

# Who Cares? We Do!

## healthwatch Liverpool Membership Event

21 November 2019



### 5 Local Priorities from the day



#### 1. GPs

Appointments (difficulty getting them, being rushed, GP demeanour), lack of continuity of care, triage system, waiting times, patient privacy.



#### 2. Suitability of services to meet need

Prevention (more focus and resources needed), BAMER communities and provision of culturally appropriate services / info, diversity, lack of personal approach, carers, need for issue specific services, difficulty in discharging people from hospital, slow moving assessment process / delivery of care packages.



#### 3. Social Care

Carers, maintaining independence, paying for social care, care homes, safeguarding, care providers, aging population, tackling loneliness and isolation, improving partnership working, better community engagement.

#### 4. Resources for funding / staffing

Funding local services, funding & support for small org's, peer support, short term contracts and effect on sustainability, community participation, recruitment & retention of health / care workforce

#### 5. Mental Health

Lack of funding/resources, CAMHS, impact of cuts on MH voluntary sector org's, criteria for accessing care, less focus on 'low level' MH issues, lack of service user involvement and access to peer support, more emphasis needs to be put on 'social' rather than 'medical' model, prevention and crisis, accountability of commissioners / commissioning process, training, carers, balance between person centred and strengths based approaches, importance of face to face support, need for further research / wider study

