

Insight



The public's health and
social care views

April to June 2024

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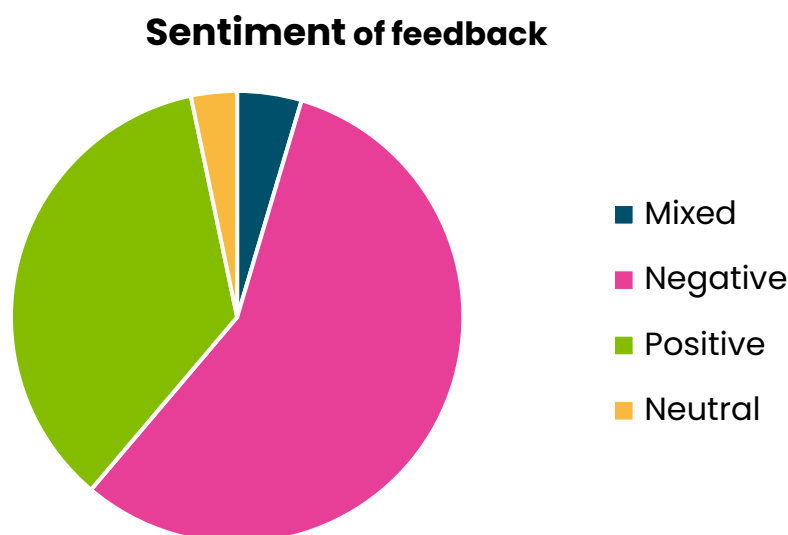
Introduction

Healthwatch North Yorkshire, the independent champion for people who use NHS and social care services, are listening to what people like about the care they receive, what works well and what they think could be improved.

Healthwatch North Yorkshire produce a monthly patient experiences log which brings together feedback from people who have been in touch with us, have talked to us at events or have responded via Care Opinion (which is the UK's leading independent feedback website, enabling patients to share their experiences of healthcare services). These logs provide a snapshot of people's positive and negative experiences of health and care services across the county. The feedback we receive each month varies but there is often feedback about GP services, hospital care, social care, dentistry, and mental health services to name a few.

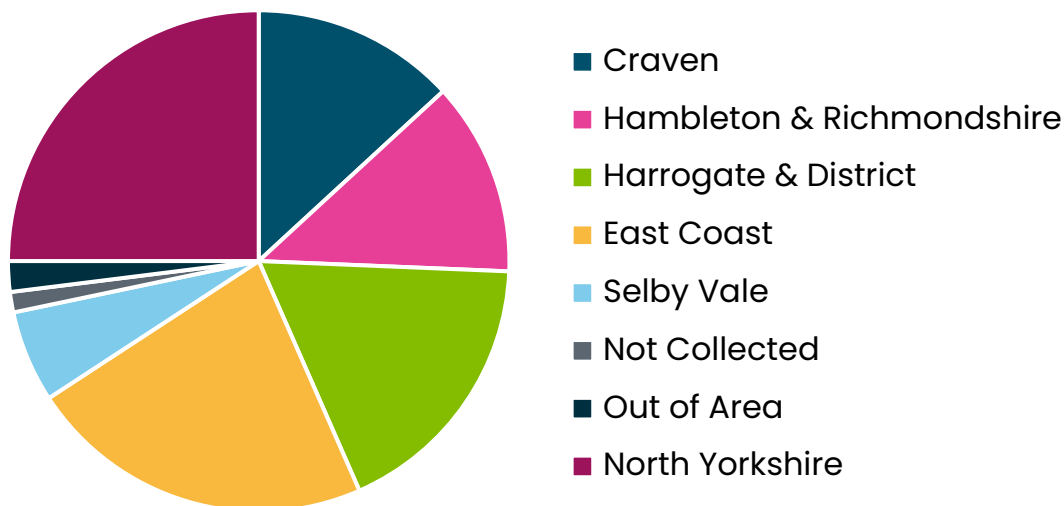
This report provides a summary of the public's experiences from April to June 2024. We received feedback from 152 people via our phone line, website, email and through events. Please note, this figure does not include the feedback we have gathered for specific projects via surveys and focus groups and does not include the feedback we have received via our visits to care homes (known as enter and view visits).

