

## Intelligence Subgroup – Feedback Report

Feedback and Signposting from **1<sup>st</sup> April 2023 – 22<sup>nd</sup> June 2023**. This feedback was shared with us via our website feedback form, phone calls received, engagement in the community, and emails sent from members of the public. Often members of the public choose not to leave contact details, so we are often not able to explore their comments further.

### GP and Hospital services

Service	Date	Feedback/Signposting	What we did
<b>Poplars Medical Practice</b>	13.04.23	Lady suffers from vertigo and her GP is Poplars. She was put under the stroke team but it wasn't explained why. She was taken off aspirin so assumed she was no longer under the stroke team, but then at her next appointment, she saw a stroke doctor. She has been "blocked" by the reception at Poplars and can't get any answers.	No contact details shared with us.
<b>Poplars Medical Practice</b>	13.04.23	Positive Feedback - "Excellent service from Poplars medical practice throughout the pandemic – managed to get 2 face to face appointments and sorted the issue."	No contact details shared with us.
<b>St Andrews Medical Practice</b>	17.04.23	Member of the public explained that she felt that her GP misdiagnosed her and this then led to pregnancy complications. She had put in a complaint with the Practice Manager and was not satisfied with the response and now wants to progress this further with some advocacy support.	Advised on the next steps in the complaints process (NHS England and Ombudsman) and made a referral to Mind for advocacy support.

<b>GP Practice Unknown</b>	21.04.23	Member of the public emailed wanting advice about his GP Practice. He severed his finger in 2021 and has had repeated issues with it since and multiple infections. He believes his GP practice isn't doing enough about it.	Replied to their initial email asking for more details, to then advise on next steps. Still waiting for a response. No other contact details shared.
<b>Cherry Medical Practice</b>	10.05.23	A lady called to explain how she wanted to make a complaint about her GP practice. She said that she felt her Doctor was wrong to put a safeguarding in place for her husband (who is under Prescott House) and their GP believes his wife (the caller) is controlling his medication in correctly. She is dyslexic and wanted help with the complaints process.	Explained the complaints process and made a referral to Mind in Salford for advocacy support with the complaint.
<b>GP Access for an Asylum Seeker</b>	12.05.23	Member of staff from Macmillan cancer support at Salford Royal, called asking for advice about a member of the public needing access to a GP in Salford who is an asylum seeker.	Signposted to local organisations who may be able to support them in filling our relevant forms to register at a GP practice.
<b>St Andrews Medical Practice</b>	25.05.23	Positive Feedback - "I recently called my GP Practice about support for my teenage daughter and her mental health. I was initially in a queue, but was advised I was number 2. I quickly moved up the queue and my call was answered within a couple of minutes. The practice team member was friendly, helpful, and listened with understanding before offering options for the next steps. She told me what she was going to do in a reassuring way. I received a follow up call as promised with a	

		follow up text with advice from the GP. Member of staff = Leanne"	
<b>Undisclosed GP Practice</b>	06.06.23	Patient struggles to get access to GP appointments. Visits surgery only to be told they have to ring at 1pm for an appointment. They were given alternative appointments at out of hours. The patient feels it's important to see a GP face to face, ideally the same one so that they don't have to keep repeating their story.	
<b>Undisclosed GP Practice</b>	06.06.23	Patient struggled to get appointment with GP for their child. Had a telephone appointment but couldn't make GP understand their concern for child. GP said nothing to worry about but they ended up having to take their child to A&E later that evening, and the child was admitted.	No contact details shared.
<b>Salford Royal</b>	06.06.23	Patient was admitted into A&E a couple of months ago and had to spend 2 nights on a trolley as they had no spare beds in the department. Patient said that whilst they were grateful for the treatment and care, it was very uncomfortable.	No contact details shared.

