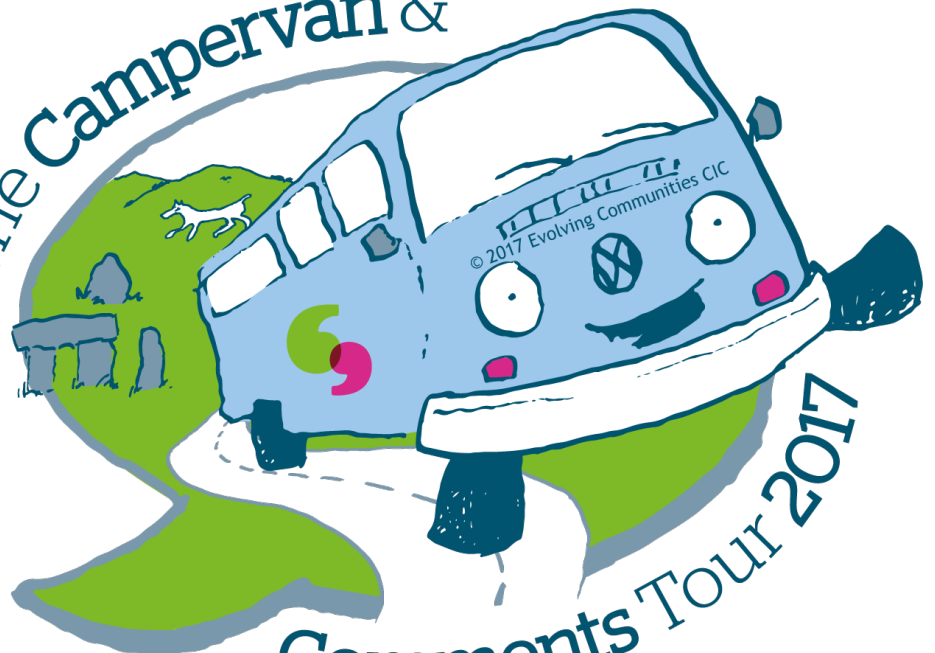




The Campervan &



Comments Tour 2017

What you told us



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Introduction & background

This report shows the findings of Healthwatch Wiltshire's Campervan and Comments Tour.

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 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.

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.

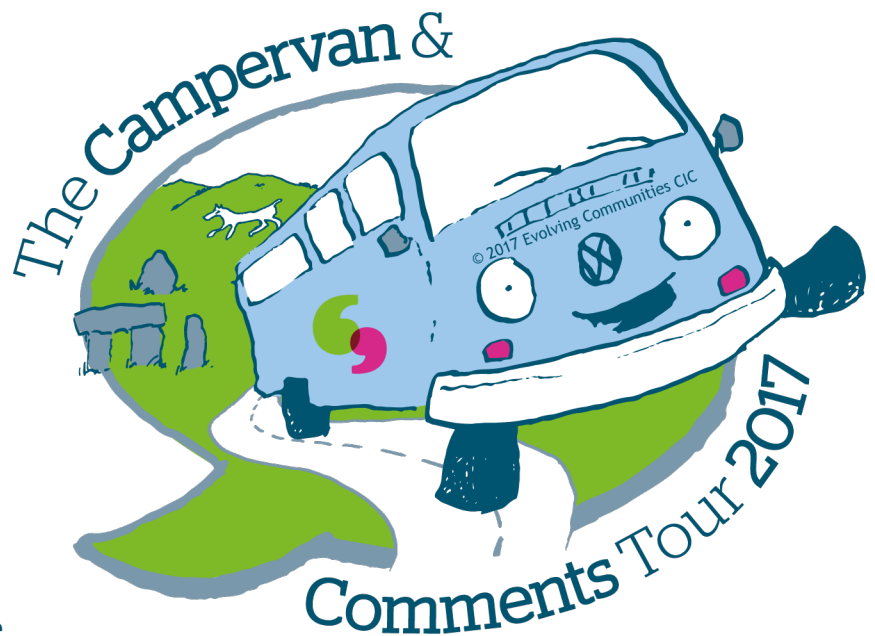
The tour was publicised widely amongst our partner organisations and on social media. It gained a lot of interest and was featured several times on local radio.

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

We recognise that some services may have changed since this tour and we have identified some of these in this report.

Healthwatch Wiltshire's team of committed, trained volunteers supported this engagement by attending events, carrying out interviews and by entering people's responses into a database. They contributed a huge amount of support, time and enthusiasm to this project.

(This tour took place under Healthwatch Wiltshire's previous provider, Evolving Communities.)





