

Agenda Item: 06.05



Healthwatch Telford and Wrekin Board Meeting

Date: 2 February 2015

Title: **Trends Report**

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For Information For Decision

Executive Summary:

Financial Implications: None specifically

Equality and Diversity: None specifically

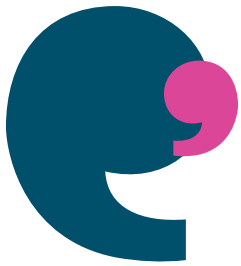
Public Engagement: None specifically

Legal Impact: None specifically

Recommendations:

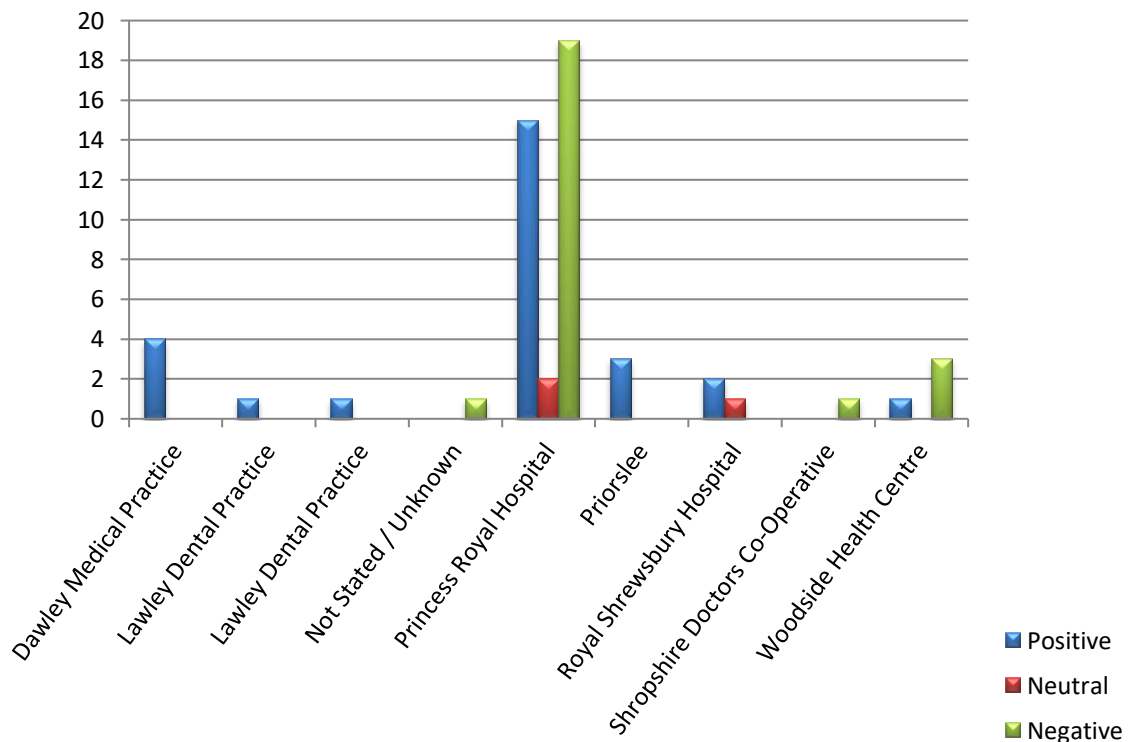
- For Information Only

Is there a need to consider inclusion in the Corporate Risk Register? No



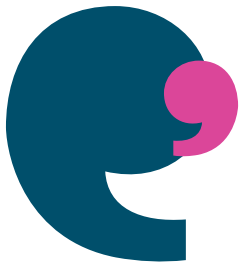
What have people been saying to us?

Healthwatch Telford and Wrekin heard about 53 issues from service users in January.



Trending services

Driven by our week of stalls near the Friend's Cafe, as part of our response to the publication of the CQC hospital inspection, the **Princess Royal Hospital** was overwhelmingly the most popular topic of conversation in January. This time the negatives (19) have outweighed the positives (15). Seven criticisms were levelled against the patient pathway - of these, one complained about the cancellation of acupuncture therapy, three felt that staff were not giving them enough / accurate information, one complained that departments were not communicating with each other effectively, and two complained of particularly length waiting times.



