

What you told us about primary care

November 2022 – October 2023



November 2023

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Summary

This brief report gives a summary of feedback to Healthwatch Oxfordshire from members of the public about primary care services – GP practices, pharmacies, opticians and dentists – in Oxfordshire. Between November 2022 and October 2023, we heard from **282 people** by phone, email and via our online and paper ‘Have your say’ forms.

We heard that:

- Some people were **very happy** with primary care services, while others had had **negative** experiences.
- People valued the **high quality of care** they received and the **kindness and professionalism of staff**. They recognised the pressure that primary care staff are under.
- Many of the problems people told us about were to do with **access** – such as easily making an appointment with a GP, collecting a prescription or registering with an NHS dentist.

This report and patient feedback will be shared with the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB). This report is of relevance to contribute patient and public insight into development of a Primary Care Strategy by BOB ICB, which will be adopted in early 2024. Healthwatch Oxfordshire has already shared other reports of relevance, and has engaged members of the public in this discussion in an online webinar about the Primary Care Strategy (Dec 2023) available on Healthwatch Oxfordshire website

<https://healthwatchoxfordshire.co.uk/news-and-events/patient-webinars/>

Thanks to all who took time to share their views.

Background

Primary care services are usually the first point of contact that you have with the NHS. They are provided by GPs (general practitioners), community pharmacies, dental services and optometry (eye health services like opticians). Primary care is based on caring for someone and their overall health throughout their life. It includes treating common illnesses, supporting people to manage long-term conditions, and preventing illness in the community, for example through immunisation.

In 2022, a [report by Dr Claire Fuller](#) showed that patients in England were having problems accessing the primary care services they need, and that there was often a lack of continuity in the care they received. The report recommended that primary care teams should be supported to work together more at a local level. It said that the NHS should work to improve people's access to urgent care on the same day that they contact the NHS, make sure that people with long term or complex health conditions are seen by the same doctor each time, and encourage primary care services to work with communities, local authorities and voluntary and community organisations on preventing the causes of ill health.

The organisation that oversees primary care in Oxfordshire, the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care Board (BOB ICB), is developing a new strategy for primary care in our area. Healthwatch Oxfordshire has written this report based on what we have heard from people about primary care in the last year, to help make sure that people and patients' voices and experiences shape the new primary care strategy.

This report shares what we heard from people about primary care services between November 2022 and October 2023, through the following sources:

- We heard from **173 people** who completed feedback reviews using paper forms or Healthwatch Oxfordshire website ([Find & review a service Healthwatch Oxfordshire](#)).
- We also heard from **109 people** who contacted us directly by phone and email to share their feedback.

This report does not include feedback about primary care services gathered in other ways – through our outreach, Enter and View visits or our more in-depth research. This insight can be found in additional reports, all of which can be seen here [Reports - Healthwatch Oxfordshire](#) including:

- **Enter and View visit reports:** for example, visits to Damira Bicester Dental Studios, East Oxford Dental Clinic, Long Hanborough Pharmacy and Banbury Cross Health Centre.
- **Research Reports:** Men in Carterton (February 2023), Health and Wellbeing Board Strategy Engagement Report (September 2023)
- **Outreach summary report:** Healthwatch Oxfordshire outreach visits across Oxfordshire 2022–23 (April 2023).

Who did we hear from?

Between November 2022 and October 2023 we received a total of **173 feedback reviews** on primary care services via [our website](#) and paper forms. Of these reviews:

- 129 were about GPs, covering 35 different practices
- 30 were about pharmacy services, covering 18 pharmacies
- 12 were about dentistry, covering 9 dental practices
- 2 were about opticians

We also heard from **109 people** who contacted us directly by phone or email to provide feedback and/or to seek advice relating to primary care services.

We heard from:

- 151 women, 70 men and 2 people who have another gender identity (the remainder 'prefer not to say')
- People of different ages, from 16–24 year olds to over 85, though we heard from more who were 50 or over than under 50.
- People from a range of ethnic backgrounds. 76% (110) of those who told us their ethnicity were White British.

- Residents from across the five districts of Oxfordshire, as well as two people from out of county.

Overall, people had a range of experiences of primary care services – some people had very positive comments, others shared difficult or upsetting experiences, and some had mixed feelings. Some specific services had more consistently positive or negative reviews than others.

