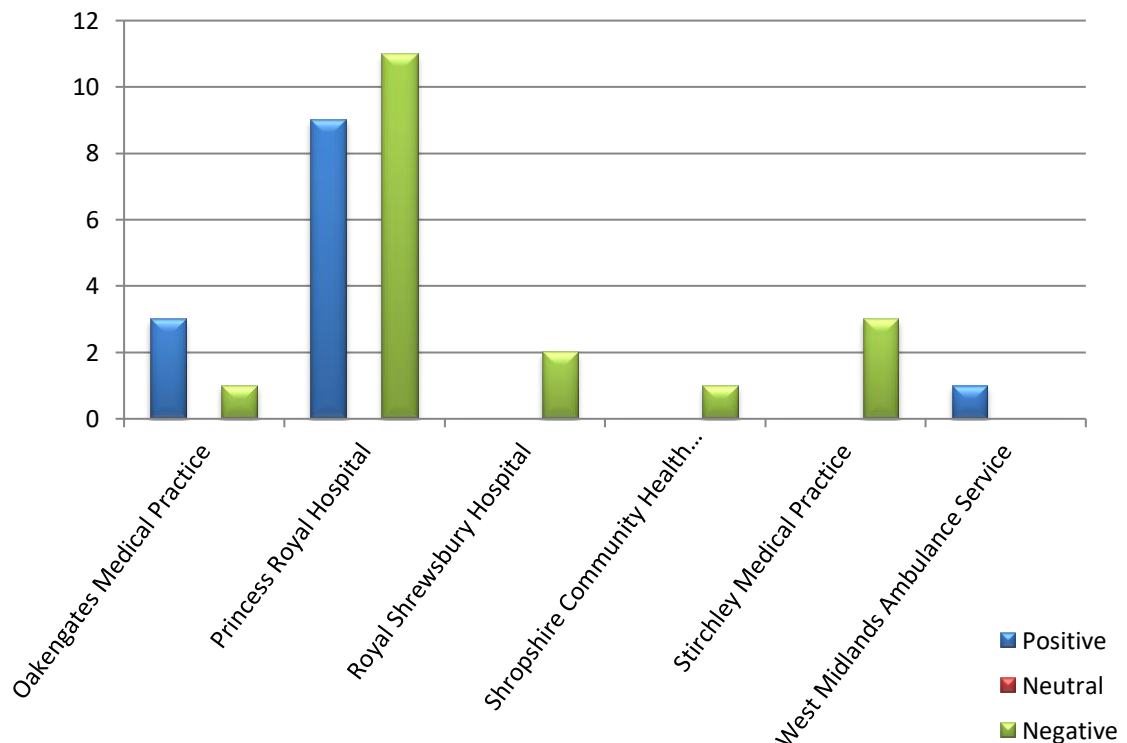


# What have people been saying to us?

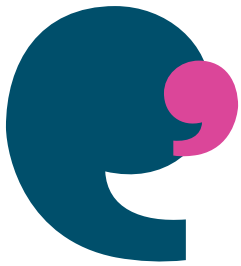
Healthwatch Telford and Wrekin heard about 34 issues from service users in this period.

## Trending services



**Princess Royal Hospital** constituted the majority of the feedback this period, and of the 20 issues relating to the service 11 were negative. The majority of these referred to staff (five positive versus two negative), patient pathway (five negative versus one positive), and quality (three positive versus one negative).

On the topic of staff, three people praised the attitudes of staff in general. One focussed that praise on the nursing team, calling them “*absolutely amazing*” though lamented that “*the ward and equipment let them down. They had 3 patients and only 2 beds, blood pressure machines and canula equipment were either no good or had low battery.*” Another described the nurses as “*very sympathetic,*” adding that “[*they*] needed a gold medal for what they put up with.” One comment



# What have people been saying to us?

highlighted an important part of the experience for all patients - “[The doctor] was calm, explained exercise well, and wished my husband well with future chemotherapy and major operation”.

A further two comments highlighted the staff training and development for praise.

Referring to the patient pathway, two were critical of waiting times, with one complaining that “[they were] running 49 mins late”. Another comment said “Long wait for pharmacy - pity you can't take prescription elsewhere.” The other negative referred to access to services, specifically lamenting the termination of acupuncture services at the hospital - a recurring theme for several months now.

Most comments regarding overall quality were general statements, such as “the services I use at Princess Royal Hospital are really good”, and “Absolutely brilliant and needed no follow-up treatment”.

**Oakengates Medical Practice** featured highly in feedback, with three positives and one negative.

Two positives regarded the staff of the practice. One person summarised their experiences thusly: “However on my last two visits I have been surprised at the level of service on reception and the care and attention displayed by the medical staff. They have all shown a more sensitive and less pressured approach.”

The only negative, generated by the same comment, referred to issues with getting appointments at the practice: “While there are still issues with obtaining an appointment the amount of patients waiting in the surgery seems to be less which I can only assume relates to a more patient focussed approach.”

We received three negative comments about **Stirchley Medical Practice**. Two of these referred to access, with one explaining, “I find 8:30 too early to call for an appointment and usually have to manage with a phone appointment”, while another pointed out problems for people with a disability - “I am unable to access the surgery due to the slope from the car park.” The final negative comment was in regards to the distance the individual had to travel to reach the surgery.