

# Quarterly Insight Report

1st April - 30th June 2022

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## Introduction

This quarterly 'Signposting and Feedback Insight Report' provides an overview of the key themes we have identified in relation to community feedback and signposting from 1<sup>st</sup> April- 30<sup>th</sup> June 2022. It also provides in-depth analysis of some of these key issues highlighted.

## Community Feedback

- We received feedback about services from 40 people in comparison to 35 in the previous quarter. This included 27 by survey (55%), 8 by phone (16%), 4 by email (8%), 4 by online form (8%), 4 from an event (8%), 1 through our online form (2%) and 1 during our outreach visits (2%).

The feedback we gathered via survey was from our Priorities Survey which we send out annually. We plan to send out more frequent surveys focusing on specific services and themes to generate more targeted feedback for our partners and towards our projects.

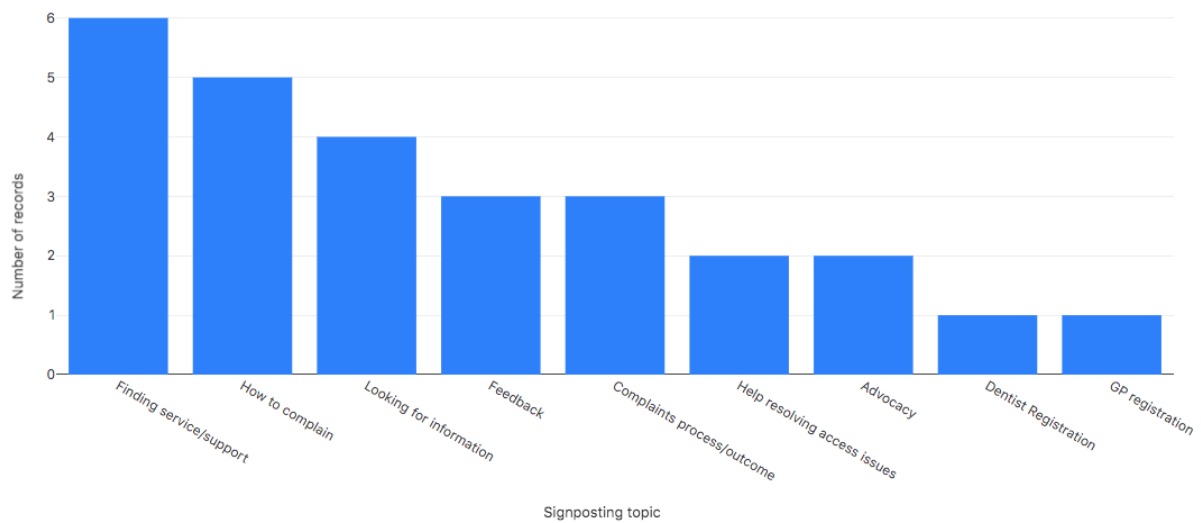
- *The 4 aspects of care with the most issues reported were Access (19), Complaints and Feedback (13), Communication (10) and Care Coordination (9). These were the most common aspects of care reported about last quarter.*
  - *The top issues in Access were 'can't get a (timely) appointment' and these related to a diverse range of services including neurology, neurosurgery and stroke care, GP, oncology and cancer care and mental health assessment and liaison, chiropody/ podiatry, dermatology, pain management services, and screening services and testing. This was followed by access issues associated with an inadequate service/ support, largely relating to GP services (lack of face-to-face appointments, difficulty booking appointments online), oncology and cancer care, podiatry (long waits) and SLaM (failing to offer appointments due to unsuitability of service for the condition). We also received positive feedback about access related to breast screening and post-cancer monitoring, GP, and King's College Hospital.*
  - *One of the top issues in Complaints and Feedback was again, 'can't get a (timely) appointment' relating to GP (long waits and queues to get through in the morning), dentist (long waits), and outpatient services (long-waits). Another issue raised was staff attitude and rudeness at pharmacy, maternity care, and inpatient and outpatient services.*
  - *The most common issue relating to communication was 'not feeling listened to' and this was discussed with reference to services for people living with autism, mental health assessment and liaison, community mental health team (CMHT) and adult social care.*

- *The top issue in Care Coordination was ‘inadequate service/ support’ and this was in relation to maternity services, physiotherapy, hospital discharge and after-care, oncology and cancer care, rheumatology, and community mental health team (CMHT).*

