

# Knowsley Covid-19 Testing Overview Report

September 2020



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# Introduction

Since the introduction of Covid testing throughout the UK, Healthwatch Knowsley along with other Healthwatch organisations have experienced and noted an increased number of contacts, calls and queries in relation to testing from community members. Healthwatch organisations are required to provide an information and signposting service in the local area in which they serve and calls and contact have been received through this service.

Between 9th September – 22nd September 2020, Healthwatch Knowsley received 81 calls or emails from community members experiencing difficulty whilst trying to access testing for Covid symptoms. The majority of the contacts received relate to people who are unsure on where to start to access a test or are lost in the system and have tried a number of available avenues to access the help they need.



# Healthwatch Knowsley

## What is Healthwatch?

Healthwatch is the independent community champion created to gather and represent the views of the public on Health and Adult Social Care. We play a part at both a local and national level to make sure that peoples experiences of Health and Adult Social Care are taken into account by both service providers and commissioners.

## How do we make a difference?

- We are part of, and answerable to the community
- We improve local health and adult social care services through community feedback
- We provide information about the care choices the community have
- We talk and listen to people from every part of the community
- We hold services to account for the care they provide

## Why do we do it?

Healthwatch Knowsley has been developed to give the people of Knowsley a stronger voice in influencing and challenging how health and adult social care services are provided within our region.

## What we are responsible for

- Enabling people to share their views and concerns about health and adult social care services in Knowsley
- Helping build a picture of where services are doing well and where they can be improved
- Providing authoritative, evidence based feedback to organisations responsible for commissioning or delivering local health and adult social care services
- Working with Clinical Commissioning Groups (CCG) and social care providers amongst others to help make sure that

services are designed to meet local people's needs.

## Our Values

- **Inclusive** – working with all communities across Knowsley
- **Influential** – we are responsive, setting the agenda and making change happen
- **Independent** – we act on behalf of consumers, listening carefully then speaking loudly on their behalf
- **Credible** – we value knowledge, seeking information and challenging assumptions with facts
- **Collaborative** – we work in partnership with health and social care organisations to keep the debate positive and we get things done

## Our vision is simple

**Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to health and social care service provision and commissioning.**

People are at the heart of everything we do. We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Undertaking surveys and focus groups
- Going out in the community and working with partner organisations
- Receiving patients views through our online Feedback Centre.

# Themes

The information below includes examples of comments Healthwatch Knowsley have received directly from people accessing the testing service for COVID 19. The comments received have highlighted some ongoing themes in relation to the issues faced by community members accessing the testing service.

**Following the return to school for many Knowsley children in September, the number of comments received from people trying to access testing for children has been noticeable. Calls have been received from families whose children have developed Covid like symptoms and have been sent home from school.**

"My Son has been sent home from school with symptoms so other son is off too. I have called 119 and no tests, tried online too. I have already asked the school for a test but they said they cannot give any/have not been given an allocation."

Healthwatch Knowsley spoke to mum and she has managed to get a test via the website, it took her 3 days. She was trying to access Covid -19 test for her son who is full of cold. The GP thinks it is just a cold but school won't allow any of the children back due to her sons cold. Initially they had been offered a test in Bolton but had no chance of getting there.

"My daughter cannot go into school as she has symptoms, I work in a nursing home and have been online and it is saying that it is busy at the moment. Advised to keep trying. I am a carer for my vulnerable mum who has a pre-op later today." Healthwatch advised that she ring the hospital and check if the appointment can go ahead as normal.

Person mentioned they can't get a Covid test for his 6 year old son. He's showing signs of a cold and wife works in the NHS and requires her child to be tested before she can return to work. Has been unable to get a test online and the 119 number doesn't seem to be working.

All three children all have a cough and youngest is 11 months and has a temperature of above 38. Healthwatch advised to call 111 regarding the youngest symptoms and seek help on managing the temperature if it persists. In relation to testing the advice is to keep trying the website for any further availability.

**When reporting their experiences, people mentioned having to persist for hours online to receive a testing slot at a centre they could easily access:**

Andrew has been trying to book an appointment for his children on the website and by ringing 119. He has tried on the website approx. 200 times and can't get through on 119. He has even driven to John Lennon Airport for a test and they wouldn't give him a test as he didn't have an appointment.

"It took 18 hours to get an appointment and 3 people trying on line it was a terrible experience, the results were received 30 hours later"

# Themes

"I have been refreshing the screen since 8 am, yesterday on the phone for 2 hours 40 and ended up hanging up. Heard you cannot book on phone anymore. My daughter is really bad, coughing non stop and high temp. She's 14. Her younger sister is off school also. I'm really high risk with a compromised immune system."

**People have reported having real difficulties with the gov.uk website pages which have continued to state that there is no testing availability when people are trying to access a booking. No advice is then given as to what can be done next to secure a test centre booking.**

"Been advised by GP surgery (Longview) to have a test. Tried to go online but says service is unavailable, too busy. Has asthma and a suppressed immune system as well as taking methotrexate, which is low dose chemo for rheumatoid arthritis."

"Both my daughters have symptoms; but the Website says no appointments are available." Healthwatch Knowsley advised to keep trying and will call back if there is any further updated advice.

**There is no advice on when and how slots are offered or allocated on the site. No information is available as to when the appointment slots are refreshed or when it would be advisable to try again if unsuccessful. Callers have reported that some people have stated that new slots come available for 8:00am and others mentioned that 10:00pm at night via 119. This has caused confusion as to when to try and access the gov.uk website during the day to secure a test slot.**

"The Website says Litherland has spaces but no time slots, 119 is not working."

"I have been trying since 8:00 this morning and cannot get a slot - I was advised by the GP at 12:00 last night that I have the correct symptoms and do need to access the test - is there not any walk in availability?"

"I've been trying to book a test since Thursday, my neighbour has tried to help. I have been to one site and I was turned away because they did not have any bookings. I am feeling really unwell and stressed."

**Healthwatch Knowsley have received reports of website problems and glitches relating to appointment slots:**

Emma has tried to make an appointment online for her brother, his girlfriend and their baby, it states there are 28 spaces available in Huyton but no time slots are accessible. She said her mum is receiving end of life care and they are unable to visit. Healthwatch Knowsley advised to keep trying website or call 119 and will call back if we receive any further updated advice.

