

Feedback - Consultation on Health Services for Older People.

Age Concern Stockport has distributed the Health Scrutiny Questionnaire during Health Days through out September and early October 2009. **90** questionnaires were completed during this period. Not all people answered each question.

Overview

The majority of people (**42**) currently or recently have used their GP service, with **24** accessing a consultant at Stepping Hill hospital.

58 people were satisfied with processes to access services, **8** were not satisfied.

The majority of responses (**70**) found it Very Easy or Easy to get a health appointment.

The Majority of responses (**65**) found waiting times Very good or Good.

The majority of responses (**73**) found the service provided by admin/booking staff was Very Good or Good.

The majority of people get information about health services from their GP (**40**), although that is only **36%** of responses accessing health information at their GP, **17** got their health information from other sources, **33** people did not respond.

55 People found it Very easy (**14**) or Easy (**41**) to find out about health services in Stockport.

42 responses found the information was easy to get and told them what they needed to know.

66 respondents thought the referrals process was Very Good (**25**) or Good (**41**)

65 respondents thought the speed for a health referral was Very Good (**26**) or Good (**39**)

50 respondents thought that waiting times for a health referral was Very Good (**14**), or Good (**36**), however **20** thought it was Poor (**18**) or Very Poor (**2**)

51 respondents thought Continuity of Care was Very Good (**12**) or Good (**39**)

74 people are Very Satisfied (**29**) or Satisfied (**45**) with health services received

74 people are Very Satisfied (**35**) or Satisfied (**39**) with treatment by Medical or Nursing Staff

60 people were Very Satisfied (**21**) or Satisfied (**39**) with their experience of discharge from Hospital.

Responses.

	Questions	Results/ Comments from the ten returned questionnaires
1. Background	<p><i>What health services do you currently use / or have you recently used?</i></p> <p><i>Including services delivered by the PCT and Foundation Trust?</i></p> <p>Some noted more than one health service used</p>	<p>1x Dermatologist at SHH</p> <p>24 x Consultant at SHH</p> <p>42 x GP</p> <p>1 x District Nurse</p> <p>1 x Delivery of Medication</p> <p>1 x Home Equipment Service</p> <p>1 x Age Concern Stockport</p> <p>1 x No recent Treatment</p> <p>1 x Meadows</p>
2. Access to health services	<p><i>How satisfied are you with procedures for accessing the services you have used?</i></p>	<p>58 x Satisfied</p> <p>8 x Not satisfied</p>
2.a	<p>➤ <i>How easy, in your experience, is it to get an appointment?</i></p>	<p>36 x Very Easy</p> <p>34 x Easy</p> <p>7 x Difficult</p> <p>3 Very Difficult</p>
2.b	<p>➤ <i>Experience regarding waiting times for appointments?</i></p>	<p>25 x Very Good</p> <p>40 x Good</p> <p>11 x Poor</p>

		2 x Very poor
2.c	➤ <i>Service provided by admin / booking staff?</i>	37 x Very Good 36 x Good 5 x Poor 3 x Very Poor
3.	<i>How did you find out about the health services available and how to access them?</i>	40 x Via GP Via Age Concern Stockport and follow up from my time in hospital 4x Hospital 4 x Adverts 3 x Internet 2 x Couldn't find information 2 x Family 1 did not answer
4.	<i>How easy, in your experience, is it to find out about the health services available in Stockport?</i>	14 x Very Easy 41 x Easy 2 x Good 12 x Not very easy 1 x Some easier than others 1 x No Problem 12 x Difficult 3 x very difficult

		1 did not answer
4.a	➤ <i>What are your views regarding the quality of information you received (did it tell you everything you wanted to know)</i>	42 x Yes, easy Yes told me what I need to know 17 x No, difficult to find 1 did not answer
5.	<i>If you were referred to a service by your GP, what are your experiences of referral processes?</i>	25 x Very Good 41 x Good 8 x Poor Adequate Gradually learning more 8 x NA
6.	<i>If you were referred to a service by your GP, what are your experiences of referral processes?</i>	Speed of Referral
6.a	➤ <i>Speed of referral?</i>	26 x Very Good 39 x Good
6.b	➤ <i>Waiting times for appointment?</i>	7 x Poor
6.c	➤ <i>Continuity of care?</i>	1 x Varied 1 x NA
6.d	➤ <i>Do you have any suggestions for improvement?</i>	Waiting Time 14 x Very Good 36 x Good

