


Isles of Scilly
Health and Care
Community Survey 2017
Report


Healthwatch Isles of Scilly
January 2018


 Thank you for the opportunity to comment 😊 

All quotes   are from survey respondents, used with permission.

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About this survey

We sent a copy of our survey to every household* on the islands in September 2017.

The survey was laid out in service sections and we asked people to rate a service which they or a member of their household had used in the last two years, and add a comment.

We sent out 968 surveys, and 216 were returned, giving us a response rate of 22%.

Everyone gave ratings in the sections appropriate to them. 777 comments were added in the sections on services, and the 'Tell us your story' section. 315 people responded in the section on wellbeing.

We included an additional question on a separate slip with the survey, asking people if they had taken an escort on their medical trip, and how this was funded. This was in response to a number of comments received over the last year about criteria for NHS funded escorts and the cost of self funding. The response to this question is included in the section on medical travel.

All comments were transcribed into service headings, lightly editing only to remove identifying details.

We wrote a summary of what people had told us and sent the relevant comments and summary to the provider of the service. They could then read the comments, let us know if they considered our summary to be accurate and fair, and provide a response if they wished.

This report presents ratings for services; summaries of people's comments; our comment on what people told us; and the service providers' response, where received.

*We compiled a mailing list of residential households which is as accurate as we could make it, and advertised the survey widely.

The message in this survey is that once again, most services have been rated as good or better, and islanders are highly appreciative of the care and treatment they receive. However, they would like to be able to attend more appointments on-island and have to travel less.

Local services are most depended on and are valued. Services provided by the Health Centre - GP, Pharmacy and Optometry - garnered the highest number of ratings and comments.

A key feature of feedback is the accessibility of local services and ease of getting appointments. Where this has not been the case, we heard about it in this survey!

While the Dental Practice received majority ratings of good and better, a significant number of respondents cited it as a service where improvement would make a difference to their health and wellbeing. There had been restrictions and temporary arrangements in place in recent years but the provider has been responsive throughout and taken measures to put things to rights. We look forward to continued improvements to the range of services available.


The local optician service was also singled out for criticism regarding access to appointments. It is essential to have access to on-island eye tests but we recognise there will be challenges in delivering a cost effective and viable service. In that context, we think the current arrangements are about right, but in light of comments, recommend continued oversight to ensure timely access to the service.

Overall, ratings for undertaking medical travel were good. Organisations have worked co-operatively to improve the experience of medical travel, but comments indicate it is problematic for many. A number of people said that policy makers and administrators do not fully understand IOS transport arrangements or the nature of the journey; and around the time of the survey there had been changes which disadvantaged IOS patients. Certain aspects of policy are now being reconsidered.


Reducing the need to travel is a constant theme of feedback. Local services have taken measures to increase the number of diagnostic services and treatments which, taken together, have significantly reduced patient travel. We are pleased that Royal Cornwall Hospitals Trust is now leading a 'Virtual Care Options' programme, looking initially at supported video-conference clinics on St Marys, and where telephone appointments are appropriate.

We asked people to rate their sense of health and wellbeing in 2015 and again in this survey. The result was largely the same; and people again cited primary care services as most supportive. When asked what would make a difference, they talked about more accessible services and ease of travel or reduction in travel.

The final notable element of the response was who we didn't hear from - we didn't get enough feedback about children's, young people's and family provision to draw any viable conclusions. Improving our engagement with young people and families is a priority for 2018.



*In general we are well served and extremely fortunate living here.
Our problems can start when leaving our islands for medical appointments.
This can be a drawback of old age, infirmity or simply the expense.*





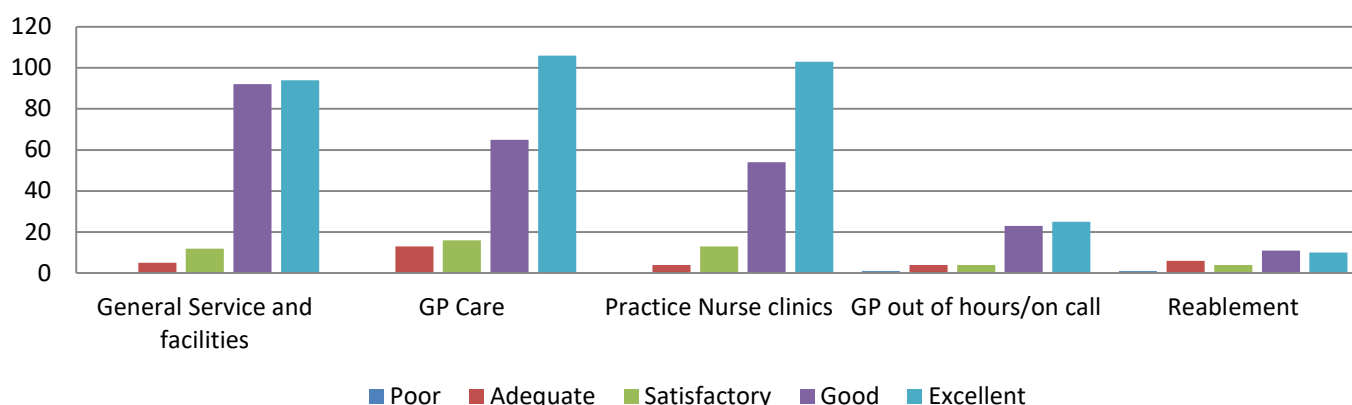
Part One: Rate a service

Health Centre, Pharmacy and Optician Service

Over 200 people gave ratings for GP and related health centre services. In 'core' categories the overwhelming majority rated services as good or excellent.

There were 194 comments about services at the Health Centre, this is the highest number of comments in any section of the survey.

Health Centre



Comments were largely positive. There was praise for all staff, who were described as helpful and friendly. People said services were easily available and well delivered.

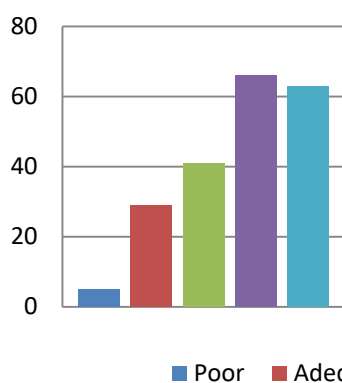
All bar one said that Reception staff were pleasant, efficient and helpful, but there were some concerns about privacy at the desk or on the phone.

Availability of appointments was generally felt to be good. Some people said they could not always see the same doctor and this hampered continuity of care and took up time at appointments, having to explain from the beginning. GP care was felt to be very good although a couple of respondents said this had not been their experience. Some felt it was inconsistent, depending who they saw.

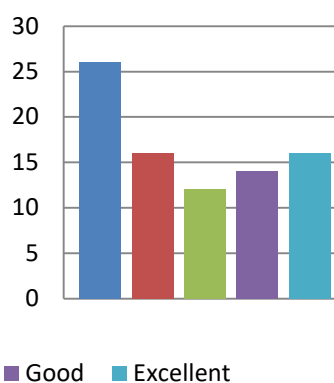
Comments show that Practice Nurses are well regarded, the only complaint being that there should be more Nurse appointments available.

A number of respondents put a question mark in their survey against the reablement service. Some patients are referred to this service for physiotherapy assistance with recovering and maintaining mobility. Two thirds of people who left a rating for the reablement service said it was good or excellent.

Pharmacy



Optician



Most people rated Pharmacy services as satisfactory, good or better, with the highest proportion being good or excellent.

Comments about the Pharmacy were generally appreciative of the service. Most people said that staff were helpful and provided good advice. A number of respondents were disappointed by recent limitations on opening hours, but many were understanding and pleased at the return to normal service. However, some people felt hours could be further extended at lunchtime and the weekends, and that better information about opening hours should be provided.

