



Patient Experience Summary Report

Primary Care Services

Data report for period: January to March 2017

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This report has been produced by Healthwatch Devon - the independent consumer champion for health and social care in Devon. We would like to thank everyone who took the time to share their experiences.

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Healthwatch Devon is a registered charity (no: 155202)

Introduction

What we do at Healthwatch Devon

[Healthwatch Devon](#) is the local, independent consumer champion for health and social care services.

One of the key functions of Healthwatch Devon is to obtain the views of local people regarding their needs for, and experiences of, local care services and importantly to make these views known.

Since Healthwatch Devon was introduced in 2013, thousands of people have shared their views and experiences with us in relation to their local health and social care services.

Our "Speak Out" service enables people to tell us about the health and care issues that are important and matter to them. The experiences we gather are entered (anonymously) into our [evidence bank](#). A summary of this information is then shared with those who commission, provide, regulate and monitor healthcare services in Devon.

How Healthwatch Devon deals with enquiries

If someone contacts us directly about an experience that relates to a primary care service, we will in the first instance signpost them to the relevant service manager so that they can have their enquiry dealt with directly by a member of staff at that service.

We would also provide them with the contact details for NHS England and, if they need further assistance, inform them of the other services that are available to them. For example, the independent health complaints advocacy service (SEAP in Devon), or their local [Citizen's Advice](#).

About this report

The information on the following pages is a summary of unprompted patient feedback shared with Healthwatch Devon in relation to experiences involving primary care services.

The report does not include recommendations but is intended to make the views of local people known to managers of health and care services and make them aware of the things that matter to patients, their friends, family, and carers.

During the last quarter, January to March 2017, we have captured a total of 32 individual experiences. This report summarises what those 32 people told us.

Key Findings

GP Services

- **GP services** received 69% of the feedback comments
- Of all the comments relating to GP services **complaints** accounted for 45%, **compliments** 38%, **neutral/point of view** 14% and **concerns** 9%.
- The top three themes arising from the feedback are **quality of treatment** 29%, **access to GPs** 18% and **staff attitudes** 16%.
- Of the comments regarding **quality of treatment** 37.5% were **compliments**.
- **50%** of experiences relating to **Access to GPs** were **complimentary**.

Dentistry

- **Dentist services** accounted for 25% of the feedback received during the quarter.
- 3 of the 8 comments received regarding dentistry were **complaints**.
- **37.5%** of the overall experiences relating to **dentistry** were **complimentary**.
- Themes expressed in the feedback were **quality of treatment** (60%), **access to dentistry** (14%) and **appointments** (14%).
- Of the comments expressed on quality of treatment 60% were **compliments**, 40% were **complaints**.
- Of the feedback received regarding **Access to dentistry** 80% were expressed as a **complaint**.
- 1 comment regarding Appointments was a **complaint**, 1 registering a **point of view**.

Other Services

- 1 experience was shared regarding **optician** services
- Another story shared was in relation to **pharmacy** services.
- The comment received regarding **pharmacy** services was a **concern**.
- These for this feedback were **access to opticians** and **fees/charges**.

Experience Data Analysis

Fig.1. Nature of the feedback provided

The following shows the number of comments recorded broken down by the nature of the experience.

