

NHS Cheshire Clinical Commissioning Group

Insight and Intelligence Report

December 2020 – March 2021

Trimester three

Introduction

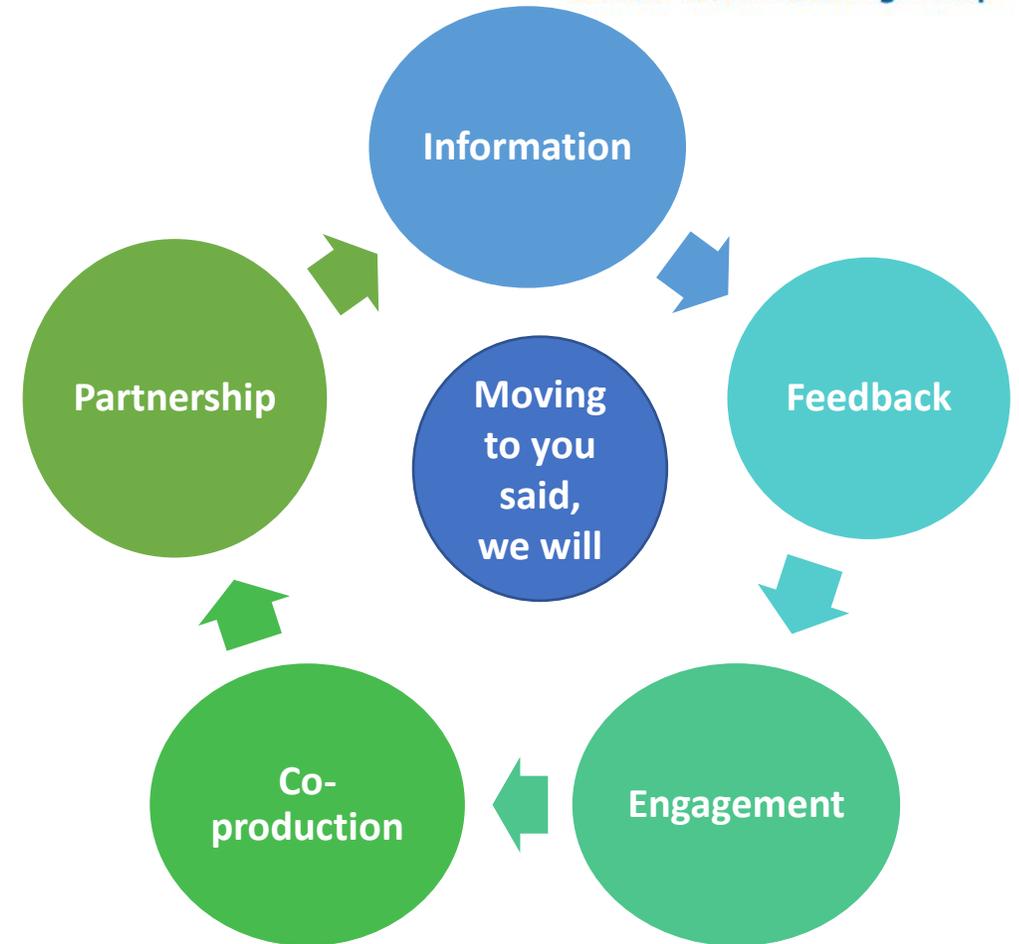
We recognise how important it is for us to be open and transparent about how the feedback we receive informs our planning and decision making.

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.

It's essential that we embed the residents' voice in the commissioning cycle and strengthen our ability to demonstrate the impact that feedback has on our work.

In closing the loop you'll see examples of:

You said, we did: where collectively we have acted on the feedback and insight from our residents and used this to inform the way in which we commission services for the people of Cheshire



How to use this report

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

Each of the sections contains information taken from the range of data sources shown on this page and towards the end of the report.

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 ease you can follow the links below to take you to the relevant programme areas:

[Primary Care](#)
[Pharmacy](#)
[Strong Start](#)
[Thriving, surviving and prevention](#)
[Mental Health, Learning Disabilities and autism](#)
[Living well for longer](#)
[Unscheduled Care](#)
[Communications and Engagement](#)

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

[In it Together Campaign](#)

[CCG Governing Body Meeting and Vaccine Q&A – January 2021](#)

[Patient Experience Report December 2020 – February 2021](#)

[COVID19 Vaccine Fertility Focus Group - March 2021](#)

Healthwatch Cheshire

[Citizens Focus Panel November 2020 – Flu Vaccinations](#)

[Citizens Focus Panel December 2020 – GP & Pharmacy Access](#)

[Citizens Focus Panel January - February 2021 – COVID19 Vaccinations](#)

[Quarterly Report October – December 2020](#)

[Report on Public Views on Health and Care during COVID19 in Cheshire East](#)

[Report on Public Views on Health and Care during COVID19 in Cheshire West](#)

Care Opinion Website

<https://www.careopinion.org.uk>

Closing the loop



Cheshire

Clinical Commissioning Group

You said, we did

It's here that we share with you the impact the engagement and involvement of our residents has had on our commissioning and the way we have used this to ensure people in Cheshire receive the best possible care

