



Cheshire

Clinical Commissioning Group

NHS Cheshire Clinical Commissioning Group

Insight and Intelligence Report

April 2021 – July 2021

Trimester one

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.

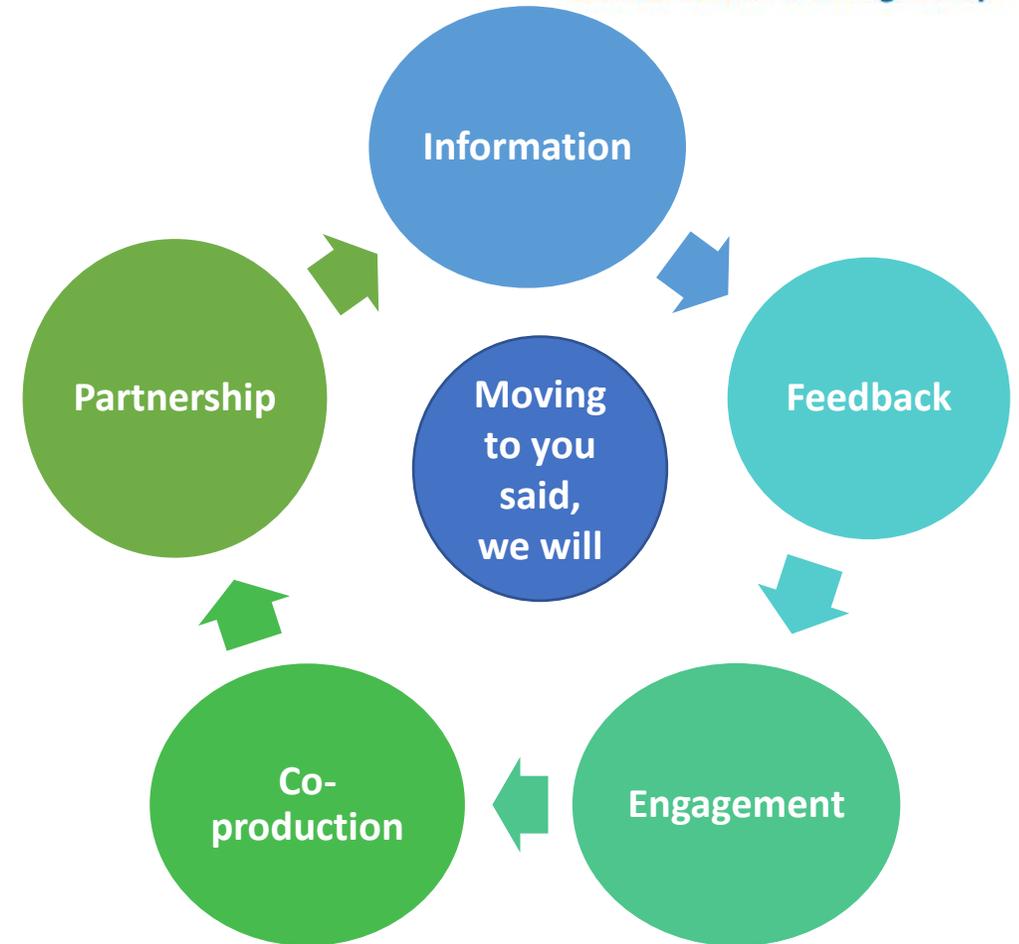
We need to ensure that public, patient and carer voices are at the centre of our local healthcare services, from planning to delivery. Every level of the commissioning system should be informed by listening to those who use and care about our services.

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

Local enhanced service: utilising the collective feedback through the insight and intelligence reports to support the consistent development of specifications in primary care in Cheshire.



How to use this report



Cheshire

Clinical Commissioning Group

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 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 each programme area:

[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

Focus Group - Service provision for investigation into permanent hearing loss in newborns

[Ethnicity Profiles - Communication and Engagement Methods \(Cheshire & Merseyside Health and Care Partnership\)](#)

Reducing Smoking in Pregnancy Survey

[Patient Experience Team data 1st March 2021 – 30th June 2021](#)

Healthwatch Cheshire

[Quarterly Report Jan – March 2021](#)

[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](#)

[Supporting Boaters to access Primary Care and Covid Vaccinations](#)

[Quarterly Report April – June 2021](#)

[Insight Report -Vaccination: Exploring vaccine confidence with people from African, Bangladeshi, Caribbean and Pakistani backgrounds](#)

[Views of 18-30 year olds on Covid Vaccinations](#)

[Citizens Focus Panel Palliative and End of Life Care](#)

[Residents', Friends and Relatives' Experiences of Care Homes during COVID](#)

Care Quality Commission (CQC)

[CQC report July 2021 – GP Practice in Northwich](#)

Care Opinion Website - <https://www.careopinion.org.uk>

Patient engagement and feedback to support Local Enhanced Service development

When developing our plans, it's essential that we consider feedback received from a range of sources and we know that over recent months we have heard feedback from across our patients, their families and local residents.

Using feedback contained within our trimester insight and intelligence reports, we're committed to spending time understanding how we can use these experiences of a wide variety of patients, reflecting the diversity of the local population, to influence every stage of the planning of our local enhanced service development.

We've worked to collate this feedback into key themes that we'll use to show how our plans will directly respond what matters to our local communities.

Key themes:

- Accessing primary care
- New ways of working
- Recovery and routine (Including medicines management)
- Communications and engagement

Feedback	Data source	Provider
Easy to get phone consultation within a day or two. Doctor is extremely thorough and quickly arranges tests when needed. Also doctor caring when I recently lost my husband. Great practice. Have been with them for 49 years.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
The first thing they did within a week of moving was save the life of my two-year-old son by swift diagnosis of meningitis.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
This is a very good GP Practice. The staff are very caring and eager to help me. I feel safe attending in person at the moment as long as they are keeping up with the cleaning of the building, in regards to COVID-19.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
I was worried about my husband so I attempted to call his GP, the first 3 times I called, they were engaged. Eventually I talked to his GP and he asked me to bring him to the surgery. The surgery felt safe when we attended.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
In order to contact my GP Practice waiting in the telephone queue has been the only available route, online appointment services appear to have been terminated. Recently, I had a very unstructured and unhelpful nurse review. I had to bypass my GP and request an examination at Leighton Hospital in the Planned Investigation Unit (PIU) which eventually yielded me a satisfactory outcome.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
Contacted the surgery on behalf of a Boater to try to arrange a Covid vaccination. The receptionist could not have been more helpful. Made all the arrangements over the phone even though the person had no postcode and was not registered with that GP surgery.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
Whenever I contact my GP Practice via telephone it seems that the number of calls is increasingly causing pressure on the service. When I attended in person for an appointment the building was eerily empty, I had physical difficulty queuing and waiting to be seen, as I have limited ability to stand now.	Healthwatch Quarterly Report Jan – March 2021	Primary Care

Feedback	Data source	Provider
I contacted my GP Practice for a phlebotomist and flu vaccination appointment, both worked well. When I call the surgery via the telephone, I don't always get through, but the answerphone system works well enough.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
The first time I contacted the GP Practice it took me several hours to get through as it was constantly engaged. The receptionist then told me all the appointments had gone for that day and to call back the following day. They didn't seem to appreciate that constantly calling the GP to try to get through wasn't always easy when you are working.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
I find it very difficult to make appointments on the NHS Patient Access App, there aren't enough available.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
I haven't needed to use any services at my GP recently but would be happy to do so. The Practice staff have kept me well informed on developments at the moment in relation to the surgery and Coronavirus.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
A GP in Holmes Chapel were advising people not to contact them about Covid vaccinations: there have been at least two messages about availability on social media, people from Holmes Chapel have to go to Congleton for their vaccine. They were doing 90 years and over this week, but are now saying they have availability for over 80s this week and next, my concern is that the message doesn't reach everyone, they are asked to call a 0161 number not the surgery to make an appointment but that waits are up to 45 minutes this seems unreasonable.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
Tried to arrange a vaccination for a member of the Boating Community. Spoke to the receptionist on 2 separate days they promised they would ring back but we received no return phone call.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
On every occasion that I have had contact - just excellence. Thanks to them all.	Healthwatch Quarterly Report Jan – March 2021	Primary Care

