

Public Feedback about NHS services during the Coronavirus

Issue 6

October 2020

National Survey

As your independent NHS watchdog, CHCs across Wales want to continue to play a vital part in reflecting people's views and representing your interests in the NHS at this critical time.

Your feedback will help make a difference.

We will share with the NHS what people and local communities are telling us. This is so the NHS can see what people think is working well and take action to make care better where this is needed - as quickly as it is possible to do so. Please give us your NHS feedback by taking survey here:

<https://tas.survey-me.com/take-a-survey/6mp1r>

This is what you told us about in October 2020

Eleven people contacted us in October to share their views and recent experiences with NHS Services

Things that could have been better

- We heard about an experience with Track and Trace – following a positive result, advice from the Track and Trace service was delayed by five days in giving advice to the affected household.
- Waits for Ophthalmology Services like Cataracts procedures.
- Urology Cancer services, we heard about three monthly checks moving to six monthly checks due to the pandemic.

Useful links about the Coronavirus:

Aneurin Bevan University Health Board - guidance on service changes:
<https://abuhb.nhs.wales/coronavirus/guidance-and-changes-to-individual-healthcare-services-and-divisions/>

Welsh Government – guidance:
<https://gov.wales/staying-home-and-away-others-guidance>

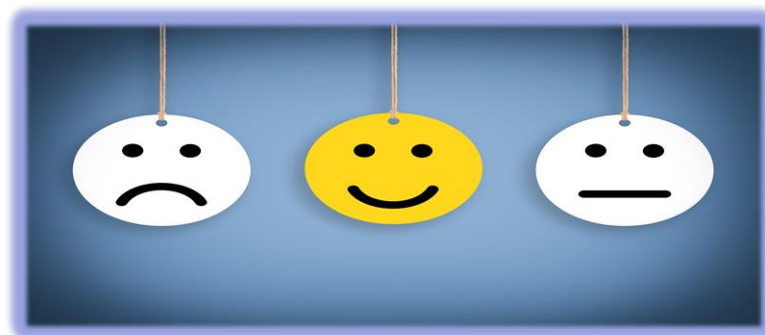


Things that could have been better

- We heard from one person who experienced repeat prescription delays from the GP surgery for a Haematological condition.
 - Another person was dissatisfied with only being able to access physiotherapy via telephone and video consultations. They therefore paid for a private physiotherapy appointment and received physical treatment, which eased their issue. They felt this should have been available via the NHS.
 - Some people had difficulties with remote GP appointments, some could not access e-consult and another person told us they did not receive a call back when indicated, this person chased their call and spoke with a GP who they felt did not listen to their symptoms.
 - Another individual felt it had been difficult to access Diabetes care.
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The positives

- One family shared their positive experience with accessing children's inpatient services from the Royal Gwent Hospital.
- We received positive experiences from people who felt the virtual and telephone appointments system for GP appointments and Physiotherapy instructions was helpful and reduced travel, plus time away from work.





The comments



"I had a very positive experience while staying at Royal Gwent and later at The Royal Free. From end of May to end of June I stayed in both." *Caerphilly Resident*

"Waiting forever for attention to my back which may be the reason for my not walking also attention to my left hand and which is useless due to nerve damage. Ophthalmology I am waiting for or a cataract operation so I can see properly again. Diabetes care I am trying to get my diabetes control but it is taking forever." *Blaenau Gwent Resident*

"My virtual appointment was with the physiotherapist post arm injury. The appointment went extremely well, a range of exercises were demonstrated to me and I was able to try them in front of the therapist and she was able to direct me on my technique. It was a stress free appointment. No rushing through rush hour traffic, no issues parking but still the appropriate amount of care. I've opted for a virtual appointment again in 6 weeks' time. I would highly recommend this option." *Newport Resident*



"I cannot get a virtual appoint - it's all e-consult. All done by email." *Area not known*

"I called my gp practice on Monday and was told they would ask a nurse to call me on Tues or Wed. I phoned today (Friday) as I had not heard anything and was told someone had phoned. They hadn't called my number and had obviously only phoned once. A gp called back today and I felt like he didn't listen to my symptoms and wouldn't let me explain what was wrong. I think I have red flag symptoms and he just didn't let me explain. It took over half an hour to get through to anyone which has used most of my call allowance for the month. Why can't I send an email explaining what is wrong and then the most appropriate person could call back."

