

Patient Experience Report:

healthwatch
Trafford

Opinions on Health and Social Care Services voiced at Parent and Toddler Groups in Trafford

July - September 2016

April 2017



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The Hub, Altrincham - Sarah Court
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In particular, we would like to thank the parents, grandparents and carers for answering our questionnaire. Without their support projects like this would not be possible.

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Executive Summary

Healthwatch Trafford is tasked with representing the views of the health and social care services provided for them by Trafford Metropolitan Borough Council and/or commissioned by Trafford Clinical Commissioning Group. Healthwatch Trafford collects views from residents using a variety of methods. On looking at comments collected by Healthwatch, we can see that feedback from younger working age adults [For the purpose of this report younger working age adults are between the ages of 26 to 49] is low. A decision was made to survey mother and toddler groups to record the views of this section of the working age population. As can be seen from the results from the 104 respondents to the survey, 79 identified as being in the 26 to 49 age group.

The questionnaire was designed to reflect concerns raised by Trafford residents in other data collection exercises conducted by Healthwatch Trafford. Questions were included on five main services, including an age appropriate question for this age group on maternity services.

The main findings are;

- 78% of respondents to the survey found it easy or quite easy to obtain a GP appointment. There was a geographical variance in responses to this question. In Old Trafford 54% of respondents found it easy or quite easy to obtain an appointment. In Sale 90% of respondents found it quite easy or very easy to obtain a GP appointment.
- 92% of respondents found it easy or quite easy to have a blood test in Trafford. The results are evenly spread through the geographical areas of the borough apart from Old Trafford where 81% of respondents found it easy or quite easy to obtain blood tests. [please note this report reflects the blood clinics in Trafford pre July 2016]
- The survey asked about people's experience of maternity services. Maternity services received 56% positive comments. Areas of concern were highlighted around a desire for more post-natal help, the location of maternity services and the distance travelled. Six respondents felt maternity services were under resourced; staff seemed stretched and very busy.
- 65% of the people who responded to the question on social care are unsure how to access these services. No respondents identified the local council as an organisation to contact about social care services. The most popular method of research for information on social services identified was by using the internet.
- 62% of respondents commented that if they needed to access mental health services they would know how to do this. The GP was consistently identified as the initial contact, with health visitors a close second.



This report will be distributed to the commissioners of services based at the CCG and the Borough Council.

Recommendations

Since we undertook the work for the report there have been significant changes in some areas of service delivery that it would be useful to know the impact of (whether positive or negative). Healthwatch Trafford therefore put forward the following recommendations:

- That information be provided on a single website to enable Trafford residents to easily access health and social care services and ensure that information on-line is regularly updated as services change. Discussion to be had with existing providers of information (Trafford Service Directory, NHS Choices etc) to assess how best to facilitate this.
- Healthwatch Trafford will explore follow-up work with partners on access to services for residents who are not on-line.
- Healthwatch Trafford to discuss with Trafford Clinical Commissioning Group the disparities in waiting times at GP practices in the North of the borough.
- Healthwatch Trafford to work with residents and service providers to review the types of and the availability of post-natal community services in Trafford.
- As new arrangements for phlebotomy services were introduced (as advertised on Trafford Clinical Commissioning Groups's website on August 9th 2017 <http://www.traffordccg.nhs.uk/news/where-to-have-your-blood-test-in-trafford-2/>), it is recommended that HWT work with partner agencies to review access to phlebotomy services in Trafford to assess the impact of these changes, particularly in Old Trafford.
- Healthwatch Trafford to work with CMFT to monitor the data collected on Trafford Urgent Care Centre since changes to opening hours were implemented; to identify arising issues and survey patients to assess the impact of changes and whether the patient experience reflects the statistical data.



Introduction

This report has been produced by Healthwatch Trafford. The Healthwatch network is made up of Healthwatch organisations across each of the 152 local authority areas in England under the auspices of Healthwatch England as the national body. We are an independent organisation and our aim is to get the best out of local health and social care services; whether that is improving them today or helping to shape them for tomorrow.

Healthwatch Trafford wished to broaden the methods and respondent base of its current collection of patient experience. The Health and Social Care sub-group we formed wanted to increase engagement by using forums in the community.

The survey was undertaken as a result of information received by Healthwatch Trafford from the general public via the comments section of its website and information gathered from Trafford residents at Healthwatch drop-ins. Concerns had been raised re the length of wait for GP appointments and blood tests in Trafford.

Healthwatch Trafford chose to target mother and toddler groups as the organisation receives few responses from this age group via other data collection activities.

The survey contained questions to reflect the areas covered by the JSNA¹ health, well-being services within a local authority. A question was also included on maternity services as it was age appropriate for our target group.

¹ Joint Strategic Needs Assessment, a resource that provides information about the current and future needs of Trafford's population. Trafford Local Authority and Trafford Clinical Commissioning Group have equal and joint duties to prepare the JSNA under the Health and Social Care Act 2012.
<http://www.infotrafford.org.uk/jsna>



Methodology

The Health and Social Care sub group identified a number of groups that were under-represented in the comments and views collected by Healthwatch Trafford. Adults with young children were identified as one such group.

A series of forums were arranged to take place at established parent/carer toddler groups across the borough. A total of five took place in the summer of 2016 in Davyhulme, Old Trafford, Sale, Altrincham and Partington.

Five questions were devised by the Health and Social Care sub group to reflect topics where concerns had been raised by residents of Trafford in previous engagement work. The exception to this is the question on experiences of maternity care which the sub group thought relevant to the target group. A series of open and closed questions was devised in order to provide quantitative and qualitative data.

