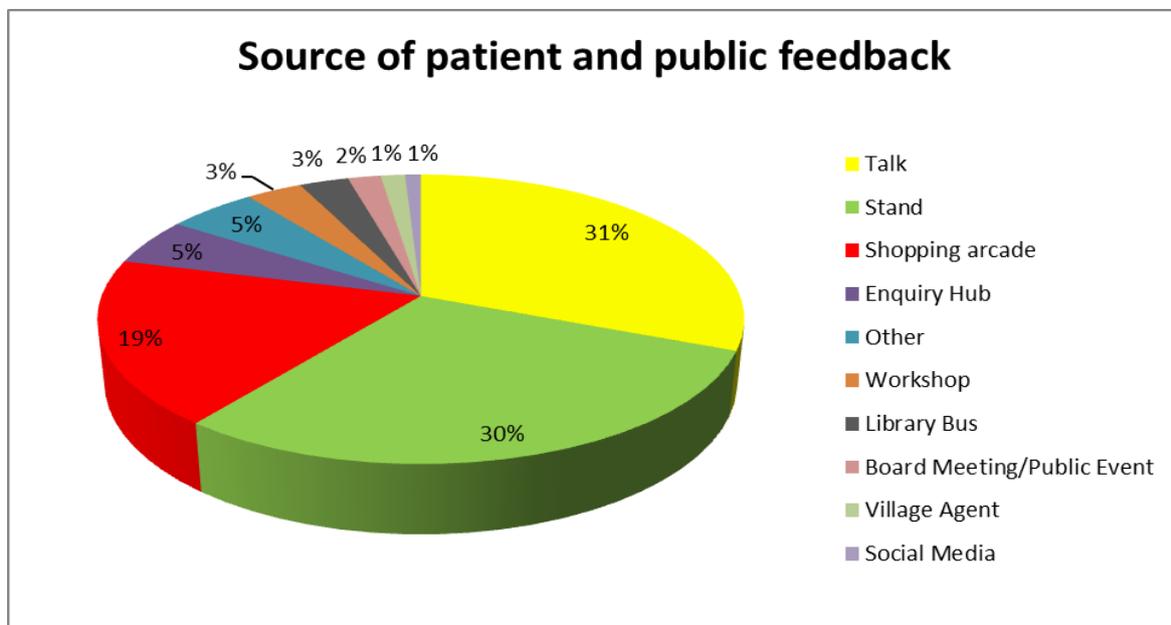


Summary of patient and public feedback

April - December 2014

A total of **2302** views and experiences were collected by Healthwatch Gloucestershire in the period April to December 2014 (Quarters 1-3 2014/15). This is an increase of 80% over the number of comments gathered in the same period last year.

The chart below shows the source of the comments



Healthwatch Gloucestershire attended 109 events around the county in the period April to September 2014. The majority of feedback was gathered through talks given to seldom heard groups and stands at events held around the county. Additionally, visits to supermarkets accounted for 19% of feedback.

New areas of community engagement are constantly being sought to give greater variety and detail to the feedback gathered. In Quarter 3 (October to December 2014) new areas of community engagement involved workshops with the Polish community and with young people at the 'Stroud Ambitions' careers event together with a young people's group in Gloucester. Additionally, to support Gloucestershire County Council's consultation on 'Early Help Working with Families 2015 and Beyond' as part of the development of the Gloucestershire Children and Young People's Partnership Plan, Healthwatch Gloucestershire organised consultation events with three different groups of parents at different locations across the county.

In quarter 3 talks were given to a wide range of organisations around the county to raise awareness and gather feedback from seldom heard groups:

- GEAR homeless group in Gloucester
- Carers groups in the Cotswolds and Tewkesbury

- Linden Residents Association in Gloucester
- Asian Women’s group in Cheltenham
- Older People’s groups at St Oswald’s Care Village in Gloucester, Thursday Club in Cirencester, The Roses Theatre in Tewkesbury, Active Pensioners Group in Quedgeley, Sandhurst Village Hall in Tewkesbury, a health walk in the Forest of Dean
- Forest Sensory Services group
- Active Disabled Care Forum in Cheltenham
- Painswick stroke club
- Parkinsons Group in Cheltenham
- GRCC’s ‘In Touch’ project men’s group in Gloucester
- Blockley village shop

Healthwatch had stands at:

- Cheltenham police ‘Wise and Well’ event for older and vulnerable people
- GRCC’s ‘In Touch’ project information and activities events for older people in Coleford, Cheltenham, Gloucester, Churchdown, Stroud, Cotswolds and Newent
- GCC ‘Full of Life’ events for older people in Cheltenham, Gloucester, Dursley, Cirencester and Tewkesbury
- Stroud co-operative supermarket
- Launch of 16 days of action (domestic abuse)
- Domestic violence group in Gloucester
- Carers Rights day in Churchdown
- Gloucestershire Care Services and Carers Gloucestershire AGMs

Additionally, an evening public event was held in Cheltenham. This provided an opportunity for the public to learn about the work of Healthwatch and for invited speakers from the Gloucestershire Hospitals NHS Foundation to discuss the importance of feedback to their organisation.

