

Analysis of Enquiries by Commissioner/Provider/Service Provider

QUARTER 1 2023-2024

Date	Subject	Method of Contact	Signposting or Patient Experience	Signposted to	Institution involved	Commissioner	Provider	Theme
05 April 2023	Cant find NHS Dentist in Droitwich	Email	Signposting	NHS England	0	NHS England West Midlands Dental Commissioning Team	0	Access to Services, Accessibility and Reasonable Adjustments
05 April 2023	Very happy with GP appointment. Felt listened to	Healthwatch England	Patient Experience	N/A	Stanmore House Surgery	H&W ICB	0	Quality of Treatment
06 April 2023	Person struggling with pain management and loneliness	Phone	Signposting	0	0	Worcestershire County Council	Worcester County Council	Other
13 April 2023	Concerns re care company looking after person with a learning disability	Phone	Signposting	HWW Social Care Complaints Guide	0	Worcestershire County Council	0	Being Listened to/Being involved
14 April 2023	Experience of Urology Services	Face to face	Patient Experience	0	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Administration (records, letters, results), Diagnosis
14 April 2023	Poor advice about treatment options	Face to face	Patient Experience	n/a	Spire South Bank Hospital	0	Spire Healthcare Group	Shared decision making
16 April 2023	Person unable to get through to Bhandal Dental practice	Face to face	Patient Experience	N/A	Bhandal Dental Practice - Ombersley	NHS England West Midlands Dental	0	Access to Services

					Road Dental Practice	Commissioning Team		
17 April 2023	Unhappy with service from NHS111	Healthwatch England	Patient Experience	N/A	0	0	West Midlands Ambulance Service	Access to Services
18 April 2023	Concerns over missed diagnosis at Corbett Medical Practice	Phone	Signposting	HWW Health Complaints Guide	Corbett Medical Practice	H&W ICB	0	Diagnosis
18 April 2023	Continuing issues with Davenal House GP Surgery	Phone	Patient Experience	Onside Advocacy	Davenal House Surgery Partnership	H&W ICB	0	Diagnosis
18 April 2023	Positive experience of accessing GP services as a rough sleeper	Face to face	Patient Experience	n/a	Bewdley Medical Centre	H&W ICB	0	Access to Services, Caring, kindness, respect & dignity
18 April 2023	Positive experience of Community Mental Health Service	Face to face	Patient Experience	n/a	Studdert Kennedy	H&W ICB	0	Access to Services, Quality of Treatment
18 April 2023	Difficulty finding an NHS dentist in Worcester	Email	Signposting	NHS England	0	NHS England West Midlands Dental Commissioning Team	0	Access to Services
19 April 2023	Medication given to parent in care home without discussion with daughter who has POA	Phone	Signposting	Care Quality Commission, HWW Health Complaints Guide, HWW Social Care Complaints Guide,	Regent Residential Care Home, Severn Valley Medical Practice	Worcestershire County Council	0	Communication between staff/providers & patients, Medications, Prescriptions & Dispensing

				Onside Advocacy				
21 April 2023	Difficulty getting care package arranged due to living on the border of the County	Phone	Signposting	Age UK, Worcestershire County Council Social Care Access Centre (Adults), Worcestershire Association of Carers	0	Worcestershire County Council	0	Access to Services, Communication between staff/providers & patients
25 April 2023	Person with terminal cancer unable to access timely dental care	Email	Patient Experience	N/A	Cottage Dental Practice	NHS England West Midlands Dental Commissioning Team	0	Access to Services
25 April 2023	Cannot find an NHS dentist	Healthwatch England	Patient Experience	N/A	0	NHS England West Midlands Dental Commissioning Team	0	Access to Services
26 April 2023	Difficulty registering with Albany House GP Practice	Email	Signposting	H&W ICB	Albany House Surgery	H&W ICB	0	Access to Services
27 April 2023	Difficulties getting medication	Face to face	Patient Experience	0	0	H&W ICB	0	Medications, Prescriptions & Dispensing
27 April 2023	Difficulties getting GP appointments	Face to face	Patient Experience	0	Churchfields Surgery	H&W ICB	0	Access to Services, Remote Appointments Digital Services
28 April 2023	Carer of MH patient frustrated by repeatedly being mis	Phone	Signposting	Worcestershire Association of Carers	0	H&W ICB	H&W Health and Care Trust	Administration (records, letters, results), Being Listened to/Being involved

