

# Quarterly Update: Feedback received in Q4 (Jan-Mar 2023)

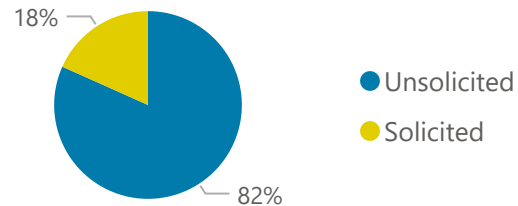
Healthwatch Cornwall (HC) receives **unsolicited** feedback through our website, email and phonenumber, and **solicited** feedback through engagement events in the community and through social media events. Feedback from these sources is summarised in this report.

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: 142**

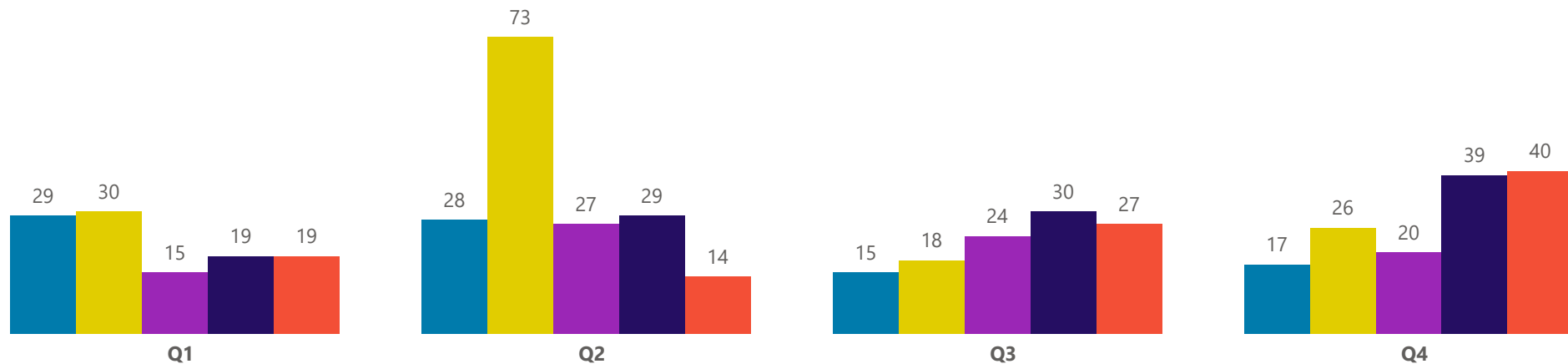
**Pieces of feedback: 159**



## Sources of Feedback over the last four quarters

### Feedback Source

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



Financial year

22-23

Quarter

Q4



### 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.

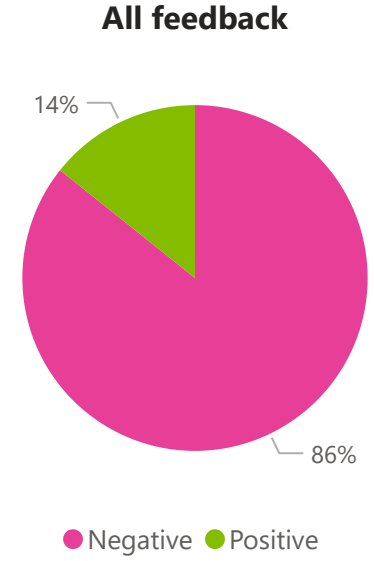
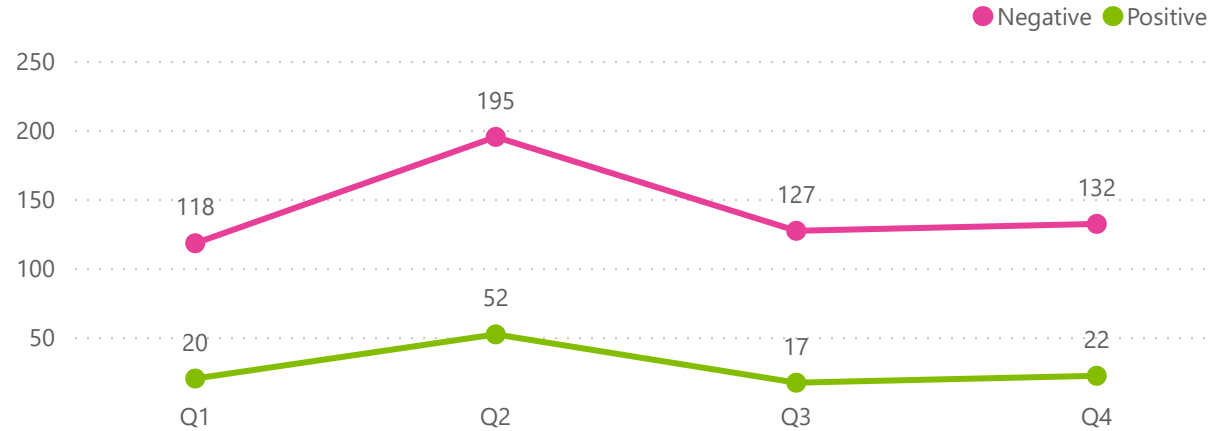
# Sentiment of feedback

Financial year: 22-23  
 Quarter: Q4

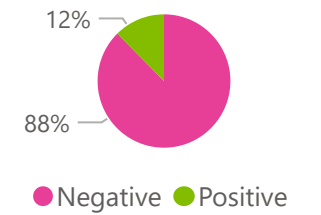


## Sentiment of feedback in the last quarter

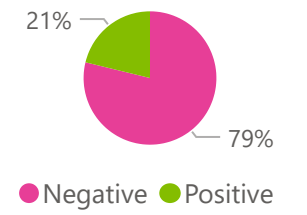
### Sentiment of all feedback over the last four quarters



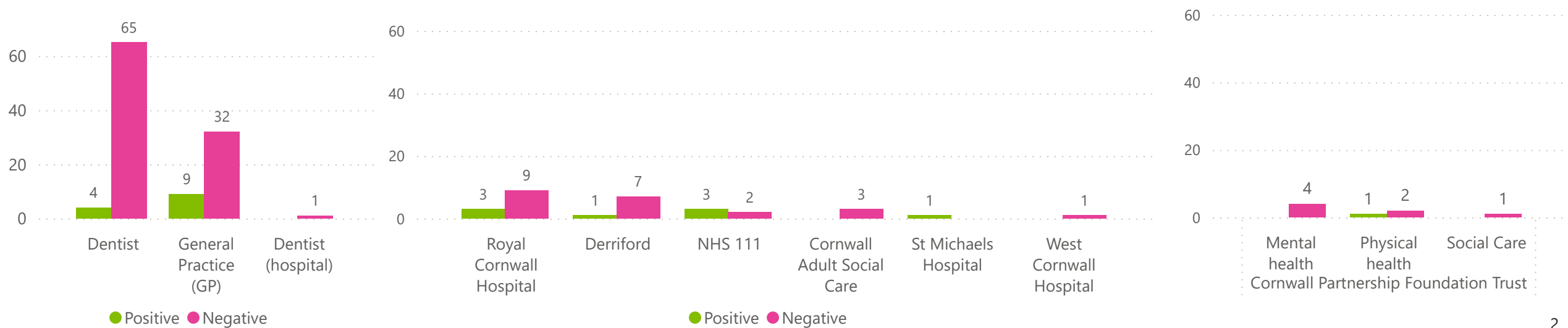
### Unsolicited feedback



### Solicited feedback



### Sentiment of feedback across different organisations and services



# Characteristics of individuals providing feedback

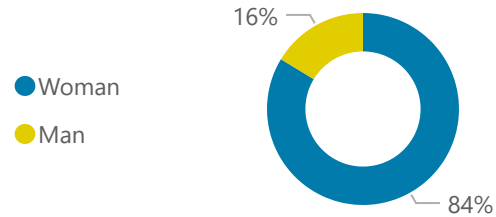
Financial year  
22-23

Quarter  
Q4

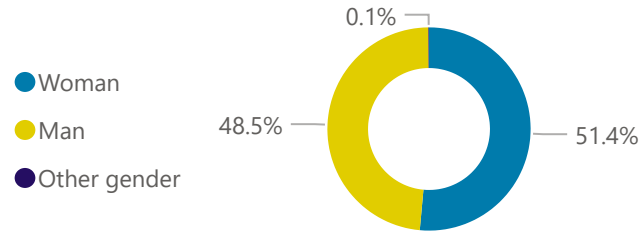


62% of feedback included information on age and/or gender:

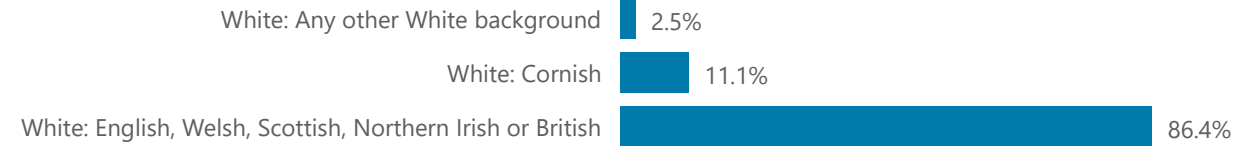
## Gender



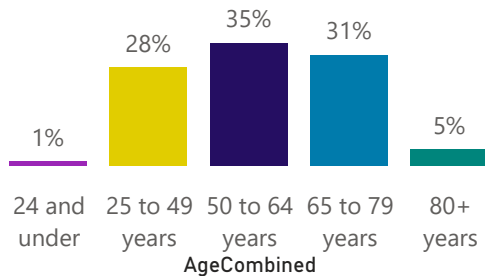
## Gender: Cornwall %



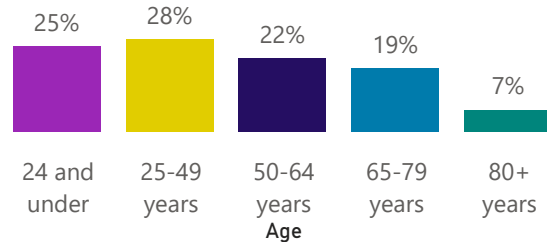
## Ethnicity



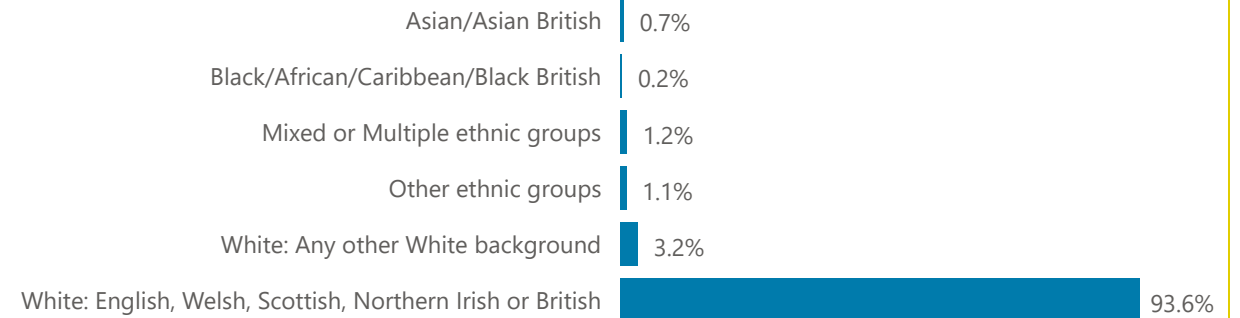
## Age



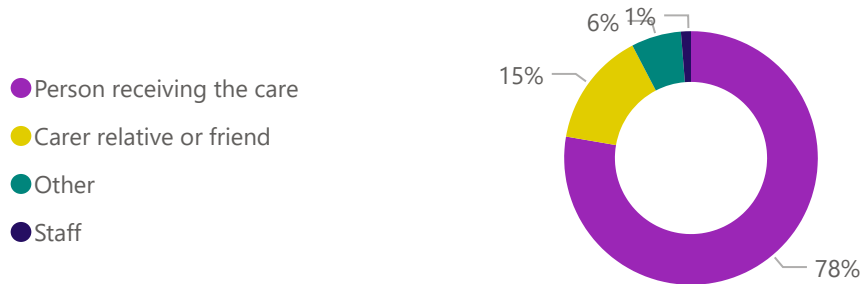
## Age: Cornwall %



## Ethnicity: Cornwall %



## In relation to feedback what best describes you?



## Financial situation



## Characteristics of individuals providing feedback continued...

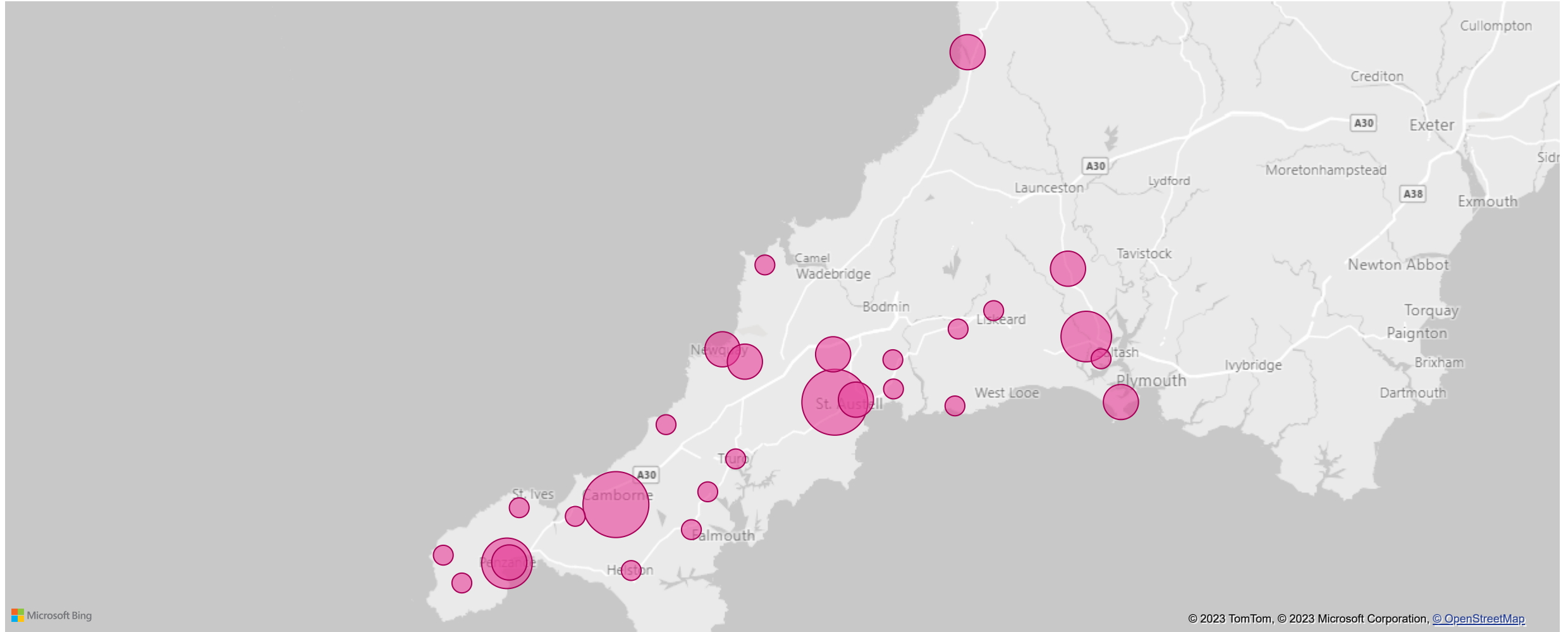
Financial year  Quarter



*Page in development due to change in reporting software*

### Map of feedback based on individuals postcodes

Bubble size is linked to count of postcode.



