



Healthwatch Oldham Report

**Your Health and Care Experiences
Your Stories**

**Detailed account of the personal
experiences of 26 people who use
a range of health and social care
services**

Published October 2017

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Which of the Services do you feel was the best

Were you disappointed or unhappy with any of the above services

Do you find it easy to find out about the health and support services

Do you find it easy to find information about your health

Do you have a good relationship with a health/care provider

Do you have strong support from family/friends

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Demographics

- Gender
- Ethnicity
- Age
- Postcode
- Disability

Disclaimer

Please note the stories within this report are subjective accounts of individuals interviewed for this report and do not necessarily represent the views of Healthwatch Oldham

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Executive Summary

This one off report was undertaken with the aim of sharing with health and social care purchasers and providers a detailed account of the personal experiences of 26 people who use a range of health and social care services. All 26 respondents live in the Borough of Oldham, have more complex health and care needs and by definition often cannot get out and take part in community based activities. This report details their experiences in their own words and offers four key recommendations that can inform practice going forward.

Please see full report for detailed analysis and feedback from respondents

Introduction

Healthwatch Oldham (HWO) identified through their outreach activities a need to engage with people who had more complex health and care needs.

HWO's specific role in this project was to record people's experiences of Health and Care services in their own homes, in their own words from a locality and client group historically we have had little contact with.

Methodology

HWO chose to deliberately target these individuals whom we did not have easy access to. Having worked with the Adult Nursing Team (District Nurse) lead on a previous occasion we felt they would be the best agency to assist us with this project. We met with the Oldham East Adult Nursing Team (District Nurses) who agreed to assist us with this project and identified and encouraged service users to consent to HWO visits to record their experiences of using health and care services.

We interviewed 26 people around a range of issues relating to both their physical and emotional health.

This report reviews HWO findings from the detailed data collected from these interviews. We are extremely grateful to the 26 people and their families who were so willing to share their experiences with HWO and for allowing us in to their homes.

About Healthwatch Oldham

HWO is the local consumer champion for Health and Social Care and has four main areas of work;

- Listening to local people
- Influencing services
- Providing an information signposting service
- Help with NHS Complaints

HWO has a statutory duty to ensure that engagement work carried out is used to influence and shape health and social care services. We are committed to ensuring that through us, the voices of seldom heard groups can reach those who fund, plan and run local services.

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Key Messages

The following are the key messages we have drawn from this report and are recommendations on how health and care services can take forward these messages to improve the services they provide for the people using their services.

These recommendations are not to undermine the range of good practice that is already demonstrated in this report but to share this good practice and learn lessons from respondents.

1. Ability not Disability

Although many respondents qualified for a range of disability benefits and health and care support due to their health conditions many of the respondents including those with full care packages and limiting conditions did not see themselves as disabled. It was important to many of the respondents we spoke to that they were seen in the light of their abilities not their disabilities.

Yes, in some ways I do (see myself as disabled) because I am stuck in the (wheel) chair, but in my head I don't class myself as disabled

... I used to be able to transfer into a car myself and somebody could put the wheelchair in and I could drive but I stopped in the last 2-3 years. Being disabled doesn't really enter my head

2. Attitude

When respondents were asked to choose which service they thought was the best, no matter what the service was, the reason was consistently related to the attitude of the individual staff member towards them. Going the 'extra mile', being 'kind and nice', not 'being rushed', 'polite' coming with a 'smile'.

District Nurses, they always come with a smile and they don't rush me

My personal assistant is the best she goes above and beyond

The GP, when it comes to my ailment the GP came to the right decision...she put me onto the District Nurses

3. Independence and self-care

The Oldham Locality Plan for Health and Social Care Transformation September 2016 to March 2021 has stated the public can expect '...services to promote healthy behaviours independence and selfcare and reduce dependency on high cost and institutionalised services'.

It would be good to know which District Nurse is coming and at what time. I was with the nurses from the ICC but they moved some of the doctor's patients in the ICC to Glodwick so I am on that team now and it is a big one and there are a good 17 or 18 nurses that can come. The only time I know who is coming is once a month when I visit a close relative and I do ask if they can come early then and they usually find out who it is and let me know

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4. Make Every Contact Count

Our interviews highlighted the value of having someone who respondents knew and trusted to act as a link to the outside world. A person who can see the bigger picture in relation to other services that are available and can observe and respond to changes in their (the respondents) mental and physical health and refer them on to or find out about appropriate support services.

Making every contact count is highlighted in the Oldham Locality plan as a key aim for all frontline community workers. HWO undertook 4 information and signposting cases for respondents that came about because we spent time with the individuals and were able to identify un-met needs and take the time to make referrals.

Recommendations

All health and social care workers be given time and support/training to spot unmet needs, gain awareness of what services are available and make appropriate referrals.

They (District Nurses) let me know if I am running low on things so I can phone the doctor, they answer things on other bits of health

Social Services they have been there for me right from the beginning, they have helped me with things and if I need anything all I have to do is speak with them and they sort me out

Brief Summary of Key Findings

Out of the 26 respondents interviewed; 15 were women, 11 men; their ages ranged between 40 to 100 years and the most common postcodes where they lived OL8 and OL4. We asked every respondent the same questions and below is a quick snapshot of their responses.

Do you consider yourself a Disabled Person?

- 21 respondents said they were the majority citing their health condition as the reason BUT added that they did not see themselves as disabled

Most common Long-Standing Illness experienced by the 26 respondents:

- Depression and Anxiety scored highest with 17
- Back problems 16
- High Blood Pressure 15
- Arthritis and Diabetes 11 each
- Heart Problems 10
- Asthma/Lung condition 9

Correlation between respondents' physical condition and their mental health:

- High Blood Pressure and Back Pain scored the highest with 11 each
- Diabetes and Asthma/Lung conditions came second with 7 each

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Services used in the past year by the 26 respondents at date of interview;

- Adult Community Nurses (District Nurses) were top with 26
- GP and Pharmacy second with 24 each
- Oldham Integrated Care Centre (ICC) and Optician/Optomtrist 16 each
- Accident and Emergency and Hospital Inpatient 15 each
- Chiropody and Podiatry, Hospital Outpatient and Home Care 14 each
- Ambulance Service 13
- NHS 111 Service 12

Services the 26 respondents said they felt were best or happiest with;

- Adult Community Nurses scored the highest with 18
- GP's were second with 3
- All other named services scored 1 each

Services the 26 respondents most disappointed or unhappy with;

- Adult Community Nurses and GP's scored the highest with 4 each
- Royal Oldham Hospital scored 3
- Other named services scored 1 each

We also asked the respondents the following questions;

How easy was it for you to find out about health and care services you needed?

- 14 said they found it easy

Do you find it easy to find out information about your health?

- 13 said they found it easy

Do you think or feel you have a good relationship with a health or care provider?

- 16 said they had a good relationship with a health or care provider with Adult Community Nurses coming out top of those cited as the person they had the best relationship with

Do you think you have strong support from family and friends?

- 18 said they had strong support with the majority citing family

Do you think you manage your own health?

- 17 said they felt they managed their own health

Thinking about your mental health do you sometimes feel a bit low or depressed, have you talked to anyone about this?

- 15 cited they had experienced low mood/depression but only 8 had talked to someone about this

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Full Report

Methodology

To find an effective way to reach people with more complex health and care needs we approached the Adult Nursing Teams (District Nurses) through their then Cluster Service Lead for Failsworth and Werneth and Royton and Leesbrook Cluster Pairs, End of Life and Macmillan One to One Services, Cathy Allen. Adult Community Nurses we felt are in a unique position where they visit people in their homes on a regular basis and have built both trust and a good rapport with them.

The Adult Nursing Team (ANT) we were originally going to be working with unfortunately due to changes in the team were unable to assist us, so this delayed the original start date by 6 months. However, the Oldham East Team were able to assist us: they handed out project information letters and consent forms to regular service users. They then identified 27 service users across the Oldham East cluster who were happy to participate.

26 services users were interviewed by the HWO Team and 1 person withdrew their consent at time of interview.

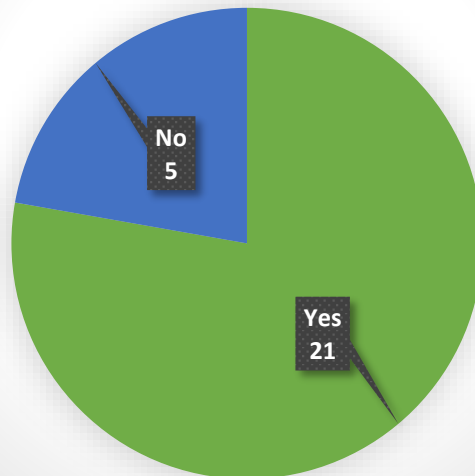
How we carried out the interviews

- A team of two trained volunteers, HWO staff or a combination of staff and volunteers went in to people's homes to record their stories. All HWO staff and volunteers had undergone a Disclosure and Barring Service (DBS) check and talked through a checklist of conduct
- Each person was asked the same questions which allowed HWO to gather qualitative and quantitative information
- Each interview varied in length with an average of 45 minutes
- Everyone received a confirmation letter and a phonecall prior to the home visit to ensure they were still happy for HWO to visit them
- Everyone interviewed was made fully aware that their participation was totally voluntary and they only had to answer the questions they wanted to
- We had no prior knowledge before visiting people of their health conditions age or circumstances so went in to people's homes with no preconceptions
- Everyone interviewed was reassured that the information they shared with us would be as anonymised as far as possible to protect them
- Everyone interviewed was reassured that the final report would be circulated as widely as possible particularly to those agencies they wanted to share their experiences with

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LONG STANDING HEALTH CONDITIONS

'Do you consider yourself a disabled person?'



We asked if people had a disability 21 people stated that they had compared to 5 which stated that they didn't.

Below are some of the comments made in response to the question; 'Are you a disabled person?' The choice of the wording of this question was deliberate as we wanted to find out how people saw themselves as opposed to how they thought others viewed them.

The following responses are from those who said **YES** they did see themselves as disabled

That's difficult, frankly I see myself as quite useless. My legs don't work, my arms cannot reach the back of my neck, so yes

I am in a way because I cannot walk now with my legs. I am stumped I cannot get out for about 4 months

Well yes now as things have got relatively worse and I need my carer's with me. I know I am disabled but I do not go around shouting I am a disabled person. I have been in the (wheel) chair about 14 years but I had a manual chair where you can get about yourself at the beginning and I used to be able to transfer into my car myself and somebody could put the wheelchair in and I could drive but, I stopped in the last 2-3 years. Being disabled doesn't really enter my head

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How I feel yeah, I feel very limited and I'm getting worse in that respect but when I go out in my wheelchair I do not feel disabled I feel like me but I feel a bit limited by my condition. Mentally I am young, physically I am old

I do more lately with my legs, I have Lymphedema and it is frustrating because I cannot get shoes to fit. I have one leg in compression the other has a juxta on and I've lost about 8lb-10lb these last 4 days. I also have a Hiatus Hernia and Diverticulitis. I wouldn't normally say I am.

Yes, I do in some ways because I'm stuck in the (wheel) chair but in my head I don't class myself as badly disabled

Slightly Yes because I have Arthritis

Oh I am disabled, but people don't treat me as disabled. I have been in my wheelchair 30 odd years and people don't treat me as disabled I am just a person

I do have disabilities, I think of myself as a person who has disabilities

The following responses were to **NO** they did not see themselves as disabled

I don't think I am just yet

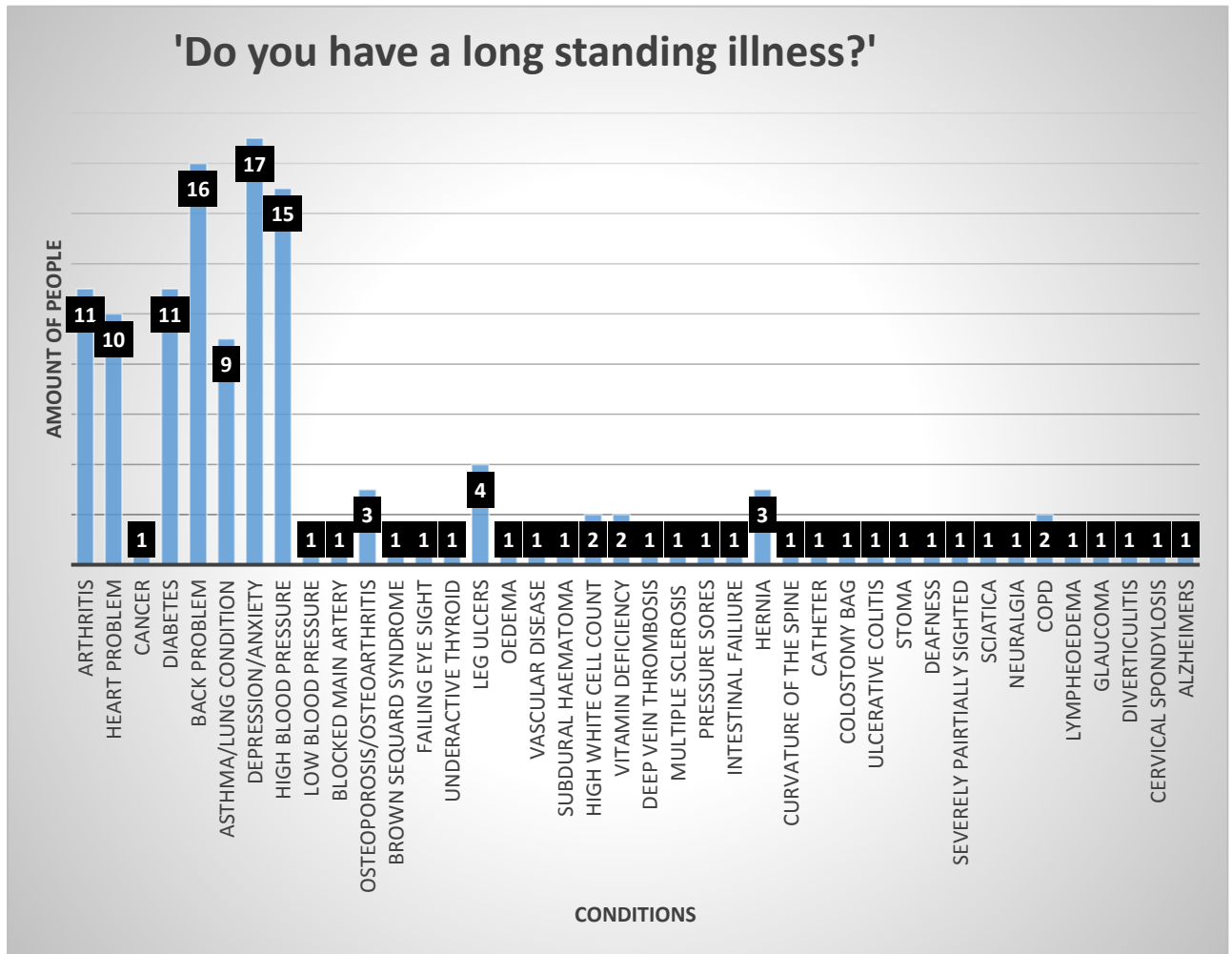
No, I don't but I am really. I suppose I am in a certain respect because there are a lot of things that I cannot do, it's mostly walking

No, that's the trouble I insist that I am not - but my daughters do, they have insisted I get the help 4 times a day until before Christmas I did my own lunch but they are being overprotective because I'm as old as I am. I get my hair off a bit as I know I can put the kettle on for myself. My legs just don't take me very far now but they have annoyed me and bought a wheelchair, I don't want it but to get out I need it

It is interesting to note that even when the respondents answered YES to this question the majority responded with reluctance to the labelling of disabled not recognising this as the way they would necessarily define or see themselves

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DO YOU HAVE A LONG STANDING ILLNESS?