The questions were placed onto a questionnaire template and Healthwatch staff contributed to the formatting and final structure. The questionnaire was then scrutinised by a volunteer skilled in data collection techniques, in particular the structure of questions in order to collect robust data.

The questions were devised around;

- Ease of obtaining a GP appointment.
- Ease of access to obtain blood tests.
- Overview of maternity services.
- Ability to access mental health services.
- Ability to access social services.

A final question was added to allow respondents to comment on any other elements of health and social care services.

A copy of the full questionnaire is included at appendix 1.

Contact was made with each mother and toddler group to arrange a date for the forum and a pre-visit which would enable planning of the forum. Copies of questionnaires were left with each toddler group beforehand, together with a poster announcing the visit and its purpose. In some instances, details of the visit were also placed in group newsletters to prepare for the Healthwatch visits.

The visits were carried out by volunteers from the Health and Social Care sub group and a member of Healthwatch staff. The volunteers underwent training beforehand to familiarise them with the questionnaire and methods of asking questions to obtain objective results.



The number of volunteers visiting each toddler group varied due to the numbers and available space. Volunteers worked mainly independently asking respondents to either fill in the questionnaire or acting as scribe where respondents wished the volunteer to fill in the questionnaire. A few respondents preferred to take the questionnaire home to complete and return in the prepaid envelope provided.

Visit dates and number of respondents:

June 27 2016 - St Mary's Church Davyhulme, 28 respondents.

July 1 2016 - St Brides Church Old Trafford, 24 respondents.

July 15 2016 - United Reform Church Sale, 21 respondents.

July 22 2016- The Hub Altrincham, 22 respondents.

September 19 2016-Children's Centre Partington, 9 respondents.

Total respondents: 104



Findings

GP

- 78% of respondents found it easy or quite easy to make an appointment to see a GP
- Geographical differences across the Borough were significant. Old Trafford had 46% of respondents rating the ease of obtaining an appointment as quite difficult or very difficult. Sale had the highest percentage of positive respondents at 90% finding it quite easy or very easy to see a GP.

Social Care

- 65% of respondents did not know or were unsure how to access Social Services.
- On line was the most popular suggested search method for gathering information.
- No significant variation in answers to the question across the borough.
- No respondents suggested contacting the local authority.

Mental health

- 62% of respondents felt that if they needed to access mental health services they would know how to do this.
- A variety of methods were suggested as to how to access mental health services. The GP was the most consistently suggested method of contact.
- No significant answers across the geographical areas of the borough.

Blood tests

Please note the new timings and clinics for blood tests introduced in the summer of 2016 were taking place at the same time as the forums. Responses to these questions do not reflect the new system.

- 92% of respondents found it very or quite easy to obtain blood tests in Trafford, although in Old Trafford this was 81%.
- The results are generally evenly spread across the geographical areas of the borough. The exception is Old Trafford where 19% of respondents found it difficult or very difficult to obtain a blood test in Trafford.



Maternity services

Please note there are no maternity wards available in Trafford.

- 56% of comments expressed positive feedback on maternity services. Nine comments related to positive experiences at Wythenshawe Hospital. Five positive comments were made about community midwifery services.
- Nine comments expressed a desire for more post-natal help such as breast feeding.
- Eight comments were made re services being located too far away.
- Six comments expressed a view that maternity services were under- resourced

