

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

***Feedback from other projects and surveys:**

HC also collects feedback within separate projects and surveys, such as the Mental Health survey in Q4 20-21 and Freshers Fairs in Q2 21-22. Additional projects and surveys are marked with * in the 'Sources of feedback over the last four quarters' chart below. Results from these projects are reported separately.

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, GP practices and hospital services are only listed if they have received two or more pieces of feedback (indicated by **). Where space allows, all services with feedback are listed.

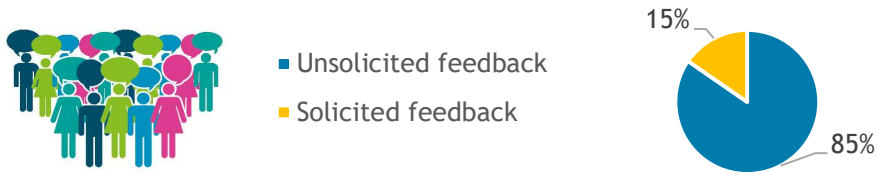
Analysis by theme and sentiment

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.

Please note, routine engagement events in the community have been limited due to the pandemic. Consequently, the majority of feedback we currently receive is unsolicited through our website, email and phonline. **Unsolicited** feedback tends to be negative in sentiment.

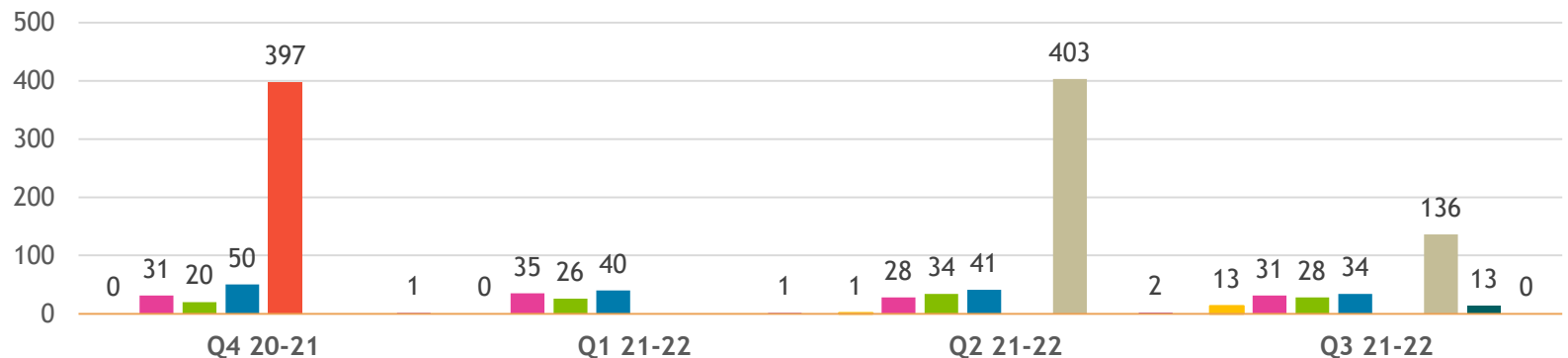
Feedback received in Q3:

117 pieces of feedback received from 106 individuals.

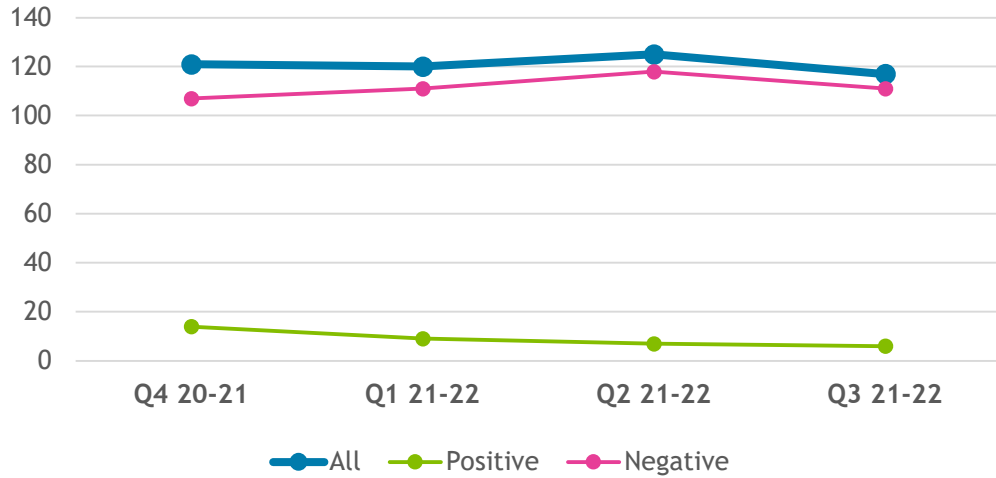


Sources of feedback over the last four quarters:

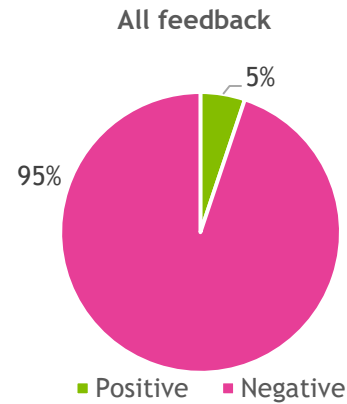
- Engagement event
- Email
- Telephone
- Web
- *Mental Health survey
- *Freshers Fairs
- *Carers interviews
- Other



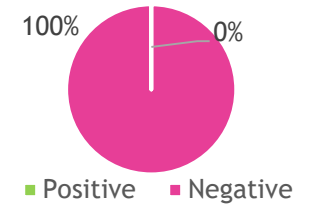
Sentiment of all feedback over the last four quarters:



