



Feedback Summary Report

Primary Care Services

Experiences recorded between Jan - Dec 2015

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Introduction

What we do at Healthwatch Devon

[Healthwatch Devon](#) is the local, independent consumer champion for health and social care services.

One of the key functions of Healthwatch Devon is to obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.

Since Healthwatch Devon was introduced in 2013, thousands of people have shared their views and experiences with us in relation to their local health and social care services.

The experiences we gather are entered (anonymously) into our [evidence bank](#). A summary of this information is then shared with those who commission, provide, regulate and monitor healthcare services in Devon.

This report contains a summary of what people have told us Primary Care Services during the year January - December 2015.

How Healthwatch Devon deals with enquiries in respect of Primary Care Services

If someone contacts us directly about an experience that relates to a Primary Care Service, we will in the first instance signpost them to the Practice / Service Manager so that they can have their enquiry dealt with directly by a member of staff at that service. We would also provide them with the contact details for NHS England and inform them of the other services that are available to them, if they need further assistance. For example, the independent health complaints advocacy service (SEAP in Devon), or their local [Citizen's Advice Team](#).

Sometimes they do not want to contact anyone else about their experience; they just want to leave feedback anonymously. They can share their experiences with Healthwatch Devon by telephone, email, or by completing a 'Speak Out' form.

During the last year we have captured 212 individual experiences in respect of Primary Care Services. This report summarises what we have heard and recorded through 'Speak Out', from 1st January to 31st December 2015.

Key Findings

GP Services

- From the data analysis findings it can be evaluated that GP services are receiving the most feedback comments (90%). Concerns (54%) outnumber compliments (36%).
- The top three themes arising from the feedback are **Quality of Treatment, Access to GP's and Records Management.**
- Compliments (55%) outnumbered concerns (37%) for Quality of Treatment but more than a third of comments taking a negative view.
- Out of Access to GP comments, just under two thirds were concerns. The majority of comments made on Records Management were concerns. Of compliments made on GP services the major consumer principles covered were **Essential Services** and a **Safe, dignified and quality service** (just under a third each).
- For concerns on GP services **Essential Services** and a **Safe, dignified and quality service**, were the most common consumer principles covered (quarter of comments feedback for each). **Access** and **Being Listened to** made up a sixth respectively of all consumer principles covered for Concerns.

Pharmacy Services

- 6% of all comment feedback was on experiences of the Pharmacy Services. Of these concerns outweighed compliments by 77% to 23%.
- The themes covered in the compliments were **Appointments, Quality of Treatment and Access to GP's.** Concerns were made on **Appointments, Equality, Safety, Consent, Records Management, Service Coordination, Choice and Fees/Charges.**
- For concerns on Pharmacy services the consumer principles covered in feedback comments were very evenly spread. Patients' being listened to was the highest at 20%. For compliments three major consumer principles were referred to in feedback. Delivering an **Essential service** was the highest at half of total principles mentioned. A **safe, dignified and quality service** was a third and **Access to services** was a sixth.

NHS111

- 3% of all comment feedback was on experiences of NHS111. Percentage of concerns to compliments was fifty fifty.
- The theme covered in the three compliments received was **Quality of Treatment.** The three concerns expressed covered the themes of **Quality of Treatment, Access to GP's and Access to Dentistry.**

Other Services

Health Visitors and Out of Hours GP Services were the other services mentioned in feedback comments (1%). For Health Visitors one concern and one compliment was expressed covering **Quality of Treatment**. For Out of Hours GP Services one concern was expressed on **Appointments**.

Key Findings Conclusion

The key finding from this report can be put together with the findings from the Summary report by Healthwatch Devon: August 2014-Speaking Out on Non-Urgent Care ([See our summary report here](#))

In the 2014 summary report one quarter of those surveyed did not find it easy to make an appointment with their GP. A similar issue seems to be arising from the data within this report where concerns made up just under two thirds of all feedback on access to GP's.

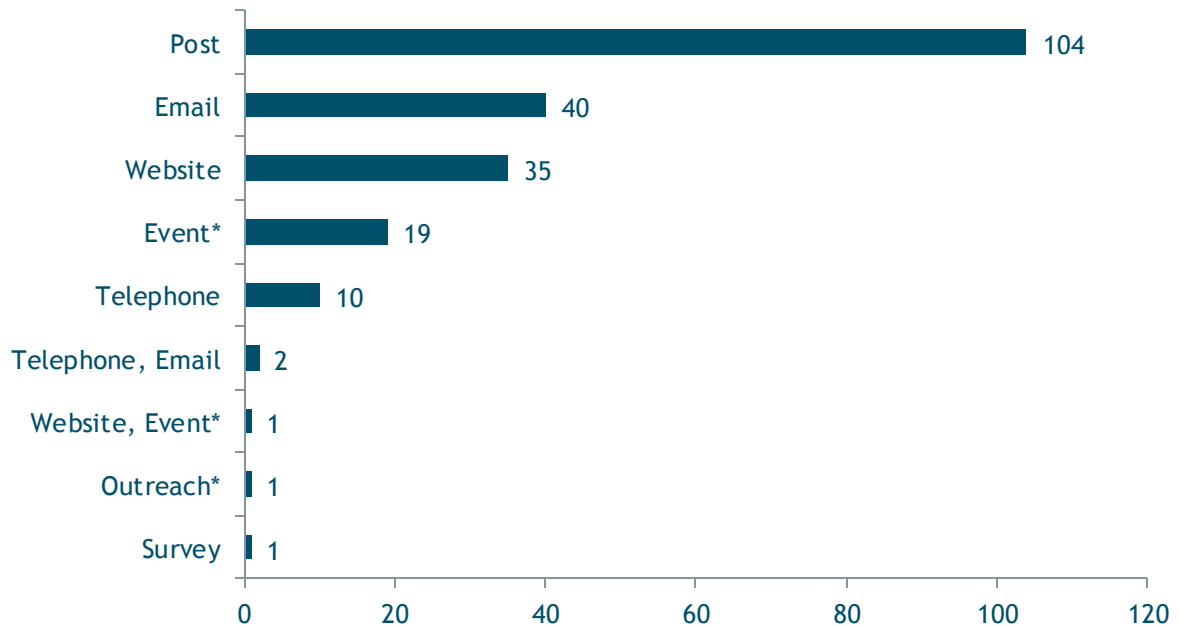
Most people who commented in the 2014 report relied on GP's as their first point of call for non-urgent care. Long waiting times, rigid appointment booking systems and not being able to make appointments over the phone have all been examples found in the 2015 data, the same as in the 2014 survey. These may be issues to consider in the future for not only a better quality of service but also to reduce pressure on A&E departments

In the 2014 survey most people who couldn't get an appointment with their GP went to their local pharmacy. As concerns in the 2015 feedback outweighed compliments for Pharmacy Services, these areas of concern may be ones to monitor in the future.

