

Mersey Care NHS Foundation Trust – Community Services WHAT YOU TOLD US (January – March 2023)



This report shares feedback that you, the residents of Sefton, shared with us on accessing services at your local Community Health Centres. We also heard from staff and People First Merseyside.

Item	Page No
Who are we	4
What are our core beliefs?	4
Listening to you	4
How we gathered your views and feedback	5-6
What happened during the visits	6
Overview of key themes for south Sefton Community services	7-8
Feedback about south Sefton Community services	9-16
Overview of key themes for north Sefton Community services	17
Feedback about north Sefton Community services	18-22
Summary	23-24
What we asked Mersey Care NHS Foundation Trust to do	24-26
Who we would like to thank	27
Response from Mersey Care NHS Foundation Trust	28
Share your experiences and stories with us	29
Access information, support and guidance	29
Get involved and recommend us to family & friends	29

Appendix	
1. Healthwatch Sefton feedback form	30 – 33

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 support 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 accessing community services 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 organised our visits to each local health centre / clinic across Sefton providing community services.

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.

How we gathered your views and feedback

Mersey Care NHS Foundation Trust supported us to visit local health centres across Sefton. We talked to patients, their family members and staff about their views and experiences of care in the health centres/clinics listed in the table below:

Health Centres / Clinics – South Sefton	
Bootle Health Centre	2 outreach sessions
Maghull Family Health Centre	2 outreach sessions
Netherton Health Centre	2 outreach sessions
Prince Street Clinic	2 outreach sessions
Sefton Road Family Health Centre	1 outreach sessions
Thornton Health Centre	0 outreach sessions
Health Centres / Clinics – North Sefton	
Ainsdale Centre for Health & Wellbeing	2 outreach sessions
Churchtown Community Clinic	2 outreach sessions
Formby Clinic	2 outreach sessions
Southport Health & Wellbeing Centre	2 outreach sessions

*Thornton Health Centre – two visits were pre-planned, but on each occasion the service was closed on arrival. Further attempts were made to visit this clinic, but unfortunately did not prove successful.

*Sefton Road Family Health Centre – on the second pre-planned visit we were informed that clinics had been reduced considerably due to potential staff strikes; and therefore, would not have been a productive visit to stay for the duration.

We promoted this work with our members and local Voluntary, Community and Faith (VCF) groups. People First Merseyside contacted us and asked for us to visit their members to discuss the 'Phlebotomy appointment system' for south Sefton.

People First Merseyside

'Our mission is to ensure that the voices of people with a Learning Disability are heard, respected and valued and as a result they are able to live happier and healthier lives'.

In addition, feedback and views were gathered when we were out and about engaging with local residents and groups.

What happened during the visits

'We used the Healthwatch Sefton feedback form as a guide to gather patient, family and staff views and feedback. (Appendix 1)

Mersey Care NHS Foundation Trust were given the opportunity to add additional questions to the feedback form but no questions were put forward.

Additional prompt questions asked by us on the day included:

- How is treatment and care for you?
- How do you book your appointments and does this work for you?
- Is the Health Centre / Clinic local for you?
- Can they improve services for you?

****Please note this report relates to feedback specifically shared by the patients, family and staff, along with VCF groups who took part. Our report is not a representative portrayal of the experiences of all patients, only an account of what has been shared at the time.***

Overview of key themes for south Sefton community services

You shared **127** reviews with us about south Sefton community services. Throughout the report, this is broken down into comments shared.

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

For south Sefton community services, you rated them overall 4 out of 5 Healthwatch Sefton stars.

The main themes you told us about included:

- **Phlebotomy Service (bloods)** – you told us about booking appointments, with both positive feedback and concerns raised, as to whether this was a fair and inclusive system.
- **Podiatry Service (foot care)** – you told us about booking appointments and appointment availability. You raised this as a concern, as did staff members.
- **Treatment & Care** – **97%** of the comments received were positive across the services.
- **Staff** – **98%** of comments about staff attitude were positive.
- **Facilities and Surroundings** – **63%** of comments received across the health centres / clinics were positive.

Themes raised continued...

- **Phlebotomy booking appointments (bloods)**

- A key issue raised by both patients and staff is the appointment booking system. The system allows the patient to book their appointment either on-line or via the phone to a call centre. Whilst this has suited some patients, an issue has been raised as to whether this is a fair and inclusive system for all patients living in south Sefton.