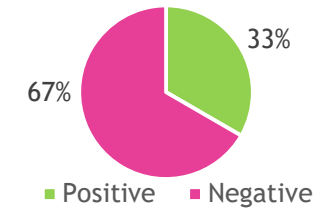
Sentiment of feedback in Q3:



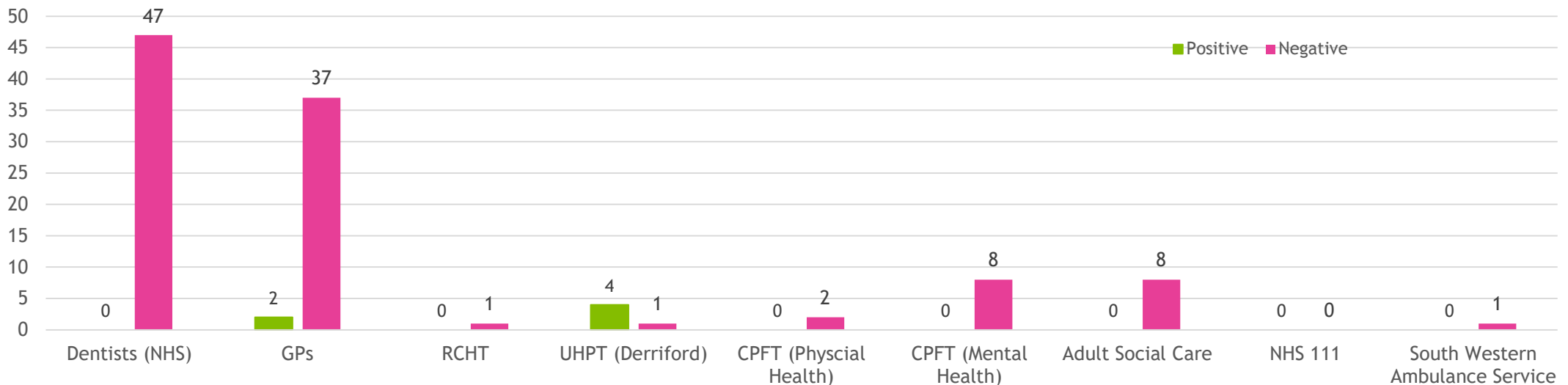
Unsolicited feedback (n=99)



Solicited feedback (n=18)



Sentiment of feedback across different organisations and services in Q3:

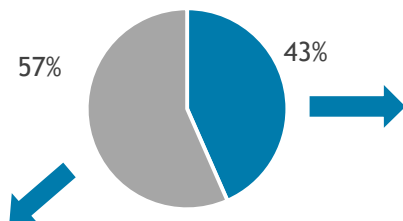


Characteristics of individuals providing feedback in Q3



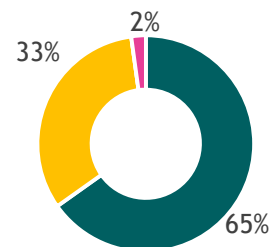
43% of individuals provided information about themselves

- % of individuals sharing demographic information
- % of individuals with no demographic information

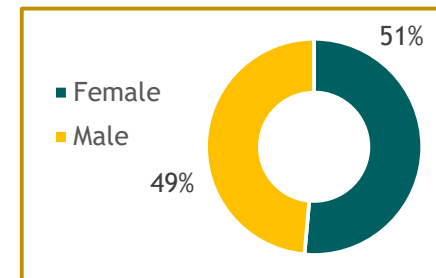


Gender

- Female
- Male
- Non binary
- Prefer to self-describe

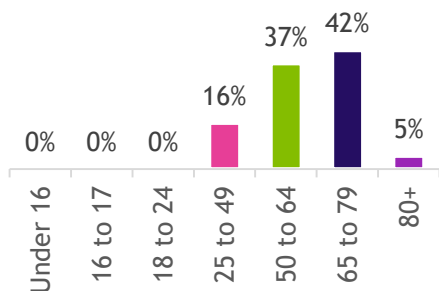


Cornwall population (2020 estimates)

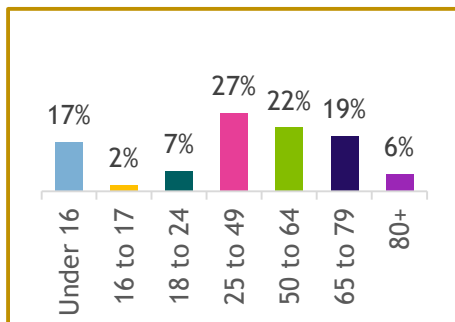


*Cornwall figures are based on sex not gender.

Age



Cornwall population (2020 estimates)



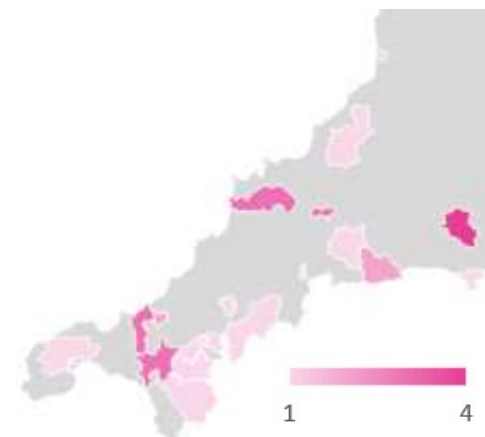
Service users:



