Quality the Wigan Way
Engagement Report

Author: Rachel Richardson, Patient & Public Engagement Manager

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Call: 01942 482711 or Email: shapeyournhs@wiganboroughccg.nhs.uk
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Introduction

The NHS and Wigan Council are working together to develop a shared view of quality across all health and social care services in Wigan Borough.

Between 2\textsuperscript{nd} July 2019 and 30\textsuperscript{th} August 2019 we spoke to patients and residents about quality. We asked people to recall the last time they used a health or social care service. Our aim was to find out what “good quality” means to people.

A total of 381 surveys were completed and we spoke to many more people at our meetings and events.

This report describes what patients and residents told us about quality.

At the end of the report there are some recommendations to be taken into account by the NHS and Wigan Council teams when developing the shared quality strategy.

Thank you to all the patients and residents who spoke to us or completed a survey!
How did we engage with people?

We produced a survey that was available online. This was distributed by all partners, NHS and Wigan Council to contacts and on social media. The questions on the survey formed the basis of the conversations at our meetings and events.

**Face-to-face activities:**
- Surveys distributed and discussed by some patient groups
- Rotary Club day in Wigan Town Centre
- Lilford Park Rock’n’stroll event
- Leigh Health Centre
- Sunshine House
- Wigan Pride
- Equality Reference Group
- Coffee Morning for patient groups
- Ashton Library

**Online activities:**
- Websites
- Social media
- Newsletter to CCGs engagement membership and patient groups
- Public Health “Health Champions” newsletter
- Information sent to hospital volunteers and memberships
- Sent out via Voluntary Community Sector
PART 1
Results of the survey
A total of 381 surveys were completed.

**Q1. Which service did you use?**

A majority of people told us about an experience at their GP practice.

![Bar chart showing service usage](chart.png)

**Q2. Have you used the service within the past 12 months?**

The majority of people had used the service within the past 12 months, 364 (97%)
Q3. What was the best thing about the service?

Some people mentioned more than one thing here. The top 3 most common things mentioned were:

1. The attitude of staff
2. How quickly they got the service/appointment
3. The efficiency of the service
A selection of comments about what people liked BEST about the service

“We used the hospital paediatric dental clinic…staff put the kids at ease. The appointment was quick and clinic ran on time.”

“They helped me to quit smoking which I never thought would be possible…staff have phoned me regularly.”

“Helpful. I was given time. I could ask questions without feeling pressured. The environment was clean and welcoming.”

“They kept an eye on my Grandma so I knew she was okay.”

“The fact that I was invited by my doctor to take a wellbeing health check.”

“Efficient service. I have an annual review at the hospital with a charge nurse which covers all areas.”

“I saw CAHMS with my son, they gave a very in depth assessment.”

“The doctor was really respectful and kind, and it felt like I was taken seriously.”

“Got me interested in meeting new people with the same disability as myself.”

“It brought all my problems together initially instead of being dealt with separately.”

“They listened to me. They also read my notes which meant they knew who I was and what I was struggling with so I didn’t have to go over painful parts of my life.”

“…service with a smile and complete satisfaction.”

“…It was a positive experience. The staff were professional and friendly. I was treated as an intelligent human being and not patronised in any way…”

“The fact that I was invited by my doctor to take a wellbeing health check.”
Q4. What was the worse thing about the service?

Some people mentioned more than one thing here. The top 3 most common things mentioned were:

1. The wait for the appointment
2. Poor communication
3. The attitude of staff
A selection of comments about what people liked LEAST about the service

“The booking was difficult and the wait time was long. After the wait I felt rushed through the session as if I wasn’t important.”

“Things seem to be taking a long time to progress in getting respite services… we are contacting the social worker more than they are contacting us.”

“Failure to coordinate between GP, Crisis Team, Home Treatment Team. Lack of continuity and failure to follow up…”

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“my terminally ill mother was really struggling with her symptoms and was very breathless. She was advised that there was no doctors in surgery on Wednesday but an out of hours GP would come to see her.”

