

Community priorities update (paper 3)

Introduction

During November and December 2013, Healthwatch Newcastle visited local groups and spoke to people about their health and social care priorities to add to our growing evidence base. We asked people the following questions:

- What are your experiences of using health and social care services?
- What would you change/improve about your health and social care services?
- What would you save/what do you like about your health and social care services?

Groups and participants

- Kids and us dads group
- Newcastle Society for Blind People - Macular Degeneration Group
- Elders Council
- Changemakers - You're Welcome representatives
- Skills for People - Geordie Voices
- Brunswick Village over 50s group
- Change UR Mind
- Wor Hoose

Sixty nine participants in total shared their views. Seven of these participants did not complete monitoring information. The participant profile was:

- 90% White British
- 60% over 60 years old
- 16% under 20 years old
- 45% had a disability
- 23% were carers

Priorities

Service	Good	Bad
A&E	Staff attitude and speed of service	Waiting times
Pharmacies	Medipacks and quality of service	Incorrect medication/mix up and quality of service
Dentists	People generally happy with service	Cost of service
GPs	Appointments and quality of service	Appointments
Opticians	People generally happy with service	Main issues came from the Macular Degeneration Group - waiting times and quality of care
Walk-in centres	Quick service and friendly staff	Staff attitude/variable service provision across city/poor communication between health professionals

Young people issues

- Attitude of staff towards young people
- Lack of choice for young people (adults offered choice)
- Not being listened to by staff
- Mental health services - especially transition to adult services

Visual impairment issues (Macular Degeneration Group)

- No large print information from care companies about which carers will be visiting
- Signage in hospitals
- List of medications from chemist not available in large print

Older people issues

- Age limits for health procedures
- Lack of communication between health and social care services
- Lack of resources/staff

The two main factors which influenced participants' experiences of using health and social care services across the board were:

- Staff attitude - 22% of comments
- Speed of service/waiting times - 20% of comments

What next?

The results of this work will be added to the Healthwatch Newcastle issues log for ongoing trend analysis.

The community priorities work will now become an ongoing tool for Healthwatch Newcastle to gather information about health and social care priorities.

Recommendations

It is recommended that the Board notes the contents of this report.