


*Nottingham North and East
Clinical Commissioning Group*


*Nottingham West
Clinical Commissioning Group*


*Rushcliffe
Clinical Commissioning Group*

“You Said, We Did” & Celebrating Success

Issues Raised by Patients, Public and Carers January 2014 to June 2014

You Said, We Did

	Description	CCG Response
	<p>QMC Eye Clinic You Said... being on a research trial means that I have to attend the ophthalmology clinical every two months for a three hour appointment. The tests that are done take twenty minutes, the other wait is to see the specialist and wait for the injections, there are delays often because there is not staff to get the drugs from pharmacy and for specialists to do the injections, it's not a well-run clinic. Patients have to ring to obtain their appointments.</p>	<p>We... liaised with the Trust to address the issues in relation to delays being encountered when trying to obtain drugs from pharmacy.</p> <p>Feedback has been provided to NUH for them to review and implement any changes to service provision as appropriate.</p>
	<p>QMC, NUH In-patient You Said... you had concerns about nurse staffing levels within NUH and the use of agency staff, how can this be cost effective and safe.</p>	<p>We... liaised with NUH who advised staffing levels are displayed on wards and they have been doing this almost a year now they display staffing and vacancy information every day on posters on wards and also publish twice daily nursing staffing levels per shift for each ward/campus.</p> <p>From the end of June every acute trust is required to publish on NHS Choices website their staffing information/levels.</p>
	<p>QMC In-patient You Said... the ward smelt of urine and faeces, during teatime patients were put on commodes without the curtains drawn instead of utilising the toilets.</p>	<p>We... feedback the comments to NUH for them to review and implement changes.</p>
	<p>QMC Pharmacy You Said... you were discharged from hospital but incurred a delay of five hours waiting for medication. There was a sign outside Pharmacy which stated fifteen minute delay.</p>	<p>We... are working closely with the Trust to address the issues in relation to delays being encountered when trying to obtain drugs from pharmacy.</p>

	Description	CCG Response
	<p>Nursing Home You Said... I visited a local nursing home and asked the senior nurse about cover at weekends. She said GP cover was a nightmare.</p>	<p>We... liaised with NHS Rushcliffe CCG who advise they have no plans at the moment for extending working hours for GPs or increased opening hours, however, the CCG will shortly be undertaking an extensive patient consultation to ask what patients would like and want around extended access and weekend working. The survey is due to go out to all Rushcliffe households in April 2014 and planning of future services will be determined by the feedback received</p>
	<p>Mental Health CAMHS You Said... my teenage child was referred to CAMHS with mixed depression and anxiety. They were promised services which did not materialise</p> <p>There should be a failsafe mechanism for onward referral; there should be honesty about the fact that there is no support for this age group.</p>	<p>We... have been advised by CAMHS service that they have been successful in attracting funding to progress the Improving Access to Psychological Therapies Programme (IAPT) agenda within CAMHS and this will assist with the transition period in the future.</p> <p>'Insight Healthcare' is an alternative provider which patients can self-refer to via their website www.mhco.org.uk for additional support.</p> <p>To support the planning, developing and improvement of services locally there are a number of ways in which patients can get involved. It could be beneficial for you to engage in your GP Practices Patient Participation Group (PPG) where you can feed your experiences in to aid future commissioning decisions.</p>
	<p>Mental Health You Said... I am a carer and feel as though I am a virtual prisoner in the house catering to the demands of the patient who suffers from anxiety and panic attacks.</p>	<p>We... provided information and advice in relation to Carers Assessments and how they can be obtained via Nottinghamshire County Council http://www.nottinghamshire.gov.uk/caring/ which provides access to Carers Breaks subject to eligibility.</p> <p>NHS Funding is also available for carers breaks provided you meet the eligibility criteria. This can be obtained by calling PALS</p>

