

make
your

voice
count

healthwatch
Northamptonshire



Healthwatch Northamptonshire

A report on Healthwatch Northamptonshire's public engagement campaign - October 2014 - December 2014

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Summary



Throughout October, November and December 2014, Healthwatch Northamptonshire ran our public engagement campaign, Make your Voice Count 2. Our aim is to engage with the community and gather your views and experiences.

This report is an overview of information we received over the three months we engaged with the community of Northamptonshire during our Make your Voice Count 2 campaign. It highlights the health and social care services used in the county, and how users rate their services. It also draws on personal experiences, both good and not so good and what the public would like Healthwatch Northamptonshire to take action on.

The most widely reported issue, similar to our 2013 Make your Voice Count report, is the availability of appointments at GP practices. Whilst we received many positive comments on the care respondents received by individual GPs, getting an appointment was the top issue people want Healthwatch Northamptonshire to take action on. This encouraged us to research further in this area and carry out a specific survey within GP surgeries. Details of this can be found on our website.

Mental Health Services and care of elderly people were also frequently mentioned as a priority to take action on.

This feedback has shaped our plans for 2015/16 and we will be taking action on the 3 top priorities people want us to work on.



About Healthwatch Northamptonshire

Healthwatch Northamptonshire (HWN) is the local independent consumer champion for health and social care. We are part of a national network of 148 local Healthwatch organisations. Our central role is to be a voice for local people to influence better health and wellbeing and improve the quality of services to meet people's needs. We will report our findings to health and social care decision makers to improve and influence the quality of care.

Our rights and responsibilities include:

- We have the power to monitor (known as “Enter and View”) health and social care services (with one or two exceptions). Our primary purpose is to find out what patients, service users, carers and the wider public think of health and social care.
- We report our findings of local views and experiences to health and social care decision makers and make the case for improved services where we find there is a need for improvement
- We strive to be a strong and powerful voice for local people, to influence how services are planned, organised and delivered.
- We aim to be an effective voice rooted in the community. To be that voice, we find out what local people think about health and social care. We research patient, user and carer opinions using lots of different ways of finding out views and experiences. We do this to give local people a voice. We provide information and advice about health and social care services.
- Where we do not feel the views and voices of Healthwatch Northamptonshire and the people who we strive to speak on behalf of, are being heard, we have the option to escalate our concerns and report our evidence to national organisations including Healthwatch England, NHS England and the Care Quality Commission.

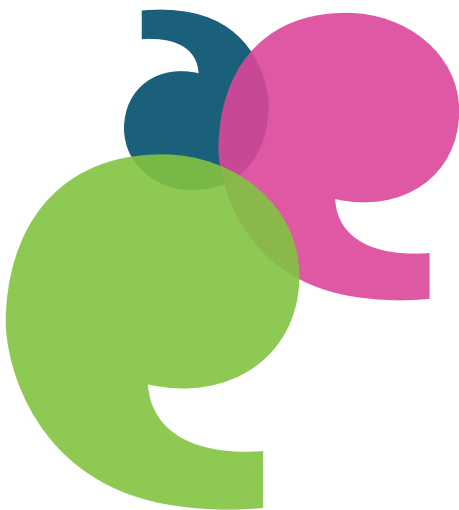
Purpose

Healthwatch Northamptonshire set out clear aims and outcomes in order to deliver Make your Voice Count 2.

Our purpose was to;

- ➔ **Raise the profile of Healthwatch Northamptonshire and promote our annual report**
- ➔ **Launch Healthwatch Northamptonshire's new Information and Signposting outreach programme**
- ➔ **Gain information on the view and experiences of the community through our MYVC2 survey**
- ➔ **Gain information on the views and experiences of young people aged 11-18 on health and wellbeing**

To achieve this, we organised a mobile office unit to tour the county, enabling us to reach the wider community, organised information stands at libraries, schools, colleges, hospitals and community events and spoke at community groups.