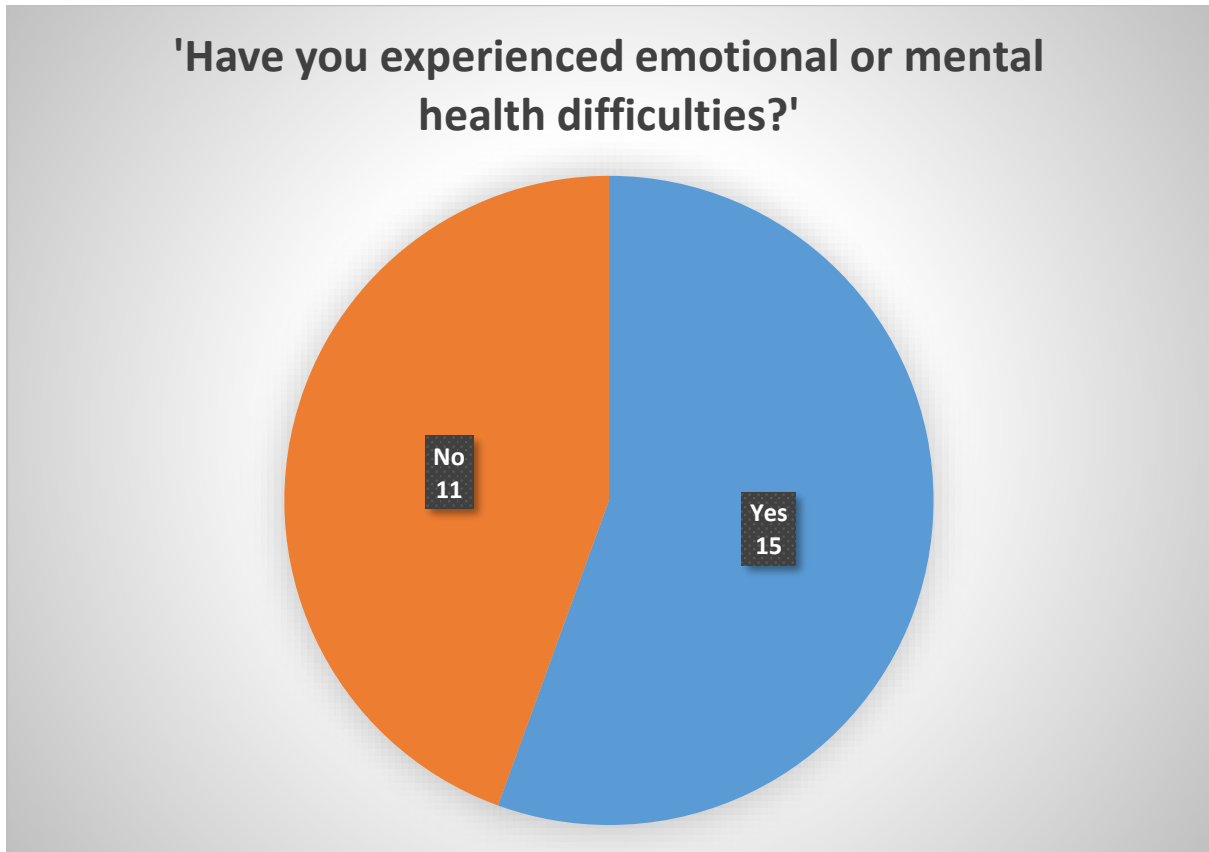


We asked people if they had a long-standing illness. The most common answer to this question was [depression/anxiety](#) with 17 answers. [Back problems](#), [high blood pressure](#), [heart problems](#), [arthritis](#), [diabetes](#) and [asthma/lung conditions](#) all scored highly whilst most other conditions are low scoring.

The following is a snapshot of the responses we received to this question focusing specifically on those conditions which scored highly and are highlighted in blue above.

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DEPRESSION/ANXIETY



When asked if people had experienced emotional or mental health difficulties, the most common response is yes with 15 answers. However, 11 people also stated that they hadn't.

Below is a snapshot of the respondent's views on how they see their mental health.

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Respondents who answered **YES** they have experienced emotional or mental health difficulties

Everybody does I just wish I could go out I get frustrated (moved into Residential care 4 months ago)

But Joanne (District Nurse) cheers me up I love that girl she cheers me up and I feel alright. The weather affects my mood winter gets me down, Summer bucks me up

Sometimes but apparently, that's all with my Alzheimer's

Well I did have proper Depression and was under the Psychiatrist at Oldham and then I was passed over to the Psychologist then but, I am not with them now but I am still on antidepressants, the leg was only part of it because I was on that before you know because of other things - my wife getting Cancer at 35 I was working full time but I had to give up work as I couldn't balance work and caring. My GP told me my Diabetes had come on due to the tremendous shock.

I get panic attacks and depressed a lot

I can get airryated (relative states she can have panic attacks) also sometimes when I am on my own and my son goes out I just have to go with him, I don't know why I just think "I'm not stopping in"

Of course. When you sit on the same seat for three years, just looking out of the window and can't do anything what does that end up doing to you?

Sometimes - a chat with someone might help, I don't know really

Well I hear voices, they told me to commit suicide in the past

I have panic attacks and did have depression but do not feel I have it now

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Respondents who answered **NO** they have not experienced emotional or mental health difficulties

I say no but my daughter would say are you sure, I have no depression because even though my husband died three years ago, the kids come in and out and I have a nurse in three times a day and carers three times a day so I have plenty of chat going on.

Not at all, well I am always out I'm too busy. I get annoyed with the way things are. If I get annoyed I do something about it

No, occasionally

17 out of the 26 respondents said they had experienced emotional or mental health difficulties. The majority stating they have or had had depression as opposed to anxiety or panic attacks. In a few instances describing their depression as slight. Even in some of the **No** responses some people said they felt depressed or anxious sometimes

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BACK PROBLEMS

I have a bit of Osteoporosis at the bottom of my back, I take one pill a week for that. I had an operation at Hope Hospital, they took some vertebrae out of my back so I get a twinge at the top of my neck every now and then.

Severe back pain, I go to Dr Kershaw's for pain injections

Yes I had a broken back once

Just a bit it's to do with my kidneys I have a failing kidney

Yes, the bottom of my back I think it was due to working on the coal bagging and delivery

My word Yes very bad

No, well because I'm sat in a chair a lot not exercising

16 out of 26 respondents said they suffered with back pain. There was no one particular health condition that covered the reasons why respondents suffered back pain but in the majority of cases apart from one who sited work related causality this was related to previous or ongoing health conditions

HIGH BLOOD PRESSURE

Classed as having high blood pressure, I haven't had it done for a while I am on one tablet

Yes but it has been under control for 12 years

It's monitored a lot

15 out of 26 respondents said they suffered from high blood pressure. The majority of respondents who replied to this question are either on medication and/or their blood pressure is in the main monitored regularly

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HEART PROBLEMS

Yes, two heart attacks and one stroke

Yes, irregular heart beat I take Warfarin. The blood lady came yesterday because they put me on antibiotics because I had an infection in my leg, so you have to let the Warfarin people know

20 years ago had two stents put in but those issues are sorted now

10 out of 26 respondents said they suffered from heart problems. The majority of respondents sighted heart attack or irregular heartbeat as the cause of their heart problems.

ARTHRITIS

Yes, Osteoporosis and Osteoarthritis for the last 3 years, my legs are useless, It's everywhere, I cannot even use my fingers to sew all I do now is read. I cannot hold a needle for very long.

Yes. I am crippled with Rheumatoid Arthritis, in my legs and hands.

No, although I think I have a bit in my fingers sometimes but I don't go to the doctors

Yes, every joint in my body

11 out of 26 respondents said they suffered from arthritis. The response to this question ranged from a little bit in one part of the body to every joint sighting Osteoporosis, Osteoarthritis and Rheumatoid Arthritis as the cause. The majority of respondents in the latter category described the frustration this caused them in that it restricted what they could do alongside trying to cope with the high level of pain they were experiencing despite medication

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DIABETES

Yes, Type 2,
I have 5
injections a day

I am diabetic and it was very rare one, it upset the nurses because it's very rare its about 1000/1. They were checking me every day to check if I had cuts as that's what can do it. I had gone out with my personal assistant before my leg went because of my eyesight and walking. I just said to her I've got something in my foot, because I don't feel pain you see, I took my sock off and the bone had come out. It's called Charcot foot, it's when your foot collapses, it was the diabetes, it attacks your bones. They had to take my flipping leg off, I thought it was only going to be my foot.

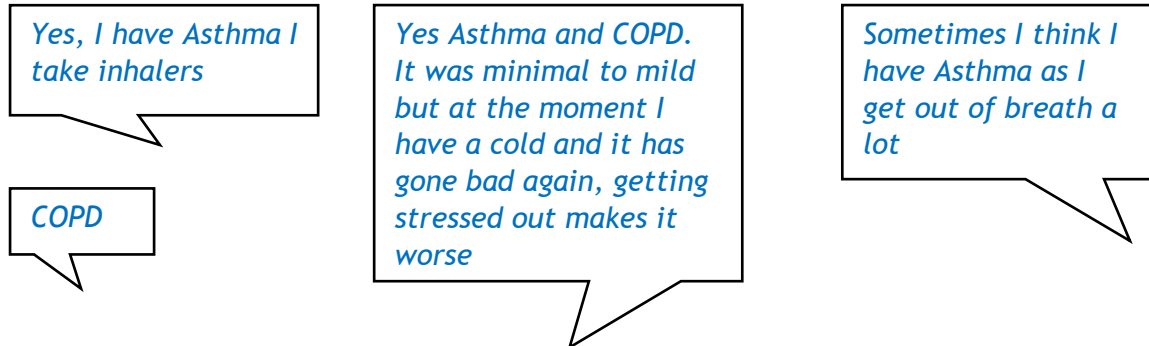
I have diabetes. The problems started with a small sore on my ankle like a pin prick, the GP thought I had banged my ankle but because I had no feeling below the knee if I had of I wouldn't have felt it. He asked me but I couldn't tell him I didn't know if I had and within 10 days that little sore had gone like that and I had doctors and nurses round and eventually the nurse said I had to go into hospital now. As soon as I got to hospital they said, that's it, your leg has gone, next morning I was in theatre. I had the second one off this year. I have looked at some artificial limbs but, at the moment that is on hold because I have had infections in the stumps. That one has healed now it's just this one that I had off in November is still not healed, can't get it healing. They are going to try maggots in it next to see if that works. If that doesn't work, then I am back in hospital and they are taking some more off again because it won't heal

Yes, I had bad
diabetes Type 2, I
used to be on
injections but I'm
not now

11 out of 26 respondents said they suffered from Diabetes. Everyone who responded and was aware of the type of diabetes they had stated it was Type 2 the majority of whom are having injections one stated up to 5 times a day. Two of the respondents have had to have limbs amputated as a consequence one of whom told us they had a rare form of Diabetes called Charcot Foot

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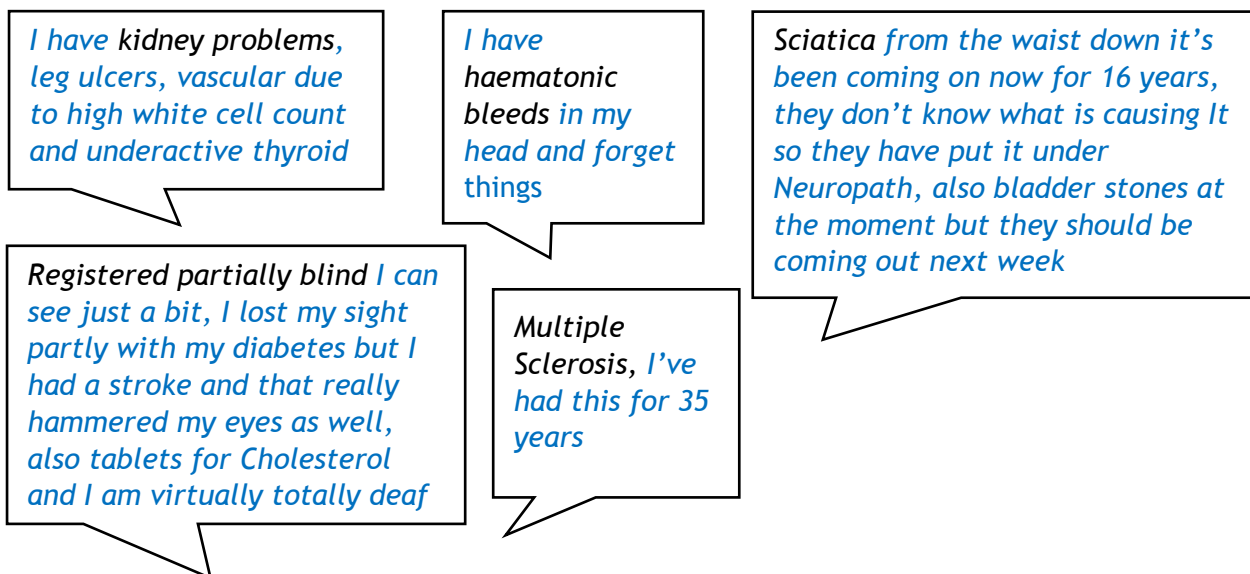
ASTHMA/LUNG CONDITIONS



9 out of 26 respondents said they had Asthma or Lung conditions. Of the respondents who stated they had this condition they sighted Asthma, lung conditions and COPD as the main causes, one person had both Asthma and COPD

OTHER HEALTH CONDITIONS

We were amazed at how generous and open people were about sharing their experiences with us. We had a tick list (as evidenced above) of conditions that we felt people were more likely to experience, what we got was a far wider range of conditions that people were living with. Below is a snapshot of what people told us about themselves.



