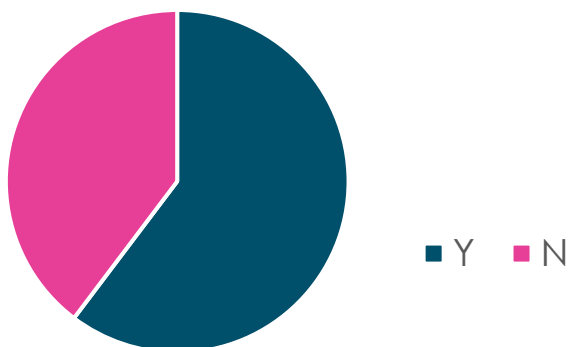


Between December 2022 and March 2023, we received 211 pieces of feedback from South Warwickshire residents on our 'Winter Outreach'. **204 of these pieces of feedback told us about the impact of experiencing delays when accessing health or social care.**

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.

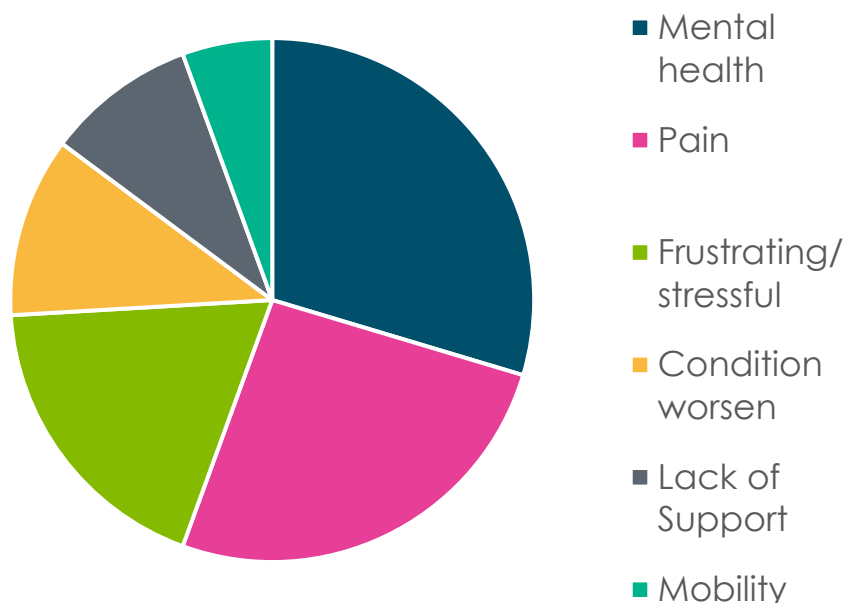
Have you experienced a delay in accessing healthcare?



Of the 204 people who told us whether they had experienced a delay, 123 said yes and 81 said no.

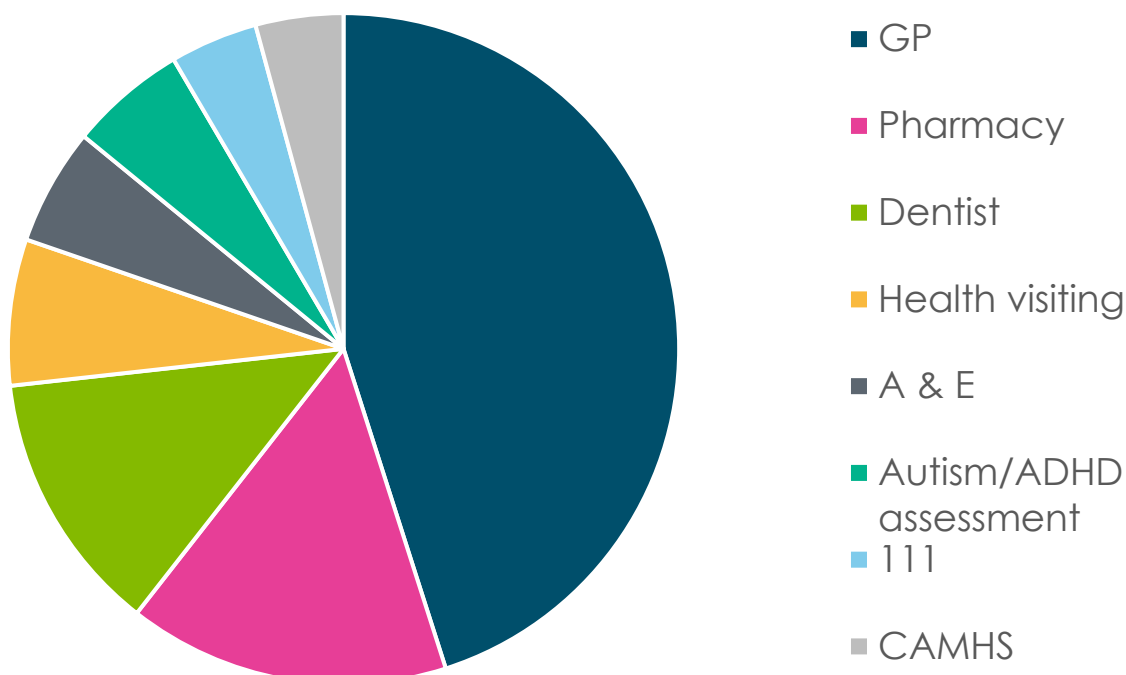
If there is a delay how does this affect you physically and mentally?

