

Mersey Care NHS Foundation Trust – Litherland

Urgent Treatment Centre

WHAT YOU TOLD US (July– August 2024)



This report shares feedback that you, the residents of Sefton, shared with us on accessing services at Litherland Urgent Treatment Centre.

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Who we are

We are your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. We have the power to make sure leaders and other decision makers listen to your feedback, and improve standards of care. We also help people to find reliable and trustworthy information and advice and have an Independent Complaints Advocacy Service, to support residents who need help to make a complaint about an NHS service.

What are our core beliefs?

- We believe that health and social care providers can best improve services by listening to people's experiences
- We believe that everyone in society needs to be included in the conversation, especially those whose voices aren't being listened to
- We believe that comparing lots of different experiences helps us to identify patterns and learn what is, and isn't working
- We believe that feedback has to lead to change, listening for listening's sake is not enough

Listening to you

We wanted to give you the opportunity to share your feedback on Litherland Urgent Treatment Centre, a local service provided by Mersey Care NHS Foundation Trust. We have listened to you, and you have shared both good experiences, and those where improvements could have been made.

Mersey Care NHS Foundation Trust, worked in partnership with us and helped with the organisation of the visits.

We have listened to you and shared your feedback within this report with Mersey Care NHS Foundation Trust, the local commissioners of NHS services for Sefton residents (NHS Cheshire & Merseyside) and Healthwatch England, our national body.

Key findings

This report highlights a number of key findings and themes shared by patients and those attending with them. In total 111 feedback forms were completed.

We asked – How would you rate your overall experience?

- 68% of patients (75 responses) and those attending with them rated the service as being good, very good or excellent.

We asked – Was there a reason you chose to attend this time of day?

- 71% of patients (76 responses) said they chose to attend at the time of day which suited them best. (Patient choice).

Concerns were shared with us in relation to:

- Clinical staffing levels.
- Triage to treatment – lengthy waiting times.
- Patients attending for wound dressings or stitches removal told us of long waiting times and on occasion being told the service is triage only and to call back the following day.
- Communication – through Healthwatch Sefton observations and patient feedback, concerns were raised regarding communication including:
 - Staff calling patients from the doorway and not entering the waiting area
 - No patient well-being checks offered in the waiting area
 - Lack of understanding when the service becomes triage only and patients are in the waiting area
 - TV screen in the waiting area not kept up to date with waiting times.

All key findings and recommendations can be found on page 18.

Mersey Care NHS Foundation Trust*

*Information taken from Mersey Care NHS Foundation Trust website. To find out more about Mersey Care visit <https://www.merseycare.nhs.uk/who-we-are> or telephone on 0151 473 0303

Mersey Care is one of the most innovative and progressive NHS trusts in the country. We offer specialist inpatient and community services to support physical and mental health, learning disability, addiction and brain injury services and are a founding member of the Zero Suicide Alliance.

We are the largest provider of 0 to 19 services across Liverpool and Sefton, working in partnership to improve the health and wellbeing of 160,000 local children and their families, and one of only three trusts in the country which deliver high secure mental health care.

Mersey Care has 11,000 people working together to provide community and mental health services to a population of more than 1.4 million, across Merseyside and parts of Lancashire and Cheshire.

How we gathered your views and feedback

Mersey Care NHS Foundation Trust supported us to visit the Litherland Urgent Treatment Centre.

During July and August 2024 we visited the centre nine times across morning, afternoon and evening sessions. We talked to patients and those attending with them, about their views and experiences of care at Litherland Urgent Treatment Centre.

We promoted this work with our members and local Voluntary, Community and Faith (VCF) groups by attending community groups, promoting on our social media and hosting a meeting with a focus on the Urgent Treatment Centre.

We held a Healthwatch Sefton Community Champion Network meeting on Tuesday 29th July and invited the trust to attend to tell us about Litherland Urgent Treatment Centre. To find out about the network you can click on the following link or phone us on 0800 206 1304

<https://healthwatchsefton.co.uk/community-champions/south-and-central-sefton/>

Mersey Care promoted our project via their new engagement platform (CIVICA) and sent it to all their members registered in the Sefton area. The trust reported it was directly shared with 147 public members signed up as Foundation Trust members and 30 service users who live in Sefton.

In addition, we asked for your feedback and views via a Healthwatch Sefton leaflet that offered different ways to do this including by phone, post and QR code. A copy of this leaflet can be found in Appendix 2.

What happened during the visits

We developed a Healthwatch Sefton feedback form as a guide to gather experiences and feedback. Mersey Care was given the opportunity to develop the questions and the equality & diversity questions we asked. (Appendix 1)

Our visits were carried out by Healthwatch Sefton staff members and volunteers. During each visit we spoke to people in the waiting area about why we were attending, handing out our feedback form (Appendix 1) and information leaflet (Appendix 2).

This report provides a snapshot of feedback gathered from the visits to the centre during July and August 2024 only.

Overview of Litherland Urgent Treatment Centre*

*The information below is from the presentation that Mersey Care NHS Foundation Trust presented to the Healthwatch Sefton Community Champion Network in July 2024.

This is the only Urgent Treatment Centre based in Sefton. Patients can access the centre regardless of age and what GP practice they are registered with. This allows for:

- Choice
- Flexibility
- Accessibility

Patients can book in to be treated or arrive on foot and the centre is open, 8:00am– 8:30pm, 7 days a week.