<b>Mocha Parade GP</b>	06.06.23	Patient doesn't like the way their surgery has changed for appointments. They said that their GP only works remotely now and hardly ever sees patients face to face. When they call to make an appointment, they feel pushed into disclosing the reason to the receptionist who will not take 'I'd prefer to not say as it's private', so often don't get access to the appointment. Last time they saw their GP in person, they felt the GP wasn't listening to them but instead facing away typing at the computer and didn't even look at them in the eye.	No contact details shared.
<b>Manchester Royal Eye Hospital</b>	06.06.23	Positive Feedback - Patient had exceptional service and couldn't fault the care of the staff or hospital when they had double eye surgery. Surgeon called patient whilst they were on the waiting list to let them know they hadn't been forgotten about and would be seen soon - this made the patient feel relaxed, informed, and not forgotten about.	
<b>Sorrel Bank GP Practice</b>	06.06.23	Medications reviews have changed since COVID-19. Patient now has to ring up and make an appointment with the GP every 3 months before getting a repeat prescription. With their medical condition, they often forget until near the time they run out and wonder why GPs can't be more proactive and remind patient - like some pharmacies used to do.	No contact details shared.

<b>Cherry Tree Medical Practice</b>	06.06.23	Member of the public shared with us that there is a 3 week wait for GP appointments.	No contact details shared.
<b>Cherry Tree Medical Practice</b>	06.06.23	Member of the public shared with us that he had an abscess on his gums, he called the GP practice to see if he could get some antibiotics and he felt that the Receptionist was very unhelpful. So he just took paracetamol.	No contact details shared.
<b>Salford Royal</b>	10.06.23	Comment submitted - L3 SRFT was terrible elderly witnessed elderly man sat in nappy with no trousers or blanket! Staff not engaging with patients and elderly man sat naked on his lower half uncovered. Dirty sheets on the floor it felt generally disorganised.	No contact details shared.
<b>Salford Royal</b>	12.06.23	Feedback given by signed WhatsApp video - d/Deaf patient went to orthopaedics today regarding their shoulder. When they arrived, they asked had the hospital booked an interpreter. Salford Royal hadn't. Patient has had to make a second appointment next week to have an interpreter present.	

## Dentistry

Service	Date	Feedback/Signposting	What we did next
<b>NHS Dentistry</b>	04.04.23	Member of the public called wanting advice on what to do regarding getting dental treatment for a condition he believes is due to medication he was given when he was a baby. The dental treatment is cosmetic and not affecting his physical health but he does think it has impacted his mental health and wants to know if the NHS would pay for it to be fixed.	Gave him details of the NHS Customer Care team and also suggested he speaks to his Dentist about this.
<b>NHS Dentistry</b>	10.04.23	A member of the public who contacted us a year ago is still searching for an NHS Dentist space and asked if we knew of any dentists taking on NHS patients in Salford.	At that the time of the enquiry we did not know of any dental practices in Salford taking on NHS patients. Shared with them details of how to check online and suggested still regularly calling round practices.
<b>Dentistry</b>	13.04.23	Member of the public shared that they had been waiting nearly 52 weeks to have half a tooth removed from his gum. The dentist can't do it as he's on blood thinners, so he was referred to the hospital but has been waiting nearly a year for the appointment.	No contact details shared.
<b>Pendlebury Dental Practice</b>	13.04.23	Positive feedback - Member of the public shared that their appointments have always been fitted in around the lady's work, and if there is a procedure needed, she has it done	No contact details shared.

		there and then so that she doesn't have to go back again.	
<b>NHS Dentist</b>	21.04.23	Member of the public contacted us via our website asking if we knew of any dentists taking on NHS patients.	Shared with them details of Griffin Dental Practice who were taking on NHS patients at the time of the call.
<b>NHS Dentist</b>	25.04.23	Enquiry via Healthwatch England website for NHS Dentist.	Shared with them details of Griffin Dental Practice who were taking on NHS patients at the time of the enquiry.
<b>NHS Dentist</b>	28.04.23	Member of the public called wanting to know if we knew of any dental practices taking on NHS patients.	Shared with them details of Griffin Dental Practice who were taking on NHS patients at the time of the enquiry.
<b>NHS Dentist</b>	04.05.23	Enquiry via website about if we know of any dentists taking on NHS patients.	Shared with them details of Griffin Dental Practice who were taking on NHS patients at the time of the enquiry.
<b>NHS Dentist</b>	10.05.23	Enquiry via website about if we know of any dentists taking on NHS patients.	Shared with them details of Griffin Dental Practice who may have still been taking on NHS patients at the time of the enquiry.
<b>Dentist unknown</b>	22.05.23	Feedback submitted via our website - "I had my treatment done (fillings) The dentist shouted at me because I was crying during the treatment because I was so overwhelmed. It's put me off going to the dentist again."	No contact details shared.
<b>MyDentist Eccles</b>	06.06.23	Feedback given by signed WhatsApp video - Deaf patient arrived in plenty of time for their appointment and was asked by a hearing	

