

Community Health & Care Survey Feedback Report 2022

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About this survey



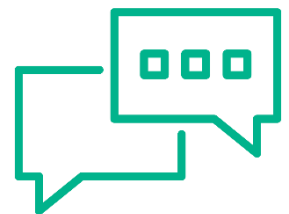
Our 2021 biennial survey was designed to provide the opportunity for the community to share their feedback on their experiences of health and care services. All households across the five islands received the survey. 937 surveys were sent out and 187 were returned, giving a response rate of 20%.

We wrote a summary of what people had told us and sent the ratings and relevant comments to the providers of the services. They were given the opportunity to provide a response if they wished.

This presents ratings of services, summaries of people's comments and the service providers' responses, where received.

Healthwatch. It is good to know that most people have heard of us. Many people are aware of what we do, but we are keen for everyone to know that they can come to us for advice and information on health and care services. Over the coming months we will:

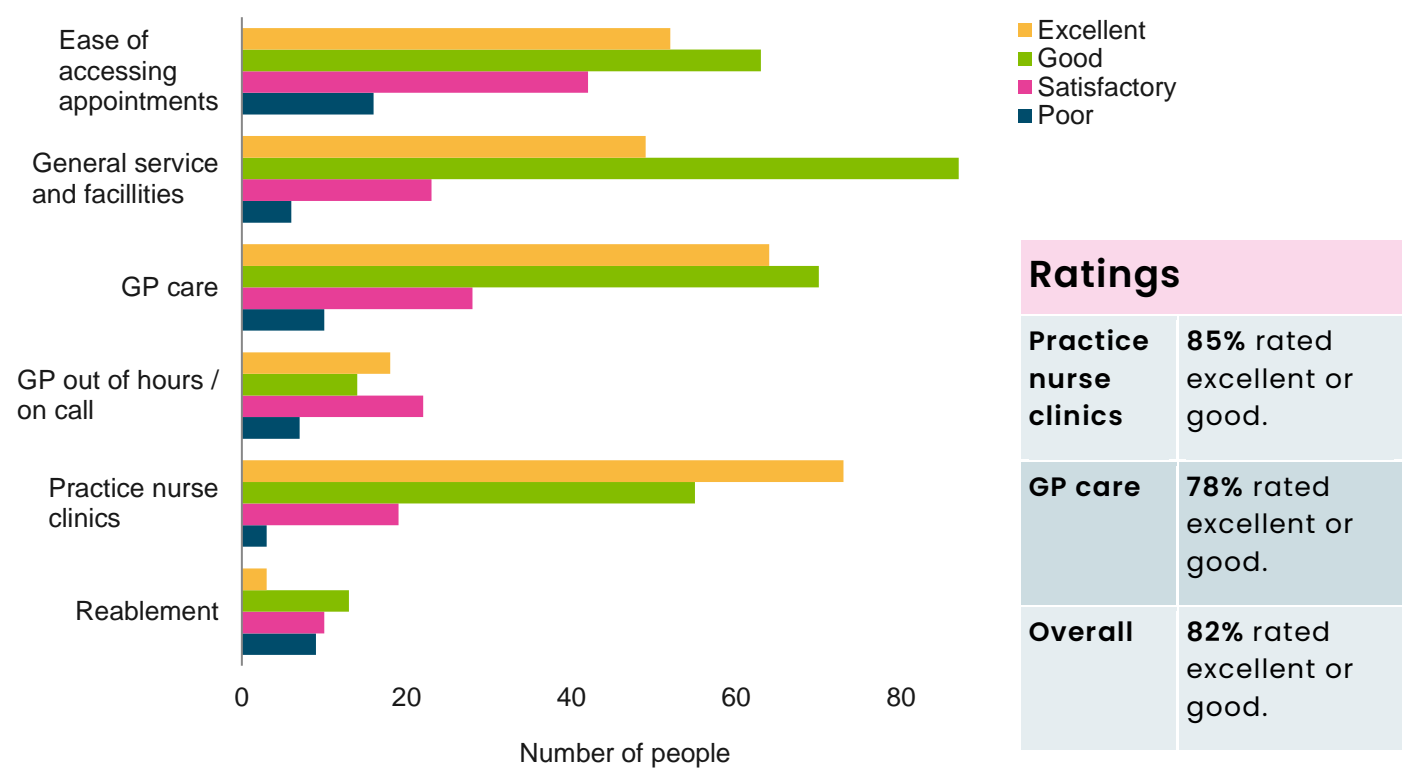
- Visit the off-islands to meet with residents so that they can access information and advice on a face-to-face basis
- Create a directory of information that to provide you with the information that you need on health and care
- Share information about Healthwatch, our role and the services we provide



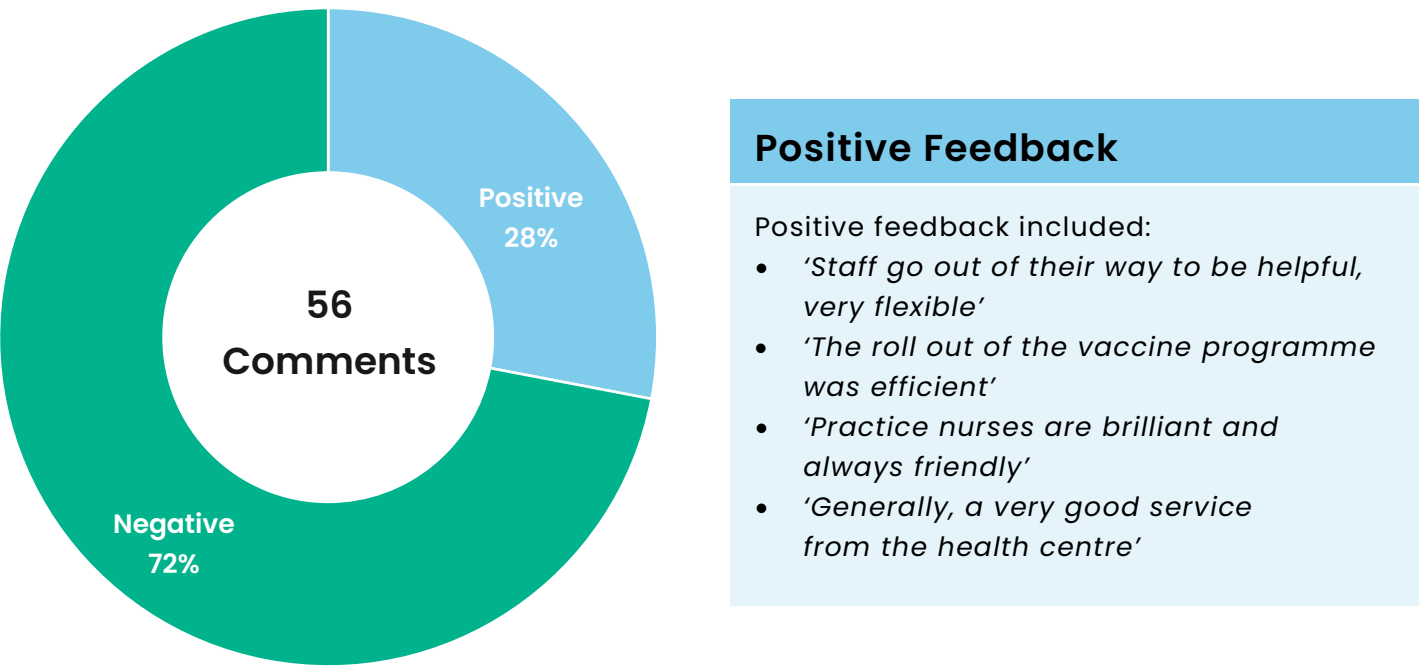
Don't forget that our office on Buzza Street is open Monday to Thursday 9:30 – 13:30. Our contact details are on the back page of the survey report. We are a small team of two, working part time, supported by a Board of volunteers, so if you do have trouble contacting us, please leave a message and we will get back to you.

Health Centre

Ratings of services provided by the health centre



Comments



“Our local medical centre is excellent, and we are lucky to have good caring doctors.”

Health Centre Patient

Issues

Reception

13% of comments were about reception and concerns over the lack of customer care and confidentiality.

“It is disappointing to learn that some of our patients have had a less than satisfactory experience when dealing with our reception, however, we would like to think that the remaining 87% of the patients are happy with the service they received over the last 2 years.

We shared the Healthwatch Survey results with the current reception team, who were understandably saddened to hear the negative feedback – which we believe demonstrates how much they care about the wellbeing of the patients who contact the surgery. We hope therefore, that such feedback improves in future surveys.

Over the last 2 years, the pandemic has been extremely challenging for the wider community as well as for those working in healthcare. The fear and uncertainty about COVID-19 often led to challenging communication and we hope that as this anxiety abates, communication will become less fraught. The current reception team works extremely hard and endeavours to be friendly and welcoming to all patients, whilst understanding and acknowledging that individuals might feel vulnerable and anxious when unwell. Despite this, they have also had to bear the brunt of aggressive, rude or demanding individuals seeking medical help. We would be grateful if our reception team are always treated respectfully – they are trying to help.

If there are any concerns regarding breaches of confidentiality, patients are asked to raise these directly with the Practice Manager or GP Partner so they can be addressed and investigated appropriately.

St Mary's Health Centre

Issues

Appointments / accessibility

27% of all the comments related to accessing a GP. People said that telephone conversations with a GP can be very limiting, and advice can be vague. COVID-19 has stopped people seeing a doctor. No specific time is given for a telephone appointment, and this can impact on the patient managing to speak to a doctor, as they may be working. People stated that they wanted to see a doctor in person.

“Due to the COVID-19 pandemic, the GP surgery (as was the case in the rest of the country) had to reduce the number of face-to-face (F2F) appointments to protect their patient cohort and staff from catching the infection. At the time, patients had a telephone conversation, followed up with a F2F appointment when clinically appropriate.

Telephone conversations between a GP and patient can either take the form of a whole consultation over the phone (where advice and a plan are given for the patient’s presenting concern) or the patient is then invited in for a F2F assessment/examination – to complete the consultation. This is a more efficient way of facilitating contact between GP and patients, enabling a greater number of consultations to take place. Many consultations do not need a F2F clinical assessment, but if they do, the GP will determine the urgency and timescale in which it should take place – often giving clinical management advice for the patient to try prior to their F2F review.

We are sorry that we can’t give a specific time that a call back will take place – receptionists are asked to give a 2 hour window in which the patient should expect a call. We would be grateful if patients gave an up to date contact number or ensured that they have mobile reception, because GPs have had difficulty in getting in touch with some patients – causing a delay in contact.

For routine (non-urgent) appointments patients should expect to wait a few days for an appointment (longer if they wish to speak to a specific GP).

The average waiting time for a non-urgent appointment with a GP in the UK is currently between 8–10 days*, thus reinforcing how accessible healthcare is for patients on the Isles of Scilly.

(*A survey published in PULSE TODAY on April 25th 2022)."

St Mary’s Health Centre

Issues

Follow-up / discharge 4 people made comments. These all identified that there was not any contact made by health centre after they had been discharged from hospital after surgery, or a stay in hospital.

“Patients who have been inpatients at St Mary’s Community Hospital would have been seen and treated by GPs from the Health Centre, so a plan should be in place for follow up when they are discharged home. When a patient is discharged home from a hospital on the mainland however, the Health Centre is only informed once they receive a discharge summary (from the discharging speciality) – which might be some time after the patient has arrived back to Scilly.

We would like to encourage patients or their relatives to get in touch with the practice if they have any concerns following their discharge home – often you have been given the discharge paperwork or information about change in medication before we receive it.”

St Mary’s Health Centre

Off-islanders Concerns have been raised that is difficult obtaining a face to face doctor’s appointment on an off-island. There is access to a GP every two weeks, but if the appointments are fully booked, you must wait for another 2 weeks.

“One of the challenges of living on an off-island is that the services and resources are limited/reduced due to the remote location in which an individual has chosen to live. Phone consultations (and if/when feasible video consults) can hopefully manage some of the clinical presentations without warranting a F2F appointment- the GP will book accordingly during the initial telephone consultation. Patients from off islands are also invited to attend the practice at St. Mary’s if deemed clinically necessary. If there is a medical emergency or an urgent clinical case on an off-island, the healthcare services will always endeavour to manage the patient in a timely manner”

St Mary’s Health Centre

Issues

Reablement

54% of people who rated reablement said it is satisfactory or poor. They said that reablement is very limited, non-existent or that it was not offered.

“Although the Health Centre does not have sole responsibility for reablement, we work in conjunction with the other healthcare services to direct patients to these services”

St Mary’s Health Centre

Healthwatch Comment

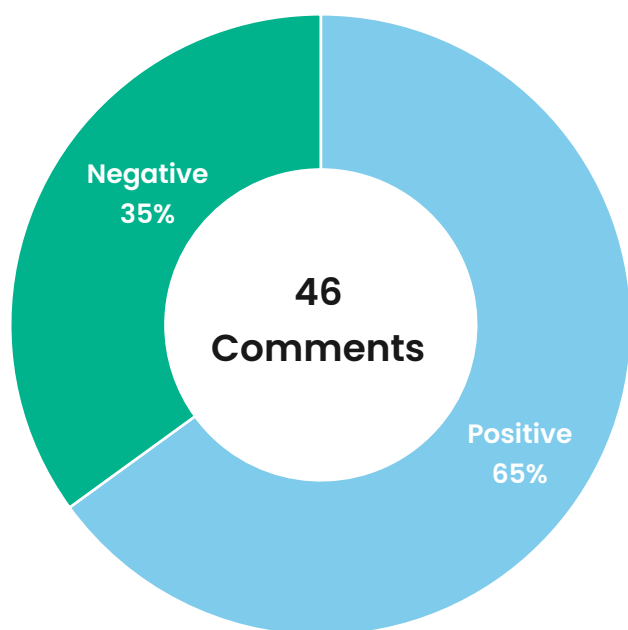
We look forward to seeing future developments within the practice of the health centre.