# Feedback by theme and sentiment: General Practice

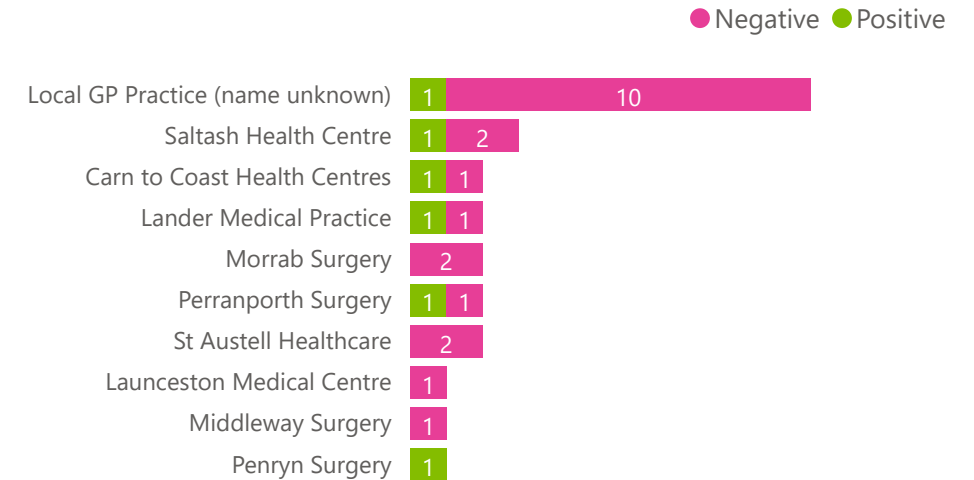
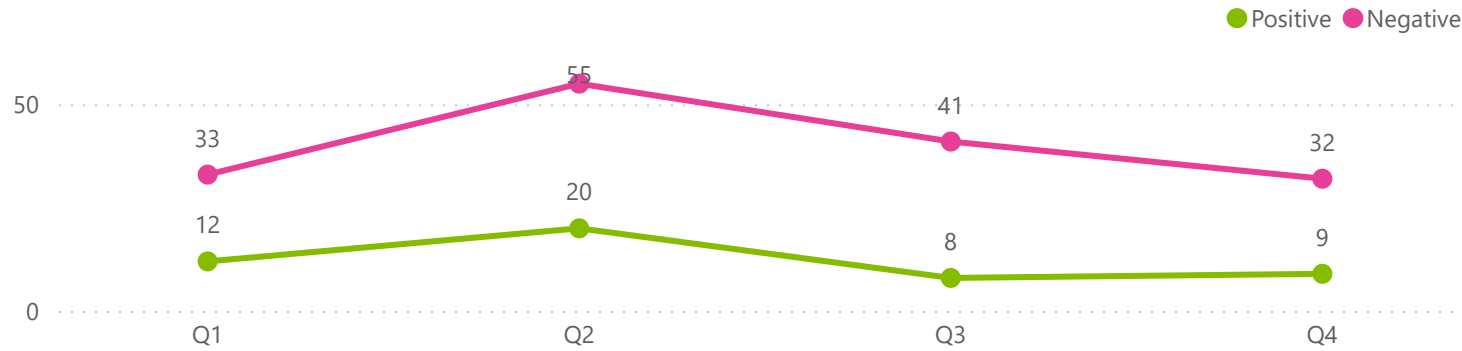
Financial year  
22-23

Quarter  
Q4

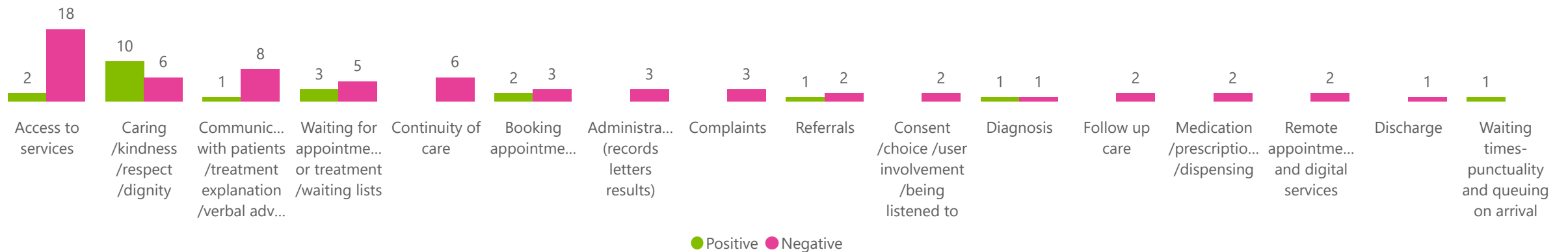


## Sentiment of feedback by organisation

## Sentiment of all feedback over the last four quarters



## Themes for General Practice



Feedback about GPs has decreased again in the last quarter, from 49 pieces last quarter to 41 pieces this quarter. **Access to services** was the most common negative theme, followed by **Communication with patients / explanation / verbal advice**. Access to services included familiar issues of difficulties getting through on the phone to book an appointment, such as long waits on the phone or not being able to get past receptionists; and not being able to see the doctor that they wish to speak to. Two individuals were unable to register with their GP as they are not taking on new patients. Complaints about communication included communication by text without giving advice about diagnosis; delays in communication / lack of proactive communication from GPs about referrals; and lack of advice or explanation about condition. **Caring/kindness/ dignity/ respect** was a common positive theme and included praise for GPs, receptionists and the service as a whole, such as feeling listened to and responded to calmly and quickly.

## General Practice Quotes

Financial year

22-23

Quarter

Q4

" With GP services, you are only able to call in the morning where you are put on a big waiting list on the phone. This then affects work as you have to take time out to do so. I'm a teacher so this is really tricky and I would rather be able to do it on my lunch break. Also once you get through you are then having to wait for a doctor to call you back. Sometimes they don't even call back on that day so you're left waiting. I know they're busy and trying their best but it's really hard. "

" People not being allowed to book over the phone to get an appointment, only doing online and if no computer you must go there to do it. "

" Was referred by GP for operation, but following pre op assessment they said cannot do the operation due to a medical condition. Apparently GP knew this, but did not tell them or do anything about it. Has seen GP and made complaint but they are unwilling to accept any responsibility or do anything about the problem. "

" From the moment I spoke to the receptionist at my surgery to my discharge from the hospital months later I have nothing but praise and thanks for everyone who played a part in my recovery. The GP who rang me back within 30 minutes of my initial call. They effectively diagnosed me over the phone and referred me for a 'two week wait ' appointment with our local cancer team. My appointment came through well inside the time. "

