



Your consumer champion for Health & Social Care in Torbay

Healthwatch Torbay Quarterly Report (January - March 2016)

Introduction from the Chair, Dr Kevin Dixon

Welcome to Healthwatch Torbay's quarterly report for January to March 2016.

This quarter we celebrated surpassing the 1000 review mark on our online rate & review system and also had the opportunity to showcase our work at our first quarterly volunteer coffee morning to all our hard-working volunteers.

Everyone there was keen to learn how we have been engaging with our community and consulting with the public, and how the feedback they help us to gather is used to help improve local health & social care services.

I hope this report provides you with a wide-ranging update on what we have been up to in the past three months, the intelligence we have gathered, and how we have used it.

Please get in touch if you want to know more or visit us online at www.healthwatchtorbay.org.uk.



Dr. Kevin Dixon

News in brief

We pass 1000 Reviews!

Healthwatch Torbay have recently surpassed the thousand review mark on our online rate and review tool for Torbay's health and social care services. Healthwatch Torbay launched the South West's first ever 'rate and review' public service for users of health & social care facilities in the region in June 2014, following a public consultation demanding for such a service.

The online service - accessible via a variety of devices - allows people to easily and anonymously rate the care that they have received from a health and/or social care service from wherever they are.

Last year the rate & review system - supported by the South West Academic Health Science Network and NHS England - was a finalist for a prestigious national patient experience award at the PEN National Awards 2015.

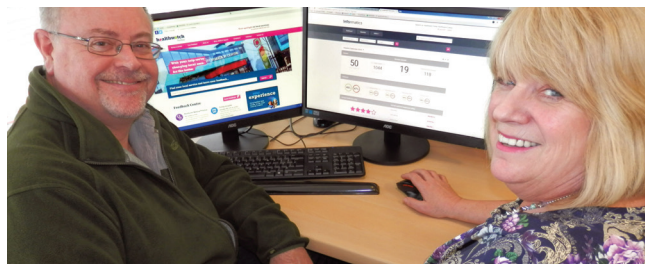
Since its launch, the system has gathered over a thousand reviews relating to nearly 120 different health and social care services in Torbay. Healthwatch Chair Dr Kevin Dixon is hoping for 1% of the Torbay population - 1,300 people - to have reviewed a service by the time of its two year anniversary in June.

New Report Available

We recently released our summary report into our consultation with service-users of Baytree House - a Torquay unit for adults with Learning Disabilities offering Respite Care. Members of the Torbay and Southern Devon Health and Care NHS Trust were present at the consultations to respond to some of the concerns raised regarding the potential closure of Baytree House. Please visit our website to see a copy of the report via www.healthwatchtorbay.org.uk/about-us/meetings-reports/.

SEAP Consultations

SEAP is a free, confidential and independent advocacy service for people wanting to raise an official complaint about NHS health care in Torbay, Plymouth and Devon. This quarter we began a partnership which saw them visiting us at Paignton Library on the second Tuesday of each month to support the public in raising complaints. Appointments can be booked upstairs in Paignton Library to speak to a SEAP adviser on Tuesday 12th April, 10th May, and 14th June from 10am - 1pm.



'One You' Campaign

The new 'One You' campaign from Public Health England aims to help adults in the South West to move more, eat well, drink less and be smoke free. One You also provides information on how people can reduce their stress levels and sleep better. A new online quiz provides people with personalised recommendations on improving their health, with tools and advice to help them take action where it's most needed. For more details, please visit www.nhs.uk/oneyou#1GLKEwxmfieEYifQ.97.

A&E Pressures Continue

In March, Torbay and South Devon NHS Foundation Trust issued a statement warning that due to current pressures, they have temporarily postponed routine, non-urgent operations and outpatient appointments. Any patient who is affected by this is being contacted directly. Anyone who does not have serious injuries should attend their local minor injury unit and anybody who does need emergency care must still either ring 999 or come into the Emergency Department. The news comes as junior doctors return to the picket line outside Torbay Hospital in the ongoing dispute over plans by the Government to impose a new working contract. Further strikes are planned for Wednesday 6 and Tuesday 26 April from 8am.