Feedback	Data source	Provider
They give her injections but she feels she is treated like a bad person with no sympathy, no respect, no care. Nurses have now refused to give her the injections so GP has to do it which limits her as she works.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
I had an appointment at my GP Practice, recommended by my pharmacy, in which I received a physical examination. All went well and I felt safe, despite the current pandemic situation.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
I've received timely and appropriate service from my GP Practice since the start of the Coronavirus pandemic, as have members of my family.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
When I contact my GP Practice via the telephone there are so many different options and long messages to listen to, which can be quite frustrating.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
I am still attending my GP Practice for routine blood tests and B12 injections. Once I request an appointment online, I tend to get a call back from the GP a few hours later.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
I received my Coronavirus vaccination at the site in Middlewich. Although, I think there should be more choice of locations, people should get vaccinated as soon as possible.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
Re Covid vaccination: The whole thing was brilliantly organised, thank you.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
I was really apprehensive but I should not have worried, the doctor, the staff and everyone involved has been so nice.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
The manager wanted to thank Dr X for coming out and giving all the patients the Covid vaccination in one go along with a number of the staff members. She said the surgery were amazing and reassured all the residents when they were having the vaccination.	Healthwatch Quarterly Report Jan – March 2021	Primary Care
Wanted to thank Dr X for coming out on Christmas Eve to vaccinate all the residents and staff that were working. She said, as ever, Dr X was so kind and supportive of the care home and its residents. She feels they are very lucky in Winsford to have such dedicated doctors.	Healthwatch Quarterly Report Jan – March 2021	Primary Care

Feedback	Data source	Provider
<p>A man rang during the recent floods and complained that neither he nor his son could get in touch with his son's GP. They had been unable to locate the GP and he was late for a pre-arranged telephone appointment with the son.</p> <p>It was apparent that the surgery was closed due to flooding but there were no further details on the Practice's updated answerphone message and when it was explained to the man that contingency plans were probably still kicking in, he went on to explain that his son was going through a mental health crisis. He was advised about CWP's 24-hour Mental Health crisis line.</p>	Healthwatch Quarterly Report Jan – March 2021	Primary Care
<p>Mother is 94 has been really poorly and not very mobile. She is concerned about how she will be transported to wherever she is asked to go for vaccination.</p>	Healthwatch Quarterly Report Jan – March 2021	Primary Care
<p>Very smooth. I went to the Cheshire View conference centre which serves as a hub for the six Rural alliance practices. it all ran like clockwork. I had a call from the practice on Saturday morning asking if I wanted to go on Saturday afternoon because someone had dropped out. You bet I did! It was all very well organised with plenty of space and loads of personnel. The other people there also looked very relieved and happy with what was going on.</p>	Healthwatch Quarterly Report Jan – March 2021	Primary Care
<p>My husband went on Friday morning and said it worked well. He has had no adverse effects - easier than the flu jab.</p>	Healthwatch Quarterly Report Jan – March 2021	Primary Care
<p>Physically seeing a GP was also an area for concern for some people contacting ICAS due to them feeling that their issue required a physical examination. They felt that speaking on the telephone was not adequate to deal with their issue even when asked to send photographs.</p>	Healthwatch Quarterly Report Jan – March 2021	Primary Care
<p>It is harder for the clinician to pick up unspoken clues to a patient's condition if not face-to-face. It can be harder for the patient to explain without visual clues.”</p>	Healthwatch Public Views on Health and Care during COVID19	Primary Care

Feedback	Data source	Provider
St Columbia's Church, Chester. Appointment on time, socially distanced moving through process, well organised by NHS.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
Last Friday at Ellesmere Port Civic Hall. Long queues because people turned up early. But everyone was friendly and good natured. The vaccination itself wasn't a problem although felt like I'd been hit with a sledgehammer the next day.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
I've had routine issues throughout the pandemic that I've not contacted my doctor about as I know how busy they are with covid.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
I'll contact when absolutely necessary but won't do so unless an emergency.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
I feel they are doing a fabulous job considering the extra pressure.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
Surprisingly I felt the health care practitioner had more time for me on the telephone than during a busy clinic. Other benefit was difficult and sometimes expensive journey to hospital.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
If it's only a quick consultation its ok. For some stuff you need face-to-face.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
Don't have to worry about how to get there, parking is a nightmare in Chester, can take the appointment at home!	Healthwatch Public Views on Health and Care during COVID19	Primary Care
Unless a physical examination is needed, it is quick and helpful for a number of consultations.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
Not personal enough and my husband was not properly diagnosed with a torn muscle and had to access physiotherapist himself through work.	Healthwatch Public Views on Health and Care during COVID19	Primary Care

Feedback	Data source	Provider
For a routine blood test, it was fine, I ensured that I was sufficiently far away from any other patients. The total number of attendees was kept low, there was enough space to socially distance. Masks were worn, and sanitiser was available.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
It has had an impact on my prescriptions in that it takes longer now for them to be available and takes longer for my GP to sign them off.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
At 83 I have a number of mobility and health problems that make me extremely vulnerable to Covid-19. My carer husband is 87 with a pacemaker and both of us believe it right to accept any appointments and use healthcare services when and as necessary to avoid any medical problems worsening and overburdening the hospital.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
Don't mind phone for initial assessment, but do not like this for the actual appointment. I have personally experienced things being missed due to phone consultation, as have members of my family to their detriment.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
Feel reluctant to access GP due to pressure they are under locally. Concerned about transmission of Covid whilst at any healthcare setting.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
I've had issues with doctors not phoning me back when promised... Not being able to even get a phone call for days in response and an occasion where I felt I couldn't get my health issue sorted over the phone. It needed a face-to-face.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
GP waiting rooms are not healthy places. I am happy with phone appointments which just renew my medication - but obviously sometimes you need a physical examination.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
Completely antisocial. I have no wish to consult a screen. Healthcare is about face-to-face personal contact and interaction.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
If it's not actually necessary to visit for treatment. I think the telephone appointments make sense if your problem can be solved by discussion then it saves everyone time and is safer.	Healthwatch Public Views on Health and Care during COVID19	Primary Care

Feedback	Data source	Provider
I have at the old MMU site in Crewe. So smooth and reassuring. No queuing and they were able to make allowances for my son and his mental health needs. Where I go, he has to go too, as I am a single parent carer.”	Healthwatch Public Views on Health and Care during COVID19	Primary Care
I feel that I should put up with my problems and let others who need the service more than me have access. Also, feel that GPs would roll their eyes if I contacted them over routine stuff. Contraception/smear tests etc and that they wouldn't want to be exposed unnecessarily to patients who aren't seriously ill.”	Healthwatch Public Views on Health and Care during COVID19	Primary Care
In the current situation, there is, I feel, a natural apprehension about going into a closed building and seeing people in quite close proximity. However, my experience has been excellent. I have a regular injection at my health centre. I have been seen quickly and efficiently.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
The phone consultations have worked ok, didn't sort out an eye issue but went to optician in the end, in hindsight should have done that to begin with.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
Face to face appointments will always be preferable to a phone call to discuss all concerns.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
Although absolutely fine in certain circumstances, there are situations where you need to see someone for tests, procedures or for certain health conditions. I do find that it is helpful before a phone call if I make a note of things I want to ask or say to make sure these are covered as it is easy to forget when in an unfamiliar situation.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
The GP's surgery felt very Covid secure with all staff wearing appropriate PPE. There was only one other person in the waiting area with all chairs well-spaced out.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
I feel that asking for help is sometimes necessary so have done so but do feel guilty about overburdening the service. The assistance I have had however has been the same as during normal times.”	Healthwatch Public Views on Health and Care during COVID19	Primary Care

Feedback	Data source	Provider
Lack of privacy, feeling like you have to tell a receptionist everything before you are deemed "worthy" of being "allowed" to get through to a proper doctor, fear of them wanting you to send photos that may be intimate and not having good technology to do so.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
In my circumstances I find it insane that I have not been able to have a doctor examine me for 10 months. I think for some things it is fine, but it's surely impossible to diagnose unknown things over the phone.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
My GP said that I was managing my own mental health well enough to not need any treatment, and that because I hadn't contacted her in 2 years that "it can't have been that bad". On the contrary, I put off making phone calls for as long as possible because they trigger my anxiety, and as previously stated I do not prioritise my own healthcare.	Healthwatch Public Views on Health and Care during COVID19	Primary Care
We are a bit stuck at the moment due to a bank burst but once we are able to get out, should I ever have an issue at a GP Practice, knowing that I am entitled to register is great news thank you, it's so good that you are out and about.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	Primary Care
I have had mental health issues and the GP surgery was fantastic in providing support. The GP Practice has assisted with support for my daughter also and again was first class.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	Primary Care
I don't travel too far so I maintain the same doctor locally. It works well. The scheme is a good idea however as I'm sure people do face issues.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	Primary Care
I've not had any concerns with the doctors, I'm often asked for a care of address but I've also had a prescription given to me with the address as "The Boat".	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	Primary Care
I've had my jabs. I got a text to my phone and an appointment was made. I went to the Civic Hall in Nantwich. What a service, everything was and is so professional, thank you.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	Primary Care