“You can only deal with one condition at an appointment and time is limited. If more than one thing is linked to that condition you need an extra appointment.”

“The consultant I was supposed to see was replaced without my knowledge… wasn’t familiar with my case… I ended up waiting another 12 months.”

“The waiting times when visiting the surgery. Can’t get an appointment.”

“…reception staff rang me a few times for the same thing. They need to work on communicating with each other…”

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“Parking here isn’t good. You have to set off an hour early.”

“The out of hours place to go was too far from where I live, so I couldn’t get there.”

“The consultant I was supposed to see was replaced without my knowledge… wasn’t familiar with my case…”

“Lack of appointments to suit patients who work. The fact you can only book by ringing at 8am… You can’t book in advance…”

“…They didn’t have a bed on the ward and I waited on a trolley… when I got there they took my belongings off me and I didn’t get them back until the evening. I was unable to contact my husband and he couldn’t find me. I felt helpless.”

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“…reception staff rang me a few times for the same thing. They need to work on communicating with each other…”

“…”

“…”

“…”

“…”

“…”

“…”
Q3. Did you feel confident in the staff?

Yes – 75%
No – 15%
Not sure – 10%

Q4. Did you feel cared for?

Yes – 72%
No – 20%
Not sure – 8%

Q5. What could have improved?

- Better communication: 32
- Getting effective treatment/help: 21
- Better staff attitudes: 19
- Improved waiting times: 15
- More services and staff: 10
- Better triaging when contacting service: 6
- Improve Mental Health training, services,...: 5
- Easier to navigate services: 3
- Better continuity of care: 3
- Better care in hospital: 3
- More joined up service: 4

"Communication from the point of completing a home visit and recommendations being made, 12 weeks still no report or actions completed"

"Patient at the side of me was elderly she needed the toilet, was ringing 10+ times before anyone came"

"Compassion. The doctors have no desire to actually treat the whole patient…"

"My doctor is brilliant but struggles when I go to see him about my mental health. More training needs to be done on this."

"Frustrating trying to find out information when a family member needs quick attention."

"An improvement in customer care. The receptionists generally are patronising when you ask to see the doctor."
Q6. Did you have enough time at your appointment?

Yes – 82%
No – 12%
Not sure – 6%

Q7. Did you feel able to ask questions about your care?

Yes – 82%
No – 16%
Not sure – 2%

Q8. What could have improved?

- Being able to understand each other: 1
- Staff having a better understanding of the problem/condition: 2
- Being given better explanations: 3
- Being asked if you have any questions: 4
- Being listened to and feeling valued: 9
- Attitude of staff - making you feel comfortable to ask: 10
- More time during the appointment: 14

"The member of staff could have been more customer focused instead of robotic."

"Not enough time, you can only discuss one problem or make another appointment."

"The doctor didn’t make me feel comfortable enough to ask questions and cover everything I had planned to."

"Asking and proactively helping in guiding a patient to the right service…"

"He asked me what I thought would improve my health and just agreed with it. I wanted his support and expertise…"

"…I did feel rushed and I have a disability and do struggle with processing, some extra time would have been nice."
Q9. Did you feel the person caring for you was focused on you?

Yes – 79%
No – 15%
Not sure – 6%

Q10. Were your care needs discussed and agreed with you?

Yes – 75%
No – 17%
Not sure – 8%

Q11. Did the care meet all your needs?

Yes – 68%
No – 25%
Not sure – 7%

Q12. If you had concerns about your care, did you feel confident to talk about it?

Yes – 72%
No – 20%
Not sure – 8%

Q13. Was the service open to hearing your views?

Yes – 67%
No – 15%
Not sure – 18%
Q14. What could have improved?

