

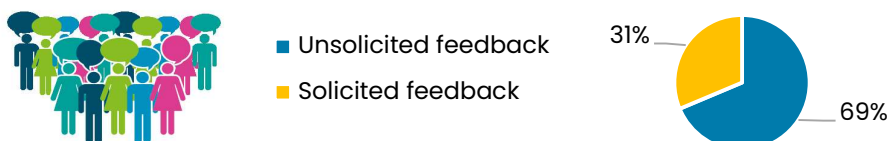
Healthwatch Cornwall (HC) receives **unsolicited** feedback through our website, email and phonenumber, and **solicited** feedback through engagement events in the community and through social media events. Feedback from these sources is summarised in this report.

*Feedback from other projects and surveys:

HC also collects feedback within separate projects and surveys, such as the Mental Health & Suicide Prevention (MH&SP) project in Apr–Jun 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.

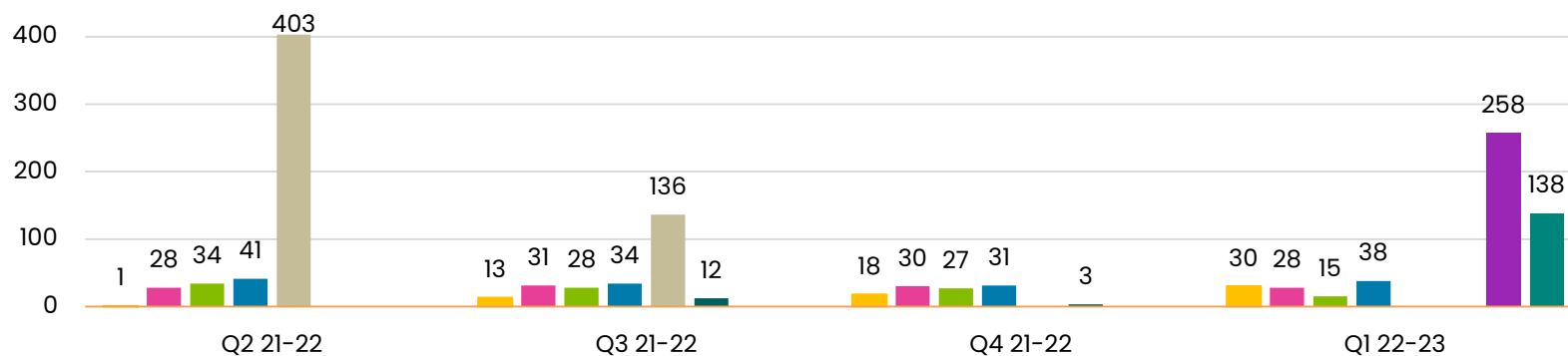
Feedback received in Q1:

135 pieces of feedback received from 113 individuals.



Sources of feedback over the last four quarters:

- Engagement events
- Email
- Telephone
- Web
- *Freshers Fairs
- *Carers (discharge)
- *MH&SP
- *Carers (dementia)



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 4 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.

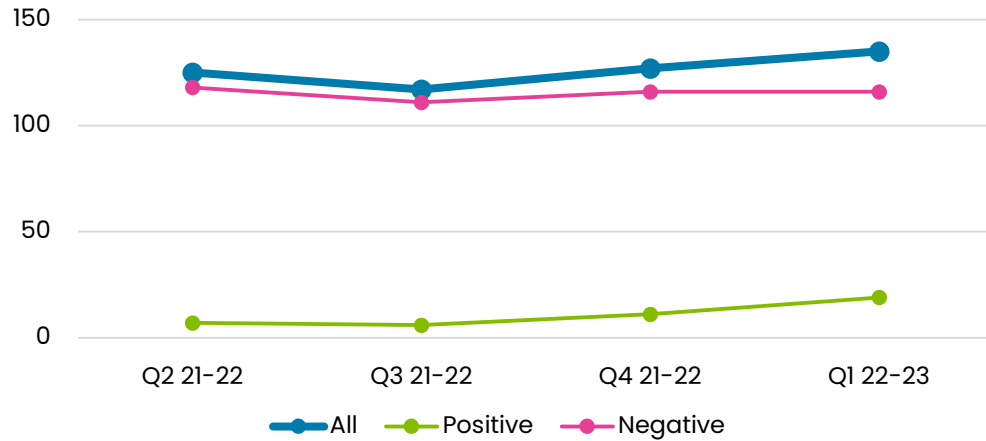
Analysis by theme and sentiment

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.

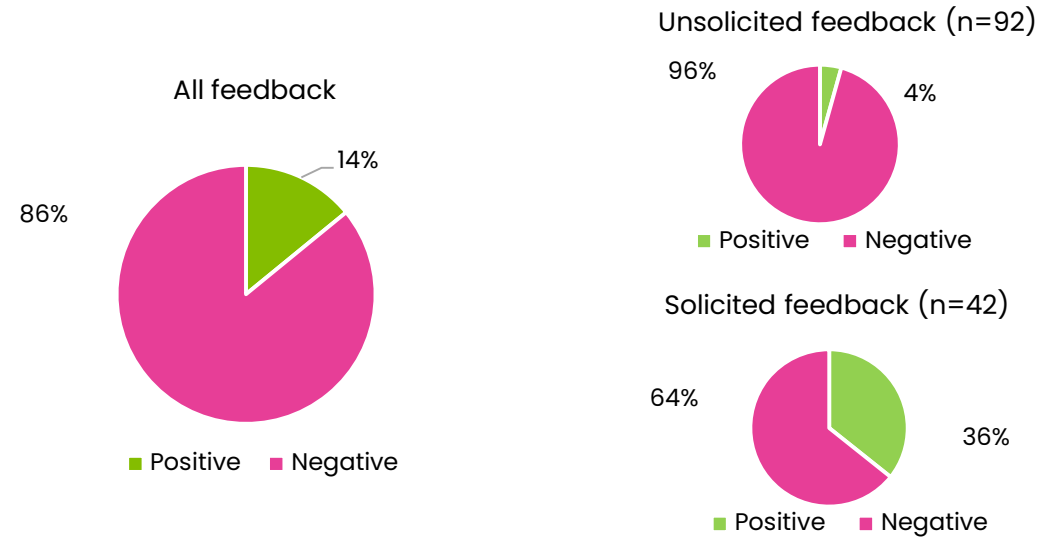
Please note, routine engagement events in the community have been limited due to the pandemic. Consequently, the majority of feedback we currently receive is unsolicited through our website, email and phonenumber. **Unsolicited** feedback tends to be negative in sentiment.