57% of the feedback was negative, 36% positive and the remaining feedback was mixed or neutral.



There was a spread of feedback from across the different areas of North Yorkshire, as shown below.

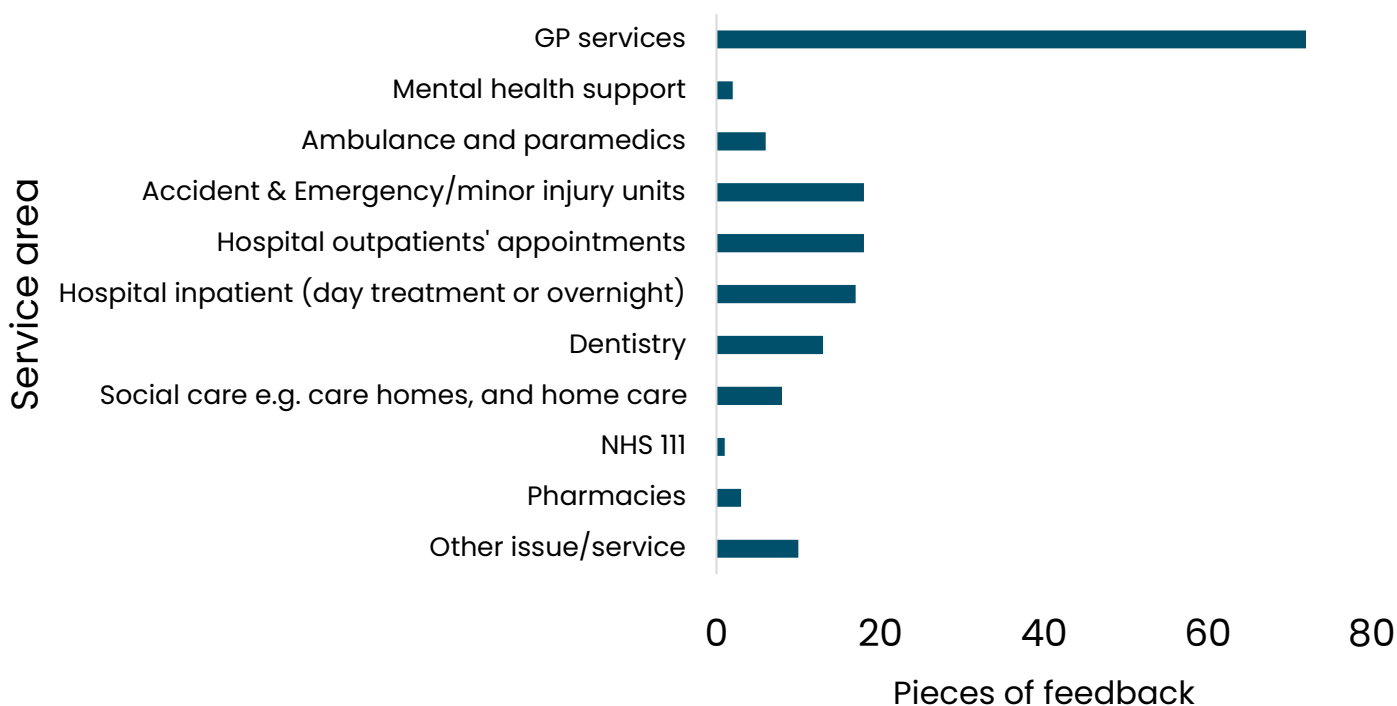
Feedback by area



Feedback by service area

We received the most feedback about GP services (43%), followed by hospital care (32%)¹, dentistry (8%) and social care (5%).

