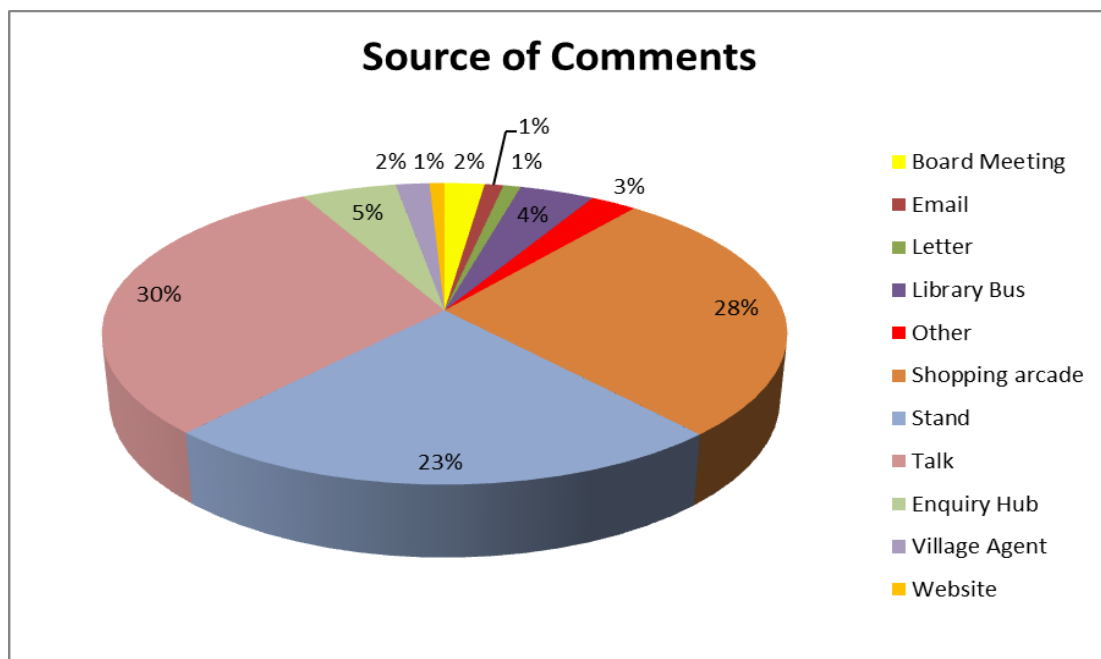


Cumulative Comments Summary

Quarter 2 2014/15
July - September 2014

A total of **1462** comments were collected by Healthwatch Gloucestershire in Quarters 1 & 2 2014/15. This is a significant increase on the same period last year when 837 comments were collected.

The chart below shows the source of the comments



The majority of comments were gathered through talks given to seldom heard groups, at supermarkets/fayres and stands at events held around the county. The number of comments gathered via the enquiry hub is gradually increasing and the library bus continues to provide an opportunity to gather views from the outer borders of the county.

In Quarter 2 a total of 32 community engagement activities were undertaken around the county.

Healthwatch had stands at:

- Carers Forums in Cheltenham, Tewkesbury, Forest of Dean and Gloucester
- Morrisons in Tewkesbury
- Launch of Forest Routes
- Kings Stanley market
- Newent Onion Fayre
- Cheltenham Borough Homes information day

Talks were given to a wide range of organisations to raise awareness of Healthwatch and to gather comments from seldom heard groups. In particular, comments were gathered from the homeless

community at GEAR Projects in Gloucester and issues relating to young people with autism and Special Educational Needs and Disabilities were raised by Parent Carer Groups.

- Older peoples groups in Cheltenham (x2) and Stroud
- GEAR homeless group
- Parent Champion Forum
- Cirencester Stroke Club
- Gloucestershire Neurological Association (GlosNA)
- Cheltenham Borough Council
- Cotswold Cluster Practice Managers Group
- Wheelchair Service User Group
- Forest of Dean Health Forum
- Endometriosis Group
- South Cotswold Memory Club
- Citizens Advice Bureau (CAB) AGM
- Parent Carer Forum
- Gloucestershire Care Providers Association Conference
- GRCC 'In Touch' event
- Mobile Library in Somerford Keynes/South Cerney, Minsterworth and Staunton

Additionally, two board meetings in public were held in Stow-on-the-Wold and Coleford, providing an opportunity to raise awareness of the work of Healthwatch, for the public to meet the Board and ask questions and for invited speakers to give presentations on issues of interest to that particular district.

A workshop was held with Village Agents to provide additional intelligence for current Task Groups on Hospital Discharge, Patient Transport and Podiatry Services. Over 100 comments were collected. The following is a summary of emerging themes:

Task Group	Theme
Podiatry Services	<ul style="list-style-type: none"> • Lack of information about availability of services • Education about different terms eg podiatry, chiropody • Long waits for appointments • Difficulty getting through on telephone to make appointments • Lack of awareness about self-referral • Confusion over 'Best Foot Forward' service • More GPs should offer a service
Hospital Discharge	<ul style="list-style-type: none"> • Discharged before ready • Sent home in early hours of the morning • Sent home in night clothes • Family not aware that discharge is taking place • Discharge without care package in place • Discharged to care of family members who are also unwell • Delay in organising care package causes delayed discharge • Not enough Occupational Therapists to carry out home assessments • 'Home from Hospital' service not always used/known about • Lack of person-centred care • Discharge to care home a long way from family • Care providers not providing specified care
Patient Transport	<ul style="list-style-type: none"> • Changes in eligibility criteria • Unsuitable transport provided • Transport not arriving