Sentiment of feedback

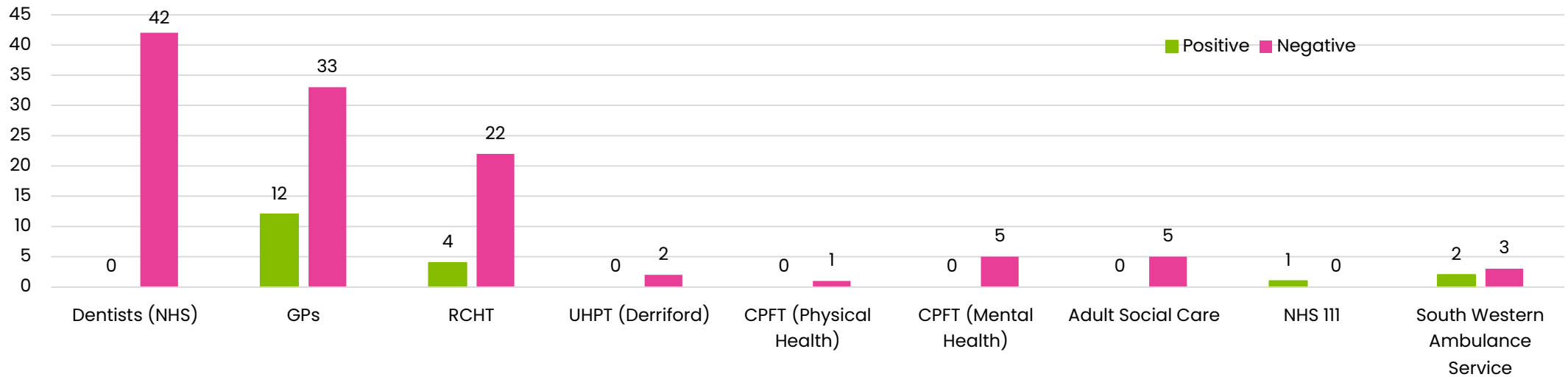
Sentiment of all feedback over the last four quarters:



Sentiment of feedback in Q1:



Sentiment of feedback across different organisations and services in Q1:

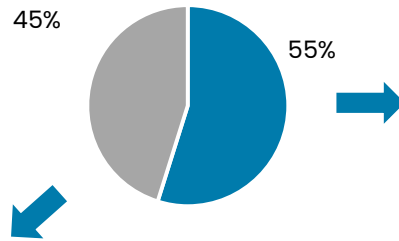


Characteristics of individuals providing feedback in Q1



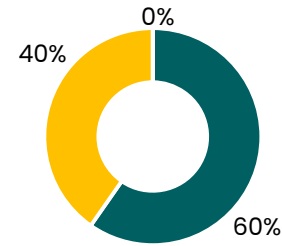
55% of individuals provided information about themselves

- % of individuals sharing demographic information
- % of individuals with no demographic information

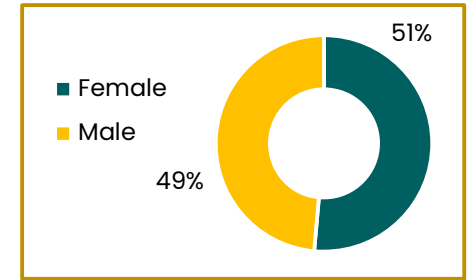


Gender

- Female
- Male
- Non binary

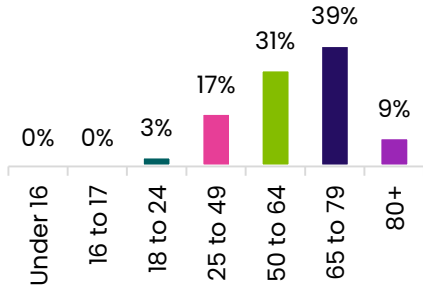


Cornwall population (2020 estimates)

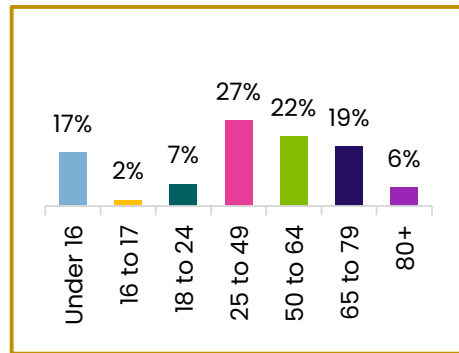


*Cornwall figures are based on sex not gender.

