

Quarterly Update: Feedback received in Q1 (Apr-Jun 2023)

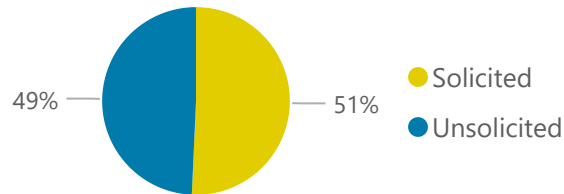
Healthwatch Cornwall (HC) receives **unsolicited** feedback through our website, email and phonenumber, and **solicited** feedback through engagement events in the community and through social media events. Feedback from these sources is summarised in this report.

HC also collects feedback within separate projects and surveys, such as with carers of people living with dementia. Additional projects and surveys are reported separately - they are not included in this report.

Feedback received this quarter:

Individuals: 140

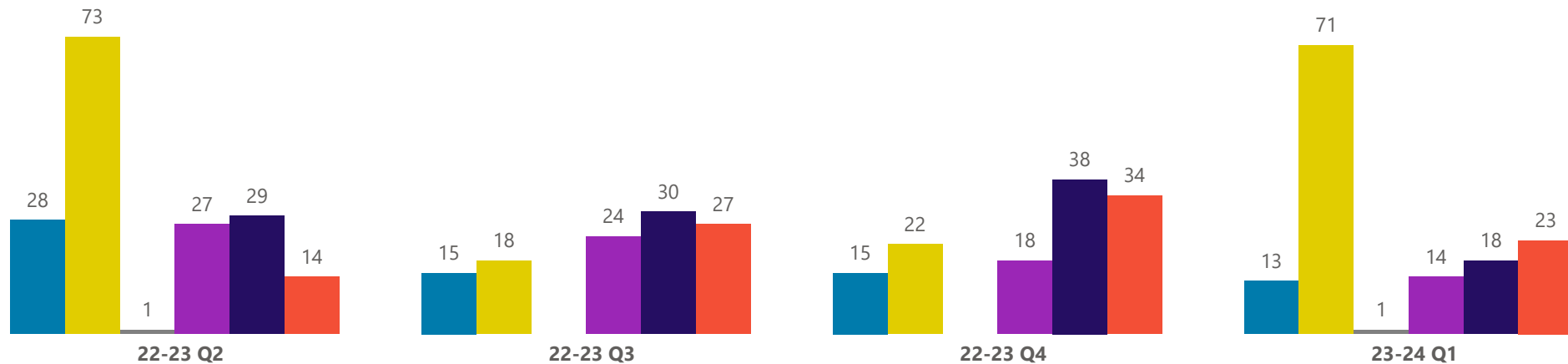
Pieces of feedback: 221



Sources of Feedback over the last four quarters

Feedback Source

- Email
- Engagement event
- Post
- Telephone
- Website
- Website (HWE)



Financial year Quarter



Guidance for the analysis of feedback:

Analysis by service and sentiment

People's experiences are broken down by **sentiment** into positive and negative pieces of feedback about **organisations** and **services**. For example, an individual may provide positive and/or negative feedback about their GP, hospital and ambulance service when telling us about one single episode of care. We count this as at least 3 pieces of feedback. If one service is described with both positive and negative sentiments, this is counted as 2 pieces of feedback. Therefore, counts of pieces of feedback are higher than the number of individuals sharing feedback. **From page 4 onwards where space is limited, only the most frequently mentioned GP practices and hospital services are listed (indicated by **). Where space allows, all services with feedback are listed.

Analysis by theme and sentiment

All feedback received is **themed**. One piece of feedback may be assigned more than one theme so counts of themes are higher than counts of feedback. Themes are only displayed in charts if they have been assigned to two or more pieces of feedback.

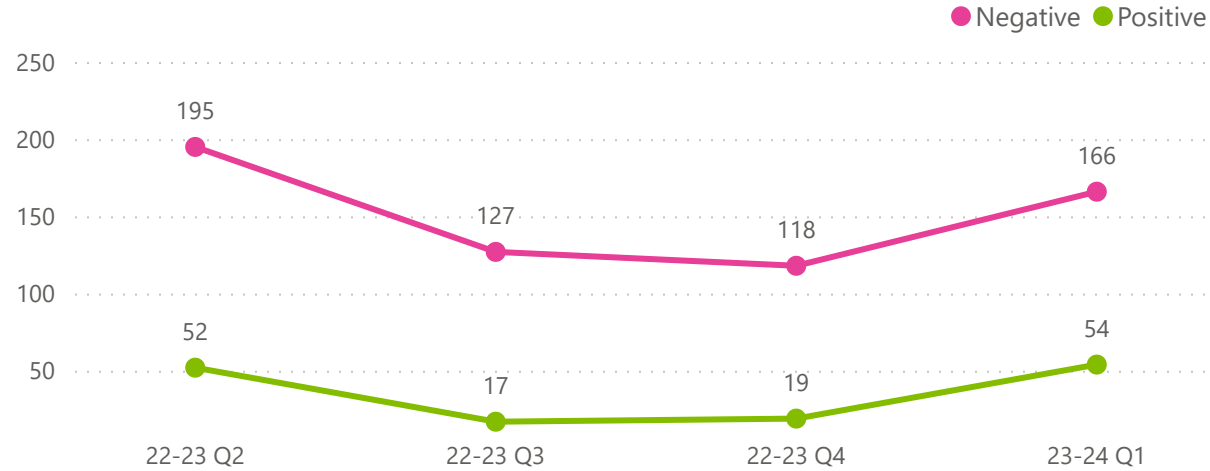
Sentiment of feedback

Financial year
23-24

Quarter
Q1

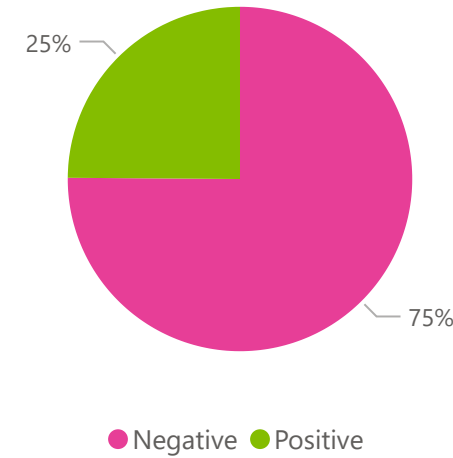


Sentiment of all feedback over the last four quarters

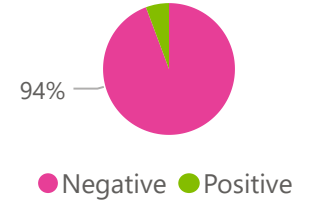


Sentiment of feedback in the last quarter

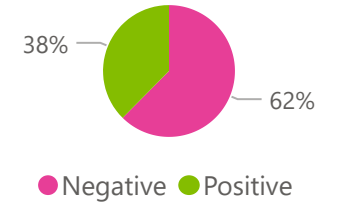
All feedback



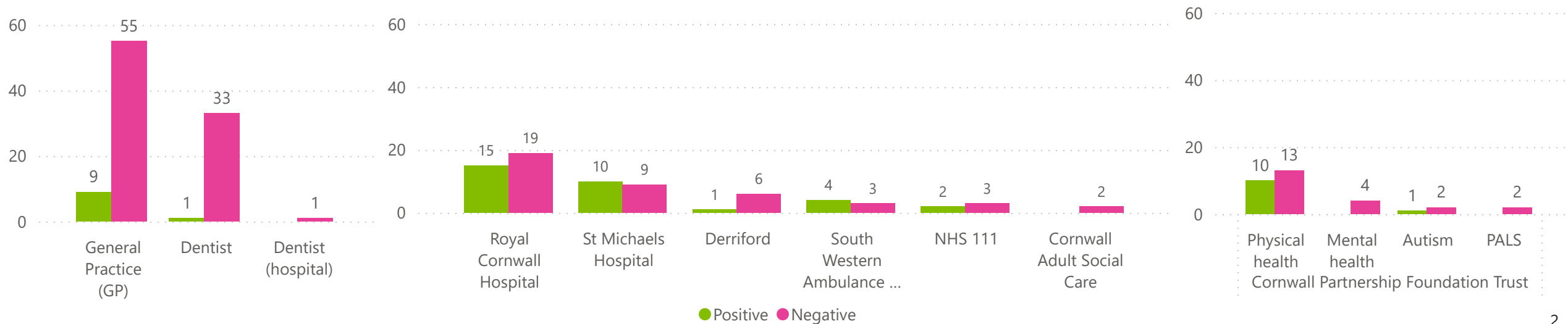
Unsolicited feedback



Solicited feedback



Sentiment of feedback this quarter across different organisations and services



Characteristics of individuals providing feedback

Financial year
23-24

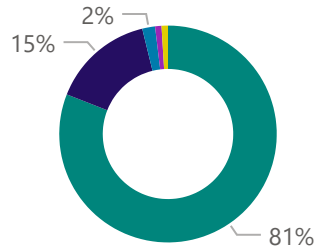
Quarter
Q1



75% of individuals provided information on age and/or gender:

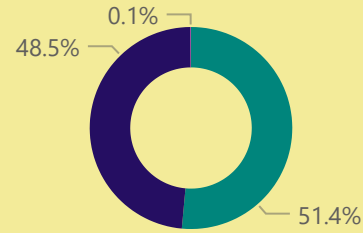
Gender (n=105)

- Woman
- Man
- Prefer not to ...
- Non-binary
- Prefer to self-...