# Themes

"I eventually got a test at Deeside and that was a disaster. When we got there, there were hundreds of people so queued for 1 hour 30 minutes. When we got to the front, they said there had been a glitch with the system and I did not have a test. I tried again all day and got one for Liverpool Airport the following day and got my test. My wife developed symptoms then and we tried to book her a test and within that day the website had changed and it took an awful long time. We called up instead and it was a complete waste of time for us and the person who answered, they can't help any more than the website! My wife eventually got a test. Both times we went to the centre at the airport and it was empty!"

Community member called, they have a test booked at Kirkby but have no reference number or email. Advised to try looking in browser history for the confirmation page to try and retrieve the reference number. In some cases people have been turned away with a ref/QR code.

"My son-in-law was refused a test in Huyton even though he had one booked online they would not accept the text"

## **Comments received from family members with symptoms in households with people with conditions, which means that their immune systems are potentially compromised and people not being able to get tests or advice:**

Healthwatch Knowsley spoke to Debbie, she received a home test via the website after 3.5 hours of constantly refreshing the webpage. Debbie is a district Nurse with Mersey Care and her daughter has a continuous cough and cold. Debbie is off work sick due to major bowel surgery and is extremely concerned about catching Covid and the impact, so has taken all measures to stay safe. She has had a slot at Huyton but the system did not generate a code, which was after 3 hours on the site. She arrived at Huyton and was turned away due to not being given the code online. Testing for children seems to be the problem as they cannot be processed on the system and no availability is given for just a child's test (the only symptomatic person in the household). She has looked to pay private and has also contacted the school but they are holding back their allocation for teachers who potentially need a swab. There are no home kits available as she would be willing and confident to swab her family.

## **Some people reported that they had been trying over a 4/5 day period:**

"I have had a bad chest for 4 /5 days now and has been sleeping sat up. I have symptoms such as coughing really badly and a temperature and have spoken to 119, they can't help and they advised no tests at all are available." The person cannot access the internet therefore advised him to seek advice from his GP surgery as he has had 2 previous heart attacks and feels very unwell.

# Themes

**There have been reports that home testing kits have arrived without the relevant barcodes or addresses to return the completed test and therefore could not be completed:**

"We did not get a test for my youngest grandchild in the end as the number of days you have to do it in ran out. Could not get a test online and when a home test kit eventually was ordered and arrived, we could not get back through on the website to get the barcode you need before you even open the test."

"I have received a testing kit but it doesn't have any details on as to where to send it back to? Advised to try 119 number to ask if there is an address to send the completed test to?"

"Finally got home test kit but could not get on the website to get the barcode before you open the test. as non was supplied."

**People are unable to get through or receive advice from 119 telephone number. Callers also reporting being cut off during calls:**

AR called as her children's tests were inconclusive so needed to be retested before they can return to school and she can return to work. Advised that cannot get through online and said that when you call 119 there is an automated message to say that this number is not for booking appointments.

"There was no help, it was awful, I couldn't get through to 111 or 119 and the appointments were too far away."

Anne has been trying to get an appointment for herself since Saturday via the website and 119. She rang 119 and was told that they cannot book an appointment for her.

"Been trying to get a test online for my son who is in year 11 and off school – the website said that there are 18 slots at Litherland but won't give a time slot. 119 just cuts off."

**A concerning theme was with people who could not access tests but were also unable to access clinical advice for the symptoms they were trying to manage. A number of people mentioned how ill they felt and as a result had been signposted to GP/111 or in some cases 999:**

T called regarding Coronavirus test, she has been unable to access a test. Her partner has been 5 days symptomatic and unwell. (it could just be a chest infection) but told cannot access the walk in centre or GP and test is needed. Advised to continue to keep trying online and calling 119. She said she has tried to get an appointment online since last week for husband but there are none available locally that they can access.

Linda is trying to access a Covid test but has not got an internet connection and is stressed by the situation, which is contributing to her mental ill health. She has the described symptoms and is isolating, coughed continually during the call and described never feeling so ill with a high temperature. She has tried 119/111/GP



# Themes

**Many callers contacted Healthwatch Knowsley and asked how they access the local test centres in Huyton/Kirkby because they had been offered slots outside of the area. Examples included Knowsley residents being offered tests at venues in Oldham, Deeside, Doncaster, Bolton and Bebbington, Wirral. In some cases they have had to drive directly past the Knowsley based venues to go and get tested. In many situations residents were unable to accept the booking slot offered as they did not have access to transport.**

JD has tried 119 and online website to access Covid testing. His grandchild has a temperature and his wife has COPD and associated health conditions. He had filled in details online but they pointed to a site in Oldham, when there are pop up venues on Longview, Huyton. JD walked over to the Huyton venue but was advised that they were fully booked but not a soul in sight.

SF called and said the only test available was in Doncaster

Anne has been trying since Tuesday to get an appointment via the website and 119 for herself and her husband who are both unwell but do not have COVID symptoms – she got offered an appointment in Ireland

“I’ve been trying website and 119 – nearest appointment is Burton upon Trent” advised to keep trying the website and will call back if there is any further advice

**People have spoken about the confusion by the phrase walk in venues, which suggests that you can walk into the service without a pre booked appointment:**

L works for Liverpool Council and one of the young mums that she is working with is due to start work but has developed a cough. No appointments available on line. “Can people walk in and wait at the new Huyton site?”

**There has also been reports of inconsistency at test centres as some people have turned up and received a test without a booking code and other people have been turned away for not having a QR code.**

In a follow up call, Healthwatch spoke to Pauline, she did managed to get another test at the Huyton Walk in test centre. It took 18 hours to book. Previously her child had an appointment but they did not receive the QR code with the booking - went to the test centre but was turned away. He is Asthmatic so family are concerned about the situation.

“It took me all weekend to get a test via the website. I did not realise you needed a QR code so booked appointment without getting code, so had to re-book. It would be helpful if they advised that a QR code is needed. Also, they give 30 minute time slots, you are only there a few minutes, and they are very efficient and could see 3 people in that time frame.”

