	QUARTER 2 2024-2025											
Date	Subject	Method of Contact	Signposting or Patient Experience	Signposted to	Institution involved	Commissioner	Provider	Theme				
01/07/202				H&W ICB ,			00 January					
4	Unable to find NHS Dentist	Email	Signposting	NHS England		H&W ICB	1900	Access to Services				
08/07/202 4	Ambulance has not attended on 3 occassions following a fall	Phone	Signposting	West Midlands Ambulance Service PALS		H&W ICB	West Midlands Ambulance Service	Access to Services				
08/07/202 4	parent querying whether a speech and language therapist can intervene and provide autism diagnosis	Face to face	Patient Experience	N/A		H&W ICB	Worcestershi re Children First	Access to Services, Communication between staff/providers & patients, Diagnosis				
08/07/202 4	good experience with bowel screening	Face to face	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Access to Services, Health Protection				
08/07/202 4	poor experience with getting orthotic shoes adapted	Face to face	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Being Listened to/Being involved, Caring, kindness, respect & dignity, Communication between staff/providers & patients				
08/07/202 4	Dissatisfied with pharmacy service and GP practice	Phone	Signposting	Onside Advocacy, Citizens Advice	Church Street Surgery	H&W ICB		Medications, Prescriptions & Dispensing				
09/07/202 4	Unhappy with referral process for X-Rays and waiting times for GP appointments	Email	Signposting	Worcestershir e Acute Trusts PALS, GP Practice Complaints Process	Alexandra Hospital, The Dow Surgery	H&W ICB		Access to Services, Booking Appointments				
28/06/202 4	dissatisfied with support from CAMHS WEST - referred parents to a parenting course, no direct help for daughter	Website	Patient Experience	HWW Health Complaints Guide		H&W ICB	H&W Health and Care Trust	Access to Services, Being Listened to/Being involved, Quality of Treatment				

30/06/202 4	Problems getting test results and appointments for her son from Opthalmology. Concerns about him starting school in Sept with no support in place. Parent complaining at lack of a Paediatric OT service	Website	Signposting	HWW Health Complaints Guide HWW Health	Worcestershi re Royal Hospital Worcestershi	H&W ICB	Worcestershi re Acute Trust H&W Health	Administration (records,letters,result s), Booking Appointments, Communication between staff/providers & patients
02/07/202	in the county for her			Complaints	re Royal		and Care	
4	daughter	Website	Signposting	Guide	Hospital	H&W ICB	Trust	Access to Services
10/07/202 4	Concern about missed diagnosis opportunities and end of life care	Website	Signposting	GP Practice Complaints Process, Worcestershir e Acute Trusts PALS	Hillview Medical Centre, Alexandra Hospital	H&W ICB	Worcestershi re Acute Trust	Being Listened to/Being involved, Diagnosis, Quality of Treatment
10/07/202	Difficulty getting to	Face to	Patient		Worcestershi		Worcestershi re Acute	
4	Worcester for Neuro appts from Redditch	face	Experience	N/A	re Royal Hospital	H&W ICB	Trust	Access to Services
10/07/202 4	Diffiulty getting an appointment with incontince service	Face to face	Signposting	GP	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Access to Services
10/07/202 4	Query about eligibility for free prescriptions	Face to face	Signposting	NHS England		H&W ICB	NHS Business Services Authority	Cost& Funding of Services
10/07/202 4	Unable to have mammogram due to husband not being allowed in	Face to face	Signposting	Worcestershir e Acute Trusts PALS		H&W ICB	Worcestershi re Acute Trust	Accessibility and Reasonable Adjustments
10/07/202 4	Patient with disability unable to access cervical screening service	Face to face	Patient Experience	N/A	Winyates Health Centre	H&W ICB		Accessibility and Reasonable Adjustments
10/07/202 4	Patient with disability receives good support from GP	Face to face	Patient Experience	N/A	The Ridgeway Surgery	H&W ICB		Accessibility and Reasonable Adjustments
10/07/202 4	Patient trauma due to manner in which diagnosis was given	Face to face	Patient Experience	N/A		H&W ICB	Worcestershi re Acute Trust	Caring, kindness, respect & dignity, Communication between

