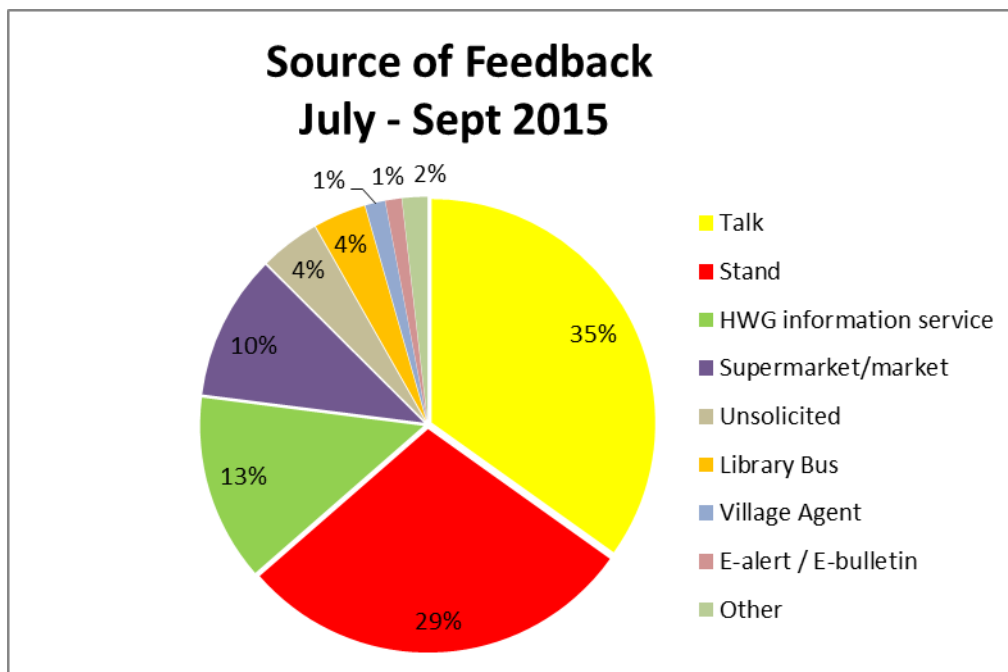


Summary of patient and public feedback

April -September 2015

Healthwatch Gloucestershire collected 767 views and experiences from the public in Quarter 2 (July to September 2015), bringing the total number of comments gathered since April 2015 to 1,366. Over 30% of feedback was positive. The community engagement team attended 53 events around the county, bringing the total number of events attended to 100 in the year to date, raising awareness of the role of Healthwatch Gloucestershire (HWG), collecting feedback from the public and building strong links with communities and partners.

The chart below shows the source of the feedback in Quarter 2:



The majority of feedback (35%) was collected at talks, both formal and informal, given in all localities of the county. Information stands at a diverse range of partner events accounted for 29% of feedback. There has been a significant increase in the volume of feedback collected via the HWG information and advice service (up from 5% of feedback in quarter 1 to 13% in quarter 2) as callers using the information service share their experiences of health and social care services.

New areas of community engagement in quarter 2, aimed at reaching seldom heard groups, included links with military families at Imjin Barracks, a talk given to the Chinese community and informal talks given to men's groups in Gloucester. Additionally, talks given to District and Parish councils is a new initiative being undertaken aimed at reaching rural communities and building stronger partnerships.

HWG continued to build on existing relationships in this quarter, engaging with Parkinsons sufferers, older people and young people at Gloucester College and the University of Gloucestershire Freshers' Fayres.

HWG gave talks to a wide variety of groups in quarter 2:

- Talks given to older peoples' groups - The Maltings Sheltered Housing in Tewkesbury, World Jungle in Stroud, Memory Cafés in Moreton-in-Marsh, Stonehouse and Cheltenham, Cirencester Leg Club, Chestnut Court Care Home in Quedgeley, Civil Service Pensioners, and Tesco Retired Staff,
- Cheltenham Fiesta
- Citizens Advice Bureau in Cinderford, Cirencester and Stroud
- Beacon Children's Centre in Gloucester
- Lydney Food Bank
- Mens 50+ social group, Men in Sheds, Mens Club in Gloucester and Gloucester Rotary Club
- Migrant Communities and Chinese Information Point in Gloucester
- P3 drop-in in Moreton-in-Marsh
- Visually Impaired Group in Wotton-under-Edge
- Cheltenham VCS Forum
- Parkinsons support group in Cirencester
- Talks to Stanway Parish Council and Tetbury Town Council
- Family and Carers Reference Group in Gloucester

HWG had information stands at:

- GRCC 'In Touch' project Personal Safety Events in North Cotswolds, Gloucester, Tewkesbury, Newent and Lydney in Forest of Dean, Stroud, South Cotswolds and Cheltenham
- Gloucester Community Open Day
- Gloucester Farmers Market, Stroud Shambles Market and Morrisons supermarket in Gloucester
- Newent Onion Fayre
- Oaks Children's Centre in Gloucester
- Gloucester College and University of Gloucestershire Freshers Fair's
- Imjin Barracks Freshers in Gloucester
- Cotswold Care Forum
- Event for the Integrated Community Team in Stonehouse
- GCCG AGM

Additionally, HWG accompanied the mobile library to gather feedback from the public in the border areas of the county in Bussage, Aston-on-Carrant and Northleach.

HWG was invited to accompany the Fire and Rescue Team to Cheltenham General and Gloucestershire Royal Hospitals to promote their home safety check service. This provided a good opportunity to raise awareness of HWG to the acute trust staff and patients.

