

# Herefordshire Community Services Review

Herefordshire CCG



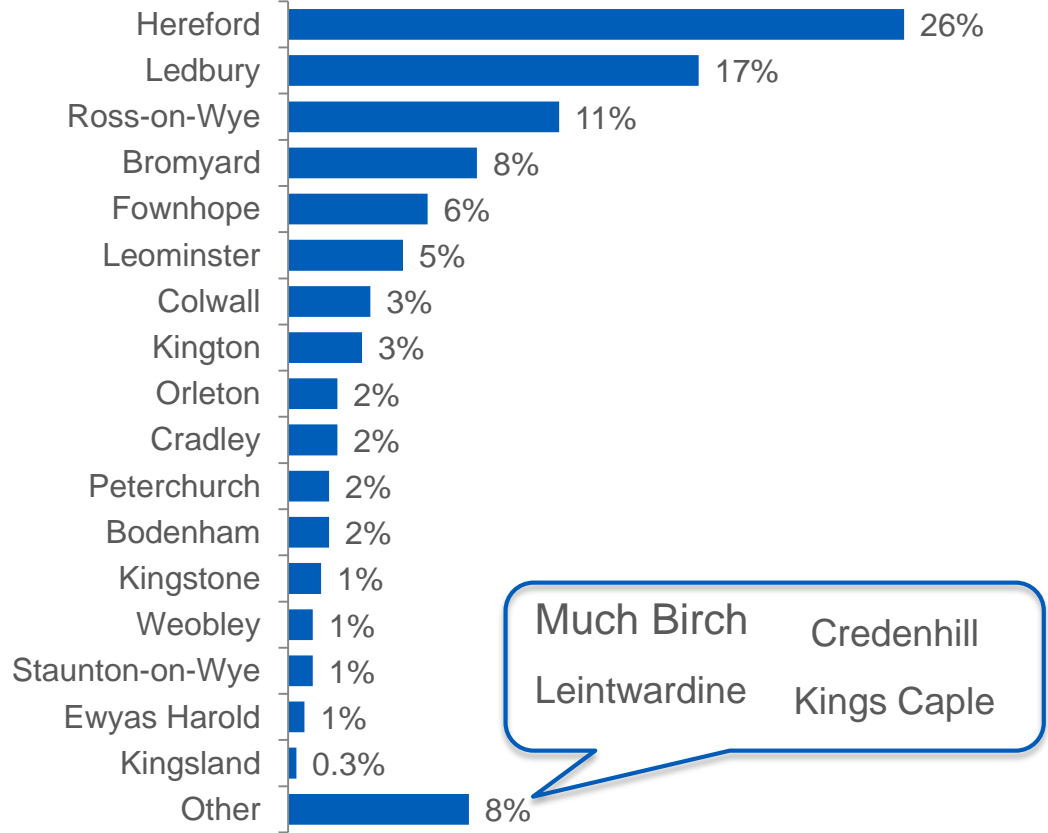
# Online survey findings



Participant location

# Participant location

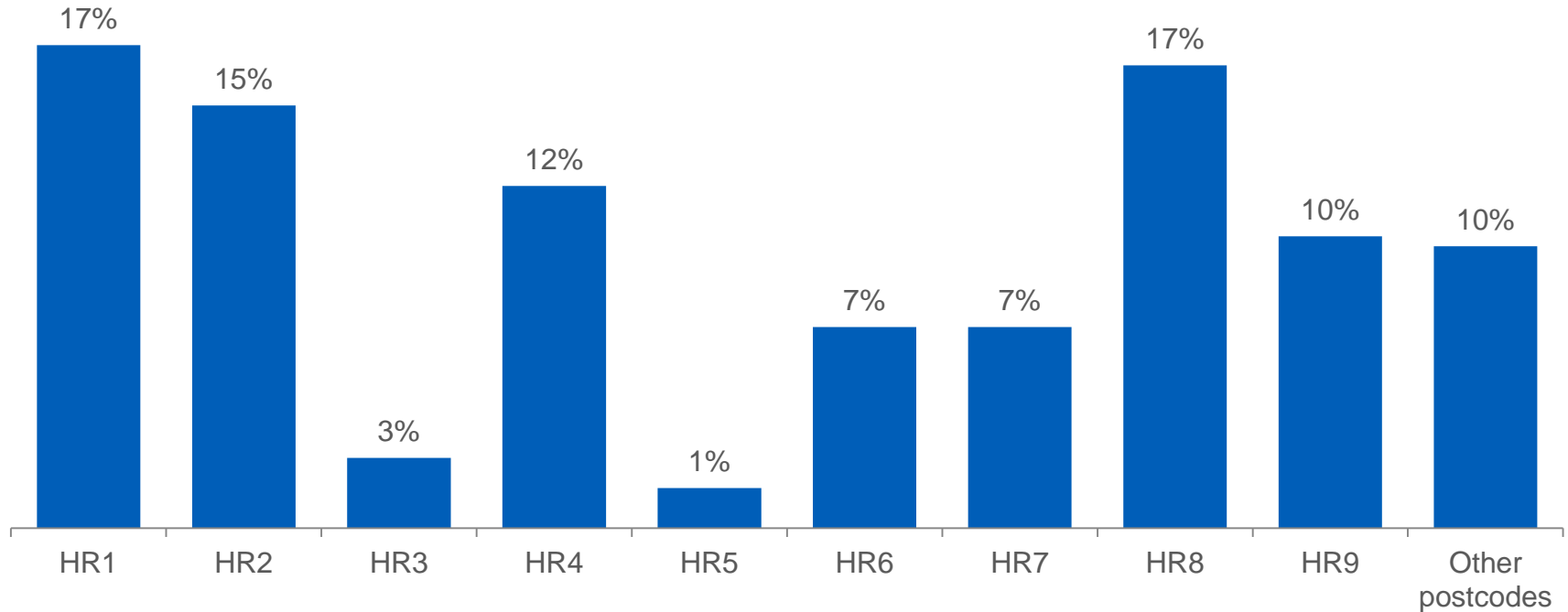
**95%**  
Of those completing the survey are *a local resident*



Q1. Are you: Base: 298

Q2. Please select the area that best describes your community Base: 288

## Participant location – Postcode

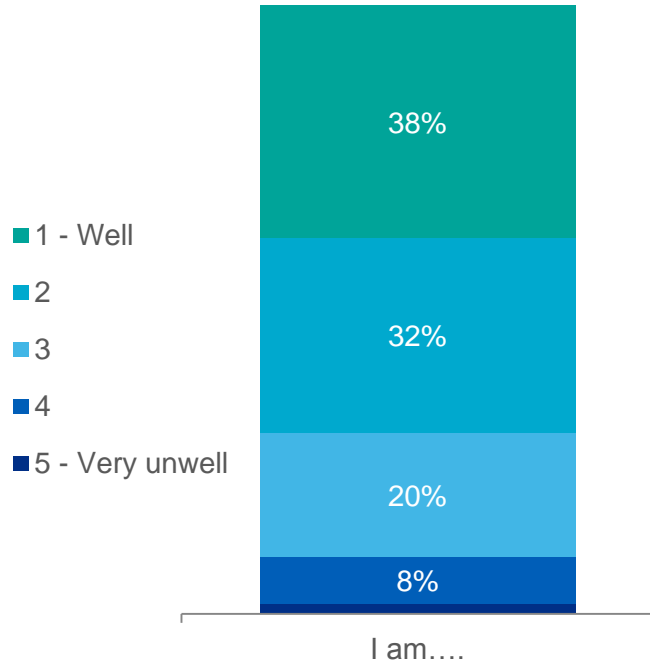


Q3. Please tell us your postcode. Base: 278

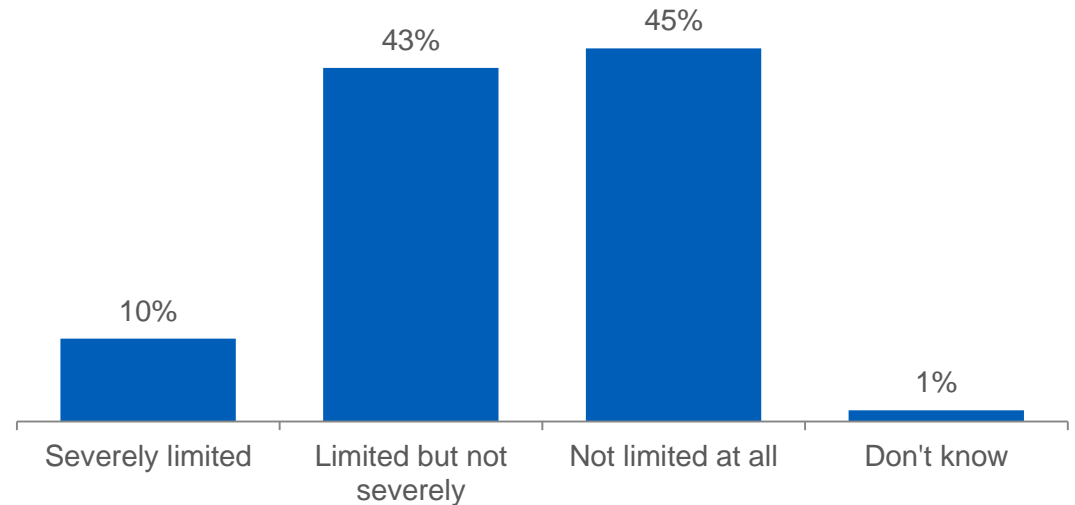
# Understanding health needs

# Understanding participant health

Overall health rating



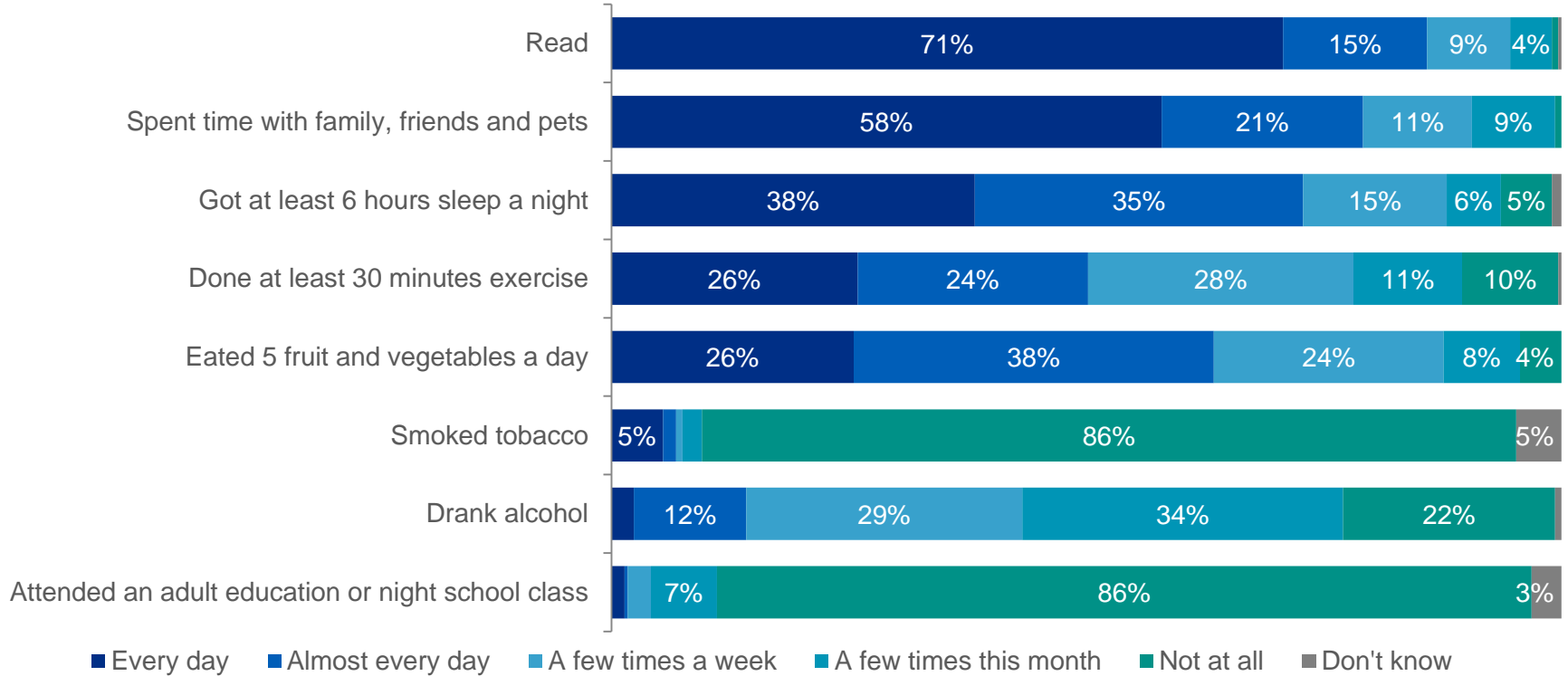
Impact of health issues on daily activities



