

Interim Feedback - Consultation on Health Services for Older People.

Age Concern Stockport has given out consultation papers to its clients over the last two weeks. Some have already been returned completed, we are expecting to receive more completed consultation documents over the next week and will provide full feedback in time for the scrutiny meeting on the 15th September 2009.

	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>Dermatologist at SHH</p> <p>4 Consultant at SHH</p> <p>3 GP</p> <p>District Nurse</p> <p>Delivery of Medication</p> <p>Home Equipment Service</p> <p>Age Concern Stockport</p> <p>No recent Treatment</p> <p>1 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>No responses to question</p>
2.a	<p>➤ <i>How easy, in your experience, is it to get an appointment?</i></p>	<p>5 x Very Easy</p> <p>2 x Easy</p> <p>2 x Difficult</p> <p>Very Difficult</p> <p>Varied</p>
2.b	<p>➤ <i>Experience regarding waiting times for appointments?</i></p>	<p>4 x Very Good</p>

		<p>3 x Good</p> <p>2 x Poor</p> <p>Varied</p>
2.c	➤ <i>Service provided by admin / booking staff?</i>	<p>4 x Very Good</p> <p>4 x Good</p> <p>Poor</p> <p>Very Poor – Receptionist not helpful at GP's</p> <p>Normally have phone consultations</p>
3.	<i>How did you find out about the health services available and how to access them?</i>	<p>7 Via GP</p> <p>Via Age Concern Stockport and follow up from my time in hospital</p> <p>Hospital</p> <p>1 did not answer</p>
4.	<i>How easy, in your experience, is it to find out about the health services available in Stockport?</i>	<p>Very Easy</p> <p>2 x Easy</p> <p>2 x Good</p> <p>Not very easy</p> <p>Some easier than others</p> <p>No Problem</p> <p>Difficult</p> <p>1 did not answer</p>
4.a	➤ <i>What are your views regarding the quality of information you received</i>	<p>5 x Yes, easy</p>

	<i>(did it tell you everything you wanted to know)</i>	<p>Yes told me what I need to know</p> <p>3 x No, difficult to find</p> <p>1 did not answer</p>
5.	<i>If you were referred to a service by your GP, what are your experiences of referral processes?</i>	<p>Very Good</p> <p>5 x Good</p> <p>Poor</p> <p>Adequate</p> <p>Gradually learning more</p> <p>3 x NA</p>
6.	<i>If you were referred to a service by your GP, what are your experiences of referral processes?</i>	<p>Speed of Referral</p>
6.a	➤ <i>Speed of referral?</i>	<p>2 x Very Good</p> <p>5 x Good</p>
6.b	➤ <i>Waiting times for appointment?</i>	<p>Poor</p>
6.c	➤ <i>Continuity of care?</i>	<p>Varied</p> <p>NA</p>
6.d	➤ <i>Do you have any suggestions for improvement?</i>	<p>Waiting Time</p> <p>2 x Very Good</p> <p>3 x Good</p> <p>2 x Poor</p> <p>Varied</p>

		<p>Average</p> <p>NA</p> <p>Continuity of Care</p> <p>2 x Very Good</p> <p>6 x Good</p> <p>Very Poor</p> <p>Fairly Good</p> <p>NA</p> <p>Suggestions</p> <p>More information needed</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>2 x Very Satisfied</p> <p>8 x Satisfied</p> <p>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>4 x Very Satisfied</p> <p>5 x Satisfied</p> <p>Very Dissatisfied</p> <p>NA</p>
<p>9.</p>	<p><i>What are your experiences of hospital discharge and follow-up care?</i></p> <p>➤ <i>Satisfaction with discharge from hospital and follow-up care?</i></p>	<p>3 x Very Satisfied</p> <p>6 x Satisfied</p> <p>Very Dissatisfied</p> <p>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>
10.	<p><i>Can you think of any areas for improvement?</i></p>	<p>When phoning the surgery I think the receptionists could be more helpful</p> <p>More staff needed on wards</p> <p>Sometimes a problem if staff don't speak English</p> <p>More ward staff needed</p> <p>Not as yet</p> <p>No</p>
11. Service provision	<p><i>In your experience, are there any gaps in the provision of health services for older people?</i></p> <p>➤ <i>Details?</i></p>	<p>SHH no longer offer treatment for Varicose veins</p> <p>GP does not go out and sends district nurse, who calls and does not let me know when they will be calling which is unacceptable.</p> <p>Lack of general treatment.</p> <p>Long delay for a report to come to the GP from the consultant</p> <p>Problems getting a GP out to see you when they find out your age, particularly emergency GP's</p> <p>Lack of Information</p> <p>Need more contact with someone if living alone</p> <p>Appointments are easily forgotten when the waiting times in months rather than a week or so. Memory failure dementia being responsible.</p> <p>Not as yet</p>

		Don't know
<i>12. Any suggestions for scrutiny review?</i>		
<i>Any Other Comments</i>		I have had a hearing aid and x rays at SHH and was very satisfied

