

Torbay and South  
Devon NHS  
Foundation Trust  
Patient and Service  
User Experience  
Feedback Survey



April  
2022



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# Introduction

Healthwatch Torbay is the independent consumer champion for people using health and care services in Devon. Healthwatch listens to what people like about services and what could be improved, and shares those views with those who have the power to make change happen. As part of our continued partnership working with health and social care, Healthwatch Torbay were delighted to be approached by Torbay and South Devon NHS Foundation Trust to support in gathering feedback about the experience of health and care services they provide.

The feedback from the local community will support the Trust in shaping and developing how they use patient and service user experience of health and care services to develop their strategy and identify key priorities that matter to local people for 2022-2025.

The Trust provides joined-up care across Torbay and South Devon, delivering acute services from Torbay Hospital and community-based health and social care across a wide range of community sites and in people's homes. The Trust serves a population of approximately 286,000 residents, plus about 100,000 visitors at any one time during the summer holiday season. They have around 500,000 face-to-face contacts with patients in their homes and communities each year, and see over 78,000 people in the emergency department annually. The Trust would like to understand what matters to local people in relation to health and care services, in order to plan services that are fit for the future.

## What we did

A survey was circulated via Healthwatch Torbay and Devon social media (Facebook, Twitter, and Instagram), the Healthwatch Assist network, Healthwatch champions and volunteers, the Healthwatch e-newsletter, Teignbridge Community and Voluntary Services, coastal engagement groups, and the Torbay Health and Wellbeing Network. Reach and engagement figures for the Healthwatch social media posts are available in Appendix 1. The survey consisted of three questions about how health and care services could be improved, the experience of sharing feedback with the Trust, and patients' preferred methods of communication. A further four optional questions were used to collect demographic information. 114 people answered the survey, including six people who completed an easy-read version.



# Key findings

- When asked what could improve people’s experiences of using the Trust’s services, the five most popular responses were better information sharing (69% of respondents), more joined up working between local organisations (63%), ensuring health and social care services are available close to home (59%), recognising and responding to individual needs (55%), and better communication following hospital discharge (54%).
- 37% of respondents said providing feedback to the Trust was “easy” or “very easy,” 34% described it as “okay,” and 29% of respondents said it was “difficult” or “very difficult.”
- Respondents named social media (63%), newsletters (60%), and local newspapers (39%) as the three most suitable methods for communicating with patients, their families, and their carers.