Age



Cornwall population (2020 estimates)



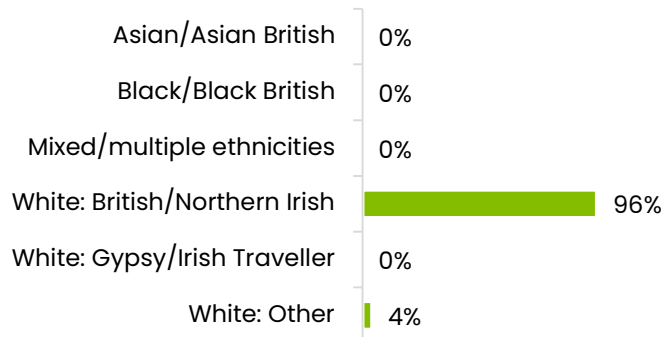
Service users: 81%

Carers, relatives, friends: 17%

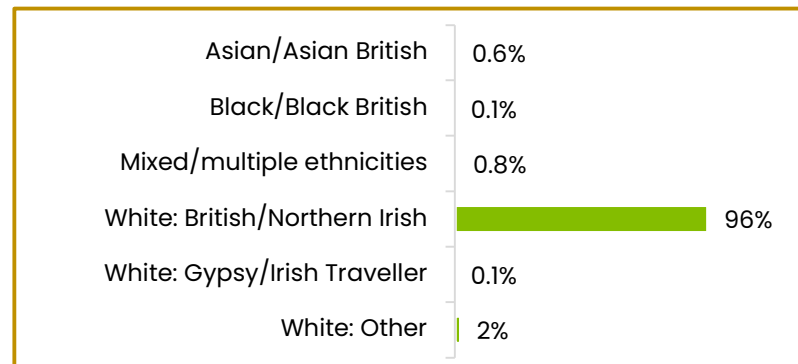
Staff members: 2%

In relation to the feedback given, individuals described themselves as either 'Service users', 'Carers, relatives, friends' or 'Staff members'

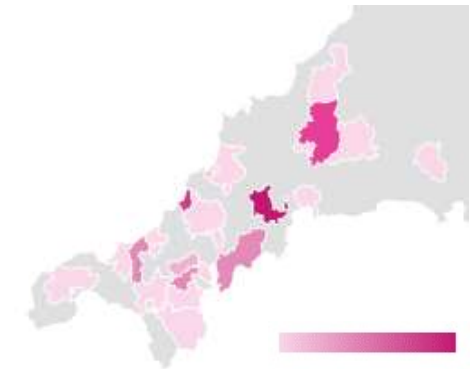
Ethnicity



Cornwall population (2011 census)



Postcodes of respondents:

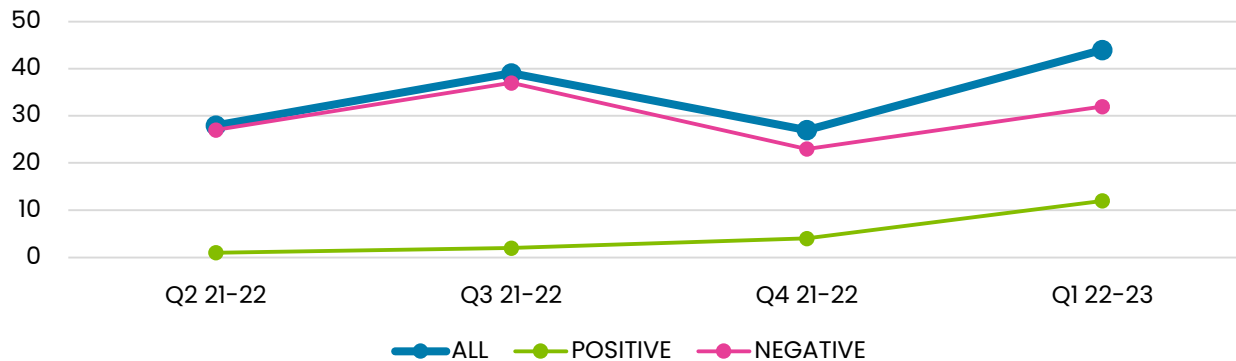


Feedback by theme and sentiment

GPs

	+ve	-ve	Total
**Feedback in Q1:	12	33	45

GPs: Feedback received in the last four quarters by sentiment



GP	+ve	-ve	Total
Perranporth Surgery	2	5	7
St Austell Health Care	1	4	5
Carn to Coast Health Centres	1	2	3
The Medical Centre, Camelford	0	2	2
Veor Surgery	0	2	2
Falmouth Health Centre	2	0	2
Saltash Health Centre	0	2	2
Newquay Health Centre	2	0	2

GPs: Feedback by theme in Q1



A long standing patient of Falmouth Health Centre visits on a regular basis to receive checks for diabetes. They would like the medical staff and reception to be recognised for their outstanding service. They are always welcoming, provide face to face appointments and they always feel valued, respected and listened to.

