

Monitoring Report

Qtr. 3 & 4 (20-21)



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Who are we

What is Healthwatch?

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

How do we make a difference?

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

Why do we do it?

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

What we are responsible for

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

services are designed to meet local people's needs.

Our Values

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

Our vision is simple

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

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

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

Overview of the Period

Response to Covid-19:

During this reporting period (October 20—March 21), with the continuation of Covid-19 a number of changes remained as part of our normal everyday activities. Much of our work is undertaken with vulnerable groups who are potentially unwell and at greater risk if they were exposed to the virus, therefore, Healthwatch Knowsley have continued to pause face-to-face activities until safe to resume. Following national guidance, all the Healthwatch Knowsley team members continued to full-time home working.

Communicate, Stay in Touch and Listen

The Business Plan and Communications Strategy for the year 2020-22 have been refreshed in light of the implications of Covid, to reflect the priority of Communicate, Stay in Touch and Listen. Therefore, work has continued throughout the pandemic to keep in touch with members of Healthwatch Knowsley and Knowsley Older People's Voice and the wider community to both check on their wellbeing and support with any signposting needs.

During this time, the Healthwatch Knowsley team have been supporting Knowsley residents through ongoing information provision and signposting, proactively contacting vulnerable groups and community members who we have contact with and providing welfare calls. The combined resources and staff capacity of the Healthwatch, Older People's Involvement and Partnership Boards staff group have worked together to respond to the needs of local people.

To deliver against its statutory activities the signposting offer has continued to operate through the diverting of the main Healthwatch contact number to team members mobile phones. This line has remained active and has supported people with a range of Health and Social Care concerns.

An updated signposting resource, alongside the Outreach for Our People resource, has been produced that is used by Healthwatch Knowsley staff to effectively signpost community members, this has been regularly updated to fit with any new guidance relating to Covid-19.

Key Signposting themes have been:

- People struggling to access Covid testing and enquires regarding symptomatic and non-symptomatic testing. Including directions to sites.
- Questions regarding the Vaccination programme including waiting times, cohort prioritisation (carers access) and people who are housebound
- Access to Dental services including emergency support
- Breakdown or gaps in service provision with End of Life Care

E-Bulletins have been developed as an information resource and a source of encouragement to those who have received the information. Within this period Healthwatch Knowsley has produced 30 E-bulletins to community members and key stakeholders. The E-bulletins provided different updates and information, including the following:

- Information on flu vaccinations

- Knowsley Carers Centre Newsletter
- COVID-19 Updates—via Knowsley News
- Service Provider Updates during Covid (opening time and changes)
- Blog: Community members, Chair of Knowsley CCG
- Community Video Sessions
- Primary Care Network Engagement activities
- COVID-19—Insight sessions
- Carers Strategy activities
- COVID-19—Testing Arrangements
- World Mental Health Day
- Requesting experiences of Hospital Care
- Positive Mental Health Coffee Mornings
- Healthwatch England Attitudes towards Vaccination Programme Survey
- NHS 111 First Service updates.

The E-bulletin is also published on the Healthwatch Knowsley website and is highlighted through social media, which has 3613 followers. This has proved to be a valuable resource of information and keeping people connected. With a substantial increase in social media reach and website hits demonstrated across key periods of this reporting period, information shows that our reach has increased during the pandemic, demonstrating the community turning to Healthwatch Knowsley as a credible source of information during the concerning periods across 2020-21. In relation to comparisons, in 19-20 during the same period the total number of social media contacts was 15,492 with 11,992 website hits, during qtr. 3 and 4 in 20-21, social media contacts has increased to 28,530 and 51,169 website hits.

Online Community Zoom Sessions:

With the pressures of Covid-19 and the response necessary, Healthwatch opted to pool staff resources and provide a broader offer across all of the community members who we were in contact with. 12 online community zoom sessions have taken place during the past 6 months and details of the topics covered can be found within the Older People's Involvement Programme report.

Vaccination Surveys - Attitudes to Vaccination Programmes

Following the rollout of the Covid vaccination programme, Healthwatch have shared ongoing information from both the NHS and the Local Authority in relation to the programme. The vaccination rollout has been highlighted as a key priority for Healthwatch England, to understand people's attitudes towards the vaccination programme, as a result a template was produced and shared with all Healthwatch organisations nationally.

Healthwatch Knowsley utilised this template to produce a survey and Survey Monkey online tool was used to circulate as widely as possible to encourage responses. The content of the survey looks specifically at people's views of vaccinations overall, as well as their views on the Coronavirus vaccine. The survey link has been shared via e-bulletins, social media, as well as local networks and GP services and to date there has been 1923 surveys completed responses. Initial results have shown that a majority of people are positive about vaccinations in general, with most

stating that they had already received the vaccination or they would accept it if given the opportunity. Some of the reasons people getting the vaccine have included;

- to protect against COVID; to protect my friends and family from getting COVID-19
- to protect people who are vulnerable/at higher risk of getting COVID-19
- it will help society in general to get back to normal again

Information regarding hesitancy within the local community and in particular wards of Knowsley has been shared with statutory partners to also inform ongoing insight work. Themes include:

- I don't trust the intentions behind the vaccine
- I don't think COVID-19 poses enough of a risk to me
- I would want to wait until others have had it first
- I am concerned about the ingredients used in it

With additional comments capturing concerns around "Injection phobia" "Unknown issues with trying to get pregnant" and "Don't feel it's been tested enough" in response to the question - If you would not want to be vaccinated, what would be your motivation for refusing the vaccine?

A further survey has also been circulated to two vaccination hubs within Huyton and Kirkby, to Knowsley Older People's Voice (KOPV) members and to supported living accommodation within Knowsley. To date there has been approximately 406 responses received and work continues to be ongoing in collating the information from this survey. This information will be used to help identify any concerns. When completed all feedback received in relation to the Vaccination Programme will be used to formulate a full report.

Reporting to Health and Wellbeing Scrutiny Committee

Healthwatch has been requested to provide insight to 2 scrutiny activities during this period. The first was to provide an overview of the patient experience information captured in relation to Aston Healthcare (group of 6 GP Surgeries). A verbal overview of the information held was provided to a scrutiny session in September.

Evidence was also presented to the Health and Adult Social Care Scrutiny Committee Task and Finish Review into Mental Health, Social Isolation and Loneliness with Consideration of the Impact of Covid-19. This was held in January 2020. Themes reported were captured with the "Health and Wellbeing during the Coronavirus (COVID-19)" survey and referenced Employment and Financial Pressures, Depression, Anxiety and feeling low, Bereavement during Covid, restricted Access to services and Not being able to see Family, friends and Loved Ones.

Integration and innovation: working together to improve health and social care for all Healthwatch has engaged in a number of activities to respond to the implications of the Health and Care Bill.

During this period Healthwatch Knowsley has responded to the national consultation regarding the Health and Care Bill. A focus group was held to review the perceived implications of the recommendations and formulate a response. Concerns expressed on behalf of patients included the timeliness of the proposed changes (in light of the Covid pandemic) and the drivers behind

the need to remove CCG's at a local level including the underlying concern regarding privatisation of the NHS. A key concern is the potential to for the loss of local voice and views across the Cheshire and Merseyside area.

Healthwatch has also noted the development of a joint committee of the Cheshire and Merseyside CCG's and Knowsley CCG has made contact to discuss patient and community input to this committee. The presentations received at the Health and Wellbeing Board regarding the White Paper presented by Cheshire and Merseyside Health and Care Partnership also provided an opportunity for questions to be raised regarding national and regional proposals. Along with the membership of the Health and Wellbeing Board, Healthwatch agreed to be a signatory to the Cheshire and Merseyside Health Care Partnership Memorandum of Understanding.

In addition to this, Healthwatch has attended and participated in the Cheshire and Merseyside Partnership Assembly. (x2 meetings) This is hosted by the Cheshire and Merseyside Health and Care Partnership with 100 plus partner organisations in attendance at each session.

Responding to Community Concerns

The structure of Healthwatch Knowsley allows that we are flexible to respond to emerging community health or social care concerns. During this period the following are examples of the voice of the community being amplified on key issues.

Access to Covid Testing facilities:

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

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

The information below includes examples of comments we have received directly from people accessing the testing service for COVID 19.

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

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

“It took 18 hours to get an appointment and 3 people trying on line it was a terrible

experience, the results were received 30 hours later”

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

“I eventually got a test at Deeside and that was a disaster. When we got there, there were hundreds of people so queued for 1 hour 30 minutes. When we got to the front, they said there had been a glitch with the system and I did not have a test.”

A full report was compiled detailing the access issues for Knowsley residents and shared with Knowsley CCG, MP for Knowsley, Cabinet Member for Health and Social Care (Knowsley) and Healthwatch England.