								staff/providers & patients
17/07/202 4	parent complaining on ongoing problems getting son's EHCP updated due to WCF caseworker staffing issues - holding up transition to next school	Email	Patient Experience	N/A		H&W ICB	Worcester County Council, Worcestershi re Children First	Administration (records,letters,result s), Being Listened to/Being involved, Communication between staff/providers & patients
15/07/202 4	Difficulty accessing Dermatology service and MH support	Website	Signposting	GP Practice Complaints Process, Worcestershir e Health and Care Patient Relations, Onside Advocacy	Spa Medical Practice	H&W ICB		Access to Services, Administration (records,letters,result s), Referrals
13/07/202 4	parent complains that SEND services are refusing to accept private speech and language therapist assessments without being taken to tribunal	Website	Patient	N/A		H&W ICB	Worcestershi re Children First	Access to Services, Being Listened to/Being involved, Communication between staff/providers & patients
18/07/202 4	Advocacy support required for NHS complaint	Phone	Signposting	Onside Advocacy		H&W ICB	Worcestershi re Acute Trust	Being Listened to/Being involved, Quality of Treatment
23/07/202 4	Disatissfied with current GP and unable to find a new practice	Email	Signposting	Onside Advocacy		H&W ICB		Access to Services
12/07/202 4	Lack of parking by Rheumatology, Worcester Royal Hospital	Healthwatc h England	Patient Experience	N/A	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Parking & Transport
16/07/202 4	negative comment regarding Riverside Evesham GP practice	Healthwatc h England	Patient Experience	N/A	Riverside Surgery	H&W ICB		Booking Appointments, Administration (records,letters,result s)

4 regarding the crisis team Website Experience N/A H&W ICB Trust Quality of Treatment 19/07/202 An call back from NHS 111 and long wait in A&E at WRH Healthwatc Patient h England Patient Experience N/A Hospital H&W ICB Trust, NHS Access to Services, Trust, NHS Access to Services, Accessibility and Reasonable Adjustments, Accessibility and Reasonable 19/07/202 parent having difficulties getting dyslexia assessment for daughter so her assistive tech needs assessment for daughter so her assistive tech needs 4 Patient HWW Health Complaints HWW ICB H&W ICB Access to Services, Adjustments, Adjustm								H&W Health	
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							patients, Discharge Access to Services,
						H&W Health	Being Listened
						and Care	to/Being involved,
	Difficulties navigating and					Trust,	Communication
	coordinating various					Worcestershi	between
29/07/202	paediatric services for	F	Patient	N1/A		re Children	staff/providers &
4	daughter	Email	Experience	N/A	H&W ICB	First	patients
	Problems and delays reporting a YP					Worcestershi	Access to Services,
29/07/202	safeguarding matter to		Patient			re Children	Being Listened
4	WCF	Website	Experience	N/A	H&W ICB	First	to/Being involved
	Malvern Health visiting					H&W Health	
19/07/202	team not getting in touch		Patient			and Care	Access to Services,
4	and missing appoitments	Website	Experience	N/A	H&W ICB	Trust	Referrals
	Community team not					H&W Health	Booking
17/07/202	rescheduling cancelled		Patient			and Care	Appointments,
4	appoitments	Website	Experience	N/A	H&W ICB	Trust	Cancellations
	Furious that						
	Worcestershire Children					Mana at anala:	
24/07/202	First have used a term in		Patient		Worcestershir	Worcestershi re Children	
4	their newsletter regarding EHCP	Website	Experience	N/A	e County Council	First	Other
-	Parent has no where to go	Website				1 1130	Other
	after CAMHS refusing to						
	see the daughter due to						
	autism and also another					H&W Health	
26/07/202	NHS service saying the		Patient			and Care	
4	same	Website	Experience	N/A	H&W ICB	Trust	Access to Services
0.4/07/06.5	Really happy with Early					H&W Health	
31/07/202	intervention mental health		Patient			and Care	
4	service	Website	Experience	N/A	H&W ICB	Trust	Quality of Treatment
	Unhappy that her					Worcestershi	
24/07/202	daughters speech and language sessions are		Patient			re Children	
4	being reduced	Website	Experience	N/A	H&W ICB	First	Access to Services
	anonymous submission to						
	YP survey after closed for					Worcestershi	Access to Services,
31/07/202	reporting. YP is depressed		Patient			re Children	Being Listened
4	and says they are abused	Facebook	Experience	N/A	H&W ICB	First	to/Being involved

