

# You said, we did - patient insight report on public listening events in 2014/15



**With you.  
For you.**



## **You said, we did**

### **Summary from NHS West Lancashire CCG's public listening events held in 2014/15**

The CCG held a series of public listening events in community venues across West Lancashire, with one event taking place in each of its five localities:

- New Skelmersdale and Upholland
- Tarleton & Banks
- Ormskirk and Aughton
- Parbold and Burscough
- Old Skelmersdale

We invited senior representatives from providers Lancashire Care NHS Foundation Trust (LCFT) and also Southport & Ormskirk Hospital NHS Trust. This allowed patients, members of the public and carers present to raise their concerns, thoughts and experiences directly with the relevant and responsible organisation.

The below report gives an indication to the range of insight we gathered via the public listening events. Each organisation is then responsible for ensuring the information is cascaded and reported via its appropriate internal quality reporting procedures. This report will be provided to Lancashire Care NHS Foundation Trust, Southport & Ormskirk Hospital NHS Trust and NHS England (who commissions GP practices and other primary care such as dentists, pharmacists and opticians), and also the CCG's patient experience group for its full consideration.

To support our work with carers, we invited our local carers centre to the most recent two public listening events so they could hear first-hand any experiences relating to carers and consider these directly following the event.

If you have any queries relating to this insight, please contact us via:  
[myview@westlancashireccg.nhs.uk](mailto:myview@westlancashireccg.nhs.uk) or phone 01695 588 000.

**Skelmersdale listening event: 28 June 2014**

<b>TOPIC</b>	<b>YOU SAID</b>	<b>WE DID/WE LISTENED</b>
End of life	Equipment was not collected after patient died, and two examples provided of no collection of morphine after patient died, the responsibility left with family rather than visiting nurses.	Considered by Southport & Ormskirk Hospital NHS Trust and shared with CCG's end of life lead
GP	Difficult to get an appointment at GP practice.	Considered by CCG and NHS England Information shared with NHS England's Primary Care Contracting (Commissioning) team.
Acute services	There was a lack of care, immediate attention, personal service and following up on requests [when asking hospital staff for information/action].	Considered by Southport & Ormskirk Hospital NHS Trust
Mental health	A patient with bipolar disorder felt they had been bounced between two LCFT services (the single point of access and complex care treatment team). They also had to wait six weeks for someone to call to arrange an appointment. The patient was very frustrated about not being kept in the loop about their treatment and was unsure who his key worker was.	Considered/actioned by Lancashire Care NHS Foundation Trust (LCFT) Feedback from LCFT: <i>LCFT has taken on board the comments around the time it took and the interplay between services. There has been aim to firm up referral time and procedure as a result of this case.</i>
Healthwatch	Healthwatch needs to be more proactive issuing newsletters around the work they have been doing.	Passed to Healthwatch board member for consideration
Choose & book	A poor experience of using the referral management system to book an ophthalmology appointment. The main issues included an apparent lack of local knowledge by call handlers,	CCG's chief officer Mike Maguire had phone call with patient directly and discussed solution.

	poor administration causing delays in booking appointments, appointments at venues inaccessible to patients who cannot drive, absence of records and poor interpersonal skills by clinicians.	
Cardiovascular	There was a lack of information around cardiovascular services – more advice and education was needed about what was available locally, and information provided at the point of diagnosis.	Considered by CCG and direct response provided to the individual. Community cardiology service is out for procurement in April 2015, which once in place will allow patients to receive treatment and support outside of hospital.

#### Tarleton listening event: 20 September 2014

TOPIC	YOU SAID	WE DID/WE LISTENED
Acute services	Ormskirk Hospital seems much cleaner than Southport Hospital	Considered by Southport & Ormskirk Hospital NHS Trust
Acute services	Left in corridor after operation with wet bed and cold due to windows left open (Aintree)	No additional information was provided by attendee around the department where this happened, when it happened or whether the experience was addressed with hospital staff at the time. Comment shared with Aintree Hospital's customer care team.
Acute services	Concern about skill levels of healthcare assistants on wards at Southport	Considered by Southport & Ormskirk Hospital NHS Trust
Acute services	Staffing at Southport – event attendee explained that a ward sister said there were 5 vacancies on her ward (nursing)	Considered by Southport & Ormskirk Hospital NHS Trust
GP	Tarleton Health Centre - need to attend at 8am to queue to be given an	Considered by CCG. Information shared with NHS England's Primary Care