# Integrated Care Areas and Primary Care Networks: Q4

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

Financial year  
22-23

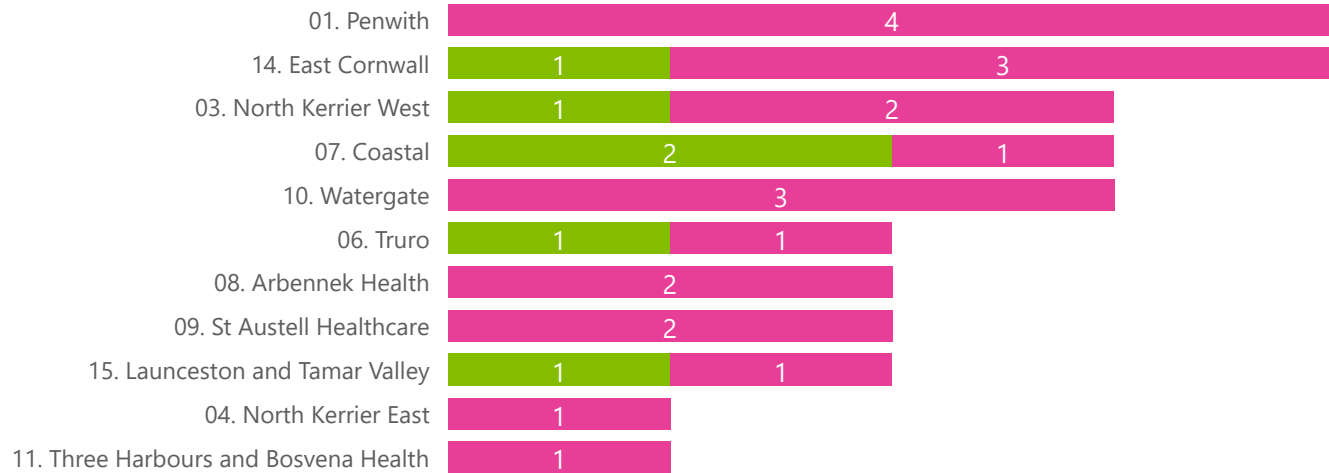
Quarter  
Q4



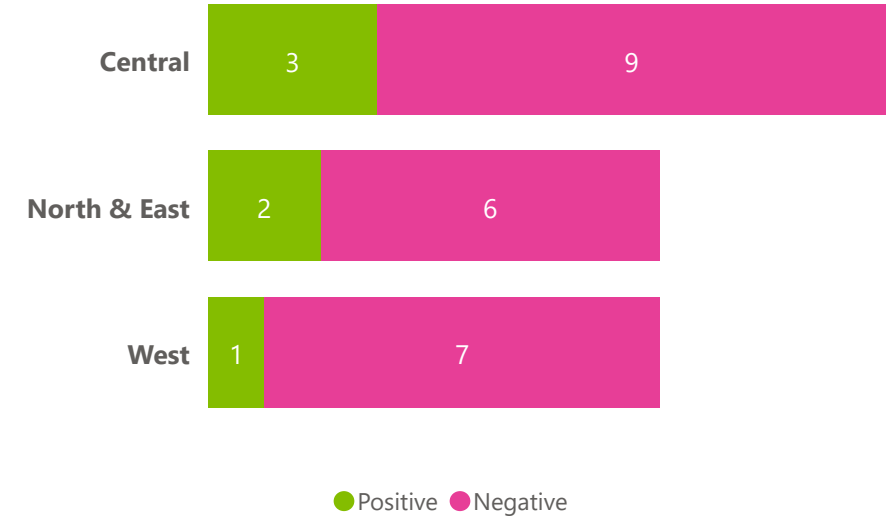
## Primary Care Network

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

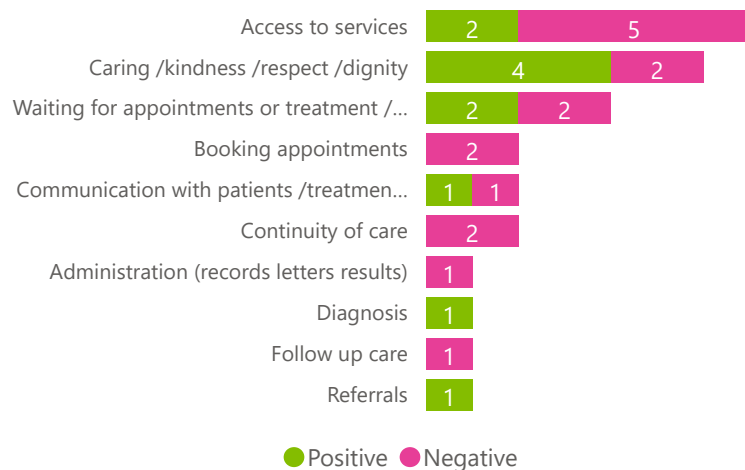
Sentiment ● Positive ● Negative



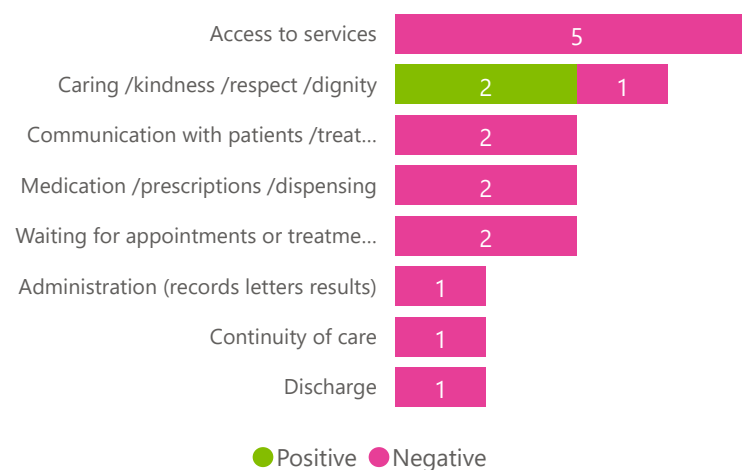
## Integrated Care Areas



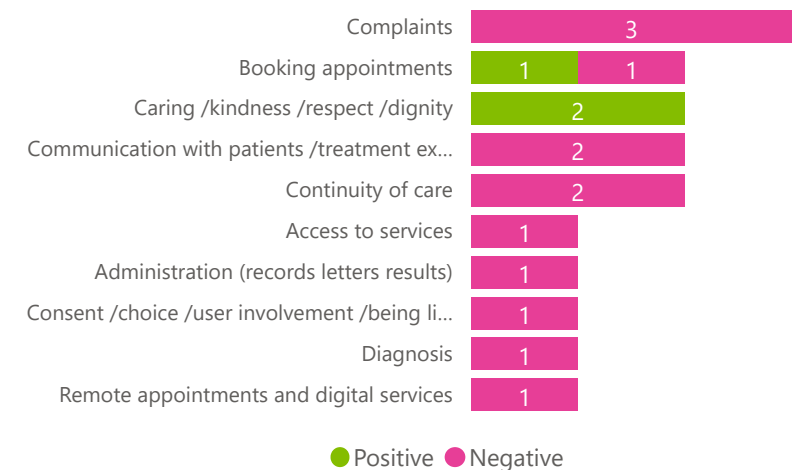
## Themes: Central



## Themes: North & East



## Themes: West



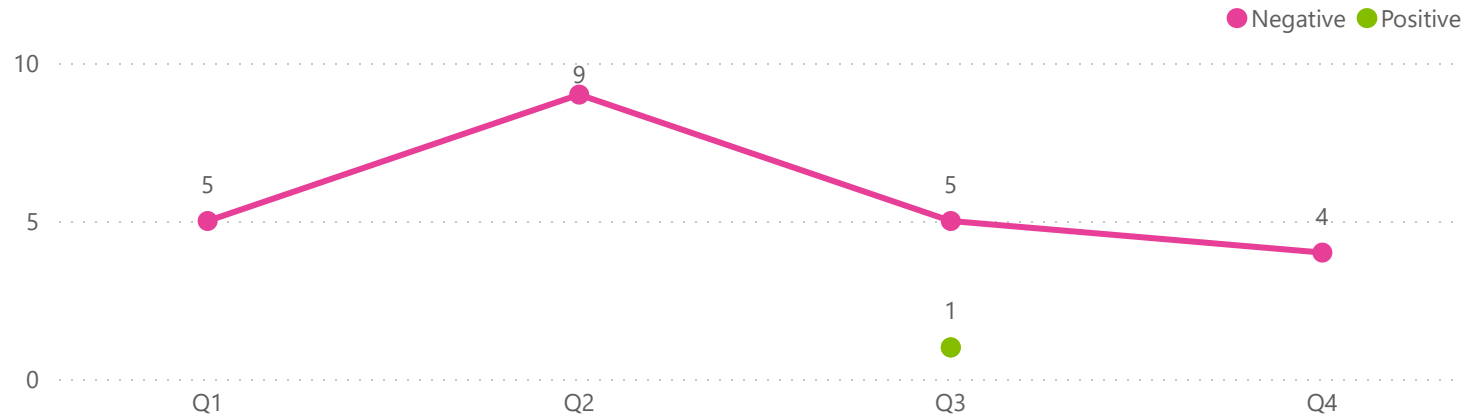
# Cornwall Partnership Foundation Trust (CPFT) Mental Health Services

Financial year  
22-23

Quarter  
Q4



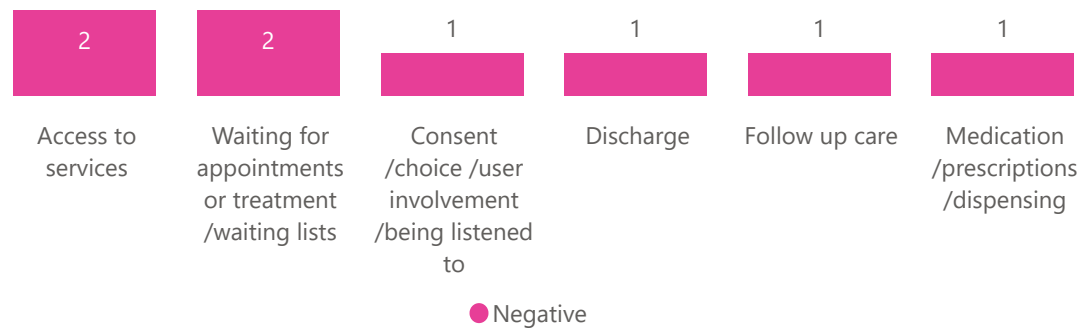
