

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
01.07.22	Unable to find NHS dentist - Worcester	Community Link	Signposting	Healthwatch England		NHS England West Midlands Dental Commissioning Team		Access to Services
01.07.22	Complaint to WAHT about issues following cataract surgery	Phone	Signposting	Parliamentary and Health Service Ombudsman, Onside Advocacy	Kidderminster Hospital and Treatment Centre	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Complaints
04.07.22	Mixed experience of care at Kidderminster Medical Centre	Face to face	Patient Experience		Kidderminster Medical Centre	Herefordshire and Worcestershire CCG		Quality of Treatment
04.07.22	Poor provision of health services in Birchen Coppice area, difficulties accessing services elsewhere in Wyre Forest	Face to face	Patient Experience			Herefordshire and Worcestershire CCG		Access to Services
04.07.22	Given poor treatment at Kidderminster MIU	Face to face	Patient Experience		Kidderminster Hospital and Treatment Centre	Herefordshire and Worcestershire CCG	Worcestershire Acute Trust	Quality of Treatment
04.07.22	Insufficient physio and care provided following hospital discharge	Face to face	Patient Experience			Herefordshire and Worcestershire CCG	Worcester County Council	Caring, kindness, respect & dignity, Referrals
05.07.22	Unable to find care and support for relative	Email	Signposting	H&W CCG Complaints		Herefordshire and Worcestershire CCG	H&W ICB	Access to Services

07.07.22	Unable to find NHS Dentist in Malvern Hills	Website	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
04.04.22	Positive comment regarding Catshill Surgery	Healthwatch England	Patient Experience		Catshill Village Surgery	Herefordshire and Worcestershire CCG		Access to Services
08.07.22	Regarding Mental Health Support	Healthwatch England	Patient Experience			Herefordshire and Worcestershire CCG	H&W Health and Care Trust	Access to Services
08.07.22	Regarding online appointments at The Dow Surgery	Email	Patient Experience		The Dow Surgery	Herefordshire and Worcestershire CCG		Access to Services
14.07.22	Unable to find an NHS dentist in Persore	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
14.07.22	Unable to find an NHS dentist in Evesham or Pershore	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
14.07.22	Dosset boxes, chemist no longer providing monthly dosset boxes	Email	Patient Experience			H&W ICB		Medications, Prescriptions & Dispensing
14.07.22	Concern re possible GP data breach and removal from practice list	Phone	Signposting	H&W ICB	Corbett Medical Practice	H&W ICB		Privacy & Confidentiality, Administration (records, letters, results)

11.07.22	Concern about lack of NHS dentists in Pershore	Email	Signposting	NHS England	Bupa - High Street, Pershore	NHS England West Midlands Dental Commissioning Team		Access to Services
11.07.22	Concern about lack of NHS dental service for 3yr old	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
12.07.22	Concern about safety/wellbeing of partner who is currently a MH inpatient	Phone	Signposting	Worcestershire Health and Care Patient Relations		H&W ICB	H&W Health and Care Trust	Being Listened to/Being involved, Communication between staff/providers & patients, Staffing - levels & training
12.07.22	Patient complaint about dental care	Phone	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Complaints
14.07.22	Inability to find NHS dental treatment	Email	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
14.07.22	Concern about deterioration in mental health	Face to face	Patient Experience			H&W ICB	H&W Health and Care Trust	Patient/Resident Safety
25.07.22	Multiple complaints about A&E svs	Phone	Signposting	Parliamentary and Health Service Ombudsman	Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Being Listened to/Being involved, Complaints

27.07.22	Difficulty getting patient transport for forthcoming surgery	Phone	Signposting	Age UK, GP		NHS England	West Midlands Ambulance Service	Parking & Transport, Access to Services
27.07.22	Unhappy with attitude of dentist	Website	Signposting	NHS England	Moor Street Clinic	NHS England West Midlands Dental Commissioning Team		Being Listened to/Being involved, Caring, kindness, respect & dignity
27.02.22	Withdrawal of patient transport service	Phone	Patient Experience		Barbourne Health Centre	NHS England	West Midlands Ambulance Service	Access to Services
02.08.22	Herefordshire - Covid-19 vaccine query	Phone	Signposting	Coronavirus related information / guidance		H&W ICB		Administration (records, letters, results)
08.07.22	Help with making a complaint against my local GP surgery in redditch.	Website	Signposting	GP Practice Complaints Process, NHS England, Onside Advocacy	Unknown	H&W ICB	Unknown	Complaints
01.07.22	Persons dentist is no longer an NHS dentist	Face to face	Signposting	NHS England	Bupa - High Street, Pershore	NHS England West Midlands Dental Commissioning Team		Access to Services
08.08.22	Concern about several issues with mother's care at WRH	Website	Signposting	Worcestershire Acute Complaints Process, H&W ICB	Worcestershire Royal Hospital	H&W ICB		Complaints, Food Nutrition & Catering, Being Listened to/Being involved, Discharge