You said	 We did
You wanted an increased focus on getting patients to be more involved in the planning and decisions being made when it comes to their own healthcare	Increasing virtual consultations where appropriate. Dedicated social prescribing in place to support carers.
You wanted to reduce the amount of time you have to wait for a hospital appointment	Temporary COVID -19 funded Phlebotomy Community Hub models will be implemented from October 2020 to March 2021. Established ophthalmology services in the community to maintain access to services
You wanted to reduce the reliance on emergency and urgent care	Set up a dedicated Care Home Practice in Chester, providing consistent support to 927 residents in 15 care homes by March 2021 Worked with providers to develop integrated hubs to help coordinate sourcing of care Development of NHS First services to support sign posting to the most appropriate service
You would like to see more promotion of self-care to manage the health needs of the local population	Continue to progress the roll out of the Self Care Awards across schools, colleges and workplaces in Cheshire
You would like to see more to support carers, particularly young carers	Worked with local authorities to strengthen or develop an integrated All Age Carers Strategy . Ensure joined up support now being offered by health, social care and many voluntary and third sector providers to young carers

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 You said	 We did
You wanted continued focus on getting people to stop smoking	Commissioned a joint provider (Brio and One You) across Cheshire to improve access to services Changed delivery of Stop Smoking Services to telephone and online.
You would like to see improved support for people living with serious mental illness in the community	Supported more people with severe mental illness to receive health checks aimed at reducing years of life lost associated with severe mental illness Support access to prompt support via a 24/7 crisis helpline
You wanted to ensure there was access to support for children and younger people who need help	Mental Health Support Teams established in selected schools across Crewe and Ellesmere Port
You wanted to see an increase in Breastfeeding rates	Connections with Infant Breastfeeding leads are in place.
You want to see better health outcomes for people with LD and Autism	National target for health checks for Cheshire CCGs (75%) achieved for 2019/20
You wanted to see more support to reduce the number of falls	Plans are in place to consider technology to identify people in care homes that are at risk of falls.

You said, we did

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You said		We did
You wanted end of life care to be better supported		Online education programme delivered to Cheshire workforce in end of life care related topics. Additional bereavement support commissioned in response to COVID-19.
You would like to see improved quality of life for those people living with long term conditions		Actively engaged with primary care and the diabetes essentials service to increase access to structured education and self-management tools for patients with diabetes Rolled out Blood Pressure monitors to support GP's with early detection
That Maternity Voices Partnerships were key to supporting maternity services in Cheshire		Funding secured to continue the three successful and vibrant Cheshire Maternity Voice Partnerships
You wanted to ensure the needs of children and young people with Special Educational Needs and Disabilities (SEND) are met		Continued the Support and Training Working Group Established a Cheshire Autism Clinical Network group
You want to see Autism Awareness training to support care home staff		Enhanced training in place across the workforce in Health and social care - focus on GP practices
You want an increased focus on getting individuals and their carers to be more involved in the planning and decisions around the type of care needed		We have a Care and Accommodation Board that proactively plans for the care and accommodation requirements for those with learning disabilities and/or mental health needs

Feedback	Data source	Provider
I know that accessing Healthcare services is safe.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
Our GP Practice has encouraged patients to seek appointments as usual, while pointing out the different ways they have to operate.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
I think some of the current arrangements are actually an improvement. Now I can have a telephone call and scheduled appointments which happen on time.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
The news tells us an awful lot about how services are overwhelmed at the moment so I don't want to be a burden.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
Clinical vulnerabilities have made health care increasingly difficult to access.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
It can feel petty to access some NHS services at such unprecedented times.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
It seems that there are a lot of cases where people have serious health concerns backing up during lockdown.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
I have had to wait quite a while first thing in the morning to get hold of my GP Practice. The NHS Patient Access App doesn't seem to have had any routine appointments available over the last few months.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
8am seems to be the only time you're allowed to call. Very difficult for people who start work at 9am.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
By the time I got through the receptionist told me all the appointments had gone for that day and to call back the following day. This seems to be a common occurrence.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care

Feedback	Data source	Provider
I logged into the NHS Patient Access app on Sunday evening and got a telephone appointment with my own GP at 9.30am the next day (Monday).	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
Out of 50 respondents, the vast majority told us that they would be happy using video and telephone calls for certain types of appointments across all healthcare settings. This tells us that the method of communication and setting used for healthcare appointments is very much dependent on the issue for which people are presenting.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
More online appointments are needed. I have things I need to see a GP about, but cannot make the call.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
I'd like to emphasise the pressures under which NHS staff are currently working. They do a great job in difficult circumstances and at some risk.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
COVID-19 seems an excuse for some services being poor or slow. My main concern is the lack of services at the weekend.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
I'm concerned about the build-up of cancer and other treatments, including elective surgeries.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
Whenever I have called to request an appointment, there's often a wait, but I've always managed to get one without any issues.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Primary Care
My Husband had a flu jab at his GP, he said it was a straightforward and speedy process.	Healthwatch Citizens Focus Panel Flu Vaccinations	Primary Care
I would have liked for there to be an option where I could receive my Flu Jab at my normal Doctor's appointment, but unfortunately, I was told this was not possible at this time.	Healthwatch Citizens Focus Panel Flu Vaccinations	Primary Care

