

What you've been telling us February 2016 – May 2016

We look at all the feedback that our local communities give us about health services. We then pull this feedback into themes which help us to make sure that the services we buy are right for our local population. These themes are refreshed four times a year.

During this period there were two political elections, which limited the amount of engagement we were able to do with the public. The pieces of work that are included in this analysis are:

- Urgent Care sites survey
- Children's Respite – Ryegate
- Working Together
 - Children's Surgery and Anesthesia Services
 - Critical Care for People who have had a Stroke

Consistency in quality, treatment, access and experience across all services – raising them up to the highest standards experienced. Some families benefit from the routine and structured element to the services they receive and are impacted upon when there is disruption to services.

“This level of quality should be replicated across all areas”

“Continuity for our child is really important.”

Speed of response to emergencies and being seen quickly is essential. Travel times in emergencies should always be considered. People want shorter waiting times to be seen for urgent care.

“You need to have confidence that the ambulance will come immediately, as it's really scary when it happens, you don't know what's happening and just need to get to hospital”

“People come because they need medical care urgently and 4/5 hour is just not right.”

Involve families and carers as they understand and know the patient best. They can tell when there are changes in a patient's condition or behaviour and also how best to deal with and manage patients. This should also be extended to designing services, ensuring co-production opportunities.

“I could tell he wasn't right, he couldn't speak properly.”

“You might be the expert in your field, but I'm the expert of my child.”

People want to be given **more information about their condition and care** in all aspects of their health, but especially in emergency situations. Information Guides for parents and children. Being seen and treated by knowledgeable staff. People want to know when they will be seen and kept informed about how long they will wait.

“They never really told us that she had had a stroke, you need to know what’s wrong and have more information, as you are scared to death in the beginning.”

Consider patients’ needs beyond just services – e.g. transport, parking, accommodation etc.

“I can’t drive and I’m not very good on my feet, so I need the hospital to be on a bus route, they don’t let you go in the ambulance these days, when he had his first stroke he was in for nearly 7 weeks. It was hard going getting to see him for all that time”

People want **health services provided by the NHS** as they trust the care they receive.

“I’ve seen other care provision provided by private providers and NHS Service is by far the best.”

Flexibility and consideration of individual needs especially for patients and families with complex needs.

“Take account of people’s individual needs. Individual care and treatments based on the needs of the patient.”

People want **care provided closer to their home**, but understand that **specialist services may be further away**.

“If we had to travel to go to a specialist place, then it wouldn’t bother us, as long as they know what they are doing and get her better”

There are **concerns about services being cut**.