

**Analysis of Enquiries by Commissioner/Provider/Service Provider**

**QUARTER 3**

<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>
07.10.21	Negative comment regarding access to see the GP	Website	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
07.10.21	regarding a diagnosis and not being able to see the GP at Church Hill medical centre/Maple View	Website	Patient Experience	GP Practice Complaints Process, NHS England	Maple View Medical Practice	Herefordshire and Worcestershire CCG		Services, Booking Appointments, Diagnosis
07.10.21	Negative comment regarding response time from 111	Website	Patient Experience			NHS England	West Midlands Ambulance Service	Waiting Times - Lists and Time to treatment
04.10.21	Concern about lack of contact or treatment since diagnosis	Phone	Signposting	Worcestershire Acute Complaints Process	Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Cancellations, Access to Services
04.10.21	Bad experience with GP in relation to gender dysphoria	Phone	Signposting	GP Practice Complaints Process	Malvern Health Centre	NHS England, Herefordshire and Worcestershire CCG	NHS England	Services, Caring, kindness, respect &
04.10.21	Frustration with failed referrals to a Neurologist	Email	Signposting	and Care Complaints Process, Herefordshire and Worcestershire CCG	The Dow Surgery	Herefordshire and Worcestershire CCG	NHS England	Services, Booking Appointments, Referrals
05.10.21	Concern about lack of face to face appointment with GP	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	NHS England	between staff/providers & patients, Remote

05.10.21	Frustration about lack of face to face GP appointments	Face to face	Patient Experience		The Dow Surgery	Herefordshire and Worcestershire CCG		Remote Appointments Digital Services
05.10.21	Concern about lack of face to face appointment with Consultants.	Face to face	Signposting	Worcestershire Acute Complaints Process, GP Practice Complaints Process	The Dow Surgery	Herefordshire and Worcestershire CCG		Remote Appointments Digital Services
06.10.21	Concern about Social Care support of elderly parents	Phone	Signposting	County Council Complaints Process (Adults), Worcestershire		Worcestershire County Council	Worcester County Council	Being Listened to/Being involved
08.10.21	Positive experience of Nursing home at End of Life	Website	Patient Experience		Southcrest Nursing Home	Worcestershire County Council		Caring, kindness, respect & dignity
12.10.21	Cant find an NHS Dentist in Kidderminster	Email	Signposting	NHS England		Midlands Commissioning, NHS England West Midlands		Access to Services
04.10.21	Lack of treatment or ongoing referral - WRH Rheumatology consultant	Phone	Signposting	Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Diagnosis, Referrals
06.10.21	Carer query re CGC support with Personal Health Budget	Phone	Signposting	Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG		Cost& Funding of Services, Other
06.10.21	Lack of diagnosis and treatment for neurological issue	Phone	Signposting	Onside Advocacy		Herefordshire and Worcestershire CCG		Access to Services, Diagnosis
06.10.21	Support at home and for mental health for older person	Phone	Signposting	Onside Advocacy		Worcestershire CCG, Worcestershire County Council	H&W Health and Care Trust	Access to Services

07.10.21	Seeking reasonable adjustments for teen with Autism & ADHD for covid vaccination	Phone	Signposting	GP		Herefordshire and Worcestershire CCG		Accessibility and Reasonable Adjustments
18.10.21	Difficulty getting a face to face GP appointment	Website	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
18.10.21	Difficulty using online service to order prescriptions.	Website	Patient Experience		Spring Gardens Group Medical Practice	Herefordshire and Worcestershire CCG		Medications, Prescriptions & Dispensing
18.10.21	Unable to find an NHS Dentist in Worcestershire	Email	Signposting	NHS England		West Midlands Dental Commissioning Team		Access to Services
19.10.21	Difficulty finding NHS dentist for a child in Redditch	Phone	Patient Experience			West Midlands Dental Commissioning Team		Access to Services
20.10.21	Unable to find NHS dentist near Pershore	Email	Signposting	NHS England, NHS 111		West Midlands Dental Commissioning Team		Access to Services
19.10.21	Dissatisfied with dental treatment	Email	Patient Experience		Cottage Dental Practice	NHS England		Complaints, Quality of Treatment
21.10.21	Digital access to GP services	Website	Patient Experience		Haresfield House Surgery	NHS England, Herefordshire and Worcestershire CCG		Accessibility and Reasonable Adjustments
01.10.21	Concern about the quality of care provided to husband by hospital	Phone	Signposting	HWW Health Complaints Guide	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	to/Being involved, Communication between

