

Local people, local experiences

Summer Survey 2016

Introduction

The focus of this year's Healthwatch Leicestershire (HWL) Annual Summer Tour of Leicestershire was to engage with local residents and listen to their last experience of using a health or social care service.

Our Summer Tour provided local people an opportunity to meet our team, hear about Healthwatch, receive information as well as sharing their opinions and experiences of services.



144 online

245 at events

Methodology

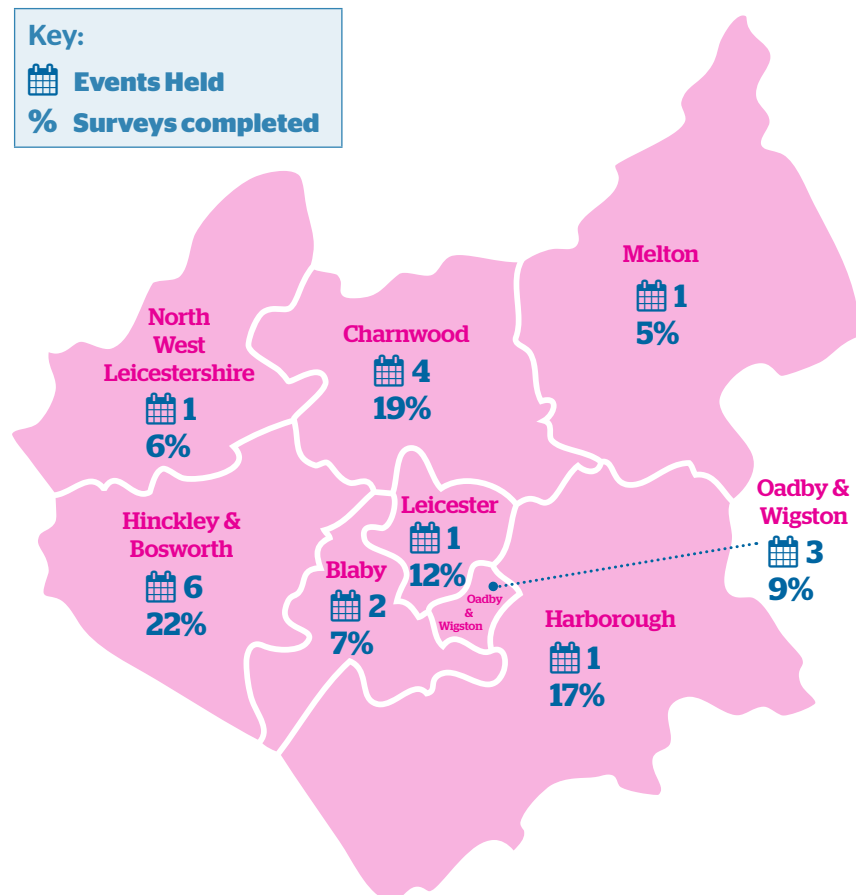
Our survey was available at the engagement events we visited during July, August and September 2016 and via our newsletters, website and through social media.



Key:

Events Held

% Surveys completed



Where we went

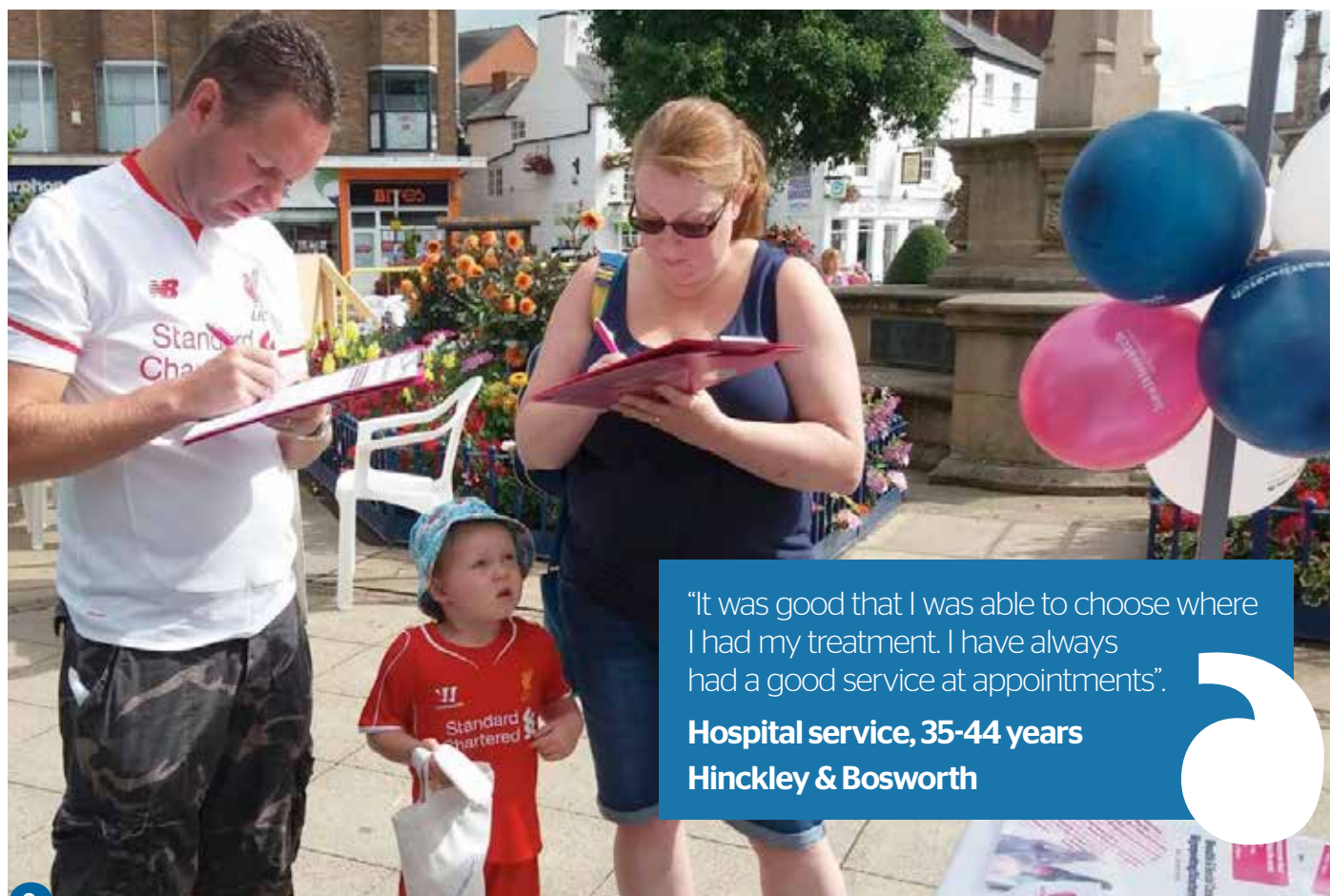
The map shows where the Summer Tour events were held and how many surveys were completed.

The HWL Summer Tour visited 19 locations, listening to a variety of audiences at stakeholder Annual General Meetings (AGM), young people events, older people coffee mornings and local resident health events.

Hinckley & Bosworth and Charnwood were the two districts that we visited the most and where we spoke to the most people.

Places we visited:

Hinckley & Bosworth - 6 events	Charnwood - 4 events	Oadby & Wigston - 3 events
Hinckley & Bosworth Residents Day, Green Towers Community Centre, Hinckley	Loughborough Mela, Loughborough	SuperSonic Boom, Blaby Rd Park, Wigston
Snap Dragon Tour, Markfield Community Centre, Markfield	West Leicestershire CCG AGM, Burleigh Court, Loughborough	South Leicestershire College, Freshers Week, Wigston
Hinckley Campus South Leicestershire College, Freshers Week, Hinckley	Patient Education Event, Sileby Community Centre, Sileby	Leicester Partnership NHS Trust AGM, Leicester Racecourse, Oadby
Snap Dragon Day 3, Argents Mead Park, Hinckley	Patient Education Event, The Gorse Convert Community Centre, Loughborough	
Snap Dragon Day 4, Argents Mead Park, Hinckley		
Family fun day, William Bradford Academy, Earl Shilton		
Blaby - 2 events	Melton - 1 event	North West Leicestershire - 1 event
Family Open Day, A Place to Grow, Enderby	Age UK Coffee Morning, Melton	Children and Families Services: family voice event, Conkers, Swadlincote
East Leicestershire & Rutland CCG AGM, Leicestershire County Hall, Glenfield	Leicester - 1 event	Harborough - 1 event
	University Hospitals of Leicester, The Big Shed, Leicester	Harborough by the sea, Market Harborough