Feedback – note on data

Not all the reviews we receive are published for public view, as they may contain information which is difficult to anonymise. Where someone has had a particularly poor experience, we will make every effort to enable the provider to give direct feedback to that person with their permission, and to help respond and resolve the issue together.

The nature of feedback can mean that people will give feedback when they want to comment on a particular poor experience, or a very positive experience, so overall this may present a less representative view. However, analysis of patient comments brings out common themes, giving insight into experiences of primary care services, and highlighting areas for potential improvement and change.

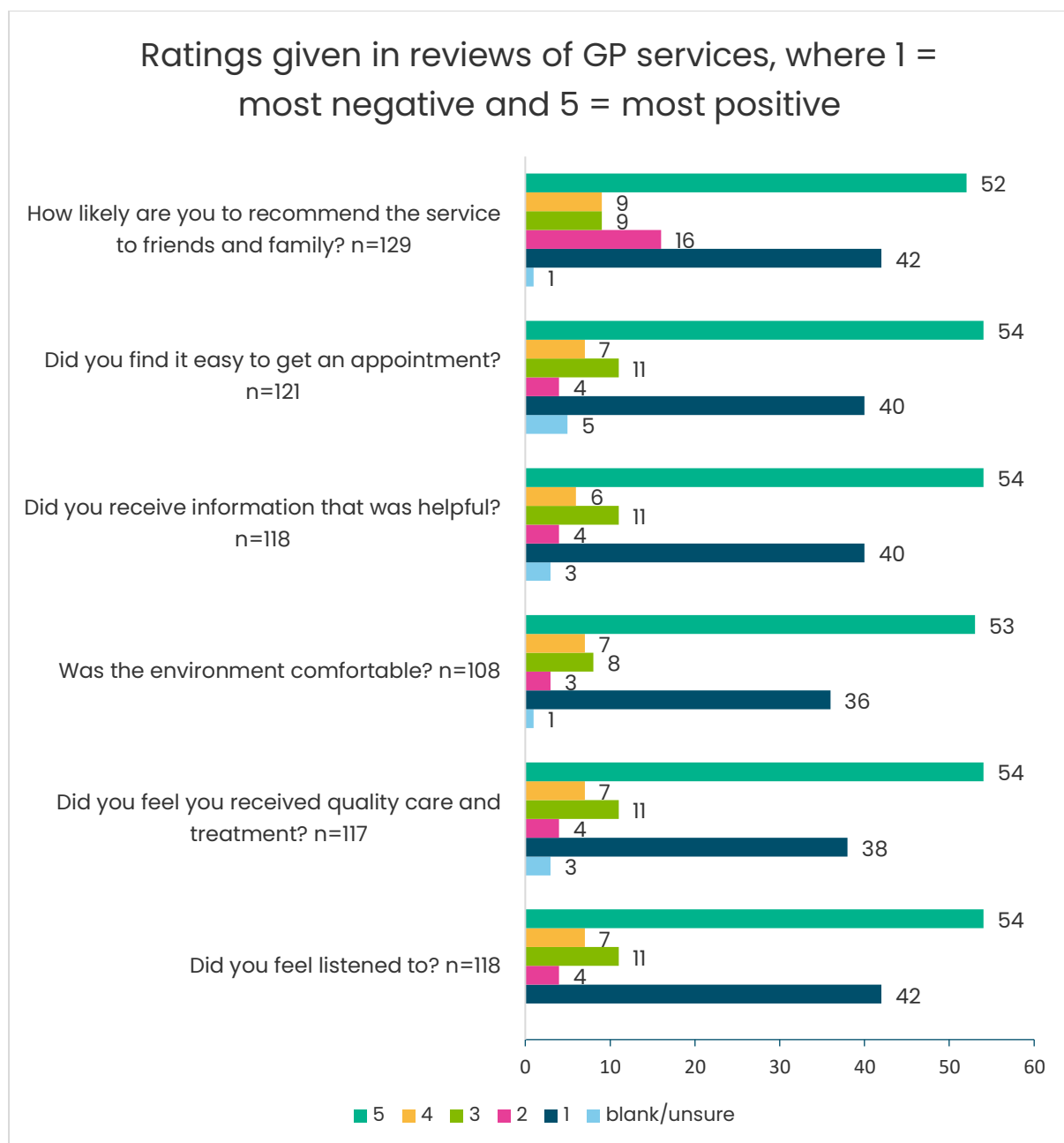
General Practice

Ratings

We asked people to give a star rating for their GP practice, where 1 star is 'terrible' and 5 is 'excellent'. People's ratings were split. Of the 129 reviews, 48 (37%) were 'terrible' and 12 (9%) were 'poor', while 54 (42%) were 'excellent' and six (5%) 'good'. Nine people (7%) rated their experience as 'okay'. Some services had only one or two reviews or a mixture of ratings, while some had more consistently positive or negative reviews. The highest scoring GP practice had a mean rating of 4.9 across 22 reviews, while the lowest scoring had a mean rating of 1.2 across 13 reviews.

There was a similar pattern in responses to questions about how likely people would be to recommend the service to others and different aspects

of their experience. For each of these there were more positive ratings (4 or 5) than negative ones (1 or 2).



What was positive?

Many people told us that they were very happy with their experience of GP practices in Oxfordshire. People said they valued the punctuality and efficiency of how their GP practices operate, and some mentioned good facilities and easy parking. They commented on the kindness and professionalism of both clinical and administrative staff and the high quality of listening and care they received from practice staff.

Kind and helpful reception staff. Appointment later the same day. Unrushed emergency appointment with [name] who was lovely and caring. [...] I felt extremely satisfied and cared for in a stress free and kind manner. I have always had nothing but a positive response from all staff at the surgery. I have seen all staff remain calm and professional under very difficult circumstances, especially with rude members of the public.

At every interaction I was treated with kindness and professionalism (even some humour when the occasion called for it!) and all my healthcare needs were met.

Very anxious but treated with care, a full explanation given, respect for privacy, and found procedures to be easier than expected.

Quality of service and care

Several people stressed their appreciation for the quality of service despite the pressures on the NHS.

