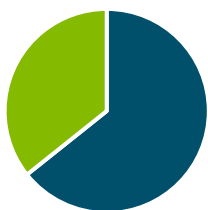


During our visits to seven Orbit properties in South Warwickshire, we heard 82 pieces of feedback from 75 people, including residents and staff. During these visits, we provided information and signposting for individuals.

Orbit provides independent living for over 55s and we heard from many people living with disabilities and long-term conditions. At some Orbit properties domiciliary care is provided onsite.

Date	Location	Number of people who spoke to us
21/07/2023	Briar Croft – Stratford upon Avon	18
18/08/2023	Rainbow fields – Shipston on Stour	6
06/09/2023	Tithe Lodge – Southam	8
08/09/2023	Rosalind Court – Stratford upon Avon	17
28/09/2023	Jubilee Court – Alcester	7
29/09/2023	Westholme Court – Bidford on Avon	7
05/10/2023	Queensway Court – Leamington Spa	12

GP Feedback



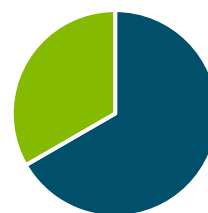
■ Negative ■ Positive

28 people told us about their experience of GPs, almost two thirds of this feedback was negative.

“If I want to speak to a doctor, I could be waiting a week for a call back. I just call 999 now.”

“You can’t get an appointment. You have to tell the receptionist your problem, but they are not a doctor. They ask you to take pictures and send it to them, but I can’t do that as I don’t use the internet”

Hospital Feedback



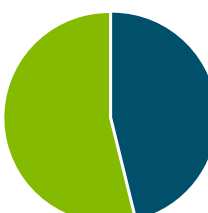
■ Negative ■ Positive

18 people told us about their experience of hospitals, over two thirds of this feedback was negative.

“I have a faulty hearing aid and I called the number at the hospital four times and left a message on the answer phone but have had no response.”

“Two operations have been cancelled; how can I find out when they will take place?”

Pharmacy Feedback



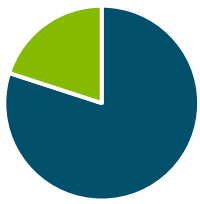
■ Negative ■ Positive

13 people told us about their experience of pharmacy with just over half being positive.

“A lovely gent comes to the home to deliver all the pharmacy - Pharmacy to my door. They are really good and on time. He will come back again and again, if he needs to, as he can’t just post it through the door. I would give them 12/10”

“Often medicines are not in stock, and it is frustrating when you need to go back to the doctor for an alternative. I wish they could communicate somehow as not everyone can travel back and forth easily to sort it out”

Dentist Feedback



■ Negative ■ Positive

10 people told us about their experience of dentists with 8 people sharing negative feedback.

"I cannot stand up by myself and use a wheelchair to get around. I used to drive but can't now. There are no dentists taking NHS patients in Stratford and it is not easy for me to travel. It would take three hours to get to Leamington and back on the bus for a dentist there. You can't call up an accessible taxi and expect to get one that day."

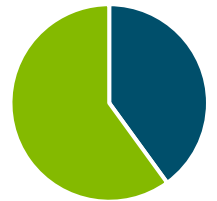
"I can't get an NHS dentist in my town. The nearest is Redditch or Stratford. I don't drive after I got an infection in my leg, I rely on my daughter to take me and she needs to do the school-run, so it is difficult."

5 people told us about their experience of care, the 3 people who spoke about on-site domiciliary care gave positive feedback.

"I have carers come in and they are good. Nothing is too much trouble. You don't mind asking them for help."

"There is a six week wait for assessments for home adaptations from adult social care. I expect to wait a bit, but six weeks is too long especially as it then takes time for quotes and to get the work done. Someone could be stuck in the house for months waiting."

Care Feedback



■ Negative ■ Positive

Mental Health Feedback



■ Negative ■ Positive

4 people told us about their experience of mental health services.

"Mental health is not treated like physical health. The criteria to access support is too high."

18 people described how their mobility or disability impacted on their ability to access health care.

"Not every GP surgery or service has a hoist available. I went to one surgery that had one, but the batteries were flat. If you cannot stand up by yourself then you can't get on to an examination table. I had cataracts done recently and I had to be referred to a different place as they couldn't accommodate me. One size does not fit all."

"Health services (dentist, doctors, A&E) don't have British Sign Language interpreters."

6 people shared their concerns about digital access to health care.

"I can't access the internet and it stops me being able to use services and makes me angry. I don't like a call back on a mobile because it is hard to hear, and you may have to talk in a public place."

"You used to be able to order your medication over the phone but now you have to do it online or in person. This is not ideal for people with limited mobility or no internet access."

Staff and residents at 5 of the properties asked if vaccinations could be provided onsite.

“Could our local GP surgery provide vaccinations here? Whilst this home is for people who can live independently there are some who struggle to leave their rooms, let alone the building, and most need someone to come in to take them to appointments. If people can't get to the doctors, they will end up with more serious problems.”

Our response:

We put this member of staff in contact with the chair of their local surgery patient participation group. They visited the residents to listen to feedback, liaised with the surgery and the surgery has now provided vaccinations at the Orbit residence for around 30 people.

“The vaccinations have been a huge success we had a really good turnout, I'm so pleased! Thank you for starting the ball rolling”

Orbit Independent Living Scheme Officer

“Feedback from residents and their families indicated that this was very much appreciated, ensuring that vaccinations were completed in a timely fashion and much reduced the inconvenience for families having otherwise to organise and provide transport to individual appointments. Me and other PPG members met with residents and listened to their feedback about the medical centre. The feedback was overwhelmingly positive, but we are taking one or two of their queries to our next PPG meeting (which will be attended by the Practice Manager and Senior Partner) for follow up.”

PPG Chair

Thank you to all at Orbit who helped to facilitate our visits.

Healthwatch Warwickshire continue to listen to feedback from Orbit residents and staff, and have further visits planned over the next few months.

To arrange for a Healthwatch Warwickshire Engagement and Outreach officer to visit, listen to feedback and to speak about our work, please contact us.

Email: Info@healthwatchwarwickshire.co.uk

Tel: 01926 422823

To find out more about our work visit: www.healthwatchwarwickshire.co.uk