



Introduction

We're here to listen to what people like about services, and what could be improved, and to communicate it to those with the power to make change happen. To do this, we ask you to share your experiences of services with us - good and bad. Up to the end of December 2016 we had received close to 1500 comments about health and care services in Bucks.

We've always sought your comments in a variety of ways. In mid-2015 we changed the way we engaged with the people of Buckinghamshire to collect their feedback. We added a new member to our team focused on getting out and talking to people in Buckinghamshire. We visited libraries, supermarkets and various events. In late 2016 we launched a new website, specifically created to make it easier for local people to "rate and review" their services.

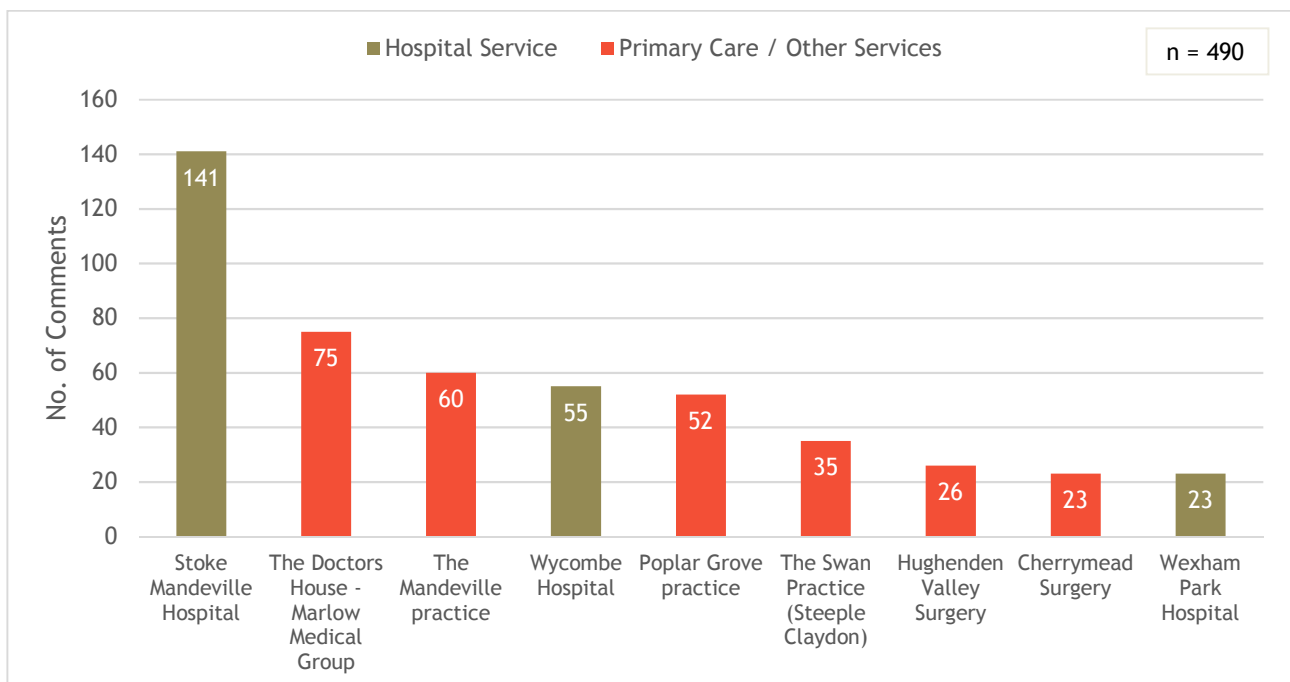
As we have now collected well over 1000 pieces of feedback we wanted you to see, overall, what you've told us about health and care services in Bucks.

Services

The new rate and review feature of our website has really improved the quality of our feedback. When people complete our feedback cards at events we ask them to tell us the name of the service but they don't always do that.

We've now collected feedback on over 170 named services.

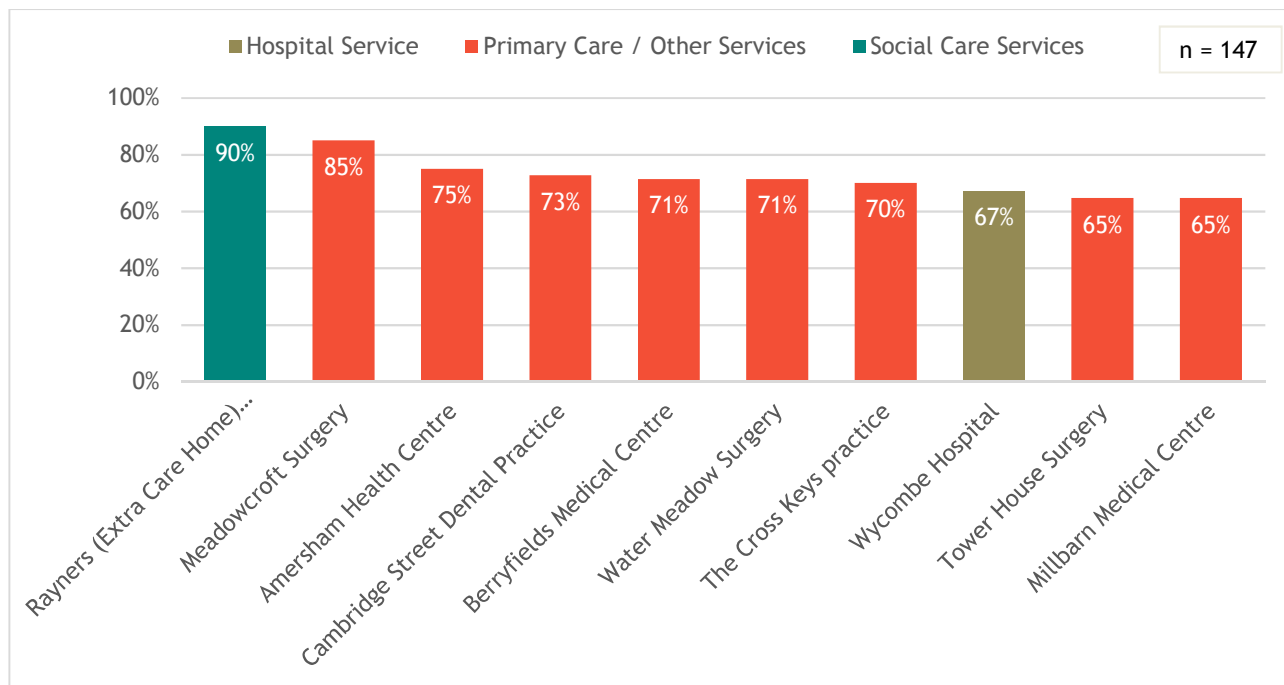
Figure 1 - Ten services with the most feedback



As one of Bucks' biggest providers we would anticipate Stoke Mandeville being at the top of this list, followed by some of our biggest GP practices.

