Analysis of Enquiries by Commissioner/Provider/Service Provider

QUARTER 4

	QUARTER 4										
		Method	Signposti		Institution	Commissione					
Date	Subject	of	ng or	Signposted to	involved	r	Provider	Theme			
						Herefordshire					
	Petition to return Garden					and					
	Suite service to the		Patient		Alexandra	Worcestershire		Service Organisation,			
05.01.22	Alexandra Hospital	Email	Experience		Hospital	CCG		delivery, change & closure			
						Herefordshire					
	Petition to return Garden					and					
	Suite service to the		Patient		Alexandra	Worcestershire		Service Organisation,			
05.01.22	Alexandra Hospital	Email	Experience		Hospital	CCG		delivery, change & closure			
						Herefordshire					
						and					
	Patient concern about			Complaints Process of	Alexandra	Worcestershire		Quality of Treatment,			
06.01.22	clinical negligence	Phone	Signposting	Worcs Acute Hospital Trust	Hospital	CCG		Diagnosis			
	Service Provider sharing							Access to Services,			
	third party service user	Face to	Patient			Worcestershire		Accessibility and			
06.01.22	experience	face	Experience		Cranstoun	County Council		Reasonable Adjustments			
						Herefordshire					
	Request for support with					and					
	and Individual Funding					Worcestershire					
07.01.22	Request	Email	Signposting	GP		CCG		Cost& Funding of Services			
						Herefordshire					
	Information re Accessing					and					
	Medical Records and			Patient Records	Alexandra	Worcestershire					
13.01.22	complaints	Phone	Signposting	Information	Hospital	CCG		Quality of Treatment			
						NHS England					
	Difficulty getting an					West Midlands					
	appointment with an NHS					Dental					
12.01.22	dentist	Phone	Signposting	NHS England		Commissioning		Access to Services			
	La Caraca			NA/A A A A A A A A A A A A A A A A A A A							
42.04.22	Information about	5il	Ciana a ati	Worcestershire Acute				Camadainta			
13.01.22	complaint time frame	Email	Signposting	Complaints Process				Complaints			

						Herefordshire		
					Haresfield	and		
		Face to	Patient		House	Worcestershire		Quality of Treatment,
05.01.22	Supportive GP practice	face	Experience		Surgery	ccg		Access to Services
	Negative comment				Pershore	Herefordshire		
	regarding not being able	Healthwa			Medical	and		
	to get needed services	tch	Patient		Practice,	Worcestershire	Worcestershire	
14.01.22	from their GP and face to	England	Experience		Worcestersh	CCG	Acute Trust	Access to Services
		Healthwa						
		tch	Patient					
25.01.22	Access to a dentist	England	Experience			NHS England		Access to Services
	Negative comments				St Johns	Herefordshire		
	regarding accessing	Healthwa			House	and		
	medical advice at St	tch	Patient		Medical	Worcestershire		Administration
18.01.22	John's House Health	England	Experience		Centre	CCG		(records,letters,results)
						Herefordshire		
						and		Complaints,
	Update on complaint to		Patient		Alexandra	Worcestershire		Administration
25.01.22	WAHT	Phone	Experience		Hospital	CCG		(records,letters,results)
						Herefordshire		
						and		
	Individual Funding				Waterside	Worcestershire		
27.01.22	Request	Phone	Signposting		Care Centre	CCG		Cost& Funding of Services
						Herefordshire		
	GP complaints - Practice					and		
	website links to HWW			GP Practice Complaints	Chaddesley	Worcestershire		
10.01.22	website	Email	Signposting	Process	Surgery	CCG		Complaints
	Retrospective concern					Herefordshire		
	about misdiagnosis due				Worcestersh	and		
	to historic scan issues at			Worcestershire Acute	ire Royal	Worcestershire	Worcestershire	
10.01.22	Acute Trust	Email	Signposting	Complaints Process	Hospital	CCG	Acute Trust	Diagnosis
						Herefordshire		
	Lack of OT support for					and		
	child awaiting ASD			Worcestershire Health and		Worcestershire	H&W Health and	
13.01.22	diagnosis	Website	Signposting	Care Complaints Process		CCG	Care Trust	Access to Services

