

**SUPPLEMENT TO THE AGENDA FOR**

# **Health & Social Care Overview and Scrutiny Committee**

**Wednesday 3 December 2014**

**2.30 pm**

**The Council Chamber, Shire Hall, Hereford**

**9. HEALTHWATCH UPDATE**

To receive a report on any issues of concern to Healthwatch.

**Pages**

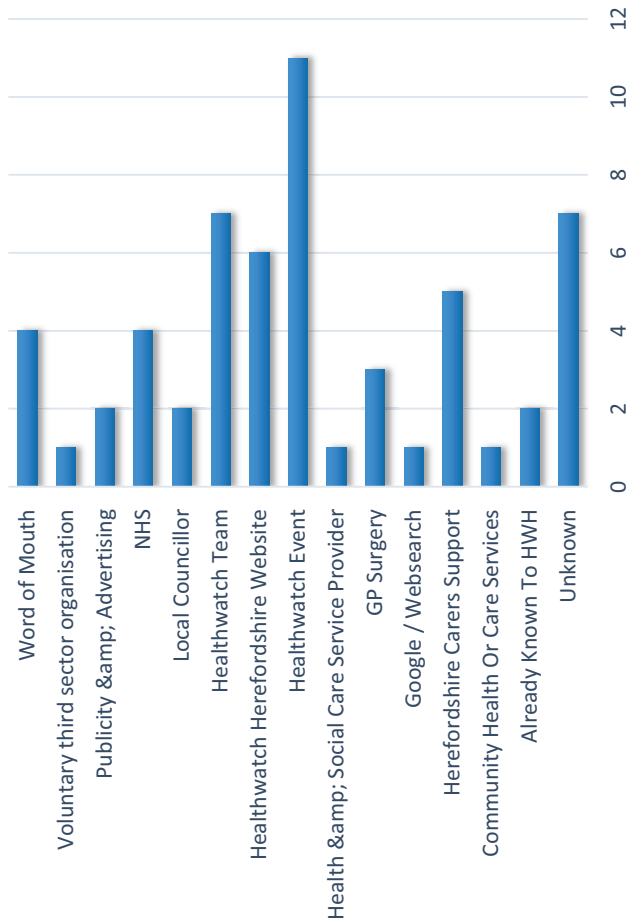
**3 - 8**



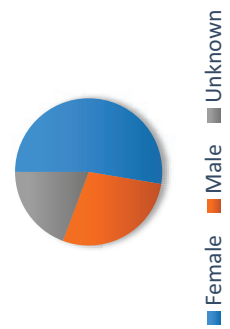
**Enquiries 01-Sept-2014 – 25-Nov-2014**

**Number of referrals 57**

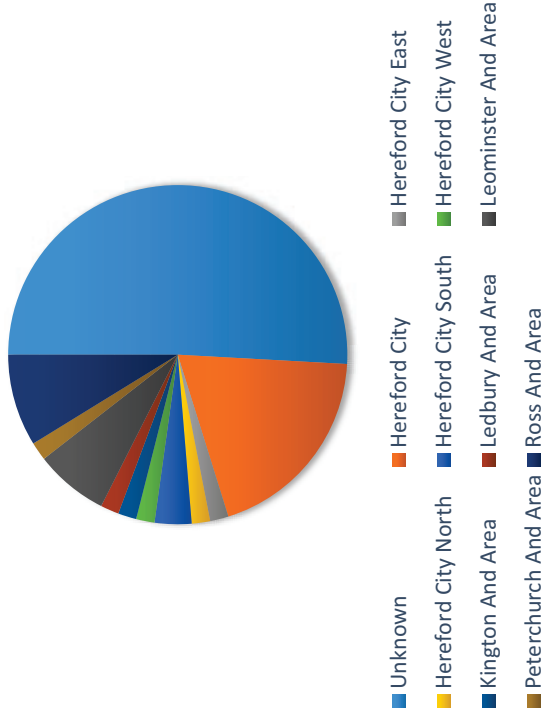
**How People Heard About HWH**



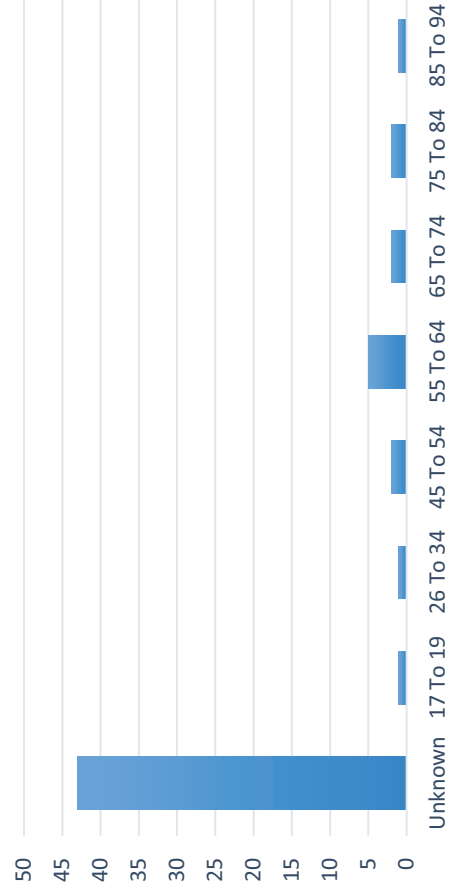
**Referrals by Gender**



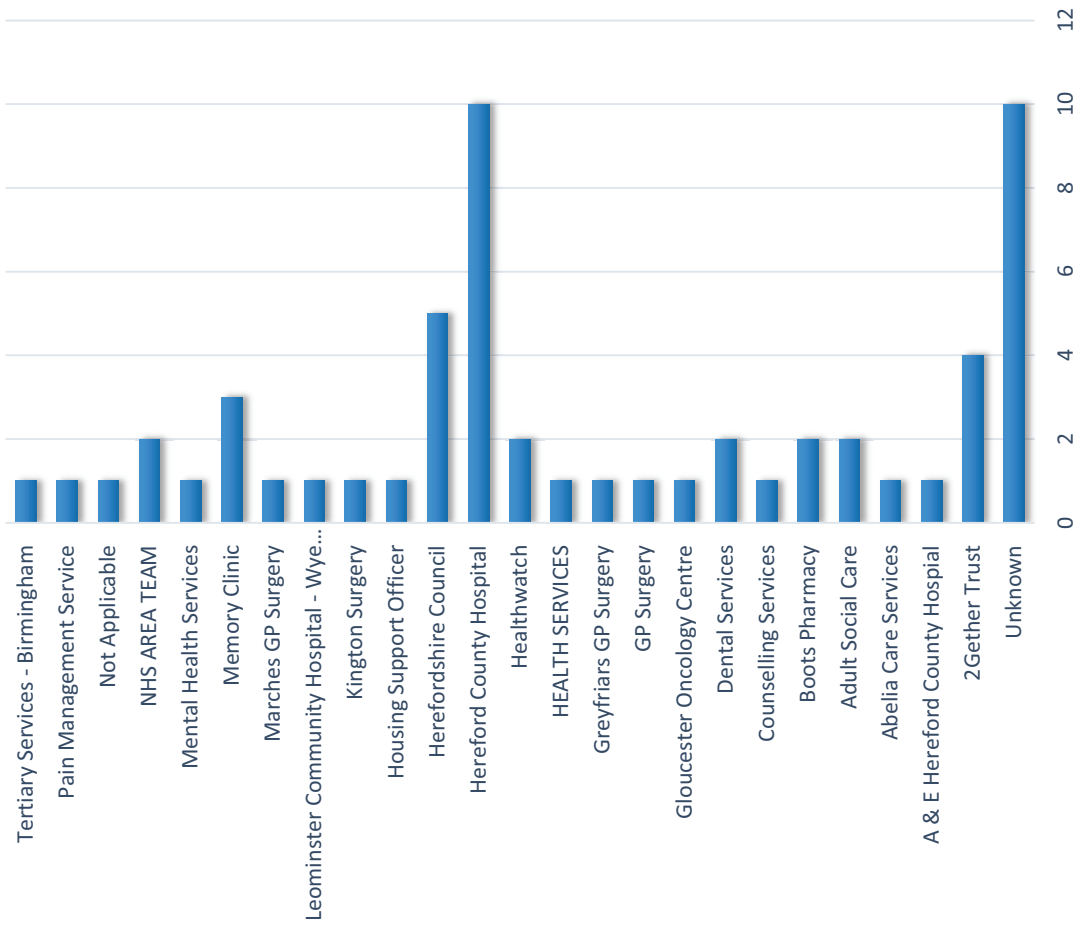
**Referrals by Location**



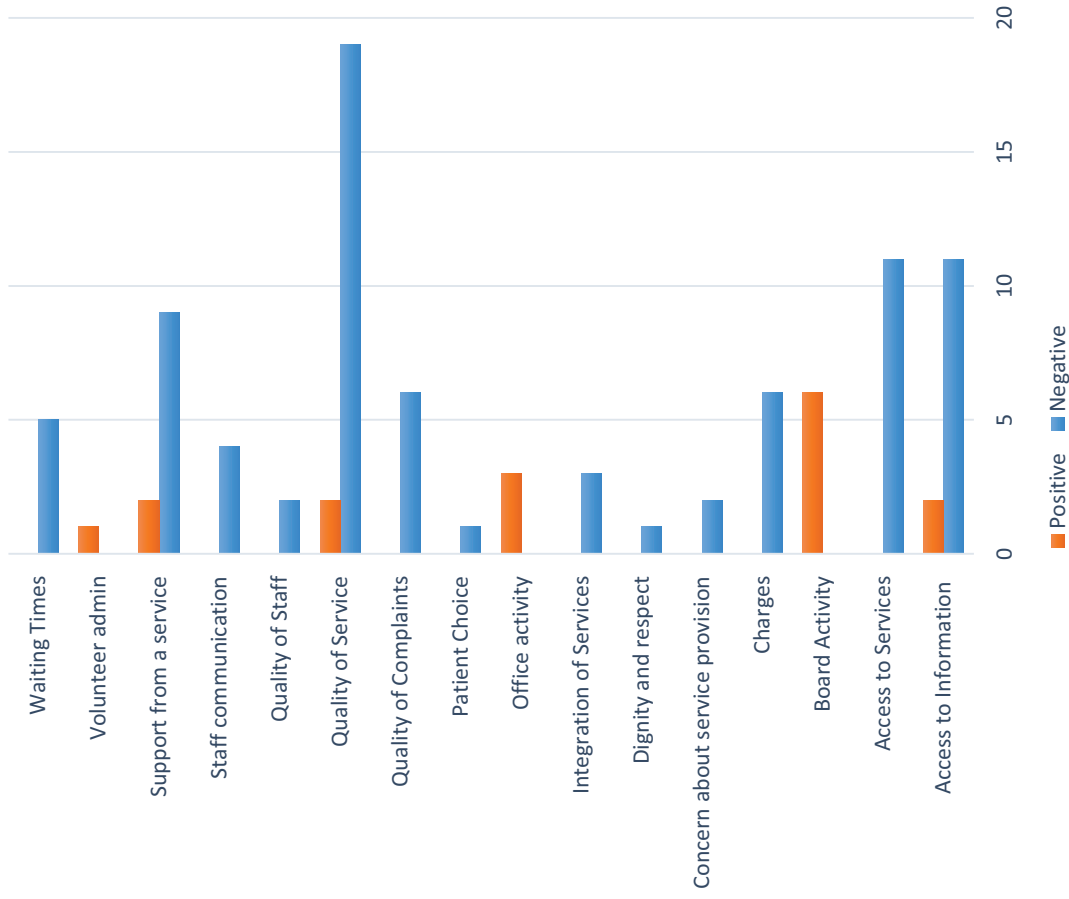
**Referrals by Age**



## Referrals By Organisation



## Types of Issues



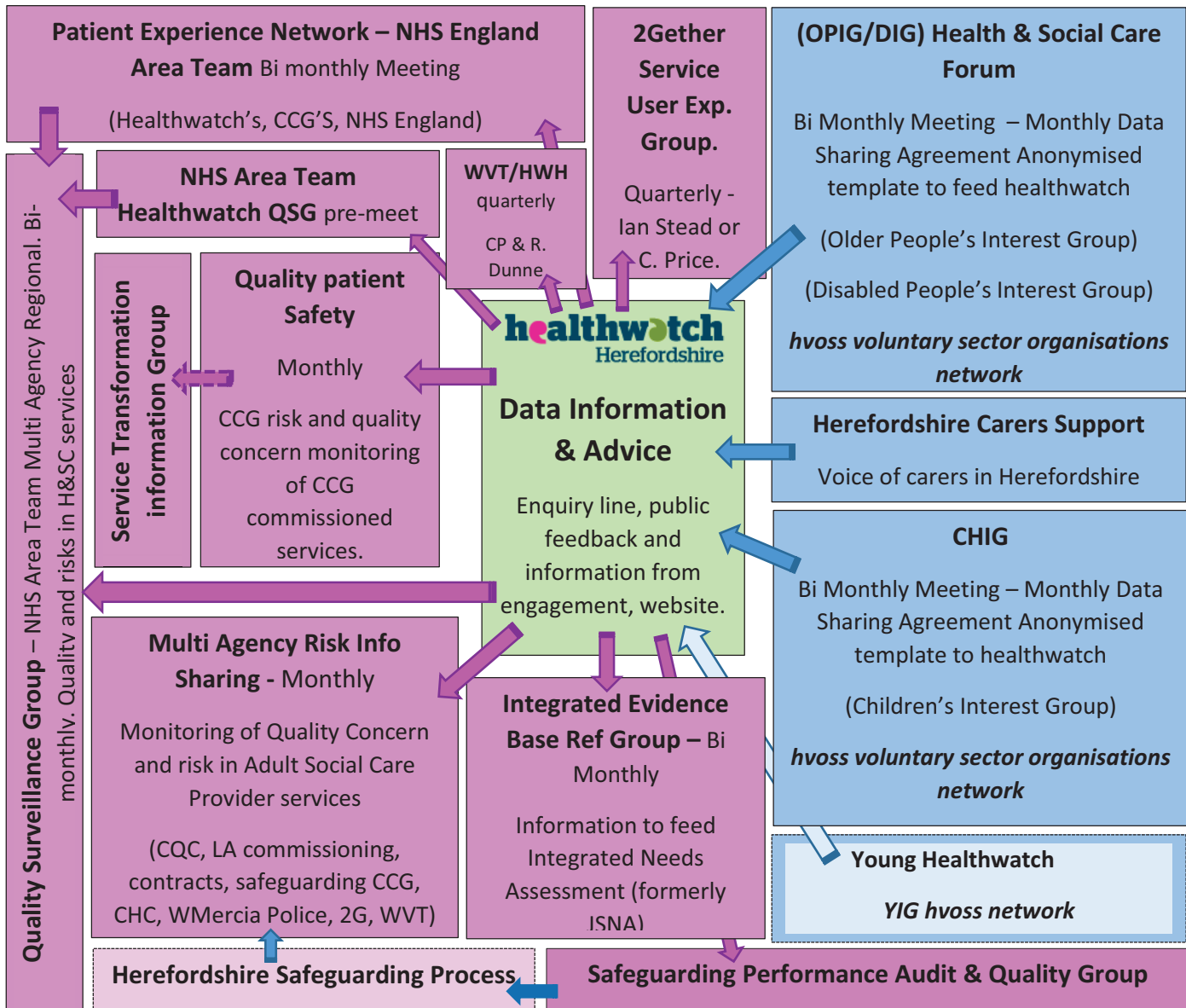
<b>Service Type</b>	<b>Summary of Issue</b>
Adult Social Care	Council Appointing MCA To Relative Without Asking Family.
Adult Social Care	Homecare Pricing Affecting The Business And Unreliable Service Being Offered Abelia Care.
Adult Social Care	Needs A Named SW From ASC & Refer To Onside ICAS For A Complaint.
Adult Social Care	42 Yo Put In Respite Nursing Home For 10 Weeks Because No Homecare Will Tender For The Service Provision.
Adult Social Care	Has Concerns About Council, Social work And Elderly Care And Information Given.
Adult Social Care	Client Wanting Advice On Choosing A Care Home
