

Analysis of Enquiries by Commissioner/Provider/Service Provider

QUARTER 2

Date	Subject	Method of Contact	Signposting or Patient Experience	Signposted to	Institution involved	Commissioner	Provider	Theme
1 05.07.21	Poor care and communication re end of life relative in WRH	Phone	Signposting	Worcestershire Acute Trusts PALS	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Communication between staff/providers & patients, Caring, kindness, respect & dignity
2 05.07.21	Query about data entry of COVID vaccinations	Phone	Signposting	Herefordshire and Worcestershire CCG	Haresfield House Surgery	Herefordshire and Worcestershire CCG		Administration (records, letters, results)
3 07.07.21	Difficulties with phone and appointments at Henwick Halt GP Practice	Email	Patient Experience		Severn Valley Medical Practice	Herefordshire and Worcestershire CCG		Access to Services
4 09.07.21	Poor care, lack of diagnosis, concerns about consent, staff attitude and end of life care at WRH	Phone	Signposting	Worcestershire Acute Complaints Process, Care Quality Commission	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Caring, kindness, respect & dignity, Diagnosis
5 12.07.21	Told to pay privately for NHS Dental treatment - Unable to find another NHS practice	Email	Signposting	NHS England	Bupa - High Street, Pershore	NHS England West Midlands Dental Commissioning Team		Access to Services
6 12.07.21	Out of date COIL fitted then removed causing trauma - St Stephens GP practice	Phone	Signposting	GP Practice Complaints Process, NHS England	St Stephens Surgery	Herefordshire and Worcestershire CCG		Quality of Treatment
7 13.07.21	Coil misfitted at Northumberland House Surgery resulting in surgery	Phone	Signposting	Complaints Process, NHS England, Citizens Advice	Northumberland House Surgery	Herefordshire and Worcestershire CCG		Quality of Treatment
8 14.07.21	Lack of domiciliary care provision in Inkberrow area	Phone	Signposting	Onside Advocacy		Worcestershire County Council		Access to Services
9 14.07.21	Unhappy about accusation of sexual remark to staff at Tenbury Surgery	Phone	Signposting	Complaints Process, Parliamentary and Health Service Ombudsman	Tenbury Surgery	Herefordshire and Worcestershire CCG		Administration (records, letters, results)
10 07.07.21	Transgender persons experience of discrimination	Email	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Caring, kindness, respect & dignity
11 08.07.21	Catalogue of errors with EOLC of elderly mother	Phone	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Being Listened to/Being involved, Caring, kindness, respect & dignity, Complaints, Diagnosis, Quality of Treatment
12 14.07.21	Pregnant person seeking NHS dentist	Email	Signposting	NHS 111		NHS England West Midlands Dental Commissioning Team	NHS England	Access to Services
13 19.06.21	Difficulty getting a face to face appointment with a GP	Healthwatch E	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments, Remote Appointments Digital Services

14	27.06.21	Dissatisfied with the endocrine department at Worcester Royal regarding diagnosis	Healthwatch E	Patient Experience		Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Diagnosis
15	28.07.21	Concern about quality of care being provided to person with complex health needs	Phone	Signposting	Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG		Quality of Treatment, Continuity of Care, Access to Services
16	27.07.21	Difficulty finding an NHS dentist	Website	Signposting	NHS 111		NHS England West Midlands Dental Commissioning Team		Access to Services
17	28.07.21	Difficulty getting a face to face appointment with a GP	Phone	Patient Experience		Henwick Grange	Herefordshire and Worcestershire CCG		Booking Appointments
18	29.07.21	Concern about length of waiting times for a Rheumatology appt	Website	Signposting	GP		Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
19	29.07.21	Difficulty finding an NHS dentist	Email	Signposting	NHS 111		NHS England West Midlands Dental Commissioning Team		Access to Services
20	30.07.21	Difficulty finding an NHS dentist	Email	Signposting	NHS 111		NHS England West Midlands Dental Commissioning Team		Access to Services
21	23.07.21	Waiting on a test at St Johns Surgery, Bromsgrove	Website	Signposting		St Johns Surgery	Herefordshire and Worcestershire CCG		Access to Services
22	06.08.21	Difficulty accessing a GP appointment	Website	Patient Experience		Henwick Grange	Herefordshire and Worcestershire CCG		Access to Services
23	19.07.21	Cannot find NHS Dentist Worcester	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
24	22.07.21	Poor inpatient care at WRH	Phone	Signposting	Worcestershire Acute Complaints Process, Care Quality Commission	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Caring, kindness, respect & dignity
25	03.08.21	Unhappy with Dental Practice - long wait for urgent appointment	Phone	Signposting	NHS England	Bupa - St Mary's Street, Worcester	NHS England West Midlands Dental Commissioning Team		Access to Services
26	05.08.21	Acute Trust - delays / initial refusal to carry out diagnostic tests on adult with Autism	Phone	Signposting	Worcestershire Acute Complaints Process, Herefordshire and Worcestershire CCG	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Accessibility and Reasonable Adjustments
27	11.08.21	Diagnosis and treatment by GP practice	Email	Signposting	Complaints Guide, NHS England		Herefordshire and Worcestershire CCG		Diagnosis, Quality of Treatment
28	11.08.21	Concern over the Garden Suite at the Alex being moved to Kidderminster	Website	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
29	11.08.21	Concern over the Garden Suite at the Alex being moved to Kidderminster	Website	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services