09.08.22	Info requested about making a complaint about dental treatment	Phone	Signposting	NHS England	Richmond Dental Practice	NHS England West Midlands Dental Commissioning Team		Complaints
09.08.22	Dissatisfaction with GP response to a complaint	Phone	Signposting	NHS England, Onside Advocacy	Severn Valley Medical Practice	H&W ICB		Complaints
10.08.22	Feedback via HWE re: lack of support for Long COVID	Email	Patient Experience			H&W ICB		Access to Services, Caring, kindness, respect & dignity
10.08.22	Unable to find an NHS dentist	Email	Signposting			NHS England West Midlands Dental Commissioning Team		Access to Services
11.08.22	Lack of NHS provision for Functional Neurological Disorder	Website	Signposting	H&W ICB		H&W ICB	H&W Health and Care Trust	Access to Services
11.08.22	Positive experience of cancer diagnosis and care	Healthwatch England	Patient Experience			H&W ICB	Worcestershire Acute Trust	Access to Services
04.08.2022	Unable to find a NHS dentist	Healthwatch England	Patient Experience			NHS England West Midlands Dental Commissioning Team		Access to Services
09.08.2022	Negative comment regarding their dentist	Healthwatch England	Patient Experience			NHS England West Midlands Dental Commissioning Team		Access to Services, Booking Appointments
16.08.22	Concern about waiting times for dermatologist	Phone	Patient Experience			H&W ICB	Worcestershire Acute Trust	Access to Services

16.08.22	Possible avoidable hospital admission & problems with discharge	Phone	Signposting	NHS 111, H&W ICB		H&W ICB	Worcestershire Acute Trust	Being Listened to/Being involved, Continuity of Care, Communication between staff/providers & patients, Discharge, Integration of Services
18.08.22	Patient angry about use of patient names in GP waiting areas	Phone	Signposting	H&W ICB		H&W ICB		Privacy & Confidentiality
19.08.22	Concern about lack of adjustments for patient needs on Stroke Unit	Phone	Patient Experience		Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Being Listened to/Being involved, Communication between staff/providers & patients
19.08.22	Difficulty getting ointment prescribed by GP	Phone	Patient Experience		Spring Gardens Group Medical Practice	H&W ICB		Medications, Prescriptions & Dispensing, Health Inequality
19.08.22	Lack of follow up by GP in regard to referral to specialists	Website	Signposting	H&W ICB	St Johns House Medical Centre	H&W ICB		Access to Services, Referrals

19.08.22	Dissatisfaction with treatment at A&E	Website	Signposting	Worcestershire Acute Trusts PALS, Worcestershire Acute Complaints Process	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
25.08.22	Insufficient medication prescribed by Cranstoun	Website	Signposting	Cranstoun Drug and Alcohol Service	Cranstoun	Public Health England	Worcester County Council	Medications, Prescriptions & Dispensing
19.08.22	P has periodontal disease + 12 months that he thinks is caused by a constant chest infection as his teeth are other wise healthy. Wants an NHS referral for periodontal disease. Has been over prescribed anti biotics.	Phone	Signposting		Gentle Dental Care Evesham	NHS England West Midlands Dental Commissioning Team	Unknown	Access to Services, Administration (records, letters, results), Medications, Prescriptions & Dispensing
19.08.22	P in severe pain. Hereditary Rheumatism risk. Gp Referral -long waits for rheumatology appt.	Face to face	Patient Experience			H&W ICB	Worcestershire Acute Trust	Access to Services
07.09.22	Dermatology operation cancelled in June - delay in providing new date	Phone	Signposting	Worcestershire Acute Trusts PALS		H&W ICB	Worcestershire Acute Trust	Waiting Times - Lists and Time to treatment

