

## Local Intelligence Report March to April 2020





**We Listen**

**We Note**

**We Act**

## **Introduction**

Healthwatch Walsall (HWW) is your independent consumer champion for health and social care services in Walsall. Our job is to champion the consumer interests of those using the services and give local people an opportunity to speak out about their issues. We listen to views, concerns and compliments about services in order to help shape and improve them so that people are accessing safe, appropriate and quality care services.

## **COVID-19 Update**

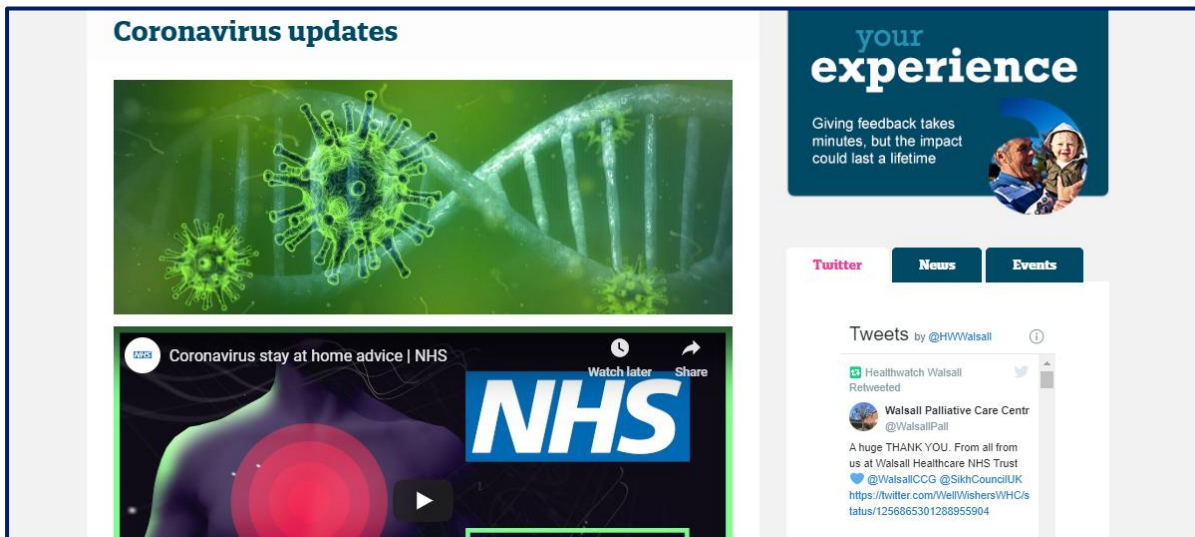
Currently we are working from home in accordance with Government guidelines. However, we still want to hear from you, to offer information and advice and to listen to your recent experiences about health and social care services

During the period March to April 2020 there has been a global Covid-19 pandemic resulting in public lockdown and changes to the way services are accessed and delivered for Walsall residents.

Healthwatch Walsall has continued to work and is still working during these unprecedented times collating patient experiences and signposting people to needed services and support.

We have a dedicated webpage holding local, regional and national COVID-19 related information and advice. This is updated regularly in line with any changes made.

Just prior to lockdown and the stay at home policy we did engage with a number of people by phone and attending events until this was temporarily suspended. We heard from in excess of 100 members of the public.



To visit the webpage visit: <https://healthwatchwalsall.co.uk/coronavirus-updates/>