The greatest number of negative comments concerned the lack of space in the pharmacy and being requested to wait in the foyer, which people felt did not work well; they said it led to long waits while people chatted at the pharmacy counter, and that there is not enough seating. Some suggested that a side room should be used for private consultations to avoid others queuing outside.

There were a few comments about prescription delivery to the off islands which indicate that this service works better for some islands than others.

Just under of a third people who left a rating for the Optician service said it was poor, with the remainder divided fairly equally in their opinions, ranging from adequate to excellent.

The service received mixed comments. Just under half of respondents said they still used a mainland service, either because of the historical lack of service provision on Scilly, or because of limitations on the current arrangements. Some people said they were not aware of the local service.

Comments about the care provided by the visiting optician were positive, but some felt that clinics were too infrequent; there was too long a wait for an appointment and then a further wait to have glasses fitted. One respondent pointed out that the need for children to return to have glasses fitted makes arrangements difficult, here and on the mainland.

Healthwatch comment:

Ratings indicate that services provided at the Health Centre are highly valued, this echoes previous surveys and general feedback. The majority of comments were positive.



There was some criticism, which should be considered: privacy at the reception desk; queuing for the pharmacy; pharmacy hours. Comments indicate that the Practice might improve information about some of the services it provides- reablement, pharmacy and visiting optician.

Regarding the optician service, negative comments related to access to appointments. Our understanding is that current arrangements aim to balance waiting time for an appointment with the frequency of optician visits in the most cost-effective way; this is the only way to make the service viable.

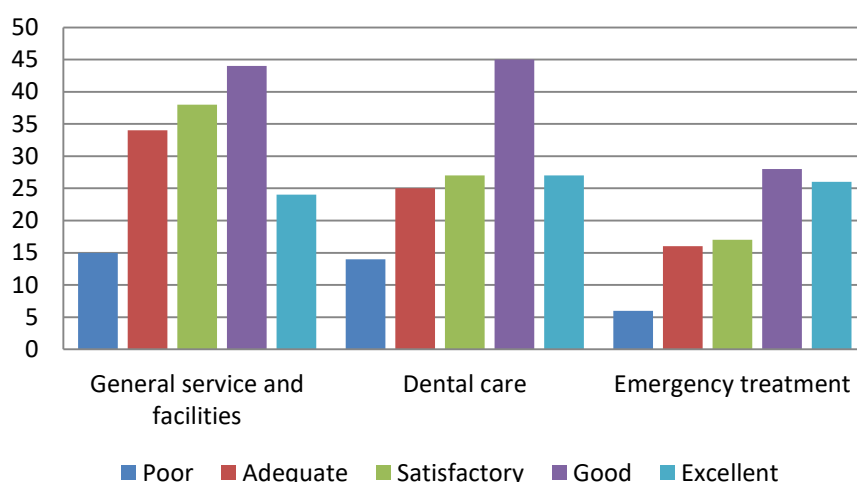
We recognise that there will be limitations on the service due to scale. It is apparent that the service works in addition to mainland based provision and does not replace it. Early demand on the service led to long waiting times; feedback to Healthwatch suggests that as demand has balanced out, waiting times have improved.

In previous surveys people asked for regular access to on-island eye tests; this is now in place, and we understand that it will remain a requirement of local primary care provision.

Returning for fitting is difficult whether people use the local service or one on the mainland. However, it would be useful to know more about arrangements for dispatch and fitting of glasses, particularly for children's prescriptions and fitting.

 *Generally I think the level of service, care and professionalism is very good here and we should all be really proud and feel lucky that we are so well cared for.* 

Dental Practice



159 people left a rating for this service. Nearly three quarters rated all aspects of the service as satisfactory, good or excellent.

72 comments were made about the service.

A number of people said that they had received good or excellent treatment and care and there was praise for staff. Most comments reflect the changing arrangements at the Practice in the last two years regarding appointment systems, and turnover of staff. Some people felt that this had affected the quality of care received, in terms of the extent of treatments available locally, and lack of continuity affecting longer term complex treatments. There were also concerns that regular routine check-ups were not readily available, for adults and children.

A few people said they are unsure about what treatment is available on Scilly. Some said they now use a mainland service, to receive treatment and for routine check-ups.

There were a number of comments about the appointment system; most related to the period when all appointments were made via the Truro call centre.

Elsewhere in the survey we asked people to rate their health and wellbeing and say which services supported them and what would make a difference. 29 people said that the Dental Practice supported their health and 27 commented that that improvements in this service would make a difference.

Healthwatch comment:

The survey responses reflect the feedback we have received about the dental service in the last two years. There was an extended period when treatment was restricted to emergencies, which in turn had an impact on the ability of the service to deal with subsequent need and demand. Since then we have heard concerns about limitations on treatments offered locally, and about processes for referral elsewhere. We have discussed this with the service provider.

Making appointments via the central call centre was described as difficult and frustrating, and reinstatement of direct contact with the surgery was necessary, in our view, and was appreciated by patients. This depended on filling the second dental nurse post and we are very pleased that the service took action in this matter. We have been assured that there are no plans to change the current arrangements.

We understand that the provider has been in discussion with NHS England about developing general dental practice services in Scilly and we look forward to further improvements.

Response from David Bustin, Area Manager, Brighter Dental

From the end of October 2017 we now have in place our new permanent Dentist Gillian Palmer. Gillian joins us with a wealth of experience and is very much looking forward to being able to deliver a high quality service to those patients she will see in our clinic on St Mary's.

We are also developing options for a range of additional treatments which will be available within our clinic to further boost the services which are currently offered. These will include items such as teeth whitening, higher quality prosthetics such as dentures & mouth guards and also the option for us to have regular clinics run by a hygienist who would visit on a quarterly basis from the early part of 2018.

We have also looked at and taken on board the feedback which was received in the Healthwatch Community Survey. We are making all efforts to continue to maintain the good work highlighted in the feedback whilst also seeking to address any concerns raised. By now having a permanent dentist in place and also looking to offer enhanced dental services this is taking steps to see us do this and to continue to be an integral part of the community on the Isles of Scilly.

St Marys Hospital and Adult Community Health Services

St Marys Hospital

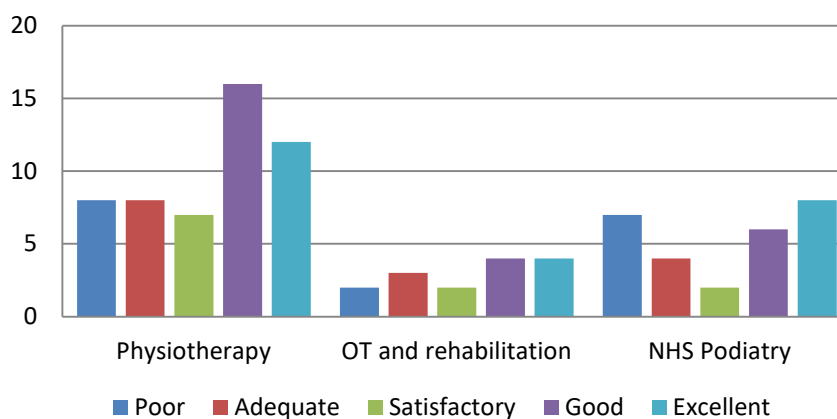


People gave 37 comments about care at St Marys Hospital. General comments were positive, referring to excellent care from lovely, friendly staff.

People also commented specifically on inpatient care, outpatients and the Minor Injuries Unit, and again these were largely positive.

A few comments were made about end of life care, which is provided by nursing staff at the hospital or at home alongside other agencies; this was described as excellent and as something to value.

Adult Community Health Services



Very few people left a rating in this section, and there were too few entries for speech and language therapy to include here.

29 people added a comment, and these were mixed. Treatment and care were generally well regarded but people spoke of waiting a long time for an appointment, and frequent travel disruption leading to an unreliable service.

