

Healthwatch Cornwall (HC) receives **unsolicited** feedback through our website, email and phonline, and **solicited** feedback through engagement events in the community and through social media events. Feedback from these sources is summarised in this report.

### \*Feedback from other projects and surveys:

HC also collects feedback within separate projects and surveys, such as the Mental Health survey in Q4 20-21 and Freshers Fairs in Q2 21-22. Additional projects and surveys are marked with \* in the 'Sources of feedback over the last four quarters' chart below. Results from these projects are reported separately.

### Guidance for the analysis of feedback:

#### Analysis by **service** and **sentiment**

People's experiences are broken down by **sentiment** into positive and negative pieces of feedback about **organisations** and **services**. For example, an individual may provide positive and/or negative feedback about their GP, hospital and ambulance service when telling us about one single episode of care. We count this as at least 3 pieces of feedback. If one service is described with both positive and negative sentiments, this is counted as 2 pieces of feedback. Therefore, counts of pieces of feedback are higher than the number of individuals sharing feedback.

\*\*From page 3 onwards where space is limited, GP practices and hospital services are only listed if they have received two or more pieces of feedback (indicated by \*\*). Where space allows, all services with feedback are listed.

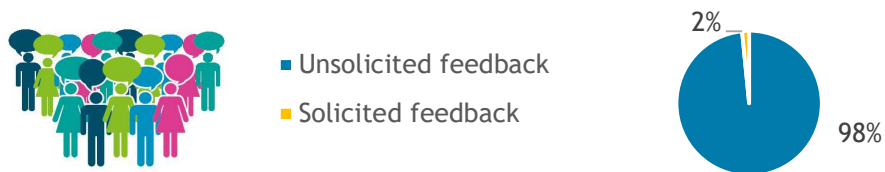
#### Analysis by **theme** and **sentiment**

All feedback received is **themed**. One piece of feedback may be assigned more than one theme so counts of themes are higher than counts of feedback.

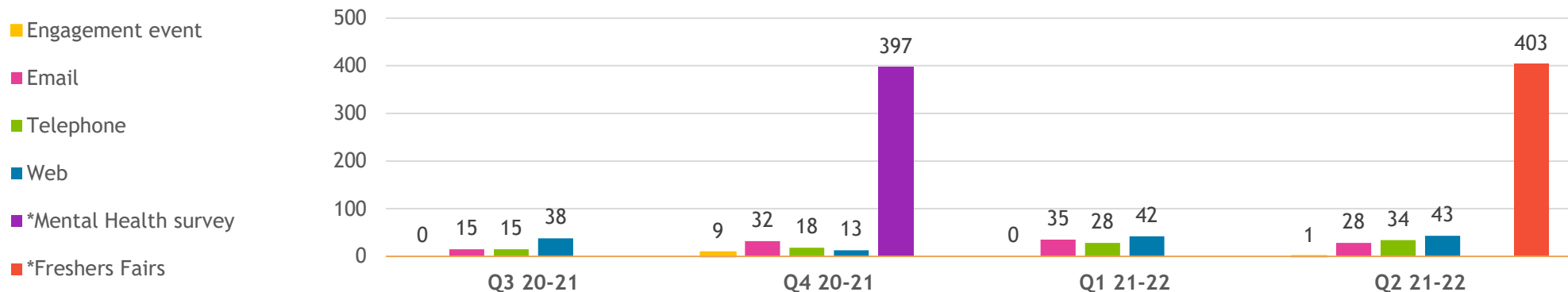
Please note, routine engagement events in the community have been on hold since March 2020. Consequently, the majority of feedback we currently receive is unsolicited through our website, email and phonline. **Unsolicited** feedback tends to be negative in sentiment.

### Feedback received in Q2:

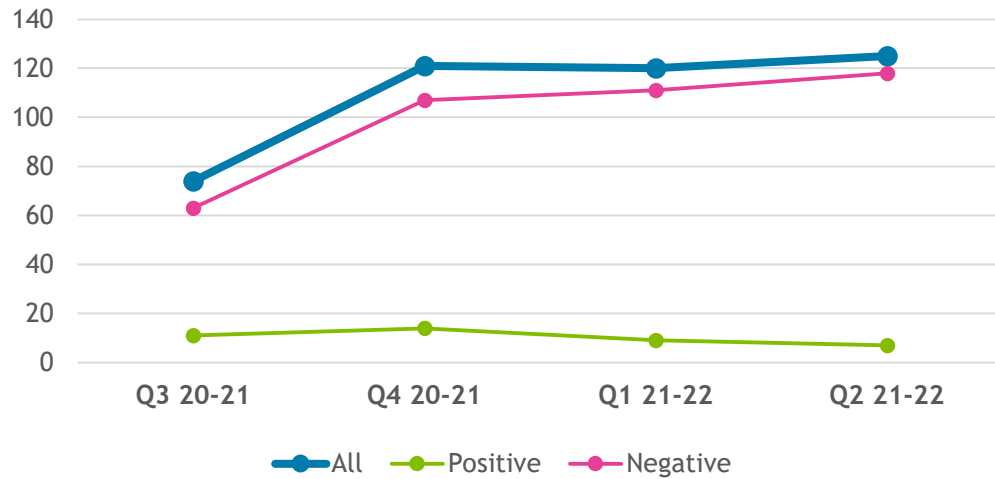
125 pieces of feedback received from 105 individuals.