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I am prone to falls which I think is due to my anxiety. One fall resulted in a broken hip and causes severe lower back pain. I also have ulcerated and swollen legs

I have Cancer but my main artery is blocked, on my dad's side whoever had my dad's gene cannot have anaesthetic you will go into a coma that you won't wake from. I saw a surgeon last year and he said the only way is an anaesthetic but it's a 9-hour operation, so I said no and he said I would die either way but I said everyone dies at some point

Hernias, intestinal failure and curvature of the spine. I have a catheter in at all times. I have a colostomy bag and then a 2 litre bag on the bottom of it. I have Colitis as well in the anal stump. For my bowel, I have this Megostomy on, I have injections three times a day, I'm short in magnesium and dehydrate very easily. I have a permanent catheter in. I cannot pass water myself at all and it blocks up because my bladder is made out of my bowel and when it blocks up, I have to syringe it. I do that about 5 times a day and in the night sometimes. I have my catheter changed and a bladder wash every week

Multiple Sclerosis, heart attack in 2010

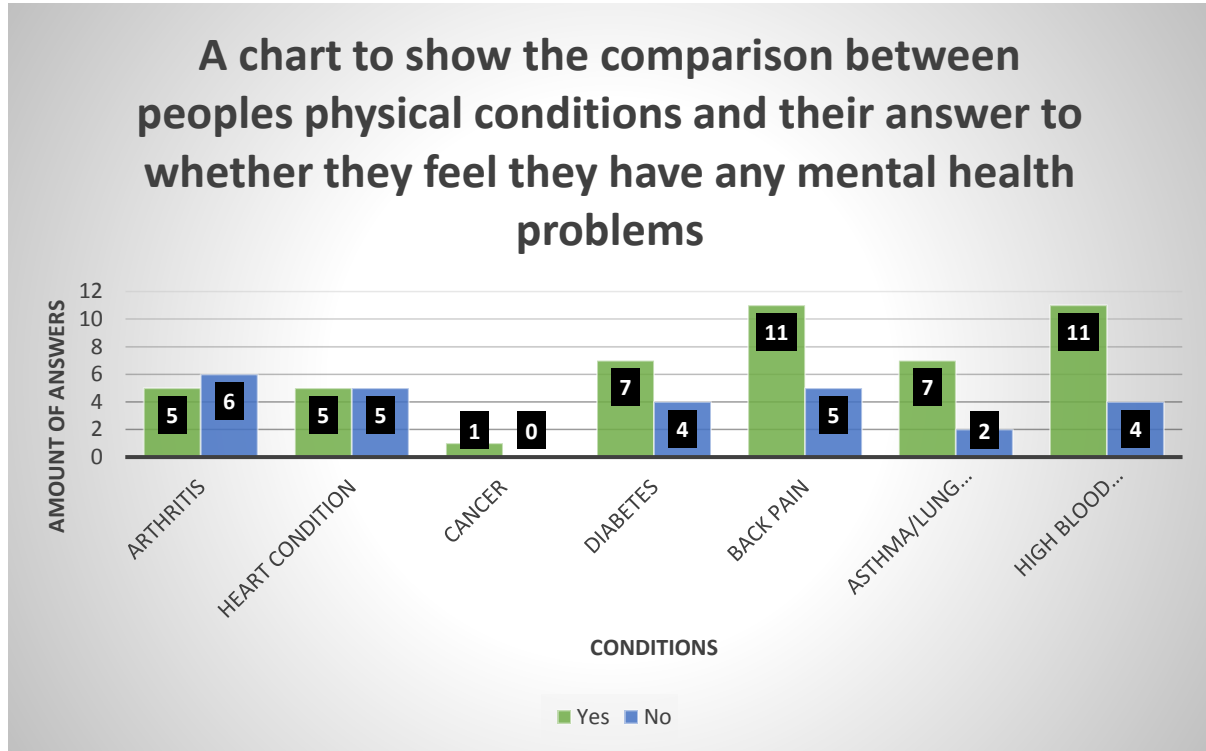
Alzheimer's I take tablets to slow it down, I don't like to think I've got it but I have, it's the anterior lobe

It's called Brown Sequard Syndrome also known as spinal shrinks but it is a cyst inside the spinal chord and as it grows it touches things

As shown in the table above there were a wide range of conditions that respondents shared with us, many of whom had multiple conditions that they were managing on a daily basis

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COMORBIDITY

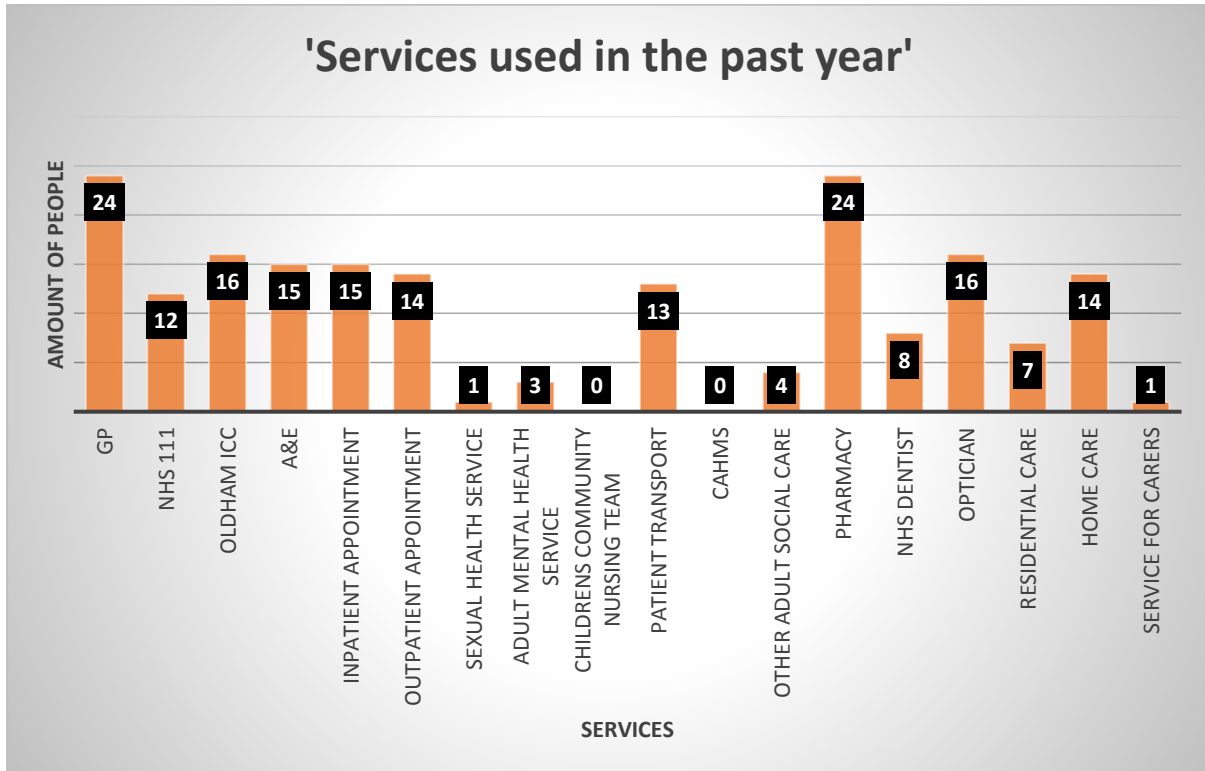


We felt it would be interesting to chart comorbidities to see if there was any common health conditions that related to a significant proportion of respondents who also cited they experienced mental health problems such as anxiety or depression.

The highest joint scoring with **11 out of 26 respondents each** were people who suffered form **Back Pain** and also those diagnosed with **High Blood Pressure** who also cited they experienced mental health problems. In joint second with **7 out of 26 respondents each** were those who had been diagnosed with **Diabetes** and **Asthma/Lung** conditions who also experienced mental health issues.

Some of the respondents may have one of more of these conditions but what is clear is that it is important going forward is seeing people as a whole rather than ‘silo thinking’ in terms of service planning and provision.

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There is a variety of different services which people have used in the past year. The most common services used are the [GP Service and Pharmacy with 24 answers each](#). Most other services had similar response rates.

SERVICES USED IN THE PAST YEAR

We asked everyone what services they had used in the last year and how often. In the end we decided not to record the number of times as many respondents were unsure how many times they had been where. Below is a snapshot of what respondents told us under each service with a rating of [12 and above](#) about their experiences of using the services listed below.

- [GENERAL PRACTITIONER](#)
- [PHARMACY](#)
- [OLDHAM ICC](#)
- [OPTICIAN](#)
- [ACCIDENT AND EMERGENCY](#)
- [INPATIENT APPOINTMENT](#)
- [OUTPATIENT APPOINTMENT](#)
- [HOME CARE](#)
- [PATIENT TRANSPORT](#)
- [NHS 111](#)

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GENERAL PRACTITIONER

They have been out to visit me and I have spoken to them on the phone a good ten times, in the last year, it depends I get a lot of infections and things. If I have an infection they will be out straight away all the GP's from the practice know me

Well they do come and go but I am seeing one doctor regularly now and it is helping. He does watch his budget which doesn't help matters sometimes because when the Tissue Viability wanted me to have this extra antibiotic at first, he wasn't keen on me having it as he wasn't aware of the cost and then when she told him it was on the scheme and it was free I got it for a fortnight

Not that I can remember, I don't know who he is now with moving here (to Residential Care)

Numerous times, usually every other week, I have been with the practice before my diagnosis so they know me well

Yes but not often, usually on the phone and he always asks the other half when he goes how I am

Yes, but he never comes out to see me apart from once a year the practice nurse comes for a blood test and blood pressure, relative states he does not get regular blood tests which he should. When they did come to the house they could only do blood pressure as they had forgotten to bring a needle but they never came back

He does visits now my leg has gone because of getting into the surgery. I speak to him a lot really as he has to keep monitoring me. I see him once a month

Yes, but I don't see him often because I tend to do what I can myself because I have the greatest difficulty in getting there

One time, I have had an odd phone call with him, the receptionist there is good

24 out of 26 respondents had accessed their GP in the past year, this was the highest scoring service and included a mixture of home visits, visits to surgery and quite a few consultations over the phone

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PHARMACY

I phone up for them every month both for myself and my spouse and they are delivered by the Pharmacy

Yes, he is due today I just ring and say I need needles, strips, tablets etc and they just put that through to the Pharmacy, it used to be the Co Op Pharmacy and then in a few days the van brings all my medication. I have no problems at all.

Yes from the Chemist up the road, I phone the doctor and they do it and my tablets come straight through to the Chemist from the doctor on the computer and the dressings are usually a paper one, so I usually have to tell the Chemist to go and collect the paper one up from the doctors.

They could deliver the prescriptions but my husband collects them because he orders the prescriptions from the doctors. I also have prescriptions from the continence service. We keep the stock here and every month my husband goes through all the stock and orders what I require, he checks the prescription before he gives it the Chemist because there has been situations where he has ordered something over the phone and they have sent the prescription to the Chemist and the Chemist have supplied us and things were missing so he has had to phone the doctors even though it creates more work for us, we know what has been ordered

Chemist at the Medical Centre for normal prescriptions, if the Sister is ordering dressings for my leg she uses C-Med because Lloyds takes a while and you don't always get what you want

Yes, I collect my own I won't let them bring them it's another thing to take away from you, I get a prescription 4 times a month

24 out of 26 respondents have used the Pharmacy in the last year. The majority of prescriptions are on repeat with Pharmacies, a few are still through the GP first

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OLDHAM INTEGRATED CARE CENTRE

I went to that out of hours place up there and they looked at my leg one time but they didn't want to, they said oh it's too bad and got me an ambulance and got me to hospital

Yes, they tried me on Physio but I was not happy, they hurt me and made me do it and I was really bad with it. I go to a Chiropractor privately now I couldn't live without it

I haven't a clue what it is, no idea about it

16 out of 26 respondents had used the ICC for a range of reasons including their GP was based there, eye tests, chiropody/podiatry, dentist, hearing tests and physio

OPTICIAN/OPTOMETRIST

They come here, I had trouble with my eyes and it was down to an infection but they come out and checked me. They come out once a year unless I need them more

Optometrist comes to the house once a year to undertake an eye test

They give me glasses but the thing is they are really heavy so it's hard to wear

I've got glasses for my computer and TV which I am always at

No. Over 12 months ago I had a new thing put in my eye, I have lost all sight in this eye and I had a new lens done at Rochdale but it's over 12 months ago I really could do with an eye test and glasses.

16 out of 26 respondents had used the Optician or Optometrist in the last year. This varied between visiting the optometrist mainly at the ICC or some whose mobility was restricted had home visits

A Report by Healthwatch Oldham

ACCIDENT AND EMERGENCY

ROH I had a nose bleed and it wouldn't stop and because of my artery I phoned NHS direct and they called an ambulance and rushed me to A&E. A Surgeon looked at me and said I had ruptured a vein in my nose and they cauterized it. I went to bed that night, woke up in the morning and was covered in blood again so I rang the ambulance, they took me back again and I saw the same surgeon and he said they had missed some of it and they did it again and touch wood its right now just a bit sore and sent me home in a right mess, one of my carers picked me up but all the way home she was heaving and she didn't say why and when I got to the door all of this black stuff came out of my nose I think it must have been the dead blood in your nose, she ran in the bathroom and was as sick as a dog I did feel sorry for her afterwards I went into the bathroom and I was covered everywhere in black blood and they sent me home like that it was disgusting. I don't know if he was annoyed at me for going back but he was nasty the second time with me but first time he was lovely

Yes, when I was in the Care Home I had these shivering do's, they tell me I'm warm and normal but I am shivering cold and they are wrapping me in blankets. The care home cannot do anything so they sent me to A&E and did tests and said there was nothing they could find and sent me home. Then 5 weeks later I had another do and I was really bad and they got me to the hospital and the doctor there refused to look at me or treat me and none of the staff would speak to me, I was treated like a Leper

Daughter-In-Law states that participant was in ROH A&E for 24 hours, resus, then to an observation ward and from there to another ward. Participant states she had lots of tests they found she had ketoacidosis-her blood sugars were through the roof. "I didn't want to come home I was so well looked after"

Relative mentions that participant has repeated urine infections and bladder infections. He has medication that helps control it now but they used to be recurring so, every time he had blood in his urine, it was Royal Oldham. He went down to have it done and they said they do not have the equipment here to do it and that he would need to go to North Manchester. They then managed to find a special catheter to wash the bladder and irrigated his bladder. His blood pressure then dropped to low and they had to put him on a drip. They then sent him down to North Manchester hospital at 4am. This has happened two or three times but I like North Manchester, I just don't like the hospital, I prefer Oldham

A Report by Healthwatch Oldham

ACCIDENT AND EMERGENCY cont

I didn't use that they sent me to Ambulatory Care which is MAU, I have used that twice and on the second time they admitted me

Blocked Stoma Salford A&E

Only the one time when I lost my leg, they phoned an ambulance and took me straight in because of that leg

The last time I went in I was disgusted, they never tested me for anything they just sent me home and said it was because of the fall I have never fallen and my hand still isn't better

ROH twice in the last two months due to Septicaemia, it's a killer

15 out of the 26 respondents had used the Accident and Emergency Services in the last year. People's experiences were mixed. 3 of the respondents said they had had negative experiences of using Royal Oldham Hospital this seemed to be around staff attitude as demonstrated in the comments above. All three still felt upset and quite angry about the way they had been treated and one had with support taken out a complaint. One of the respondents enjoyed herself so much she didn't want to go home the others were mainly fine. One respondent had been taken to North Manchester Hospital and stated they preferred it at ROH

A Report by Healthwatch Oldham

INPATIENT ON HOSPITAL WARD

About 12 times within a few years because I was in a coma for 9 months and the GP wouldn't believe it was me, I said I will show you the photograph I bet you any money you will say it's me but the GP said it wasn't me and said it's all in my mind, When I came from the hospital I was 8st 7lb and the GP said listen you have never been in hospital or in a coma it's all in your mind. They lost my files in Oldham Hospital, when I went to Oldham Hospital they wouldn't believe me either, they said I am insane

Not this last 12 months, the 12 months before I was in 2 or 3 times because when I lost my leg that's when my waterworks stopped believe it or not. So, I was in two and a half months when I had my leg off and they had me on a catheter then and then I come home without one and was in pain a couple of days but didn't say anything and then one of my nurses clocked and felt my stomach and said that is solid, are you passing water. I said no so she said she would get me across, so I had to go across so I was in for about a week as they were doing tests on me and had to put this catheter back in then.

