

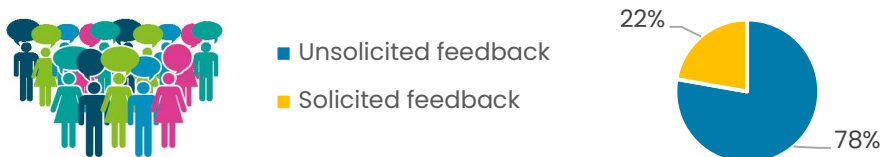
Healthwatch Cornwall (HC) receives **unsolicited** feedback through our website, email and phonenumber, and **solicited** feedback through engagement events in the community and through social media events. Feedback from these sources is summarised in this report.

*Feedback from other projects and surveys:

HC also collects feedback within separate projects and surveys, such as the 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.

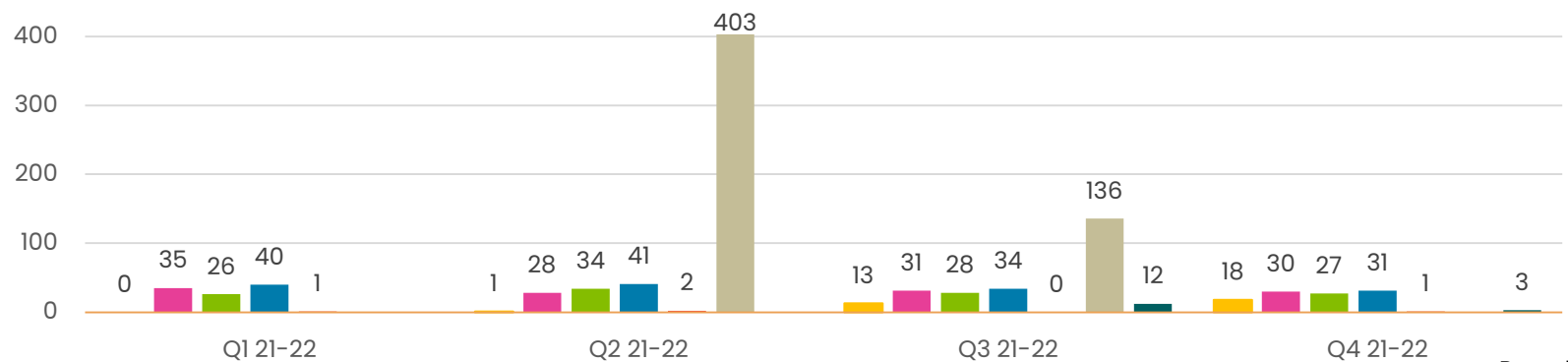
Feedback received in Q4:

127 pieces of feedback received from 107 individuals.



Sources of feedback over the last four quarters:

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



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.

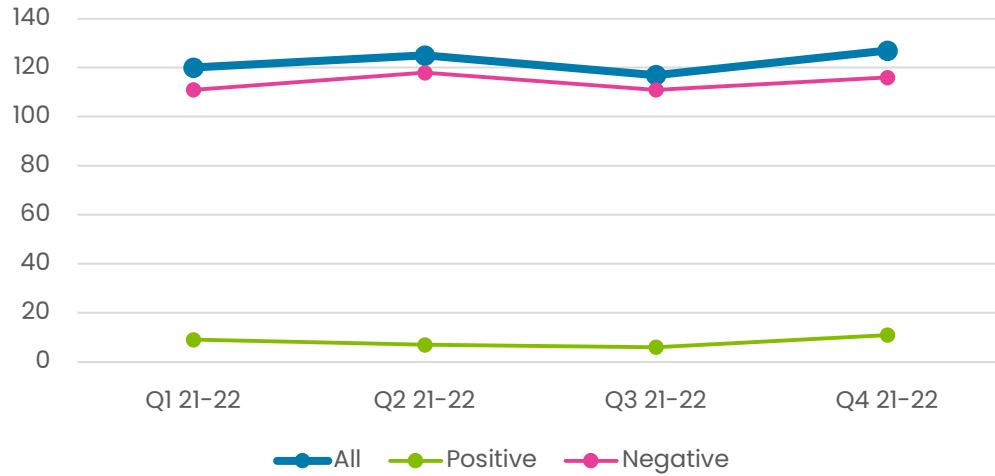
Analysis by theme and sentiment

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.

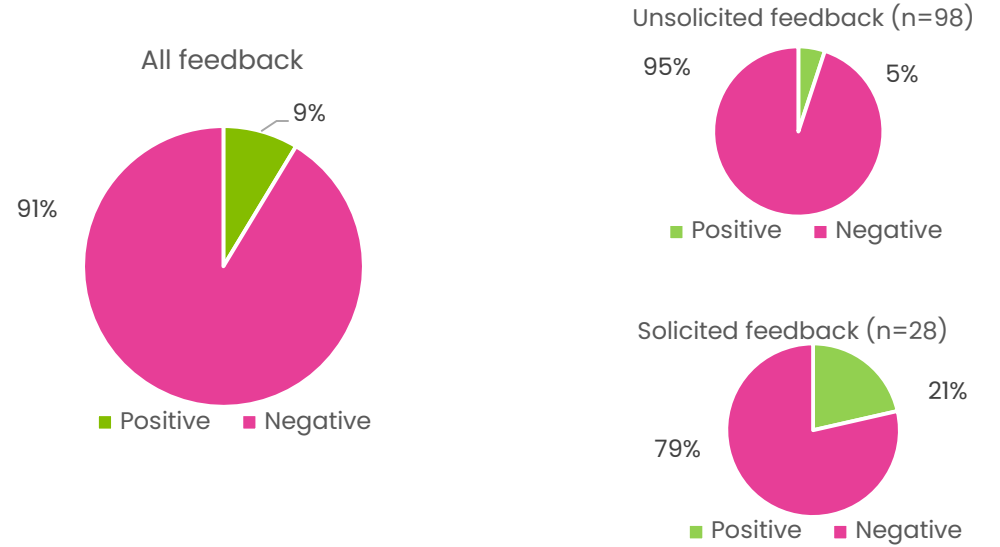
Please note, routine engagement events in the community have been limited due to the pandemic. Consequently, the majority of feedback we currently receive is unsolicited through our website, email and phonenumber. **Unsolicited** feedback tends to be negative in sentiment.