In the 2014 survey 1 in 5 people would call NHS 111 if unable to get a GP appointment. In the data from 2015 only minimal feedback was given from this area but access to GP services and access to dentistry were concerns expressed. Health Visitors and Out of Hours GP Services were barely referred to but appointments for Out of Hours GP services was a recorded concern.

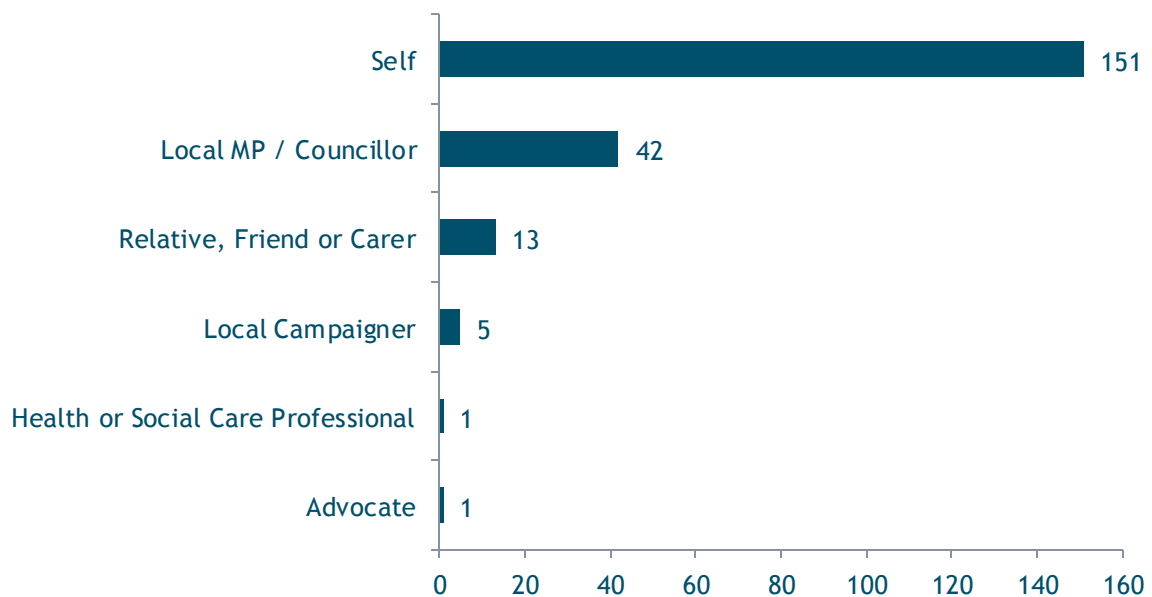
Feedback Analysis on Primary Care Services

Fig 1 Comment Source



This graph shows how people contacted us to share their experiences of Primary Care Services. The majority were by post (49%) with email and website together totalling 35%.

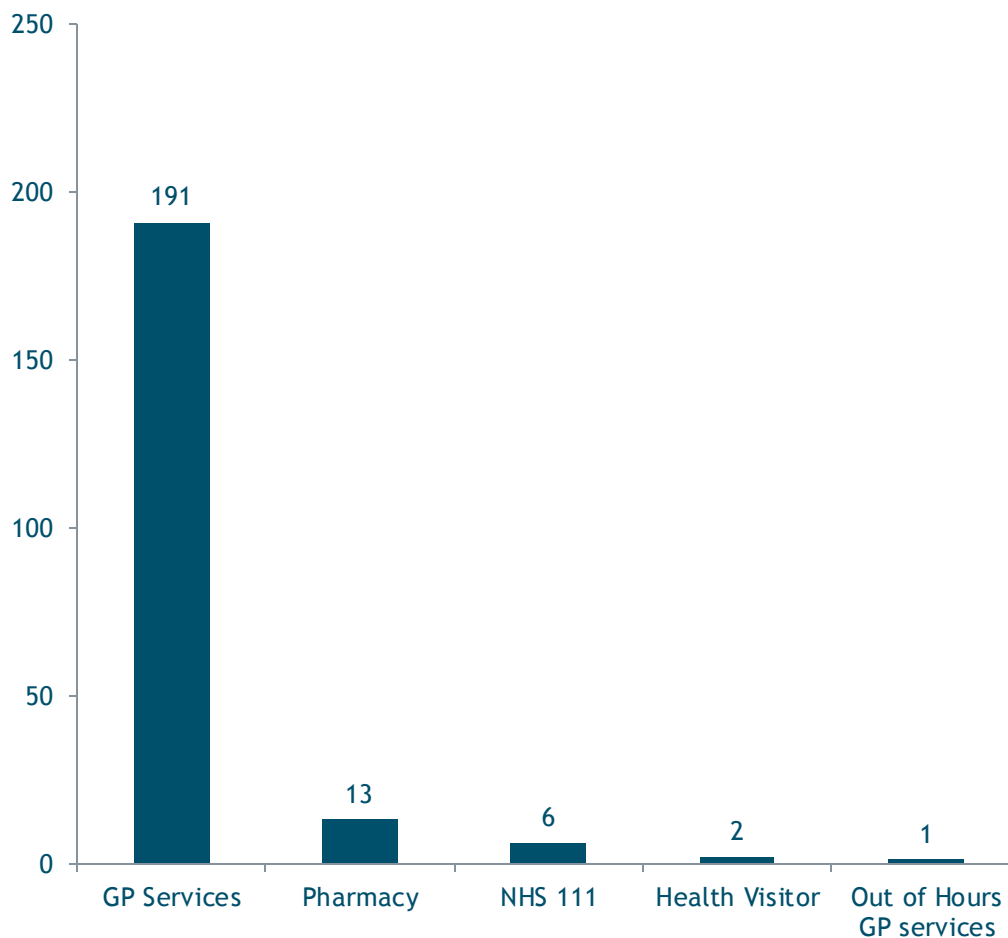
Fig 2 Commentator information



This graph shows who commented on experiences of Primary Care Services. From the data it shows that service users totalled nearly three quarters (71%) of the experience feedback