Feedback	Data source	Provider
It was a very quick and efficient, my GP Practice held an outdoor session. No problems were encountered during the session.	Healthwatch Citizens Focus Panel Flu Vaccinations	Primary Care
Me and my eldest son's flu jabs were very straightforward and easy to book. My son had his done at school and I received a great service at my local GP Practice.	Healthwatch Citizens Focus Panel Flu Vaccinations	Primary Care
I had my annual flu jab this year, with my wife, at our GP Practice. We booked the appointment online via Patient Access.	Healthwatch Citizens Focus Panel Flu Vaccinations	Primary Care
As there are multiple arrangements for delivering vaccination (including hospital hubs, GPs and pharmacies) is there potential for individuals to end up with multiple bookings? We need to manage the risk of confusion around bookings and the harm it could do to public confidence.	CCG Governing Body Meeting and Vaccine Q&A – Jan 2021	Primary Care
My biggest concern/question- what are NHSE going to do to reduce the impact of last minute changes to vaccine supply. This is in the context of practices having to plan vaccine clinics at short notice, on the promise of vaccine delivery, and then with hours to go, being told vaccine not coming.	CCG Governing Body Meeting and Vaccine Q&A – Jan 2021	Primary Care
What booking system are you using to manage the cohort invitations centrally or is it up to each practice? As we move onto the more internet savvy generations will you be inviting via SMS/email rather than Royal Mail which is very delayed at the moment.	CCG Governing Body Meeting and Vaccine Q&A – Jan 2021	Primary Care
Are you ensuring that all clinically extremely vulnerable are included in group 4 of the vaccine rollout? From personal experience, I know that this does not happen automatically.	CCG Governing Body Meeting and Vaccine Q&A – Jan 2021	Primary Care

Feedback	Data source	Provider
The narrative has all been about the NHS frontline and the perception is that this means hospitals rather than GPs in primary care there is an unconscious bias about GPs not dealing with Covid.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
GPs get the brunt of frustration as hospital is not somewhere people contact with a query or for advice or a worry. Hospitals are referring everyone back to the GP e.g. a deferred gall bladder removal need pain management and ongoing reviews by GP until the elective procedure is done.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
Patients are becoming increasingly frustrated with waiting for appointments and investigations. There is frustration that people can't just turn up in person and get an appointment they expect to see a doctor or nurse immediately.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
Sometimes reception staff have been brought to tears. Some people don't want to listen because they have already decided what it is they think they need and are angry when they can't have a face to face appointment with their doctor of choice.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
Need to recognise that staff may be suffering from bereavement or grief and will have their own personal circumstances to deal with such as partners who are furloughed, children home schooling, isolation and their own worries about relatives and loved ones. NHS Front of house staff are they are human beings and do their jobs because they care.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
More patients are complaining which puts additional pressure on staff and takes up time. Reception staff have experienced abusive patients.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
Staff have run out of resilience people need to be forgiving and kind and remember that reception staff are people too. Need to consider the mental health impact on GP front of House staff.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
Appointments are available in the evenings and at the weekend but this means GPs and reception staff are getting less downtime.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care

Feedback	Data source	Provider
Our mental health is very important and there is a shortage of resources. We are trying our best to be resilient but can't turn off when we go home sometimes we are upset hurt and demoralised.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
Sometimes it doesn't matter what we do if there are no appointments available. Patients just have to wait and it's very frustrating we need to educate people about why we do what we do.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
We will only bring them to the surgery as a last resort to keep them safe. People think that because the surgery is quiet we are closed or not busy but in actual fact we are busier than ever behind the scenes.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
We're not building a wall to keep patients out we have put in procedures to keep them safe. For example, the use of PPE is to protect them and not the GP or nurse. When patients are waiting, we're not avoiding seeing people, but we are reducing footfall to keep them safe.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
There is a perception that GPs have abandoned residents in care homes but they're still being seen face to face or via video or telephone calls. GPs don't want to take infections into care homes.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
Telephone appointments have speeded up procedures rather than making people wait for a face to face appointment. There are benefits of these news ways of working. Face to face appointments take a long time because we need to clean the room and change PPE between each appointment so there are fewer of them.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
It is safer to be digital where we can, if patients can take a photograph or work a video call, we can make an assessment without putting anyone at risk.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
It can take longer on the telephone to make an assessment. Telephone calls are easier for follow up appointments but for new symptoms it is more difficult.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care

Feedback	Data source	Provider
We haven't got magic wands. Receptionists are trying to help so they need to ask questions to help people to access the right services.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
Receptionist's also order follow up investigations and specialist appointments as well as make an appointments with the GP – they are not just booking calls.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
One receptionist described excellent peer support from colleagues and the Practice having an open culture of sharing with supportive management and leadership.	In it Together Campaign – CCG and Maktub Consulting Limited	Primary Care
I had my COVID-19 jab in mid-January at Poynton Civic Hall. It was all extremely well organised and showed the NHS at its best.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care
At my GP Practice. I received a phone call 2 days before giving me the appointment. I walked to save congestion in car park. My appointment was for 9am. I was out by 9.20. All very efficient but very quiet. My husband went 5 days earlier - the first day for vaccine locally. He waited 15 mins but mostly under cover. Again, very efficient. We were both thrilled to receive it.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care
I received my COVID-19 jab at St Columba's Church, Chester. It was a very smooth, organised experience, including; arrival, reception, vaccination observation room and exit.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care
My Doctor called on the phone and explained why it was important for my wife to receive her vaccine to prevent escalation of her poor health. The process of the on-call doctor making a home visit to give my wife her vaccination was explained as well.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care
I've been following the media coverage; and there's lots of information and blogs on my GP's website.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care

