

Summary of patient and public feedback

Quarter 2 - July to September 2016

1,000 pieces of feedback collected since April 2016

500 comments between July and September 2016

34% of feedback was positive



71 community engagement events attended around the county since April 2016



36 events attended between July and September 2016

- Collecting patient feedback
- Raising awareness
- Building relationships

Community Engagement in Quarter 2 (July to September 2016)

Areas of community engagement undertaken in Quarter 2 to extend the reach to seldom heard groups and to support work plan priorities included:

- **Students and Young People**
 - A series of information stands were run at student Freshers' Fairs across the county and a targeted leaflet prepared to encouraging students to use HWG's 'Find a Service' database. Information around mental health services and sexual health clinics were promoted to this group
 - Worked with Gloucestershire Healthy Living and Learning to develop a pilot Transitions Project following students from a local Primary School in the Forest of Dean to Secondary School. First workshop was delivered in quarter 2 with pupils in Year 6 of a Primary School. This cohort of 15 pupils will be followed through to Secondary School in quarter 3. The work forms part of the work plan priority on Early Intervention Mental Health for Young People
- **Carers** - Several events were attended in Gloucester, South Cotswold and Forest of Dean to build on existing relationships with carers and collect patient experiences
- **Military** - Links made with the military in Cotswolds District at the 29 Regiment Duke of Gloucester in South Cerney with serving military personnel. HWG ran an information stand at the Unit health fair

New engagement

Commencing in Quarter 2 a programme of monthly information stands has been scheduled to take place in the atrium at Gloucestershire Royal Hospital and in the outpatient department at Cheltenham General Hospital.

Ongoing engagement

Ongoing engagement was undertaken with older peoples' organisations, Parish and Town Councils and Patient Participation Groups, continuing our campaign to reach rural areas and build strong partnerships.

We continue to visit supermarkets and Farmers Markets around the county to identify district and county themes and trends (Stroud and Gloucester in Quarter 2).

Partnership Working

- Ongoing partnership working with Gloucestershire Care Services (GCS) using patient experience to influence how services are provided, included:
 - HWG member has featured in two films sharing her experiences of her husband's end-of-life care. She attended the GCS Public Board Meeting on 19th July and the public launch of the film, 'Getting it Right', in September. The films will be used as an educational tool for GCS employees
 - HWG member is attending monthly Clinical Induction Sessions to share her experience of her husband's ongoing care to highlight the importance of making care patient-centred
 - HWG member shared her experience of her husband's discharge from Stroud Hospital at GCS Board Development Session in August. The outcome of this session will help to inform the Community Hospital Discharge Action Plan
- Worked with 2gether Trust, Independence Trust and GCC Adult Education to promote HWG Farmers leaflet. This work was then discussed at the 'Tackling Mental Health Stigma' group
- Worked with Village & Community Agents and the GRCC's In Touch Project supporting older people

Requests for Information

16 formal Requests for Information (RFIs) were submitted to the Commissioners and Providers in Quarter 2 in response to issues raised by the public or to support work plan activities

RFIs related to

- Access to Ear Syringing (GCCG)
- Delay in Tongue-Tie Operations (GHT),
- Progress update on Recommendations of the Hospital Discharge Report (CCG,GHT,GCS)
- Responses to the Recommendations of Report on Access to Services for Marginalised and Vulnerable People (CCG, 2GT,GCS,GCC, Gloucester City Council, District Councils)
- Update on Access to NHS Dentistry for care home residents (GCS, NHSE)
- Hospital Discharge Complaints (GHR,GCS,2GT)

Reports Published

- 'Access to Health and Social Care Services by Marginalised and Vulnerable People in Gloucester' was published in Quarter 2. This report is available to [download](#) on the Healthwatch Gloucestershire website
- University of Gloucestershire's report in relation to training/mentoring for the Nursing Associates Degree
- 'Enter and View' reports on dementia care in acute and community hospitals in the county. Phase I of the report in the acute hospital is available [here](#) and Phase II in the community hospitals is available [here](#)