Sources of information

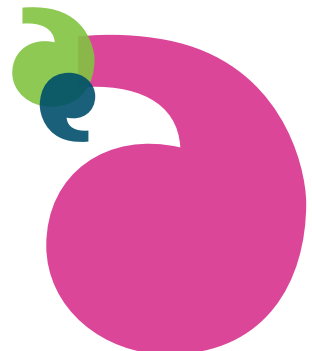
Healthwatch Northamptonshire attended the following events, reaching a diverse range of the Northamptonshire community. Information was received by means of our survey, which questioned the respondents on which services they used and how they rated them, any positive or negative experiences they may have had within health or social care and key issues they would like Healthwatch Northamptonshire to prioritise.

Event	Reach
Northamptonshire Carers winter wellbeing event	30
Towcester sports and wellbeing day	38
Northampton International Coming out day	40
Wellingborough Older Persons event	12
Corby Winter Wellbeing event	30
Corby Library	25
Kettering	10
Daventry Library	30
Northampton Diwali event	100
Rushden Winter Wellbeing event	20
Wellingborough Library	10
NHFT Black History Month event - Berrywood Hospital	9
Stroke Association	40
University of Northampton	30
Northamptonshire BC youth forum	6
Isebrook Hospital, Wellingborough	8
Promotional minibus at Azuka, Wellingborough	1
East Northamptonshire Youth Conference	32
Village loaf taster evening	10
Kettering Carers support group	9
Promotional minibus at Sixfields and Berrywood Hospital, Northampton	80
Northampton College (2 occasions)	380
End of Life Care Event	20
Corby Library	30
Willowbrook Hospital, Corby	25
Deafconnect Event	50
Victoria over 50's Friendship Club	23
Northampton Market	40
Diverse Community Event	16
Action for Aspergers	10
Surviving Cancer Event	20
TOTAL	1184
Wider reach	
Newsletter recipients	1700
TOTAL	2884



Berrywood Hospital, Duston

What we heard



93% of respondents used their GP Surgery in the last 12 months. 39% of these rated their experience as 'excellent'



28% of our respondents used the ambulance service in the County - 40% rated the service they received as 'excellent' 9% rated the service as 'poor'



115 (14%) People told us about good experiences of health and social care in Northamptonshire

119 (15%) told us about poor experiences of health and social care



Access to GP appointments, care of the elderly and Mental Health services are the top three things the community wants Healthwatch Northamptonshire to take action on



33% of Mental Health Service users rate their experience as 'poor'

14% of Mental Health Service users rate their experience as 'excellent'



Services used

GP practices

The most widely used service in Northamptonshire are GP practices, with 93% of respondents having visited their local practice in the last 12 months. Availability of appointments at GP practices was the top concern that local people want Healthwatch Northamptonshire to take action on as well as practice opening times and consistency of doctor.

Of those who used GP Practices;

- 39% rated their practice as 'Excellent'
- 30% rated their practice as 'Good'
- 21% rated their practice as 'Satisfactory'
- 10% rated their practice as 'Poor'

“Abingdon Park Medical Centre has always been good at meeting my needs and are really supportive”

“GP has been amazingly supportive and very creative to get me seen and have his concerns investigated”

“3 - 5 weeks to see normal GP - No mental health support”

“GP surgery needs greater deaf awareness and increased services /access for deaf people”

- 33% of people who had a good experience of health and social care, made positive comments regarding their local practice
- of the positive comments, many were centred around individual GPs and the care and support they had been given at their appointment, especially when patients feel they have been listened to
- of those who had a poor experience of health and social care, 18% were issues experienced at their local GP practice

Some respondents to the survey felt that their GP doesn't listen to them and there is a lack of care. There was also a comment questioning whether, as a patient, they should have to tell the receptionist what is wrong with them, as the person felt uncomfortable sharing information with anyone other than a doctor.

Pharmacists

Pharmacists are the second most commonly used service in Northamptonshire, with 76% of respondents having visited a pharmacy in the last 12 months.

- 38% rated their pharmacy as 'Excellent'
- 47% rated their pharmacy as 'Good'
- 12% rated their pharmacy as 'Satisfactory'
- 3% rated their pharmacy as 'Poor'

Dentists

73% of respondents have used their dentist in the last 12 months. Of the issues the community want Healthwatch Northamptonshire to take action on, affordable dental fees and availability of dentists in smaller villages for older people was stated.