Feedback	Data source	Provider
I just haven't received any proper information; I've been told nothing.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care
Process seemed convenient enough but patients not clear about process when they arrived or who would be doing the vaccination.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care
It would be good to have a way of checking that all who are eligible are on the list, and in particular the extremely clinically vulnerable. At present you're not supposed to ring surgeries so you have no way of knowing you're on any list.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care
There could be more information about what happens on the day as its quite a nerve-wracking experience and you feel like cattle moving through a production line.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care
Details of where we are with getting the vaccine and what process they have put in place. It would be fantastic to get some information from our surgery but alas there has been nothing which is not unexpected as channels of communication are rarely used.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care
I wish my surgery would use the communication systems available to keep me informed of what's happening and progress in dealing with the backlog of issues as well as Covid progress.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	Primary Care
I have had great difficulty accessing my GP, either via the telephone or in person. I understand that the GP has issues with physical access due to Covid-19, but the communication is not very good at all at the moment.	Healthwatch Quarterly Report	Primary Care
GP was supposed to make a referral to Wythenshawe, took them months to write and send the referral. Three times I contacted them and they said they were doing it but they did not. This last time they said that they have now finally sent the referral but to Macclesfield not Wythenshawe as the rules have changed.	Healthwatch Quarterly Report	Primary Care

Feedback	Data source	Provider
<p>16 comments and complaints were received from patients and their carer's in relation to their negative experience of attending local Covid-19 vaccination centres. Points of concern included:</p> <ul style="list-style-type: none"> - Insufficient car parking - Inadequate outside shelter whilst queuing - Monitoring to ensure individuals maintained social distancing - Lack of ventilation - Poor use of facial masks / not reinforcing use of masks 	CCG Patient Experience Team Data	Primary Care
<p>33 contacts were identified relating to GP primary care services. These included the following themes; difficulties getting through to their GP Practices by telephone; concerns about delays in prescribing, medication change delays between GP Practice and Consultant, de-registration due to being outside GP practice boundaries, access to GP for overseas visitor, registration issues, medical record enquiries, concerns relating to the closure of a branch surgery, lack of an ear wax removal service, staff attitude.</p>	CCG Patient Experience Team Data	Primary Care
<p>My daughter could only have a telephone appointment with her GP and my Dad has stage 4 heart failure and has had 2 hospital appointments cancelled which I have found stressful.</p>	Healthwatch Public Views on Health and Care during COVID19	Primary Care
<p>The online and telephone consults were thorough and saved a tremendous amount of time, no waiting around or parking charges. It wouldn't work for all appointments, i.e. those where a physical exam was necessary but it would certainly cut down clinic waiting times and would be more efficient.</p>	Healthwatch Public Views on Health and Care during COVID19	Primary Care



Feedback	Data source	Provider
The vast majority of respondents told us that they've experienced issues with readily accessing their local pharmacy over the last few months, particularly when collecting prescriptions. Many indicated that issues with communication and availability of medicines was particularly prevalent in the early months of the pandemic.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Pharmacy Services
Social distancing, the relatively small size of some pharmacy premises and delays in service have created the need for many respondents to queue outside to access services, often in adverse weather conditions. The vast majority of people noted that they accepted the need for such measures, and felt safe accessing their pharmacy, despite the difficult circumstances.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Pharmacy Services
Some people told us they've adjusted their visiting habits to avoid peak times when queues are more likely and generally noted the positive attitude of staff, despite challenging working conditions.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Pharmacy Services
I still receive excellent service from my pharmacy, despite challenging conditions, they're safe and efficient.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Pharmacy Services
I visit at the same time each month, it's usually fine. On the last few occasions, the queues have been very long.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Pharmacy Services
I haven't received notifications when my prescription's ready – it just sits there. I have to go in person and check.	Healthwatch Citizens Focus Panel GP and Pharmacy Access	Pharmacy Services
I booked an appointment for my flu vaccination online for my local Tesco store. It was very easy to book in. The gentleman doing my flu jab was very pleasant.	Healthwatch Citizens Focus Panel Flu Vaccinations	Pharmacy Services
My elderly friend is having chemotherapy treatment for cancer. When he needs to collect his prescription, the patients are being asked to queue depending on alphabetical order for two 2-hour slots per day, morning and evening. This has resulted him standing for over an hour in a queue in the freezing cold.	Healthwatch Quarterly Report	Pharmacy Services

Feedback	Data source	Provider
In a world that's currently full of chaos I have to commend the care that my baby girl received from Leighton hospital. The paramedics that attended, the lovely staff in A&E and the team on ward 17 CAU were amazing, so very kind and reassuring at a worrying time.	Care Opinion Website	Mid Cheshire Hospitals NHS Foundation Trust (MCHFT)
Today I had to have surgery following an incomplete miscarriage, I have been touched by the kindness I received. I have not had the best experience at Macclesfield in the past but I can't thank every one of the staff who have cared me over the last 3 weeks.	Care Opinion Website	East Cheshire NHS Trust (ECT)
One individual raised concern regarding the access for partners in maternity delivery suites.	CCG Patient Experience Team Data	N/A
Health visitor visits do not happen and I understand why, but not even a phone call to check in with mother and child to ensure we are coping OK. Especially if the mother showed signs of mental health issues before lockdown.	Healthwatch Public Views on Health and Care during COVID19	N/A
Labour and postnatal care excellent but no visitors on postnatal ward.	Healthwatch Public Views on Health and Care during COVID19	MCHFT
Concern about newborn's development, socialisation and developing immune system to all other 'normal' germs etc. before he needs to start childcare and I return to work.	Healthwatch Public Views on Health and Care during COVID19	N/A
Concerns regarding the Contraceptive pill and whether the combination of the vaccine can cause any issues or even affect the pill from working. Also concern that some contraceptive pills already carry a risk of blood clots and the news stories of the Astra Zeneca vaccine also being linked to blood clot risks.	Healthwatch / CCG COVID19 Vaccine Fertility Focus Group	N/A
People do seem to have trust in scientists – wouldn't have passed the vaccine if they thought there could be fertility issues.	Healthwatch / CCG COVID19 Vaccine Fertility Focus Group	N/A

