



**Annual Report 2024–2025**

# **Unlocking the power of people-driven care**

Healthwatch Wirral

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“Local Healthwatch empower people and communities to share their experiences to ensure the impact of local voice is central to making care better and tackling inequalities – we share local intelligence at a regional and national level via other Healthwatch Organisations and Healthwatch England”

# A Message from Healthwatch Wirral Chairman

Healthwatch Wirral has continued to work hard to represent the views and experiences of people across Wirral at meetings where decisions about health and care are discussed, designed and where plans are made for delivering those services.

Our staff and volunteers use engagement, knowledge and evidence to provide reliable information about the experiences of Wirral residents, whether they use services or care for someone who does. We openly challenge in our role as a 'critical friend' and share the emerging trends & themes from the information we gather.

Our staff team attends key system meetings such as Primary Care Group, Place Board, Health & Wellbeing Board and Quality Groups. We attend meetings in the community where people have shared lived experiences. Our team builds relationships with clinical and non-clinical providers to signpost or refer people to ensure they can access the right services or self-care, if appropriate.

It is important to us that people feel supported, stay well and keep active. Actively listening and acting is a major component of our values as an organisation and as a team.

The Healthwatch Wirral annual report 2024-25 highlights parts of the incredible work we do; the impact that it has, and outcomes. Evidence of our influence can be seen in primary care and in social care, where we are supporting processes to ensure access is equitable and where recommendations have been implemented.

The report is filled with the experiences of the public, along with Healthwatch Wirral activities and achievements over the last year. Please share the link to this report and encourage your families, friends and colleagues to leave feedback about their experiences on the Healthwatch Wirral Feedback Centre. Make public voices count.

I would like to congratulate the Chief Executive Officer, staff and volunteers of Healthwatch Wirral on all that they do and thank them on behalf of the Wirral Community.



**Bill Wyllie**  
**Chairman**  
**Healthwatch Wirral**

# A Message from Healthwatch Wirral CEO

Dear Reader

It's been another action-focused year for Healthwatch Wirral. In HWW's annual report last year, I talked about the challenges faced by the health and care commissioners and providers and also the people who access the services they provide. This year there are still significant challenges on Wirral and within this report you will learn how HWW has supported individuals to navigate their health and care journey and, also, how the information you share with us can help shape how services are planned, for all.

I would like to start by thanking our team of staff and volunteers for their tireless efforts, yet again. I am proud to be part of such a compassionate, enthusiastic and tenacious team, who never waiver from listening and giving attention and energy to everyone.

It is as important as ever that everyone's voice is amplified and shared – and it is important to hear from unpaid Carers to make sure that their health and wellbeing is looked after too. Services should have the end-user central to the design and delivery of care to help prevent further strain on already deeply pressured services.

HWW has statutory legal powers, duties and functions to utilise the voice of people at decision-making levels, and we exist to:

- promote health and care services for effective signposting and self-care
- offer advice and information so that people can make an informed decision about their care
- engage with the public to listen and share their views and experiences so that services are designed, commissioned and delivered with people at the heart.
- visit health and social care services and see them in action. This power to Enter and View services offers a way for Healthwatch to identify what is working well with services and where they could be improved.

There are approx. 330,000 people living, working and using services on Wirral and it is important that we delve into our communities to listen to people who don't always get to share their experiences.

Our communication and engagement plans include making good use of social media, regular and targeted outreach work, engagement and other activities such as Enter & View. Whether by phone/email or during engagement, gathering the smallest amount of information is valuable – such as collecting the first four digits of postcodes helps us to identify where we may need to target our outreach plan.

# A Message from Healthwatch Wirral CEO

Building and nurturing strong, reliable and trustworthy relationships is a key component of our work to ensure we are a valuable conduit between users of services, the providers and commissioners.

HWW is not immune to financial pressures. However, by good budgeting 85% of our funding is spent on our workforce and core activities.

Our team consists of 2 full time staff and 6 part time. We have a mixed skill set ranging from administration and data analysis to community engagement and social media. Our team and volunteers' knowledge and expertise ranges from PRINCE2 and EMBA to Psychotherapy, health & social care, Data Protection & IT. A proportion of our workforce have worked with the VCFSE and we have a wide range of lived experiences which is fundamental to relate to people.

HWW is a 'values based' and 'Mindful Employer' – our people have the values and behaviours which HWW believe in such as empathy, kindness, resilience and the ability to listen and take the appropriate action.

The pressure on health and care systems has also impacted on the HWW team. There were more meetings than ever to attend and therefore the need to gain views and experiences from Wirral residents increased. This report gives the highlights of our work over the last year and describes what we did, when we did it, what was achieved and what is still to come.

Cheshire & Merseyside (C&M) Integrated Care Board (ICB) is the third largest in England. There are approximately 2.2 million people across this area. It is important for Healthwatch organisations to work together, and we have built strong relationships with our colleagues across C&M. This has proved invaluable in supporting people who may need to use services which are outside of Wirral, such as Alder Hey or The Walton Centre.

The Plans we prioritised last year have all been met. However, we have kept Priority 5 of the Health & Wellbeing Strategy 'Listening to residents and working together' within our activities as this aligns to Healthwatch's core remit. We appointed a Lived Experience Lead who, as well as contributing to HWW's core activities, supports BRIDGE Forum\* (\* see glossary) and supports the Council's ambition to raise the profile of Carers by the recruitment to and the facilitation of a Carers Forum.

In response to feedback from the public about their experiences of using emergency services we conducted a visit to Walk In Centres in Eastham and Wallasey, the Urgent Treatment Centre and A&E at Arrowe Park Hospital. We produced a report, which is on HWW's website, 'Evaluation of the pressures on Urgent & Emergency Care'. For inclusion within the report, we researched what the public may find if they 'Google' services and we found that information was



# A Message from Healthwatch Wirral CEO

sometimes out of date. This could be a contributor to people being frustrated at not finding the right service.

The Next Steps for this year include: -

- A focus on evaluating the 'experience' of people and capturing the 'power of the patient.'
- How well services have been co-designed, and has public voice really been used to develop services?
- How is the Neighbourhood model being developed for Wirral across the NHS and Local Authority?
- A focus on Prevention – with the development of the Provider Collaborative it should be simpler to identify where to direct resources for greatest impact.

I look forward to sharing with you next year what we have found, and what has changed, in relation to these ambitions.

Please use our Feedback Centre (\*glossary) to tell us what matters to you in relation to your health, care and treatment. I wish good health to you, your family and friends and I hope that any care or treatment you may receive is timely and effective.



