

Insight & Intelligence Subgroup: Engagement & Intelligence Report

25th November 2021

1. Introduction

Between 1st August and 31st October 2021, we received **744** individual reviews, relating to **106** different services delivered in Norfolk. The average rating of these reviews was 3.6 (out of five), this is an increase of 1.3 since last report mostly a consequence of resuming in-person engagement.

Most feedback we received came from our engagement events (474), We also received 263 reviews through our website, five through our signposting service, one through the post, and one through social media.

We have continued to share anonymised feedback with other organisations and groups including quarterly reports to the CQC on GPs and hospitals and with Healthwatch England on a monthly basis.

We are continuing to receive increasing engagement from service providers with our feedback centre. We received provider responses to reviews on our website for 22 different services in this period.

Please note that quotes in this report are direct quotes from reviewers. These have been left unchanged to ensure originality. Any major spelling or grammar errors are noted with “[sic.]”.

2. Points of concern or for action

Most of the following report is for information purposes, however Table 1 below shows the concerns, actions, and points for discussion in this report.

Table 1

Concerns, actions, and points for discussion in this report

Page	Item	Suggested action
7	Information on booster/third dose vaccinations provided by GP surgery	Find out what information GP surgeries are providing to patients with COVID vaccination queries/where they are signposting patients.

3. The services people are talking to us about

Table 2 shows the top 10 service types about which people have shared their experiences with us between August and October 2021. The average rating for each service type reflects the overall experience of care the reviewer felt was received. Please note that ‘other’ services are all NHS England dentistry concerns.

Table 2

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	609	 3.6 (+1.6)
2	 Hospitals	73	 4.1 (-0.1)
3	 Pharmacies	29	 3.2 (+0.9)
4	 Dentists	8	 3.1 (+1.0)
5	 Mental Health	7	 1.6 (-0.9)
6	 Other	6	 1.0 (+/-0)
7	 Carer Support	3	 5.0 (+/-0)
=	 Social Care	3	 1.0 (n/a)
=	 Urgent Care	3	 4.3 (+1.2)
10	 Opticians	2	 1.0 (-1.1)

Table 3 shows the top 10 services about which people have shared their experiences with us between August and October 2021. The average rating for each service type reflects the overall experience of care the reviewer felt was received.

Table 3

The top 10 services for which we have received reviews.

		Service Type	Reviews		Rating
1		Wymondham Medical Centre*	89		4.7
2		East Harling Surgery*	81		4.3
3		East Norwich Medical Partnership*	79		3.5
4		Norfolk and Norwich Hospital*	67		4.3
5		Adelaide Street Health Centre*	45		4.7
6		Upwell Health Centre*	28		4.0
7		Sheringham Medical Practice*	24		4.3
8		Holt Medical Practice*	15		3.7
9		Cringleford Surgery	14		2.1
10		Old Catton Medical Practice*	13		4.7
=		Stalham Staithe Surgery*	13		4.2

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

4. GP services

In this period, we received 609 reviews across 74 different GP practices in Norfolk with an average rating of 3.6 (out of five).

GP reviews we have received can be found on our website: www.healthwatchnorfolk.co.uk/services. In addition to this, after visiting a GP practice we often produce a report on the feedback collected which is shared with the practice and published on our website here: www.healthwatchnorfolk.co.uk/reports/feedback-and-intelligence/

Figure 1 below displays the average ratings for service performance indicators, please note that these additional ratings are not compulsory. Reviewers rated cleanliness highly with an average rating of 4.5 (out of five). However, they reported less satisfaction with all other indicators, in particular waiting time with an average rating of 3.4.