What people told us

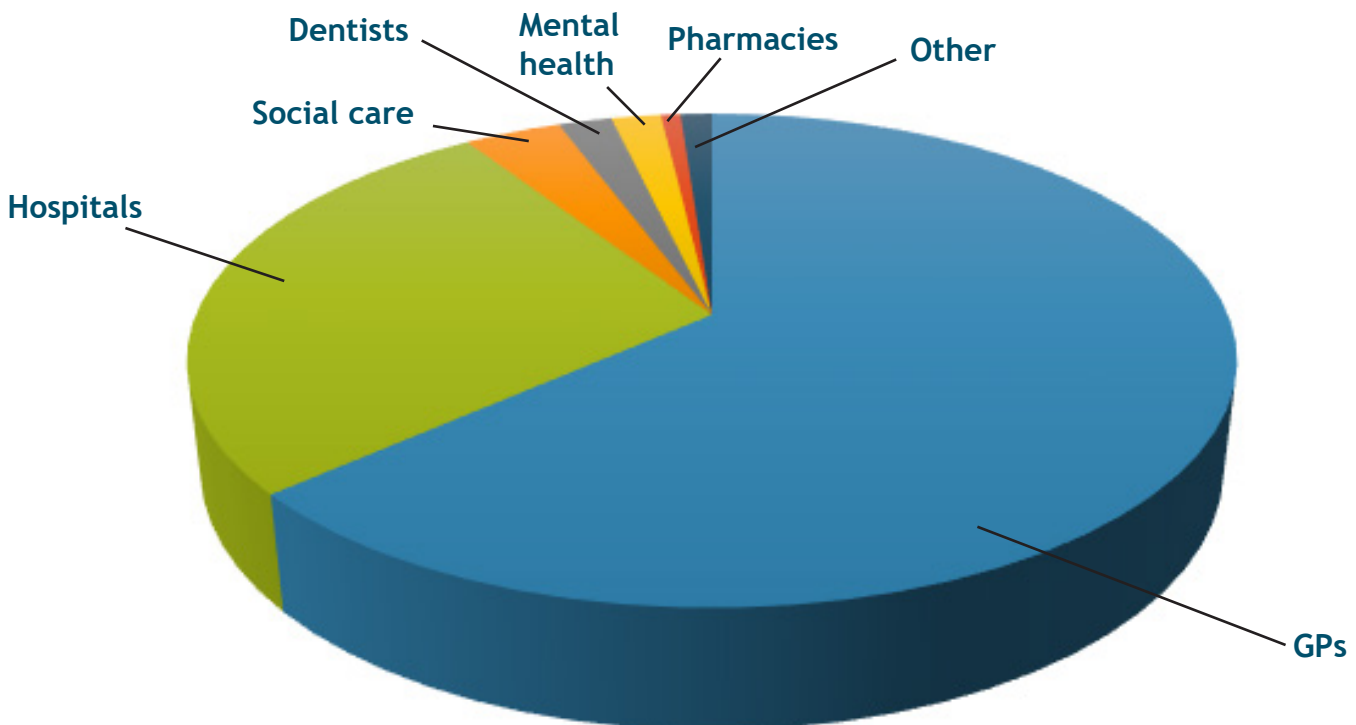
Over the two week tour we collected **2,077** comments about people's experiences of health and care services.

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.

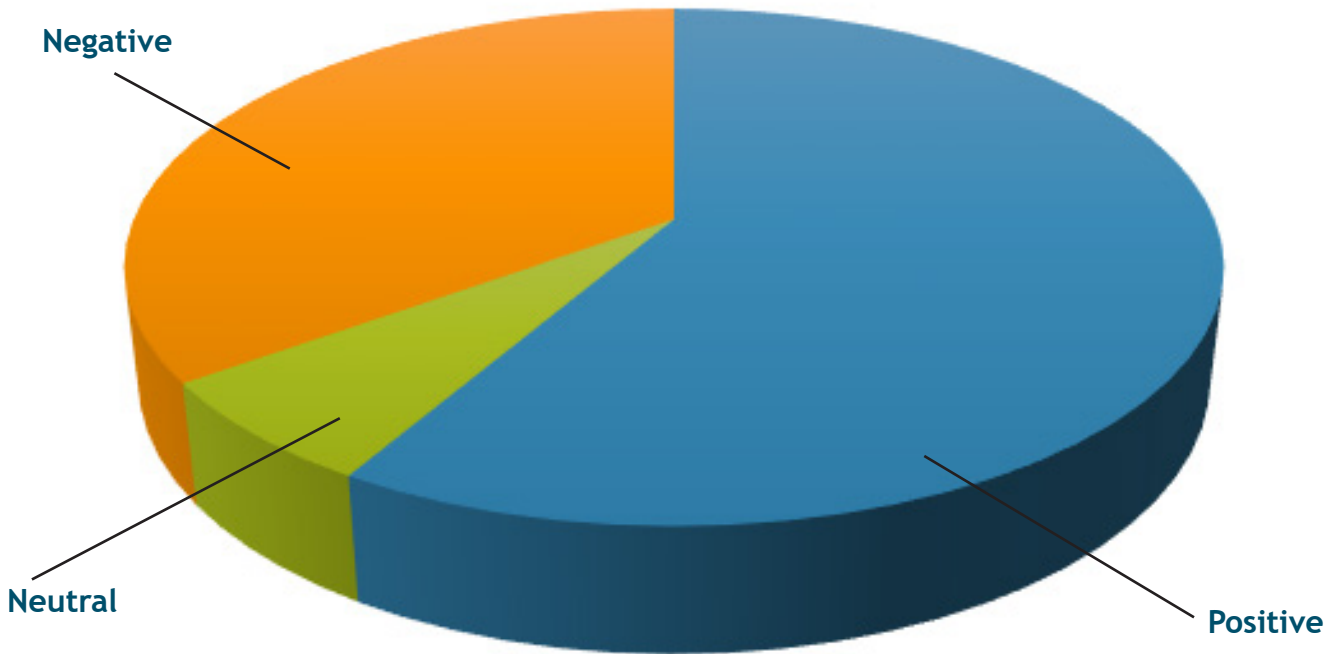
The table shows the breakdown of comments we received about different types of services.