“I managed to get a test and it came back negative. It was straightforward and quick - I just walked in. I needed to get a test as I had a dry cough before I could see a specialist at the hospital. Really struggled online - slots for Litherland, but when I clicked on they were gone. So I went to the Huyton site about 8pm and explained and they let me in for a test.”

# Themes

## **Some people have reported paying and following through private routes to get tested:**

Spoke to Sue, her daughter ended up going private for her COVID Test. Her daughter is trying to access test for herself and is symptomatic (loss of taste). Sue asked if the Huyton centre can be accessed in any other way than the website. Advised to continue to try website as all via online booking at this stage.

"It was horrendous and stressful; my daughter had to go private in the end."

## **The impact on key frontline workers is a real concern as demonstrated by the following comments:**

Anonymous (Key Worker) - Called regarding Coronavirus test, has been unable to access a test. Healthwatch Knowsley advised to continue to keep trying online and calling 119. She mentioned that as she is a key worker and it is vital that she gets a test in relation to her return to work.

Called as unable to get a Covid test for his 6 year old son, who is showing signs of a cold. Wife works in the NHS and so requires her child to be tested before she can return to work. Has been unable to get a test online and the 119 number doesn't seem to be working.

## **Digital Exclusion**

**In reality there is only one online route available for people to access a test, which is a real barrier to people who have no internet connection, low online confidence or experience or have a learning or physical disability which means they are unable to access online routes. The following comments gives insight to the situation people may be facing.**

Nicola is blind and needs to access a Covid test for her son who attends (name omitted) School. She is unable to use the online route to book a test.

Chelsea's 4 year old son has Autism and has returned from school with a cough. School have advised that she needs to access a test. Driving to a test centre and being tested in that environment would not be ok for her son - the only way she feels she would be able to complete a test would be when he was asleep. She has tried for 4 days without being able to access a slot or home test kit. 119 could not help.

# Service Feedback

After receiving comments relating to this service, Healthwatch Knowsley added the service to the Healthwatch Knowsley feedback centre, the following includes the telephone comments we have received through this additional route.

## Feedback Received:

Provider	Review	Rating
NHS Coronavirus Testing	It took a long time to get a test started trying on the Saturday and got one for Monday. The test was very thorough, waited 24 hours for the results.	1
NHS Coronavirus Testing	It was horrendous and stressful, my daughter had to go private in the end.	1
NHS Coronavirus Testing	Really stressful, had to give up in the end as did not have access to WIFI, Daughter improved and is hopefully going back to nursery	1
NHS Coronavirus Testing	There was no help, it was awful, I couldn't get through to 111 or 119 and the appointments were too far away. Managed to get a test locally in the end.	1
NHS Coronavirus Testing	It took me all weekend to get a test via the website. I did not realise you needed a QR code so booked appointment without getting code, so had to re-book. It would be helpful if they advised that a QR code is needed. Also, they give 30 minute time slots, you are only there a few minutes, and they are very efficient and could see 3 people in that time frame.	1
NHS Coronavirus Testing	My wife went on the website at 7.45pm and it took 45 minutes to get an appointment but it was in Deeside. It was spot on, it couldn't have gone any better, and I had my results in 32 hours. The only setback was the distance.	5
NHS Coronavirus Testing	We did not get a test for my youngest grandchild in the end as the number of days you have to do it in ran out. Could not get a test online and when a home test kit eventually was ordered and arrived, we could not get back through on the website to get the barcode you need before you even open the test.	1
NHS Coronavirus Testing	Must have tried 50 times and eventually got offered a home test kit around 12 pm. Arrived quickly and had results in 2 days. The system for ordering is terrible.	1
NHS Coronavirus Testing	Only got a test through a family member being a nurse. We live in Huyton and we have the new centre, but was offered an appointment in Bolton!	1
NHS Coronavirus Testing	Trying to get a test is awful. Called my daughter's school every day Monday to Friday and eventually was given a home test from them on Friday afternoon, still waiting for results. I understand the people are busy, but the process of booking a test is awful.	1

# Service Feedback

Provider	Review	Rating
NHS Coronavirus Testing	It took 18 hours to get an appointment and 3 people trying on line it was a terrible experience, the results were received 30 hours later	1
NHS Coronavirus Testing	It was a horrendous experience trying to get a COVID test, I have never known anything like it in my life, it took 3.5 hours of constant refreshing the page for my child to be tested, I was offered an appointment in Deeside with 7 minutes until the appointment time.	1
NHS Coronavirus Testing	I eventually got a test at Deeside and that was a disaster. When we got there, there were hundreds of people so queued for 1 hour 30 minutes. When we got to the front, they said there had been a glitch with the system and I did not have a test. I tried again all day and got one for Liverpool Airport the following day and got my test. My wife developed symptoms then and we tried to book her a test and within that day the website had changed and it took an awful long time. We called up instead and it was a complete waste of time for us and the person who answered, they can't help any more than the website! My wife eventually got a test. Both times we went to the centre at the airport and it was empty!	1
NHS Coronavirus Testing	I managed to get a test and it came back negative. It was straightforward and quick - I just walked in. I needed to get a test as I had a dry cough before I could see a specialist at the hospital. Really struggled online - slots for Litherland, but when I clicked on they were gone. So I went to the Huyton site about 8pm and explained and they let me in for a test.	5
NHS Coronavirus Testing	I managed to get a test at John Lennon Airport, but the system is stupid, always refreshing it - I live in Huyton and could not get one there.	1
NHS Coronavirus Testing	I struggled to get an appointment, I don't use the internet so my children tried and struggled to get one online, and I was offered an appointment in Utoxeter so got a home test.	2
NHS Coronavirus Testing	I didn't manage to get a test for my son, the school have now asked him to go back in. My partner is now showing symptoms and was offered an appointment in Liscard but haven't got any transport.	1
NHS Coronavirus Testing	I tried to get an appointment online and couldn't get anywhere, I rang 119 and they were helpful. I managed to get a time slot but could not press continue, it took hours all in all but managed to get an appointment in the end.	1
NHS Coronavirus Testing	Managed to get an appointment online for a home test. It was a struggle as it kept saying there were none available, but kept trying and got one.	3

