

NHS Cheshire Clinical Commissioning Group

Insight and Intelligence Report

April – July 2020

Trimester one – v4

Introduction

We recognise how important it is for us to be open and transparent about how the feedback we receive informs our planning and decision making.

We need to ensure that public, patient and carer voices are at the centre of our local healthcare services, from planning to delivery. Every level of the commissioning system should be informed by listening to those who use and care about our services.

We'll use the feedback from our engagement and the patient experience data we collect alongside that collected and shared by our providers, partner organisations and regulators.

Three times per year we'll bring that information together to produce an 'Insight and Intelligence' report that will be used by our commissioning teams to shape programme plans and decision making.

These reports will be published to show what we've captured and we'll also publish details of how feedback has been used and the impact it's had.

COVID-19 has impacted all aspects of health and social care over recent months and as such much of the feedback we have received is related to the provision and delivery of services against a backdrop of Coronavirus.



How to use this report

NHS

Cheshire

Clinical Commissioning Group

This is the first of our Insight and Intelligence reports.

You'll see that we have collated and triangulated our collective data and split by local provider as well as against CCG programmes and the following domains:

- 1) [Safe High Quality Care](#)
- 2) [Building better relationships](#)
- 3) [Better information, more choice](#)
- 4) [Access and waiting](#)
- 5) [Clean comfortable place to be](#)

Each of these five sections contains information taken from the range of data sources shown on this page and towards the end of the report. For large scale national surveys and reports we have analysed the local data and provided a 'snapshot' of responses that corresponds to one of the five domains.

The information provided in the report aims to give a high level overview of feedback to consider alongside our local data with a view to reviewing the full data set should this be needed.

The majority of the data is qualitative and has been displayed as a series of comments and personal experiences. For those sources where the data is qualitative we have displayed our local data against a national (or regional if applicable) benchmark to provide context.

The data for this report is taken from the following sources, with hyperlinks (where applicable) to the original and full data sets.

NHS Cheshire CCG

[Cheshire Chat engagement sessions \(May & June\)](#)

[Maternity focus group report and review](#)

[Wound Care service review](#)

[Patient experience report April – May 2020](#)

[Patient experience report June – July 2020](#)

Healthwatch Cheshire

[COVID-19 Mental health and wellbeing report](#)

[Pride report](#)

[Quarterly report \(April-June\)](#)

CQC

[Maternity services survey 2019](#)

Primary Care

[GP Patient survey – Ipsos Mori 2020](#)

Feedback	Data source	Provider	CCG Programme(s)
I attended Leighton Hospital's A&E with mental health issues and they were appalling. They were only there to ensure that I was not in danger of suicide.	Healthwatch Cheshire quarterly report	Mid Cheshire Hospitals NHS Foundation Trust (MCHFT)	Unscheduled Care Mental Health, Learning Disabilities and Autism
Mum has returned home to Extra Care after nearly a month in hospital. She has overcome the Covid-19 virus... The doctors on ward 12 and ward 3 have been amazing.	Healthwatch Cheshire quarterly report	MHCFT	Unscheduled Care Living Well for Longer
Virtual outpatient review of a patient's care and treatment needs had taken place and was missing an important part of their medical history.	PALS & Complaints data	MCHFT	Thriving, Surviving and Prevention Primary Care
Contacted GP due to rash on chest. Advised to send a photo via a secure app. It felt a bit strange being seen in this way but the GP contacted me back the same day and prescribed antibiotics which was good.	Healthwatch Cheshire quarterly report	Primary Care - Cheshire East	Primary Care Thriving, Surviving and Prevention
We now have to start preparing for visiting care home patients. I am a BAME GP and going to be the lead GP for care homes. I need to ensure appropriate PPE can be obtained to see patients in nursing homes in a way that is safe for myself and patients.	Cheshire Chat	Primary Care	Primary Care Living Well for Longer
17 people had queries regarding issues with their medications.	PALS & Complaints data	Primary Care – Cheshire	Primary Care Thriving, Surviving and Prevention
Three people raised queries about Covid-19 shielding letters.	PALS & Complaints data	Primary Care – Cheshire	Primary Care