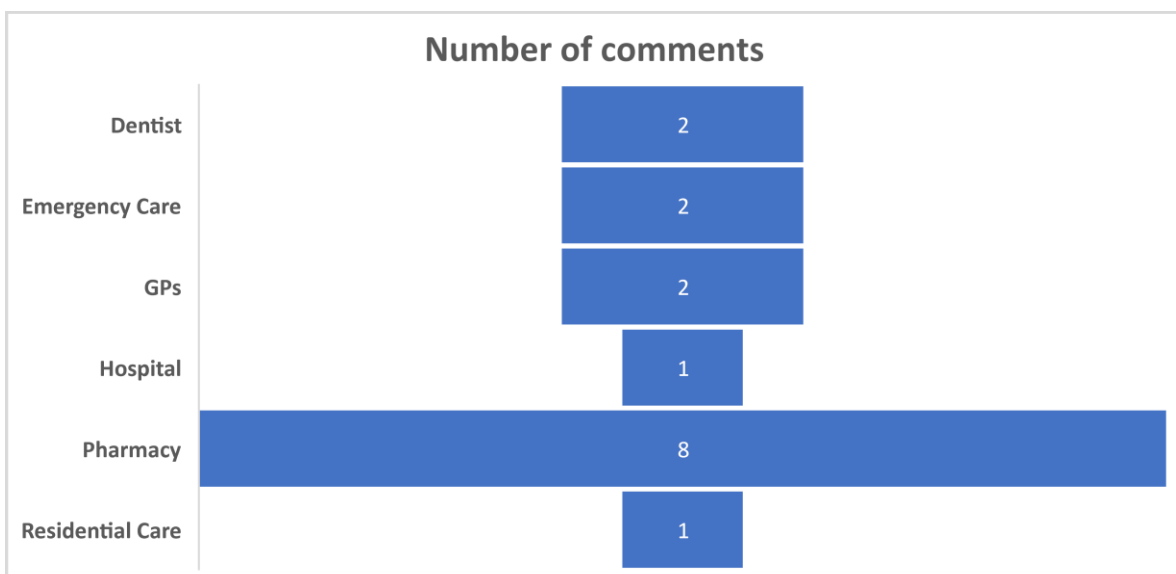
Please take part in this survey it will help services to prepare and react for urgent situations in the future.

To take part in the survey, Link: <https://engagingcommunities.researchfeedback.net/s.asp?k=158584031143>

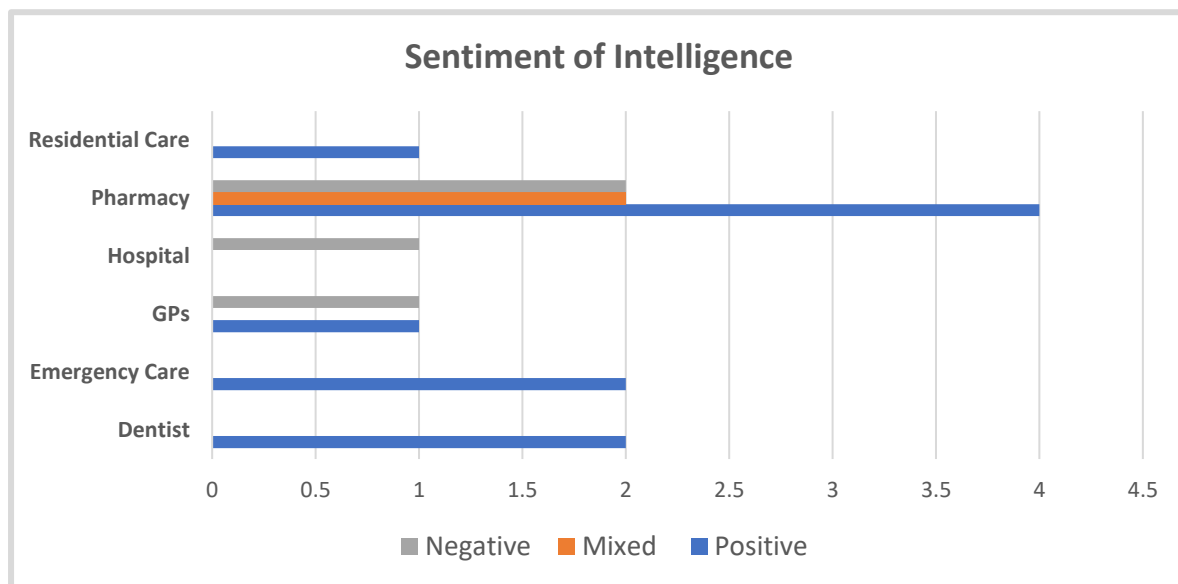
In addition, our 24/7 service feedback centre has continued to be visited by the public.

