



Intelligence Report: 2016

April 2016

Contact us via: [Healthwatch Cheshire East Web Site](#)



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This report provides an annual overview of the intelligence received by Healthwatch Cheshire East and outlines the current projects being worked on

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About Healthwatch

Healthwatch Cheshire East is here to make health and social care better for people. We believe that the best way to do this is by designing local services around people's needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care. As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put people's experiences at the heart of their strategies.

Our vision

Healthwatch Cheshire East as "Consumer Champion" will give everyone in our community a powerful voice enabling them to get the best out of their local health and social care services and help to shape and improve these services for the future.

Our objectives

- **Objective 1**
Healthwatch Cheshire East will be a "hub" for best practice in user empowerment and access across health and social care
- **Objective 2**
Healthwatch Cheshire East will work with service providers and agencies to unlock the information, knowledge and skills needed for consumers to make informed choices
- **Objective 3**
Healthwatch Cheshire East will manage its resources effectively and

work through and with others in partnership to ensure best use of collaborative working

Our outcomes

- **Outcome 1**
Consumers are empowered and better informed about their health and social care options
- **Outcome 2**
Consumer voice is utilised to effect positive influence on service provision
- **Outcome 3**
Healthwatch Cheshire East secures a meaningful response to systemic / organisational barriers to consumer empowerment
- **Outcome 4**
Service providers and commissioners will have a better understanding of the needs of consumers
- **Outcome 5**
HWCE has the resources and skills to complete its functions

Your help is needed

Healthwatch Cheshire East is keen to find out service user experiences of health and social care and would like to speak to all in Cheshire East so that we can continue to help improve services for the future



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Key Themes taken from 2015 Report which are still valid and should be read in conjunction with the 2016 report

Communication

- is not clear
- disrespectful / impolite / concern for impact
- 1 way
- incorrect information and lack of advice
- inconsiderate to people with disabilities
- is not visible to carers when using an ipad to capture patient notes
- social care assessment is not clear
- poor visibility of pharmacy opening hours over bank holidays

Appointments

- difficult to get appointments
- long waits for referrals or specialist services
- rude/disrespectful receptionists
- phones are not answered
- inefficient booking systems
- private diagnosis (due to long wait) is not recognised by authorities to receive support services

Resources

- specialist services (CAMHS), dental, paediatric and general hospital staff are under resourced
- lack of local hospital specialist services - dental
- information, literature and advice is limited
- inefficient discharge procedure
- social workers not trained appropriately

This report highlights the intelligence received from the stories gathered through experiences across Cheshire East community.

Statistical Breakdown of Stories

	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
SERVICE	93				93
Care Home	0				
Care in Own Home	0				
Dental	2				
GP Surgery	22				
Hospital Inc Cancer & Amb	58				
Learning Disability	5				
Mental Health	3				
Social Care	0				
Opticians	1				
Pharmacy	2				
Podiatry	0				
Other	0				
	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
ARE THEY?	93				93
The patient	56				
The service user	0				
The carer	4				
Parent/guardian	6				
Relative	2				
Friend	0				
Volunteer/advocate	1				
Staff member	24				
Other	0				

Q1 2016

The first quarter of 2016 showed a continued level of stories received by Healthwatch Cheshire East with the main focus areas being around the GP and Hospitals

Healthwatch Advocacy – Cheshire East

No. of New NHS ICA Cases: Jan = tbc

No. of New Care Act Cases: Jan = tbc

In **Q1 60%** of stories were received from the patient and a further **25%** were heard when staff members engaged with the public out in the community.