Other comments

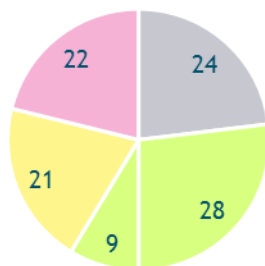
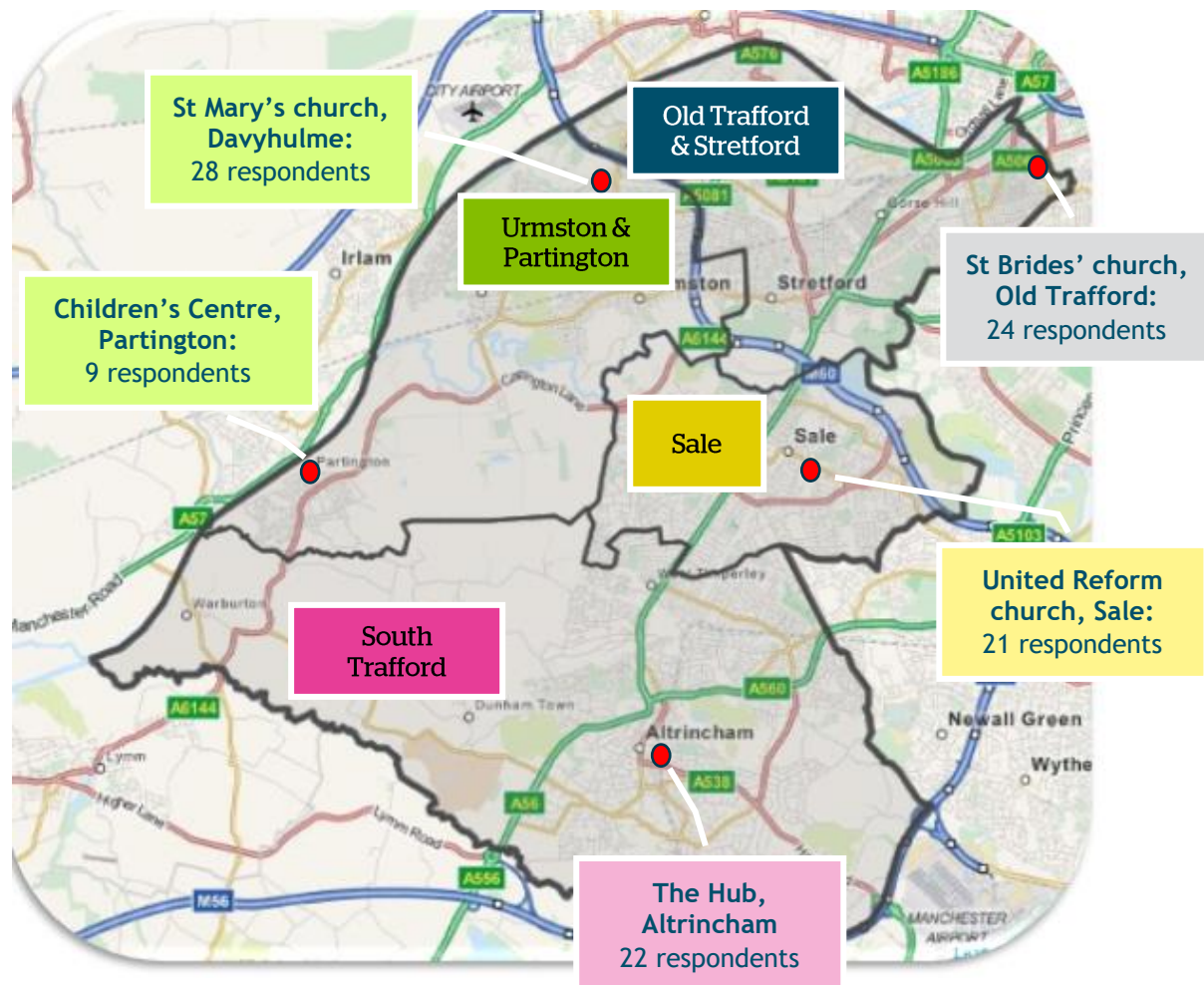
- At all groups there was a keen desire to receive more information about local services.
- A concern was raised over the reduction in access to Sure Start Centre services in Trafford.
- Three respondents raised issues re the changes to the Urgent Care Centre at Trafford Hospital but did not give detailed information.
- Concerns over long hospital waiting times from GP referral.



Full Results

Location of respondents Playgroups across Trafford

Seeking the views of young families across the four localities of Trafford, our staff and volunteers visited five playgroups in the borough. The map below illustrates the locations of our visits, with the number of respondents to the survey at each location.



- Old Trafford, St Brides
- Davyhulme, St Mary's Church
- Partington, Children's Centre
- Sale, United Reform Church
- Altrincham, The Hub



How easy do you find it to see a GP? Please rate

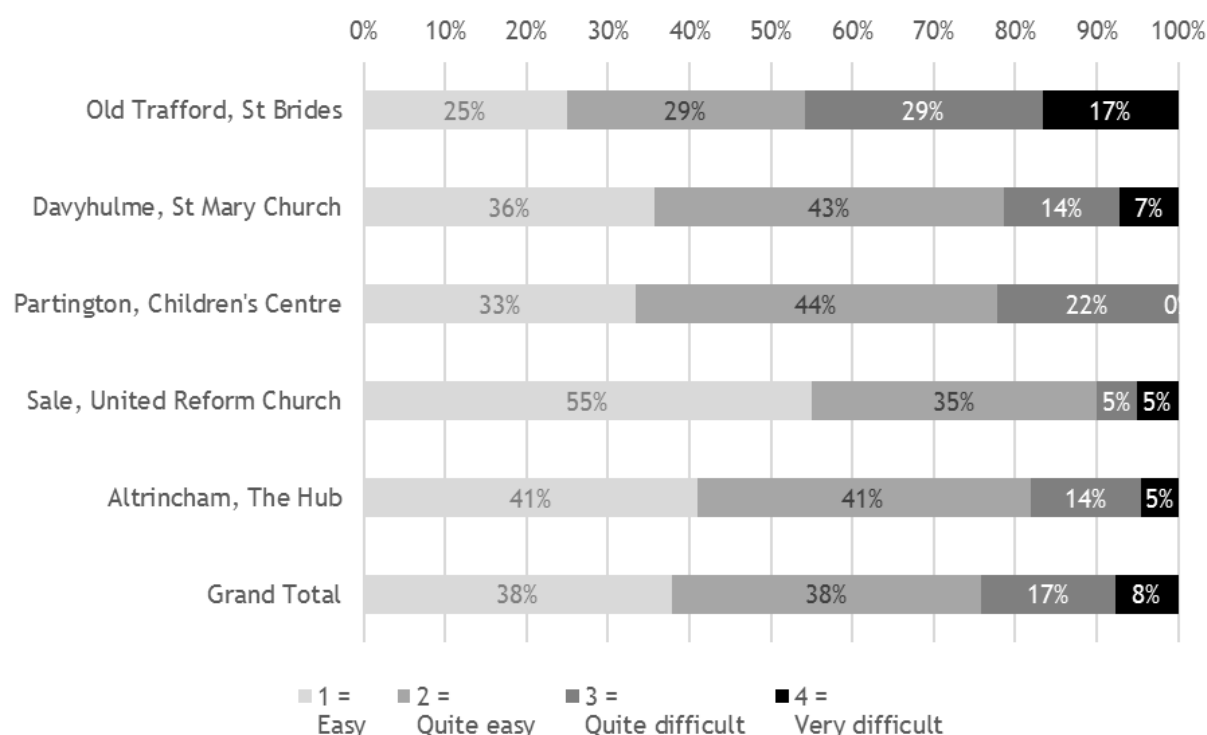
When asked to rate the ease of which they could see a GP, respondents gave an average score of 2 (Quite easy). 103 respondents answered this question.

