

CONSULTATION CARAVAN EVENTS

Summary Report

October 2014



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www.healthwatchtorbay.org.uk

Registered Charity Number: 1153450

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Introduction

In September 2014, we visited each of Torbay's town centres - Torquay, Paignton & Brixham to gather feedback from local people on health & social care services.

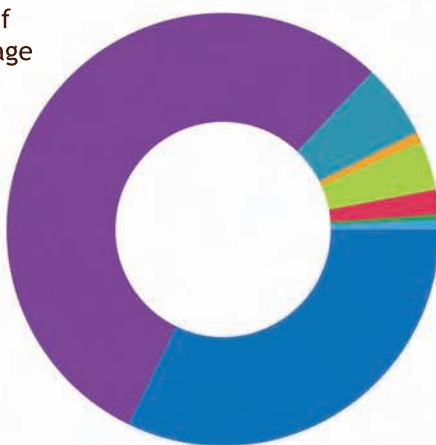
The Healthwatch staff team and a team of volunteers took to the streets in a 'Consultation Caravan' (left) to encourage members of the public to share their service experiences. We visited Fore Street, Brixham on Tuesday 23rd September from 10am-3pm, Victoria Street, Paignton on Thursday 25th September from 10am-3pm, and Union Street, Torquay on Saturday 27th September from 10am-

4pm. We spoke to hundreds of people and acquired 204 reviews in all, 82 from Paignton, 69 from Brixham, and 53 from Torquay. We were also joined by representatives from the South Devon & Torbay Clinical Commissioning Group (CCG), Support Empower Advocate Promote (SEAP), and Abdominal Aortic Aneurysm (AAA) Screening.

Types of Services Reviewed

The type of services reviewed by the 204 members of the public can be seen in the diagram on the right. GPs and Hospitals (mainly Torbay) accounted for 86.5% of the total reviews. Below are the average ratings provided for all providers.

Reviews (by provider type)



Category	%
Hospitals	32.2%
GPs	54.8%
Dentists	5.6%
Social Care	0.7%
Pharmacies	3.7%
Other	0.0%
Opticians	1.9%
Emergency Care	0.4%
Community Based	0.7%

Cleanliness ★★★★★☆

Quality of care ★★★★★☆

Quality of food ★★★★★☆

Staff Attitude ★★★★★☆

Treatment explanation ★★★★★☆

Waiting Time ★★★★★☆

Top Three Issues/Trends

The most frequent issues raised via our consultation caravan events included:

Appointment systems at GP Surgeries

Feedback established this as the biggest issue amongst the Torbay public, with most reviewers finding booking an appointment very difficult and confusing, and some even saying that due to this they are using the Out of Hours Doctors service more and more.

Hospital Waiting times

We received feedback highlighting increasing Hospital waiting times (particularly in A&E) and also increased time on waiting lists for surgery and/or general appointments.

Mental Health Services

Feedback is growing in this area, with many people expressing dissatisfaction and upset with the withdrawal of support services. Many have said their need for support has led them to their GPs a lot more, and other services (who may not be as specialised), leading to a drain on services and isolated, stressed, unsupported people.



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Follow Up Actions

All feedback has been logged in our system for further analysis and monitoring. Overall, six official complaints were made via our caravan events concerning the following types of service provider: 1 GP, 3 Hospitals, 1 dentist, and 1 social care. **None were serious safeguarding issues.** We have begun the official complaints process for these and where relevant, the members of the public have been referred to the Patient Advice and Liaison Service (PALS) and/or Support Empower Advocate Promote (SEAP).



Other relevant actions involving feedback from our event include:

- The Care Quality Commission (CQC) integrated rate & review data into their regional GP reports.
- Rate & review data has also been used to inform local Special Educational Needs and Disabilities (SEND) Reforms.
- Rate & review data was used to address an issue with the Appointment Booking system of a particular Torbay GP Surgery, who responded by conducting their own patient survey in order to optimise their system.
- We have been asked by the South Devon & Torbay Clinical Commissioning Group to provide a more detailed report into the area of Mental Health Services and its impact on other services.



Information Summary

Whilst speaking to the public, we also enquired about Healthwatch Torbay as an organisation and asked for public opinion on our rate & review system. It was very positive indeed:

- Over a third of those we spoke to were already aware of Healthwatch Torbay, an increase of over 10% from the last caravan events we hosted 12 months ago.
- The overwhelming majority of people we spoke to (98%) think our Rate & Review is a good idea with 86% stating they would use it again. Those who didn't cited the fact they didn't have a computer or that they didn't feel it would make a difference.

Recommendations

- An increased awareness campaign for both Healthwatch Torbay as an organisation, and the rate & review system itself.
- Assigning specific members of staff to visit providers or organisations to showcase the system direct to the public.

Summary & Recommendations

Feedback centred on the difficulty booking GP appointments and waiting times at hospitals is growing, suggesting that the pressure of demand is growing for services too. The withdrawal of Mental Health services may also negatively impact on this pressure and growing demand, as we are seeing more and more distressed and anxious people come through to us with issues around mental health services.

We have been asked by South Devon & Torbay Clinical Commissioning Group to provide a detailed report into the area of Mental Health Services and its impact on other services.

A coping strategy must be discussed and developed now to ensure this feedback doesn't continue to grow to a point where patients may become increasingly dissatisfied or even not treated in time to help.

We will be raising this report to the Torbay Health & Wellbeing Board for consideration/discussion on how to achieve its recommendations.

Thank you to everyone who helped contribute to this report, particularly the general public who gave us their time. For more information please call, visit us online, or meet us in person at Paignton Library.

Healthwatch Torbay is the **ONLY** independent consumer champion for health and social care in Torbay, South Devon.

Health & social care providers have to consult with - and be influenced by - their local community in order to develop and improve the services they provide.

YOU can directly influence these services by letting us know how they are performing via your own experiences.

Whether positive or negative, let us know and we will pass all feedback on to the actual decision-makers in charge. By law they have to listen to us and respond to our feedback or recommendations.

So please get in touch today and share your story with us.

Call, email, visit us in person, or take a look at our website; where you can publicly rate & review a service anonymously at the click of a button.

Together, we can really make a difference.



healthwatch
Torbay

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Public office opening hours:

Monday - Thursday 10am - 3pm

Friday 9.30am - 12pm



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