

Q1 18/19 - Analysis of Enquireis by
Commissioner/Provider/Service Provider

	Date	Subject	Signposting?	JUST PE?	Outcome	Signposted to	Institution involved	Commissioner	Hospital Service	Social Care Service
1	13/04/2018	Worcestershire Royal Hospital A&E		Yes			Worcestershire Royal Hospital	All CCGs	A&E	
2	09/04/2018	Worcestershire Royal Hospital A&E		Yes	Reported to WAHT & Safeguarding investigation initiated.		Worcestershire Royal Hospital	All CCGs	A&E	
3	19/04/2018	Lypard Grange Practice	Yes		Patient directed to CCG if they were unable to remain at existing surgery & required assistance finding alternative provision	South Worcestershire CCG	Lypard Grange Medical Centre	SWCCG		
4	18/04/2018	Waiting times and cancellation of elective surgery at Worcestershire Royal Hospital		Yes			Worcestershire Royal Hospital	All CCGs	Gynaecology	
5	18/04/2018	Gynaecology		Yes			Spa Medical Practice & Kidderminster Hospital	SWCCG	Gynaecology	
6	06/06/2018	Provision of blood tests at GP practices in WF		Yes			Bewdley Medical centre, Kidderminster Medical Centre	WF CCG		
7	06/06/2018	Kidderminster Medical Centre	Yes		Signposted to GP complaints process	NHS England	Kidderminster Medical Centre	WF CCG		
8	06/06/2018	Kidderminster Medical Centre	Yes		Signposted to GP complaints process	NHS England	Kidderminster Medical Centre	WF CCG		
9	06/06/2018	Incontinence Service	Yes		Contact information for incontinence service supplied		Health & Care Trust	WF CCG		
10	11/05/2018	Worcestershire Royal Hospital A&E		Yes			Worcestershire Royal Hospital	All CCGs	A&E	
11	05/04/2018	Haresfield Surgery	Yes		Signposted to GP complaints process		Haresfield Surgery	SWCCG		
12	19/04/2018	Abbey Medical Practice	Yes		Signposted to GP complaints process & Action Against Medical Accidents		Abbey Medical Pracice	SWCCG		
13	10/06/2018	Mental Health - social work support	Yes		Signposted to complaints guides and given information by email about both complaints processes	H&C Trust / WCC	H&CT / WCC	WCC		Social Work
14	31/05/2018	Princess of Wales Community Hospital		Yes			Princess of Wales Hospital	All CCGs		
15	03/06/2018	Princess of Wales Community Hospital		Yes			Princess of Wales Hospital	All CCGs		
16	28/05/2018 ME	Woodrow Medical Practice	Yes		Signposted to CCG complaints, CCG prescribing policy and NHS Choices re right to change GP practice	Signposted to CCG complaints, CCG prescribing policy and NHS Choices re right to change GP practice	Woodrow Medical Centre	R&B CCG		

17	05/05/2018 ME	Closure of Hydro Pool at WRH	Yes		Individual raised this with Acute Trust and CCGs	Signposted to Acute Trust and CCG complaints process and procedure for commenting at CCG public meetings.	Worcestershire Royal Hospital	All CCGs	Hydro Pool	
18	03/05/2018 ME	Confusion about new location of out of hours GP at WRH	Yes		Contacted Care UK and asked if people were made aware of new location. They have now as a result added this for future calls.	Signposted to Care UK patient experience lead - who has now visited the group to gather further feedback.	Care UK - Out of Hours service	Regional WM Commissioners		
19	15/04/2018 ME	Layout of WRH A&E		Yes	Acknowledged and recorded				A&E	
20	18/04/2018 ME	Experience of maternity service at WRH		Yes	Acknowledged and recorded		Worcestershire Royal Hospital	All CCGs	Maternity	
21	14/05/2018 ME	Feedback about access and parking at WRH		Yes	Acknowledged and recorded		Worcestershire Royal Hospital	All CCGs	Parking and access	
22	09/05/2018 ME	Unhappy with My Dentist, Redditch	Yes		Signposted to complaints process and HWW dental survey	Signposted to NHS England Complaints	My Dentist, Redditch	NHS England		
23	14/06/2018 ME	Unhappy with choice of care home for relative	Yes		Signposted to WAC helpline for advice	Signposted to WAC helpline for advice	Social Care Services	WCC		Social Work
24	18/04/2018 ME	St Stephen Care Home, not answering phone	Yes		Signposted to Head Office of Gold Care Homes to advise of issue	Signposted to Head Office of Gold Care Homes to advise of issue	St Stephens Care Home, Worcester	WCC		Care Home
25	11/04/2018 ME	Health and Care Trust Complaints response / NHS 111		Yes	Discussion about complaints process, has already contacted Ombudsman		Podiatry Services / Complaints at Health and Care Trust / NHS 111	All CCGs		
26	16/04/2018 ME	Response to complaint made to Acute Trust	Yes		Discussed options in terms of following up complaint. He is going to write to CCG	Signposted to CCG as does not want to contact Ombudsman	Acute Trust Complaints / Quality of treatment	All CCGs	Cancer treatment / Complaints	
27	20/06/2018 ME	Spring Gardens GP Practice - appointments		Yes	Recorded as patient experience.			SWCCG		
28	20/04/2018 SJ	Pershore Medical Practice	Yes		Discussed complaints process and provided details of CCG and NHS England	Discussed complaints process and provided details of CCG and NHS England	Pershore Medical Practice	SWCCG		

29	20/04/2018 SJ	Worcestershire Royal Hospital A&E		Yes	Recorded as patient experience.			All CCGs	A&E	
30	20/04/2018 SJ	Worcestershire Royal Hospital A&E		Yes	Recorded as patient experience.	Discussed complaints process which patient was fully conversant with already.	Worcestershire Royal Hospital	All CCGs	A&E	
31	30/05/2018 SJ	Worcestershire Royal Hospital A&E		Yes	Recorded as patient experience.		Worcestershire Royal Hospital	All CCG's	A&E	
32	18/06/2018 SJ	Complaint process	Yes		Signposted to complaints guides and given information by email about both complaints processes	Signposted to complaints guides and given information by email about both complaints processes	NHS	All CCG's	NHS	
33	15/06/2018 SJ	Access to patient records	Yes		Signposted to DPO at GP Practice	Signposted to DPO at GP Practice	GP Practice			

Primary Care service/Other Service	Theme
	Quality of care
	Quality of care
GP	Access to GP
	Quality of care
	Access to services
Phlebotomy	Access to services
GP	
GP	Quality of care
Incontinence Service	Access to information
	Quality of care
GP	Quality of care
GP	Quality of care
	Access to services
	Access to information
	Quality of care
GP	Access to GP

	Access to Hydrotherapy
Out of Hours GP	Communication of information
	Hospital layout
	Quality of service
	Access to Hospital services
Dentist	Charging for dentistry / staff attitude
	Access to care home of choice
	Communication with relative in care home
Complaints / Podiatry/ NHS 111	Quality of service
	Complaints / quality of treatment
GP	Access to GP appointment
GP	Quality of service

NHS111	Quality of service
	Quality of service
NHS111, local pharmacy	Quality of service
	Complaints / quality of treatment
GP	Access to information