

your Views



Healthwatch Devon is the independent health and social care champion. We listen to what people like about services and what could be improved and help them to find the information they need. We are building a network of partnerships to reach out into the communities to get a broader range of views and escalate concerns. We encourage services to make positive changes and to involve people in decisions that affect them.

This is what we heard between 1 Jul to 30 Sep 19.



96 people used our feedback form to have their say on local health and care services

61% of all comments were **negative**

20% of all comments were **positive**

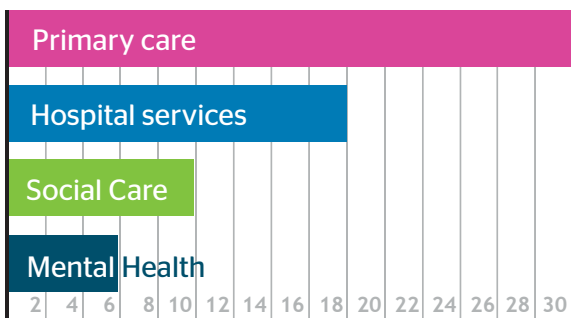
2% of all comments were **mixed**

16 cases were referred to another organisation for advice.



4 comments raised a safeguarding concern

Top 4 services people are commenting on



NB. A person's experience is often a 'journey' through the health and social care system and can therefore relate to more than one service and service provider

42 different services

were commented on from medical centres, to hospital wards as well as mental health services.



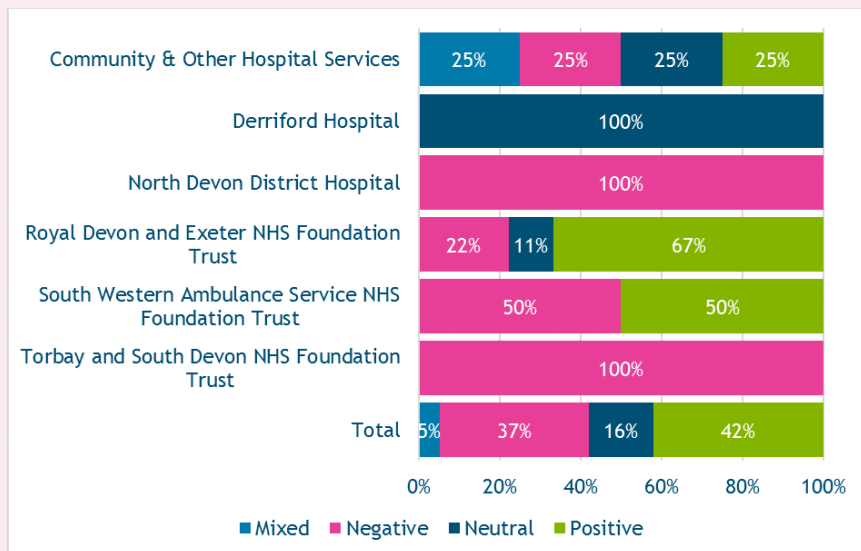
How did your comments relate to our consumer principles?

<p>Being listened to</p> <p>18 comments</p>	<p>A safe, dignified and quality service</p> <p>44 comments</p>	<p>Access</p> <p>16 comments</p>	<p>Being involved</p> <p>18 comments</p>	<p>Essential Services</p> <p>31 comments</p>	<p>Information and Education</p> <p>13 comments</p>	<p>Choice</p> <p>7 comments</p>	<p>A healthy environment</p> <p>4 comments</p>
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**based on unprompted feedback from Devon's residents*

20% of all comments received were about **Hospital Services**

The following are the **hospital services** you have been telling us about:



Top themes people are commenting on

- 1 Quality of treatment
- 2 Staffing levels
- 3 Service coordination
- 4 Dignity

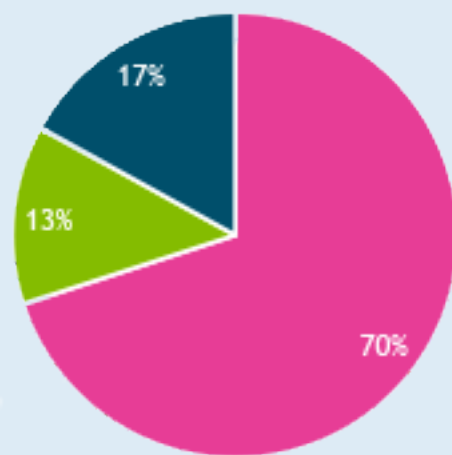
You told us

A woman was admitted to the RD&E on 28 August 2018 after dialling 111. She told us that the ambulance crew were very reassuring and that she was given the best medical and other care in the two and a half weeks she spent in hospital