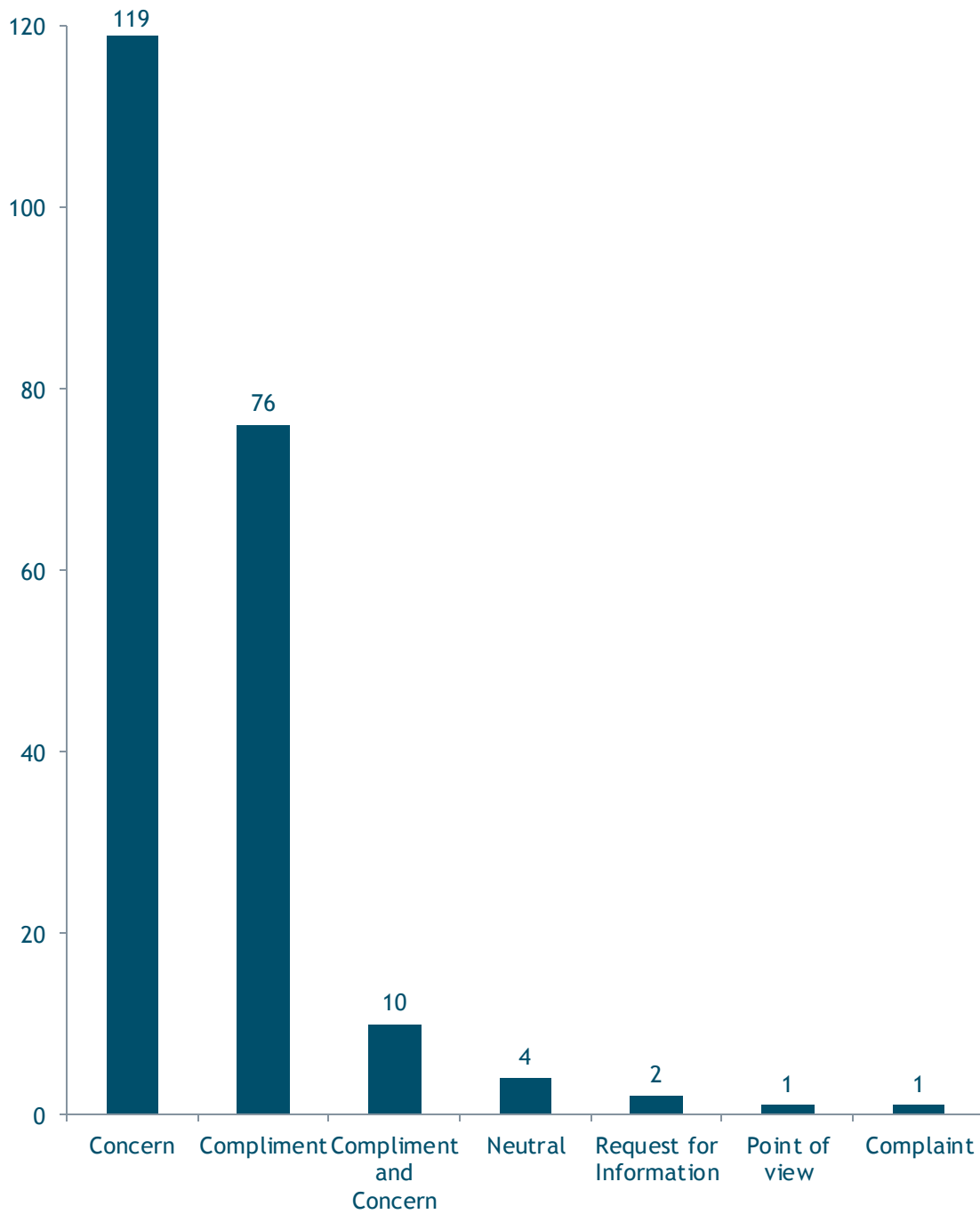
recorded. Local MP's and councillors totalled 20% and relative, friend or carers totalled 6%.

Fig 3 The Primary Care Services commented upon



The graph above shows the Primary Services which were commented upon. Out of our data of 213 experiences of Primary Care Services, 90% referred to GP services, 6% to Pharmacies, and 3% to NHS111. Health Visitors and Out of Hours GP services were below 1%.

Fig 4 Nature of the Feedback provided



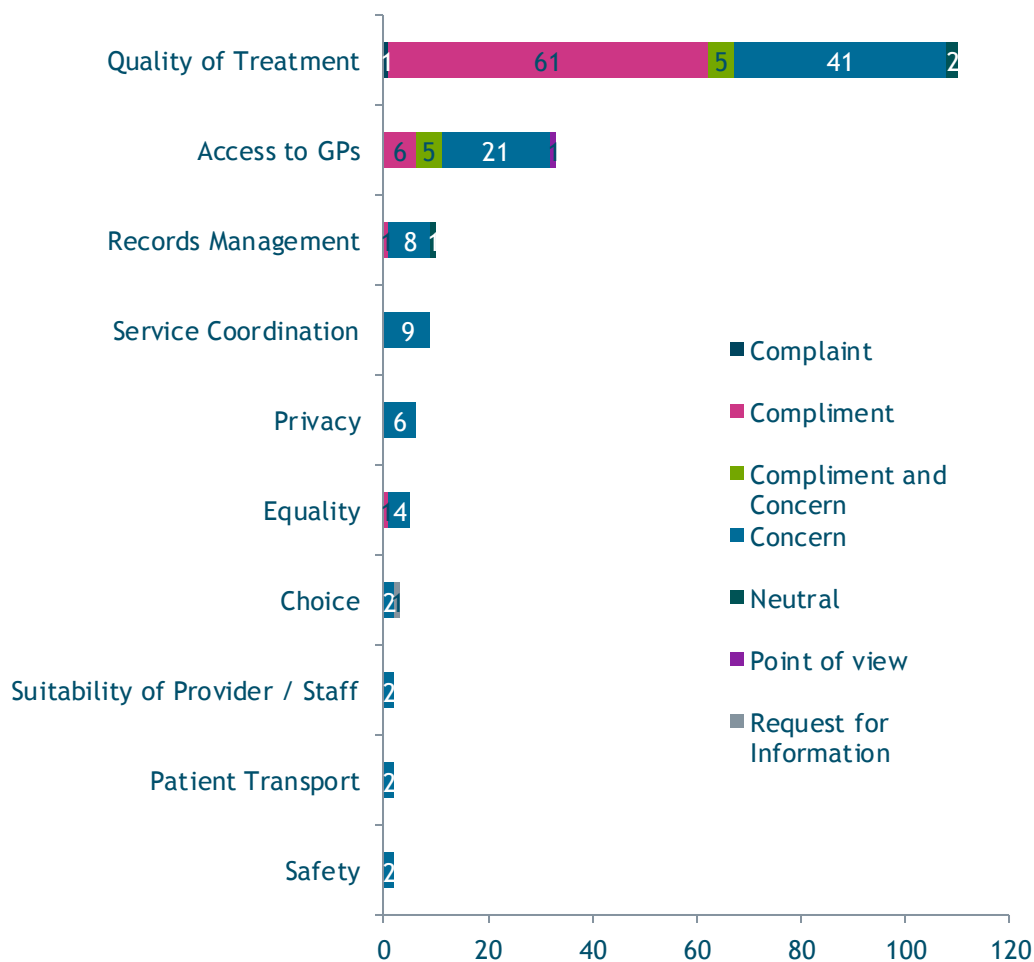
Above shows the sentiment of the feedback on experiences with Primary care services. Just over half of comments were expressing concerns (56%) and compliments were over a third (36%). One formal complaint was recorded.