Although only for a routine blood test the appointment was on time and I was treated with care and very efficiently. At a time of great pressure in the NHS - kindness, compassion and professionalism are always present. We owe so much to the staff which must extend beyond a token thank you to real support from government and the community.

I recognise the challenges all NHS healthcare providers are facing and the added disruption the building work must be causing, but really wanted to send a note of thanks and appreciation to the Practice Team.

We heard praise for GP practices where patients felt they had good continuity of care (for example seeing the same doctor each time), and felt they were treated as a person.

The care I've received was out of this world. At times it genuinely has felt like I was the only patient. In particularly bad times Dr [name]

called me daily to check in and really did offer me huge peace of mind.

Saw [name], who always listens to me, always asks how I am and remembers what was wrong last time. She is kind, funny and just puts me at ease every time I see her. She is truly amazing, I'm never uncomfortable and always feel like I can ask her anything without feeling stupid.

[Doctor] has made my complex health issues much easier to deal with. We have built up a good professional relationship and because she knows my medical history well, I feel safe in her care.

Several people who left negative reviews of their GP practice said that once they saw a GP they were very happy with the quality of care.

When I do get to see a GP she is attentive and compassionate.

Once you reach a GP, the level of care and professionalism is as you would hope - excellent.

People shared examples of practice staff going above and beyond to help patients in stressful circumstances, for example making a follow-up call to older patients after hospitalisation, or reception staff helping someone to make an appointment.

I tried to make an appointment yesterday but was told none available and to call back in the morning however at 8.05am in the morning the reception called me and made the appointment. Really very efficient and done with a smile. Thank you.

Making appointments

Several people told us that they valued being able to make face to face appointments when they needed to, and being able to make urgent appointments easily. People also valued good communication with their practice, whether by phone, in person or via online consultation platforms.

There is always an emergency appointment if needed and this makes a huge difference.

I had had surgery and was concerned about an infection. I called the practice and explained the situation and within 40 minutes I had seen a GP.

Easy to contact and reception staff are kind, professional and courteous. No issues in getting an appointment, if urgent then a GP will contact by phone within a couple of hours and will provide a face to face appointment if necessary. Phlebotomist on site and nursing staff are also very kind.

