

Charlotte.

healthwatch

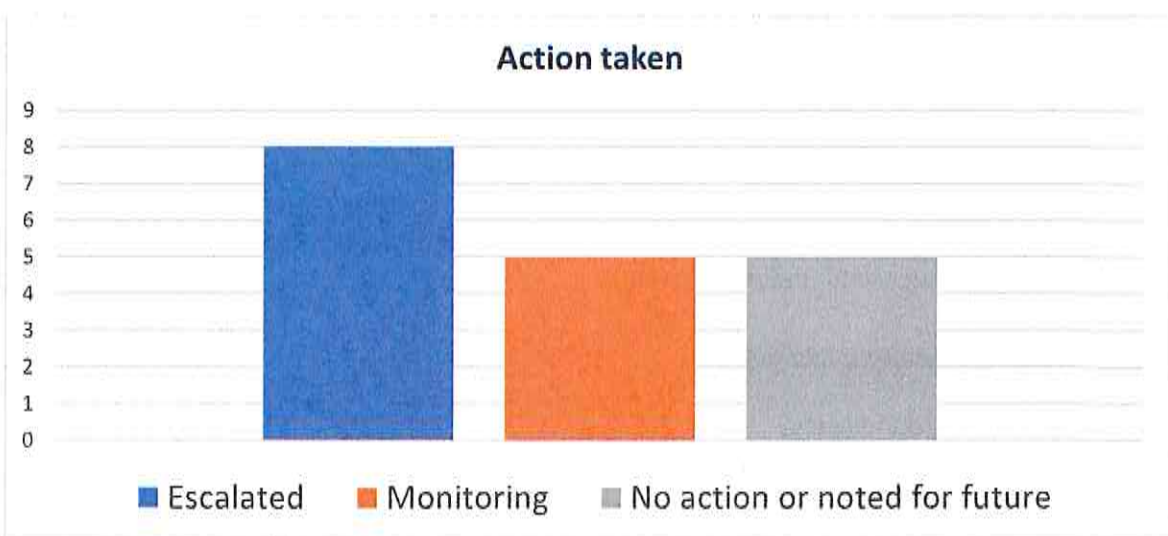
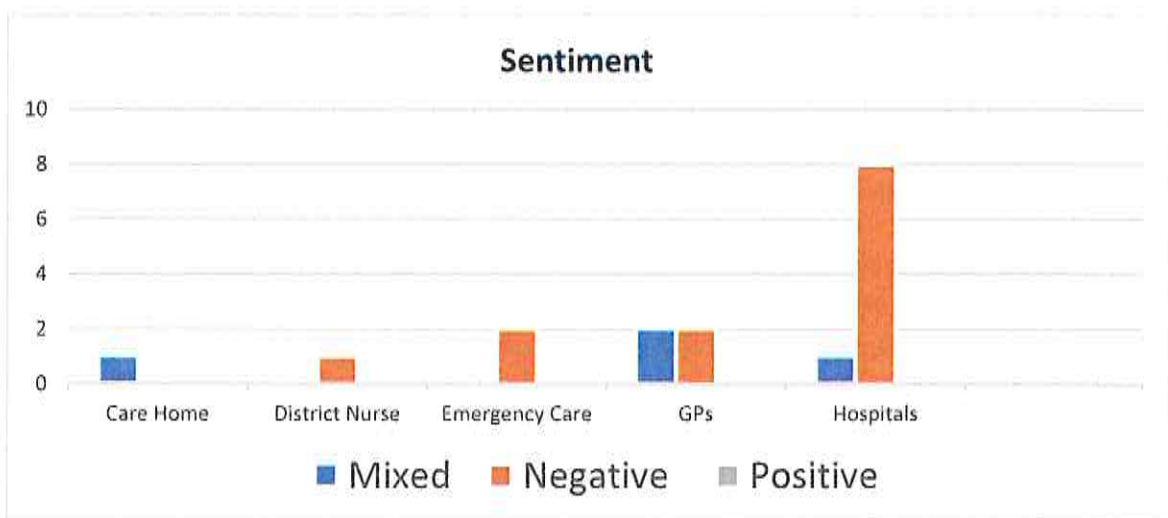
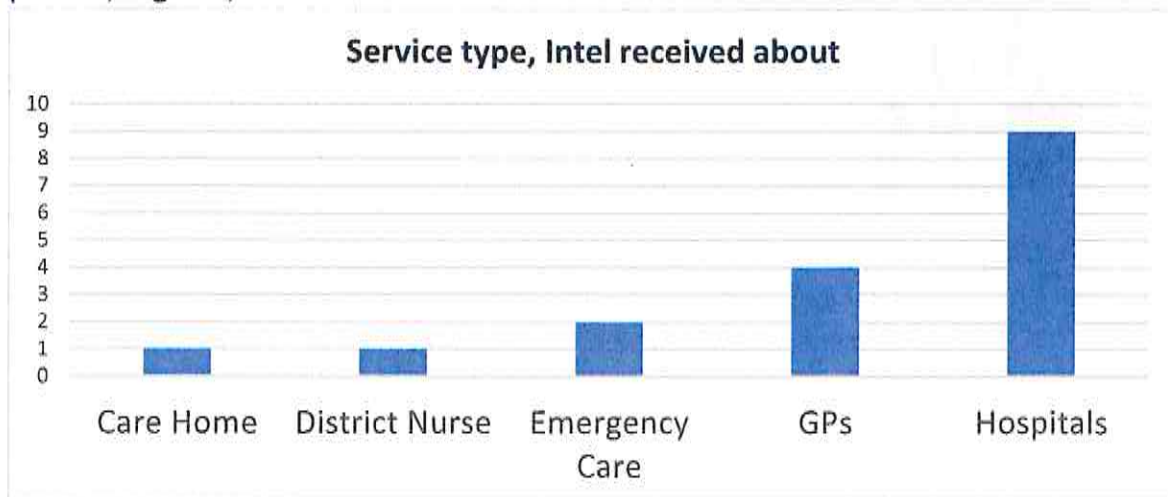
Walsall

