

# Healthwatch Stockport Patient & Public Experience Report

October - December 2014  
Published: May 2015

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**voice  
counts**

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## Patient & Public Experience Report

<b>Report from:</b>	Patient & Public Experience Team
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<b>Report Date:</b>	May 2015

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### **1. Background**

Healthwatch Stockport is an independent consumer champion created to gather and represent the views of the public. Healthwatch plays a role at both national and local level and makes sure that the views of the public and people who use services are taken into account.

For general details about Healthwatch Stockport, please see appendix i and for more in-depth information about its work please visit [www.healthwatchstockport.co.uk](http://www.healthwatchstockport.co.uk). For more information about Healthwatch England, please visit [www.healthwatch.co.uk](http://www.healthwatch.co.uk).

### **2. Introduction**

Healthwatch Stockport is committed to listening to the experiences of local people using health & social care services.

It is important to Healthwatch Stockport that everyone in our community gets the best out of their local health & social care services.

Healthwatch Stockport will use feedback and evidence to ensure local services achieve the best possible service they can, shaped by local need and experiences.

The Healthwatch Stockport Patient & Public Experience Team was set up to address the large volume of information in the public domain and within service provider reports relating to patient and public experience. It is felt that local people often provide various organisations with their stories, patient journeys and experiences, both positive and not so good, and all too many times although individual complaints are resolved, the service does not change as a result of this feedback. In addition, when lessons are learned from feedback, this learning is not shared amongst other organisations to help improve services. Healthwatch Stockport wants to encourage more people to leave their feedback about services and want local services to be held accountable in acting upon feedback people submit to them.



Healthwatch Stockport does not want to unduly criticise services or organisations, rather it wants to work in partnership to improve and learn from best practice. Therefore, within future reports, we will highlight areas of good practice in addition to identifying areas where improvement is needed.

The Patient & Public Experience Team consists of Healthwatch Stockport members (unpaid volunteers with an interest in health and social care), many of whom have a health and social care background or an interest in helping to improve health and social care services in Stockport.

Over the last 12 months the team have been exploring options of how to best address the way we look at feedback and use it to support services to improve.

Information from reports produced by Stockport Clinical Commissioning Group, Stockport NHS Foundation Trust, Pennine Care NHS Foundation Trust, North West Ambulance Service, Arriva Transport Solutions, Stockport Adult Social Care, Stockport FLAG, NHS Complaints Advocacy Service Stockport and feedback provided by the public directly to Healthwatch Stockport is scrutinised and analysed by Patient & Public Experience Team members who highlight recurring themes and trends in feedback.

**These themes are identified using a theme identification template which are then forwarded to the Healthwatch Stockport Operational Team to enrich the work they are currently carrying out. In addition, this report also includes recommendations for consideration by the Operational Team for inclusion in Healthwatch Stockport Work Programme activity.**

A full list of all reports and data used to create this document is available in appendix v.

In addition to analysing information provided by services providers and organisations within the local community, Healthwatch Stockport also independently gather feedback from the local community via local events, consultations and feedback forms. All feedback received by Healthwatch Stockport is used to identify themes to enrich the quality of the data analysed by the Healthwatch Stockport Patient Experience Team. This feedback will be included in future analysis as will feedback from a range of community and voluntary sectors and Patient Opinion. Stockport FLAG (For Local Advice and Guidance) and NHS Complaints Advocacy Stockport (NHSCAS) also contribute significantly.

The Patient & Public Experience Team meet quarterly, but analyse the documents between meetings so that themes can be discussed at team meetings.



As the main commissioner of services, Stockport Clinical Commissioning Group (SCCG) is invited to the second half of the meeting. This helps to clarify any issues of concern and offer guidance to affect change. Comments made during the meeting by Stockport CCG are included within this report. There are plans to ensure a representative from Stockport Council also attends as they are another main commissioner of health & social care in Stockport.

This report will be produced quarterly by the team. It is a tool to support internal decision making and work programme planning. This report is available publicly and will be published on the Healthwatch Stockport website as well as circulated to key stakeholders (see page # of this report). Key stakeholders are encouraged to use this report to identify and compare themes and issues between their organisations to identify shared areas of experience.

However, the recommendations within this report are not to be taken by stakeholders as Healthwatch Stockport policy, rather as an indication of where areas of activity are being considered. The responsibility of the Patient & Public Experience Team is to analyse data and make recommendations, it does not carry out pieces of work. The recommendations within this report are for consideration by the Healthwatch Stockport Operational Team.

The Healthwatch Stockport Work Programme is overseen and developed by the Operational Team. (Appendix ii)

Healthwatch Stockport recognise that there are still gaps within the information collected to support this report. The way services are commissioned, more and more voluntary services are providing health & social care. For example, although Pennine Care NHS Foundation Trust is a major provider of mental health services in Stockport, mental health services are also commissioned from the voluntary sector and services provided by Adult Social Care, Public Health and more feed into the patient experience of people receiving mental health services. We must ensure services are equitable and accessible across organisations and equality must be embedded within the work Healthwatch Stockport carry out. In addition, information is also provided by The Christie NHS Foundation Trust, but the team have yet to identify a member to analyse the data. We do not currently receive service user information from children's social care providers.

Healthwatch Stockport proposes to explore the concept in having open meetings where members of the public can come and find out more about Healthwatch Stockport and provide more feedback. We will also report back what we have done to respond to people's feedback. There will be an opportunity for providers to have their say on how they have improved services.



### **3. Summary for Quarter 3 – October-December 2014**

Due to reporting structures, timing and sign off of reports from local organisations, the following report is for Quarter 3 (October-December 2014). The report for Quarter 4 (January-March 2015) will be available in May 2015.

The two main areas of concern identified by the Patient & Public Experience Team in the Quarter October-December 2014 were:

- **Quality of Nursing Care at Stepping Hill Hospital**

The highest number of complaints for the hospital was regarding patient treatment.