Feedback	Data source	Provider
We are often able to gain access to all GP services regardless of where we are, I've not been met with any barriers. Appreciate people like you being out on the canal though. I'll be having my second job soon and I will feel relieved as it's been a difficult period for many.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	Primary Care
It's a great idea having these types of cards and will really help people if in difficulty. I've experienced a few reception staff who query my address especially when I say my boat but always able to resolve.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	Primary Care
The process of getting a vaccine is confusing to me but the staff at Watling Street are brilliant and explained everything for me so I felt aware.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	Primary Care
A Boater told us they are swabbed twice a week until they are eligible for the vaccine. Five Boaters with permanent moorings all registered at Nantwich surgeries and have had first vaccine.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	Primary Care
An individual unhappy that they are unable to get through to their GP Practice in Sandbach even though pharmacies, opticians and dentists are willing to see people face-to-face. They are also unhappy about the vaccination centres in SMASH being located in Middlewich and Alsager.	Healthwatch Quarterly Report April – June 2021	Primary Care
Transferred to the Health Centre during the pandemic as my surgery stopped administering Vitamin B12 injections and prescribed tablets instead which were not as effective. It was easy to register with the Health Centre and they were able to give me my Vitamin B12 injections.	Healthwatch Quarterly Report April – June 2021	Primary Care
The GP service used to be excellent, it was efficient and the staff on the telephone and the reception were very helpful. Since going over to a joint practice and only allowing referrals through the on line 'ask my GP' service it has become very poor. It is almost impossible to actually speak to a human being.	Healthwatch Quarterly Report April – June 2021	Primary Care

Feedback	Data source	Provider
<p>I have health problems and felt unwell and tried to contact the GP. My daughter tried for an hour and a half to get through to speak to my GP and we couldn't get through. In the end we had to be seen by the paramedics who were really good and helpful, but we felt guilty having to contact them and would have preferred to have been able to speak to the GP about our concerns.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>Primary Care</p>
<p>The doctors do not listen to my needs and requests and seem to try and pass the buck to the hospital to get me to go there even though I have stated that I cannot leave the house. They have prescribed medication that doesn't work and have not rectified this and will not do a house visit.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>Primary Care</p>
<p>I supported a member of the group to help make a GP appointment for a gentleman from Iran who was struggling as he had difficulty understanding the recorded phone message and appointment system. The surgery was very helpful once we got through, and offered a face-to-face appointment, an interpreter and a longer appointment for the gentleman.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>Primary Care</p>
<p>35 contacts relating to GP primary care services were received including the following themes:</p> <ul style="list-style-type: none"> • Registration issues - delays in registration at chosen practice, wishing to move to a different practice, removal from current practice, refusal without identification. • Access - access to face to face appointments, access to home visits, concerns regarding closure of branch surgery, comments regarding increase in housing developments and how this would affect access. • Communication - difficulties getting through to their GP Practices by telephone, access to interpreter service, access to online booking of appointments. • Medication – prescription delays and 28 day prescribing policy. 	<p>CCG Patient Experience Team Data</p>	<p>Primary Care</p>

CQC FINDINGS:

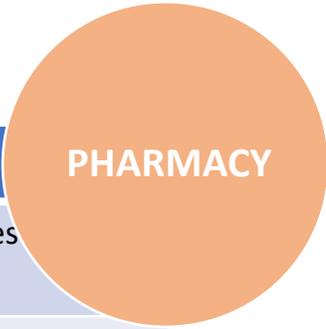
- The provider had taken action to improve the service provided following the last inspection.
- There were clear systems in place for managing complaints and significant events and ensuring learning was communicated.
- The recruitment processes had been improved and the practice had clear systems, practices and processes to keep people safe and safeguarded from abuse.
- The provider had put in place a system to identify issues that needed to be reported to CQC.
- There was an effective system for monitoring the training needs of clinicians and all staff and ensuring any training gaps were addressed.
- The provider had reviewed the system for monitoring blood results to ensure these were reviewed in a timely manner.
- Improvements had been made to the management of some medications, such as high-risk drugs.
- The provider had an improved programme of quality improvement and used information about care and treatment to make improvements.
- The provider had adjusted how it delivered services to meet the needs of patients during the COVID-19 pandemic. This included regular communication with staff to ensure they knew about changes and felt supported.
- Improvements had been made to monitor the systems to refer patients with suspected cancer to hospital, to ensure prescriptions were managed securely and monitor medication taken on home visits.
- Improvements had been made to infection control practices.
- The provider encouraged a culture to provide good quality care to patients.
- Staff felt well supported and were clear about their roles and responsibilities.
- Improvements had been made to ensure there was better communication with staff. Daily briefings were held which were then communicated to all staff.

CQC advised that the practice **must**:

- Ensure care and treatment is provided in a safe way to patients.

CQC advised that the practice **should**:

- Record a risk assessment to determine the range of emergency medicines held at the practices.
- Record the monitoring undertaken of the prescribing competence of non-medical prescribers.
- Clarify the protocol for managing blood results to indicate which staff are responsible for actions.
- Establish a system to check Do Not Attempt Cardiopulmonary Resuscitation (DNACPR) decisions document all the required information.
- Put in place a procedure for the safe use of oxygen to support the risk assessment.
- Keep the legionella risk assessments under review to address the actions indicated.
- Ensure that a record is made of in-house checks of the fire safety systems.



Feedback	Data source	Provider
I'm able to ring my pharmacist directly to order prescriptions and they text when it is ready to collect.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
It was very simple to access my pharmacy recently to pick up my prescription.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
I am able to order prescriptions electronically, via Patient Access, which is so convenient.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
Both me and my husband are shielding still, so the prescriptions deliveries are excellent.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
My local pharmacy sends me a text message when my prescriptions are ready to collect. There is then an automated machine which dispenses my prescription, which is very safe and convenient.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
When I attended my pharmacy in person to pick up a prescription there were a few people about, which can make social distancing a challenge but at least there wasn't much waiting.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
I have a good working relationship with the pharmacy, who in turn have a good relationship with the GP surgery. It helps that the surgery has a very helpful medicines manager. I have recently had changes in my medication which requires a special drug and delivery dicekit. This is not kept in stock by my local pharmacy, but with the support of the medicines manager, it has now been agreed that a monthly delivery will be made to my home by another pharmacy about 20 miles away.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
There have been some 'teething problems' in that they either don't tell me they've ordered a prescription - and it sits waiting there. Or they don't text me, despite being set up for a text on their system.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
I attended my pharmacy recently to pick up my prescription. There was hardly any queue outside and my prescription was ready straight away when I got inside.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services

Feedback	Data source	Provider
I visited my Pharmacy to pick up my prescription as usual. However, there was a very long queue in the rain for 20 minutes and then I only received part of the prescription. They sent the remainder the next day.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
I had to wait outside in the cold for 40 mins to get my prescription.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
Over the last few weeks, I have managed to access my pharmacy to pick up my prescriptions very well, despite the difficult circumstances.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
My pharmacy is okay. Other than maintaining social distancing and wearing face masks the experience feels no different to how it was before the pandemic.	Healthwatch Quarterly Report Jan – March 2021	Pharmacy Services
No issues, my prescription was sent electronically to the pharmacy and was collected by my husband. This worked really well.	Healthwatch Public Views on Health and Care during COVID19	Pharmacy Services
Some mix-ups with the pharmacy omitting items. More complicated because the Well pharmacy attached to my surgery closed and there were some adjustments changing to Well pharmacy elsewhere. . It seems ok now.	Healthwatch Public Views on Health and Care during COVID19	Pharmacy Services
I order online and collect from the pharmacy. When I had Covid a regular and due prescription was home delivered.	Healthwatch Public Views on Health and Care during COVID19	Pharmacy Services
Non-delivery of prescriptions and delivery of the wrong medicines. Often requested over the phone, the items delivered do not match those requested.	Healthwatch Public Views on Health and Care during COVID19	Pharmacy Services
The queues are so long, but there were never so many people at the pharmacy before. Also have neighbours who live alone who had their deliveries stopped which has caused stress.	Healthwatch Public Views on Health and Care during COVID19	Pharmacy Services
Pharmacy is hopeless, my prescription is dealt with quickly by GP who send it online to the pharmacy who then do nothing with it until I contact them, it appears to sit in a virtual astral void until I either phone them or go in which defeats the principle of social distancing.	Healthwatch Public Views on Health and Care during COVID19	Pharmacy Services



