

## Summary of patient and public feedback

January - March 2016

Healthwatch Gloucestershire (HWG) collected over **500** views and experiences from the public in Quarter 4 (January to March 2016) bringing the total number of comments gathered in 2015/16 to over **2,400**. **31%** of feedback was positive.

In Quarter 4 HWG continued gathering experiences of health and social care services from the public in all localities of the county. Whilst maintaining existing relationships, new areas of community engagement were undertaken to extend the reach to seldom heard groups and to support work plan priorities. The community engagement team attended 47 events in Q4, bringing the total number events attended in 2015/16 to 198.

HWG is currently working with the University of Gloucestershire to refine the process of collation and analysis of comments.

### **Seldom Heard Groups**

A significant amount of work was undertaken with seldom heard groups in quarter 4:

- **BME** - Talks were given to the Ebony Community Carers and Muslim girls at the Friendship Café in Gloucester
- **Homeless** - Extensive work was carried out in quarter 4 reviewing the experiences of marginalised and vulnerable people including homeless people using drop in services provided by local faith communities in Gloucester following the closure of the Vaughan Centre in Gloucester. This supplements work carried out in December 2015 and a report will be published in June
- **LD** - 3 visits were made to GCC Drop In Centres to facilitate direct feedback from people with disabilities, especially LD. This work continues and a report will be issued in due course
- **Farming community** - Work was undertaken with the farming community to raise awareness of the HWG information service in terms of early intervention for mental health and lone working
- **Young people** - a variety of engagement was undertaken with young people in the county - Frith Youth Club in Stroud, young people with disabilities at the National Star College, Ullenwood and two CCP supported housing schemes for young people to support the work plan priority on early intervention mental health for young people

### **On-going engagement**

Engagement continued with older peoples' organisations in all districts of the county to raise awareness of HWG and gather feedback. Also a programme of talks to town and parish councils has continued, raising awareness of HWG in rural areas.

### **Partnership Working**

HWG set up a joint listening event with CQC in partnership with Age UK, Carers Gloucestershire and the VCS Alliance to create an opportunity for carers to discuss their experiences of domiciliary care with the CQC inspection team and influence future inspections

## Enter and View

- In response to a request from CQC, an emergency 'Enter & View' visit was made to a residential care home in Gloucester
- 14 'Enter & View' visits were made to the Acute trust and the Community hospitals to observe care of Dementia patients as part of HWG work plan priorities
- Follow up 'Enter & View' visits were made to 3 Dialysis units in the county to update the findings of the recent HWG Patient Transport report

## Emerging Themes

Themes emerging in feedback in **Quarter 4 2015/16** (January to March 2016), resulting from feedback gathered through community engagement and via the HWG enquiry hub are shown below (in no particular order):

- Concerns over reduction in support following Personal Independence Payment (PIP) assessments
- Release of information to families prior to travelling long distances to visit loved ones in acute hospitals
- Issues around CHC assessments
- Impact of the closure of the Vaughan Centre for the homeless in Gloucester
- GP Services. Concerns over the impact of proposed housing developments on GP resources
- Accessing services for hoarders
- Pharmacy services. Waiting times for prescriptions
- Ongoing issues relating to non-emergency patient transport

Below is a summary of topics arising in feedback during 2015/16 (April 2015 - March 2016) Ongoing concerns are discussed quarterly with the Commissioners and Providers of the services.

Topic	Summary of comments
<b>Health</b>	<b>Comments 1974</b> <b>Compliments 683</b>
<b>Acute Services</b>	<p><b>Compliments</b> Areas attracting the most compliments related to standard of care in oncology, maternity, cardiology, emergency, ophthalmology, orthopaedics</p> <p><b>Emerging Concerns</b></p> <ul style="list-style-type: none"> <li>➤ Restricted information sometimes given to family members in relation to family member in hospital</li> <li>➤ Involvement of family in CHC assessments</li> </ul> <p><b>Ongoing Concerns</b></p> <ul style="list-style-type: none"> <li>➤ Patient discharge</li> <li>➤ Access to continence services/quality of continence products</li> <li>➤ Consistency in midwifery care</li> <li>➤ Long waits/delays for general surgery, especially hernia operations</li> <li>➤ Issues relating to appointments in some departments, including long waits for appointments</li> <li>➤ Congestion on some telephone lines at GRH, especially in audiology</li> <li>➤ Access to hearing aid services</li> <li>➤ Waiting times in the Emergency Department</li> <li>➤ Mixed reviews over treatment of patients with dementia</li> <li>➤ Communication with patients with sensory impairments</li> <li>➤ Cost of parking and availability of disabled parking bays</li> </ul>
<b>Primary Care Services</b>	<p><b>Compliments</b> Positive feedback in this category related mainly to the standard of care provided by GPs.</p> <p><b>Emerging Concerns</b></p> <ul style="list-style-type: none"> <li>➤ Impact of proposed housing developments on GP resources</li> <li>➤ Long waits for prescriptions to be ready at some pharmacies</li> </ul> <p><b>Ongoing Concerns</b></p> <ul style="list-style-type: none"> <li>➤ Long waits to get non urgent GP appointments, especially with named GP</li> <li>➤ Access to surgeries when they are relocated eg Bishops Cleeve</li> <li>➤ Unable to make GP appointments at the desk in some surgeries</li> </ul>

