

What you are telling us

April 1st to June 30th 2022

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If you need this report in another format, please contact Healthwatch Wakefield.

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Introduction

Healthwatch Wakefield is your local health and social care champion. From Overton to Knottingley and everywhere in between, we find out what communities want from health and social care, provide people with information and advice about local services, and make sure decision makers hear feedback from local communities.

We make sure that each piece of feedback you tell us is shared with the right people. On top of this, we explore all feedback together to identify common themes across services then work with the right people to make positive changes. This report gives an overview into the intelligence we have heard from across the district.

Dates

This report explores the feedback you told us between Friday 1 April 2022, 12:00AM and Thursday 30 June 2022, 11:59PM.

Overview

In this quarter we collected 228 different pieces of feedback about local health and social care services.

Sentiments

59% (133) of the feedback was negative.

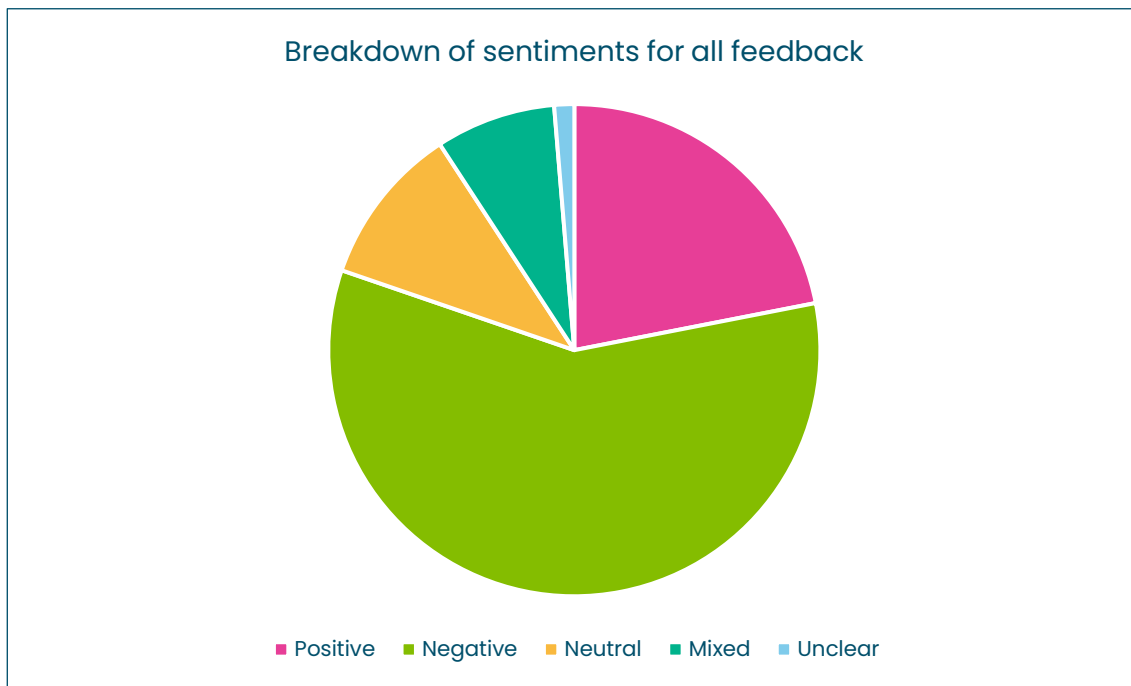
22% (50) of the feedback was positive.

11% (24) of the feedback was neutral.

8% (18) of the feedback was mixed.

1.32% (3) of the feedback was unclear.

Graph 1.



Common themes

The most common theme across all feedback was 'Service delivery, organisation and staffing' which was mentioned 80 separate times.

The second most common theme was 'Communication between staff and patients' which was mentioned 71 times.

The third most common theme was 'Staff attitudes' which was mentioned 51 times.

Please note that certain pieces of feedback present more than one theme.

The most common service we collected feedback on was Pinderfields General Hospital.

This was mentioned 27 times.

20 pieces of their feedback were negative (74%), five were positive (19%), and two contained both positive and negative information (7%).

Within Pinderfields General Hospital, 'Quality of care' was the most common theme mentioned. This was mentioned 18 times, with 11 (61%) negative pieces of feedback, five (28%) positive pieces of feedback and two (11%) mixed pieces of feedback.

The second most common service mentioned Friarwood Surgery. This was mentioned six times; three were negative (50%), two positives (33%) and one mixed (17%).

Primary care was the focus of 51% (115) of the feedback, and secondary care was 26% (58).