Response from Anita Bedford, Matron, St Marys Hospital and Community Nursing Team

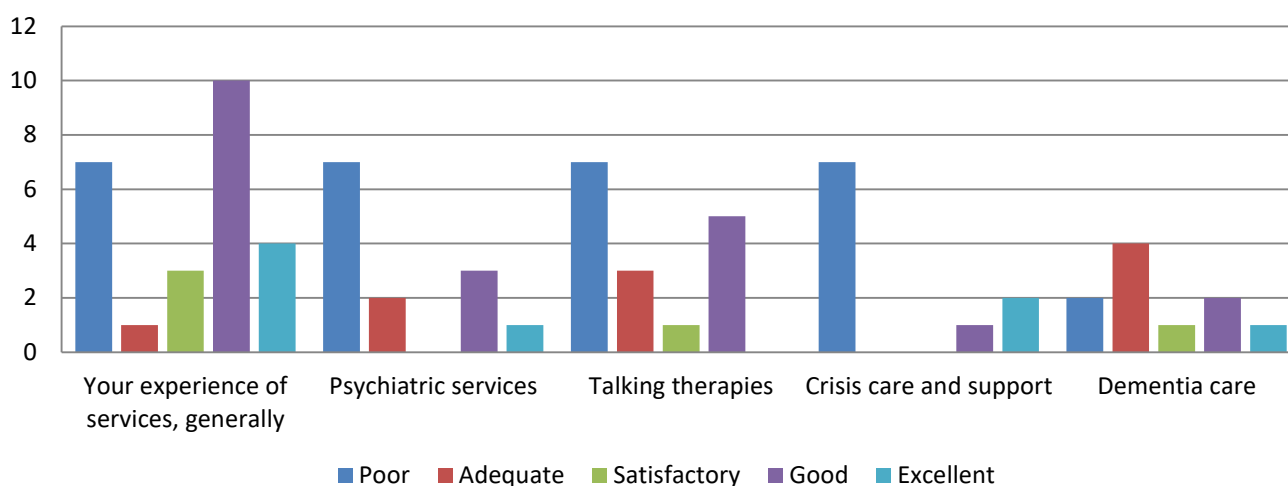
Thank you for providing the community with the opportunity to reflect on the services provided by Cornwall Partnership NHS Foundation Trust (CFT) within the Isles of Scilly. The survey, along with monthly Friends and Family feedback, provides CFT and their Isles of Scilly employees an opportunity to gain some understanding of how we interact with our service users.

I appreciate the opportunity to respond to the survey's findings for St Marys Hospital inpatient and MIU services and the Community Nursing service.

When someone is unwell and potentially vulnerable, healthcare professionals have moments in time to ensure that person is treated professionally, with care and respect. The overwhelming majority of people who responded to the Healthwatch survey said that their experiences of CFT local services were positive.

A very small number of people who responded to the survey felt less than satisfied with CFT managed services- I would like to understand the context of their experience, however, I appreciate this is not always possible. St Marys Hospital and I.O.S community team will continue to work in partnership with other care agencies to ensure we learn from the feedback from this survey and explore ways of improving our services.

Adult Mental Health Services



Adult mental health services and support are provided by a number of different organisations.

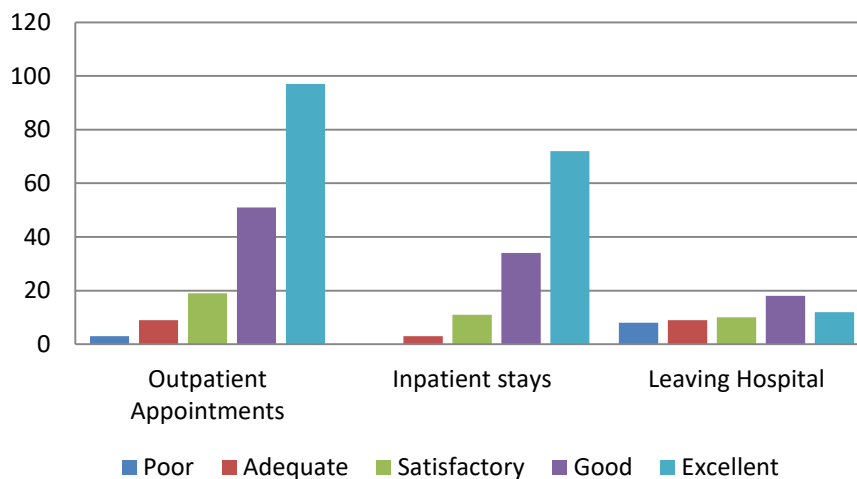
25 people gave a rating and 25 additional comments were provided in this section. The ratings are difficult to unpick. Over half rated their experience of services, generally, as good or better, but the majority rating in each area of provision was adequate to poor.

Of 25 comments, 22 were negative about service provision. People told us that there is no local provision, or that support is infrequent and short term. Most comments concerned difficulty in accessing help; and that follow up and ongoing monitoring was poor.

Healthwatch comment

Comments in this section echo what we have been told for a number of years and it is disheartening to hear it again. One respondent commented about the constraints on all services and we recognise this. However we are disappointed that initiatives to provide improved local co-ordination and support have not been progressed, and that others have lapsed, e.g. service support for the Mind recovery group.

Going to Hospital



Majority ratings for outpatient appointments and inpatient stays were good or excellent for all locations. The highest ratings at Treliske were for cancer services.

41 comments were made about outpatient appointments. Treatment and care were generally felt to be good, from friendly and helpful staff. Most people thought that organisation of appointments worked well, with some mentioning improved awareness and recognition of IOS travel restrictions. Others commented that transport and appointments were not well coordinated, and about delays at clinics when you are on a tight timescale.

Appointments on St Marys were appreciated but people said these were sometimes cancelled due to travel disruption.

25 comments were made about inpatient care. The majority described their treatment as very good and that they were well looked after by caring staff. A couple of people said that wards appeared to be under staffed. There were some comments regarding poor communications about arrangements before the procedure and on the day, and patients' needs and wishes not being listened to. However others said that everything was efficient and well handled.

Ratings were mixed concerning arrangements on discharge from hospital, with only St Marys and the Duchy achieving overall ratings of good or better.

24 comments about hospital discharge mostly described difficulties. 2 people had experienced delays because medication was not ready. Others said that no-one seemed to understand how to make the necessary arrangements, or that they had to do everything themselves. A number of people said that they had the support of family and friends which made a positive difference; but 3 people who were on their own and were not able to travel home the same day did not feel well supported. 2 people felt they had been discharged too soon and 1 of these said they this had caused problems later.

There were some positive comments where people felt extra effort had been made on their behalf.

Healthwatch comment:

It is good to see that the majority of patients rated their experience regarding outpatient appointments as good or better. Elsewhere in the survey we heard a lot about the difficulties of getting there and this aspect did crop up in this section too, but treatment and care (which is the reason for going) was described as excellent.

We are interested to see that the highest number of ratings for inpatient stays was received by St Marys Hospital; this indicates a good level of use of this facility. Ratings and comments about inpatient treatment and care at all hospitals were generally positive.

Regarding arrangements on discharge: where possible patients can make their own travel arrangements directly with the Patient Transport Service. However, it is important that ward staff understand the nature of these arrangements and the journey to be undertaken. We also think it is significant that a number of people said that having an escort or the support of family and friends nearby made all the difference. Patients who have to make their way back to the islands on their own when still not fit or well, often report a poor experience.

Response from Royal Cornwall Hospitals Trust - Nick Masters, Deputy Head of Patient Services

We take on board the findings and would like to particularly pick up on the issues of arranging transport following an inpatient stay. Ensuring the necessary arrangements are made before discharge clearly needs to be looked at further and a plan to be put in place to ensure this happens and is promoted to all wards and outpatient areas.

