

healthwatch Cornwall

Access to health and social care provision in
North and South East Cornwall.



Written by Debbie Pritchard and James Buist
17th June 2014

Subject: Access to health and social care provision in North and South East Cornwall
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Date: 17th June 2014

1.0	Introduction
	<p>This research project was in response to feedback from residents living in North and South East Cornwall regarding access to publicly funded health care services. Healthwatch Cornwall (HC) had received data to show that people were finding it hard to access services due to their geographical locality.</p> <p>Hypothesis:</p> <ul style="list-style-type: none"> • There are issues in accessing health and social care services in East Cornwall. <p>Objectives:</p> <ul style="list-style-type: none"> • To collect patient experience and views through a targeted survey. • To compare accessibility issues between key towns on the Devon/Cornwall border. • To identify potential gaps in services.
2.0	Executive Summary
	<p>Healthwatch Cornwall conducted primary research in North and South East Cornwall where it received over 650 responses, during the period of January to March 2014. A structured interview set questions relating to access to dentist and minor injuries units (MIU), specialist services and transport to hospital. Our findings support our hypothesis that there are problems with access to services in this part of the county.</p> <p>The findings showed:</p> <ul style="list-style-type: none"> • A need for increased NHS Dentist services, especially in Launceston. • A lack of awareness of Minor Injury Units in Launceston, Torpoint and Saltash. • Only 40% of patients referred for oncology and cardiology reported being seen within the 2 week NICE guidelines (but note the sample size was small). • There were long waiting lists for hospital dentistry, gynaecology and ophthalmology appointments. • Hospital patients felt that there should be extra consideration around appointment times for people travelling long distances.

3.0 Recommendations

1. Healthwatch Cornwall should send a Freedom of Information request to Derriford and Royal North Devon around referral to first appointment waiting times for oncology, cardiology, dentistry, ophthalmology, gynaecology. Healthwatch Cornwall is already aware of waiting time issues in follow up appointments in ophthalmology and cardiology (as publicised in the media).
2. There is a need to explore NHS dentist provision in Bude, Liskeard, Launceston and Callington.
3. There is confusion and potentially a lack of awareness of MIU in East Cornwall. This requires a more in depth investigation for the whole of the county with a view to a public awareness campaign to promote their use over emergency departments where appropriate.
4. Transport to hospitals, time of journey and issues with parking at hospitals are concerns. Patients living at distances requiring 1-2 hours travel time would benefit from later appointments if possible. Promotion or subsidy of Transport Access People (TAP) could ease the burden on car parks and travel difficulties.
5. The research has shown that men and working adults have experienced issues when booking dental appointments. Our recommendation is that dentists consider later opening times for at least one day a week or Saturday morning appointment.
6. When seeking an NHS Dentist people should access the NHS Dental Helpline to avoid any confusion not 'www.nhsdentistlocator.co.uk/locator' which shows private practices with NHS provision. Alternatively, NHS Choices can give reliable information.

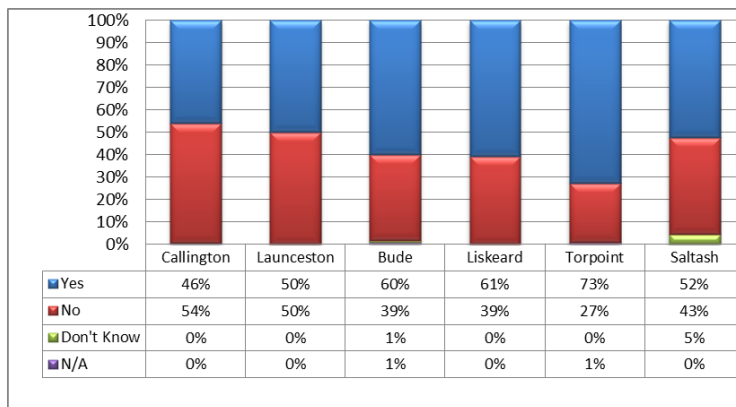
4.0	Method
	<p>a. The Healthwatch Cornwall steering group gave authority for this project on November 19, 2014. The themes came from patient feedback.</p> <p>b. A task group was set up who helped determine the methodology. Five towns along the border of Cornwall and Devon including Bude, Launceston, Callington, Liskeard and Torpoint took part in the survey. Selection was due to their proximity to the border and the larger size of the population. Saltash was not included because of good transport links to Plymouth; however, a small number of Saltash residents did complete the survey.</p> <p>A questionnaire was the most suitable way of collecting the primary data needed to address the hypothesis. Volunteers administered the questionnaire on the street, in libraries, One Stop Shops, schools, letter drops and supermarkets. There was an electronic version available via Survey Monkey distributed via the Healthwatch Cornwall newsletter, social media and our partners.</p> <p>c. The intention was to collect two hundred questionnaires from each location, totalling a thousand completed questionnaires. Data collection aimed to achieve a mix of population demographics such as age, gender, race (see questionnaire in appendix 1). There was an opportunity for people to leave feedback on the questionnaire, which was entered on our database for further analysis. A pilot study tested the feasibility of the project and a postal survey in Callington achieved a 12 per cent response rate.</p> <p>d. Respondents completed questionnaires at a variety of times and locations, after obtaining informed consent. The specific locations had high footfall such as GP surgeries, schools, supermarkets and high streets and survey times at these locations varied to include a cross section of the population (see locations in appendix 2).</p> <p>e. Primary research data was collected between 13th January 2014 and the 31st March 2014.</p>

5.0	Results
	Healthwatch Cornwall collected 673 questionnaires from people that live in the five chosen towns. A detailed analysis of the results is shown below and all results shown in the appendices (see appendix 4 - 8)
5.1	Demographics & Locality
	<p>An analysis of the demographics is shown in Appendix 4.</p> <p>Women surveyed exceeded men surveyed by approximately 2:1, while older age ranges (65-74) made up most responses (32%) and the under 24 age range only accounted for 10% of feedback. The spread of questionnaires across the 5 towns was not identical with Liskeard and Launceston having a smaller and Callington having a higher response rate.</p> <p>Saltash responses were unintentional as they were collected in one of the targeted 5 towns.</p>

5.2 Dentistry

Question 1 asked whether people were registered with an NHS dentist.

With 663 people responding to this question it was the most answered question within the questionnaire. Of the people that responded, 56% were registered with an NHS dentist while 44% were not. There are variations to this first question depending on the town, see chart below.



In the survey, Torpoint shows a higher percentage of people registered with an NHS dentist at 73%. That is in comparison to Callington that only have 46% of people registered. Bude and Liskeard have very similar results with generally more people enrolled and Callington and Launceston are similar

with almost a 50/50 split.

Question 2 asked if there was a desire to be enrolled with an NHS dentist.

Therefore, if they answered 'No' to the first question they would answer this question (would you like an NHS dentist?). This would then show if there was a demand for an NHS dentist within the area.

Of the 663 people answering the question one, 289 answered 'No'. Of the 289 respondents

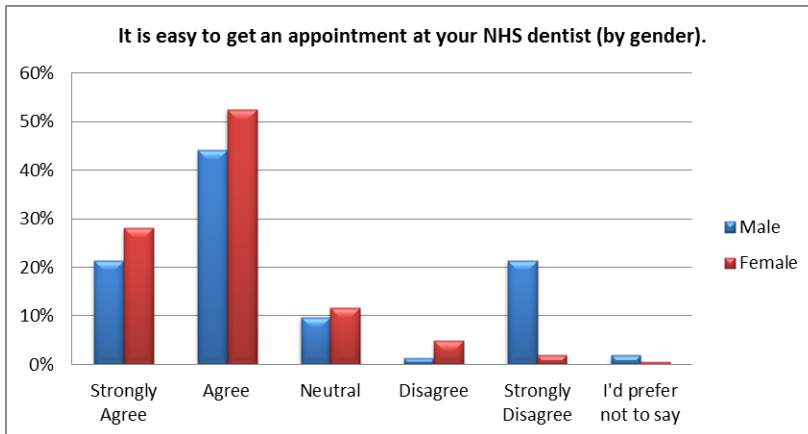


249 went on to answer this question. The chart below shows the overall response to this question. With 54% of people saying that they would like to be registered with an NHS dentist. Many people stated the reasons they were not enrolled was a lack of available NHS places, long waiting times (in some cases over 12 months) and

no NHS dentist located within reasonable travelling distance.

With 35% of people not wanting to enrol with an NHS dentist people have cited the following reasons for choosing a private dentist; language barriers, ease of booking appointments and not understanding the difference between private and NHS dentist.

The response per town about wishing to enrol with an NHS dentist Launceston at 70% of respondents, Bude, Liskeard and Saltash at 64-65%, seem to indicate a serious gap in service provision.

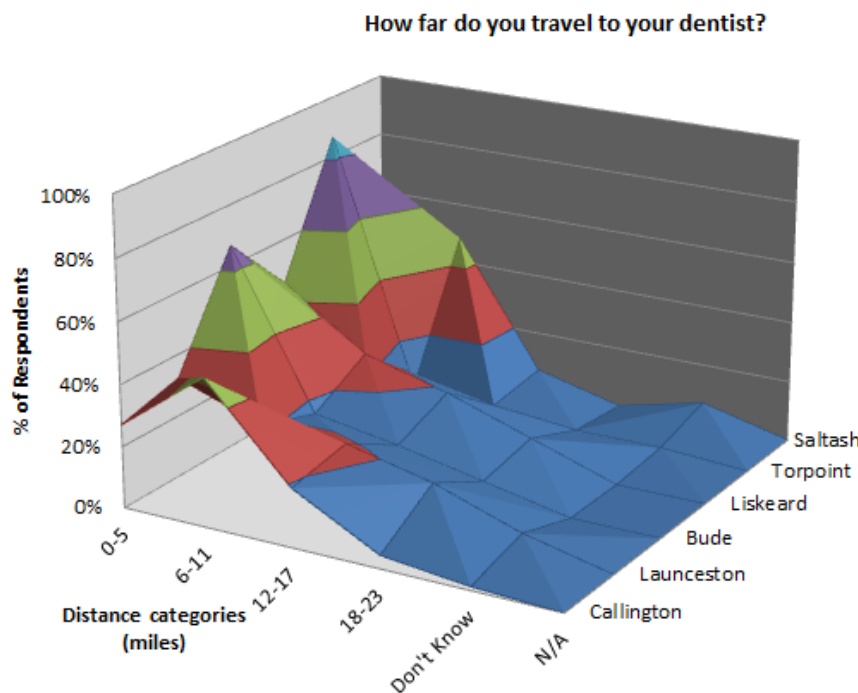


The Feedback around ease of booking an appointment with an NHS dentist, only 6% of the 453 respondents responded negatively. However the chart to the left shows there is a differing gender view when booking appointments. It indicates that males find it

harder to book a dental appointment than females.

There was a perception difference about the ease of booking an appointment by age with groups under 50 years expressing less agreement than the over 50's (see appendix 5.aa)

The distance people travelled to their dentist varied. The surface chart below shows the five



focus towns at the base of the chart with distance categories along the bottom left and percentage of response up the left hand side. If there is a peak on the chart, that shows there is a higher response for that distance category. In Torpoint 87% of people travel 0-5 miles, compared with only 67% in Bude, 32% in Launceston and only 27% in Callington.

Summary of dentistry:

On average just over 50% of respondents were registered with an NHS dentist. There were large variations to this figure between the five focus towns. Launceston was the town where a very high percentage of the respondents (70%) without an NHS dentist wanted to be enrolled with one. There was also evidence from the other two questions to show that people in Launceston may have to travel longer distances to see an NHS dentist.