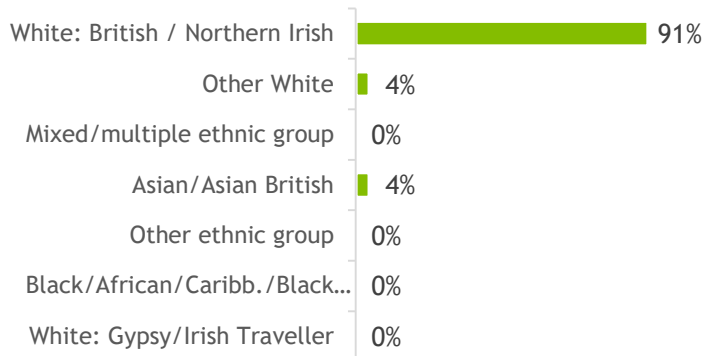
Carers, relatives, friends:



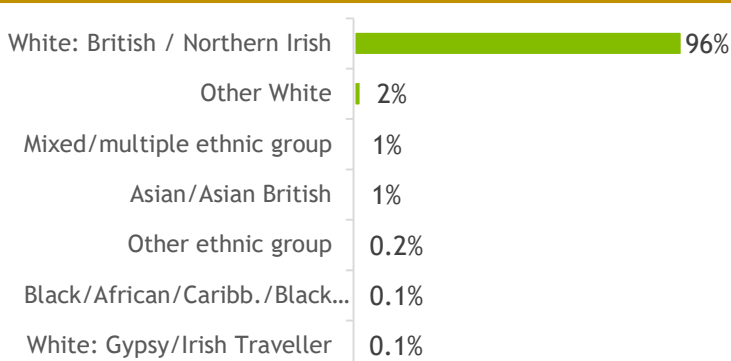
Postcodes of respondents:



Ethnicity



Cornwall population (2011 census)

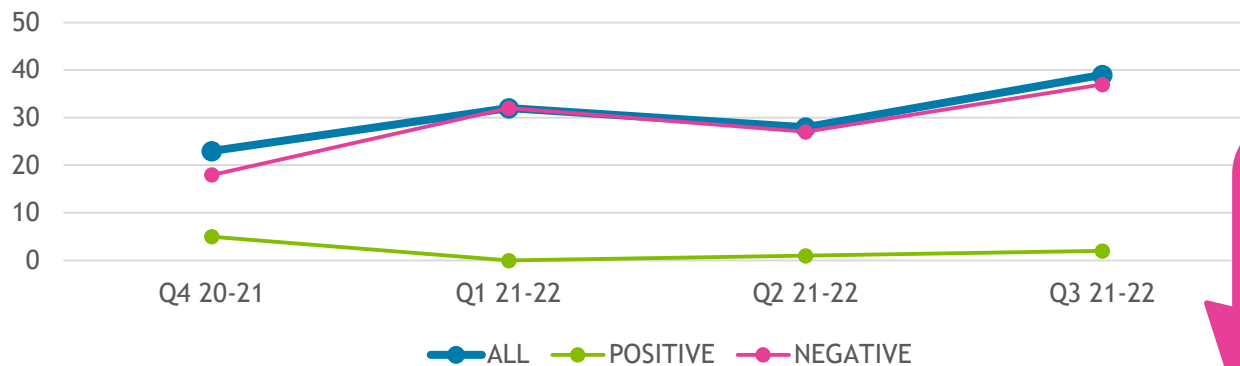


Feedback by theme and sentiment

GPs

	+ve	-ve	Total
**Feedback in Q3:	2	37	39

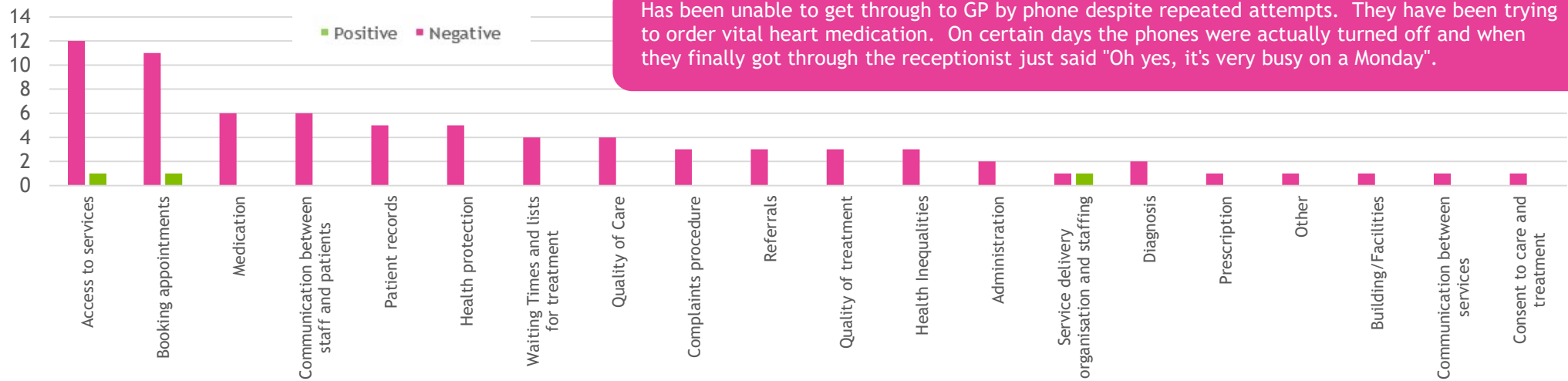
GPs: Feedback received in the last four quarters by sentiment



Practice	+ve	-ve	Total
Local GP Practice	0	6	6
Carn to Coast Health Centres	0	2	2
St Keverne Health Centre	0	2	2
Wadebridge and Camel Estuary P	1	1	2

Caller has tried on two different occasions to see somebody face to face but they refuse to see them and will only deal with appointments over the phone. They were not given a date/time when the GP would phone them and they missed the call and they did not try again. GP also refused to give pain medication for their health condition. The situation is affecting their mental health and they mentioned suicide. GP does not appear to be taking their mental health seriously and has not made any sort of referral for them.