Safe, High Quality Care

Feedback	Data source	Provider	CCG Programme(s)
Community Nursing Services during COVID-19: Concerns were raised that District Nurses did not have PPE protection, not following Covid-19 social distancing requirements, were late for home visits, or did not attend appointments.	PALS & Complaints data	Cheshire and Wirral Partnership NHS Foundation Trust (CWP)	Living Well for Longer
Community nursing: dignity issues and manual handling of a deceased patient.	PALS & Complaints data	CWP	Living Well for Longer
Concern regarding the lack of support provided by the health visiting team, following a maternity discharge.	PALS & Complaints data	CWP	Strong Start
Concern that the GP Out of hours' service did not respond to a patient's urgent request for a consultation for over 24 hours.	PALS & Complaints data	CWP	Unscheduled Care
Concern regarding access to Attention Deficit Hyperactivity Disorder (ADHD) pathway for home educated children	PALS & Complaints data Complaints MP Query	CWP	Strong Start Mental Health, Learning Disabilities and Autism
Concerns that the hospital does not have an emergency walk in centre.	PALS & Complaints data MP query	Countess of Chester Hospital NHS Foundation Trust (COCH)	Unscheduled Care
Concern raised about cancer surgery waiting times.	PALS & Complaints data MP Query	COCH	Thriving, Surviving and Prevention
On site testing for COVID-19: turning up for tests but had not been registered, car parking difficulties, and concerns about booking tests for the virus	PALS & Complaints data	COCH	Unscheduled Care
I have a slight concern about children returning to school at the start of June and the risk of them catching covid-19 with them mixing with possibly vulnerable teachers and children, then them fetching the virus back into the family home.	Cheshire Chat	n/a	Unscheduled Care Strong Start

2019 CQC Maternity services survey : snapshot of themed questions & responses

	Countess Of Chester	MCHFT	East Cheshire Trust	Lowest trust score in England	Highest trust score in England
Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?	9.3	9.8	9.8	8.0	10.0
Were you (and/or your partner or a companion) left alone by midwives or doctors at a time when it worried you?	7.9	8.9	8.5	5.5	9.2
If you raised a concern during labour and birth, did you feel that it was taken seriously?	8.9	9.3	8.5	7.0	9.6
Thinking about your care during labour and birth, were you treated with respect and dignity?	9.4	9.8	9.5	8.8	9.9
Did you have confidence and trust in the staff caring for you during your labour and birth?	9.3	9.7	9.5	8.0	9.7
If you needed attention while you were in hospital after the birth, were you able to get a member of staff to help you when you needed it?	8.0	8.2	7.2	6.4	9.5
Were you given information about any changes you might experience to your mental health after having your baby?	8.1	7.2	7.7	6.2	8.6

Within 0.1 of highest trust score

Equal to highest trust score

2020 GP Patient survey: snapshot of themed questions & responses

	Yes		No	
	Cheshire CCG	National	Cheshire CCG	National
During your last general practice appointment, did you feel that the healthcare professional recognised and/or understood any mental health needs that you might have had?	90%	85%	10%	15%
	Across Cheshire more patients found that healthcare professionals understood their Mental Health needs (and therefore fewer found they did not) than the national average			
In the last 12 months, have you had enough support from local services or organisations to help you to manage your condition (or conditions)?	81%	77%	19%	23%
	Across Cheshire more patients found they had enough support from local services to support their condition/s (and therefore fewer found they didn't have enough support) than the national average			