I came into contact with reception staff, two GPs, a practice nurse and a trainee nurse. I used Anima and also phoned the practice for advice and to book an in-clinic appointment. I work full time and have caring responsibilities, so the ability to access care via Anima, telephone and text was incredibly helpful and reduced much of the stress of getting the care I needed.

What could be improved?

Making appointments

The overwhelming majority of problems reported were about **making appointments** – we heard from 61 people about this issue. This was particularly the case for non-urgent treatment. Many people told us that appointments, where they were available, were only for urgent cases.

Problems with making appointments included:

- The 8am phone lottery: people said they were told to call the practice at 8am to make an appointment. They often had to wait for a long time in a phone queue, and then did not get through or were told that all the appointments for the day had already been taken. In June 2023 the government announced new measures to make sure that all patients hear back from their GP on the same day they call, which may have improved people's experiences.¹

¹ <https://www.gov.uk/government/news/new-plan-to-make-it-easier-for-patients-to-see-their-gp>

Husband has a number of illnesses and spent 7 months in hospital last year. He needs to see a GP and we have been trying for two days, they ring us back and say the appointments have gone today call back this afternoon. I did and then when they call back the appointments have all gone so call back tomorrow! In the meantime my husband is becoming more ill -no joined up or compassionate care.

- A long wait for non-urgent appointments: some people described 5-6 week waits. At some GP practices same-day appointments are for urgent cases only.

Although I have a debilitating illness that is affecting my ability to sleep and work, the so called 'care navigators' said that it wasn't urgent, hence a six-week wait to see a GP. There is no empathy and I felt like I do not matter to them.

- A lack of appointments at convenient times, especially for those working, with caring responsibilities, or both.
- Digital inclusion – some people said they had difficulty accessing or using eConsult, Anima and other online consultation platforms, which some practices encourage using to get a call-back or appointment.
- Several people reported that they had not been able to complete eConsult forms as requested because it was reaching capacity early in the day or was only accessible during practice opening hours.

Reception / non clinical staff very rude and dismissive. Prevent speaking to / reaching a clinician. Because I can't reach a GP I have given up trying. Can only use e-consult form online but only in operating hours and ONLY IF your designated GP has an available slot same day.

- Some people had asked to see their GP but were given an appointment with a different member of clinical staff, such as a nurse or paramedic, which they felt was unsatisfactory – for

example, one person was given an appointment with a staff member who was unable to make the referral the patient wanted.

- We heard from four people who had been directed to other services (such as 111, 999 or a pharmacy) by a patient care navigator, but were then passed back to their GP practice by that service. Several patients said they were reluctant to put pressure on emergency services because their concern was not urgent, but had not managed to get a GP appointment, meaning that they were not accessing treatment.

The first stage in that is the receptionists are very rarely friendly and sometimes it feels borderline combative when you call and try and get a call back with the GP. I have twice tried to get a GP consultation for my young child but was told there were no appointments that day and that I had to call 111 or go to A&E. The second occasion I called 111 and they contacted the GP and said that they needed to be seen by a GP so we did eventually get an appointment, but I think this is an inappropriate, sub-standard and appalling level of care for such a young patient. I have also called for myself but again was told there were no appointments that day and that I had to call 111 or go to A&E. I feel that I am constantly refused for things which do need GP attention but don't need the level of urgency as to go to A&E and burden that service.

- Some people had problems with urgent concerns being assessed as non-urgent by patient care navigators. In some cases people had gone to A&E or sought private treatment instead.

Multiple attempts to make appt for my child. Declined as not urgent. Situation became urgent but receptionist would not escalate concerns. Urgent private appt paid for with another surgery and child found to have [condition] and needed [medication].

Once people had managed to make appointments, there were still some issues:

- Several people had problems with phone appointments, including GPs not calling during the specific time window, missing calls, and a lack of accessibility for d/Deaf patients.

- Queues at the practice reception made people late for their appointments and resulted in them waiting for much longer.
- Appointments were cancelled without notice.

People told us that the challenges of making and attending appointments have had negative impacts on their mental health and can make them less likely to seek medical help for a problem.

I have lost confidence in being listened to and become reluctant to contact the practice as its just upsetting.