Q5. How would you rate your health? I am: Base: 296

Q6. For at least the last six months, how much have your health problems limited the activities you would normally do? Base: 297

# Evaluating participant health

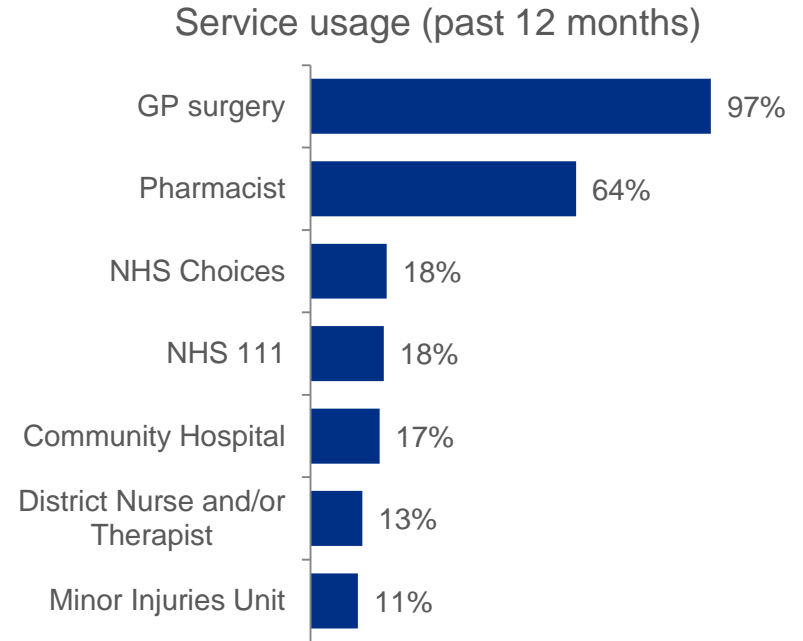
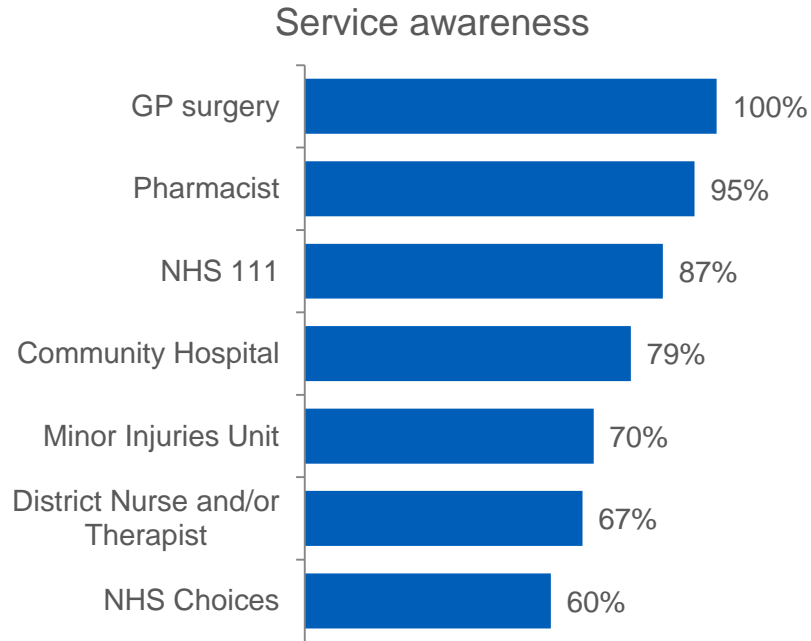


Q7. Thinking about the last month, how often have you: Base: 298



NHS service awareness &  
usage

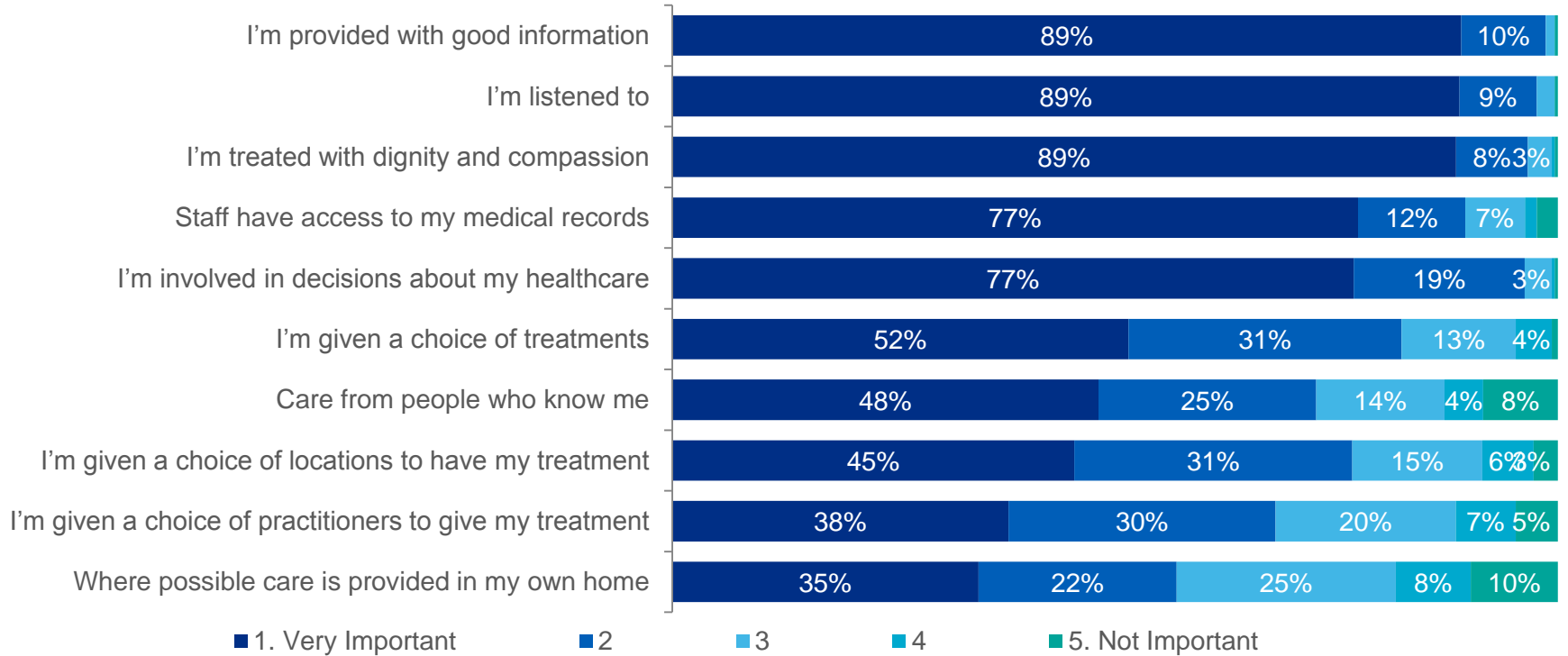
## Service awareness & usage



Q8. Which of the following NHS services are you aware of? Base: 298

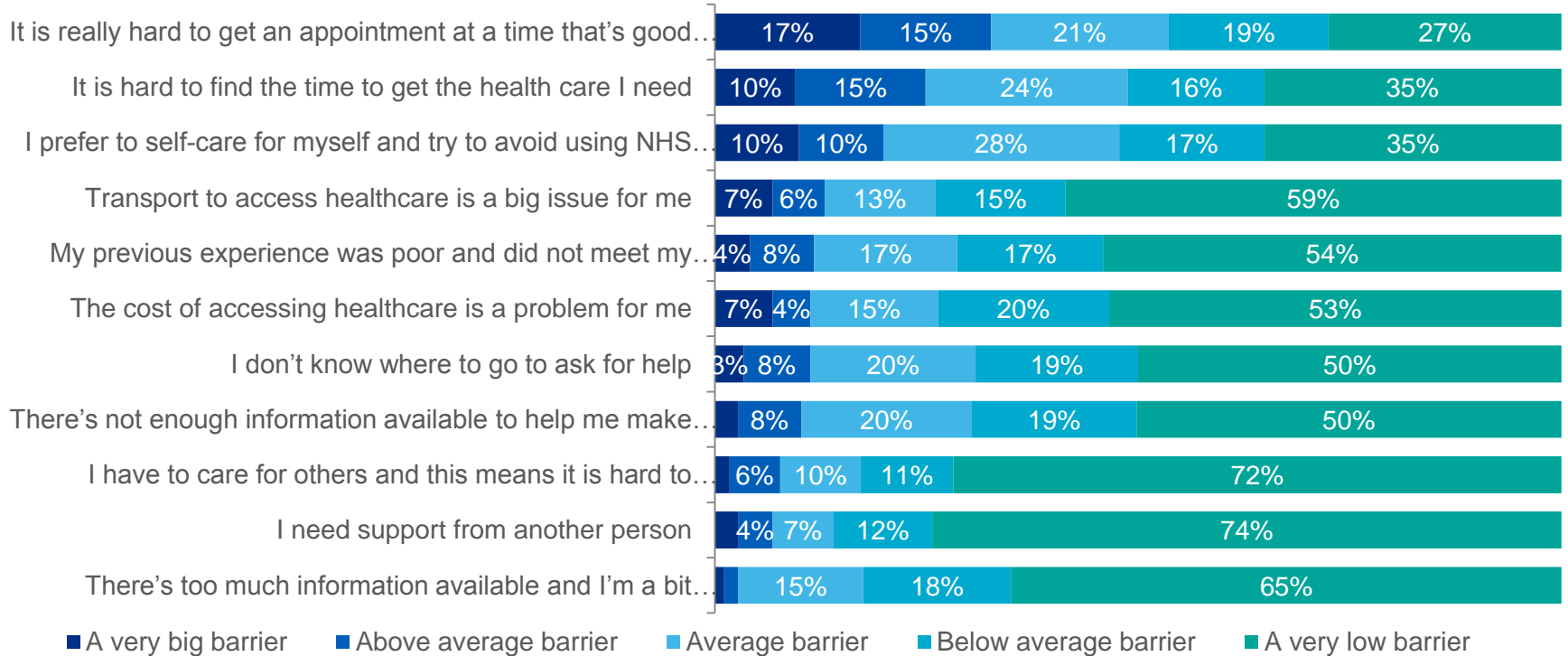
Q9. And, which of these have you used in the past 12 months? Base: 287

# Service usage



Q10. Now thinking about when you or your family are ill, on a scale of 1 to 5 where 1 is very important and 5 is not very important, how important are the following....Base: 298

## Barriers to service usage



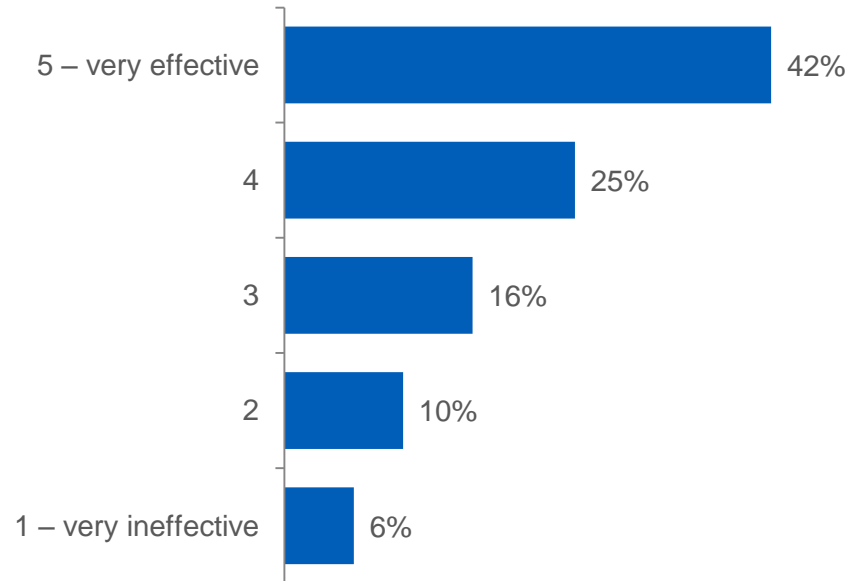
Q10. Now thinking about when you or your family are ill, on a scale of 1 to 5 where 1 is very important and 5 is not very important, how important are the following....Base: 298

# Evaluating Community Health Services - GP

## Visiting the GP



### Effectiveness of care received



Q12. Have you visited your GP surgery in the last 12 months? Base: 298

Q13. How would you rate the effectiveness of the care you received where 1 is very ineffective and 5 is very effective? Base: 282

# GP service feedback



*"I have always received excellent care at the GP surgery, was referred and seen within two days with torn Achilles and the hospital appoints ran generally on time only once delayed to an emergency which is understandable. Then was given an option in physio and choose Leominster who were very quick with an appointment in 2 weeks and received excellent care. I personally believe we have excellent service in our area."*

Q14. Please can you explain your answer in more detail? Aspects of the service you may like to tell us about: referral to the service, staff, times and appointments, travelling to the service. Base: 222

