

	Date	Subject	Method of Contact	Signposting or Patient Experience	Signposted to	Institution involved	Commissioner	Provider	Theme
1	01/04/22	Staff member raising concerns about Out of Hours service	Email	Patient Experience			Herefordshire and Worcestershire CCG	Practice Plus Group	Patient/Resident Safety
2	01/04/22	Concern about delay in emergency treatment due to COVID	Email	Patient Experience		Elgar House, Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG, NHS England - regional commissioning team		Access to Services
3	05/04/22	Difficulty with supply of essential medication	Phone	Patient Experience			Worcestershire County Council		Medications, Prescriptions & Dispensing
4	07/03/22	Concerns about deployment of Public Access Defibrillators by WMAS	Email	Signposting	West Midlands Ambulance Service PALS		Herefordshire and Worcestershire CCG	West Midlands Ambulance Service	Quality of Treatment
5	02/04/22	Concerns about waits for GP appointments, delays to diagnosis and treatment and inactivity due to impact of pandemic	Email	Signposting	Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
6	06/04/22	Unable to find NHS dentists	Phone	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services

7	04/04/22	Being treated badly by members of staff and no communication between GP and hospitals regarding what is on patients records	Healthwatch England	Patient Experience		Elbury Moor Medical Centre, Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	respect & dignity, Communication between staff/providers & patients, Complaints
8	04/04/22	Unable to be discharged from Worcester Hospital	Website	Patient Experience		Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Being Listened to/Being involved
9	07/04/22	Good experience of Dentist in Bewdley	Website	Patient Experience			NHS England West Midlands Dental Commissioning Team		Quality of Treatment
10	12/04/22	Information about hospital visiting times on H&W H&CT website	Phone	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Information Publicity & Advice
11	11/04/22	Positive feedback regarding High Street Dental Practice, Evesham	Website	Patient Experience		High Street Dental Practice	NHS England West Midlands Dental Commissioning Team	High Street Dental Practice	Access to Services
12	11/04/22	Advice requested about eligibility for free NHS services	Phone	Signposting	County Council Social Care Access Centre (Adults), Worcestershire	Stourport Health Centre	Herefordshire and Worcestershire CCG	Stourport Health Centre	Access to Services
13	13/04/22	Phone number for changing physio appointment not working	Phone	Patient Experience		Evesham Community Hospital	Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Appointments, Communication between staff/providers & patients

14	14/04/22	Request for new NHS number following transition	Email	Patient Experience		Kidderminster Medical Centre	Herefordshire and Worcestershire CCG	NHS England	Administration (records, letters, results)
15	14/02/22	Concern about NHS withdrawing free dental service for children	Phone	Signposting	NHS England West Midlands Dental Commissioning Team		NHS England West Midlands Dental Commissioning Team		Access to Services
16	19/04/22	Unable to find an NHS dentist in Kidderminster	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
17	19/04/22	Quality of care at Alexandra Hospital	Phone	Signposting	Citizens Advice		Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Quality of Treatment
18	20/04/22	Unable to find an NHS dentist in Evesham	Phone	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
19	19/04/22	Poor support from Crisis Support Team	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Quality of Treatment
20	19/04/22	Positive experience of MH teams	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Quality of Treatment

21	19/04/22	Focus Group - Support experience for people with Young Onset Dementia diagnosis	Face to face	Patient Experience			Herefordshire and Worcestershire CCG, Worcestershire County Council		Access to Services, Being Listened to/Being involved
22	21/04/22	Unable to find NHS dentist in Kidderminster	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
23	12/04/22	Unable to find a dentist - Worcester	Email	Signposting	NHS England	St Johns Dental Practice	NHS England West Midlands Dental Commissioning Team		Access to Services
24	21/04/22	Unable to register with dentist - Malvern	Website	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
25	21/04/22	Positive experience Severn Valley Medical Practice - Anorage Green	Website	Patient Experience		Severn Valley Medical Practice	Herefordshire and Worcestershire CCG		Booking Appointments, Quality of Treatment
26	25.04.22	Dentist - feels NHS dental system not fit for purpose	Email	Patient Experience			NHS England West Midlands Dental Commissioning Team		Quality of Treatment
27	28.04.22	HRT - Lack of availability of HRT products	Website	Patient Experience			Herefordshire and Worcestershire CCG		Medications, Prescriptions & Dispensing