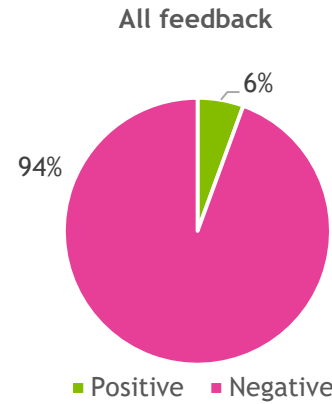
### Sources of feedback over the last four quarters:



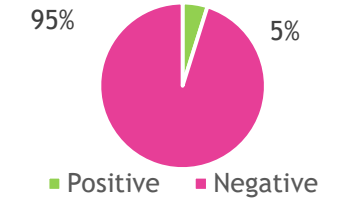
Sentiment of all feedback over the last four quarters:



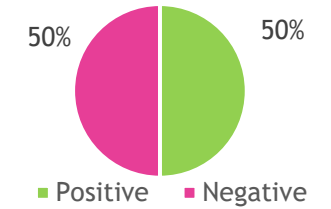
Sentiment of feedback in Q2:



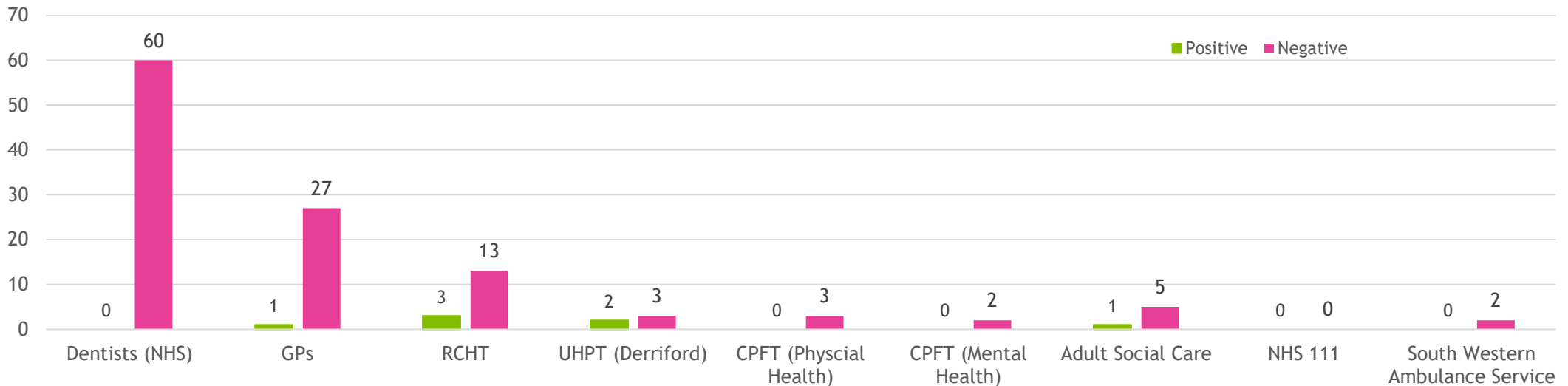
Unsolicited feedback (n=123)



Solicited feedback (n=2)



Sentiment of feedback across different organisations and services in Q2:



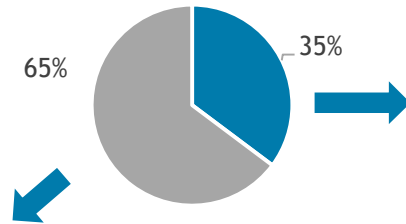
# Characteristics of individuals providing feedback in Q2



35% of individuals provided information about themselves

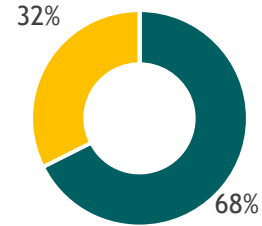
■ % of individuals sharing demographic information

■ % of individuals with no demographic information

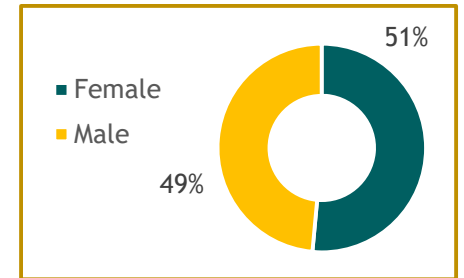


## Gender

- Female
- Male
- Non binary
- Other

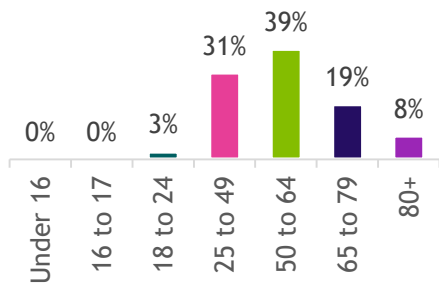


## Cornwall population (2020 estimates)

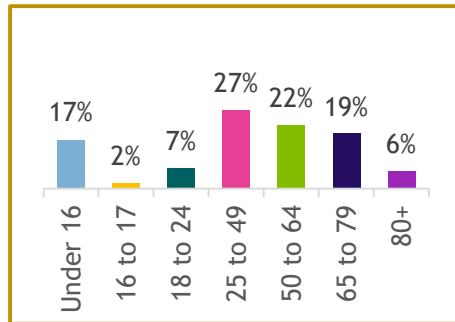


\*Cornwall figures are based on sex not gender.

## Age



## Cornwall population (2020 estimates)



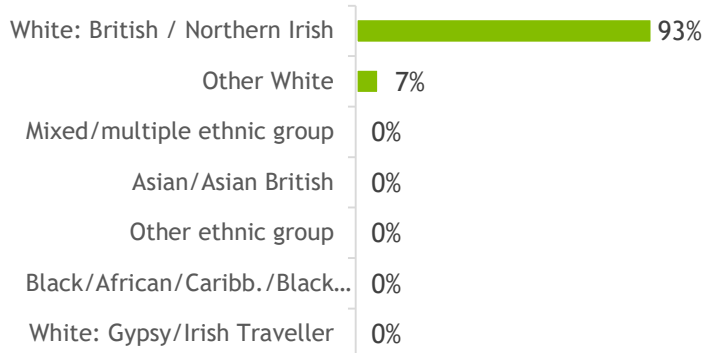
## Service users:



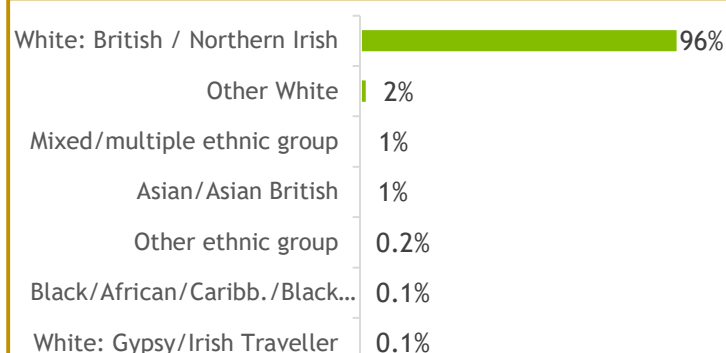
## Carers, relatives, friends:



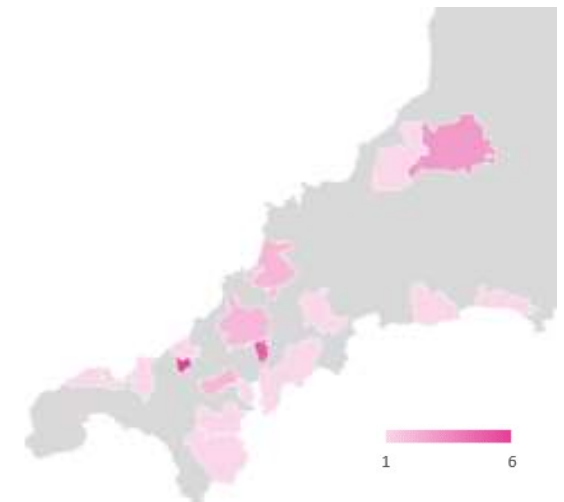
## Ethnicity



## Cornwall population (2011 census)



## Postcodes of respondents:



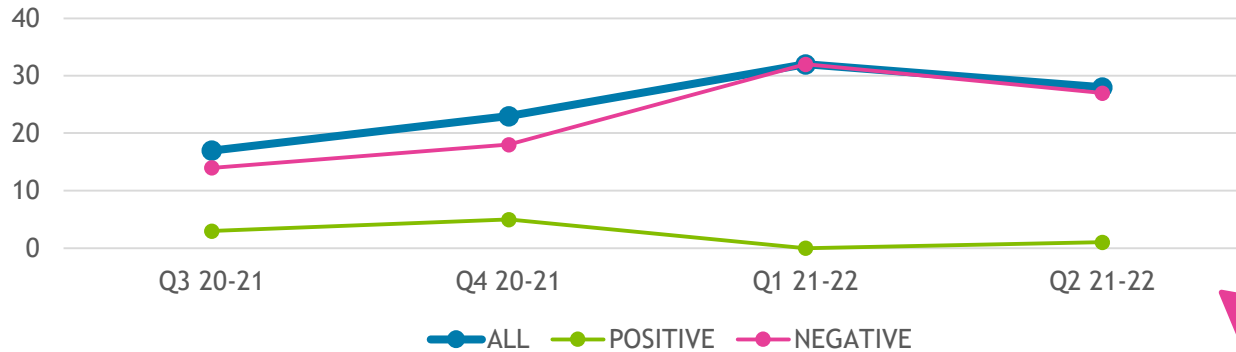
# GPs: Feedback by theme and sentiment

+ve	-ve	Total
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## \*\*Feedback in Q2:

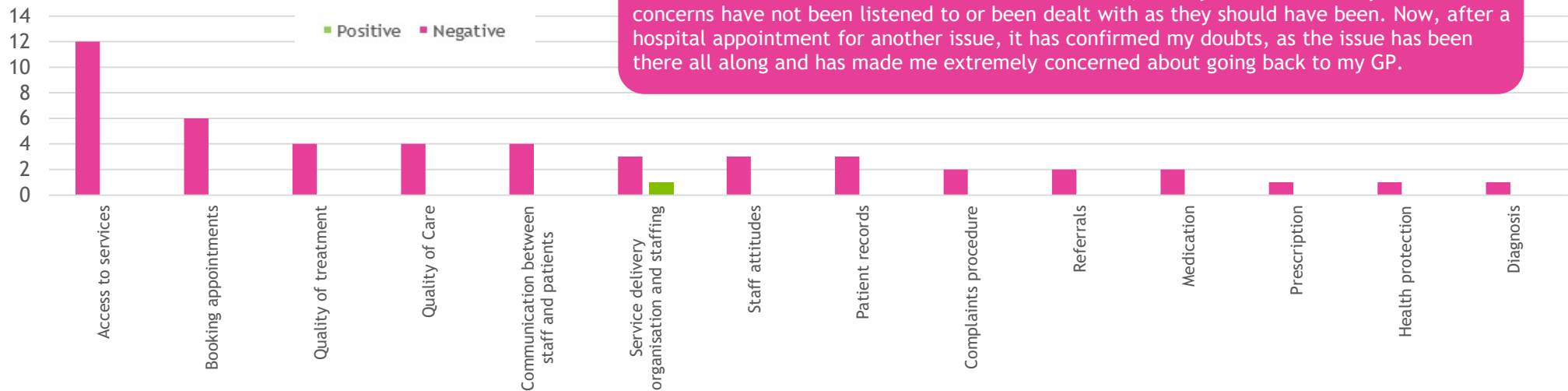
	+ve	-ve	Total
Local GP Practice	0	7	7
Leatside Health Centre	0	5	5
Newquay Health Centre	1	2	3
Praze-An-Beeble Surgery	0	2	2
The Rame Group Practice	0	2	2

## GPs: Feedback received in the last four quarters by sentiment



I have tried on several occasions over the last few days to access the surgery by telephone. Every time I rang it said all lines are busy dealing with other patients and try later. I tried unsuccessfully! Yesterday after 42, yes 42 times of ringing I managed to speak with someone! No wonder A&E are overwhelmed, patients will resort to going to RCHT Treliske to speak/see a medical professional! It's absolutely disgraceful.