Sentiment of feedback

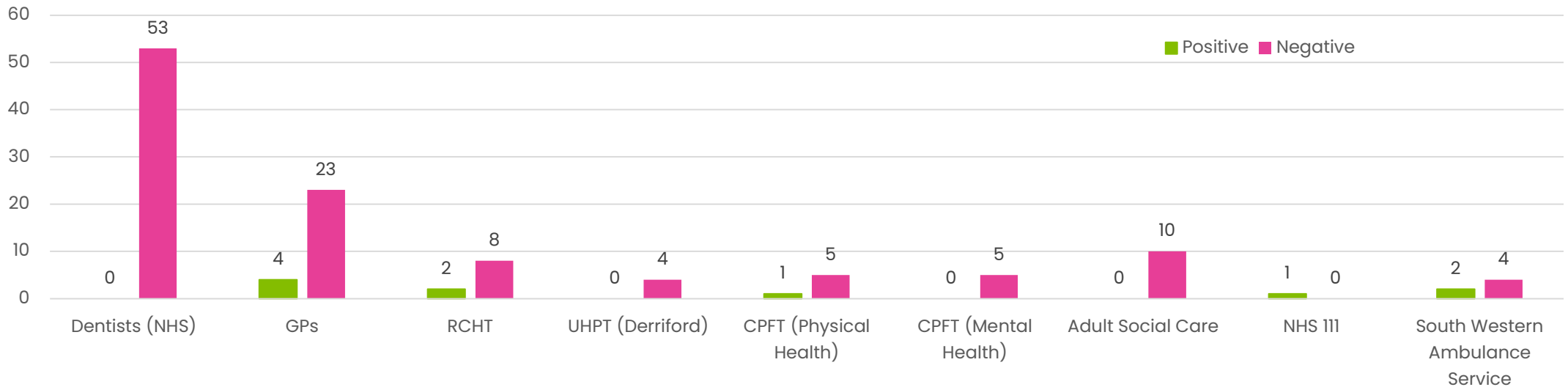
Sentiment of all feedback over the last four quarters:



Sentiment of feedback in Q4:



Sentiment of feedback across different organisations and services in Q4:

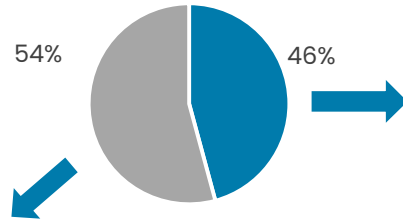


Characteristics of individuals providing feedback in Q4



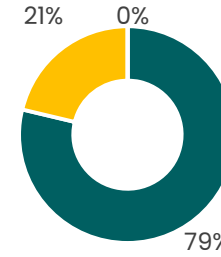
46% of individuals provided information about themselves

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

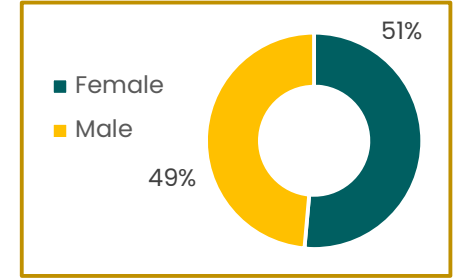


Gender

- Female
- Male
- Non binary



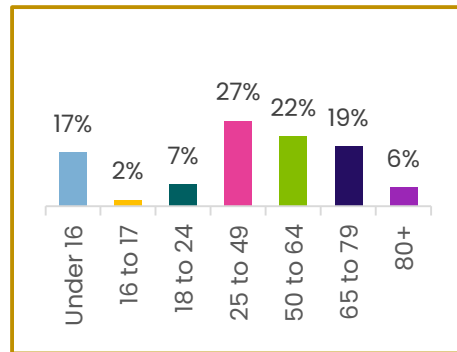
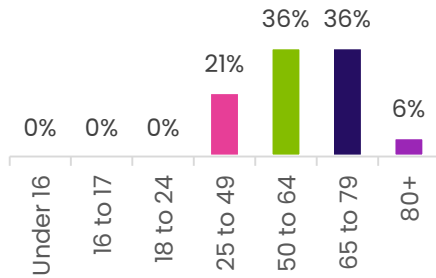
Cornwall population (2020 estimates)



*Cornwall figures are based on sex not gender.