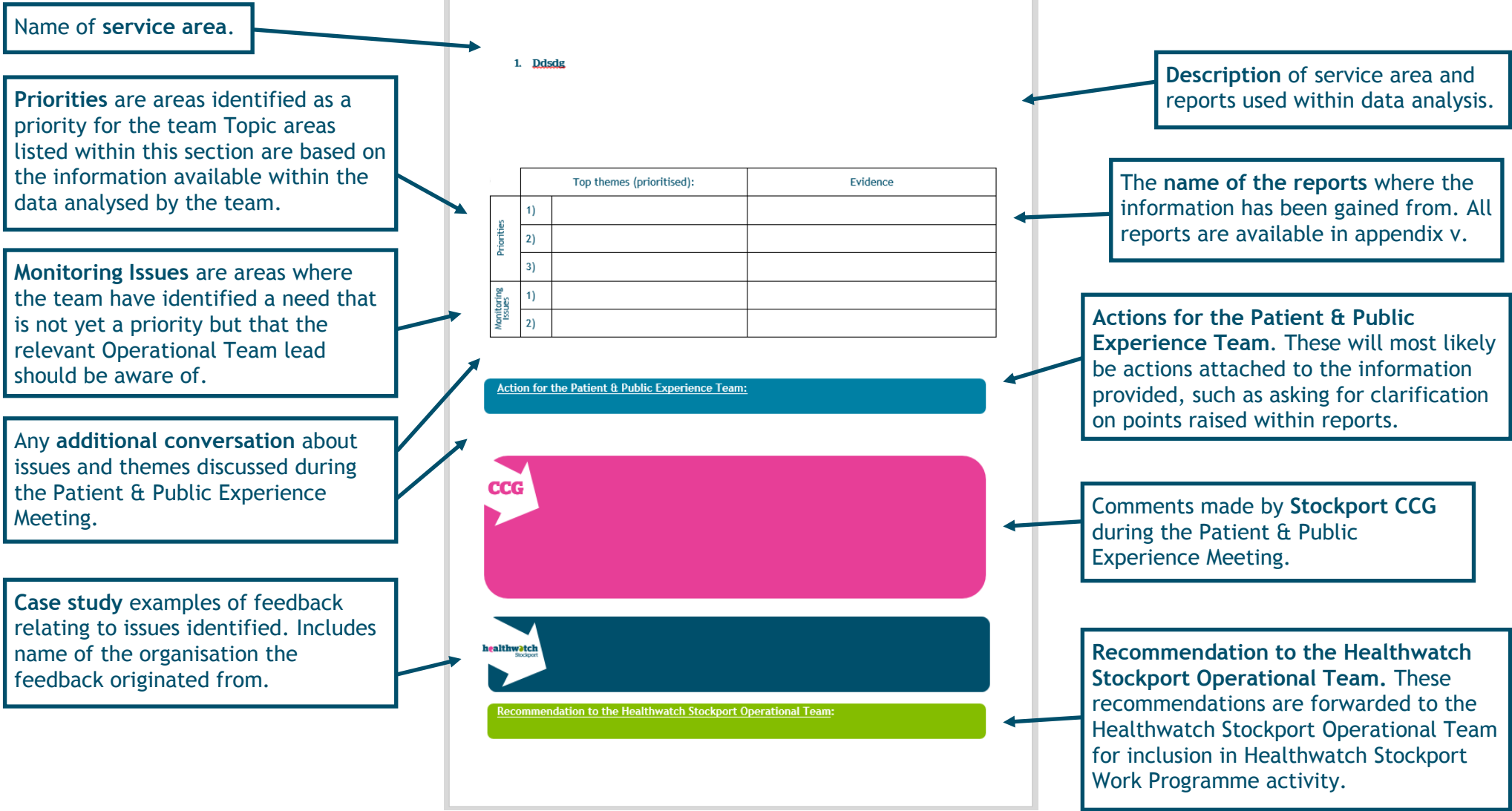
- **Stockport NHS Foundation Trust Failure to meet A&E Waiting Time Targets**

The consistent failure to meet the 4 hour waiting time for A&E is a concern that the Healthwatch Stockport Foundation Trust Subgroup are continuing to monitor, whilst recognising that this is a nationwide problem not contained to the Trust and are sympathetic to the front line staff dealing with this issue



4. Navigating the report – a guide to the following pages.

Each of the following pages follows the same structure:





## 5. Adult Social Care Services (Stockport Council)

Adult Social Care, a department within Stockport Council, aims to help people aged 18 and over to continue to live as independently as possible within the community. Adult Social Care will carry out an assessment of need to gain a better understanding of the range of support needs a person has, and the level of informal support already in place. Where a person has eligible needs for care and support, and where needs cannot be met through the provision of good information and advice and short term support, a person will be provided with an indicative personal budget, a statement which provides an indication of the cost of meeting care and support needs.

Some people will choose to ask the Council to arrange services to meet their needs which might include home care, day care, respite care or residential and nursing care. In other circumstances, people may choose to take their personal budget in the form of a Direct Payment, and can use this creatively to meet their care and support needs such as employing a personal assistant, or identifying community activities that are of interest to the person and help to meet their needs, goals and outcomes.

Whilst the Council provides some social care services, the majority are commissioned through the independent, community and voluntary sector.

The themes within this section of the report are based on Stockport Adult Social Care Report Q3 2014/15. Additional information may also be drawn from Stockport CCG’s Patient Experience Reports October, November and December 2014 dependent on relevance.

	Top themes (prioritised):		Evidence
Priorities	1)	Older People’s Services	Adult Social Care Report Q3 2014/15
	2)	Quality of Care	Adult Social Care Report Q3 2014/15
	3)	Disability Services	Adult Social Care Report Q3 2014/15
Monitoring Issues	1)	Delays to Funding / Fees	Adult Social Care Report Q3 2014/15
	2)	Assessment Procedures	Adult Social Care Report Q3 2014/15

During the Patient & Public Experience Meeting, discussion took place around the monitoring issue of delays to funding. SCCG clarified that regarding Continuing Health Assessments, retrospective funding requests are dealt with by SCCG.





## 6. Mental Health Services

Pennine Care is the major provider of mental health services in Stockport. Pennine Care NHS Foundation Trust provides mental health services within Stockport. Pennine Care NHS Foundation Trust services are located in hospitals and in the community and they work closely with local councils, NHS organisations and the community and voluntary sector.

Services provided by Pennine Care NHS Foundation Trust include: working-age adult inpatient and community services including crisis resolution and home treatment, assertive outreach and early intervention older people's inpatient and community services; community-based drug and alcohol services; community-based child and adolescent mental health services (CAMHS); Psychiatric Intensive Care Units (PICU) and some low secure care intensive rehabilitation services.

Mental health services are also delivered within the community in Stockport, provided by a variety of independent, community and voluntary sector organisations.

The themes within this section of the report are based on Pennine Care Stockport Mental Health complaints Quality Governance Report for QGAC Q3. Additional information may also be drawn from Stockport CCG's Patient Experience Reports October, November and December 2014 dependent on relevance.