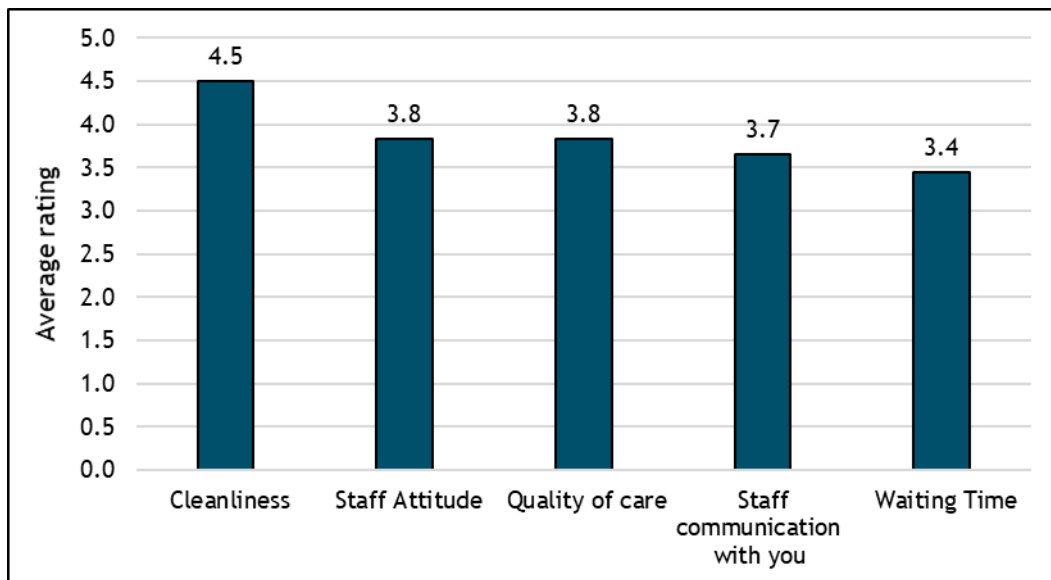


Figure 1. Average rating (out of five) for performance indicators.

Each review was coded with up to three themes, Figure 2 below displays the most common themes given to the reviews and whether the theme was positive, negative, or neutral. The most common theme in reviews for GPs we received, mentioned appointments or opening times with most of these reporting negative experiences accessing services. On the other hand, the second most common theme was staff attitudes, with most patients reporting positive experiences with staff.

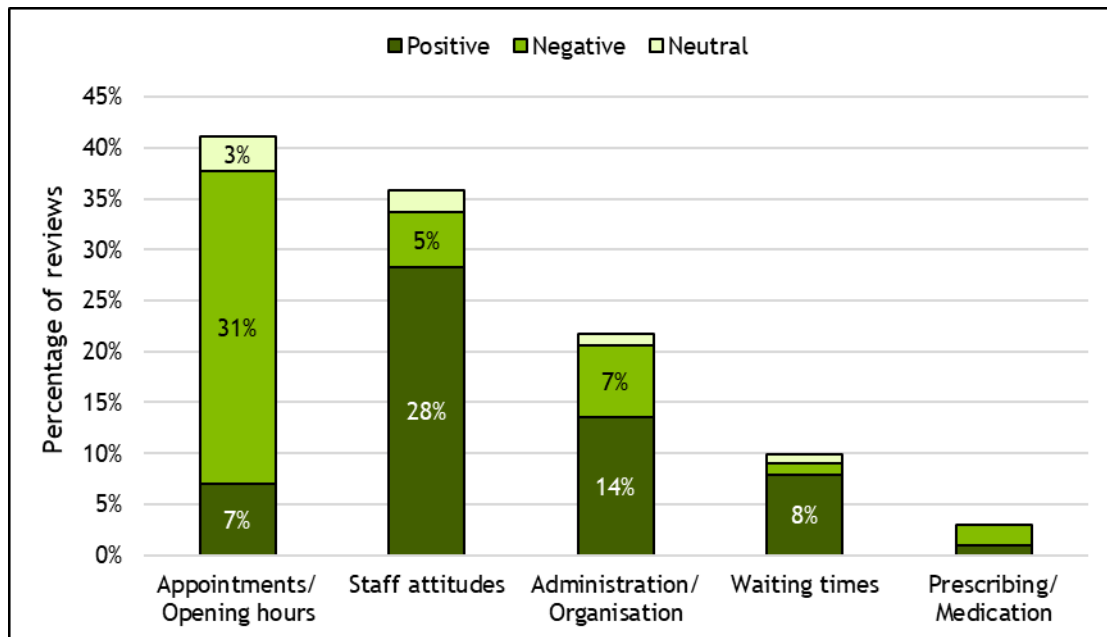


Figure 2. The most common five themes and their sentiment in GP reviews.

As noted in previous reports, we also continue to hear concerns expressed by patients about:

- Difficulties using online systems to access information and appointments. Some patients have reported that they are not receiving responses to online communication.
- Concerns about not being able to use the online web-forms on GP websites such as for booking appointments outside of work hours.
- Difficulties getting through to practices on the phone and long waiting times, often upwards of one hour.
- Feeling like they are being dismissed and pushed onto other services such as pharmacies, walk-in centres, and accident & emergency.