	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
WHEN DID THE STORY HAPPEN	93				93
Last 6 months	65				
6-12 months ago	9				
1-3 years ago	6				
3-4 years ago	6				
4+ years	7				

	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
IS THE STORY ABOUT AN ADULT OR CHILD	93				93
Adults	64				
Children's	14				
Not Stated	15				

In Q1 2016 the majority of stories received were from adults and the stories happened in the last 6 months



Adult stories = Q1= 68%
Child stories = Q1 = 15%

Key themes identified from across services - Q1 2016

Communication

- the treatment process is not clear
- disrespectful / impolite / concern for impact
- inconsiderate to people with disabilities

Appointments

- difficult to get appointments
- long waits for referrals or specialist services
- rude/disrespectful receptionists
- appointments keep changing/cancelled

Resources

- specialist services (CAMHS) are under resourced
- lack of specialist support in schools
- lack of local hospital specialist services - dental
- information and financial advice is limited
- lack of general and disabled parking

GP Services

GP	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
NUMBER OF STORIES RECEIVED	22				22

Examples

- All services received excellent – GP, District Nurses, Moorlands
- Lots of tests done, but no diagnosis given
- Long waiting times in surgery with no reasons given - 45 minutes at 915am, 1+ hour, due to waiting for interpreter who was delayed by 1 hour. Appointments not bought forward to accommodate delay
- Waited 5 days for appointment then given antibiotics, limited doctor availability, hard to get appointments, lorry driver had to wait to get appointment to renew his licence then missed the date to do so
- Doctor did not recognise tongue tie which needed attention
- Receptionist barked at patient regarding hearing aid batteries/rude receptionists when trying to get appointment
- Surgery moved location, not on a bus route, so costly to get to
- GP does not listen to patient
- 111 service was not interested in elderly patient and would not speak to relative/carer

How did the patient feel?	Q1 2016	Q2 2016	Q3 2016	Q4 2016
Positive	9%			
Negative	91%			

Q1 2016 Overview

A steady amount of stories received in Q1 2016 with the majority of stories highlighting waiting times in the reception and difficulties getting appointments.

What needs improving?

- Availability of appointments
- Shorter waiting times and better communication

Healthwatch Cheshire East Project which resulted from stories received

GP Access Project: to understand patient experiences of accessing GP practices

This report will be released at the end of May to all relevant stakeholders. The report is very in depth and unpacks in greater detail some of the themes we hear about. We will be taking this report seriously and working with stakeholder to help bring about change.

GP Services

Friends and Family Test (FFT) - Eastern Cheshire CCG

- Cumberland House, Macclesfield has the highest total number of people that would recommend them and the highest total number of responses.
- Toft Road, Knutsford and Park Green also have a high number of recommendations and responses

Positive experience received from Patient which corresponds to ECT FFT comments

"I saw your article in the Local People Macclesfield magazine and thought it might be helpful to give you a view of the services my wife uses.

As background, my wife has many disability issues and uses a number of services.

A number of specialists at MDGH - over the years my wife has had to use specialists whom we have found to be very professional, caring and informative

GP - our doctor at Cumberland House, has been very supportive and helpful with many of the disability issues, namely, diabetes, referral to Incontinence Service, referral to specialists at MDGH for eye problems and dietician. A mention also of the Reception Staff at the surgery who do everything possible to help.

Nurses at Cumberland House - first name terms with many of the nurses, B12 injection every 12 weeks done efficiently and carefully.

District Nurses at Cumberland House - change of urine catheter carried out every 12 weeks with understanding and empathy. Also any slight problem or concern is dealt with promptly by telephone, including out of hours.

Audio Department - to have the hearing aids re-tubed every 6 months and, if necessary, an up-to-date hearing test. Based at the Hub it is convenient and the staff are understanding and efficient.

I would also mention the good services provided by Moorland in the supply of catheter equipment on a monthly basis.

I hope this is helpful and if I can expand any of the items above or you need any further comments please do not hesitate to contact me"

Hospital Services

HOSPITAL	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
NUMBER OF STORIES RECEIVED	33				33
Examples					
<ul style="list-style-type: none"> • Excellent service at Macclesfield and Leighton Hospitals, A&E, ambulance, xray, parkinsons support, maternity • Poor communication received about a relative • Improvements needed with disabled parking process at Leighton • A homeless person needed hospital treatment and was expecting poor treatment as he was homeless but excellent care received at Leighton and Macclesfield • A child with specialist needs cannot get care until he has been allocated a school and vice versa • Dreadful parking at Macclesfield Hospital, even with a parking permit late for work • No disabled parking at Leighton Outpatients • DNR discussed with son and not patient 					
How did the patient feel?	Q1	Q2	Q3	Q4	
Positive	63%				
Negative	37%				

Q1 2016 Overview

A steady flow of stories received with the majority of stories highlighting good treatment/care by hospital staff.

