

# FEEDBACK REPORT

For Health & Social Care in Torbay

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**Healthwatch Torbay**

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Your Consumer Champion

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**MARCH - MARCH**

**17/18**





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# PURPOSE

The purpose of this report is to provide a summary of the annual intelligence collected from families, patients and service users collected by Healthwatch Torbay.

Healthwatch Torbay is the independent consumer champion for health & social care in Torbay, South Devon, home to over 130,000 people.

Enabling people to engage with us offers insight into the progress providers are making and continued challenges that our community is experiencing.

We encourage providers of care, bodies that commission services and community partners to reflect on the report findings and explore how we can improve care provision based on the findings in this report.





# EVIDENCE UPDATE

Healthwatch Torbay use an online feedback system where the public can rate and review the local healthcare services they use. We can also add other intelligence that we collect from the public to this system to produce an accurate representation of what the public think about the services they use locally.

As part of our moderation process, Healthwatch Torbay aims to be as transparent as possible, ensuring that data meets the criteria for sharing with the public and that all of our feedback must:

- Be for an appropriate service
- Not include any specific names
- Not be part of an ongoing investigation
- Be family-friendly
- Not be libellous, slanderous or defamatory
- Be age approved
- Be complemented by an e-mail address.





# MARCH 2017 - 2018

658 REVIEWS | 220 CONCERNS/ISSUES | 66 SERIOUS COMPLAINTS



## 235

General Practice



48% 19% 33%



## 162

Community Based



83% 3% 14%



## 130

Hospitals



55% 18% 27%



## 46

Residential Care



83% 6% 11%



## 29

Social Care



31% 59% 10%



## 24

Dentists



50% 21% 29%



## 18

Pharmacies



50% 22% 28%



## 8

Opticians

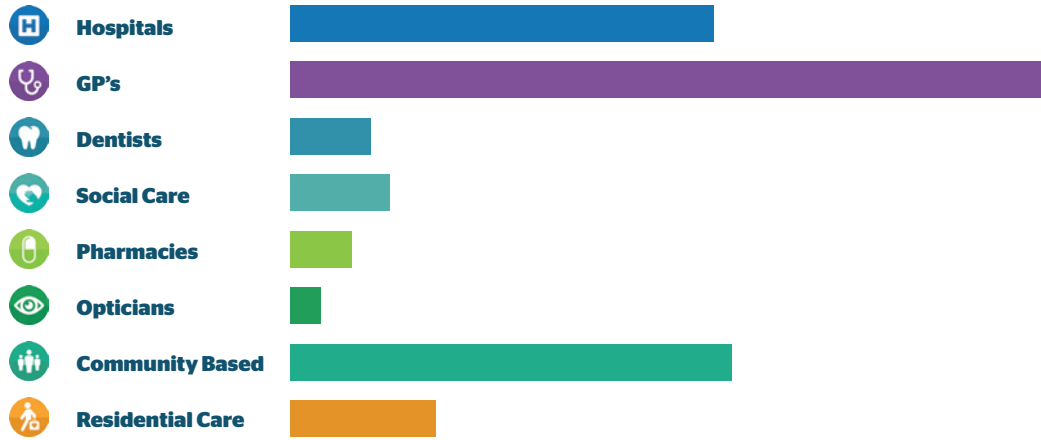


75% 0% 25%

Please note: Pink Star Rating above and throughout this report is offered by the public, and the sentiment (Green = % of positive reviews, Red = % negative reviews) is calculated by the language used. Inconsistencies between the two may occur depending on the nature of the feedback. (e.g. Many people will rate a service highly but comment more on what needs to improve.)

