

Community Engagement Feedback Report

May 2016

Report summarising feedback from people in Lancashire relating to hospitals, GPs, pharmacies, dentists, adult social care and other health and social care services.



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Introduction

Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

This report summarises the feedback on health and social care services in Lancashire gathered by members of the Healthwatch Lancashire team during public engagement activities in May 2016 and feedback gathered through the Healthwatch Lancashire website.

Methodology

It is often those closest to the process who are best placed to give useful feedback on the way services work and how they can be improved. As patients and relatives are the ones who experience the process or service first hand, they have a unique, highly relevant perspective.

Patient and relatives input into designing services can be invaluable as sometimes seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

Representatives from Healthwatch Lancashire delivered a series of community engagement events with people across Lancashire, which encourage members of the public to share their views and experiences of health and social care services. These are undertaken through our Care Circle activities and Pop Up engagement activities with community groups.

Members of the public are able to find and review health and social care services in Lancashire on the Healthwatch Lancashire website. This information has been collated in this report.

Healthwatch Lancashire visited 8 groups and carried out 2 public engagement events in May 2016. The feedback in this report has been segmented by the group's location and type of service. The following groups took part in activities:

Care Circles

Care Circles are workshops with local groups, for example, carers groups, youth clubs, support groups or other seldom heard groups in the community. These are held at their venues to discuss what matters to them regarding health and social care.

Central Lancashire: (covering Preston, Chorley, South Ribble and West Lancashire)

Ideas Lancashire group in Preston
Learning Disability Forum in Preston

North Lancashire: (covering Fylde, Wyre, Lancaster and Morecambe)

Fylde 50+ Forum in St Annes
Lancashire Parent Carer Forum in Lancaster
Awareness of Bay Cancer Support group in Lancaster
Lancaster Mother & Baby group in Lancaster
Chrysalis Trans Support group in Blackpool

East Lancashire: (covering Burnley, Ribble Valley, Hyndburn and Rossendale)

East Lancashire Link in Accrington

Pop up's

Pop ups are meetings with individuals at a variety of sites, for example, bus stations, libraries or work places.

Public engagement activity: (covering Burnley, Ribble Valley, Hyndburn and Rossendale)

LGB&T Locality event in Burnley
Accrington Outdoor Market in Accrington

Acknowledgements

Healthwatch Lancashire would like to thank all those who shared their views, experiences and took part in Care Circle and Pop Up activities or shared their experiences on the Healthwatch Lancashire website.

Feedback on hospital services in Central Lancashire

Positive comments received
<p>One group member commented on the service provided by both Royal Preston Hospital and Chorley Hospital and said it was fantastic.</p> <p>One group member commented about Royal Preston Hospital. She said the midwife supervisor was great. She organised a ECV at 37 weeks which meant she could have a natural birth.</p>
Concerns raised
<p>One group member commented about the staff at Royal Preston Hospital and how they got their name wrong.</p> <p>Some group members commented that the process from test, diagnosis and referrals take too long, stating that sometimes it takes as long as 6 months.</p> <p>Some group members commented that there should be a fast track service provided for people with autism as waiting causes stress and anxiety.</p> <p>One group member commented that he has had an ear infection and been treated at both Royal Blackburn Hospital and Royal Preston Hospital. Due to lack of communication between the two hospitals, he has struggled with the treatment and this has caused further issues.</p>

Feedback on GP services in Central Lancashire

Positive comments received

One group member commented that the on-line booking system is really good but keeps having issues remembering the password.

One group member commented about Buckshaw Village Surgery in Chorley. He said they provide a good service and they are also open one night which is really good.

Concerns raised

One group member commented that appointments at Dr Jha's Surgery in Preston are not flexible when it comes to booking appointments.

Some group members commented that mental health issues can be present with a physical condition and the doctors should know this.

One group member said depending on which GP you see you will get the correct diagnosis, as some are just not experienced enough and will take the easy route out.

One group member commented that you get asked too many questions by the receptionist and depending on your health condition you will not want to share everything with them.

One group member commented that due to health issues, he has problems communicating with the reception staff but they will not support him when he needs help. He suggested that, maybe they should have something on his file so that the staff know who he is and his issues when he rings.

One group member commented that he would like to see the same GP due to his on going condition, however he always struggles to see the same GP.

Some group members commented that due to the lack of support from their GP's, they are paying for private treatment to get a diagnosis for Autism Spectrum Disorder.

Feedback on other health and social care services in Central Lancashire

Concerns raised

One group member commented about the service at Rowlands Pharmacy in Leyland. They said it was awful and will not be ever using them again. They left them prescriptions for 5 items 8 days ago. All items were out of stock. They were told if they wait until the next day, they can deliver all the items, to which they agreed. The next day they delivered some of the items. When queried, they were told the cream was not in stock and they had ordered it. After 8 days, nothing arrived and they had to ring to ask why.