	identified by staff							
02 May 2023	Difficulty booking Spring Covid Booster 2023	Website	Signposting	HWW Health Complaints Guide	Severn Valley Medical Practice	H&W ICB	0	Access to Services
03 May 2023	Lack of social services care following hospital discharge	Email	Signposting	HWW Health Complaints Guide, HWW Social Care Complaints Guide	0	H&W ICB , Worcester County Council	Worcestershire Acute Trust, Worcester County Council	Communication between staff/providers & patients, Discharge
04 May 2023	Long wait at A&E but otherwise positive care	Face to face	Patient Experience	N/A	0	H&W ICB	Worcestershire Acute Trust	Access to Services, Discharge
04 May 2023	Positive experience getting scan results using patient access	Face to face	Patient Experience	N/A	0	NHS England	0	Administration (records, letters, results)
04 May 2023	Poor experience at Bewdley Medical Centre	Face to face	Patient Experience	N/A	Bewdley Medical Centre	H&W ICB	0	Access to Services, Remote Appointments Digital Services
04 May 2023	Poor experience at Stourport Health Centre	Face to face	Patient Experience	N/A	Stourport Health Centre	H&W ICB	0	Access to Services, Remote Appointments Digital Services
04 May 2023	Poor experience at Bewdley Medical Centre	Face to face	Patient Experience	Worcestershire County Council	Bewdley Medical Centre	H&W ICB	0	Access to Services
04 May 2023	Poor experience of NHS 111 and hospital discharge	Face to face	Signposting	0	0	H&W ICB	Worcestershire Acute Trust	Discharge, Access to Services
04 May 2023	No follow up after	Face to face	Signposting	0	0	H&W ICB	Worcestershire Acute Trust	Access to Services, Booking

	Parkinsons diagnosis							Appointments, Being Listened to/Being involved
10 May 2023	Long wait at A&E - returned home at 3.00 a.m.	Phone	Patient Experience	0	Alexandra Hospital, Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
17 May 2023	Poor inpatient care received at WRH Beechwood	Face to face	Signposting	Worcestershire Acute Complaints Process	worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment, Staffing - levels & training
17 May 2023	Positive experience of care at Acute Respiratory Unit	Face to face	Patient Experience	0	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment
17 May 2023	Frustrated with all services trying to get help for their autistic child and diagnosis for herself with autism	Healthwatch England	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Access to Services, Diagnosis
19 May 2023	long time on waiting for a referral appointment	Healthwatch England	Patient Experience	N/A	0	H&W ICB	0	Access to Services
21 May 2023	0	Healthwatch England	0	0	0	0	0	0
22 May 2023	Access to dental treatment for person with cancer in Tenbury	Email	Signposting	NHS England	Cottage Dental Practice	NHS England West Midlands Dental Commissioning Team	0	Access to Services
22 May 2023	Access to routine dental care in Tenbury	Email	Patient Experience	N/A	Cottage Dental Practice	NHS England West Midlands Dental	0	Access to Services

						Commissioning Team		
22 May 2023	Person with social care needs who is struggling financially	Email	Signposting	Beacon	0	Worcestershire County Council	0	Cost & Funding of Services, Access to Services
24 May 2023	People removed from St Martins Gate practice list as out of catchment	Email	Signposting	GP Practice Complaints Process	St Martin's Gate Surgery	H&W ICB	0	Access to Services
24 May 2023	Not told medication would cause bone loss, which dentist failed to diagnose	Face to face	Patient Experience	N/A	Stanley Dental Practice	H&W ICB	0	Medications, Prescriptions & Dispensing, Quality of Treatment
24 May 2023	Refusal of Blue Badge on basis of no current hospital appts	Face to face	Signposting	Worcestershire County Council	0	Worcestershire County Council	0	Accessibility and Reasonable Adjustments
24 May 2023	Difficult to access GP - Northumberland House	Face to face	Patient Experience	N/A	Northumberland House Surgery	H&W ICB	0	Access to Services
24 May 2023	Praise for Aylmer Lodge GP surgery	Face to face	Patient Experience	N/A	Aylmer Lodge Cookley Partnership	H&W ICB	0	Quality of Treatment
24 May 2023	Praise for NHS 111	Face to face	Patient Experience	N/A	0	H&W ICB	West Midlands Ambulance Service	Quality of Treatment
24 May 2023	Long wait for appt at pain clinic	Face to face	Signposting	Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services
24 May 2023	Lack of co-ordination of	Face to face	Patient Experience	N/A	Kidderminster Hospital and Treatment	H&W ICB	0	Access to Services, Booking Appointments