We ask people to provide a rating out of 5 stars, where 1 is a bad or negative sentiment and 5 is a good or positive sentiment. Focusing on the positives, **Figure 2** shows the ten services in Bucks with the highest ratio of positive comments. Most of these are GP surgeries but there is a dentist tucked in at number 4.

Figure 2 - Ten services with the highest percentage of positive feedback¹



When we combine sentiment with information about the type of service involved we quickly build a rough picture of what people tell us about. It's no surprise that the people most commonly tell us about Primary Care services (72%). This includes dentists and GPs. However, you might be surprised to see that the majority of comments we collect are positive (50%).

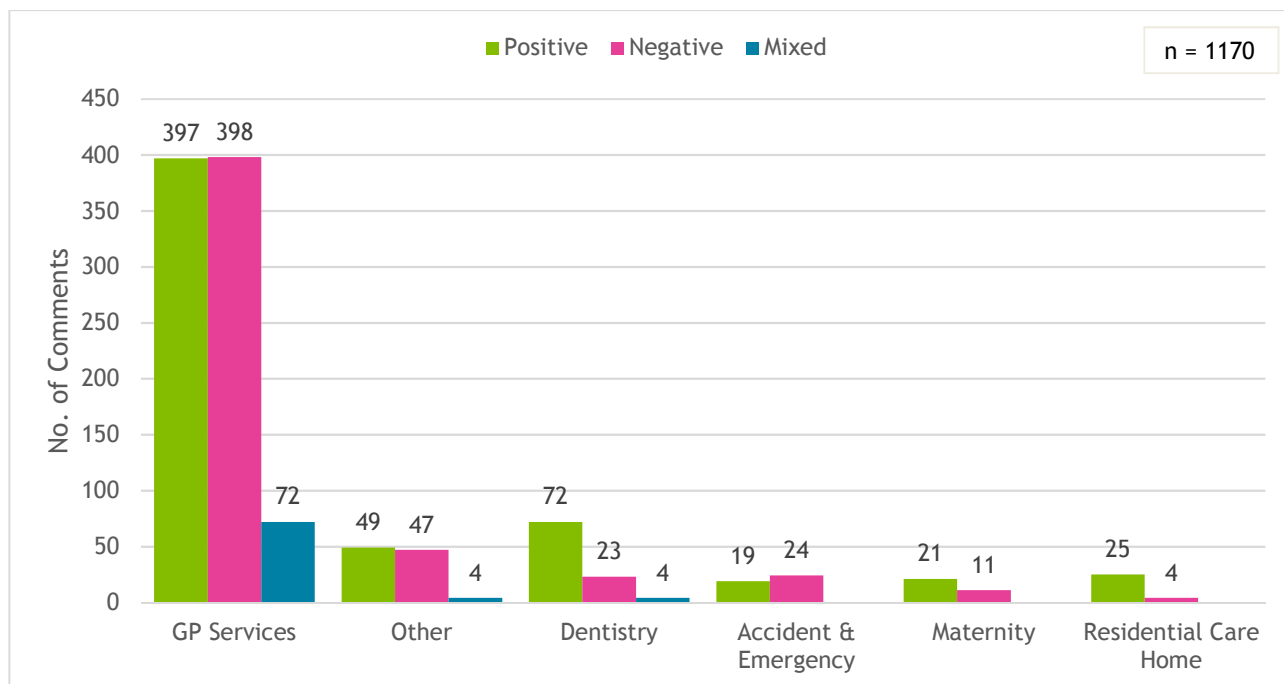
Table 1 - Service and Sentiment

Service	Positive	Mixed	Negative	Grand Total
Primary Care / Other Services	34%	5%	32%	72%
Hospital Service	12%	0%	10%	22%
Social Care Services	4%	0%	2%	6%
Grand Total	50%	6%	44%	100%

¹ Services with at least 10 comments

Breaking this down further we can look at more detailed service types. All together we heard about 52 different service types but **over 80% of the comments were about just 6 service types**, as shown below.

Figure 3 - Six Services Types with the most feedback



In **Figure 3** you can see that we have more comments about GP Services than any other service. You can also see that the split between positive (green/left-most column) and negative (red/middle column) is very equal for GPs.

About 3 of every 5 comments we receive are about GPs

The “Other” service type also features prominently. Comments categorised under “Other” are most often general commentary on the NHS as a whole, rather than a specific service.

Theme

All of the feedback we collated is categorised according to what aspect of the service the comment was about. We call this the **theme**. This is the most important aspect of the data we collect. With this information we can see where things are good and where improvements might be made.



21% of all the feedback we collected was about Appointments. The majority of this feedback is negative. However, for many people, it’s not appointment availability that they are unhappy with. A significant number of complaints about appointments relate to the booking process. This might be due to a frustrating telephone system.

Quality of Treatment is the second most popular area of feedback (18% of total). We have received almost as many comments praising quality of treatment (245) as we have negative comments about Appointments (264).

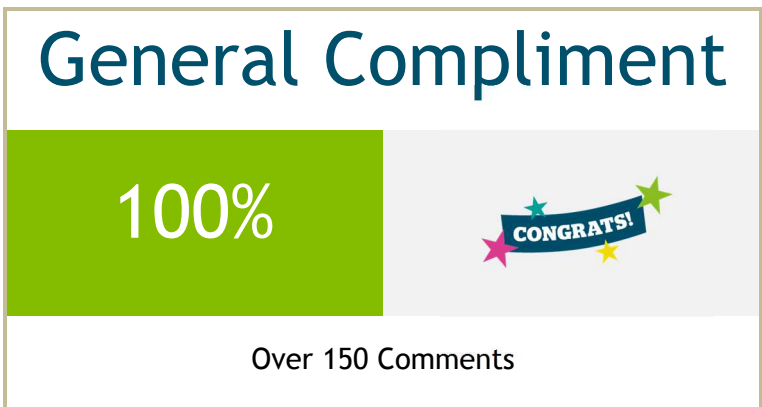


The Staff Attitudes theme shows a more even split between positive and negative comments. The majority of comments are praise but some people encounter unhelpful staff or uninterested clinicians.