Name of group/area	1 Easy	= 2 Quite easy	= 3 Quite difficult	= 4 Very difficult	Average score ²	Total respondents
Old Trafford, St Brides	6	7	7	4	2.38	24
Davyhulme, St Mary Church	10	12	4	2	1.93	28
Partington, Children's Centre	3	4	2	0	1.89	9
Sale, United Reform Church	11	7	1	1	1.60	20
Altrincham, The Hub	9	9	3	1	1.82	22
Grand Total	39	39	17	8	2	103

Overall in Trafford, 78% of respondents to the survey told us that they found it easy or quite easy to see a GP.

The results generally show the same pattern of responses for each playgroup location - apart from Old Trafford, where 52% found it easy or quite easy seeing a GP.

Residents at the Sale playgroup gave the most positive responses, with 90% stating it is quite easy/easy to see a GP.



² The average is expressed as the mean average. All numbers are rounded to the nearest whole number.



How could it be improved? / What is it that you're happy with?

Just over half of the comments (52) received expressed positive feedback:

- appreciative of priority appointments for children (17 comments) but balanced with some concern about appointment availability for adults, e.g.
"Can always get an appointment for my children. They prioritise children well. There is however a long waiting time when I am trying to get a routine appointment for myself."
- generally happy with the service (13 comments)
"I am able to make appointments quite easily for all the family, able to speak to the doctor and get a short notice appointment if need be."
- walk-in sessions/centres were valued (11 comments)
"My own surgery runs a drop in surgery which is marvellous, especially when you have young children"
- the use of telephone consultations are helpful (eight comments)
"I am really happy with the phone call service when they are too busy to make a physical appointment"
- And the capacity to book online appointments was praised (three comments).
"Book online, advance, on day. Children seem promptly. Regular locums, reception staff"

Just fewer than half the comments (47) expressed negative sentiments:

- The majority (32) commented that more GP appointments were required, eight of these specifically asking for more emergency/same-day/walk-in appointments.
"Fundamentally my GP cannot offer enough appointments, it books up weeks in advance, and on the day service is booked up by 9am."
"Booking a non urgent appointment may have to wait 5 days +. To get emergency appointment you have to visit surgery at 8am as you cannot get through on the phone. The situation could be improved with an increase in number of appointments."
- Five comments regarded waiting too long once inside the practice/walk-in centre.
"When you've booked an appointment at a specific time it would be nice to be seen at that time! If the patient is late then the appointment gets cancelled!"
- Four had issue with the booking systems (having to call at specific time of day to book / lack of online booking).



“It’s easy as long as I can press redial on my phone at 8.15am to get an appointment that day!! (Not very easy when you’re getting kids ready for school)”

- Three would like more named-doctor appointments and three would like appointment times to suit working hours.

“Difficult getting appointment with named GP. Busy surgery.”

“Difficult to see a doctor at the time I need around work.”

As a proportion of comments received, residents at the Old Trafford and Altrincham playgroups gave a higher percentage of negative feedback about access to a GP.

Name of group/area ³	Old Trafford, St Brides	Davyhulme, St Mary Church	Partington, Children's Centre	Sale, United Reform Church	Altrincham, The Hub	Grand Total
Positive sentiment	11	21	1	10	9	52
1: Generally happy with service	1	4	1	2	5	13
2: Priority appointments for children appreciated	5	7	0	3	2	17
3: Walk-in session at GP or walk-in centre appreciated	1	10	0	0	0	11
4: Use of telephone consultations appreciated	4	0	0	2	2	8
5: On-line booking capability is appreciated	0	0	0	3	0	3

³ This table - as for all qualitative feedback tables in this report - shows the number of comments, not the number of respondents - some comments from an individual make more than one point and an individual's feedback can therefore be categorised more than one way



Negative sentiment	14	14	3	5	11	47
6 (group): More appointments / appts to suit	9	11	2	3	7	32
6 (subgroup): More appointments needed / Wait for appointment too long	8	7	2	3	4	24
6 (subgroup): More emergency / same day / walk-in appointments needed	1	4	0	0	3	8
7: Difficult to see named doctor	2	0	1	0	0	3
8: Issues with appointment booking system	2	1	0	1	0	4
9: Waiting times at the surgery/walk-in are sometimes too long	1	1	0	1	2	5
10: Appointment times to suit work pattern wanted / appreciated	0	1	0	0	2	3
Neutral sentiment	2	2	0	4	1	9
No comment provided	4	3	5	4	5	21
Grand Total	31	40	9	23	26	129



If you ever needed to use social care services would you know how to go about it? If Yes, what would you do?

98 respondents answered this question, nearly two-thirds of which (65%) stating they either did not know or were unsure how to go about using social care services.

“Not sure what services they provide or how they could help.”

“No. I don't know what I'd do. I'd expect to be referred by someone else.”

As seen in the table below, a variety of methods of accessing social care were suggested by those who answered the question, such as through a GP, health visitor, the local authority itself or services provided in partnership with the LA (such as MARAC - a multi-agency risk assessment conference).

However, 33 respondents in total indicated that they did not know how to go about accessing social care services and were unable to suggest a starting point.