**Karen Prior**  
**CEO**  
**Healthwatch Wirral**

## About us

# Healthwatch Wirral is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



### Our vision

To ensure the voice of the individual is heard and services are responsive



### Our mission

To be the local consumer champion for health and care.



### Our values are:

**Inclusive:** Working with all communities across Wirral

**Influential:** We are responsive and make change happen

**Independent:** We act on behalf of consumers by listening and speaking on their behalf

**Credible:** We value knowledge, seek information and challenge assumptions

**Collaborative:** We work in partnership with Health, Social Care, CVFs, and individuals to co-design solutions that stay realistic

# Our year in numbers

By gathering your feedback, we've shared the experiences of approximately **20,000** people to have their say and get information about their care. We currently employ **8** [**5.1 whole time equivalent**] staff and our work is supported by **13** volunteers. Our volunteers are important and vital to HWW. We would like to thank them for their tireless support and always being so happy to help.

## Reaching out:



**10,129** people shared their experiences of health & social care in relation to GPs, hospitals, care homes and sought clear advice and information on topics such as pharmacy, mental health support, Special Educational Needs and NHS dentistry.

HWW registered a total of over **24,000** contacts/interactions just in quarters 3/24, 4/24 and 1/25.

## Championing your voice:



We published **18** reports in relation to our Enter & View activity as well as themed reports such as the Pressures on Urgent & Emergency Care, Access to GPs, Call Before Convey, and Medequip.

Our most popular report was the evaluation of 'Pressures on Emergency Services,' highlighting why people may choose A&E above other services which may be more appropriate for them.

## Statutory funding:



We're funded via the Local Authority in Wirral. In 2024/25 we negotiated an uplift to support the challenges of cost of living and the changes in National Insurance.



# A year of making a difference

**Over the year, we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Wirral. Here are a few highlights.**

## Medequip

**"This project showcases how collaboration can drive real change and create services that are truly shaped by the people who use them." Medequip, 2024.**

HWW were asked by Medequip to undertake an independent evaluation of the Medequip Service Provision in Wirral. Medequip wanted to enhance their approach to gathering service user feedback by using the knowledge and activities of HWW.

HWW also took the opportunity to promote the awareness of Medequip services to the public whilst providing information about wider health and social care services.

This collaboration involved developing a structured, service-user-focused survey that provided Medequip and their commissioners with valuable insights into user experiences which was used to improve their service delivery.

## GP Enhanced Access

**Community engagement, which included staff in GP practices, was key to understanding the challenges in relation to GP Enhanced Access plans.**

HWW were commissioned to evaluate the Enhanced Services which enabled us to engage with patients and staff to understand what they felt the challenges were in accessing appointments with health professionals and meeting the demands of the public.

We received approximately 5,000 responses to our patient survey which gave us a wide range of public experiences.

Most patients had not heard of 'Enhanced Access' or what was meant by Enhanced Access. They told us that:

- they had not been offered a choice of who they could see
- when they had acquired an evening appointment, the other venue was not easy to get to
- they found their own way to get help such as attending Walk-in Centres or A&E

## A year of making a difference cont'd

During our HWW outreach and engagement events, we explained to the public what Enhanced Access meant and what could be expected from their practice. We also shared knowledge about other changes such as what 'Modern General Practice' (\*glossary) was all about.

We used our resource vehicle to visit local supermarkets and VCFSE organisations. Some people told us that they had already seen some changes, such as seeing a Paramedic or Nurse.

We encouraged the PCNs to hold health fairs for their patient populations to showcase the non-clinical support available within local communities. This good practice was replicated across other PCNs.

The impact of this engagement, particularly with staff, resulted in the production of our bespoke Care Navigation Training package which includes approaches to Solution-Focus, conflict management, suicide awareness, and recognising mental health and diversity. The training has been delivered to several hundred staff across GP practices and PCNs.

## Spring

HWW carried out a survey to baseline the experiences of the public in relation to the GP Enhanced Access (GP EA) (DES\*glossary).

With over 5000 responses, we were able to highlight the need for better communication about the GP EA service to improve patient experience.

Care Navigation Training designed and delivered to Care Navigators and staff from three PCNs.

This bespoke, localised training has enabled front-line staff in GP practices to better understand and attend to the needs of ALL patients, improving accessibility and outcomes for people using their services.

## Summer

Recommendations made by HWW within the Quality Account for WCHC 2023-24 highlighted Health Passports as an area for improvement. The Trust reviewed and updated their clinical protocol for supporting patients with a learning disability to include guidance for staff on health action plans and hospital passports. They also reviewed their public-facing website to better support people who have a learning disability or autism accessing services to include information on health passports.

'Putting Carers on the Map' event in June 2024 held at Wirral University Teaching Hospital. 50 stallholders provided information, advice and support to unpaid Carers who attended. The event was held on a Saturday so working carers could attend (more information on page **20** of this report).

Individual carers were helped with acquiring blue badges for their vehicles, access to support from the Brain Charity and, through speaking to professionals on the day, were able to have a greater understanding of their care and treatment.

## Autumn

Responding to a request from Wirral Place and from public feedback, HWW conducted a survey in relation to ADHD.

HWW highlighted to the system via a report that patients who were referred from the GP for assessment through 'right to choose' were not made aware that they might not get medication via the NHS, if diagnosed, without an NHS assessment.

We published a report - see link

<https://healthwatchwirral.co.uk/report/adhd-assessment-survey-results/>

Working with system partners, HWW were commissioned to design a pathway, called Way Forward© to help reduce the use of the Emergency Department (ED) by individuals identified as frequent users. Positively influencing help-seeking behaviours related to health by using a 'Wirral-ised' and person-centred non-clinical intervention is showing 'Green Shoots'. The people we are working with appear to be taking greater control of their health and wellbeing, and their attendances and admissions at ED have reduced.

## Winter

We responded to feedback about the lengthy waits in Emergency Departments (ED). Our evaluation 'Pressures on Emergency Care' identified some areas of concern in relation to there being some out-of-date information online, the need for GPs to promote their Enhanced Access appointments, better communication needed in relation to community pharmacy and what do Walk In Centres and the Urgent Treatment Centre provide? Good and sustained communication about when and why people should use A&E would help people make the right choice.

We collaborated when our local system was piloting a change in service. Working with North West Ambulance, Wirral Community Health & Care NHS FT and Wirral University Teaching Hospital NHS FT we evaluated the feedback from people who used the Pilot - Call Before Convey - to ensure experiences were listened to as the service developed.