Feedback	Data source	Provider
Concern about boosters and the implication of those – will we have to have each one even if pregnant?	Healthwatch / CCG COVID19 Vaccine Fertility Focus Group	N/A
Some people may be concerned regarding the vaccine being developed so quickly and whether testing has been rigorous enough. This may cause people to wait and learn more about it as time goes on.	Healthwatch / CCG COVID19 Vaccine Fertility Focus Group	N/A
Some women would be happy to have their vaccine after they have finished breastfeeding a new baby.	Healthwatch / CCG COVID19 Vaccine Fertility Focus Group	N/A
Feedback of mixed messages, propaganda, scare stories. Articles with advice can be very wordy and complex to get your head around in order for people to make an informed decision. The media has played a role in providing confusion rather than clarity.	Healthwatch / CCG COVID19 Vaccine Fertility Focus Group	N/A
If someone is pregnant and gets COVID19, there is an increased risk of miscarriage and if you get COVID19 in the last trimester of pregnancy, there is a much greater risk of becoming very unwell with the virus.	Healthwatch / CCG COVID19 Vaccine Fertility Focus Group	N/A
It was commented how interesting the session was and hearing things that they didn't necessarily know from Dr Clarke - like the blood clot risk with Covid. It was also mentioned that Dr Clarke's comments about the blood clot risk in regard to the contraceptive pill and the AstraZeneca vaccine was reassuring.	Healthwatch / CCG COVID19 Vaccine Fertility Focus Group	N/A
It was interesting to be part of the conversation and to receive information from the GP to allay any fears around future fertility and Covid-19 vaccination".	Healthwatch / CCG COVID19 Vaccine Fertility Focus Group	N/A
It was great to be listened to and have things explained, and to feed in what had been heard from others ahead of the chat. Hearing things from a GP is so reassuring as they're the people we see when we're poorly so we trust them (when we have a good one). I think GPs feel like a very trustworthy source."	Healthwatch / CCG COVID19 Vaccine Fertility Focus Group	N/A

Feedback	Data source	Provider
Received outstanding care from the amazing team in the maxillofacial dept. at the countess. Went in for a minor procedure on my gum/sinus and the team of consultant and nurses were so lovely, caring and reassuring.	Care Opinion Website	Countess of Chester Hospital NHS Foundation Trust (COCH)
The usual staff on reception were most rude in what they said and how they said it. The nursing staff were exceptional and told me that they have a lot of complaints about these two women.	Care Opinion Website	COCH
Needed some very personal ultrasound imaging for some very scary symptoms. The team were absolutely wonderful and managed to dispel my personal and medical worries with great ease.	Care Opinion Website	COCH
They listen with care, good humour and provide reassurance. It would be nice to have some more windows in the CCU ward, but you can't have everything!	Care Opinion Website	COCH
The three staff members in theatre, two females, one male (who performed the scan) were truly fantastic and a credit to the NHS. I was slightly apprehensive of the appointment but we shared a laugh and it made it a good experience - as much as it could be under the circumstances. Please pass on my thoughts, you were absolutely brilliant.	Care Opinion Website	COCH
Your Eye Care and Treatment Centres speak volumes for the leadership that has created such a first-class culture of compassionate and efficient care for patients, despite all the difficulties caused by the Covid pandemic.	Care Opinion Website	MCHFT
Last week I visited the breast screening unit and wanted to say how fabulous my care was. It was my first visit to the unit and hadn't ever had a mammogram before so was very apprehensive. The radiographer was so welcoming and chatty, putting me at ease	Care Opinion Website	MCHFT
Arrived early had to wait a bit longer than than expected. The staff were very friendly and made you feel comfortable throughout. The three ladies in dermatology were amazing, was out in no time.	Care Opinion Website	MCHFT

Feedback	Data source	Provider
What a lovely warm welcome I received when I arrived at the reception and it continued all the way through. What a fantastic Doctor, and lovely nurses that comforted me throughout the process.	Care Opinion Website	MCHFT
I visited the Endoscopy ward yesterday for the first ever time. I was so nervous but the nurses and doctors put me at ease. I cannot thank them enough for making my experience as nice as possible.	Care Opinion Website	ECT
My Coronavirus jab was at Leighton Hospital. I was very impressed with the organisation and coordination of the vaccination service.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	MCHFT
Took place at the Countess of Chester. Very well organised - took place in the Education and Training Building - free parking - orderly progression through system of booking in, having the jab and on to recovery for 15 mins. No standing in the cold and second Pfizer vaccination booked for early January. This was cancelled due to Government decision about extending the 3-week gap to 12.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	COCH
I will be taking it as I am aware of the benefits of doing so, however, I don't agree with the 12-week delay between first and second jab for the Pfizer vaccine as this protocol is not consistent with the study protocol.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
I've had serious adverse reactions to jabs in the past. I also have misgivings about the vaccines safety and efficiency.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
It's important that we all get vaccinated to protect ourselves and each other, it's the only way out of the current situation.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
Why would you not have it? Absolutely no evidence to say there are any problems with it.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
When I went to the hospital to receive my vaccination, I was given a leaflet explaining the process, safety and possible risks and complications. It was also a very reassuring read.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	MCHFT