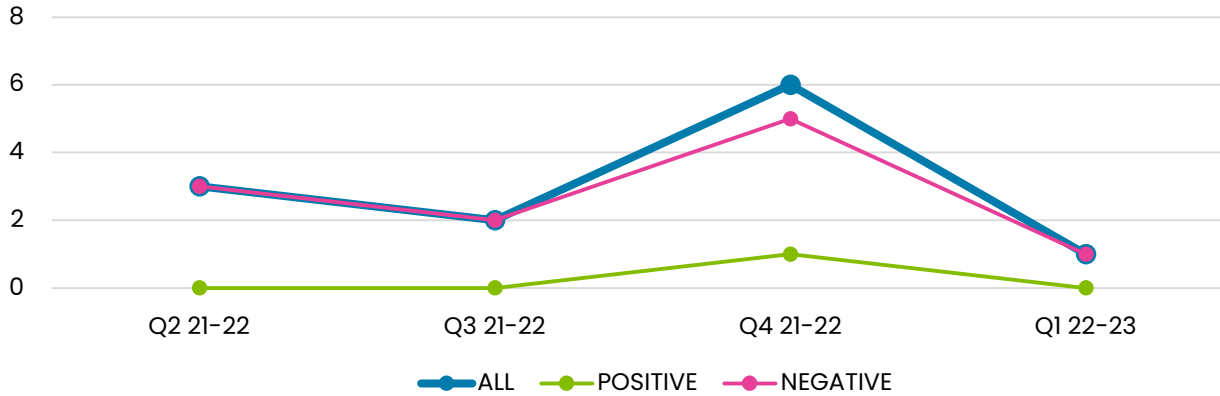
Very poor service unfortunately. Having phoned the surgery for an appointment I was redirected to econsult. I completed econsult and was advised to speak with a doctor urgently. On trying to obtain an appointment I was redirected again to econsult, very negative response from reception. I eventually spoke with I11 and explained my situation. An ambulance was dispatched and I ended up in A&E. They suggested I see my doctor so again I was going around in circles, wasting precious time for A&E staff when all I required was to see a doctor.

Feedback about GPs has increased in the last quarter from 27 to 44 pieces, and includes more positive feedback. This is partly due to solicited feedback collected at engagement events held in St Austell, Perranporth and Falmouth areas. Most feedback about GPs has been negative, commonly about ongoing difficulties accessing services and booking appointments, including access to face to face appointments and/or waiting weeks to see a doctor. We have also received positive feedback about the Quality of Care, and Service delivery, organisation and staffing at some surgeries, including Perranporth Surgery and Falmouth and Newquay Health Centres.

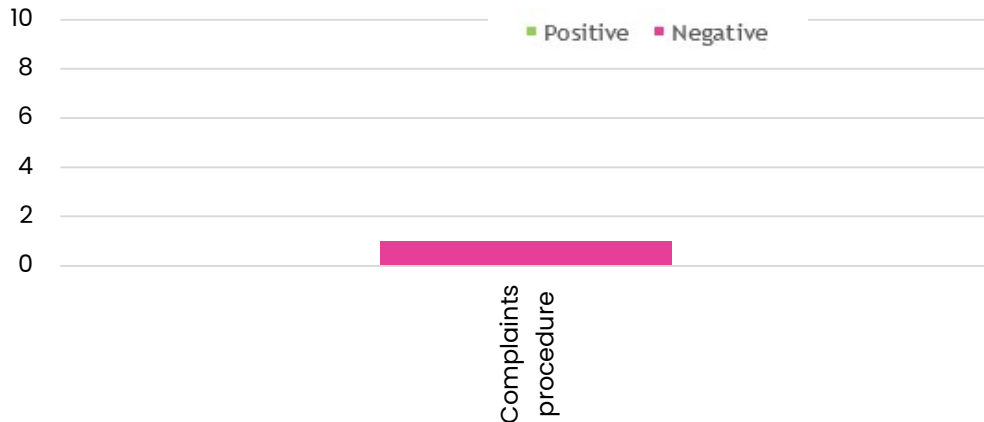
Cornwall Partnership Foundation Trust (CPFT)

Community Hospitals & other physical health services

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



CPFT Physical health: Feedback by theme in Q1



There was only one piece of feedback about CPFT physical health services in the last quarter. This was a complaint about Liskeard Community Hospital's lack of response to a relative's request for information.

Feedback in Q1:	+ve	-ve	Total
	0	1	1
Community Hospitals:	1	1	1
Bodmin	0	0	0
Camborne Redruth	0	0	0
Falmouth	0	0	0
Helston	0	0	0
Liskeard	0	1	1
Newquay	0	0	0
St Austell	0	0	0
Stratton	0	0	0
Other physical health:	0	0	0

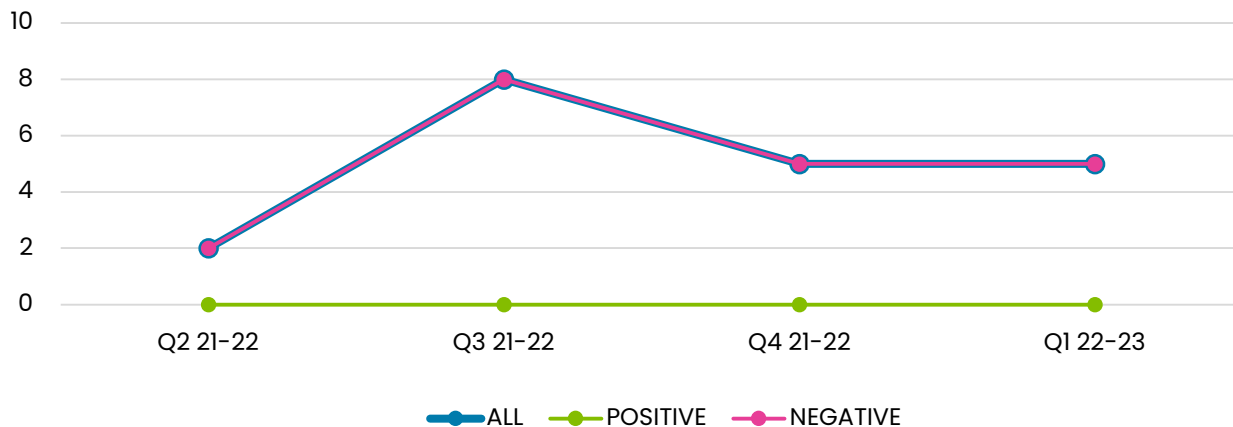
Individual has not been able to find out what happened to their relative while they were in hospital. No response from PALS. SIGNPOSTED TO CFT Pals and Advocacy People.

