

Summary Report of Direct Feedback  
at the **IOS Living Well Day 16-09-2014**  
**Report of: Healthwatch Isles of Scilly**

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The purpose of this report is to provide a snapshot of views in relation to the quality of health and care services in the Isles of Scilly and Cornwall, given by islanders at the Living Well Event on St Marys, IOS, on 16<sup>th</sup> September 2014. We asked people attending the Living Well Event to write on our graffiti board what they thought are the most important issues concerning health and care services. We also asked them to complete a simple feedback form with three questions:

- what works well?
- what could be improved?
- I think the most important health and care issue for the islands is ....

24 people completed a feedback form and recorded 101 comments between them.

46 of these were about things which work well; of these the highest number concerned local services and the GP Practice in particular. St Marys Hospital, Emergency services and Healthwatch were also singled out for praise.

31 comments were about things which could be improved; these were more varied, but medical travel featured in about ⅓ of the total.

*All comments are reported directly to the relevant organisation/working group, and respondents are signposted where necessary to the appropriate PALs or complaints procedure or sources of support and advice.*

Everyone identified their most important issue. Together with the comments on the graffiti board, this is what people said:

Most important issue for the islands:	Comment
<b>Alcohol abuse</b>	General attitudes towards alcohol, particularly for underage drinking.
<b>Children's services</b>	We like the children's services.
<b>Elder care</b>	Elderly health care - very large elderly population, increasing all the time. Elder care.
<b>Elder care/Dementia care</b>	More care home spaces, able to keep dementia patients on Scilly in the care home. Old age/dementia care.
<b>General</b>	To continue growing. Working together:- private and public sector to provide all round health services. I think the islands do very well with health care!
<b>GP Practice</b>	To have high quality GPs (which we do).
<b>Hospital discharge</b>	Being discharged late at night or being sent home too soon. Discharge arrangements from hospital? Sometimes IOS folk need a few days more to get stronger, first. Patients discharged so that they can travel home the same day.
<b>Local health care</b>	Having available different services: opticians, hearing tests etc. We need more drop in skin clinics, for the value of health promotion, and more encouragement to go to GP's for checks. Audiology. Quicker access to physio appointments. Support for cancer patients - less time having to be spent on the mainland for treatment. EYE TESTS! (One person agreed).
<b>Maternity services</b>	Maternity services. Midwifery.
<b>Medical Travel</b>	Convenience for patients with fewer appointments on the mainland and more outpatients appointments in Scilly. Transport. Procedures too complex - keep it simple and that will go some way to improving experience. Access to the mainland for health/medical checks and scans - usually OK in summer as weather is better but can be delayed for days in winter as there is no boat to fall back on. Access for people who need to attend hospital appointments, maybe doing some more clinics here on the islands to save costs; on a more regular basis which would help the elderly and the young. A recognition that the islands are affected by transport difficulties and should not be treated as if this is acceptable, i.e. reduced waiting times, appropriately timed mainland appointments. Transport to/from hospital appointments. Help and understanding for mainland issues.

Most important issue for the islands:	Comment
<b>Medical Travel (continued)</b>	Outpatients appointments for a possible day trip without an overnight (or 2) stay. (Two people added their agreement.) Transport (particularly in the winter) continues to be unreliable and stressful. (One person agreed and added: escort.)
<b>Mental Health</b>	Mental health awareness and support for families. Reducing stigma and implementing support. Dementia and mental health.

**See below for a full summary of what people told us, in order of ‘most talked about’.**

<b>GP Services (No of comments: 22/101)</b>	
Works well	17 comments in praise of GP Services: <ul style="list-style-type: none"> <li>• Ease of access and speed in getting an appointment;</li> <li>• Good doctors and nurses;</li> <li>• Friendly, efficient and helpful staff;</li> <li>• Screening services.</li> </ul> In addition, there were 3 positive comments which mentioned the Health Centre in ‘local health services’.
Could be improved	<ul style="list-style-type: none"> <li>• 2 people wanted a female doctor.</li> <li>• 1 person said afternoon appointments don’t run to time.</li> <li>• 1 person said there had been some hiccups with the prescription service.</li> </ul>
Most important issue	‘To have high quality GPs (which we do).’