Pharmacy

Ratings of service provided by the Isles of Scilly pharmacy



Comments



“The response during COVID, especially the vaccination was excellent. The pharmacy in particular, deserve special praise.”

Pharmacy Patient

Positive Feedback

The feedback **all** identified how excellent the service is, with very helpful and knowledgeable staff, who are always pleasant and polite and go out of their way to signpost and support where they can. It was also identified that during COVID-19 people felt that the pharmacy was their only access to a face to face healthcare professional, without having to make a telephone appointment or be seriously ill and that it is reassuring that they had some support.

Issues

Online repeat prescriptions People said that this is not fit for purpose.

"This is the surgery's system for ordering prescriptions, and isn't something the pharmacy has any influence over"

Isles of Scilly Pharmacy

Mistakes with medication Concerns raised that once you have your medication you cannot return it if it is wrong, as it will be disposed of and that this is costly to the NHS.

"If something is issued, and has left the premises, it is pharmacy law that it must be destroyed. This is not something that can be in anyway adapted. Patients are asked to check their medication before leaving if they have had troubles previously, or struggle with ordering in general. We are happy to take medications back if they are not needed, but we must destroy them, and this is at cost to the NHS, but is in the overarching interest of safety to patients."

Isles of Scilly Pharmacy

Communication over delayed or refused medication Patient not notified and therefore ran out of medication.

"The pharmacy team does not know when a medication is delayed or refused, often until the patient attends, and asks where the item or script is! This is something that should be directed towards the prescribers."

Isles of Scilly Pharmacy

One month's supply of medication A patient said that this is inconvenient and costly to the patient.

"This is in line with NHS policy to reduce medicines wastage, and also to ensure that a viable service can be provided long-term"

Isles of Scilly Pharmacy

Issues

Off-island prescriptions

People asked if the payment process could be improved. It can be difficult for an off-island resident to pick up prescriptions. Some residents have said that they have had to wait more than a week to receive their medication and have asked that it can be delivered to the off-islands on a more regular basis.

"This has increased from once a week for St Martins and once a fortnight for St Agnes and Bryher, to twice weekly for St Martins, and once or twice a week for St Agnes and Bryher. This is funded directly by the pharmacy as a gesture of goodwill, and no assistance is provided by any external agencies. Once we have the prescription, the patients will receive the medication on the next delivery, so should never wait more a few days for a prescription, (however, they must keep in mind that the pharmacy does not receive their prescription instantly from the surgery). The longest wait would be for those on Bryher or St Agnes, who have a prescription come through to pharmacy on a Friday, on a week that the GP does not have a clinic. They would then not receive their medication until the following Friday, but since they know that we deliver every Friday, this could be taken into account when ordering their medications. GPs know how the system works, and refer patients to the pharmacy via telephone when they are new, to have the system explained."

Isles of Scilly Pharmacy

Confidentiality

A patient said they would like to see an improvement in respect of patient confidentiality.

"There is very little in addition that we could do to improve confidentiality further. It has always been treated as a priority, and the privacy patients get at our pharmacy is far superior than that in most pharmacies. All staff undergo training, and annual updates, and we have a private consultation room if a patient wishes to speak to a member of staff on a one to one basis. This can even be booked in advance if they wish to speak to a specific staff member."

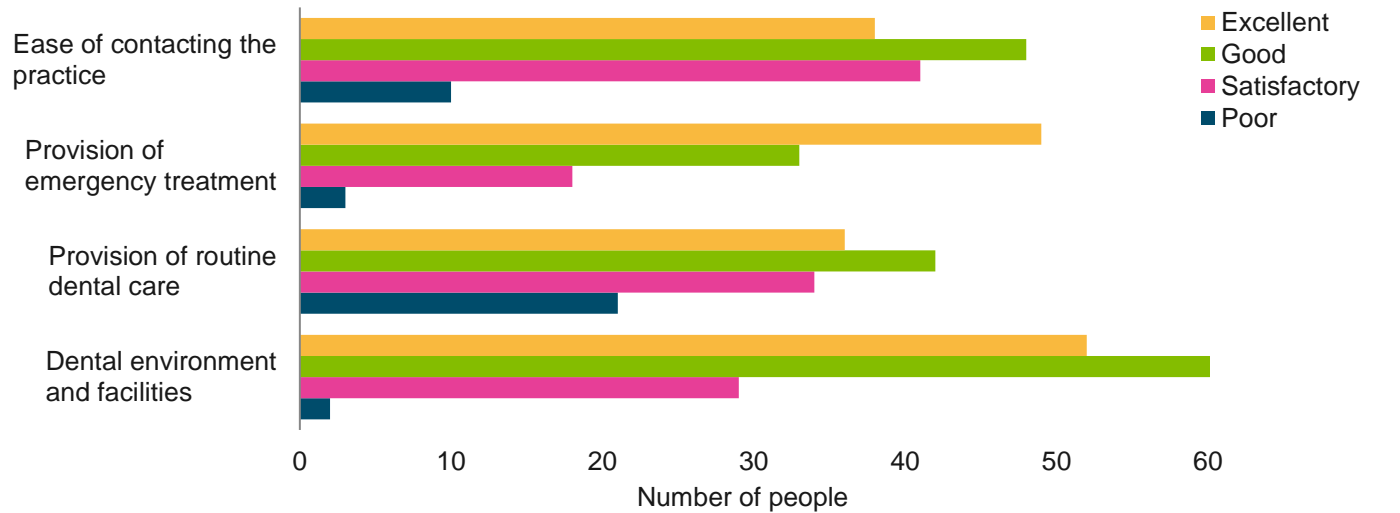
Isles of Scilly Pharmacy

Healthwatch Comment

We would like to thank the pharmacy for their detailed response to the issues raised.

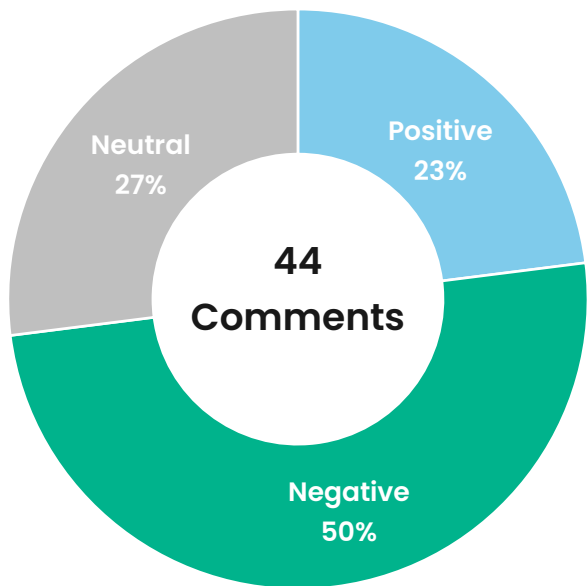
Dental Practice

Ratings of services provided by the dental practice



Ratings	
Dental environment and facilities	Out of 144 responses 78% of respondents rated excellent or good.
Provision of emergency treatment	Out of 113 responses 80% of respondents rated excellent or good.

Comments



Positive Feedback

The positive comments included:

- ‘Always excellent treatment and service’
- ‘Dental practice staff are amazing’
- ‘We are receiving more facilities than before, which is very good’
- ‘Fantastic since new dentist arrived’
- ‘Great to have a hygienist coming over’

6 “Great service and dentist,
we are lucky to have him.” 9

Dental Patient

Issues

Hygienist	There were 11 comments made about the lack of a hygienist.
Appointments / accessibility	23% of negative comments were made about the length of the waiting list for an appointment.
Lack of commissioned services	People said that because certain dental services are not commissioned on the island it is a necessity to travel to the mainland and this can be very costly.

“We would be very happy to work with you on your recommendations and would welcome any suggestions you have to make improvements beyond what we have all already implemented this year.”

Smile Together Dental

Healthwatch Comment

We would like to thank ‘Smile Together’ for their feedback. It would be useful to keep the community up to date with changes to the services provided: For example, to let the community know about the introduction of the hygienist and why there is a waiting list for an appointment.

Optician Service

Ratings of services provided by the Optician services

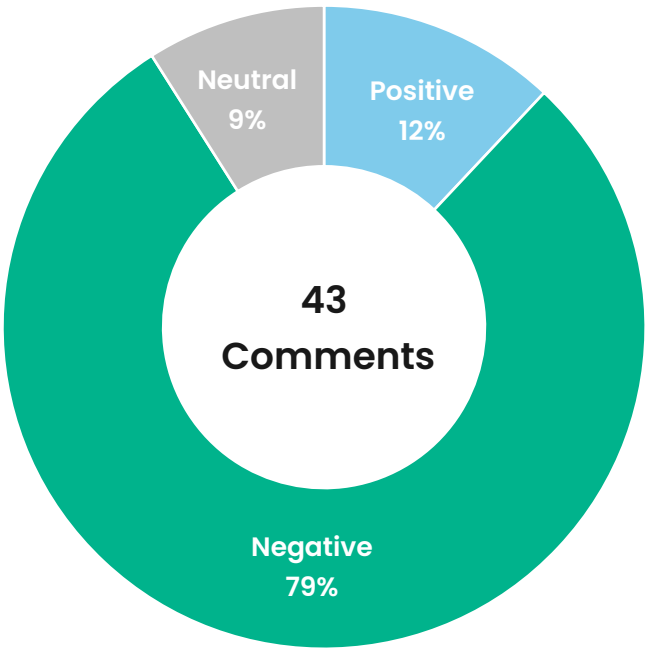


Ratings	
Optician Service	70% rated satisfactory or poor. 30% rated excellent or good.

Comments

Positive Feedback

- The positive comments were:
- 'The optician is extremely good'
 - 'The optician is very good, she does not push her own products'
 - 'I have used this service in the past and would recommend it to others'
 - 'Now in the system very pleased'



Issues

Unaware of the service	there were 7 comments made about being unaware of the service.
Waiting list	23 respondents said that they are on the waiting list.
Lack of communication	Respondents said that they had not heard anything since their last appointment, or when they were due for a follow-up/review.

“The optician is quick to alert you to potential problems with your eyes. She has saved my sight.”

Optician Patient

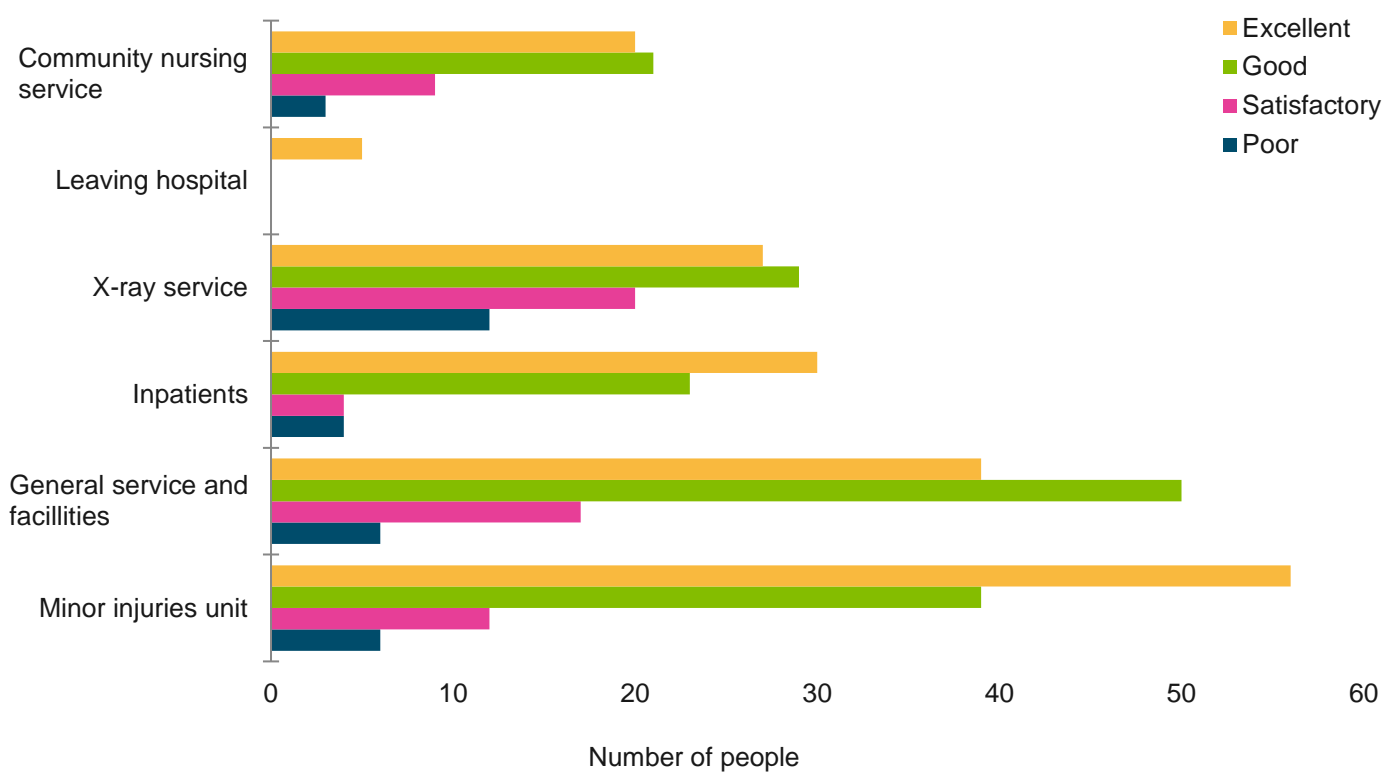


Healthwatch Comment

It would be useful to publicise the service so that the community are aware that they can access an optician service. For the service to be more accessible, there needs to be more availability of appointments.

