



Healthwatch Trafford
Patient Experience

Data recorded: quarters 1 & 2
April - September 2014

November 2014

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Executive Summary

Between April - September 2014, 659 Trafford residents were engaged by the Healthwatch Trafford Community Engagement Worker and a total of 157 patient / service user experiences relating to NHS health and social care services were listened to and recorded. In addition, 31 residents were signposted to other health / social care services.

Residents between the ages of 7 - 65 years + were engaged, with those aged 51 - 64 years of age contributing the largest number of comments. The services most frequently commented on by adults and young people were hospitals and GP Surgeries respectively. Of the 157 comments gathered, in total 55% contained negative experiences regarding the service used, 35% were positive and 11% had both positive and negative elements. Waiting times or delays to accessing hospital services and GP services were frequently commented on by adults and young people and rated as an important issue to children, alongside staff attitudes. A case study outlining an example of face to face engagement work can be found in Appendix 3.

Background Information

All engagement recorded in this report was carried out in person; this was done at a range of events and locations including community and education events in colleges, parks and leisure centres as well as visits to local community groups meeting in libraries, churches, supported housing settings and community centres.

Aims

- to listen to and record the experiences and views of Trafford residents re local NHS health and social care services;
- to encourage people to report experiences of health & social care to us (via website, telephone or in person at our drop ins);
- to increase awareness of Healthwatch Trafford;
- to signpost people to relevant health /social care services.

Desired Outcomes for Healthwatch Trafford:

- to obtain and collate qualitative patient experience data regarding a range of health / social care services;
- to identify where local services are working well and where improvements can be made;
- to work with service providers to encourage positive change to service design and delivery where possible;
- to share and promote examples of good practice locally, regionally and nationally.

Methodology

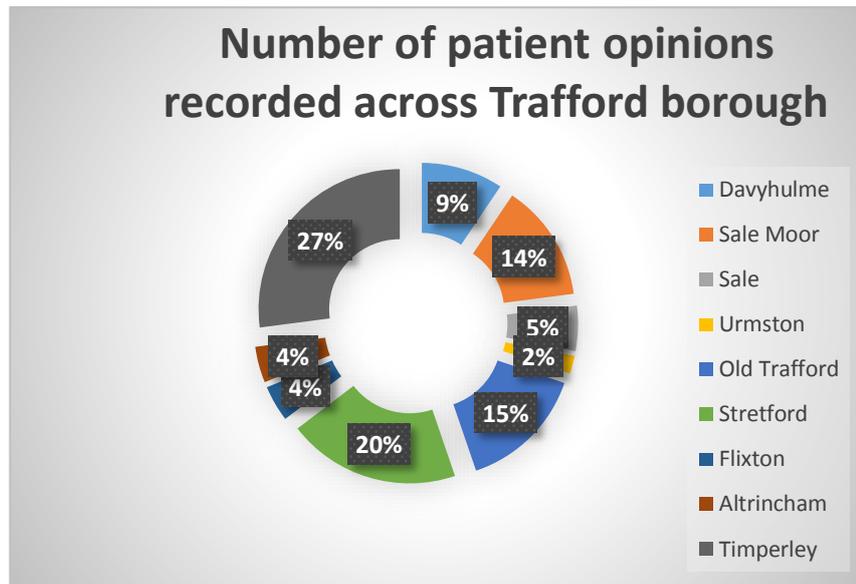
Primarily, patient / service user experiences were gathered by the Engagement Worker making written recordings of resident's verbal accounts (completing a locally adapted hard copy of the online, national Patient Opinion format)¹.

A second format was also developed for occasions when the lengthier Patient Opinion forms would have been inappropriate e.g in busy environments where a lack of confidentiality discourages people to speak about personal experiences, for residents with learning disabilities and for children / young people who often engage for shorter periods of time. Both formats can be found in Appendix 1 and Appendix 2.