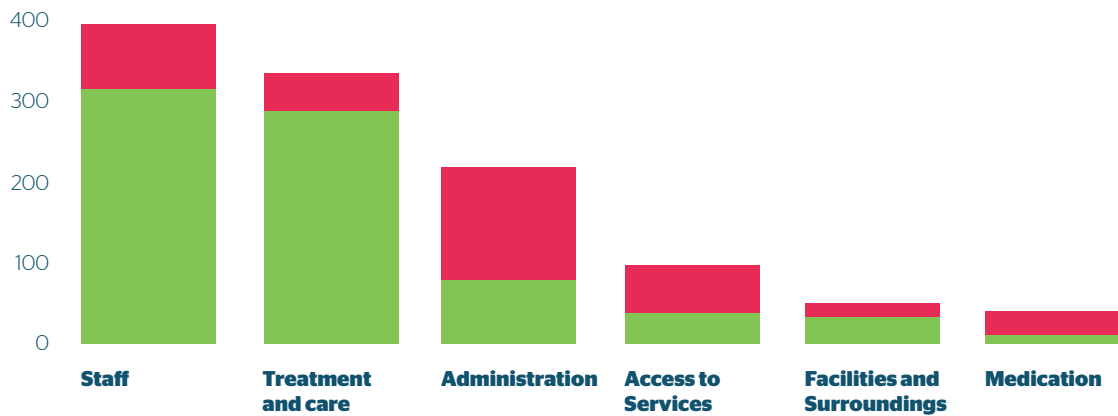


## ENGAGEMENT BY SERVICE

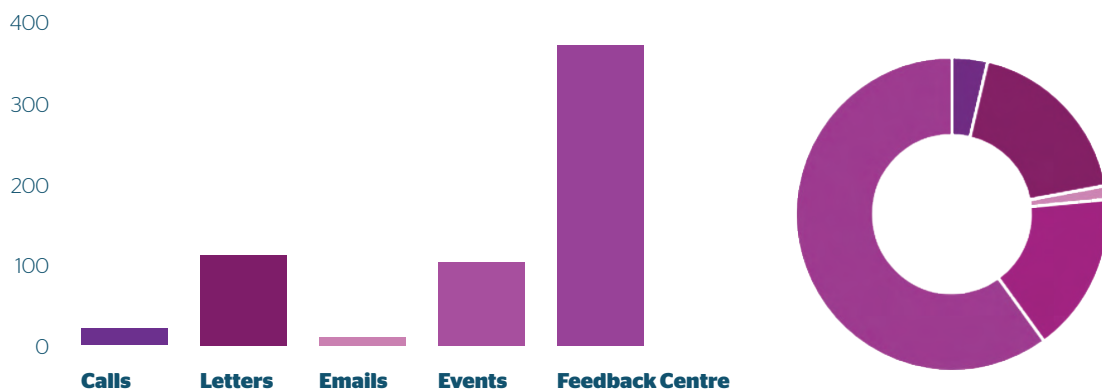


## POPULAR THEMES

POSITIVE NEGATIVE



## SOURCE OF PUBLIC FEEDBACK





# OUR YEAR

2017 - 2018





We've met **hundreds** of local people at over 50 community events



Social media users have seen our posts nearly **250,000 times**



We've received over **220 public enquiries**, issues or concerns



Over **650 people** have reviewed nearly **100 different services** on our website



We've taken part in **15 enter & view visits** to local health and/or social care services



We've escalated **66 serious complaints** or concerns to other organisations



We've written **10 health & social care feedback reports** using your experiences



You've received **264 responses** to your online reviews from key organisations and providers





😊 55% 😐 18% 😞 27%

## FEEDBACK

# HOSPITALS

Cleanliness	4.5	★ ★ ★ ★ ☆
Staff Attitude	4.5	★ ★ ★ ★ ☆
Waiting Time	4	★ ★ ★ ★
Treatment Explanation	4.5	★ ★ ★ ★ ☆
Quality of Care	4.5	★ ★ ★ ★ ☆
Quality of Food	4	★ ★ ★ ★

### Positive themes:

- Treatment Explanation
- Quality of Treatment
- Staff Attitude

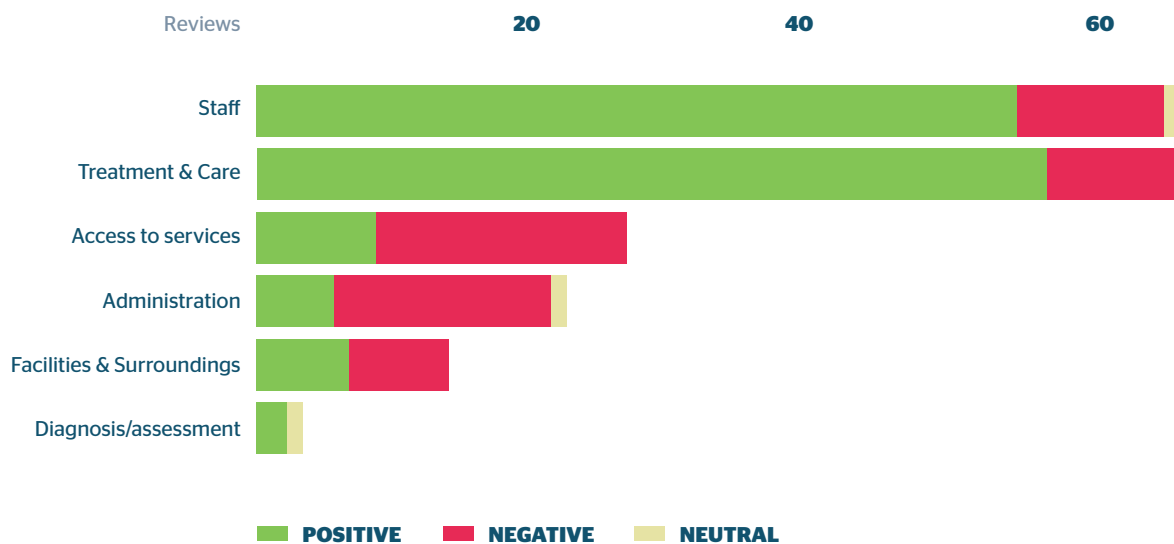
### Negative themes:

- Appointment Waiting Times
- Booking Appointments
- Appointment Availability

## TOP 5 MOST REVIEWED ORGANISATIONS

<b>01</b>	Brixham Hospital	5	★ ★ ★ ★ ★
<b>02</b>	Newton Abbot Community Hospital	5	★ ★ ★ ★ ★
<b>03</b>	Paignton Health and Well-being Centre	5	★ ★ ★ ★ ★
<b>04</b>	Royal Devon & Exeter Hospital (Wonford)	4.5	★ ★ ★ ★ ☆
<b>05</b>	Torbay Hospital	4	★ ★ ★ ★

Total number of reviews per organisation: Brixham Hospital (2), Newton Abbot Community Hospital (1), Paignton Health and Well-being Centre (3), Royal Devon & Exeter Hospital - Wonford (4), Torbay Hospital (118)



## THEMES

	REVIEWS	POSITIVE	NEGATIVE
<b>TREATMENT AND CARE</b>	<b>76</b>	<b>86%</b>	<b>14%</b>
Experience	<b>22</b>	<b>95%</b>	<b>5%</b>
Quality	<b>13</b>	<b>85%</b>	<b>15%</b>
Treatment explanation	<b>12</b>	<b>75%</b>	<b>25%</b>
Speed	<b>16</b>	<b>81%</b>	<b>19%</b>
<b>STAFF</b>	<b>87</b>	<b>83%</b>	<b>16%</b>
Attitudes	<b>33</b>	<b>94%</b>	<b>6%</b>
General	<b>15</b>	<b>100%</b>	<b>0%</b>
Quality and effectiveness	<b>10</b>	<b>100%</b>	<b>0%</b>
<b>ADMINISTRATION</b>	<b>27</b>	<b>24%</b>	<b>71%</b>
Appointment Waiting Times	<b>17</b>	<b>24%</b>	<b>71%</b>
<b>FACILITIES &amp; SURROUNDINGS</b>	<b>14</b>	<b>46%</b>	<b>54%</b>

The themes above demonstrate all the feedback related to Hospitals that have been tagged by Healthwatch Torbay a minimum of 10 times. Please also note that both the service category ratings (e.g. Cleanliness) question is optional - above shows how some of the public have chosen to rate services as a whole, but not all feedback has this data attributed to it. Any specific feedback or comments included are taken verbatim from the public and is NOT the view of Healthwatch Torbay.





### **AFTER ROAD TRAFFIC ACCIDENT**

“We were driving along Barton Hill Way and our car offside was hit by a speeding driver. My Mum had a facial injury, which she had excellent attention for and we went home the same evening. The paramedics were very good.”

Torbay Hospital | Jennifer Vaughan | 3rd July







## FEEDBACK



48% 19% 33%

# GENERAL PRACTICE

Cleanliness	4.5	★ ★ ★ ★ ↘
Staff Attitude	3.5	★ ★ ★ ↘
Waiting Time	3	★ ★ ★
Treatment Explanation	4	★ ★ ★ ★
Quality of Care	3.5	★ ★ ★ ↘

### Positive themes:

- Doctors GPs
- Medical Staff Attitude
- Staff Attitude
- Quality & Effectiveness

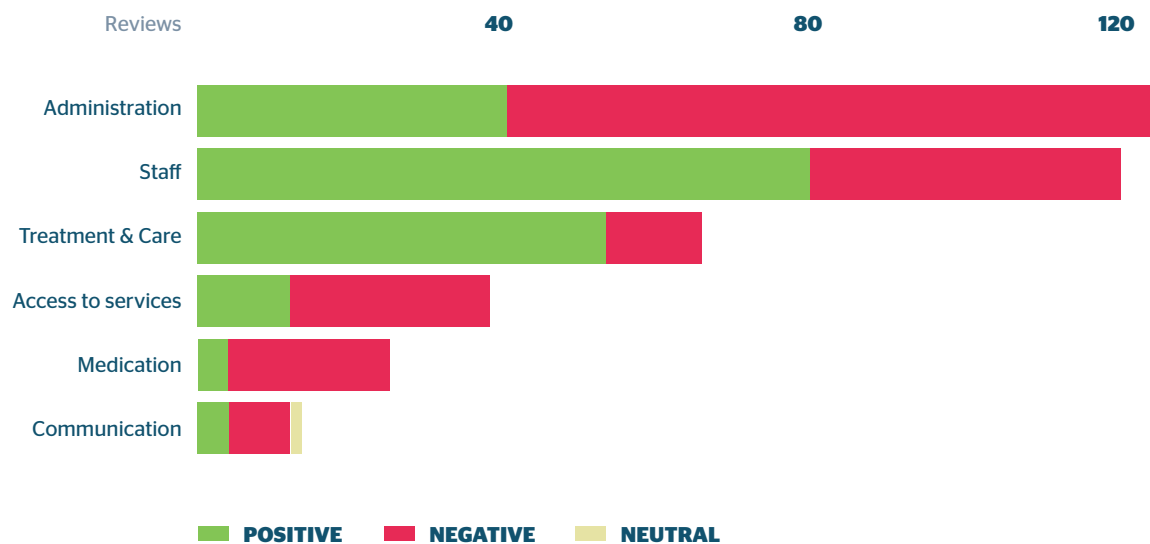
### Negative themes:

- General Administration
- Appointment availability
- Reception / Administration Staff
- Convenience / Distance to Travel

## TOP 5 MOST REVIEWED ORGANISATIONS

<b>01</b>	Compass House Medical Centre	4	★ ★ ★ ★
<b>02</b>	Pembroke House	4	★ ★ ★ ★
<b>03</b>	Croft Hall Medical Practice	3.5	★ ★ ★ ↘
<b>04</b>	Chelston Hall Surgery (Barton)	2	★ ★
<b>05</b>	Chelston Hall Surgery	2	★ ★

Total number of reviews per organisation: Compass House Medical Centre (24), Pembroke House (31), Croft Hall Medical Practice (46), Chelston Hall Surgery - Barton (27), Chelston Hall Surgery (17)



## THEMES

	REVIEWS	POSITIVE	NEGATIVE
<b>ADMINISTRATION</b>	<b>178</b>	<b>32%</b>	<b>67%</b>
Appointment Availability	32	21%	79%
Booking Appointments	88	24%	76%
See my GP	12	17%	83%
Appointment Waiting Times	17	47%	53%
Telephone	16	50%	50%
<b>STAFF</b>	<b>179</b>	<b>66%</b>	<b>33%</b>
Attitudes	45	69%	31%
District Nurse/Health Visitors	17	88%	6%
Doctors/GP's	51	76%	24%
Reception/Admin Staff	37	43%	57%
Quality & Effectiveness	12	100%	0%
<b>TREATMENT AND CARE</b>	<b>78</b>	<b>82%</b>	<b>18%</b>
Experience	25	96%	4%
Quality	25	94%	6%
Speed	15	80%	20%
<b>ACCESS TO SERVICES</b>	<b>40</b>	<b>31%</b>	<b>69%</b>
Convenience	10	0%	100%
Waiting Times	17	41%	59%
<b>MEDICATION</b>	<b>27</b>	<b>18%</b>	<b>81%</b>
Prescriptions	18	22%	78%

The themes above demonstrate all the feedback related to GPs that have been tagged by Healthwatch Torbay a minimum of 10 times. Please also note that both the service category ratings (e.g. Cleanliness) question is optional – above shows how some of the public have chosen to rate services as a whole, but not all feedback has this data attributed to it. Any specific feedback or comments included are taken verbatim from the public and is NOT the view of Healthwatch Torbay.

### **GOOD SERVICE BUT...**

“As a very elderly patient, I find it difficult to get an appointment. This is due to the fact that I no longer drive and have to get a taxi or ask for a lift, so when I am given an appointment at short notice I find it very difficult, and I wish I was able to book an advance appointment when its not an urgent appointment.

Compass House Medical Centre | Anonymous | 22nd March











### **FELT RELAXED WITH DENTIST**

First the dentist checked my 11 month old baby, his first dentist visit. Said his teeth coming along nicely. Then dentist checked my teeth and said I needed an filling. And did that day with no injection, which is the bit I hate the most.

mydentist | Kaz | 10th December



😊 50% 😐 21% 😞 29%

## FEEDBACK

# DENTISTS

Cleanliness	4.5	★ ★ ★ ★ ↘
Staff Attitude	4	★ ★ ★ ★
Waiting Time	4.5	★ ★ ★ ★ ↘
Treatment Explanation	4	★ ★ ★ ★
Quality of Care	4	★ ★ ★ ★

### Positive themes:

- Treatment and Care
- Treatment and Care
- Staff Attitude
- Quality & Effectiveness

### Negative themes:

- General Administration
- Costs
- Appointment Waiting Times
- Appointment Cancellations
- Staffing Levels

## TOP 5 MOST REVIEWED ORGANISATIONS

<b>01</b>	Elmsleigh Park Dental Practice	<b>5</b>	★ ★ ★ ★ ★
<b>02</b>	Park Hill Dental Surgery	<b>5</b>	★ ★ ★ ★ ★
<b>03</b>	mydentist (St. Marychurch)	<b>4.5</b>	★ ★ ★ ★ ↘
<b>04</b>	mydentist	<b>3.5</b>	★ ★ ★ ↘
<b>05</b>	Smile Dental Care	<b>2.5</b>	★ ★ ↘