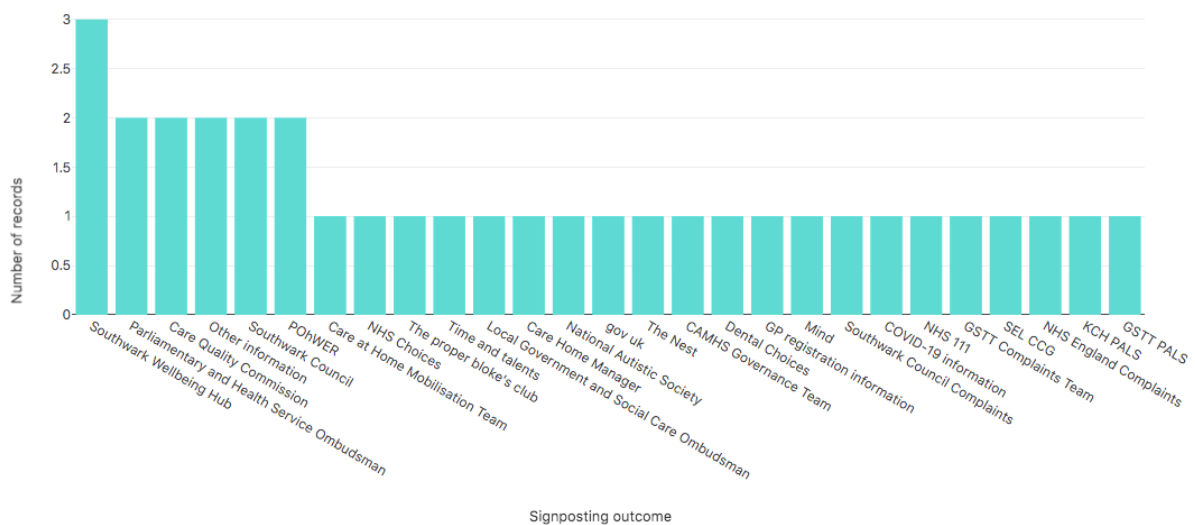
## Signposting Information

- We helped 22 people with signposting, advice, and information: 13 by phone (59%), 7 by email (32%), 1 by online form (5%), 1 at an event (5%).
- The top 3 most common areas of signposting were 1) **finding service / support** (27%, an increase of 50% from previous quarter), **how to complain** (23%, a decrease of 44% from previous quarter), and **looking for information** (18%, an increase of 8% from previous quarter). Notably, we have seen no signposting requests about COVID-19 this quarter, reflective of the removal of domestic Covid-19 restrictions and the changes to eligibility for free testing.
  - Out of the 6 signposting requests from people finding service / support, only 1 was COVID-19 related (booking COVID tests). Other requests dealt with a range of topics, including contacting the Wellbeing Hub, accessing advocacy and personal assistance for people with disabilities, challenging council’s decision to change care provider, finding local services that help with anxiety, and looking for a list of audiology providers.
  - The majority of queries around how to complain were related to adult social care services, a new area that emerged this quarter. These included 2 complaints about the council changing care providers and 1 complaint about a rodent infestation at a care home. Other complaints included 1 about unprofessional staff attitudes in a pharmacy and 1 in relation to communication issues and not feeling listened to by Community Mental Health Team (CMHT) and SLaM.
  - Interestingly, while the majority of queries about complaints were about GPs last quarter, there was no complaints about GPs this quarter.
  - Out of a total of 4 signposting requests from people looking for information, 2 requests related to long COVID services, while the other requests were regarding organisations that provide services for residents feeling isolated and advocacy support.
- We provided a wide range of different types of signposting, depending on the case. This quarter we signposted people to 28 different services. The top services we signposted our clients to were 1) Southwark Wellbeing Hub, 2) Care Quality Commission, 3) Parliamentary and Health Service Ombudsman, 4) POHWER and 5) Southwark Council.
- We also escalated 5 cases, where we contacted a service on behalf of the individual to achieve the right outcome. This included contacting Care at Home Mobilisation Team, Southwark Wellbeing Hub, a representative at King’s College Hospital, a GP, SLaM Complaints Team and Southwark Council Complaints.

