

Analysis of Enquiries by Commissioner/Provider/Service Provider

QUARTER 3 2023-2024

Date	Subject	Method of Contact	Signposting or Patient Experience	Signposted to	Institution involved	Commissioner	Provider	Theme
1 02 October 2023	Difficulty getting surgery and last minute cancellations	Email	Signposting	Onside Advocacy	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Appointments, Cancellations, Complaints
2 02 October 2023	Difficulty getting dental treatment for 12 year old asylum seeker	Phone	Signposting	NHS England	0	H&W ICB	0	Access to Services
3 01 October 2023	Not receiving appointment letters	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Administration (records, letters, results)
4 04 October 2023	Lack of care and communication to the family	Healthwatch England	Patient Experience	N/A	Pershore Community Hospital	H&W ICB	H&W Health and Care Trust	between staff/providers & patients, Quality of
5 07 October 2023	Happy with the service from Stourport Medical Centre	Healthwatch England	Patient Experience	N/A	Stourport Health Centre	H&W ICB	0	Quality of Treatment
6 12 October 2023	Unable to get hold of their GP surgery to book a flu vaccine	Website	Patient Experience	N/A	Upton Surgery	H&W ICB	0	Booking Appointments
7 12 October 2023	Unable to contact Community paediatrics	Website	Patient Experience	N/A	Community Paediatrics	0	H&W Health and Care Trust	Access to Services
8 07 October 2023	Very unhappy with E-ZEC transport	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	0	Worcestershire Acute Trust	Parking & Transport
9 16 October 2023	Contacts for groups for people with hearing impairments	Email	Signposting	N/A	0	Worcestershire County Council	0	Other

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10 17 October 2023	Poor experience of hospital discharge	Phone	Signposting	Worcestershire Health and Care Complaints Process	Princess of Wales Community Hospital	H&W ICB	H&W Health and Care Trust	Patient/Resident Safety, Administration
11 18 October 2023	Unfair deregistration from GP Practice	Phone	Patient Experience	0	New Court Surgery	H&W ICB	0	Complaints
12 26 October 2023	15hr wait for GP call back via NHS111	Phone	Signposting	H&W ICB	0	H&W ICB	0	Access to Services
13 27 October 2023	Query about travel costs to London for surgery	Phone	Signposting	NHS England	0	NHS England	NHS England	Cost& Funding of Services
14 30 October 2023	Unsatisfactory CHC Review meeting	Face to face	Patient Experience	N/A	0	H&W ICB	Worcester County Council	Cost& Funding of Services
15 30 October 2023	Complaint about GP surgery	Phone	Patient Experience	N/A	Farrier House Surgery	H&W ICB	0	Complaints
16 31 October 2023	Concern about Tenbury Wells GP Surgery	Phone	Signposting	Complaints Process, HWW Health Complaints	Tenbury Surgery	H&W ICB	0	Quality of Treatment, Privacy & Confidentiality
17 25 October 2023	Positive feedback about Northumberland House Surgery	Face to face	Patient Experience	N/A	Northumberland House Surgery	H&W ICB	0	Booking Appointments
18 25 October 2023	Wait to see Ascenti physio, but positive feedback about treatment provided	Face to face	Patient Experience	N/A	Ascenti physiotherapy	H&W ICB	0	Access to Services, Quality of Treatment
19 25 October 2023	Positive feedback about receiving text reminders for hospital appointments at WRH	Face to face	Patient Experience	N/A	Worth Crescent	H&W ICB	Worcestershire Acute Trust	Booking Appointments

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20	25 October 2023	Positive experience of Knee Replacement pathway	Face to face	Patient Experience	N/A	0	H&W ICB	0	Quality of Treatment
21	25 October 2023	Long wait for ambulance following a fall and at A&E	Face to face	Patient Experience	N/A	0	H&W ICB	West Midlands Ambulance Service	Waiting Times - Queueing
22	25 October 2023	threatening condition at Northumbria House GP Surgery	Face to face	Signposting	GP Practice Complaints Process	Northumberland House Surgery	H&W ICB	0	Quality of Treatment
23	25 October 2023	Lack of transport to Royal Orthopaedic Hospital in Birmingham	Face to face	Signposting	NHS England	0	H&W ICB	Zetec Medical	Parking & Transport
24	30 October 2023	Lack of support for Carer	Face to face	Signposting	Victim Support	0	H&W ICB	H&W Health and Care Trust	Patient/Resident Safety
25	06 November 2023	Carer criticised by MH worker	Phone	Patient Experience	0	0	H&W ICB	H&W Health and Care Trust	to/Being involved, Communication between
26	08 November 2023	Concern about potential discharge of MH patient	Phone	Signposting	County Council Complaints Process (Adults),	New Haven Unit	H&W ICB	and Care Trust, Worcester	Being Listened to/Being involved, Discharge
27	09 November 2023	No transport to visit husband with dementia at WRH, cannot afford taxi	Phone	Signposting	Community Transport	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Visiting
28	14 November 2023	Positive experience of MIU/A&E and Paediatric Unit	Phone	Patient Experience	N/A	Hospital and Treatment Centre, Worcestershire Royal	H&W ICB	0	Communication between staff/providers &
29	18 December 2023	Negative experience at Kidderminster Medical Centre	Healthwatch England	Patient Experience	N/A	Kidderminster Medical Centre	H&W ICB	0	Caring, kindness, respect & dignity, Quality of Treatment

