



Healthwatch Thurrock

What Is Important to our Local Residents
Regarding Health Services?

February 2017

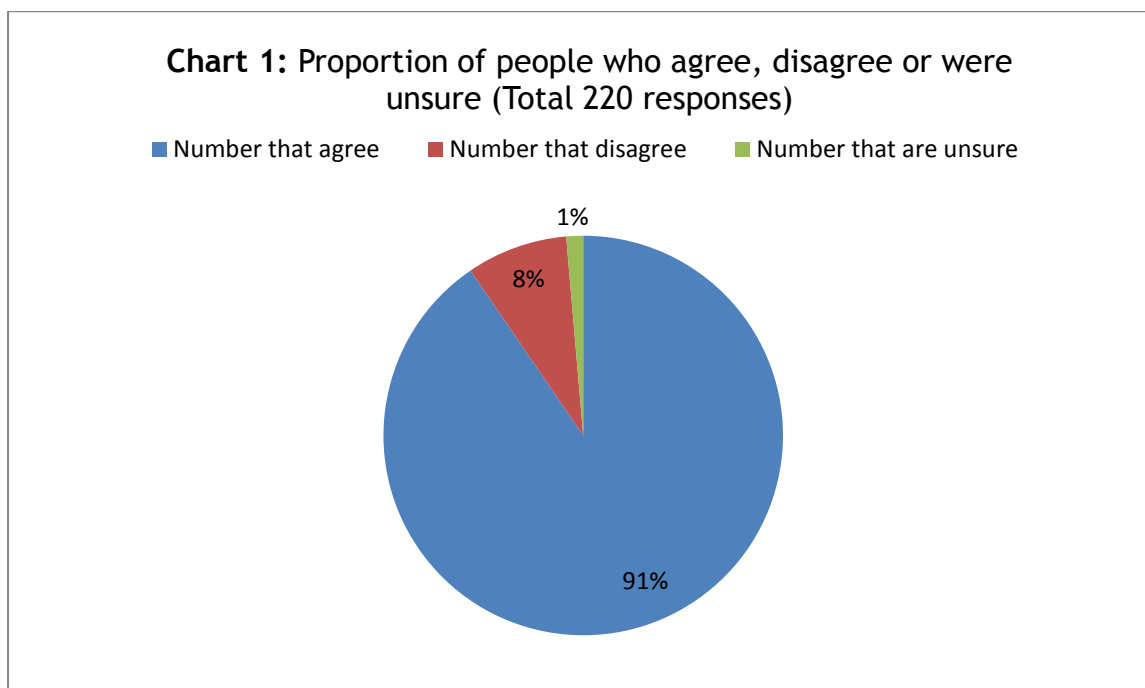
What Is Important to our Local Residents Regarding Health Services?

This document includes views and comments Healthwatch Thurrock have gathered over the last 12 months in relation to the above question. Questions asked in various reports have been pulled out and shown below:

Question	Report
1. a) Would you agree/disagree that the health and social care system in Mid & South East Essex needs to change?	Essex Success Regime Report 2016
b) And if yes what one thing would you change immediately?	Essex Success Regime Report 2016
2. Within the Health and Social Care remit, what matters most to families and carers?	Essex Success Regime Report 2016
3. Do you believe the building of four Integrated Health and Wellbeing Centres in Thurrock is a good idea?	For Thurrock in Thurrock Report 2016
4. From the list of services below what top 3 would you choose to go in the new centres? (Circle which)	For Thurrock in Thurrock Report 2016
5. Do you believe if services are closer to home, it will help relieve the stress on our hospital?	For Thurrock in Thurrock Report 2016
6. Efforts are being made to ensure services are more organised around the individual, and people are treated more holistically when they become ill. Is this how you have been treated in the past? Have you any views on this?	Goal D report

All reports can be found at: <http://www.healthwatchthurrock.org/reports>

1. a) Would you agree/disagree that the health and social care system in Mid & South East Essex needs to change?



A total of 220 people responded to this question 91% (199) of people said that they agree that the health and social care system in Mid & South Essex needs to change. 10% (18) disagreed and 1% (3) were unsure.

b) And if yes what one thing would you change immediately?