	Description	CCG Response
		on 0800 028 3693 (Option 2).
	<p>Patient Transport You Said... I attended a Physiotherapy appointment and waited four hours to be collected by patient transport which never arrived. Eventually a taxi was sent to collect me, who pays for this taxi?</p>	<p>We... liaised with Arriva who confirmed that if they fail to provide a service which results in the hospital having to book alternative transport, the cost is the responsibility of Arriva and does not impact on NHS funds.</p>
	<p>Oasis Dental Practice, Netherfield You Said...when I cancel a dental appointment for genuine reasons allowing plenty of notice this is marked against me. How can the practice remove me from their books after three cancelled appointments></p>	<p>We...passed the concerns back to the Dental Practice for their information. From 1 April 2013 Dental Services are commissioned by NHS England. This information has been fed back to the appropriate team.</p> <p>Everyone should be able to access good-quality NHS dental services. There is no need to register with a dentist. Simply find a practice that's convenient for you and phone them to see if any appointments are available. Ask if you're not sure whether the practice provides NHS care.</p>
	<p>General Practice You Said...there is an automated clock in system. I know this saves time and money but it is isolating and impersonal if someone feels really ill or anxious</p>	<p>We...fed comments back via Patient Reference Group due to GP Practice being unidentified.</p>
	<p>Arriva You Said...I am concerned about the delays encountered when accessing hospital patient transport</p>	<p>We...as the commissioners are working closely with the provider to address issues and concerns raised by service users. Commissioners routinely attend Quality Sub Group for Arriva to monitor the quality aspect of the contract. A commitment has been made by Arriva to attend all patient group meetings to provide assurance on the on-going work to address the issues</p>

	Description	CCG Response
	<p>Continuing Healthcare – Long Term Care You Said...what is the provision for Continuing Healthcare and when this can be accessed?</p>	<p>We...liaised with the Continuing Healthcare (CHC) team to establish protocols for accessing fully funded CHC. Clear guidance now available to the Patient Experience Team to ensure accurate information is provided to patients.</p>
	<p>NHS Continance Prescriptions You Said...delays were being encountered by patients following the change of provider.</p>	<p>We...we were notified that providers were issuing products to existing continence patients often without a prescription. This is not legal and therefore the process changed with immediate effect. Patients were not informed of this, just the change of provider which raised confusion. The prescribing team continue to have regular meetings with the new provider to address access issues. A new telephone system has been implemented and on-going monitoring will occur. The Patient Experience Team will continue to work closely with the Prescribing Teams to address any future issues.</p>
	<p>Global Diagnostics You Said...you were concerned about the lack of notification for a cancelled clinic appointment resulting in you having to make an unnecessary journey.</p>	<p>We...liaised with host commissioners who are now working with the service provider to implement a new text messaging service for cancellations of appointments as well as reminders.</p>
	<p>HMP Whatton You Said...correspondence for prisoners was being sent to East Bridgford Medical Centre in error.</p>	<p>We...liaised with providers to ensure that coding within computer systems is set up correctly to ensure that services provided to prisoners are correctly processed and returned back to HMP Whatton and not East Bridgford GP Practice.</p>

	Description	CCG Response
	<p>IVF You Said...you had concerns regarding the eligibility criteria and the fact it is not being linked to NICE guidance.</p>	<p>We...provided an explanation of the current CCG commissioning policy for IVF/ICSI which does not reflect the NICE guidance (updated February 2013). This is not mandatory for NHS bodies to implement. The CCGs fully accept that it would be possible for the NHS to fund additional IVF treatment but, if we were to provide treatment in full accordance with the NICE Guidance, we would be obliged to make cuts in other programmes of treatment.</p>
	<p>Safeguarding You Said...following the closure of a care home it was identified that a wound had not been reported.</p>	<p>We...ensured a MASH referral had been made. Information on safeguarding processes circulated to identified Safeguarding Leads within each member practices for dissemination to staff. This is a reminder for all staff that they have a safeguarding responsibility.</p>
	<p>NMATS You Said...you felt there was a delay in the referral process from referral to treatment.</p>	<p>We...liaised with Service Improvement Team and service provider to establish a clear process for referrals. Assurance of process provided to patient and reminder of process to be included on CCG weekly newsletter which is disseminated to all member practices. Currently a review of pathway is being carried out by NNE Engagement colleagues and all comments received from patients is being fed back directly to this team. This intelligence will be utilised to assist them in future commissioning.</p>
	<p>Podiatry You Said...that podiatry provision stopped once your mum was moved to a nursing home. Why?</p>	<p>We...liaised with CHP to establish that place of residence should not affect service provision. Patients entitled to podiatry services in their own home should continue to receive the service on entering a care/nursing home. CHP to ensure this criterion is followed.</p>

