

TITLE	Healthwatch Update
FOR CONSIDERATION BY	Health Overview and Scrutiny Committee on 18 November 2014
WARD	None Specific

Q2 Update for HOSC - 18.11.14

Summary of key issues by service type

Hospital Services	<ul style="list-style-type: none"> • Discharge from maternity ward only to suffer with health issues that required further hospital treatment - 2 cases • Poor communication in that the patient felt the staff's command of English wasn't sufficient - 2 cases • Appointments, patients having to chase the hospital several times for their promised follow up appointment - 2 cases • Hospital records management - 2 cases • Complaint about the way podiatry services treated son who has autism
GPs	<ul style="list-style-type: none"> • Access to appointments - numerous • Misdiagnosis that was only rectified later - 2 cases • Celiacs get a prescription to access 14-16 units of Gluten Free food a month - CCGs are looking to reduce this to 8 units • Communication breakdown between NHS 111 and GP which caused distress for patient • Individual with sight and hearing impediment having difficulty accessing facilities in numerous ways at Wokingham Medical Centre • Complaint about the process for appointments for a vulnerable older person at the Wokingham Medical Centre • Complaint about people in sheltered accommodation being asked by nurse from Wokingham Medical Centre who was carrying out care plans was asking residents to sign do not resuscitate forms
Finance	<ul style="list-style-type: none"> • Local residents unsure about entitlements and liability in regard to care costs - 14 cases

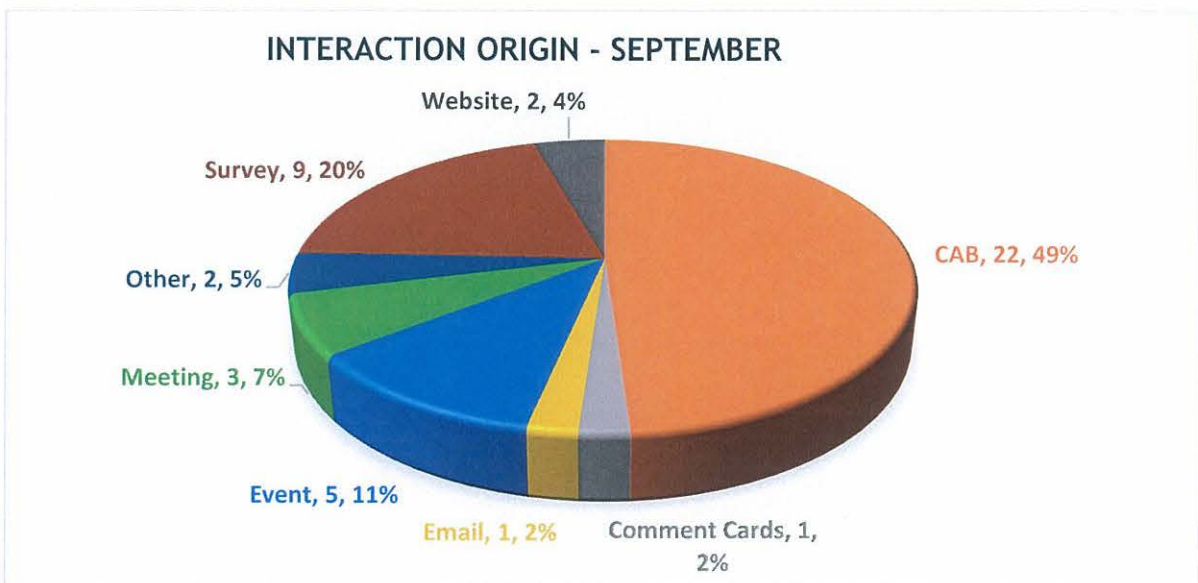
GPs/CCG and Hospital Services once again dominate the service providers reported in September. They receive a mixture of negative and positive sentiments. What stands out

particularly is the 5 reported issues for the **Royal Berkshire Hospital**, all of which have a negative sentiment. Each reported issue was different.

