



HEALTH AND WELLBEING BOARD: 17 NOVEMBER 2016

REPORT OF HEALTHWATCH LEICESTERSHIRE

SUMMER TOUR 2016

Purpose of report

1. The purpose of this report is to present the findings of Healthwatch Leicestershire's (HWL) Summer Tour Campaign, that saw HWL listen to members of the public at various locations across the county.

Policy Framework and Previous Decisions

2. The designed version of the summer tour report will be distributed to a wide range of stakeholders and copies will be distributed at the meeting.

Background

3. The HWL summer tour provided local people an opportunity to meet the team, hear about Healthwatch and receive information as well as sharing their opinions and experiences of services.
4. Through July, August and September 2016 HWL spoke to **442 members** of the public and **389 surveys** were completed across 19 events, working with various public, statutory and voluntary sector stakeholders. The survey was also made available online.
5. The essence of the HWL survey was to take a snap shot of people's last experience of using a health or social care service. The questions allowed respondents to share what was good about their last experience of using a service and to say what could be improved.

Emerging findings

What was good about your experience?

6. **The most common theme - Friendly and helpful** - The most common theme to emerge from our findings was that patients thought healthcare staff were friendly and helpful. Across many services, patients told us that the standard of helpfulness and friendliness was greatly appreciated. Many patients felt that they had received a good level of professionalism when using services and that many GP's and nurses demonstrated real concern for their wellbeing.

7. During our summer tour we found that overall, more and more people are praising the efforts of GP's, consultants, nurses and healthcare professionals for their service. Our findings show that the majority of respondents rated their last experience of services as excellent.
8. We wanted to know what patients thought was good about their experience of using services.

Table 1 below shows the emerging common themes:

GP - based on 114 comments	Hospital - based on 82 comments
<ul style="list-style-type: none"> • Helpful, polite and friendly staff • Acquired on the day appointment • Received full attention from GP • Empathetic GPs and nurses 	<ul style="list-style-type: none"> • Friendly, helpful and professional staff • Received good explanations of illness • Caring and efficient staff • Timely and efficient service during visit
Dentist - based on 38 comments	Pharmacy - based on 14 comments
<ul style="list-style-type: none"> • Friendly and caring staff • Trained and professional staff • Explanation of treatment was good 	<ul style="list-style-type: none"> • Helpful staff and timely service • Good customer service
Help at home - based on 4 comments	Urgent care - based on 10 comments
<ul style="list-style-type: none"> • All round supportive service 	<ul style="list-style-type: none"> • Good nurses • Efficient service with helpful staff
Opticians - based on 17 comments	Day centre - based on 2 comments
<ul style="list-style-type: none"> • Friendly, informative and helpful staff • Efficient and professional staff 	<ul style="list-style-type: none"> • Supportive staff for a much needed service

- *“Caring staff on the phone of NHS 111 and at the hospital. It was a reasonable waiting time at A&E and was particularly good at dealing with my distressed toddler”. 25-34 years, Charnwood*
- *“It was good that I was able to choose where I had my treatment. I have always had a good service at appointments”. 55-64 years, Hinckley & Bosworth*
- *“My whole experience with the NHS has been excellent throughout my lifetime”. 75 years, Melton*
- *“Staff were very attentive and the diagnosis and treatment was very quick in solving issue. I felt as if they really cared about my well being”. 65-74 years, Charnwood*

What could be improved?

9. **The most common theme - Waiting times and access** - The most common theme to emerge from our findings was a desire to improve waiting times to access services and receive treatment. Patients told us that the length of time they had to

wait to see a hospital consultant is too long. Patients felt that the GP could have referred them to a specialist at an earlier stage. However once referred by the GP, the length of time that a patient would wait to see a consultant could be months. During which time their condition may deteriorate and their worry and concern for their wellbeing increases.

10. Patients told us that there are still issues in obtaining a timely GP appointment, with many people explaining that queuing outside their surgery in the morning before the doors open does not guarantee an appointment. One patient who suffers with podiatry mobility issues due to swollen feet told us that they had to walk to the surgery to make an appointment at 8am, walk back home, only to make the same journey an hour later for their appointment.
11. We wanted to know what could be improved to provide a better experience of using services.

Table 2 below shows the common emerging themes.