Themes that emerged (in weight order)

- Improved waiting times (58)
 - Accessing services made easier (49)
 - More available staff e.g. Health Professionals (16)
 - More local specialist services (11)
 - More joined up care (10)
 - Better Social Care Services (9)
 - Funding (4)
 - Improved transport (4)
 - More personalised care (4)
 - More time for patients (3)
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Comments

“Agree, I would like to see weekend appointments and more offers of alternative treatments e.g. homeopathy on NHS.”

“Yes. Easier access to GP appointments and only having to wait a maximum of 48hrs for an appointment. GP surgeries to stay open longer and at weekends”

“I agree it needs to change. More minor injury units, more GPs in each area.”

“Yes, provide more GP/Nurse appointments that are easier to access. Also, having emergency appointments saved for old people.”

“More access to treatment. Local Hospital cannot cope with increasing population, although within their remit. Basildon Hospital does well.”

“Yes, blood tests need to be quicker. GP appointments need to be sooner rather than have to wait a few weeks.”

“Yes, availability of see my Doctor. Better follow up on Stroke patients once left hospital.”

“I agree it should change. Make somewhere in Thurrock accessible for Thurrock residents to get routine tests done i.e. hearing aids serviced and opticians for elderly.”

“Make it easier to access assessment of my Social Care requirements. Being deaf and blind I worry about my safety. I go to National Royal Hospital - London, Moorefield Eye Hospital London.”

“I believe more appointments need to be made available for residents of Thurrock to see their local GPs.”

“Stroke survivors to have longer time spent on occupational health. A greater amount of support after a stroke with elderly clinic.”

“I think there should be more specialised Clinics in all Housing Areas so the Hospitals will be

less crowded, older people and children could be seen quicker.”

“Yes, a quicker response to our needs such as general appointments and the Ambulance service.”

“Waiting time for hospital appointments to see a consultant.”

“The appointment system - appointment for the same day and to arrange an appointment for a specific time e.g. some days or weeks ahead.”

“If a GP refers you to a hospital consultant, then the waiting time for an appointment should be shorter. Time is vital to get treatment so it should be as early as possible.”

“Quicker appointments for seeing a GP, when unwell see Dr the same day. Also sorting out car parking problems.”

“To be able to see Doctors sooner rather than later and also more opportunity of GP home visits.”

“Not to have such a long time for a GP appointment. Not to have to travel to Basildon Hospital and wait so long for emergency care.”

“I do agree that things need to change. We have an outdated system that is creaking at the seams and modernising is essential. One thing I would change is consistency of services and care. There are large variations across the region. Consistency across the piece should improve outcomes for all.”

“Not really? I do not agree for a ground up change. Equality and standardised provision of services is what we should aim for, with the ability to be flexible for the ever-changing demands.”

“Specialising is very important rather than an average care provided in 3 acute hospitals.”

2. Within the Health and Social Care remit, what matters most to families and carers?

The themes that people discussed around this question were as follows:

1. The quality of care provided
 - Good quality of care (67)
 - The right care (14)
 - Personalised care (2)
 - Early access to services/treatment (2)
2. Family network
 - Support for the family members (44)
 - Keeping the family members informed (14)
 - Keeping costs low to the family e.g. car park fees (8)
 - Who to go to when you don't have family? (2)
3. The health and social care system
 - Join up services between health and social care (11)
 - Services provided locally (10)
 - Support and advice services (10)
 - Good transport links (4)
4. Dignity in care
 - Dignified care (11)
 - Ensuring the patient understands their care requirements (7)
 - Choice over decisions being made (4)
5. Improved Social Care Services
 - Better social care services (5)
 - More consistency with care workers (5)
 - Accessing home social care (4)

Comments

“More time allowance from carers spending with their patients.”

“My autonomy I should have more choice over treatment and end of life.”

“To be listened to and told what is wrong and what the treatment will be.”

“Dignity in care, knowing more about what goes on behind closed doors, e.g. at a care home.”

“Good quality care, being seen quickly if I get ill.”

“Carers need more time with their patients. At this point in time I don’t need a carer but when I ever do, I would like more than 10 minutes of their time. 30 minutes would be more acceptable.”

“Rapid Response was brilliant when I had a fall. Social care and extra support is very important. All the Carers and Nurses I've had were marvellous.”

“Family need to know that there is a backup for the odd family crisis. A good thing would be to have a 24-7 minor injuries unit.”

“Professional health and social care services, short waiting times, clean easily accessible facilities, free parking, and choice of appointment times. All services in one place.”