4.1. Vaccinations

In this period, we attended vaccination clinics for flu or COVID boosters to collect feedback about the clinics and experiences of the GP practice in general.

Patients were mainly very happy with the efficiency of the vaccination clinics, some were particularly pleased that the practice was able to sort out other issues they were having at the clinic. Below is some of the feedback received from these visits:

The flu clinic was very efficient and very quick. I did not even feel the needle go in. The staff were very nice and friendly and put me at ease. I normally use the West Earham surgery but have been here for Covid and Flu jabs before and it has always been good. (Adelaide Street Surgery)

Their flu clinic is really well organised. No one likes hanging around. I was in and out in less than 10 minutes. (East Harling Surgery)

Attended Flu clinic today and everything has been fine. I didn't even feel the needle go in. The staff were brilliant and the appointment was on time. (East Norwich Medical Partnership)

Brilliant for my COVID booster. Well organised friendly and information. The volunteers are very good. Very quick and the doctor gave me the information I needed. (Wymondham Medical Centre)

4.2. Accessing COVID booster or third vaccine

Through our website, at engagement events, and through our signposting service we have heard about difficulties booking and accessing COVID booster or third vaccines.

This has included confusing information and doctor's surgeries being unable to provide the information they needed.

I booked an appointment for my third primary covid jab due to my low immune response from the first 2 doses as I've had immunosuppressive medication, I had a voicemail the following day saying that I was not eligible for the booster yet and that they had to cancel my appointment! So not being in the best of health myself anyway had to find a way to get to Attleborough (no 3rd primary doses were being given in norwich this week) just so i could have my third dose! I told the nurse doing my jab and she said they should not have cancelled my appointment at all as a booster and third primary jab are different and can be given at different time intervals. I feel very let down and have lost all faith in this gp practice! (West Earham Health Centre)

Received a text asking me to book online for covid booster, attached link to site did not work, after cutting and pasting into another browser managed to get site to work but for the past 7 days there have been no appointments at any of the three sites offered. Tried calling the number provided, requested to leave a message, that was 4 days ago still no reply. (Wymondham Medical Centre)

I have been trying since early September to get the 3rd covid vaccination (not the booster) for immunocompromised patients, recommended by the JCVI on the 2nd Sept, to bring me up to the same level of protection as everyone else. Many phone calls, emails and e-messaging have unfortunately not achieved anything. 119 said the GP has to refer me, A letter from my consultant was sent to the surgery on the 12th October asking them to refer me to a vaccination hub asap. Do not understand the surgery's reluctance to refer me. (St Stephen's Gate Surgery)

A caller asked us for advice since his wife needs her COVID vaccine booster to be given at home as she is housebound. Their GP surgery has not got any booster clinics scheduled and they do not know when they will.

A caller wanted help getting a COVID booster vaccine for her 66-year-old mother. Her mother is visiting for a two-month period from another country and has a two-year visa. Caller said they had been unable to register at two local GP practices and didn't know how to get her mother vaccinated.

Caller was enquiring about COVID booster jabs, he had been offered the booster but his wife had not. Both are over 50, the GP surgery told wife she was not eligible. Wanted to know if there was anywhere they could go that was not very far away.

5. Hospitals

In this period we received 73 reviews for hospitals in Norfolk with an average rating of 4.1 (out of five). In particular, in September and October we visited Norfolk and Norwich hospital to speak with patients.

5.1. Norfolk and Norwich Hospital

In September and October 2021, we visited Norfolk and Norwich University Hospital to collect feedback on the service. We worked with the hospital to specifically collect feedback to help contribute to their new draft corporate strategy.

At these events we received 52 reviews from service users. We created a report for these visits which was shared with the hospital and on our website here:

www.healthwatchnorfolk.co.uk/report/norfolk-and-norwich-university-hospital-feedback-september-october-2021/. Below is the summary of reviews from this report.

The reviews have an average star rating of 4.6 out of five. Figure 3 below shows the average star rating for additional performance indicators, please note that these additional ratings were not compulsory. As the graph shows quality of care was rated particularly highly with an average rating of 5.0 out of five stars. On the other hand, service users were less satisfied with waiting times, rating this an average of 4.1 out of five.

