

Quarterly Update: Feedback received in Q2 (Jul-Sep 2023)

Financial year: 23-24
 Quarter: Q2

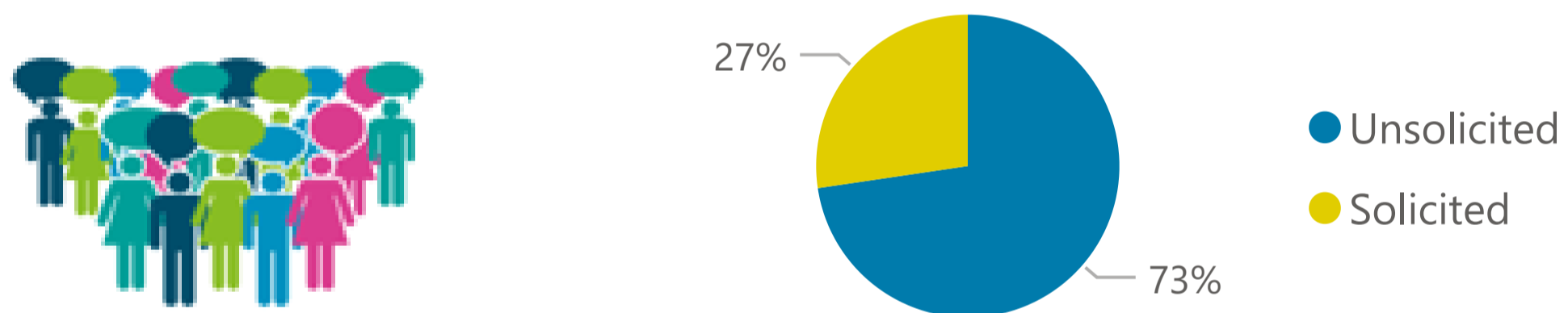


Healthwatch Cornwall (HC) receives **unsolicited** feedback through our website, email and phonenumber, and **solicited** feedback through engagement events in the community and through social media events. Feedback from these sources is summarised in this report.

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: 150 **Pieces of feedback: 189**



Guidance for the analysis of feedback:

Analysis by service and sentiment

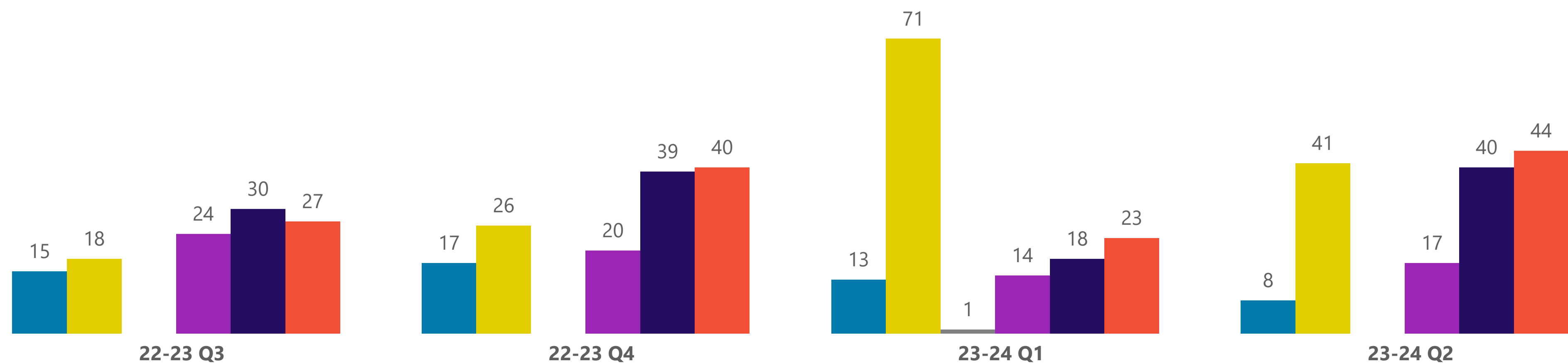
People's experiences are broken down by **sentiment** into positive and negative pieces of feedback about **organisations** and **services**. For example, an individual may provide positive and/or negative feedback about their GP, hospital and ambulance service when telling us about one single episode 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.

Sources of Feedback over the last four quarters

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



Sentiment of feedback in Q2 (Jul to Sep 23)

Financial year

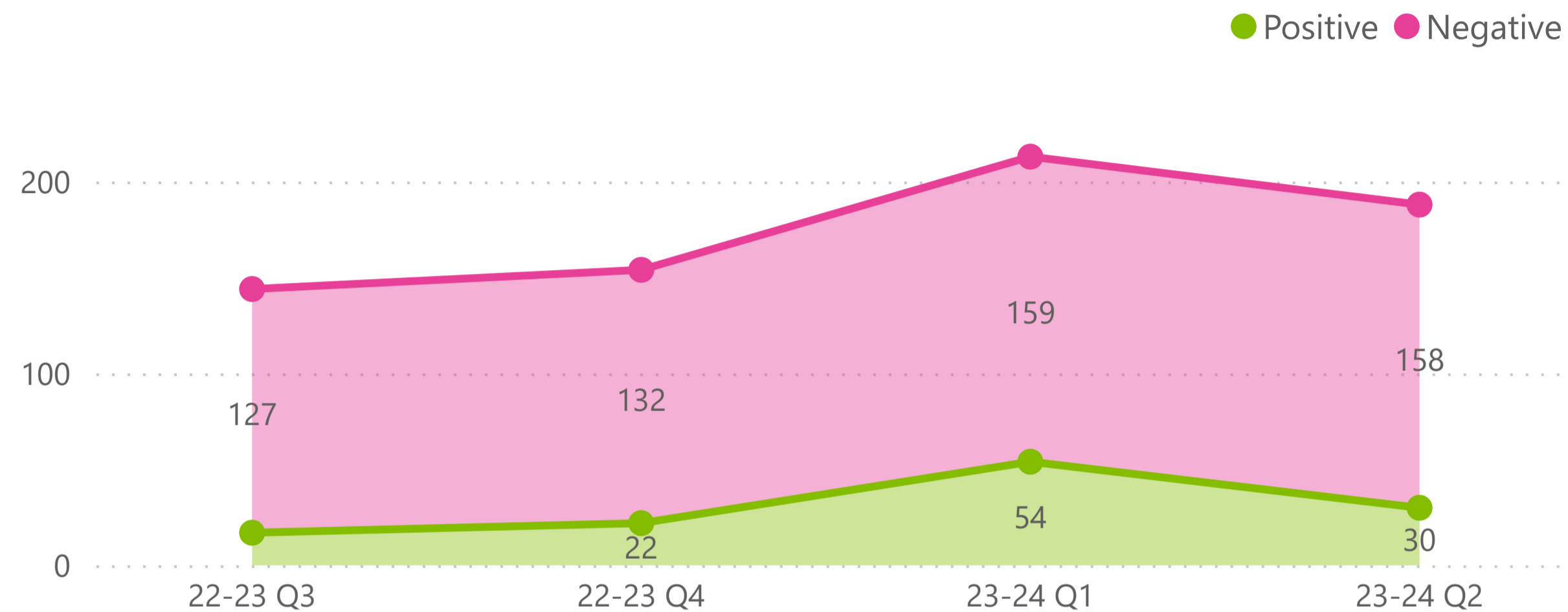
23-24

Quarter

Q2

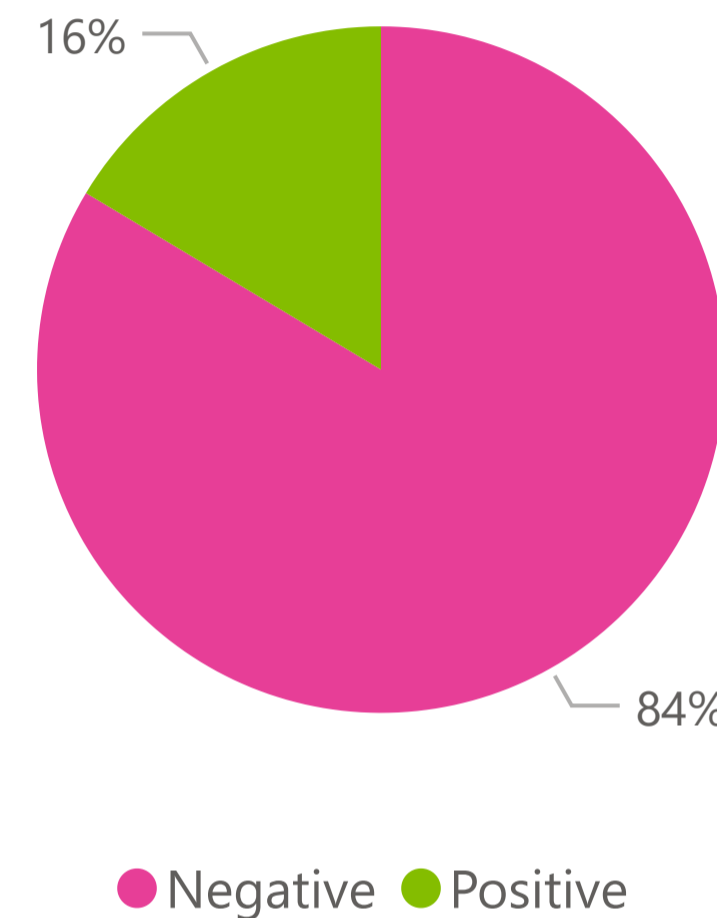


Sentiment of all feedback over the last four quarters

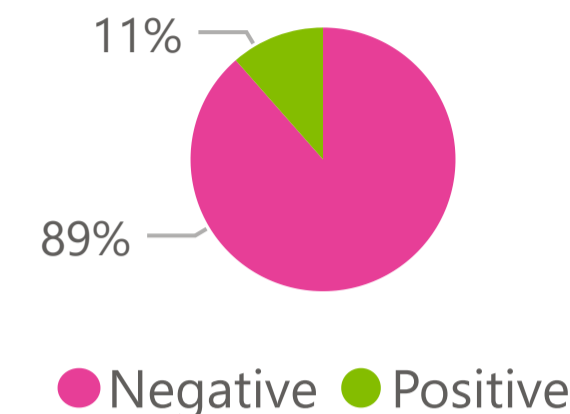


Sentiment of feedback in the last quarter

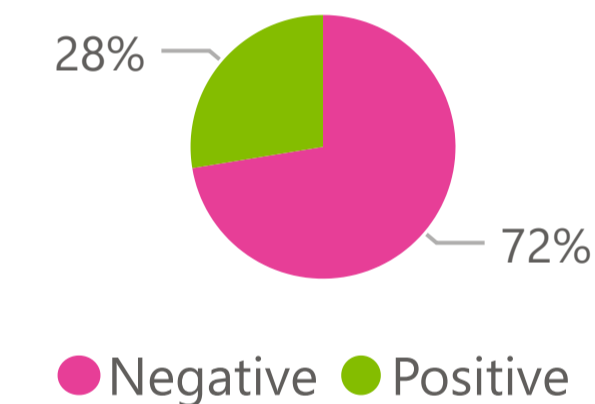
All feedback



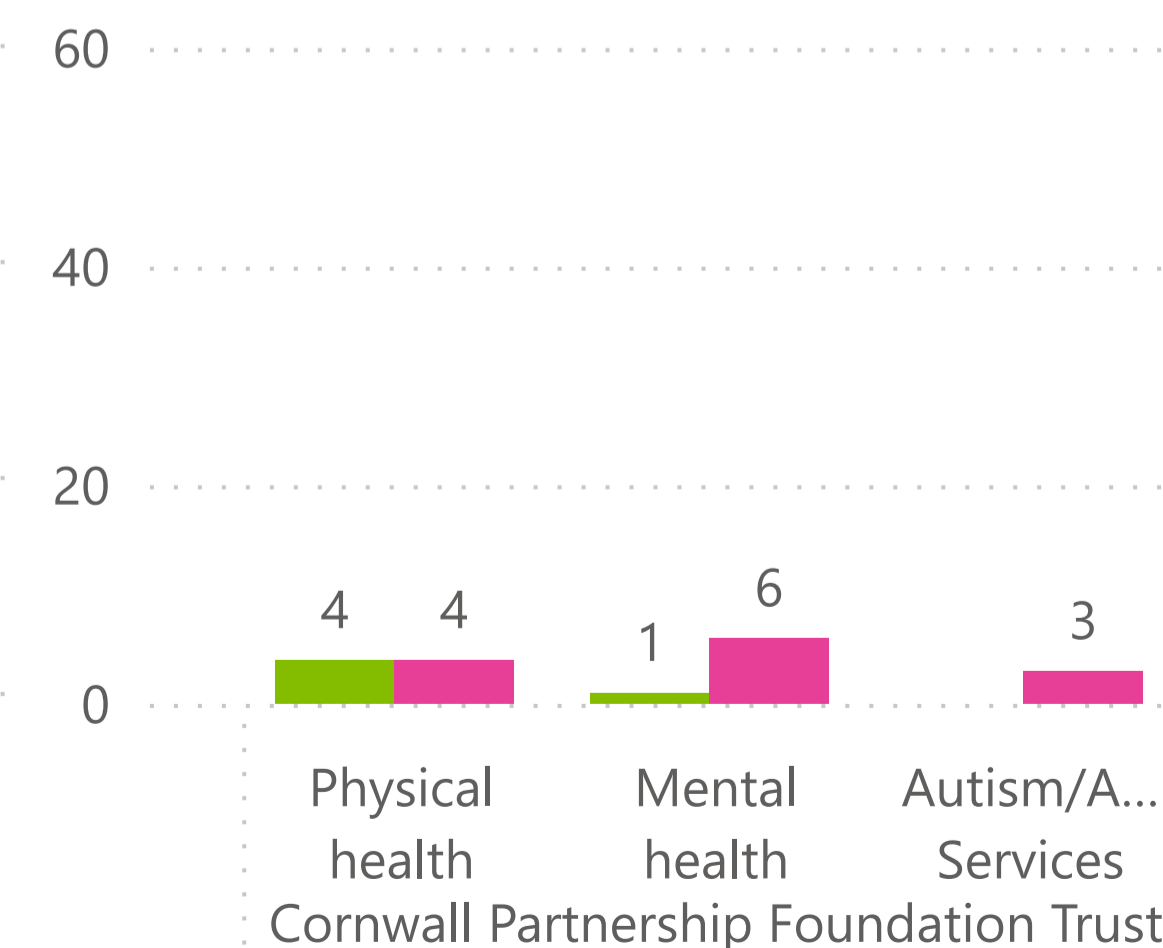
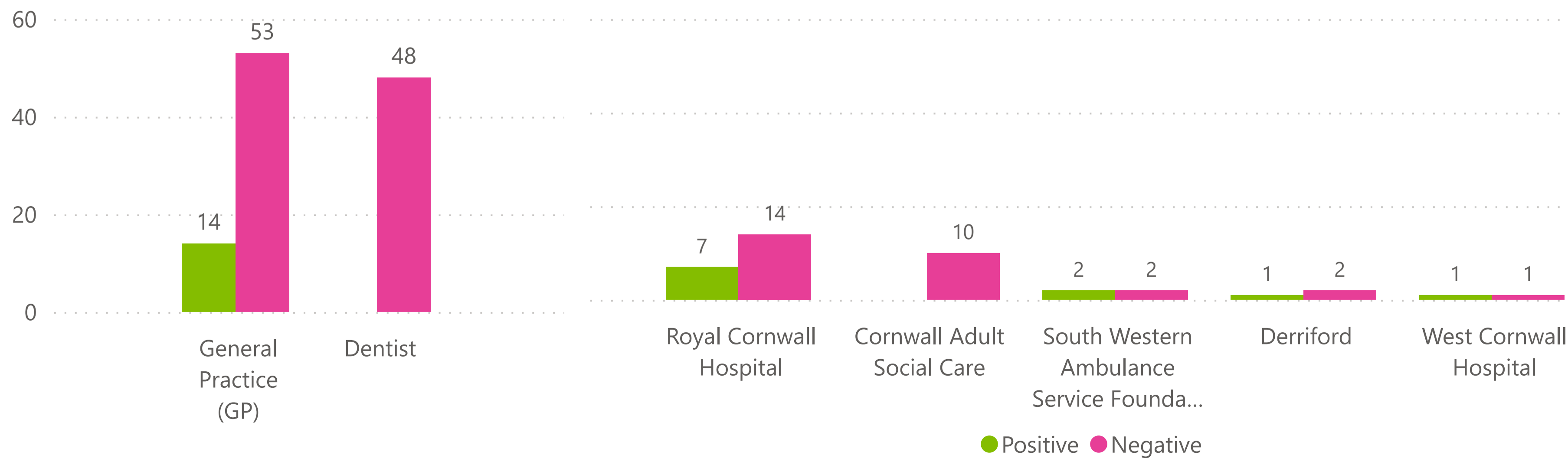
Unsolicited feedback



Solicited feedback



Sentiment of feedback this quarter across different organisations and services



Map of individuals providing feedback in Q1 & Q2 (Apr to Sep 23)

Financial year

23-24

Quarter

Mult...

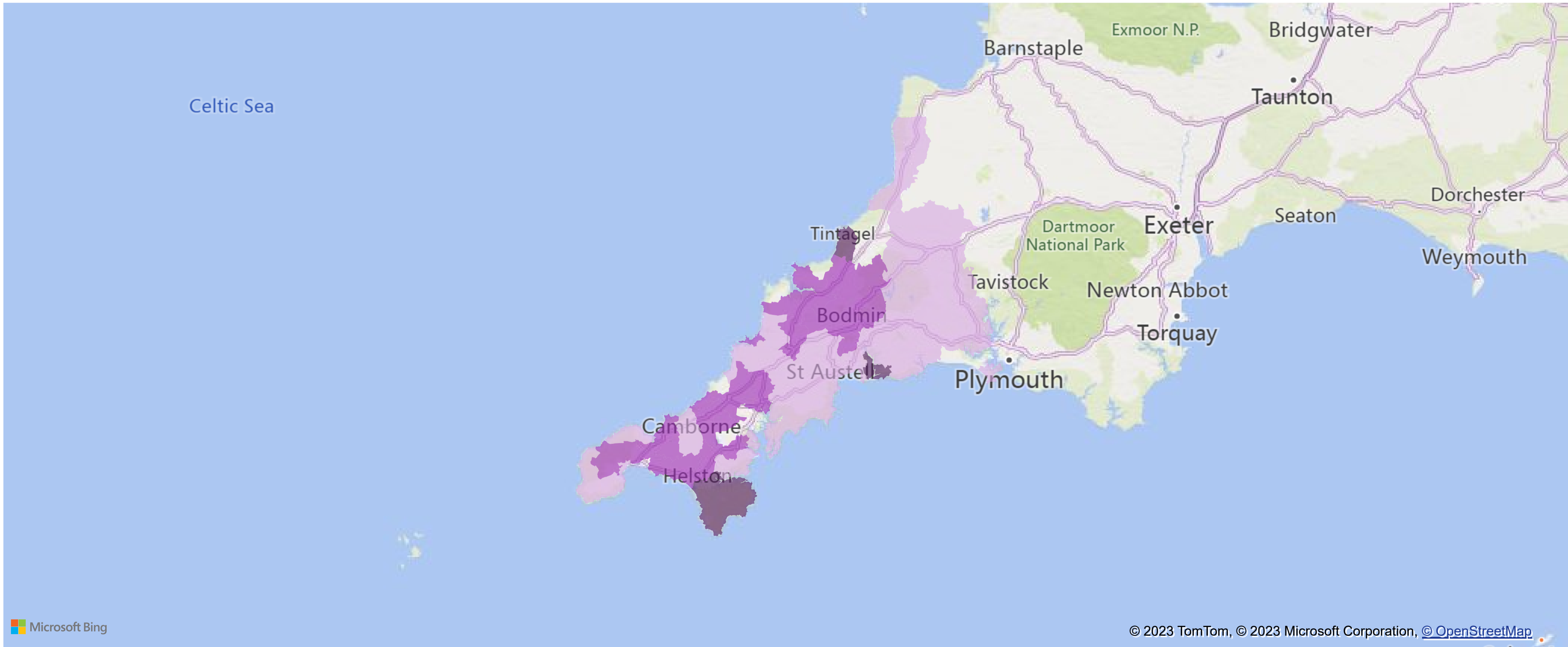


Please note pages 3 to 6 summarise where and who we have heard from so far this financial year, rather than for one quarter. This is to monitor our reach. Pages 7 onwards (blue headers) display feedback for one quarter only.