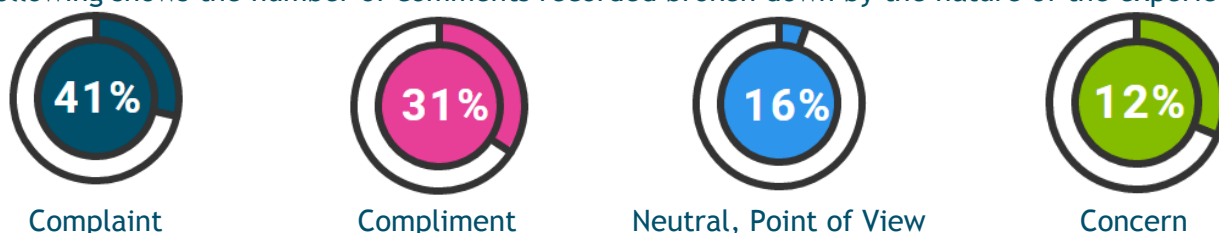
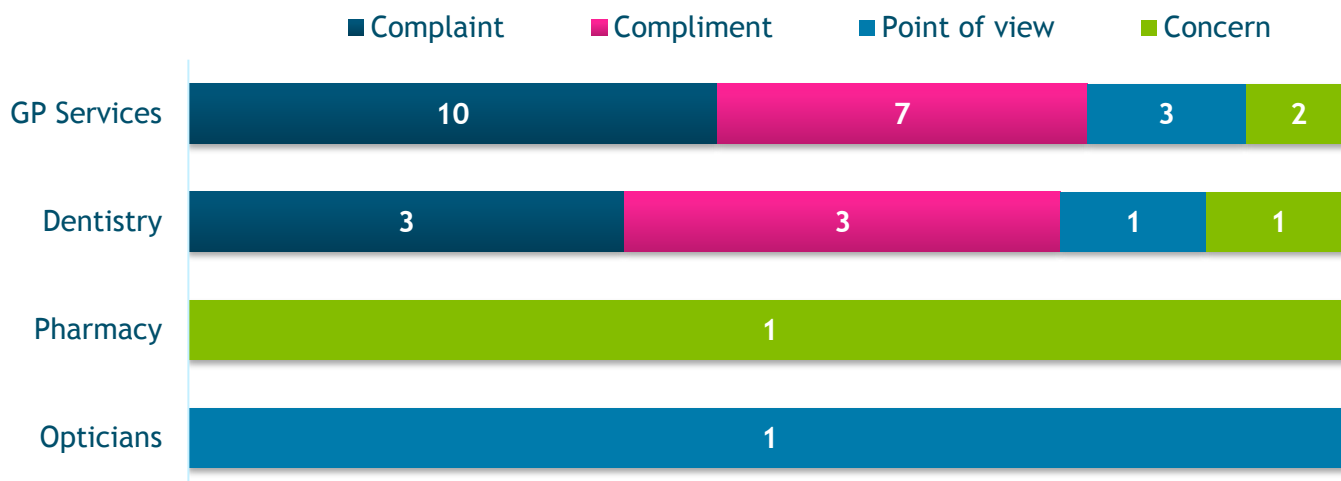


Fig.2. Primary Care Services and nature of feedback

The chart below illustrates the primary care service that the feedback relates to and the nature of the experience. GP services received 58% of the comments. Complaints and compliments were equal and represented 42% of the comments. 20% of the feedback was regarding dentistry services, 55% of this feedback was a complaint.



Complaint	Compliment	Neutral, Point of View	Concern
<ul style="list-style-type: none"> Caen Medical Centre Castle Gardens Surgery Holsworthy Medical Centre Litchdon Medical Centre MyDentist, Okehampton NHS Business Services Authority Queen's Medical Centre The Old Vicarage Dental Surgery Topsham Surgery Combe Coastal Practice Woodbury Surgery 	<ul style="list-style-type: none"> Barnfield Dental Studio Barnfield Hill Surgery Brannam Medical Centre Clock Tower Dental Practice Litchdon Medical Centre St Sidwells Community Centre 	<ul style="list-style-type: none"> Honiton Surgery Litchdon Medical Centre North Devon Orthodontic Centre Specsavers - Barnstaple 	<ul style="list-style-type: none"> Boutport Medical Centre NHS England The Clock Tower Surgery West Country Dental & Implant Centre

Fig.3. Emerging Themes

When Healthwatch Devon records an experience, there are a list of categories to which the feedback can be themed. Depending on how much information is provided, feedback can refer to more than one of these themes.



Top 5 themes in relation to primary care services

1. Overall we found that 22% of the feedback received was given a theme of **Quality of treatment**. 56% were compliments and 25% complaints.
2. **Access to GPs** attracted a further 14% of the total feedback of which 50% of the comments were compliments, 30% were complaints.
3. 12% of the feedback included the theme of **appointments**. 55% of these experiences were negative.
4. A theme of **Staff attitudes** accounted for a further 12% of the feedback. Complaints and compliments were equal each representing 44% of the comments.
5. All of the feedback regarding **Fees/Charges** (7%) was negative.

The following table shows the full breakdown of all the themes that the experiences shared have been categorised and the nature expressed in the feedback provided.