This quarter Pennine Care NHS Foundation trust received 12 complaints, compared to 13 within the previous quarter, and all were acknowledged within 3 working days. The Parliamentary and Health Service Ombudsman has one complaint under consideration.

Due to the number of complaints received and responded to, it is difficult to identify any themes.

Complaints received have resulted in a number of actions being taken to improve the service provided by the Trust and a Trust wide review is being carried out to improve how lessons are learned from complaints. The Patient & Public Experience Team were impressed by the approach taken by Pennine Care NHS Foundation Trust to deal with and learn from complaints.

NHS Complaints  
Advocacy Stockport

NHSCAS supported 9 people with complaints against Pennine Care NHS Foundation Trust during the quarter. All complaints are dealt with in a timely manner.



## 7. Stockport NHS Foundation Trust (Hospital Services)

Stockport NHS Foundation Trust provides hospital services for children and adults across Stockport and the High Peak, as well as community health services for Stockport, Tameside and Glossop (see section 8). Within Stockport, Stockport NHS Foundation Trust provide Stepping Hill Hospital the Devonshire Centre for Neuro-rehabilitation and The Meadows palliative care centre.

Hospital services provided by the Trust include Diagnostics & Clinical support, Medicine and Surgical and Critical Care. A full list of services provided by Stockport NHS Foundation Trust is included in appendix iii.

The themes within this section of the report are based on Stockport NHS Foundation Trust Quarterly report Q3. Additional information may also be drawn from Stockport CCG’s Patient Experience Reports October, November and December 2014 dependent on relevance.

	Top themes (prioritised):		Evidence
Priorities	1)	Treatment of Patients	Stockport NHS Foundation Trust Customer Services Report (Q3 2014/2015) Complaints
	2)	Complaints about Staff	Stockport NHS Foundation Trust Customer Services Report (Q3 2014/2015) Complaints
	3)	Communication	Stockport NHS Foundation Trust Customer Services Report (Q3 2014/2015) Complaints
Monitoring	1)	A&E 4 Hours Waiting Time Targets	NHS England Statistics SCCG Patient Experience Report (Oct 2014)
	2)	Nursing Care on Wards	Stockport NHS Foundation Trust Customer Services Report (Q3 2014/2015) Complaints

The Patient & Public Experience Team would like to thank the Trust for forwarding on the quarterly report, allowing for more detailed and timely analysis compared to the previous quarter, where the annual complaints report was analysed. In the previous Healthwatch Stockport Patient & Public Experience Report, the team noted that more clarification over the use of the term ‘communication’ was needed, something that is clearer within this quarterly report.

It was noted that the numbers within the report did not add up.

**Action for the Patient & Public Experience Team:** David Kirk will raise the numbers not adding up within the report at his next Consumer Review meeting at the Trust.

The treatment of patients remains a consistent theme and high priority. The top 5 complaints categories remain consistent with the Annual Complaints Report for 2013/14. The Family and Friends Test responses (as outlined in the CCG Reports) show overwhelmingly that service users would recommend the Trust’s Services, although response stats are low.



**Recommendation to the Healthwatch Stockport Operational Team:** The Healthwatch Stockport Foundation Trust Subgroup to work with the Enter & View Team to look at the quality of nursing care on the wards at Stepping Hill Hospital.

The consistent failure to meet the 4 hour waiting time for A&E is a concern that the Healthwatch Stockport Foundation Trust Subgroup are continuing to monitor, whilst recognising that this is a nationwide problem not contained to the Trust and are sympathetic to the front line staff dealing with this issue.

**Recommendation to the Healthwatch Stockport Operational Team:** The Healthwatch Stockport Foundation Trust Subgroup to continue to monitor the consistent failure to meet the A&E waiting time targets at Stepping Hill Hospital.



Between 22<sup>nd</sup> October and 16<sup>th</sup> December, Stockport FLAG supported clients with various issues relating to hospital services, including support on discharge, issues with appointment bookings and historical retention of organs.

Stockport CCG hold data from the Friends and Family Test at ward level, which can help to feed into any work Healthwatch Stockport carries out on the topic. During the Patient & Public Experience Meeting, it was requested that SCCG to provide more information within their reports on items such as the Quality Assurance Report.



## 8. Stockport NHS Foundation Trust (Community Services)

Stockport NHS Foundation Trust provides hospital services for children and adults across Stockport and the High Peak (see section 7), as well as community health services for Stockport, Tameside and Glossop. Community health services are run across 24 sites in Stockport and 17 sites in Tameside and Glossop.

Community services provided by the Trust include Speech and Language Therapy, Community Physiotherapy, Diabetes and Vascular Service, District Nursing, Health Visiting, School Nurses, Lifestyle services, Long term conditions, Palliative Care, Orthoptics and Optometry, Podiatry, Sexual Health Service and more. A full list of services provided by Stockport NHS Foundation Trust is included in appendix iii.

There was very little information provided within any reports on community services, with information within the *Stockport NHS Foundation Trust Customer Services Report (Q3 2014/2015) Complaints Report* included as data but not expanded upon.

**Action for the Patient & Public Experience Team:** The team are to contact Stockport NHS Foundation Trust to ask for more information regarding Community Services within their *Customer Services Report*.

**CCG**

Stockport CCG reported that the service capacity of the district nurse service is an ongoing issue, however, SCCG are not provided with enough information about the service to discover the cause of the problems. There is a plan in place for staff from SCCG to shadow the District Nurses as a project.



## 9. Arriva Solutions Ltd (Patient Transport)

Transport in Stockport is separated into emergency transport, provided by the North West Ambulance Trust (NWAS) and non-emergency patient transport, provided by Arriva Patient Transport Solutions. The Non-Emergency Patient Transport Service is for patients who need to travel to and from an appointment at a hospital or clinic, are discharged from hospital, or need to transfer between centres, and because of their medical condition, cannot make their own way.

Unfortunately, Healthwatch Stockport were not provided with information from Arriva Patient Transport Solutions, therefore information on the Patient Transport Service is limited. Healthwatch Stockport is working with Arriva Transport Solutions to reach an agreement to receive information for future reports. As an organisation funded with public money, Healthwatch Stockport has a responsibility to monitor the service and the organisation has a responsibility to respond to requests and recommendations from Healthwatch Stockport within 20 working days, as with all publically funded health & social care services. No complaints from Arriva Solutions Ltd have been reported to Stockport CCG, as reported within their Patient Experience Reports (October, November, and December 2014). Stockport CCG reported similar problems receiving information from Arriva Solutions Ltd, receiving no complaints data from the organisation.