## GP service feedback - verbatim

### It is easy to get an appointment

*“Doctors helpful and supportive usually able to get an appointment when I need one.”*

*“Low waiting time. Nice doc. Good advise. Quick to help.”*

*“Can usually get an appointment if it is urgent, but not with own doctor. Have to travel into Hereford for GP. GP is good, but have to wait a week or so for non urgent blood tests. Referral to hospital, haven't had to wait too long for appointments for breast clinic or ultrasound.”*

*“It took several visits to different doctors to get the treatment that worked. But getting an appointment was relatively easy and staff lovely.”*

### Good customer service by staff

*“I had a referral from the podiatrist in the early morning and was seen by my GP on the same morning: wonderful service. I had a swollen foot and blood sample and X-ray were arranged within a week and I had the results within the week. X-ray taken at Leominster Hospital. Again fantastic service. Don't close Leominster Hospital! ”*

*“Always manage to get GP appointment on same day (very lucky here), always treated with dignity and respect by all in surgery - INCLUDING reception. Am worried about the future with the proposed building of nigh on 1000 new houses, how this will impact on all GP services in our small town.”*

*“Staff and doctors at my surgery are excellent. Very patient and understanding.”*

Q14. Please can you explain your answer in more detail? Aspects of the service you may like to tell us about: referral to the service, staff, times and appointments, travelling to the service. Base: 222



## GP service feedback - verbatim

### Good quality of care provided by healthcare professionals

*"I've always been very pleased with services and care from my GP and hospital visits and a recent stay in hospital not much to complain about."*

*"Quality of care very good. However longer wait times in surgery are very negative and inconvenient."*

*"Very effective - professional staff, prompt communication regarding appointments."*

*"Staff try to be accommodating. Doctors are good and trustworthy."*

### There are long waits for appointments

*"Appointment had to be made 5 weeks in advance."*

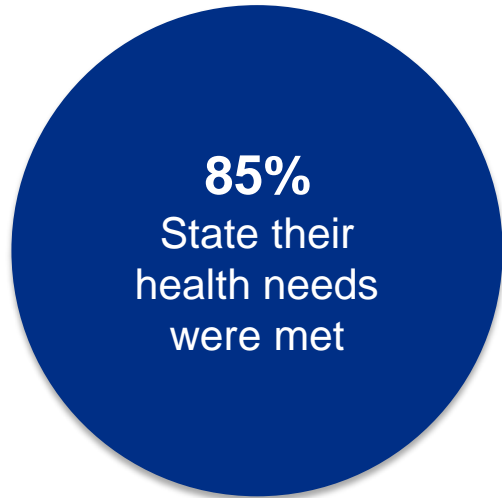
*"Effective when you manage to get an appointment. Waiting time for appointments is unacceptable."*

*"Limited appointment times which are only during working hours and I work full time. Also I had one appointment with a student doctor. I consented to it but wasn't told it meant that would not be a qualified GP in the room. It was a poor experience I did not feel I was being taken very seriously by the student."*

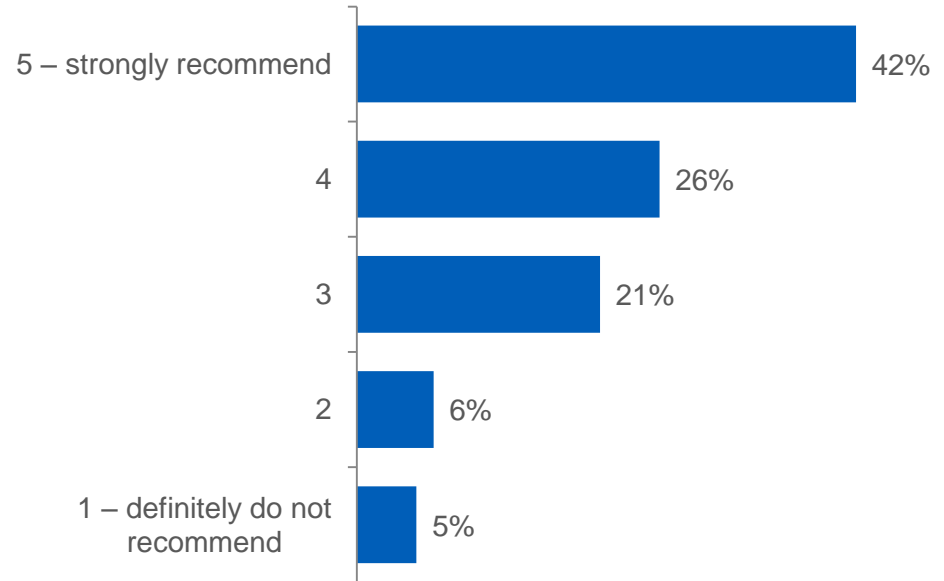
*"Making doctors appointments is hard work and sometimes you feel like you are being a hindrance especially more from the receptionists who are rude and not very customer friendly. Always get the doctors busy or the appointment is weeks later when you require an appointment now."*

Q14. Please can you explain your answer in more detail? Aspects of the service you may like to tell us about: referral to the service, staff, times and appointments, travelling to the service. Base: 222

# Evaluating the service provided by the GP



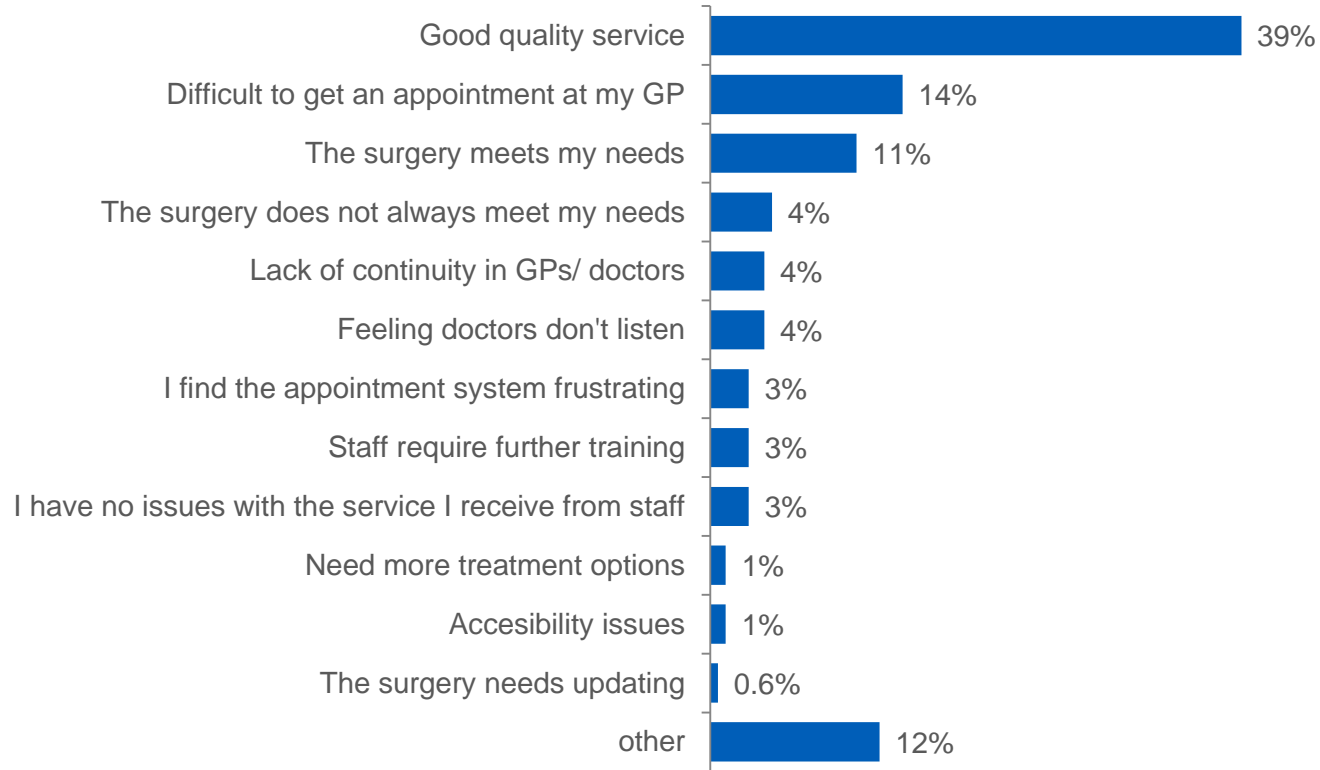
## Recommending the service to others



Q15. Were your health needs met? Base: 278

Q16. Would you recommend the service to others? Base: 277

## Reasons for recommending the GP



Q17. Please answer why you would or would not recommend this service to others. Base: 178

## Reasons for recommending the GP- verbatim

### Good quality service

*“They are always very good at our surgery.”*

*“Excellent service, fit our children in quickly.”*

*“Leominster Hospital is easy for me to attend for podiatry and X-ray. My GP surgery is two minutes walk from home. The service I've had from both have been very quick and good.”*

*“Responsive, accessible, respectful, kind and compassionate.”*

*“I've found the staff to be dedicated and professional in my dealings both at the GP surgery and my dealings at Hereford hospital.”*

*“Listened to and provided with choice of treatment options.”*

### Difficult to get an appointment at my GP

*“Difficult to get an appointment with my choice of GP.”*

*“The drop in service in Hereford no longer exists! I spent an hour trying to get hold of Taurus to make an appointment. My GP was fully booked and even though it was urgent for me to see someone that day they couldn't do anything.”*

### The surgery meets my needs

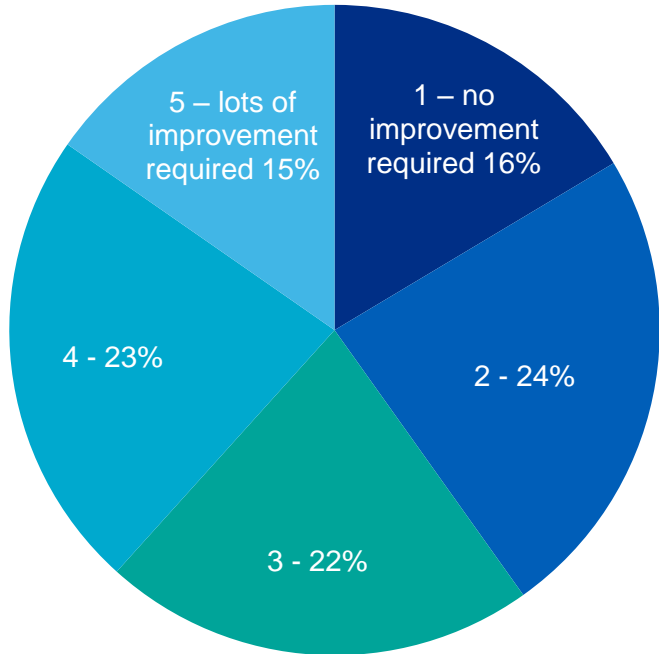
*“Well run surgery which meets me and my families needs.”*

*“The surgery meet my health care needs.”*

*“I personally would recommend this surgery, I never have a problem , but then I'm not always on the phone , perhaps that's why I never have a problem , I know of people who do not have the same as me “*

Q14. Please can you explain your answer in more detail? Aspects of the service you may like to tell us about: referral to the service, staff, times and appointments, travelling to the service. Base: 222