31% of all comments received were about **Primary Care**

You told us

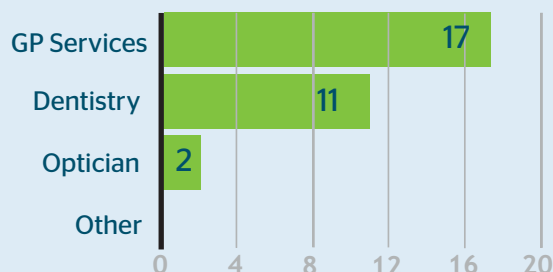
An individual complimented the optician at Specsavers in Exeter who discovered that she has a freckle on the retina and referred her the Eye Clinic for extra tests to double-check that it wasn't anything else.



Top 5 themes people are commenting on

- 1 Quality of treatment
- 2 Access to dentistry
- 3 Staff attitudes
- 4 Service coordination
- 5 Access to GPs

The following are the **primary care services** you have been telling us about:



10% of all comments received were about Social care

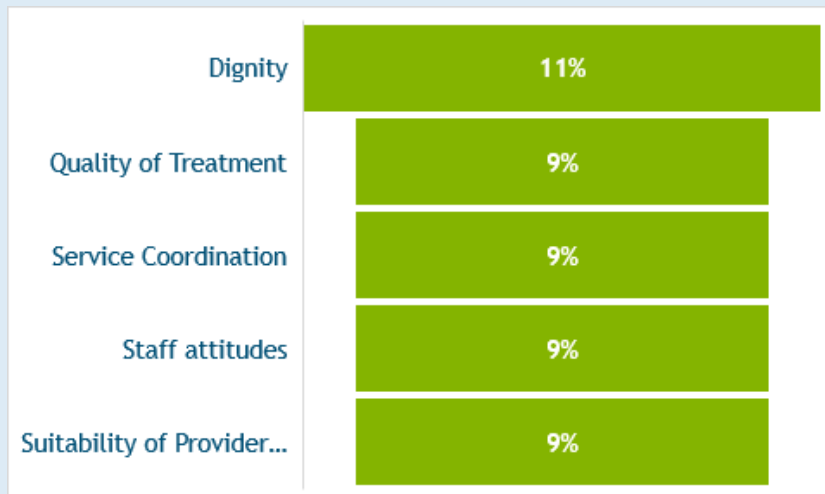
You told us

This client has been living in her care home for two years and says she feels well supported and looked after. "the staff are accommodating and friendly, I have made lots of friends and my days are spent playing with them, reading and when the weather is nice going outside in the garden."



Top themes people are commenting on

46 comments were made about social care and the top 4 accounted for 46% of these and they are:



6% of all comments received were about Mental Health

You told us

A client suffering with severe mental health and eating disorder issues emailed requesting advice on how to move forward with her mental health.

This woman had previously been receiving mental health advice and support from DAS in Newton Abbot, however client did not agree with their advice.

She has a family support network and has an upcoming appointment for a mental health assessment in Torbay Hospital on 18 June 2019.

Top themes people are commenting on

- 1 Access to services
- 2 Waiting times
- 3 Access to hospital services

Of the feedback received 83% were

negative



Find out about our work and share your views on local health and care services

Write to us: Healthwatch Devon, FREEPOST RUAJ-UBUA-SXSX, Basepoint Business Centre, Yeoford Way, EXETER, EX2 8LBt: 0800 520 0640 e:info@healthwatchdevon.co.uk w: healthwatchdevon.co.uk Charity no: 1155202

Healthwatch

Champions

Our Healthwatch Champions are provided by our delivery partner Citizens Advice. They provide advice and support about health and social care services and deal with specialist queries and case referrals.

As well as face to face support they provide an advice line service. During the quarter there were 513 enquiries through the advice line and these were the top themes of the enquiries dealt with by our Champions in each of the regions.

We've heard from
**citizens
advice**
513 people

Advice line enquiries



CAN I HELP?

**Speak to a Healthwatch Champion
0800 520 0640**