## Sentiment of all feedback over the last four quarters



## Feedback by service: Q4



## Themes for CPFT Mental Health Services: Q4



" Relative had a severe mental health episode last year. Has had no contact from the mental health team at all since moving to Cornwall. Worried that they may have another crisis. "

There were only 4 pieces of feedback about Mental Health Services this quarter: two complaints about lack of support from the Community Mental Health Team (CMHT), once concern about being discharged from CMHT and one complaint about lack of choice of treatment for their mental health.

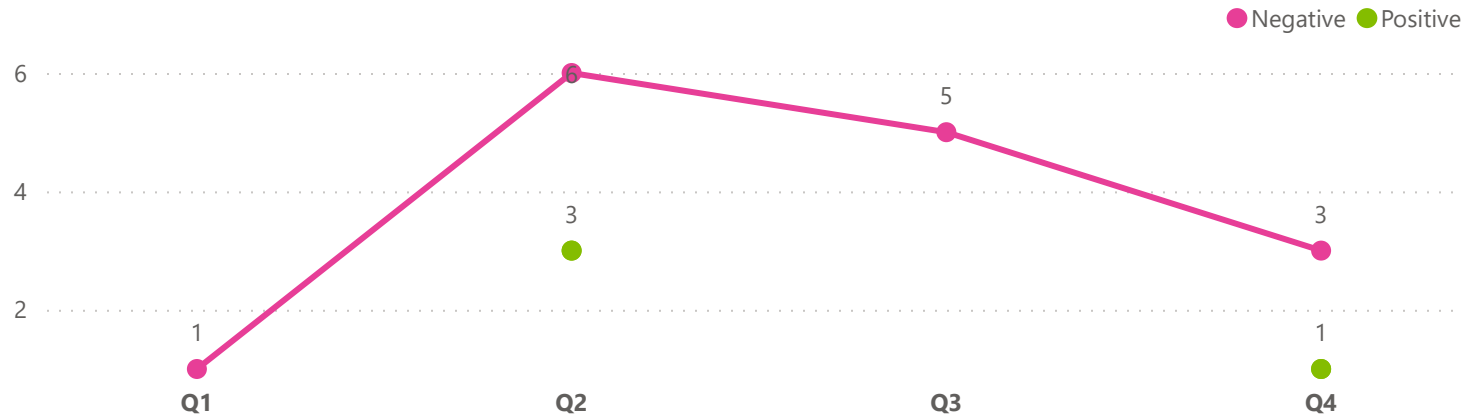


# Cornwall Partnership Foundation Trust (CPFT) Physical Health, Community and Autism Assessment

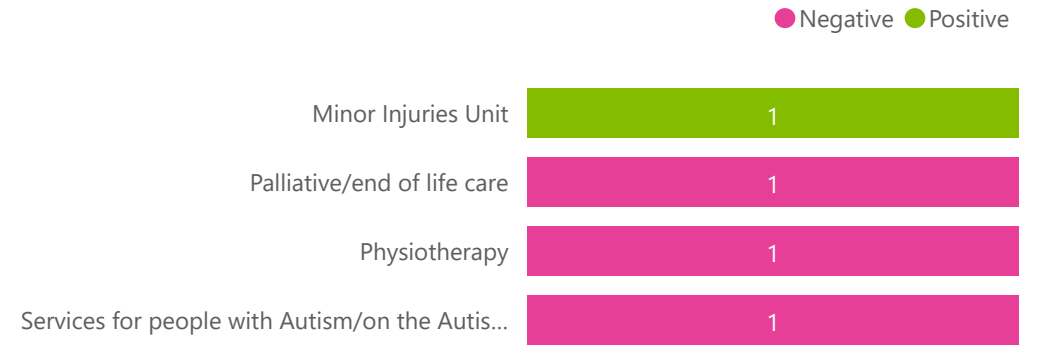
Financial year: 22-23  
Quarter: Q4



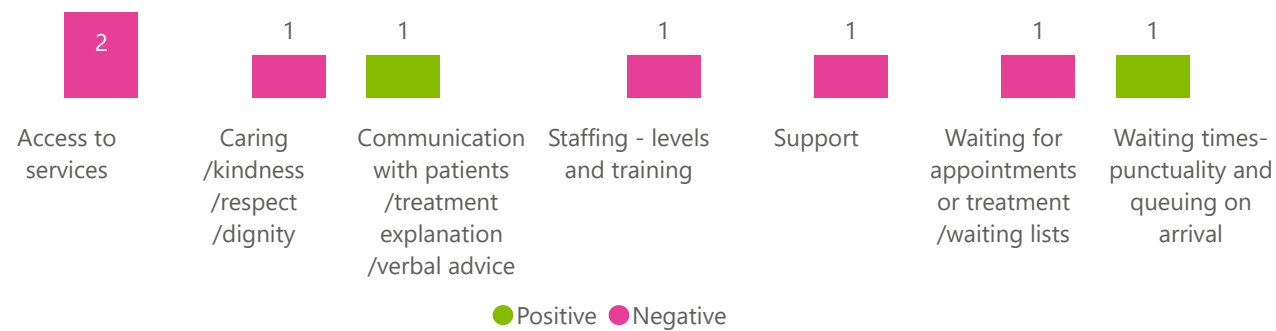
## Sentiment of all feedback over the last four quarters