	<p>appointment the same day. You then go home and come back at the given time. You can phone for an appointment but the phone is never answered. Open GP surgery reception at Tarleton Health Centre at 8am to save people queueing outside in bad weather.</p>	<p>Contracting (Commissioning) team.</p>
GP	<p>Difficult to get appointment with my GP</p>	<p>Considered by CCG. Information shared with NHS England's Primary Care Contracting (Commissioning) team.</p>
GP	<p>Son (18 years old) is diabetic and has just gone to university. Son still returns home but they have difficulty getting his prescriptions when he's at home as he is registered with the GP practice near to university. Stated they have to fill forms in all the time when he's home and the GP in West Lancashire doesn't have access to his records.</p>	<p>Noted – attendee did not want any feedback. Information shared with NHS England's Primary Care Contracting (Commissioning) team.</p>
GP	<p>Need to be able to see the same doctor all the time for better continuity.</p>	<p>Considered by CCG Information shared with NHS England's Primary Care Contracting (Commissioning) team.</p>
GP	<p>Would be good to have early morning appointments and late appointments for people who work. Surgeries open seven days a week. It would not be necessary to have all the GPs there seven days but would give trainee doctors scope too</p>	<p>Considered by CCG/NHS England Information shared with NHS England's Primary Care Contracting (Commissioning) team.</p>
Sexual health	<p>Sexual health service stopped running from Tarleton Health Centre. Daughter had issues trying to</p>	<p>Considered by CCG. Engagement commenced in February 2015 asking service users about their</p>

	<p>get coil fitted - the doctor was unavailable on two occasions. If young people have to travel to receive services they probably won't bother to access them because it's more difficult. Need to reopen sexual health services in Tarleton the need to travel for advice/treatment makes this very difficult</p>	<p>experiences and preferences for a sexual health service. Also passed to Lancashire County Council for information.</p>
Transport	<p>Transport in the country [rural areas] is a problem. People come out to the country then find they cannot drive and are stuck there, reduced bus services</p>	<p>Considered by CCG and programme team for Facing the Future Together, the vision for joined up care.</p>
Primary care	<p>Lot of demand, keep building new houses but don't extend the infrastructure - difficulty getting appointment with GP or dentist unless in absolute dire need/pain. The capacities of all the services need to be looked at.</p>	<p>Considered by CCG/NHS England</p>
Mental health	<p>Mental health services are underfunded - not sure step approach to mental health works</p>	<p>Considered by CCG and shared with Lancashire Care NHS Foundation Trust Mental health is one of the CCG's improvement interventions and we continue to value parity of esteem. This is detailed in our Strategic Plan 2015/16 – see pages 34/35. The document can be accessed under our resources tab of our website.</p>
Community	<p>Church, schools and council are important in supporting the community &amp; delivering health messages - need to develop this more.</p>	<p>Considered by CCG. Developing stakeholder list to ensure all parties remain involved. Also improving opportunities for involving our local community, voluntary, community and faith sector, and many more.</p>

		For example, we continue to work closely with our local Council for Voluntary Services (CVS).
Self care	Importance of self care - need to promote in schools - support parents	Considered by CCG and passed to children, young people and families programme lead.
Out of hours	Out of hours appointments can be at Ormskirk or Skelmersdale. Both are difficult to get too - need more services locally to Tarleton/Banks to cope with urgent but not life threatening conditions	Considered by CCG and Facing the Future Together

#### Ormskirk listening event: 22 November 2014

TOPIC	YOU SAID	WE DID/WE LISTENED
Mental health services	Access to provision of mental health services is inadequate	Considered by CCG/shared with Lancashire Care NHS Foundation Trust. Mental health is one of the CCG's improvement interventions and we continue to value parity of esteem. This is detailed in our Strategic Plan 2015/16 – see pages 34/35. The document can be accessed under our resources tab of our website.
Acute services	Car parking charges at the hospital i.e. level of charges and difficulty getting change at the machines if you get one that is working.	Considered by Southport & Ormskirk NHS Trust
Acute services	Pain clinic at Ormskirk is situated upstairs and when the lift is broken it results in either a painful walk down the stairs or a long walk to the other end of the hospital to use the other lift and then another long walk back again to get to your car.	Considered by Southport & Ormskirk NHS Trust

Acute services	Concerns around cleanliness levels, medication, patient dignity and confidentiality	Considered by Southport & Ormskirk NHS Trust
Acute services	Aspects of patient's treatment plan are taking place in Southport i.e. a biopsy. They ask why this can't be done at Ormskirk.	Considered by Southport & Ormskirk NHS Trust
Acute services	Issues with cleanliness at Southport hospital – even more of a worry when attending for chemotherapy and vulnerable due to low immune system.	Considered by Southport & Ormskirk NHS Trust
Acute services	Lack of involvement of West Lancashire residents in the recent consultation concerning the changes to services in Greater Manchester.	Considered by CCG. Healthier Together (consultation about service changes in Greater Manchester) held an event in Upholland in November 2014. Feedback passed to the consultation teams.

