

Quarterly Update: Feedback received in Q3 (Oct-Dec 2023)

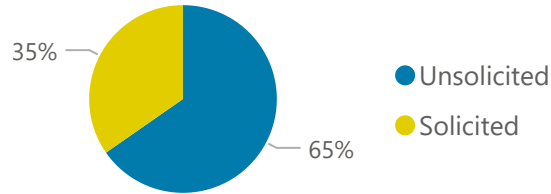
Healthwatch Cornwall (HC) receives **unsolicited** feedback through our website, email and phoneline, and **solicited** feedback through engagement events in the community and through social media events. Feedback from these sources is summarised in this report.

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:

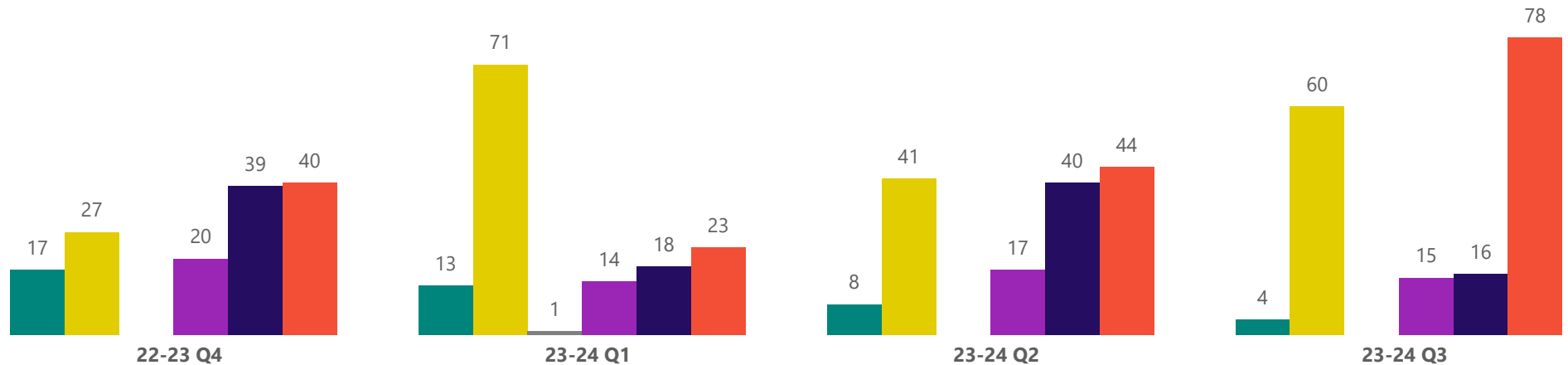
Individuals: 173

Pieces of feedback: 216



Sources of Feedback over the last four quarters

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



Financial year ▼
 23-24 ▼

Quarter ▼
 Q3 ▼



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.

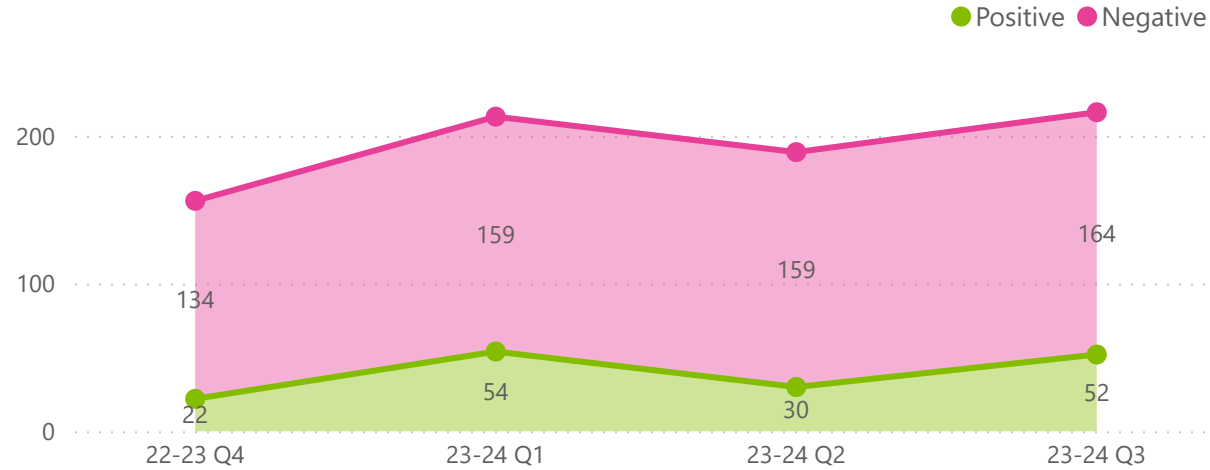
Sentiment of feedback in Q3 (Oct to Dec 23)

Financial year
23-24

Quarter
Q3

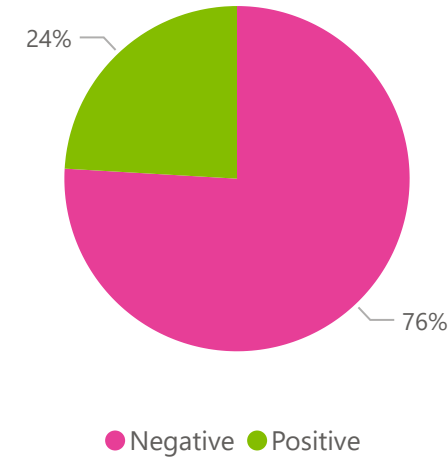


Sentiment of all feedback over the last four quarters

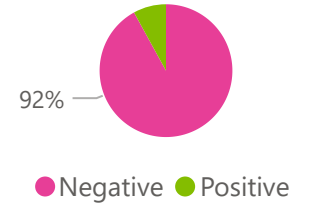


Sentiment of feedback in the last quarter

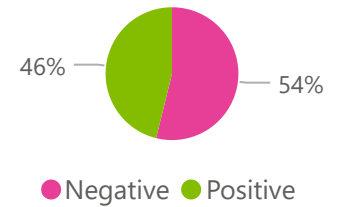
All feedback



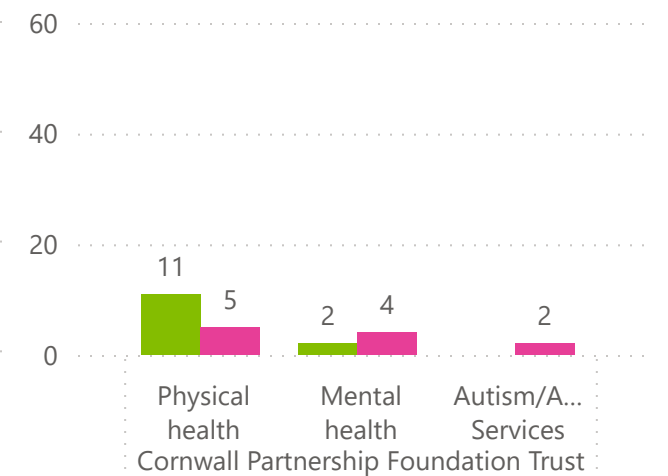
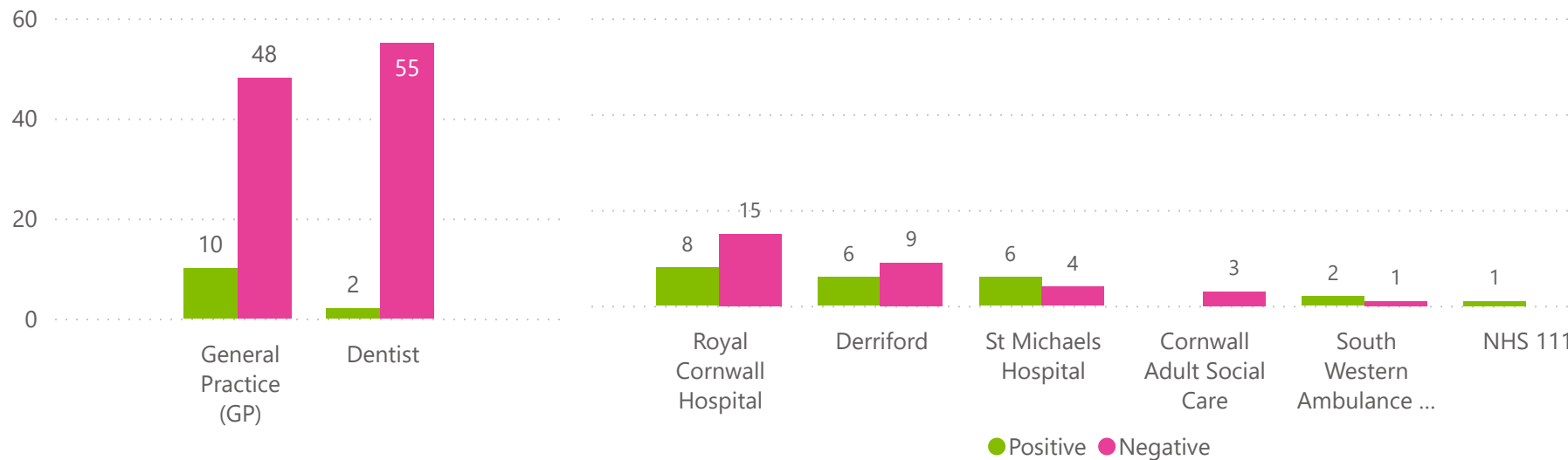
Unsolicited feedback



Solicited feedback



Sentiment of feedback this quarter across different organisations and services



Map of individuals providing feedback in Q1, Q2 & Q3 (Apr to Dec 23)