Feedback on hospital services in North Lancashire

Positive comments received

One group member commented about Blackpool Victoria Hospital. She went to A&E, and was sent to x-ray. She was seen by the doctor and was home within 3 hours.

One group member praised the staff on Ward 39 at Blackpool Victoria Hospital, saying they were superb.

A group member shared their view that from 2010 onwards, when University Hospitals of Morecambe Bay NHS Foundation Trust were receiving complaints and under investigation. He stated that he only ever experienced a very positive service. The same group member had a very positive experience recently at the Dermatology Department at Royal Lancaster Infirmary.

A group member commented that they had stayed on Ward 33 at Royal Lancaster Infirmary recently and received good care and treatment and thought the food was better than expected.

One member commented on the Royal Lancaster Infirmary. They said that their community midwives were really good before birth and during labour.

Another group member commented on the Royal Lancaster Infirmary. She said the community midwives were good, one of the community midwives also came to see her when she was in hospital. She was induced, and it was very busy on the ward. After the birth, the staff were very nice and helped her to breast feed.

One group member commented about the staff at Royal Lancaster Infirmary. She said during her labour everyone was great, the Clinical Lead was great and accommodated her husband who was suffering with post-traumatic stress disorder.

Concerns raised

One group member commented that Ridge Lea Hospital in Lancaster was really good and should not have been closed down.

One group member commented about her stay at Royal Lancaster Infirmary maternity unit. She said it took a long time for her to be discharged. They forgot she was on medication and sent her home without the tablets.

One group member commented that they moved to the North Lancashire area two years ago and had been under active surveillance for prostate cancer which requires check-ups every three months. He had seen a different doctor every time he had been in and thought that some continuity with a doctor would have been helpful.

One group member commented that there was a shortage of Histopathologists at Royal Lancaster Infirmary and that results had not been made available on the day of his consultation.

Some group members commented about Royal Lancaster Infirmary Maternity Unit. They felt the aftercare was not so good. They felt that a lot of the time the midwives were very busy. No one checked up on them and were left without pain relief for

hours. Some members asked 5-6 times for pain relief.

One group member commented about the Royal Lancaster Infirmary. She phoned the ward and asked if she should come in as she felt she was very close to going into labour. The staff asked some routine questions and suggested not to come in yet as they felt she was not ready, but she felt she was in labour so disregarded the advice and went to the hospital. Once there the staff realised that she was in full labour.

One group member commented about Royal Lancaster Infirmary and how the discharge process took too long.

Feedback on GP services in North Lancashire

Positive comments received
<p>One group member commented about Kirkham Health Centre in Kirkham. He said they provide an excellent service and take his illness in to consideration when he tries to book an appointment.</p> <p>One group member commented on Ashtree Surgery in Carnforth. They said their experience of using the online appointment booking service was very good and was able to get an appointment easily and within 3 weeks for their chosen doctor.</p> <p>Another group member who used Ashtree Surgery in Carnforth had telephoned and asked for an appointment with the GP and had an appointment for the following day.</p> <p>One group member commented that they have nothing but praise for the service received and have written to the Whitegate Health Centre to say so.</p>
Concerns raised
<p>One group member said that Whitegate Drive Medical Centre in Blackpool mixed up their blood tests because they had changed their name whilst transitioning gender. It took 4 weeks to resolve the issue resulting in the patient having to have their bloods taken again.</p> <p>One group member commented that it is hard to find a friendly GP in Lancashire and believes this is a culture across Lancashire towards transgender people.</p> <p>One group member commented that appointments at Ansdell Medical Centre in Lytham St Annes are hard to get. The telephone system is not good and needs to be looked at.</p> <p>A member of the public contacted Healthwatch Lancashire by phone. They said that they experienced issues with the Ansdell Medical Centre surgery in relation to a refusal to add dates to letters sent by the practice. Their relative has complex care issues and gets a lot of letters and said it is frustrating when these do not get dated so they can see the order they have been received in or how recent the letter is. They said that the frustration for this resulted in their relative becoming agitated and receiving a warning letter which also was not dated. They said their relative is sorry for their behaviour but this was due to frustration.</p> <p>One group member commented how her father is receiving inconsistencies in care from the Ansdell Medical Centre. The dedicated GP is off sick and as a result was referred to a One-Stop Clinic for the elderly. The experience of using this was poor and it resulted in losing blood tests results, which was frustrating. When her father returned to the surgery he was seen by a different doctor every time who gave contradicting information.</p> <p>Some group members commented that booking an appointment at the GP is now become <i>"like a lottery."</i></p>

One group member commented that both her and her husband rang their surgery to get an appointment but the line was constantly engaged. She decided to walk to the surgery whilst her husband kept trying to get through. She managed to get an appointment in person for that afternoon and when she returned home her husband was still on hold.

Some group members commented about Kirkham Health Centre. They said the appointment system could be improved as there is too much delay in trying to get through on the phone.