Newport resident – GP Surgery

"My daughter developed symptoms so booked a test. She was told the test center was a walk in center but when she arrived, she was told to remain in her car. The experience was quite daunting and scary and unfortunately, the staff there didn't help calm the situation. She received her test results 3 days later and was then contacted by track and trace. As a family, we were aware that as soon as my daughter developed symptoms, we needed to self-isolate at home and she needed to self-isolate in her bedroom. However when track and trace called us, 5 days after my daughter first developed symptoms, we were told that we should all now all self-isolate from each other, e.g. sleep in separate bedrooms and not prepare each other's food etc. This advice seemed pointless as we had been together for 5 days."

Torfaen resident – COVID Testing/ Track & Trace



"Visited with my 3 year old Sunday after being advised by 111, we were greeted with ease and care from moment we arrived at A&E everyone was friendly and professional in the most challenging times, after receiving treatment we returned home after an overnight stay."

Newport Resident – Children's A&E, CAU and B4 Rainbow ward

"I have a trapped nerve in my shoulder, I phone for an appointment with the GP and was told that they only do telephone consultations. The GP agreed that I did have a trapped nerve and gave me the telephone number for physiotherapy. Again, I had a series of telephone/Video consultations. There was no improvement in my condition; in fact, it had become much worse. I invested in a private consultation with a physio, she was able to manipulate, and the nerve is a lot better. I will probably have to have one more visit to resolve the issue. WHY IS THIS NOT AVAILABLE WITH THE NHS. I feel that I have paid my NI contributions for nothing. It was a relatively simple fix but NHS will not do face-to-face consultations now."

Newport Resident – Physiotherapy Service

"I was prescribed medication by a Consultant Haematologist which I was told I'd need to take for the rest of my life. The first time I asked my GP practice for a repeat prescription it got lost, the next it took 5 days. Prior to the pandemic it took just 48 hours to get the same prescription"

Caerphilly resident – GP surgery



"Very pleased to have a telephone call from GP rather than visiting the surgery. It meant I didn't waste time and didn't miss work. Continue to offer telephone consultation as an option. I appreciate it's not appropriate if a physical examination is needed but this isn't always required"

Torfaen Resident – GP Surgery

"I was diagnosed with prostate cancer at the start of this year. The Consultant told me I'd need 3 monthly blood tests to test for PSA. I had a test in April but was not allowed to go to the hospital to see the doctor I had a very brief telephone appointment instead where again I was told I needed 3 monthly review. However by July I hadn't heard about my next appointment so I rang to ask. I was told that I would have to now have 6 monthly appointments which has left me very concerned that the cancer will advance and not be treated as it should have been. The person I spoke to made me feel I was in the wrong to ask for an appointment as the hospital was very busy with CoVid cases. Is dying from CoVid worse than dying from cancer?" *Caerphilly resident*





A round up of your feedback

The comments in this bulletin offer a snap shot of the things people told us about. We'd like to thank everyone who wrote to us to share their experiences, this will be used to help the NHS learn from your comments.

To sum up: we heard about the following themes:

- We heard about positive and negative experiences of people using the virtual or telephone appointments system for both GP surgeries and Physiotherapy services.
- People told us about good inpatient experiences at the Royal Gwent Hospital for both adults and children.
- One family shared with us the delayed advice received from the Track and Trace service following a positive test result within a household.
- He heard about people's concerns of on-going treatment plans or medications for Urology Services and repeat prescriptions via GP surgeries.
- One people told us about issues experienced with Orthopaedics, ophthalmology and the Diabetes service.



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