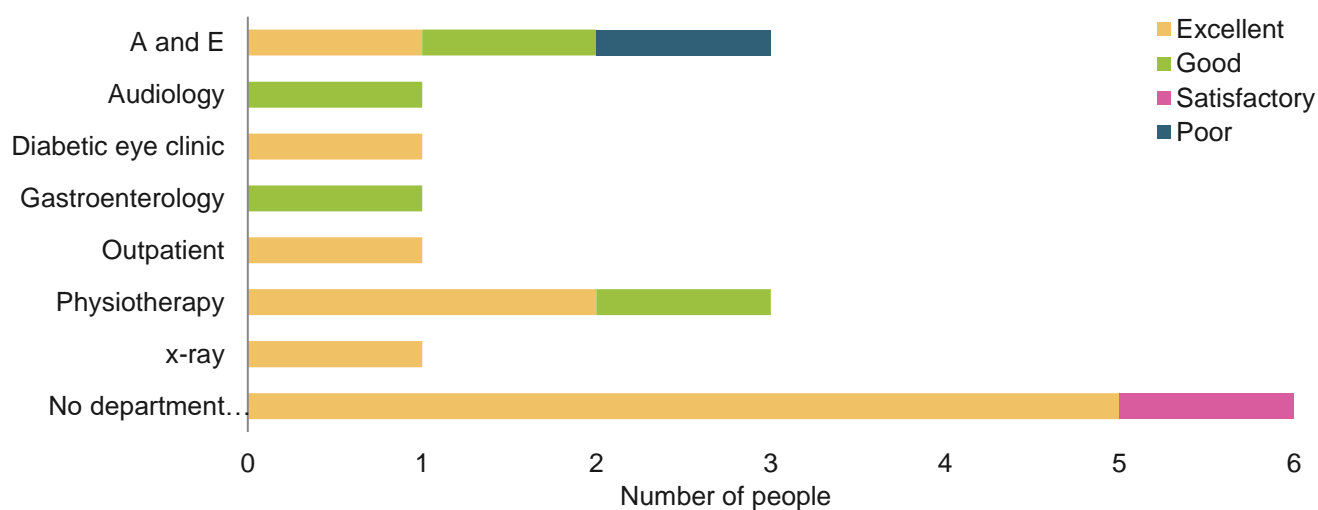
St Mary's Community Hospital

Ratings of service provided by St Mary's Community Hospital

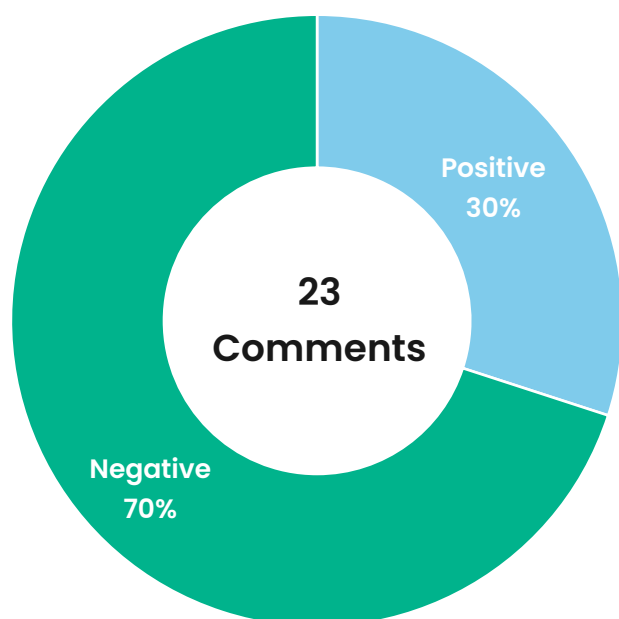


Ratings	
Minor injuries	84% of respondents rated Minor Injuries as excellent or good.
General services & facilities	79% of respondents rated general services and facilities as excellent or good.
Inpatients	86% of respondents rated Inpatients as good or excellent.
Community nursing	73% of respondents rated the community nursing service as good or excellent.

Ratings of departments



Comments



Positive Feedback

The positive comments were:

- 'All services at St Mary's hospital remained accessible during COVID-19 which was reassuring'
- 'On the whole treatment when admitted was very good'
- 'Generally exemplary'

“We were seen quickly, and the problem dealt with efficiency, care and good humour.”

Hospital Patient



Issues

X-ray service

35% of comments made were about the x-ray service and the length of waiting time to get seen. People asked whether there could be a qualified radiographer resident on the island.

"There is a minimal waiting time for x-ray on the islands, obviously our x-ray is weather dependant for a radiographer to come over so this at times can mean that people are waiting for a couple of weeks if the radiographer cannot come out, COVID has mean there has been sickness in the radiographer team. On the mainland people can be waiting up to 6 weeks or more for an x-ray appointment"

St Mary's Hospital

Attitude of staff

17% of comments were about the attitudes of staff, that sometimes they felt they were rude, abrupt and unwelcoming.

"On the whole our staff are welcoming and helpful, I have discussed attitudes with staff before and believe that this has improved"

St Mary's Hospital

Recuperating patients before going back to off-islands

People said that they think better use could be made of the hospital for recuperating patients before being sent back to the off-islands.

"As a hospital we should only be accepting patients who have a medical/therapy need to be in, this is particularly pertinent in the current COVID climate. If a mainland hospital feels that a patient is ready to be discharged home without any reablement in St Mary's Hospital then they will be discharged home unless that patient highlights to the discharging hospital they feel they require more rehab then that hospital would discuss it with us. We would not want patients to become institutionalised after spending too much time in hospitals as this will not help with their recuperation"

St Mary's Hospital

Issues

A and E

There could be some accident and emergency situations that could be dealt with on St Mary’s rather than flying to the mainland.

“St Mary’s Community Hospital is a nurse led hospital with GP cover, we are aware that as a hospital we deal with a lot more than any other community hospital and minor injury unit will do. There are things which we cannot treat, investigations which we do not have access to and at time when we can access some investigations (x-ray or bloods) these can at times be too late to help and we require the results earlier to make an accurate treatment plan. This is why people need to get transferred out. The GPs are the ones who make the decision (after discussion with consultants at RCHT) with who requires that higher level of care and access to treatment options. If someone has a Treatment Escalation Plan (TEP) which says not for transfer to RCHT then this will be looked at and discussed with the patient if they require an urgent x-ray for a fractured hip for example as this cannot be treated with us”

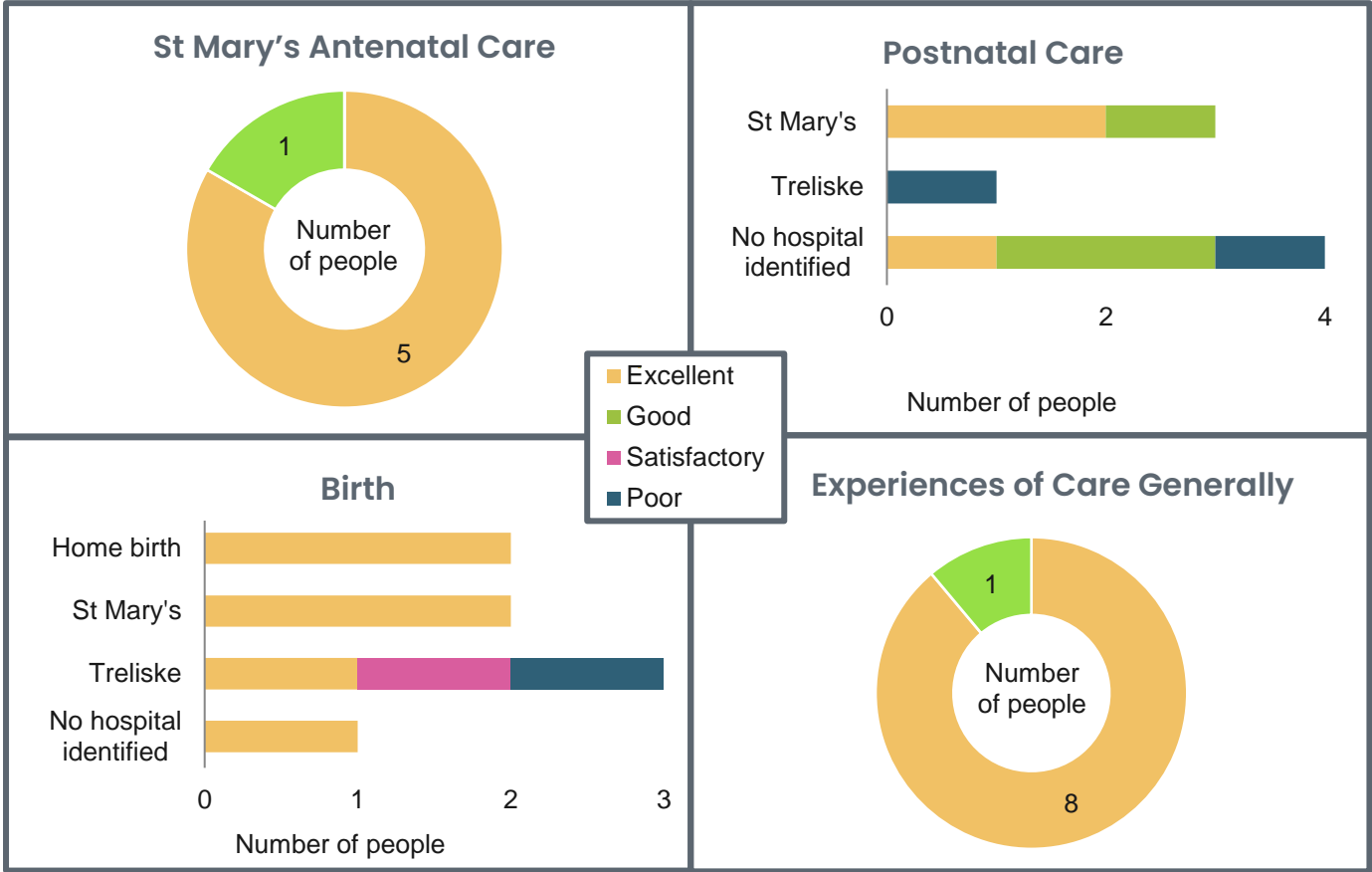
St Mary’s Hospital

Healthwatch Comment

We would like to thank St Mary’s hospital for responding to the survey feedback, and we hope that this explains some of the issues.

Maternity

Ratings of service provided by Maternity Services



Ratings	
Antenatal care	100% of respondents rated their experience of antenatal care at St Mary's as excellent or good.
Postnatal care	75% of respondents rated their postnatal care as excellent or good.
Birth experience	75% of respondents rated their birth experience as excellent or good.
Experiences of care generally	100% of respondents rated their experiences of care in general as excellent or good.

Comments

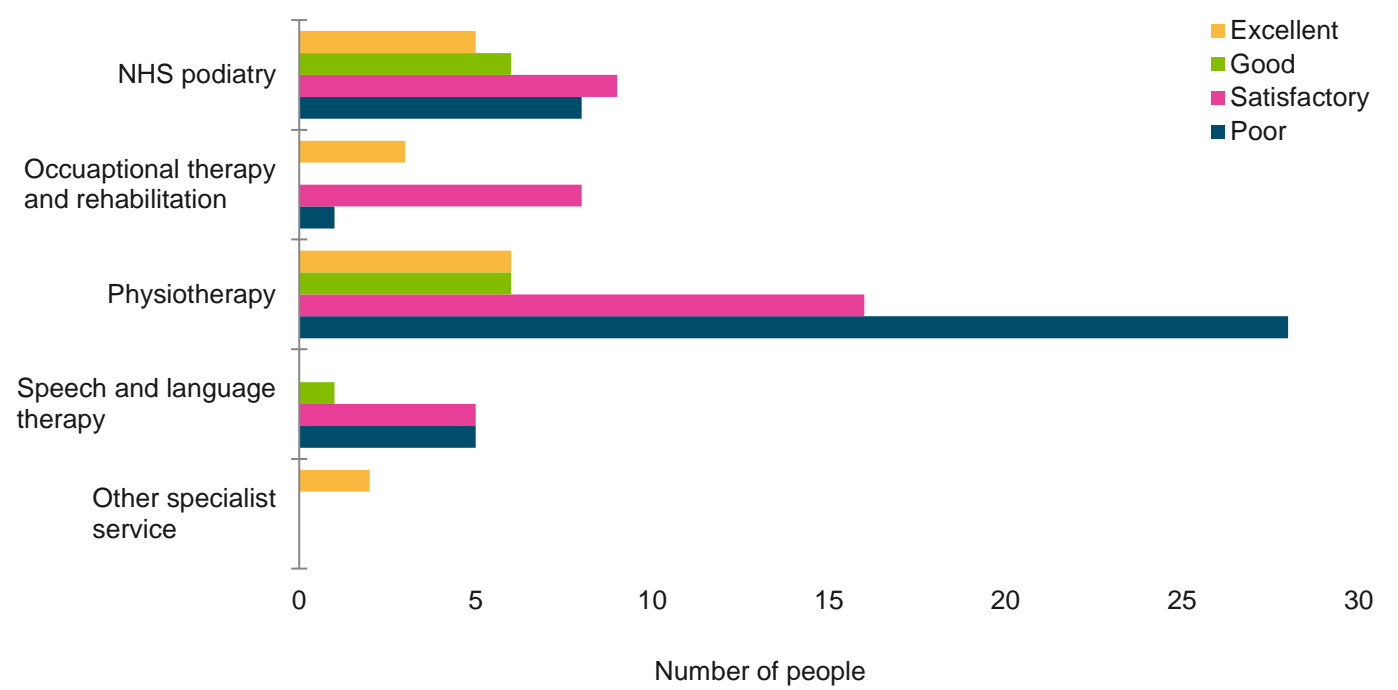
There was one comment about maternity services and that identified a negative experience.