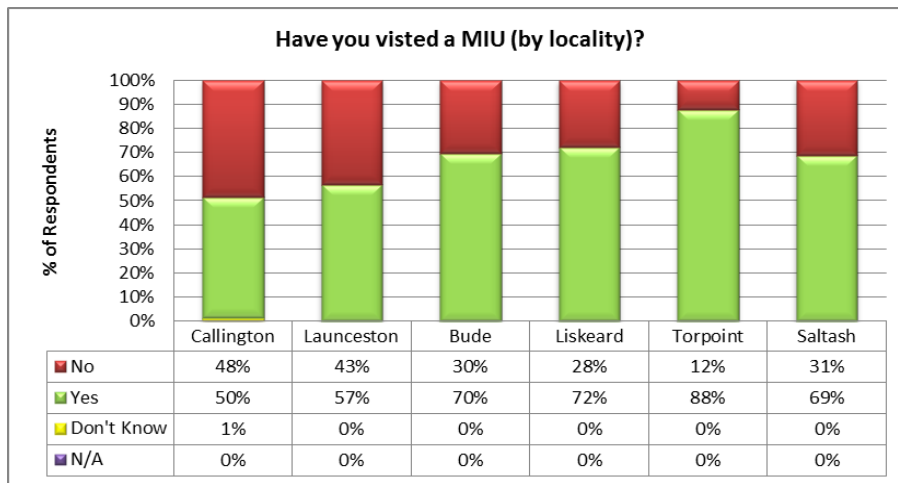
Torpoint was a town with a high proportion enrolled with an NHS dentist (73%), positive feedback about the ease of making an appointment and short travelling distance to see an NHS dentist.

The data also indicates there could be an issue around booking appointments during working or non-working hours.

Currently there are no dentists taking on NHS patients in Launceston, and people may wait over a year wait for an NHS place. The other focus towns have at least one dental surgery taking on NHS patients, but in Liskeard there is still a 2 year waiting list. Torpoint has one dental practice that is taking on NHS patients. People living in Torpoint can access surgeries in Plymouth. This would explain the positive feedback shown in the research.

5.3 Minor Injuries Unit (MIU)

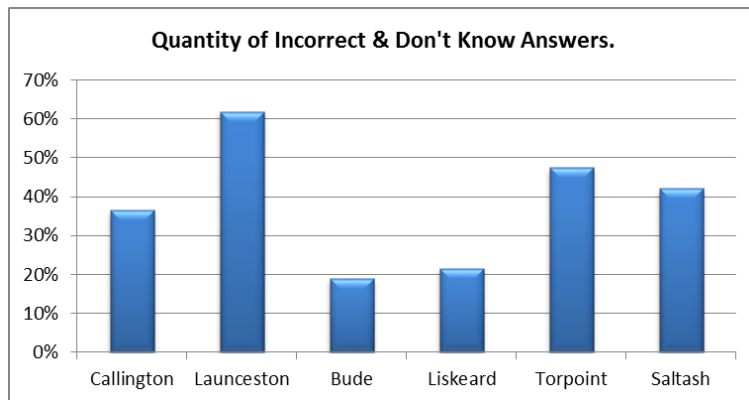
Question 1 gauged the possible usage of the MIUs in North and South East Cornwall and just over 655 people answered this question.



56% of respondents had used a MIU in either Devon or Cornwall, with a range from 50% in Callington to 88% in Torpoint as shown to the left. Of the respondents surveyed, there was a

significantly lower usage of MIU in Callington and Launceston.

The chart below shows the percentage of respondents that gave an incorrect or don't know answer to where their nearest MIU is. Bude and Liskeard had the most informed respondents



with only 20% of people not knowing where their nearest MIU is. In Callington 35% answered wrong or don't know, compared to 42% in Saltash, 48% in Torpoint and a massive 60% in Launceston. Launceston additionally had one of the lowest

percentage user rates.

Summary of Minor Injury Units (MIU):

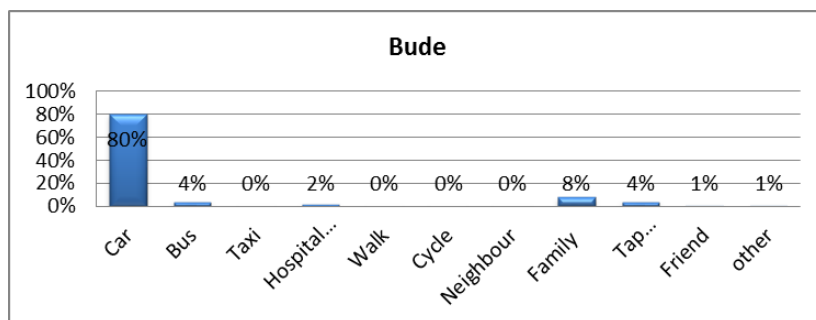
This part of the questionnaire considered whether MIU were being utilised and by inference removing strain from emergency departments. There was large variation of usage of MIU between the five localities but results could possibly indicate poorer awareness of MIU in Launceston, Torpoint and Saltash.

5.4 Transport

Section three of the questionnaire looked at transport to outpatient appointments. Following a definition of the term ‘outpatients’, respondents were asked to comment on their most recent experience. The most popular modes of transport that were reported; car - respondent drove them self to the appointment, bus - public transport, friend, family, hospital transport and TAP.

This question had a 70% response rate and there were some large variations to where respondents were travelling for outpatient appointments.

Starting in the North of Cornwall, respondents from Bude had the greatest variance on where they needed to attend an outpatient’s appointment. Almost 50% travelled to Royal North Devon (Barnstaple), which is a two hour round trip by car. Derriford was the second most visited hospital with 20% travelling the two and half hour journey. Over 10% of respondents travelled to Royal Devon and Exeter hospital and 5% travelled to Treliske, both with a two and half hour round trip. Bude had one of the highest uses of car and second highest usage of



friends and family when attending outpatient appointments. Public transport was only used when travelling to Stratton Community Hospital. Respondents reported that they were unable to consider using public transport to access

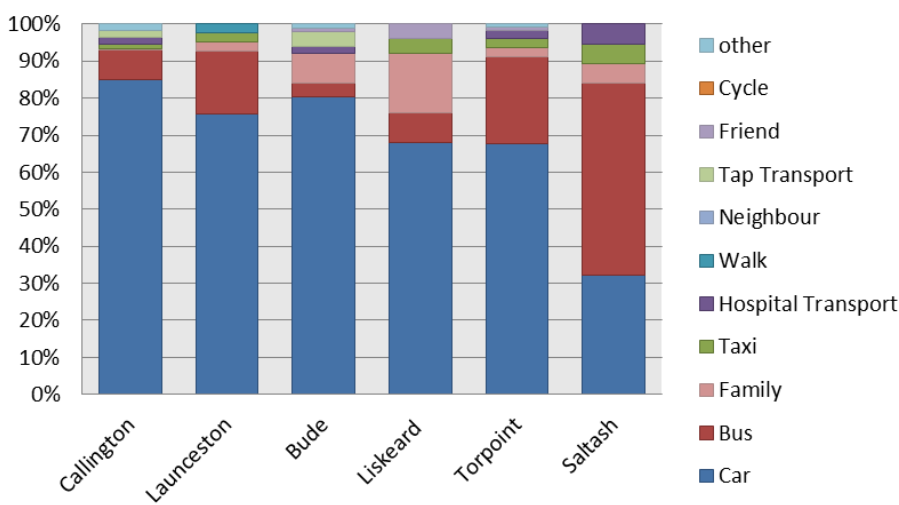
the large hospitals due to the lengthy travel time and bus timetables. Hospital transport and the Transport Access People (TAP) service accounted for 6% of journeys made.

86% of Torpoint respondents had attended Derriford. Due to its proximity to Plymouth, respondents were able to rely on public transport with over 20% able to get to appointments using the bus (see appendix 6.e). The remaining 14% of respondents that didn’t go to Derriford travelled to Liskeard Community Hospital and the Cumberland Centre in Plymouth. The issues respondents from Torpoint highlighted were the lack of parking and cost of parking at Derriford Hospital that was a common theme from the majority of the focus towns.

68% of respondents from Launceston travelled to Derriford Hospital for appointments, which is just under a two hour round trip. 17% of these respondents used public transport to access an outpatient appointment (see appendix 6.b). Use of public transport led to a four hour round trip with two changes of buses.

From the respondents in Callington just over 79% had visited Derriford on their last outpatient appointment, this being roughly an hour round trip. Fewer than 19% of respondents had used the local community hospital for an outpatient appointment with the majority of the 19% visiting Liskeard Community Hospital. Callington had the highest usage of cars to attend hospital appointments with 85% of respondents choosing this option (see appendix 6.a). Of the 79% of respondents attending Derriford only 5% used public transport to get there. 4% of

How did you get to your outpatients appointment?



respondents from Callington used hospital and TAP transport.

68% of respondents from Liskeard travelled to Derriford Hospital. The respondents didn't use public transport to get to Derriford but relied on family and friends to get them there (20% selected

one of these two options) or own car (68%). The 32% of respondents that didn't go to Derriford Hospital used a number of services like the Royal Eye Infirmary, community hospitals and Treliske.

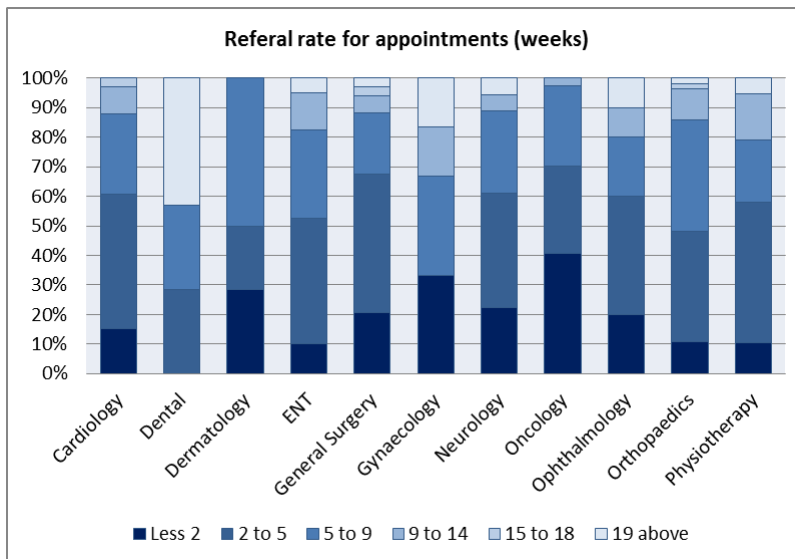
Summary of Transport and Accessibility of Hospitals:

The data only shows a small part of the overall story for transport. To understand this subject area more fully, the source comments (see appendix 9) that people have submitted relating to this topic add weight to the highlighted problems. It is apparent that if somebody lives in Bude, Launceston, Callington and Liskeard the possibility of using public transport to access a large hospital is untenable. Respondents generally felt that consideration had not been given to where they live when appointment times were allocated. The cost of and the availability of parking spaces at the larger hospitals (Derriford and Royal North Devon) was often criticised.

5.5 Referral Times

The last question was on referral waiting times.

Respondents detailed what department the referral was for and how long they had to wait. They had six options starting at less than 2 weeks carrying on up to over 19 weeks. *There is a legal right for somebody to start NHS consultant led treatment within a maximum of 18*



weeks from referral unless the patient chooses to delay that process. For conditions such as cancer and heart disease patients have the right to be seen by a specialist within 2 weeks.