The Patient Transport Service does not book flights back to the islands before a patient has been discharged as we have previously experienced significant issues with delays to discharge resulting in short notice cancellations and high costs associated with this, as well as the emotional effect this can have on the patient. Ward staff should be requesting transport for the Isles of Scilly residents once their discharge date has been confirmed in the same way as they would for a resident on the mainland requiring an ambulance. Guidance will be completed and circulated to all ward staff via the Clinical Matrons.

We will also ask that some guidance regarding this is included in the guidance document being prepared by NHS Kernow so that patients are fully aware of this process and can prompt ward staff where necessary.

We continue to work to improve medical travel for the residents of the Isles of Scilly when they have need to travel to the mainland.

Maternity Service

A small number of respondents left ratings and comments in this section, too few to draw overall conclusions. We don't know if this reflects the number of people who needed the service in the relevant time period. Ratings and comments were mixed in all areas of the service. Comments indicate that the local service is felt to be quite basic and limited in range. Feedback about mainland hospital maternity services was mixed, with some additional observations about the difficult logistics and cost associated with a mainland birth.

Response from Royal Cornwall Hospital Trust - Jan Walters, Head of Midwifery; and Trudie Roberts, Maternity Matron, Women and Children's Division,

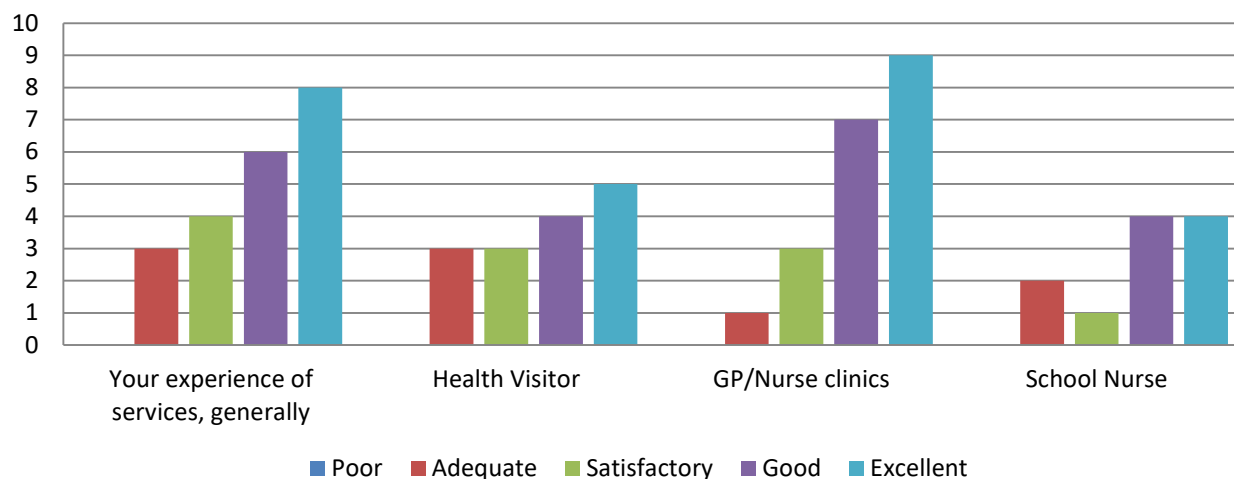
Maternity Services takes the comments received from the feedback very seriously and the Team Leader and Matron will be visiting the Isles of Scilly in the near future to talk to pregnant women and those who have delivered recently to hear their experiences in person.

We are addressing the areas which require improvement, which includes miscarriage and bereavement support, and birth preparation, and we will audit the medical notes of women who had to be delivered on the mainland.

Although birth preparation is offered on a one to one basis we will be recommencing parent craft classes, including birth choices, in January 2018. The records of the women living on the island will be reviewed to assess for any gaps in the choices and support offered during pregnancy and to review the care and decision making at Cornwall's main obstetric unit.

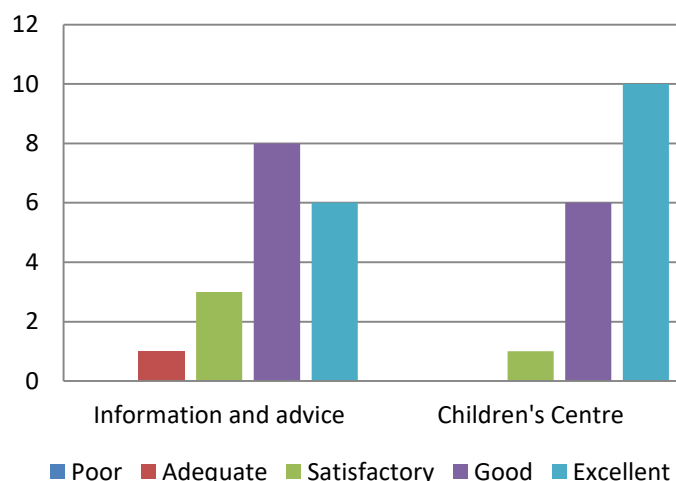
The daily Matron rounds being carried out on every ward at Royal Cornwall Hospital will also address the issue of staffing and cleanliness of the areas which will hopefully provide further reassurance to the community.

Children's Health Services



Some services received too few entries to include here. Majority ratings for most services were good or better. Very few people added a comment and we can draw no overall conclusions; however, all comments have been passed on.

Children's Services and Children's Social Care



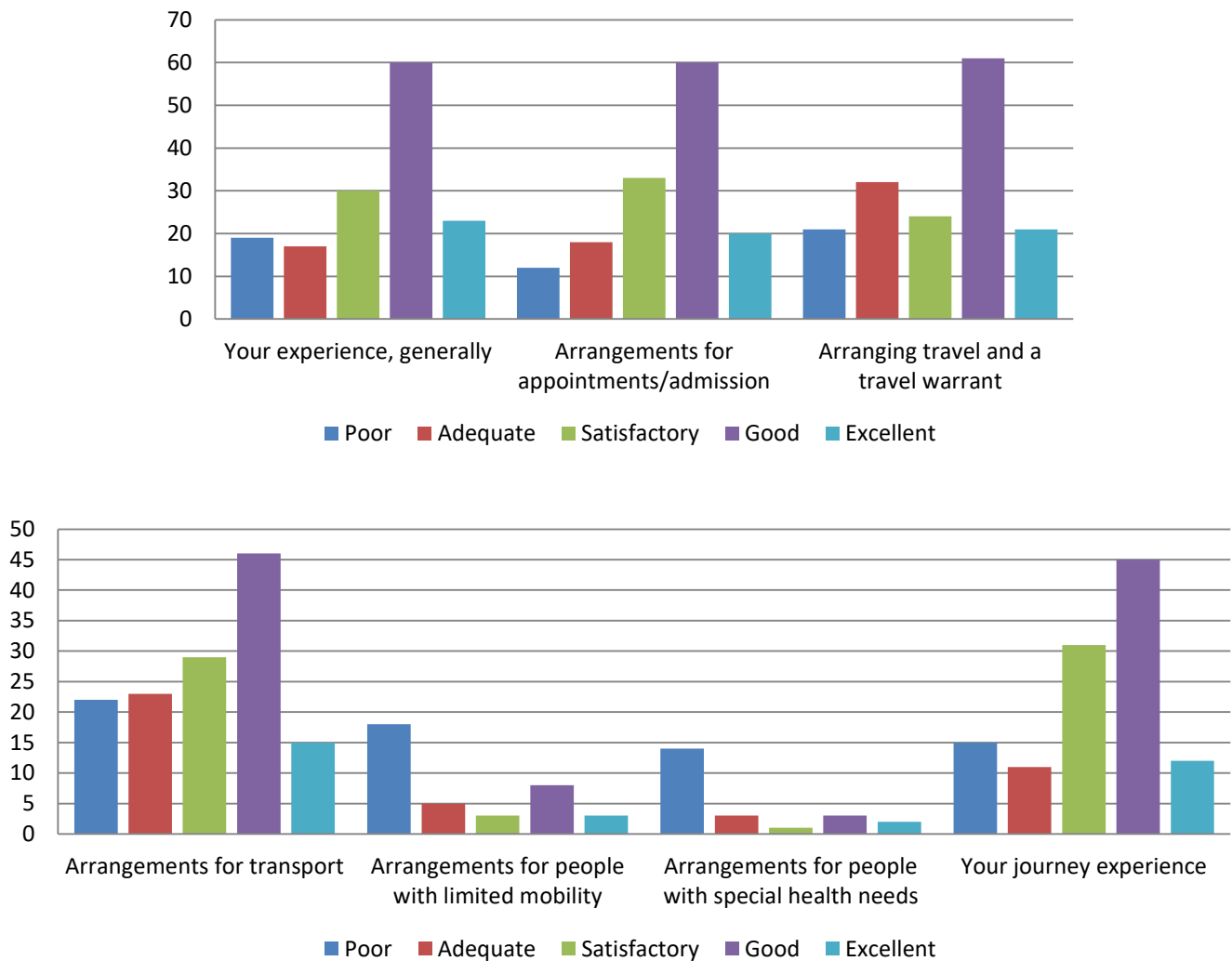
Most ratings and comments concerned Children's Services, but there were too few entries for most aspects of provision to include here.