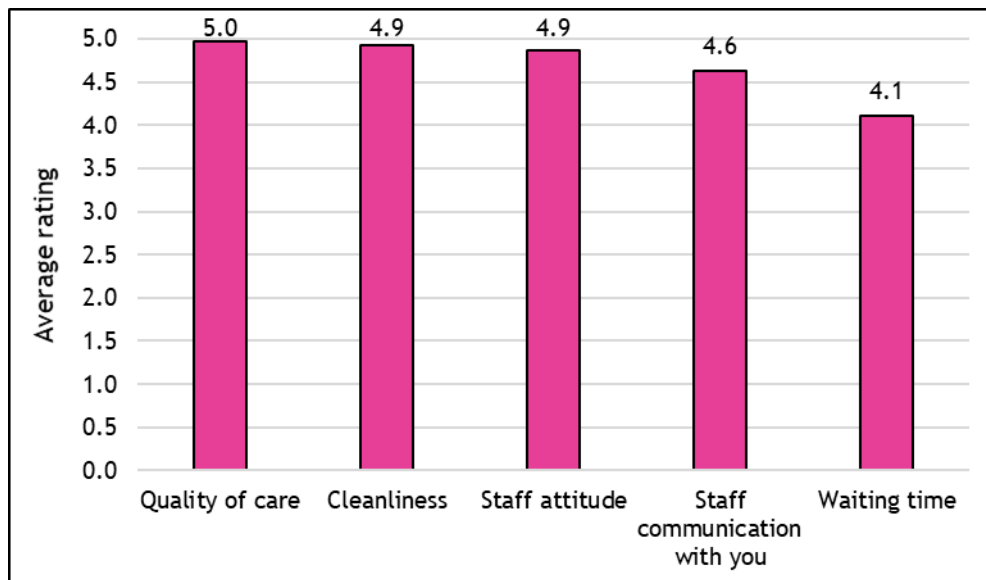


Figure 3. Average star rating (out of five) for performance indicators, ratings are rounded to one decimal place.

Overall, service users were happy with their experience with the hospital. However, we specifically asked service users what was important to them when they visited the hospital and what could be improved.

What is important to you when you visit the hospital?

Things important to patients mainly centred on staff being friendly:

When I go to the hospital I want to be greeted by friendly staff and that's what I got today. I know that the nurses and doctors are under a lot of pressure. Everyone being friendly makes a big difference.

I think what people look for from the hospital is friendship and nice treatment which I see nurses and doctors do lots of. One doctor and one nurse were grand with a dementia patient - just amazing!

The most important thing to me when visiting the hospital is to feel reassured have all my questions answered and feel I have been looked after.

We also heard from service users that being seen quickly was important to them:

Its important to me when I visit that I just get in and out with no hanging around.

It's important to me that appointments are on time or if they are running late you are informed rather than you just sitting there not knowing what is going on.

What could be improved when you visit the hospital?

The most common response to what could be improved was that no improvements were needed. The next most common answers included improvements to parking or buses.

My wife is in a wheelchair and cannot walk a step and the accessible parking is poor. There are not enough spaces and it is frustrating to see security closing car parks which have spaces in them. It's important that I am able to get my wife out of the car and into the hospital easily

Some other suggestions for more specific improvements are listed below:

- *“Improvements I'd like to see would be bigger drinks. I'm extremely dehydrated and they keep giving me tiny drinks. I've asked for more and they're still tiny drinks. I'm starting to run out of money buying my own at the shop.”*
- *“It may be a little thing but having the right size pyjamas is so important for a patients dignity.”*
- *“I'd have strong enforcement for the smoking rule. Every time I'm here I see people smoking and no one ever stops them”*
- *“It would be great to have waiting spaces outside for carers so once you have dropped someone off you could wait for them safely outside the hospital.”*
- *“I feel somethings about the hospital are still old fashioned and traditional but some are modern using lots of different technology and I find this confusing this could be improved.”*

Staff feedback

Alongside service user feedback we heard from volunteers and staff about their experiences. Some staff shared that there was a lack of progression available to them in their roles and that they felt they were overstretched. Some of their comments are presented below:

Parking, progression and personal development are important to me as staff at the hospital. The staff carpark has no space and there is a long waiting list to get permission to use it. Often the barriers don't work as well. I've reached the top of the band within my job but some progression would be great. Some personal development would be good. I've ran out of training options. There's also very little budget for training. I've found training I'd like to do but I've been told there's no budget to do it.