PHARMACY

Feedback	Data source	Provider
<p>Running out due to the length repeat prescriptions have taken while refusing to accept prescriptions for renewal earlier than current batch was due to run out. Then pharmacy not stocking adequately and both parties blaming each other with no solution. Had to get in touch with hospital to get a solution.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>Pharmacy Services</p>
<p>In summer 2020, there was a problem with the supply of my son's immunosuppressive drug in liquid form. I could not access it via any local pharmacy. I was able to source it at the Children's hospital in Manchester and they allowed me to use their pharmacy to obtain what was needed.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>Pharmacy Services</p>
<p>Andrews Pharmacy, Kennedy Avenue, Macclesfield. Excellent experience! Very Covid secure. Wonderful volunteers directing you throughout the process - and having a laugh at the same time!</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>Pharmacy Services</p>
<p>I visited a pharmacy today; the person in front of me had no mask, the person behind had no mask and the person serving had no mask - nothing was said!</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>Pharmacy Services</p>

STRONG START

Feedback	Data source	Provider
The services, including the Health Visitor team and the Smile Charity, have been fantastic, they have kept in touch and amended their working arrangements to ensure that people that need support, have still been able to access it.	Healthwatch Public Views on Health and Care during COVID19	n/a
My local Community Supermarket Chance Changing Lives teamed up with another local support group Motherwell and I have very gratefully been receiving counselling for the last 7 weeks which is helping me.	Healthwatch Public Views on Health and Care during COVID19	n/a
My son's NHS assessments for his EHCP were delayed to the point that they had to issue the EHCP before we got the assessments even booked in. His EHCP should have been completed (including the assessments) by Aug 2020, but his SALT assessment is still outstanding and his two OT assessments were only started in February.	Healthwatch Public Views on Health and Care during COVID19	n/a
Diagnosed with Gestational diabetes, minimal contact and advice given. Also appointments not made by health professional so diagnoses almost missed if I hadn't spoken up. Could have been dangerous for my unborn child.	Healthwatch Public Views on Health and Care during COVID19	n/a
Difficulty with pregnancy, lack of social support due to lockdown.	Healthwatch Public Views on Health and Care during COVID19	n/a
Have a concern that relates to babies that receive their initial hearing test at COCH then go home to Wales and how this will affect them.	Focus Group - Service provision for investigation into permanent hearing loss in newborns	Countess of Chester Hospital (COCH)
The timeframes for hearing tests and receiving the tests feels badly handled and disjointed at a time of concern for families.	Focus Group - Service provision for investigation into permanent hearing loss in newborns	COCH
Feels there is a lack of understanding about hearing loss services in terms of how they operate and where people can go.	Focus Group - Service provision for investigation into permanent hearing loss in newborns	COCH
Concern was expressed by an attendee regarding 'language' used by during the medical investigation process.	Focus Group - Service provision for investigation into permanent hearing loss in newborns	COCH

STRONG START

Feedback	Data source	Provider
Attendee asked that the terminology “No Response” is used within documentation to indicate that a newborn has not responded to their newborn hearing screen test. Other terminology was considered to be inappropriate.	Focus Group - Service provision for investigation into permanent hearing loss in newborns	COCH
On diagnosis it would help to be provided with a list of services that provide support and be supported to make own choices.	Focus Group - Service provision for investigation into permanent hearing loss in newborns	COCH
Currently there is a lack of support following a diagnosis of deafness. Parents and families are left with the challenge of trialing hearing aids with very young babies, but a lack of practical support (i.e. bonding, social support etc.)	Focus Group - Service provision for investigation into permanent hearing loss in newborns	COCH
It would help to be given communication choices – to be able to make the choice how you will communicate with your baby (speech only, speech supported by signs, or in sign language) – currently professionals assume this and take choice away	Focus Group - Service provision for investigation into permanent hearing loss in newborns	COCH
In my friends group we are all similar, we’re just married and just trying for our first babies. And my family as well. We’re thinking about not taking the vaccine because of how it might affect fertility.	Insight Report -Vaccination: Exploring vaccine confidence with people from African, Bangladeshi, Caribbean and Pakistani backgrounds	n/a
It’s going to be September at the very earliest that someone who has had the vaccine actually has a successful pregnancy and gives birth if there’s no effect on fertility. But if impact isn’t recognized until after child is born, you’re still going to have to wait for it to be recognised and for it to be identified as linked to the Covid vaccine.	As above	n/a
I’m also concerned about how this affects reproductive health as women’s reports of changes to cycles is being ignored and I am trying to get pregnant.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
Lots of myths online regarding the unknown effects on the female menstrual cycle and fertility.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
Bit concerned about all the ‘conspiracy theories, and how it apparently can make you infertile’, although I know its not supported it is still a concern.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a

**STRONG START**

Feedback	Data source	Provider
I was concerned about future pregnancy implications, so I went on the Royal College of Midwifery among other Sites.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
Praise for maternity care during lockdown but an acknowledgment of how difficult the experience was due to COVID guidelines such as having to attend scans alone and only being able to have a partner present during delivery and not afterwards.	Healthwatch Quarterly Report April – June 2021	Mid Cheshire Hospitals Foundation Trust (MCHFT)
A woman who was told she had had a miscarriage at her first 12-week scan and her relative told us that she was sent home to deliver the baby herself naturally, with no pain relief or any support. Later, she was taken to hospital by ambulance, she eventually had to go into surgery. She was not allowed to have her partner with her in the maternity ward, and was discharged the same night with no GP to check her over prior to her discharge, no pain killers or information on what to expect or to do.	Healthwatch Quarterly Report April – June 2021	MCHFT
I want myself and my unborn child to be safe and healthy.	CCG - Reducing Smoking in Pregnancy Survey	n/a
I was supposed to be referred to help me to stop smoking but I never received a phone call or anything from anyone.	CCG - Reducing Smoking in Pregnancy Survey	Primary Care
As a smoker, I did feel judged by the midwife at my booking in appointment.	CCG - Reducing Smoking in Pregnancy Survey	Primary Care
I decided to quit cold turkey as no one offered any help or support to me.	CCG - Reducing Smoking in Pregnancy Survey	n/a
I've been smoke free for about 3 weeks now and I have a lady who calls every week to have a little chat and see how things are going. It's been really helpful.	CCG - Reducing Smoking in Pregnancy Survey	n/a
Telephone appointments were booked in for a date and time convenient to myself.	CCG - Reducing Smoking in Pregnancy Survey	n/a
I was given an email and it contained details of a stop smoking app which I now use everyday.	CCG - Reducing Smoking in Pregnancy Survey	n/a

Feedback	Data source	Provider
<p>Mother had cataract operation done. She has since gone blind. She changed opticians and the new optician did an x-ray of her eyes and said that pieces had been left behind her eyes, and this has caused the damage to her eyes that cannot be reversed.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>East Cheshire Trust (ECT)</p>
<p>An individual unhappy that their mother with terminal lung cancer was being released from hospital despite having COVID-19, which they say put at risk themselves as the main carer and the carers being arranged to support her. They claim that they had an argument over the telephone with a nurse who insisted that the individual's mother could climb the stairs when she apparently could not, resulting in her being unable to come downstairs once at home. After discharge, the individual says that the information they received on medication was unclear and communication was very poor. The individual has contacted PALS but is unhappy with their response.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>MCHFT</p>
<p>I had my vaccination at the School of Nursing, Leighton Hospital. It was a Pfizer dose - I was invited as I'm a hospital volunteer. I was sent a leaflet beforehand. I found the process very convenient and didn't require any further information. I would encourage them to take the opportunity as soon as they were invited.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>MCHFT</p>
<p>Various comments have been received about people who felt pressured into signing DNR forms. This is an issue that Healthwatch are raising directly with Leighton Hospital.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>MCHFT</p>
<p>I think there needs to be more Covid vaccine support for people with a visual impairment, who don't have somebody who can take them, how they can access the vaccination. I think it makes sense to get a vaccine, it's safe and sensible.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>n/a</p>
<p>I am over 80yrs old and was attending the Heart clinic, they rang me and asked me to get there half an hour earlier so they could give me the [COVID-19] vaccination. I had no issues with the first injection, 3 weeks later I had the second injection on New Year's Eve. I did not feel great after this for 24 hrs, just felt very heavy and as if I had flu starting, but it had passed by the following day.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>COCH</p>
<p>Somebody who says that they were sick on a ward in the night but that the nurse only changed the bed sheets and did not clean the floor, leading to them cleaning the floor themselves.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>MCHFT</p>