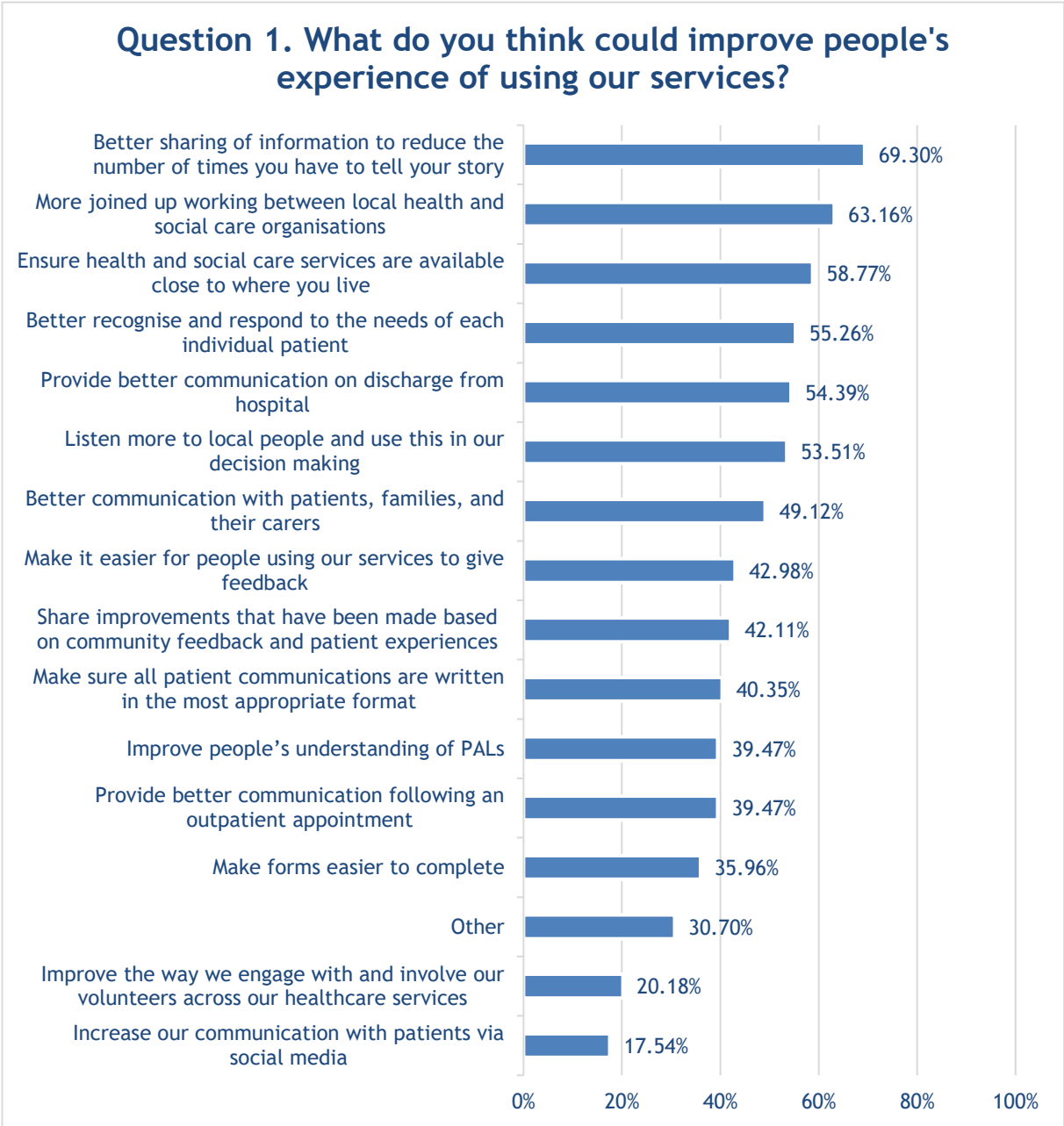


# Detailed findings

## Question 1. What do you think could improve people's experience of using our services?

All 114 respondents answered this question. As respondents were able to select more than one response, percentages may total more than 100. The five most popular suggestions were better information sharing (69.30% or 79 people), more joined up working between local organisations (63.16% or 72 people), ensuring health and social care services are available close to home (58.77% or 67 people), recognising and responding to individual needs (55.26% or 63 people), and better communication following hospital discharge (54.39% or 62 people). The least popular suggestions were increasing communication via social media (17.54% or 20 people) and improving engagement with volunteers (20.18% or 23 people). A full breakdown of all answers is available in Appendix 2.

Respondents who selected “other” reiterated many of the responses above, and also mentioned the availability of face-to-face appointments, out-of-hours accessibility, patients being discharged too quickly or receiving inadequate post-discharge care, staffing levels, being able to access their own medical records, and waiting times for appointments, particularly for dental and mental health care.