The Centre provides medical help and treatment when it's a none life-threatening emergency, supporting Accident and Emergency departments and local GP practices by preventing people from going to hospital or their busy GP practice.

There is a lot of treatment and care that is offered at the centre. When patients first arrive, they will be assessed, treated and diagnosed by nurses or a doctor.

The team also offers advice on how to stay healthy, and look after yourself.

They can help patients by doing a number of tests and assessments:

- Prescribing medicines and treatment for minor injuries and illnesses
- Dressing for wounds
- Taking blood pressure
- X-rays of below elbow/below knee (5 days per week). Over the weekend patients can have an X-ray in another Urgent Treatment Centre
- Blood tests
- Urine tests

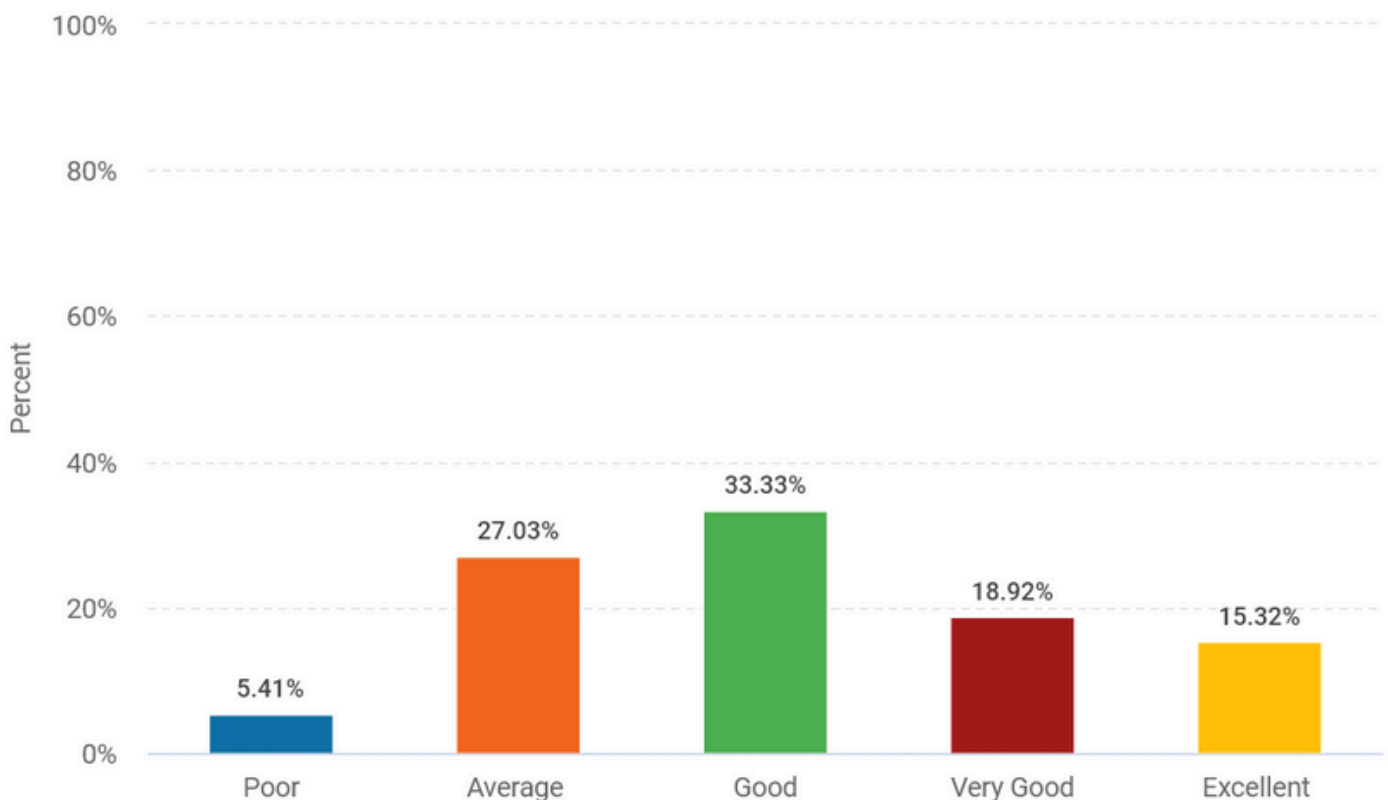
For further information about Litherland Urgent Treatment Centre visit <https://www.merseycare.nhs.uk/our-services/sefton/walk-in-centres> or contact Mersey Care NHS Foundation Trust on 0151 473 0303

Survey Responses

111 feedback forms were completed. We asked for feedback from patients and those attending with them on accessing the centre in the last six months. 90 of the completed forms had a south Sefton postcode. 72% (68 out of 95 total responses) were female.

We asked – ‘How would you rate your overall experience?’ 1 star being rated as poor and 5 stars being rated as excellent.

How would you rate your overall experience?



- 111 patients or those attending with them answered this question.
- 68% (75 responses) rated their overall experience as good, very good or excellent.

We asked – Approximately what time of day did you attend?

- All 111 patients and those attending with them answered this question.
- 47% (52 responses) of people attended during the morning.

Time attended	Time not provided	Between 8 am – 12 noon	Between 12 noon – 4 pm	Between 4pm – 8pm
Number of patients	1	52	41	17

We asked – Was there a reason you chose to attend this time of day?