In this financial year so far, 135 of 290 individuals (47%) 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=0.1-2; 2=3-5; 3=5-10 (per 10,000 population) ●1 ●2 ●3



Postcode	Pop size	Count
TR15	22025	9
TR7	22163	9
TR1	23406	8
TR14	27820	8
TR16	16405	8
TR27	16257	8
PL26	28257	7
TR13	20685	7
TR12	9400	6
PL31	16771	5
TR4	13009	5
PL25	27666	4
PL27	12511	4
PL30	10706	4
TR10	12626	4
TR18	19522	4
PL12	21801	3
PL24	10534	3
TR2	10506	3
TR20	9725	3
TR9	8646	3
PL14	24840	2
PL15	21403	2
PL23	3150	2
PL33	2020	2
TR26	11001	2
TR8	10886	2

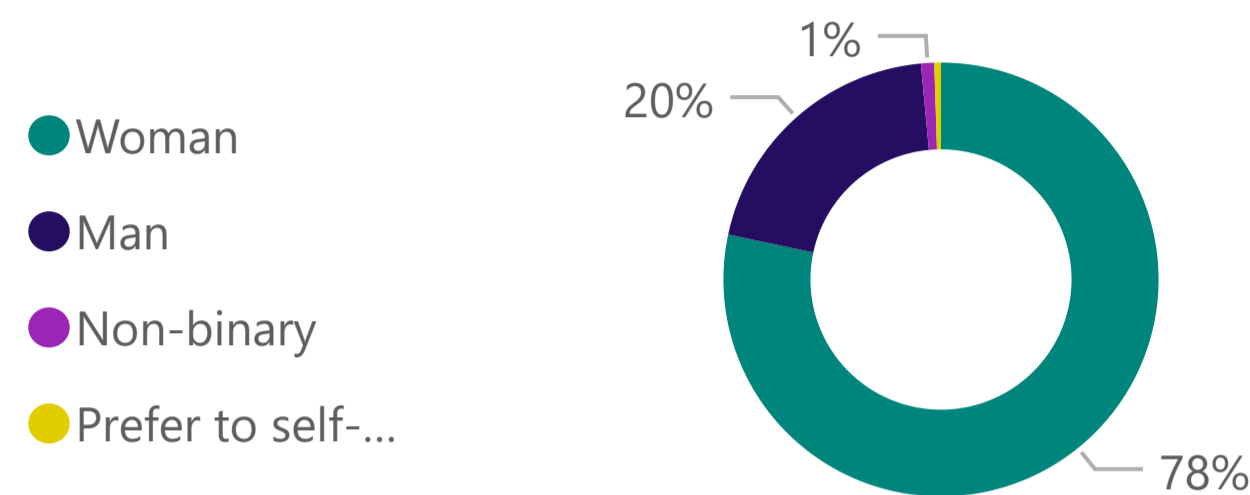
Characteristics of individuals providing feedback in Q1 and Q2

Financial year
23-24

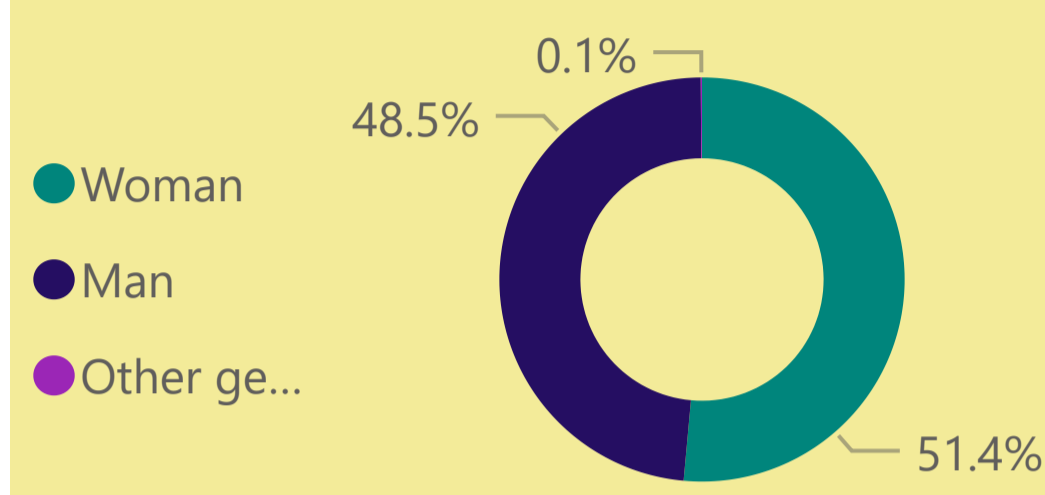
Quarter
Mul...

In this financial year so far, 70% of 290 individuals provided information on at least gender:

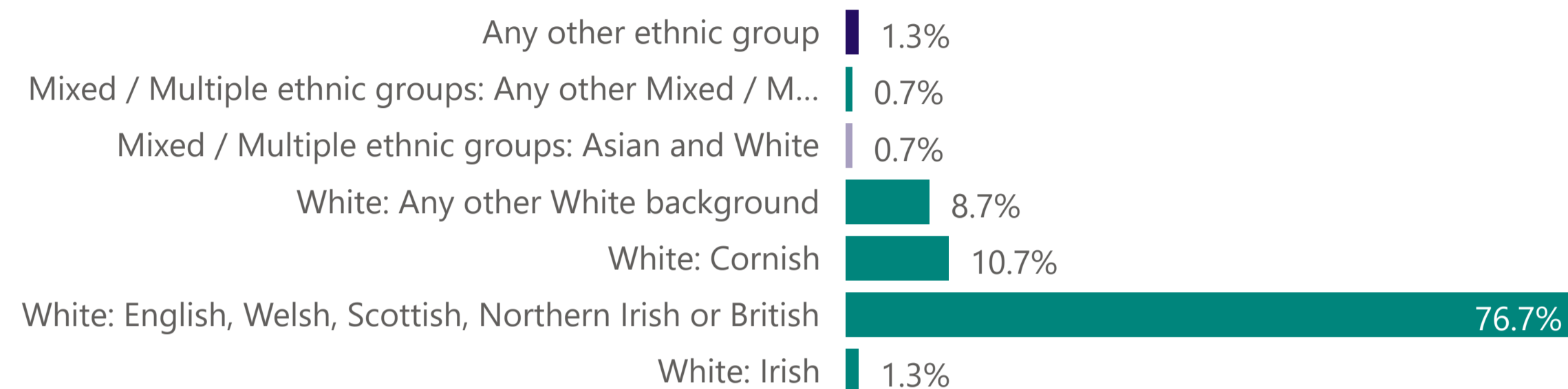
Gender (n=202: 70% of all individuals)



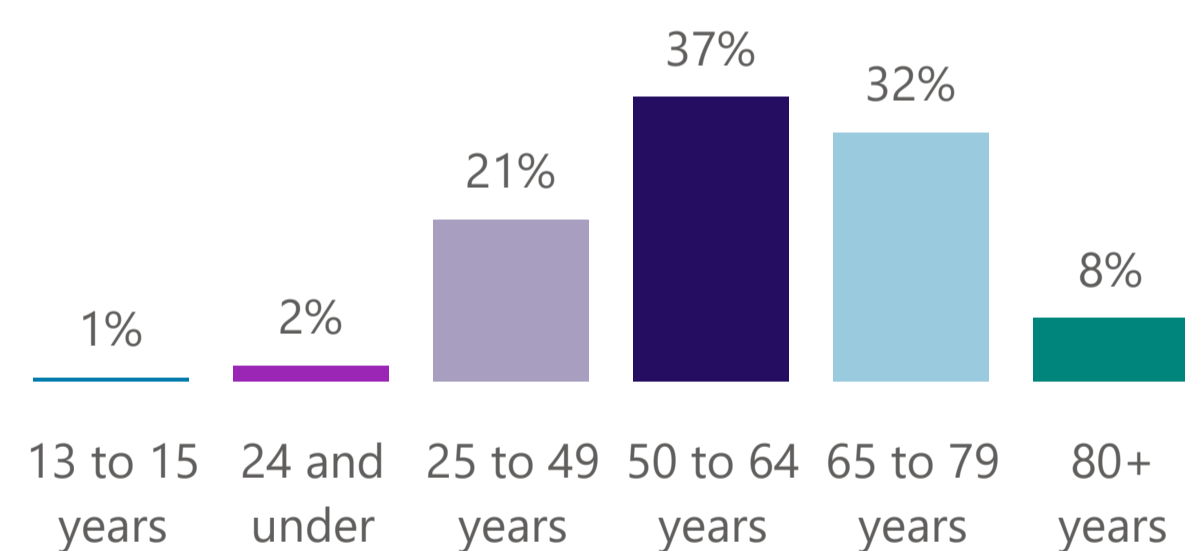
Gender: Cornwall %



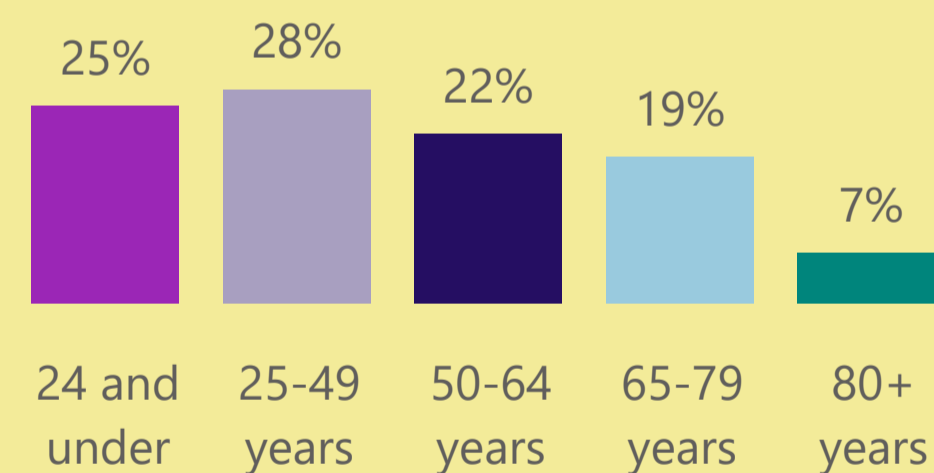
Ethnicity (n=155: 55% of all individuals)



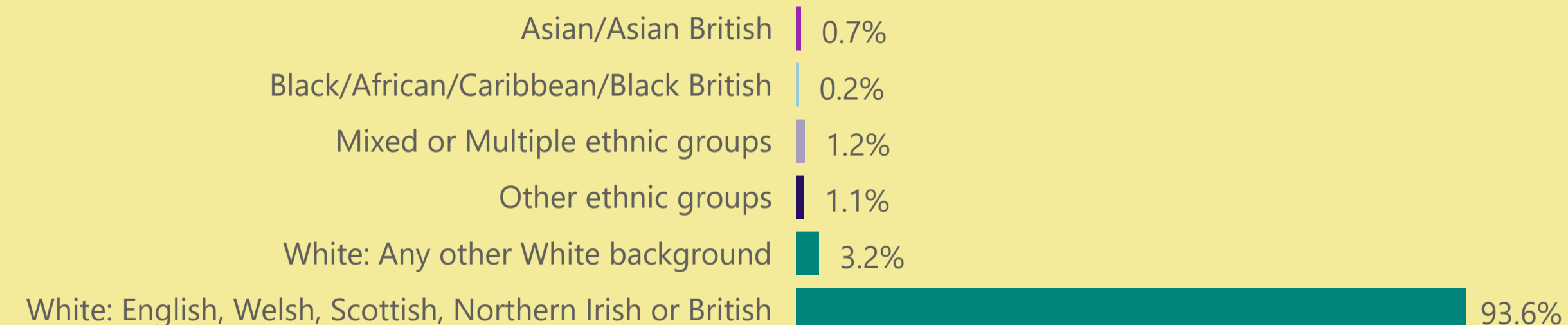
Age (n=197: 68% of all individuals)



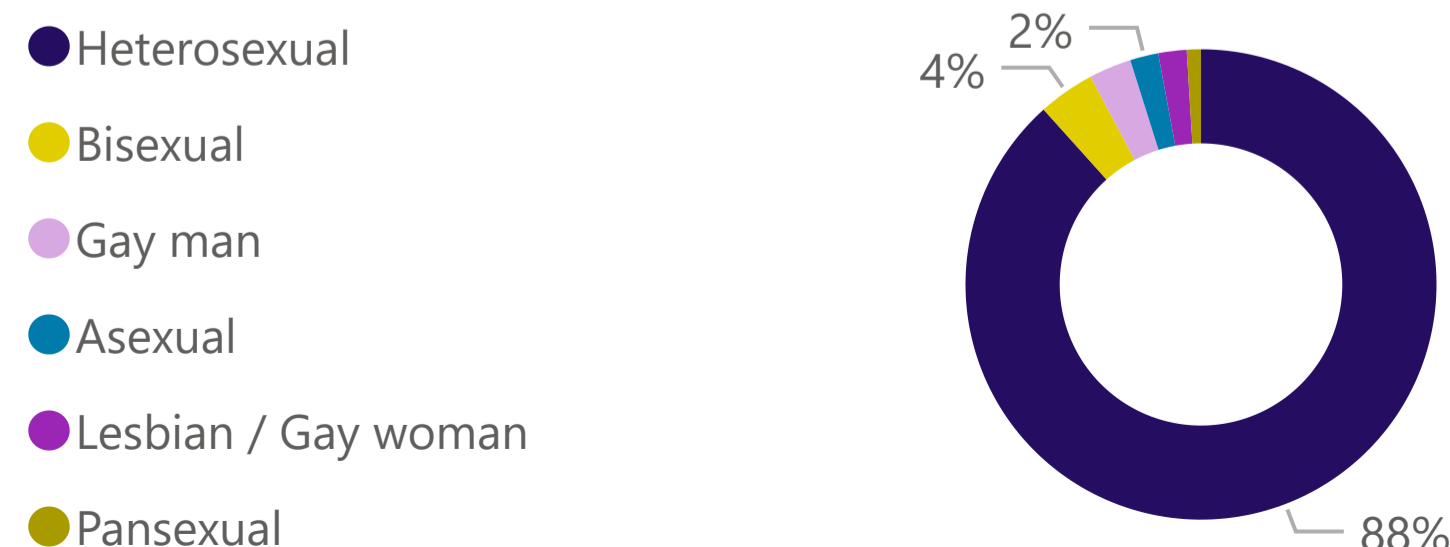
Age: Cornwall %



Ethnicity: Cornwall %



Sexual orientation (n=114: 39% of all individuals)