<https://www.merseycare.nhs.uk/mybloodtest>

- People First Merseyside, an organisation that works with and supports members with learning disabilities, worked with us to ensure their members voices were heard and listened to regarding the booking system in place.

- **Podiatry booking appointments and availability of appointments (Foot Care)**

- Concerns were raised by patients and staff about booking appointments and appointment availability. Concerns raised included patients have to ring early on a Monday morning in an attempt to make a routine / follow-up appointment and the lack of routine / follow-up appointments available each week.

- **Facilities and surroundings**

- You told us that the health centres / clinics were nice and clean. A concern was raised regarding the reception desk in the Sefton Road Family Health Clinic. It was reported that the desk was too high to be accessible for patients in a wheelchair.

Feedback about south Sefton community services

127 reviews were received about community services across south Sefton.

We visited 5 health centres / clinics across south Sefton with the exception of Thornton Health Centre.

The main themes you raised include:

- **Access to services**
- **Treatment & Care**
- **Staff attitude**
- **Facilities and Surroundings**

Access to Services

You told us 'Access to Services' was a key theme. From the feedback you shared, **56%** positive feedback was received with **43%** negative feedback and **1%** neutral.

The main areas you told us about were:

- Booking Phlebotomy appointments – you shared both positive and negative feedback. Whilst online bookings suited some patients, you shared concerns about this system and questioned if this was a fair and inclusive system.
- Booking Podiatry appointments and the availability of appointments – you told us you had concerns about this.
- Distance / Convenience to travel – you told us how having a local health centre or clinic worked well for you.

Some of the comments you shared are below:

'Everything is on-line now, I am hopeless. We are old school, it is ridiculous'.

Bloods – 'Is only on-line or phone which makes it difficult but a sign of the times. I am not confident on the phone, so I have my son and daughter up the wall'.

Podiatry – 'I phone in February to get an appointment in March. You end up missing a month. If you try to phone earlier they say you are too early. I should be seen every 3 months. This becomes every 4 months. You try and do them yourself but I am diabetic and not supposed to'.

Podiatry – 'I am 5 – 6 weeks overdue to be seen. I can hardly walk now. I have asked again today (Wednesday) and been told to ring up on Monday. My appointment with podiatry is always a few weeks or later to be seen. They seem to have cut down on podiatrists'.

Phlebotomy – 'I book my appointments on-line and find it very easy to do. The clinic is local for me to get to and convenient'.

'I am hard of hearing, so to book a bloods appointment I would be better to come in. I am blind too, I have a white stick. Everything has gone downhill since my husband has died.

I cannot use a computer, it would be best for me to just walk across the road to book my bloods. My GP organised it for me last time'.

'I have come in today to book for my bloods at the desk, but told I can't do this and I have been given a phone number.

I am not good on a computer and I don't know how to use one!
This is so called making it easier for us!
I am hard of hearing and I have tinnitus.

This makes me feel so annoyed. I want to see someone face-to-face so I can see what they are saying'.

'I am here for bloods today. I live in Crosby.
I phoned for today's appointment but last time I used on-line. I prefer the on-line as you can look and choose'.

.....
Phlebotomy 'This is my first time here as they had availability when booking on-line. I live in Crosby.
I go all over to different clinics as the on-line system works well for this'.

.....
Phlebotomy – 'It is local – this is really important to have access to local services, especially when bringing elderly or very unwell patients / family members'.

.....
Podiatry – 'It is not easy to book an appointment, mostly fully booked. The last time I had an emergency I spoke to the reception and she spoke to the team manager who sorted me out.
'I know I have to keep ringing to see if they have released appointments'.

You can read all of the feedback relating to south Sefton by clicking on the following web link: [South Sefton NHS Mersey Care Community Services reviews](#)

Healthwatch Sefton – we believe that health and social care providers can best improve services by listening to people's experiences.

We spoke to and heard from People First Merseyside members, representing people with a learning disability – this is what they had to tell us about booking a phlebotomy appointment.

The phlebotomy appointment system, booking on-line or via the telephone was explained.

We listened to their experiences and feedback:

12 members shared their feedback. Below is some of the feedback and comments shared.

