

FEEDBACK REPORT

For Health & Social Care in Torbay

Healthwatch Torbay

Your Consumer Champion

Q2 JUL - SEP

2019

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FEEDBACK REPORT



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PURPOSE

The purpose of this report is to provide a summary of the Quarter 2 (July-September 2019) intelligence collected from families, patients and service users 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.



JUL - SEP 2019

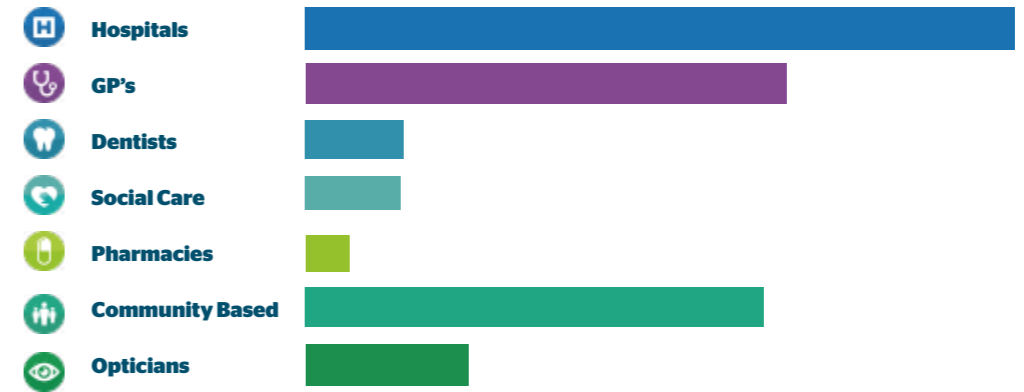
142 REVIEWS | 37 SERVICES REVIEWED | 34 CONCERNS* | 33 PROVIDER RESPONSES



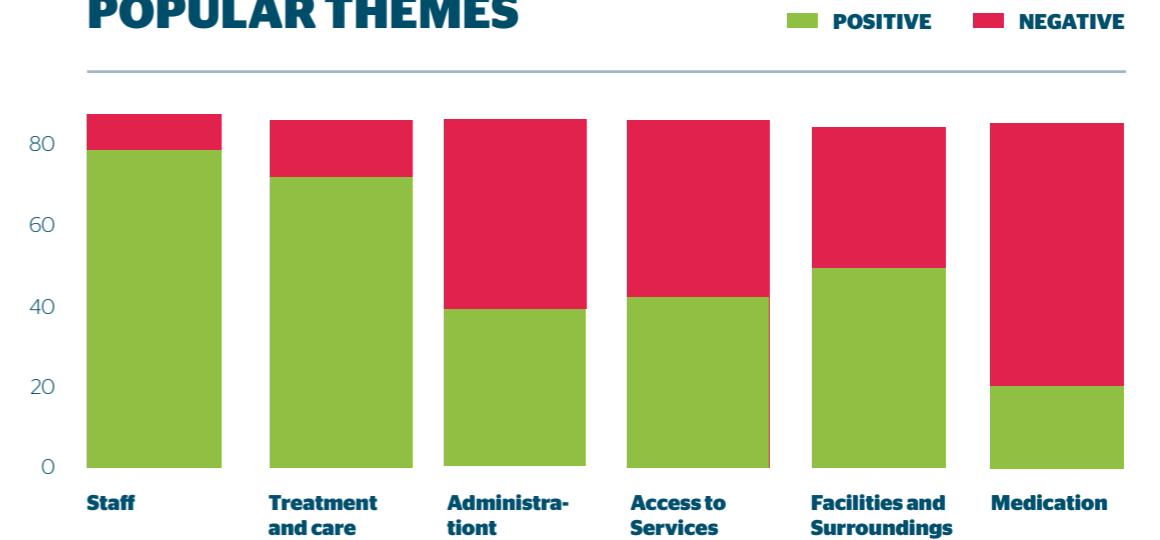
*We log all feedback securely for analysis and monitoring. This quarter, where relevant, 18 official complaints were escalated to appropriate bodies, including providers, health trusts, Safeguarding, NHS England, CQC and/or SEAP Advocacy.