Several people (n=13) told us that they found it hard to get **face to face appointments** with a GP and that this was making it harder for them to get the care they needed.

Left with a painful condition that went undiagnosed for months due to lack of care from service overall, unsatisfactory telephone appointments where I was told it was difficult to diagnose without seeing me but not able to make a face to face appointment

Quality of care

Some people told us they were not satisfied the **quality of care** they had received. Concerns included:

- People had been given the wrong diagnosis.
- GPs had not diagnosed serious conditions, which were later picked up after emergency admission to hospital or by a private doctor.
- Several people (n=10) told us about a lack of support, empathy or compassion – in some cases from their GP, and sometimes from practice staff generally. Those telling us about this included people experiencing mental health problems and people who had been bereaved.

I am worried sick about an unusual change in my body and even though it hurts he just said take some pain killers whilst smiling! He says he can't feel the bump that has suddenly appeared on my head when my parents and husband can clearly feel it and they aren't even doctors. The whole appointment took 2 minutes. He

didn't even grant me my 10 minutes allocated time. I am in pain and worried and have been treated like I am stupid; talking about something invisible.

- GPs had refused to refer patients to a service they had requested, or referred them to the wrong service.

My GP failed to refer me to see a specialist for my endometriosis - she basically left me to get on with it and amended my GP notes after the fact I ended up having to pay privately due to the impact the endometriosis was having on my life as a young woman.

- Medical staff had refused to prescribe medication that had been requested by the patient, refused to provide longer-term prescriptions for medication with supply issues, or had not provided a patient with adequate information about needing timely medication reviews for particular medications (e.g. antidepressants).
- A lack of follow-up, for example to find out the outcome of a referral, letting patients know their test results, or checking in with patients following discharge from hospital.
- A lack of continuity or relationship with a named GP, which some people related to the high turnover of GPs at their practice. Several people, including those with multiple conditions, expressed frustration at having to repeat their medical history every time they spoke to a nurse or doctor.

Having a number of different diagnosis and seeing various doctors regularly, there is no joined up working. Each illness is treated separately, and no multidisciplinary work is done to see if there is a link or which illness needs to be treated first. Also not seeing the same Doctor twice can be frustrating, no comprehensive history so everything has to be repeated and this can be diluted or over exaggerated and wrong information is then recorded/misheard which can leave the patients at a loss to their treatment.

Impersonal and not one person here would care if you died when you're old, sorry but that's how I feel! Definitely not like when your GP knew you or if your condition changed over the years. You repeat,

repeat, repeat everything despite notes. No wonder people get caught in a system for months on end.

- Some people felt that appointment slots were too short for them to properly talk to their GP.
- One person reported that their GP practice had lost their blood samples.
- Patients had been referred to private services (e.g. ear wax removal) that they could not afford.
- A small number of patients had very serious concerns about the quality of care provided by their GP and said they would make formal complaints.

Communication

Several people said they had had **problems communicating with their GP practice**, telling us that it was hard to get through on the phone, and letters or emails were ignored. Other communication problems included:

- The practice cancelled appointments without informing the patient.

My GP cancelled my appointment and didn't even let me know. I only found out when I went to the surgery.

- Test results or diagnoses were not communicated appropriately.

My GP repeatedly refused to treat my mom seriously for a UTI - it now appears she has bladder cancer which is quite advanced. She found this out by letter! The service at the practice is awful and the practice manager will not even acknowledge my complaints.

- Several people (n=15) said they had experienced rude or obstructive behaviour by practice staff.
- A lack of easy to find and up to date information about the practice, e.g. opening times or times that eConsult is available.
- Problems getting help with administrative issues such as getting a sick note – in one case, this was due to conflicting information about whether the hospital or GP practice was responsible for providing the sick note.

- Difficulty making a complaint.
- Difficulty communicating with the practice for d/Deaf people and people who do not have English as a main language, particularly over the phone.
- In some cases, multiple issues with communication compounded the problem and eroded people's trust in the service.

Appointment made for shingles, turned up and turned away no record. Missed a phone call from the practice, no message left, still don't know what it was for. Prescription given but not signed off by doctor still waiting a week later. Can't contact by phone always busy. Totally lost faith in practice.