- 'I can't hear someone on the phone. I can't do it on-line. I can't read or write. I feel I will have to have help now. I can't be independent now'. (Member became upset saying she will now have to have help).***

- ***'I think many people will now not go for blood tests. People won't be able to do it. I have diabetes and need blood tests. It is important'.***
- ***'I have had to set up an email. My doctors are Glovers Lane and I go to Netherton Health Centre. I used to take a note into the Netherton Health Centre, but I am not allowed to do this anymore. I am confused and fed up. I have to try on-line'.***

We asked members, how would you like to be able to book your phlebotomy appointments?

- **10** of the **12** members stated they would prefer to book their appointment at the desk
- **2** stated they would book on-line
- No members stated they preferred the phone

We also asked members, how does it make you feel not being able to book your appointments at the desk?

- ***'We are all currently comfortable and know where we stand on how to book appointments. This is frightening for people. This will have a massive impact on people. People with a learning disability are going to miss out on accessing this service'.***
- ***'I feel really annoyed, it makes us more disabled'.***
- ***'It takes away our independence'.***

We supported People First Merseyside members to put forward their questions and concerns for Mersey Care NHS Foundation Trust to respond to.

You can read through all of the feedback from People First by clicking on the following web link: [People First feedback on Phlebotomy March 2023](#)

Healthwatch Sefton – we believe that everyone in society needs to be included in the conversation, especially those whose voices aren't being listened to.

In addition to speaking to patients, family and members of People First Merseyside, staff were also asked for their feedback on services. Both Phlebotomy and Podiatry services were a main theme commented on with concerns raised. Some of the feedback community clinic staff told us can be found below:

Podiatry Service	Phlebotomy Service
<p>Podiatry – ‘there is a high demand for the service. Patients have to ring or call in on a Monday morning to get an appointment and then they are booked and no more slots are available’.</p> <p>‘Improvements for podiatry – More slots to be available’.</p>	<p>‘There have been issues with cancelled clinics as not all patients are contactable due to how appointments have been booked. As the system is not linked to the spine, there are constantly mistakes being made with appointments. I don't think the options for patients suit all, as not everyone has internet access/friends/relatives to help them. When we have patients arrive, it's a difficult system for us to find/locate an appointment’.</p>
<p>‘Patients have to ring or call in on a Monday before 12 pm or there are no follow-up appointments left. Only a small number of follow up appointments are released each week.</p> <p>For patients who ring and we cannot offer an appointment but they are overdue to be seen, we write them into a book. Yesterday, I had 12 patients waiting who were very overdue to be seen in the book, and that is how many appointment slots were allocated. Therefore, no appointments for patients ringing or calling in that day.</p> <p>There is no patient choice and limited appointments’.</p>	<p>‘Patients can only go on-line or ring to book their appointments.</p> <p>Some patients are elderly, or don't have access or cannot use IT. When a patient rings the phone message will say they have up to a 40 minute wait to be answered.</p> <p>If someone was deaf or said cannot use on-line, we are not to book the appointment for them and it makes you feel awful. We would have to give them the number and tell them to get someone else to ring on their behalf.</p> <p>Before Covid – patients could book appointments at the desk’.</p>

'Podiatry booking system and availability of follow-up appointments needs improving.

Example: A patient today contacted for his podiatry appointment that was due w/c 6th Feb 23. He is an 8 week return patient. Today by 9.40 am there were no more follow-up appointments left. Had to advise to ring next Monday for w/c 27th March.

This system is not working. We had 14 slots for follow-ups released this morning and all gone now as of 9.40 am. (This does not include ulcer appointments)'.

'The system used to book blood appointments for patients is Simply Book. We have no access to patient information e.g. additional needs. It is not linked to the NHS spine. We cannot support patients who struggle with phone and IT'.

Healthwatch Sefton – we recognise the value of listening to people and making sure their voices are heard.

Treatment & Care / Staff

- You told us about treatment & care with – **97%** of the comments received being positive across all the services delivered.
- You also told us about staff and positively commented on their attitude with **98%** of all feedback being positive.

Below are some of the comments you shared.

Bootle Health Centre – Speech & Language Therapy – ‘Jess has been brilliant. I get loads of advice and really happy’.

.....
‘Staff and treatment at Prince Street is great’.

.....
Bootle Health Centre – ‘Treatment and staff are all lovely and this is local for me to get to’.

.....
Maghull Health Centre – ‘The staff are always nice, helpful and friendly’.

