



### Report on people's personal experiences of health and social care

Self-care week is a national initiative which was delivered locally by a number of key partners such as Bracknell Forest Council, Bracknell & Ascot Clinical Commissioning Group, Berkshire Healthcare NHS Foundation Trust, Shopmobility and Healthwatch Bracknell Forest. Launched on the 17<sup>th</sup> November 2014, a week long programme of activities was held at various locations within the borough.

During this time members of the public were asked to complete a short survey about their health, knowledge and barriers to self-care, which health and social care services they had accessed and what they felt was good about these services and what could be improved.

Healthwatch Bracknell Forest, as part of its commitment to represent and champion the views of local people, agreed to conduct an analysis to the text responses to the following question:

*Thinking of your personal experience of services recently, for you or a family member, can you tell us:*

- a) *What was good about it?*
- b) *What could have been improved?*

### **Methodology**

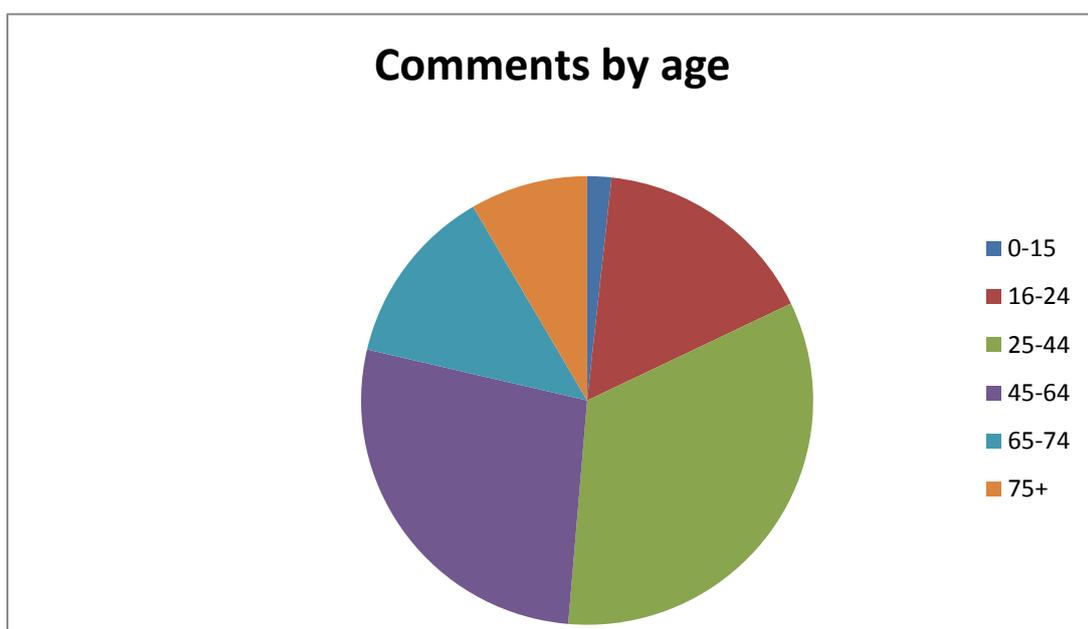
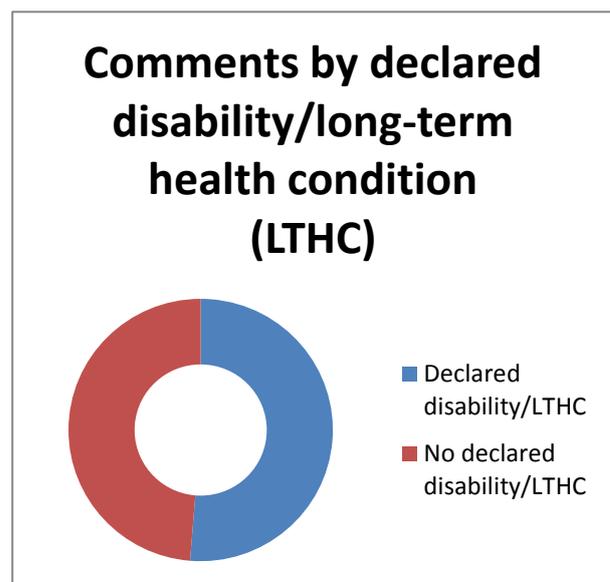
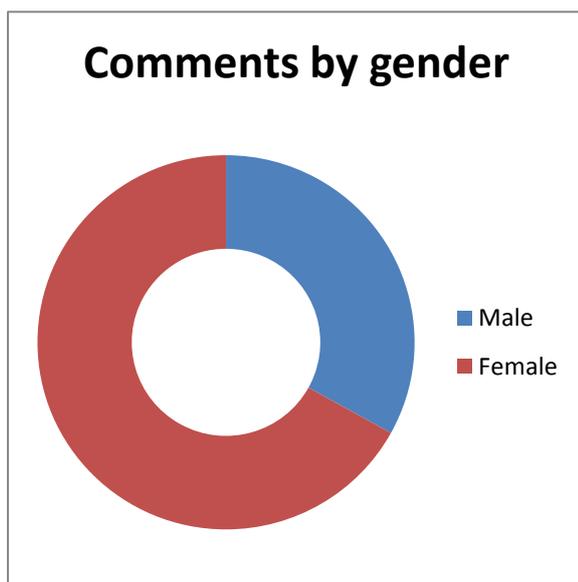
1929 surveys were completed by members of the public. Their responses were entered onto an excel spreadsheet by Bracknell Forest Council. 357 surveys did not record a response for this question. 176 surveys did not record full data collection on gender and/or age so were not included in the analysis. This left 1396 surveys.