- 30% rated their dentist as 'Excellent'
- 41% rated their dentist as 'Good'
- 20% rated their dentist as 'Satisfactory'
- 9% rated their dentist as 'Poor'

“Practice only allows 10 minutes for an inspection - no clean, no X-ray and still charges NHS £17.50 fee”

Northampton General Hospital (NGH)

- NGH was visited by 45% of respondents in the last 12 months. Of the positive comments we received about health and social care services in Northamptonshire, 12% referred to experiences in NGH. Of the negative comments, 8% were related to experiences at NGH.

Items that respondents wanted Healthwatch Northamptonshire to take action on regarding NGH included Accident & Emergency (A&E) waiting times, waiting times for appointments, better access and parking, the quality of services provided to patients and the availability of beds.

- 30% rated NGH as 'Excellent'
- 29% rated NGH as 'Good'
- 27% rated NGH as 'Satisfactory'
- 14% rated NGH as 'Poor'

“Eye unit at NGH - Very good experience with consultant”

“The services I received at NGH from consultant and the nurses were brilliant”

“Minor injuries at NGH - Waited 3 hours to be seen for a broken toe, never seen as car park ticket ran out”

“Physiotherapy unit at NGH, appointments too far in the future, by the time you see a physio it is months later and problem is resolved”



Northampton Market Square

Kettering General Hospital

35% of respondents had used Kettering General Hospital in the last 12 months. 5% of the positive experiences of health and social care received were related to KGH. Of the negative experiences of health and social care, 8% related to KGH.

Respondents wanted Healthwatch Northamptonshire to take action on easing the pressure at KGH, motivated staff and cleanliness of the wards.

- 18% rated KGH as 'Excellent'
- 35% rated KGH as 'Good'
- 31% rated KGH as 'Satisfactory'
- 16% rated KGH as 'Poor'

“I would be more than pleased to thoroughly praise Skylark at KGH, the staff, doctors, helpers, ward and décor was absolutely wonderful”

“Breast screening at KGH was an awful experience”

“KGH - Exceptional staff when my late mother was admitted as an emergency - very dedicated nurses and other staff”

“Misdiagnosis at Kettering General Stroke Unit”

Other comments relating to Hospitals that respondents want Healthwatch Northamptonshire to take action on include;

- Accident & Emergency waiting times
- prioritising patients in A& E
- better co-ordination with hospitals and other services
- communication
- waiting lists
- discharge of patients from hospital at suitable times with correct support
- making sure elderly people are fed in hospitals if they are unable to feed themselves



Mental Health Services

22% of respondents used mental health services, and 8% used Child and Adolescent Mental Health Services (CAMHS) in the last 12 months. Of those who had a negative experience of health and social care, 12% were to do with mental health services in Northamptonshire. Of those who had good experiences in health and social care, 5% were related to mental health services.

People want Healthwatch Northamptonshire to take action on child and adolescent mental health services, services for people with Asperger's, substance misuse services, the quality of commissioning and provision of mental health, communicating the changes within mental health services, faster access to help, more support for depression, better quality services at GP level, awareness of mental health for the public and GPs, more mental health teams in the community and routine inspections of mental health services.

- 14% rated mental health services as 'Excellent'
- 28% rated mental health services as 'Good'
- 25% rated mental health services as 'Satisfactory'
- 33% rated mental health services as 'Poor'

“Within the last 12 months I have accessed a good service from Campbell House in Northampton”

“Mental health referrals - took two months to get an appointment - seems far too long”

- 13% rated Child and Adolescent Mental Health Services (CAMHS) as ‘Excellent’
- 13% rated CAMHS as ‘Good’
- 40% rated CAMHS as ‘Satisfactory’
- 34% rated CAMHS as ‘Poor’.

“CAMHS - from day 1 emergency help was needed, help was non-existent, just promised a visit”

“Daughter was on CAMHS waiting list for over a year with no appointment despite her desperate need. Initial assessment was very uncomfortable to the point of being confrontational

Care homes, Day care and Care at home

28% of respondents use or have relatives that use residential or nursing homes, day care centres or domiciliary (home) care. Of the respondents that have had a negative experience of health and social care, 6% were related to care homes, domiciliary care or care for the elderly.

Respondents want Healthwatch Northamptonshire to take action on better care for elderly people, high level care worker training, respite services for carers, ensuring reliability and continuity of domiciliary care, assuring help with choosing residential/nursing care for the elderly, provision of day care and help in understanding what funding is available to assist with care.