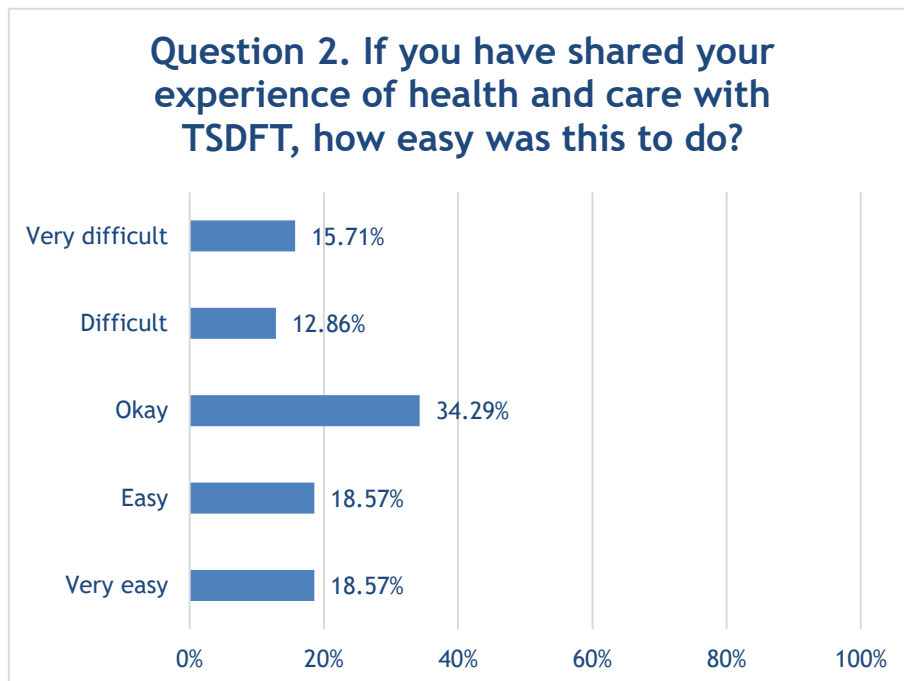




## Question 2. If you have shared your experience of health and care with TSDFT, how easy was this to do?

70 respondents answered this question. 15.71% of respondents (11 people) described the experience as “very difficult,” 12.86% described it as “difficult,” 34.29% (24 people) described it as “okay,” 18.57% (13 people) described it as “easy,” and 18.57% described it as “very easy.”

24 respondents left a comment under this question, though some responses were “not applicable” or of a similar nature. Four respondents said their feedback was not adequately addressed, four respondents said they had positive experiences giving feedback, three respondents said they had issues with phone contact when attempting to share their experience, and three said they didn’t know where to provide feedback.

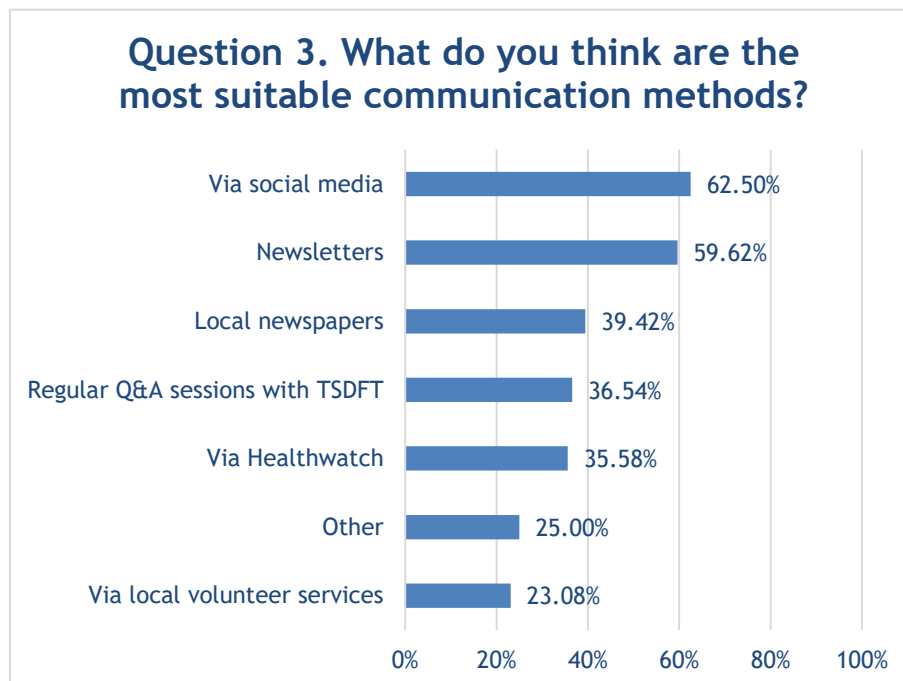




### Question 3. We would like to know the best ways to continue to communicate with patients, their family, and carers.

104 respondents answered this question. As respondents could select more than one answer, percentages may total more than 100. The most popular suggestions were social media (62.50% or 65 people), newsletters (59.62% or 62 people), and local newspapers (39.42% or 41 people), followed by Q&A sessions with TSDFT (36.54% or 38 people), Healthwatch (35.58% or 37 people), and local volunteer services (23.08% or 24 people).

26 respondents (25.0%) added a comment under this question, though not all respondents offered alternative suggestions. Of the 18 respondents who made alternative suggestions, five respondents suggested other local media (e.g. radio or TV), three suggested email/text, three suggested face-to-face communication, two suggested communication via their GP, two suggested communication via the TSDFT website, one suggested letters and one suggested local noticeboards.





