

Wiltshire Council

Health and Wellbeing Board

7th February 2019

Subject: Healthwatch Wiltshire Campervan and Comments Tour Report

Executive Summary

I. During two weeks in September 2017 Healthwatch Wiltshire went on a tour of the county. The aim of the tour was to travel around, telling people about Healthwatch Wiltshire and asking people to share their experiences of health and social care.

During the tour, we asked local people if they had used any health or care services recently, and if so, what they thought of them.

Over the two week tour we collected 2,077 comments about people's experiences of health and care services.

We analysed these experiences and broke them down into positive, neutral or negative comments about individual health and care services. Of these comments, 1,215 (58.5%) were positive, 137(6.6%) were neutral and 717 (35%) were negative.

Key messages were:

- Overall, we received more positive comments than negative ones
- Most of those we spoke to wanted to talk to us about their GP surgery
- Waiting times to see a GP were highlighted as a concern
- Most people were happy with treatment they received from their GP
- There were more negative comments about some hospitals than others
- Comments about hospital staff attitude and approach were positive
- Communication between hospitals and other services was a concern to people
- Comments about social care services were very mixed and experiences of using them appears inconsistent
- Accessing mental health services was reported to be an issue
- Of the relatively few comments on pharmacies, a high percentage were negative
- Most people told us they were happy with their dentists

(This tour took place under our previous provider, Evolving Communities)

Proposal(s)

It is recommended that the Board:

- i) Notes the extensive engagement that took place during the tour
- ii) Notes the key messages from the Campervan and Comments tour report
- iii) Confirms its commitment to listening to the voice of local people to influence commissioning and service provision

Reason for Proposal

x . Healthwatch Wiltshire has a statutory duty to listen to the voice of local people with regard to health and social care services and then feed this back to commissioners and providers to influence change. Healthwatch Wiltshire therefore ask the board to receive our latest report, make comment and reaffirm its commitment to listening to the voice of local people.

Presenter name: Stacey Plumb

Title: Manager

Organisation: Healthwatch Wiltshire

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Purpose of Report

1. To share and highlight what local people told what Healthwatch Wiltshire during the 2 week tour so that they have their voice heard and this can be used to influence service change.

Background

2. This report shows the findings of Healthwatch Wiltshire's Campervan and Comments Tour.
3. During two weeks in September 2017 Healthwatch Wiltshire went on a tour of the county. The aim of the tour was to travel around, telling people about Healthwatch Wiltshire and asking people to share their experiences of health and social care. We also shared our Impact report with local people, highlighting our achievements over the last year.
4. We wanted to speak to local people in their own communities and to reach some groups of people that we had not spoken to much in the past. In particular, this included working people and families.
5. We hired a campervan and planned a tour which involved visiting different locations across Wiltshire. These locations included supermarkets, schools, markets, town centres, clubs and community groups.
6. The tour was publicised widely amongst our partner organisations and on social media. It gained a lot of interest and was featured several times on local radio.
7. We asked local people if they had used any health or care services recently, and if so, what they thought of them.
8. We recognise that some services may have changed since this tour and we have identified some of these in this report.

Main Considerations

9. Over the two week tour we collected 2,077 comments about people's experiences of health and care services.
10. We analysed these experiences and broke them down into positive, neutral or negative comments about individual health and care services.

Of these comments, 1,215 (58.5%) were positive, 137 (6.6%) were neutral and 717 (35%) were negative.

11. Key messages were:

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GP services

12. We received most comments about GP services. This was not unexpected as this is the most commonly used service. We received comments about 58 different GP surgeries in Wiltshire. A small number of surgeries have merged since our tour.

13. In total we received 1,321 comments about GP surgeries. Of these 57.9% comments were positive, 7.7% were neutral and 34.4% were negative.

14. Most negative comments we received concerned waiting times for appointments. This included waiting times on the phone to make an appointment, waiting times to see a specific GP and waiting times to see any GP. In general, it was felt that waiting times of about three weeks or more were not satisfactory, and a number of people mentioned waiting times of four weeks.

15. Most people gave us positive comments about the treatment they got from their GP once they had got to see them. In general, they thought that their GPs were kind, professional, gave good treatment and made the appropriate referrals.

16. We heard of a number of instances where it was felt that GPs had gone 'above and beyond' what would be expected. A very small number of instances were mentioned where people felt they didn't get the right diagnosis or treatment.