GPs: Feedback by theme in Q3



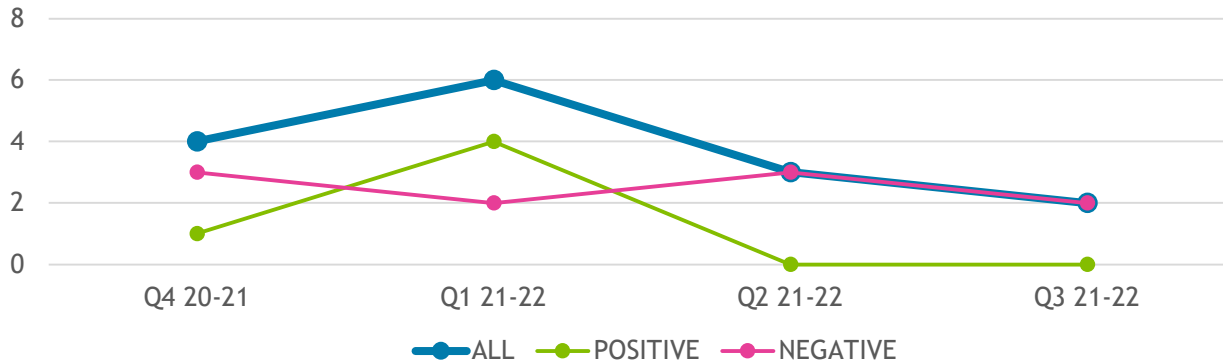
Has been unable to get through to GP by phone despite repeated attempts. They have been trying to order vital heart medication. On certain days the phones were actually turned off and when they finally got through the receptionist just said "Oh yes, it's very busy on a Monday".

GPs remain a service area that we frequently receive unsolicited feedback about, second to dentists. The most common negative themes assigned to GP feedback are the same as last quarter: 'Access to services', such as difficulty getting a face to face appointment or the GP not calling back; and 'Booking appointments', which covers complaints about the process of booking appointments. 'Medication' is also a common theme which includes difficulties accessing medication as well as concerns about side effects of medication being ignored.

Cornwall Partnership Foundation Trust (CPFT)

Community Hospitals & other physical health services

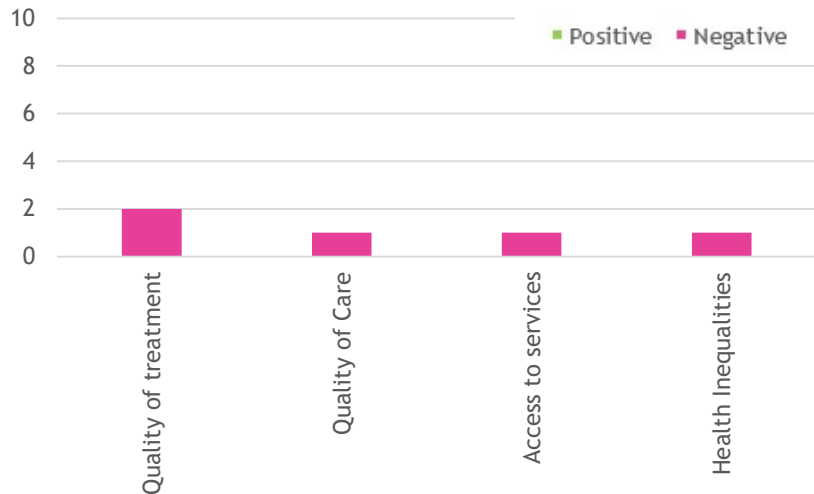
CPFT Physical Health: Feedback received in the last four quarters by sentiment



Feedback in Q3:

	+ve	-ve	Total
Community Hospitals:	0	2	2
Bodmin	0	0	0
Camborne Redruth	0	0	0
Falmouth	0	0	0
Helston	0	0	0
Liskeard	0	0	0
Newquay	0	0	0
St Austell	0	1	1
Stratton	0	0	0
Other physical health:	0	0	0
Neurology	0	1	1

CPFT Physical health: Feedback by theme in Q3



Hostile reception at appointment and rude. Poor care and treatment of a diabetic with circulation problems in lower limbs meant that GP felt that if it had gone on much longer the toes would have had to be removed.

How easy was it to access the help and support you needed? Very difficult
How would you rate your care experience? Poor
St Austell Community Hospital, Podiatry

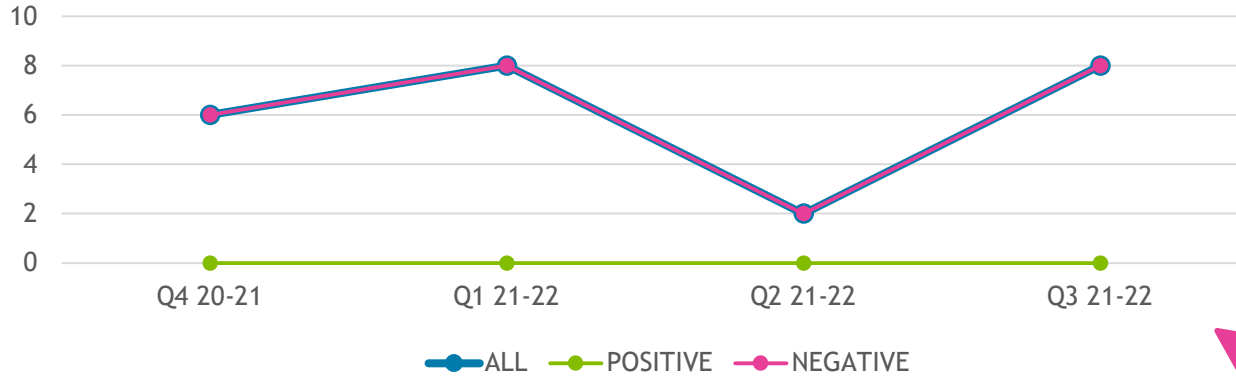
There were only 2 pieces of feedback about CPFT physical health services in the last quarter, one shown above about poor treatment at the podiatry service at St Austell Community Hospital; and one complaint about lack of support in Cornwall for people with a non-physical brain injury.