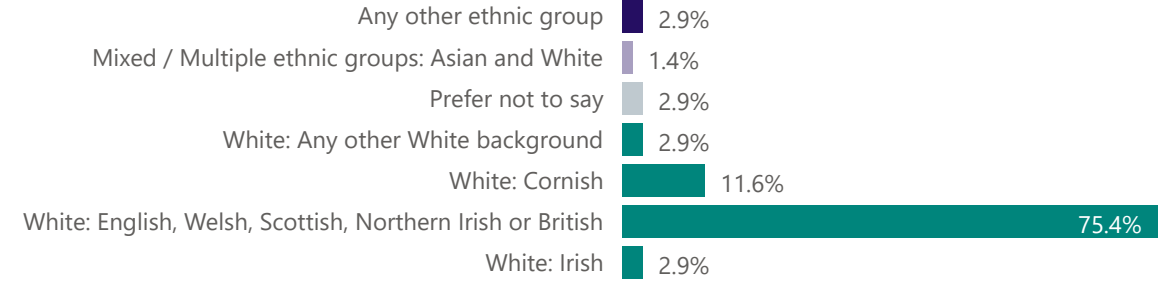


Gender: Cornwall %

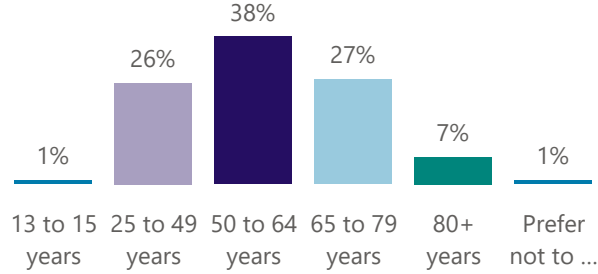
- Woman
- Man
- Other ge...



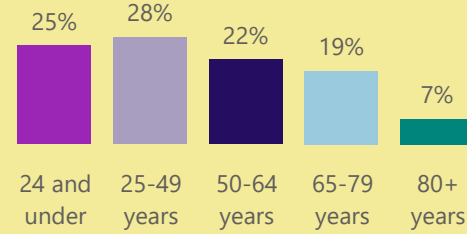
Ethnicity (n=69)



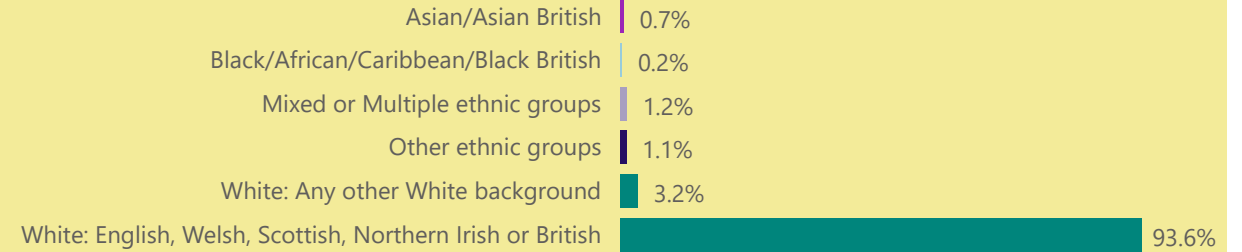
Age (n=101)



Age: Cornwall %

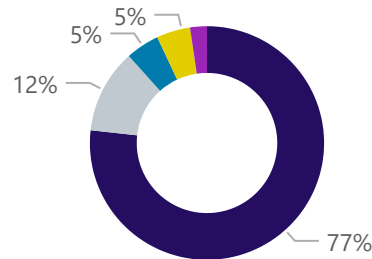


Ethnicity: Cornwall %



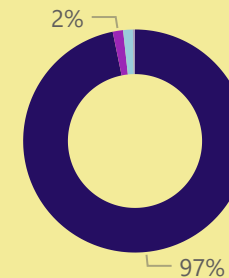
Sexual orientation (n=43)

- Heterosexual
- Prefer not to say
- Asexual
- Gay man
- Lesbian / Gay woman



Sexual orientation: Cornwall %

- Heterosexual
- Gay or Lesbian
- Bisexual
- Other



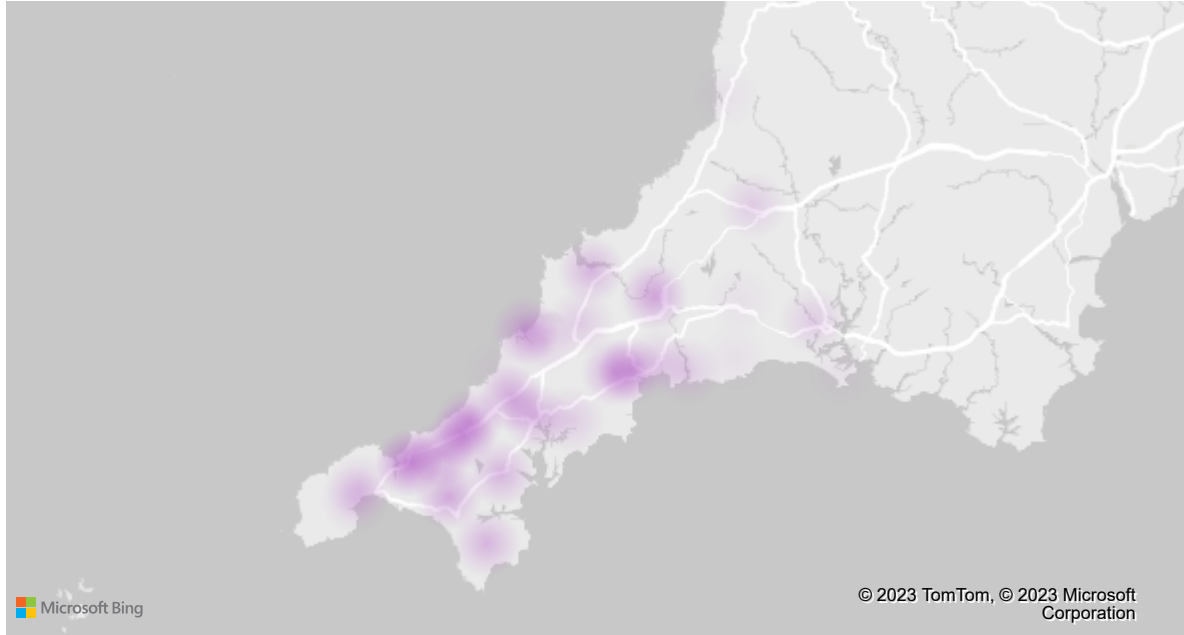
Characteristics of individuals providing feedback continued...

Financial year: 23-24
 Quarter: Q1

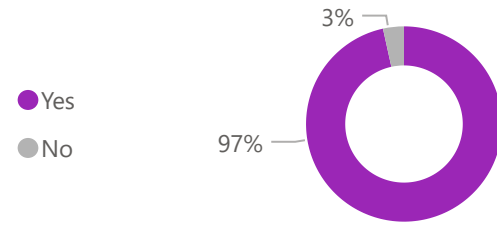


Map of feedback based on individuals' postcodes (n=79)

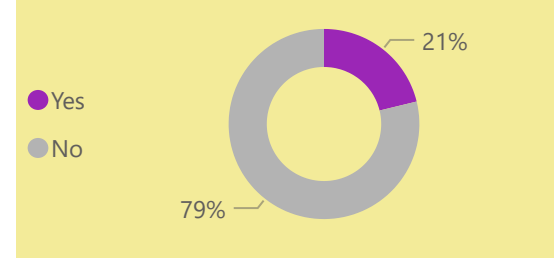
Heat map based on count of postcode.