Feedback in this area varies noticeably depending on the service type involved. Detail of this is shown in Appendix 2 - Detailed Themes.

We receive a lot of simple, positive feedback about services, which doesn't really relate to any theme. To capture this, we specifically introduced a "General Compliment" theme.

We're delighted to receive this feedback but it doesn't tell us much about what is working so well.



Waiting Time is our 5th most common area of feedback but accounts for just 5% of all comments.

In our previous Voices reports, Appointments and Waiting Times were combined into a single category. The new categories, set by Healthwatch England, separate them.

We're now able to see that Waiting Times are the lesser of the two issues. However, this change hasn't gone far enough. We still need to separate whether the "wait" referred to is:

- from the time of arrival at the service, to the time of being seen
- from the date of referral to the date of appointment

You said, we did

Many of the individual comments we collect are anonymised and shared with service providers, the Care Quality Commission (CQC) and the Clinical Commissioning Groups (CCGs). In some cases, we have drawn attention to specific cases. For example, we shared a patient's concerns about a branch surgery with the CQC. This prompted CQC to visit the branch during their inspection. In another case, we received a lot of negative feedback about appointment booking at a service. We shared this with the CCG to follow-up.

We've also run projects on some of the areas that you have highlighted. For example, we have looked at the experience of birthing partners and we have investigated the availability of information about NHS Dental Services in a mystery shopping project. We also carried out a "sit and see" project looking at the waiting room experience in GP surgeries. For information about all our projects please visit our website <http://www.healthwatchbucks.co.uk/results/>

Making it even easier to talk to us

Healthwatch Bucks is a small organisation with limited resources so it's vital we focus our work in the right areas. We're really happy with our website and how that enables us to gather general feedback on an ongoing basis. However, it's clear that we need to do much more work to collect feedback about social care services. We're not sure the website is the right tool for that job. **Figure 4**, below, shows that **35% of our social care** feedback has been collected at

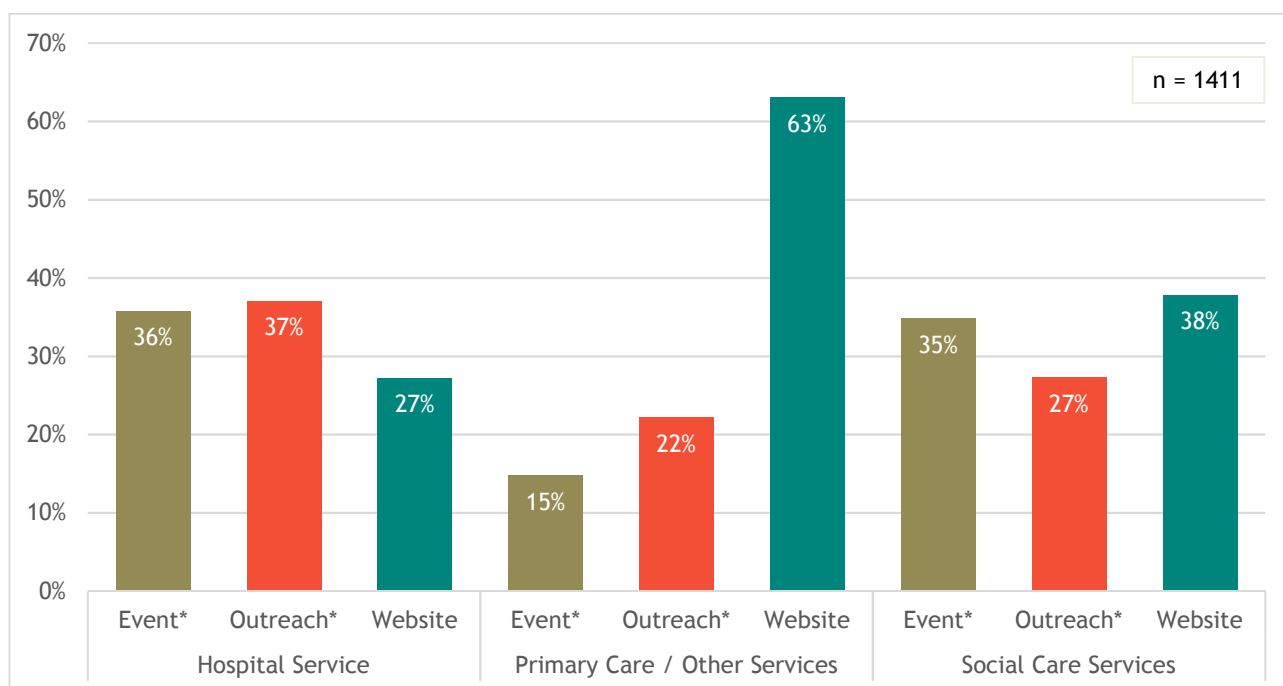
Events we have attended, like the Bucks County Show.

Most of our feedback about hospitals comes from events and our outreach activities

Better targeting of our outreach activities and event attendance, combine with focused communications, should help to boost the number of comments we receive.

Note that our marketing campaign in September/October 2016 did focus on GP experience, which likely accounts for some of the high levels of feedback in these areas.

Figure 4 - Source of Feedback by Service



Next Steps

We're now able to resume our quarterly Voices updates. These cover the data collected in the last year to date. The first of these will cover all the data from the 2016/17 financial year and should be published in early May.

We will also look more closely at the comments on Appointments, to see if we can extract more detail. We may also look at Waiting Times and Staff Attitudes for further insights. We now look at the outputs from the marketing campaign in more detail too.

Finally, we're working closely with Healthwatch England (HWE) on several projects. Firstly, HWE is introducing a new set of theme categories for the data. We have offered to test this and provide feedback. We're also involved with development of the database software used across the Healthwatch Network.

Appendix 1- Notes on the data

Period

The data featured in this report was collected between 14th May 2015 and 31st December 2016. Prior to May 2015 data was collected by Citizens Advice Bureau on our behalf. This data is not yet included in the analysis.