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30 21 October 2023	Excellent care from Southcrest Nursing Home	Website	Patient Experience	N/A	Southcrest Nursing Home	0	Worcester County Council	Caring, kindness, respect & dignity
31 25 October 2023	WRH refusing to see patient	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services
32 27 October 2023	At WRH the blood test not processed fast enough	Healthwatch England	Patient Experience	0	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Diagnosis
33 05 November 2023	Easy to book appts at Stourport Medical Centre	Healthwatch England	Patient Experience	N/A	Stourport Health Centre	H&W ICB	0	Booking Appointments
34 05 November 2023	Excellent experience at Malvern Community Hospital	Healthwatch England	Patient Experience	N/A	Malvern Community Hospital	H&W ICB	H&W Health and Care Trust	(records, letters, results), Communication between
35 14 November 2023	Person believes NHS system is corrupt & failing patients	Phone	Patient Experience	N/A	0	H&W ICB	0	Access to Services
36 16 November 2023	wanted information about how to complain about GP surgery	Phone	Signposting	N/A	Northwood and Alvechurch Medical Centre	H&W ICB	0	Caring, kindness, respect & dignity, Complaints
37 17 November 2023	difficulties making appropriate appointments at GP surgery	Website	Signposting	N/A	Salters Medical Practice	H&W ICB	0	Booking Appointments
38 13 November 2023	difficulties getting support for child with dyslexia and anxiety	Email	Patient Experience	N/A	0	H&W ICB	0	Being Listened to/Being involved, Waiting Times - Lists
39 01 November 2023	issues in obtaining medical reports for son's EHCP assessment	Website	Patient Experience	N/A	0	Worcestershire County Council	Worcestershire Children First	(records, letters, results), Being Listened to/Being involved

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40	22 November 2023	No response to complaint to GP practice	Email	Signposting	H&W ICB	Pershore Medical Practice	H&W ICB	0	Complaints
41	21 November 2023	Care of elderly patient with dementia and Parkinsons at WRH	Face to face	Signposting	Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Treatment, Caring, kindness, respect & dignity
42	21 November 2023	Poor experience with Urology consultant at WRH	Facebook	Signposting	Acute Complaints Process, Onside Advocacy	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
43	21 November 2023	Ongoing problems securing satisfactory care for child with SEND	Email	Patient Experience	0	Worcestershire Royal Hospital	H&W ICB	and Care Trust, Worcestershire	(records, letters, results), Being Listened to/Being involved,
44	01 November 2023	Long wait in ambulance until admitted at WRH	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Ambulance Service, Worcestershire	Waiting Times - Queueing
45	06 November 2023	Delay in follow up letter from Cardiology to GP	Website	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Administration (records, letters, results)
46	06 November 2023	Long wait for ambulance and then in ambulance. Treated in the corridor	Healthwatch England	Patient Experience	N/A	Alexandra Hospital	H&W ICB	Ambulance Service, Worcestershire	respect & dignity, Quality of Treatment, Waiting
47	07 November 2023	Feels let down by dentist and GP which has resulted in long term problems	Healthwatch England	Patient Experience	N/A	Hospital, New Road Dental Practice, The Medical Centre	NHS England West	Worcestershire Acute Trust	Diagnosis, Quality of Treatment
48	14 November 2023	Experience good at South Bank Hospital	Healthwatch England	Patient Experience	N/A	Spire South Bank Hospital	H&W ICB	0	Patient/Resident Safety
49	22 November 2023	Getting no help with their condition ME/CFS	Healthwatch England	Patient Experience	N/A	Kidderminster Medical Centre	H&W ICB	0	Access to Services, Diagnosis