Registering with a GP

We heard from patients and social prescribing link workers who experienced **problems registering with GP practices**, including for Ukrainian refugees and for several residents of new housing estates in the Vale of White Horse. In some cases, people had received confusing or conflicting information about whether they could register with particular GP practices. One person had moved back to the UK after time away and was told they could not be prescribed medication without providing their NHS number.

Other problems raised around GP practices included:

- Problems and delays with prescriptions going to pharmacies.
- Lack of communication around, options for and availability of COVID-19 vaccinations, and big queues at some practices and pharmacies to receive these vaccinations.
- Lack of accessibility or reasonable adjustments for neurodivergent people, d/Deaf people and people with physical impairments.

As a patient, I was left unable to access services due to a disability. Neither receptionist nor practice manager seemed to understand the equality act and refused to put in place reasonable adjustments (really simple adjustment that would not cost anything).

- Concerns around the closure of Botley Medical Practice, the quality of care in the run-up to its closure and the registration of patients with new practices.

People's **recommendations** for improving the quality of GP services included increasing staffing, providing compassion training for patient care navigators, and ensuring that GP service provision was factored into planning for new housing developments.

Pharmacies

Ratings

We asked people to give a star rating for their pharmacy, where 1 star is 'terrible' and 5 is 'excellent'. Of the 30 reviews, most were negative, with 16 'terrible' reviews, five 'poor' and four 'okay', although there were also five 'excellent' reviews. There was a similar pattern of people's ratings of different aspects of their experiences. 18 people said they were 'extremely unlikely' to recommend their pharmacy to friends and family.

What was positive?

People who had had good experiences of their pharmacy mentioned friendly and helpful staff, good advice, and good communication between pharmacists and prescribers.

Always helpful. All round great service. [...] [Pharmacy] gives great advice also.

I went in to collect my prescription, and the staff were extremely friendly and always willing to help me get the items I needed even when the GP hadn't signed off my prescription to send it, they went above and beyond to try and help me. I asked for an item they didn't have in their shop, and they ordered it for me without hesitation.

Communication between the prescriber and dispenser was good: I think that in both instances it was face to face.

[...] pharmacy staff very helpful. Making sure I knew how to use the new medication I'd been given.

What could be improved?

For people who had had negative experiences, a recurring theme was waiting. People told us about delays in pharmacies processing prescriptions (n=8), long queues to hand in and collect prescriptions (n=11), and one person had also experienced long queues for vaccinations. People linked these issues to staff shortages, a growing population in some areas, pharmacy closures and communication problems.

My major concern is for chemists in the Didcot area we have a massively increasing community and a decreasing number of chemists. Those left are struggling to give any sort of service. We now have no telephone contact with [pharmacy]. I have to queue to hand in mine and elderly neighbours repeat prescriptions then queue 5 days later to collect, to find its at that point the chemist prints the script from the Dr and tells me there's a 20 to 40 min wait for my items. So I return and queue again for 20 mins to collect.

Always a long queue. Being ignored by staff behind the counter e.g. four members of staff behind counter not one of them came to deal with customer. Prescriptions never ready when they've had the prescription over a week!! Frustrating beyond belief and now pharmacy in Sainsbury's closed the service is even worse.

It took 10 days to process a repeat prescription, when I said I needed it early I was told they would be too busy. I take a controlled medication and can't really order a prescription much than a week in advance as I would then have a higher quantity than the doctor can prescribe at once.

Several patients (n=8) told us about supply issues for their medication, and some (n=4) had experienced dispensing errors.

Made visits last week three times from out of town, medication was incorrect, returned, only one part of prescription ready, returned again for completion of prescription, not all available, and basically not interested. One week on, still no balance available.

Other problems people experienced with pharmacy services included:

- Rude or unhelpful behaviour from staff.

Always over busy pharmacy, the staff consistently rude and unhelpful. You feel as though you are being an inconvenience to them, despite attending to collect a prescription, exactly what they are there to fulfil.

- Mess in the pharmacy, such as piles of unsorted stock.

The pharmacy is in a continuous state of untidiness and muddle.

- Not enough staff, or staff are too busy to give advice.

Shelves are bare, quite often no-one is at desk to serve. There is a huge staff shortage which causes delays and unexpected closure. Staff do their best but a bad situation.