## Feedback by service: Q4



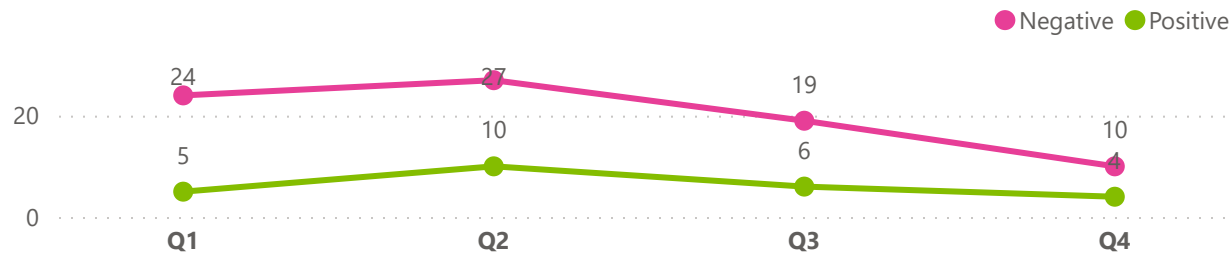
## Themes for CPFT Physical Health, Community and Autism Assessment Services: Q4



"Why have we got no support in East Cornwall for those who are terminally ill? Our nearest facility is the Mustard Tree at Derriford or St Austell miles away from East Cornwall. Why are no terminal care nurses based at Derriford who treat East Cornwall patients. "

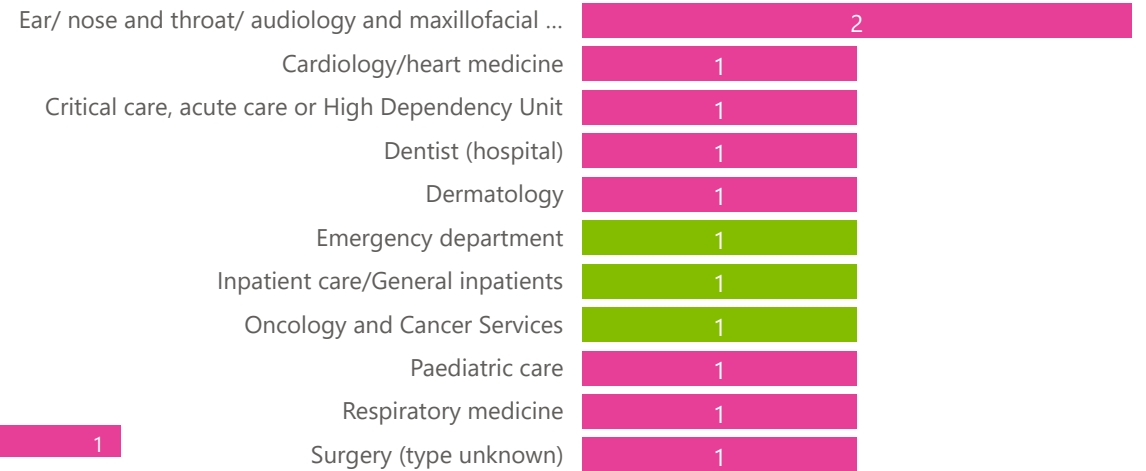
There were only 4 pieces of feedback this quarter: one positive feedback about a visit to Minor Injuries Unit; one complaint about a two year wait for an Autism assessment; one complaint about lack of palliative care service in East Cornwall; and another complaint about not receiving enough physiotherapy causing their condition to reoccur.

## Sentiment of all feedback over the last four quarters



## Feedback by Hospital and Service: Q4

### Royal Cornwall Hospital



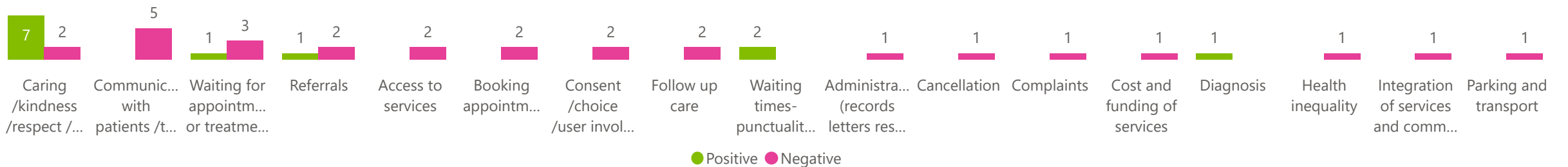
## Feedback by Hospital and Service: Q4

### St Michael's Hospital

### West Cornwall Hospital



## Themes Q4: Royal Cornwall Hospital Trust



There has been a continued decrease in feedback about Royal Cornwall Hospital Trust this quarter, with 13 pieces of feedback about Royal Cornwall Hospital and 1 about West Cornwall Hospital. It is good to see **Caring/ kindness/ dignity/ respect** as a common positive theme, with praise for staff for their patience, 'safe hands', 'committed, wonderful' doctors and nurses and praise for the support provided between cancer treatments. **Communication with patients/ treatment explanation/ verbal advice** was a common negative theme, including two complaints about lack of explanation or consent during examinations/treatment; a complaint from a parent who was asked to provide full details of their concerns about their child while their child was present; and a complaint about being 'frightened' about the risks of an operation. All feedback we receive is shared routinely with the Patient Experience Team and Patient Experience Group at RCHT.

## Royal Cornwall Hospital Trust Quotes

Financial year

22-23

Quarter

Q4

" Concerns around process for people who need a referral for a new hearing aid. You have to go to Specsavers for an ear syringe, then a referral to audiology can be made. They charge £55 for this and people don't bother as they can't afford it. Is concerned that people who need a referral are missing out due to inability to pay £55. "

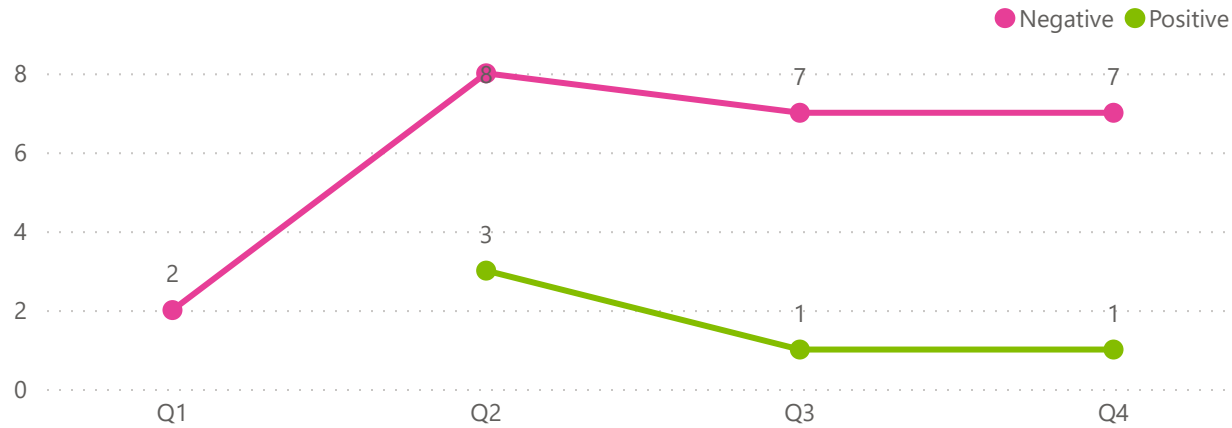
" Spent 28 days in St Mawes and Pendennis wards. Had two operations. Everyone has been brilliant. Went home for 1 day, was rushed back in. In safe hands - looked after really well. "