Cornwall Partnership Foundation Trust (CPFT)

Mental Health Services

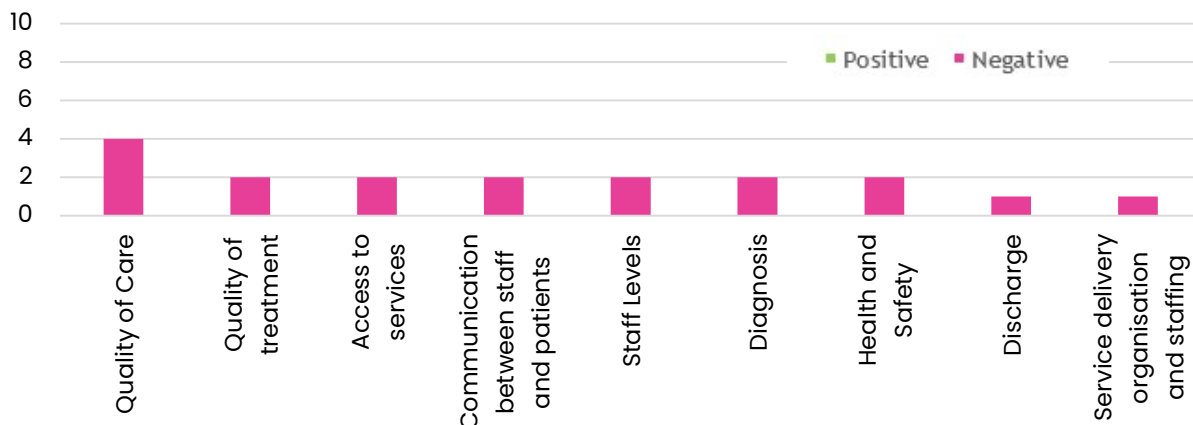
	+ve	-ve	Total
Feedback in Q1:	0	5	5

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



Psychiatry/Mental Health (Other)	0	2	2
Psychiatry/Mental Health (Hospit	0	2	2
Community Mental Health Team	0	1	1

CPFT Mental Health: Feedback by theme in Q1



Following experiencing mental health problems, GP referred to the MH team. The psychiatric nurse advised that they most likely have autism but needs to be referred to a Psychiatrist to get a formal diagnosis, however there is nobody to pass them on to as there is no funding available so they can't get a formal autism diagnosis.

There were 5 pieces of feedback on mental health services in the last quarter, two of which were complaints and concerns about staffing levels and patient safety at Longreach House. There were two complaints from individuals about lack of support available for their ongoing mental health conditions, one about poor quality support from staff due to a shortage of qualified staff, and another individual who has been discharged from mental health services, is not getting support despite begging for help, and has been refused psychiatric liaison while in A&E. The fifth piece of feedback was about difficulties accessing a psychiatrist for an autism diagnosis.

Royal Cornwall Hospital Trust (RCHT)

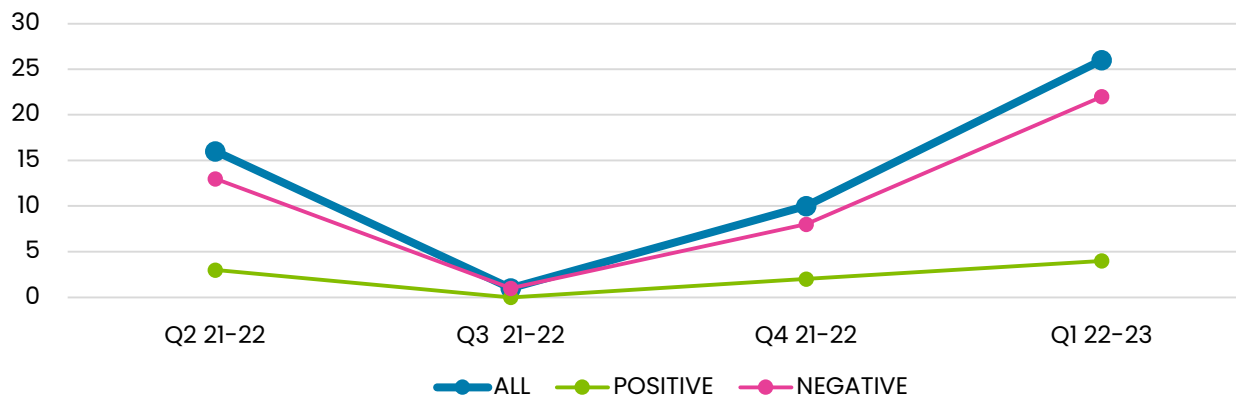
Includes Royal Cornwall, St Michael's and West Cornwall hospitals

+ve **-ve** **Total**

Feedback in Q1:

4 **22** **26**

RCHT: Feedback received in the last four quarters by sentiment



Royal Cornwall Hospital:

Royal Cornwall Hospital:	4	20	24
Accident & Emergency	1	4	5
Oncology	1	1	2
Rheumatology	0	2	2
Outpatients	1	1	2
Gastroenterology	1	1	2
Inpatient Care	0	2	2
Urology	0	2	2