Top Award for Torbay's Health Visitors

Torbay Health Visiting Service has been awarded the prestigious Baby Friendly Award from UNICEF (United Nation's Children's Fund). The award, which recognises best practice standards for mothers and babies, was given following a two-day inspection earlier this year. The local team was complimented on its high standard of care, support, information and advice that is provided from the Health Visitor Service. Several mothers also highlighted the use of social media, with the TSDFT Breastfeeding Facebook page as a key source of support.

Engagement activities

This quarter we have taken part in a number of events to gather public feedback into health & social care services, including a service user consultation regarding the closure of Baytree House learning disability unit in Torquay - a report of which is available to view online via www.healthwatchtorbay.org.uk/about-us/meetings-reports/.

Our fabulous volunteers have also taken part in a number of different engagement activities over the past three months, with a view to gather as much feedback about local health & social care services as possible, including:

Drop in Events held at:

- Torquay, Brixham, Churston and Paignton Library
- The TQ Together shop in Ellacombe; Brixham Methodist Church
- Torbay Leisure Centre

Our Engagement Drum - gathering public rate & review forms - has appeared at:

- Brixham Pool - ACE
- Plainmoor Swimming Pool
- Sutton Seeds.

Other Engagement activity (includes specific visits to gather general feedback):

- Community Engagement Forum - CCG New Model of Care
- Torbay Hospital - Out-patients/main entrance
- Paignton and Brixham Hospital - main entrances
- South Devon College Health and Wellbeing Week.

Enter & View activity (where authorised representatives visit care services to observe and assess quality):

Three care homes identified in Paignton on Torquay

- Engagement and research of quality of Hospital Transport services
- Mears domiciliary care provider home visits
- Research on quality of social care assessments.

Online Consultations:

The following online surveys and consultations have been publicised and promoted to the Torbay public:

- Common Illness & Antibiotics Survey - to gather public views into the local use and administration of antibiotics.
- South West NHS 111 Service - gathering public feedback on the service to contribute to the Care Quality Commission (CQC) inspection.
- Primary Care Strategy - a South Devon & Torbay Clinical Commissioning Group survey to find out what patients think about the priorities they have set out.
- Torbay and South Devon NHS Foundation Trust - gathering public feedback on Torbay Hospital Community Services to contribute to the administration of antibiotics.

The Healthwatch Torbay Engagement Sub Group intend to run drop in sessions on a monthly basis during quarter 2 and aim to visit pharmacies in Torbay to gather further information. In addition we will be attending a few larger events such as Babbacombe Fair. Please keep an eye on our events calendar for more information via www.healthwatchtorbay.org.uk/events.

Healthwatch Intelligence

21 Engagement Events

All of our engagement activities feed reviews of local services into our online rate and review system for analysis.

Intelligence gathered from our main consultation this quarter at Torbay Hospital, however, provided an opportunity for patients to share their experience about the hospital itself. Six trained Healthwatch Torbay volunteers visited the outpatients department and gathered over 60 rate and review forms.

The overall feedback gathered was positive and focused on:

- caring staff
- phone calls being returned
- good explanation of treatment
- set clear expectations (for what was to come).

The main area for concern was the parking situation within the hospital - with many patients taking up to 1 hour to find a space and feeling their stress levels were rising and were concerned about being late for or missing their appointments.

Other concerns included that the new wheelchairs being very hard to push - the only way to use them was to pull the patient backwards, which was quite difficult.



371 Enquiries / Feedback

This quarter we have received 269 reviews via our online rate and review system and 102 non rate and review general enquiries from January 1st to 31st March 2016.

Of the total 371 enquiries and feedback this quarter, 16% wanted help making an official complaint and 10% were escalated further via referral to external organisations such as Patient Advice and Liaison Service (PALS), Support Empower Advocate Promote (SEAP), health trusts, Torbay Safeguarding, South Devon and Torbay Clinical Commissioning Group (CCG), NHS England and the Care Quality Commission (CQC).