There were too few responses in the section on Children's Social Care for us to comment on, but ratings and comments have been passed on.

Most people gave ratings for information and advice and the Children's Centre, and these were largely rated as good or better. Comments about services at the Children's Centre were also very positive.

Feedback about services for young people and support for children with additional needs was mixed.

Medical Travel



Up to 159 people gave a rating and provided 173 comments throughout the survey.

Ratings across all aspects peaked at good, except for arrangements for people with limited mobility and for people with special health needs. 56% rated their experience, generally, as good or better; there was a similar result for arrangements for appointments or admission, and arranging travel and a travel warrant. This percentage dropped to 50% or less when asked about arrangements for transport and the journey experience.

About half who gave a rating for arrangements for people with limited mobility or special health needs indicated that these are poor.

A few comments referred to recent changes to the NHS patient transport policy and said these would cause difficulty. We are pleased to report that NHS Kernow has reinstated funding for most of the aspects which caused concern, pending review and development of additional policy.

On arranging treatment and travel, the consensus from comments was that this is stressful and costly. Many people thought there was lack of co-ordination between appointment times and transport schedules, and this and weather disruption added to complication and expense. People asked for more appointments on island or by phone.

Most comments referred to the need to arrange overnight accommodation due to the difficulty of managing an appointment in a day, because of transport and appointment times and the stress of time pressures. Many people commented on the expense incurred and one person spoke about the difficulty of finding accommodation in the summer. However, more worries were expressed about the difficulty of arranging treatment and travel in the winter months. Short notice for appointments was also singled out as creating difficulty in arranging travel.

Weather was cited frequently, mostly when discussing transport issues. The need to plan around actual or possible travel disruption was given as another reason for arranging an overnight stay for one or more nights, and there were further references to the stress and expense. Being delayed on the mainland after discharge from hospital was described as painful and unpleasant.



Other comments about transport issues referred to lack of seat availability; the need to wait for a weather advisory before making complicated re-arrangements, or be charged for changing flights; and the difficulty of ensuring a seat on the Otter (for reasons of limited mobility) when arranging travel through Patient Transport.

All travel bookings are made through the Patient Transport Service at Treliske. There was recognition that the team is very busy but a few people thought the experience had improved. Some people said that staff had been friendly and helpful. However, there were also negative comments about the booking experience.

Other respondents felt the booking system was not efficient. The time taken to process bookings, and the worry of losing available seats on flights, was a big concern. Some had found difficulty in arranging travel because of booking systems. Some people reported errors.

While most people gave a poor rating for arrangements for people with limited mobility, assistance at airports was mentioned and appreciated.

We asked a separate question about escorted travel, see next page.

 *We are lucky enough to be able-bodied, have family to stay with on the mainland and be able to drive to hospitals. Hellish if you can't.* 

Healthwatch comment:

For most aspects of arranging and undertaking medical travel, ratings and comments appear to tell a different story. This may be because people are more inclined to comment where they perceive a problem, or because they wish to qualify or explain the rating they gave.

The percentage of people giving ratings of good or better has dropped, across the board, since the last survey in 2015. The percentage of poor ratings has risen regarding arrangements for people with limited mobility or special health needs since the last time we asked.

A number of comments relate to inflexible or difficult timing for appointments. The advice is to ask to change an appointment to a manageable time where possible, and we ask that clinics are reminded of the need for flexibility; however, we recognise that there are constraints on clinic schedules and admission times.

Issues of transport schedules, weather resilience and journey planning do not just affect medical travel, but the time and financial costs involved in attending for treatment are reportedly an additional burden which may become unmanageable. There have been some welcome measures to reduce the need to travel and we ask that this continues to be a priority.

Response from Royal Cornwall Hospitals Trust - Jayne Martin, Head of Patient Services

Appointment times: The centralised booking staff are provided with the travel time map that you kindly provide from Healthwatch and are aware that the best time period for IOS patients is between the hours of 11.00 and 14.00. Whilst they do all they can to accommodate this, depending on the nature of the appointment this may not always be possible.

Additionally, I will send a reminder to the reception staff to ask that they prioritise IOS patients when a clinic may be running late.

Escorted Travel

We receive many queries and comments about escorted travel, and have over the years discussed the issues we hear about with policy makers.

Patient travel data showed that, at one point, about half of all IOS patients were taking an NHS funded escort. When criteria for NHS funding were more rigorously applied, this number dropped, and this may have been taken to indicate that demand had been higher than need.

We were aware, from feedback, that many patients were self-funding an escort for their medical trip. We included a separate slip with the community survey asking two questions: have you taken an escort on your medical trip; and if so, who funded your escorts' travel.

Some people said that sometimes an escort had been funded by the NHS, sometimes this was self-funded, on different trips. In this case, we included two trips, or the actual number of trips where provided, to arrive at the figures below.

Have you taken an escort on your medical trip?	yes	95	no	92	total	187
If yes, who funded your escorts' travel?	NHS	44	paid own way	51	total	95

The responses indicate that, per trip, about half of patients took an escort, and over half of these funded this themselves. This appears to indicate that there is the same level of need, and number of escorts; there has just been a change to how this is funded.

43 people added a comment about escorted travel on their return slip, or in the medical travel section of the survey.

Some people said they had self-funded to accompany someone with an injury when travelling for treatment. A number of people said that funding for an escort was not approved when hospital advice was that the patient should be collected and accompanied for 24 hours after a general anaesthetic; some of these referred to the difficulty of the journey on one's own in these circumstances.

There were comments about the need to have someone with you at an appointment when there may be bad news, specifically a 20 week antenatal scan or possible diagnosis of cancer. Concern was expressed about the recent changes to eligibility for funding for escorts for 20 week antenatal appointments. Since the time of the survey, previous arrangements have been reinstated for escorts in these instances.

Respondents described reasons why they, or the person they care for, need someone to accompany them: the nature of the treatment; the difficulty of the journey; the need to have care when staying overnight- this was a particular concern regarding under-18's and the elderly.

Some comments referred to the need to explain ones' circumstances every time a trip was booked, although there is a facility in place for enduring authorisation of an escort. People who self-fund commented on the difficulty of obtaining seats on the same flight when having to book through different channels, for patient and escort.

Healthwatch comment:

Information returned in this survey demonstrates that the level of escorted travel is higher than is currently supported by NHS funding, and that applied criteria does not meet stated need.