30	11.08.202	Dissatisfied with service and not being able to get face to face at Northumberland House	Website	Patient Experience		Northumberland House Surgery	Herefordshire and Worcestershire CCG		Access to Services, Remote Appointments Digital Services
31	11.08.21	Concern over the Garden Suite at the Alex being moved to Kidderminster	Email	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
32	12.08.21	Unhappy with services at St Johns House Surgery	Website	Patient Experience		St Johns House Medical Centre	Herefordshire and Worcestershire CCG		Access to Services
33	06.08.21	Unhappy with Henwick Holt Medical Centre with not being able to access their services easily	Website	Patient Experience		Severn Valley Medical Practice	Herefordshire and Worcestershire CCG		Access to Services
34	12.08.21	Family concern re unsafe hospital discharge	Phone	Patient Experience			Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Discharge
35	10.08.21	GP not able to carry out Spirometry testing	Email	Signposting	information / guidance, Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG		Access to Services
36	12.08.21	Positive experience of MH services	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Quality of Treatment
37	12.08.21	Positive experience of MH services	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Quality of Treatment
38	12.08.21	Unable to find an NHS dentist	Email	Signposting	NHS111		NHS England West Midlands Dental Commissioning Team		Access to Services
39	16.07.21	Serious clinical concerns about substandard care received from Adult Eating Disorders Service	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Being Listened to/Being involved, Communication between staff/providers & patients, Quality of Treatment
40	14.08.21	Concern about the potential transfer of Garden Suite svcs to Kidderminster	Website	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG		Access to Services
41	14.08.21	Frustration with length of time taken to be accepted on the register of GP practice	Website	Patient Experience		Stanmore House Surgery	Herefordshire and Worcestershire CCG		Access to Services
42	14.08.21	Frustrated with inability to get at GP appointment	Website	Signposting	Riverside Practice Manager and NHS England Complaints	Riverside Surgery	Herefordshire and Worcestershire CCG		Access to Services
43	15.08.21	Frustrated with inability to get at GP appointment	Website	Signposting	Practice Manager	Albany House Surgery	Herefordshire and Worcestershire CCG		Access to Services
44	16.08.21	Positive experience of GP Surgery	Website	Patient Experience		Bewdley Medical Centre	Herefordshire and Worcestershire CCG		Access to Services
45	16.08.21	Negative experience of Care Home	Email	Patient Experience					Quality of Treatment