Between 15<sup>th</sup> October and 19<sup>th</sup> December, Stockport FLAG supported clients with a number of issues, especially for those who can't access public transport or are having difficulties accessing hospital transport services.

The Stockport CCG Patient Experience Report (Oct 2014) states that Stepping Hill Hospital has agreed for two new patient transport ambulances, a positive step for the service.

During the Healthwatch Stockport Enter & View Visit of Arriva Transport Solutions at Stepping Hill Hospital, it was discovered that due to a lack of faith in the service and breakdown in communication, staff at the hospital had separately contracted St John's Ambulance to support patients in need of patient transport. Alternatively, staff will book taxis to take people home, reasoning that Arriva Transport Solutions will arrive too late.



Stockport CCG reported that there was an issue with the booking centre that has since been resolved which impacted on the service received for patients. The Booking Centre stopped booking transport to follow-up appointments for patients, as it was not within their role description. However, staff within the Outpatients Department at Stepping Hill Hospital were unaware that the booking centres had stopped. Therefore, patients were being sent between each service, with neither taking responsibility. Stepping Hill Hospital have now employed a member of staff to book transport for follow-up appointments on behalf of the patients.



**10. North West Ambulance Service (Emergency Transport)**

Transport in Stockport is separated into emergency transport, provided by the North West Ambulance Trust (NWAS) and non-emergency patient transport, provided by Arriva Patient Transport Solutions. Emergency transport is accessed by calling 999 in an emergency.

The themes within this section of the report are based on NWAS Patient Experience Reporting - (16<sup>th</sup> January 2015 - Quarter 3). Additional information may also be drawn from Stockport CCG’s Patient Experience Reports October, November and December 2014 dependent on relevance.

		Top themes (prioritised):	Evidence
Priorities	1)	Emergency response times	NWAS Patient Experience Reporting - (16JAN-2015 - Qtr 3)
	2)	Patient Satisfaction difference between Paramedic Emergency Services and Urgent Care Desk	NWAS Patient Experience Reporting - (16JAN-2015 - Qtr 3)
	3)		
Monitoring	1)	Patient Experience Events carried out (none in Stockport)	NWAS Patient Experience Reporting - (16JAN-2015 - Qtr 3)
	2)		

The report from NWAS is at a Greater Manchester level, and cannot be broken down to just include Stockport due to the low number of complaints received.

The Patient Experience events seem to be a positive project, although none have yet been carried out in Stockport, with board games and patient stories being used to gather feedback.

During the Patient & Public Experience Team meeting, David Kirk raised that information about NWAS was reported to the Systems Resilience meeting and offered to get a copy for future Patient & Public Experience Team meetings.

**Action for the Patient & Public Experience Team:** David Kirk to ask the Systems Resilience Group to forward on details about NWAS to the Healthwatch Stockport office.



## 11. Common themes across all service providers

The Patient & Public Experience Group felt that for many of the reports provided, evidence of learning could be more explicit. In many instances, local action is taken to deal with the outcome of one specific complaint, but shared learning across the service is often not evidenced. For example, individual staff members may be retrained, but policies or procedures are not altered to avoid the issue happening again.

NHS Complaints  
Advocacy Stockport

NHS Complaints Advocacy are often told by the people they support that the reason they complain is to bring about changes to improve the service.

Currently it also appears that only formal complaints are recorded and fed into the reports provided. The Patient & Public Experience team would like to discuss the benefit of gathering informal complaints, feedback and general comments to help improve the picture of the quality of services with local service providers. They would also like to know how the providers differentiate between a formal and an informal complaint.

**Action for the Patient & Public Experience Team:** The Patient & Public Experience Team agreed to arrange a second meeting for Quality, Complaints and Patient Experience managers where these questions can be posed in addition to giving providers and commissioners the opportunity to meet and discuss shared experience.

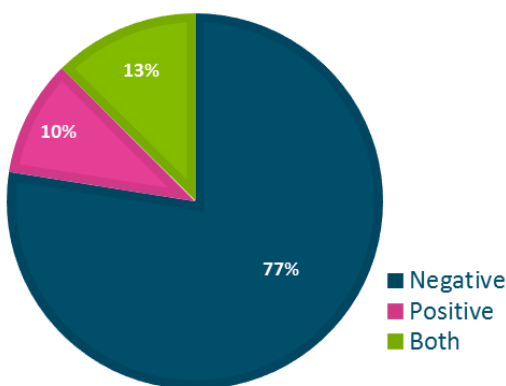
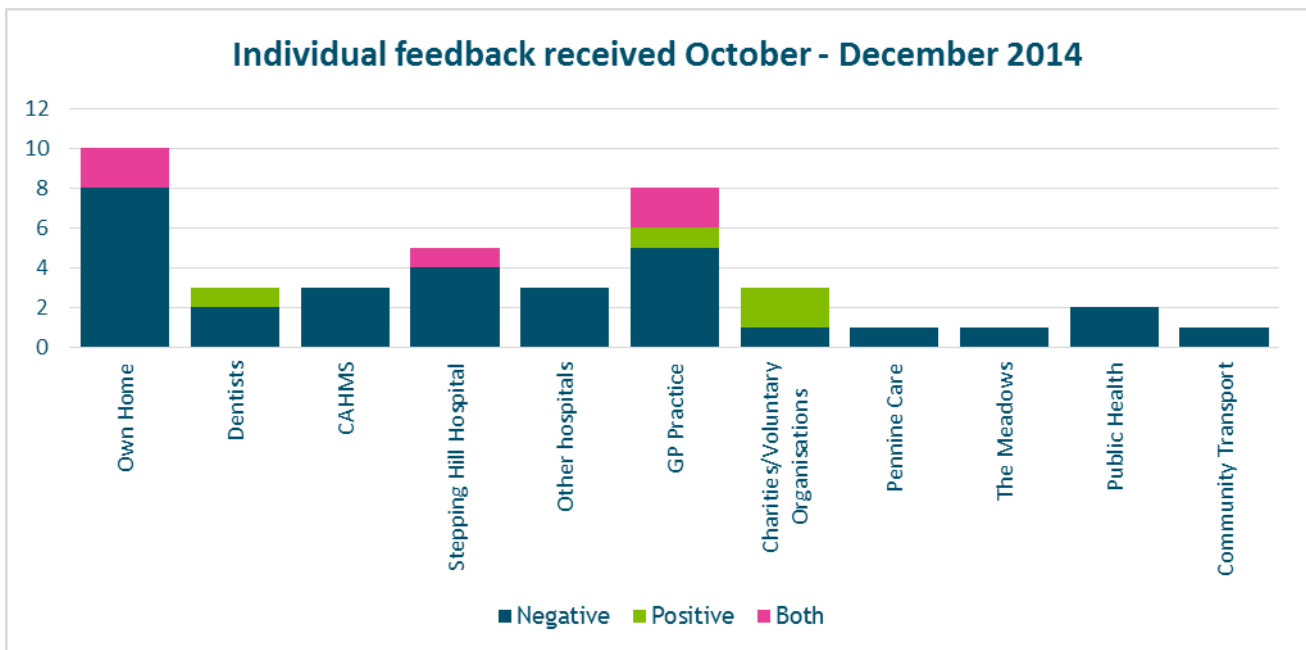


## 12. Analysis of feedback into Healthwatch Stockport

In addition to analysing information provided by services providers and organisations within the Stockport, Healthwatch Stockport also independently gather feedback from the local community via local events, consultations and feedback forms.

