

Analysis of Enquiries by Commissioner/Provider/Service Provider

QUARTER 4

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

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

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

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

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

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

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

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

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

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

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