



The Voice of the Service User

Alex Stewart & Judith Bell - June 2017

What's it like for those using health and social care services in Norfolk

Concepts, strategies, themes, integration, prevention, inequality

"I'm not being funny but how the hell am I supposed to sit on my partner who is having a psychotic episode for 72 hours? Really? I hope they don't have another general election. I think that's what set them off."

My Dad was lying on the bed naked in sheets soaked in urine...how dare they (staff) leave someone in that state? (female, 60yrs)

"I cannot thank the nurses enough. The support they gave me and my family has been incredible. Amazing people"

"The waiting room was totally epic. It had lego" (age 6 years)

"The chairs were very comfy but I had nothing to do" (age 8 years)

"A good doctor should ask you if you are happy or sad" (age 9 years)





Where do we collect comments from?

Health settings - (hospitals, GP surgeries, dentist surgeries)

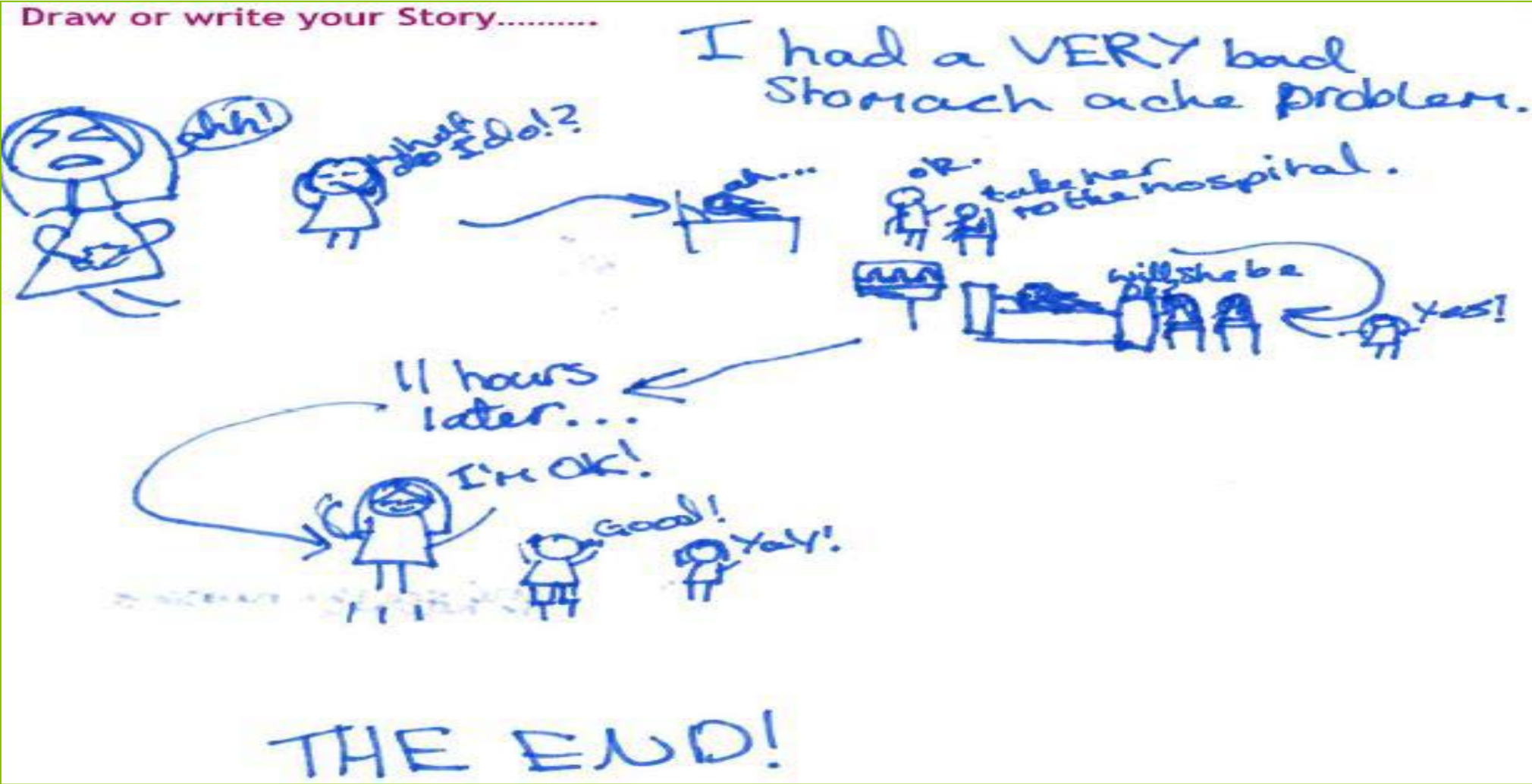
Educational settings/Residential settings - (nurseries, schools, colleges)