						Herefordshire		
						and		
	Herefordshire C19					Worcestershire		Administration
18.01.22	Vaccination query	Phone	Signposting	NHS.uk		CCG		(records,letters,results)
	Unhappy about lack of					Herefordshire		
	support and adjustments					and		
	to home following spinal			GP Practice Complaints	Crabbs Cross	Worcestershire		
24.01.22	surgery	Website	Signposting	Process	Surgery	CCG		Access to Services
	Looking for advocacy for Universal Credit							
01.02.22	appointment	Email	Signposting	Onside Advocacy				
						Herefordshire		Accessibility and
	Crabbs Cross GP practice -					and		Reasonable Adjustments,
	requiring blind patient to			GP Practice Complaints	Crabbs Cross	Worcestershire		Remote Appointments
02.02.22	register using online form	Phone	Signposting	Process	Surgery	ccg		Digital Services
	Feedback about							
	Pharmacies - Ecumenical	Face to	Patient			Public Health		Medications, Prescriptions
03.02.22	Centre, Redditch	face	Experience			England		& Dispensing
	Feedback about potential					Herefordshire		
	move of the Garden Suite					and		
	from the Asian Women's	Face to	Patient		Alexandra	Worcestershire		
03.02.22	Group - Sandycroft	face	Experience		Hospital	CCG		Access to Services
	Full time carer concerned					Herefordshire		
	about care support whilst					and		
	in hospital for partner	Face to		Worcestershire Association	Alexandra	Worcestershire		Caring, kindness, respect
04.04.22	with Dementia	face	Signposting	of Carers	Hospital	CCG		& dignity, Other
						Herefordshire		
	3rd Party feedback about					and		
	pharmacy service from	Face to	Patient			Worcestershire		Accessibility and
07.02.22	Home Group Manager	face	Experience			CCG		Reasonable Adjustments
	Negative comment with				Elbury Moor	Herefordshire		Caring, kindness, respect
	regards to access to	Healthwa			Medical	and		& dignity, Access to
	services and lack of care	tch	Patient		Centre,	Worcestershire	Worcestershire	Services, Complaints,
04.02.22	from GP and hospital	England	Experience		Worcestersh	CCG	Acute Trust	Consent to Care &

	Feedback about					Herefordshire		
	Pharmacies - Community					and		
	Connectors, Warndon	Face to	Patient			Worcestershire		Medications, Prescriptions
09.02.22	Hub	face	Experience			ccg		& Dispensing, Other
						Herefordshire		
					Farrier	and		
	Disparity in GP		Patient		House	Worcestershire		Access to Services,
09.02.22	appointment allocation	Website	Experience		Surgery	ccg		Booking Appointments
				Care Quality		Herefordshire		
	Complaint about			Commission, Worcestershir		and		
	catalogue of errors in			e Association of		Worcestershire	Worcestershire	
15.02.22	parent's treatment	Email	Signposting	Carers, Herefordshire and		ccg	Acute Trust	Referrals
	Person with extreme			Text message sent which		Herefordshire		
	anxiety having difficulty			provided details of NHS	Albany	and		
	getting to speak to a			England Complaints	House	Worcestershire		Booking Appointments,
16.02.22	preferred doctor - Albany	Phone	Signposting	process and also of Onside	Surgery	CCG		Access to Services
	Negative comment				Worcestersh	Herefordshire		
	regarding getting				ire Royal	and		
	appointments with her		Patient		Hospital,	Worcestershire	Worcestershire	
14.02.22	consultants to discuss	Website	Experience		Alexandra	CCG	Acute Trust	Access to Services
	Negative comments				Worcester	Herefordshire		
	regarding not being able				City	and		
	to contact her husband in		Patient		Inpatient	Worcestershire	H&W Health and	
16.02.22	the inpatient ward	Website	Experience		Unit	CCG	Care Trust	Other
						Herefordshire		
	Lack of visiting due to					and		
	Covid at Worcester			Worcestershire Health and		Worcestershire	H&W Health and	
17.02.22	Inpatient Unit	Website	Signposting	Care Complaints Process		CCG	Care Trust	Other
				SENDIASS - Special		Herefordshire		
				Education Needs and		and		
	Seeking help for child in			Disabilities Information		Worcestershire	H&W Health and	
18.02.22	relation to behaviour	Phone	Signposting	Advice and Support Service		CCG	Care Trust	Access to Services
	Difficulty getting					Herefordshire		
	appointments and			Worcestershire Health and	Abbottswoo	and		
	treatment Abbottswood			Care Trust - Mental Health	d Medical	Worcestershire		
18.02.22	GP practice	Website	Signposting	Service or support	Centre	CCG		Access to Services

