

NHS Cheshire Clinical Commissioning Group

Insight and Intelligence Report

August 2021 – November 2021

Trimester two

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.

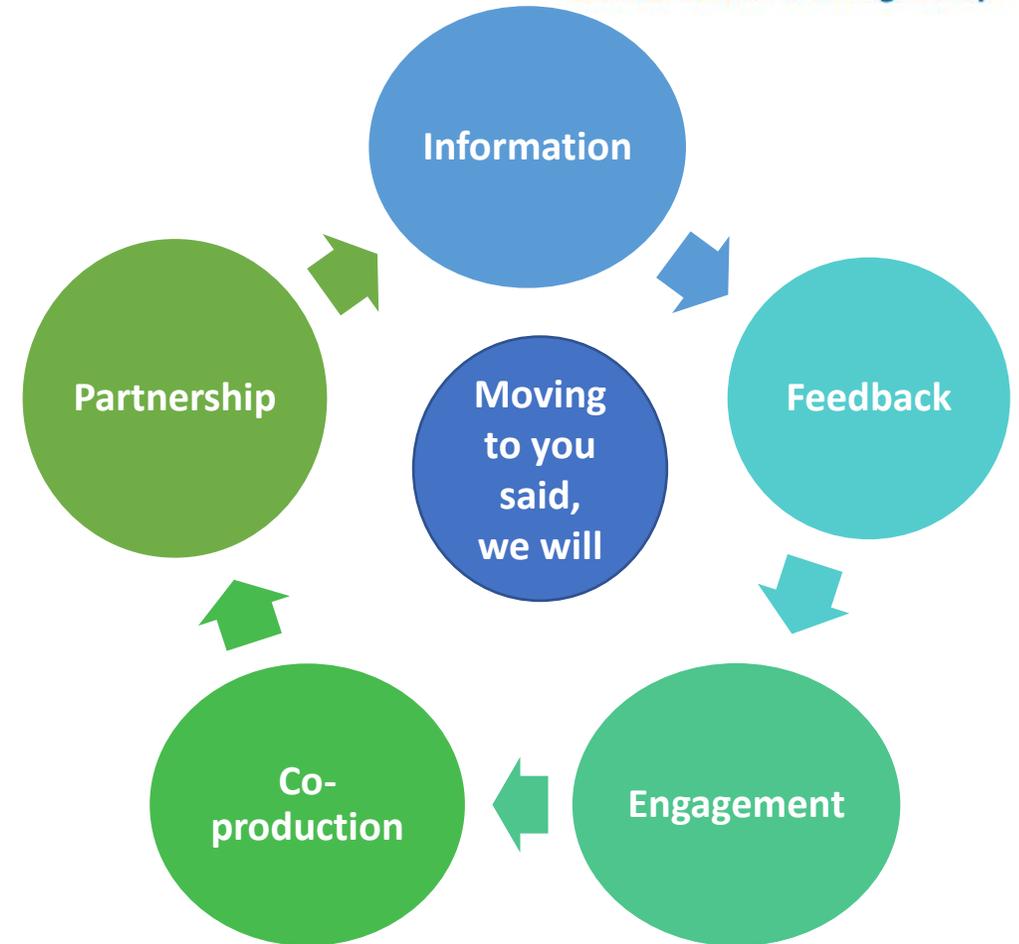
We need to ensure that public, patient and carer voices are at the centre of our local healthcare services, from planning to delivery. Every level of the commissioning system should be informed by listening to those who use and care about our services.

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

LD and Autism focus: It is felt that the resident's voice for people with LD and/or Autism is unlikely to be reflected in the mainstream data sources or providers contained within the Intelligence and Insight report. With this in mind, further details are included to outline and provide assurance of the engagement work that is being done in Cheshire.



How to use this report

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

Each of the sections contains information taken from the range of data sources 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

[Patient Experience Team data 1st July 2021 – 31st October 2021](#)

Cheshire Chat Webinar - Imagining the Future Mental Health

Healthwatch Cheshire

[A&E Watch Report July 2021](#)

[Citizens Focus Panel – Help Us Help You campaign](#)

[Cheshire West Annual Report 2020 – 21](#)

[Cheshire East Annual Report 2020 -21](#)

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

Care Quality Commission (CQC)

[CQC report November 2021 – Mental Health Ward for working age adults](#)

Closing the loop



Cheshire

Clinical Commissioning Group

You said, we did

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

Priority 1:
Development of
a new service
model

You said



Together we...

You would like to see more promotion of self-care to manage the health needs of the local population

Continue to offer Self Care Champion training to our communities and partners across Cheshire and continue to progress the roll out of the Self Care Awards across schools, colleges and workplaces in Cheshire.

Self care and encouraging the shift in behaviour change to increase responsibility and personal ownership for health, care and the use of the NHS is a cornerstone of the communications and engagement response to system pressures and winter

You want to see children, young people and their families encouraged to manage their health needs

Undertook a content review and relaunch of the CATCH app for supported self care in Cheshire East and secured funding for roll out of the CATCH app in Cheshire West

You would like to see more support and options available for young carers

Worked to ensure an integrated All Age Carers Strategy is now in place across Cheshire. Specialist support is in place for young carers and work is continuing to identify young carers within the school setting and to ensure their feelings and experiences feed into the development of the service and support offer.

Closing the loop



Cheshire

Clinical Commissioning Group

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Priority 2:
Prevention and
health
Inequalities

You said



Together we...

You wanted more support for people with eating disorders.