The text comments were read in conjunction with the information provided in the surveys about the health and social care services the individuals' had

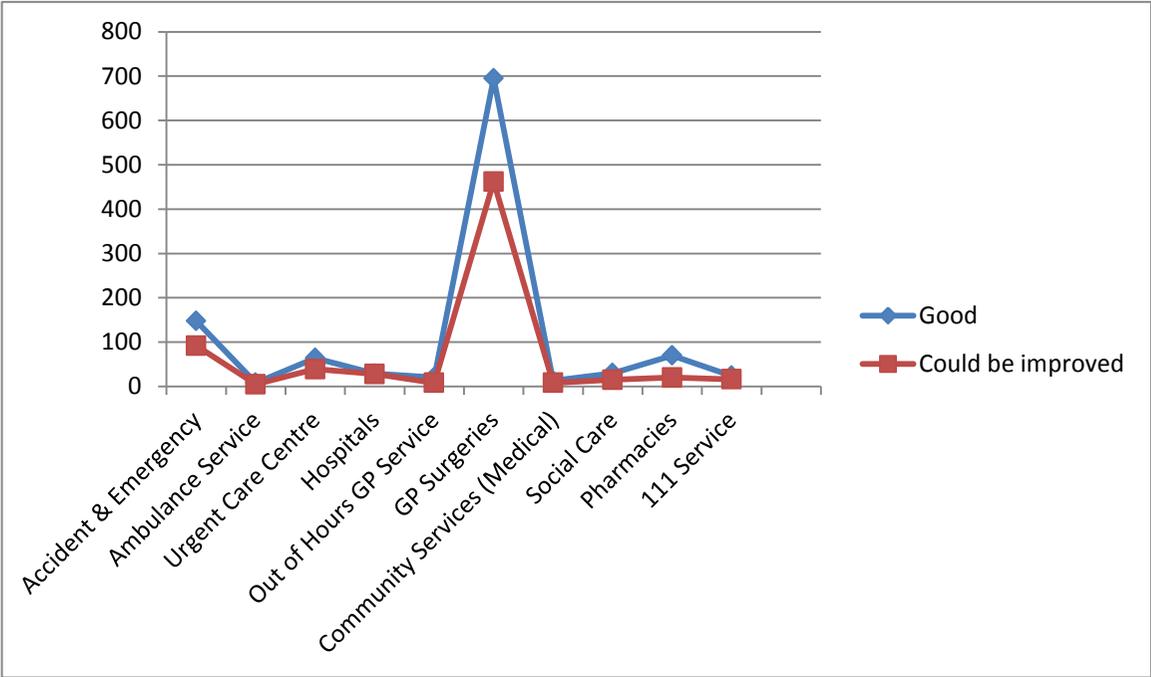
accessed in the last six months and coded into categories and sub-categories. This was completed by two individuals; one completing initial coding and one validating – to ensure consistency. Some text comments could not be coded. This happened when comments were too general and/or individuals had not accessed services or the comments did not appear to relate to the question. 256 surveys were discarded for this reason – leaving 1140 surveys which generated a total of 1794 comments; 1101 about what was good about services and 693 about what could be improved.

## Results

Each comment has been coded with the gender, age and any declared disability/long-term health condition of the originator.



Results by category – an overview



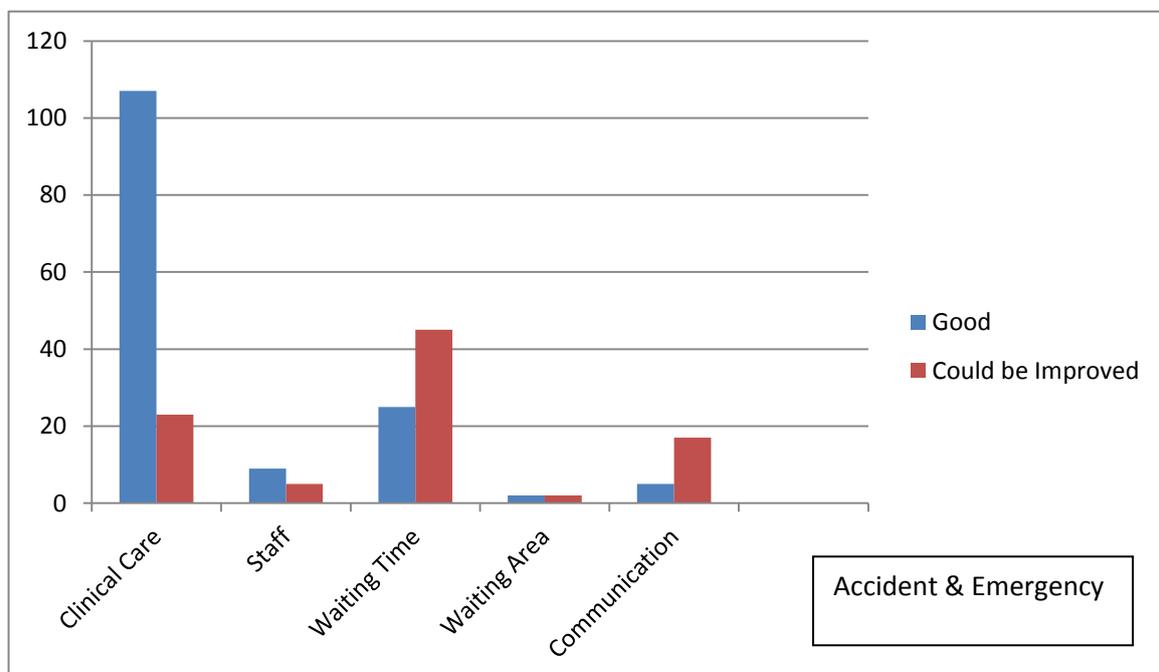
The majority of the comments (1157) received were about GP surgeries; this can be explained by the fact it is the health and social care service that the majority of the members of the public interact with.