26.10.21	Negative - NHS dental care	Website	Signposting	NHS England, NHS 111		West Midlands Dental Commissioning Team		Access to Services, Cost & Funding of Services
25.10.21	Unable to find NHS dentist and is in pain	Email	Signposting	NHS England, NHS 111		West Midlands Dental Commissioning Team		Access to Services
25.10.21	Negative experience of A&E	Website	Patient Experience	GP Practice Complaints Process, NHS England	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Treatment, Discharge, Access to Services.
26.10.21	Negative comment regarding waiting for an appointment	Website	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Appointments, Waiting Times - Lists and Time to treatment
26.10.21	regarding how A&E dealt with her husband and wait times in the ambulance and also wait time of	Twitter	Patient Experience		Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	West Midlands Ambulance Service	Triage and Admissions, Waiting Times - Queueing
01.11.21	Dissatisfied with post natal care in community	Email	Signposting	HWW Health Complaints Guide		Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Complaints
01.11.21	Unable to find an NHS dentist in Malvern	Email	Signposting	NHS England, NHS 111		West Midlands Dental Commissioning Team		Access to Services
27.09.21	Concern person removed from OP waiting list as unable to respond to automated calls	Email	Signposting	Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Waiting Times - Lists and Time to treatment
02.11.21	Unable to find an NHS dentist in Malvern	Phone	Signposting	NHS England, NHS 111		West Midlands Dental Commissioning Team		Access to Services

08.11.21	Difficulty getting through to GP for prescription	Website	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Access to Services
07.11.21	Difficulty getting through to GP for prescription and ordering online	Website	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Access to Services
07.11.21	Concern about discrimination and night time discharge from A&E	Website	Patient Experience		Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG		Discharge
07.11.21	Lack of privacy preventing telephone call back from Sexual Health Clinic	Website	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Services, Remote Appointments Digital Services
07.11.21	Difficulty getting through to GP surgery	Website	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Access to Services
07.11.21	De registered by NHS dentist due to missed appointment	Website	Signposting	NHS 111, NHS England	Gentle Dental Care (Worcester) Ltd	West Midlands Dental Commissioning Team		Access to Services
09.11.21	Request for information about escalating a complaint	Email	Signposting	NHS England		Herefordshire and Worcestershire CCG		Complaints
11.11.21	Request for information about patient transport	Face to face	Signposting	NEPTS, Redditch Community Transport		Herefordshire and Worcestershire CCG		Access to Services, Parking & Transport
11.11.21	Transfer of Garden Suite from Redditch to Kidderminster	Face to face	Patient Experience		Alexandra Hospital	NHS England, Herefordshire and Worcestershire CCG		Services, Being Listened to/Being involved, Public

11.11.21	Difficulty getting medication for a service user	Website	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG	NHS England	Access to Services
15.11.21	Difficulty obtaining a Fit Note from GP in a timely manner	Email	Patient Experience		The Dow Surgery	Herefordshire and Worcestershire CCG		(records, letters, results), Communication between
19.10.21	Unable to find NHS Denist for 5 year old daughter	Email	Signposting	NHS England		West Midlands Dental Commissioning Team		Access to Services
19.10.21	Looking for GP in Pershore	Email	Signposting	GP		Herefordshire and Worcestershire CCG		Access to Services
26.10.21	Looking for transport to non-hospital medical appointment	Email	Signposting	Voluntary / Support organisation		Herefordshire and Worcestershire CCG		Parking & Transport
20.10.21	Looking for support availbale for carer of adult with LD and Autism	Face to face	Signposting	Worcestershire Association of Carers		Worcestershire County Council		Information Publicity & Advice
26.10.21	Asking how to make a medical negligence claim against a GP	Email	Signposting	Medical Accidents, Citizens Advice , GP Practice Complaints Process		Herefordshire and Worcestershire CCG		Other
28.10.21	MP had been contacted by consituent as unable to register with NHS dentist	Email	Signposting	NHS England		West Midlands Dental Commissioning Team		Access to Services
01.11.21	Wanting to complain about WCC social care about care of daughter with LD	Phone	Signposting	County Council Social Care Access Centre (Adults), Onside Advocacy		Worcestershire County Council	Worcester County Council	Complaints, Food Nutrition & Catering