## GPs: Feedback by theme in Q2

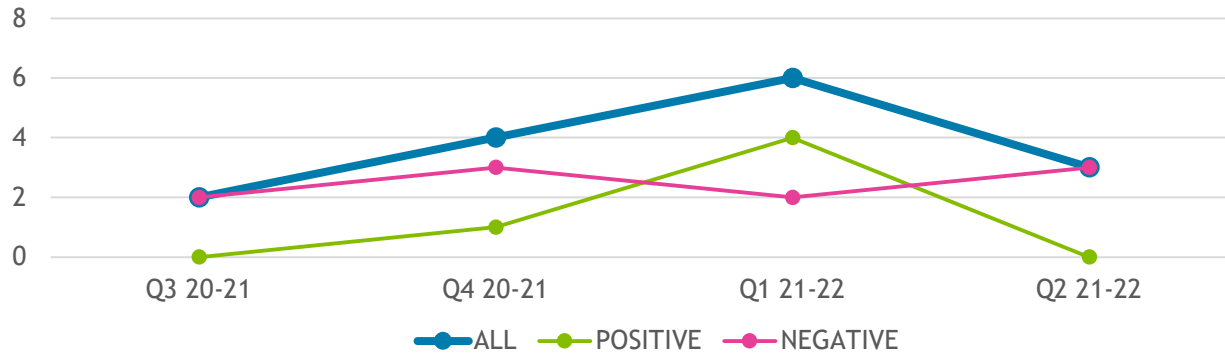


I have been trying to get some help with an ongoing condition over the last 5 months and whilst I understand the strains that doctors are under, I really have felt that my health concerns have not been listened to or been dealt with as they should have been. Now, after a hospital appointment for another issue, it has confirmed my doubts, as the issue has been there all along and has made me extremely concerned about going back to my GP.

GPs remain a common service area that we receive unsolicited feedback about, second to dentists. The most common negative themes assigned to GP feedback were 'Access to services', such as difficulty getting a face to face appointment or the GP not calling back; and 'Booking appointments', which covers complaints about the process of booking appointments.

## Community Hospitals & other physical health services

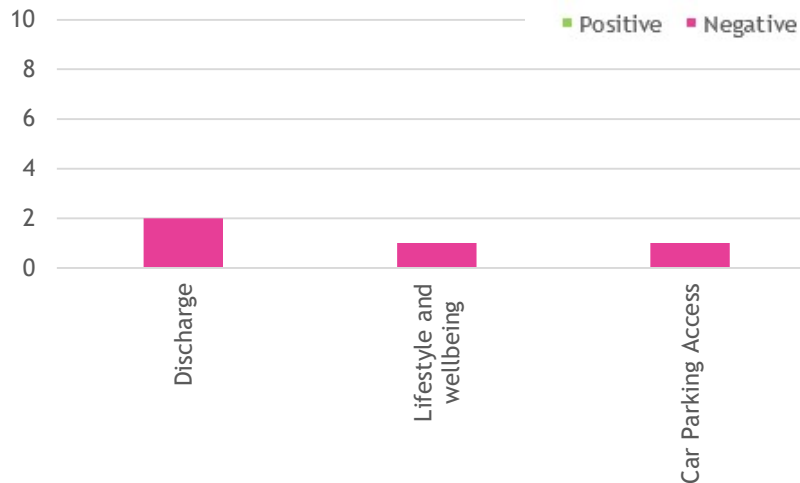
### CPFT Physical Health: Feedback received in the last four quarters by sentiment



### Feedback in Q2:

	+ve	-ve	Total
<b>Community Hospitals:</b>	<b>0</b>	<b>3</b>	<b>3</b>
Newquay	0	1	1
Camborne Redruth	0	1	1
Bodmin	0	1	1
Helston	0	0	0
Liskeard	0	0	0
Falmouth	0	0	0
St Austell	0	0	0
Stratton	0	0	0
<b>Other physical health:</b>	<b>0</b>	<b>0</b>	<b>0</b>

### CPFT Physical health: Feedback by theme in Q2

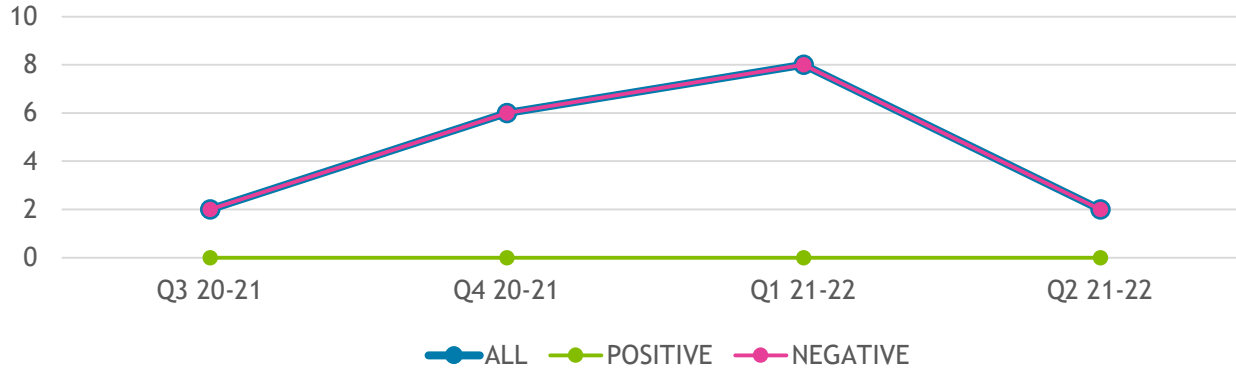


My relative is presently a prisoner in a local community hospital. They underwent several weeks of successful treatment at another hospital and at the end of September was declared medically fit for discharge and could go home. Just arrange some home care in the next couple of days. Meanwhile they were transferred to the community hospital where they now say my relative is not fit for discharge, they are now extremely distressed and just wants as I do to get out of there. We do not need or indeed want any social care, from these people who are just like gestapo. They are not treating them for anything in hospital, their mental state was quite normal back in July when they first went to hospital but now they are confused as to what is happening to them. Remaining where they are is affecting their health and mind, and not coming home is now detrimental to their health and well-being. We do not want or need and have never asked for any social care, what are our rights to live a normal life as we wish.