This section had fewer responses due to the nature of the questions but just over 60% did respond which gave some clear trends on referral times.

Respondents commented on twenty seven different areas and the chart above shows the top thirteen commented on. The darker colours showed the quickest response times, therefore the lighter the colour the longer it has taken to be seen after referral. 10% of respondents waited 19 weeks or more for appointments in dentistry, gynaecology and ophthalmology. Dentistry is the worst with almost 45% of respondents waiting over 19 weeks. Low numbers of respondents for each department mean that care should be taken when interpreting this data. There were 39 respondents for both cardiology and oncology where in both cases patients should be seen within 2 weeks.

In cardiology 15% of people were seen within a fortnight and nearly 90% seen within 9 weeks. In oncology 40% were seen within 2 weeks and nearly 100% by 9 weeks. Both of these areas miss the target of referral to appointment of 2 weeks or less. Further research needs to take place before firm conclusions and recommendations can be made.

Summary of Referral rates:

Unfortunately the majority of the referral areas that are listed in the table above haven't been commented on enough to provide statistical evidence. The areas that have been commented on more widely show that there are no issues in regards to how long people have to wait to see a specialist. More research that looks at cardiology and oncology will demonstrate if the preliminary data, which shows there are problems, is correct.

6	Conclusions and Considerations
	<p>Overall Conclusion: This research has clearly proven the hypothesis to be correct, showing that there are a number of issues that prevent people in North and East Cornwall from being able to access health care services. The conclusions for each research area are shown below.</p> <p>Dentistry: From the people surveyed there appeared to be differences between localities of the percentage of people registered with an NHS dentist, ranging from 46% in Callington to 73% in Torpoint. Of those not registered respondents in Bude, Liskeard and Saltash have high percentages wanting an NHS dentist. There are currently no dentists taking on NHS patients in Launceston.</p> <p>Minor Injuries Unit: The survey recorded variation in use of MIU's from 50% in Callington to 88% in Torpoint. However, in terms of incorrect answers about nearest MIU or people who didn't know, residents in Saltash, Torpoint and Launceston seemed least informed.</p> <p>Transport: People used own car, bus, friend, or family care, hospital transport or TAP to get to hospital. Many journeys by car took over an hour to get to the hospital, with some bus journeys taking 2 hours and requiring changes of services. Comments made by respondents suggested consideration is not given to their address when appointment times are allocated. The cost and availability of parking at Derriford and Royal North Devon was also criticised.</p> <p>Referral/ Waiting times: Smaller numbers of people responded to these questions. In oncology and cardiology, where waiting times should be less than 2 weeks 40% + 15% were seen during this window, with nearly 100% seen within 9 weeks. In dentistry, gynaecology and ophthalmology over 10% of respondents waited more than 19 weeks.</p> <p>Considerations:</p> <p>Caution must be taken when interpreting this data due to the sample of people responding not being representative of the whole population (see demographics Appendix 4). There are considerations to make in interpreting answers around the choice of MIU people might make, as some would involve crossing the Tamar river and for other towns there is a choice of 2 similar distance units.</p> <p>The referral findings did not explore reasons why times were longer than would be expected, which may be due to patient availability, preference or triaging priorities. This finding needs comparing with hospital records.</p> <p>However, even with these caveats the research lends itself to recommendations or possibilities for further elaboration.</p>

Appendix 1: Questionnaire

Questionnaire on health & social care services between Devon & Cornwall:

Name of researcher

Date

Town

Time

Location within town

I'm doing research for Healthwatch Cornwall. Do you have time to answer a few questions anonymously in regards to health & social care services within your area?

If yes, this information will then be used to improve services within your area.

Age:	Under 18	18-24	25 - 49	50 - 64	65 - 74	Over 75	
Gender:	Male	Female	Trans-gender	Location (first part of postcode only):	Example:PL12		
Dentistry:							
1.	Are you registered with an NHS Dentist?	Yes	No	Don't Know	N/A		
2.	Would you like an NHS dentist?	Yes	No	Don't Know	N/A		
3.	How far do you travel to your NHS dentist (miles)?	0-5	6-11	12-17	18-23	Don't know	N/A
4.	Is it easy to get an appointment at your NHS dentist?	Strongly agree	Agree	Neutral	Disagree	Strongly disagree	I'd prefer not to say
5.	Additional Feedback about any issues to do with dentistry:						
Minor Injuries:							
6.	Have you used a minor injuries unit in Cornwall or Devon?	Yes	No	Don't Know			
7.	Where is your closest minor injuries unit (miles)?	0-5	6-11	12-17	18-23	Don't know	
8.	Additional Feedback about any issues to do with minor injuries:						
Transport to hospital appointments:							
9.	If you had an out-patients appointment how did you get there? <i>Definition: a patient who attends a</i>	Car	Bus	Taxi	Hospital Transport	Other:	

	<i>hospital for treatment without staying there overnight.</i>						
10.	Where did you attend the appointment?	Derriford	Exeter	Barnstaple	Treliske	West Cornwall	
		Stratton CH	Liskeard CH	Launceston CH	St Barnabas CH	Other:	
11.	Additional Feedback about any issues to do with transport to hospital appointments:						
Referrals:							
12.	If you have had a referral how long did you have to wait for the appointment?	2 weeks or less	2-5 weeks	5-9 weeks	9-14 weeks	15- 18 weeks	19 or more
13.	What department was this for?	Cardiology	Neurology	Oncology	Physiotherapy		
		ENT	General Surgery	Orthopaedics	Other:		
14.	Additional Feedback about any issues to do with hospital referrals:						
Accessible services:							
15.	Do you access any social/ health care service within Devon?	Yes	No	Don't Know			
16.	If so what?						
Any additional feedback:							
Free post RHTA-UZKS-GTEG Healthwatch Cornwall, Mansion House, Truro, Cornwall, TR1 2RF Tel: 0800 0381 281 www.healthwatchcornwall.co.uk Email: enquiries@healthwatchcornwall.co.uk				Office Use: ID Number Rec'd Ent'd			

Appendix 2: Locality information

Bude	Launceston	Callington	Liskeard	Torpoint
Sainsbury's store, Crooklets Rd, Bude	Launceston library	Tesco's store, Moss Side Industrial Estate	Liskeard high street.	Letter drop to 700 properties.
Parkhouse, Bude town council.	Launceston high street	Letter drop to 300 properties.		
Morrison's store, Stucley Rd		Co-op store, New Rd		
Stratton CP School				
Bude high street				

Appendix 3: Demographic information

Appendix 2.a

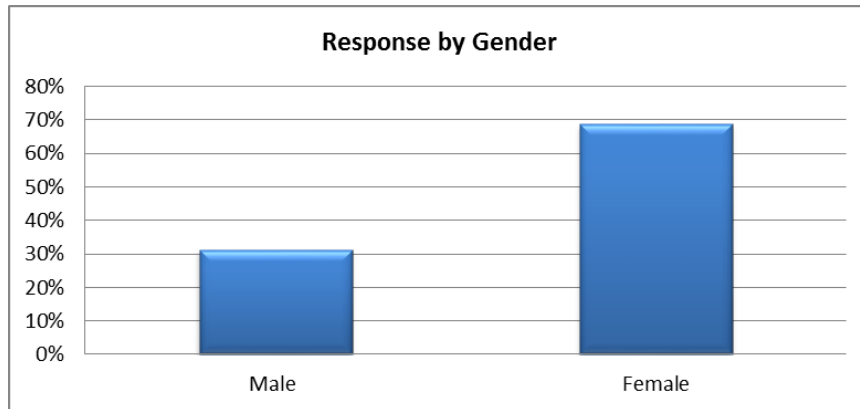
	Answer	Overall %	Callington %	Launceston %	Bude %	Liskeard %	Torpoint %	Saltash %
Gender	Male	31%	35%	31%	30%	26%	26%	36%
	Female	69%	65%	69%	70%	74%	74%	64%
	Total	100%	100%	100%	100%	100%	100%	100%

Appendix 2.b

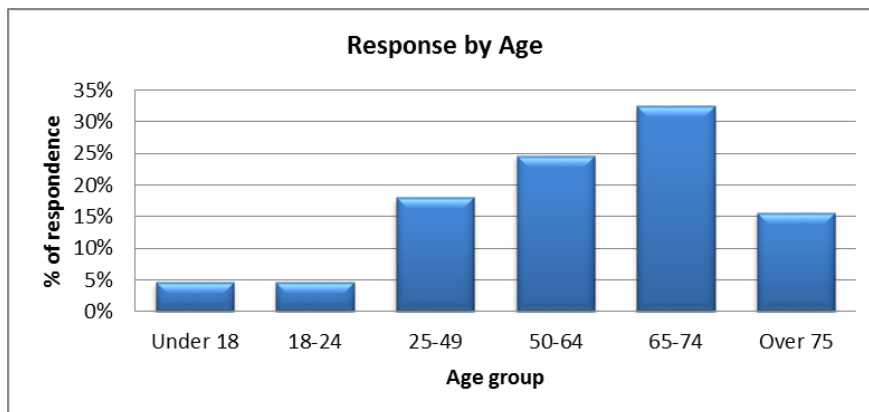
	Answer	Overall %	Callington %	Launceston %	Bude %	Liskeard %	Torpoint %	Saltash %
Age	Under 18	5%	3%	12%	7%	5%	1%	11%
	18-24	5%	3%	12%	10%	13%	1%	5%
	25-49	18%	12%	18%	25%	18%	20%	32%
	50-64	25%	24%	0%	21%	29%	28%	20%
	65-74	32%	36%	45%	37%	26%	31%	27%
	Over 75	16%	22%	12%	0%	8%	20%	5%
	Total	100%	100%	100%	100%	100%	100%	100%

