

Signposting Report 1st June - 30th September 2015

	Comment Source	Subject	Nature of enquiry / feedback	Signposted to	Signposted Information	Outcome	What is the relationship to the person involved?	Institution involved	Commissioner	Hospital Service	Social Care Service	Primary Care / Other Services	If Other add details	Options	Other
1	AgeUK	Barbourne Health Centre	Concern				Client Relative,	Barbourne Health Centre	South Worcestershire CCG			GP services		Privacy & Dignity, Confidentiality	Language barrier
2	AgeUK	All Health Care Services	Concern				Self					GP services		Appointments / Waiting Times	Language barrier
3	AgeUK	GP Services	Concern				Self	GP - General	NHS England			GP services		Appointments / Waiting Times	Language barrier
4	AgeUK	St Martins Gate	Compliment				Self	St Martins Gate Surgery (and St Peters)	South Worcestershire CCG			GP services		Appointments / Waiting Times, Referrals	
5	Event*	Incontinence Service	Concern				Self	Worcestershire Health & Care NHS Trust	Wyre Forest CCG			Other	Incontinence Service	Staffing levels	
6	AgeUK	St Martin's Gate	Compliment				Self	St Martins Gate Surgery (and St Peters)	South Worcestershire CCG			GP services			
7	AgeUK	Dentist Lyppard Grange	Concern				Client Relative,	Dentist	NHS England			Dentistry		Staff attitudes	
8	AgeUK	St Martin's Gate Surgery	Compliment				Self					GP services		Appointments / Waiting Times, Referrals	
9	AgeUK	GPs	Concern				Self	GP - General	NHS England			GP services		Appointments / Waiting Times	Language Barriers
10	AgeUK	Health Services	Compliment				Self	GP - General	NHS England			GP services			Communication
11	AgeUK	Lyppard Grange	Concern				Self	Severn Valley Medical Practice	South Worcestershire CCG			GP services		Access to GPs, Appointments / Waiting Times	
12	AgeUK	Health Services	Compliment				Self	GP - General				GP services			
13	AgeUK	GP Haresfield Surgery	Concern				Self	Haresfield Surgery	South Worcestershire CCG			GP services		Appointments / Waiting Times	
14	AgeUK	GP Haresfield Medical Surgery	Point of view				Self	Haresfield Surgery	South Worcestershire CCG			GP services		Appointments / Waiting Times	Language Barriers
15	Event*	OT Services	Concern					Worcestershire Health & Care NHS Trust	Wyre Forest CCG			Other	Occupational Therapy		
16	Email	SW CCG - refund of continuing care payments	Concern		Information only		Client Relative,	South Worcestershire CCG	South Worcestershire CCG			Other	Continuing Care Funding	Fees / Charges	
17	Email	Care at Worcester Royal Hospital	Concern		Information only			Worcester Royal Hospital	South Worcestershire CCG	Obstetrics & Gynaecology				Access to Hospital	
18	Telephone	Adult Residential Care	Concern	Onside Advocacy			Client Relative,	Court House Nursing Home	Worcestershire County Council		Residential Care Home			Privacy & Dignity, Quality of Treatment, Health / Social Care Initiatives	

29	Telephone	Operation waiting time	Concern				Self	Royal Orthopaedic Hospital Birmingham		Orthopaedics			Appointments / Waiting Times
30	Telephone	(Filed on case 126) Misdiagnosis - Ambulance	Concern	PALS West Midlands Ambulance Service			Client Relative,	West Midlands Ambulance Service	All 3 CCG's	Ambulance Services			Quality of Treatment, Diagnosis
31	Email	Cancer Services	Concern			Notified patient of complaint procedure. Equal opps, privacy and satisfaction forms emailed. Asked patient if she would like to be part of REGS. Await response. □ □ This email was forwarded from Robin Walker MP							
32	Telephone	GP Appointments	Concern			GP practices can s	Client Relative,	Barbourne Health Centre	NHS England		GP services		Access to GPs, Appointments / Waiting Times, Choice, Opening hours, Staff attitudes
33	Website	Alvechurch Surgery	Concern				Self	Alvechurch Medical Centre	Redditch and Bromsgrove CCG		GP services		Access to GPs, Access to Hospital, Access to Social Care
34	Telephone	Access to medical records	Request for Informat		Information only	Provided with info							Records Management, Access to Information
35	Telephone		Concern		Information only								
36	Telephone	Payment of to-up towards residential care home costs	Request for Informat	Onside Advocacy	Information only	Advice & informat	Client Relative,	Barchester Latimer Court	Worcestershire County Council	Residential Care Home			Fees / Charges, Choice
37	Email		Concern			Signposted to NHS	Client Relative,			GP services			

