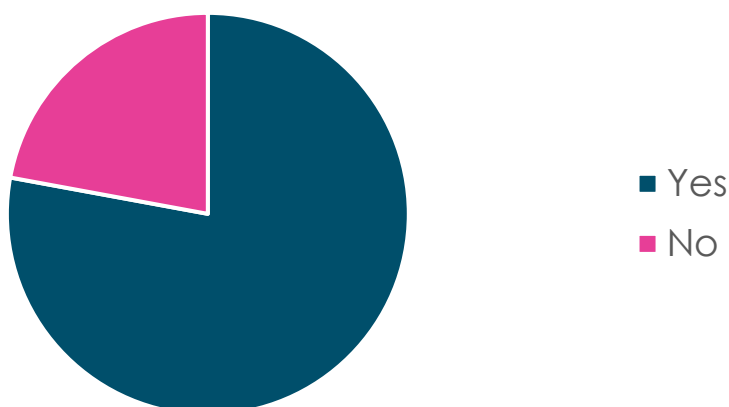


Between December 2022 and March 2023, we received 99 pieces of feedback from Warwickshire North residents during our 'Winter Outreach'. **95 of these pieces of feedback told us about the impact of experiencing delays on health or social care.**

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

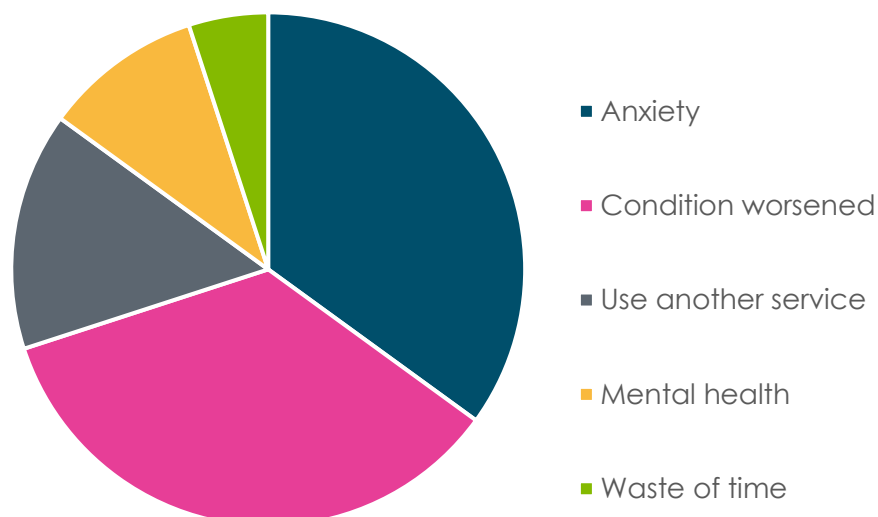
Have you experienced a delay in accessing health or social care? If there is a delay how does this affect you physically and mentally? (For example, waiting to see your GP, dentist, hospital appointment, community services, health visitor etc.) Please tell us more, including the name of the practice/hospital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

Have you experienced a delay in accessing healthcare?



Of the 95 people who told us whether they had experienced a delay, 74 said yes and 21 said no.

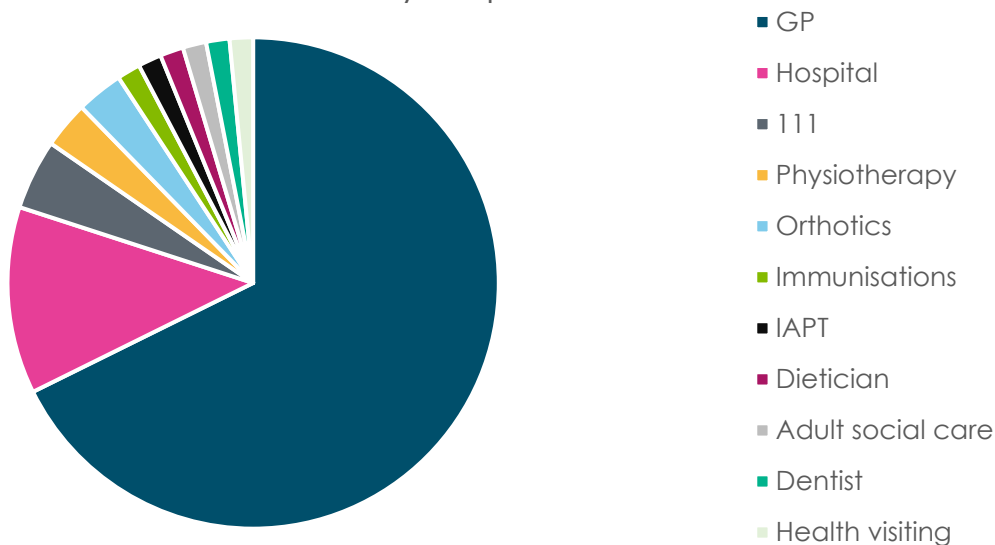
If there is a delay how does this affect you physically and mentally?