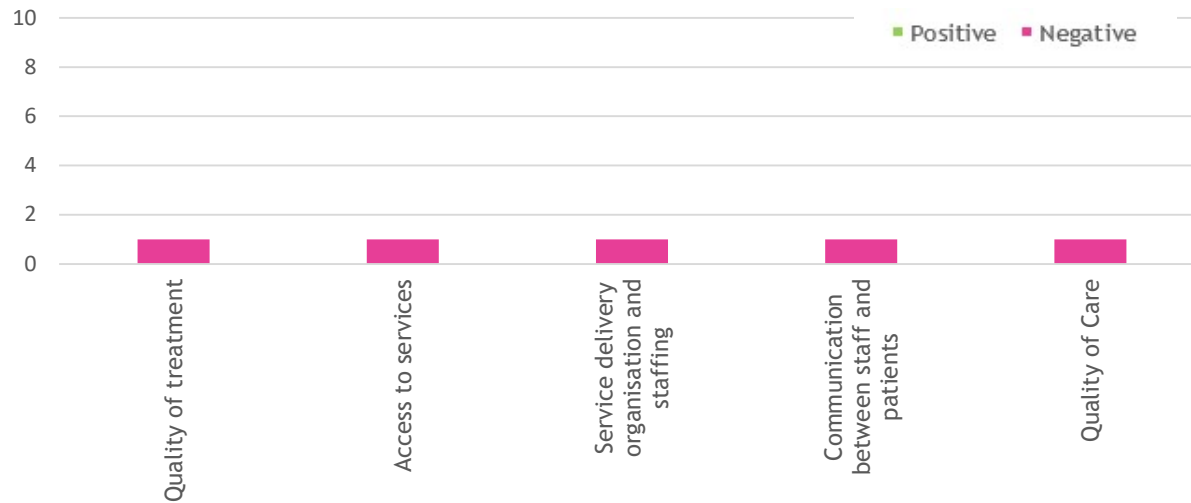
There were only 3 pieces of feedback about CPFT physical health services in the last quarter, two of which were about delays and disagreements about discharge. The quote provides an example of feedback received about the 'Discharge' and 'Lifestyle and wellbeing' themes.

## Mental Health Services

### CPFT Mental Health: Feedback received in the last four quarters by sentiment



### CPFT Mental Health: Feedback by theme in Q2



There were 2 pieces of feedback on mental health services in the last quarter, one about lack of support for binge eating disorder and another about poor provision for dual diagnosis patients. Extracts from both are displayed in quotes.

### Feedback in Q2:

	+ve	-ve	Total
Community Mental Health Teams	0	1	1
Eating Disorder Services	0	1	1
Outlook South West	0	0	0

I have severe binge eating disorder, I have had it my whole life. I asked my GPs several times for help and to be referred to an eating disorder service. I was refused, and ignored. I decided to contact the eating disorder service in Cornwall. The first time I contacted them I was told, and I quote "we only treat real eating disorders here like anorexia". The second time I contacted them I was told they do not treat binge eating disorder at all. There are no services to treat binge eating disorder in Cornwall. So rather than referring me to a service outside of Cornwall that do specifically treat BED under my right to choose. They have just left me to deal with my eating disorder myself. And it's destroying my life. I can't do it alone. So my BED is now the worst it has ever been and I am too traumatised to try and get help again.

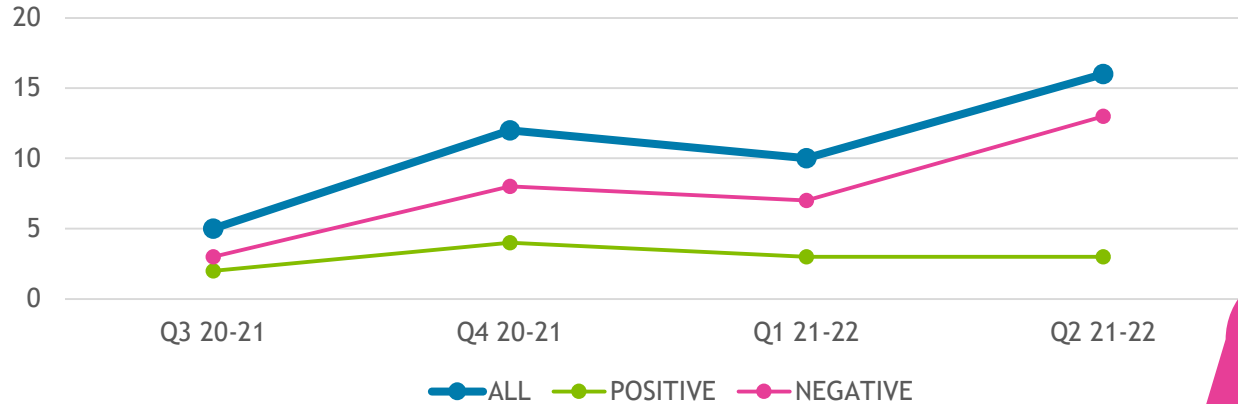
Truro (Treliske) Psychiatric Liaison and Community Health Teams (CMHT) are pathetic when it comes to Dual Diagnosis patients. They hide behind their local policies and procedures which leaves those suffering from a mix of addiction and mental health issues are most often denied access to the mental health services where current guidance says addiction and mental health cases should be tackled together. They don't talk to someone who is currently using. They don't answer their phone lines. They are allowed to assess you and reject you without Psychiatric or Psychology assessment which is totally necessary with Dual Diagnosis cases.

# Royal Cornwall Hospital Trust (RCHT)

Includes Royal Cornwall, St Michael's and West Cornwall hospitals

	+ve	-ve	Total
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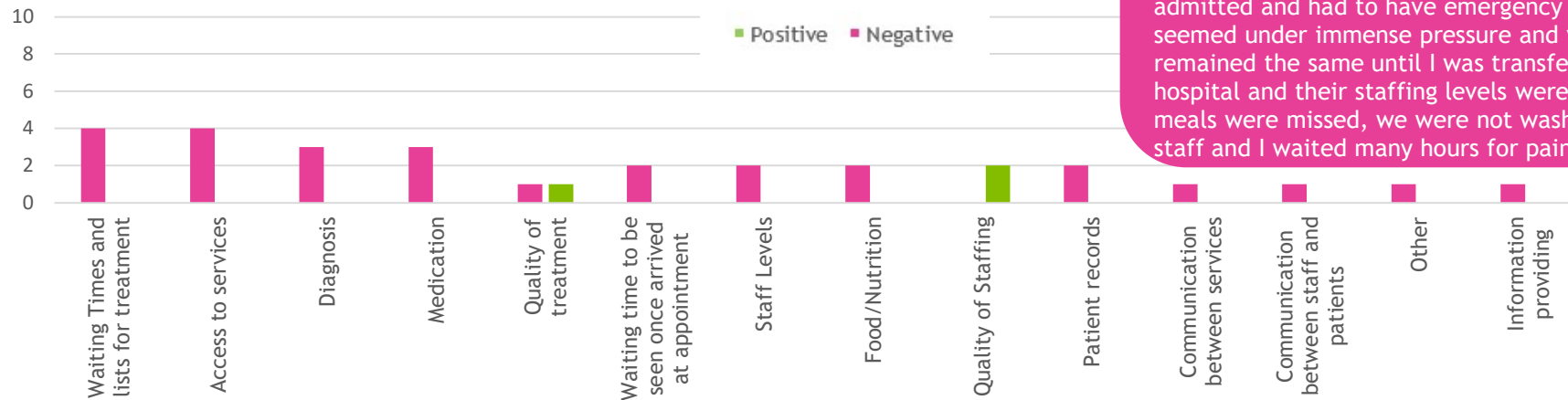
## RCHT: Feedback received in the last four quarters by sentiment