Disability (n=30)



Disability: Cornwall %



Physical or mobility impairment 3	Sensory impairment 1
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Long Term Conditions (n=32)

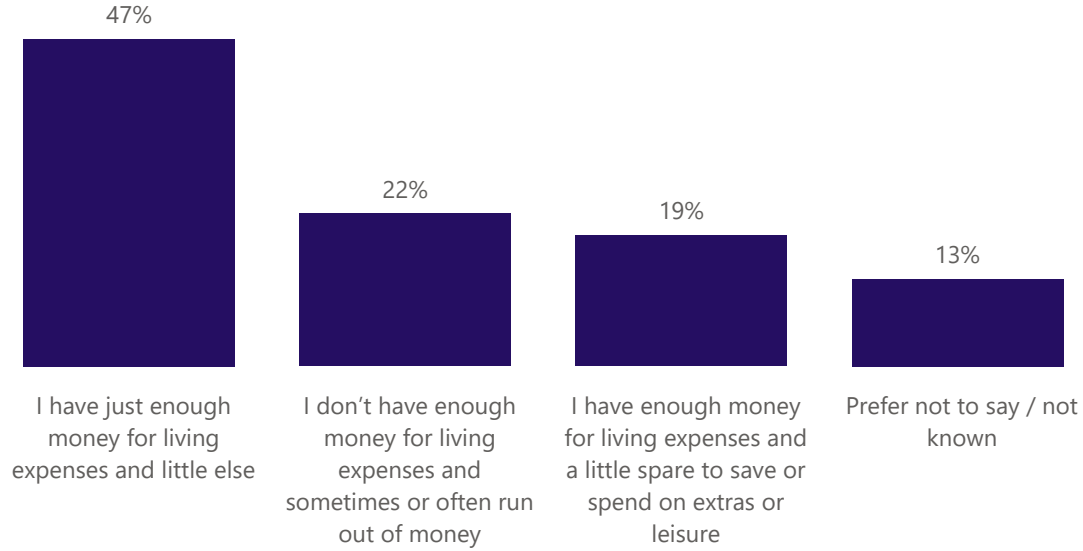
Dementia 2	Mental health condition 2	Asthma or respiratory condition 1	Epilepsy 1
		Blindness or visual impairment 1	Musuloskeletal condition 1

Characteristics of individuals providing feedback continued...

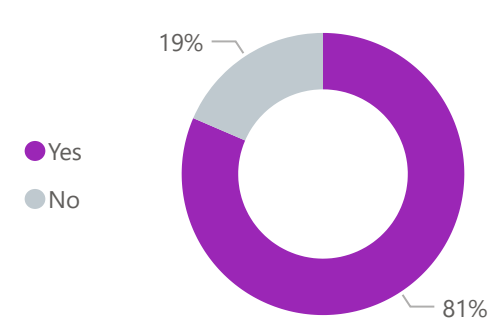
Financial year: 23-24
 Quarter: Q1



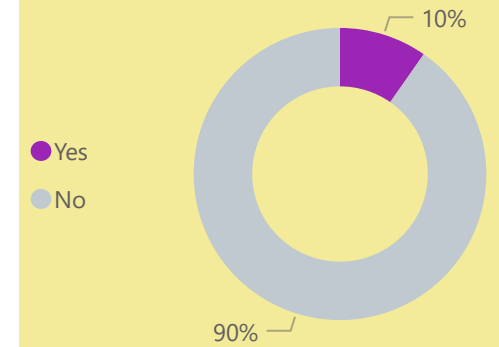
Financial situation (n=32)



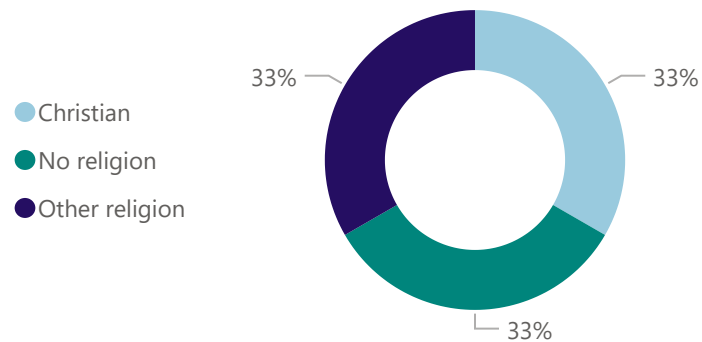
Caring responsibilities (n=27)



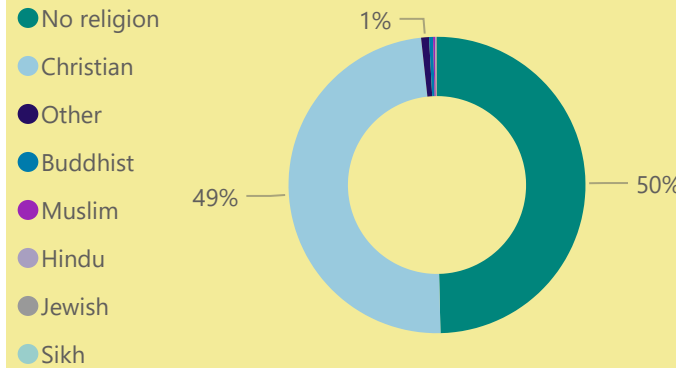
Caring responsibilities: Cornwall %



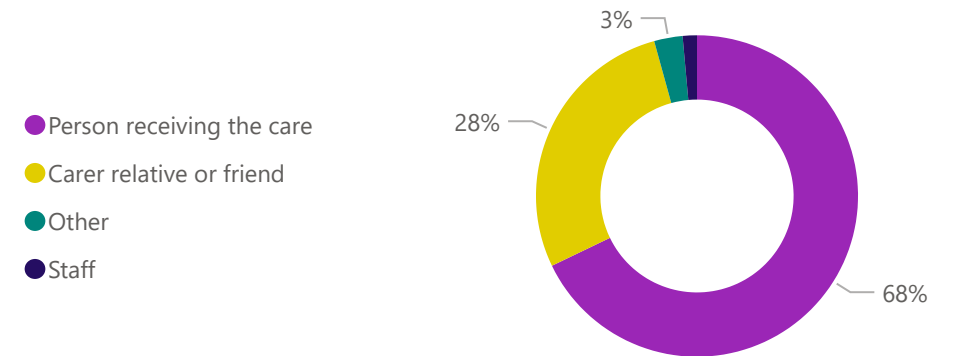
Religion (n=15)



Religion: Cornwall %



In relation to feedback what best describes you? (n=140)



Feedback by theme and sentiment: General Practice

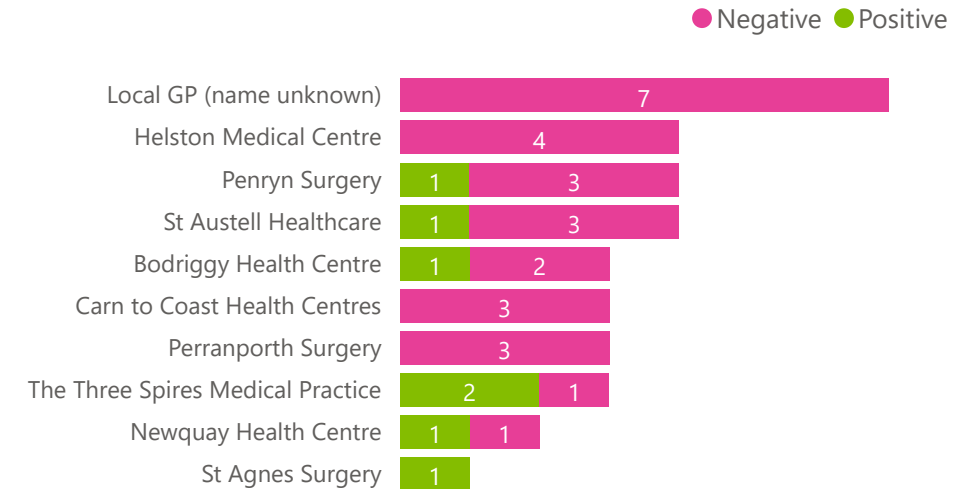
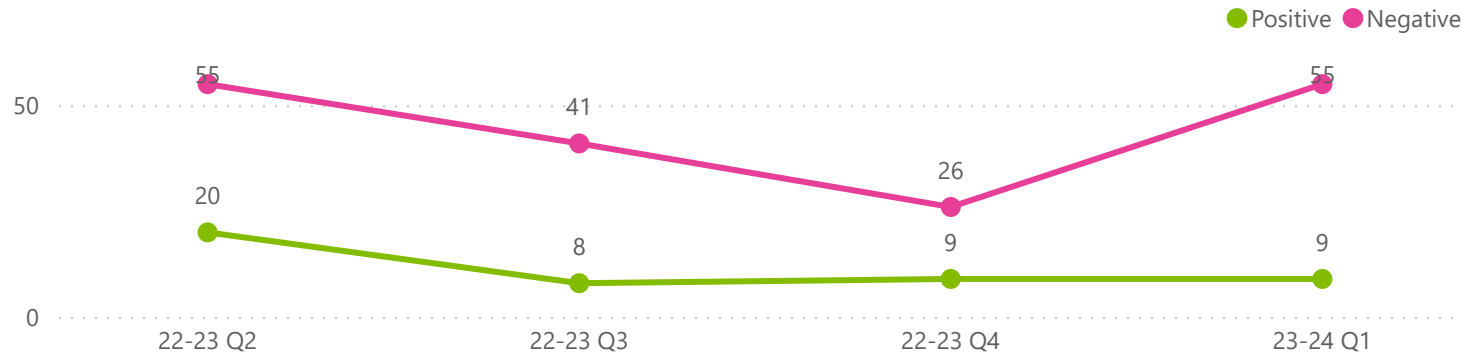
Financial year
23-24