We published a report - see link <https://healthwatchwirral.co.uk/report/call-before-convey-service-pilot-report/>

# Working together for change

**We've worked with neighbouring Healthwatch Organisations (HWO) to ensure Wirral peoples' experiences influence decisions made about services at Cheshire & Merseyside ICS.**

## A collaborative network of local Healthwatch:



Cheshire & Merseyside (C&M) is the third largest ICB area in England. During the last 12 months, the 9 C&M Healthwatch Organisations (HWO) have continued to work together to provide a strong voice for the 2.2 million (approx.) people who live, work and use health and care services across our region.

Together, we compiled a list of our teams and their roles, and this helps us successfully share and track the journey of individuals across neighbouring Healthwatch.

C&M HWOs co-produced a Memorandum of Understanding and Data Sharing Agreement which enables us to collaborate on a wide range of issues. This means the ICB, which is accountable for 'specialist commissioning', hears what matters to local people on a much wider footprint, to provide equitable services.

Healthwatch Leads meet weekly to keep up to date with all things health and care related, and to brief each other on the ICS meetings we have attended. We also use this time together to exchange information with invited colleagues from the ICB, CQC and other partners.

## The big conversation:



The C&M ICB recognised the value of a collaborative approach to gathering feedback in relation to Primary Care Access Recovery (PCARP) and commissioned C&M HWOs to engage with the 2.2m people across the area. All 9 HWO's took part in designing and distributing the survey – with HW Cheshire taking the lead on analysing and drafting the individual and combined reports.

The impact of this report will be recognised locally and across Cheshire & Merseyside.

## Building strong relationships to achieve more:



We continue to build relationships within the wider ICB structure and attend the Board and various sub-groups, as well as maintaining already established relationships and seats at Place. We share, and rotate, attendances at C&M ICB meetings.

In November 2024, we met with the Chair of the ICB Quality & Performance Committee, commencing a discussion about how the patient feedback we collect can be better incorporated into the discussions of the Committee.

# Quotes from Wirral system partners



Both Wirral University Teaching Hospital NHS Foundation Trust, and Wirral Community Health and Care NHS Foundation Trust have been fortunate to have a strong partner in Healthwatch. In 2024/2025 our local Healthwatch Organisation continued to play a vital role in the work of both Trusts – as an equal partner and constructive critical friend. Most important of all, remains the unique value that the Healthwatch network brings in connecting providers to people’s views and experiences of the health and care services that we provide and in doing so, helping us to identify and implement improvements.

Having recently launched our Better Together for People in our Care document, providing an overview of the strategic intention for integration and its associated benefits, the support of our Community Partners, including Healthwatch, will be integral. Our Organisational integration brings a shared commitment to delivering outstanding patient-centred care. It is recognised that healthcare needs to change, and it is so important that healthcare providers continue to evolve to provide the best care possible to meet those needs. With the support of Healthwatch, and our existing approach to collaboration and partnership, we will have the ability to relay on unbiased feedback and challenge, to ensure we are able to treat our patients in the most appropriate setting and location.

**Janelle Holmes, Chief Executive**

**Wirral University Teaching Hospital NHS Foundation Trust and Wirral Health and Care Foundation Trust**



The Healthwatch Wirral team are a vital partner in our health and care system in Wirral, they let us know when things are going well and when there are challenges for our population. The Healthwatch Wirral team are an integral partner in the work of the health and care sector in our borough. Healthwatch Wirral always act as the voice of the patient and represent that strongly in meetings with local policy makers and service providers.

**Simon Banks, Wirral Place Director**

**Strategic Lead – Mental Health, Learning Disability and Autism**



This year, Healthwatch has continued to champion the voices of local people, ensuring their experiences shape the health and social care services they rely on. By listening carefully, working collaboratively with partners, and sharing what matters most to communities, real progress has been made in highlighting inequalities, improving access, and supporting better outcomes for all.

We are proud to have engaged with Healthwatch Wirral to capture people's experiences, amplifying their stories. Whether through surveys, outreach events, or focused research, every piece of feedback has helped us identify key issues and push for meaningful change.

As we look ahead, Healthwatch Wirral remains committed to making health and care services work for everyone—by listening more, acting faster, and striving for a system that is fair, transparent, and responsive to all voices.

**Iain Stewart**

**Head of Transformation and Partnerships, (Primary Care, Mental Health, Learning Disabilities and Autism), Wirral**



We very much value the input and response from our colleagues at Healthwatch Wirral who support our Adult Social Care work programme. Our partnership is established and mature, and our work together is very beneficial to people in receipt of services locally, and also for our carer community

**Jayne Marshall**

**Assistant Director, Strategic Commissioning and Integrated Partnerships – Wirral Council**



Healthwatch Wirral continues to play a vital role in championing the voice of local people supporting our shared ambition to improve health and reduce inequalities. Their active involvement in Public Health campaigns, including the recent stop smoking events has helped us to reach and engage communities more effectively.

I particularly welcome their strong focus on prevention which aligns closely with



the priorities set out in Wirral's Health and Wellbeing Strategy. By working together, we can continue to promote healthier lifestyles and ensure that local services reflect the needs and experiences of local residents.

**Nikki Jones, Public Health Principal**

**On behalf of Dave Bradburn, Director of Public Health**



On behalf of the NHS Cheshire and Merseyside Integrated Care Board, I would like to extend my heartfelt thanks to each of our nine Healthwatch organisations for your challenge, insight, and advocacy on behalf of our residents.

Your work has been instrumental in ensuring that the voices of people across our communities—particularly those who are seldom heard—are not only listened to but acted upon. Whether through your detailed reports, community engagement, or your presence at our Board and Committee meetings, you have consistently brought forward the lived experiences that will help to shape better, fairer, and more responsive services.

Over the past year, your contributions have helped us navigate complex challenges—from recovery planning and service redesign to addressing health inequalities and improving access. Your role as a critical friend has strengthened our accountability and sharpened our focus on what matters most to the people we serve.

As we move forward into a period of transformation resulting from the national changes to ICBs, the impending publication of the 10 Year Plan, the development of Neighbourhood focussed health partnerships and the financial challenges the local system faces, your continued partnership will be vital.

We look forward to deepening our collaboration as we work together to improve outcomes and reduce inequalities across Cheshire and Merseyside.

Thank you for your dedication, your professionalism, and your commitment to the people of our region

**Raj Jain**

**Chairman of Cheshire & Merseyside ICS.**



NHS Cheshire and Merseyside worked to harmonise clinical policies across the region. A total of 113 policies inherited from former Clinical Commissioning Groups (CCGs), are being reviewed over the course of the programme. The aim is to eliminate variation between different areas, ensuring all policies reflect the most up-to-date medical evidence, guidance, and best practice.

