

Healthwatch Hampshire and HOPE

HOPE Client survey 2014 - 15 on older peoples' experience of health and social care

HOPE runs an Information and Advice service for older people, their families, carers and friends. We asked our clients to complete a survey (attached) about their recent experience of health and social care locally.

We surveyed 29 people

Age Groups

55 - 65	4
66 - 75	9
76 - 85	13
86 - 95	3
95+	0

Sex

Female	24
Male	5

Ethnicity

White British	28
Black British	1

Disability

Registered blind	1
Prostate cancer	1
Yes	1
COPD	1
Cancer	1
Osteoporosis	1
Alzheimers	1
Dementia	1
Parkinsons	1
No response	20

Postcode

BH25	17
BH24	1
SO41	8
No response	3

Key contact for this report

HOPe (Helping Older People New Forest)

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Trends

- The issue which stood out most clearly is difficulty of access (including waiting times for an appointment) to the doctor/hospital. Individual problems include:
 - Delay in getting appointments (more than 1 week) particularly in Milford-on-Sea. Also a complaint about the 'general attitude' at the surgery, which 'everyone' knew about
 - Sometimes get shifted from my GP to a junior one
 - Delay in seeing consultant
 - Too long wait for blood test at Lymington Hospital. 48 patients waiting in queue, and feeling unwell
 - Hospital waiting times far too lengthy
 - Long waiting time to be seen in Spencer Road, New Milton
 - Long waiting time to get blood tests done at Bournemouth Hospital
 - Could blood tests be done at my local surgery?
 - Following cancer surgery in Poole hospital, one patient from New Milton was told not to get a taxi for visits to remove stitches, but to get a hospital car or ambulance. Phone call to Arnewood surgery received response 'We don't do that'. Phone call to ambulance and was told 'you have to do that through your GP surgery'. Second phone call to surgery and was told 'Well, we do it in some circumstances. We get a lot of time wasters.' Ambulance was booked for 2pm for 4pm appointment, arrived at patient's house at 3.55pm. Rang hospital, told to make a new appointment.
 - Reply to Q4 - A direct bus service from Southampton Station to the hospital
 - Following eye surgery at Southampton, follow up appointment was not sent as arranged. When prompted, staff were very offhand. When asked for transport to hospital, they said 'It can probably be arranged for 6am' but then there was no contact until the day before the appointment, causing great stress. Also, phone was not answered in department several times. Comments 'it was the lack of communication and not knowing that caused worry and stress'

- From New Milton, buses go into Lymington, then you have to change to get to the hospital.
- The majority of responses were very positive about the doctors, consultants and other professionals who treated them. We received 1 comment about poor diagnosis by GPs (Spencer Road surgery).
- In no particular order, these were
 - Dr Tew at Barton (helpful staff, doctor pro-active)
 - Dr Davies at Barton (supportive staff)
 - Dr Collins at Highcliffe (doctor brilliant)
 - Dr Moody Jones at Milford (consultation very helpful)
 - Dr Howard at Spencer Road (no problems - quite happy)
 - Dr Bentley at Spencer Road (excellent all round. I can have a phone call if necessary))
 - Dr Campbell at New Milton (fantastic support - excellent)
 - Drs Howard and Campbell, Spencer Road (excellent)
 - Dr Annabel Arnold at Chawton House, Lymington (excellent, she treats you like an intelligent individual)
 - Dr Whitley, Wisteria, Lymington (thorough)
 - Dr Nash at Barton (quick response)
 - Dr Nash at Barton (excellent)
 - Dr Thurston at Spencer Road (very good doctor, friendly and efficient)
 - Dr Thurston at Spencer Road (caring, understands old people)
 - Dr Savage at Twin Oaks, Bransgore (everyone at surgery very caring and kind. Can always get an appointment)
 - St Albans, Charminster (good contact and support)
 - Dr Rutherford, New Milton (listens, doesn't rush, everything explained and questions answered)
 - Dr Macleod, Arnewood, New Milton (extremely efficient)
 - Lymington Hospital (outpatient) - very efficient having a scan. Easy to discuss issues.

Negative comments/responses

- Spencer Road surgery (doctor unspecified) 'not listening and diagnosing cancer. Not happy with report'.
- Dr Campbell, Spencer Road, 'made a mistake with my medication, put me on the wrong drugs'
- One wanted more opportunity to request a home visit.
- One comment 'the journey to Southampton appeared unnecessary. Xray result could have been sent to consultant. Journey and wait for appointment takes about half a day'.
- 2 respondents mentioned the need for more information and advice on services for older relatives - specific to their medical issues: glaucoma, high blood pressure, arthritis

- One response 'No check on whether home circumstances were suitable for an 85 year old with poor health' Lymington hospital, osteoporosis.
- 'A South Hants sub contract ENT department resulted in a degree of detachment of attitude'
- New Milton Health Centre 'extensive infection following podiatry'. Complaint written to practice manager by HOPE received abrupt response, denying responsibility as podiatry is not an 'in house' service. Letter lacked sensitivity and understanding.
- Lymington Hospital. Elderly man admitted with pneumonia; put in single room. Within a few days had dehydration, bed sores and thrush; suffered a slight stroke. Family was appalled and decided to complain.
- 80 year old patient waiting for open heart surgery at Southampton General was offered a bed at The Spire. Surgery very successful. When she was leaving she was told there was no transport to take her home and no care package, because there was no system for referral back to the NHS for these services.