Fig 5 Primary Care Services and the Nature of Comments made



For the GP services there were more concerns expressed (54%) than compliments (36%). There was also one complaint. For the Pharmacies commented on compliments made up 23% to concerns 77%. For NHS111 and Health Visitors, compliments and concerns were equal at 50% each. For Out of hours GP services one concern was expressed.

Fig 6 GP Services - Theme and Nature of Comments made



On closer analysis of the sentiments expressed by theme a picture of where issues arise can be gained. The top 10 feedback themes were analysed from the total comments recorded and broken down even further into sentiment type. The three top themes arising from this analysis were Quality of Treatment (58%), Access to GP’s (17%) and Records Management (5%)

Compliments

Out of all the comments expressed on quality of treatment over half were compliments (55%).

Examples of such positive comments are as follows,

“I have a brilliant GP. He has always given me all the help I have needed” and “The experience was great, sorted out what I have wanted sorted out”

Of all the comments on Access to GP’s 18% were compliments

“Fast service - I had to call for an emergency appointment and was told a GP would call me. 1 hour later I received a call and was given an appointment that evening. When I was seen it was fast from walking in and seeing the doctor within a matter of 5 mins.”

Concerns

Out of all comments expressed on Quality of Treatment 37% were concerns

“A relation of mine has a damaged heart as doctors weren't mindful of the clash between antihistamines and antibiotics. So, not paying attention to this has negative consequences for people.”

Out of all comments expressed on Access to GP's just under two thirds (64%) were concerns. Examples of such comment are as follows;

“Hard to get an appointment with your own doctor at Surgery. Husband waiting for cardiology results, saw another doctor at the surgery who could not continue investigating so had to wait for own doctor to come back from holiday. He was away for 3 weeks.”

“No telephone service, I get the impression that patients are hurried through. Do they only get 7mins? I think so”

“This gentleman contacted his GP regarding his blood pressure as he was suffering symptoms that concerned him. He was told to take his own blood pressure for a week before coming to the surgery. He then saw a GP who increased his blood pressure medication. The gentleman expressed frustration that this could have been done a week ago and he unnecessarily had to experience a week of poor health.”

“I called to make an appointment and was informed there was a two week wait, slow with responses and long waiting times.”

Other examples of concerns expressed were;

Records management

“My wife waiting for a MRI scan after a month, I phoned 5 times, only answer machine. Then phoned different number - consultant on holiday and left no message that my wife needed a MRI scan and now having to wait another 2 weeks.”

Service Coordination

“It is totally unacceptable for NHS England to have taken a decision to close the Wallingbrook Health group at Okehampton Hospital with no reference or period of consultation with the patients which include myself. In view of the seemingly endless increase in new houses in the Okehampton area, needless to say, I strongly urge that this practice remains open.”

Privacy (reported by a “Healthwatch Champion” - dedicated advisors based at Citizens Advice):

“This client, a woman aged 61 wanted to have some details removed from her medical records as she felt she was being discriminated against. This was to do with a mental health issue many years ago. She was not happy with her GP who would not help her with this. Champion referred her to SDTCCG who rang her and referred her to NHS England who said she would have to take this up with her GP. She did not want to do this, so Champion referred her to SEAP and advocacy. No outcome reported back to Champion as yet.”

Equality

“Individual contacted us with a concern re GPs not referring patients to homeopathy treatment. In the individual’s case, they have an allergy towards mercury and the GP has tried to make a referral to a hospital out of county that does provide testing and treatment, however the referral has been subject to panel’s decision which has been denied. Individual is already in contact with PALS. Individual feels this is a breach of her rights to choose and to access a service that she needs. Her health has deteriorated as a result.”

Choice

“Client has non curable illness and cannot afford service. Hospitals cannot refer, no explanation but have done letters to GP. GP states no service available but will have to go private for counselling.”

Suitability of Provider/Staff

“No support whatsoever for mental health issues. Doctor was rude and refused a referral to mental health services.”

Patient Transport

“I recently had an asthma attack and was advised to go to A&E. However I didn’t go as I could afford the travel costs. If I have asthma attacks I usually go to the MIU in my town. They’re normally fine, but I have been told off for using them too much and told I should go to my GP instead. I explained that my GP told me to go to the MIU if I had an attack.”

Safety

“An elderly carer spoke about her worry for her husband. He had had brain surgery in the 1950s and now he is elderly he is having problems with his mental health. The carer said that her husband is often violent and that he has outbursts where he swears and throws things. Situation has got worse recently as he has been diagnosed with another condition and the tests and outcomes of the illness are terrifying for him and making his behaviour even more chaotic. Carer has explained to her GP but nothing has happened as a result of this - she feels she is not taken seriously.”

Fig 7: Pharmacy Services- Theme and nature of comments made



Compliments

The comments made on Quality of treatment and Access to GPs were both positive
 Quality of Treatment:

“My elderly mother (84) is Type 2 diabetic. She lives in Cambridge but was staying with us for a week near Moretonhampstead, when she ran out of insulin. I rang Moreton Pharmacy and the duty pharmacist was able to sort out a supply immediately, without contacting my GP, under the Pharmacist First scheme. He then contacted my mother’s GP in Cambridge. It was a brilliant service.”

Access to GP’s

“Repeat Prescription it works well pick it every month - I just go to the chemist every month and pick it up - very efficient more convenient for me because I don’t have to keep making appointments to visit doctor”

Concerns

Examples of comments made;

Safety

“Carers find it really confusing when their cared for person’s drugs come in a different packet or the colour of the pills are changed. Often there are so many drugs involved that they can easily get muddled up. They worry that they might accidentally give their cared for person the wrong dosage of their pills. It would help if GPs or pharmacies were aware when the colour of packets or pills changed and could explain this to the carer.”

Records Management

“Holsworthy Pharmacies - problems with co-ordinating prescriptions and difficult to get repeat prescriptions.”