Age

Cornwall population (2020 estimates)



Service users:

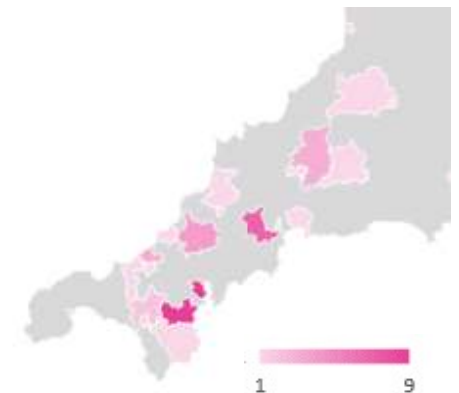
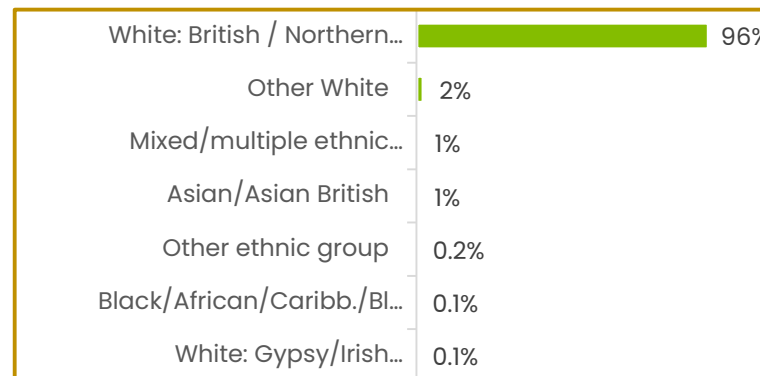
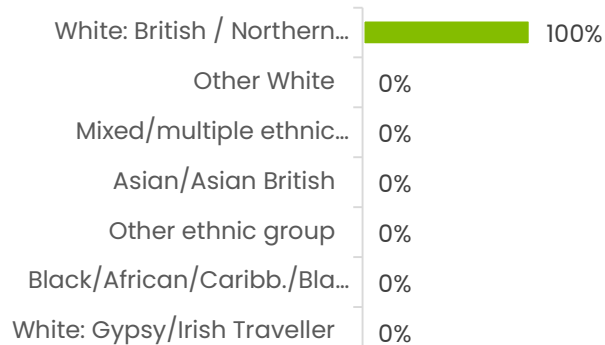


Carers, relatives, friends:



Ethnicity

Cornwall population (2011 census)

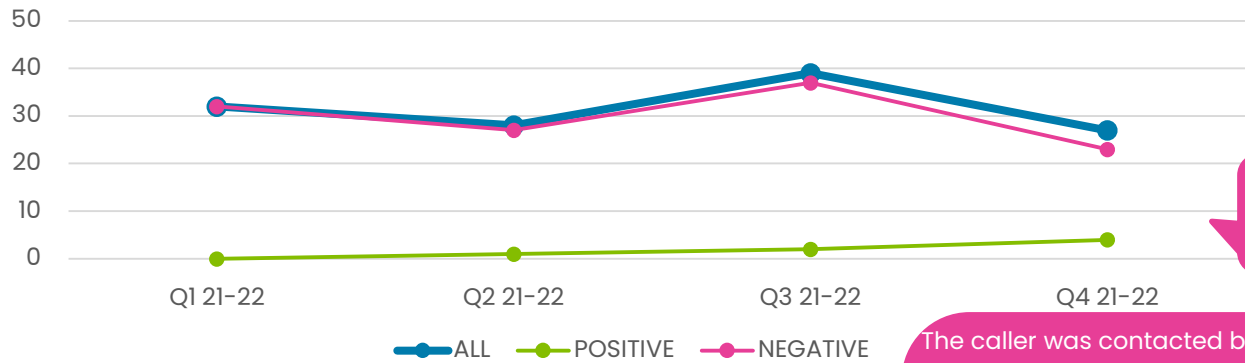


Feedback by theme and sentiment

GPs

	+ve	-ve	Total
**Feedback in Q4:	4	23	27

GPs: Feedback received in the last four quarters by sentiment



GP Practice	+ve	-ve	Total
Carn to Coast Health Centres	0	4	4
The Three Spires Medical Practice	1	1	2
Lander Medical Practice	1	1	2
Leatside Health Centre	0	2	2

GP wouldn't see relative face to face, leading to misdiagnosis. Repeatedly called GP surgery asking for help and to be seen.

GPs: Feedback by theme in Q4



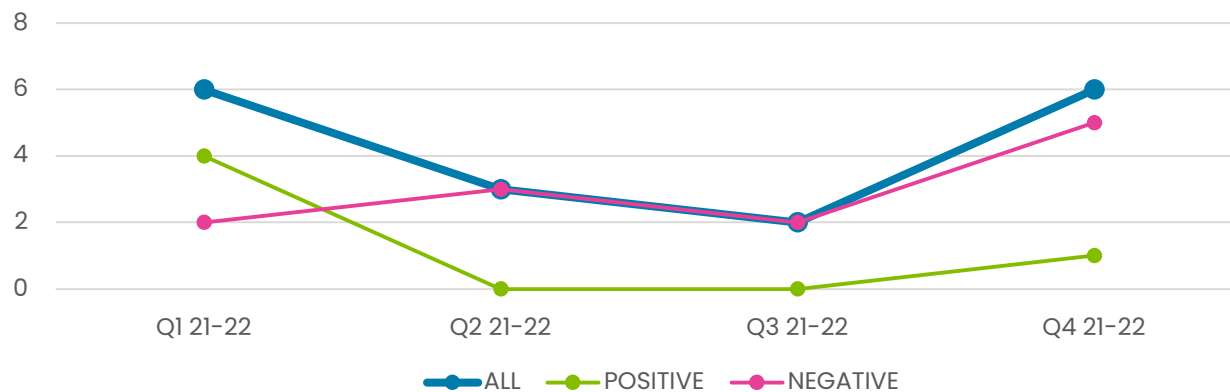
The caller was contacted by their GP's receptionist saying that a GP, who the caller had not seen or spoken to, wanted to reduce their meds. The caller spoke to the Practice Manager and another GP who was happy for them to carry on with their meds, but they were told all had to agree, and although the caller was feeling well on their meds, they agreed to a reduction. They then felt unwell. GP practice referred them to NHS consultant, who did not see them. Caller instead went privately to a consultant, but GP refuses to prescribe the meds recommended by the consultant as they are not NHS - yet NHS consultant would not see them. Caller says this is affecting them financially and causing stress as well as physical symptoms. SIGNPOSTED to Practice manager with contact details and complaints procedure, Clinical Director, NHS, CQC, SEAP.

