



## Trends Analysis Report

Self-Care/Self-Management

### ABOUT THIS REPORT

Healthwatch Croydon has analysed the experience of self-care and self-management services.

#### **The Coding**

Service user comments have been coded using a nationally recognised coding matrix, which applies issue, care pathway location, and (positive, neutral or negative) sentiment.

Quality assurance of coding is ensured through the Healthwatch Croydon Patient Experience Panel.

#### **The Care Pathway**

Care Pathway locations are Transport (ability to get to-and-from services), Reception (reception services including back-office), Diagnosis/Testing (diagnosis of condition, including testing and scans), Clinical Treatment (treatment received by trained clinicians), Clinical Nursing (care received by trained nurses), Discharge (discharge from a service), Follow On (supplementary services following discharge, including care packages), Community (community based services, such as social care, district nursing and community mental health).

#### **Disclaimer**

The trends within this report are based on service user comments we have obtained from sources outlined in Section 1. Comments obtained from these sources may not be representative of all service users experiences or opinions.

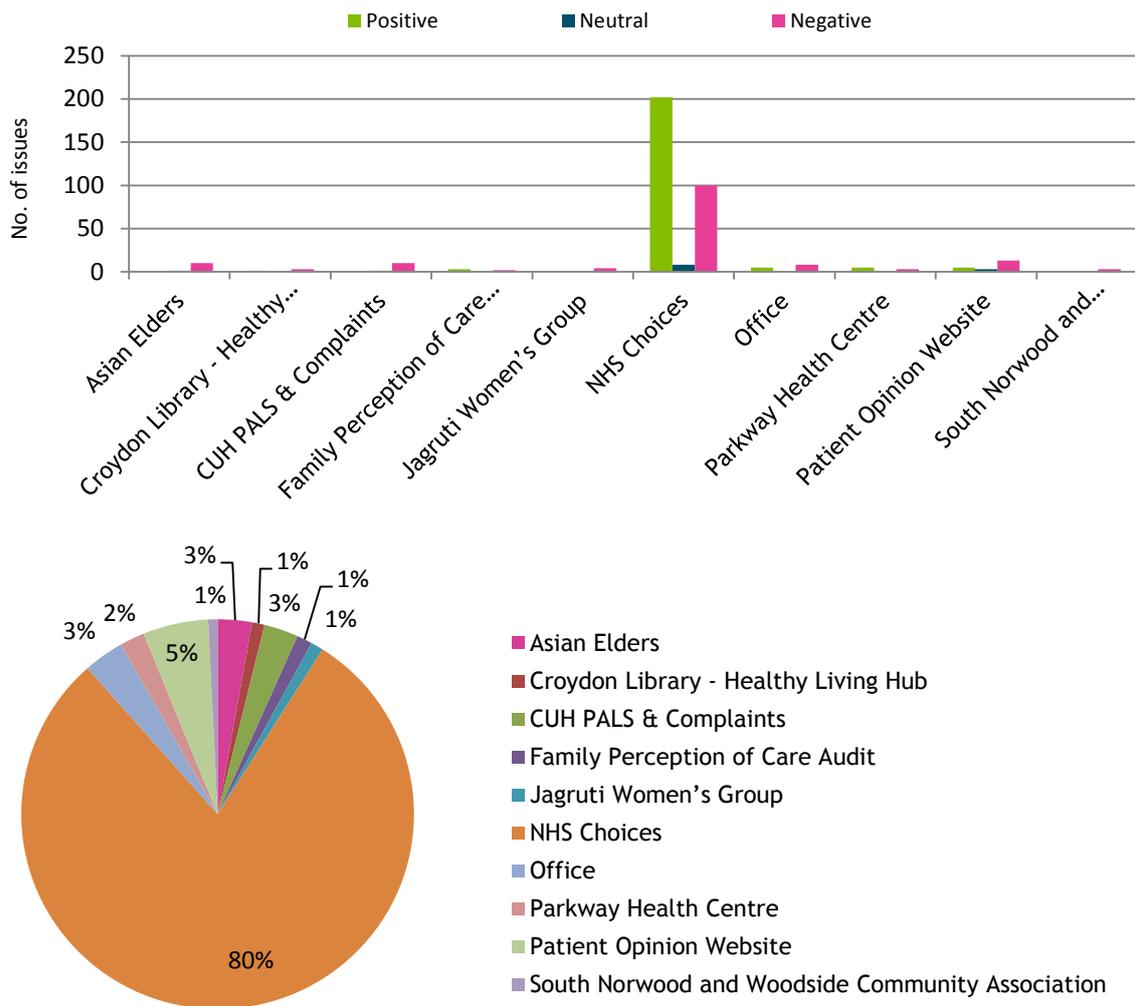
## SECTION 1: REPORT CONTENT

Healthwatch Croydon has identified 410 issues during the period below:

**1.1: Reporting Period:** From: 01/01/2015  
To: 26/05/2016

This report identifies the data origin (Section 1.2), the top trends (Section 2) and provides selected comments (Section 3).