Fees/Charges

“Client has skin cancer which causes her to have ulcers on her legs which require dressings. She has been prescribed dressings by her GP but whenever her daughter goes to Bear Street Pharmacy in Barnstaple she is told that they don't have any and when she asks if they can order them they say it is difficult and do not give her any. Her daughter ends up buying them costing her £8 per week. They are applying for a Macmillan Grant to cover the cost.”

Equality

“An individual called in as concerned that Lloyds Pharmacies do not print their telephone numbers on prescription boxes bigger enough for the people that are partially sighted. It becomes a problem when the individual goes home and they have a query to raise with the pharmacy and they then cannot read the phone number to be able to make that call.”

Consent

“One of the chemists in Seaton sends monthly prescriptions each month to an elderly lady but she has said that she doesn't always need them. She has never ticked a repeat prescription form.”

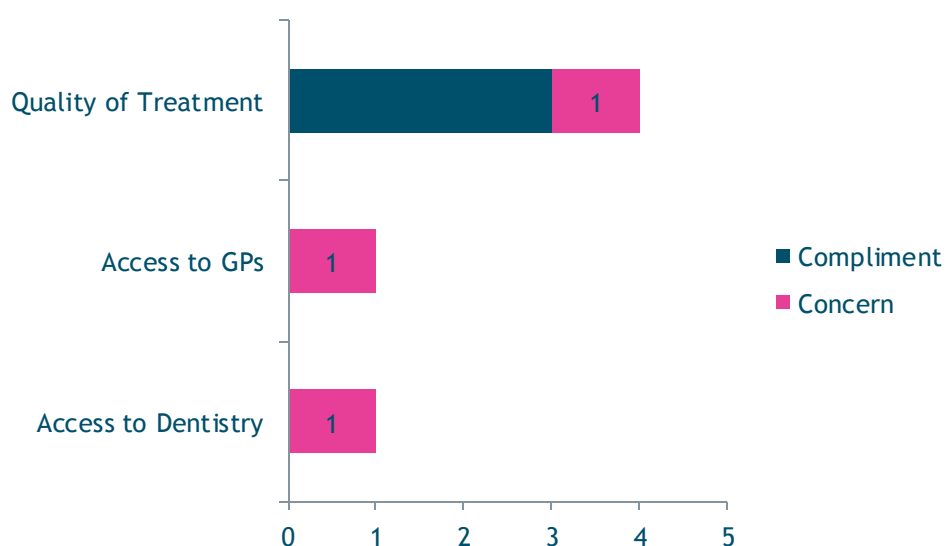
Choice

“Local GP left and new GP took over and the client has blood pressure tablets prescribed 2x monthly, until this happened, now its monthly. This means double prescription costs and double transport costs to pharmacy as they live rurally. Highlighting the transport and inconvenience, particularly at holiday times. When they rang the pharmacy, they were signposted to the surgery who stated that this was the CCG prescribing policy.”

Appointments

Five carers spoke about their frustrations when trying to collect their prescriptions from various pharmacies in Okehampton. Despite being told that their prescription would be ready on a certain day, very often they were not ready.

Fig 8 NHS111- Theme and nature of comments made



Compliments

From the four comments expressed on quality of treatment, three quarters were compliments

“I fell down the stairs and broke my arm. My husband rang 111 who called me back and asked lots of questions which culminated in me being told to go to Bideford Hospital which I did. After examination I was sent from Bideford to Barnstaple hospital.”

“I felt my treatment was excellent, everything was explained at each step.”

Concerns

A quarter of responses for Quality of Treatment were concerns.

“Why can’t the people at 111 be professional GPs, this would at least save me having to talk to three different people about my health issue.”

One concern was also expressed about Access to GP’s and Access to Dentistry.

“It took 3/4 of an hour to get through to the helpline, being told I was moving up the queue or I could get advice online. When I did get through I was told a GP would call me, this took another half an hour. The GP did apologise for the delay in getting back to me. I was told to go to my local hospital, not the 24hr A&E. At this hospital I was prescribed some medication.”

“Fell over and chipped a tooth and rang up 111, Devon doctors, hospital, GPs and not one person could give me advice about a broken tooth in the City the size of Exeter.”

Appendix

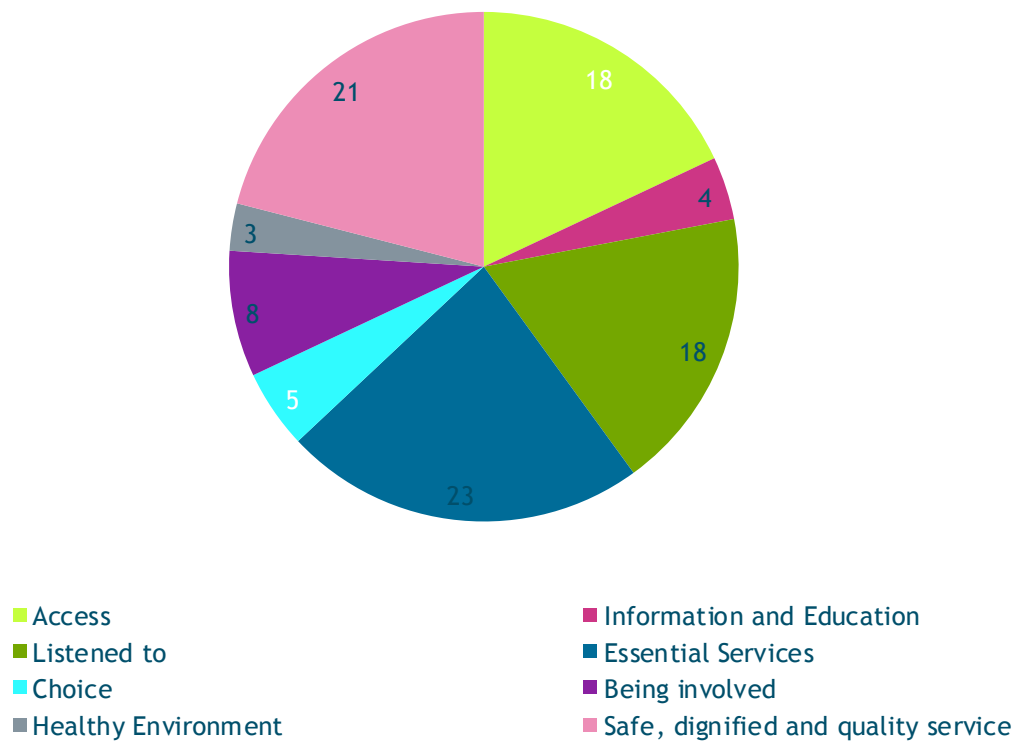
The eight Healthwatch Consumer Principles can be viewed [here](#)