	<ul style="list-style-type: none"> <li>➤ Long waits holding on the telephone line</li> <li>➤ Access to GP services by seldom heard groups eg homeless young people, ethnic communities, sensory impaired</li> <li>➤ Availability of evening or weekend appointments at some GP surgeries</li> <li>➤ Receptionists asking personal questions in a public place</li> <li>➤ Inadequate GP cover in some localities/surgeries</li> </ul> <p><b>Pharmacy</b></p> <ul style="list-style-type: none"> <li>➤ Delays in issuing repeat prescriptions</li> <li>➤ Concerns over prescriptions being made up incorrectly at some pharmacies</li> </ul> <p><b>Dentist</b></p> <ul style="list-style-type: none"> <li>➤ Hard to find NHS dentists in some parts of the county eg Northleach, Cam, North Cotswolds</li> </ul>
<b>Community Services</b>	<p><b>Compliments</b> Most positive feedback related to community hospitals and district nurses</p> <p><b>Ongoing Concerns</b></p> <ul style="list-style-type: none"> <li>➤ Live waiting times for MIUs no longer available on-line</li> <li>➤ Single-occupancy rooms in community hospitals making patients feel isolated and hard for nurses to monitor</li> <li>➤ Changes in service and opening hours of some community hospitals</li> <li>➤ District Nurses leaving the profession due to changing terms of employment</li> </ul>
<b>Unscheduled Care</b>	<p><b>Compliments</b> High level of positive feedback relating to paramedics</p> <p><b>Ongoing Concerns</b></p> <ul style="list-style-type: none"> <li>➤ Lack of confidence in NHS 111 service</li> <li>➤ Long list of set questions asked by NHS111 call handlers</li> <li>➤ Ambulance response times</li> <li>➤ Inappropriate referrals made by NHS111 to ED and ambulance services</li> </ul>
<b>Mental Health</b>	<p><b>Emerging Concerns</b></p> <ul style="list-style-type: none"> <li>➤ Disconnect between mental health and substance abuse services</li> </ul> <p><b>Ongoing Concerns</b></p> <ul style="list-style-type: none"> <li>➤ Phones not being answered by the Crisis Team and not available in the evening</li> <li>➤ Hard to access support for young people with mental health issues</li> <li>➤ Not enough support for PTSD in the military community</li> <li>➤ Long waits for preventative therapies</li> <li>➤ Long waits for referrals to CYPS</li> <li>➤ Reduction in number of social outlets for people with mental health issues and LD</li> <li>➤ Standard of care at some out-of-county CAMHS facilities</li> </ul>
<b>Unclassified</b>	<ul style="list-style-type: none"> <li>➤ NHS complaints process not easy to use</li> <li>➤ Impact of funding cuts</li> </ul>
<b>Social Care</b>	<p><b>Comments 336</b> <b>Compliments 64</b></p>
	<p><b>Compliments</b> Compliments in this category relate to positive experiences of some care homes, some domiciliary care agencies and Carers Gloucestershire</p> <p><b>Emerging Concerns</b></p> <ul style="list-style-type: none"> <li>➤ Reduction in support following PIP assessments</li> <li>➤ Access to services for hoarders</li> </ul> <p><b>Ongoing Concerns</b></p> <ul style="list-style-type: none"> <li>➤ Domiciliary Care (Home Care) provision <ul style="list-style-type: none"> <li>○ Continuity of care particularly for dementia sufferers</li> <li>○ Standard of English spoken by some home care workers and cultural differences</li> <li>○ Some rural areas of the county not covered by home care agencies</li> <li>○ Standard of care provided by some home care agencies</li> <li>○ Poor terms of employment for staff of some home care agencies and inadequate training</li> <li>○ Carer not turning up or turning up late</li> <li>○ Cost of care</li> </ul> </li> <li>➤ Closure of day centres and its effect on vulnerable adults</li> <li>➤ Inadequate care packages</li> <li>➤ Long waits for outcome of care assessments</li> <li>➤ Quality of care in some care homes</li> </ul>
<b>Integrated Care</b>	<p><b>Comments 9</b> <b>Compliments 8</b></p>

	Positive feedback about Rapid Response Team
<b>Transport</b>	<b>Comments 100</b> <b>Compliments 6</b>
	<b>Ongoing Concerns</b> <ul style="list-style-type: none"> <li>➤ Eligibility of patient transport for patients who have mental health issues (either currently or in the past)</li> <li>➤ Inability to use bus passes at certain times of the day impacting on hospital appointments</li> <li>➤ Difficult to get transport to doctor's surgeries in rural areas</li> <li>➤ Calls referred by Arriva to HWG giving caller the impression that HWG is a transport provider</li> <li>➤ Call handlers giving inconsistent advice on eligibility</li> <li>➤ Patient transport arriving late or not at all</li> <li>➤ Long waits for homeward journeys on patient transport</li> <li>➤ Cost of taxis to get to hospital appointments</li> </ul>
<b>Cross Border</b>	<b>Comments 44</b> <b>Compliments 14</b>
	<b>Ongoing Concerns</b> <ul style="list-style-type: none"> <li>➤ Accessing health and social care services when living on the borders of two counties</li> <li>➤ Standard of services provided by cross border organisations</li> </ul>