						Herefordshire		
					Worcestersh	and		Diagnosis, Waiting Times -
	Delays in results from		Patient		ire Royal	Worcestershire	Worcestershire	Lists and Time to
18.02.22	biopsy - WRH	Email	Experience		Hospital	CCG	Acute Trust	treatment
					St Johns	Herefordshire		
	Lack of reasonable				House	and		Accessibility and
	adjustments and			Parliamentary and Health	Medical	Worcestershire		Reasonable Adjustments,
21.02.22	response to GP complaint	Phone	Signposting	Service Ombudsman	Centre	ccg		Complaints, Diagnosis
	Concerns about level of				Welland			
	care at Welland House				House Care	Worcestershire		
21.02.22		Phone	Signposting	Care Quality Commission	Centre	County Council		Quality of Treatment
21.02.22	Concerns about Barnt	THOTIC	3181140311118	care quarry commission	Cerrere	Herefordshire		Quality of Fredericine
	Green Surgery - support					and		Quality of Treatment,
	for daughter with severe			HWW Health Complaints	Barnt Green	Worcestershire		Booking Appointments,
21.02.22	mental illness	Phone	Signposting	Guide	Surgery	CCG		Access to Services
						Herefordshire		
						and		
	Access to medical records			Organisations Data	St Johns	Worcestershire		Administration
21.02.22	- GP Surgery	Email	Signposting	Protection Officer	Surgery	CCG		(records,letters,results)
						NHS England -		
				NHS E Complaints process		regional		
	Hewell Prison - timely			and Prisoners' Advice		commissioning		
01.03.22	access to healthcare	Phone	Signposting	Service	HMP Hewell	team		Access to Services
					Aylmer	Herefordshire		
	Unable to get face to face	Healthwa			Lodge	and		
	appointments at Aylmer	tch	Patient		Cookley	Worcestershire		Access to Services,
13.02.2022		England	Experience		Partnership	CCG		Booking Appointments
	Cancelled dental			Signposted to dental	Ombersley	NHS England		
	appointments due to			practice complaints	Family	West Midlands		Cancellations,
	COVID - now removed			procedure and NHSE		Dental		Communication between
30.01.22	from list	Website	Signposting	complaints	Practice	Commissioning		staff/providers & patients
						Herefordshire		
					Farrier	and		
	Access to GP		Patient		House	Worcestershire		
09.02.22	appointment re: MH	Website	Experience		Surgery	CCG		Booking Appointments