- 71% (76 responses) said they chose to attend at the time of day which suited them (patient choice).
- 4 patients / those attending with them commented on getting to the centre early in the morning to try to avoid long waiting times.
- 10% (11 responses) told us it was because they could not get a GP appointment.
- Patients told us they were referred to the centre via their GP, chemist and NHS 111.

Below are examples of comments shared. Some of the comments refer to more than one provider:

‘Our convenience after sending children to school’

‘Hoping to be seen quicker as not long been open’

‘8 am, most convenient for me to avoid long waiting period’

‘After work, most convenient time’

‘The earlier in the day, seems lesser of a queue’

‘If I don’t come at this time, I will be waiting 2 – 3 hours. You have to be first one in the queue’.

‘I phoned NHS 111 and they said to get here between 8 am – 10 am’.

You can read all of the feedback by clicking on the following web link:

<https://healthwatchsefton.co.uk/wp-content/uploads/2024/10/Mersey-Care-Report-Appendix-3.pdf>

If you are unable to access this information, please email us using info@healthwatchsefton.co.uk or phone us on 0800 206 1304 and we will ensure you receive a copy.

Healthwatch Sefton observations:

Healthwatch Sefton staff and volunteers spoke to patients and those attending with them whilst waiting outside before the centre opened at 8 am.

On Monday 22nd July we observed 14 patients in the outside queue. A number of them stated they were there to have dressings changed or stitches removed.

We were told by patients that they had to be in the queue as early as possible otherwise there would be lengthy waiting times or would be told triage only and to return the next day.

We asked – Tell us if you tried to get treatment somewhere else in the last 24 hours? If so where, and what was the experience?

Some of the comments refer to more than one provider.

- 105 patients or those attending with them answered this question.
- 49% (51 responses) told us that they had not tried to get treatment somewhere else.
- 30% (31 responses) told us they either could not get through to their GP surgery or had been referred by them to attend the centre.
- Patients or those attending with them also commented that there were no appointments available at the treatment rooms. To find out about the treatment rooms services visit <https://www.merseycare.nhs.uk/our-services/liverpool/treatment-rooms>

Please see below some of the comments shared below:

‘Treatment rooms, no appointments available’

‘Has to bring her dad every 3 days, he has dementia. He has to have a bandage change. GP, treatment rooms and NHS 111 all said he has to come here to have it done. Each time we have to wait 2 – 3 hours’.

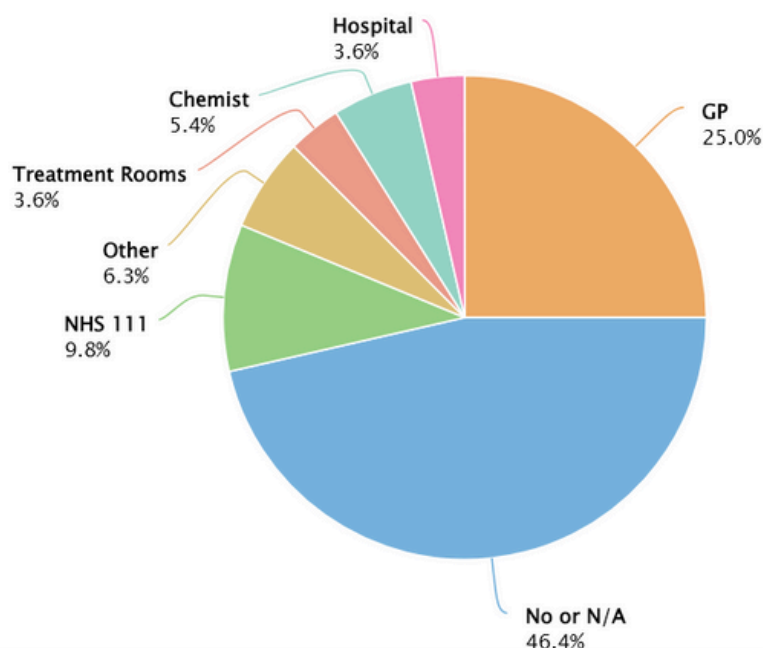
‘I got referred to treatment rooms from the hospital but then be told to come here. No appointments so sent here’.

‘Phoned Glovers lane surgery and no appointments, phoned NHS 111 and wasn’t much help’.

‘GP but as usual no appointments on the day or for the rest of the week’.

‘Rang our GP at 8 am and waited on hold in queue until 9 am when the call was cut off due to all the appointments being taken’.

We asked – Were you told to attend the centre by another service? If yes, can you tell us who?



- 46% (52 responses) told us no, they were not told to attend the centre by another service or that the question was not applicable.
- 25% (28 responses) told us that they were told to attend / referred by their GP surgery.
- 10% (11 responses) told us they were to be told to attend / referred by NHS 111.

Below are examples of comments shared. Some of the comments refer to more than one provider:

‘Yes, doctors and treatment rooms’.

‘Treatment Rooms, GP, NHS 111 and pharmacy’.

‘Treatment Rooms told me to ring my doctors, who then told me to call the walk-in. (stitches removal)’.

We asked – Was it difficult to travel to the centre?

- 61% (68 responses) told us it was not difficult, with 24% (27 responses) sharing it was not difficult as they had access to a car.
- With us only talking to patients who had travelled to the centre, it would be interesting to gain feedback from those patients who do not attend due to difficulties which may relate to distance, access to public transport and the cost of getting to the centre. We therefore do not believe this question provides a reliable answer as those attending shared that it was convenient for them.