“Being able to access the social care support you need in crisis. For example a specialist team or support via Adult Social Care.”

“Consistency is very important to carers and families; it is important they have built relationships with both so they feel safe and know they are safe.”

“Doctors knowing their patients and their health needs and having good accessibility to it Not waiting 3-4 weeks sometimes up to 8 weeks for an appointment.”

“Communication between services and families, keeping all parties informed, giving us a sense of security.”

“To receive the best possible care either in hospital or in your own home and be cared for with dignity. Be treated as an individual and not as a number.”

“Good communication between all parties (health & social care). Home Care plan to be arranged so that the Carers are given Clients within one area to be able to do the work efficiently. All helping professions to co-operate more closely and alleviate the patient’s

frustration. Care homes to be far more reasonably priced.”

“Better communications between family and social services and hospitals. Be treated with dignity, not assumed that you are senile because you are elderly.”

“Families need to know that elderly parents are being looked after by professionals, feedback is essential.”

“My family knows I am being well looked after e.g. Care Line. Need the Sheltered Housing Wardens for longer each day.”

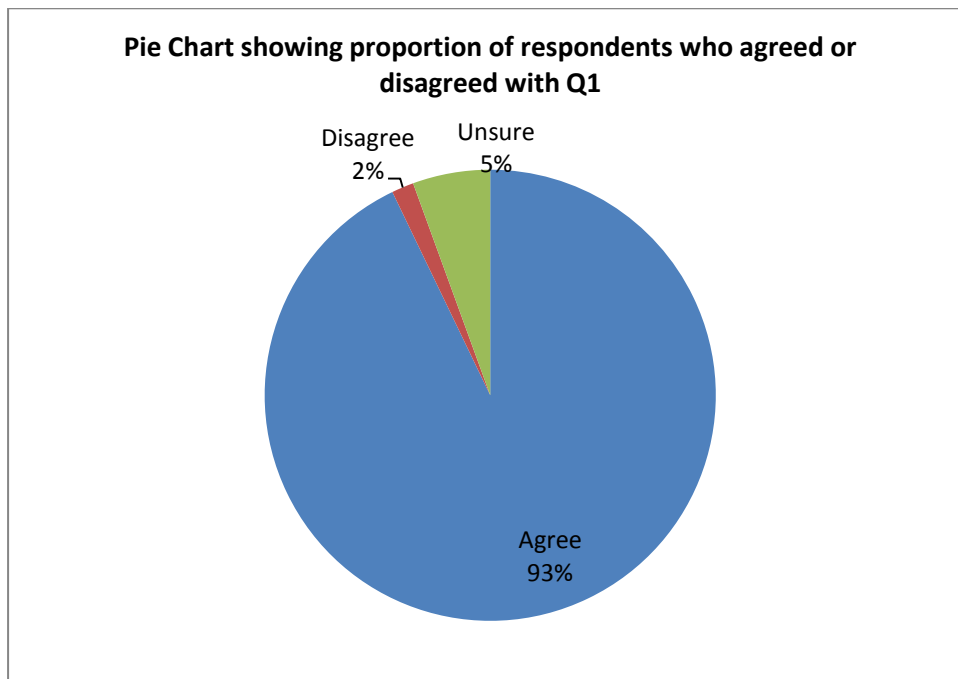
“That family are kept well informed about patient's condition.”

“Consistency of health service and care. Reliability leads to confidence all round.”

“When carers come to attend to you, although you do want help it is very hard to accept that help.”

“An immediate care plan in place before coming out of hospital. This would help support family members.”

