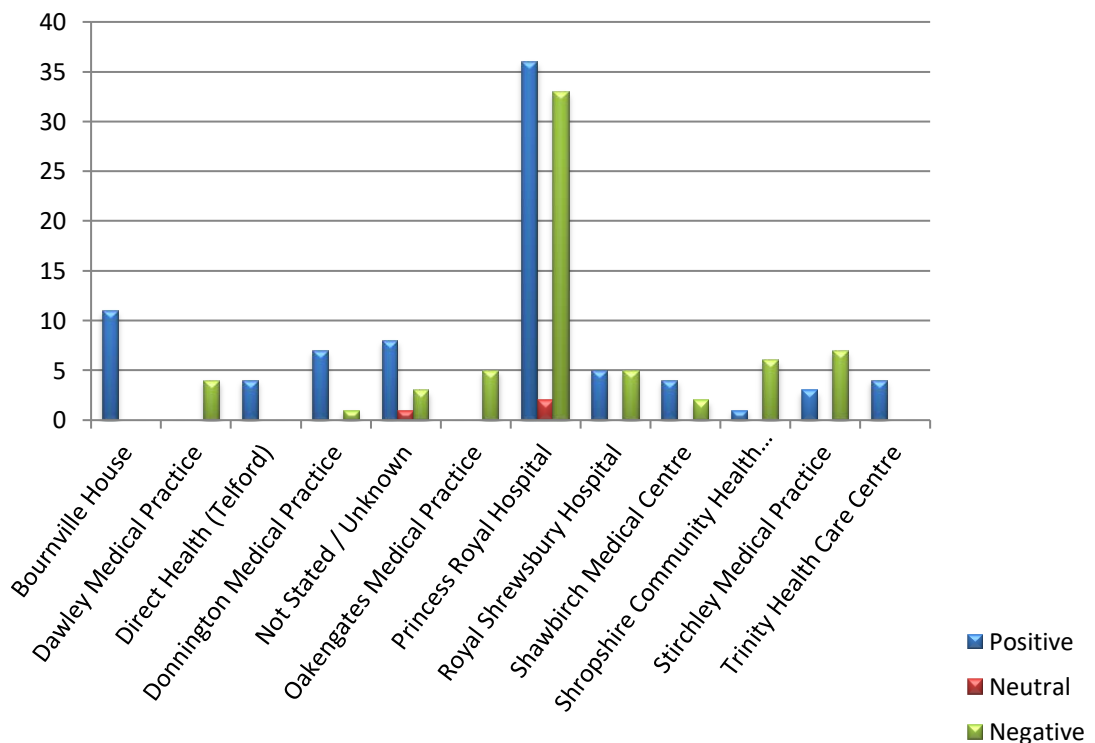


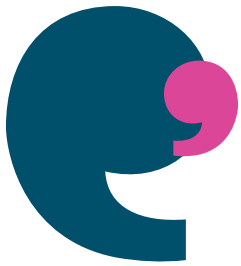
What have people been saying to us this month?

Healthwatch Telford and Wrekin received more than 173 Speak Outs from service users across the period from October 1st to November 30th, a figure which has been bolstered by the successful GP access survey project, repeated coverage in the Shropshire Star, and a particularly robust engagement plan.

Trending services



The most popular topic of conversation in this period was the Princess Royal Hospital, a service which generated 71 different issues, the bulk of which (36) were positive. As is typically the case for the hospital, patients were generally complimentary towards the standard of care on offer, and offered praise to the staff - both nurses and doctors alike - for their skill and dedication, though some perceived that there simply aren't enough of them. Negative comments focussed more on non-clinical matters such as waiting times, access to information, some confusion surrounding appointments, and - perhaps predictably - problems with the car parking.



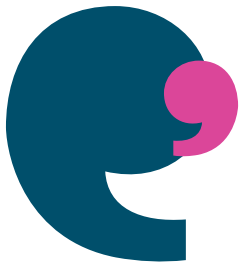
What have people been saying to us this month?

We heard from a number of people about Stirchley Medical Practice, too. One person voiced their admiration for the surgery, explaining that they “found the whole [...] process good”. Two comments raised issues with accessibility to the practice, with one stating that it “could do with an entrance at [the] rear of surgery closer to the car park as [their elderly parent] has trouble walking up from the car park”, and another highlighted that “seats in health centre [are] without arm rests, this is hard to get up being disabled”.

