



**Cheshire**

Clinical Commissioning Group

NHS Cheshire Clinical Commissioning Group

# Insight and Intelligence Report

**December 2021 – March 2022**

Trimester Three

# Introduction

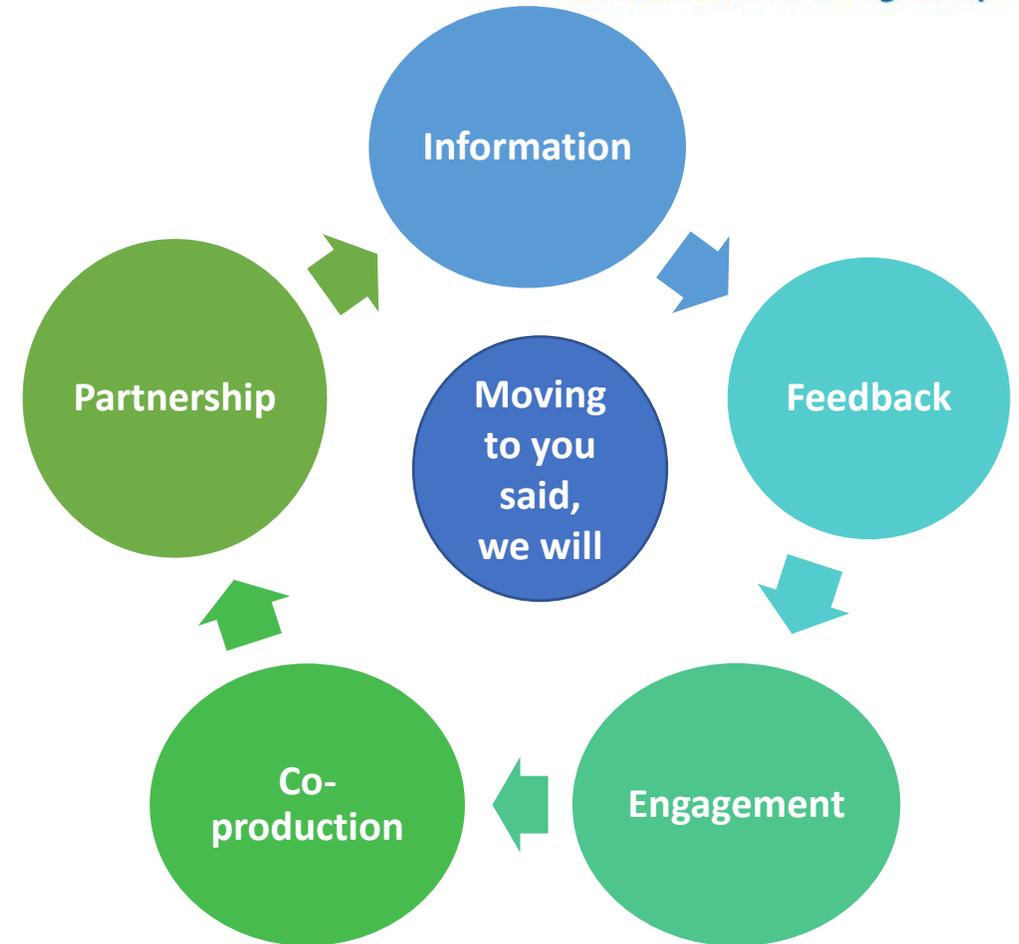
We recognise how important it is for us to be open and transparent about how the feedback we receive informs our planning and decision making.

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

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

In closing the loop you'll see examples of:

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



# How to use this report

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

Each of the sections contains information taken from the range of data sources 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](#)

[Urgent 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 November 2021 – 28<sup>th</sup> February 2022](#)

Pathways – feedback from Eastern European Champions

## **Healthwatch Cheshire**

[Healthwatch Across Cheshire Sept – Nov 2021 Cheshire East Communities](#)

[Healthwatch Across Cheshire Sept – Nov 2021 Cheshire West & Chester Communities](#)

Healthwatch Cheshire have also published a report which includes feedback and queries received around NHS dentistry. As this service is commissioned by NHS England and not the CCG, the breakdown of feedback has not been added to this Insight and Intelligence report. A copy of the report can still be accessed by [clicking this link](#)

## **Central Cheshire Maternity Voice Partnership**

[Parent Feedback Report – July 2021 – November 2021](#)

[Parent Feedback Report – November 2021 – February 2022](#)

## **Care Opinion Website**

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

## **Care Quality Commission (CQC)**

[CQC report January 2022 – GP Practice Ellesmere Port](#)

[Maternity services survey 2021](#)

# Closing the loop

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. These examples show how the health and care system is working together for the benefits of our residents.

Development of a new service model

You said



We will / We did

It was very difficult not being able to visit our friends and family in care homes due to COVID

The Living Well for Longer (LWFL) Team linked with the NHS & provided iPads to care homes in Cheshire which are for connecting with health and care services but also help increase the virtual connections with family and friends, however we understand that this does not replace face to face contact.

**For the future**

The LWFL Team are managing the national Ageing Well funding and the investment to deliver the Enhanced Health in Care Homes Framework. In 2022/23 we are investing in additional technology to enable more links with family and friends and the community. This technology will also support activities in the care home including reminiscence therapy for people with Dementia.

There are many challenges for care home staff right now including visiting restrictions, staff testing, sickness, and COVID-19 outbreaks.

The LWFL Team have worked with both Councils in Cheshire in providing a range of support and equipment to help the care home staff identify when residents are becoming unwell and get the care quickly. These include: pulse oximeters, blood pressure monitors, RESTORE2 tools for managing deterioration. We are also working with the Medicines Optimisation in Care Homes Team (MOCH Team) to set up proxy ordering for medications directly between care homes, GPs and pharmacies. This reduces errors in medication and provides quicker dispensing, freeing up resources.