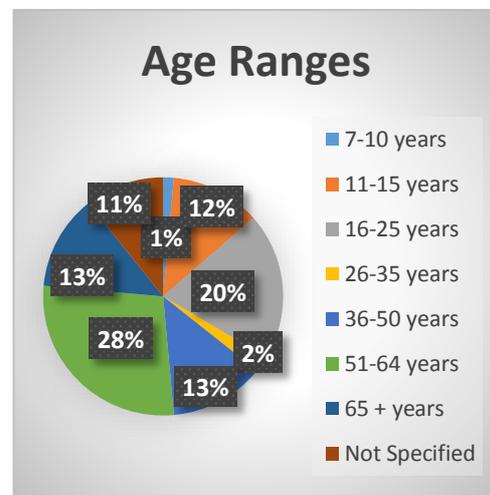
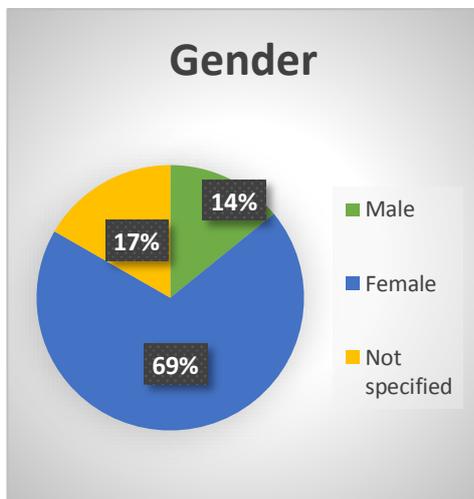
Data analysis

The chart below shows a breakdown of patient experiences and comments received from residents in different areas of the Trafford borough.

¹ <https://www.patientopinion.org.uk>



Further analysis, (shown in the two charts below), reveals the age ranges and gender of residents engaged.



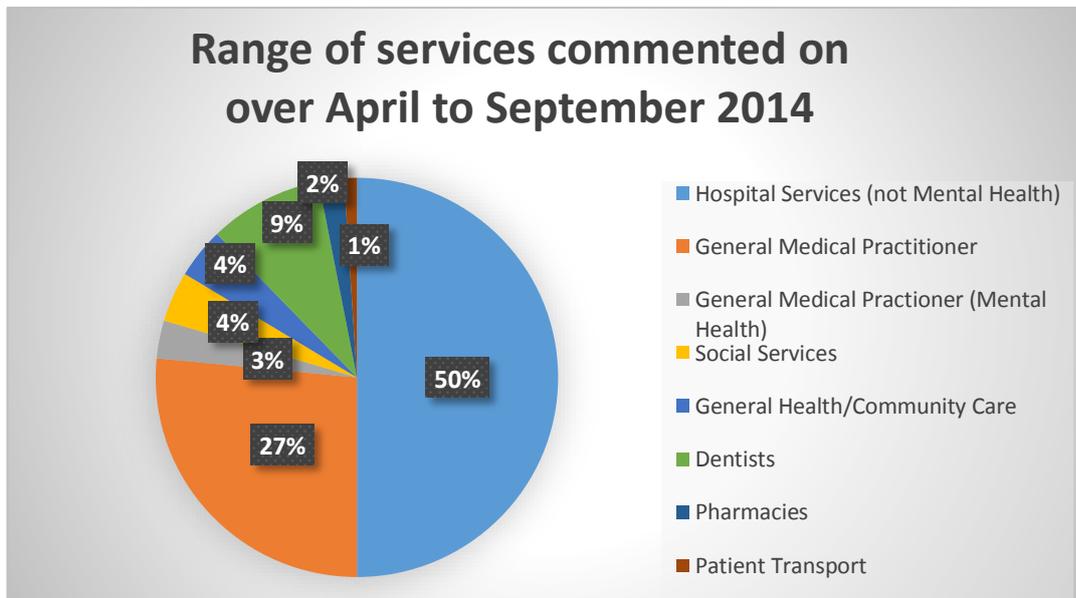
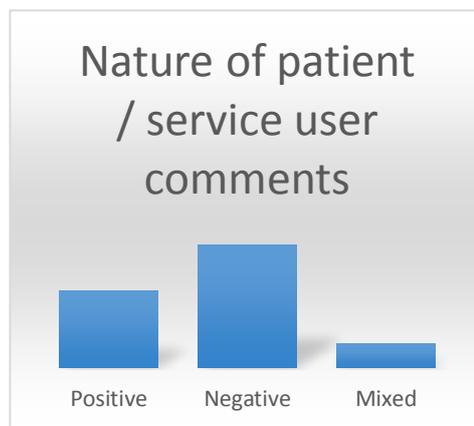
The disparity between engagement with male and female residents, (14% : 69% respectively) reflects the higher numbers of females in attendance at the Trafford community groups / events visited by the Engagement Worker.

In terms of the age range of residents engaged, the chart above shows that the top three age ranges engaged with were:

1. residents aged 51 - 64 years of age;
2. residents aged 16 - 25 years;
3. residents aged 65 plus years.

Summary of Results

Of the 157 comments gathered, in total 55% contained negative experiences regarding the health / social care service used, 35% were positive and 11% had both positive and negative elements.



The chart above reveals that the majority of patient experiences gathered over April - September 2014, related to hospital services delivered in Trafford and Greater Manchester.