Healthwatch Comment

Although there was a limited response about maternity services, the overall conclusion is that the services that are provided are viewed as excellent and good.

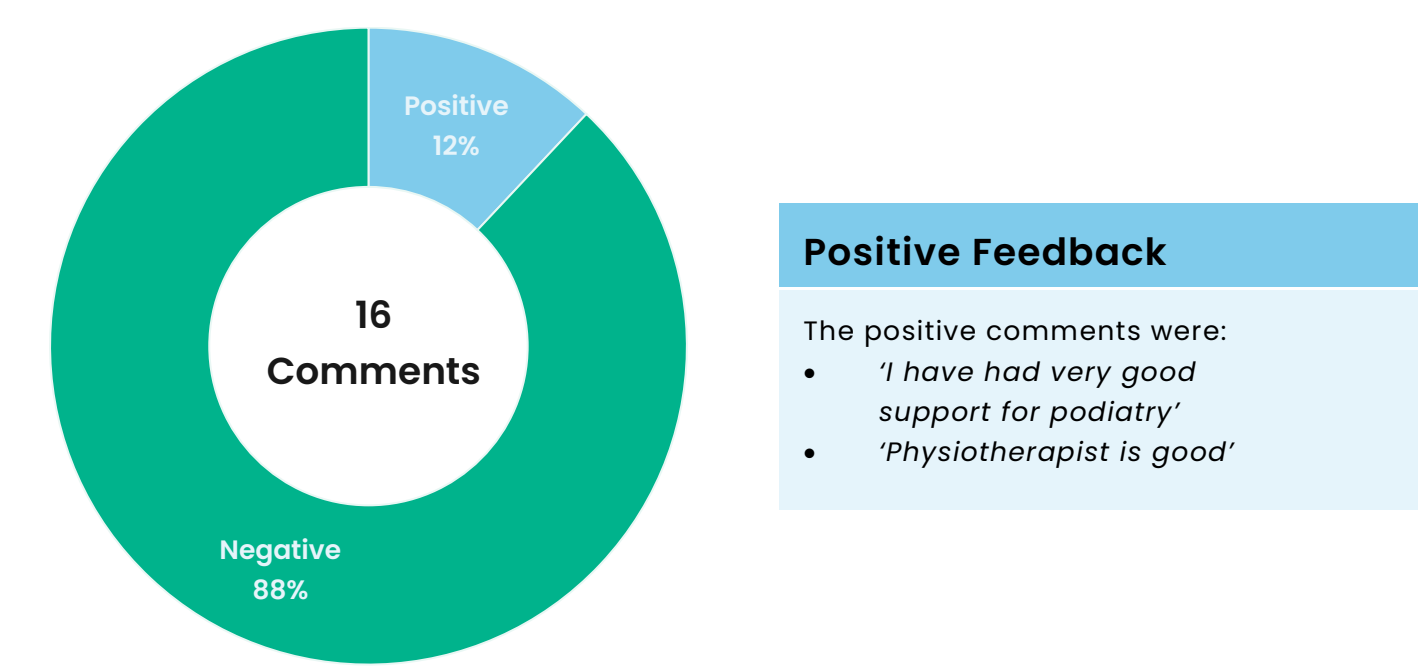
Adult Community Health

Ratings of adult community health services



Ratings	
Physiotherapy	56 people rated this service. 50% said it was a poor service.
NHS podiatry	28 people rated NHS podiatry. 65% said it was satisfactory or poor.
Occupational health and rehabilitation	9 people rated this service and 100% thought it was satisfactory or poor.
Speech and language therapy	11 people rated this service and 91% thought it was satisfactory or poor.
Other specialist care	This was identified as private foot care and 2 people rated it as excellent.

Comments



Issues

Physiotherapy	38% of the comments said that it was a long wait for a physiotherapy appointment; infrequent visits by the physiotherapist; there has been no continuity of the service and after two self-referrals; still not heard anything. Post operative physiotherapy would be beneficial.
Rehabilitation	One person said that they did not have any face to face clinics, only a telephone appointment that happened once, and that there was not a rehabilitation service.

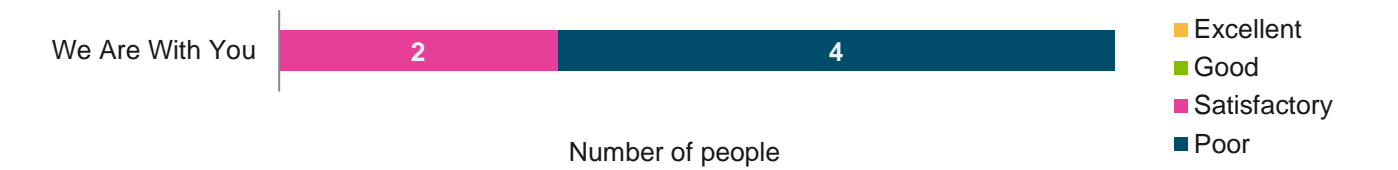
Healthwatch Comment

To help improve these services it would be positive to see:

- Self-referral forms for physiotherapy accessible electronically
- Clear, accessible information provided for rehabilitation
- Clear identification of the types of community health services that are accessible for the public

We Are With You

Ratings of service provided by We Are With You (formerly Addaction)



Comments

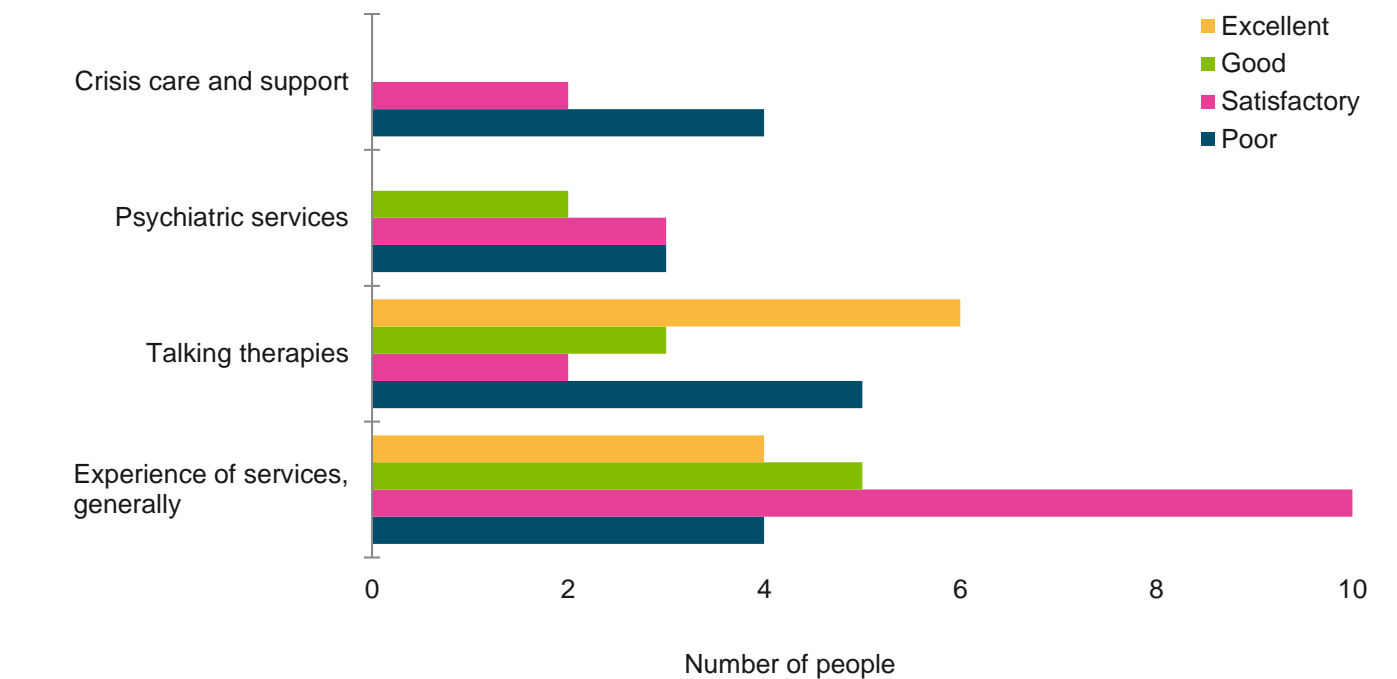
We did not receive any comments about this service. As there were not any comments, it is not possible to identify why more than half of the respondents rated it as poor.

Healthwatch Comment

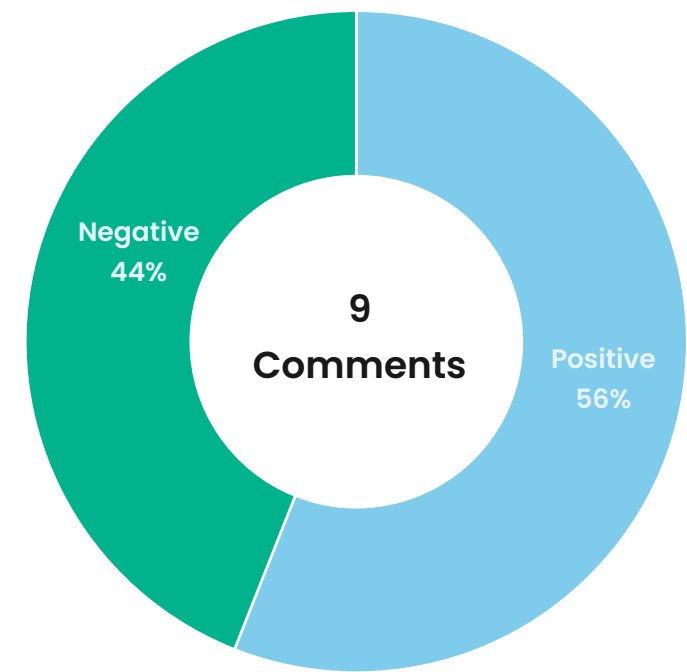
We would like to see this service advertised within the community and information provided about the support service that is offered by 'We Are With You'.

Adult Mental Health

Ratings of service provided by Adult Mental Health



Comments



Positive Feedback

- The positive comments were:
- 'The mental health nurse on St Mary's is excellent and this has enabled episodes of poor mental health to be managed'
 - 'Telephone contact with the mental health nurse very supportive and helpful'
 - 'Appointment availability has improved'

Issues

Lack of signposting	General lack of awareness among residents of this locally provided service.
Continuity of care for residents temporarily residing the mainland	For those Isles of Scilly residents that usually access mental health support on St Mary's but are temporarily residing on the mainland, such as young people who are away at school/college/university, having to re-register with a mainland GP means that they are unable to access the mental health services that the person has had as support and built a rapport with'.

“I have found telephone contact with the mental health nurse very supportive and helpful.”

Adult Mental Health Services Patient

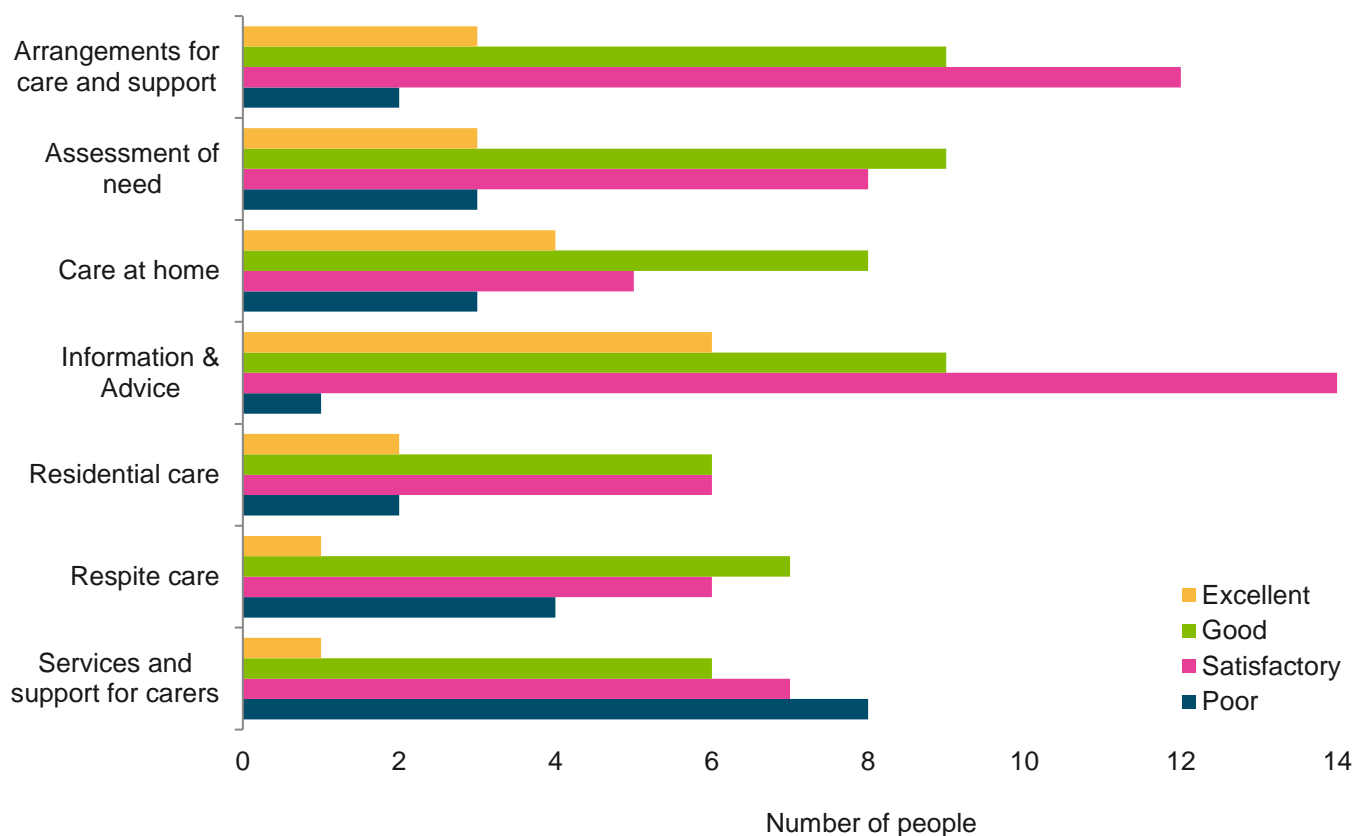
Healthwatch Comment

It would be beneficial for young people who have to re-register with a GP on the mainland if away at school, college, or university, to be able to continue to access their mental health nurse to give them continuity of care.