- 17% rated residential/nursing care as 'Excellent'
- 40% rated residential/nursing care as 'Good'
- 24% rated residential/nursing care as 'Satisfactory'
- 19% rated residential/nursing care as 'Poor'.
- 7% rated home care as 'Excellent'
- 30% rated home care as 'Good'
- 43% rated home care as 'Satisfactory'
- 20% rated home care as 'Poor'

- 29% rated day care services as 'Excellent'
- 26% rated day care services as 'Good'
- 32% rated day care services as 'Satisfactory'
- 13% rated day care services as 'Poor'

“Poor staffing levels in care home in the evenings”

“Father in law who is 99 generally has excellent care, but disconnection of health care has led to some anxieties.”

“My wife suffers badly with her health, I am her carer and feel when she is unwell I have no one to turn to”

“My parents need some home help but they keep going round in circles and cannot seem to access the right support”

Community equipment services

11% of respondents use community equipment services. Of the respondents who have had a poor experience of health and social care in Northamptonshire, 2% were related to community equipment. Equipment repair is one of the things respondents would like Healthwatch Northamptonshire to take action on.

- 20% rated community equipment services as ‘Excellent’
- 43% rated community equipment services as ‘Good’
- 25% rated community equipment services as ‘Satisfactory’
- 12% rated community equipment services as ‘Poor’.



“Millbrook Healthcare unable to fix my powered wheelchair until 6th visit”

“Millbrook could not deliver my bed for two weeks”

Key themes from Make your voice count 2

Appointments

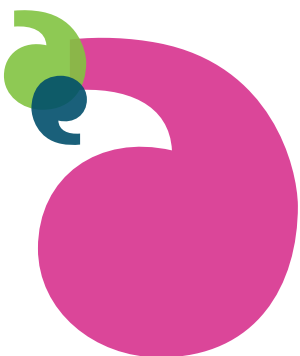
Of the issues people wanted Healthwatch Northamptonshire to take action on, availability of appointments within GP practices, longer practice opening hours, and more time at appointments was cited by 25% of respondents as the top priority. Waiting times at A&E was also mentioned by 3% as a top priority.

Care of elderly people

Better communication systems for elderly people, better co-ordination of services for elderly people, quality of care in care homes, improved communication between providers and carers/elderly, preventative care for elderly people, provision of day care and continuity of carers in domiciliary care was cited by 12% of respondents as the second top priority Healthwatch Northamptonshire should take action on.

Mental Health Services

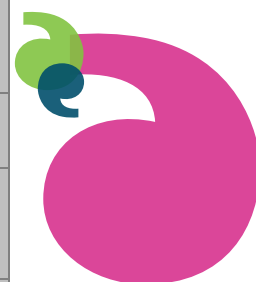
Quality of commissioning and provision of mental health services in the county, mental health services for young people, access to support, availability to emergency mental health services, improved support for people with Asperger's, substance misuse services and help in understanding changes in mental health services was cited as the third top priority by 10% of respondents that Healthwatch Northamptonshire should take action on.




Involvement in Healthwatch Northamptonshire

41% of respondents wanted to be involved with the work of Healthwatch Northamptonshire, as shown in the following categories.

Receive newsletter and mailings from Healthwatch Northamptonshire	85%
Promote Healthwatch Northamptonshire in your local community / organisation	18%
Represent Healthwatch Northamptonshire at meetings with health and social care decision makers	19%
Carry out monitoring of service providers once we have taken up references, done appropriate checks and provided training	26%
Find out what local people think of health and social care	15%
Get involved in one of our working groups which include: Social care, children and young people and health services in the county	28%
Other	6%



Main areas of interest of those who wanted involvement in Healthwatch Northamptonshire were;



Hospitals	60%
GP / primary care services	56%
Mental Health	41%
Older people's services	30%
Young people's services	27%
Heart disease / stroke	25%
Long term conditions (e.g. Diabetes)	24%
Dementia care	22%
Carers	21%
Physical / sensory disabilities	20%
Ambulance / emergency services	18%
Cancer	17%
Learning disabilities	14%
Care homes	11%
Other	6%
Transport for service users	3%

