

ATB Patient, Carer and Public Survey

Health and Wellbeing Board

March 2022

Philip Foster

Managing Director

Feedback From ATB patient survey

- Across June and July 2021, Healthwatch Sunderland undertook a survey on behalf of ATB to gather people's general experiences of using their local out of hospital care services

Almost 600 people shared their experiences by responding to a survey or taking part in interviews. The questions covered a number of areas including:

- Community health and care services, including GPs, pharmacies and community nursing teams
- Experiences of taking and being prescribed medication
- Experiences of using the City's Recovery at Home service
- Being discharged from hospital and the support received from the Integrated Discharge Team
- Excluded Mental health because of the large scale engagement that had been done for the Mental Health Strategy

Summary

- Listening to the views of patients and their families/ carers is vitally important and I'd like to thank everyone who took the time to provide their feedback
- The feedback will be used in all of our Reform and Transformation work being undertaken by ATB.

The overall feedback from patients and carers was positive with people valuing the support they have had from Community services.

- Highest rates of satisfaction in community services were with GP practices and pharmacies,
- High levels of satisfaction with the Recovery at Home service
- Some mixed view of experiences of other community services i.e. Hospital discharge

Feedback From ATB patient survey

Key highlights

- Experience with GP practices was predominately positive. Of those who responded to the survey, 72% rated their face-to-face GP appointment as very good or good and 67% of respondents rated virtual appointments as very good or good.
- There were high levels of satisfaction from patients who had an appointment with a nurse practitioner or practice nurse with 78% of respondents rating their appointment as very good or good.
- 80% of respondents rated their experience of using local pharmacies as very good or good.

Feedback From ATB patient survey

- **Recovery at Home** - People reported high levels of satisfaction for this service. Many people reported the service responsive; staff caring and professional was believed to have helped to prevent attendance at the Emergency Department or hospital admissions.
- **Hospital Discharge** - Just over a third of people didn't feel involved in decisions made regarding their discharge from hospital.
- **GP Appointment** -However, the most common complaint we heard across all feedback related to people's difficulty of getting an GP appointment. Many people reporting they were unable to get through on the phone. When they did get through there were very limited, face-to-face appointments available