In the latest phase of the programme, 25 policies were identified with changes to their criteria and were therefore subject to public engagement where feedback was gathered during this process. To support understanding, we published summary documents outlining the current policy, the proposed changes, and the rationale behind them. We also worked closely with Healthwatch colleagues, who reviewed the summary documents to help ensure they were clear and accessible. Their input was appreciated in helping us reach a wider audience across Cheshire and Merseyside and encourage patient feedback. These revised policies have now been finalised and are publicly available on our website.

**Olivia Billington**

**Digital Transformation and Clinical Improvement Manager**



Healthwatch have undertaken a vital survey with our population on how they perceive access in our GP practices. This is a temperature check on whether the investment and new ways of working are meeting the needs of the residents. The ICB is using the information to inform future plans to make care more responsive and accessible for those who need it.

Thanks, as ever, to the Healthwatch team who support and offer constructive challenge to our work, and ensure we listen to the patient voice at all times.

**Clare Watson**

**Assistant Chief Executive of C&M ICB**

# Making a difference in the community

**We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.**

Here are some examples of our work in **Wirral** this year.

## Creating empathy by bringing experiences to life



**Wirral residents told us that they struggled with some technology and PATCHs was not for them.**

We developed unique Care Navigation Training for GP Practice Staff which included how to take a solution-focused approach.

Many people reported that they struggle with technology and digital platforms such as PATCHs and the NHS App. As a result of this we developed a unique local Care Navigation Training package for GP Practice staff, which included real life stories, highlighting how important it is to make sure that people can access the Practice in a way that is best for them and in line with 'Modern General Practice' (\*glossary).

The evaluation of this training has demonstrated significant improvements both for the practice staff and the patients who took part in the training. The patients told us that access to appointments within a timeframe had improved (82% satisfaction) and that confidence in the healthcare profession had increased (78% satisfaction).

## Getting services to involve the public



**Co-designed care pathways**

Wirral Community Health & Care NHS Foundation Trust has a key focus on co-produced care and quality improvements. Utilising engagement and feedback from individual services and other organisations, such as Healthwatch Wirral, the Trust identified what matters most to their service users and, using proven quality improvement methodology, worked with them to bring about improvements.

Examples of co-produced quality improvement initiatives included:

- **End Of Life Care system wide Improvement Plan** to promote person-centred care with enhanced communication about people's wishes in relation to DNACPR.

- **Referrals to the Memory Assessment clinic** – improved patient journey by identifying the barriers within the pathway.
- **Improved access to rehabilitation programmes for people with Long Covid** by recognising that those accessing services wanted more physical rehabilitation.
- **Improving accessibility of information for first time parents**, including a dedicated Instagram page for young fathers which helped with appointments and support during pregnancy.

## Improving care over time



**In 2024, Healthwatch Wirral asked other Healthwatch across C&M if they have feedback relating to ADHD and autism assessments.**

People who were waiting for an ADHD and/or autism assessments told us that their GP had informed them about the 'Right to Choose' pathway for ADHD and/or autism assessments. Although this route enabled people to receive a diagnosis quicker, it did result (for the people who spoke with us) in them not being able to access treatment via the NHS. In some cases, people had gone back on the waiting list for an NHS assessment.

The need for better communication, especially in primary care, to ensure that people and families who decide to take the 'Right to Choose' pathway are making an informed choice, was highlighted by HWW via

- the multi-agency Quality Group on Wirral,
- one-to-one meetings with commissioners and providers
- issuing a report highlighting the concerns and challenges experienced by individuals and families.

C&M ICB responded:

"Cheshire & Merseyside ICB have been reviewing neurodevelopment pathways for both children and adults. There has been a wide range of community engagement to support the developments, including the completion of a survey by Healthwatch with adults waiting for an ADHD or ASD diagnosis. Identified priorities being addressed across C&M is the provision of an early help and support offer with needs-led diagnosis ensuring appropriate diagnosis and adequate support whilst waiting."



# Listening to your experiences

**Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.**

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



# Listening to your experiences

## **We recognised that the voice of unpaid carers needed to be strengthened.**

**Becoming an unpaid carer can happen in an instant and change someone's way of life completely.**

HWW focus on Carers through 2024/25 involved recruiting people within our communities to create a Carer's Forum who would provide representation at Wirral Carers Partnership Board. The Forum would also ensure that the priorities of the Board aligned to Wirral Carer's Strategy. The Strategy had been co-produced and developed by Carol Jones from Wirral Council.

Carers who attend the forum talked to us about their issues such as the need for benefit advice (Carers Allowance), Direct Payments support, Carers breaks, transport issues and housing, either for themselves or for the person they care for. We encouraged the services, who could provide this vital information, to attend the Carers Forum meetings.

HWW will continue to support and signpost people who may not recognise that they are a Carer. The impact that can be achieved when simply listening is immeasurable, and some people have told us that they had felt lost before speaking to HWW.

Later in 2024 the Carers Forum evolved into Wirral Carers Alliance (WCA). WCA held the first Carers Conference in June 2025.

The driving force behind Wirral Carers Forum and the Carers Strategy, Carol Jones, unfortunately passed away in 2024. With her in mind, we will continue her vision to champion the voice of Carers wherever we can.



# Listening to your experiences

## Action on illegal tobacco and vapes – parents and families shared their concerns.

**Wirral people told us that more information should be available to highlight illegal tobacco and vapes.**

We attended a Public Health workshop and learned about their focus on a smokefree Wirral including the challenges in relation to enforcement on illegal tobacco and vapes. HWW took part in engagement with Public Health and ABL (Smoking Cessation) in a local shopping centre. We spoke directly with 192 people who were concerned that:

- children and young people were vaping at a much younger age, in some cases primary school age, and this was not related to trying to 'quit smoking' and tobacco
- vapes and tobacco appeared to be much easier to access

### The key messages we heard:

**Almost everyone told us that:**

- better key health messages around vaping are needed
- more information within education and workforce is needed so that everyone is better equipped to be able to discuss vaping with the children and young people that they support
- more information is needed for people on where to go for support and what resources are available to them



**"My child had a vape in their school bag and I don't know where it came from. They're 11 years old"**

### What difference did this make?

- Information about the ambition of a 'Smokefree Generation by 2030' was shared
- HWW gathered the feedback and signposted people to services
- ABL gave advice, and some people took up the offer of support on the day
- We used laptops to enable people to support the change in legislation which aims to increase the age of buying vapes or tobacco.