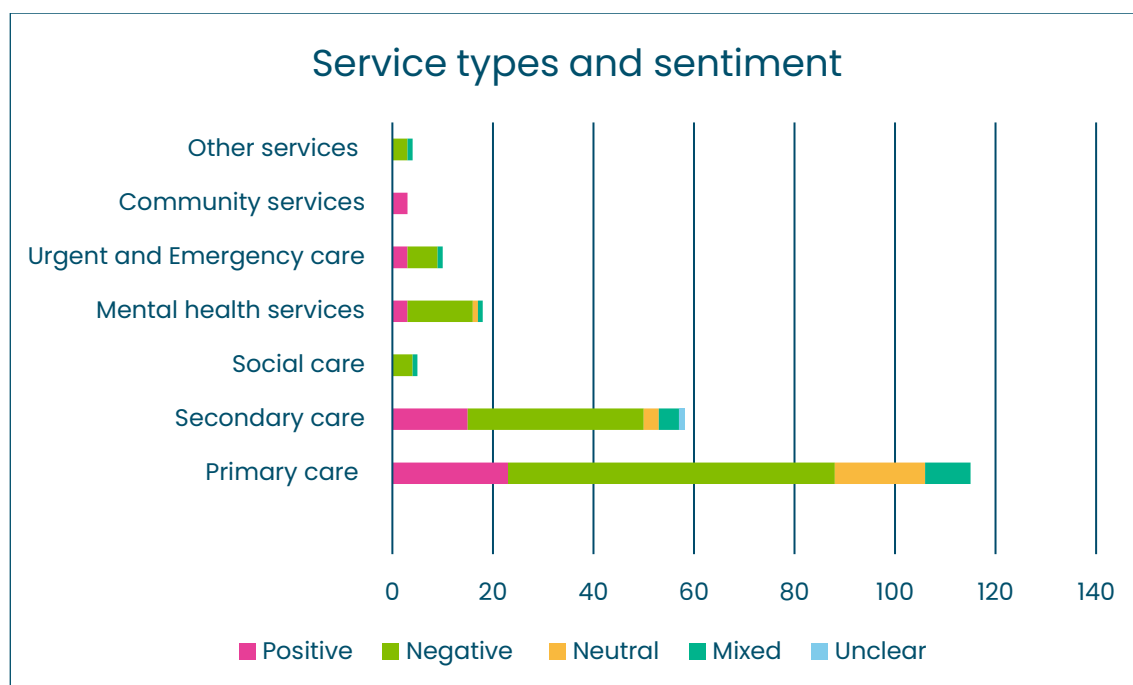
The table below shows a detailed breakdown of the feedback, and the sentiments, against the different service types.

Table 1.

	Positive	Negative	Neutral	Mixed	Unclear	Total number of pieces of feedback given	Percentage of total feedback
Primary care	23	65	18	9	0	115	51%
Secondary care	15	35	3	4	1	58	26%
Social care	0	4	0	1	0	5	2%
Mental health services	3	13	1	1	0	18	8%
Urgent and Emergency care	3	6	0	1	0	10	4%
Community services	3	0	0	0	0	3	1%
Other services	0	3	0	1	0	4	2%

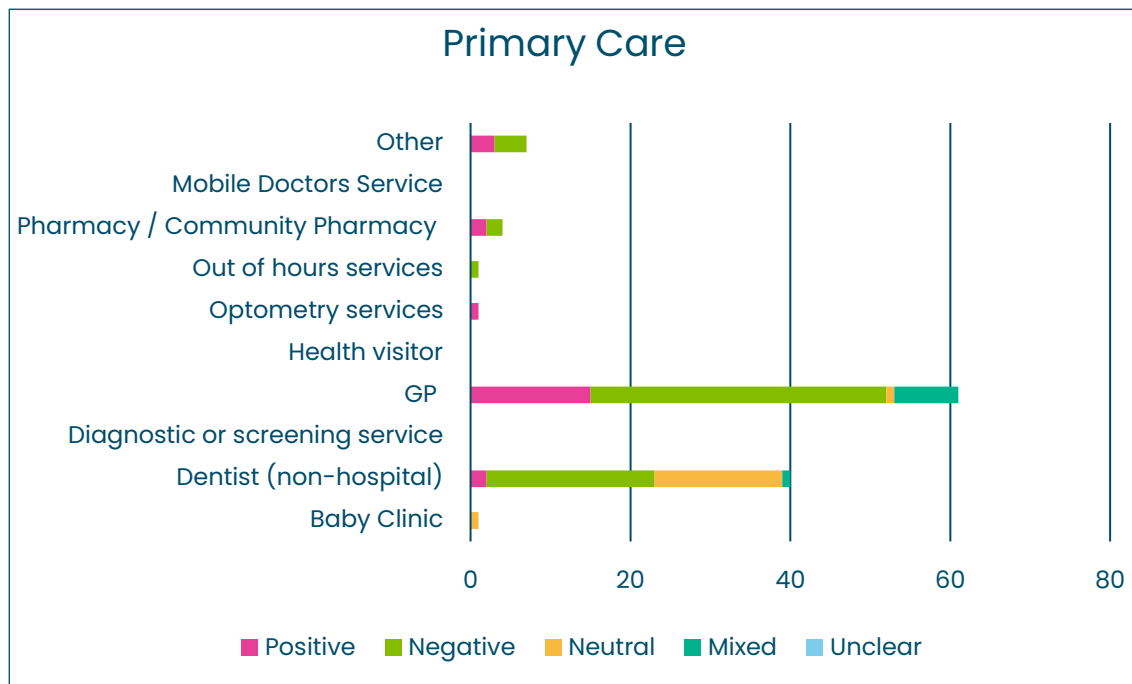
The graph below shows the information as a bar graph.