Feedback	Data source	Provider
I have read information and have friends who are Covid-19 vaccinators so have done all the necessary training and got all the information I need.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
For me the test base of patients was not big enough and as an older person with a long-term condition, I or people like me would not have been asked to take part in any trial which means I am the trial. The flu jab can cause me issues so I am worried about it.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
From what I gather from everyone I know who has received their vaccination the process is excellent, very well organised, information is readily available, staff are friendly, helpful and professional so I'm not worried that it will be any different when it's my turn.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
My real concern is the impact on waiting lists for treatment or for surgery. The consequential knock-on effects.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
I'm concerned about a lot of services being put onto the 'backburner' this may cause some people issues down the line.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
An individual was pleased that Macmillan services at Leighton have continued during the pandemic, but that although it was understandable that they could not have somebody accompanying them, this would be helpful in case of receiving bad news.	Healthwatch Quarterly Report	MCHFT
I have just finished another 6 weeks of therapy at the Day Hospice. Have had excellent treatment, kindness and support. The hospice was Covid safe and I felt very safe there.	Healthwatch Quarterly Report	St Luke's Hospice
Outpatient appointment concern regarding test result delay, which led to a longer wait for a further appointment to be made, which caused unnecessary stress for the patient.	CCG Patient Experience Team Data	COCH
Outpatient appointment concern raised regarding attitude of clinician which did not put the patient at ease.	CCG Patient Experience Team Data	MCHFT
Inpatient concern raised regarding the clinical monitoring of a pre-existing condition and the lack of communication prior to a clinical procedure.	CCG Patient Experience Team Data	ECT

Feedback	Data source	Provider
The Patient Experience Team received a total of 120 contacts relating to the Covid-19 vaccination programme. The majority of enquiries related to the roll-out of the local Covid-19 vaccination programme, with the main theme being when an individual would receive their first dose of the vaccine.	CCG Patient Experience Team Data	N/A
4 people raised concerns regarding access to a second dose of Covid-19 vaccination prior to 12 week interval.	CCG Patient Experience Team Data	N/A
The Patient Experience Team received three contacts during the reporting period in respect of the CCG policy for NHS funded treatment for subfertility. The enquiries related to access to additional cycles of In Vitro Fertilisation and age range criteria.	CCG Patient Experience Team Data	N/A
Ongoing treatment was not impacted, still continue to have monthly injections at Macmillan, had mammogram and consultant appointments.	Healthwatch Public Views on Health and Care during COVID19	MCHFT
The online hospital consultations were a very productive experience. I have been able to have bloods and urines tested prior to appointments. I am 70+ and no longer have driving licence due to medications etc.	Healthwatch Public Views on Health and Care during COVID19	COCH
I attended the hospital today for an endoscopy and colonoscopy. I was very anxious about the procedures. However, all the nurses and doctors made the experience as stress free as possible and really looked after me.	Care Opinion Website	ECT

Feedback	Data source	Provider
<p>Poor autism awareness - I took my sister who is very anxious and under observation for autism diagnosis(deemed likely) she did not want to go to hospital but needed to and staff refused to let me accompany her to keep her calm. We were not asked if there may have been a reason she was being accompanied and there was complete disregard to how she felt at that time</p>	<p>Care Opinion Website</p>	<p>ECT</p>
<p>I've had two stays in spring view while suffering with extreme mental distress. A number of the staff were very kind caring considerate individuals. Therapy staff in particular treated you like an actual human being which is hugely important to recovery in these situations. I felt the care was often let down by the qualified nurses and doctors behaviours. They failed to listen or make time to actually speak with individuals. I would use this mental health unit again in future if required but I feel there is a huge amount of room for improvement to make it safer and kinder to those who use its services.</p>	<p>Care Opinion Website</p>	<p>Cheshire and Wirral Partnership NHS Foundation Trust (CWP)</p>
<p>I am concerned about the situation in Mental Health. Lockdowns are causing increased loneliness and isolation.</p>	<p>Healthwatch Citizens Focus Panel COVID19 Vaccinations</p>	<p>N/A</p>
<p>The long term impacts of lack of human interaction for children and teenagers is a worry.</p>	<p>Healthwatch Citizens Focus Panel COVID19 Vaccinations</p>	<p>N/A</p>
<p>Anxiety and fear among people who have fallen victim to conspiracy theories and the loss of friendships and support because of it.</p>	<p>Healthwatch Citizens Focus Panel COVID19 Vaccinations</p>	<p>N/A</p>
<p>An individual commented on an autism assessment for their child with learning disabilities, which they were told was cancelled upon arrival at the hospital and rearranged for the next day, meaning that the child had been taken out of school on two successive days.</p>	<p>Healthwatch Quarterly Report</p>	<p>ECT</p>
<p>I have been failed on numerous occasions by IAPT, CWP, Talking Together and this ultimately has had a huge negative effect on my mental health as it has placed me under even greater amounts of stress, and having to find an appropriate alternative solution. It is also clear from this experience that the system is so fragmented, and services do not speak to one another.</p>	<p>Healthwatch Quarterly Report</p>	<p>CWP</p>