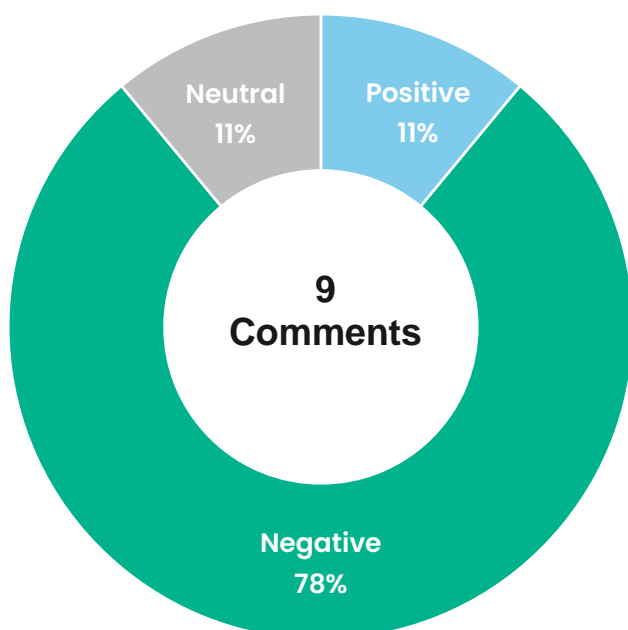
The concerns about the lack of provision of mental health services on the islands demonstrates that people are not aware that there is provision of a mental health service, and it would be useful to provide accessible signposting information for this service.

Adult Social Care

Ratings of service provided by adult social care



Comments



“The social worker was very good when supporting family members.”

Adult Social Care Patient

Issues

Contact	Several people stated having difficulty in contacting the service.
Support for carers	There was one person that commented on a lack of support for carers.
Off-island access	2 comments were made about the difficulty of those living on an off-island to access these services.
Signposting	2 people commented regarding the lack of advertising of any of these services.

“Adult social care would like to thank everyone who took the time to respond. All comments will be taken into consideration and will support us to improve the services that we offer to the community.”

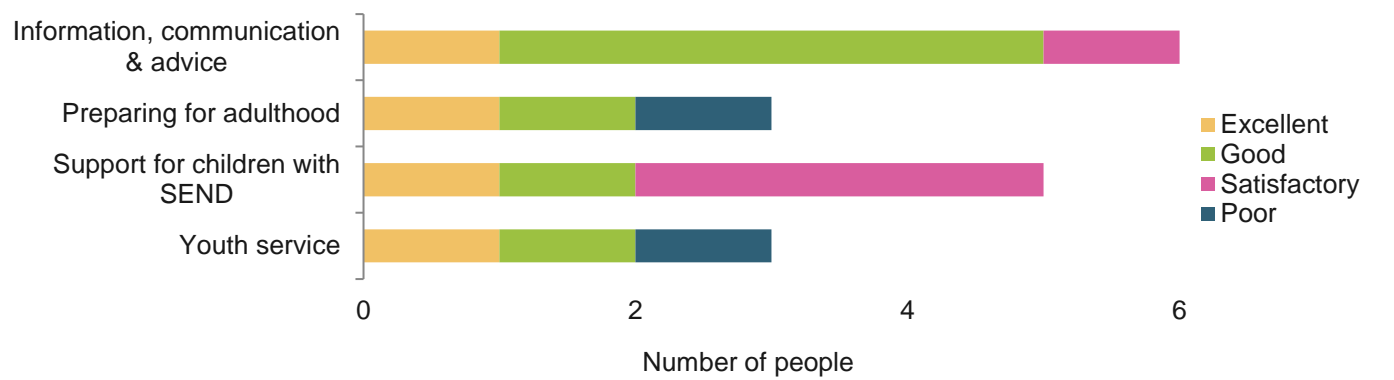
Adult Social Care

Healthwatch Comment

We would like to thank Adult Social Care (ASC) for the feedback. It would be beneficial to the community if ASC could provide an information poster/leaflet to both explain the role of adult social care and to provide contact details, and share this in the public areas, e.g. shops, community centres, library, Healthwatch.

Children’s Services

Ratings of service provided by children’s services



Ratings	
Information, communication & advice	83% of respondents rated excellent or good.
Preparing for adulthood	40% of respondents rated the support as good or excellent.
Support for children with SEND	67% rated this service as good or excellent.
Youth service	67% rated the support as good or excellent.

Comments

There were only 2 comments about children’s services:

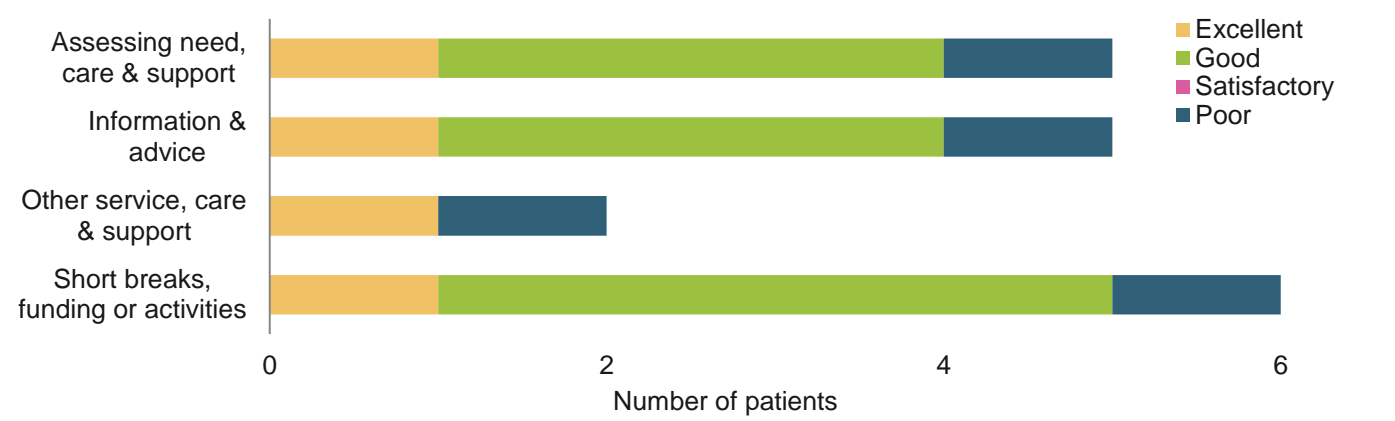
- The play sessions are good
- It can be difficult to contact the service

Healthwatch Comment

It would be useful if there was an information poster/leaflet that identifies the role of children’s services, the types of support that may be accessible and contact details for the service and share this in public areas, e.g., shops, community centres, library, Healthwatch etc.

Children’s Social Care

Ratings of service provided by children’s social care



Ratings	
Assessing need, care & support	80% of respondents rated excellent or good.
Information & advice	80% of respondents rated excellent or good.
Short breaks, funding or activities	83% of respondents rated excellent or good.

Comments

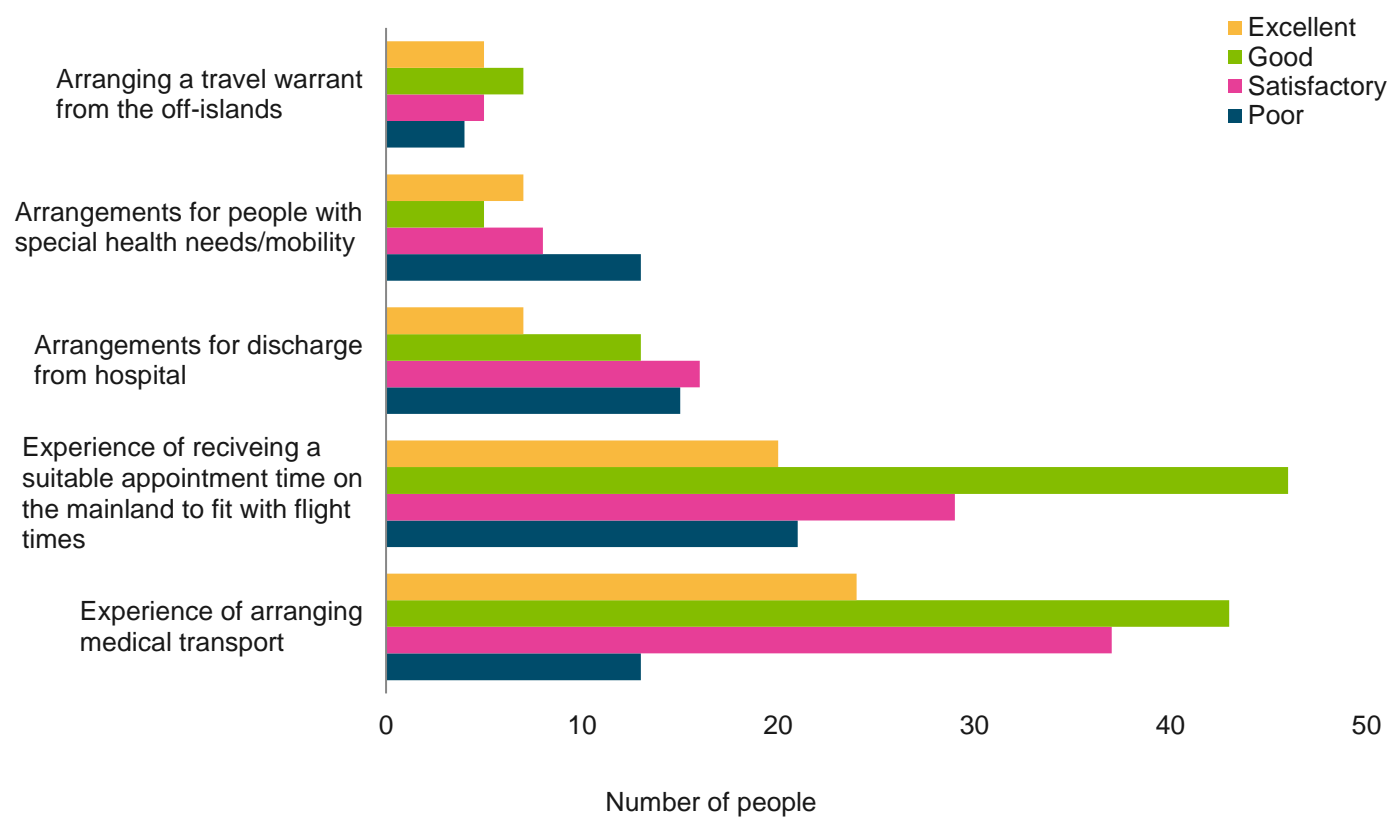
There was only one comment about children’s social care, which stated that it was difficult to contact the service.

Healthwatch Comment

It would be useful if there was an information poster/leaflet that identifies the role of children’s services, the types of support that may be accessible and contact details for the service and share this in public areas, e.g., shops, community centres, library, Healthwatch etc.

Medical Travel

Ratings of service provided by medical travel



Ratings	
Experiences of receiving a suitable appointment time on the mainland to fit with flight times	57% of respondents rated excellent or good.
Experience of arranging medical transport	57% of respondents rated excellent or good.
Arranging a travel warrant from the off-islands	57% of respondents rated excellent or good.
Arrangements for discharge	29% of respondents rated poor and 31% satisfactory.
Arrangements for people with special health needs/mobility	39% of respondents rated poor and 24% satisfactory.

Comments



Positive Feedback

- The positive comments included:
- ‘Medical transport has improved of late’
 - ‘Works very well’
 - ‘Treliske is prepared to alter appointment dates and times to fit better with flight times’
 - ‘It is good that the flight is paid’
 - ‘Usually straight forward. I ring the number for patient travel and the person I speak to is usually friendly and helpful and do their best to arrange dates and times that are suitable for me travelling from the islands.’

6

“Medical transport has improved of late.”