	medical appointments				Centre, Kidderminster Medical Centre			
24 May 2023	Long wait for ambulance and at A&E, differing information about follow up and discharge	Face to face	Patient Experience	N/A	Alexandra Hospital	H&W ICB	West Midlands Ambulance Service, Worcestershire Acute Trust	Access to Services, Diagnosis, Discharge
24 May 2023	Praise for Kidderminster MIU	Face to face	Patient Experience	N/A	Kidderminster Hospital and Treatment Centre	H&W ICB	H&W Health and Care Trust	Access to Services
24 May 2023	Praise for Kidderminster MIU	Face to face	Patient Experience	N/A	Kidderminster Hospital and Treatment Centre	H&W ICB	H&W Health and Care Trust	Access to Services
31 May 2023	Not notified of cancelled paediatric outpatient appointments at WRH on two occasions	Phone	Signposting	Onside Advocacy	0	H&W ICB	0	Quality of Treatment
01 June 2023	#REF!	Face to face	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Booking Appointments, Administration (records, letters, results)
01 June 2023	Wait of over 3yrs for ear operation	Face to face	Signposting	Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services
01 June 2023	Confusion over prescription led to person being without	Face to face	Patient Experience	N/A	Stourport Health Centre	H&W ICB	0	Medications, Prescriptions & Dispensing

	medication for 2 weeks							
01 June 2023	Transport costs to hospital appointments	Face to face	Patient Experience	N/A	0	H&W ICB	0	Accessibility and Reasonable Adjustments, Parking & Transport
01 June 2023	Praise for Stourport Medical Centre	Face to face	Patient Experience	N/A	Stourport Health Centre	H&W ICB	0	Access to Services
01 June 2023	Praise for midwives and maternity services	Face to face	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
18 June 2023	Lack of urgent care facilities in Wyre Forest	Healthwatch England	Patient Experience	N/A	0	Herefordshire and Worcestershire CCG	West Midlands Ambulance Service	Access to Services
21 June 2023	Good experience of dementia care in care home	Face to face	Patient Experience	N/A	Austen Court Care Home	Worcestershire County Council	0	Quality of Treatment
21 June 2023	Difficulty contacting Adult Social Care team	Face to face	Patient Experience	N/A	0	Worcestershire County Council	0	Access to Services
27 June 2023	Completion of ReSPECT Form	Face to face	Patient Experience	N/A	Churchfields Surgery	H&W ICB	0	Shared decision making
27 June 2023	Good experience of GP services and Pulmonary Care	Face to face	Patient Experience	N/A	Churchfields Surgery, Alexandra Hospital	H&W ICB	0	Communication between staff/providers & patients, Access to Services, Quality of Treatment
27 June 2023	Unable to access Podiatry Services	Face to face	Signposting	GP	Princess of Wales Community Hospital	H&W ICB	H&W Health and Care Trust	Access to Services
30 June 2023	Good service from thrie GP practice	Healthwatch England	Patient Experience	N/A	0	Herefordshire and	0	Access to Services, Referrals