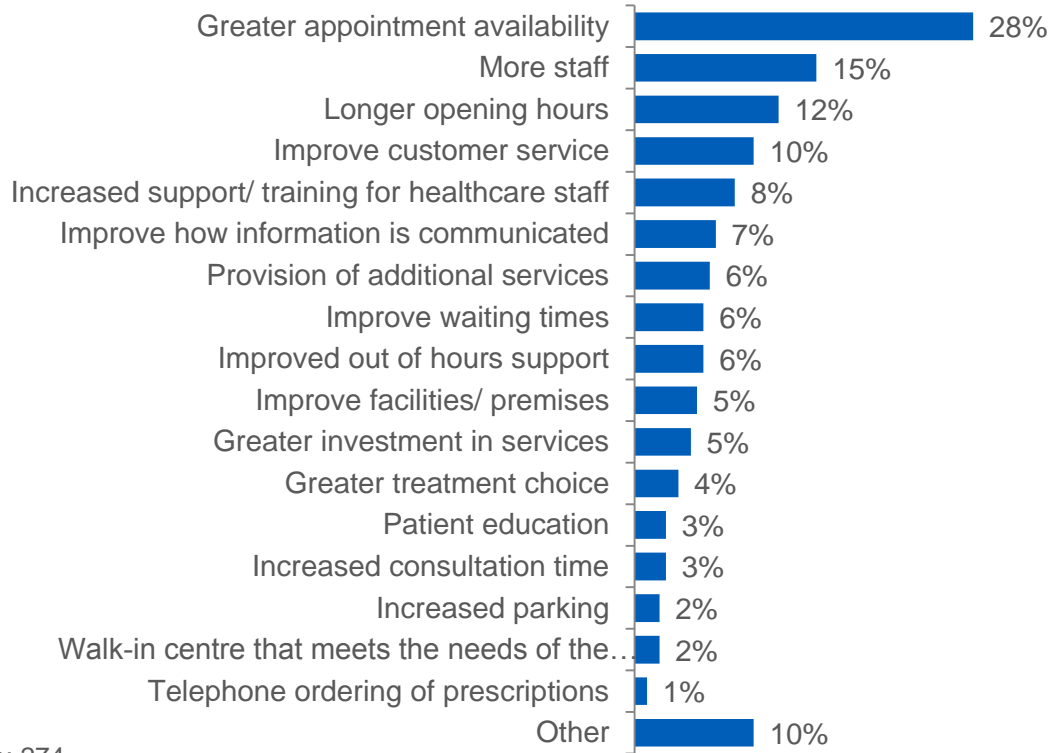
# Improving the service



Q18. Do you think the service could be improved? Base: 274

Q19. Please outline how you think the service could be improved. Base: 196

## Improving the service



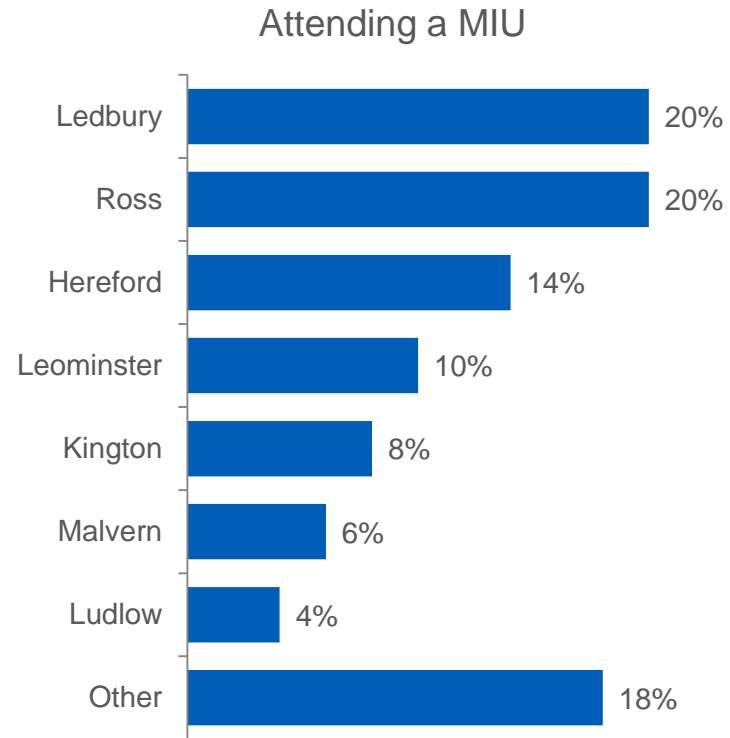
# Evaluating Community Health Services – Minor Injuries Unit

## Visiting a Minor Injuries Unit (MIU)

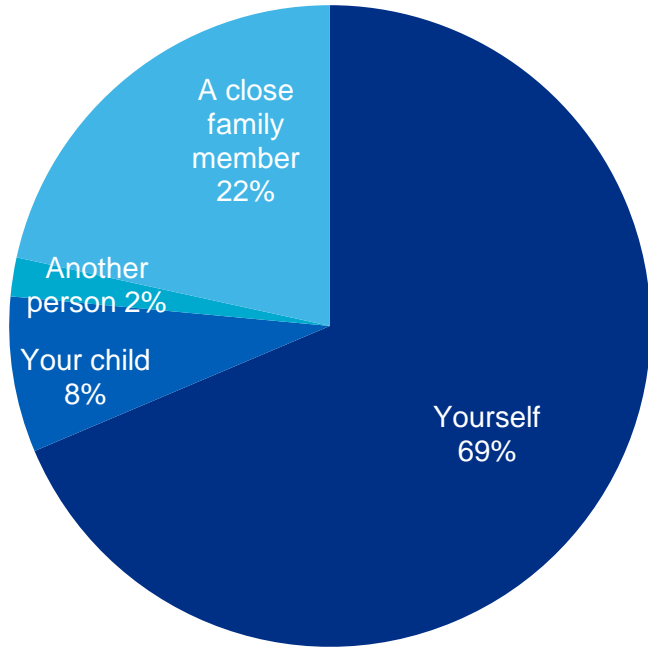


Q20. Have you visited a Minor Injuries Unit in the last 12 months? Base: 298

Q21. Which MIU did you attend? Base: 50



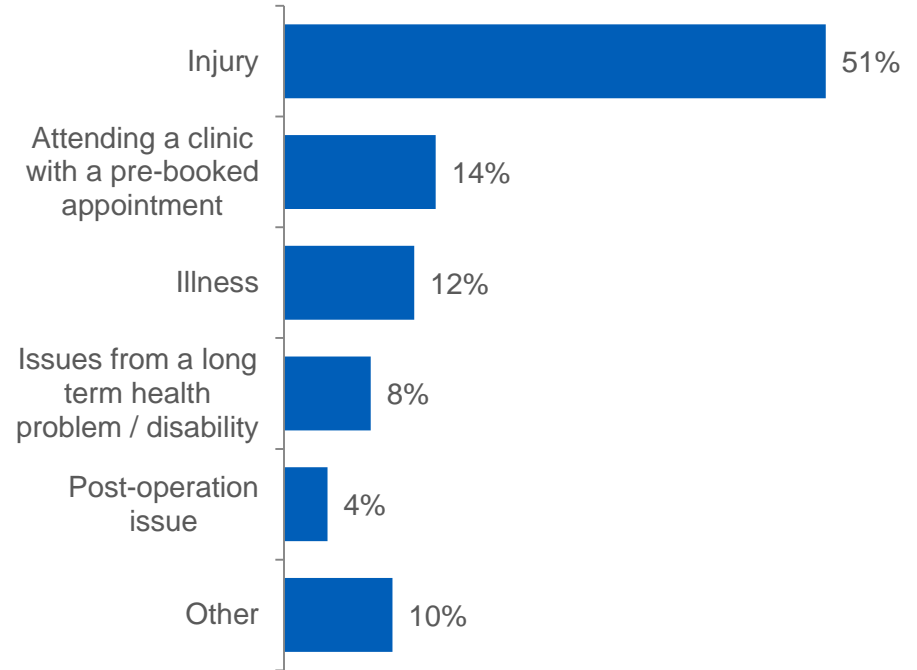
# Visiting a MIU



Q22. Were you visiting for: Base: 51

Q23. What was the health problem? Base: 49

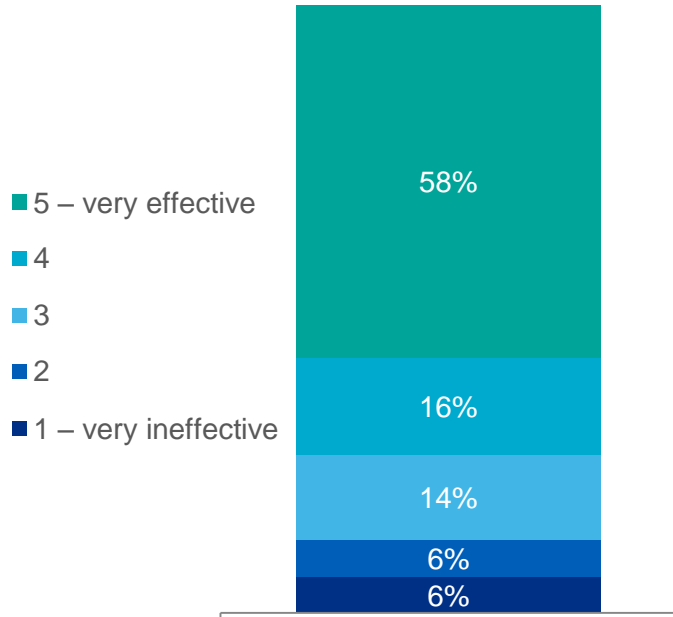
## Reason for visiting the MIU





# MIU effectiveness

Effectiveness of care



Reasoning	
High quality of care	29%
Quick, efficient service	26%
Reassuring, polite, helpful staff	26%
Provide a very good service	23%
Ease of access	14%
Long waiting times	9%
Lack of provision in local area	3%
Difficulties arranging transfers	3%
Ailment underestimated/ dismissed/ not taken seriously	3%
Injury not fully diagnosed	3%

Q24. How would you rate the effectiveness of the care you received at the Minor Injuries Unit? Base: 50

Q25. Please can you explain your answer in more detail? Base: 35

## MIU effectiveness - verbatim

*"I have attended for a follow up time with my consultant and also for X rays you are always seen a lot sooner. Staff very efficient and helpful. No problems parking and certainly cheaper."*

*"Seen quickly. Caring staff who were very thorough. Child felt safe and reassured."*

*"I went with a damaged ankle on a Sunday. They were unable to X ray me then but gave me good advice and told me to return the next day for an X ray. This showed that there was no break, I had tendon damage. Once again I was given useful advice."*

*"MIU is walking distance to my home. The nurses are great when I go in with the children."*

*"It was very accessible, my only 'con' was that I didn't think I was taken entirely seriously, because I was calm and being brave my injury was underestimated."*

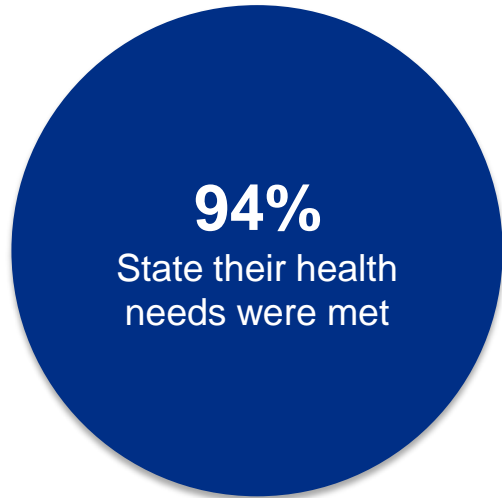
*"I thought I had broken a toe. I walked into the Minor Injuries Unit at Leominster and was seen within 5 minutes. The consultation I had and the careful examination of my foot, filled me with great confidence. Fantastic service: KEEP IT OPEN please."*

*"Staff in the unit were helpful but arranging a transfer to a CH proved very difficult - mainly due to patient transport and Kington CH not operating"*

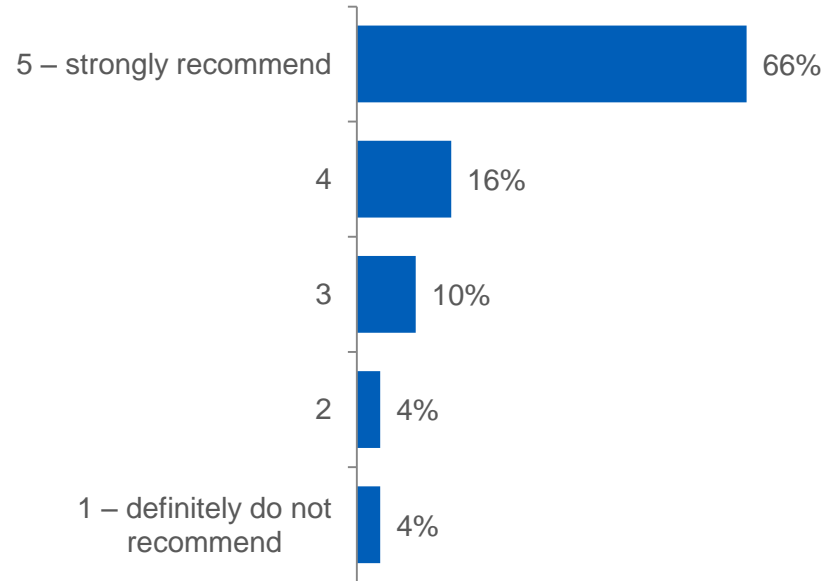
*"Quickly dealt with and a very good examination was conducted."*