Out of those who answered yes, 53 people went on to tell us how the delays had affected them. 30% told us about a negative impact on mental health, 14% mentioned ongoing pain.



We invited people who had experienced delays to tell us the name of the service they were waiting for. Several services were mentioned three times or more.

Where were delays experienced?
(Mentioned more than twice)



What did people tell us?

32 People told us about the experience of delays at their GP.

"Doctors - very difficult to get face to face appointments...It's affected my mental health and physical. Now have panic attacks and days of deep depression when breathing is bad."

"It's really hard trying to get a face-to-face appointment at my GP, always 100+ people before you when you call in the morning. They are awful at calling you back, leave it to ring two times & then hang up, then they mark it as an unanswered call, really frustrating."

"The effort of trying to get an appointment makes me less likely to bother."





44 People told us they had not experienced delays at their doctor's surgery and praised the service. 24 surgeries in South Warwickshire were mentioned by name. Kineton surgery was praised by four people and Clarendon Lodge (Leamington Spa) and Rother House (Stratford upon Avon) by three people each.

"No delays at my doctors. Appointments same day or following and excellent service throughout my cancer diagnosis and ongoing treatment."

Some comments suggested that children's appointments are being prioritised.

"I was concerned after hearing so many local horror stories, but when my daughter was ill for the best part of 5 days and then I urgently needed to see a GP, they gave us a telephone call within an hour and then a face to face appointment within another couple of hours. I was amazed at the speed and quality of the care."

"We have found services put young children first so haven't noticed significant delay."

4 People told us about their concern over waits for Autism/ADHD assessment for their child and 3 people were waiting for support from CAMHS.

"We've heard nothing so far regarding his assessment, not even a text message. Obviously, this is becoming a stress factor as both assessments are important for us as a family but equally important in terms of their future education."

"My child has been referred to CAMHS for an ADHD assessment and associated mental health issues and I have been informed that there is a THREE-YEAR WAIT. By the time she is seen her confidence and mental state are likely to be much worse."

14 People spoke about their difficulty in finding an NHS dentist.

"Dentist - have been on their waiting list for 2 years. they still have people from 2019 waiting."





Our online form gave people a space to share anything else that they wanted to tell us. We received 44 additional comments on a variety of issues, concerns and praise for services. 18 comments related to general practice with 8 praising the service and 10 sharing concerns. 15 comments related to the running of NHS services and the remaining 11 comments related to individual issues.

Many of these comments reflected what we hear when we speak to people in the community.

"The NHS app is not accessible for visually impaired people."

"Transport is an issue, bus service poor in rural areas therefore unable to get to appointments."

"It would be good to have a women's health specialist in each medical practice."

People took the opportunity to praise services and appreciated being able to have their say.

"Thank you for giving me the opportunity to feedback on what has been a horrendous service over the winter in hospital, and for the last 2 years. I normally don't have a bad word to say about the NHS because I feel they're doing their best under the circumstances."

"Our experience of NHS locally has been superb."



Who did we hear from?

To enable people to respond to our questions we used an online form which was shared on social media. All schools and parish councils in South Warwickshire were sent a copy and asked to share it with their contacts. We produced the questions in a leaflet which was given to VCSE organisations to distribute, and which could be returned by free post. Our engagement officers visited community spaces and events such as playgroups, warm hubs, community cafes, hospital waiting rooms and cost of living events to distribute the survey and to support people to fill it in. Groups were visited in Alcester, Shipston on Stour, Bidford, Southam, Warwick, Leamington Spa, Kenilworth, Stratford upon Avon, Henley in Arden, Snitterfield, Bishopston, Lighthorn Heath & Stretton on Fosse. As an incentive to share feedback we offered the opportunity to be entered into a £25 prize draw.

