Analysis of Enquiries by Commissioner/Provider/Service Provider

QUARTER 1 2023-2024

Date	Subject	Method of Contact	Signposting or Patient Experience	Signposted to	Institution involved	Commissioner	Provider	Theme
05 April 2023	Cant find NHS Dentist in Droitwich	Email	Signposting	NHS England	0	NHS England West Midlands Dental Commissionin g Team	0	Access to Services, Accessibility and Reasonable Adjustments
05 April 2023	Very happy with GP apptointment. Felt listened to	Healthwatc h England	Patient Experience	N/A	Stanmore House Surgery	H&W ICB	0	Quality of Treatment
06 April 2023	Person struggling with pain management and loneliness	Phone	Signposting	0	0	Worcestershir e County Council	Worcester County Council	Other
13 April 2023	Concerns re care company looking after person with a learning disability	Phone	Signposting	HWW Social Care Complaints Guide	0	Worcestershir e County Council	0	Being Listened to/Being involved
14 April 2023	Experience of Urology Services	Face to face	Patient Experience	0	Worcestershir e Royal Hospital	H&W ICB	Worcestershir e Acute Trust	Administration (records,letters,result s), Diagnosis
14 April 2023	Poor advice about treatment options	Face to face	Patient Experience	n/a	Spire South Bank Hospital	0	Spire Healthcare Group	Shared decision making
16 April 2023	Person unable to get through to Bhandal Dental practice	Face to face	Patient Experience	N/A	Bhandal Dental Practice - Ombersley	NHS England West Midlands Dental	0	Access to Services

					Road Dental Practice	Commissionin g Team		
17 April 2023	Unhappy with service from NHS111	Healthwatc h England	Patient Experience	N/A	0	0	West Midlands Ambulance Service	Access to Services
18 April 2023	Concerns over missed diagnosis at Corbett Medical Practice	Phone	Signposting	HWW Health Complaints Guide	Corbett Medical Practice	H&W ICB	0	Diagnosis
18 April 2023	Continuing issues with Davenal House GP Surgery	Phone	Patient Experience	Onside Advocacy	Davenal House Surgery Partnership	H&W ICB	0	Diagnosis
18 April 2023	Positive experience of accessing GP services as a rough sleeper	Face to face	Patient Experience	n/a	Bewdley Medical Centre	H&W ICB	0	Access to Services, Caring, kindness, respect & dignity
18 April 2023	Positive experience of Community Mental Health Service	Face to face	Patient Experience	n/a	Studdert Kennedy	H&W ICB	0	Access to Services, Quality of Treatment
18 April 2023	Difficulty finding an NHS dentist in Worcester	Email	Signposting	NHS England	0	NHS England West Midlands Dental Commissionin g Team	0	Access to Services
19 April 2023	Medication given to parent in care home without dicussion with daughter who has POA	Phone	Signposting	Care Quality Commission, HWW Health Complaints Guide, HWW Social Care Complaints Guide,	Regent Residential Care Home, Severn Valley Medical Practice	Worcestershir e County Council	0	Communication between staff/providers & patients, Medications, Prescriptions & Dispensing

				Onside				
21 April 2023	Difficulty getting care package arranged due to living on the border of the County	Phone	Signposting	Advocacy Age UK, Worcestershir e County Council Social Care Access Centre (Adults), Worcestershir e Association of Carers	0	Worcestershir e County Council	0	Access to Services, Communication between staff/providers & patients
25 April	Person with terminal cancer unable to access timely dental	Email	Patient	N/A	Cottage Dental	NHS England West Midlands Dental Commissionin		
2023 25 April 2023	Cannot find an NHS dentist	Healthwatch England	Patient Experience	N/A	Practice 0	g Team NHS England West Midlands Dental Commissionin g Team	0	Access to Services Access to Services
26 April 2023	Difficulty registering with Albany House GP Practice Difficulties	Email	Signposting	H&W ICB	Albany House Surgery	H&W ICB	0	Access to Services Medications,
27 April 2023	getting medication	Face to face	Patient Experience	0	0	H&W ICB	0	Prescriptions & Dispensing
27 April 2023	Difficulties getting GP appointments	Face to face	Patient Experience	0	Churchfields Surgery	H&W ICB	0	Access to Services, Remote Appointments Digital Services
28 April 2023	Carer of MH patient frustrated by repeatedly being mis	Phone	Signposting	Worcestershir e Association of Carers	0	H&W ICB	H&W Health and Care Trust	Administration (records,letters,result s), Being Listened to/Being involved