One group member commented about Coastal Surgery in Lancaster. They said you can request a call back from the doctor which alleviates problems getting appointments, although you have to be willing to stay in all day as you are not told what time the phone call will be made.

One group member commented that they had recently visited a Practice Nurse at Rosebank Medical Centre in Lancaster. The member disclosed their worries about their hearing and how it was affecting them. The nurse checked the ears and said they had a hearing deficiency and booked the member in to see the GP. When seen by the GP he gave the same diagnosis. The doctor then referred the member for an appointment with audiology. The group member felt seeing both the nurse and the GP, to be given the same diagnosis was a process that took too long and could have been avoided.

One group member commented about Westgate Medical Practice in Morecambe. They mentioned that the appointment for the Warfarin Clinic was not frequent enough. The member said this needs to be every 2 weeks, but at this surgery it took up to 4 weeks.

Another group member also commented on Westgate Medical Practice in Morecambe. They said that they have a 4 week waiting time to see an allocated GP. They also felt that the turnover of GP's was very high. They also commented that the phone line is always engaged which means driving and calling in to the surgery is an easier option for making appointments.

Another group member commented about Westgate Medical Practice in Morecambe. They felt they had extreme difficulties getting appointments so decided to move to another surgery.

One group member commented about Coastal Medical Group in Morecambe. They said they had difficulties in making appointments. The member said they had been waiting a week for an appointment.

Another group member commented about Coastal Medical Group in Morecambe. The person was asked to pay £15 for a doctor's letter to be signed off work and saw this as an unnecessary charge.

One group member commented about Rosebank Medical in Lancaster. They said when they need a letter to be signed they always get charged which is not fair.

One group member commented about how easy it was to be prescribed Ibuprofen and Paracetamol by the practice nurse. However, the doctor was not so willing to

prescribe these. The group member questioned if the nurses were prescribing too readily.

The group members collectively said getting past the receptionists at GP surgeries was difficult and the reception areas in some surgeries did not aid the communication of confidential information.

One group member commented about an administration error at their practice. They had been given the wrong appointment card with someone else's name and date of birth which caused confusion.

A group member with prostate cancer had recently asked a receptionist about their test results, the receptionist in the surgery had told them the test results looked 'normal' with no further information. They were told they could not have a copy of the results by the receptionist.

Feedback on other health and social care services in North Lancashire

Positive comments received

Some group members commented on Westgate Pharmacy in Morecambe. They described the pharmacy as fantastic.

One group member commented on how he called the NHS 111 helpline as he had a problem with his hearing aid. He was advised to go to Morecambe Health Centre where he was seen within the hour.

Feedback on hospital services in East Lancashire

Concerns raised

One group member commented about the time he had a seizure. He was rushed to Royal Blackburn Hospital where he was observed. He was not happy with the discharge process as he was discharged early without any advice or planning.

One group member commented that they have a health passport which they carry around with them. During an appointment at Royal Blackburn Hospital the passport was passed on to the nurse and the doctor but at no point did they refer to it.

Some members commented that when you go to the hospital, the doctor and nurses will have a conversation but will not get the patient involved in any planning.

One group member commented that his mum is not well and needs an operation. However, they keep cancelling the appointment last minute which causes stress to his mum.

One group member commented that he had an issue with his foot and needed to see a podiatrist, but due to long waiting times he had to go private.

Feedback on GP services in East Lancashire

Positive comments received

One group member commented about Peel House Surgery in Accrington. They said the practice is really good and have no issues when it comes to booking an appointment.

One group member commented about the service provided at Clinicare Health and Wellbeing in Nelson. They said the staff were extremely knowledgeable. All treatments were 5 star and the service was impeccable.

Feedback on dental services in East Lancashire

Positive comments received

One group member commented about Aspinall and Nolan Dental Surgery in Clitheroe. They said the service provided there was really good.

One group member commented about Haslingden Dental Surgery in Rossendale. They said it was very easy to get an appointment when required.

Concerns raised

One group member commented about Damian Allens Dental Surgery in Rawtenstall. He said he was on Employment Support Allowance (ESA) and did not need to pay for the treatment. However, he received letters after his treatment demanding a payment and this stressed him out. He feels the form should have been easy to complete and support provided if required with clear explanation of what benefits you were entitled to ESA.

Some members commented that exemption forms are different at different surgeries and they should provide the same form everywhere.

One group commented that there seems to be a communication problem between NHS England and the dental practices.

Feedback on other health and social care services in East Lancashire

Concerns raised

Some members of the group felt that there is a general lack of knowledge across the NHS about transgender people.

Some members of the group said that “gender dysphoria” is a condition which is not picked up by health professionals.

Some members of the group said that the waiting lists for gender identity clinics is too long, and can take up 2 years.

Some members of the group felt that there should be a GP “champion” practice to help the transgender community.

Some members of the group felt that transgender people in Lancashire “self-prescribe” because it takes so long to get medication from their GP.

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