Sexual orientation: Cornwall %



Characteristics of individuals providing feedback in Q1 & Q2

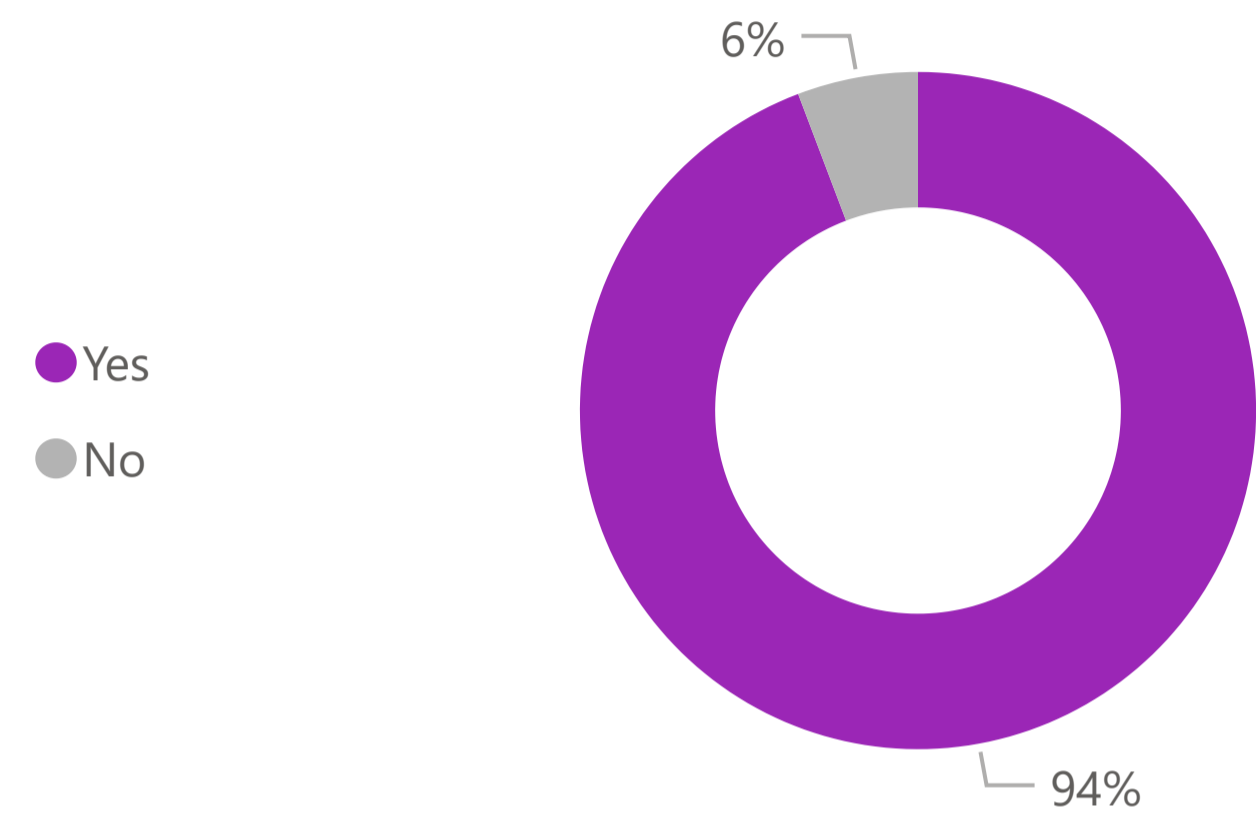
Financial year

23-24

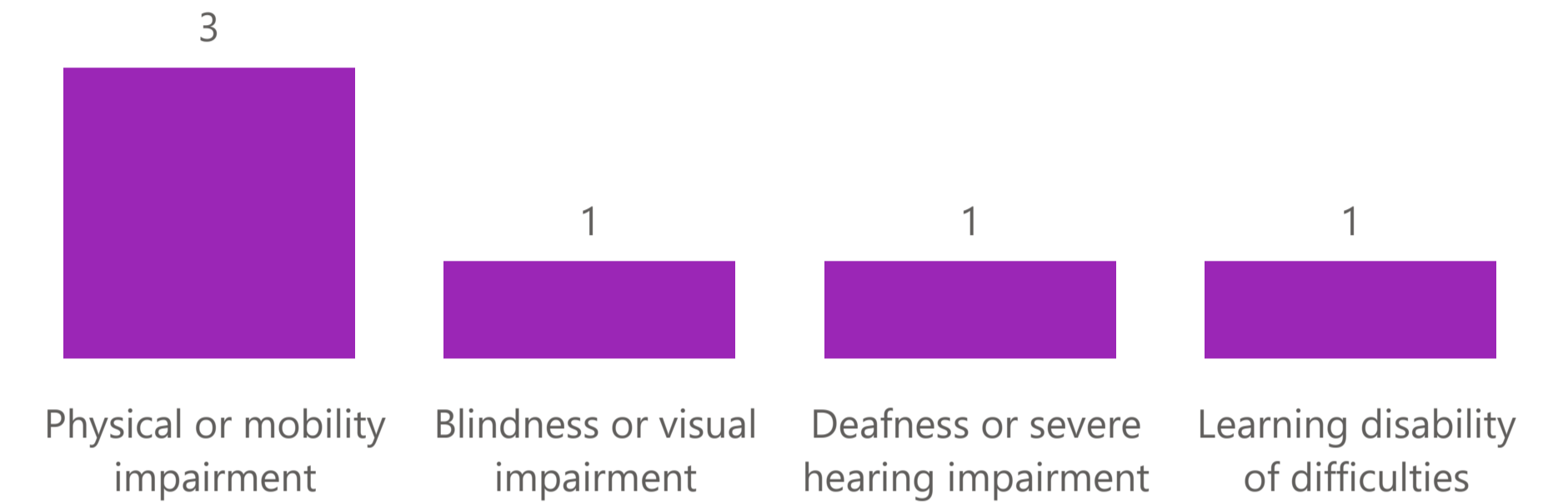
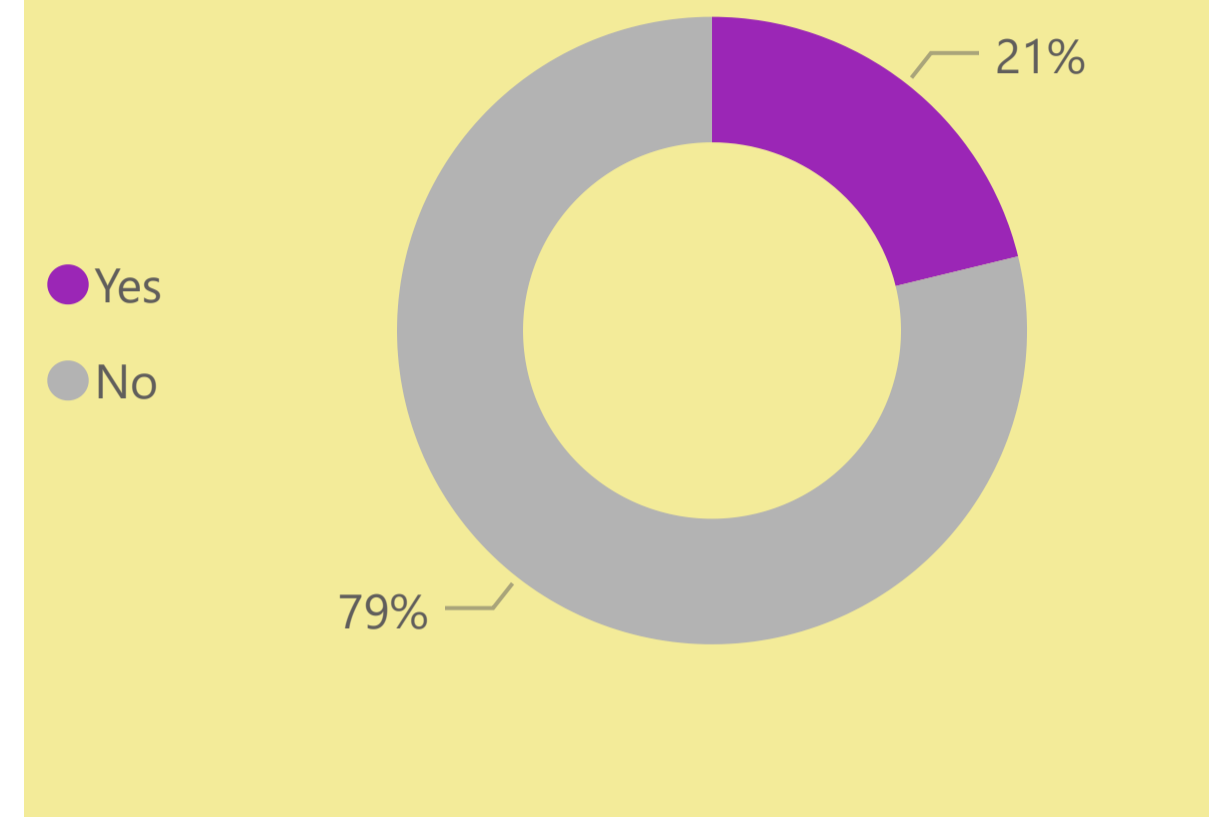
Quarter

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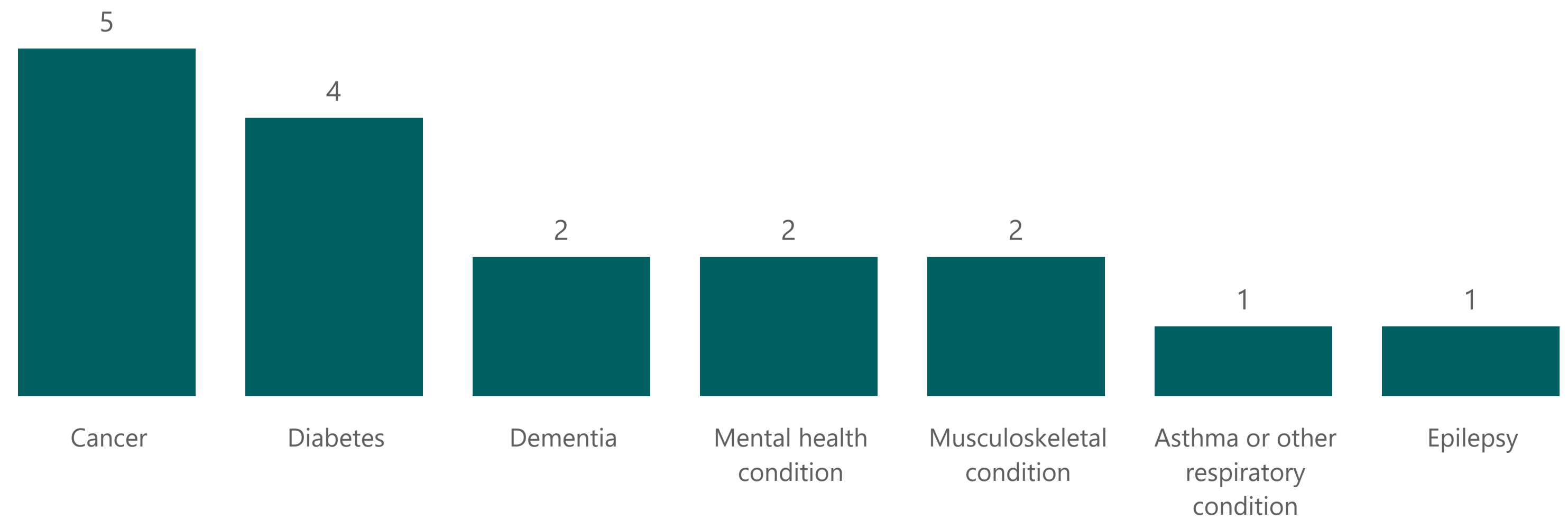
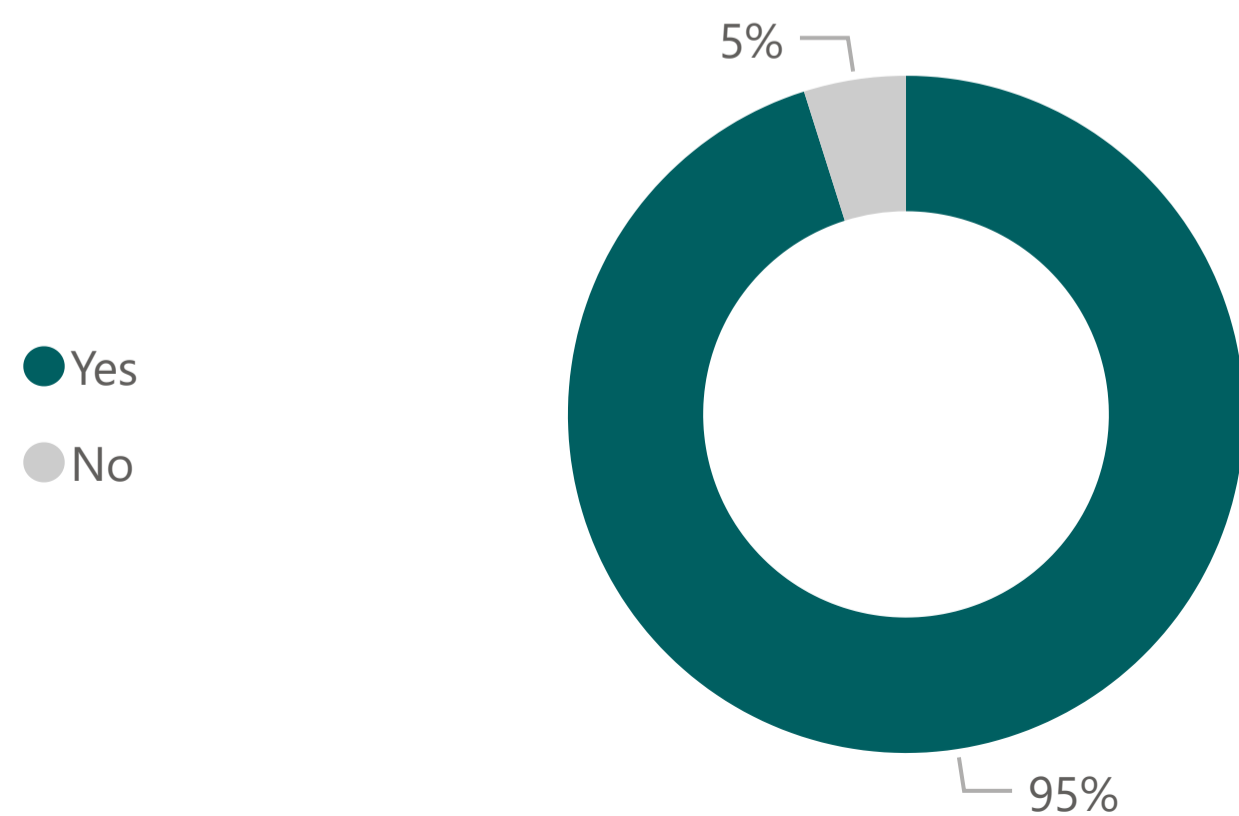
Disability (n=52:18% of individuals completed the Y/N disability question)



Disability: Cornwall %



Long Term Condition (LTC) (n=82:28% of individuals completed the Y/N LTC question)



Characteristics of individuals providing feedback in Q1 & Q2

Financial year

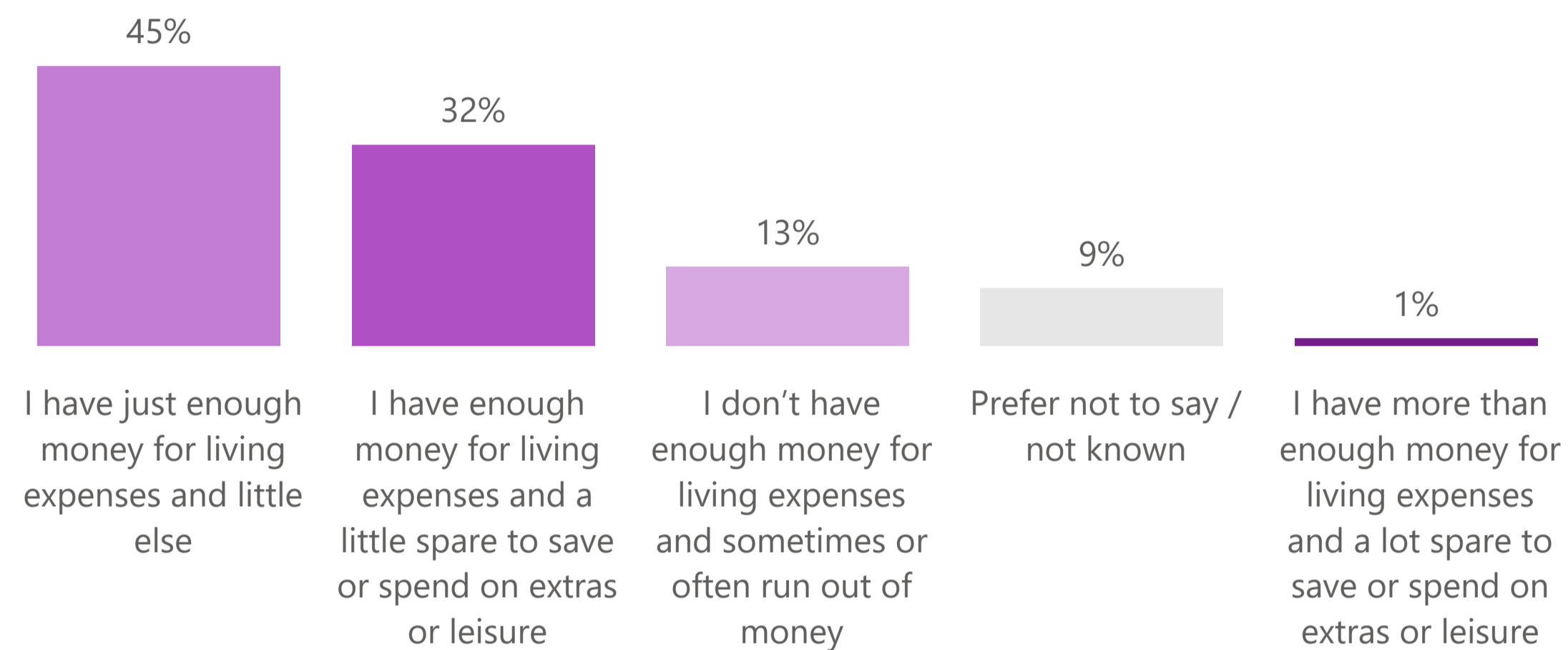
23-24

Quarter

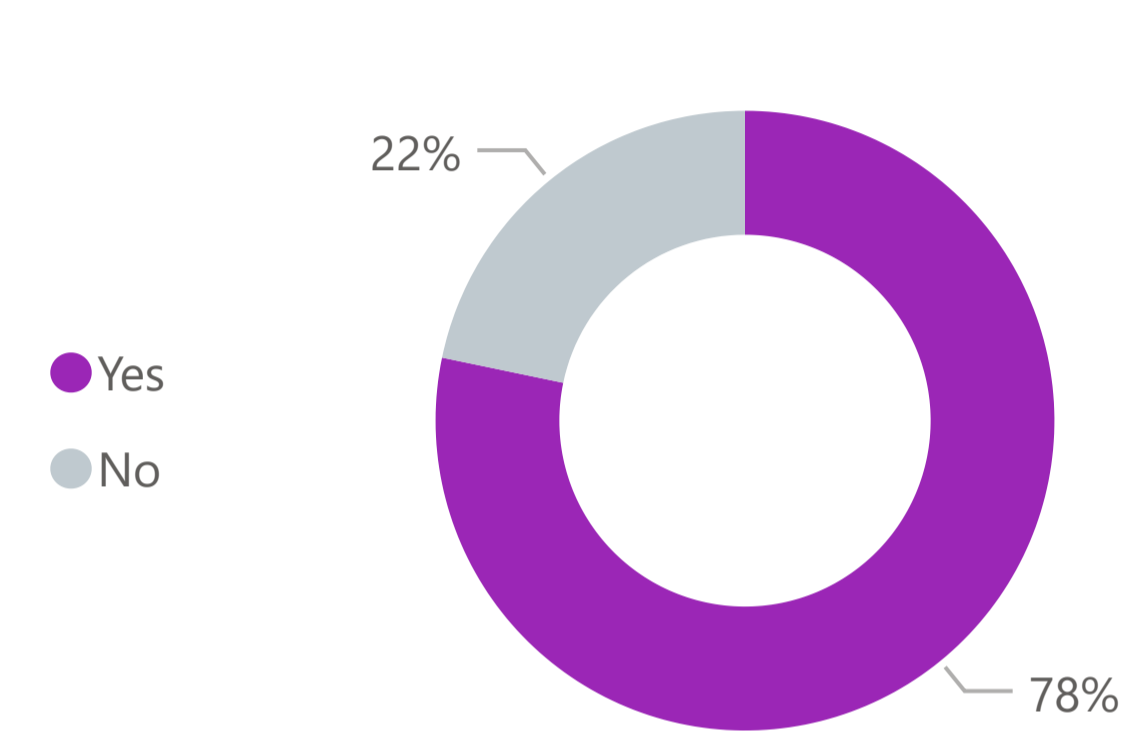
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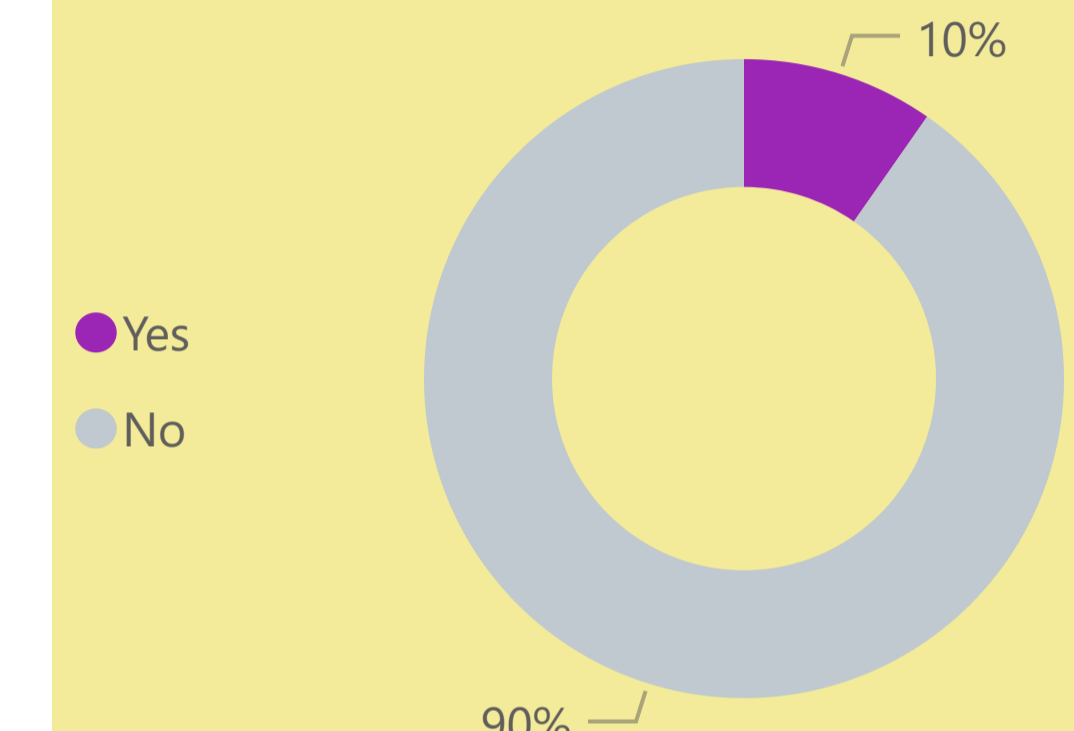
Financial situation (n=87); 30% of all individuals completed question



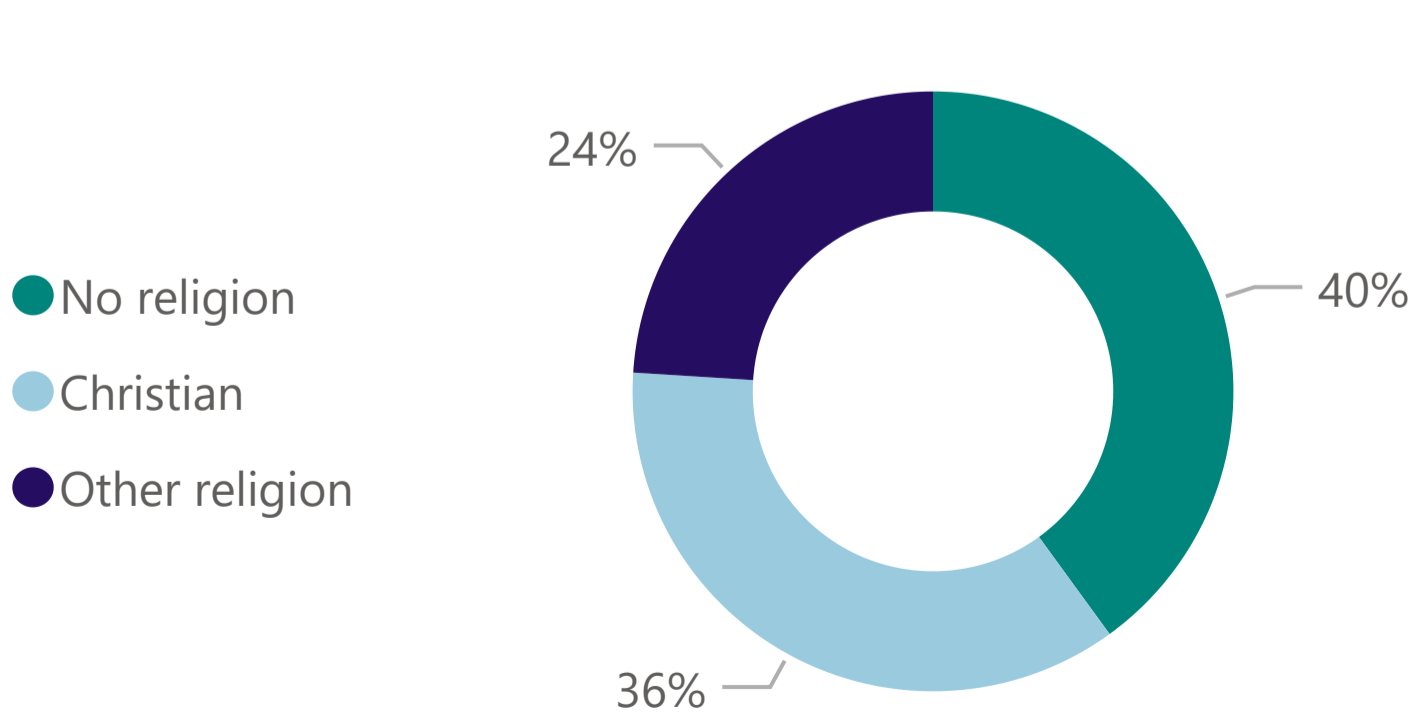
Caring responsibilities (n=46: 16% of all individuals completed Y/N question)