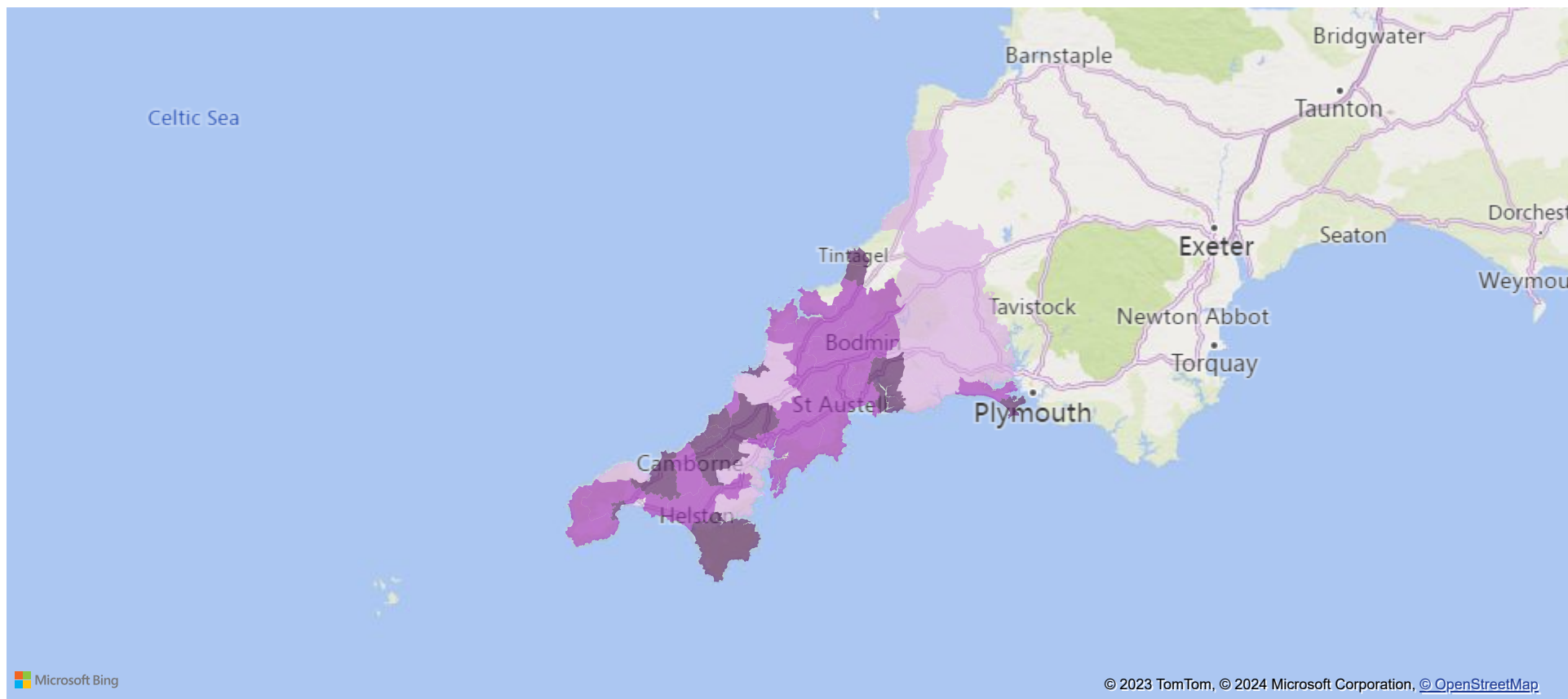
Financial ... ▼ 23-24 ▼ Quarter ▼ Multi... ▼

Please note pages 3 to 6 summarise where and who we have heard from so far this financial year, rather than for one quarter. This is to monitor our reach. Pages 7 onwards (blue headers) display feedback for one quarter only.

In this financial year so far, 202 of 463 individuals (44%) provided the first half of their postcode. This is used to map reach relative to postcode district population size. **Lighter shading** indicates **less reach** per 10,000 population. No shading indicates no reach.

Reach relative to postcode district population size

1=<1.9; 2=2.0-4.9; 3=>4.9 per 10,000 pop... ● 1 ● 2 ● 3



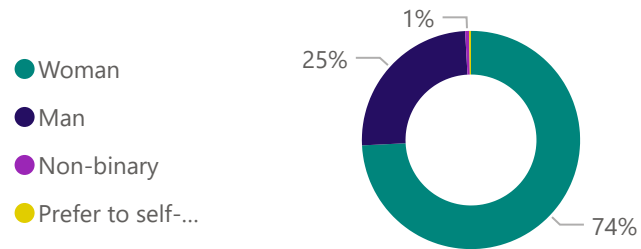
Postcode	Pop size	Count	Count per 10000 population
PL10	3405	6	17.6
PL33	2020	2	9.9
TR15	22025	18	8.2
TR12	9400	7	7.4
TR5	4261	3	7.0
TR27	16257	11	6.8
PL23	3150	2	6.3
TR4	13009	8	6.1
TR16	16405	10	6.1
PL34	1707	1	5.9
PL22	3865	2	5.2
TR18	19522	10	5.1
TR7	22163	11	5.0
PL27	12511	6	4.8
TR1	23406	11	4.7
PL30	10706	5	4.7
PL28	4328	2	4.6
TR14	27820	12	4.3
PL26	28257	12	4.2
PL11	10307	4	3.9
TR13	20685	8	3.9
TR2	10506	4	3.8
TR9	8646	3	3.5
TR10	12626	4	3.2
TR20	9725	3	3.1
PL31	16771	5	3.0

Characteristics of individuals providing feedback in Q1, Q2 & Q3

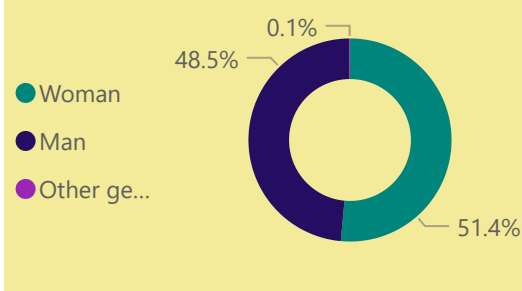
Financial ... 23-24
 Quart... Mul...

In this financial year so far, 75% of 463 individuals provided information on at least gender:

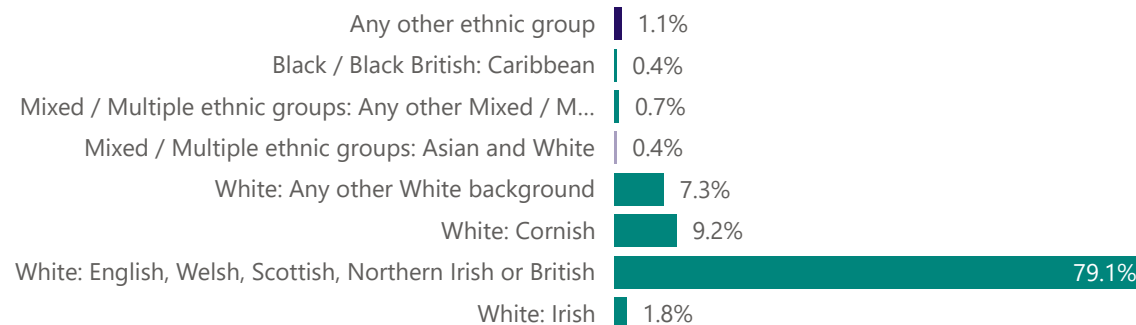
Gender (n=348: 75% of all individuals)



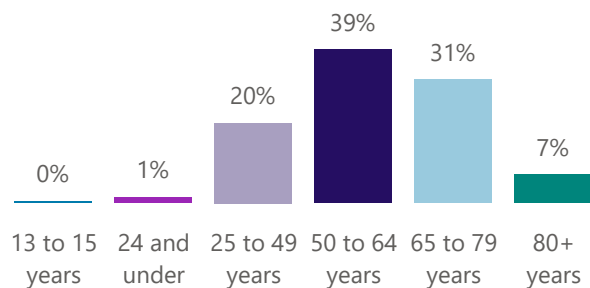
Gender: Cornwall %



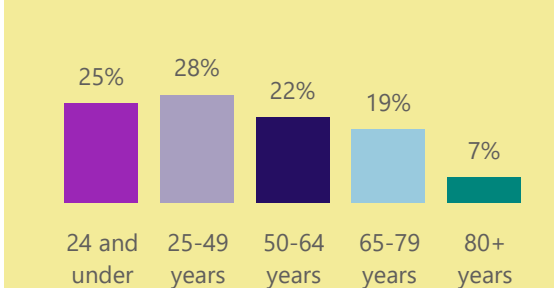
Ethnicity (n=273: 59% of all individuals)



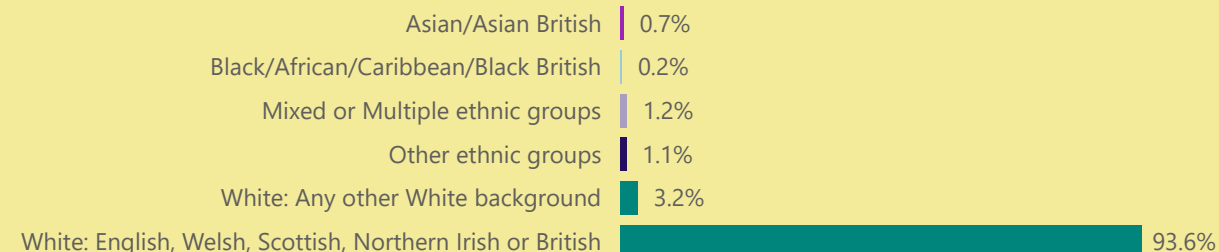
Age (n=343: 74% of all individuals)



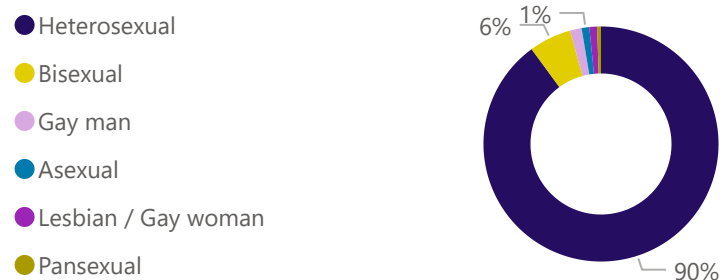
Age: Cornwall %



Ethnicity: Cornwall %



Sexual orientation (n=189: 41% of all individuals)



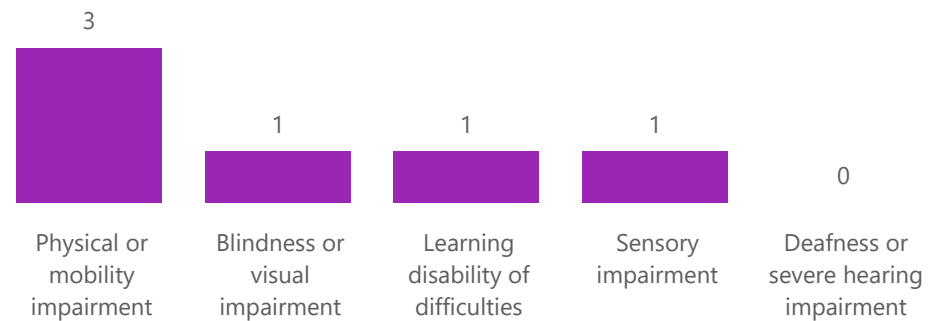
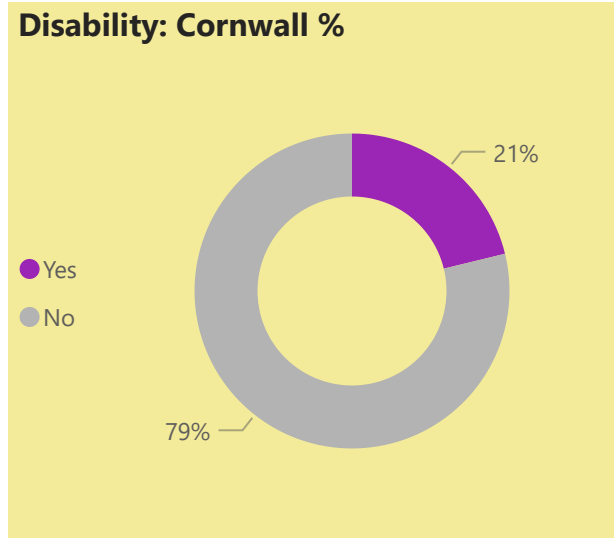
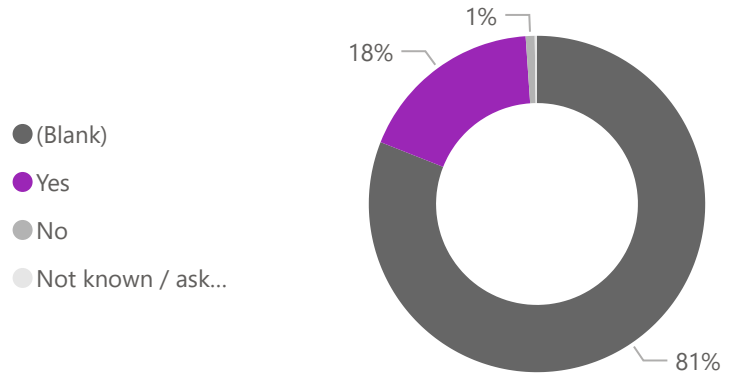
Sexual orientation: Cornwall %