# Closing the loop



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## You said, we did

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Prevention and health Inequalities

You said



We will / We did

You are sometimes confused by what services are available and what people should do when they require emergency care

A campaign was launched across Cheshire to promote the different services and options available for everyone including NHS111, self care and what local community pharmacies can provide.

You want further more support for people with eating disorders

The CCG are currently working with CWP to develop a comprehensive understanding of demand and capacity for this service in recognition that COVID has impacted on referral trends. This has been identified as a priority area for 2022/23

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

Mental Health Support teams are now established in a number of both Primary and Secondary Schools across Cheshire. We are also developing a revised Getting Help Specification to support local third sector organisations across Cheshire who support our children and younger people to get help.

# 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

Improving the quality of care and outcomes

You said



We will / We did

You would like to see improved access to Primary Care services

Extra healthcare professionals have been recruited across GP practices in Cheshire meaning that people can be seen by the right person to meet their needs in the best way. The additional roles include Clinical Pharmacists, Social Prescribers, First Contact Physiotherapists and General Practice Nurses.

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

Two new crisis café have been launched in East Cheshire in both Crewe and Macclesfield meaning that there is now crisis café coverage in both East Cheshire and West Cheshire. The CCG has also recently reviewed the provision of mental health and wellbeing grants. There are number of new projects across Cheshire which will support people facing health inequalities in poorer areas, or vulnerable groups who face particular challenges.

We have also expanded our existing third sector offer for Children and families across Cheshire to provide webinars for parents, sleep sessions and anxiety management support, following feedback from people who use those services. There is work underway to improve services for people with more complex needs and to develop the workforce required for the future in order that we can expand services to meet levels of need.

Feedback	Data source	Provider
I have been told they will not be doing the booster and not told how to organise this. I wish we could have face-to-face appointments again.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
The communication with the GP practice is very good. If I call at 8 am I can always get an appointment and the receptionists are professional, knowledgeable and always treat me with respect and give me privacy. Their online service is also amazing.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
The nurse practitioner made me feel humiliated and inferior, I am a nurse in a hospital in Manchester myself. She did not treat me humanly and I am now very reluctant to contact the practice, in fact I don't think I will go back.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
I have friends who can't get an appointment to see their GP and have been asked to use Zoom but they don't understand how it work.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
I would like to see a doctor face-to-face. I ring up and I can't get any appointments for my fortnightly injections I normally get for managing anxiety. I have to wait which is therefore making my anxiety worse.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
I can't get a face-to-face appointment. When I use the press 5 function to get a call back I only seem to get given phone consultations.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
Try to make an appointment on the phone, you can wait for three-quarters of an hour to get through to speak to the receptionist. Not all of us are online but find phone calls are lengthy and cost a lot of money we can ill afford.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
I have had an ongoing problem with my leg and have had a consultation on the phone with a GP but I feel as though he didn't believe me and it was very upsetting.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care

Feedback	Data source	Provider
<p>The computer system is very good for simple questions and ordering medication but sometimes with more complicated issues a real conversation is needed. I also worry that when I die how will my husband cope, he has no IT skills and doesn't want to learn. How would he book an appointment and then get to the appointments?</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities</p>	<p>Primary Care</p>
<p>The service from the GP is fab. I think the phone consultations are fab. I feel more satisfied after being able to have a phone call. They did offer me a face-to-face following this for more in-depth care.</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities</p>	<p>Primary Care</p>
<p>I have been unwell for a year now and it took me ages to get past reception and when I did, they would only offer me a nurse triage appointment but I wanted to see a GP so I am paying to see a consultant. I went for my routine appointment with the diabetic nurse and they gave me my flu jab then which was brilliant.</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities</p>	<p>Primary Care</p>
<p>The front desk staff are uncooperative and I don't feel comfortable telling them what's wrong with me. There is 6 minutes of recorded rubbish and just way too much information.</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities</p>	<p>Primary Care</p>
<p>It is a real challenge to get an appointment on Monday morning but if you are polite to them, they will be polite back.</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities</p>	<p>Primary Care</p>
<p>Tried to see a GP about an ear infection. No GP available saw a clinician who gave me a note to go to A&amp;E. 2 hour wait then given antibiotics. The GP could have done this in 5 minutes.</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities</p>	<p>Primary Care</p>
<p>Tried to see a GP about an ear infection. No GP available saw a clinician who gave me a note to go to A&amp;E. 2 hour wait then given antibiotics. The GP could have done this in 5 minutes.</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities</p>	<p>Primary Care</p>

Feedback	Data source	Provider
Can't get an appointment, ring at 8.30am and by the time they answer there are no appointments left. They don't do blood tests at the surgery anymore either. They should be fully open by now and not keep blaming everything on Covid.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
It can be hard to get through but I don't mind having a telephone appointment with the GP if I need one. Its quicker and much easier for people with mobility problems and I think this type of appointment is fine.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
My GPs are fantastic. You can get an appointment easily; they care about you and you can see a GP face to face. They do an excellent job. I've moved into the Crewe area and after speaking to people in the group have decided to stay at Malpas surgery even though it's a distance away as so many people are dissatisfied with their GPs in Crewe. I want to know why a town offers a worse health service than in a village.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
Don't like how you can't get to see a GP if you need to. I don't think telephone appointments are the same at all and you should be able to see a GP if you need to.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
I would like to say that my GP practice has been amazing. I've had long term problems with a shoulder injury and have been very well looked after, being referred for physiotherapy and the musculoskeletal service and eventually surgery.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
Husband and wife attend GP Practice and have various health conditions. Have both been able to access their GP throughout the pandemic and currently, and feel it has been a good service overall and that the care they needed has been given.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
I received a text from the GP yesterday asking patients not to make an appointment for the next 2 weeks if at all possible as they are overwhelmed and have staff off having to isolate and Doctors off sick. I think this is very off putting being sent this even if you were not about to make an appointment, as it makes you feel that you can't get medical help if you need it.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care