Feedback	Data source	Provider
<p>My husband who is a GP received his vaccine (Pfizer/BioNtech) in January. There were no issues other than slight discomfort on the arm. Paracetamol was adequate for pain relief. He hasn't had his second jab yet. 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. I pray that I don't get the Pfizer vaccine when I eventually receive the vaccine. I think the government is following an unvalidated protocol so results may not match what was observed in the actual study. I'm responding on my husband's behalf here. I know that he had access to scientific information through his line of work as a GP. He couldn't wait to get the vaccine. I feel that the government needs to do more in the area of raising awareness of the benefits of COVID-19 vaccination among the BAME community, listening to people's fears and concerns and allaying those concerns. It's probably fair to say that some of those fears stem from historical injustices which may still need addressing.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>n/a</p>
<p>I am writing to compliment the hospital and staff for the excellent procedures for the COVID-19 vaccination process currently taking place at COCH. The staff were excellent, being well versed in procedure and technique. I and I am sure all the people over 70 currently receiving or awaiting vaccination are delighted by the smooth operation by the whole experience. So please relay my thanks to all those involved.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>COCH</p>
<p>My daughter in her early 20s is having a small gynaecological operation next week at the Countess of Chester. We have been sent all the swabs for the pre-op and we both need to have a Covid test 2 days before to ensure we are negative before the operation. They are allowing me to go in with her; a lady nurse rang us yesterday and was on Teams for over an hour explaining to us what is going to happen on the day. She was excellent with my daughter and the explanation was aimed at the age she works at which is 8 years old. I was very impressed as I know in normal times we would have gone into the hospital and been shown around; this could not happen but the nurse was excellent in explaining everything.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>COCH</p>
<p>I am on a Ward with Covid. It is horrible here at night with so few staff , I am feeling awful and unable to move as on oxygen... Do not think the drugs they give you help as they make you feel so sick.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>MCHFT</p>

Feedback	Data source	Provider
<p>I took my wife, who is in a wheelchair, to Leighton Hospital Day Care for a Colonoscopy. When we arrived, they would not see her in the wheelchair she came in and had to transfer her to another, but they could not carry out the procedure as they could not find the correct chair. We were told we would have to come back another day.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>MCHFT</p>
<p>There were some excellent caring compassionate staff however there were far more burnt-out staff who's caring and compassion were not evident. Some staff were unprofessional, some staff took short cuts and others have absolutely no communication skills and or lacked the understanding of the effect that poor communication can have on patients.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>MCHFT</p>
<p>Excellent service today at the Infirmary. I went for my oncology blood tests; I rang and was given a time of 9.30am to attend. Was met outside by a very cold nurse asking some questions and watching people do their hands. Was told to sit and wait. The list was running a little late but I was all done and out by 9.40.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>Northwich Victoria Infirmary (VIN)</p>
<p>I had some bloods done and I was very anxious about attending. I felt very safe however, there was tent up outside the entrance to protect from the rain, a nurse was monitoring patients, she took your name and made sure you used hand gel and had a mask on. The blood appointment was on time and I came out feeling fine.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>VIN</p>
<p>I have been taking my wife to her podiatry appointments for a number of years now and have never had any issues, but I was sent an appointment to take her for an appointment as a matter of urgency. A lady called XX called our name... She spoke to us both as if we were naughty ignorant 5-year-old children. I was unhappy about this. She asked me why the bandage had been taken off my wife's foot, and I explained to her it had been left on while she had one shower but it had come off when she had a second shower 2 days later, and that we had not been told the dressing had to be kept on. I felt like she was accusing me of something in the manner she spoke to me. We have now decided that I will not take any more appointments with this lady even if it is an emergency.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>MCHFT</p>
<p>I left a message to talk to the Palliative care doctor; she rang me the following day and discussed my medication and changed it to assist with pain. Very impressed with the service.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>St Luke's Hospice</p>

Feedback	Data source	Provider
My first vaccination was at Winsford, no problems. Waiting for second. My husband's was at Crewe, as will his second. No reason why we couldn't book at Northwich, which is nearer and has at least one centre. Booking online as requested gave no option for Northwich. Why?	Healthwatch Public Views on Health and Care during COVID19	n/a
I had them both at the Countess. We had to queue for 2 hours to receive the vaccine but felt lucky that we had it.	Healthwatch Public Views on Health and Care during COVID19	COCH
I am in remission from gynae cancer. My follow-up appointment was cancelled for 51/2 months. Luckily my cancer was caught early and although I'm an at-risk category (as the kind of cancer I had normally occurs in much older women) I felt this was too long to wait for a follow-up appointment and it caused me a great deal of stress. I rang the hospital to ask when the cancellation appointment would be re-arranged. If I was told a worst-case scenario, that would have helped but I was told they didn't know when the appointment would be re-arranged. If I had had worrying symptoms however, I would have paid to go private. I know how much pressure the NHS is under. My cancer was caught early. It has been well televised how many, much more dire situations that cancer patients are experiencing right now. Far more life threatening than mine.	Healthwatch Public Views on Health and Care during COVID19	COCH
Needed an echocardiogram. I had to phone the cardiac dept in hospital to chase it. It hadn't arrived from my GP. Rang GP who then sent for it again. 2 weeks later no sign of it. Rang hospital again. It was being triaged. Very stressful and indeed unnecessary for me to have to chase it.	Healthwatch Public Views on Health and Care during COVID19	COCH
I have only had appointments with cancer care nurses. This is mostly a box ticking exercise. I haven't seen a doctor since last March despite having stage 4 cancer.	Healthwatch Public Views on Health and Care during COVID19	COCH
I am still waiting for an eye appointment, cancelled in April, and an orthopaedic appointment, referred in September. Fed up with pain and difficulty with activities of living.	Healthwatch Public Views on Health and Care during COVID19	COCH
I believe my surgery was delayed by about 6 months due to COVID-19 pandemic. Overall waiting time to surgery was from July 2019 to November 2020. So about 16 months.	Healthwatch Public Views on Health and Care during COVID19	COCH

Feedback	Data source	Provider
<p>I had a consultation at Chester just before Xmas and was told that I would be seen again in a few weeks. That never happened and when I enquired was told the clinic was closed and no information was available if and when it might re-open. I have had two appointments in the last few days and the consultant commented that he last saw me was over a year ago.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>COCH</p>
<p>Myself and my husband have received the vaccine at Leighton hospital and not only are the staff very professional, polite and courteous, there was no reason to feel unsafe at the appointment. They knew from my QR code that we are shielding and did everything they could to keep us at a great a distance as possible from other patients which was not an easy task for them but one which they seemed only too happy to help with. I hold all the staff in great regard.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>MCHFT</p>
<p>My diabetic retinal photograph has been postponed until further notice. My DEXA scan at the MRI has been rescheduled for 6 months later. My Osteoporosis treatment was delayed my several months.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>MCHFT</p>
<p>One procedure had to be delayed because of problems with me having to have someone attend with me. I live alone and the person in my social bubble felt uncomfortable about coming in to hospital. The hospital offered no support with this issue and I had to sort it out myself.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>MCHFT</p>
<p>I am a cancer patient and haven't been able to see an oncologist face-to-face or even by video - totally unacceptable.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>ECT</p>
<p>As a cancer patient I have not had a physical examination since last February nor a face-to-face appointment - it's totally unacceptable - why is the virus more important than a cancer which is much more likely to kill you.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>ECT</p>
<p>Ophthalmology OP review and planned call for repeat surgery so far delayed by 8 months with no response, Cardiology review by 18 months before recent review.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>MCHFT</p>
<p>I should have had a follow up appointment following eye surgery in January, but I've had no appointment and no information from the hospital. Nor have I had any response to my telephone enquiry. I have had to decide for myself how to proceed.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>MCHFT</p>



