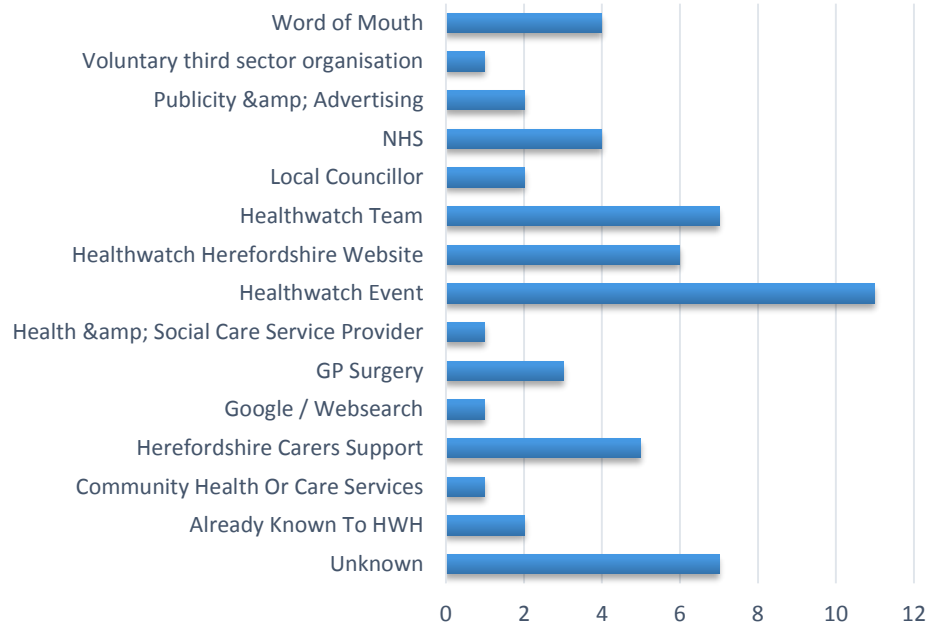


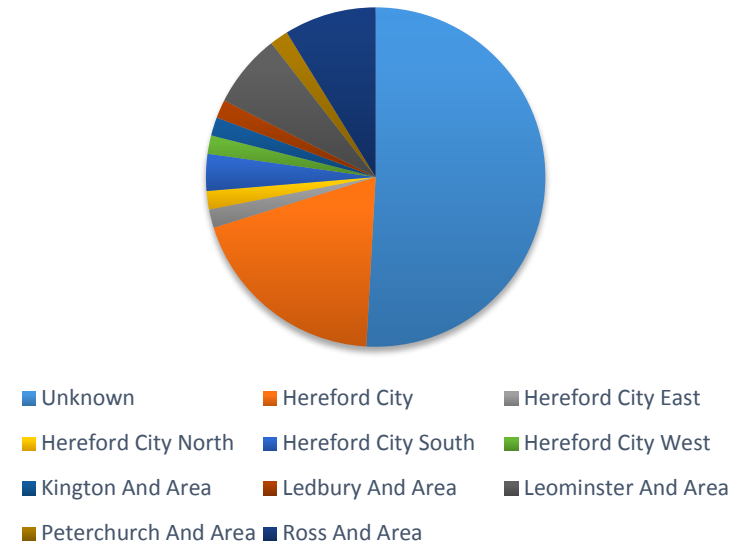
Enquiries 01-Sept-2014 – 25-Nov-2014

Number of referrals 57

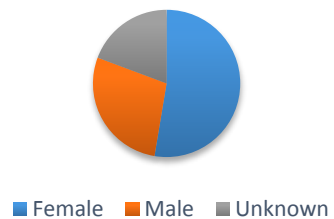
How People Heard About HWH