Hospital services

Of comments gathered about hospital services, 20% were positive and 63% were negative. 17 % of comments included both positive and negative comments.

Positive feedback for hospital services included:

- compliments for staff e.g “they can’t do enough for you”
- short or shorter than expected waiting times
- excellent care overall

The areas for improvement most frequently raised by patients included:

- communication from hospital staff to patients;
- staff attitudes towards patients;
- internal communication between hospital departments;
- communication between hospital and other services, such as a GP Practice;
- care and treatment of elderly patients on hospital wards;
- hygiene;
- standards / lack of choices in hospital food;
- staff aptitude to use medical equipment;
- waiting times in A & E departments;
- accessibility and effectiveness of PALS service in dealing with complaints;
- appointment booking procedures / systems and cancellations leading to long delays in diagnosis / treatment;
- patient transport: punctuality, long journey times and reliability.

Concerns were raised regarding neglect of elderly patients on some hospital wards.

GP Surgeries

The second most talked about service was a wide range of GP Surgeries across Trafford.

Positive patient feedback included:

- support for carers

- short / acceptable appointment waiting times
- good - excellent service

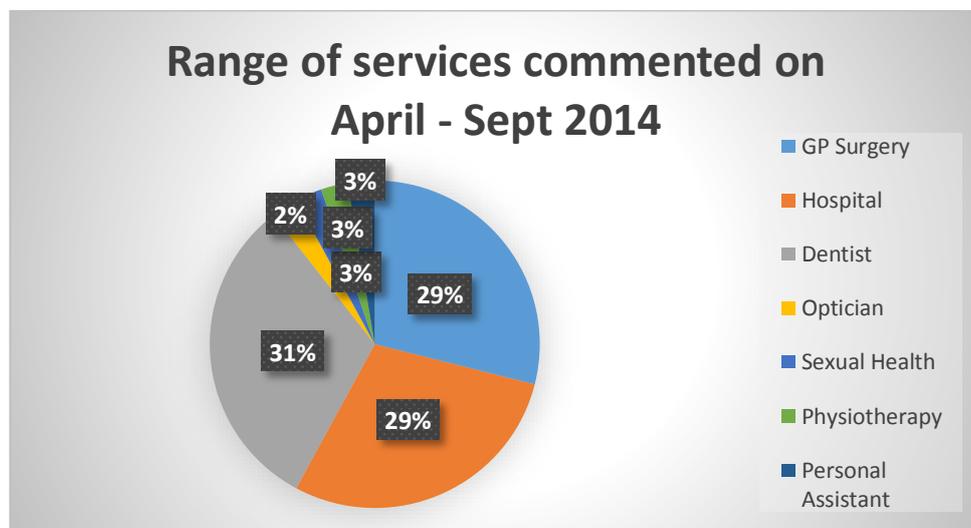
Areas for improvement highlighted by Trafford residents included:

- treatment options (medication only) offered for people suffering from poor mental health;
- long waiting times of up to two - three weeks to see the GP that the patient is registered with;
- disability awareness of reception staff;
- appointment booking procedures;
- home visits for elderly residents denied.

Other services that Trafford residents spoke about were: Dental Care, general health and community care, Social Services, physiotherapy services and pharmacies.

Engagement with young people

Healthwatch Trafford has a legal responsibility to engage with children and young people. 51 young people, (aged 14 - 23 years old), were engaged by the Healthwatch Trafford Community Engagement Worker, 25 of whom had additional / complex needs and /or disabilities.



The services most frequently used by the young people are shown in the chart above. As explained in the methodology section of this report, young people were asked to state the health or social care service they had used most recently, and give it a rating (see Appendix 2). The 51 service ratings given reveal that the majority of young people regarded the services they had used as “very good” or “good”. This was despite many of them giving comments on problems they had experienced with the service and offering suggestions for improvements when asked.

The numbers below show the number of young people choosing each star rating.

Young people’s service ratings



The area for improvement most frequently raised by young people in regard to hospitals and GP Surgeries were waiting times to access the service.

Engagement with children

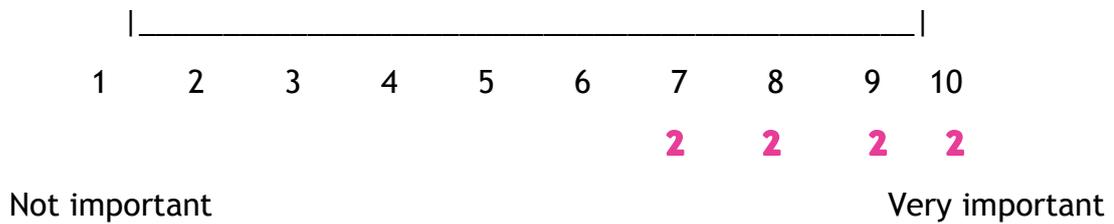
The views of 12 children (aged 8 - 12 years) were sought over April - September 2014.