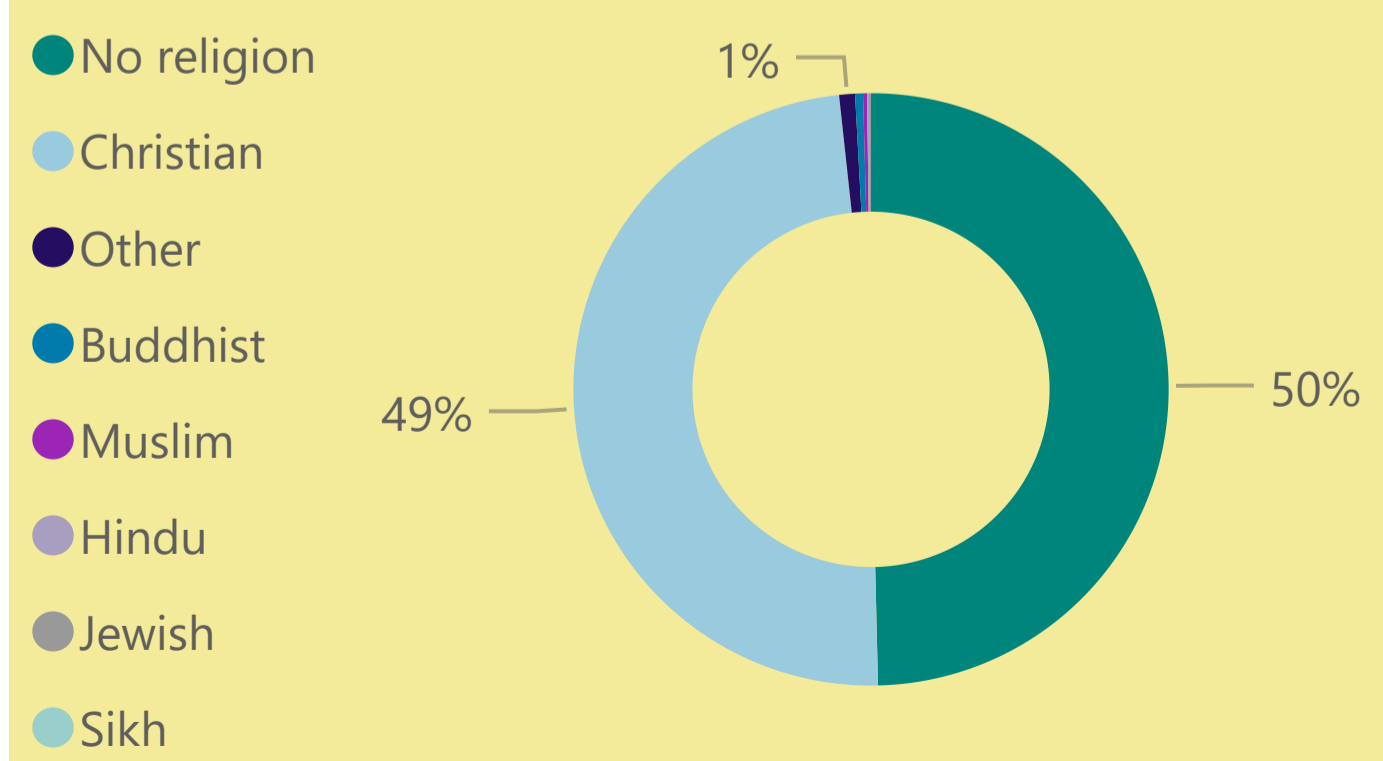
Caring responsibilities: Cornwall %



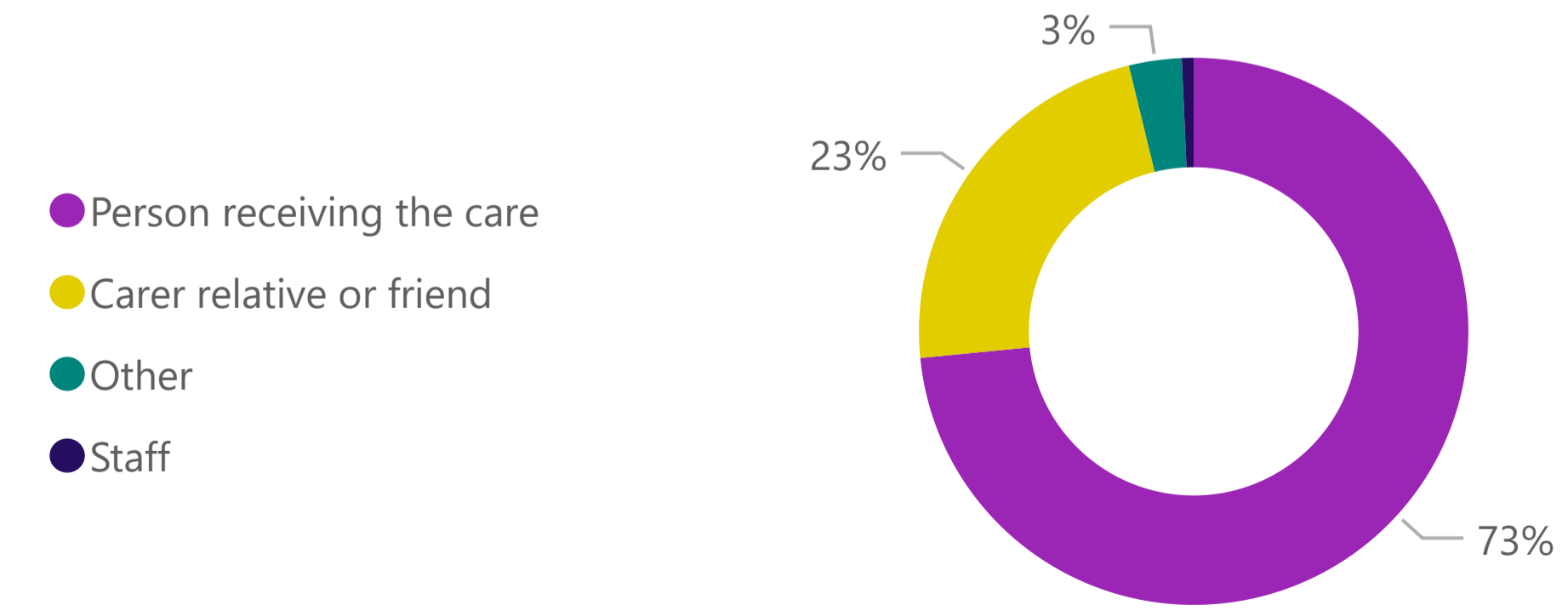
Religion (n=25: 9% of all individuals)



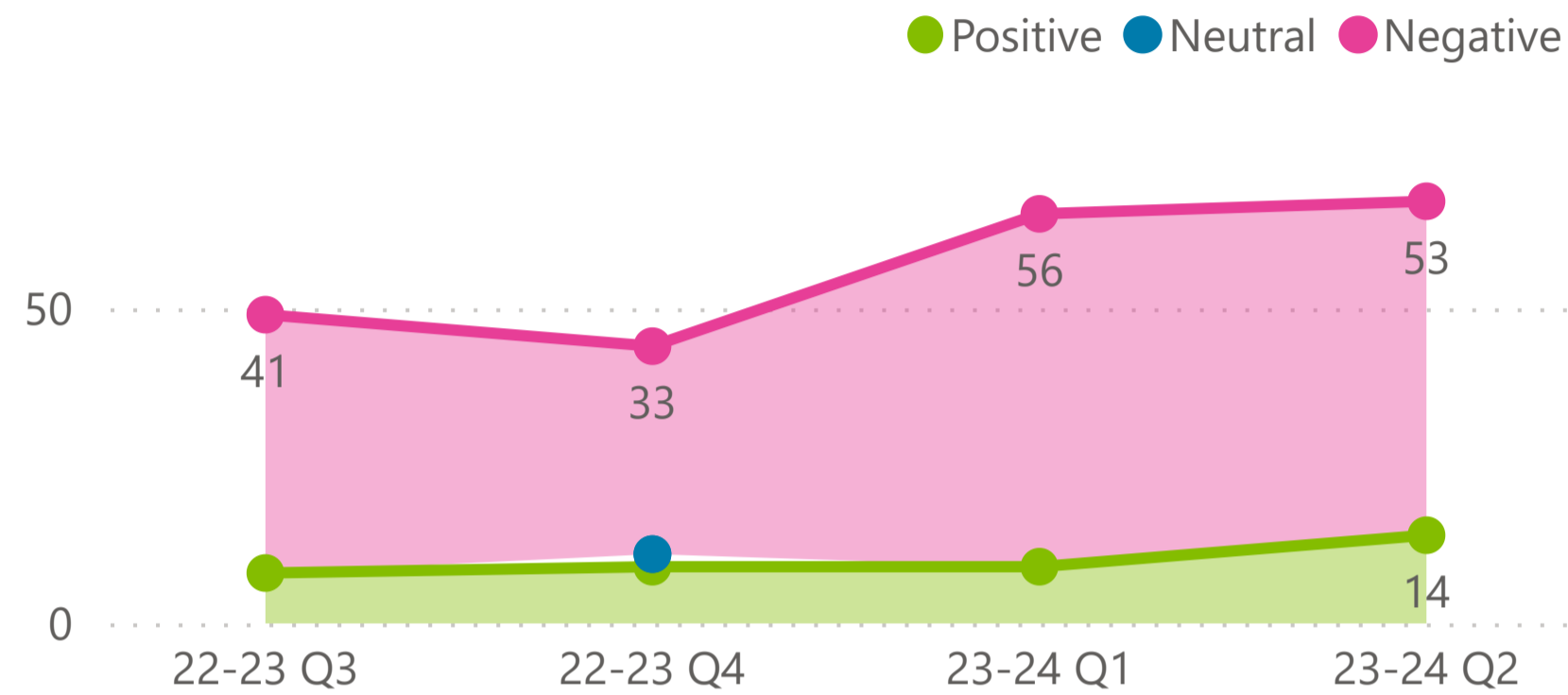
Religion: Cornwall %



In relation to feedback what best describes you? (n=290)



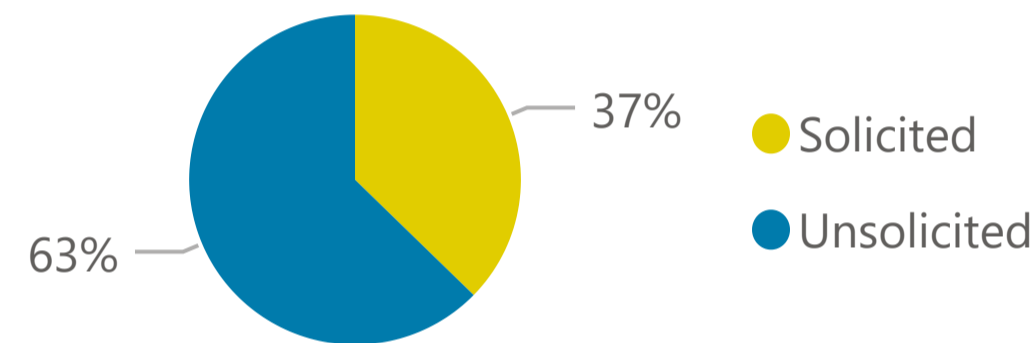
Sentiment of all feedback over the last four quarters



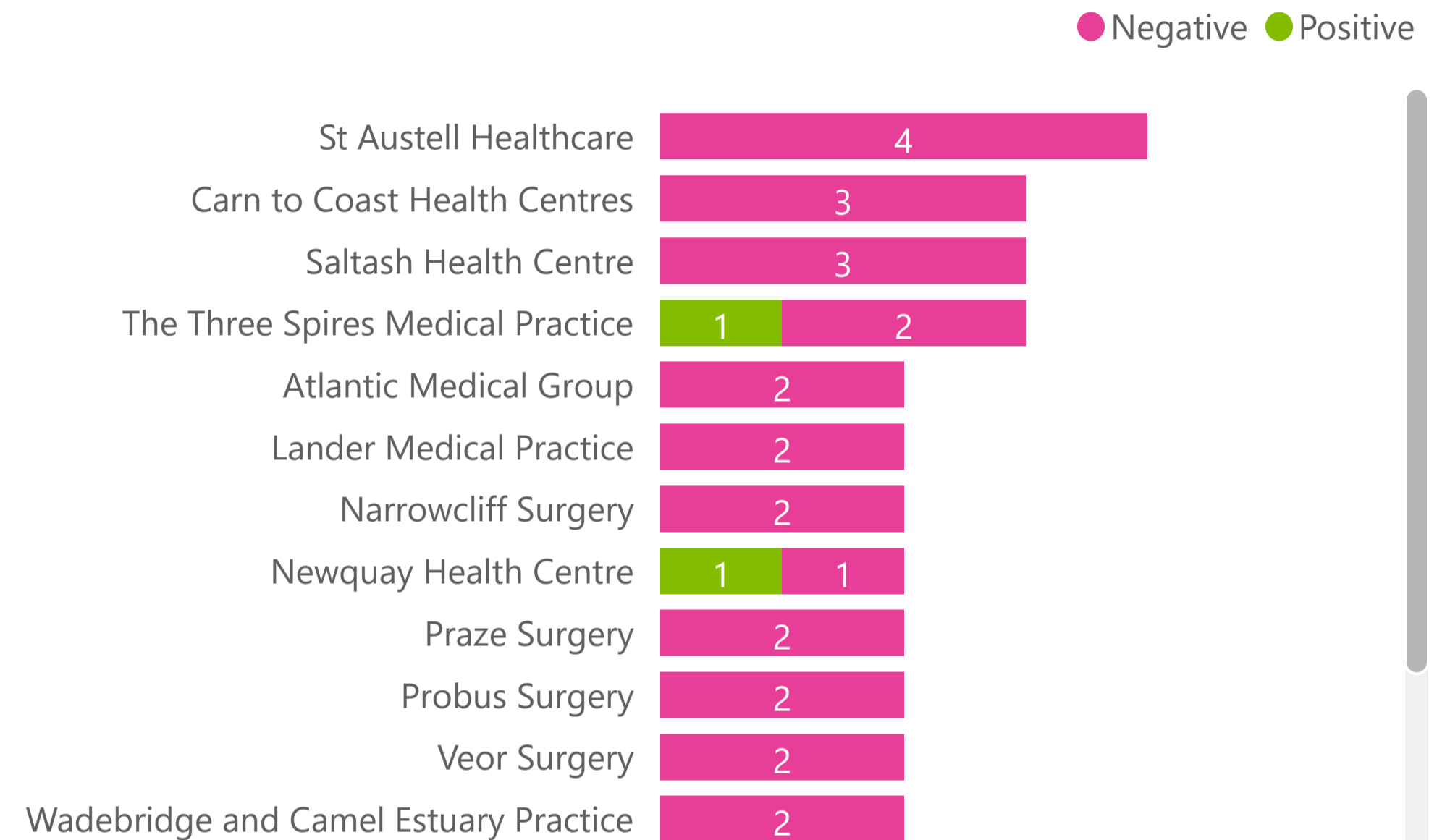
Pieces of feedback this quarter:

67

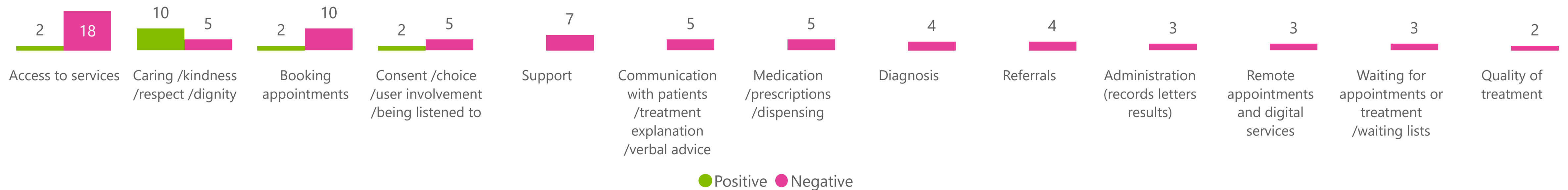
Solicited feedback this quarter



Sentiment of feedback this quarter by organisation



Themes this quarter: General Practice



Negative feedback about GPs remained high last quarter (53 pieces). There was a slight increase in positive feedback about staff's **Caring, kindness, dignity and respect** and **speedy access** to speak to/see a doctor. **Access to Services** and **Booking appointments** remain common negative themes, followed closely by **Communication treatment explanation, verbal advice** (range of issues) and **Medications/prescriptions/dispensing**, including a surgery no longer issuing emergency prescriptions, a shortage of insulin and taking two weeks for prescriptions to be dispensed. Nine pieces of feedback related to accessing mental health support from the GP: two were very positive about support received and seven described difficulties accessing mental health support, such as a GP being dismissive and a student being passed between their university support services and their GP. Two pieces of feedback related to gender identity and poor communication/record keeping around this.

Level 2: " Changed from female to male. Signed up as male, they said NHS was showing still registered as female. Said I can be Mx - but said no I am Mr, they said if I don't change my title then anything to do with female health (such as smear) I wouldn't be able to access this. They changed me to male without even speaking to me. I feel that they won't do shared care so will probably have to change GP. Why aren't they asking what can I do for you, how can I make it better? Nurse asked me how long had I been female for, whilst doing my smear! "

Level 1: " I have ended up at West Cornwall MIU as I can't see my doctor. Can't get a face to face appointment since Covid. Not good enough, they can't see what's going on over the phone. "

Level 2: " Seen the Mental Health Practitioner - it's changed my life. Friendly, work within a small team and all help me. Brilliant. Always feel looked after. "

Level 1: " Have terrible trouble getting the medication I need. It can take over two weeks for a prescription to be dispensed. Very often items are just arbitrarily missed off or taken off my repeat prescription list or marked so I am unable to order them. There are times when I have not asked for something and they dispense it anyway. "

Primary Care Networks (PCNs) & Integrated Care Areas (ICAs): Q2

Analysis by PCN and ICA is only included for 47 pieces of feedback **this quarter** which include the name of the GP organisation. One of these organisations is not yet in a PCN.

Financial ye...