We asked – Tell us about your treatment and care at the centre? Is there any feedback you could provide to help improve the service?

- **Waiting times** – The main improvement patients and those attending with them wanted to see was to reduce the waiting times. Overall it was shared that the waiting times for triage were good (within 30 minutes) but the wait for an assessment was a number of hours.
- **Communication** – Patients and those attending with them told us this needed to be improved including:
 - Keep the electronic screen in the waiting area up-to-date with current waiting times
 - Staff to come into the waiting area when calling patients and not stand around the corner close to the door.
- **Staff** –
 - Overall it was shared that clinical staff were professional, polite and caring.
 - It was shared that more clinicians were needed on site. It was felt that staffing levels / capacity caused the long waiting times for an assessment and treatment.
 - Reception staff were pleasant and helpful.
- **Treatment and Care** –
 - Positive experiences were shared about the treatment and care at the centre once the patient had been seen.

Below are some of the comments received:

‘The triage member of staff was brilliant, couldn’t thank him enough. He actually listened to me and took me seriously. Needs to be more like him’.

‘I am still waiting to be seen, but triage was very professional and friendly’.
 ‘Pleasant reception and quick to triage. Currently 2 hours of waiting. The predicted waiting time upon arrival was 3 hours, it is now 4 hours’.

‘Triage expected to be 30-minute wait. Only waited 15 minutes. Had an x-ray straight away. Then it is waiting back in the waiting room to see a doctor’

‘There is not enough doctors for the amount of people, although waiting room is not full. I was told 1.5 hours waiting time on arrival, I am still waiting 3 hours later’.

Healthwatch Sefton observations:

Long waiting times for treatment. We observed patients being upset and frustrated with waiting times after being triaged. Patients were observed asking reception for updates on waiting times.

We asked – if your visit was for a child or young person, do you have any other feedback which may improve care the centre?

Family members shared some suggestions to help improve the experience of taking a child or young person to the centre including:

‘See children quicker, only 1 doctor. Only pens on the small children’s table, they need paper’.

‘Children should not be made to wait 5+ hours to be seen, they should be a priority’.

‘There were a few young children here when I arrived and not much to do, maybe a TV as the waiting time is awful’.

‘Need some toys, books’

We asked – How did you find the environment at the centre? Is there any feedback you could provide to help the centre improve? For example, waiting area, treatment rooms, cleanliness.

There was a wide range of comments and feedback regarding the environment. The main areas commented on were:

- 35% (40 responses) of comments related to the environment being rated as satisfactory to good.
- 21% (24 responses) of comments related to cleanliness being satisfactory to good.
- There were comments relating to the waiting area being uncomfortable and unclean.
- Plastic barrier at the reception desk – comments related to lack of privacy and difficulties to speak to and hear the receptionist.

Improvements suggested for the waiting area included:

- Background music
- A TV
- Food and drinks machines
- Air conditioning
- Screen to show the name of patient being called

Below are some of the comments received:

‘Clean and tidy (but it is 8 am)’

‘Air Conditioner needed for hot weather. Area clean’

‘Generally fine, clean, good seats and water dispenser’

‘Need a vending machine’

‘UK born but had to visit today. The plastic cover on reception were hard to speak through, of course it was very public and people around you could hear personal details’

‘Please put a sign up at the side entrance to the building so that people who arrive before 8 am don’t queue in the wrong place, then end up at the back of the queue for the walk-in’

‘Little privacy when checking-in. I felt like I was being watched and listened to. Also, it is hard to hear reception behind a screen’

Healthwatch Sefton observations:

Plastic barrier at the reception desk – patients could be clearly heard in the waiting area providing their personal details and medical issues. The plastic barrier led to patients having to speak louder along with repeatedly asking the receptionist to repeat questions.

We asked –If you required any reasonable adjustments (to support in access or communication needs) were these met and if not, could you help us be describing any adjustments you feel would have supported your visit today?

- 78% (43 responses) said they did not need any reasonable adjustments or not applicable them.
- 2 of the responses commented on the plastic barrier at the reception desk being a communication barrier.

A number of comments and recommendations were put forward including:

‘There is an interruption in communication with the receptionist due to the protective barriers’

‘I wasn’t asked and I am autistic’

‘Wheelchair access in toilets’

We asked – Would you like to tell us anything else about your visit? For example: waiting times, staff, communication, discharge.

Most of the negative comments related to long waiting times and poor communication. Positive comments related to staff and treatment and care. Below are some of the comments received:

‘Waiting times are awful, very slow after being seen in triage’

‘Waiting times are ridiculously long. There were only a handful of patients waiting, yet the waiting time was 5+ hours’

‘After a 4 hour wait, we have just found out only triage’

‘Communication on waiting times from staff is poor, especially when chasing up from being first booked in.

‘The waiting times said 2 hours when I arrived. It now says 4 hours. Should I have not been seen in the 2 hours? The staff should come out and speak to us, if you go to reception they just say it is 4 hours. I told them it wasn’t 4 hours when I arrived.