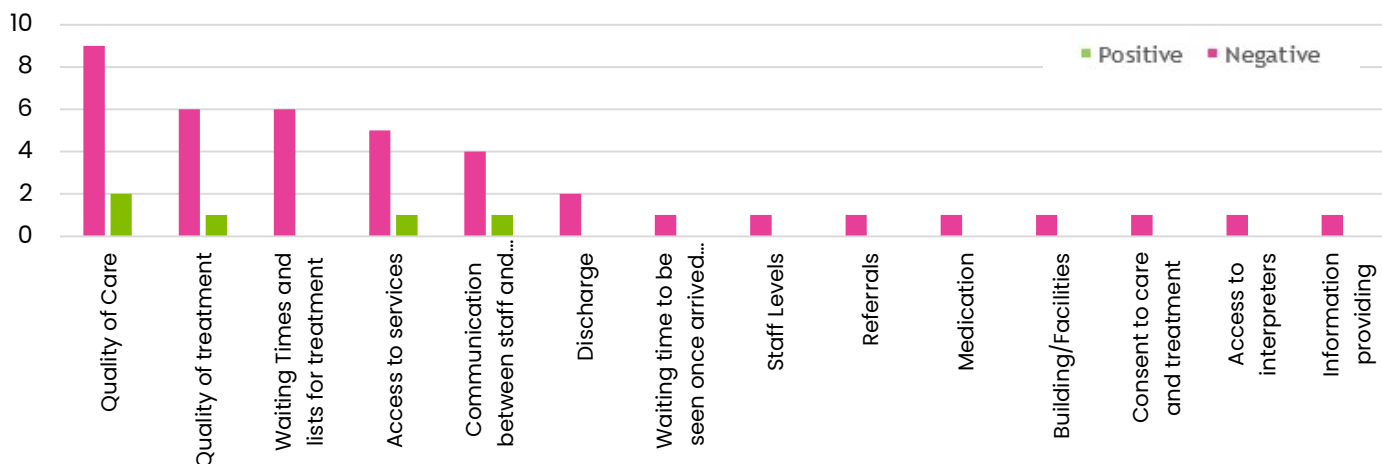
St Michael's Hospital:

St Michael's Hospital:	0	1	1
General surgery	0	1	1

West Cornwall Hospital:

West Cornwall Hospital:	0	1	1
Inpatient Care	0	1	1

RCHT: Feedback by theme in Q1



6 hour wait for category 1 ambulance, ended up having to drive myself due to no ETA and worsening symptoms, treated like an inconvenience when I arrived through till discharge - general lack of care, compassion, reassurance and competence.

GP made urgent referral to gastroenterology (as history of cancer), and still haven't been seen after 2 months.

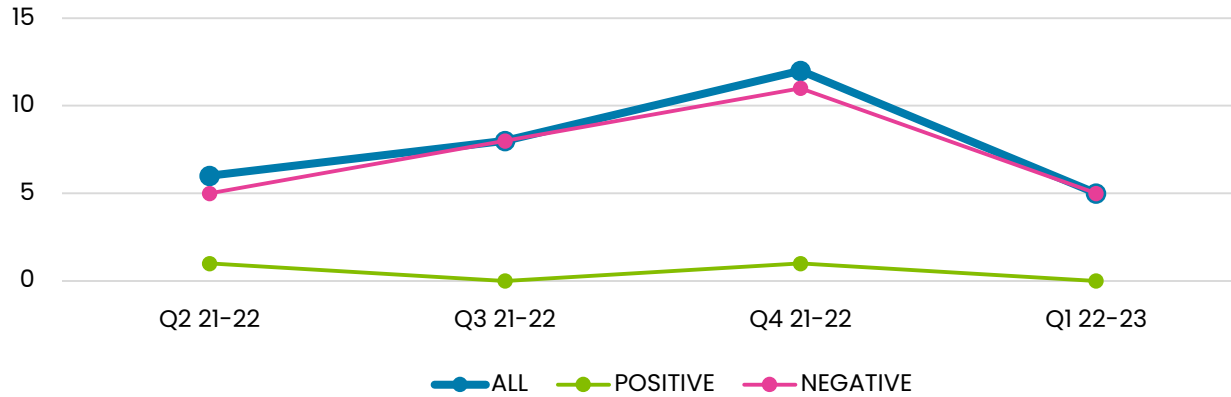
Feedback from RCHT increased in the last quarter, reflecting more engagement events at Royal Cornwall Hospital and other locations. There were several pieces of feedback about long waits or poor quality of care at Accident & Emergency, linked to pressures in other parts of the health and social care system. Feedback also included complaints about waiting times for treatment or review at Rheumatology, Urology, Occupational Therapy and Gastroenterology. Other issues raised include poor quality of care and poor communication between staff and patients, for example one complaint was received about poor communication/delayed discharge from oncology due to difficulties accessing a package of care (shortage of social care being a concern for the wider health and social care system resulting in delayed discharges). There was positive feedback about some outpatient services and also about staff working well under pressure.

University Hospitals Plymouth Trust (UHPT)