Theme	Complaint	Compliment	Neutral / Point of View	Concern	Total
Quality of Treatment	4	9	2	1	16
Access to GPs	3	5	1	1	10
Appointments	4	2	2	1	9
Staff attitudes	4	4		1	9
Fees / Charges	3			2	5
Referral	3	1			4
Access to Dentistry	2	1			3
Waiting Times	1		1	1	3
Complaints Process	2				2
Consultation	2				2
Diagnosis	1	1			2
Equality	1				1
Service Coordination		1			1
Access to Pharmacy		1			1
Opening Hours	1				1
Access to Hospital Services	1				1
Access to Opticians			1		1
Choice	1				1
Records Management	1				1
Total	34	25	7	7	73

* For more information regarding all themes to which feedback can be categorised see appendix 2.

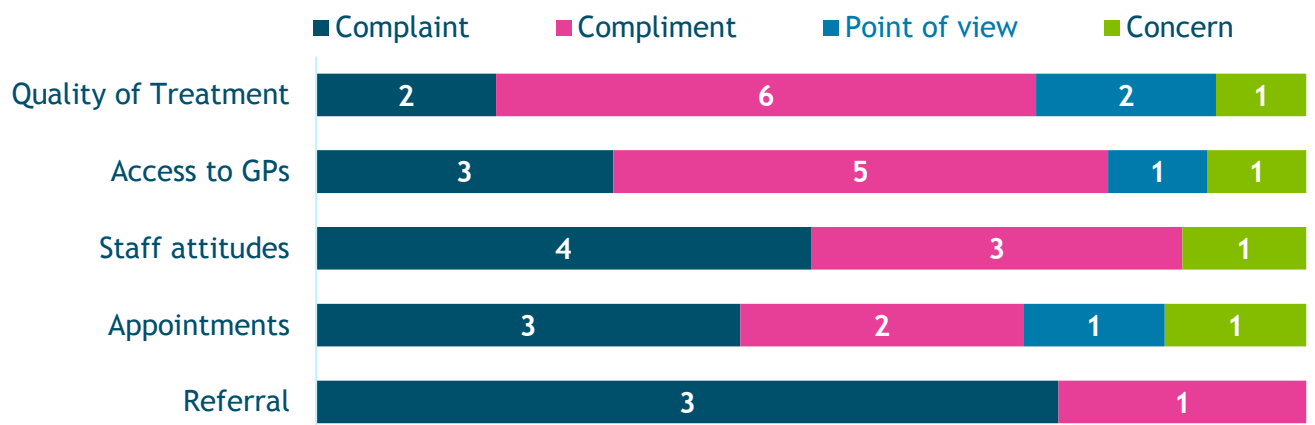
Fig.4. Primary Care Services, Themes and Nature of Feedback

The following are the themes and nature of the experiences shared for the top two services commented on i.e. GP services and dentistry.

4.1. Top 5 themes and nature in relation to GP Services

1. In relation, specifically to GP services we found that 29% of the feedback received was given a theme of **quality of treatment**. 37.5% of this feedback was complimentary.
2. **Access to GPs** accounted for 18% of the feedback, 50% was a compliment.
3. A theme of **staff attitudes** was applied to 16% of the experiences recorded, of which 67% was either a complaint or concern and 33% was complimentary.
4. A further 16% of the feedback was given a theme of **appointments**. 33% of this feedback were complaints and 22% were compliments.
5. 60% of the comments regarding **referrals** were negative, however, 1 compliment was also received.

Theme	Complaint	Compliment	Neutral / Point of View	Concern	Total
Quality of Treatment	2	6	2	1	16
Access to GPs	3	5	1	1	10
Staff attitudes	4	3		1	9
Appointments	3	2	1	1	9
Referral	3	1			5
Waiting Times	1		1	1	4
Complaints Process	2				3
Fees / Charges	2				3
Diagnosis	1	1			2
Choice	1				2
Access to Hospital Services	1				2
Service Coordination		1			1
Access to Pharmacy		1			1
Equality	1				1
Records Management	1				1
Consultation	1				1
Total	26	20	5	5	56



4.2. Top 5 themes and nature in relation to Dentistry

1. In relation, specifically to dentistry services we found that 33% of the feedback received was given a theme of **quality of treatment**. 60% of this feedback were compliments and 40% complaints.
2. A theme of **Access to dentistry** was applied to another 20% of the experiences recorded, and again 80% were complaints.
3. **Appointments** accounted for 14% of the feedback, 1 comment was a complaint, 1 registering a point of view.
4. All of the feedback received regarding **fees/charges** (33%) were negative.
5. The comment received regarding **consultation** was also negative and was a complaint.