The quantity of feedback about GPs has fallen from 39 last quarter to 27 this quarter, but GPs remain a service area that we frequently receive unsolicited feedback about. The most common negative themes assigned to GP feedback are: 'Access to services', such as difficulty getting a face to face appointment or the GP not calling back; and 'Quality of Care', which was sometimes linked to difficulties accessing face to face or timely appointments, and also included lack of support following bereavement, lack of follow up care after surgery and changes in medication.

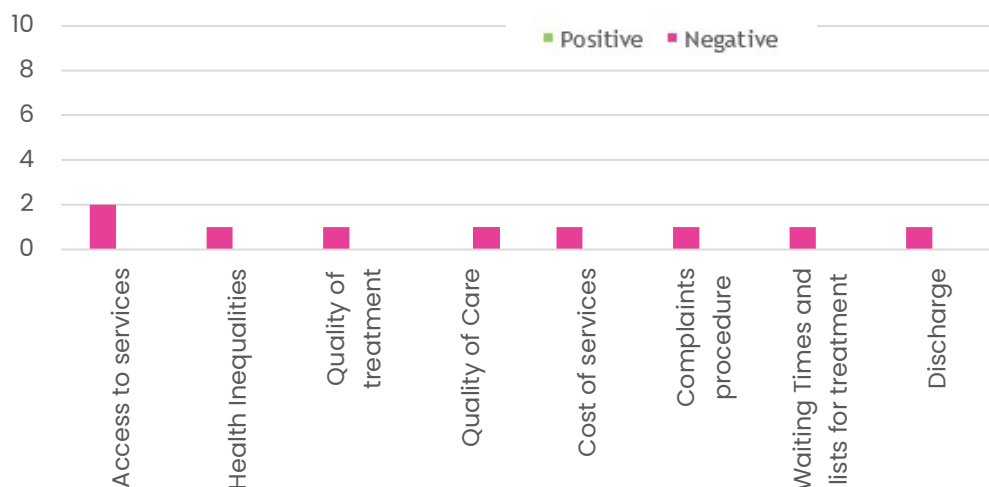
Cornwall Partnership Foundation Trust (CPFT)

Community Hospitals & other physical health services

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



CPFT Physical health: Feedback by theme in Q4



There were 6 pieces of feedback about CPFT physical health services in the last quarter about a range of issues and services: one compliment about St Austell community hospital inpatient care; one complaint about discharge from Liskeard community hospital and concerns around onward care arrangements; one piece shown above about lack of visits from the district nursing service; and complaints about access to adequate speech and language therapy for their child and access to NHS podiatry services.

	+ve	-ve	Total
Feedback in Q4:	1	5	6
Community Hospitals:	1	1	1
Bodmin	0	0	0
Camborne Redruth	0	0	0
Falmouth	0	0	0
Helston	0	0	0
Liskeard	0	1	1
Newquay	0	0	0
St Austell	1	0	1
Stratton	0	0	0
Other physical health:	0	4	5
Outpatients	0	1	1
Community healthcare and nurs	0	1	1
Podiatry	0	1	1
End of Life Care	0	1	1

Caller had operation and has an open wound, needs dressing every 2 days, had been dressed at home by district nurses who for the last 5 days have rung to say they can't come that day but will come the next - but still no appearance. Now infected and weeping, on antibiotics prescribed by GP, but GP says cannot help re district nurse as not under their jurisdiction. District nurses have quoted caller's location as reason for not coming out - due to rurality. ADVISED to call GP again emphasizing open wound and need for treatment, and if necessary call 111. (When called back, GP had already contacted caller and provided dressings.)

Cornwall Partnership Foundation Trust (CPFT)

