

Intelligence Report for Healthwatch Norfolk Board

July 2022

Introduction

Between 1st March 2022 and 31st May 2022, we published 637 individual reviews, relating to 130 different services delivered in Norfolk. The average rating of these reviews was 3.3 (out of five).

Most reviews we received came from our engagement (343). We also received 285 reviews through our website, eight were received through our signposting service, and one received through the post.

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 30 different services in this period.

The services people are talking to us about

Table 1 shows the top 10 service types about which people have shared their experiences with us between March and May 2022. The average rating for each service type reflects the overall experience of care the reviewer felt was received. Please note that 'other' services are mainly NHS England dentistry concerns.

Table 1

The top 10 service types for which we have received reviews and the rating change from last report









































	Service Type	Reviews	Rating (change)
1	 GPs	435	 3.2 (=)
2	 Hospitals	63	 4.1 (+0.7)
3	 Carer Support	32	 5.0 (=)
4	 Dentists	29	 2.4 (+0.2)
5	 Other	26	 1.5 (+0.2)
6	 Community	17	 4.2 (-0.1)
7	 Pharmacies	10	 3.3 (+1.2)
=	 Mental Health	10	 2.5 (+0.5)
8	 Social Care	5	 3.0 (n/a)
10	 Opticians	4	 1.0 (n/a)

Table 2 shows the top 10 services about which people have shared their experiences with us between March and May 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	 Campingland Surgery*	40	 4.6
2	 Wymondham Medical Partnership*	39	 3.5
3	 Norfolk and Norwich University Hospital*	38	 4.0
4	 Carers Matter Norfolk	32	 5.0
5	 Southgates Medical Centre*	27	 3.2
6	 The Beaches Medical Centre	25	 1.8
7	 NHS England (Mainly dentistry)	23	 1.3
8	 Watton Medical Practice*	21	 3.4
9	 Hingham Surgery*	20	 5.0
10	 Gayton Road Health Centre*	19	 3.3

* Note: we visited this service to collect feedback in this time period

GP feedback

Themes of concern within GP feedback has remained similar to previous reports with the biggest complaint continuing to be difficulties accessing appointments. Including long waits on the phone, reduced opening hours for submitting website forms, and being unable to see a clinician face to face.

Reports from our recent visits to services (including Wymondham Medical Partnership Windmill Surgery, Carole Browne, Gayton Road Surgery, Southgates Medical Centre, and Hingham Surgery) can be found here:

<https://healthwatchnorfolk.co.uk/reports/feedback-and-intelligence/>.

Good practice at GP surgeries

In May 2022 we visited Hingham Surgery to speak with patients about their experience with local health and social care services. From this visit we received 15 reviews for Hingham Surgery. In addition to this, we received two further reviews for the surgery from promoting our visit on local community groups on Facebook. All patients we received feedback from rated their overall experience with the surgery as five stars out of five.

Overall, the patients we heard from were extremely happy with the service and care they received from the surgery. They reported being able to get appointments when they needed them and they felt that staff "*genuinely care*", they always have "*time to listen*" and will "*go above and beyond*" to help patients.

You can instantly get hold of someone, I have never had a problem with availability. The Drs here are fantastic and hugely supportive, I can't speak highly enough of them. The nursing and reception team cannot be improved on at all - they are perfection. They all genuinely do care.

Dentistry

We continue to receive enquiries and feedback about difficulties accessing NHS dentistry in Norfolk as displayed in Figure 1. To see feedback about accessing

dentistry you can visit our website here:

<https://healthwatchnorfolk.co.uk/services/nhs-england>.