“Never needed them, I wouldn't know how to go about it.”

21 respondents indicated they would begin by going online to find out more information.

“No. Would use internet to get Trafford social care general telephone and go from there.”

Please see table overleaf.



Name of group/area	Old Trafford, St Brides	Davyhulme, St Mary Church	Partington, Children's Centre	Sale, United Reform Church	Altrincham, The Hub	Grand Total
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Yes	Total individuals	4	8	3	11	7	33
	Methods (some individuals suggested more than one):						
	Would contact MARAC Service	1	0	0	0	0	1
	Already familiar with contact methods	0	3	0	1	0	4
	Ask GP for information	1	2	1	1	1	6
	Contact Health Visitor	1	4	0	4	1	10
	Contact local authority	1	2	0	2	5	10
	No contact method stated	1	0	2	3	1	7
	Would begin with search on Internet	1	1	1	2	2	7
	Ring NHS Direct	0	0	0	0	0	0

No	Total individuals	11	13	4	8	10	46
	Methods suggested:						
	Would contact MARAC Service	1	0	0	0	0	1
	Already familiar with contact methods	0	0	0	0	0	0
	Ask GP for information	0	4	0	0	0	4
	Contact Health Visitor	0	0	0	0	0	0
	Contact local authority	0	0	0	0	1	1
	Would begin with search on Internet	1	0	1	2	1	5
	Ring NHS Direct	0	3	0	0	1	4
	Other contact methods	1	1	0	0	0	2
	No contact method stated	8	5	3	6	7	29

Total	3	7	2	1	5	18
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Name of group/area		Old Trafford, St Brides	Davyhulme, St Mary Church	Partington, Children's Centre	Sale, United Reform Church	Altrincham , The Hub	Grand Total
Not confident	Methods suggested:						
	Would contact MARAC Service	0	0	0	0	0	0
	Already familiar with contact methods	0	0	0	0	0	0
	Ask GP for information	1	1	0	0	0	2
	Contact Health Visitor	0	0	0	0	1	1
	Contact local authority	0	0	0	0	0	0
	Would begin with search on Internet	1	5	1	0	2	9
	Ring NHS Direct	0	1	0	0	0	1
	Other contact methods	0	0	0	0	1	1
	No contact method stated	1	0	1	1	1	4
Other Total		1	0	0	0	0	1
No response Total		5	0	0	1	0	6
Grand Total	Total	26	31	10	23	25	116



If you ever needed to use mental health services would you know how to go about it? If yes, what would you do?

94 respondents answered this question, over half of which (58 people, 62%) stated that if they needed to use mental health services then they felt they knew how to go about it.

“Yes, probably visit local doctors to find out more information and seek advice for finding treatment.”

As seen in the table below, a variety of methods of accessing Mental Health services were suggested by those who answered the question, such as through a GP, health visitor, the local authority itself or by self-referring to hospital/A&E or other local services such as Blusci.

While 36 respondents (38% of those who answered the question) indicated that they did not know how to go about accessing mental health services, 17 of these could suggest a starting point - either their GP or by searching online.

“No but would talk to GP”

“No. Go online.”

Please see table overleaf.



Name of group/area	Old Trafford, St Brides	Davyhulme, St Mary Church	Partington, Children's Centre	Sale, United Reform Church	Altrincham, The Hub	Grand Total
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Yes	Total individuals	12	18	6	10	12	58
	Methods (some individuals suggested more than one):						
	Ask GP for information / referral	10	17	4	9	9	49
	Self-refer to A & E / hospital	2	0	1	0	0	3
	Contact Blu Sci	1	0	2	0	0	3
	Contact Health Visitor	1	5	0	1	0	7
	Ring Local Authority / Social Services	0	1	0	1	1	3
	Would begin with search on Internet	4	1	0	0	1	6
	Already familiar with contact methods	0	1	0	1	1	3
	No contact method stated	2	0	2	0	0	4

No	Total individuals	6	10	3	8	9	36
	Methods suggested:						
	Ask GP for information / referral	3	5		2	3	13
	Would begin with search on Internet		1	1	1	1	4
	No contact method stated	3	4	2	5	5	19