| Service type | Total comments | Positive | Neutral | Negative |
|---------------|----------------|----------------------|-------------------|------------------|
| GP | 1,320 | 764 (57.9%) | 102 (7.7%) | 454 (34.4%) |
| Hospitals | 567 | 357 (63%) | 27 (4.8%) | 183 (32.3%) |
| Social Care | 74 | 32 (43%) | 3 (4.1%) | 39 (52.7%) |
| Dentists | 41 | 26 (63.4%) | 5 (12.2%) | 10 (24.4%) |
| Mental Health | 38 | 18 (47%) | 0 (0) | 20 (53%) |
| Pharmacies | 15 | 3 (20%) | 0 (0) | 12 (80%) |
| Other | 24 | 15 (62.5%) | 0 (0) | 9 (37.5%) |
| Totals | 2,077 | 1,215 (58.5%) | 137 (6.6%) | 727 (35%) |

Comments per service type



Comments breakdown



Key messages

- 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

The aim of this report is to get an overall picture of experiences across Wiltshire and identify common themes. Therefore, we have not identified many specific services in this report. This information is, however, available to commissioners of services, on request.

GP services

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.

We have compared what people told us about GP surgeries to more recent feedback we have received from local people and have not found any significant differences in the key messages.

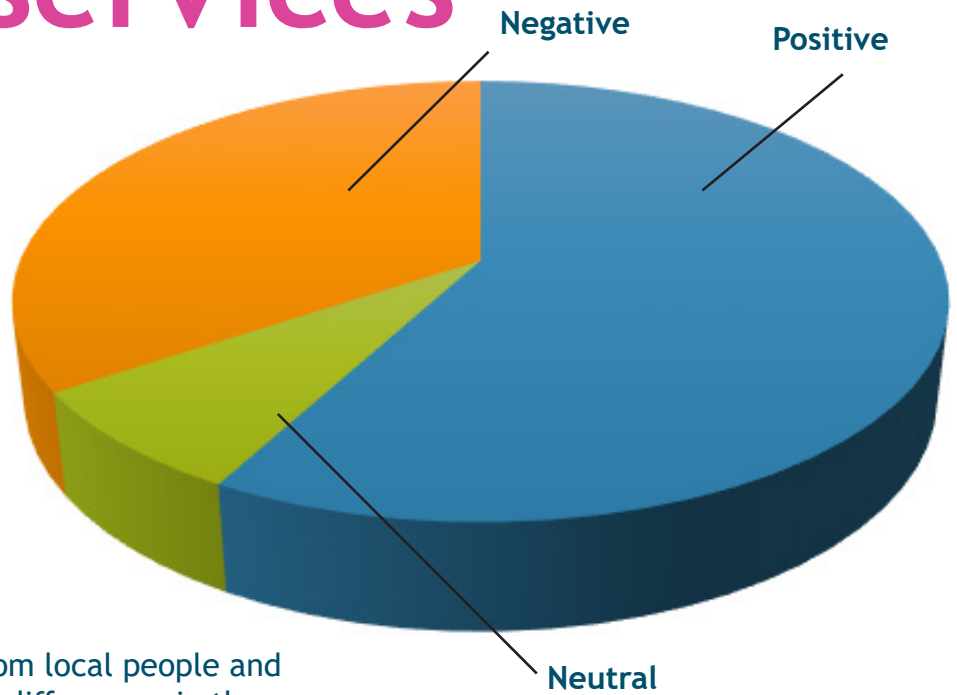
In total we received 1,321 comments about GP surgeries. Of these 57.9% comments were positive, 7.7% were neutral and 34.4% were negative.

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.

Those who mentioned waiting times of under two weeks and for a routine appointment generally commented positively about that and felt this was reasonable. Most people said that they could get to be seen quickly if it was urgent.

Although waiting times were an issue that seemed to affect many GP surgeries, there was a variance in people's responses. There were a few surgeries where we received more positive comments about waiting times; these included Burbage, The Old Orchard and Tisbury Surgeries.