Engagement took place at a community venue in a group context. Discussions revealed that the biggest issues for the children were:

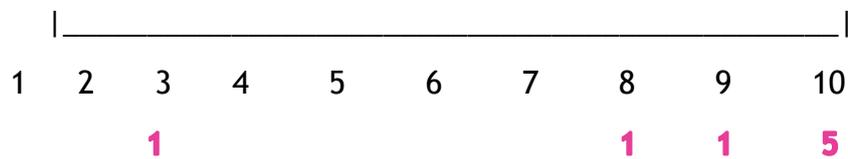
- Waiting times for services (mainly hospitals);
- Staff attitudes towards them.

When asked to rate the importance of these issues, using a scale of 1 (not important) to 10 (very important) they gave the following ratings (in pink):

Staff attitudes



Waiting times



Comments made by children around health services included:

“My dad’s complained loads of times, but nothings’ changed. It’s not worth complaining”

“The doctor had to check things in his book. I think he should know what he’s doing” [GP]

“Before I had surgery, I saw the doctor with a knife in his hand. It was scary. They shouldn’t show the knife” [Hospital]

“I didn’t like the big machines in the hospital”

“Big beds in the hospital and the GP room scare me.”

“Doctors are unreliable, they say they will do something and then they don’t”

“They take risks. Sometimes you can die from being put to sleep”

Appendix 1

“Tell us your story...”

Healthwatch Trafford feedback form.

We are collecting feedback from people who have used NHS or social care services. This will help us to tell the people who run services how they can improve or where they are doing a good job. We may also publish this feedback to help other people to decide if it's the right service for them (this can be done anonymously).

If you have used any of these services in the past 3 years, please use this form to tell us about your experience. If you have more than one story to tell us, please use a separate form for each.

Your Story

Are you happy for your story to be published so other people can see it? (please tick)

- Yes, With my name
- Yes, anonymously
- No

What is your story about? *Think of this as a headline – less than 10 words to summarise your story*

What happened? *Tell your story in your own words. What was good? What could have been better? How did you feel about it?*

(Continued) *What happened? Tell your story in your own words. What was good? What could have been better? How did you feel about it?*

About You

Which one of these best describes you? *Please tick one only*

- The patient A service user A carer A parent/guardian
- A relative A friend A volunteer/advocate
- A staff member Other

What is your post-code? *This information isn't shown on the public site – it is simply to help us to make sure your story is allocated to the right geographical area*

Are you a Trafford resident? yes no

Your Treatment

What conditions, tests or treatments are in your story? *Please write one in each box. If there are more than four, please write the most relevant ones to your*

story. Eg. 'diabetes', 'broken ankle', 'depression', 'x-ray', 'hip replacement', 'home care', 'patient transport', 'residential care', 'pharmacy' etc.

Which service(s) did you use? Please write the name of the service(s) you used - one in each box. If you used more than three services, please write the ones most relevant to your story. Examples of things you can write here are: 'Ashton Walk-in Centre'; 'Penny Meadow Dental Practice', 'Fir Tree Care Home', etc.

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When did your story happen? Please tick one only

- Today
 Yesterday
 Last week
 Last 2 weeks
 Last month
 Last 6 months
 Last year
 More than a year
 Unknown

What was good? Please write a key word or phrase in each box to describe what was good. Examples of these could be: 'feedback', 'care', 'service', 'caring staff', 'communication', etc.

What could be improved? Please write a key word or phrase in each box to describe what could be improved. Examples of these could be: 'communication', 'help at meal times', 'opening hours', etc.

How did you feel about this experience? Please write key words or phrases in each box to describe your feelings. Examples of these could be: 'well cared for', 'frustrated', 'anxious', 'relieved', etc.

If you have e-mail access, what is your address? *If you provide this, you will get an e-mail when your story has been published and when there are any responses to it.*

If you have given us your e-mail address, what screen name do you want to be known by? *We publish these stories so that other people can make a choice about where to go for their care, based on your experience. We encourage people to use a screen name as it makes things feel more real – at the same time, we don't want you to reveal your full name unless you really want to. If you leave this blank we will post this story anonymously, through our staff account. If you said you don't want us to publish this story, leave this blank.*

Your name and phone number *We ask for your name and phone number so that when we enter your story onto the system we can contact you if we need to clarify anything.*

Name	
Tel. No.	