‘Not enough staff’

Healthwatch Sefton observations during the visits

Our visits were carried out by Healthwatch Sefton staff members and volunteers. During each visit we carried out our own observations on the service. Please find below our observations

Areas identified for improvement:

- Plastic barrier at the reception desk – patients could be clearly heard in the waiting area providing their personal details and medical issues.
- Waiting area seating – facing the reception desk. This did not provide patients with privacy checking-in. We overheard patients in the waiting room commenting on this being poor practice and how they could hear other patients' confidential information.
- There were no well-being checks or cleanliness checks in the waiting area during any of our visits. We observed cleanliness issues during afternoon / evening visits. (A child was injured during one of our visits and no staff member came to check despite the child cries being very loud).
- Long waiting times for treatment – observed patients being upset and frustrated with waiting times after being triaged. Patients were observed asking reception for updates on waiting times.
- TV screen in the waiting area – not updated regularly with current waiting times.
- Communication – we observed staff calling patients from the doorway (not visible to the patients) and patients in the waiting room were not sure if their name was being called. An example:
 - 'A name was called. A patient wasn't sure if it was their name called so had not got up from their chair. They then realised it had been their name, but by the time they approached the door to the assessment area, the door had been shut and the staff member had walked back down the corridor. It was the security guard on duty who accessed the keypad and opened the door for the patient'.
- Children's table – we observed colouring pens with no paper on a number of visits. The table was often full of used paper cups and Mersey Care magazines.
- Cleanliness – we observed during morning visits the waiting area and toilet to be clean. During afternoon / evening visits, the waiting area flooring was observed to be dirty with used paper cups and litter on the floor both underneath and around seating areas.
- Queues outside before opening – We observed on a morning visit, 14 patients outside in a queue before opening. A number of them stated it was for dressings or for the removal of stitches.

- It would be useful for Healthwatch posters to be displayed in the waiting area.
- We noticed a Mersey Care leaflet 'Your journey through an urgent treatment centre or walk-in centre' in the leaflet rack. It would be helpful for patients to have better access to this leaflet and handed to patients on arrival.

Observations in relation to specific patients:

- We spoke to a number of patients and family members who had to attend and wait long hours on a regular basis to have dressings changed. Some patients told us they have to queue outside from 7.15am to try and reduce their waiting time and ensure they are seen. If the centre states triage only, they are not seen and asked to come back on a different day.
- We observed a 6-month old baby waiting to be assessed (over 3 hours) and although well behaved was visibly getting worse with a temperature and rash.
- During a visit we observed a toddler fall and bang his head on the metal which sticks out under the waiting room chair. Despite loud crying, no member of staff came out to see if everything was OK.
- We observed and spoke to a patient who had an appointment for x-ray. Following the x-ray, the patient was told to wait in the waiting area. After waiting for a couple of hours the patient asked reception about waiting times to be told she had not checked-in at reception following her x-ray. The patient felt it was not made clear she had to check-in at reception following her x-ray.

Other observations:

- The windows were open in the waiting area, creating a nice breeze and good temperature
- Reception staff were friendly and helpful
- Security guards were friendly and helpful
- Patients were seen quickly for triage

Conclusion and recommendations

We have actively listened to patients and those attending the Litherland Urgent Treatment Centre. From the feedback received we have highlighted key findings and ask the trust for a response to the following:

To improve communication

- Introduce patient well-being checks in the waiting area.
- Staff to enter the waiting area to call patients to treatment rooms and to consider TV screen displaying numbers.
- Reception to hand the leaflet 'Your journey through an urgent treatment centre or walk-in' to patients on arrival.
- To keep the TV screen in the waiting area up-to-date with waiting times.
- Triage only – clearly explain what this means to patients in the waiting area.

To improve treatment & care

- To review patient flow between triage to treatment due to lengthy waiting times.
- To review clinical staffing levels and staff expertise. In particular within triage to assess if low level conditions can be treated at the point of triage.
- Wound dressings and removal of stitches – to review Sefton Treatment Rooms capacity and set up a patient pathway on arrival at the centre.
- To review patient pathway / communication for patients between x-ray and treatment.

To improve the environment

- Introduce cleanliness checks throughout the day.
- Review plastic screen covering at the reception desk.
- Provide a vending machine in the waiting area.
- Ensure the children's table is furnished with activities and clear from rubbish and magazines.
- Review health & safety of chairs in the waiting room due to the accident we observed with a young child banging his head on the metal under the chair.

During our visits we observed a patient with a Mersey Care Engagement and Experience feedback form that was of poor print quality. We raised this immediately at the Mersey Care Patient Experience meeting (for Community Services) and were informed that work is on-going to create new forms, including easy read versions and posters for the centre. We were advised that they were awaiting a new printer. We requested that they withhold handing out poor quality feedback forms until the printer is replaced.

We also contributed our own observations during the visits and ask the trust to review all our observations and respond with any actions taken as a result.

We would like to thank

We would like to thank everyone who took part and shared their feedback. This valuable feedback will support Mersey Care NHS Foundation Trust to improve their future services.

We would like to thank Mersey Care NHS Foundation Trust, in particular Anne Bennett, Assistant Director of Nursing and Judith Gent-Jones, Head of Allied Health Professionals for their continued partnership work.

A thank you to all the staff who work at the Litherland Urgent Treatment Rooms for making us welcome during our visits.

Thank you to our Healthwatch Sefton volunteers for giving their time to support this piece of work.

- Maurice Byrne – Healthwatch Sefton Maghull Locality Representative
- Jim Conalty – Healthwatch Sefton Enter & View Representative
- Anne Major – Healthwatch Sefton Locality Representative for Central Southport
- Linda Wright – Healthwatch Sefton Locality Representative for South Southport

Response from Mersey Care NHS Foundation Trust



3 December 2024

Wendy Andersen
Engagement Manager
Healthwatch Sefton

Trish Bennett
Chief Executive Officer
Hollins Park House
Hollins Park
Winwick, Warrington
WA2 8WA

Sent by email only

Dear Wendy

Thank you for your report received on the 7 November 2024 regarding the experience of the residents of Sefton who use our Litherland Urgent Treatment Centre at Mersey Care.