23-24

Quarter

Q2

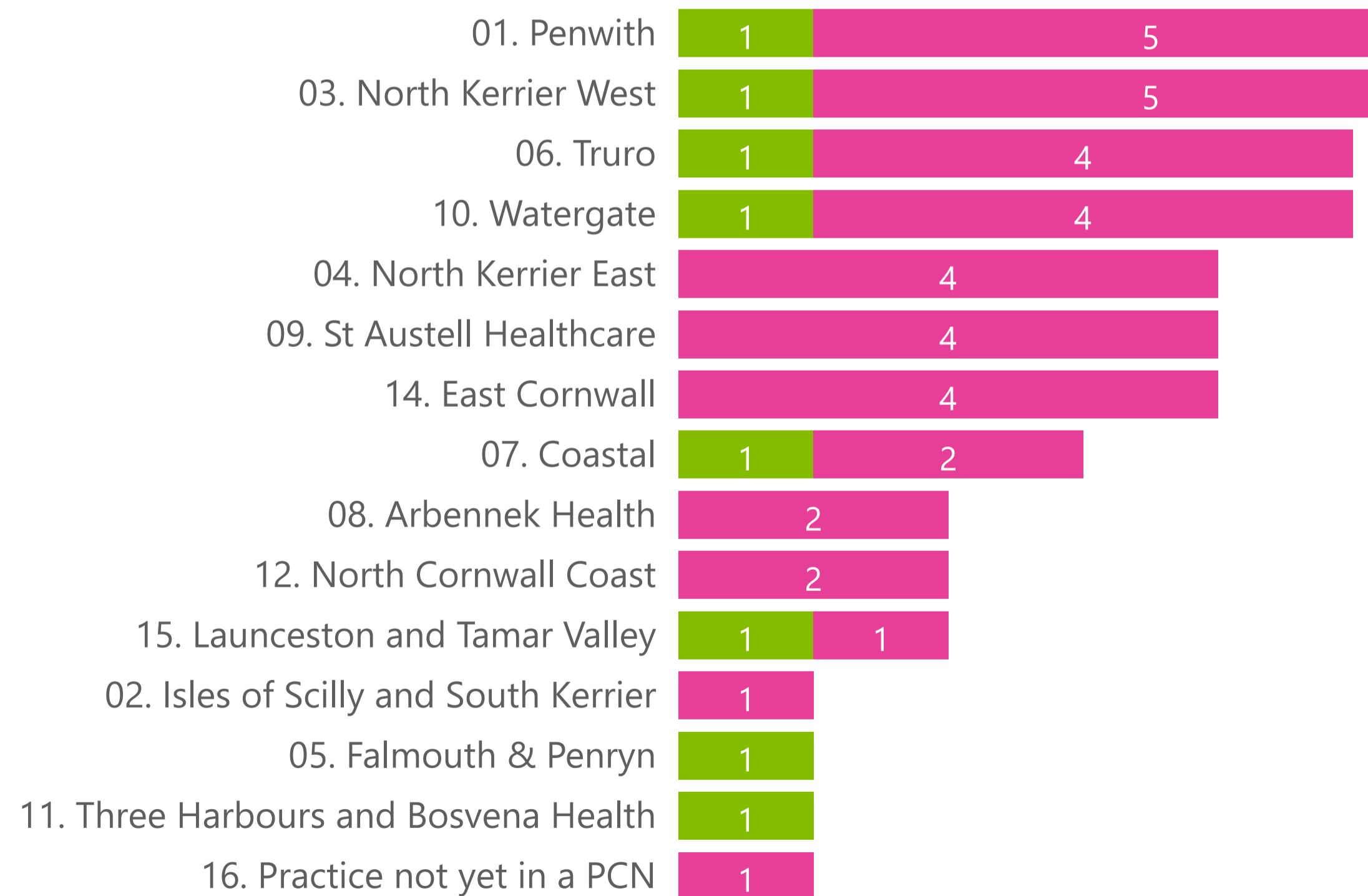


Pieces of feedback assigned to a PCN this quarter:

46

Count of feedback this quarter assigned to each Primary Care Network

Sentiment ● Positive ● Negative



Primary Care Networks (PCNs) & Integrated Care Areas (ICAs): Q2

Analysis by PCN and ICA is only included for 46 pieces of feedback **this quarter** which include the name of the GP organisation.

Financial year

23-24

Quarter

Q2



Pieces of feedback assigned to an ICA this quarter:

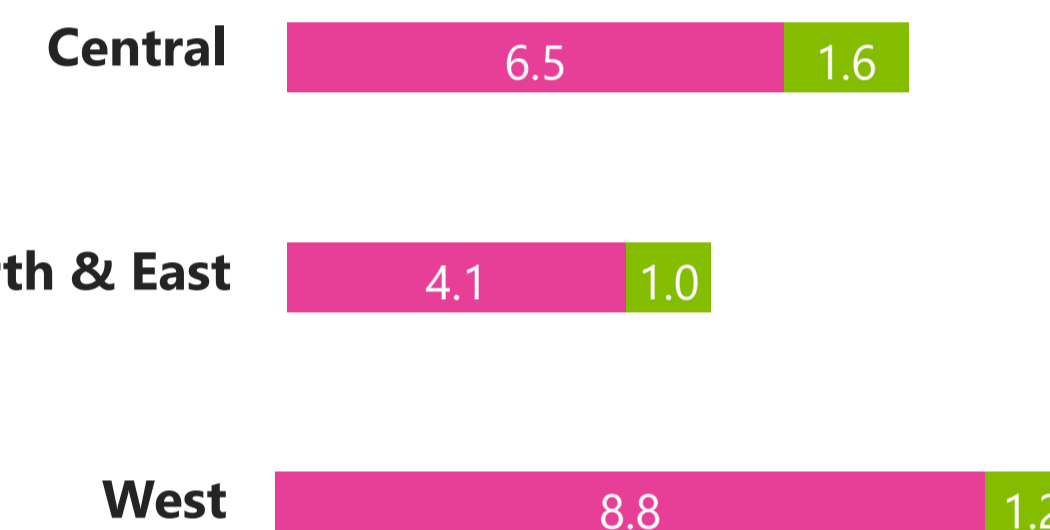
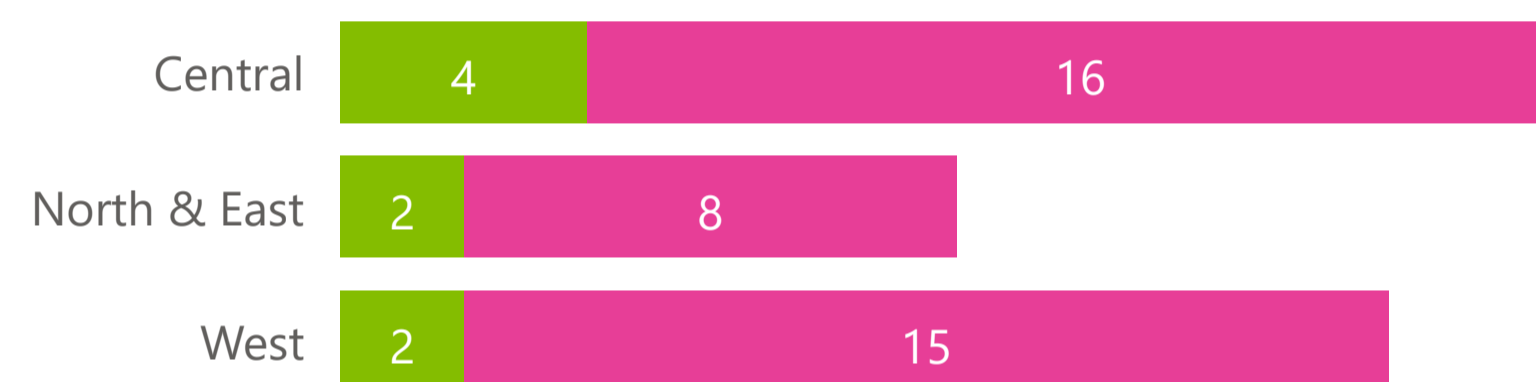
46

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

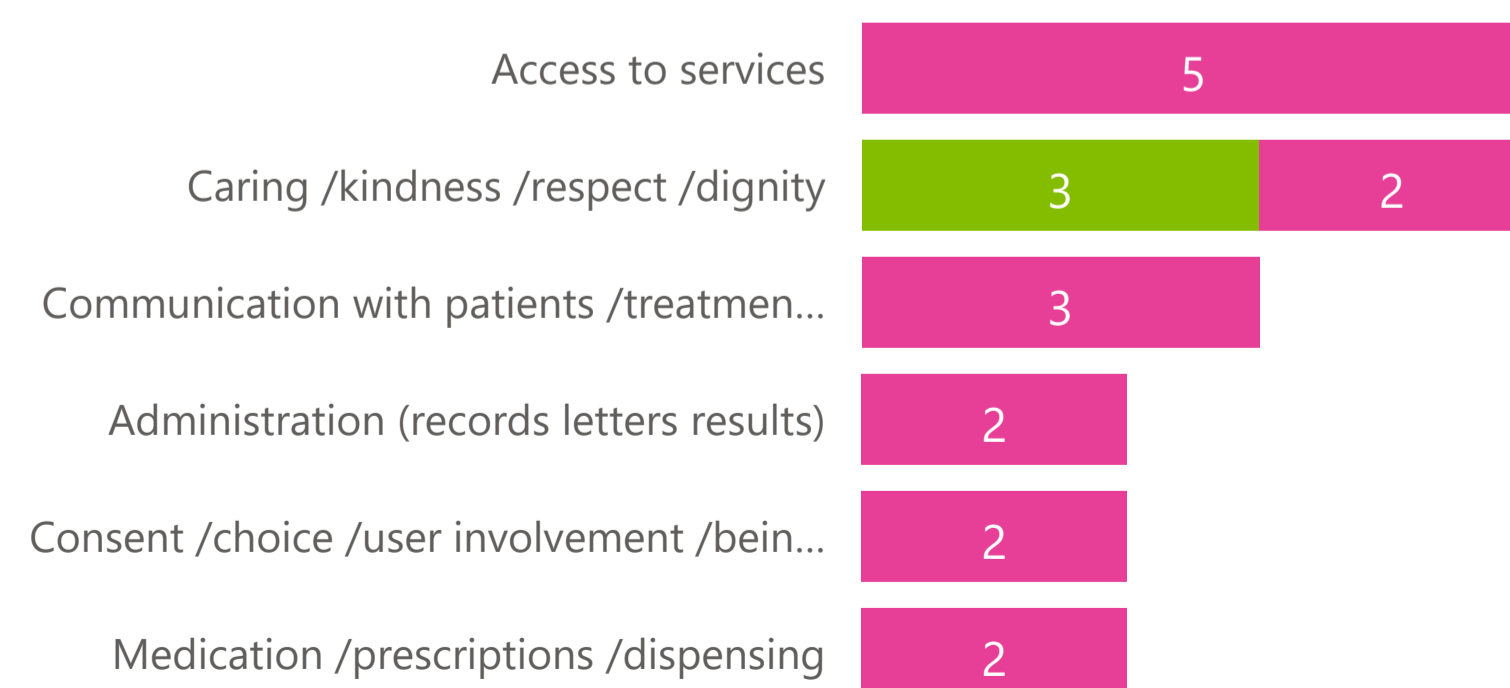
ICA population size (Thousands)



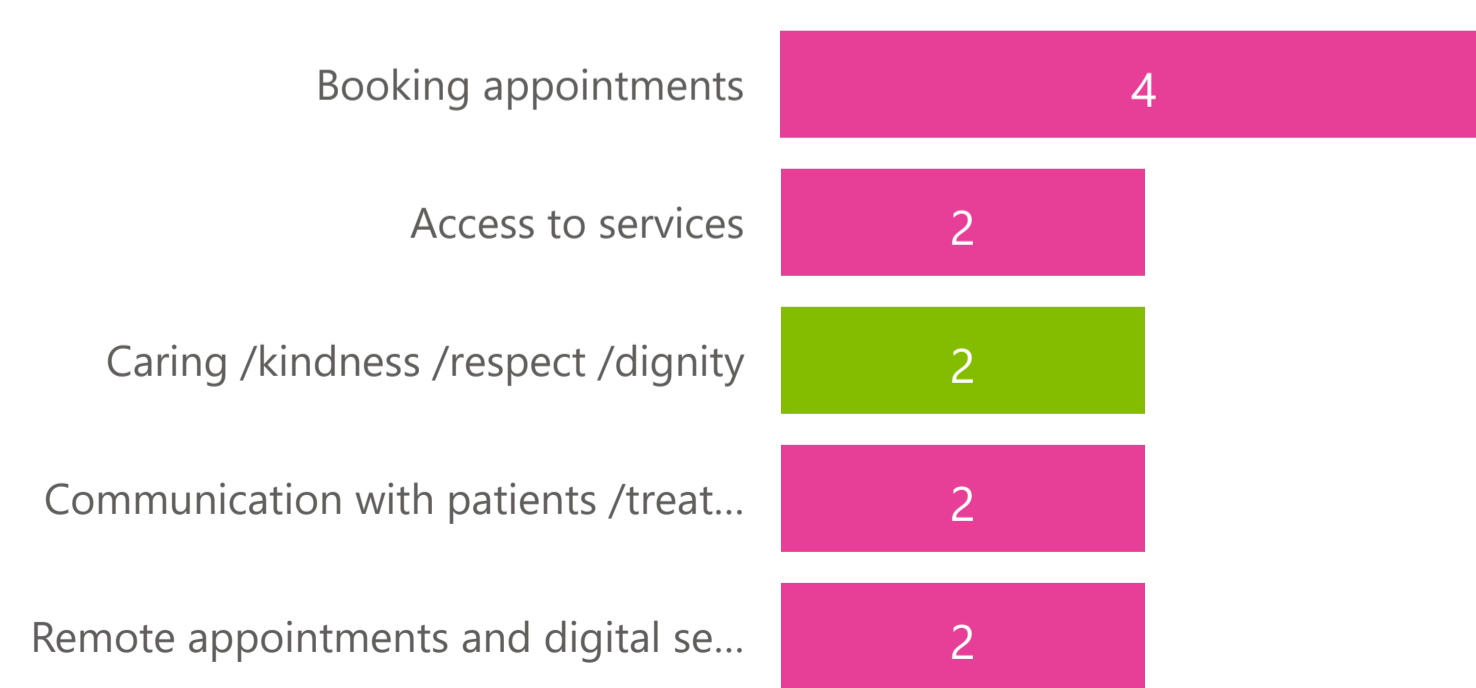
Count of feedback this quarter assigned to each ICA



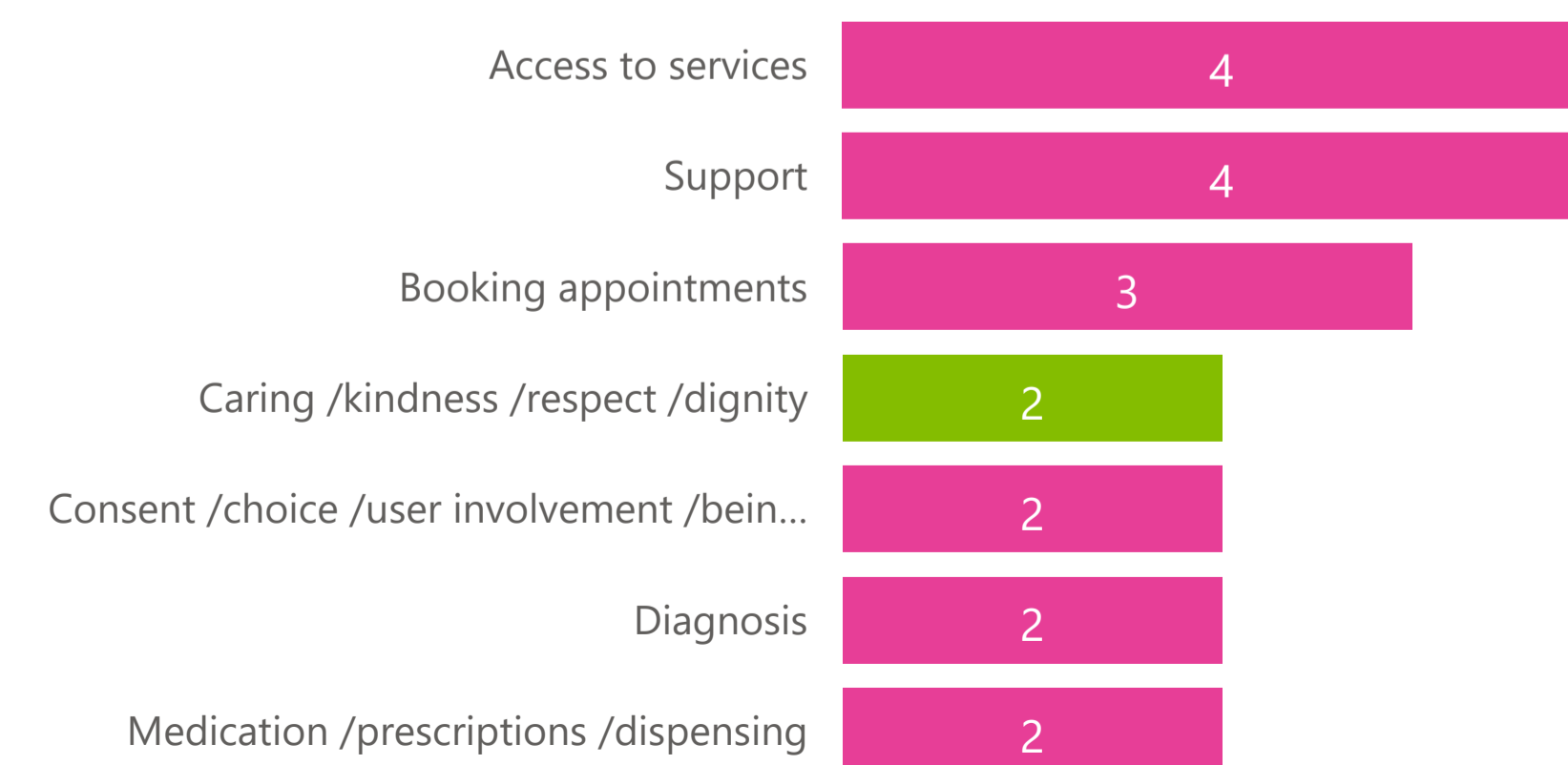
Themes: Central



Themes: North & East



Themes: West



Cornwall Partnership Foundation Trust (CPFT): Q2 Mental Health and Autism / ADHD Services