28	24.04.22	Waiting times in A&E at WRH	Website	Signposting	Worcestershire Acute Complaints Process	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Waiting Times - Lists and Time to treatment
29	25.04.22	Delay to diagnosis / referral by GP	Phone	Signposting	GP Practice Complaints Process		Herefordshire and Worcestershire CCG		Remote Appointments Digital Services, Quality of Treatment
30	29.04.22	Unable to Find NHS Dentist	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
31	27.04.22	Positive comment regarding Catshill Village Surgery	Healthwatch England	Patient Experience		Catshill Village Surgery	Herefordshire and Worcestershire CCG	Catshill Village Surgery	Quality of Treatment
32	05.05.22	Unable to find NHS Dentist	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
33	05.05.22	A&E waiting times & need for better information from NHS 111 about waiting times and alternatives	Website	Signposting	H&W CCG Complaints, Worcestershire Acute Trusts PALS	Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust, West Midlands Ambulance Service	Communication between staff/providers & patients, Waiting Times - Lists and Time to treatment
34	06.05.22	Unable to find NHS Dentist - Malvern	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services

35	07.05.22	Removal from GP list at Barbourne due to catchment, although not recently moved.	Email	Signposting	H&W CCG Complaints	Barbourne Health Centre	Herefordshire and Worcestershire CCG	Barbourne Health Centre	Access to Services
36	09.05.22	Unable to find Dentist - Bromsgrove	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
37	04.04.22	Difficulty getting right support for service user in a MH crisis	Community Link	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
38	08.04.22	Concern about attitude of Security Staff at WRH MAU	Phone	Patient Experience		Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Complaints, Food Nutrition & Catering
39	05.05.22	Positive feedback about Stanmore House Surgery	Email	Patient Experience		Stanmore House Surgery	Herefordshire and Worcestershire CCG	Stanmore House Surgery	Caring, kindness, respect & dignity
40	12.05.2022	Unable to register with an NHS dentist	Facebook	Patient Experience			NHS England West Midlands Dental Commissioning Team		Access to Services
41	12.05.22	Unable to register with an NHS dentist	Facebook	Patient Experience			NHS England West Midlands Dental Commissioning Team		Access to Services
42	12.05.22	Looking for an NHS dentist	Facebook	Patient Experience			NHS England West Midlands Dental Commissioning Team		Access to Services

43	12.05.22	Unable to find and NHS dentists	Facebook	Patient Experience			NHS England West Midlands Dental Commissioning Team		Access to Services
44	12.05.22	Unable to find an NHS dentist	Email	Signposting	NHS website, NHS 111, NHSE Complaints process		NHS England West Midlands Dental Commissioning Team		Access to Services
45	17.05.22	Information about Ombudsman requested	Healthwatch England	Signposting	Onside Advocacy		Worcestershire County Council	Worcester County Council	Complaints
46	12.05.22	Difficulties with getting prescribed medication	Community Link	Patient Experience		Cranstoun	Public Health England	Worcester County Council	Access to Services
47	17.05.22	Difficulties getting GP appointment - Ecumenical Centre	Face to face	Patient Experience		St Stephens Surgery	Herefordshire and Worcestershire CCG	St Stephens Surgery	Booking Appointments
48	18.05.22	Difficulty getting a GP appointment	Phone	Patient Experience		Winyates Health Centre	Herefordshire and Worcestershire CCG		Booking Appointments
49	19.05.22	Difficulty finding an NHS dentist and access to Social Care	Phone	Signposting	Worcestershire County Council Social Care Access Centre (Adults), Worcestershire Association of Carers, NHS		NHS England West Midlands Dental Commissioning Team , Worcestershire County Council	NHS England, Worcester County Council	Access to Services

50	19.05.22	Difficulty accessing Art Therapy for Mental Health	Website	Signposting	H&W Wellbeing & Recovery College		Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
51	23.04.22	Lack of information about Covid vaccine	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	SW Healthcare	Information Publicity & Advice
52	23.04.22	Lack of information / support for child with special needs	Face to face	Signposting	Worcestershire Children First		Worcestershire County Council, NHS England	Worcestershire Children First	Access to Services
53	23.04.22	Lack of information about GP services	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Information Publicity & Advice
54	23.04.22	Lack of Information about MIU	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Information Publicity & Advice
55	23.04.22	Confusion over hospital outpatient appointment	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Administration (records, letters, results)
56	23.04.22	Translation/interpretation services	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Communication between staff/providers & patients