Feedback by service area



¹ Hospital care includes outpatient appointments, inpatient care and accident and emergency

Feedback about GP services

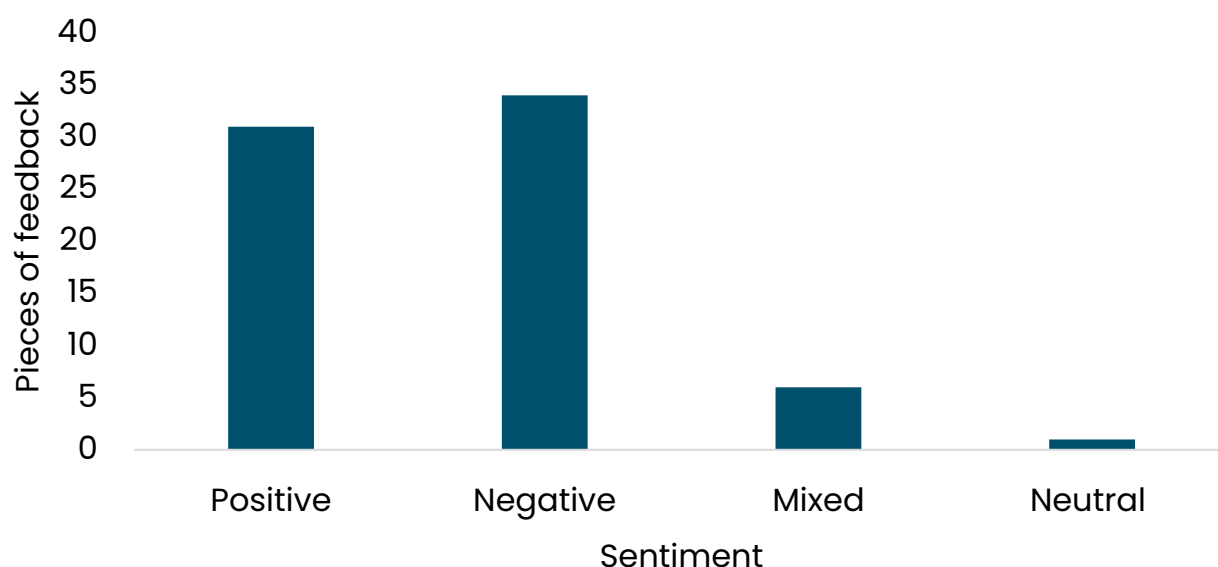
What the public told us



Around 47% of the feedback about GP services was negative, 43% positive and 9% mixed or neutral.

The main concern raised was around access, with people expressing frustrations with long phone queues when trying to book an appointment and long waiting times for appointments. When people can get an appointment at their GP practice, they are often happy with the quality of care, the fundamental issue is access.

Sentiment of GP services feedback







We received feedback about 32 different GP practices across North Yorkshire. The practices that received the most feedback are explored in more detail on the next pages.

Fisher Medical Centre, Craven

There were 14 people who shared feedback about this practice. Seven pieces of feedback were negative, five positive and two mixed.

- Issues with prescriptions were raised. Some people mentioned being given the wrong prescriptions and said it can take a long time for prescription requests to be processed. One person said it took 10 days to process their prescription, leaving them without medication during this time.
- Some said they have been offered appointments at other GP surgeries that are miles away, rather than at Fisher Medical Centre.
- Long waiting times for appointments were mentioned. One person said they filled in the online appointment request, and it said they would receive an appointment in 2 to 4 weeks and 6 weeks later they were still waiting.
- Several people said the online system needs to be open longer rather than only working during office hours.
- Despite the negatives, the positive feedback centred around the quality of care received once people were able to see a doctor.

 **“Once you get in the practice, everyone is good at their job.** The problem is the on-line service or even trying to get to speak to anyone. Like most people, I work 5 days a week, I don't have the capacity to contact the practice online during working hours. You need to have the on-line system open for longer to be more convenient. If you don't want people ringing the surgery, which is another nightmare to get through to anyone, then make it easier for people to use online services.” 