Medical Transport Patient

9

Issues

Booking process	<p>26% of negative comments were about the booking process:</p> <ul style="list-style-type: none">• The process of booking is time consuming. You may have to wait several days to hear whether your flight is confirmed, which is difficult if you need to book accommodation as well. It’s often necessary to rearrange appointments multiple times, as there can be a delay in patient transport booking flights. The delay in confirmation can also cause difficulties in booking someone to come with you (not a paid medical escort)• Issues surrounding not being able to book the shuttle bus at the same time as flights• Transport home after discharge is arranged by the patient. No help was offered until there were problems with patient transport
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Issues	
Hospital discharge	<p>17% of negative comments made were related to hospital discharge:</p> <ul style="list-style-type: none"> • The time and day of discharge needs to be taken into consideration, as it is not always possible to return home due to availability of flights. This is more of an issue in winter when there are minimum Saturday flights • Being discharged in the middle of the night can result in having nowhere to go • The patient must arrange their own transport after discharge • Discharge if immobile can be particularly difficult due to dependency on others, such as ambulance staff
Appointment time	<p>Several comments were made regarding the appointment time, including:</p> <ul style="list-style-type: none"> • Being given an appointment early on a Monday morning, especially in wintertime, requiring leaving a couple of days before • Appointment times do not match well to public transport times • The times of the appointments often mean that you cannot travel there and back in a day
Accessibility	<p>One patient identified that disabled people cannot access Skybus planes.</p>
Travel warrants	<p>Off-island residents have told us that:</p> <ul style="list-style-type: none"> • They are very difficult to organise • They are not aware of what a travel warrant is

Healthwatch Comment

Booking the shuttle bus: It would be beneficial to patients if Patient transport resumes booking the shuttle bus at the same time as booking flights/boat.

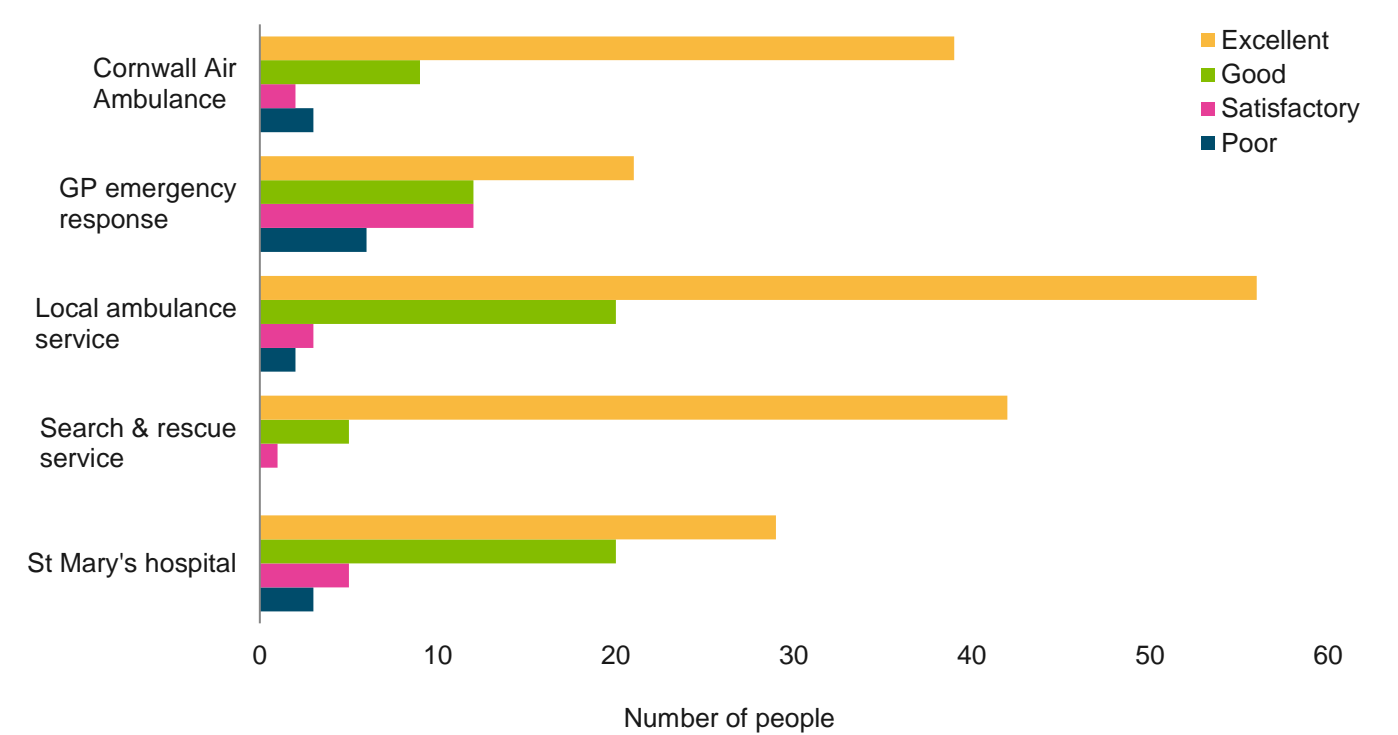
Delays in booking Skybus flights by patient transport: This has impacted patients' ability to attend an appointment and caused added stress to what is already an anxious situation for many people.

Accessibility: Patients find it hard to access Skybus planes if they have a disability or mobility issues. Having the option of using the helicopter as an alternative method of medical transport would be beneficial to many patients.

Booking of transport: On booking a medical transport flight many patients choose to have someone go with them for their appointment. Although this is not a paid escort, it would be good if patients could identify that they will need a flight where there are two spaces available, therefore stopping the issue of them finding the flight is already fully booked and having to rearrange their appointment.

Emergency Response

Ratings of emergency response services



Ratings	
Search & Rescue	89% of respondents rated the search and rescue service as excellent.
Cornwall Air Ambulance	91% of respondents rated Cornwall Air Ambulance as excellent or good.
St Mary’s Hospital	86% of respondents rated St Mary’s hospital as good or excellent.
Ambulance service	94% of respondents rated the local ambulance service as good or excellent.

Comments





“An excellent service by great people”

Emergency Response Patient



Positive Feedback

The positive comments by respondents were:

- *‘Excellent response and care when medevac’d to Truro’*
- *‘The Skybus stretcher facility is an excellent addition to medivac services’*
- *‘Local paramedics are great’*
- *‘Excellent first responders on off-islands, why are they not paid to be on call?’*
- *‘When the need arises, all works very well’*
- *‘Paramedics are excellent’*
- *‘An excellent service by great people’*

Issues

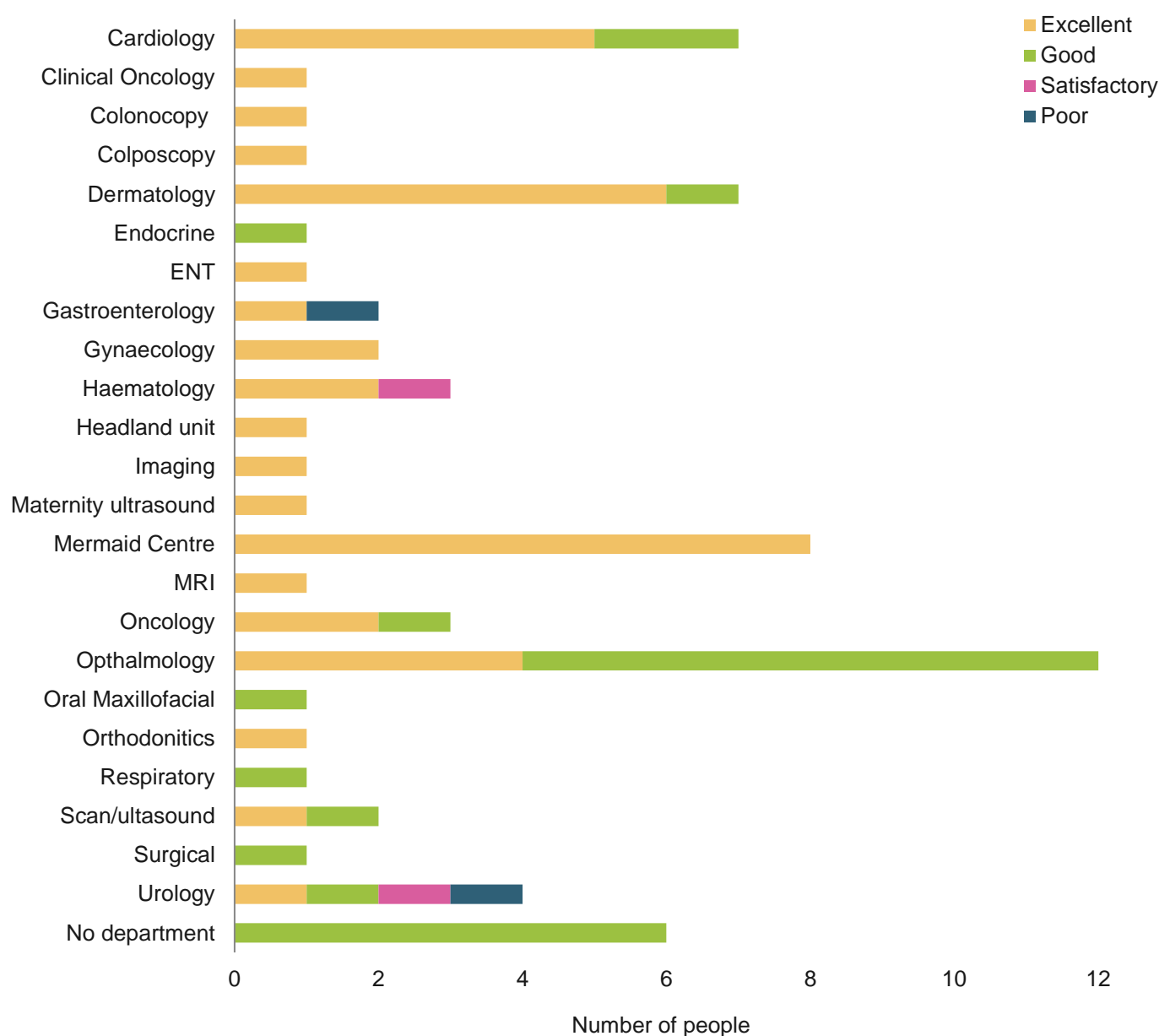
One comment questioned the economic viability and reliability of the ‘Star of Life’ medical boat.

Healthwatch Comment

The feedback demonstrates that the community is appreciative of the excellent service provided by the emergency response services.

Royal Cornwall Hospital Trust – Outpatients

Outpatient Ratings – Treliske Hospital

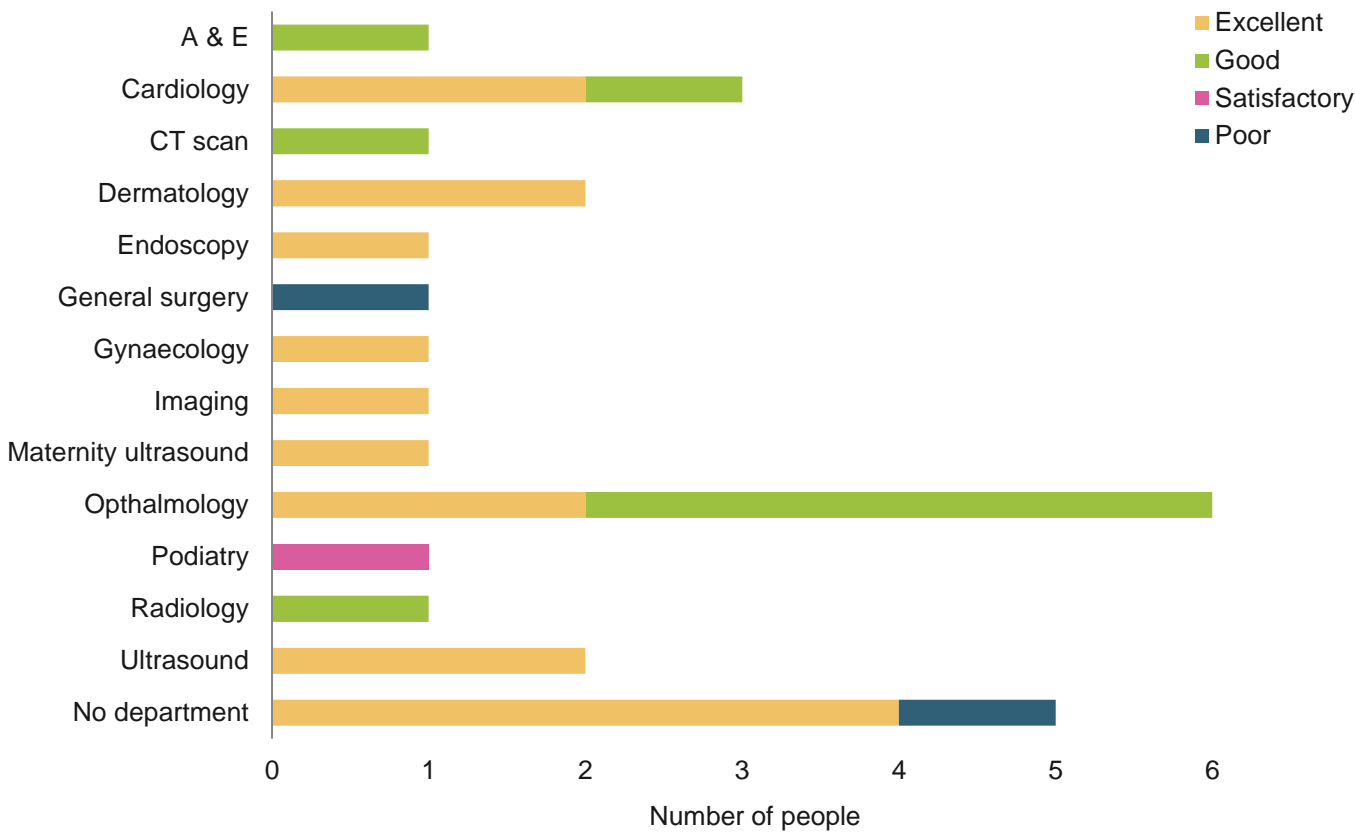


“Dedication of medical staff is outstanding”