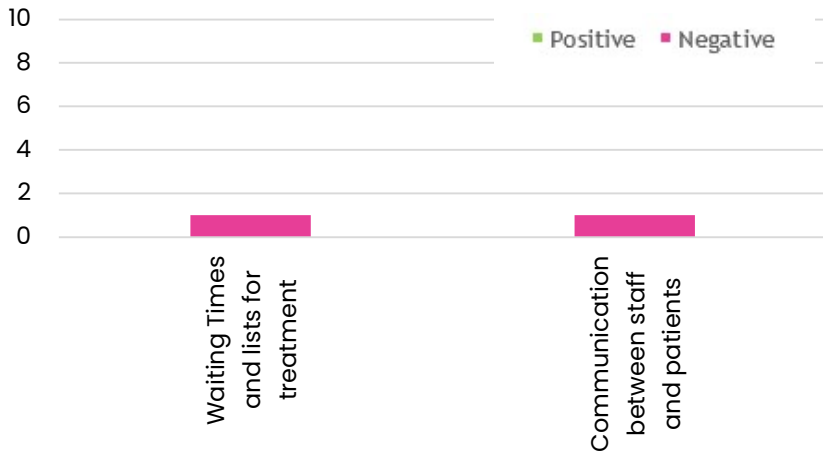
Derriford Hospital

	+ve	-ve	Total
Feedback in Q1:	0	2	2
Oncology	0	1	1
Neurology	0	1	1

UHPT: Feedback received in last four quarters by sentiment



UHPT: Feedback by theme in Q1

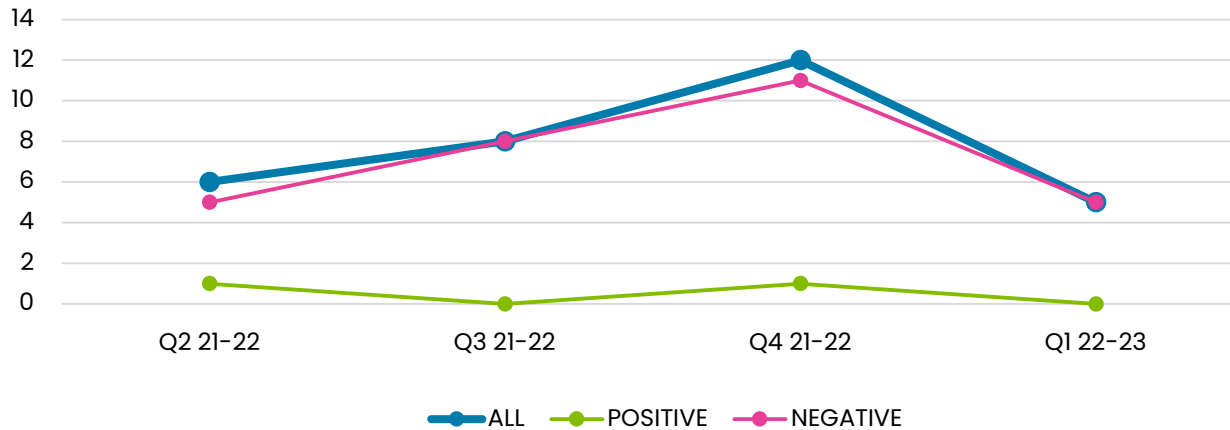


Why isn't there more support and help with pain for people suffering with fibromyalgia? I'm awaiting an appointment at Derriford to see a consultant about surgery. My doctor said it will be sent as urgent. Current waiting times are 8-92 weeks! it's been 30 weeks already.
Signposting: Waiting list co-Ordinator at Derriford.

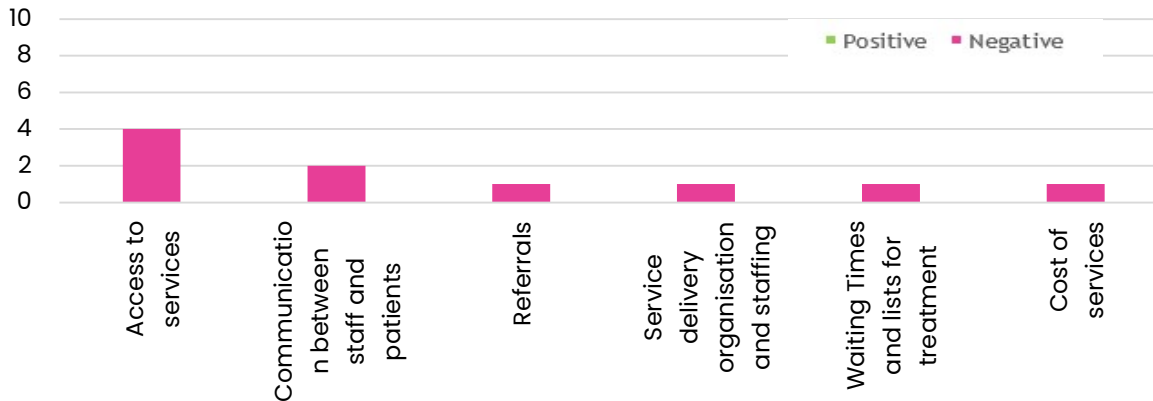
There were only 2 pieces of feedback about Derriford Hospital in the last quarter. One was someone wishing to make a complaint to Derriford as they were still waiting for biopsy results undertaken 18 months ago. The second (above) would like more support for people with fibromyalgia and has been waiting a long time for treatment. Engagement events in East Cornwall are planned in the next few months to increase feedback about Derriford and other services in the area.

Adult Social Care (ASC)

ASC: Feedback received in last four quarters by sentiment



ASC: Feedback by theme in Q1



Feedback received about Adult Social Care has fallen from 12 pieces last quarter to 5 this quarter. Difficulties accessing Domiciliary Care/Care at home remains a common issue. There was also concern from a parent of an adult with autism about the lack of support from Adult Social Care in finding appropriate, independent accommodation, and a complaint from a spouse about lack of communication from the NHS and Adult Social Care about the costs and choice of care home for their spouse. They have since received a very large bill for their care unexpectedly. Similar issues relating to transparency and communication about funding of care, as well as some difficulties accessing packages of care are also heard through our projects with carers of people living with dementia and carers' experiences of hospital discharge.