Quarter
Q1

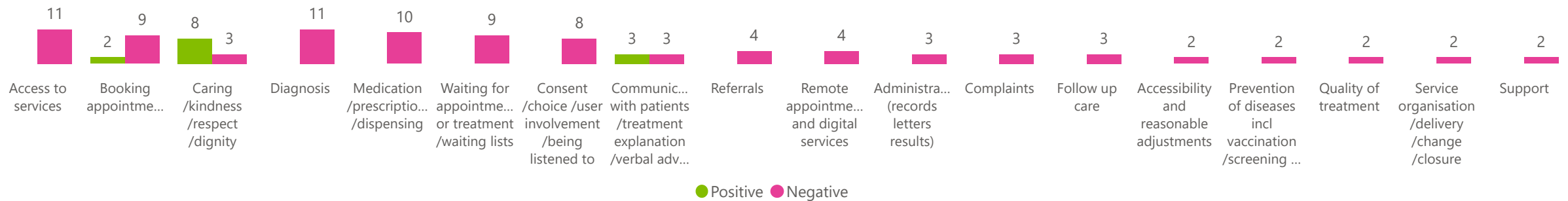


Sentiment of feedback this quarter by organisation

Sentiment of all feedback over the last four quarters



Themes this quarter: General Practice



Negative feedback about GPs has doubled in the last quarter, from 26 pieces last quarter to 55 pieces this quarter. **Access to Services** and **Diagnosis** were the most common negative themes, followed closely by **Medications/prescriptions/dispensing**. Access to services, Waiting times for appointments and Booking appointments were often overlapping themes relating to difficulties getting a timely GP appointment. Examples include complaints about long waits to get through on the phone, not receiving call backs and long waits for face to face appointments with waits ranging from 3 to 7 weeks. Complaints about **Diagnosis** included 3 complaints about GPs failing to diagnose autism. Other missed diagnoses included diabetes, cancer, hepatitis C, ADHD and long covid. The majority of complaints about **Medications/ prescriptions/ dispensing** were often difficulties and delays getting hold of repeat medications or GP refusing to prescribe medications. We also received positive feedback about **Caring/kindness/respect/dignity** shown by GPs and other staff.

General Practice Quotes

Financial year
23-24

Quarter
Q1

" Level 1: Has some health conditions, and the doctors are meant to do regular blood checks, but they hadn't been doing this until consultant requested them. Have to take lots of medication so is important to get the checks, but is hard to get an appointment at surgery. GP surgery not flexible or understanding of certain conditions. Having some issues with getting prescriptions and medication correct. "

" Level 2: Absolutely ace – such a great team. So helpful and great. Can't ask for more. "

" Level 1: My autism and ADHD were completely missed and instead I was misdiagnosed for decades! This caused me endless trauma and left me unable to receive the appropriate support and help required. Even after I fought for my diagnosis, zero help has been forthcoming leaving me extremely suicidal and unsupported. "

" Level 1: Had difficulty accessing Dr, spoke to receptionist who said they would have a phone call but had a text which said they would phone in a few day's time which was concerning. Is unhappy that they have to wait and feels in future they may not get the help they need on time. "

Integrated Care Areas and Primary Care Networks

Analysis by PCN and ICA is only included for 28 pieces of feedback this quarter which include the name of the GP organisation.

Financial year
23-24

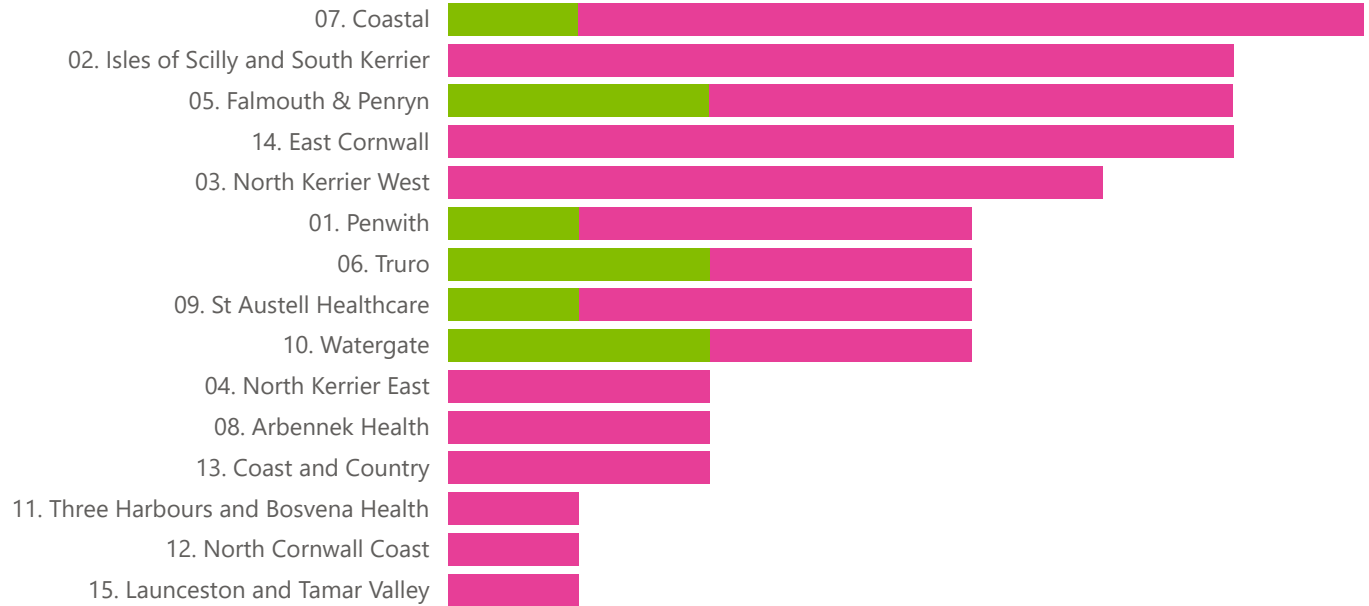
Quarter
Q1



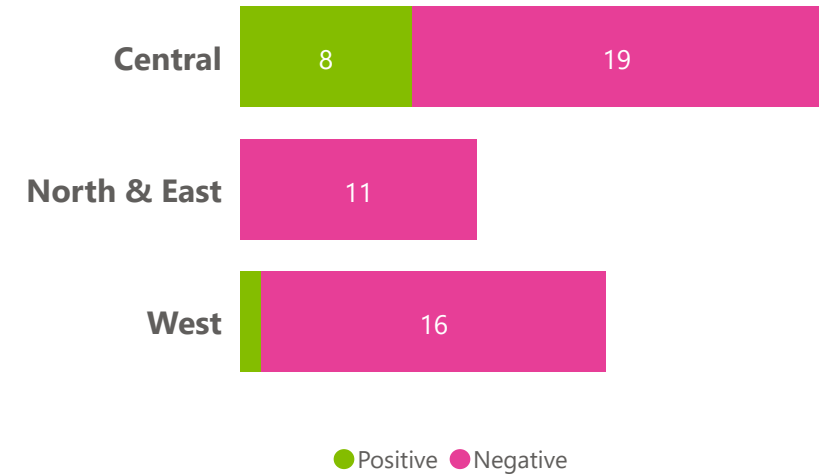
Primary Care Network

Analysis by PCN and ICA is included for feedback which provides the name of the GP organisation.