### \*\*RCHT services:

Service	+ve	-ve	Total
<b>Royal Cornwall Hospital:</b>	<b>2</b>	<b>12</b>	<b>14</b>
Accident & Emergency	1	3	4
Outpatients	0	3	3
<b>St Michaels Hospital:</b>	<b>1</b>	<b>1</b>	<b>2</b>
Inpatient care	1	1	2
<b>West Cornwall Hospital:</b>	<b>0</b>	<b>0</b>	<b>0</b>

## RCHT: Feedback by theme in Q2



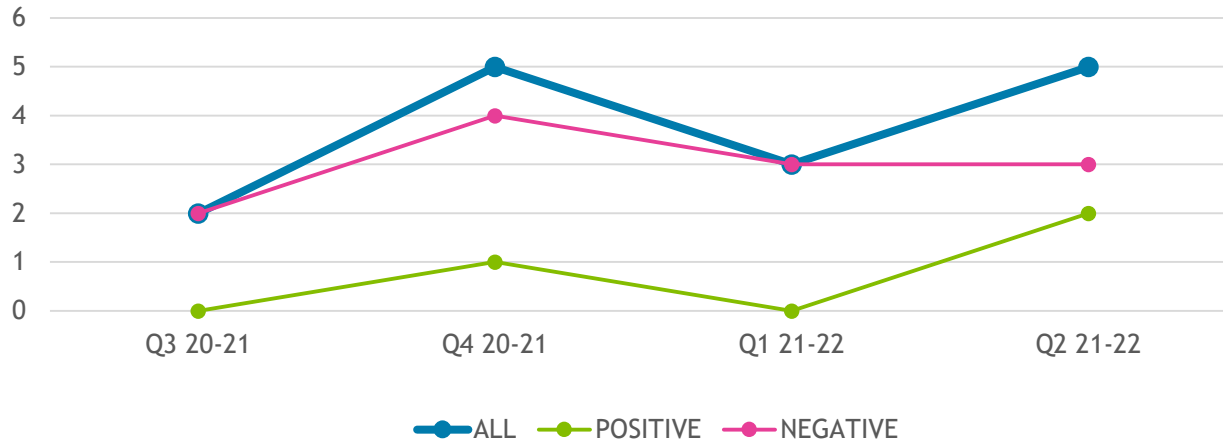
I had accident in August. Waited 12 hours on concrete floor for an ambulance. Hospital so overwhelmed there were no beds and few staff on duty. After spending day in A&E was then discharged. By the end of the week my arm and hand were badly swollen and I was in agony. I went to community hospital who referred me onto A&E again and was told I would be seen as urgent, this did not happen, had to wait in agony to go through triage. After a long wait I was admitted and had to have emergency surgery. Trauma ward seemed under immense pressure and very short staffed and remained the same until I was transferred to another community hospital and their staffing levels were just as dire. At both hospitals meals were missed, we were not washed daily due to the lack of staff and I waited many hours for pain relief.

These remarks in no way reflect on the staff, but on the lack of staff. I felt the staff in both hospitals did a remarkable job in very stressful conditions.

There was an increase in negative feedback received about RCHT in the last quarter about a range of services, most commonly A&E and Outpatients. The most common themes were 'Waiting times and lists for treatment' and 'Access to services', including access to hydrotherapy and planned surgery. The theme of 'Diagnosis' included two missed diagnoses and one disagreement about diagnosis. The theme of medication included lack of pain relief following an accident, and concerns about the long term impact of pain and antidepressant medication prescribed while they wait for delayed hip surgery. Positive feedback was also received, with 'Quality of staffing' assigned to both St Michael's and Royal Cornwall Hospitals.

## Derriford Hospital

### UHPT: Feedback received in last four quarters by sentiment

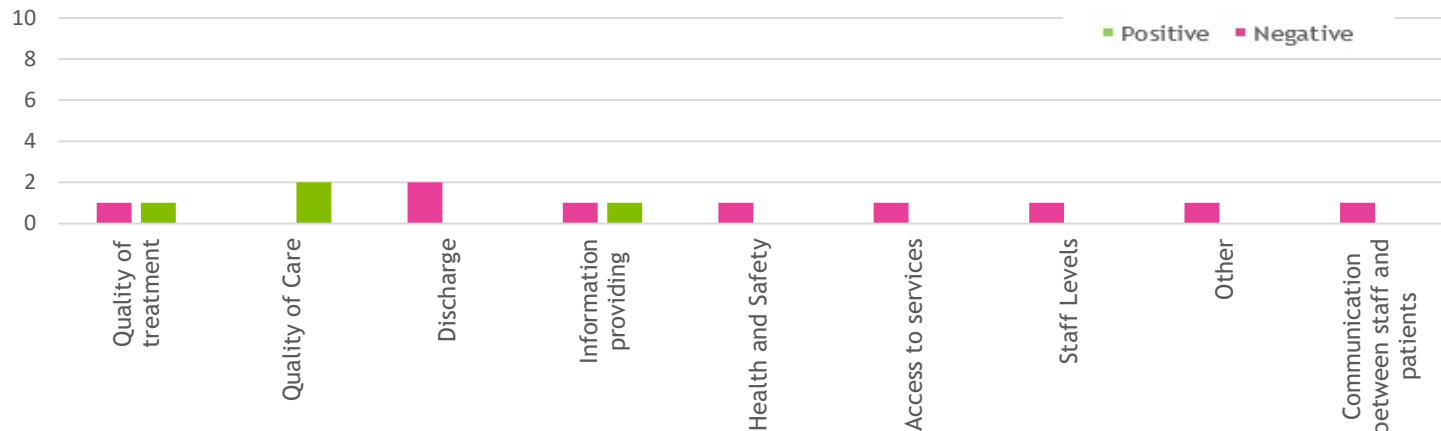


### UHPT services:

	+ve	-ve	Total
Palliative	1	1	2
Obstetrics & Gynaecology	1	0	1
Gastroenterology	0	1	1
Inpatient Care	0	1	1

Caller said that if they would have known the package of care (POC) was only for 7 days and there would be an issue to find a permanent one then maybe they would have thought of other options, but there wasn't a best interest/plan to discharge meeting or a risk assessment, so they didn't have the opportunity to ask these questions. The stress and strain put on them to try and source a POC is not something they would wish anyone else to go through.