- Long delays in outward and homebound journeys
- Need for more volunteer driving schemes
- Long delays in reimbursement of HTCS causing financial hardship
- Return journeys can't be booked for a set time

Below is a summary of the most frequently occurring topics between April and September 2014. The bold text represents the greatest number of comments

Topic	No. Of comments	No. Of compliments	Summary of comments
Health			
Acute Services	498	168	<p>35% of comments relating to acute services were compliments.</p> <ul style="list-style-type: none"> • Appointments running late in ophthalmology at CGH • 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 • Congestion on telephone lines at GRH, hard to get through • Can't make future appointments, have to wait until contacted • Appointments in different depts often clash – no co-ordination • Concerns over re-configuration of the Emergency Department • Long waits for x-rays from community hospitals to be read • Patients not notified of appointments at Cheltenham General and then marked as not attending • Transition from children's services to adult services • Concerns over staffing level on some wards especially bank holidays and weekends • Distance to travel from some parts of the county to GRH especially for A& E • Need for a private area for woman experiencing maternity issues • Long waits for appointments in Neurology (Parkinsons), pain clinics, gynaecology and physiotherapy • Chemotherapy appointments running late • Closure 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
Primary Care Services	493	256	<p>The majority of Primary Care comments related to GP services. 52% of GP comments were positive</p> <ul style="list-style-type: none"> • Long waits to get non urgent GP appointments • Never see the same GP twice • No evening or weekend appointments at some GP surgeries • Receptionist attitude • Issues over duty of confidentiality to a deceased person • Poor parking at some GP surgeries • Concerns over amalgamation of surgeries in several districts eg distance to travel and transport links, keeping patients informed • Concerns over frequency of changes of ownership in some pharmacies • Disability training for dentists • 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 not aware they should be involved in CQC inspections • Poor communication between GPs and hospital • Mixed success with triage appointment systems

Community Services	163	70	<p>The majority of comments in this category related to Community Hospitals</p> <ul style="list-style-type: none"> • Concerns over future of Stroud Hospital • Concerns over diminishing numbers of district nurses in some districts • Hard to get a telephone response from podiatry, sexual health and physio direct services • Better education for patients on services at community hospitals • Concerns over parking at Tewkesbury hospital • Long waits for appointments for bloods at Tewkesbury hospital • School nurses not going into schools anymore • Poor OT services for children with special needs • Diabetics having to pay privately for podiatry • Concerns over reduction in services, lack of clinics and equipment at Cirencester hospital • X-ray machine at the Dilke is broken
Unscheduled Care	76	14	<p>100% compliments about standard of care of paramedic services</p> <ul style="list-style-type: none"> • Patient transport arrived late or not at all • Issues over eligibility for PTS – inconsistent advice • NHS 111 operators ask too many unnecessary questions • Long waits for homeward patient transport • Patient transport not available to non NHS care homes • Concerns over long waits for ambulances in rural areas • Inappropriate referrals made by NHS111 operators
Mental Health	48	10	<ul style="list-style-type: none"> • Long waits for treatment for OCD and psychological therapies • Concerns over number of mental health nurses on part time contracts • Sufferer must reach rock bottom before sectioned, even though it can be predicted • Long way to travel from N Cots for CAMHS in Cheltenham • In extreme cases Duty of Care is more important than confidentiality for carers • Poor discharge from Wotton Lawn and Charlton Lane • Not enough publicity about Learning Disability Liaison Nurses • 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
Unclassified	24	7	<ul style="list-style-type: none"> • Non British citizens should not get free health care • NHS complaints system needs to be simplified • NHS being privatised bit by bit • Level of health care at weekends is inadequate • Concerns over 8am to 8pm GP services • Lack of willingness to accept I know my child's issues
Social Care			
	110	20	<ul style="list-style-type: none"> • Limited respite available especially for parent carers and for families with children with special needs • Lack of publicity for services available for children with special needs, health, social care and education • Positive comments about Carers Glos, Positive Caring Programme and Age UK • Concerns over dental care in care homes • Not enough social housing for mental health patients • More publicity about social care services • 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

			<ul style="list-style-type: none"> • Quality of care in some care homes • Concerns over the standard of English spoken by some home care workers • Home Care -never get the same carer twice • 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
Transport			
	9	1	<ul style="list-style-type: none"> • Concerns over retrospective reclaiming of travel expenses for patient community transport services from DWP • Further to travel because of centralisation of health services and therefore greater travel costs • More frequent bus service needed from Gloucester bus station to the hospital
Environment			
	15	7	<p>15 comments collected at GEAR Projects at the Vaughan Centre in Gloucester. 47% of comments were positive</p> <ul style="list-style-type: none"> • Homeless able to access GP and pharmacy services at the Vaughan Centre • Can't access a dentist without a permanent address
Cross Boundary			
	26	12	<ul style="list-style-type: none"> • Lack of knowledge about which MIU Lydney residents should use • Concerns over use of Emersons Green NHS Treatment Centre rather than hospitals in Gloucestershire • No social care for young adults due to border issues • Selection of other comments relating to care provided by cross boundary providers