Date *Please write the date when this form is filled in*

Data Protection Statement

Use of Data

Healthwatch holds data in paper based and computerised systems. This data is about the people, groups and organisations Healthwatch works with. We hold this data so that we can run our activities and events effectively and so that we can inform people about past work and future activities. This may include us sending you information about other services we think you may be interested in. We will comply with our obligations under the Data Protection Act 1998.

Access to data

Data is not shared outside Healthwatch except with partners who are helping to deliver our work. In these cases, sharing is covered by a confidentiality agreement which states that they can only use the data for that specific piece of work. The people who manage our computer systems may also be able to access data on a strictly confidential basis - this is to make sure that our systems are running effectively. Should Healthwatch become part of another organisation, relevant data will be transferred to them and will become their responsibility. We do not sell data about individuals, groups or organisations to anyone.

By filling this form in, you are agreeing for us to use and provide access to your data, as outlined above.

Equalities Monitoring Statement

Healthwatch Trafford has to demonstrate that it is working with and representing everybody in the community. The information you provide on the other side of this page will help us to understand who we are working with and supporting. Please answer as many of the questions in this section as you feel able to. This information is treated with the strictest confidentiality – but if you decide not to answer them that will not affect the service we give you.

Appendix 2

What health or social care services have you used recently? How was it?

Service	Comments	Rating
 <p>1 Dentist</p>	1	<p>1 ★ ★ ★ ★ ★</p> <p>Bad OK Good Very good Excellent</p>
 <p>2 Hospital</p>	2	<p>2 ★ ★ ★ ★ ★</p> <p>Bad OK Good Very good Excellent</p>
 <p>3 Doctor's Surgery</p>	3	<p>3 ★ ★ ★ ★ ★</p> <p>Bad OK Good Very good Excellent</p>
 <p>4 Opticians</p>	4	<p>4 ★ ★ ★ ★ ★</p> <p>Bad OK Good Very good Excellent</p>
 <p>5 PA</p>	5	<p>5 ★ ★ ★ ★ ★</p> <p>Bad OK Good Very good Excellent</p>
 <p>6 Physiotherapist</p>	6	<p>6 ★ ★ ★ ★ ★</p> <p>Bad OK Good Very good Excellent</p>
 <p>7 Pharmacist Pharmacy</p>	7	<p>7 ★ ★ ★ ★ ★</p> <p>Bad OK Good Very good Excellent</p>
<p>8 Other</p>	8	<p>8 ★ ★ ★ ★ ★</p> <p>Bad OK Good Very good Excellent</p>

Healthwatch Trafford Case Study

Case Study 1, September 2014

Background information

The Healthwatch Trafford Engagement Worker delivers a regular (six weekly) drop in with elderly residents at a local community centre. At the drop in, attendees at the Community Centre are made aware of Healthwatch Trafford and encouraged to share recent patient experiences, positive or negative. One 92 year old Trafford resident, Mrs X reported her experiences of patient transport to local hospitals and these were recorded by the Engagement Worker (below).

Patient Experience

At 92 years of age, 'not eligible' for Withington hospital transport

"I'm 92 years old, have to visit hospital about every three months and can't walk very far. For a long time I was getting hospital transport to Altrincham Hospital, Trafford. But, this year I was transferred to Withington Hospital and told by the hospital that because I'm not in a wheelchair that I'm not eligible for hospital transport.

To get to Withington Hospital costs a fortune in a taxi so I have to take 2 buses and walk the rest of the way. It's especially difficult in bad weather. Sometimes when you get to the hospital there's a two hour wait when you get there. On these days it's like a full days' work just to go to one appointment!"

Actions taken by Healthwatch Trafford

- With Mrs X's consent, her patient experience was subsequently recorded on the national Patient Opinion website for other local residents to read and with the potential for service providers to respond.
- A telephone call was made by Healthwatch Trafford to Arriva Patient Transport bookings to clarify the eligibility criteria for patient transport. Arriva advised that Mrs X was likely to be eligible and recommended that she phone the booking line.

- HWT phoned Mrs X and spoke to her and her daughter to relay the information received from Arriva and passing on the contact details for the booking line.

Outcomes for service user

A week later, Mrs X phoned Healthwatch Trafford to thank us for our help and reporting that she had confirmation that she was eligible for patient transport for her hospital appointments.

Two weeks later, Mrs X phoned Healthwatch Trafford a second time to give us her feedback on the quality of service she's received from Arriva patient transport. Although, she wasn't entirely happy with the service, she thanked us again for our help. She also stated "They've put me on the register in case I need the service again." Mrs X is therefore now able to access patient transport in the future.