

Homeless Healthcare Team

Surveying patient experience with the Homeless Healthcare Team.

Background

Healthwatch Southampton was invited by the Homeless Healthcare Team to conduct a survey around patient experience. We conducted the survey at the following locations:

- Two sessions at the Homeless Healthcare Team, 30 Cranbury Avenue, Southampton, Hampshire, SO14 0LT. On 24th January 2017 and 17th February 2017, and
- One session at Patrick House, 361 Millbrook Road West, Southampton, SO15 0HW, where the team had an outreach service on 1st February 2017

What we did in brief

We spoke to 36 clients during this time and asked three main questions:

- What is your experience of the Homeless Healthcare Team, including access and ability to see preferred staff?
- Is there anything you would like to see improved?
- How would you rate your overall experience of the service? (Out of 5)

The replies from the surveys at **Patrick House are in blue.**

Results

Q1) What is your experience if the Homeless Healthcare Team? Including access and ability to see preferred staff?

- Good. Easy to register. Not hard to find. Everyone knows where the Day Centre is.
- Easy to be seen.
- Good, to be honest. Easy to get here. I see any doctor. It's okay.
- Seems good. I'm new. It was difficult to find if you don't know where it is. The map from Languard Road hostel was not very good. I had to ask people.
- Good, access good.
- Good.

- Absolutely brilliant. Better than Cheviot Road. You get medication here quickly. I find it better coming here. They listen to what's wrong. Nothing needs changing.
- It's good. It's the best doctors I have found in Southampton.
- Absolutely brilliant. My doctor tells me the truth. I prefer it over another GP service.
- Brilliant. You can get an appointment quickly. Really good longer appointments.
- I think it's ok. It's okay to find it here. It's a good service.
- The service is good. There has been a problem getting an appointment with my doctor. She only works 8 hours which is nothing. I like her.
- They've been helpful – in my case.
- Fine – alright. Fine to get an appointment.
- It's brilliant because they listen to me.
- It's good, they are getting things done that I never got done at my old doctors.
- Very good. It's ok to get appointments.
- I think it is pretty good. Appointments are pretty good, GPs are good. I feel I am listened to.
- Good. Fine to get appointments – treated well.
- They do their best. The doctors are friendly.
- Yes, good service. OK getting appointments.
- Spot-on. Can't knock them!
- I think it's terrible. I have been here over a year. Certain people get certain treatment. It doesn't seem like I am getting the right treatment.
- It was good. I got what I needed.
- It's fine, good, brilliant.
- Yes, fine.
- I am anxious and have flu. I pleaded for Ventalin but it was not given. I wanted to go to Victor Street.
- Alright.
- Everything is okay by the looks of it.
- Late appointments. fobbed off each time.
- Two late appointments.
- Bad. I have been switched from one doctor to another and I am not receiving my medication properly. Had to give college up which caused my health to deteriorate. We get fobbed off, we are just numbers. There are a lot of poorly people that should be treated better. The hostel system is very bad. We are mature people, the system does not run well throughout.

- Very poor. I have bi-polar but I have been taken off drugs. The doctor thinks she's got her own ideas then takes you off the drugs – makes it worse. The way it's run and organised – it's chaos. I couldn't make a mental health appointment at Moorgreen due to the £19 bus fare. I need to get a bus pass.
- Shit system. It is bullshit. Too much violence at the Day Centre – where is the system helping you? Where do you go from here? Morale is low, the building is in poor repair. Placed from hostel to hostel, serious drugs problem in other hostels. Doctor is very good.

Q2) Is there anything you would like to see improved?

No.

No.

No.

No.

No.

No.

No.

No, not really. Actually alright. Bookings. Have to be here for 9am. Can't book an appointment for the next day.

I'm happy.

No. They are absolutely perfect. They know what I am going through. They actually do what I want them to do.

No. It's good getting appointments.

No. I think they are quite a good surgery. The doctors are very understanding.

Can't think of anything.

No, not really.

Not really.

The way they treat people – be more understanding. They should be here to help – whole system – seems they are more the problem.

