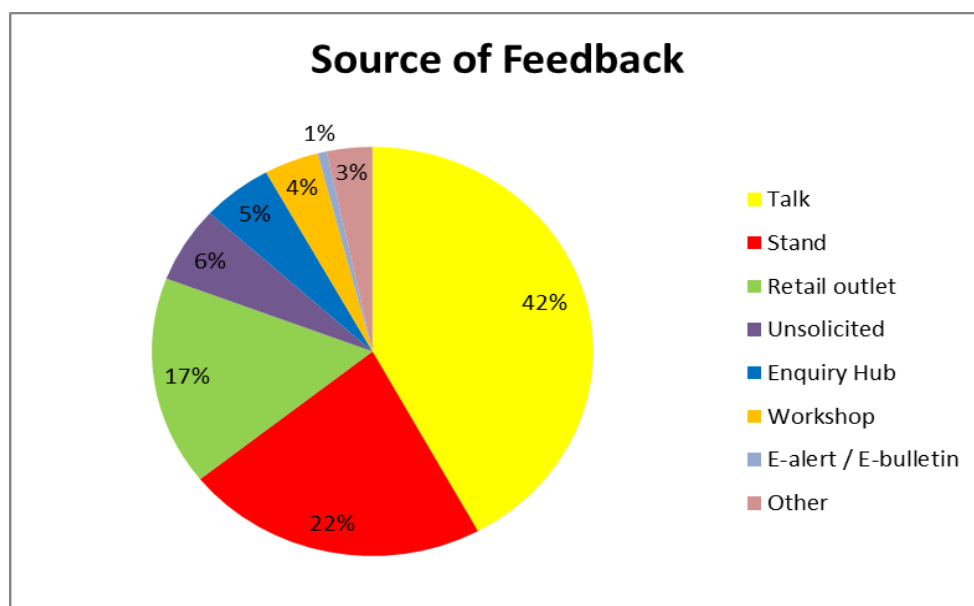


Summary of patient and public feedback

April - June 2015

A total of **599** views and experiences were collected by Healthwatch Gloucestershire in the first quarter of 2015/16 (April to June 2015). The community engagement team attended 48 events around the county raising awareness of the role of Healthwatch Gloucestershire (HWG) and collecting feedback from the public.

The chart below shows the source of the feedback



The majority of feedback was collected at talks given to a diverse range of seldom heard groups around the county (42%) and information stands at partner events (22%). Engagement at retail outlets accounted for 17% of feedback. Quarter 1 also saw an increase in unsolicited feedback received as a result of the awareness raising activities carried out by HWG in its first two years of operation.

New areas of community engagement are constantly being sought to reach seldom heard groups, give greater variety and detail to the feedback gathered and to help inform our work plan priorities for 2015/16.

In quarter 1, HWG continued to improve their engagement with young people county wide. High quality feedback was collected at seven engagement events which included workshops with a gay youth group, a group of young people with disabilities and 6th form students as well as talks to young carers, a youth group, students at the University of Gloucestershire, and an all-girl youth group.

A campaign was undertaken in Quarter 1 via e-alert, local publications and Village and Community Agents to gather feedback relating to services provided by Domiciliary Care Agencies (DCA). This evidence was submitted to Gloucestershire County Council to inform part the re-commissioning of DCA services later this year.

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:

- Talks given to older peoples groups - Cheltenham Voice, Goode Court in Lydney, Occupational Pensioners in Stroud, Residents Group at Rushworth House in Cheltenham, Over 60's Club in Cheltenham, St Marks Luncheon Club in Cheltenham, Full of Life Event in Dursley, Faithfull House Residential Care Home in Cheltenham, Optimists in Tewkesbury, Abbeydale Senior Citizens, Atherton Sheltered Accommodation, Gloucestershire Directions Group
- Patient Participation Cluster Group in Cirencester
- Patient Participation Group in Fairford
- Talks given to young people and adolescents - Young Carers in Tewkesbury, Prospects Youth Group in Tewkesbury, All Girls Youth Group in Stroud
- Forest Health Forum
- Visually Impaired Group in Stroud
- Windemere Nursing Home (LD) in Cheltenham
- Open Door in Cheltenham
- LD Forest drop in
- Carers & BME
- Cheltenham Together (BME) Group

HWG had stands at:

- Community Open Day in Tewkesbury
- Social Prescribing Launch Event in Tewkesbury
- Parkinson's Awareness Day and Parkinson's Support Group in Gloucester
- Big Health Check Day (LD) in Gloucester
- Gloucestershire Care Providers Association AGM
- Families Event in Cheltenham
- University of Gloucestershire 'Listening Event'
- Kingsholm School Fete
- Volunteer Fayre in Forest of Dean
- Charlton King's Drop In
- Gay Pride in Gloucester
- Gloucestershire Neurological Alliance 'Neuro15' Forum
- NHS information bus in Matson, Gloucester
- Supermarkets at Sainsbury's in Barnwood and Asda in Kingsway, Gloucester

