



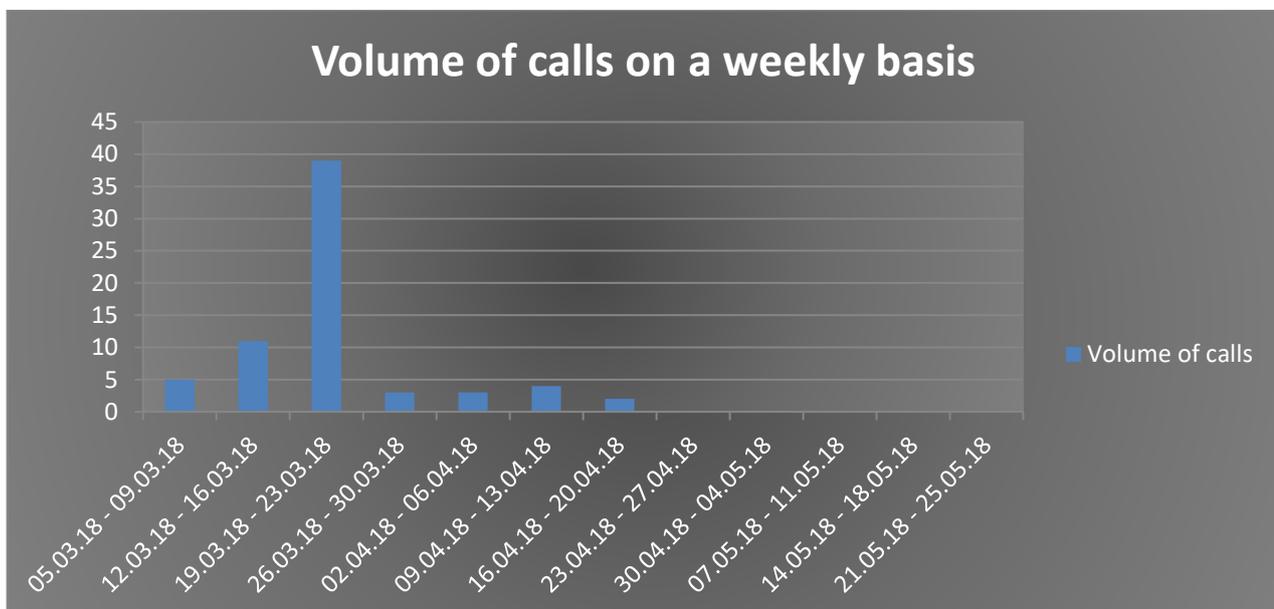
## PALS Consultation report 06.03.2018 – 29.05.2018

The following report provides a review of the number of calls CWP Patient Advice and Liaison Service (PALs) received for the consultation period 06.03.2018 – 29.05.2018.

The consultation contact phone number rotated on a fortnightly basis between CWP and South Cheshire and Vale Royal & East Cheshire Clinical Commissioning Groups however letters sent to the CWP patient cohort had the CWP PALs number contained within it, so the figures contained within this report are a combination of both enquiries to the Freephone number and the CWP PALs line.

In total, based on Datix records, the CWP PALs team took **67 phone calls** during the consultation period resulting on average 5.75 calls per week. The first logged call on Datix was on 06.03.2018 and the last recorded call was on 18.04.2018. There was one individual who PALs spoke to on numerous occasions' post 18.04.2018 and this person has been supported by the PALs officer as a separate case to their initial consultation call.

Below you will find a table of the volume of calls throughout the full consultation period.



There was a spike in calls between the dates of 12.03.18 – 23.03.18. Analysis indicates this spike correlates with the launch of the first public meeting that took place at Macclesfield Town Hall. In addition this was also the time that the consultation packs arrived at people's homes.

The type of calls received in descending order (highest to lowest) was:

- Book them-selves and/or others onto a consultation event/meeting
- Requesting a paper copy of the consultation document
- The individual does not want to take any action (i.e. complete the pack)
- The individual cannot attend the meetings but will fill the form out
- Advice
- Asking if someone else can fill out the form on their behalf
- Requesting assistance to fill out the online form
- The individual has moved home or is now in a full time care-home
- The individual is deceased
- The consultations pack being sent to the wrong address.

The reasons for the calls varied, some examples of why people wanted another hard copy were;

- 'I've spilt coffee on this one and I need a replacement'
- 'I still haven't received one'
- 'I want a spare copy for my friend/relative.'

A high number of calls were from individuals calling and advising that they didn't want to take part in any aspect of the consultation be that, attending meetings or even filling the document out. The PALs team entered into discussion about any aspects that they might be finding difficult and ensured that people understood the importance of this consultation in having their voice heard. In total this type of call accounted for 20% of calls received. 70% of the calls that PALS received covered the following 3 areas:

Booking themselves or others into a meeting - 19 calls  
Requesting a paper copy - 14 calls  
The individual doesn't want to take any action - 14 calls

4 calls were received from people who had initially called up for 'Advice', these questions attained to more generic queries;

- Why is there a demographics section to the questionnaire?
- Why have I received this pack in the first place?
- Online newspaper wanted to publish article on their website (transferred the call to the Communications and Engagement team)
- Asking if they could pick up physical copies in CWP sites.

CWP PALS received a call from an online newspaper called 'Buzzfeed' which was transferred to the Communications and Engagement team. CWP PALS received one phone call on 14.03.2018 from a member of the Macclesfield council asking for information and they referred that individual to the Eastern Cheshire CCG website for official information.

From the information above some trends and concerns that people had, came from filling in the document or pertained to the consultation as whole. Other areas are identified below;

### **Free post envelope**

There were a lot of issues surrounding the method in which the public were to return their completed documents. A number expressed that they did not believe that a plain white envelope with 'Freepost Get Involved' would find its way to the appropriate destination. A few suggested that they perceived this was 'a way to get out of counting everyone's opinions'. People said they felt that it was unclear how to send it back; hence they called the number to check the address that they should write on the envelope.

There was one reported case of an individual who did not have a freepost envelope included in their survey pack.

### **Chester based calls**

3 people from the Macclesfield area asked the call handlers in CWP where they were based, concern was evident as people expressed they were unhappy that decisions affecting their community were being ran and organised from Chester. They also expressed concerns that this is where the consultation document is proposing inpatient services are moved to.

### **Consultation document**

Numerous issues were raised about the document itself and they fell into 2 very distinct categories;

- People felt that the document was very biased towards option 2 and 3, and it was more of a convincing document rather than a consulting one;
- People also felt that the document was far too detailed and this would have a negative effect on their willingness to fill out the document / put many people off especially when you take into account the older generation.

Concerns were also expressed that the decision had already been made and the document existed only to try and convince the public of option 2 or 3 rather than “consult the people”.

#### **South Cheshire and Vale Royal CCG = 30 calls handled**

- General Enquiries x 12 (themes in relation to the freepost address/accessing the survey/where to additional comments)
- Bookings x8
- Copies of consultation brochure x7
- Complaints x3

Analysis of themes was not broken down in detail by South and Vale Royal PALS, however the themes are broadly similar to those reported above.