The report has been shared with the Senior Leadership Team for our Sefton Community Services, and I am happy to confirm we agree that the findings are accurate.

The team and I have found the report to be extremely helpful in identifying clear recommendations to take forward. This will inform improvement plans based on the experience of patients attending Litherland UTC for care and treatment. The team will commit to working through the recommendations to ensure the best possible care is provided to the local population in Sefton.

I have asked Anne Bennett, Assistant Director of Nursing, Sefton Place, to contact you to discuss next steps, confirm action planning and agree the clinical governance assurance processes.

I greatly appreciate the time spent on visits to the site and engagement with the wider community talking to patients, their family members, carers and Mersey Care staff about their views and experiences of care. Thank you for your kind words relating to our team in Sefton, I will ensure this is fed back.

We very much value the collaborative approach to receiving patient feedback and we look forward to continuing to work together in partnership to support patient experience.

Yours sincerely

A handwritten signature in black ink that reads 'P. Bennett'.

Trish Bennett
Chief Executive Officer

Share your experiences and stories with us.

- We would like you to share your feedback on NHS services or Adult Social Care. Share this on our website (www.healthwatchsefton.co.uk/services/)
- It is really quick and easy to share your stories and experiences and they will remain anonymous.

Access information, support and guidance

- Get in touch with Mandy, our Signposting & Information Officer who can provide you with information and support. Telephone: 0800 206 1304 or email info@healthwatchsefton.co.uk.

Get involved

- You can join us to receive regular updates about both local and national health and care services. Sign up on-line <https://healthwatchsefton.co.uk/get-involved/online-membership/>
Or give us a call on 0800 206 1304

Recommend us to your friends and family

Healthwatch Sefton – We act on feedback and drive change. Listening has to positively affect outcomes and influence important decisions about people's care.

Appendix One – Healthwatch Sefton Feedback Form Questions

Have your voice heard

Litherland Urgent Treatment Centre (Litherland Town Hall walk-in centre)

Tell us the date of your visit within the last 6 months?

Please share the first part of your postcode (first 3 or 4 character)

Approximately what time of day did you attend?

How would you rate your overall experience? Please circle

1	2	3	4	5
Poor	Average	Good	Very Good	Excellent

Question 1: Was there a reason you chose to attend at this time of day?

Question 2: Tell us if you have tried to get treatment somewhere else in the last 24 hours. If so, where was this and what was your experience?

Question 3: Were you told to attend the Centre by another service? If yes, can you tell us who?

Question 4: Was it difficult to travel to the Centre

Question 5: Tell us about your treatment and care at the Centre? Is there any feedback you could provide to help improve the service?

Question 6: If your visit was for a child or young person, do you have any other feedback which may improve care at the centre?

Question 7: How have you found the environment at the Centre? Is there any feedback you could provide to help the centre improve? For example: waiting area, treatment rooms, cleanliness.

Question 8: If you require any reasonable adjustments (access or communication needs) were these met and if not, could you help us by describing any adjustments you feel would have supported your visit today?

Question 9: Would you like to tell us about anything else about your visit? For example: waiting times, staff, communication, discharge.

Appendix Two – Healthwatch Sefton leaflet distributed in Litherland Urgent Treatment Centre during visits.

Why are Healthwatch Sefton here today?



We are working independently of Mersey Care NHS Foundation Trust to gather feedback from those accessing care and treatment from Litherland Urgent Treatment Centre, formerly known as Litherland Walk-in Centre.

Who are we?

Healthwatch Sefton is your health and social care champion. If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences.



We have the power to make sure NHS leaders and other decision makers listen to your feedback and improve standards of care. We also help people to find reliable and trustworthy information and advice. Visit our website: www.healthwatchsefton.co.uk

Have you or a family member accessed the service recently?

We want to hear about your experience. Good or bad, tell us. All feedback is anonymous and your details will not be shared with the provider.

Freephone: 0800 206 1304

Website:

<https://www.smartsurvey.co.uk/s/HWSHaveYourSay/>

Email: info@healthwatchsefton.co.uk



Appendix Three

To reduce the size of this report, the patient feedback responses gathered can be downloaded by clicking on the following link (press CTRL and click on the link): <https://healthwatchsefton.co.uk/wp-content/uploads/2024/10/Mersey-Care-Report-Appendix-3.pdf>

If you are unable to access this information, please email us using info@healthwatchsefton.co.uk or phone us on 0800 206 1304 and we will ensure you receive a copy.