Workshops were held with Farmors School 6th form in Fairford, GayGlos youth group and Forest Friends (young people with disabilities)

Additionally, HWG held its AGM in Gloucester on 18th June 2015. This provided an opportunity for the public to learn more about the work of Healthwatch and for invited speakers from the Care Quality Commission to discuss the importance of feedback to their organisation, particularly in relation to intelligence provided by HWG to inform the recent inspection of Gloucestershire Hospitals Trust. Mary Cridge, Lead Inspector CQC said:

“Healthwatch Gloucestershire is a powerful voice for patients and influences the work of the CQC; it really knows its patch.”

HWG also provided detailed patient and public feedback to the CQC prior to their inspection of Gloucestershire Care Services NHS Trust in June 2015.

Below is a summary of topics arising in feedback between April and June 2015

Topic	No. Of comments	No. Of compliment	Summary of comments
Health			
Acute Services	227	96	<p>Compliments related to standard of care in cardiology, maternity, oncology, ophthalmology and Parkinsons specialists</p> <ul style="list-style-type: none"> ➤ Congestion on some telephone lines at GRH, especially in audiology ➤ On-going issues relating to administrative backlog and cancelled patient appointments in cardiology (high level of satisfaction with surgery and treatment) ➤ Long waits/delays in general surgery especially hernia operations ➤ On-going issues relating to appointments running late in ophthalmology at Cheltenham General and Gloucester Royal (although high level of satisfaction with standard of care) ➤ Difficulty in accessing Parkinsons nurse ➤ Concerns over communication with patients with sensory impairments ➤ On-going issues relating to patients being discharged when medically unfit and without suitable care in place, sometimes leading to readmission ➤ Hospital discharge taking place late at night ➤ Cost of parking at acute hospitals ➤ Long waits for appointments in some departments eg (Parkinsons), pain clinics, gynaecology and physiotherapy
Primary Care Services	183	66	<p>The majority of positive feedback in this category related to the standard of care provided by GPs.</p> <ul style="list-style-type: none"> ➤ Long waits to get non urgent GP appointments, especially with named GP ➤ No evening or weekend appointments at some GP surgeries ➤ Receptionists asking personal questions in a public place ➤ Concerns over inadequate GP cover in some localities/surgeries
Community Services	37	10	<p>Over 70% of comments about community hospitals were positive. Positive feedback also received about District Nurses and Parkinsons nurse</p> <ul style="list-style-type: none"> ➤ Concern over diminishing numbers of district nurses in some districts ➤ Concerns over the closure of podiatry clinic at the Milestones School ➤ Concerns over removal of school nurse from Milestones and Bettridge School
Unscheduled Care	15	4	<p>All positive feedback relating to standard of care provided by paramedic services</p> <ul style="list-style-type: none"> ➤ Concerns over long waits for ambulances ➤ Inappropriate referrals made by NHS111 operators
Mental Health	30	5	<p>Positive feedback about the crisis team and Charlton Lane Hospital</p> <ul style="list-style-type: none"> ➤ Long waits for referrals to CYPS ➤ Reduction in number of social outlets for people with mental health issues and LD ➤ Long waits for preventative therapies ➤ Concerns over standard of care at some out-of-county CAHMS facilities
Unclassified	11	3	<ul style="list-style-type: none"> ➤ Treatments are not always available to older people ➤ Communication is difficult in the NHS for people with sensory impairments
Social Care			
	64	12	<p>Compliments in this category relate to positive experiences of care homes and domiciliary care</p> <ul style="list-style-type: none"> ➤ Issues related to provision of Domiciliary Care (Home Care) <ul style="list-style-type: none"> ○ Standard of care provided by some home care agencies

			<ul style="list-style-type: none"> ○ Client has little or no control over their own care and needs ○ Standard of English spoken by some home care workers and cultural differences ○ Poor terms of employment for staff of some home care agencies and inadequate training of staff ○ Different carers each time ○ Carer not turning up or turning up late ○ Cost of care ➤ Care packages not adequate to cover needs ➤ Positive comments about Carers Glos, ➤ Long waits for outcome of care assessments ➤ Quality of care in some care homes ➤ Limited respite available especially for parent carers and for families with children with special needs ➤ Too much restructuring in social care
Integrated Care			
	3	3	<ul style="list-style-type: none"> ➤ Positive feedback about Rapid Response Team ➤ Positive feedback about Health and Social Care services working well in early years support
Transport			
	20	3	<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 journey on NEPTS ➤ Availability of public transport to get to very early/late appointments at the hospital
Environment			
	2	0	
Cross Border			
	7	1	<ul style="list-style-type: none"> • Duplication of questions at each location • Selection of other comments relating to care provided by cross border providers