- “When we ended up in the right place everyone was amazing. The delay could have been avoided with more Addison’s Awareness.”
- “Eye to eye contact, instead of computer contact.”
- “My views and what worked for us as a family weren’t taken into consideration, all the “professionals” give their advice and then go home at the end of the day, leaving me to cope after making things more difficult to manage.”
- “I was threatened about what would happen if I made a complaint.”
- “Someone could have explained where and what to do next.”
- “I felt that further investigations should have taken place whilst I was in the care of the hospital. Weeks later I am still waiting on appointments and am still in pain…”
- “the opportunity to ask questions and discuss treatment.”
Q15. Tick the 3 things that are most important to you when using a health or social care service?

The top 3 answers:

1. The skills and knowledge of the staff
2. Being listened to
3. Caring and Compassionate staff
Q16. If you were unhappy with the service, would you know who to report this to?

Yes – 201
No – 117
Not sure - 49

Q17. If you could have improved one thing what would it be?

- “The time span for paediatric care is woefully long.”
- “Ability to get an appointment quickly.”
- “Make the building less formal and intimidating, more relaxed and fun…”
- “Better service, communication and compassion…”
- “Closer service – one in Leigh. There should be more facilities in Leigh”
- “Having one person who could be the lead to coordinate as people put things in place…”
We asked people to tell us a little bit more about themselves at the end of the survey.

### Live in...
- **Wigan North**: 86 (24%)
- **Wigan Central**: 73 (20%)
- **South Wigan Ashton North**: 18 (5%)
- **Lowton, Ince, Golborne, Ashton**: 65 (18%)
- **Hindley**: 29 (8%)
- **Leigh**: 46 (13%)
- **Tyldesley, Atherton, Boothstown, Astley**: 28 (8%)
- **Out of area**: 17 (4%)

### Religion
- **Buddhist**: 1 (0.3%)
- **Christian**: 254 (83.6%)
- **Jewish**: 1 (0.3%)
- **Muslim**: 1 (0.3%)
- **Atheist**: 19 (6.3%)
- **Spiritualist**: 1 (0.3%)
- **Unitarian**: 1 (0.3%)
- **Prefer not to say**: 26 (8.6%)

### Sexual Orientation
- **Bisexual**: 2 (0.6%)
- **Gay**: 4 (1.2%)
- **Lesbian**: 3 (0.9%)
- **Straight**: 319 (92%)
- **Asexual**: 1 (0.3%)
- **Prefer not to say**: 17 (4.9%)

### Age
- **Under 18**: 5 (1%)
- **18 – 24**: 13 (4%)
- **25 – 34**: 33 (9%)
- **35 – 44**: 37 (11%)
- **45 – 54**: 67 (19%)
- **55 – 64**: 78 (22%)
- **65 – 74**: 79 (23%)
- **75+**: 38 (11%)

### Ethnicity
- **White/British**: 342 (97%)
- **White European**: 8 (2%)
- **Mixed Race**: 2 (0.6%)
- **Black Caribbean**: 1 (0.3%)

### Sex
- **Female**: 251 (70%)
- **Male**: 104 (29%)
- **Prefer not to say**: 3 (1%)

### In a relationship
- **Yes**: 251 (71%)
- **No**: 91 (26%)
- **Prefer not to say**: 12 (3%)

### In education
- **Yes**: 18 (5.2%)
- **No**: 329 (94.5%)
- **Prefer not to say**: 1 (0.3%)

### Carer
- **Yes**: 80 (22.6%)
- **No**: 270 (76.3%)
- **Prefer not to say**: 4 (1.1%)

### Long Term Condition or Disability
- **Yes**: 187 (52.7%)
- **No**: 161 (45.4%)
- **Prefer not to say**: 7 (1.9%)

### Currently serving in army, navy, or air force
- **Yes**: 0
- **No**: 349 (99.7%)
- **Prefer not to say**: 1 (0.3%)

### In work
- **Yes**: 176 (50.1%)
- **No**: 171 (48.7%)
- **Prefer not to say**: 4 (1.2%)

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PART 2
Other engagement
Equality Reference Group

On 13th August 2019 we met with the Equality & Diversity Reference Group. This is a group made up of local people representing different protected characteristic groups. We talked about quality from an equalities perspective.