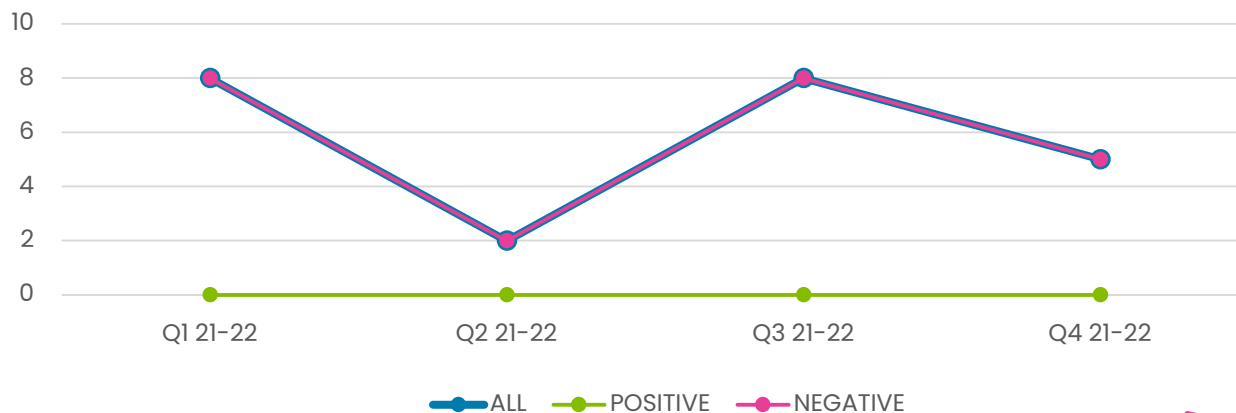
Mental Health Services

	+ve	-ve	Total
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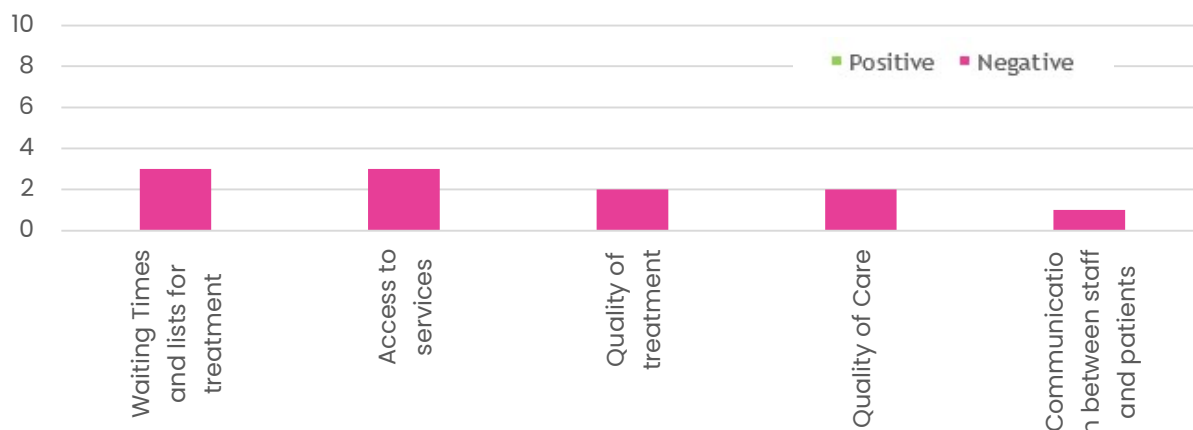
Feedback in Q4:

Community Mental Health Team:	0	2	2
Child & Adult Mental Health Servi	0	2	2
Outlook South West	0	1	1

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



CPFT Mental Health: Feedback by theme in Q4



My adult child has suffered from mental health issues for years, I have tried my best to engage with mental health services but time and again they refuse to do anything, the latest action taken by them is for them to stop engaging with me, and in the meantime my child's mental health is deteriorating alarmingly and they suffer with suicidal thoughts. This is heartbreaking for me and I am very frustrated as no one is willing to help. I have begged that my child be taken into a secure unit, but time and again they refuse. Time and again mental health services have let my child down as they have with other people with the result that people take their own lives, it's a disgrace! Care in the community does not exist it's a complete lie. SIGNPOSTED - Carer and MH support info, CFT complaints, Advocacy People.

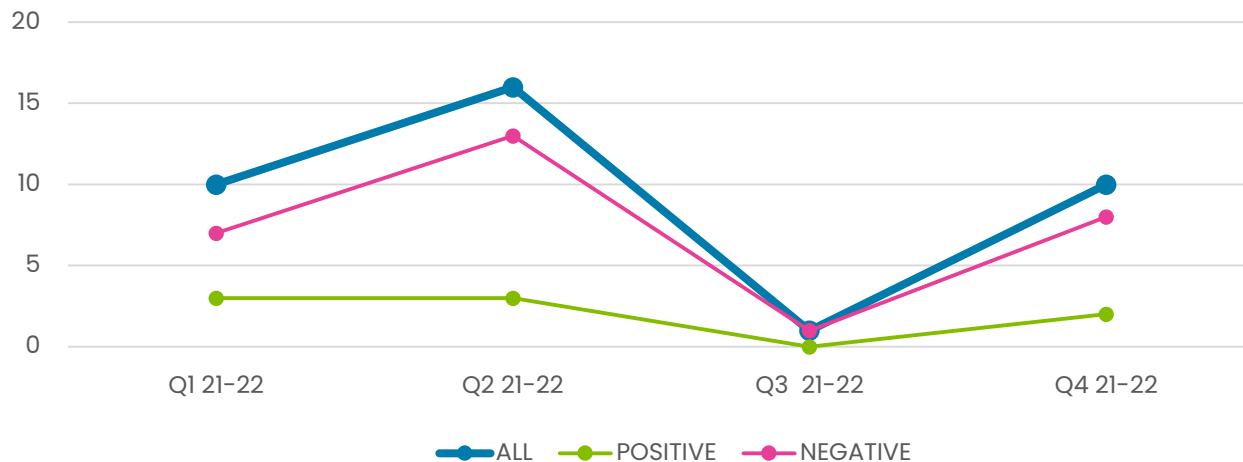
Child has been refused through CAMHS. Passed from post to post. Struggling with GP - not helping with diagnoses. Child is autistic and self harms.

There were 5 pieces of feedback on mental health services in the last quarter, 2 of which were about difficulties accessing treatment or poor quality of treatment and care from community mental health teams; one child with autism refused access to CAMHS; and one complaint about long waiting times for accessing CAMHS and Outlook South West.

