

Summary of Issues Reported to Healthwatch Worcestershire

Q1 - April - June 2021

85 issues were reported to HWW from beginning of April to end of June 2021.

How did they contact us?

1. HWW Website - Tell Us page - 27 people
2. Email - 23 people
3. Phone - 21 people
4. Face-to-face e.g. online engagement - 10 people
5. Healthwatch England - 4 people

How had they heard about us?

1. Previous contact / knowledge of HWW / Newsletter - 25 people
2. Internet - 14 people
3. Social media - 11 people

Other - Press, Citizens Advice Bureau, CQC and Healthwatch England
(NB - 18 = unknown, mainly those who contact us by email)

What did they tell us about?

1. GP Practices - 21 people
2. Worcestershire Acute Hospital Trust - 21 people
3. Covid-19 vaccination and testing - 13 people
4. Dentists - 12 people
5. Herefordshire and Worcestershire Health and Care Trust - 7 people
6. Community Pharmacy - 4 people

Other -

- Positive feedback about Bowel Cancer Screening (2 people)
- Concern about NHS data sharing
- Retrospective Continuing Health Care funding dispute
- Poor experience of Birmingham Eye Hospital
- Poor experience of West Midlands Ambulance Service
- Support for foster carer
- Hospital transport
- Lack of ongoing foot and eye care for diabetics
- Lack of commissioning of medication recommended by private specialist

GP Practices

Positive feedback about timely cervical screening and organisation of Covid-19 vaccinations (2 people).

Issues / concerns (19 people)

- Practice management issues - contacting practice by phone, getting appointments, staff attitude, delays to blood tests, prescriptions, registration and communication with Acute Trust (5 people)
- Poor care / lack of satisfaction with level of care received (4 people)
- Not being able to have a face-to-face appointment / difficulty with digital access (3 people)
- Not being able to see a named GP about a specific issue (3 people)
- Lack of availability of cervical screening (2 people)

Other - missed breast cancer diagnosis, lack of ear syringing procedure, lack of diabetes check and errors with practice pharmacy.

Worcestershire Acute Hospital Trust

Positive feedback about care received, including Head and Neck department and two comments about breast screening services (4 people).

Issues / concerns (18 people)

- Concerns about potential plans to permanently move Garden Suite chemotherapy service from Alexandra Hospital to Kidderminster (8 people)
- Not satisfied with outcome or diagnosis from outpatient Consultant appointments, including Gastroenterology, Paediatric Neurology and Urology (4 people)
- Breast screening - lack of follow up procedure and missed appointment due to lack of parking (2 people)
- Poor inpatient care, including for patient with a learning disability (2 people)

Covid-19 vaccination and testing

Positive feedback about organisation of vaccinations at Malvern Show Ground (1 person)

Issues and concerns (11 people)

- Concerns about having the vaccine - looking for medical advice (3 people)
- Not been contacted about 2nd vaccination (2 people)

Other issues - staff attitude at vaccination centre, vaccinations not showing on NHS App, side effects of vaccination, concern about uptake amongst ethnic minority communities, looking for testing for immunity following vaccination, false positive lateral flow results.

Dentists

11 people contacted us to say they were having trouble accessing NHS dentistry. 10 of these could not find a local dentist willing to take on new patients. Some needed to access dental treatment but were unable and two people told us they were pregnant. One person had been told that treatment previously available on the NHS was now only available privately.

We also received feedback about incorrect billing for treatment received over a year before.

Herefordshire and Worcestershire Health and Care Trust

2 people gave positive feedback about their experience of Healthy Minds.

Issues and concerns (5 people)

- Lack of satisfactory response to complaint, including complaint about CAMHS (2 people)
- Difficulty accessing Healthy Minds and waiting time for support
- Lack of clarity about community support following hospital discharge
- Length of waiting time for Xray at Evesham Hospital following GP referral

Community Pharmacy

4 people raised concerns about issues relating to privacy in Pharmacies. These included a report of someone being asked very personal questions in front of others, someone being examined in front of others, having been directed to attend pharmacy by GP and concerns about having to share personal details such as name and address when others can hear.