

Focus on Experience: Intelligence summary for 2018/19

Purpose

1. This report summarises the feedback we received during 2018/19. This is the first level analysis of the data; further stages of analysis will provide a framework for developing the new strategy for 2020-25. The data will also contribute toward our NHS Long Term Plan engagement findings.

Key Issues

2. The top six issues people report to us are about:
 1. Access to primary care, specifically GP services
 2. Secondary care
 3. Access to NHS dental care
 4. Urgent and emergency care
 5. Community services
 6. Mental health services
3. Sections 5 to 11 describe some more detail of this feedback. The chart below gives the numerical values.

Action required by the Board

4. The Board is asked to:
 - Note the report.

Authors

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Access to primary care, specifically GP services

5. Most people tell us that they have a poor experience with booking systems and very often have to wait weeks for an appointment. However, we do also hear about good booking systems and some places it appears fairly easy to get an appointment.
6. There are clearly massive inconsistencies across the area and opportunities for wider adoption of good practice.

Secondary care

7. There are four hospital sites in Cambridgeshire and Peterborough and so it is to be expected that we receive significant feedback about secondary care. The stories we hear are complex and highly varied, however there are clear themes about:
 - Long waits for appointments
 - Cancellations and rebooking after cancellations
 - The need for better communications and information

Access to NHS dental care

8. The key project for 2018/19 explored this issue in great depth and recommendations have been made. The Healthwatch team will be following up in the Autumn to find out what has changed as a result of our report.

Urgent and emergency care

9. This part of the health system is very fragmented and people's feedback reflects that. Most of the feedback we receive tells us about difficulties going between services. This feedback is contributing toward the CCG urgent care redesign work.

Community services

10. These services are wide and very varied. However almost half of this number are negative reports of community audiology services as provided by Specsavers.

Mental health services

11. As reported previously to the Board, access to mental health support is being escalated and will be the theme for our AGM in July.

