

Your View

Summary of Signposting Feedback 2021 - 2022

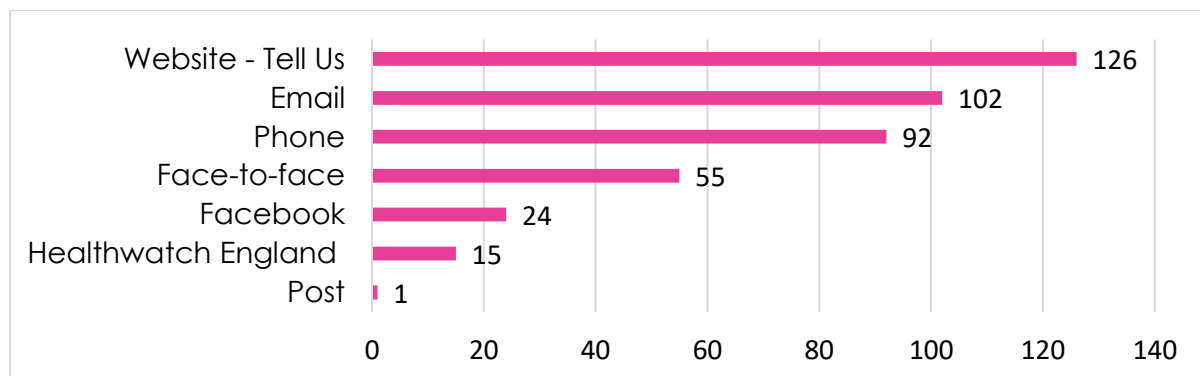
Healthwatch Worcestershire gathers feedback from those who use local health and social care services. This helps us to identify issues and concerns, decide what to focus on and tell those who run the services how they can improve.

Signposting people to information and advice

In addition to our surveys and targeted engagement, people contact us for information and advice and to share their experiences of local health and social care services. **416 people contacted us** from the beginning of April 2021 to end of March 2022.

We provided signposting information to 193 of those who contacted us. This included information about local health and social care services, other organisations and service that may be able to provide support and explaining how to raise the issue as a complaint if they wished to do so.

How did people contact us?



How did people hear about us?

- HWW Newsletter / previous contact with HWW – 89 people
- Social Media – 73 people
- Internet – 48 people
- At an event / engagement – 33 people
- Through our Community Link volunteers – 21 people
- Healthwatch England – 19 people
- Newspaper article – 6 people
- Member of Parliament – 6 people
- Another Healthwatch – 4 people

Other included – Care Quality Commission, Citizens Advice, Onside, County Councillor, District Councillor and Worcestershire Acute Hospital Trust PALS.

What people told us about

1	GP Practices	145 people
2	Worcestershire Acute Hospital NHS Trust services	91 people
3	NHS Dentists	58 people
4	Herefordshire and Worcestershire Health and Care NHS Trust services	40 people
5	Covid-19 vaccination and testing	21 people
6	Pharmacy	18 people
7	Social Care	14 people
8	NHS 111	6 people
9	Drug and Alcohol addiction services	4 people
10	West Midlands Ambulance Service	4 people
11	Patient transport services	4 people
12	NHS Complaints procedures	3 people
13	Individual funding requests	2 people
14	Medical Records	2 people
15	Continuing Healthcare	2 people
16	Diabetic care	2 people
17	Bowel Cancer screening programme	2 people

Other issues raised

Poor experiences of NHS treatment received by Worcestershire residents at - Birmingham Eye Hospital, Operose Health Ophthalmology, Spire Hospital, Spa Medica and Neurological specialist service in London.

- Concern about NHS data sharing and security
- Urgent care system not working in a joined up way for care home residents
- Unhappy with Coroner decision about relative's care
- Concerns about privacy in specialist mental health provision
- Looking for advocacy services
- Process for reclaiming costs occurred abroad

- Lack of timely access to healthcare services for prisoners at HMP Hewell
- Lack of support for Long Covid
- Lack of support for Early Onset Dementia.

1. GP Practices

145 people gave us feedback about their GP practice. This included 14 people who shared positive feedback about their practice.