As a patient it is important to me to be seen quickly. As staff I'm happy we have parking here as I still don't feel safe to use the buses yet. I'm also happy with have shops here. An improvement I'd like to see is somewhere to sit to eat outside - or for staff at least away from our desks.

Short on staff. I've been here 6 years and they just can't get a control of their staffing. We all get on with our work and they have high quality staff here. It's just management. We all just get on with it but that shouldn't be the way. When visiting the hospital the most important thing to me would be protecting myself such as people wearing masks and PPE etc.

This hospital says it's a teaching hospital. However I'm currently bank staff and when I put myself forward to progress and go through training I was turned down. They gave me no reason and I was given no feedback.

We have big communication issues throughout the hospital. There are problems with communications between departments and also in our own department. Administration are constantly saying they will do things but they never get it done.

Other things we noted during our visits

- There is a sign outside the Arthur South Day Procedure Unit which is directing people not to enter and to use the other entrances. However, the sign rotates in the wind so people can't see it and it is also very small so people do not realise it is there. Quite a few times people tried to get into this area of the hospital and were directed out.
- Toilets within the hospital - they were all single toilets and not very easy to find. They also had queues because they were single. One patient we spoke to also mentioned that they did not feel there were enough toilet facilities: *"An improvement I'd like to see is more ladies toilets this is quite important for me"*.
- We helped a family find where they were going in the hospital, they had been directed around the hospital by multiple members of staff and due to the language barrier it was really important that they were taken to the department rather than given directions because they were sent round the hospital and would never have found where they needed to be.

6. Dentistry

From August to October 2021, we received 182 enquiries from members of the public trying to get an NHS dental appointment in Norfolk.

The number of dental enquiries we have received in the last 12 months is displayed in Figure 4.

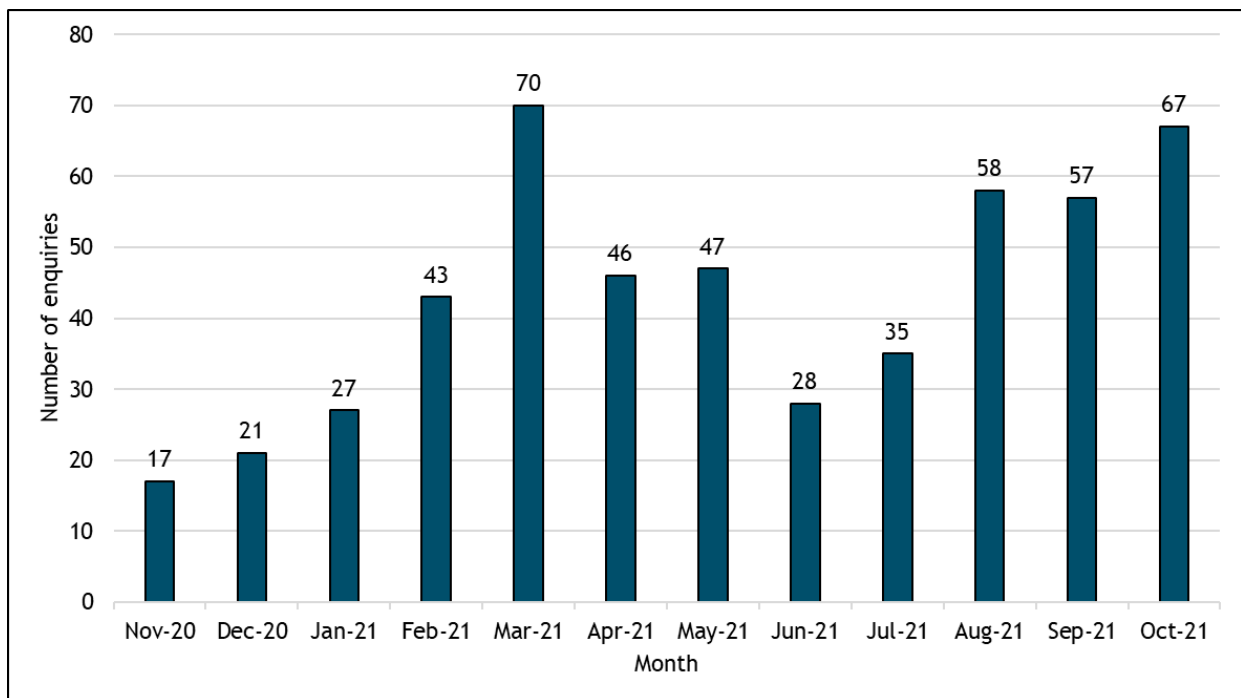


Figure 4. Number of enquiries for accessing dentistry received in the last 12 months.