Mixed & Neutral Sentiment

Where possible we try to avoid categorising feedback with the “mixed” sentiment. It’s usually clear if a comment is positive or negative. However, in some cases, mixed is useful. For example,

It can be hard to get a routine appointment but I can always get an emergency appointment on the day.

We could categorise this as a positive comment about appointments **AND** as a negative comment about appointments but using mixed is simpler.

Similarly, “neutral” feedback doesn’t tell us very much so we try to avoid using this where possible.

Appendix 2 - Detailed Themes

In this section you can find some more comprehensive data on the areas looked at in the main report.

Figure 5 - Ten themes with the most feedback

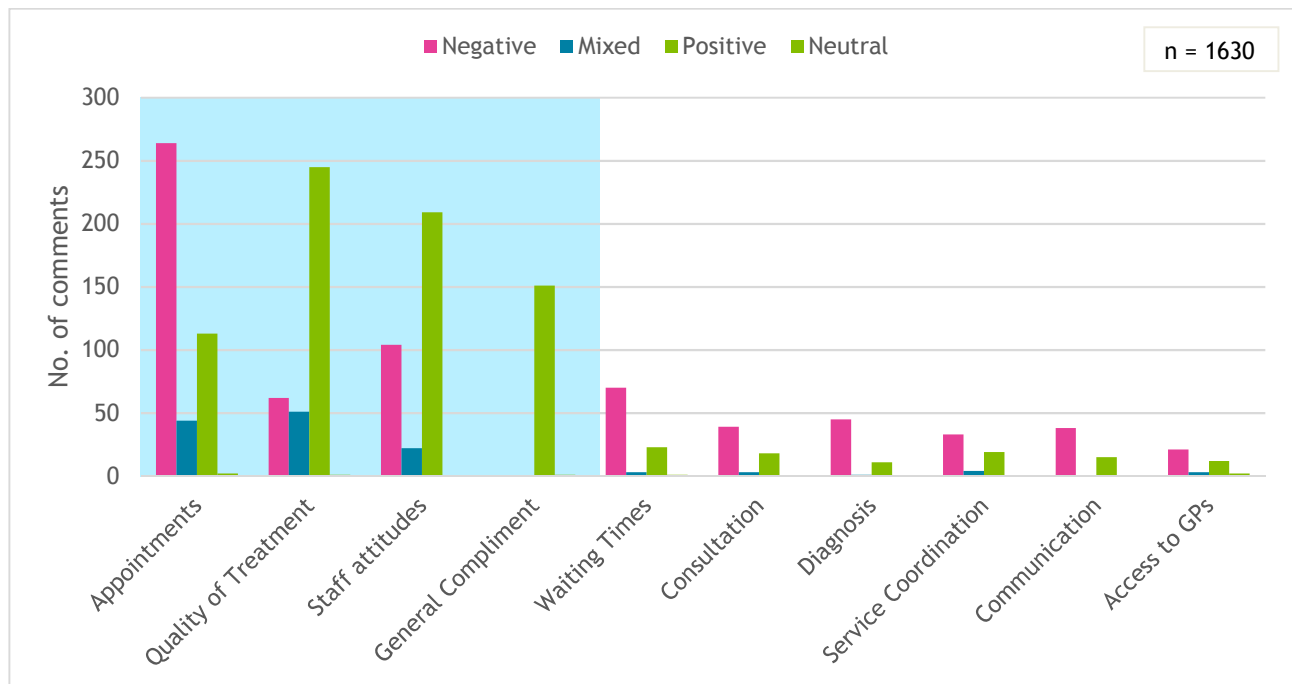


Figure 6 - Ten themes with most positive feedback

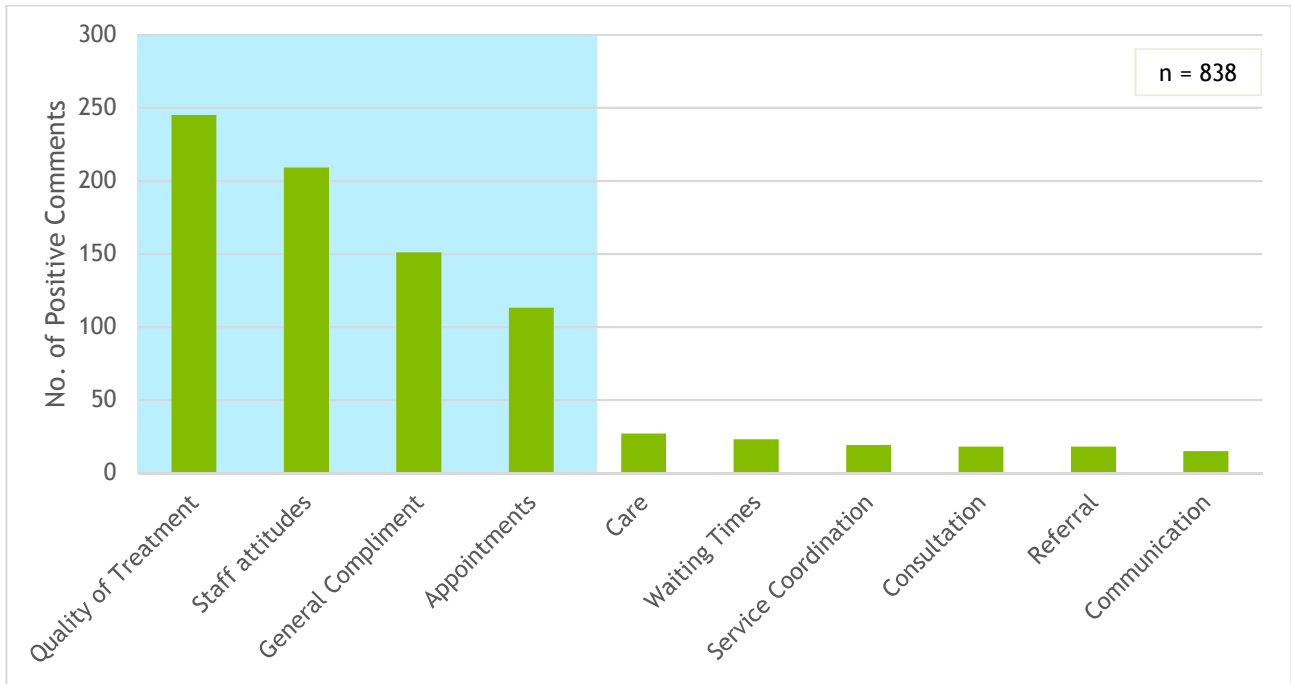
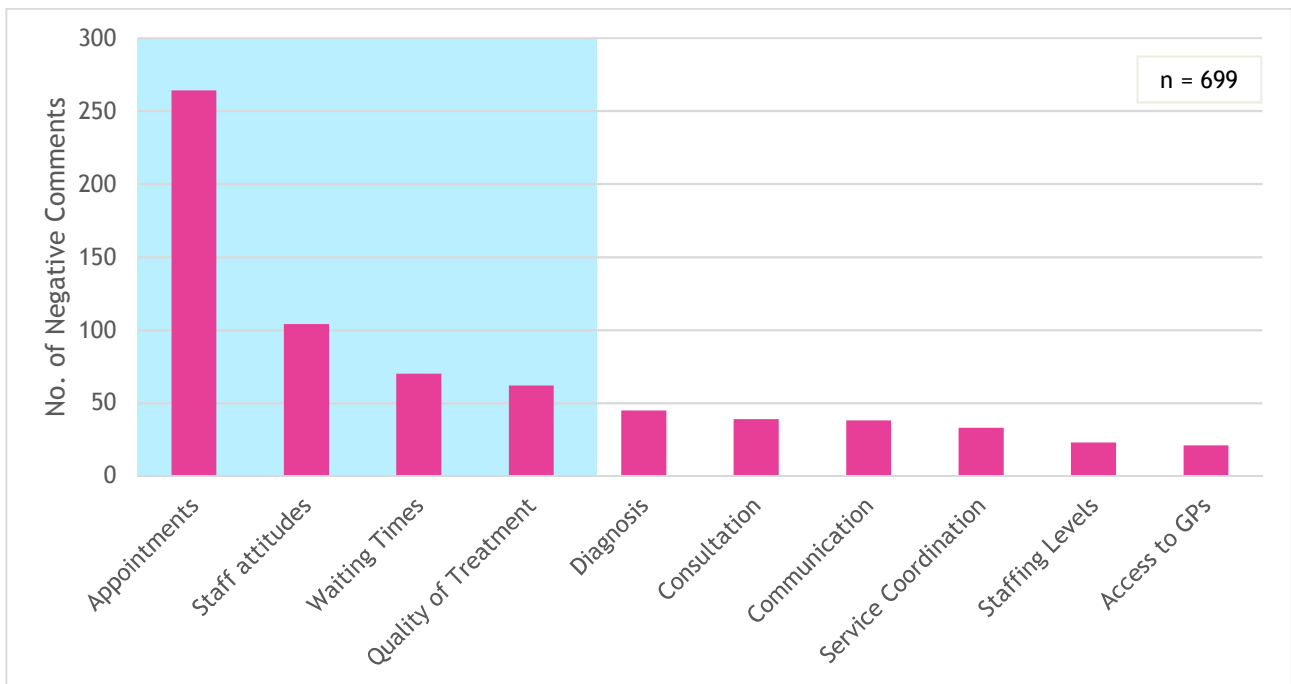


Figure 7 - Ten themes with most negative feedback



Themes by Service Type

In this section, we look at more detailed data for the Service Types that fall into our Priorities for 2016/17.

