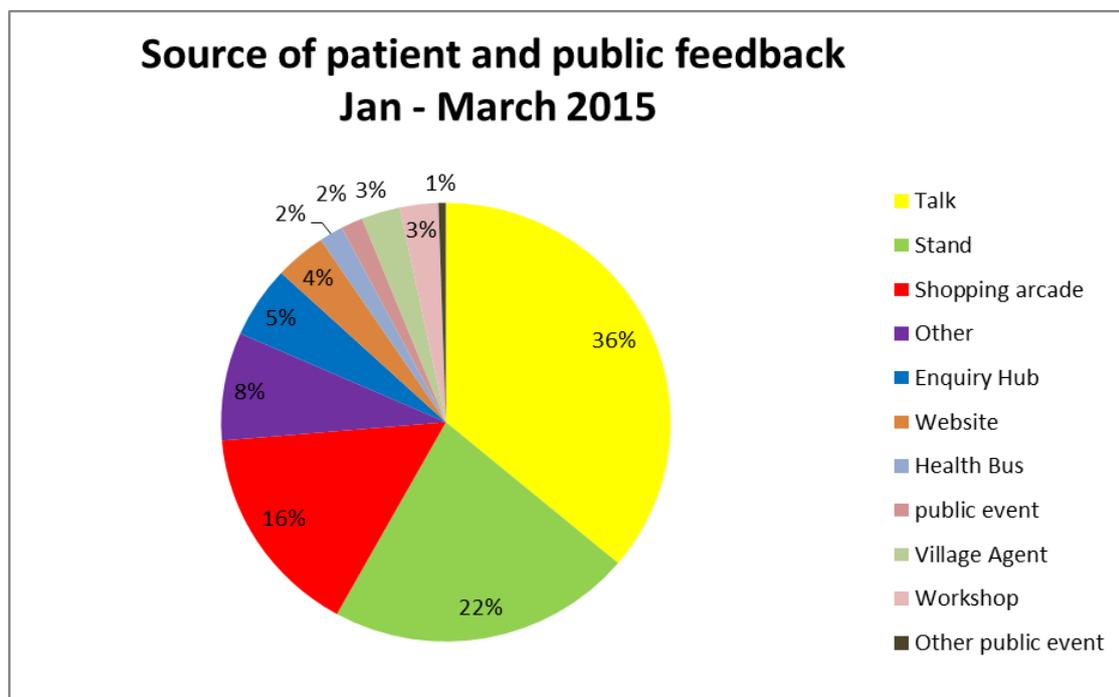


Summary of patient and public feedback

January - March 2015

A total of **754** views and experiences were collected by Healthwatch Gloucestershire (HWG) in the period January to March 2015 (Quarter 4 2014/15) giving a total of over **3000** comments collected by HWG during 2014/15. This is an increase of 60% over the number of comments gathered in 2013/14.

The chart below shows the source of the comments



The majority of feedback was collected at talks given to seldom heard groups around the county (36%) and stands at partner events (22%). Stands at supermarket visits accounted for 16% of feedback. The HWG enquiry hub provided a source of high quality, detailed feedback which has been consistent each quarter.

In terms of community engagement in the period January to March 2015, HWG attended 48 events around the county bringing the number of events attended during 2014/15 to a total of 157. Community engagement in quarter 4 focussed on the collection of public and patient feedback, raising awareness of HWG, recruiting new members and the distribution of GP patient experience surveys.

In quarter 4, HWG continued to improve their engagement with young people across the county in a series of consultation workshops which included youth workers and parents as well as young people, to help us develop a mental health survey with a specific focus on self-harm.

Other new areas of engagement included an all-day information stand in the Atrium at Gloucestershire Royal Hospital and a partnership approach with the Care Quality Commission at two 'Listening Events', held in Cheltenham and Gloucester, carried out prior to their inspection of the Acute Trust.

Talks

Talks were given to a wide range of organisations and groups, focussing particularly on the seldom heard, to build on existing relationships and to develop new ones:

- University of Gloucestershire
- Springfield Children's Centre, Stow-on-the-Wold
- Citizens Advice Bureau, Gloucester
- St Briavels Drop, Forest of Dean
- Tewkesbury memory café
- Gloucester diabetes AGM
- Older People's groups at Stroud church, Foxes Bridge Community Centre, Cinderford, Marina Court Day Centre and Apperley Lunch Club in Tewkesbury, New Year's Party in Tewkesbury, Health Event, Hucclecote, Didmorton MAD Club, Cheltenham Senior Voice, Royal British Legion Women, Brockworth and the West Dean Probus Club, Lydney
- Junction Youth Centre, Nailsworth
- Stroke Clubs in Gloucester and Lydney
- Tewkesbury Parkinsons Group
- Severnvalle Housing Society AGM, Tewkesbury Borough
- Stratton Marketplace, Cirencester (hospital professionals)

Stands

HWG had stands at:

- Supermarkets in Dursley, Cheltenham and Newent
- Gloucester Farmers' Market
- Atrium at Gloucestershire Royal Hospital
- Cam & Dursley Youth Forum
- Carers Forums at Durlsey, Gloucester, Cirencester and Coleford
- Stoma care information day, Tewkesbury
- Parent Carer AGM, Tewkesbury

Workshops

- Stroud Youth Forum
- Cam/Dursley Youth Forum
- Cheltenham Young People's Group
- Young Carer Group in Coleford

HWG Public Events

HWG held two public events this quarter in Gloucester and Tewkesbury. This provided an opportunity for the public to learn about the work of HWG and for invited speakers to give informative talks on topics specific to that area, namely the Integrated Community Team's, Rapid Response Service and Dementia services in Gloucestershire.

HWG Benchmarking

A benchmarking exercise took place in five districts/boroughs of the county to establish current awareness of the work of the organisation. There has been an increase in awareness compared to the results of the last benchmarking exercise in March 2014.

Summary of Patient and Public Feedback in Quarter 4 (January - March 2015)

A full summary of feedback for 2014/15 will be available in May 2015

Compliments.

- 35% of **all** feedback collected between January and March 2015 was positive
- 43% of feedback relating to **GPs** was positive
- 35% of feedback relating to **Gloucestershire Hospitals Trust** was positive
- Over half of feedback relating to the Emergency Department was positive, particularly relating to the Christmas period
- 57% of feedback relating to **Community Hospitals** was positive
- Positive feedback relating to Tewkesbury memory café and Alheimers Society

Issues

Acute Services

- Issues relating to long waits for phones to be answered in some departments (audiology and Parkinsons nurse)
- Ongoing issues relating to appointments - appointments running late, long waits to be notified of appointments, notification of repeat appointments
- Ongoing issues relating to hospital discharge
- Ongoing issues over cost of parking
- Refurbishment of lifts in Tower Block
- Backlog of letters waiting to be typed in cardiology

Primary Care Services

- Ongoing issues regarding long waits to get non urgent GP appointments
- No evening or weekend appointments at some GP surgeries
- Concerns over GPs retiring/leaving the profession
- Attitude of reception staff
- Concerns over difficulty in getting consultant referrals at some GP practices
- Issues over access to dental services for the disabled

Mental Health Services

- Increase in the number of comments relating to suicide and self harm
- Lack of social groups for people with mental health conditions

Community Services

- Concerns over diminishing district nursing numbers
- Not enough speech therapy for stroke survivors

Non-Emergency Patient Transport

- Ongoing issues relating to long waits and eligibility

Domiciliary Care

- Concerns over standard of care and carers' terms of employment in some domiciliary care agencies