Worked with Cheshire and Wirral Partnership (CWP) to enable them to commence a 12 month pilot for physical health checks to be carried out and managed from within the Eating Disorder Team. The CCG plans to further expand this approach for physical health checks across Cheshire

You wanted to improve access to early support to children and families who need help

Established Mental Health Support teams in schools across Cheshire with further expansion planned

You would like to see additional Mental Health support within hospitals

Commissioned a new psychiatric liaison service which is now available In all hospitals within Cheshire

You would like to see a further provision of women and children's services In the community

Expanded the child health hub model in both East Cheshire and Mid Cheshire Plans with plans progressing to go live with the child health hub In Cheshire West in November 2021

Closing the loop

NHS

Cheshire

Clinical Commissioning Group

You said, we did

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Priority 3:
Improving the
quality of care
and outcomes

You said



Together we...

You would like to see more suitable services offered for Mental Health care

Are in the process of developing community crisis alternatives so people who require mental health support able to access it without requirement to see their GP or visit hospital. This will include crisis cafes and overnight provision.

You would like to see more support for Mental Health within your GP Practice

Are in the process of commissioning mental health practitioners to work alongside primary care colleagues in order to more effectively support people.

You would like more involvement about your treatment pathway and treatment plan

Developing opportunities for individuals accessing services to be supported to actively participate in the development of their treatment package and the ongoing monitoring as appropriate and are encouraged to speak to the service to discuss any concerns.

Focus on LD and Autism

There is a general lack of understanding of the needs of people with LD and/or Autism. This is at all levels of service planning, commissioning, service provision, and review (NHS England 2021).

We therefore need to stop and think about whether we are doing enough to seek out the views and wishes of people with LD and/or Autism?

To enable this, we need to consider what systems we have in place to routinely seek the views, wishes, and feelings of people with LD and/or Autism and their families as part of our core insight and intelligence work. Meaningful engagement means actively enabling people living with LD and/or Autism to share their perspectives in order to act on what they communicate as part of our routine systems.

To do this a number of **alternative methods** are likely to be successful in reaching people who are often excluded from surveys, focus group engagement or other traditional consultation activities, (**Mencap and PMLD Network, 2010**).

Focus on LD and Autism

How do we ensure we have alternative and more inclusive methods of seeking the 'resident voice' in Cheshire?

Best practice examples

Stop, Look and Listen to Me
Intensive Interaction
Other Ways of Speaking
Observable Indicators
Go For It
Involve Me

Delivery in Cheshire

Parent Carer Forums, Autism Hubs, SEND Participation Workers
Parent Focus Groups (organised for Nov 2021) arranged via social media
Key Worker Project - Co-production with Young People
Engagement sessions with people with LD and Autism highlighting their experiences
Partnership Boards and Strategy Groups - with people who have lived experience sharing their experience/expertise
Two current case studies presented as part of our Programme Review (October 2021) highlighting learning.

Feedback	Data source	Provider
I was told to go to the pharmacy for a referral however I did not have luck with this so they said call a GP and they had no appointments so the receptionist said to come here.	Healthwatch A&E Watch Report – July 2021	Primary Care
I went to A&E as the GP wanted me to take a PCR before going to see him and the nearest test I could find was 43 miles away which was too difficult and Inconvenient to get to.	Healthwatch A&E Watch Report – July 2021	Primary Care
The GP was very concerned that the pain in my partner's back was so severe and that he had pins and needles in his buttocks and legs. He said (If untreated) the nerve could die and my partner wouldn't be able to walk and could end up In a wheelchair.	Healthwatch A&E Watch Report – July 2021	Primary Care
Explained the issues to my GP, they advised I attended minor injuries unit, however there was no doctor present. I was asked to attend Leighton A&E.	Healthwatch A&E Watch Report – July 2021	Primary Care
Phoned GP got an appointment for 3 weeks later. Pain In back and chest got worse so came to A&E.	Healthwatch A&E Watch Report – July 2021	Primary Care
I have very sore legs so my doctor sent me to be seen as he didn't have any face to face appointments.	Healthwatch A&E Watch Report – July 2021	Primary Care
Ongoing problem, sent photos to GP. GP contacted orthopaedics and they advised to come to A&E to see orthopaedic consultant	Healthwatch A&E Watch Report – July 2021	Primary Care
I was advised to attend after GP saw photos of my swollen arm. Because it was swollen all the way up my arm and red and hot I was advised to come to A&E as I may need antibiotics In my vein.	Healthwatch A&E Watch Report – July 2021	Primary Care

Feedback	Data source	Provider
Had a phone call with my doctor who after hearing my concerns said I should get to a hospital so he made an appointment for me	Healthwatch A&E Watch Report – July 2021	Primary Care
Yes I've been feeling unwell for a couple of days, I spoke with my doctor on the phone and said take paracetamol and If it didn't improve come the hospital.	Healthwatch A&E Watch Report – July 2021	Primary Care
I tried to make appt a few days ago no chance, no virtual, no face to face, cant even send photos so I brought my son here to A&E.	Healthwatch A&E Watch Report – July 2021	Primary Care
This visit need not of happened had the doctor seen my son either phone call/virtual or face to face. The surgery reception advised me to call 111 who made an appointment for me at 12.30. I'm here with son on time to be told the hospital are not running an appointment system.	Healthwatch A&E Watch Report – July 2021	Primary Care
In March she tried to make appointment to discuss arthritic hip. After 4-5 calls she was sent for X-ray and blood tests and got a virtual appointment to be told to take painkillers. She got worse and made another appointment to be told she had been referred to the countess with a 72 week wait. She was In pain and wanted a face to face appointment, but was told only virtual appointments available, only to be told she was depressed. Family have advised her to go private.	Healthwatch A&E Watch Report – July 2021	Primary Care
GP Practice has a recorded sent message by text to say don't come in as they don't have the staff because they have been pinged by the App.	Healthwatch A&E Watch Report – July 2021	Primary Care
There's no point getting in touch with NHS111 or my GP because she can't get to see them as Its either telephone or nothing.	Healthwatch A&E Watch Report – July 2021	Primary Care