No response	Total	5			3	1	9
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Grand Total	Total	23	28	9	21	22	103
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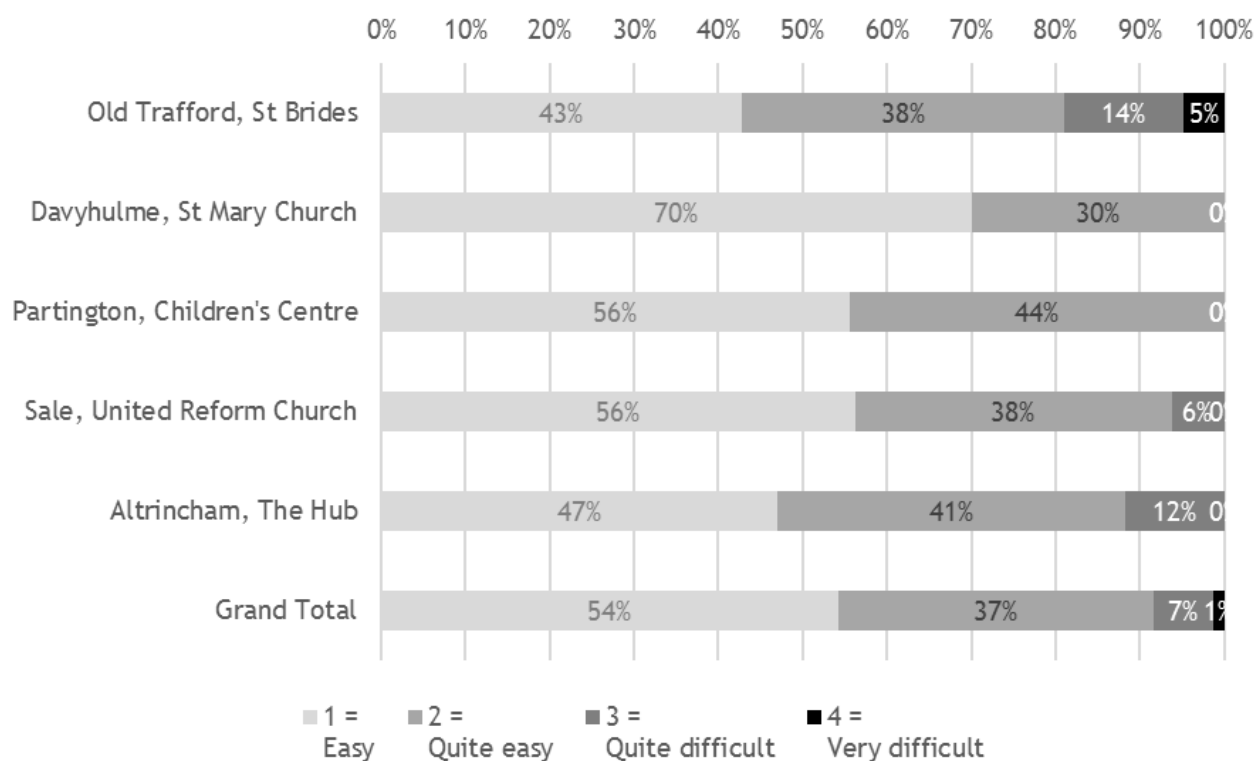
How easy do you find it to get a blood test in Trafford? Please rate

When asked to rate the ease of which they could get a blood test in Trafford, respondents gave an average score of Two (Quite easy). 83 respondents answered this question.

Name of group/area	1 Easy	= 2 Quite easy	= 3 Quite difficult	= 4 Very difficult	Average score	Total respondents
Old Trafford, St Brides	9	8	3	1	2	21
Davyhulme, St Mary Church	14	6	0	0	1	20
Partington, Children's Centre	5	4	0	0	1	9
Sale, United Reform Church	9	6	1	0	2	16
Altrincham, The Hub	8	7	2	0	2	17
Grand Total	45	31	6	1	2	83

Overall, 92% of respondents (76) to the survey question told us that they find it easy or quite easy to get a blood test in Trafford.

The results generally show the same pattern of responses for each playgroup location - except for Old Trafford, where nearly a fifth (19%) rated the ease of getting a blood test as Quite Difficult/Very Difficult.



What makes you say that?

Respondents were asked for the reasoning behind their overall rating on the ease of which they can get a blood test in Trafford.

Nine respondents which had answered either easy or quite easy told us that they found that there is a good availability of blood tests and three told us that blood tests were easy to access.

“Lots of locations around the area e.g. clinics where you can drop in for a blood test (no appointments needed).”

“I have had several and the drop-in service at Trafford General my GP referred me to is very easy to find and use”

Six were generally happy with the service.

“Have had many and had no problem”

Overall, eleven respondents commented on long waiting times - seven of which had rated the ease of getting a blood test in Trafford as either easy or quite easy.

“Lots of waiting and rubbish times to accommodate for working hours.”

The data here (on the table overleaf) is not shown by playgroup location as the numbers would be too small to draw meaningful conclusions. Please note that the table counts the number of comments, not the number of respondents, as respondents could comment on different topics.



		1 = Easy	2 = Quite easy	3 = Quite difficult	4 = Very difficult	No rating	Grand Total
Positive comment	Good availability	6	3	0	0	0	9
	Easy access	3	0	0	0	0	3
	Generally happy with service	3	3	0	0	0	6
Negative comment	Hours don't suit	0	0	3	0	0	3
	Difficult to access	0	0	2	0	0	2
	Lots of waiting	2	5	3	0	1	11
Neutral comment	Already familiar with blood testing procedure	1	2	0	0	0	3
	Specified location of test (see table below)	20	12	0	1	12	45
	<i>No comment</i>	<i>11</i>	<i>7</i>	<i>1</i>	<i>0</i>	<i>8</i>	27
	Grand Total	46	32	9	1	21	109



49 of the 83 respondents who rated this question also gave the location of where they had taken a blood test in Trafford, as shown in the table below. The majority (46) of respondents who specified a location also gave a positive rating (Easy or Quite easy) of the ease with which they had accessed a blood test in Trafford. 34 did not specify a location.

		1 = Easy	2 = Quite easy	3 = Quite difficult	4 = Very difficult	Grand Total
GP	GP: Not specified	8	8	1		17
Hospital	Hospital: Altrincham	6	4			10
	Hospital: Trafford General	8	5	1		14
	Hospital: Warrington				1	1
	Hospital: Withington	1				1
	Hospital: Not specified	5				5
Health Visitor		1				1
No location given		16	14	4	0	34
Grand Total		45	31	6	1	83



From your own experiences have you any comments about maternity services in Trafford?

It should be noted that there are no maternity wards available within the borough of Trafford - expectant mothers are generally seen at either St Mary's or Wythenshawe for labour.

75 people commented on overall maternity experience in Trafford.

