

# NHS Heywood, Middleton and Rochdale CCG

## Patient Services

### Analysis of patient demographic data collated from contacts received

1 October 2015 – 30 September 2016

- 1.1 Between 1 October 2015 and 30 September 2016, 395 patient contacts were received by NHS Heywood, Middleton and Rochdale CCG. These contacts included:
- Informal patient enquiries (PALS) – 297



- Complaints – 67
- MP letters – 23
- Compliments – 3
- Claim – 5

1.2 Of the 395 contacts received, a total of 520 issues or concerns were raised by patients (1 enquiry or complaint may raise more than 1 issue and may be about more than 1 service/organisation).

1.3 The following table provides a breakdown of the 520 issues received by responsible organisation:

	Number of issues	% of total issues received
Pennine Acute Hospitals NHS Trust	136	26%
NHS England	124	24%
NHS Heywood, Middleton and Rochdale CCG	122	23%
Pennine Care NHS Foundation Trust	63	12%
Central Manchester University Hospitals NHS Foundation Trust	12	2%
Beacon Medical Services	6	1%
Care UK	6	1%
NHS 111	5	1%
Rochdale Metropolitan Borough Council	5	1%
Salford Royal NHS Foundation Trust	5	1%
North West Ambulance Service NHS Trust	4	1%
Oaklands Hospital	4	1%
University Hospital of South Manchester NHS Foundation Trust	3	1%
NHS Business Services Authority	3	1%
BARDOC	3	1%
Mediscan Services Limited	3	1%
Arriva	3	1%
Wrightington, Wigan and Leigh NHS Trust	2	<1%
BMI The Highfield Hospital	2	<1%
Durnford Dermatology	1	<1%
Alliance Medical	1	<1%
Countess of Chester NHS Foundation Trust	1	<1%
Bradford Teaching Hospitals NHS Foundation Trust	1	<1%
NHS Property Services	1	<1%
Tameside Hospital NHS Foundation Trust	1	<1%
Royal Bolton Hospital NHS Foundation Trust	1	<1%
The Christie NHS Foundation Trust	1	<1%
Scan Assure Medical Ultrasound Ltd	1	<1%
<b>Total</b>	<b>520</b>	<b>100%</b>

1.4 When acknowledging receipt of patient contacts, the individual contacting NHS Heywood, Middleton and Rochdale CCG is asked to provide their demographic information. A full explanation is given as to the reasons for collecting this data and patients are assured that any information they give will be treated in strictest confidence and not divulged to anyone involved in considering their concerns.

1.5 Patients are also assured that should they choose not to provide their demographic details, this will not prejudice the outcome to the issues or concerns they have raised. Of the 520 issues raised by patients to NHS Heywood, Middleton and Rochdale CCG CCG between 1 October 2015 and 30 September 2016, 18% of patients agreed to provide some or all of their demographic details. 82% of patients chose not to disclose this information.

1.6 A breakdown of the demographic data collated from all patient issues and concerns received by NHS Heywood, Middleton and Rochdale CCG between 1 October 2015 and 30 September 2016 is given below.

1.7 Ethnicity:

Patient ethnicity	Female	Male	Chosen not to disclose	Not stated	Total
Asian or Asian British: Pakistani			1		1
Chosen not to disclose	3				3
White: British	12	18	1		31
White: Irish	1				1
Not stated	29	31		424	484
<b>Total</b>	<b>45</b>	<b>49</b>	<b>2</b>	<b>424</b>	<b>520</b>

1.8 Patient disabilities:

Patients with a disability	Female	Male	Chosen not to disclose	Not stated	Total
No	8	7	1		16
Yes	8	10			18
Chosen not to disclose	4	1			5
Not stated	25	31	1	424	481
<b>Total</b>	<b>45</b>	<b>49</b>	<b>2</b>	<b>424</b>	<b>520</b>

1.9 Sexual orientation:

Sexual orientation	Female	Male	Chosen not to disclose	Not stated	Total
Bisexual		3			3
Heterosexual	8	12	1		21
Chosen not to disclose	7	2	1		10
Not stated	30	32		424	486
<b>Total</b>	<b>45</b>	<b>49</b>	<b>2</b>	<b>424</b>	<b>520</b>

1.10 Religious beliefs:

Religious beliefs	Female	Male	Chosen not to disclose	Not stated	Total
Christian	6	7	1		14
Muslim			1		1
No religion		9			9
Chosen not to disclose	7	1			8
Not stated	32	32		424	488
<b>Total</b>	<b>45</b>	<b>49</b>	<b>2</b>	<b>424</b>	<b>520</b>

1.11 Patient age groups:

Age groups	Female	Male	Chosen not to disclose	Not stated	Total
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Under 16	10	1			11
16 - 24	1	2	1		4
25 - 34	2	1			3
35 - 44		3			3
45 - 54	5	1			6
55 - 64	1	11			12
65+	9	8	1		18
Not stated	17	22		424	463
<b>Total</b>	<b>45</b>	<b>49</b>	<b>2</b>	<b>424</b>	<b>520</b>

1.12 Between 1 October 2015 and 30 September 2016, the top 5 organisations against which patients raised issues and concerns were:

1. Pennine Acute Hospitals NHS Trust – 26% (136 issues)
2. NHS England – 24% (124 issues)
3. NHS Heywood, Middleton and Rochdale CCG – 23% (122 issues)
4. Pennine Care NHS Foundation Trust – 12% (63 issues)
5. Central Manchester University Hospitals NHS Foundation Trust – 2% (12 issues)

1.13 Analysis of these contacts by organisation and demographic data shows:

1.14 Pennine Acute Hospitals NHS Trust:

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by ethnicity and gender against Pennine Acute Hospitals NHS Trust	White: British	White: British	White:	White:	Not stated			Not stated	Total	
	Male	Total	Irish Female	Irish Total	Female	Male	Not stated	Total		
<b>Accident and Emergency Department</b>								19	19	19
Admission/Transfer/Discharge								1	1	1
Appointment/WaitingTimes								2	2	2
Behaviour								1	1	1
Communication								3	3	3
Information Request								1	1	1
Medication								1	1	1
Treatment								10	10	10
<b>Audiology</b>								2	2	2
Appointment/WaitingTimes								1	1	1
Communication								1	1	1
<b>Breast Clinic</b>			1	1						1
Behaviour			1	1						1
<b>Cancer Palliative Care/Macmillan</b>								2	2	2
Treatment								2	2	2
<b>Cardiology</b>								5	5	5
Appointment/WaitingTimes								3	3	3
Behaviour								1	1	1
Information Request								1	1	1
<b>Clinical Assessment Unit</b>								1	1	1
Treatment								1	1	1
<b>Colonoscopy</b>								2	2	2
Appointment/WaitingTimes								2	2	2
<b>Dental Access Centre</b>								1	1	1
Information Request								1	1	1
<b>Diabetes</b>								1	1	1
Appointment/WaitingTimes								1	1	1
<b>Diagnostic Screening</b>								1	1	1
Treatment								1	1	1
<b>Dietetics</b>								1	1	1
Appointment/WaitingTimes								1	1	1
<b>ENT</b>								1	1	1
Appointment/WaitingTimes								1	1	1
<b>Gastroenterology</b>	1	1			2	1		9	12	13
Appointment/WaitingTimes					2			6	8	8
Behaviour						1		1	2	2
Communication								1	1	1
Treatment	1	1						1	1	2
<b>General Medicine</b>								1	1	1
Appointment/WaitingTimes								1	1	1
<b>General Surgery</b>								8	8	8
Admission/Transfer/Discharge								2	2	2
Appointment/WaitingTimes								1	1	1
Information Request								2	2	2
Treatment								3	3	3
<b>Gynaecology</b>								5	5	5
Communication								1	1	1
Information Request								1	1	1
Treatment								3	3	3
<b>Haematology</b>								1	1	1
Appointment/WaitingTimes								1	1	1
<b>Maternity Services</b>								2	2	2
Appointment/WaitingTimes								1	1	1
Behaviour								1	1	1

