



Quarterly Insight Report
1st July – 30th September

Introduction

This quarterly 'Signposting and Feedback Insight Report' provides an overview of the key themes we have identified in relation to community feedback and signposting from 1st July- 30th September 2022. It also provides in-depth analysis of some of these key issues highlighted.

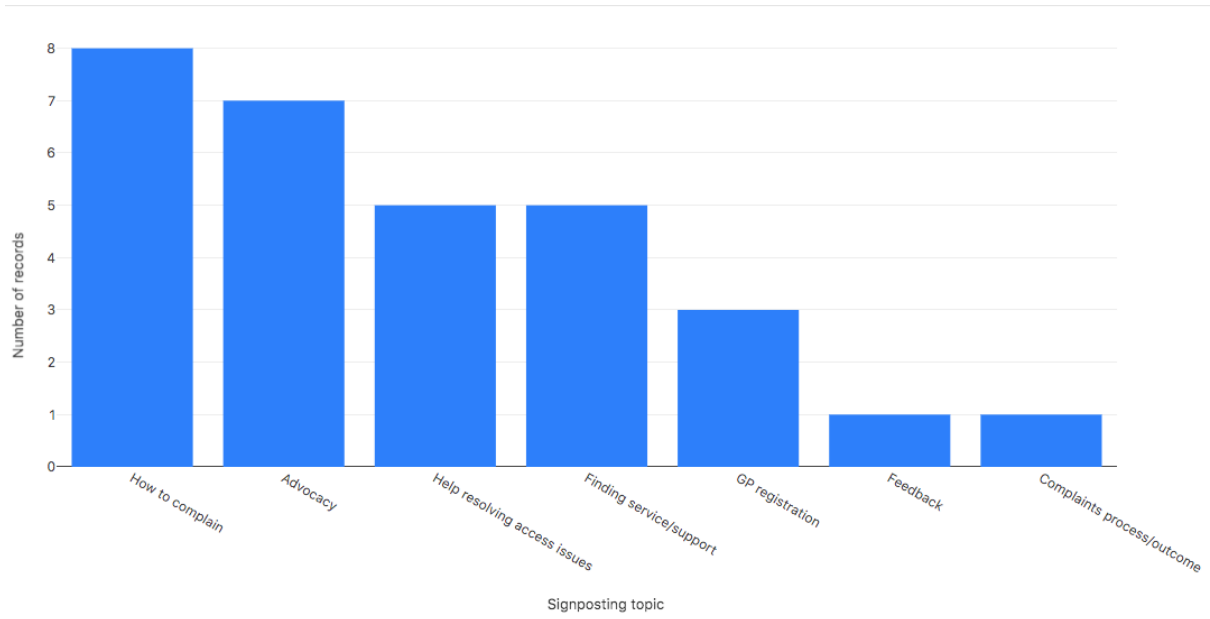
Community Feedback

- We received feedback about services from 41 people in comparison to 44 in the previous quarter. This included 7 from our outreach visits (17%), 9 by phone (22%), 8 by email (20%), 1 by online form (2%), 2 people who visited us in the office (5%), and 14 from stalls at events (34%).
- We plan to send out more frequent surveys focusing on specific services and themes to generate more targeted feedback on local services and to support our projects.
- The 4 aspects of care with the most issues reported were Complaints and Feedback (20), Access (17), Rights (5) and Care Coordination (4). These were also the most common aspects of care reported about last quarter except for Rights.
- One of the top issues in Complaints and Feedback was again, 'can't get a (timely) appointment' relating to GP (long waits times booking face-face appointments and communication with GP) and mental health services including Community Mental Health Team (CMHT) and mental health assessment and liaison. Another top issue was 'inadequate service/support' relating to mental health assessment and liaison, Community Mental Health Team (CMHT), adult social care, and mental health crisis service (long referral times during crisis and support needed through lengthy complaints process).
- The top issues in Access were 'can't get a (timely) appointment' and these related to a diverse range of services including sexual health, chiropody/podiatry, Community Mental Health Team (CMHT), GP, and mental health assessment and liaison. This was followed by access issues associated with inadequate service/support, relating to audiology services (communication with hearing aid provider) and mental health crisis service and GP (issues with complex referral process and booking appointments).
- The two most common issue relating to Rights was 'inadequate service/support' and this was in relation to adult social care (health and safety and safeguarding issues) and GP and mental health crisis service. The other issue was 'Removed from patient list (without warning) and this was in relation to GP and mental health crisis service.
- The top issues in Care Coordination were 'inadequate service/ support' and this was in relation to Adult Social Care, GP, and Mental Health Crisis Service. 'Poor cleanliness/hygiene', 'poor nutrition/hydration', and 'medication/prescription issue' were also top issues, related to adult social care.