Of the 94 comments received⁴, 56% (53) expressed positive feedback.

"The midwife service whilst pregnant was really good. The midwives that visited my home were helpful and supportive."

Of the positive comments:

- nine related a positive experience of giving birth at Wythenshawe
"Excellent - very pleased with Wythenshawe and midwives in community team are lovely"
- five had positive experience of the community midwife service
"Excellent. I've had 2 pregnancies. On the second pregnancy I had a home birth supported by the community midwives. I couldn't have asked for more."

43% of comments (41) related negative experiences, covering a variety of issues:

- The largest of which (nine comments) expressed a wish for more post-natal help such as breastfeeding support or knowledge of local playgroups.
"Not enough [support] with breastfeeding. Sure start was helpful but closed down. More postnatal advice."

"Pre-natal was brilliant (team at Seymour Grove) but I had moved up recently from London and getting access to it was difficult. GP surgery wouldn't see me till I had proof of address and then they didn't seem to know who to contact to refer me. I was told not to worry as if I went into labour the hospital wouldn't turn me away. Not very reassuring as a first time mum 8 months pregnant. I had breastfeeding problems and although the groups and support workers were great but again difficult to attend in early weeks and J's time was clearly stretched. More 1:1 breast feeding support needed'.

"Great service at hospital but totally understaffed. Post- natal care is mixed - doesn't seem to be much of it available"

- Eight people commented that cuts to services have caused problems due to distance or poor communication:

⁴ Respondents could comment on more than one issue and hence some respondents may be counted twice in the table below (the table shows the number of comments, not the number of people).



Grandmother of baby spoke to our volunteer: *Baby delivered at home. Rang hospital when labour began, told no bed and would have to wait in waiting room. Baby came very quickly delivered at home with help of grandmother. Had ½ hour wait for ambulance. Lady talked them through for 50 mins - after 50 mins had to clear line. 40 mins on own with new born. The lady would like to see provision of midwifery unit at Trafford Hospital.*

“Fab community clinical midwives. However, no maternity delivery hospitals. Wythenshawe is too far away for spontaneous delivery”

“The midwives are lovely however seemed understaffed and quite disorganised. It's a shame the maternity ward closed at Trafford as it would make giving birth locally a lot easier. It's good we can still have scans there but there were quite a few mix ups in my pregnancies which were down to a lack of communication (i.e. not being referred to diabetes centre/not having extra scans as paperwork not sent off).”

- Six people commented maternity services in general need improving or that they are under-resourced.
 - “Needs improving so can see people local more often”*
 - “Didn't listen to me with my concerns. My waters broke 4 weeks before I gave birth and they didn't believe me.”*
- Five people were disappointed that they did not see a consistent midwife throughout their pregnancy.
 - “Not seen same midwife for two community appointments. Very poor consistency although good care in general.”*



	Category	Total
Positive	TOTAL POSITIVE	53
	Maternity services generally positive	38
	Experience at Wythenshawe generally positive	9
	Community midwife service generally positive	5
	Good post-natal help / advice (inc breastfeeding)	1
Negative	TOTAL NEGATIVE	41
	Would have liked more post-natal help (inc breastfeeding/knowledge of local groups)	9
	Access to services too far away	8
	Maternity services need improving	6
	Under-resourced	6
	Disappointed did not see consistent midwife	5
	Experience at St Mary's needs improving	4
	Experience at Wythenshawe needs improving	2
	Community midwife service needs improving	1
Other comment		3
Neutral		3
No comment given		18
Not applicable		11



Do you have any other comments on health and social care services?

47 respondents provided further comments on health and social Care services in general, covering a wide variety of topics.

18 comments expressed a general level of happiness with health and social care services in Trafford.

“Excellent health and social care services in Trafford - much better than bigger authorities”

“Your health visitors here have been invaluable post birth - I had some low mood issues early on.”

30 comments expressed negative feedback on health and social care services in Trafford.

- Five comments indicated a desire for more information about local services
“More information about how you can access different services without going through GP as that can take a long time!”
“It would be good to get a list of playgroups/Mum + baby group when you go to your antenatal appointment. As it's only from word of mouth that I found out about this group 'St Mary's'.”
- Three comments covered a concern about reductions in the Sure Start services in Trafford
“More money invested in mental health and particularly children's mental health. Shame Sure Start centres closed. 'False economy' affected the most disadvantaged in the community!”
- Three comments expressed concern for urgent care services in Trafford
Resident commented to our volunteer: *“Worried re: downgrade of Trafford down grading of Wythenshawe would mean less provision for urgent care. The lady had seen MRI staff under pressure after Thyroid operation. Her neighbour sat in chair at MRI until 4am before a bed was found. Worried pressure on hospital services will lead to poorer services.”*

	Category	Total
Positive	TOTAL POSITIVE	18
	Generally happy	18
Negative	TOTAL NEGATIVE	30
	More advice/information	5
	Reductions in Sure start	3
	Concern for urgent care	3
	Concern relating to Mental health	2
	Concern for lack of perinatal service	2
	Long wait for hospital appointments following GP referrals	2
	Other	13
No comment		57



*"The **pharmacy attached to the GP surgery could be improved** if they stocked more variety as I have had to go back three times to obtain my medication due to lack of stock."*

"Disappointed with basic nursing care. Carers not trained to look after elderly - elderly mother sat on commode with lid on, no washing down below. 30 minutes care visit in reality 20 mins. Poor communication with patients, patients do not know medical jargon and it is not explained!"