# COVID Signposting Contacts

The information below provides a list of ongoing contacts received relating to COVID-19 testing, these have been logged by Healthwatch Knowsley staff and all contacts have been provided with the relevant advice and signposted to the relevant service:

Title	Signposted To	Start Date	Description
NHS Covid Testing	NHS Covid Testing	28/09/2020	Caller had put the wrong information into the booking system by mistake. Advised to try the 119 number.
NHS Covid	NHS Covid Testing	28/09/2020	Advise on how to book at test - coughing continuously. Provided details for the NHS website.
COVID Test	NHS Covid Testing	28/09/2020	Returning call from over the weekend - got test
COVID Test	NHS Covid Testing	28/09/2020	Returning call from over the weekend - got test.
COVID Test	NHS Covid Testing	28/09/2020	Returning call from over the weekend - managed to get home kit
Collete G	NHS Covid Testing	28/09/2020	Have tried the website for the past 24 hours since my daughter started with a cough - not sure if it is asthma. But cannot take the chance really. We are Huyton based and my Daughter has a learning disability and an EHC plan in place to support with her education.
Terrence R	NHS Covid Testing	25/09/2020	Concerned that he had received a false negative test as his symptoms are covid like. Advised to follow up with another test and utilise the same route as previously
Hayley - COVID test	NHS Covid Testing	24/09/2020	Cough for 3 weeks but has developed no taste/smell in last few days. Advised to book online.
Paul B - COVID test	NHS Covid Testing	24/09/2020	Walked to Huyton - didn't realise needed to book a test and asked how to do this. Advised need to go online and book there. Doesn't have any of the symptoms and feels like a chest infection - advised to contact GP in first instance.
Anon - COVID Test	NHS Covid Testing	24/09/2020	Managed to book a test for this afternoon
Anonymous	NHS Covid Testing	24/09/2020	Had test done on Monday and got results on Tuesday night but the report did not give the date that had the test or the barcode, I advised that we would not hold this information and to maybe ring GP or 119.

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
Joan G - COVID TEST	NHS Covid Testing	24/09/2020	Joan's husband has COVID and is seriously ill so she needs a test. She is struggling to get an appointment locally online, I advised to keep trying. I advised Joan that if there are any concerns for her husband to call 999, Joan advised that they are in contact with the medical teams and she is going to ring her GP. Advised I will call her back if we get any further advice.
Anon - Covid Test	NHS Covid Testing	23/09/2020	Partner is undergoing dialysis treatment and his daughter is symptomatic. They live in Huyton right next to the test centre but have received a booking twice now for Powys wales - They have refreshed 10/15 times. Only advice that could be given is keep trying.
Stephen b - Covid testing	NHS Covid Testing	23/09/2020	Has tried the website but stating no availability. Advised to keep trying and ensure that he notes the QR code if successful.
Covid Testing	NHS Covid Testing	23/09/2020	Not sure on the address to attend in Huyton. Address details shared for the testing centre opposite Huyton Library. (Civic Way, Huyton, Knowsley, L36 9GD)
anon - COVID Test	NHS Covid Testing	23/09/2020	Didn't receive a QR code - took a screen shot of the booking and travelled to the Kirkby venue (from Maghull) but sent away because I didn't have a code. My son is 4 and has both a cough and temp and needs to get a test.
anon - covid testing	NHS Covid Testing	23/09/2020	cant access a test and the screen says no availability currently keep trying later on - son was sent home from school as teacher had a confirmed case and he has slight symptoms. GP advised to get a test. Advised to keep refreshing the screen and make sure a QR is provided.
Sarah Mc - COVID Test - website query	NHS Covid Testing	23/09/2020	Left comment on the Healthwatch website, I've been trying to get a test for my son we live in Huyton and the only places showing up is Birkenhead or Widnes any advice on how to get an appointment in Huyton please Sent the following response: Hi Sarah, Thank you for leaving a comment on our website. To book a test for Covid-19, you can call 119 (although people have been reporting not being able to get through or long wait times) or you can go to <a href="https://www.gov.uk/get-coronavirus-test">https://www.gov.uk/get-coronavirus-test</a> , unfortunately you have to keep trying until you get an appointment locally. We have had lots of calls this week with people struggling, so once you enter your details and are offered a slot, unfortunately you need to keep refreshing every 5 minutes or so until a slot for a local testing site comes up. If you have any further questions, please give us a call on the number below.

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
anon - Covid testing	NHS Covid Testing	23/09/2020	Tried to book a test but no availability at Huyton. Advised to keep trying the website until new slots available.
anon - 933 6425 - Covid Testing	NHS Covid Testing	22/09/2020	Sent home from work at a plumbing firm with temp and sore throat. Advised to use the Gov website and persist until an appointment slot is available.
Maureen W - Covid Test - Website Query	NHS Covid Testing	22/09/2020	<p>Contacted via the website.</p> <p>I have been advised my GP today to get a covid test but I cannot get one. I have tried all day. I live in Dovecot Liverpool. Can you walk into the test centre at Huyton please?</p> <p>Emailed the following:</p> <p>Hi Maureen, Thank you for leaving a comment on our website. To book a test for Covid-19, you can call 119 (although people have been reporting not being able to get through or long wait times) or you can go to <a href="https://www.gov.uk/get-coronavirus-test">https://www.gov.uk/get-coronavirus-test</a>, unfortunately you need an appointment for the test centre. We have had lots of calls this week with people struggling, so once you enter your details and are offered a slot, unfortunately you need to keep refreshing every 5 minutes or so until a slot for a local testing site comes up. If you have any further questions, please give us a call on the number below.</p>
Huyton based family - Covid testing	NHS Covid Testing	22/09/2020	Contacted to ask if we could advise on testing. They have tried for 3/4 days and non-available on the website. Nephew has been offered to collect a kit from Scotland or Deeside? They don't even drive! Advised to continue to try the Gov.uk website until a local slot is available.
Catherine b - Covid Testing	NHS Covid Testing	22/09/2020	Catherine's father has been tested positive and she is really unwell with flu like symptoms. She is a teacher and a local college and has been in contact with pupils therefore college has advised to get a test asap. Advised to keep refreshing the screen and make a note of any QR codes or Reference numbers if successful in gaining a slot.
Anonymous – COVID TEST	NHS Covid Testing	22/09/2020	Works for LA and realised that we do not book tests so has asked COVID team at LA to book test for her.
Nicola F– COVID TEST	NHS Covid Testing	22/09/2020	Both daughters have symptoms; Website says no appointments, advised to keep trying and will call back if we receive any further advice.