Feedback	Data source	Provider	CCG Programme(s)
Negative experiences always relate to how people are spoken to and how they are left feeling. People often feel like they are coerced into decisions and not given the full information.	Online maternity focus group	n/a	Strong Start
It would be really great to link the Voluntary Community and Faith sector (VCFS) into the care being provided to people at home to help keep them independent. We have learned lots over the last few months and this can add value to your other services	Cheshire Chat	n/a	Living Well for Longer New Models of Care
Inconsistency of support from Health Visitors across Cheshire particularly during the COVID19 pandemic leaving parents often feeling isolated and unsupported.	Online maternity focus group	Cheshire East Council Cheshire West and Chester Council	Strong Start
Support - Someone actually checking up that we are OK. Cheshire East Council have put me and a volunteer in touch for shopping occasionally for me. I need the bed clothes changing, I need jobs doing in the house, but as I am self-isolating, this is not possible.	Healthwatch Cheshire COVID-19 Mental Health & Wellbeing report	Cheshire East Council	Primary Care New Models of Care
The service is good but my initial dressing fell off, so I had to contact the Practice - you wait ages for an appointment!	Wound care service engagement	Central Cheshire Integrated Care Partnership (CCICP)	Primary Care Living Well for Longer
Continuity of carer experience was poor as saw different professionals each time, so had to repeat information on every occasion, a lot of repetition took place. This is tiring and stressful for pregnant women.	Maternity focus group	General – all maternity services	Strong Start
The counselling, diagnosis and recovery college is excellent. I have been attending for 18 years. The new team who just started did a full assessment and were great, however I had to go over the whole story of drugs and alcohol issues. It has been nice to talk to someone, you need this from time to time.	Healthwatch Cheshire Pride Report	Cheshire and Wirral Partnership NHS Foundation Trust (CWP)	Thriving, Surviving and Prevention Mental Health, Learning Disabilities and Autism

Feedback	Data source	Provider	CCG Programme(s)
Inconsistencies on whether phones can be used to video time partners who are not able to go to scans due to COVID-19. Some people have been allowed and others not.	Healthwatch Cheshire Quarterly report	Countess of Chester Hospital NHS Foundation Trust (COCH)	Strong Start
Several contacts made from people who had received a letter informing them that they had been deregistered from their GP Practice due to living outside the practice boundaries.	PALS & Complaints data	Primary Care	Primary Care
Spoke to a doctor, told them I was gay, their behaviour was suddenly different and they had a poor attitude towards me	Healthwatch Cheshire Pride Report	Primary Care	Primary Care
Doctor was very negative asking, was I sure about coming out as trans, partner would leave me and I'm older?	Healthwatch Cheshire Pride Report	Primary Care	Primary Care
When I attend my GP Practice, I rarely see the same doctor, so I feel I have to 'out' myself all the time. This isn't right and so I feel I am being treated differently; I am nervous.	Healthwatch Cheshire Pride Report	Primary Care	Primary Care
Four people were unhappy with the staff attitude at GP Practices.	PALS & Complaints data	Primary Care	Primary Care

2019 CQC Maternity services survey : snapshot of themed questions & responses

	Countess Of Chester	MCHFT	East Cheshire Trust	Lowest trust score in England	Highest trust score in England
During your antenatal check-ups, did your midwives appear to be aware of your medical history?	7.5	7.3	6.5	5.2	8.1
During your antenatal check-ups, did your midwives listen to you?	9.1	9.0	9.5	8.3	9.6
Thinking about your antenatal care, were you spoken to in a way you could understand?	9.5	9.6	9.7	8.9	9.8
Did the staff treating and examining you introduce themselves?	9.6	9.5	9.2	8.5	9.9
Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?	8.0	8.3	7.8	6.7	9.2
Did the midwife or midwifery team that you saw take your personal circumstances into account when giving you advice?	9.2	8.6	9.0	7.9	9.5

Within 0.1 of highest trust score

2020 GP Patient survey: snapshot of themed questions & responses

	Helpful		Not helpful	
	Cheshire CCG	National	Cheshire CCG	National
How helpful do you find the receptionists at your GP practice?	90%	89%	10%	11%
	Across Cheshire more patients find receptionists helpful (and therefore fewer find them not helpful) than the national average			