Please note: The 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.)

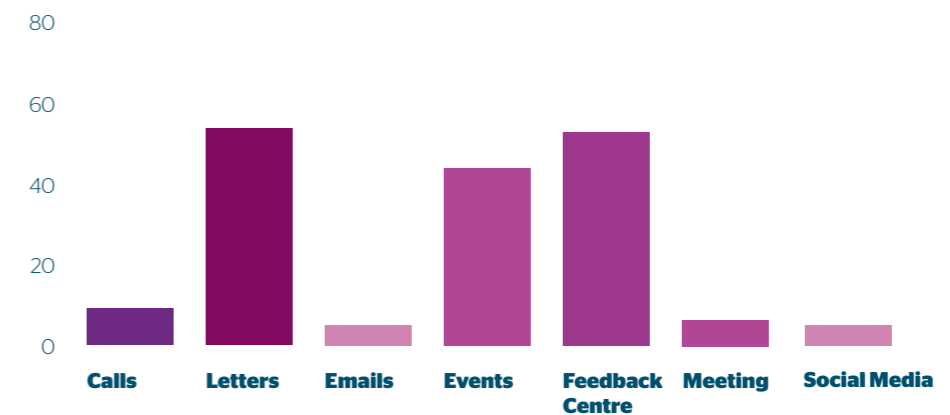
ENGAGEMENT BY SERVICE



POPULAR THEMES

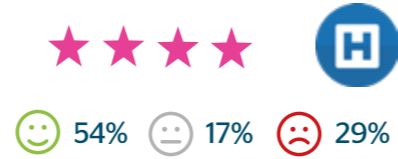


SOURCE OF PUBLIC FEEDBACK



FEEDBACK

HOSPITALS



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

Positive themes:

- Staff
- Treatment and Care
- Medication

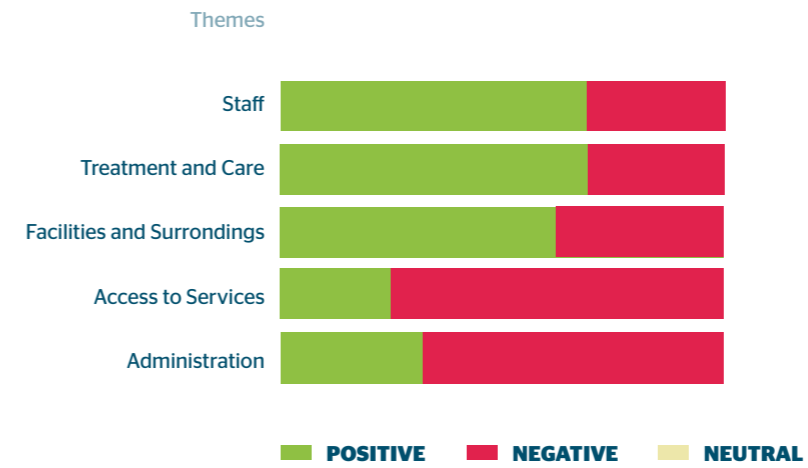
Negative themes:

- Continuity and Integration of care
- Diagnosis/assessment
- Administration

MOST REVIEWED ORGANISATIONS

01	Torbay Hospital	4	★★★★★
02	Paignton Health and Wellbeing Centre	4	★★★★★
03	Brixham Hospital	1	★

Total number of reviews per organisation: Torbay Hospital (46), Paignton Health and Wellbeing Centre (1), Brixham Hospital (3)