We had 11 positive points raised about Bourneville House, with one commenter praising the environment of the facility and the attitudes of the staff employed there, and another lauding the home’s emphasis on upholding the values of dignity and respect.

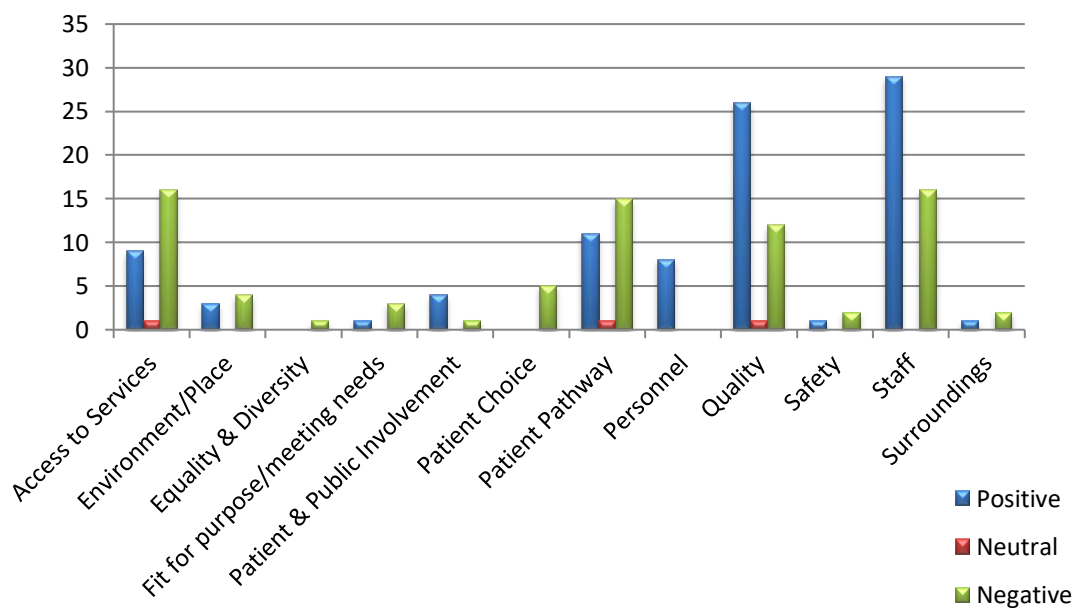
And Donnington Medical Practice has been rated highly this period, particularly by one gentleman who called the Healthwatch office to express his admiration for the way they do things. He was impressed that they combined a shingles inoculation and a flu jab into his pre-booked doctor’s appointment, saving him the hassle of an additional visit, and that when his doctor was running late they moved these injections forward so that he didn’t have to wait around. He described the practice staff as “first class”, explaining that “whoever you speak to is very helpful” and that he was “always able to see his own doctor”.

A number of comments were submitted to us without specifying which service they were referencing, but of those the majority (7) were positive, focussing on such things as “excellent service” and “brilliant staff”. We also received a particularly heart-felt ‘thank you’ letter for the charity IMPACT (which was categorised under ‘Not Stated’ due to IMPACT not having a CQC ID, therefore not appearing in our database as a service), which has been passed on to Joint HWTW Chair David Bell for him to deliver to the IMPACT team.



What have people been saying to us this month?

Trending topics...



In a general sense, the people we have heard from in this period were largely satisfied with the performance of the staff they dealt with (29 positive comments versus 16 negative), with 23 people praising staff attitudes and a further 6 people believing staff training levels and skill to be good. People were also positive about the quality of services available (26 positive comments versus 12 negative, and one neutral), particularly the quality of the treatment they received (17).

People were less enthused about actually getting access to services (16 negative versus 9 positive comments), with almost half (7) of the negative comments highlighting problems with booking appointments to see their GP, 3 people referencing problems with disabled access, and a further 3 complaining about the waiting times they faced.

The patient pathway was also viewed negatively (15 negative comments versus 5 positive), with 7 of these negative comments involving access to information, and 2 showing dissatisfaction with the referral process.