I think it is difficult to get an appointment. No available appointments, I think. Got to my appointment by walking in, easier to do. Phoning for an appointment is difficult they said come in on a walk in, first come first served. My sick note is only for a week, I am back to try and get a three-month sick note.

More GP hours. Sometimes wait more than 2 weeks to get an appointment.

No – waiting times to see them could be improved, sometimes you wait forever.

A few more doctor's appointments in the morning. Only 4-5 appointments in the morning then they're all gone.

No.

No.

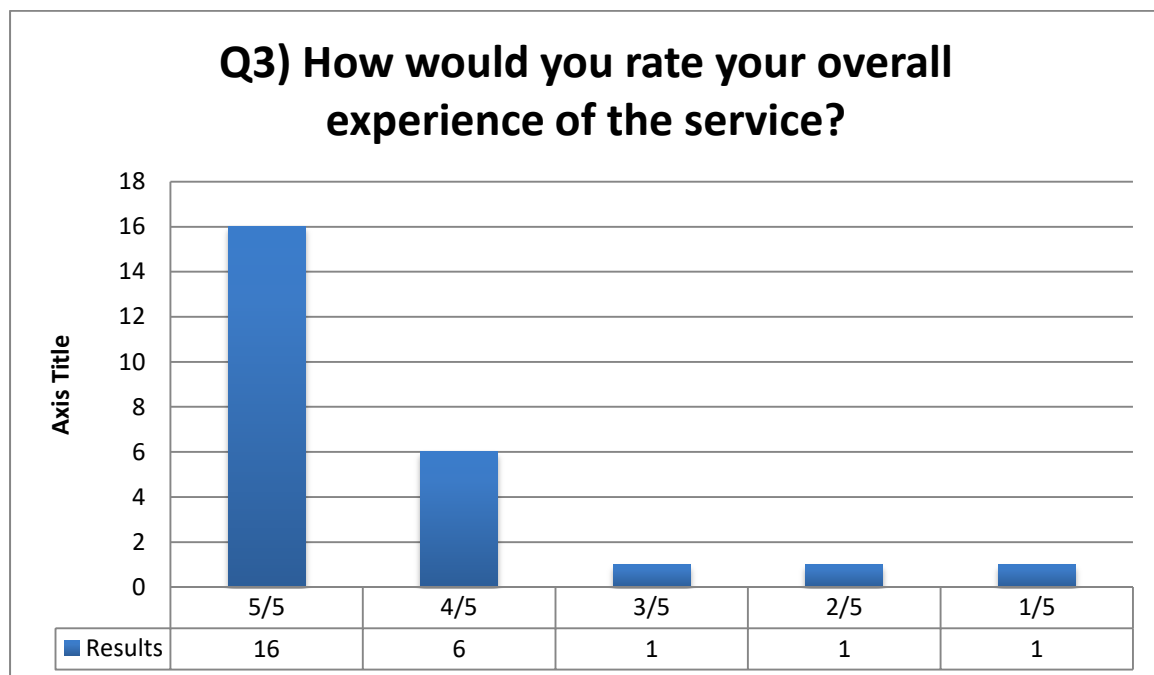
No. It's good enough as it is. It would be hard to improve it.

Absolutely fantastic.

GP should be more open to helping me complete a bus pass.

The Day Centre is very good. I have only been here twice. I don't understand why you can't be given two inhalers. My asthma's my biggest cause of anxiety and panic.

Bathrooms with no locks – no decency. I have mental health problems, was going to jump off because I am not getting the support – 2 year's on. People with learning disabilities are coming in here.



Conclusion

The patients that we surveyed were extremely positive about the service provided by the Homeless Healthcare Team. Generally speaking, appointments were easier to get, last longer than an average GP appointment, and patients said they felt more listened to than with other GP practices in the city.

At Patrick House the feedback was a little less positive, in part, because of the difficulties and challenges associated with living at this hostel.

Overall, the vast majority of patients surveyed stated that they did not believe that the service provided by Homeless Healthcare Team needed improvement, which is clear sign of the quality of the service on offer.