.....
Netherton Health Centre – ‘Treatment and Care is perfect, they are always nice’.

.....
Sefton Road Family Health Clinic – ‘It works well here and the staff are all good’.

Facilities and Surroundings

You told us 'Facilities and Surroundings' was a key theme. **63%** of the feedback you shared was positive feedback.

The main areas you told us about were:

- The quality of the environment scored an overall **4** out of **5** Healthwatch Sefton stars.
- You told us that health centres / clinics were clean with a **4** out of **5** Healthwatch stars rating awarded.
- A concern was raised regarding the reception desk in the Sefton Road Family Health Clinic. It was reported that the desk was too high to be accessible for patients in a wheelchair.

Prince Street Clinic – 'The clinic is great, very nice and clean'.

.....

Sefton Road Family Health Clinic – 'It is so friendly and clean. Staff are so polite'.

.....

Prince Street Clinic – 'Great service, lovely environment to come in to and parking is ok'.

.....

Sefton Road Family Health Clinic – 'I don't think they have anything to improve. The waiting area has been upgraded'.

Overview of key themes for north Sefton community services

You shared **61** reviews with us about community services across north Sefton (Southport & Formby).

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

For north Sefton community services, you rated them overall **4** out of **5** Healthwatch Sefton stars.

The main themes you told us about included:

- **Treatment & Care – 96%** of your comments were positive
- **Staff attitude – 83%** of comments were positive
- **Access to services – 62%** of comments received across the health centres / clinics were positive, with many patients commenting on the clinics being local and good waiting times whilst at the appointments.
- **Appointment availability – 67%** of the comments received were negative and this was mainly concerning podiatry appointments.
- **Facilities and Surroundings – 50%** of comments were positive, with **50%** being negative. Concerns were raised about car parking.

Feedback about north Sefton community services

61 reviews were shared and we visited **4** health centres/ clinics.

The main themes you raised include:

- Treatment & Care
- Staff attitude
- Access to Services
- Appointment availability
- Facilities and Surroundings

Treatment & Care and Staff attitude

- **96%** of comments received about treatment and care were positive
- You also told us about staff and positively commented on their attitude, **83%** of all comments being positive.

Below are some of the comments you shared.

Churchtown Community Clinic – ‘I attend daily visits to the treatment rooms. Staff are lovely, I couldn't fault them, they are all nice. No waiting for appointments. I receive good treatment and it keeps me out of hospital’.

.....
Ainsdale Centre for Health & Wellbeing – Podiatry, ‘my friend brought me today. I waited 6 weeks- my toes discoloured. Was told by one staff member “we are not here to just cut toenails”. I was referred by the GP. I feel I have been really pampered at today's appointment. Staff are wonderful generally’.

Formby Clinic – Treatment Rooms, ‘Staff are lovely, gentle, polite, friendly and never short tempered. They are very caring and communication is good. The staff are like old friends we chatter away’.

.....
Formby Clinic – Podiatry, ‘Very good service. Staff are always good. They explain everything. It’s super’.

.....
Southport Centre for Health & Wellbeing – Podiatry, ‘I have come across a few staff members who are not very sympathetic or understanding to your health condition and have said I shouldn’t be entitled to be here. I was coming every 6 weeks but they changed it to every 12 weeks. It makes me feel a bit uncomfortable. I have been attending for over 20 years. I sometimes go to Churchtown clinic’.

.....
Southport Centre for Health & Wellbeing – Podiatry, ‘This is my 2nd visit here for a podiatry appointment, so I am quite a new patient. It is very good, excellent. The staff are very attentive and engage with you well and make you feel comfortable’.

Access to Services

You told us ‘access to services’ was important. From the feedback you shared, **62%** was positive feedback with **38%** being negative

The main areas you told us about were:

- o Podiatry service – booking appointments and the availability of appointments – you told us your concerns about getting through on the telephone and appointment availability.
- o Distance / Convenience to travel – you told us how having a local health centre or clinic worked well for you. (**67%** positive comments).
- o Waiting times – you told us about waiting times on arrival at the clinics. (**54%** positive comments).
- o Patient Choice – you told us about having a choice of clinics suited your needs.

What you told us about Podiatry, booking and waiting for appointments:

'This is my first time at Churchtown clinic. I phoned up and got a quick appointment at this venue for podiatry.