The District Nurse told Ambulatory Care I was coming. They took one look at me and put me on a trolley, I stayed on there whilst they found a bed, they told me straight away that they were admitting me, I knew that was going to happen but didn't want to go. The nursing staff were very rushed, I was in a side ward and they do forget you but I managed and was alright and of course MAU is a bit pressured and busy anyway and I knew I wasn't going to be there very long as I wasn't going to stay very long. The only problem was that they only did the dressings when they had to, when they were dripping wet through, they were too busy. Eventually they said I was going home and they would ring the District Nurse and get them to do it. When I was discharged, I didn't know if the District Nurse was going to come that day as the hospital had booked the District Nurse visit for the day after. I phoned them and explained the situation that my dressings hadn't been changed and they were wet, they decided to come out. With the Vascular, I had the scan, they did it whilst I was in the consultant at MAU said he wanted me to see someone in Vascular and he said they would come and see me but, no one came and he said no, they have seen the scan so it must be ok. My GP didn't even know anything until I got my kidney specialist appointment

A Report by Healthwatch Oldham

INPATIENT ON HOSPITAL WARD cont

I kept being poorly and my Doctor said I had a water infection and gave me these tablets that made me ill made me worse than ever, I felt more and more poorly and I rung them up and this doctor said I will have to give you some tablets, you have a water infection. I said how do you know I have a water infection. She said she wanted me to take the tablets, so I told her they make me so ill. So I rang the doctor and she said "if you don't take the tablets how do you expect to get better". So I thought I better take them. So I took a tablet but I felt so ill so I rang 111 and they said see how it goes but then I became so ill they rang for an ambulance and they took me in then. They kept me overnight, I said am I to take them tablets again so they asked what tablets and I said water infection and they said you haven't got a water infection. So I didn't take them anyway. I have lost faith in my doctors and yet I like my doctor

Twice one was for Carbon Monoxide Poisoning and the other for my chest. Wythenshawe Hospital were absolutely fantastic

I have been on AMU which is a bit rough as I was on a 4 bedded ward and three of them had Dementia. I went on different places but when you are not well you cannot remember I've been on F1, F2, F9 and F10

For one week, they must have thought well what are we doing here the DN's can do this

15 out of the 26 respondents had been an inpatient on a hospital ward in the last year. Although this was the same number of respondents who had attended the Accident and Emergency Department only 10 of the respondents were admitted from A&E on to a ward the other 5 were admitted at different times. Respondents understandably could not always remember how long they were in for or what ward/s they were on. For those who did remember the length of time they stayed seemed to be one night or one week. The majority of respondents were on wards at Royal Oldham Hospital. One person was an inpatient at Wythenshawe Hospital UHSM due to Carbon Monoxide poisoning the other at Crumpsall (North Manchester General Hospital) related to bladderstones.

A Report by Healthwatch Oldham

HOSPITAL OUTPATIENT APPOINTMENTS

Yes, for the cancer. First of all I went to Manchester Christie's and then they referred me to Tameside and they made a mould for my head for the Radiation and then I went to Christie's Oldham. I go back every so often my next one is due in October

No, they have made me appointments but I have had to cancel as I cannot get there, I cannot even get dressed

Yes, the hospital is my second home

I use the hospital a lot, because of my legs, usually Oldham but I've been to Tameside, Booth Hall and Wythenshawe

Yes, about 10 times

Relative states participant's ears are blocked and that he was down for 4 monthly check ups. He was due to go in May but had Pneumonia and the appointment got forgotten about. When the participant went to see his Neurologist, he looked at the participant's ears and said one is blocked and the other one is not much better. The Neurologist sent a letter to the GP. The GP said to try olive oil for three weeks and if there was no improvement then the participant could have an express referral. When the District Nurse come to syringe his ears, she perforated his ear drum so the GP had to come out to see it as it was bleeding and a referral was made to Fairfield Hospital, he was told by Fairfield in future to insist on having them suctioned and this is why he has to go to Royal Oldham for ear suction now

Yes, twice for blood tests. Well it's a nightmare getting down there, Royal Oldham. I have just got another letter this morning for a repeat blood test in 1 months time. It's just getting down to Oldham they could have done it in Glodwick or in the centre of town. My mate takes me down in the car but it means going all the way down to Royton for a blood test for a few minutes. They used to do it at Glodwick, my friend is at the doctors on Lees Road and he gets his done there

I was in for three weeks due to water on the lungs, I passed out and an emergency ambulance had to be called. I don't remember anything apart from people coming to see me

14 out of 26 respondents had attended outpatient appointments in the last year. These were due to a range of reasons including treatment for cancer, blocked ears, blood tests and cardiogram

A Report by Healthwatch Oldham

HOME CARE

Oh yes, they're like my next of kin, they do everything for me

I have a care team of 9 carers who work 24 hours a day seven days a week

Care Workers four times a day. I say I can do my own shower but my family say no you're a bit unsteady so she comes in at 8am and helps me shower and then I get dressed and have breakfast downstairs unless I need the toilet but I have a moving chair there. They are lovely

I did have them six times for a shower and that's it, now I manage the best I can. I don't like the idea of someone helping me wash. It's a difficult one as I find it a complete embarrassment

Put it this way it's the best of a bad bunch

I have Carer's as well as my own personal assistant. My PA does first thing then the care workers do three sessions

I have one carer most of the time, just for a shower and to make breakfast all I can afford is 3 and a half hours per week now

They come in for an hour in the morning and an hour at night and on Tuesday and Friday I have them for two hours in the afternoon, 7 days a week. I don't have them Monday, Wednesday and Thursdays because I am at the Links and they have carers there. At the weekend my husband does it. The carers take me out on a Friday. My husband runs us into Oldham as I am in a wheelchair when I go out and Pete then he runs us back, I have two hours. We started doing that to try and get me out more and to be more independent.

14 out of 26 respondents had used Home Care in the last year. This varies from once a day to a team of 9 carers who work 24 hours a day 7 days a week for one respondent. Some of the respondents have personal budgets and employ their own carers through a broker

A Report by Healthwatch Oldham

PATIENT TRANSPORT

Both just for the hospital trips, clinic appointments, used emergency ambulance end of last year

They said I could have transport for the kidney one (appointment) but I need someone with me anyway because of the length of the appointment but my husband will be coming

If my personal assistant cannot take me to as she sees other people, I get an ambulance, just to appointments and things ICC and the leg place at Withington

Home from hospital. The drivers have a laugh with you, I loved it I would go every week

13 out of 26 respondents used the ambulance service, 9 were for non emergency appointments the other 4 for emergencies

NHS 111 SERVICE

Yes for an infection beginning of the year, I needed a doctor out. It was at night my chest went really bad so the care team noticed it and contacted 111 for me, then you get a call back and they talked to the carer and once they knew my condition they sent them out right away. It's a nightmare getting through and they ask you that many questions and they are asking me and when you're ill you aren't in the mood are you, but they have to ask what's on the computer it's not the girl or the guys fault

Yes I have used it the last two nights I was a bit disappointed with it, he couldn't hear me properly and got a bit irate with me. They are alright when you do get through, I have just been advised the times I have rang what to do and to ring my doctor in the morning

A Report by Healthwatch Oldham

NHS 111 SERVICE cont

In the winter I use it quite often, my COPD gets worse but I also have trouble with my Diabetes because when I got diagnosed with Diabetes I got thrown this machine and sort of left to get on with it. Only from talking to UK Diabetes people they haven't bothered with me but I have problems because I was going on highs at nights and couldn't get off them and it frightened me and I kept phoning 111 and asking what I should do. One night I was that ill I just didn't know what to do, I was like a drunk because it was so high (blood sugar). In the end, this one doctor said this is enough it's time somebody came out and had a look at you and next news is that the Diabetic Nurse came and put me on another tablet in the afternoon because I was only taking one in the morning but I have been fine since. Still, no one comes and takes my bloods or anything, it just doesn't get done.

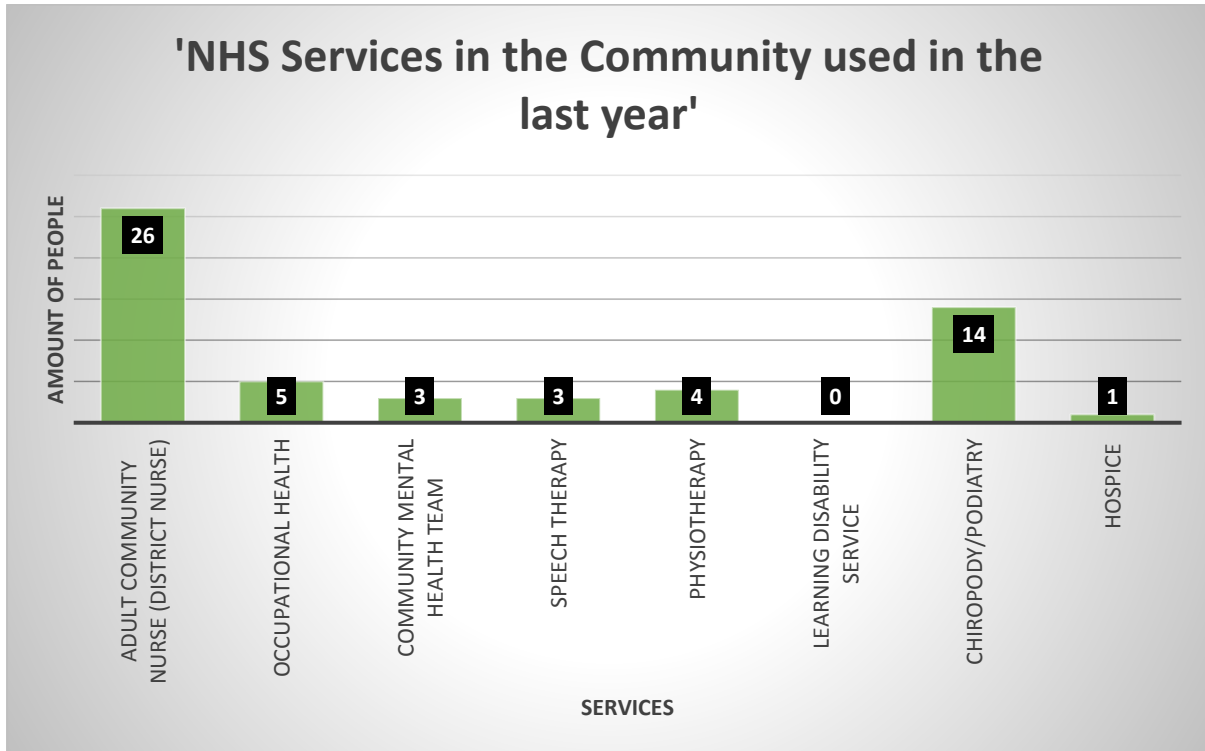
No, I don't even know of it

Yes, I phoned that (NHS 111) they got me in hospital

Yes when I had my catheter blocked and they had to take me in and when I fell about 18 months ago, we tend to go straight to Salford Hospital as they are used to dealing with me now

12 out of the 26 respondents had used the NHS 111 service over the past year. Respondents who had used the service had used it for a range of reasons this included a blocked Catheter, COPD, infection and when feeling unwell and unsure what to do or who to contact.

A Report by Healthwatch Oldham



NHS SERVICES IN THE COMMUNITY

We asked what NHS services people had used within the community. The most common answer is the Adult Community Nurses (District Nurses) with 26 answers with the next common answer being chiropody/podiatry services with 14 answers.

ADULT COMMUNITY NURSES (DISTRICT NURSES)

They come to dress my legs. They used to come twice a week but both legs are apparently healed at the moment so they finished coming a week ago. I am to get in touch with them if they breakout again. I bruise and then the bruises breakout and suddenly bleed and they come into a wound. This has been happening for a couple of years

Twice a week for pressure sores on my feet and on my bum but my bum is sorted now, but this (my feet) is reoccurring

She (District Nurse) comes in 3 times a day for my diabetes injections. I have no objections about them, they are a great crowd

I couldn't of gone to the health club or on the beach with the way my legs were and then this year, last December they popped, it makes walking difficult as they (ulcers) are under my feet

A Report by Healthwatch Oldham

ADULT COMMUNITY NURSES (DISTRICT NURSES) cont...

They were supposed to come every day, now it's every other day. They dress my legs. The other night this nearly killed me they are in pain

I am down for twice a week but if the compression slips I am supposed to ring up, tell them and take it off and they will send someone out either the same day or the day after

Three days a week, I have a bandage and it goes on and they put this on first and then they wrap it round cotton wool and then they wrap an 8 inch round your foot, then they wrap one going round and then the other way and this is what does the compression. It needs to come off now as I think it got a bit damp and it's a bit smelly

All 26 respondents had used the Adult Community Nursing service in the last year which was to be expected as the referrals had come through this team. The main reasons for visits from the CAN team were related to changing dressings, treating pressure sores and administer insulin injections.

A Report by Healthwatch Oldham

CHIROPODRY/PODIATRY

Podiatry I have a blue card and I just send it in and they come

Well I did have a fella used to come and I lost my card when I decorated and everything got lost and the blue card that you send in to get them to come and look at your feet I lost it and I am a bit funny with cutting my nails so I pay a young woman come every 4-5 weeks and cut my nails and she paints them, I pick different shades. She did say I should really have it free as she has to charge me

Podiatrist comes to the house every 4 to 6 weeks I have an ingrown toenail that needs to be cut regularly

I have had someone in a couple of times, the high risk foot team. I get dry skin very bad on my foot and around the ankle. Once or twice they have cut my toe nails but it seems to be more scraping and peeling the skin off

I waited months and months for somebody to come and look at my feet. My Granddaughter comes now and cuts my toes and puts cream on

They have been once, they say they have ordered it but they have never been again,

I had a blister on my toe, it popped then it went from Cellulitis to Pseudomonas in my toe, it was horrible and green so it has been dressed. I had Podiatry down a few weeks ago and they cut all of my nails down and they said there was no wounds or anything so he is not referring me to carrying on.