Appendix 4: Demographics

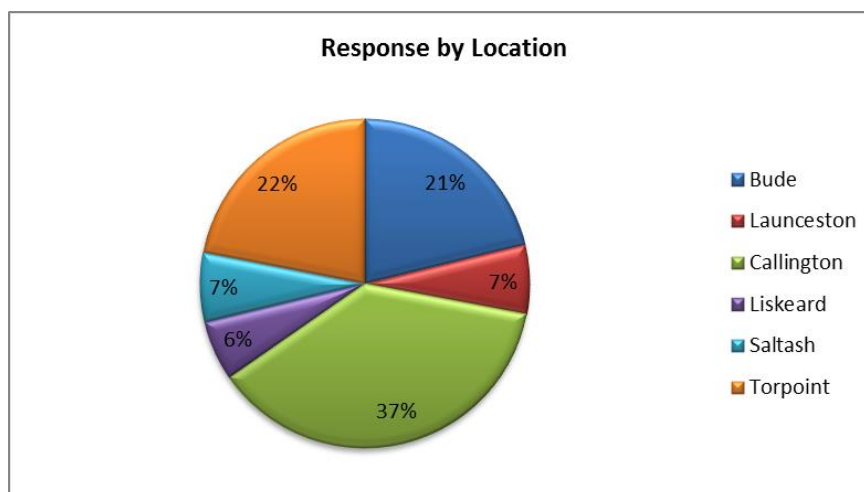
Appendix 4.a



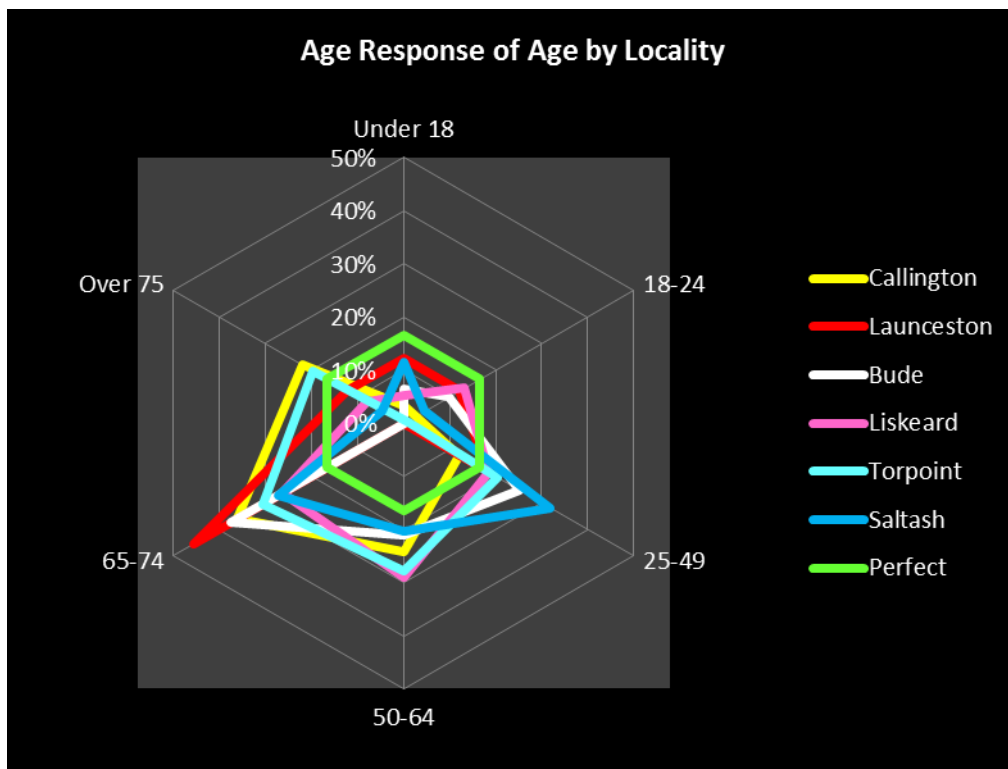
Appendix 4.b



Appendix 4.c

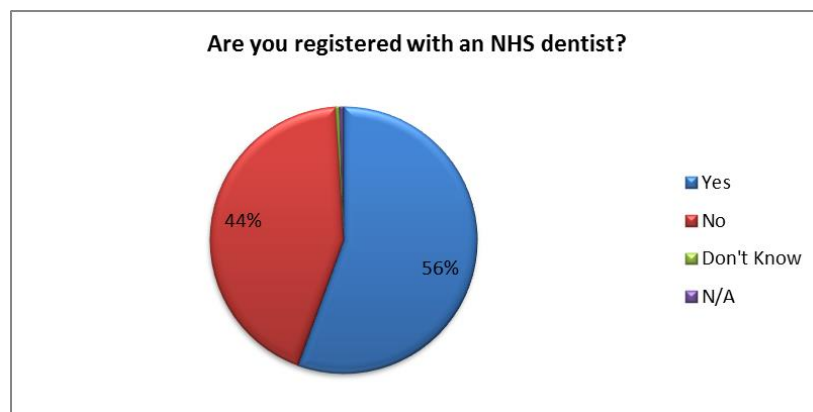


Appendix 4.d - age group around the side of chart

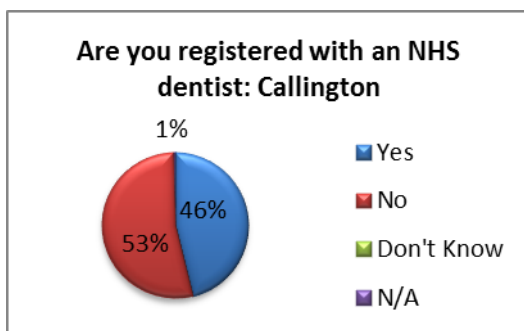


Appendix 5: Dentistry

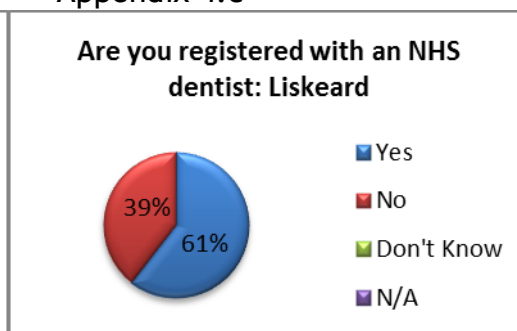
Appendix 5.a



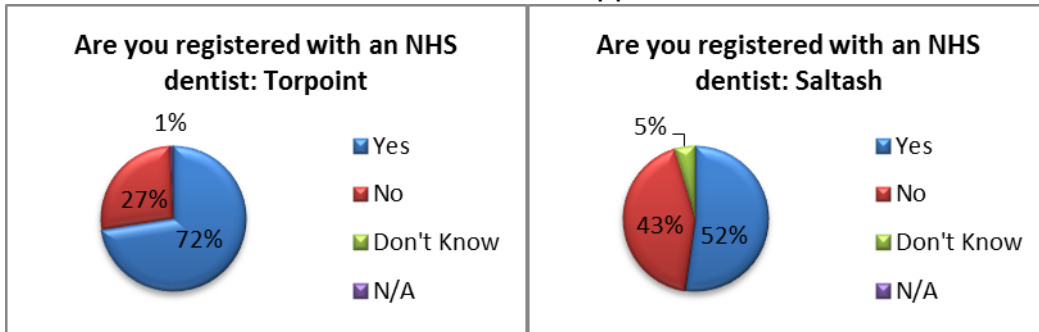
Appendix 5.b



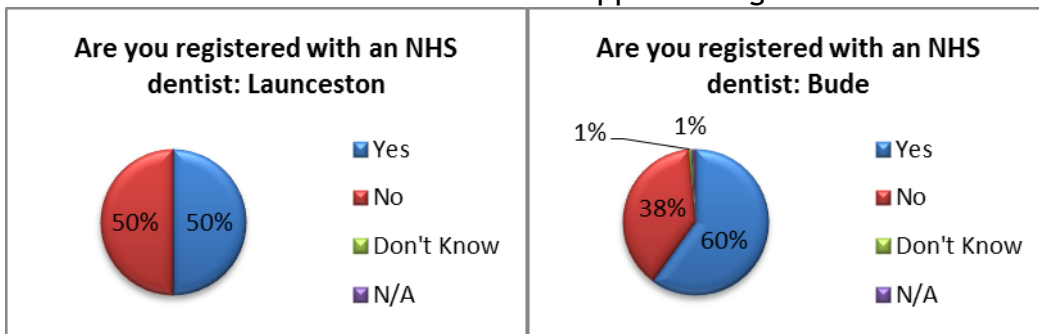
Appendix 4.c



Appendix 5.d



Appendix 5.f



Appendix 5.h



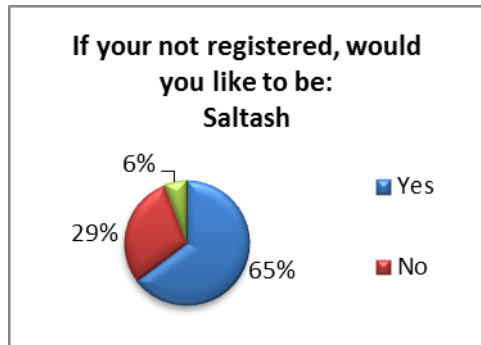
Appendix 5.i

Appendix 5.j

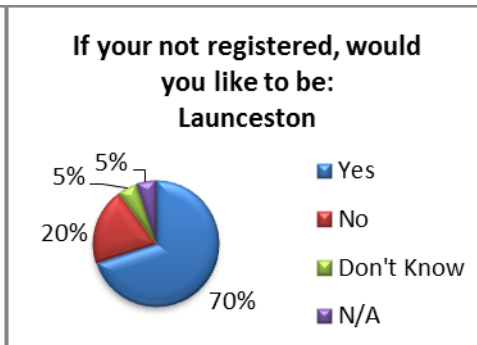
Appendix 5.k



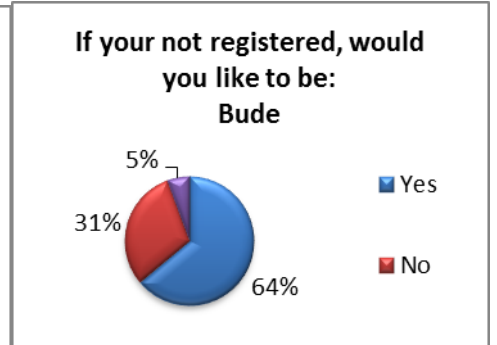
Appendix 5.l



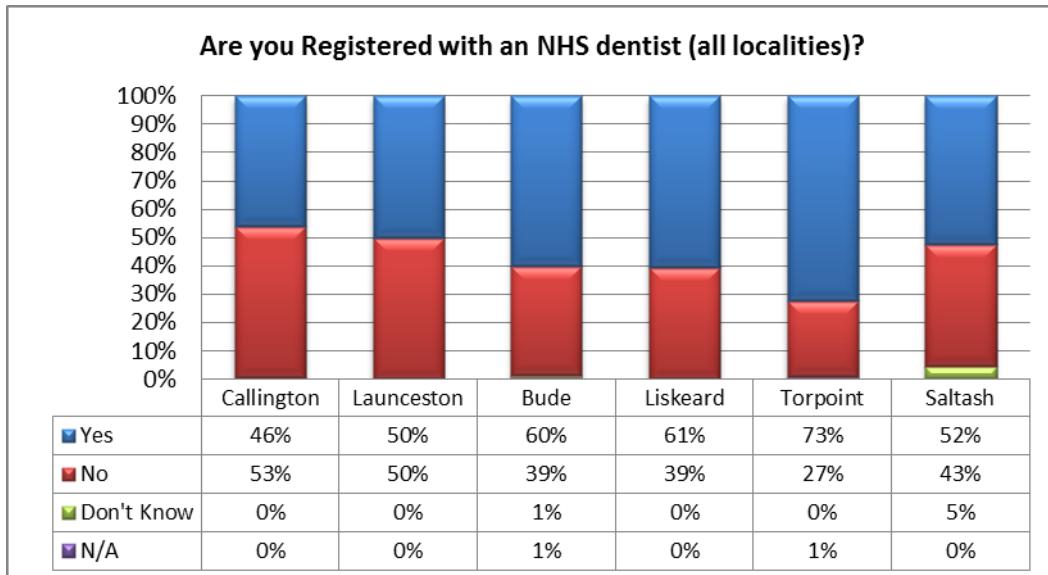
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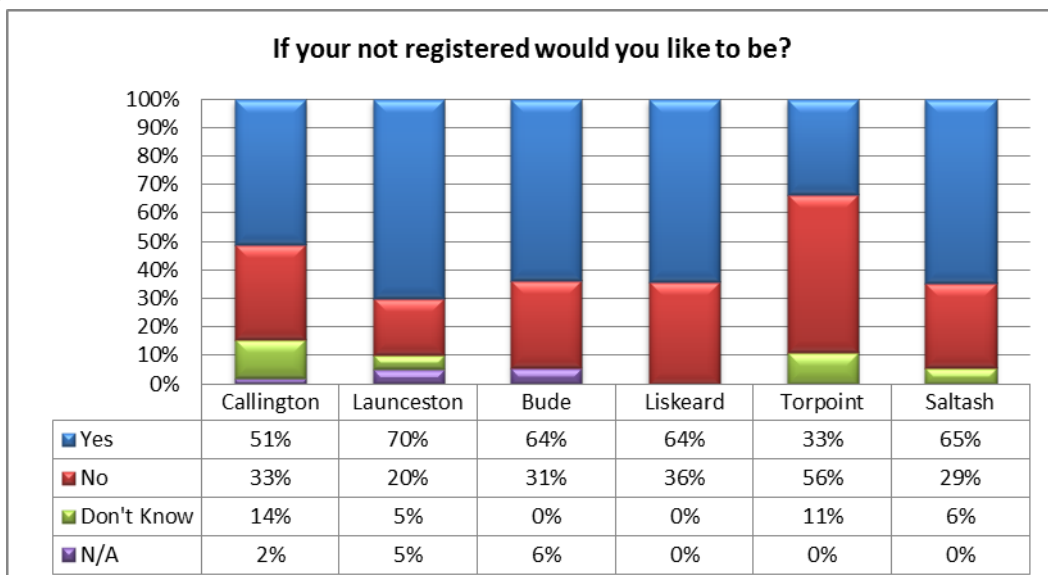
Appendix 5.n