What have people been saying to us?

As is typical for the hospital, however, people were complimentary about the quality of the treatment they received (four positives versus one negative). Everybody who commented on the quality of treatment largely agreed that it was either “*excellent*” or at least “*satisfactory*”. The one negative focussed on a fractured wrist being missed after an X-ray.

The attitudes of staff were held in high regard too (five positives), with one person literally praising all of the staff at the hospital, “*from the cleaner to the anaesthetist, everyone was amazing,*” and another calling them “*excellent and caring.*” One person was concerned that there didn’t seem to be enough staff, however: “*The wards are great but need more staff.*”

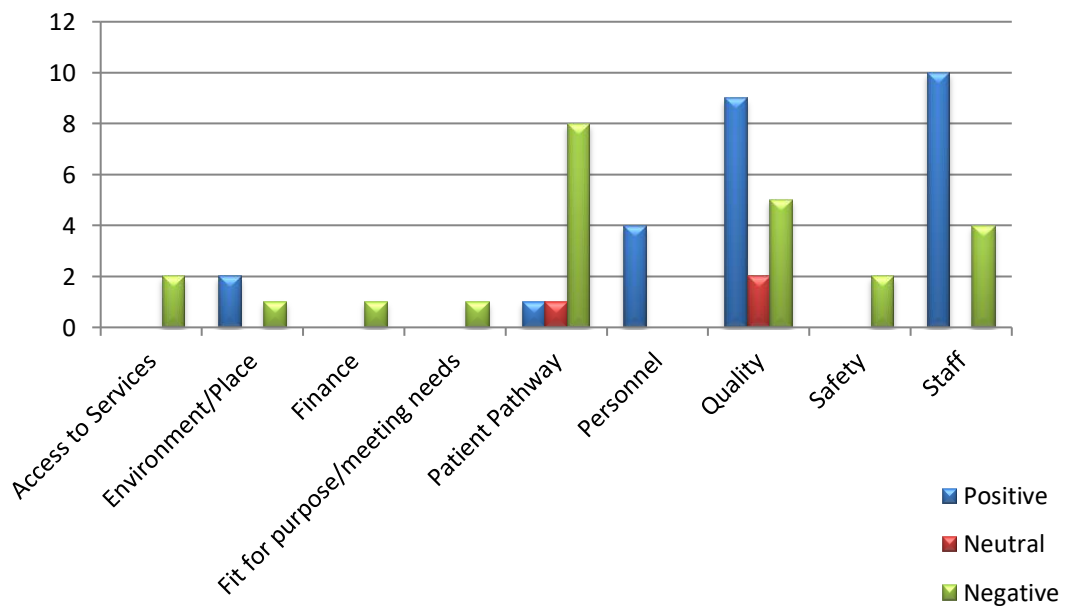
Car parks featured in comments too, though this time around they didn’t mention the charges at all. One person complained that there was misleading information on the PRH website: “*Whilst the website says you can use the machines inside to pay for the car park in fact the system is not yet in operation and this is the second visit I have made where this has been the case.*” Another found a parking attendant to be “*rude, arrogant and unhelpful,*” and the commenter said it had put them off visiting the hospital again in the future: “*I’m hoping I do not need to attend this hospital again with the arrogant staff members working there.*”

We received only a few comments about other services this month, with **Dawley Medical Practice** getting the most. Three people complimented the staff and one praised the quality of treatment. One person summed up the practice thusly: “*very good, well-run, good service, drs and nurses.*”



What have people been saying to us?

Trending topics...



Quality and staff were the most talked about topics in January, both receiving mostly positive comments (nine positives versus five negatives for quality, and 10 positives versus four negatives for staff).

In terms of quality, six of those positives were specifically regarding the quality of treatment received by patients, with only two raising concerns. Another was pleased with how their dignity had been respected, while the remaining three positive comments were general statements (i.e. not referencing any particular aspect of their experience).

Staff were praised by nine people for being caring and/or helpful, with only three finding fault with staff attitudes.