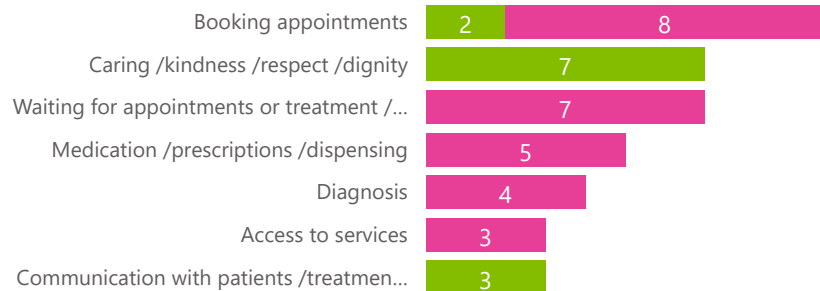
Sentiment ● Positive ● Negative



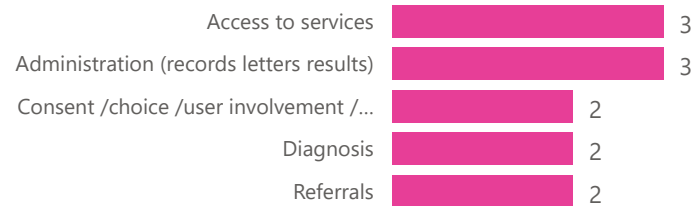
Sentiment of feedback this quarter in each Integrated Care Area



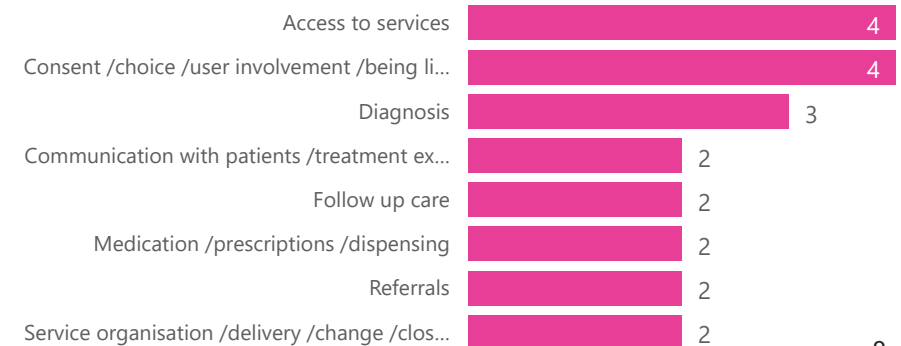
Themes: Central



Themes: North & East



Themes: West



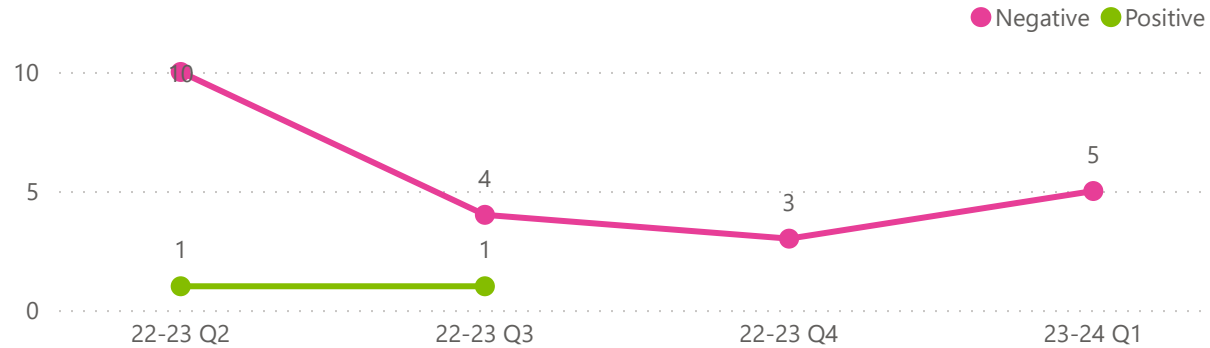
Cornwall Partnership Foundation Trust (CPFT) Mental Health Services

Financial year
23-24

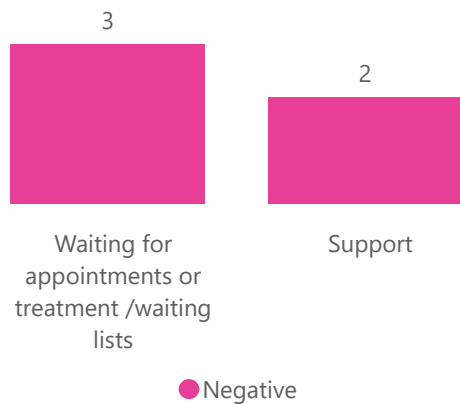
Quarter
Q1



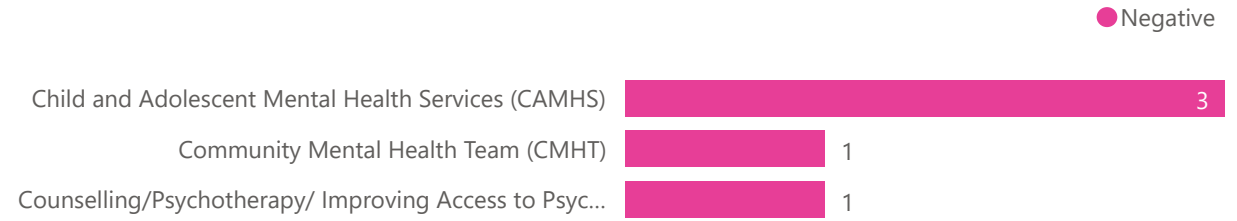
Sentiment of all feedback over the last four quarters



Themes this quarter: CPFT Mental Health Services



Feedback this quarter by service



" Level 1: Last summer went to GP about mental health, self-referred to Outlook South West. I know mental health services are stretched, but the wait is so long when you need help. I keep just getting text messages saying "sorry to keep you waiting". "

" Level 1: Have spent over 12 months being ignored trying to get CAMHS mental health support for child, due to undiagnosed needs that were identified but ignored. "

There were 5 pieces of feedback about Mental Health Services this quarter: three complaints about lack of support and waits for treatment from Child and Adolescent Mental Health Services (CAMHS), one complaint about the long wait for support through Outlook South West and one complaint about lack of mental health support following diagnosis of autism and ADHD.

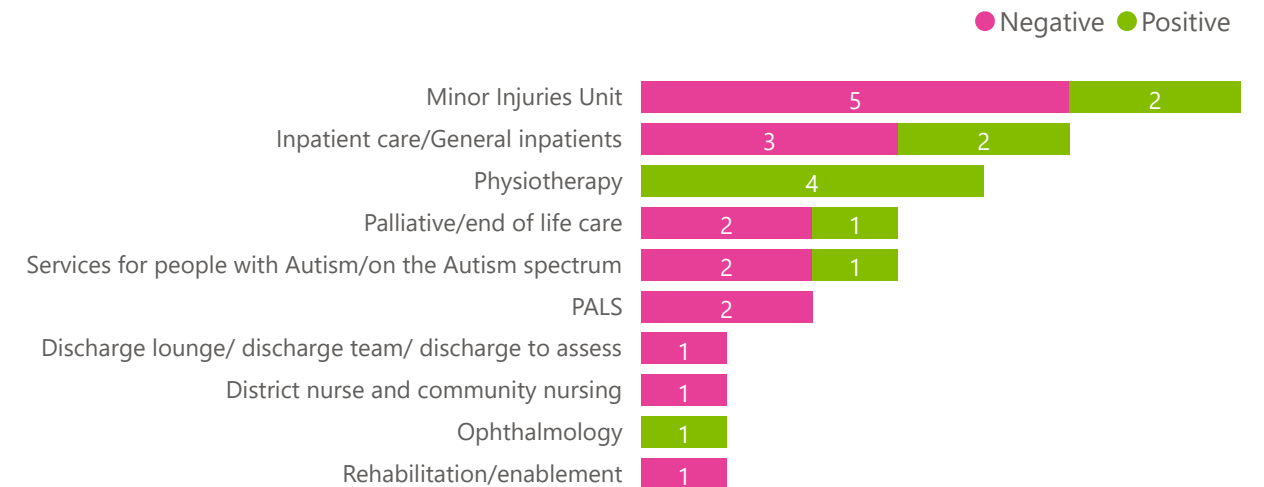
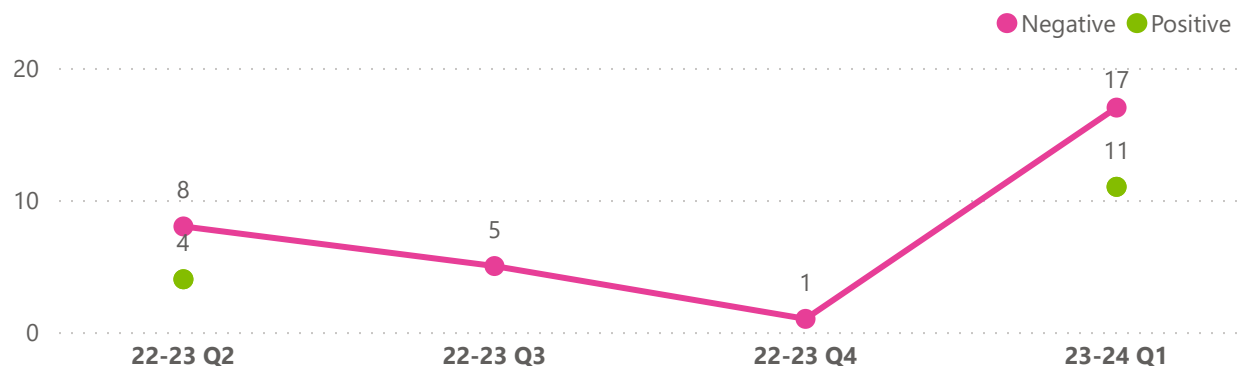
Cornwall Partnership Foundation Trust (CPFT) Physical Health, Community and Autism Assessment Services

