

**QUARTER 2 2024-2025**

<b>Date</b>	<b>Subject</b>	<b>Method of Contact</b>	<b>Signposting or Patient Experience</b>	<b>Signposted to</b>	<b>Institution involved</b>	<b>Commissioner</b>	<b>Provider</b>	<b>Theme</b>
01/07/2024	Unable to find NHS Dentist	Email	Signposting	H&W ICB , NHS England		H&W ICB	00 January 1900	Access to Services
08/07/2024	Ambulance has not attended on 3 occasions following a fall	Phone	Signposting	West Midlands Ambulance Service PALS		H&W ICB	West Midlands Ambulance Service	Access to Services
08/07/2024	parent querying whether a speech and language therapist can intervene and provide autism diagnosis	Face to face	Patient Experience	N/A		H&W ICB	Worcestershire Children First	Access to Services, Communication between staff/providers & patients, Diagnosis
08/07/2024	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
08/07/2024	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
08/07/2024	Dissatisfied with pharmacy service and GP practice	Phone	Signposting	Onside Advocacy, Citizens Advice	Church Street Surgery	H&W ICB		Medications, Prescriptions & Dispensing
09/07/2024	Unhappy with referral process for X-Rays and waiting times for GP appointments	Email	Signposting	Worcestershire Acute Trusts PALS, GP Practice Complaints Process	Alexandra Hospital, The Dow Surgery	H&W ICB		Access to Services, Booking Appointments
28/06/2024	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

30/06/2024	Problems getting test results and appointments for her son from Ophthalmology. Concerns about him starting school in Sept with no support in place.	Website	Signposting	HWW Health Complaints Guide	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Administration (records, letters, results), Booking Appointments, Communication between staff/providers & patients
02/07/2024	Parent complaining at lack of a Paediatric OT service in the county for her daughter	Website	Signposting	HWW Health Complaints Guide	Worcestershire Royal Hospital	H&W ICB	H&W Health and Care Trust	Access to Services
10/07/2024	Concern about missed diagnosis opportunities and end of life care	Website	Signposting	GP Practice Complaints Process, Worcestershire Acute Trusts PALS	Hillview Medical Centre, Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Being Listened to/Being involved, Diagnosis, Quality of Treatment
10/07/2024	Difficulty getting to Worcester for Neuro appts from Redditch	Face to face	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services
10/07/2024	Diffiulty getting an appointment with incontince service	Face to face	Signposting	GP	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services
10/07/2024	Query about eligibility for free prescriptions	Face to face	Signposting	NHS England		H&W ICB	NHS Business Services Authority	Cost& Funding of Services
10/07/2024	Unable to have mammogram due to husband not being allowed in	Face to face	Signposting	Worcestershire Acute Trusts PALS		H&W ICB	Worcestershire Acute Trust	Accessibility and Reasonable Adjustments
10/07/2024	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
10/07/2024	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
10/07/2024	Patient trauma due to manner in which diagnosis was given	Face to face	Patient Experience	N/A		H&W ICB	Worcestershire Acute Trust	Caring, kindness, respect & dignity, Communication between

								staff/providers & patients
17/07/2024	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, Worcestershire Children First	Administration (records, letters, results), Being Listened to/Being involved, Communication between staff/providers & patients
15/07/2024	Difficulty accessing Dermatology service and MH support	Website	Signposting	GP Practice Complaints Process, Worcestershire Health and Care Patient Relations, Onside Advocacy	Spa Medical Practice	H&W ICB		Access to Services, Administration (records, letters, results), Referrals
13/07/2024	parent complains that SEND services are refusing to accept private speech and language therapist assessments without being taken to tribunal	Website	Patient Experience	N/A		H&W ICB	Worcestershire Children First	Access to Services, Being Listened to/Being involved, Communication between staff/providers & patients
18/07/2024	Advocacy support required for NHS complaint	Phone	Signposting	Onside Advocacy		H&W ICB	Worcestershire Acute Trust	Being Listened to/Being involved, Quality of Treatment
23/07/2024	Disatisfied with current GP and unable to find a new practice	Email	Signposting	Onside Advocacy		H&W ICB		Access to Services
12/07/2024	Lack of parking by Rheumatology, Worcester Royal Hospital	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Parking & Transport
16/07/2024	negative comment regarding Riverside Evesham GP practice	Healthwatch England	Patient Experience	N/A	Riverside Surgery	H&W ICB		Booking Appointments, Administration (records, letters, results)