'Enter and View' Visits Undertaken

5 'Enter and View' visits were undertaken

- Care Home in Tewkesbury District (at the request of GCC Quality Assurance Team)
- Gloucester Royal Hospital Emergency Department
- Cheltenham General Hospital Emergency Department
- Cheltenham General Hospital Discharge Lounge
- Gloucester Royal Hospital Discharge Lounge

Themes arising from feedback

Each quarter, HWG reviews feedback to identify themes arising in that quarter and compares this to feedback collected in previous quarters to build a more comprehensive picture of health and social care provision in the county. The table on the next page provides a summary of compliments, emerging themes and ongoing concerns against specific health and social care categories.

Summary of patient and public feedback - July to September 2016

TOPIC	COMPLIMENTS	EMERGING CONCERNS	ONGOING ISSUES
HEALTH	Compliments 164 Comments 442		
Acute Services	35% of feedback about acute hospitals was positive. The hospital departments attracting the most positive comments were maternity, cardiology and paediatrics	Overarching issues were raised relating to the need for improved communication when appointments are running late and an indication of wait times especially in the Emergency Department.	Ongoing issues related to patient discharge, overdue repeat appointments and cancellations/changes to appointments in some hospital departments, perceived long waits in the Emergency Department and issues associated with disabled parking.
Primary Care Services	GP Services		
	36% of feedback relating to GP services was positive. Compliments received related mainly to the standard of care provided by GPs and the success of on-line repeat prescription services	Increasing evidence of concerns over the impact of proposed housing developments on GP resources.	Ongoing issues related to long waits for non-urgent GP appointments although most commentators acknowledge that emergency appointments are usually available if required and there is evidence that GPs are using alternative solutions to face to face appointments. Concerns over continuity of care especially for patients with Long Term Conditions.
	Pharmacy		
	Positive feedback about joined up services with GP Practices	-	Concerns about service provided by some community pharmacies.

TOPIC	COMPLIMENTS	EMERGING CONCERNS	ONGOING ISSUES
Community Services	High level of positive feedback about Community Hospitals, District Nurses and physiotherapy services	Concerns emerging in Quarter 2 include, reduced opening hours of Stroud General Hospital, Health Visitor service in Bishops Cleeve and parking fines at Cirencester Hospital	
Unscheduled Care	Positive feedback about ambulance services and an increase in positive feedback relating to NHS 111	Confusion over ambulance provision on Gloucestershire/Worcestershire border	Ongoing issues about the long set of questions asked by NHS 111 operators and inappropriate signposting..
Mental Health	Positive feedback about counselling for Post Natal Depression	Long waits for counselling services for the Transgender community and their families	Issues raised frequently related to long waits for psychological therapies. Concerns over lack of ongoing mental health support requiring patient to start referral process from scratch each time with GP.
MISCELLANEOUS	Positive feedback about excellent care provided by the NHS	Concerns over poor diagnosis and care of patients with Lyme Disease in Gloucestershire	Concerns about health services being overstretched and the impact of funding cuts
Integrated Care	Positive Feedback about Rapid Response Team	-	-
SOCIAL CARE	Compliments 14 Comments 78		
	Positive feedback related to some care homes and some Voluntary and Community Sector support groups	-	Ongoing concerns related to long waits for social care assessments and reduction in support for service users with Learning Disabilities and Mental Health. Fears expressed about possible reduction in care packages following care assessments.

TOPIC	COMPLIMENTS	EMERGING CONCERNS	ONGOING ISSUES
TRANSPORT	Compliments 3 Comments 19		
	Compliments relate to helpful attitude of Arriva drivers	Lack of public transport in rural areas that goes directly to the GP or hospital	Ongoing issues related to provision of Non-Emergency Patient Transport, in particular late or non arrival of transport to take patients to hospital resulting in patients missing appointments and long waits for homeward journey.
CROSS BORDER	Compliments 1 Comments 6	–	–
	Compliment relating to out of county GP practice		Issues over accessing care if you have a Gloucestershire postcode but a GP in South Wales.