Theme	Complaint	Compliment	Neutral / Point of View	Concern	Total
Quality of Treatment	2	3			5
Access to Dentistry	2	1			3
Appointments	1		1		2
Fees / Charges	1			1	2
Consultation	1				1
Staff attitudes		1			1
Opening Hours	1				1
Total	8	5	1	1	15

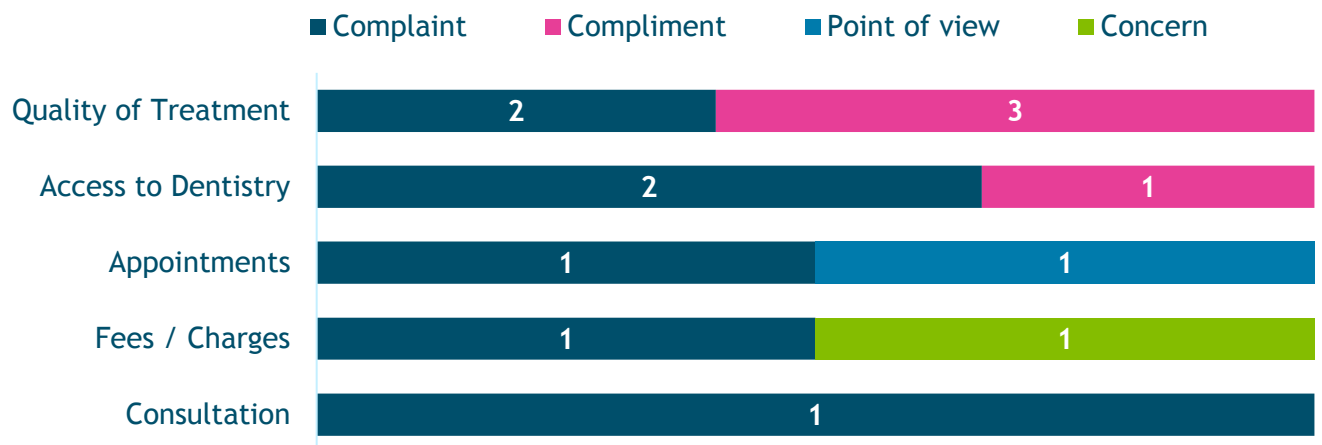


Fig.5. Themes and Comments

The following are an example of the comments received broken down into the top 5 themes of **quality of treatment** (22%), **access to GPs** (14%), **appointments** (12%), **staff attitudes** (12%) and **fees/charges** (7%).

Quality of treatment

Last month had my dentist appointment for check-up and the service provided was excellent especially in the treatment process, well planned with the adviser. Continue to have regular check up every 6 months.

Recently I had my 6 month check-up dental appointment with the Clock Tower Surgery. It was a pleasant visit and a good service provided, an overall positive experience.

Access to GPs

Individual's husband returned home end of last year after being in hospital as he had suffered a stroke. The individual finds it hard to get an emergency or routine appointment to see their GP at their surgery. If the GP could respond to her husband's needs this would prevent him from having to be re-admitted to hospital. Her husband is still waiting for rehabilitation treatment for his stroke with the occupational therapist and the physio. He has been given an appointment 6 months after he was discharged. They have had to pay for some treatment as it is just too long a waiting list for his treatment. The individual says there is not enough nursing staff for care in the community to work efficiently. More nurses, occupational therapist and physiotherapists need to be recruited to keep up with the demand.

Appointments

I had been suffering severe pain all night so the following morning went to my GP surgery where I was told there were no appointments available. After I became very upset, I was seen and sent to hospital immediately with a suspected kidney stone.

