

Community Engagement Feedback Report

November 2015 to February 2016

Report summarising feedback from people in Lancashire relating to hospitals, GPs, pharmacies, dentists, adult social care and other health and social care services.



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Introduction

Healthwatch Lancashire is committed to listening to patients and members of the public in Lancashire and making sure their views and experiences are heard by those who run, plan and regulate health and social care services.

This report summarises the feedback on health and social care services in Lancashire gathered by members of the Healthwatch Lancashire team during public engagement activities between November 2015 and February 2016 and feedback gathered through the Healthwatch Lancashire website.

This report will be shared with health and social care providers and commissioners in Lancashire requesting a response from each. Responses received by Healthwatch Lancashire will be published and added to the report.

Methodology

It is often those closest to the process who are best placed to give useful feedback on the way services work and how they can be improved. As patients and relatives are the ones who experience the process or service first hand, they have a unique, highly relevant perspective.

Patient and relatives input into designing services can be invaluable as sometimes seeing services from their point of view opens up real opportunities for improvement that may not have been considered before.

Representatives from Healthwatch Lancashire delivered a series of Care Circle events with community groups across Lancashire, which encourage members of the public to share their views and experiences of health and social care services.

The feedback included in the reports has been reported as it was shared with Healthwatch Lancashire.

Groups

Healthwatch Lancashire visited 18 groups in Lancashire between November 2015 and February 2016. The feedback in this report has been segmented by the groups' location and type of service. The following groups took part in care circle activities:

Central Lancashire: (covering Preston, Chorley, South Ribble and West Lancashire)

Central Lancashire Health and Wellbeing Collaborative
Preston Learning Disability Forum
Ravensthorpe Residents' Association
Galloway's Support Group in Chorley
Preston SMILE Group
St George's Men's Fellowship

North Lancashire: (covering Fylde, Wyre, Lancaster and Morecambe)

Blackpool, Fylde and Wyre Prostate Cancer Support Group
Babies, Bumps and Beyond Group in Lancaster
Making Space Group in Morecambe

East Lancashire: (covering Burnley, Ribble Valley, Hyndburn and Rossendale)

Burnley Alzheimer's Support Group
East Lancashire Deaf Society Group
Mental Health Carers Forum in Accrington
Hyndburn Parent Carer Forum
East Lancashire Older People's Forum
Pendle Parent Carer Forum
Pendle Women's Forum
Rossendale Parent Carer Forum
Skelmersdale Parent Carer Forum

Acknowledgements

Healthwatch Lancashire would like to thank all those who shared their views, experiences and took part in Care Circle activities or shared their experiences on the Healthwatch Lancashire website.

Feedback on hospital services in central Lancashire

Positive comments received

- A group member said that the new Orthopaedic Trauma Unit at Royal Preston Hospital is “brilliant”.
- A group member said that they felt they were given a good explanation by the consultant on the Glaucoma Department at Royal Preston Hospital.
- A group member described excellent treatment by Accident and Emergency staff at Royal Preston Hospital.
- An experience of excellent nursing in the Critical Care Department at Royal Preston Hospital was shared with a group.
- A doctor in Cardiology at Royal Preston Hospital was excellent, caring and compassionate according to a group member. They said: “He obviously had read my notes and knew all about me and my health issues.”
- A group member said that the Neurology Team at Royal Preston Hospital are “amazing”.
- A group member said that, in their experience, the food was really good at Chorley and South Ribble Hospital.

Concerns raised

- A group member said that they felt that the food at Chorley and South Ribble Hospital on the Respiratory Ward was awful.
- A group member raised concerns that they experienced a long wait for x-ray results from Chorley and South Ribble Hospital.
- A group member said that they experienced a long wait for an appointment at the Fracture Clinic at Royal Preston Hospital.
- A group member said that they felt that they had been discharged too early from Royal Preston Hospital because of bed shortages.
- A number of people said that the ‘choose and book’ system at Chorley and South Ribble Hospital causes inaccurate bookings, information and results in missed appointments.
- A number of people said that they felt there is a lack of co-ordination and liaison between hospital departments at Lancashire Teaching Hospitals NHS Foundation Trust.
- A group member said that they felt they had no support or signposting following discharge from Royal Preston Hospital.
- A group member said that they were unable to understand the diabetes doctor which caused confusion with their medication and prescriptions.
- A group member said that they felt it is difficult to access appointments at the pain clinic at Royal Preston Hospital
- A number of people said that the letters they receive from hospitals are not easy to read.

