in promoting a culture of patient-centered care in Warrington.
- We are members of the Falls Strategy Group and have contributed the refreshing of the strategy in order to improve outcomes as part of our ongoing frailty project
- We are sitting on the Accountable Care Partnership (Senior Leadership Team) and will be working on STP themes in additional groups
- We are in discussions with the local Clinical Commissioning Group around helping to improve dentistry in care homes



**Enter and View:**

- Over this period, we conducted 3 Enter and View visits and published 4 reports relating to care home settings, which covered the following services;
  - Gainsborough House Care Home
  - Victoria House Care Home
  - Green Park Care Home
  - Apple Court Care Home
- These reports are based on our trained representative's observations and interactions with staff and residents; leading to recommendations aimed at achieving service improvement
- All of our Enter and View reports can be viewed by visiting our website: <http://www.healthwatchwarrington.co.uk/our-work/enter-view/>



## 2. Public Outreach & Engagement Events

Healthwatch Warrington hosted and attended a range of public and partner engagement events during this quarterly period, including (but not limited to);

- Enter and View Training Workshop (hosted)
- Lunch and Listen Session (hosted)
- WECA Warrington, Mela festival (attended)
- Warrington Disability Awareness Partnership, Warrington Disability Awareness Day 2017 (attended)
- Bridgewater Community Healthcare NHS Foundation Trust's 'Big Conversation' event (attended)
- NHS Warrington Clinical Commissioning Group and Macmillan Cancer Support, Health and Wellbeing Event for Cancer Patients in Warrington (attended)
- Warrington Speak Up, Towards Independence Living event (attended)



## 3. Partnership Networking & Stakeholder Meeting Attendance

Healthwatch Warrington also participated and fed reports into key meetings that fostered networking at the local, regional and national level, such as (but not limited to);

- Merseyside and Cheshire Quality Surveillance Group (QSG)
- Warrington Joint Strategic Needs Assessment (JSNA)
- Men's Mental Health Group (Warrington Borough Council)
- Warrington Health Forum
- North West Local Healthwatch and Healthwatch England Meetings
- Warrington Health and Wellbeing Board
- Care Managers Forum and Network
- Care Home Groups Meeting (Member)
- Warrington and Halton Hospitals NHS Foundation Trust, Patient Experience Sub Committee meetings



#### 4. Social Media

Healthwatch Warrington maintains an active social media presence, with plans to enhance and expand our digital footprint further over the coming year. This is a great way connect with local people from their own homes, or even on the go with our applications that link our social media accounts to our online feedback systems.

##### Twitter

- Currently, we have around **1,1260 followers**
- This quarter, we had over 850 profile visits, sent out **47 tweets** (not including retweets), resulting in over **18,000 impressions**



##### Facebook

- Currently, we have **197** Facebook likes (up **6** from the last quarter)
- This quarter, we issued **17 posts** reaching a collective audience of **1,334**

##### E-bulletins

- We sent **10 e-bulletins** to a subscriber base of around **850** people & organisations
- Content included event invites, consultations, surveys, etc.



##### Website and Telephone Enquiries

- We had over **4,600 visitors** to our website and **10,000 page views**
- We published **40 news stories** on our website
- We received **89** calls relating to signposting and advocacy



## Part 2: Intelligence and Key Themes

# Website Feedback Centre

- Since April 2015, Healthwatch Warrington has received a total of **1,219** public service reviews
- In this quarter, we received a total of **82** public service reviews, which covered a total of **45** individual services. Please note, average ratings are based on a 5 point scale, with a score of 1 being 'poor' and 5 being 'excellent'



Hospitals

26 Reviews

Average Rating 3.5



GPs

26 Reviews

Average Rating 4.5



Other

2 Reviews

Average Rating 3



Dentists

11 Reviews

Average Rating 4.5



Pharmacies

7 Reviews

Average Rating 3.5



Community Based

4 Reviews

Average Rating 3.5



Social Care

3 Reviews

Average Rating 3.5



Hospice

1 Reviews

Average Rating 5



Opticians

1 Reviews

Average Rating 4



## Emergency

1 Review

Average Rating 5



## This Quarter's Top Themes & Sub-Themes

- Each review is tagged with codes relating to 'themes'. Our system analyses this data to highlight key trends in the feedback received.
- This gives us the opportunity to dive deeper into the issues that are important to local people.
- Although the volume of reviews was relatively small in this period, they were in-depth and highlighted important trends.

### 1. Treatment and Care

This was the most frequently mentioned theme (tagged in 60 reviews) and was viewed in a very positive light by most service users.

- While most patients were satisfied with their overall care experience, there were some concerns expressed relating to treatment explanation and the provision of accessible information



### 2. Staff

Patient's perception of staff remain a crucial element of their overall experience of care (mentioned in 48 reviews).