# Hearing from all communities

**We're here for all residents of Wirral. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.**

**Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs – as communities and people have varying needs and at different times.**

This year, utilising our resource vehicle, HWW visited local foodbanks, faith groups, churches, community groups, shopping centres, betting shops and taxi ranks to find out what really mattered to people. We also met with community organisations to improve our knowledge about what was available within communities and to understand how accessible their services are.

To ensure that voices are heard by local leaders and decision-makers, HWW compiles a quarterly update from the feedback we receive and the knowledge we have gained. This is shared with the Health & Wellbeing Board, and other Boards, groups and committees across the Wirral system, including the Cheshire & Merseyside Integrated Care Board (ICB).



# Hearing from all communities

## Helping people get the answers they need

**HWW provide Independent NHS Complaints Advocacy Support. This year we combined the themes that were emerging from NHS Complaints with the general public feedback we receive to help us identify our priorities for 2025/26.**

In 2024/25, our advocate provided comprehensive support for 65 people who had a wide range of issues. Some complaints were about multiple organisations, others were very complex. HWW's NHS Independent Complaints Advocate provides a safe space for people to explore what happened and what their best hopes are in relation to an outcome and then, working together, they plan the next steps.

This year, bereavement was the most significant complaint issue raised. Things not going well for a family or carer, is also a common theme. Other key themes relate to waiting times in A&E and corridor care, relatives not receiving the care/support they needed, and appointments being cancelled across GPs and in hospitals.

Over the year, several cases have been closed by HWW's NHS Complaints Advocate because a satisfactory resolution has been reached for the person making the complaint, whether it is directly for themselves or a relative/representative.



# Information and signposting

**Whether it's finding an NHS dentist, making a complaint, or seeking information about health and care services – you can contact us. This year, via email alone, over 600 people have reached out to us for advice, support help finding services. This year, feedback through our online Feedback Centre has given us a clearer picture of what matters most.**

**People told us they struggled with:**

- Long waits to be seen or treated across most health services
- **Booking appointments**
- **Services being cancelled** or not available
- **Unhelpful staff**
- **Chasing answers** when no one got back to them

But there were also positives – many shared stories of kind staff, quick support & treatment, and good care.

By listening to people's experiences, we can speak up for what matters to them to influence what needs improving/changing.

From April 2024 to March 2025, HWW has interacted with **19,962** during outreach and meetings, and via feedback left on HWW's Feedback Centre/Website.



# Information and signposting

## Access to care

Difficulty in booking appointments (e.g., PATCHS system issues, long waits for GP appointments, delays in referrals).

Challenges in reviews for Continuing Health Care

Challenges in accessing urgent care, such as delays in ambulance services or long waiting times in A&E.

Issues with digital systems and accessibility for elderly or disabled patients.

## Quality of Care and Communication

Mixed experiences were shared in relation to healthcare professionals and service provision, ranging from excellent to poor in respect of compassionate and professional staff to privacy & dignity. Other areas which received mixed responses range from communication and staff attitudes to complications & delays in receiving test results and accessing medical records.

## Medication and Pharmacy Issues

Delays in receiving prescriptions, incorrect medications, and lack of stock at pharmacies.

Care Homes unable to access medications in a timely manner

Difficulties with medication brands which may have been affecting health conditions

## Patient Advocacy and Support

Instances where Healthwatch or other organisations intervened to resolve issues, such as arranging transport, addressing complaints, or expediting referrals.

Issues were shared about people feeling they had not been receiving adequate support, such as those with disabilities, mental health issues or palliative care needs.

These four themes highlight challenges in health and care delivery, communication, and accessibility. However, this must be balanced with feedback where people had received **amazing care** and there were **positive examples of caring and compassionate staff** across all areas such as Care Homes, NHS and GPs, early **diagnosis and short waiting time**; and **quick response times for appointments, feeling listened to and swift clinical and non-clinical pathways**.

# Impact and Outcomes

1. Healthwatch have been included in the recruitment processes for senior roles within the ICS and also at a local level. We have provided independent support to our local system by taking part in procurement of services. In a non-decision/non-voting capacity but to ensure that the needs of Wirral residents are considered by the successful applicants.

2. During November 2024 and early 2025 a pilot between North West Ambulance Service (NWAS) and Wirral Community Health and Care NHS Foundation Trust (WCHC) was developed called 'Call Before Convey' (the name may have changed after April 2025).

This approach focuses on patients aged 65 and over who call 999 but are not assessed as having a life-threatening illness or mental health concern, instead of being automatically taken to A&E (as per the leaflet for 'Call before convey'). This initiative aimed to triage patients, who meet the criteria and who had contacted NWAS, and redirect them to the right care pathway, with the overarching goals of reducing pressure on A&E services, minimising patient waiting times and improving overall patient care, experience and satisfaction.

HWW were asked to gather feedback from the patients who had used the service to ensure patient voice was at the heart of the service, and to influence any improvements/changes needed. A report is available on this link <https://healthwatchwirral.co.uk/report/call-before-convey-service-pilot-report/> and on HWW website.

3. We have considered several NHS policies, sent from the ICS, to ensure that those which the public may read are in a format which is easier to read and understand.

It is difficult to record all outcomes as individuals may simply have just wanted someone to talk to and the impact of this is very hard to capture or describe. The trends and themes have been shared, anonymously, with Commissioners and Providers through meetings and via reporting. Improvements have been shared and recorded by HWW in staff attitudes, better access to appointments & services and a more positive patient experience. Examples of successful interventions from HWW are below:

- Information and support given to a person/family who's relative had recently had a major life changing stroke and didn't know what to do.
- Arranged for a MH care coordinator to attend an appointment with a member of the public who would have not gone for their long-awaited appointment because their Advocate was not able to provide support at that time.
- A Wirral resident had 2 procedures cancelled and was sent home after waiting all day on the ward. HWW raised the person's experience with the Provider and the person received their appointments and procedure dates the same day.



