

# You said, we did - patient insight report on public listening events in 2015



**With you.  
For you.**



## **You said, we did**

### **Summary from NHS West Lancashire CCG's public listening events held in 2015/16**

The CCG held a series of public listening events in community venues across West Lancashire, with one event taking place in each of its five localities:

- New Skelmersdale and Upholland
- Tarleton & Banks
- Old Skelmersdale
- Parbold and Burscough
- Ormskirk and Aughton

These were positioned as focusing on community health services in order to support our Facing the Future Together programme and to help deliver improvements locally.

We invited senior representatives from providers Lancashire Care NHS Foundation Trust (LCFT) and also Southport & Ormskirk Hospital NHS Trust. This allowed patients, members of the public and carers present to raise their concerns, thoughts and experiences directly with the relevant and responsible organisation.

The below report gives an indication to the range of insight we gathered via the public listening events. Each organisation is then responsible for ensuring the information is cascaded and reported via its appropriate internal quality reporting procedures. This report will be provided to Lancashire Care NHS Foundation Trust, Southport & Ormskirk Hospital NHS Trust and NHS England (who commissions GP practices and other primary care such as dentists, pharmacists and opticians), and also the CCG's patient experience group for its full consideration.

The theme for the listening events was community health services. Where relevant, comments will be used to develop specifications and plans for these services in line with the public request to provide more choice and bring services closer to their home. Many visitors wished to comment on the provision of hospital services and these are shown as a separate section.

If you have any queries relating to this insight, please contact us via:  
[myview@westlancashireccg.nhs.uk](mailto:myview@westlancashireccg.nhs.uk) or phone 01695 588 203.

**Upholland listening event: 24 June 2015**

| <b>TOPIC</b>         | <b>YOU SAID</b>  | <b>WE DID/WE LISTENED</b>   |
|----------------------|--|---|
| Medicines management | Patient was concerned about how the medicines management arrangements were operating within the practice. Raised issues about unnecessary prescriptions leading to medicine waste.   | Medicines management team will review performance of the practice and offer guidance as required  |
| Pharmacy             | Patient did not wish to take all of medicines available on a repeat prescription. The pharmacist advised that if they were not taken they would have to be put in the bin. Patient concerned that this was incorrect advice/procedure. | The comment came through a third party. The CCG will contact the patient directly to obtain more information to allow a solution to be reached. Patients in this situation should liaise with their GP to amend the prescription. |
| Podiatry             | There was a request for podiatry services to be provided in the Upholland area   | The CCG will consider this comment as part of its community services procurement.   |
| Phlebotomy           | Several patients commented on changes at the Thomas Linacre Centre in Wigan, which previously allowed West Lancs residents to obtain blood tests   | The CCG met with the service provider and reiterated that the existing contract required the centre to provide this service for West Lancs residents.   |
| Physiotherapy        | Patient stated that people's needs and treatments are different. Booking systems/protocols only provided for a standard length of appointment. Can this be changed to suit the individual's needs?                                     | The CCG will consider this comment as part of its community services procurement.   |
| Pathology            | Patient raised concerns about a new system which has been introduced for the collection of specimens e.g. urine.   | The CCG is aware of these changes but unfortunately the pathology contract is arranged by Southport & Ormskirk NHS Hospital Trust (S&O). Details of this report are shared with S&O's patient experience group.                   |
| General practice     | Concerns raised over telephone access for  | NHS England commissions GP practices. Details of this   |

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|                  | appointments. Ongoing issue.  | report are shared with NHS England's patient experience team.   |
| General practice | Patients raised concerns that on occasion the queue for the reception at GP practice went outside (patient did not reveal which practices this issue referred to) | NHS England commissions GP practices. Details of this report are shared with NHS England's patient experience team. |

### Tarleton listening event: 26 June 2015

| <b>TOPIC</b>              | <b>YOU SAID</b>   | <b>WE DID/WE LISTENED</b>   |
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| General practice          | Patient wished to change from the GP practice, but was advised that there were no other practices they could transfer to.   | The CCG advised the patient to contact NHS England, who commissions GP practices. Details of this report are shared with NHS England's patient experience team.   |
| General practice          | Patient offered Cognitive Behavioural Therapy but wanted counselling to understand their depression   | CCG advised patient needs to liaise with GP to reconsider. The CCG will also ensure that GPs receive a copy of this report via the weekly bulletin.   |
| General practice          | Patient felt a more comprehensive assessment from their GP would have led to a referral to talking therapies which would both cost efficient and beneficial to the patient. | Considered by CCG's mental health leads.  |
| Mental health             | Due to the length of the waiting list, the patient had to revert to employer to obtain counselling  | Lancashire Care NHS Foundation Trust and the CCG are working to reduce waiting times for services within the new contract to increase community services. Details of this report are shared with Lancashire Care. |
| Community health services | Patient would like to be referred to nutritionists, medical herbalists etc  | At present these services are not referred to by the NHS. The CCG follows Lancashire policies.  |