The report is available on the Healthwatch Knowsley website: www.healthwatchknowsley.co.uk. This report was also shared with Healthwatch England and supported the development of a COVID-19 Insight report for the Healthwatch network across the country. Overall the key message at that time (September 2020) described that an online access route to testing, and no access at that point to walk in testing facilities was a barrier to many very vulnerable people. Over the coming months, the physical access to testing was significantly improved through the availability of SMART testing centres across the borough.

Access to Dental Care:

Following on from comments received via the Feedback Centre and the calls about dental care, a report was produced to highlight these responses in relation to accessing dental services during the pandemic. A key concern has shown that some people have had problems accessing a dentist during this period, particularly concerning specific needs, such as dentures, tooth removal and root canal treatment. Some concerns have been raised about trying to be put on patient lists, with people stating that they had struggled to find a dentist and in some cases going out of the area to get the care needed.

The report has also shown some positive experiences, as well as some positive outcomes in from signposting requests, which has been due to working directly with a contact for dental care at NHS England. A number of the comments mention the excellent care they have received, particularly during the pandemic, as well as the attitude of staff within the dental surgeries.

Information gathered from this report was also shared with Healthwatch England to provide an insight into issues regarding access to dental care within Knowsley, this will be used to capture a national picture in relation to accessing dental care. Healthwatch Knowsley will continue to monitor this issue going forward., as this has been highlighted as a key issue both locally and nationally.

Views on health & social care

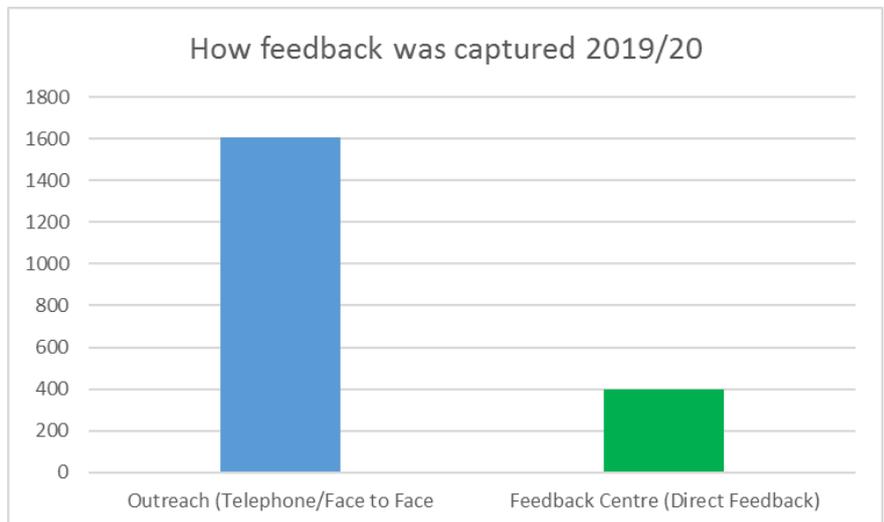
In this section the aim is to demonstrate how we are utilising effectively the patient experience information we have captured to influence service developments across the Health and Social Care landscape.



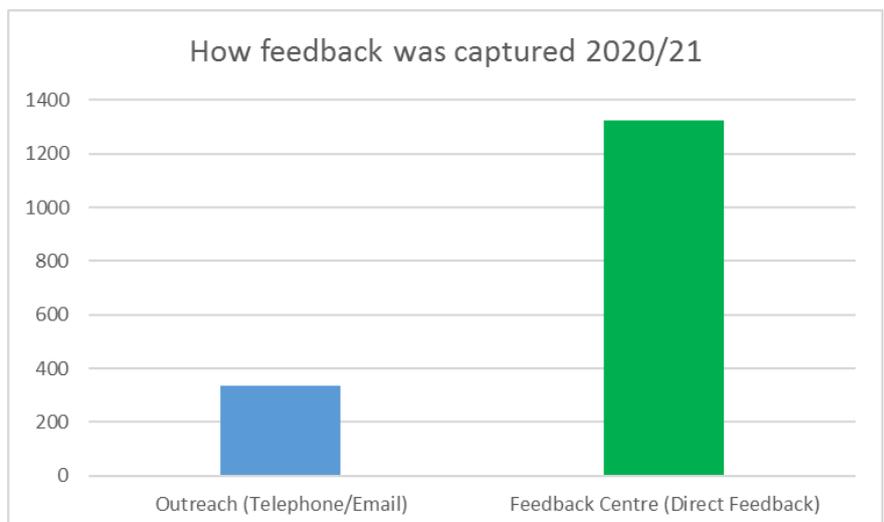
In May (17th) 2021, the number of patient experience stories captured on our online feedback centre reached 9027 reviews (7171 previous report) with 1159 comments collected across this reporting period (October 20—March 21). As highlighted in previous sections, the methods of gaining patient feedback had to change and our usual activities such as spending time in GP surgeries and in NHS service settings ceased.

With an increasing number of people accessing the Healthwatch Knowsley Feedback Centre and website directly and providing a view on the services they have received, this helped to continually provide a stream of information about the quality of service provision.

During 2019/20, a majority of the reviews (1609) received were captured through face to face outreach, the total number of people accessing the Feedback Centre to directly share their experiences was 396, which accounts for 20% of the comments received during 2019/20.



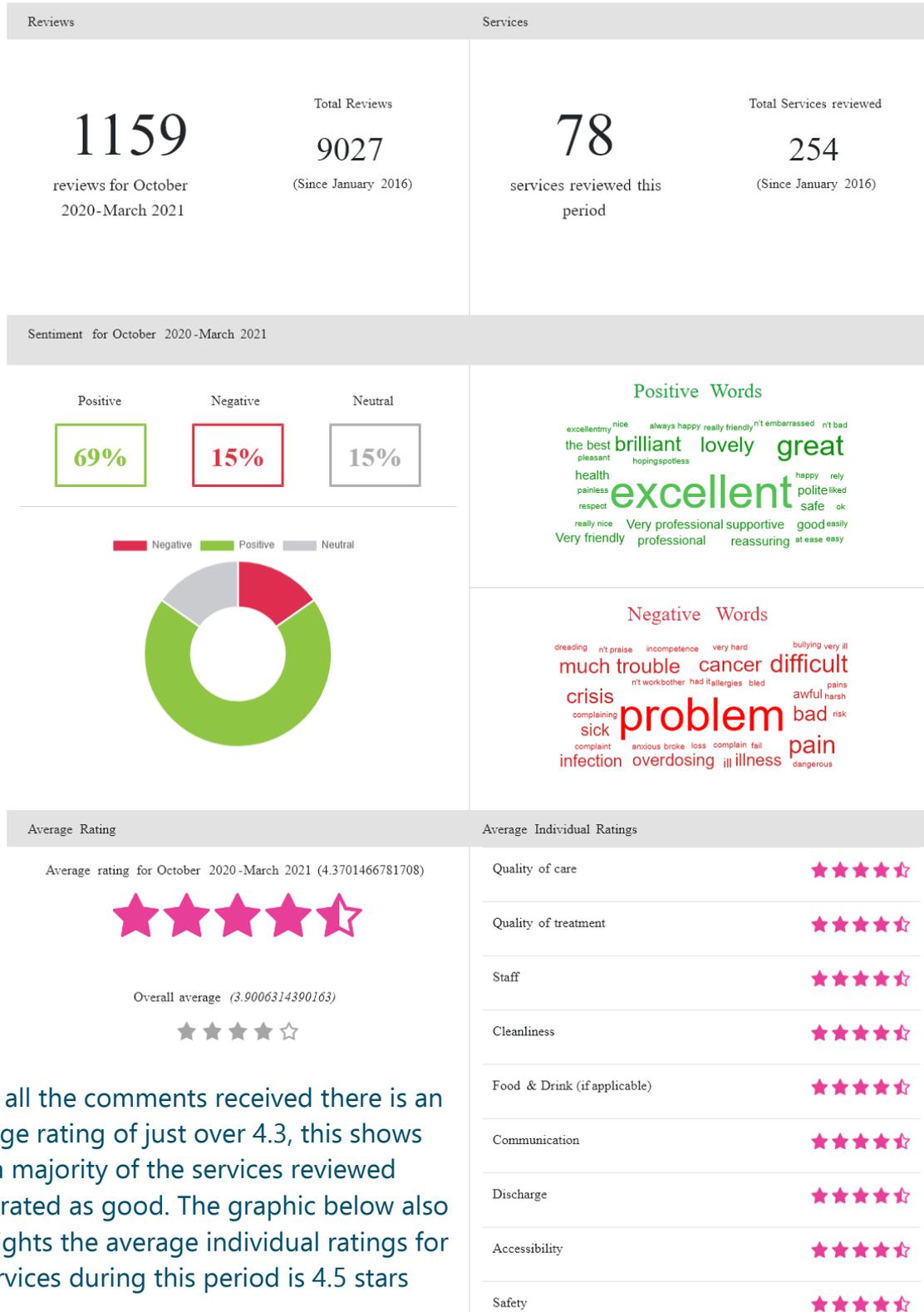
Throughout 2020-21, Healthwatch had to adapt to capture the experiences of community members, in relation to health and social care services. The majority of reviews (1324) have been captured through people directly sharing their experiences via the feedback centre, which equates to 80% of the comments received during this year, this highlights the increased use by community members in the use of the Healthwatch Knowsley Feedback Centre.