Feedback in Q1	+ve	-ve	Total
ASC services:	0	5	5
Domiciliary Care/Care at home	0	3	3
Residential Care Home	0	1	1
Assisted Living	0	1	1

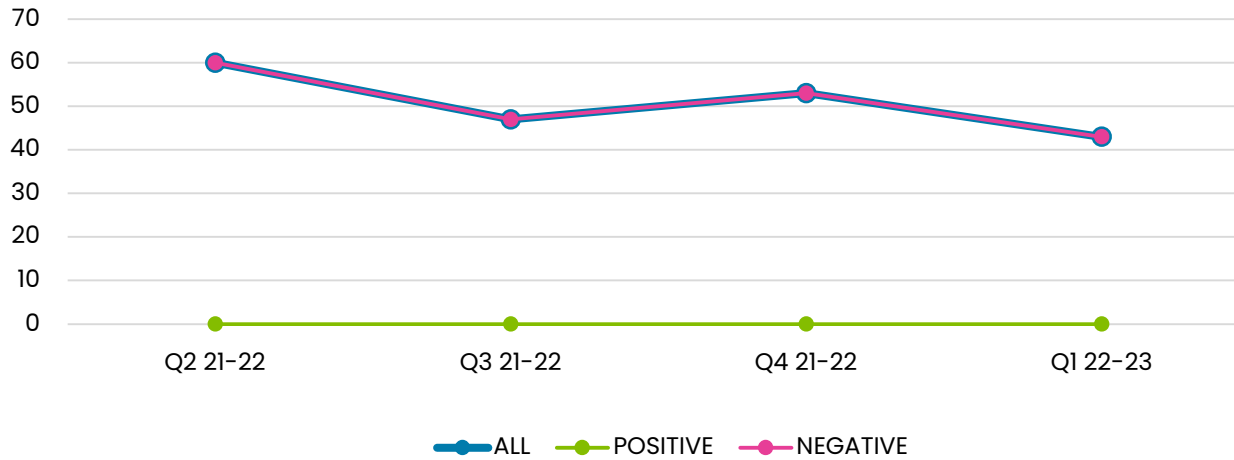
ASC organisations:	+ve	-ve	Total
Cornwall Adult Social Care	0	5	5

My parent is now in a care home as we cannot get a care package so they can get home.
 My parent is/was my carer as I am disabled, so I cannot really help with the physical part of caring for them.
 We need help from anyone/everyone.
 Thank you for listening.
 SIGNPOSTED to Advocacy People and Access team at ASC, also offered an in-depth HYS phone or Zoom/Teams call.

NHS Dentists

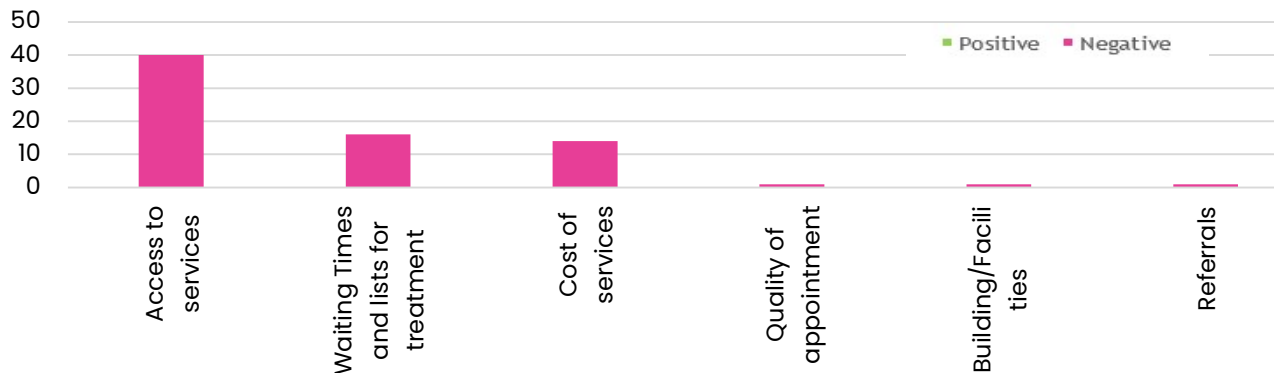
	+ve	-ve	Total
Feedback in Q1:	0	42	42

NHS dentists: Feedback received in last four quarters by sentiment



NHS Dentist (unspecified)	0	41	41
Smile Dental Care Falmouth	0	1	1
Emergency Dentist	0	0	0

NHS dentists: Feedback by theme in Q1



I have been trying to locate an NHS dentist for myself and my partner. We have recently moved to Cornwall but are willing to accept dental care from Plymouth or surrounding area. I have contacted over a dozen dentists and none are taking NHS patients. Please advise of my options.

I have a life limiting, incurable condition. As a consequence I need to take regular medication that can impact my dental health. Additionally, I also take another medicine that can cause dental/jaw issues. My health care team have stressed the importance of regular dental care. My spouse and I are on working tax credits and I also have a valid NHS exemption certificate. Can you please offer some assistance?

SIGNPOSTED to NHS dental waiting list, emergency number and Smile Together for specialist dentistry.

Feedback about dentists has fallen from 53 pieces last quarter to 43 this quarter, but still remains the most common service area that is complained about through our website, phonenumber and email. The majority of these contacts are people unable to find a NHS dentist for themselves or their children. Three pieces of feedback include more serious complaints from people who do not have an NHS dentist and who require urgent dental treatment for tooth infections, pain and other issues, or who require routine dental care due to another health condition (see example above). Our ongoing pressure on the system to solve the dentistry crisis has led to an increase in the number of emergency appointments available. See our Annual Report: <https://www.healthwatchcornwall.co.uk/news/2022-06-27/healthwatch-cornwall-publish-latest-annual-report>