 **“Last year it took two days to get a phone call regarding my prescription review. This year it is taking 35 days.** I put the request in 7 days ago and today (1st April 2024) I was given a phone appointment for the 30th. What's changed since last year?” 



“I would like to thank the doctor who saw my husband.

The doctor was firm and thorough, she listened to us, and we can't thank her enough.”



Nidderdale Group Practice, Harrogate

There were 5 pieces of feedback received about this practice. Four were positive and one negative.

- There was positive feedback about the doctors being thorough, kind and caring. There was praise for one doctor who has helped to diagnose and treat someone who has been struggling with Lichten sclerosis for 4 years. Another praised the nurse they spoke to about their mental health concerns.
- There was one negative piece of feedback about long waiting times for appointments.



“Mental health telephone appointment- the nurse was so kind, caring and patient with me (considering I started crying as soon as I took the call!).”



“My doctor has been very thorough with my care over the past 5 months. Explaining every step, which put me at ease.”



Beech Tree Surgery, Selby

There were 4 people who shared their views on this practice. Three pieces were positive and one negative.

- There was praise for the reception team who helped one person navigate the online system and supported another with a prescription request.
- There was one negative piece of feedback where someone said they just got a phone call from a healthcare assistant and never get to see a GP.



“After a visit to the surgery last week I would like to praise the team. My wife was waiting in a queue to be seen at the queries desk. We had spent the previous night in A&E and needed a prescription changing to get it from our local pharmacy. The request was dealt with swiftly and with great kindness. This meant a lot as we were very tired and worried. Thank you. Keep up the good work.”



“I was given some very helpful and prompt support from the Reception Team. If you need an appointment or some guidance it is available and leaves you with a lot more control of your health requirements than you think. It gives you the freedom of getting to the right source in your own time and putting all the relevant details down in writing. Beech Tree Surgery, its staff and system are there to help you! We all know that massive pressures on the NHS so a little patience and understanding goes a long way.”



Brook Square Surgery, Scarborough

There were 4 pieces of feedback about this practice. Two pieces were negative and two were positive.

- There was negative feedback about long waiting times for urgent appointments and one person said they felt dismissed by their GP.
- The positive feedback centred around prescriptions being dispensed efficiently.



“Recently I had my annual chronic obstructive pulmonary disease review online form to complete answered questions honestly and the results recommend an urgent review with clinician. I was sent an email asking when I would be available there was only one day in that week that I was unavailable, received a return email with appointment date 26 days’ time, rung the surgery and **explained this was an urgent appointment only to be told nothing available until that date.”**





“I was running short of medication, so phoned the surgery. **The reception staff member was extremely helpful and referred it to a pharmacist.** She then phoned me back and arranged to have the prescription sent to a different chemist so that I could pick it up promptly.”