						Worcestershire CCG		
02.05.23	Lack of training in A&E in use of PICC lines	Face to face	Patient Experience	0	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
02.05.23	Good experience of District Nurses	Face to face	Patient Experience	0	0	H&W ICB	H&W Health and Care Trust	Quality of Treatment
02.05.23	Excellent experience on Oncology Ward	Face to face	Patient Experience	0	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
02.05.23	Poor experience of GP Surgery	Face to face	Patient Experience	0	St Stephens Surgery	H&W ICB	H&W ICB	Access to Services
03.07.23	Person has historical issues with treatment from the NHS and wants support to complain	Phone	Signposting	Onside Advocacy	0	H&W ICB	0	Quality of Treatment, Complaints
08.06.23	Reaction to COVID Vaccine	Face to face	Patient Experience	0	0	H&W ICB	H&W Health and Care Trust	Quality of Treatment
08.06.23	Difficulty getting a referral to Umbrella Pathway	Face to face	Patient Experience	0	0	Worcestershire County Council	Worcestershire Children First	Access to Services, Being Listened to/Being involved
08.06.23	Cranstoun report problems referring to Evesham MH Home treatment team	Face to face	Patient Experience	0	Evesham	H&W ICB	H&W Health and Care Trust	Access to Services, Integration of Services, Referrals
09.05.23	Excellent experience of	Face to face	Patient Experience	0	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Communication between

	Orthopaedic Service							staff/providers & patients
09.05.23	Good experience of Ophthalmology	Face to face	Patient Experience	0	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
10.05.23	Patient believes they are being misdiagnosed	Face to face	Signposting	Onside Advocacy	Stourport Health Centre	H&W ICB	Worcestershire Acute Trust	Being Listened to/Being involved
11.05.23	Patient misdiagnosed with cancer	Face to face	Patient Experience	0	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Communication between staff/providers & patients, Being Listened to/Being involved
11.06.23	Positive experiences of their GP practice	Healthwatch England	Patient Experience	N/A	Ombersley Medical Centre	H&W ICB	0	Quality of Treatment
12.05.23	Poor service at local pharmacy	Website	Signposting	NHS England	0	NHS England	0	Medications, Prescriptions & Dispensing
12.06.23	Good experience of GP services	Face to face	Patient Experience	0	St Martin's Gate Surgery	H&W ICB	0	Access to Services, Caring, kindness, respect & dignity
12.06.23	Good experience of GP services	Face to face	Patient Experience	0	St Saviours Surgery	H&W ICB	0	Quality of Treatment
12.06.23	Good experience of Outreach Workers from Cranstoun	Face to face	Patient Experience	0	Cranstoun	Public Health England	Worcester County Council	Access to Services, Quality of Treatment
12.06.23	Poor experience of pharmacy services affecting timely provision of prescription medication	Face to face	Signposting	Cranstoun Drug and Alcohol Service	Cranstoun	Public Health England	Worcester County Council	Accessibility and Reasonable Adjustments, Cancellations, Access to Services

13.05.23	Difficulty accessing referral to Umbrella Pathway	Face to face	Patient Experience	0	0	H&W ICB	Worcestershire Children First	Access to Services, Being Listened to/Being involved
13.05.23	Difficulty accessing referral to Umbrella Pathway	Face to face	Patient Experience	0	0	Worcestershire County Council	H&W Health and Care Trust	Access to Services, Being Listened to/Being involved
13.05.23	Difficulty accessing support for children with SEND	Facebook	Patient Experience	0	0	Worcestershire County Council	Worcestershire Children First	Access to Services, Being Listened to/Being involved
13.05.23	Difficulty accessing physio assessment and support for 2 yr old child with severe epilepsy	Face to face	Patient Experience	0	0	H&W ICB	H&W Health and Care Trust	Access to Services, Being Listened to/Being involved
13.05.23	Difficulty accessing Umbrella Pathway	Face to face	Patient Experience	0	0	H&W ICB	H&W Health and Care Trust	Access to Services, Being Listened to/Being involved
13.05.23	Difficulty getting CHC for child	Face to face	Patient Experience	0	0	H&W ICB	H&W ICB	Access to Services, Being Listened to/Being involved
13.05.23	Difficulty getting meds provided in Dosset boxes/Blister packs	Phone	Patient Experience	0	Churchfields Surgery	NHS England	0	Medications, Prescriptions & Dispensing
14.06.23	Positive experience of their GP	Healthwatch England	Patient Experience	N/A	Elgar House	H&W ICB	0	Caring, kindness, respect & dignity
15.06.23	Difficulty finding an	Phone	Signposting	NHS England	0	NHS England West	0	Access to Services