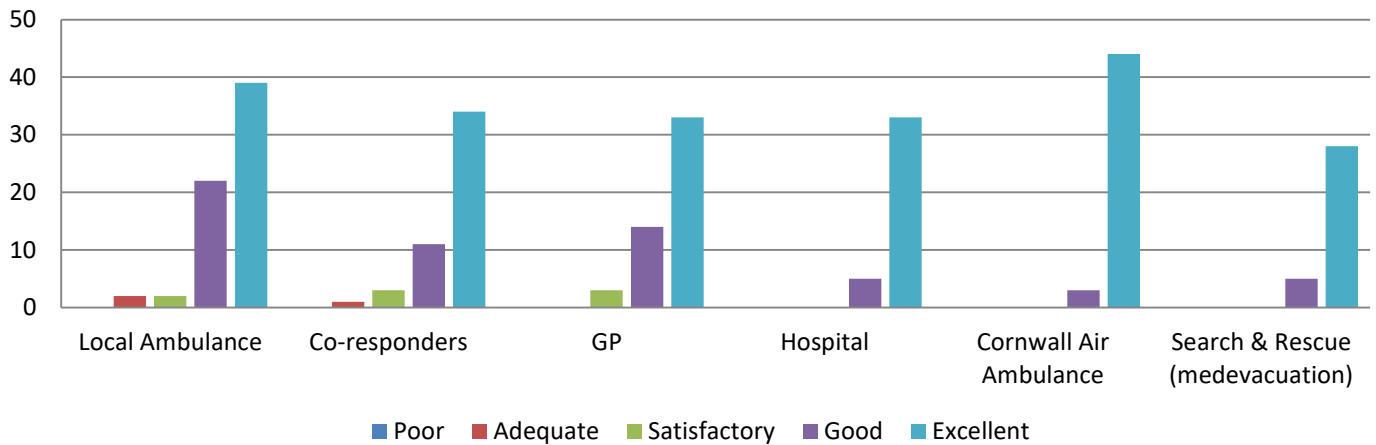
We accept that concerns of cost and parity are issues for the NHS, and that it is not within the remit of the NHS to make provision for all aspects of our journey, e.g. transport disruption.

However, we believe that the circumstances of IOS residents should be considered in escort policy, in the interest of supporting equitable access. Where someone demonstrably needs a companions' support and assistance in order to attend for treatment, the cost of the additional fare to the mainland represents a barrier or disincentive.

Arrangements on discharge from hospital received mixed feedback elsewhere in the survey, and we suggest that the nature of the IOS journey is not always well understood or taken into account when making arrangements for clinical procedures, and arrangements for travel. However, we are particularly concerned at reports that escorts are not always authorised where hospital advice is that the patient should be collected and accompanied.

We think there is a need to address IOS specific scenarios in escort criteria but there are other measures. These might be improving arrangements for the appointment, and providing better information about transport options such as TAPs, or support offered by voluntary services, which would reduce the need for an escort.

Emergency Response



The majority ratings for emergency response services were excellent across all categories.

There were 21 additional comments. Most people said that emergency response was professional, prompt and well-handled across the different services.

3 people commented on delays, two of these concerned difficulty in fixing the location, one concerned communications.

Response from Geoff Griffin, Acting Operations Manager– West Cornwall & Isles of Scilly ,South Western Ambulance Service NHS Foundation Trust

I would like to take this opportunity to thank you for sharing this information and allowing us to make comment. The number of positive responses received only goes to show the professional, caring nature of the ambulance service personnel on the Isles of Scilly. Over the last year we have attempted to provide an increasingly improved service through expansion of our dedicated workforce with four new residential Paramedics and new vehicles along with the support from clinicians who normally work on the mainland.

I can understand the frustration for those who call for our services as we ask a considerable amount of questions when trying to determine the most appropriate response to a 999 call, please be assured this does not delay a response being mobilised.

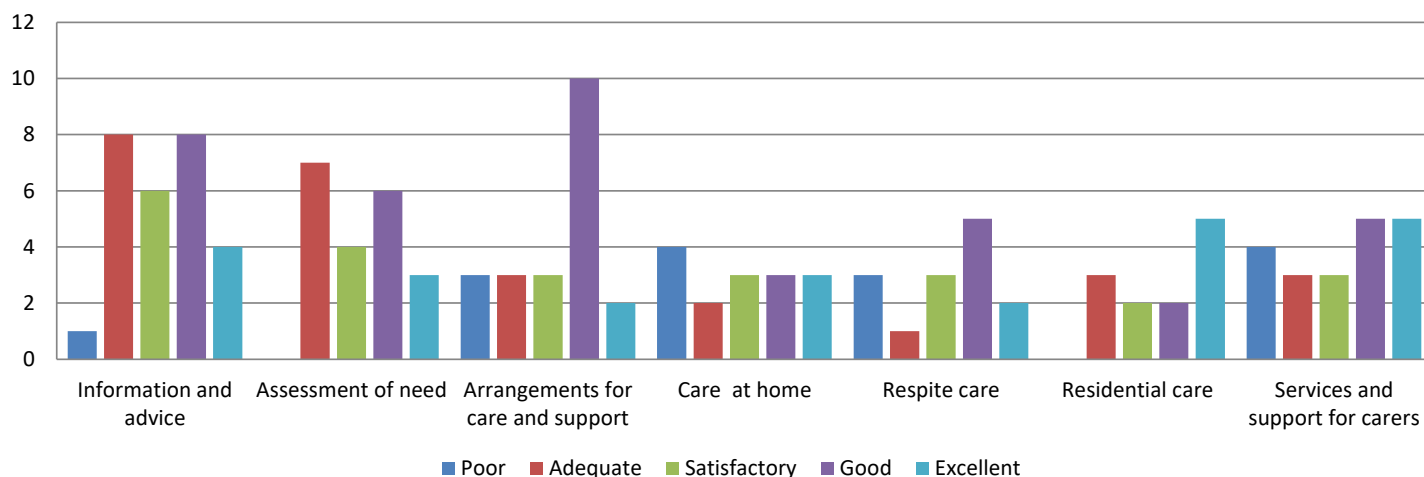
The off islands are currently covered with Community First Responders and it can be difficult to recruit to those islands due to the unique nature of the population on Scilly. We are always looking for ways to improve that cover, but we must recognise that the responders are voluntary and provide this life saving support to patients in their own time for no remuneration. I am very pleased with the comments received and will make sure that these are shared with the staff on the Islands as they need to be praised for the dedication they show to the residents and visitors of the Isles of Scilly.



The 'Responders' on St. Martin's were all exceptional – all came quickly to me regardless of what they were doing. They were all 'professional' in their approach and knew exactly what to do and who to summon for our ambulances etc. It's a remarkable team in a small island community.



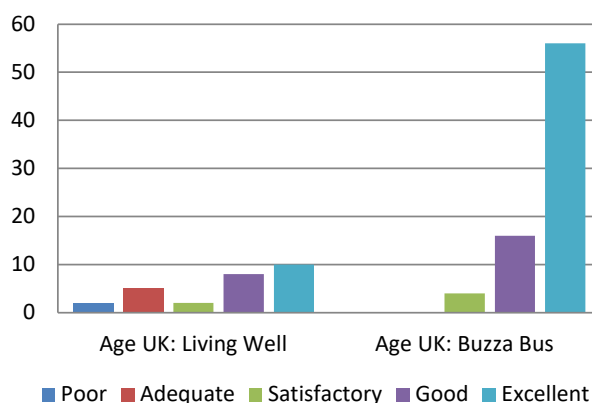
Adult Social Care



Up to 27 people gave a rating in each category. Ratings from poor to excellent were fairly evenly spread across all services, with the exception of arrangements for care and support which most people rated as good.

15 people added a comment. While there was praise for front line staff, services were felt to be of limited range, and lacking in capacity.