	Description	CCG Response
	<p>Deaf Awareness You Said...as a deaf parent accessing community services for my child I was asked “if I talk loudly enough do you think you will be able to hear me” What deaf awareness training do NHS staff receive?</p>	<p>We...as Commissioners and Providers take this matter very seriously. Each organisation is to look in to signing up to the British Sign Language Charter. A collaborative event with the Deaf Society was held in May 2014 which identified recommendations for organisations to work towards. A follow up event is scheduled for October 2014.</p>
	<p>Flu Jabs You Said...has entitlement changed for free flu vaccinations on the NHS in 2014.</p>	<p>We...advised existing seasonal influenza for at-risk patients vaccination programmes are continuing after August 2014.</p> <p>The seasonal flu programme has been widened so that as from 1 April 2014 it mirrors the at-risk groups set out in the Green Book to include pregnant women, but excluding 204 year olds as they will be covered under the childhood flu programme.</p>
	<p>Bus Stops – Nottingham City Hospital You Said...why has the bus stop at Nottingham City Hospital been moved to outside the maternity hospital. This creates a walk to the hospital entrance.</p>	<p>We...liaised with NUH who advised the bus stop was moved due to the car park changes with the theatre project, double deckers could not get past the canopy, and the single deckers were getting stuck behind parked cars collecting babies.</p>
	<p>Talking Therapies You Said...you needed more information in relation to what happens to people once they have finished a Let’s Talk Wellbeing course.</p>	<p>We...liaised with the Clinical Lead at Let’s Talk Wellbeing Service who advised that:</p> <p><i>“Part of a patient's treatment with the Let's Talk Wellbeing Service is to prepare them for and teach them coping strategies for when they finish treatment. A relapse prevention plan is collaboratively formulated for each patient including signposting to further support if required. Part of the relapse prevention plan is an individualised plan as to what the patient will do if their mood deteriorates again in the future.”</i></p>

Celebrating Success

	Description	CCG Response
	<p>Church Walk GP Practice You Said...I was able to see a Doctor speedily concerning a septic thumb. The consultation was thorough and the treatment prescribed was effective. Excellent service!</p>	<p>We...passed the Compliment to the GP Practice</p>
	<p>QMC Referred via GP for pneumonia You Said...I spent two nights as an inpatient for removal of fluid on lungs and the treatment I received was excellent.</p>	<p>We...passed the compliment to the Patient Experience Team at NUH for forwarding to appropriate team.</p>
	<p>QMC Eye Department You Said...the care was excellent, I had both cataracts done within 6 months, this gave me my life back being able to drive again and do my photography. My worry for other patients is now because of the cuts hospitals are only allowed to do one cataract at a time, sometimes years between.</p>	<p>We...passed the compliment to the Patient Experience Team at NUH for forwarding to appropriate team.</p> <p>The Procedure for Limited Clinical Value PLCV Policy is currently under review.</p>
	<p>QMC Eye Casualty You Said...I received good care and treatment by both nurses and doctor although both appeared under pressure due to under staffing.</p>	<p>We...passed compliment to the Patient Experience Team at NUH for forwarding to appropriate team.</p>
	<p>QMC – Neurology – You Said...</p> <ol style="list-style-type: none"> 1) <i>My Pre MRI appointment was on time – not rushed</i> 2) <i>My MRI appointment followed, almost one to one – no queue, no waiting</i> 3) <i>My Post MRI scan – on time, discussed in detail, not</i> 	<p>We...passed compliment to the Patient Experience Team at NUH for forwarding to appropriate team.</p>

	<i>rushed</i>	
	City Hospital You Said... I had an operation for removal of thyroid and the service was excellent by all staff, very positive experience	We... passed compliment to the Patient Experience Team at NUH for forwarding to appropriate team.
	QMC Eye Department You Said... I had two cataract operations completed. I was very well cared for and both operations were completely successful – I see better than I ever have, thank you!	We... passed compliment to the Patient Experience Team at NUH for forwarding to appropriate team.
	Hickings Lane Medical Centre You Said... my GP is very supportive and efficient	We... passed compliment to GP Practice
	Physiotherapy at Stapleford Care Centre You Said... very good experience as ever, always very friendly and helpful	We... passed compliment to Stapleford Physiotherapy team.
	111 Service You Said... I had a bad scold, I rang 111 and was advised they would call me back in 40 minutes, I explained I was diabetic and they rang me back in 2 minutes. I am now fully recovered.	We... passed compliment to relevant service provider. Helpful reminder from patient “let health professional know you are diabetic as could be relevant”.
	Maxillofacial Department, City Hospital You Said... the clinic was running one and a half hour late. I was provided with a full explanation as to why which I was happy with. Some clinic appointments simply take longer especially when biopsy results are given.	We... passed the compliment to Patient Experience Team at NUH for forwarding to appropriate team. The importance of clear communication and explanation is vital to ensure good customer service.