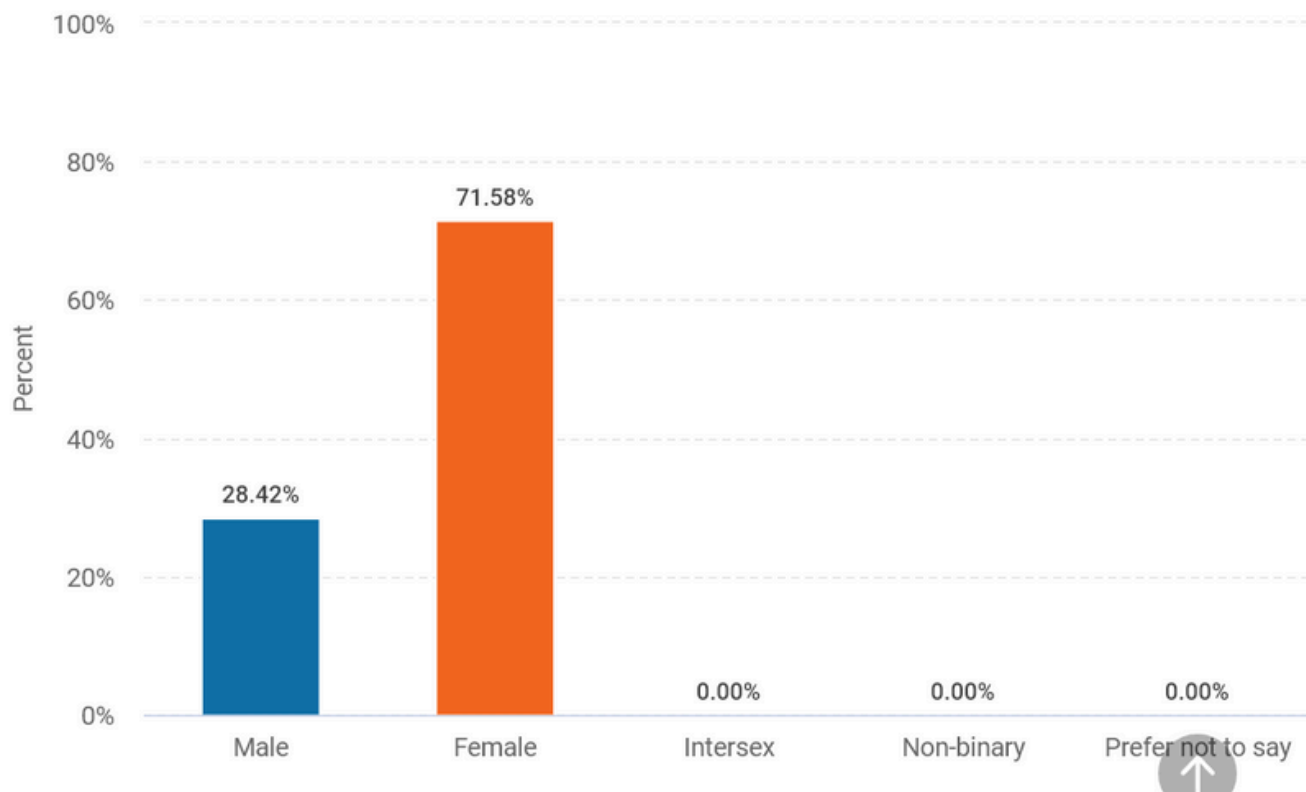
Appendix Four – Equality & Diversity results, Litherland Urgent Treatment Centre. Date July – August 2024

Please share the first part of your postcode?

Postcode	Number of responses
L23	27
L21	18
L30	18
L20	17
L22	5
L31	5
L37	3
L10	2
L38	2

Appendix Four – Equality & Diversity results, Litherland Urgent Treatment Centre. Date July – August 2024

Gender



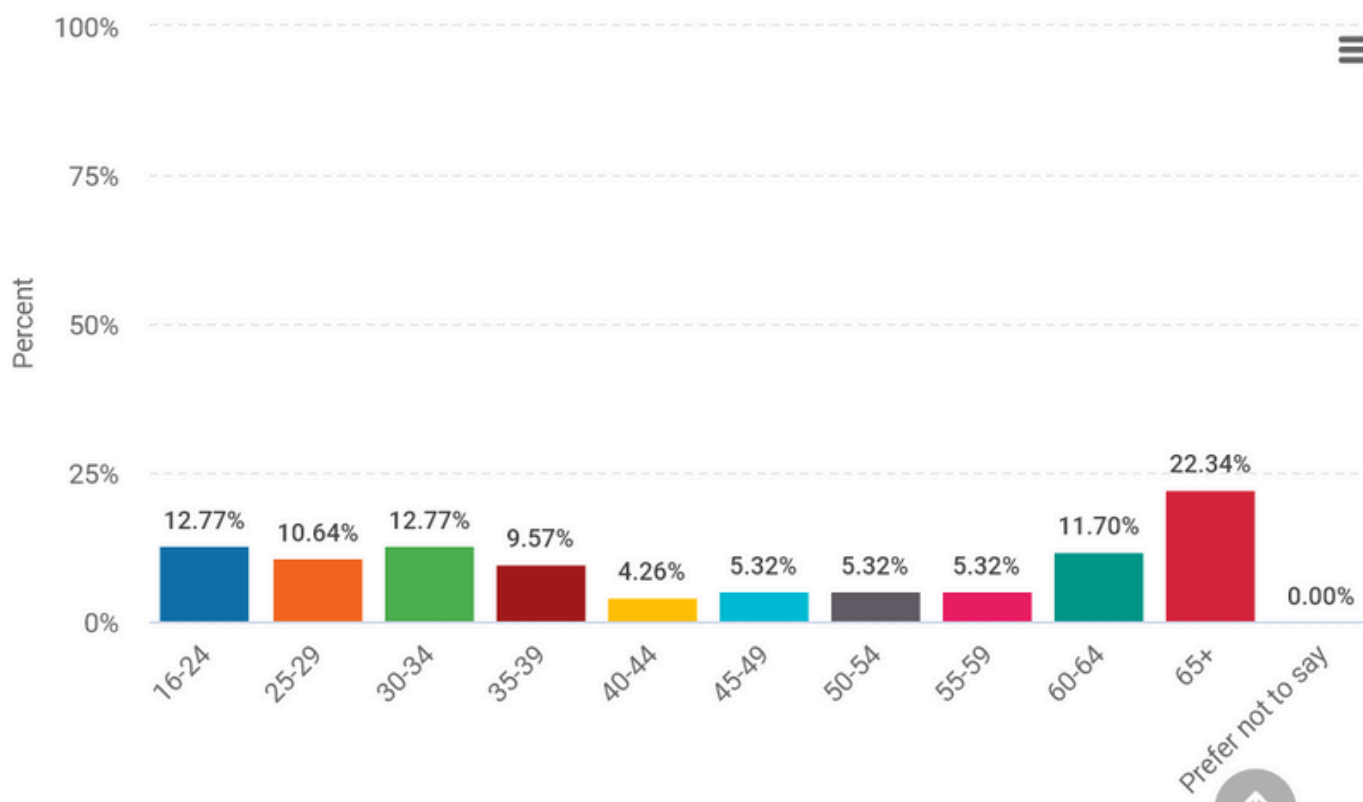
- 28.% (27) male completed the survey
- 72% (68) female completed the survey
- Response total = 95