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
Chloe - COVID Testing	NHS Covid Testing	22/09/2020	Chloe has spoken with 119 - who told her to ring back an hour later. She has tried online since 4:00 yesterday and nothing has come available following x6 attempts. Her daughter aged 4 sent home from school.
Christine – COVID TEST	NHS Covid Testing	21/09/2020	Christine has tried to book an appointment via the website and 119. She has developed symptoms and is a key worker (Whitechapel Centre). I advised to try and book an appointment using her key worker email address and to keep trying the website. Advised will call back if we receive any further advice.
Gillian - COVID test	NHS Covid Testing	21/09/2020	Has been trying online to book a test for partner. Advised to keep trying.
Anon - COVID test	NHS Covid Testing	21/09/2020	Sefton resident. Been trying to book a test since Thursday, neighbour has tried too. Been to one site and turned away because did not book. She is feeling really unwell and stressed. Employed by Lancashire County Council and they are trying to sort ordering a home test.
Stacey - COVID test	NHS Covid Testing	21/09/2020	Daughter cannot go into school as she has symptoms, Stacey works in a nursing home - Finch Lane. She has been online and it is saying that it is busy at the moment. Advised to keep trying. Carer for vulnerable mum who has a pre-op later today. Advised she ring the hospital and check if she can go in.
Rachel - NHS COVID	NHS Covid Testing	21/09/2020	Three children all have a cough and youngest is 11 months and has a temperature of above 38. Advised to call 111 regarding the youngest symptoms and seek help on managing the temperature if it persists. Only advice we can provide at this stage regarding testing is to keep trying the website for availability.
Gillian - COVID TEST	NHS Covid Testing	21/09/2020	Gillian has been trying to get an appointment for her partner who has been in contact with someone who has tested positive and has now developed symptoms. She received an appointment for Bebington but has no car so could not accept. Advised to keep trying and I will call her back if we receive any further advice.



# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
Anne – COVID TEST	NHS Covid Testing	21/09/2020	Anne has been trying to get an appointment for herself since Saturday via the website and 119. She rang 119 and was told that they cannot book an appointment for her. She has rang her doctor who has advised that they cannot book a test. She has been in contact with someone who has tested positive. Advised to keep trying and I will call her back if we receive any further advice.
Keith - NHS Covid	NHS Covid Testing	21/09/2020	Had a bad chest for 4 /5 days now - sleeping sat up and symptoms for such as coughing really bad. He has spoken to 119 they can't help and they advised no tests at all available. He cannot access the internet therefore I advised him to seek advice from his GP surgery as he has had x2 previous heart attacks and feels unwell.
Anon - currently in Portsmouth - COVID TESTING	NHS Covid Testing	18/09/2020	Caller asked if there was a way of accessing testing in Huyton. Advised that the NHS website is the only route that we are aware of or 119. Advised to ensure that a QR is taken to the test centre - if a slot is allocated.
Kelly - NHS Covid Testing	NHS Covid Testing	18/09/2020	Kelly is care worker and her daughter has been sent home from school with a cough. She has tried to access a test in Huyton (local to her) as transport is an issue. Offered a venue in Widnes which she couldn't take. I advised to keep refreshing the screen to see if a test centre locally has any capacity. She has tried 119 and her and her partner (self-employed) will struggle with isolation and not knowing if this is a cold or covid.
Wendy – COVID TEST	NHS Covid Testing	18/09/2020	Wendy has been trying to get a test for her son. Her son is disabled and has chronic lung disease. He has recently gone back to college and 3 out of the 4 people in his bubble have tested positive and her son developed a cough last night. She has been trying to get an appointment via the website since 8am today and has been onto 119 for 3 hours and has been told that there are no appointments available and all tests are going to areas that have spiked. I advised to keep trying website for appointment and to also ring GP and or 111 for further advice. I advised that I will call her back if we receive any further advice.

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
Lee - COVID test		18/09/2020	<p>18.9.20 - JC emailed "Hi Lee, Thank you for leaving a comment on our website. Apologies for the delay in getting back to you, we have been inundated with calls regarding Covid testing. Did you have your test done? Please contact us on the number below if you have any questions. Thanks</p> <p>16.9.20 - left comment on feedback centre "Managed to get a booking for a test on Thursday. No email confirmation has come through. Can you advise where the test centre is in Kirby please?"</p>
Melanie - COVID test	NHS Covid Testing	18/09/2020	<p>19.9.20 - JC emailed directly "Hi Melanie, Thank you for leaving a comment on our website. To book a test for Covid-19, you can call 119 (although people have been reporting not being able to get through or long wait times) or you can go to <a href="https://www.gov.uk/get-coronavirus-test">https://www.gov.uk/get-coronavirus-test</a></p> <p>We have had lots of calls this week with people struggling, so once you enter your details and are offered a slot, unfortunately you need to keep refreshing every 5 minutes or so until a slot for a local testing site comes up. If you have any further questions, please give us a call on the number below. Thanks</p> <p>18.9.20 - comment on feedback centre "How do I book a test I have had a headache for 3 days and aches and pains especially at the top of my back and a cough do I need a test"</p>
Christine - COVID Test	NHS Covid Testing	18/09/2020	<p>18.9.20 - JC emailed directly "Hi Christine, Thanks for leaving a comment on our website. Unfortunately, people are really struggling to get slots for tests close to them. Knowsley sites are not just for NHS workers and key workers – there is just a lot of demand at the moment. The only advice I can offer is to keep refreshing – people have done this every 5 minutes or so and managed to get a test close to them. If the test is for a school child, we have been told schools have been given an allocation of bookings – so you may have some luck. If you have any further questions, please call us on the number below."</p> <p>17.9.20 -comment on feedback centre "Can you please tell me why none of the Knowsley testing site show up on the NHS Web site. Are they just for key workers?"</p>
Anne – COVID TEST	NHS Covid Testing	18/09/2020	<p>Called as she had been told that we can give COVID test appointments. Anne has been trying since Tuesday to get an appointment via the website and 119 for herself and her husband who are both unwell but do not have COVID symptoms – she got offered an appointment in Ireland. She is having a telephone consultation with her GP today. I advised her to keep trying the website and 119 and if we get any further advice I will call her back.</p>