It is worth noting that Healthwatch Knowsley are working with the developers of the feedback centre to update the current website and feedback centre, the updated version will further support the work of Healthwatch Knowsley and the production of reports in the future.

Snapshot of the Period

A snapshot of comments received shows that 1159 (Q3 678 & Q4 481) comments were received about 78 Services. During this period the graphic below highlights that a majority of 69% of comments received had a positive sentiment, this also highlights some positive and negative words from with the comments received.

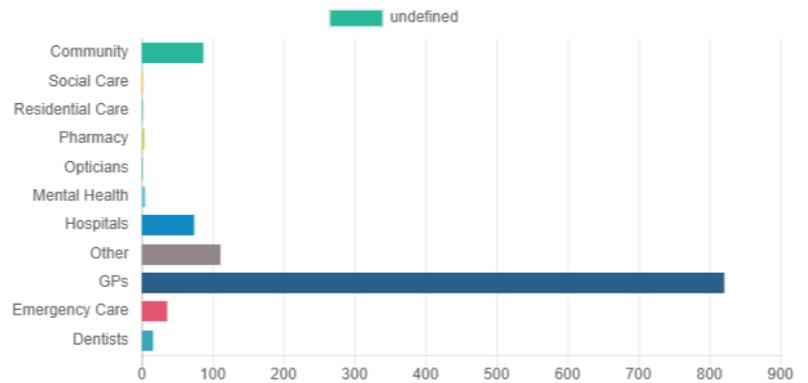
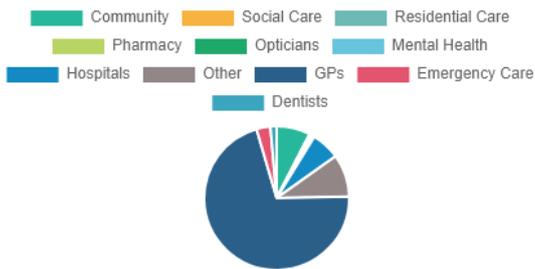


From all the comments received there is an average rating of just over 4.3, this shows that a majority of the services reviewed were rated as good. The graphic below also highlights the average individual ratings for all services during this period is 4.5 stars

Categories

As highlighted in the graphs below, the majority of comments received related to GP's during this period, other key categories has included feedback about other, community services, hospitals, emergency care and dentists.

The chart below breaks down the number of comments received within each category, as well as the individual rating for that category.



| > | Category | Count | Rating | Positive | Negative | Neutral | Subcategories |
|---|------------------|-------|--------|----------|----------|---------|---------------|
| + | Community | 87 | ★★★★☆ | 51% | 31% | 18% | |
| + | Social Care | 2 | ★★★★☆ | 50% | 0% | 50% | |
| + | Residential Care | 2 | ☆☆☆☆☆ | 0% | 100% | 0% | |
| + | Pharmacy | 4 | ★★★★★ | 100% | 0% | 0% | |
| + | Opticians | 1 | ★★★★★ | 100% | 0% | 0% | |
| + | Mental Health | 5 | ★★★★☆ | 20% | 40% | 40% | |
| + | Hospitals | 74 | ★★★★☆ | 47% | 27% | 26% | |
| + | Other | 111 | ★★★★★ | 86% | 8% | 6% | |
| + | GPs | 821 | ★★★★☆ | 75% | 11% | 14% | |
| + | Emergency Care | 36 | ★★★★☆ | 8% | 56% | 36% | |
| + | Dentists | 16 | ★★★★☆ | 44% | 38% | 19% | |

Services

The table below highlights the services that have received the most comments during this reporting period, this also shows the individual rating for each service. Following on from the rollout of the Vaccination Programme, the Vaccination Service was added to the feedback centre.

| > | Service | Service Type | Reviews | Rating | Positive | Negative | Neutral |
|---|---|---|---------|--------|----------|----------|---------|
| + | Prescot Medical Centre (Dr Heath) |  | 325 | ★★★★★ | 78% | 9% | 14% |
| + | Knowsley Carers Centre |  | 109 | ★★★★★ | 87% | 7% | 6% |
| + | Tarbock Medical Centre |  | 84 | ★★★★★ | 74% | 10% | 17% |
| + | Manor Farm Road Surgery (Aston Healthcare) |  | 53 | ★★★★★ | 81% | 8% | 11% |
| + | COVID Vaccination Service |  | 46 | ★★★★★ | 76% | 7% | 17% |
| + | Gresford Medical Centre (Aston Healthcare Limited) |  | 44 | ★★★★★ | 80% | 0% | 20% |
| + | Cornerways Medical Centre |  | 43 | ★★★★★ | 81% | 9% | 9% |
| + | Whiston Primary Care Resource Centre (Aston Healthcare) |  | 39 | ★★★★★ | 92% | 5% | 3% |
| + | Dinas Lane Medical Centre |  | 36 | ★★★★★ | 81% | 8% | 11% |
| + | Camberley Medical Centre (Aston Healthcare) |  | 36 | ★★★★★ | 92% | 6% | 3% |
| + | Aintree Hospital (formerly known as Fazakerley Hospital) |  | 30 | ★★★★☆ | 30% | 37% | 33% |
| + | Dr Maassarani and Partners (Towerhill & Melling Surgery) |  | 26 | ★★★★☆ | 35% | 27% | 38% |
| + | NHS 111 Service |  | 26 | ★★★★☆ | 4% | 58% | 38% |
| + | The Halewood Centre (Aston Healthcare) |  | 23 | ★★★★★ | 87% | 9% | 4% |
| + | Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust) |  | 22 | ★★★★☆ | 55% | 23% | 23% |

Your views on health & social care

Comments during this reporting period have included:

"The nurse was willing to sit and listen to how you are, looked at you when speaking and listening, which was really good, made you feel like you mattered."

"It was a positive visit. They provided masks and hand sanitiser, all information was given and there was no rush. My husband had his bloods taken and was called 24 hours later with the results and advised that if other bloods come back clear they won't call but we can ring them if we feel we need to."

"Trying to get an appointment is horrendous. I ring at 8am and they are all gone. I have no problems getting a prescription, just seeing a GP."

"I have received nothing but the best from this surgery. Even though I am unable to visit for obvious reasons. My issue has been dealt with swiftly. During lockdown, they went above and beyond to support me with regards to my criteria for working."

"Getting a COVID test was a really bad experience. Me and my son were really ill and it took 2 days to get an appointment. I followed the rules online to be told that there were no appointments left, it was so frustrating as I was so ill. I kept getting calls from the government shielding line numerous times per day for me and my son, no-one asked whether I had been in contact with anyone except Knowsley Council."

"Absolutely brilliant, there was sanitizer, gloves and masks and people at reception to direct you. Everything was done safely. Chairs were all safely apart. I saw the specialist, they were brilliant. I was asked to go to medical photography to have my reconstruction photographed as it was so good and they wanted to share it with junior doctors - I was made to feel safe and at ease."

"You are required to complete an e-consult and part of this form asks if you would like to speak with/ see a particular GP/Nurse, even though you fill this in you are never given an appointment with who you have requested. Also although they say you will receive a telephone call or face to face appointment they sometimes send text messages which do not address the concerns you have raised and are not an appropriate way to communicate with a patient who requires assistance."

"I was diagnosed with cancer at the start of first lockdown 2020 which was a complete shock . It took a while for me to process my diagnosis. Surgery was quick and treatment plan was harsh and side effects continue to be problematic .. I'd often have to call practice for medication that has often been changed throughout my treatment. At times I have been extremely tearful and forgetful and have had to make very short notice requests. Karen, Leanne and Lana have all been so supportive and understanding. I'm especially mindful just how busy everyone is, however they have always taken the time to help often calling me or emailing me to reassure my requests have been dealt with. I couldn't thank them enough for all their support."

Priority Areas

It is felt that the broad priority areas reflect the level of patient experience information captured across the lifetime of Healthwatch Knowsley. They include the following:

- Mental Health service provision
- Adult Social Care – Domiciliary Care
- GP appointments and access to Primary care
- Hospital Care provision and Hospital Discharge
- Enter and View
- Information, Advice & Signposting

The following sections will detail the progress made in each priority area.