						Herefordshire		
	Third party feedback					and		Waiting Times - Lists and
	from Behind the Smile	Face to	Patient			Worcestershire	H&W Health and	Time to treatment, Access
15.02.22	Service Users	face	Experience			CCG	Care Trust	to Services
	Feedback on Pharmacies							
	from JOY Project -							
	Horizon Centre	Face to	Patient			Public Health		Public Consultation &
15.02.22	Worcester	face	Experience			England	NHS England	Engagement
						Herefordshire		
	Early onset Dementia					and		
	Café - feedback from	Face to	Patient			Worcestershire		Access to Services,
16.02.22	carers	face	Experience			CCG		Continuity of Care
					St Johns	Herefordshire		
					House	and		
	Access to GP			HWW Health Complaints	Medical	Worcestershire		
8.03.22	appointments	Phone	Signposting	Guide	Centre	CCG		Access to Services
						Herefordshire		
						and		
				HWW Health Complaints		Worcestershire	Worcestershire	Waiting Times - Lists and
9.03.22	Treatment Delay at WRH	Email	Signposting	Guide		CCG	Acute Trust	Time to treatment
						Herefordshire		
						and		
	Experience of Pharmacies	Face to	Patient			Worcestershire		Medications, Prescriptions
22.02.22	- Maggs Day Centre	face	Experience			CCG		& Dispensing
						Herefordshire		
	Experience of Pharmacies					and		
	- Home Group -	Face to	Patient			Worcestershire		Medications, Prescriptions
22.02.22	Worcester	face	Experience			CCG		& Dispensing
	Lack of privacy in							
	· · · · · ·			Worcestershire Acute				
16 02 22	bathrooms of in patient	[mail	Ciannostina			Unknown		Othor
16.02.22	ward	Email	Signposting	Trusts PALS		Herefordshire		Other
	Undata linkad ta							
	Update linked to		Dations		The David	and		Administration
22.02.22	05/01/22 - copied in on	Ema:l	Patient		The Dow	Worcestershire		Administration
23.02.22	comms to GP	Email	Experience		Surgery	CCG		(records,letters,results)

						Herefordshire		
	3rd party feedback from					and		Waiting Times - Lists and
	Support Worker at		Patient			Worcestershire	H&W Health and	Time to treatment, Access
17.02.22	Worcester HoPES	Phone	Experience			CCG	Care Trust	to Services
					West			
	Complaint about 5hr				Midlands	Regional West	West Midlands	Waiting Times - Lists and
	waiting time for			Parlimentary and Health	Ambulance	Midlands	Ambulance	Time to treatment, Access
25.02.22	Paramedics	Email	Signposting	Service Ombudsman	Service	Commissioning	Service	to Services
						Herefordshire		
	Concern about hygiene	Healthwa			Worcestersh	and		
	and cleanliness at Worcs	tch		Worcestershire Acute	ire Royal	Worcestershire	Worcestershire	Cleanliness, Hygiene
25.02.22	Royal	England	Signposting	Complaints Process	Hospital	CCG	Acute Trust	Infection Control
						Herefordshire		
	Lack of support provision					and		
	for people with Early	Face to	Patient			Worcestershire		
16.02.22	Onset Dementia	face	Experience			CCG		Access to Services
						Herefordshire		
	Hospital visits not being				Worcestersh	and		
	re-instated at Worcester		Patient		ire Royal	Worcestershire	Worcestershire	
07.03.22	Royal Hospital	Website	Experience		Hospital	CCG	Acute Trust	Other
	Cant get through to book					Herefordshire		
	GP appointment - St					and		
	Johns Surgery,			GP Practice Complaints	St Johns	Worcestershire		Booking Appointments,
15.03.22	Bromsgrove	Phone	Signposting	Process	Surgery	CCG		Access to Services
						NHS England		
	Unable to access NHS					West Midlands		
	dentist for self -					Dental		
21.03.22	Upton/Worcester	Website	Signposting	NHS England		Commissioning		Access to Services
						NHS England		
						West Midlands		
	Unable to find NHS					Dental		
17.03.22	Dentist	Email	Signposting	NHS England		Commissioning		Access to Services
					Gentle	NHS England		
					Dental Care	West Midlands		
	Praise for Gentle Dental		Patient		(Droitwich)	Dental		
21.03.22	in Droitwich	Website	Experience		Ltd	Commissioning		Quality of Treatment