38	Meeting	Misdiagnosis	Concern				Client Relative,	Timberdine Timberdine Nursing and Rehabilitation Unit	South Worcestershire CCG			Rehabilitation		Diagnosis
39	Telephone, Email	Hospital Discharge & Rehabilitation	Concern	Warwickshire CCG			Advocate	Worcestershire Acute Hospitals NHS Trust	Warwickshire CCG	Care of the Elderly		Rehabilitation		Admissions / Discharge
40	Post	Feedback re GP	Point of view				Self	Bewdley Medical Centre	NHS England			GP services		Quality of Treatment
41	Event*	Lack of support to understand diabetes	Concern			Recorded for info	Self	GP - General	All 3 CCG's			GP services		Quality of Treatment
42	Event*	Communication with Social Services for parents who do not have primary custody	Concern			Recorded for info	Self	Worcestershire County Council	Worcestershire County Council	Children's Services				Communication
43	Event*	Sent home from A&E then needed to be admitted two days later	Concern			Recorded for info	Self	Worcestershire Acute Hospitals NHS Trust	All 3 CCG's	Accident & Emergency				Quality of Treatment, Diagnosis, Staff attitudes
44	Event*		Concern		Information only		Self	Churchfields Surgery	Wyre Forest CCG			GP services		Access to Hospital
45	Event*		Concern		Information only		Self	Worcestershire County Council	Worcestershire County Council	Care at Home				Staff attitudes
46	Telephone	Mental Health - Psychiatric & GP Service	Concern				Self	Severn Valley Medical Practice	NHS England			GP services		Staff attitudes
47	Website	Summary Consent Record - Extension to pharmacies	Concern		Information only	Contact made with	Self					Pharmacy		Records Management, Confidentiality, Consent
48	Outreach	Wolverley Surgery - removal from GP Dispensing List	Concern		Information only	Escalation to HWE	Self	Wolverley Surgery	NHS England			Pharmacy		Choice, Procurement/ commissioning
49	Outreach	Wolverley Surgery	Concern		Information only	Escalation to HWE	Self	Wolverley Surgery	NHS England			Pharmacy		Choice, Monitoring and Accountability

50	Outreach	Wolverley Surgery - GP Dispensing List	Concern		Information only	Escalation to HWE	Self	Wolverley Surgery	NHS England			Pharmacy		Choice, Monitoring and Accountability
51	Outreach	Wolverley Surgery - GP Dispensing List	Concern		Information only	Escalate to HWW	Self	Wolverley Surgery	NHS England			Pharmacy		Choice, Monitoring and Accountability
52	Outreach	Wolverley Surgery - Removal from Dispensing List	Concern		Information only	Escalate to HWE	Self	Wolverley Surgery	NHS England			Pharmacy		Choice, Monitoring and Accountability
53	Outreach	Wolverley Surgery - removal from dispensing list	Concern		Information only	Escalate to HWE	Self	Wolverley Surgery	NHS England			Pharmacy		Choice, Monitoring and Accountability
54	Outreach	Wolverley Surgery - removal from GP Dispensing List	Concern		Information only	Escalate to HWE	Self	Wolverley Surgery	NHS England			Pharmacy		Choice, Monitoring and Accountability
55	Outreach	Wolverley Surgery - Removal from Dispensing List	Concern		Information only	Escalate to HWE	Self	Wolverley Surgery	NHS England			Pharmacy		Choice, Monitoring and Accountability
56	Outreach	Wolverley Surgery - removal from GP dispensing list	Concern		Information only	Escalated to HWE	Self	Wolverley Surgery	NHS England			Pharmacy		Choice, Monitoring and Accountability
57	Outreach	Wolverley Surgery	Concern		Information only	Escalation to HWE	Self	Wolverley Surgery	NHS England			Pharmacy		Choice, Monitoring and Accountability
58	Meeting		Concern			Information passed	Client Relative,	Timberdine Timberdine Nursing and Rehabilitation Unit	Worcestershire County Council			Rehabilitation		Quality of Treatment
59	Email	Cancer Care at the ALex	Compliment				Self	Alexandra Hospital				Cancer Services		
60	Telephone	West Midlands Ambulance Service	Concern		Information only	Sent complaints gu	Client Relative,	PALS West Midlands Ambulance Service	South Worcestershire CCG			Ambulance Services		Staff attitudes
61	Telephone	Royal A&E - transfer to ward delay	Concern		Information only	Sent information a	Client Relative,	Worcester Royal Hospital	South Worcestershire CCG			Accident & Emergency		Admissions / Discharge