Financial year 23-24 Quarter Q1

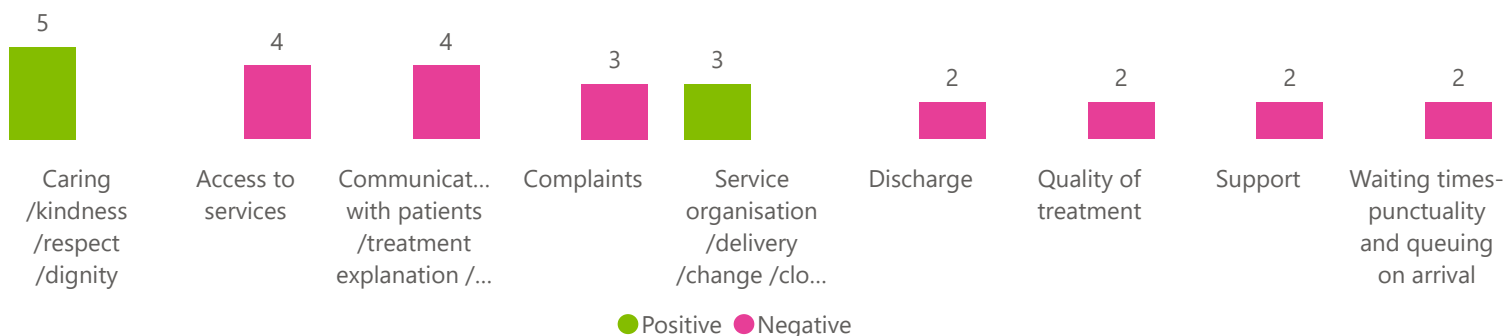


Feedback by service this Quarter

Sentiment of all feedback over the last four quarters



Themes this Quarter: CPFT Physical Health, Community and Autism Services



Feedback by Community Hospital this Quarter



There were 28 pieces of feedback this quarter, of which over a third was positive. The increase in positive and negative feedback reflects increased engagement activities at Community Hospitals. Feedback included praise for Helston Community Hospital's physiotherapy, MIU and ophthalmology services and end-of-life care, as well as Falmouth Hospital's inpatient care and Bodmin Hospital's MIU. **Access to services** was a common negative theme and included two cases where individuals had been promised a package of care on discharge from hospital but the package of care never materialised and so individuals were left without care at home, including at end-of-life. **Discharge** and **Communication with patients/treatment explanation/verbal advice** were also common themes: for example there was a complaint about lack of advice from the district nurse about fitting a catheter and a complaint about lack of communication about a relative's discharge from hospital leading to readmission following a fall.

Cornwall Partnership Foundation Trust Quotes

Financial year

23-24

Quarter

Q1

Level 3: " Treated at RCHT and sent to Bodmin CH for bed rest. Discharged after four weeks with package of care in place for carers twice a day, however they have never turned up. "

Level 2: " Was in Penzance hospital, now in Falmouth for one week for more physio. Staff – couldn't fault any of them so busy but really kind and helpful. "

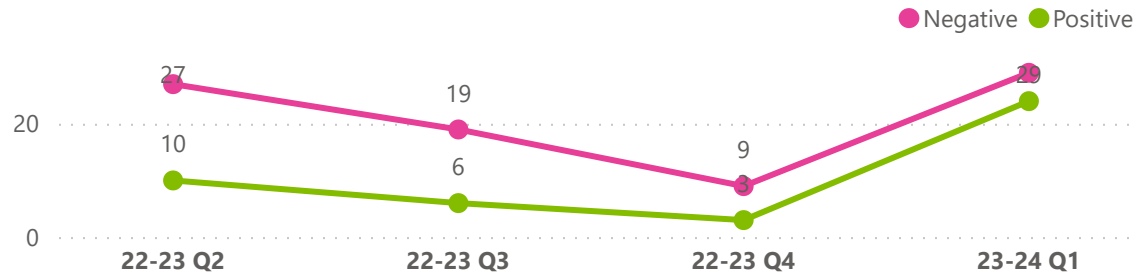
Level 2: "Really pleased to be able to see the physio here, much better than having to go to a major hospital. I do worry about how I will get here when I can no longer drive. "

Level 2: " My dad was admitted to RCH due to a stroke on the day of my discharge. He was discharged on EOL, he wanted to come home, we wanted him to come home, due to my broken ankle I wasn't able to help as much as he needed. There wasn't any POC so had to be discharged to Helston Community Hospital. They continued to try and find POC and were brilliant, the communication was good. Unfortunately he passed away before they could find one. "

Level 1: " There is no support available whatsoever for post diagnosis of Autism and ADHD. Literally, the diagnosis is given and nothing. Private help is £60 per hour! Your whole identity is rewritten and not even a conversation or a leaflet. "

Royal Cornwall Hospital Trust (RCHT)

Sentiment of all feedback over the last four quarters

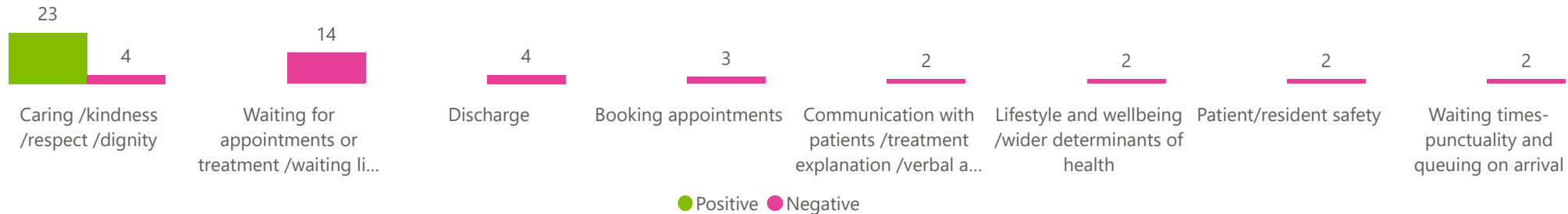


Feedback this quarter by Hospital and Service

West Cornwall Hospital

No feedback for West Cornwall Hospital this quarter

Themes this quarter: Royal Cornwall Hospital Trust



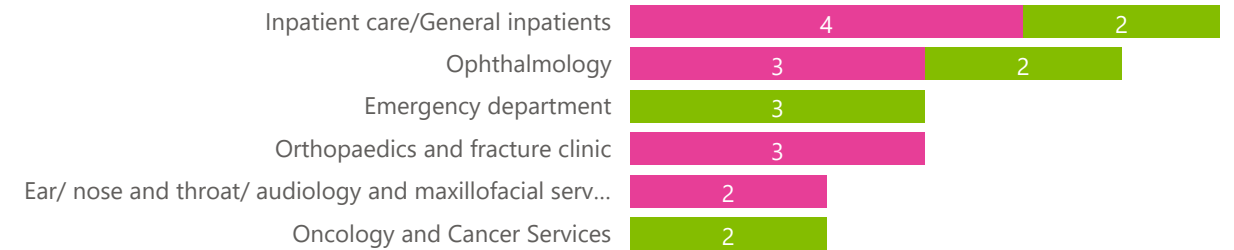
There was an increase in both positive and negative feedback about Royal Cornwall Hospital Trust this quarter, with 34 pieces of feedback about Royal Cornwall Hospital, 19 pieces about St Michaels Hospital and 1 about RCHT Patient and Family Experience Team. There was no feedback about West Cornwall Hospital. It is good to see the positive theme of **Caring/ kindness/ dignity/ respect** is the most common theme across Royal Cornwall Hospital Trust, and comprised all feedback for St Michael's Hospital Inpatient care. The majority of complaints about St Michael's Hospital were about long **Waiting lists** for surgery. Negative feedback about Inpatient Care at Royal Cornwall Hospital included poor care and neglect of a patient living with dementia, two complaints relating to **Discharge** and lack of assessment /care from social care services and one complaint about the absence of tracking and tracing of visitors of patients with covid.