Figure 8 - Top 10 Themes GPs

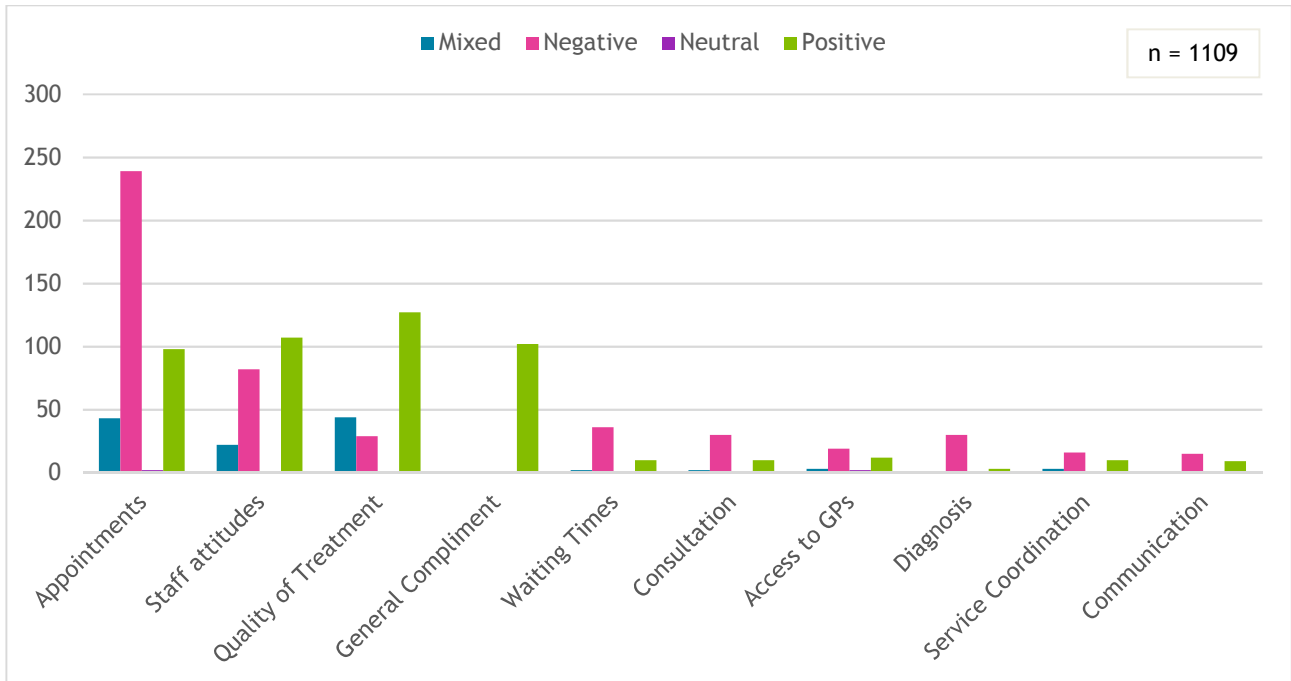


Figure 9 - Top 10 Themes Dentistry

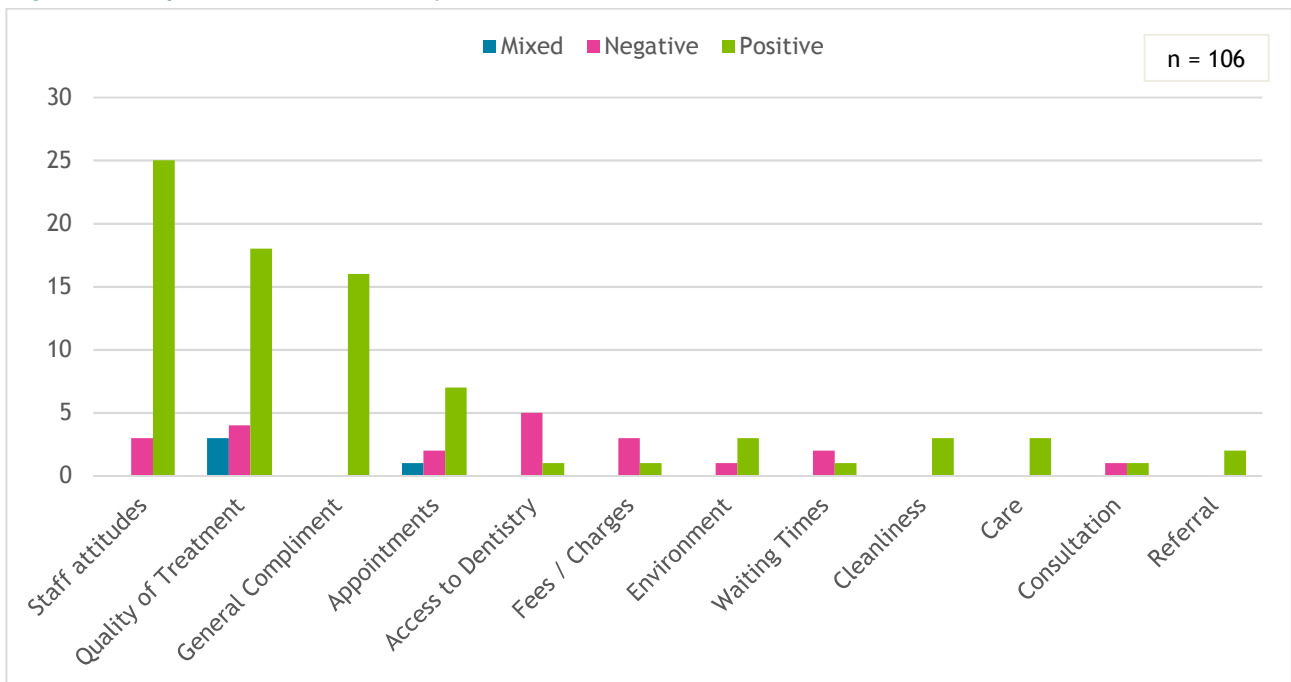


Figure 10 - Top 10 Themes Mental Health