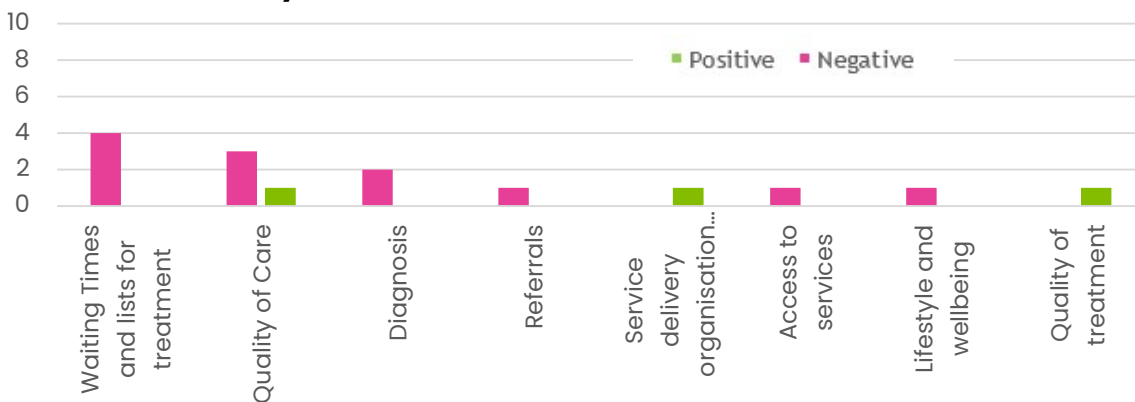
Royal Cornwall Hospital Trust (RCHT)

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

RCHT: Feedback received in the last four quarters by sentiment



RCHT: Feedback by theme in Q4



There were 10 pieces of feedback about Royal Cornwall Hospital this quarter. The most common theme was 'Waiting times and lists for treatment' assigned twice to Cardiology and also to Neurology and Ear, Nose and Throat services. Quality of Care was also a common theme assigned as a complaint, twice to Inpatient care and also to Cardiology. Positive feedback was received about A&E and Oncology.

	+ve	-ve	Total
Feedback in Q4:	2	8	10
Royal Cornwall Hospital:	2	8	10
Cardiology	0	2	2
Outpatients	0	2	2
Inpatient Care	0	2	2
Ear, Nose and Throat	0	1	1
Oncology	1	0	1
Accident & Emergency	1	0	1
Neurology	0	1	1
St Michael's Hospital:	0	0	0
West Cornwall Hospital:	0	0	0

I have been on heart meds for several years, awaiting heart operation @ RCHT - was told it would be around 12 weeks, called to chase and was told it will be towards the end of the year, around 40 weeks, that was the general wait time. The last 6 months I can't walk as far, it was a struggle getting from the car park into here (100 meters).

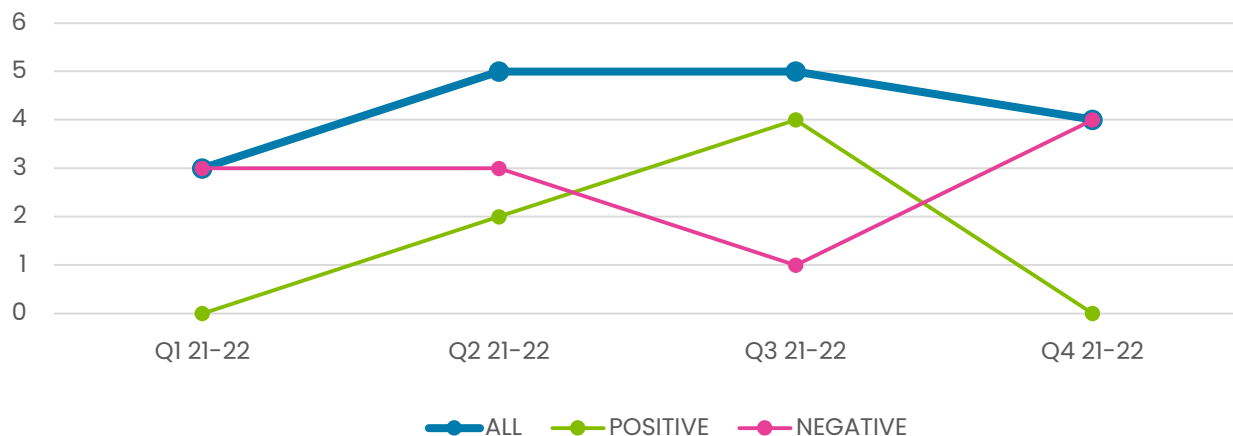
Relative was admitted to RCHT - they are wheel chair bound, they can't move their own legs - they were left for 3 days on their back, not on a airbed and ended up with a grade 5 bed sore. The only thing

My partner has cancer and is a patient at the Royal Cornwall hospital Treliske, where he has received the most wonderful treatment.

University Hospitals Plymouth Trust (UHPT)

Derriford Hospital

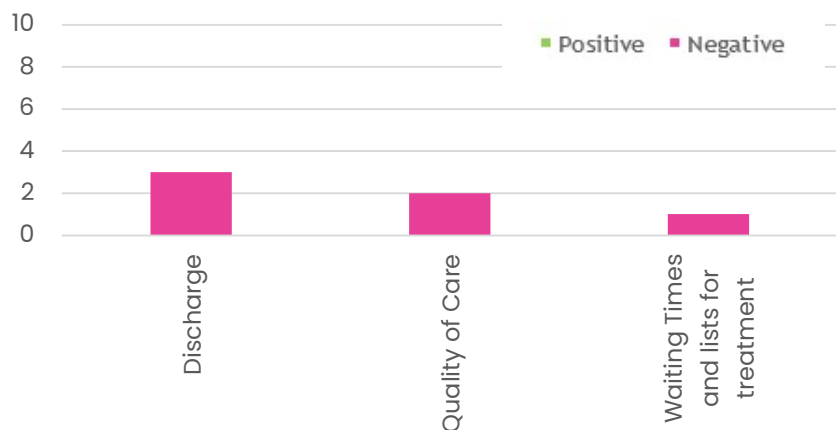
UHPT: Feedback received in last four quarters by sentiment



Feedback in Q4:	+ve	-ve	Total
	0	4	4
Paediatrics	0	1	1
Inpatient Care	0	1	1
Accident & Emergency	0	1	1
Cardiology	0	1	1

My child has been in Derriford hospital recently. A day after we got home we found they still had a canula in. I'm so angry. This could've caused an infection and been dangerous to an already poorly child!
 RESPONSE: Signposted to PALS, NHS England, Patients Association, Advocacy People, CQC, Care Opinion.