3. Do you believe the building of four Integrated Health and Wellbeing Centres in Thurrock is a good idea?

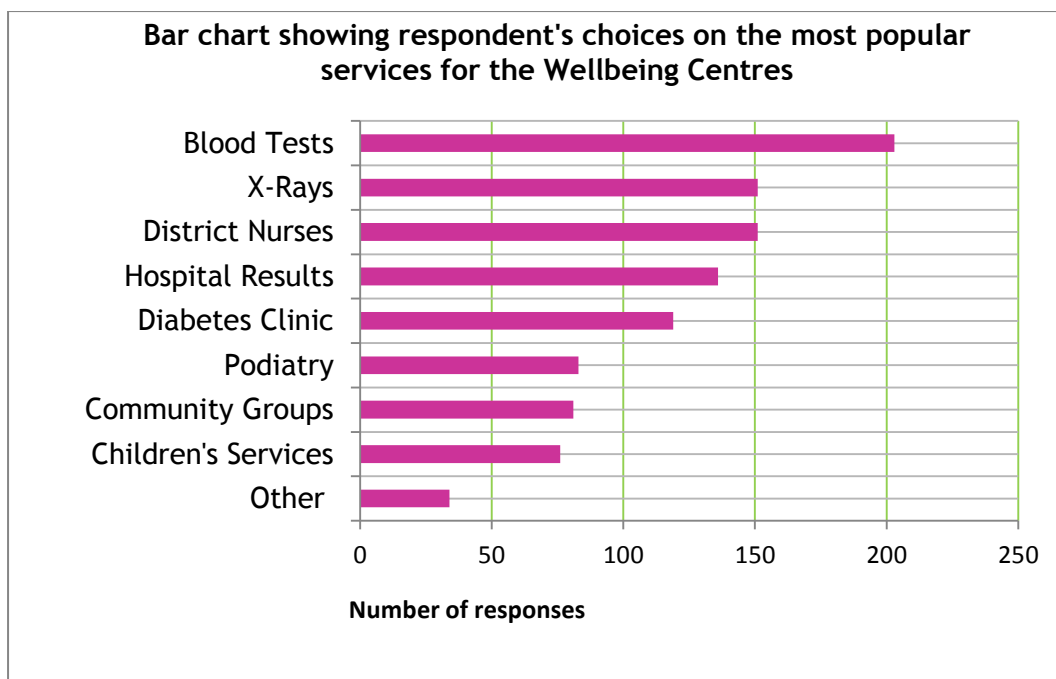


A total of 252 people responded to this question, of which 93% (234) agreed that the Integrated Health and Wellbeing Centres are a good idea. Only 2% (4) disagreed with the idea whilst 5% (14) were unsure.

Responses to question 1 evidence an overall consensus that the creation of four new Integrated Health and Wellness Centres in Thurrock are a good idea and desired by Thurrock people.

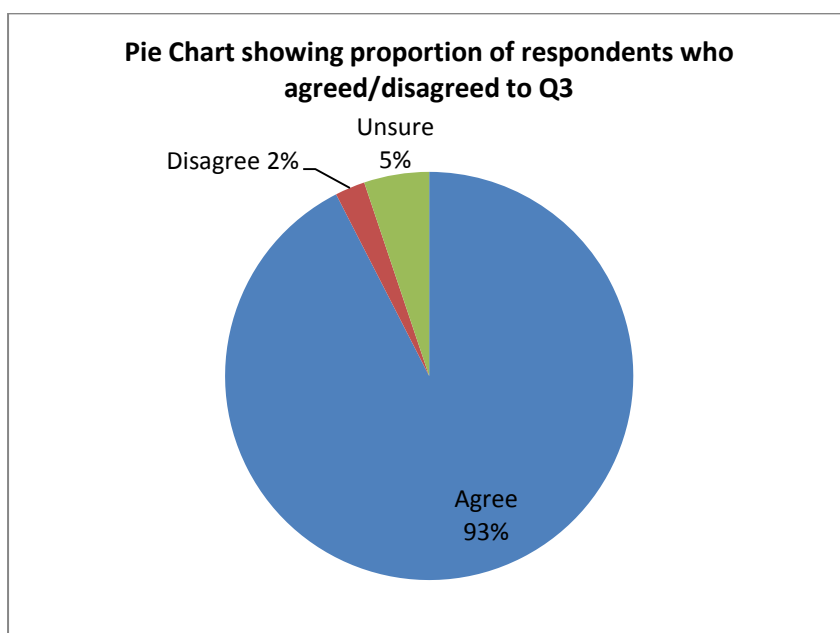
4. From the list of services below what top 3 would you choose to go in the new centres? (Circle which)

- a) District Nurses
- b) Blood Testing
- c) Hospital Results
- d) X-rays
- e) Diabetic clinics
- f) Children's Services
- g) Community groups
- h) Podiatry
- i) Other



From the responses gathered and represented by the Bar Chart above, Blood tests appear to be the most popular service respondents would like to see in all the Integrated Healthy Living Centres, followed by X-rays and District Nurses with hospital results ranking fourth. This shows that having the blood test services in the Centres is viewed as beneficial to community members.