All individual feedback provided directly to Healthwatch Stockport is anonymously used by the Healthwatch Stockport Patient & Public Experience Team and associate leads to identify themes to enrich the quality of the data analysed.

The graph below shows the feedback directly submitted to Healthwatch Stockport during the third quarter of 2014/2015.



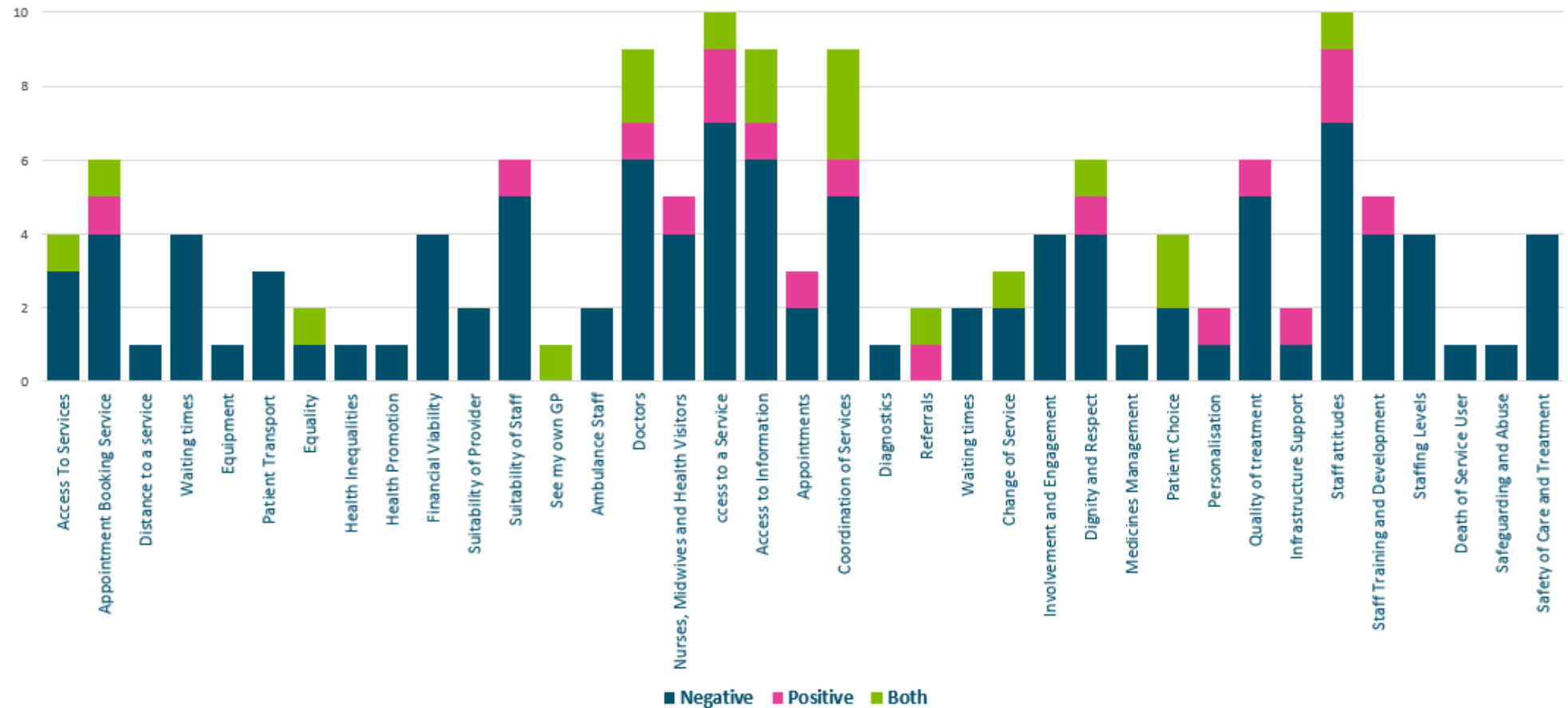
The majority of feedback received was negative (77%), and although this is concerning, some reasons behind this could be that people may be more likely to be proactive about feeding back when something went wrong. In addition, we have found that praise tends to be given informally to the service itself or shared amongst friends and relations, rather than fed back via an independent body. However, within our community engagement, we do encourage people to feedback their experiences, whether, positive, negative or a mixture of both.





The following is a breakdown of the topics of all feedback received by Healthwatch Stockport during the third quarter of 2014/2015. Please note that many pieces of feedback covered a variety of topics and therefore the themes recorded will outnumber the amount of feedback collected.

