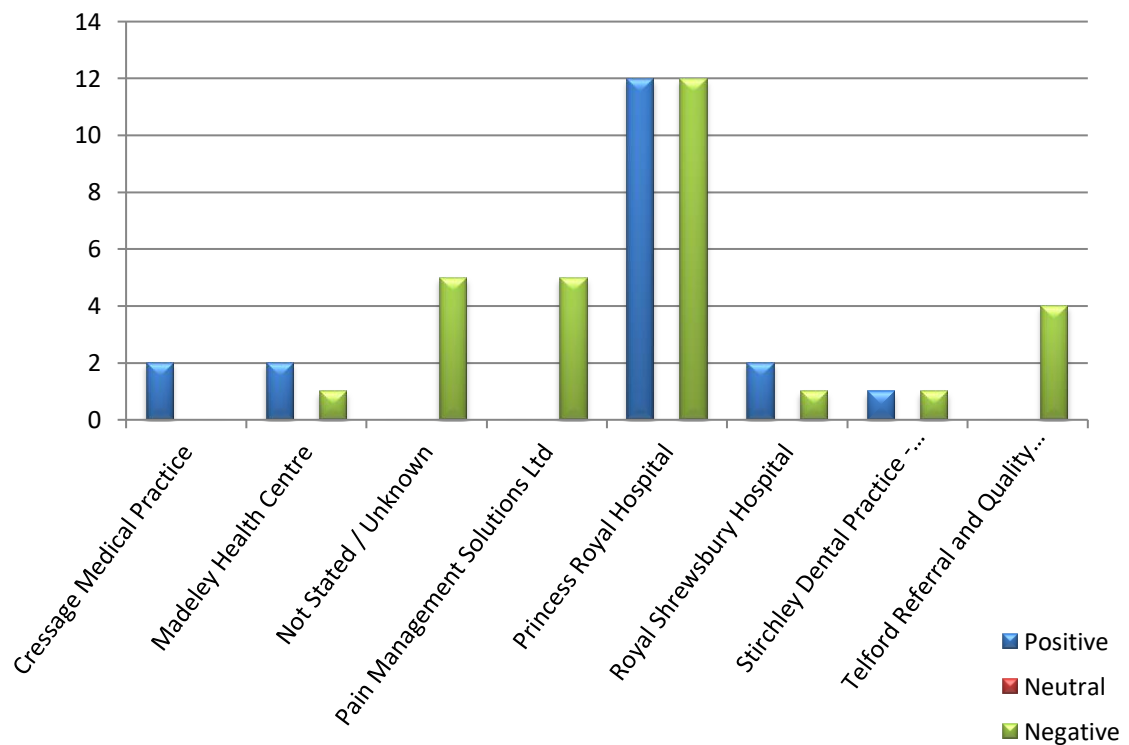


# What have people been saying to us?

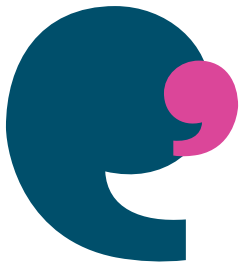
Healthwatch Telford and Wrekin heard about 48 issues from service users in February.

## Trending services



**Princess Royal Hospital** tops the charts again this month, with positive and negative issues level pegging at 12 each. As always, people were keen to praise the quality of the services they received (six positives and no negatives), and the staff (five positives versus three negatives).

Regarding quality, five people were happy with the clinical treatment they received. One person was *“very impressed with the care [they] had from all the staff, nurses and consultants. They are doing a grand job!”* and another was *“very happy how [they were] looked after.”* The remaining quality comment referred to the food, which stated a straight-to-the-point opinion: *“Food delicious.”* When it came to staff, five people were complimentary towards their attitude. The overall opinion was that staff were *“very friendly even down to the consultants,”* a comment which finished by saying



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*“consultants are worth their weight in gold.”* Another was *“very happy how [they were] looked after by nurses, give praise where it’s due.”* And one commenter was *“extremely proud of how staff have handled [their mother-in-law’s] care and needs,”* though added that it’s a *“shame [there is a] shortage of staff”*.

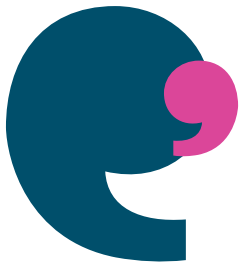
Two people didn’t feel that they had good experiences with the staff at PRH, though. One writer told us: *“one of the other patients [in the ward] was being attended by two HCAs, he had an accident and needed cleaning up. The HCAs in my opinion spoke to him in a bad way. [...]There was no need to treat anyone that way.”* The details of this interaction were not stated. The other story - though it should be noted that this one refers to an incident that took place six years ago - detailed a consultant who was very rude to a patient concerning breast reduction. The consultant *“told [them] to go away and lose 5 stone, and he wouldn’t touch [them] with a barge pole,”* before going on to say *“he was fed up of GPs sending people like me (larger lady) to him.”*

Recurring concerns included access to services (three negatives and no positives) and the patient pathway (three negatives and one positive).

In regards to access to services, one person highlighted difficulties using hospital transport due to a disability, explaining that it was *“difficult for [them] to get in the back [of the minibuses] as [they] have problems with [their] knees.”* The other two referred to concerns over the planned closure of the acupuncture clinic - particularly, where they were going to receive this treatment from in the future. One comment summed it up by saying *“I am very happy with the service as it is and would much prefer it to stay within the hospital,”* with another adding *“without it I for one will be much worse off in daily living and I’m sure many hundreds will feel the same.”*

Comments about the patient pathway referred exclusively to waiting times. One comment said that they *“still haven’t had results from an urgent cancer referral in November.”* Another person told us that they *“came out of the x-ray department [and] was put into a corridor. [They] were there from 3pm 09/02/2015 until 3am 10/02/2015.”* That same commenter was *“seen straight away when [they] first arrived at the hospital,”* however.

Royal Shrewsbury Hospital generated three issues this month - two positive, one negative. One commenter praised the staff at the hospital, saying *“the nurses were extremely helpful - asking if I wanted food or drink.”* The other positive comment professed satisfaction with the quality of clinical treatment delivered, explaining that *“the operation was very easy and I can only give praise and a grateful thanks to all concerned.”* The only negative comment referred to waiting times, as the individual had to wait from 17:30 until 15:20 the following day before getting an operation.



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## Trending topics...

