What have people been saying to us this month?

It's been a busy month for comments. From the period 25/06 to 25/07 we had 33 individual service user comments, raising 64 separate issues.

Here's an overview of what people have been telling us:

The Good:

- In one lengthy and well-written Speak Out, a service user felt that they **received excellent care for their diabetes diagnosis and treatment at PRH hospital**. They are being well-looked after and have regular check-ups.
- Five service users reported having **received excellent care at PRH** – with two referencing Apley wards in particular, and one referencing the fracture clinic.
- The **nursing staff at PRH received a similar amount of praise**, though one felt there weren't enough of them.
- **Dawley Medical Practice** was singled out by one service user who referred to it and its staff as **"caring, efficient, friendly and supportive"**, with the **open surgery being described as "an absolute boon"**.
- Woodside Health Centre provided one service user with **rapid service** and a **"satisfactory outcome"**.
- ShropDoc was complimented, being praised for its **promptness and excellent service.**

The Bad:

- Overwhelmingly, **getting an appointment to see a GP** was the primary cause for concern amongst service users, an issue mentioned in almost a third of all feedback, with 10 of the comments referring to two medical practices in particular.
  One person described the appointment system at his GP surgery as **"a very poor system"** and **"very confusing and impractical"**.
  Another person described how it took them **seven weeks to get an appointment** at their medical practice, citing that the system was **unfriendly for those who work.**
- We had three Speak Outs regarding **poor standards in care homes** – two of them in reference to one home in particular, criticising the overall atmosphere and the attitude and ability of staff. We received these off the back of an Enter & View visit, which is encouraging. Two of these comments highlighted a breach of safeguarding principles, and **were escalated appropriately.**