Since the inception of our ‘Service Feedback Centre’ in late November 2019 we have received over 108 experiences/comments shared across NHS and Social Care Services. To visit the web site use the URL <https://healthwatchwalsall.co.uk/services/>

The graph below indicates the service type and number of comments we have received form our service feedback centre.



The table below indicates the sentiment of patients and service users when using services.



### GP Surgeries/Services

One issue that was brought to our attention is that one particular GP surgery was not accepting new patient(s) registration(s) during the pandemic. After checking with the commissioner, we learnt that GP practices/surgeries should be accepting new patients.

*HWW contacted the Walsall CCG as commissioner of the service, and established that GP Practices should be taking new patients during COVID-19. The patient who raised the issue with HWW did receive the registration papers and is now able to process the application.*

Due to COVID-19, patients at the moment are being triaged and telephone consultations are being carried out. When necessary patients are seen.

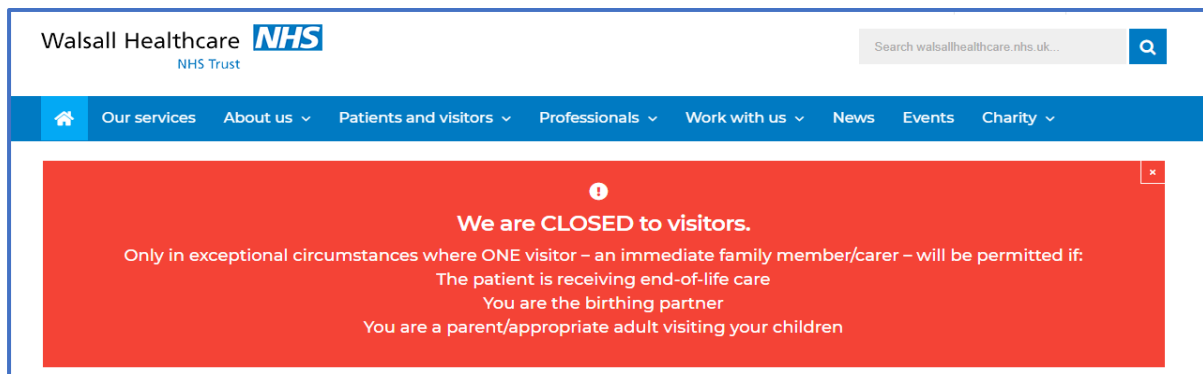
Another patient got in touch with HWW who was concerned that they were running out of medication to assist with their mental health issues. It was unclear where the issue lied, lack of re-ordering by patient or lack of monitoring appointment at GP.

*HWW contacted the surgery and discussed the patients concerns. A telephone consultation was arranged between patient and GP and the matter was resolved. HWW received a telephone call later that day from the patient offering thanks for helping them.*

Extra GP appointments in the Borough are still available. Though this may be an initial telephone triage call with a GP.

## Hospitals

Due to COVID-19 there is no visitor access to the Walsall Manor Hospital (WMH).



The screenshot shows the Walsall Healthcare NHS Trust website. At the top, there is a search bar and a navigation menu with links for 'Our services', 'About us', 'Patients and visitors', 'Professionals', 'Work with us', 'News', 'Events', and 'Charity'. Below the navigation is a prominent red banner with a white information icon. The banner text reads: 'We are CLOSED to visitors. Only in exceptional circumstances where ONE visitor – an immediate family member/carer – will be permitted if: The patient is receiving end-of-life care, You are the birthing partner, You are a parent/appropriate adult visiting your children'.

We spoke to a gentleman who required a knee operation, but he had received mixed communications from the hospital. The patient was passed to 4 different consultants, he was on two care pathways and had a pre-op appointment cancelled and the results from scans that had been carried out were not available when needed.

HWW contacted the Patient Advice Liaison Services (PALS) and informed them of the patient's confusion and lack of joined up care/treatment. We were later informed by the patient that they had been given an appointment, had the operation and were now recovering. A thank you was sent to our Community Outreach Lead.