02.11.21	Unable to register with Dentist - Bromsgrove	Website	Signposting	NHS England		West Midlands Dental Commissioning Team		Access to Services
03.11.21	Unable to get hold of SW Healthcare for C19 vaccine info	Phone	Signposting	Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG		Information Publicity & Advice
04.11.21	Unable to find NHS dentist to provide treatment needed	Email	Signposting	NHS England		West Midlands Dental Commissioning Team		Access to Services
08.11.21	Unhappy with historic dental treatment carried out by Oasis Worcester	Phone	Signposting	NHS England	Oasis Dental Care Central - Worcester Bromyard	West Midlands Dental Commissioning Team		Quality of Treatment
11.11.21	Concern about lack of heating at Redhill Care Home	Phone	Signposting	Care Quality Commission	Shaw Red Hill Care Centre	Worcestershire County Council		Other
15.11.21	Confusion about ability to book Covid Booster	Phone	Signposting	Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG		Information Publicity & Advice
18.11.21	Unhappy with GP surgery - Albany House	Phone	Signposting	Action Against Medical Accidents, Citizens Advice , NHS England	Albany House Surgery	Herefordshire and Worcestershire CCG		(records, letters, results), Being Listened to/Being
8.11.21	Difficulties booking Covid-19 Booster	Phone	Signposting	NHS England		Herefordshire and Worcestershire CCG		Appointments, Information Publicity & Advice
03.11.21	Dissatisfaction with treatment of Mother at WRH	Email	Signposting	CQC, Onside Advocacy, WAC NHS England	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG		between staff/providers & patients, Discharge,

12.11.21	Third party feedback of service user experience via Worcestershire HoPES	Face to face	Patient Experience		Spire South Bank Hospital	Herefordshire and Worcestershire CCG		between staff/providers & patients, Discharge
12.11.21	Third party feedback of service user experience via Worcestershire HoPES	Face to face	Patient Experience			Worcestershire County Council		Access to Services, Lifestyle & Wellbeing
17.11.21	Stroke Clinic @ WRH	Phone	Signposting	WAC and GP	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG		Access to Services, Continuity of Care
22.11.21	Lack of appointments and accessibility to C19 Vaccination centre	Email	Signposting	information / guidance, Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG	SW Healthcare	Access to Services
1.11.21	Negative experience of Endoscopy at Evesham Hospital	Face to face	Signposting	HWW Health Complaints Guide, Worcestershire Acute Complaints Process		Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Reasonable Adjustments, Caring, kindness,
1.11.21	Positive feedback about Stourport Medical Centre	Face to face	Patient Experience		Stourport Health Centre	Herefordshire and Worcestershire CCG		Access to Services, Quality of Treatment
1.11.21	Positive feedback about ENT	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services, Quality of Treatment
1.11.21	Negative feedback about inpatient care at the Alexandra Hospital	Face to face	Signposting	Worcestershire Acute Complaints Process, HWW Health Complaints Guide		Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	kindness, respect & dignity, Discharge,
25.11.21	Unable to find an NHS dentist in Worcestershire	Email	Signposting	NHS England, NHS 111		West Midlands Dental Commissioning Team		Access to Services



25.11.21	Unable to access urgent dental care even though referred via NHS 111	Phone	Signposting	NHS England	Bhandal Dental Practice - 119 Golden Cross Lane	West Midlands Dental Commissioning Team		Access to Services
22.11.21	Dissatisfaction with Coroner decision	Phone	Signposting	Medical Accidents (Citizens Advice info) and also gave them contact details for	Worcestershire Royal Hospital	Worcestershire CCG, Worcestershire County Council		(records, letters, results), Communication between
19.10.21	Concern about discriminatory treatment in waiting area of A&E	Website	Patient Experience		Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG		Caring, kindness, respect & dignity
23.11.21	Difficulty getting prescription medication	Website	Signposting	NHS England, NHS.uk	Farrier House Surgery	Herefordshire and Worcestershire CCG		Services, Being Listened to/Being involved,
30.11.21	Difficulty getting prescription medication	Website	Signposting	Murrays Pharmacy complaints process and NHS England		Herefordshire and Worcestershire CCG		Services, Medications, Prescriptions & Dispensing
24.11.21	Concern about leak of medical records	Phone	Signposting	ICO, Domestic Violence Service, Victim Support and GP	Winyates Health Centre	Herefordshire and Worcestershire CCG		Privacy & Confidentiality
24.11.21	Poor inpatient care at WRH	Email	Signposting	Worcestershire Acute Complaints Process, Onside Advocacy	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	kindness, respect & dignity, Food Nutrition &
24.11.21	Enquiry about NHS complaints process	Email	Signposting	HWW Health Complaints Guide		Unknown	Unknown	Complaints
25.11.21	see child face-to-face following PCR test and storage of images of children by GPs.	Phone	Signposting	NHS England		Herefordshire and Worcestershire CCG	Unknown	Access to Services

