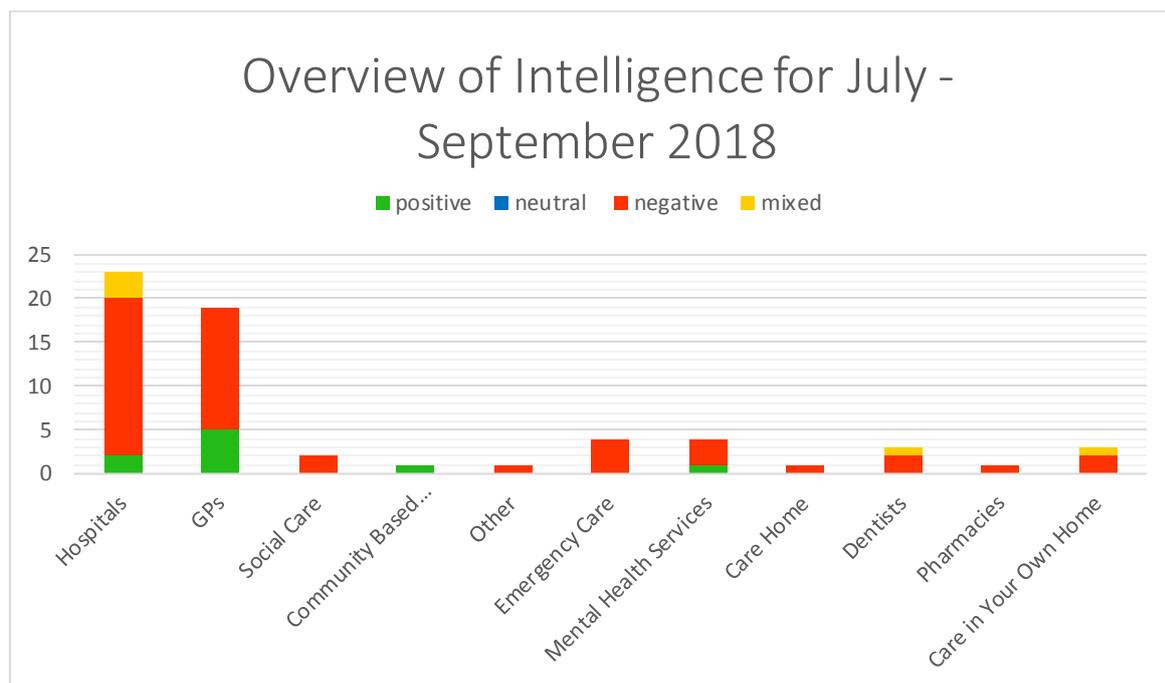


# Healthwatch Walsall: Quarterly Intelligence reports for July – September 2018

## Introduction.

Healthwatch Walsall intelligence demonstrates patient experiences across the health and social care services provided in Walsall. Over the last quarter we have attended numerous events including; Walsall Pride, Walsall College Big Hello and Mental Health Day, Walsall Manor Hospital, FACE (Families and Carers Empowered) meetings and a variety of GP's across the borough. A total of 71 experiences have been captured, across these venues.