Adult Social Care	QUERY OF TOP UP FEE PAYMENTS FOR NURSING HOME FEES FOR SECTIONED PATIENTS
Adult Social Care	Unhappy About HABIT And Want To Complain
Adult Social Care	Unhappy With Care Package For Mother
Adult Social Care	Concerns About Behaviour Of A Resident After A Respite Stay
Adult Social Care	Adult With LD Needs Support To Access Housing.
Adult Social Care	Want To Find Out How To Get A Pendant Alarm.
Community Hospital	Poor Physio At Leominster CH Following Amputation.
County Hospital	Asking On Discharge Policy For County Hospital At Night times. Patient Discharged Without Home Support
County Hospital	Concerns About Relative's Records At Hospital And Data Protection.
County Hospital	Waiting Times For MRI Scan Too Long WVT.
County Hospital	Stroke Person Waited Lengthy Time Without Drink Or Seeing Doctor In A&E
County Hospital	Question About Clexane Injections Post Surgery, And 5-6 Week Wait For Urgent CT Scan
County Hospital	Dissatisfied With Hospital PALS And Complaints Handling.
County Hospital	No communication after 12 months post op to discharge from outpatients following knee replacement.
County Hospital	Mother With Specialist Birth Requirements Didn't Receive Care Outlined By Consultant From Junior Doctors
County Hospital	Great Service At A&E
County Hospital	Invalid Capacity Assessment Undertaken While Patient Having Epileptic Seizure Episodes
County Hospital	Poor Discharge Experience From Hereford Hospital
County Hospital	Campaigning Against Parking Eye
Dental Services	How Can I Find An NHS Dentist In Hfids
Dental Services	Needs Support For Dental Issues
GP Services	Great Access To GP By The Rapid Clinic On The Day At Greyfriars Surgery
GP services	No Answerphone Message About Taurus Hub Or Out Of Hours Information On Phone Line At The Marches Surgery
GP Services	Failure To Contact Surgery For Information By Phone. Receptionist Was Rude In Person. Pembridge/Kington.
GP Services	Prescriptions Never Referred To Pharmacy From Aylestone Surgery
GP Services	Wishes To Complain About GP Misdiagnosis. Also Looking For Support For Her And Son, Benefits Advice And Carers Support/counselling.

