

Comments Summary

Quarter 1 2014/15

April – June 2014

Over 750 comments were collected by Healthwatch Gloucestershire in Quarter 1 of 2014/15. This compares to 541 comments collected in the same period last year and equates to 41% of all the comments collected in 2013/14. The increase in the number of comments reflects a varied mix of community engagement, based on the experience gained during the first year of operation.

In quarter 1 a total of 33 community engagement activities were undertaken around the county. Large numbers of comments were gathered at Supermarkets/Markets in Coleford, Cinderford, Cheltenham and Gloucester

Healthwatch had stands at:

- Carers Forums in Cheltenham and Cotswolds
- 2gether Trust Big Health Check for people with Learning Disabilities
- Carers Gloucestershire awareness event 'Walk a mile in my shoes'
- CCP Cheltenham Challenge event to raise awareness of mental health issues
- 2gether Trust conference Oh No! Not Again – ('Living with Habitual Behaviours')

Talks were given to a wide range of organisations to raise awareness of Healthwatch and to gather comments from seldom heard groups

- Gloucestershire Neurological Alliance (GlosNA)
- MS Society
- Transgender Event
- Carers Gloucestershire Weavers Croft
- Forest of Dean Health Forum
- South Cotswolds Patient Participation Group
- North Forest Parkinsons Group
- Minchinhampton Patient Participation Group
- North Cotswolds Locality Forum
- Parent Carer Forum in Gloucester
- Respiratory Group in Fairford
- Older People's Groups in the Cotswolds, Forest of Dean, Cheltenham and Tewkesbury
- HOPE support group for vulnerable people in Cirencester

Additionally comments were gathered from younger people at Stroud Youth Forum and on the Mobile Library Bus visiting the outer edges of the Cotswolds.

The comments received in this quarter reflect the community engagement undertaken and in particular, talks to seldom heard groups and consequently the number of comments relating to community services, social care and mental health services has increased.

Below is a summary of the most frequently occurring topics in Quarter 1 2014/15 and in 2013/14. The bold text represents the greatest number of comments

Topic	No. Of comments	No. Of compliments	Summary of comments
Health			
Acute Services	243	102	<p>42% of comments relating to acute services in Quarter1 were compliments.</p> <ul style="list-style-type: none"> • Continuing concerns over reconfiguration of services in the Emergency Department • Cost of parking at acute hospitals • Concerns over standard of food • Patients discharged without suitable care in place • Concerns over standard of cleanliness in some wards • Concerns over open appointments and staff attitude in orthotics department • Distance to travel from North Cots to GRH • Women experiencing maternity issues. Need for a private area • Long waits between appointments in Neurology (Parkinsons) • Long waits for chemotherapy • Closures of stroke clubs • Disjointed care and lack of communication between health care professionals • Lack of understanding in GRH of how to communicate with Parkinson's sufferers
			<p>Comments arising in 2013/14</p> <ul style="list-style-type: none"> • Understaffing, especially at weekends and bank holidays • Appointments consistently running late in some hospital departments • Concerns over standard of care in some hospital departments • Reduced quantity of incontinence pads supplied • Concerns over care of patients with dementia on some wards • Patients not copied into letters despite requesting them • Early/late appointments hard to attend if you travel from rural areas using public transport • Use of answerphone at acute trust
Primary Care Services	280	162	<p>The majority of Primary Care comments related to GP services</p> <ul style="list-style-type: none"> • Long waits to get non urgent GP appointments • Never see the same GP twice • Receptionist attitude • Concerns over amalgamation of surgeries in several districts eg distance to travel and transport links • Non medical staff requiring personal information • High turnover of GPs, newly qualified doctors do not want to go into General Practice • Transgender issues over change of gender on records • PPG reps should be involved in CQC inspections • Poor communication between GPs and hospital • Mixed success with triage appointment system
			<p>Comments arising in 2013/14</p> <ul style="list-style-type: none"> • Concerns over surgeries without local telephone numbers • GPs should be better informed about fatigue conditions
Community Services	82	39	<p>The majority of comments in this category related to Community Hospitals</p> <ul style="list-style-type: none"> • Hard to get a telephone response from podiatry, sexual health and physio direct services • Concerns over reduction in services, lack of clinics and equipment at Cirencester hospital • Concerns over a member of staff at Cirencester hospital • X-ray machine at the Dilke is broken