#### Burscough listening event: 28 February 2015

TOPIC	YOU SAID	WE DID/WE LISTENED
GP	Very difficult to get appointment with GP unless it is an emergency (A&E?). Have to ring at 8.30am to get appointment that day if possible - cannot book advanced appointments for, say, next week!	Considered by CCG/NHS England Information shared with NHS England's Primary Care Contracting (Commissioning) team.
GP	The blood lab missed one of the tests (by accident), unable to get an appointment for new blood test for two weeks	Considered by CCG/NHS England Information shared with NHS England's Primary Care Contracting (Commissioning) team.
GP	When booking an appointment with a GP they had been almost 'told off' for using an emergency appointment. The person had self-medicated for	Information shared with NHS England's Primary Care Contracting (Commissioning) team. The attendee did not wish to disclose the name of the practice involved.



	<p>approximately two weeks and had discussed this with the receptionist before the appointment was booked. However, upon attending the person had been questioned by the GP as to why they were there as the condition was not in his view considered an emergency.</p>	
Mental health services	<p>An assessment has been arranged for patient to speak with someone about problems possibly associated with anxiety. The assessment is over the phone with someone they haven't met before. Attendee is a private person and doesn't feel comfortable with a telephone appointment with a stranger. This could cause more worry.</p>	<p>LCFT arranged for the welcome call to be carried out by someone the patient knew.</p>
Mental health services	<p>A Complex Care and Treatment Team (CCTT) manager admitted not knowing the NICE (National Institute for Health and Care Excellence) guidelines for Body Dysmorphic Disorder/NICE pathways. Can better use be made of these guidelines?</p>	<p>Shared with LCFT which provided the following response:  <i>"The Team Manager does not recall saying that she did not know the NICE guidelines for BDD (this is rare condition and we would not routinely expect staff to know these guidelines)– but she is aware of where she can go to find them to refer to if required."</i></p>
Mental health services	<p>A CCTT manger recently said there was a "poor relationship" with carers. They often fail to turn up to carers/N Compass meetings creating the impression that carers do not count. Can the CCTT think about their relationship with carers and take better steps to help?</p>	<p>Shared with LCFT which provided the following response:  <i>"The CCTT manager did not say that there was a poor relationship, she did however say that links between the CCTT and carers could be improved and by attending such events and liaising with carers centres and</i></p>

		<p><i>NCOMPASS is a way of improving relationships and this is something that the CCTT is doing. Also a member of staff from NCOMPASS is based in the offices of West Lancs CCTT which obviously has great benefits in terms of engagement with carers. The team also has links and meets up with the West Lancs Carers Centre. The CCTT Team Manager attends the meetings for carers at the West Lancs Carers Centre.</i></p> <p><i>The team considers the needs and support for carers and families throughout their interventions. They routinely offer carers assessments and carers care plans.”</i></p>
Mental health services	<p>The CCTT at Bickerstaff House have a very poor system of handling telephone call enquiries from service users and carers. Messages do not get passed on with the result that service users and carers who are expecting a call back never get one! This is despite care plans instructing service users/carers to call. In addition, very often no record is made at Bickerstaff House of service users/carers needing a call back. Is this a training issue?</p>	<p>Shared with LCFT. LCFT’s response:</p> <p><i>“The system for handling calls is robust, it was recently noted that all calls do tend to come through the main number of 01695 598289 and therefore this line is engaged more, so as a way of trying to improve this we have now given staff a list off all admin numbers for the team and they have given them to service users – so there is more than one number to contact.</i></p> <p><i>Messages are recorded in the message book in the main admin office and staff are aware that it is their responsibility to check the book daily and act accordingly with any messages left for them. If staff are off and messages</i></p>