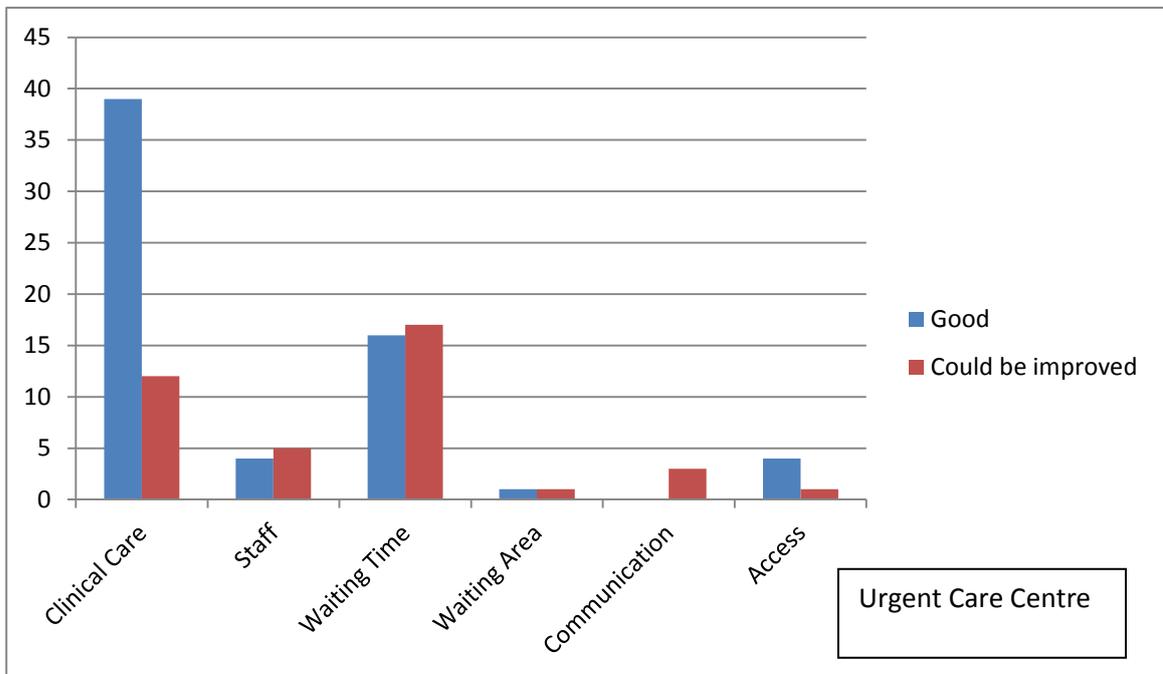
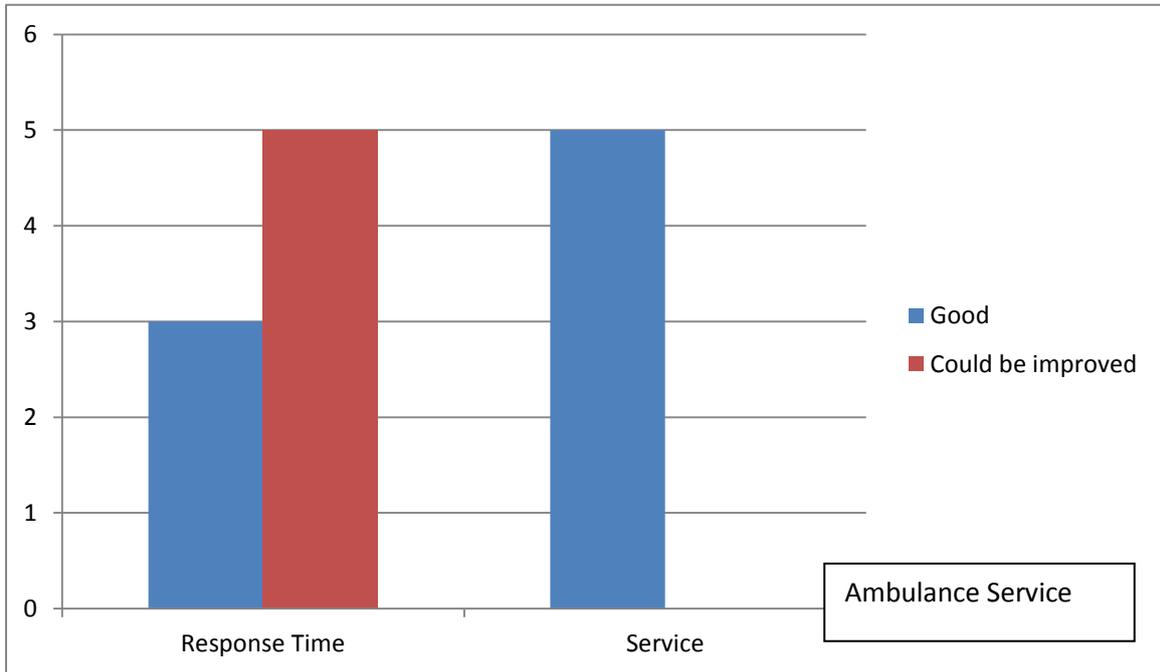
Although the Ambulance Service and Hospitals (both in-patient and out-patient) were not mentioned directly in the survey, some respondents mentioned them specifically in comments. It may be beneficial to include these services in next year's survey.