	NHS dentist in Worcester					Midlands Dental Commissioning Team		
16.06.23	Positive experiences of their GP practice	Healthwatch England	Patient Experience	N/A	0	H&W ICB	0	Access to Services
17.04.23	Unable to get emergency dental treatment	Website	Signposting	NHS 111	0	NHS England West Midlands Dental Commissioning Team	0	Access to Services
17.06.23	Positive experience of their GP	Healthwatch England	Patient Experience	N/A	0	H&W ICB	0	Caring, kindness, respect & dignity
19.05.23	Poor care by the Consultant Urologist	Website	Signposting	Worcestershire Acute Complaints Process, Onside Advocacy	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Being Listened to/Being involved, Communication between staff/providers & patients, Quality of Treatment
19.05.23	Allergic reaction to new medication	Phone	Signposting	Onside Advocacy, Worcestershire Acute Trusts PALS, Worcestershire Acute Complaints Process	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Being Listened to/Being involved, Communication between staff/providers & patients, Quality of Treatment
19.05.23	Comment of lack of training and awareness of EDS	Healthwatch England	Patient Experience	N/A	0	0	0	Access to Services
20.06.23	Concern about lack of care from Community	Phone	Signposting	Worcestershire County Council Adult Safe	0	H&W ICB	H&W Health and Care Trust	Being Listened to/Being involved, Medications,

	Mental Health Team			Guarding Team				Prescriptions & Dispensing
21.05.23	Unable to self refer to Worcestershire Mental Health	Healthwatch England	Signposting	N/A	0	H&W ICB	H&W Health and Care Trust	Access to Services
24.05.23	Struggling to get physio after orthopaedic operation and took a long time to a GP appointment	Healthwatch England	Patient Experience	N/A	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services, Referrals
24/05.2023	14 month wait for shoulder replacement, but good care when had operation	Face to face	Patient Experience	N/A	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
24/05/20223	Praise for Aylmer and speed of NHS response	Face to face	Patient Experience	N/A	Aylmer Lodge Cookley Partnership	H&, H&W ICB	0	Diagnosis
27.06.23	Person needs more support to manage their Multiple Sclerosis	Phone	Signposting	Worcestershire County Council Social Care Access Centre (Adults)	0	H&W ICB	0	Access to Services
28.05.23	Difficulty in getting a GP & physio appointment	Healthwatch England	Patient Experience	N/A	0	H&W ICB	0	Access to Services
30.06.23	Hospital discharge - long wait for transport	Face to face	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Discharge
30.06.23	Long queue to get through on the phone -	Face to face	Patient Experience	N/A	Thorneloe Lodge Surgery	H&W ICB	0	Access to Services

	Thornloe Lodge surgery							
30.06.23	Lack of follow up for patient living with dementia	Face to face	Patient Experience	N/A	Worcestershire Royal Hospital	Birmingham South Central CCG	Worcestershire Acute Trust	Quality of Treatment
31.05.23	Person struggling with pain management and Mental Health	Phone	Signposting	Citizens Advice	Studdert Kennedy	H&W ICB	H&W Health and Care Trust	Referrals
18.06.23	Feels Wyre forest is a dangerous place to live medicallay due to lack of urgent care	Healthwatch England	Patient Experience	N/A	Kidderminster Hospital and Treatment Centre, Alexandra Hospital	H&W ICB	NHS England	Access to Services
30.06.23	Happy with quick referral leading to quick operation	Healthwatch England	Patient Experience	N/A	0	H&W ICB	0	Access to Services
15.06.23	Good comment regarding GP services	Healthwatch England	Patient Experience	N/A	Positive	H&W ICB	0	
15.06.23	Good comment regarding GP services	Healthwatch England	Patient Experience	N/A	Positive	H&W ICB	0	

Contact type

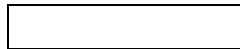
Phone	16
Email	9
Letter	0
Website	4
HWE	20
Facebook	1

Twitter 0
 Community Link 0
 Face to face 62
112

Signposting 34
 Patient Experience 77
111

Contact outcome

Information provided 3
 Signposted to other org 23
 Signposted to advocacy 4
30



Analysis of Enquiries by Commissioner/Provider/Service Provider

QUARTER 2 2023-2024

Date	Subject	Method of Contact	Signposting or Patient Experience	Signposted to	Institution involved	Commissioner	Provider	Theme
05 July 2023	No hearing loop in Audiology Department at	Email	Signposting	Worcestershire Acute Trusts PALS	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Accessibility and Reasonable Adjustments