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50	23 November 2023	Wasted trip to Cheltenham hospital for an appointment	Healthwatch England	Patient Experience	N/A	Cheltenham General hospital	H&W ICB	0	Administration (records, letters, results)
51	07 November 2023	Access to the Worcester Crisis Team	Website	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Access to Services
52	24 November 2023	Difficulty accessing advice from Social Worker for a self funder	Phone	Signposting	Age UK	0	H&W ICB	Worcester County Council	between staff/providers & patients
53	28 November 2023	dental appointment at Church Hill (Centre of Excellence) dentist in Redditch	Email	Signposting	H&W ICB	0	H&W ICB	0	Access to Services
54	20 November 2023	difficulties in process EHCP - private medical reports being ignored	Email	Patient Experience	0	0	Worcestershire County Council	Worcestershire Children First	(records, letters, results), Being Listened to/Being involved,
55	11 November 2023	Negative experience with NHS 11 and CAMHS	Healthwatch England	Patient Experience	N/A	0	H&W ICB, NHS England	H&W Health and Care Trust	Being Listened to/Being involved, Diagnosis
56	27 November 2023	Unable to access results	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Administration (records, letters, results)
57	01 December 2023	Never see the same doctor when needed	Healthwatch England	Patient Experience	N/A	St Johns House Medical Centre	H&W ICB	0	Continuity of Care
58	01 December 2023	Unhappy about attitude of Paediatric Gynaecologist	Website	Signposting	Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	between staff/providers & patients, Caring,
59	01 December 2023	poor support for child in serious mental health crisis	Website	Signposting	Worcestershire Health and Care Patient Relations	0	H&W ICB	H&W Health and Care Trust	to/Being involved, Caring, kindness, respect & dignity,

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60 01 December 2023	Parent details struggle getting appropriate SEND support and negative impact on family	Website	Patient Experience	0	0	Worcestershire County Council	Worcestershire Children First	to/Being involved, Caring, kindness, respect & dignity,
61 30 November 2023	Poor experience at Church St Surgery Malvern	Phone	Signposting	H&W ICB	Church Street Surgery	H&W ICB	0	Quality of Treatment, Access to Services
62 05 December 2023	Lack of support from Spring Gardens Health Centre to deal with addiction	Community Link	Signposting	GP Practice Complaints Process	Spring Gardens Group Medical Practice	H&W ICB	0	Access to Services, Being Listened to/Being involved
63 05 December 2023	Unable to find an NHS dentist in Pershore	Email	Signposting	H&W ICB	0	H&W ICB	0	Access to Services
64 06 December 2023	Delayed diagnosis of MS for person with a Learning Disability	Face to face	Signposting	Onside Advocacy	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Diagnosis
65 06 December 2023	Delays to treatment of stomach problems and incontinence of person with MS	Face to face	Patient Experience	N/A	Northumberland House Surgery	H&W ICB	0	Diagnosis, Access to Services
66 06 December 2023	Difficulties getting through to and response from MS Specialist Nursing service	Face to face	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Access to Services
67 12 December 2023	make an adjustment to appt location to help autistic patient access	Email	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Accessibility and Reasonable Adjustments
68 06 December 2023	Patient thinks MS specialist nurses should be able to book an MRI scan	Face to face	Patient Experience	N/A	0	H&W ICB	H&W ICB	Access to Services, Quality of Treatment
69 08 December 2023	to daughters mental health treatment - accepted onto Umbrella pathway since April 21	Website	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Waiting Times - Lists and Time to treatment

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70 14 December 2023	wait for access to children's services	Website	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Waiting Times - Lists and Time to treatment
71 14 December 2023	The health sector in general is not fit for purpose for this with special needs and disabilities	Website	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	(records, letters, resu lts), Being Listened to/Being involved,
72 14 December 2023	Disregard of diagnosis by other clinical specialists, ignore difficulty in attending school.	Website	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Being Listened to/Being involved, Diagnosis
73 01 December 2023	appointments and administration at the Royal Orthopaedic Hospital	Healthwatch England	Patient Experience	N/A	Royal Orthopaedic Hospital	Out of County	0	(records, letters, resu lts), Cancellations, Booking
74 01 December 2023	Appaling conditions in A&E at the Alexandra Hospital Redditch	Healthwatch England	Patient Experience	N/A	Alexandra Hospital	H&W ICB	Worcestershir e Acute Trust	respect & dignity, Cleanliness, Hygeine Infection
75 06 December 2023	and cannot find another NHS dentist and parents dentist cancelling appointments	Healthwatch England	Patient Experience	N/A	(Worcester) Ltd, Bupa - St Mary's Street, Worcester	England West Midlands	0	Access to Services
76 10 December 2023	Cannot afford to go to a dentist	Healthwatch England	Patient Experience	N/A	0	England West Midlands	0	Access to Services
77 11 December 2023	Was able to get an NHS dentist appointment	Healthwatch England	Patient Experience	N/A	Bhandal Dental Practice - Ombersley Road Dental Practice	England West Midlands	0	Access to Services
78 12 December 2023	Positive comment regarding Upton upon Severn Dental surgery	Healthwatch England	Patient Experience	N/A	Upton-Upon-Severn Dental Surgery	England West Midlands	0	Access to Services
79 13 December 2023	Seen by different GP's and prescribed incorrect medication at De Montfort medical centre	Healthwatch England	Patient Experience	N/A	DeMontfort Medical Centre	H&W ICB	0	to/Being involved, Medications, Prescriptions &