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by ethnicity and gender against Pennine Acute Hospitals NHS Trust	White: British	White: British Total	White: Irish	White: Irish Total	Not stated			Not stated Total	Total
	Male		Female		Female	Male	Not stated		
<b>Obstetrics and Gynaecology</b>							2	2	2
Treatment							2	2	2
<b>Ophthalmology</b>							3	3	3
Appointment/WaitingTimes							2	2	2
Information Request							1	1	1
<b>Oral Surgery</b>							3	3	3
Appointment/WaitingTimes							3	3	3
<b>Orthopaedics</b>					1		8	9	9
Admission/Transfer/Discharge							2	2	2
Appointment/WaitingTimes							5	5	5
Information Request					1			1	1
Patient Records							1	1	1
<b>Orthotics</b>							1	1	1
Equipment							1	1	1
<b>Paediatrics</b>							4	4	4
Appointment/WaitingTimes							2	2	2
Information Request							1	1	1
Treatment							1	1	1
<b>Pain Clinic</b>							3	3	3
Appointment/WaitingTimes							1	1	1
Patient Records							2	2	2
<b>PALS</b>						1	3	4	4
Communication						1	2	3	3
Information Request							1	1	1
<b>Physiotherapy</b>							1	1	1
Treatment							1	1	1
<b>Radiology</b>							10	10	10
Admission/Transfer/Discharge							1	1	1
Appointment/WaitingTimes							4	4	4
Communication							1	1	1
Information Request							2	2	2
Patient Records							1	1	1
Treatment							1	1	1
<b>Renal</b>							1	1	1
Information Request							1	1	1
<b>Rheumatology</b>					1		1	2	2
Access to Services							1	1	1
Appointment/WaitingTimes						1		1	1
<b>Sleep Medicine</b>							1	1	1
Appointment/WaitingTimes							1	1	1
<b>Urology</b>						1	8	9	9
Admission/Transfer/Discharge							2	2	2
Appointment/WaitingTimes							3	3	3
Behaviour							1	1	1
Communication							1	1	1
Equipment							1	1	1
Treatment						1		1	1
<b>Service unknown</b>						1	15	16	16
Admission/Transfer/Discharge							1	1	1
Appointment/WaitingTimes						1	4	5	5
Behaviour							3	3	3
Equipment							1	1	1
Information Request							3	3	3
Medication							1	1	1
Treatment							2	2	2
<b>Total</b>	1	1	1	1	4	5	125	134	136

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by disabilities and gender against Pennine Acute Hospitals NHS Trust	No	No Total	Not stated			Not stated Total	Yes	Yes Total	Total
	Female		Female	Male	Not stated		Male		
<b>Accident and Emergency Department</b>					19	19			19
Admission/Transfer/Discharge					1	1			1
Appointment/WaitingTimes					2	2			2
Behaviour					1	1			1
Communication					3	3			3
Information Request					1	1			1
Medication					1	1			1
Treatment					10	10			10
<b>Audiology</b>					2	2			2
Appointment/WaitingTimes					1	1			1
Communication					1	1			1
<b>Breast Clinic</b>	1	1							1
Behaviour	1	1							1
<b>Cancer Palliative Care/Macmillan</b>					2	2			2
Treatment					2	2			2
<b>Cardiology</b>					5	5			5
Appointment/WaitingTimes					3	3			3
Behaviour					1	1			1
Information Request					1	1			1
<b>Clinical Assessment Unit</b>					1	1			1
Treatment					1	1			1
<b>Colonoscopy</b>					2	2			2
Appointment/WaitingTimes					2	2			2
<b>Dental Access Centre</b>					1	1			1
Information Request					1	1			1
<b>Diabetes</b>					1	1			1
Appointment/WaitingTimes					1	1			1
<b>Diagnostic Screening</b>					1	1			1
Treatment					1	1			1
<b>Dietetics</b>					1	1			1
Appointment/WaitingTimes					1	1			1
<b>ENT</b>					1	1			1
Appointment/WaitingTimes					1	1			1
<b>Gastroenterology</b>			2	1	9	12	1	1	13
Appointment/WaitingTimes			2		6	8			8
Behaviour				1	1	2			2
Communication					1	1			1
Treatment					1	1	1	1	2
<b>General Medicine</b>					1	1			1
Appointment/WaitingTimes					1	1			1
<b>General Surgery</b>					8	8			8
Admission/Transfer/Discharge					2	2			2
Appointment/WaitingTimes					1	1			1
Information Request					2	2			2
Treatment					3	3			3
<b>Gynaecology</b>					5	5			5
Communication					1	1			1
Information Request					1	1			1
Treatment					3	3			3
<b>Haematology</b>					1	1			1
Appointment/WaitingTimes					1	1			1
<b>Maternity Services</b>					2	2			2
Appointment/WaitingTimes					1	1			1
Behaviour					1	1			1

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by disabilities and gender against Pennine Acute Hospitals NHS Trust	No	No Total	Not stated			Not stated Total	Yes	Yes Total	Total
	Female		Female	Male	Not stated		Male		
<b>Obstetrics and Gynaecology</b>					2	2			2
Treatment					2	2			2
<b>Ophthalmology</b>					3	3			3
Appointment/WaitingTimes					2	2			2
Information Request					1	1			1
<b>Oral Surgery</b>					3	3			3
Appointment/WaitingTimes					3	3			3
<b>Orthopaedics</b>			1		8	9			9
Admission/Transfer/Discharge					2	2			2
Appointment/WaitingTimes					5	5			5
Information Request			1			1			1
Patient Records					1	1			1
<b>Orthotics</b>					1	1			1
Equipment					1	1			1
<b>Paediatrics</b>					4	4			4
Appointment/WaitingTimes					2	2			2
Information Request					1	1			1
Treatment					1	1			1
<b>Pain Clinic</b>					3	3			3
Appointment/WaitingTimes					1	1			1
Patient Records					2	2			2
<b>PALS</b>				1	3	4			4
Communication				1	2	3			3
Information Request					1	1			1
<b>Physiotherapy</b>					1	1			1
Treatment					1	1			1
<b>Radiology</b>					10	10			10
Admission/Transfer/Discharge					1	1			1
Appointment/WaitingTimes					4	4			4
Communication					1	1			1
Information Request					2	2			2
Patient Records					1	1			1
Treatment					1	1			1
<b>Renal</b>					1	1			1
Information Request					1	1			1
<b>Rheumatology</b>			1		1	2			2
Access to Services					1	1			1
Appointment/WaitingTimes			1			1			1
<b>Sleep Medicine</b>					1	1			1
Appointment/WaitingTimes					1	1			1
<b>Urology</b>				1	8	9			9
Admission/Transfer/Discharge					2	2			2
Appointment/WaitingTimes					3	3			3
Behaviour					1	1			1
Communication					1	1			1
Equipment					1	1			1
Treatment				1		1			1
<b>Service unknown</b>				1	15	16			16
Admission/Transfer/Discharge					1	1			1
Appointment/WaitingTimes				1	4	5			5
Behaviour					3	3			3
Equipment					1	1			1
Information Request					3	3			3
Medication					1	1			1
Treatment					2	2			2
<b>Total</b>	1	1	4	5	125	134	1	1	136



Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by sexual orientation and gender against Pennine Acute Hospitals NHS Trust	Heterosexual		Heterosexual Total	Not stated			Not stated Total	Total
	Female	Male		Female	Male	Not stated		
<b>Accident and Emergency Department</b>						19	19	19
Admission/Transfer/Discharge						1	1	1
Appointment/WaitingTimes						2	2	2
Behaviour						1	1	1
Communication						3	3	3
Information Request						1	1	1
Medication						1	1	1
Treatment						10	10	10
<b>Audiology</b>						2	2	2
Appointment/WaitingTimes						1	1	1
Communication						1	1	1
<b>Breast Clinic</b>	1		1					1
Behaviour	1		1					1
<b>Cancer Palliative Care/Macmillan</b>						2	2	2
Treatment						2	2	2
<b>Cardiology</b>						5	5	5
Appointment/WaitingTimes						3	3	3
Behaviour						1	1	1
Information Request						1	1	1
<b>Clinical Assessment Unit</b>						1	1	1
Treatment						1	1	1
<b>Colonoscopy</b>						2	2	2
Appointment/WaitingTimes						2	2	2
<b>Dental Access Centre</b>						1	1	1
Information Request						1	1	1
<b>Diabetes</b>						1	1	1
Appointment/WaitingTimes						1	1	1
<b>Diagnostic Screening</b>					1		1	1
Treatment					1		1	1
<b>Dietetics</b>						1	1	1
Appointment/WaitingTimes						1	1	1
<b>ENT</b>						1	1	1
Appointment/WaitingTimes						1	1	1
<b>Gastroenterology</b>		1	1	2	1	9	12	13
Appointment/WaitingTimes				2		6	8	8
Behaviour					1	1	2	2
Communication						1	1	1
Treatment		1	1			1	1	2
<b>General Medicine</b>						1	1	1
Appointment/WaitingTimes						1	1	1
<b>General Surgery</b>						8	8	8
Admission/Transfer/Discharge						2	2	2
Appointment/WaitingTimes						1	1	1
Information Request						2	2	2
Treatment						3	3	3
<b>Gynaecology</b>						5	5	5
Communication						1	1	1
Information Request						1	1	1
Treatment						3	3	3
<b>Haematology</b>						1	1	1
Appointment/WaitingTimes						1	1	1
<b>Maternity Services</b>						2	2	2
Appointment/WaitingTimes						1	1	1
Behaviour						1	1	1

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by sexual orientation and gender against Pennine Acute Hospitals NHS Trust	Heterosexual		Heterosexual Total	Not stated			Not stated Total	Total
	Female	Male		Female	Male	Not stated		
<b>Obstetrics and Gynaecology</b>						2	2	2
Treatment						2	2	2
<b>Ophthalmology</b>						3	3	3
Appointment/Waiting Times						2	2	2
Information Request						1	1	1
<b>Oral Surgery</b>						3	3	3
Appointment/Waiting Times						3	3	3
<b>Orthopaedics</b>				1		8	9	9
Admission/Transfer/Discharge						2	2	2
Appointment/Waiting Times						5	5	5
Information Request				1			1	1
Patient Records						1	1	1
<b>Orthotics</b>						1	1	1
Equipment						1	1	1
<b>Paediatrics</b>						4	4	4
Appointment/Waiting Times						2	2	2
Information Request						1	1	1
Treatment						1	1	1
<b>Pain Clinic</b>						3	3	3
Appointment/Waiting Times						1	1	1
Patient Records						2	2	2
<b>PALS</b>					1	3	4	4
Communication					1	2	3	3
Information Request						1	1	1
<b>Physiotherapy</b>						1	1	1
Treatment						1	1	1
<b>Radiology</b>						10	10	10
Admission/Transfer/Discharge						1	1	1
Appointment/Waiting Times						4	4	4
Communication						1	1	1
Information Request						2	2	2
Patient Records						1	1	1
Treatment						1	1	1
<b>Renal</b>						1	1	1
Information Request						1	1	1
<b>Rheumatology</b>				1		1	2	2
Access to Services						1	1	1
Appointment/Waiting Times				1			1	1
<b>Sleep Medicine</b>						1	1	1
Appointment/Waiting Times						1	1	1
<b>Urology</b>					1	8	9	9
Admission/Transfer/Discharge						2	2	2
Appointment/Waiting Times						3	3	3
Behaviour						1	1	1
Communication						1	1	1
Equipment						1	1	1
Treatment					1		1	1
<b>Service unknown</b>					1	15	16	16
Admission/Transfer/Discharge						1	1	1
Appointment/Waiting Times					1	4	5	5
Behaviour						3	3	3
Equipment						1	1	1
Information Request						3	3	3
Medication						1	1	1
Treatment						2	2	2
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>4</b>	<b>5</b>	<b>125</b>	<b>134</b>	<b>136</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by religious beliefs and gender against Pennine Acute Hospitals NHS Trust	Christian	Christian Total	Not stated			Not stated Total	Total
	Male		Female	Male	Not stated		
<b>Accident and Emergency Department</b>					19	19	19
Admission/Transfer/Discharge					1	1	1
Appointment/WaitingTimes					2	2	2
Behaviour					1	1	1
Communication					3	3	3
Information Request					1	1	1
Medication					1	1	1
Treatment					10	10	10
<b>Audiology</b>					2	2	2
Appointment/WaitingTimes					1	1	1
Communication					1	1	1
<b>Breast Clinic</b>			1			1	1
Behaviour			1			1	1
<b>Cancer Palliative Care/Macmillan</b>					2	2	2
Treatment					2	2	2
<b>Cardiology</b>					5	5	5
Appointment/WaitingTimes					3	3	3
Behaviour					1	1	1
Information Request					1	1	1
<b>Clinical Assessment Unit</b>					1	1	1
Treatment					1	1	1
<b>Colonoscopy</b>					2	2	2
Appointment/WaitingTimes					2	2	2
<b>Dental Access Centre</b>					1	1	1
Information Request					1	1	1
<b>Diabetes</b>					1	1	1
Appointment/WaitingTimes					1	1	1
<b>Diagnostic Screening</b>				1		1	1
Treatment				1		1	1
<b>Dietetics</b>					1	1	1
Appointment/WaitingTimes					1	1	1
<b>ENT</b>					1	1	1
Appointment/WaitingTimes					1	1	1
<b>Gastroenterology</b>	1	1	2	1	9	12	13
Appointment/WaitingTimes			2		6	8	8
Behaviour				1	1	2	2
Communication					1	1	1
Treatment	1	1			1	1	2
<b>General Medicine</b>					1	1	1
Appointment/WaitingTimes					1	1	1
<b>General Surgery</b>					8	8	8
Admission/Transfer/Discharge					2	2	2
Appointment/WaitingTimes					1	1	1
Information Request					2	2	2
Treatment					3	3	3
<b>Gynaecology</b>					5	5	5
Communication					1	1	1
Information Request					1	1	1
Treatment					3	3	3
<b>Haematology</b>					1	1	1
Appointment/WaitingTimes					1	1	1
<b>Maternity Services</b>					2	2	2
Appointment/WaitingTimes					1	1	1
Behaviour					1	1	1