Total number of reviews per organisation: Elmsleigh Park Dental Practice (2), Park Hill Dental Surgery (2), mydentist (St. Marychurch) (8), mydentist (3), Smile Dental Care (2)





😊 31% 😐 59% 😞 10%

## FEEDBACK

# SOCIAL CARE

Cleanliness	4	★ ★ ★ ★
Staff Attitude	3.5	★ ★ ★ ↘
Waiting Time	3.5	★ ★ ★ ↘
Treatment Explanation	3.5	★ ★ ★ ↘
Quality of Care	4	★ ★ ★ ★
Quality of Food	4.5	★ ★ ★ ★ ↘

### Positive themes:

- General Experience
- Quality & Effectiveness

### Negative themes:

- Safety of care/Treatment
- Staff Attitude
- Communication

## TOP 5 MOST REVIEWED ORGANISATIONS

<b>01</b>	Torbay & South Devon NHS Foundation Trust	5	★ ★ ★ ★ ★
<b>02</b>	Rowcroft Hospice	5	★ ★ ★ ★ ★
<b>03</b>	The Bay Care Group	4	★ ★ ★ ★
<b>04</b>	Torbay Carers Services (Paignton)	3.5	★ ★ ★ ↘
<b>05</b>	Mears Care Limited	1.5	★ ★ ↘

Total number of reviews per organisation: Torbay & South Devon NHS Foundation Trust (14), Rowcroft Hospice (2), The Bay Care Group (3), Torbay Carers Services - Paignton (3), Mears Care Limited (5)



## **THE BAY GIRLS ARE ANGELS**

The compassion they showed to my father in his last few days was out of this world, they helped with what was one of the worst times of my life, I will be forever grateful to them all.

The Bay Care Group | Anonymous | 22nd February





**HAD TO WAIT A LONG TIME TO BE SEEN**

Got my appointment very quickly. But once I arrived for my appointment I had to wait such a long time in the small waiting area.

Specsavers Paignton | Anonymous | 7th November





😊 75% 😐 0% 😞 25%

## FEEDBACK

# OPTICIANS

Cleanliness	4.5	★ ★ ★ ★ ↓
Staff Attitude	4.5	★ ★ ★ ★ ↓
Waiting Time	3	★ ★ ★
Treatment Explanation	5	★ ★ ★ ★ ★
Dignity and Respect	4.5	★ ★ ★ ★ ↓

### Positive themes:

- General Staff
- Speed of service

### Negative themes:

- Waiting Times
- Access to Services

## TOP 5 MOST REVIEWED ORGANISATIONS

<b>01</b>	Vision Express (Torquay)	5	★ ★ ★ ★ ★
<b>02</b>	Bakers Opticians	5	★ ★ ★ ★ ★
<b>03</b>	Specsavers (Paignton)	4.5	★ ★ ★ ★ ↓
<b>04</b>	Specsavers (Torquay)	4	★ ★ ★ ★
<b>05</b>	Boots Opticians (Paignton)	3	★ ★ ★

Total number of reviews per organisation: Vision Express (1), Bakers Opticians (1), Specsavers - Paignton (2), Specsavers - Torquay (2), Boots Opticians - Paignton (1)



😊 50% 😐 22% 😞 28%

## FEEDBACK

# PHARMACIES

Cleanliness	4.5	★ ★ ★ ★ ☆
Staff Attitude	4.5	★ ★ ★ ★ ☆
Waiting Time	3.5	★ ★ ★ ☆
Treatment Explanation	4.5	★ ★ ★ ★ ☆
Quality of Care	4.5	★ ★ ★ ★ ☆

### Positive themes:

- Staff attitude
- Quality & Effectiveness

### Negative themes:

- Staffing Levels
- Speed of service
- Administration

## TOP 5 MOST REVIEWED ORGANISATIONS

<b>01</b>	Lloyds Pharmacy - Sainsbury's	5	★ ★ ★ ★ ★
<b>02</b>	Day Lewis Pharmacy	5	★ ★ ★ ★ ★
<b>03</b>	Dowricks Chemist	5	★ ★ ★ ★ ★
<b>04</b>	Corner Place Pharmacy	3	★ ★ ★
<b>05</b>	Boots (Willows)	3	★ ★ ★

Total number of reviews per organisation: Lloyds Pharmacy - Sainsbury's (1), Day Lewis Pharmacy (1), Dowricks Chemist (4), Corner Place Pharmacy (2), Boots - Willows (2)



**DORWICKS, FANTASTIC - BETTER THAN THE DOCTORS**

Efficient, helpful and always courteous. One lady there always takes time to discuss and explain your medication in a way that you can understand. First class pharmacy.

