



Summary of patient and public feedback

Quarter 3 - October to December 2016

1,506 pieces of feedback collected since April 2016

433 comments between October and December 2016

36% of feedback was positive



95 community engagement events attended around the county since April 2016



24 events attended between October and December 2016

Community Engagement in Quarter 3 (October to December 2016)

Talks, information stands and workshops were undertaken across the county in Quarter 3 to raise awareness of the role of Healthwatch Gloucestershire (HWG), collect patient feedback and support work plan activity.

Specific work undertaken to reach seldom heard groups included:

- **Young People** - As part of our priority around young people and mental health, feedback was collected at talks given to Gloucestershire Young Carers Forum and OPENhouse in Stroud and at a workshop held at 'Stroud Ambitions' careers event for young people. A report summarising feedback from this community engagement will be published in Quarter 4
- **Trans Community** - An informal round table discussion was held with members of the Trans community. Feedback collected will form the basis of a report which will be published in Quarter 4
- **BME** - Links made with the BME community in Gloucester. HWG ran an information stand at a Community Health Event at the Friendship Café in Gloucester
- **Working Age Adults** - Patient feedback collected at EDF Energy in Gloucester



Ongoing engagement

- A programme of listening events in the atrium at Gloucestershire Royal Hospital and outpatients at Cheltenham General Hospital is now established, collecting current patient experiences of acute services.
- Ongoing engagement with older people's organisations, support groups for patients with Long Term Conditions and Patient Participation Groups, continues our campaign to reach all areas of the county and build on existing relationships.
- We continue to visit supermarkets around the county to identify district and county themes and trends
- The Healthwatch team continues to be supported by volunteers where possible at the above events.

Partnership Working

- Worked collaboratively on a workshop for young people at 'Stroud Ambitions' with the 2gether Trust Social Inclusion team
- Working with the CCG on Kings Fund Programme entitled '*Leading collaboratively with patients and communities*', with specific focus in Gloucestershire on engaging with the Polish community
- Working with CCG and Gloucestershire Care Services to develop a questionnaire about the quality of patient experience on hospital discharge. This is currently live on the HWG website
- Worked with the Parent Carer Council in response to concerns raised in respect of Education, Health and Care Plans
- Healthwatch volunteers representing the patient voice on Working Groups with the CCG, GCC 2GT and GCS
- Worked with Village & Community Agents and GRCC's In Touch Project supporting older people
- Presented the *Report on access to health and social care services by marginalised and vulnerable people in Gloucester* to the CCG Mental Health and Wellbeing Stakeholder Event on 23rd November 2016
- Presented the *Review of user experience of support planning for people with a learning disability - Phase I* report to the Gloucestershire Learning Disability Partnership Board on 20th October 2016



Requests for Information

10 formal Requests for Information (RFIs) were submitted to the Commissioners and Providers in Quarter 3 in response to issues raised by the public or to support work plan activities

RFIs related to:

- Gluten Free Prescriptions (GCCG)
- Day Surgery at Gloucestershire Royal Hospital (GHT),
- Contact details for Educational Health and Care Plan leads (CCG,GHT,GCS,2GT)
- Responses to the Recommendations of Report on 'Access to NHS Dentistry and Diabetes Services for Care Home Residents'(CCG,GCS,GCC, NHSE)

Reports soon to be published

- 'Enter and View' Report on the Emergency Departments in Gloucestershire Royal Hospital and Cheltenham General Hospital due to be published in February 2017
- 'Enter and View' Report on a care home in Cheltenham due to be published in February 2017
- 'Hospital Discharge Task Group Report, November 2015: Review of progress, January 2017' due to be published in March 2017
- 'Access to NHS Dental Services and Diabetes Care for Care Home Residents' due to be published in February 2017
- 'Access to health and support services by members of the Trans community and their families' due to be published in March 2017
- 'Maintaining good mental health and wellbeing in children and young people'
- 'Review of user experience of support planning for people with a learning disability - Phase II' due to be completed in March 2017
- Patient survey report 'Access to non- urgent GP appointments' due to be published in February 2017
- Shorter survey report 'Young People's access to GP services' due to be published in March 2017

'Enter and View' Visits

One 'Enter and View' visit was undertaken in Quarter 3 to a Care Home in Cheltenham. This was undertaken in response to recent and historic concerns raised by family members with loved ones resident in the home and CQC inspections of the home.



Themes arising from feedback

As part of HWG ongoing partnership with the University of Gloucestershire, an in depth review of overarching themes in patient feedback collected by HWG is currently being undertaken by a PhD student from the University. The aim of this report is to qualitatively evaluate and compare the views and experiences of health and social care services in Gloucestershire by identifying trends and themes in local peoples' perceptions and to compare the perceptions in the period July to September 2015 to the same period in 2016. The resulting evaluation report which is due to be published in February 2017 will enhance and support the work carried out each quarter by HWG.

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 patient feedback collected in Q3 2016/17 showing compliments and emerging themes and ongoing concerns against an agreed health and social care taxonomy.

As part of their information and signposting role, the Healthwatch team respond to issues that arise from patient feedback. In quarter 3, 45 clients were signposted to a service or specialist organisation, 9 cases were escalated to the relevant commissioner and provider organisations (3 of which were sent to GCC Safeguarding team) and 5 were referred to health or social care complaints advocacy services.