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by religious beliefs and gender against Pennine Acute Hospitals NHS Trust	Christian	Christian Total	Not stated			Not stated Total	Total
	Male		Female	Male	Not stated		
<b>Obstetrics and Gynaecology</b>					2	2	2
Treatment					2	2	2
<b>Ophthalmology</b>					3	3	3
Appointment/WaitingTimes					2	2	2
Information Request					1	1	1
<b>Oral Surgery</b>					3	3	3
Appointment/WaitingTimes					3	3	3
<b>Orthopaedics</b>			1		8	9	9
Admission/Transfer/Discharge					2	2	2
Appointment/WaitingTimes					5	5	5
Information Request			1			1	1
Patient Records					1	1	1
<b>Orthotics</b>					1	1	1
Equipment					1	1	1
<b>Paediatrics</b>					4	4	4
Appointment/WaitingTimes					2	2	2
Information Request					1	1	1
Treatment					1	1	1
<b>Pain Clinic</b>					3	3	3
Appointment/WaitingTimes					1	1	1
Patient Records					2	2	2
<b>PALS</b>				1	3	4	4
Communication				1	2	3	3
Information Request					1	1	1
<b>Physiotherapy</b>					1	1	1
Treatment					1	1	1
<b>Radiology</b>					10	10	10
Admission/Transfer/Discharge					1	1	1
Appointment/WaitingTimes					4	4	4
Communication					1	1	1
Information Request					2	2	2
Patient Records					1	1	1
Treatment					1	1	1
<b>Renal</b>					1	1	1
Information Request					1	1	1
<b>Rheumatology</b>			1		1	2	2
Access to Services					1	1	1
Appointment/WaitingTimes			1			1	1
<b>Sleep Medicine</b>					1	1	1
Appointment/WaitingTimes					1	1	1
<b>Urology</b>				1	8	9	9
Admission/Transfer/Discharge					2	2	2
Appointment/WaitingTimes					3	3	3
Behaviour					1	1	1
Communication					1	1	1
Equipment					1	1	1
Treatment				1		1	1
<b>Service unknown</b>				1	15	16	16
Admission/Transfer/Discharge					1	1	1
Appointment/WaitingTimes				1	4	5	5
Behaviour					3	3	3
Equipment					1	1	1
Information Request					3	3	3
Medication					1	1	1
Treatment					2	2	2
<b>Total</b>	1	1	5	5	125	135	136

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by age group and gender against Pennine Acute Hospitals NHS Trust	16 - 24	35 - 44	45 - 54	55 - 64	Not stated			Total
	Male	Male	Female	Male	Female	Male	Not stated	
<b>Accident and Emergency Department</b>							19	19
Admission/Transfer/Discharge							1	1
Appointment/WaitingTimes							2	2
Behaviour							1	1
Communication							3	3
Information Request							1	1
Medication							1	1
Treatment							10	10
<b>Audiology</b>							2	2
Appointment/WaitingTimes							1	1
Communication							1	1
<b>Breast Clinic</b>				1				1
Behaviour				1				1
<b>Cancer Palliative Care/Macmillan</b>							2	2
Treatment							2	2
<b>Cardiology</b>							5	5
Appointment/WaitingTimes							3	3
Behaviour							1	1
Information Request							1	1
<b>Clinical Assessment Unit</b>							1	1
Treatment							1	1
<b>Colonoscopy</b>							2	2
Appointment/WaitingTimes							2	2
<b>Dental Access Centre</b>							1	1
Information Request							1	1
<b>Diabetes</b>							1	1
Appointment/WaitingTimes							1	1
<b>Diagnostic Screening</b>							1	1
Treatment							1	1
<b>Dietetics</b>							1	1
Appointment/WaitingTimes							1	1
<b>ENT</b>							1	1
Appointment/WaitingTimes							1	1
<b>Gastroenterology</b>			1		1	2	9	13
Appointment/WaitingTimes						2	6	8
Behaviour			1				1	2
Communication							1	1
Treatment					1		1	2
<b>General Medicine</b>							1	1
Appointment/WaitingTimes							1	1
<b>General Surgery</b>							8	8
Admission/Transfer/Discharge							2	2
Appointment/WaitingTimes							1	1
Information Request							2	2
Treatment							3	3
<b>Gynaecology</b>							5	5
Communication							1	1
Information Request							1	1
Treatment							3	3
<b>Haematology</b>							1	1
Appointment/WaitingTimes							1	1
<b>Maternity Services</b>							2	2
Appointment/WaitingTimes							1	1
Behaviour							1	1

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by age group and gender against Pennine Acute Hospitals NHS Trust	16 - 24	35 - 44	45 - 54	55 - 64	Not stated			Total	
	Male	Male	Female	Male	Female	Male	Not stated		
<b>Obstetrics and Gynaecology</b>								2	2
Treatment								2	2
<b>Ophthalmology</b>								3	3
Appointment/WaitingTimes								2	2
Information Request								1	1
<b>Oral Surgery</b>								3	3
Appointment/WaitingTimes								3	3
<b>Orthopaedics</b>						1		8	9
Admission/Transfer/Discharge								2	2
Appointment/WaitingTimes								5	5
Information Request						1			1
Patient Records								1	1
<b>Orthotics</b>								1	1
Equipment								1	1
<b>Paediatrics</b>								4	4
Appointment/WaitingTimes								2	2
Information Request								1	1
Treatment								1	1
<b>Pain Clinic</b>								3	3
Appointment/WaitingTimes								1	1
Patient Records								2	2
<b>PALS</b>							1	3	4
Communication							1	2	3
Information Request								1	1
<b>Physiotherapy</b>								1	1
Treatment								1	1
<b>Radiology</b>								10	10
Admission/Transfer/Discharge								1	1
Appointment/WaitingTimes								4	4
Communication								1	1
Information Request								2	2
Patient Records								1	1
Treatment								1	1
<b>Renal</b>								1	1
Information Request								1	1
<b>Rheumatology</b>						1		1	2
Access to Services								1	1
Appointment/WaitingTimes						1			1
<b>Sleep Medicine</b>								1	1
Appointment/WaitingTimes								1	1
<b>Urology</b>							1	8	9
Admission/Transfer/Discharge								2	2
Appointment/WaitingTimes								3	3
Behaviour								1	1
Communication								1	1
Equipment								1	1
Treatment							1		1
<b>Service unknown</b>		1						15	16
Admission/Transfer/Discharge								1	1
Appointment/WaitingTimes		1						4	5
Behaviour								3	3
Equipment								1	1
Information Request								3	3
Medication								1	1
Treatment								2	2
<b>Total</b>	1	1	1	1	4	3		125	136

## 1.15 NHS England:

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by ethnicity and gender against NHS England	Chosen not to disclose	Chosen not to disclose	Not stated			Not stated Total	White: British		White: British Total	Total
	Female		Female	Male	Not stated		Female	Male		
<b>Complaints Department</b>					6	6				6
Information Request					6	6				6
<b>Dentist</b>			1	3	7	11				11
Behaviour				1	1	2				2
Information Request			1	2	4	7				7
Treatment					1	1				1
Treatment Charges					1	1				1
<b>GP</b>	1	1	16	9	75	100	1		1	102
Access to Services			1		5	6				6
Appointment/WaitingTimes	1	1	7	1	13	21	1		1	23
Behaviour			1	1	8	10				10
Communication			3		6	9				9
Infection Control					1	1				1
Information Request			4	4	19	27				27
Medication				2	6	8				8
Patient Records					2	2				2
Treatment					13	13				13
Treatment Charges					2	2				2
Unable to Code				1		1				1
<b>Optician</b>					1	1				1
Information Request					1	1				1
<b>Primary Care Support Services</b>					2	2		1	1	3
Information Request					2	2		1	1	3
<b>Prison Healthcare</b>					1	1				1
Treatment					1	1				1
<b>Total</b>	1	1	17	12	92	121	1	1	2	124

