

Appendix 1

Summary of feedback received through all forms of general engagement including the feedback centre. This table excludes feedback obtained whilst carrying out work on Healthwatch thematic projects, which are subject to individual reports.

Concerns for each service area have been grouped to show more recent feedback and trends (1 April 2016 to 30 November 2016) and comments collected earlier (August 2015 to 31 March 2016).

NB: Where more than one comment has been received for a similar issue the number is recorded in brackets.

Service area	Summary of feedback
Accessibility of information	<p>Concerns raised 1 April 2016 to 30 November 2016: Deaf person required text reminder re appointments</p> <p>Concerns raised August 2015 to 31 March 2016: Accessibility of information (3) NHS lack of assistance to deaf people who do not use BSL Unsure about where to ring for urgent care due to hearing impairment</p>
Adult mental health services	<p>Concerns raised 1 April 2016 to 30 November 2016:</p> <p>Long wait for emergency response Difficulties getting emergency response Staff attitudes in Mental Health Services Need for a specialised A&E Mental Health Service Lack of Mental Health crisis services and lack of knowledge about them Complaint - possible clinical negligence Talking therapies - lack of notice of withdrawal of treatment Breach of confidentiality</p>

Lack of preparation for care planning, lack of information sharing and follow up
Concern about treatment at Psychiatric Intensive Care Unit at NTW
Concern about staff attitudes NTW and complaints procedure
Lack of cover arranged by services while carer absent
Concern discharged too soon with WRAP plan
Concern services are patchy and unreliable cancelled appointments lack of staff and services and poor admin.

Concerns raised August 2015 to 31 March 2016:

Lack of sufficient support following crisis or suicide attempt (4)
Experience of problems with welfare benefits (4)
Difficult to access the correct support when feeling suicidal or wish to harm self (4) or at the weekend (1)
Lack of services or funding for services (3)
Discharge from Community Mental Health Team felt to be too early (3)
Concern about quality of support from GP (3)
Not being treated with dignity and respect(3)
Lack of support for carers (2) and young carers
Waiting list felt to be too long - IAPT (2) General
Physical health needs not met (2)
Lack of support for survivors of sexual violence in mainstream Mental Health services (2)
Specialist support for Personality Disorder difficult to access (2)
Breach of confidentiality
Cancellation of appointment with Community Mental Health Team
Questions about appropriateness of treatment methods
Reported lack of support at the Northumbria Hospital
Phones not being answered at IAPT
Insufficient support after discharge from Community Mental Health Team
Concern that people are being asked to pay for support
Lack of meaningful activity at St Georges
Concern about staff workload
A general lack of awareness to carers assessments

	<p>Please note this does not include data gathered for the Healthwatch Mental Health Project which is included in a separate report due for publication, only those issues gathered during general engagement appear here.</p>
Adult Social Care	<p>Concerns raised 1 April 2016 to 30 November 2016: Lack of equipment at home (2) Carer very concerned about Safeguarding process Staff attitude to carer and person who receives care and support Lack of paid carers to support carer Lack of awareness of needs of people living in sheltered housing Lack of care agencies that supply carers There needs to be more paid carers from diverse communities Lack of follow up after assessments Concern about needs not being listened to or addressed</p> <p>Concerns raised August 2015 to 31 March 2016: Lack of availability of face to face support from care call (2) Concern about move to residential care Conduct of social worker Handling of safeguarding issue Concern about housing for people with Learning Disabilities</p>
Ambulance	<p>Concerns raised 1 April 2016 to 30 November 2016: Very long wait for ambulance to be admitted (2) Long wait for ambulance Very long wait for ambulance 5-6 hours to be admitted Very long wait for ambulance to be transferred from NSECH to RVI (afternoon to late night) Concern over length of time spent by crew completing info on laptop Lack of ambulance to take for treatment</p>

	<p>Request for ambulance not passed over by 111 (5hr wait for ambulance) The cost of taxis being used to get people to hospital Long wait for ambulance for discharge (12hrs) Long wait for ambulance (15 hrs) Concern handover at Northumbria Hospital from ambulance taking info off computer ‘takes forever’ and is causing a blockage on arrival 25 minute wait for ambulance from NTGH to NSECH for person suffering stroke Lack of patient transport following discharge from RVI Concern over distance ambulance travelled to get to patient when ambulances are stationed more locally Ambulance staff attitude: misdiagnosed patient as drunk, stigmatised and treated patient very poorly Long wait for ambulance lying on wet grass autumn (2hrs 30mins)</p> <p>Concerns raised August 2015 to 31 March 2016: Concern about ambulance waiting times Concern about triage questions from ambulance call handler</p> <p>The feedback above is from Healthwatch general feedback activities and does not include data gathered in the survey for CQC inspection</p>
<p>Carers</p>	<p>Concerns raised 1 April 2016 to 30 November 2016: Carer not included in information about treatment (2) Concern for cared for person when carer in hospital (2) Lack of support / information for carer from GP District Nurse Carer very concerned about Safeguarding process Lack of information and support given to carers Lack of support to carer to give treatment Long wait for medication Not being able to find a paid carer to assist Difficulty getting right support for relative with autism</p> <p>Concerns raised August 2015 to 31 March 2016: Lack of support for carers (4)</p>

	<p>Concern about emergency carer support (4) Concern about the process and outcome of carers assessment (2) Concern about financial support for carer Lack of access to care plan Difficult to know what you are entitled to and where to access support when you are a carer</p>
CAMHS	<p>Concerns raised August 2015 to 31 March 2016: Lack of funding for ADHD provision Concern raised about perceived reduction in funds to CAMHS</p>
CCG	<p>Concerns raised 1 April 2016 to 30 November 2016: Concern about funding and withdrawal of treatment at Percy Hedley</p>
Children's services	<p>Concerns raised August 2015 to 31 March 2016: Lack of children's services in Killingworth</p>
CQC	<p>Concerns raised 1 April 2016 to 30 November 2016: Concern about patient confidentiality</p> <p>Concerns raised August 2015 to 31 March 2016: Function of the website</p>
Day services	<p>Concerns raised August 2015 to 31 March 2016: Concern about day services for people with Learning Disabilities Need for more day services for people with dementia Interaction between day services and hospitals</p>

Dentist	<p>Concerns raised 1 April 2016 to 30 November 2016: Complaint about extraction without anaesthetic Concern about staff attitude</p>
Diabetic Care	<p>Concerns raised 1 April 2016 to 30 November 2016: Incorrect information in view of the fact that the diabetic nurse is dietician Concern about delays in treatment Lack of knowledge about different cultural diets - request for dietician training</p> <p>Concerns raised August 2015 to 31 March 2016: Lack of information from GP post diagnosis (4) Lack of annual reviews (2)</p>
Domiciliary care	<p>Concerns raised 1 April 2016 to 30 November 2016: Complaint about being given medication on empty stomach Concern about attitude of home care worker</p> <p>Concerns raised August 2015 to 31 March 2016: Care provider termination of care at short notice Lack of support to organise care Concern about carers changing</p>
Gender clinic	<p>Concerns raised August 2015 to 31 March 2016: Concern about treatment offered</p>
Hospital	<p>Northumbria Specialist Emergency Care Hospital (NSECH):</p> <p>Concerns raised 1 April 2016 to 30 November 2016: Concern staff attitude (7)</p>

Concern about missed diagnosis Cardio (2)
Staff attitude to non-emergency inpatient - long wait for painkillers
Complaint about care and noise
Concern about treatment area
Patient discharge area - long wait not comfortable
Compliment for staff patient discharge area
Point of view pharmacy on site could prevent long delays in discharge
Long wait at hospital through the night to be seen (12 hrs)
Concern for service offered if attending in an emergency
Complaint about treatment and aftercare
Concern about wait to be sent from NSECH to Freeman for further treatment (cardio)
Concern about initial assessments A&E NSECH waiting time (5hrs blood tests)
Long wait for tests (6hrs)
Long wait that patients arriving in own transport are not treated as an emergency
Concern about inaccurate incomplete and inconsistent information regarding to access to healthcare for non-UK National at NSECH and Freeman
Concern about delay in treatment maternity

Concerns raised August 2015 to 31 March 2016:

Concern about standard of care -Northumbria Hospital (5)
Complaint about waiting time (3)
Concern about availability of services at Northumbria Hospital - Trauma (2) Air ambulance (3)
Poor information sharing with relatives Northumbria Hospital (2)
Lack of aids and adaptations at Northumbria Hospital (2)
Lack of information shared with GP by Hospital (2)
Concern about finding the way to Northumbria Hospital
Hospital environment at Northumbria Hospital
Concern about KPIs for Northumbria Hospital
Concern about care of patients with Autism and staff skills set
Lack of Children's play facilities
Poor acoustics - can't hear people calling out names
Provision for people with hearing loss

Provision for people with visual impairment
Numbers of people attending when they should go to GP
Referred back to GP and waited 5-10 days for scan results
Lack of buggies to transport people with mobility problems

Transport to and from NSECH:

Concern about transport to and from Northumbria Hospital (17)
Distance and public transport to and from NSECH (7) and having to use taxis which are expensive
Concern about early morning discharge from NSECH with no transport
Concern about getting to hospital on Metro (wheelchair user)
Concern about transport between NTGH and NSECH - hospital buses often full
Concern about availability of bus from Shiremoor to NTGH or NSECH
Concern about ambulance handover at Northumbria Hospital
Lack of road signs to NSECH
Car parking at NSECH would be good to have more and to mark parking bays to help find car

Royal Victoria Infirmary (RVI):

Concerns raised 1 April 2016 to 30 November 2016:

Long wait to be transferred to rehabilitation

Concerns raised August 2015 to 31 March 2016:

Concern about poor information sharing with relatives (2)

North Tyneside General Hospital (NTGH Rake Lane)

Concerns raised 1 April 2016 to 30 November 2016:

Concern about everyday communication NTGH poor (3)
Long wait for pathology before funeral (not recent)
Concern about appointments system
Concern about quality of treatment offered
Concern ward inappropriate for patient
Patient sent a letter with dates of a clinic that didn't take place
Patient expected 6 week review - it was organised for 18 weeks
Lack of freedom to leave the ward
Patient did not hearing back about appointment (oncology)
Concern about staff attitudes NTGH
Concern about staff knowledge of how to support people with Dementia NTGH
Concern about staff attitude and patient confidentiality at NTGH
Lack of support palliative care NTGH
Concern about quality of treatment

Concerns raised August 2015 to 31 March 2016:

Concern about standard of care- NTGH (9)
Complaint about waiting time NTGH (4)
Complaint about lack of information shared with GP by Hospital (3)
Concern about hospital food - NTGH (3)
Complaint about medical negligence- NTGH (3)
Concern about transport to and from NTGH (2)
Concern about appointment process at NTGH walk in
Complaint about Cardiology at NTGH
Concern about delay discharge due to medications
Concern about poor information sharing with relatives NTGH
Concern about information given on diagnosis/ discharge
Concern about care leading to a complaint,
Cost of TV in wards
Concern hygiene in pathology department
Concern re waiting time in A&E

St George's:**Concerns raised 1 April 2016 to 30 November 2016:**

Concern about St Georges, staff attitude (2), personal belongings and treatment
Concern about confidentiality
Complaint about quality of treatment and change of medication received
Complaint about in patient stay

Freeman Hospital:**Concerns raised August 2015 to 31 March 2016:**

Complaint about Oncology services
Concern about hospital food
Concern about standard of care

Royal Victoria Infirmary (RVI):**Concerns raised 1 April 2016 to 30 November 2016:**

Concern about discharge of person requiring support not offered assistance

Concerns raised August 2015 to 31 March 2016:

Concern about standard of care (3)
Complaint about waiting time (2)

Wansbeck:**Concerns raised 1 April 2016 to 30 November 2016:**

Staff attitude
Concern about refusal of patient transport for elderly person to Wansbeck Hospital
Concern misdiagnosis
Concern follow up support (oncology)

	<p>General (not relating to one particular hospital):</p> <p>Concerns raised August 2015 to 31 March 2016: Confusion about which hospital to attend - NTGH and Northumbria Hospital (3) Concern about breast screening for wheelchair users</p>
Independent travel to hospital	<p>Concerns raised 1 April 2016 to 30 November 2016: Concern about no transport locally to NSECH (2) Concern about parking NTGH Concern lack of parking at NSECH</p>
Maternity	<p>Concerns raised August 2015 to 31 March 2016: Concern about interaction between antenatal and mental health services Concern about food in labour ward RVI</p>
Ophthalmology	<p>Concerns raised 1 April 2016 to 30 November 2016: Concern about long wait to be seen (RVI) 4-5 hrs Point of view concerned about wait for cataract treatment</p> <p>Concerns raised August 2015 to 31 March 2016: Concern about standard of care</p>
Pharmacy	<p>Concerns raised 1 April 2016 to 30 November 2016: Concern about electronic prescriptions. Pharmacy never seemed to have them (4) Concern often has long wait for pharmacy to order medication</p> <p>Concerns raised August 2015 to 31 March 2016: Concern about lack of stock (2) Concern about electronic prescriptions (2) Concern about wrong distribution of drugs</p>