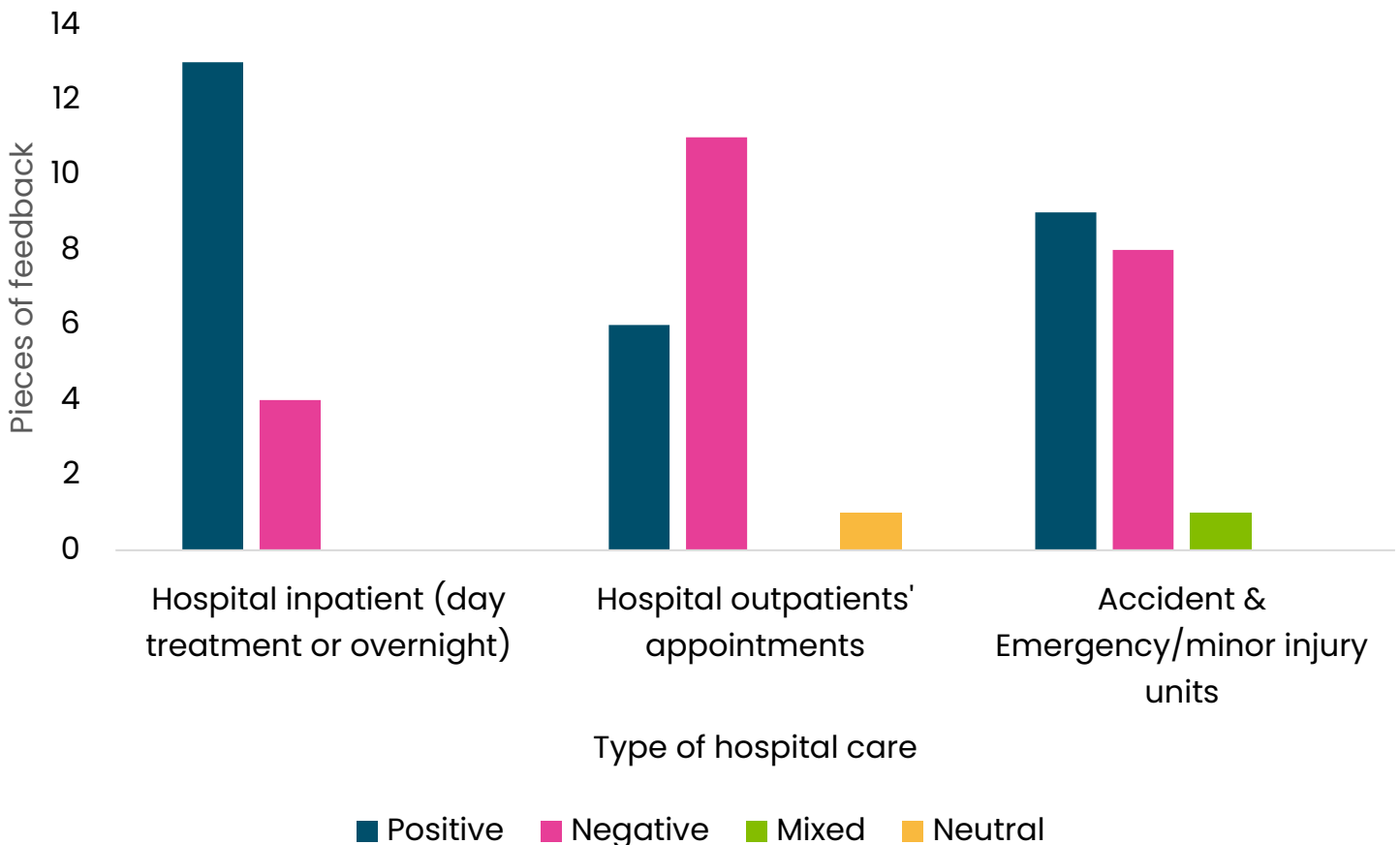


Feedback about hospital care

Around 53% of feedback about hospital care was positive, 43% negative and 4% mixed or neutral.

Praise for staff was reflected in the feedback, with many reporting that the staff they saw were professional, understanding, and efficient. Despite these positives, long waiting times at A&E and long waiting times for outpatient appointments were raised.

Sentiment of hospital care feedback



Harrogate Hospital

There were 13 people who shared their views on Harrogate Hospital, with a mix of positive (9), negative (3) and mixed (1) feedback.

- Positive feedback about the efficient and caring staff in A&E.
- Positive feedback about gastroscopy and colonoscopy procedures, with people saying they were anxious, but staff were considerate and reassuring.
- Praise for the quality of care provided by the orthopaedic team.
- There was some negative feedback about the long waiting times in A&E. One person said her elderly father had been waiting for 7 hours.