## Breakdown by theme of individual feedback collected by Healthwatch Stockport

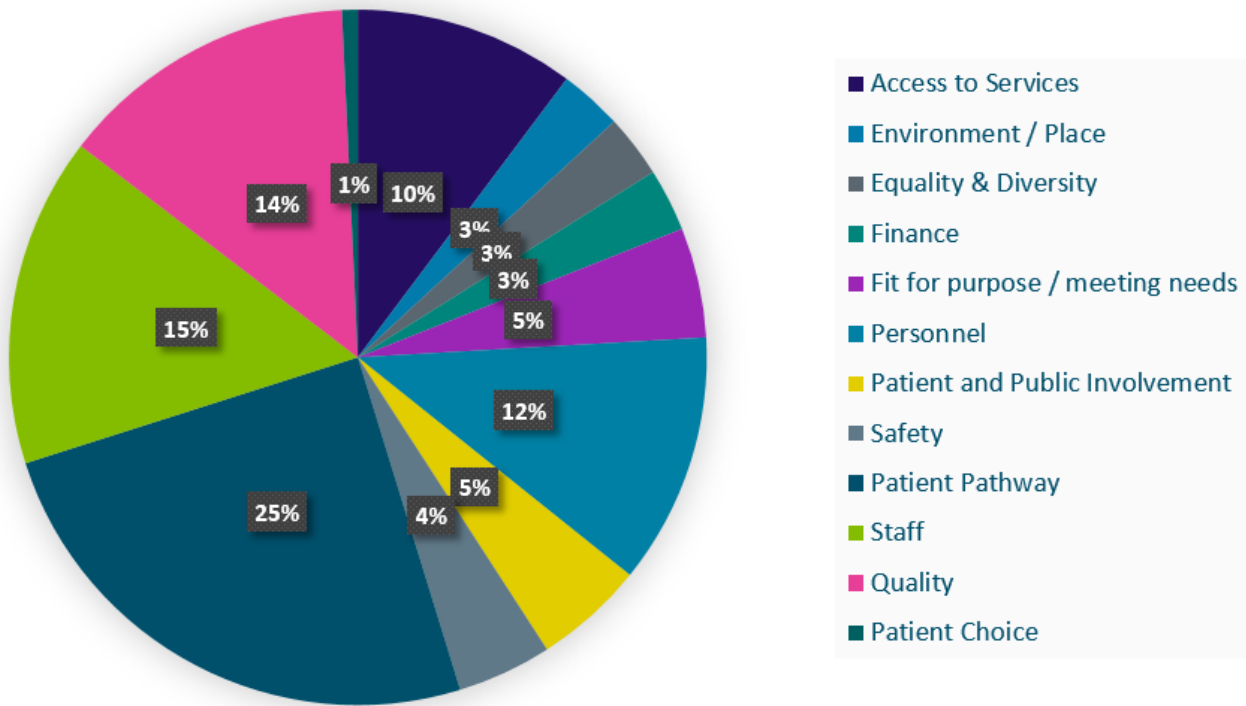




The topics above can be themed into 14 different areas relating to health & social care services in Stockport; Access to Services, Environment / Place, Equality & Diversity, Finance, Fit for Purpose / Meeting Needs, Personnel, Patient & Public Involvement, Patient Choice, Patient Pathway, Quality, Safety, Service Monitoring, Staff and Surroundings (a full list of the monitored issues is available in appendix iv).

The following chart shows the spread of individual feedback received by Healthwatch Stockport by theme:

## Individual feedback received October - December 2014



No feedback relating to service monitoring or surroundings were received this quarter.

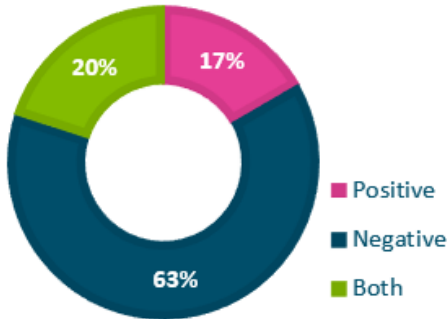
The highest occurring themes from feedback received by Healthwatch Stockport during the third quarter of 2014/2015 were:

- Patient Pathway
- Staff
- Quality

Over the next three pages, the issues within these themes are looked at in more detail:

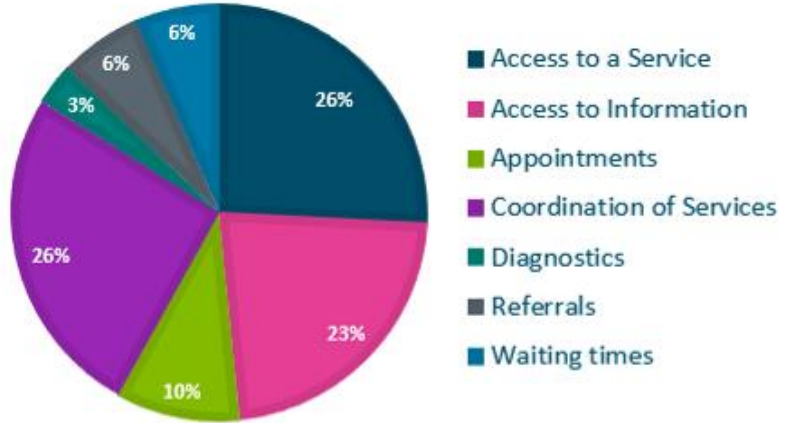


## Patient Pathway (25% of Healthwatch Stockport feedback)



The highest occurring theme from the feedback gathered by Healthwatch Stockport was the Patient Pathway, with 25% of the feedback referencing the pathway.

Of this feedback, 63% was negative, 17% positive and 20% included both positive and negative points.



The highest occurring issues within the theme of Patient Pathway are **access to services** and **co-ordination of services** (both 26%) followed by **access to information** (23%).

**Appointments** also occurred several times within the feedback (10%).

Speaking to parents at Parents in Partnership Stockport (PIPs) Information day in October, we received feedback around access to Children’s Social Care Services. The general feeling amongst some parents was that families had to reach a crisis point before receiving help.

- It is difficult to get [social care services] to respond unless it is a red alert.
- Families were being left to get to crisis point and the early intervention that has worked in previous years has become a crisis intervention service. Referral of child protection cases [are] taking priority.

Feedback received during the PIPs Information Day around Children & Adolescent Mental Health Services (CAMHS) was mixed, with many praising the service itself...

- CAMHS is brilliant rang on Monday and my daughter was seen on Monday afternoon as an emergency.
- CAMHS have been very good with my son.

...but criticisms on access to the service to begin with and the fear of leaving the service when young people become adults.



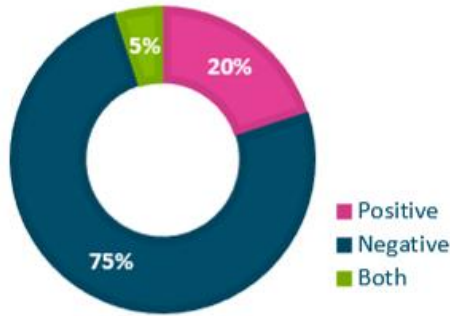
- [Child had to wait] 8 months and has only just got a CAMHS support. The people giving support are great, but it is about getting the support in the first place.
- CAMHS are under a lot of pressure not enough to go round.
- CAMHS don't listen to parents and carers.
- Massive gap at 16 years old with CAMHS - drop off a cliff edge.
- Concerned about transition and services for people 16-18. My daughter does not want to move into adult services at 16.