	identified by staff							
02 May 2023	Difficulty booking Spring Covid Booster 2023	Website	Signposting	HWW Health Complaints Guide	Severn Valley Medical Practice	H&W ICB	0	Access to Services
03 May 2023	Lack of social services care following hospital discharge	Email	Signposting	HWW Health Complaints Guide, HWW Social Care Complaints Guide	0	H&W ICB , Worcestershir e County Council	Worcestershir e Acute Trust, Worcester County Council	Communication between staff/providers & patients, Discharge
04 May 2023	Long wait at A&E but otherwise positive care	Face to face	Patient Experience	N/A	0	H&W ICB	Worcestershir e Acute Trust	Access to Services, Discharge
04 May 2023	Positive expereince getting scan results using patent access	Face to face	Patient Experience	N/A	0	NHS England	0	Administration (records,letters,result s)
04 May 2023	Poor experience at Bewdley Medical Centre	Face to face	Patient Experience	N/A	Bewdley Medical Centre	H&W ICB	0	Access to Services, Remote Appointments Digital Services
04 May 2023	Poor experience at Stourport Health Centre	Face to face	Patient Experience	N/A	Stourport Health Centre	H&W ICB	0	Access to Services, Remote Appointments Digital Services
04 May 2023	Poor experience at Bewdley Medical Centre	Face to face	Patient Experience	Worcestershir e County Council	Bewdley Medical Centre	H&W ICB	0	Access to Services
04 May 2023	Poor experience of NHS 111 and hospital discharge	Face to face	Signposting	0	0	H&W ICB	Worcestershir e Acute Trust	Discharge, Access to Services
04 May 2023	No follow up after	Face to face	Signposting		0	H&W ICB	Worcestershir e Acute Trust	Access to Services, Booking

	Parkinsons diagnosis							Appointments, Being Listened to/Being involved
10 May 2023	Long wait at A&E - returned home at 3.00 a.m.	Phone	Patient Experience	0	Alexandra Hospital, Worcestershir e Royal Hospital	H&W ICB	Worcestershir e Acute Trust	Quality of Treatment
17 May 2023	Poor inpatient care received at WRH Beechwood	Face to face	Signposting	Worcestershir e Acute Complaints Process	worcestershire Royal Hospital	H&W ICB	Worcestershir e Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment, Staffing - levels & training
17 May 2023	Positive experience of care at Acute Respiratory Unit	Face to face	Patient Experience	0	Worcestershir e Royal Hospital	H&W ICB	Worcestershir e Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment
17 May 2023	Frustrated with all services trying to get help for their austic child and diagnosis for herself with autism	Healthwatc h England	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Access to Services, Diagnosis
19 May 2023	long time on waiting for a referral appointment	Healthwatc h England	Patient Experience	N/A	0	H&W ICB	0	Access to Services
21 May 2023	0	Healthwatc h England	0	0	0	0	0	0
	Access to dental treatment for person with	Ti England			Cottage	NHS England West Midlands Dental		
22 May 2023	cancer in Tenbury	Email	Signposting	NHS England	Dental Practice	Commissionin g Team	0	Access to Services
22 May	Access to routine dental care in		Patient		Cottage Dental	NHS England West Midlands		
2023	Tenbury	Email	Experience	N/A	Practice	Dental	0	Access to Services

						Commissionin g Team		
22 May 2023	Person with social care needs who is struggling financialy	Email	Signposting	Beacon	0	Worcestershir e County Council	0	Cost& Funding of Services, Access to Services
24 May 2023	People removed from St Martins Gate practice list as out of catchment	Email	Signposting	GP Practice Complaints Process	St Martin's Gate Surgery	H&W ICB	0	Access to Services
24 May 2023	Not told medication would cause bone loss, which dentist failed to diagnose	Face to face	Patient Experience	N/A	Stanley Dental Practice	H&W ICB	0	Medications, Prescriptions & Dispensing, Quality of Treatment
24 May 2023	Refusal of Blue Badge on basis of no current hospital appts	Face to face	Signposting	Worcestershir e County Council	0	Worcestershir e County Council	0	Accessibility and Reasonable Adjustments
24 May 2023 24 May 2023	Difficult to accesss GP - Northumberlan d House Praise for Aylmer Lodge GP surgery	Face to face to face	Patient Experience Patient Experience	N/A N/A	Northumberlan d House Surgery Aylmer Lodge Cookley Partnership	H&W ICB	0	Access to Services Quality of Treatment
24 May 2023	Praise for NHS 111	Face to face	Patient Experience	N/A	0	H&W ICB	West Midlands Ambulance Service	Quality of Treatment
24 May 2023	Long wait for appt at pain clinic	Face to face	Signposting	Worcestershir e Acute Trusts PALS	Worcestershir e Royal Hospital	H&W ICB	Worcestershir e Acute Trust	Access to Services
24 May 2023	Lack of co- ordination of	Face to face	Patient Experience	N/A	Kidderminster Hospital and Treatment	H&W ICB	0	Access to Services, Booking Appointments

	medical				Centre, Kidderminster			
	appointments				Medical Centre			
	Long wait for ambulance and at A&E, differing information about follow						West Midlands Ambulance Service,	
24 May	up and	Face to	Patient	N./A	Alexandra		Worcestershir	Access to Services,
2023 24 May 2023	Praise for Kidderminster MIU	Face to face	Patient Experience	N/A N/A	Hospital Kidderminster Hospital and Treatment Centre	H&W ICB	H&W Health and Care Trust	Diagnosis, Discharge Access to Services
24 May 2023	Praise for Kidderminster MIU	Face to face	Patient Experience	N/A	Kidderminster Hospital and Treatment Centre	H&W ICB	H&W Health and Care Trust	Access to Services
31 May 2023	Not notified of cancelled paediatric outpatient appointments at WRH on two occassions	Phone	Signposting	Onside Advocacy	0	H&W ICB	0	Quality of Treatment
01 June 2023	#REF!	Face to face	Patient Experience	N/A	Worcestershir e Royal Hospital	H&W ICB	Worcestershir e Acute Trust	Booking Appointments, Administration (records,letters,results)
01 June 2023	Wait of over 3yrs for ear operation	Face to face	Signposting	Worcestershir e Acute Trusts PALS	Worcestershir e Royal Hospital	H&W ICB	Worcestershir e Acute Trust	Access to Services
01 June	Confusion over prescription led to person	Face to	Patient	TIUSIS I ALO	Stourport	TIGW IOD	C Acute Hust	Medications, Prescriptions &
2023	being without	face	Experience	N/A	Health Centre	H&W ICB	0	Dispensing