		<p><i>are left for them , admin gauge the urgency etc and either forward to duty or a manager.</i></p> <p><i>Management will again raise this issue with staff informing them to ensure they check the message book and act in a timely manner to any requests."</i></p>
Continuing healthcare	<p><i>The continuing healthcare (CHC) process could be made easier, more information freely available. I received most of my information through an accountant. It is difficult to know what questions to ask when you are unsure of the process and you are talking to fully trained CHC nurses.</i></p>	Information has been put on CCG websites.
	<p>Wrightington Hospital does not seem well used by West Lancashire patients. People seem to go to SOHT for orthopaedic procedures instead. Do West Lancs' GPs think there is a longer waiting time for Wrightington?</p>	<p>Many West Lancashire patients, particularly those living on the borders, access Wrightington, Wigan and Leigh. GPs also refer into services based on clinical need and patient choice.</p>
	<p>Request for somebody to help facilitate 'Dementia Friends' training</p>	<p>LCFT team will contact the service manager for Older Adults Services to arrange support for Dementia Friends training.</p>
Mental health services	<p>Carer felt that healthcare professionals had not valued their input and expertise of personal knowledge in relation to gathering information about the cared for.</p>	<p>Shared with LCFT for consideration.</p>
Mental health services	<p>Experience of lack of communication and positive relationships with carers from the mental health teams. Attendees had</p>	<p>Shared with LCFT for consideration.</p>

	attended forums whereby the professionals from the mental health team had not attended. They felt that carers were not treated with respect, valued or prioritised.	
Commissioning	Concerns around capacity given the projected growth of the town over the next ten years. Housing development is expected and the local authority planning teams are involved with this but how involved is the CCG? Are these conversations taking place to look at the corresponding health service needs?	Considered by CCG. CCG continues to see planning applications. Local providers are aware of growth and this is taken into account within hospital business plans.
CCG	The parish council requested involvement from the CCG in the neighbourhood plan	Parish council contacted by Facing the Future Together programme team with links to survey on community services.
Public health	The parish council provided funding to promote baby massage and breast feeding in Burscough. They asked how the impact of these projects can be assessed.	Public health team to make contact with the parish council.
Support group	'Sign inc' is a support group for people who use, and people who care for those that use, signing and electronic speech aids takes place monthly in Burscough. Despite promoting it, they have not received any referrals via the health centre.	Linked South Lancashire Disability Partnership to Sign inc to help with promotion of the group. The CCG also included information about the group in its GP practice newsletter.
Autism awareness	An Independent Autistic Advocate raised a number of issues about the services available for adults with Asperger's. She felt there were opportunities to improve staff awareness and	Considered by CCG and shared with Southport and Ormskirk Hospital NHS Trust

	also for voluntary groups to offer support to vulnerable adults when using health services.	
Support group	A request to promote “Nifty Fifties” in Burscough Health Centre.	CCG liaised with health centre and it confirmed this would now be displayed

**Old Skelmersdale listening event: 7 March 2015**

<b>TOPIC</b>	<b>YOU SAID</b>	<b>WE DID/WE LISTENED</b>
GP	Dr Jay's surgery, Sandy Lane Health Centre - You can't order a prescription by phone anymore. When the prescription request goes in, it goes on the computer and then to GP who automatically sends it to the pharmacy in the shopping parade. You can't pick it up from the surgery yourself and take it to a pharmacy; you need to phone the pharmacy to see if it has arrived there yet. You are not included in the process any more.	Shared with NHS England local area team
GP	Dr Jay used to have an open surgery on Monday morning (for better access after the weekend) but this will no longer be running due to Dr Jay leaving.	Shared with NHS England local area team
GP	Dr Jay is retiring, the forward plan seems to be that two doctors [from Birleywood practice, Digmaor] are going to cover the clinics in partnership, one doctor does a few days and then the other one does a few days, but there's been no official information to patients. We are worried about the change.	Shared with NHS England local area team CCG contacted both practices involved, with a view to the practices providing an update to their registered patients for information and reassurance.

GP	<i>Sometimes there are things on my prescription that I don't need that month but I get given it anyway and end up with a surplus.</i>	Shared with NHS England local area team
GP	<i>Beacon Primary Care - appointments blocked by receptionists. You ring up and they say "We've no appointments." I have on-line access and that doesn't help. If it's urgent though you do get a call back from a doctor.</i>	Shared with NHS England local area team
GP	<i>Beacon Primary Care - I requested pain management therapy rather than taking pain relief, but this did not happen Pain management has got to be better option both in terms of long term financial savings and patients' quality of life.</i>	Shared with NHS England local area team
GP	<i>Dr Littler's practice - usual problem of getting appointments and having to ring at 8am when it is very busy, but this is probably due to people ringing for appointments for every sniffle.</i>	Shared with NHS England local area team
Acute services - pain management clinic	<i>At the pain relief clinic at Ormskirk there is a long wait between pain relief injection treatments. It is supposed to be every four months, but my last treatment was in November 2014 and when I've called to check when my next appointment will be they have said it is not for another three months at least. I'm experiencing a lot of pain now. I visited A&amp;E to see if they could help but they advised that I needed to have the appointment with</i>	Shared with Southport & Ormskirk Hospital NHS Trust and shared with CCG lead