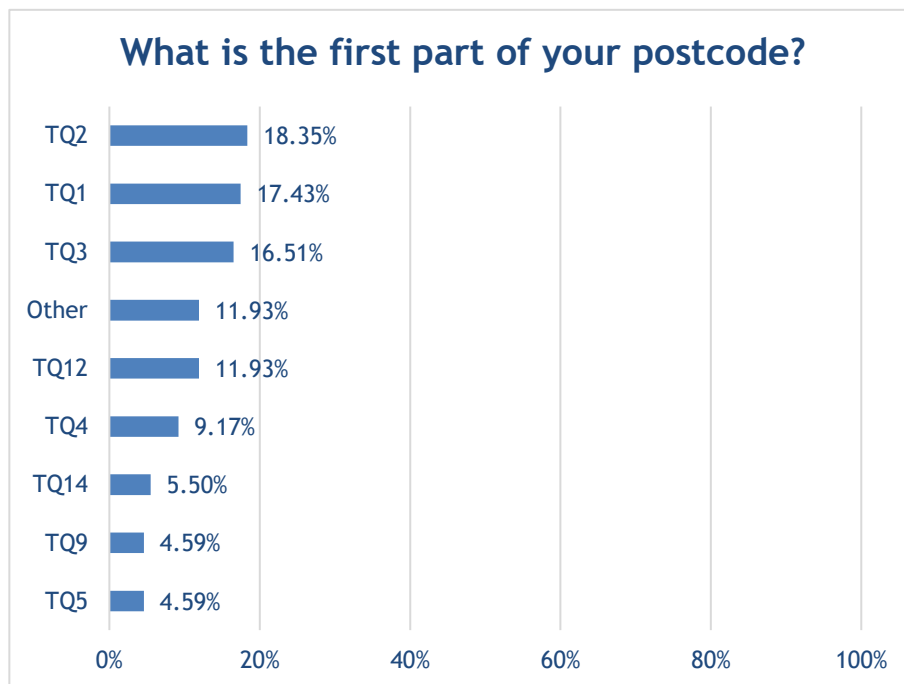


## Demographics information

Where fewer than five respondents responded to a particular category, those respondents have been grouped together and described as “other.”

### *What is the first part of your postcode?*

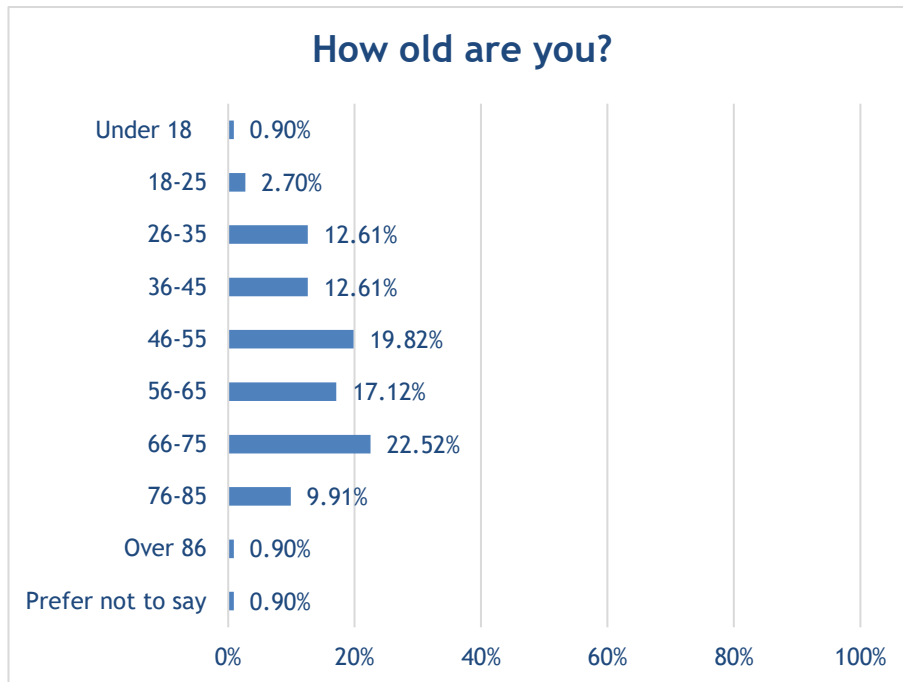
109 respondents answered this question. The five most common postcodes were TQ2 (18.35% of respondents or 20 people), TQ1 (17.43% or 19 people), TQ3 (16.51% or 18 people), and TQ12 (11.93% or 13 people). A full breakdown of postcodes is available in Appendix 3.