Feedback	Data source	Provider
I couldn't get a GP as they said it would be 3 days before a video consultation and before them seeing it, so I googled foot injuries and felt I needed to see someone.	Healthwatch A&E Watch Report – July 2021	Primary Care
Because it is so difficult to get a real appointment. I know people are busy but its harder than ever to get an appointment.	Healthwatch A&E Watch Report – July 2021	Primary Care
Of those who had attempted to go elsewhere before A&E, 74% (83 people) said they had first tried to access their GP, with 58 of these people saying that the GP themselves had advised them to go to A&E. Other people mentioned being advised by receptionists to go to A&E due to a lack of GP appointments.	Healthwatch A&E Watch Report – July 2021	Primary Care
Across all three hospitals, 58 of these people said that the GP themselves had advised them to go to A&E.	Healthwatch A&E Watch Report – July 2021	Primary Care
Had to go to A&E as rang GP at 8am, waited till 3.30pm. No GP response.	Healthwatch A&E Watch Report – July 2021	Primary Care
Doctors said they had no appointments so to go to A&E	Healthwatch A&E Watch Report – July 2021	Primary Care
Continuity has gone when you see your doctor or another doctor at the surgery why do we spend 9 minutes of a 10 minute appointment telling the doctor about my ongoing issues.	Healthwatch A&E Watch Report – July 2021	Primary Care
I couldn't get through to the GP on the phone so decided to come to A&E as felt I needed to see a Doctor	Healthwatch A&E Watch Report – July 2021	Primary Care
GP process was too long, blood tests would be over 1 week, GP wouldn't see me, no appointments available. Dial 999 or call out paramedics, only option. (Healthwatch A&E Watch Report – July 2021	Primary Care

Feedback	Data source	Provider
People haven't felt comfortable making appointments, or with a perceived overburdening of the NHS. However, there were some signs that people are beginning to feel comfortable accessing healthcare again as time progressed.	Healthwatch – Annual Report 2020-21	Primary Care
The majority of people reported being happy to have GP video/telephone appointments dependent on the concern, but there is still strong sentiment that face-to-face appointments are beneficial.	Healthwatch – Annual Report 2020-21	Primary Care
There has been a 50% increase in complaints relating to GP Practices in Cheshire East this year. Physically seeing a GP was an area for concern for some people contacting ICAS due to them feeling that their issue required a physical examination, rather than a telephone or video appointment.	Healthwatch – Annual Report 2020-21	Primary Care
My GP is a credible source of information and it's relatively easy to access a telephone appointment.	Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign	Primary Care
My local GP is very professional and I feel safe when attending.	Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign	Primary Care
My GP has kept strict precautions in place to stop the spread of the virus.	Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign	Primary Care
Trying to get an appointment with a GP is an uphill struggle – having to go online and answer lots of questions when you're unwell, instead of just speaking to a human.	Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign	Primary Care
The message they are sending out, seems to be putting you off contacting them – especially GP surgeries.	Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign	Primary Care

Feedback	Data source	Provider
<p>I feel that GPs have hidden away behind closed doors and haven't offered the same help to patients as those on the front lines.</p>	<p>Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign</p>	<p>Primary Care</p>
<p>I'm happy that GPs have started making full use of technology i.e., more telephone appointments and having patients upload photos for triage.</p>	<p>Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign</p>	<p>Primary Care</p>
<p>40 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. • Communication - difficulties getting through to their GP Practices by telephone, access to online booking of appointments. • Medication – prescription delays, 28 day prescribing policy, choice of medication, Special Allocation Scheme patients. • Access to Medical Records – Requested for amendments to records, access to records. • Access to treatment – Influenza vaccination, ear syringing. 	<p>CCG Patient Experience Team Data</p>	<p>Primary Care</p>



Feedback	Data source	Provider
Issues with prescriptions and medication, particularly with the repeat prescription process, occurred throughout the pandemic, but as time went on these became far less common.	Healthwatch – Annual Report 2020-21	Pharmacy Services
My pharmacist is very knowledgeable on common ailments and is very easy to access without the need for an appointment.	Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign	Pharmacy Services

Feedback	Data source	Provider
From start to finish of the birth of my son was really poor. Only got to visit my partner once bear in mind she was in for 8 days In total. Didn't get to see my new born son till he was 2 days old was not allowed to see him or partner.	Care Opinion Website	Mid Cheshire Hospitals NHS Foundation Trust (MCHFT)
Received a brilliant child centred service. The physio was so engaging- the outcome of the work very successful- getting my child on board and motivated to do the exercises at home made such a difference.	Care Opinion Website	Countess of Chester Hospital NHS Foundation Trust (COCH)
I entered the Gynaecology department as instructed the midwife and was told to sit in the waiting area. After half an hour I approached the nurse at the front to check that I was on the list to be seen as no-one had taken any details from me. She responded In a rude and aggressive manner.	Care Opinion Website	COCH
Sonographer reflected on their approach when undertaking ultrasound scans to mother's during their pregnancy in line with the values and behaviours expected from Trust staff.	CCG Patient Experience Team Data	MCHFT