	medication for							
	2 weeks							
	Transport							Accessibility and
	costs to							Reasonable
01 June	hospital	Face to	Patient					Adjustments, Parki
2023	appointments	face	Experience	N/A	0	H&W ICB	0	& Transport
	Praise for							
	Stourport							
01 June	Medical	Face to	Patient		Stourport			
2023	Centre	face	Experience	N/A	Health Centre	H&W ICB	0	Access to Services
	Praise for							
	midwives and				Worcestershir			
01 June	maternity	Face to	Patient		e Royal		Worcestershir	
2023	services	face	Experience	N/A	Hospital	H&W ICB	e Acute Trust	Quality of Treatme
						Herefordshire	West	
	Lack of urgent					and	Midlands	
18 June	care facilities	Healthwatc	Patient			Worcestershir	Ambulance	
2023	in Wyre Forest	h England	Experience	N/A	0	e CCG	Service	Access to Services
	Good							
	experience of					Worcestershir		
21 June	dementia care	Face to	Patient		Austen Court	e County		
2023	in care home	face	Experience	N/A	Care Home	Council	0	Quality of Treatme
	Difficulty							
	contacting					Worcestershir		
21 June	Adult Social	Face to	Patient			e County		
2023	Care team	face	Experience	N/A	0	Council	0	Access to Services
	Completion of							
27 June	ReSPECT	Face to	Patient		Churchfields			Shared decision
2023	Form	face	Experience	N/A	Surgery	H&W ICB	0	making
	Good							Communication
	experience of							between
	GP services				Churchfields			staff/providers &
	and				Surgery,			patients, Access to
27 June	Pulmonary	Face to	Patient		Alexandra			Services, Quality o
2023	Care	face	Experience	N/A	Hospital	H&W ICB	0	Treatment
	Unable to				Princess of			
	access				Wales		H&W Health	
27 June	Podiatry	Face to			Community		and Care	
2023	Services	face	Signposting	GP	Hospital	H&W ICB	Trust	Access to Services
	Good service							
30 June	from thrie GP	Healthwatc	Patient			Herefordshire		Access to Services
2023	practice	h England	Experience	N/A	0	and	0	Referrals

						Worcestershir e CCG		
	Lack of					e CCG		
					Worcestershir			
	training in A&E in use of PICC	Face to	Patient		e Royal		Worcestershir	
02.05.23	lines	face to	Experience	0	Hospital	H&W ICB	e Acute Trust	Quality of Treatment
02.03.23	Good	lace	Lyberietice	0	Ποσριιαι	TIQVV ICD	H&W Health	Quality of Treatment
	experience of	Face to	Patient				and Care	
02.05.23	District Nurses	face	Experience	0	0	H&W ICB	Trust	Quality of Treatment
02.00.20	Excellent	1400	Experience			TIGW IOD	Trust	Quality of Freatment
	experience on				Worcestershir			
	Oncology	Face to	Patient		e Royal		Worcestershir	
02.05.23	Ward	face	Experience	0	Hospital	H&W ICB	e Acute Trust	Quality of Treatment
02.00.20	Poor	1400	Σχροποποσ		rioopitai	11011105	o riodio iradi	Quality of Froatmont
	experience of	Face to	Patient		St Stephens			
02.05.23	GP Surgery	face	Experience	0	Surgery	H&W ICB	H&W ICB	Access to Services
	Person has							
	historical							
	issues with							
	treatment from							
	the NHS and							
	wants support			Onside				Quality of Treatment,
03.07.23	to complain	Phone	Signposting	Advocacy	0	H&W ICB	0	Complaints
	Reaction to						H&W Health	
	COVID	Face to	Patient				and Care	
08.06.23	Vaccine	face	Experience	0	0	H&W ICB	Trust	Quality of Treatment
	Difficulty							
	getting a							
	referral to					Worcestershir	Worcestershir	Access to Services,
00 00 00	Umbrella	Face to	Patient			e County	e Children	Being Listened
08.06.23	Pathway	face	Experience	0	0	Council	First	to/Being involved
	Cranstoun							
	report							
	problems							
	referring to							
	Evesham MH Home						LIQAN LIGALER	Access to Convices
		Face to	Patient				H&W Health and Care	Access to Services, Integration of
08.06.23	treatment team	face to	Experience		Evesham	H&W ICB	Trust	Services, Referrals
00.00.23	Excellent	Face to	Patient	0	Alexandra	I IQVV ICD	Worcestershir	Communication
09.05.23	experience of	face	Experience	0	Hospital	H&W ICB	e Acute Trust	between
03.00.20	evherietice of	iauc	rybenence	U	ι ιυοριιαι	I IQVV ICD	E Acute Hust	DETMECH