Mental Health Service Provision:

Due to periods of lockdown, nationally there has been an increased concern over mental wellbeing, in response to this Healthwatch has looked at opportunities to highlight this issue. However because of COVID-19 restrictions, Healthwatch Knowsley has not been able to complete any targeted outreach focusing on Mental Health Services.

In order to capture feedback about mental health in general, Healthwatch undertook pieces of work throughout the year to identify any issues regarding mental wellbeing, which was done via various surveys.

Initially, within April/May 20, Healthwatch produced a survey looking at health and wellbeing during lockdown, the main subject areas cover how the pandemic has affected people's access and experience of health and social care services, how they have been communicated with and how residents are finding their wellbeing and mental health. The survey received over 360 responses from community members, the information from this survey was highlighted in a report to the Knowsley Health & Wellbeing Board (received in July).

Following on from this piece of work, within December 20, KOPV and Healthwatch developed a Christmas project for older people, which involved preparing individual Christmas bags for older people, as part of the project a survey was also included within the bag, this provided an opportunity to obtain valuable feedback from residents about their physical and mental wellbeing in the midst of the Covid pandemic. The survey was designed to understand the impact of loneliness and social isolation being experienced, and was seen as an opportunity to provide data for the Health and Adult Social Care Scrutiny Committee Task and Finish Review focusing on Mental Health, Social Isolation and Loneliness with Consideration of the Impact of Covid-19, which took place in mid January 2021. The survey produced 42 responses, of which when asked how people would rate how they were feeling from 1 to 10 (1 being not so good and 10 great), a majority scored 7 and above. The survey asked 'have you experienced feeling lonely or isolated during this period', although most people stated they hadn't felt lonely, as they had been supported by family and neighbours some people did mention feeling lonely during the pandemic:

Priority Areas

“From time to time I have felt lonely in isolation but I have kept myself busy. I do live alone and I miss having visitors in my house.”

“The social distancing has been really hard on my son who has autism so he doesn’t understand why we can’t visit people and why we can’t go to places we normally would.”

“I live alone and yes have felt isolated from time to time, especially on cold wet wintry days. I am grateful for telephone calls from friends. I am a positive person so feel extremely sorry for those not so fortunate.”

“I live alone and do sometimes feel lonely, but I just think of those people a lot worse off than me and thank god for how lucky I am.”

“Just now and again, but most pensioners who live alone and not just them, younger people also. David you got me a telephone friend, we ring each other every week, what a lovely friendly lady.”

The report also asked people to reflect on what their hopes were for 2021:

“Being able to meet friends (in a safe way) just to talk to someone face to face at last.”

“Freedom to do my own thing!”

“Going out with my friends most of all, seeing my family with no restrictions and giving my grandchildren hugs, can’t wait.”

“Getting rid of Covid-19.”

“The end of the pandemic and get back to normal.”

In March 21, Healthwatch looked at opportunities to gather feedback specifically with patients accessing the Vaccination Service, as mentioned previously a survey was produced which included a section specifically looking at wellbeing during the pandemic. This again has provided a further opportunity to understand the wellbeing of community members and address any issues and concerns from the feedback received. Initial responses have shown that a small majority of people have said that they have felt lonely and isolated during the pandemic.

A full report will be produced once this piece of work is completed.

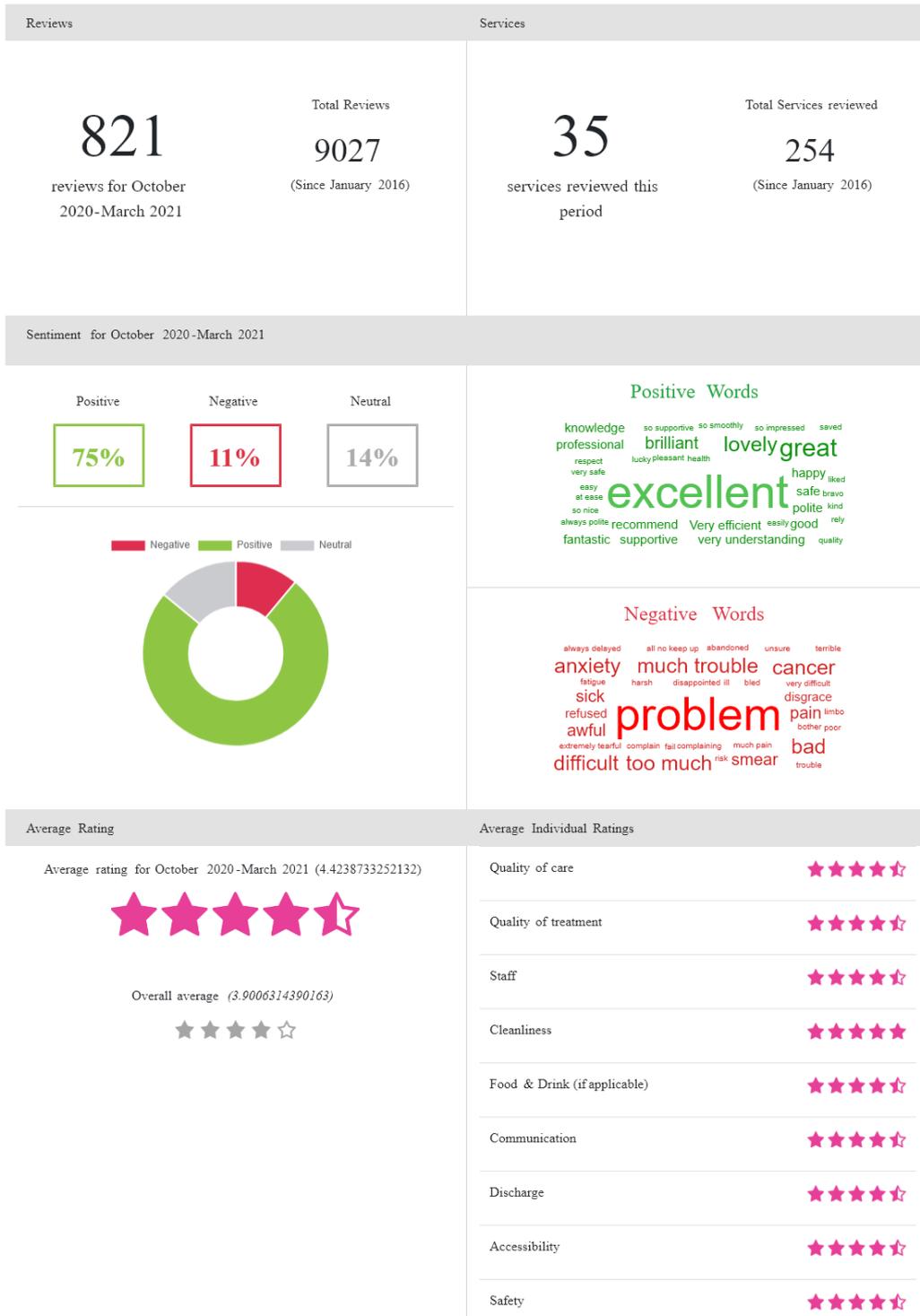
Adult Social Care – Domiciliary Care:

The priority held around Domiciliary Care and the planned joint piece of work with Sefton Healthwatch has been paused both due to pressure on services/commissioners and the need for an updated information sharing agreement to enable the sharing of Domiciliary Care Service User information.

Priority Areas

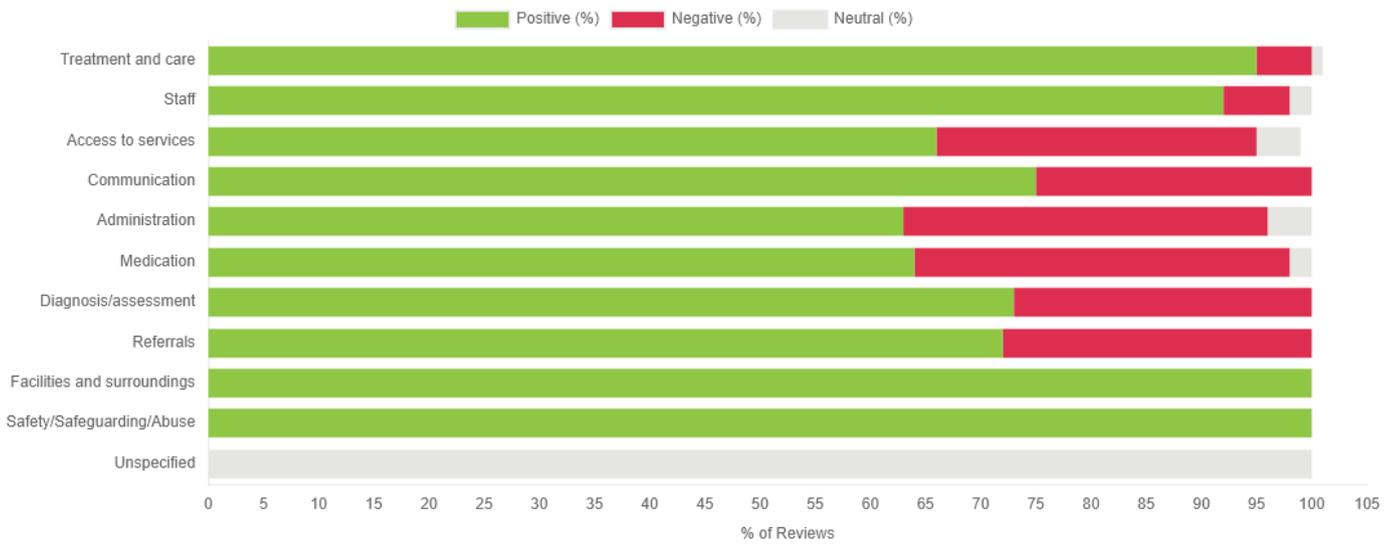
GP appointments and access to Primary care:

During this reporting period, Primary Care has been the most commented category with 821 comments received. Overall the average rating for Primary Care Services across Knowsley is during October 20—March 21 is just over 4.4 stars, which is rated as good/excellent. All individual ratings for these services are between 4.5—5 stars, as shown in the graphic below:



Priority Areas

Within this reporting period, the most commented theme in relation to primary care, has been treatment and care, with 95% positive comments. The majority of the themes are positive, though it does highlight some concerns regarding access to services, communication, administration, medication, diagnosis/assessment and referrals. The overall themes are highlighted in the graphic below:



| > | Theme | Count | Positive | Negative | Neutral | Subthemes |
|---|-----------------------------|-------|----------|----------|---------|--------------|
| + | Treatment and care | 515 | 95% | 5% | 1% | Sub-Themes > |
| + | Staff | 422 | 92% | 6% | 2% | Sub-Themes > |
| + | Access to services | 170 | 66% | 29% | 4% | Sub-Themes > |
| + | Communication | 124 | 75% | 25% | 0% | Sub-Themes > |
| + | Administration | 115 | 63% | 33% | 4% | Sub-Themes > |
| + | Medication | 64 | 64% | 34% | 2% | Sub-Themes > |
| + | Diagnosis/assessment | 22 | 73% | 27% | 0% | Sub-Themes > |
| + | Referrals | 18 | 72% | 28% | 0% | Sub-Themes > |
| + | Facilities and surroundings | 11 | 100% | 0% | 0% | Sub-Themes > |
| + | Safety/Safeguarding/Abuse | 1 | 100% | 0% | 0% | |
| + | Unspecified | 1 | 0% | 0% | 100% | |

Priority Areas

Please find below the surgeries that have received the most comments during this monitoring period, which also includes their individual overall rating.

| > | Service | Service Type | Reviews | Rating | Positive | Negative | Neutral |
|---|--|---|---------|--------|----------|----------|---------|
| + | Prescot Medical Centre (Dr Heath) |  | 325 | ★★★★☆ | 78% | 9% | 14% |
| + | Tarbock Medical Centre |  | 84 | ★★★★☆ | 74% | 10% | 17% |
| + | Manor Farm Road Surgery (Aston Healthcare) |  | 53 | ★★★★☆ | 81% | 8% | 11% |
| + | Gresford Medical Centre (Aston Healthcare Limited) |  | 44 | ★★★★☆ | 80% | 0% | 20% |
| + | Cornerways Medical Centre |  | 43 | ★★★★☆ | 81% | 9% | 9% |
| + | Whiston Primary Care Resource Centre (Aston Healthcare) |  | 39 | ★★★★☆ | 92% | 5% | 3% |
| + | Dinas Lane Medical Centre |  | 36 | ★★★★☆ | 81% | 8% | 11% |
| + | Camberley Medical Centre (Aston Healthcare) |  | 36 | ★★★★☆ | 92% | 6% | 3% |
| + | Dr Maassarani and Partners (Towerhill & Melling Surgery) |  | 26 | ★★★★☆ | 35% | 27% | 38% |
| + | The Halewood Centre (Aston Healthcare) |  | 23 | ★★★★☆ | 87% | 9% | 4% |
| + | Trentham Medical Centre (Dr VK Tewari's Practice) |  | 18 | ★★★☆☆ | 0% | 56% | 44% |
| + | Roseheath Surgery |  | 16 | ★★★★☆ | 88% | 6% | 6% |
| + | Bluebell Lane Medical Practice |  | 15 | ★★★★☆ | 73% | 20% | 7% |
| + | Knowsley Medical Centre (Aston Healthcare) |  | 15 | ★★★★☆ | 80% | 7% | 13% |
| + | Park House Medical Centre |  | 14 | ★★★★☆ | 79% | 7% | 14% |

It is worth noting due to lockdown restrictions staff were unable to visit the surgeries to speak directly to patients, therefore information has been captured by both contacting community members via telephone or from patients directly providing reviews to the feedback centre. Healthwatch is also exploring the opportunity to work closely with GP Surgeries and utilise the text or Mjog route to point patients to the Feedback Centre. Within this reporting period, some surgeries used this opportunity to gather feedback from patients via the Healthwatch Knowsley Feedback Centre via a link within a text message, this approach has captured some vital and positive patient experience.

Healthwatch Knowsley have also been working with the CQC to look at new ways of gathering further information from patient regarding their experiences of their local surgery, this feedback will help to support CQC inspections. It is worth highlighting that work has taken place within April and May 2021 and has provided a high response from patients, with over 1000 comments received to support the inspection process for the CQC.

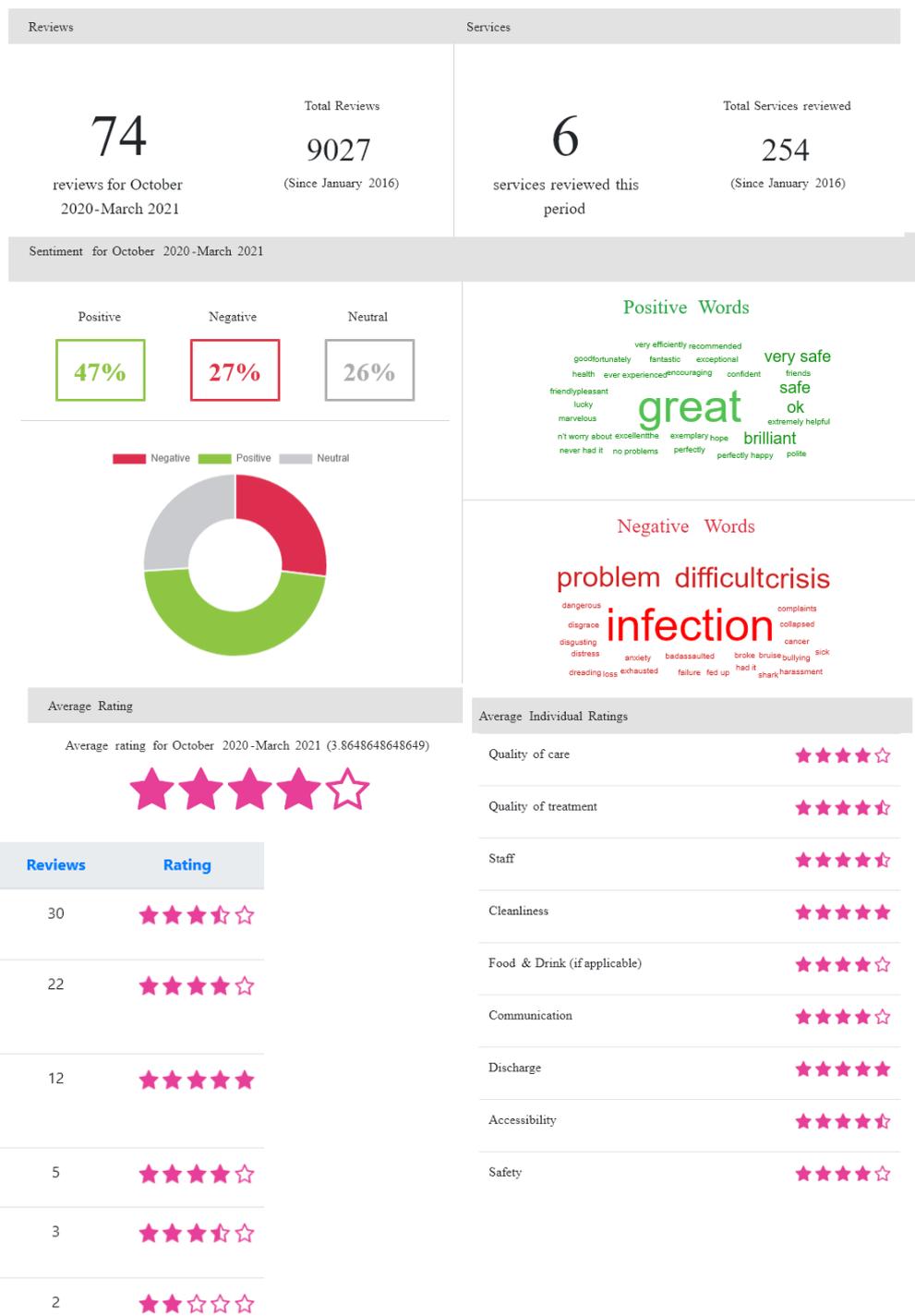
Priority Areas

During the pandemic there has been an increase in feedback received in relation to access to services, as well as the use of digital services and telephone consultations, previously a report was produced showing some of the key themes regarding this issue. Within this reporting period, this has further highlighted some concerns from patients trying to access their surgery via eConsult, as well as the use of telephone consultations to assess and diagnose patients. Healthwatch Knowsley will be looking at this in further detail in 2021-22, following an increase of feedback received during Qtr. 1 (2021-22).