"It was good that I was able to choose where I had my treatment. I have always had a good service at appointments".

**Hospital service, 35-44 years
Hinckley & Bosworth**

Key Findings

Young people aged 12-25 years



66 young people completed the survey - the majority were aged between 12-17 years (45 people) and 21 were aged between 18-25 years. Of those that responded (71%) had used a service in the last 3 months.

76% of those that responded were White British with 13% South Asian, 4% African and 4% Other.

76%
White
British

13%
South
Asian

4%
African

4%
Other

Improved waiting times

We received **48 individual comments** relating to improvement of services and overwhelmingly **50%** (26 people) of those **talked about improved waiting times** to access services.

The services that young people used most recently were:

GPs	25
Dentist	17
Hospital	9
Opticians	8
Health Centre	4
Other	3

A third (**62%**) of young people **rated their overall experience of services as above average**, with only 6% rating services below average. When we asked young people **what was good about their last experience of using a service**, the top comments were:

- Helpful and friendly staff (12 people)
- Short waiting time for appointments and treatments (9 people)
- All round good service (8 people)

Case Study



Name	John
Age	18-24
Ethnicity	White English
Area	Harborough

Experience of a Pharmacy

Overall experience of services is above average

4 out of 5

What is good about services?

It was a very quick service with lovely people and very welcoming. They know what they are talking about.

What could be improved about services?

I would like to see an improved connection between the pharmacy and the doctors. I had some confusion over my prescription and whether it had come in to the pharmacy or not. I was also given the wrong prescription.



"Waiting times to access services are too long. I would like my GP to listen to my problems and be more productive about giving me a diagnosis".

12 - 17 years, Oadby & Wigston

Older People



159 older people completed the survey. 76 of them were aged between 65-74 years and 83 aged 75 years and over.

From the 155 that told us their ethnicity, 93% of those were White British with 5% South Asian, 1% African and 1% other.

We asked older people what was good about their last experience of using a service and received 129 comments. 39 of those comments related to staff being **Helpful** and **Friendly** showing **Empathy** and **Listening to patients**. 15 Comments related patients receiving a quick service from start to finish, from appointments and clinical/ medical treatments.

We received **91 individual comments** relating to improvement of services. Of those, **waiting times** and **access to appointments** accounted for 25 of the comments. Again the issue of waiting times and access overlaps across all responses and ages.

Carers



23 of the older people aged 65 years or over told us they were a Carer. We asked how difficult it is to find time to get treatment or support for themselves, for example to make an appointment or take a break from caring.



7 out of 23

found it extremely difficult or very difficult.



62% of older people told us that GPs (40%) and Hospitals (27%) were the top used services. The majority of those that responded (78%) had used a health or social care service in the last 3 months.



80%

of older people rated their overall experience of services as above average.



100 people rated services 5 out of 5.

Case Study



Name	Julia
Age	65 - 74
Ethnicity	White English
Area	Blaby
Role	Carer

Experience of a Hospital

Overall experience of services is average



3 out of 5

What is good about services?

My husband has been in Leicester Royal Infirmary for several weeks. Two nurses on the ward, one Spanish and one from Zimbabwe have been brilliant.

What could be improved about services?

Satisfactory places for respite care are very difficult to find. My husband is in hospital due to poor care in respite. Social workers support was very mixed in my experience. Having a different social worker every time care is needed does not make for a good continuing care and support system.



