

# What you are telling us

July to September 2022

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

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## Introduction

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

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

## Dates

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

## Overview

In this quarter we collected 182 different pieces of feedback about local health and social care services.

## Sentiments

60 per cent, or 110 pieces of feedback was negative.

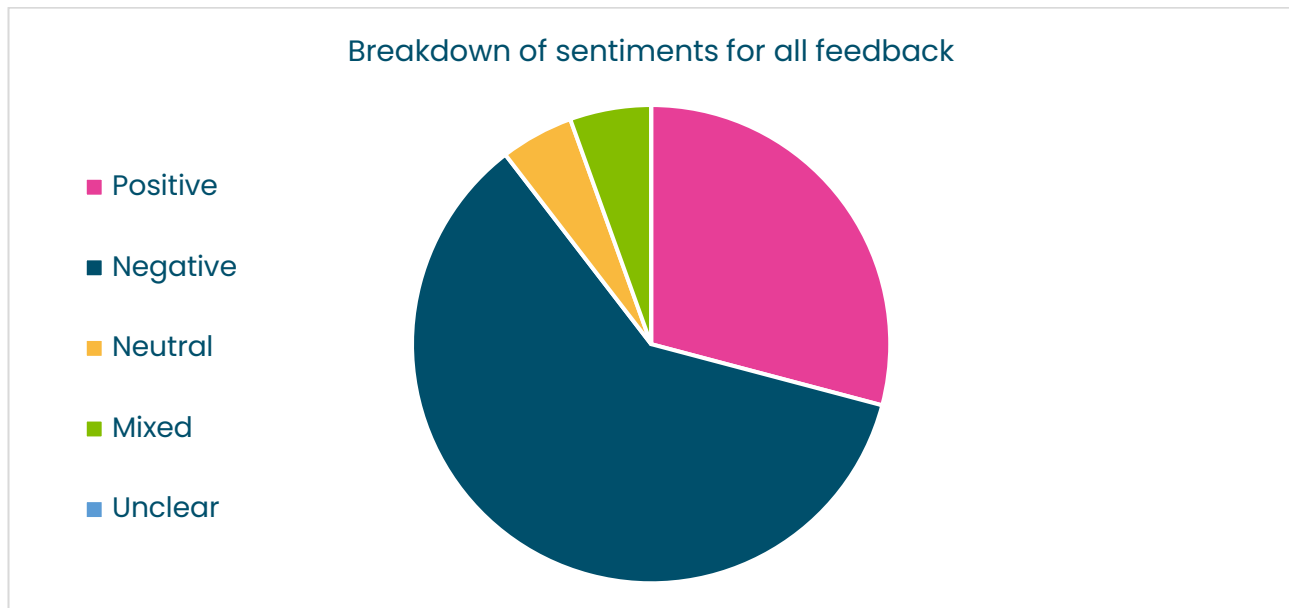
29 per cent, or 53 pieces of feedback was positive.

5 per cent, or 9 pieces of feedback was neutral.

6 per cent, or 10 pieces of feedback was mixed.

0 per cent, or no feedback was unclear.

Graph 1.



## Common themes

The most common theme across all feedback was 'Quality of care' which was mentioned 49 separate times.

The second most common theme was 'Organisation and Staffing' which was mentioned 45 times.

The third most common theme was 'service delivery' which was mentioned 31 times.

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

The most common service we collected feedback on was Spire Methley Park Hospital which was mentioned in ten pieces of feedback. Nine pieces of their feedback were positive, 90 per cent, one was negative, 10 per cent. Within the nine pieces of positive feedback, 'service delivery' was mentioned five times, 'quality of care' was mentioned three times, and 'quality of appointment' was mentioned once. The negative piece of feedback was around 'food, nutrition'.

The second most common service mentioned New Southgate Surgery which was mentioned four times; two positives, 50 per cent, one mixed, 25 per cent, and one negative, 25 per cent. Both pieces of positive feedback focussed on 'quality of care', the negative piece of feedback focussed on challenges with booking appointments, and the mixed feedback was positive about the quality of the staffing but also highlighted difficulties with booking appointments.

Primary care was the focus of 42 per cent, 76 pieces of the feedback, and secondary care was 32 per cent, 58 pieces.