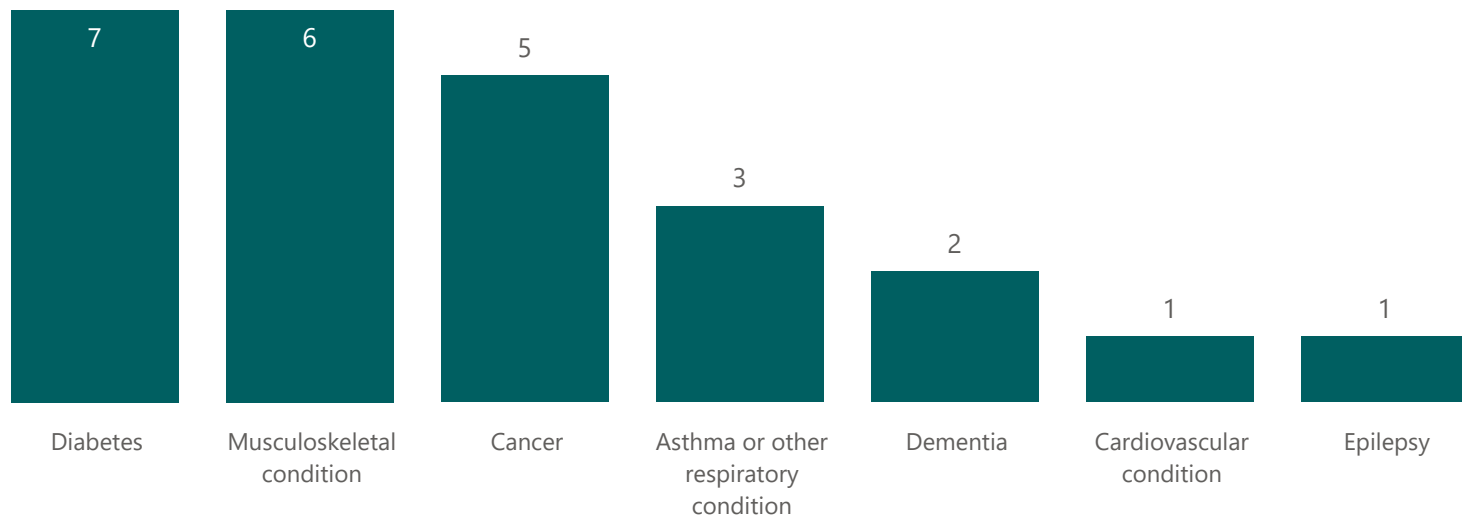
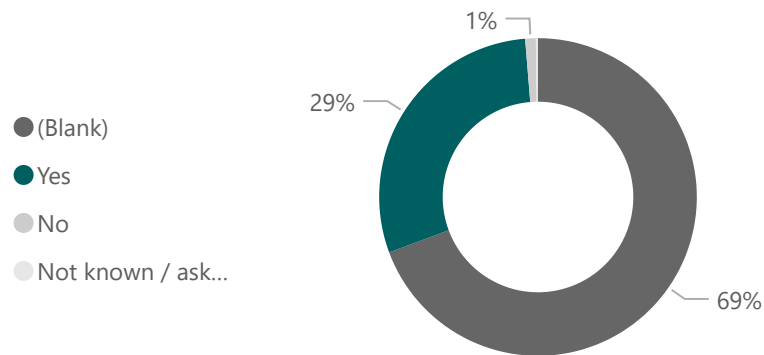
Characteristics of individuals providing feedback in Q1, Q2 & Q3

Financial year: 23-24
 Quarter: Multi...

Disability (n=83:18% of all individuals said 'Yes')



Long Term Condition (LTC) (n=136; 29% of all individuals said they have a long-term condition)

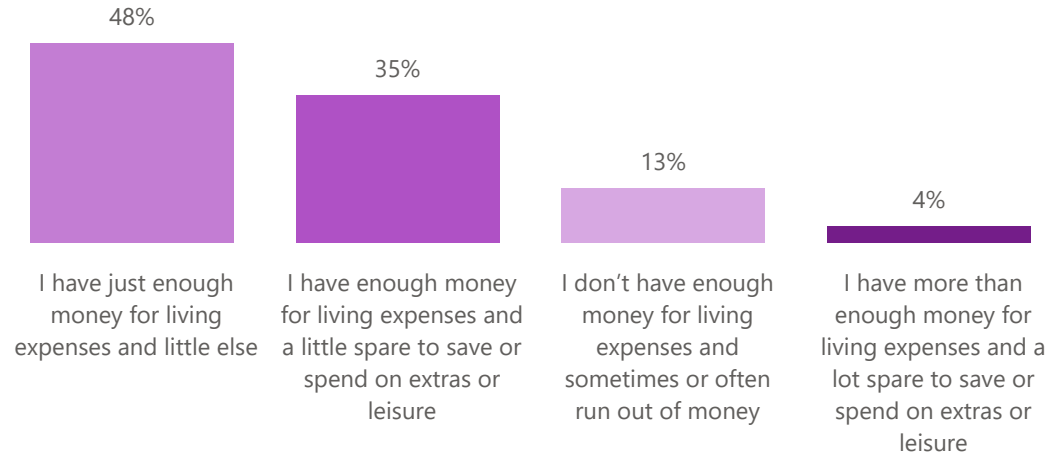


Characteristics of individuals providing feedback in Q1, Q2 & Q3

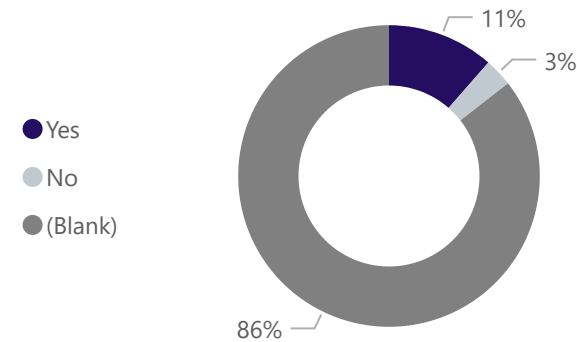
Financial year Quarter

We started recording financial situation in January 2023.

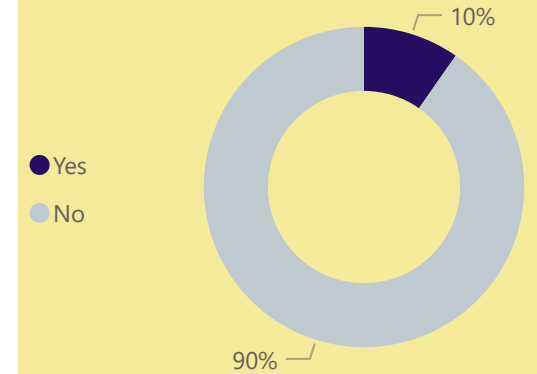
Financial situation (n=153; 33% of all individuals completed question)



Caring responsibilities (n=53: 11% of all individuals said 'Yes')

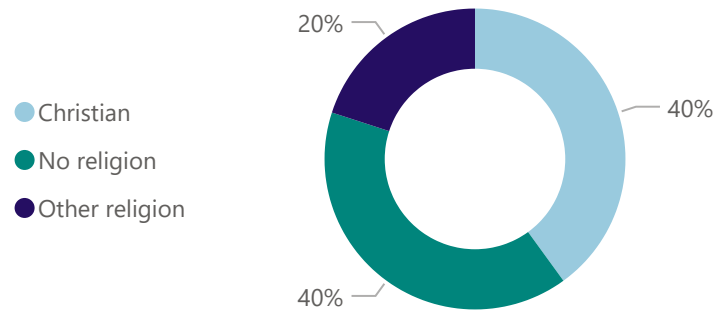


Caring responsibilities: Cornwall %

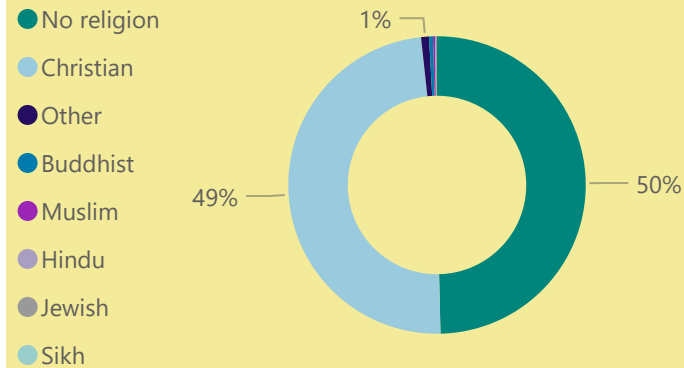


We no longer collect information on religion routinely.