Cornwall Partnership Foundation Trust (CPFT)

Mental Health Services

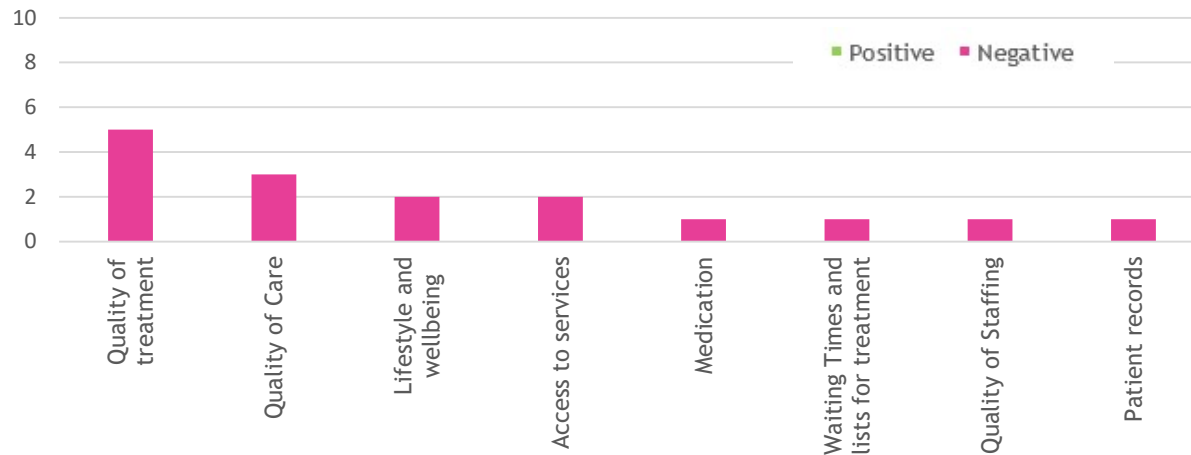
	+ve	-ve	Total
Feedback in Q3:	0	8	8

CPFT Mental Health: Feedback received in the last four quarters by sentiment



	+ve	-ve	Total
Community Mental Health Teams	0	7	7
Longreach House	0	1	1

CPFT Mental Health: Feedback by theme in Q3



I have been suffering with my mental health all of my adult life and have always struggled to get treatment. I recently became so ill, I was ready to commit suicide and I realised I had to get treatment or I was going to end up dead. The treatment I have received by NHS in Cornwall has been worthless, degrading, and discriminatory. Despite being continually on the verge of suicide and struggling with life - I have been brushed aside. Why are people with mental illness treated as a lower class of person within Kernow NHS? I found the way I was treated rude and degrading. Since I could not be treated by the NHS, I went private.

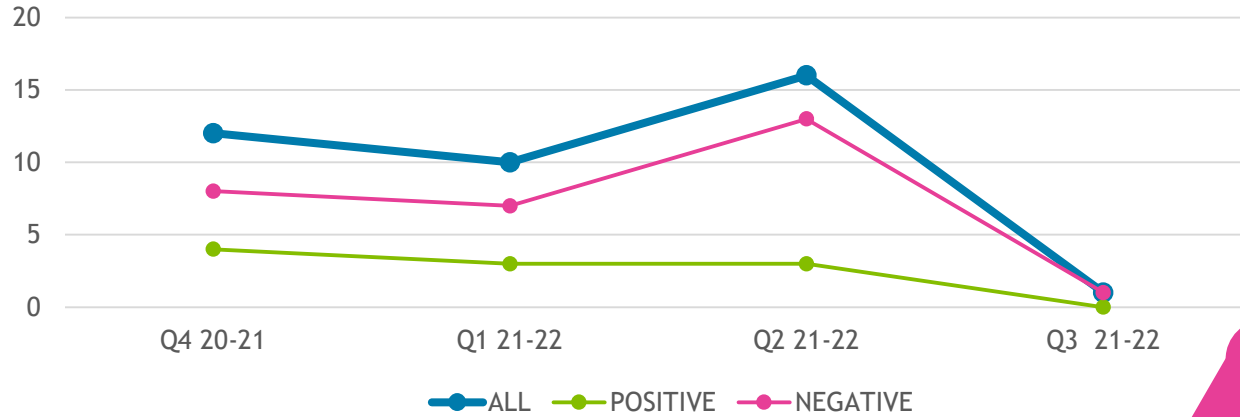
The mental health team have taken too long to do assessments which have been detrimental to the wellbeing of my child who has bipolar. It took over 2 years for them to be seen.

There were 8 pieces of feedback on mental health services in the last quarter, seven of which were about difficulties accessing treatment, or poor quality of treatment and care, from community mental health teams. The other piece of feedback was received from a parent concerned about the quality of care at Longreach House.