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

Topic	No. Of comments	No. Of compliment	Summary of comments
Health			
Acute Services	747	247	<p>33% of comments relating to acute services were compliments.</p> <p>Compliments related to standard of care in cardiology, maternity, oncology, ophthalmology, gastroenterology and Parkinsons specialists</p> <ul style="list-style-type: none"> • Congestion on telephone lines at GRH, hard to get through eg audiology • Appointments running late in ophthalmology at Cheltenham General and Gloucester Royal (although high level of satisfaction with standard of care) • Cost of parking at acute hospitals • Blue badge spaces at hospital often taken up or blocked by building materials or Arriva ambulances • Concerns over closure of physiotherapy service at St Pauls Medical Centre • Concerns over staffing levels on some wards eg stroke unit, orthopaedics, Ward 4A • Patients discharged when medically unfit and without suitable care in place • Very early/late appointments difficult to attend if relying on public transport • Standard of cleanliness in some wards • Standard of food • Concerns over patients smoking outside the hospital • Concerns over reconfiguration of the Emergency Department

			<ul style="list-style-type: none"> Concerns over standard of behaviour of patients in some wards Long waits for appointments in some departments eg Neurology (Parkinsons), pain clinics, gynaecology and physiotherapy Long waits for x-rays from community hospitals to be read Patients not notified of appointments at Cheltenham General and then marked DNA Transition from children's services to adult services Distance to travel from some parts of the county to GRH especially for ED Chemotherapy appointments running late Closure of stroke clubs Disjointed care and lack of communication between health care professionals
Primary Care Services	818	401	<p>The majority of Primary Care comments related to GP services. 49% of GP comments were positive</p> <ul style="list-style-type: none"> Long waits to get non urgent GP appointments No evening or weekend appointments at some GP surgeries Concerns over refusal by some GPs to refer to Consultants Receptionist attitude Importance of GP listening skills in cases of domestic abuse Poor provision for the sensory impaired in some GP surgeries Variation in GP charges for non NHS services Concerns over repeat prescriptions no longer able to be requested over the phone Never see the same GP twice Poor parking at some GP surgeries Concerns over amalgamation of surgeries in several districts eg distance to travel and transport links, keeping patients informed Medical Centres with a pharmacy should be open at the same times as the surgery (including evenings) Concerns over frequency of changes of ownership in some pharmacies Disability training for dentists Non-medical staff requiring personal/confidential information High turnover of GPs, newly qualified doctors do not want to go into General Practice Poor communication between GPs and hospital Mixed success with triage appointment systems
Community Services	231	105	<p>The majority of comments in this category related to Community Hospitals of which 55% of comments were positive. Very good reviews about Early Supported Discharge for stroke survivors</p> <ul style="list-style-type: none"> Concerns over diminishing numbers of district nurses in some districts Lack of speech therapy and physiotherapy after the first 6 weeks in the community for stroke survivors Hard to get a telephone response from podiatry and sexual health Concerns over future of Stroud Hospital Better education for patients on services at community hospitals Concerns over parking at some community hospitals 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
Integrated Care	6	1	<ul style="list-style-type: none"> Lack of communication between services eg health, social care, education Don't see same person at integrated care centre Wrong specialist provided by Rapid Response Team
Unscheduled Care	71	25	<p>100% positive feedback about standard of care provided by paramedic services</p> <ul style="list-style-type: none"> Too many questions asked by NHS 111 operators Concerns over long waits for ambulances in rural areas Inappropriate referrals made by NHS111 operators

Mental Health	75	19	<ul style="list-style-type: none"> • Long waits for treatment for OCD and psychological therapy • Lack of continuity with mental health doctors • GPs not referring to memory clubs • More communication between services to avoid duplication eg memory cafes, clubs • Concerns over number of mental health nurses on part time contracts • Sufferers 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	39	11	<ul style="list-style-type: none"> • NHS complaints system needs to be simplified • Cant get young people involved in Patient Participation Groups • Non British citizens should not get free health care • Inadequacy of level of health care at weekends
Social Care			
	195	43	<ul style="list-style-type: none"> • Limited respite available especially for parent carers and for families with children with special needs • Concerns over standard of care provided by some home care agencies • Lack of Personal Assistants in some parts of the county. Hourly rate charged by Personal Assistants is not covered by direct payments • Positive comments about Carers Glos, Positive Caring Programme and the Forge Centre • Standard of English spoken by some home care workers • Poor terms of employment by some home care agencies • 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 • High turnover of staff in some care homes • Quality of care in some care homes • 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			
	64	2	<ul style="list-style-type: none"> • Issues over eligibility for non emergency patient transport, call handlers giving inconsistent advice • Patient transport arriving late or not at all • Long waits for homeward patient transport • Patient transport not available to non NHS care homes • Availability of public transport to get to very early/late appointments at the hospital • Concerns over retrospective reclaiming of travel expenses for patient

			<p>community transport services from DWP</p> <ul style="list-style-type: none"> • 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			
	12	3	<p>Many positive comments about the Vaughan Centre for the homeless in Gloucestershire</p> <ul style="list-style-type: none"> • Concerns over removal of full time wardens in sheltered accommodation • Homeless able to access GP and pharmacy services at the Vaughan Centre • Can't access a dentist without a permanent address
Cross Boundary			
	44	17	<ul style="list-style-type: none"> • Concerns that some postcodes in the Forest of Dean must use Welsh GPs • Lack of knowledge about which MIU Lydney residents should use • Concerns over use of Emersons Green NHS Treatment Centre rather than hospitals in Gloucestershire • Difficult to access social care for young adults due to border issues • Selection of other comments relating to care provided by cross boundary providers