



## Quarterly Intelligence Report

People's experiences of services provided by:

## Northern Devon Healthcare NHS Trust

July - September 2017



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## About Healthwatch Devon

Healthwatch Devon is the independent health and social care champion for people. We exist to make sure that people are at the heart of care. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. We also help people find the information they need about services in their area.

In summary - Healthwatch is here to:

- Help people find out about local care.
- Listen to what people think of services.
- Help improve the quality of services by letting those running services and the government know what people want from care.
- Encourage people running services to involve people in changes to care.

## About this report

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.

During the period 01 July - 30 September 2017, we engaged with more than **1,843** people. This engagement was through our consumer champion work, our events, and activities and through our project work and surveys.

Included in this figure is the **75** people who used our feedback form to have their say and share their experiences, **10** of those were specifically about services provided by **Northern Devon Healthcare NHS Trust**. The information on the following pages is a summary of these patient stories and is intended to make the views of local people known to the Trust.

**This report should be read in conjunction with Quarterly Intelligence Report: People's experiences of health and social care services in Devon July - September 2017.**

## Intended audience - Northern Devon Healthcare NHS Trust

The Trust manages acute services from North Devon District Hospital and community services across northern Devon. Community services include a network of 7 community hospitals, minor injury units and the walk-in centres in Exeter.<sup>1</sup>

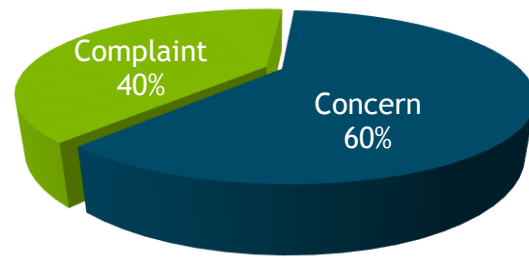
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<sup>1</sup> Information taken from the [our services and hospitals page on the NDHCT website](#)



## Nature of the feedback provided

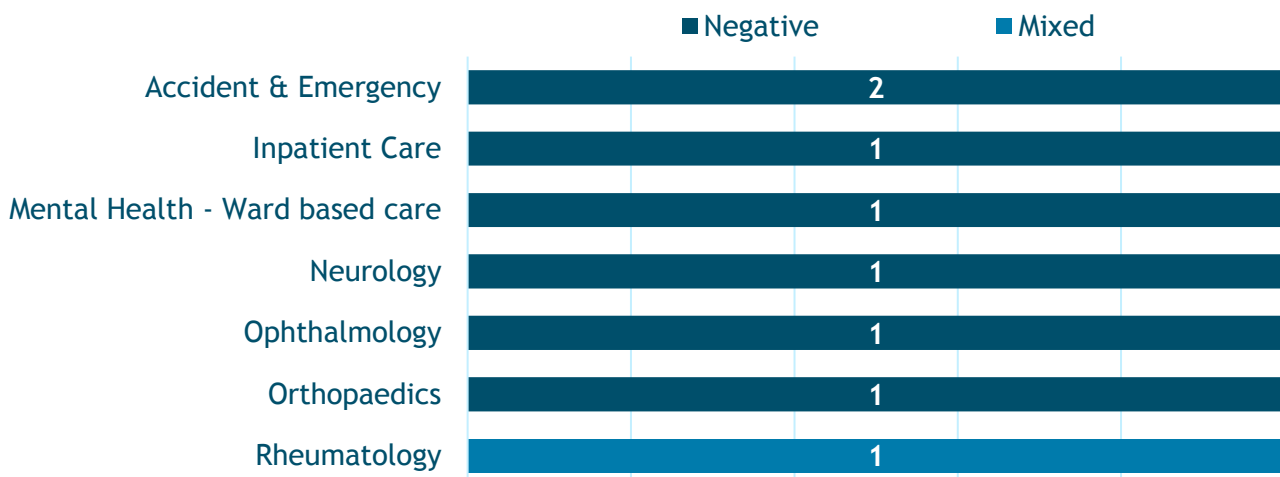
The following shows the comments recorded broken down by the nature of the experience.