Dorwicks Chemist | Anonymous | 22nd January





## **VERY WELL DONE**

I would like to thank the staff for their courtesy and competence, and the service for their agreement not to inform the GPs, with whom I appear to have an accidental registration, of my visit or of the results.

**Abdominal Aortic Aneurysm (AAA) Screening | Anonymous | 21st February**

## FEEDBACK

# COMMUNITY BASED

Cleanliness	4.5	★★★★☆
Staff Attitude	4.5	★★★★☆
Waiting Time	4.5	★★★★☆
Treatment Explanation	5	★★★★★
Quality of Care	4.5	★★★★☆
Quality of Food	5	★★★★★

### Positive themes:

- General Experience
- Treatment Explanation
- Speed of service
- Staff Attitude

### Negative themes:

- Reception/Administration Staff
- Appointment Cancellations

## TOP 5 MOST REVIEWED ORGANISATIONS

<b>01</b>	Abdominal Aortic Aneurysm Screening	5	★★★★★
<b>02</b>	The Edge/Youth Enquiry Service	5	★★★★★
<b>03</b>	Age UK Torbay	5	★★★★★
<b>04</b>	South Devon NHS Diabetic Eye Screening	4.5	★★★★☆
<b>05</b>	Castle Circus Health Centre	3.5	★★★☆☆

Total number of reviews per organisation: Abdominal Aortic Aneurysm Screening (118), The Edge/Youth Enquiry Service (1), Age UK Torbay (2), South Devon NHS Diabetic Eye Screening (30), Castle Circus Health Centre (7)

## FEEDBACK

# RESIDENTIAL CARE

Cleanliness	5	★★★★★
Staff Attitude	5	★★★★★
Waiting Time	4.5	★★★★☆
Treatment Explanation	4.5	★★★★☆
Quality of Care	4.5	★★★★☆
Quality of Food	5	★★★★★