Feedback	Data source	Provider
I'm concerned about the length of time for hospital treatments, particularly for painful conditions, the length of waiting lists is a serious situation.	Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign	n/a
I think the back log of cases created by Coronavirus will take a few years to tackle and may shorten lives.	Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign	n/a
I don't think we've had the Covid vaccine long enough to know how effective it is and how long it will last.	Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign	n/a
During my visit to the Ophthalmology department in January I was seen very promptly by a number of staff. I was very impressed with how quickly I was seen, especially in these difficult times. At the time I felt quite nervous being in a hospital, but it felt very clean and COVID safe. Everyone I met was friendly and made me feel comfortable, whilst having tests to check for possible glaucoma	Care Opinion Website	MCHFT
I recently went to see a surgeon after 2 years of pain, it a shoulder impingement, I have done physio and had a steroid injection and the pain got worse on both. After waiting 6 months for the referral to be seen I get to see a surgeon. What a waste of time, he was overly aggressive with me from the moment I walked in, argumentative and wouldn't let me talk, even to the point of shouting at me	Care Opinion Website	MCHFT
I had an appointment with the radiology department today. The staff were gentle, warm and welcoming but I would really like to point out how marvellous the place was looking - you have a fantastic cleaning team and it shows.	Care Opinion Website	Victoria Infirmary Northwich (VIN – MCHFT)
So very impressed with the care of my partner following her call for a colonoscopy after a routine home test. In spite of all the Covid protocols making face to face impossible, she has been given all the information needed and reassurance to make her experience as positive as possible.	Care Opinion Website	MCHFT



Feedback	Data source	Provider
<p>Had a new hip replacement could not have had better treatment anywhere which is harder to achieve as It took place during Covid restrictions many thanks to all concerned</p>	Care Opinion Website	MCHFT
<p>Visited Urology outpatients and was very impressed by all the nurses and sister who attended me. They were very attentive, caring and gave me very good advice. The sister followed up very quickly on all actions and I had notification of follow up scan and procedure next day</p>	Care Opinion Website	MCHFT
<p>My sister and I would like to express our most sincere thanks and appreciation to all of the nursing staff on Ward 18 at Leighton Hospital, with a special mention to the “Sisters” on the ward for the professional, kind and loving care they have given, over the past few weeks, to our wonderful, 95-year old mother.</p>	Care Opinion Website	MCHFT
<p>I had surgery to remove my gallbladder. I was very nervous, the surgeon took time to explain everything. The nurses on the ward were very kind, I was impressed at how they keep on top of everyone’s pain. Nothing was too much trouble, thank you all very much. I feel gratitude that I’ve had my operation In these difficult times.</p>	Care Opinion Website	MCHFT
<p>Can’t recommend the team in the Endoscopy unit highly enough. Have been in for 4 procedures over last 12 months and each time met with caring, professional and efficient staff. They quickly put you at ease at a time when many are nervous even If only visiting for tests.</p>	Care Opinion Website	East Cheshire NHS Trust (ECT)
<p>I went for a hysteroscopy at New Alderley house Macclesfield this morning terrified after reading all the horror stories online. But please don’t believe them all - the staff at New Alderley house that do this are amazing. The consultant takes the time to explain exactly what will happen and your dignity Is preserved at all times. There is an amazing nurse who will hold your hand and talk the whole way through the procedure to distract you. What a lovely lady she deserves a medal!</p>	Care Opinion Website	ECT



Feedback	Data source	Provider
I attended the breast surgery clinic. Firstly the receptionist was downright rude. Considering most women are attending at a highly anxious time I was quite taken aback at her manner.	Care Opinion Website	ECT
I had surgery today and would just like to thank the staff. Particularly one nurse I wish I knew her name! She had a rainbow lanyard on, she was so friendly and even help my hand when she knew I was a bit nervous. She made me feel so much more comfortable even when things weren't quite going to plan.	Care Opinion Website	COCH
This is a very busy clinic. As such, it's always a little chaotic at the best of times. However, deaf people are completely overlooked & no reasonable adjustments (which is required by law) were made. The clinicians were calling out people's names through masks. This made it impossible for me to lip read. I told the receptionist but still, the hospital failed to make any adjustments.	Care Opinion Website	COCH
The investigation into a complaint regarding general nursing care, identified that Wards 50 and 54 had not carried out a Malnutrition Universal Screening Tool (MUST) assessment on the patient. As a result, the Wards have been reminded of the importance of the checks and audited to ensure compliance.	CCG Patient Experience Team Data	COCH
A patient has described their poor experience of attending for a Covid vaccination at the Trust allergy clinic. Specific concerns relate to the attitude of clinical staff and condition of the clinic room.	CCG Patient Experience Team Data	MCHFT
Ward 10 highlighted as having a dirty floor in a patient side-room and marked laundry. The Trust identified that there had been supply problems in accessing laundry. The Ward confirmed that a Credits for Cleaning audit had been carried out during the patient's time on the Ward and this indicated a compliance rate of 91.64%.	CCG Patient Experience Team Data	MCHFT