Service Type	Summary of Issue
HCCG	Couldn't Get Hold Of CCG At 09:10
Healthwatch	Requesting Information About Training
Healthwatch	Asked For Information Setting Up CIC For Loneliness Prevention
Healthwatch	Leaflet Return To Healthwatch
Healthwatch	Pastor Thomas To Tell Us About Venture
Healthwatch	How Information From Phoenix Can Feed Into Healthwatch Intelligence
Healthwatch	Request For Information From Healthwatch
Mental Health	Positive Improvements In The Organisation Of The Memory Clinic Service.
Mental Health	What Can Communities Do To Keep Themselves Safe And The Individuals Safe With Mental Health Problems.
Mental Health	Lack of dementia care plan from 2g
Mental Health	Referred By MH Nurse For Access To Befriending Services
Mental Health	Looking For Counselling Support Following School Bus Crash
Mental Health	Memory Clinic Support Very Good And Early Diagnosis Has Been Important To Access Vital Medication.
Mental Health	Exceptional Support From Memory Clinic By Consultant, Providing All Info & Advice We Need.
Mental Health	Out Of County Patient Needed Urgent MH Help
Ophthalmology	Can I Claim Travel Expenses Back For Consultation At Liverpool Ophthalmology?
Pharmacy	Should I Be Entitled To Free Prescriptions At 22 In FT Education
Pharmacy	Poor Organisation, Delays And People Not Getting All Of The Items They Needed At Boots Pharmacy.
Pharmacy	Boots Pharmacy Disorganised Long Waits And Items Often Unavailable,
Public Health	Asking For Info About How To Map Sexual Health Services For Herefordshire
Tertiary Health Services	Poor Service Reported At Cheltenham Hospital Oncology Unit
Tertiary Health Services	Client Waiting For Referral For PET Scan At QE. Lost In Communication Between Hereford & Birmingham
Tertiary Health Services	Referred To Gloucester For Pain Management. Cant Access Gloucester And Would Prefer A Diagnosis.
Tertiary Health Services	Referral Chasing Gt Ormond Street

## Healthwatch Information Flows

The role of Healthwatch is to represent the voice of the consumer, their family, friends and carers; providing both information and advice, and enabling them to have their say on their experience of Health & Social Care Services in Herefordshire.

Healthwatch will gather views collectively from sources as part of its networks to input the public voice into the health & social care system to inform and influence the planning and delivery of public services. See the Information flows below for a summary of how this works



### Key