Feedback	Data source	Provider
It takes 45 minutes on hold to actually speak to a receptionist. I was asked to ring urgently and then it took 45 minutes on hold. The wait on the phone to actually speak to the receptionist is far too long.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
No trouble getting an appointment but I'm confused about why some appointments are face to face and others are not. For example, I had a physio appointment virtually. How does that help?	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
I am of no fixed abode, I am registered with GP and I have an email address and can always get an appointment, even during Covid.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
I had a phone consultation then a face to face where the GP gave me exercises. Nothing has changed, have to have another telephone appointment which I'm sure will lead to another face to face then finally a referral. Such a long unnecessary process.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Primary Care
I cannot get a face to face doctor's appointment, it takes 20 minutes to speak to someone, then all the appointments have gone.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care
Asked to photograph a problem, sent it in and was told it's not good enough. Appointment made and the GP took the photo and it was still not good enough. Waste of time.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care
Had stomach pains three weeks ago. Spoke to the doctor in the morning - they saw me in person that afternoon and referred me to the Countess of Chester for a colonoscopy. Prompt and excellent service.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care
We spoke to someone who already has skin and prostate cancer - discovered a lump in the stomach. Rang the GP - had to wait one month for an appointment to see a GP. Been told there is a further three months wait for a scan. Is concerned that the cancer has spread.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care

**PRIMARY CARE**

Feedback	Data source	Provider
I used econsult pre-pandemic and it was great. I like having telephone appointments they suit me around my work. The GP is fantastic they are quick to respond when you use econsult.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care
I had to send a picture to my GP of my ears which were infected. I should have been seen face to face as it was a severe infection. I was prescribed antibiotics once the GP saw the pictures.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care
My partner was not well; it took forever to get an appointment. He needed to have his blood taken but there were no blood bottles available. I had to keep ringing up the surgery to chase up when the equipment would be available, my partner waited six weeks to have his bloods done.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care
It's hard to get to see a doctor face-to-face. I rang the other week and was told I was 76th in the queue. I therefore did the ring back service which I am glad of. I managed to get a face-to-face appointment with a nurse which is good but I don't like ringing the doctors it feels very unapproachable.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care
One lady told us she had been trying to get through on the phone for 4 days, but queues of 30mins at a time – can't wait longer as having to call whilst at work. When finally got through, told that they had no flu jabs and when asked what to do instead, the receptionist said they "didn't know". She said that her experience was so poor it would put her off going to the GP in future and would go to A&E if she really needed seeing.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care
I was amazed to find out that the surgery does a 'home visits' service. My grandmas received one when I rang to try and book her an appointment. It was great and they did her flu jab at the same time.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care
Can the doctors let us know who they are? Because we have not been able to see face to face and if lucky have a phone call it would be wonderful to know who they are. Can they attend meetings or have pictures at the practice.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Primary Care

## Feedback

## Data source

## Provider

**PRIMARY  
CARE**

47 contacts relating to GP primary care services included the following themes:

- Registration issues - wishing to move to a different practice, removal from current practice.
- Access - access to face to face appointments, access to home visits, enquiry regarding new practice developments
- Communication - difficulties getting through to their GP Practices by telephone, access to test results
- Medication – prescription delays, 28 day prescribing policy, choice of medication
- Access to treatment – referral delays, lack of clinical staff to administer, asthma review, patient signposted to other services, home visits
- Confidentiality/Patient Records – test results accessible in paper format within public area, subject access request, request for amendments to records

CCG Patient Experience Team  
Data

Primary Care

This inspection was focused on the management of access to appointments and was undertaken in response to data and information reviewed which suggested potential issues with access to appointments.

### CQC FINDINGS:

- Patients had timely access to appointments/treatment and action was taken to minimise the length of time people waited for care, treatment or advice.
- The practice offered a range of appointment types to suit different needs (e.g. face to face, telephone, online) .
- People were able to make appointments in a way that meets their needs.
- There were systems in place to support people who face communication barriers to access treatment.
- People with the most urgent need had their care and treatment prioritised.
- There was information available for patients to support them to understand how to access services (including on websites and telephone messages)
- There were enough staff to provide appointments and prevent staff from working excessive hours. Additional staff were employed.
- There were systems in place to monitor access to appointments and make improvements. The practice was proactive in their approach and take action to improve access.

### Additional Evidence

- We saw evidence from practice data and observation of the appointment system that patients were able to access appointments, care and treatment in a timely manner.
- Telephone wait times were monitored, and staff redeployed to answering calls during busy periods.
- Information and data we saw demonstrated that average waiting times for getting through on the telephone lines was two to three minutes. We observed that as the waiting time increased to more than three minutes extra staff answered the phone lines to reduce the wait.
- We were told that the majority of patients received a telephone call back by a clinician the same day.
- The clinician would then triage the patient and offer care and treatment as appropriate.
- The practice offered a range of appointments. These were detailed on the website, in the practice and on the telephone message. They included: pre bookable appointments, GP call back and triage, nurse and nurse practitioner appointments, telephone advice, eConsultations, home visits, face to face visits, care home visits, text messaging service and extended practice opening times. Appointments could be booked using online facilities, by telephone call and in person at reception.