	Orthopeadic Service							staff/providers & patients
	Good							
	experience of	Face to	Patient		Alexandra		Worcestershir	
09.05.23	Opthalmology	face	Experience	0	Hospital	H&W ICB	e Acute Trust	Quality of Treatment
	Patient							
	believes they							
	are being	Face to		Onside	Stourport		Worcestershir	Being Listened
10.05.23	misdiagnosed	face	Signposting	Advocacy	Health Centre	H&W ICB	e Acute Trust	to/Being involved
11.05.23	Patient misdiagnosed with cancer	Face to face	Patient Experience	0	Alexandra Hospital	H&W ICB	Worcestershir e Acute Trust	Communication between staff/providers & patients, Being Listened to/Being involved
	Positive				•			
	experiences of				Ombersley			
	their GP	Healthwatc	Patient		Medical			
11.06.23	practice	h England	Experience	N/A	Centre	H&W ICB	0	Quality of Treatment
	Poor service							Medications,
	at local							Prescriptions &
12.05.23	pharmacy	Website	Signposting	NHS England	0	NHS England	0	Dispensing
	Good				0.14			Access to Services,
40.00.00	experience of	Face to	Patient		St Martin's	LIONALIOD		Caring, kindness,
12.06.23	GP services	face	Experience	0	Gate Surgery	H&W ICB	0	respect & dignity
	Good	Face to	Patient		St Saviours			
12.06.23	experience of GP services	face to	Experience	0	Surgery	H&W ICB	0	Quality of Treatment
12.00.23	Good	lace	Lxperience	0	Surgery	TIQVV ICD	0	Quality of Treatment
12.06.23	experience of Outreach Workers from Cranstoun	Face to face	Patient Experience	0	Cranstoun	Public Health England	Worcester County Council	Access to Services, Quality of Treatment
	Poor		•					-
	experience of							
	pharmacy							
	services							
	affecting							Accessibility and
	timely			Cranstoun				Reasonable
	provision of			Drug and			Worcester	Adjustments,
10.00.00	prescription	Face to	0	Alcohol		Public Health	County	Cancellations,
12.06.23	medication	face	Signposting	Service	Cranstoun	England	Council	Access to Services

	Difficulty							
	accessing							
	referral to						Worcestershir	Access to Services,
	Umbrella	Face to	Patient				e Children	Being Listened
13.05.23	Pathway	face	Experience	0	0	H&W ICB	First	to/Being involved
	Difficulty		,					<u> </u>
	accessing							
	referral to					Worcestershir	H&W Health	Access to Services,
	Umbrella	Face to	Patient			e County	and Care	Being Listened
13.05.23	Pathway	face	Experience	0	0	Council	Trust	to/Being involved
	Difficulty							J
	accessing							
	support for					Worcestershir	Worcestershir	Access to Services,
	children with		Patient			e County	e Children	Being Listened
13.05.23	SEND	Facebook	Experience	0	0	Council	First	to/Being involved
-	Difficulty		p = 101100					- <u>G</u>
	accessing							
	physio							
	assessment							
	and support							
	for 2 yr old							
	child with						H&W Health	Access to Services,
	severe	Face to	Patient				and Care	Being Listened
13.05.23	epilepsy	face	Experience	0	0	H&W ICB	Trust	to/Being involved
-	Difficulty			-	-			=
	accessing						H&W Health	Access to Services,
	Umbrella	Face to	Patient				and Care	Being Listened
13.05.23	Pathway	face	Experience	0	0	H&W ICB	Trust	to/Being involved
				-	-			Access to Services,
	Difficulty							
	Difficulty aettina CHC	Face to	Patient					•
13.05.23	getting CHC	Face to face	Patient Experience	0	0	H&W ICB	H&W ICB	Being Listened
13.05.23	getting CHC for child	Face to face	Patient Experience	0	0	H&W ICB	H&W ICB	•
13.05.23	getting CHC for child Difficulty			0	0	H&W ICB	H&W ICB	Being Listened
13.05.23	getting CHC for child Difficulty getting meds			0	0	H&W ICB	H&W ICB	Being Listened
13.05.23	getting CHC for child Difficulty getting meds provided in			0	0	H&W ICB	H&W ICB	Being Listened to/Being involved
13.05.23	getting CHC for child Difficulty getting meds provided in Dosset		Experience	0		H&W ICB	H&W ICB	Being Listened to/Being involved Medications,
	getting CHC for child Difficulty getting meds provided in Dosset boxes/Blister	face	Experience Patient		Churchfields			Being Listened to/Being involved Medications, Prescriptions &
13.05.23	getting CHC for child Difficulty getting meds provided in Dosset boxes/Blister packs		Experience	0		H&W ICB	H&W ICB	Being Listened to/Being involved Medications,
	getting CHC for child Difficulty getting meds provided in Dosset boxes/Blister packs Positive	face	Patient Experience		Churchfields			Being Listened to/Being involved Medications, Prescriptions & Dispensing
13.05.23	getting CHC for child Difficulty getting meds provided in Dosset boxes/Blister packs Positive experience of	Phone Healthwatc	Patient Experience Patient	0	Churchfields Surgery	NHS England	0	Being Listened to/Being involved Medications, Prescriptions & Dispensing Caring, kindness,
	getting CHC for child Difficulty getting meds provided in Dosset boxes/Blister packs Positive	face	Patient Experience		Churchfields			Being Listened to/Being involved Medications, Prescriptions & Dispensing