Q25. Please can you explain your answer in more detail? Base: 35

# Evaluating the service provided by the MIU



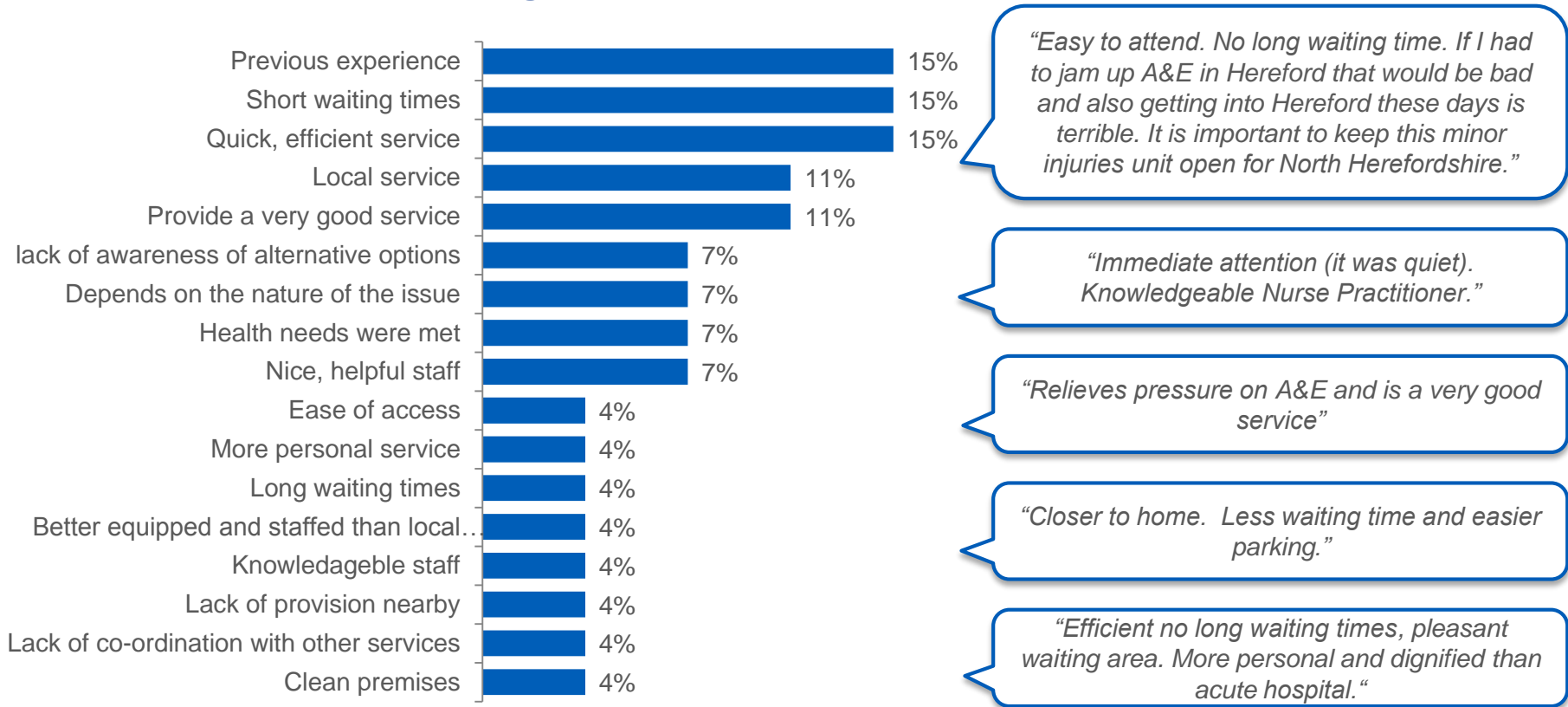
## Recommending the service to others



Q26. Were your health needs met? Base: 50

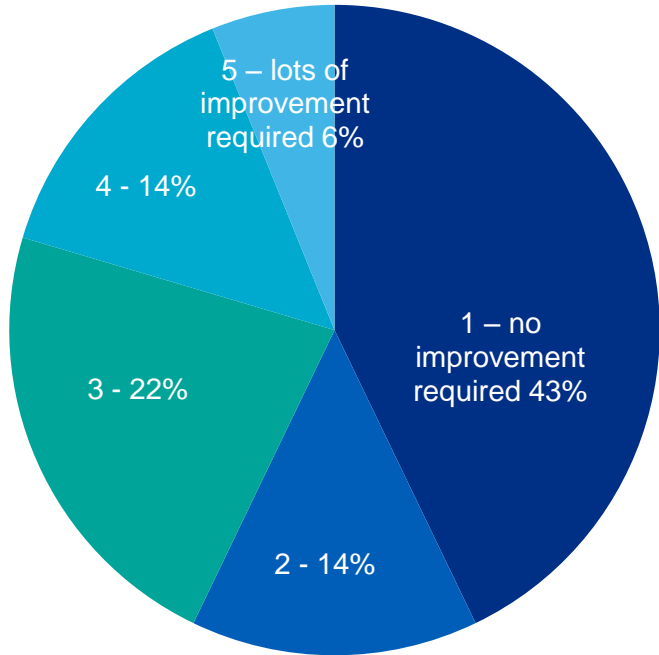
Q27. Would you recommend the service to others? Base: 50

## Reasons for recommending the MIU



Q28. Please answer why you would or would not recommend this service to others. Base: 27

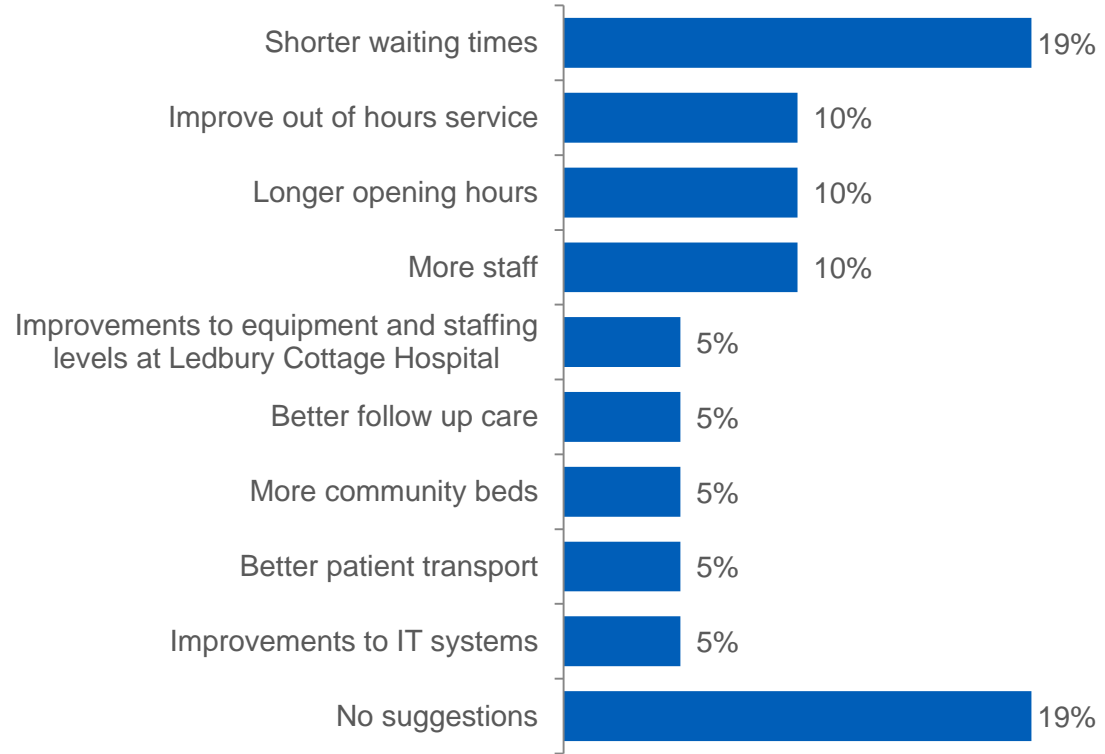
# Improving the service



Q29. Do you think the service could be improved? Base: 49

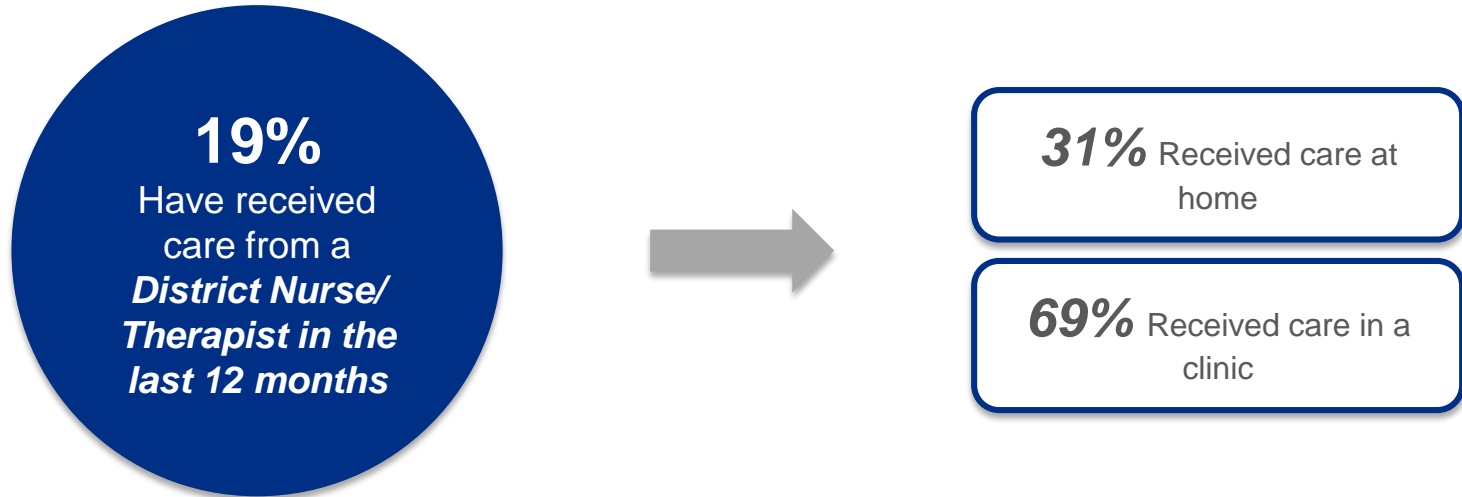
Q30. Please outline how you think the service could be improved. Base: 21

## Ways to improve the service



# Evaluating Community Health Services – District Nurse/ Therapist

## Seeing a District Nurse/ Therapist

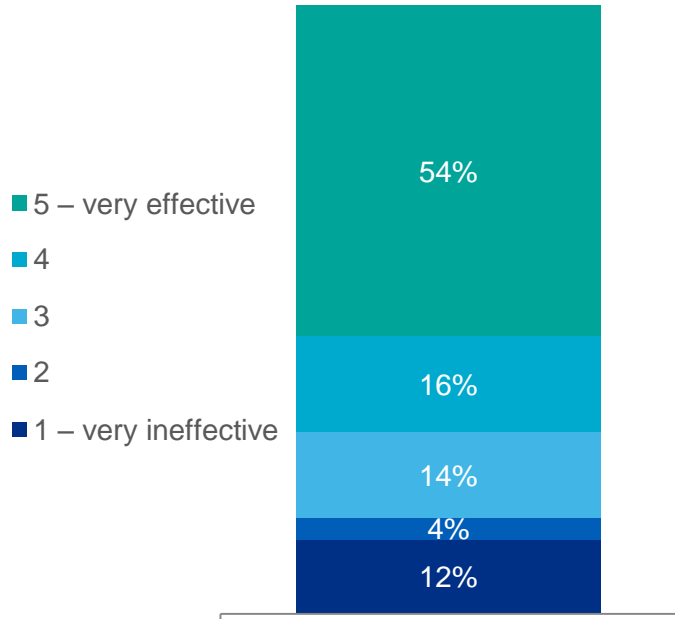


Q31. Have you received care from a district nurse or a therapist in the last 12 months? Base: 298

Q32. Was this at home or in a clinic? Base: 55

# District Nurse/ Therapist effectiveness

Effectiveness of care



Reasoning	
Very good staff - Useful/ helpful/ professional	33%
Provide a very good service/ no issues	20%
Appointments offered at appropriate times	9%
Ineffective treatment	9%
Undertake home visits	7%
Appointment/ scheduling issues	7%
Long wait for appointments	4%
Text reminders are good	2%
Poor service from reception staff	2%
Knowledgeable staff	2%
Ailment underestimated/ not taken seriously	2%
Lack of communication	2%

Q33. How would you rate the effectiveness of the care by the District Nurse or Therapist? Base: 57

Q34. Please can you explain your answer in more detail? Base: 45



## District Nurse/ Therapist effectiveness - verbatim

*"Appointments offered at suitable times. Useful and helpful."*

*"Had stitches which needed to be removed. Very straight forward. No issues arising."*

*"Physiotherapy for spine degeneration not effective. Had to pay for private physiotherapist as appointments on the NHS ones had several months waiting time - not ideal"*

*"Long wait to get an appointment with the physiotherapist but the diagnosis and treatment was very effective."*

*"My elderly father has received excellent service from Herefordshire district nurses."*

*"Diabetes clinic, nurse. She had more time and insight than my regular doctor."*

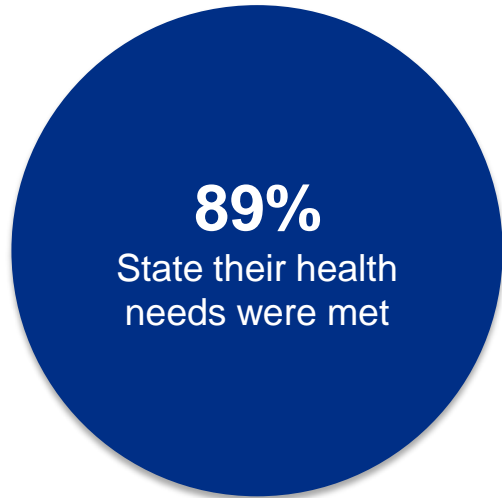
*"Dismissed by one member of the team rendering me extremely ill over the weekend with an infection meaning I had to attend hospital for treatment that could have been avoided if I was listened to."*