## Graph showing the reasons people contacted us for signposting



## Graph showing the signposting we provided



## Key Themes In-Depth

- **GP Access**

We continue to hear about GP access issues across the borough. Following the circulation of our GP Access Project at the beginning of the year, we have been meeting with the Southwark Primary Care Group on a regular basis to discuss how to support them to implement our recommendations. We have fostered a closer partnership with them as a result and have become actively involved with their Access Plan meetings. GPs are currently reviewing their websites based on the

findings from our website audit and are seeking our advice on improving patient involvement and engagement opportunities. We have highlighted our concerns with communications between GPs and patients and are currently having discussions to find a way to positively highlight the work of GPs behind the scenes, to improve public understanding and expectation. GPs will be offering an enhanced service in October 2022 with more face-to-face appointments which will help to tackle access issues.

- **Dentist Access**

Dentist access is a huge issue attracting a lot of national attention. We continue to hear that Southwark residents are struggling with dentist access issues, particularly those from ethnic minority communities. Healthwatch England have recently reported that with living costs on the rise, health inequalities are widening as people struggle to pay for dental care. They also released a report in 2020, outlining the impact of COVID-19 on dental care, with large proportions of people reporting access issues. We have decided to launch a new project to examine the impact of the Healthwatch England report and identify what can be done locally to support it. We will investigate the key access issues impacting our local communities in deprived areas and consider how we can drive change on a local level. The research towards this project will be undertaken by our research volunteers.

- **Mental health**

A lot of our residents and service users are struggling with their mental health, reflected in the fact that Southwark Wellbeing Hub is one of our most common signposting referrals. We are continuing to do follow-up work from our 'Mental Health Services: Unmet Need in Southwark' report. We recently hosted an Impact workshop for the report, highlighting how this work has made a difference and promoted improvements in South London & Maudsley NHS Foundation Trust's services. Likewise, we are currently working on a follow-up project on health inequalities and mental health within the Black African, Caribbean, and Latin American communities. We have also been running regular mindfulness and wellbeing workshops, hosted by our Community Engagement Officer, Gosia, and our volunteer, Adriana, who is a Psychological Wellbeing Practitioner.

- **Complaints relating to services for people living with autism and learning disabilities**

We have been receiving feedback about inadequate and unequal services and support for people with autism and learning disabilities. This is a priority area across the system, with Partnership Southwark prioritising improving the care and support available for children and young people and adults with learning disabilities and autism. Healthwatch England is also working on a campaign called 'Your Care, Your Way' to find out how well health and social care services are delivering accessible information for people who live with a disability, impairment, or sensory loss. We have developed a close partnership with the NHS South East

London CCG's Learning Disabilities and Autism Ambassador and plan to collaborate with Southwark's Ambassador on this project. We want to identify the key barriers to accessing health and social care services for this group and areas where improvement can be made.

- **Wait times for elective care**

We have been receiving negative feedback about long wait times for elective care. We know that wait times for non-urgent elective treatment have increased significantly since the start of the pandemic as these treatments were paused to prioritise hospital capacity for COVID-19 and emergency patients. Likewise, during the pandemic, fewer people were referred for treatment which has caused a backlog of people seeking treatment. We want to investigate how wait times could be better managed for elective care to improve patient experience. This project will be co-produced with King's College Hospital NHS Foundation Trust and who have invited us to support the work of their Elective Recovery programme and also Guy's and St Thomas' NHS Foundation Trust who will support us to gather feedback from their patients.

## Healthwatch Southwark Priorities 2022-23

This quarter, we have determined our priorities for the upcoming year, 2022-23. A variety of different data sources were used to inform the agreed priorities including primary data collected through our signposting and feedback function, a Priorities Survey, focus groups with the public and with stakeholders and secondary data and information compiled by the council, integrated care system, NHS, and other key organisations.

Our top 5 priorities include:

1. Tackling health inequalities with a specific focus on the following:
  - Mental health within the Black African and Caribbean community.
  - Accessibility of health information for Latin American community.
2. Young People's Health: establishing a youth panel and getting young people more actively involved in health projects and decision-making bodies.
3. Improving access to health and social care services for people with learning disabilities and autism.
4. Reviewing how can 'wait times' be better managed for elective care patients.
5. Understanding dental access issues in minority communities.

*Thank you to Jacqueline Jan (Community Research Volunteer) for her support with compiling this report.*

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