

your

# Views

Healthwatch Devon believes that decisions about local health and care services should be based on feedback from service users. We gather your views and pass them on to service managers to help them make better decisions.

This is what we heard between 1 Jul to 30 Sep 2017.



**75 people** used our feedback form to have their say on local health and care services

**83%** of all comments were **negative**

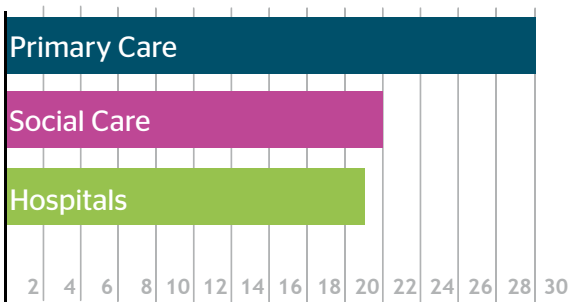
**7%** of all comments were **positive**

**7%** of all comments were **mixed**

**27 cases** were referred to another organisation for advice



## Top 3 services people are commenting on



Other services included: Dentistry, Opticians, and Mental Health.

## 31 different services

were commented on from medical centres, to hospital wards and more.



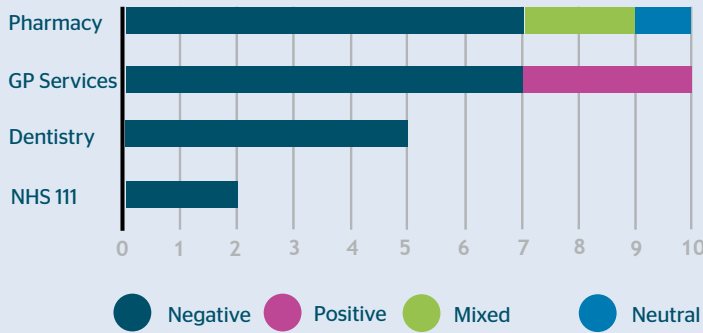
## How did your comments relate to our consumer principles?

<p>Being listened to</p> <p>14 comments</p>	<p>A safe, dignified and quality service</p> <p>27 comments</p>	<p>Access</p> <p>12 comments</p>	<p>Being involved</p> <p>2 comments</p>	<p>Essential Services</p> <p>9 comments</p>	<p>Information and Education</p> <p>14 comments</p>	<p>Choice</p> <p>10 comments</p>	<p>A healthy environment</p> <p>3 comment</p>
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\*based on unprompted feedback from Devon's residents

# Primary Care

**37%** of all comments received were about **primary care**



## You told us:

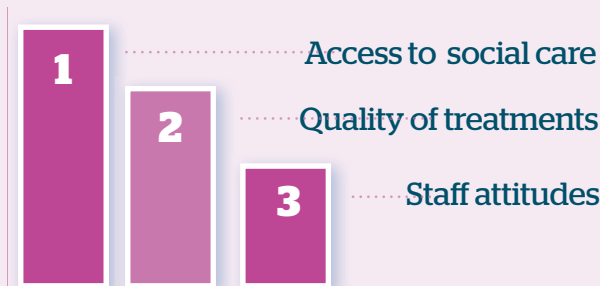
*"I just wanted to highlight how excellent my GP has been during a very difficult time in my life. I have struggled with mental health issue ever since I had a bad accident 13 years ago. My GP has always listened and never shown me a closed door during my recovery."*



# Social Care

**85%** of all experiences shared about social care services were **negative**

The top three themes were ...



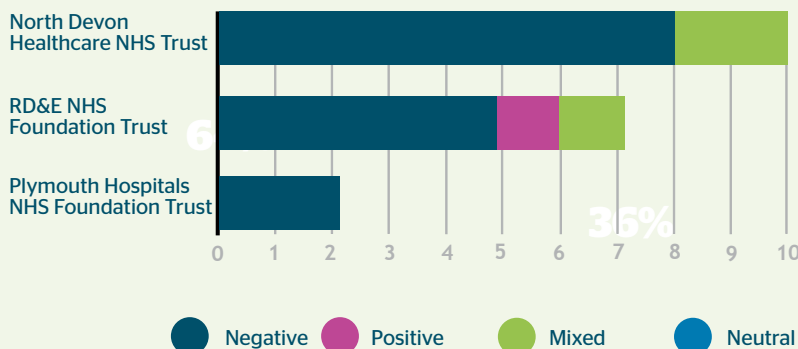
## You told us:

*"Family has raised a complaint following a fall their relative had whilst in a care home for respite care. The injury sustained has resulted in infections and other complications requiring 5 hospital admissions over an 8 week period. The family have requested more information regarding the events surrounding the fall and injury sustained."*



# Hospitals

**25%** of comments were regarding **hospital services & departments**



## You told us:

*"Patient has waited more than 18 weeks for hernia surgery. They have been in considerable discomfort and have been unable to work. This has resulted in their house being placed in jeopardy. Although they have a choice of 2 regional hospitals, neither have gotten back to them within the allotted time."*



Find out about our work and share your views on local health and care services

Write to us: Healthwatch Devon, 3 & 4 Cranmere Court, Lustleigh Close, Matford Business Park, Exeter EX2 8PW  
 t: 0800 520 0640 e: info@healthwatchdevon.co.uk w: healthwatchdevon.co.uk Charity no: 1155202