Issues and concerns raised included –

1.1 Organisation of practice and appointments – 82 people

- Difficulties with digital access or lack of face-to-face appointments (47)
- Contacting the practice by phone (17)
- Lack of continuity of care (6)
- Poor communication with other services (5)

1.2 Quality of treatment and speed of diagnosis (16)

Other issues, reported by 3 people or less

- Access to GP services for people experiencing homelessness
- Complaints process / unresolved complaints
- Requests for access to medical records
- Concerns about storage of data
- Lack of reasonable adjustments for patients with learning disability and Autism
- Prescribing of medication
- Lack of adjustments for deaf patient
- Lack of adjustment for blind patient when registering
- Information about registration process
- Response to Fit note requests

2. Worcestershire Acute Hospital NHS Trust

91 people gave us feedback about services provided by Worcestershire Acute Hospital NHS Trust, who run the Worcestershire Royal Hospital, Alexandra Hospital in Redditch and Kidderminster Hospital. This included 7 people who shared positive feedback about these services.

Issues and concerns raised included –

2.1 Poor care or treatment – 38 people

- **Inpatient care**, including - responsiveness of nursing care, dignity, hydration, pain management, end of life care and hygiene – 14 people
- **Unhappy with treatment / diagnosis received as Outpatient / by Consultant** - 11 people

Including – Gastroenterology, Urology, Paediatric Neurology, Rheumatology, Endoscopy.

- **Concerns about unsafe discharge** / being discharged too soon – 5 people
- **Poor care and treatment in A&E** – 7 people
Including – care in corridor, lack of understanding of individual experiencing homelessness.

2.2 Relocation of the Garden Suite – 18 people

Concerns about the impact on patients of permanent move of chemotherapy suite from Alexandra Hospital to Kidderminster Hospital.

2.3 Delays to referrals / long waiting time for treatment / poor communication while waiting – 16 people

Including – Cardiology, Oncology, Rheumatology, Orthopaedics, Ophthalmology, Neurology

2.4 Disability awareness / reasonable adjustments – 3 people

Including – need for BSL interpreters for inpatients, lack of understanding and appropriate care for patient with a learning disability, patient with visual and hearing impairment not feeling listened to,

2.5 Understanding of gender identity – 2 people

Experiences of misgendering and overhearing staff comments about gender identity.

2.6 Outcome of complaints process – 2 people

Individuals unhappy with the outcome of formal complaint made to the Trust.

2.7 Remote consultations – 2 people

Unhappy that not able to see consultant face-to-face.

Other issues reported included –

- Lack of stroke clinic
- Concerns about moving services away from the Alexandra Hospital
- Concerns about having to travel to Worcester for emergency paediatric care
- Concerns about impact of not being able to visit patients due to Covid-19 restrictions
- Lack of access to the Hydrotherapy pool.

3. NHS Dentists

58 people gave us feedback about NHS Dentists. 6 people shared positive feedback about Dentists.

Issues and concerns raised included –

3.1 Being unable to find an NHS Dentist – 44 people

This included people who had been unable to access free maternal Dental treatment entitlement, parents of children who they could not register and people who told us they were in need of dental treatment. Two people told us that they had previously been registered with an NHS Dentist, but they had been de registered due to not attending during the pandemic, when they had been unable to access appointments.

3.2 Unhappy about the quality of dental treatment received – 4 people

3.3 Unhappy that practice would only carry out treatment required privately – 3 people

Other feedback -

An individual reported being unable to access emergency dental treatment at Dental Practice having been referred by NHS 111.

4. Herefordshire and Worcestershire Health and Care NHS Trust

40 people shared experiences of community and mental health services provided by Herefordshire and Worcestershire Health and Care NHS Trust. 5 people shared positive feedback about their experiences of mental health services.

Issues and concerns raised –

4.1 Mental Health services – 19 people

- **Access to appropriate support / waiting times** – 4 people
- **Waiting times for Healthy Minds** / unhappy with support – 3 people
- **Mental health support for children and young people** – 3 people
Difficulties accessing appropriate service and poor care from CAMHS.
- **Mental health support for people with addiction** – 3 people
Difficulties accessing support and communication between mental health services and Cranstoun
- **Mental health support for people experiencing homelessness** – 2 people
Lack of appropriate service / people not currently receiving support
- **Crisis support** – 2 people
Not receiving support needed when contacting the Crisis support line.
- **Eating Disorder Service** – 2 people
Quality of care and limited availability of beds

4.2 Covid-19 visiting restrictions – 3 people

Impact of visiting restrictions on patients at Inpatient Unit and lack of consistency about who can accompany to Minor Injury Units.

4.3 Neighbourhood Teams – 2 people

Unhappy with quality of care given by community nursing teams.

4.4 Waiting time for appointments for x-ray at Community Hospitals – 2 people

Other issues raised included –

- Poor experience of hospital discharge from Community Hospital
- Dissatisfaction with post-natal care from Health Visitor
- Waiting time for Physiotherapy
- Difficulty getting Occupational Therapy assessment
- Lack of Occupational Therapy support for child with Autism
- How to access diagnosis and support for child with possible ADHD
- Privacy issues when having to access sexual health clinic by phone
- Lack of satisfaction with PALS.