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80	12 December 2023	Concern about lack of communication around test results	Website	Patient Experience	N/A	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	between staff/providers & patients
81	14 December 2023	Concern about poor support for patients via care navigation system at GP surgery	Website	Patient Experience	N/A	St Stephens Surgery	H&W ICB	0	to/Being involved, Caring, kindness, respect & dignity
82	29 November 2023	Concern that NHS staff are covering up patients symptoms and diagnosis	Healthwatch England	Patient Experience	N/A	Alexandra Hospital, St Stephens Surgery	H&W ICB	Worcestershire Acute Trust	respect & dignity, Being Listened to/Being involved,
83	14 December 2023	awareness of Learning Disabilities and Hospital Passport	Email	Signposting	Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	between staff/providers & patients, Other
84	07 December 2023	Asking for advice re care home for adult child with multiple needs	Email	Signposting	County Council Social Care Access Centre (Adults)	0	Unknown	0	Access to Services
85	21 December 2023	Outpatients appointment cancelled due to junior doctors strike	Website	Signposting	Worcestershire Acute Trusts PALS	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services
86	28 December 2023	Outpatients appointment cancelled due to junior doctors strike on 21/12/2023	Website	Patient Experience	Worcestershire Acute Trusts PALS	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services
87	02 October 2023	difficulty in accessing inpatient chemo therapy on a teenage cancer ward at University	Email	Patient Experience	H&W ICB	0	H&W ICB	Queen Elizabeth Hospital	Access to Services
88	07 December 2023	Emergency Department at WRH from the family carer of a patient who was referred there by a GP	Letter	Patient Experience	0	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Accessibility and Reasonable Adjustments
89	16 November 2023	care and service provided by Health Harmonie in treating her daughters severe skin condition	Email	Signposting	H&W ICB	0	H&W ICB	0	between staff/providers & patients

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90	12 December 2023	Cannot find an NHS dentist	Healthwatch England	Patient Experience	N/A	0	England West Midlands	0	Access to Services
91	17 December 2023	GP when requested by that GP and also attitude from other GP's at Elgar House GP Surgery	Healthwatch England	Patient Experience	N/A	Elgar House	H&W ICB	0	Booking Appointments
92	18 December 2023	Cannot find a dentist and also struggle to get a GP appointment at Kidderminster Medical Centre	Healthwatch England	Patient Experience	N/A	Kidderminster Medical Centre	NHS England West	0	Access to Services
93	19 December 2023	Happy that Aylmer Lodge Kidderminster is now offering ear syringing again	Healthwatch England	Patient Experience	N/A	Aylmer Lodge Cookley Partnership	H&W ICB	0	Access to Services
94	20 December 2023	Unhappy was discharged from mental health support from the Princess of Wales Hospital	Healthwatch England	Patient Experience	N/A	Princess of Wales Community Hospital	H&W ICB	H&W Health and Care Trust	Continuity of Care
95	19 December 2023	paediatrics appt for one child and over a year for the other child. No help from GP at Salters medical	Healthwatch England	Patient Experience	N/A	Salters Medical Practice	H&W ICB	0	Access to Services
96	19 December 2023	Now has to pay for microsuction as GP is still not offering the service	Healthwatch England	Patient Experience	N/A	0	H&W ICB	0	Access to Services
97	20 December 2023	Poor treatment of grandmother at WRH	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	respect & dignity, Food Nutrition & Catering, Quality of

Contact type

Phone 0
Email 0

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Letter 0

Website 0

HWE 0

Facebook 0

Twitter 0

Community Link 0

Face to face 0

0

Signposting 0

Patient Exp 0

0

Contact outcome

Information provided 0

Signposted to other org 26

Signposted to advocacy 0

26