Feedback	Data source	Provider
<p>I wonder how long the vaccine will last in our bodies and how often we will need a top up. I also wonder about the side effects that may happen in the future that we are not aware of and what effects they will have on our health.</p>	<p>Insight Report -Vaccination: Exploring vaccine confidence with people from African, Bangladeshi, Caribbean and Pakistani backgrounds</p>	<p>n/a</p>
<p>I am a bit sceptical as vaccines usually take many years to make and we won't know if the covid vaccine works or not until people start mixing again. So basically I ain't against it but I'm also not looking to put myself forward to take it.</p>	<p>As above</p>	<p>n/a</p>
<p>The vast majority of people who responded to our survey are aware of and have a reasonable knowledge of palliative care. Out of the 40 responses we received, more than half (22 people), told us that they had some knowledge of palliative care. A quarter (11 people) told us that they had quite a bit of knowledge and a little over 10% (5 people) told us they had no knowledge on the topic. Only 2 people told us that they were very knowledgeable.</p>	<p>Healthwatch Citizens Focus Panel Palliative and End of Life Care</p>	<p>n/a</p>
<p>In terms of understanding the term 'Palliative Care', respondents associated this with finality; the end of life, terminal illness and increasing comfort in this stage of life.</p>	<p>Healthwatch Citizens Focus Panel Palliative and End of Life Care</p>	<p>n/a</p>
<p>The vast majority of people who responded to our survey are aware of, and have a reasonable knowledge of, end of life care. Out of the 40 responses we received, more than half (23 people), told us that they had some knowledge of end of life care. Nearly a quarter (9 people) told us that they had quite a bit of knowledge, whilst 7 people told us they had no knowledge on the topic. Only 1 person told us that they were very knowledgeable.</p>	<p>Healthwatch Citizens Focus Panel Palliative and End of Life Care</p>	<p>n/a</p>
<p>People associate end of life care with terms such as; preparation, comfort, pain relief and care in the final stages of life. All of which appear to be positive interventions designed to settle people's affairs and live the final days of life as comfortably as possible.</p>	<p>Healthwatch Citizens Focus Panel Palliative and End of Life Care</p>	<p>n/a</p>
<p>The vast majority of people we asked, have gained their knowledge or experience of palliative or end of life care from general knowledge or a member of their family receiving or having received end of life care.</p>	<p>Healthwatch Citizens Focus Panel Palliative and End of Life Care</p>	<p>n/a</p>

Feedback	Data source	Provider
The vast majority of people we asked, thought that the primary providers of palliative and end of life care are Hospices and Nursing Homes. However, it's also clear from this that most people believe that this type of care takes place in a wide variety of healthcare and community settings.	Healthwatch Citizens Focus Panel Palliative and End of Life Care	n/a
We can see that most people believe that we do not talk about death and dying enough in our community.	Healthwatch Citizens Focus Panel Palliative and End of Life Care	n/a
Respondents selected the following as being a 'very important' part of palliative care and/or end of life care: control of pain and other symptoms at home, extra help at home, nursing care at home during the day and night, medical care in hospital, medical care in a hospice, bereavement support and someone to be available on the telephone.	Healthwatch Citizens Focus Panel Palliative and End of Life Care	n/a
Respondents selected the following as being an 'important' part of palliative care and/or end of life care: information and advice on financial matters, help at home with housework, someone to talk to about spiritual matters and alternative therapies.	Healthwatch Citizens Focus Panel Palliative and End of Life Care	n/a
When thinking about death or dying, the following words and phrases were provided: end of life, dignity, sadness, family, piece of mind, a better place, loss, pain, caring, legacy, the unknown, grief, sorrow, anxiety, uncertainty, the end, friends and loved ones, peace and a celebration of life.	Healthwatch Citizens Focus Panel Palliative and End of Life Care	n/a
I have had my jab and although my arm was sore for a few days I had no real issues. I had the AstraZeneca jab just a brilliant service, thank you.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	n/a
I have had my first jab. Must admit I felt really rough for a few days, but great now. Everyone should have it, especially if we are going to come out of lockdown. Plus, if people are going to keep using the towpath as a walking route it will ensure the Boaters living on will be ok.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	n/a
A Boater told us they had not had a jab yet as they were under 40, but that they have every intention of having vaccination as they see it as a passport to travel.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	n/a



Feedback	Data source	Provider
I believe that the more the virus is curtailed, the more it mutates in order to survive, so it would be best to allow it to circulate amongst the young and healthy while vaccinating all the vulnerable and elderly people effectively and fully.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
The first few times I tried to book, it kept cancelling as you have to book both appointments at the same time, but the date of my second dose was so far in advance that they didn't have any dates available yet.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
Most people told us about the friendly and welcoming staff, who looked after them well People generally felt that they experienced a short waiting time and accessibility, both to and on the site of their vaccination was good.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
Despite having an appointment booked for 1.20pm, they were running a 'drop in' on the same day. There was no distinction between the two groups so I ended up waiting for an hour for my pre-booked appointment. I did not feel this was very good and appointments should have been honoured with walk ins slotted in where they could. Poor planning.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
The majority of people indicated that they would like their vaccination to be in a familiar local setting, such as their local GP, pharmacy or walk in centre However, many were happy with the common option of attending a focused, larger site, such as vaccination centres.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
To have peace of mind that I will be much less likely to contract Covid and pass it on to anybody, and that if I do happen to contract it, it is unlikely that I will become seriously ill Also gives the opportunity to get the world back to normal.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
Not concerned about getting COVID (already had it April 2020 with minimal affects) Just want to get it to protect everyone else.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
My wife sadly passed away at the beginning of the pandemic after needing care for a few years. My wife was on the end of life pathway, but despite the pandemic, the staff said I was welcome to visit and spend time with my wife which was much appreciated as I know other care homes were not allowing visitors.	Healthwatch Quarterly Report April – June 2021	Care Home



Feedback	Data source	Provider
<p>An individual was kept waiting for 2 hours for an outpatient surgical procedure, and then said they were told that the Covid swab done in advance had gone missing and so they were unable to treat them.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>COCH</p>
<p>Two formal patient complaints with regards to inpatient and outpatient care:</p> <p>In-patient care: The complaint focusses on the lack of a formal diagnosis or clear care plan for the patient. Investigations are ongoing by the Trust into the concerns raised.</p> <p>Outpatient care: An outpatient imaging appointment had been made for an incorrect patient who attended the hospital for a scan. The error was identified at the time of the appointment and the procedure was not undertaken. This complaint is a joint investigation with NHS England to identify if the error occurred in Primary or Secondary Care</p>	<p>CCG Patient Experience Team Data</p>	<p>MCHFT</p>
<p>Three formal complaints regarding in-patient care for this provider.</p> <p>In-patient care: The concerns raised by the complainants include;</p> <ul style="list-style-type: none"> • The lack of medical investigation with the potential for a missed diagnosis of cancer which has been identified following admission to another Hospital provider. • Patient discharged with Covid symptoms and unable to cope at home, resulting in re-admission. • Physical and verbal abuse of an in-patient by another patient. 	<p>CCG Patient Experience Team Data</p>	<p>ECT</p>
<p>Ward staff have attended additional training in caring for patients who lack capacity and have dementia. An initiative to cascade dementia training with East Cheshire NHS Trust wards is also taking place.</p> <p>Concerns around patient to patient altercations will now be discussed at the Trust Acute and Integrated Care Safety Quality and Standards weekly meeting for staff awareness and as a source of learning.</p>	<p>CCG Patient Experience Team Data</p>	<p>ECT</p>



Feedback	Data source	Provider
One formal complaint regarding a delay in communicating patient clinical care information to the patient's GP, which is preventing onward referral for out of area treatment.	CCG Patient Experience Team Data	CWP
A total of 136 contacts relating to the Covid-19 vaccination programme were received. 74 of the total number of contacts were received from local Members of Parliament on behalf of their constituents. The main theme being when an individual would receive their first dose or second dose of the vaccine.	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 the definition of childlessness, freezing of embryos and number of In vitro fertilisation (IVF) cycles.	CCG Patient Experience Team Data	n/a

Feedback	Data source	Provider
<p>A parent says that their daughter has been diagnosed with Borderline Personality Disorder but that CWP do not provide the therapy she requires. They claim that the therapy is available in Manchester but CWP and her GP say they cannot refer her due to funding issues with the CCG. They say that as a result their daughter is feeling suicidal.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>Cheshire & Wirral Partnership Trust (CWP)</p>
<p>My daughter has a diagnosis of ASD with a PDA profile (which we waited 2 years to the day for assessment) she has now been referred for ADHD assessment...we received the letter accepting her request to be assessed. I phoned CAMHS and they told me it was 29 months until she will have her first appointment. I went to my GP as my daughter is really struggling in year 6 especially after the effects of lockdown. He was amazing and wrote to CAMHS asking for her to be seen sooner (he has already referred her for anxiety... still waiting). We received a letter back saying they won't see her any sooner. I thought about going private but the GP informed me that if she needs medication... they have to refer back to him then he has to refer back to CAMHS.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>CWP</p>
<p>An individual unhappy about the referral process for mental health treatment in the Chester area regarding their anorexia.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>CWP</p>
<p>A concern from an individual whose sister has been told she can no longer receive mental health support sessions due to Covid.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>CWP</p>
<p>An individual unhappy that they have had to chase clinic notes and a follow-up appointment for their son who has learning disabilities</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>CWP</p>
<p>I have mental health issues and am also a carer for my son with Autism. During Covid my MH has been very high and I have been struggling to keep on top of things. I have rung my GP for assistance a number of times and I feel I am being put off. They told me to speak to the Pharmacy on one occasion. They have said I can't talk about Mental Health on telephone appointments, I need to wait for a physical appointment that are not being delivered at the moment as I am not classed as an emergency... It feels never ending, I can't speak to the doctor as I am not an emergency, but my MH is getting worse so who do I talk to? Advised by Healthwatch to use the CWP emergency line, number given out.</p>	<p>Healthwatch Quarterly Report Jan – March 2021</p>	<p>Primary Care / CWP</p>