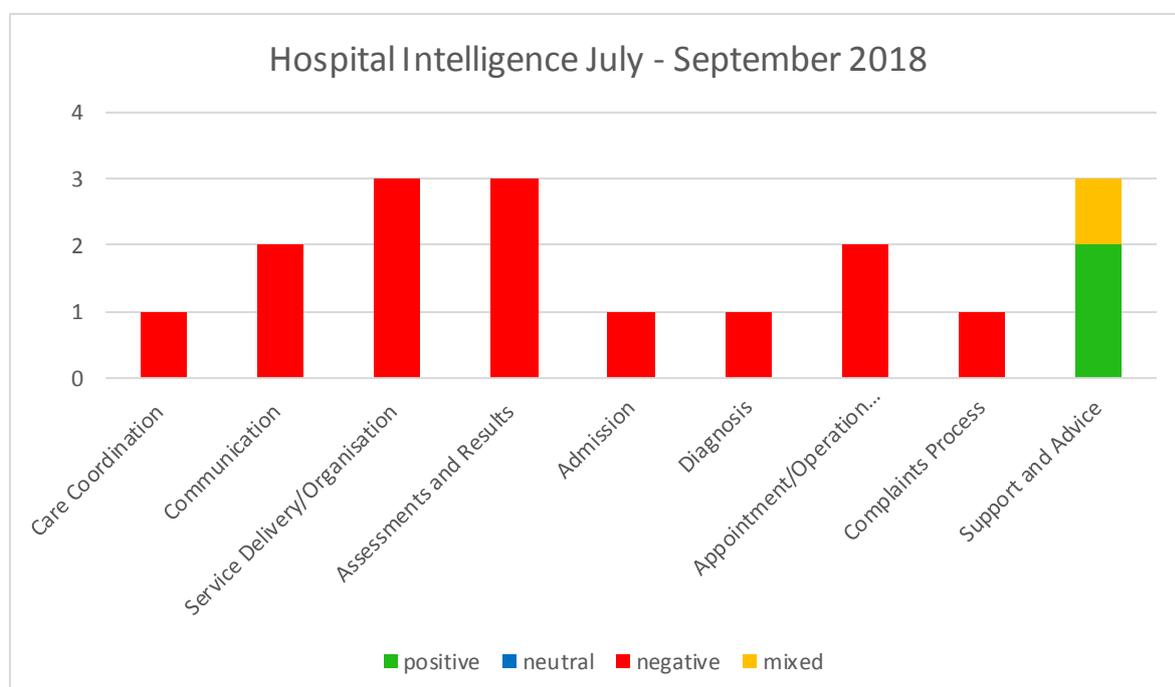
## Overview.



An overview of the data indicates that most intelligence is related to Hospitals and GP surgeries, with the majority of the feedback being of a negative nature. Nine of the comments received were positive.

A breakdown of the major themes is detailed below.

## Hospitals.



23 experiences related to hospitals; two positive, three mixed and the remaining 18 were negative. The only positive and mixed comments received were in relation to support and advice provided by the hospitals. The negative topics above, highlight possible issues in the service. All of the hospital patient experiences were of Walsall Manor, bar one which was Royal Wolverhampton NHS Trust and relates to service delivery.

### Service Delivery/Organisation

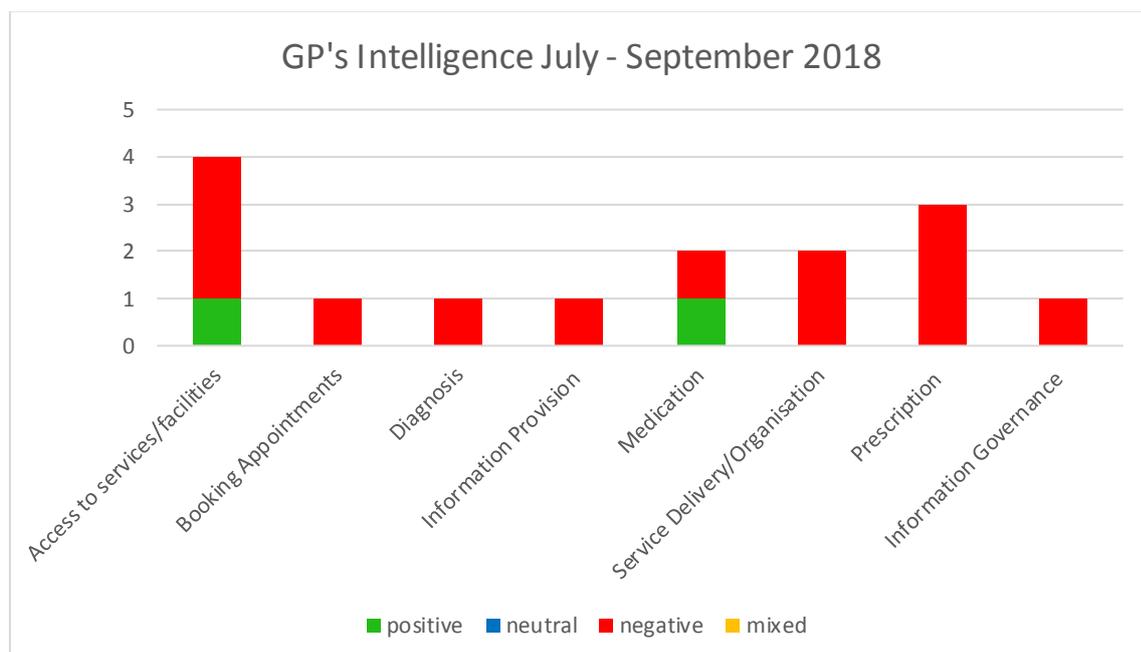
There have been a couple of reports surrounding service delivery at Walsall Manor, including the way staff are treating and speaking to patients. The first experience is from a patient waiting for a new hip, who described his experience as; receptionists and health care staff across all departments having no time for the patients and having poor attitudes. A second experience describes the loss their brother in law to cancer and kidney problems, whilst they were in hospital the doctor put the patient on palliative care. PALS (Patient Advice and Liaison Service) got involved to stop this and the patient lived for another 18 months. This experience has left the family feeling afraid of using the Manor Hospital.