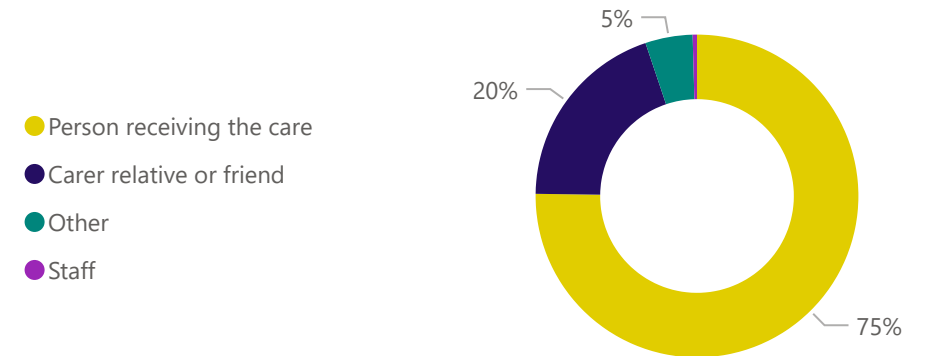
Religion (n=35: 8% of all individuals)



Religion: Cornwall %



In relation to feedback what best describes you? (n=463)



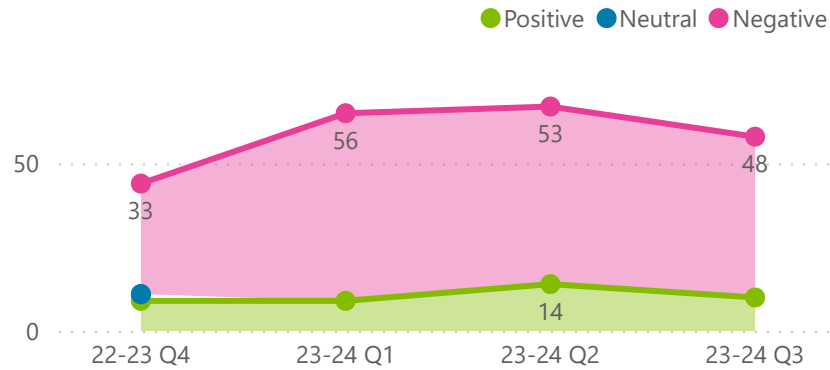
General Practice: Q3

Financial year
23-24

Quarter
Q3



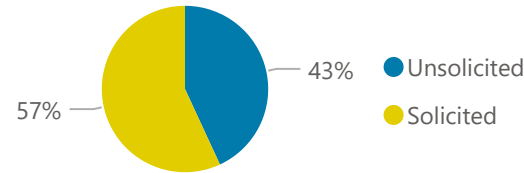
Sentiment of all feedback over the last four quarters



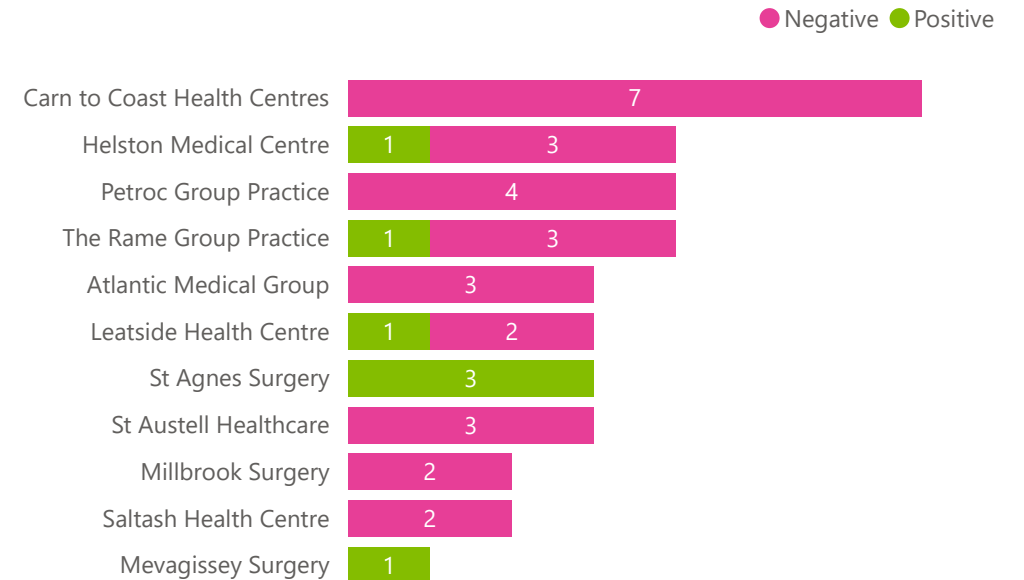
Pieces of feedback this quarter:

58

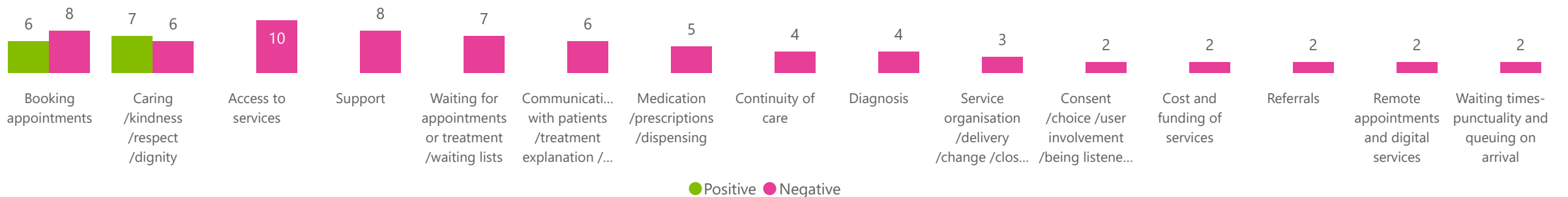
Solicited feedback this quarter



Sentiment of feedback this quarter by organisation



Themes this quarter: General Practice



Negative feedback about GPs remained high last quarter (58 pieces). Common negative themes include **Access to services; Booking appointments; Support;** and **Waiting for appointments or treatment.** Access issues included people waiting up to 6 weeks for appointments and some people not hearing back at all after contacting their surgery. In one case, this led to someone seeking help from a Minor Injuries Unit instead. Concerns about **Support** included lack of support and advice for managing mental health, diabetes, pain, varicose veins and a genetic condition. There was positive feedback about staff **Caring, kindness, dignity and respect** and ease of **Booking appointments.** Three pieces of praise about booking appointments were for St Agnes Surgery where it is possible to book an appointment in person.

General Practice Quotes

Financial year
23-24

Quarter
Q3

Level 2: " Called GP last week but they didn't want to see me. Saw nurse and doctor said they didn't need to see me and if worse to come back. I'm here now instead. "

Level 1: " St Agnes Surgery is very responsive to your needs. Can usually see someone very easily. Making an appointment I can go down there and they are happy to do the appointment in person, so helpful. I am very happy with services at GP level and hospital. Excellent care and wonderful team. "

Level 1: " When diabetic medication became unavailable, had no support. Had an appointment booked for a check, but GP cancelled this due to staff sickness, so had to wait longer. Appointment was not helpful and quality of life has been affected by having to live with high blood sugar levels for months. "

Level 1: " Have had ongoing health issues for several months have only had 1 appointment face to face with GP. I have requested a face to face, there is a 6 week wait. I've been diagnosed with genetic condition- no information given and directed to a website for more information- national group. "

Primary Care Networks (PCNs) & Integrated Care Areas (ICAs): Q3

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

Financial...
23-24

Qua...
Q3

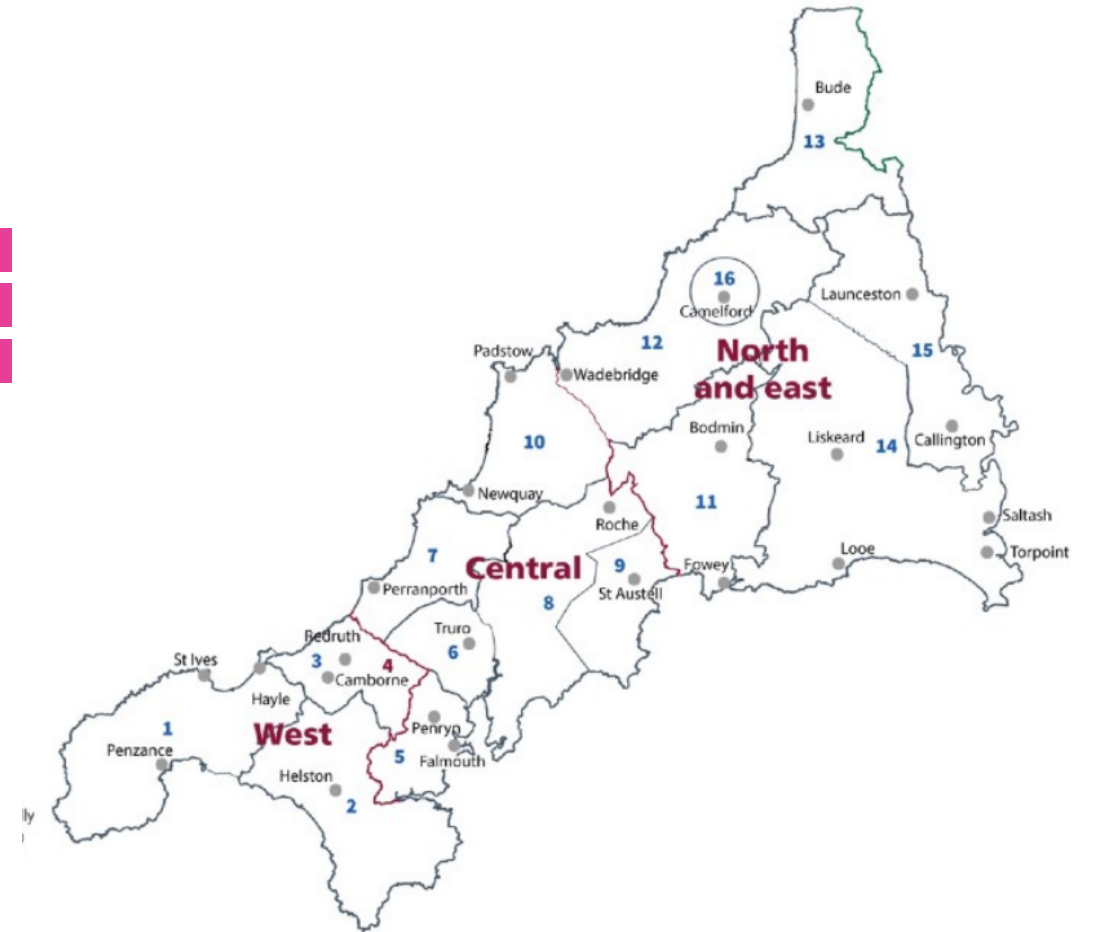
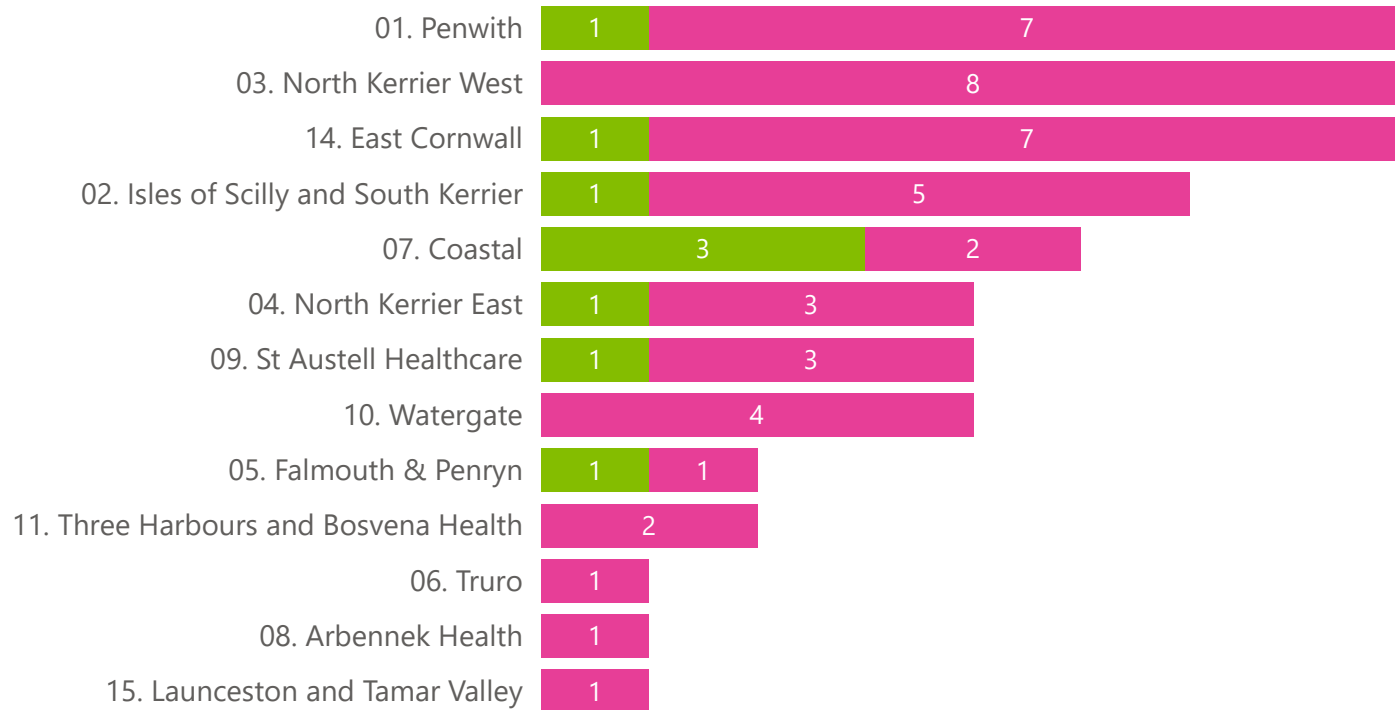