UHPT: Feedback by theme in Q4

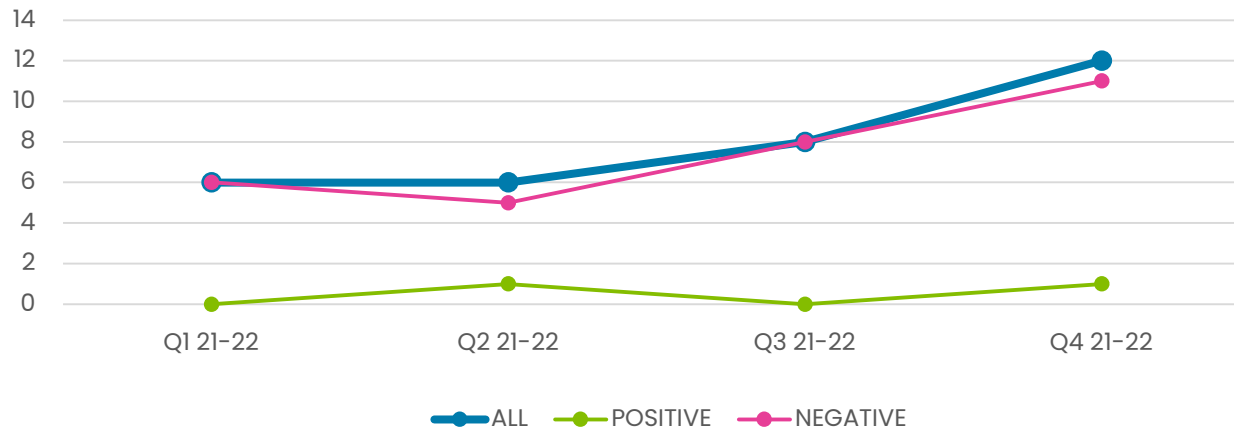


I was told by cardiologist that I needed to have an emergency scan, which should have been between 24hrs and 48hrs. Cardiologist phoned to say it could take over another week as they have some emergencies. They were very rude and I tried again to call them and got ignored by cardiology and PALS also failed to answer my email and calls. I woke up early this morning with chest pains. I COULD DIE, please help sort this.
 RESPONSE: Signposted to PALS, NHSE, Patients Association, Advocacy People, CQC, Care Opinion

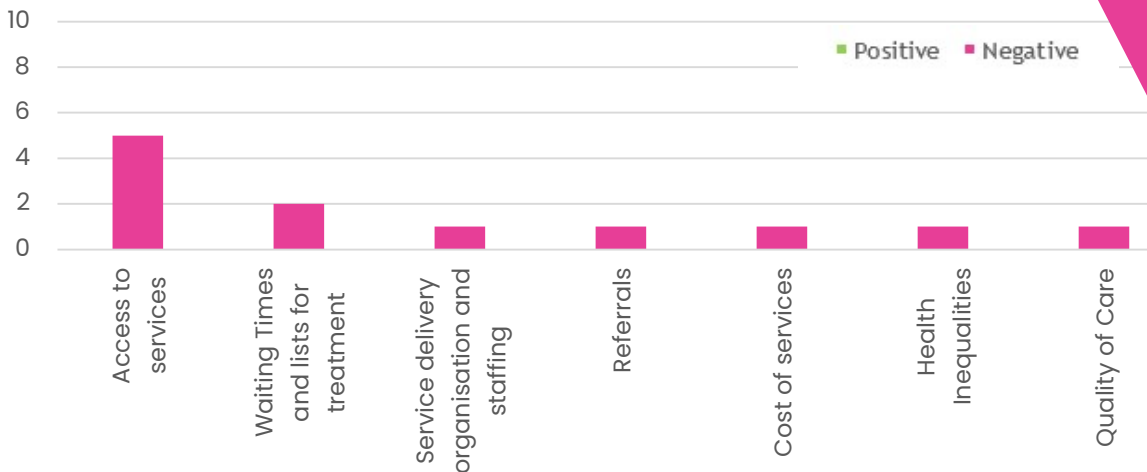
There were 4 pieces of unsolicited feedback received about Derriford Hospital this quarter, all negative with three including the theme of 'Discharge'. Two of the four pieces of feedback are shown above. Other pieces included a diabetic patient who felt they were discharged too soon and felt very vulnerable as lived alone, and a relative of a patient in Derriford who was told they could be moved to a local community hospital, but this hasn't happened.

Adult Social Care (ASC)

ASC: Feedback received in last four quarters by sentiment



ASC: Feedback by theme in Q4



The number of complaints about Domiciliary care/Care at home has increased to 7 this quarter. These are mainly about difficulties accessing any support or an appropriate level of support. One complaint included reductions in the level of care provided due to their location.