		<p>person to go upstairs. The patient explained that they wanted to wait downstairs for their interpreter (which had been confirmed as booked). Staff member then came back with a piece of paper, with written instructions for patient to go upstairs. The patient again explained that they were waiting for an interpreter. Staff member went away, then came back with another piece of paper, written on 'there is no interpreter', so the patient had to go back to reception and rebook the appointment.</p>	
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## Mental Health

Service	Date	Feedback/Signposting	What we did next
<b>Six Degrees</b>	28.04.23	<p>Member of the public called to say his counsellor has told him on his last session that if he wanted any more sessions it would be a 3-month wait. This person has PTSD and was not given any notice prior to this that there would be a 3 month gap in support and now feels abandoned and has a very low mood.</p>	<p>Feedback shared with Holly (Living Well Engagement Officer). Shared with him details of the GMMH Crisis Support line and suggested speaking to his GP about the service he has received and if he could be referred to another service.</p>



<b>GP Services/Mental Health/Dentistry</b>	17.05.23	Feedback submitted anonymously via our website - "GP services are currently relatively inaccessible to those in the autism community. There's a lot of "ring at 8am in the morning" using online access has been restricted or returns with replies to call the practice. Similar in dentistry. Dentists are seriously inaccessible to the public in general at the moment which affects the ASD community even more so. Mental health support does not really exist. There's a lot of infantilising and barriers for access."	No contact details shared.
<b>Mental Health Services</b>	06.06.23	Patient has said that referrals through to mental health support are too slow and inadequate. There doesn't seem to be timely support (or a crisis team) that they can access and often feel that by the time someone has called them back from MH services, several days have passed and they are feeling better.	No contact details shared.
<b>Meadowbrook</b>	06.06.23	Doesn't appear to be any continuity between clinicians, with carer and cared for having to always repeat their story. They don't feel listened to or treated with dignity.	No contact details shared.
<b>Cromwell House</b>	10.06.23	Comment submitted – "Nobody phones you back, when they do they usually tell you to go to A&E who then, after waiting for hours and hours then get sent home with referrals that are not followed up properly. They called back only	No contact details shared.

		<p>after finding out the individual concerned had then taken an overdose and been in hospital. This space is not even nearly long enough to tell you the full story. Safe in a crisis? No. Diagnosis, tick, meds, off you go."</p>	
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## Other

Service	Date	Feedback/Signposting	What we did next
<b>Physiotherapy</b>	13.04.23	Shared that they have severe back pain and is off work. Frustrated that the things Physio suggest cost money i.e. swimming and cycling.	No contact details shared.
<b>Signposting – Salford Royal</b>	20.04.23	Member of the public contacted via our website asking how she can find out what time her appointment is at Salford Royal as she's lost her appointment letter.	Shared with them the Salford Outpatients Appointment phone number.
<b>Can Move</b>	02.05.23	Excellent feedback on Can Move service for cancer patients. Been offered free gym membership but now needs a knee operation so they have deferred the gym membership so she still gets full use out of it.	
<b>Waters Meeting House</b>	02.05.23	Excellent feedback for people with low vision. The patient has glaucoma and Doctor gave information on specialist opticians.	
<b>Social Care</b>	22.05.23	Feedback submitted via our website - "Social services. Asked for a disability social worker but not eligible for one apparently so got 6 social workers in 6 months and none understood autism. Non-existent. Two children with autism and a single parent with minimal support network, asked for help and ended up being	No contact details shared with us to look into this further.