Hospital Care provision and Hospital Discharge:

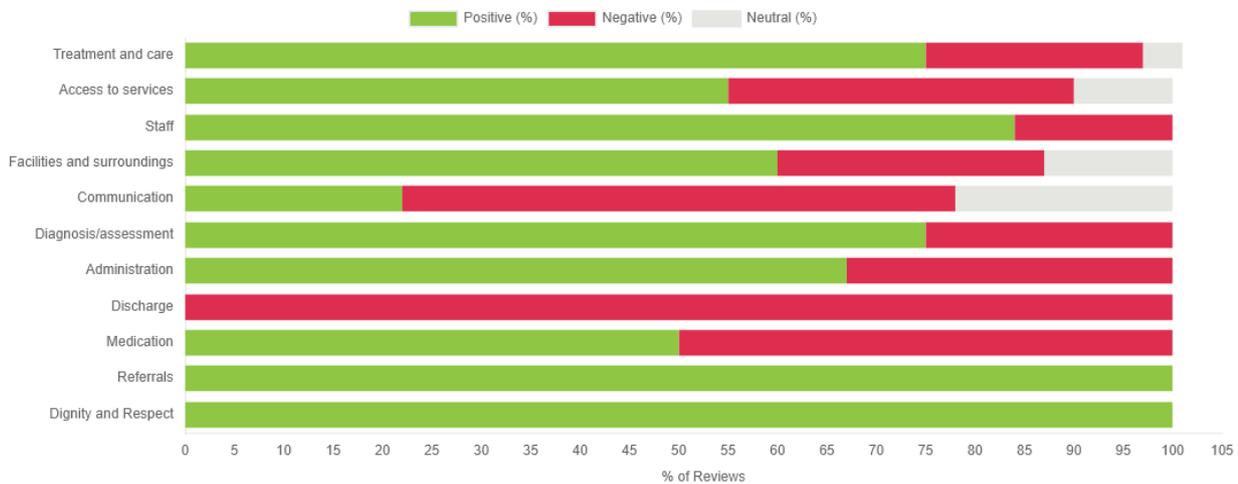
Hospital Care provision and Hospital Discharge: The following feedback has been captured for our local hospitals, 74 comments have provided an overall star rating of just over 3.7 (Good).

The most commented hospitals during this reporting period are Aintree Hospital and Whiston Hospital, the table below shows that a majority of the comments received are mixed, in relation to positive and negative comments received.



Priority Areas

The graph below show the overall themes for all comments received about hospital between October 20—March 21.



| > | Theme | Count | Positive | Negative | Neutral | Subthemes |
|---|-----------------------------|-------|----------|----------|---------|--------------|
| + | Treatment and care | 51 | 75% | 22% | 4% | Sub-Themes > |
| + | Access to services | 20 | 55% | 35% | 10% | Sub-Themes > |
| + | Staff | 19 | 84% | 16% | 0% | Sub-Themes > |
| + | Facilities and surroundings | 15 | 60% | 27% | 13% | Sub-Themes > |
| + | Communication | 9 | 22% | 56% | 22% | Sub-Themes > |
| + | Diagnosis/assessment | 4 | 75% | 25% | 0% | Sub-Themes > |
| + | Administration | 3 | 67% | 33% | 0% | Sub-Themes > |
| + | Discharge | 2 | 0% | 100% | 0% | Sub-Themes > |
| + | Medication | 2 | 50% | 50% | 0% | Sub-Themes > |
| + | Referrals | 2 | 100% | 0% | 0% | Sub-Themes > |
| + | Dignity and Respect | 1 | 100% | 0% | 0% | Sub-Themes > |
| + | Making a complaint | 1 | 0% | 100% | 0% | Sub-Themes > |
| + | Transport | 1 | 0% | 0% | 100% | |

Within this period Healthwatch Knowsley have been unable to complete outreach activities within the trust, the feedback captured has been directly from contact with community members, the COVID-19 survey and direct reviews on to the feedback centre.

Priority Areas

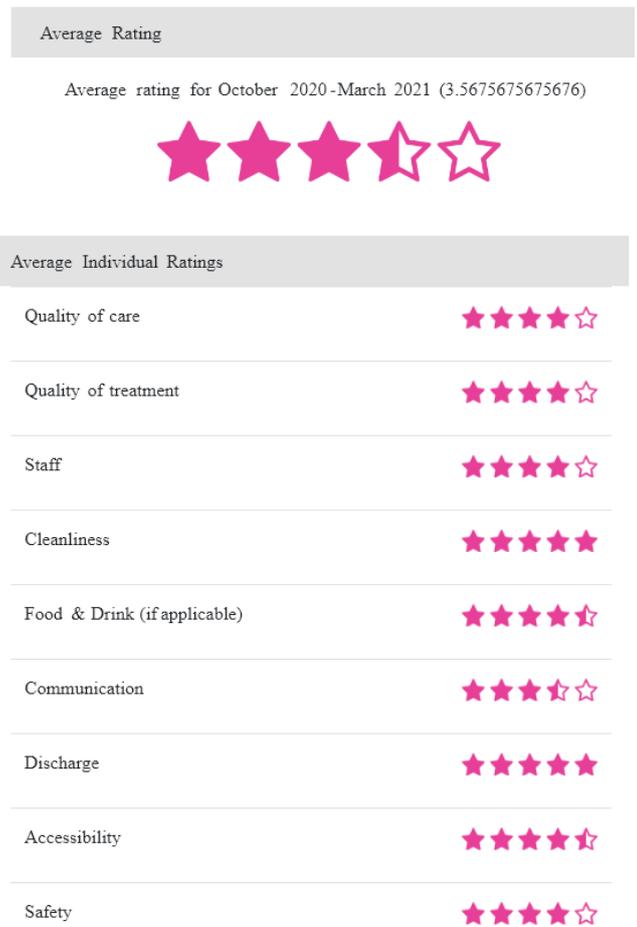
Liverpool Hospitals NHS Foundation Trust

The ongoing contact with LUHFT has continued during this reporting period, through the Head of Patient and Family Experience. The Trust merger activities and restructure of the governance arrangement throughout 2020 and in addition the Covid-19 pressures, has meant that the Aintree Patient Experience Operational Group has not met consistently. The following activities have taken place during this reporting period.

- Representation at both the Patient Experience Functional Group and Patient Operational Group on a monthly basis with the opportunity to provide verbal updates.
- Regular meetings also take place with the Patient Experience Manager and other local Healthwatch organisations on a bi-monthly basis, which includes an update from the trust, as well as providing an opportunity to raise any issues.
- The trust are responsive to comments and helped resolve issues for patients.
- Contributed a commentary for the trusts Quality Account.
- Shared regular communications via the trust.

In relation to ratings, the combined rating for Liverpool Hospitals NHS Foundation Trust during this period is just over 3.5 stars (good), the individual ratings are between 3.5 to 5 stars.

The table below provides an overview of the individual ratings for the trusts hospitals.