I was previously seen at Southport centre for health and well-being by the same provider but it was a horrendous appointment system, and very difficult to get an appointment there. Months to get an appointment'.

.....

Podiatry - 'I have attended a number of visits at both Churchtown and Southport centre for health and well-being. Booking appointments is difficult. My appointments should be every 12 weeks. We telephone for an appointment but no appointments are available. I get told to ring back if I can't make one and have to wait.

.....

Ainsdale Centre for Health & Wellbeing - 'A lot of problems booking podiatry appointments, you can get through on the telephone but it's a voicemail. I have had difficulty booking 6 weekly appointments. The last appointment I had to go to the Formby clinic and the podiatrist wasn't there, just the assistant so I wasn't able to be treated properly just my nails cut'.

.....

Formby Clinic Podiatry - 'Long wait for appointments, they should be more frequent. 12 weekly is not enough. It is very hard to get through on the phone'.

.....

Southport Centre for Health & Wellbeing Podiatry - 'Getting through on the telephone to make appointments is difficult. I keep calling and getting the answerphone. All treatment and care is good. No waiting times when attending the appointments. It is just getting through on the telephone to book an appointment that is difficult'.

You also told us about waiting times, patient choice and issues relating to distance/convenience to travel. See below for some the comments you told us:

Churchtown Community Clinic – “Staff are great here, they are brilliant, if I can't go to this clinic I can go to the other clinics. They won't let me down here. When I come out of my appointment I just re-book the next appointment at reception’.

.....

Ainsdale Centre for Health & Wellbeing – ‘The longest wait for 30 minutes was on the 1st visit. The 2nd visit was better. Staff are great. The clinic does the job within the community, it should not be changed’.

.....

Ainsdale Centre for Health & Wellbeing – (Podiatry and Phlebotomy) ‘I have attended this clinic for different health services. It is handy on the bus route. There is a good choice of appointments. It is a good meeting place. I made friends here’.

.....

Formby Clinic (treatment rooms) ‘I am at the Formby clinic more than twice a week. The patient's daughter also praised the Formby clinic as a great local clinic’.

.....

Southport Centre for Health & Wellbeing – (Podiatry Services) ‘The staff are helpful at reception. Waiting times are ok, no delays, my appointments are on time. It is not too crowded’.

Facilities and Surroundings

You shared feedback about the facilities and surroundings. (**50%** positive feedback was received with **50%** negative feedback.) Issues were raised about car parking with positive comments received relating to cleanliness.

See below for some of the comments you told us:

Churchtown Community Clinic – ‘I am here today for bloods. I booked the last time I attended. It was ok, quite happy with it. It is just the parking at Churchtown, but that can't be helped’.

.....
‘Churchtown clinic is always spotlessly clean. It is a nice clinic. I was waiting the other day and a cleaner came and wiped the corners and checked the door frames’.

.....
Ainsdale Centre for Health & Wellbeing – ‘Lovely, bright building and surroundings’.

.....
Ainsdale Centre for Health & Wellbeing – ‘Some difficulty parking though. A lack of car parking spaces for patients. Ainsdale Centre is clean generally but is sometimes a bit grubby’.

.....
Southport Centre for Health & Wellbeing – ‘The car parking is also difficult as it is always full but I just managed to get a space today’.

You can read all of the feedback relating to north Sefton by clicking on the following web link: [North Sefton NHS Mersey Care Community Services reviews](#)

Summary

This report highlights a number of key issues and themes shared by patients, family, staff and members of People First Merseyside.

Overall feedback in relation to south Sefton Community Health Centres / Clinics – you scored them 4 out of 5 Healthwatch Sefton Stars
(4 Star Rating = very good)

- Treatment & Care – you told us on the whole positive feedback with **97%** positive comments.
- Staff – **98%** positive comments were received relating to staff attitude.
- You told us you are happy to receive services that are local in the community.
- You reported that you felt the Health Centres / Clinics were clean.

Concerns were shared with us in relation to:

- Phlebotomy – Barriers to booking appointments. For patients with a learning disability and patients who are digitally excluded, and those who face a barrier when using the phone e.g. hard of hearing or deaf.
- Podiatry – access to booking appointments and appointment availability.
- Disability Access – Sefton Road Family Health Clinic main reception desk.