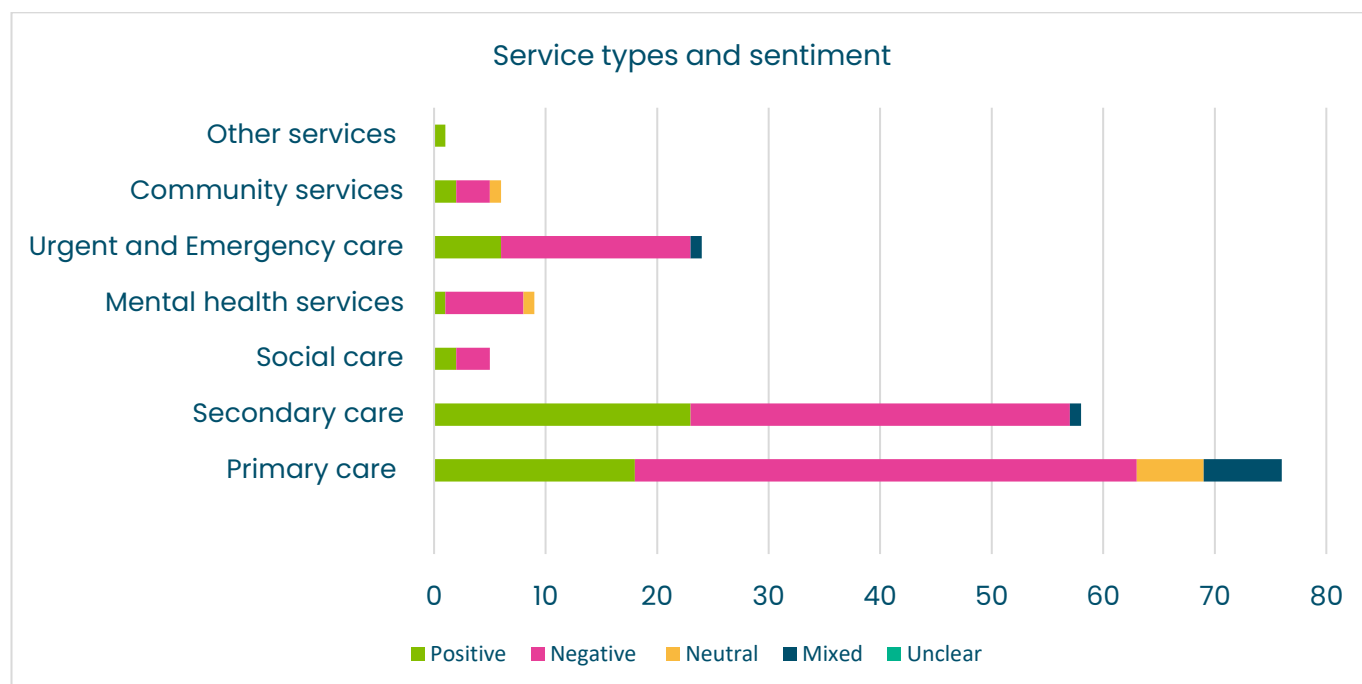
The table following shows a detailed breakdown of the feedback, and the sentiments, against the different service types.

Table 1.

	Positive	Negative	Neutral	Mixed	Unclear	Total number of pieces of feedback given	Percentage of total feedback
Primary care	18	45	6	7	0	76	42 per cent
Secondary care	23	34	0	1	0	58	32 per cent
Social care	2	3	0	0	0	5	3 per cent
Mental health services	1	7	1	0	0	9	5 per cent
Urgent and Emergency care	6	17	0	1	0	24	13 per cent
Community services	2	3	1	0	0	6	3 per cent
Other services	1	0	0	0	0	1	1 per cent