Some people told us that they would prefer to see a regular doctor, particularly if they had



This GP surgery is excellent. No long waiting times for appointments! Absolutely brilliant! (Tisbury patient)

Seeing a GP can take three to four weeks unless urgent. If you have a child who is sick you are told to ring in the morning for an appointment but you never get through. It is a nightmare to try to get through on the phone in the morning. However, when you get to see the doctors they are very good.

a long-term health condition. Most others said that they were happy to see any doctor.

People talked about being asked to see a nurse in the first instance, and there were mixed views about this. Some said that they would prefer to see a doctor and felt that this was often a waste of time as the nurse often needed to refer them on to the doctor anyway. However, others talked very highly of their experience seeing a nurse and said that they had been able to provide the right treatment very quickly.

We also received very positive feedback about specialist clinics and nurses, such as diabetes nurses and were told by several people that they had regular checks from their nurse and were given useful advice.

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.

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.

We were told about other aspects of GP surgeries. Difficulty getting through on the phone was an issue that was frequently mentioned. People were particularly frustrated if they had waited a long time for the phone to be answered, and then told that they would need to ring back the next day. Several people said they now visited the surgery in person to book an appointment as this was quicker and easier than phoning. There were several comments that some phone systems made it difficult for working people to make appointments.

There was mixed feedback about GP receptionists. Some people mentioned they were abrupt and a barrier to getting an appointment. But others felt that theirs were kind and helpful. It was reported by some that they didn't like having to discuss the nature of their illness with the receptionist; this was more pronounced where people didn't feel the reception area was private.

People told us that they felt GP surgeries were working under a lot of pressure and that this had increased in recent years. There was concern about how they would cope with increasing populations in some areas, such as Westbury and Royal Wootton Bassett.

Took my daughter down, thought I was seeing a doctor - saw a nurse practitioner and was not what I wanted. She couldn't help me - didn't really know what she was doing.

Excellent service. If you need to be seen urgently you will be given an appointment, if not, three weeks for non-urgent. No problems but GPs working under such pressures these days.
(Corsham patient)

When we really needed them, they were there. My daughter had croup, I rang the doctor and they called an ambulance but also the doctor came straight out to my house. The doctor was with me within 10 minutes.
(Tidworth patient)