## Service User Contact

“Hi Karen, my name is XYZ, if you recall I was waiting on total knee replacement when I spoke to you at Walsall Manor. Well I've had my knee op. done 2 weeks ago and so far, the outcome has been spectacular apart from the post op pain. So, I would like to say many thanks for helping me x”

We were contacted by a patient who had attended an out-of-hours GP appointment and then referred for an MRI scan. The patient was advised that the results were not with the GP. However, the Manor Hospital stated they had sent them through.

*HWW contacted WMH and asked them to identify where results were. It appears WMH had them but had not actually sent them to the GP as there are two systems. Because the out of hours GP made the referral, the results did not go onto the normal system so was not seen and not sent to GP. Once identified where it was it was sent to the GP then contacted the patient for a telephone consultation that same day.*

## Service User Contact

“I don't know what's going on or who you spoke to but Manor & GP nurse have called me & suddenly they have my MRI results. I said don't worry Healthwatch is going to find my results and suddenly they appear 👍”

### Social Care

During the COVID-19 break out we contacted the Local Authority to support their Quality Team, offering to befriend residents by phone should they wish to have a chat. This offer was taken up and our Senior Insight Lead makes daily phone calls to a cohort of residents in supported living accommodation.

### Enter and View Visits

We suspended all Enter and View activities due to the COVID-19 outbreak to preserve the wellbeing of existing residents, patients and staff. We had three E&V visits scheduled, they have been postponed until a later date.

Reports can be found on our website: <https://healthwatchwalsall.co.uk/enter-and-view-reports/>

### Dentists

Dental care has been affected by Covid-19 with dental care face to face being stopped. Advice for dental care is to call 111 for advice.

We received two positive comments from patients regarding an Aldridge Dental Practice, commending staff on their patience and understanding.

### Pharmacies

We have received mainly positive comments from the public about the pharmacies they use. Those highlighted were due to the quality of service as excellent delivered by friendly staff.

We received a couple of negative reviews around waiting times and prescriptions not completed on visit. The one negative comment we received was around medication not being available after a patient had waited for this for a few days.

### Updates

Our Insight Senior Lead Advocate, who delivered national surveys to residents in care and nursing homes, had two conversations with a representative from Ipsos Mori following a request made by Walsall Council asking if HWW would take part in the research.



The interview was a result of the high amount of completed surveys undertaken which was noted as leading the way across the country. The Ipsos Mori researcher stated that Walsall Council were extremely happy with the final result. The questions and answers will go towards Ipsos Mori recommendations to other Local Authorities across the country to reach out to more people.