### Positive themes:

- Treatment and Care
- Quality & Effectiveness
- Staff Attitude

### Negative themes:

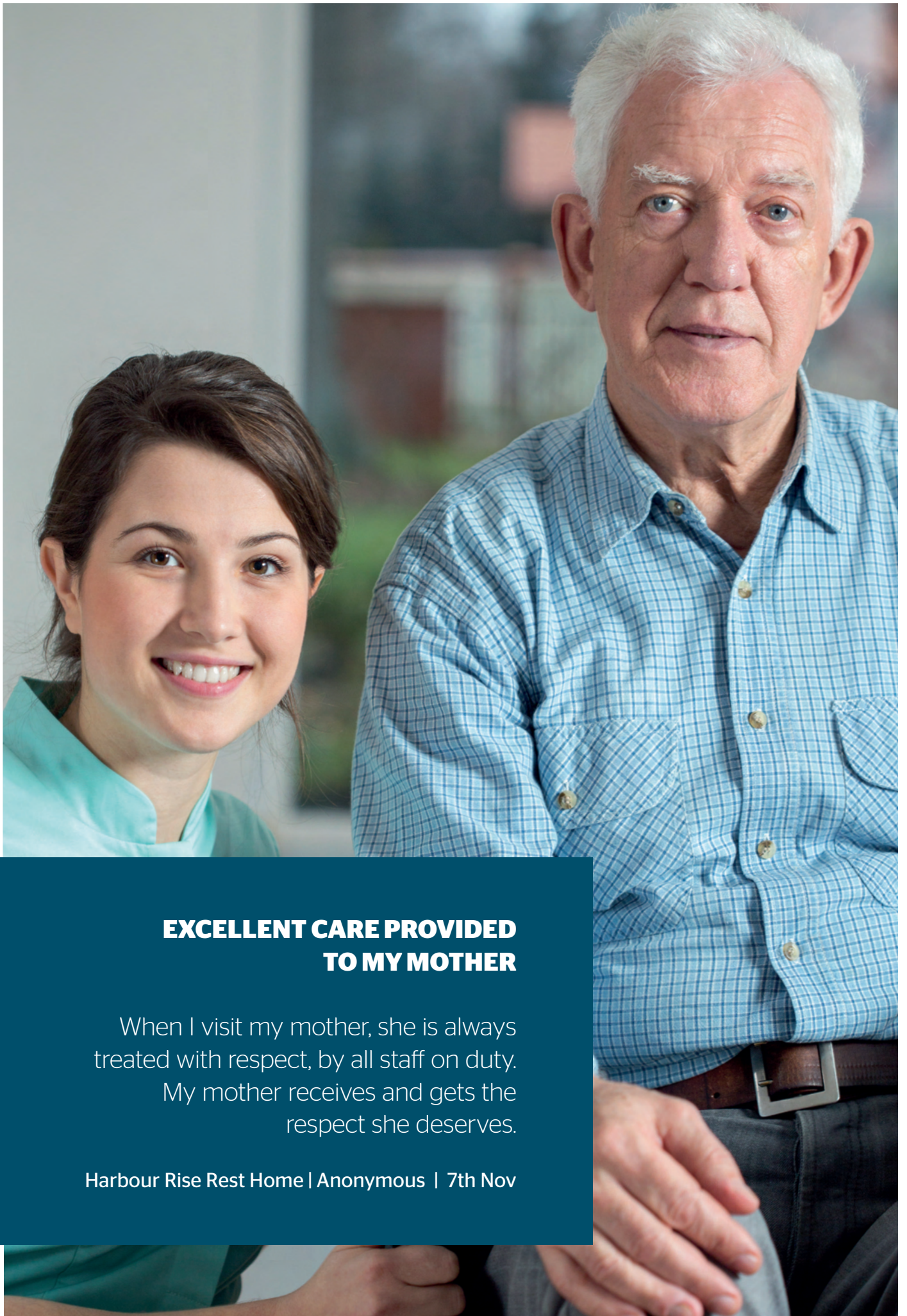
- Staffing Levels
- Safety

## TOP 5 MOST REVIEWED ORGANISATIONS

<b>01</b>	Warberries Nursing Home	5	★★★★★
<b>02</b>	Roundham Court	5	★★★★★
<b>03</b>	Lincombe Manor Care Home	4.5	★★★★☆
<b>04</b>	Pendennis Residential Care Home	4.5	★★★★☆
<b>05</b>	Vane Hill	4.5	★★★★☆

Total number of reviews per organisation: Warberries Nursing Home (5), Roundham Court (3), Lincombe Manor Care Home (4), Pendennis Residential Care Home (4), Vane Hill (10)





**EXCELLENT CARE PROVIDED  
TO MY MOTHER**

When I visit my mother, she is always treated with respect, by all staff on duty. My mother receives and gets the respect she deserves.

Harbour Rise Rest Home | Anonymous | 7th Nov



# FRIENDS & FAMILY TEST

The NHS Friends and Family Test (FFT) was created to help service providers and commissioners understand whether their patients are happy with the service provided, or where improvements are needed.

It is a quick and anonymous way to give your views after receiving care or treatment across the NHS.

Since its launch in 2013, more than 25 million pieces of patient feedback have been submitted.

The FFT has been rolled out across most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, patient transport and more. Here are the responses we have received at Healthwatch Torbay to the following question:

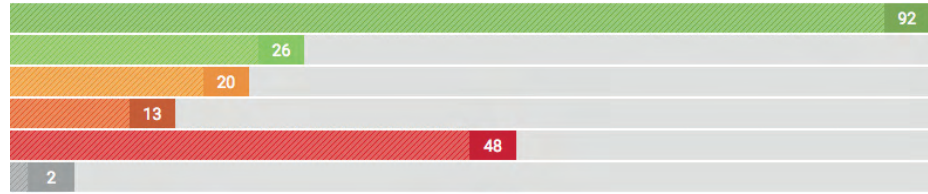
**How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?**

■ Extremely Likely   ■ Likely   ■ Neither Likely/Unlikely   ■ Unlikely   ■ Extremely Unlikely





## General Practice



## Dentists



## Social Care



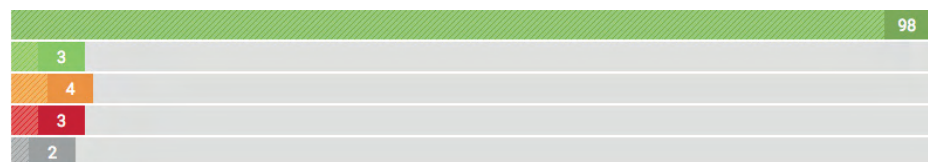
## Pharmacies



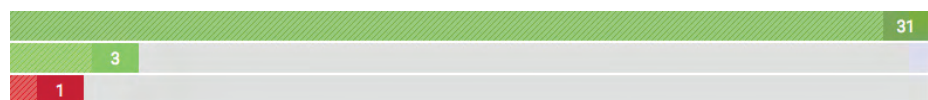
## Opticians



## Community Based



## Residential Care



Please note that the Friends and Family test (FFT) question is optional - the above shows how the public have chosen to rate services as a whole. Not all of our feedback has FFT data attributed to it.



# OUTCOMES

## **Provider Responses**

We contacted some providers to share your online reviews and concerns of local services to providers, and this past year you have received 264 responses to your online reviews from key organisations and providers, all available to view online via [www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk).

## **Complaints**

All feedback is logged in our system for further analysis, by year and where relevant. 220\* complaints and/or concerns have been referred to either Providers, Practice Managers, Safeguarding, NHS Patient Advice & Liaison Service, NHS England, CQC, local Health Trusts, commissioners and/or SEAP Advocacy. \*Some duplicate referrals in complex cases.