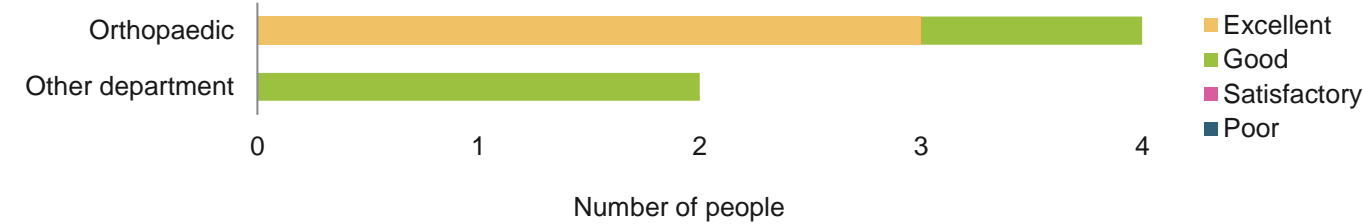
R.C.H.T. Patient



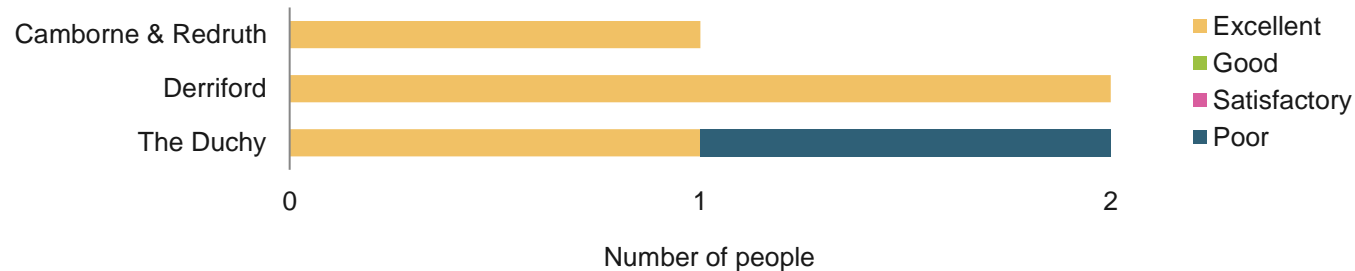
Outpatient Ratings – West Cornwall Hospital



Outpatient Ratings – St. Michael’s Hospital



Outpatient Ratings – Other Hospitals



Ratings

Treliske	Out of 70 people who rated their outpatient experience 94% said it was good or excellent.
West Cornwall	Out of 25 people who rated their outpatient experience 88% said it was good or excellent.
St. Michaels	Out of 6 people who rated their outpatient experience 100% said it was good or excellent.
Other hospitals in Cornwall	Out of 5 people who rated their outpatient experience 80% said it was good or excellent.

Comments: Outpatients

Positive Feedback

Treliske:

- 'By video but informative, helpful and clear planning for assistance'
- 'Seen on time'
- 'They take note of the restrictions in travel for residents from Scilly e.g. late morning, early afternoon'
- 'Extremely good and efficient'

West Cornwall & St Michael's:

- 'Efforts are being made to make other arrangements when asked to travel to Bodmin during COVID'

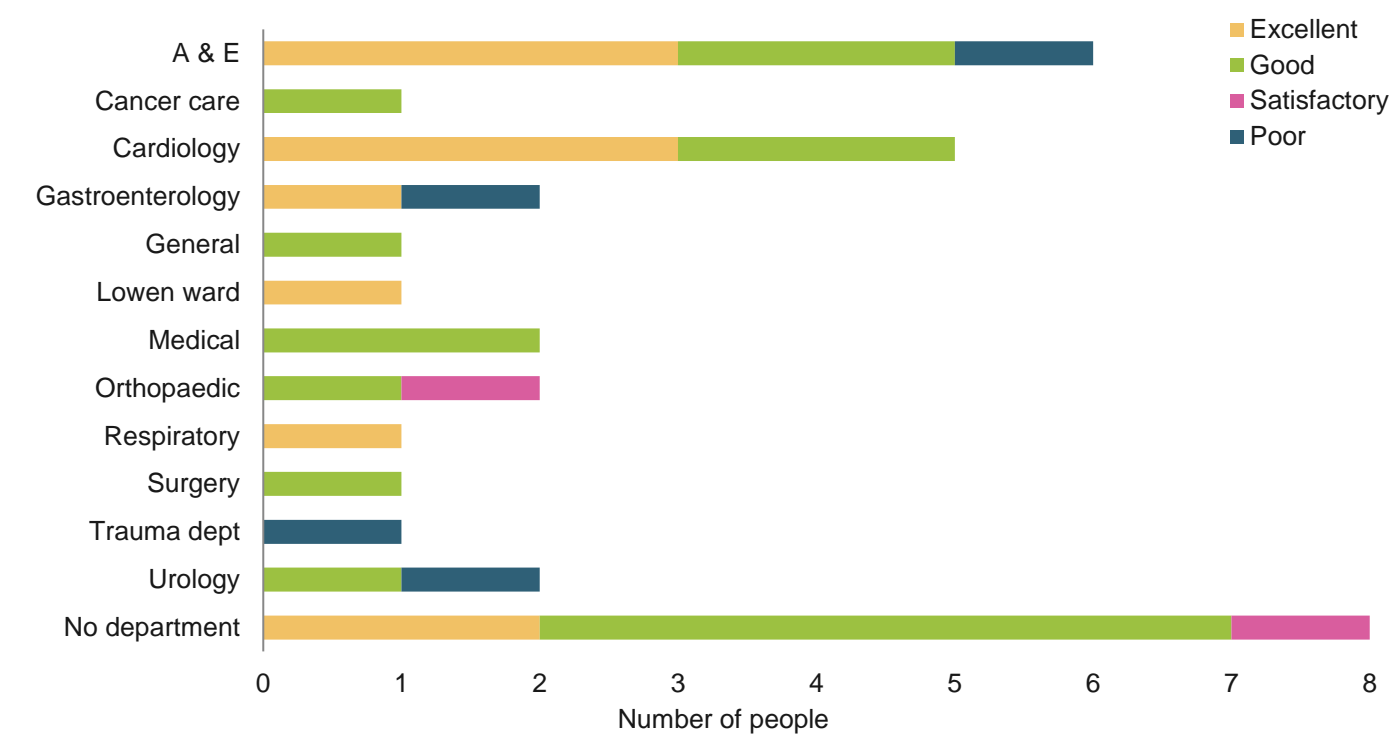
Issues

Treliske	Appointment times on a Monday morning or any afternoon can make it difficult to make it to the appointment and back in the same day.
West Cornwall & St Michael's	Wasted travel due to the appointment being cancelled and not being informed prior to travel.

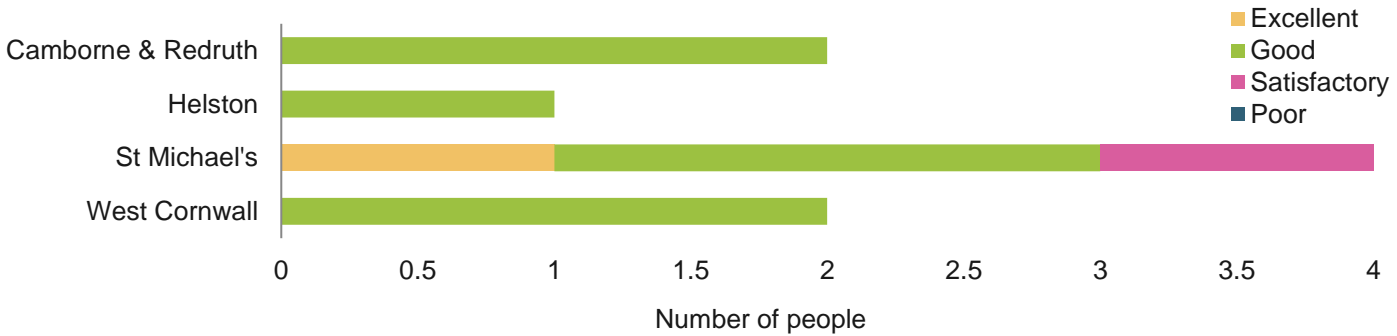
Royal Cornwall Hospital

Trust – Inpatient

Ratings – Treliske Hospital



Ratings – Other Hospitals



Ratings

Treliske	Out of 33 people who rated their inpatient experience 82% said it was good or excellent.
Other hospitals in Cornwall	Out of 9 people who rated their inpatient experience 89% said it was good or excellent.

Comments: Inpatients

Positive Feedback

Treliske:

- *'It was during the first covid wave and I was looked after brilliantly'*
- *'Nursing and medical treatment excellent'*

St Michael's:

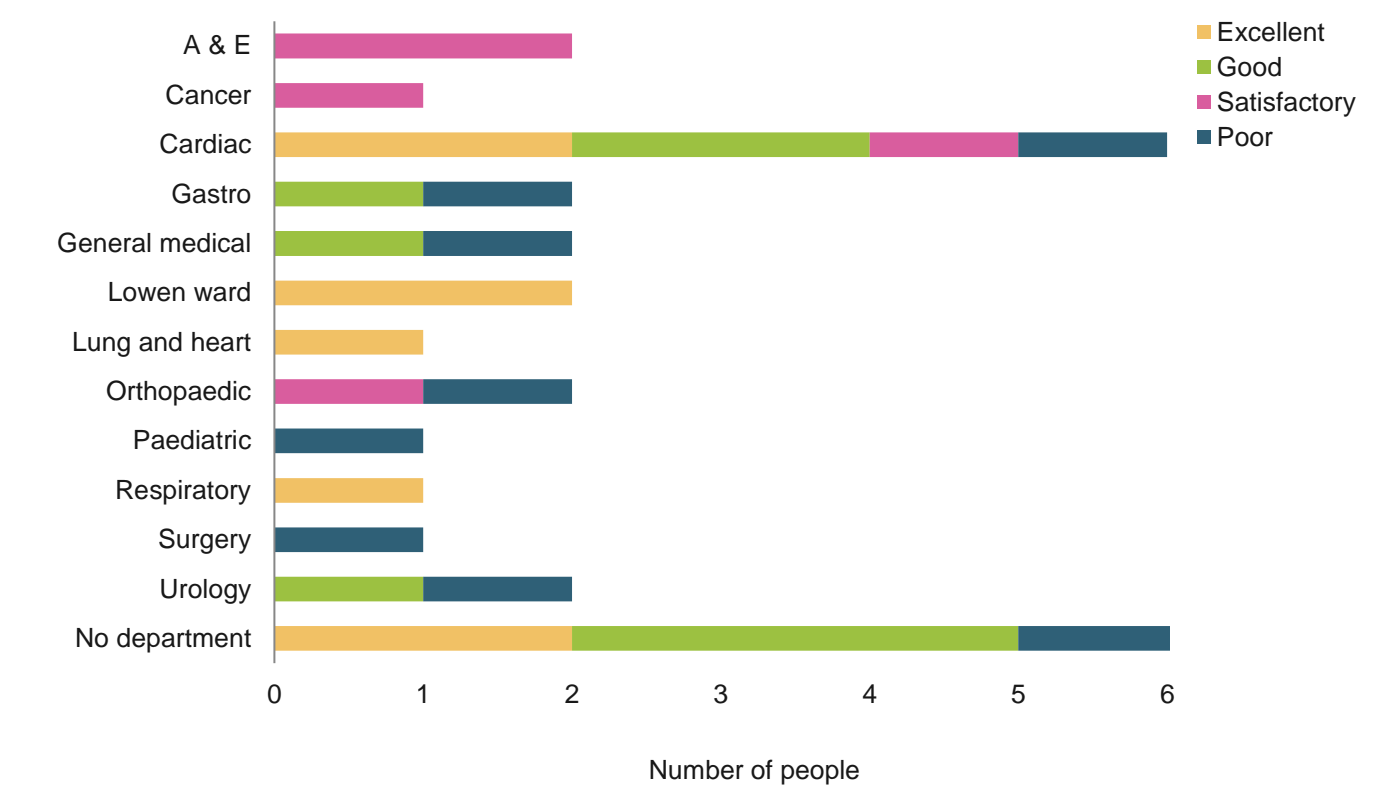
- *'The staff are very kind, although so busy!'*
- *'Physio and OT staff were very helpful'*
- *'It was very clean and the food okay'*

