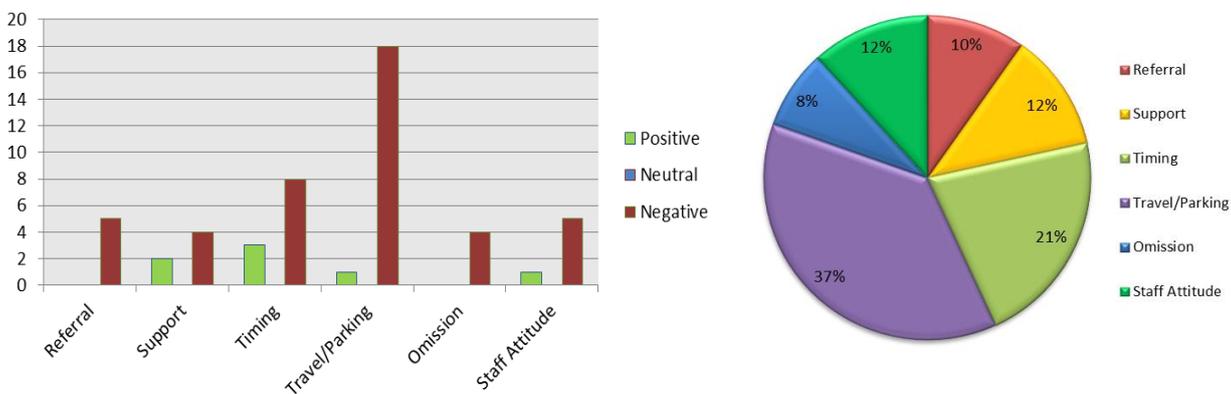


Patient Experience Committee - October 29, 2014

Healthwatch Cornwall Report:

Patient Feedback:

Healthwatch Cornwall has received 100 patient feedback comments in the past 3 months that relate directly to Derriford Hospital. This information is broken down to highlight the top trends raised by patients, with just over 81% of the feedback comments being negative. The charts below show the top six trends with a number of feedback comments included:



Travel and Parking comments account for 37% of all feedback received (within the top six trends), with 94% of those comments being negative. This trend has been created through focused research that Healthwatch Cornwall carried out in North and South East Cornwall, the report of which has already been published. Healthwatch Cornwall is aware of the changes in parking capacity at Derriford Hospital over the last quarter.

Timing, which looks at the amount of time a patient has to wait for treatment/ diagnosis within the hospital, was the second most commented on trend. Again, there were more than twice as many negative feedback comments as positive. Examples of feedback are shown below:

“My client had a 2 PM appointment at the Freedom Unit at Derriford Hospital for biopsy. We arrived there at 1:55 PM filled in a form and sat in the waiting room until after 4 PM. I think this time was unacceptable. Why be there from 2p.m. if he was not having the procedure for two hours? Adding this waiting time to the journey and this gentleman did not get home until after 6 PM. A total of over five hours for a person who has long-standing health problems was quite an ordeal.”

“I have no particular adverse experience in using the services of Derriford. I have received good care as in in-patient at Derriford, fracture clinic and REI as a day case. Perhaps the only downside at Derriford is the waiting time because in the REI all morning and afternoon patients are told to



report at the same time, ie 9.00 and 1.30. This can cause problems with parking fees, although I understand a new system is in operation.”

Both Support and Staff Attitude in relation to clinical nursing received the same amount of feedback. Examples of feedback comments are listed below:

Staff Attitude:

“ I found the staff in Children’s’ A&E to be rude and caused referral to Social Services following minor scalding minor incident without prior discussion or warning.”

“My visit to Derriford hospital to see a ENT specialist (an elderly gentleman) was also very unsatisfactory. He seemed incompetent and totally disinterested. Most upset by my treatment by the ENT specialist at Derriford.”

Support:

“Over last 4 months treated at RCHT and at Derriford. Fantastic nursing, doctors all underpaid. No complaints have been very pleased with all aspects. Able to phone Derriford re any queries and consultant will phone back promptly.”

“I was referred to Derriford on a Thursday with a gastro intestinal infection. I was put on a drip for 10 hours. On the day I was admitted I was moved around the MAU 4 times and then 5 patients, including myself, were put on a Surgical Admissions Ward. For the following 48 hours, on the SAU, no doctors saw us. I was put on nil by mouth for 10 hours because the nurses could not find a doctor to confirm removal of this instruction - another patient was on nil by mouth for 24hours. I should not have been put on the surgical unit because of my condition but it took them 24 hours to realise this. I know the issue was a lack of beds but I feel the treatment was so poor I am going to complain.”

New Research:

Healthwatch Cornwall has just started on a new piece of research that looks at the Cornish population’s understanding of when to use urgent care services (999, 111, MIU & Emergency Department). The intention is to highlight issues around people’s awareness of when to use the ED appropriately, therefore recommendation will relate to both Derriford Hospital and RCHT. The research will also focus on what people want from primary care services in the future. Everybody living in Cornwall is eligible to complete the online survey, which is shown below with the closing date at the end of December.

www.surveymonkey.com/s/cornwallurgentcare