46	16.08.21	Concerns about relative's care in a care home	Website	Signposting	Care Home Complaints procedure, Local Government Social Care Ombudsman, Quality Team @ HWCCG and Local County Councillor and MP	Unknown	Worcestershire County Council	Unknown	Being Listened to/Being involved, Cleanliness, Hygiene Infection Control, Communication between staff/providers & patients, Complaints, Patient/Resident Safety, Access to Services
47	19.08.21	Individual funding application for Freestyle Libre 2 diabetic testing kit refused by H&W CCG	Phone	Signposting	Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG	Unknown	Access to Services
48	19.08.21	Removal of womens and childrens services from the Alexandra Hospital	Website	Signposting	Worcestershire Acute Complaints Process, Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
49	21.08.21	Frustration with GP Surgery in Leominster	Website	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
50	20.08.21	Unable to find an NHS dentist	Email	Signposting	NHS 111		NHS England West Midlands Dental Commissioning Team		Access to Services
51	17.08.21	GP Prospect View, Malvern - failure to carry out urine testing / missed infection following hip operation	Website	Patient Experience		Malvern Health Centre	Herefordshire and Worcestershire CCG		Diagnosis
52	17.08.21	Difficulties accessing appointments and treatment for severe shoulder pain - GP practice systems, waiting time for X-ray and waiting times for physio	Website	Patient Experience		Spa Medical Practice	Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Booking Appointments, Waiting Times - Lists and Time to treatment
53	17.08.21	Unhappy with GP Practice - Malvern Medical Centre - lack of face to face, failure to diagnose	Website	Patient Experience		Malvern Health Centre	Herefordshire and Worcestershire CCG		Continuity of Care, Remote Appointments Digital Services
54	17.08.21	Positive experience of New Court surgery - efficient organisation of appointments and treatment	Website	Patient Experience		New Court Surgery	Herefordshire and Worcestershire CCG		Access to Services
55	18.08.21	Positive experience of efficient service at Stanmore House GP practice	Website	Patient Experience		Stanmore House Surgery	Herefordshire and Worcestershire CCG		Access to Services
56	19.08.21	Waiting time for ambulance and travelling time to WRH for paediatrics	Website	Signposting	West Midlands Ambulance Service Complaints Process, Herefordshire and Worcestershire CCG, Worcestershire Acute Complaints Process	Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	West Midlands Ambulance Service, Worcestershire Acute Trust	Access to Services

57	19.08.21	St John's House - recording of death of care home resident	Email	Signposting	GP Practice Complaints Process, NHS England	St Johns House Medical Centre	Herefordshire and Worcestershire CCG		Administration (records, letters, results), Complaints
58	19.08.21	Concern about relocation of Garden Suite from Redditch to Kidderminster	Website	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
59	19.08.21	Concern about relocation of Garden Suite from Redditch to Kidderminster	Website	Patient Experience		Alexandra Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
60	20.08.21	Enquiry about reclaiming cost of operation carried out in Poland on NHS	Email	Signposting	NHS England		NHS England		Cost& Funding of Services
61	25.08.21	Wanting to rearrange Covid-19 Vaccination at Elgar House	Email	Signposting	Coronavirus related information / guidance	Elgar House	Herefordshire and Worcestershire CCG		Booking Appointments
62	25.08.21	Difficulty getting appointment with Haresfield House GP Practice	Website	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Booking Appointments
63	25.08.21	Positive feedback about Thorneloe Lodge Surgery	Phone	Patient Experience		Thorneloe Lodge Surgery	Herefordshire and Worcestershire CCG		Booking Appointments
64	24.08.21	Long delays at Fracture Clinic at Kidderminster Hospital	Email	Patient Experience		Fracture Clinic at Kidderminster Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Waiting Times - Queueing
65	26.08.21	Difficulty getting appointment with Haresfield House GP Practice	Website	Signposting	NHS England	Haresfield House Surgery	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
66	26.08.21	Person needed to rearrange Covid-19 vaccine appointment	Email	Signposting		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Booking Appointments
67	26.08.21	Difficulty getting an appointment with GP - can't use online help	Phone	Signposting	Age UK	Barbourne Health Centre	Herefordshire and Worcestershire CCG		Access to Services, Waiting Times - Queueing
68	31.08.202	Rang person to complete digital access survey and received an update on the signposting provided last week.	Phone	Patient Experience			Worcestershire County Council		Other
69	31.08.202	Unhappy with Davenal House GP Surgery	Email	Signposting	Medical Accidents, HWW Health Complaints Guide, , Citizens Advice	Davenal House Surgery Partnership	Herefordshire and Worcestershire CCG		Access to Services, Diagnosis, Administration (records, letters, results)
70	01.09.202	Who to complain to about Operose Health Ophthalmology service	Email	Signposting	Herefordshire and Worcestershire CCG		Herefordshire and Worcestershire CCG	Operose Health	Other
71	19.07.21	Having trouble seeing their GP	Healthwatch E	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
72	02.09.21	Unable to find NHS Dentist	Phone	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
73	16.08.21	Negative comment of GP phone appointments	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services