"GP Improve communication about services available. Centre is amazing for service. GP improve dual appointments 10 mins on same day or book appointments in advance. Flexibility for workers. **M/C appointments in evenings."**

"Drs not sympathetic when visited. When having panic attacks Dr says "oh you are getting your knickers in a twist". Tries not to see this GP."

***"Very slow ambulance and midwife call out* I waited 40 mins for an ambulance after giving birth to my son and no midwife attended. Disappointed as it was a fast unexpected birth."**

"Just on the Cornhill clinic point. I called last week on behalf of my sister who needed to make an appt to the dietician for her daughter's milk allergy. She was following it up as no appt appeared to have been made. I called the clinic and the number selection on the phone to the HV did not work and the person I did speak to could not give me the number for the dieticians and told me to call Sale."

"Only experience I have had is with an aunt who had a very bad experience in the "Seymour Unit" at TG and with home helps after"

"Don't want children's services to get lost in integration."

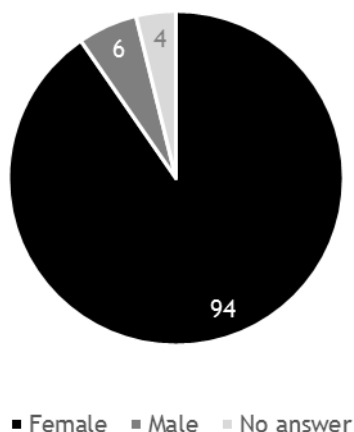
"Apts for children - should be co-ordinated for health visitor checks. The respondent has 2 children who are due health visitor checks. The appointments have not been co-ordinated and are on different days."



Demographic information

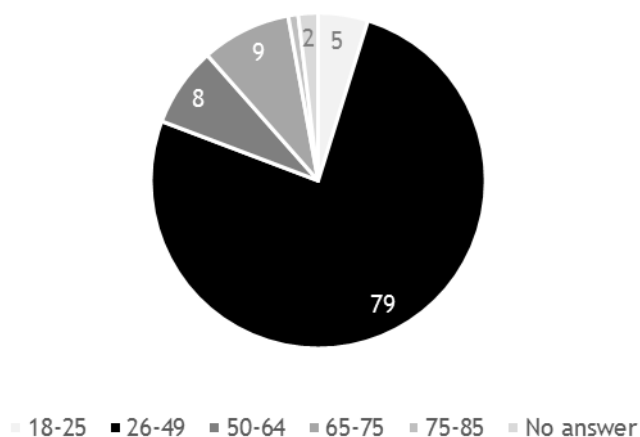
Respondents by gender

Of the 104 respondents to the survey, the majority (94) identified as female.



Respondents by age

Of the 104 respondents to the survey, the majority (79) identified as being aged 26-49.



The proportions of each age group did not vary significantly between the different playgroup locations.

Name of group/area	Age band					No answer	Grand Total
	18-25	26-49	50-64	65-75	75-85		
Old Trafford, St Brides Church	3	19	2				24
Davyhulme, St Mary's Church		19	4	4	1		28
Partington, Children's Centre		9					9
Sale, United Reform Church		17		3		1	21
Altrincham, The Hub	2	15	2	2		1	22
Grand Total	5	79	8	9	1	2	104



Appendix 1

The Questions asked at the Parent and Toddler groups

Introduction

Healthwatch Trafford is the consumer champion for health and social care services in Trafford.

We are here to support your rights and choices in accessing those services.

Our visit today is to ensure that the voices of parents and carers of families and young children reach the ears of the decision makers.

This is one of a series of visits around Trafford. We're talking to parents and carers and we're using the same questionnaire with everyone - we only have six questions.

The survey

1. How easy do you find it to see a GP?			
1 = easy	2 = quite easy	3 = quite difficult	4 = very difficult
Prompt: How could it be improved? / What is it that you're happy with?			



2. If you ever needed to use Social Care Services would you know how to go about it?

Prompt: If Yes, ask what they'd do.

3. If you ever needed to use mental health services would you know how to go about it?

Prompt: If Yes, ask what they'd do



4. How easy do you find it to get a blood test in Trafford?

1 = easy

2 = quite easy

3 = quite difficult

4 = very difficult

What makes you say that?

5. From your own experiences have you any comments about maternity services in Trafford?

6. Do you have any other comments on Health and Social Care services?



If you don't mind, could I ask you the following information?

Your post code: (ters) Male Female

Age: Under 18 18-25 26-49 50-64 65-75 75-85

What will we do with your response?

The data that we collect will be analysed and the findings will be used to make recommendations to continue to improve the health and social care services for Trafford residents.

You will see on the questionnaire that there is a request for you to provide your postcode area this doesn't mean you can be identified as your feedback will remain anonymous.

We will provide your playgroup with a copy of the final report. If you would like a copy yourself please provide an email or postal address - alternatively you will be able to access the report on the Healthwatch Trafford website:

www.healthwatchtrafford.co.uk

Your email / postal address (if you wish to receive a copy of the report):

If you have any enquiries regarding the above questionnaire, please contact Heathwatch Trafford on 0300 999 0303 or email info@healthwatchtrafford.co.uk and a member of staff will be happy to answer any questions you may have.





**Your
voice
counts!**



If you require this publication in an alternative format please contact us



0300 999 0303



07480 615 478



info@healthwatchtrafford.co.uk



@healthwatchtraf



Healthwatchtrafford.co.uk



**Floor 5, Sale Point
126-150 Washway Road
Sale, M33 6AG**

healthwatch
Trafford

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