" Has Long Covid and is unhappy with the lack of support from RCHT respiratory service. "

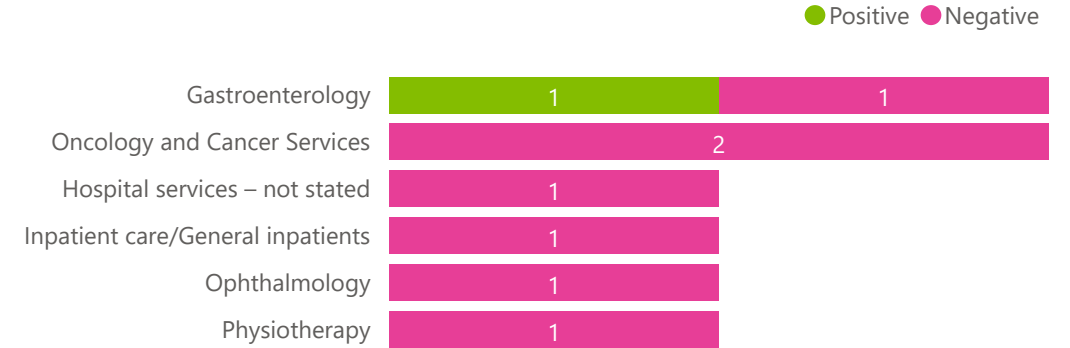
" NHS 111 got back to me quickly. Went to A&E and was seen fairly quickly. The doctor who saw me was at the end of a long shift but he was so patient and caring they are truly amazing people. "

" Had an operation, but there was no ICU bed after operation. Anaesthetist highlighted the risk, didn't expect to come out and worry about other people going through the same. Concerns around follow up care as it seemed disorganised. "

## Sentiment of all feedback over the last four quarters

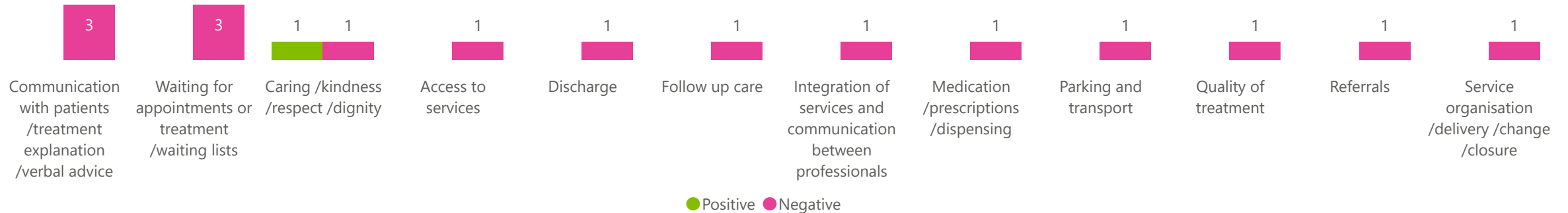


## Feedback by Service: Q4



## Themes University Hospitals Plymouth Trust: Q4

" Went to Derriford for planned operation. Was discharged 3 days later and consider this was too early. No pain relief given. No follow up was arranged at the time. "



There were 8 pieces of feedback on Derriford Hospital this quarter. We received positive feedback about the aftercare provided following planned colorectal surgery, however there was a complaint about the discharge process after surgery. There were two complaints about lack of response from cancer specialists - one relating to removal of cancer and the other about pain relief following surgery. There was also a complaint about a lack of response following a referral for treatment (service unknown). One complaint about staff rudeness when chasing up information about their eye surgery; and one complaint about lack of emotional support for a patient following a delayed discharge.

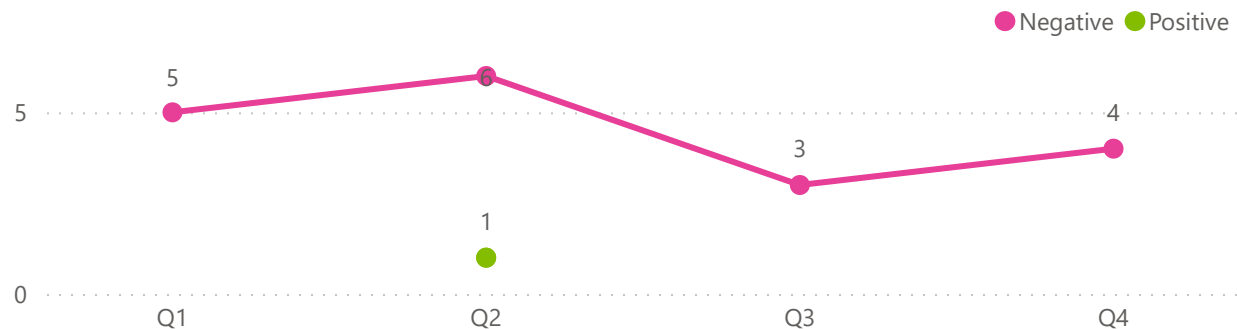
# Adult Social Care

Financial year  
22-23

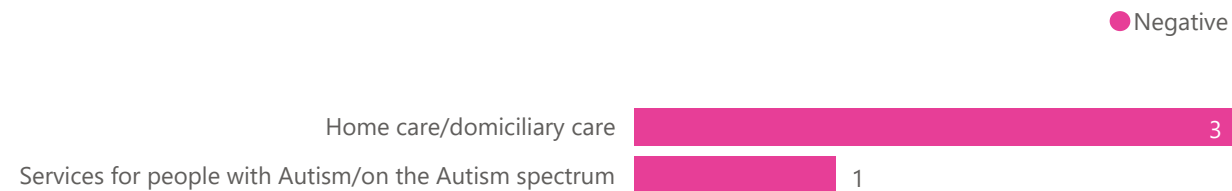
Quarter  
Q4



## Sentiment of all feedback over the last four quarters



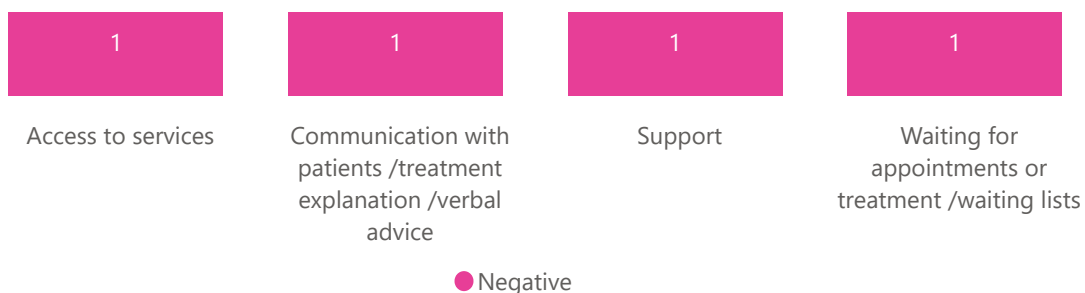
## Feedback by Service: Q4



## Feedback by Organisation: Q4



## Themes: Adult Social Care



There were 3 pieces of feedback about Adult Social Care this quarter: one individual who has no help from social care; one who would like more emotional support from their carers following their stroke; and one individual seeking a care home placement for their parent as the package of care is insufficient for their needs.