*"The nurse had to take clips out for me and she was prompt and very caring and professional."*

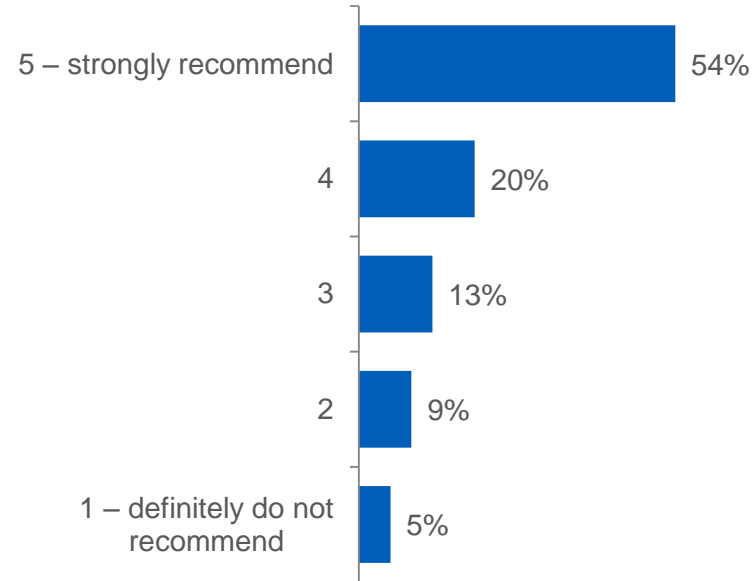
*"They are very overstretched didn't always turn up when they said they would or came much earlier than they said and didn't come back. A couple of times I bathed my leg myself."*

Q34. Please can you explain your answer in more detail? Base: 45

# Evaluating the service provided by District Nurses/ Therapists



## Recommending the service to others



Q26. Were your health needs met? Base: 55

Q27. Would you recommend the service to others? Base: 56

## Reasons for recommending the MIU

Reasoning	
Provide a very good service	19%
Give useful advice	14%
Friendly staff	14%
High quality of care	11%
Staff are under a lot of pressure	8%
Ailment underestimated/ not taken seriously	6%
Appointments offered at appropriate times	3%
lack of awareness of alternative treatment options	3%
Short waiting times	3%
Resolved issue	3%
Access to other healthcare professionals	3%
Home visits	3%
Difficulties accessing services	3%

*“Useful as first point of call to assess needs and treatments”*

*“The service might be capable of improvement, but it is still accessible and effective for most routine checks and services.”*

*“The access to other services such as occupational therapist and physiotherapist was so easy. The provision for keeping elderly people at home is excellent. Probably saves the county a lot of money as well!”*

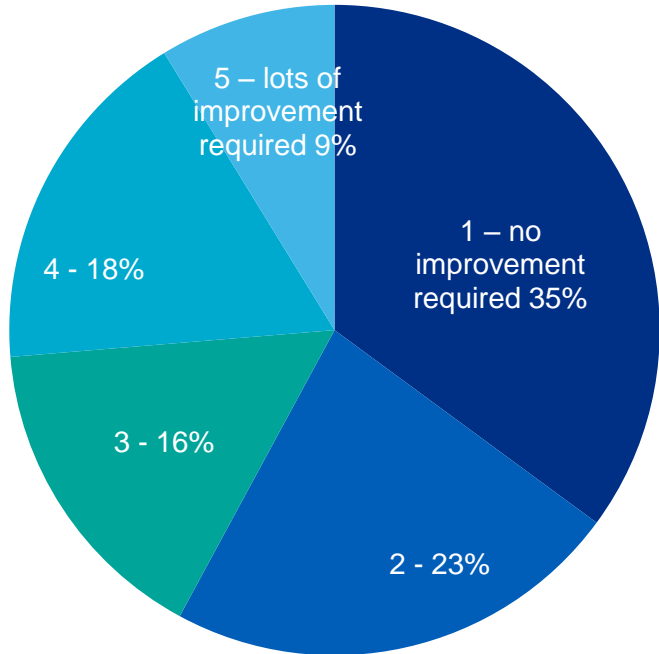
*“As a young patient I was dismissed quite often.”*

*“I find that if I state clearly what my problem is along with solutions I have tried and admit I need some more ideas that I can try that will work the health care people are only too willing to help.”*

*“District nurses are under a lot of pressure but they always deliver an exceptional service.”*

Q37. Please answer why you would or would not recommend this service to others. Base: 36

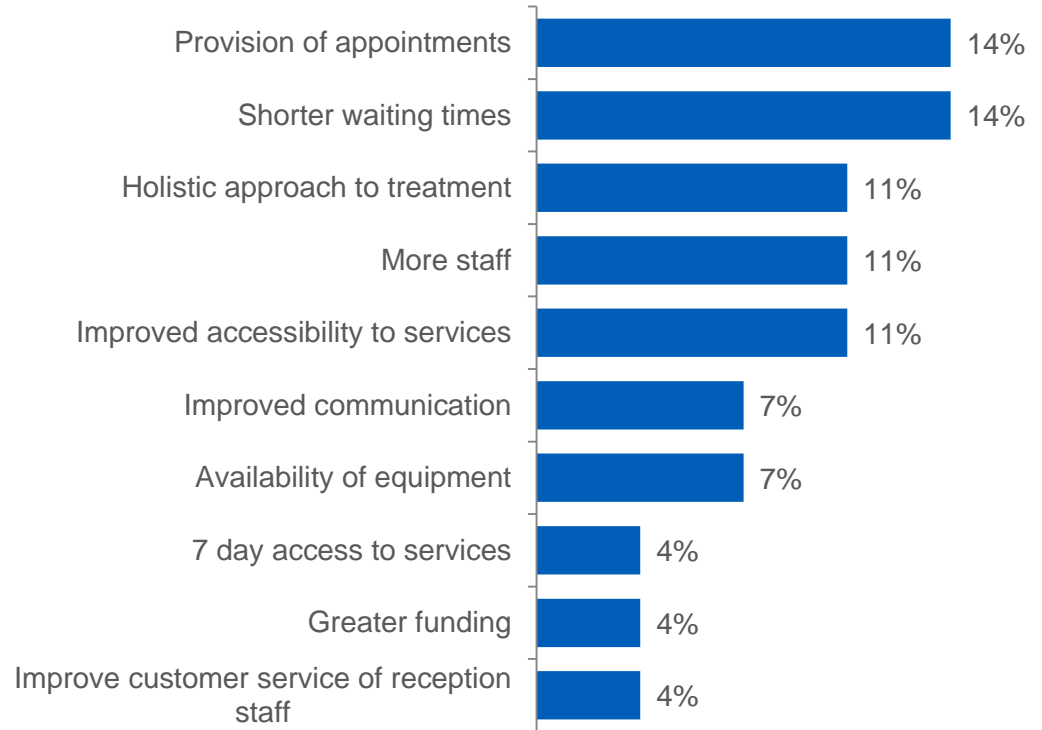
# Improving the service



Q38. Do you think the service could be improved? Base: 57

Q39. Please outline how you think the service could be improved. Base: 28

## Ways to improve the service



# Evaluating Community Health Services – Community Hospital or Intermediate Care Unit

## Staying in a Community hospital or Intermediate Care Unit



### Staying in a community hospital or intermediate care unit

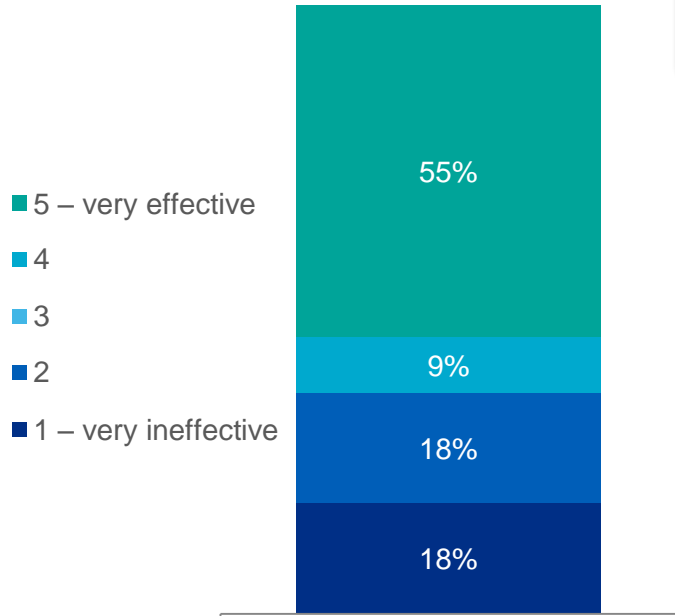
Hereford County Hospital	36%	4
Leominster	18%	2
Hereford (Hillside) Intermediate Care Unit	18%	2
Bromyard	9%	1
Ross	9%	1
Ledbury	9%	1
Salisbury	9%	1

Q40. Have you stayed in a Community Hospital or intermediate care unit? Base: 298

Q41. (\*) Which community hospital or intermediate care unit did you stay at? Base: 11

# Community hospital/ Intermediate Care Unit effectiveness

Effectiveness of MIU care



*“Not seen for 16 hours.”*

*“Fast and efficient treatment and I saw a consultant. The only issue was that I was handed a prescription in the evening with no indication of where to take it at that time.”*

*“On arrival words were said to ambulance driver indicating they had to take me to a different ward in not a very nice manner .dog barking and banging on the wall when I asked staff about the dog and banging they said it was just them banging the wall I packed my stuff and complained I wanted to go home they took me and my case outside and left me to wait for a taxi I had phoned for it, it took 45 mins so no did not like the place.”*

*“Very efficient nursing and attention to detail.”*

*“I’m not sure Hereford hospital constitutes a community hospital but the care I received was exceptional.”*

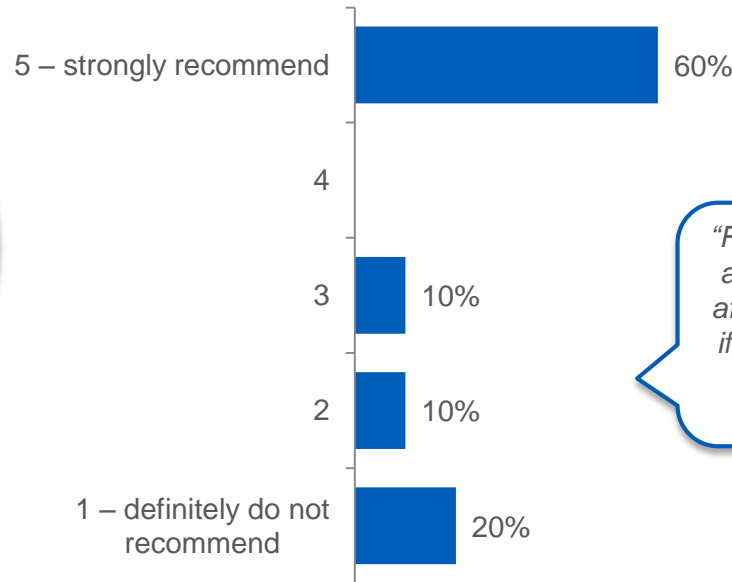
Q42. Please tell us how effective the care was in the Community Hospital. Base: 11

Q43. Please can you explain your answer in more detail? Base: 9

# Evaluating the service provided by the Community hospital/ Intermediate Care Unit

**64%**  
State their health  
needs were met

## Recommending the service to others



*“Needed more physio than I was offered, still unable to walk with crutches on discharge.”*

*“Ross Hospital was a horrible experience as I have stated I had two broken wrists after I was taken to my room I was asked if I was hungry if so they would get me a pasty plus did not like the attitude of sister in charge.”*

*“The whole process was seamless although my first operation was cancelled due to lack of bed capacity.”*

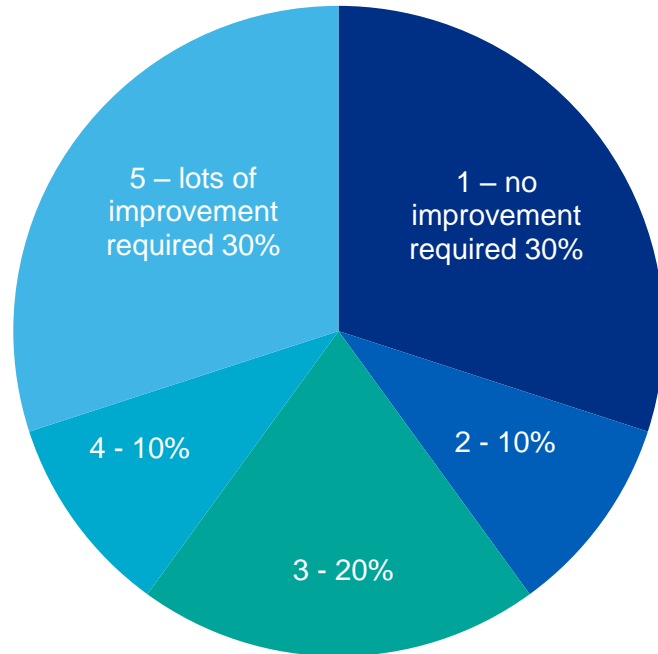
Q26. Were your health needs met? Base: 11