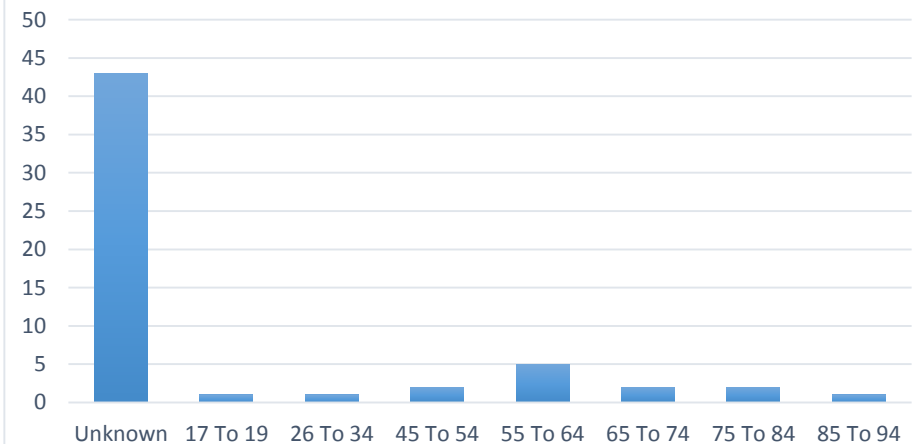
Referrals by Location



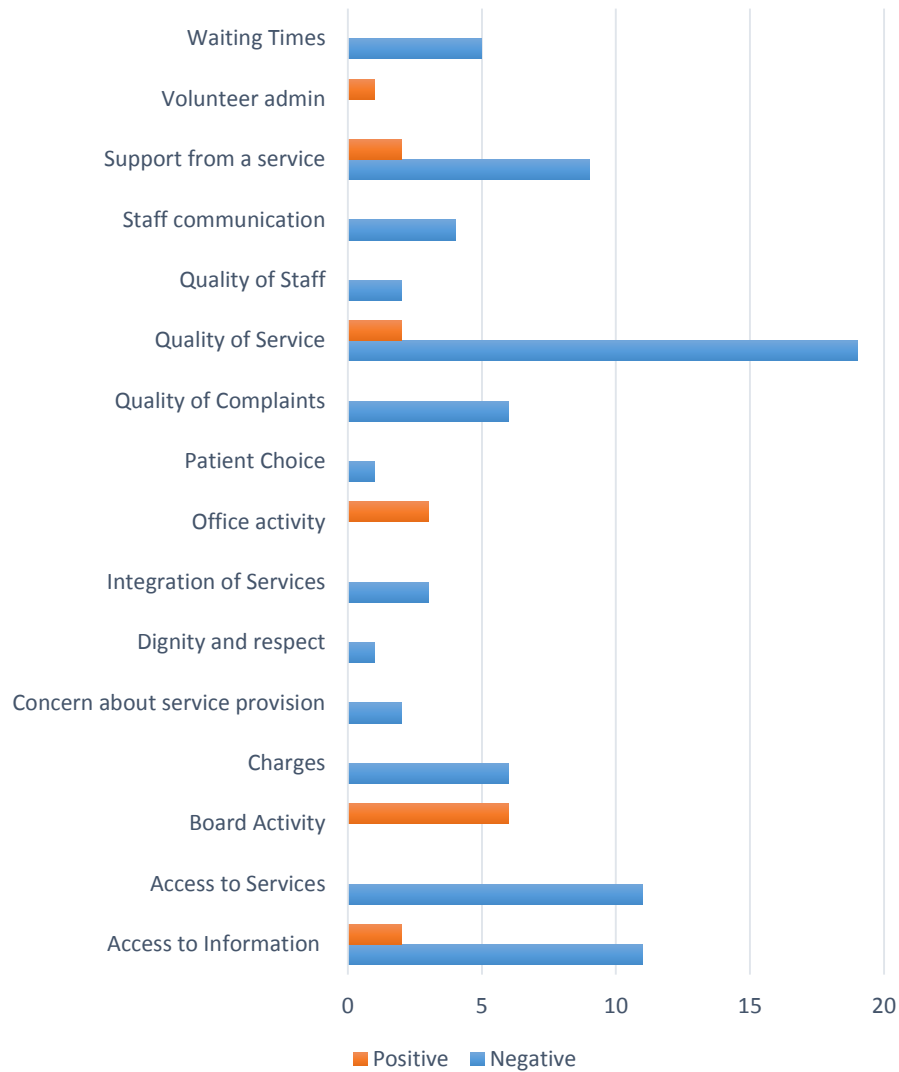
Referrals by Gender



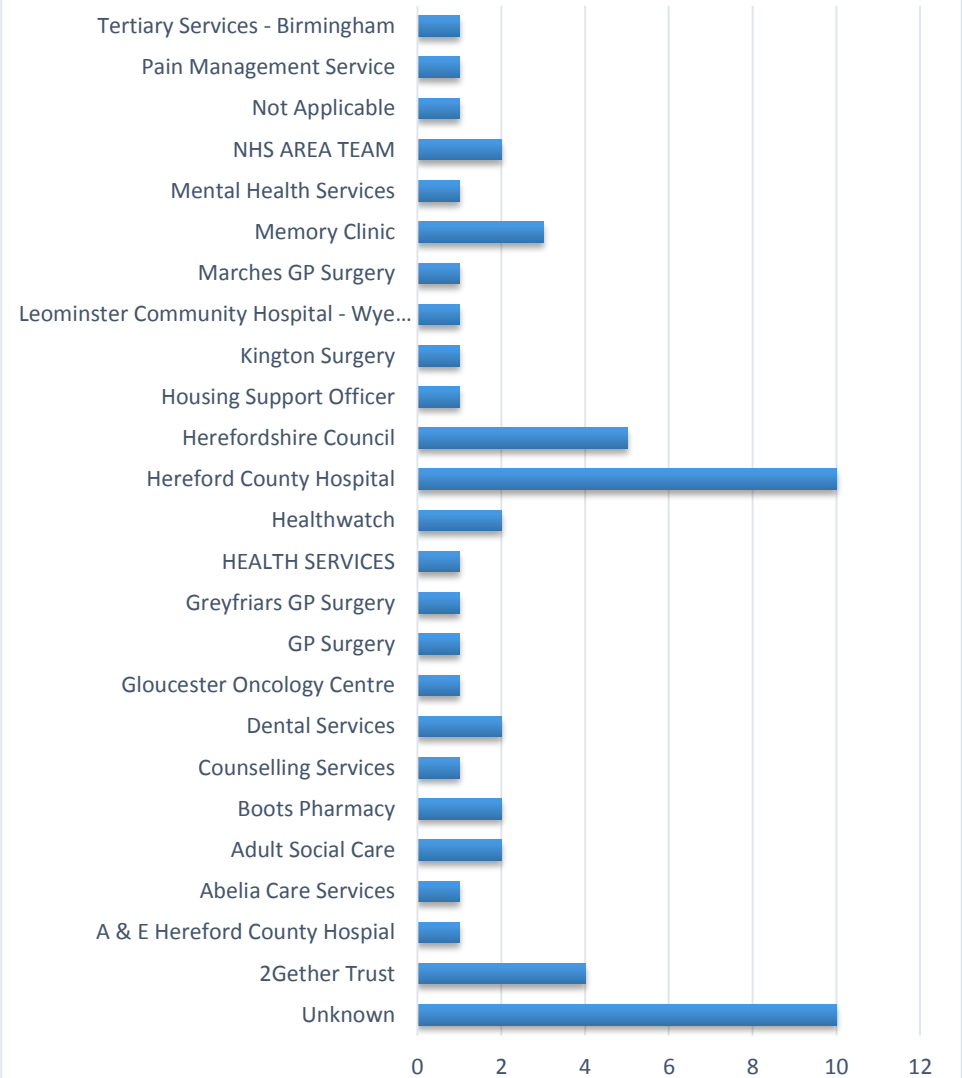
Referrals by Age



Types of Issues



Referrals By Organisation