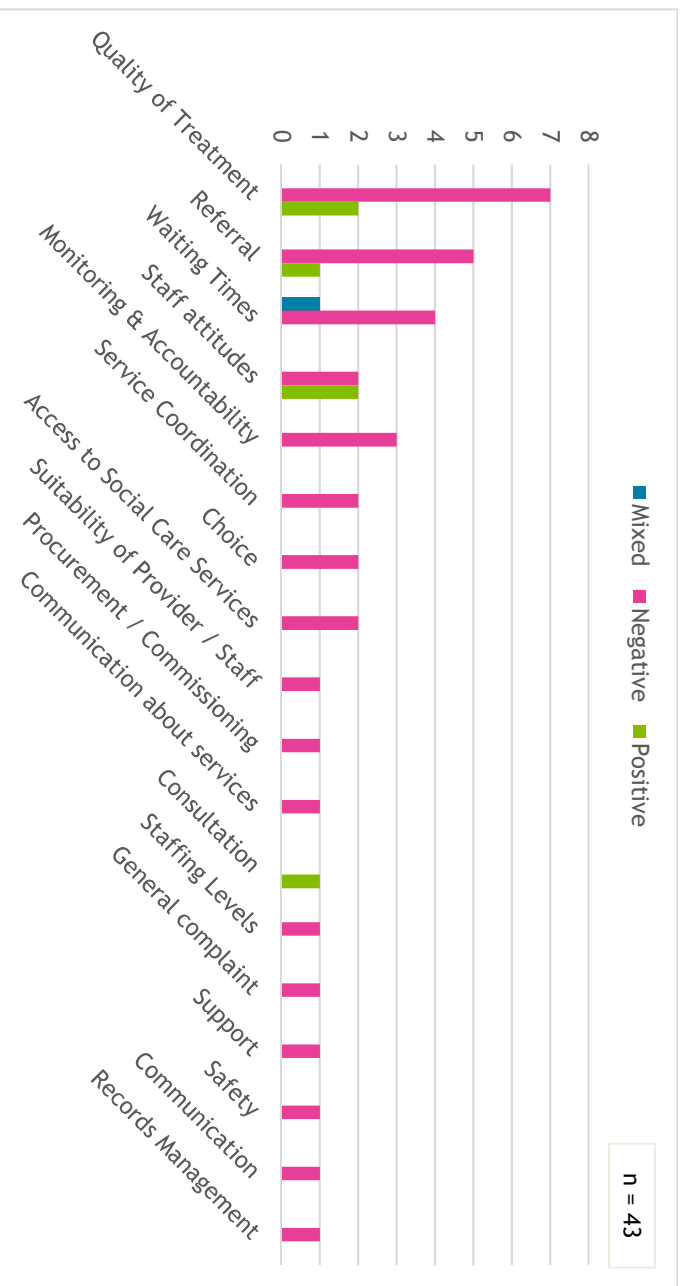


Figure 11 - Themes for Social Care

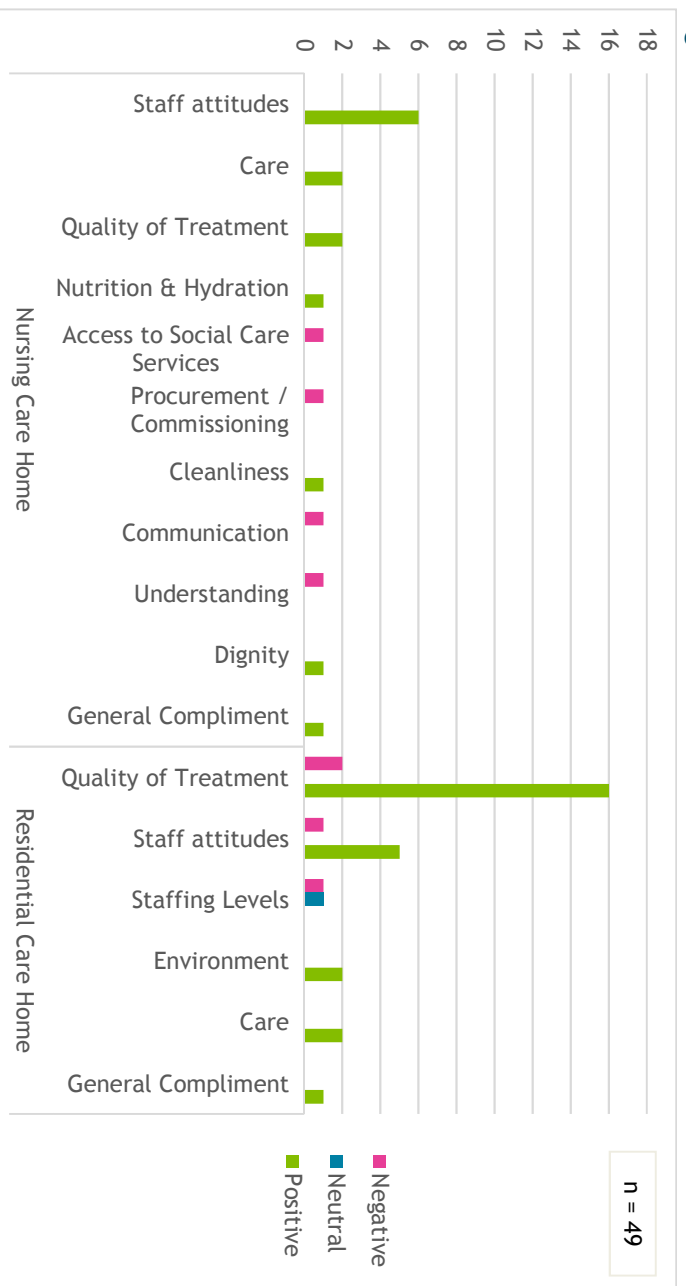
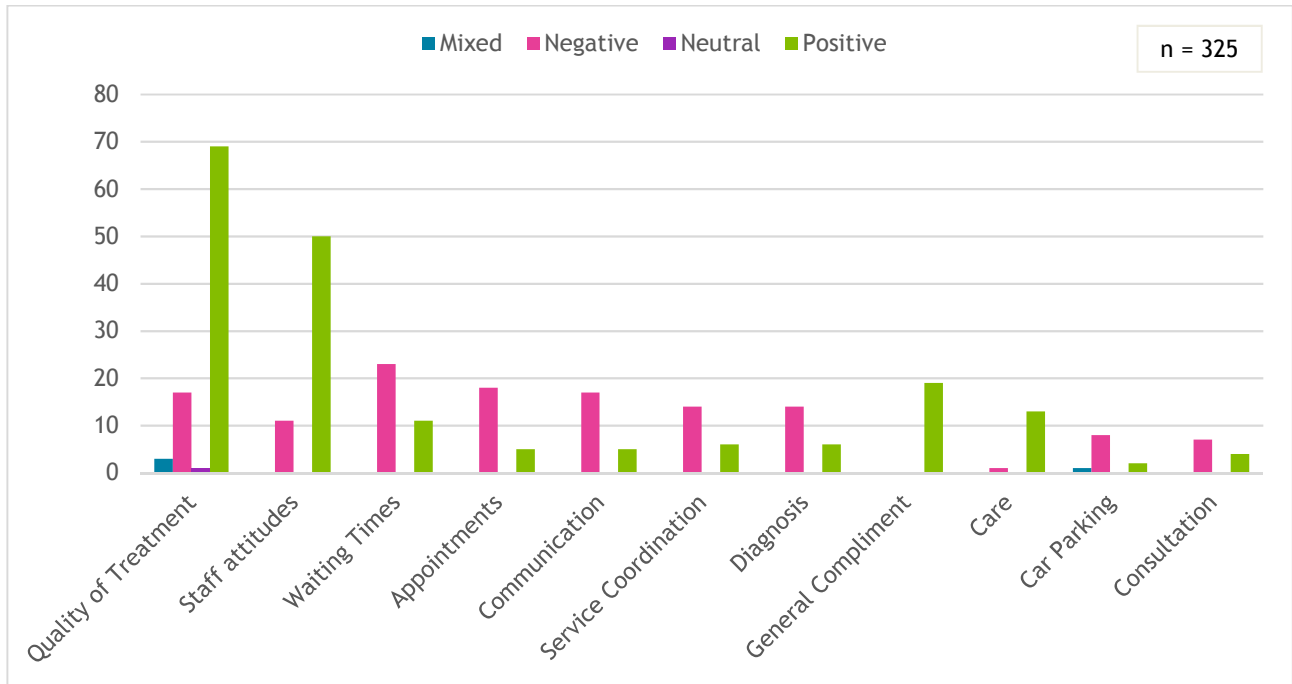


