

ANALYSIS OF HEALTHWATCH QUESTIONNAIRE

MARCH 2015

Summary for Healthwatch

This has been an interesting, if time consuming exercise for Home-Start to undertake. It enabled us to ask questions of our families that we would not normally ask. Their responses were mixed and their enthusiasm to complete the survey depended on how much they had to contribute.

On the whole people who undertook the survey were content with the primary health services and the service delivery as well as the emergency services although they felt that they lacked information about supporting services. This would indicate that more work needs to be done in alerting people to what supporting, additional or preventative health related services are available locally to support families and individuals who have specific difficulties.

49 respondents. 30 on line and 19 paper questionnaires

Question 1

How easy is it to make an appointment with your doctor when you need one?

- 1) Very easy, I can always get an appointment
20%
- 2) I can sometimes get one when I need one
62%
- 3) I can never get one when I want one
16%
- 4) No reply
2%

Comments:

Positive

In an emergency, it is quick

My surgery are very quick to give me an appointment

Negative

If it is urgent it is really difficult

But it's at least a 2 week wait. Don't know what it would be like if I needed something urgent

A shortage of GPs obviously

It's so difficult if not impossible. Have been known to give up and grin and bear it

I usually prefer to wait to see my own GP

If I don't mind which GP I see. If I want one with my own GP I have to wait a long time

I always have to ring the doctor in order to get an appointment

Small village, can be quite busy

You can get same day appointment if an emergency, if own doctor 2 weeks, other doctors a week

It takes a good week

Always need to talk to nurse first otherwise a couple of days to see doctor. Nurse decides whether or not I need to see a doctor

Question 2

Do you feel that your appointments are long enough to discuss health issues?

1) Yes

78%

2) No

18%

3) No reply

4%

Comments

Positive

My doctor is very good

Staff at surgery are fabulous and love to chat and listen

Does double appointments, 20mins

Mostly

If need more time can book again. Appointments should be short so doctors are able to offer a shorter delay to all, better to get an appointment soon than to have to wait. Most things can be said in a short period of time

Most of the time

Negative

Only get 10min appointments

Not with GP, enough time with NH team

Feel rushed to go through health issue in general

Conscious of time restraints

Feel that you have to rush as they are usually running 20mins plus late

My GP does not stick to time

Question 3

Were you given enough information about any medication that was prescribed? This includes its effectiveness, side effects and whether it is addictive?

YES	55%
NO	39%
No Reply	6%

Comments

Positive

My surgery are very informative

Usually

Negative

But I know to read the medication leaflets

Always need to read the inner leaflet

I was taking 3 meds together for 2 years before I was told that they do not mix and could have caused severe fits possible death!!!! Locum GP refused to prescribe this was then stopped causing me to go into extreme withdrawal, simply terrible.

Suggest the chemist gives this – most medicines have lengthy instructions inside the box. I can then speak to chemist or go back to my doctor

Last time I wasn't even told how long to continue them for

I didn't understand what he was saying. I didn't feel that I could ask a question

Never

Not much information about prescription usually

Question 4

Where necessary, has your doctor offered information about supporting services for your medical needs?

CBT (Cognitive Behavioural Therapy)	4%
Healthy Lifestyle Options	8%
MEND	2%
HENRY	4%
Counselling Services	8%
Complimentary Therapies	4%
No Reply	72%

Comments:

Positive

We start HENRY in March

Gives you information on different needs, should you need it

Services are good

Not necessary. I guess that with internet perception shifting and people can look into this for themselves. I expect that if I raised it with my doctor, she would give me some help about taking forward

Yes but having Fybromyalgia in far too much pain to use it. Also told that due to the fact I was not overweight enough, there was no help for me

Negative

Not offered, would be helpful

Never

I didn't do it

Never been offered the above services

Haven't had personal experience of needing these services. Although when my daughter needed to discuss some past abuse issues with a teacher, she was offered only a telephone helpline

None, never enlightened on any of the above

Question 5

Have you ever visited an Accident and Emergency Department?

YES	33%
NO	63%
No Reply	4%

Comments

Positive

Staff were very nice and helpful

I had quick service and treatment at hospital, waited 1 hour for ambulance

With my son, they were very good and got seen within 20mins

Pretty good

Excellent

Very good, well looked after although has several repeated checks, perhaps 4 examinations and forms filled in, that seemed to us identical, by different people

My one year old had an impacted bowel due to severe constipation which GPs didn't seem to take seriously. I had to go to A&E where she was immediately seen by a doctor who prescribed meds that my GP should have prescribed to prevent the problem from becoming much worse

Negative

Waited 10.30pm, not seen for over 1 hour when my 4 year old son had a broken arm.

With my child, long wait

After a fall and a 90min wait for ambulance, I spent 10 hours overnight in a busy A&E department before discharge the following lunchtime. I was offered no water during that time. I was offered pain relief etc.

Had a fish bone stuck in my throat and had to make 2 visits to A&E on the same day

Question 6

Have you ever needed to call an ambulance for you or any member of your family in the last year?

YES	18%
NO	74%
No Reply	8%

Comments

Positive

They were very good and could tell me what was wrong while still at home

They were helpful and quite quick

Good in the end

They came quickly and were calm professional and efficient

My 3 year old had suspected concussion due to a fall. I was unable to rouse her, she was hysterical. Rang 111 and ambulance sent immediately

Negative

Ambulance for myself, waited 1 hour

Question 7

If you attended A&E or were admitted to hospital were you given enough information to cope when you got home?

YES	35%
NO	20%
No Reply	45%

Comments

Positive

None

Negative

Just said that they would refer to NH and they would get in touch, they didn't. Had to ask GP
Yes and No, Depends on who you speak to. Only certain doctors and nurses explain or give
enough information

Just that mental health team would be in touch

Question 8

Is there any other medical service/support you would like to see in Winchester?

YES	50%
NO	30%
No Reply	20%

Comments

More call out doctors to the home

Natural therapy, massage, acupuncture etc.

Anger management

Better/more counselling services

24hr walk in medical centre available with suitable facilities and trained personnel for
physical and mental health needs

Family support

Please improve child mental health support CAMHS is simply not fit for purpose,
understaffed, underfunded and in disarray, young adults have suffered and committed
suicide due to lack of care and support from this service. My so has seen 6 different doctors
in the past 2 years and all have different diagnosis, still have no idea what is wrong

Some alternative therapies offered on NHS, e.g., hypnotherapy, chiropractic, sports physio
and post op physio

More mental health support

Question 9

What is your age range?

18-20	2%
21-25	8%
26-30	12%
Over 30	74%
No Reply	4%

Postcodes

SO21 – 9 / SO22 – 17 / SO23 – 12 / SO24 – 3 / SO51 – 2 / SO20 – 2 / 4 respondents declined to say.