<b>Medical Travel (No of comments: 21/101)</b>	
Works well	3 people commented favourably on: <ul style="list-style-type: none"> <li>• The system for funded travel;</li> <li>• Help from the Patient Transport Service in booking flights.</li> </ul>
Could be improved	11 comments concerned a need for improvement in arrangements, including: <ul style="list-style-type: none"> <li>• Transport arrangements and booking procedures;</li> <li>• Transport for people with mobility issues;</li> <li>• Elderly people finding the journey stressful and the need for an escort;</li> <li>• Access from the off islands to St Marys (appointment times) and cost;</li> <li>• Discharge procedures;</li> <li>• Better awareness of the problems of travel;</li> <li>• Need for more appointments or procedures to be undertaken on St Marys to reduce the need for travel.</li> </ul>
Most important issue	7 people identified medical travel as being the most important issue for the islands: <ul style="list-style-type: none"> <li>• Travel procedures are too complex;</li> <li>• Transport problems, especially in winter, causing delays;</li> <li>• A recognition of the difficulties when arranging treatment;</li> <li>• Need for more appointments or procedures to be undertaken on St Marys to reduce the need for travel, especially for the young or elderly.</li> </ul>

**General observation (No of comments: 10/101)**

Works well	<ul style="list-style-type: none"> <li>• 4 people thought most things work well;</li> <li>• 1 person mentioned short waiting times for appointments.</li> </ul>
Could be improved	<ul style="list-style-type: none"> <li>• 1 person said there is always room for improvement in any area;</li> <li>• 1 person asked for better communication and notification of changes.</li> </ul>
Most important issue	<ul style="list-style-type: none"> <li>• To continue growing;</li> <li>• Working together:- private and public sector to provide all round health services;</li> <li>• I think the islands do very well with health care!</li> </ul>

**Elder care/dementia care (No of comments: 7/101)**

Works well	No comments
Could be improved	3 people identified room for improvement: <ul style="list-style-type: none"> <li>• Dementia care;</li> <li>• Nursing home provision;</li> <li>• Physio/exercise support at home.</li> </ul>
Most important issue	4 people thought this is the most important issue in general, and with regard to the large and increasing elderly population and capacity of residential provision.

**Local health services (No of comments: 7/101)**

Works well	3 comments referring to Hospital/Health Centre/ Dentist
Could be improved	<ul style="list-style-type: none"> <li>• 1 comment about afternoon appointment;</li> <li>• 1 comment about follow up appointments.</li> </ul>
Most important issue	<ul style="list-style-type: none"> <li>• Having available different services: opticians, hearing tests etc.</li> <li>• We need more drop in skin clinics, for the value of health promotion, and more encouragement to go to GP's for checks.</li> </ul>

**Emergency response (No of comments: 5/101)**

Works well	<ul style="list-style-type: none"> <li>• 3 comments about the ambulance and emergency service in general;</li> <li>• 1 about co-responders;</li> <li>• 1 about air ambulance.</li> </ul>
Could be improved	No comments
Most important issue	No comments

**Healthwatch (No of comments: 5/101)**

Works well	<ul style="list-style-type: none"> <li>• One stop shop for health provision practitioners;</li> <li>• Having Healthwatch for advice and help;</li> <li>• A mine of information, a lot achieved and things are followed through;</li> <li>• Advertising Healthwatch and general raising of awareness;</li> <li>• Listening to the general public's worries and researching what can be done better/improved upon.</li> </ul>
Could be improved	No comments
Most important issue	No comments

**Dentist Services (No of comments: 4/101)**

Works well	<ul style="list-style-type: none"> <li>1 person said we have a really good dentist.</li> </ul> In addition, 1 person included the dentist in the 'local health services' category.
Could be improved	<ul style="list-style-type: none"> <li>3 people mentioned appointments.</li> </ul>
Most important issue	No comments

**St Marys Hospital(No of comments: 4/101)**

Works well	4 people made positive comments about staff, cleanliness and food. In addition, 2 people included the hospital in the 'local health services' category.
Could be improved	No comments
Most important issue	No comments

**Other comments (No of comments: 16/101)**

Therapies	Could be improved:	4 (physio, occupational therapy, chiropody)
Maternity/Midwifery	Could be improved:	1
	Most important issue:	2
Alcohol abuse/addiction	Works well:	1
	Most important issue:	1
Children's Services	Works well:	1
	Most important issue:	1
Mental Health	Most important issue:	2
Buzza Bus	Works well:	1
Home adaptations	Could be improved:	1
Hospital Discharge	Could be improved:	1