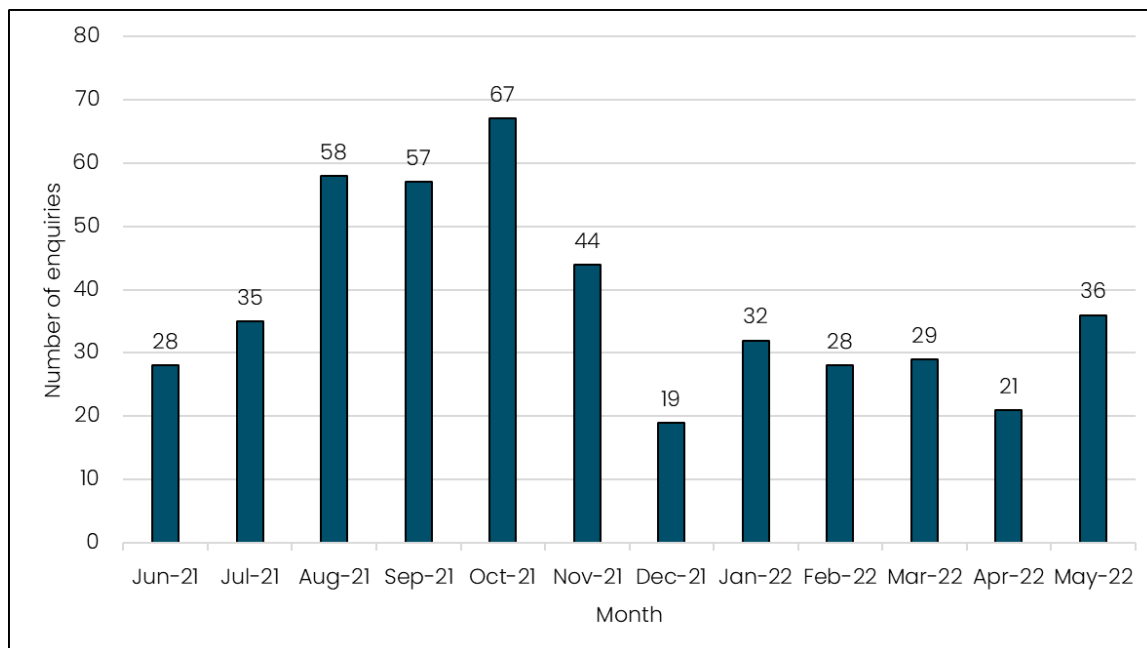


Figure 1. Dental enquiries received in the last year.

Carers Matter

In this period we received 32 reviews for Carers Matter, all of these reviews were rated as the full five stars.

It's a bit of a minefield when you first start caring for somebody and I had no idea what help is available but after a very helpful and informative phone call I feel much more prepared and supported in the journey ahead. I couldn't have asked for more and I'm so thankful for the help.

Carers matter have been invaluable in providing the reassurance that I have everything in place to care for my mother and that I am not alone in my experience as an unpaid carer. Thank you.

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.

Healthwatch England Issue					Healthwatch Norfolk Response	
Priority	Issue	Description	Equalities focus	Healthwatch England Action	Healthwatch Norfolk Action	Priority
	Accessible information	People's experiences of getting health and care information in a format they can understand or being provided with support to understand information.	All	Analysing new information gathered from the public	HWN participated in HWE project. Local report published in June.	

	Social care assessments	Are people getting social care assessments, and are their needs being met?	All	Analysing new information gathered from the public	Monitor and identify issues via enquiries and feedback centre.	
	Referrals to care	People experiencing delays or problems when being referred for care	All	Gathering experiences from August to September 2022	HWN are collecting feedback via the targeted surgery engagement survey including questions on waiting times for treatment.	
	Access to GP services	People's experience of trying to access GP services	Digital exclusion	Continue to monitor and report to stakeholders	HWN are collecting feedback via the targeted surgery engagement survey including questions on booking appointments.	

	Dentistry	Experiences of people accessing dental services and whether extra NHS funding improves people's experiences.	Low income	Reported in May and continuing to monitor	Monitor and identify issues via enquiries and feedback centre.	
	Waiting times	People reporting delays in treatment and care, their experience of support while waiting and whether the Elective Care Recovery Plan is having an impact.	Low income/ transport	Reported June continue to monitor	HWN are collecting feedback via the targeted surgery engagement survey including questions on waiting times for treatment.	
	Hospital discharge	New guidance produced for people leaving hospital.	Age	Monitor new guidance implementation	Contributed towards HWE project, will continue to monitor and identify issues via enquiries and feedback centre.	

