

Signposting & Patient Experience by Commissioner/Provider/Service Area Q3 2017

Subject	Institution involved	Commissioner	Hospital Service	Social Care Service	Primary Care / Other Services	If Other add details	Options	Other	Signposted to	Signposted Information	Patient Experience
1 Charges and agreements for GP equipment loan	Barbourne Health Centre	South Worcestershire CCG			GP services		Equality, Fees / Charges	Equipment Loan	NHS England		
2 GP Call Back System - York St	York Medical Centre	Wyre Forest CCG			GP services		Access to GPs			Information only	✓
3 Unhappy with diagnosis and explanation given by GP practice	Churchfields Surgery	Redditch and Bromsgrove CCG			GP services		Diagnosis, Staff attitudes	understanding of diagnosis and treatment decisions		Information only	
4 Acute Trust Outpatient Appointments	Alexandra Hospital	Redditch and Bromsgrove CCG	Outpatients				Appointments / Waiting Times				✓
5 Lack of joined up care	WCC - Adult Social Services	Worcestershire County Council		Care at Home	GP services		Access to Social Care, Health / Social Care Initiatives			Information only	✓
6 Dental Services	Dentist	NHS England			Dentistry				Onside Advocacy		
7 Assistance to take medication	Age UK Hereford and Worcester	NHS England		Assisted Living					Onside Advocacy		
8 Worcester Community Stroke Service					Community Hospital				PALS Worcestershire Health and Care Trust		
9 Concerns about lack of correct diagnosis and treatment from GP and Mental Health services	GP - General	South Worcestershire CCG	Outpatients		GP services	Mental Health Services	Diagnosis			Information only	
10 GP - Prescription of Anti Depressants					GP services					Information only	

11		NHS 111	South Worcestershire CCG			NHS 111					Information only	✓
12	Adult Safeguarding Advice	Worcestershire County Council					Safeguarding			Worcestershire County Council	Information only	
13	Salters GP Practice	Salters Medical Practice	South Worcestershire CCG			GP services		Complaints Process			Information only	
14	BMI Droitwich Spa Hospital	BMI Droitwich Spa Hospital	Redditch and Bromsgrove CCG	Other				Access to Information, Equality, Complaints Process			Information only	
15	Unable to access medical records for mother	GP - General				GP services		Records Management	Access to medical records of a relative		Information only	
16	Continence Advisory Service		Worcestershire Health & Care NHS Trust				Continence Advisory Service	Privacy & Dignity, Quality of Treatment				
17	Errors in medical records	Davenal House Surgery	Redditch and Bromsgrove CCG			GP services		Records Management, Access to Information			Information only	
18	Storage of tissue samples of deceased without consent and Acute Trust not responding to formal complaint within specified time scales	Worcestershire Royal Hospital	Wyre Forest CCG	Other			Mortuary Services	Privacy & Dignity, Records Management, Consent		Wyre Forest CCG		
19	Failure to comply with stroke pathway, failure of GP telephone consultation to diagnose illness	Worcestershire Acute Hospitals NHS Trust	South Worcestershire CCG	Accident & Emergency		GP services	Stroke Rehab			PALS Worcestershire Acute Hospitals NHS Trust		

20	Mental Health	Worcestershire Health & Care NHS Trust		Child & Adult Mental Health Services (Hospital Services)							Information only	
21	Worcestershire Royal Hospital	Worcestershire Royal Hospital	All 3 CCG's	Accident & Emergency				Access to Hospital			Information only	✓
22	Unhappy with levels of care as inpatient at WRH	Worcestershire Royal Hospital	South Worcestershire CCG	Inpatient Care				Privacy & Dignity, Safety, Complaints Process, Staff attitudes		PALS Worcestershire Acute Hospitals NHS Trust	Information only	
23	Issues with repeat prescriptions at Thornlow Lodge GP Practice	Thornloe Lodge Surgery	South Worcestershire CCG			Pharmacy		Records Management	Repeat prescriptions		Information only	
24	Process for appeal against Individual Funding Request	All 3 CCG's	All 3 CCG's	Other			Individual Funding Request	Fees / Charges			Information only	
25	WCC Childrens Social Care Services	Worcestershire County Council	Worcestershire County Council		Children's Services			Complaints Process, Staff attitudes			Information only	
26	Evesham Hospital and DeMontfort Medical Centre	Demontford Medical Centre	South Worcestershire CCG	Neurology		GP services		Quality of Treatment			Information only	
27	Praise for good service at Valuing People VIP Day Centre, Winyates		Worcestershire County Council		Day Care (Social Care Services)				Good service			✓