### UHPT: Feedback by theme in Q2



Caller wants to make it very clear that everyone that was involved in their spouse's care was wonderful and feels like the system let them down and does not want this to happen to anyone else.

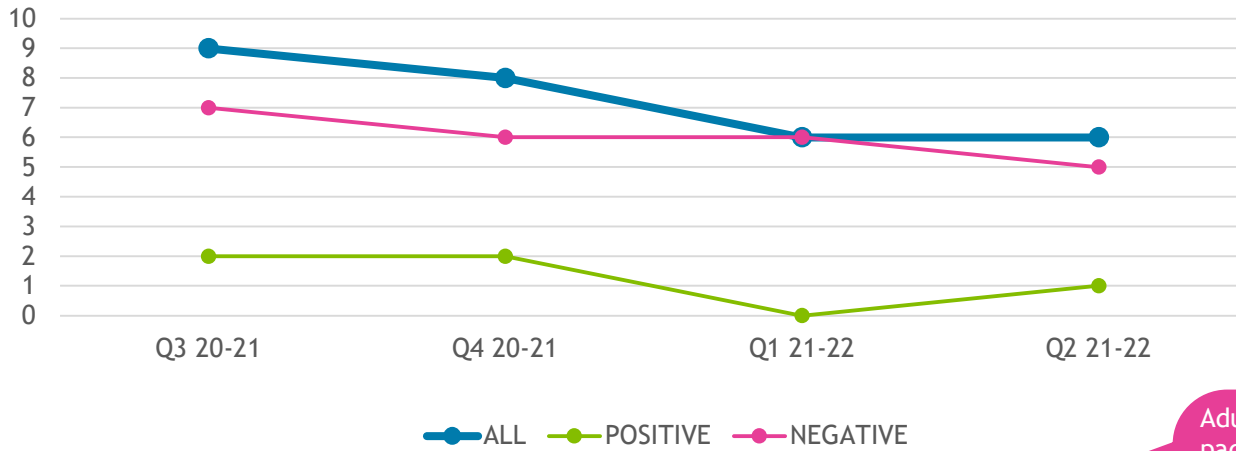
I attended the gynaecologist appointment at Derriford; I was overwhelmed by how well I was treated and how informative and inclusive they were.

There were 5 pieces of feedback received about Derriford hospital covering different services and issues, including palliative care at home and someone unable to access treatment because of their 'lifestyle choices'. Extracts from two people's feedback are displayed in quotes above, one about an inappropriate package of care following discharge, and another piece of positive feedback about Obstetrics and Gynaecology.



# Adult Social Care (ASC)

ASC: Feedback received in last four quarters by sentiment



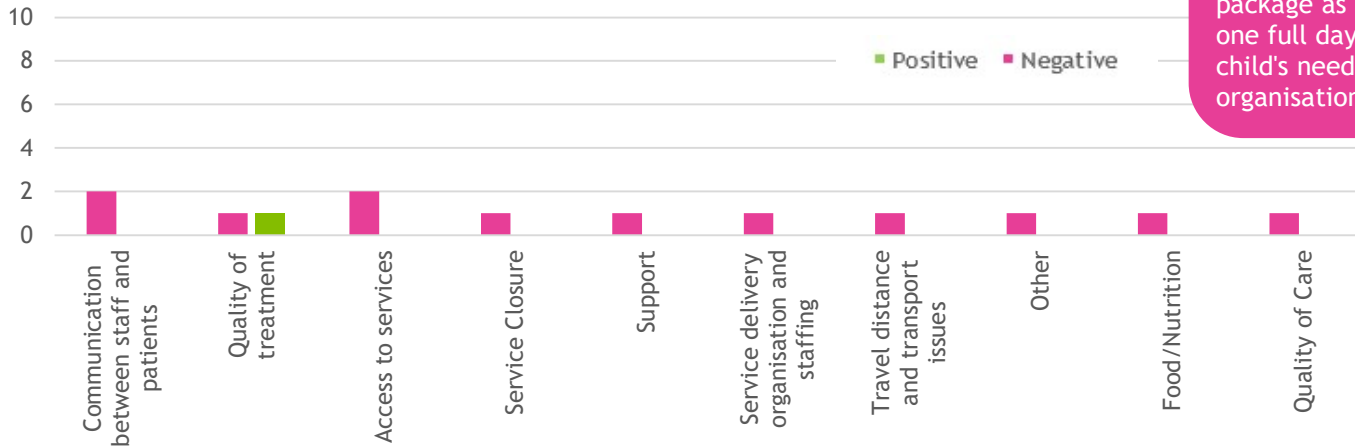
**ASC services:**

	+ve	-ve	Total
Domiciliary Care/Care at home	0	4	4
Residential Care Home	0	1	1
Nursing Care Home	1	0	1

**ASC organisations:**

	+ve	-ve	Total
Cornwall Adult Social Care	0	3	3
Local Care Home	1	1	2
Duchy Care	0	1	1

ASC: Feedback by theme in Q2



Adult child who has autism has previously been provided with a care package, commissioned by Cornwall Council and delivered by Duchy Care. The care amounted to 1-2 hours per day to help with personal care and independent living needs. Duchy Care have ceased operating and Cornwall Council have been unable to offer an equivalent support package as a replacement. Cornwall Council offered an alternative of one full day care support per week but this is not suitable for their child's needs. The Council then suggested that they contact voluntary organisations but didn't provide any details.