						NHS England		
					Gentle	West Midlands		
	Praise for Gentle Dental		Patient		Dental Care	Dental		
21.03.22	in Evesham	Website	Experience		Evesham	Commissioning		Access to Services
						NHS England		
						West Midlands		
	Unable to find an NHS					Dental		
22.03.22	dentist - Worcester	Email	Signposting	NHS England		Commissioning		Access to Services
						Herefordshire		
						and		Access to Services, Caring,
	Experience of Pharmacy -	Face to	Patient			Worcestershire		kindness, respect &
22.02.22	Maggs Day Centre	face	Experience			CCG		dignity
						Herefordshire		
					Winyates	and		
	Lack of MH support		Patient		Health	Worcestershire		Access to Services, Being
08.03.22	resulting in suicide	Phone	Experience		Centre	CCG		Listened to/Being involved
	3rd party feedback -							
	Worcester HoPES -	Face to		Cranstoun complaints		Public Health		Accessibility and
10.02.22	Cranstoun	face	Signposting	procedure	Cranstoun	England		Reasonable Adjustments
						Herefordshire		
	Difficulty getting needs			Social Services contact		and		Access to Services,
	assessed by Occupational			details, WAC and MS		Worcestershire		Waiting Times - Lists and
16.03.22	Health	Phone	Signposting	Society WF		CCG		Time to treatment
						Herefordshire		
				Provided information about		and		
	Update on ongoing			Parliamentary Health	Alexandra	Worcestershire		
18.03.22	complaint to WHAT	Phone	Signposting	Ombudsman	Hospital	CCG		Complaints
						NHS England		
						West Midlands		
	Unable to find NHS					Dental		
22.03.22	Dentist in Malvern	Email	Signposting	NHS England		Commissioning		Access to Services
						Herefordshire		
						and		
	MH pathways for	Face to	Patient			Worcestershire	H&W Health and	
14.03.22	selective mute CYP	face	Experience			CCG	Care Trust	Access to Services

					Herefordshire		
	Unhappy with the lack of				and		
	compassion and rudeness		Patient	Community	Worcestershire	H&W Health and	Caring, kindness, respect
16.03.22	when ringing the CNT	Website	Experience	Care	ccg	Care Trust	& dignity
	Found Gentle Dental in			Gentle	NHS England,		
	Droitwich very helpful.			Dental Care	NHS England		
	Had been refused by A&E		Patient	(Droitwich)	West Midlands	Worcestershire	
21.03.22	after being directed by	Website	Experience	Ltd	Dental	Acute Trust	Access to Services
					NHS England		
					West Midlands		
			Patient		Dental		
21.03.22	Cannot find a NHS Dentist	Website	Experience		Commissioning		Access to Services
					Herefordshire		
		Healthwa			and		
	Healthy Minds never got	tch	Patient		Worcestershire	H&W Health and	
21.03.22	back to the person	England	Experience		CCG	Care Trust	Access to Services
					Herefordshire		
	Unhappy with diagnosis	Healthwa		Stanmore	and		
	J ,	tch	Patient	House	Worcestershire		
28.03.22	and GP	England	Experience	Surgery	CCG		Diagnosis
					NHS England		
				The Beeches	West Midlands		
	Negative review on The		Patient	Dental	Dental		
30.03.2022	Beeches dentist	Facebook	Experience	Centre	Commissioning		Quality of Treatment
					NHS England		
					West Midlands		
	Good review on a NHS		Patient		Dental		
30.03.2022	dentist in St Johns	Facebook	Experience		Commissioning		Other
					NHS England		
					West Midlands		
	Good review on dentist in		Patient		Dental		
30.03.2022	Pershore	Facebook	Experience		Commissioning		Other
				Mercian	NHS England		
				House	West Midlands		
	Good review on Dentist		Patient	Dental	Dental		
30.03.2022	in Stourport	Facebook	Experience	Practice	Commissioning		Other