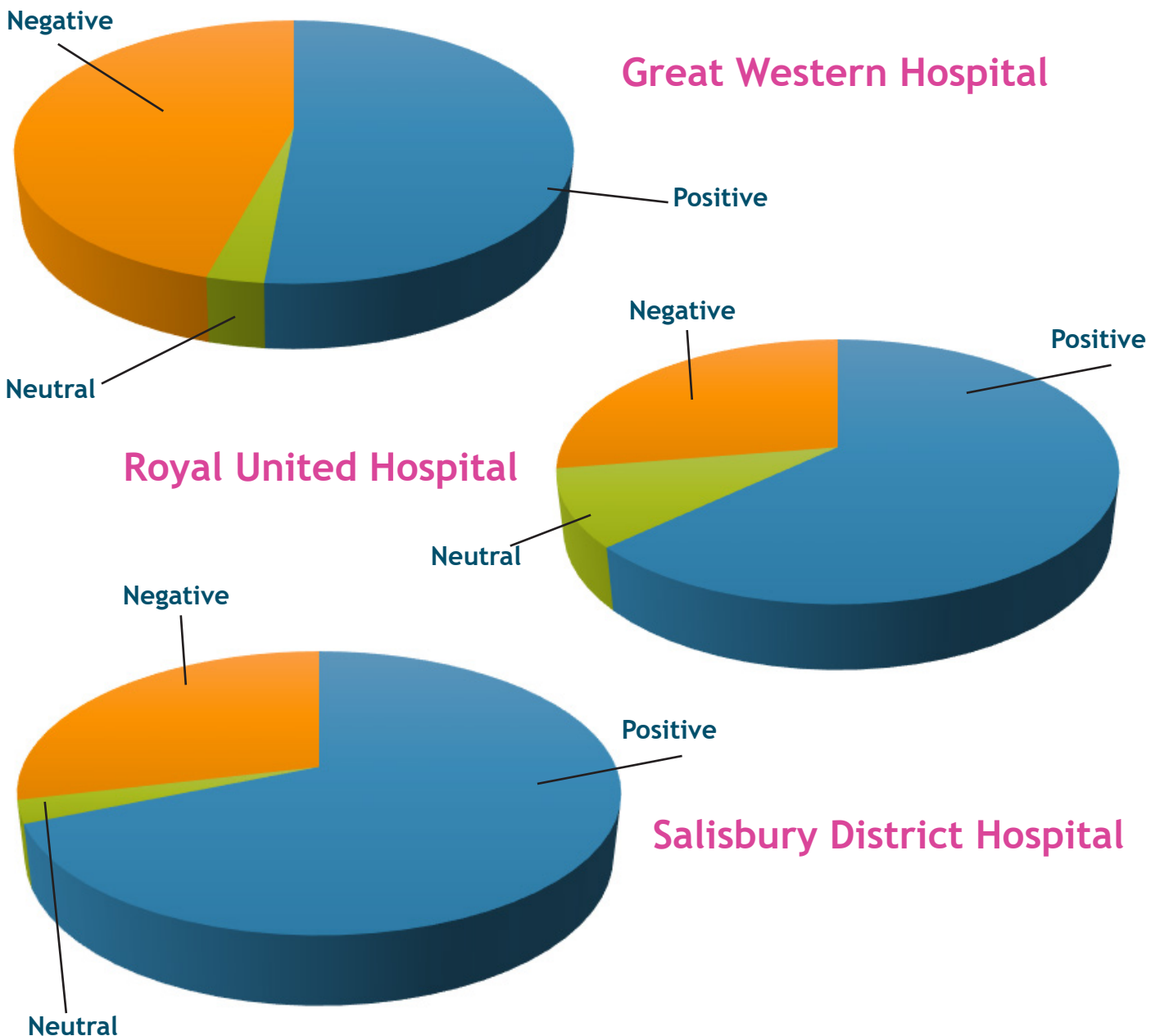
Hospitals

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.

The table on page 9 shows a breakdown of the comments received about each of these hospitals. As the table shows, there was a greater percentage of negative comments about the Great Western Hospital than about the other two hospitals.

We have looked at these 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.



| Hospital | Total comments | Positive | | Neutral | | Negative | |
|---------------------------------|----------------|------------|------------|-----------|-----------|------------|------------|
| Great Western Hospital, Swindon | 107 | 55 | 51.4% | 3 | 2.8% | 49 | 45.8% |
| Royal United Hospital, Bath | 127 | 80 | 63% | 12 | 9.5% | 35 | 27.5% |
| Salisbury District Hospital | 230 | 158 | 68.7% | 6 | 2.6% | 66 | 28.7% |
| Totals | 567 | 293 | 63% | 21 | 5% | 150 | 32% |

I had three children born in Trowbridge - excellent experience. All midwives lovely, very good quick action when daughter needed referral to RUH. Good experience on children's ward at RUH. Everyone was friendly.

Double hip replacement - excellent service and aftercare.

Whenever I have been there the nurses and consultants were amazing - so very caring and efficient which is what we all want.

Oncology very nice, 100% good. Now on three months appointment. Travel from Tisbury to Salisbury Hospital is good.

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.

Most people were positive about the medical treatment they received in hospital, talking about their experience of lots of different scans, treatments and operations and saying they thought that the quality of this treatment was good.

Hospitals (continued)

Our GP referred my husband for respiratory service in January 2017 only just received an appointment for end of September. Been told short of consultants and only seeing patients who should have been seen in March 2017. Meanwhile I have had to look after my husband being poorly since January until September - far too long a wait.

They were a little slow on the ward - they seemed very busy.

Consultants, surgeons, nursing staff - all excellent, but poor communication between staff in each hospital and between staff from different hospitals this caused real problems in my husband receiving treatment and his eventual discharge.

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.

Concern was expressed about staffing levels in hospitals and it was commented that staff were often very busy. This particularly applied to nursing and care staff. People said that they thought that the quality of care on wards was not as good as it should be because of this. However there was an understanding that this was due to pressure of work.

Communication and information sharing were highlighted as an area that could 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.

A small number of people we spoke to highlighted things that had gone wrong with their treatment. Where people had raised this, the feelings about how their concerns were responded to was quite mixed.

Other concerns mentioned included parking, delayed discharges and delays getting medication.



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Social care services

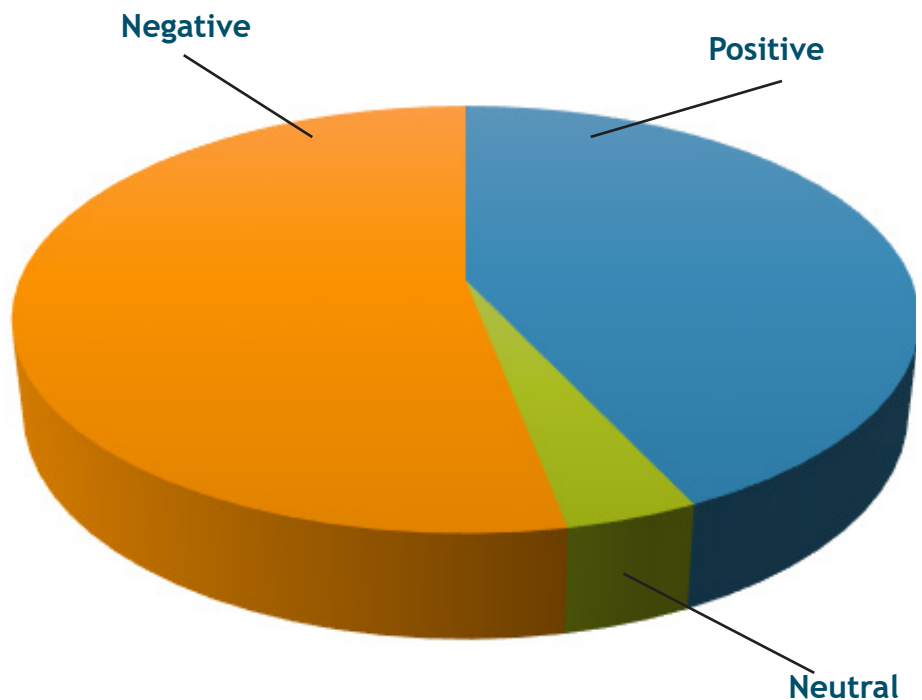
We received 74 comments about social care services. Of these, 43% were positive, 4% were neutral and 53% were negative. These comments were about a wide range of different care services.