Overall feedback in relation to North Sefton Community Health Centres / Clinics – you scored them 4 out of 5 Healthwatch Sefton Stars
(4 Star Rating = very good)

- Treatment & Care – you told us positive feedback with **96%** positive comments.
- Staff – **83%** positive comments were received relating to staff attitude.
- You reported that you felt the Health Centres / Clinics were clean.
- Distance / Convenience to travel – you told us how having a local health centre or clinic worked well for you resulting in **67%** positive comments.

Concerns were shared with us in relation to:

- Podiatry service – booking appointments and the availability of appointments – you told us your concerns about getting through on the telephone and appointment availability.
- Facilities & Surroundings – you told us some concerns about car parking at Health Centres / Clinics.

What we asked Mersey Care NHS Foundation Trust to do

We asked the trust to recognise the barriers that people face as services become more digital and therefore difficult to access. We ask that systems in place are inclusive and fair and for the trust to consider all patient needs, so that individuals and groups are not excluded. From your feedback we highlighted the key issues in relation to the following services and asked the trust for a response:

Phlebotomy appointment system used in south Sefton health centres/clinics

- To consider how to improve appointment booking processes. This includes consideration of the issues raised in this report by People First Merseyside, for those with a Learning Disability, people who may not have the skills or access to technology to use online systems, and those patients who may find it difficult to use the telephone system.
- To tell us if the Trust's 'Digital Inclusion Group' had been involved in the development of the appointment booking system (if they have, we would like evidence of this and would like to receive information which shows what actions were considered and who was consulted to ensure the system is inclusive for all patients).
- To tell us what systems you have in place or will put in place to support people with additional needs.
- To consider increasing reception staffing levels within the health centres / clinics. This would support patients with additional needs to make their appointments.

People First Merseyside members would also like to ask the Trust about booking phlebotomy appointments:

- *"Where are the reasonable adjustments?"*
- *'This new system might be great for some patients, but not all. Did you consult with patients first?'*
- *'What range of people who walk in our shoes did you consult with before the changes?'*
- *'It needs to be looked at as people with a disability and condition will need another way to do it, you need another way to safeguard patients, who did you ask about the new system?'*
- *'Did you work in co-production with people who cannot read or use computers, do you understand how you are taking away our independence?'*
- *'When making decisions you should enquire about the impact on people with disabilities. It is going to disrupt the ability to make future appointments, I'm worried people will just not go to important appointments like diabetes and etc.'*

- South Sefton Podiatry appointment system and availability of routine / follow-up appointments.
 - We ask for the Trust to undertake a review of the appointment booking system of routine / follow-up appointments so that it works for both patients and staff. It is reported that limited appointment slots are released on a Monday morning and are fully booked in the morning. Patients have to ring back week after week to try and book an appointment, resulting in delays to their treatment, resulting in pain and discomfort.
- Disability Access – Sefton Road Family Health Clinic main reception desk.
 - We ask for the Trust to review the height of the reception desk in line with duties outlined in legislation, and for reasonable adjustments to be in place. It is reported that the desk height is too high and that the offer of a bell was not felt to be a reasonable adjustment.

For north Sefton community services, we would like to ask:

- Podiatry – The Trust to review the appointment booking system for the podiatry service and look at the system for follow-up appointment slots. It is reported that it is hard for patients to get through on the phone and there are appointments available when they do get through.
- Phlebotomy – We ask the Trust to confirm if the booking of Phlebotomy appointments will change to the same process that has been implemented for south Sefton? If the system will change, we would like to know how the trust has engaged with local residents and staff, and what feedback was received.
- We would like to ask the Trust what steps have been taken or will be taken, to ensure any changes to the booking of phlebotomy appointments will meet the requirements of the NHS Accessible Information Standards.

Who we would like to thank

- We would like to thank all the patients, family members, carers and local residents who took part and shared their feedback. This valuable feedback can support Mersey Care NHS Foundation Trust to shape their services for the future.
- We would like to thank People First Merseyside for inviting us to talk to them and sharing their views and feedback and being the voice for people with a Learning Disability.
- We would like to thank Mersey Care NHS Foundation Trust staff who worked at the health centres/clinics for taking the time to talk to us and for the feedback they shared. We would also like to thank them for their hospitality during the visits.
- We would like to thank Mersey Care NHS Foundation Trust for working with us and organising the visits, in particular we would like to thank Wendy Heckles, Head of Operations, Sefton Place and Anne Bennett, Assistant Director of Nursing, Sefton Place, CYP (Children & Young People) and Families.