- We spoke with a Social Prescribers (S/P) on behalf of a person who said that they had not received medications and prescribed meals. The S/P arranged for the person's needs to be met.
- We called a service to get the right general information relating to opening times for a person whose first language was not English. We then referred the person to Wirral Multicultural Organisation for translation.
- HWW details are printed on letters for patients at WUTH. Therefore, patients will often call us for support. The calls & emails we received resulted in us contacting WUTH on behalf of patients who were having difficulties getting through on the phone. All satisfactorily sorted. This issue was raised within departments and improvements have been noted – however, HWW will continue to monitor.
- We were able to arrange a one-to-one appointment with a professional at Local Authority when the person felt they were 'passed from pillar to post' and the person was very happy.
- Wirral resident had been waiting a considerable time for an appointment and so a call to the service, by HWW, ensured they received an explanation about the delay; more importantly it was recognised that there had been an oversight which was rectified.
- A patient had gone to the wrong site for tests. A call to the GP Practice, by HWW, resulted in the person being contacted and an appointment for the tests was expedited quickly.
- A resident was having a very difficult time with their mental health and had needs relating to housing, finance and health, and so they contacted HWW – we spoke with the [...] and we were able raise the concerns on behalf of the person quickly and they were seen immediately at [...].
- A Wirral resident was unfortunately EoL and the family did not know what support was available. HWW contacted [...] and the person, and their family, was signposted for immediate support.
- A resident who was pregnant and needed urgent medical treatment was provided with the details of an NHS dentist and was seen quickly.
- Dental appointments arranged for NHS patients.
- Medequip referrals were successful in obtaining the equipment needed.
- A resident who contacted HWW, was worried that they had been given different meds to their usual 'take home' meds and contacted HWW once they got home. HWW contacted the hospital and the person's GP Practice. The person was seen by the nurse at their Practice who explained about the prescription and the person was happy. The incident was raised at the hospital to ensure people receive adequate communication and advice on discharge from hospital.
- Arranged public transport so that person could get to their appointment at WUTH.

- Arranged for an independent assessor from DWP for a person who had not heard from DWP for 3 months.
- Contacted NHS services on behalf of Wirral residents to arrange call backs for people who had been waiting to hear about appointments.
- Developed & shared a QR code for our ©Healthwatch Wirral Wellbeing digital solution volumes – this will compliment @infobank.
- 62 NHS complaints were resolved to the person's satisfaction and, where appropriate, signposted to community support later.
- HWW worked with Social Care who arranged POC for patients who did not know who to speak to.
- HWW spoke with Care Homes on behalf of families who felt a 'little vulnerable' and 'didn't want to cause a fuss'. All satisfactorily dealt with by the Care Homes
- HWW signposted people to the guidance relating to Continuing Health Care (CHC).
- HWW spoke with the CHC teams to ensure the information that was being shared with the public was accurate and to ascertain the pathways that could be recommended.
- A patient had moved house and WUTH were sending appointments and results to both the old address and the new address. HWW spoke to PET at WUTH and this was rectified. HWW were thanked for their support.
- A family were having issues with a Care Home HWW communicated with the Care Home, and it transpired that the LA were concerned that the resident's needs had changed and therefore an alternative Care Home was needed. The Care Home said that they would explain to the family. The family contacted HWW to thank them as the situation was resolved to everyone's satisfaction due to the liaison provided by HWW.
- A change of career was needed for someone who's health needs had deteriorated and could no longer do 'manual' work. Through HWWs knowledge, the person was signposted to an organisation who intervened and advised on pathways for learning and employment. The person fed back to HWW their significant thanks and they have now enrolled in the appropriate course to further their career.
- Following feedback to pharmacy in relation to a specific experience there was a review of dispensing policies and this was fed into the Pharmaceutical Needs Assessment (PNA.)

**"I have an ongoing complaint with the NHS which has been challenging. I would particularly like to thank the Healthwatch Team for their help and support. They have always been there to advise and guide, and I can't thank them enough for their kind support"**

## Support with a difficult NHS complaint

We were contacted by a Wirral resident who told us that, after feeling overwhelmed by an ongoing NHS complaint, that the process was “very distressing” and they didn’t know where to turn. We talked to the Provider concerned and explained what the resident was concerned about which resulted in a meeting and a speedy resolution.

We had listened to their concerns and how they felt – they said “the experience with HWW felt personal and caring and they were now more confident to move forward”.

## Getting to an appointment with mobility issues

An older person told us they had missed a hospital appointment because of mobility problems. They were using Carer Support services but felt let down when no transport was arranged.

We helped them understand their options and supported them in getting the appointment rebooked. They said, “Healthwatch were able to support me when an appointment was missed due to my mobility issues and find alternative arrangements for attending the appointment.”

## Finding the right support for mental health

A Wirral resident came to us unsure of where to turn for mental health support. They were feeling overwhelmed and didn’t know how to access the right services.

They told us: “Healthwatch gave me the information I needed to take the first step – which was a huge step for me.”

HWW regularly contact services on behalf of people when they have difficulty accessing the service they need. For example, phones lines are busy, the department maybe closed (if its after 5pm), 8am rush at GP practices, unable to get an NHS dentist appointment, they are a Carer and need to speak to someone at a time that suits them.

All of the feedback we receive from Wirral residents is shared, anonymously, to the Commissioners and Providers through a named contact within the NHS, LA or individual service, which HWW have established. The information is shared retrospectively once issues are resolved.

“I popped into my NHS dental practice to make an appointment as I have lost a filling. I was asked if I was in pain with it, and when I said “no, not at the moment” they booked me in for 6 weeks’ time! The receptionist also told me that I should buy a temporary filling kit (available to purchase there or at chemists) and fill the tooth temporarily myself if I so wished. I didn’t think this was good advice to tell patients as I’m sure this could cause infections/abscesses if done incorrectly. I have previously been very happy with the service provided at this dental practice in the past but feel that this is very bad advice”.

# The Impact of our Volunteers

**HWW volunteers gave 1,621 hours to support outreach work and administration including answering phones & emails, inputting data and helping people who needed that little extra support to complete surveys. This equates to a monetary value of £43,630. We value our volunteers very highly and thank them for their dedication and commitment to Healthwatch, and our vision.**

## **This year, our volunteers:**

- Continued to be an integral part of our governance process.
- Visited communities to promote Healthwatch and what we have to offer.
- Volunteered to represent HWW at key stakeholder meetings which discussed topics such as Hoarding and Research.
- Were integral, as Authorised Representatives of Healthwatch, to the Enter & View process.
- Supported HWW by joining the staff team at Events and Workshops





# Finance and future priorities

We receive funding from **Wirral** under the Health and Social Care Act 2012 to help us do our work.