Local Intelligence Report July to August 2019

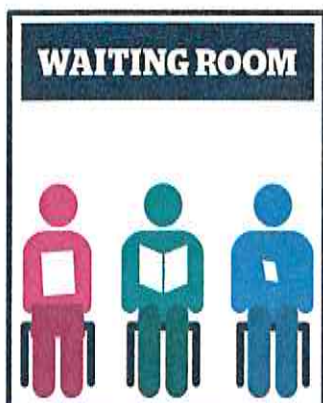
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→ (rbarber4walsky.com).

Over the last few months Healthwatch Walsall have collected patient experiences into a user-friendly intelligence report.

The graphs below are split into sections of different services and intelligence whether positive, negative, mixed or neutral.



Depending on the patient response at this time HWW will monitor and identify any other issues around blood testing at the hospital.



GP Surgeries/Services

HWW have recently undertaken a small number of focus groups around patient awareness and experiences of practice nurses in GP surgeries. This was a Black Country approach involving HW Wolverhampton, Sandwell and Dudley.

The groups attended various paractices in the Pinfold Medical Centre and were engaged over a two week period. The group subjects/prompts and questions were pre-determined.

It was noted that some patients felt:

- Patients have time to speak to the Nurse, instead of feeling rushed when speaking to a GP
- Nurses talk at same level as patients
- Nurses do routine tests and tasks so save GPs time
- It's easier to get an appointment to see a Nurse than a GP
- Some patients felt more comfortable seeing a same sex professional/ clinician.
- Some Patients felt that nurses were more understanding about their condition(s) or needs than their GP.
- Nurses keep you informed & if anything arises, they book you in or make a doctor appointment.

Whilst many patients felt that they knew what the role of the nurse was, some were still a little bit unclear and would benefit from seeing a poster or video in surgeries saying what the practice nurse can do and can't do?

GP refusing to issue medication.

HWW were contacted by a patient who had their normal prescription of Ibuprofen, paracetamol and T Gel shampoo refused by her GP. They have a long-term condition. HWW contacted the Practice Manager who indicated that the GP will review their decision and advise if their decision will stand or be revoked?

HWW advised the patient that this was a Nationwide approach by GPs not to prescribe medication such as ibuprofen, paracetamol and other lower value medications. As it was cheaper to purchase over the counter and would cost the NHS a lot more. But those with long term conditions a GP does have some discretion. Once reviewed the patient will receive a decision shortly from the practice.

Doctor refusing to make home visit

A patient with severe back pain contacted 111 who referred an out of hours doctor who did not/ would not visit the patients' home. 111 then sent an Ambulance to the patient who did not want to be moved so did not attend hospital. Patient was unhappy that the initial doctor did not attend. The patient lodged a complaint with 111 but it has been 3 months and no response.

Our Insight Lead has also proved to be invaluable when taking part in our Enter and View visits. Engaging with residents in Care and Nursing Homes who may have varying cognitive skills but still have the right to have their voices/ views heard.

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Walsall

To share your patient experiences contact us on
Telephone: 0800 470 1660
Email: info@healthwatchwalsall.co.uk

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