14 out of the 26 respondents had used the chiropody/podiatry service in the past year. Some of the reasons given for using this service included ingrown toenail, toe nail cutting due to health condition, treatment of a blister on a toe that went from Cellulitis to Psuedomonas and heel check. Some of the respondents have now chosen to use a relative or private practitioner

A Report by Healthwatch Oldham

OCCUPATIONAL THERAPY

*Yes, one came this year promised a handrail etc never seen her since but I do have a walking aid so I can walk into the hall and sit on my chair go to the top of (the stairs), I have a walking frame into the bathroom and there is a handle at the side of the toilet
I know this sounds silly but the more they give you, the less you do yourself. My daughter insisted I have this wheelchair but I don't want to sit in a wheelchair but because at the moment I cannot walk very far, I can get as far as here into my kitchen and then I need to sit down so I am needing to build my legs up again so that's why I do not want a wheelchair.*

I already had a stair lift due to my bad circulation I was already wheelchair bound before I lost a limb, so all of my adaptations were already done

Yeah, they did that in the hospital, they brought me out with this cushion that I sit on, they were very good actually

5 out of the 26 respondents had used the Occupational Therapy Services in the last year. This included the administration of two pressure cushions a promised hand rail that was not delivered and where full adaptations were already in place due to the respondents health conditions a check was made to make sure there was nothing else that could be added.

SPEECH THERAPY

For swallowing, I saw last week the week before, yeah sometime in the last couple of weeks, she gave me some stuff to make the liquid thicker, you know that, I can't remember the name of it. Like your drinks, you put however many spoonful's in and it makes it thicker. I was having problems swallowing a well especially at night, my muscles are tired. I tend to double swallow, you know It's a thickener that makes it go down more slowly as they say it's a weird consistency, but there's no taste to it, it's just weird.

They sent one today because of my MS, the GP asked how I was with eating, I said I wasn't struggling but I needed to take my time. The GP said I would need a speech therapist because if I left it much longer I will have problems swallowing.

3 out of the 26 respondents used the Speech Therapy service in the last year. This was for the two respondents who had Multiple Sclerosis to assist with eating and swallowing the other respondent did not state why they had used the service

A Report by Healthwatch Oldham

PHYSIOTHERAPY

Well up until about March or April I had the Physio's here. I started off at Oldham after I had lost my leg but, because of my condition here I am not going to be able to walk you see because this leg is very weak because of the Diabetes and the Stroke on this side so, they don't want this going. They have tried me and I have gone about two feet and I have had to flump down, then they realized and said "no, you're not going to be able to do it on your own". Long term wise we were hoping I would be able to get around here with a Zimmer frame, that's why I need the help here really.

There was supposed to be a Physio come but I haven't seen anybody since. They gave me some exercises and left me to get on with it. I move my legs and my feet

No, my team administers my Physio, they are all trained up. I have a pack somewhere that they follow. They have taken photos of me in a portfolio of every Position two or three carers actually came into the hospital and were trained up there in the Floyd Unit by their Physio's.

Only 4 out of the 26 respondents had used the Physiotherapy services in the last year. This involved some home based exercises and trying to assist with a respondent who had undergone amputation of their limbs.

A Report by Healthwatch Oldham

OTHER SERVICES

The Floyd Unit, I am an outpatient there, I see them about every three months. Also, the Wheelchair service. A private company are making my wheelchair I must give the National Health one back and they give you a voucher towards a new one. The ones they give me at the Wheelchair Centre are bobbins. They have tried their best but there are chairs there that they can give you and they just won't give them to you

Continence service

Tissue Viability, I go there because the District Nurses have got as far as they go, I go to a clinic at Werneth and they do home visits now as I used to go but I am not safe going on my own. I am determined I will not give up, I cannot go on a bus but I will use a taxi.

Specialist Nurses (at Salford) when I have a problem I ring them and they bring me in like the Colorectal Nurse, Colitis Nurse and the Urologist. I tend to use them as I am so complex. ROH do not have a Urology Specialist or Stoma Nurse.

In addition to the service we asked respondents about as stated in the diagram above the following services were used Floyd Unit and Wheelchair Centre, Tissue viability Clinic at Werneth and Specialist Nursing Team at Salford Royal Hospital

A Report by Healthwatch Oldham

YOUR TREATMENT AND CARE

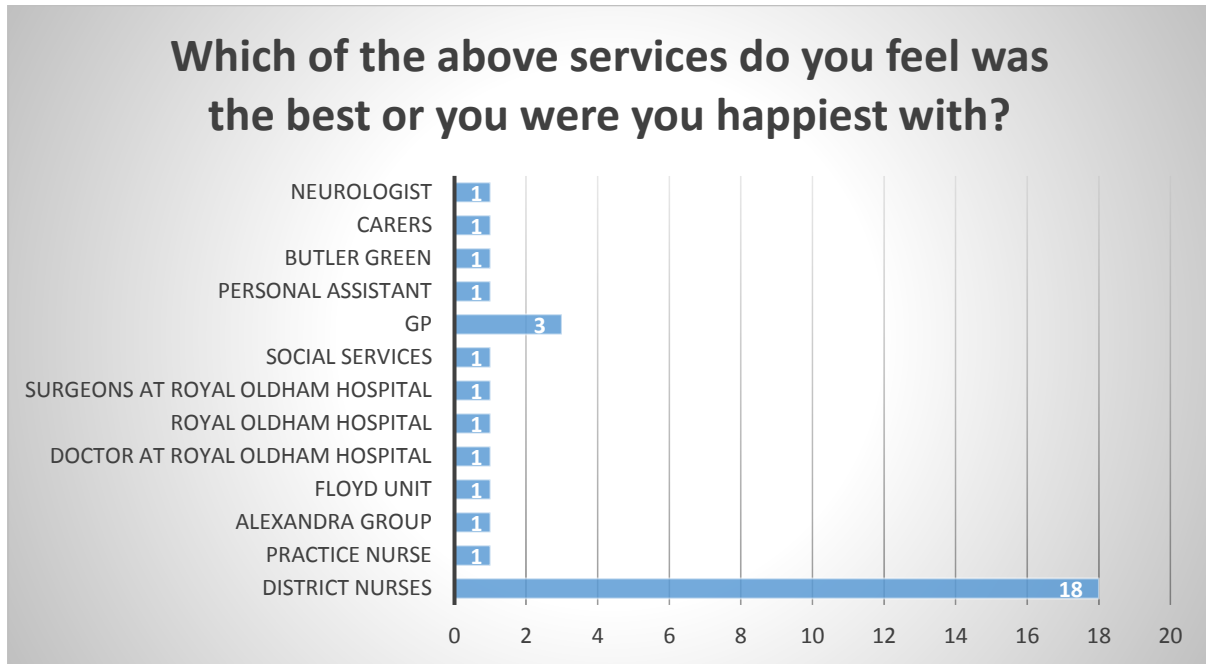
We asked all respondents the following questions in relation to the treatment and care they received, this included;

- Which of the services they had used in the last year were the best or they were happiest with
- Which of the services they had used in the last year were they disappointed with or least happy with and what could be done to improve this service
- Did they find it easy to find out about the services they needed
- Did they find it easy to find out information about their health eg through the internet, leaflets etc
- Did they have a good relationship with a Health or Care provider
- Did they have strong support from family and friends
- Did they feel they managed their own health
- Thinking about your mental health do you sometimes feel a bit low or depressed
- Is there anything else they wanted to tell us

A Report by Healthwatch Oldham

WHICH OF THE ABOVE SERVICES DO YOU FEEL WAS THE BEST OR YOU WERE YOU HAPPIEST WITH?

The service which came out as the highest scorer were the Adult Nursing Team (District Nurses) with 18, GP's came second with 3 and the other named services scoring 1



Below is a snapshot of what respondents told us in relation to this question.

District Nurses they are different (nurses) every time they come but all brilliant

District Nurses they are kind and nice they cheer me up

With my nurses, not with my GP's don't like them. The hospital are alright

I like the District Nurses, they are a great set of young women. Sometimes they can come in and do my injection and sit for two or three minutes' other times they have so many patients they just do my injection but they talk to me as they are going along. I have five injections so they come three times per day

District Nurses, they always come with a smile and they don't rush me and they take their time with me when they are only allowed 15 minutes for some patients and 30 minutes for others they are always polite

A Report by Healthwatch Oldham

WHICH OF THE ABOVE SERVICES DO YOU FEEL WAS THE BEST OR YOU WERE YOU HAPPIEST WITH cont

District Nurses they are wonderful - one time I scalded my arm and I came to the Christmas Party at the Centre I attend and it was killing me and the caretaker said that arm is horrible you will have to go and see somebody so they sent for the first aider, they said that's bad and he dressed it and the following morning the nurses were coming, so I said to me that nurse deserves a medal. She didn't say I would have to go to hospital like the others did she went in her car got the stuff out and did my arm. To me that was wonderful because that saved all the hassle and bother. The nurses are wonderful at Glodwick

They are kind and nice, there is no 'oh I'm here again, you haven't got this ready, where are your needles? They let me know if I am running low on things so I can phone the doctor, they answer things on other bits of health. One of them Pam has really looked after me with this irritation, she has got me a cream and a liquid soap from the doctors that has no perfume in it and when I was ill she got me a thing so I could sit not lie in my bed. They all help but I think Pam is more in charge of things

The District Nurses I cannot praise them enough what a great crowd. Well they were that good I bought them a big tin of chocolates and a card because I could not praise them enough because they stopped me getting an ulcer, they healed it from the inside out and then when I do have my blood taken, it always seems to be the same girl. She just lets herself in, shouts me and makes me a cup of tea but they used to do that every Monday. Every Monday I knew I was going to get knocked out of bed and a cup of tea made and wait for me to come around.

District Nurses, When I have said things and they have done things, they will come and tidy the dressings cupboard for me

District Nurses, they always come with a smile and they don't rush me and they take their time with me when they are only allowed 15 minutes for some patients and 30 minutes for others they are always polite

A Report by Healthwatch Oldham

WHICH OF THE SERVICES DO YOU FEEL WAS THE BEST OR YOU WERE YOU HAPPIEST WITH cont

I was alright with the doctor at the hospital, not with my GP but he is taking more notice of me now it has been a long struggle.

District Nurses and Neurologist

Social Services they have been there for me right from the beginning, they have helped me with things and if I need anything all I have to do is speak with them and they sort me out. When my husband had his Bypass, he went in on the Tuesday, I went in The Links on the Wednesday and they had put everything into place by the Thursday morning, the carers came Thursday morning. I know if I have a problem or need anything I can go to them. I cannot say a thing wrong about Social Services. A few months ago I was with a care company and having problems with them not coming, all I did was phone the Social Worker up and she had it sorted out for me. We changed company

I'm happy with the DN but my Personal Assistant is the best, she goes above and beyond. She automatically does my shopping every fortnight, goes and gets it and brings it back. Some of these things should be the carers I think. She makes sure all of my washing is done, to the best that she can she cleans the flat because she gets a bit upset you know, she will say they (the cleaners) should be doing this as well, she doesn't like me being messed up. When I say above and beyond she pops in because there are four people she sees and three of us are in wheelchairs but, she pops in a lot unexpected and will ask if I'm alright and if I say it's nice to see you but I'm a bit down she will spend 10 minutes with me and things like that. She also takes me out to my favourite place, Bury, I love going to Bury. What she has really helped me with is my Dad he is 90 and had a bad fall and ended up in Hope Hospital and he is now in a respite but he is not so good but, she gets me down there at least once a week to see him, she is going above and beyond here, this gives me a boost

A Report by Healthwatch Oldham

WHICH OF THE ABOVE SERVICES DO YOU FEEL WAS THE BEST OR YOU WERE YOU HAPPIEST WITH cont

The GP, when it come to my ailment the GP came to the right decision and got the prescriptions right for my leg. She put me onto the District Nurses and they sorted it out

Practically all have been ok apart from the Wheelchair Centre. I think The Alexandra Group who I am with I cannot knock any of them they are all good, the Floyd Unit is fantastic so is the District Nurses they are amazing, pretty much everyone is good

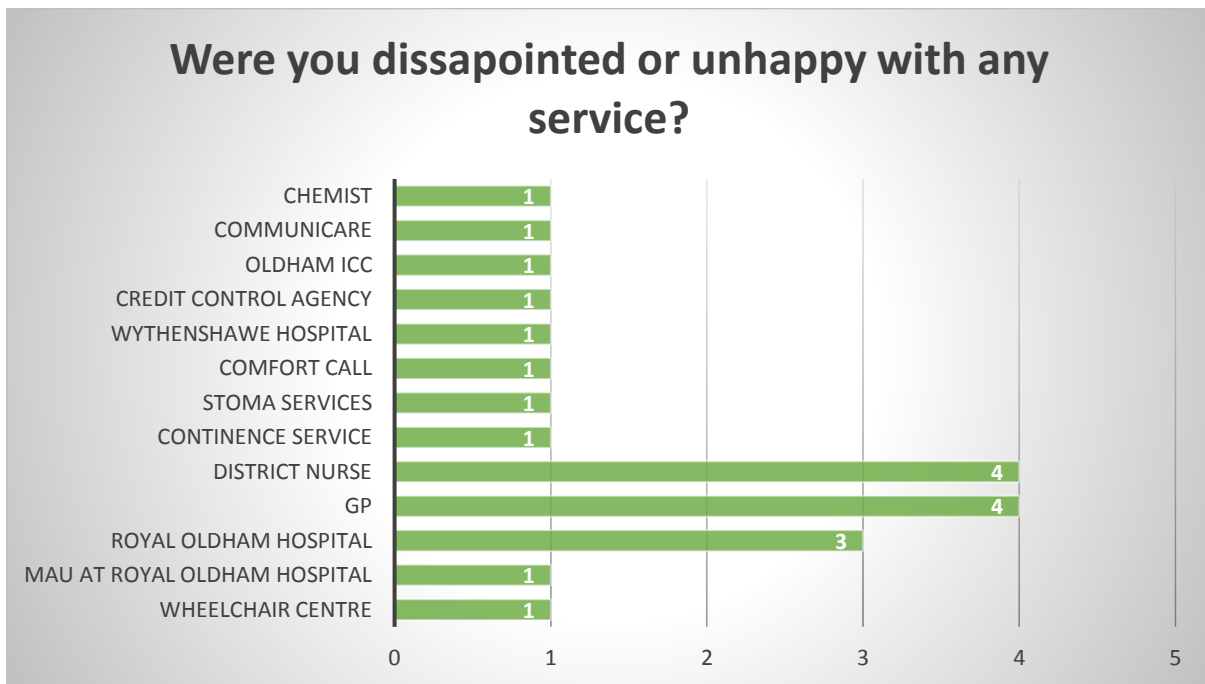
18 out of 26 respondents identified the Adult Nursing Team (District Nurses) as the best service overall. This would not be surprising in itself as they were the service that referred the respondents to us but in terms of services accessed in the last year GP's had equal rating but only 3 respondents identified their GP as the best service. As can be seen from the comments above respondents are genuinely pleased with the service that they get from the ANT.