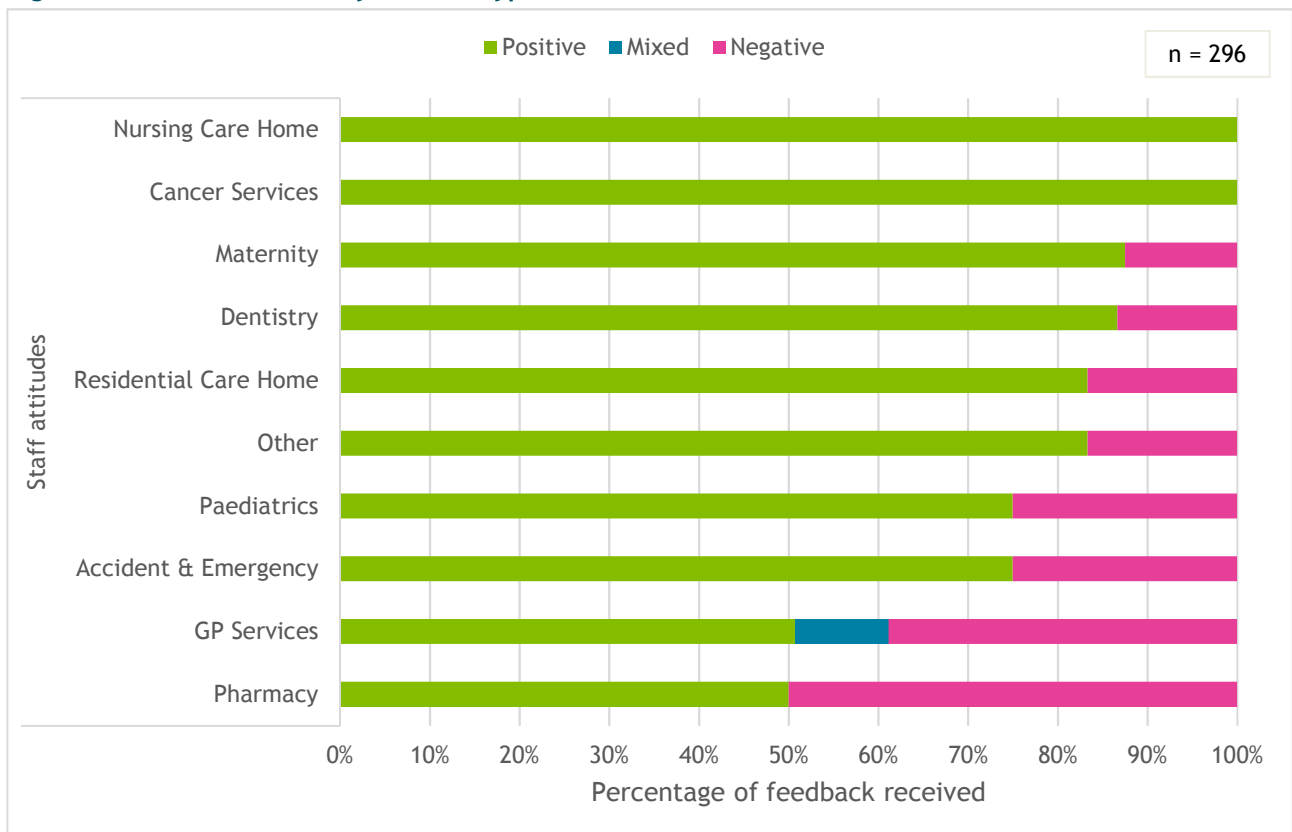
Figure 12 - Top 10 Themes Hospitals



Staff Attitudes

As mentioned above, feedback in this area varies noticeably depending on the service type involved. This is shown in **Figure 13**, below. For most of these services, we only have a few comments but for GPs we have over 200 comments. We believe this is a clear area for improvement.

Figure 13 - Staff Attitudes by Service Type

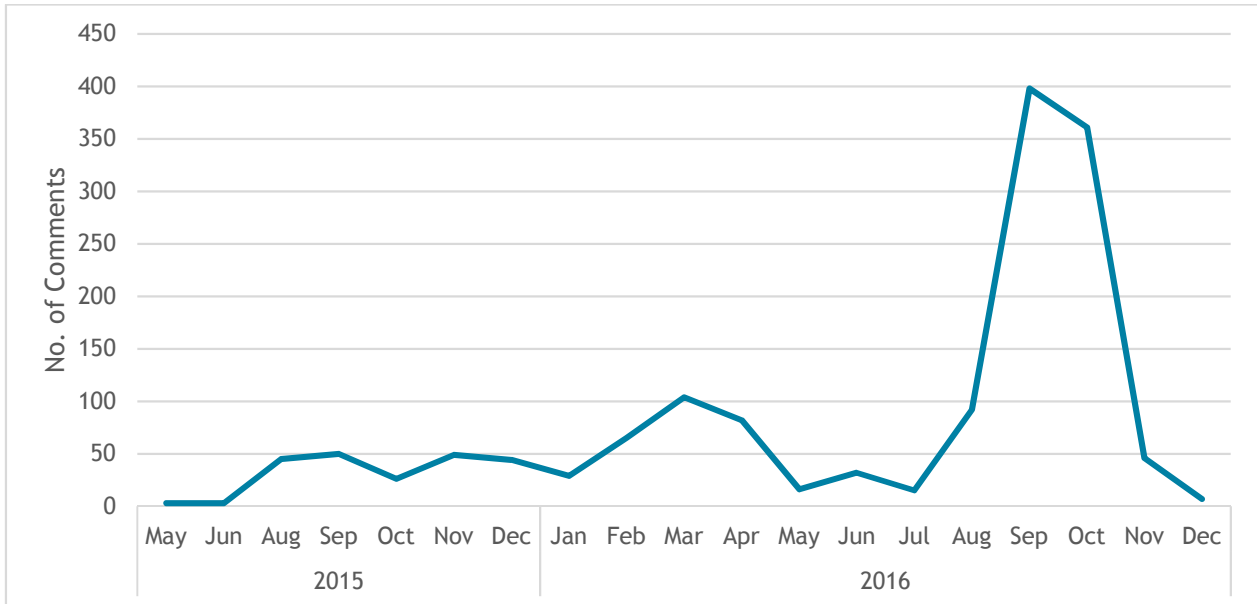


Appendix 3 - Data Collection

The bulk of the comments summarised in this report were received in late Summer 2016, when we ran a campaign encouraging people to provide feedback via our new website.

Prior to May 2015, our feedback was collected by the Citizens Advice Bureau under contract. This data has not been included in the analysis.

Figure 14 - Comments collected by Month



We were surprised to see that there is clear variation in positive and negative feedback depending on where we collected the data. Outreach activities appear to yield more negative data, whereas Events tend to be more positive.

Figure 15 - Service & Sentiment based on Source



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