Suggestions received

- A group member felt that more specialised care is needed after discharge from post-operative brain surgery. They said “People feel very vulnerable once they are discharged.”
- A number of people in a group said the signage relating to clinic times for blood tests and x-rays at Royal Preston Hospital is poor and needs to be improved.

Feedback on GP services in central Lancashire

Positive comments received

A group member praised the teleconference system used in their GP in Chorley.

A group member said that they like the Health MOTs in Chorley.

A number of people said that prostate cancer checks at their GPs are very good.

A member of a group said that they feel Glenroyd General Practice always tries to accommodate 9 to 5 workers.

A group member said that they have found it easy to get same day appointments at Riverside Medical Centre.

A group member said that they liked that their blood results are sent by text message at St Fillans Medical Centre and you also receive text reminders for appointments.

A group member said that the phone service at Briarwood Medical Centre has improved as they no longer use an automated phone system.

Concerns raised

A group member said that they have experienced a long wait at their GP for an ear syringing procedure.

A member of a group said that they have experienced difficulties contacting Library House Surgery. They said "The phone line is always busy and when you finally get through in the morning, appointments are always gone."

A group member said that it is difficult to see the same doctor at Regent House Surgery and some said it is difficult to get an appointment.

A member of a group said that they feel the reception is very busy and under-staffed at Copple GP Surgery in Chorley.

A group member said that they do not like having to remind themselves for six month review appointments.

A group member said that the waiting time for a referral from your GP to hospital is too long.

Suggestions received

A group member said that GPs in Chorley should offer Health MOTs for people over 70 years old.

A member of a group said that bowel cancer screening should be automatic.

Feedback on care homes and social care services in central Lancashire

Concerns raised
A relative raised a concern about Coppall Care Home that the home would not allow people in to repair and clean resident's hearing aids.

Feedback on other health and social care services in central Lancashire

Positive comments received
A group said that they felt that the Chorley Out-of-Hours service keeps people out of hospital. A group member said that the District Nurses Team have been very good.
Concerns raised
A group member said that NHS 111 had given them the wrong advice to see their GP rather than go to hospital. A group member said that they found it difficult to access cancer screening. A group member said that they feel that instructions on medication and in leaflets are inconsistent.

Feedback on hospital services in north Lancashire

Positive comments received

A number of people said that patients' files having a butterfly sticker to make the staff aware that they have dementia at Royal Lancaster Infirmary is very good.

A member of a group said that they felt that parking at Royal Lancaster Infirmary has improved.

A group member said that they were told that an appointment could take a while to come through but was given a date within two weeks at Royal Lancaster Infirmary which they felt was very good.

The Cancer Care Unit at Royal Preston Hospital is really good according a member of a group.

A group member felt that cancer appointments, including scans and tests, are very quick after being diagnosed at Blackpool Victoria Hospital.

A group member said that they liked it when some consultants ask the patient what sort of treatment they would like at Blackpool Victoria Hospital.

A group described the service at Blackpool Victoria Hospital as "excellent", "brilliant, the consultant explained everything to me" and "Blackpool Victoria Hospital have been brilliant with me".

Concerns raised

A group member said that their move to a ward at Royal Lancaster Infirmary was difficult. This was because their partner couldn't stay on ward with the mother after a birth.

A group member said that they felt that there seems to be a lack of communication between Royal Lancaster Infirmary and Royal Preston Hospital.

A group member said that they felt there is a long wait for medication from Royal Lancaster Infirmary which delays discharge.

A group member said that their daughter was sent home with wrong medication at Royal Lancaster Infirmary.

A group member, who was a patient at Blackpool Victoria Hospital, said that it is sometimes stressful to have options on cancer treatments. They said "I was not in the right frame of mind to make a decision and I didn't know what it all meant."

A group member said that some consultants at Blackpool Victoria Hospital need to improve their bedside manner.

A group said that they felt doctors and consultants at Blackpool Victoria Hospital use too much jargon and information should be put in terms that are easier to understand.

Suggestions received

A group said that parking facilities near the Medical Unit at Royal Lancaster Infirmary could be improved, especially near to the helicopter pad.

Feedback on GP services in north Lancashire

Positive comments received

A group member said that they liked it when their doctor, from Queensway Practice, visited them at their home and then followed this up by ringing them the next day.