3 out of 26 respondents did identify their GP as the best service, other services that received 1 response each are identified in the chart above. The common theme for all seems to have been going 'over and above', being 'nice' and 'cheerful' and getting things done

A Report by Healthwatch Oldham

WERE YOU DISAPPOINTED OR UNHAPPY WITH ANY OF THE ABOVE SERVICES, WHY WAS THIS AND WHAT COULD BE DONE DIFFERENTLY GOING FORWARD?

The service which came out as the highest scorer in this category were the Adult Nursing Team (District Nurses) with 4 on equal pegging with GP's. Royal Oldham Hospital came next with 3 and the other named services scoring 1



Below is a snapshot of what respondents told us in relation to this question

It would be good to know which District Nurse is coming and at what time. I was with the nurses from the ICC but they moved some of the doctor's patients in the ICC to Glodwick so I am on that team now and it is a big one and there are a good 17 or 18 nurses that can come. The only time I know who is coming is once a month when I visit a close relative and I do ask if they can come early then and they usually find out who it is and let me know

*The Wheelchair Centre
Because they will not give you the chair that you require and then when you have had it for a few months and its shit and you're aching and it affects what you can't do, they still won't change it.*

A Report by Healthwatch Oldham

WERE YOU DISAPPOINTED OR UNHAPPY WITH ANY OF THE ABOVE SERVICES, WHY WAS THIS AND WHAT COULD BE DONE DIFFERENTLY GOING FORWARD cont

I cannot fault the nurses they are so nice but they get frustrated because they cannot stay with you long because they are that busy. They said they would love to find out properly how you are feeling today and things like that but I do understand that

Listening to me and believing me

The one I'm not happy with and I have to say it is the carer's, especially with me being Diabetic. Like I said they don't do mornings now but at lunchtime they usually come between 12 and 12:30pm to do me a luncheon, change my bag and make me some drinks and then at tea time it is supposed to be between 4pm and 5pm to make me my tea but, its 11:30pm now when they are coming to put me to bed which is getting late

The visit to Royal Oldham I said do not ever take me back there it was embarrassing. The thing was I was on my own none of my family were there and I was thinking I am here because of this shaking and cold feeling and she is telling me that I was wasting hospital time

The only one place I am not particularly happy with is Wythenshawe. I was disappointed. At Wythenshawe when I had the ablation it was more or less as soon as you had the operation it was off you go before your bed gets cold. The acute part was great it was after a few days in a ward it was simply too small and too crowded and we just did feel there that the nurses were just about doing their job

A Report by Healthwatch Oldham

WERE YOU DISAPPOINTED OR UNHAPPY WITH ANY OF THE ABOVE SERVICES cont..

I think the GP should see people especially if they are over 80. There should be a special service for the over 80's because I am going to have to be really poorly before I go to the Doctors after all of this

ICC Why are these places open if you're just telling me to go to my doctor. Is that the best they can offer telling me to go and see my doctor?

The Carer in terms of the money problems I have had with them, why didn't they send me a letter? If they had written and told me I would have said stuff it

The Doctor could do with coming out more for the check ups and blood tests

To be honest in hospital it took them all their time to dress my leg because they said they didn't do legs on MAU and when I got home I had to ring the District Nurses who weren't keen on coming out which I could understand that but they had to do. They changed it a small amount of time at the hospital.

This is the problem because I am going to Vascular they are not coming, she said to make sure he actually takes the dressing off to see it and re-dress it. I took all of my stuff into the hospital and my husband called in with stuff every day and they just said they don't do legs on MAU and even on the Aberton Care place to see one of the doctors there he just pulled it down had a quick look and that was it as he wasn't going to re-dress it.

On the MAU unit they did dress my legs did eventually but it was in the early hours of the morning and I had been in a day and a half by the time they had gotten around to doing it. The day I came out they should have done it then and they didn't so the District Nurse had to come out and they weren't that keen because it wasn't scheduled in and I said it was wet through so what should I do. The hospital didn't ring the District Nurses I had to, they only phoned to say they would need to attend the day after. I certainly wouldn't want to go onto MAU again

The one I'm most unhappy with is the continence service, they deliver sheets every week, well there are sheets and draw sheets, the draw sheets are terrible, there's holes, there very thin and you can hear it ripping, their bloody useless, so we ended up washing two good ones what we got from last week, because they are so thin, we pick the best ones and wash them, it's unacceptable. Once a week they deliver, packets of sheets. I am only down for two but you get three of each in each packet, two a week, how many days are in a week?

A Report by Healthwatch Oldham

WERE YOU DISAPPOINTED OR UNHAPPY WITH ANY OF THE ABOVE SERVICES cont...

Yes, with the Stoma Services, because I have very very complex needs and we never see them. They do not support me, in fact when I was last assessed they did it over the phone. I have been under this service for a long time and have seen a lot of changes with it. They don't support me, never come to see me and you cannot get hold of them. I know with the way that I am they are not as experienced but I feel I need some kind of support with this in the community and I do not get it. When I go to Hope at the drop in Stoma Clinic they will see me but if I need anything I have to go through Oldham because Hope won't come out to me because we are too far away. I literally get no support from Oldham Stoma Services and all that they say is well if you need anything all you have to do is phone us up but we get nothing.

Relative states that they also do not want to give her a prescription due to the cost of anything for the participant should be bared by Oldham and not Salford but we have had Stoma Nurses here for meetings and expressed this dissatisfaction and all that they were concerned about was expense. We cannot get hold of the District Nurses easily. At one time you could call them and speak to them now they have gone to a call line, you speak to someone at the end of the phone, they send a message to be passed to the nurse for the nurse to call me to ask for some syringes, this is the procedure for everything

My only bugbear is communicate, I don't like them and I don't know what to do for the best because a lot say they are all similar. This morning I was due for 8:30am and they are supposed to come in wash up a few pots, wash my back, clean my tops, put washing on and empty my commode. This morning she was running late all I got done was my commode. I have complained because I feel I get fobbed off a lot, but you shouldn't have to complain. I haven't got a Social Worker and I have to go through the on duty Social Worker, sometimes you don't always feel like going through it

The Chemist doesn't deliver the nurses things in time. Sometimes we have to wait. The nurses come and they have ordered the prescriptions but the Chemist haven't delivered it. Even when the nurses chase it up, there has been none in the warehouse

A Report by Healthwatch Oldham

WERE YOU DISAPPOINTED OR UNHAPPY WITH ANY OF THE ABOVE SERVICES cont..

The first time I went to the District Nurses they phoned me up to make an appointment and when I got there they didn't know anything about it. It was a cock up really, a problem with the District Nurses getting in touch with each other. They came to me to sort my leg out and wrote all the papers out and they didn't hand the papers in to the nurses at Glodwick. When I got to Glodwick they didn't know anything about it. After that it was all sorted out

It takes a long time to get through to the doctor - You have to phone and then because he's in surgery he will ring you back but it's usually in the afternoon. If I felt really anxious and it was urgent I can tell the receptionist and they pass it on quickly. When things have been particularly bad I have asked them to come out on a home visit and they will do that. They have asked if the doctor could just ring and I have said no I think he needs to come out and they have done that

I have been left without dressings on many an occasion and whoever has come to do my leg, if it has been less than a Sister i.e. she cannot order them herself she has either phoned the nurses up and left a message for a Sister to check if they can be ordered for the next time but, I have gone three weeks without dressings. I have bought my own on more than one occasion.

I don't know the system but apparently the nurses fax the Chemists needs down to reception and then that's where it all goes awry some of the nurses have said it has been sent back again and meanwhile, the minute they leave here, they have to concentrate on the next patient because they are so short staffed, they do tell me that when they go back they try to chase it up but there is nothing until in the end I am sat here with no dressings on. So no, I am very unhappy with that side of it, the way that I have been left waiting for dressings and with no dressings and also on top of that Lloyds are not the best or fastest chemists in the world. Not only are you waiting for your dressings to be sorted out at the doctors but you're waiting for Lloyds to decide when they will deliver them. For instance, similar items what you phone up for to Lloyds and say you haven't sent this item, you get told oh they have stopped making them, they are out of stock and you know they haven't you tell the nurses and they say they can still get it delivered from C-Med so that's the things with Lloyds

A Report by Healthwatch Oldham

WERE YOU DISAPPOINTED OR UNHAPPY WITH ANY OF THE ABOVE SERVICES cont...

Because I can't get them (the GP) to come out. At the beginning of this year, I had three lots of antibiotics and one of the worst doses of thrush you have ever seen. Now this early this year, you know where it does in was a mess and I said to the nurse I cannot get them out and the nurse phoned the doctor and insisted a doctor come out. he was very nice but, that was the only time a doctor has come out. Like I say with the nurses, they come out every Friday but if I phone them they will come out

My leg was hit at hospital accidentally by a young staff member with a wheelchair when I was admitted for an ulcer on my right leg, which resulted in a bruise and a cut. I accept that it was an accident and that my skin breaks easily because it is so thin but I was angry because I felt the staff were trying to blame me for the accident and refuse to accept responsibility. My daughter put a complaint in about the incident but it is still ongoing. We were also unhappy about the amalgamation of our GP surgery and feel the service is not as good, the waiting times of appointments are lacking, I feel rushed in appointments and the pain relief patches that have been described are a higher dosage and of cheaper quality. I had an allergic reaction to them so anti-histamines had to be prescribed. The 111 was also unhelpful and I had a slight argument with the call handler

The Hospital Staff to accept when they have done something wrong and not to try to cover it up. Also the GP to have more time for me

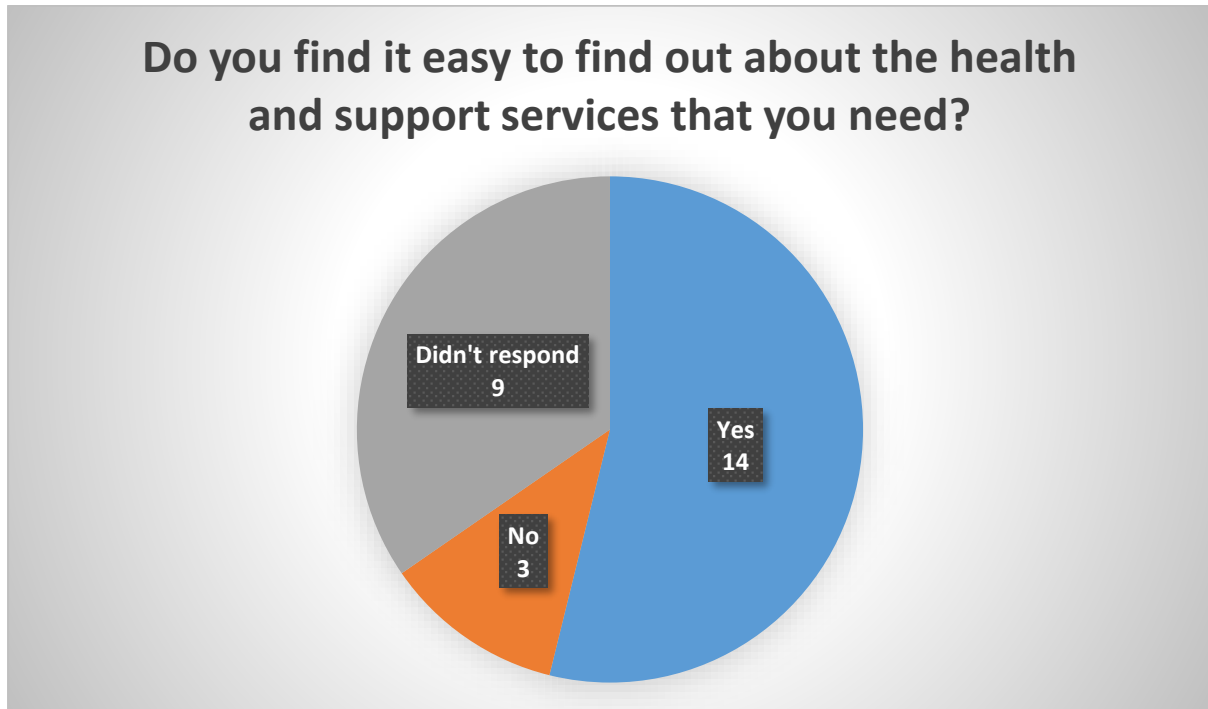
The District Nurse told Ambulatory Care I was coming. They took one look at me and put me on a trolley, I stayed on there whilst they found a bed, they told me straight away that they were admitting me, I knew that was going to happen but didn't want to go. The nursing staff were very rushed, I was in a side ward and they do forget you but I managed and was alright and of course MAU is a bit pressured and busy anyway and I knew I wasn't going to be there very long as I wasn't going to stay very long. The only problem was that they only did the dressings when they had to, when they were dripping wet through, they were too busy.

Eventually they said I was going home and they would ring the District Nurse and get them to do it. When I was discharged, I didn't know if the District Nurse was going to come that day as the hospital had booked the District Nurse visit for the day after. I phoned them and explained the situation that my dressings hadn't been changed and they were wet, they decided to come out. With the Vascular, I had the scan, they did it whilst I was in the consultant at MAU said he wanted me to see someone in Vascular and he said they would come and see me but, no one came and he said no, they have seen the scan so it must be ok. My GP didn't even know anything until I got my kidney specialist appointment

The Adult Nursing Team (District Nurses) and GP's scored joint highest in this category with 4 respondents each expressing dissatisfaction with each of these services. Royal Oldham Hospital came second with 3 and the other services as listed above scoring 1 each. All the experiences detailed by the respondents are very personal to them and many still feel unhappy with the situation feeling it has not been resolved. The majority of concerns seem to have been around poor communication, sub-standard level of care and funding issues

A Report by Healthwatch Oldham

DO YOU FIND IT EASY TO FIND OUT ABOUT THE HEALTH AND SUPPORT SERVICES THAT YOU NEED?



Below is a snapshot of what respondents told us in relation to this question

DO YOU FIND IT EASY TO FIND OUT ABOUT THE HEALTH AND SUPPORT SERVICES THAT YOU NEED?

Yes, slowly I am getting there in the past it has been difficult. They have told me I will never be able to walk again because of the Arthritis, I was discharged from the Army in 1959 with a right knee injury in them days they wouldn't operate they just said it would get worse, they said I should ask for a wheelchair as I struggle getting in and out of the car and they asked if I needed one for the house but I said you can't use one for this house it's too small, so I had to go to Age UK and buy one

Yes, it has come over a period of time but the District Nurses are pretty much bang on if they think you need something they will tell you who to phone or how to get it. They will get in touch with the OT's etc

Yes I ask the staff (in Residential Home) or District Nurses

Yes, I would because I am in the community

A Report by Healthwatch Oldham

No, it was a battle I had to work hard to get all the services none of them were offered to me

No, I went around the block, I must have seen a dozen doctors(GP's) before I finally hit on one

I have never tried I haven't needed

I don't need anything

Yes, over the years I listen or I will phone my son up

14 out of 26 respondents said they found it easy to find out about the health and care services they needed. Of the **3 respondents** who said they had found it difficult it had not been an easy process

A Report by Healthwatch Oldham

DO YOU FIND IT EASY TO FIND INFORMATION ABOUT YOUR HEALTH?