## CQC Report January 2022 – GP Practice, Ellesmere Port - Overall rating of Good

- Opening hours were displayed on the website and in the practice information leaflet, along with other information in respect of types of appointments available, methods of contact and making appointments. The practice was open 8am to 6.30pm Monday to Friday. Information on how to access GP services during the out of hours period was also available.
- The telephone message described types of appointments and clinicians available. It also told the caller where in the queue they were. Patients who had accessibility needs, such as hard of hearing or digitally excluded, were assisted to make appointments. Staff knew the patients and had highlights and alerts placed on records to inform and support.
- There was a patient information leaflet/practice leaflet available for those patients who preferred paper information.
- Most patients received a telephone call back on the same day. This was monitored to ensure patients received appropriate care and treatment. Urgent appointments were available for those with more urgent needs and requiring attention that day. Reception staff had received training in signposting patients to the appropriate clinician and would always consult a clinician if the person's need was urgent to ensure they received attention as appropriate.
- If all appointments had been booked, an assessment would decide whether the person needed an urgent appointment or could be held over until the next day. Patients were highlighted on the system by reception staff to ensure they were safeguarded against being unsuccessful in obtaining an appointment on successive days.
- The practice had sufficient staff to provide appointments. They employed GPs, nurse practitioners, nurses and healthcare assistants. Winter access funding had been made available to the practice via NHS Cheshire Clinical Commissioning Group and this was being used to provide additional GP sessions. Staff were enabled to work remotely. Staff absence was covered internally.
- Systems were in place to monitor the quality of access. Audits and reviews of appointments, waiting times, abandonment and staffing had taken place. An internal patient survey on access had been conducted in October 2021 (return rate of 8% of the patient population). The national GP patient survey was reviewed.
- A dedicated half day access strategy event had recently taken place to focus on reviewing access data and information and how improvements could be made.

### **Latest update from CQC – 3 February 2022**

We carried out a review of the data available to us regarding the Medical Centre on 3 February 2022. We have not found evidence that we need to carry out an inspection or reassess our rating at this stage.

Feedback	Data source	Provider
I was in Boots and saw a sign for flu jabs and asked how to book and the pharmacist took me into a room straight away and did it right then and there.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Pharmacy Services
Good vaccination experience. Nurses were good, gentle and efficient.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Pharmacy Services
I booked all my vaccines online and went to the pharmacy. It was a great service, organised, no queue, ring nearby all very smooth.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Pharmacy Services
Pharmacy have been helpful and delivered a good service in lockdown. Sometimes you see people complaining about their GP and Pharmacy on social media but I haven't had any problems.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Pharmacy Services
I wasn't able to get the Covid booster at my GP's but I found that I could have it at a local pharmacy. I was in a queue at the pharmacy for 2 hours, but staff were nice and I appreciated having the vaccine in a convenient local place.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Pharmacy Services
The community don't always understand what the conditions are that are included in this Pharmacy First Minor Ailments Service.	Pathways – feedback from Eastern European Champions	Pharmacy Services
We absolutely love the pharmacy they go above and beyond and our just outstanding. So polite and kind and will always deliver to the house within a few days.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Pharmacy Services
They go out of their way to try and get the medication, provided by a certain manufacturer, which is easier to swallow (and not available in liquid form). When visiting the pharmacy in person, prior to Covid 19 and to date, they have been helpful and polite, gave advice when it was a new medication to take for shingles.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	Pharmacy Services

## 2021 CQC Maternity services survey : notable trends reported

STRONG START

Forty-one per cent of women said they saw or spoke to the same midwife every time during their antenatal check-ups, up from 37% who said this in 2019. And, although less than a fifth of women (19%) said that any of the midwives who cared for them in hospital had been involved in their antenatal care, this is up from 16% in 2019.

The vast majority of women (86%) surveyed in 2021 said that they were 'always' spoken to in a way they could understand during their antenatal check-ups (down slightly from 89% in 2019).

The proportion of women who said that they were 'always' treated with kindness and understanding while in hospital after the birth also remained relatively high, however fell from 76% in 2019 to 71% in 2021.

More women in 2021 (69%) said that during their antenatal check-ups, the midwife 'definitely' asked them about their mental health than in 2019 (67%) and most women (83%) said that if they needed it, they were given enough support for their mental health during their pregnancy

There was a large decline in the proportion of women who said that during their stay in hospital, if their partner or someone else close to them was involved in their care, they were able to stay with them as much as they wanted - down from 74% in 2019 to 34% in 2021.

A fifth of women surveyed (20%) said they were not offered any choices about where to have their baby. And the majority (62%) were not given a choice about where their postnatal care would take place, much higher than the 52% who said this in 2019.

Sixty-five per cent of women said that they were 'always' able to get a member of staff to help them if they needed it during labour and birth, down from 72% in 2019. And exactly half of women surveyed (50%) felt they 'completely' had opportunities to ask questions about their labour and birth if they wanted to, down from 56% in 2019.

Less than three-fifths of women (56%) were 'definitely' given information about any changes they might experience to their mental health after having their baby, down from 63% who said this in 2019. And, just under three quarters (73%) who contacted a midwifery or health visiting team postnatally were 'always' given the help they needed compared with 79% in 2019.

The proportion of women who said that in the six weeks after the birth of their baby, they 'definitely' received help and advice from health professionals about their baby's health and progress, if they needed this, fell from 71% in 2019 to 60% in 2021.

