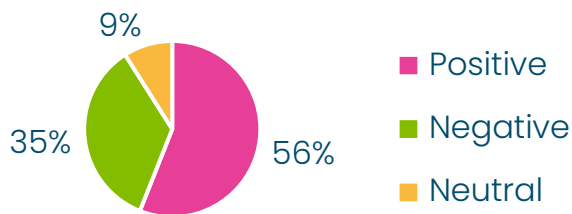


What we have heard from September 2023 – January 2024

Feedback

At Healthwatch Sunderland, we collect general feedback from local people on their experiences of health and social care services in various ways. This includes at community events and meetings we attend and host, via our contact us forms found on our website or by phone and email.



793 People shared their experiences of health and social care services with us between September and January. 56% of all feedback received was positive and 35% was negative.

Positive feedback

	Count	Percent
Care homes	312	70%
Community based services	9	2%
Dentists	1	0%
Domiciliary care	1	0%
GP	83	19%
Hospital	31	7%
Mental health	3	1%
Pharmacy	2	0%
Health Centre	2	0%
TOTAL	444	100%

Common themes we identified

We received total of 444 pieces of positive feedback, as seen above most of this feedback (70%), related to care homes (this is linked to a specific piece of work we carried out engaging with care homes), followed by feedback on GPs (19%) and Sunderland Royal Hospital (7%).

- Care homes – Positive comments related in the main to activity provision, access to health professional, accommodating cultural needs, good knowledge of residents needs and staff having time and skills to do their role.
- GP – positive feedback on GP’s mostly related to the treatment received and/or staff who treat them with care and respect.
- Hospital – following several feedback sessions our Youthwatch hosted in the Niall Quinn Centre we received several positive bits of feedback relating to the care patients received within this department.

What we have heard from September 2023 – January 2024

Negative feedback

	Count	Percent
Care homes	54	20%
Community based services	3	1%
Dentists	62	23%
GP	70	25%
Hospital	49	19%
Mental health	9	3%
Pharmacy	2	0%
Social care	1	0%
111 service	20	7%
Opticians	3	1%
Health Centre	2	1%
TOTAL	275	100%

Common themes we identified

We received total of 275 pieces of negative feedback, as seen above most of this feedback related to feedback on GP's (25%), Dentists (23%) care homes (20%) or Sunderland Royal Hospital (19%).

- SRH – the negative feedback received related to many areas/departments in the hospital with common themes relating to issues with care and lack of communication.
- Dentist – much of the negative feedback related to the lack of available NHS dentists.
- Cares homes – feedback related to staff not having the time or skills to do their job, lack of activity provision and family/friends not being aware of who the manager is should they need them.
- GP's – negative feedback on GP mainly related to long waits on telephone systems and limited available appointments.

Signposting

If people are struggling to find the right information or support related to health and social care, we can help. We support people by signposting them to the best place to go for help and support and how to make a complaint.

173 people came to us for clear advice and information during September and January.

The main areas people were signposted to were:

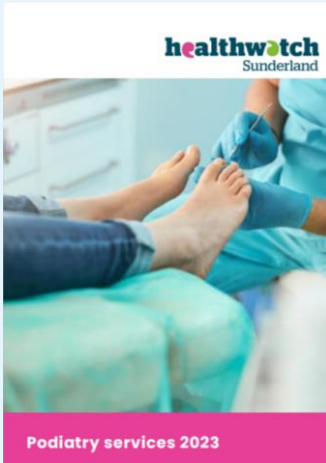
- 21% – NHS dental services helpline and/or other dental support
- 21% – NHS 111
- 15% – Together in a crisis
- 7% – How to make a complaint
- 35% – Other

Our research projects

During this period, we have also published 3 detailed reports. An outline of these reports and the main findings are given below;



- **Podiatry services 2023**



This report highlights patient feedback we collected from 67 patients on the proposed changes to NHS podiatry services across Sunderland.

Healthwatch Sunderland collected this feedback in support of the podiatry services review, which is being undertaken by North East and North Cumbria Integrated Care Board (NENC ICB), who commission NHS podiatry services.

Following the publication of our report we received a positive response from ICB which outlined how the feedback collated has resulted in a new set of proposals for the service that will better fit the needs of those patients using it now and in the future.

- **Sunderland Royal Hospital – Nutrition and hydration patient feedback**



This report covers the findings from our visits to Sunderland Royal looking specifically at food and drink on a selection of wards

The Trust asked Healthwatch South Tyneside and Healthwatch Sunderland to support the work, by obtaining patient feedback to provide valuable information that could aid the development of improvements of both nutrition and hydration and overall mealtime experiences for patients.

- **Sunderland Royal Hospital TOPIC wards patient feedback**



This report covers our findings from our visits to the 6 older people's wards at the Sunderland Royal hospital.

The Trust asked Healthwatch South Tyneside and Healthwatch Sunderland to support the TOPIC programme by obtaining patient, family and carer and staff feedback to provide valuable information that could aid the development of improvement initiatives in older people's care.