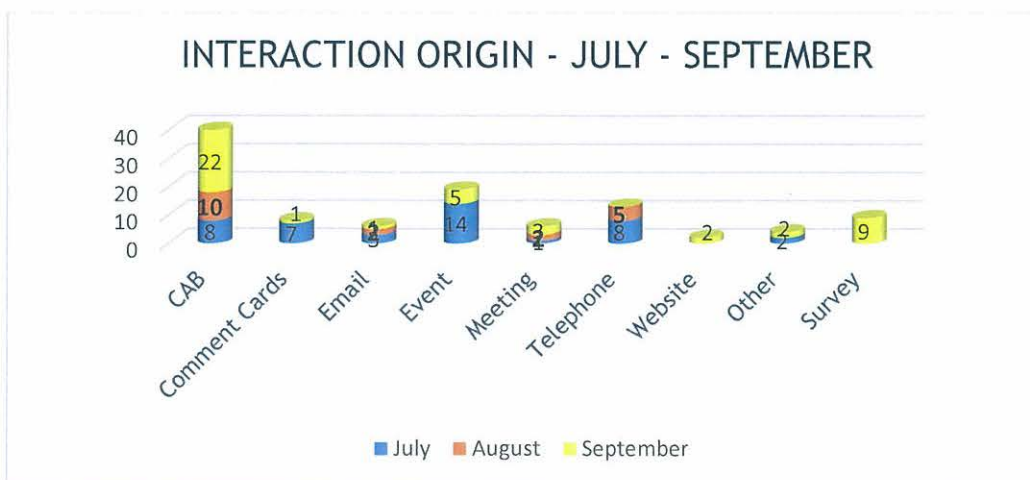
For the reporting period July-September once again **GPs** and **Hospital Services** dominate with over 65 % of the total reported issues, with 85 % of the comments having a negative sentiment and 15 % a positive sentiment. **Royal Berks Hospital** was mentioned on 11 occasions, each time with a negative sentiment. Each reported issue was of a different nature.

Where does our data come from?

Of the issues reported in August, 49 % of the data for this report came from people who contacted the CAB. 20% came from survey responses. The remainder of responses came from events, meetings, email, comment cards, Healthwatch Wokingham website and other.



For the 3 month period July-September. The number of issues reported through the CAB has grown month on month. For the 3 month period the CAB total was 37 % of the total. 17% of issues originated from a Healthwatch Wokingham event and 12 % from via the telephone to the help desk.



Healthwatch Helpline dealt with 9 web/e mail enquiries and 11 Speak Out forms. A total of 73 telephone calls were made to 0118 418 1 418, with an average length of time spent dealing with an enquiry being 60 minutes, No. of calls signposted 16

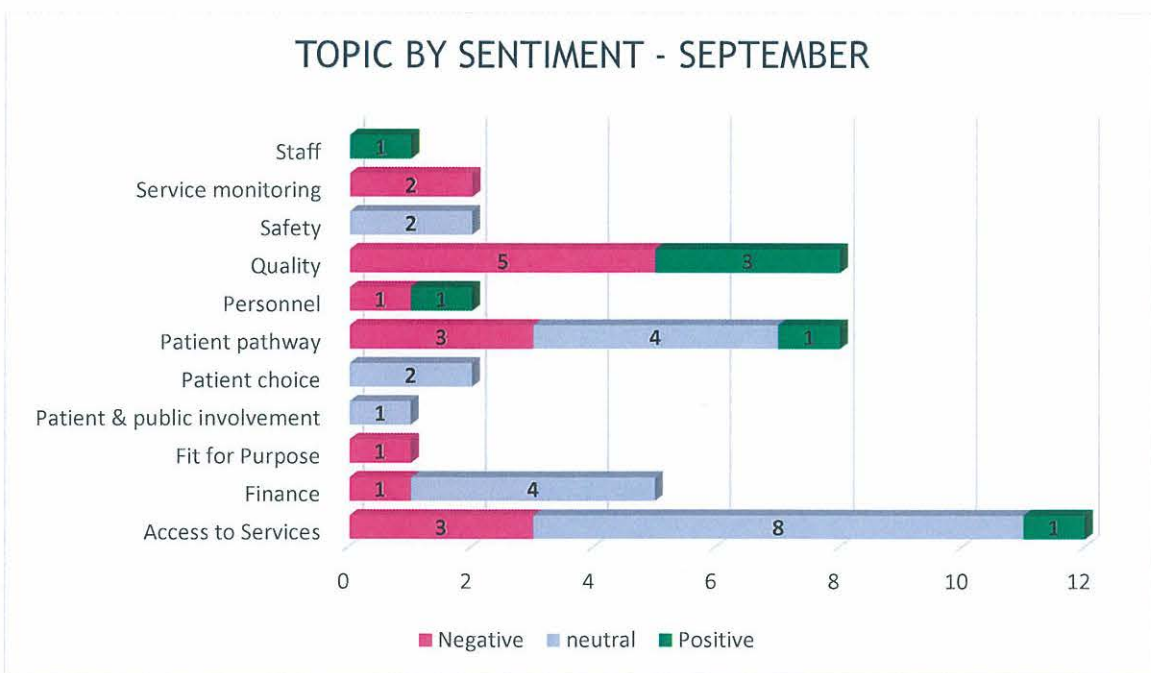
What issues were reported?