### How old are you?

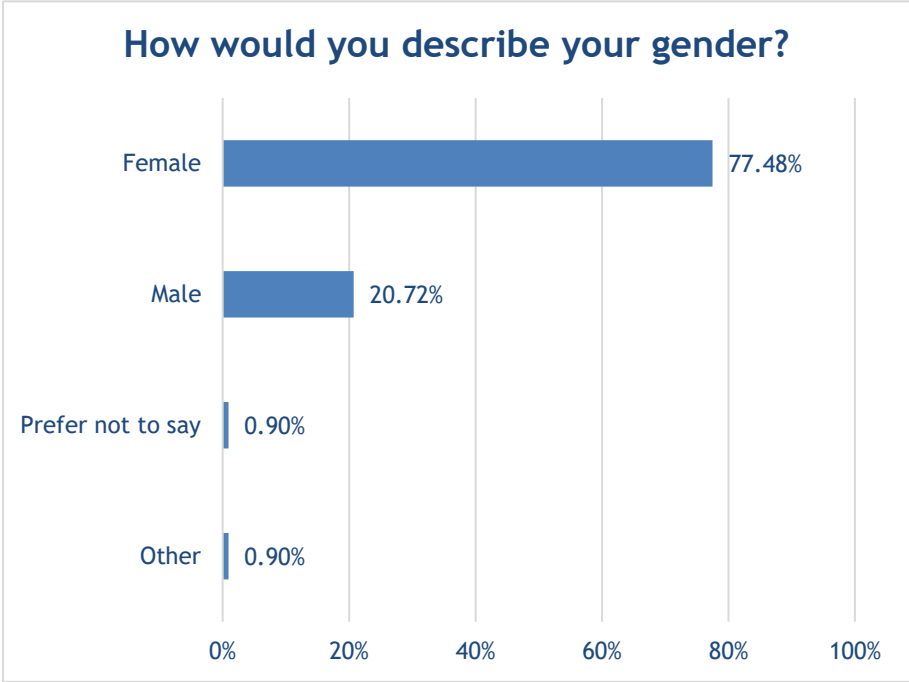
111 respondents answered this question. 2.70% of respondents (three people) were aged 18 to 25, 12.61% (14 people) were aged 26 to 35, 12.61% (14 people) were aged 36 to 45, 19.82% (22 people) were aged 46 to 55, 17.12% (19 people) were aged 56 to 65, 22.52% (25 people) were aged 66 to 75, and 9.91% (11 people) were aged 76 to 85. One respondent (0.90%) was under 18, one respondent was over 86, and one respondent selected “prefer not to say.”





*How would you describe your gender?*

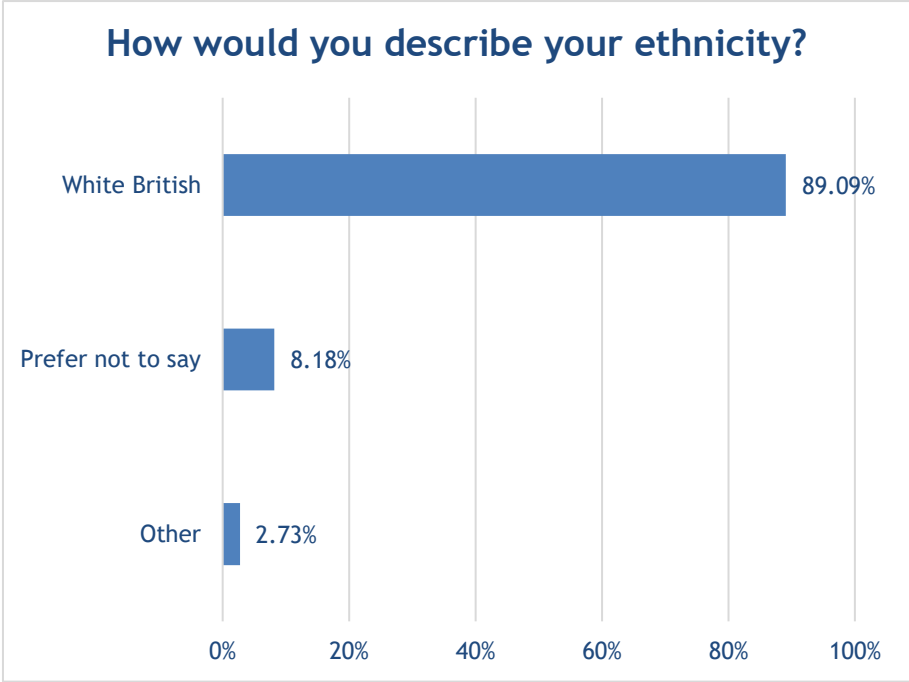
111 respondents answered this question. 77.84% of respondents (86 people) were female, 20.72% (23 people) were male, one respondent (0.90%) was of another gender and one respondent (0.90%) selected “prefer not to say.”