Age UK Services



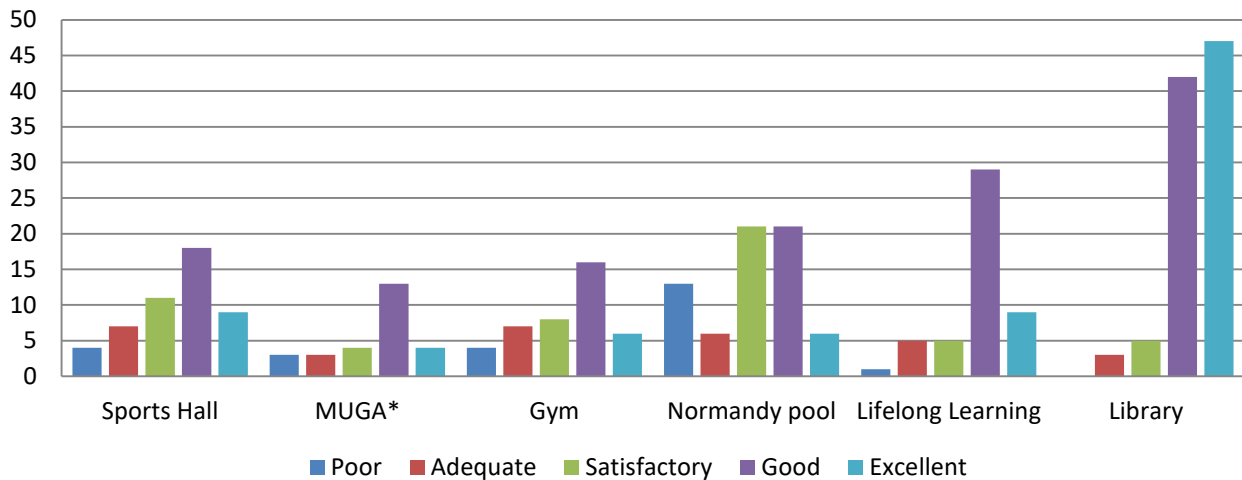
27 people left a rating for the Living Well service, and 76 for Buzza Bus. Both services had majority ratings of good or better.

21 comments were collected through the survey, mostly in relation to Buzza Bus which was described as a lifeline. Criticism concerned limited availability, particularly in relation to the previous vehicle being out of action.

Previous surveys have returned a very positive response regarding Buzza Bus, and we don't think this has diminished, as reflected in the overall rating as 'excellent'.

Ratings regarding Living Well indicate that the reach of this service is building and it is generally well regarded.

Community Services



* Multi use games area

Majority ratings for most Council services were good or better, with the library topping the charts this year with the highest number of ratings, and these were overwhelmingly good and excellent. Active Scilly ratings were more mixed, with the majority being satisfactory or good.

49 comments were added.

A few people commented that we are lucky to have these services at all, and there were positive comments about all services. There was criticism about the range of activities; and opening times and accessibility for all sections of the community.

Some comments concerned the cost of using Active Scilly services, with concessions for the over 60's being withdrawn, and younger people saying that cost is a barrier to using this service.

Most concerns related to opening times of the gym, sports hall and Normandy pool. There was confusion regarding opening times, and limited opening hours are felt to restrict the availability of services, along with sessions being cancelled at short notice. Off islanders commented that due to inter island boating times and facility opening times, they have difficulty in using Active Scilly services and children cannot access Normandy pool.

Normandy pool received the most comments. There were positive comments about this service which highlighted the facility's importance to health. Others suggested improvements through better opening hours, activities and cleanliness.

The library received fewer comments but most of these said it was an 'excellent' and 'brilliant' service.

Library is absolutely brilliant – fantastic place we would not want to be without. Wonderful for children.



Part Two: Tell us your story

We know that people may see and use different services in the course of their treatment so we included space to 'Tell us your story', so we could see how things work, and how they work together.

There were 4 categories in this section, and in most of them respondents gave more detail to earlier comments or provided an additional comment; we moved these to the relevant sections.

However, comments about the experience of cancer patients told a story in themselves. We passed on edited comments to all service providers, and summarise what people told us, below.

The experience of cancer patients

17 people gave us their views in this section of the survey. They told us that referrals were quick and, without exception, that treatment and care is good- most people described it as excellent.

Common problems concern co-ordination of transport and appointment times, and anxiety if a clinic is running late and you have to meet transport deadlines. People also commented on the difficulty and expense of securing accommodation on the mainland while undergoing treatment, for the patient and/or their supportive escort. Two people commented on the need to have someone with you for support, but that funding is not always available for escorts' travel costs.

Emotional support is also felt to be important and some people mentioned that support given by local GPs and Macmillan had been valuable in this respect. Others said that more outreach support or a local patient group would help.



Chemo shouldn't mean you need to borrow money so you can have treatment.



Healthwatch comment:

Elsewhere in the survey, comments indicate that cancer services at Royal Cornwall Hospital Trust are highly regarded. General feedback supports this. People tell us that they are well supported while undergoing treatment but also about a need for early and ongoing access to information and advice. Macmillan understood this on their recent visit and we hope that 'outreach' support will improve.

Direct feedback also reinforces the view expressed here that the logistics of attending for treatment are particularly onerous for cancer patients. Expense is a worry too; travel and accommodation costs mount up. Having a supportive escort is felt to be necessary but represents an additional financial cost. While we recognise that meeting these needs is not necessarily in the remit of the NHS, we ask that all services consider what can be done to assist, at the very least in terms of information and advice, and signposting to sources of support.

Provision of affordable accommodation on the mainland would help many Isles of Scilly patients who find that transport schedules do not tie in with appointment, admission and discharge times. We request that bespoke accommodation provision is considered through partnership working; and at the very least by considering, again, what existing accommodation may be made available to patients at Treliske.

Response from Royal Cornwall Hospitals Trust - Sarah Caskey, Clinical Matron for Cancer Services; Kathryn Radcliffe, Macmillan Cancer Centre Manager

Thank you for providing us with the comments received around current cancer services provided by Macmillan and Royal Cornwall Hospital. We are hoping to be able to provide another two combined Macmillan/Royal Cornwall Hospital outreach visits in 2018 to further support those residents affected by cancer. This will also help us to gain further valuable feedback to help improve the service provided in the future.

With regards to co-ordinating appointments with travel arrangements, patients from the Isles of Scilly are identified with additional requirements around timely administration of chemotherapy and we accommodate this within the constraints of the Headland Unit as best we can. On occasion, when treatments have run over, we have provided accommodation at a cost to the Trust. We cannot reiterate to patients enough that if there are concerns on the day, they ensure that this is escalated to the nurse in charge and they will endeavour to help and make alternative arrangements if necessary. The Headland Unit is in high demand and unfortunately some reasons for delays are often beyond the team's control.

We have investigated whether it would be feasible to train nurses on the Isles of Scilly to administer chemotherapy. All patients receiving chemotherapy require to be treated by nurses with a high degree of competence and expertise. However, to maintain this competency and expertise would require the nurse to use those skills very regularly and this would not be achievable. We will however continue to monitor and look into any other significant ways we may be able to provide further services to Isles of Scilly residents in the future.

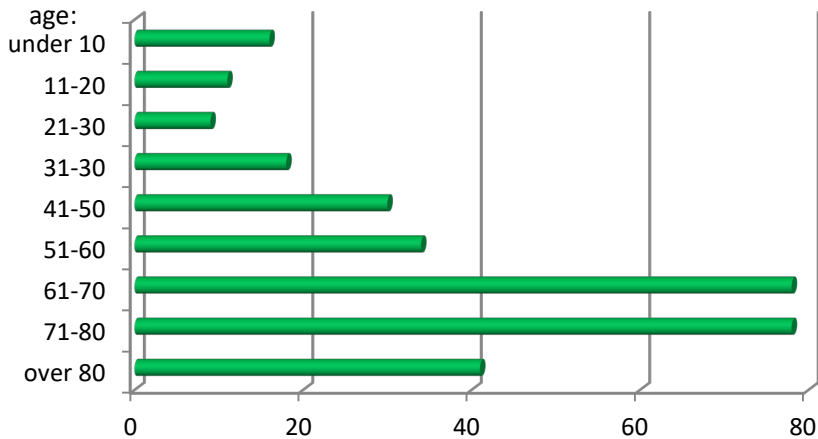
Macmillan and the Cove Centre are already in discussion with patients and carers on the Isles of Scilly to ensuring the necessary support is provided and to initiate the start up of a Patient and Carer support Group.