## Our income and expenditure

Income	Healthwatch Core and Complaints Advocacy contract	Expenditure	
Funding Received from LA to deliver Healthwatch statutory activities	£194,762	Operational Costs	£30,436
HW NHS Complaints Advocacy Support	£18,000	Staffing Costs	£156,083
Income from other activities:		Office Costs	£26,243
<b>Total income</b>	<b>£212,762</b>	<b>Total Expenditure</b>	<b>£212,762</b>

## Integrated Care System (ICS) funding:

Healthwatch across the Cheshire & Merseyside area received funding from our ICS, Healthwatch Wirral's fund was:

Purpose of ICS funding	Amount
ICB for joint work projects with all 9 HW organisations across Cheshire & Merseyside.	£ 1,672
Public Health in relation to Smoke-Free Engagement	£ 2,500

# Finance and future priorities

## Next steps

**Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.**

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

### **Our top three priorities for the next year are:**

**Prevention** – we will support the public to make informed choices about their health and care needs by promoting what is available in our communities such as Pharmacy First, Enhanced Access appointments within GP Practices – and encouraging better self-care. We will support our health and care system by sharing the experience of people to help them make the right decisions about where to invest and deliver care.

**Urgent & Emergency Care** – based on the feedback we have received it is apparent that Wirral residents are confused over which service is best for them and very often the default is A&E. Wirral is well served for health and care services, including emergency services, and so we will promote those and record & monitor the feedback to ensure services adapt to their need.

**Primary Care and Neighbourhoods** – to ensure we are championing the voice of the public when primary and community care is provided within Neighbourhoods.

We will continue to gather the views and experiences of people who may find it difficult to speak up. People who care for someone or have a Learning Disability and those who have sensory impairment will be three areas where we will continue to focus. However, we will endeavour, as always, to reach into our communities to listen and share what we hear, so that the voice of the public is utilised to influence the design and delivery of our care and treatment.

**Equity and Accessibility is important to HWW and we will do our best, as always, to listen to the experiences of everyone. However, we will have a focus on Unpaid Carers** from every background and ability. If we understand the needs and challenges of Carers better it may help them to feel supported and listened to – **Recognition of a Carer**, by the person themselves and the health and care system, **is key to Preventing deterioration** in their own health and wellbeing and so learning from Carers will be a theme we adopt for 2025/26.

# Statutory statements & E&V

**Healthwatch Wirral uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.**

## What We Do

At Healthwatch Wirral, our role is straightforward: we utilise our statutory powers, duties & activities to help make health and social care work better for everyone. As an independent organisation, we are designed to give local people a powerful voice in shaping their health and social care services, both for today and for the future.

## How We Work

We listen to your experiences with health and social care services and ensure that those who plan and deliver these services hear your views. We recognise that various factors such as culture, employment, education, access to technology, transportation, discrimination, and place of residence can significantly impact health. We are dedicated to amplifying the voices of those who are often unheard and working to reduce barriers and improve health outcomes for all.

## Listen. Share. Influence

‘Foundations of Quality Improvement should always have what patients tell us about their treatment and care at the heart of everything, as a system, that we plan and do. We must be able to evidence that all actions and decisions made come back to this, making certain that everyone feels respected, involved and valued at each and every part of the journey. We should all feel confident that we are either giving or receiving quality care.’

**Healthwatch Wirral, Age UK Wirral, NHS England and ECIST, Wirral System**

Our statutory functions include:

- Obtaining people’s views about their needs and experiences of local health and social care services and sharing these views with those involved in the commissioning, provision and scrutiny of care services.
- Promoting and supporting the involvement of people in the monitoring, commissioning and provision of local health and social care services
- Providing information and advice to the public about accessing health and social care services and options available to them



- Conducting 'Enter and View' visits to health and social care services and reporting our observations and findings.

## The Uniqueness of Healthwatch

We are uniquely placed to listen, observe, gather, interpret and report on the lived experience of local people to provide knowledge to help inform decisions about the planning and provision of both health and social care.

We gather data to help identify and address inequalities and we have aligned our priorities again this year to the principles of Core20Plus5 focussing on the Plus5 element and to include Carers, Language & Translation, Sensory Impairment and Interpretation support, ensuring that HWW priorities are in tune with the local system.

## Enter and View

Location	Reason for visit	What you did as a result
The Croft Care Home	Local intelligence	<p>Signage and notice boards were improved to be clearer to understand. Fans were repaired in bathrooms.</p> <p>In November, staff attended 'To Dip or Not to Dip' training, which they noted to be beneficial. This supports better medicines management and early identification and diagnosis.</p>
Arrowe Park Hospital	We were invited to the PLACE Visit (Patient Led Assessment of the Care Environment) by WUTH to observe wards/engage with staff and patients and to experience hospital food.	Observations were sent to the Quality Improvement team.

Location	Reason for visit	What you did as a result
The Aynsley	Local intelligence	Signage checked and replaced by Lancashire Fire and Safety. Some rubbish storage issues were addressed. Broken fans and showers were replaced. One additional evac-slide was ordered. Handrails added to improvement plans. Menus changed to include pictures for residents.
Sandrock	New owners invited us	General improvements appeared to have been made in November since visit in April 2024. Managers, administrators, and staff appeared enthusiastic; residents seemed much happier and cared for.
Murrayfield Hospital	We were invited to take part in the PLACE Visit.	Observations were sent to the Quality Improvement team.
County Homes Care Home	Local intelligence.	Dementia friendly signage was added to care home's action plan. Toilet pullcords were replaced. Obtrusive furniture was removed. Activity plans were reviewed by activity co-ordinators. Safeguarding policy was checked.
Derwent Lodge Care Home	Local intelligence.	Re-decoration programme was commenced. Engaged with private ear syringing service to aid hearing of residents, as no service is longer available from NHS or Primary Care services

Location	Reason for visit	What you did as a result
Park House Care Home	Local intelligence.	An action plan was made by new Manager following HWW's recommendations for some superficial outdoor repairs, more call bells, improved signage, and checks regarding bathroom equipment.
St Catherines Medical Centre	Introductions, raising awareness of HWW and general observations.	Practice staff / managers were informed of patient experiences, to improve the access of their services.
Heatherlands Medical Centre	Introductions, raising awareness of HWW and general observations.	Practice staff / managers were informed of patient experiences. HWW shared Heatherlands' counselling support to other PCN's.
Hoylake Medical Centre	Introductions, raising awareness of HWW and general observations.	Practice staff / managers were informed of HWW's engagement with patients in relation to Enhanced Access and PCARP. Recommendations were made with regard to updating Digital Telephony systems and communication with patients.
Upton Group Practice	Introductions, raising awareness of HWW and general observations.	Practice staff / managers were informed of patient experiences regarding Blinx, their new online service. Recommendations were made regarding care navigation training, and signage improvements.
Miriam Group Practice	Introductions, raising awareness of HWW and general observations of waiting areas.	Practice staff / managers were informed of patient experiences, to improve the access of their services, including promoting Enhanced Access to more patients.