	NHS dentist in Worcester					Midlands Dental Commissionin g Team		
16.06.23	Positive experiences of their GP practice	Healthwatc h England	Patient Experience	N/A	0	H&W ICB	0	Access to Services
17.04.23	Unable to get emergency dental treatment	Website	Signposting	NHS 111	0	NHS England West Midlands Dental Commissionin g Team	0	Access to Services
17.04.20	Positive	VVCDSIC	Olgriposting	14110 111		g ream		Access to oct vices
17.06.23	experience of their GP	Healthwatc h England	Patient Experience	N/A	0	H&W ICB	0	Caring, kindness, respect & dignity
19.05.23	Poor care by the Consultant Urologist	Website	Signposting	Worcestershir e Acute Complaints Process, Onside Advocacy	Alexandra Hospital	H&W ICB	Worcestershir e Acute Trust	Being Listened to/Being involved, Communication between staff/providers & patients, Quality of Treatment
19.05.23	Allergic reaction to new medication	Phone	Signposting	Onside Advocacy, Worcestershir e Acute Trusts PALS, Worcestershir e Acute Complaints Process	Alexandra Hospital	H&W ICB	Worcestershir e Acute Trust	Being Listened to/Being involved, Communication between staff/providers & patients, Quality of Treatment
40.05.00	Comment of lack of training and awareness of	Healthwatc	Patient	N/A				A
19.05.23	EDS Concern about lack of care from	h England	Experience	N/A Worcestershir e County Council Adult	0	0	H&W Health	Access to Services Being Listened to/Being involved,
20.06.23	Community	Phone	Signposting	Safe	0	H&W ICB	Trust	Medications,

	Mental Health Team			Guarding Team				Prescriptions & Dispensing
	Unable to self refer to Worcestershir						H&W Health	2 toponomig
	e Mental	Healthwatc					and Care	
21.05.23	Health	h England	Signposting	N/A	0	H&W ICB	Trust	Access to Service
21.00.20	Struggling to	Ti Erigiana	Cigripoding	14// (TIGW IOD	11400	7100000 10 001 1100
	get physio							
	after							
	orthopaedic							
	operation and							
	took a long							
	time to a GP	Healthwatc	Patient		Alexandra		Worcestershir	Access to Service
24.05.23	appointment	h England	Experience	N/A	Hospital	H&W ICB	e Acute Trust	Referrals
	14 month wait							
	for shoulder							
	replacement,							
	but good care							
	when had	Face to	Patient		Alexandra		Worcestershir	
24/05.2023	operation	face	Experience	N/A	Hospital	H&W ICB	e Acute Trust	Quality of Treatme
	Praise for							
04/05/0000	Aylmer and	Face 45	Detient		Aylmer Lodge			
24/05/2022 3	speed of NHS	Face to face	Patient	N/A	Cookley Partnership			Diagnosia
3	response	race	Experience	Worcestershir	Parmership	H&, H&W ICB	0	Diagnosis
	Person needs			e County				
	more support			Council Social				
	to manage			Care Access				
	their Multiple			Centre				
27.06.23	Sclerosis	Phone	Signposting	(Adults)	0	H&W ICB	0	Access to Service
	Difficulty in			, ,				
	getting a GP &							
	physio	Healthwatc	Patient					
28.05.23	appointment	h England	Experience	N/A	0	H&W ICB	0	Access to Service
	Hospital							
	discharge -				Worcestershir			
	long wait for	Face to	Patient		e Royal		Worcestershir	
30.06.23	transport	face	Experience	N/A	Hospital	H&W ICB	e Acute Trust	Discharge
	Long queue to	_						
00 00 00	get through on	Face to	Patient	N1/A	Thorneloe	11004/105		
30.06.23	the phone -	face	Experience	N/A	Lodge Surgery	H&W ICB	0	Access to Service

	Thornloe							
	Lodge surgery							
30.06.23	Lack of follow up for patient living with dementia	Face to face	Patient Experience	N/A	Worcestershir e Royal Hospital	Birmingham South Central CCG	Worcestershir e Acute Trust	Quality of Treatment
31.05.23	Person struggling with pain management and Mental Health	Phone	Signposting	Citizens Advice	Studdert Kennedy	H&W ICB	H&W Health and Care Trust	Referrals
	Feels Wyre forest is a dangerous place to live medicallay due to lack of	Healthwatc	Patient		Kidderminster Hospital and Treatment Centre, Alexandra			
18.06.23	urgent care Happy with quick referral leading to quick	h England Healthwatc	Experience Patient	N/A	Hospital	H&W ICB	NHS England	Access to Services
30.06.23	operation Good comment regarding GP	h England Healthwatc	Experience Patient	N/A	0	H&W ICB	0	Access to Services
15.06.23	services Good	h England	Experience	N/A	Positive	H&W ICB	0	
15.06.23	comment regarding GP services	Healthwatc h England	Patient Experience	N/A	Positive	H&W ICB	0	

Contact

type

Phone	16
Email	9
Letter	0
Website	4
HWE	20
Facebook	1

Twitter 0
Community
Link 0
Face to face 62
112

Signpostin

g 34 Patient Experienc

e 77

111

Contact outcome

Informatio

n

provided 3

Signposte d to other

org 23

Signposte

d to

advocacy 4

30

	Analysis of Enquiries by Commissioner/Provider/Service Provider											
	QUARTER 2 2023-2024											
Date	Date Subject Method of Contact Signposting or Patient Experience Signposted to Signposted to Institution involved Commissioner Provider Theme											
05 July 2023	No hearing loop in Audiology Department at	Email	Signposting	Worcestershir e Acute Trusts PALS	Alexandra Hospital	H&W ICB	Worcestershir e Acute Trust	Accessibility and Reasonable Adjustments				