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by disabilities and gender against NHS England	Chosen not to disclose		Chosen not to disclose Total	No	No Total	Not stated			Not stated Total	Yes	Yes Total	Total
	Female	Male				Female	Male	Not stated				
<b>Complaints Department</b>									6			6
Information Request									6			6
<b>Dentist</b>						1	3		7			11
Behaviour								1	1			2
Information Request						1	2		4			7
Treatment									1			1
Treatment Charges									1			1
<b>GP</b>	1		1	1	1	11	9		75	5	5	102
Access to Services								1	5			6
Appointment/WaitingTimes	1		1	1	1	4	1		13	3	3	23
Behaviour						1	1		8			10
Communication						2			6	1	1	9
Infection Control									1			1
Information Request								3	4	1	1	27
Medication							2		6			8
Patient Records									2			2
Treatment									13			13
Treatment Charges									2			2
Unable to Code							1		1			1
<b>Optician</b>									1			1
Information Request									1			1
<b>Primary Care Support Services</b>		1	1						2			3
Information Request		1	1						2			3
<b>Prison Healthcare</b>									1			1
Treatment									1			1
<b>Total</b>	1	1	2	1	1	12	12		92	5	5	124

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by sexual orientation and gender against NHS England	Heterosexual	Heterosexual Total	Chosen not to disclose		Chosen not to disclose Total	Not stated			Not stated Total	Total	
	Female		Female	Male		Female	Male	Not stated			
<b>Complaints Department</b>									6	6	6
Information Request									6	6	6
<b>Dentist</b>						1	3		7	11	11
Behaviour									1	1	2
Information Request								1	2	4	7
Treatment									1	1	1
Treatment Charges									1	1	1
<b>GP</b>	1	1	1		1	16	9		75	100	102
Access to Services								1	5	6	6
Appointment/WaitingTimes	1	1	1		1	7	1		13	21	23
Behaviour						1	1		8	10	10
Communication							3		6	9	9
Infection Control									1	1	1
Information Request								4	4	19	27
Medication									2	6	8
Patient Records									2	2	2
Treatment									13	13	13
Treatment Charges									2	2	2
Unable to Code								1	1	1	1
<b>Optician</b>									1	1	1
Information Request									1	1	1
<b>Primary Care Support Services</b>				1	1				2	2	3
Information Request				1	1				2	2	3
<b>Prison Healthcare</b>									1	1	1
Treatment									1	1	1
<b>Total</b>	1	1	1	1	1	2	17	12	92	121	124



Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by religious beliefs and gender against NHS England	Christian	Christian Total	Chosen not to disclose		Chosen not to disclose Total	Not stated			Not stated Total	Total
	Female		Female	Male		Female	Male	Not stated		
<b>Complaints Department</b>								6	6	6
Information Request								6	6	6
<b>Dentist</b>						1	3	7	11	11
Behaviour							1	1	2	2
Information Request						1	2	4	7	7
Treatment								1	1	1
Treatment Charges								1	1	1
<b>GP</b>	1	1	1		1	16	9	75	100	102
Access to Services						1		5	6	6
Appointment/WaitingTimes	1	1	1		1	7	1	13	21	23
Behaviour						1	1	8	10	10
Communication						3		6	9	9
Infection Control								1	1	1
Information Request						4	4	19	27	27
Medication							2	6	8	8
Patient Records								2	2	2
Treatment								13	13	13
Treatment Charges								2	2	2
Unable to Code							1		1	1
<b>Optician</b>								1	1	1
Information Request								1	1	1
<b>Primary Care Support Services</b>				1	1			2	2	3
Information Request				1	1			2	2	3
<b>Prison Healthcare</b>								1	1	1
Treatment								1	1	1
<b>Total</b>	1	1	1	1	2	17	12	92	121	124

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by age group and gender against NHS England	Under 16	25 - 34	35 - 44	45 - 54	65+	Not stated			Total	
	Female	Female	Male	Male	Female	Male	Female	Male	Not stated	
<b>Complaints Department</b>									6	6
Information Request									6	6
<b>Dentist</b>							1	3	7	11
Behaviour								1	1	2
Information Request							1	2	4	7
Treatment									1	1
Treatment Charges									1	1
<b>GP</b>	7	1		1	1	1	9	7	75	102
Access to Services							1		5	6
Appointment/WaitingTimes	5	1					3	1	13	23
Behaviour							1	1	8	10
Communication	1						2		6	9
Infection Control									1	1
Information Request	1			1	1		2	3	19	27
Medication								2	6	8
Patient Records									2	2
Treatment									13	13
Treatment Charges									2	2
Unable to Code						1				1
<b>Optician</b>									1	1
Information Request									1	1
<b>Primary Care Support Services</b>				1					2	3
Information Request				1					2	3
<b>Prison Healthcare</b>									1	1
Treatment									1	1
<b>Total</b>	7	1	1	1	1	1	10	10	92	124

1.16 NHS Heywood, Middleton and Rochdale CCG:

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by ethnicity and gender against NHS Heywood, Middleton and Rochdale CCG	Asian or Asian British: Pakistani	Asian or Asian British: Pakistani Total	Chosen not to disclose	Chosen not to disclose Total	White: British			White: British Total	Not stated			Not stated Total	Total
	Chosen not to disclose		Female		Female	Male	Chosen not to disclose		Female	Male	Not stated		
<b>Central Booking Line</b>												1	1
Appointment/WaitingTimes												1	1
<b>Choose and Book</b>			2	2	4			4				17	17
Appointment/WaitingTimes			1	1	1			1				11	11
Behaviour			1	1	1			1				1	1
Communication					2			2				2	2
Information Request												3	3
<b>Commissioning</b>	1	1			3	2	1	6	6	1		44	51
Access to Services	1	1			3	2	1	6	4	1		38	43
Information Request									2			5	7
Medication												1	1
<b>Continuing Healthcare</b>					2	4		6	1			20	21
Access to Services					2	3		5	1			16	17
Communication						1		1				1	1
Information Request												3	3
<b>Individual Funding Request</b>						2		2				5	5
Access to Services						2		2				5	5
<b>Medicines Management</b>												2	2
Communication												1	1
Information Request												1	1
<b>Out of Hours GP Care</b>												2	2
Patient Records												1	1
Treatment												1	1
<b>PALS</b>												2	2
Information Request												2	2
<b>Total</b>	1	1	2	2	9	8	1	18	7	1		93	101

