

Pants and Tops

Feedback from 22nd October

Pants and tops

A washing line was extended at the rear of the room to allow delegates to hang “pants” and “tops”. The cut out pants and tops were used to document good things about local health services (tops) and things that needed improvement (pants). This proved to be popular and some examples of comments follow below.

Tops.

“NHS is free at point of use, Patient involvement in CCG, patient participation groups”

“Voluntary sector investment fund – HMR CCG should be congratulated on their significant investment in the voluntary and social sector. Hopefully good work of local groups will become great work and have a really positive effect on mental wellbeing.”

“Quick and easy access to GPs, fast referrals and effective outside agencies”

Pants

“Waiting time for results (even if there is no immediate diagnosis) Improve communication for specialists to patients.”

“Lack of standardisation, some GPs more knowledgeable than others, should get the same quality response whichever GP practice you access.”

“Getting through to a GP to make an appointment – huge variations between practices,

Tops

Free at point of use

Minor eye conditis? Social investment fund, referral times have generally come down.

Notice Boards

Ashworth Street offers their patients a card to visit the pharmacy instead of their GP. Card has personal details and medical conditions

NHS is free at point of use, Patient involvement in CCG, patient participation groups,

Quick and easy access to GPs, fast referrals and effective outside agencies

Social enterprise, the Lighthouse project

Good – no meeting a waste of time

Young GPs enthusiasm

Target times for referrals

Committed staff

Free at point of delivery, expertise, skills, dedication.

The ambition to do things differently and improve. (Need to avoid seeing targets as be all and end all)

Getting services local, e.g. mobile cancer unit. Breast screening is done locally at Nye Bevin

Breast screening needs to be local, can't get to Nye Bevin. Last 3 years 6,032 women invited, 3823 take up offer, why?

Website, open meetings

Community centres dealing with lots of issues – invite e.g. health trainers to talk to people on one to one basis. There are positives – give them time to understand what they are.

More information and meetings like today. A mixture of representatives sharing, everyone has the same goal.

Demesne – commissioning local community group work

Voluntary sector investment fund – HMR CCG should be congratulated on their significant investment in the voluntary and social sector. Hopefully good work of local groups will become great work and have a really positive effect on mental wellbeing.

Things seem to be moving in the right direction

Good, transfer of care, COPD, reduced waiting times (particularly around cancer), Bereavement counselling, Social Investment fund, Minor surgery, GP appointments – telapp.

More community health events locally

Pants

Cutting funding in all services which leaves services in a dangerous position with our clients we support who might only have that service involved in their care.

Can't understand the doctor

Transport, acronyms, access, duplication, communication, information for patient

Transport, better information @ specialism in the borough, Access to mental health, targeting those who have been screened (Breast) Dementia. GP awareness of Dementia in BME communities, better signage in hospitals

JARGON

Getting through to a GP to make an appointment – huge variations between practices, “same day appointments”, receptionists creating barrier, needs a better system.

Duplication of services, dilution.

No use of private companies to deliver services. Keep the profit in the NHS.

GPs need to care about carers, Carers need to be flagged on the system as carers and need urgent appointments because they are looking after someone and need to be well.

Waiting time for results (even if there is no immediate diagnosis) Improve communication for specialists to patients.

Dentist and dental service are improving but still have a long way to go in Rochdale area.

Age, travel, distance. Lack of standardisation, some GPs more knowledgeable than others, should get the same quality response whichever GP practice you access.

Lack of privacy

Follow up care, GP access, transport, education, improved communication. GP attitude.
Funding

Lack of joined up services

Access to GP appointments, make use of already available technology

Workloads, burnout

Lack of stability

Business plan to decision is a long process

Self-management need to educate people and support them

Waiting time for services, e.g. physio, GP appointment. Rude reception staff at GP practices

Better access to transport, i.e. bus stops

As a member of the public I have so far been unaware of the work and function of the CCG – I have been unaware of the excellent work that is being done on my behalf as a patient and resident of Rochdale

GP opening hours, access to services

Dentist upstairs

Patient confusion regarding access to services available, transport, infection rates in acute trusts, access to appointments with GPs.

Cut managers and admin and divert the money saved into front line services. Have a salary cap of £60,000

Stall on 25th and 26th October

Tops

Participatory arts and health projects

Daughter had Epilepsy surgery at Hope Hospital, left temporal lobe removed now completely cured.

We, or my husband, I should say received excellent care from Christies and excellent follow up care too. Well done!

I have had good care and support since being diagnosed with type 2 Diabetes.

Access to a GP, free of charge (not the case in my country of origin: France)

In an emergency: good and efficient service, e.g. Asthma attack in child under 2 and adult's broken knee

Constant friendliness and dedication of staff

Nye Bevin good

Having the NHS is good

Good and caring treatment at the Diabetes and Endocrinology dept. (Oldham)

Free at point of service

It's is local, nearby.

The information and engagement

I am 78 years old and I have found it very satisfactory

My father took ill on Christmas Day and the care and treatment he received was excellent at Rochdale Infirmary. I have a pacemaker and have always had good care.

Health is main point for happy life.

Arts and health work.

Pants

Difficulty in finding convenient appointments with doctors / nurses for working people, even for routine check-ups. (after 5pm, Sat am?)

Difficulty finding NHS Dentist

My nephew slipped by the wayside with his severe depression, he is getting help, but it took a long time for him to get noticed.

Dental Care

Shortage of nurses and other key staff.

Generally alleged frightening and unequal treatment of elderly people

All the cuts, hospital; beds reducing

Shortage of nurses on wards

Shortage of hands on nurses

Dirty wards through lack of staff being told what to do

The outlying hospitals are not for the no car person

Takes too long to get a doctors appointment, doctors good when you get to them, same at hospitals.

Rochdale A & E closure

Too much political meddling

All the charges

Dreadful appointment system at local surgery – Argyle Street Practice Darnhill.

That you have to change doctors when you move

My daughter is 18 months old had had an operation at Manchester, the experience wasn't very good.

Hospitals need to be cleaner, bring back the Matrons

Measuring success

Governance (measurable and answerable) / governance and accountability / National benchmarking not just North West – like for like / measuring

Integrated care

Join up between primary and secondary care / Link closely with other organisations that deal with similar issues – 3rd sector, schools, housing, local authorities, and health workers. / Integrated access to all services available / Joint Services – integrated services

Communication

Communication of where you are within the system – information of time processes / Build community integration and communication skills / Simplicity of communication / Communication – clear

Respect and dignity

I am a human being / Respect; caring, dignity/ Reception staff – dignity, respect, triage / Empathy – respect the expert in me / Dignity and respect