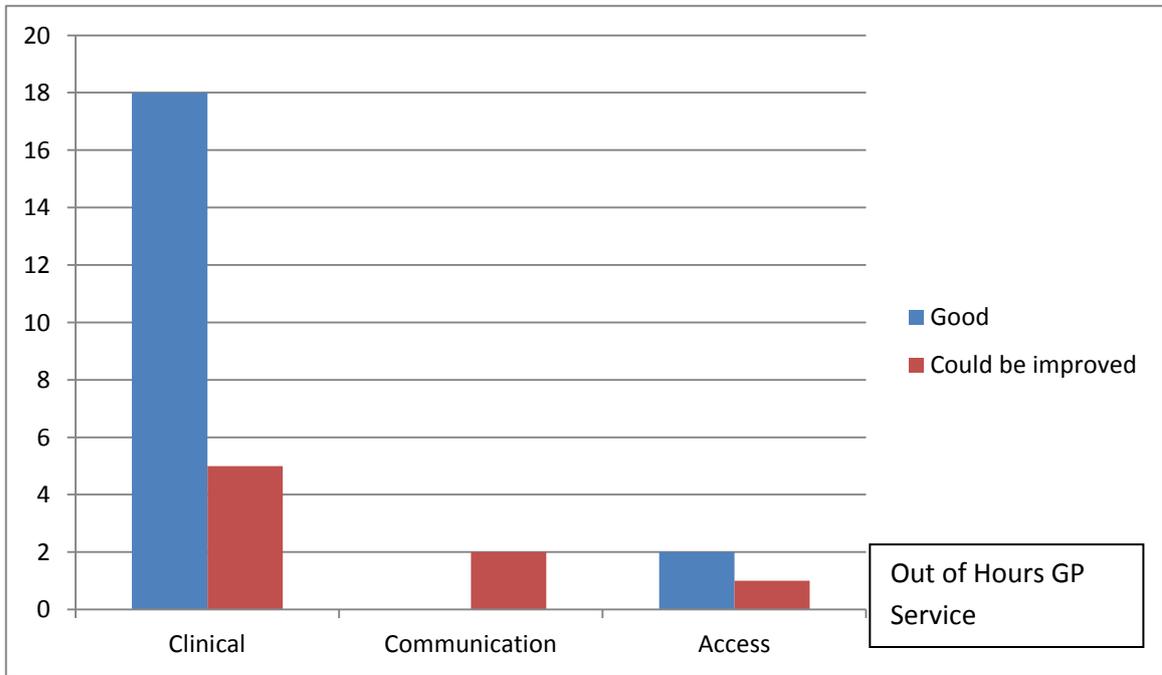
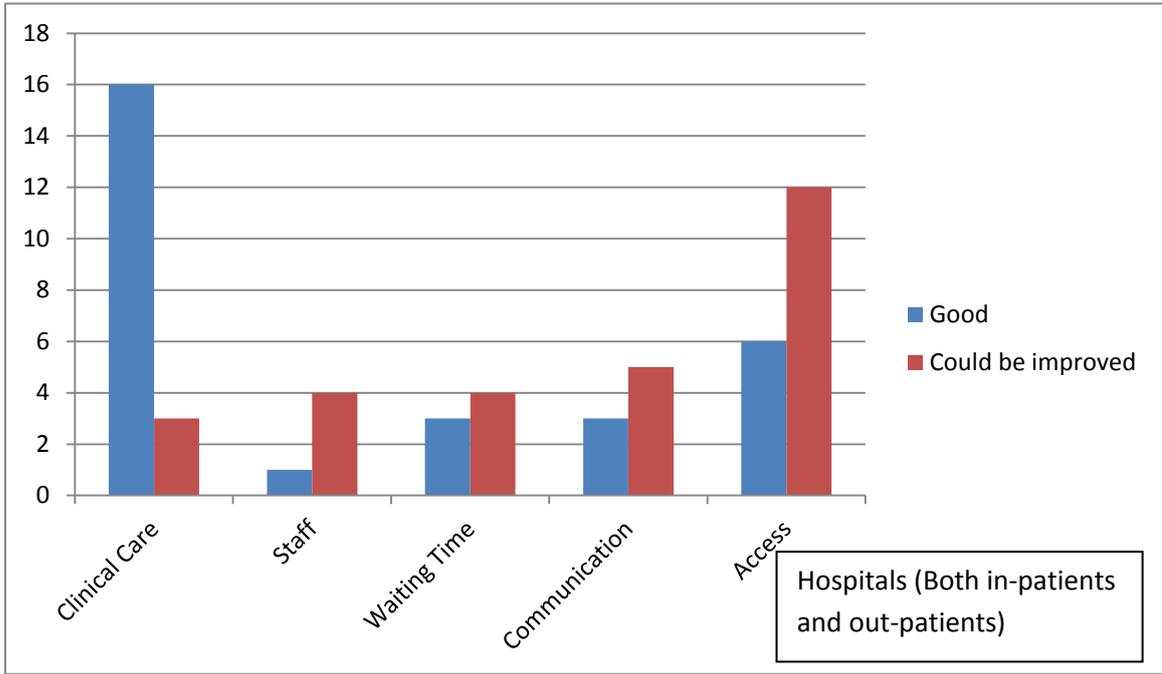
The full breakdown of the data can be provided.