Feedback	Data source	Provider
<p>I'm working three jobs and co running a support group alongside caring for my autistic son and being autistic myself and my sons mental health issues are being treated as unauthorised by school as they do not recognise mental ill health as a valid reason for being off and require medical evidence in the middle of a pandemic where people aren't being seen face-to-face.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>n/a</p>
<p>I believe that most of the things that keep us healthy and active have been taken away. How a person feels mentally and physically has a huge impact on their immune system. Vitamin D is essential to well-being and being 'allowed' to exercise for a limited time has massively impacted on my own mental health and well-being.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>n/a</p>
<p>Isolation. Although I have the relief of a recent all clear result for an ongoing health condition, I live alone and isolation has made me feel very lonely at times. I sometimes feel lonely, but not to the point of deep depression, just a need to be with someone at times but it doesn't really impact my sense of wellbeing for a very long period of time.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>n/a</p>
<p>Mental Health Care long wait for telephone call and then suitable services not offered.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>CWP</p>
<p>Every mind matters has lots of helpful tips and advice as does action for happiness, I found both helpful.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>n/a</p>
<p>During re-referral process to local CMHT, waited several months for appointment with psychiatrist. Had this appointment early August 2020, during another episode of mental ill health. I was informed I had been booked in for a follow-up appointment with the psychiatrist in Nov 2020. I was informed by CMHT on day of appointment that the appointment had been cancelled. Alternative appointment with psychiatrist not been offered/rescheduled since then. Although this seems that be quite usual for this CMHT, rather than Covid-related disruption.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>CWP</p>
<p>We need timely access to appropriate specialist mental health service (secondary care), being kept informed (or even consulted) about treatment pathways and treatment plans.</p>	<p>Healthwatch Public Views on Health and Care during COVID19</p>	<p>CWP</p>

Feedback	Data source	Provider
Waiting lists are long so delayed help. Helplines not able to manage my mental health only on a short-term basis.	Healthwatch Public Views on Health and Care during COVID19	CWP
I can only say two very close friends' sons have not received the mental health support they need. One has tried to commit suicide; one should be sectioned for second time. I therefore have no confidence at all I would get the help I needed if my depression deteriorated.	Healthwatch Public Views on Health and Care during COVID19	n/a
I have had the Headspace app for some time - not for an urgent need, just for general wellbeing. Work has also provided access to an on-line support system and occasionally when stressed due to work I have accessed that - soothing music, suggested exercises (for the mind) etc.	Healthwatch Public Views on Health and Care during COVID19	n/a
I already suffered from mental health problems prior to the pandemic, and at the onset I was forced to move in with my mother to provide full-time care for her, whilst also finishing my Master's degree. This combination exacerbated existing conditions, as well as stress and anxiety caused by the pandemic.	Healthwatch Public Views on Health and Care during COVID19	n/a
I am very concerned on the impact on my son's mental health and his ability to access education over the next year.	Healthwatch Public Views on Health and Care during COVID19	n/a
Poor experience. Referred by manager. Virtual consultation. Lots of personal issues, family crisis, work issues. I felt the counsellor was reading a script. They recommended healthy eating, meditation and to keep a journal. Textbook recommendations. Very very poor service.	Healthwatch Public Views on Health and Care during COVID19	n/a
I have needed help with my mental health for a while and also take medication. I recently needed some extra support and was struggling so contacted my GP who referred me to mental health services at Leighton Hospital. I was able to speak to a Doctor at Leighton Hospital for advice very soon after contacting my GP and I felt listened to and supported. It made a big difference being able to speak to someone promptly and not to have to wait and worry. I found that the support and services I received for my mental health have been excellent.	Healthwatch Quarterly Report April – June 2021	MCHFT

Feedback	Data source	Provider
<p>A parent unhappy that their child was discharged from the Autism Diagnosis Pathway by a Paediatric doctor, which they say was on information from a simple questionnaire completed by school with consultation with family and discussion about her behaviour at home. They say they have been told that they would need to go back to her GP for a re-referral which they say means getting a diagnosis has been put back a further 12 months.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>MCHFT</p>
<p>During an engagement event with Space4Autism, multiple parents and carers of children with Autism told us that when people ask for support from the NHS or CAMHS for their child they are told to go to Space4Autism because there is a perception that the NHS “is not interested” and that CAMHS “doesn’t have experience of Autism”. People mentioned having to tell their child about the diagnosis themselves and only receiving a diagnosis by letter with no follow-up.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>CWP</p>
<p>It is perceived by parents and carers that there is no coordinated pathway and they were unable to access the information they needed. People told us that there needs to be a greater understanding from GPs of how to talk to young people with Autism because anxiety is caused because of the factual way they communicate.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>CWP</p>
<p>Parents and carers said that health services do not understand that a child with Autism may also need mental health support as their behaviour is just put down to Autism. There needs to be services in place to bridge the gap in mental health support for children with Autism.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>CWP</p>
<p>An individual told us they waited three years for a diagnosis of ADHD. Other parents and carers said that many children have ADHD alongside Autism, but they have to be diagnosed separately as there is no combined team.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>CWP</p>
<p>I reached out to CAMHS in crisis. When I got to speak to them, they listened and were sympathetic but it was a very long wait.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>CWP</p>
<p>Some complaints raised by MP constituents included:</p> <ul style="list-style-type: none"> • Access to Tourette syndrome services for children and young people. • Waiting times and lack of communication for adult mental health services. • Waiting times for adult ADHD assessments. 	<p>CCG Patient Experience Team Data</p>	<p>CWP</p>

Feedback	Data source	Provider
No way of knowing if the person providing support to my mother is vaccinated or not, suspect not.	Healthwatch Public Views on Health and Care during COVID19	n/a
Home care has been stopped and my sons and family are doing all needed so we are all safe.	Healthwatch Public Views on Health and Care during COVID19	n/a
Sometimes it has appeared difficult for them to provide a suitable carer at short notice when the planned carer has had to cry off.	Healthwatch Public Views on Health and Care during COVID19	n/a
Over the summer we could have garden visits. Visits are currently restricted to one named visitor per resident. Video calls are offered, but there is only one iPad being used which is also used for staff training meaning a call can be booked but isn't honoured.	Healthwatch Public Views on Health and Care during COVID19	Care Home
The home hasn't been very responsive or creative in using its facilities to allow visits.	Healthwatch Public Views on Health and Care during COVID19	Care Home
I don't want to let anyone into my home because of COVID-19.	Healthwatch Public Views on Health and Care during COVID19	n/a
Recently there have been lots of different carers coming in to look after me. I don't know their names and can't always understand what they say to me. Obviously wearing masks keeps me safer but I can't hear them as well or see their faces so many look the same in their uniforms but don't know me.	Healthwatch Public Views on Health and Care during COVID19	n/a
Referred to pain management/exercise programme before lockdown and have not heard anything about this since and when it might take place.	Healthwatch Public Views on Health and Care during COVID19	n/a
Fine - we have had Community Physiotherapy and Functional OT appointments. My son was very anxious, but we were put at ease by the Medical Professionals attending.	Healthwatch Public Views on Health and Care during COVID19	n/a
Staff going above and beyond for residents, with praise for their dedication and adaptability. People feel residents' safety has been put first, but it has been a challenging time, and they will be glad to resume normal visitation and activities again.	Healthwatch - Residents' and Friends and Relatives' Experiences of Care Homes during the Coronavirus Pandemic	Care Home



Feedback	Data source	Provider
There was a mixed response regarding communication. Whilst some residents and families felt they have been kept informed of changes occurring in the Care Home, others reported that this was not always the case.	Healthwatch - Residents' and Friends and Relatives' Experiences of Care Homes during the Coronavirus Pandemic	Care Home
Residents have felt somewhat segregated from their friends and family both inside and outside the home, but they understand why this is happening. They have particularly missed outside entertainment, visitation and exercise internally and with family.	Healthwatch - Residents' and Friends and Relatives' Experiences of Care Homes during the Coronavirus Pandemic	Care Home
People feel safe, their environment is clean and personalised. Residents feel a sense of belonging and the majority felt well cared for.	Healthwatch - Residents' and Friends and Relatives' Experiences of Care Homes during the Coronavirus Pandemic	Care Home
People have been able to have access to devices e.g. phones/tablets to maintain contact with family and friends. However, it is not always efficient as it requires support to be available and isn't preferable for everyone.	Healthwatch - Residents' and Friends and Relatives' Experiences of Care Homes during the Coronavirus Pandemic	Care Home
Residents and their friends/relatives told us they don't know who their GP is, or that they are hesitant to engage with them as they have been moved away from the GP they had previously.	Healthwatch - Residents' and Friends and Relatives' Experiences of Care Homes during the Coronavirus Pandemic	Care Home
The vast majority of people enjoy the food that they are offered, however some feel there could be improvements made in the quality and variety of food that they're offered, with particular attention to personalisation and special dietary requirements.	Healthwatch - Residents' and Friends and Relatives' Experiences of Care Homes during the Coronavirus Pandemic	Care Home
Challenges for staff, including visiting restrictions, staff testing, sickness, and COVID-19 outbreaks.	Healthwatch - Residents' and Friends and Relatives' Experiences of Care Homes during the Coronavirus Pandemic	Care Home