A group member said that Great Eccleston surgery is great and felt that if they cannot fit you in to see a GP then they will make sure you get to see a nurse.

A group member said that the text messaging service used by The Crescent is really good.

A group member said that they have no problem in getting same-day appointments at Coastal Medical.

A member of a group said Rosebank Surgery is very nice and easy to get an appointment. They commented that the surgery has a few phonelines so you will always get through.

A member of a group praised the receptionist at West End Practice as being really helpful.

A group member said that Queen Square Practice always ask patients "What more can we do to improve the service?"

A group member said that if you ring Owen Road Surgery early you can always get a same-day appointment.

A group member said Stonyhill Medical Practice in Blackpool are "brilliant".

A group member said that their doctor at Lytham Surgery understands them and asks direct questions which they like.

Concerns raised

A group member said that they had a poor experience with their GP at Coastal Medical Practice as their GP does not seem interested and keeps looking at the clock.

A group member said that they find it very difficult to get an appointment at Thornton Surgery. They said they felt if you cannot get through before 9am then all the appointments are gone.

A group member said that they felt that the receptionists at Harrowside Medical Centre, in Blackpool, are not very helpful.

A group member said that they felt the receptionists at Park Medical Practice, in St Annes, are not very helpful.

A group member said that a patient in her 90s requested a home appointment from Ash Tree Surgery but was declined which they felt was a concern.

A number of people said that they are not happy when receptionists ask too many personal questions.

A group member said that they were unhappy with the care they received from Thornton Health Centre and eventually decided to change to Fleetwood Health Centre.

A group member said that they struggle to get appointments at Great Eccleston Surgery.

A group member said that they do not like it when you cannot discuss more than one issue in an appointment and double appointments are needed.

A group member said that their GP only undertakes telephone appointments but they find it difficult to describe the pain in their arm when they do not see a doctor.

A group member said that they are too scared to complain because they rely on their GP.

Feedback on dental services in north Lancashire

Positive comments received

A group member said that they felt Princes Crescent Dental Practice is very good and very easy to get appointments.

A group member said that Whitegate Drive Community Dentist is fantastic for spending time with their grandson to discuss his teeth.

Concerns raised

A group member said that they felt abandoned by their NHS dentist in Carnforth.

A number of people raised concerns that the waiting lists for an NHS dentist are too long. A group member stated that they had contacted the dental helpline and had been waiting to hear back for more than six months. A member of a group said that you have to go twice a year even if you do not need to go or you are taken off the list, which they felt was unfair.

Feedback on care homes and social care services in north Lancashire

Positive comments received
A group member said that Welcome Home (previously called Hillcroft) is “an excellent care home”.

Feedback on other health and social care services in north Lancashire

Positive comments received

A group member said that Bowerham Pharmacy have very helpful staff.

A group member said that Bare Pharmacy provide an excellent service and they deliver medication to people's homes which is a big help.

A member of a group said that Hesketh Road Pharmacy is fantastic.

A number of people said that the Breastfeeding Counsellors are a very useful service

A group member said that Vale View Day Centre in Lancaster is good with many activities available.

Concerns raised

A group member raised their concern about the NHS 111 service stating that they were promised a call back but it never happened.

Suggestions received

A group member said that cancer referral processes need to be improved.

A group member said that they felt that men will not talk to anyone about their condition so it would be good if their partners or wives could go with them to their appointments.

Feedback on hospital services in east Lancashire

Positive comments received

A number of people said that the Butterfly Scheme at Royal Blackburn Hospital is excellent although staff need to be more aware of it.

A group member said that a member of staff from East Lancashire Hospitals NHS Trust was very sympathetic and helped with their relative with dementia.

A group member said that they appreciated it when they were talked to as an adult by staff at Royal Blackburn Hospital. They stated that they felt elderly people can often be treated like a child.

Concerns raised

A group member said they their relative was not put on the Butterfly Scheme initially because they felt staff were not aware of it.

A group member said that they felt Royal Blackburn Hospital appeared very full and understaffed. They raised concerns about confusion of transfers to wards and that it can be very upsetting for patients with dementia when there is a lack of awareness for treating dementia patients.

A group member said they experienced a four hour waiting time in Royal Blackburn Hospital A & E with a family member presenting a severe mental health episode and there was nobody to give support.