	Alexandra Hospital							
05 July 2023	Lack of diagnosis and care from GP	Phone	Patient Experience	0	Whiteacres Medical Centre, Malvern Health Centre	H&W ICB	0	Being Listened to/Being involved, Caring, kindness, respect & dignity
06 July 2023	Poor experience of respite care for person with dementia at Northwick Grange Care Home	Phone	Signposting	Care Quality Commission, Worcestershir e County Council Complaints Process (Adults)	Northwick Grange	Worcestershir e County Council	0	Patient/Resident Safety, Communication between staff/providers & patients, Being Listened to/Being involved
06 July 2023	Person did not receive Covid19 booster from St Johns House Medical Centre despite being eligible and contacting the Surgery	Phone	Signposting	GP	St Johns House Medical Centre	H&W ICB	0	Administration (records,letters,result s), Communication between staff/providers & patients
20 July 2023	Concern about lack of support from Comm MH Team	Phone	Signposting	Worcestershir e Association of Carers	0	H&W ICB	H&W Health and Care Trust	Being Listened to/Being involved
26 July 2023	Pt told by WRH could not have replacement knee operation until they are 70	Phone	Signposting	Worcestershir e Acute Trusts PALS	Worcestershir e Royal Hospital	H&W ICB	Worcestershir e Acute Trust	Quality of Treatment, Second Opinion
31 July 2023	Solicitor seeking information about access to named patients	Email	Signposting	NHS England	0	0	0	Administration (records,letters,result s)

	medical							
	records							
	Person							
	seeking							Communication
	support re							between
01 August	health			Onside				staff/providers &
2023	services	Phone	Signposting	Advocacy	0	H&W ICB	0	patients
2020	Droitwich	1 110110	Cigripodinig	ravodacy		11011102		pationio
	pharmacist							
	incorrect							
	diagnosis after							
30 July		Face to	Patient					
2023	being sent by NHS 111	face		N/A	0	0	NHS England	Diagnosis
		Healthwatc	Experience	111/71	Octobill \/illaga	U	IN IS LIIGIAIIU	Diagnosis
09 August	GP appt the		Patient	NI/A	Catshill Village	H 6/W/ ICD		Booking
2023	same day	h England	Experience	N/A	Surgery	H&W ICB	0	Appointments
	Cancer patient							
	wishes to stay							
	with GP							
	practice even							
	though they							
14 August	have moved					_		_
2023	out of area	Phone	Signposting	GP	Elgar House	H&W ICB	0	Access to Services
	Difficulty							
	finding an							
14 August	NHS Dentist			NHS 111,				
2023	and is in pain	Phone	Signposting	NHS England	0	H&W ICB	0	Access to Services
	Transport							
	required for							
	NHS							
17 August	appointment in			Community				
2023	Worcester	Email	Signposting	Transport	0	H&W ICB	0	Access to Services
	Concerns re			•				
13 August	Upton GP	Face to	Patient					Quality of Treatment,
2023	Surgery	face	Experience	N/A	Upton Surgery	H&W ICB	0	Diagnosis
	Concerns re			,				<u></u>
13 August	Upton GP	Face to	Patient					
2023	Surgery	face	Experience	N/A	Upton Surgery	H&W ICB	0	Diagnosis
	Advice about			GP Practice	- Spion Surgory			2.49110010
	making a			Complaints	Northumberlan			
22 August	complaint			Process,	d House			Booking
2023	about their GP	Phone	Signposting	H&W ICB	Surgery	H&W ICB	0	Appointments
2020	about their GF	i iioiie	Jugitposting	I ION IOD	Julyery	I IQW ICD	0	Abbourningura

	Difficulty							
23 August	finding an			NHS 111,				
2023	NHS Dentist	Phone	Signposting	NHS England	0	H&W ICB	0	Access to Services
	Difficulty							
21 August	accessing GP	Face to	Patient		Churchfields			
2023	appointments	face	Experience	N/A	Surgery	H&W ICB	0	Access to Services
	Patient dislike				3 7			
21 August	of GP Triage	Face to	Patient		Churchfields			
2023	system	face	Experience	N/A	Surgery	H&W ICB	0	Access to Services
	Concern about				3 7			
	lack of bus					Worcestershir		
21 August	service to	Face to		Community		e County		
2023	POWCH	face	Signposting	Transport	0	Council	0	Access to Services
	Patients		3.gp30g	H&W ICB,	-	3	-	130000 13 00111000
	medical			Information				Administration
29 August	records have			Commissione				(records,letters,res
2023	been lost	Email	Signposting	rs Office	0	H&W ICB	0	s)
	Unable to find		J.g. poom.g			1.000.100		
	an NHS							
24 August	dentist in							
2023	Kidderminster	Phone	Signposting	NHS.uk	0	H&W ICB	0	Access to Services
2020	- tiddollilliotol	1 110110	C.g. pccg	Tureran		NHS England		7.00000 10 00171000
						West		
	No appts with					Midlands		
	NHS dentist					Dental		
12 August	and NHS 111	Healthwatc	Patient			Commissionin		
2023	was unhelpful	h England	Experience	N/A	0	g Team	NHS England	Access to Services
2020	Bad	II Eligialia	Εχροποποσ	14// (groam	Titilo Eligialia	7100000 10 00111000
	experience at				Worcestershir			
00 January	Worcester	Healthwatc	Patient		e Royal		Worcestershir	Diagnosis, Access
1900	Royal A&E	h England	Experience	0	Hospital	H&W ICB	e Acute Trust	Services
1000	Abbotswood	II Eligialia	Εχροποποσ		Tioopitai	11011100	O Modito Tradit	00111000
	GP at							
	Pershore, long							
	wait to get				Abbottswood			
	referred but				Medical			
21 August	generally quite	Healthwatc	Patient		Practice,			
2023	good	h England	Experience	N/A	Pershore	H&W ICB	0	Referrals
	Unhappy with	England	ZAPONONO	14/1	. 01011010	. 1011 100		1.01011410
	their GP							Medications,
25 August	reagding their	Healthwatc	Patient					Prescriptions &
2023	medication	h England	Experience	N/A	0	H&W ICB	0	Dispensing, Being