Feedback	Data source	Provider
I have waited nearly a year for a referral into mental health services to be completed and to be given appointments. I have had one appointment at this time with a practitioner and it has been referred back again, due to funding issues with the CCG.	Healthwatch Quarterly Report	CWP
Four people raised concern regarding long waiting times for assessment of Autism Spectrum Disorder and Attention Deficit Hyperactivity Disorder.	CCG Patient Experience Team Data	CWP
Have had to do shopping on my own rather than with support, which has been hard, especially with queues etc. I'm autistic.	Healthwatch Public Views on Health and Care during COVID19	N/A
No support from mental health hub as closed due to the virus. GP gave me websites to look at instead and stopped ringing to check on me once I said I never wanted tablets. No mental health support offered until this is over, told to re-try the hub.	Healthwatch Public Views on Health and Care during COVID19	N/A
I am concerned about My daughter's mental health, she finished her degree from home and now no hope of employment. Loss of self-esteem; loss of graduation ceremony and social events surrounding this.	Healthwatch Public Views on Health and Care during COVID19	N/A
I personally do have access to support via the Hospice or Macmillan, which has really helped me. Plus, the online support given by Making Space has been amazing.	Healthwatch Public Views on Health and Care during COVID19	N/A

Feedback	Data source	Provider
I received my vaccination at home. The Surgery Community Nurse called me up and arranged a time to come over and administer the jab.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
We need improved transport options, especially for older/disabled people in more rural areas and those who may struggle to access a vaccination appointment.	Healthwatch Citizens Focus Panel COVID19 Vaccinations	N/A
An individual said they wanted to put on record just how good the treatment and care is of her brother, who now has terminal cancer. They said he is very well cared for by all staff. As next of kin, she has been provided with PPE and allowed to visit her brother. She feels relaxed about his care.	Healthwatch Quarterly Report	Care Home
An individual went into respite care and within a few hours they had fallen, but their family member said the home thought that they had just bruised their hip, and that it wasn't until a few hours later they found out it had been a fracture.	Healthwatch Quarterly Report	Care Home
An individual was concerned that their elderly mother was urged to sign incorrect paperwork to do with her care plan because of an upcoming CQC visit. The individual was unhappy about the way their mother was spoken to when she asked to read the paperwork before signing.	Healthwatch Quarterly Report	Care Home
An individual who is a carer for her husband who has vascular dementia, was ill and so paid for assistance from a domiciliary care company. She alleges that one of the carers came into her home whilst waiting for a test result for COVID-19, which turned out to be positive. She says they had passed COVID-19 onto her and she was very ill at home for a number of days. She has now stopped the service and will not use them again, but says she is concerned at how many other homes the carer had been in that day.	Healthwatch Quarterly Report	N/A
The Patient Experience Team received 4 complaints during the reporting period in relation to the procedure by which the continuing healthcare assessment was carried out, together with difficulties experienced in communicating with the CHC team.	CCG Patient Experience Team Data	Continuing Health Care (CHC)

Feedback	Data source	Provider
For me personally it's been very difficult. I haven't been able to be cared for as I usually would. I've struggled. My daughter is also disabled and we haven't been able to have her carer in.	Healthwatch Public Views on Health and Care during COVID19	N/A
My husband's daytime care package was ended as they wouldn't put it on hold while he was shielding. His PA cannot come in at present due to him shielding so I am providing all his care unpaid.	Healthwatch Public Views on Health and Care during COVID19	N/A
As a Community Nurse with a local District Nursing Team, our caseload has increased by up to 40% and we are visiting a lot of patients that the GPs and Practice Nurses won't visit. If that's not supporting vulnerable people during the pandemic, then I don't know what is!	Healthwatch Public Views on Health and Care during COVID19	N/A
I've been unable to visit my mother who is in a care home, this must be affecting her wellbeing.	Healthwatch Public Views on Health and Care during COVID19	Care Home
I have a disabled son and I have received all the care he needs, except when self-isolating when we sent the staff home. His social worker, care provider, and other medical support have been regularly in touch to ensure that not only he but that the whole family are coping and/or need any extra assistance.	Healthwatch Public Views on Health and Care during COVID19	CHC

UNSCHEDULED CARE

Feedback	Data source	Provider
What I have seen and experienced during my stay up until the 18th was truly amazing. From porters, housekeeping staff, HCA's, registered nurses and medical staff everyone treated me with compassion, dignity, and respect.	Care Opinion Website	COCH
Admitted NYE . The two doctors who saw to me were professional and kind. What they have to go through in a pandemic is unthinkable and yet I was still treated as an individual, I felt so cared so. Thank you so much , you have my respect and utmost thanks	Care Opinion Website	COCH
I sadly caught COVID in October 2020 and was admitted to a respiratory ward with breathing problems. I spent 12 nights on a COVID ward in sometimes very scary circumstances when I was very ill. The team on Ward 48 went above and beyond their daily care duties to support me whilst I was very upset especially with not being allowed visitors. I can never thank them enough and the doctors for the compassion and care they showed me.	Care Opinion Website	COCH
You never let on how busy you were and always took the time to make me feel safe and cared for and kept my family up to date daily, which meant a lot to them.	Care Opinion Website	COCH
Wonderful treatment following admission by ambulance via A&E. The staff on the unit were wonderful to me during a very traumatic time.	Care Opinion Website	COCH
I can't thank you enough for the care time and patience you gave to my husband he spent a month in total with covid 19.	Care Opinion Website	MCHFT
My mother has been admitted 3 times over the past month, each time she has ended up in ward 8 she has no relatives close by and lives alone. There is currently no visiting which in the present circumstances is reasonable but you should understand that relatives will want feedback on their lived ones, why oh why is the phone continually engaged.	Care Opinion Website	ECT
My GP sent me to A&E with chest pain after asthma attack. The doctor and nurses were friendly, courteous and helpful throughout the process of taking of bloods and heart tracing. I felt at ease and safe. The staff were obviously under great pressure but had a smile and caring attitude at all times.	Care Opinion Website	ECT