Q27. Would you recommend the service to others? Base: 10

Q46. Please answer why you would or would not recommend this service to others. Base: 5



## Improving the service



Q47. Do you think the service could be improved? Base: 10

Q48. Please outline how you think the service could be improved. Base: 4

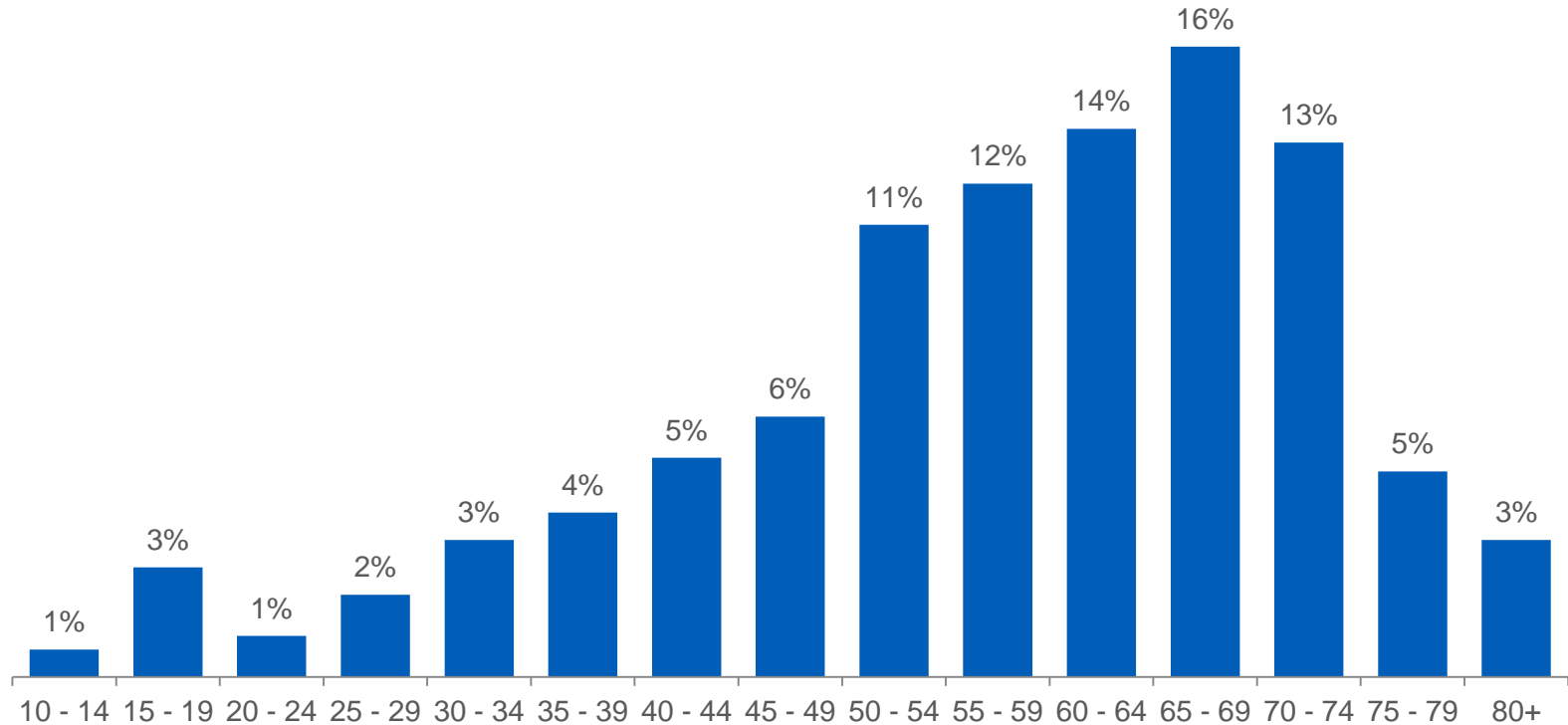
*“Not from my experience it was good.”*

*“They should not wave a spoon at ambulance drivers when trying to take me to a room telling him to go to a different ward my name was not on there list. Should not put patient outside at night to wait for a taxi in the state I was in. The main door was locked and I sat with broken wrists in plaster on my own. They should not be rude when I asked to go home.”*

*“More physio’s in the hospital”*

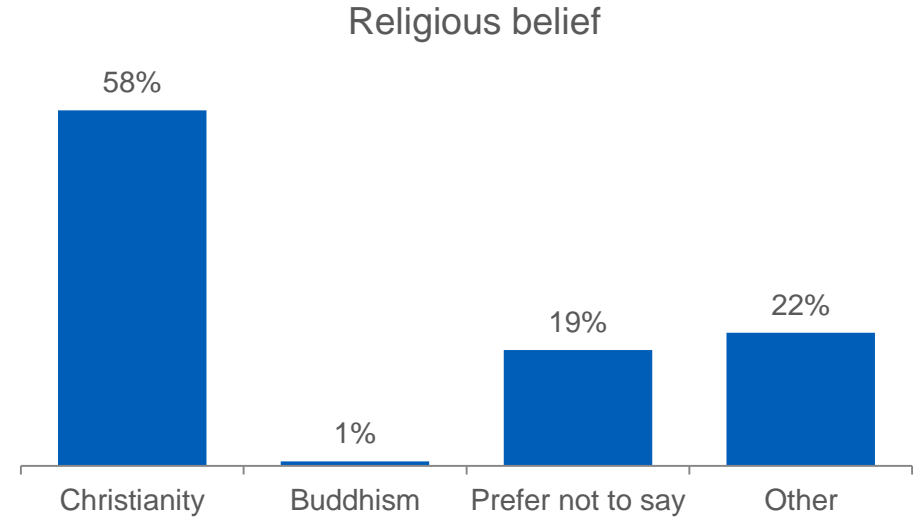
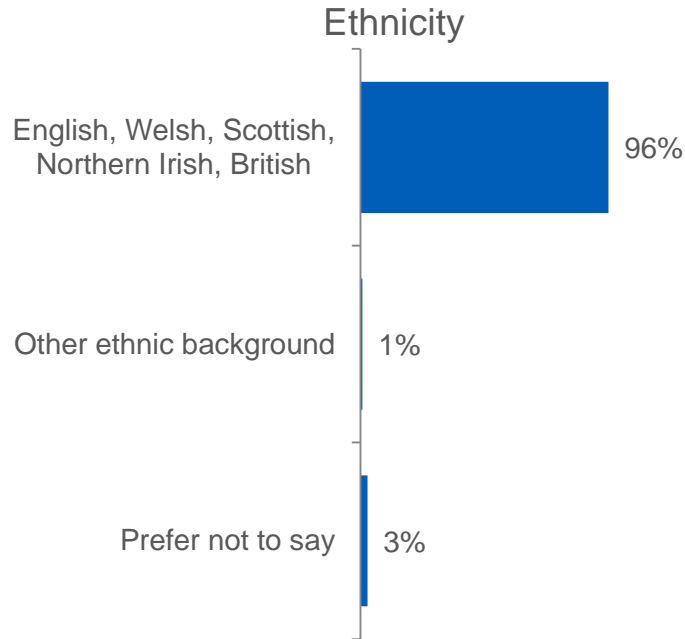
# Participant demographics

## Participant demographics - Age



Q49. What is your age?. Base: 295

## Participant demographics – Ethnicity & religious belief

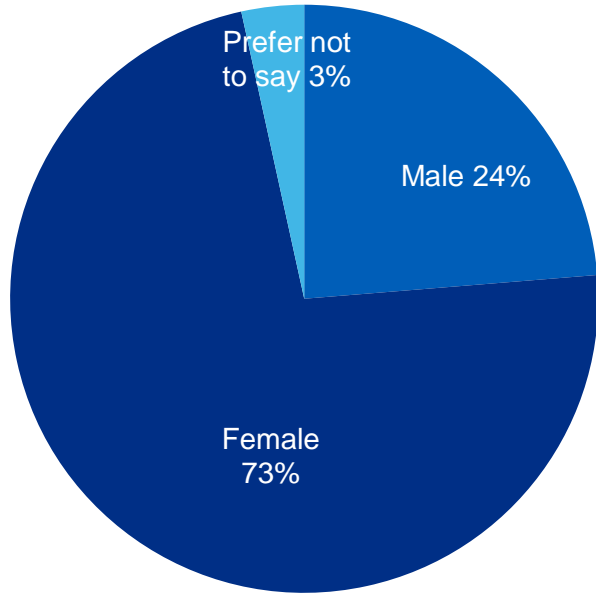


Q50. What is your ethnicity?. Base: 292

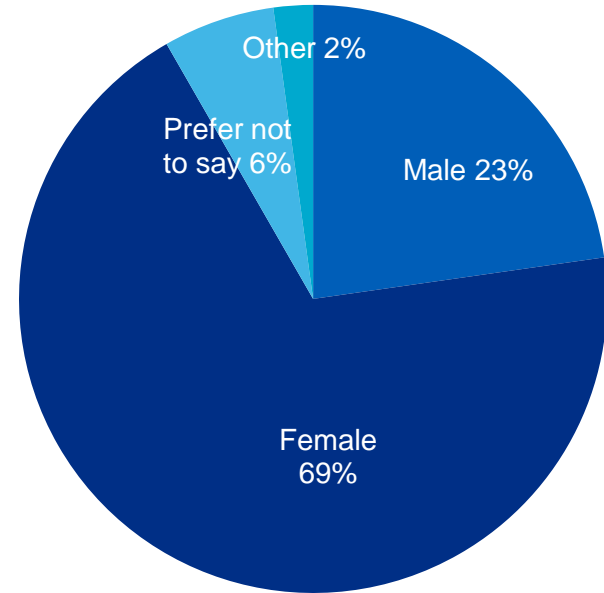
Q51. What is your religion or belief? Base: 279

## Participant demographics – Gender

Gender



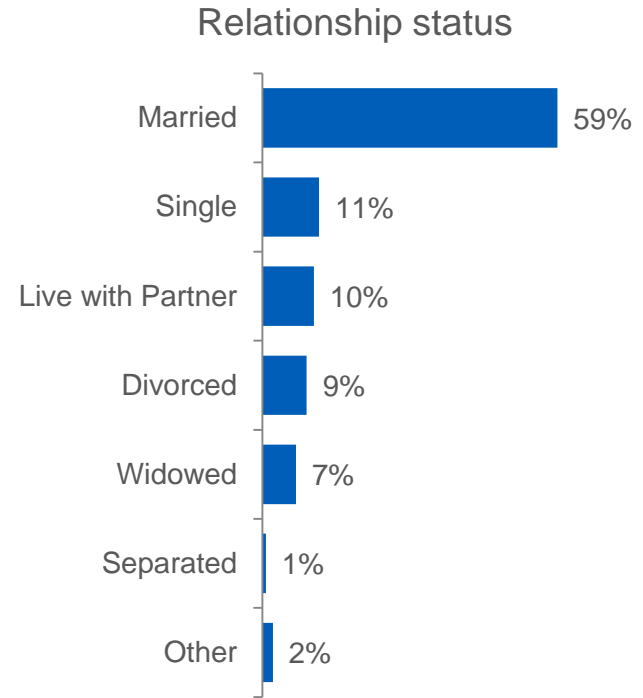
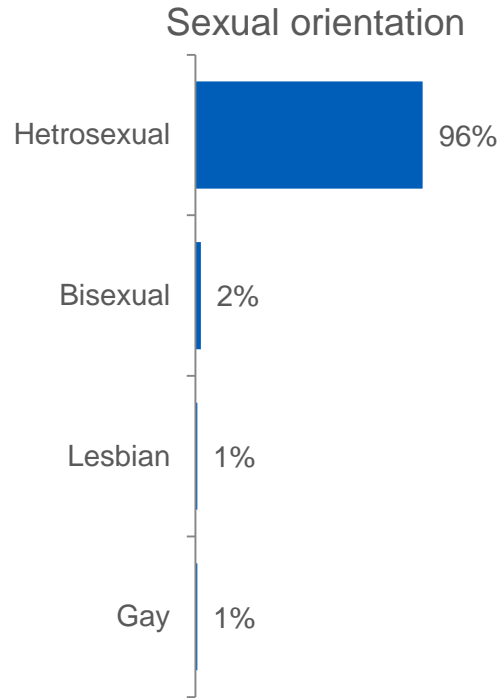
Gender identification