### Assessments and results

Three patients have shared experiences of the phlebotomy service at Walsall Manor, one had his bloods drawn after a suspected heart attack, he waited two hours to be told that his results had been lost and they would have to be drawn again. He pulled his drip out and left the hospital. The second patient had their bloods drawn and it left a large bruise. A third experience details how a father was receiving chemotherapy treatment, he had bloods taken on Monday and was due to have them taken again on Thursday, but the clinicians explained he wouldn't need it again. Two weeks later he passed away of sepsis due to an underlying infection. His daughter believes that if the bloods were taken on Thursday the infection could have been found.

### GP's.

A total of 15 experiences of GP surgeries were captured, of these only 2 are positive, the rest are negative. The recurring topics this quarter have been; issues around prescriptions and access to services and facilities, however access to GP appointments is a nationwide issue.



### Access to facilities/services.

There are a number of negative reports of accessing services in Walsall, particularly access to appointments.

*"I was late, and they refused to see me. I got out of prison 3 weeks ago and need to get my prescriptions. I ended up going to the walk-in centre".*

A son is staying with his mother of the summer, her GP won't register him as a temporary patient, so they have been using the Urgent Care Centre. However, they have said he can't keep going there and needs to be registered at the family practice.

### Prescriptions.

There are three negative reports of prescriptions in GP surgeries across the borough. One patient explained her struggle of accessing her repeat prescriptions through the GP's online system, she states she has gone in to the surgery and practice manager to sort it but with no luck. The other two experiences detail patients struggle of getting repeat prescriptions, and their GP's cancelling or changing their medication without a prior consultation.

### Mental Health Services

Some patients have reported that there is a lack of mental health support services in the borough, especially now some services are closing down or are moving elsewhere. Another patient explained of how after a suicide attempt, he was admitted to Walsall Manor and came around two days later. He was told that he'd seen a psychiatrist in those two days and could be discharged, he felt like he still needed the help and was told to go to Dorothy Pattinsons. He ended up seeing a Community Psychiatric Nurse in the Kingfisher Centre.

### Dentists.

Very few experiences relate to dentists however, those that do, surround access to appointments and support and advice. Two of these are negative and one mixed. A patient has described his difficulty of accessing the services being deaf, explaining he needs an interpreter, we have escalated this further, but NHS England dentistry commissioning group have not funded interpreters for the past two years.

### Care in Own Home.

There are three accounts of care in your own home, the negative experiences are surrounding care coordination which raises possible issues of care. We had a call from a family member of a patient who has been discharged and has been asked to top up her care, even though she only has £14,000, which is below the threshold.