	by violent neurodivergent							
	brother							
	YP says that their EHCP							
	has met needs for years. I							
	still can't read or write							
	independently because of							
	SEND failures and it						Worcestershi	Access to Services,
31/07/202	massively disadvantages		Patient				re Children	Being Listened
4	me	Facebook	Experience	N/A		H&W ICB	First	to/Being involved
								Access to Services,
	Parent reports their autistic							Accessibility and
	son was refused CAMHS			HWW Health			H&W Health	Reasonable
29/07/202	referral due to his autism		Patient	Complaints			and Care	Adjustments,
4	diagnosis	Website	Experience	Guide		H&W ICB	Trust	Referrals
	Very poor experience in				Worcestershi		Worcestershi	
27/07/202	WRH A&E for peron who is	Face to	Patient		re Royal		re Acute	
4	a wheelcahir user	face	Experience	N/A	Hospital	H&W ICB	Trust	Quality of Treatment
	The early intervention team						H&W Health	Caring, kindness,
31/07/202	were very supportive to		Patient				and Care	respect & dignity,
4	patient and family	Website	Experience	N/A		H&W ICB	Trust	Quality of Treatment
	The early intervention team						H&W Health	Caring, kindness,
31/07/202	were very supportive to		Patient				and Care	respect & dignity,
4	patient and family	Website	Experience	N/A		H&W ICB	Trust	Quality of Treatment
	The early intervention team						H&W Health	Caring, kindness,
31/07/202	were very supportive to		Patient				and Care	respect & dignity,
4	patient and family	Website	Experience	N/A		H&W ICB	Trust	Quality of Treatment
	The Home Treatment team							
	made the patient feel like							
	they were wasting their						H&W Health	
31/07/202	time and were very		Patient				and Care	
4	unhelpful	Website	Experience	N/A		H&W ICB	Trust	Quality of Treatment
	Positive comment						H&W Health	
31/07/202	regarding the crisis team -		Patient				and Care	
4	Home Treatment	Website	Experience	N/A		H&W ICB	Trust	Quality of Treatment
	Community team							
	cancelling an appointment							
	and making the patient wait						H&W Health	Access to Services,
31/07/202	a long time for next		Patient		Community		and Care	Booking
4	appointment	Website	Experience	N/A	Care	H&W ICB	Trust	Appointments
	positive experience for				Worcestershi		Worcestershi	
02/08/202	husband after their heart		Patient		re Royal		re Acute	
4	attack	Website	Experience	N/A	Hospital	H&W ICB	Trust	Quality of Treatment

05/08/202 4	Contacts re Deaf Community	Email	Signposting	N/A		Worcestershir e County Council	Unknown	Accessibility and Reasonable Adjustments
06/08/202 4	Difficulty accessing GP services	Face to face	Patient Experience	N/A	The Dow Surgery	H&W ICB		Access to Services, Booking Appointments
06/08/202 4	Concern about being discharged from MH services	Face to face	Patient Experience	N/A	Hill Crest	H&W ICB	H&W Health and Care Trust	Access to Services, Continuity of Care
12/08/202 4	Person unable to access help with eating disorder / mental health	Phone	Signposting	HWW Health Complaints Guide		H&W ICB	H&W Health and Care Trust	Access to Services, Continuity of Care, Cost& Funding of Services
12/08/202 4	Person wants support with complaint to GP services	Email	Signposting	Onside Advocacy	New Road Surery	H&W ICB		Administration (records,letters,result s)
12/08/202 4	Concern about care and treatment of patient in WRH	Website	Signposting	Worcestershir e Acute Trusts PALS	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Quality of Treatment, Diagnosis
08/08/202 4	Removal of patient from GP list	Phone	Signposting	GP Practice Complaints Process, H&W ICB , Worcestershir e Association of Carers	Barbourne Health Centre	H&W ICB		Complaints, Communication between staff/providers & patients
09/08/202 4	Concerns about the stroke rehabilitation servcie in Worcestershire	Face to face	00 January 1900	N/A				00 January 1900
14/08/202 4	Access to eye test for wheelchair users	Face to face	Patient Experience	N/A		NHS England		Access to Services
14/08/202 4	Difficulty accessing breast screening	Face to face	Signposting	Care Quality Commission	Alexandra Hospital, Princess of Wales Community Hospital Kidderminste	H&W ICB		Access to Services
21/08/202 4	Good experience of Imaging Department	Face to face	Patient Experience	N/A	r Hospital and Treatment Centre	H&W ICB		Quality of Treatment

14/08/202 4	Difficulty contacting Incontinence Service	Face to face	Signposting	Worcestershir e Acute Trusts PALS	Worcestershi re Royal Hospital	H&W ICB		Communication between staff/providers & patients
4 22/08/202 4	Info requested about claiming for damages following COVID vaccination	Phone	Signposting	Citizens Advice	Spring Gardens Group Medical Practice	NHS England		Other
22/08/204	person concerned about her adult son who is neglecting to take his meds for diabetes	Face to face	Signposting	Onside Advocacy		H&W ICB	Worcester County Council	Being Listened to/Being involved
23/08/202 4	email from district councillor asking we intervene between hospital and woman who had been excluded from hospital for shouting at staff. Concerns about when husband is discharged into her care	Email	Signposting	HWW Health Complaints Guide	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Being Listened to/Being involved, Complaints, Communication between staff/providers & patients
09/08/222 4	A horrible and upsetting experience on the high social care ward at WRH	Website	Signposting	N/A	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment
09/08/202 4	Very happy with service at Kimberley Dental Practice, Worcester.	Healthwatc h England	Patient Experience	N/A	Kimberley Dental Practice	NHS England West Midlands Dental Commissioni ng Team		Access to Services
09/08/202 4	Dentist appointment keep being cancelled	Healthwatc h England	Patient Experience	N/A		NHS England West Midlands Dental Commissioni ng Team		Booking Appointments
27/08/202 4	Positive experience of X- Ray service at Kidderminster Hospital	Website	Patient Experience	N/A	Kidderminste r Hospital and Treatment Centre	H&W ICB	Worcestershi re Acute Trust	Quality of Treatment

27/08/202 4	continues from Q2 068 - person contact us to supply details of her and husband's experience at Worc Royal	Phone	Patient Experience	Onside Advocacy	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Caring, kindness, respect & dignity, Patient/Resident Safety, Quality of Treatment
27/08/202 4	adoptive parent complaining that they are not being allowed to attend OT appointments with her daughter	Email	Patient Experience	N/A		H&W ICB	Worcestershi re Children First	Being Listened to/Being involved, Quality of Treatment
27/08/202 4	adoptive parent copied us in to communications with school and SEND support staff trying to improve daughter's school experience. Parent has submitted three formal complaint & copied in the EHCP Caseworker, Social Worker, Virtual School's Advisor & SENDIAS Rep, but none of them have received a formal response	Email	Patient Experience	N/A		H&W ICB	Worcestershi re Children First	Accessibility and Reasonable Adjustments, Being Listened to/Being involved, Caring, kindness, respect & dignity
10/08/202 4	Long waits for various tests. Maple view medical centre . Gastroenterology dept at Worcester hospital	Healthwatc h England	Patient Experience	N/A	Worcestershi re Royal Hospital, Maple View Medical Practice	H&W ICB	Worcestershi re Acute Trust	Waiting Times - Lists and Time to treatment
12/08/202 4	Huge bed issue, however staff were brilliant at UHCW	Healthwatc h England	Patient Experience	N/A			University Hospitals Coventry and Warwickshire NHS Trust	Other
14/08/202 4	After just one day referral. Malvern OT visits all arranged.	Healthwatc h England	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Access to Services
16/08/202 4	Was let down by WRH mental health team back in 2015. Now has put themselves forward again for help from elsewhere	Healthwatc h England	Patient Experience	N/A	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Access to Services, Quality of Treatment

	and now has a long wait for							
	tests for autism and ADHD							
					Bewdley			
27/08/202	Excellent care from		Patient		Medical			
4	Bewdley Medical Centre	Website	Experience	N/A	Centre	H&W ICB		Quality of Treatment
						Herefordshire		
						and		
15/08/202						Worcestershir		
4	Ear Wax removal	Email	Signposting	GP		e CCG		Access to Services
	Diabetes clinic no longer					Herefordshire		
	available to Princess of			Worcestershir		and	Worcestershi	
02/09/202	Wales Hospital			e Acute		Worcestershir	re Acute	
4	Bromsgrove	Website	Signposting	Trusts PALS		e CCG	Trust	Access to Services
•					Kidderminste			
					r Hospital			
	Understaffed phlebotomy				and		Worcestershi	
03/09/202	clinic at Kidderminster		Patient		Treatment		re Acute	
		Maha:ta						Waiting Times -
4	Hospital	Website	Experience	N/A	Centre	H&W ICB	Trust	Queueing
0.4/00/000	Persons relative needs			Worcestershir		Worcestershir		
04/09/202	support from adult social		.	e County		e County		
4	care	Email	Signposting	Council		Council		Referrals
				HWW Health			Worcestershi	
13/09/202	person complaining about			Complaints			re Acute	
4	lack of weight loss services	Website	Signposting	Guide		H&W ICB	Trust	Access to Services
	person requesting eye test							
16.09.202	and glasses fitting whilst in							
4	hospital	Email	Signposting	H&W ICB		H&W ICB		Access to Services
								Access to Services,
								Being Listened
								to/Being involved,
	adoptive parent has written							Caring, kindness,
	detailing the struggle she							respect & dignity,
	has faced to get						Worcestershi	Quality of Treatment,
02/09/202	appropriate support for her		Patient				re Children	Staffing - levels &
4	daughter	Email	Experience	N/A		H&W ICB	First	training
7	ongoing isssue - parent of						1 11 31	
	autistic son has been						H&W Health	
16/00/202			Detient					
16/09/202	seeking mental health	Email	Patient				and Care	00 lonuon 1000
4	support for him but	Email	Experience	N/A		H&W ICB	Trust	00 January 1900
	parent reports shortage of						H&W Health	Access to Services,
06/09/202	Connor's tests at		Patient				and Care	Administration
4	community paediatrician.	Email	Experience	N/A		H&W ICB	Trust	(records,letters,result

	Also missing ADHD paperwork that they had emailed.							s), Communication between staff/providers & patients
16/09/202 4	parent reporting that they had received an extra letter regarding another child in with theirs from paediatric service	Email	Signposting	Worcestershir e Health and Care Patient Relations		H&W ICB	H&W Health and Care Trust	Administration (records,letters,result s)
16/09/202 4	A parent contacted Debbie with concerns re shortage of Conners Forms for ADHD diagnosis.	Phone	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Access to Services, Administration (records,letters,result s), Being Listened to/Being involved
19/09/202 4	Parent reports unpleasant experiences whilst her son was in Worcester Royal Beech Ward	Website	Patient Experience	Worcestershir e Acute Complaints Process	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Being Listened to/Being involved, Caring, kindness, respect & dignity, Cleanliness, Hygeine Infection Control, Communication between staff/providers & patients
27/08/202	GP ignored help that was requested at Stourport Medical Centre	Healthwatc h England	Patient Experience	N/A	Stourport Health Centre	H&W ICB		Being Listened to/Being involved
27/08/202 4	Wonderful help from Oncology and MacMillan over cancer diagnosis	Website	Patient Experience	N/A	Worcestershi re Royal Hospital, MacMillan Cancer Support	H&W ICB	Worcestershi re Acute Trust	Quality of Treatment
27/08/202 4	Good experience at Hospital- Kidderminster X- ray department	Website	Patient Experience	N/A	Kidderminste r Hospital and Treatment Centre	H&W ICB	Worcestershi re Acute Trust	Quality of Treatment
27/08/202 4	No support for gender issues from elbury moor	Website	Patient Experience	N/A	Elbury Moor Medical Centre	H&W ICB		Being Listened to/Being involved, Access to Services

31/08/202	Can't get the help needed from Alexandra hospital for	Healthwatc	Patient		Alexandra		Worcestershi re Acute	
4	Bariatric surgery	h England	Experience	N/A	Hospital	H&W ICB	Trust	Access to Services
31/08/202 4	Good talk with diabetic nurse at Elgar House Surgery who has helped to managae life with diabetes	Healthwatc h England	Patient Experience	N/A	Elgar House	H&W ICB		Caring, kindness, respect & dignity
01/09/202 4	GP at Spa medical referred to pain management as non urgent when it should have been urgent, so has a had a much longer wait and loss of care.	Healthwatc h England	Patient Experience	N/A	Spa Medical Practice	H&W ICB		Access to Services
03/09/202 4	Cannot afford drepression medication and feels no one cares	Healthwatc h England	Patient Experience	N/A		H&W ICB		Being Listened to/Being involved, Medications, Prescriptions & Dispensing
04/09/202	Getting no help to lose	Healthwatc	Patient					
4	weight	h England	Experience	N/A		H&W ICB		Access to Services
07/09/202 4	GP at Whiteacres Medical, Malvern was kind regarding mental health but has a long wait to get councelling and diaganosis for ADHD	Healthwatc h England	Patient Experience	N/A	Whiteacres Medical Centre	H&W ICB		Access to Services, Caring, kindness, respect & dignity
08/09/202 4	As an inpatient, no one knew what what was wrong at WRH	Healthwatc h England	Patient Experience	N/A	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Diagnosis
24/09/202 4	Man complaining about his wife's mental health treatment, and the lack of respect he was shown when he tried to ask about it. Raises other issues of poor care and abuse by staff to patients at Newhaven, Bromsgrove.	Phone	Signposting	Onside Advocacy	New Haven Unit	H&W ICB	H&W Health and Care Trust	Being Listened to/Being involved, Caring, kindness, respect & dignity, Communication between staff/providers & patients
24/09/202 4	patient complaining that the recommendations in our 'Care in the Corridor	Email	Patient Experience	N/A	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Caring, kindness, respect & dignity

	2019' report were not being							
25/09/202	adhered to at WR recently retired acute nurse relating experience of poor care in WRH A&E. Main complaint is a total lack of compassion ,lack of communication , lack of being monitored,felt to feel a problem despite being in excruciating pain. Attitude of staff was appalling. Patient will be complaining to PALS	Website	Patient Experience	Worcestershir e Acute Complaints Process	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment
25/09/202 4	adult children having trouble with deferred payment application through WCC for mother's care home	Email	Signposting	Worcestershir e County Council Complaints Process (Adults), Citizens Advice		H&W ICB	Worcester County Council	Administration (records,letters,result s), Being Listened to/Being involved, Complaints
26/09/202 4	Parent/carer of 18yr old autistic adult calling in desperation	Phone	Patient Experience	N/A		H&W ICB	Worcester County Council	Access to Services, Being Listened to/Being involved, Complaints
26/09/202 4	parent complaining about Umbrella pathway referal process	Email	Signposting	N/A		H&W ICB	Worcester County Council, H&W Health and Care Trust	Administration (records,letters,result s)
27/09/202 4	parent complaining about delays in son's referral to community paediatric team	Email	Patient Experience	HWW Health Complaints Guide		H&W ICB	H&W Health and Care Trust	Waiting Times - Lists and Time to treatment, Triage and Admissions
27/09/202 4	follow up from Q2 105 - Care in the Corridor at Royal Worcester A&E. Husband provides a detailed factual report -	00 January 1900	Patient Experience	HWW Health Complaints Guide	Worcestershi re Royal Hospital	H&W ICB	Worcestershi re Acute Trust	Being Listened to/Being involved, Caring, kindness, respect & dignity, Communication between

	willing to speak to us in more detail if of use.						staff/providers & patients, Quality of Treatment, Triage and Admissions
	Long wait list for					H&W Health	Waiting Times - Lists
26/09/202	appropiate mental health	Healthwatc	Patient			and Care	and Time to
4	team	h England	Experience	N/A	H&W ICB	Trust	treatment
27/09/202	Long wait for hospital	Healthwatc	Patient				
4	transport on discharge	h England	Experience	N/A	H&W ICB	NHS England	Parking & Transport

Contact type

Connactiype		
Phone	10	
Email	25	
Letter	0	
Website	37	
HWE	19	
Facebook	2	
Twitter	0	
Community Link	0	
Face to face	19	
	112	
	Signpostin g Patient Experienc	35
	e	77
		112
		Contact outcome Informatio n provided (= NHS / NHS 111)

11

Signposte	
d to other	
org	21
Signposte	
d to	
advocac	
У	7
None	73
	112