### 1.2: Top Data Origin



#### The Data in this Report

80% of the service user comments originate from NHS Choices, with the remainder from Healthwatch Croydon activity.

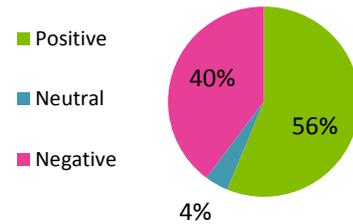
Please note that comments obtained from these sources may not be representative of all service users experiences or opinions.

Report Date: 26/05/2016

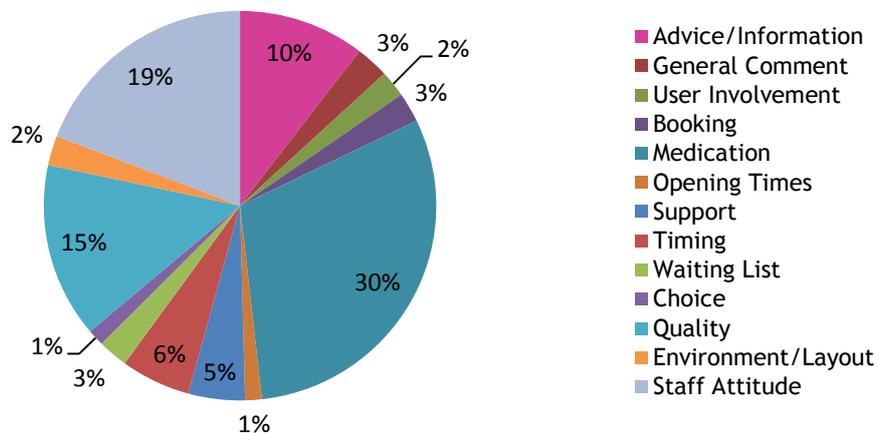
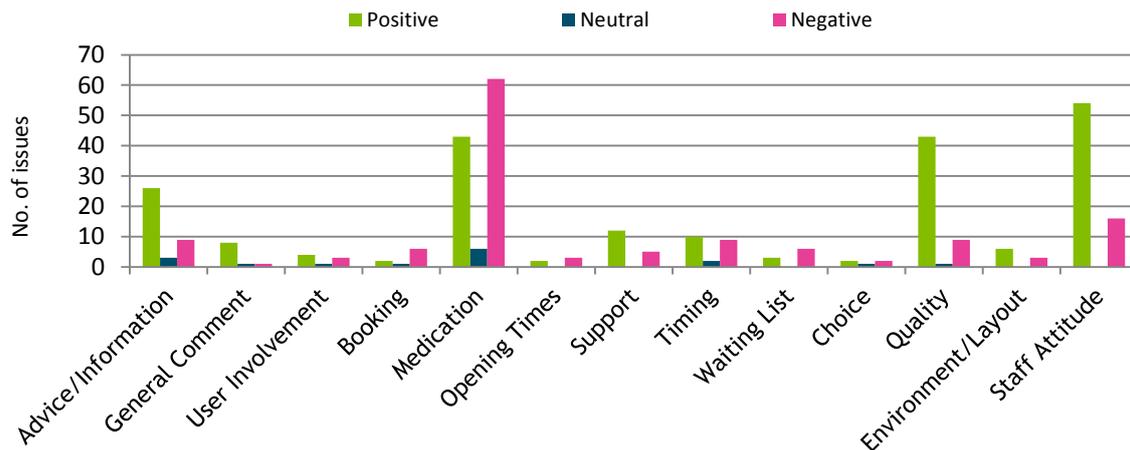
## SECTION 2.1: TOP OVERALL TRENDS

### 2.1.1 Sentiment:

According to the comments, the overall sentiment as a whole is 56% positive.