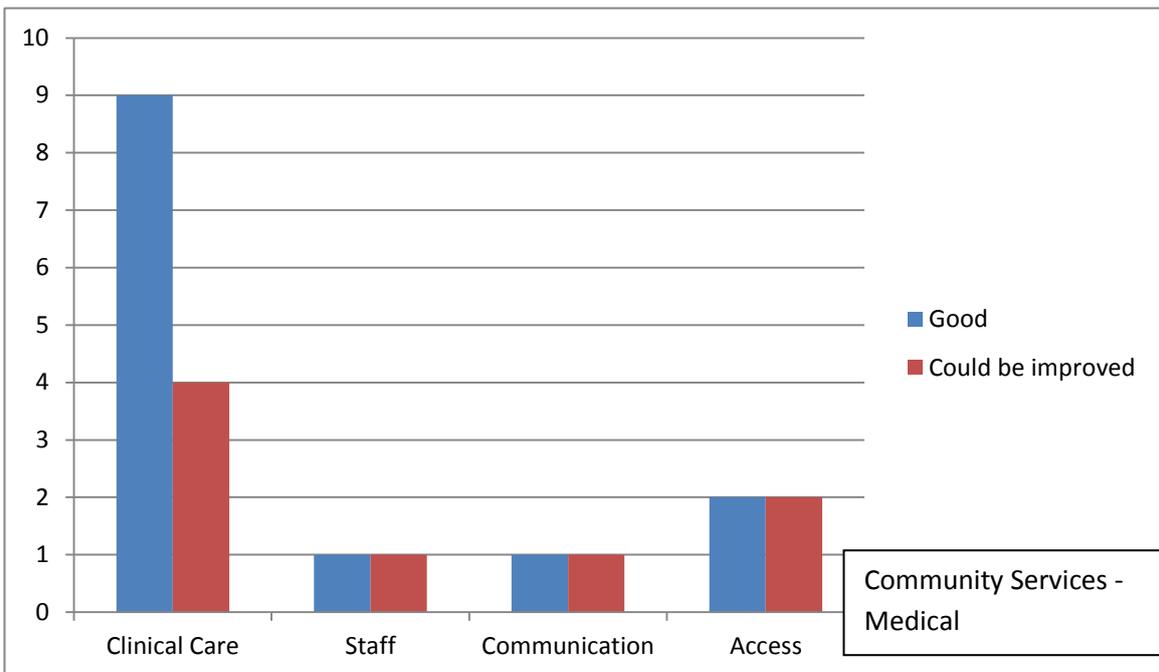
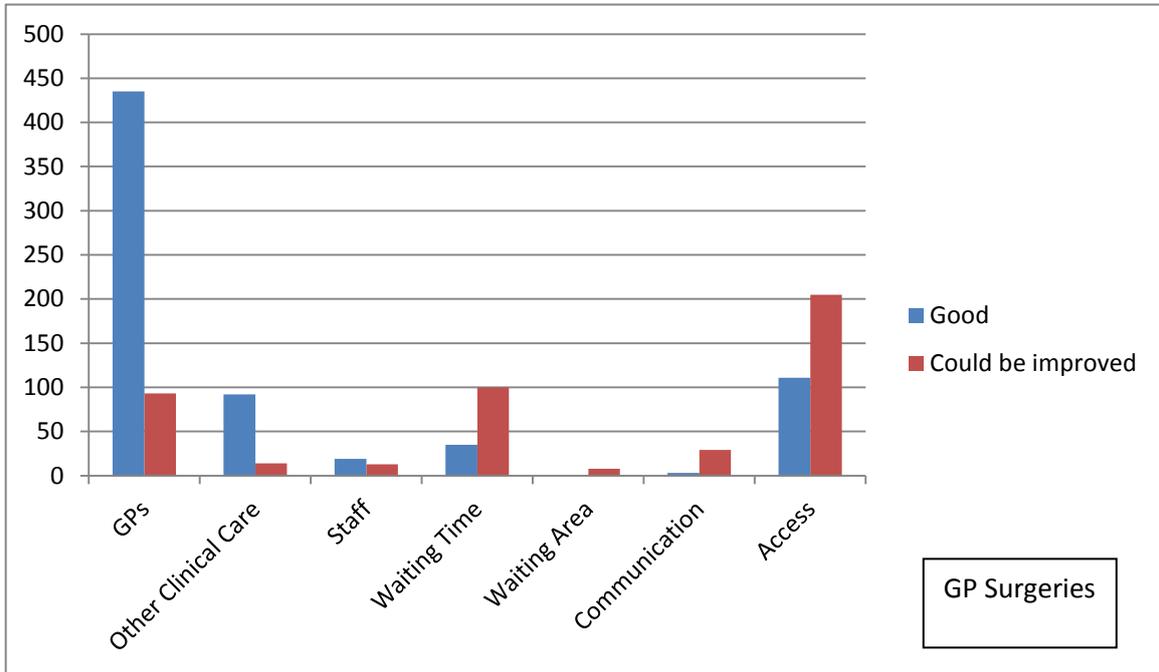
### *Results showing sub-categories*