Response from Mersey Care NHS Foundation Trust

Mersey Care
NHS Foundation Trust

Community and Mental Health Services

Joe Rafferty

6 October 2023

Chief Executive
Hollins Park House
Hollins Park
Winwick

Warrington. WA2 8WA

Email: joe.rafferty@merseycare.nhs.uk

FAO Wendy Andersen
Engagement Manager
Health Watch Sefton

Sent by email only

Dear Wendy

Thank you for sending Mersey Care the report regarding the experience of the residents of Sefton who use our Community Services. The time spent on visits talking to patients, their family members, carers and Mersey Care staff about their views and experiences of care provided is appreciated.

I have shared the report with the Senior Leadership Team for Sefton Community Services, and I am happy to confirm that we agree that the findings are accurate. Thank you for your kind words relating to our staff in Sefton, I will ensure this is fed back into the team.

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 on patients using our clinical services. 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 to contact you to discuss next steps, confirm action planning and agree the assurance processes.

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



Joe Rafferty CBE
Chief Executive

Chair: Rosie Cooper

Chief Executive: Joe Rafferty

Share your experiences and stories with us.

- We would like you to share your feedback on GP Access. 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.

healthwatch
Sefton

Have your voice heard

This is your opportunity to influence health and social care services. Your feedback will be anonymously featured on our feedback centre (www.healthwatchsefton.co.uk) and used to make recommendations for change.

You can also call **0800 206 1304** with your feedback.



Hospital



Doctors



Ambulance



Clinic



Dentist



Diagnosis



Community
Services

Leave feedback

What service would you like to comment on?

For example care at home, GP practice, hospital or any other health or social care service.

Can you give us more information

For example which department, ward, clinic, community team or council department.

Date(s) of your experience

How would you rate your overall experience? (Please circle)



1

Poor

2

Average

3

Good

4

Very Good

5

Excellent



Your ratings (Please circle)



Quality of treatment



Staff attitude



Cleanliness



Quality of food and drink (if applicable)



Communication



Discharge (if applicable)



Quality of environment



Appointment (waiting times)

Alternatively if you would like to leave your feedback via our website
please visit www.healthwatchsefton.co.uk

Summary of your experience (a few key words)

Please tell us about your experience

In relation to your comments are you a (please tick)

☐

Patient

☐

Carer

☐

Staff

☐

Relative

☐

Visitor

Stay in touch

Would you like to sign up to our newsletter? (please tick) ☐

Would you like to sign up as a community member? (please tick) ☐

Please ensure you leave your details below

Name:

Address:

Email:

Phone:

In sharing the above, your details will be recorded on the Healthwatch Sefton CIVICRM database.
Please refer to the Data Protection statement below and the Healthwatch Sefton Privacy Statement.

Are you Male or Female (please tick)

Age

☐

Male

☐

Female

Do you consider yourself to have a disability? (please tick)

☐

Yes

☐

No

☐

Prefer not to say

How would you describe your sexual orientation? (please tick)

☐

Heterosexual

☐

Gay

☐

Lesbian

☐

Bisexual

Do you currently live in the gender you were given at birth? (please tick)

☐

Yes

☐

No

☐

Prefer not to say

Contact us

If you would like more information about Healthwatch Sefton please **contact us** using the details below:

Email: info@healthwatchsefton.co.uk

Phone: 0151 920 0726 extension 240

Website: www.healthwatchsefton.co.uk

Text: 07434 810438

Freephone: 0800 206 1304

This leaflet is available in alternative formats on request including different languages, audio format, large print and easy read.

Please return this form to us using the address below (no stamp required):

Healthwatch Sefton Registered Office: FREEPOST RTCG-HGXH-LHRS,
Sefton Council for Voluntary Service (CVS), 3rd Floor, Suite 3B, North Wing,
Burlington House, Crosby Road North, Waterloo, L22 0LG.

Healthwatch Sefton. Company Ltd. by Guarantee Reg. No. 8452762

Data Protection

Healthwatch Sefton adheres to Sefton Council for Voluntary Service (CVS) Data Protection policies and procedures. Any personal or sensitive information is stored safely and securely by Healthwatch Sefton. Please see our Privacy Notice for further details at www.healthwatchsefton.co.uk/privacy. If you have any concerns or queries, please contact us.