“From the beginning of my journey with the orthopedic team and colleagues I experienced 200% care. I cannot praise this department enough. I was put at ease; the consultant took great care explaining the procedure and I loved the fact everyone introduced themselves and explained what they were doing and why. I would like to say a huge thank you to them all and they are a credit to the NHS.”



“I brought my son to emergency on Sunday morning with abdominal pain which sounded like appendicitis and after thorough diagnostic procedures it was confirmed as appendicitis, and it was necessary to remove the appendix. That evening he was operated on and today 24 hours later he was discharged. **Well done to all concerned, such care, attention and efficiency.** Amazing, could not have received better care. Thanks to everyone.”



“Came in with my 89-year-old dad who had a fall and was suffering from chest pains. Initially seen by triage quite quickly but 5 hours later still in the hospital. Told my dad had one person in front of him, but then watched doctor after doctor call different people through who were nowhere near as poorly as my dad. **After 7 hours of not being seen, we left, my dad had had enough.**”



Scarborough Hospital

There were 13 people who shared their views on Scarborough Hospital. Seven pieces were negative and five were positive.

- Most of the positive feedback centred around the friendly and professional staff. People said the kindness and quality of care provided by staff was excellent.
- However, long waiting times in A&E were mentioned, with one person saying they were in the department for 17 hours.
- Positive feedback about the radiology team was also received.
- Long waiting times for outpatient appointments were raised, in particular ophthalmology and cardiology appointments.



“I just want to say a huge heartfelt thank you to the staff in A&E at Scarborough Hospital. My nominated nurse who went well beyond the call of duty to look after me and make me comfortable after my accident. I've worked in social care all my life and to see a team working with such professionalism, care, expertise and empathy was just wonderful. This was a true example of how things should be done. I hope you are all appreciated for your hard work and dedication and want to thank you all for taking such good care of me.”



“My GP sent me to A&E with suspected gallstones. On arrival I gave the receptionist my letter and was soon having blood taken. After that I waited 15 hours before my name was called. I was taken down to A&E and examined etc. and was given my treatment which was fine.

All in all, I was in the dept for nearly 17 hours. Patients were being seen hours before me and I was still there. I don't blame the staff it's the health authority that can't cope.”



Friarage Hospital

There were 7 pieces of feedback about the Friarage Hospital. Four were positive and three negative.

- Positive feedback about the quality of care received and the kind and caring staff. The urgent treatment centre was praised.
- Negative feedback about lack of parking near the hospital.

6

“Presented at the urgent treatment centre on a Saturday morning with a sudden onset of bruising and swelling in my finger. Waited less than an hour to be seen. **Friendly efficient care from three different professionals.** Helpful diagnosis and suggestions for care going forward. A good experience overall. It put my mind at rest.”

9

6

“It’s great that investment in the hospital over the last few years has been increased but surely **the carpark also needs significant improvements** to cope with the amount of patients, staff and visitors to the hospital!”

9



There were 5 people who shared their views about York Hospital, three pieces were negative and two positive.

- The negative feedback centred around long waiting times for outpatient appointments, such as neurology appointments.
- There was positive feedback about staff at York Hospital. One person praised the way the ward manager kept them up to date with their loved one's care and another said all staff treated them with respect and kindness.



"My partner went to see the GP as she hasn't been well for a long time. The doctor believes she could have Parkinson's disease and referring her to a neurologist. The next day she had a phone call to say **she would have to wait 15 months for an appointment.** She's very upset and worried".



"I was recently taken by ambulance to York Hospital because of chest pain. From the ambulance staff to the emergency department staff to The AMB ward and finally on to the coronary care unit **I was treated with respect, kindness and professionalism.**

"Everyone was so helpful and pleasant; nothing was too much trouble. I cannot express in words my gratitude to them all except to say that their work is not recognised by either the Government nor the public. They all deserve our gratitude for giving us the best service possible under, at times, very trying conditions."