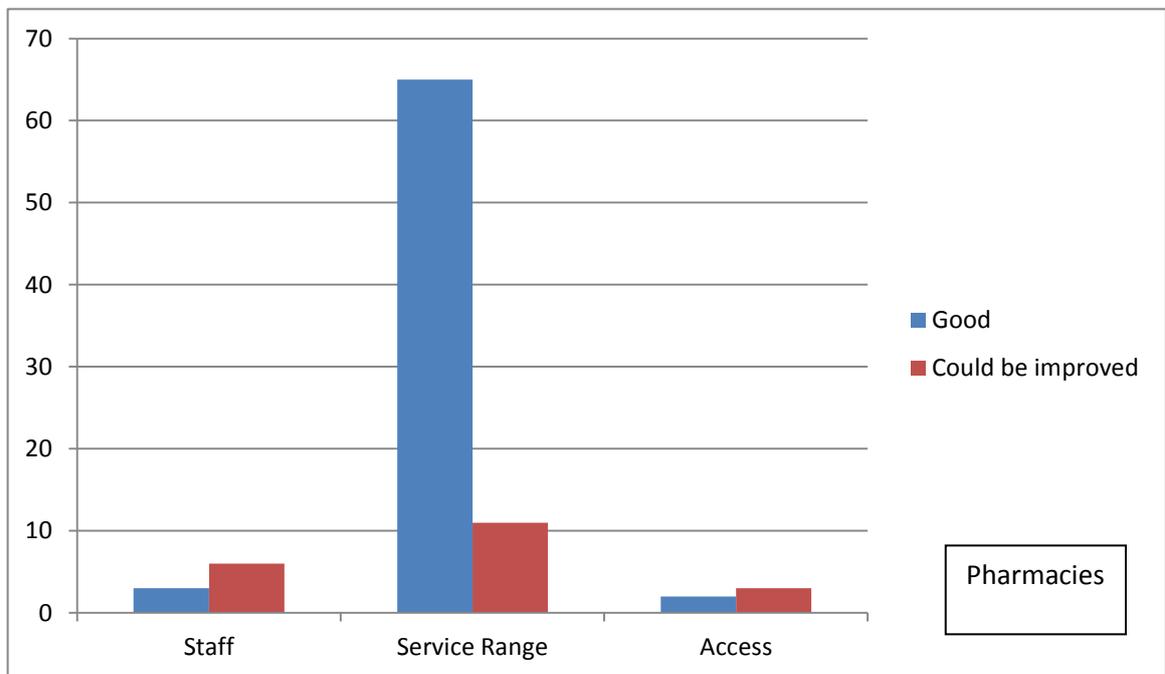
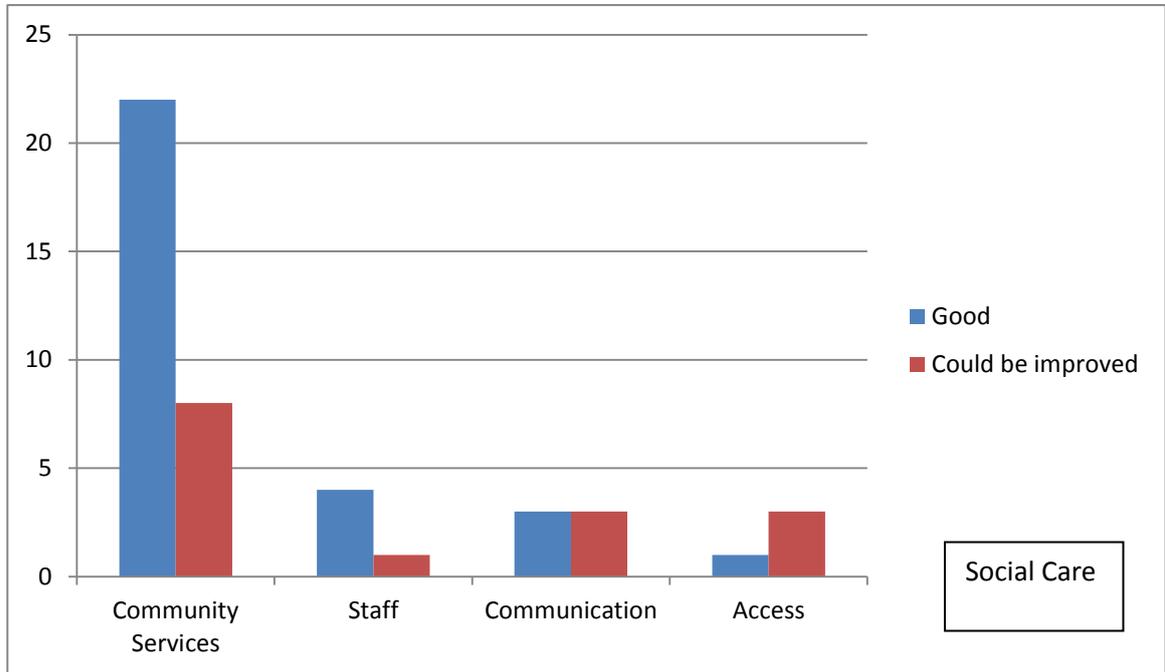
In the following graphs "Staff" has been used as a sub-category to describe staff attitudes (clinical and non-clinical) i.e. politeness, empathy etc., "Access" is not to do with the physical accessibility of the service but how easy it is to make an appointment at a convenient time and the mechanisms to do this (telephone, online etc.), and the times the service is available.