Graph 2.



A focus on primary care

Graph 3.



GP services was the largest proportion of feedback on primary care services. They were the focus of 53% (61) of the feedback. 37 negative, 15 positive, one neutral and one mixed.

The key themes of GP services were 'communication between staff and patients' mentioned 30 times, 'Quality of appointment' mentioned 13 times and 'staff attitudes' mentioned eight times.

Dentists (non-hospital) was the second largest proportion of feedback. They were the focus of 40 pieces of feedback, this is 35% of the feedback for primary care. 21 negative, 16 neutral, two positive and one mixed. The key themes of dentist were 'service delivery' mentioned eight times, 'communication between staff and patients' mentioned five times, and 'staff attitudes' mentioned twice.

Pharmacy/community pharmacy was the focus of four pieces of feedback, this is 3% of the feedback for primary care. Two negative and two positives. The key themes of pharmacy services were 'staff attitudes' mentioned twice, and 'communication between staff and patients' mentioned twice.

A focus on secondary care

You gave us feedback about 57 different secondary care services.

The most common was Ophthalmology services which were the focus of 11 pieces of feedback. This is 19% of the feedback for secondary care. There were four negative, four positive and one

neutral, one mixed and one unclear piece of piece of feedback. The key theme here was 'communication between staff and patients'.

Acute services were the focus of nine pieces of feedback. This is 16% of the feedback for secondary care. All nine were negative. The key themes were 'quality of care' which was mentioned six times.

Where did we hear this feedback?

The most common method used to give us feedback was speaking to a member of staff at an engagement event. You gave us 98 pieces of intelligence this way, which was 42.98% of the time.

When we hear your stories, we ask a series of questions to find out where in the district we are hearing the information. Below is a table showing the first part of the postcode of where the people who gave us feedback live.

Table 2.

Postcode	Count of Postcode
S72	1
WF1	16
WF10	4
WF11	2
WF2	8
WF3	3
WF4	6
WF5	3
WF6	6
WF7	4
WF8	11
WF9	5
Total	69

What we do with the experiences you share

We collect public and private feedback and share it with:

- The people who run and manage local health and care services, for example hospital or care home managers.
- The people who buy or 'commission' those services, for example the council and NHS.
- The people who monitor and regulate services, for example the Care Quality Commission.
- Our local Health and Wellbeing Board.
- Healthwatch England.

We do this without sharing any personal information. However, you can also share things with us and ask us not to pass any information on. We can then investigate further and get more views on that service.

Do you have a story to share?

If you use GPs and hospitals, dentists, pharmacies, care homes or other support services, we want to hear about your experiences. Whether good or bad, speak up, and let us help NHS and social care services spot issues that are affecting care for you and your loved ones.

Why share your experiences?

Locally and nationally, we have the power to make sure that those in charge of health and social care services hear people's voices. As well as seeking the public's views ourselves, we also encourage health and social care services to involve people in decisions that affect them.

How you can share your experiences

There are two ways you can do this.

1) Our Feedback Centre

You can leave a public review about any local health or care service. You can use your name or leave feedback anonymously.

There are set questions you can answer, like would you recommend the service to family and friends, and star ratings that you can give for your overall experience or individual parts of the service such as cleanliness, staff attitude, waiting times, quality of care, and communication.

You can also give a longer explanation of what your experience was like – good or bad.

You then submit the review and when it is published everyone can see it. This helps other local people looking at or for services, as well as letting the people who run the service know how they are doing.

2) Contact us

Not everyone wants to write a public review. Sometimes people want to let us know directly. This can be about compliments or concerns.

We often get people who say things like "I just want the NHS to learn from my experience." Or it might be that you want to tell other people that you are happy with the care you or a loved one has received. You can call us on 01924 787379, email enquiries@healthwatchwakefield.co.uk, message us on social media, or use the 'Contact us' form on our website.

If you are Deaf, you can text us on 07885 913396. This phone is monitored 9 am to 5 pm, Monday to Friday.



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