Financial year
23-24

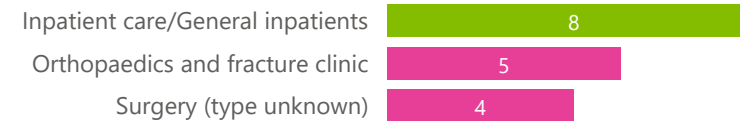
Quarter
Q1



Feedback this quarter by Hospital and Service Royal Cornwall Hospital



St Michael's Hospital



Royal Cornwall Hospital Trust Quotes

Financial year

23-24

Quarter

Q1

" Level 1: Relative is awaiting knee operations, we were told 2/3 year wait by the consultant, it's been 18 months and we haven't heard a thing. "

" Level 2: Wonderful here, all angels. Can't praise them high enough. "

" Level 3: Emergency department – so kind and good after not feeling well. Have to wait a while, but just brilliant. "

" Level 2: I just spent 4 days at RCH - Staff were brilliant, couldn't have been treated better (St Mawes Ward). My surgeon came to see me on discharge and said they will sort the things I needed (catheter bags) the arrangements would be made, however when I contacted social services they said I was not on the list, so then I had to come to my GP. I have health issues and it was all a bit much at moment. "

Level 1: "Had an eye bleed. Sent to clinic but delayed for a week. Told to avoid blindness need laser by end of October, got appointment for December, only one could be done. Still waiting for next appointment. Due to lack of treatment life has ceased. "

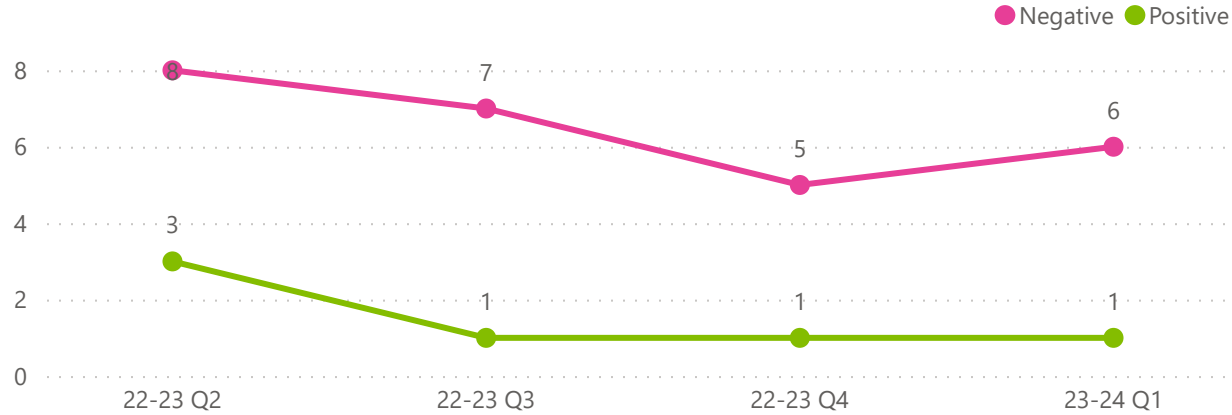
University Hospitals Plymouth Trust (UHPT)

Financial year
23-24

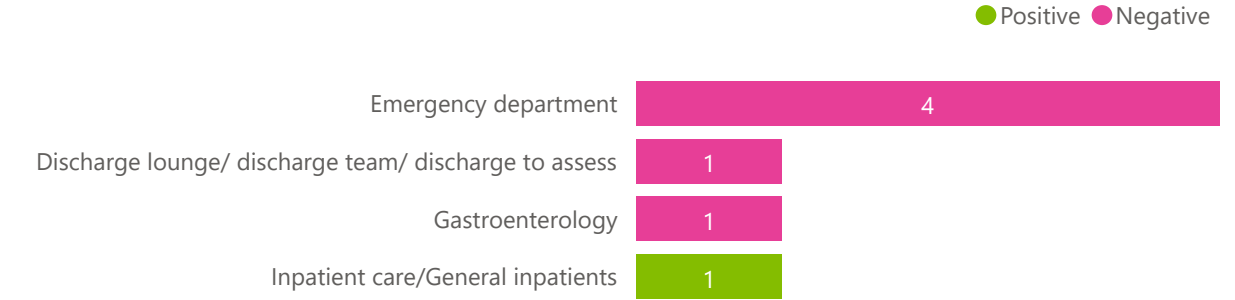
Quarter
Q1



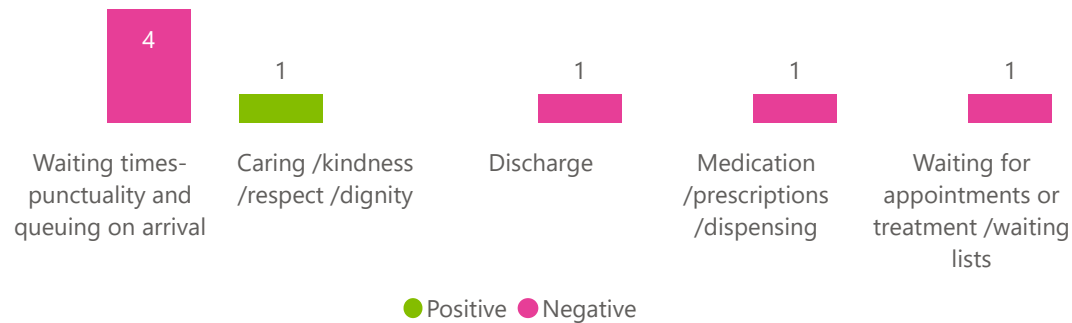
Sentiment of all feedback over the last four quarters



Feedback this quarter by Service



Themes this quarter: University Hospitals Plymouth Trust



Level 3: " Husband had heart issues. In December called 999, waited for 3 hours, then outside Derriford for 9 hours in the ambulance. Was seen, they kept coming into the ambulance. Then needed to stay overnight and the ward was run by paramedics. Hospitals are very over stretched. At 9pm that night we had to drive to take his meds as they said they didn't have any. Was this because he was on a paramedic run ward?"

Level 1: " Patient was left in chair in A&E (pm) and was still there the next morning. "

There were 7 pieces of feedback on Derriford Hospital this quarter, including four negative pieces of feedback about the Emergency Department (ED). These described long **Waiting times** and poor care in ED. Other feedback included a complaint about discharge decisions, firstly to discharge their relative home without adequate support leading to readmission, and then later to discharge their relative to a hotel based facility a long way from home. There was also positive feedback about a stay in hospital after surgery.