My son was in agony over the weekend with severe toothache and a swollen face. Called My Dentist first thing Monday morning and was told that there were no emergency appointments and to call back again the following morning between 8am-8.30am. Started calling dead on 8am - answer message said they were closed and gave opening times as of 8am - this continued until 8.24am. Again, told that there were no available appointments and was told to take him to Exeter A&E. Went down in person to the My Dentist dental centre and managed to get an appointment for the following day. At the appointment, my son was told that he needed antibiotics for the infection and root canal treatment within the next week. The earliest appointment for root canal treatment was in 3 weeks' time. I do not feel that this is good enough and would not say that this is a life-threatening condition for him to have to go to A&E.

Staff attitudes

My daughter has been unwell for a few days and she has been complaining of ear pain. I took her to the doctor and the nurse examined her. She was diagnosed as being feverish but no infection was present. I was seen before my appointment time and the nurse was very nice.

Fees/Charges

Client was in receipt of ESA and with that received free NHS treatment at the dentist. However, when he turned 63, unbeknown to him, his benefits changed and his entitlement to free dentistry ceased. Client did not receive any notification of this and when he visited the dentist in Nov 2016 he ticked the wrong box on the payment form. He has now received a bill for the £53.90 owed for the treatment, plus another £150 in fines. He is in receipt of DLA (lower rate), Housing Benefits and CTR and cannot afford this fine. He feels it is unfair as he was not informed by the DWP as to the change in his circumstances.

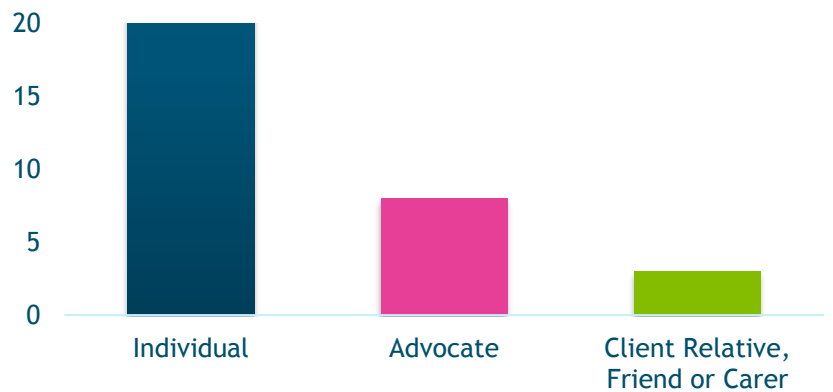
I was told I would need to go in to see the hygienist at the dentist but it was going to cost me a lot of money. Last time was £600+.

Fig.6: Commentator Information

The following provides a breakdown as to who provided feedback to Healthwatch Devon regarding primary care services commissioned by NHS England.

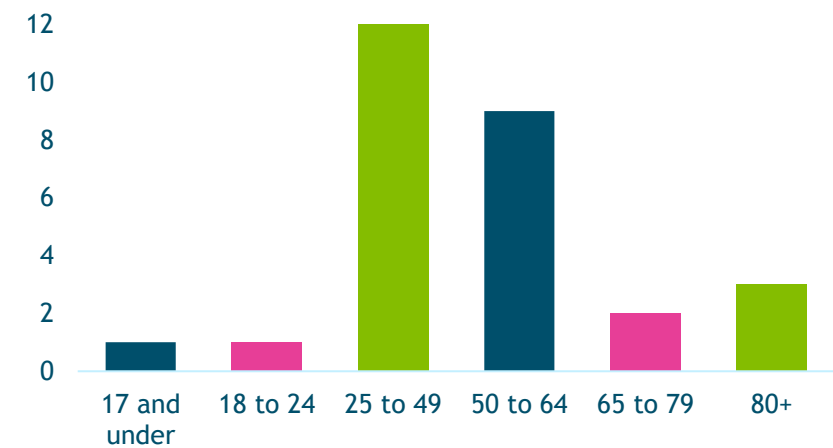
Who provided feedback

Commentator	Number
Individual	21
Advocate	8
Client Relative, Friend or Carer	3
Total	32



Age Range

Age Band	Number
17 and under	1
18 to 24	1
25 to 49	12
50 to 64	9
65 to 79	2
80+	3
Total	28



Location

Location	Number
North Devon	18
Exeter	6
East Devon	3
South Hams	2
West Devon	2
Plymouth	1
Total	44



Appendix 1: Comments

The following are all other comments received by Healthwatch Devon regarding primary care services during quarter 4, January - March 2017.