06.09.22	Difficulty getting repeat prescription due to lack of digital access	Website	Signposting	GP Practice Complaints Process	Farrier House Surgery	H&W ICB		Accessibility and Reasonable Adjustments
06.09.22	Unable to provide digital documents requested by GP	Website	Signposting	GP Practice Complaints Process	Farrier House Surgery	H&W ICB		Accessibility and Reasonable Adjustments
07.09.22	Difficulty accessing MH services for young person experiencing serious MH issues	Website	Signposting	Worcestershire Health and Care Patient Relations, Worcestershire Health and Care Complaints Process, West Midlands Ambulance Service Complaints Process	Studdert Kennedy	H&W ICB	H&W Health and Care Trust	Access to Services
13.09.22	Poor experience of hospital discharge from the Alexandra Hospital	Website	Signposting	Worcestershire Acute Complaints Process		H&W ICB	Worcestershire Acute Trust	Discharge, Administration (records, letters, results)
14.09.22	Long wait for diagnosis and treatment for oesophagus condition	Phone	Patient Experience		Davenal House Surgery Partnership	H&W ICB		Access to Services, Waiting Times - Lists and Time to treatment



15.09.22	Slow response to complaint and concern over NHS Duty of Candour	Phone	Signposting	Worcestershire County Council Adult Safe Guarding Team , Care Quality Commission		H&W ICB	H&W Health and Care Trust	Quality of Treatment, Patient/Resident Safety, Medications, Prescriptions & Dispensing
16.09.22	Concern over misdiagnosis of a MH condition	Phone	Signposting	Worcestershire Health and Care Patient Relations, Worcestershire Health and Care Complaints Process, Onside Advocacy	Hill Crest	H&W ICB	H&W Health and Care Trust	Diagnosis
20.09.22	Delay in getting appointment with pain clinic. Delayed response from WAHT PALS Team	Phone	Signposting	Worcestershire Acute Complaints Process		H&W ICB	Worcestershire Acute Trust	Waiting Times - Lists and Time to treatment, Complaints, Communication between staff/providers & patients
21.09.22	Optical review moved to Bromsgrove - inaccessible for 93 yr old	Website	Signposting		Worcestershire Royal Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services

22.09.22	Third party feedback from service provider regarding svc user experience of contacting Crisis Support Service	Email	Patient Experience			H&W ICB	H&W Health and Care Trust	Being Listened to/Being involved, Caring, kindness, respect & dignity, Communication between staff/providers & patients
15.09.22	Revised process for booking steroid injection via GP resulted in long waits and involvement of 2 other services	Face to face	Patient Experience			H&W ICB	H&W Health and Care Trust, Worcestershire Acute Trust	Access to Services, Booking Appointments
22.09.22	Surgery sending txt message but person doesn't have a smart phone & cant use internet	Face to face	Patient Experience		Kidderminster Medical Centre	H&W ICB		Accessibility and Reasonable Adjustments, Being Listened to/Being involved
22.09.22	Wait for diagnosis	Face to face	Patient Experience		Kidderminster Medical Centre	H&W ICB		Diagnosis, Waiting Times - Lists and Time to treatment
22.09.22	Differing diagnosis by different consultants in same sept for arm injury	Face to face	Patient Experience			H&W ICB	Worcestershire Acute Trust	Diagnosis, Waiting Times - Lists and Time to treatment

22.09.22	Difficult to see a GP at Kidderminster Medical Centre	Face to face	Patient Experience		Kidderminster Medical Centre	H&W ICB		Access to Services
26.09.22	Northumberland House - 3 week wait for named GP appointment	Face to face	Patient Experience		Northumberland House Surgery	H&W ICB		Access to Services
26.09.22	Kidderminster Medical Centre - difficult to get to see GP	Face to face	Patient Experience		Kidderminster Medical Centre	H&W ICB		Access to Services
26.09.22	Over 12 month wait for rheumatology appointment	Face to face	Patient Experience			H&W ICB	Worcestershire Acute Trust	Waiting Times - Lists and Time to treatment
26.09.22	Stourport Medical Centre - difficult to get GP appointment	Face to face	Patient Experience		Stourport Health Centre	H&W ICB		Access to Services
26.09.22	Alymer Lodge - excellent surgery no complaints	Face to face	Patient Experience		Alymer Lodge Cookley Partnership	H&W ICB		Caring, kindness, respect & dignity
26.09.22	Delay in admission to A&E from ambulance	Face to face	Patient Experience			H&W ICB	Worcestershire Acute Trust	Access to Services
26.09.22	HV developmental check - little engageemnt with 3 yr old child	Face to face	Patient Experience			H&W ICB	H&W Health and Care Trust	Being Listened to/Being involved, Communication between staff/providers & patients