Healthwatch enquiries and feedback in numbers

37%

Were signposted to another relevant organisation

33%

called us direct

23%

Came to visit us in person at our Paignton Library walk-in centre

21%

wrote to us or sent our postcards in

19%

emailed us or contacted us via Facebook/Twitter









Feedback Centre

Feedback Centre

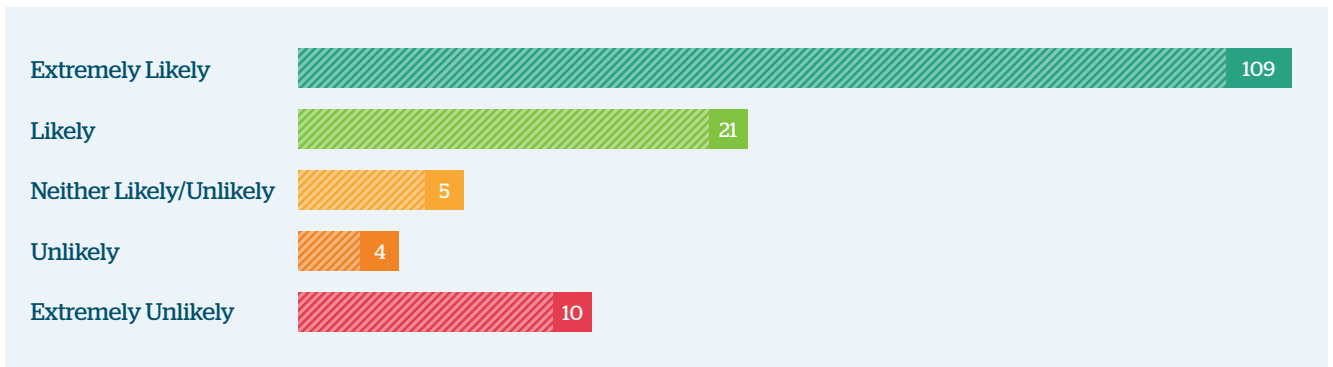
Our online rate and review system forms the main focus of our intelligence and allows people to easily and anonymously rate the care that they have received from a health and/or social care service from wherever they are. The following pages show the intelligence gathered from the 269 reviews we have received from January 1st to 31st March. The majority of feedback was very positive, statistics from which are below for your information.



Overall Reviews, Sentiment and Ratings by Service *

Type	Reviews	Rating	Sentiment
 Hospitals	174	★★★★★	<div style="display: flex; width: 100%;"><div style="width: 59%; background-color: #4CAF50;"></div><div style="width: 34%; background-color: #F44336;"></div></div>
 GPs	38	★★★★	<div style="display: flex; width: 100%;"><div style="width: 49%; background-color: #4CAF50;"></div><div style="width: 46%; background-color: #F44336;"></div></div>
 Social Care	38	★★★★★	<div style="display: flex; width: 100%;"><div style="width: 76%; background-color: #4CAF50;"></div><div style="width: 16%; background-color: #F44336;"></div></div>
 Dentists	7	★★★★	<div style="display: flex; width: 100%;"><div style="width: 53%; background-color: #4CAF50;"></div><div style="width: 42%; background-color: #F44336;"></div></div>
 Other	3	★★★★★	<div style="display: flex; width: 100%;"><div style="width: 62%; background-color: #4CAF50;"></div><div style="width: 32%; background-color: #F44336;"></div></div>
 Pharmacies	3	★★★★★	<div style="display: flex; width: 100%;"><div style="width: 66%; background-color: #4CAF50;"></div><div style="width: 28%; background-color: #F44336;"></div></div>
 Emergency Care	3	★★★★★	<div style="display: flex; width: 100%;"><div style="width: 59%; background-color: #4CAF50;"></div><div style="width: 37%; background-color: #F44336;"></div></div>
 Opticians	3	★★★★★	<div style="display: flex; width: 100%;"><div style="width: 73%; background-color: #4CAF50;"></div><div style="width: 21%; background-color: #F44336;"></div></div>

How likely are you to recommend this organisation to friends and family? ^



Reviewer category ratings comparison

	 Hospitals	 GPs	 Social Care	 Dentists	 Pharmacies
Cleanliness	★★★★☆	★★★★☆	★★★★☆	★★★★☆	★★★★★
Staff Attitude	★★★★☆	★★★★	★★★★☆	★★★★	★★★★★
Waiting Time	★★★★	★★★★	★★★★☆	★★★★	★★★★★
Treatment	★★★★☆	★★★★	★★★★☆	★★★	★★★★★
Quality of care	★★★★☆	★★★★	★★★★☆	★★★	★★★★★
Quality of food	★★★★	★★★★☆	★★★★☆	★★★★	★★★★★
Dignity and Respect	★★★★☆	★★★★☆	★★★★☆	★★★	★★★★★
Your Safety	★★★★☆	★★★★☆	★★★★☆	★★★★	★★★★★
Premises & equipment	★★★★☆	★★★★☆	★★★★☆	★★★★	★★★★★