**York and Scarborough
Teaching Hospitals**
NHS Foundation Trust

James Cook Hospital

There were 4 pieces of feedback about James Cook Hospital. Three were negative, one positive.

- Concerns about long waiting times for operations were raised, with one person waiting over 18 months and now told the operation won't happen until 2026.
- Administrative issues were mentioned, with one individual arriving for an appointment at James Cook but finding no record of it.
- Positive feedback was given about the orthopaedic consultants at the hospital.



"I have been waiting for an operation for over 18 months. The waiting list was around 12 months. Recently I have been to outpatients and surgeon has retired and so I must start the waiting time all over. **I won't get the operation until 2026.**"



"I received a letter for an appointment, went to the hospital, logged in on their app and waited. **There was no mention of any appointment when I went to reception,** so they had to send out another one. 28.5 km away plus parking fees."



Feedback about dentistry

All 13 pieces of feedback about dentistry were negative. Most of the feedback was regarding people being unable to register for an NHS dentist.

Many people said that when they try to register with an NHS dentist, they are told there is no availability, but they could be seen as a private patient. However, many cannot afford this. One person said due to being unable to get an NHS they had to go private for a root canal filling which cost them £800 and resulted in them going into debt.

The impact on people's mental health due to not being able to see a dentist was also raised. One person said her husband cannot get an NHS dentist and they cannot afford to pay for private treatment which means he has been left in pain and his depression has got worse.



"I was told if I wanted treatment quickly, they could treat me privately, but I told them I am a pensioner and receive pension credit. **It's the mental impact as well as the disappointment that is affecting me.**"



"I have called every dental practice in and near Selby as I had a permanent filling that fell out and was replaced (with a temp filling) under the NHS 111 but I need it changing to a permanent filling however, **there are absolutely zero dentists taking on NHS patients** and even if they are taking on private patients the wait can be long!"



Other feedback

Social care

There were eight pieces of feedback relating to social care, five were negative, two positive and one mixed.

- There was some negative feedback about the quality of care received from Northfield House Care Home and Scorton Care Village.
- There as positive feedback about the quality of end-of-life care at Fernbank Court.
- There was praise for the support provided by North Yorkshire reablement team. One person said their quick response resulted in them gaining their confidence and independence again.



Yorkshire Ambulance Service

There were six pieces of feedback about Yorkshire Ambulance Service. Four were negative, one positive and one mixed.

- Most of the negative feedback was relating to long waiting times for ambulances. One person said they were unable to get an ambulance when having a heart attack and so were advised to make their own way to A&E despite severe chest pain, vomiting etc.
- Positive feedback for the kind and caring ambulance staff.



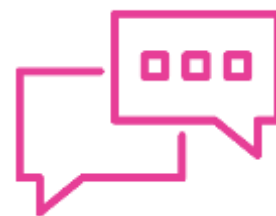
Conclusion

This summary report highlights that access continues to be the key issue for many, whether it be access to GP appointments, hospital appointments or dentists.

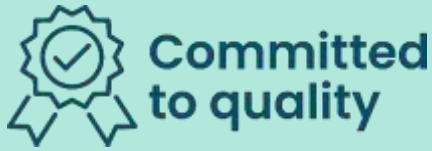
However, when people do receive treatment and support, they are often positive about the care they have received and tend to be appreciative of the caring and hard-working staff.

We ask that service providers and commissioners who are mentioned in this report act on the feedback and insight and where possible share with us what actions they have or intend to take to remedy these concerns. Our next insight report will be based on feedback from July to September 2024.

Thank you to the people who shared their feedback with us, your voices will help inform and shape health and care services across North Yorkshire.



healthwatch
North Yorkshire



We are committed to the quality of our information. Every three years we perform an in-depth audit so that we can be certain of this.



Healthwatch North Yorkshire
55 Grove Road
Harrogate
HG1 5EP

www.healthwatchnorthyorkshire.co.uk

01423 788 128
hello@hwny.co.uk

We're on the socials. Find us:

