

Intelligence Report for Healthwatch Norfolk Board

October 2022

Introduction

Between 1st June 2022 and 31st August 2022, we published 900 individual reviews, relating to 131 different services delivered in Norfolk. The average rating of these reviews was 3.6 (out of five).

Most reviews we received came from our engagement (61%, 548), these were largely a result of our summer engagement at doctors' surgeries. We also received 36% of our reviews (322) through our website, 3% (25) were received through our signposting service, and less than 1% received through the post (4) and collected on social media (1).

We have continued to share anonymised feedback with other organisations and groups including the CQC, commissioners, service providers, and with Healthwatch England.

We are continuing to receive engagement from service providers with our feedback centre. We received provider responses to reviews on our website for 43 different services in this period, this is an increase of 13 services in comparison with the previous report.

The services people are talking to us about

Table 1 shows the top five service types about which people have shared their experiences with us between June and August 2022. The average rating for each service type reflects the overall experience of care the reviewer felt was received.

Table 1

The top five service types for which we have received reviews and the rating change from last report











































		Service Type	Reviews	Rating (change)	
1		GPs	774		3.6 (+0.4)
2		Hospitals	63		4.0 (-0.1)
3		Dentists	13		2.2 (-0.2)
4		Pharmacies	11		2.5 (-0.8)
5		Mental Health	11		1.8 (-0.7)
6		Carer Support	9		4.9 (-0.1)
7		Social Care	6		3.0 (=)
8		Other	5		2.6 (+1.1)
9		Urgent Care	3		3.7 (n/a)
10		Opticians	2		4.0 (+3.0)
=		Residential Care	2		3.0 (n/a)

Table 2 shows the top 10 services about which people have shared their experiences with us between June and August 2022. The average rating for each service type reflects the overall experience of care the reviewer felt was received.

Table 2

The top 10 services for which we have received reviews.

	Service	Reviews	Rating
1	 Heacham Group Practice	39	 3.4
2	 Castle Partnership	38	 3.3
=	 Attleborough Surgeries	38	 2.4
4	 Swan Lane Surgery	37	 3.4
5	 Norfolk and Norwich Hospital	35	 3.7
6	 Grove Surgery	32	 3.1
7	 Heathgate Medical Practice	24	 4.8
8	 Ludham and Stalham Green Surgeries	20	 4.7
9	 The Beaches Medical Centre	19	 2.3
10	 Great Massingham Surgery	18	 4.8

GP feedback

In this period we received 774 reviews for doctors' surgeries with an average rating of 3.6 out of five. Reports from our recent visits to services can be found here: <https://healthwatchnorfolk.co.uk/reports/feedback-and-intelligence/>.

Feedback from doctors' surgery made up the majority of feedback we received in this quarter due to our targeted engagement around access to GPs. This engagement was a consequence of Healthwatch Norfolk noticing a rise in the number of patients telling us they were unhappy with waiting times to get an appointment, unsure of the triaging processes, and general negativity with access and the services offered to them.

Survey responses are in the process of being analysed and the report is being written. Initial findings in this piece of work include:

- We received 516 responses to the survey from 47 different doctors' surgeries.
- Over half (55%) of respondents did not look for information or advice elsewhere before contacting their doctors' surgery for help.
- Nearly half (46%) of respondents rated their experience of booking appointments as five out of five. There was a wide range of average rating for booking appointments across doctors' surgeries which we visited. For surgeries where we received more than five surveys, this varied from an average of 1.8 to an average of 5.0.
- Many patients we spoke to believed that receptionists make clinical decisions and decisions about the urgency of their requests when they contact their doctors' surgery.
- The most common way that patients would like to receive any updates from their surgery was by email (47%), followed by text (36%).
- Over half (54%) of respondents rated their overall experience with their doctors' surgery as five out of five. Again, there was a wide range of average ratings across surgeries. For surgeries where we received more than five surveys, this varied from an average of 2.9 to an average of 5.0.

Hospital Feedback

In this period we received 61 reviews for the three acute hospitals, the number of reviews and average rating is displayed in Table 3

Table 3

Number of reviews and average rating for Norfolk hospitals.

	Number of reviews	Average rating
James Paget Hospital	9	4.7
Norfolk and Norwich Hospital	35	3.7
The Queen Elizabeth Hospital	17	4.4
Total	61	4.0

Many of the reviews for hospital services were positive and staff were praised, for example *"it feels like the staff have time for you they really took the time with my child's blood test"*.

A good experience is also illustrated in the following review of The Queen Elizabeth Hospital:

I had to attend for a rapid investigation of my bowels due to abnormal blood results and had a colonoscopy at the QEH last year in 2021. The service was second to none The whole process was clearly explained along with detailed information by post given to me. The morning of the investigation it was very simple and clear what had to be done with a great consultant and nurses along with being able to watch my own insides and have a conversation along with bad jokes and information shared as the journey progressed inside me. Luckily for me I was able to know if there were any issues which there was nothing major. The attention to detail being made comfortable and cleanliness was extremely high with

the added pressure of Covid affecting everyday life. The gas was needed sometimes and appreciated when offered as was declined at the beginning. I am very grateful to the staff along with the biscuits afterwards.

On the other hand, some concerns were raised about:

- Referral wait times: *"referral sent as urgent. Downgraded. In lots of pain. Can't be seen til march 2023"*
- Administration or communication issues: *"I was waiting for a long time in the eye department and they didn't seem to know I was there"*
- Concerns about the wider system:
 - That staff seemed busy and overworked:

The nursing and care staff seemed chaotic because they were overloaded with work meaning that some patients with extra needs were overlooked on several occasions.