Location	Reason for visit	What you did as a result
Civic Medical Centre	Introductions, raising awareness of HWW and general observations of waiting areas.	Practice staff / managers were informed of patient experiences regarding Enhanced Access and PCARP.
Arrowe Park A&E	Responded to patients' concerns about system pressures.	<p>Staff shared challenges in prioritising patients quickly enough, some patients attend A&amp;E unnecessarily, often due to long GP wait times or misconceptions about faster access to care.</p> <p>We observed, communication gaps about triage wait times and there appears a cultural shift among people normalising A&amp;E as the default option.</p> <p>An update was shared with the Trust at appropriate meetings to assist with service improvements</p>
Accident & Emergency (A&E) and the Urgent Treatment Centre (UTC)	Responded to patients concerns and confusion around the access A&E and (UTC).	<p>Patients told us:</p> <p>they can walk in without referrals</p> <p>they were unaware of what services are offered at the UT, or the option to pre-book via NHS 111.</p> <p>that they often choose the UTC because if not seen at UTC then it's easy to get to A&amp;E</p> <p>they have difficulty accessing GP appointments, with some believing a GP is always on site.</p>

# Glossary

[..] – means data has been edited for data protection in the statements below.

## **Modern General Practice**

The modern general practice model involves providing a smooth, equitable experience of access to patients across phone, online and walk-in routes.

## **Healthwatch Wirral Feedback Centre**

HWW Feedback Centre is a way of leaving, and us **listening** to, your experiences and views following your care or treatment. All health and care services are on the Feedback Centre and your feedback is anonymous. We use the information you **share** to produce reports to Commissioners and Provider to **influence** how they design and deliver our services.

## **VCFSE**

Voluntary, Community, Faith & Social Enterprise sector – these organisations are often charities or Community Interest companies.

## **High Intensity Use programme**

The High Intensity Use (HIU) programme to support people to find the correct pathway for their care.

## **PCARP (Primary Care Access Recovery Plan)**

The Primary Care Access Recovery Plan was produced to support the growing need for changes to the way patients currently access primary care services.

## **Social Value**

Social Value refers to the wider financial and nonfinancial value created by an organisation through its day-to-day activities in terms of the wellbeing of individuals and communities, social capital created, and the environment.

## **GP EA (General Practice Enhanced Access)**

Appointments available outside of normal GP Practice hours or in another healthcare setting. Some patients will access appointments differently, such as how they book them and where they might go for the appointment.

## **SEND (Special Educational Needs or Disabilities)**

A child or young person has a special education need and/or disabilities. If they have a learning difficulty and/or a disability that means they need special health and education support.



## **PCN (Primary Care Network)**

PCNs build on existing primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care for people close to home. A PCN patient population should be between 30,000 to 50,000 patients and it should work collaboratively to provide services for its entire patient population.

## **Core20Plus5**

Core20plus5 is a national NHS England approach to support the reduction of health inequalities at both national and local system level. The approach defines a target population and identifies 5 focus clinical areas requiring accelerated improvement.

## **NHS Trusts across Wirral**

**CWP** – Cheshire & Wirral Partnership NHS Foundation Trust – Learning disability, mental health & other community services

**WUTH / WUTHFT** – Wirral University Teaching Hospital NHS Foundation Trust – Acute services, including ED

**WCHC** – Wirral Community Health & Care NHS Foundation Trust – Community Services

**CCC** – The Clatterbridge Cancer Centre NHS Foundation Trust

**A&E** – Accident & Emergency (see also ED)

**ACES** – Adverse Childhood Experiences (stressful, potentially traumatic, events or situations that occur during childhood and/or adolescence)

**ADHD** – Attention Deficit Hyperactivity Disorder

**ANP** – Advanced Nurse Practitioner

**ARRS** – Additional Roles Reimbursement Scheme

**BRIDGE** – Bringing Resources information direction and guidance for everyone, a forum facilitated by HWW

**CADT** – Central Advice and Duty Team (Local Authority)

**CNT** – Care Navigation Training

**CQC** – Care Quality Commission

**C&M** – Cheshire & Merseyside

**D2A** – Discharge to Assess

**DOLS** – Deprivation Of Liberty Safeguards

**E&V** – Enter & View a core activity of HWW which enables us to visit any health or care provider, either announced or unannounced.

**EA** – Enhanced Access (appointment)

**ECIST** – NHS England's Emergency Care Improvement Support Team

**ED** – Emergency Department (see also A&E)

**EMI** – Elderly mentally Infirm

**EMIS** – Egton Medical Information Systems a recording system used by GPs and other health care professionals.

**Evac-chair** – Specialist equipment that allows staff to help people with mobility safely exit a building during an emergency evacuation.

**GP** – General Practitioner (a Doctor at a GP Practice or another name for the surgery itself)

**HCA** – Health Care Assistant

**HIU** – High Intensity Users of service programme (of ED)

**HW** – Healthwatch

**HWE** – Healthwatch England

**HWW** – Healthwatch Wirral

**HWWAR** – Healthwatch Wirral Authorised Representative who undertake the Enter & View activities on behalf of HWW.

**IAPT** – Improving Access to Psychological Therapies

**ICB** – Integrated Care Board (replaced Clinical Commissioning Groups and there is an ICB (or 'Place') in each area across C&M)

**ICS** – Integrated Care System (at a Cheshire & Merseyside footprint)

**IPC** – Infection Prevention Control

**LA** – Local Authority (Wirral Council)

**LAQIP** – Local Authority Quality Improvement Officer

**LTP** – Long Term Plan

**MCA** – Mental Capacity Act

**MECC** – Making Every Contact Count

**NHS** – National Health Service

**PA** – Physician Associate (roles provided in GP practices)

**PAMMS** – Provider Assessment and Market Management Solution.

**PATCHS** – Online consultation service

**PCARP** – Primary Care Access Recovery Programme

**PCN** – Primary Care Network (group of GP Practices)

**PFEG** – Patient Family Experience Group at WUTH

**PH** – Public Health

**PLACE** – Patient-led Assessment of Care Environment (internal walkarounds to look at Environment, Food etc within hospitals)

**PPE** – Personal Protective Equipment

**RGN** – Registered General Nurse

**RIDDOR** – Reporting of Injuries, Diseases and Dangerous Occurrences Regulations 2013

**RM** – Registered Manager

**SHIP** – HWW's Self Help Information Pack for support with NHS Complaints

**T2A** – Transfer to Assess

**Teletriage** – an on-line support for professionals

**UEC** – Urgent and Emergency Care

**UTI** – Urinary Tract Infection

**VCFSE** – Voluntary Community Faith & Social Enterprise Sector



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