Hospitals

17. We received 567 comments about hospitals. Of these 63% comments were positive, 5% were neutral and 32% were negative. Most of the comments we received were about the three acute hospitals that are used by people from Wiltshire – the Royal United Hospital in Bath, Salisbury District Hospital and Great Western Hospital in Swindon.
18. We have looked at the negative comments and although we couldn't identify one particular area of concern, quite a number of them are associated with delays for consultant appointments.
19. The feedback about hospitals that related to maternity services and care of children was mostly very positive. Cancer treatment was another area highlighted as being good and we heard positive comments about this from people who had used all of the three main hospitals. The vast majority of comments about the attitude of staff were positive. Staff were described as being kind, caring, efficient, hardworking and helpful. This applied to the whole range of different staff working in hospitals.
20. Of the negative comments, quite a number were about waiting times to see a consultant with waits of over a year reported in some cases. Some people highlighted the impact of this on themselves and their carers. Communication and information sharing were highlighted as an area that could also be improved upon. This included issues such as test results not being shared between different hospitals, between hospitals and GPs, and between hospitals and patients. Some people told us that this had delayed further treatment and follow-up.

Social care services

21. We received 74 comments about social care services. Of these, 43% were positive, 4% were neutral and 53% were negative. These comments were about a wide range of different care services.
22. Comments about care homes and home care were mixed and people had both positive and negative things to say about different services. There was no one service that was frequently mentioned. Where people were happy about care homes, they mentioned quality of carers, good food, cleanliness and activities for residents as positive aspects of the homes. Negative comments about care homes included frequent changes in management, not enough care staff, delays in care and a lack of dignity and respect. There appeared to be a stark contrast in experiences of care homes.

Mental Health Services

23. We received 38 comments about mental health services. 47% of these were positive, and 53% were negative.
24. One concern from those we spoke to was the delay in accessing services. Waiting times of nine months were mentioned. People told us about delays in being able to see psychiatrists, psychologists, community psychiatric nurses and counsellors.

25. The majority of people said that they found staff working within mental health services to be helpful and felt that their treatment benefited them. However, we also heard a few comments from those who felt that staff were not understanding, or that the treatment they received was not appropriate to their needs.

26. Most of those who had been inpatients in Fountain Way or Green Lane said that staff had treated them well and we were also told that they thought the food was good. However, one person said that they thought support staff needed more training and another commented that they found it boring and would like to have had more to do there.

Dental services

27. We received 41 comments about dentists and 63% of these were positive. Most people said that they were able to access dental appointments, both NHS and private. However, we did have comments from several people from Warminster who had been unable to access an NHS dentist locally. These people have found NHS dentists in Bath or Frome. Some people told us they had chosen to 'go private' because they thought they got better treatment that way. Overall, the comments received about the quality of treatment from both NHS and private dentists were positive.

Pharmacies

28. We received 15 comments about 7 different pharmacies: 80% of these were negative and 20% were positive. Although this a small number of comments the percentage of negative ones is high when compared to that about other services. The negative comments were not associated with any one pharmacy. The concerns that people had were mostly about long waits for medication and prescriptions not being ready. There were also a few concerns about staff being unhelpful and there not being enough staff.

Other services

29. We received 24 comments about a variety of other health services and 62% of these were positive. There were positive comments about physiotherapists, opticians and equipment providers. Things that people thought could be improved were nonemergency patient transport, NHS 111 and podiatry services. There was mixed feedback about the ambulance service with both positive and negative comments.

Next Steps

30. Since this tour, Healthwatch Wiltshire has continued to monitor people's experiences of health and social care services and people's feedback is broadly consistent with the key messages in this report. We aim to ensure that the views that have been shared with us are used to make a difference to the way services are planned and managed.

31. Our plans include:

- Working with the GP Alliance to look at the Improved access service and hear patients views
- Establishing a consensus of realistic expectations regarding GP services.

- Prioritising mental health as an area for our work and finding out more about people's views and experiences of mental health services.
- Working with Wiltshire Council's new adult social care advice and contact team to ensure people's views are considered in this new service.
- Continuing to share anonymised information with commissioners and other regulatory bodies such as CQC to support an accurate picture of services.
- Sharing positive experiences in order to promote good practice and recognise services that are working well and what people value about them.

Appendix 1: Campervan and Comments Tour Report1

Presenter name: Stacey Plumb

Title: Manager

Organisation: Healthwatch Wiltshire

Report Authors: Stacey Plumb, Manager, Healthwatch Wiltshire
Name, title, organisation