62	Telephone	KTC - Eye Clinic	Concern	PALS Worcestershire Acute Hospitals NHS Trust	Information only		Self	Kidderminster Treatment Centre	All 3 CCG's	Ophthalmology			Privacy & Dignity, Staff attitudes
63	Telephone	Dental treatment not carried out correctly, which may lead to long term problems	Concern	NHS England	Signposted to NHS	Client Relative,		Malvern Spring Dental Practice	NHS England		Dentistry		Quality of Treatment
64	Post	Post operation issue	Concern				Self	Worcestershire Royal Hospital	South Worcestershire CCG	Acute Care			Quality of Treatment, Admissions / Discharge
65	Telephone	Poor Ambulance Service	Concern	PALS West Midlands Ambulance Service			Client Relative,	West Midlands Ambulance Service	NHS England	Ambulance Services			Quality of Treatment
66	Telephone	GP Practice removed patient with mental health issues	Concern	Great Witley Surgery			Self	Great Witley Surgery	NHS England		GP services		Access to GPs
67	Email	GP - Medication guidance on prescriptions issued	Concern	All 3 CCG's			Health or Social	GP - General	NHS England		GP services		Quality of Treatment
68	Telephone	Unhappy with lack of service and response to complaints about Mental Health services	Concern	South Worcestershire CCG	Sent copy of HWW		Self	PALS Worcestershire Health and Care Trust	South Worcestershire CCG		Community Mental Health Team (CMHT)		Quality of Treatment, Diagnosis, Complaints Process, Staff attitudes
69	Event*	Transport	Concern		NFA		Self	Alexandra Hospital	Wyre Forest CCG	Acute Care			Transport and Parking
70	Event*	Mental Health	Concern				Self	PALS Worcestershire Health and Care Trust	Wyre Forest CCG		Community Mental Health Team (CMHT)		Appointments / Waiting Times
71	Event*	GP	Concern				Self	Northumberland House	Wyre Forest CCG		GP services		Staff attitudes

72	Telephone	Acute Hospitals	Concern		Information only	Worcestershire Acute Hospitals NHS Trust	Client Relative,	Worcestershire Acute Hospitals NHS Trust		Inpatient Care				
73	Email	Cancer Treatment Delay	Concern	Parliamentary & Health Service Ombudsman			Client Relative,	Worcestershire Royal Hospital	South Worcestershire CCG	Cancer Services			Quality of Treatment, Diagnosis	
74	Telephone	End of Life Care	Request for Information	All 3 CCG's			Self		All 3 CCG's		End of Life Care		Quality of Treatment, Choice	
75	Telephone	Lady - re mothers death	Concern	Worcestershire Acute Hospitals NHS Trust	Information only		Self	Worcestershire Royal Hospital	South Worcestershire CCG	Care of the Elderly			Records Management, Quality of Treatment	
76	Telephone	Neurology Meeting Question	Request for Information	South Worcestershire CCG	Information only		Self	South Worcestershire CCG	NHS England					
77	Event*	GP appointments	Concern			NFA	Self	Kidderminster Health Centre	Wyre Forest CCG		GP services		Appointments / Waiting Times	
78	Website	Concern about 111 Service	Concern			Response via email	Self	West Midlands Doctors Urgent Care	All 3 CCG's		NHS 111		Quality of Treatment, Suitability of Provider / Staff, Diagnosis	
79	Telephone	Marie Curie Nursing Service finishing in October	Concern	Wyre Forest CCG		Suggested that contact	Self	PALS Worcestershire Health and Care Trust	Wyre Forest CCG		End of Life Care		End of Life Care	
80	Email	Ophthalmology	Concern		Information only		Self		South Worcestershire CCG	Ophthalmology				
81	Telephone	(Filed on case 127) Mental Health - Early Intervention	Concern				Self	Worcestershire Health & Care NHS Trust	All 3 CCG's		Assessment	Community Mental Health Team (CMHT)	Consultation and Service Coordination, Access to Social Care, Referrals	
82	Telephone	Mental Health - Early Intervention	Concern				Self	Worcestershire Health & Care NHS Trust	All 3 CCG's		Assessment	Community Mental Health Team (CMHT)	Consultation and Service Coordination, Access to Social Care, Referrals	

83	Telephone	Mental Health - Benefits Assessment	Concern	Department of Work & Pensions			Self	Department of Work & Pensions			Assessment	Community Mental Health Team (CMHT)	Consultation and Service Coordination, Access to Social Care, Referrals		
84	Telephone	Lady - re Alex & Complaint	Concern	Onside Advocacy			Self	Alexandra Hospital	Redditch and Bromsgrove CCGs	Orthopaedics			Privacy & Dignity, Quality of Treatment, Complaints Process, Staff attitudes		

NB * 94 *Your View Forms from AGE UK BAME Contract are still be inputted for Quarter 2