5. Do you believe if services are closer to home, it will help relieve the stress on our hospital?



Of 252 respondents who participated in the survey, 93% (233) agreed that if services were provided closer to home it will help relieve the stress on the local hospital. Only a very small majority, 2% (6) of people disagreed and 5% (13) were unsure about the new plans.

Other views

Whilst out in Thurrock communities Healthwatch Thurrock were able to speak to hundreds of residents about the changes. The concerns and views voiced were centred on the following themes:

Themes that emerged

1. Recognising a lack of healthcare professionals working in Thurrock
 2. Improved waiting times
 3. Not having confidence in the Healthcare and Social Care System
 4. Querying the quality of care provided
 5. Querying where new healthcare staff will come from?
 6. Concerns over transport to these new centres
 7. Querying the funding for the transformation plans
 8. Recognising the benefit of care being provided closer to home
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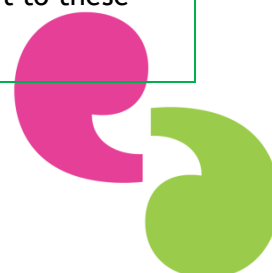
Comments

“I am unable to get registered at a dentist as all surgeries seem to be full. Before I had needed an emergency dentist and could not get one (my dentist on holiday for weeks).” **South Ockendon Resident (Helford Court)**

“Where are all these doctors coming from for these new centres?” **South Ockendon Resident (Helford Court)**

“What exactly is going to be put in place for all the new houses that are being built, we can’t get an appointment now. What about our other services that are going to be overwhelmed, schools, hospital? Why keep building?” **South Ockendon Resident (Helford Court)**

“I am concerned about transport to these centres. Living in South Ockendon I cannot get the centre in Purfleet. There is also the issue of cost, how do we get to these centres?” **South Ockendon Resident**



<p>"We've been promised all of this before - there is never any support - what we say is always washed away". Grays Resident</p>
<p>"Intention is good but general public been asking for years and nothing has changed". Aveley Resident</p>
<p>"There is no care from GPs anymore as they are overworked and always rushing". Purfleet Resident</p>
<p>"How will we get to these new Services? There no Buses which run to the nearest one for us so how can we get there?" South Ockendon Resident (Helford Court)</p>
<p>"Where are the doctors coming from?" South Ockendon Resident (Helford Court)</p>
<p>"Services for the elderly and transportation are a real issue." South Ockendon Resident (Helford Court)</p>
<p>"Provision of more local services for the elderly would be excellent so that local transport not required."</p>
<p>"As an ex GP receptionist of 20 years I have seen first-hand the problems in the health service. Who will fund the clinics? Will the money come from our Council Tax?" Stifford Clays Resident</p>
<p>"There will need to be more than 4 new Wellness Centres with all the new houses being built in Thurrock." Grays Resident</p>
<p>"I think having the intermediate beds for Thurrock residents will be lovely." Aveley resident (Broome Place)</p>
<p>"The new centres will be a great help to Thurrock residents. There would be more help and care when needed." Stifford Clays Resident</p>
<p>"Availability of blood tests and x-rays locally and not having to wait too long for appointments would be an improvement." Chafford Hundred Resident</p>
<p>"Having the Health and wellness centres where we can have blood tests done without a huge wait." Grays Resident</p>
<p>"How many more people moving into area? How much money to be spent on individuals. Older people deserve to be treated better." Grays Resident (Arthur Barns Court)</p>
<p>"Not having to travel to get any medical help, somewhere closer than Basildon." Chadwell St Mary Resident</p>
<p>"Minor injuries in Tilbury, Health Screening, Bloods, Ears Syringing, Chiropody and Diabetics." Tilbury Resident</p>

"Advice on available screening as I get older. Blood tests too and not to travel outside the area for health care." Grays Resident
"Easily accessible transport to get to appointments. To have efficient services to maintain independence in my own home." Stanford Le Hope Resident
"Supported transport for the elderly would be helpful." Purfleet Resident
"I would like to see easier access in home emergencies with follow up closer to home, distance and transport being paramount. Closer A&E." Tilbury Resident
"Support and care in our own homes, enabling us to stay as independent as possible." Tilbury Resident
"Local services with sufficient free on-site parking, plus easily accessible by public transport. Integrated service so can attend one place for a variety of needs e.g. Blood tests, Eye clinic, x-rays, Results, Dentists and Chiropodists." South Ockendon Resident
"Main road from Aveley (Stifford Road) is closed so there is no bus route running into the village. We could walk to the Ockendon roundabout but most of us can't walk that far. We can't access services out of Aveley Village." Aveley Resident
"I think there should be more specialised Clinics in all Housing Areas so the Hospitals will be less crowded and older people and children could be seen quicker." Grays Resident

6. Efforts are being made to ensure services are more organised around the individual, and people are treated more holistically when they become ill. Is this how you have been treated in the past? Have you any views on this?

