What we've heard

healthwatch Surrey

Surrey Heath CCG (February 2016)

Healthwatch Surrey interacts with thousands of people each year (10,550 people in 2014/15). During these interactions people often choose to share views and experiences of services. This report summarises the experiences people have shared with us over the last 12 months about health and care services in Surrey.

The Healthwatch England report 'Suffering in silence' identifies barriers that prevent services from obtaining feedback they need to support safe and effective services; two thirds of people that witness or experience poor care do nothing about it. People can find the processes involved very frustrating and often feel that it will not make any difference. It is also particularly tough for those people who are unwell, at risk, or that have been bereaved.

This report includes the experiences – often in their own words – of people who do not have the time, desire or ability to make complaints or provide feedback to the services that they use. The insight presented in this report is based on conversations that people have had with an independent organisation (Healthwatch Surrey). These conversations take place at public locations (e.g. high streets, supermarkets) at the point of accessing a service (e.g. waiting rooms, reception areas, wards) and in the course of accessing Healthwatch Surrey information, advice and advocacy services.

Summary

This is a summary of what we have heard in Surrey Heath CCG localities between 1/2/15 and 31/1/16.

Local people have been interacting with us in Surrey Heath, or have told us about their experiences of providers commissioned by the CCG, on **235 occasions** in the last year.

From these interactions we have found that:

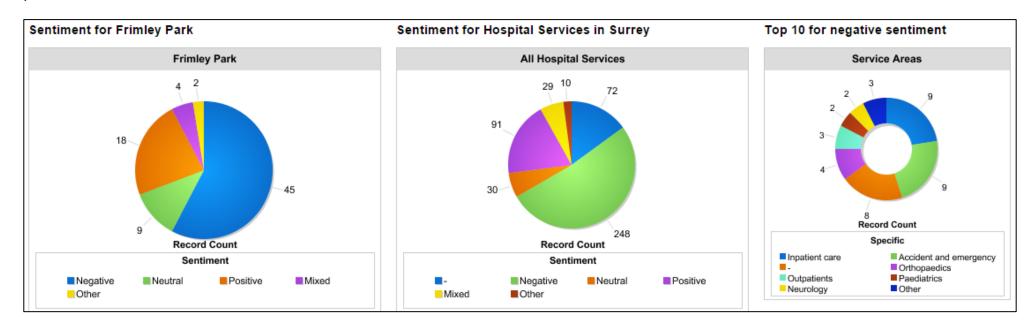
- 63% of these experiences were negative; in comparison to 45% negative experiences across Surrey
- The most frequently mentioned service provider was Frimley Park Hospital (78)
- The main broad themes within *negative* experiences (157) are similar to those across Surrey; 'Patient pathway', 'Quality', 'Access to services'

- There are also similarities between Surrey Heath and Surrey in the more specific topics being discussed in *negative* experiences, in particular; 'Quality of treatment', 'Records Management', 'Waiting Times' and 'Diagnostics'
- 'Access to services', 'Coordination of services' and 'Access to information' are topics that are mentioned more frequently in *negative* experiences in Surrey Heath than elsewhere in the County
 - Examples of experiences to follow at our meeting

Frimley Park Hospital

78 experiences have been reported to us about Frimley Park Hospital since the 1st January 2015.

The sentiment of these experiences, a comparison with all Hospital Services in Surrey and the specific service themes within the *negative* experiences are summarised in the charts below.



All providers

The total number of experiences reported to us, by provider and sentiment, is in the following table.

ServiceProvider: Account Name: Frimley Park Hospital (78 records) Sentiment: - (6 record) Sentiment: Negative (41 records) Sentiment: Neutral (9 records) Sentiment: Positive (17 records) Sentiment: Mixed (4 records) ServiceProvider: Account Name: Ridgewood Centre (20 records) Sentiment: - (6 records) Sentiment: Negative (14 records) ServiceProvider: Account Name: Park Road Surgery (11 records) Sentiment: Negative (11 records) ServiceProvider: Account Name: Virgin Care (7 records) Sentiment: Negative (6 records) Sentiment: Positive (1 record) ServiceProvider: Account Name: Dr Lothe & Partners (7 records) Sentiment: Negative (7 records) ServiceProvider: Account Name: Surrey CC-Children's Social Care (6 records) Sentiment: - (2 records) Sentiment: Negative (4 records) ServiceProvider: Account Name: Lightwater Surgery (6 records) Sentiment: Negative (6 records)

ServiceProvider: Account Name: Goldsworth Park Health Centre (4 records)

Sentiment: Negative (4 records)

ServiceProvider: Account Name: Ashford Hospital (4 records)

Sentiment: Negative (4 records)

ServiceProvider: Account Name: Surrey CC - Adult Social Care (3 records)

Sentiment: Negative (3 records)

ServiceProvider: Account Name: Camberley Health Centre (2 records)

Sentiment: Negative (1 record)

Sentiment: Positive (1 record)

ServiceProvider: Account Name: Ash Vale Health Centre (2 records)

Sentiment: Negative (2 records)

ServiceProvider: Account Name: Hartley Corner Medical Partnership (1

record)

Sentiment: Negative (1 record)

Service Type (for services we hear about at least monthly)

Specific: Primary care/GPs (71 records)
Sentiment: - (7 records)
Sentiment: Negative (51 records)
Sentiment: Neutral (8 records)
Sentiment: Positive (4 records)
Sentiment: Unclear (1 record)
Specific: Inpatient care (22 records)
Sentiment: - (1 record)
Sentiment: Negative (9 records)
Sentiment: Positive (8 records)
Sentiment: Mixed (4 records)
Specific: Community Mental Health team (CMHT) (21 records)
Sentiment: Negative (13 records)
Sentiment: Neutral (7 records)
Sentiment: Positive (1 record)
Specific: Care at home (17 records)
Sentiment: - (3 records)
Sentiment: Negative (11 records)
Sentiment: Neutral (3 records)
Specific: Accident and emergency (12 records)
Sentiment: Negative (9 records)
Sentiment: Positive (3 records)