								Listened to/Being involved
	Advice about			GP Practice				
	making a			Complaints				
31 August	complaint			Process,	Albany House			
2023	about their GP	Phone	Signposting	H&W ICB	Surgery	H&W ICB	0	Complaints
	Succesfull							
	variation to							
06	pharmacy formula				Kidderminster			Medications,
September	medications	Healthwatc	Patient		Medical			Prescriptions &
2023	by ICB	h England	Experience	0	Centre	H&W ICB	0	Dispensing
2020	Person	II Eligiana	Experience	0	CONTRO	TIGW IOD		Disperising
	unhappy with							
	support							
07	provided by							
September	Onside			Onside				Being Listened
2023	Advocacy	Phone	Signposting	Advocacy	0	0	0	to/Being involved
	Carer required							
	information							
	about IMHA							
	support for							
40	adult child							
12 September	receiving out of county MH							
September 2023	provision	Phone	Signposting	0	0	H&W ICB	0	Complaints
2023	Issues with	THORE	Sigriposting	U	0	TIQVVICD	0	Complaints
	new system							
	for making GP							
	appointments							
19	at Pershore				Pershore			
September	Medical		Patient		Medical			
2023	Practice	Phone	Experience	0	Practice	H&W ICB	0	Access to Services
	GP at							
	Pershore							
	Medical							
	Practice did							
10	not refer				Doroboro			
19 Sontombor	person with				Pershore Medical			
September 2023	lump in breast for	Phone	Signposting	H&W ICB	Practice	H&W ICB	0	Diagnosis
2023	101	I HOHE		I IXVV ICD	i iaclice	I IQVV ICD	U	Diagnosis

	mammogram. Lump was							
	cancerous and treatment							
25 September 2023	Action Deafness Coffee Morning	Face to face	Patient Experience	0	0	H&W ICB	0	Access to Services, Booking Appointments, Accessibility and Reasonable Adjustments
27 September 2023	Enquiry re Covid Booster and Flu Vaccination and extended GP access	Email	Signposting	GP	Haresfield House Surgery	H&W ICB	0	Booking Appointments, Health Protection
25 August 2023	Comment on how long it took to get the correct diagnosis and treatment started	Healthwatc h England	Patient Experience	N/A	0	H&W ICB	Worcestershir e Acute Trust	Diagnosis
26 August 2023	Lack of communication from Winyates surgery	Healthwatc h England	Patient Experience	N/A	Winyates Health Centre	H&W ICB	0	Communication between staff/providers & patients
27 August 2023	Happy with access to services	Healthwatc h England	Patient Experience	N/A	0	H&W ICB	Worcestershir e Acute Trust	Access to Services
13 September 2023	Dentist not set up for disability and poor treatment at Worcester Royal hospital	Healthwatc h England	Patient Experience	N/A	Worcestershir e Royal Hospital	H&W ICB , NHS England West Midlands Dental Commissionin g Team	West Midlands Ambulance Service, Worcestershir e Acute Trust	Caring, kindness, respect & dignity, Quality of Treatment
15 September 2023	Unhappy with how they were	Healthwatc h England	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Access to Services, Quality of Treatment

	treated by Healthy Minds							
17	Wait times for						H&W Health	Caring, kindness,
September	Mental Health	Healthwatc	Patient				and Care	respect & dignity,
2023	support	h England	Experience	N/A	0	H&W ICB	Trust	Quality of Treatment
	Poor treatment							
15	when having a							Caring, kindness,
September	ultrasound and	Healthwatc	Patient	NI/A		110)4/100	Worcestershir	respect & dignity,
2023	cystoscopy	h England	Experience	N/A	0	H&W ICB	e Acute Trust	Quality of Treatment
17 September	A long wait to be seen by multiple consultants	Healthwatc	Patient			H&W ICB , NHS England West Midlands Dental Commissionin	Worcestershir	
2023	and dentist	h England	Experience	N/A	0	g Team	e Acute Trust	Access to Services
15 September 2023	Poor treatment by Community Paediatrician	Facebook	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Booking Appointments, Cancellations, Caring, kindness, respect & dignity, Communication between staff/providers & patients
28	No contact with MS						Queen	
September	consultant at	Face to					Elizabeth	
2023	QE for 4 years	face	Signposting	0	0	H&W ICB	Hospital	Access to Services
28 September 2023	No follow up following scan by MS consultant at QE Poor	Face to face	Signposting	0	0	H&W ICB	Queen Elizabeth Hospital	Access to Services
28 September 2023	experience of A&E at WRH and hospital discharge	Face to face	Patient Experience	N/A	Worcestershir e Royal Hospital	H&W ICB	Worcestershir e Acute Trust	Discharge, Food Nutrition & Catering
28								
September	Delay in	Face to						
2023	treatment for	face	0	0	0	0	0	0

