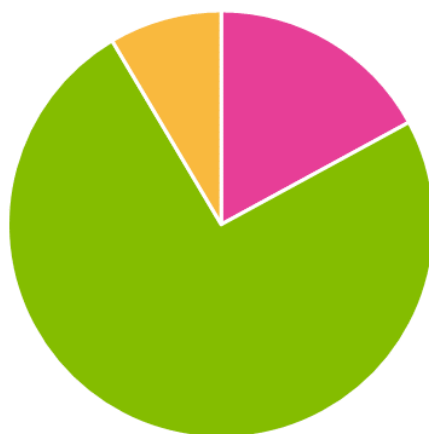


Between December 2022 and March 2023, we received 98 pieces of feedback from Rugby residents on our 'Winter Outreach'. **82 of these pieces of feedback told us about the impact of experiencing delays on health and social care.**

On our website, online survey and at in person events, we asked:

**Have you experienced a delay in accessing health or social care? If there is a delay how does this affect you physically and mentally? (For example, waiting to see your GP, dentist, hospital appointment, community services, health visitor etc.) Please tell us more, including the name of the practice/hospital or service.**

Have you experienced a delay in accessing health or social care?

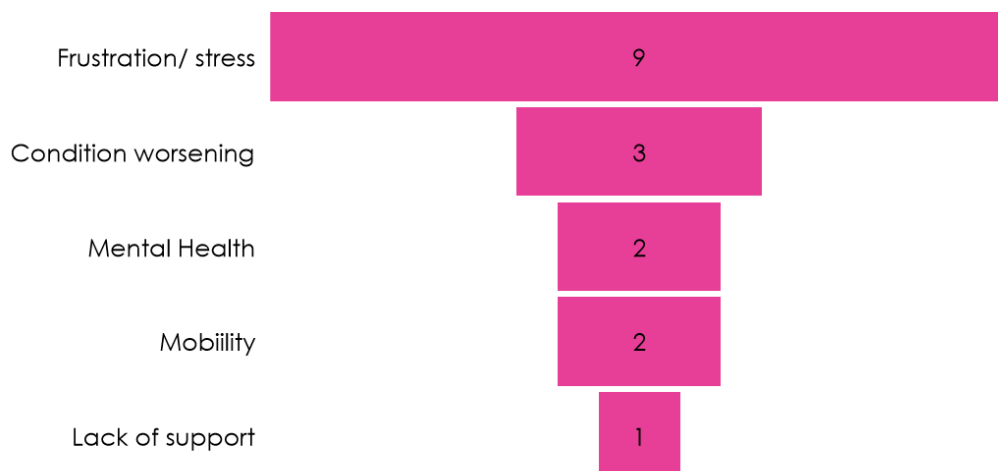


Of the 82 people who told us whether they had experienced a delay, 61 said yes, 14 said no, and 7 did not say.

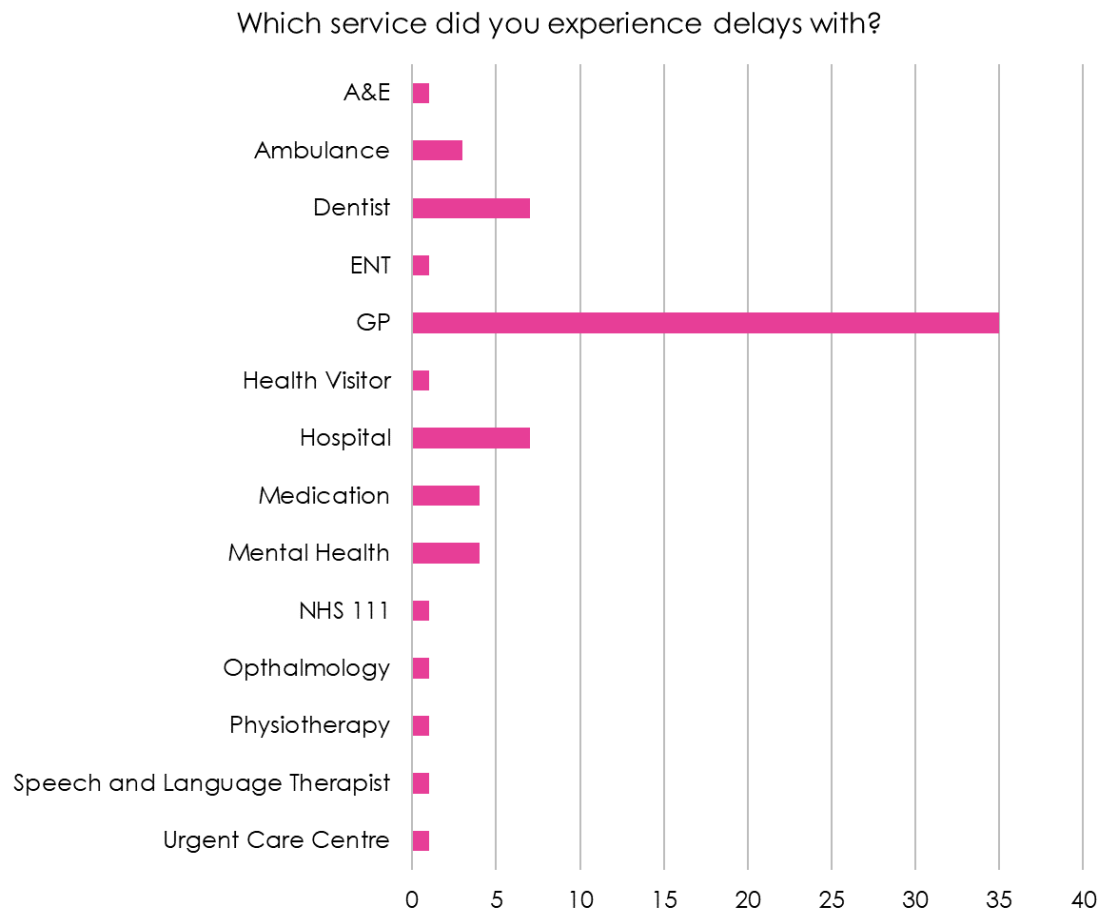
■ No delays ■ Yes, have experienced delays ■ Did not say