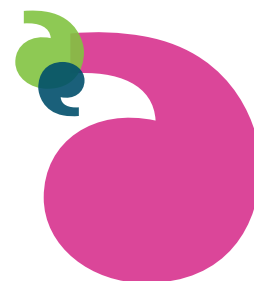
Who we heard from

Overall, we spoke to 1184 people at outside events. 814 responded in part to our survey (appendix 1), with 363 responding to question 1, “How do you rate your services”

The breakdown of respondents is as follows;

Ethnic Group

White: English/Welsh/Scottish/Northern Irish/British	87.5%
White: Irish	0.9%
White: Gypsy or Irish Traveller	0.3%
Any other white background	1.5%
Mixed/multiple ethnic groups: White and Black Caribbean	0.9%
Mixed/multiple ethnic groups: White and Black African	0.3%
Mixed/multiple ethnic groups: White and Asian	0.6%
Mixed/multiple ethnic groups: Any other mixed/multiple ethnic background	0.6%
Asian/Asian British: Indian	2.1%
Asian/Asian British: Pakistani	0.6%
Asian/Asian British: Bangladeshi	0.6%
Asian/Asian British: Chinese	0.6%
Asian/Asian British: Any other Asian background	0.3%
Black/African/Caribbean/Black British: African	0.3%
Black/African/Caribbean/Black British: Caribbean	0.6%
Black/African/Caribbean/Black British: Any other Black/African/Caribbean background	0.0%
Other ethnic group: Arab	0.0%
Other ethnic group: Any other ethnic group	0.0%
Prefer not to say	2.1%



Gender

Male	32%
Female	68%

Age Group

Under 11	1%
11-15	1%
16-24	15%
25-34	7%
35-44	11%
45-54	18%
55-64	16%
65-74	17%
75-84	12%
85 or over	1%
Prefer not to say	1%

Locality

	% of respondents	% Population of Northamptonshire
Northampton	38%	31%
East Northamptonshire	6%	12%
Wellingborough	14%	11%
South Northamptonshire	6%	12%
Daventry	4%	11%
Corby	14%	9%
Kettering	14%	14%
Other	4%	0%

Total pop. Northamptonshire 702,000. 2012

Conclusion

- availability of GP appointments and Elderly care remain two of the highest priorities of the people we have spoken to over the two Make your Voice count campaigns we have ran
- there are still concerns around communication with the elderly in various settings where care is given, levels of training of care worker in both care homes and domiciliary care and continuity of care in both day care and residential care
- of the services we have analysed, most were rated with high percentages of 'good' or 'excellent' with the exception of Mental Health Services and CAMHS. This has highlighted the need to look further into the services that currently exist and the changes that are occurring around mental health services
- appointments and waiting times within the two acute Hospitals remain a concern especially within A&E
- analysis of who we spoke to shows that similarly to 2013 a high percentage of respondents are White UK and female, however the age range of respondents is more representative of Northamptonshire than in the previous year
- this has identified where there are areas within the community whose voices we are not hearing and highlighted where Healthwatch Northamptonshire needs to focus on for our future engagement campaigns
- Items for consideration in future MYVC campaigns would be to extend and improve the planning process for the campaign, identify more outside events to attend and make sure we are getting a representative sample of Northamptonshire's diverse communities

Outcomes

Planned project outcomes	Actual outcomes
5000 people reached	2884 people reached
1000 Children and Young People surveys completed	527 Children and Young People surveys completed
500 general surveys completed	814 total respondents
BME, Rural and Traveller contacts	Contacts made with BME Groups
Information and Signposting Outreach service established	16 Outreach sessions completed
Increase number of volunteers involved in Healthwatch Northamptonshire	91 new Healthwatch Northamptonshire volunteers recruited



Thanks and acknowledgements

Healthwatch Northamptonshire would like to thank everyone who invited us to their events, all those who completed our survey, the schools and colleges that allowed us to visit their students, South Northamptonshire Volunteer Bureau for the use of their Rural Information Centre, Northamptonshire Healthcare Foundation Trust (NHfT), who allowed us to attend at various community hospitals, the Borough Councils who allowed us to attend Northampton and Wellingborough Market and all of our staff and volunteers who helped with the campaign.



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