When asked what “good quality” means to them we discussed:

- Being listened to
- Getting the right service for their needs
- Having a choice of clinician, including gender
- Getting the best possible care
- The service being flexible and understanding of their individual needs and requirements
- Having a choice of service
- The service prioritising their safety and working collaboratively with others to achieve that
- The staff having an understanding some of the wider issues that affect them, for example someone with a physical disability

One of the biggest barriers can be around communication. Not all services in Wigan Borough are providing information in the required format or consistently delivering the Accessible Information Standards.

We also talked about staff throughout services being more aware and compassionate towards different disabilities and conditions. Members of the group spoke about their own experiences of requiring reasonable adjustments to enable them to access services/treatment.
Coffee Morning for Patient Groups

On 28th August 2019 we held an engagement session at Sunshine House for members of local Patient Participation Groups (PPGs). The session was attended by 15 patients.

During the session we talked about how we can measure the quality of a service and we talked about what was important to them.

Some of the things that came up were:

• How difficult it can be for patients to navigate the system and different services. Also difficult sometimes to know who delivers what and where to raise issues/concerns
• A “good quality” services is one that is understanding and meets the needs of individual patients
• A service should be able to look at all aspects of someone’s need
• Communication between different services can be problematic
• Services needs to be sensitive to the needs of different protected characteristic groups
• There are a lot of great quality services in Wigan Borough but not consistent across all

• Patient groups would like to know more about how improvements are made after they give feedback.

Patient groups and volunteers are assets and could help support the quality agenda by:

• Conducting surveys and gathering feedback from patients
• Promoting and disseminating information about services
• Being asked to give ideas for improvement
• Lay Audit programmes
I - Statements

‘I’ – don't want to wait too long for my appointment
‘I’ – would like health and social care staff to treat me with nicely
‘I’ – would like to able to get through to my GP Practice easily if I need help
‘I’ – would like communications from all health and care services to be clear and understandable
‘I’ – would like health and care staff to listen and take me seriously
‘I’ – would like to understand how I could raise a concern if things have not gone well
‘I’ - want to receive treatment that meets my needs and helps me live the best life possible
‘I’ - want staff to have the training and support they need to help me
‘I’ – would like to be kept informed if the clinic is running late and I have to wait longer
‘I’ – would like all health and care services to work together to meet my needs
‘I’ - need staff to know my individual needs and make reasonable adjustments if needed so I can access services
PART 3
Recommendations &
Next steps
Recommendations

Based on the information we have gathered we make a number of recommendations.

1. The Quality Task & Finish Group will:
   a) Review and note the contents of this report and feedback gathered
   b) Review and agree the top 5 emerging themes and agree an action plan to improve them
   c) Develop and agree the list of “I – statements” which will be adopted by all health and care partners

2. The report will be shared with:
   a) Patients and residents
   b) Wigan Borough CCGs Clinical Governance Committee
   c) Healthier Wigan Partnership
   d) Integrated Commissioning Committee
Contact Details

This report will be shared with staff from the NHS and Wigan Council who are working on the quality strategy. They will be asked to consider the findings within this report and in a few months time we will ask them for further feedback on how they have used the information. We will publish a “You Said, We Listened” feedback document in due course.

If you have any questions or if you would like the report in a different format please don’t hesitate to contact us:

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Facebook: Wigan Borough CCG
Twitter: @wiganboroughccg
Post: FREEPOST RTRA-BXKR-CTTT, Shape Your NHS, Wigan Borough CCG, Wigan Life Centre, College Avenue, Wigan, WN1 1NJ