Out of those who answered yes, 20 people told us how the delays had affected them. 7 people told us about experiencing increased anxiety and another 7 described how their condition had worsened. In some case this led to further treatment being required or impacted on their ability to work.

We invited people who had experienced delays to tell us the name of the service they had been waiting for and 65 people responded. Over two thirds of people spoke about delays at their GP surgery.

Where were delays experienced?



What did people tell us?

44 People told us about their experience of delays at their GP and how it has impacted them.

"I got fed up of being told 'no appointments left try again tomorrow' so I don't bother now. I just suffer in pain."

"I was told that the Dr wouldn't issue a repeat prescription for my diabetic medication until a had a review, but it was impossible to get an appointment. I went without medication for several months, ended up admitted to hospital with an abscess and complications due to my diabetes."

"I had problems getting to see my GP as I needed antibiotics for my foot before Christmas. It took 2.5 hrs until I spoke to someone. The receptionist told me I should come into the surgery to make an appointment, but I was bedridden. Next day I still couldn't get an appointment. I went to A&E to get antibiotics. Three weeks later the infection had spread, resulting in an amputation."





Three people mentioned using other services when they could not access their GP.

"It's impossible to get appointments. I've given up! I just go to the chemist now."

"The doctors don't pick up when you call them. That is why we go to the hospital more than the doctors. 3 out of the 5 times we have gone to the hospital rather than the GP. I would wait if it was for me but when it is for my child I want to get them seen."

21 People told us they had not experienced delays and we heard praise for 7 GP surgeries, St Michaels hospital, George Eliot hospital and the health visiting service.

"I have no problem with my GP or Nurse Practitioner They sent me to have a blood test, got my appointment at hospital 2 days later to see a specialist and they are sorting me out with more tests in a few days' time. I cannot believe how quick, so I think that was wonderful thank you."

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

"GP tends to have appointments for my baby once I can get through on the phone"

Several comments told us about the challenge of phoning at certain times of day.

"We have to phone our GP on the day after 8am to make an appointment, it takes ages to get through and after 30 minutes it cuts you off and you have to phone again, by the time you get through the appointments have all gone, it costs £7 in phone calls to doctors one month I haven't seen a doctor since 2019. You have to have a phone appointment and they decide if they want to see you face to face."



Our online form gave people a space to share anything else that they wanted to tell us. We received 17 additional comments on a variety of issues, concerns and praise for services. 10 comment shared concerns on a range of specific issues, 3 comments praised a service and 4 comments related to the running of the NHS.

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

“Accessibility for people who work full time is a must. It’s not acceptable that people are made to call between 8.30 10-30 to get an appointment!!”

“Need to make 111 out of hours more accessible to disabled patients as I waited 24hrs to get a call back.”

“The booking appointment systems in most GPs in this area at least, is very outdated. We are required to call at 8 or 8:30am and its a first come first serve basis. I have called at 8:05am on occasion and have been on hold for approximately 40 minutes before I speak to a receptionist.”

3 people took the opportunity to praise services.

“I would like to say that George Eliot hospital was amazing during my pregnancy and giving birth. Also, my surgery is amazing. I can always get an appointment if needed. “



