



# **Analysis of Engagement Events Attended**

April 2019 to  
September 2019

**Summary Report**



## **Anaylsis of Engagement Events Attended April 2019 to September 2019**

### **Introduction**

Community Health Councils have a function to carry out systematic, continuous engagement with the local population and community groups within their district, so they can represent the public's view on the operation of the National Health Service within that district.

Powys Community Health Council (CHC) developed a plan which has seen an increase in its engagement activity during the year 2019/20.

During the period April to September 2019 we attended 34 different events. These included:

- Royal Welsh Show and the National Eisteddfod
- Men's Shed Eishedfod
- Local shows during the summer
- Local markets and supermarkets
- Events organised by local voluntary organisations
- Events organised by Powys Teaching Health Board
- Libraries around Powys

The events were attended by staff and/or volunteer members of the CHC.

When staff and members attend events, they are able to speak to people to explain the role of the CHC and to find out people's

views of NHS services. Full details of these discussions are not recorded but themes are noted.

When attending events in some of the main towns, staff also took the opportunity to visit local businesses and services to raise awareness of the CHC.

The events were also used to promote the CHC Complaints Advocacy Service.

A simple survey has been developed which asks people for their experience of local NHS services – what they think about it, what works well and what does not work well. However, this has only been in use since July 2019.

## **Analysis of Information Obtained**

The following analysis is based on the data which is recorded from the completed survey forms and also on the themes recorded from individual discussions with people.

A total of 386 survey forms were completed during the period July to September.

## **Main Themes/Comments Received**

The survey form asked people to

***"Tell us about your experience of your local NHS services. What do you think about it? What works well? What doesn't work so well?"***

We have recorded the actual comments from people. This information has been analysed and the following themes are the ones which were raised the most.

## What Works Well about the NHS?

Many people praised the NHS. Out of a total of 386 completed surveys, 246 contained positive statements about health services.

The most common themes and comments are shown in the table below.

<b>Comment / Theme</b>	<b>Number of times raised</b>	<b>% of total responses</b>
GP services excellent / very good / very satisfactory / good	56	14.5%
Treatment/care in hospital excellent / great / very good / good	40	10.4%
NHS care excellent / brilliant / very good / good	30	7.8%
Good / very good experiences	27	7.0%
Easy to get GP appointment	21	5.4%
No problem / no reason to complain	15	3.9%
Cancer services excellent / very good	13	3.4%
Emergency service excellent / very good / good	11	2.8%
NHS dentist great / good	11	2.8%
Service very good once able to get appointment	8	2.1%
Very happy	7	1.8%

See below some quotes from the positive comments received:

All my hospital stays and visits in the past seven years have been positive. I have received good care at Royal Gwent, Nevill Hall and UHW. I have received good medical care. Day visits have been organised and prompt appointments. Well looked after at GP Surgery and diabetic clinic.

Generally extremely good - primary care including my GP services and availability of specialist clinics at local community hospital.

My local services, both in Powys and in Shropshire are good in my experience. When I've needed hospital care it's been provided and to a good standard. There is no general hospital in the county but neither is there the infrastructure to provide good access to one!

## **What Does Not Work So Well about the NHS?**

Out of the 386 completed surveys, 267 contained comments about things which people think do not work well.

A significant number of comments were made about accessing GP services. 45% of the total survey respondents made negative comments about GP services with 29% expressing some kind of difficulty in obtaining a GP appointment.

Comments were made about:

- The length of time to wait for a routine appointment or appointment with GP of choice;
- Dislike of the triage process;

- Difficulties obtaining prescriptions or medication;
- Difficulty getting through on the telephone;
- Dislike of having to discuss issues with a receptionist

The most common themes are shown in the table below.

<b>Comment / Theme</b>	<b>Number of times raised</b>	<b>% of total responses</b>
Difficult to get GP appointment	111	28.8%
Unexpected delay / long wait for appointment with specialist / long wait for surgery / difficult to access hospital appointments	42	10.9%
Difficult to access NHS dentist / no NHS dentist in area	35	9.1%
Dissatisfaction with GP triage service / appointments system	29	7.5%
Poor experience in A&E / long wait / patients on trolleys / not enough staff	15	3.9%
Have to travel out of county for district general hospital services / cost of travel to specialist services	14	3.6%
Problems obtaining medication/prescriptions	14	3.6%
Mental health services inadequate / lack of training in emergency mental health / access to specialist mental health services needed	12	3.1%

Do not like having to discuss issues with GP receptionist / difficult to get past receptionist	10	2.6%
Telephone lines busy / difficult to get through to GP Practice on telephone	10	2.6%
Parking difficult	9	2.3%
Poor experience in hospital	9	2.3%

See below some quotes from the negative comments received:

Unable to get evening appointment easily because of early am starts and late finishes. Therefore have no option other than to go to A&E, knowing this is a poor use of NHS resources but cannot change working hours for an appointment.

GP appointments difficult, can wait for six to eight weeks for a routine appointment. When you need urgent appointment you have to be triaged first - I question if they have sufficient knowledge.

Staffing levels and resources need to be increased to help with growing number of patients and services. Too many people take advantage of the services, better filtering systems required in A&E and doctors surgeries. More support services required for mental health.

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