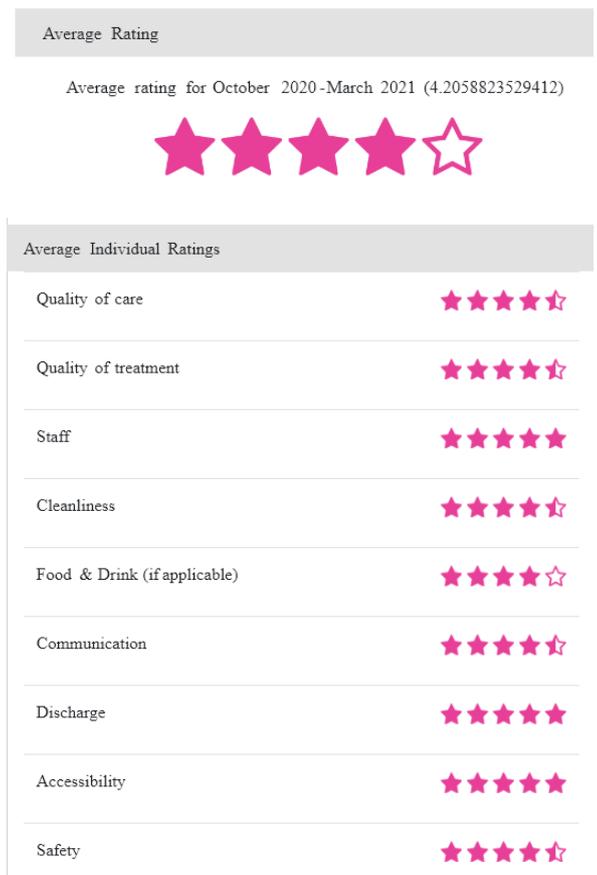
| > | Service | Service Type | Reviews | Rating | Positive | Negative | Neutral |
|---|--|--------------|---------|--------|----------|----------|---------|
| + | Aintree Hospital (formerly known as Fazakerley Hospital) | H | 30 | ★★★★☆ | 30% | 37% | 33% |
| + | Royal Liverpool Hospital | H | 5 | ★★★★☆ | 80% | 20% | 0% |
| + | Broadgreen Hospital | H | 2 | ★★★☆☆ | 0% | 50% | 50% |

St Helens & Knowsley NHS Trust

During this period, Healthwatch Knowsley representatives have continued to attend the trusts regular meetings, and has provided quarterly reports to the trust. The following activities have been completed with the trust during this reporting period;

Priority Areas

- Representation at the following groups; Patient Experience Council; Patient Safety Council; Healthwatch Quarterly Meeting; Cancer Patient Experience; Quality Assurance Group and Equality, Diversity and Inclusion Steering Group.
- The trust continue to be pro-active in responding to comments and resolving issues where possible.
- Contributed a commentary for the trusts Quality Account.
- Shared regular communications, for example sharing the COVID-19 Vaccination survey.
- Healthwatch Knowsley raised a concern over pens being reused in Phlebotomy during the pandemic, following on from this the pens were removed from both sites to prevent any potential infection.
- A comment was received regarding the cancellation of a cancer appointment: ***“I had an appointment cancelled in March for a cancerous growth on the side of my head which has gone bigger and I am worried about it. My son has rang the hospital and was told that there are a lot of people waiting for operations. I am still waiting for an appointment.”*** Following receiving this comment the issue was raised with the Quality Matron for Patient Experience and Governance. Response received from PALS Officer who advised that an appointment had been given for 5th September 2020.
- Comments had previously been received in relation to patients having to wait a long time between the last evening meal of the day and breakfast, the trust has updated that they now have snacks available to patients.



During this period the trust received an overall rating of 4.2 stars (good), with the individual ratings for the trust are between 4 to 5 stars.

The table below show the individual ratings for each of the hospitals within the trust.

| > | Service | Service Type | Reviews | Rating | Positive | Negative | Neutral |
|---|---|--------------|---------|--------|----------|----------|---------|
| + | Whiston Hospital (St Helens & Knowsley Trust, St Helens and Knowsley NHS Trust) | H | 22 | ★★★★☆ | 55% | 23% | 23% |
| + | St Helens Hospital (St Helens and Knowsley NHS Trust, St Helens & Knowsley NHS Trust) | H | 12 | ★★★★★ | 75% | 0% | 25% |

Priority Areas

Enter and View:

Healthwatch Knowsley's usual methods of gathering resident and patient information has been altered and paused by the pandemic restrictions, resulting in a Healthwatch England policy change to halt Enter and View visits to care settings.

To ensure that the views of Care and Residential Home residents were included in the community insight provided by Healthwatch Knowsley, we worked in partnership with Knowsley Council Service Commissioners to contact all care homes and request a Zoom based conversations with residents. During 2020-21, Healthwatch were able to begin this process and complete a number of 'Enter & Zoom' sessions with Knowsley care home residents.

Residents provided feedback on how they had experienced Covid-19, what their main concerns were and what they hoped for the future and Healthwatch has reported any key themes to the Quality Assurance and Standards Committee. The feedback gained included really positive views on the care and support received during this period. It has been interesting to hear that for some care home residents they feel relieved to have staff and other residents to speak to whereas if they were at home in their community they would be very isolated during the pandemic.

Information, Advice & Signposting:

One of the Statutory functions of a local Healthwatch is to provide a signposting offer to local residents. With the aim of supporting choice around the Health and Social Care Services accessed. For the period October 20—March 21, Healthwatch Knowsley received **368** signposting requests (For the previous period April—September 2020 **290** people accessed this service). This points to Healthwatch being a trusted resource for people who are potentially lost within local health systems and in some cases stressed about lack of access to the services they require.

During this period, Healthwatch Knowsley has received a number of calls relating to the COVID Vaccination Service, in relation to the vaccine, queries have included;

- Housebound—how will the vaccine be administered to those on the priority list who are housebound and are unable to attend appointments.
- Transport—some concerns about getting to the vaccination centres, especially when it is out of the area, as well as concerns about currently using public transport.
- Waiting—people who are in the priority groups have reported some delay in receiving the vaccine.
- Information—some community members have reported not receiving enough information about the process, including needing to take information about medication and the location of the vaccination centres, specifically when it is out of the local area.

Following on from this Healthwatch sent out regular communications and updates relating to the vaccination programme within Knowsley, from both Knowsley Council and Knowsley CCG. This has been shared via the Healthwatch Knowsley e-bulletin, social media, website and has also been

Priority Areas

used for the signposting service. A 'Meet the Commissioner' community session hosted in January provided an opportunity for feedback from Knowsley CCG and supported an ongoing dialogue with residents regarding the vaccination programme. Some of the examples of the signposting requests received relating to the COVID-19 Vaccination Programme;

Invited for Covid Vaccine but wasn't sure on the venue to attend. Advised to contact GP Practice (Knowsley Medical Centre) and check. Number provided for practice and Manor farm also.

Aged 89 and has a bowel cancer and a range of underlying conditions. She called to ask for the number of the one stop shop as Manor Farm have not yet sent her for the Vaccine. She has received a cancer diagnosis but the treatment cannot start due to Covid - just waiting to die basically. She is a Manor Farm patient and feels that she has been overlooked. I advised that HW are meeting with the CCG today and will ask for advise. HWK spoke to M and passed on some of the reassurance received through presentation from KCGG and the timescales shared.

Aged 81 and asked when he will hear about vaccine. Advised about priority grouping and Knowsley's position. Also informed that GP will be in touch to call all residents for a vaccine.

There has also been continued queries relating to Covid testing, in relation to both SMART testing and symptom testing, Healthwatch Knowsley has signposted to relevant route of accessing tests, as well as provided updates relating to both SMART and symptom testing through the e-bulletin, social media and website. Some examples of queries received:

Went for a fast test at St Edmund on Cumber Lane and no result. Rang 119 and said they were not registered and needed the site code. HWK called Public Health who provided the code. Called Mrs T back, gave site code and thanked for help.

Son had been asked to self-isolate, did a home test kit but has not had the results. Said it was posted on a Sunday. HWK advised they call 119 and chase up the results.

Partner's work colleagues wife has tested positive. Partner is poorly. Signposted to gov.uk book a test site.

Asked about the walk in testing site in Huyton - can you turn up or do you need an appointment? Advised still need an appointment and to go on gov.uk.

Within this period, community members have reported issues accessing dental services during the pandemic, these issues have been raised with a key contact at NHS England. Some examples of queries have included:

Contacted his dentist and was told that he was no longer registered with the surgery

Priority Areas

any more. He then contacted NHS 111 who arranged for an emergency appointment and was told needed a dentist appointment to get tooth removed. HWK contacted NHS England who contacted a dental surgery in Rice Lane who agreed to provide treatment.

Contacted by a lady whose son (age 22) has had really bad toothache since the first lockdown, they are not sure whether it is an exposed nerve or not. He has been given antibiotics previously and attended an emergency dentist on Prescott High Street recently and was given antibiotics but they don't seem to be easing the pain. He is not registered with a dentist currently, and they have tried to register with an NHS Dentist but they are not currently taking on. HWK contacted NHS England who arranges an appointment for the son at a Knowsley dentist.

Looking for a dentist. Old dentist merged with another and when she has rang them, they said as she hadn't been in a while, she wasn't copied over. Provided the phone number for NHS England.