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
Lauren -COVID TESTING	NHS Covid Testing	17/09/2020	Received a testing kit but it doesn't have any details on as to where to send it back to? Advised to try 119 number.
Rebecca - COVID TEST	NHS Covid Testing	17/09/2020	Rebecca is a Nurse at the Youth Justice Service in Cheshire and one of her clients who is staying with his uncle in Knowsley has developed symptoms. He has been on the website and rang 119 and is struggling to get an appointment. I advised that all people in his bubble will need to self-isolate and will need to keep trying website and 119 and will call back if we receive any further advice.
Linda - COVID test	NHS Covid Testing	17/09/2020	
Marie - COVID test	NHS Covid Testing	17/09/2020	Son had tested positive for covid. Do not live together but in social bubble - asked if her and son need test. Advised only to get a test if symptoms start to show, but advice is to self-isolate for 14 days.
Emma – COVID TEST	NHS Covid Testing	17/09/2020	Emma has tried to make an appointment online for her brother, his girlfriend and their baby – it says there are 28 spaces available in Huyton but no time slots – she said her mum is receiving end of life care and they are unable to visit – Advised to keep trying website or call 119 and will call back if we receive any further advice
Cheryl – COVID TEST	NHS Covid Testing	17/09/2020	Been trying website and 119 – nearest appointment is Burton upon Trent advised to keep trying and will call back if we receive any further advice
John - COVID 19	NHS Covid Testing	17/09/2020	Called 119 and went through to emergency services. Asked about Covid testing and was positive he had dialled 119 - lady said he would have to try calling from another mobile.
Connie – COVID TEST	NHS Covid Testing	17/09/2020	Struggling to make an appointment on the website, advised to keep trying and will call back if we receive any further advice
Chelsea - COVID TESTING	NHS Covid Testing	17/09/2020	Chelsea's 4 year old son has Autism and has returned from school with a cough. School have advised that she needs to access a test. Driving to a test centre and being tested in that environment would not be ok for her son - the only way she feels she would be able to complete a test would be when he was asleep. She has tried for 4 days without being able to access a slot or home test kit. 119 could not help. Advised to try and access help via the school and we would contact back if we heard any different accessible routes.

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
Linda - COVID TESTING	NHS Covid Testing	16/09/2020	17.9.20 - Struggling to book a test online - gave mobile number and asked to call back and would talk her through. 16.9.20 - Linda is trying to access a Covid test but has not internet connection and is stressed by the situation contributing to her mental ill health. She has the described symptoms and is isolating, coughed continually during the call and described never feeling so ill with a high temperature. She has tried 119/111/GP and friend advised try HWK. Email sent to John Edwards and Rich Holford to seek advice on signposting options.
Nicola - COVID TESTING	NHS Covid Testing	16/09/2020	Update - DA - Nicola has now managed to get through by phone to arrange appointment. 17th Sept - DA -Had a response from Phil Longworth at Bradbury Fields, but nothing more than a sideways referral to the Visual Impairment Service (CIL) so far. Nicola is blind and needs to access a Covid test for her son who attends Kirkby High School. She is unable to use the online route to book a test.
Kathryn - COVID TESTING	NHS Covid Testing	16/09/2020	Test for child who goes to St Michaels and All Angels. Managed to get a test at Bootle for today.
Davinia - COVID Test	NHS Covid Testing	16/09/2020	Son has been sent home from Kirkby High with symptoms so other son is off too. Called 119 and no tests, tried online too. Already asked Kirkby High for a test but they said they cannot give any/have not been given an allocation.
Linda - COVID TEST	NHS Covid Testing	16/09/2020	Spoke to Linda, she does not have access to the internet but Daughter does and has been unable to make an appointment and has also been trying to get through to 119. Linda will ask her Daughter to keep trying website. Advised will call her back if we get any further advice
Katie – COVID TEST	NHS Covid Testing	16/09/2020	Katie has managed to get an appointment via the website at Huyton Walk in Test Centre. She explained that she works in a school and when she used her personal email address she couldn't get an appointment, but when she used her work email address she got an appointment straight away.

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
Leslie - COVID TEST	NHS Covid Testing	16/09/2020	<p>18/9/20 - JC emailed "Hi Lesley, Thanks for leaving a comment on our website. Apologies in the delay in getting back to you, we have been inundated with calls regarding Covid testing. Did you manage to get a test? The only advice we can offer at the moment is to continue refreshing the page every 5 minutes or so until a slot close to home is offered. Thanks</p> <p>16/9/20 - left a comment on our article about having booked a test but no code. Liverpool resident - trying since 8:00 this morning and cannot get a slot - advised by the GP at 12:00 last night that they have the correct symptoms and need to access the test -advised to continue to try the website and or 119 number. Asked is there any walk in availability - advised not that we are aware of. Liverpool resident - trying since 8:00 this morning and cannot get a slot - advised by the GP at 12:00 last night that they have the correct symptoms and need to access the test -advised to continue to try the website and or 119 number.</p>
Andrew – COVID TEST	NHS Covid Testing	16/09/2020	Andrew has been trying to book an appointment for his children on the website and by ringing 119. He has tried on the website approx. 200 times and can't get through on 119. He has even driven to John Lennon Airport for a test and they wouldn't give him one as he didn't have an appointment. Advised to keep trying the website and if we receive any further advice I will call him back.
Covid Advice	NHS Covid Testing	16/09/2020	Grandmother was discharged from hospital recently and had a negative Covid-19 test. Grandmother has since returned to hospital after testing positive for Covid-19. Asked whether she had to self-isolate and get a Covid test even though she is showing no signs of Covid. Signposted to NHS 111 for further advice on what she should do.
COVID testing -no name	NHS Covid Testing	16/09/2020	Daughter sent home from school with persistent cough and "funny taste". School have since advised to attend Huyton testing centre with letter from school. Checking she did not need a test herself.
Covid Test	NHS Covid Testing	15/09/2020	Can't get Covid test for his 6 year old son. Showing signs of a cold and wife works in the NHS and so requires her child to be tested before she can return to work. Has been unable to get a test online and the 119 number doesn't seem to be working. Advised to continue to try and book online and to contact Healthwatch again if he continues to have issues.