74	16.08.21	Negative comment regarding access to seeing a GP in person	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
75	16.08.21	Negative comment regarding access to seeing a GP in person	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
76	16.08.21	Negative comment regarding access to seeing a GP in person	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
77	16.08.21	Negative comment regarding access to seeing a GP in person	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
78	07.09.21	Praise for cariology at Kidderminster Hospital	Phone	Patient Experience			Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Accessibility and Reasonable Adjustments, Administration (records, letters, results)
79	07.09.21	Issues at Alexandra Hospital	Phone	Patient Experience			Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Being Listened to/Being involved, Discharge
80	04.09.21	Very Satisfied regarding getting an appointment with GP	Website	Patient Experience		The Dow Surgery	Herefordshire and Worcestershire CCG		Booking Appointments
81	05.09.21	Negative comment regarding access to seeing a GP in person	Website	Patient Experience		Severn Valley Medical Practice	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments, Quality of Treatment
82	05.09.21	Negative comment regarding access to seeing a GP in person	Website	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
83	05.09.21	Negative comment regarding access to seeing a GP in person	Website	Patient Experience		Upton Surgery	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
84	05.09.21	Negative comment regarding access to seeing a GP in person resulting in an elderly lady being very ill in hospital	Website	Patient Experience		Merstow Green Medical Practice	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
85	05.09.21	Negative comment regarding access to seeing a GP in person and long wait times to be answered when calling	Website	Patient Experience		Haresfield House Surgery	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments, Privacy & Confidentiality
86	06.09.21	Positive comment regarding their telephone appointment and diagnosis	Website	Patient Experience		Barnt Green Surgery	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments, Diagnosis
87	06.09.21	Negative comment regarding access to seeing a GP in person	Website	Patient Experience		Winyates Health Centre	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
88	06.09.21	Negative comment regarding access to seeing a GP in person	Website	Patient Experience		Kidderminster Medical Centre	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments, Diagnosis
89	07.09.21	Negative comment regarding access to seeing a GP in person	Website	Patient Experience		Stanmore House Surgery	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments

90	07.09.21	Positive comment about their GP practice	Website	Patient Experience		Abbey House - Evesham, Abbey Medical Practice	Herefordshire and Worcestershire CCG		Quality of Treatment
91	07.09.21	Negative comment regarding access to seeing a GP in person	Website	Patient Experience		Elgar House	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
92	07.09.21	Unhappy with treatment from reception at their GP practice	Website	Patient Experience		Corbett Medical Practice	Herefordshire and Worcestershire CCG		Quality of Treatment
93	08.09.21	Unable to find NHS Dentist	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
94	08.09.21	Negative comment regarding access to seeing a GP in person	Website	Patient Experience		Spa Medical Practice	Herefordshire and Worcestershire CCG		Access to Services
95	08.09.21	Negative comment regarding access to seeing a GP in person	Website	Patient Experience		St Martin's Gate Surgery	Herefordshire and Worcestershire CCG		Access to Services
96	08.09.21	Positive comment regarding GP practice and their services	Website	Patient Experience		The Dow Surgery	Herefordshire and Worcestershire CCG		Quality of Treatment
97	03.09.21	Negative comment regarding access to seeing a GP in person	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
98	03.09.21	Negative comment regarding access to seeing a GP in person	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
99	03.09.21	Negative comment on unhelpful receptionists and practices procedures	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Booking Appointments, Quality of Treatment
100	03.09.21	Negative comment regarding getting appointments at the GP practice	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
101	03.09.21	Neutral comment regarding appointment for the disability	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
102	03.09.21	Negative comment regarding access to seeing a GP in person	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments, Medications, Prescriptions & Dispensing
103	03.09.21	Negative comment regarding access to seeing a GP in person and blood tests	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
104	03.09.21	Positive comment regarding access to their GP services	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Continuity of Care
105	03.09.21	Negative comment regarding not being able to their own GP	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments

106	03.09.21	Negative comment regarding access to seeing a GP in person	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments
107	03.09.21	Negative comment regarding access to seeing a GP in person	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services, Communication between staff/providers & patients
108	03.09.21	Negative comment regarding access to seeing a GP in person and also interpreters not turning up when they have been booked	Facebook	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
109	03.09.21	Positive comment regarding their procedures at Upton Surgery	Facebook	Patient Experience		Upton Surgery	Herefordshire and Worcestershire CCG		Access to Services, Diagnosis, Referrals
110	15.09.21	Very positive comment regarding getting a knee replacement quickly and fast referral of their GP	Website	Patient Experience		Stourport Health Centre, Worcestershire Royal Hospital	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Booking Appointments, Waiting Times - Queueing
111	14.09.21	Negative comment regarding wait times in trying to book an appointment at their GP practice	Website	Patient Experience		Barnt Green Surgery	Herefordshire and Worcestershire CCG		Quality of Treatment
112	03.09.21	Safeguarding concern re care of elderly relative by Neighbourhood Team	Email	Signposting			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Administration (records, letters, results), Medications, Prescriptions & Dispensing, Quality of Treatment
113	07.09.21	Unhappy with communication and lack of medication review for mental health - Barbourne GP	Website	Signposting		Barbourne Health Centre	Herefordshire and Worcestershire CCG		Access to Services
114	10.09.21	Unable to register with dentist - treatment required - post natal	Phone	Signposting			NHS England West Midlands Dental Commissioning Team		Access to Services
115	13.09.21	Carer facing safeguarding accusation relating to adult daughter with LD & Autism, held in secure hospital in Birmingham under section.	Phone	Signposting			Out of County		0
116	23.09.21	NHS 111 - not informed about being able to book appointment for MIU	Face to face	Patient Experience			NHS England - regional commissioning team	WMAS	Access to Services
117	20.09.21	Unable to register with NHS Dentist	Email	Signposting			NHS England West Midlands Dental Commissioning Team		Access to Services
118	22.09.21	Difficulty getting face to face GP appointment	Face to face	Patient Experience		Group Medical Practice	Herefordshire and Worcestershire CCG		Access to Services

119	22.09.21	Difficulty getting face to face GP appointment	Face to face	Patient Experience		Group Medical Practice	Herefordshire and Worcestershire CCG		Caring, kindness, respect & dignity
120	23.09.21	Experience of MH Crisis Support Team	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
121	23.09.21	Experience of MH Social Workers	Face to face	Patient Experience			Worcestershire County Council	Worcester County Council	Access to Services, Being Listened to/Being involved, Caring, kindness, respect & dignity
122	23.09.21	Positive experience of MH services	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services, Being Listened to/Being involved
123	23.09.21	Frustration about lack of joint working between MH/Addiction services and Housing	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
124	27.09.21	WRH - lack of follow up following operation	Email	Signposting			Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Access to Services
125	25.09.21	Unable to get ear syringing at Abbey Medical Practice	Website	Patient Experience		Abbey Medical Practice	Herefordshire and Worcestershire CCG		Access to Services
126	30.09.21	Poor service for bariatric patient with E-zec patient transport	Website	Signposting			Herefordshire and Worcestershire CCG	Zetec Medical	0
127	29.09.21	Concern about lack of availability of Hydrotherapy pool at WRH	Post	Signposting				Worcestershire Acute Trust	Access to Services
128	29.09.21	Inability of reception staff to book F2F GP appointment	Face to face	Patient Experience		Abbottswood Medical Centre	Herefordshire and Worcestershire CCG		Access to Services
129	19.07.21	Delayed diagnosis due to remote GP consultation and delay awaiting Xray at Evesham Hospital. Unavailability of physiotherapy	Email	Patient Experience		Riverside Surgery, Evesham Community Hospital	Herefordshire and Worcestershire CCG		Access to Services, Booking Appointments, Diagnosis, Health Inequality, Lifestyle & Wellbeing, Medications, Prescriptions & Dispensing