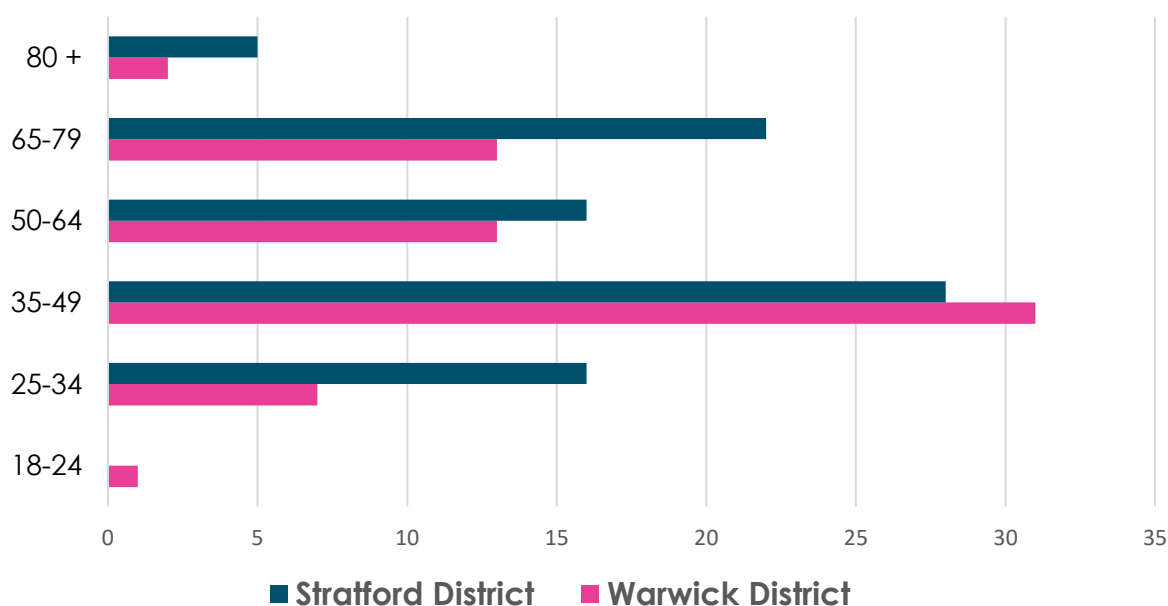
From the 211 people who responded to our winter outreach survey from South Warwickshire, 103 were from Stratford District and 108 were from Warwick District.

In both districts, the majority of responders were between 35 and 49 years old.

87 people from Stratford District shared their age with us.

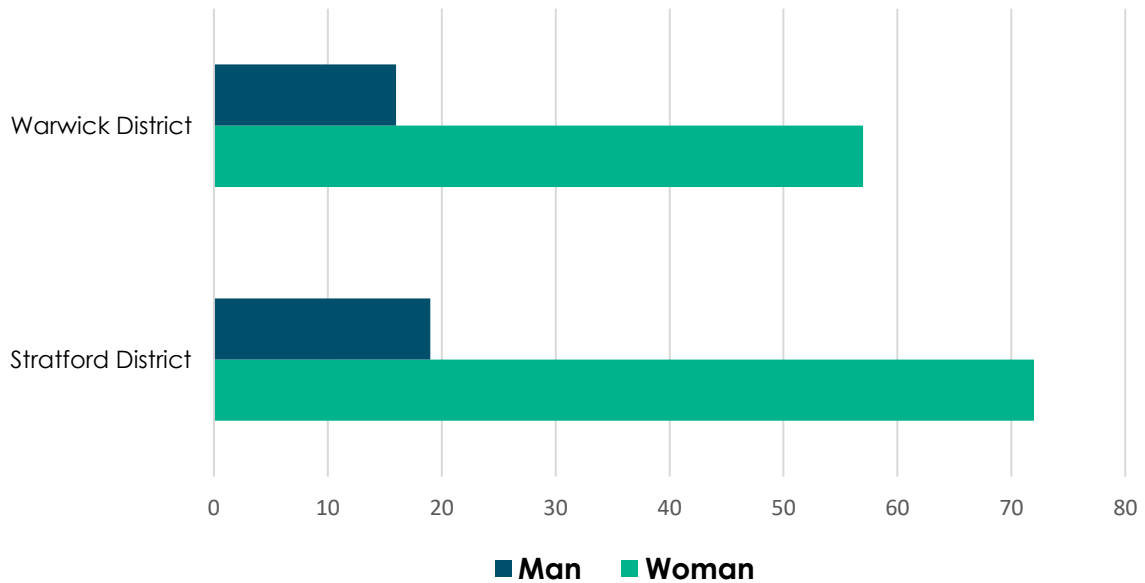
67 people from Warwick District shared their age with us.