	<i>the pain relief clinic.</i>	
Acute services – A&E	The part of the A&E department at Southport where you can walk in to feels like it is mainly run by agency staff - concerned about the cost of this.	Shared with Southport & Ormskirk Hospital NHS Trust
Acute services – hearing aid clinic	The hearing aid clinic waiting area at Ormskirk is used by other services e.g. ear, nose and throat service, which makes it overcrowded and puts people off attending.	Shared with Southport & Ormskirk Hospital NHS Trust
VCFS (voluntary, community and faith sector) and personal health budget assessments	West Lancs Peer Support service raised the following issues: - the CCG were still not engaging with third party organisations for support work and this appeared to be carried out by Salvere and Solo. - people who have been assessed have been waiting for over two months and still not received any result of their assessment for personal health budgets when the national framework says 28 days.	West Lancs Peer Support has agreed to provide more detail around these issues in writing to the CCG so that a more comprehensive response could be provided.
Wrightington, Wigan and Leigh Hospital NHS Trust	Patients from the area attending Wigan A&E by self/GP/ambulance referral are then being advised not to go back to that Trust for follow up as they are out of their area.	The CCG is aware of the issues and organised a meeting with Wrightington, Wigan and Leigh to discuss this issue.
Manchester devolution	Manchester has pitched plans to the Upholland residents. Since the funding announcements from Manchester this week, is it going to affect the Upholland residents – will they be able to access Manchester hospitals?	Shared with Manchester devolution team for response, which is:  <i>“Devolution will not affect any services provided outside of GM. Nor will there be any changes to the ability of residents outside GM to</i>


		<p><i>access services from GM NHS organisations as they currently do. GM NHS organisations retain their responsibilities and duties also to engage and involve anybody who may be affected by any proposals to change any services whether they are within the GM boundary or outside it.”</i></p> <p>.</p>
<p>Ambulance service</p>	<p>Patients want to be able to choose their A&amp;E department when an ambulance is called – the default position is felt to be that people are automatically taken to Southport, but Uphollanders identify with Wigan. Is there an ambulance protocol?</p>	<p>North West Ambulance Service responded:</p> <p><i>“There are many factors which determine which hospital NWAAS would convey a patient to.</i></p> <p><i>It is standard practice that any patient requiring hospital attendance through the emergency 999 system, would be taken to the nearest available emergency department, taking into account any diversions or increased activity at the unit at the time. The other exception to this practice is if the patient requires specialist care and needs to be taken to a stroke or major trauma centre for example. The nearest emergency department would then be by-passed and the patient would be taken straight to the specialist centre.</i></p> <p><i>Patients do have a degree of choice as to which emergency department they can attend provided it is reasonable eg. the hospitals are only a few miles apart. Wigan Hospital is indeed, the nearest emergency department for Upholland so</i></p>



		<i>it is possible that this patient required hospital conveyance at a time when there was a diversion in place at Wigan, or needed specialist care and was taken to a specialist centre."</i>
Transport	Residents experience difficulties with transport to get to Southport hospital, public transport is not an easy option for this journey.	Considered by CCG. Since the event there has been changes made by Arriva to bus route.
Electronic prescription service	We do find the electronic prescription system very time consuming and also confusing. It seems to take a long time for the process to work and for us to get medicine.	The electronic prescription system is a relatively new process – it has been in place just over a month – so patients/carers are starting to have their first experiences of it and staff are getting used to the workings of it. Practice reception staff can assist patients/carers, and due to problems the local chemist was experiencing a member of the medicines management team visited there to bring about some improvements.
Individual funding request	Concerns around the Individual Funding Request process.	Advice provided on how to obtain the information that had been requested.
Acute services – hospital discharge	Concerns around hospital discharge (speed of this)	Shared with Southport & Ormskirk Hospital NHS Trust
Autism awareness	An Independent Autistic Advocate raised a number of issues about the lack of a joined up and understanding service that would be able to help people with autism and Asperger's.	LCFT took details and will contact lady to include her in appropriate work plans.

**Thank you to all those individuals who attended our public listening events. We will be running more in 2015/16, but we welcome your comments and views anytime outside of these events. If you have something to share, please contact us on any of the following details:**

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