Topics are broad categories of issues, giving a general idea of the subject of comments received. We also record the 'sentiment' of comments, as for example, a comment could be positive or negative.

The most comments related to **Access To Service**, 27 %, **Patient Pathway**, 8 % and **Quality**, 8 %.

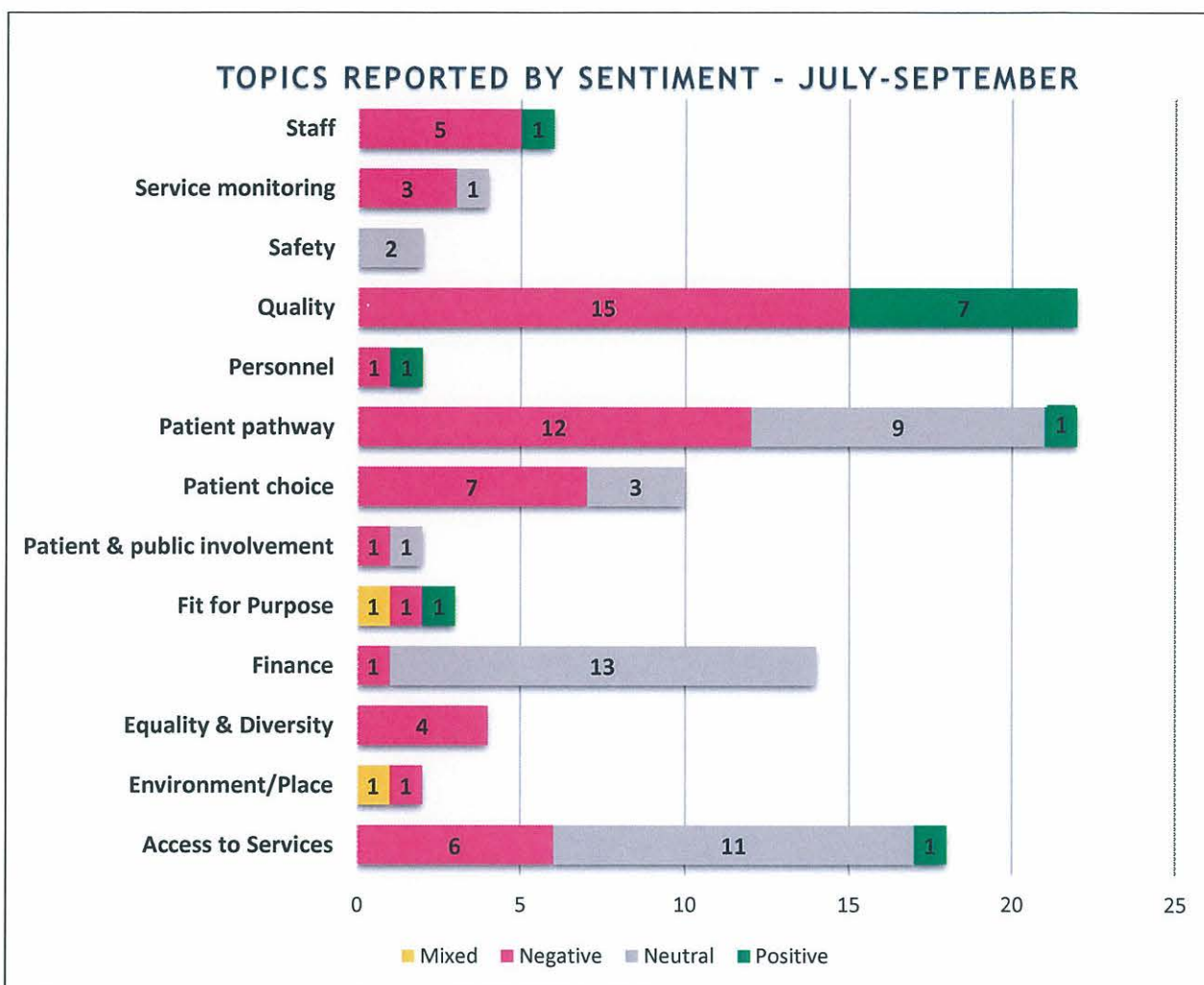
However it should be noted that of the 27 % of comments relating to **Access To Services** only one third of the comments were negative, the remainder were primarily neutral in sentiment with one comment being positive. The highest number of comments with a negative sentiment in any single category was 5, recorded for **Quality**.