Feedback	Data source	Provider
<p>A reminder has been given to staff to bring forward a patient procedure if diabetes is identified at the time of admission. A further reminder in relation to updating patients in the waiting room, when delays occur.</p>	CCG Patient Experience Team Data	MCHFT
<p>The complaint describes repeated requests by the family of a palliative care patient for transfer to a Hospice for end-of-life care. The concern indicates that this was denied on a number of occasions as the Palliative Care Specialist advised that the patient was not at the stage of end-of-life. The patient sadly died, following admission as a day case. The complaint is currently under investigation by the Trust.</p>	CCG Patient Experience Team Data	ECT
<p>During the reporting period the Patient Experience Team received a total of 137 contacts relating to the Covid-19 vaccination programme. The type of Covid-19 enquiries received included issues with vaccine records, access to boosters, access for under 18's, vaccines at home, dosing intervals and requests for choice of vaccine.</p>	CCG Patient Experience Team Data	n/a
<p>The Patient Experience Team received five contacts during the reporting period in respect of the CCG policy for NHS funded treatment for subfertility. The enquiries related to the number of In vitro fertilisation (IVF) cycles and the definition of childlessness.</p>	CCG Patient Experience Team Data	n/a

Feedback	Data source	Provider
Some referral services are becoming difficult to access due to long waiting times, we have been told ADHD referrals may take years.	Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign	n/a
Irish/Gypsy Traveller communities. These communities have a very low uptake on health services in general so the mainstream pathways to access mental health services would not be used. There needs to be a commitment to working with organisations that already work with these communities to develop pathways so that the access to mental health services Improves.	Cheshire Chat - Imagining the Future Mental Health	Cheshire and Wirral Partnership NHS Foundation Trust (CWP)
COVID has emphasised the use of technology and doing things virtually, this learning needs to be considered In future service provision and development.	Cheshire Chat - Imagining the Future Mental Health	CWP
Really good to see that you are considering people with serious mental illness and they are going to be able to access health checks In places such as CAB.	Cheshire Chat - Imagining the Future Mental Health	CWP
I was under the West Cheshire Early Intervention team for around 3 years as is standard. You hear pretty good things about early intervention services for psychosis, however, after increasing exposure to them and other NHS mental health services, I think this Is mainly related to the fact that they are the best of a pretty depressingly poor set of options.	Care Opinion Website	CWP
The care staff really helped me with my anxiety depression and ptsd, nurses gave me all the relevant information to get myself better, I needed routine back in to my life especially with taking medication & sleeping. I now have a more positive outlook on life and I am working towards getting myself better.	Care Opinion Website	CWP
I feel my experience here has had a detrimental effect on my mental health , and as a mental health service. there Is vast scope for improvement, and woefully lags behind other mental health providers.	Care Opinion Website	CWP

CQC FINDINGS:

- This was a focussed inspection which looked at parts of the 'safe' and 'well led' key questions. The rating of 'safe' has changed from good to requires improvement. This has not changed the overall rating of this core service which remains as good.
- The ward was clean and maintained. In most instances the ward was designed to reduce the risks to patients, but the environmental risk assessments were not comprehensive. The service effectively operated the trust's governance processes, but risk was not always managed well.
- The service did not always have enough staff, who knew the patients and received basic training and supervision to provide safe and consistent care.
- Staff assessed and managed risks to patients, however not all patients had an up to date risk assessment. Staff achieved the right balance between maintaining safety and providing the least restrictive environment possible in order to facilitate patients' recovery. Staff followed best practice in anticipating, de-escalating and managing challenging behaviour. As a result, they used restraint and seclusion only after attempts at de-escalation had failed.
- Staff understood how to protect patients from abuse and the service worked well with other agencies to do so. Incidents were recognised, reported and investigated. Staff had training on how to recognise and report abuse and they knew how to apply it.
- Staff had easy access to clinical information and it was easy for them to maintain high quality clinical records – whether paper-based or electronic.
- Staff recognised incidents and reported them appropriately. Managers investigated incidents and shared lessons learned with the whole team and the wider service. When things went wrong, staff apologised and gave patients honest information and suitable support.
- Leaders had the skills, knowledge and experience to perform their roles. However, there had not been stable leadership over the last year. They had a good understanding of the services they managed and were approachable for patients and staff.
- Staff knew and understood the provider's vision and values and how they were applied to the work of their team.
- Staff felt respected and valued, and could raise any concerns.
- Our findings from the other key questions demonstrated that the service effectively operated the trust's governance processes, but risk was not always managed well.
- Teams had access to the information they needed to provide safe and effective care.

What people who use the service say

- Patients told us there were not enough staff. They were generally positive about the actual staff on the ward, and felt able to talk with them. However, there were a lot of temporary staff who didn't know them or their needs.

- The occupational therapist led on activities, and patients had mixed views about the value of these. Patients told us activities were not always available, and it was sometimes difficult to have escorted leave, which they attributed to there not being staff available.
- Patients had mixed views about the level of involvement they had in their care plans, and how much recovery, rehabilitation, physical wellbeing and discharge were monitored and planned for. Some patients were involved in and aware of aspects of this, but others were not. All the patients we spoke with had different views of what improvements could be made to the ward.
- Patients felt that decisions were made about them without their involvement. They provided information to a weekly multidisciplinary 'board round' but were not allowed to attend. They did attend the monthly 'ward round'. Patients had their medicines explained to them, and were able to ask questions about this.
- Patients told us they felt safe most of the time, but they sometimes felt intimidated by other patients.

During the inspection visit the inspection team:

- visited the ward, looked at the ward environment and observed how staff were caring for patients
- spoke with four patients
- spoke with managers of the service
- spoke with five other staff
- reviewed ten care records of patients and other care related documents
- looked at a range of policies, procedures and other documents relating to the running of the service.