*How would you describe your ethnicity?*

110 respondents answered this question. 89.09% of respondents (98 people) were White British, 8.18% (nine people) selected “prefer not to say,” and 2.73% (three people) were of another ethnic background.





# Statement from Torbay and South Devon NHS Foundation Trust

Thank you for the results of this report, the findings are very important to us. Together with other patient experience findings, we will use this information to develop our patient and service user experience strategic plan and priorities. This will help us achieve our aim of empowering everyone to give feedback to improve health and care services in Torbay and South Devon. Patient feedback will be pivotal to our plans to enhance patient and service user experience over the next three years.

We will be using these findings for support us with immediate improvements and we will also use the findings within our Building a Brighter Future programme. This programme includes us receiving a share of £3.7 billion government funding through the New Hospitals Programme (formerly known as HIP2) for Torbay Hospital and further significant investment in our digital systems. We are working hard to ensure better buildings, better technology and better health and care for all. Some of the work being done within this programme will address what we have heard in this report. This includes our new Electronic Patient Record that will allow better sharing of information, reducing the number of times people have to tell their story and help us to offer more joined up care. Patient experience and involvement will play a significant role in helping us to get this right now and into the future.

We would like to thank the 114 people who completed the survey, as well as the organisations who helped promote it. We would also like to say thank you to Healthwatch Devon, Torbay and Plymouth for leading on this project and for their ongoing invaluable support in helping us to work together with our communities.

In time, we would like to share with Healthwatch Devon, Torbay and Plymouth how these findings have shaped our work. We will continue to work with Healthwatch and other local organisations to ensure that we hear the voices of those who use our services as we work together for better health and care for all.

## Recognition

Healthwatch Torbay would like to thank everyone who took the time to share their feedback for this survey.



# Appendix

## Appendix 1. Social media reach and engagement figures

Date	Social media channel	Reach	Engagement
08/02/2022	HW Devon Facebook	48	2
12/02/2022	HW Devon Facebook	767	16
21/02/2022	HW Devon Facebook	33	0
07/03/2022	HW Devon Facebook	29	4
08/02/2022	HW Torbay Facebook	740	16
12/02/2022	HW Torbay Facebook	1114	17
21/02/2022	HW Torbay Facebook	4902	16
07/03/2022	HW Torbay Facebook	5321	51
08/02/2022	HW Devon Twitter	86	3
21/02/2022	HW Devon Twitter	326	9
08/02/2022	HW Torbay Twitter	749	23
21/02/2022	HW Torbay Twitter	226	14



## Appendix 2. Question 1 - full response breakdown

Q1. What do you think could improve people's experience of using our services?	%	No. of respondents
Better sharing of information to reduce the number of times you have to tell your story	69.30%	79
More joined up working between local health and social care organisations	63.16%	72
Ensure health and social care services are available close to where you live	58.77%	67
Better recognise and respond to the needs of each individual patient	55.26%	63
Provide better communication on discharge from hospital	54.39%	62
Listen more to local people and use this in our decision making	53.51%	61
Better communication with patients, families, and their carers	49.12%	56
Make it easier for people using our services to give feedback	42.98%	49
Share improvements that have been made based on community feedback and patient experiences	42.11%	48
Make sure all patient communications are written in the most appropriate format	40.35%	46
Provide better communication following an outpatient appointment	39.47%	45
Improve people's understanding of PALs	39.47%	45
Make forms easier to complete	35.96%	41
Other	30.70%	35
Improve the way we engage with and involve our volunteers across our healthcare services	20.18%	23
Increase our communication with patients via social media	17.54%	20



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### Appendix 3. Full breakdown of postcodes

Postcode	%	No. of respondents
TQ2	18.35%	20
TQ1	17.43%	19
TQ3	16.51%	18
TQ12	11.93%	13
Other	11.93%	13
TQ4	9.17%	10
TQ14	5.50%	6
TQ5	4.59%	5
TQ9	4.59%	5
<b>Total</b>		<b>109</b>



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