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by disabilities and gender against NHS Heywood, Middleton and Rochdale CCG	Chosen not to disclose	Chosen not to disclose Total	No			No Total	Not stated				Not stated Total	Yes		Yes Total	Total
	Female		Female	Male	Chosen not to disclose		Female	Male	Chosen not to disclose	Not stated		Female	Male		
<b>Central Booking Line</b>											1	1			1
Appointment/WaitingTimes											1	1			1
<b>Choose and Book</b>	2	2	4			4					17	17			23
Appointment/WaitingTimes	1	1	1			1					11	11			13
Behaviour	1	1	1			1					1	1			3
Communication			2			2					2	2			4
Information Request											3	3			3
<b>Commissioning</b>			1	1	1	3	6	1	1	1	44	52	2	1	3
Access to Services			1	1	1	3	4	1	1	1	38	44	2	1	3
Information Request							2				5	7			7
Medication											1	1			1
<b>Continuing Healthcare</b>	1	1	4			4	1				20	21	1		27
Access to Services	1	1	3			3	1				16	17	1		22
Communication				1		1					1	1			2
Information Request											3	3			3
<b>Individual Funding Request</b>				1		1					5	5		1	1
Access to Services				1		1					5	5		1	7
<b>Medicines Management</b>											2	2			2
Communication											1	1			1
Information Request											1	1			1
<b>Out of Hours GP Care</b>											2	2			2
Patient Records											1	1			1
Treatment											1	1			1
<b>PALS</b>											2	2			2
Information Request											2	2			2
<b>Total</b>	3	3	5	6	1	12	7	1	1	1	93	102	3	2	5

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by sexual orientation and gender against NHS Heywood, Middleton and Rochdale CCG	Bisexual		Heterosexual			Heterosexual Total	Chosen not to disclose			Chosen not to disclose Total	Not stated			Not stated Total	Total
	Male		Female	Male	Chosen not to disclose		Female	Male	Chosen not to disclose		Female	Male	Not stated		
<b>Central Booking Line</b>													1	1	1
Appointment/WaitingTimes													1	1	1
<b>Choose and Book</b>							6			6			17	17	23
Appointment/WaitingTimes							2			2			11	11	13
Behaviour							2			2			1	1	3
Communication							2			2			2	2	4
Information Request													3	3	3
<b>Commissioning</b>	1	1	3		1	4			1	1	6	2	44	52	58
Access to Services	1	1	3		1	4			1	1	4	2	38	44	50
Information Request											2		5	7	7
Medication													1	1	1
<b>Continuing Healthcare</b>			2	3		5		1		1	1		20	21	27
Access to Services			2	2		4		1		1	1		16	17	22
Communication				1		1							1	1	2
Information Request													3	3	3
<b>Individual Funding Request</b>				2		2							5	5	7
Access to Services				2		2							5	5	7
<b>Medicines Management</b>													2	2	2
Communication													1	1	1
Information Request													1	1	1
<b>Out of Hours GP Care</b>													2	2	2
Patient Records													1	1	1
Treatment													1	1	1
<b>PALS</b>													2	2	2
Information Request													2	2	2
<b>Total</b>	1	1	5	5	1	11	6	1	1	8	7	2	93	102	122

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by religious beliefs and gender against NHS Heywood, Middleton and Rochdale CCG	Christian			Christian Total	Muslim	Muslim Total	No religion	No religion Total	Chosen not to disclose	Chosen not to disclose Total	Not stated			Not stated Total	Total
	Female	Male	Chosen not to disclose								Female	Male	Not stated		
<b>Central Booking Line</b>														1	1
Appointment/WaitingTimes														1	1
<b>Choose and Book</b>									6	6				17	17
Appointment/WaitingTimes									2	2				11	11
Behaviour									2	2				1	1
Communication									2	2				2	4
Information Request														3	3
<b>Commissioning</b>	2	1	1	4	1	1						7	2	44	53
Access to Services	2	1	1	4	1	1						5	2	38	45
Information Request												2		5	7
Medication														1	1
<b>Continuing Healthcare</b>	2	2		4			2	2				1		20	21
Access to Services	2	2		4			1	1				1		16	17
Communication							1	1						1	1
Information Request														3	3
<b>Individual Funding Request</b>		1		1			1	1						5	5
Access to Services		1		1			1	1						5	7
<b>Medicines Management</b>														2	2
Communication														1	1
Information Request														1	1
<b>Out of Hours GP Care</b>														2	2
Patient Records														1	1
Treatment														1	1
<b>PALS</b>														2	2
Information Request														2	2
<b>Total</b>	4	4	1	9	1	1	3	3	6	6	8	2	93	103	122

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by age group and gender against NHS Heywood, Middleton and Rochdale CCG	Under 16		16 - 24			25 - 34		45 - 54		55 - 64		65+			Not stated			Total
	Female	Male	Female	Male	Chosen not to disclose	Female	Male	Female	Male	Female	Male	Chosen not to disclose	Female	Male	Not stated			
<b>Central Booking Line</b>																	1	1
Appointment/WaitingTimes																	1	1
<b>Choose and Book</b>	2									4							17	23
Appointment/WaitingTimes	1									1							11	13
Behaviour	1									1							1	3
Communication										2							2	4
Information Request																	3	3
<b>Commissioning</b>	1	1	1		1	1		4		1	1	1	1	1	1	1	44	58
Access to Services	1	1	1		1	1		3		1	1	1	1	1	1	1	38	50
Information Request								1						1			5	7
Medication																	1	1
<b>Continuing Healthcare</b>				1						3	1			2			20	27
Access to Services				1						2	1			2			16	22
Communication										1							1	2
Information Request																	3	3
<b>Individual Funding Request</b>							1			1							5	7
Access to Services							1			1							5	7
<b>Medicines Management</b>																	2	2
Communication																	1	1
Information Request																	1	1
<b>Out of Hours GP Care</b>																	2	2
Patient Records																	1	1
Treatment																	1	1
<b>PALS</b>																	2	2
Information Request																	2	2
<b>Total</b>	<b>3</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>4</b>	<b>4</b>	<b>6</b>	<b>1</b>	<b>1</b>	<b>3</b>	<b>1</b>	<b>93</b>	<b>122</b>	

1.17 Pennine Care NHS Foundation Trust:

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by ethnicity and gender against Pennine Care NHS Foundation Trust	White: British	White: British Total	Not stated			Not stated Total	Total
	Male		Female	Male	Not stated		
<b>Audiology</b>				1	2	3	3
Behaviour					1	1	1
Information Request					1	1	1
Treatment				1		1	1
<b>CAMHS</b>					6	6	6
Access to Services					1	1	1
Appointment/WaitingTimes					1	1	1
Information Request					3	3	3
Treatment					1	1	1
<b>Community Drug Team</b>					1	1	1
Behaviour					1	1	1
<b>Continence and Stoma Prescription Service</b>					1	1	1
Medication					1	1	1
<b>Continence Service</b>					1	1	1
Information Request					1	1	1
<b>Diabetes</b>					1	1	1
Behaviour					1	1	1
<b>District Nursing</b>			1	2	12	15	15
Appointment/WaitingTimes				1	2	3	3
Behaviour					2	2	2
Communication					4	4	4
Equipment			1	1		2	2
Information Request					1	1	1
Treatment					3	3	3
<b>Health Visiting</b>					1	1	1
Behaviour					1	1	1
<b>Medical Records</b>					1	1	1
Information Request					1	1	1
<b>Memory Clinic</b>	2	2					2
Communication	1	1					1
Treatment	1	1					1
<b>Neurophysiotherapy</b>				1	2	3	3
Access to Services					1	1	1
Information Request				1		1	1
Treatment					1	1	1
<b>Physiotherapy</b>					2	2	2
Appointment/WaitingTimes					1	1	1
Treatment					1	1	1
<b>Podiatry</b>					2	2	2
Appointment/WaitingTimes					2	2	2
<b>Posture and Mobility</b>					2	2	2
Equipment					1	1	1
Information Request					1	1	1
<b>Primary Mental Health/Psychological therapy</b>				1	10	11	11
Access to Services					1	1	1
Behaviour					3	3	3
Information Request				1	2	3	3
Treatment					4	4	4
<b>Psychiatric Services</b>					2	2	2
Communication					1	1	1
Information Request					1	1	1
<b>Singel Point of Access Booking Service</b>					2	2	2
Appointment/WaitingTimes					1	1	1
Behaviour					1	1	1
<b>Speech and Language Therapy</b>					1	1	1
Treatment					1	1	1
<b>Treatment Room</b>				5	1	6	6
Appointment/WaitingTimes				2		2	2
Communication				3		3	3
Treatment					1	1	1
<b>Total</b>	2	2	1	10	50	61	63