" Relative is 89 and has 24/7 carers living in from Cornwall Council, which is great. The only thing is that some of the carers don't use English as their first language and it can be hard for their relative. They need to come to terms with stroke, very depressed. Physio said they were wasting their time that they won't walk again. Was mobile post stroke but has given up a little. New carer is doing arm exercises with them. They need emotional support now more than physical. Carers not really engaging with their relative in an evening, then to stay in their own room. Was in a care home for 18mths awaiting package of Care, been home 18mths. "

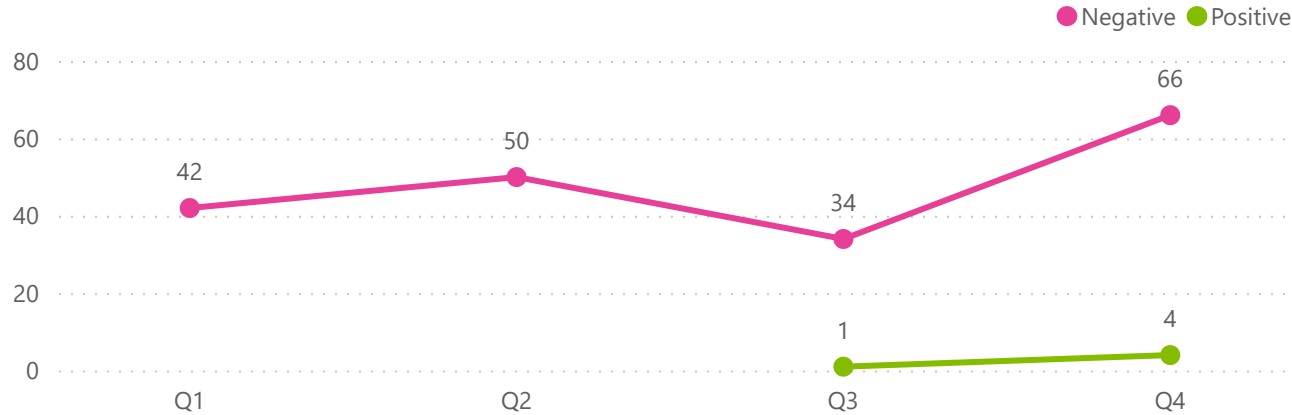
# Feedback by theme and sentiment: NHS Dentists

Financial year  
22-23

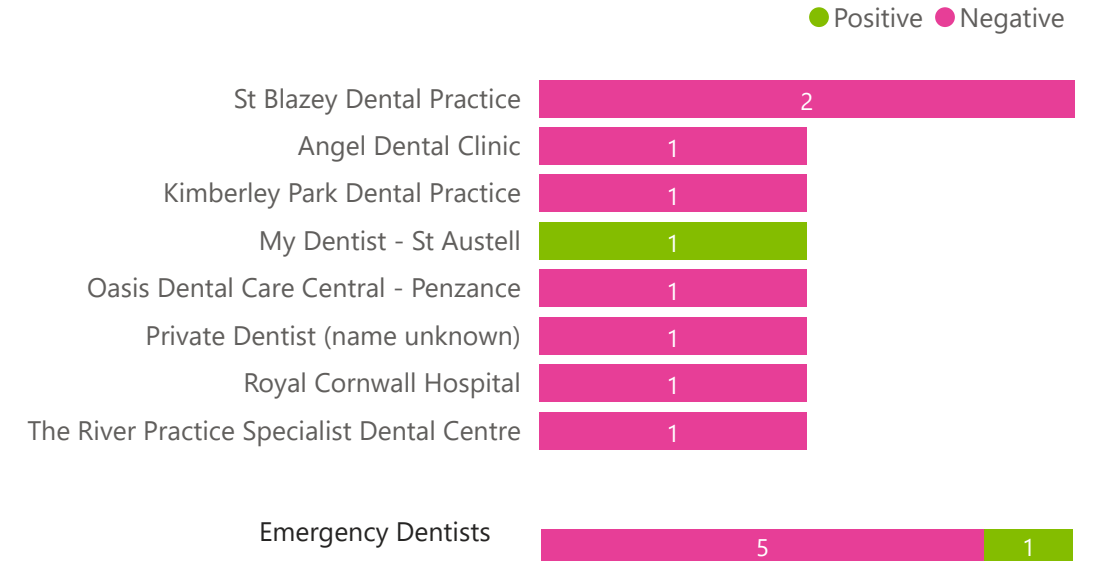
Quarter  
Q4



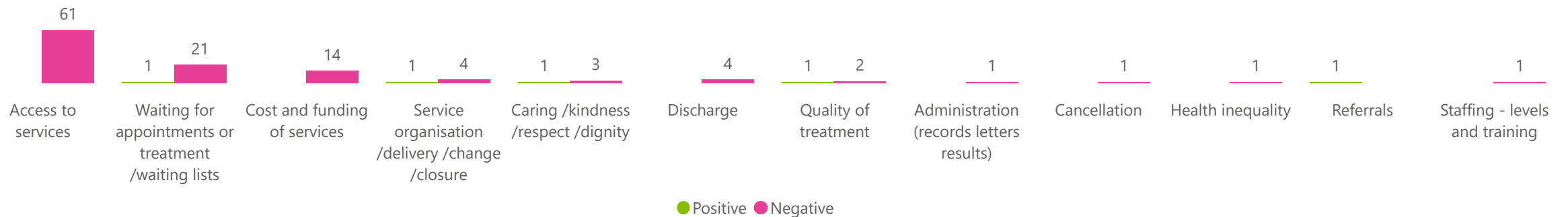
## Sentiment of all feedback over the last four quarters



## Feedback by Organisation (where provided): Q4



## Themes for NHS Dentists: Q4



We have received almost twice as much feedback on dentistry in Q4 (70 pieces) compared to Q3. The majority of feedback are people looking for NHS dentists. Several people mention they have been on the NHS dentist waiting list for 4 and 5 years, and several people are looking for dentists for their children, as well as themselves. Four people's dentists have stopped providing NHS treatment and now provide only private treatment. Fourteen people had concerns about costs of treatment / cannot afford private treatment. We received 6 pieces of feedback about emergency dentists, five negative and one who described the service as 'excellent'. Three people were struggling to get emergency treatment because they do not meet criteria and two people are having difficulty getting through to the emergency dental service.

## NHS Dentists Quotes

Financial year

22-23

Quarter

Q4

" Had an NHS dentist their whole life, has now sold the practice and has become a private dentist. Is pregnant and entitled to free dental care, but this is impossible without an NHS dental practice. "

"Had to wait a long time to be referred to RCH to have a tooth removed. The wait and system is an issue, but staff at dentist were amazing. "

" I have been on the NHS waiting list for 5 years since I moved to Cornwall. I currently travel over 600 miles to my old NHS dentist for check ups and treatment. "

" Have been registered with an NHS dentist in Penzance, but are now private only. Been told there is one dentist there who is willing to see children, but the appointment has been cancelled several times over the past 6 months. Need to find an NHS dentist for my child. "

"Caller is desperate to find an NHS dentist following an emergency tooth extraction. Caller says they were put on the waiting list years ago and 3 years after this after having another tooth out phoned and discovered that due to a computer glitch, they were no longer on the list. They were put back on the list prior to pandemic. Phoned time and time again recently, has left mgs but no-one has got back to them. Commented that during the several calls with the emergency dentist this time (being 58th in the queue at 8am) always spoke to same person so they must be short-staffed. At first offered appt in Penzance but unable to get there, no transport and very short timescale. Caller has 13 pages of shorthand notebook logging every phone call made, sometimes has spent most of the day trying to get through to waiting list and emergency numbers. "