My prescriptions were dealt with quickly and efficiently, but I felt I didn't have the opportunity to ask in person for clarification of the instructions I was given over the phone by the prescriber. The shop is small, there was a queue (including one anxious customer) and the staff seemed under pressure.

- Trouble contacting the pharmacy, particularly by phone.
- Other communication issues, e.g. problems with the text messaging service notifying patients that their prescription is ready to collect, or not advising patients or prescribers that a prescription cannot be fulfilled.
- Plain packaging causing problems for a patient who experiences adverse reactions to particular brands.

- A lack of delivery options for people who are unable to go to the pharmacy.

People also commented on differing experiences between pharmacies:

I have to pick up my prescriptions from [pharmacy] now and I am gutted. These guys are much better, more professional, and a much better service.

Recommendations

Suggestions from patients to improve pharmacy services included notifying patients when prescriptions are ready to collect to reduce queuing, recruiting more staff, keeping medicines stocked or advising prescribers and patients of shortages, staff training in customer service and communication, and providing a ticket numbering system or seating to help manage queues.

Opticians

Ratings

We asked people to give a star rating for their optician, where 1 star is 'terrible' and 5 is 'excellent'. We only received two reviews of opticians during this time period. One review was 'terrible' and gave consistently low ratings, criticising staff. The other gave an 'excellent' score and consistently high ratings.

Excellent one to one service. They both went that extra mile to resolve the issues I had with my prescription sunglasses.

Dentists

Ratings

Healthwatch Oxfordshire has continued to raise concerns faced by Oxfordshire residents about access to dentistry - which continues to be a topic the public contact us about. (See for example our report to Oxfordshire Health Overview Scrutiny Committee in April 2023 <https://healthwatchoxfordshire.co.uk/wp-content/uploads/2023/04/Healthwatch-Oxfordshire-Report-to-JHOSC-April-2023-final.pdf>). Calls about dentistry access remain one of the top issues members of the public contact us about by phone.

On our online feedback however, we have had 12 reviews during this time. We asked people to give a star rating for their dentist, where 1 star is 'terrible' and 5 is 'excellent'. The 12 reviews were split, with five 'terrible' reviews, four 'excellent' and three middling reviews. There were similar ratings for different aspects of people's experiences, such as whether they felt listened to and whether they had received helpful information, and how likely they would be to recommend the service to others.

What was positive?

People told us about their positive experiences with kind, caring and helpful staff, and the high quality treatment they had received.

The Surgery is genuinely interested in people's welfare, borne out by the consistent highest levels of professionalism. [Dentist] and all his staff are lovely caring people.

What could be improved?

The most common problem that people told us about (n=26) was that they were unable to find a dentist who was taking on NHS patients. These people included those who needed urgent treatment or whose dental problems were significantly affecting their quality of life but could not access dental care, as well as children and pregnant people. Several people had been removed from their dental practice's patient list without being informed, in one case due to shielding from COVID-19.

I was registered in 2019 and I visited a couple of times. I have not visited since as I moved to [another Oxfordshire town]. Last week I had a very severe pain as a filling went off. They informed that I am not an NHS patient anymore because I have not visited for more than 2 years. No one has called, no one has informed me of this. I have not registered with another dentist since I moved because no one in my area is accepting NHS patients. They told they do not take NHS patients anymore and they cannot accept me back.

I can't sign up for a dentist anywhere on the NHS and unfortunately I have big problems that I want to treat because my teeth hurt. Can you find me a clinic that will not refuse me visits to the NHS and will not offer private visits because I can't afford them?

I rang 111 for a dental emergency I was seen by the OOH (Out Of Hours) and had antibiotics. I now need someone to finish the treatment but can't find a dentist! Receptionist told me they are inundated and can't cope with demand.

Several people told us about problems around paying for dental treatment. Some had been referred for non-NHS services that they could not afford, such as sedation, root canal treatment or dental implants.

I need to have a GA for tooth extraction and my dentist referred me to a clinic, he didn't tell me they only take fee paying patients. I cannot afford this what can I do? My teeth hurt so bad and I can't eat.

Some people felt they had been misinformed about what care was private and what was covered by the NHS, and one person told us they had felt pressured into getting an expensive treatment.