"With regard to seating, I find in a lot of medical environments seating is not ideal for older and disabled people. People are very good and help but suitable seating is needed for independence".

65-74 years, North West Leicestershire

Overall Findings

What was good about your experience?

The most common themes - 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 doctors and nurses demonstrated real concern for their wellbeing.

During our Summer Tour we found that overall, more and more people are praising the efforts of doctors, consultants, nurses and healthcare professionals for their service. Our findings show that the majority of respondents rated their last experience of services as excellent.

We wanted to know what patients thought was good about their experience of using services.

The common themes from good experiences were:

 GP 114 Comments <ul style="list-style-type: none"> ■ Helpful, polite and friendly staff ■ Same day appointments ■ GP attentive to needs ■ Empathetic doctors and nurses 	 Hospital 82 Comments <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 38 Comments <ul style="list-style-type: none"> ■ Friendly and caring staff ■ Trained and professional staff ■ Explanation of treatment was good 	 Pharmacy 14 Comments <ul style="list-style-type: none"> ■ Helpful staff and timely service ■ Good customer service
 Help at home 4 Comments <ul style="list-style-type: none"> ■ All round supportive service 	 Urgent Care 10 Comments <ul style="list-style-type: none"> ■ Good nurses ■ Efficient service with helpful staff
 Opticians 17 Comments <ul style="list-style-type: none"> ■ Friendly, informative and helpful staff ■ Efficient and professional staff 	 Day Centre 2 Comments <ul style="list-style-type: none"> ■ Supportive staff for a much needed service

"Staff were very attentive and diagnosis and treatment was very quick in solving issue. I felt as if they really cared about my well being".

Hospital service
65-74 years, Charnwood

"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

What could be improved?

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.

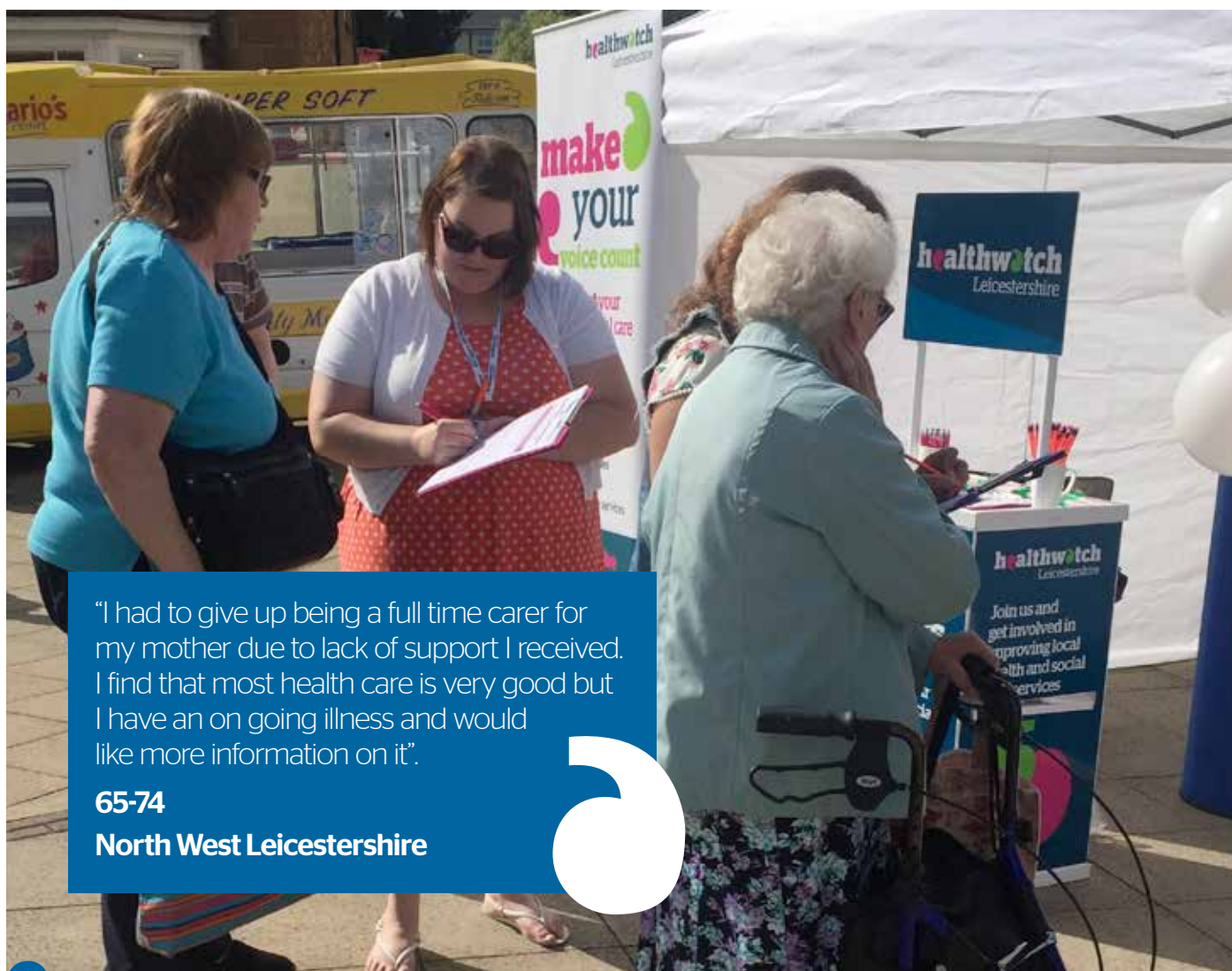
Patients told us that the length of time they had to wait to see a hospital consultant is too long. Patients felt that the GP could have referred them to a specialist at an earlier stage. However once referred by the GP, the length of time that a patient would wait to see a consultant could be months.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