### 2.1.2 Top Trends

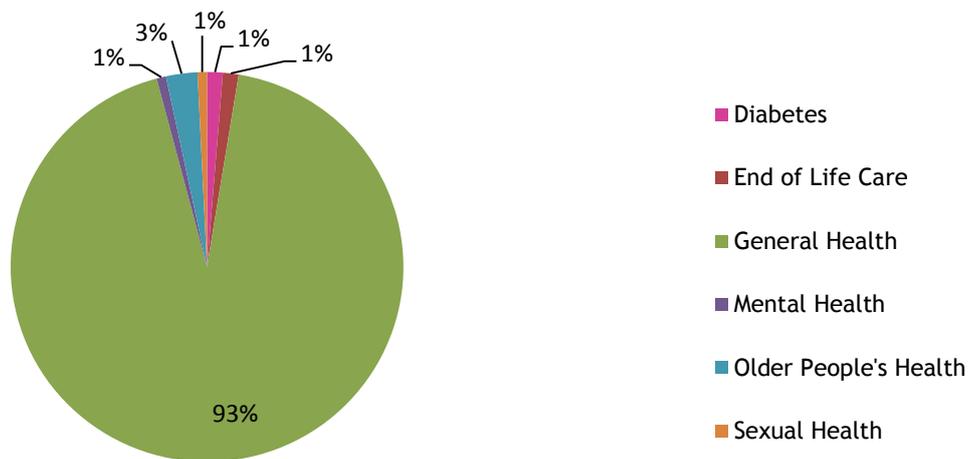
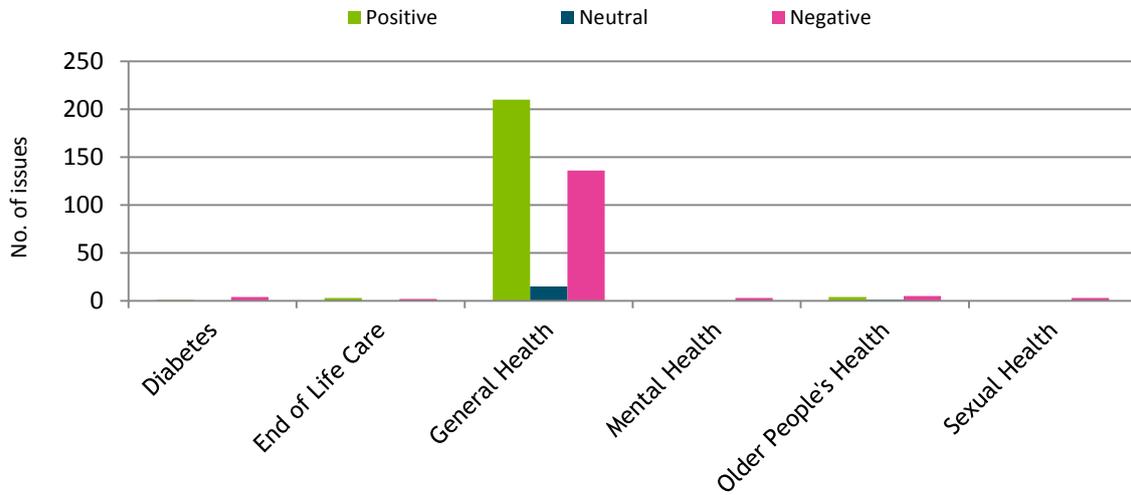


#### Trends to Watch:

When receiving self-care, many people express satisfaction (particularly about Pharmacists) on the Quality of service, Staff Attitude, and Advice/Information received. On Medication, patients say their GP's and Pharmacists could 'work more closely together', as the system is 'not always coherent', resulting in inconvenience and delays.

## SECTION 2.2: TOP OVERALL TOPIC

### 2.2.1 Top Topic



#### Trends to Watch:

The vast majority of people did not describe their medical condition. Of those that did, most were about Older People's Health.

## SECTION 3: SELECTED COMMENTS

### 1. Lack of dignity when seeking emergency contraception...

"Came in today seeking emergency contraception, asked to speak to someone in private and was told to enter a side room with who I can only assume is the pharmacist. Explained my situation and found them to be abrupt, insensitive, full of attitude and generally unhelpful. I left with no morning after pill and no advice as to what else I can do."