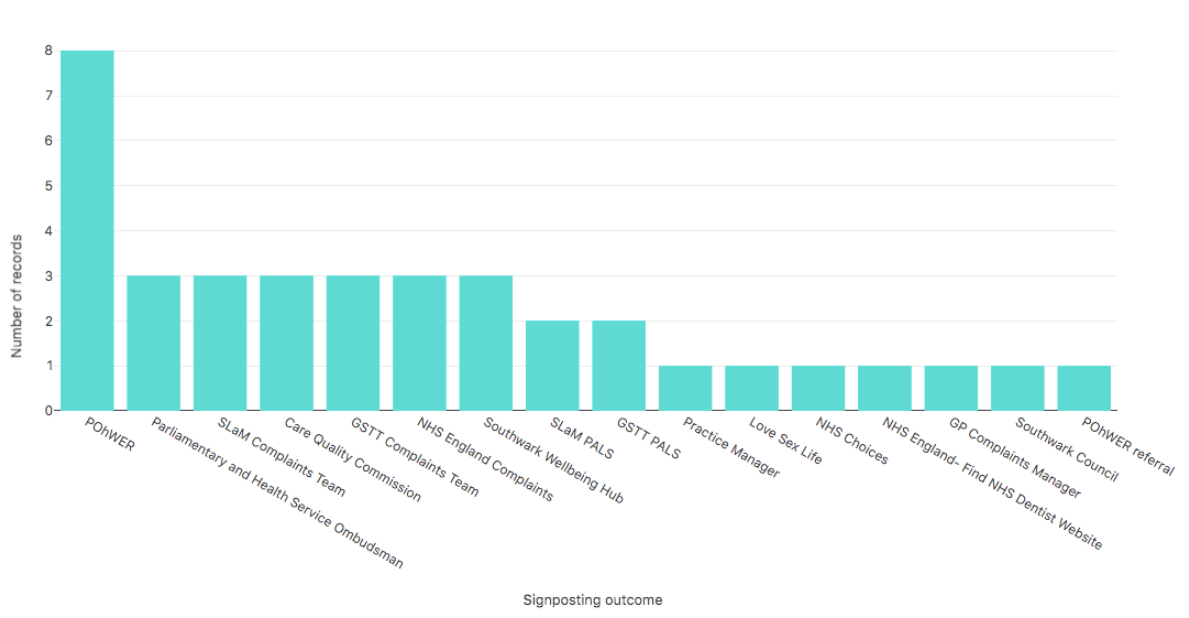
Signposting Information

- We helped 18 people with signposting, advice, and information: 9 by phone (50%), 7 by email (39%), 1 by online form (6%), 1 in the office (6%).
- The most common areas of signposting were **how to complain** (44%, an increase of 90% from previous quarter), **advocacy** (39%, an increase of 303% from previous quarter), **help resolving access issues** (28%, an increase of 211% from previous quarter) and **finding service/support** (28%, an increase of 3% from previous quarter).
 - While there were no complaints about GPs last quarter, half of the queries around how to complain were about GPs this quarter.
 - Other complaints included 1 complaint about the council neglecting to acknowledge a child's brain injury when making decisions about their housing and care support, 1 complaint about a medical negligence incident, 1 complaint about poor inpatient care received, and 1 complaint about discriminatory treatment.
 - Majority of the signposting requests from people needing advocacy were related to GPs. Other requests came from a resident who believes he should not be sectioned, a patient's family member concerned about safeguarding risks, and a parent who is asking for help with their son's housing and care support situation.
 - Out of a total of 5 signposting requests from people looking for help resolving access issues, 2 had issues accessing their GPs, while others had difficulties accessing outpatients care, hearing aids, and chiropodists services.
 - The signposting requests from people finding service / support dealt with a range of topics, including getting an appointment for removal of a contraceptive implant, getting mental health support, registering as a new patient at a local NHS dental clinic, seeking free well-being resources like yoga and music courses, and finding a supplier for hearing aids.
- We provided a wide range of different types of signposting, depending on the case. This quarter we signposted people to 16 different services. The top services we signposted our clients to were POhWer, Parliamentary and Health Service Ombudsman, SLaM Complaints Team and Southwark Council Complaints, Care Quality Commission, GSTT Complaints Team, NHS England Complaints, and Southwark Wellbeing Hub.
- We also escalated 3 cases, where we contacted a service on behalf of the individual to achieve the right outcome. This included contacting Southwark Council Complex Case Panel, patient's GP, and Southwark Council Complaints.

Graph showing the reasons people contacted us for signposting



Graph showing the signposting we provided



Healthwatch Southwark Priorities 2022-23

This quarter, we have determined our priorities for the upcoming year, 2022-23. A variety of different data sources were used to inform the agreed priorities including primary data collected through our signposting and feedback function, a Priorities Survey, focus groups with the public and with stakeholders and secondary data and information compiled by the council, integrated care system, NHS, and other key organisations.

Our top 5 priorities include:

1. Tackling health inequalities with a specific focus on the following:
 - Mental health within the Black African and Caribbean community.
 - Accessibility of health information for Latin American community.
2. Young People's Health: establishing a youth panel and getting young people more actively involved in health projects and decision-making bodies.
3. Improving access to health and social care services for people with learning disabilities and autism.
4. Reviewing how can 'wait times' be better managed for elective care patients.
5. Understanding dental access issues in minority communities.

Many thanks Jacqueline Jan (Community Research Volunteer) for her support with compiling this report.

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