**Skelmersdale listening event: 29 June 2015**

| <b>TOPIC</b>           | <b>YOU SAID</b>  | <b>WE DID/WE LISTENED</b>   |
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| Mental health services | The patient experienced a two hour wait for the assistance of the intermediate care team.                          | This concern was referred to Lancashire Care NHS Foundation Trust, which have since resolved the matter.  |
| Mental health services | Due to the long delay in getting an assessment, the patient required a general hospital admission.                 | This concern was referred to Lancashire Care NHS Foundation Trust, which have since resolved the matter.  |
| General practice       | Sandy Lane Practice not serving people well.   | NHS England commissions GP practices. Details of this report are shared with NHS England's patient experience team.   |
| General practice       | Being advised by practice to use the walk in centre.   | The CCG was not made aware of details surrounding this advice. The CCG has a clear policy on the use of walk in centres and other urgent care services. The CCG will continue to monitor attendances to see what changes may be needed. |
| General practice       | The patient gave a comprehensive account about treatment within Beacon Primary Care.                               | The CCG requested the practice to resolve locally.  |
| General practice       | The patient advised that there are different clinical policies across practices for management of type 2 diabetes. | CCG to pass on comments to the diabetes lead for consideration.   |

**Parbold listening event: 2 July 2015**

| <b>TOPIC</b>     | <b>YOU SAID</b>   | <b>WE DID/WE LISTENED</b>   |
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| General practice | Two patients wished to discuss their care at the surgery. | CCG chair and local GP from the practice liaised with the patients directly and resolved the queries. |
| General practice | Patients expressed concerns about continuity of seeing    | Referred to the practice for their consideration/action   |

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|                          | the same doctor in Parbold Surgery   |   |
| Community health service | Patients completing the joined up care survey stated they wished to see more services locally. | The CCG will consider this comment as part of its community services procurement. |

### Ormskirk listening event: 8 July 2015

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| General practice       | The practice used to send out 6 monthly review letters with appointments. Now the practice invites the patient to contact the practice to agree an appointment time. | NHS England commissions GP practices. Details of this report are shared with NHS England's patient experience team.  |
| Mental health services | A number of comments were received about the availability and quality of dementia services and the impact on carers  | Considered by CCG's mental health leads.   |
| General practice       | Patient can make electronic booking to see GP but not practice nurse.  | Patient advised why this may not be possible and CCG suggested they contact the practice directly.   |
| Physiotherapy          | The patient was referred to a consultant but advised by the referral management centre they first needed to be assessed by a physiotherapist.                        | The CCG will consider this comment as part of its community services procurement. The CCG has changed the referral system and no longer uses the referral management centre. |
| Community equipment    | Patient felt it was difficult to obtain home equipment, and that it lacked choice. The quality of fitting aids to be used at home was also not satisfactory.         | Referred to Lancashire County Council as the contract manager.   |
| Mental health          | There is an absence of step  | The CCG is looking at this   |

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|  | down facilities following an admission to Scarisbrick Patient Inpatient Unit | situation within the wider reconfiguration of mental health services across Lancashire. |
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### Acute hospital services

Although these public listening events focused on encouraging insight on community health services, some comments were received relating to hospital services. These are captured below:

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| Waiting times     | Patient felt the waiting time for the pain management service at The Walton Centre is too long.  | The CCG is monitoring waiting times and would address this issue within contract reviews   |
| Patient transport | Where services were outside of the area, patients felt more assistance was needed to help people use these services.   | The CCG continues to consider these situations when looking at how choice impacts on patients. Future specifications will highlight these difficulties and ask providers how they may be able to assist. |
| Appointment times | Patient queried whether a standard time appointment in hospital could truly meet the needs of NICE guidance and therefore offer the best service to the patient. | The CCG to consider feedback through contract monitoring.  |
| A&E               | The patient shared their perception that the waiting times were too long.  | The CCG reviews waiting times continually to ensure the best service for patients.   |
| Dermatology       | The patient explained their recent experience involving cancellations, administrative problems and diagnosis.  | S&O to consider. Details of this report are shared with S&O's patient experience group.  |
| Administration    | Patient advised the hospital had lost their patient notes  | Patient has already approached S&O directly,   |


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|                 |   | which has since resolved this issue.   |
| Quality of care | Patient felt that the lack of quality of care deserved an apology, which was not given.   | Patient is taking this up with S&O directly.   |
| Discharge       | The patient felt the discharge arrangements were poor, and resulted in a late discharge home in the snow without adequate home arrangements.          | S&O resolved this issue directly.  |
| Facilities      | The visitor commented on the absence of bedside chairs and the provision of patient laundry facilities.   | S&O aware of these comments and resolved them. Details of this report are shared with S&O's patient experience group.                              |
| Orthopaedics    | The patient had a sore shoulder, received x-ray, scan and physio. Needed injection treatment. Variation in diagnosis and poor internal communication. | Patient agreed to attend the CCG's upcoming MSK visioning event to add a patient perspective in the development of the new service specifications. |



**Thank you to all those individuals who attended our public listening events. We will be running more in the near future. We welcome your comments and views anytime outside of these events. If you have views to share about community health services, please visit our website's "have your say" page and click "community health services".**

**If you have something to share, please contact us on any of the following details:**

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**If you would like to raise a complaint or concern, you can also contact our customer care team using the following details:**

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