Financial year

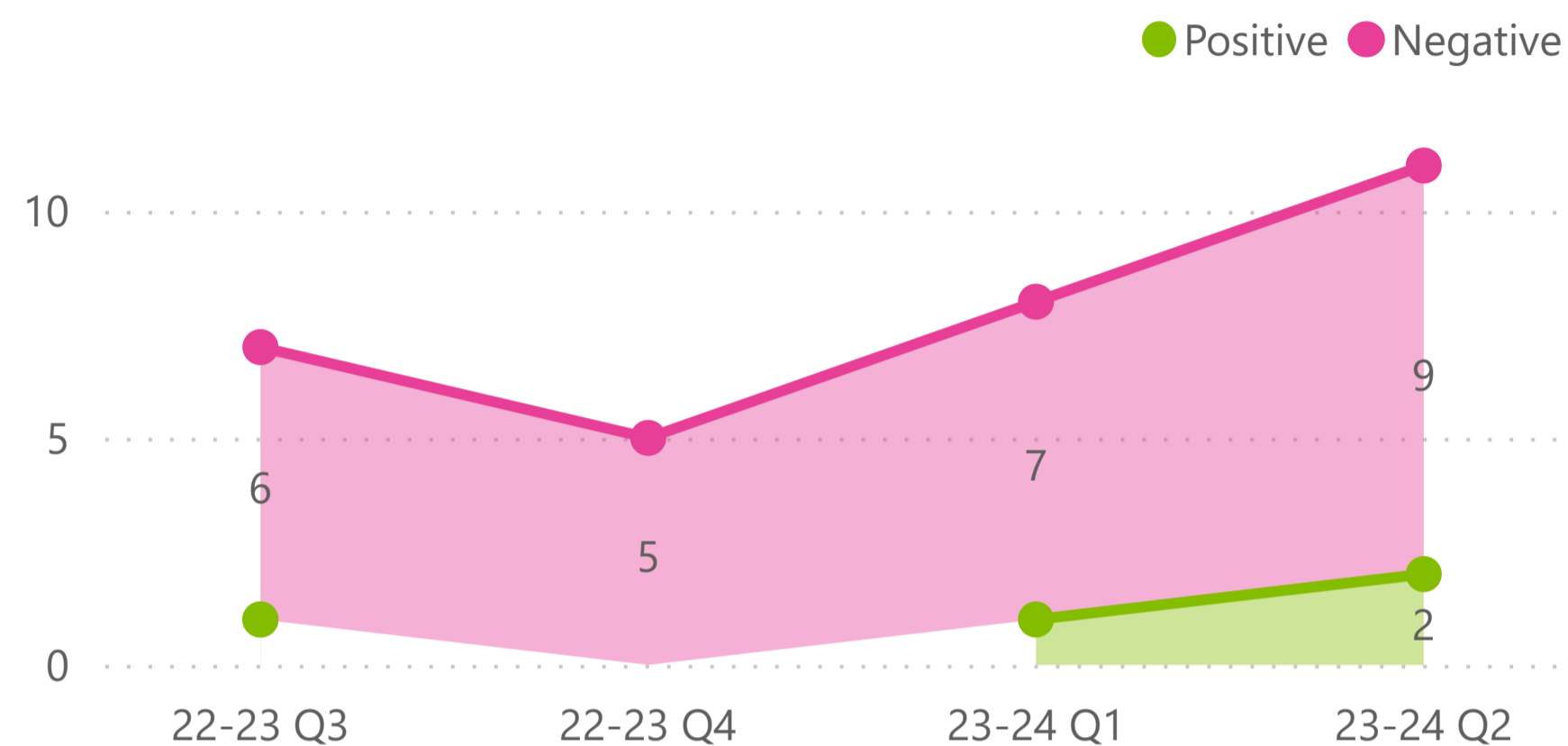
23-24

Quarter

Q2



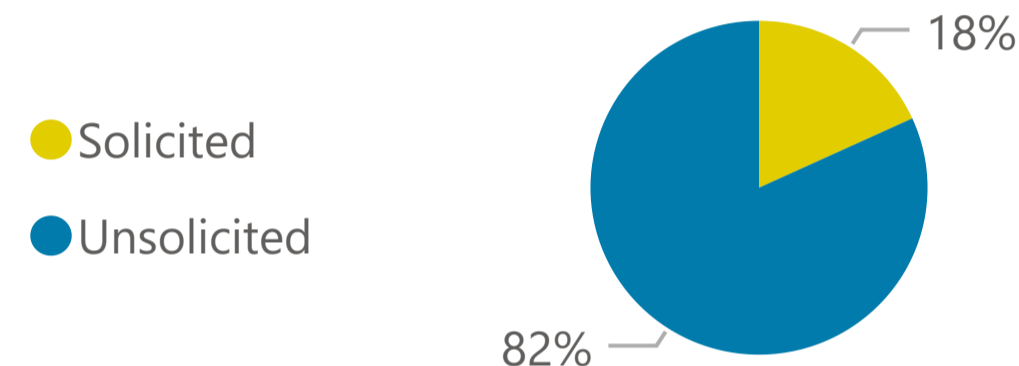
Sentiment of all feedback over the last four quarters



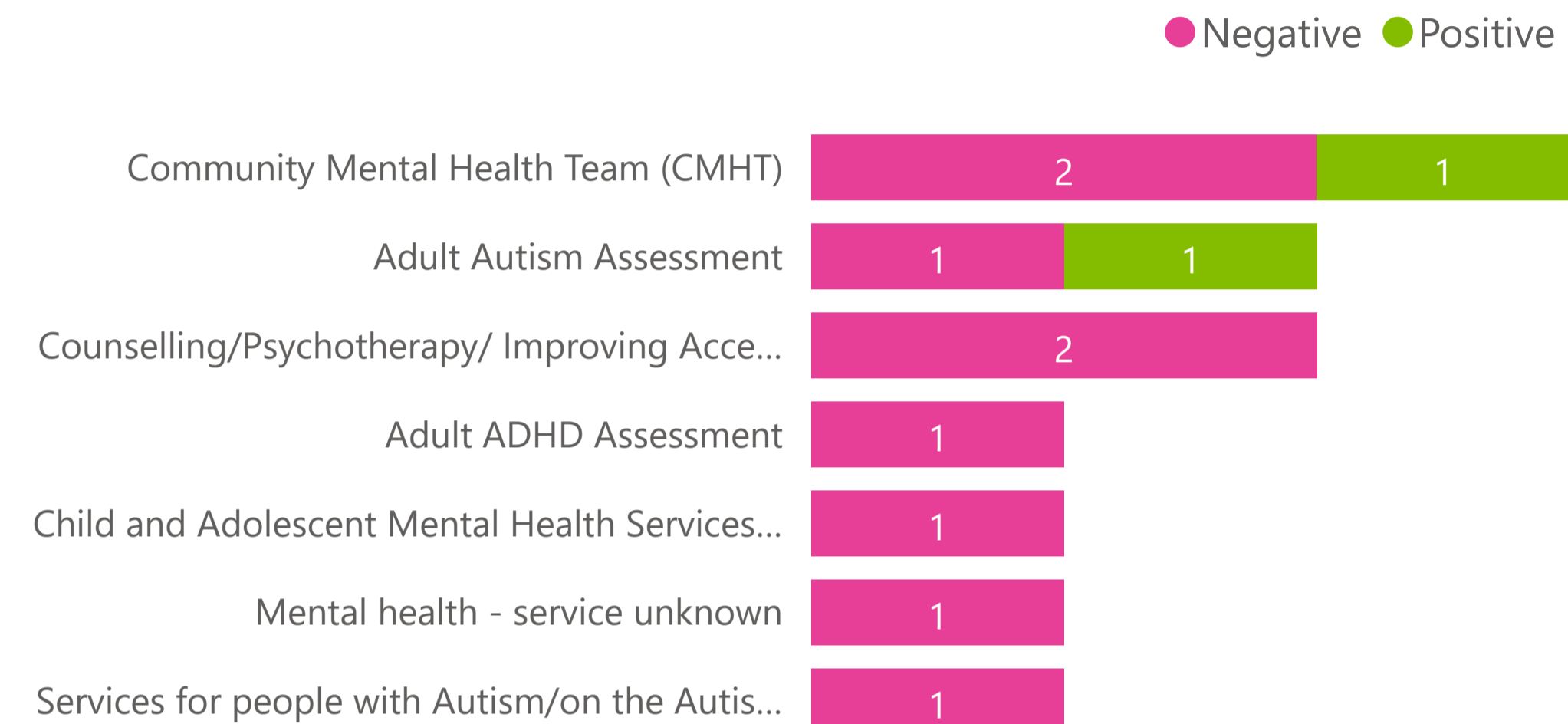
Pieces of feedback this quarter:

11

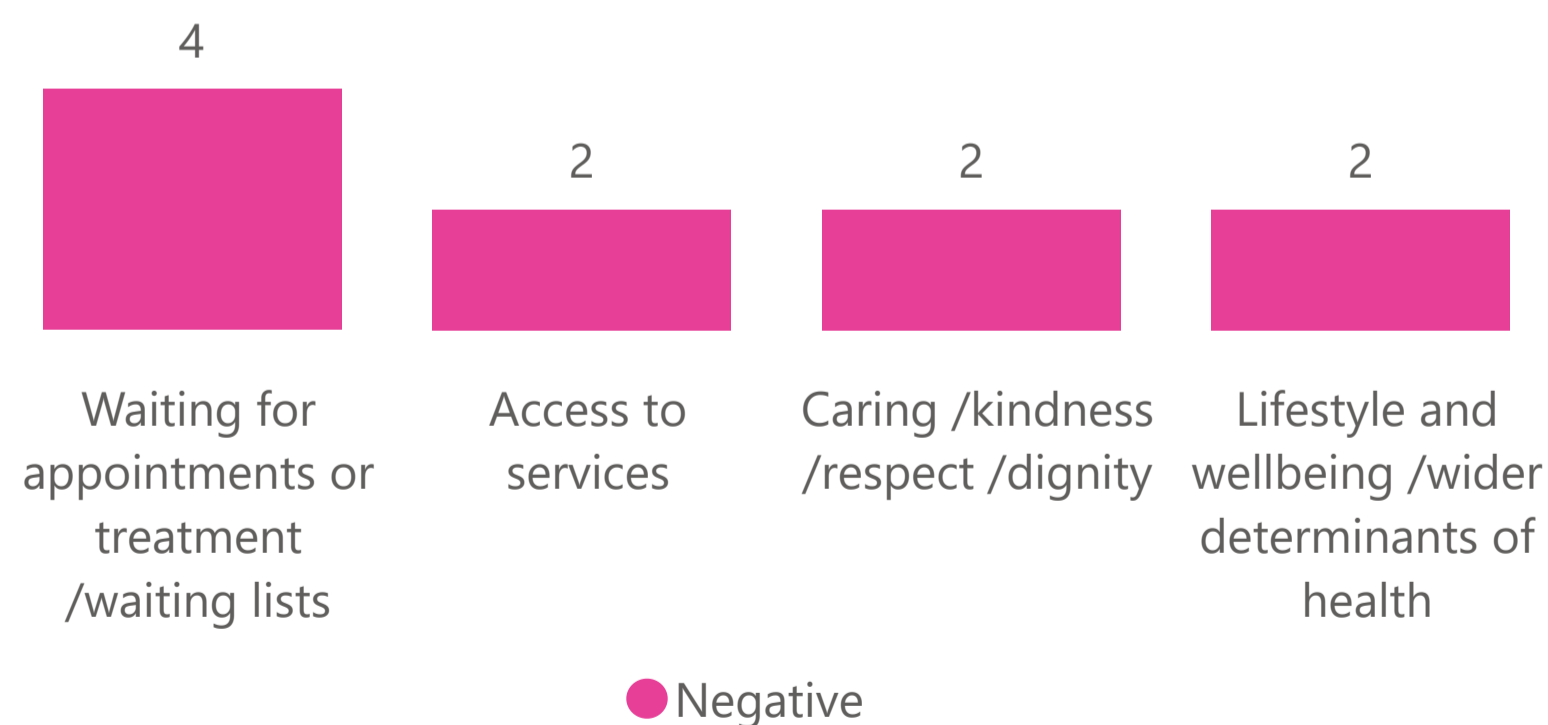
Solicited feedback this quarter



Feedback this quarter by service



Themes this quarter: CPFT Mental Health Services



Level 1: " I was told I would be offered talking therapy in July and told I am at the top of the waiting list but have waited 3 months for my first appointment. I think they need to tell people how long it takes. It is really hard to hold out for hope of any help when you already feel the world is a hopeless place that you don't want to exist in. "

There were 7 pieces of feedback about Mental Health Services this quarter: one praised the mental health team; two raised concerns about individual staff members, one parent felt their child's issues were unable to be addressed within 6 weeks of counselling, and the rest raised concerns about long waits for assessment/talking therapy. One individual requested explicit information about waiting times for appointments to help manage expectations. Four pieces of feedback were about Autism or ADHD services, including complaints about lack of signposting while waiting for diagnosis and lack of support for both physical and mental health aspects of the condition following diagnosis. There was praise for self-help information provided by Outlook South West.

Cornwall Partnership Foundation Trust (CPFT): Q2 Physical Health and Community Services

Financial year

23-24

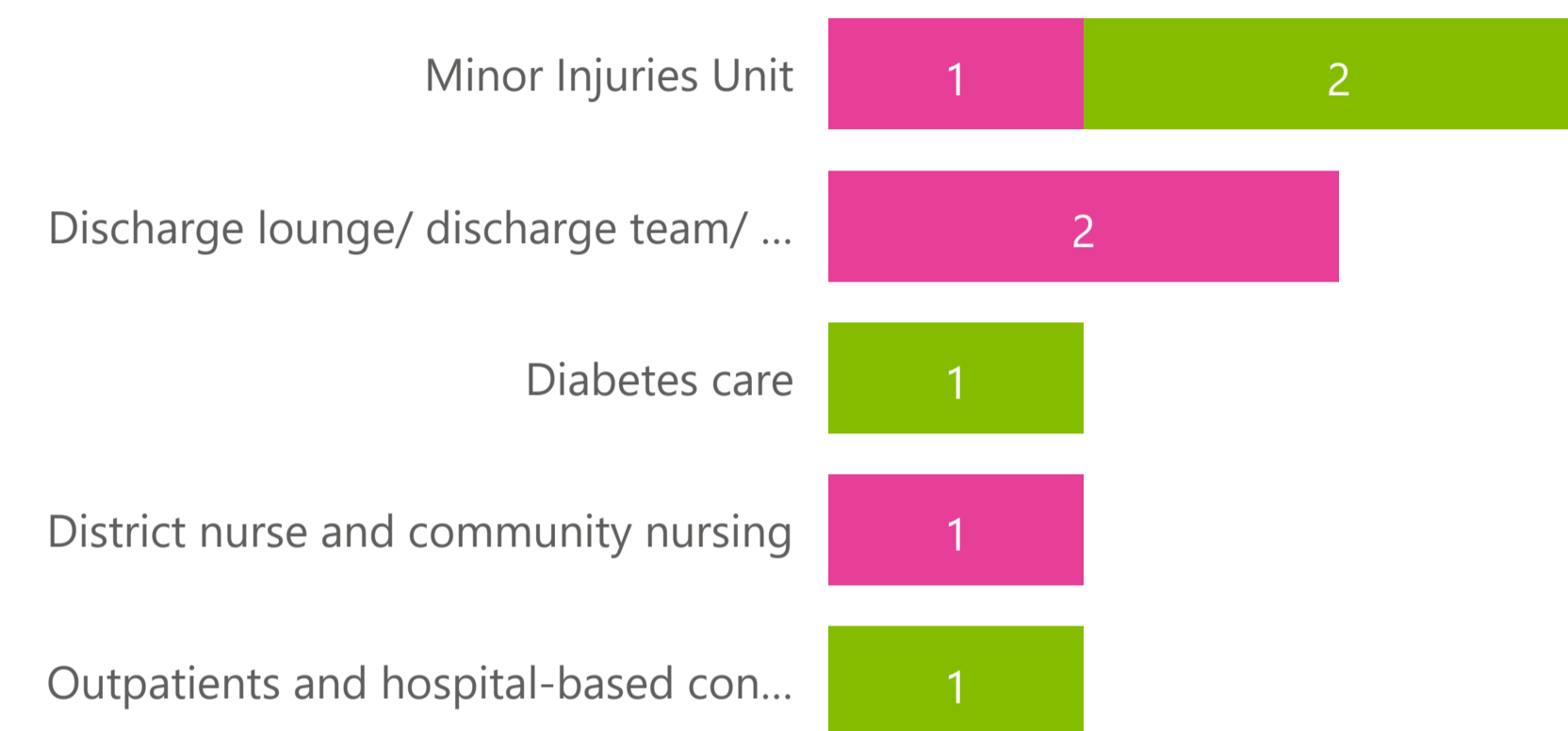
Quarter

Q2



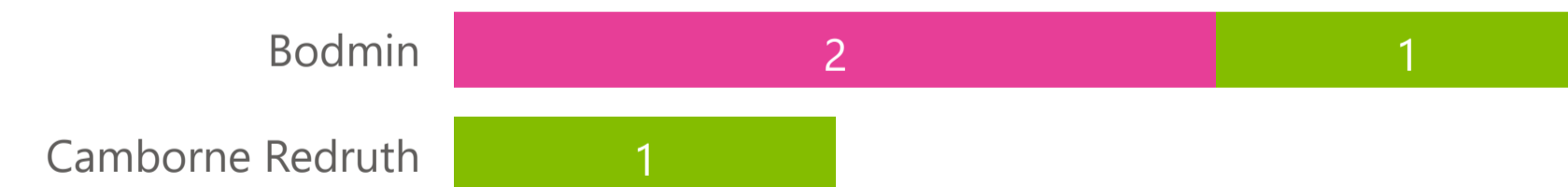
Feedback by service this Quarter

● Negative ● Positive



Feedback by Community Hospital this Quarter

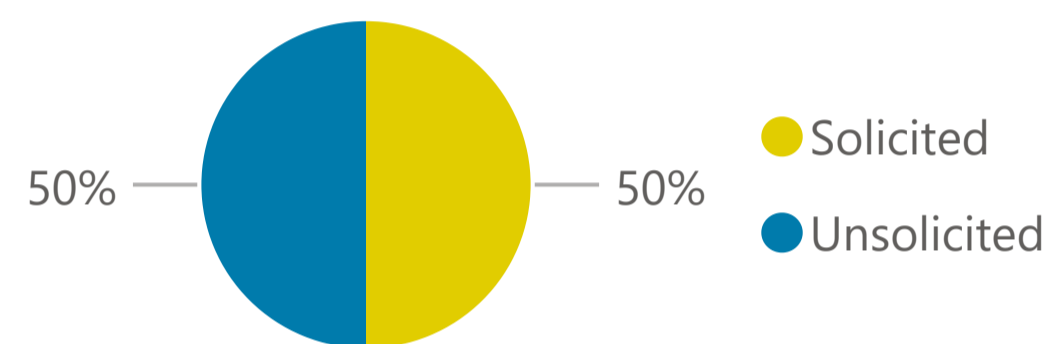
● Negative ● Positive



Pieces of feedback this quarter:

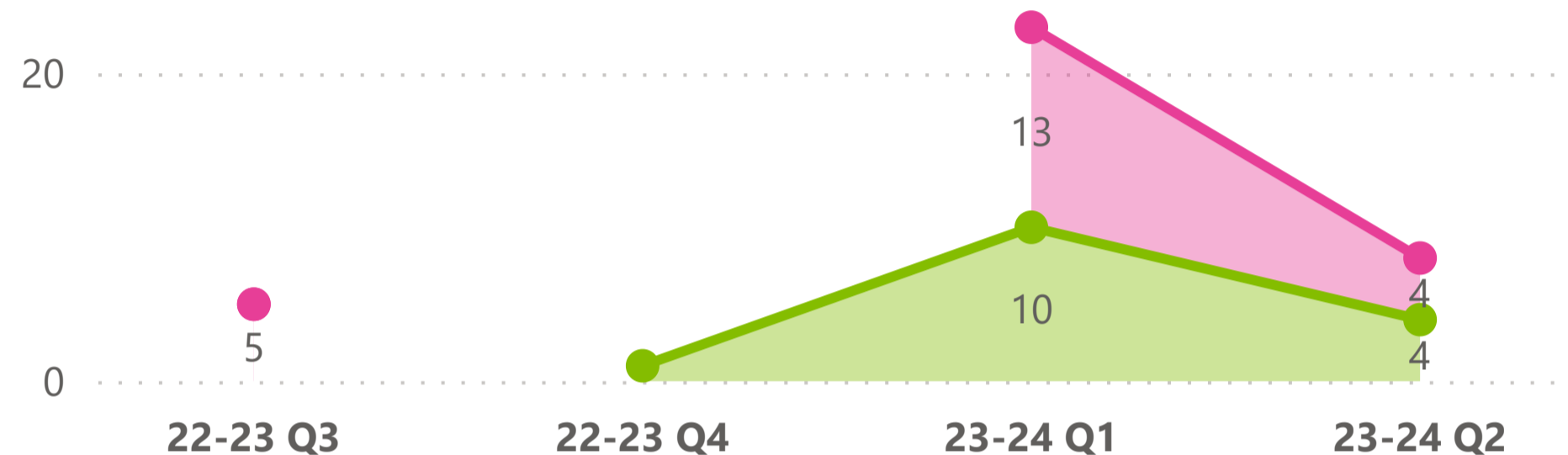
8

Solicited feedback this quarter

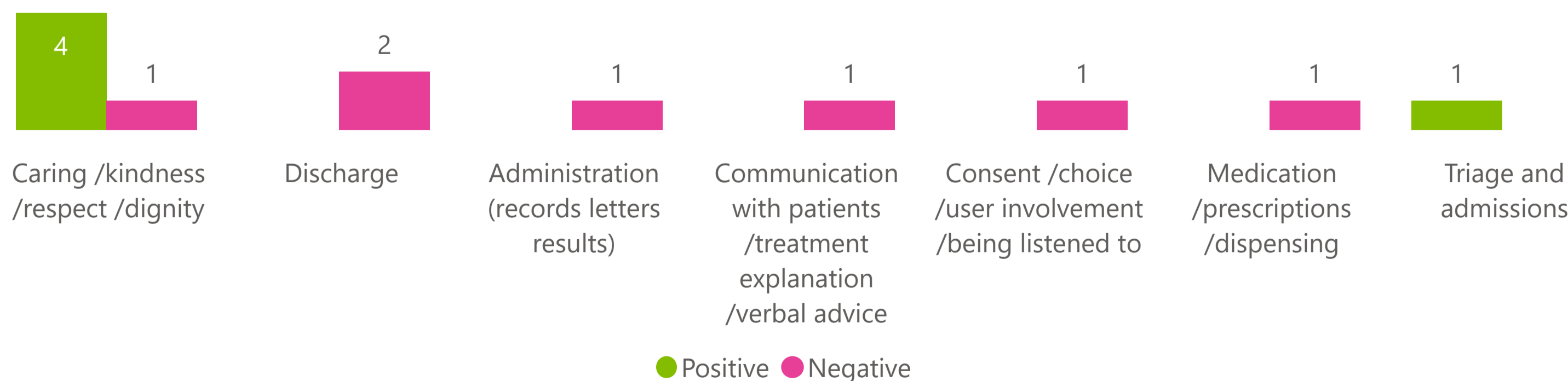


Sentiment of all feedback over the last four quarters

● Positive ● Negative



Themes this Quarter: CPFT Physical Health and Community Services



There were 8 pieces of feedback this quarter, of which half were positive. The decrease in feedback this quarter reflects fewer engagement activities at Community Hospitals. Feedback included praise for staff at Bodmin MIU, routine Diabetes Care and Camborne Redruth Community Hospital; and praise for the speed of treatment at an MIU (not named), Negative feedback included two concerns about discharge from community hospitals: one concern about lack of information provided to the family and lack of a plan for ongoing care at home, and a disagreement with the social worker about care arrangements resulting in a patient being kept in hospital against their / their family's will.

Level 1: " Was transferred to community hospital for ongoing care. The discharge was not good. Staff did not ensure the family understood important information, no plan for ongoing care at home was made, and medication wasn't checked before leaving. "

Level 1: "Staff are friendly, helpful and very good at their job. They do a wonderful job when we come here. NHS needs protecting. "

Level 1: " Has been referred by GP for autism/ADHD assessment but there is no time scale. Struggle with computers and only support is online. No one is volunteering information or signposting. "

Level 1: " Waited almost a year for child to get to the top of waiting list for Outlook Southwest for talking therapy. By this point their mental health had deteriorated. Their last therapist agrees the issues will not be solved by 6 weeks of counselling. GP referred to CAMHS again who said just try more counselling. If that doesn't work GP can re refer to consider medication but the wait is likely to be a year. In the meantime they are not well enough to attend college or get a job. "

Level 1: Seen quickly to be triaged then waited 3 hours. Very nice and friendly staff, very reassuring. Wait time I guess is normal these days. If you can't see your GP anymore, then have to come to hospital for help, it is a worry. But when you do see someone, they do help you, the wonderful NHS. "

Royal Cornwall Hospital Trust (RCHT): Q2

Financial year

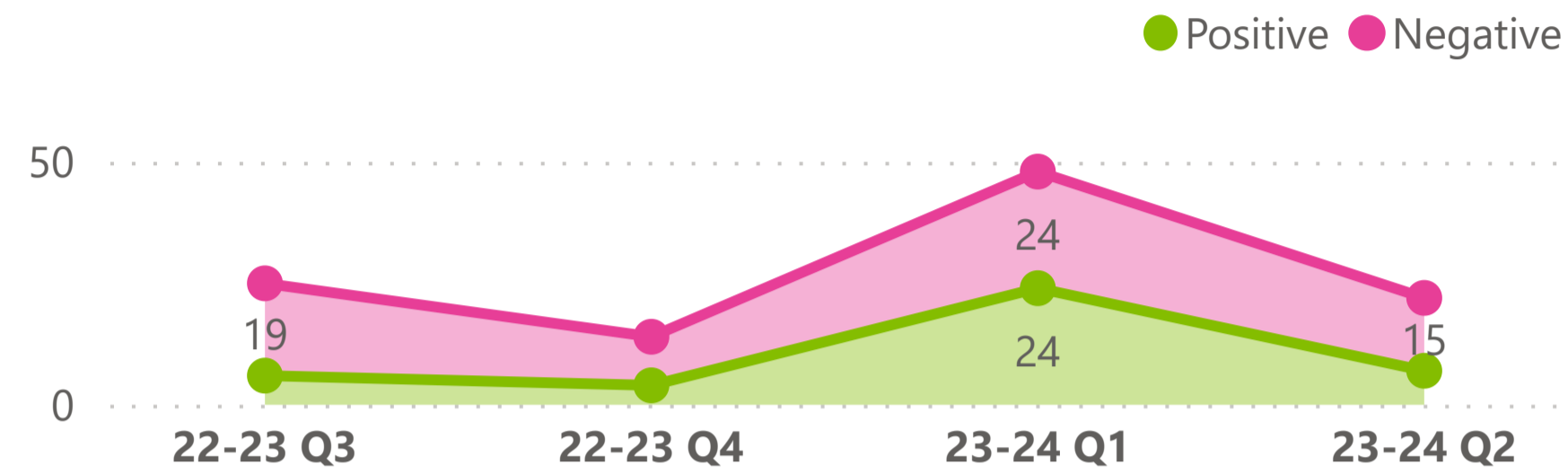
23-24

Quarter

Q2



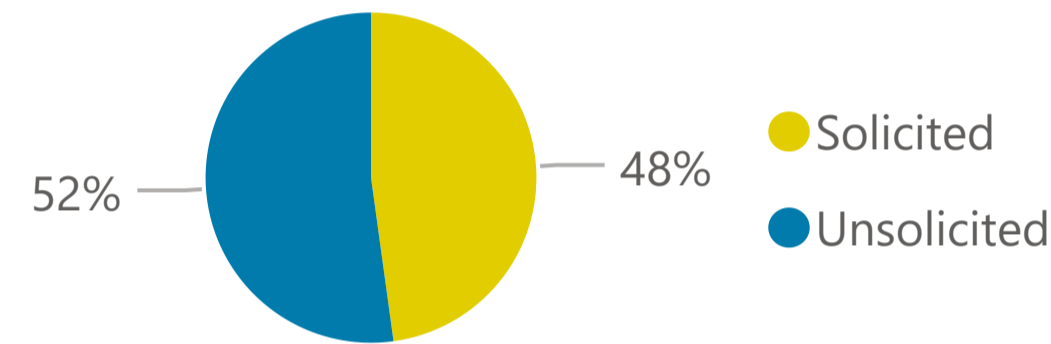
Sentiment of all feedback over the last four quarters



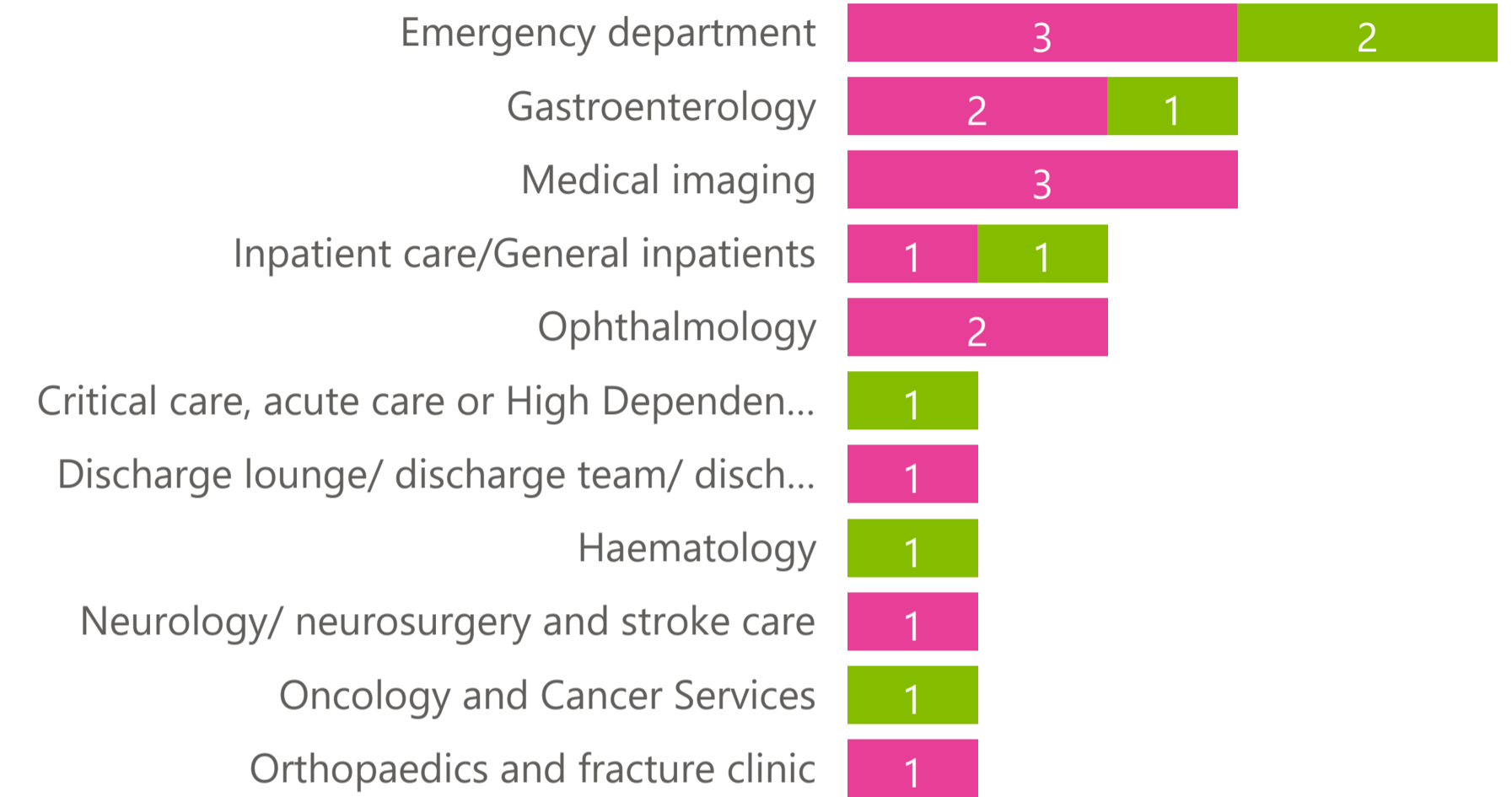
Pieces of feedback this quarter:

23

Solicited feedback this quarter



Royal Cornwall Hospital: Feedback by Service

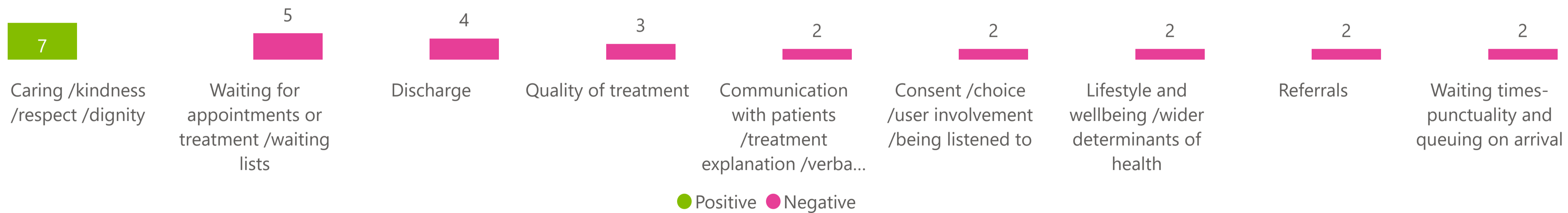


West Cornwall Hospital: Feedback by Service



No feedback for St Michael's Hospital this quarter

Themes this quarter: Royal Cornwall Hospital Trust



We received 21 pieces of feedback about Royal Cornwall Hospital and 2 pieces about West Cornwall Hospital. There was no feedback about St Michael's Hospital. There is less feedback for RCHT this quarter compared with the previous quarter due to fewer engagement activities, **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 ED, an acute medical unit and gastroenterology. Concerns were most often about long **Waiting times** for scans (x2), for treatment in ED (x2) and ophthalmology (x2). There were also 4 concerns about **Discharge**: two relatives with concerns about care placement decisions, one concern about being discharged from ED because their bed was needed; and an individual who hadn't received their discharge letter or follow up appointments after treatment.

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Q2

Level 1: " Relative waited 3 months for an emergency MRI scan. Lives in West Cornwall and told to come to Bodmin, never got asked if Bodmin was OK but it's a long drive with my injury. "

Level 1: " Prompt appointments at gastroenterology and good clear feedback and advice. "

Level 1: " West Cornwall hospital could not be faulted for all they did for me. I attended for an eye operation. The staff were delightful and nothing too much trouble. "

Level 1: " Appointment came through as a text. Before your op fill out a form online. I can't do that, lucky my spouse can. I wasn't aware that I needed an op, it's actually an endoscopy. Had a letter saying if you don't complete the form in 5 days we will cancel. "

Level 1: "Relative has been in hospital for a few months awaiting a discharge care package. Spouse was unhappy with the level of support offered and has been told that their relative can no longer come home and will need to go into a care home instead. "

Level 1: " Went to Treliske, stayed in ambulance overnight as there were no beds. Was then transferred from ambulance to corridor was there for 5 hours. "

University Hospitals Plymouth Trust (UHPT): Q2

Financial year

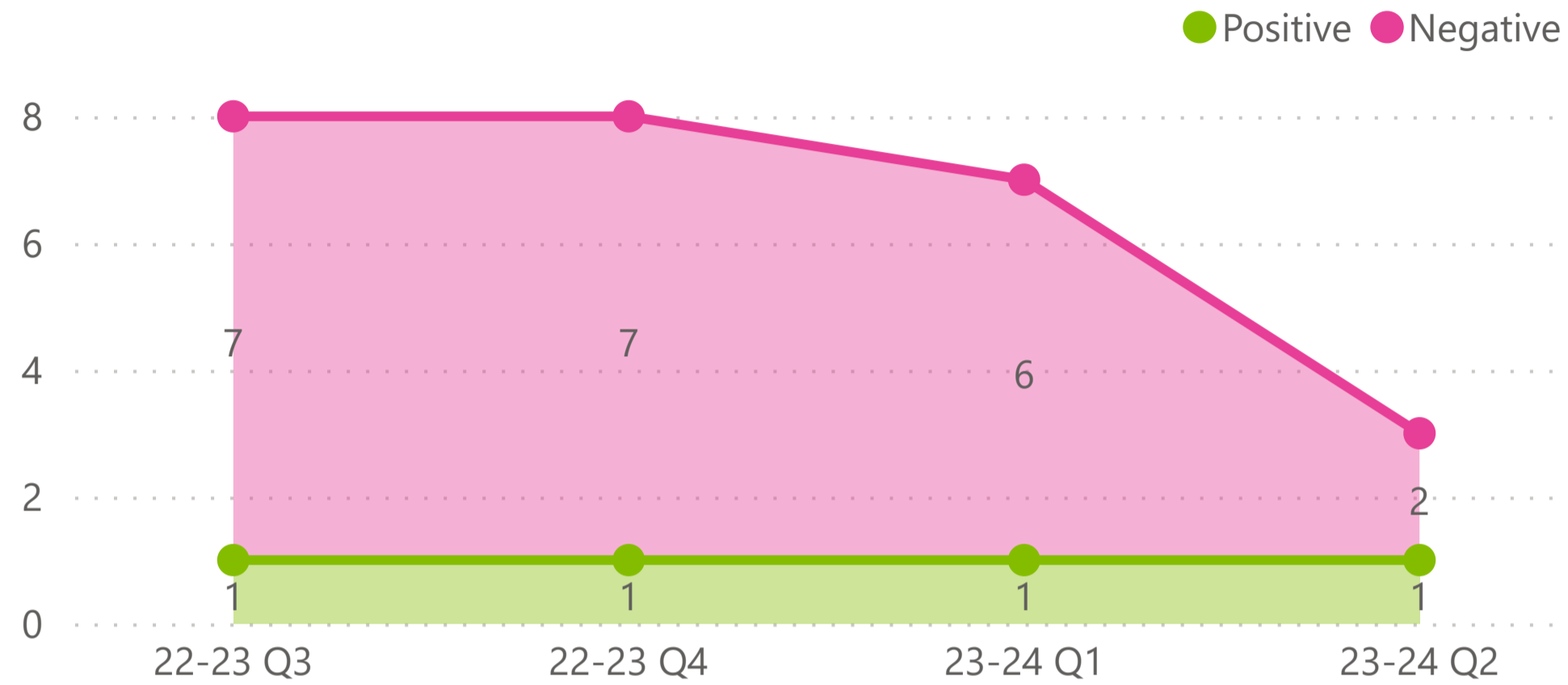
23-24

Quarter

Q2



Sentiment of all feedback over the last four quarters



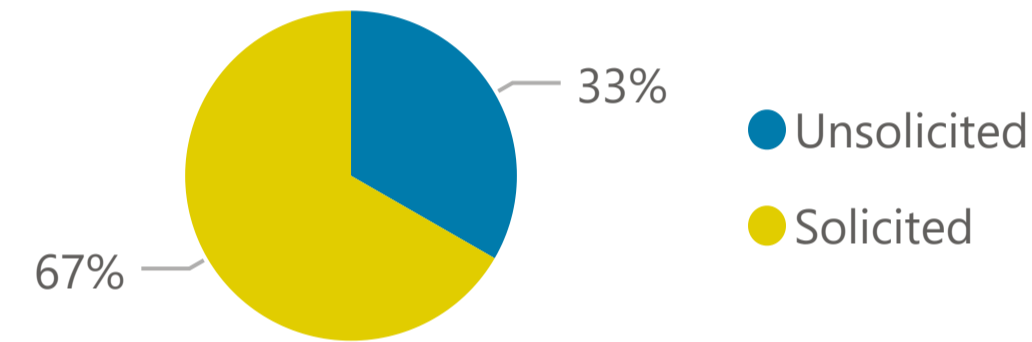
Pieces of feedback this quarter:

3

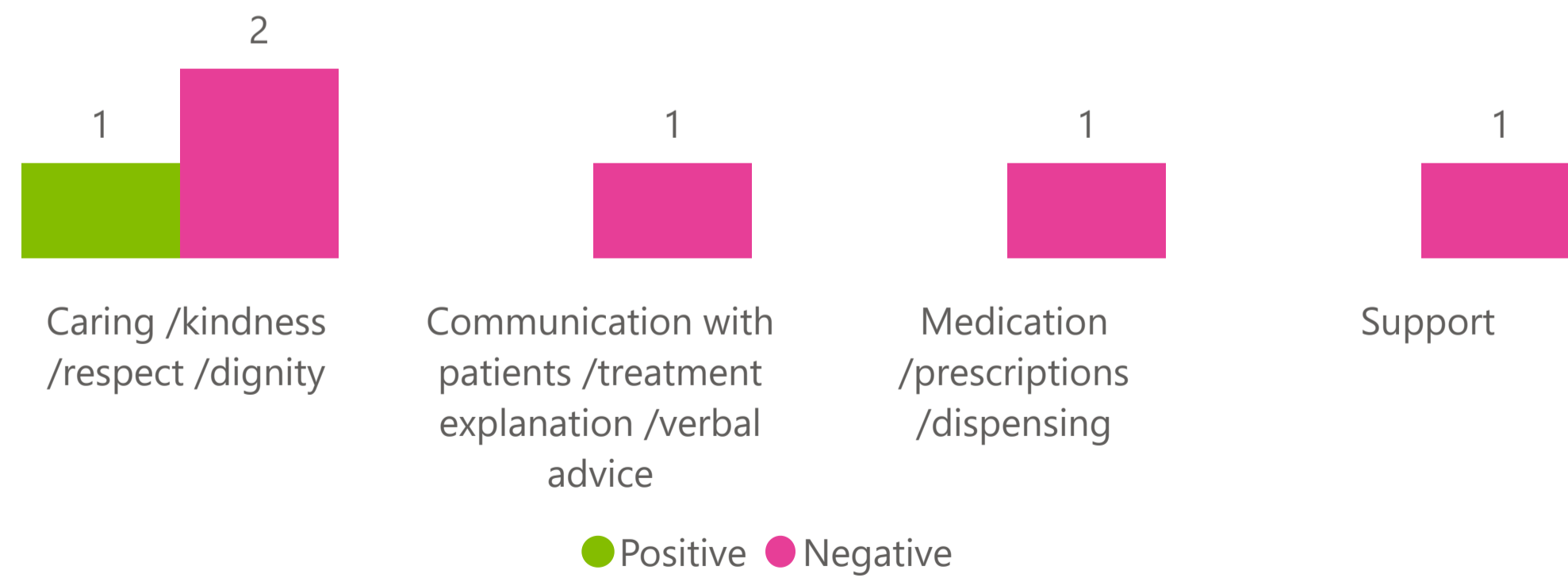
Feedback this quarter by Service



Solicited feedback this quarter



Themes this quarter: University Hospitals Plymouth Trust



Level 1: " Inconsistent advice and guidance from health professionals following birth. I had to ask repeatedly for more painkillers as left in agony. No support with breastfeeding, just left to it. Breast group found since is amazing, but no help in hospital. "

There were just 3 pieces of feedback on Derriford Hospital this quarter, partly reflecting less engagement activity in North East Cornwall this quarter. One positive piece of feedback praised care and treatment they had received for cancer. The other two pieces of feedback were negative and both concerning: one relating to poor maternity care (see quote above) and the other about poor care and treatment at end-of-life.