Q52. What is your gender? Base: 291

Q53. What sex do you identify with? Base: 278

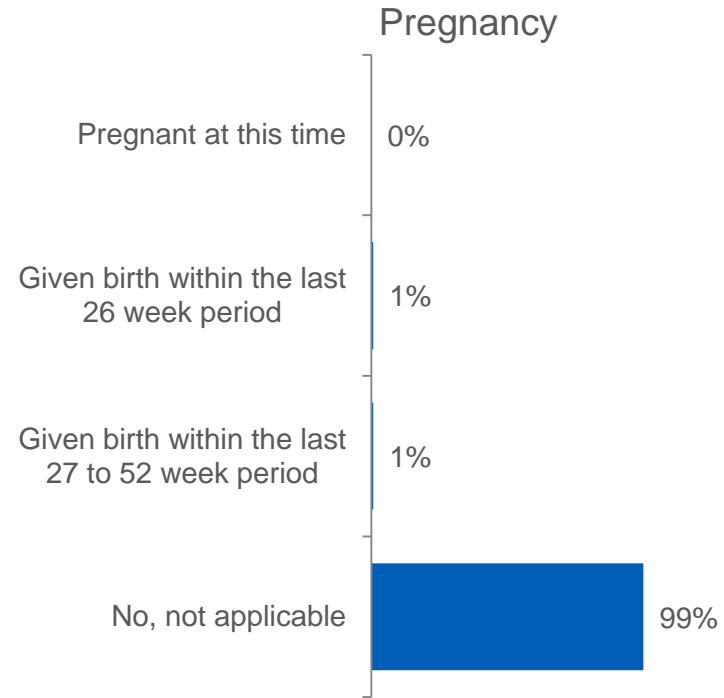
## Participant demographics – Orientation & relationship status



Q54. What is your sexual orientation? Base: 267

Q55. What is your relationship status? Base: 280

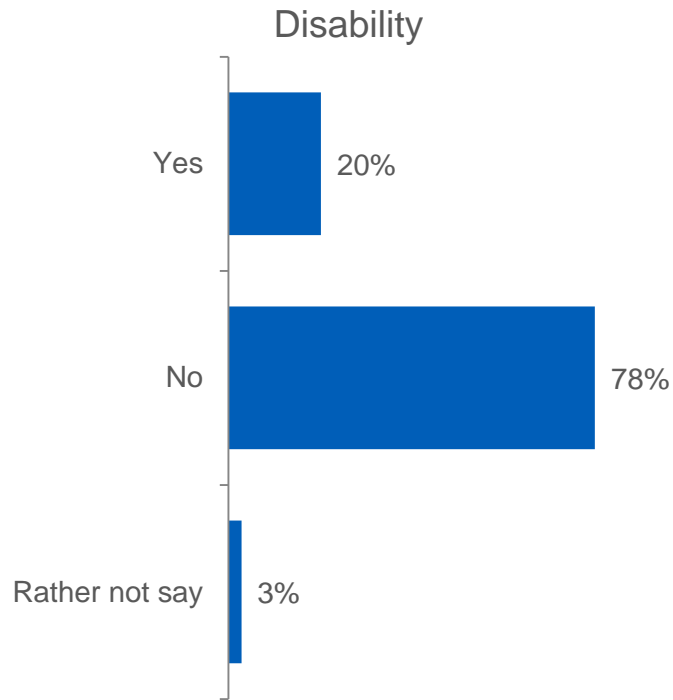
## Participant demographics – GP registration & pregnancy



Q56. Are you pregnant or have recently given birth. Please tick as appropriate: Base: 289

Q4. Are you registered with a GP surgery? Base: 298

## Participant demographics – Disability



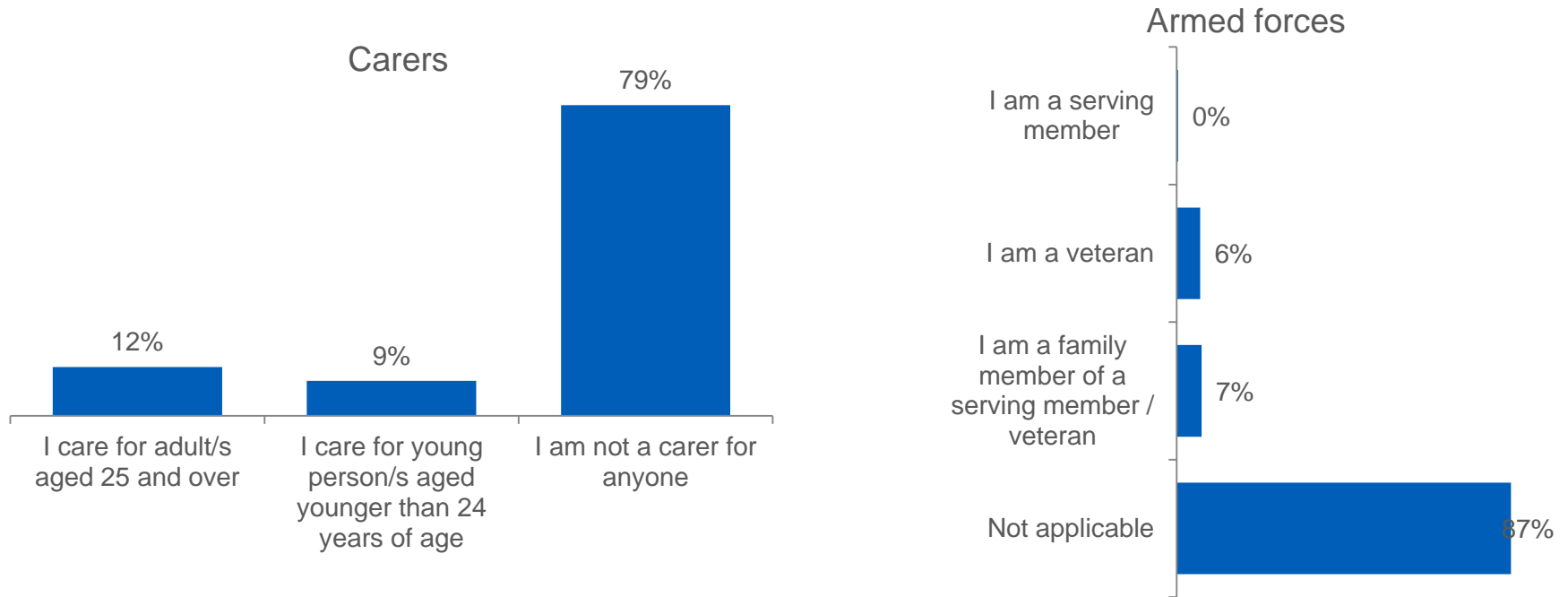
Disability type	
Sight	59%
Mental health	27%
Learning difficulty	16%
Hearing	13%
Mobility	7%
Other	27%

Q57. Do you consider yourself to have a disability? Base: 291

Q58. Please provide details of your disability Base: 56



## Participant demographics – Carers & armed forces



Q59. Carers play a crucial role in health and social care. We need to know we've gathered the views of carers. Please tell us if you care for someone and how old they are. Base: 282

Q60. Are you a serving member of the Armed Forces, veteran or a family member? Base: 276

# Focus Groups



# Focus group structure

- Awareness of community health services and frequency of use
- Views and opinions on most used community health services
- Experiences of using community health services and evaluation of key interactions and feelings

# Awareness of community health services and use

Community services	Frequency of mentions	Community services	Frequency of mentions
GP	26	Community District Nurses	2
Pharmacies	20	Community Podiatrist	2
Community Hospitals (ross / leomister/ ledbury bromyard)	14	Dementia Services	2
Dental Surgeries	13	HALO services	2
Comm OT and community Physio	12	Heavy Sevices offices (hospitals)	2
District Nurse	10	Hospices	2
NHS 111	8	Lympharmacgy Clinics	2
Taurus A&E	8	Occupational Health	2
Diabetic Services	6	OOH GP	2
"you are at home"service	4	Optician (robert)	2
Mental health services	4	Orthotics	2
Falls clinic	4	SALTS (special amd language therapist)	2
First respondents	4	Wheelchair Services	2
MIUs	4	Cardiac Rehabilitation	1
Prescription delivery services	4	Counselling Services	1
Virtual Ward/Hospital at home	4	Deaf College (specialists using rooms)	1
WIC (until a few weeks ago)	4	Health Visitors	1
Care Agency	3	Kidney Dialysis	1
Children CAMHS & other children services	3	Speech Therapy	1
Alternative Therapies	2	Wellbeing Services	1
Audiology Services	2	Midwifery	0
breast cancer	2	Rehab units	0
		Brain Injury team	

# Focus group activity overview

- Participants were asked to recall a time when they used community services
- They were asked to write down from the point at which they reported the issue to resolution
- They were asked to document each interaction with the health service, the organisations and the people they spoke to.
- They were asked to include their emotions – feelings and thoughts during each interaction.
- Their individual stories were then shared with other members of the group. They identified every interaction, who it was with and thought about how they would feel.

# Overview of health experience stories by respondents

Hearing aid test and prescription
Use of podiatry services
Organising home equipment to enable release from hospital following surgery
Community nurse to change dressing following a bilateral mastectomy due to breast cancer
Use of podiatry services due to foot and heel problems
Referral to hearing hospital following visit to GP
Austic's childs transition from child to adult services
Visit to audiologist to discuss and review hearing aids
Use of OOH services due to rash on neck
Difficulty in getting stitches removed and eventual removal by local GP
Pain in knee and referral for XRAY and physiotherapy
Post operative complications resulting in cellulitis
Use of wheelchair and physio services following diagnosis with IBM
Experience of elderly parents using a range of Ots making home visits
Hernia operation and subsequent use of district nurses
Prescription for hypertension and use of local pharmacies
Use of district nurses for blood tests
Getting an urgent appointment following a stroke whilst having physiotherapy
Use of district / agency nurses following hospital stay
Visit to GP and hospitals with wife because in pain and not talking correctly
Use of physiotherapy and OT following a fall

# Scoring interactions

- Each health experience story was read and every interaction with the health service documented.
- For each of these, as a group, they scored the interaction from an emotionally point of view between 1 (negative) and 7 (positive).
- They also used a variety of words such as: 'sad', 'furious', 'happy', 'frustrated', 'pleased' etc. to describe each interaction.
- On the next slide the interactions with different individuals and staff across the health service is tabulated.
- The frequency that particular groups were rated between 1 and 7 is logged and the average score given.

# Emotional scoring of interactions

Emotional score		GP	Nurses (inc. district and community)	Communications (email ,letters, calls)	Consultants	Technical specialists (including community therapists and hospital based technicians)	Reception staff	Opticians	waiting time	A&E
<b>Positive</b>	<b>7</b>		1		12	3	1	1		
	<b>6</b>	8	6	2	2	2	6			
	<b>5</b>		1	1		1				
	<b>4</b>	3	2		1	1	3			1
	<b>3</b>	6	1	4	2	2	2			
	<b>2</b>	1	4		2		3			
<b>Negative</b>	<b>1</b>	6	3		2		2		2	
Average score		3.6	3.8	4.1	<b>5.3</b>	5.3	4.1	7	2	4

- Specialists – such as consultants and technicians usually have positive scores
- Nurses and GPs have a broader range of scores. This seems to be due to many factors but which mainly focus on internal communications between departments and organisations
- Reception staff and



<b>Emotion</b>	<b>Average score</b>	<b>Instances of when and how low scores are achieved.</b>
Opticians	<b>7</b>	This was based on just one experience.
Consultants	<b>5.3</b>	'Negative, consultant, 3rd appointment was told would operate, could not do procedure due to poor communication', 'Availability of known consultant' - 'felt dismissed following telephone call'
Technical specialists (including community therapists and hospital based technicians)	<b>5.3</b>	'Poor time allocation of appointment consultant & therapist (rushed)' - 'Physio - told different things by different physio's, exercise by one not by the other'
Communications (email ,letters, calls)	<b>4.1</b>	'Call to wrong (deaf) person' – 'Lack of communication throughout whole experience i.e. caller/OT'
Reception staff	<b>4.1</b>	'Pain, clinic - no appointment received' - '15 minute wait, overcrowded waiting room' – 'could not get through on telephone to get an appointment'
A&E	<b>4</b>	This was based on just one experience.
Nurses (inc. district and community)	<b>3.8</b>	'Community care staff, had to complain to get equipment and was delivered very late' – 'community nurse failed to arrive' - 'OT x2 arrived expects to move furniture'
GP	<b>3.6</b>	'Negative reaction again but referred on' - 'Not proper diagnosis, miscommunication, GP didn't discuss diagnosis or condition' - 'GP discussion, negative response but reference made'
Waiting time	<b>2</b>	'Waiting - 4hrs before being seen for assessment' – '3 month appointment, told it was only 3 weeks? GP booked on the wrong clinic' – 'On going appointments delayed over 3 months'

# Findings

- Specialists, technicians and consultants are generally scored highly when patients get to see them.
- Patients concerns and annoyance and frustration is usually when NHS staff (GPs, to receptionists t consultants) are part internal communication errors. E.g. incorrect referrals etc.
- Patients and public also frequently mention discontent with personal 1-2-1 interaction if NHS staff are not empathetic, friendly, understanding and fully explain diagnoses and issues with patients.