

Date	Subject	Method of Contact	Signposting or Patient Experience	Signposted to	Institution involved	Commissioner	Provider	Theme
1 01.04.21	Difficulty getting a COVID vaccination	Phone	Patient Experience	HWW Health Complaints Guide	The Ridgeway Surgery	Herefordshire and Worcestershire CCG, NHS England	BMI Healthcare - Droitwich, Care UK	Access to Services
2 06.04.21	Observation about uptake of COVID vaccine	Email	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Other
3 06.04.21	Difficulty accessing Healthy Minds - Now We're Talking	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
4 13.04.21	Difficulty getting medication prescribed on NHS	Email	Signposting	GP	The Dow Surgery	Herefordshire and Worcestershire CCG		Medications, Prescriptions & Dispensing
5 15.04.21	Difficulty finding an NHS dentist	Phone	Signposting	NHS 111		NHS England West Midlands Dental Commissioning Team		Access to Services
6 14.04.21	Covid-19 vaccine efficiency and testing	Email	Patient Experience			NHS England	Worcester County Council	Health Protection
7 19.04.21	Hospital Discharge	Email	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Communication between staff/providers & patients
8 12.04.21	Comment on a situation observed at Boots Pharmacy and comment heard about GP Services	Website	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
9 20.04.21	Positive experience of Worcester Royal	Phone	Patient Experience		Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Quality of Treatment
10 27.04.21	Can't find an NHS dentist	Website	Signposting	NHS 111		NHS England West Midlands Dental Commissioning Team		Access to Services
11 27.04.21	Request for advice about ongoing complaint re: CAHMS	Phone	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Quality of Treatment
12 30.04.21	Unable to get the COVID vaccine locally	Phone	Patient Experience		Davenal House Surgery Partnership	Herefordshire and Worcestershire CCG		Cost & Funding of Services
13 06.05.21	Difficulty finding an NHS dentist	Phone	Signposting	NHS 111		NHS England West Midlands Dental Commissioning Team		Access to Services
14 16.04.21	Patient concerned as 2nd vaccine was overdue	Phone	Signposting	GP	Haresfield House Surgery	Herefordshire and Worcestershire CCG		Waiting Times - Lists and Time to treatment
15 13.05.21	Denora Dentist Kidderminster - Billing Issue	Email	Patient Experience		Denora Kidderminster	NHS England West Midlands Dental Commissioning Team		Cost & Funding of Services
16 18.08.21	Feedback on Covid Vaccination - positive experience	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	Staywell	Quality of Treatment, Waiting Times - Queueing
17 20.04.21	Unable to find NHS Dentist - Redditch	Phone	Patient Experience	NHS.uk		NHS England West Midlands Dental Commissioning Team		Access to Services
18 26.04.21	GP Practices - lack of face-to-face & barriers to digital access	Email	Patient Experience			Herefordshire and Worcestershire CCG		Remote Appointments Digital Services
19 13.05.21	GP Practice - lack of face to face appointments	Phone	Signposting	HWW Health Complaints Guide	Crabbs Cross Surgery	Herefordshire and Worcestershire CCG		Quality of Treatment
20 14.05.21	GP Prescribing Service - concern about errors	Email	Signposting	HWW Health Complaints Guide		Herefordshire and Worcestershire CCG		Medications, Prescriptions & Dispensing
21 15.05.21	Healthy Minds - positive experience	Email	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Quality of Treatment
22 15.05.21	Healthy Minds - positive experience	Email	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Quality of Treatment
23 04.05.21	Unhappy with GP care of elderly relative - New Road Surgery	Phone	Signposting	Worcestershire Association of Carers	New Road Surgery Bromsgrove	Herefordshire and Worcestershire CCG		Patient/Resident Safety, Quality of Treatment
24 05.05.21	Lack of follow on care from Primary Care following handover from WMAS after fall	Email	Signposting	Worcestershire Association of Carers		Herefordshire and Worcestershire CCG		Quality of Treatment, Communication between staff/providers & patients
25 18.05.21	Cannot register with NHS Dentist - Droitwich	Website	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
26 11.05.21	3 x Covid-19 lateral flow tests providing false positive	Website	Signposting	NHS England		NHS England		Diagnosis
27 11.05.21	Unable to book a cervical smear test and diabetes check-up at St Johns House	Website	Patient Experience		St Johns House Medical Centre	Public Health England		Booking Appointments

28	21.05.21	Impressed with the Bowel Screening programme	Website	Patient Experience			Public Health England		Health Protection
29	16.05.21	Received Bowel Screening invitation with no delay due to the pandemic	Email	Patient Experience			Public Health England		Health Protection
30	14.05.21	Unhappy with changes made at their GP Practice, Hillview Medical Centre	Website	Patient Experience		Hillview Medical Centre	Herefordshire and Worcestershire CCG		Medications, Prescriptions & Dispensing
31	18.05.21	Cannot register with NHS Dentist - Droitwich	Website	Signposting	NHS England		NHS England		Access to Services
32	12.05.21	Unhappy with online consultation process at Haresfield Surgery	Website	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Remote Appointments Digital Services
33	07.04.21	Negative experience with Paediatric neurologist	Healthwatch England	Patient Experience			Herefordshire and Worcestershire CCG		Diagnosis
34	08.04.21	Unable to get a dentist appointment	Healthwatch England	Patient Experience		Richmond Dental Practice	NHS England		Access to Services
35	26.04.21	Trouble with accessing their GP for appointments	Healthwatch England	Patient Experience			Herefordshire and Worcestershire CCG		Booking Appointments
36	20.05.21	Concern about permanent move of Garden Suite Chemotherapy from Alex to Kidderminster Hospital	Website	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
37	20.05.21	Concern about permanent move of Garden Suite Chemotherapy from Alex to Kidderminster Hospital	Website	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
38	24.05.21	Unhappy with GP practice and 119 as unable to get advice about 2nd C19 vaccine dose	Phone	Signposting	Herefordshire and Worcestershire CCG	Northumberland House Surgery	Herefordshire and Worcestershire CCG		Information Publicity & Advice
39	24.05.21	Unable to find NHS Dentist - Kidderminster	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
40	27.05.21	Concern about NHS sharing of digital data	Email	Signposting	NHS.uk		NHS England		Administration (records, letters, results)