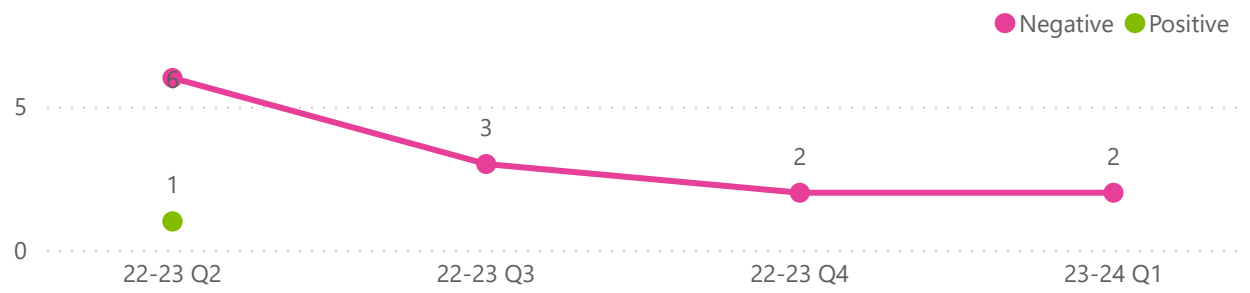
Adult Social Care

Financial year
23-24

Quarter
Q1



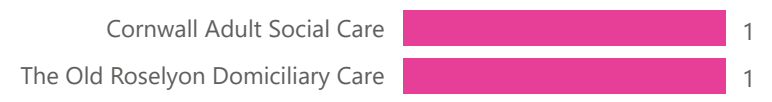
Sentiment of all feedback over the last four quarters



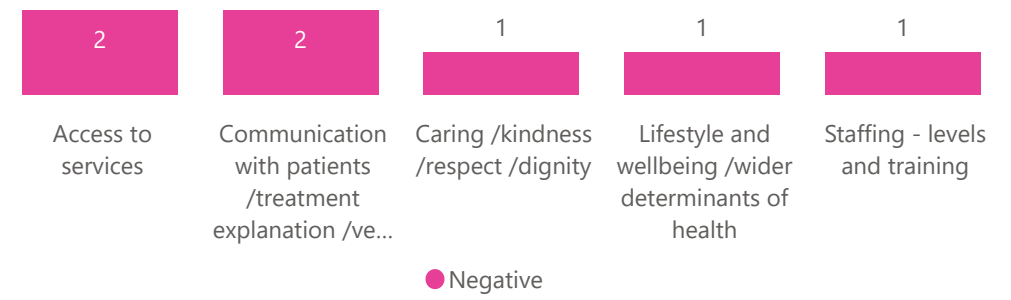
Feedback this quarter by Service



Feedback this quarter by Organisation



Themes this quarter: Adult Social Care



There were two pieces of feedback from onie carer this quarter. This was a complaint about poor care provided by the Old Roselyon Domiciliary Care Agency, and their subsequent withdrawal of care, as well as lack of communication from Cornwall Adult Social about the withdrawal of the contract and no replacement care provision or respite for the carer.

Level 2 (excerpts): Mum was left on many occasions without being washed and dressed. On many occasions she had shut down and been distressed by carers lack of care and compassion and also understanding of working with people with dementia. When we asked carers if they had training, one carer who had been in position for 12 years said no training had been given. On several occasions mums walking frame had been left out of reach and meals left and fallen on floor and also tables left in front of her so she could not move... ..The care company Old Roselyon have now pulled out without formally giving me notice. Also Adult social Care have failed to formally notify me after phoning and emailing them several times. Now I am left without care for my mum and also I haven't had respite since June 2021. I also do not receive any care allowance because I have a part time job even though I have to carry out over 40 hours of care 24/7 for my mum. Nothing good about care company Old Roselyon. I was advised to contact safe guarding about them by Adult social care. I want a good care company that I can rely on and give me respite break. I am entitled to 6 weeks a year and have none for 2 years. "

Feedback by theme and sentiment: NHS Dentists

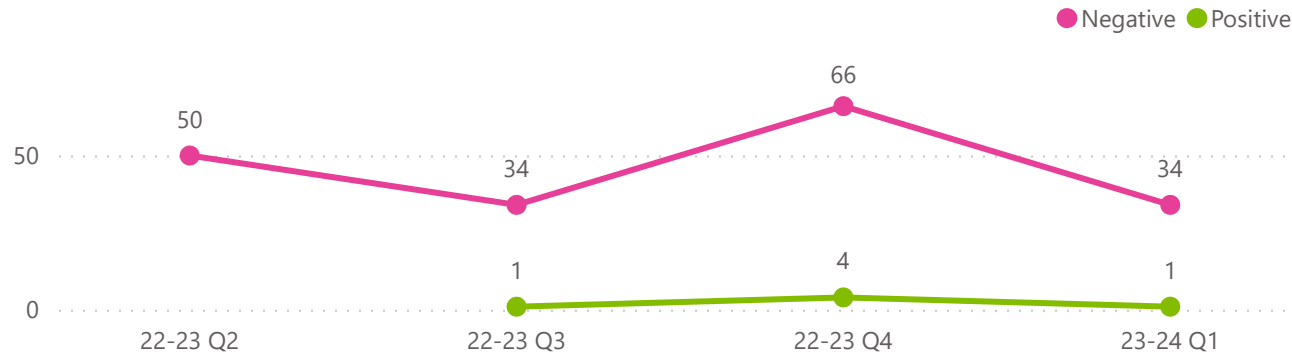
Financial year
23-24

Quarter
Q1

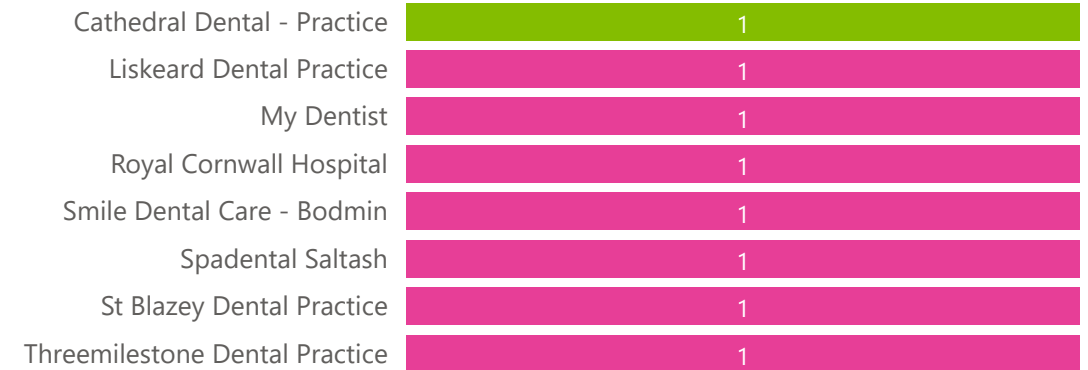


Feedback this quarter by Organisation (where provided):

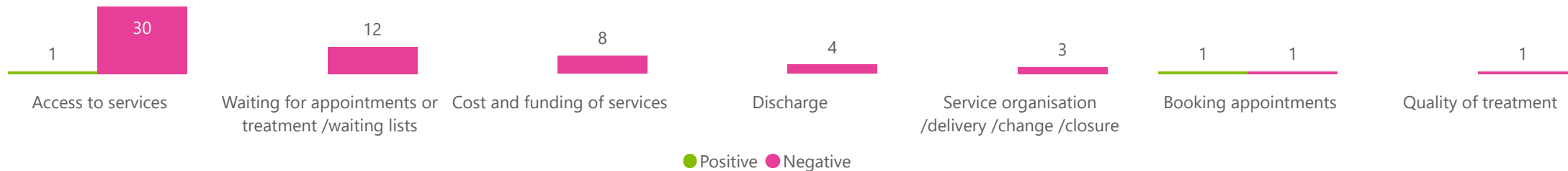
Sentiment of all feedback over the last four quarters



● Positive ● Negative



Themes this Quarter: NHS Dentists:



We received less feedback on dentistry this quarter compared to last quarter, but dentistry remains the second most common service area we hear about. The majority of feedback (20 pieces) are people looking for NHS dentists, including six people who have been on the NHS dentist waiting list for 4 or 5 years, and one person has been waiting for 14 years. Several people are looking for dentists for their young children, as well as themselves. Five people's dentists have either closed or stopped providing NHS treatment.

NHS Dentists Quotes

Financial year

23-24

Quarter

Q1

Level 1: "I have been trying to find a dental practice for my young child, but having difficulty finding somewhere that will take them on in Falmouth."

Level 1: "Has been taken off NHS list at dental surgery for missing 2 appointments. First was a genuine mistake, second she was a few minutes late for an emergency appointment."

Level 1: "Was with Well Dental in Carnon Downs as NHS patient for many years. Contacted Well Dental recently (now taken over by My Dentist) and told they were no longer on their list as they hadn't been in touch."

Level 1: "Extremely desperate for a dentist and cannot afford private. Have been on NHS waiting list since moving to Cornwall 4 years ago."

Level 1: "Child had a dental appointment recently and was told that the dentist is now going private therefore my child either pays a monthly fee to keep the dentist or they will no longer have one! Has also been waiting over 12 months for treatment. Child is 18 soon and in full time education and cannot afford to pay for private treatment. Thought all children under 18 are entitled to free dental treatment so how can this suddenly be withdrawn?"