Top themes

Type	Reviews	Sentiment
Staff	157	83% Positive, 17% Negative
Treatment and care	125	90% Positive, 10% Negative
Facilities and surroundings	58	38% Positive, 57% Negative
Administration	40	63% Positive, 38% Negative
Access to services	40	50% Positive, 50% Negative
Communication	8	25% Positive, 75% Negative

Source of public feedback



*Please note: Rating is offered by the public, and Sentiment (Green = % of positive reviews, Red = % negative reviews) is calculated by the language used. Inconsistencies between the two may occur depending on the nature of the review. (e.g. Many reviewers will rate it highly but comment more on what needs to improve.) ^Please note, the friends and family test question is optional - above shows how the public have chosen to rate all services as a whole, not all reviews have this data attributed to it

Themes, trends and concerns

Staff

Attitudes

- In general, Comments about Staff are positive, particularly around their support, care and engagement with patients.

Capacity

- Concerns have been raised over staffing levels at hospitals and how many staff are overworked.

Treatment and Care

Quality/Experience

- In general feedback around Treatment and Care is positive
- Particularly for Hospitals and GPs - with service users happy with the treatment and care that they receive.

Facilities and Surroundings

Hospital Parking - this was devoted to hospital parking, or the lack there of.

Administration

GP Appointment Booking Systems

- Further feedback continues to establish this as one of the biggest issues amongst the Torbay public, with most reviewers finding booking an appointment very difficult and confusing, some saying due to this they are using the Out of Hours Doctors more.

Access to Services

Waiting Times

- We have received feedback on increasing waiting times at Torbay Hospital (particularly in A&E). This includes patients unhappy with the referral times for appointments, with some being promised to be seen in 1-2 weeks actually waiting over 6 weeks. Also a general concern with waiting times both for booking appointments and waiting to be seen in GP surgeries, and also an inability for some people to see their desired GP due lack of appointments available.

Patient Safety

- We are seeing increased numbers of people searching for emergency help and support with their mental health condition. Some have mentioned that they have visited mental health support services but are struggling to receive support there due to reduced capacity - some have had to resort to visiting A&E at Torbay Hospital to receive support.

Communication

Referrals

- Feedback highlights the increased time taken to refer from a GP to a hospital service or a mental health support service, with waiting times to access the latter services increasing.

Hospital Discharge

- We are still receiving patient feedback that the hospital discharge process needs improving and needs to work in unison to ensure the right care package is in place and actually delivered. This is particularly an issue with ensuring prescriptions are administered quickly, patients are able to make an informed choice about their care and sufficient social care providers are available.

Complaints

Healthwatch Torbay receive different forms of public feedback, some are serious concerns or complaints that aren't necessarily suitable to be uploaded publicly online to our rate and review system. This quarter there have been 36 such cases. Some of the most mentioned health/social care providers and the more frequent themes and concerns for each are briefly outlined below:

Torbay's main healthcare provider Torbay and South Devon NHS Foundation Trust - who also run Torbay Hospital - has 15 current cases like this, the most frequent themes of which include:

Waiting times

- Both in the Accident & Emergency department and for referral appointments.

Discharge

- Including prescription delays holding up discharge, service/provider transfer delays, intermediate care service not engaging with carers or cared for in the right care package and a lack of service coordination as a whole.

Communication

- Including patients not being correctly informed of: waiting times; reasons they (or their children) are not a priority; booking procedures; discharge procedures; more flexible appointment times for carers; diagnosis or treatment explanation.

Facilities and surroundings

- Mainly surrounding the Hospital parking situation making people late for appointments, but a few references to poor, outdated equipment and facilities, and also unclean wards.

Torbay's GP Surgeries have 7 current open cases, the most frequent themes of which include:

Appointments

- Including the lack of availability, waiting times to book an appointment, and inability to book an appointment with a desired GP.

Staff Attitude

- References to abrupt receptionists and patient's reluctance to let them know their reason for wanting to see a GP, and also GP's rushed manner and poor communication.