			1			NHS England		
						West Midlands		
	Unable to register with					Dental		
20 02 22	NHS Dentist	Dhono	Ciannocting	NUS England		Commissioning		Access to Services
28.02.22	NAS Delitist	Phone	Signiposting	NHS England		Herefordshire		Access to services
	- C 1:00: 1:					and		
	Dow Surgery - difficulty		Patient		The Dow	Worcestershire		Access to Services,
28.02.22	making f2f appointments	Email	Experience		Surgery	CCG		Booking Appointments
	Unhappy with Cardiac			Non NHS Healthcare				
04.03.22	Surgeon	Website	Signposting	provider				Access to Services
			01 0	,		Herefordshire		
	Lack of inpatient care /				Worcestersh	and		Caring, kindness, respect
	ability to rest at WRH -	Face to	Patient		ire Royal	Worcestershire	Worcestershire	& dignity, Staffing - levels
11.03.22	maternity patient	face	Experience		Hospital	ccg	Acute Trust	& training
					·	Herefordshire		
	Lack of mental health					and		
	support for teenage			Worcestershire Health and		Worcestershire	H&W Health and	
14.03.22	daughter	Email	Signposting	Care Complaints Process		ccg	Care Trust	Access to Services
						Herefordshire		
						and		
	Poor staff attitude at Alex			Worcestershire Acute	Alexandra	Worcestershire	Worcestershire	Caring, kindness, respect
21.03.22	on discharge	Email	Signposting	Complaints Process	Hospital	CCG	Acute Trust	& dignity
						Herefordshire		
						and		
	Long wait for hip			Worcestershire Acute		Worcestershire	Worcestershire	Waiting Times - Lists and
22.03.22	operation	Email	Signposting	Complaints Process		CCG	Acute Trust	Time to treatment
	Delays to treatment of				Malvern	Herefordshire	H&W Health and	Diagnosis, Waiting Times -
	fracture - GP missed				Community	and	Care Trust,	Lists and Time to
	diagnosis and waiting			GP Practice Complaints	Hospital,	Worcestershire	Worcestershire	treatment, Administration
28.03.22	times for Xray	Website	Signposting	Process	Worcestersh	CCG	Acute Trust	(records,letters,results)
						Herefordshire		
	Lack of support for			Worcestershire Health and		and		
	mental health and with			Care Trust - Mental Health		Worcestershire	H&W Health and	
28.03.22	day to day tasks	Phone	Signposting	Service or support		CCG	Care Trust	Access to Services

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						Herefordshire		
						and	_	
	Lack of follow up /		Patient			Worcestershire	Worcestershire	
22.03.22	support for Long Covid	Website	Experience			CCG	Acute Trust	Access to Services
	Lyppard Grange -				Severn	Herefordshire		
	difficulty contacting by				Valley	and		
	phone and getting an			GP Practice Complaints	Medical	Worcestershire		
29.03.22	appointment	Email	Signposting	Process	Practice	CCG		Booking Appointments
						Herefordshire		
						and		
	Need for hospital staff to		Patient			Worcestershire	Worcestershire	Accessibility and
12.03.22	be trained in BSL	Facebook	Experience			CCG	Acute Trust	Reasonable Adjustments
	Difficulties with lip					Herefordshire		
	reading due to masks					and		
	when attending medical		Patient			Worcestershire		Accessibility and
12.03.22	appointments	Facebook	Experience			CCG		Reasonable Adjustments
	Difficulty in getting an					Herefordshire		
	appointment for a breast			Breast Imaging Booking		and		
	biopsy following referral			Office Worcestershire		Worcestershire	Worcestershire	
08.11.21	by a breast consultant	Email	Signposting	Acute		CCG	Acute Trust	Booking Appointments
						Herefordshire		
						and		
	Concern re treatment at		Patient			Worcestershire	Worcestershire	
28.03.22	Alex A&E	Phone	Experience			CCG	Acute Trust	Quality of Treatment
			·			Herefordshire		,
						and		Discharge,
	Lack of information on	Face to	Patient			Worcestershire	Worcestershire	Communication between
31.03.22		face	Experience			CCG	Acute Trust	staff/providers & patients
						Herefordshire		, , , , , , , , , , , , , , , , , , , ,
						and		
	Concerns re The Wharf	Face to	Patient		The Wharf	Worcestershire		Staffing - levels & training,
21.02.22	Care Home, Stourport	face	Experience		Care Centre	CCG		Quality of Treatment