Key Improvements required are around

- General and Disabled parking
- Support for children with specialist needs

Family and Friends Test (FFT) - Eastern Cheshire CCG

East Cheshire Trust (ECT) has the 5th highest ‘percentage recommended’ FFT score compared to CCG peer groups with 91% of patients recommending and 5% not recommending ECT.

ECT has the highest response rate at 26.4% making the data more valid and representative

Quote: “I was diagnosed with Lymphoma cancer recently and I am disappointed that the consultant I have seen has not been forthcoming with information. I have to constantly ask him and the nurses for information. Although I have been told at what stage the cancer has progressed, I don't know where it is in my body. Isn't it the responsibility of the consultant to fully explain things to me? I don't have to be constantly asking them for information that they are required to tell me. It's very upsetting”

Hospital Services

Hospital Scrutiny 2016	Q1	Q2	Q3	Q4	Total
Enter & View/Mystery Shops (ward visits, food surveys)	2				2
<p><u>Macclesfield Hospital A & E : Findings</u></p> <ul style="list-style-type: none"> ➤ The Trust staff members were very pleasant and helpful especially the receptionist at the main A&E Reception area and the nurse in charge in the treatment area ➤ There were high standards of cleanliness throughout the department and hand sanitisers were all full ➤ Notice Boards in all community areas were tidy and full of up to date relevant patient information ➤ A clear sign to taxi services was available <p>Based on HWCE recommendations - Hospital actions taken</p> <ul style="list-style-type: none"> ➤ A notice on toilet doors will be added to advise of alternative toilet locality, when toilets are out of order ➤ A notice has been put in place to advise people where to get a wheelchair from ➤ A single seat with arms is now in place in the waiting room for patients with mobility issues <p><u>Leighton Hospital Ward 9 and 10 Findings</u></p> <ul style="list-style-type: none"> ➤ Busy wards where patient person centred care was in evidence <p>Based on HWCE recommendations - Hospital actions taken</p> <ul style="list-style-type: none"> ➤ Cleaning schedules have been relocated to the wall near the domestic room ➤ The flooring on Ward 10 is in process of being repaired ➤ The carpet in the dayroom has been cleaned and is awaiting funding to be replaced 					

Healthwatch Cheshire East Project

HWCE are working with CE Infant Feeding Team to find out challenges and barriers regarding referral/diagnosis of tongue tie pathways and to make recommendation for improvements to the diagnosis and procedure.

Jan 2016: report has been sent to stakeholders and feedback is being followed up

Hospital 2016: Enter and View – Scrutiny

HWCE has powers to enable the scrutiny of adult health and social care services. The quality of services provided are scrutinised seeking the views of people who use those services and make suggestions for improvement.

Feedback to Hospital

HWCE provide regular feedback from visits and stories to Hospital Patient Experience Managers which allows hospitals to make improvements on an ongoing basis and to share best practices

Hospital Services

PLACE Annual Visits

“Patient Led Assessments of the Care Environment” are an NHS initiative covering hospitals across England and Wales.