- This year's survey captures feedback from women who experienced their antenatal appointments, birth and labour, and postnatal care under pandemic conditions. Maternity services were directly impacted by national restrictions on social distancing and many trusts faced staff shortages due to redeployment, illness and self-isolation requirements.
- Given this context, I am pleased to see that many women surveyed had a positive experience – and that slight improvements were evident in terms of continuity of carer and mental health support during pregnancy. This is a testament to the efforts of staff working hard to provide care for pregnant women and new mothers - even when up against unprecedented pressures.
- That said, we cannot ignore the fact that the year on year improvement we have seen with previous years surveys has stalled, and in some cases, women are reporting poorer experiences. The pandemic brought about changes that limited choice and partner involvement and the impact is reflected very clearly in the survey results.
- It is also extremely disappointing that postnatal experiences continue to fall significantly short, with the pandemic exacerbating existing concerns about the need for better information and support for women in the weeks and months after giving birth.
- While COVID-19 restrictions have eased since the survey was carried out, the challenges for NHS trusts providing care in the current climate remain. These results offer valuable insight that NHS trusts can use to understand what women using their maternity services really think. This will help them to identify where they may be able to make changes, within the resources they have available, to ensure consistently good experience for all women and their families.
- Alongside this, CQC is committed to working together with partner organisations, staff working in maternity services and those using them to play our part in supporting further improvements in care.

# 2021 CQC Maternity services survey : snapshot of questions & responses

**STRONG START**

## The start of your care in pregnancy

	Countess Of Chester	MCHFT	Lowest trust score in England	Highest trust score in England
Were you offered a choice about where to have your baby?	4.0 ↓	3.8 ↓	2.2	5.3
At the start of your care in pregnancy, did you feel that you were given enough information about coronavirus restrictions and any implications for your maternity care?	5.8 (New question)	5.2 (New question)	4.5	6.8
Did you get enough information from either a midwife or doctor to help you decide where to have your baby?	6.6 ↓	6.1 ↓	4.9	8.2

## Antenatal check ups

During your antenatal check-ups, were you given enough time to ask questions or discuss your pregnancy?	8.5 ↓	8.0 ↓	7.3	9.6
During your antenatal check-ups, did your midwives listen to you?	8.8 ↓	8.4 ↓	8.1	9.6
During your antenatal check-ups, did your midwife ask you about your mental health?	8.3 ↓	7.9 ↓	6.5	9.4

Within 0.3 of lowest trust score

## During your pregnancy

Thinking about your antenatal care, were you spoken to in a way you could understand?	9.3 ↓	9.2 ↓	8.8	9.7
Thinking about your antenatal care, were you involved in decisions about your care?	9.1 ↓	8.4 ↓	7.4	9.5
During your pregnancy did midwives provide relevant information about feeding your baby?	6.9 ↓	6.8 ↓	4.6	8.0

Within 0.5 of highest trust score

Within 0.4 of highest trust score

[Back](#)

**Your labour and birth**

	Countess Of Chester	MCHFT	Lowest trust score in England	Highest trust score in England	
At the start of your labour, did you feel that you were given appropriate advice and support when you contacted a midwife or the hospital?	8.5 ↓	8.5 ↓	6.7	9.3	
During your labour, did staff help to create a more comfortable atmosphere for you in a way you wanted?	7.5 ↓	7.6 ↓	5.6	8.5	
Did you have skin to skin contact (baby naked, directly on your chest or tummy) with your baby shortly after the birth?	9.2 ↓	9.6 ↓	7.6	9.9	Within 0.3 of highest trust score
If your partner or someone else close to you was involved in your care during labour and birth, were they able to be involved as much as they wanted?	8.9 ↓	9.4 ↓	6.2	9.8	Within 0.4 of highest trust score

**Staff caring for you**

Were you (and / or your partner or a companion) left alone by midwives or doctors at a time when it worried you?	8.6 ↑	8.0 ↓	6.0	8.9	Within 0.3 of highest trust score
If you raised a concern during labour and birth, did you feel that it was taken seriously?	7.6 ↓	7.6 ↓	5.4	9.1	
Thinking about your care during labour and birth, were you spoken to in a way you could understand?	9.5 ↓	9.4 ↓	8.6	9.7	Within 0.3 of highest trust score
Thinking about your care during labour and birth, were you treated with respect and dignity?	9.3 ↓	9.3 ↓	8.5	9.7	Within 0.4 of highest trust score
After your baby was born, did you have the opportunity to ask questions about your labour and the birth?	7.0 ↓	7.0 ↓	5.4	7.4	Within 0.4 of highest trust score

## Care in Hospital

	Countess Of Chester	MCHFT	Lowest trust score in England	Highest trust score in England	
If you needed attention while you were in hospital after the birth, were you able to get a member of staff to help you when you needed it?	7.7 ↓	7.7 ↓	5.5	9.0	
Thinking about the care you received in hospital after the birth of your baby, were you given the information or explanations you needed?	8.2 ↑	7.5 ↓	6.4	8.6	Within 0.4 of highest trust score
Thinking about the care you received in hospital after the birth of your baby, were you treated with kindness and understanding?	8.6 ↓	8.2 ↓	7.1	9.2	

## Feeding your baby

Were your decisions about how you wanted to feed your baby respected by midwives?	9.0 ↓	9.2 ↓	8.0	9.4	Within 0.4 of highest trust score
Did you feel that midwives and other health professionals gave you active support and encouragement about feeding your baby?	7.8 ↓	8.0 ↓	6.3	8.5	

## Care after birth

When you were at home after the birth of your baby, did you have a phone number for a midwifery or health visiting team that you could contact?	9.6 ↓	9.7 ↑	8.4	10.0	Within 0.3 of highest trust score
If you contacted a midwifery or health visiting team were you given the help you needed?	8.4 ↓	8.5 ↓	7.1	9.6	
Did the midwife or midwifery team that you saw or spoke to appear to be aware of the medical history of you and your baby?	8.0 ↑	7.4 ↑	5.6	9.1	

## Care after birth

	Countess Of Chester	MCHFT	Lowest trust score in England	Highest trust score in England
Did you have confidence and trust in the midwife or midwifery team you saw or spoke to after going home?	8.5 ↓	8.6 ↑	6.8	9.3
Did a midwife or health visitor ask you about your mental health?	9.6 ↓	9.8 ↑	8.3	10.0
Were you given information about your own physical recovery after the birth?	6.6 ↓	6.9 ↓	5.4	7.9