Fig 9 For GP's - Consumer Principles and Nature of Comments made



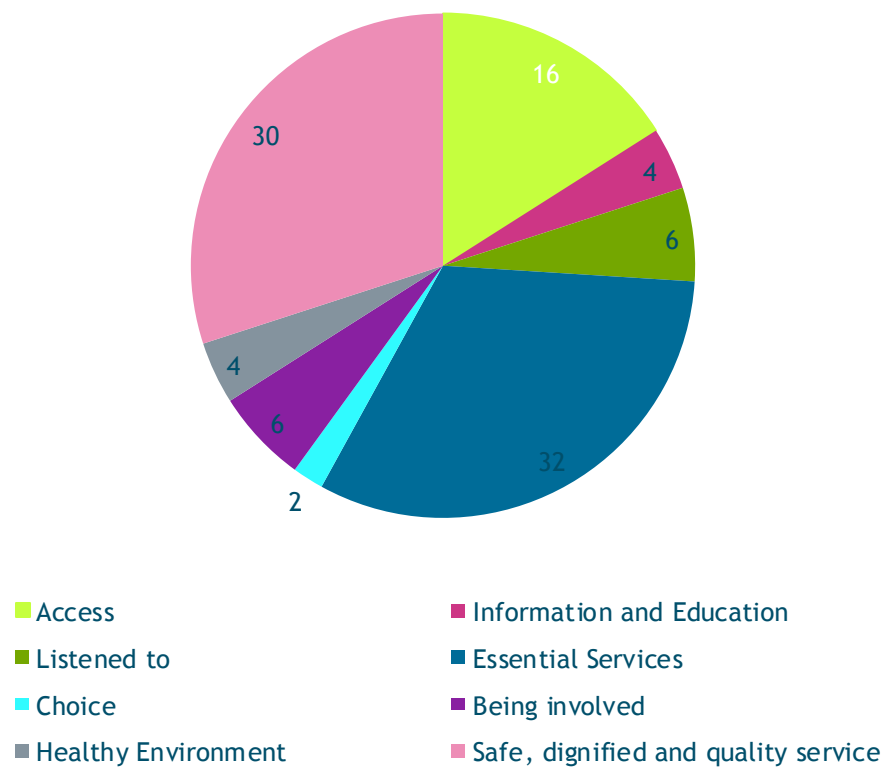
The graph above shows all the consumer principles logged for all the concerns and compliments made on GP services. The pie charts which follow show this data as %'s for Concerns and Compliments respectively.

Fig 10 For GP's - Concerns and Consumer Principles



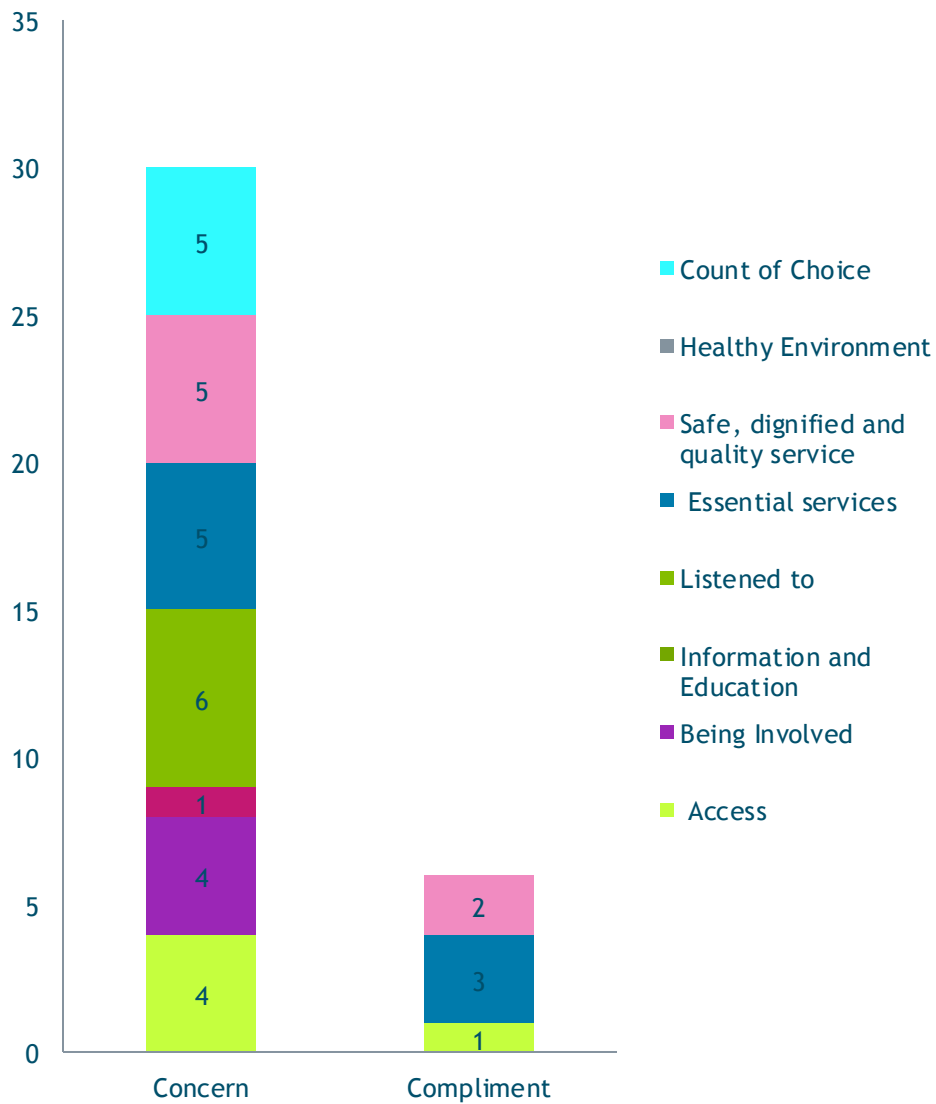
For concerns on GP services Essential Services and Safe Dignified Quality of Service made up a quarter of comment feedback respectively. Just over a sixth was Access and Being Listened to.

