

## Summary of patient and public feedback

### Quarter 1 - April to June 2016

In Quarter 1 2016/17 (April to June 2016) Healthwatch Gloucestershire (HWG):

Collected over  
**500** views  
and experiences  
from the public,  
of which **33%**  
were positive



The community  
engagement team

attended **35**  
events around the  
county raising  
awareness and  
collecting patient  
and public views and experiences



## Community Engagement

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

- **Learning Disabilities** - A series of visits to GCC Drop-in Centres were undertaken to gather feedback from people with disabilities. A report has been produced of this feedback and shared with CQC, GCC, Healthwatch England and NHS England. HWG also ran an information stand at the LD Big Healthcheck Day
- **Vulnerable Women** - Engagement with ISIS Women's Centre in Gloucester completed a series of events reviewing the experiences of marginalised and vulnerable people in Gloucester. A report of findings has been compiled and will be submitted for formal response in August/September
- **Young people** - Attended the Allsorts Providers Forum and met with disabled young people. Planned future workshops with Gloucestershire Healthy Living and Learning Project for quarter 2 with pupils in Year 6 with a view to following this cohort of 15 pupils through to Secondary School in quarter 3. This forms part of the work plan commitment to look at early mental health intervention for young people

## New Engagement

In response to the HWG work plan priority to review patient experience of the increased demand on pharmacy provision in the county, we ran an information stand at a Fairview pharmacy with plans to visit other pharmacies in the coming months and undertake a survey in the Autumn.

## Ongoing engagement

Ongoing engagement with older peoples' organisations, talks to Town and Parish Councils, and engagement with Patient Participation Groups has continued to raise awareness of HWG in all districts of the county, especially rural areas. Information stands at the parent carer information day and carers locality forums built on existing relationships with carers. Our regular visits to supermarkets also identified the wider themes.

## Partnership Working

- HWG provided detailed patient and public feedback to support CQC inspections of SWASFT, Arriva Transport Solutions Ltd, 20 GP Practices and SEND services in Gloucestershire
- 2 HWG members shared their experiences at GCS staff induction days to emphasise the importance of patient-centred care, and to evaluate how lessons can be learned from patient experience, both negative and positive

## Requests for Information

**9** Requests for Information (RFIs) were submitted in Quarter 1 in response to issues raised by the public or to support work plan activities



RFIs related to

- Parking charges at Beeches Green Surgery (CCG, NHS Property Services),
- Commissioning of Specialist Dentistry Services in Care Homes (NHSE),
- Volunteer Drivers collecting patients post procedures with sedatives (GHT),
- Access to Services for Hoarders (2GT, GCC, Fire Service)
- Access to Services for patients with Lymes Disease ( CCG,GCC)

## 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. Feedback is collected from a variety of sources, the majority being from community engagement. Other sources include the HWG information and advice line, workshops, requests for feedback through social media, e-alerts, e-bulletins. VCS partner networks and the Village and Community Agents. The type of feedback received is directly linked to the nature of the engagement activity undertaken. The table on the next page provides a summary of compliments, emerging themes and ongoing concerns against specific health and social care categories.

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| TOPIC                        | COMPLIMENTS  | EMERGING CONCERNS   | ONGOING ISSUES  |
|------------------------------|--|---|---|
| <b>HEALTH</b>                | <b>Compliments 154</b><br><b>Comments 433</b>  |   |   |
| <b>Acute Services</b>        | 32% of feedback about acute hospitals was positive. The hospital departments attracting the most positive comments were maternity and oncology | Issues that have arisen in Quarter 1 related to long waits for tongue tie snips for babies preventing them from feeding properly and issues over the staff attitude carrying out ultrasound scans. Other issues included infection control in some areas of the hospital and lack of physiotherapy following joint replacements when discharged from hospital | Ongoing issues related to patient discharge, long waits for repeat appointments in some departments eg cardiology, long waits/delays for general surgery especially hernia operations and cost of parking   |
| <b>Primary Care Services</b> | <b>GP Services</b>   |   |   |
|                              | Compliments received related mainly to the standard of care provided by GPs  | Impact of GP practices being over-subscribed and concerns over proposed housing developments on GP resources. Concerns over parking at some GP surgeries  | Ongoing issues related to long waits for non-urgent GP appointments, especially with named GPs. Concerns over access to surgeries when they are relocated, e.g. Bishops Cleeve and limited space in some surgeries to have a private conversation with staff. |
|                              | <b>Pharmacy</b>  |   |   |
|                              | Evidence that patients are growing in confidence to ask advice from the pharmacist rather than go directly to a GP                             | Long waits for prescriptions at some pharmacies   | Issues over prescriptions being made up incorrectly or being given to the wrong person  |

| TOPIC                     | COMPLIMENTS   | EMERGING CONCERNS   | ONGOING ISSUES  |
|---------------------------|---|---|---|
| <b>Community Services</b> | High level of positive feedback about Health Visitors   | Long waits for physiotherapy                                  | Issues over discharge from community hospitals  |
| <b>Unscheduled Care</b>   | Positive feedback about paramedics  | –   | Ongoing concerns related to ambulance response times. Issues about the long set of questions asked by NHS 111 operators, even when caller wants the answer to one specific question and the same questions repeated by each NHS 111 operator  |
| <b>Mental Health</b>      | –   | Disconnect between mental health and substance abuse services | Issues raised frequently related to long waits for psychological therapies and the standard of care in some out of county Tier 4 CAMHS facilities. Other issues related to not enough support for PTSD in the military community and inability to access support without an official diagnosis. |
| <b>MISCELLANEOUS</b>      |   |   | Impact of funding cuts  |
| <b>SOCIAL CARE</b>        | <b>Compliments 19</b><br><b>Comments 56</b>   |   |   |
|                           | Positive feedback related to supported living, some care homes and some Voluntary and Community sector support groups | –   | Ongoing concerns related to long waits for care assessments and the outcome of PIP assessments. Other issues related to standard of care in some care homes and domiciliary care agencies.  |

| TOPIC               | COMPLIMENTS  | EMERGING CONCERNS   | ONGOING ISSUES   |
|---------------------|--|---|--|
| <b>TRANSPORT</b>    | <b>Compliments 3</b><br><b>Comments 31</b>                                     |   |  |
|                     | Compliments relate to volunteer driver services and attitude of Arriva drivers | Cost of phone calls to Arriva. Concerns over closure of Cotswold Volunteer community transport service. | Ongoing issues related to provision of Non-Emergency Patient Transport, in particular long waits for homeward journey or non or late arrival of transport causing patients to miss appointments. Other transport concerns related to inability to use bus passes at peak times of the day impacting on hospital appointments |
| <b>CROSS BORDER</b> | <b>Compliments 2</b><br><b>Comments 6</b>                                      | –   | –  |
|                     | Compliment related to standard of care in out of county facility               | Long wait in A&E in cross border hospital eg Great Western Hospital in Swindon                          | Issues over standard of care provided by some cross border organisations eg Bristol Heart Institute  |