CQC advised that the Trust **must**:

- The trust must ensure that there are enough skilled and experienced nursing and support staff on each shift. Staff must have received the necessary mandatory training, supervision and appraisal (Regulation 18(1)(2)).
- The trust must ensure that an environmental and ligature risk assessment is carried out which clearly identifies potential risks to patients and takes action to remove them, or to mitigate against them; this information must be clearly communicated to staff

CQC advised that the Trust **should**:

- The trust should ensure that all patients have a risk assessment completed and reviewed regularly (Regulation 12).



Feedback	Data source	Provider
Staff going above and beyond for residents, with praise for their dedication and adaptability.	Healthwatch Cheshire East – Annual Report 2020-21	Care Homes
People kept informed of changes to guidance or visiting.	Healthwatch Cheshire East – Annual Report 2020-21	Care Homes
People finding it difficult not having visits from friends and family.	Healthwatch Cheshire East – Annual Report 2020-21	Care Homes
People have been able to have access to devices e.g. phones/tablets to maintain contact with family and friends.	Healthwatch Cheshire East – Annual Report 2020-21	Care Homes
Challenges for staff, including visiting restrictions, staff testing, sickness, and COVID-19 outbreaks.	Healthwatch Cheshire East – Annual Report 2020-21	Care Homes
The Patient Experience Team received 8 complaints during the reporting period in relation to Continuing Healthcare Checklist review disputes, CHC Fast Track arrangements, care package arrangements and Early Discharge Funding arrangements.	CCG Patient Experience Team Data	Continuing Health Care (CHC)


**UNSCHEDULED
CARE**

Feedback	Data source	Provider
Overall, 71.4% (185 people) told us they had not contacted NHS 111 before attending A&E.	Healthwatch A&E Watch Report – July 2021	MCHFT / COCH / ECT
Overall, 53.8% (120 people) told us they had not attempted to go anywhere else before attending A&E.	Healthwatch A&E Watch Report – July 2021	MCHFT / COCH / ECT
Rang over weekend. NHS 111 sent an ambulance to the home. Mum who is a Nurse didn't think this was necessary but they sent one anyway.	Healthwatch A&E Watch Report – July 2021	NHS 111
I was told to come to A&E, I needed an ambulance but it was a 4 hour wait.	Healthwatch A&E Watch Report – July 2021	North West Ambulance Service (NWAS)
I was advised to come to hospital by NHS111, they made an appt but hospital said they are not running appointments	Healthwatch A&E Watch Report – July 2021	NHS 111
Terrible for trying to get through took 20 minutes. They said a gynaecologist would ring me back but she never did. So re-rang 111 and they said to just come to A&E	Healthwatch A&E Watch Report – July 2021	NHS 111
I came to A&E, I rang NHS111 but advised 8 hour wait for call back. Very nice but needed more rapid response.	Healthwatch A&E Watch Report – July 2021	NHS 111
Not happy to use NHS 111 as not confident that they are competent to diagnose. She thinks NHS 111's job is to deter people from coming to A&E.	Healthwatch A&E Watch Report – July 2021	NHS 111
I have used NHS 111 once before and found it to be a waste of time and resources.	Healthwatch A&E Watch Report – July 2021	NHS 111
Aware of NHS111 but didn't realise it could be used for minor Injuries.	Healthwatch A&E Watch Report – July 2021	ECT

UNSCHEDULED CARE

Feedback	Data source	Provider
Just did not think to use NHS111 - thought it best to come to A&E where I would be seen.	Healthwatch A&E Watch Report – July 2021	ECT
Was at the hospital for another appointment anyway so thought It would be easiest to come to A&E.	Healthwatch A&E Watch Report – July 2021	MCHFT
Rang 999 at 5am told no ambulance come to A&E. 10am they sent an ambulance taxi.	Healthwatch A&E Watch Report – July 2021	NWSA
Went to Whitchurch day centre, minor injury unit. No x-ray service today 'not possible'. Possible minor damage so came here.	Healthwatch A&E Watch Report – July 2021	COCH
Started with shivering and high temperature early evening contacted 111 unsuccessful. Contacted paramedic who came out. No need for admission. Then contacted by OOH at 4.30am and told to come to A&E.	Healthwatch A&E Watch Report – July 2021	NHS 111
Overall, 55.3% (84 people) of respondents who did not try going anywhere else thought that their issue was too urgent or was an emergency. 15.1% (23 people) said that their friend or family member thought they should go to A&E.	Healthwatch A&E Watch Report – July 2021	MCHFT / COCH / ECT
The patient felt stitches would be required and so a waste of time trying to get anywhere as they would only be advised to go to A&E.	Healthwatch A&E Watch Report – July 2021	ECT
I have a problem that needs to be solved because I go away on Saturday for holiday. Coming to A&E was the only option.	Healthwatch A&E Watch Report – July 2021	MCHFT