Better
information,
more choice

Feedback	Data source	Provider	CCG Programme(s)
Clarification around the temporary suspension of births at Macclesfield hospital is required, there are lots rumours being talked about amongst mums and families which is causing worry and uncertainty.	Maternity focus group PALS and Complaints data	East Cheshire NHS Trust (ECT)	Strong Start
The webpage on Leighton Hospital with regards to being kept up to date is appalling. How do people find out what is on, where to go.	Healthwatch Pride Report	Mid Cheshire Hospitals NHS Foundation Trust (MCHFT)	Thriving, Surviving and Prevention Unscheduled Care
I find the NHS and GP's website difficult to follow. Can they have an easier version (easy read) for people with learning difficulties.	Healthwatch Pride Report	General NHS providers	Mental Health, Learning Disabilities and Autism
Lack of signposting. I am a trans male/female, it is so difficult to find information for treatment and support	Healthwatch Pride Report	General information	Thriving, Surviving and Prevention Primary Care
Parents need choice and clear information to feel they can make a good decision.	Maternity focus group	General – all maternity services	Strong Start
Not knowing what to expect causes stress and anxiety, not knowing if partners can be at the birth.	NHS Cheshire CCG maternity survey	General – all maternity services	Strong Start
It is very hard to get good information from the receptionists and I find them very difficult to talk to and they are not supportive at all. I have mental health issues and it's very hard for me to even ring up and then I get a very uncooperative receptionist.	Healthwatch quarterly Report	Primary Care – Cheshire East	Primary Care Mental Health, Learning Disabilities and Autism
The current need for GP consultation etc. via video and telephone may well seem a long term useful way of working, but we need to be sure that the technical capacity in terms of telephones and video links will be in place going forward and that those patients in outlying villages who do not have access to the internet, or are not computer savvy will be adequately catered for.	Cheshire Chat	Primary care	Primary Care

Better
information,
more choice

2019 CQC Maternity services survey: snapshot of themed questions & responses

	Countess Of Chester	MCHFT	East Cheshire Trust	Lowest trust score in England	Highest trust score in England
Were you offered any of the following choices about where to have your baby?	4.4	5.1	3.2	3.1	6.5
Did you get enough information from either a midwife or doctor to help you decide where to have your baby?	7.7	7.8	7.5	6.1	8.6
During your pregnancy did midwives provide relevant information about feeding your baby?	7.2	7.7	6.7	4.3	8.9
Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?	8.1	8.3	8.3	6.9	9.1
Were your decisions about how you wanted to feed your baby respected by midwives?	9.5	9.3	9.3	8.2	9.9
Were you given a choice about where your postnatal care would take place?	8.1	4.4	4.2	2.4	7.1

Within 0.1 of
lowest trust score

Better
information,
more choice

2020 GP Patient survey: snapshot of themed questions & responses

	Yes		No	
	Cheshire CCG	National	Cheshire CCG	National
When you last tried to make a general practice appointment), were you offered a choice of appointment?	60%	60%	40%	40%
	Across Cheshire the choice available to our patients is in line with national average			