			<p>Comments arising in 2013/14.</p> <ul style="list-style-type: none"> • Need for a foot care service on NHS (especially for diabetics) • Concerns over care in one particular community hospital
Unscheduled Care	37	5	<ul style="list-style-type: none"> • Patient transport arrived late • Long waits for patient transport after appointment • Concerns over long waits for ambulances in rural areas • Inappropriate referrals made by NHS111 operators • NHS 111, operators ask too many unnecessary questions
Mental Health	28	8	<ul style="list-style-type: none"> • Poor discharge from Wotton Lawn • Concerns over volunteers supporting people with mental health issues • Mental health team have reduced hours of phone support especially at night • Police need specialised training to deal with clients with mental health issues • Fibro/Me course, need tailor-made course not under mental health services
			<p>Comments arising in 2013/14</p> <ul style="list-style-type: none"> • Concerns over closures and cut backs in the mental health service • Accessing services (in particular Lets Talk) • Issues relating to self harm • Lack of joined up care • No continuity between police, GP and hospital services
Unclassified	9	3	<ul style="list-style-type: none"> • Too many managers and meetings in NHS • Non British citizens should not get free health care • Lack of willingness to accept I know my child's issues
			<p>Other comments arising in 2013/14</p> <ul style="list-style-type: none"> • Concerns over implications of care.data scheme • Bring back matrons in hospital • Positive comments about Macmillan, Sue Ryder and Maggies • Concerns over how older people are treated by health and social care professionals • Too much paperwork in health and social care
Social Care			
	64	13	<ul style="list-style-type: none"> • Long waits for care assessment • Hard to get much needed equipment • Management in care homes should work on the floor • High turnover of staff in some care homes • Quality of care in some care homes • Concerns over the standard of English spoken by some dom care workers • Dom Care -never get the same carer twice • No respite for parent carers • No unified approach to carer support by GP surgeries • Sensory profiling should be individual, targeted, specific & efficient • Transition issues from children's social services to adult care • Need more provision of assisted living
			<p>Other Comments arising in 2013/14</p> <p>Care Assessments</p> <ul style="list-style-type: none"> • Assessment for blue card should be carried out locally • Personalised budgets – many carers do not want PAYE <p>Care Homes</p> <ul style="list-style-type: none"> • No care homes for young, disabled people • Not enough care homes to support people with dementia in some part of the county • In elderly nursing care there is too much paperwork <p>Dom Care</p> <ul style="list-style-type: none"> • Carers often don't turn up on time and are rushed • Concerns over standard of training of some carers • Difficult to get carers to come to outlying areas of the county

			<ul style="list-style-type: none"> Concerns over quality of care from some dom care agencies <p>Carer Support</p> <ul style="list-style-type: none"> Concerns over the Emergency Care Scheme Concerns over benefit entitlements Positive comments about Carers Gloucestershire and the Positive Caring Programme <p>Public Health</p> <ul style="list-style-type: none"> Parents should be educated about sexually transmitted infections Sexual health issues should be addressed in schools <p>Other</p> <ul style="list-style-type: none"> Education and social care should be more 'joined-up' People providing domestic chores for the elderly should be CRB checked Concerns over delay in issue of Blue Badges
Integrated Care			
			<p>Comments arising in 2013/14</p> <ul style="list-style-type: none"> Concerns that hospital after-care services are not more joined up Concerns that health and social care needs are not joined up Social care systems not joining up needs of people with mental health and Learning Disabilities Need a co-ordinated approach to ME/Fibromyalgia
Transport			
			<p>Comments arising in 2013/14</p> <ul style="list-style-type: none"> Concerns over timing of early/late appointments for out- patients travelling from rural areas on public transport Transport needed from bus station to hospital entrance (GRH) Concerns over public transport to newly created medical centres Cost of Community transport
Cross Boundary			
	10	5	<ul style="list-style-type: none"> Concerns over use of Emersons Green NHS Treatment Centre rather than hospitals in Glos No social care for young adults due to border issues Selection of other comments relating to care provided by cross boundary providers
			<p>Other comments arising in 2013/14</p> <ul style="list-style-type: none"> Concerns over cross border care with Wales Cost of travel for cross-border care in Wales Not all care services will travel to provide cross border care.