UNSCHEDULED CARE

Feedback	Data source	Provider
Thought I would be able to treat the problem at home but the swelling has worsened and pain has not eased.	Healthwatch A&E Watch Report – July 2021	COCH
Overall, 62% (166 people) of respondents to this question were driven to A&E by a friend or family member. A further 24% (60 people) drove themselves.	Healthwatch A&E Watch Report – July 2021	MCHFT / COCH / ECT
13 people who said they had arrived by ambulance. 9 of these rated their experience as 'excellent'.	Healthwatch A&E Watch Report – July 2021	NWS
Took an age to get through, in the end we had to get a taxi. When I spoke with the ambulance they said they were very busy.	Healthwatch A&E Watch Report – July 2021	NHS 111
Across all three hospitals, 74.3% (162 people) of respondents told us they were not being kept Informed about waiting times and did not know why or how long they would be waiting.	Healthwatch A&E Watch Report – July 2021	MCHFT / COCH / ECT
Last time here, I was seen in 2 and a half hours. There used to be a clock in here - no more. The wait time is too long.	Healthwatch A&E Watch Report – July 2021	COCH
I was told when I was booked in and triaged that there was about a 45 minute wait.	Healthwatch A&E Watch Report – July 2021	MCHFT
Across all three hospitals, 78% (170 people) rated their experience in A&E as 4 or 5 out of 5 ('good' or 'excellent'). 5.1% (11 people) rated their experience as 1 or 2 out of 5 ('poor' or 'quite poor').	Healthwatch A&E Watch Report – July 2021	MCHFT / COCH / ECT
Within 10minutes arrival I was seen in Triage, I was offered codeine then went to x-ray. Again I was seen in 10 minutes, I was In minors for just 15mins they saw the results gave me some gas and air and re set my shoulder which hurt.	Healthwatch A&E Watch Report – July 2021	COCH
Impressed with the building and the set up. The chap on reception was so helpful he even charged my phone for me so thank you.	Healthwatch A&E Watch Report – July 2021	COCH

**UNSCHEDULED
CARE**

Feedback	Data source	Provider
The doctor I was seen by was really considerate and spoke to telling me all about what would happen. They wanted to keep me in until Monday for surgery but I am going home to come back for surgery	Healthwatch A&E Watch Report – July 2021	COCH
The receptionists have been with me this morning and all throughout the day, it is much appreciated. Also to all the nursing staff, Drs and support staff and everybody at the whole of the Countess of Chester thank you.	Healthwatch A&E Watch Report – July 2021	COCH
Calm atmosphere, well organised, Lovely staff, pleasant surroundings, efficient treatment.	Healthwatch A&E Watch Report – July 2021	COCH
Just waiting is the issue, I am pregnant with bleeding so I'm very worried and nervous. I don't understand why I'm not at the maternity instead of being here. The appointments are ridiculous, why would I be told that I have an appointment then get to the hospital to be told they aren't doing appointments.	Healthwatch A&E Watch Report – July 2021	COCH
Waiting to be informed as to what is happening. Would have expected to be sent to maternity rather than just waiting.	Healthwatch A&E Watch Report – July 2021	COCH
Lack of privacy as the screen although has a microphone so people can hear everything. I can hear everyone who is coming in as its loud at the reception.	Healthwatch A&E Watch Report – July 2021	COCH
Good organisation. Clean. Friendly staff. Staff very professional.	Healthwatch A&E Watch Report – July 2021	MCHFT
All of the staff very nice. Booked in quickly. Reception service average and triage service good.	Healthwatch A&E Watch Report – July 2021	MCHFT
Very warm in the waiting room especially for a child with a burn. Would be nice to know how long we might have to wait.	Healthwatch A&E Watch Report – July 2021	MCHFT

UNSCHEDULED CARE

Feedback	Data source	Provider
We were instructed by our GP that he had rang through and that they were expecting us asap but we were waiting for 4 hours In A&E before they called him through.	Healthwatch A&E Watch Report – July 2021	MCHFT
Very good. Friendly and welcoming. Short wait to see triage nurse.	Healthwatch A&E Watch Report – July 2021	ECT
I really appreciate the service here, they are very patient and professional but they could be more Informative although they are busy.	Healthwatch A&E Watch Report – July 2021	ECT
Friendly, reception gave me clear advice and instructions although its difficult hear due to the screen and masks. The waiting area Is clean and people are keeping distance and wearing masks.	Healthwatch A&E Watch Report – July 2021	ECT
Patient was concerned regarding the social distancing as when it gets busier people are sitting closer, he has had his jabs but still has concerns for himself and family.	Healthwatch A&E Watch Report – July 2021	ECT
It is so difficult to talk to the receptionist, as there is a lack of privacy. Why can't they ask me to write my details down as I don't want people to know my personal details or things about me.	Healthwatch A&E Watch Report – July 2021	ECT
Hard to hear what reception staff are saying with masks and the screen. Found the reception window was quite low and I had to bend down to speak to the receptionist which was hard on an Injured knee.	Healthwatch A&E Watch Report – July 2021	ECT
Across all three hospitals, 69.1% (170 people) told us they had not previously attended A&E In the past 12 months.	Healthwatch A&E Watch Report – July 2021	MCHFT / COCH / ECT
Across the three hospitals, 75.7% of people who had previously attended A&E in the past 12 months had only attended A&E on one or two other occasions.	Healthwatch A&E Watch Report – July 2021	MCHFT / COCH / ECT