Fig 11 For GP's - Compliments and Consumer Principles



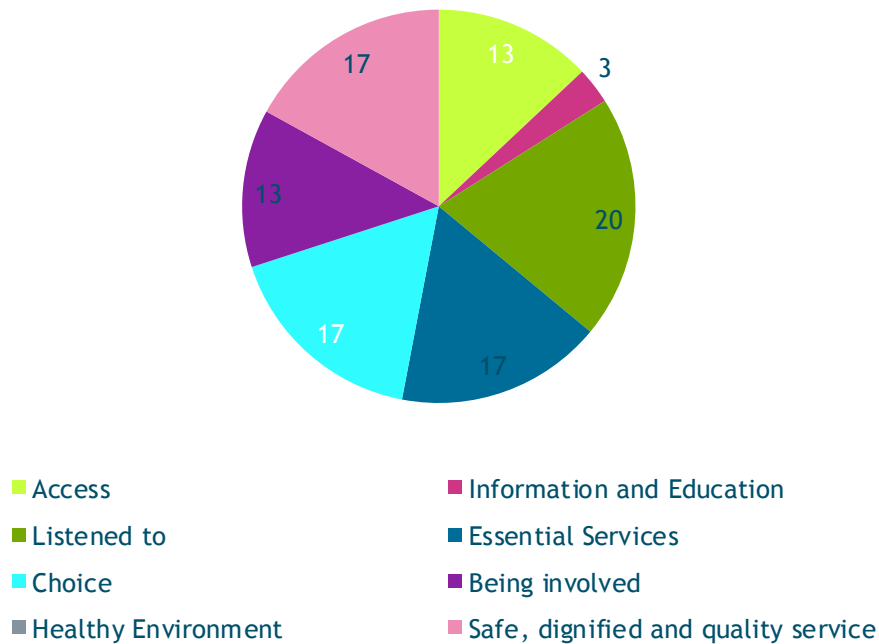
For compliments on GP services, just under a third of responses included the consumer principles Essential Services and Safe, dignified and quality service.

Fig 12 For Pharmacy Services - Consumer Principles and Nature of Comments made.



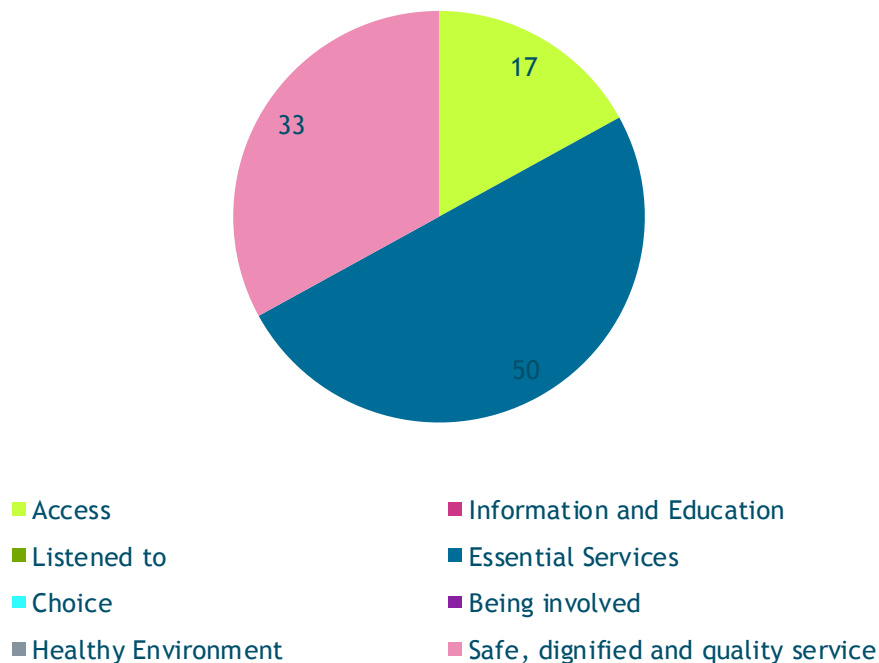
The graph above shows all the consumer principles logged for all the concerns and compliments made on Pharmacy services. The pie charts which follow show this data as %'s for Concerns and Compliments respectively.

Fig 13 Pharmacy Services - Concerns and Consumer Principles



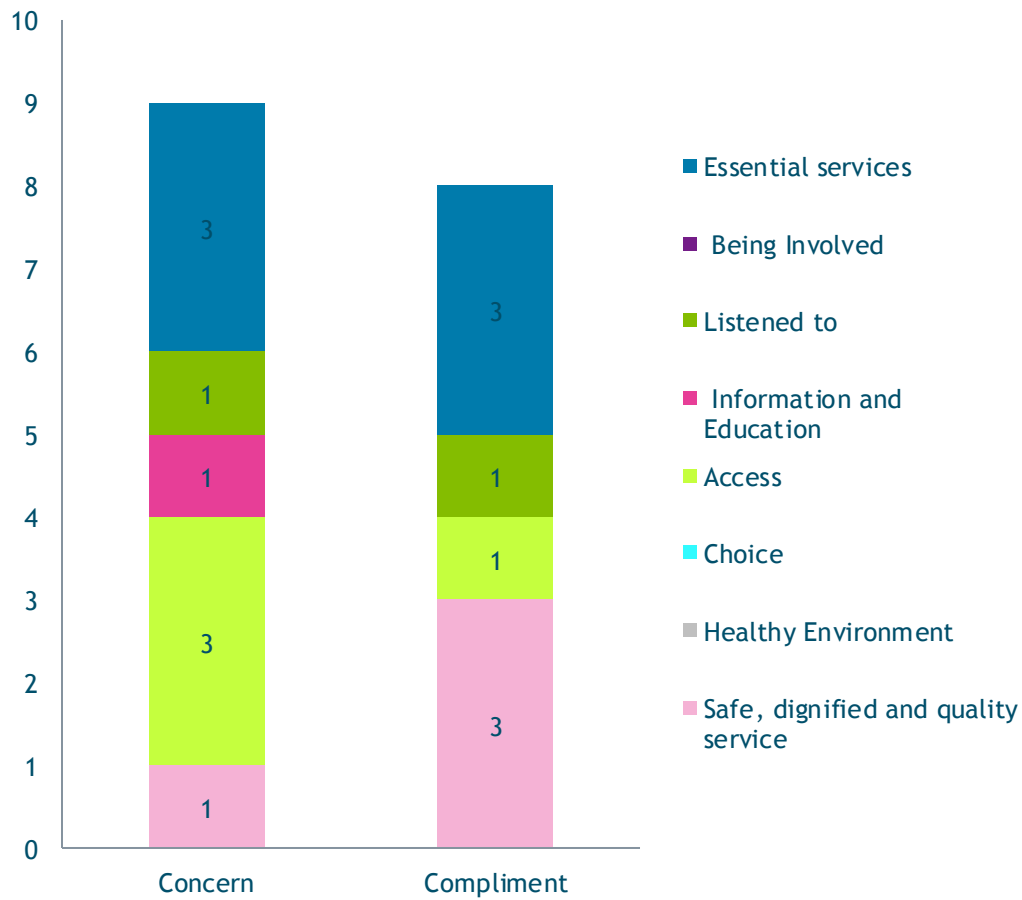
For concerns on Pharmacy services the consumer principles covered in feedback comments were very evenly spread. Patients being listened to was the highest at 20%