## **Advocacy Support**

To make it more convenient for you, we set up and continue to hold well-attended monthly drop-in sessions at our Paignton Library walk-in Centre with SEAP advocacy service, so they can personally support you with the health complaint's process. Call us now free on 08000 520 029 to book a place.

## **Sustainability and Transformation Plan (STP)**

A five-year plan to transform health and care services for local people so they are fit for the

future. All three local Healthwatch (Devon, Plymouth and Torbay) are working together to ensure representation on the STP Joint Clinical Cabinet meeting for North, East and West (NEW) Devon Clinical Commissioning Group (CCG) and South Devon and Torbay CCG, discussing both the Success Regime for NEW Devon CCG and the STP across the whole of Devon, covering both CCGs. We continue to ensure patient representation at all levels, including many of the workshops set up to discuss the service changes and the impact on the local community. Between the three local Healthwatch (Devon, Plymouth and Torbay), we now have a nominated lead representative for each of the seven identified STP work-streams. Since we raised some concerns with the implementation of STPs, the Health Select Committee has announced that they are re-opening their previous inquiry into STPs. Healthwatch England are making a submission providing a national overview, and Healthwatch Torbay have submitted local evidence and experiences, along with neighbouring Healthwatch.

## **GP Appointments**

We released a report summarising feedback received by Healthwatch Torbay's rate & review system on local GPs, together with some social media comments surrounding the frustrations that some members of the local community

have faced when accessing their GPs. The Report is being discussed by the South Devon & Torbay Clinical Commissioning Group's primary care commissioning committee.

## **Domiciliary Care**

Following on from the concerns raised about a domiciliary care provider a comprehensive review of care delivery under Safeguarding duties by Torbay and South Devon NHS Foundation Trust was undertaken. They reported that of the 158 responses were positive about the care delivered although there was some areas for improvement identified in terms of the office functions. Importantly the enquiry did not identify any reason to believe that people receiving care from Mears were at risk of abuse or neglect. CQC also inspected and no safeguarding concerns had been identified from their inspection. They also contacted 40 service users who gave positive responses to care delivery as well as some staff.

## **Carers**

Over 800 carers responded to our Carers Consultation to support the draft 2018-2021 Torbay Carers Strategy. Their feedback will be used to form the new Torbay Carers Strategy and also discussed on both the Health and Wellbeing Board and the Social Care Programme Board.

## **Digital Inclusion**

Following public feedback expressing difficulties they faced when using the internet to do things like book appointments, order prescriptions, self-refer or leave their feedback, we set up a free training programme showing people exactly how to do these things. The programme has seen us working closely with local GP Practices, South Western Ambulance Service NHS Foundation Trust, local health trusts and organisations to share this free training with both providers and the public.



# YOUR VOICE COUNTS

**Share the health and social care experiences  
that you, friends and family receive.**

Whether it's a positive experience or there's need for improvement, have your say on the Healthwatch Torbay website today. You can even leave feedback anonymously.

## LEAVE FEEDBACK NOW

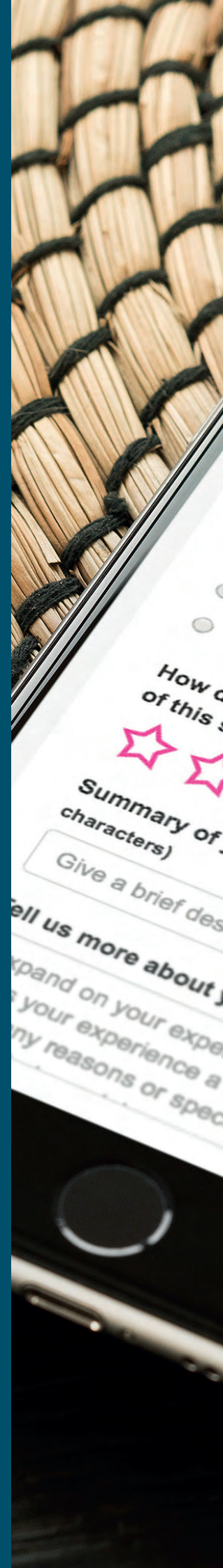
[www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk)

[info@healthwatchtorbay.org.uk](mailto:info@healthwatchtorbay.org.uk)

**0800 052 0029**

**healthwatch**  
Torbay

**eklo**





## Leave feedback

How likely are you to recommend this organisation to friends and family if they needed similar care or treatment?

- Extremely likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Extremely unlikely
- Don't know

How do you rate your overall experience with our service?\*



Describe your experience\* (max 45 characters)

Provide a brief description of your experience

Share your experience\*

Describe your experience here. Why was it good / bad one? Provide specific detail that



**WORKING TOGETHER**



**[www.healthwatchtorbay.org.uk](http://www.healthwatchtorbay.org.uk)**

**[info@healthwatchtorbay.org.uk](mailto:info@healthwatchtorbay.org.uk)**

**0800 052 0029**

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