Pieces of feedback assigned to a PCN this quarter:

54

Count and sentiment of feedback this quarter assigned to each Primary Care Network

Sentiment ● Positive ● Negative



Primary Care Networks (PCNs) & Integrated Care Areas (ICAs): Q3

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

Financial year

23-24

Quarter

Q3



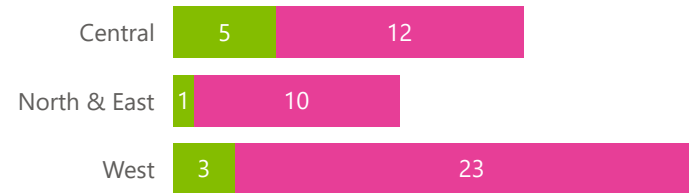
Pieces of feedback assigned to an ICA this quarter:

54

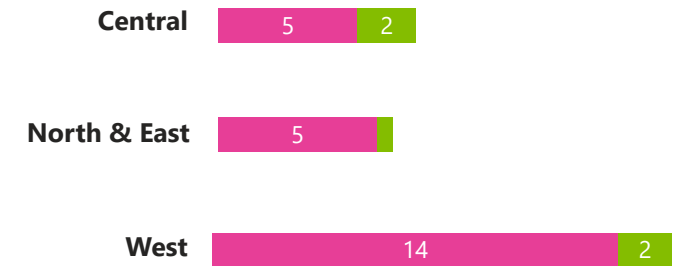
ICA population size (Thousands)



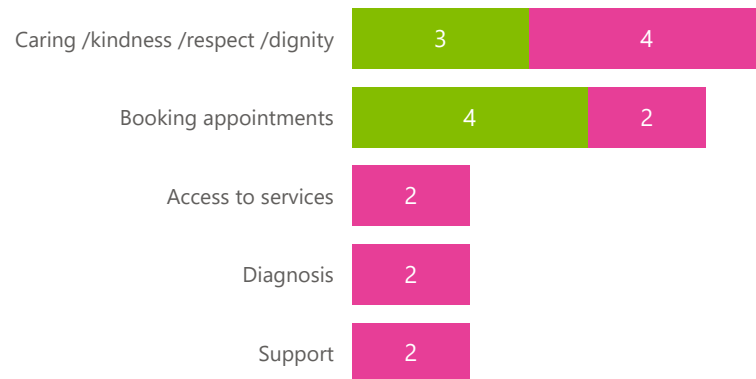
Count of feedback this quarter assigned to each ICA



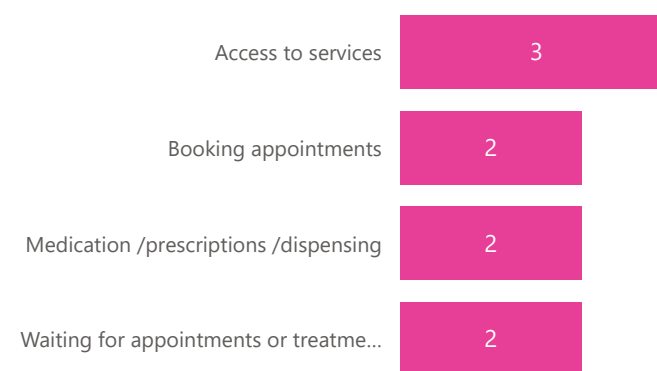
Count of feedback this quarter relative to ICA population size (per 100,000 population)



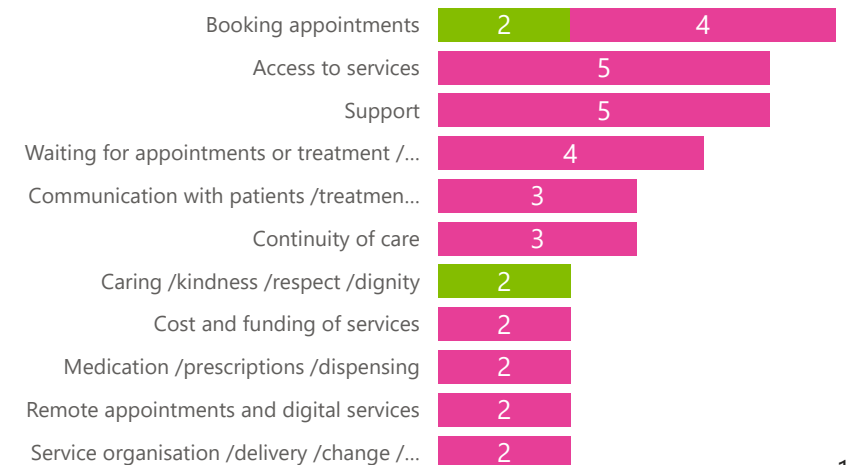
Themes: Central



Themes: North & East



Themes: West



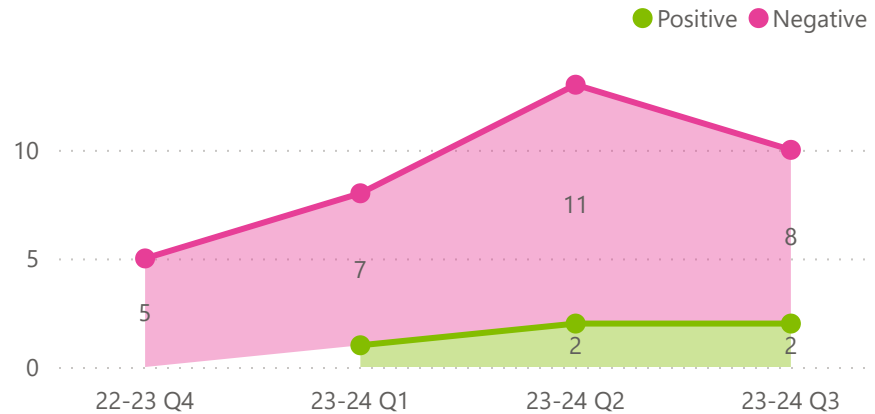
Cornwall Partnership Foundation Trust (CPFT): Q3 Mental Health and Autism / ADHD Services

Financial year
23-24

Quarter
Q3



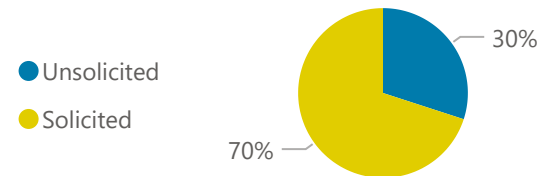
Sentiment of all feedback over the last four quarters



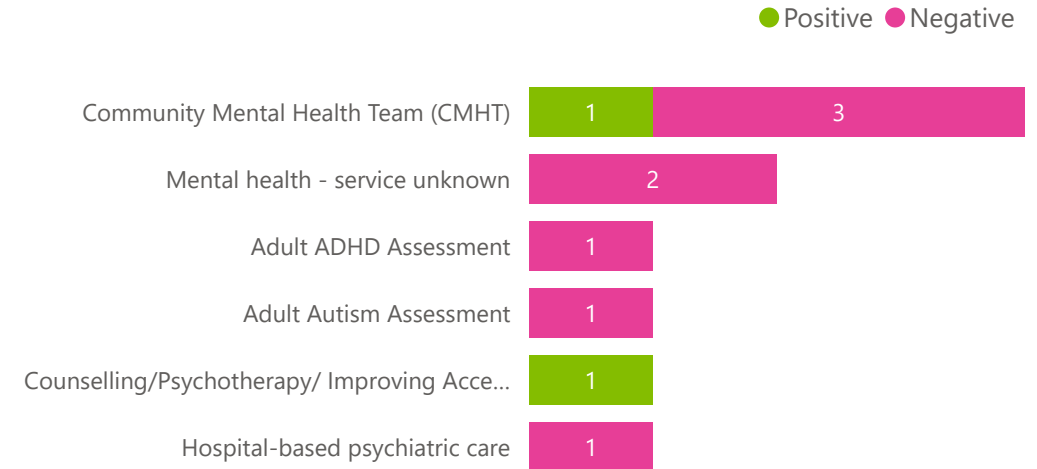
Pieces of feedback this quarter:

10

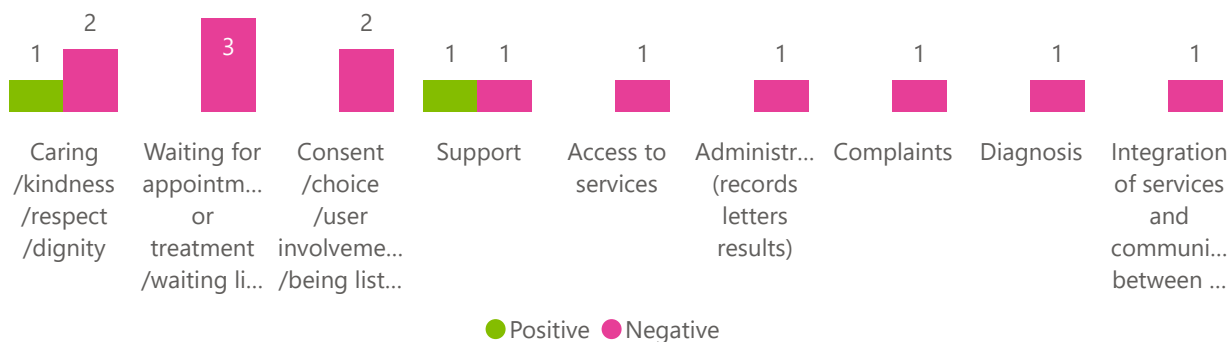
Solicited feedback this quarter



Feedback this quarter by service



Themes this quarter: CPFT Mental Health Services



Level 1: "Needed help with mental health. Had 6 weeks, now ended but able to join another group which is good. Don't feel alone. So thankful for the help. "

Level 1: " Has been told by adult ADHD services that previous diagnosis from Phychiarty-uk doesn't follow NICE guidelines and has been put on a 7 to 8 year waiting list for reassessment. "

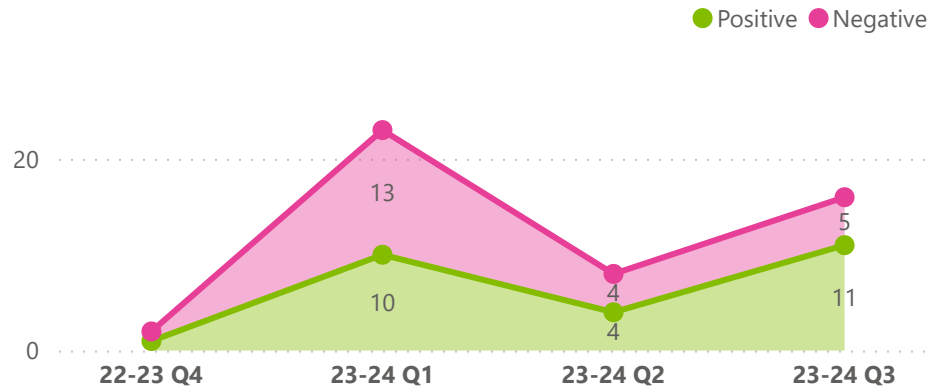
There were 8 pieces of feedback about Mental Health Services this quarter, including two pieces of praise for mental health support received. Concerns were about the quality of care while being held on a psychiatric ward; the quality of care provided by Community Psychiatric Nurses; not feeling listened to; and not having an assessment following referral. Two pieces of feedback were about assessment for ADHD: one was about lack of information provided by their GP on the Right to Choose, which would have enabled them to have a much faster diagnosis; and another ongoing complaint about Adult ADHD services in Cornwall refusing to recognise their diagnosis from Psychiatry-UK, which was obtained through the NHS Right to Choose pathway.

Cornwall Partnership Foundation Trust (CPFT): Q3 Physical Health and Community Services

Financial year 23-24 Quarter Q3



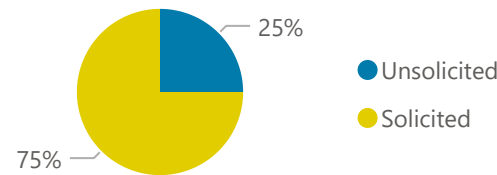
Sentiment of all feedback over the last four quarters



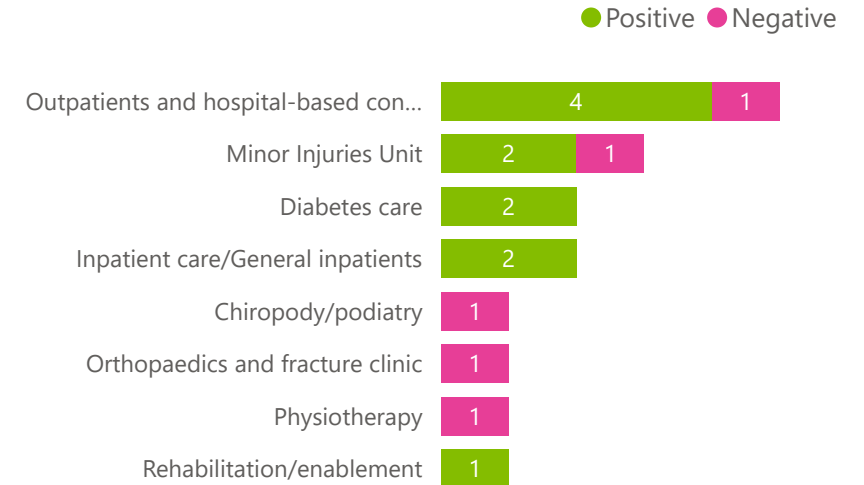
Pieces of feedback this quarter:

16

Solicited feedback this quarter



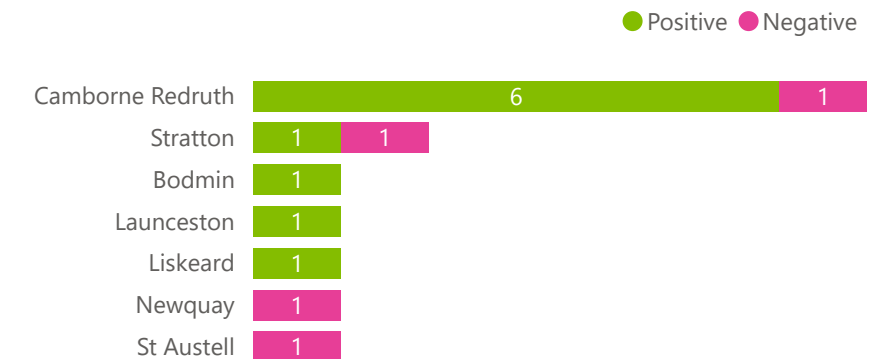
Feedback by service this Quarter



Themes this Quarter: CPFT Physical Health and Community Services



Feedback by Community Hospital this Quarter



There were 16 pieces of feedback this quarter, which were mostly positive. The most common positive themes were **Caring/kindness/respect/dignity** and **Waiting times - punctuality and queuing on arrival**, assigned to feedback about different services, including Minor Injuries Unit, Diabetes Care, Inpatient and Outpatient care at Camborne Redruth Hospital and the Orthopaedics and fracture clinic at Stratton. The high quantity of feedback about Camborne Redruth Community Hospital this quarter reflects an engagement event held there in November. There were no clear negative themes this quarter. Examples of negative feedback include a concern about staff attitudes at Newquay Hospital; a concern about a reduction in insoles provided by Podiatry as they are unaffordable to pay for privately; being in hospital a long way from family; and waiting times to be seen at appointments.

Cornwall Partnership Foundation Trust Quotes

Financial year

23-24

Quarter

Q2

Level 1: " Newquay were unwelcoming, dismissive and rude and said they didn't have the equipment needed so had to go back to Truro. "

Level 1: "Absolutely fabulous, spouse seen within half an hour, x-rayed and plastered within the hour, discharged and home within two hours. "

Level 1: " GP referred me for an echo. I came here as this was the first appointment I could get. If I waited until I could get an appointment at RCHT (near to me) it would be longer. I accepted this one rather than wait. "

Level 1: " Used to be seen regularly at podiatry clinic and have more than one pair of specific insoles a year, have now been discharged and told they can only have one pair of insoles. Feels this is short sighted as having the insoles prevents other problems. Looked at the cost of getting insoles privately, but can't afford it on a basic pension. "

Level 1: " Diabetic clinic and dressing clinic appointments arranged at same time. Can't fault the care. Diabetic eye check up every two years, so here today for that as well. "

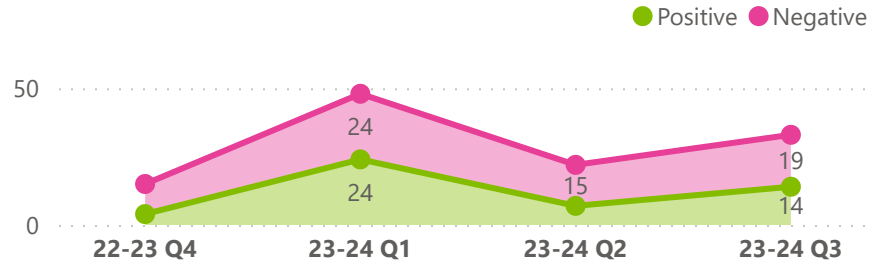
Royal Cornwall Hospital Trust (RCHT): Q3

Financial year
23-24

Quarter
Q3



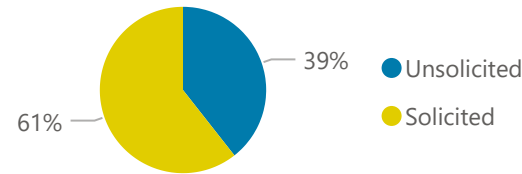
Sentiment of all feedback over the last four quarters



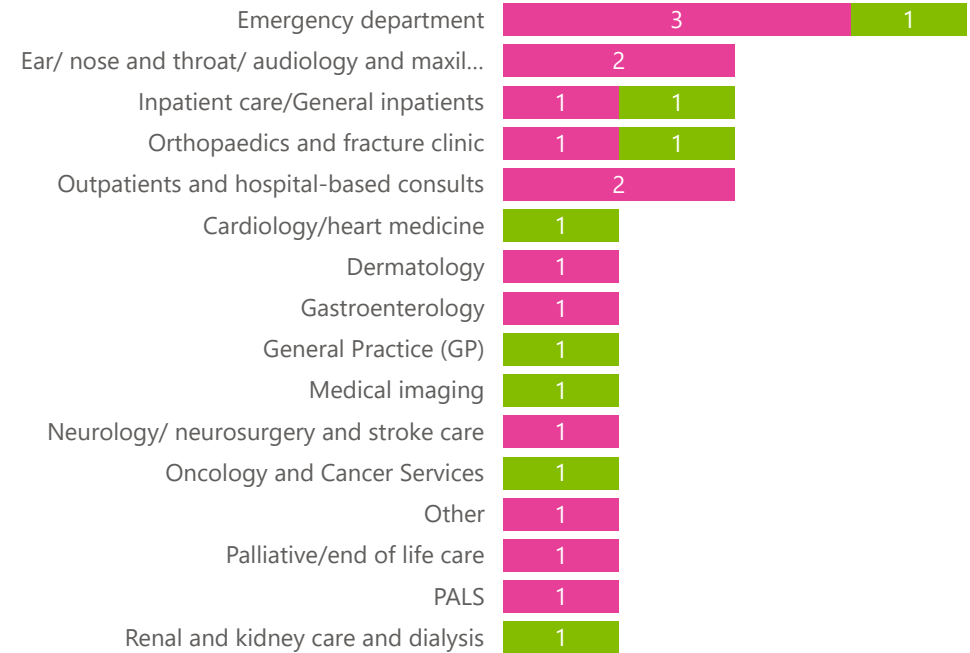
Pieces of feedback this quarter:

33

Solicited feedback this quarter



Royal Cornwall Hospital: Feedback by Service

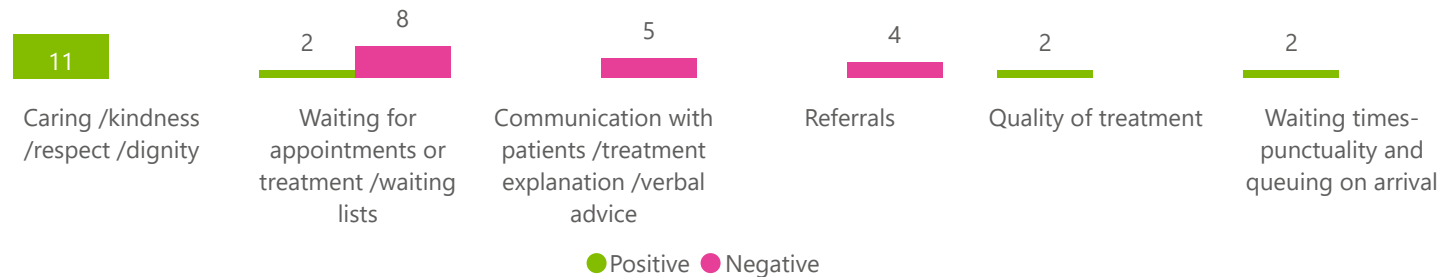


St Michael's Hospital: Feedback by Service



No feedback for West Cornwall Hospital this quarter

Themes this quarter: Royal Cornwall Hospital Trust



We received 23 pieces of feedback about Royal Cornwall Hospital and 10 pieces about St Michael's Hospital. There was no feedback about West Cornwall Hospital this quarter. **Caring/ kindness/ dignity/ respect** remains the most common theme across the Trust, including praise for staff and care across a number of different services, such as Paediatric and Orthopaedic care and a fast referral for mammogram. Concerns were most often about long **Waiting times** for orthopaedic surgery (x3), a bowel scan and follow up after surgery. **Communication with patients /treatment explanation / verbal advice** was another common negative theme assigned to communication with a family at End-of-Life; lack of information and support at time of discharge from ED; managing expectations for waiting times for a bowel scan; and difficulties communicating with St Michael's Hospital by phone about surgery. There was also a request for more consideration to be given to the accessibility of St Michael's Hospital for people with a disability.

Royal Cornwall Hospital Trust Quotes

Financial year

23-24

Quarter

Q2

Level 1: " Had to wait over 14 months to see orthopaedic surgeon. GP sent two referrals, somewhere the communication process broke down. Had major surgery in RCH and was in hospital for a long time. "

Level 1: " I must say that I have had brilliant treatment both at RCHT and St Micheal's. "

Level 1: " In Launceston for rehab post fall and fracture from RCH. RCH – Overworked, nurses try their best but clearly overworked. But despite this at Launceston & RCH care is good and staff come to help when you press the call bell. Food good at RCH and Launceston. "

Level 1: " Has been suffering with acute abdominal pain. Since the pain started their bowel has not been functioning properly. Is awaiting a scan to determine what the problem is and feels they are at risk of a bowel obstruction, RCHT have given no time frame for the scan. "

Level 3: " Relative had a fall at home and was admitted to hospital. They had a fracture that wasn't picked up until a later date. They were discharged from hospital to home with no support and had another fall and was readmitted to hospital. Relative was transferred to Derriford without any communication with the family. Family feels that the hospital are not listening. "

Level 1: " More thought should be given to disabled people when attending hospital or doctors app. I'm not one to make a fuss so I usually suffer in silence. When in Hayle Hospital to have surgery no effort was made to make things more comfortable. "

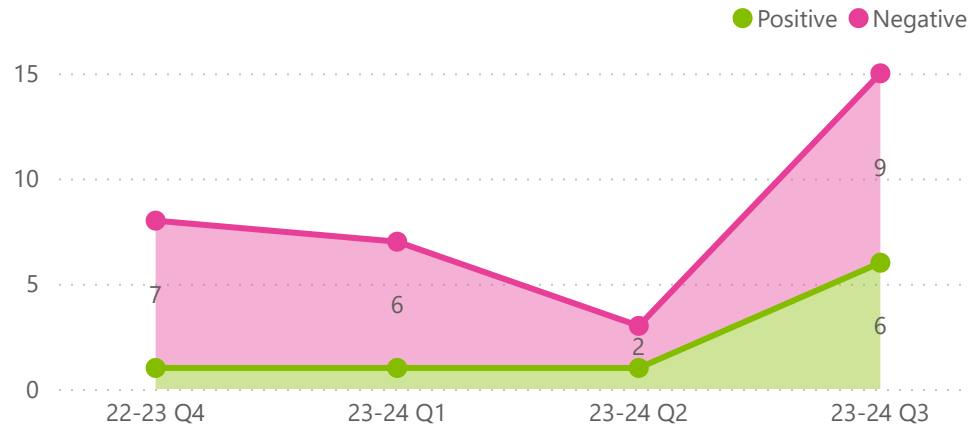
University Hospitals Plymouth Trust (UHPT): Q3

Financial year
23-24

Quarter
Q3



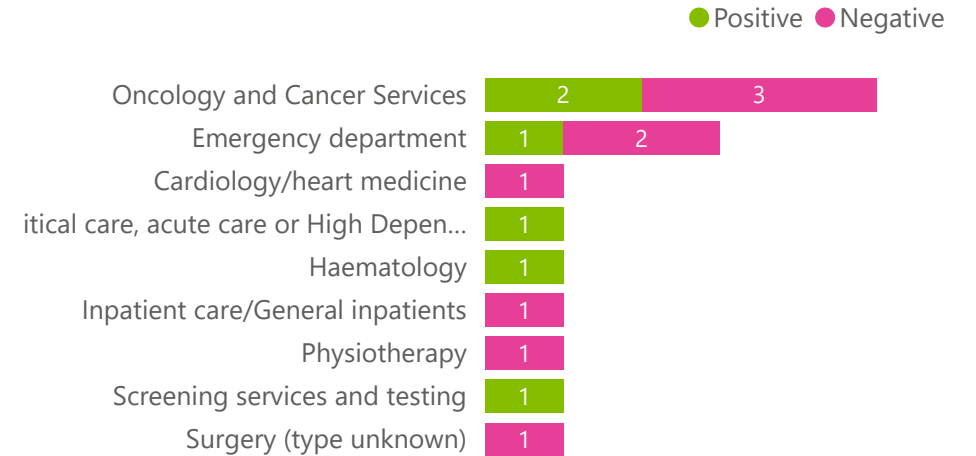
Sentiment of all feedback over the last four quarters



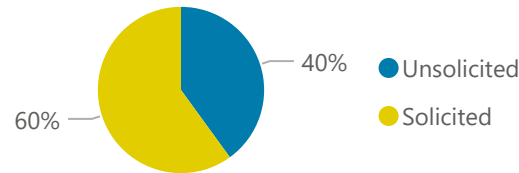
Pieces of feedback this quarter:

15

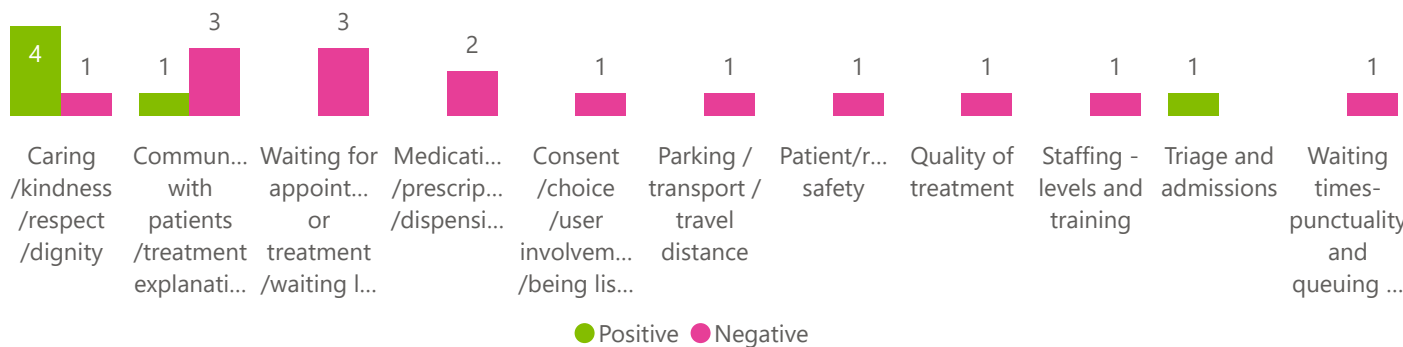
Feedback this quarter by Service



Solicited feedback this quarter



Themes this quarter: University Hospitals Plymouth Trust



Level 1: " Derriford – excellent. Most wonderful team supporting relative during chemo. So kind, Berch Day Ward and all in chemo unit are just wonderful, consultant, porters – everyone, also haematology – wonderful staff. "

Level 1: " Local hospital could not do cancer surgery needed. So I was referred to another hospital miles away. Once referred they didn't check that hospital saw me in a timely manor. "

There were 15 pieces of feedback on Derriford Hospital this quarter, over half of which was negative. **Caring/ kindness/dignity/ respect** was a common positive theme assigned to staff working in Oncology, Haematology, Critical Care and the Emergency Department. **Communication with patients/ treatment explanation/ verbal advice** and **Waiting for appointments or treatment** were common negative themes and include waiting 8 months for a cardiology appointment, a delay in cancer treatment due to referral to another hospital and poor communication and length of time taken for a treatment decision for cancer.