	Alexandra Hospital							
05 July 2023	Lack of diagnosis and care from GP	Phone	Patient Experience	0	Whiteacres Medical Centre, Malvern Health Centre	H&W ICB	0	Being Listened to/Being involved, Caring, kindness, respect & dignity
06 July 2023	Poor experience of respite care for person with dementia at Northwick Grange Care Home	Phone	Signposting	Care Quality Commission, Worcestershire County Council Complaints Process (Adults)	Northwick Grange	Worcestershire County Council	0	Patient/Resident Safety, Communication between staff/providers & patients, Being Listened to/Being involved
06 July 2023	Person did not receive Covid19 booster from St Johns House Medical Centre despite being eligible and contacting the Surgery	Phone	Signposting	GP	St Johns House Medical Centre	H&W ICB	0	Administration (records, letters, results), Communication between staff/providers & patients
20 July 2023	Concern about lack of support from Comm MH Team	Phone	Signposting	Worcestershire Association of Carers	0	H&W ICB	H&W Health and Care Trust	Being Listened to/Being involved
26 July 2023	Pt told by WRH could not have replacement knee operation until they are 70	Phone	Signposting	Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment, Second Opinion
31 July 2023	Solicitor seeking information about access to named patients	Email	Signposting	NHS England	0	0	0	Administration (records, letters, results)

	medical records							
01 August 2023	Person seeking support re health services	Phone	Signposting	Onside Advocacy	0	H&W ICB	0	Communication between staff/providers & patients
30 July 2023	Droitwich pharmacist incorrect diagnosis after being sent by NHS 111	Face to face	Patient Experience	N/A	0	0	NHS England	Diagnosis
09 August 2023	GP appt the same day	Healthwatch England	Patient Experience	N/A	Catshill Village Surgery	H&W ICB	0	Booking Appointments
14 August 2023	Cancer patient wishes to stay with GP practice even though they have moved out of area	Phone	Signposting	GP	Elgar House	H&W ICB	0	Access to Services
14 August 2023	Difficulty finding an NHS Dentist and is in pain	Phone	Signposting	NHS 111, NHS England	0	H&W ICB	0	Access to Services
17 August 2023	Transport required for NHS appointment in Worcester	Email	Signposting	Community Transport	0	H&W ICB	0	Access to Services
13 August 2023	Concerns re Upton GP Surgery	Face to face	Patient Experience	N/A	Upton Surgery	H&W ICB	0	Quality of Treatment, Diagnosis
13 August 2023	Concerns re Upton GP Surgery	Face to face	Patient Experience	N/A	Upton Surgery	H&W ICB	0	Diagnosis
22 August 2023	Advice about making a complaint about their GP	Phone	Signposting	GP Practice Complaints Process, H&W ICB	Northumberland House Surgery	H&W ICB	0	Booking Appointments

23 August 2023	Difficulty finding an NHS Dentist	Phone	Signposting	NHS 111, NHS England	0	H&W ICB	0	Access to Services
21 August 2023	Difficulty accessing GP appointments	Face to face	Patient Experience	N/A	Churchfields Surgery	H&W ICB	0	Access to Services
21 August 2023	Patient dislike of GP Triage system	Face to face	Patient Experience	N/A	Churchfields Surgery	H&W ICB	0	Access to Services
21 August 2023	Concern about lack of bus service to POWCH	Face to face	Signposting	Community Transport	0	Worcestershire County Council	0	Access to Services
29 August 2023	Patients medical records have been lost	Email	Signposting	H&W ICB , Information Commissioners Office	0	H&W ICB	0	Administration (records, letters, results)
24 August 2023	Unable to find an NHS dentist in Kidderminster	Phone	Signposting	NHS.uk	0	H&W ICB	0	Access to Services
12 August 2023	No appts with NHS dentist and NHS 111 was unhelpful	Healthwatch England	Patient Experience	N/A	0	NHS England West Midlands Dental Commissioning Team	NHS England	Access to Services
00 January 1900	Bad experience at Worcester Royal A&E	Healthwatch England	Patient Experience	0	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Diagnosis, Access to Services
21 August 2023	Abbotswood GP at Pershore, long wait to get referred but generally quite good	Healthwatch England	Patient Experience	N/A	Abbotswood Medical Practice, Pershore	H&W ICB	0	Referrals
25 August 2023	Unhappy with their GP regarding their medication	Healthwatch England	Patient Experience	N/A	0	H&W ICB	0	Medications, Prescriptions & Dispensing, Being