Within 0.4 of highest trust score

\*\* Please note that East Cheshire NHS Trust are not included in the 2021 CQC Maternity Survey as there was no intrapartum or neonatal care services delivered by the Trust throughout this time period. \*\*

### Key

↓ = Score has decreased in comparison to 2019 CQC Maternity Services Survey

↑ = Score has increased in comparison to 2019 CQC Maternity Services Survey

Feedback	Data source	Provider
<p>Daughter requires regular blood tests, check-ups and dietician appointments to manage a condition. Have found that this continued throughout the pandemic and that the daughter was still seen and cared for by the Consultant and Dietician and that access to services continued.</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities</p>	<p>Mid Cheshire Hospitals NHS Foundation Trust (MCHFT)</p>
<p>Had first baby during lockdown. Lockdown created some positives and some negatives but the care received and during labour with the Midwives was good. The negative side of Covid was not having the usual antenatal classes, postnatal classes, and not being able to have family round and attend groups.. Also, would have liked more support with breastfeeding as wasn't confident when left hospital and the baby did lose weight initially, but still breastfeeding 7 months later and it's going well.</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities</p>	<p>MCHFT</p>
<p>My son is registered disabled. COCH paediatrics very good. Go over and above, they understand parents' exhaustion and it's not just about medical support but emotional too. They work together as a team.</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities</p>	<p>Countess of Chester Hospitals NHS Foundation Trust (COCH)</p>
<p>I recently had to visit Labour ward for the birth of my born sleeping baby. I can not Thank the whole team of midwives who looked after us with such care and dignity during our stay. At such a horrible time in our lives we have been able to come away with knowing we had the best care, by midwives who genuinely cared and who went above and beyond for myself my partner and baby girl.</p>	<p>Care Opinion Website</p>	<p>MCHFT</p>
<p>Everything about the care I received during my pregnancy, the birth and beyond was more than I could've asked for. We were kept well informed through all aspects and the love and care shone through the busy time on the midwife led unit. Can't thank the midwives enough.</p>	<p>Central Cheshire MVP Parent feedback – July 21 – Nov 21</p>	<p>MCHFT</p>
<p>It was good having extra postnatal appointments at home due to feeding problems.</p>	<p>Central Cheshire MVP Parent feedback – July 21 – Nov 21</p>	<p>MCHFT</p>

Feedback	Data source	Provider
Ward 23 was a very negative experience. There needed to be better understanding of special needs and more willingness to be flexible - Ward 17 were brilliant.	Central Cheshire MVP Parent feedback – July 21 – Nov 21	MCHFT
Amazing midwife from the oak team. Nothing too much trouble. My midwife went out of her way to make reasonable adjustments for my autism and mental health difficulties.	Central Cheshire MVP Parent feedback – July 21 – Nov 21	MCHFT
Had to ask for pain medication on ward repeatedly despite being told I would be given it regularly following section .	Central Cheshire MVP Parent feedback – July 21 – Nov 21	MCHFT
Staying in the children's ward did not seem like the best place to be with no specialist breastfeeding support - delay in identifying tongue tie.	Central Cheshire MVP Parent feedback – July 21 – Nov 21	MCHFT
No longer term plan for feeding or proper guidance on top up volume which resulted in continued weight loss for my baby.	Central Cheshire MVP Parent feedback – July 21 – Nov 21	MCHFT
Often things were announced on Facebook or website but if you didn't go looking you wouldn't know. Rules seemed to change every time we went into the antenatal clinic and weren't always followed. It was confusing.	Central Cheshire MVP Parent feedback – July 21 – Nov 21	MCHFT
The midwives are amazing, they are so upbeat and supportive and really make a conscious effort to plan the birth in the way you want it to be.	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT
Triage services were hit and miss some staff caring others rude and made you feel silly for reporting reduced movements.	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT
Not having an assigned midwife - due to staff shortage and changes I did not have an assigned midwife until 3rd trimester. Saw a different person at most antenatal midwife appointments	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT
I would have liked a leaflet about advice on stopping breastfeeding or just longer term feeding.	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT

Feedback	Data source	Provider
The midwives on ward 23 could have been more understanding that first time mums don't know everything and they need help not criticism.	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT
I loved how quiet and peaceful it was on the ward due to Covid restrictions and it was so much better than when my previous baby was born and it was rammed with visitors pretty much all day, everyday.	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT
The midwife who accompanied us in theatre was just fantastic. She was calm, reassuring, friendly and knowledgeable - the perfect combination.	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT
I had to wait over a day to be seen by the infant feeding team. Luckily, I had harvested colostrum so I was able to use that in the meantime otherwise I'm not sure I would have been able to continue breastfeeding.	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT
The restrictions were hugely detrimental to my mental health. At the time, my partner was only allowed to attend my 20 week scan.	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT
Midwives in hospital have taught me how to feed my baby, including correcting my latch and the frequency of feeds. I was given a pamphlet to take home as well.	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT
During birth the midwife listened to the kind of environment I wanted in the room and ensured that this was upheld during labour	Central Cheshire MVP Parent feedback – Nov 21 – Feb 21	MCHFT