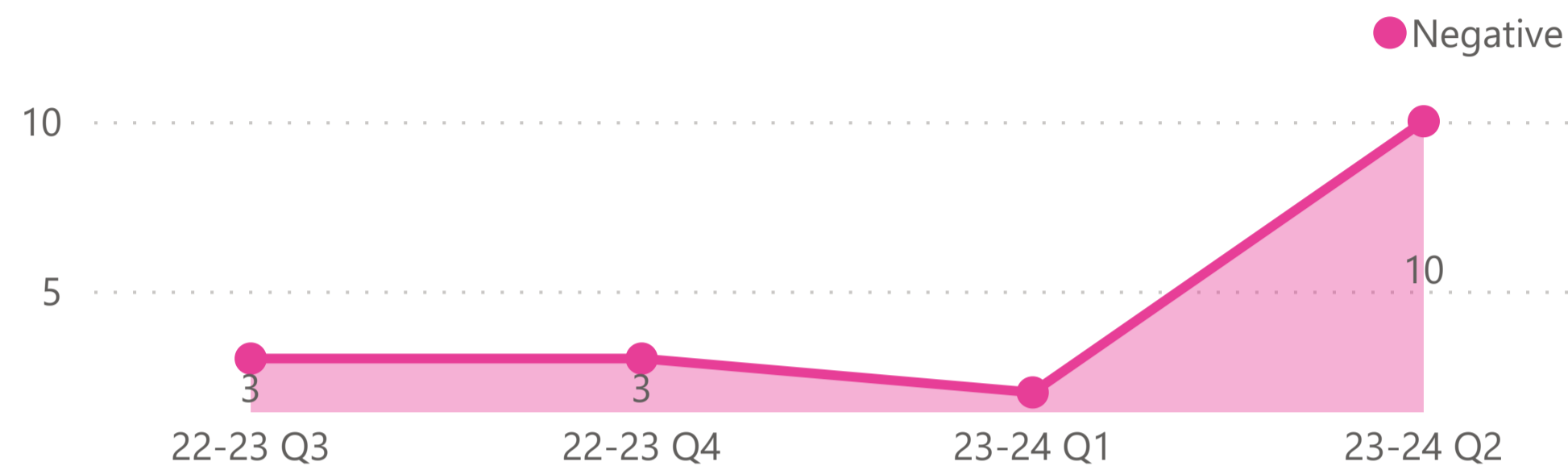
Adult Social Care: Q2

Financial year
23-24

Quarter
Q2



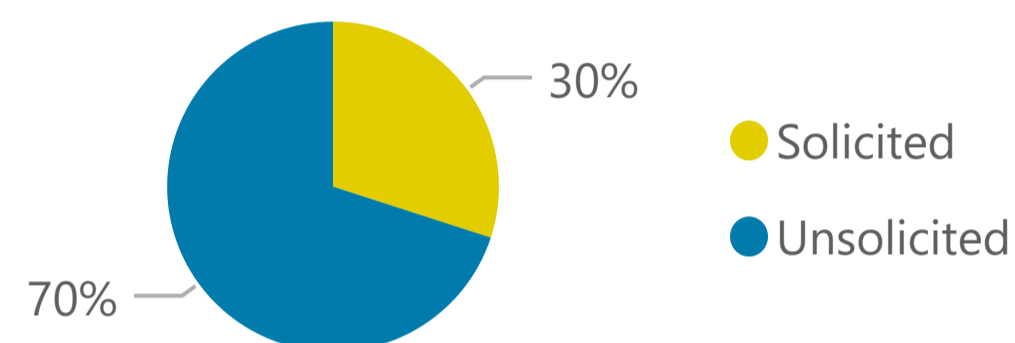
Sentiment of all feedback over the last four quarters



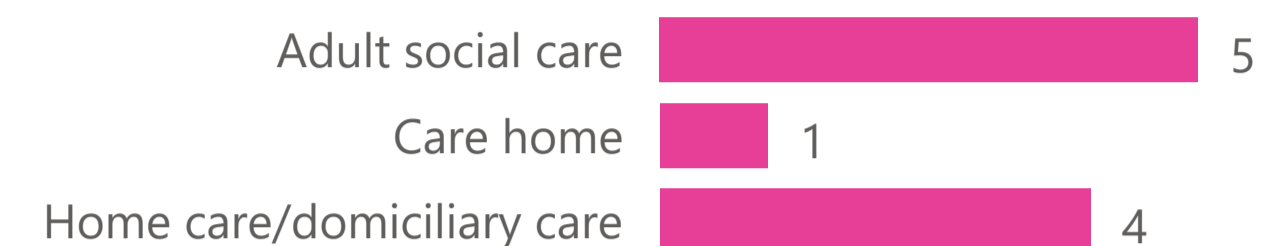
Pieces of feedback this quarter:

10

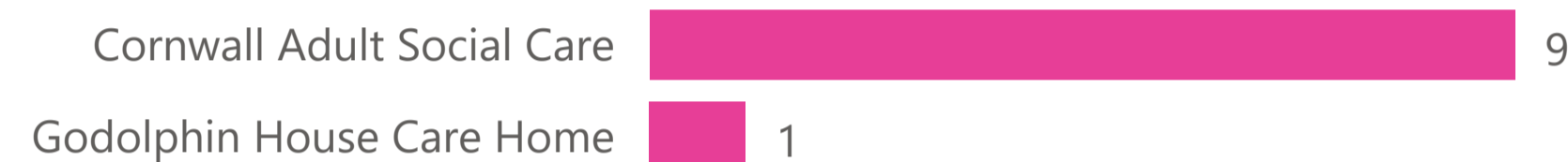
Solicited feedback this quarter



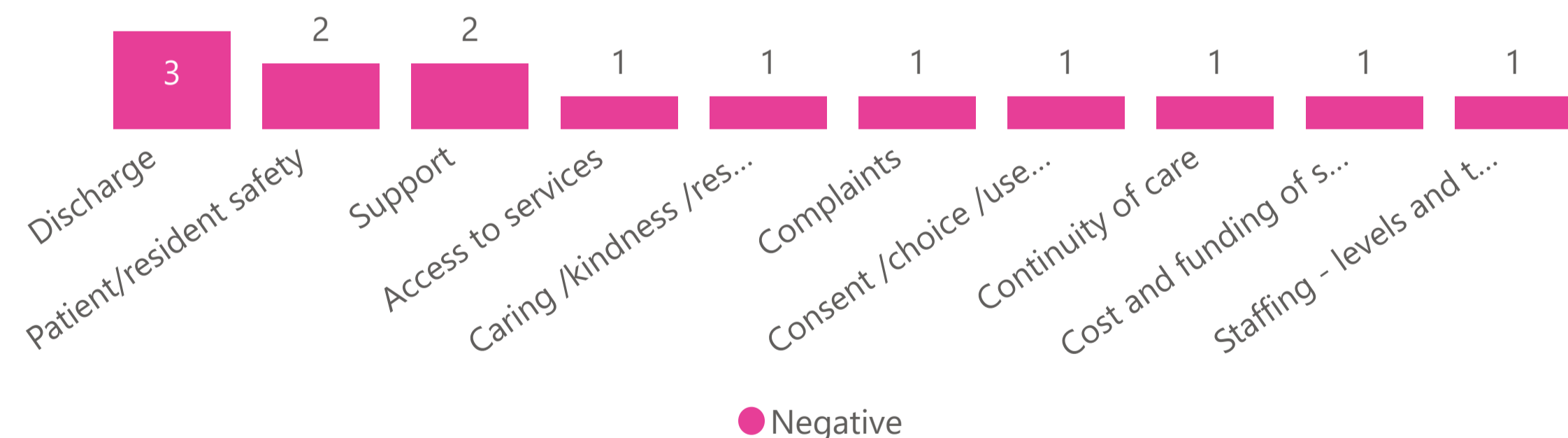
Feedback this quarter by Service



Feedback this quarter by Organisation



Themes this quarter: Adult Social Care

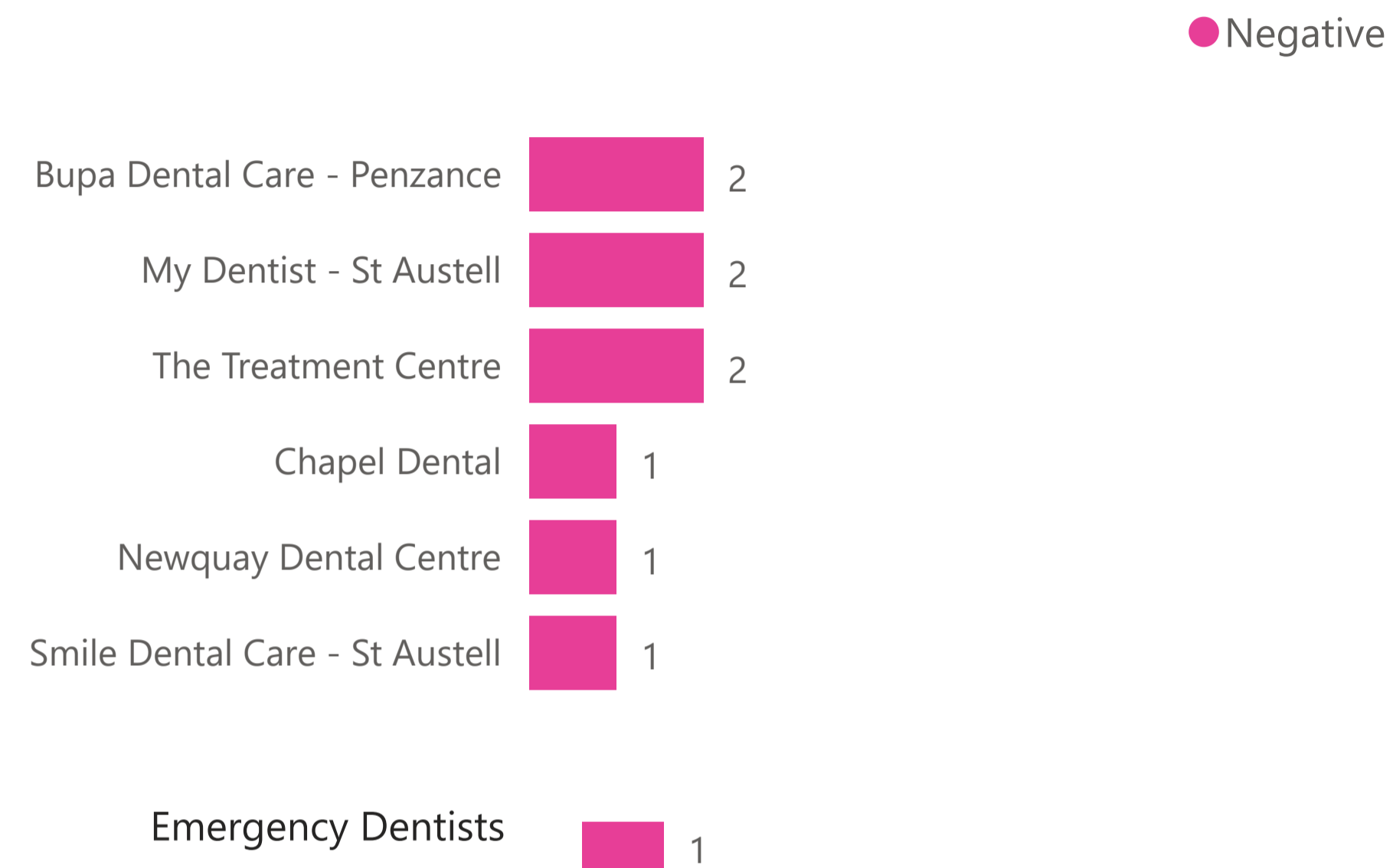


There were ten pieces of negative feedback this quarter, received through phone calls, websites and engagement events. Several pieces described situations where family/patient choice has been refused, such as a patient remaining in hospital against their / their family's will and concerns about discharge without adequate support in place at home. There was also a complaint about lack of transparency and loss of information by Cornwall Council following Cornwall Councils' demand for payment of unaffordable care home fees. There are some common threads of people feeling let down by Adult Social Care, lack of choice/involvement in care decisions and a lack of transparency and clarity about the care and support health and care services can provide.

Level 1: " Relative is currently in a care home and is being discharged but does not feel ready as there is no care package, family support or financial support in place. Caller has spoken with ASC to get a care needs assessment which has been carried out over the phone. Is concerned that relative is going to be sent home with inadequate support."

Level 2: " Grandma in hospital, needed a POC and was left to family to arrange. STEPS wouldn't help, me and mum had to stay there. We pay private for one visit in the morning. We both work and have family, shouldn't really be us - Adult Social Carer? "

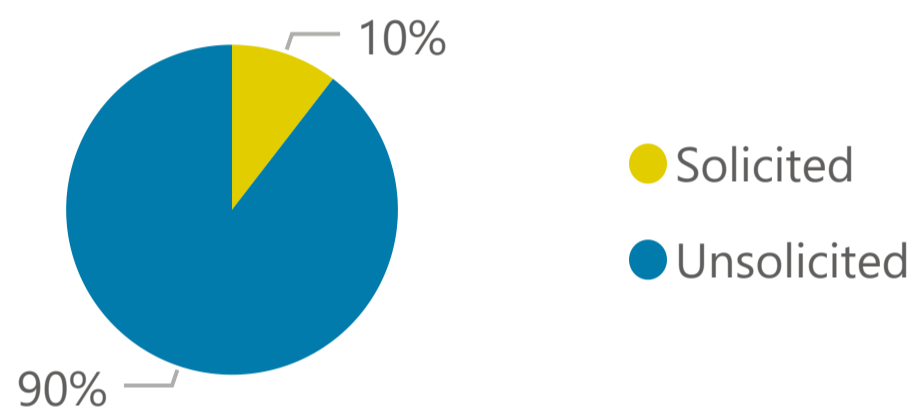
Feedback this quarter by Organisation (where provided):



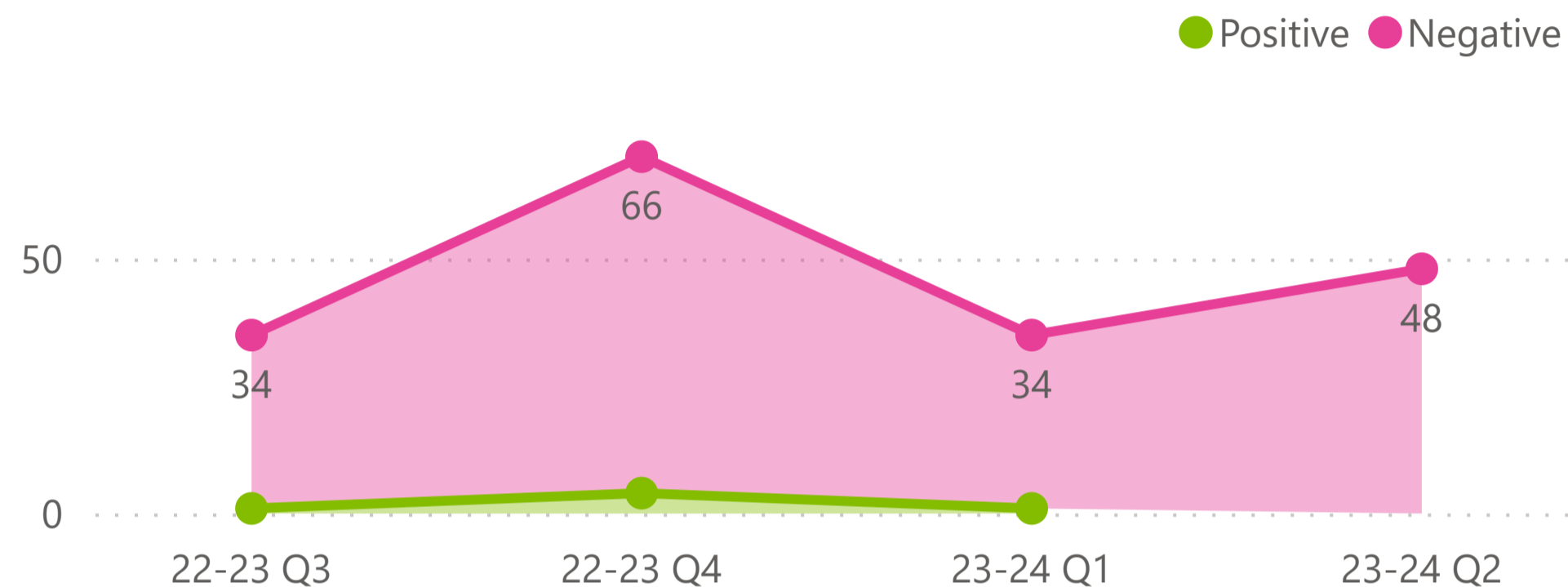
Pieces of feedback this quarter:

48

Solicited feedback this quarter



Sentiment of all feedback over the last four quarters



Themes this Quarter: NHS Dentists:



Dentistry remains a top area of concern that we hear about. The majority of feedback (27 pieces) are **people looking for NHS dentists**, including people who have been on the NHS dentist waiting list for 5 to 8 years and children who have not seen a dentist. There's a concerning increase in other issues this quarter: 7 individuals said that their **dentists were no longer providing NHS dental care** (including Bupa Dental Care (Penzance), Newquay Dental Centre, Chapel Dental (Camborne) and The Treatment Centre (Truro)); 12 individuals were **not able to get through to the waiting list helpline**; 3 individuals have had **appointments indefinitely postponed due to a lack of dentists**, and one individual taken off their list without notice. We also received a concerning piece of feedback from an individual who was unable to get an emergency dental appointment after repeated attempts for an abscess and so ended up going to the Emergency Department for antibiotics.

Level 1: " Is registered with an NHS dentist, but had appointment cancelled earlier in the year as dentist left the practice and told would be contacted to book a new appointment once they had recruited a new dentist."

Level 1: " Cannot find an NHS Dentist in Newquay, current NHS dentist will be entirely private by the beginning of October. Also having difficulties getting through to the NHS dental helpline. "

Level 1: " My partner and myself have currently been on the waiting list for a dentist in the Cornwall area for nearly 7 years. We have children who have never been to a dentist. I have been in pain for 4 months now and the last 2 times I went to an emergency dentist they just pulled the teeth instead of helping to fix the problem. At this rate I will have no teeth and my children will have more luck finding a unicorn than seeing a dentist. "

Level 1: " Joined the NHS dentist waiting list a few years ago and wanted to know how much longer they would have to wait. Tried calling the phone line but unable to get through. "

Level 2: " 19 year old daughter doesn't have a dentist. She will loose teeth if not seen and can't afford private. Have tried waiting lists, but it's not an emergency so can't be seen by Smile. But she won't lose them now if she could see a dentist but will lose them soon. "