Feedback received in the quarter October-December in regard to referrals and appointments was mixed, with some members of the public praising short referral times and others being more critical.

- My [Marple Medical Practice] GP is brilliant - enabling and empowering. Referred me to Cognitive behavioural therapy (CBT). [It is] a good service [and] only 2 week waiting list.
- I have had three hospital appointments in the last month for different problems, two at Stepping Hill and one at Wythenshawe, all three have been cancelled until further clinics can be arranged.



## Staff (15% of Healthwatch Stockport feedback)



The second highest occurring theme from the feedback gathered by Healthwatch Stockport was Staff, with 15% of the feedback referencing the pathway.

Of this feedback, 75% was negative, 20% positive and 5% included both positive and negative points.



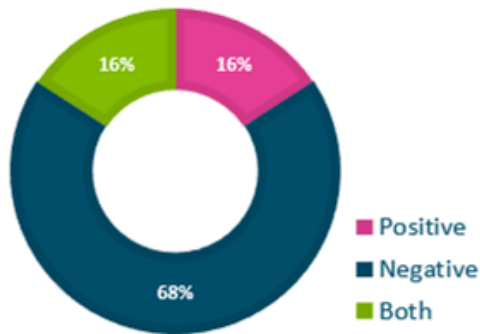
The highest occurring issues within the theme of Staff are **staff attitude** (50%) followed by **staff training and development** (25%) and **staffing levels** (19%)

Feedback during October-December 2015 relating to staff attitudes was mixed, with the public sharing both positive and negative experiences of care from staff.

- My son is not treated with respect due to his condition at the doctor/dentist. They don't read his notes to know how to put him at ease. He gets dismissed by everybody.
- [Stepping Hill Hospital] nurse had been working all night - referred me back to GP for blood tests as she said "I've had enough". Service is usually good though so was quite disappointed.
- Nurse at doctors' practices was vicious towards me [when I asked a question] and brought in a doctor. I felt I was being ganged up on.
- Want to sing the praises of the Autism Spectrum Dental Team. Their help and support has been brilliant. Dentist went well and referred quickly... fantastic at how good they were with my son and put him at ease.
- Dentists at Cheadle Hulme have a good understanding of autism. Dentist has a much more friendly and relaxed approach. Opticians in Cheadle village is amazing with autistic children.
- My [Woodley Health Centre] appointment was for the nurse, but the doctor came in anyway. Couldn't have been better, first class and very professional, good listening, good eye contact. Exceptionally good.

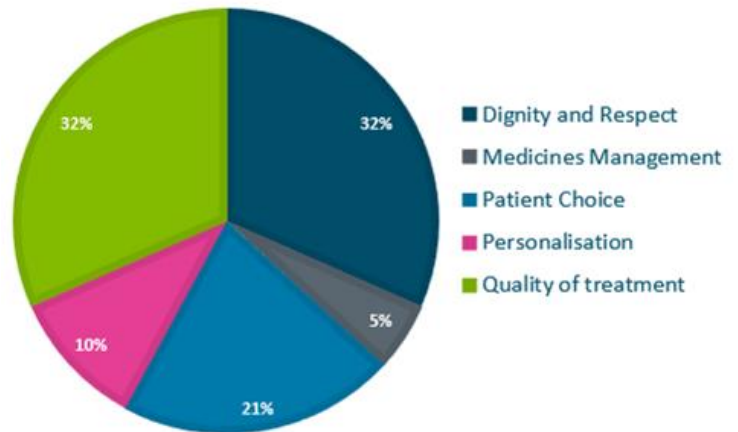


## Quality (14% of Healthwatch Stockport feedback)



The third highest occurring theme from the feedback gathered by Healthwatch Stockport was Quality, with 14% of the feedback referencing the pathway.

Of this feedback, 68% was negative, 16% positive and 16% included both positive and negative points.



The highest occurring issues within the theme of Quality are **dignity & respect** and **quality of treatment** (both 32%) followed by **patient choice** (21%).

The majority of the feedback under **dignity and respect** and **quality of treatment** were regarding co-ordination of services and staffing, and therefore quotes from the public relating to these areas can be read above.



### 13. Distribution

This report will be distributed to the following:

- Quality and Commissioning, Stockport Clinical Commissioning Group
- Customer Services, Stockport Clinical Commissioning Group
- Risk and Customer Services, Stockport NHS Foundation Trust
- Complaints Department, Pennine Care NHS Foundation Trust,
- Arriva Transport Solutions
- North West Ambulance Service NHS Trust
- Quality Team, Stockport Adult Social Care
- Stockport For Local Advice & Guidance (FLAG)
- NHS Complaints Advocacy Service Stockport
- Healthwatch England
- Care Quality Commission (CQC)
- Voluntary Sector Chief Officer Group (COG)
- Healthwatch Stockport website [www.healthwatchstockport.co.uk](http://www.healthwatchstockport.co.uk)

If you are reading this document and you or your organisation (particularly third sector organisations) have feedback to share on any health or social care service that will help with the work of Healthwatch Stockport, you can get in touch with us by calling on **0161 974 0753**, email us on [info@healthwatchstockport.co.uk](mailto:info@healthwatchstockport.co.uk), text us on **07765 568 345**, tweet us at **@HWStockport**, comment on our facebook wall or write to us at **Healthwatch Stockport, Copyrite House, 1 Levens Rd, Hazel Grove, Stockport, SK7 5DL.**



### Appendix i - About Healthwatch Stockport

Healthwatch is an independent consumer champion created to gather and represent the views of the public. Healthwatch will play a role at both national and local level and will make sure that the views of the public and people who use services are taken into account.

Healthwatch Stockport is a membership organisation run by volunteers with an interest in health & social care.

They are supported by a team of staff to offer help to members carrying out activity on behalf of the organisation. Healthwatch Stockport is part of a network of other local Healthwatch organisations and is supported by Healthwatch England, a national body.

**Healthwatch Stockport has been given powers in legislation to help them carry out their role.**

**These include being able to:**

- Enter & View places where publicly funded health and social care takes place;
- Promote and support local people to be involved in monitoring, commissioning and provision of local care services;
- Obtain local people's views about their needs for and experience of local care services;
- Tell agencies involved in the commissioning, provision and scrutiny of care services about these views;
- Produce reports and make recommendations about how local health and care services could or should be improved;
- Have a seat on the local authority statutory Health & Wellbeing Board where they are an important contributor to the local work on reducing health inequalities;
- Help Healthwatch England carry out its role as national champion by telling it about the views and experiences of local people;
- Work with Stockport FLAG, who provide the information and advice function to signpost people to appropriate services.