Feedback	Data source	Provider
I was sent for a CT scan and the follow-up should have been in September. They never called and when I chased it up, they sent me a letter telling me it had been moved to November. The whole process will have taken 6 months. I feel let down.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	East Cheshire NHS Trust (ECT)
I have had scans here they were very prompt, organised, good communication. I was in the emergency department and only had to wait 30 minutes the emergency room is fine.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	MCHFT
We went to Congleton Town Hall for our first vaccine and they were very well organised and had brilliant marshals. I went to Winsford Shopping City for my booster and they were also brilliant.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	n/a
I was called for a mammogram a month ago. Very easy to book, had the mammogram a week ago, it was my first one, they were very good. They explained everything and were very gentle. Was not uncomfortable at all.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	MCHFT
Leighton Hospital were brilliant. Mum has COPD and was seriously ill and on ICU. Visiting restricted due to Covid but as Mum so poorly on the first night they allowed a long visit which was much appreciated. After that visiting wasn't allowed but the hospital rang 3 times a day to update the person about her mum which was great.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	MCHFT
The Dermatology Unit at Leighton are efficient and kind, fast and effective. I had a melanoma identified 12 months ago. Ongoing check-ups. They make me feel like an individual, they are very comforting and on time.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	MCHFT
I had on going treatment on my eye which is losing sight, I was told that I would have a new appointment. That was over 2 months ago and still I have heard nothing.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	MCHFT
Audiology - They did very well treating my ear infection. Ophthalmology - I have an appointment every week, they are very regular with this and tailor the appointment around me.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	MCHFT



Feedback	Data source	Provider
<p>Been waiting for surgery for 2 years now and have been informed that the surgeon who was going to do it has left and there is currently no surgeon able to do it. They referred me to Liverpool Women's Hospital who have come back and said they won't take any notes from the COCH and will do their own investigation. The investigation needed is a long and painful process and something I don't want to go through again so I have told COCH I will just wait.</p>	<p>Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities</p>	<p>COCH</p>
<p>Had a Gastrosocopy and Colonoscopy procedure the staff at the treatment centre were lovely, the care I received from walking in to leaving was fantastic, gentle , kind and caring , a big thanks to you all.</p>	<p>Care Opinion Website</p>	<p>MCHFT</p>
<p>I was admitted after a failed catheter change resulting in a heart attack , and blood infection, the care and treatment was exemplary, and my fear of needles was addressed sympathetically , ten days and a stent in heart later on the road to recovery, thank you to all in ward 1 cardio, great job.</p>	<p>Care Opinion Website</p>	<p>MCHFT</p>
<p>I have had procedures at COCH twice during the past month with the second being a colonoscopy. The team were extremely competent, caring, courteous &amp; thoroughly nice. I was kept informed throughout the procedure &amp; watched the whole thing on a monitor. They made what could have been a stressful event interesting &amp; comforting.</p>	<p>Care Opinion Website</p>	<p>COCH</p>
<p>I had an appointment in the endoscopy unit on 13th of January. I am very impressed with all of them. Everyone who I encountered was smiling, comforting, helpful. Everywhere was very clean.</p>	<p>Care Opinion Website</p>	<p>COCH</p>
<p>I attended an appointment today with my mum in the Urology department. The Dr was running over an hour late, however the health care staff were amazing and keep us all updated. There was one patient waiting who became rather vocal with the delay. I wanted to say how well the Health Care assistants did in dealing with the situation. They were so calming and helpful.</p>	<p>Care Opinion Website</p>	<p>COCH</p>



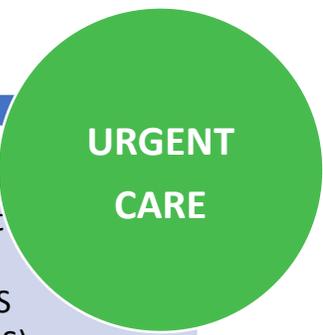
Feedback	Data source	Provider
Concerns raised regarding late diagnosis of terminal cancer, during in-patient for another procedure. The investigation into the complaint remains ongoing with the Trust.	CCG Patient Experience Team Data	COCH
Concern raised regarding lack of urgency to treat medical complications which led to delay in treatment for cancerous tumour. Poor communication between the Trust and Clatterbridge Cancer Centre. Trust meeting with complainant prior to carrying out further investigations into the points of complaint.	CCG Patient Experience Team Data	COCH
Delay in appointment for gynaecological surgical procedure. The investigation into the complaint remains ongoing with the Trust.	CCG Patient Experience Team Data	COCH
Concern raised regarding attitude of Consultant and procedure undertaken to gain patient agreement to sign the RESPECT documentation (Recommended Summary Plan for Emergency Care and Treatment). Consent to share the concern with the Trust is currently awaited from the complainant.	CCG Patient Experience Team Data	MCHFT
The Patient Experience Team received seven 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, equal access to treatment for LGBTQ+ patients, alignment of former Cheshire CCG's policies.	CCG Patient Experience Team Data	n/a
During the reporting period the Patient Experience Team received a total of 155 contacts relating to the Covid-19 vaccination programme. The enquiries received included issues accessing records, 3rd dose queries, vaccines for under 18s, site locations, home vaccine requests, long covid, types of vaccine, testing and opportunities to help.	CCG Patient Experience Team Data	n/a

Feedback	Data source	Provider
The most important part of help to me is mental health. Mental health is a concern. Lots of people suffer with mental health. I feel the population should get more support.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	n/a
Long waits for mental health support with CWP, which in turn puts the teams under pressure and therefore patients do not always get the most appropriate service.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Cheshire and Wirral Partnership NHS Foundation Trust (CWP)
Get no support from the mental health team at the COCH. When you phone them, you only get an answer phone and you can't leave a message on it.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	COCH
I used the mental health services at Bowmere, the staff are the best and really helped me get to where I needed to be.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	CWP
A 19 year old person was referred to the primary care mental health trust via the GP in July. This was then postponed to December due to staffing shortages. In this time the young person self-harmed and took an overdose. All they have been given now is a telephone assessment. I just have to hope he stays with us.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	CWP
Lack of community mental health support, particularly that which is suitable for the elderly. Patient experience needs to be reformed.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	n/a
I had to contact liaison psychiatry myself despite begging to be seen. After 5 days in hospital I'd still not seen anyone to assess my psychiatric needs. I was discharged without a care plan and no idea when my mental health crisis was going to be assessed. You are left to manage crippling symptoms by yourself.	Care Opinion Website	CWP