Issues

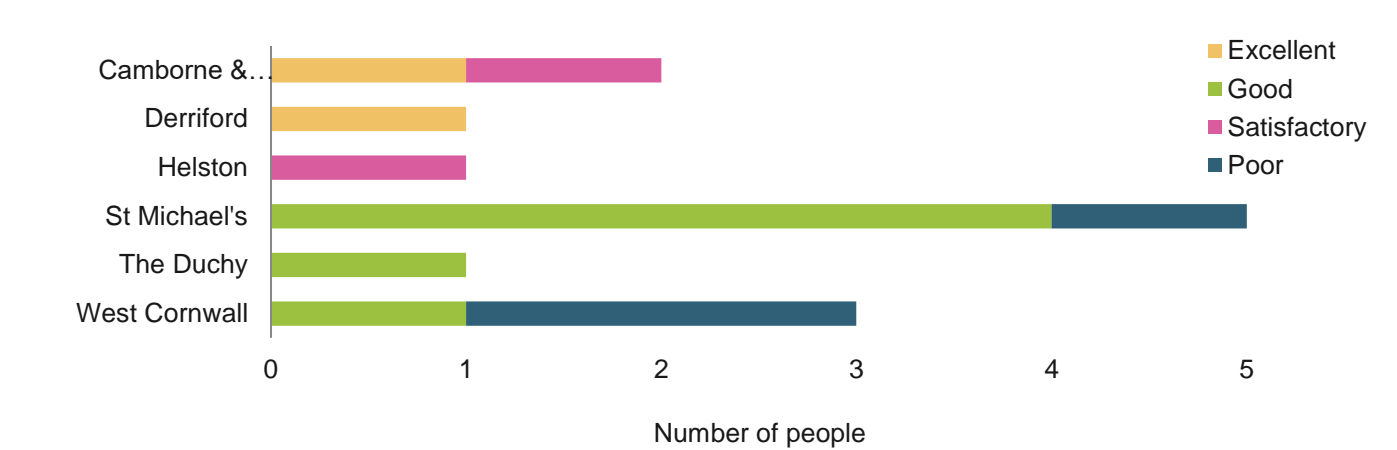
Treliske	<p>The feedback included comments regarding the following issues:</p> <ul style="list-style-type: none"> • Long waits in an ambulance for admission during pandemic • Poor level of facility cleanliness • Difficulties with speaking with consultant following discharge
St Michael's	<p>The only negative comment concerned the lack of privacy on the wards.</p>

Royal Cornwall Hospital Trust – Leaving Hospital

Ratings – Treliske Hospital



Ratings – Other Hospitals



Ratings

Treliske	Out of 30 people who rated their leaving hospital experience 47% said it was satisfactory or poor.
Other hospitals in Cornwall	Out of 13 people who rated their leaving hospital experience 62% said it was excellent or good.

Comments: Leaving Hospital

Positive Feedback

Treliske:

- 'Very good and helpful when they know you need to get back to Isles of Scilly'

Issues

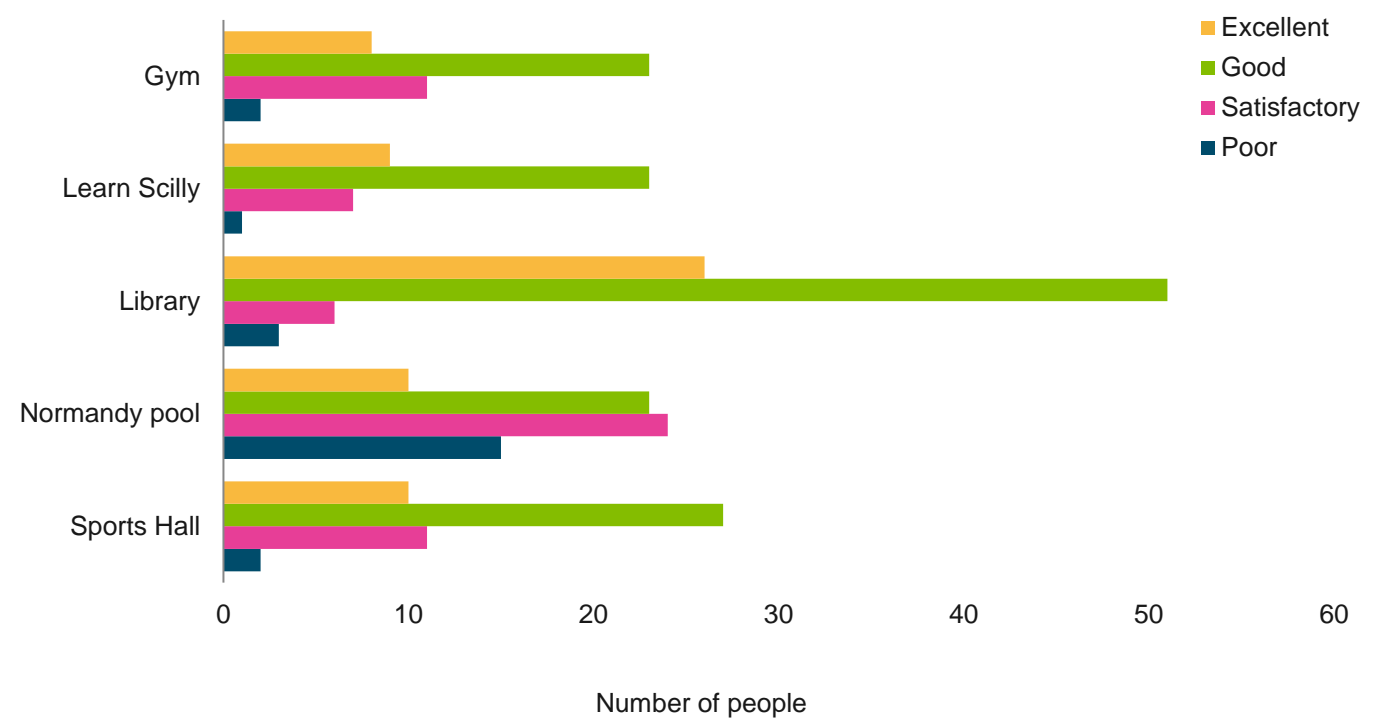
Treliske	8 out of the 11 comments received identified concerns regarding a lack of support or consideration given to patients unable to immediately return to the islands due to time/weather, and the impact this has both financially and psychologically, in terms of the stress and anxiety, on the patient.
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Healthwatch Comment

We are already working closely with the patient experience team to seek improvement in the issues identified.

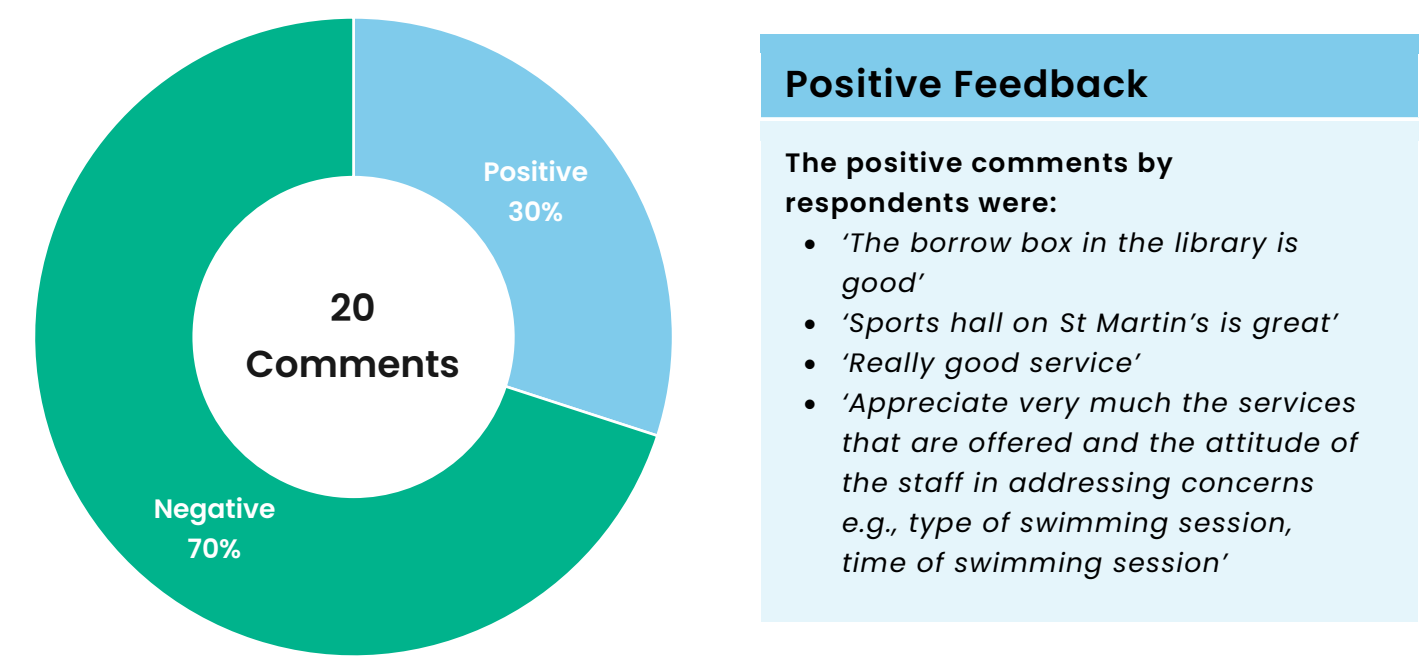
Community Services

Ratings of community services



Ratings	
Library	90% of respondents rated the library service as excellent or good.
Learn Scilly	80% of respondents rated Learn Scilly as excellent or good.
Gym	70% of respondents rated the gym as good or excellent.
Sports Hall	74% of respondents rated the sports hall as good or excellent.

Comments



Issues

Normandy pool	43% of the comments were about the pool. People said that it is too expensive, too small and there is a lack of sessions for children. There were concerns about the changing rooms and that they were too small and overall poor. People would like to have flexibility with the family swim ticket where they need two adults so that it does not matter if the extra adult is not a direct family member.
General issues	People said that the sports hall needs more variety of council run classes, the gym equipment is dated and would benefit from a trainer to support with routines and that the service could be managed better than it is at present. People would like to have access to a community hall on St Mary's, like the off-islands have.

"Some really nice comments and useful feedback for us to take on board"

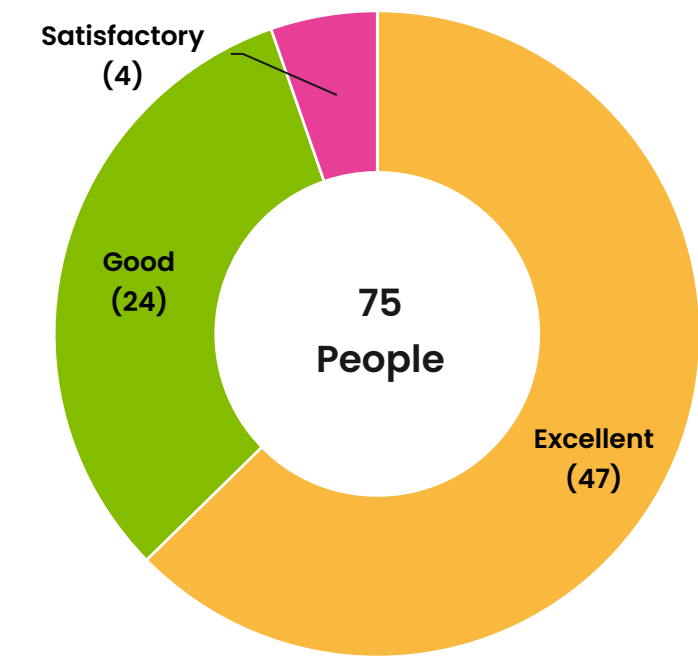
Community Services

Healthwatch Comment

The swimming pool has been identified as a very positive facility but with issues.

Age UK

Ratings of Buzza Bus



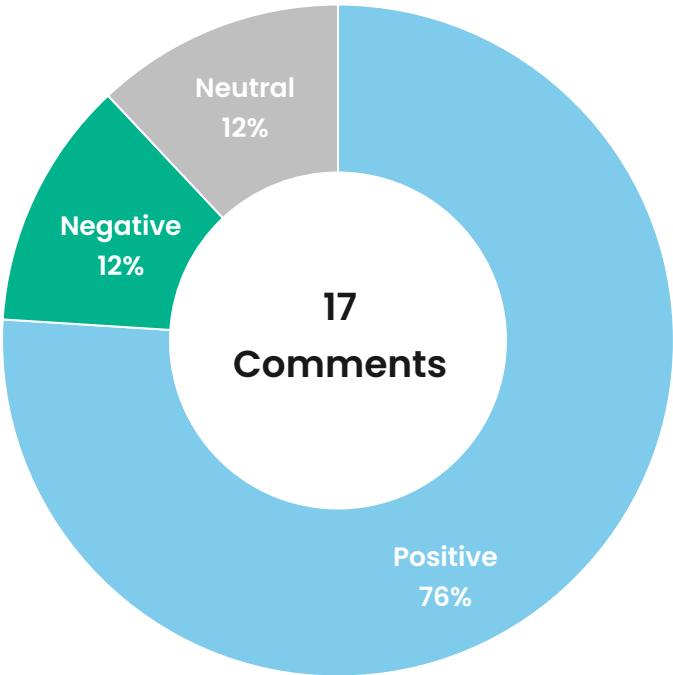
Ratings	
Buzza Bus	95% of respondents rated the Buzza Bus service as excellent or good.

Comments

Positive Feedback

The positive comments by respondents were:

- *‘It is a great asset to us in Scilly’*
- *‘With its excellent driver, a fine example of cooperation between the local authority and the supplier, Age UK’*



Issues

Availability

The only criticisms with the service were that it needs to be better funded and offer more availability.

"Thank you for your survey on our Dial a Ride Service, throughout COVID our driver David has continued to provide a brilliant service with shopping, medications etc, we feel very proud of our service and have a very good relationship with the Isles of Scilly Council."

Age UK, Cornwall



"Can't be faulted – 10 stars!"

Buzza Bus user




Healthwatch Comment

It is excellent to see that people are very grateful for the Buzza Bus service that is operated by Age UK.



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