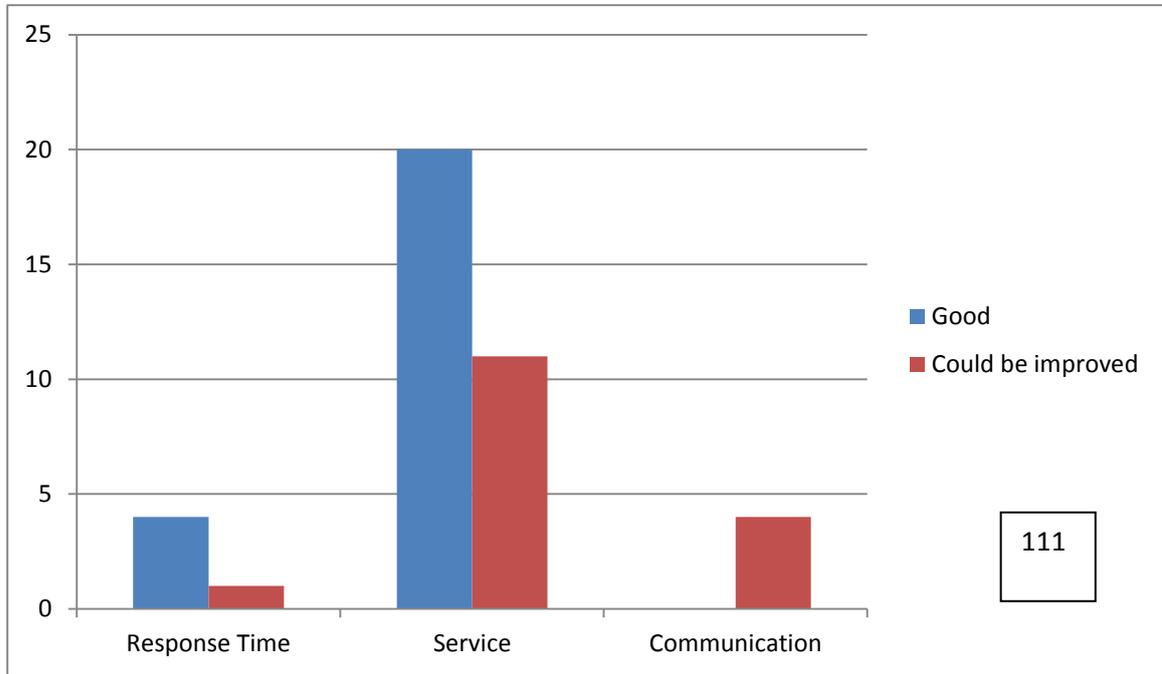




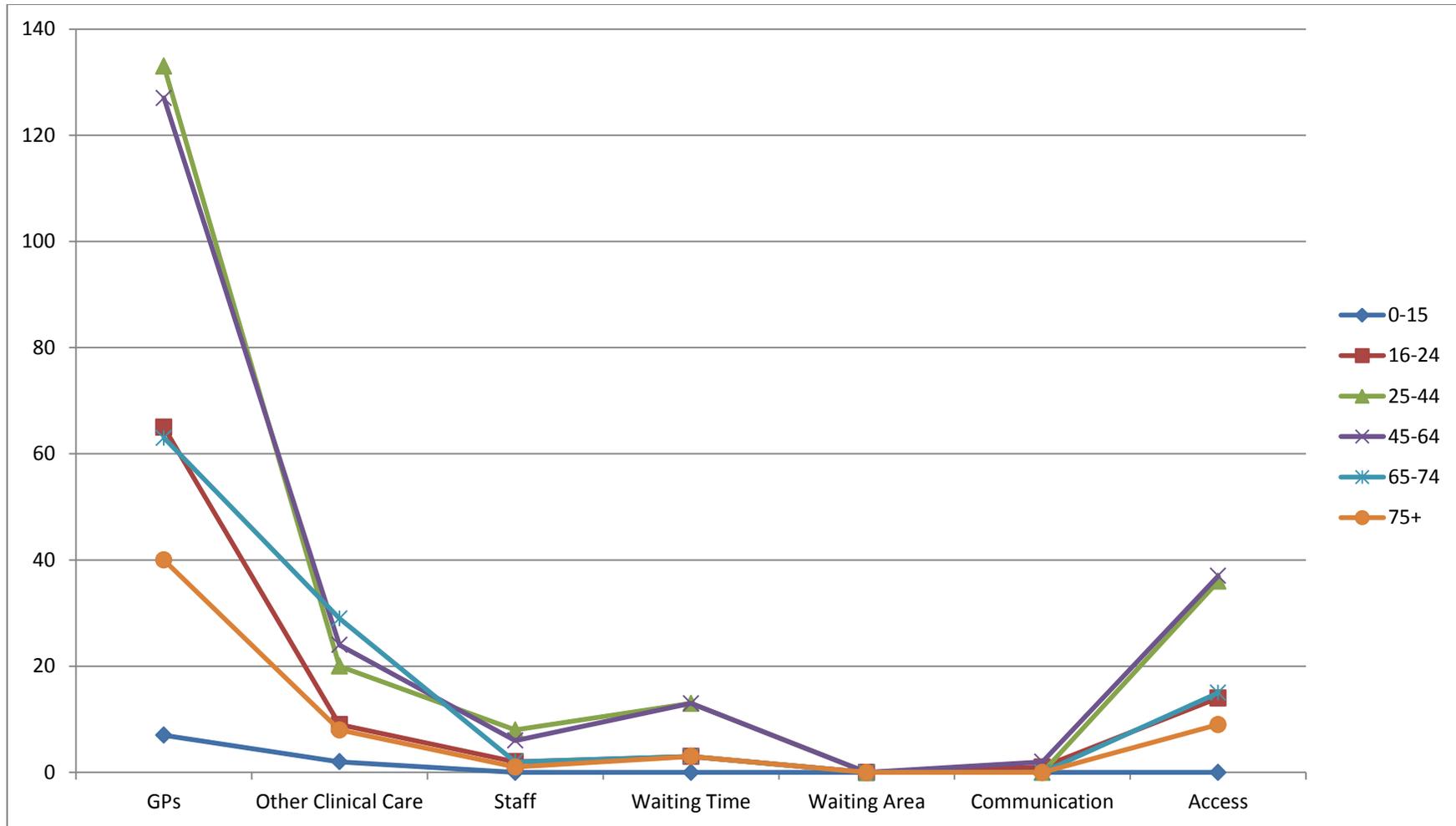




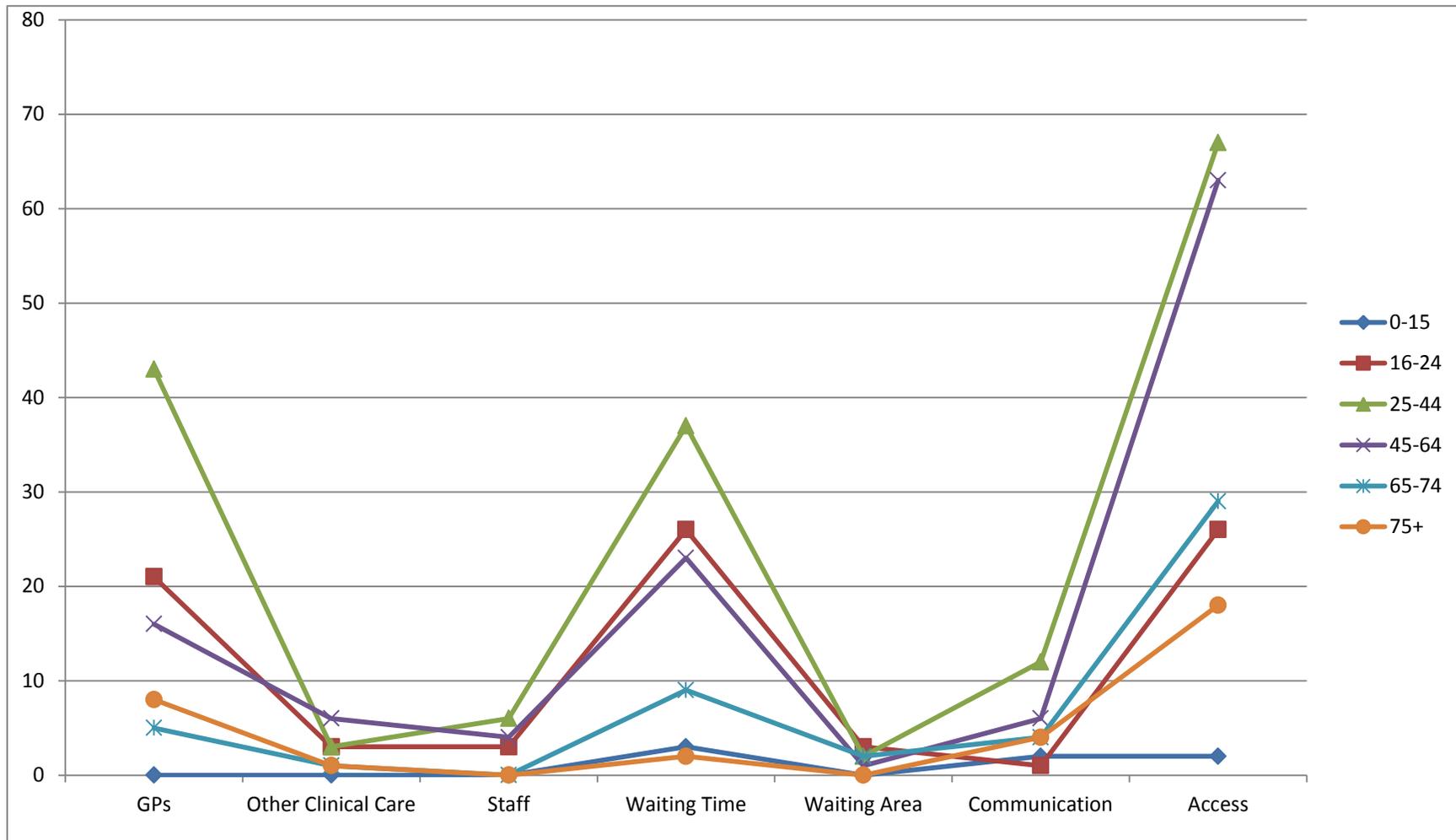




As GP surgeries received the majority of comments further breakdowns of the data are provided on following pages.



What respondents think was “Good” about GP surgeries – by age



What respondents think “Could be improved” about GP surgeries – by age

## *Themes-working towards explanations of the data*

**Communication** – the main theme concerning improvements in communication, across all services, was about communication between services (such as GP's and hospitals) or between different departments.

**Accident & Emergency departments** – the majority of positive comments about clinical care and waiting times was received from females aged 25-44. Even allowing for the fact that this cohort provided the majority of responses overall, they were the main cohort to provide feedback for paediatric accident and emergency care. The majority of comments received for both the clinical care their children received and the waiting time were positive.

**Ambulance Service** – although there were not many responses concerning this service, in part because it was not a service identified on the survey, the responses about clinical care were all positive which reinforces the findings of the CQC inspection updated on 14<sup>th</sup> January 2015. There were comments about improving response times.

**Urgent Care Centre** – of the 51 comments received about the clinical care provided, 76.5% were positive. Of the 33 comments received about waiting times – 48.5% were positive. The data did not reveal if this was due to differing patient expectations or if there were “peak” times of use. The 5 comments received about staff that could be improved were about receptionists. Only 2 comments were received about the waiting area – 1 positive, 1 suggesting improvement – this indicates that early problems experienced with the atrium of the building (temperature) may have been resolved.

**Hospitals** - hospital care, as an in-patient or attending out-patient clinics, was not identified as a service on the survey. Of the 57 comments identified 28% were positive about clinical care received and 21% were about the need to improve access to out-patient services.

**Out of Hours GP Service** – only 28 comments were received about this service. While analysing the text data it appeared that many people were more likely to use an alternative service – particularly the Urgent Care Centre or Accident and Emergency. This reinforces the need to continue to promote the NHS “Choose Well” campaign.