57	23.04.22	Digital Exclusion - person has no mobile phone	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Accessibility and Reasonable Adjustments
58	23.04.22	NHS to do more to involve & communicate with carers	Face to face	Patient Experience			Herefordshire and Worcestershire CCG, Worcestershire County Council		Communication between staff/providers & patients
59	23.04.22	Difficulty with phone / video GP appointments and preference for Face to Face	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Remote Appointments Digital Services
60	23.04.22	Difficulty pre booking GP appointment for working patients	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
61	23.04.22	Getting through to GP and lack of F2F appointments	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
62	23.04.22	Poor communication about medical information and lack of communication that patient expected to book their own hospital appointment	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Communication between staff/providers & patients
63	23.04.22	4hr Ambulance delay for call re child	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	West Midlands Ambulance Service	Access to Services

64	23.04.22	Poor care by GP of child with extreme excema	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Quality of Treatment
65	23.04.22	Difficulty getting a diagnosis for medical condition	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Diagnosis
66	23.04.22	Difficulty getting through to GP - Aylmer Lodge	Face to face	Patient Experience		Aylmer Lodge Cookley Partnership	Herefordshire and Worcestershire CCG		Access to Services
67	25.05.2022	Positive comment regarding appointments at Catshill Surgery	Healthwatch England	Patient Experience		Catshill Village Surgery	Herefordshire and Worcestershire CCG		Booking Appointments
68	22.05.2022	Difficulty getting through to GP - Aylmer Lodge	Healthwatch England	Patient Experience		Aylmer Lodge Cookley Partnership	Herefordshire and Worcestershire CCG		Access to Services
69	22.05.2022	Positive comment regarding appointments at Aylmer Lodge	Healthwatch England	Patient Experience		Aylmer Lodge Cookley Partnership	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
70	21.05.2022	Thoughtless phone call from Malvern Surgery to someone suffering mental health during lockdown	Healthwatch England	Patient Experience		Malvern Health Centre	Herefordshire and Worcestershire CCG		Caring, kindness, respect & dignity, Quality of Treatment

71	19.05.2022	Positive comment regarding appointments at a GP Surgery	Healthwatch England	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
72	26.05.2022	Advice requested about legal support for child protection issue	Phone	Signposting	Onside Advocacy, Citizens Advice		Worcestershire County Council		Access to Services
73	26.05.2022	Difficulty finding an NHS dentist	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
74	18.05.22	Negative comment regarding records and reports at Healthy Minds	Website	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Administration (records, letters, results)
75	27.05.22	Difficulty access ear wax removal service	Email	Patient Experience		Alexandra Hospital, Corbett Medical Practice	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
76	11.05.22	GP practice - unhappy with text message communication and delays to accessing weight loss programme	Email	Signposting	GP Practice Complaints Process	Severn Valley Medical Practice	Herefordshire and Worcestershire CCG		Remote Appointments Digital Services, Access to Services
77	13.05.22	5 hour wait for ambulance for elderly person	Email	Signposting	West Midlands Ambulance Service PALS		Regional West Midlands Commissioning	West Midlands Ambulance Service	Waiting Times - Lists and Time to treatment

78	16.05.22	Unable to obtain Global Health Insurance Card or find complaints info	Email	Signposting	NHS.uk		NHS England	NHS Business Services Authority	Administration (records, letters, results)
79	05.05.22	Concern about loss of MS Nurse in Wyre Forest	Email	Signposting	Enquiry to H&W Health and Care Trust		Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
80	05.05.22	Concern about loss of MS Nurse in Wyre Forest	Email	Signposting	Enquiry to H&W Health and Care Trust		Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
81	05.5.2022	Concern about loss of MS Nurse in Wyre Forest	Email	Signposting	Enquiry to H&W Health and Care Trust		Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
82	5.05.22	Concern about loss of MS Nurse in Wyre Forest	Email	Signposting	Enquiry to H&W Health and Care Trust		Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
83	5.05.22	Concern about loss of MS Nurse in Wyre Forest	Email	Signposting	Enquiry to H&W Health and Care Trust		Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
84	30.05.22	Difficulty booking GP appt due to lack of digital skills	Community Link	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Accessibility and Reasonable Adjustments