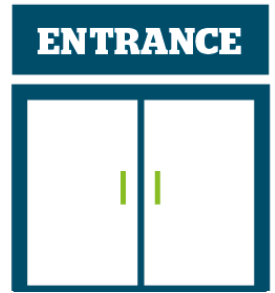
- The majority of reviewers thought highly of staff and valued their positive attitudes
- However, a number of patients expressed dissatisfaction or concerns relating to staffing levels; an issue which was also picked up in some of in our Enter and Visit reports.



### 3. Access to Services

This theme appeared in 20 reviews and was flagged up as an area of relatively strong dissatisfaction (79% negative sentiment)

- Patients attributed their frustrations to long waiting times



### 4. Administration

Again, this theme was appeared in 17 reviews and was mainly seen as a negative aspect of patient experience

- Dissatisfaction here mainly related to difficulties encountered when booking appointments and appointment availability



### 5. Other Themes

We noted that patients were particularly happy with diagnosis and assessments, as well as communication levels and referrals. However, there were some concerns around aspects of discharge, medication and integration of care. Where problematic issues were flagged, reviewers were contacted to request further information and to offer a appropriate.



## Additional feedback:

We received a large volume of additional comments via email, telephone and face to face engagement. These contacts are recorded on the Healthwatch CRM database (advocacy support is offered and referrals are made, as appropriate).

## Signposting & Information

Requests for information and signposting during the quarter included;

- 39 advocacy support cases and 6 formal referrals were made to Healthwatch Independent Advocacy NHS Complaints support.
- We gained and trained new Enter and View volunteers, bringing the total to 36.

## Advocacy Trends

During this period, advocacy referrals continued to rise and we have again noted an increase in referrals from partner organisations.

From this rich source of data, we have spotted the following trends and instances of;

### • Mental Health Services

- Instances of limited communications
- Lack of timely interventions
- Limited awareness around patients and carers' rights
- Examples of poor staff attitudes impact upon care
- Lack of shared decision making
- Difficulty of obtaining appointments with psychiatrists
- Uncoordinated approach between services
- Lengthy waiting lists for managing emotions support groups
- Lack of clarity of counselling options available for young people
- Medicines management issues





## Hospitals

- Examples of poor staff attitudes
- Infection control issues
- Perceived lack of privacy and dignity
- Poor quality of care
- Lack of communications
- Language barriers
- Limited pain management
- Frailty and falls issues
- Lack of follow up care
- Misdiagnosis / poor assessments
- Limited recognition of mental health issues
- Poor handling of requests for sensitive information from relatives
- Lack of timely investigations and interventions
- Staff capacity pressures
- Cancelled operations
- Conflicting diagnoses
- Lack of coordination between discharge team and social care services
- Limited choice of care (NHS constitution and Right to Choose)



## Community Care Services

- Poor quality of care
- Lack of consistency
- Limited communications and signposting
- Lack of timely interventions



## GPs

- Lack of consistent communications (including the sharing of test results)
- Limited shared decision making
- Poor staff attitudes
- Lack of risk mitigation and planning
- Lack of routine diagnosis

## Social Care

- Limited awareness of the Mental Capacity Act
- Poor handling of best interest meetings (family inclusion and participation in care choices, as well as information sharing)
- Lack of time spent with clients (carers)
- Medication errors
- Safeguarding concerns
- Lack of managing expectations about the outcomes of the CHC Appeal Panel
- Issues with billing for services

## Supported Employment

- Lack of support
- Communication issues (disjointed information)
- Lack of reasonable adjustments and accommodation for Learning Disability needs
- Lack of planning and inclusion for person-centered support

## Dental Care

- Issues with after care support
- Cost issues
- Ineffective treatment



## Family Planning Services

- Errors in surgical procedures
- Lack of effective after care
- Communication issues and risk of harm



## Referral Services

- Delays in arranging appointments
- Lack of timely follow ups
- Patient confusion about the wording of letters

## Summary

Healthwatch Warrington has gathered a rich tapestry of data during this quarter as the result of increased partnership working and networking opportunities within the community. We have also seen our social media and online presence grow; helping us to connect with the wider community.

We will continue to grow our profile and engage with local people to facilitate positive service change.

We hope to hear from you, whether you want to share your feedback with us, or get involved as a volunteer.

To speak to a member of our team, please call **01925 246 893**, or send an email to: [contact@healthwatchwarrington.co.uk](mailto:contact@healthwatchwarrington.co.uk)

# your voice counts

**We want to hear about the care you received from a local healthcare service.**

Whether you've had a positive experience or there is room for improvement, have your say on the Healthwatch Warrington website today. You can even leave feedback anonymously.



Leave feedback now:

**[www.healthwatchwarrington.co.uk](http://www.healthwatchwarrington.co.uk)**

Telephone: 01925 246893 Email: [contact@healthwatchwarrington.co.uk](mailto:contact@healthwatchwarrington.co.uk)  
The Gateway, 85-101 Sankey Street, Warrington WA1 1SR