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 paediatric 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. We wanted to know what could be improved to provide a better experience of using services.

“My whole experience with the NHS has been excellent throughout my lifetime”.

75 years, Melton









“I had to give up being a full time carer for my mother due to lack of support I received. I find that most health care is very good but I have an on going illness and would like more information on it”.

65-74

North West Leicestershire

The common themes for improvements were:

 GP 97 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 	 Hospital 67 Comments <ul style="list-style-type: none"> Waiting times to see a consultant More numbers of staff Better bedside manner of staff Better liaison between hospital and GP
 Dentist 26 Comments <ul style="list-style-type: none"> Cheaper prices for treatments An emergency dentist in the county 	 Pharmacy 6 Comments <ul style="list-style-type: none"> More stock of medicine frequently prescribed by GP Better communication between GP and pharmacy
 Help at home 4 Comments <ul style="list-style-type: none"> Carers to arrive on time Longer visits from the paid carer 	 Urgent Care 7 Comments <ul style="list-style-type: none"> Waiting times

"Waiting times for appointments at the GPs 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, Harborough

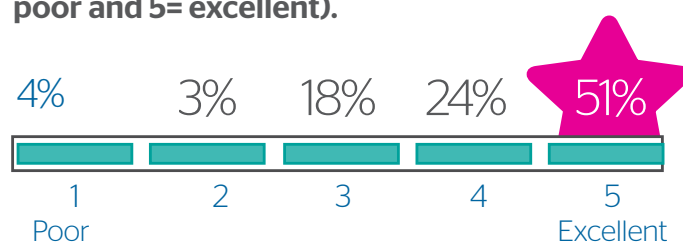
"I was at home and had a fall, I had knocked my head slightly. The ambulance was called which took a while to get here and my experience with the paramedics was not very good. I am over 65 years old, I just had a fall and I was asked if I wanted to go to hospital or not. I think that the paramedics should have been able to make that judgement".

65-74 years, Hinckley & Bosworth

"NHS 111 booked the appointment at the urgent care centre for 12.30pm 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

Over 50% of respondents rated their overall experience as 5 out of 5 (on a scale where 1= poor and 5= excellent).





"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, Harborough

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