		<p>18 x Poor</p> <p>2 x Very Poor</p> <p>1 x Varied</p> <p>1 x Average</p> <p>1 x NA</p> <p>Continuity of Care</p> <p>12 x Very Good</p> <p>39 x Good</p> <p>5 x Poor</p> <p>3 x Very Poor</p> <p>1 x Fairly Good</p> <p>1 x NA</p>
<p>7. Experiences of using health services</p> <p>7.a</p>	<p><i>How satisfied are you with the health services you have received?</i></p> <p>➤ <i>In what ways are you satisfied or not satisfied? (examples)</i></p>	<p>29 x Very Satisfied</p> <p>45 x Satisfied</p> <p>5 x Dissatisfied</p>
<p>8.</p>	<p><i>How are you / were you treated by medical and nursing staff?</i></p> <p>➤ <i>How satisfied were you with the way you were treated?</i></p>	<p>35 x Very Satisfied</p> <p>39 x Satisfied</p> <p>1 x Very Dissatisfied</p> <p>1 x NA</p>
<p>9.</p>	<p><i>What are your experiences of hospital discharge and follow-up care?</i></p>	<p>21 x Very Satisfied</p> <p>39 x Satisfied</p>

	<p>➤ <i>Satisfaction with discharge from hospital and follow-up care?</i></p>	<p>2 x Dissatisfied 3 x Very Dissatisfied 1 x NA</p> <p>There was no follow up care from hospital</p> <p>GP said he was unaware that I had been in hospital – lack of communication</p>
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Comments

Suggestions for scrutiny:	General comments:
Not personally liking mixed wards	Let us know how money is spent
Free food for patients attending clinics	Brinnington Health Ctr is wonderful – the doctors, nurses and reception staff
Provide more transport to and from hospital	Cannot answer questions at the moment still waiting for appointment
Don't take on too many people at one time	Telephone reminder of appointment very helpful
Ask about the person on discharge this will help you know how they are feeling	Use Age Concern who help me a lot
More care for older people	Offerton footpaths and not suitable for wheelchair users and no one wants to know.
Make older people more aware of services available to them	No dignity in hospital
More information – more advertising	Questionnaire too long make it one page long
Free car parking at hospital	Got my information from diabetic nurse

Clear information about health services	Don't forget that older people worked and paid full insurance to keep today's younger generation in today NHS
More nurses for hands on care for older people who cannot eat or drink by themselves	Cant grumble MRI very good
Lack of information	I was very satisfied when I had an x ray at Stepping Hill
Hospital should send consultants letter within 24 hours of dictation	
Separate waiting area for drunks and addicts – very frightening for children and older people	
More parking spaces very stressful trying to park and it should be free	
Cross reference with different clinics about results	
Free dental check ups	
Cheaper parking at hospital	
Keep educating staff in order to help patients	
More help after discharge	
More help and support for disabled people	
All surgery staff should be told to speak to people with respect and dismiss their ailments because they are old	
Stepping Hill no longer provide treatment for varicose veins	
More care for people living alone	
More care for over 80's	

Ring people who are waiting for an appointment if you have a cancelled one	
Cut back on higher personnel and spend more on nursing staff and matrons who know more about running a hospital	
GP receptionist should be more helpful	
More physios – waiting time too long	
Problems	
No follow up care when I got home	
You have to know how to access services and have the capability to do so	
Information for patients needs improving	
Right hand should know what the left hand is doing	
Long time before diagnosis was received – confused over medication	
I cannot get to surgery – diagnosis and prescription given over the phone	
No one to talk to about my mum when she was in hospital – not enough care	
Constant supervision of illness	
Patience – older people forget easily and appointment can be months away	
Worried about care home they seem to be moving people out. No information about what is going on	
Waiting time too long	
Takes too long before GP gets your results from hospital	
Receptionist not helpful at GP's	
No follow up or checkups on medication	

Couldn't get through to right person for follow up appointment after my hip operation
Lack of general treatment
GP does not go out and send district nurse but does not let you know when they will be calling
Staff needs to give appropriate care to elderly. They tend to treat us as a business matter rather than a person with complex needs
I am disabled and need a home visit from doctor which is very hard to get
Sometimes a problem if staff don't speak English
No respect shown to me by receptionist at GP
When people are getting older medical staff don't think we are important and don't treat us well even dismiss us