We asked people to tell us the **effects** that delays were having on them, or someone they know, physically and mentally. We grouped the comments into 5 themes.

How do delays affect you physically and mentally?



We asked people which service they had experienced delays with, 59 people told us about 68 experiences of delay.





### What did people tell us?

35 people told us about delays with **GPs**, for themselves or others. This included queuing to make appointments through telephone systems and waits to see a named GP.

“Delays in getting a GP appointment. Can only get one on my day off as they are not pre-bookable. I can ring at 8am but not guaranteed an appointment so have to wait another week.”

“Can’t get through to GP surgery to make appointment. I work as a nurse so can’t keep my phone with me for a call back.”

7 people told us about delays getting **dental care**.

“I cannot get an NHS dentist in the Rugby area at all, been searching since September last year. Try once a month to see if anything changes and nope.”

7 people told us about delays accessing **hospital care**.

“I have had delays in waiting for appointments and treatments. I have frequent appointments which have been cancelled at the last moment. I don’t drive and so I have to take public transport.”

9 people felt **frustration or stress** as a result of delays in accessing treatment.

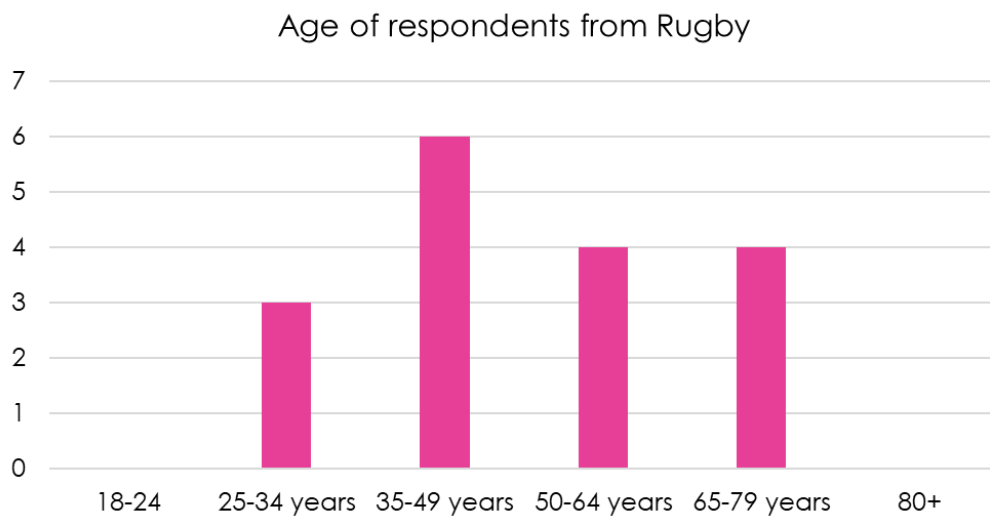
“It takes 3-8 weeks to see the same doctor you request. Really annoying when you finally get an appointment and the GP says, ‘how do you think I can help you’. That’s so frustrating as you go there for them to offer you advice and help.”



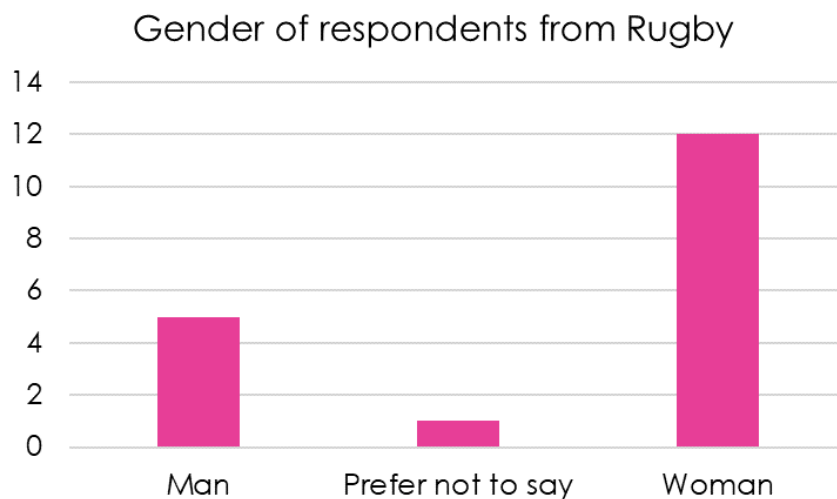
### Who did we hear from?

To enable people to respond to our questions we used an online form which was shared on social media. We also attended local community venues and support groups.

17 people from Rugby shared their **age** with us.



18 people from Rugby shared their **gender** with us. We had twice as many responses from women than men.



16 people from Rugby shared their **ethnicity** with us.