*Sensitivity is paramount on matters of sexual health, otherwise people will be discouraged from seeking help.*

### 2. Longer opening hours would be good...

"I use the pharmacy for my repeat prescriptions, and unlike the large chain I used to use, the service has been excellent, they always have my prescription ready for me, the staff are friendly and helpful. If I had to moan, it would be nice if they opened at 8:30am one day a week so I could pop in before work, but it's possible there would be very low demand for this. I've also been caught out by their half day opening on a Saturday."

*Early morning opening would benefit working people.*

### 3. Pharmacists are much more accessible than GP's...

"Helpful people to an old man. I am a man of 82 years of age. I visit Shirley Pharmacy regularly for medicine and advice. I find the pharmacists very accessible. It takes two/three weeks to see my GP. It only takes 2 minute to get help and information from my pharmacist. All the other members of staff are helpful too."

*The accesibility advantage of pharmacists generally over GP's could be publicised.*

### 4. Inconsistencies with medication packaging...

"Doctors are good, but I only go to one doctor, and so it is difficult to get a doctor with over a week's wait. The pharmacy gives out the same repeat prescription, but in different packaging, need for consistency at pharmacy or better communication that it is the same medication in different packaging."

*Consistency is always a desirable thing.*

### 5. The GP and pharmacist need to talk more...

"Friends Road medical centre provides a very good service. However, I feel that more communication is needed between the GP and pharmacy."

*Working practice between pharmacists and GP's could be strengthened.*

## SELECTED COMMENTS CONTINUED

### 6. Language barriers...

"Staff attitude at this GP surgery is very bad. The receptionist was very rude to my elderly friend who requires an interpreter. Both the GP and pharmacy complain about the language barrier, as her elderly friend does not know how to take her medication when English is not her first language. The barriers that elderly polish people face is with language translation in health and social care services."

*Language barriers may deter people from accessing services.*

### 7. Pharmacy coverage....

"There's no pharmacy in Broad green and it's a 'long long walk' to get to one!"

*Why is there a geographical inconsistency in coverage in the borough?*

### 8. Accuracy of information...

"Wife was told that Boots Pharmacy and Tesco Purley Pharmacy are both 24 hour services, but they aren't. Husband asks that we (CUH PALS) instruct staff not to direct people to these services."

*NHS providers are issuing inaccurate information - how is this reviewed?*

### 9. Do more to emphasize the positives...

"A number of key themes emerged at a Healthwatch Public Meeting, one of which was provision of information. In respect of encouraging people to use 999 (indeed A&E) only in emergencies, evidence shows that advertising campaigns such as 'Choose Well' have actually resulted in increased usage. There is a clear public duty to educate residents on pathways, so the marketing must continue, however we may need to use a more insightful approach, perhaps a more positive message that puts alternatives such as pharmacies and NHS 111 more prominently in the spotlight, rather than the negative 'don't do that' headline which has the opposite effect."

*A positive advertising campaign may be successful.*

### 10. When the system works, it works well...

"Exceptional service! The pharmacist is very helpful and professional, and automatically renews my prescription with my GP which saves me having to remember. The pharmacist then calls me when it's ready so I can collect it. Truly great service, would recommend to everyone."

*Some providers appear to work together very well. Can there be learning from this?*

## SELECTED COMMENTS CONTINUED

### 11. How to provide information and signposting...

"We need somewhere to drop-in - places where you can get local information on cookery classes for people leaving home, nutrition, diet, weight checks, fitness classes, cooking on a budget, etc. I don't know of any such place."

*Residents say there's 'too much reliance on the internet', and being able to drop-in somewhere for advice would help.*

### 12. Managing expectations of anti-biotics...

"I have diabetes and come here often (to the GP) and I'm very pleased to see posters on display promoting self-care and lowering expectations of anti-biotics."

*Self-care posters are being noticed, particularly at venues such as GP's, Walk-In Clinics and Urgent Care Centres. How can we measure how effective this is? Could the scheme be expanded (if not already) to cover public transport (including bus stops)?*

### 13. Greater use of key workers...

"I know in other boroughs they have 'Personal Independence Co-Ordinators' who are key to unlocking non-medical support and encouraging greater self-care."

*Does the borough have sufficient key worker provision (including Health Trainers and Social Prescribers)?*

### 14. Assessing for self-care at A&E triage...

"We were in A&E for 5 hours - given a box of over-the-counter aspirins and sent back to our GP. If self-medication was deemed more appropriate, why didn't they tell us to begin with! What a waste of time - theirs and ours!"

*At A&E, are patients assessed for self-care options on triage? Making patients wait, then advising self-care, seems inefficient.*