

# Themes emerging from patient, service user & carer health and care experiences

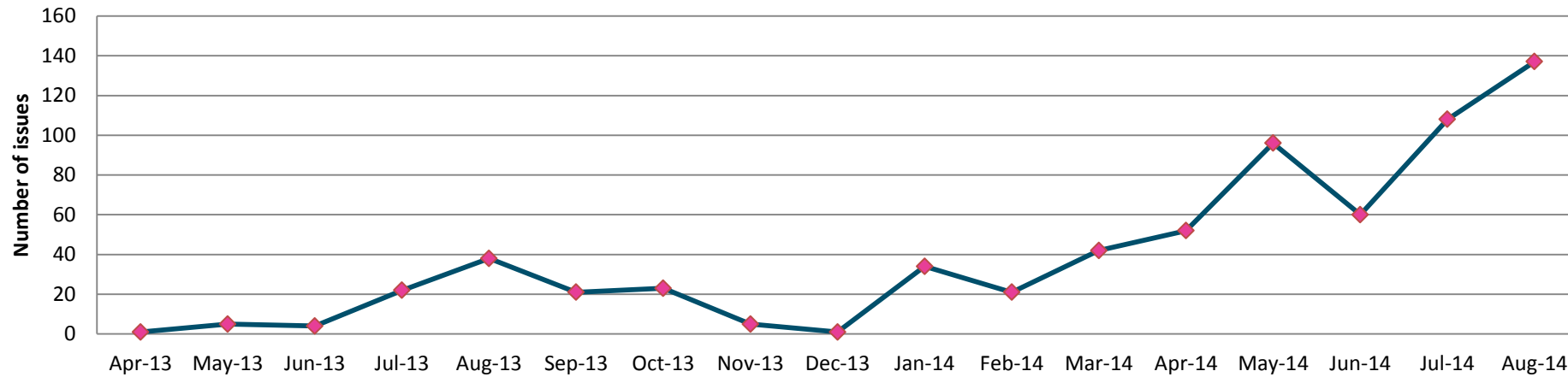
Presentation by Sarah Fletcher, CEO

Brian Wookey, Director and representative on Health Scrutiny Committee in attendance



# Increase in activity

Monthly Issues Received



# Current research work

- **GP – Did Not Attend:**

- 38 GP Surgeries responded, from even geographical and demographic spread across Lincolnshire
- 428 patients responded, from even geographical and demographic spread across Lincolnshire
- 60% of practices have text message appointment reminders and 75% had email appointment reminders
- 80% of practices have online booking appointment systems in place
- 33% of patients who failed to attend 'forgot'

# GP Did Not Attend continued

CCG area	Average number of appointments per month	Average DNAs	Average DNA rate
East	3315	159.94	5.23%
South	5386	198.51	4.34%
South West	3180	115.13	3.72%
West	2965	140.53	5.12%

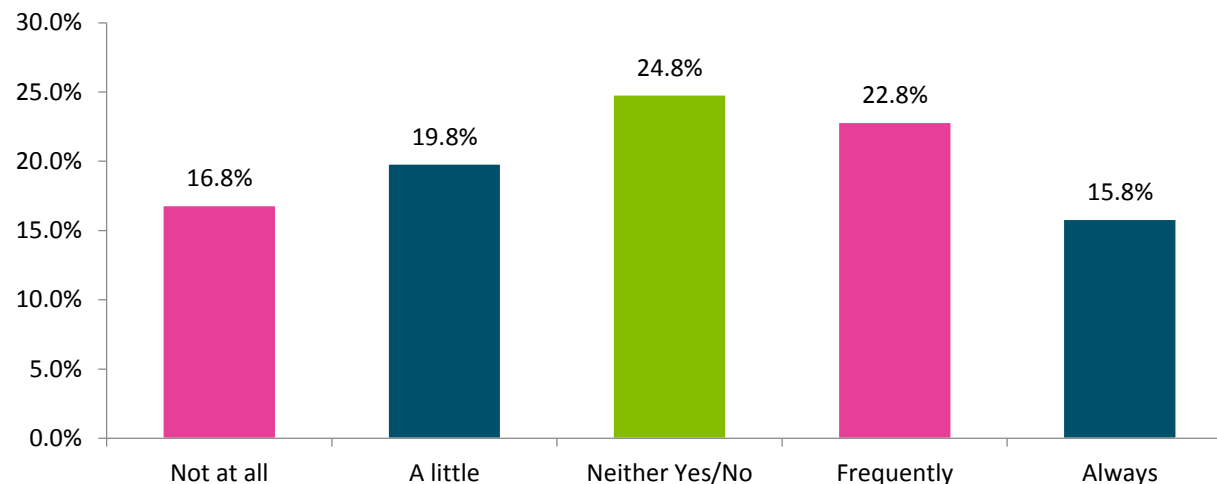
- Average number of missed appointments in Lincolnshire at GP practice is 184,224
- Average cost of missed appointments in Lincolnshire is £6.6m
- ? If this is the cost for GP appointments what might be the cost to other health and care services

# Pharmacy

- Supporting a request from Pharmacy LPN as part of a national consultation exercise looking into the use of pharmacies
- 101 patients completed a complex survey
- Complement the Lincolnshire Pharmaceutical Needs Assessment

“The fact that my pharmacy is local is very important”

Would you consider using your local pharmacy as first port of call for minor illnesses, rather than other NHS Services?



# Young People

- Request as part of the CQC Looked After Children's Inspection Dec 2013
- 1,314 young people between the ages of 11-18 (small number up to 25)
- Key issues:
  - Self-harm – 20.5% of young people admitted to self harming with bullying, problems with school or family and depression being the main reasons
  - Bullying – half of the respondents had been bullied
  - Young carer – 16.5% identified themselves as a young carer
  - Drug use – 74% of young people are satisfied with the services available to help them stop using illegal drugs.
  - Smoking – 23% of respondents smoke or have tried smoking
  - Alcohol – 52.1% of 11 to 15 year olds have consumed alcohol of these 10.6% drink at home alone

# Mental health

- Survey currently open, closes 7<sup>th</sup> November 2014
- Asking current service users what are their personal views of mental health services – medical and support
- Asking patients waiting for assessments/treatments how long they have been waiting
- Aligning this with Public Health Mental Health Needs Analysis and Mental Health Strategy

# Emerging issues and themes

- Over 30 areas of operational activities:
  - Cancer Services
  - Better awareness for patient, service users and carers of complaints/patient choice
  - Men's health
  - Care Act 2014
  - Patient transport
  - Enter & View visits