One of these experiences about a family from Norwich trying to access an emergency dental appointment for their 11-year-old daughter is shared below. Other experiences can also be found on our website here: www.healthwatchnorfolk.co.uk/services/nhs-england.

We moved to Norwich 4 months ago and we found it very difficult from the beginning to find an NHS Dentist and had to sign her up privately as we had no other choice. She had treatment a few months back at a local Dentist Andrew Brown in Lakenham.

This week she developed an large abscess and we rang our GP for advice and the GP at Lakenham Surgery was really unhelpful. They said gums and teeth are nothing to do with them. We rang Andrew Brown dentist who told us they would charge us £630 and they wouldn't be able to do it for two weeks which we believe is a long wait for a child in pain.

We then rang 111 to see if they could suggest an emergency dentist, which they did. We called the emergency dentist in Norwich (which apparently covers the whole of Norfolk!) and we rang them over 100 times before someone answered. They said they couldn't help us as it was a root canal problem. They suggested they can only take her tooth out. - The advice from Andrew Brown dentist was NOT to take the tooth out as she needs it to chew and she's only 11.

We spoke to 111 again who suggested that we have her tooth taken out or call her previous dentist she was registered with before we moved to Norfolk as they could not refer her to be seen by anyone else.

We rang over 20 different dentists to try and get our daughter on the NHS and were told that none of them would take her on as an NHS patient.

We are now having to drive a 170 mile round trip to Hertfordshire to see an NHS dentist, and that is just for a 10 minute examination before booking further treatment , which will mean taking our daughter out of school each time we have to go back.

We are really frustrated as our daughter has had a painful abscess and we cannot get help without paying an extortionate fee that we cant afford. She is 11, surely she is entitled to NHS care in Norfolk ?

7. Update on ongoing work and engagement

Table 4 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.

Table 4

Update on current work and priorities for Healthwatch Norfolk alongside Healthwatch England priorities

Healthwatch England Key issues				Healthwatch Norfolk response	
Priority	Issue	Description	Healthwatch England action	Healthwatch Norfolk action	Priority
High	Accessible Information	People’s experiences of receiving information in a format they can understand	Preparing to gather more information from the public. Reviewing existing evidence.	HWN participating in wider HWE project exploring spoken language in relation to AIS.	High
High	Dentistry	Experiences of people accessing dental services	Monitoring in progress.	HWN produced dentistry report in July and attend 3 weekly meetings with NHSE/I. HWN continue to monitor through feedback collection and enquiries.	Medium
High	Hospital waiting times	People reporting delays in treatment and care	Due to report findings in November 2021	Monitor and identify issues via enquiries and feedback centre	Low
High	Access to GP services	People’s experience of trying to access GP services	Continue to monitor and report to stakeholders	HWN have conducted targeted engagement at GP sites	High

High	Vaccination access/attitudes/experience	People's experiences of accessing the booster programme, young people vaccinations, vaccine hesitancy and effect of vaccine requirements for care staff.	Continue to monitor and report to stakeholders	HWN have conducted targeted engagement at vaccination sites	High
Low	Hospital discharge	New guidance produced for people leaving hospital.	Monitor new guidance implementation	HWN have contributed to HWE Hospital Discharge project and have developed own public experience videos that have been shared widely. Will continue to monitor.	Medium
Low	Homelessness and refugees	The experience of people who are homeless or who are refugees when trying to access health and care support during COVID-19 restrictions	Network to share issues/insight	HWN have conducted a specific project exploring people with no fixed abode and their experiences of accessing care. Report in progress.	High
Low	Long COVID-19	Concerns that people who are experiencing ongoing issues from COVID-19 do not have their support needs met.	Identify any issues- NICE guidance available for info.	HWN have secured funding for a specific project to engage with a small group of people who have long COVID. Project to start early 2022.	High

- High** Topics or emerging issue we are actively researching
- Medium** Topics we have reported on and/or are continuing to monitor
- Low** Topics we are monitoring to identify any new issues