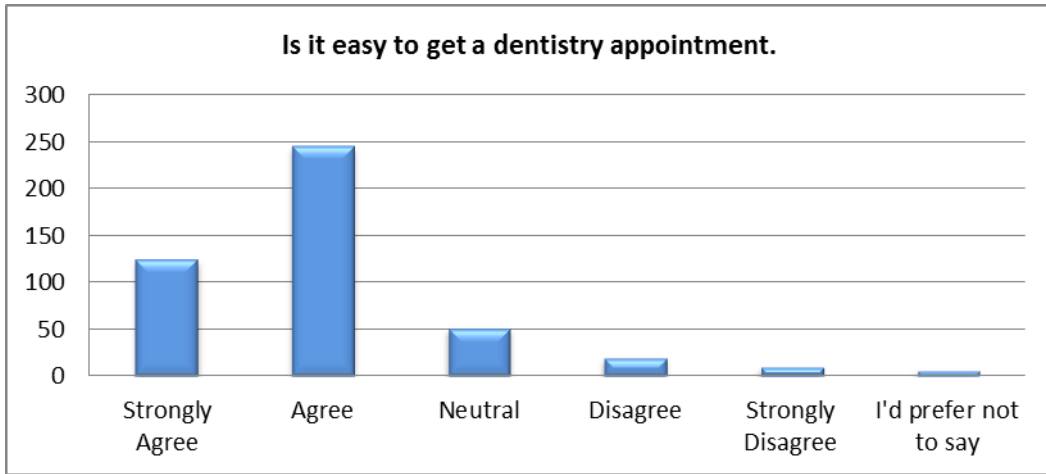
Appendix 5.o



Appendix 5.p



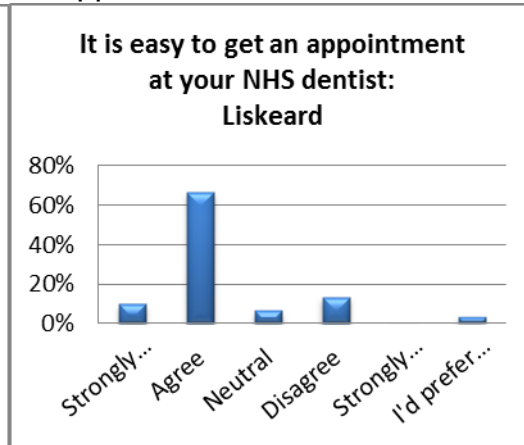
Appendix 5.r



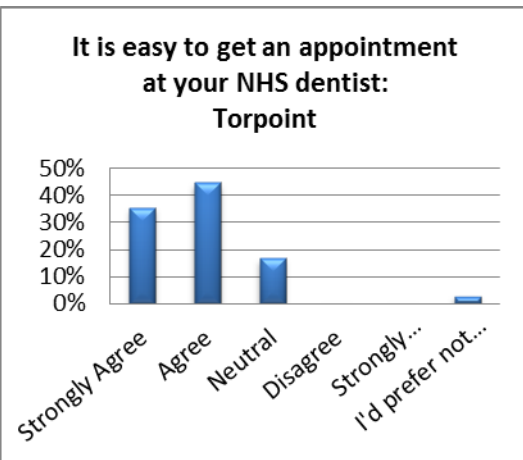
Appendix 5.s



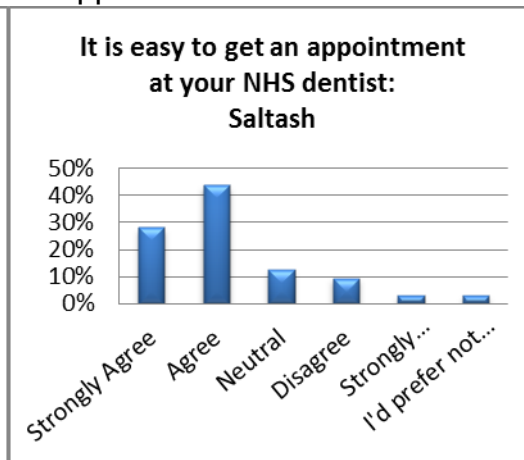
Appendix 5.t



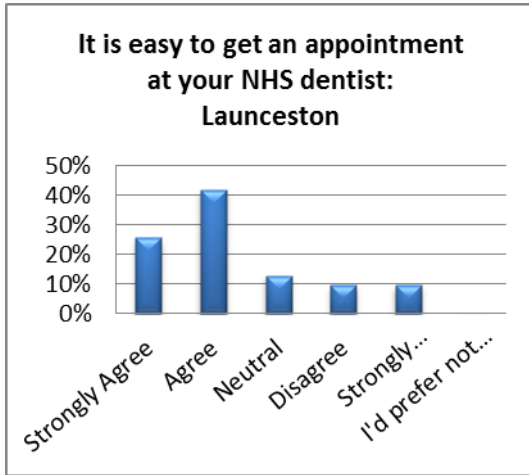
Appendix 5.u



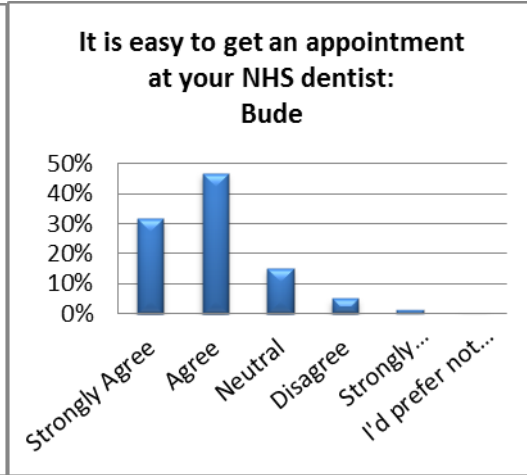
Appendix 5.v



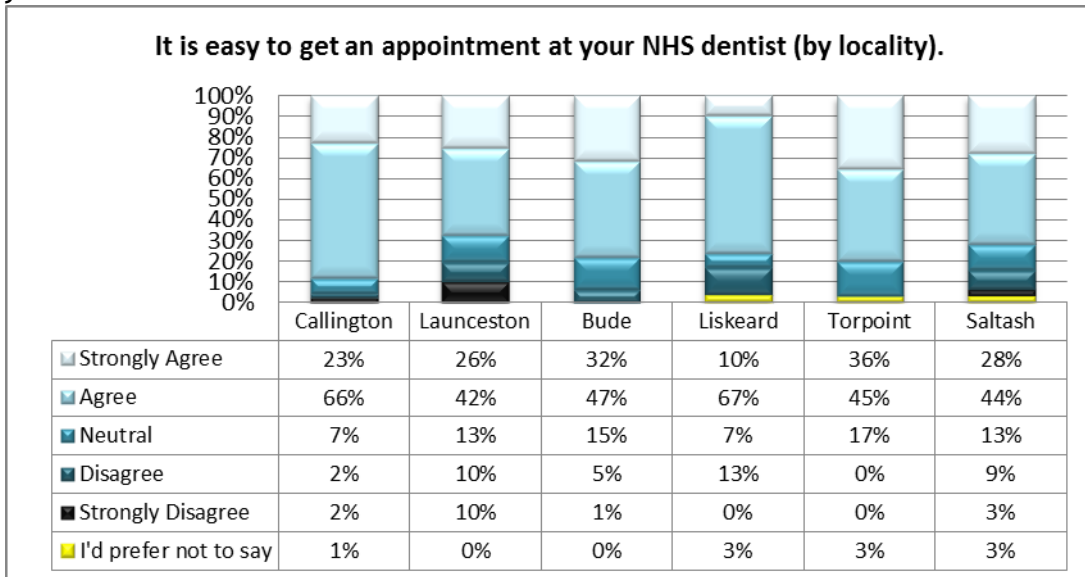