Age of responders by district



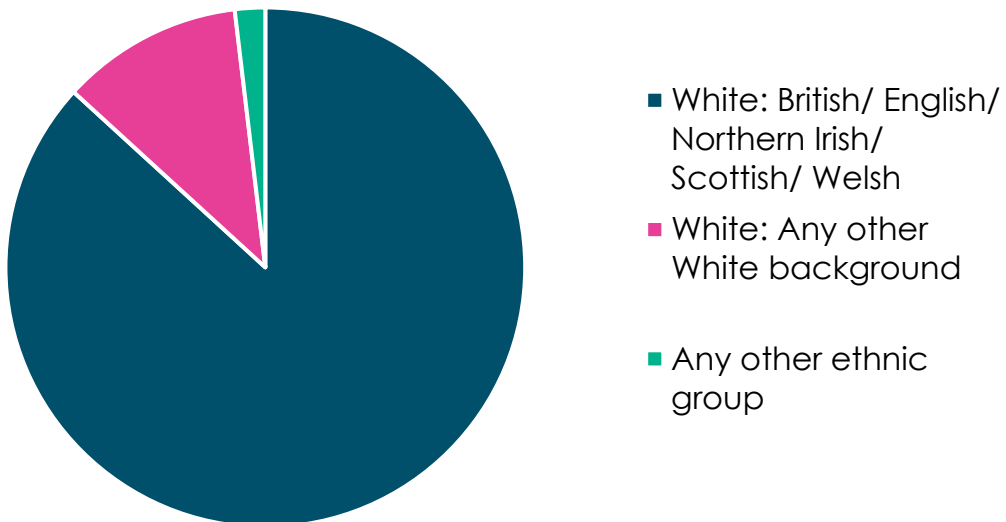
In both districts we had a higher response rate from women than men.

Gender of responders



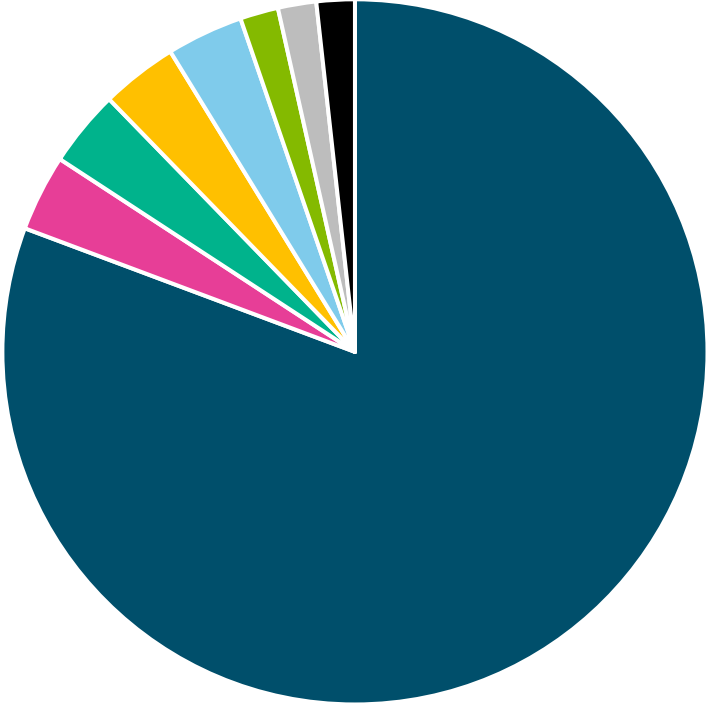
54 people from Stratford District shared their ethnicity.

Stratford District



57 people from Warwick District shared their ethnicity.

Warwick District



- White: British/ English/ Northern Irish/ Scottish/ Welsh
- White: Irish
- White: Any other White background
- Asian or Asian British – Any other Asian or Asian British Background
- Any other ethnic group
- Black or Black British - Caribbean
- Asian or Asian British – Bangladeshi
- Asian or Asian British - Chinese