Feedback	Data source	Provider
<p>During the reporting period, the CCG received 9 formal complaints in relation to service provision:</p> <ul style="list-style-type: none"> <li>• Concern regarding waiting times for the Child and Adolescent Mental Health Service (CAMHS).</li> <li>• Complaint regarding lithium toxicity while an in-patient at the Trust.</li> <li>• Concern that patient was not in receipt of community mental health support. The Trust has provided assurance that the patient is being supported and in receipt of a care package.</li> <li>• Concern regarding adult ADHD waiting times. Response provided by CCG that additional recurrent and non-recurrent investment into the commissioned service has been provided.</li> <li>• Complaint raised that a patient was not provided with appropriate treatment in that they received a change in medication, rather than in-patient care.</li> <li>• Complaint from patient that the Trust is refusing to change the medication.</li> <li>• Complaint regarding adult ADHD service and access to medication. Response provided that the GP is able to make a referral to the ADHD service to enable a medication review to take place.</li> <li>• Complaint regarding access to an adolescent autism assessment. CCG commissioners engaged with provider to ensure CAMHS are supporting the patient.</li> <li>• Complaint regarding access to an adolescent ADHD assessment. CCG Designated SEND Officer has coordinated arrangements to ensure patient has access to an assessment, together with support from local authority Special Educational Needs and Disabilities Information Advice and Support Services.</li> </ul>	<p>CCG Patient Experience Team Data</p>	<p>CWP</p>



Feedback	Data source	Provider
Mum has been there a few years now. She settled well and the staff are lovely. It was difficult during covid but we got her an iPad so we could speak a lot. The staff have been great and don't get paid enough.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Care Home
Daughter pleased with care, and her mother is happy with the home and the care received.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Care Home
I have just visited my mother at the care home, it has been difficult as her dementia worsens especially during covid. I know she is well looked after and feels safe. The covid safety precautions are still in place but totally understandable.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	Care Home



Feedback	Data source	Provider
My husband collapsed in August, he was being sick and was unconscious. It took 40 minutes for the ambulance to come which was far too long. When the paramedics got there, they were telling us both off saying he mustn't have been taking his medication, it took them 20 minutes before they started to listen to me. He was actually having a brain haemorrhage.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	North West Ambulance Service NHS Trust (NWAS)
I am a staff member from A&E and we are seeing all the people who can't get an appointment to see their GP, it's ridiculous. Last week there were 68 people in A&E alone.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	ECT
I would rate my experience as 5/5 at Macclesfield Hospital, it was great. During the summer I was in A&E and they looked after me very well by checking everything and not discharging me until I was fully better.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire East Care Communities	ECT
The community believes that A&E can be a legitimate use of resources if they can't get a GP appointment.	Pathways – feedback from Eastern European Champions	n/a
I had a fall and badly hurt my leg; I got a taxi to the hospital as I felt it didn't need an ambulance but that I needed A+E. I know about 111 but felt I needed to go to A+E. The hospital was brilliant they saw me straight away and x-rayed me I did have to wait for 4 hours but felt it was worth it	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	COCH
I had to wait three hours for triage and six hours in total in the A&E department. I saw shocking scenes. There were no wheelchairs anywhere near the A&E unit to help people get into and around the unit.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	COCH
My brother went to an urgent care centre; he had hurt his wrist playing football. Absolutely outstanding treatment, seen and diagnosed with a fracture within half an hour.	Healthwatch Across Cheshire Sept – Nov 21 Cheshire West and Chester Care Communities	n/a
I was taken into A&E urgently on Monday feeling very poorly with a suspected stroke. I cannot speak highly enough about the care I experienced from staff both there and later on the stroke ward. I could not have asked for better treatment.	Care Opinion Website	COCH



Feedback	Data source	Provider
One concern has been received in relation to the lengthy wait (90 minutes) for a patient call to NHS 111, to be picked up. The patient couldn't wait any longer and terminated the call.	CCG Patient Experience Team Data	NWS
A further concern was received from a patient who felt their clinical condition had not been assessed and addressed correctly and resulted in a visit to their GP several days later. A review was carried out and concluded that the call handler had completed the assessment pathway correctly.	CCG Patient Experience Team Data	NWS

Feedback	Data source	Provider
It isn't enough to just provide the message to our community, there needs to be explanation & rationale behind what you want people to take note of.	Pathways – feedback from Eastern European Champions	n/a
Clinical or professional voices or members of the community are the most trusted to deliver messages.	Pathways – feedback from Eastern European Champions	n/a
There is a strongly held belief that antibiotics should be used for all ailments such as coughs or colds. Will buy from Poland and stockpile to self medicate. The community perhaps need further education on the best use of antibiotics from a trusted voice.	Pathways – feedback from Eastern European Champions	n/a
Concern raised that the Trust telephone system was very time consuming and experienced difficulties in being connected to the correct department. The Trust responded that the 'virtual operator' system provides the caller with the option to state which department they require, or the caller can be put straight through to the operator. The Trust confirmed that they had not implemented the virtual operator in an attempt to reduce costs, but to ensure that they could offer help to all callers in an efficient manner.	CCG Patient Experience Team Data	MCHFT

# 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.

## Care Homes

Care homes provide accommodation and meals for older people who are no longer able to live independently, even with the help of carers, family or friends.

There are two types of care home: residential care homes (homes that provide living accommodation, meals and help with personal care) and nursing homes (also provide nursing care).