26.11.21	Cannot find NHS Dentist - Worcester	Email	Signposting	NHS England		West Midlands Dental Commissioning Team		Access to Services
30.11.21	WRH and potential for mistakes following wife's experience with dislocated hip	Website	Signposting	Worcestershire Acute Complaints Process	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Patient/Resident Safety
01.12.21	Negative - unable to access GP appointments - Haresfield House	Face to face	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Access to Services
01.12.21	Various negative points regarding being a patient at Worcester Royal	Website	Patient Experience		Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	kindness, respect & dignity, Cleanliness,
01.12.21	Negative - NHS 111 telephone service	Face to face	Patient Experience			NHS England - regional commissioning team	West Midlands Ambulance Service	Access to Services
30.11.12	Difficulty accessing NHS 111 and concern about subsequent hospital discharge of service user	Website	Patient Experience		Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG		Access to Services, Discharge
01.12.21	Frustration about difficulty accessing GP services	Email	Signposting	Social Care Complaints Guide, GP Practice Complaints Process	Haresfield House Surgery	Herefordshire and Worcestershire CCG		Services, Communication between staff/providers &
01.12.21	Difficulty with getting GP appointment and subsequent errors when attending GP surgery	Email	Signposting	Complaints Process, HWW Health Complaints Guide, NHS England	Haresfield House Surgery	Herefordshire and Worcestershire CCG		Services, Booking Appointments, Communication
06.12.21	Concern about inflexible rules for waiting with someone at hospital	Phone	Patient Experience		Princess of Wales Community Hospital	Herefordshire and Worcestershire CCG		Being Listened to/Being involved

13.12.21	Person feels lonely and unsupported by a range of health and social care agencies	Email	Signposting	and Care Trust - Mental Health Service or support, Worcestershire		Worcestershire County Council, Unknown		Services, Being Listened to/Being involved
13.12.21	#REF!	Website	Signposting	Worcestershire Acute Trusts PALS, Worcestershire Acute Complaints Process		Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Administration (records, letters, results)
13.12.21	regarding communication to the patient regarding appointments for Eye operation	Website	Patient Experience		Farrier House Surgery, Cranstoun	Herefordshire and Worcestershire CCG, Public Health England		Access to Services
13.12.21	Rough Sleeper uncomfortable accessing services via GP	Website	Patient Experience		Farrier House Surgery	Herefordshire and Worcestershire CCG		Caring, kindness, respect & dignity
13.12.21	Concern about threat to stop drug support programme	Website	Patient Experience		Cranstoun	Herefordshire and Worcestershire CCG		Accessibility and Reasonable Adjustments
13.12.21	Greater continuity required between MH and Cranstoun services	Website	Patient Experience		Cranstoun	Herefordshire and Worcestershire CCG		Continuity of Care
13.12.21	Concern about being judged by GP surgery as a homeless person	Website	Patient Experience		Farrier House Surgery	Herefordshire and Worcestershire CCG		Caring, kindness, respect & dignity
13.12.21	Frustration about poor processes of Ophthalmology Dept	Website	Signposting	Worcestershire Acute Complaints Process	Kidderminster Hospital and Treatment Centre	Herefordshire and Worcestershire CCG		Administration (records, letters, results)
17.12.21	Dissatisfaction with GP treatment for husband's condition	Website	Signposting	GP Practice Complaints Process, NHS England		Herefordshire and Worcestershire CCG		Being Listened to/Being involved, Diagnosis

22.12.21	Patient experienced misgendering due to separate IT systems within NHS	Email	Signposting	Herefordshire and Worcestershire CCG	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG		Administration (records, letters, results)
06.12.21	Impact of prior lack of treatment by GP on ongoing mental health	Email	Signposting	GP Practice Complaints Process, NHS England, Onside Advocacy		Herefordshire and Worcestershire CCG		Services, Being Listened to/Being involved
09.12.21	Failed cataract operation by Spa Medica	Email	Signposting	Herefordshire and Worcestershire CCG, Action Against Medical Accidents		Herefordshire and Worcestershire CCG	Spa Medica	Quality of Treatment
29.12.21	Seeking compensation following medical procedure at WRH	Phone	Signposting	Complaints Process, Action Against Medical Accidents, Onside Advocacy	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Negative
30.11.21	Feedback about LC community Dentistry from Right Support for Carers group	Email	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services, Quality of Treatment
21.12.21	Wrongly signposted to pharmacy by NHS 111	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	West Midlands Ambulance Service	Negative
22.11.21	How to access deceased husband's medical records and information about coroner's inquest.	Phone	Signposting	Medical Accidents, Citizens Advice , Patient Records Information	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Complaints
22.11.21	Experience of urgent care	Phone	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	and Care Trust, Worcestershire Acute Trust, West Midlands	Mixed
20.12.21	Access to Janssen Covid-19 vaccine	Email	Signposting	information / guidance, GP, Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG	NHS England	Access to Services