Summary of patient and public feedback - October to December 2016

TOPIC	COMPLIMENTS	EMERGING CONCERNS	ONGOING ISSUES	ACTIONS TAKEN
HEALTH	Compliments 137 Comments 347			
Acute Services	46% of feedback about acute hospitals was positive. The hospital specialities attracting the most positive comments in Quarter 3 were Stoma nurses, oncology, paediatrics and renal	Concerns raised over the standard of care in the Day Surgery Unit in GRH Overarching issues were raised relating to the length of time taken for GPs to be updated following hospital consultations	Ongoing issues relating to patient discharge, issues relating to overdue recall/cancellation of appointments in some hospital departments. Perceived long waits in the Emergency Department and distance to travel to GRH from some parts of the county and issues associated with disabled parking.	Formal Request For Information raised in response to feedback about Day Surgery Unit at GRH resulting in the CEO of GHT visiting the Unit and taking remedial action HWG carried out a review of their hospital discharge report to monitor implementation of the recommendations. Report due in Q4
Primary Care Services	GP Services Positive feedback accounted for 46% of comments relating to GP services. Compliments received related mainly to the standard of care provided by GPs and the success of on-line prescription services	Concerns over delays by some GPs in signing off prescriptions for stoma products, long waits to get an appointment for blood tests and further waits to be informed about results of blood tests	Ongoing issues related to long waits for non-urgent GP appointments, concerns over the impact of proposed housing developments on GP resources and continuity of care especially for patients with Long Term Conditions.	Patient survey 'Access to non-urgent GP appointments' was undertaken to highlight some of the key issues, areas for improvement and examples of good practice around appointments at GP surgeries. This survey is also being undertaken with young people and the results will be published in March 2017 HWG attendance at Primary Care Commissioning Committee ensures patient feedback influences decision making processes relating to primary care
TOPIC	COMPLIMENTS	EMERGING CONCERNS	ONGOING ISSUES	ACTIONS TAKEN



	Pharmacy			
	High level of positive feedback about services available from the community pharmacist.			
Community Services	High level of positive feedback about District Nurses and Health Visitors	Concerns over the standard of care at Vale Community Hospital and limited amount of speech therapy available for children before being discharged	-	<p>HWG have worked in partnership with GCS to develop a community hospital discharge survey to gather patient experiences of discharge from community hospitals</p> <p>HWG member attending monthly GCS clinical induction sessions to share her experience of her husband's ongoing care to highlight the importance of making care patient-centred and to evaluate how lessons can be learned from patient experience.</p>
Unscheduled Care	Positive feedback about paramedics and ambulance service	Confusion over ambulance provision on Gloucestershire/Worcestershire border	Ongoing issues about length of script followed by NHS 111 operators and perceived long ambulance response times	



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Mental Health		Not enough supporting framework around talking therapies, concerns raised by parents of adult children with mental health problems around patient confidentiality and lack of support for carers, poor transition from children to adult services	Issues raised frequently related to long waits for psychological therapies, calls to crisis team going to answerphone and calls not returned, mental health services under funded	Community engagement undertaken to collect feedback from young people about mental health. Resulting report 'Maintaining good mental health and wellbeing in children and young people' will be published in February 2017
Miscellaneous		Concerns over removal of gluten free food on prescription for coeliacs	Concerns about vulnerable/quiet people not able to fight to get the right care and the impact of funding cuts	Feedback about gluten free prescriptions collated and forwarded to CCG. RFI sent to CCG for further information about gluten free prescriptions
INTEGRATED CARE	Compliments 1 Comments 1			
	Positive Feedback related to Integrated Care in the community for end of life patient	-	-	



TOPIC	COMPLIMENTS	EMERGING CONCERNS	ONGOING ISSUES	ACTIONS TAKEN
SOCIAL CARE	Compliments 34 Comments 58			
	Positive feedback related to some care homes and some dom care agencies	Lack of dom care capacity in some areas of the county especially rural areas eg Shipton Moyne, Wotton-under-Edge. Young carers feeling unsupported and misunderstood by teachers, disconnect between cost of respite care and funding	Ongoing concerns related to long waits for social care assessments, continuity of care from dom care agencies, lack of support for carers, concerns over social isolation, lack of reablement care, concerns that support plans are led by financial constraints , long waits to see school counsellor	In response to patient feedback an 'Enter & View' visit was undertaken to a care home in Cheltenham 3 Safeguarding issues were escalated to the County Council Safeguarding team
TRANSPORT	Compliments 1 Comments 18			
		Unsuitable patient transport provided for wheelchair users	Ongoing issues related to provision of Non-Emergency Patient Transport, in particular for dialysis patients who use Arriva several times a week. Issues relate to late pickups sometimes resulting in missed/ reduced length appointments and long waits for homeward journey.	Concerns raised by patients are passed directly to Arriva patient experience team. Quarterly meetings with Arriva and HWG CEO to work through issues
CROSS BORDER	Compliments 5 Comments 9		–	
	Some positive feedback regarding the introduction of the Referral Assessment Service (RAS)	Concerns raised about some cross county service providers		Feedback relating to RAS collated and forwarded to GCCG and NHS England