Overall, 48 % of comments had a neutral sentiment, 36 % were negative and 16 % were positive.



For the 3 month period July-September it is not surprising to see **Quality**, **Patient Pathway** and **Access to Services** as the most reported topics. These three topics have consistently appeared at the top of the monthly statistics. **Quality** and **Patient Pathway** both account for 20 % of the topics whilst **Access to Services** is 16 %. It should be noted that whilst **Access to services** has a number of negative sentiments it also has a significant amount of neutral sentiments. **Patient pathway** also has a number of neutral sentiments but also has a majority of negative sentiments. **Quality** accounts for the highest number of negative sentiments but also accounts for the highest number of positive sentiments. There are also a number of negative sentiments for **Patient Choice** and **Staff**.

It is worth mentioning that we continue to see a rise in the number topics related to **Finance**. In this reporting period it is 13 % of the total. The majority of those have a neutral sentiment. This is explained by the fact that the individuals are not reporting the issue as a complaint, rather they are looking for advice on financial issues. The majority of these relate to questions about the cost of care homes and what their liability is and what they are entitled to. Also families wanting to move a parent to a care home in Wokingham from outside the area and not understanding their entitlement or their rights.



Sub topics

Sub topics give a more specific indication of the issues being reported. Top comes **Waiting Times** with 18 %, however the majority of those have a neutral sentiment, it is not clear why these would have been reported in such a way. **Quality of Treatment** accounts for 15 % and this has a fairly even split between negative and positive comments. **Financial Viability** also appears.

For the period July-September there are diverse range of sub topics. A couple in particular stand out. **Quality of Treatment** where there is a fairly even split between negative and positive sentiment. As mentioned above **Financial Viability** is increasingly being reported and that is clear to see from the data below. This is generally to do with people not understanding what their entitlement or their liability is regarding care costs. We are planning to create a fact sheet on that subject.

Vignettes

Positive experience

My father who is 89 has received great service from Wokingham Medical Centre from reception through to his GP Dr Bahjwaj over the last few months

REPLY: Thank you for taking the time to contact Healthwatch Wokingham. It is always good to receive positive comments about the services that patients receive. We wish your father well.

Healthwatch Board are considering how to recognise good practice and practitioners

Negative experience

xxxxx called for help and advice - She is 81yrs of age and was diagnosed with osteoarthritis in 1996. She managed her condition with drugs from GP and diet and exercise and while things got no worse they did not improve either. In 2008 she moved and her new GP prescribed different meds. These caused XXXXX many side effects and made her very ill and bedridden until she realised it was the medication and then stopped taking it. She has since used organic calcium and good diet and exercise to manage her condition. She recently attended her GP's and requested a DEXA X ray to see if her bone density had deteriorated since self-medicating but her GP has refused this. She feels he is discriminating against her and that she is entitled to this scan. I referred xxx for Advocacy to challenge this decision. xxx also feels that as a Hungarian, even though she has lived in UK for 52yrs and paid taxes she is being racially discriminated against as well

You Said. We Did...

We surveyed 1200 pupils at St Crispin's School on emotional health - results available soon

We gave commuters their breakfast on 22 Oct 2014

We have undertaken an audit of all places in the town centre that hold information leaflets with a view to agreeing a town wide standard

We are in the process of doing a desktop exercise on all 46 care home websites, specifically look at fee benchmarking

We are jointly hosting 2 consultation events with Public Health on the Pharmaceutical Needs Assessment

We are tweeting CQC inspection reports - met with Medical Services Inspector on 11.11.14

We visited the NHS 111 control centre in Bicester

We have challenged the Council on how meaningful the consultation on changes to charges for adult social care services is if nobody knows about it. Healthwatch will submit a response

Imminent plans...

The Board are due to hold performance reviews with the 2 Healthwatch subcontractors Help & Care and CAB on 25.11.14

We will have a stall at the Wokingham Winter Carnival 30.11.14