		took to child protection conference being blamed for their autistic behaviours. No support given and nothing but trauma for reaching out."	
<b>All NHS services</b>	25.05.23	<p>Submitted anonymously via our website - "Reporting in behalf of the clients of Salfordautism:</p> <p>Around autism, most clerical and nursing staff, and many medical staff are ignorant, arrogant, judgemental, patronising, dismissive, impatient, discriminatory and abusive in respect of difficulties experienced by autistic in attending hospital at all, especially mixing with other people and most of all in interacting with the very people we rely on for our health care. Moreover, the situation is not much better around how NHS staff treat their colleagues who are also autistic.</p> <p>The whole organisation is autism antagonistic, especially Mental Health Services, to which too many autistic people are referred inappropriately.</p> <p>The NHS has learned NOTHING from the Francis Report!!! : (</p> <p>Salfordautism has been called in to support a range of autistic NSH staff subject of disciplinary action / wishing to pursue a grievance.</p> <p>Most members of the public tend not to complain about NHS staff, as they do not expect to be heard - autistic people more so, with good reason."</p>	No contact details shared.
<b>Physiotherapy</b>	29.05.23	Initially referred his (adult) daughter in January (in person somewhere – can't remember where). He chased as he hadn't heard anything	No contact details shared.

		<p>within the timescales given and was told to refer her again online – this was in April. He’s unhappy about waiting again as the January referral went missing and they won’t ‘fast track’ her. He also said the contact details on the online portal you receive as acknowledgment are incorrect. I asked if he wanted to provide his contact details so we could follow up with him and he said no, he would just be happy to see changes made – such as the correct contact details.</p>	
<b>General Comment</b>	06.06.23	<p>“Why isn’t more done to keep the public informed about changes within the NHS systems? The change in procedure with prescription referrals and pharmacy services are not communicated to the public. I feel the system is chaotic and leaves me feeling disempowered, confused and worried.”</p>	No contact details shared
<b>General Comment</b>	06.06.23	<p>“There is a lack of joined-up thinking between GP surgery and external organisations. Patient sent for a scan (done by a private company) but GP couldn’t access results as it was not part of their system. Resulted in them having to have another scan at the hospital - seemed a waste of money.”</p>	No contact details shared.
<b>Pharmacy</b>	06.06.23	<p>Patient not happy with lack of communication about changes to pharmacy services, meaning that patient can no longer request repeat prescriptions the way they have in the past. The pharmacy only found out about the changes a few days before the patient ran out of meds and was unable to dispense.</p>	No contact details shared.
<b>Social Care</b>	06.06.23	<p>Service user has said that they struggle to get any meaningful support from Adult Social Care.</p>	No contact details shared.

		This seems to be more prevalent with people who have suffered a brain injury and find looking after themselves difficult.	
<b>Pendleton Gateway Pharmacy</b>	06.06.23	Frequently, prescriptions that are sent from GP are not ready to collect from pharmacy when patient is told that they are ready, meaning the patient has to go away and come back another day. No explanation given as to why this happens.	No contact details shared.
<b>Glaucoma Clinics</b>	06.06.23	Operose Health used to run a glaucoma clinic in Walkden gateway before the pandemic and then they lost the contract. Local people who were seen there got a letter from Salford trust telling them they would be seen by Manchester eye hospital, but when this lady chased up an appointment she was number 500 on the waiting list. She chased her gp and was just offered phone appointments. Her eyes weren't checked for 4 years. She didn't want to wait for Manchester and got a referral to Chorley but this is a long way to travel. Her last 3 appointments at Chorley – all this year – have been canceled. Her dad went blind from glaucoma, and she is finding this stressful.	No contact details shared.
<b>Covid Vaccinations</b>	08.06.23	Member of the public contacted us, as she's struggling to get her elderly parents booked in for their Covid spring booster. They explained how her parents GP practice has said it's nothing to do with them and didn't signpost them anywhere else.	Advised they call 119 to book an appointment or visit the NHS vaccination booking site.
<b>St Mary's Maternity</b>	21.06.23	Member of the public called asking for information on how to make a complaint about a Doctor at St Mary's Manchester. She shared	Shared with her the details of who to make a complaint to at Manchester Foundation Trust.

<b>Hospital - Manchester</b>		how she felt that the doctor had not been listening to her concerns about her iron levels and did not look into them enough.	
<b>Prescriptions / Adult Social Care</b>	21.06.23	Member of the public called with a complex case. Disabled, and recently assessed for care by adult social care but told he did not need it. He described how he is unable to move around his flat properly. Also described how he was in a lot of pain and on Morphine but pays himself to have CBD as he finds that much more effective and less side effects. He shared how he was frustrated that he cannot get CBD on prescription despite 3 Pain Management Consultants saying he should be able to. He is now unable to afford to buy the CBD himself. Receiving support from Citizens Advice Salford.	Ongoing.