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. Some people also mentioned concerns about the quality



She has settled in very well and is happy there. Food is good. Care is very good, nurses and carers from many countries and all good with her... Plenty of activities, and there is a full and varied programme. Now not falling as much as when at home.

Really bad experience - referred to by room number and not personalised, air mattress deflated overnight. Staff came to change but didn't speak to them at all.

I had a difficult time trying to find home care in Fovant. I was told that Shaftesbury was too far away, and I rang every agency in Salisbury. My mum had to go into respite care - which she had to pay for - because we could not find any home care.

Memory cafe and singing for the brain very helpful.

Health trainers - I have lost weight with them. I am really pleased.

The occupational therapists gave me adaptations for the bathroom. This was really helpful and the grab handle on the wall made a lot of difference.

of some home care agencies and difficulty finding home care agencies in south west Wiltshire was also highlighted.

We spoke to people who have requested help from Wiltshire Council Adult Care Services and did not feel that they had received the support they needed.

We recognise that Wiltshire Council has introduced a new adult social care advice and contact team since our tour; we have not yet received any feedback about this. However, there were some positive comments about occupational therapy which had been accessed through the initial contact with the adult care team.

We received positive comments about dementia care, some support services for people with learning disabilities and about health trainers.

I care for my father who is self-funding. I rang to ask for information, direction, etc. They totally refused to help or advise me as my father was self-funding. I was told to consult Google for the information. I went online to buy equipment (raised toilet seat, etc) and I was then told by the hospital occupational therapist that I bought the wrong one. How was I to know what was the best? No help or support for self-funders and I have had such a stressful time.



Mental health services

We received 38 comments about mental health services. 47% of these were positive, and 53% were negative.

One concern from those we spoke to was the delay in accessing services. Waiting times of nine months were mentioned.

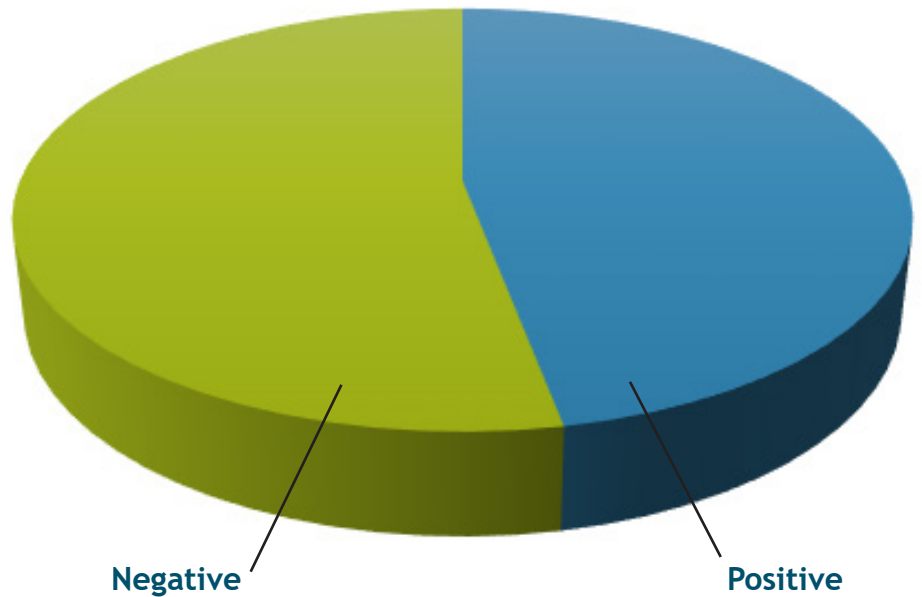
People told us about delays in being able to see psychiatrists, psychologists, community psychiatric nurses and counsellors.

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.

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.



Slow. Waiting for a community psychiatric nurse for 9-10 months. Waiting for an appointment for six months for PTSD personality disorder. I need them when I'm having an episode.