1. Individual called us today. Very unhappy with the service the family are receiving from GP surgery. They are trying to get help for their teenage daughter as a member of their family has memory issues that they are worried could be genetic. Their daughter has been refused a referral to check this out and also a blood test from the GP surgery that could test for this. The surgery have told the family they do not carry out this test at their surgery. Her father went for his regular blood tests and was told that he was being tested for the condition his daughter was told they did not carry out. This family would like to move to another GP surgery, however they currently live in rural.
2. I suffered from very painful stomach pains over the past two years and all I took was lots of pain killers. I struggled with going to work some days, as the pain was so difficult to cope with so my support worker came with me to my GP appointment and asked for a scan. I have very heavy monthly bleeding and pains that affected me over the years. I managed to book a blood test for a week after my GP appointment and need to book for a scan too.
3. Not happy with the way GP staff treated their patients. Doctor careless and would not give me a full health check. Receptionist attitude poor. Although one doctor was excellent. Have had a past on the street and some problems with alcohol. Get the impression they gave up on medical care because of abuse problems. No longer drinking now.
4. Client suffered with a head injury 25 years ago and this has left them with mental health issues, including Bipolar. They also previously suffered Spherocytosis, so when client was having trouble with heavy and painful periods last year her GP prescribed the contraceptive pill. As she has had Spherocytosis and her mother suffered a major stroke, the client questioned the suitability of the medication. GP reassured her on numerous occasions that there was nothing to worry about. So, when she started suffering from severe headaches and vomiting she approached the GP Surgery and was seen by the emergency nurse. She diagnosed migraines and gave the client artery restricting pain killers. After a week, when client was feeling worse rather than better, she called and spoke to the nurse again who recommended that she up the dose and take two of these pain killers instead of one. A few days later the client ended up in A&E and was eventually diagnosed as having had a stroke during the time she was presenting at the GP Surgery. Client feels that due to her mental health issues, her GP or the nurse did not take her concerns and expression of pain seriously. She feels incredibly let down. She has been suffering ongoing headaches and still has trouble with her left side function and her GP recently diagnosed antibiotics for a blocked sinus. Client feels, even though he made a mistake giving her the wrong medication before and not believing she was at risk of a stroke, he is still dismissive of her symptoms and pain.
5. I went to the optician for a check-up and was told I would need a cataract operation.
6. Client is trying to get suitable accommodation from the council. Client received a form that has to be completed by a medical person, a list was provided but Citizens Advice are not allowed to complete it (as confirmed in phone call to East Devon District Council). The GP have stated that providing this supporting letter is not part of the everyday arrangements for looking after their patients and therefore they would charge a fee for doing a letter. Whilst this may be perfectly legal and customary practice, this type of situation actually impacts on the health of the client. The client has a low income and lives on disability benefits so cannot afford the fee. Feels this is blackmail. EDDC have a form for completion by residents but still needs a supporting letter to say why they cannot complete for them and that client is ill and needs better housing to help with disabilities. This is now impacting on the client's health and they will possibly need to see their GP or consultant.
7. Visited my GP today. Really good experience. She took the time to hear what I had to say, sent me for further check ups and wants to see me again to see how I am getting on.