## What services people are commenting on

The chart below illustrates the hospital, department, ward, or service that the feedback relates to and the nature of the experience.

### 2.1. Services provided by North Devon District Hospital



The following are the views regarding NDDH services and the ward or department where the experience took place. The table also shows the sentiment expressed by the person explaining how they felt about their experience and the theme(s) relating to the feedback.

Ward or department	Comment sentiment*	Themes relating to the feedback
Accident & Emergency	Negative	Cleanliness
Accident & Emergency	Negative	Diagnosis, Waiting Times
Inpatient Care	Negative	Diagnosis, Quality of Treatment
Mental Health - Ward based care	Negative	Consultation, Diagnosis, Quality of Treatment
Neurology	Negative	Consultation, Diagnosis
Ophthalmology	Negative	Quality of Treatment, Service Coordination
Orthopaedics	Negative	Quality of Treatment
Rheumatology	Mixed	Staff attitudes



## 2.2. Other services provided by Northern Devon Healthcare NHS Trust

Hospital service	Comment sentiment*	Themes relating to the feedback
Bladder and Bowel Service	Negative	Access for people with a physical disability, Cleanliness, Dignity, Nutrition & Hydration
Walk in Centre Sidwell Street	Mixed	Consultation

\*NB the comment sentiment column in these tables do not reflect an overall service rating but is rather a categorisation of the nature of the views given on a particular theme.

## Themes in relation to Northern Devon Healthcare NHS Trust services

When Healthwatch Devon records patient feedback, the experience is categorised in to themes. Depending on how much information is provided, feedback can refer to more than one of these themes.



Theme	Negative	Mixed	Total
Quality of Treatment	4		4
Diagnosis	4		4
Consultation	2	1	3
Cleanliness	2		2
Nutrition & Hydration	1		1
Staff attitudes		1	1
Service Coordination	1		1
Waiting Times	1		1
Access for people with a physical disability	1		1
Dignity	1		1
<b>Total</b>	<b>17</b>	<b>2</b>	<b>19</b>

## Experiences shared in relation to Northern Devon Healthcare NHS Trust services

The following are the patient stories that have been shared with us during the last quarter. These stories are sometimes shared by the individual receiving the care, a friend or relative or sometimes reported by an advocate who is providing support.

1. Whilst waiting in the children's waiting area of A&E I noticed it was dirty and there was vomit on the floor. This was eventually cleaned up by a parent.