Happy with treatment and staff treated me well.

One-to-one with psychiatrist very good and helped me improve my confidence.

There for seven weeks. I found it very boring. I spent all the time walking round and round. There was only a few things going on they weren't really interesting to me.



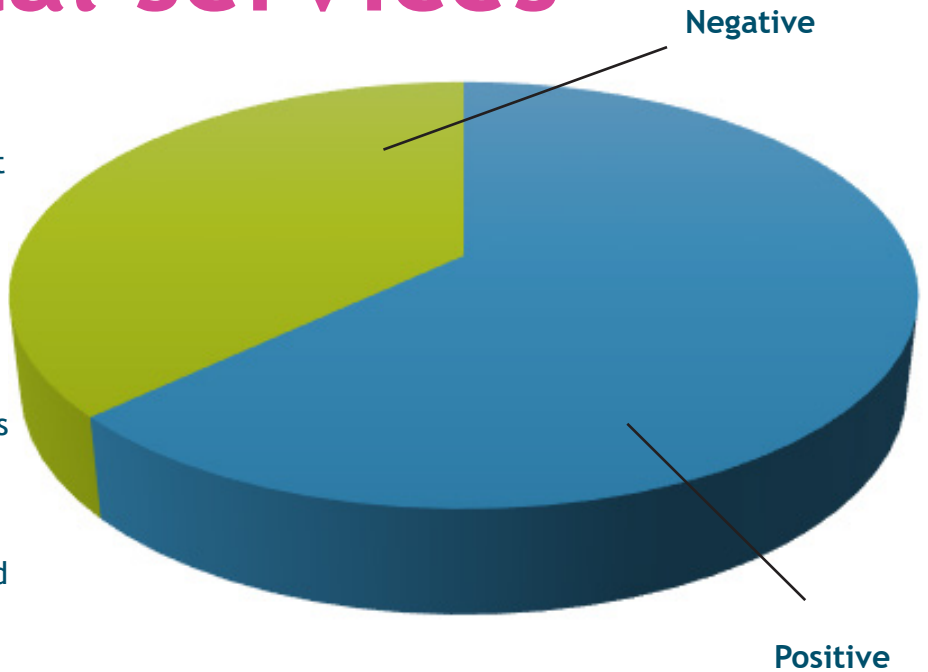
Dental services

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.



The dentist is OK but I have to travel to Frome as there are no NHS dentists in Warminster.

Use through the NHS. Really good. Good thing is that they do treatment needed during check-up so that you don't have to go back.

Pharmacies

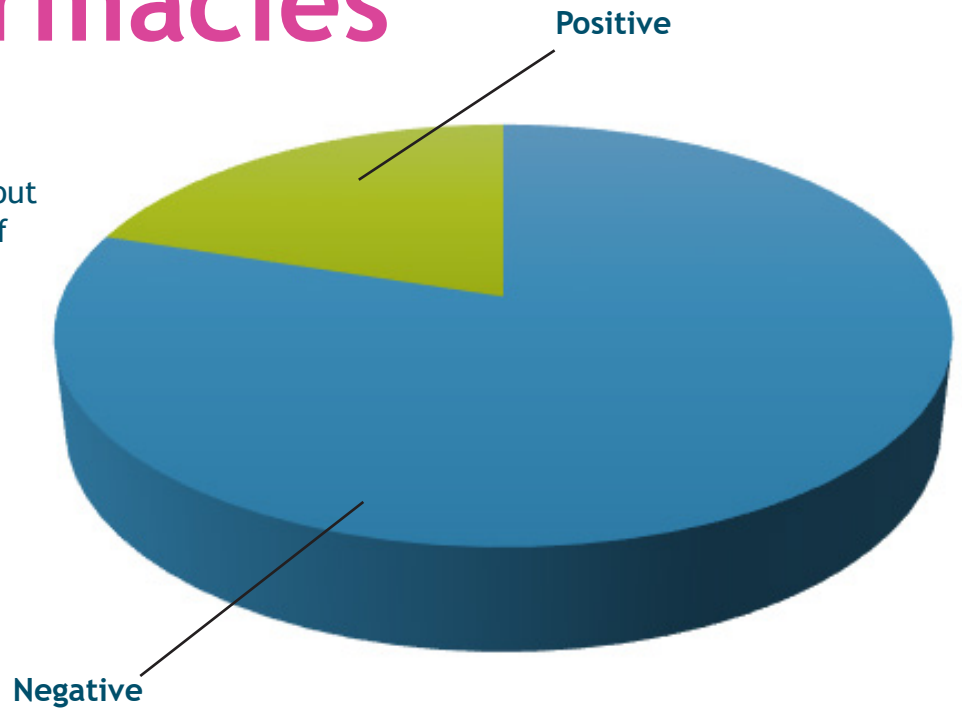
We received 15 comments about 7 different pharmacies: 80% of these were negative and 20% were positive.