We also received feedback about the Community Dental Service for people with a learning disability, including waiting times for non-urgent treatment and the need to chase up re appointments, in addition to positive feedback about the quality of care.

5. Covid-19 Vaccination and Testing

21 people contacted us in relation to Covid-19 vaccination and testing. One person provided positive feedback about their experience of the vaccination centre at Malvern Three Counties Showground.

Issues and concerns –

5.1 Process for booking vaccination – 8 people

Including lack of availability of appointments, not having received notification of eligibility and lack of local telephone contact to raise queries in relation to vaccination centres.

5.2 Concerns about having the vaccination due to medical history / seeking further information and advice – 3 people

5.3 Concerns about vaccination not showing on NHS app – 2 people

Other issues raised included – lack of accessibility of Malvern vaccination centre location, poor staff attitude at vaccination centre, concerns about low uptake of vaccination from ethnic minority communities, seeking test to confirm immunity, seeking information about reasonable adjustments for young person with Autism, wanting to access Jansen vaccination and repeated false positive results on lateral flow tests.

6. Pharmacy

18 people shared experiences of Pharmacies. This included 4 people who told us about their positive experiences of the service provided by their local Pharmacy.

Issues and concerns –

6.1 Lack of privacy – 4 people

Including having to discuss and be examined in public and share personal data with others listening.

6.2 People experiencing homelessness – 4 people

Including difficulties and delays getting prescribed medication, in some cases for addiction, difficulties contacting the pharmacy by phone and lack of understanding of situation shown by staff.

6.3 Poor service – 2 people

Unhappy with staff customer service, availability of Pharmacist and appearance of the Pharmacy.

6.4 Information about services available – 2 people

Wanting more information about the services available at Pharmacies
Other issues included – lack of support from Pharmacy to help individual manage mental health medication and being unable to get specific medication prescribed.

7. Social Care

14 people gave us feedback in relation to Social Care services. One person shared a positive experience of end of life care given by a care home.

Issues and concerns included –

7.1 Quality of care in residential care homes – 4 people

Concerns about poor care received by relatives in care homes and impact of lack of visiting during Covid-19 pandemic

7.2 Quality and availability of home care – 3 people

Poor care received from provider and lack of availability of local provision.

7.3 Support for Carers – 3 people

Enquires about support available while Carer in hospital, support for long term Foster Carer and support for Carer of adult with learning disability and Autism.

Other issues included – query regarding Personal Budgets, lack of contact with Mental Health Social Worker, seeking information about how to make a complaint about Adult Social Care.

8. NHS 111

6 people gave us feedback about their experiences of NHS 111. This included long waiting times for call backs, being unhappy with the advice given, being wrongly signposted to Pharmacy, not being told that they could have pre booked appointment at a Minor Injury Unit and seeking information about NHS 111 complaints process.

9. Drug and Alcohol Addiction Services

4 people gave us feedback relating to services for drug and alcohol dependency services. This included difficulties of accessing support for those with a dual diagnosis of mental health issues and support being withdrawn due to non-attendance.

10. West Midlands Ambulance Service

4 people shared experiences of West Midlands Ambulance Service. These all related to long waiting times for Paramedics to arrive and in one case being unhappy with the quality of care provided.

11. Patient Transport Services

4 people contacted us about patient transport. 3 people wanted information about how to organise patient transport, in one case this was for an appointment for an appointment in community setting, which had previously been at hospital. One person told us about poor quality of care received when using E-zec Medical Transport.

12. NHS Complaints Procedures

3 people contacted us because they were unhappy or wanted more information about NHS Complaints processes.

13. Individual Funding Requests

2 people contacted us because they were unhappy about the outcome of individual funding requests.

14. Medical Records

2 people contacted us to enquire about the process for requesting copies of medical records – for themselves and for a deceased family member.

15. Continuing Healthcare

2 people contacted us about Continuing Health Care funding. One person reported poor quality of care funded by Continuing Health Care and

another relative was enquiring about reclaiming costs in relation to Continuing Health Care.

16. Diabetic Care

2 people contacted us about care for Diabetics. One raised concerns about the lack of Diabetic screening due to Covid-19 and the other was unhappy about a decision not to fund the Freestyle Libra 2.

17. Bowel Cancer Screening Programme

2 people gave us positive feedback about their experiences of the national Bowel Cancer Screening process.