During quarter 2, HWG provided detailed patient and public feedback to the CQC prior to their inspection of Together NHS Foundation Trust in October 2015. Feedback was also provided to inform the GCC review of services in the Forest of Dean locality and to Healthwatch England's national review of maternity services.

Below is a summary of topics arising in feedback in Q1 & Q2 2015/16 (April to September 2015)

Topic	No. of comments	No. of compliments	Summary of comments
Health			
Acute Services	488	179	<p>Compliments related to standard of care in maternity, oncology, orthopaedics, ophthalmology and Parkinsons specialists</p> <p>➤ On-going issues relating to congestion on some telephone lines at GRH, especially in audiology</p>

			<ul style="list-style-type: none"> ➤ Concerns over access to hearing aid services ➤ Cancellation of appointments in some departments eg audiology ➤ Long waits/delays in general surgery especially hernia operations ➤ Overdue repeat appointments in some departments eg neurology, ophthalmology, rheumatology ➤ Long waits for appointments in some departments eg neurology, rheumatology, gastroenterology ➤ Concerns over waiting times in the Emergency Department ➤ On-going issues relating to patients being discharged when medically unfit and without suitable care in place, sometimes leading to readmission ➤ Mixed reviews over treatment of patients with dementia ➤ Concerns over communication with patients with sensory impairments ➤ Cost of parking at acute hospitals ➤ Shortage of blue badge parking at acute hospitals ➤ On-going issues relating to administrative backlog and cancelled patient appointments in cardiology (high level of satisfaction with surgery and treatment)
Primary Care Services	405	143	<p>The majority of positive feedback in this category related to the standard of care provided by GPs.</p> <p>GP</p> <ul style="list-style-type: none"> ➤ On-going issues Long waits to get non urgent GP appointments, especially with named GP ➤ Concerns over access to surgery in Bishops Cleeve once it is relocated ➤ Unable to make GP appointments at the desk in some surgeries ➤ Long waits holding on the telephone line ➤ Access to GP services by seldom heard groups eg homeless young people, ethnic communities, sensory impaired ➤ 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 <p>Pharmacy</p> <ul style="list-style-type: none"> ➤ Concerns over long waits for prescriptions to be ready at some pharmacies ➤ Concerns over prescriptions being made up incorrectly at some pharmacies <p>Dentist</p> <ul style="list-style-type: none"> ➤ Hard to find NHS dentists in some parts of the county eg Northleach, Cam
Community Services	107	39	<p>Positive feedback was received about community hospitals, district nurses, health visitors and Cirencester Leg Club</p> <ul style="list-style-type: none"> ➤ Concerns over changes in service and opening hours of some community hospitals ➤ Concerns over the change of location of the Cirencester Leg Club ➤ On-going concerns over diminishing numbers of district nurses in some districts ➤ Concerns over the closure of podiatry clinic at the Milestones School
Unscheduled Care	34	11	<p>High level of positive feedback relating to paramedics and first responders</p> <ul style="list-style-type: none"> ➤ Concerns over long list of set questions asked by NHS111 call handlers ➤ Concerns over ambulance response times ➤ Inappropriate referrals made by NHS111 to ED and ambulance services
Mental Health	59	9	<p>Positive feedback about dementia Memory Clubs and Charlton Lane Hospital</p> <ul style="list-style-type: none"> ➤ Hard to access support for young people with mental health issues ➤ Not enough support for PTSD in the military community ➤ Long waits for preventative therapies ➤ Long waits for referrals to CYPs

			<ul style="list-style-type: none"> ➤ Reduction in number of social outlets for people with mental health issues and LD ➤ Concerns over standard of care at some out-of-county CAMHS facilities
Unclassified	25	7	<ul style="list-style-type: none"> ➤ Concerns over how services will cope when more houses are built in the county
Social Care			
	170	37	<p>Compliments in this category relate to positive experiences of sheltered housing, some care homes, some domiciliary care agencies and Carers Gloucestershire</p> <ul style="list-style-type: none"> ➤ Issues related to provision of Domiciliary Care (Home Care) <ul style="list-style-type: none"> ○ Standard of English spoken by some home care workers and cultural differences ○ Some rural areas of the county are not reached by dom care agencies ○ Lack of continuity of carers causes confusion for clients with dementia ○ Standard of care provided by some home care agencies ○ Poor terms of employment for staff of some home care agencies and inadequate training of staff ○ Carer not turning up or turning up late ○ Cost of care ➤ Concerns over closure of day centres and its effect on vulnerable adults ➤ Care packages not adequate to cover needs ➤ 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
Integrated Care			
	6	5	Positive feedback about Rapid Response Team and Reablement Team
Transport			
	51	5	<p>Positive feedback about community and voluntary transport</p> <ul style="list-style-type: none"> ➤ Calls referred by Arriva to HWG giving caller the impression that HWG are a transport provider ➤ Issues over eligibility for patient transport, call handlers giving inconsistent advice ➤ Patient transport arriving late or not at all ➤ Long waits for homeward journeys on patient transport ➤ Concerns over cost of taxis to get to hospital appointments ➤ Unable to use bus passes at certain times of the day making it difficult to attend early/late hospital appointments
Cross Border			
	20	6	<ul style="list-style-type: none"> ➤ Concerns by patients in St Briavels over whether access to MIU is in Wales or England ➤ Difficulties accessing health and social care services when living on the borders of two counties