26.09.22	Cannot get through to Ophthalmology Dept at WRH to book follow up appt advised by the hospital and no appt sent	Face to face	Signposting	Worcestershire Acute Trusts PALS		H&W ICB	Worcestershire Acute Trust	Access to Services
26.09.22	Birchen Coppice area - person who cant work due to sickness spent £12 on taxi fares to GP as no bus	Face to face	Patient Experience			H&W ICB		Access to Services, Health Inequality
27.09.22	Person wanted to book Covid vaccination in Herefordshire	Phone	Signposting	Coronavirus related information / guidance		H&W ICB		Booking Appointments
29.09.22	Bewdley Medical Centre - long delays in getting through on phone & 15 day wait for GP appointment	Face to face	Patient Experience		Bewdley Medical Centre	H&W ICB		Access to Services, Booking Appointments
29.09.22	Bewdley Medical Centre - long delays in getting through on phone & dislikes tel appts	Face to face	Patient Experience		Bewdley Medical Centre	H&W ICB		Access to Services, Booking Appointments
29.09.22	Person believes they should be identified as vulnerable for Covid vaccinations	Face to face	Patient Experience		Bewdley Medical Centre	H&W ICB		Health Protection
29.09.22	Bewdley Medical Centre - Praise for surgery and GPs	Face to face	Patient Experience		Bewdley Medical Centre	H&W ICB		Access to Services

29.09.22	Cant find an NHS dentist in Bewdley	Face to face	Signposting	NHS England		NHS England West Midlands Dental Commissioning Team		Access to Services
29.09.22	Northumberland House - difficulties getting through to Surget on phone & lack of follow up after major heart attack	Face to face	Patient Experience		Northumberland House Surgery	H&W ICB		Access to Services
00/01/00	Cancellations and waits for Neurology appt	Face to face	Patient Experience			H&W ICB	Queen Elizabeth Hospital	Access to Services, Waiting Times - Lists and Time to treatment
29.09.22	Long wait for neurology appt and follow up	Face to face	Signposting	Worcestershire Acute Trusts PALS, Worcestershire Acute Complaints Process		H&W ICB	Worcestershire Acute Trust	Waiting Times - Lists and Time to treatment
29.09.22	COPD Rehab session - 10 people - lack of consistency of staff	Face to face	Patient Experience			H&W ICB		Continuity of Care
28.09.22	Unable to contact GP surgery via email on website	Phone	Patient Experience		Elgar House	H&W ICB		Access to Services
29.09.22	Lack of service for Functional Neurological Disorder (FND)	Email	Patient Experience		Kidderminster Hospital and Treatment Centre	H&W ICB	Worcestershire Acute Trust	Access to Services, Being Listened to/Being involved, Diagnosis

29.09.22	Dissatisfaction with GP practice in Malvern	Email	Signposting	NHS England		H&W ICB		Remote Appointments Digital Services, Other
30.09.22	Dissatisfaction with GP practice in Kidderminster	Email	Patient Experience		Northumberland House Surgery	H&W ICB		Administration (records, letters, results), Being Listened to/Being involved
28.09.22	Negative comment regarding the Complex Needs service Worcestershire	Website	Patient Experience			H&W ICB	H&W Health and Care Trust	Quality of Treatment
27.08.22	Positive comment regarding Worcestershire Royal Hospital A and E Department and X-Ray Department.	Website	Patient Experience			H&W ICB	Worcestershire Acute Trust	Access to Services, Caring, kindness, respect & dignity
22.07.22	Dissatisfaction with wait for care in A&E	Website	Signposting	H&W Health Complaints Guide, Worcestershire Acute Trusts PALS	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services, Communication between staff/providers & patients, Quality of Treatment

23.07.22	Patient attended A&E with chest pains, dissatisfied with care provided.	Website	Signposting	Worcestershire Acute Trusts PALS, HWW Health Complaints Guide	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services, Caring, kindness, respect & dignity, Quality of Treatment, Triage and Admissions
23.07.22	Wait for urgent medical attention that never arrived	Website	Patient Experience		Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Access to Services, Quality of Treatment
01.04.22	Dissatisfaction with quality of care provided to patient who died in the AGH	Phone	Signposting	Worcestershire Acute Trusts PALS, Onside Advocacy, HWW Health Complaints Guide	Alexandra Hospital	H&W ICB	Worcestershire Acute Trust	Quality of Treatment
04.09.22	Long wait for referral to Rheumatology	Website	Signposting	Worcestershire Acute Trusts PALS, GP, HWW Health Complaints Guide		H&W ICB	Worcestershire Acute Trust	Access to Services, Waiting Times - Lists and Time to treatment