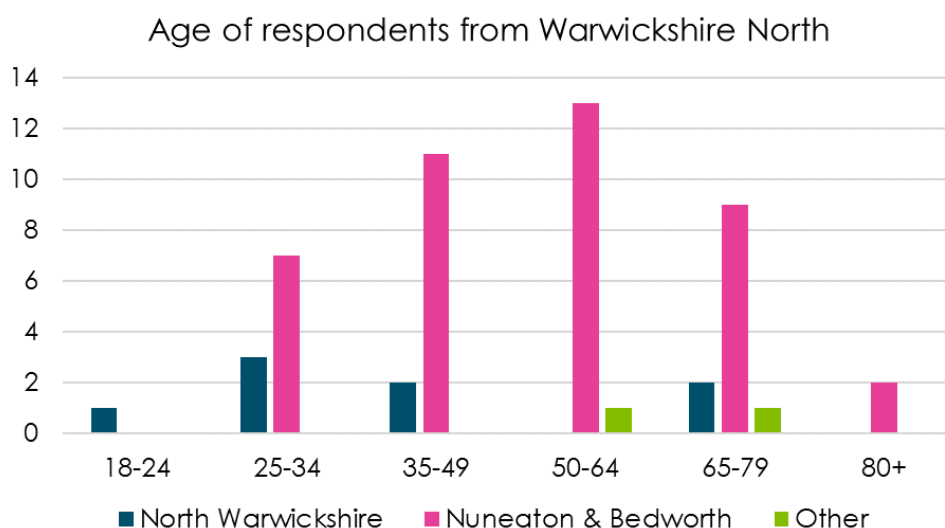
Who did we hear from?

To enable people to respond to our questions we used an online form which was shared on social media. All local councillors and Members of Parliament for the area 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. It was shared by Family Information Services on the newsletter and to the Nuneaton and Bedworth Community Network contacts. BRANCAB (Bedworth, Rugby and Nuneaton Citizens Advice) and Citizens Advice North Warwickshire also had posters displayed and paper copies with SAE to distribute to people accessing their services. Our engagement officers visited community spaces and events such as warm hubs, community cafes, hospital waiting rooms and cost of living events to distribute the survey and to support people to fill it in. The library service gave us space to have information stands and present the survey to baby and toddler sessions, warm hubs and book clubs. Groups were visited in Coleshill, Nuneaton, Bedford and Atherstone, as well as leaflets and posters being distributed in other areas. As an incentive to share feedback we offered the opportunity to be entered into a £25 prize draw.

From the 99 people who responded to our winter outreach survey from Warwickshire North, 72 were from Nuneaton & Bedworth, 25 were from North Warwickshire and 2 said 'other'.

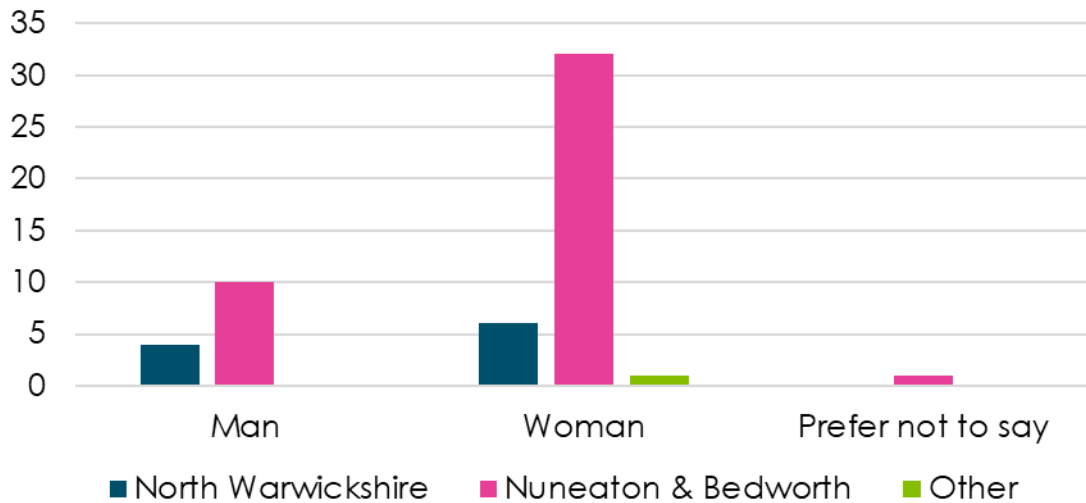
In Nuneaton and Bedworth, the majority of respondents were between 50 and 64 years old. In North Warwickshire the majority of respondents were 25 to 34 years of age.

52 people from Warwickshire North shared their age with us.



In Nuneaton & Bedworth we had a higher response rate from women than men, the reverse was the case for North Warwickshire.

Gender of respondents from Warwickshire North



46 people from Warwickshire North shared their ethnicity.

Ethnicity of respondents from Warwickshire North