Access and waiting

Feedback	Data source	Provider	CCG Programme(s)
Older people have been impacted disproportionately by COVID, but are also, traditionally less likely to access mental health services.	Cheshire Chat	n/a	Living Well for Longer Mental Health, Learning Disabilities and Autism
Need to have Local services, accessible and personalised care	NHS Cheshire CCG maternity survey	General – all maternity services	Strong Start
Uncertainty during Covid-19: when they would be seen, the potential waiting times, the risk to their health if not seen by health professionals, and their potential risk should they have to attend the hospital in person. Followed by as the COVID-19 restrictions eased, needed updates of their planned care appointment and treatments	PALS & Complaints data	Cheshire health & care system in general	Primary Care Thriving, Surviving and Prevention Unscheduled Care
In terms of Mental Health, people have different needs and face to face and group sessions are vital for many people.	Cheshire Chat	Cheshire and Wirral Partnership NHS Foundation trust (CWP)	Mental Health, Learning Disabilities and Autism
I have no access to mental health support.	Healthwatch Cheshire COVID-19 Mental Health & Wellbeing report	CWP	Mental Health, Learning Disabilities and Autism
I have been suicidal and struggling with my mental health for many years, I have been waiting now for over a year to be seen by a Psychologist as my issues are considered too extreme for CBT and the 6-week IAPT course I did. I feel that the waiting time for Mental Health services unless you can afford to pay, which I can't, is a dangerous level, there is a lack of counselling etc.	Healthwatch Cheshire Quarterly Report	CWP	Mental Health, Learning Disabilities and Autism
Several calls from those who were concerned about the long waiting times for the Autism Spectrum Disorder (ASD) services.	PALS & Complaints data	CWP	Mental Health, Learning Disabilities and Autism

Access and waiting

Feedback	Data source	Provider	CCG Programme(s)
Several calls from those who had experienced difficulties accessing the health visitor and district nurse services during the early COVID-19 period, including those newly discharged patients who needed care	PALS & Complaints data	CWP	Strong Start
Concern that NHS patient transport had been discontinued following review of patient criteria.	PALS & Complaints data MP Query	West Midlands Ambulance Service (WMAS)	Living Well for Longer
Was contacted by her surgery to say that her B12 injections had been cancelled. She phoned the surgery and was told that they were looking at putting her on tablets as she should have enough B12 stored to be okay for 12 months.	Healthwatch Cheshire Quarterly Report PALS & Complaints data	Primary Care	Primary Care Thriving, Surviving and Prevention
Six people had difficulties getting through to their GP Practice by telephone	PALS & Complaints data	Primary Care	Primary Care
I am required to have bi-monthly blood tests, this has never been a problem at the VIN. However due to COVID-19 they clearly wish to restrict the numbers of people in one area, which I totally understand. However, there is one person who is working on the booking line and this is constantly engaged. I have managed to get through twice but they have immediately hung up on me. My GP will not issue me a repeat prescription. There are clearly insufficient resources placed on this service, the phlebotomy and the VIN has always been extremely busy.	Healthwatch Cheshire Quarterly Report	Mid Cheshire Hospitals NHS Foundation Trust (MCHFT) Primary Care	Primary Care Thriving, Surviving and Prevention Unscheduled Care
Small number of contacts from patients in relation to accessing the Phlebotomy Service	PALS & Complaints data	MCHFT	Thriving, Surviving and Prevention Unscheduled Care

Access and waiting

Feedback	Data source	Provider	CCG Programme(s)
Concerns about the lack of access to Phlebotomy appointments at MCHFT, during the COVID-19 period. A number of constituents had raised concern that they were unable to contact for appointments by telephone and that answerphone messages were not being returned.	PALS & Complaints data MP Query	MCHFT	Thriving, Surviving and Prevention Unscheduled Care
Two people had difficulties getting through to their GP Practice Four people experienced difficulties obtaining GP appointments (telephone)	PALS & Complaints data	Primary Care	Primary Care
Concern regarding waiting times for appointments for assessment of cataracts (18 months) and subsequent surgery (8 months). Lack of information provided regarding choice of provider and potential earlier waiting times.	PALS & Complaints data	Countess of Chester Hospital	Thriving, Surviving and Prevention Primary Care
I've got no objection where I go if it happens again as long as it's not too far away like Leighton.	Wound Care service engagement	Central Cheshire Integrated Care Partnership (CCICP)	Living Well for Longer