								Listened to/Being involved
31 August 2023	Advice about making a complaint about their GP	Phone	Signposting	GP Practice Complaints Process, H&W ICB	Albany House Surgery	H&W ICB	0	Complaints
06 September 2023	Successful variation to pharmacy formula medications by ICB	Healthwatch England	Patient Experience	0	Kidderminster Medical Centre	H&W ICB	0	Medications, Prescriptions & Dispensing
07 September 2023	Person unhappy with support provided by Onside Advocacy	Phone	Signposting	Onside Advocacy	0	0	0	Being Listened to/Being involved
12 September 2023	Carer required information about IMHA support for adult child receiving out of county MH provision	Phone	Signposting	0	0	H&W ICB	0	Complaints
19 September 2023	Issues with new system for making GP appointments at Pershore Medical Practice	Phone	Patient Experience	0	Pershore Medical Practice	H&W ICB	0	Access to Services
19 September 2023	GP at Pershore Medical Practice did not refer person with lump in breast for	Phone	Signposting	H&W ICB	Pershore Medical Practice	H&W ICB	0	Diagnosis

	mammogram. Lump was cancerous and treatment delayed							
25 September 2023	Action Deafness Coffee Morning	Face to face	Patient Experience	0	0	H&W ICB	0	Access to Services, Booking Appointments, Accessibility and Reasonable Adjustments
27 September 2023	Enquiry re Covid Booster and Flu Vaccination and extended GP access	Email	Signposting	GP	Haresfield House Surgery	H&W ICB	0	Booking Appointments, Health Protection
25 August 2023	Comment on how long it took to get the correct diagnosis and treatment started	Healthwatch England	Patient Experience	N/A	0	H&W ICB	Worcestershire Acute Trust	Diagnosis
26 August 2023	Lack of communication from Winyates surgery	Healthwatch England	Patient Experience	N/A	Winyates Health Centre	H&W ICB	0	Communication between staff/providers & patients
27 August 2023	Happy with access to services	Healthwatch England	Patient Experience	N/A	0	H&W ICB	Worcestershire Acute Trust	Access to Services
13 September 2023	Dentist not set up for disability and poor treatment at Worcester Royal hospital	Healthwatch England	Patient Experience	N/A	Worcestershire Royal Hospital	H&W ICB , NHS England West Midlands Dental Commissioning Team	West Midlands Ambulance Service, Worcestershire Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment
15 September 2023	Unhappy with how they were	Healthwatch England	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Access to Services, Quality of Treatment

	treated by Healthy Minds							
17 September 2023	Wait times for Mental Health support	Healthwatch England	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Caring, kindness, respect & dignity, Quality of Treatment
15 September 2023	Poor treatment when having a ultrasound and cystoscopy	Healthwatch England	Patient Experience	N/A	0	H&W ICB	Worcestershire Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment
17 September 2023	A long wait to be seen by multiple consultants and dentist	Healthwatch England	Patient Experience	N/A	0	H&W ICB , NHS England West Midlands Dental Commissioning Team	Worcestershire Acute Trust	Access to Services
15 September 2023	Poor treatment by Community Paediatrician	Facebook	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Booking Appointments, Cancellations, Caring, kindness, respect & dignity, Communication between staff/providers & patients
28 September 2023	No contact with MS consultant at QE for 4 years	Face to face	Signposting	0	0	H&W ICB	Queen Elizabeth Hospital	Access to Services
28 September 2023	No follow up following scan by MS consultant at QE	Face to face	Signposting	0	0	H&W ICB	Queen Elizabeth Hospital	Access to Services
28 September 2023	Poor experience of A&E at WRH and hospital discharge	Face to face	Patient Experience	N/A		Worcestershire Royal Hospital H&W ICB	Worcestershire Acute Trust	Discharge, Food Nutrition & Catering
28 September 2023	Delay in treatment for	Face to face	0	0	0	0	0	0