Feedback	Data source	Provider
Went to A&E with 80yr old mum. Triage nurse was bored and unhelpful. Waited 8 hours and mum admitted to an observation ward. No information given. Staff unhelpful. Nursing staff uncaring of patient and anxious relatives.	Care Opinion Website	ECT
Was seen in A&E by a lovely nurse within 90 minutes, x-rayed by friendly radiologist 10 minutes later and bandaged up and sent on my way by said lovely nurse very soon after. Struck by the camaraderie and pleasant atmosphere among the staff in difficult times.	Care Opinion Website	ECT
Where's Cheshire Mass vaccination centre? Why should residents have to pay toll bridges and tunnel fees to go to St Helens etc. inequalities of this, missing out on being invited as not within 45 mins drive time.	CCG Governing Body Meeting and Vaccine Q&A – Jan 2021	n/a
A person was unhappy with poor communication from the hospital and having to subsequently be referred to Salford Hospital as Leighton did not have availability to give a scan on an existing neck injury.	Healthwatch Quarterly Report	MCHFT
A person unhappy that they had been kept waiting over 8 hours to see an eye doctor in A&E for something they deemed to be an emergency, before being sent home and have to arrange to see the eye doctor hours later the next day.	Healthwatch Quarterly Report	COCH
Had to attend the infirmary with my 4-year-old at the minor injuries as he had an accident. The nurses were amazing with him. So gentle and reassuring. So much so he wanted to go back the next day!	Healthwatch Quarterly Report	Northwich Victoria Infirmary (VIN)
Having had cause to visit Leighton hospital a couple of times recently on behalf of a neighbour who is shielding, please would you pass on my thanks to all the staff, but especially security staff at the main entrance, the pharmacy staff, and the x-ray reception all of whom were professional and courteous throughout at a time when all NHS staff are working under tremendous pressure.	Care Opinion Website	MCHFT
Took my little boy with a broken finger. X ray was great very kind and even answered my son's questions about the equipment. Minor injuries were amazing very gentle and kind.	Care Opinion Website	MCHFT



Feedback	Data source	Provider
<p>The pandemic affects everyone. Being listened to and feeling that you have a voice is important in providing reassurance. We need to engage our population to ensure we are capturing their views and providing that reassurance.</p>	<p>CCG Governing Body Meeting and Vaccine Q&A – Jan 2021</p>	<p>N/A</p>
<p>We need to know what efforts are being made to target and encourage particular groups, including BAME communities and the Traveller communities, to receive their vaccinations. We need to know whether particular communities have concerns about vaccination which are affecting uptake within those communities and if there is evidence of particular reluctance within certain communities.</p>	<p>CCG Governing Body Meeting and Vaccine Q&A – Jan 2021</p>	<p>N/A</p>
<p>The communications strategy and implementation is so important and how we use local insights, community groups, tackling anti vacc approaches, planning and doing the work now ready for those target groups we know uptake may not be as easily to achieve etc.</p>	<p>CCG Governing Body Meeting and Vaccine Q&A – Jan 2021</p>	<p>N/A</p>
<p>Improved directions to vaccination sites, more signage and people on hand for those who need more support - I got lost at the hospital.</p>	<p>Healthwatch Citizens Focus Panel COVID19 Vaccinations</p>	<p>N/A</p>
<p>More information is needed on when each group will receive their vaccine. Improved transparency on government health decisions.</p>	<p>Healthwatch Citizens Focus Panel COVID19 Vaccinations</p>	<p>N/A</p>
<p>We would like more information about how the vaccine was made and tested, in simple language. And the safety of the vaccine.</p>	<p>Healthwatch Citizens Focus Panel COVID19 Vaccinations</p>	<p>N/A</p>
<p>It's not really about convenience it's about trust. Lots of people don't trust the government, news, scientists etc. It's the uptake among people who are reluctant that you need to work on. Honesty (in government and public services) would be a good place to start. No more leaflets or translation services PLEASE! Listen to the people, don't try to educate them - as though their fears are dumb-witted. Most people have a valid reason if they don't trust. Hear them and respond respectfully.</p>	<p>Healthwatch Citizens Focus Panel COVID19 Vaccinations</p>	<p>N/A</p>

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.

[Continuing Healthcare](#)

NHS Continuing Healthcare is the name given to a package of care that is arranged and funded by the NHS for people outside of hospital who have ongoing healthcare needs.

[Primary Care & GP Practices](#)

Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS. Primary care includes general practice.

[St Luke's Cheshire Hospice](#)

St Luke's Hospice offers a wide range of services to support people living with life limiting illnesses in mid and south Cheshire.