Part Three: Your health and wellbeing

315 people rated their own health and wellbeing and gave a comment about services which supported them, and what would make a difference.

who returned the most responses?



We asked people to give their age; people aged between 61 and 80 returned nearly half of all responses.

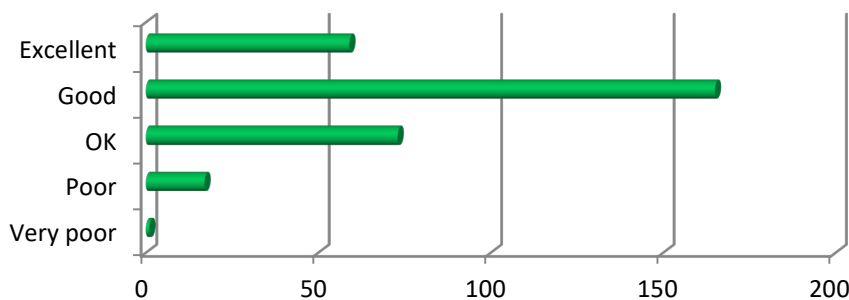
Well done and thanks- you are clearly engaged in matters of health and care, but are also heavily represented in this survey and therefore everything which follows must be considered with this in mind!

Over half of respondents described their health and wellbeing as good.

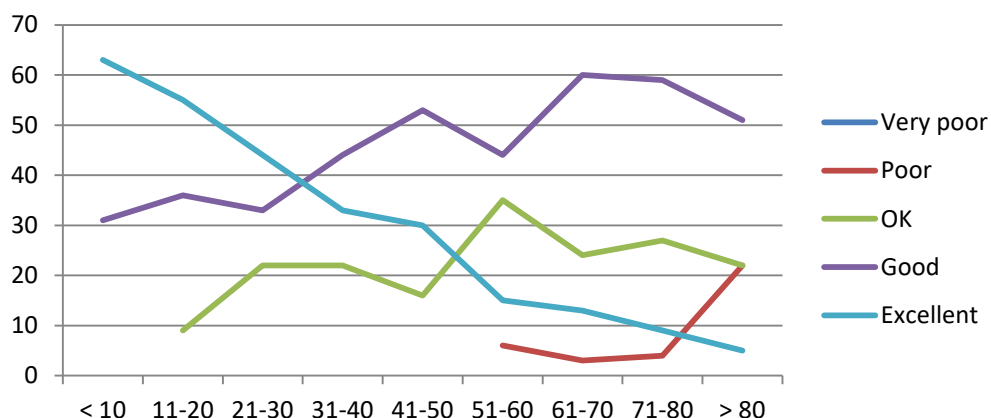
It was clear that feeling in excellent health diminishes with age- 63% of under 10's rated their health and wellbeing as excellent, reducing to 5% of over 80's.

'Poor' ratings tended to appear after 50 years of age.

how people rated their health and wellbeing

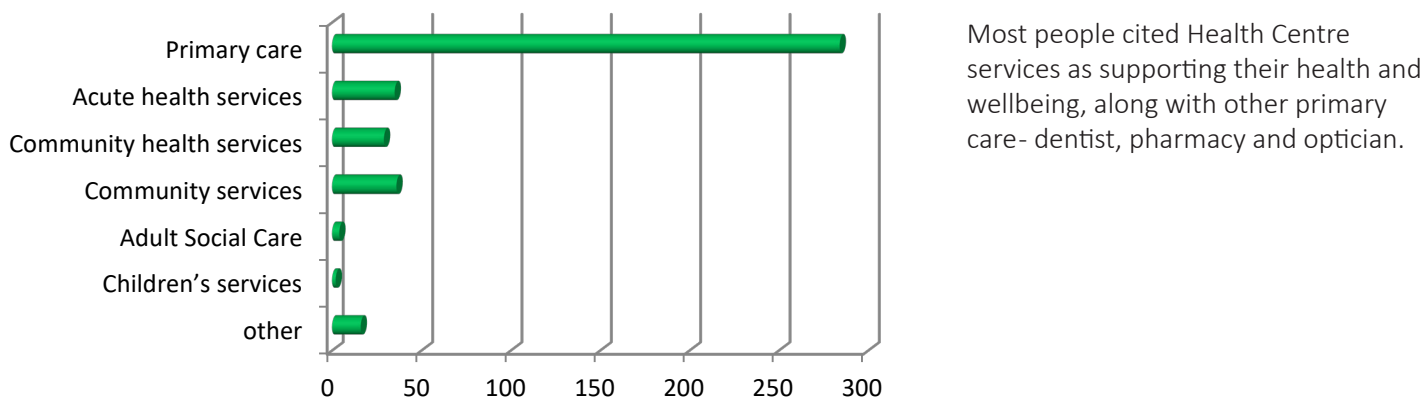


% per age range



We asked people to say what supports their health and wellbeing, and what would make a difference. There were 409 separate citations of sources of support, and 122 suggestions about what would make a difference. Most comments fell into clear categories. Where there were fewer than five comments about any service or support we have grouped them as 'other'.

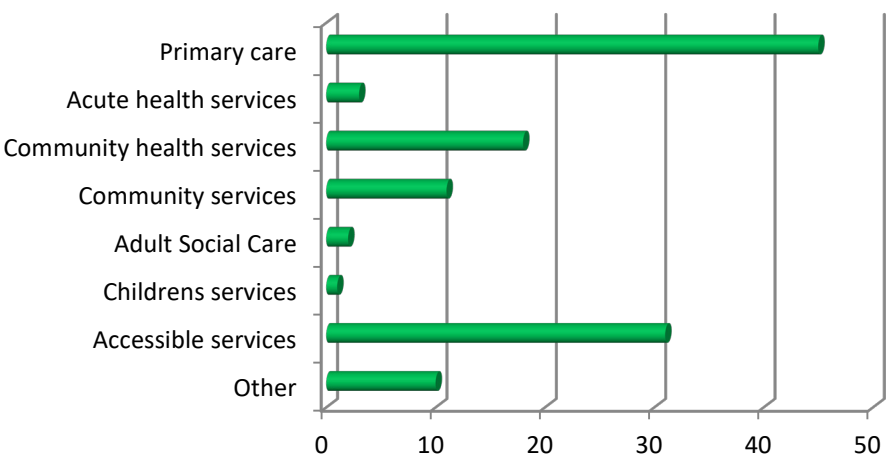
what supports you?



In community health services we grouped together St Marys Hospital, community nursing, therapy services, mental health, health visitor and midwifery. Community services are those provided by the Council and Age UK. Normandy pool received the most mentions in this section.

what would make a difference? (suggestions for improvement)

Primary care was again the most mentioned, specifically the dental service. There had been periods of limitations on this service and the age group most represented in this survey had felt this acutely.



A new category identified itself from the survey responses: accessible services. Respondents said that cost of travel- to St Marys and to the mainland- made some services inaccessible, this included Active Scilly facilities. Comments about patient transport cited more reliable and resilient transport; improved inter island transport; and better arrangements and support for mainland appointments, due to the cost of accommodation and self-funding an escort. People asked for more health appointments to be delivered on St Marys, or by teleconference or telephone. Suggestions for improvement in community health services related mainly to routine assessments to improve early identification of need, and increase of preventative check-ups and screening.

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