Social Care services in Torbay - such as care homes and supported living - have 7 current open cases, the most frequent themes include:

Safeguarding

Three cases have been referred to Torbay Safeguarding following concerns of poor care in three separate Torbay care homes. Our referrals to safeguarding were dealt with slower than anticipated (over a 3 day response time), with the pressure and demand of the safeguarding team very apparent.

Complaints

- We have logged concerns regarding the knock-on effects poorly dealt with social care complaints are having, including clients that are:

- Unable to access care and support at home and are then re-integrated into the healthcare system;
- Unable to navigate their way around a complex care system when things are not working well and are unable to get information to help meet their needs;
- Unable to access a sufficient or effective care package and so remain in hospital;
- Not made aware of the cost implication of care packages and either can't afford/cancel the package and find it difficult to re-engage and access a complex care system;
- Being given a list of agencies to contact who are unable to provide support at home and clients are left without sufficient care and support.

Devon Partnership Trust, who provide mental health support services for Torbay, have 4 current cases like this, centred on the following themes:

Appointments

- Including the lack of availability, waiting times for referrals, and last minute cancellation of appointments.

- Treatment quality & effectiveness

- Including patients being discharged who felt they were not ready to be and concerns raised over knowledge/helpfulness of trained staff.

Patient Safety

- We are seeing increased numbers of people unsuccessfully searching for help and support with their mental health condition due to lack of available support services. Several cases have been referred to the Torbay Vulnerability Forum.

Outcomes

All feedback has been logged in our system for further analysis, and, of the 36 individual cases mentioned on the previous page, 24 members of the public wanting to make an official complaint have been referred to external organisations such as Patient Advice and Liaison Service (PALS), Support Empower Advocate Promote (SEAP), health trusts, Torbay Safeguarding, South Devon and Torbay Clinical Commissioning Group (CCG), NHS England and the Care Quality Commission (CQC).

As far as we are aware, 15 of these have been followed up and responded to by either the providers in question or one of the organisations above.

Recommendations

We have recommended a review of social care and safeguarding complaints procedures and the knock-on effect they have on healthcare. We have concerns about the ability to deliver vital safeguarding services while facing more funding cuts. Our referrals to safeguarding were dealt with slower than anticipated (over a 3 day response time), with the pressure and demand of the safeguarding team very apparent.

We fear the growing situation when services are reduced so significantly that those most vulnerable are at risk of abuse on many levels. We are also concerned at the way NHS complaints have a much more detailed insight, focus and priority on patient experience compared to social care complaints, despite the major impact the latter is having on NHS Services.

This recommendation is based on the fact that if the future of health and social care is for patients to self-care and manage care at home in the community; then there needs to be a strong emphasis on listening to what the problems currently are for service users in the care sector.

There is currently no evidence of an integrated approach to service user experience, therefore there seems to be lacking a joined-up approach to solutions - as the pathway to care/recovery involves both health and social care. Social care feedback is also not as actively promoted or pushed to the public as much as healthcare, and issues are being missed as a result.

Reports

This quarter we finalised our summary report into the consultation we conducted with service-users of Baytree House - a Torquay unit with 10 beds (8 used) for adults with Learning Disabilities, offering Respite Care. Members of the Torbay and Southern Devon Health and Care NHS Trust were present at the consultations to respond to some of the concerns raised regarding the potential closure of Baytree House.

Recommendations included:

- A delay in the implementation to the board, not only whilst evidence and assessments are completed and a full consultation review can be conducted, but also to allow time for alternative providers to be ready to provide support and be clear about the support they can provide.
- Carers attending a forthcoming meeting to provide information about provision currently in place and proposals for providers, whilst also ensuring the completion of both assessment forms and consultation forms.
- A request that the Trust learn from this consultation and the concerns raised and take a different approach to public consultation in future decision-making processes, in order to avoid public strain or feelings of disengagement or that they are not listened to.



your **voice** **counts**

Share the health and social care experiences that you, friends and family receive.

Whether it's a positive experience or there's need for improvement, have your say on the Healthwatch Torbay website today. You can even leave feedback anonymously.



Leave feedback now:
www.healthwatchtorbay.org.uk

Email: info@healthwatchtorbay.org.uk | Telephone: 0800 520 029

FREEPOST-RTCG-TRXX-ZZKJ Paignton Library & Information Centre, Great Western Road, Paignton TQ4 5AG

Working together

healthwatch
Torbay



www.lhmmedia.com