**GPS** – Of the 1101 comments received about what was good about health and social care services, 435 were about the care received by GPs. Of the 695 comments received about what could be improved about health and social care services, 205 were about access to GP surgeries. This is reinforced by other evidence and feedback received by Healthwatch Bracknell Forest.

The two cohorts that responded the most to access requiring improvement were females aged 25-44 and 45-64. Although they also provided the most responses generally - from the comments and from other feedback received by Healthwatch Bracknell Forest, the issues with access these groups experience have two contributing factors; being able to make an appointment that fits in with other commitments, such as work, and these individuals are also more likely to make appointments not just for themselves but also for other family members: - children (including teenagers and young adults living at home) and older relatives.

During self-care week, some Patient Participation Groups gave out surveys in local surgeries. The point of collection was recorded by Bracknell Forest Council but as not all surgeries participated in survey collection this point of collection data was not incorporated when coding the text responses.

Some individual GPs were named in comments, both positively and negatively. It would not be appropriate to include them in this report but the comments will be passed to the appropriate contact in the Clinical Commissioning Group.

**Community Services (Medical)** – comments received about community mental health services, community midwives, health visitors and district nurses were included in this category.

**Social Care** – of the comments received, 48% were positive about the community services received; this was mainly concerning domiciliary care received by older people (themselves or a relative). One area that there appeared not to be much feedback on, even on the wider survey data, was on individuals who are in receipt of a personal budget / direct payments to support independent living in the community. Perhaps people did not associate this with accessing a social care service?

**Pharmacies** – 72% of comments received were positive about the service. Particular pharmacies were often named and these comments, along with the 12% of responses suggesting improvements in service, indicate that some pharmacies do not provide all the services people require.

**111** – 27.5% of responses were about improving the service. When analysing the text responses a pattern did emerge that some people, unhappy with the service received from 111, then went on to access other services such as Accident & Emergency independently.

Andrea McCombie

March 2015