Community Settings - (Parish Council AGMs, Support groups, e.g. Stroke Association, market towns, leisure centres and libraries)

Third Party Events : (Royal Norfolk Show, Pride, Dying Matters, Carers week, Family Voice Conference)



Out of the mouth's of babes.....



Out and About in Norfolk



Figure. Map showing the general engagement venues attended between April and June 2017.



General Engagement in the Community



Marina leisure Centre Great Yarmouth



Healthy Living Centre Thetford



Public Reviews of Service Provision

Service Type	Total Reviews	Average Rating
GPs	169	★★★★☆
Hospitals	122	★★★★☆
Dentists	115	★★★★☆
Pharmacies	40	★★★★☆
Mental Health	30	★★★★☆
Social Care	16	★★★☆☆
Carer Support	10	★★★★★
Community	7	★★★★☆
Urgent Care	5	★★★★☆
Residential Care	2	★★★★☆



What are people talking about?

- *Mental Health Services*
- *Dementia Care for patients (Hospitals and care homes)*
- *Social Care (Care in the Community)*
- *The wider determinants of health...the impact housing and benefits have on mental health and well-being*
- *Fear of change without consultation*
- *What is this Sustainable Transformation Plan and how will it affect me and my family?*



*"I don't want to talk to someone on the phone... I don't want to talk about mental health with a headless person...would you trust someone you can't see?...seriously, its about having a relationship with someone" (age 25yrs)
(oncology department)*

"It can be lonely living with schizophrenia... But the support I received from the hospital has helped me so much...I guess I've accepted who I am and I can get on more...."

" Nursing staff need more help to care for those with dementia...they simply did not have the time to give my mother the care she deserved....but it's not their fault...more staff are desperately needed..." (female, 52 yrs)



Children & Young People : Primary School Roadshow

healthwatch
Norfolk

My visit to the doctors

We want to hear about your visit to the doctors. For each question please tick one box using a black or blue pen. If you have any questions please ask your teacher for help.



PART A

The Waiting Room

1) Did you like the waiting room?

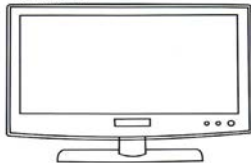
- Yes, a lot
 Yes, a little
 No

2) What did you do in the waiting room?

- I read a book or a magazine
 I played with a tablet/phone/toys
 I did not do anything



3) Sometimes there are TV screens in waiting rooms. They are used to provide information. What do you think children need to know to be healthy? (Draw or write your answer)



Seeing the Doctor

1) How well did the doctor listen to you when you explained what was wrong?

- The doctor listened to me very well
 They sort of listened to me
 I felt like they had not listened to me

2) How good was the doctor at finding out what was wrong?

- Very good
 OK
 Not very good
 I am not sure



3) What did the doctor tell you to do so that you could get better?

- Drink water
 Sleep/rest
 Go to the hospital
 Take some medicine



4) Did the doctor tell you to do anything else that will help you to be healthier?

- Yes, the doctor told me to eat more fruit and vegetables
 The doctor told me to do lots of exercise
 The doctor told me to eat less sugary foods

5) Did the doctor ask you:-

- If you sleep well?
 If you worry about things?
 If you feel sad or happy?



600 questionnaires completed

Nelson's dabbing dance move in the playground (Ludham Primary School)



Young people

“Sometimes it feels like they are not listening to you and that’s frustrating” (16yrs)

“If it wasn’t for the meet up café, I wouldn’t be here” (*Benjamin Foundation*)

“I was referred to MAP. They should teach doctors and nurses how to talk to young people. Its not that hard....is it?!” (14 yrs)

“My doctor is brilliant. Always listens to what I have to say and treats me like an adult”

“The receptionist had a real problem...was very abrupt...I thought, “maybe you need more help than me.” (18 yrs)



Thank You - Any Questions



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