Demographics

| Demographics | | Qtr. 3 | Qtr4 | Total |
|-----------------|---|-----------|-----------|-----------|
| Gender | Male | 14 | 4 | 18 |
| | Female | 45 | 10 | 55 |
| | Prefer not to say | 0 | 0 | 0 |
| | TOTAL | 59 | 14 | 73 |
| Gender at Birth | Living at gender given at birth | 59 | 14 | 73 |
| | Not living at the gender given at birth | 0 | 0 | 0 |
| | Prefer not to say | 0 | 0 | 0 |
| | TOTAL | 59 | 14 | 73 |
| Ethnicity | White - British | 56 | 13 | 69 |
| | White - English | 0 | 0 | 0 |
| | White and black Caribbean | 0 | 0 | 0 |
| | White - Irish | 0 | 0 | 0 |
| | Any other White | 1 | 0 | 1 |
| | Any other Asian | 0 | 0 | 0 |
| | Polish | 0 | 0 | 0 |
| | Pakistani | 0 | 0 | 0 |
| | Chinese | 0 | 0 | 0 |
| | Other | 1 | 0 | 1 |
| | Prefer not to say | 1 | 1 | 2 |
| | TOTAL | 59 | 14 | 73 |
| Age | 17 and under | 0 | 0 | 0 |
| | 18 - 24 | 0 | 0 | 0 |
| | 25 - 34 | 0 | 0 | 0 |
| | 35 - 44 | 7 | 1 | 8 |
| | 45 - 54 | 7 | 3 | 10 |
| | 55 - 64 | 19 | 5 | 24 |
| | 65 - 74 | 21 | 5 | 26 |
| | 75 - 84 | 3 | 0 | 3 |
| | 85+ | 1 | 0 | 1 |
| | Prefer not to say | 1 | 0 | 1 |
| | TOTAL | 59 | 14 | 73 |

Demographics

| 0Demographics | | Qtr. 3 | Qtr. 4 | T1total |
|---------------------|--|-----------|-----------|-----------|
| Post Code Ar- ea | L10 | 0 | 0 | 0 |
| | L12 | 0 | 0 | 0 |
| | L13 | 0 | 0 | 0 |
| | L14 | 2 | 1 | 3 |
| | L16 | 0 | 0 | 0 |
| | L17 | 1 | 0 | 1 |
| | L18 | 0 | 0 | 0 |
| | L20 | 0 | 0 | 0 |
| | L21 | 0 | 0 | 0 |
| | L22 | 0 | 0 | 0 |
| | L23 | 0 | 0 | 0 |
| | L25 & L26 | 6 | 0 | 6 |
| | L27 | 0 | 0 | 0 |
| | L28 | 0 | 1 | 1 |
| | L31 | 0 | 0 | 0 |
| | L32 | 3 | 0 | 3 |
| | L33 | 0 | 2 | 2 |
| | L34 | 12 | 3 | 15 |
| | L35 | 10 | 2 | 12 |
| | L36 | 20 | 3 | 23 |
| | L38 | 0 | 0 | 0 |
| WA | 1 | 0 | 1 | |
| other | 2 | 2 | 4 | |
| TOTAL | 57 | 14 | 71 | |
| | Full Time | 12 | 3 | 15 |
| | Part Time | 13 | 0 | 13 |
| | Retired | 21 | 8 | 29 |
| | Self Employed | 2 | 0 | 2 |
| | Government Scheme | 0 | 0 | 0 |
| | Unemployed but available for work | 0 | 0 | 0 |
| | Unable to work due to illness/disability | 5 | 2 | 7 |
| | Looking after the home/family | 0 | 0 | 0 |
| | Full time education | 0 | 0 | 0 |
| | Other | 4 | 0 | 4 |
| | TOTAL | 57 | 13 | 70 |
| Disability | Yes | 19 | 8 | 27 |
| | No | 38 | 5 | 43 |
| | Prefer not to say | 2 | 1 | 3 |
| | TOTAL | 59 | 14 | 73 |

Demographics

| Demographics | | Qtr. 3 | Qtr. 4 | Total |
|-------------------------|-----------------------|-----------|-----------|-----------|
| Religious Be- lief | Buddhist | 0 | 0 | 0 |
| | Christian | 36 | 9 | 45 |
| | Hindu | 0 | 0 | 0 |
| | Jewish | 0 | 0 | 0 |
| | Muslim | 0 | 0 | 0 |
| | No religion or belief | 19 | 2 | 21 |
| | Other please specify | 4 | 2 | 6 |
| | Prefer not to say | 0 | 1 | 1 |
| | TOTAL | 59 | 14 | 73 |
| Sexual Orien- tation | Heterosexual | 52 | 13 | 65 |
| | Gay | 1 | 0 | 1 |
| | Lesbian | 0 | 0 | 0 |
| | Bisexual | 2 | 0 | 2 |
| | Transgender | 0 | 0 | 0 |
| | Prefer not to say | 4 | 1 | 5 |
| | TOTAL | 59 | 14 | 73 |

Feedback

Please see below feedback received from partners and community members during this reporting period, it is worth noting that both Healthwatch and KOPV received a number of positive comments following on from the Christmas Bag Project, which has previously been highlighted within this report.

“We would like to thank you and all the team for the lovely, unexpected surprise of receiving a Christmas Pack. Also, many thanks to all who helped :- organisers, sponsors, merchandisers (shoppers), funding, delivery personnel and most special of all, the handwritten message and picture from Isabella, a pupil at St Gabriel’s School in Huyton. It was a golden act of thoughtfulness and kindness at the end of the strange, unsettling year we have all experienced. We wish to also thank you David, and all of the staff and volunteers at KMBC who have worked so hard to keep us informed, entertained (guest blogs) and reassured during this unprecedented 12 months. It doesn’t cost anything to express gratitude, and it gives us great pleasure to send this message of thanks.” Linda Wood & Ged Sugrue

Feedback received directly from surveys completed:

“I was thrilled to bits with the bag of goodies you delivered. How kind and thoughtful of you. Thank you.”

“Thank you so much for my goodie bag, what a lovely surprise – very thoughtful of you.”

Note from Mrs B McCanan: **“I was surprised to find it on my porch when you live on your own its wonderful that someone takes the care to think about you. I am not used to being on my own but now I have to live with it, like it or not. Once again thank you.”**

Note from Barbara Balmforth: **“Thank you for the bag of goodies, they were very nice and thoughtful. A merry Christmas and a happy new year.”**

Christmas Card from Barbara Bancroft: **“To all the staff at KOPV, Thank you for the Christmas gift bag, it was a lovely surprise, very kind and most unexpected, and please thank the children for the lovely picture and letter. Wishing you all Happy Christmas. Best wishes.”**

“Thank you for your constant care and support all year round not just at this awful time.”

Note from Eileen Rodgers: **“Thank you very much for the gifts. It was a lovely surprise.”**

“Just keep up the good work and a big thank you to all the staff at Healthwatch and KOPV.”

“Just to say thank you for our Christmas treats”

“I would like to thank you all for thinking about us and all the work you do for us.”

“Thank you for my Christmas bag of goodies, what a lovely selection of goodies on such a limited budget. I particularly appreciated my letter from a child at St Gabriels School (I did miss their carol singing this year)”

“I think it was very kind of you to send us these Christmas gifts. You know your not forgotten.”

Feedback

“Thank you for everything over the years. Love from Nora”

“A big thank you for keeping in touch – loved the child’s letter.”

“Thank you very much for the bag of goodies, unfortunately I won’t be able to come to anymore meetings.”

“No only to thank your support with phone calls, etc, plus bag of goodies.”

“To thank you for all the good work you do.”

Other feedback during this report period, has included the following:

Donald McClaren left a message and also called this morning to say thank you to you for sorting his transport to the hospital for him to have his vaccine - and wished us all a merry Christmas.

“Thanks Kelly, for this valuable information.”

“Thank you for updates Kelly. I make sure I pass information on round my area. Stay safe.”

“Thank you for your regular bulletins throughout the year, they are very friendly and informative. Merry Christmas and best wishes for a better 2021! Regards Councillor Ian Smith”

“In caring for our mum who is a GSF patient, we were recently informed by District Nurse Team that weekend overnight care was being withdrawn. Mum has deteriorated in recent months and is receiving end of life care. Mum has been cared for in bed for over a year and requires support with all her care needs. Thankfully, Healthwatch provided a listening ear, shared helpful advice and followed up with phone calls as promised. We received a welcome phone call to confirm the care would be provided by CHC. Thank you. It is heartening to know there is a service out there that listens and can make a difference.”

“Thanks to you and Simon for your help in getting my boiler problem solved. Keep up the good work and stay safe. thanks again. Cyril Jones”

Following signposting advice re: accessing prescriptions; G rang and said they had called and sorted her out and set her up with internet prescriptions, she was really happy and thanked us.

Spoke to A - he is struggling to find a dentist in Knowsley that is taking on NHS patients, his crown has come out and he is getting some sensitivity. Alan was provided with signposting information from NHS England, who arranged an appointment for him - Alan thanked us for our help

Son was really unwell and contacted Healthwatch regarding a COVID Test, as the test centre was too far from home. Following advice from Public Health was recommended to order a home test. Thanked for all help