

Summary of patient and public feedback

October - December 2015

Healthwatch Gloucestershire (HWG) collected over **500** views and experiences from the public in Quarter 3 (September to December 2015), bringing the total number of comments gathered since April 2015 to almost **1,900**. Positive feedback remains consistent at 30%. The community engagement team attended 49 events around the county, bringing the total number of events attended to 149 in the year to date.

Targeted community engagement was undertaken in Quarter 3 to reach a wide-ranging audience in all localities of the county. HWG continued to build on existing relationships whilst undertaking new areas of engagement to support work plan priorities.

- 17 talks around the county including:
 - Talks to P3 (Gloucestershire Homeless Service) to build on existing relationships and increase their use of our information and signposting role
 - A series of talks to Parish & Town Councils given to raise awareness & share information
 - Talks to two cardiac support groups to gather feedback about cardiology services
- 20 information stands including:
 - Two supermarkets in North Cotswolds, an area of the county targeted to increase engagement opportunities
 - Two days at EDF energy, capturing comments from working age adults in the business community
 - Information stand at GCC with Contact Centre staff
 - Supporting National Hospice Week by joining Longfield Hospice's information stand every day for a week at Gloucester Royal Hospital in October
- 3 Workshops:
 - 'Stroud Ambitions' careers event with young people aged 13-14 years old. This workshop was held in partnership with 2gether Trust and focused on careers in social care
 - Village and Community Agents workshop to update them on HWG work-plan, achievements to date and improve information flow
 - 'Joining Up Your Care' workshop organised by the VCS Alliance
- Engagement with Young People
 - Attended a number of Freshers' Fairs across the county with targeted leaflet promoting HWG website for sexual health information
- Engagement with the homeless

Focused work with homeless people began in December to look at the impact of the reduction in services at the Vaughan Centre for the homeless in Gloucester. HWG attended sessions run by City Mission and the Salvation Army in Gloucester. This work continues and a report will be produced in quarter 4.

In order to support national/local initiatives, feedback was gathered from the HWG membership about maternity services, transport services and social isolation. Additionally, as part of the re-commissioning of domiciliary care services, GCC directed service users to HWG to give their experiences.

Additionally, HWG organised and facilitated a ‘Joining Up Your Care’ workshop on behalf of GCCG attended by HWG members and Patient Participation Group representatives. In November and December HWG published task group reports on hospital discharge and patient transport which were presented to HCOSC in January 2016.

Emerging Themes

HWG reviews feedback quarterly to compare with previous quarters and identify trends which may continue to appear across more than quarter as a theme. However, the type of feedback collected is affected by the nature of the community engagement undertaken in that quarter. The detailed summary of topics arising in 2015/16 is shown in the table below. New issues arising in Quarter 3 (October to December 2015) include:

- Contenance Services. Concerns over accessing continence services and the quality of continence products
- Accessing services for hoarders
- GP Services. Concerns over the impact of proposed housing developments on GP resources
- Pharmacy services. Waiting times for repeat prescriptions
- Impact of the reduction in services of the Vaughan Centre for the homeless in Gloucester
- Live waiting times for MIUs no longer available on-line
- The importance of continuity of carers to domiciliary care service users
- Lack of consistency in midwifery care

Below is a summary of topics arising in feedback in Quarters 1-3 2015/16 (April to December 2015)

Topic	No. of comments	No. of compliments	Summary of comments
Health			
Acute Services	168	55	<p>Compliments related to standard of care in maternity, cardiology, urology, oncology, ophthalmology</p> <p>Issues arising include:</p> <ul style="list-style-type: none"> ➤ Accessing continence services/quality of continence products ➤ Lack of consistency in midwifery care ➤ Long waits/delays for general surgery, especially hernia operations ➤ Issues relating to appointments in some departments, including long waits for appointments eg cardiology, urology ➤ Ongoing issues relating to congestion on some telephone lines at GRH, especially in audiology ➤ Concerns over access to hearing aid services ➤ Concerns over waiting times in the Emergency Department ➤ Ongoing 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
Primary Care Services	114	45	<p>The majority of positive feedback in this category related to the standard of care provided by GPs.</p> <p>Issues include the following:</p> <p>GP</p> <ul style="list-style-type: none"> ➤ Concerns over the impact of proposed housing developments on GP resources eg Thrupp/Brimscombe ➤ Ongoing issues relating to long waits to get non urgent GP appointments, especially with named GP ➤ Concerns over access to surgeries when they are relocated eg Bishops Cleeve ➤ Unable to make GP appointments at the desk in some surgeries

			<ul style="list-style-type: none"> ➤ 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"> ➤ Delays in issuing repeat prescriptions ➤ 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, North Cotswolds
Community Services	46	15	<p>Positive feedback was received about community hospitals</p> <p>Issues include:</p> <ul style="list-style-type: none"> ➤ Live waiting times for MIUs no longer available on-line ➤ Concerns over single-occupancy rooms in community hospitals making patients feel isolated and hard for nurses to monitor ➤ Concerns over changes to service and opening hours of some community hospitals ➤ On-going concerns over District Nurses leaving the profession due to changing terms of employment ➤ Concerns over the change of location of the Cirencester Leg Club
Unscheduled Care	34	5	<p>High level of positive feedback relating to paramedics</p> <p>Issues include:</p> <ul style="list-style-type: none"> ➤ Lack of confidence in NHS 111 service ➤ 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	30	0	<p>Issues include:</p> <ul style="list-style-type: none"> ➤ Phones not being answered by the Crisis Team ➤ 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 ➤ 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	16	2	<ul style="list-style-type: none"> ➤ NHS complaints process not easy to use ➤ Concerns over the impact of funding cuts
Social Care			
	88	13	<p>Compliments in this category relate to positive experiences of 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"> ○ Importance of continuity of care particularly for dementia sufferers ○ Standard of English spoken by some home care workers and cultural differences ○ Some rural areas of the county are not reached by home care agencies ○ 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

			<ul style="list-style-type: none"> ➤ 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			
	1	1	Positive feedback about Rapid Response Team
Transport			
	21	1	<ul style="list-style-type: none"> ➤ Confusion over eligibility of patient transport for patients who have mental health issues (either currently or in the past) ➤ Unable to use bus passes at certain times of the day making it difficult to attend early/late hospital appointments ➤ Difficult to get transport to doctor's surgeries in rural areas ➤ Calls referred by Arriva to HWG giving caller the impression that HWG is 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
Cross Border			
	12	3	<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