People also had some concerns about the quality of their care, raising issues including "dirty" premises, a lack of continuity of care, poor quality treatment and a lack of empathy from staff.

A very bad one with my 11 year old daughter's extraction. The dentist [name] showed no compassion to her. She didn't explain what she was doing and after numbing her, we waited 25 minutes. I stopped the extraction due to her not being gentle with her. All she wanted was to extract the teeth. My daughter complained of pain after the numbing.

We heard about problems with communication, such as people experiencing rude behaviour from staff, and a change of staff for an appointment not being communicated to the patient. People also told us about problems with accessibility for people with physical impairments, confusing signage, and long queues.

Suggestions for improvement included staff training in compassion and customer service, making urgent same-day appointments available, and opening up more dental practices to NHS patients.

Healthwatch Oxfordshire our friendly staff are here for you to help answer questions or give you information on health and care services in Oxfordshire. If you need more information or advice call us on **01865 520 520** from 9am-4pm Monday to Friday, visit our website www.healthwatchoxfordshire.co.uk (with translation facility) or email us on hello@healthwatchoxfordshire.co.uk

Healthwatch Oxfordshire ami-nia simpátiku funsionáriu sira iha ne'e atu ajuda hodi hatán pergunta sira ka fó informasaun kona-ba servisu asisténsia no saúde nian iha Oxfordshire. Se Ita prezisa informasaun ka orientasaun barak liu tan entaun telefone ami iha **01865 520 520** husi tuku 9 dader to'o tuku 4 lokraik, Loron Segunda to'o Sesta. Vizita ami-nia sítiu www.healthwatchoxfordshire.co.uk (ho facilidade tradusaun) haruka email mai ami iha hello@healthwatchoxfordshire.co.uk

ሄልዝዎች ኦክስፎርድሺር (እኛ) ተግባቢ ባልደረቦች አሉን፤ ጥያቄዎቻችሁን በመመለስ ለመርዳት እንዲሁም በአክሲዲርድሼር ውስጥ ስላሉ የጤናና የእንክብካቤ አገልግሎቶች መረጃ ለመስጠት የሚችሉ ናቸው። ተጨማሪ መረጃ እና ምክር ቢያስፈልጓችሁ በስልክ ቁጥር **01865 520 520** ደውሉልን፤ ከሰኞ እስከ አርብ፣ ከጥዋቱ 3 ሰዓት እስከ ቀኑ 10 (9 ኤኤም - 4 ፒኤም) ጥሪ እንቀበላለን። ደግሞም

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Healthwatch Oxfordshire shaqaalaheena caaifimaadka waxy diyaar kuula yihiin inay kaa caawiyaan kana Haqabtiraan wixii su'aalaha ama ay ku siiyaan macluumaad ku saabsan adeegyada caafimaadka iyo daryeelka bulshada ee **Oxfordshire**. Hadaad ubaahantahay macluumaad iyo talooyin dheeri ah soo wac *No Tell* **01865 520 520** laga bilaabo **9-4 p.m./fiidnimo** . *Isniinta ilaa Jimcaha* Booqo boggenan website : www.healthwatchoxfordshire.co.uk (si aad uga bogatto) wixi talo ah noogu soo dir Emailka:- hello@healthwatchoxfordshire.co.uk.

Healthwatch Oxfordshire wafanyakazi wetu wenye urafiki, wako hapa kwa ajili yako ili kusaidia kujibu maswali au kukupa habari juu ya huduma za afya na huduma zilizoko Oxfordshire. Ik iwa unahitaji habari zaidi au ushauri piga simu kwa 01865 520 520 kutoka saa 3 asubuhi hadi saa 10 jioni, Jumatatu hadi Ijumaa. Tembelea tovuti yetu

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منظمة هيلث ووتش لديها موظفين ودودين يعملون لمساعدتك والاجابة على الأسئلة أو إعطاء المعلومات حول الصحة و خدمات الرعاية في أكسفورد و ضواحيها. إذا احتجت معلومات اضافية أو نصح يمكنك الاتصال على الرقم ٠١٨٦٥٢٥٠٢٥٠ من الساعة ٩ صباحاً و حتى ٤ عصرأ من يوم الاثنين وحتى الجمعة.
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