

## 20 Data from July Because we all Care

### Demographics

We had a total of 51 responses for July 30 in Gateshead and 21 in Newcastle. The demographics show the following

Three people aged 18 - 24

13 people aged 25-49

17 people aged 50-64

15 people aged 65-79

2 people aged 80+

### Ethnicity

Three people identified themselves as Asian. Eight people as white/ any other white background and 37 as white British English/ welsh or Scottish. Split equally across Newcastle and Gateshead within comparable data for each region.

HWE collected around 2425 National responses

Locally

Gateshead 30

Newcastle 21

Sunderland 7

South Tyneside 10

North Tyneside 22

Northumberland 22

Analysis suggests that we are doing significantly better at engaging across the age groups. Nationally only 46 people identified as not being white British. The low numbers are consistent across all HW with none exceeding 4 for any survey engagement with the BAME community.

### Dental services

Gateshead 2

The sentiment for the two results on dentistry was good or very good. The reason was that people were satisfied that treatment had in an acceptable time frame.

Newcastle 2

One person was satisfied and said their care had been good. However, the lack of PPE was raised by one person this month as well as one last month, resulting in lack of available treatment. We do not know the name of the surgeries.

“I had toothache and knew I needed a root canal and cap as I had temp filling before lockdown. My dentist told me all she could do was take the tooth out as they did not have ppe to do other treatments. I did not want an extraction and could not afford to pay privately at a cost of £850! So private patients could have care but I could not which is outrageous”

**Note: Given the HWE England concerns on dentistry, we could ask Dental Council if PPE was a general problem?**

## **GP Services**

**Gateshead 18**

16 satisfied and two dissatisfied. Positives around staff attitude and how the quality of telephone consultations and repeat prescriptions. Some said they has seen an improvement in waiting times since Covid 19 working restrictions. The two negative comments were about the lack of availability of face to face consultation.

“Getting my daughters prescription every month has been a better service since covid hope it keeps up”

“No face to face but telephone advice excellent including punctual call backs”

“You cannot see a GP. This is mine and the experience of family and friends. Thus has been done by the back door. It’s appalling.”

**Newcastle 8**

One satisfied and seven dissatisfied. All negative comments are about access to GPs including treatment for long term conditions

“I cannot see my GP they will not give me appointments and they get full up very quickly prospect medical group in Fenham Newcastle they are on the day appointments but only by phone and by 9 there are no appointments left”

“It has been extremely difficult to get a GP phone appointment. When I call in the morning it’s always busy and when I get through all the emergency appointments are gone, I have to arrange a appointment which take up to 10 days to be contacted by a GP. I to really worrying if my health get worse. If I need to be seen then I have to wait another few days to attend the GP practice.”

“Cancellation of asthma review and no follow to re arrange”

## **Hospital Services**

**Gateshead 4**

**Newcastle 5**

**Gateshead**

Three of the comments were related to A&E and were complimentary. One was negative around staff attitude for planned surgery.

**“I was rushed into a e with sever pain put on a ward for two weeks with acute cholecystitis. Was looked after very well. Lady in next bed to me was taken away to covid ward she had coronavirus no one on the ward was tested I was discharged three days later. I live on my own and was unwell but had no visitors I was so poorly that my son found me and took me back to hospital I had covid 19. I was in for two weeks on oxygen part of the time. I don't blame anyone for this happening as nurses did a wonderful job and we're themselves very afraid. It took me six weeks to get my strength back I stayed with my son and his family for that time as they all had to self isolate as my son had taken me to hospital. I then had my gall bladder removed. Our NHS at QE hospital did a marvellous job caring for me.”**

**“Everything was as could be hoped for. Staff were friendly, helpful, and caring, looked after me with upmost professionalism.**

**The NHS is an absolute treasure that deserves the nation's wholehearted support.”**

## **Newcastle**

All the comments were related to hospital care. Three people said it was difficult to get the help and support they needed. This included maternity services. Two people who had positive experiences were with Cancer services and Physiotherapy.

**“My husband suffers from rheumatoid arthritis following a routine blood test on 9/7/20 his GP rand him as he was concern train that the blood test indicated the inflammation levels were excessively high and wrote to his RA consultant for advice . When I tried to chase up a response with the GP in August I was told to ring the counsultant myself . After 2 attempts to get information from the hospital we are still waiting for a response 15/08/20”**

**“I had my baby delivery at the RVI August this year. I requested many times but wasn't given any meal the whole time I was there at Hosital, due to COVID-19 I wasn't able to go To the downstairs shop to buy food as I wasn't allowed by the staff at the same time I was feeling very weak. My partner wasn't allowed to bring in food for me too. The midwives did only the basic checks on me and baby and didn't really do more than that, was told to be ready for discharge the next afternoon which I had no other option because of not Having any food at least I knew I'll have something to eat at home. I was very upset as me and my baby weren't taken care of”.**

**“I was diagnosed with breast cancer just as we went into lockdown. My planned treatment was to start chemotherapy then have surgery. Covid changed the plan but I have had my surgery, radiotherapy and on medication to prevent recurrence. I have had excellent treatment and support during the most difficult time for NHS services”**

In spite of #Covid restrictions the physio and out patient services have dealt with me as promptly as could have been expected even in normal times.

## **Mental Health**

Gateshead 1

Newcastle 1

Both comments for Gateshead and Newcastle identified themselves as carers. Both comments were negative and were about support.

**“I look after two people with mental health father and daughter and the support I have are terrible”**

**“Responses to problems could have been quicker.”**

## **Social Care**

Gateshead 5

The sentiments for Social Care were all positive

I receive support every week from my shared lives carer. We do things together that I enjoy and she helps me to keep my independence and stay fit and healthy. During lockdown because of Covid 19 my shared lives carer kept in touch every other day by telephone to check I was alright and if my family needed any help with anything or needed shopping. She then took me for walks, keeping social distance, twice a week so that I could get out of the house. The shared lives service kept in touch by sending me easy read information and links to interactive activities. I was also encouraged to send in photos of things that we were doing during lockdown and they put these in a monthly newsletter so we could shared our experiences. If I needed someone to talk to, or feeling a bit low, I was able to ring my shared lives carer.

Usual provision closed due to Covid-19. Social worker and direct payment staff reacted very quickly to our request for change of provision.

**“I had no difficulty getting information about numerous care companies that could take my father's care needs”**

**“Very early on in Corona virus, social care team rang to see how my brother whom I care for was. It was nice to be asked”**

Newcastle 2

Both comments were negative.

**“I have been visiting my mum in her care home she has dementia but I think visits should be allowed inside as long as ppe used its been so long since I've had a contact with her and she's distressed. I often see people entering the building workman etc not even wearing ppe so I can't see why we are not allowed in I wouldn't go if I was showing signs but care workers are coming and going to I think restrictions now need to be lifted more”**

**“Felt let down. My husband could have had financial support for 8 years before he died and he received it for 8 weeks. Forgot to arrange things and service was disjointed, with poor handovers. At the end of my husbands life he was distressed and in pain. It was disgraceful and led to me feeling angry, distressed and even aggressive at times. While I do understand the grieving process may lead to these feelings, the condescending and patronising way in which the mc Millan nurse treated me towards the end I will never forget.”**