Podiatry	<p>Concerns raised 1 April 2016 to 30 November 2016: Length between appointments and staff attitude on appointment line (3) Confusion about reason for appointment and attitude of staff Concern about info given to carer about frequency of appointments Concern about quality of treatment at podiatry</p> <p>Concerns raised August 2015 to 31 March 2016: Concern about appointment waiting times (4)</p>
Primary Care	<p>GPs: Concerns raised 1 April 2016 to 30 November 2016: Difficult to get an appointment (14) Difficulty with new appointment system online (2) Concern about delays in treatment (2) GP lack of knowledge of mental health and appropriate services for referral (2) Complaint after being taken off medication (2) Difficulty getting prescription Concern GP referral letter sent to Northumbria instead of Newcastle Hospitals Complaint about treatment Concern about lack of information to support carer Long wait for medical from GP Concern about change in medication Concern about difficulty getting a GP appointment long enough for person with access requirements GP attitude towards a patient with access requirements Lack of communication relating to after effects of treatment Lack of mental health expertise Concern as hasn't had a named GP GP surgery has old posters Concern about demographic of Practise Nurses Concern about misdiagnosis Concern about GP appointments being made at inappropriate times GP lack of knowledge of support groups</p>

Lack of transport provision to GP surgery for those with limited mobility
Confusion with baby clinic appointment times
Concern about anti-natal care (not recent)

Concerns raised August 2015 to 31 March 2016:

Lack of access to appointments (9)
Concern about lack of named GP (5)
Concern about telephone access (2)
Concern about lack of GPs in residential care homes (2)
Concern about prescribing information and medication review (2)
Concern about lack of ability of GP to carry out basic procedure
Concern about delayed appointment
Concern about need to book multiple appointments when more than one issue
Concern about lack of organisation
Concern about access to GP for people with no fixed address
Complaint about closure of practice
Concern about repeat prescription delays
Concern about having to travel between surgeries

Reception Staff

Concerns raised 1 April 2016 to 30 November 2016:

Poor staff attitude (2)
Reception being given the wrong information about staff attendance
Concern - reception staff training and appointments
Complaint - reception staff not organising emergency appointment

Concerns raised August 2015 to 31 March 2016:

Concern about reception (2)

Community Support Worker:

	<p>Concerns raised 1 April 2016 to 30 November 2016: Concern about ending of community support worker role in GP practice</p> <p>District Nurse: Concerns raised 1 April 2016 to 30 November 2016: Concern lack of support for carer to give treatment Concern about quality of treatment by District Nurse at GP surgery</p> <p>Practice Nurse: Concerns raised 1 April 2016 to 30 November 2016: Concern long wait to see Practice Nurse</p> <p>General: Concerns raised 1 April 2016 to 30 November 2016: Concern - long wait for orthopaedics appointment (2)</p>
Reablement	<p>Concerns raised 1 April 2016 to 30 November 2016: Concern about reablement care package being changed after carer in respite Concern about losing service Concern about staff attitudes- not listening</p> <p>Concerns raised August 2015 to 31 March 2016: Concern about lack of support in day patient care</p>
Referral management system	<p>Concerns raised August 2015 to 31 March 2016: Concern about delay in response from RMS</p>
Residential /	<p>Concerns raised 1 April 2016 to 30 November 2016: Concern - carer DOLs signatory not informed about resident's fall</p>

Nursing care	<p>Concern - establishment not appropriate for person Concern about distribution of medication Lack of opportunity to keep active in care home Complaint about supply and quality of incontinence pads Concern about closing of nursing care home Complaint about hydration in care home Complaint about care home lack of sharing information with carer</p> <p>Concerns raised August 2015 to 31 March 2016: Concern about standard of care at care home (3) Concern about care home staff accompany to hospital Concern about care home environment Concern from one resident about rising fees for private funded residents of care homes</p>
Respite	<p>Concerns raised August 2015 to 31 March 2016:</p> <p>Concern about care home hours being cut for people with Learning Disabilities (2)</p>
Urgent care	<p>Concerns raised 1 April 2016 to 30 November 2016: Concern Battle Hill Walk In Centre might close as difficult to get appointment at GP as works - long wait Concern about Urgent Care review and impact on patients Concern about diagnosis at walk in centre Concerned that urgent care services will move from NTGH to Battle Hill</p> <p>Concerns raised August 2015 to 31 March 2016:</p> <p>Concern about impact of urgent care system on the Northumbria Hospital People not sure which to choose (4)</p>

Other	<p>Concerns raised 1 April 2016 to 30 November 2016: Concern about number of young people with complex needs being put in temporary accommodation without support locally Concern about Personal Independence Payments (PIP) Concern over changes to prescriptions for gluten free</p> <p>Concerns raised August 2015 to 31 March 2016: Concern about standard of service by NHS 111 (2) Concern about closure of minor injuries at Shiremoor Concern about cuts to NHS funding Concern about lack of feedback from consultations</p>
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