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by disability and gender against Pennine Care NHS Foundation Trust	Yes	Yes Total	Not stated			Not stated Total	Total
	Male		Female	Male	Not stated		
<b>Audiology</b>				1	2	3	3
Behaviour					1	1	1
Information Request					1	1	1
Treatment				1		1	1
<b>CAMHS</b>					6	6	6
Access to Services					1	1	1
Appointment/WaitingTimes					1	1	1
Information Request					3	3	3
Treatment					1	1	1
<b>Community Drug Team</b>					1	1	1
Behaviour					1	1	1
<b>Continence and Stoma Prescription Service</b>					1	1	1
Medication					1	1	1
<b>Continence Service</b>					1	1	1
Information Request					1	1	1
<b>Diabetes</b>					1	1	1
Behaviour					1	1	1
<b>District Nursing</b>			1	2	12	15	15
Appointment/WaitingTimes				1	2	3	3
Behaviour					2	2	2
Communication					4	4	4
Equipment			1	1		2	2
Information Request					1	1	1
Treatment					3	3	3
<b>Health Visiting</b>					1	1	1
Behaviour					1	1	1
<b>Medical Records</b>					1	1	1
Information Request					1	1	1
<b>Memory Clinic</b>	2	2					2
Communication	1	1					1
Treatment	1	1					1
<b>Neurophysiotherapy</b>				1	2	3	3
Access to Services					1	1	1
Information Request				1		1	1
Treatment					1	1	1
<b>Physiotherapy</b>					2	2	2
Appointment/WaitingTimes					1	1	1
Treatment					1	1	1
<b>Podiatry</b>					2	2	2
Appointment/WaitingTimes					2	2	2
<b>Posture and Mobility</b>					2	2	2
Equipment					1	1	1
Information Request					1	1	1
<b>Primary Mental Health/Psychological therapy</b>				1	10	11	11
Access to Services					1	1	1
Behaviour					3	3	3
Information Request				1	2	3	3
Treatment					4	4	4
<b>Psychiatric Services</b>					2	2	2
Communication					1	1	1
Information Request					1	1	1
<b>Singel Point of Access Booking Service</b>					2	2	2
Appointment/WaitingTimes					1	1	1
Behaviour					1	1	1
<b>Speech and Language Therapy</b>					1	1	1
Treatment					1	1	1
<b>Treatment Room</b>				5	1	6	6
Appointment/WaitingTimes				2		2	2
Communication				3		3	3
Treatment					1	1	1
<b>Total</b>	2	2	1	10	50	61	63

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by sexual orientation and gender against Pennine Care NHS Foundation Trust	Bisexual	Bisexual Total	Not stated			Not stated Total	Total
	Male		Female	Male	Not stated		
<b>Audiology</b>				1	2	3	3
Behaviour					1	1	1
Information Request					1	1	1
Treatment				1		1	1
<b>CAMHS</b>					6	6	6
Access to Services					1	1	1
Appointment/WaitingTimes					1	1	1
Information Request					3	3	3
Treatment					1	1	1
<b>Community Drug Team</b>					1	1	1
Behaviour					1	1	1
<b>Continence and Stoma Prescription Service</b>					1	1	1
Medication					1	1	1
<b>Continence Service</b>					1	1	1
Information Request					1	1	1
<b>Diabetes</b>					1	1	1
Behaviour					1	1	1
<b>District Nursing</b>			1	2	12	15	15
Appointment/WaitingTimes				1	2	3	3
Behaviour					2	2	2
Communication					4	4	4
Equipment			1	1		2	2
Information Request					1	1	1
Treatment					3	3	3
<b>Health Visiting</b>					1	1	1
Behaviour					1	1	1
<b>Medical Records</b>					1	1	1
Information Request					1	1	1
<b>Memory Clinic</b>	2	2					2
Communication	1	1					1
Treatment	1	1					1
<b>Neurophysiotherapy</b>				1	2	3	3
Access to Services					1	1	1
Information Request				1		1	1
Treatment					1	1	1
<b>Physiotherapy</b>					2	2	2
Appointment/WaitingTimes					1	1	1
Treatment					1	1	1
<b>Podiatry</b>					2	2	2
Appointment/WaitingTimes					2	2	2
<b>Posture and Mobility</b>					2	2	2
Equipment					1	1	1
Information Request					1	1	1
<b>Primary Mental Health/Psychological therapy</b>				1	10	11	11
Access to Services					1	1	1
Behaviour					3	3	3
Information Request				1	2	3	3
Treatment					4	4	4
<b>Psychiatric Services</b>					2	2	2
Communication					1	1	1
Information Request					1	1	1
<b>Singel Point of Access Booking Service</b>					2	2	2
Appointment/WaitingTimes					1	1	1
Behaviour					1	1	1
<b>Speech and Language Therapy</b>					1	1	1
Treatment					1	1	1
<b>Treatment Room</b>				5	1	6	6
Appointment/WaitingTimes				2		2	2
Communication				3		3	3
Treatment					1	1	1
<b>Total</b>	2	2	1	10	50	61	63

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by religious beliefs and gender against Pennine Care NHS Foundation Trust	Christian	Christian Total	Not stated			Not stated Total	Total
	Male		Female	Male	Not stated		
<b>Audiology</b>				1	2	3	3
Behaviour					1	1	1
Information Request					1	1	1
Treatment				1		1	1
<b>CAMHS</b>					6	6	6
Access to Services					1	1	1
Appointment/WaitingTimes					1	1	1
Information Request					3	3	3
Treatment					1	1	1
<b>Community Drug Team</b>					1	1	1
Behaviour					1	1	1
<b>Continence and Stoma Prescription Service</b>					1	1	1
Medication					1	1	1
<b>Continence Service</b>					1	1	1
Information Request					1	1	1
<b>Diabetes</b>					1	1	1
Behaviour					1	1	1
<b>District Nursing</b>			1	2	12	15	15
Appointment/WaitingTimes				1	2	3	3
Behaviour					2	2	2
Communication					4	4	4
Equipment			1	1		2	2
Information Request					1	1	1
Treatment					3	3	3
<b>Health Visiting</b>					1	1	1
Behaviour					1	1	1
<b>Medical Records</b>					1	1	1
Information Request					1	1	1
<b>Memory Clinic</b>	2	2					2
Communication	1	1					1
Treatment	1	1					1
<b>Neurophysiotherapy</b>				1	2	3	3
Access to Services					1	1	1
Information Request				1		1	1
Treatment					1	1	1
<b>Physiotherapy</b>					2	2	2
Appointment/WaitingTimes					1	1	1
Treatment					1	1	1
<b>Podiatry</b>					2	2	2
Appointment/WaitingTimes					2	2	2
<b>Posture and Mobility</b>					2	2	2
Equipment					1	1	1
Information Request					1	1	1
<b>Primary Mental Health/Psychological therapy</b>				1	10	11	11
Access to Services					1	1	1
Behaviour					3	3	3
Information Request				1	2	3	3
Treatment					4	4	4
<b>Psychiatric Services</b>					2	2	2
Communication					1	1	1
Information Request					1	1	1
<b>Singel Point of Access Booking Service</b>					2	2	2
Appointment/WaitingTimes					1	1	1
Behaviour					1	1	1
<b>Speech and Language Therapy</b>					1	1	1
Treatment					1	1	1
<b>Treatment Room</b>				5	1	6	6
Appointment/WaitingTimes				2		2	2
Communication				3		3	3
Treatment					1	1	1
<b>Total</b>	2	2	1	10	50	61	63



Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by age group and gender against Pennine Care NHS Foundation Trust	65+		Not stated		Total
	Female	Male	Male	Not stated	
<b>Audiology</b>		1		2	3
Behaviour				1	1
Information Request				1	1
Treatment		1			1
<b>CAMHS</b>				6	6
Access to Services				1	1
Appointment/WaitingTimes				1	1
Information Request				3	3
Treatment				1	1
<b>Community Drug Team</b>				1	1
Behaviour				1	1
<b>Continence and Stoma Prescription Service</b>				1	1
Medication				1	1
<b>Continence Service</b>				1	1
Information Request				1	1
<b>Diabetes</b>				1	1
Behaviour				1	1
<b>District Nursing</b>	1		2	12	15
Appointment/WaitingTimes			1	2	3
Behaviour				2	2
Communication				4	4
Equipment	1		1		2
Information Request				1	1
Treatment				3	3
<b>Health Visiting</b>				1	1
Behaviour				1	1
<b>Medical Records</b>				1	1
Information Request				1	1
<b>Memory Clinic</b>		2			2
Communication		1			1
Treatment		1			1
<b>Neurophysiotherapy</b>			1	2	3
Access to Services				1	1
Information Request			1		1
Treatment				1	1
<b>Physiotherapy</b>				2	2
Appointment/WaitingTimes				1	1
Treatment				1	1
<b>Podiatry</b>				2	2
Appointment/WaitingTimes				2	2
<b>Posture and Mobility</b>				2	2
Equipment				1	1
Information Request				1	1
<b>Primary Mental Health/Psychological therapy</b>			1	10	11
Access to Services				1	1
Behaviour				3	3
Information Request			1	2	3
Treatment				4	4
<b>Psychiatric Services</b>				2	2
Communication				1	1
Information Request				1	1
<b>Singel Point of Access Booking Service</b>				2	2
Appointment/WaitingTimes				1	1
Behaviour				1	1
<b>Speech and Language Therapy</b>				1	1
Treatment				1	1
<b>Treatment Room</b>		2	3	1	6
Appointment/WaitingTimes		1	1		2
Communication		1	2		3
Treatment				1	1
<b>Total</b>	1	5	7	50	63

1.18 Central Manchester University Hospitals NHS Foundation Trust:

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by ethnicity and gender against Central Manchester University Hospitals NHS Foundation Trust	White: British		White: British Total	Not stated	Not stated Total	Total
	Female	Male		Not stated		
<b>Cardiology</b>				2	2	2
Appointment/WaitingTimes				2	2	2
<b>Dental Hospital</b>		1	1			1
Information Request		1	1			1
<b>General Medicine</b>				1	1	1
Appointment/WaitingTimes				1	1	1
<b>Paediatrics</b>				1	1	1
Equipment				1	1	1
<b>Sexual Assault Referral Centre</b>				4	4	4
Behaviour				1	1	1
Patient Records				1	1	1
Treatment				2	2	2
<b>Urology</b>				1	1	1
Appointment/WaitingTimes				1	1	1
<b>Service unknown</b>	1		1	1	1	2
Appointment/WaitingTimes	1		1	1	1	2
<b>Total</b>	<b>1</b>	<b>1</b>	<b>2</b>	<b>10</b>	<b>10</b>	<b>12</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by disability and gender against Central Manchester University Hospitals NHS Foundation Trust	No	No Total	Not stated		Not stated Total	Total
	Male		Female	Not stated		
<b>Cardiology</b>				2	2	2
Appointment/WaitingTimes				2	2	2
<b>Dental Hospital</b>	1	1				1
Information Request	1	1				1
<b>General Medicine</b>				1	1	1
Appointment/WaitingTimes				1	1	1
<b>Paediatrics</b>				1	1	1
Equipment				1	1	1
<b>Sexual Assault Referral Centre</b>				4	4	4
Behaviour				1	1	1
Patient Records				1	1	1
Treatment				2	2	2
<b>Urology</b>				1	1	1
Appointment/WaitingTimes				1	1	1
<b>Service unknown</b>			1	1	2	2
Appointment/WaitingTimes			1	1	2	2
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>11</b>	<b>12</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by sexual orientation and gender against Central Manchester University Hospitals NHS Foundation Trust	Heterosexual	Heterosexual Total	Not stated		Not stated Total	Total
	Male		Female	Not stated		
<b>Cardiology</b>				2	2	2
Appointment/WaitingTimes				2	2	2
<b>Dental Hospital</b>	1	1				1
Information Request	1	1				1
<b>General Medicine</b>				1	1	1
Appointment/WaitingTimes				1	1	1
<b>Paediatrics</b>				1	1	1
Equipment				1	1	1
<b>Sexual Assault Referral Centre</b>				4	4	4
Behaviour				1	1	1
Patient Records				1	1	1
Treatment				2	2	2
<b>Urology</b>				1	1	1
Appointment/WaitingTimes				1	1	1
<b>Service unknown</b>			1	1	2	2
Appointment/WaitingTimes			1	1	2	2
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>11</b>	<b>12</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by sexual orientation and gender against Central Manchester University Hospitals NHS Foundation Trust	No religion	No religion Total	Not stated		Not stated Total	Total
	Male		Female	Not stated		
<b>Cardiology</b>				2	2	2
Appointment/WaitingTimes				2	2	2
<b>Dental Hospital</b>	1	1				1
Information Request	1	1				1
<b>General Medicine</b>				1	1	1
Appointment/WaitingTimes				1	1	1
<b>Paediatrics</b>				1	1	1
Equipment				1	1	1
<b>Sexual Assault Referral Centre</b>				4	4	4
Behaviour				1	1	1
Patient Records				1	1	1
Treatment				2	2	2
<b>Urology</b>				1	1	1
Appointment/WaitingTimes				1	1	1
<b>Service unknown</b>			1	1	2	2
Appointment/WaitingTimes			1	1	2	2
<b>Total</b>	<b>1</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>11</b>	<b>12</b>

Issues and concerns raised by NHS Heywood, Middleton and Rochdale patients by age group and gender against Central Manchester University Hospitals NHS Foundation Trust	55 - 64	65+	Not stated	Total
	Female	Male	Not stated	
<b>Cardiology</b>			2	2
Appointment/WaitingTimes			2	2
<b>Dental Hospital</b>		1		1
Information Request		1		1
<b>General Medicine</b>			1	1
Appointment/WaitingTimes			1	1
<b>Paediatrics</b>			1	1
Equipment			1	1
<b>Sexual Assault Referral Centre</b>			4	4
Behaviour			1	1
Patient Records			1	1
Treatment			2	2
<b>Urology</b>			1	1
Appointment/WaitingTimes			1	1
<b>Service unknown</b>	1		1	2
Appointment/WaitingTimes	1		1	2
<b>Total</b>	<b>1</b>	<b>1</b>	<b>10</b>	<b>12</b>

Rob McDougall  
Patient Services Manager  
Greater Manchester Shared Services  
13 December 2016