Royal Cornwall Hospital Trust (RCHT)

Includes Royal Cornwall, St Michael's and West Cornwall hospitals

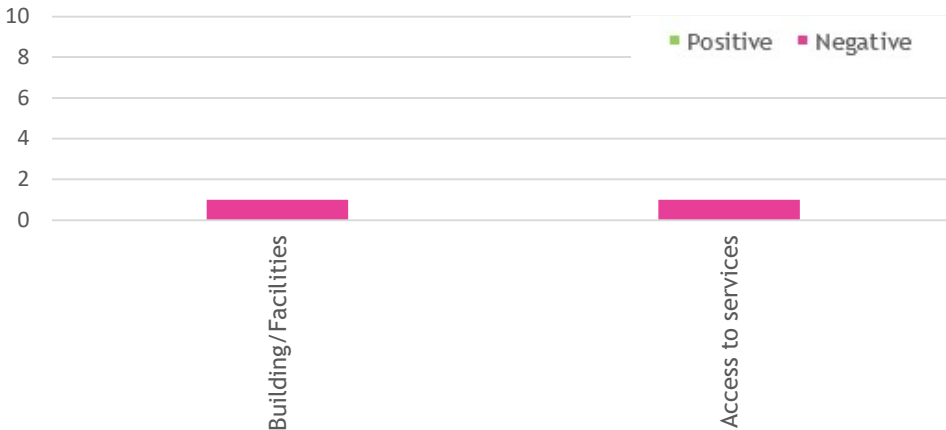
RCHT: Feedback received in the last four quarters by sentiment



Feedback in Q3:

	+ve	-ve	Total
Feedback in Q3:	0	1	1
Royal Cornwall Hospital:	0	1	1
Outpatients	0	1	1
St Michaels Hospital:	0	0	0
West Cornwall Hospital:	0	0	0

RCHT: Feedback by theme in Q3



Recently, I have experienced poor access at a GP surgery, the Royal Cornwall Hospital Trust, an NHS training venue, a health centre providing podiatry and a dentist.

As a disabled person, I find it completely unacceptable that so much of our NHS remains inaccessible for a wide variety of reasons.

Q2 Feedback shared with RCHT: 'Unable to register spouse's death as 'hospital', and coroners office not communicating with hospital. Bereavement service at Treliske unhelpful.'

Response from RCHT received in Q3: Comments forwarded to service for information. Mortuary and Bereavement Services Manager will forward comments to the HM Coroners Management Team and discuss the feedback at the October departmental quality meeting.

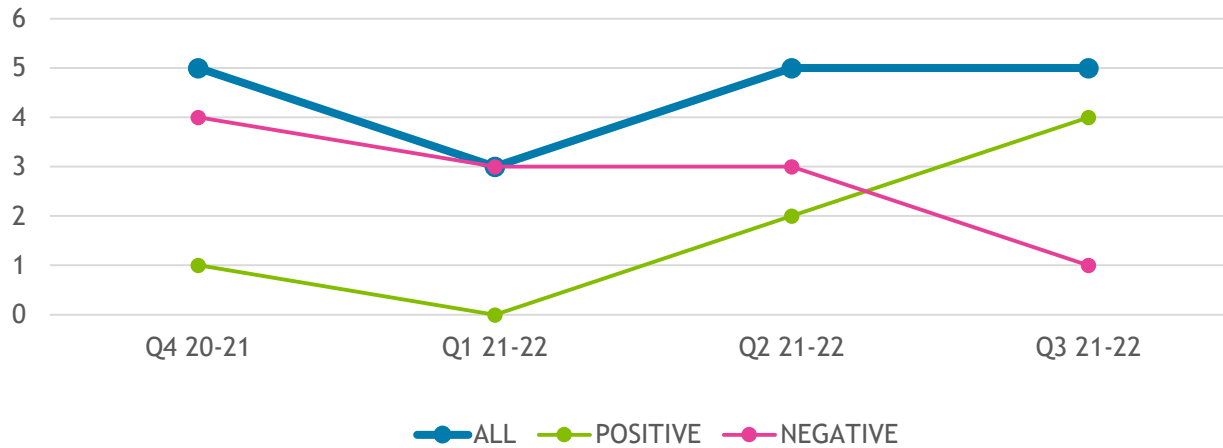
There was just one piece of feedback about Royal Cornwall Hospital this quarter. This was the complaint above from a disabled person about poor access to various NHS facilities.

We share feedback with the Patient Experience Team at Royal Cornwall Hospital Trust routinely, who in turn share the feedback with service leads and provide us with a response/learning. The example above shows how RCHT responded to some feedback shared in Q2.

University Hospitals Plymouth Trust (UHPT)

Derriford Hospital

UHPT: Feedback received in last four quarters by sentiment

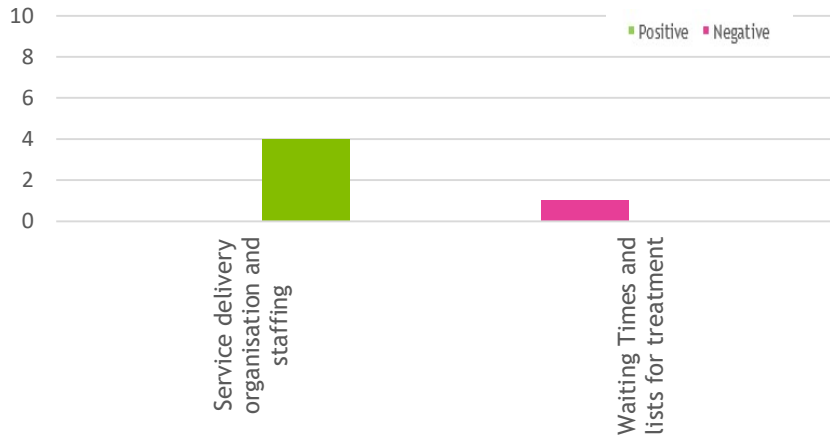


Feedback in Q3:

	+ve	-ve	Total
Feedback in Q3:	4	1	5
Ophthalmology	1	0	1
Cardiology	1	0	1
Radiography	0	1	1
Neurology	1	0	1
Oncology	1	0	1

Seriously ill cancer patient at Derriford has been waiting for an important scan for 4 weeks, has been unable to get answers and feels this is an unacceptable response.