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.



There is a problem with repeat prescriptions. I needed a repeat prescription for a condition but it wasn't ready when it should have been. I went the next day and it was still not ready and had to wait. I am on regular medication but the pharmacy has problems getting it. Even the pharmacist complains that they do not have enough staff.

My pharmacy were able to fulfil prescription requests from GP surgery on short notice.



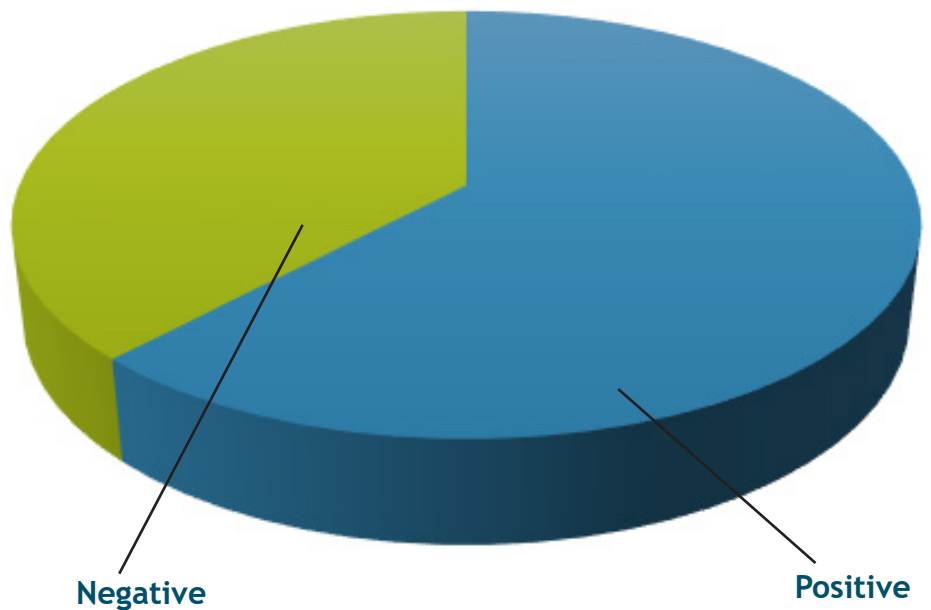
Other health services

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 non-emergency patient transport, NHS 111 and podiatry services.

There was mixed feedback about the ambulance service with both positive and negative comments.



The physiotherapist was brilliant, plenty of time to listen to what was wrong. The physiotherapist explained things... I was given exercises to do and was told to come back in three weeks. I am very happy with her approach and she was very helpful.

I have a urinary catheter and every time it becomes blocked I have to phone 111. Often the operator does not understand my needs. Could we have a dedicated phone line for this situation which covers out of hours?

Paramedics came out quickly - all very good.

Update & next steps

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.

Our plans include:

- Working with the GP Alliance with the aim of improving access to GPs.
- 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.





Responses

We have received the following responses to our report.

Wiltshire Clinical Commissioning Group (CCG)

“We’re proud of the service provided by Wiltshire GP practices; indeed the Care Quality Commission has awarded 94% of our practices a rating of ‘Good’ or ‘Outstanding’, which is much higher than the national average.

“But it’s becoming more and

more difficult for GP practices across the country to keep up with the demands of our changing population, and retaining and recruiting GPs into Wiltshire is becoming a struggle.

“People’s feedback through this Healthwatch Wiltshire report is always welcome

and, on the whole, generally supportive. We recognise many of the comments made in this report, and will continue to do all we can to ensure Wiltshire people get the very best from their local GP practice.”

Dr Richard Sandford-Hill
Chair

Wiltshire Council

“We aim to ensure there is a sufficient supply of high quality care services in Wiltshire and work with care providers to develop new services where there are gaps.

“There are particular challenges in the south of the county, where it is harder to recruit and retain staff.

“We are working to promote the value of social care as a career, to help providers with the recruitment challenge.

“If people have specific concerns about the quality of care being provided, it is important that they let the council know so that these concerns can be investigated and rectified.

“We aim to provide helpful and timely advice to everyone who contacts us regardless of whether they pay for their own care or not.

“In order to improve our service and ensure we are

meeting customer and carer’s needs we have created a dedicated Advice and Contact team which includes specialist Information Officers working alongside Social Workers and Occupational Therapists to ensure that we are providing the right information at the right time.”

Emma Legg
Director of Adult Care Operations; Access and Reablement

Great Western Hospitals NHS Foundation Trust

“The feedback we receive from Healthwatch Wiltshire is very valuable in providing us with a clear view as to what we’re doing well and in what areas we need to do better.

“We are going through a refresh of our Trust strategy to focus on areas of improvement and we will be using this feedback to help shape our priorities over the next few years.

“Thank you to everyone who took the time to tell us what they think.”

Kevin McNamara
Director of Strategy and Community Services



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