PLACE assessments will provide motivation for improvement by providing a clear message, directly from patients, about how the environment or services might be enhanced. Once individual hospital visits have taken place, by independent representatives, all data is then sent to the NHS national database and individual reports are sent out, providing a national league table of scores

PLACE annual visits are planned for May and June at Leighton Hospital and CWP

About PLACE: <http://www.hscic.gov.uk/PLACE>

Full Reports for each hospital visit can be found on the HWCE Web Site - <http://healthwatchcheshireeast.co.uk/hospital-scrutiny>

Cancer Care Services

Cancer Care Services	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
NUMBER OF STORIES RECEIVED	21				
Cancer Specific Examples					
<ul style="list-style-type: none"> • Good communication, treatment and care and support received at Macclesfield and Leighton Hospitals • Christies and McMillan provide excellent services • No information on any financial support • Poor food at Leighton Hospital • GP dismissive and complaint lodged • Changing of appointments is mentally frustrating • Stressful parking makes a stressful appointment worse • GP dismissed my cyst but it was picked up by another doctor later and then was diagnosed with breast cancer 					
How did the patient feel?	Q1	Q2	Q3	Q4	
Positive	95%				
Negative	5%				

Q1 2016 Overview

Stories received by interviewing patients at Cancer Clinics, Mobile Cancer Bus and Cancer Support Groups across Cheshire East

Key Improvements required are around

- Understanding any financial support available
- Making the whole experience less stressful (easier parking/no change of appointments)
- Understanding GPs

HWCE Cancer Engagement Project – report ready for issue end of May 2016. The report will be fed directly into cancer commissioning board at CCG and other subgroups off this meeting (held by South CCG)

Ambulance Service

HOSPITAL	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
NUMBER OF STORIES RECEIVED	4				
Ambulance Specific Examples					
<ul style="list-style-type: none"> • Waited 3.5 hours for ambulance to attend a child’s broken legs • Excellent service received by NWAS • I commend the ambulance services for its patients and professionalism • 15 minute wait for ambulance and received excellent care 					
How did the patient feel?	Q1	Q2	Q3	Q4	
Positive	75%				
Negative	5%				

Q1 2016 Overview

HWCE is actively requesting stories from the public via social media channels and feeding these into the CCG.

Please visit HWCE via Social Media, at



@healthwatchCE



facebook.com/HealthwatchCheshireEast

Mental Health Services

MENTAL HEALTH	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
NUMBER OF STORIES RECEIVED	3				3

Examples

- Waited for 6+ months for Dialectical Behavior Therapy, provided by Jocelyn Solly which they had stopped providing. Complained to CCG and still waiting for resolution 4 months on.
- A homeless person needed a mental health assessment which he was told was out of the remit of social workers. The homeless person then had an incident which then resulted in an assessment
- Concerns over a deaf child with statemented needs with their education and care at school

HOW DID THE PATIENT FEEL	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
Unsupported					
Angry/Worried/Frustrated	3				
Suicidal/Desperate/Terrified					

What needs improving?

- Services should be available to all
- Customer complaints services at ECGG and Jocelyn Solly have been quite slow in resolving cases
- Consider all patient needs in future changes

HWCE will continue to forward stories to commissioners to ensure they are aware

Q1 2016: Quote

I was diagnosed with a mental illness. I also suffer from anxiety and self-harm. I was put on medication, but after a while it wasn't working. I was then recommended Dialectical Behaviour Therapy, which at the time was being provided by Jocelyn Solly Macclesfield.

After waiting for 6+ months, I later found out that they actually had stopped providing the service and no-one had told me about the changes.

I was not happy with the way I had been treated and emailed the ECGG to complain. I was assured that they would look into it and refer me to other services that provide DBT. It has been 4+ months and I am still waiting. I have spoken to ECGG and they keep telling me that they are working on it and they will send me a letter to confirm new appointment. I am tired of waiting and really need things going. My GP has been very supportive and I am on now on medication. There is still no resolution to my case.

Healthwatch Cheshire East Projects

Autism: To revise autism treatment pathway and reduce waiting times

Q4 16: EC CCG approved funding for new diagnosis and treatment pathway.

Q1 16: Report recognised by HW England and invited to a Parliament Review at Westminster to discuss Autism Services

Young People's Mental Health: Working with schools to gain an understanding of young people's experiences of mental health illnesses and support services with the aim to provide recommendations to service provision

Q4 16: 6 sessions run (2 high/4 primary schools). 250 children took part and developed own views of mental health

Apr 16: Report in final stages of production, planned to be launched May 2016

Mental Health: HWCE have started to engage with South CCG around mental health choices, exploring whether patients are given a choice when it comes to treatment, location of consultations and professionals they see. This project is in its initial stages.