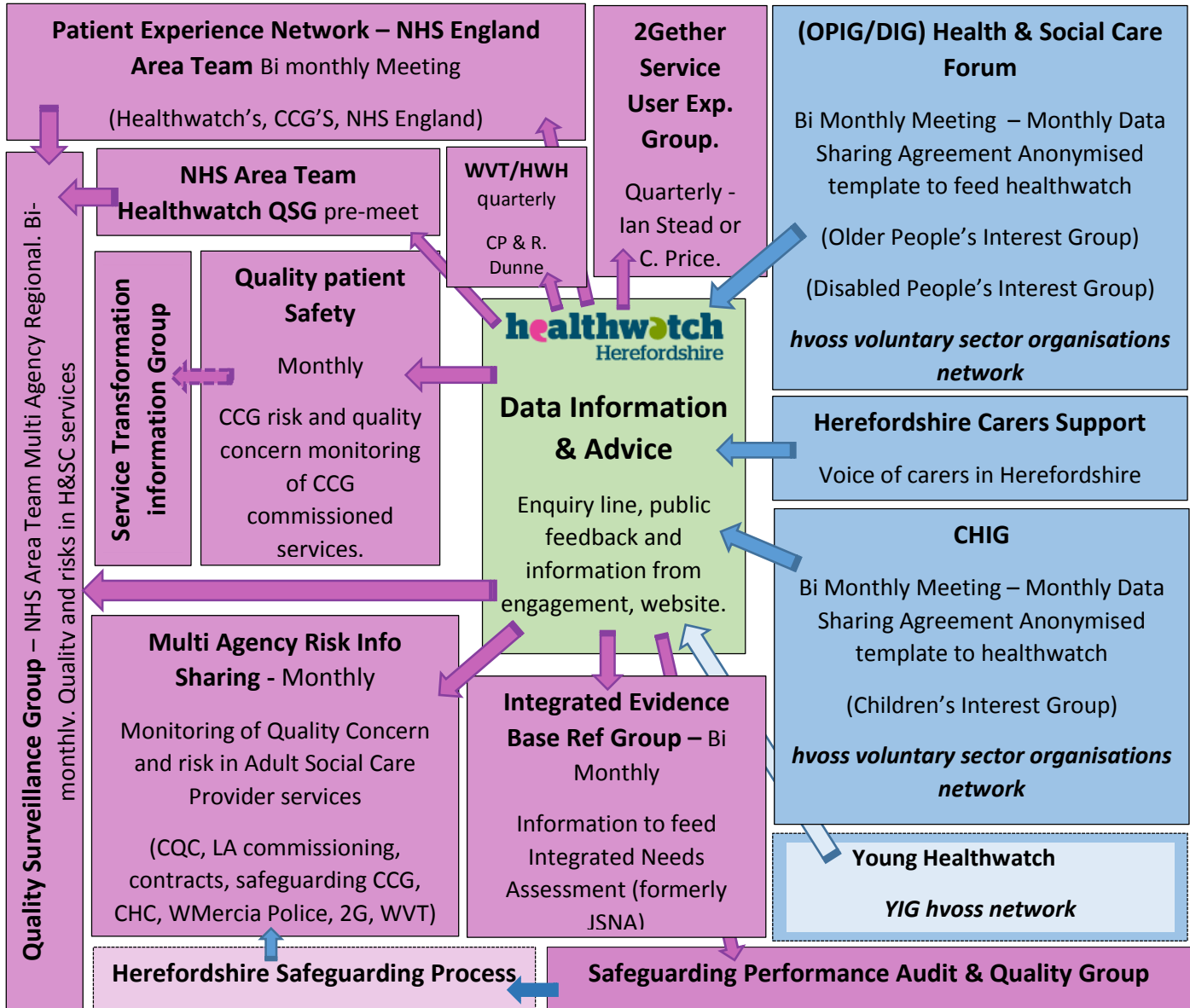
| Service Type | Summary of Issue |
|---------------------|---|
| Adult Social Care | Council Appointing MCA To Relative Without Asking Family. |
| Adult Social Care | Homecare Pricing Affecting The Business And Unreliable Service Being Offered Abelia Care. |
| Adult Social Care | Needs A Named SW From 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 Hfds |
| 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