I am an unpaid carer for 3 elderly people one who is 94 housebound with dementia. I have tried to get paid carers to help share the burden but have been fobbed off by adult social services. I have had to approach carers.org.uk to find out what help these very vulnerable people are actually entitled to. I am very fed up and tired with the whole situation in relation to this experience.

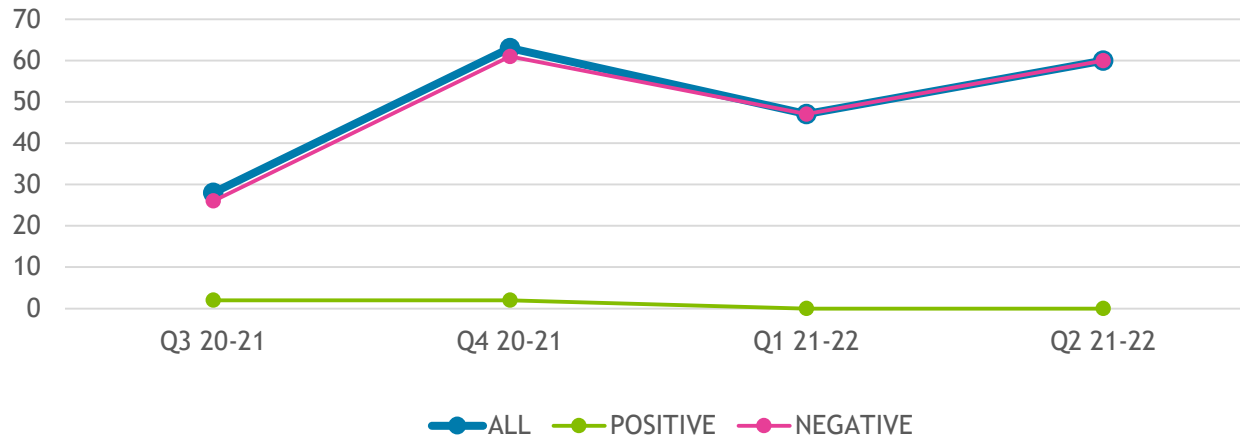
There were 6 pieces of feedback received about Adult Social Care. Most negative feedback was about difficulties accessing domiciliary care and poor, unsafe care provided by an agency. One piece of feedback was a complaint about lack of choice of care home and the impacts of living over an hour away from their spouse as well as poor care provided in the home. Two extracts from feedback are provided as examples of difficulties accessing care.

+ve	-ve	Total
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## NHS dentists:

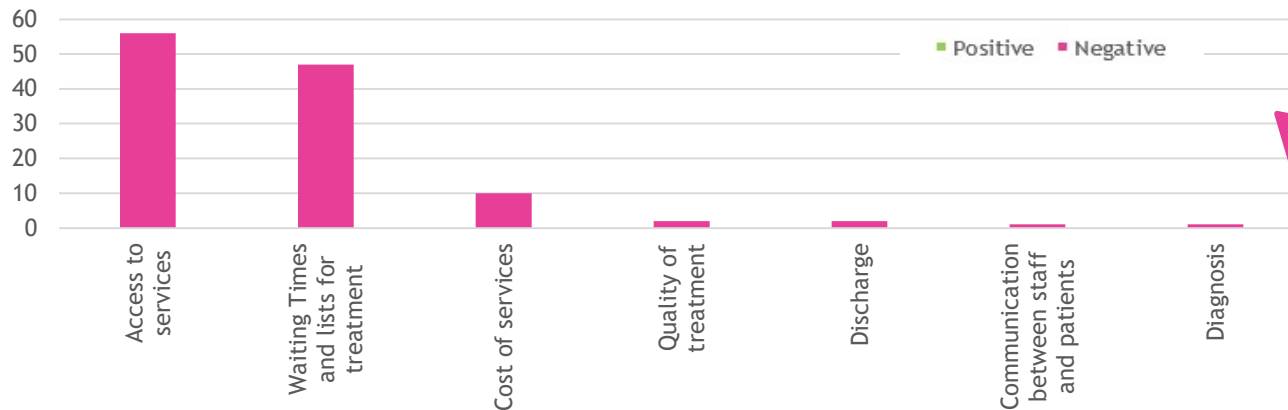
	+ve	-ve	Total
<b>NHS dentists:</b>	<b>0</b>	<b>60</b>	<b>60</b>
NHS Dentist (practice unknown)	0	51	51
Wadebridge Dental Care	0	3	3
Penzance Dental	0	1	1
The Treatment Centre	0	1	1
Roseland Dental Healthcare	0	1	1
Newquay Dental Centre	0	1	1
Lostwithiel Dental Surgery	0	1	1
Bupa Dental Care	0	1	1

## NHS dentists: Feedback received in last four quarters by sentiment



We are a family of 5 and I'm very upset and concerned none of my 3 children aged between 7 and 11 have ever seen an NHS dentist. We've been on the list for years and have tried recently to expand the area. My partner's teeth are in reasonable condition but I'm barely able to chew anymore, even after many emergency treatments. My children are of most importance in this and we're really upset that nothing ever seems to happen. Please help.

## NHS dentists: Feedback by theme in Q2



I have been on the NHS dentist waiting list since early 2018. I have called AT LEAST 20 dentists today in and around the area, none of which are accepting any NHS patients. My 5-year-old daughter who is also on the waiting list has 3 wobbly teeth and has never seen a dentist because we can't get into one. We cannot afford to go private so that is not an option. I have had severe pain in an existing crown since the first lockdown which needs repairing, I rang the emergency line and they said all they can do is pull it out and that's only after I send proof that my face is swollen. My teeth are getting into a state, not due to lack of care, but due to the lack of services provided, brushing and flossing twice a day can only do so much, once a hole is there it needs filling or it gets worse. I am in pain daily but apparently not enough to warrant an emergency fix (and I don't want my tooth pulled out!). We NEED to see a dentist!

HC continues to receive large quantities of complaints about NHS dentists, most often from people unable to find an NHS dentist who will take themselves or their children on. Many have been on the waiting list for an NHS dentist for several years and some require treatment and are in pain. There are also some people who have been deregistered from their dentists, such as 3 pieces of feedback from people who have been deregistered from Wadebridge Dental Care who are no longer providing NHS dental care.