Below is a snapshot of what respondents told us in relation to this question

Certainly not. One of the first things that occurred to me the other day, I picked up a yellow card as I needed a piece of paper to write something down and grabbed the card that had been picked up in 2015 for patients or people with Dementia and carers but it also gave bits of info about the surgery, how many doctors they are etc, that was picked up by me but, if you don't see the doctors you haven't a clue what's going on. If you go there it is hit and miss, for instance if I sent a prescription I'm sure it wouldn't be that difficult to put a news sheet or whatever in there to say what is happening at your local GP's but you ring up and suddenly find out oh we have two clinicians what do they do? And you're holding up the receptionist because you haven't got a clue about it, so there is no notification about anything like that or services that are available

Yeah they're always telling you things

I found out more when I was down at Butler Green with the Community Nurse

A Report by Healthwatch Oldham

DO YOU FIND IT EASY TO FIND INFORMATION ABOUT YOUR HEALTH?

Yes, I read the leaflets (from the District Nurses) but not the internet

A friend does it for me

I cannot use the internet so I found out about services through word of mouth

I am always on the internet, I am au fait with that but I do not tend to look for my health because sometimes you tend looking at things they don't appertain to you and they can mislead you, but if there is anything I particularly need to look up for instance when I wanted information about what would happen if I had another hip replacement then I looked on the internet because there was nobody else to ask

I would use the computer, the only thing I cannot be bothered with it's www.org all that sort of thing if you want to know anything go onto www. I don't go on to NHS sites what's the point

Yes, I can find out things easy. I haven't looked up this doctor I am seeing tomorrow I don't want to know. I already know what he will have to do

Yeah, my Personal Assistant helps me I cannot look things up on the internet because of my eyesight

No, nobody told me

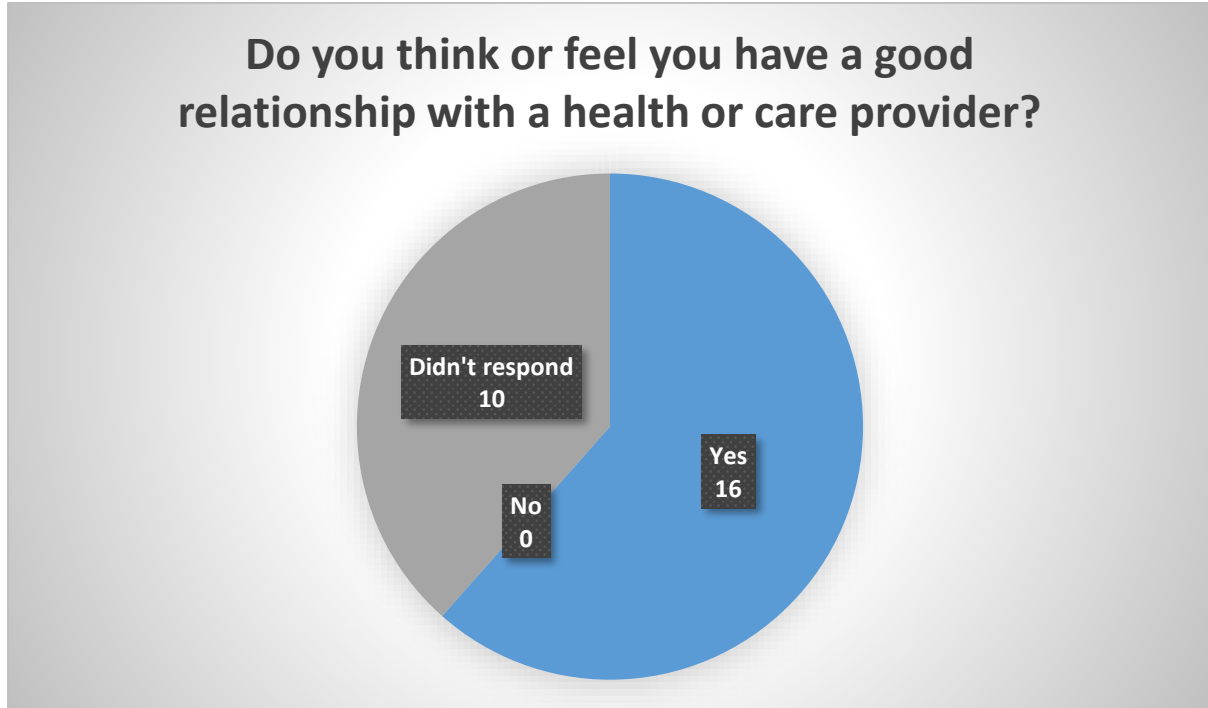
Meds and stuff, I am only looking for one thing Cannabis Oil but I cannot get hold of it. Does that help then? - I do not know I cannot get hold of it. If I have a joint it settles everything down but, I cannot go around smoking joints all day. I have one before I get in bed at night to stop the spasms and then they have the spray called Vasitex which they won't let me have, you can only have it if you have MS but my symptoms are exactly the same but because it is not called MS I cannot have it.

No, I cannot read and write

13 respondents out of 26 said they found it easy to find out information about their health quite a few use the internet whilst others rely on friends, family and workers. The **4 respondents** that answered no to this question 1 respondent said they could not read and write another others stated they didn't do this or didn't know how.

A Report by Healthwatch Oldham

DO YOU THINK OR FEEL YOU HAVE A GOOD RELATIONSHIP WITH A HEALTH OR CARE PROVIDER?



Below is a snapshot of what respondents told us in relation to this question

Yes Joanne (DN) particularly She's nice, she doesn't just come and do her job, she talks about her family and does that little bit extra

Only when I need one, my Doctor is lovely he has known me for a while

Well I had problems with one of my doctor's ages ago, I didn't get on very well with him. He was a bit abrupt. This doctor is a lot better I'm quite happy with her. He was an alcoholic he always had a drink and a fag on the go

Yes with most of them. A lot of the time the District Nurses and GP will come in and say there is something wrong with you, an infection can just creep up on you when it gets hold of you it can make you delirious and if you have been in bed a few days it just creeps up on you, you don't even realise but these [carers] recognise it. - Carer states there are signs that they can identify when the participant is not well especially after a while of working with him they are easy to identify and most of the carers are good and will ring the GP or the District Nurses to come out

My Personal Assistant the District Nurses and the Consultant for my eyes is brilliant she really takes a genuine interest

A Report by Healthwatch Oldham

DO YOU THINK OR FEEL YOU HAVE A GOOD RELATIONSHIP WITH A HEALTH OR CARE PROVIDER cont

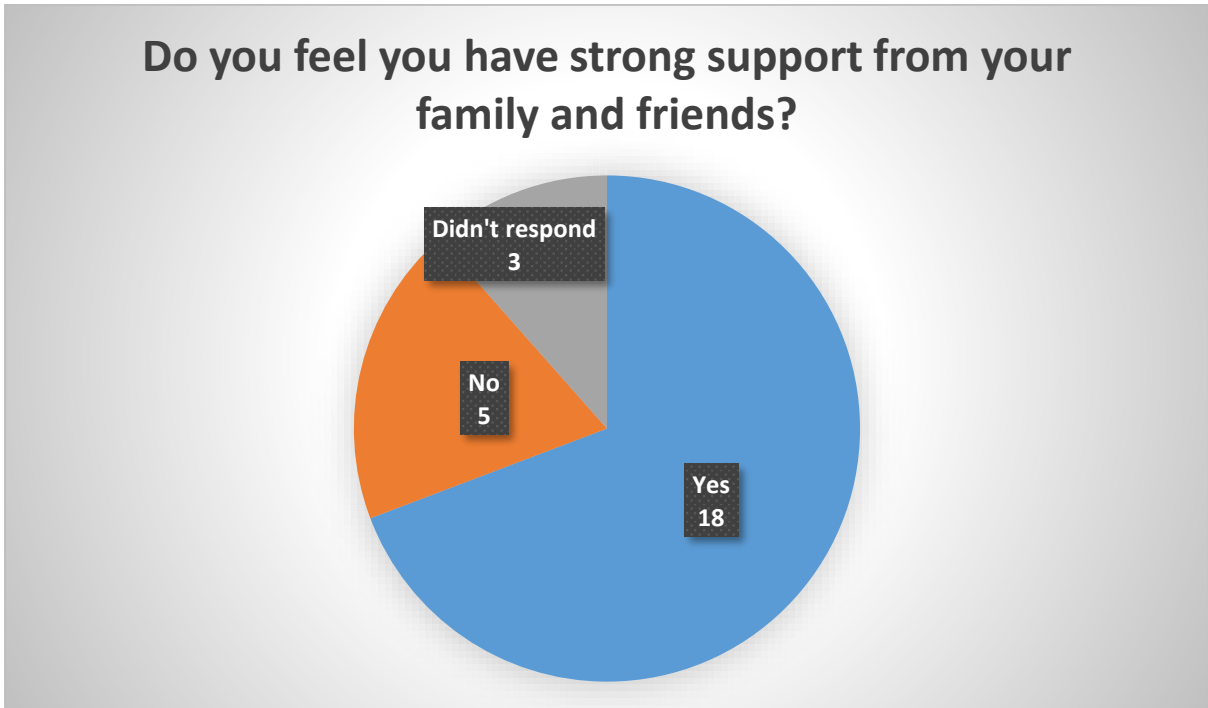
The District Nurses are approachable and will listen, and the Hospital Consultant is very good but I do not have a good relationship with GP as we have to ask for letter from appointments at the hospital etc to be sent to me despite requesting a copy at the time

Yes, I have always got on great with all the GP's, I have seen 3 out of the 4 GP's. I have one that I have tended to stick to but I have been more than happy with them. I have a rocky relationship with the DN because I find it difficult when you are limited to other things like when you haven't got the dressings, is there no liaison this is how you feel. As individuals, themselves they are lovely people, it's just the system that is not right. We know that there are not many of them. I am stuck all day on a Monday and a Thursday because they cannot give me a particular time of day when they are coming

16 out of 26 respondents said they had good relationships with a Health or Care provider with the Adult Nursing Team (District Nurses) coming out top of those cited as the person they had a good relationship. Others cited their GP, their Personal Assistant and any member of the care team they have supporting them

A Report by Healthwatch Oldham

DO YOU FEEL YOU HAVE STRONG SUPPORT FROM YOUR FAMILY AND FRIENDS?



Below is a snapshot of what respondents told us in relation to this question

No I have just my brother he has mental health and epileptic fits, so I go down and see him. My Dad got killed when I was 15

My lifelong best mate we grew up together but he comes over every fortnight

Yes, I have friends that phone me and come and see me in hospital but my husband is my rock we've been married 34 years

That is difficult. Most of our friends have died on us, and family live in different parts of the country

A Report by Healthwatch Oldham

DO YOU FEEL YOU HAVE STRONG SUPPORT FROM YOUR FAMILY AND FRIENDS cont

Yes. My sister and brother-in-law come a lot, I don't have a massive family. My mother lives around the corner but she cannot get in a lot she is in her 80's

I have good family, they do all my shopping, my washing but I do have a cleaner because they all work and they have their own families as well

Yes especially my family and my in laws - my ex husbands family

We have no family only each other

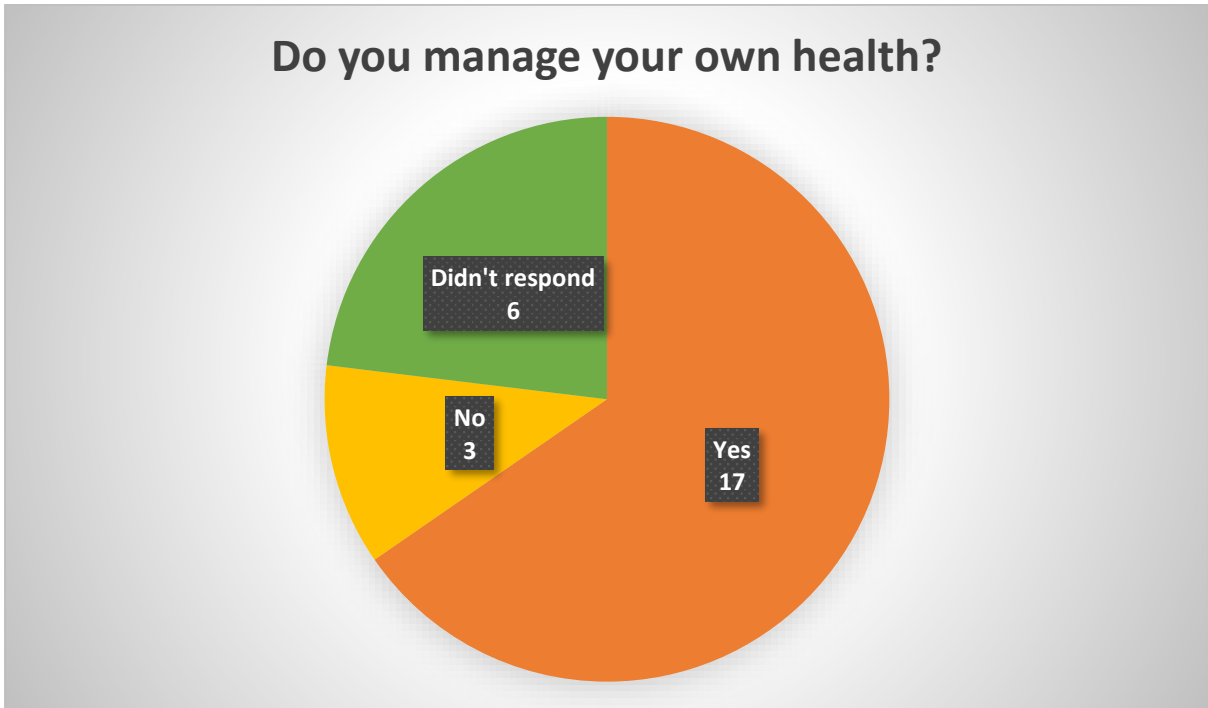
I have no family and this is my mates house I just live with him but yeah, no problem

All my family is dead, even my wife and kids have died

18 out of the 26 respondents said they had strong support from family and friends with the majority response citing family. **5 responded No** they did not have this support with **1 respondent** stating that all his family including his children were dead, **1** had to look after a family member as well as manage their own health, and two stating they only had each other and that all close friends had died.

A Report by Healthwatch Oldham

DO YOU THINK YOU MANAGE YOUR OWN HEALTH?