8. Went for a follow up check at my GP. All is well.
9. Client wants to complain about the GP surgery and their lack of support with a safeguarding issue affecting them and their mother at the hands of the younger brother. Brother has bullied, physically attacked, and extorted from the parents and client over a 7-year period. Father died following 3 strokes which the client feels this is related. The clients elderly mother lives in fear of her son. Client and parents have expressed their fears, stress, and even suicidal thoughts to various GPs at the surgery but they have never referred the family to anyone regarding safeguarding issues. Client has recently requested the family medical records from the GP and states that some conversations about their parents mental health have not been recorded and there are false statements on others. The client and mother visited the surgery, spoke to the GP, and mentioned safeguarding issues. GP suggested a referral to social services to help them with this and the mother agreed. However, they have learned today that the Social Worker visiting their home is there to complete a care needs assessment and, when asked about the safeguarding issues, confirmed the GP had not mentioned this problem in the referral notes. Family do not want or need a care needs assessment, they just want protection from the brother/son, something the police have failed to do so far. A complaint has been sent to NHS England.
10. Had my blood pressure check and my yearly review. I was seen on time. Appointment didn't take long.
11. The outreach health check organised in the St Sidwell Centre is convenient and an effective health check for the community.
12. Client has been having trouble with her lower jaw and teeth for over a year now and is in the process of applying for dental implants on the NHS. She is no longer able to wear dentures (proved by dental x-ray) and is a great deal of pain. She cannot eat solid foods (lives off porridge, soup and rusks) and has lost over a stone in a short time (now weighs 7st 4lb). She is caring full time for her terminally ill husband and feels unable to cope with this at present due to her depressive state and pain. So, these implants are vital to her mental and physical health. The dentist has completed an IFR for NHS funded dental implants and asked her GP to write a supporting letter to confirm the impact on her health. However, the GP has refused, stating that he has no record of an impact on her health. He has also refused to prescribe her anti-depressants when she requested them twice recently. Client has taken them before and weaned herself off of them about 5 months ago, but feels unable to cope with life at the moment and needed the crutch. He did not offer her any help, just refused the pill.
13. Client is unhappy with the way they have been treated by their GP surgery having expressed their frustrations about the availability of appointments.
14. I am 81 years old who contracted a virus. After almost two weeks I was no better so contacted GP surgery and asked for Doctor telephone appointment. At approx. 1.00 Doctor phoned, dealt with my concern and issued electronically an antibiotic prescription to be collected. My point being that the public needs more education as to how we can treat ourselves. My previous visit to a GP was in 2002. Let the public stop moaning and educate ourselves. I was a carer for my late husband and had the best treatment for him from NHS.
15. Quick visit to get my braces tightened.
16. I had a very bad cough which felt it was turning into pneumonia as on previous occasions, putting me in hospital. At 76, and without transport, I felt too ill to attend the GP. I phoned the receptionist who said that a GP would call me back, which he did quite quickly. He arranged for antibiotics to be delivered the next day which they did at 9.15am. They were marked Urgent. Thanks to the speedy intervention, it prevented me from having to go to hospital.
17. I had my 6-monthly dental check-up which was a positive experience and provided free dental treatment accessories. An excellent service provided.

18. Client was late for an appointment at GP surgery but called ahead while they were stuck on the bus to let them know they would be late. When they arrived, 10 minutes late, the GP refused to see them and cancelled the appointment. Client is very unhappy as they are now having difficulties with getting GP appointments.
19. The outreach health check service organised at St Sidwells Centre is a convenient and effective service for the community.
20. I recently had my health check for my well-being. The service provided was excellent, especially as I have back and knee problems. I continue to keep fit, on the advice of my GP, by gentle exercise, yoga and pilates.
21. This client suffers from severe PTSD and depression. She has prescriptions for 5 medications totalling around £50 each time. She is concerned about how she will pay for these as her employment and support allowance was stopped and jobseeker's allowance will not be awarded for a while. She is appealing the decision to stop her ESA with the support of Citizens Advice. The CA adviser went through various options with the client. She does not have an illness listed on the free prescription list. The adviser called NHS Business Authority Service to discuss this and was advised that until client receives her JSA award letter she cannot claim free prescriptions under the benefit rules. It was suggested that she could apply for a certificate based on low income, but this could take 3 weeks to process. The prepayment certificate option was not possible, because the client has no money in her account for the direct debit payments. Discussed getting a refund on her costs once her JSA comes through, but client has no money to pay for prescriptions up front. The client was advised to go back to DWP to ask for an Advance Payment of Benefit, but this was refused. She said that it is essential that she takes her medications as otherwise she will have a serious relapse in her mental health. She is already suffering due to the stress of her situation. The client returned to Citizens Advice who approached the Homeless in Teignbridge Support (HITS), local food bank, to assist with prescription costs. HITS attempted to contact the pharmacy to pay over the phone by credit card for prescription charges, but this was not possible. The client was given cash by HITS to enable her to pay for her current prescription.
22. Client is in poor health and caring full time for her husband who suffers with prostate cancer. During 2016, client had 3 sets of dentures made by her dentist, all paid for by the client and all of which only lasted up to 2 months each. This is due to the client's receding, thin and painful gums. At no point did her dentist advise her that she could get dental implants on the NHS due to her being unable to wear dentures. The client was stressed and upset as she thought she would have to continue to wear dentures that no longer fit and cause her great pain or have no teeth at all. The client has lost a lot of weight over the last few months because of this.
23. Whenever I need my medication from my doctor, he tells me to buy it over the counter, even though I am entitled to free prescriptions. When I go to buy the medication at the pharmacy I am then told that I can't because it's prescription only.
24. At my local GP surgery, in order to make an appointment, you need to phone up early morning and leave your details for them to phone back. But they don't call you back until late in the day, so you are waiting around hours for a phone call.