Many individuals expressed they felt the care they had received from healthcare services in the past wasn't very holistic. People discussed the communication between care services, the lack of resources and time, and inconsistencies with care pathways. Views from Thurrock residents below:

Comments

“In the main I and probably most other patients have never been treated holistically in the past. GP's never have had the time. In fact a notice exists in most practices “only one problem at a time”, so exactly the opposite of holistic. So what will change? The number GP's in Thurrock needs to be expanded; I know you agree with this. I think being treated holistically will be an investment of time in a patient that will in the future, save GP time and be better for patients by improving the quality of their care.”

“I have generally been pleased with the health services that I have received including my GP & specialist referrals. I have not required social care assessment or services. If I felt that I was not being treated on the basis of my individual needs I would consider a complaint to health/social care services. I am strongly committed to the NHS & believe currently that the service is under great pressure as well as with reduced Local Authority funding of social care, & that this will impact on the quality of any integrated service created in Thurrock.”

“I applaud the theory of co-ordinated (holistic) care for the individual. However, I fail to see where the resources will be found to make it work in practice without impacting on current services. This should minimise delays in processing patient needs. This should result in patients receiving timely care to meet their individual requirements.”

“No. I don` t think enough time has been taken to see what needs some patients have. Some people may be struggling and might need advice to help them to make life a bit easier.”

“No this is not how I have been treated. There is currently no consistency/follow up/alternative routes or treatment plans - frankly I find the whole experience hit and miss which is not really something you want when it comes to your health. It's extremely important that people feel like they matter whatever the issue with their health. Sometimes just a friendly follow-up would be sufficient to make people feel like they were not a number and more of a person.”

“My father in law is now receiving this kind of support; however, it has taken almost 8

years of his incapacity for this to now be effective. My Parents in Law have had a considerable cost involved in buying items that should, I believe, have been available to them. His GP has prioritised and taken care of his needs. This aspect is working well. Everyone's needs are different and a personal plan is crucial.”

“No (I haven't been treated holistically), lack of integration. Computer systems are different for different parts of NHS. E.g. recently saw out-of-hours doctor as soon as I was very ill. We got sent to A+E, but had to go over what was wrong again as A+E don't have access to out-of-hours doctors system. Reduce time trying to explain everything to different departments/fields. All information needs to be available to all people involved in care. Very frustrating for families to have to keep going over the sameness information all the time.”

“I can't access services now. So things are only going to get worse. If I can't get my GP to do a referral to a sleep clinic then what hope do I have?”

“No. To the NHS patients are just numbers. Dignity, respect, proper treatment is lacking.”

“The last 3 GPs I have had were struck off please can something be done to improve GP care in this area. Because there has been not social or health care of any quality in this area I think reaching out to people who have never had any type of help before is going to be difficult. As Tilbury is growing so fast please let us not forget the disabled and elderly which are also increasing but seem to be slipping through the cracks.”

“To provide holistic care, there needs to be better co-operation between GP's, Consultants, nurses etc. Care remains fragmented, as communication between consultants and other healthcare professionals is poor. To maximise wellbeing, the assessor needs to understand how different diagnosis interact with each other and the affect this has on patients. Different diagnoses are seen as separate and the treatment normally only deals with one diagnose and this sometime will have an adverse effect on other conditions.”

“Have not had a problem previously that needed such treatment. Most patients contact within the NHS is through their GP. As long as treatments are linked through GP's, unless they have been hospitalised through an emergency, (where the treatment might be arranged by the hospital), then as long as the patient is kept informed and has an input into their treatment this could work.”

"We are always told that the patients come first but at the moment with the pressures on NHS services the patient is being neglected. We have to get back to the interests of patients and how they are treated."