	Waiting times for NHS 111 ambulances and A&E	Are ambulance, NHS 111 and A&E waiting times getting better or worse?	Ethnicity/age	Monitor to see if the situation is changing	Monitor and identify issues via enquiries and feedback centre.	
	Rising COVID-19 levels and autumn booster campaign	People experiencing issues accessing care or booster vaccines, as well as related issues like Long Covid and vaccine hesitancy.	Gender/ethnicity/age/conditions	Monitor to see if emerging issues	HWN to conduct Long Covid project interviewing public and professionals.	
	Health support for recent arrivals	Are recent arrivals to the UK having issues accessing health and care support?	Ethnicity	Monitor to see if emerging issues	Monitor and identify issues via enquiries and feedback centre.	
	NHS pharmacy and prescriptions	People's experiences of accessing pharmacy services and prescriptions, as well as specific issues (e.g. withdrawal of pill boxes).	Gender/ethnicity/age	Monitor to see if emerging issues	HWN promoted Pharmaceutical Needs Assessment survey and consultation.	

	Financial hardship	Is the rising cost of living impacting on wellbeing and access to health and care support?	Low income	Monitor to see if emerging issues	Monitor and identify issues via enquiries and feedback centre.	
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Engagement update

The focus of our engagement at the moment has been access to surgery appointments. Over the last few months, the majority of negative feedback we have received about doctor's surgeries has been frustration over accessing services. There has been a lot of comments about receptionists being gate keepers and it's hard to get past them. But once people have seen someone overall, they are happy.

We wanted to find out if people were trying anything else before asking for a doctor's appointment, if people believed that it is a receptionist making clinical decisions about if they got an appointment or not and who they saw and if they were aware of other services that their surgeries offer such as a physio or a mental health nurse. To do this we have attended surgeries across the county with a short survey as well as doing our general feedback with the public. We have also used the opportunity to ask about hospital waiting lists.

The team have worked very hard to get to as many surgeries as possible and at time of writing we have had 132 pieces of feedback and a very busy July and early August booked with engagement visits. It has enabled us to reach surgeries that have traditionally been more resistant to having us visit.

In June we had a stand at a carer's information day at the Forum in Norwich and also at the NNUH foundation day where we were joined by our elephant mascot Nelson.



Coming up this month we have Norwich Pride and The Clifftop festival in Gorleston as well as attending a volunteering event in Kings Lynn.

The team have worked very hard and well together on supporting each other and talking to as many people as possible.

HWN Engagement Focus

2022–2023 Conversations are ongoing with Norfolk County Council to align HWN work with Public Health priorities.

Q1: GP appointments targeted engagement

Q2: (TBC) Specify area of focus, including justification and planned work

Q3: (TBC) Specify area of focus, including justification and planned work

Q4: (TBC) Specify area of focus, including justification and planned work

Upcoming Engagement Events

- July:** 19th–HWN Annual General Meeting, Norwich Forum
30th–Norwich Pride, Norwich Forum
31st–Gorleston Clifftop Festival, Gorleston
- August:** 20th– Kings Lynn Pride
- October:** 21st/22nd–Visible Festival, Norwich Forum
- TBC:** Older Peoples’ Forum, St Andrews Hall,

My Views Matter

Internally commissioned 12-month project to gather the views of people with learning disabilities and autism in residential care about the care they receive, now running from May 2022–May 2023. The project will also review changes in care over the past ten years and identify areas for improvement and examples of best practice. Data will be gathered through Enter and View visits, supplemented by focus groups, interviews and surveys with family members and carers.

The project is proceeding according to the new project timeline. The desk review is under way and networking contacts being established with relevant people in public and voluntary sectors. Family member interviews have begun and pilot visits to homes are planned for late August/early September.