Appendix 2: Healthwatch Themes

When an experience is recorded there are a list of categories to which the feedback can be themed. The table below shows a list of all those themes and the definition of each.



Theme	Definition
Access for people with a physical disability	Access issues due to physical disability (e.g. wheelchair access)
Access for people with a sensory disability	Access issues due to sensory disability
Access to Dentistry	Other access issues regarding dentistry
Access to GPs	Other access issues regarding GPs (e.g. Availability)
Access to Hospital Services	Other access issues regarding hospital services (e.g. layout)
Access to Opticians	Other access issues regarding opticians
Access to Pharmacy	Other access issues regarding distribution of medicines (e.g. repeat prescription)
Access to Social Care Services	Other access issues regarding social care services (e.g. availability of social worker)
Admission	Entry to a treatment pathway that is appropriate and timely
Appointments	Easy access to appointments
Car Parking	Ability to access the service via parking
Choice	Providing alternatives and allowing them to be picked from
Cleanliness	A clean environment free of hazards
Complaints Process	Having a system which allows for the raising of concerns, and also feedback and action in relation to those concerns
Confidentiality	Keeping personal details safe and undisclosed unless permission has been given for them to be disclosed
Consent	Asking permission before performing an action which affects another
Consultation	A meeting with an expert, such as medical doctor, in order to seek advice
Diagnosis	Understanding the need that needs to be met in an effective way
Dignity	To treat someone with dignity is to treat them as being of worth, in a way that is respectful of them as valued individuals
Discharge	Exit from a treatment pathway that is appropriate and timely
Equality	Treating everyone the same regardless of any perceived difference
Fees / Charges	Issues with services that require payment (e.g. dental treatment/ sick notes)
Monitoring & Accountability	That the performance of the service is being monitored, poor performance is addressed and it is clear where responsibility lies
Nutrition & Hydration	Easy and appropriate access to proper nutrition and water
Opening Hours	Access to services at appropriate times
Patient Transport	Ability to access the service via patient transport
Privacy	Not undermining a person's self-respect, including respecting a right to a private life

Theme	Definition
Procurement/Commissioning	The buying and contract management of services
Quality of Treatment	High quality procedures, the right medication etc.
Records Management	Systematically controlling the creation, distribution, use, maintenance, and disposition of recorded information
Referral	The act of referring someone for consultation, review or further action (e.g. the directing of a patient to a medical specialist by a GP)
Safety	Being protected from danger, risk or injury (including health and safety issues)
Service Coordination	A seamless link between health and social care services so that if more than one service is involved in meeting a person's health and social care needs, they work together in a joined-up collaborative way
Service Monitoring	That the performance of the service is being monitored, poor performance is addressed and it is clear where responsibility lies
Staff Attitudes	Members of staff having a friendly and helpful manner
Staffing Levels	Availability and capacity of staff
Stigma	Stigma is a perceived mark of disgrace that sets a person apart, which can bring about feelings of shame, blame and distress
Suitability of Provider Staff	Staff who have the skills, time and resources
Waiting Times	Easy access to timely appointments

The data included in the experience summary reports are for the recipients to utilise and to help inform service design, delivery and improvement.

In addition our database is set up so that we can filter these themes allowing us to identify emerging topics. We will then look in more detail and extract feedback regarding these topics and feed them into specific commissioner/trust reports and sometimes look to produce a specific report.