Is the agenda you identify with the same as your gender at birth?

- 99% (93)– Yes
- 1% (1) – No
- Response total = 94

Appendix Four – Equality & Diversity results, Litherland Urgent Treatment Centre. Date July – August 2024

Age



- 22% (21) of people who completed the survey were 65+ years
- Response total = 94

What is your ethnicity? Ethnic Origin is not about nationality, place of birth or citizenship. It is about the group to which you perceive you belong.

The following responses were received to this question:

- 41% (39) – English
- 28% (27) – Any other ethnic group
- 25% (24) – British
- 2% (2) – Irish
- 1% (1) – Indian
- 1% (1) – Welsh
- 1% (1) – Prefer not to say

Response total = 95

Appendix Four – Equality & Diversity results, Litherland Urgent Treatment Centre. Date July – August 2024

Do you consider yourself to have a disability under the Equality Act 2010?

- 75% (67) – No
- 24% (21) – Yes
- 1% (1) – Prefer not to say

Response total = 89

Is your ability to perform day-to-day activities limited because of a physical or mental disability, condition or illness, which has lasted or is expected to last for at least 12 months?

- 29% (24) – Yes
- 69% (57) – No
- 2% (2) – Prefer not to say

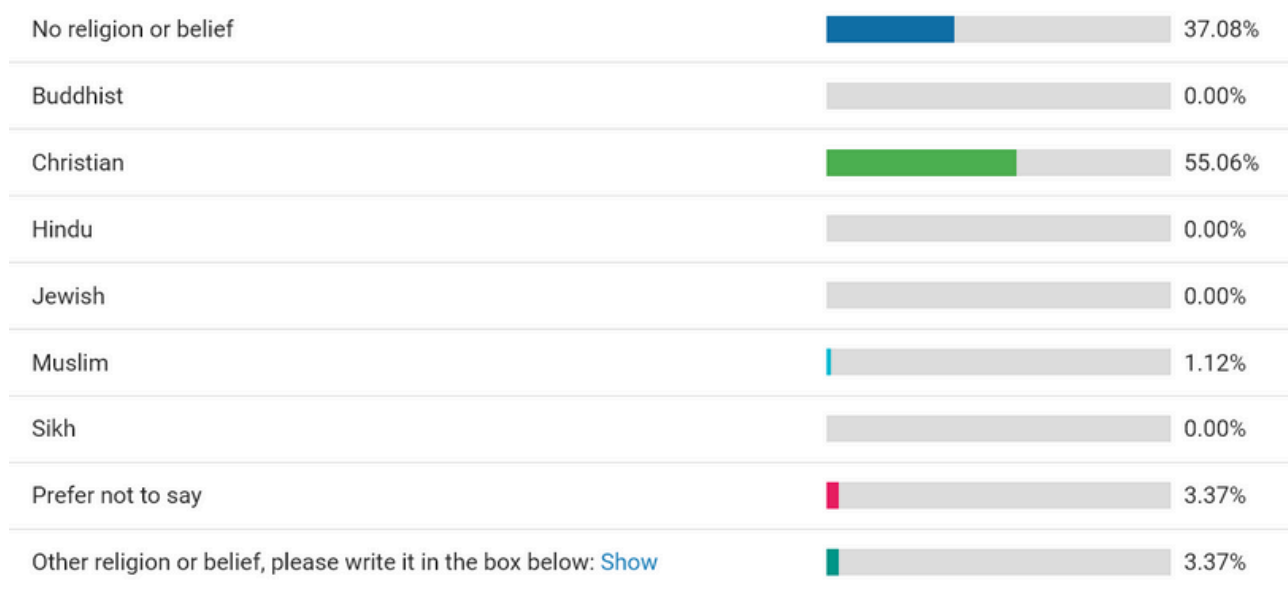
Response total = 83

What is your sexual orientation?

- 91% (81) – Heterosexual
- 2% (2) – Gay
- 2% (2) – Lesbian
- 4% (4) – Prefer not to say

Response total = 89

What is your religion or belief?



- 55% (49) – Christian
- 37% (33) – No religion or belief

Response total = 89