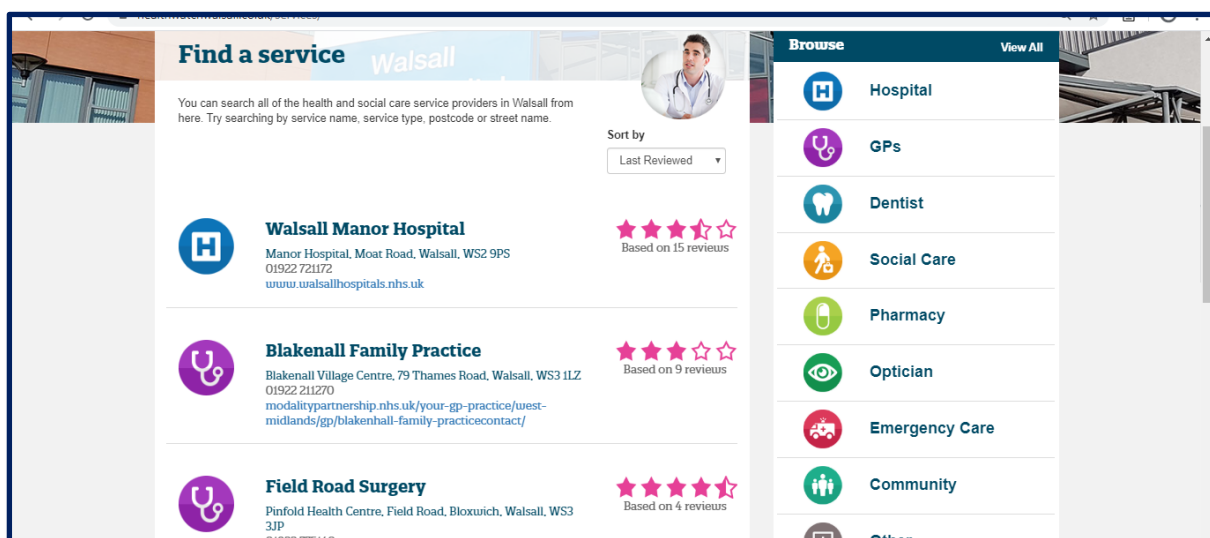
## Walsall Together

Walsall Together Service User Group Chair, Phil Griffin and the Walsall Together Senior Engagement Lead, Paul Higgitt, have been compiling the data that has been gathered from surveys to highlight what the key themes have been around patients and clients views around living with long term health conditions. This information will be presented to a future Walsall Together Senior Management Team Meeting.

It is very challenging at the moment due to COVID-19 as the key focus on this programme has been direct face to face engagement with patients with long term conditions. Engagement has continued with existing contacts and people have been encouraged people to share their views through other media. Contact has been maintained with organisations actively encouraging people to share their views.

To leave a review about your experience(s) when you using health and social care services in Walsall visit: <https://healthwatchwalsall.co.uk/services/>

It is important to share your experiences from compliments, concerns or if you wish to complain. We can help.



Service providers have the right to reply to comments. To do so contact Healthwatch Walsall and share your details so that we can enable your right to reply process.

## Volunteering

Due to COVID-19 break out we have suspended but not stopped our volunteer activity.

People can still volunteer by promoting Healthwatch Walsall across the Borough and taking part in our COVID-19 survey which asks what services Walsall people could access and if the information they received was useful.

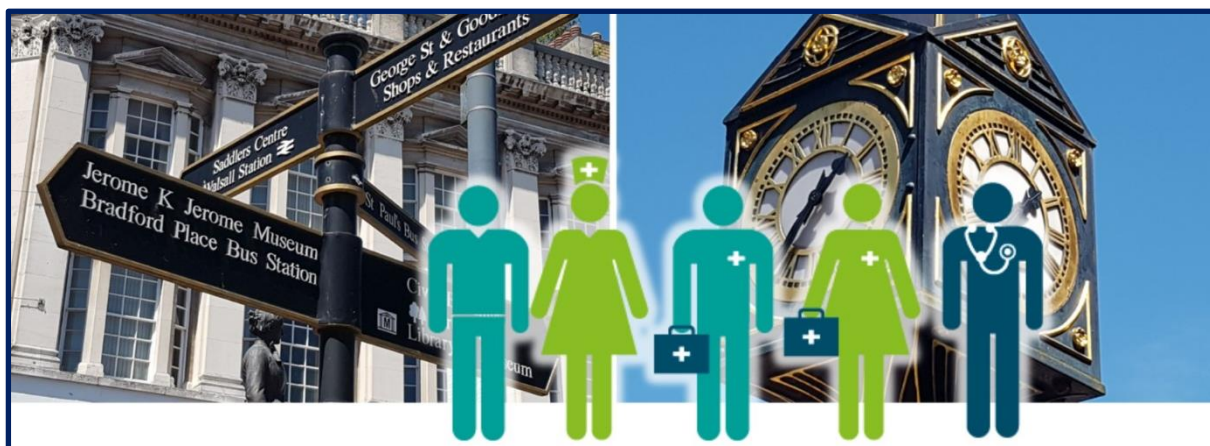
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<https://engagingcommunities.researchfeedback.net/s.asp?k=158584031143>

## DISCLAIMER

Please note that this report only relates to findings we observe on the specific date of our visit. Our report is not a representative portrayal of the experiences of all residents and staff, only an account of what was observed and contributed at the time.



# healthwatch

## Walsall

To share your patient experiences contact us on Telephone: 0800 470 1660  
Our website service feedback page: <https://healthwatchwalsall.co.uk/services/>  
Or Email: [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

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