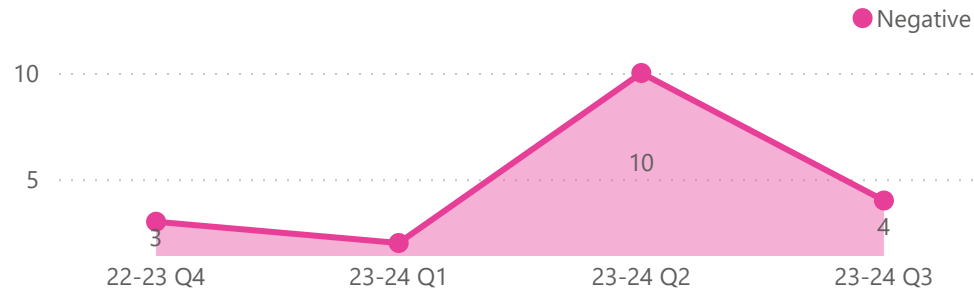
Adult Social Care: Q3

Feedback on Adult Social Care includes feedback on council run services and private providers, such as care homes, as listed under Services and Organisations. The organisation 'Cornwall Adult Social Care' refers to adult social care services provided by Cornwall Council.

Financial year
23-24

Quarter
Q3

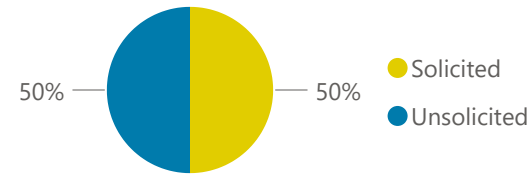
Sentiment of all feedback over the last four quarters



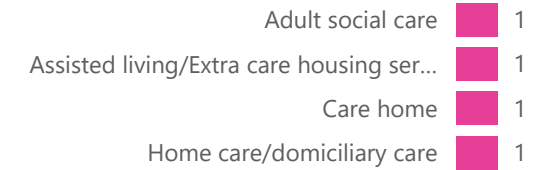
Pieces of feedback this quarter:

4

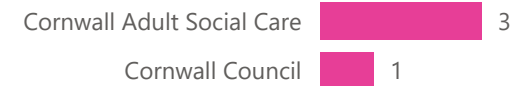
Solicited feedback this quarter



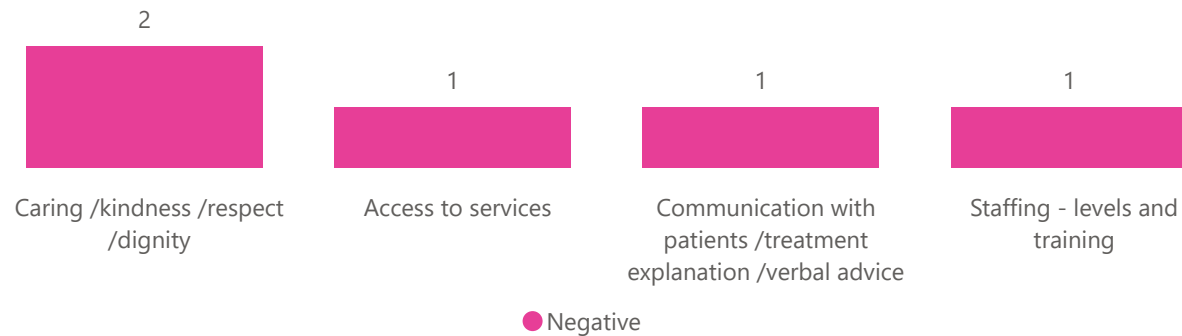
Feedback this quarter by Service



Feedback this quarter by Organisation



Themes this quarter: Adult Social Care



There were just four pieces of feedback this quarter, all negative, received through phone calls and engagement events. Three were concerns about Cornwall Adult Social Care (Cornwall Council), including poor support provided by carers in supported housing; lack of action from the Council to fit equipment; and inadequate / no offer of domiciliary carers. The last piece of feedback was about a delay in administration of a syringe driver due to lack of trained staff in a nursing home.

Level 1: "Lives in supported housing but carers are not supportive. Wants to complain that they are taking the money but not providing the caller with any support."

Level 1: " Has ASC package of care in place and discussed with adult social care but feels not getting adequate help and advice and found communication caused distress and felt not sympathetic. "

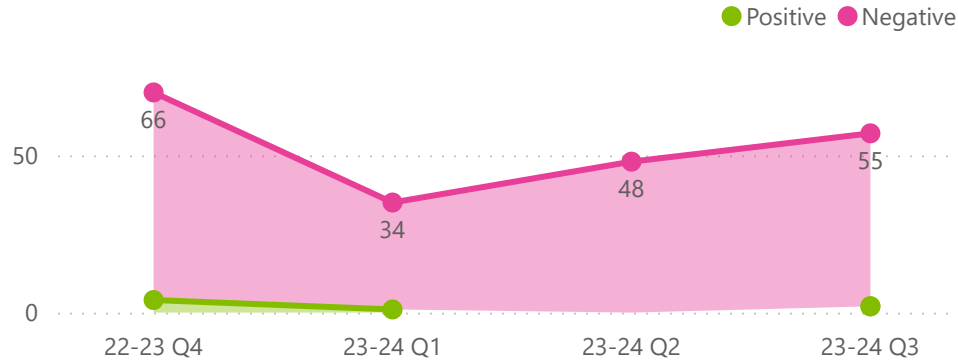
NHS Dentists: Q3

Financial year
23-24

Quarter
Q3



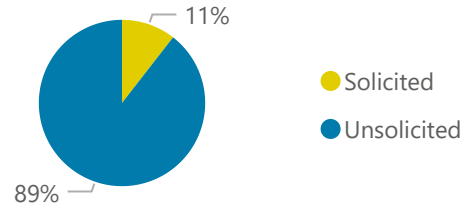
Sentiment of all feedback over the last four quarters



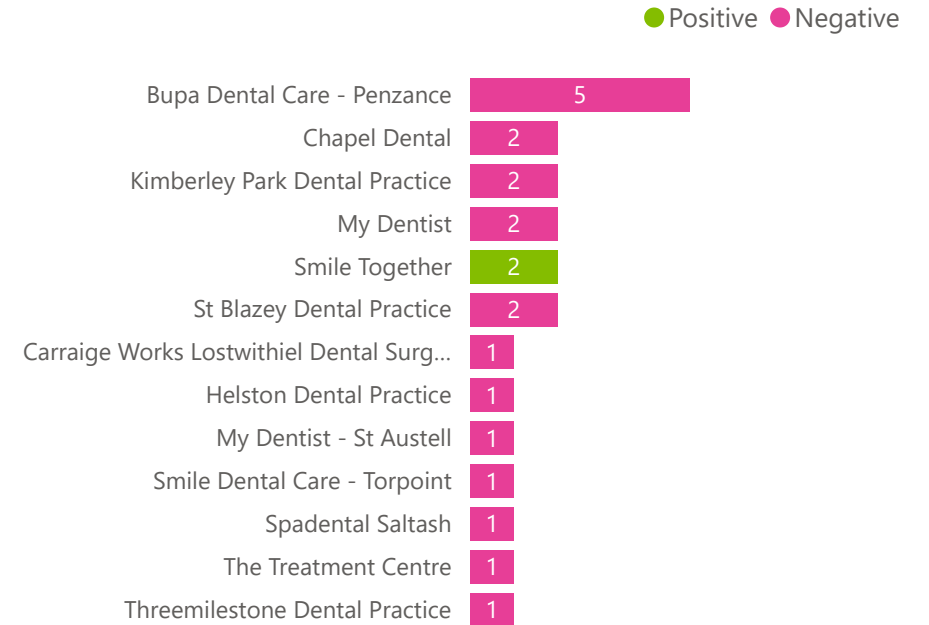
Pieces of feedback this quarter:

57

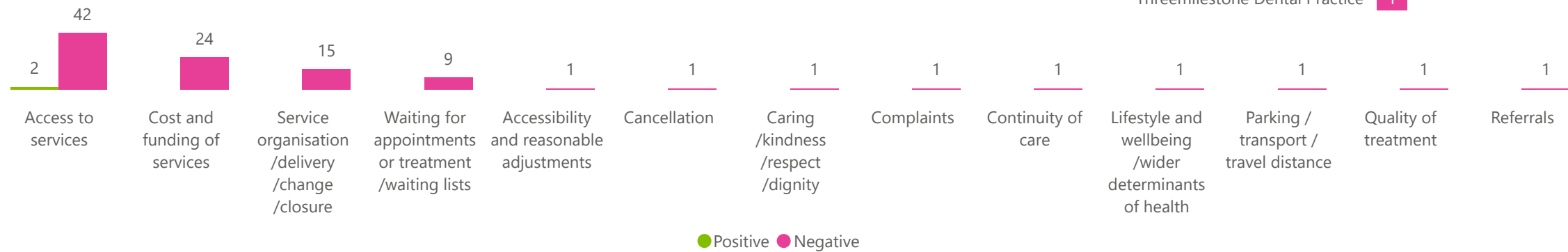
Solicited feedback this quarter



Feedback this quarter by Organisation (where provided):



Themes this Quarter: NHS Dentists:



Emergency Dentists - no feedback this quarter

Dentistry has become the No.1 concern again this quarter. The majority of feedback is from **people who are unable to access NHS dental care** (49 pieces), often because their dental practice has changed to only accepting private patients. Many people described being unable to afford private treatment. Another recurrent theme from last quarter was difficulties **getting through to the waiting list helpline** (6 pieces) with calls not being answered. We received two positive pieces of feedback about Smile Together who provided dental care for people without NHS dentists.

NHS Dentists Quotes

Financial year

23-24

Quarter

Q1

Level 1: " I am an NHS patient midway through treatment, however I haven't been able to see the NHS dentist and they have now left. Privately, the treatment will cost nearly £4000 pounds, I can't afford this. "

Level 1: " Don't have a dentist, no point being on the list. Come here today to be seen by Smile Together, they're a life saver. "

Level 1: " I have been trying to join the central NHS dentist waiting list. Tried the number for over nearly 3 months, each time option 3 for 30 mins and once for 1.25 hours, but call never answered. Can you help please. "

Level 1: " Our NHS dentist has now gone completely private. There is no NHS provision for children. We haven't been able to access NHS dentists for 2 years. The Bupa practice is sending me ads saying if you're happy to pay for a streaming service or gym subscription the you should be happy to pay for dental services. Films and gym membership are lifestyle choices, looking after your teeth is not a lifestyle choice. If the govt choose to get rid of NHS dental services they need to provide affordable alternatives. The dental plan at my local Bupa dentist is £26 pp per month. That is well beyond my budget. "

Level 1: Wanted advice for a member of staff who has recurring dental infections. The issues are now affecting their whole body and wellbeing. They are losing a significant amount of work time due to the impact of the infections. As they are unable to get an NHS dentist they are not able to get a resolution for the root cause. Employer is now looking for options for getting funding to enable them to get treatment. "