Fig 14 Pharmacy Services - Compliments and Consumer Principles



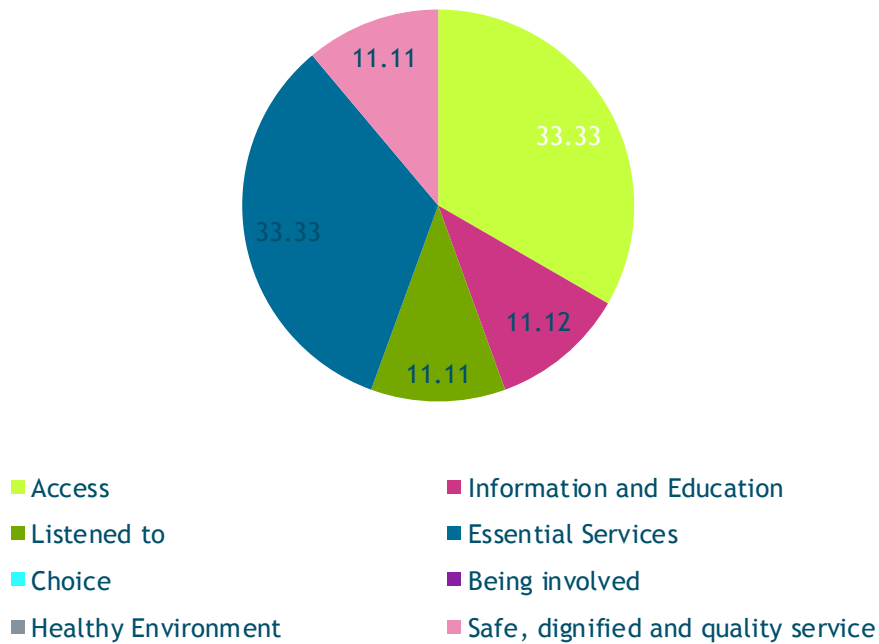
For compliments three major consumer principles were referred to in feedback. Delivering an Essential service was the highest at half of total principles mentioned. A safe, dignified and quality service was a third and Access to services was a sixth.

Fig 15 For NHS111 - Consumer Principles and Nature of Comments made



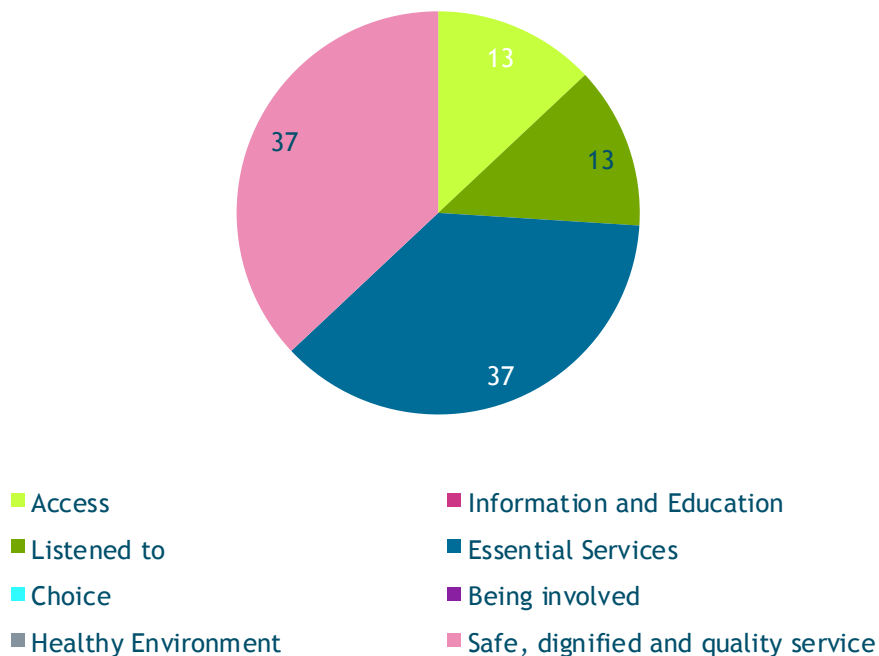
The graph above shows all the consumer principles logged for all the concerns and compliments made on NHS111 services. The pie charts which follow show this data as %'s for Concerns and Compliments respectively.

Fig 16 NHS111 - Concerns and Consumer Principles



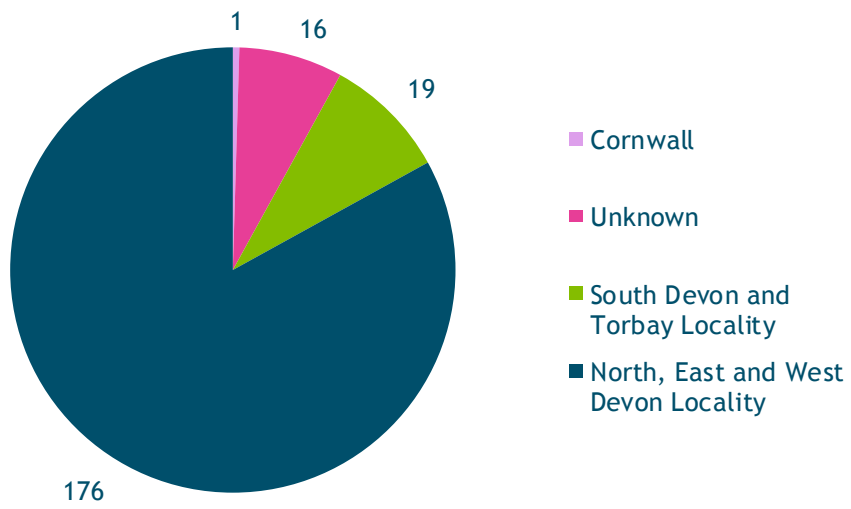
For concerns on NHS111 services the most common consumer principles referred to in feedback comments were Essential Services (third) and Access (third).

Fig 17 NHS111 - Compliments and Consumer Principles



For compliments on NHS111 the most common principles referred to were Essential Services and a Safe, dignified and quality service.

Fig 18 Service Provider Locality



This chart illustrates the number of comments that relate to each specific local NHS Clinical Commissioning Group locality.