


<p style="text-align: center;">Health and Wellbeing Board 9th December 2014</p>	 <p style="text-align: right;">Tower Hamlets Health and Wellbeing Board</p>
<p>Report of: Healthwatch Tower Hamlets</p>	<p>Classification: Unrestricted</p>
<p>Patient and User Voice Summary Report Aug 2013 – Sept 2014</p>	

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Executive Summary

People in Tower Hamlets are generally satisfied with the health and social care services that they receive. Where people are not happy, it doesn't generally relate to the care itself, but is a frustration with the administrative processes that surround the care and/or because of the perceived attitudes of staff.

There seems to be a multitude of points in the care journey where the system fails patients and users including:

- accessing a GP appointment
- getting a referral from the GP to secondary care
- receiving the correct appointment information at the right time
- being able to change appointments without being sent back to the GP for re referral
- patient transport getting them to their appointment in time so they didn't have to go back to their GP for re referral
- being able to find the clinic or ward they were attending
- being seen promptly when they were at their appointment
- the right medical notes/information/tests being available to clinicians at their appointment
- actually getting into the operating theatre as operations are being cancelled or postponed at the last minute
- waiting hours in the discharge lounge for a prescription to be filled after being discharged
- arriving home again without the necessary links to the district nurse, reablement, home adaption's or social care and mental health support teams.

There is a perception in some areas of staff being too few, being unhelpful, uncaring and unwilling to signpost. Some patients feel that staff are equally frustrated with administration problems and are either taking this frustration out on patients or using it as an excuse for a poor patient service. There seems to be a particular issue with receptionists from across providers. The quality and availability of interpreters was also a frequently raised concern which seemed to exacerbate stress and/or medical conditions.

Clearly we need to see a radical improvement to the administration and appointments systems alongside training/re training of staff on providing a patient focused service. We would also like to see measures in place to monitor whether improvements are having an impact on patient experience outcomes.

More in depth work is required to understand the:

1. patient journey and the nature of the need for 'support' services within provision particularly for the elderly and the young.
2. 'expectations' and the determinants within that including demographic factors
3. 'quality care' among different cohorts of patients and the factors that contribute to 'good' care
4. experiences of those groups who appear underrepresented in our work to-date e.g. Eastern European groups and sub-groups, Somali's

Recommendations:

The Health and Wellbeing Board is recommended to:

1. note the report
2. agree to work with Healthwatch to develop a more in-depth understanding of the four key issues outlined above.

1. DETAILS OF REPORT

- 1.1. Healthwatch Tower Hamlets' Annual Report

Appendices

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- NONE