85	30.05.22	Positive experience of GP Practice	Community Link	Patient Experience		Farrier House Surgery	Herefordshire and Worcestershire CCG		Accessibility and Reasonable Adjustments, Caring, kindness, respect & dignity
86	31.05.22	Concerns about GP practice - St Johns House Medical Centre	Phone	Signposting	Care Quality Commission, GP Practice Complaints Process, HWW Health Complaints Guide, NHS England	St Johns House Medical Centre	Herefordshire and Worcestershire CCG		Diagnosis, Quality of Treatment
87	1.06.22	Delays to Stroke diagnosis and treatment of pain	Email	Signposting	Worcestershire Acute Complaints Process, GP Practice Complaints Process, Herefordshire and Worcestershire CCG	Malvern Health Centre	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Diagnosis, Communication between staff/providers & patients
88	06.06.22	Complaint about CHC reassessment	Email	Patient Experience			Herefordshire and Worcestershire CCG		Consent to Care & Treatment, Communication between staff/providers & patients, Complaints
89	06.06.22	Care at GP practice - Spring Gardens	Phone	Signposting	Onside Advocacy	Spring Gardens Group Medical Practice	Herefordshire and Worcestershire CCG	Spring Gardens Group Medical Practice	Quality of Treatment, Complaints

90	06.06.22	Mental Health - unable to find MH and social care support for adult grandson	Phone	Signposting	County Council Social Care Access Centre (Adults), Onside Advocacy		Worcestershire County Council		Access to Services, Being Listened to/Being involved
91	01.06.22	Difficulty accessing ear wax removal service - Redditch Dementia Café	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
92	09.06.22	Unable to find NHS dentist or urgent care via NHS111	Community Link	Signposting	NHS England	Gentle Dental Care (Worcester) Ltd	NHS England West Midlands Dental Commissioning Team		Access to Services
93	18.05.22	Adult mental health - lack of interest from GP, Lack of support available, long wait for ADHD diagnosis	Website	Signposting	Worcestershire Health and Care Trust - Mental Health Service or support, Herefordshire and Worcestershire CCG	Church Street Surgery	Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services, Waiting Times - Lists and Time to treatment
94	07.06.22	IT System error meaning patient's record showing as deceased	Phone	Signposting	GP Practice Complaints Process	Northumberland House Surgery	Herefordshire and Worcestershire CCG		Administration (records, letters, results)
95	08.06.22	Unhappy about lack of understanding, support and referral re neurological condition from GP practice	Email	Signposting	Onside Advocacy		Herefordshire and Worcestershire CCG		Quality of Treatment, Referrals

96	10.06.22	Waiting times for Umbrella pathway and lack of mental health support for children with Autism	Face to face	Patient Experience			Herefordshire and Worcestershire CCG, Worcestershire County Council	H&W Health and Care Trust, Worcestershire Children First	Access to Services, Diagnosis, Quality of Treatment
97	13.06.22	Waiting times in A&E - Alex	Website	Signposting	Worcestershire Acute Trusts PALS	Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Waiting Times - Lists and Time to treatment
98	10.06.22	Access to dental services	Community Link	Signposting	NHS England	Dental Care (Worcester) Ltd, Ombersley Family Dental Practice	NHS England West Midlands Dental Commissioning Team		Access to Services
99	16.06.22	Delays to Healthy Minds Assessment, poor experience of assessment and unhappy with being offered an online service	Website	Signposting	HWW Health Complaints Guide, Worcestershire Health and Care Complaints Process		Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
100	16.06.22	Delay to receiving results of prostate cancer biopsy and cancellation and changes to follow up appointment	Healthwatch England	Patient Experience		Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
101	13.06.22	Comment regarding Mental Health and wait times	Facebook	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services

102	20.06.22	Waste of NHS resources	Phone	Patient Experience			Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Booking Appointments, Access to Services
103	18.06.22	Access to dental services	Community Link	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Booking Appointments, Access to Services
104	18.06.22	Difficulty accessing Cranstoun Services	Community Link	Signposting			Public Health England , Herefordshire and Worcestershire CCG	Worcester County Council	Access to Services
105	21.06.22	Difficulty finding GP practice in Worcester	Phone	Signposting	Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG		Access to Services
106	21.06.22	Unable to read letters about appointments	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Communication between staff/providers & patients
107	16.06.22	Health professional looking for ADHD diagnosis info for individual formally resident in Worcestershire	Phone	Signposting	Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG		Diagnosis
108	29.06.22	MH Consultant unwilling to accept second diagnosis	Phone	Signposting	Onside Advocacy, Parliamentary and Health Service Ombudsman		Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Diagnosis

109	29.06.22	Unable to find and NHS Dentist - Bromsgrove	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
110	20.06.22	Unable to get necessary scan for consultant appt at WAT	Face to face	Signposting	WAHT PALS		Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services