UHPT: Feedback by theme in Q3



Here today to visit cardiology, but also uses neurology. Can not fault any services - have all been excellent especially considering Covid.

Has been treated for Prostate cancer - brilliant, really pleased with service at Derriford.

There were 5 pieces of feedback received about Derriford Hospital this quarter, collected during an engagement event held at Derriford. 'Solicited' feedback collected at engagement events is often more positive than unsolicited feedback. This is seen here with four of the five pieces of feedback positive in sentiment. There was also one concerning piece of feedback (above) about a cancer patient finding it difficult to access an important scan.

Adult Social Care (ASC)

Feedback in Q3

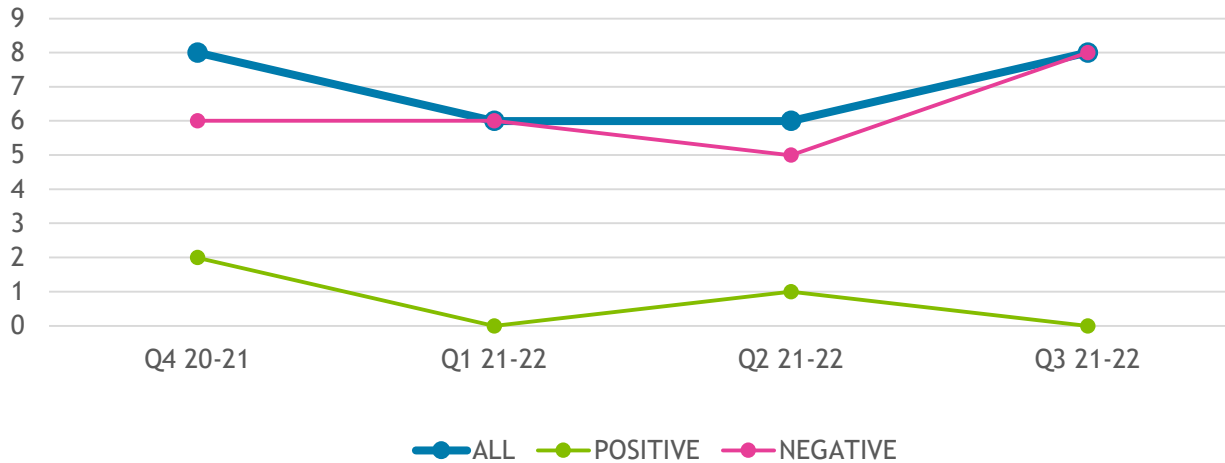
ASC services:

	+ve	-ve	Total
ASC services:	0	8	8
Domiciliary Care/Care at home	0	4	4
Residential Care Home	0	2	2
Nursing Care Home	0	2	2

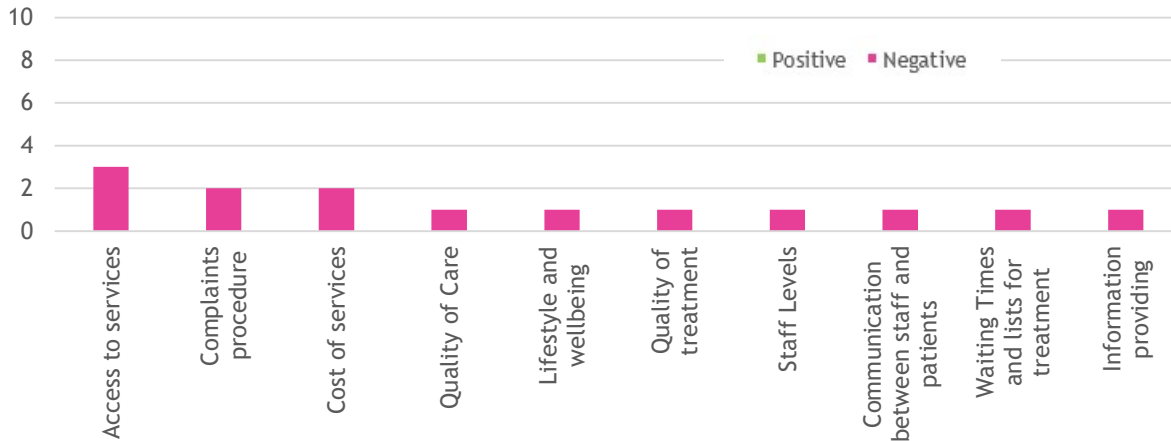
ASC organisations:

	+ve	-ve	Total
ASC organisations:	0	8	8
Cornwall Adult Social Care	0	4	4
Mountford	0	1	1
North Hill House	0	1	1
Cornwall Adult Social Care Complain	0	1	1
Montrose Barn	0	1	1