THEMES

	REVIEWS	POSITIVE	NEGATIVE
FACILITIES AND SURR.	16	0%	100%
Food & Hydration	3	67%	33%
Car Parking	3	33%	67%
ADMINISTRATION	44	43%	57%
Appointment Waiting Times	12	83%	17%
Booking Appointments	2	0%	100%
STAFF	50	78%	22%
Attitudes	10	50%	50%
General	20	90%	10%
Quality & Effectiveness	13	82%	8%
Staffing Levels	3	0%	100%
TREATMENT AND CARE	81	86%	14%
Quality	1	94%	6%
Treatment Explanation	1	100%	0%
Speed	1	100%	0%
ACCESS TO SERVICES	10	30%	60%
Lack of	1	0%	100%
Waiting Times	9	33%	56%

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 all 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.

A photograph of two nurses in blue scrubs walking away from the camera in a hospital corridor. The nurse on the left has pink hair, and the nurse on the right has white hair. They are walking past a glass-walled room. The floor is highly reflective, and the ceiling has recessed lighting. The overall atmosphere is clinical and busy.

ARRIVED AT 2.30PM

“Not triaged for 2 hours but given a blood test and asked to wait approximately 2 hours for result!

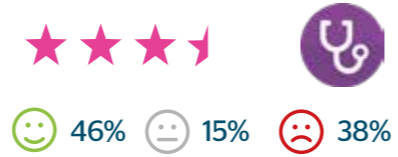
3 hours later a sister announced was a 5 hour wait to see the doctor. Probably done to empty the over filled room! As a nurse I would like to compliment the triage staff who don't appear to stop. But would like to say the department looks tired and out of date. Organisation seemed to be lacking and on the whole I would say a caring attitude was not felt or experienced by us today.

At 5pm patients were advised to consider an alternative health provider on a Sunday?”

Torbay Hospital | Anonymous | 25th August

FEEDBACK

GENERAL PRACTICE



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

Positive themes:

- Staff
- Communication
- Dignity and respect

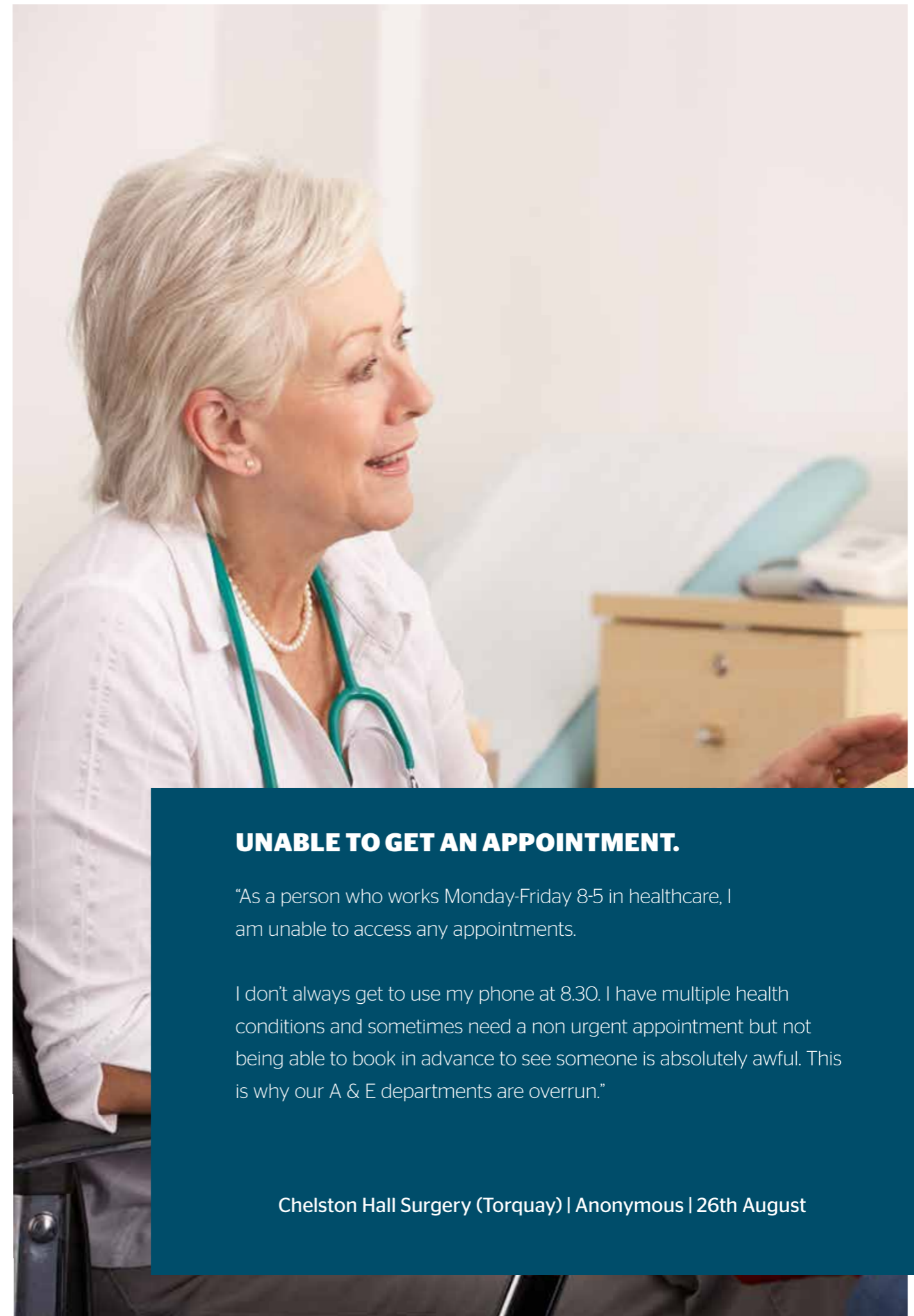
Negative themes:

- Facilities and Surroundings
- Medication

REVIEWED ORGANISATIONS

01	Chelston Hall Surgery	3	★★★
02	Parkhill Medical Practice	4.5	★★★★★
03	Corner Place Surgery	4.5	★★★★★
04	Mayfield Medical Centre	2.5	★★★

Total number of reviews per organisation: Chelston Hall Surgery (6), Parkhill Medical Practice (4), Corner Place Surgery (3) Mayfield Medical Centre (3)

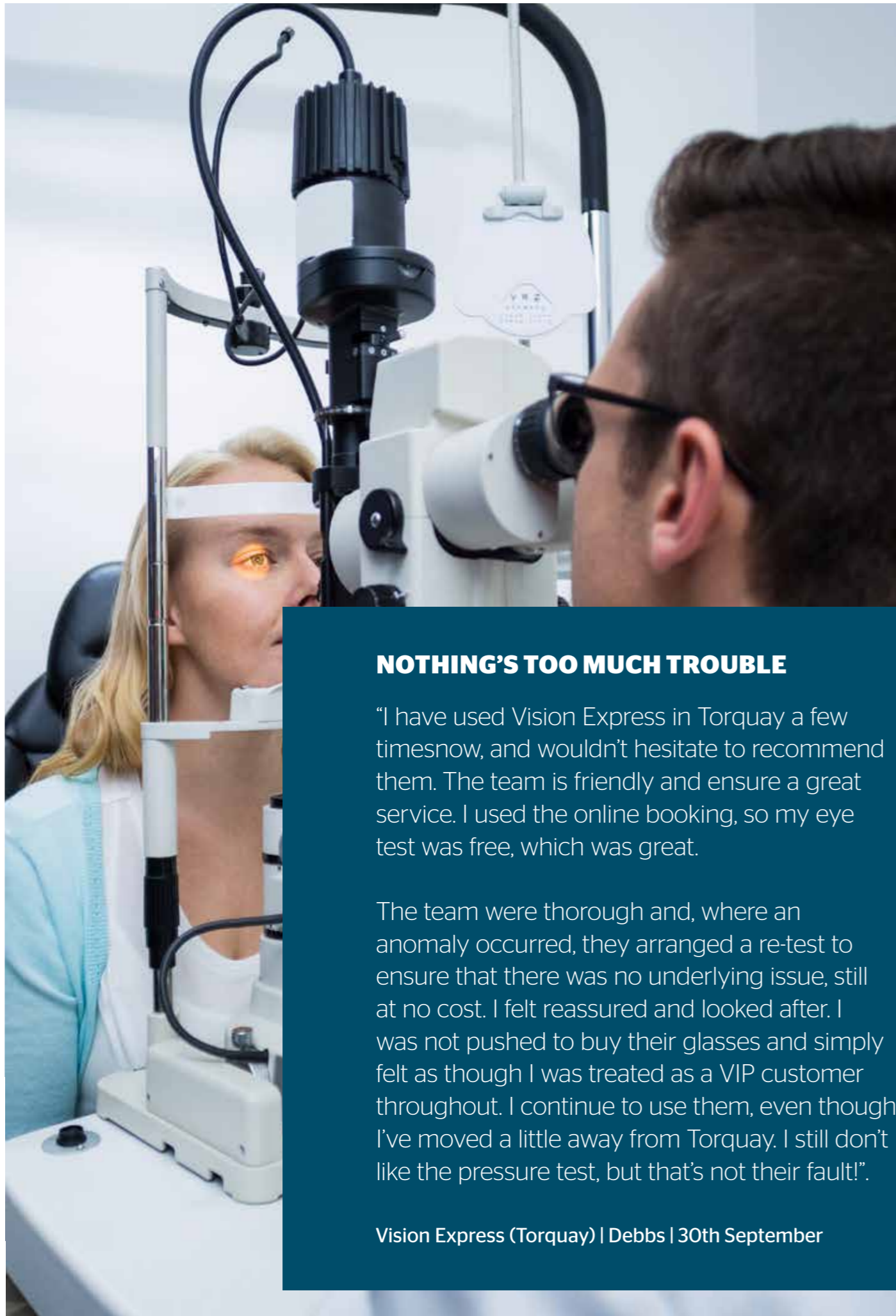


UNABLE TO GET AN APPOINTMENT.

“As a person who works Monday-Friday 8-5 in healthcare, I am unable to access any appointments.

I don't always get to use my phone at 8.30. I have multiple health conditions and sometimes need a non urgent appointment but not being able to book in advance to see someone is absolutely awful. This is why our A & E departments are overrun.”

Chelston Hall Surgery (Torquay) | Anonymous | 26th August

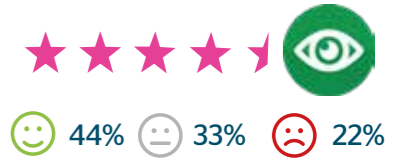


NOTHING'S TOO MUCH TROUBLE

"I have used Vision Express in Torquay a few times now, and wouldn't hesitate to recommend them. The team is friendly and ensure a great service. I used the online booking, so my eye test was free, which was great.

The team were thorough and, where an anomaly occurred, they arranged a re-test to ensure that there was no underlying issue, still at no cost. I felt reassured and looked after. I was not pushed to buy their glasses and simply felt as though I was treated as a VIP customer throughout. I continue to use them, even though I've moved a little away from Torquay. I still don't like the pressure test, but that's not their fault!"