Care Home and Care in Own Home

CARE HOME - SCRUTINY	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
Number of Visits	2				2

Full Reports for each care home visited can be found on the Healthwatch Cheshire East Web Site <http://healthwatchcheshireeast.co.uk/care-home-scrutiny-0>

CARE IN OWN HOME	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
Questionnaires Received	90				90

Healthwatch Cheshire East Action

Through to February 2016 HWCE were listening to the views of people who receive care in their own home.

Consultation has now ended and analysis and report production will be completed by end Q2 2016

Q1 2016 Overview

The Scrutiny team have been busy planning their care home visit schedule to include homes in Cheshire East who have respite care beds. Visits to take place during Q2 2016

2016: Enter and View – [Scrutiny](#)

HWCE has powers to enable the scrutiny of adult health and social care services. The quality of services provided are scrutinised seeking the views of people who use those services and make suggestions for improvement.

Care homes are observed in the following areas:

- * independence for residents
- * mobility both inside and outside the home
- * stimulation and social activity

Learning Disability Services

LEARNING DISABILITY	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
NUMBER OF STORIES RECEIVED	5				5

Examples

- A Cheshire East Information, Advice and Support contact (CEIAS) has reported 4 incidents about children who have learning disabilities and are not supported sufficiently at school. This has resulted in the child not going to school
- Excellent care from all services who support my child with learning disabilities

Q1 2016 Overview

Concerns over lack of support at secondary schools for children who require specialist support

Learning Disability stories will be fed into the Learning Disability Partnership Board by a HWCE representative

WHAT NEEDS IMPROVING

Specialist support at schools (primary and secondary) for children with learning disabilities to ensure they can stay at school

Pharmacy Services

PHARMACY	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
NUMBER OF STORIES RECEIVED	2				2

Examples

- Rude and unhelpful receptionist who referred me back to GP receptionist
- Disappointed with cleanliness of pharmacy, floor and stands were thick with dust and dirt

Q1 2016 Overview

Pharmacy stories will be fed back to Community Pharmacy Cheshire and Wirral on a monthly basis to help shape future plans

Healthwatch Cheshire East Action

Pharmacy Engagement:

HWCE will be working in partnership with Community Pharmacy Cheshire & Wirral (CPCW) to understand the full value of the community pharmacy and any potential impact if there are closures across Cheshire East, since the Department of Health announced cuts of 6%. An engagement plan is in the process of being produced and will be shared with CPCW to ensure it meets needs.

Aim: Q2 2016 : To gather people’s experiences of using community pharmacies – ‘what does your pharmacy mean to you?’

Dental Services

DENTAL	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
NUMBER OF STORIES RECEIVED	2				2

Examples

- Excellent emergency dental care received
- Local dentist could not administer anaesthetic for tooth removal so anxious patient had to travel to specialist dentist who was trained to do so

Q1 2016 Overview

Patients need to be aware of processes when procedures are carried out

Optician Services

OPTICIAN	Q1 2016	Q2 2016	Q3 2016	Q4 2016	Total
NUMBER OF STORIES RECEIVED	1				1

Examples

- Excellent service and emergency dental care received

Healthwatch Cheshire East Action

For Podiatry and Dental experiences:

HWCE will reach out to targeted audiences via community engagements and social media opportunities to build awareness of HWCE and the importance to share stories.

Dementia

DEMENTIA CHAMPION

Healthwatch Cheshire East has a dementia champion who sits on the Cheshire East Council Steering Group



Huge milestone reached
1000 new dementia
friends have been signed
up

General Engagement Q1 2016

Q1 2016

HWCE will remain open to the views of all health and social care services and will be carrying out general engagement visiting a cross section of groups across Cheshire East exploring and analysing the stories.

HWCE will also be reaching out to local audiences via social media to build awareness and provide opportunities for local people to share experiences