	person with MS							
11								
September	Sight Concern	Face to	Patient					
2023	meetings	face	Experience	N/A	0	H&W ICB	0	Access to Services
	Good quality		•					Caring, kindness,
26 July	of care from	Healthwatc	Patient				Worcestershir	respect & dignity,
2023	oncology	h England	Experience	N/A	0	H&W ICB	e Acute Trust	Quality of Treatment
	Concerns that		'					
	person did not							
	receive insulin							Medications,
26	injections				Worcestershir			Prescriptions &
September	whilst at WRH	Face to			e Royal		Worcestershir	Dispensing, Quality
2023	A&E	face	Signposting	H&W ICB	Hospital	H&W ICB	e Acute Trust	of Treatment
	Lack of		5 1 9	_		_		
	awareness of							
	Visual							
	Impairment -							
	Hollywood			GP Practice	Hollywood			Accessibility and
01 July	Medical			Complaints	Medical			Reasonable
2023	Practice	Website	Signposting	Process	Practice	H&W ICB	0	Adjustments
	Positive		3 1					,
	experience at							
	Hillview				Hillview			
01 July	Medical centre		Patient		Medical			
2023	Redditch	Website	Experience	N/A	Centre	H&W ICB	0	Quality of Treatment
	Positive						-	
	experience of							
	re-ordering							Medications,
01 July	prescriptions		Patient					Prescriptions &
2023	via NHS app	Website	Experience	N/A	0	NHS England	NHS England	Dispensing
	Parking Fines		1	GP Practice			g	-1 3
01 July	at Barbourne			Complaints	Barbourne			
2023	Health Centre	Website	Signposting	Process	Health Centre	H&W ICB	0	Parking & Transport
	Delay to		2.3.1.229			13111132	-	
	issuing urgent							
	prescription at			GP Practice				Medications,
01 July	St Saviours			Complaints	St Saviours			Prescriptions &
2023	Surgery	Website	Signposting	Process	Surgery	H&W ICB	0	Dispensing
	Delay to	11000110	3.gpoom.ig			1		
01 July	referral for							
2023	knee	Website	Signposting	H&W ICB	0	H&W ICB	0	Referrals

	replacement							
	due to treatment pathway							
01 July 2023	Lack of awareness of Consultant Gynaecologist in relation to same sex couples	Website	Signposting	Worcestershir e Acute Complaints Process	Worcestershir e Royal Hospital	H&W ICB	0	Quality of Treatment
01 July 2023	Poor experience of Community Paediatric Service	Website	Patient Experience	0	0	H&W ICB	H&W Health and Care Trust	Access to Services, Communication between staff/providers & patients
01 July 2023	Early closure of pharmacy left person without prescribed medication for 3 days	Website	Signposting	0	0	H&W ICB	0	Access to Services, Communication between staff/providers & patients, Information Publicity & Advice
01 July 2023	Difficulty contacting the Community Paediatric Service	Website	Patient Experience	N/A	0	H&W ICB	H&W Health and Care Trust	Access to Services, Communication between staff/providers & patients
01 July 2023	Good experience of emergency dental service	Website	Patient Experience	N/A	Moor Street Clinic	H&W ICB	0	Caring, kindness, respect & dignity
01 July 2023	#REF!	Website	Patient Experience	N/A	Spring Gardens Group Medical Practice	H&W ICB	0	Access to Services, Being Listened to/Being involved, Caring, kindness, respect & dignity
01 July 2023	Positive Experience of GP surgery	Website	Signposting	GP Practice Complaints Process	Severn Valley Medical Practice	H&W ICB	0	Access to Services

01 July 2023	Poor experience of treatment in A&E @ WRH	Website	Signposting	Worcestershir e Acute Complaints Process	Worcestershir e Royal Hospital	H&W ICB	0	Being Listened to/Being involved, Caring, kindness, respect & dignity
01 July 2023	Diagnosis and prognosis received by post	Website	Signposting	Worcestershir e Acute Complaints Process, Worcestershir e Acute Trusts PALS	Worcestershir e Royal Hospital	H&W ICB	0	Administration (records,letters,result s), Diagnosis, Information Publicity & Advice
01 July 2023	Wait times for an ambulance whilst wife was on the floor	Website	Signposting	West Midlands Ambulance Service Complaints Process	0	NHS England - regional commissionin g team	West Midlands Ambulance Service	Access to Services
17 October 2023	Poor experience with Aylmer Lodge & Cookley GP Surgery	Phone	Signposting	H&W ICB	Aylmer Lodge Cookley Partnership	H&W ICB	0	Access to Services, Referrals

Contact

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17 Phone Email 5 Letter 0 Website 16 15 HWE Facebook Twitter 0 Community Link 0 13 Face to face

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2 **28** advocacy