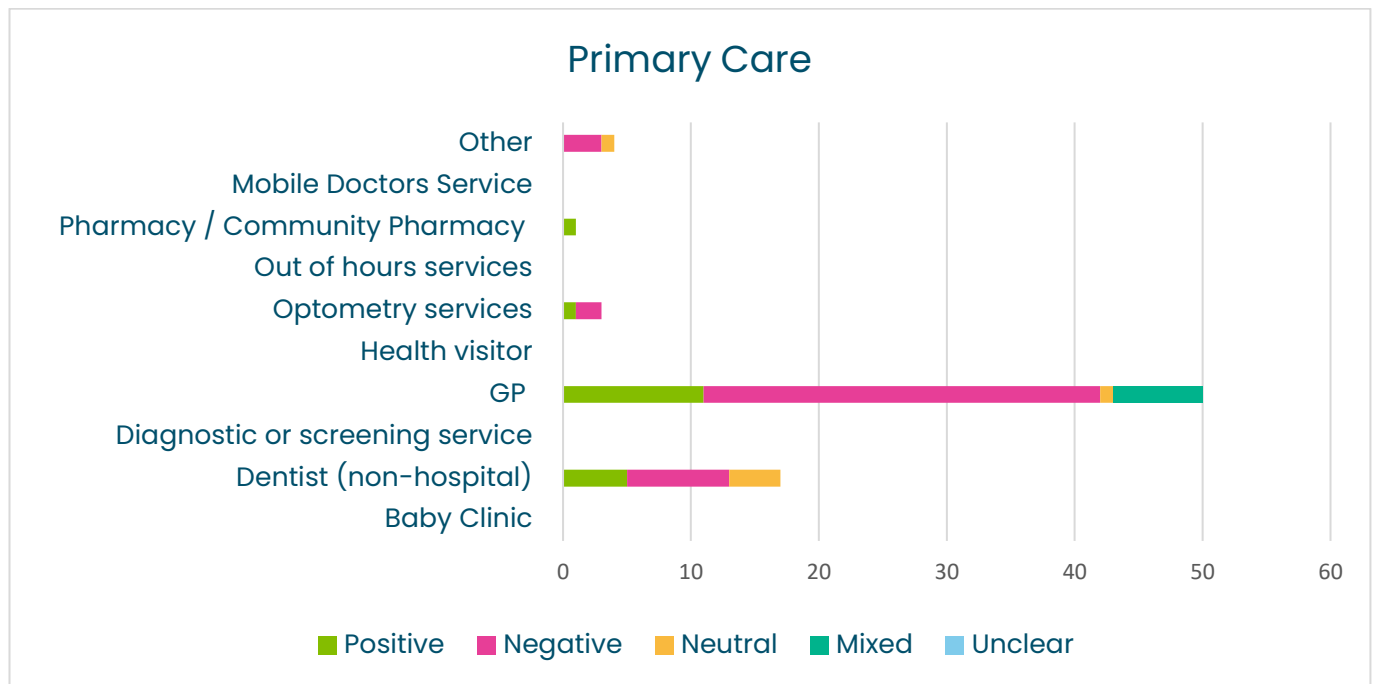
The graph below shows the information as a bar graph.

Graph 2.



## A focus on primary care

Graph 3.



GP services was the largest proportion of feedback on primary care services. They were the focus of 66 per cent, 50, of the feedback. 31 negative, 11 positive, one neutral and seven mixed.

The key themes of GP services were 'booking appointments' mentioned 12 times, 'service delivery' mentioned 12 times and 'Quality of care' was mentioned 11 times.

Dentists (non-hospital) was the second largest proportion of feedback. They were the focus of 17 pieces of feedback, this is 22 per cent of the feedback for primary care. Eight negative, five positive and four neutral. The key themes for dentists were 'Access to services' mentioned ten times, and 'service delivery' mentioned four times.

Optometry was the focus of three pieces of feedback, this is four per cent of the feedback for primary care. Two negative and one positive. The key themes on Optometry services were 'access to services' mentioned twice, both negative, and quality of care, building or facilities and service deliver all mentioned once.

## A focus on secondary care

You gave us feedback about 58 different secondary care services.

The most common was Outpatients services which were the focus of eight pieces of feedback. This is 14 per cent of the feedback for secondary care. There were six positive and two negatives. The key theme here was 'service delivery' which had four pieces of positive feedback.

Acute services were also the focus of eight pieces of feedback. Six were negative and two were positive. The key themes were 'quality of care' which was mentioned eight times.

## Where did we hear this feedback?

The most common method used to give us feedback was speaking to a member of staff at an engagement event. You gave us 87 pieces of intelligence this way, which was 47 per cent of the time.

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

Table 2.

Postcode	Count of Postcode
WF1	11
WF10	1
WF11	1
WF13	1
WF2	13
WF3	2
WF4	6
WF5	10
WF6	4
WF7	10
WF8	5
<b>Total</b>	<b>64</b>

## What we do with the experiences you share

We collect public and private feedback and share it with:

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

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

## Do you have a story to share?

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

## Why share your experiences?

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

## How you can share your experiences

There are two ways you can do this.

### 1) Our Feedback Centre

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

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

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



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

## **2) Contact us**

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

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

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



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