2. Person broke their wrist and had manipulation surgery and a steroid injection at hospital. This surgery left them with chronic pain and they developed complex regional pain syndrome (CRPS). They later self-referred to a different hospital, where an x-ray showed the bones were not aligned in the right wrist/hand and corrective surgery took place when a plate was inserted in the right hand. Due to the development of CRPS, person feels the following conditions are a consequence; secondary heart damage, brain aneurysm, memory loss, loss of balance and coordination and womb damage (for which she is about to have a hysterectomy). Person feels it is all attributed to the errors in surgery.
3. Client reported a pain in her left breast and GP sent her to hospital for tests. She was diagnosed with nerve damage and prescribed gabapentin by a neurologist. A couple of weeks later client kept suffering from tremors and twitches so she returned to her GP. He advised she stop taking the medication instantly and she returned to the neurologist. He then prescribed pregablin, which she took for the following weeks, all the while the tremors were increasing, sometimes becoming seizures and she felt very unwell. GP was called to the house and he saw the pregablin and asked who had given her them as they were from the same family as the gabapentin. Although she stopped taking those instantly, it was too late as the seizures have continued, but they are worse and far more frequent. She can have 7 episodes per day where she loses control of her body and speech. Client is under a new neurologist, but still the seizures have not been addressed medically and she suffers through the day and night, all the while she is being cared for by her husband who has COPD. Client feels this has ruined their lives as they cannot venture too far from home because there are no warning signs of these seizures.
4. This man, a registered carer with Devon Carers, phoned about his partner who has dementia. He was referred to the bladder and bowel service by the GP but having done a diary of what she eats and drinks he was told she wasn't entitled to incontinence pads on the NHS despite the fact she regularly soils herself, because she was dehydrated. The nurses have said she isn't entitled so he has been buying these himself. He says she does not know how to control her bladder and bowels because of the dementia. Moreover, he has taken advice from the Alzheimers society about her sleeping pattern and the bladder nurses have said to wake her up for the toilet, this is stressful and disturbing and Alzheimers have said to let her sleep to her own pattern. He has also had a carers assessment which resulted in £15 a week to help with a cleaner, however, when he found out he was entitled to a council tax rebate, the level of subsidy for the cleaner dropped.
5. When I suffered a heart attack, my treatment at the RD&E, where I had a stent inserted and spent 3 nights in the cardiac ward, the service and treatment were superb. Everyone gave over and above expected levels of service. I could not find any fault at all. Before that, I spent several hours on a trolley in A&E at the North Devon District Hospital waiting to be diagnosed. My symptoms were atypical, but the pain was severe. At one point, it became intolerable and it was at that point that I infarcted. Had I been transferred to the cardiac unit in a more timely manner, it is possible that my myocardium could have been saved from permanent damage. It was busy in A&E, but I think a patient with severe cardiac pain should have been given a higher priority.
6. The consultants can either be wonderful or totally dismissive depending on how busy they are, what kind of mood they are in. They often are very focused on clinical symptoms and not the impact on the patient's life. I also saw one of the doctors be rude to a nurse and refuse to see a patient who had incorrectly been put down as DNA although they were there. The patient ultimately apologised to the nurse for getting her shouted at in front of the waiting room!



7. Client snapped Achilles tendon and hospital orthopaedic team operated. A team member who was replacing the cast, tried to pull out the stitches, but ended up pulling the client down the bed towards them. So, nurse pulled their arms in the opposite direction but the stitches would not budge. Eventually the scar area puckered like a drawstring bag and the person was in agony. The stitches were left in and they now have a deformed ankle, in the last few months there has been increased swelling (several years after the operation) and they cannot walk on it properly (permanent limp).
8. I have autism and other spectrum disorders including eating and behaviour disorder as well as ADHD and complex post-traumatic stress disorder. My family was threatened because I have trouble communication and explaining things and everything comes out at 200 miles an hour so people think I am a liar and mental. When it is not the case as I am trying to explain a problem to the best of my ability. Stress from threats, and stories led to melt down and burn out and was sent to hospital. In mental health department under section 72 if I remember correctly. What did I know. Hospital lost my notes and GP as well from the computer system and backups too, so had a false diagnosis of delusion, and had put on medication which in turn made me worse and made my health conditions worse as well. After 18 months, the hospital and mental health GP had found my notes from past and apologised for falsely accusing me of something I am not. But in result from this, stories, false state from ex friends, a private psychologist came to the conclusion of paranoid schizophrenic which has now been denied and I am autistic and severely so. But through this I lost my job, home, debts most important my children and my partner who made my life more bearable. Very isolated from what has happened. Been through two meetings with mental health who cleared me. No GP. Lack trust in the service. No one willing to help to appeal to get my family back. Or unless I have a million pounds then solicitors will appeal the case.
9. After being bitten by a dog I went into the centre to have it checked out and to see if I needed a tetanus shot. After waiting a few hours to be seen I was told to go to Boots as they give the shots. I went to Boots and waited to be seen and was then told to go back to the walk-in centre as they were the ones that gave the shots. I went back to the Walk-in centre and was told that they don't do them and you don't need them if you have already had a tetanus injection.
10. Having previously formally complained about eye care the hospital had promised to ensure the person would see one eye specialist in one department, instead of being passed between two departments and numerous staff. However, this never happened and they have been passed between the eye clinic and the Glaucoma department again and again. Now the person has been told that following varying treatments, including laser treatment which made their eyes bleed, the 95% sight loss is permanent.





This report has been produced by Healthwatch Devon - the independent 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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