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
Debbie - Covid Test	NHS Covid Testing	16/09/2020	21.09.20 – Spoke to Debbie, she got a home test via the website after 3.5 hours of constantly refreshing the webpage. Debbie is a district Nurse with Merseycare and her daughter has continuous cough cold. Debbie is off work sick due to major bowel surgery and is extremely concerned about catching Covid and the impact so has taken all measures to stay safe. She has had a slot at Huyton but the system did not generate a code - this was after 3 hours on the site. She arrived at Huyton and turned was away do to not been given the code online. Testing for children seems to be the problem as they cannot be processed on the system and no availability is given for just a child's test (the only symptomatic person in the household). She has looked to pay private and also contacted the school but they are holding back their allocation for if teachers potentially need a swab. No home kits are available as she would be willing and confident to swab her family. I advised to try HR at Merseycare in case they can access through Pillar 1 tests.
Andrea - COVID test	NHS Covid Testing	15/09/2020	Been advised by GP surgery (Longview) to have a test. Tried to go online but says service is unavailable, too busy. Has asthma and a suppressed immune system as well as taking metatrxate which is low dose chemo for rheumatoid arthritis
Anthony - COVID TEST	NHS Covid Testing	15/09/2020	Has a dry cough and Rheumatologist has said that he cannot have an appointment until he has a covid test (blood test results are high). Website says Litherland has spaces but no time slots, 119 is not working. Advised to keep trying the website and if we receive any further advice will call him back.
Paula - COVID TEST	NHS Covid Testing	15/09/2020	Been trying to get a test online for son who is in year 11 and off school – she said that the website said that there are 18 slots at Litherland but won't give a time slot. She also said that 119 cuts off. Advised to keep trying the website and if we receive any further advice will call her back.
Pauline - COVID test	NHS Covid Testing	15/09/2020	21.09.20 – Spoke to Pauline, she managed to get a test at Huyton Walk in test centre – took 18 hours. Child had an appointment but did not receive the QR code - went to the test centre but turned away. Asthmatic

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
John - COVID Test	NHS Covid Testing	15/09/2020	Trying to ring John Lennon airport to get a test. Told him you need to ring 119 but people are struggling with this, online may be better.
Sarah - COVID Test	NHS Covid Testing	15/09/2020	Sarah is a teacher who is trying to get a test for a child in school so they can return. Cannot get an appointment on website and 119 cuts off. Advised to keep refreshing the page and if we receive any further advice I will call her back.
COVID test	NHS Covid Testing	15/09/2020	Has a test booked at Kirkby but has no reference number or email. Advised to try looking in browser history for the confirmation page to get the reference number.
Chris - COVID test	NHS Covid Testing	15/09/2020	Left message Called back - has managed to get one in Deeside for daughter. She has a cold, she and her sister cannot go back to school until been tested. He is a teacher and had to take the day off.
Andrea (Covid Test)	NHS Covid Testing	15/09/2020	21.9.20 - Took a week but eventually got a test through the school, just waiting on the result. Andrea called through because she has been trying to get a coronavirus test for her 6 year old granddaughter for two days. She has struggled to get through online and is signposted back to the website when calling 119. Mark advised her to keep trying online or to call 119 back. Andrea said she will call us back if she continues to have the same problem.
Charlene - Covid Test	NHS Covid Testing	15/09/2020	Charlene - daughter aged 7 has a really bad cold and cough temp and throat swollen. School sent home. She is asleep at the minute and advised that family contact the GP is she is really unwell. Advised to continue on the gov website to access testing.
Keith - COVID Test	NHS Covid Testing	15/09/2020	21.09.20 – Spoke to Keith, he managed to get a test at Deeside. Requested advice on how to book an appointment as has developed symptoms – advised re website and 119 and if we get any further advice will call back.
Trisha - COVID test	NHS Covid Testing	15/09/2020	21.09.20 – Spoke to Tricia, she managed to get a test but it took all weekend Called and left a voicemail yesterday, as was struggling to get a test for her son. Left a message and she called back and mentioned that she was able eventually get a test for her son locally.

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
COVID test	NHS Covid Testing	15/09/2020	21.9.20 - brother needs a test, only got one through daughter being a nurse. Had asked us to go to Bolton. Spoke to someone.
Michelle - COVID test	NHS Covid Testing	15/09/2020	Michelle is struggling accessing a test for her brother who is symptomatic - walked her through on screen to try and access a testing slot locally. She will call back if stuck.
Louisa - COVID Test	NHS Covid Testing	15/09/2020	21.09.20 – Spoke to Louisa, she managed to get a test via the website, and it took her 3 days. Trying to access covid test for son - full of cold (GP thinks it is just a cold) but school won't allow any of the kids back due to sons cold. Been offered a test in Bolton but no chance of getting there. Advised to persist on the website or 119. We will call back if we have any further advice.
Rachel - COVID Test	NHS Covid Testing	15/09/2020	21.9.20 - JC called for PE, no answer Refreshing since 8 am, yesterday on phone for 2 hours 40 and ended up hanging up. Heard you cannot book on phone anymore. My daughter is really bad, coughing nonstop and high temp. She's 14. Younger sister is off school. I'm really high risk, compromised immune system.
Leah - COVID Test	NHS Covid Testing	14/09/2020	No test are available - tried first thing and early afternoon. Advised to keep trying until slots become available.
Maureen - COVID test	NHS Covid Testing	14/09/2020	21.9.20 - JC called for PE, no answer Not had a confirmation of her online booking but noted down a reference number - slot is booked (as far as she is aware) for 5:30 (checked email inbox and junk) - advised to attend and take the reference number and hopefully the booking has been received successfully.
Lisa – COVID Test	NHS Covid Testing	14/09/2020	21.09.20 - Spoke to Lisa, the person involved gave up in the end as she had no WIFI. Daughter improved and is hopefully going back to nursery. Lisa works for Liverpool Council and one of the young mums that she is working with is due to start work but has developed a cough. No appointments available on line – signposted to 119
Stephen – COVID test	NHS Covid Testing	14/09/2020	21.9.20 - JC called for PE, did not get a test, did not give feedback. He had called on behalf of his friend – his friend's children have been sent home from school to isolate as a child in school had received a positive test – the friends children don't have any symptoms – signposted to NHS website and 119 if they develop symptoms



# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
Sue - Covid Test	NHS Covid Testing	14/09/2020	21.09.20 - Spoke to Sue, her Daughter ended up going private for her COVID Test. Daughter trying to access test for herself and is symptomatic - loss of taste. Asked if the Huyton centre can be accessed in any other way than the website. Advised to continue to try website as all via online booking at this stage.
Stephen - Covid Test	NHS Covid Testing	14/09/2020	Was asked to go to Doncaster for a test - advised to continue to keep trying online and calling 119.
Vicky (Liverpool) COVID test	NHS Covid Testing	14/09/2020	Liverpool based School has sent child home and been advised to use gov.uk website but no tests available. Healthwatch advised to continue to keep trying online and calling 119 to access help.
James - COVID Test	NHS Covid Testing	14/09/2020	just wanted advice on how to book an appointment – signposted to website and gave 119 number
Adele - COVID test	NHS Covid Testing	14/09/2020	Adele R – children’s tests were inconclusive so need to be retested before they can return to school and Adele can return to work – she cannot get through online and said that when you call 119 there is an automated message to say that this number is not for booking appointments – I advised her to try again and to speak to someone and that I will call her back if we get any further guidance.
Tina - COVID Test	NHS Covid Testing	14/09/2020	21.9.20 - JC called for PE, no answer Called regarding Coronavirus test, and has been unable to access - Her partner has been 5 days and is still symptomatic and unwell. (It could just be a chest infection) but told cannot access the walk in centre or GP and test is needed. Advised to continue to keep trying online and calling 119. She said she has Tried to get an appointment online since last week for husband but there are none available locally.
Anon - COVID test	NHS Covid Testing	14/09/2020	Called as she is unable to get a test online for her daughter. I called her and advised to keep trying and to also try calling 119. Mentioned the only test available was in Deeside and would be unable to travel that far.
Jaima - COVID Test	NHS Covid Testing	14/09/2020	Called as she is unable to get a test online for husband and son who are both displaying symptoms. I called her and advised to keep trying and to also try calling 119 – I said if I get any further advice I will call her back.
Anon - Key Worker- Covid Test	NHS Covid Testing	14/09/2020	21.09.20 - Called Rachel – She managed to get a COVID Test, started trying on the Saturday and got one for Monday Called regarding Coronavirus test, has been unable to access - advised to continue to keep trying online and calling 119.

# COVID Signposting Contacts

Title	Signposted To	Start Date	Description
Craig - COVID Test	NHS Covid Testing	14/09/2020	21.9.20 - got a test, refreshed about 12pm and got a home kit, got results 2 days later. Called regarding Coronavirus test, has been unable to access - advised to continue to keep trying online and calling 119.
John - Covid Test	NHS Covid Testing	10/09/2020	John has tried 119 and online website to access covid testing - grandchild has a temp. Filled in details but pointed to a site in Oldham when we have pop venues on Longview, Huyton. Shared link to council website and link to booking route and asked John to retry and let Healthwatch know if the closer venue is an option or request a kit.
Margaret - access to testing - COVID test	Knowsley Clinical Commissioning Group (CCG)	09/09/2020	<p>21.9.20 - JC called to get PE. Did not get a test for grandchild - school was insisting on one even though it was related to his bowel condition. Called HWK and spoke to PM - very helpful - after that emailed head teacher about difficulty getting a test. Finally got home test but could not get on the website to get the barcode before you open the test. Grandmother of a Kirkby based family (x5 members) contacted Healthwatch as they have tried to access Covid tests via the 119 number (continuous engaged signal) and via the Government website. The test has been requested by the school as the youngest child (aged 5) is having treatment with Alder Hey for a bowel condition. This seems a bit odd as it is not one of the listed symptoms for a test but maybe the school are concerned by the risks associated with the condition and a negative test will provide some reassurance. This is a sensitive situation for the family which they are working through with the school. The frustration has arisen though when Mum and Nan have attempted to book a test as requested via the website. They have tried up until 10:30 last night and the nearest centre was Wirral but no slots available. Is there any other options for Knowsley residents or easier means to access a test?</p> <p>Update 14/9/20 – 2:00pm. The family was misinformed and attended the Kirkby and turned away as booking required and was closing for the day. So on Friday on the website - ordered home tests which arrived via courier Saturday. The problem is that You have to go back onto a site and get a bar code to attach to the testing kit but the site has crashed. They tried across the weekend the site across the weekend to get the bar code. To have 2 mobile units plus the new one in Huyton - plus the regional test centres it is but not be able to access a test is unbelievable. The head teacher contacted back today and advised they had made a mistake and if not symptomatic the children could return to school.</p>

# Control Sheet

<b>Date Submitted</b>	
<b>Date Response due</b>	
<b>Date Response Received</b>	

## Submitted to:

<b>Service Provider</b>	
<b>NHS Knowsley CCG</b>	
<b>Local Authority Commissioner</b>	
<b>Cabinet Member for Health &amp; Wellbeing</b>	
<b>NHS England Quality Surveillance Group</b>	
<b>Overview &amp; Scrutiny Committee</b>	
<b>Care Quality Commission</b>	
<b>Healthwatch Knowsley Website</b>	

## Contact us

**Healthwatch Knowsley**

**Address: The Old School House, St. Johns Road, Huyton, Knowsley, L36 0UX**

**Telephone: 0151 449 3954**

**Email: [enquiries@healthwatchknowsley.co.uk](mailto:enquiries@healthwatchknowsley.co.uk)**

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

**Twitter: [@HWKnowsley](https://twitter.com/HWKnowsley)**