GP - based on 97 comments	Hospital - based on 67 comments
<ul style="list-style-type: none"> • Access to a timely appointment • Waiting times for an appointment • GPs to listen to patients better • Seeing the same GP • Introduce GP hubs in the county • Holistic support to deal with a range of issues 	<ul style="list-style-type: none"> • Waiting times to see a consultant • Greater number of staff • Bedside manner of staff • Better liaison between hospital and GP
Dentist - based on 26 comments	Pharmacy - based on 6 comments
<ul style="list-style-type: none"> • Cheaper prices for treatments • An emergency dentist in the county 	<ul style="list-style-type: none"> • More stock of medicine frequently prescribed by GP • Better communication between GP and pharmacy
Help at home - based on 4 comments	Urgent care - based on 7 comments
<ul style="list-style-type: none"> • Carers to arrive on time • Longer visits from the paid carer 	<ul style="list-style-type: none"> • Waiting times

- *“My temporary problem became permanent. I have an issue with my toes and received an operation to fix them. I was a keen runner and I am now unable to run and was told that I will never be able to run for fitness. Although I was told that there is a 5% chance that things could go wrong, I would like to have been told what would happen if like me you fall into the 5% as it has changed my life forever”. 55 - 64 years, Harbourough*
- *“Waiting times for appointments at the GP’s are too long and the telephone service is poor. I am an elderly lady and I do not have any transport, which makes it harder for me to get to the GP at 8am in order to queue up outside and wait for an appointment, only to go home and come back again for the actual appointment time”. 55 - 64 years, Harbourough*
- *“I was at home and had a fall, I had knocked my head slightly. The ambulance was called which took a while to get here and my experience*

with the paramedics was not very good. I am over 65 years old, I just had a fall and I was asked if I wanted to go to hospital or not. I think that the paramedics should have been able to make that judgement". 65-74 years, Hinckley & Bosworth

- *"I think the only area that could be improved is the efficiency of the ambulance transport on the return leg of the journey. We had to wait 3 hours for transport home for my mother who is 80 years of age". 45-54 years, Blaby*
- *"NHS 111 booked the appointment at the urgent care centre for 12.30 but when I arrived, there was a massive queue and I had to wait for about 2 hours to be seen by the doctor. So what was the point of NHS 111 making an appointment when I still had to wait that long". 65-74 years, Blaby*

Findings

12. 14% of respondents told us they were carers or that they cared for someone.
13. We then asked how difficult is it to find time to get treatment and/ or support for themselves, for example, to make appointments or take a break from caring. Below is what respondents told us.
 - Extremely difficult 18%
 - Very difficult 14%
 - Moderately difficult 38%
 - Slightly difficult 6%
 - Not at all 24%
14. We asked respondents which health or social care service they last visited. The top 5 most visited services were:
 - GP's 41%
 - Hospitals 25%
 - Dentist 13%
 - Opticians 6%
 - Pharmacy 4%
15. 302 respondents reported visiting a service within the last 3 months.
 - 1-2 weeks 41%
 - 1-3 months 37%
 - 3-6 months 10%
 - 6-12 months 6%
 - Over a year 6%
16. We asked respondents how they would rate the following attributes on a scale where 1= poor and 5= excellent. 157 respondents rated waiting times between 1-3, which is the lowest from all the categories.
 - Waiting times 3.68 average
 - Information about treatment - 4.30 average
 - Quality of treatment - 4.30 average
 - Staff attitude - 4.34 average

- Quality of care - 4.34 average
- Dignity and respect - 4.36 average
- Cleanliness - 4.46 average

17. Over 50% of respondents rated their overall experience as 5 out of 5 (on a scale where 1= poor and 5= excellent).
1. 4% Poor
 2. 3%
 3. 18%
 4. 24%
 5. 51% Excellent

Recommendations to the Health and Wellbeing Board

18. The Health and Wellbeing Board is asked to:
- I. Note the findings and to urge partners to consider any actions for improvement of the service and the system as a whole outlined in the findings report.
 - II. Suggest stakeholders that would welcome the presentation of this report.

Officer to Contact

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Relevant Impact Assessments

Equality and Human Rights Implications

1. Healthwatch Leicestershire is aware that the Public Sector Equality Duty (PSED) applies to all functions of public authorities that are listed in Schedule 19 Equality Act 2010. Schedule 19 list does not include Healthwatch England or Local Healthwatch organisations, however as bodies carrying out a public function using public funding we are subject to the PSED general duty.
2. Healthwatch Leicestershire is committed to reducing the inequalities of health and social care outcomes experienced in some communities. We believe also that health and social care should be based on a human rights platform. We will utilise the Equality Act 2010 when carrying out our work and in influencing change in service commissioning and delivery.

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