Appendix 5.w



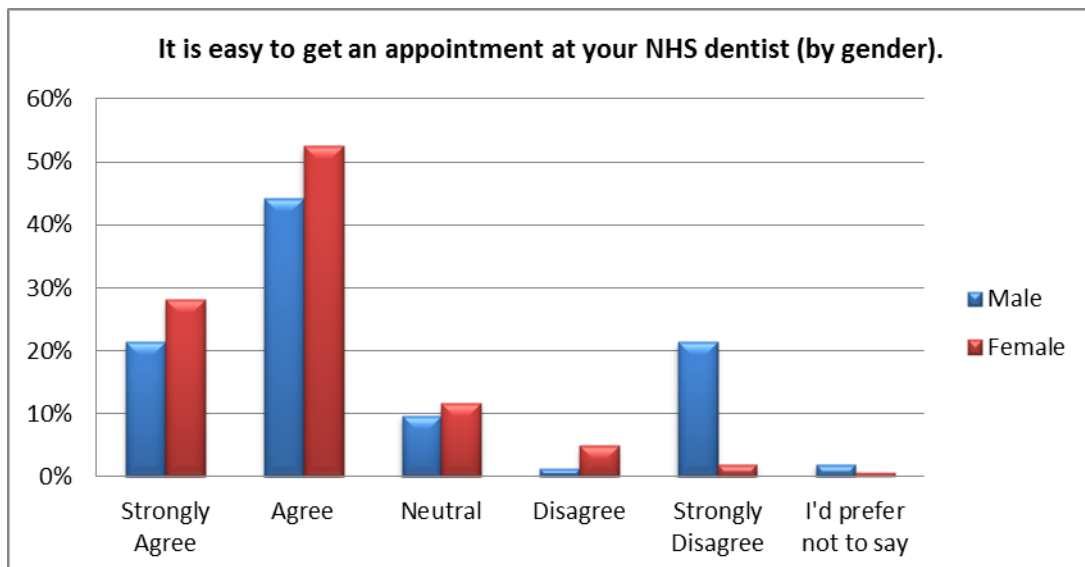
Appendix 5.x



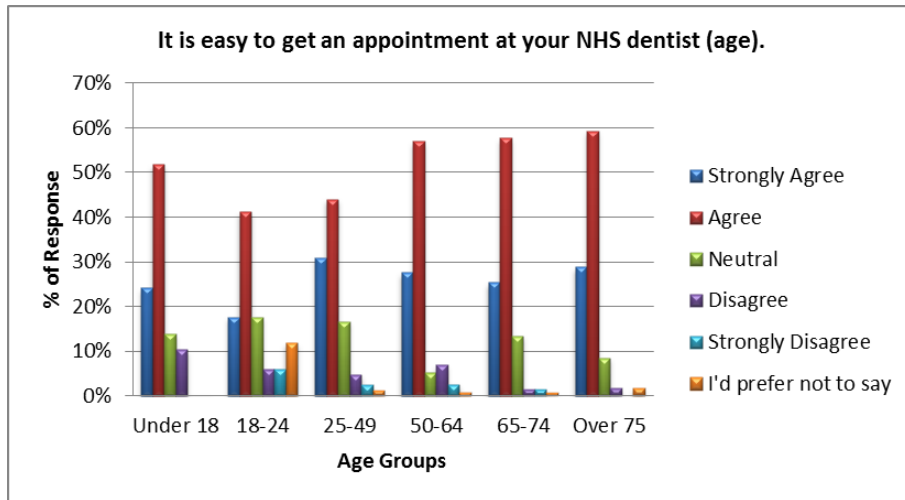
Appendix 5.y



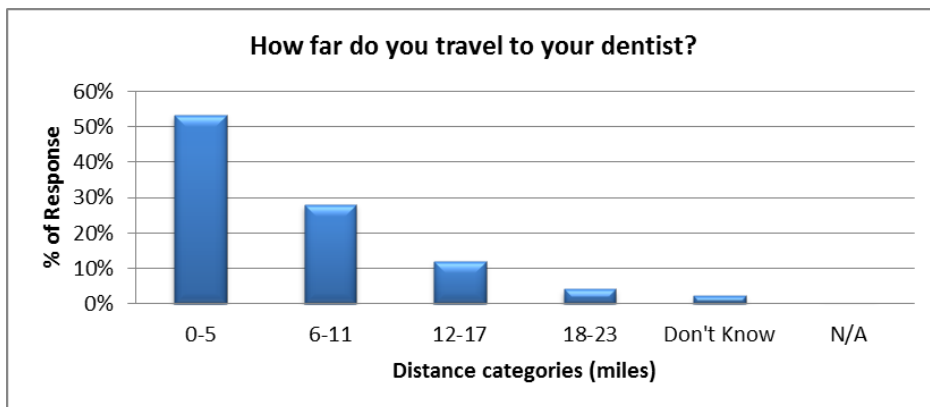
Appendix 5.z



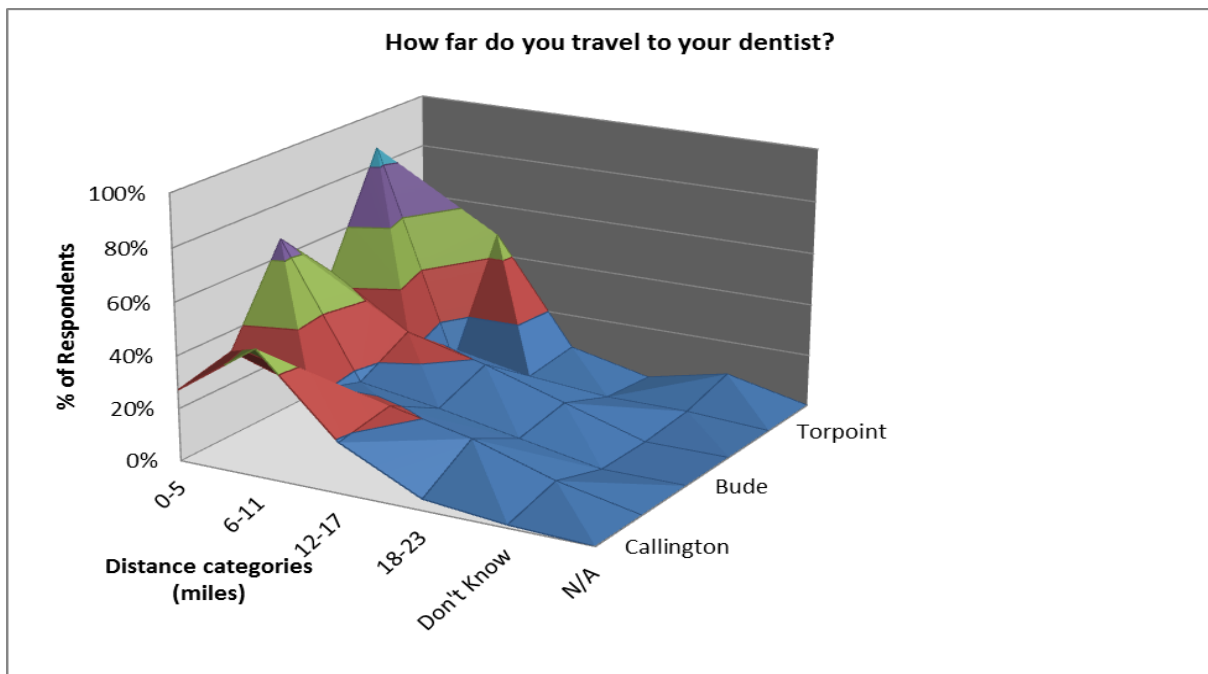
Appendix 5.aa



Appendix 5.ab

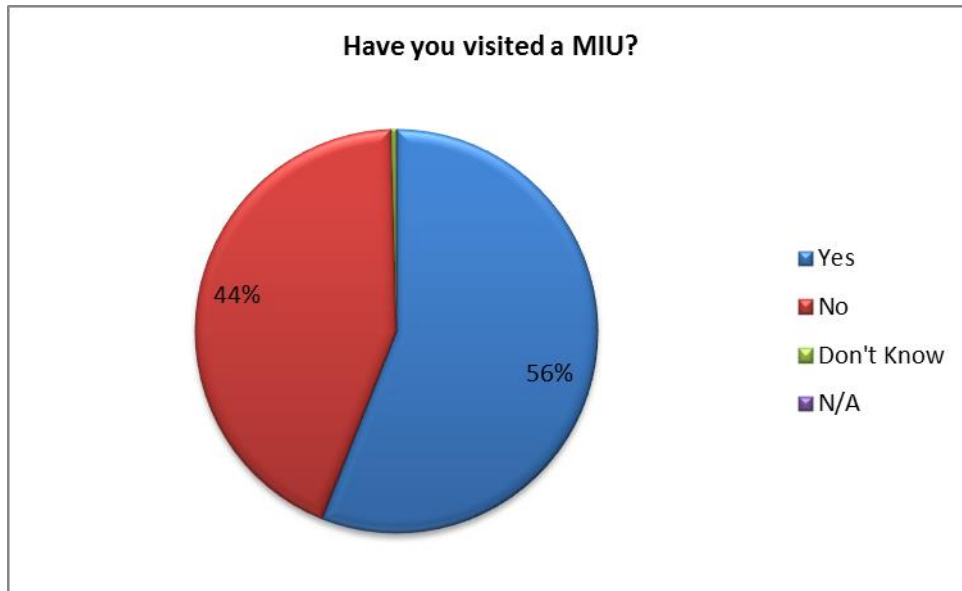


Appendix 5.ac

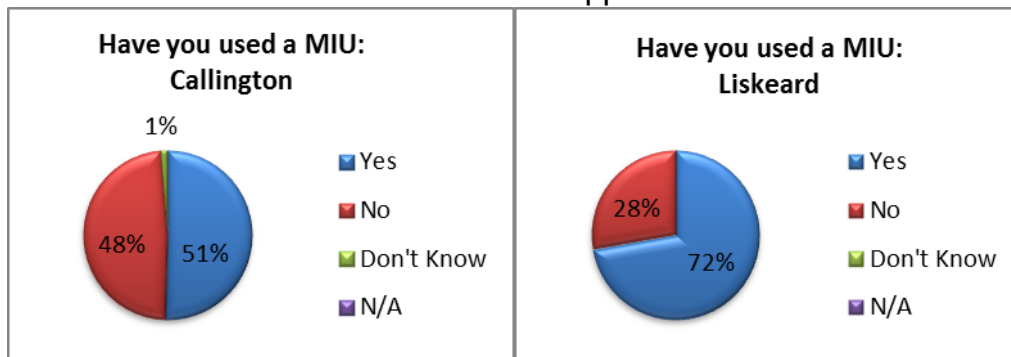


Appendix 6: Minor Injury Unit (MIU)

