

FEEDBACK REPORT PROVIDER:	Embrace Life
DATE OF REPORT:	May 2017
Reviews in period:	15

Summary Report:

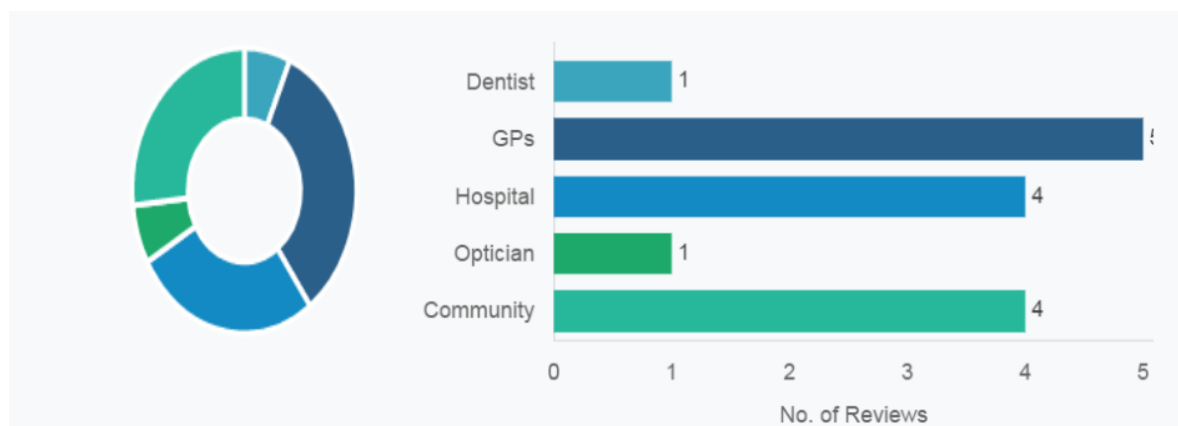
Throughout January – March 2017 Healthwatch Luton (HWL) targeted their engagement within the community. They visited group activities run in Embrace Life to gather feedback on health and social care services in Luton.

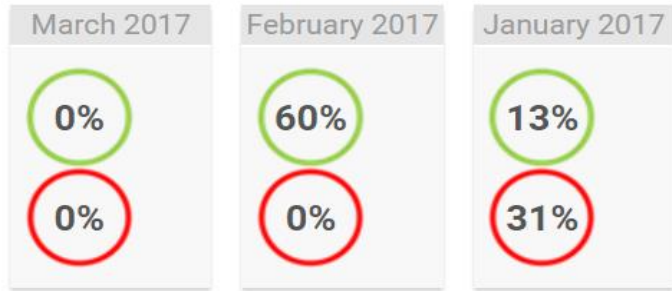
The overall sentiment of the feedback is positive - mainly 33% of the reviews were positive and 13% were negative. This can be viewed in more detail in the statistics below regarding monthly sentiments.

The main source of feedback was via direct engagement.

The 15 attendees provided feedback on 10 services within Luton. This included mainly Embrace Life (Community) itself, along with GP's, Hospital and Dentists.

The review section highlights people's personal experiences and stories regarding this provider. This can be viewed in more detail in the Reviews section below





Friends and Family ?



Sentiment Tracker ?



Reviews:

Reconnect (Resolutions)	4	EL0702 General feedback	Sees Emi (support worker) every couple of weeks. Gives advise. Gives structure to the week, where can go and different groups can attend. Anonymously receives counselling. Therapy sessions and massage. Can speak my mind as cannot talk to my family. Listen to me and give practical advice. Can be open about things.	2017- 02-07 13:09:00
Druglink (Resolutions4Recovery)	4	EL0702 The Hub feedback	Has seen HWL before. Attends once or twice a week for exercise, counselling, different meetings. Helped to do the gardening groups. Goes to the cafe. Goes to acupuncture. It clears mind and calms you down. Attends Cocaine A and Alcohol A.	2017- 02-07 13:04:00

HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

The Medici Medical Practice	5	EL0702 general feedback	Had a visit a week ago. Seen on time. See same GP. Have a good relationship with him. Very happy with treatment.	2017-02-07 12:59:00
Luton and Dunstable Hospital (General)	3	EL0702 General feedback	After GP referral have to wait approx 6-8 weeks for 1st appointment then 4 weeks for follow up appt	2017-02-07 12:56:00
Lea Vale Medical Practice - Liverpool Road	4	EL0702 General feedback	Has a good relationship with GP. GP will conduct telephone sessions if applicable.	2017-02-07 12:46:00
Luton and Dunstable Hospital (General)	5	EL3101 A & E visit	Suffers from asthma, diabetes and HIV. Was getting chest pains so went to A&E. All fine. Dr was good, very thorough. It was really busy - had to wait 30 minutes. Still taking antibiotics and other medicines. Really nice to patient. Checked everything. Got medication and went home.	2017-01-31 11:35:00

HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Lea Vale Medical Practice - Liverpool Road	5	EL3101 Local GP general feedback	Visits about 2 visits a month. Very good for appointments only a few days wait. Very happy with service provided.	2017-01-31 11:24:00
Dr Z Ahmad & Partners	4	EL3101 General feedback	About two weeks waiting time for appointment. Not always an emergency appointment the following day or later. Have to queue at opening time on phone line to get an emergency appointment.	2017-01-31 11:21:00
Specsavers Opticians	1	EL2401 Very negative experience (NP?)	Bad experience when attending an appointment. When optician had viewed health details on computer (HIV status), and the patient touched her arm, staff member quickly moved away. Spoke to branch manager and received an apology letter. But not happy with non existent staff attitude and the level of dignity and respect. Will not return to Specsavers.	2017-01-27 15:22:19

HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Luton and Dunstable Hospital (General)	4	EL2401 GUM at L&D (NP)	Used to be a support service, 'Team of Networking' but doesn't get any more. Treatment at Addenbrooks - although believes someone else complained about her treatment there on her behalf which she didn't support. Prosthetic eye - Moorfields, London. Goes back only when uncomfortable. Embrace Life have social worker students coming and going. Social Worker - Louise Clarke is sensitive, she was one social worker who was brilliant. Prefer services to remain at the hospital (if remains). Best if all services are in hospital. Not sure if HIV or Sexual Health services are moving to town centre. it is unclear at the minute.	2017-01-24 16:14:00
Embrace Life Luton	4	EL2401 General feedback	Queen Elizabeth Hospital in London referred to Embrace Life in 2003 and has been coming ever since. Moved here from Birmingham 4 years ago. BB Positive in Birmingham. Visits the centre when she can and when she can afford to. Meets for lunch. Embrace Life will come to appointments with you if you want support. It is hard to recommend and not a place you would recommend due to the nature of the service.	2017-01-24 16:07:00

HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Maple Dental Clinic - Luton	3	EL2401 General feedback	Went to surgery in June/July 16, was just for a check up and cleaning. Was a new lady dentist. Patient went to dental surgery with a chip on tooth. Filling was taken out and also tooth. But patient didn't want tooth taken out at that time but wasn't given a choice. Would have preferred to have gone elsewhere. No good and no other options. Has lost confidence due to gap in teeth and implantation is expensive. Would have preferred left alone for a month or so but booked appt straight away. Asked if could have crown and was told no. Has lost confidence in them so hasn't been back since. She had no choice over treatment.	2017- 01-24 15:56:00
CMSK Therapy - Chaul End Lane	5	EL2401 Phsiotherapy in the community	Via GP. Have to wait a long time for Chaul End Service. MRI scan with sciatica. Comes and goes. Get an appointment and up to 8 sessions and then discharged. Needs to be ongoing. As soon as 8 sessions finish then there is a problem. Referred for Thai chi. One hour and was very painful. Livewell Luton - given vouchers for exercise. Was 12 weeks, only went for a meeting . So much paing and getting to sessions is a problem. Acute pain, particularly when in pain. Discharged with exercise but pain worse. Needs physio at least once a month.	2017- 01-24 15:39:00

HEALTHWATCH LUTON PROVIDER FEEDBACK 2017

Lea Vale Medical Practice - Liverpool Road	1	EL2401 General Feedback	Unable to make an appointment. Personally only able to get an appointment by phone from 8.30am - 9.30am. On 23.01.17 phones not answered. Medication being changed was not on repeat prescription so needs prescription. Ring to make an appointment and can't get through. Appt to continue medication that are working.	2017-01-24 15:28:00
Luton and Dunstable Hospital (General)	3	EL2401 X-ray department feedback	(Hockwell Ring) Drs referred for appts at hospital. At first appt was told Africans need paperwork ie Residential paperwork. Did not show this as it is racial discrimination. At the follow up appt this didn't happen. Was upset and walked out. at the scan they did not ask to see paperwork. Did the scan. What was surprising was swollen and painful when she was scanning. Told to wait and see the doctor. Not happy in the way she was treated and the way she was spoken to. Did not see the consultant. Going to see own doctor for the results yet hospital wrote a letter saying they didn't find anything. Both appointments at the hospital she left feeling upset. Overheard comment ' after all she is old' being said about her. Will speak with GP before deciding if she wants to make formal complaint.	2017-01-24 11:52:00

Concluding Statement and Recommendations for Response

Healthwatch Luton have forwarded this Provider Feedback to Embrace Life in May 2017. Healthwatch Luton would look to attend Embrace Life activities again to gather further feedback from this cohort of people.

Overall, the general feedback on Embrace Life and on the other services was positive.

Healthwatch Luton would recommend:

- A response from Embrace Life on the feedback provided by service-users on their service provision at Embrace Life.
- Any actions that are taken forward by the provider in response to this feedback provided to be communicated back to Healthwatch Luton

We would appreciate a response to our recommendations within 6 weeks of receipt of this report.