	person with MS							
11 September 2023	Sight Concern meetings	Face to face	Patient Experience	N/A	0	H&W ICB	0	Access to Services
26 July 2023	Good quality of care from oncology	Healthwatch England	Patient Experience	N/A	0	H&W ICB	Worcestershire Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment
26 September 2023	Concerns that person did not receive insulin injections whilst at WRH A&E	Face to face	Signposting	H&W ICB	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Medications, Prescriptions & Dispensing, Quality of Treatment
01 July 2023	Lack of awareness of Visual Impairment - Hollywood Medical Practice	Website	Signposting	GP Practice Complaints Process	Hollywood Medical Practice	H&W ICB	0	Accessibility and Reasonable Adjustments
01 July 2023	Positive experience at Hillview Medical centre Redditch	Website	Patient Experience	N/A	Hillview Medical Centre	H&W ICB	0	Quality of Treatment
01 July 2023	Positive experience of re-ordering prescriptions via NHS app	Website	Patient Experience	N/A	0	NHS England	NHS England	Medications, Prescriptions & Dispensing
01 July 2023	Parking Fines at Barbourne Health Centre	Website	Signposting	GP Practice Complaints Process	Barbourne Health Centre	H&W ICB	0	Parking & Transport
01 July 2023	Delay to issuing urgent prescription at St Saviours Surgery	Website	Signposting	GP Practice Complaints Process	St Saviours Surgery	H&W ICB	0	Medications, Prescriptions & Dispensing
01 July 2023	Delay to referral for knee	Website	Signposting	H&W ICB	0	H&W ICB	0	Referrals

	replacement due to treatment pathway							
01 July 2023	Lack of awareness of Consultant Gynaecologist in relation to same sex couples	Website	Signposting	Worcestershire Acute Complaints Process	Worcestershire Royal Hospital	H&W ICB	0	Quality of Treatment
01 July 2023	Poor experience of Community Paediatric Service	Website	Patient Experience	0	0	H&W ICB	H&W Health and Care Trust	Access to Services, Communication between staff/providers & patients
01 July 2023	Early closure of pharmacy left person without prescribed medication for 3 days	Website	Signposting	0	0	H&W ICB	0	Access to Services, Communication between staff/providers & patients, Information Publicity & Advice
01 July 2023	Difficulty contacting the Community Paediatric Service	Website	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Access to Services, Communication between staff/providers & patients
01 July 2023	Good experience of emergency dental service	Website	Patient Experience	N/A	Moor Street Clinic	H&W ICB	0	Caring, kindness, respect & dignity
01 July 2023	#REF!	Website	Patient Experience	N/A	Spring Gardens Group Medical Practice	H&W ICB	0	Access to Services, Being Listened to/Being involved, Caring, kindness, respect & dignity
01 July 2023	Positive Experience of GP surgery	Website	Signposting	GP Practice Complaints Process	Severn Valley Medical Practice	H&W ICB	0	Access to Services

01 July 2023	Poor experience of treatment in A&E @ WRH	Website	Signposting	Worcestershire Acute Complaints Process	Worcestershire Royal Hospital	H&W ICB	0	Being Listened to/Being involved, Caring, kindness, respect & dignity
01 July 2023	Diagnosis and prognosis received by post	Website	Signposting	Worcestershire Acute Complaints Process, Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	H&W ICB	0	Administration (records, letters, results), Diagnosis, Information Publicity & Advice
01 July 2023	Wait times for an ambulance whilst wife was on the floor	Website	Signposting	West Midlands Ambulance Service Complaints Process	0	NHS England - regional commissioning team	West Midlands Ambulance Service	Access to Services
17 October 2023	Poor experience with Aylmer Lodge & Cookley GP Surgery	Phone	Signposting	H&W ICB	Aylmer Lodge Cookley Partnership	H&W ICB	0	Access to Services, Referrals

Contact type

Phone	17
Email	5
Letter	0
Website	16
HWE	15
Facebook	1
Twitter	0
Community Link	0
Face to face	13

Signposting	34
Patient Experience	32
	66

Contact outcome

Information provided	0
Signposted to other org	26
Signposted to advocacy	2
	28