Feedback in Q4

	+ve	-ve	Total
ASC services:	0	10	10
Domiciliary Care/Care at home	0	7	7
Residential Care Home	0	1	1
Day Care Services	0	1	1
Children's Services	0	1	1

ASC organisations:

	+ve	-ve	Total
ASC organisations:	0	10	10
Cornwall Adult Social Care	0	7	7
Fox House (Modus Care)	0	1	1
PALS: Cornwall Partnership Found	0	1	1
Cornwall Council Children's Servi	0	1	1

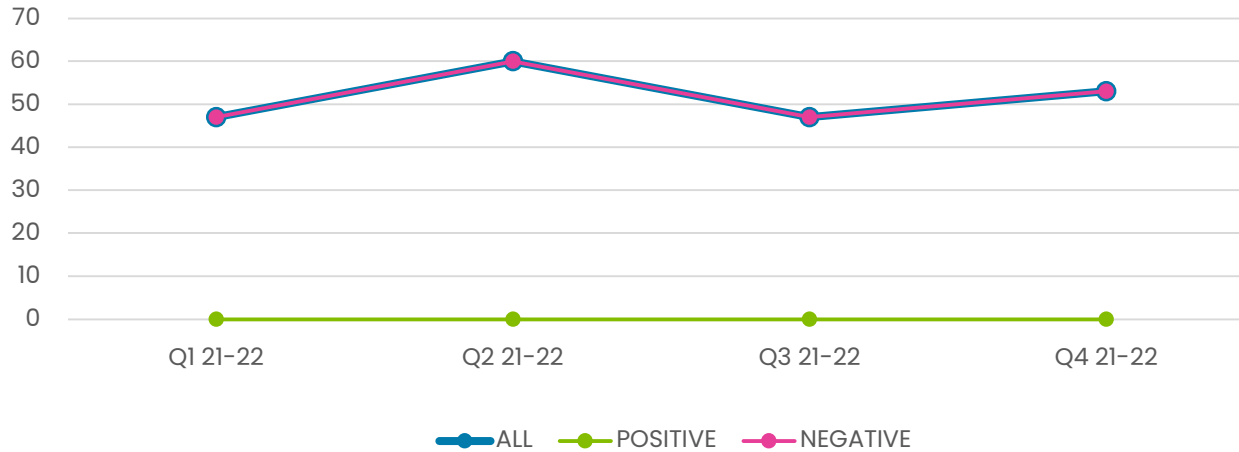
[Parent in hospital] We have just been told that they are sending *parent* home sometime next week. This is ludicrous!! We are all so worried as they live independently. They are putting in a care package of two visits a day, but this just isn't enough for such a frail person. We're afraid they will have another fall which could be fatal this time. Unfortunately, none of us have facilities in our own homes to look after them. We tried to get Council funding for a care home before this happened but they didn't meet the criteria, but surely they would be eligible now!! We, as a family are desperately concerned, so we need to find 24 hour care either at home or in a residential care home. I know you may not be able to directly help, but please can you put us in touch with someone who can. SIGNPOSTED to Discharge Team co-ordinator and Access team, sent info re discharge process and pathways, Advocacy Group.

Spouse said unable to get Package of Care (POC) through hospital due to funding/having too much savings. Has called Adult Social Care and they have asked for £300 up front fee to help find POC, can't believe they want money just to look. Has looked themselves and called 13 companies. One will hopefully be able to pick it up.

NHS Dentists

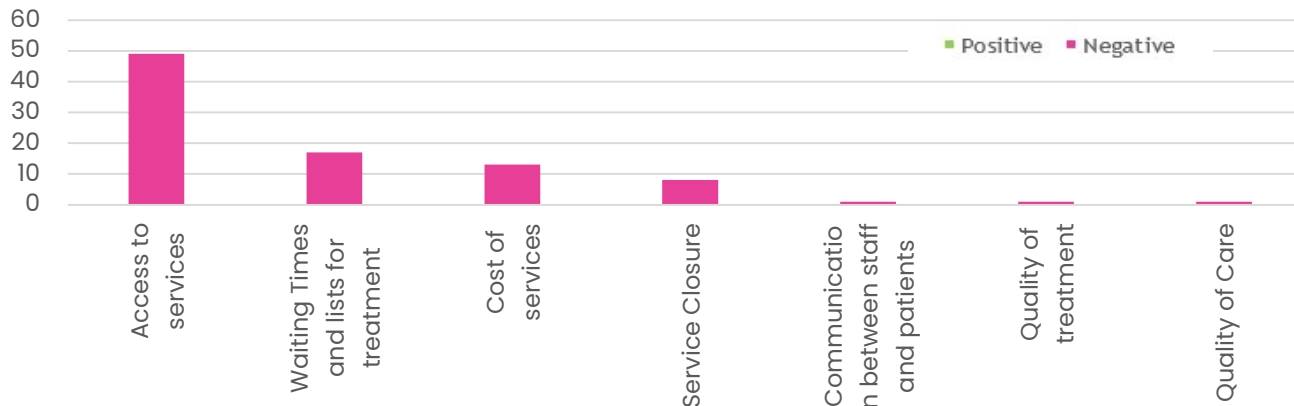
	+ve	-ve	Total
Feedback in Q4:	0	53	53

NHS dentists: Feedback received in last four quarters by sentiment



	+ve	-ve	Total
NHS Dentist (unspecified)	0	45	45
Copperhouse Dental Surgery	0	6	6
Brighter Dental	0	1	1
Falmouth Dental Health Centre	0	1	1
Emergency Dentist	0	0	0

NHS dentists: Feedback by theme in Q4



I have several painful dental issues and have been unable to get treatment. I have tried phoning the help line several times to obtain an appointment only to find they have been taken. The advice I was given was to take pain killers. Naturally this does dull the pain. But this has been going on for over a year. I am now concerned that I have become addicted to these opioids. I have a job that requires periodic drug and alcohol testing. I could lose my job. I am fit and only took the pain killers because I was advised to. Can you advise how I can get an appointment to see a dentist, so that my teeth can be treated and stop taking pain killers.

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. Six 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, pain and other issues. The example above shows the wider impacts of lack of dental treatment and pain management. Six complaints about Copperhouse Dental Surgery in Hayle were received due to its unexpected closure and lack of information about registering with a new dentist. There have been no complaints about emergency dental treatment this quarter.