Appendix 6.a

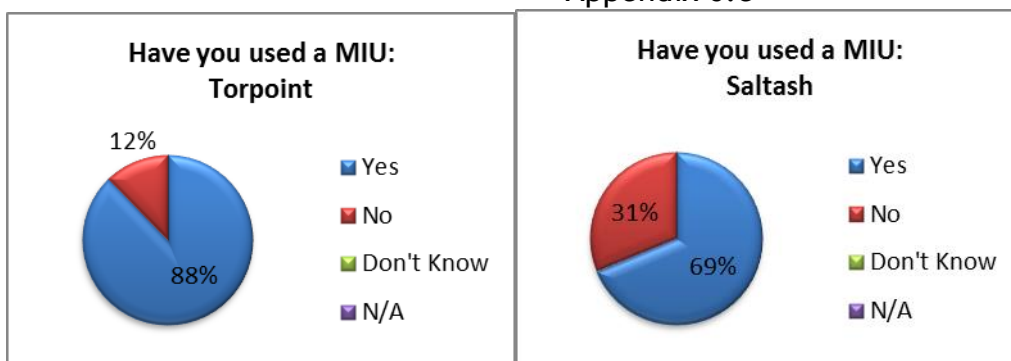


Appendix 6.b



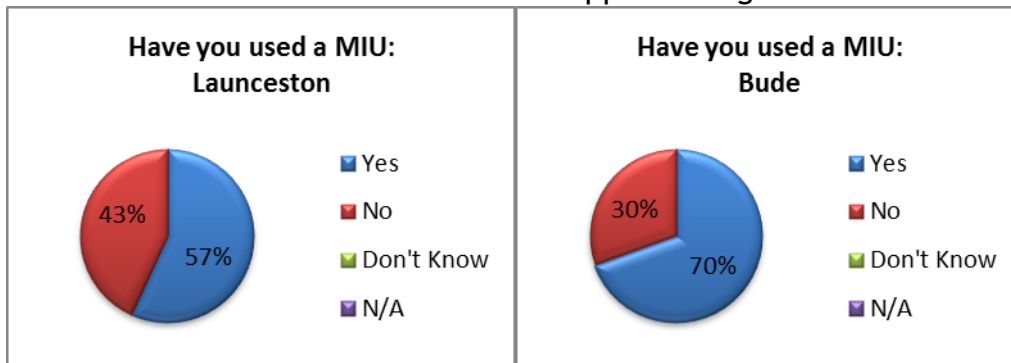
Appendix 6.c

Appendix 6.d



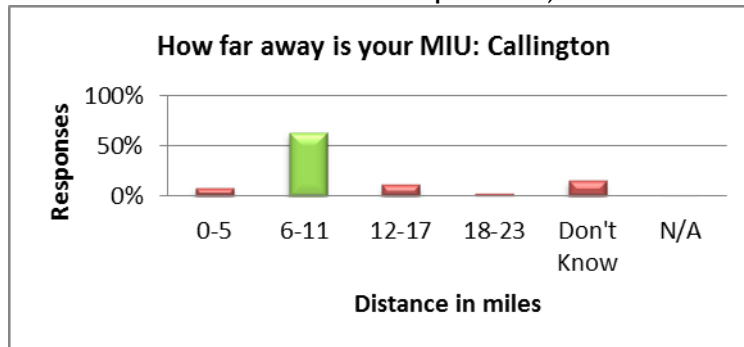
Appendix 6.e

Appendix 6.f

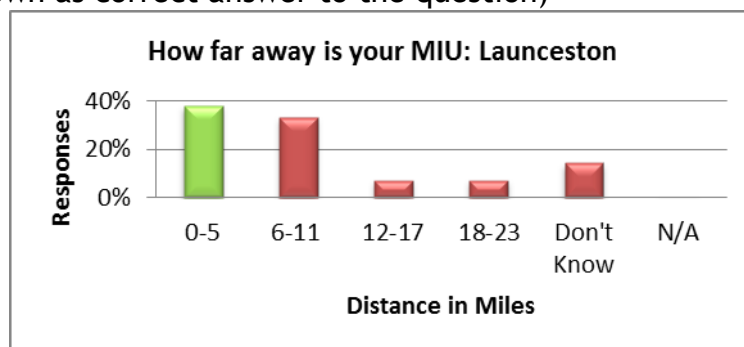


Appendix 6.g

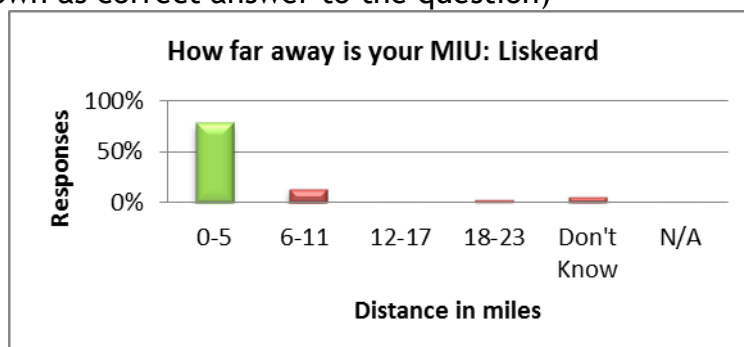
Appendix 6.h (green shown as correct answer to the question)



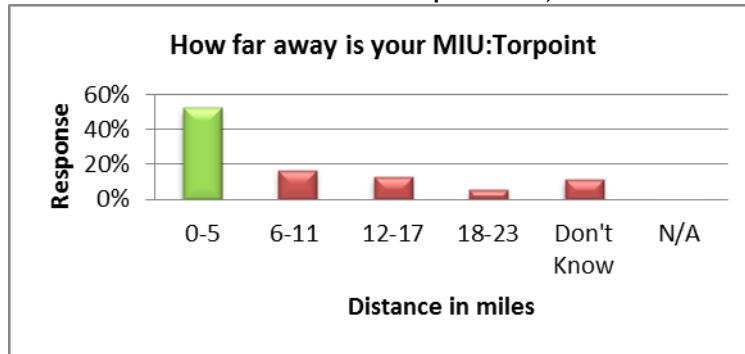
Appendix 6.i (green shown as correct answer to the question)



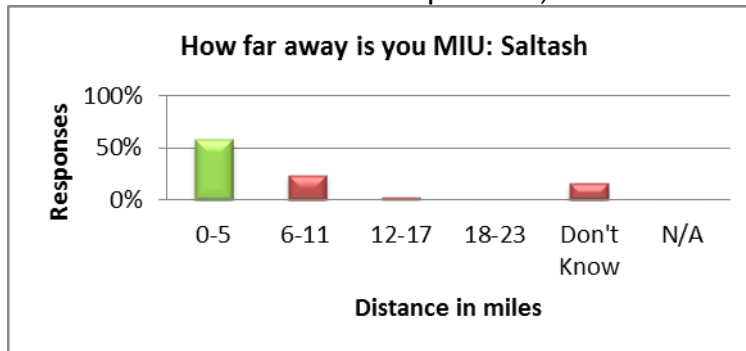
Appendix 6.j (green shown as correct answer to the question)



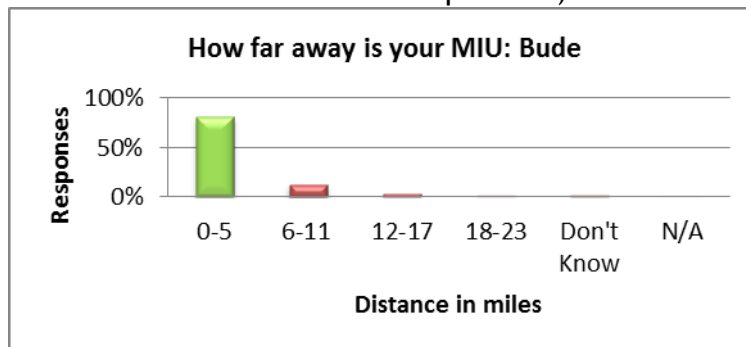
Appendix 6.k (green shown as correct answer to the question)



Appendix 6.l (green shown as correct answer to the question)

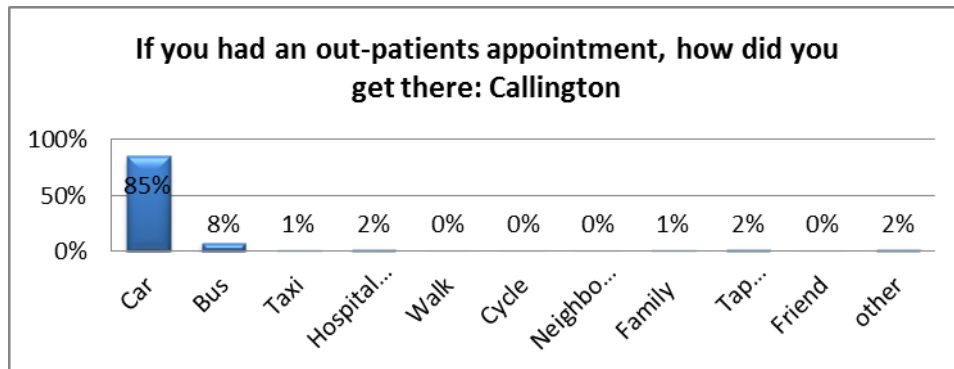


Appendix 6.m (green shown as correct answer to the question)