Feedback	Data source	Provider
<p>An individual contacted Healthwatch about their relative, who has been placed in a care home in Crewe following treatment at Leighton Hospital to assist in their recuperation for approximately 6 weeks. The family member does not have dementia, but they are very concerned that they are being treated as if they do. There is also concern about unwashed cutlery, people being left to wait too long for the toilet, and multiple staff taking regular cigarette breaks.</p>	<p>Healthwatch Quarterly Report April – June 2021</p>	<p>Care Home</p>
<p>During the reporting period, the CCG received a complaint regarding the District Nursing and Tissue Viability teams management of skin integrity. This complaint is currently under investigation.</p>	<p>CCG Patient Experience Team Data</p>	<p>Central Cheshire Integrated Care Partnership (CCICP)</p>
<p>The Patient Experience Team received 9 complaints during the reporting period in relation to Continuing Healthcare Checklist review disputes, lack of communication, CHC Fast Track arrangements, the failure to follow Mental Capacity Act practice and Care Home top up fees.</p>	<p>CCG Patient Experience Team Data</p>	<p>Continuing Health Care (CHC)</p>

Feedback	Data source	Provider
A man unhappy about the way his elderly wife with dementia was treated in hospital. He says that during her 8-week stay in hospital she was moved around wards, lost a lot of weight, and contracted COVID-19 . He has not been able to talk to or see her, and has had no contact with the hospital and social work team about what will happen next, and no assessment has been done. He feels there has been no dignity, empathy, care or support for either of him or his wife.	Healthwatch Quarterly Report Jan – March 2021	ECT
An elderly lady who spent two days in the South Cheshire Unit, was unhappy with her experience, claiming that staff appeared stretched and made up of retired staff returning to work. She says that staff were rude to her and brought her tea while she was asleep and took it away before she could have it.	Healthwatch Quarterly Report Jan – March 2021	MCHFT
She said that the treatment she received [for long Covid] both from the Ambulance men and in A&E was amazing - they dealt with her and her husband very well and the consultant she has been placed under was totally understanding of her issues and concerns around her husband's care [dementia].	Healthwatch Quarterly Report Jan – March 2021	MCHFT
A lady with long Covid who felt 'abandoned and isolated' after being admitted to hospital, with no care and support in place upon discharge.	Healthwatch Quarterly Report Jan – March 2021	MCHFT
I was required to attend A&E with a severely sprained ankle. It was very quiet and I was seen straight away (in and out within 50 mins) which is amazing for A&E. I had to wear a mask but this experience was actually a positive one.	Healthwatch Public Views on Health and Care during COVID19	COCH
It was at Crewe Leighton Hospital A&E. Everything was done properly with masks and gloves and gowns and social distancing. I felt very safe.	Healthwatch Public Views on Health and Care during COVID19	MCHFT
Two visits to A&E at Leighton to remove hearing Aid tip lodged in my ear. Each time was quick and successful.	Healthwatch Public Views on Health and Care during COVID19	MCHFT
Concern over a man with dementia, who was brought to Countess Hospital from a Cheshire Care Home. On discharge, a relative told us that no relatives were informed and the patient was taken to a new Care Home on the Wirral.	Healthwatch Quarterly Report April – June 2021	COCH
An elderly man was admitted to A&E for the sixth time in a few months with severe pain and says he waited for 8hrs before he says staff accused him of making illnesses up. He is a carer and says he was feeling suicidal due to the pain.	Healthwatch Quarterly Report April – June 2021	MCHFT





Feedback	Data source	Provider
It's like -we're going to put you in this pot, and white people in this pot because you're the ones who are dying the most. And you're not taking the vaccine, and white people are, and why aren't you taking it. What a load of rubbish.	Insight Report -Vaccination: Exploring vaccine confidence with people from African, Bangladeshi, Caribbean and Pakistani backgrounds	n/a
They bombarded me with messages, I call it vaccine terrorism. I didn't even know they had my number or email. They ignored me sometimes before. I wouldn't trust them to care all of a sudden.	As above	n/a
There's almost a pressure to follow the norm whether or not it's the "right" thing to do.	As above	n/a
I think it is wrong to make assumptions that the BAME community need other famous people from their community to promote the vaccine to encourage them to take. It is totally disrespectful to think that any celebrity can change anyone's decision about the vaccine. We have common sense to make decisions we don't need no celebrities to tell us to be safe, they should take it and mind there own business.	As above	n/a
I just feel, especially the media, give out a lot of conflicting information which can confuse people. I feel sometimes you don't know what to believe and it causes confusion.	As above	n/a
I do trust the NHS, but at the moment it's hard to see who is saying what , there is a lot of crossover with central government.'	As above	n/a
My family and community, I take advice from. It'sa cultural thing. If I have a headache they're the people I ask first. Even with the vaccination, I take a lot of advice from my Caliph, my community is a go to place.	As above	n/a

Feedback	Data source	Provider
<p>The Asian community used a wide range of media sources to find out information about COVID. The most commonly used sources were UK TV, News websites and social media along with official sources. Levels of trust in mainstream media were slightly higher than the total sample (for example, UK TV and News websites). In terms of community sources of information, there was extensive use of work colleagues, friends and family members in the UK to find out about COVID.</p>	<p>Ethnicity Profiles in Cheshire & Merseyside - Communication and Engagement Methods</p>	<p>n/a</p>
<p>The White Non-British community used a smaller range of media sources to find out information about COVID than other communities. While the most commonly used source was UK TV their use of the mainstream media(including UK TV) was lower than the total sample. White Non-British had fewer community networks and were much less likely to use family in the UK, friends and work colleagues, but more likely to use family outside of the UK.</p>	<p>Ethnicity Profiles in Cheshire & Merseyside - Communication and Engagement Methods</p>	<p>n/a</p>
<p>Mixed ethnicities were more likely to use the mainstream media to find out about COVID than the total sample, with use of UK TV, news websites, UK radio and newspapers all higher than the average. This community was also more likely to watch government briefings than the total sample. Despite their higher use of mainstream media, their trust in the media was markedly lower than the total sample. In terms of community sources of information, mixed communities were more likely to use family members as a source of information about COVID.</p>	<p>Ethnicity Profiles in Cheshire & Merseyside - Communication and Engagement Methods</p>	<p>n/a</p>
<p>Black ethnicities used a wide range of communication sources to find out about COVID. They were slightly more likely to use UK TV and news websites than the total sample. Despite their higher use of UK TV and news websites, Black ethnicities had lower levels of trust in these two sources than the total sample. The wide range of sources used to find out about COVID extended to community sources, with Black ethnicities slightly more likely to use work colleagues and family members (in the UK).</p>	<p>Ethnicity Profiles in Cheshire & Merseyside - Communication and Engagement Methods</p>	<p>n/a</p>
<p>Yes, I'll display your posters as the information is so important and having this information will make a great difference.</p>	<p>Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations</p>	<p>n/a</p>



Feedback	Data source	Provider
Thank you for this information it's a great help and will be great to know when I'm travelling.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	n/a
Yes, I've had my jab thank you. It's great to see you out and about doing stuff like this and it's nice to chat as I haven't seen that many people.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	n/a
I've had my jab, thank you. Easy process to get my second, all being well at the end of April. Great to see people considering Boaters thank you. I've had no issues when travelling the system.	Healthwatch – Supporting Boaters to access Primary Care and Covid Vaccinations	n/a
The media are not giving complete information in order to make a informed decision They need to be truthful about the pros, cons and side effects My friend in his 40 s developed myocarditis after his 1st AZ vaccine.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a
I want to find out information from a wide variety of sources as possible, media can be very misleading, even at the best of times.	Healthwatch – Views of 18-30 year olds on Covid Vaccinations	n/a

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.

[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.

[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.

[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.