A member of a group said that they feel the interpreter service is not reliable and there are a lot of appointments where this has not been booked. It means that family members are interpreting or the appointment is a waste of time and surgeries have been cancelled.

A group member said that hospitals use one interpretation service and do not accept suggested interpreters. The group felt that ones awarded the contracts are often not the most reliable and qualified.

A group member said that their child's feet were measured incorrectly on the Orthotic Department at Burnley General Hospital which caused upset. Their son had learning disabilities.

A group member said that they felt that there is no continuity with different doctors and departments of the Children's Assessment Ward at Royal Blackburn Hospital. They felt that this is distressing and inconvenient.

A number of people said that they felt that car parking at Royal Blackburn Hospital and Burnley General Hospital is poor.

Suggestions received

A group member felt that more Mental Health Awareness training is needed for staff.

A group member said that they felt that Royal Blackburn Hospital is chaotic when you enter. They stated that the reception could be better and that more training is needed for reception staff.

Feedback on GP services in east Lancashire

Positive comments received

A group member said that the nurse practitioner at Rossendale Out-of-hours Service was fantastic and they felt listened to.

A group member said that Fairmore Medical Practice has young new doctors who are practical and innovative.

A group member with a child who has a learning disability said that Earby Surgery let them get early appointments to help them cope in waiting room which is good.

A group member said that they liked that there was a 'human being' at the end of the phone.

A group member said they liked that they received a friends a family test via text message after their visit.

A group member said that their practice nurse is very caring and gave them a lot of information.

Concerns raised

A group member raised concerns that they felt that Fairmore Medical Practice is difficult to access by phone.

A group member said that they felt GPs are not trained well enough in the support and referral process for carers.

A group member said that appointment alerts are not deaf friendly in a lot of surgeries. This means that people are relying on the reception staff.

A group member felt that they had a rushed diagnosis at Rossendale Out of Hours Service and didn't feel listened to.

A group member said that they felt that not seeing the same GP can cause issues when the appointments are for children.

A group member raised concerns for GP receptionists repeating back personal information and this raises an issue of confidentiality.

A group member said that they do not like it when their GP calls them by their first name when they are registered with their middle name.

A group member said that they do not like it when there are only certain times that you are able to order a prescription or book an appointment.

Suggestions received

A group member said that Fairmore Medical Practice needs a receptionist area that is more private.

A group member felt that medical notes are not read by staff so they are ill informed about patients' disabilities. The group suggested that it would be better to have a different coloured folder or some sort of identification to make this clearer.

A group member said that they felt that it is easier when you see your own GP because you do not have to repeat your story which is frustrating. They suggested that this could reduce waiting times.

Feedback on dental services in east Lancashire

Positive comments received

A group member said that Yarnspinnners Dental Department are good at giving patients more time and space with their children.

Suggestions received

A group member said that the environments of dentists are often not suitable for many adults and children with special needs. Member felt a mapping exercise would be advantageous.

A group member said that they were not registered with a dentist for at least a year and they also had difficulty registering their children with a dentist.

Feedback on care homes and social care services in east Lancashire

Positive comments received

A group member said that record keeping at Abiden Rest Home was excellent. The staff speak to residents with care and dignity and as individuals with good activities.

Concerns raised

A group member raised concerns about Nelson Manner Care Home in relation to cleanliness, food not being appropriate for people with dementia, lack of resident reviews, high staff turnover, difficult to speak to the manager and poor record keeping.

A group member raised concerns for funding for care homes stating that it is worrying and people with no money who lose out.

Feedback on other health and social care services in east Lancashire

Positive comments received

A group member said that they felt that Care Coordinators often have a poor reputation but this is untrue in their experience.

A group member said that their STAR worker is always on the end of the telephone and is very useful.

Concerns raised

A group member raised concerns that there are no respite services for carers especially now drop-in centres have gone.

A group member expressed concerns about funding for mental health.

A group member raised concerns that it is difficult when people are told that they are not severe enough to access Child Adult Mental Health Services.

A group member said that they felt that action is rarely taken to deal with complaints by Lancashire Care NHS Foundation Trust. The group said that they have been campaigning for mental health services for many years and feel that they have seen no improvements.

A group member said that not many people can handle those with dementia, including services such as the Police.

A group member said that they felt that it is difficult to get referred to adult mental health services.

Suggestions received

A group member felt that delivering medication should only be provided to people that need it.

A group member suggested funding community cafés for people with mental health problems.