- Lack of space in the hospitals as illustrated in the following Norfolk and Norwich Hospital experience:

While I was there the care I received was fantastic, I was really happy with the nurses and doctors. However, I had to wait on a trolley in A&E for 17 hours. I was next to the nurses and heard one of them calling wards begging them to find a bed for me. When I eventually got a bed there was no room in the actual ward so for the first day I was put in the corridor. While I was on the ward there were lots of people around me with severe mental health issues. Hospital was not the right place for them. I think the system is just broken.

Dentistry

We continue to receive enquiries and feedback about difficulties accessing NHS dentistry in Norfolk.

To see feedback about accessing dentistry you can visit our website here: <https://healthwatchnorfolk.co.uk/services/nhs-england>.

Closure of Manor House Dental Surgery

Following the closure of Manor House Dental Surgery in Long Stratton we received eight separate enquiries from patients at the practice. This included those looking for an alternative practice, concerns about what happens to their personal data, and uncertainty about hospital referrals which had been made or being mid-treatment and unsure where to turn.

Update on ongoing work

The table below describes the current work and priorities for Healthwatch Norfolk alongside the key issues identified and being monitored by Healthwatch England. Red indicates a high priority which is being actively researched, orange a medium priority and green a low priority which is being monitored.

HWE Key issues				HWN response	
Priority	Issue	Description	Healthwatch England action	Healthwatch Norfolk action	Priority
High	Maternal Health	Has maternal mental health support improved since our last review?	Gathering experiences from October to November 2022.	Healthwatch Norfolk targeted engagement on maternity services commencing October 2022.	High
High	Financial Hardship	Is the rising cost of living impacting on wellbeing and access to health and care support?	Monitor to see if emerging issues.	HWN to explore developing a webpage on HWN website	Low
High	Referral to care	People experiencing delays or problems when being referred for care.	Gathering experiences from August to October 2022.	Will continue to monitor feedback via general engagement and feedback centre.	Low

	Waiting times for NHS 111 ambulances and A&E	Are ambulance, NHS 111 and A&E waiting times getting better or worse?	Reported in September. Continue to monitor.	Will continue to monitor feedback via general engagement and feedback centre.	
	Social care assessments	Are people getting social care assessments and are their needs being met?	Reported in September 2022. Continue to monitor.	Will continue to monitor feedback via general engagement and feedback centre.	
	Access to GP services	People's experience of trying to access GP services	Continue to monitor and report to stakeholders	Targeted engagement project completed in Sept, report currently being drafted	
	Dentistry	Experiences of people accessing dental services and whether extra NHS funding is improving peoples experiences.	Reported in May and continuing to monitor implementation.	Will continue to monitor feedback via general engagement and feedback centre.	
	Waiting times	People reporting delays in treatment and care, their experience of support while	Reported June. Continue to monitor implementation.	Will continue to monitor feedback via general	

		waiting and whether the Elective Care Recovery Plan is having an impact.		engagement and feedback centre.	
	Accessible Information Standard	People's experiences of receiving information in a format they can understand or being provided with support to understand information.	Reported July Continue to monitor to see if policy changes implemented.	Reported July Continue to monitor to see if policy changes implemented.	
	COVID-19 & flu autumn booster campaign and infection levels	People experiencing issues accessing care or vaccines, as well as related issues like Long Covid and vaccine hesitancy.	Monitor to see if emerging issues.	Continue to monitor.	
	Hospital discharge	New guidance produced for people leaving hospital.	Monitor new guidance implementation	Continue to monitor.	

Engagement update

Access to GPs

The targeted engagement about access to GPs has now completed, we gathered 516 responses to our survey from 47 different doctors' surgeries, some of which included visits to multiple branches of the practice. It was a great exercise as surgeries that previous had not welcomed us in allowed us to visit. The report is in the process of being written and the data being analysed. An initial summary of this work can be found in the GP feedback section of this report.

All the CDO's worked extremely hard on this project, sometimes visiting two practices in one day. The project team also lent a hand and joined us on some engagement so they could see what we get up to when we are out and about. It was great to have them with us and we are grateful for their help.

Maternity and Health Visitor Services

The next focus the team will be working on will be maternity and health visitor services. We are currently doing some research into what is the baseline service that should be received and what each of the hospitals have to offer, we will aim to start the public engagement mid to late October. This will take the form of us visiting libraries, mums and toddler groups and handing out surveys and links and some targeted Facebook advertising on the local parenting group, Mumblur and we as the team promoting the project on their own social media channels.

Update on Beaches Medical Practice

Healthwatch Norfolk visited the Suffolk Road site of Beaches Medical Practice on Wednesday 17th August. It was initially very difficult to arrange this visit, with the practice failing to provide any response to numerous emails and phone calls. Eventually a letter was sent

addressed to practice management requesting a response. Once received contact from the practice happened quickly.

The site itself was a good size and clean, but with minimal parking in the area. This was a complaint of patients engaged with at Gorleston Library earlier in the year (March). Patients there said they would prefer to have appointments at the Magdalen way site which has considerably more parking.

On arrival practice staff were welcoming. Nearly all the patients spoken to were very happy with the standard of care they were receiving. The site was well attended with a steady flow of patients. Nothing surprising came up in feedback, any concerns were to do with appointment waiting times and thus were in line with the county wide picture.

We spent some time speaking with the new Business Manager who had only been in post 2 months. She told us about the various changes she was planning on implementing which all sounded very positive. She was working with the local college to have a mural painted in the waiting room, revitalising the PPG and increasing the practice's social media presence. We have since been in contact with her which is positive.

The practice received a surprise CQC inspection a month or so prior to our visit, for which they received a rating of 'Good'. We do not have any outstanding concerns for the practice, but we will keep monitoring it.