## Appendix ii - About the Healthwatch Stockport Operational Team

The Healthwatch Stockport Operational Team, in the main, is made up of members who are appointed by the Core Group as leads within the Healthwatch Stockport Work Programme Areas.

Members on the Healthwatch Stockport Operational Team include, but are not limited to:

- Stockport Health & Wellbeing Board Lead
- Stockport NHS Foundation Trust Lead
- Stockport Adult Social Care Lead
- Children's Health & Social Care Lead
- Mental Health Lead
- Any member leading on a Healthwatch Stockport Task & Finish Group (as appropriate)
- Stockport Clinical Commissioning Group Lead
- Stockport Public Health Lead
- Equality & Diversity Lead
- Discharge Subgroup Lead
- Enter & View Team Lead

The role of the Operational Team is to:

- **Oversee the Healthwatch Stockport Work Programme**

Each lead representative is responsible for identifying areas of priority, monitoring and scrutinising their Work Programme Area with the support of their subgroup. They are also responsible for ensuring there is capacity to undertake activity agreed.

- **Agenda planning**

It is the responsibility of the Operational Team to ensure all relevant information is available to the Healthwatch Core Group including decisions taken by the Healthwatch Stockport Operational Team and how these decisions were made.

- **Review member reports**

It is the responsibility of the Operational Team to ensure that all work programme leads are aware of the Healthwatch Stockport reporting structures and remind work programme leads of dates when reports are due.

- **Consider all requests made to Healthwatch Stockport**

It is the responsibility of the Operational Team to review all requests made to Healthwatch Stockport and consider them for approval using a decision making protocol. If approved the Healthwatch Stockport Operational Team will delegate the request to the appropriate Work Programme Area Lead

- **Agree financial resources for work programme activities**

Healthwatch Stockport has an overall Activity Budget for use by work programme leads to fulfil the objectives set out in their work programmes. All requests for financial support from work programme leads shall be approved by the Board of Directors and final decisions will be based on reports and recommendations made by work programme leads which includes valid reasons for the use of resources.



**Appendix iii - Services provided by Stockport NHS Foundation Trust**

<b>Child and Family</b>	<b>Diagnostics and Clinical Support</b>	<b>Medicine</b>
Obstetrics Gynaecology Paediatrics Children Therapy Teams Integrated Children's Services (Joint with Local Authority) <ul style="list-style-type: none"> <li>• Health Visiting</li> </ul> School Nursing	Clinical Support Pharmacy Adult Therapies <ul style="list-style-type: none"> <li>• Primary Care Physiotherapy</li> </ul> Cancer services <ul style="list-style-type: none"> <li>• Chemotherapy</li> </ul> Quality control North West <ul style="list-style-type: none"> <li>• Production unit</li> </ul> Outpatients <ul style="list-style-type: none"> <li>• Bookings and Health records</li> </ul> Diagnostics <ul style="list-style-type: none"> <li>• Radiology</li> <li>• Laboratory Medicine               <ul style="list-style-type: none"> <li>○ Haematology</li> </ul> </li> </ul> Endoscopy	Accident & Emergency General Medicine Medicine for Older People Community Medicine Genito-Urinary Medicine Haematology Neurology ME/CFS Diabetes COPD and Heart Failure Palliative Care District Nursing Rehab at home
<b>Surgical and Critical Care</b>	<b>Community Health Care</b>	
Anaesthetics General Surgery Trauma & Orthopaedics Urology Ear, Nose and Throat Ophthalmology Maxillofacial Breast Surgery Orthotics Podiatry	Acute and Community Adult and Paediatric Nutrition Adult SALT CARA Community and MSK Physio Community Neuro Rehab Team Continence Diabetes District Nursing Early Attachment Health Visiting Integrated Transfer Team Macmillan and Palliative Care	Orthotics Podiatry Shire Hill Intermediate Care Wheelchairs IRIS Podiatry Language Interpretation Service Learning Disabilities Lifestyles Sexual Health Long Term Conditions



**Appendix ii – List of Healthwatch Stockport Monitored issues.**

**Access to Services**

Access for people with a disability  
Appointment booking service  
Distance to a service  
Opening hours  
Same day Appointment  
Waiting times

**Environment / Place**

Building and Facilities  
Car Parking  
Equipment  
Housing  
Patient Transport

**Equality and Diversity**

Equality  
Health Inequalities  
Health Promotion  
Interpretation Services

**Finance**

Financial Viability  
Prescriptions  
Transparency of Fees

**Fit for purpose / meeting needs**

Suitability of Provider  
Suitability of Registered Manager  
Suitability of Staff

**Patient and Public Involvement**

Change of Service  
Involvement and Engagement

**Patient Choice**

Choice of service provider  
See my own GP

**Patient Pathway**

Access to a Service  
Access to Information  
Admissions  
Appointments  
Coordination of Services  
Diagnostics  
Discharges  
Referrals  
Waiting times

**Personnel**

Ambulance Staff  
Doctors  
Nurses, Midwives and Health Visitors  
Scientific, Therapeutic and Technical Staff

**Quality**

Cleanliness and Infection Control  
Confidentiality/privacy  
Consent  
Dignity and Respect  
Food and Hydration  
Medicines Management  
Patient Choice  
Personalisation  
Quality of treatment  
Records Management

**Safety**

Death of Service User  
Inappropriate Restraint  
Safeguarding and Abuse  
Safety of Care and Treatment

**Service Monitoring**

Complaints Management  
Incident Reporting  
Quality and Risk Monitoring

**Staff**

Absence of Registered Manager  
Infrastructure Support  
Staff attitudes  
Staff Training and Development  
Staffing Levels  
Support to Clinical Staff

**Surroundings**

Cleanliness of environment  
Cleanliness of staff  
Suitability of environment



## **Appendix v - References**

[Stockport Adult Social Care Q3 Complaints Stats](#)

[Stockport CCG Patient Experience Report - October 2014](#)

[Stockport CCG Patient Experience Report - November 2014](#)

[Stockport CCG Patient Experience Report - December 2014](#)

[Stockport NHS Foundation Trust Quarterly Report \(Q3\)](#)

[NWAS Patient Experience Reporting, 16<sup>th</sup> January 2014](#)

[Pennine Care Stockport Mental Health Complaints Quality Governance Report for QGAC \(Q3\)](#)

Feedback received from the Healthwatch Stockport Database

Feedback from Stockport For Local Advice & Guidance (FLAG)

Feedback from NHS Complaints Advocacy Stockport (NHSCAS)