17/07/2024	Positive comment regarding the crisis team	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Quality of Treatment
19/07/2024	No call back from NHS 111 and long wait in A&E at WRH	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust, NHS England	Access to Services, Waiting Times - Queueing
19/07/2024	parent having difficulties getting dyslexia assessment for daughter so her assistive tech needs as set out in EHCP not being met	Website	Patient Experience	HWW Health Complaints Guide		H&W ICB	Worcestershire Children First	Access to Services, Accessibility and Reasonable Adjustments, Administration (records, letters, results)
25/07/2024	Person unable to find NHS dentist in Worcester City	Email	Signposting	H&W ICB		H&W ICB		Access to Services
25/07/2024	Person personal details passed on by WAHT	Website	Signposting	Information Commissioners Office	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Privacy & Confidentiality
25/07/2024	Persons elderly mother admitted to WRH despite wishes on ReSPECT form and may be inappropriately discharged home	Email	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
24/07/2024	parent copying us into complaint to PALS re refusal to treat autistic son by CAMHS	Email	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Access to Services, Being Listened to/Being involved, Health Inequality, Integration of Services, Referrals
17/07/2024	Comment of how working in 'care in the community' during pandemic and how it has caused mental health struggles and treatment is still ongoing	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Access to Services, Other
26/07/2024	Difficulties getting appropriate social care provision for parent	Email	Patient Experience	N/A		H&W ICB	Worcester County Council, Worcestershire Acute Trust	Access to Services, Being Listened to/Being involved, Communication between

								staff/providers & patients, Discharge
29/07/2024	Difficulties navigating and coordinating various paediatric services for daughter	Email	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust, Worcestershire Children First	Access to Services, Being Listened to/Being involved, Communication between staff/providers & patients
29/07/2024	Problems and delays reporting a YP safeguarding matter to WCF	Website	Patient Experience	N/A		H&W ICB	Worcestershire Children First	Access to Services, Being Listened to/Being involved
19/07/2024	Malvern Health visiting team not getting in touch and missing appointments	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Access to Services, Referrals
17/07/2024	Community team not rescheduling cancelled appointments	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Booking Appointments, Cancellations
24/07/2024	Furious that Worcestershire Children First have used a term in their newsletter regarding EHCP	Website	Patient Experience	N/A		Worcestershire County Council	Worcestershire Children First	Other
26/07/2024	Parent has no where to go after CAMHS refusing to see the daughter due to autism and also another NHS service saying the same	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Access to Services
31/07/2024	Really happy with Early intervention mental health service	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Quality of Treatment
24/07/2024	Unhappy that her daughters speech and language sessions are being reduced	Website	Patient Experience	N/A		H&W ICB	Worcestershire Children First	Access to Services
31/07/2024	anonymous submission to YP survey after closed for reporting. YP is depressed and says they are abused	Facebook	Patient Experience	N/A		H&W ICB	Worcestershire Children First	Access to Services, Being Listened to/Being involved

	by violent neurodivergent brother							
31/07/2024	YP says that their EHCP has met needs for years. I still can't read or write independently because of SEND failures and it massively disadvantages me	Facebook	Patient Experience	N/A		H&W ICB	Worcestershire Children First	Access to Services, Being Listened to/Being involved
29/07/2024	Parent reports their autistic son was refused CAMHS referral due to his autism diagnosis	Website	Patient Experience	HWW Health Complaints Guide		H&W ICB	H&W Health and Care Trust	Access to Services, Accessibility and Reasonable Adjustments, Referrals
27/07/2024	Very poor experience in WRH A&E for peron who is a wheelcahir user	Face to face	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
31/07/2024	The early intervention team were very supportive to patient and family	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Caring, kindness, respect & dignity, Quality of Treatment
31/07/2024	The early intervention team were very supportive to patient and family	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Caring, kindness, respect & dignity, Quality of Treatment
31/07/2024	The early intervention team were very supportive to patient and family	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Caring, kindness, respect & dignity, Quality of Treatment
31/07/2024	The Home Treatment team made the patient feel like they were wasting their time and were very unhelpful	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Quality of Treatment
31/07/2024	Positive comment regarding the crisis team - Home Treatment	Website	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Quality of Treatment
31/07/2024	Community team cancelling an appointment and making the patient wait a long time for next appointment	Website	Patient Experience	N/A	Community Care	H&W ICB	H&W Health and Care Trust	Access to Services, Booking Appointments
02/08/2024	positive experience for husband after their heart attack	Website	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment

05/08/2024	Contacts re Deaf Community	Email	Signposting	N/A		Worcestershire County Council	Unknown	Accessibility and Reasonable Adjustments
06/08/2024	Difficulty accessing GP services	Face to face	Patient Experience	N/A	The Dow Surgery	H&W ICB		Access to Services, Booking Appointments
06/08/2024	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
12/08/2024	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
12/08/2024	Person wants support with complaint to GP services	Email	Signposting	Onside Advocacy	New Road Surgery	H&W ICB		Administration (records, letters, results)
12/08/2024	Concern about care and treatment of patient in WRH	Website	Signposting	Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment, Diagnosis
08/08/2024	Removal of patient from GP list	Phone	Signposting	GP Practice Complaints Process, H&W ICB , Worcestershire Association of Carers	Barbourne Health Centre	H&W ICB		Complaints, Communication between staff/providers & patients
09/08/2024	Concerns about the stroke rehabilitation service in Worcestershire	Face to face	00 January 1900	N/A				00 January 1900
14/08/2024	Access to eye test for wheelchair users	Face to face	Patient Experience	N/A		NHS England		Access to Services
14/08/2024	Difficulty accessing breast screening	Face to face	Signposting	Care Quality Commission	Alexandra Hospital, Princess of Wales Community Hospital	H&W ICB		Access to Services
21/08/2024	Good experience of Imaging Department	Face to face	Patient Experience	N/A	Kidderminster Hospital and Treatment Centre	H&W ICB		Quality of Treatment

14/08/2024	Difficulty contacting Incontinence Service	Face to face	Signposting	Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	H&W ICB		Communication between staff/providers & patients
22/08/2024	Info requested about claiming for damages following COVID vaccination	Phone	Signposting	Citizens Advice	Spring Gardens Group Medical Practice	NHS England		Other
22/08/2024	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
23/08/2024	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	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Being Listened to/Being involved, Complaints, Communication between staff/providers & patients
09/08/2024	A horrible and upsetting experience on the high social care ward at WRH	Website	Signposting	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment
09/08/2024	Very happy with service at Kimberley Dental Practice, Worcester.	Healthwatch England	Patient Experience	N/A	Kimberley Dental Practice	NHS England West Midlands Dental Commissioning Team		Access to Services
09/08/2024	Dentist appointment keep being cancelled	Healthwatch England	Patient Experience	N/A		NHS England West Midlands Dental Commissioning Team		Booking Appointments
27/08/2024	Positive experience of X-Ray service at Kidderminster Hospital	Website	Patient Experience	N/A	Kidderminster Hospital and Treatment Centre	H&W ICB	Worcestershire Acute Trust	Quality of Treatment

27/08/2024	continues from Q2 068 - person contact us to supply details of her and husband's experience at Worc Royal	Phone	Patient Experience	Onside Advocacy	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Caring, kindness, respect & dignity, Patient/Resident Safety, Quality of Treatment
27/08/2024	adoptive parent complaining that they are not being allowed to attend OT appointments with her daughter	Email	Patient Experience	N/A		H&W ICB	Worcestershire Children First	Being Listened to/Being involved, Quality of Treatment
27/08/2024	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	Worcestershire Children First	Accessibility and Reasonable Adjustments, Being Listened to/Being involved, Caring, kindness, respect & dignity
10/08/2024	Long waits for various tests. Maple view medical centre . Gastroenterology dept at Worcester hospital	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital, Maple View Medical Practice	H&W ICB	Worcestershire Acute Trust	Waiting Times - Lists and Time to treatment
12/08/2024	Huge bed issue, however staff were brilliant at UHCW	Healthwatch England	Patient Experience	N/A			University Hospitals Coventry and Warwickshire NHS Trust	Other
14/08/2024	After just one day referral. Malvern OT visits all arranged.	Healthwatch England	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Access to Services
16/08/2024	Was let down by WRH mental health team back in 2015. Now has put themselves forward again for help from elsewhere	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services, Quality of Treatment

	and now has a long wait for tests for autism and ADHD							
27/08/2024	Excellent care from Bewdley Medical Centre	Website	Patient Experience	N/A	Bewdley Medical Centre	H&W ICB		Quality of Treatment
15/08/2024	Ear Wax removal	Email	Signposting	GP		Herefordshire and Worcestershire CCG		Access to Services
02/09/2024	Diabetes clinic no longer available to Princess of Wales Hospital Bromsgrove	Website	Signposting	Worcestershire Acute Trusts PALS		Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
03/09/2024	Understaffed phlebotomy clinic at Kidderminster Hospital	Website	Patient Experience	N/A	Kidderminster Hospital and Treatment Centre	H&W ICB	Worcestershire Acute Trust	Waiting Times - Queueing
04/09/2024	Persons relative needs support from adult social care	Email	Signposting	Worcestershire County Council		Worcestershire County Council		Referrals
13/09/2024	person complaining about lack of weight loss services	Website	Signposting	HWW Health Complaints Guide		H&W ICB	Worcestershire Acute Trust	Access to Services
16.09.2024	person requesting eye test and glasses fitting whilst in hospital	Email	Signposting	H&W ICB		H&W ICB		Access to Services
02/09/2024	adoptive parent has written detailing the struggle she has faced to get appropriate support for her daughter	Email	Patient Experience	N/A		H&W ICB	Worcestershire Children First	Access to Services, Being Listened to/Being involved, Caring, kindness, respect & dignity, Quality of Treatment, Staffing - levels & training
16/09/2024	ongoing issue - parent of autistic son has been seeking mental health support for him but	Email	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	00 January 1900
06/09/2024	parent reports shortage of Connor's tests at community paediatrician.	Email	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Access to Services, Administration (records, letters, result

	Also missing ADHD paperwork that they had emailed.							s), Communication between staff/providers & patients
16/09/2024	parent reporting that they had received an extra letter regarding another child in with theirs from paediatric service	Email	Signposting	Worcestershire Health and Care Patient Relations		H&W ICB	H&W Health and Care Trust	Administration (records, letters, results)
16/09/2024	A parent contacted Debbie with concerns re shortage of Connors Forms for ADHD diagnosis.	Phone	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Access to Services, Administration (records, letters, results), Being Listened to/Being involved
19/09/2024	Parent reports unpleasant experiences whilst her son was in Worcester Royal Beech Ward	Website	Patient Experience	Worcestershire Acute Complaints Process	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Being Listened to/Being involved, Caring, kindness, respect & dignity, Cleanliness, Hygiene Infection Control, Communication between staff/providers & patients
27/08/2024	GP ignored help that was requested at Stourport Medical Centre	Healthwatch England	Patient Experience	N/A	Stourport Health Centre	H&W ICB		Being Listened to/Being involved
27/08/2024	Wonderful help from Oncology and MacMillan over cancer diagnosis	Website	Patient Experience	N/A	Worcestershire Royal Hospital, MacMillan Cancer Support	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
27/08/2024	Good experience at Hospital- Kidderminster X-ray department	Website	Patient Experience	N/A	Kidderminster Hospital and Treatment Centre	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
27/08/2024	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

31/08/2024	Can't get the help needed from Alexandra hospital for Bariatric surgery	Healthwatch England	Patient Experience	N/A	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services
31/08/2024	Good talk with diabetic nurse at Elgar House Surgery who has helped to manage life with diabetes	Healthwatch England	Patient Experience	N/A	Elgar House	H&W ICB		Caring, kindness, respect & dignity
01/09/2024	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.	Healthwatch England	Patient Experience	N/A	Spa Medical Practice	H&W ICB		Access to Services
03/09/2024	Cannot afford depression medication and feels no one cares	Healthwatch England	Patient Experience	N/A		H&W ICB		Being Listened to/Being involved, Medications, Prescriptions & Dispensing
04/09/2024	Getting no help to lose weight	Healthwatch England	Patient Experience	N/A		H&W ICB		Access to Services
07/09/2024	GP at Whiteacres Medical, Malvern was kind regarding mental health but has a long wait to get counselling and diagnosis for ADHD	Healthwatch England	Patient Experience	N/A	Whiteacres Medical Centre	H&W ICB		Access to Services, Caring, kindness, respect & dignity
08/09/2024	As an inpatient, no one knew what what was wrong at WRH	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Diagnosis
24/09/2024	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
24/09/2024	patient complaining that the recommendations in our 'Care in the Corridor	Email	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Caring, kindness, respect & dignity

	2019' report were not being adhered to at WR							
25/09/2024	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	Worcestershire Acute Complaints Process	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment
25/09/2024	adult children having trouble with deferred payment application through WCC for mother's care home	Email	Signposting	Worcestershire County Council Complaints Process (Adults), Citizens Advice		H&W ICB	Worcester County Council	Administration (records,letters,result s), Being Listened to/Being involved, Complaints
26/09/2024	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
26/09/2024	parent complaining about Umbrella pathway referral process	Email	Signposting	N/A		H&W ICB	Worcester County Council, H&W Health and Care Trust	Administration (records,letters,result s)
27/09/2024	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
27/09/2024	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	Worcestershire Royal Hospital	H&W ICB	Worcestershire 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
26/09/2024	Long wait list for appropriate mental health team	Healthwatch England	Patient Experience	N/A		H&W ICB	H&W Health and Care Trust	Waiting Times - Lists and Time to treatment
27/09/2024	Long wait for hospital transport on discharge	Healthwatch England	Patient Experience	N/A		H&W ICB	NHS England	Parking & Transport

**Contact type**

Phone	10
Email	25
Letter	0
Website	37
HWE	19
Facebook	2
Twitter	0
Community Link	0
Face to face	19
	<b>112</b>

Signposting	35
Patient Experience	77
	<b>112</b>

**Contact outcome**

Information provided (= NHS / NHS 111)

Signposted to other org	21
Signposted to advocacy	7
None	73
	<b>112</b>