Feedback	Data source	Provider
<p>It was my first experience as an inpatient at Leighton Hospital. The hospital was extremely clean. I found the doctors and nurses who looked after me to be professional and caring. I was treated with dignity and respect and I felt reassured and safe. I also wish to extend my thanks to the doctors In A & E who assessed me beforehand for their professionalism and care.</p>	Care Opinion Website	MCHFT
<p>I think it's appalling that patients in A&E have to declare their health issues in front of everyone else waiting for the triage nurse. The 'screen' does nothing to protect privacy for the patient speaking or those waiting. In 10minutes I had to hear a terrified, distraught lady who is suicidal and another lady who had to explain her Injuries were from being battered at home.</p>	Care Opinion Website	ECT
<p>Firstly I understand the great pressure the NHS is under especially during COVID, and I take my hat off to them. However when attending A&E I do not expect staff to be rude and make patients feel small. I dislocated my knee-cap a week ago and it happened again last night and after speaking to orthopaedics and 111, I was advised to go to A&E even though it had gone back into place. When I got to triage, the lady first said "what's your problem" abruptly and rudely and then said "why have you come to A&E then If you knee has gone back in???" and rolled her eyes. She showed no empathy, understanding or compassion.</p>	Care Opinion Website	ECT
<p>I accompanied my elderly mother-in-law to A&E on Monday evening. I wanted to compliment all the staff we came into contact with and others I observed dealing with other patients. Staff are obviously very busy and under tremendous pressure. However they were always extremely patient, kind and courteous. The ward was managed efficiently and staff were Informative and skilled in their handling of patients.</p>	Care Opinion Website	ECT
<p>A&E at this hospital does not understand the concept of "triage". The hospital is full of staff but it is not clear what any of them are actually doing. Attending A&E today there were 8 people waiting and over 10 staff and the wait was 7 hours. It was literally first come first serve - that is not "triage" by the way.</p>	Care Opinion Website	ECT
<p>I attended A&E today, no complaints from me about the staff because they are first class, they are fantastic. But, the facility is dreadful, filthy, I've been in third world triage departments that are cleaner.</p>	Care Opinion Website	ECT



Feedback	Data source	Provider
A very unexpected pleasant stay on ward 10 a great team of medical staff and health care assistants : went out of there way to help with all of your needs and concerns.	Care Opinion Website	ECT
Recently visited the A&E ward after having a severe panic attack and was blown away by the friendliness and care given by the nurses. They are truly angels on earth and we should definitely never take them for granted.	Care Opinion Website	COCH
I was admitted with shortness of breath which was diagnosed as pneumonia. The care and attention I received was absolutely first class . All the staff, from cleaners to senior doctors were caring, attentive to detail, and very friendly.	Care Opinion Website	COCH
The complaint focusses on a delay in ambulance arrival, due to GP Out of Hours clinician not describing the severity of the patient condition to the Ambulance Service. The investigation has concluded that the patient’s partner was advised to contact the Ambulance service direct, although the clinician did alert the Clinical Site Manager (A&E) to expect the patient and that they would require urgent tests.	CCG Patient Experience Team Data	MCHFT
Concerns raised regarding delay in being admitted to a ward, from A&E (8 hour wait)	CCG Patient Experience Team Data	MCHFT
A patient describes poor discharge from A&E without pain relief or supportive walking aids.	CCG Patient Experience Team Data	MCHFT
A regular audit on the timeliness of administration of pain medication within the Emergency Department has commenced, in order to ensure that analgesia is given in accordance with the analgesic ladder.	CCG Patient Experience Team Data	ECT
Blood Pressure Monitoring – A training update has been provided to nursing staff in the Emergency Department, following evidence of patient bruising due to multiple attempts to take their blood pressure.	CCG Patient Experience Team Data	ECT



Feedback	Data source	Provider
<p>COVID-19 has highlighted inequalities and to tackle these unfair health differences we will need those in power to listen, to hear the experiences of those facing Inequality and understand the steps that could improve people's lives.</p>	<p>Healthwatch – Annual Report 2020-21</p>	<p>n/a</p>
<p>15 respondents had seen or heard about NHS Help, Us Help You campaign. The majority had discovered the campaign online.</p>	<p>Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign</p>	<p>n/a</p>
<p>The internet was most people's 'go to' place for information about self-care advice or treatment.</p>	<p>Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign</p>	<p>n/a</p>
<p>From the respondents who had seen or heard about the campaign:</p> <ul style="list-style-type: none"> • 90% were clearer on where to go for medical advice • 100% were clearer on what ailments required medical attention • 90% felt the campaign was clear and easy to understand 	<p>Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign</p>	<p>n/a</p>
<p>The internet is easy to access, it has a wide variety of Information, from sources such as the NHS.</p>	<p>Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign</p>	<p>n/a</p>
<p>With regards to self care advice, I'm able to research any number of websites to gain a balanced view from the ease and comfort of my own home.</p>	<p>Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign</p>	<p>n/a</p>
<p>I use online forums as a source of peer support and they contain people with the same condition who have lived experience.</p>	<p>Healthwatch Citizens Focus Panel – NHS Help Us Help You campaign</p>	<p>n/a</p>

Our providers in this report

Countess of Chester Hospitals NHS Foundation Trust

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

Mid Cheshire Hospitals NHS Foundation Trust

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

East Cheshire NHS Trust

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

Cheshire and Wirral Partnership NHS Foundation Trust

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

Pharmacy Services

The CCGs Medicines Management, Prescribing and Optimisation Team work across Cheshire to promote the safe, evidence-based and cost-effective use of medicines and provide up to date, unbiased Information about medicines, treatments and care pathways and support practitioners and patients to make the best use of medicines. Part of their work Includes working with community pharmacies and the Local Pharmaceutical Committee (LPC) to support these aims.

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.

North West Ambulance Service NHS Trust (NWAS)

The North West Ambulance Service NHS Trust provide an urgent and emergency transport service to the North West region. They serve more than seven million people which equates to approximately 5,400 square miles Including both Cheshire and Merseyside.

NHS 111

NHS 111 offer an online or telephone service 24 hours a day, 365 days a year to help people get the right healthcare advice and treatment when they need it. Clinicians, such as nurses, doctors, pharmacists and paramedics now play an Important role in NHS 111 and in many cases can give patients the advice they need without using another service.

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.