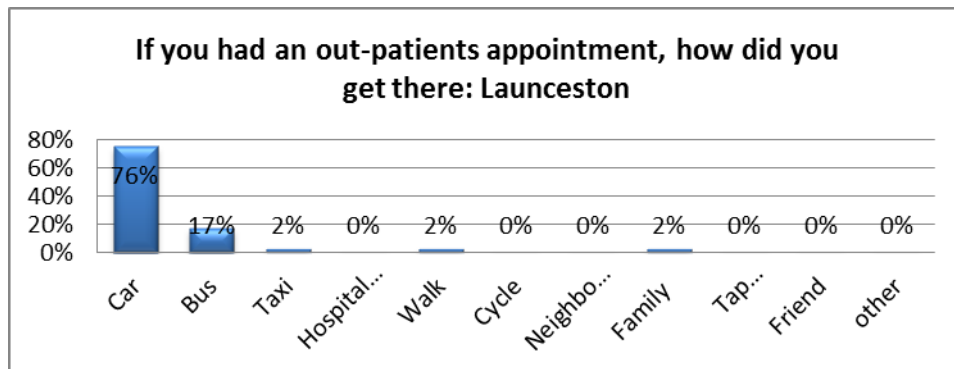


Appendix 7: Transport

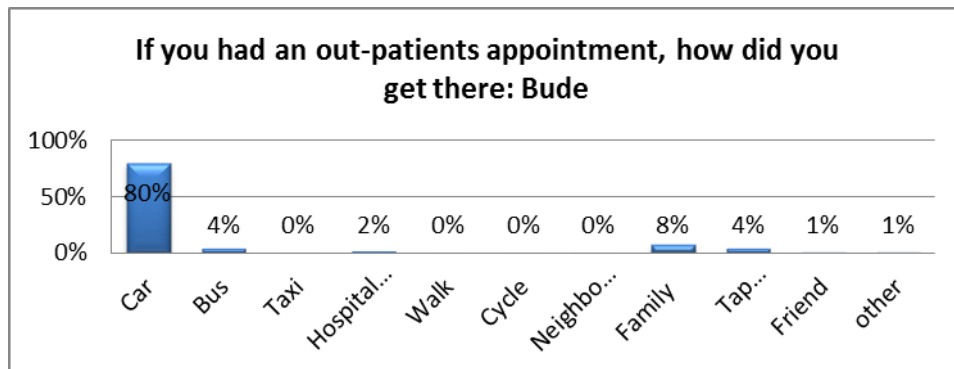
Appendix 7.a



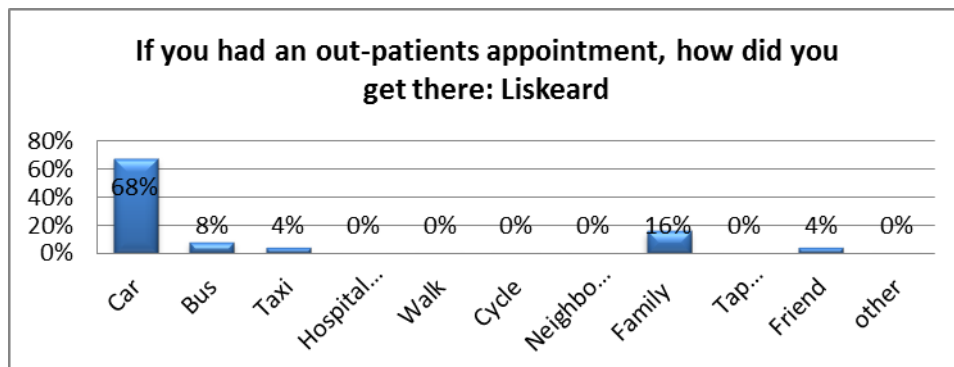
Appendix 7.b



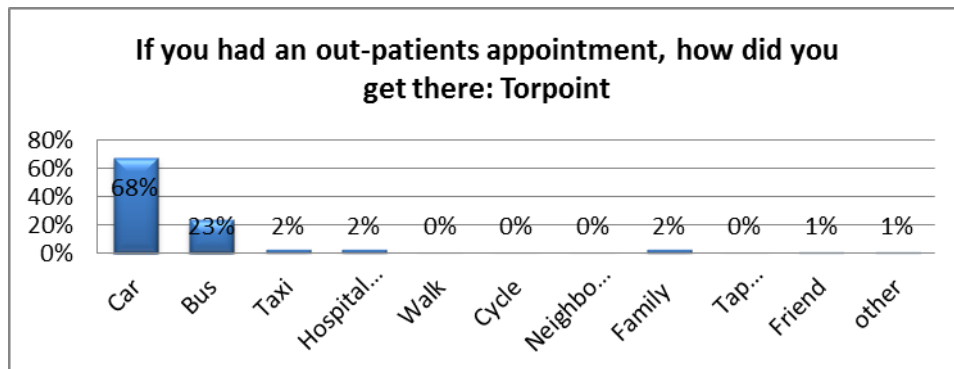
Appendix 7.c



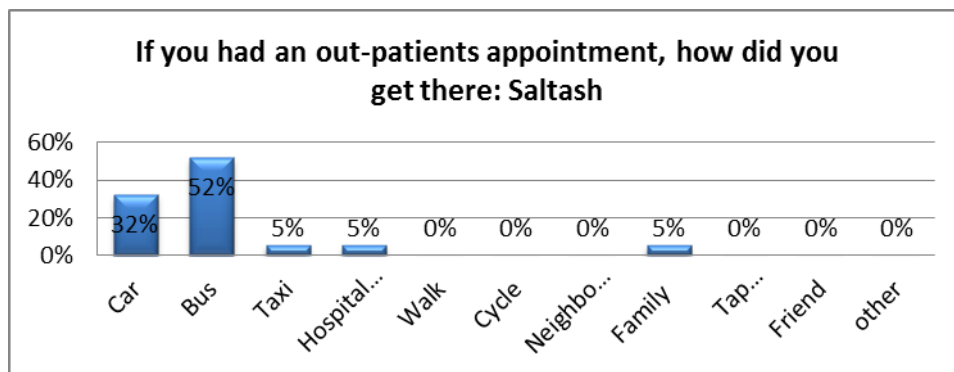
Appendix 7.d



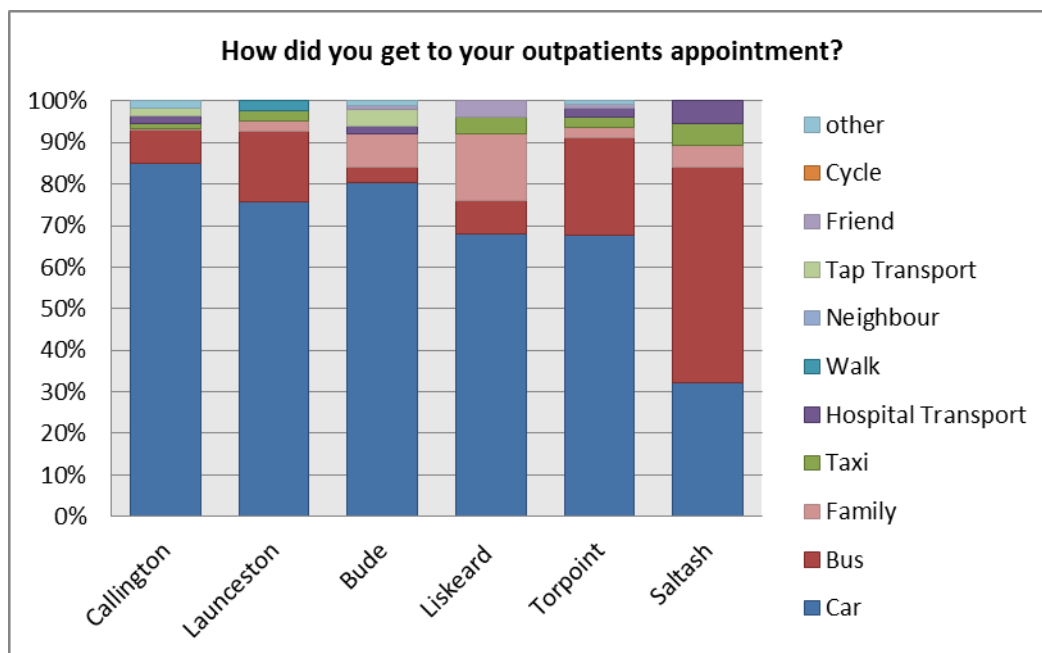
Appendix 7.e



Appendix 7.f

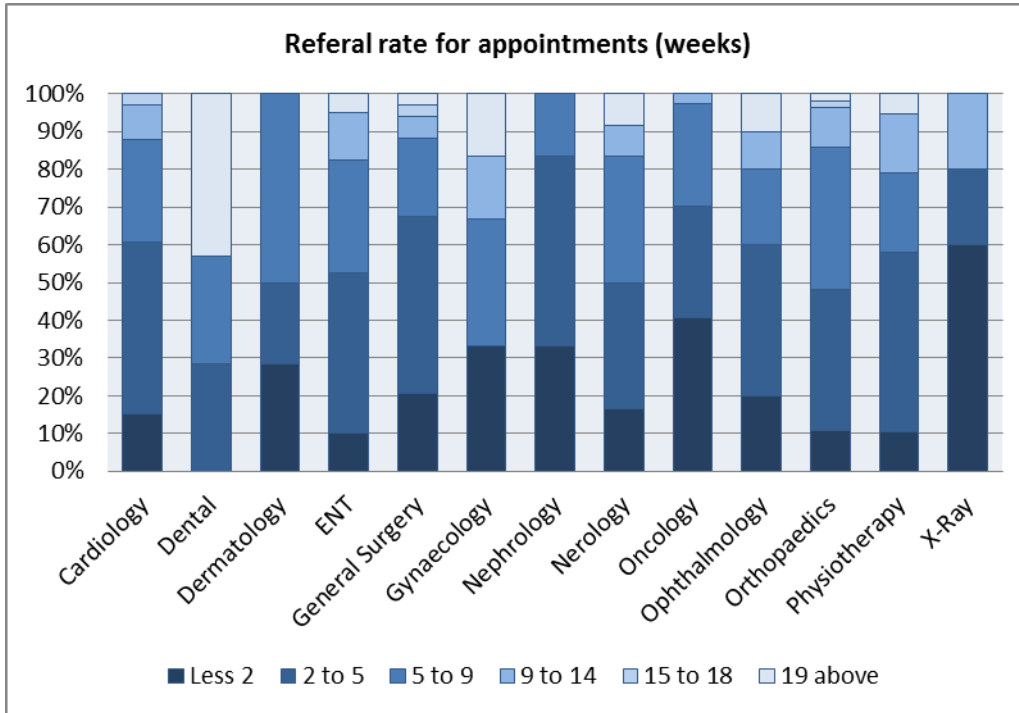


Appendix 7.g

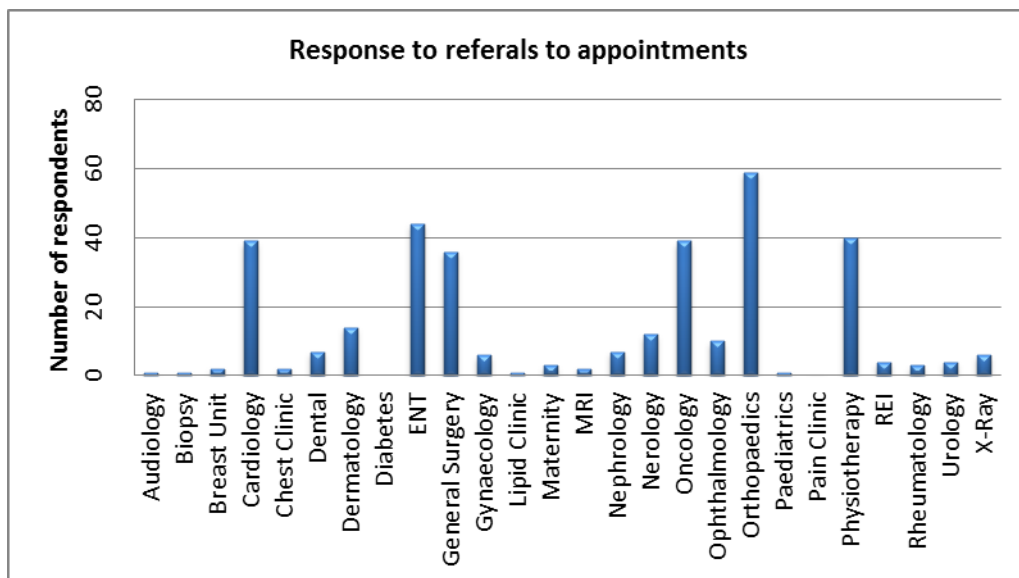


Appendix 8: Referral

Appendix 8.a



Appendix 8.b



Appendix 8: Sample of source comments

<ul style="list-style-type: none"> • Hospital transport very expensive. Like more consultants at nearby hospitals (Stratton)
<ul style="list-style-type: none"> • Found them very useful when we had to use Stratton hospital.
<ul style="list-style-type: none"> • Found them very useful when we had to use Stratton hospital. Do not have a car and hospital transport is expensive. We need more consultants to see us at our local hospital
<ul style="list-style-type: none"> • We are so far from an acute hospital, Stratton needs to have more outpatient clinics. I understand some of them have stopped recently. Worried about the imminent closure of local nursing homes. I also understand that although newly refurbished, the theatre in Stratton has never been used. Some O.Ps clinics are being discontinued.
<ul style="list-style-type: none"> • Following heart attack regular follow up appointments good service. Also excellent referral and treatment at Bodmin/Treliske
<ul style="list-style-type: none"> • Issues with disabled parking not enough places.
<ul style="list-style-type: none"> • Parking a problem no spaces almost missed my appointment.
<ul style="list-style-type: none"> • Healthcare very good. Husband has excellent diabetic care.
<ul style="list-style-type: none"> • Too far to walk for car park and expensive.
<ul style="list-style-type: none"> • Urgent need for more NHS dentist in area.
<ul style="list-style-type: none"> • Un reliable appointments making the bus impossible - unless very early appointments. Need earlier ones. Out of hours leads to hospital in Barnstaple - waste of time.
<ul style="list-style-type: none"> • Mums eye bleeding, good service at Stratton.
<ul style="list-style-type: none"> • Carer for father - Barnstaple appointments. Issue is getting him there. Carrying and driving. No professional backup unless daughter requests.
<ul style="list-style-type: none"> • Out of hours, more GP appointments in surgeries meaning better access. GPs should do own out of hours.
<ul style="list-style-type: none"> • Parking costs extortionate at hospitals, often difficult when taking elderly relatives Derriford
<ul style="list-style-type: none"> • Very good (Stratton CH) but always sent onto Barnstaple hospital.
<ul style="list-style-type: none"> • Only able to get to Derriford Hospital on public transport from Bude. Very limited service.
<ul style="list-style-type: none"> • Have used Stratton CH for children and have found them to be very good.
<ul style="list-style-type: none"> • Travelling on bus takes 1hour and 2 buses. No direct bus from Callington.
<ul style="list-style-type: none"> • NHS dentist not much help to me was told to go to Derriford.
<ul style="list-style-type: none"> • Our experience over the last 18 months has been exceptional in all departments.
<ul style="list-style-type: none"> • Car parking difficult at Derriford.
<ul style="list-style-type: none"> • We do not use our GP very often, but when we do it seems a very good service. We use Callington Health Centre in Hays Road.
<ul style="list-style-type: none"> • My GP Surgery is five miles away and I drive there once a month to collect eye drops. I do wonder how I will manage when I have to stop driving.
<ul style="list-style-type: none"> • I needed an emergency appointment. Phoned NHS, they wanted me to drive 1 hour to Truro instead of 20 minutes to Plymouth. I would like an NHS dentist.
<ul style="list-style-type: none"> • Very poor public transport. Especially to Treliske or Derriford. GP appointments are almost impossible to get. Typically 15 minutes on phone to get through only to find no appointments.
<ul style="list-style-type: none"> • Minor Injuries - excellent services except having to go elsewhere for x-ray. Transport to hospital

<p>appointments not available to people not on benefit, difficult to get help. Go every day for treatment. Not able to get to see own doctor. Diagnose over phone not good, can't see patient. GP receptionists not friendly.</p>
<ul style="list-style-type: none"> • Patients attending clinics should get a free parking ticket as charges are too high.
<ul style="list-style-type: none"> • Minor Injuries Unit - lack of knowing where is best to go. Hospital - very expensive per visit travel, parking, time. Services - the local health centre booking system is extremely frustrating - I cannot see the same GP without a four-week wait.
<ul style="list-style-type: none"> • Very good dentists, mostly East European.
<ul style="list-style-type: none"> • Dentist - appointments booked long time in advance for treatment. Hospital - due to waiting time went with BUPA.
<ul style="list-style-type: none"> • For colonoscopy GP referral - overall satisfactory experience.
<ul style="list-style-type: none"> • Don't trust NHS dentists. Hospitals - not enough buses!