2020 GP Patient survey: snapshot of themed questions & responses

	Easy		Not Easy	
	Cheshire CCG	National	Cheshire CCG	National
Generally, how easy is it to get through to someone at your GP practice on the phone?	67%	65%	33%	35%
	Across Cheshire patients believe it is easy (and therefore fewer believe it is not easy) to get through to a GP practice than the national average			
How easy is it to use your GP practice's website to look for information or access services?	80%	76%	20%	24%
	Across Cheshire patients believe it is easy (and therefore fewer believe it is not easy) to use GP's websites than the national average			

Clean
comfortable
place to be

Feedback	Data source	Provider	CCG Programme(s)
The gowns don't fit, the PJ's don't fit and the pads don't fit. There was a lack of dignity. Systematic failure, failure to people who are non-verbal.	Healthwatch Cheshire Quarterly report	Countess of Chester Hospital NHS Foundation Trust (COCH)	Thriving, Surviving and Prevention
Midwives all strict on wearing PPE. All working hard to try and make me feel comfortable. Had side room for induction and after birth which was great. Quick discharge all services working together to get us home quickly after birth.	Healthwatch Cheshire Quarterly report	COCH	Strong Start
The A&E staff were very kind and advised I stay overnight for observation. I didn't want to stay in but they thought it was for the best especially as I live alone. The trolley I waited on to be seen was not comfortable but the staff were kind and offered me a blanket, asked if I was warm enough and if I needed a drink or something to eat	Healthwatch Cheshire Quarterly report	Mid Cheshire Hospitals NHS Foundation Trust (MCHFT)	Unscheduled Care

2019 CQC Maternity services survey: snapshot of themed questions & responses

	Countess Of Chester	MCHFT	East Cheshire Trust	Lowest trust score in England	Highest trust score in England
During your labour, did staff help to create a more comfortable atmosphere for you in a way you wanted?	7.6	8.4	7.7	6.5	8.7
Thinking about your stay in hospital, how clean was the hospital room or ward you were in?	8.9	9.5	9.6	7.7	9.6

Equal to or within 0.1 of highest trust in England

Closing the loop

This report has been designed to act as a repository for insight and intelligence enabled themes and trends to be collated.

Our aim is for this report and the information contained within to be used to inform commissioning and contracting decisions and to enable the CCG to demonstrate the residents' voice in the commissioning cycle.

As we look towards the report for the second trimester we will include a section which looks more to the co-design and partnership elements of this cycle.

This will let our residents, people and communities know the difference their feedback, stories and experience has made to our work.

It will also support us to continue to be open and honest and explain decisions, letting people know if we're not able to do things differently and why.



Data sources

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Our providers in this report

[Countess of Chester Hospitals NHS Foundation Trust](#)

The Countess of Chester is the main NHS hospital for Chester and its surrounding area. It currently has 625 beds, general medical departments and a 24-hour accident and emergency unit.

[Mid Cheshire Hospitals NHS Foundation Trust](#)

Mid Cheshire Hospitals NHS Foundation Trust is an acute hospital trust in Cheshire. It runs Leighton Hospital in Crewe, Victoria Infirmary in Northwich and Elmhurst Intermediate Care Centre in Winsford.

[East Cheshire NHS Trust](#)

East Cheshire NHS Trust provides a range of community health services and operates three hospitals - in Macclesfield, Knutsford and Congleton.

[Cheshire and Wirral Partnership NHS Foundation Trust](#)

Cheshire and Wirral Partnership NHS Foundation Trust provides mental health services, learning disability services and substance misuse services across Cheshire and Wirral.

[Central Cheshire Integrated Care Partnership](#)

Central Cheshire Integrated Care Partnership (CCICP) brings together three organisations that aim to transform, develop and deliver community health care services that are focussed on delivering high quality, safe care in the right place at the right time.

[West Midlands Ambulance Service University NHS Foundation Trust](#)

The West Midlands Ambulance Service University NHS Foundation Trust is the second-largest ambulance service, and the first university ambulance trust in the UK. They provide a patient transport service in Cheshire