Vision Express (Torquay) | Debbs | 30th September



FEEDBACK

OPTICIANS

Cleanliness	4.5	★ ★ ★ ★ ↓
Staff Attitude	4.5	★ ★ ★ ★ ↓
Waiting Time	4.5	★ ★ ★ ★ ↓
Treatment Explanation	4.5	★ ★ ★ ★ ↓
Quality of Care	4.5	★ ★ ★ ★ ↓
Dignity and Respect	4.5	★ ★ ★ ★ ↓

Positive themes:

- Staff
- Treatment and Care
- Referrals

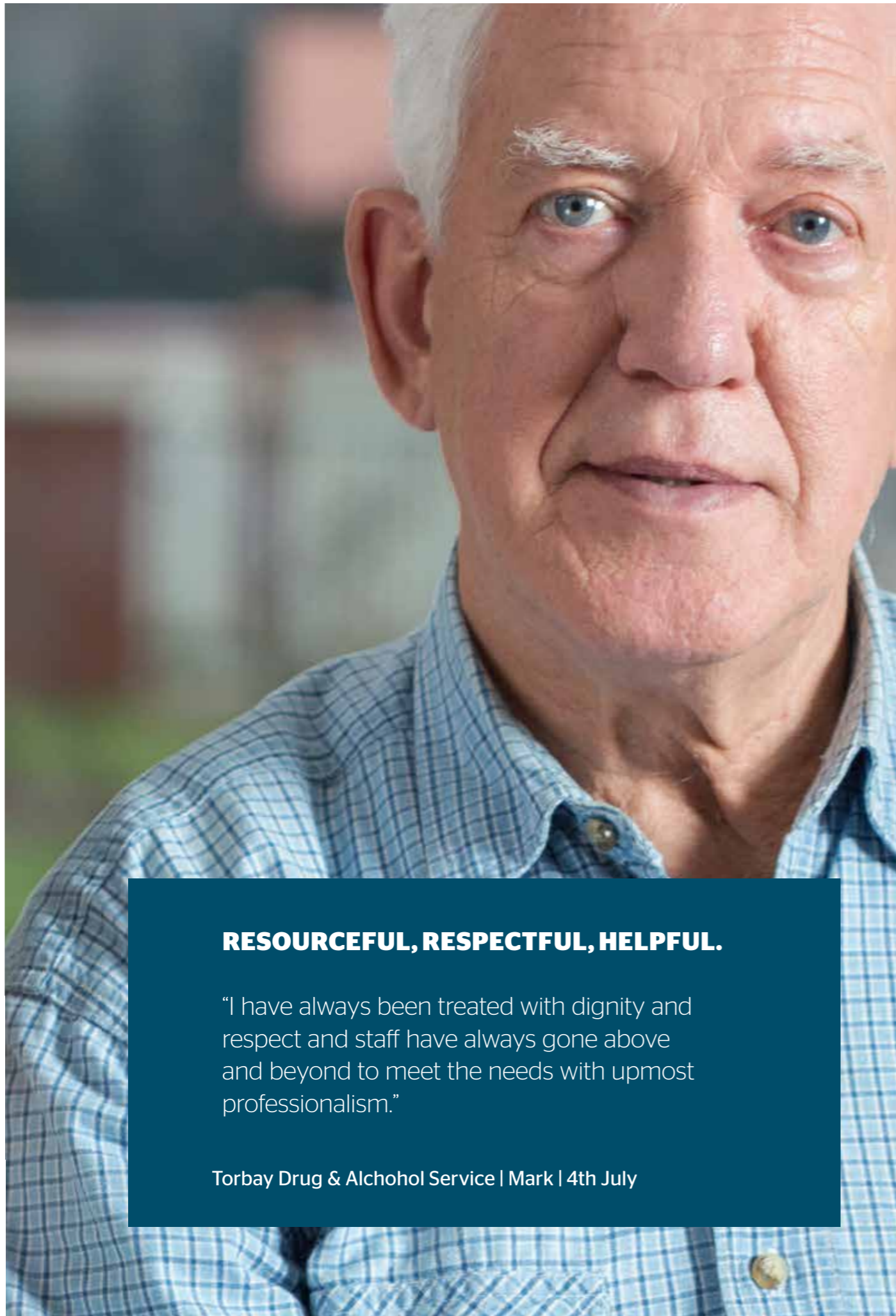
Negative themes:

- Communication
- Dignity & Respect
- Medication

MOST REVIEWED ORGANISATIONS

01	Vision Express (Torquay)	5	★ ★ ★ ★ ★
02	AR Baker Opticians	4	★ ★ ★ ★
03	Specsavers (Paignton)	5	★ ★ ★ ★ ★

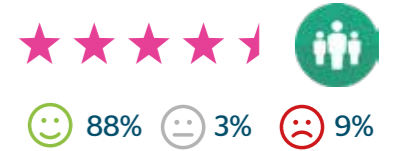
Total number of reviews per organisation: Vision Express (2), AR Baker Opticians (2), Specsavers (Paignton) (2)



RESOURCEFUL, RESPECTFUL, HELPFUL.

“I have always been treated with dignity and respect and staff have always gone above and beyond to meet the needs with upmost professionalism.”

Torbay Drug & Alcohol Service | Mark | 4th July



FEEDBACK

COMMUNITY BASED

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

Positive themes:

- Staff
- Facilities and Surroundings
- Dignity and Respect
- Treatment and care

Negative themes:

- Communication

TOP 5 MOST REVIEWED ORGANISATIONS

01	Abdominal Aortic Aneurysm Screening	5	★★★★★
02	Torbay Drug and Alcohol Service	4.5	★★★★★
03	Chadwell Centre	1	★

Total number of reviews per organisation: Abdominal Aortic Aneurysm Screening (27), Chadwell Centre (2) Torbay Drug and Alcohol Service (3)

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.

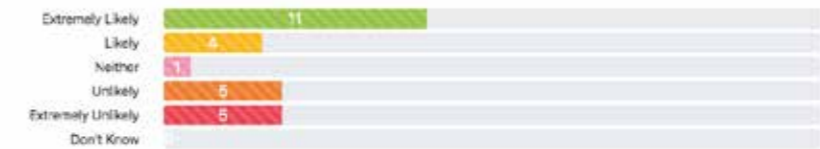
Since its launch in 2013, more than 25 million pieces of patient feedback have been submitted. The FFT has been rolled out across most NHS services, including community care, hospitals, mental health services, maternity services, GP and dental practices, emergency care, patient transport and more. Here 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?

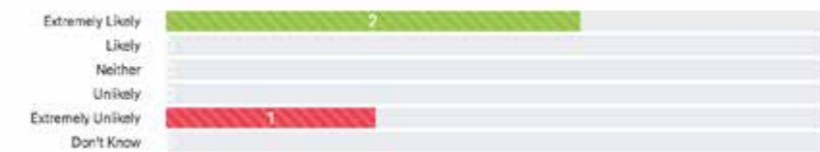
■ Extremely Likely
 ■ Likely
 ■ Neither
 ■ Unlikely
 ■ Extremely Unlikely
 ■ Don't Know



General Practice



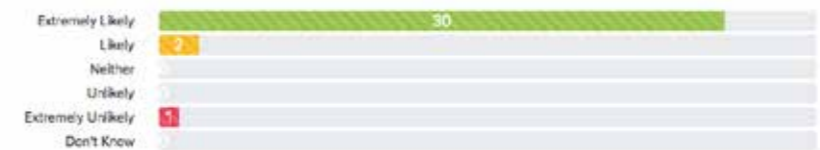
Pharmacies



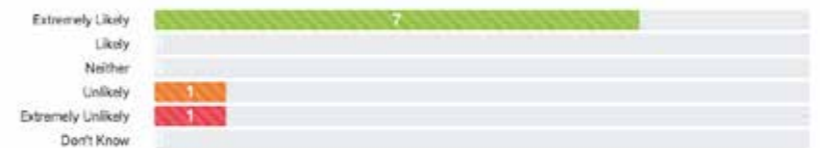
Hospitals



Community Based



Opticians



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.

WORKING TOGETHER



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