ASC: Feedback received in last four quarters by sentiment



ASC: Feedback by theme in Q3

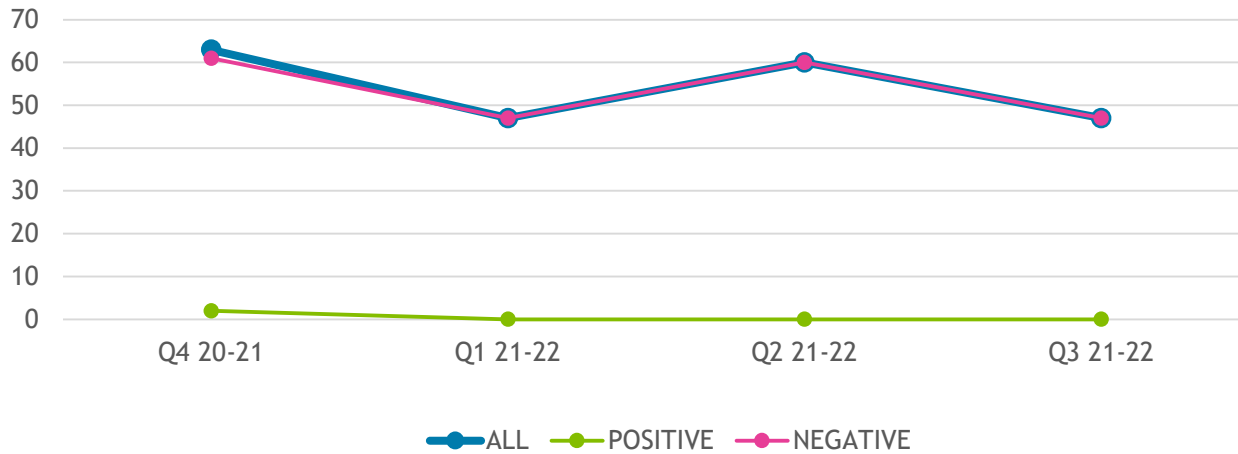


My parent had a care package in place for many years. The company left due to being short staffed a number of weeks ago, with a few days notice. Adult Social Services assured me they were doing everything they could to find a package for my parent, but could not. They advised me try and source a care company myself, which I did, but they have not agreed to pay for the increase in care. I don't understand how putting my parent in a home would be cheaper.

There were 8 pieces of feedback received about Adult Social Care, all negative. Three pieces of feedback were about difficulties accessing appropriate domiciliary care packages, such as the example above. Two pieces of feedback raised concerns about visitor restrictions in residential and nursing homes, one had concerns about the impact of visitor restrictions on their relatives' wellbeing and relationships, and another complained about the requirement to log covid tests on the NHS app for visits as they have difficulty using the technology, making it difficult for them to visit their parent.

+ve	-ve	Total
0	47	47

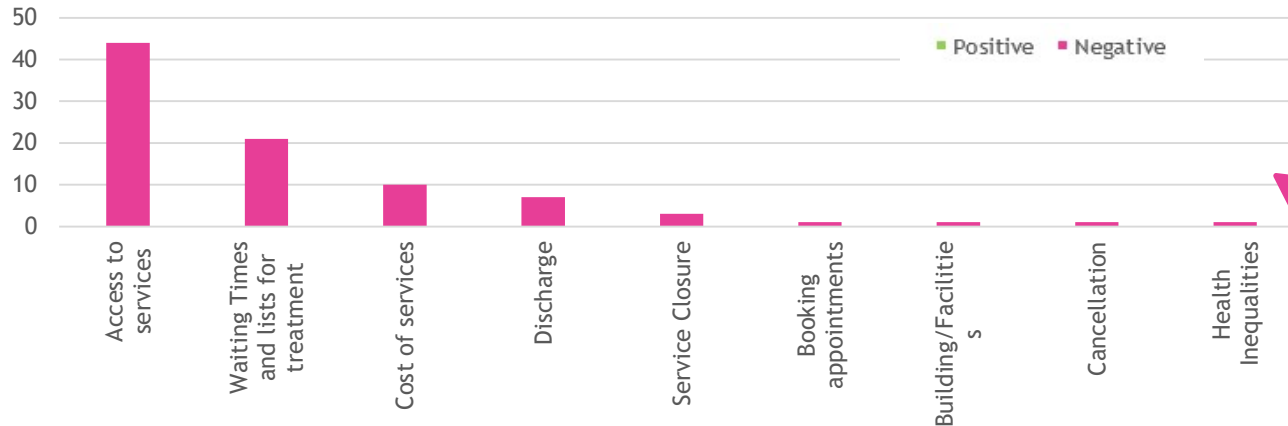
NHS dentists: Feedback received in last four quarters by sentiment



Feedback in Q3:

Feedback in Q3:	+ve	-ve	Total
NHS Dentist (unspecified)	0	39	39
Wadebridge Dental Care	0	4	4
Brighter Dental	0	2	2
Turret House Dental Surgery	0	1	1
Angel Dental Clinic	0	1	1
Emergency Dentist	0	4	4

NHS dentists: Feedback by theme in Q3



I have not had a dentist for many years and have been on a waiting list for a year now. It takes three to get a dentist. I have phoned the emergency dentist a few times when I was in pain but never got to see a dentist. In the end I removed the tooth myself, the second time I have done this. I'm still in a lot of pain and have numerous infections.

I have been on the NHS waiting list for over two years. I now have a tooth infection and the pain I can't bare anymore. I've rung all the dentists in and around and out of my area and none will see me. I cannot take the pain anymore and need some antibiotics and my tooth seeing too. I can't afford private costs. Please is there anywhere that can help me on the NHS or can I go to the hospital? I really don't know what to do and need some help and advice.

HC continues to receive complaints about NHS dentists, most often from people unable to find an NHS dentist who will take themselves or their children on. Eight pieces of feedback include more serious complaints from people who do not have an NHS dentist and who require urgent dental treatment for tooth infections, decay, pain and other issues.