Below is a snapshot of what respondents told us in relation to this question

Yes, I cannot think of any way to manage it better

No, definitely not, I have to take 40 tablets a day

Yes, my care team give me all my tablets but I have had the care team trained up and I know what I want and when I want it

If I can get back to getting back and forth in the house more. The kitchen is a mess as nobody does it the way I like it

I am restricted to what I can do it's very frustrating for me, if I didn't get out I think I would go round the bend

I manage everything, I am very independent

A Report by Healthwatch Oldham

DO YOU THINK YOU MANAGE YOUR OWN HEALTH cont

I get along quite well on my tod apart from I can't do things like cook and that, I self-medicate and I manage my own pain. The only thing I am after at the moment is a smaller house

Yes with the current help I receive from my husband and the District Nurses

Yeah, well that's it with help. It's made a difference when I got the budget because I could employ people. I've had the two carers now for 5 years my daughter's boyfriend helps me at night. I mean before that it was agency that was coming I hated it, a couple of them were alright but both the others were shite, they didn't really care

If I had Just a bit more care, more often. I have one worker but she only comes once a week I could do with a little bit more than that. She is a key worker and she makes sure I am alright and makes me laugh and goes shopping for me. I struggle eating, I cannot eat my food I don't know why

No Relative states that when participant starts to feel ill she doesn't speak to anybody and then waits until she is very ill. I keep thinking I will be better in an hour or so and then I pass out or something I am a difficult patient

17 out of 26 respondents said they felt they did manage their own health, reasons for this included;

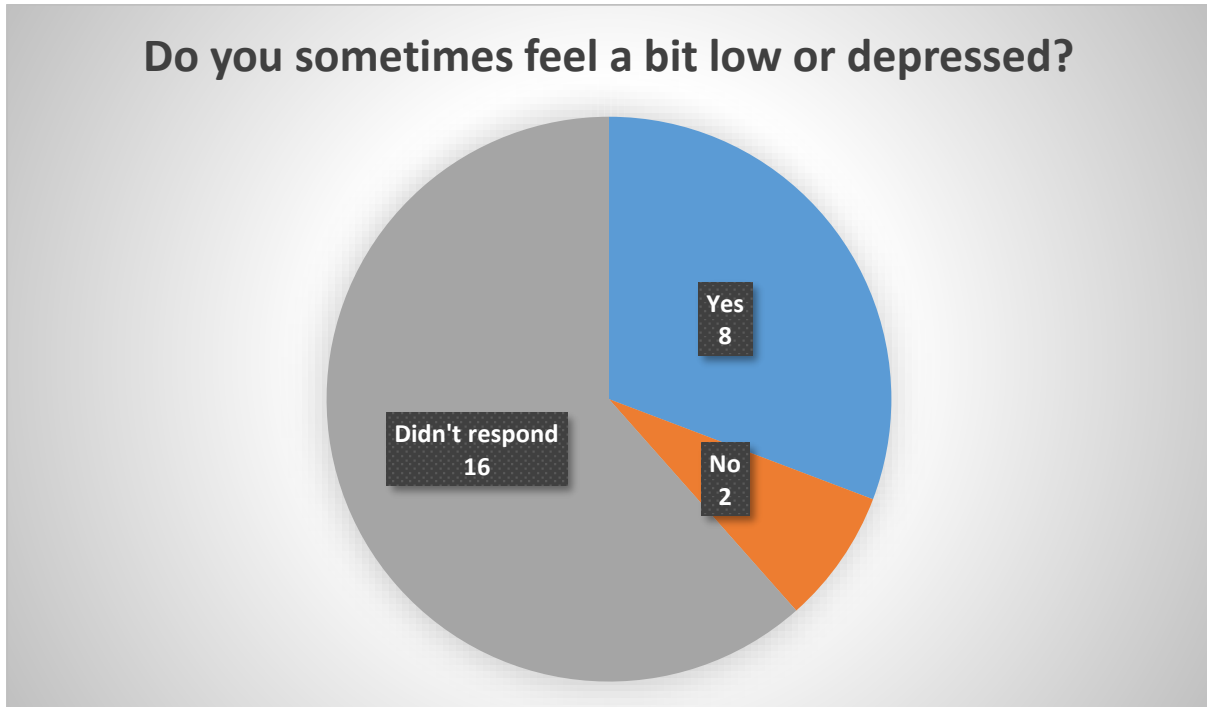
- Managing their own budgets and employing their own care workers
- Because of the help they receive from family and health/care teams
- Self medicating
- Pain management

They stated it was important to them to maintain a level of independence

For the **3 respondents** who said **No** there was a sense of frustration that they wanted to manage by themselves and be independent but they were dependent on others so felt they were not able to do this

A Report by Healthwatch Oldham

THINKING ABOUT YOUR MENTAL HEALTH DO YOU SOMETIMES FEEL A BIT LOW OR DEPRESSED, HAVE YOU TALKED TO ANYONE ABOUT THIS?



Below is a snapshot of what respondents told us in relation to this question

Yes a lady came and talked to me, I think she was a Psychiatrist. I am supposed to take medication for it be but frankly I do not take it. I do not like to be unaware of what is going on I need to watch my husband as he frequently forgets what he has to do

A lot differently, for the GP's to believe me that I had been in a coma for 9 weeks. It led to a lot of the illnesses and wanting to kill myself

Yes I do, they just don't listen to me. My doctors they just say there is nothing wrong with me even though I am on 40 tablets a day. I have to have tablets for it (depression)

A Report by Healthwatch Oldham

THINKING ABOUT YOUR MENTAL HEALTH DO YOU SOMETIMES FEEL A BIT LOW OR DEPRESSED, HAVE YOU TALKED TO ANYONE ABOUT THIS?

Yes, I have been on tablets for about 3 years. I didn't realise I was depressed. I was in the Floyd Unit for about 12 months and they have an onsite Psychologist and it was the doctor in there that said go in and see her. I suffer from Anxiety, when the spasms go proper and the legs go into extension even transferring is a nightmare and it stops me breathing. The spasms go out and you just cannot bend the legs they lock and it creeps up with your tummy. This happens every transfer. I can only do 4 hours in a chair and then I have to have an hour in the bed and then back in the chair for a few hours

MS Nurse from the hospital, she is really nice I've also seen a Psychologist and a CPN

No, I don't feel they listen to that side about mental health

I have told the District Nurses but it is only because I wasn't getting anywhere with my doctor and now I have my appointments through I feel better now. I find the weather helps or hinders I'm ok when it's sunny

Counselling, I had a few sessions but I don't think it achieved anything. I saw a Psychiatrist at the Intestinal Failure Unit and again at home she did me good and understood me more than any of them, I feel they understood me more

Now and again yeah but you just get on with it

I can use the Mental Health Service any time I want I can just phone up and see the Psychologist

I think so yeah. Last week my memory nurse came and I felt really low that day, weepy, because they phoned me in the morning from where I have to pay my money asking me to set up a direct debit and I got stressed out and I really wanted to talk to someone but she is not a person you can talk to. I knew she was coming but I just wish she was more approachable

Have had a CPN in the past when I was going through a really tense time, they were very good. I can phone them again if I need to anytime

A Report by Healthwatch Oldham

THINKING ABOUT YOUR MENTAL HEALTH DO YOU SOMETIMES FEEL A BIT LOW OR DEPRESSED cont

They are due to come. Relative states that it has just come to light that the participant has been calling the Police and Social Services in relation to issues they had to call the GP out about but the Police automatically just want to get her an ambulance so it's like the blind leading the blind. When Social Services have gone to attend the participant after she has called them, she will not let them come into the property because she has waited so long for them to attend

I know I do have anxiety bad and I know I am bad with my depression but I do try to cope with it as much as I can and my husband supports me a lot. At the end of the day when me and my husband are sat here alone and I am in pain and uncomfortable, nobody sees that, when we are getting up at 2am and 3am because the bag has leaked and my husband has to change all the bedding and nobody is here when he is having to syringe the catheter. It is hard and I feel my husband has to do more than he should be doing. He has never once said he doesn't want to do it. If he wasn't here that worries me what would happen because my husband has his own health issues as well. He has coronary heart disease, he had a heart bypass three years ago so he has his own issues but he never puts that before me. I am trying not to cry

Although 15 out of 26 respondents cited they had experienced low mood or depression only **8 out of 26** respondents had talked to someone about their mental health. This included a Psychiatrist, Psychologist, Community Psychiatric Nurse, Memory Nurse and the District Nurses

A Report by Healthwatch Oldham

ANYTHING ELSE YOU WOULD LIKE TO TELL US?

Participant states he had smoking cessation one-on-one that was over the telephone every two weeks and found it the most unhelpful thing he has ever participated in, when he said the patches to help him quit smoking weren't stopping him altogether but were making him reduce the amount he smoked he was shouted at and never heard from the smoking nurse again

I want to be well, but apparently there is nothing that can be done. What does one do about Osteoporosis and Osteoarthritis? You're stuck with it, I wasn't really aware of it until my hip went that was when they decided to tell me, about 3 years ago. I know it has got worse because all my bones and joints ache. I spend most of the night turning from one side to the other and getting up to walk around because my legs are so uncomfortable. I am on pain relief medication - it does work sometimes not always. Is there anything else to make the pain better? - Shoot me. I want a miracle that doesn't happen.

The only problem is the Wheelchair Centre, I'm having to raise the money to pay for the new chair. The chair is £9,000 and I am up to £7,000 with the £4,800 voucher they gave me but the spec is the same as what they have supposedly given me, there is nothing different on the chair yet the spec is different.

Carer states participant has had a run of the new chair in his kitchen. Participant states he has not been able to get into his kitchen for 6 years and he went in it last week, the new chair could turn around and come back out. Carer states that with the old chair he cannot get through the door to the kitchen and that the seat that is on it is massive

I could do with a new bed, (single bed) it's too small, I cannot cope with it (used to sleeping in a double bed in her own home now in a single in Residential Care)

I find that I am very happy we have had access to whatever we have needed whatever the occasion. I mean you hear quite a lot about ageism and considering he's 83 and I am 82 we have never felt ignored, neglected or anything else because of our age and anything that has been thought to be good for us has been available, we have been denied nothing

A Report by Healthwatch Oldham

ANYTHING ELSE YOU WOULD LIKE TO TELL US cont...

Well, everything has been ok up until the last 3 months. I went for a blood test and they sent me a letter for another one which I went for. That has just come back today and I have another letter saying I have to go for another one in 1 months time, there's something not quite right but I don't know what. Everything else has been ok, my cholesterol has been alright, my blood pressure is fine. It can't be anything serious or they would have let me know

Just the older end really from what I have experienced are out on a limb, I suppose the things are there if you know about them and I would love if there was a newsletter at the surgery

I didn't know about my leg until I went to the doctor and they sent me to the hospital and saw a consultant. I saw a doctor and then a surgeon, yes, I was happy they were all helpful

There were a range of different things respondents wanted to share with us under this category this included;

- Unsuccessful smoking cessation one to one over the phone
- Frustration at wanting to be well but knowing there is nothing that can be done to help due to their health condition
- The Wheelchair Centre not willing to provide them with the wheelchair they required and having to self fund part of the cost
- Would like a double bed as finding the single bed in the residential home too small
- Unhappy with how they had been treated by all staff following a long stay in hospital a few years ago when they had been in a coma until one of the District Nurses who had worked on the ward where they had been in a coma recognised them

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Healthwatch Oldham Information Signposting

As part of our visit to each respondent we took time to discuss with them individually if there was anything else we could assist them with from an information, signposting perspective. As issues or concerns were raised we talked through options where appropriate or took details and passed this on to our Healthwatch Oldham's experienced Information and Signposting Worker. Some respondents preferred to discuss their concerns but did not want to take any further action even if they were unhappy with the service. In one instance one respondent had already expressed how they felt to the Agency concerned and found that despite reassurance nothing changed. They did not therefore see the point in pursuing this as they felt it might affect the service they received and needed this service to manage on a day to day.

Our HWO Information and Signposting Worker undertook 4 enquiries on behalf of respondents this included;

- Adult Social Care
- Victim Support
- NHS Dental Services
- Home Visiting Services
- Aids and Adaptations in relation to Macular Degeneration
- Financial Check
- Debt Advice

Respondents where were also referred on to other agencies including Age UK.

Healthwatch Oldham (HWO) Next Steps and Recommendations

HWO has a statutory duty to ensure that engagement work carried out is used to influence and shape health and social care services. We are committed to ensuring that through us, the voices of seldom heard groups can reach those who fund, plan and run local services.

- HWO will share this report with partner organisations to help shape future services
- HWO will ensure that feedback, both positive and negative, is shared with all individual services cited within the report
- HWO will share this report with the district nurse team who worked with us on this report
- HWO is aware that Oldham's integration agenda and locality plan will continue to shape service reform in the coming years. We would hope to be able to repeat this work in the future to compare responses

A Report by Healthwatch Oldham

Acknowledgements

We would like to thank the following for their help and support in making this report possible;

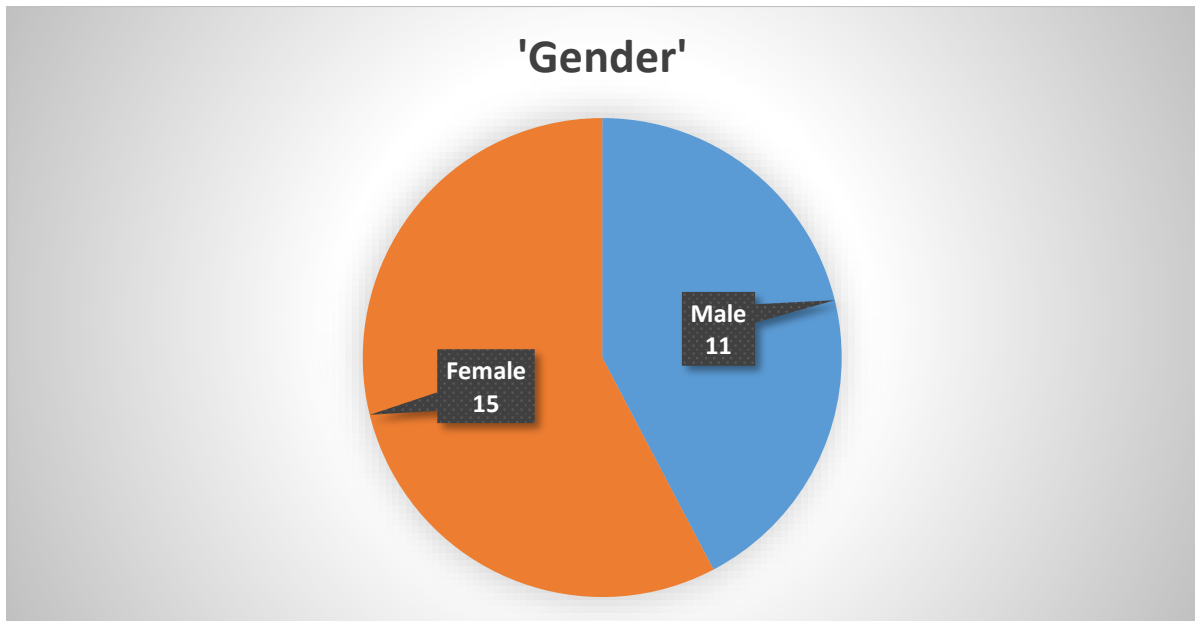
- All 26 respondents, their families and carers who gave so generously of their time and experiences
- Cathy Allen the then Cluster Service Lead for Failsworth, Werneth, Royton and Leesbrook Cluster Pairs, End of Life and Macmillan One to One Services
- Gemma Rycroft, Senior Practitioner, Oldham East District Nurse Team
- Oldham East District Nurse Team
- Our amazing Healthwatch Oldham Volunteers

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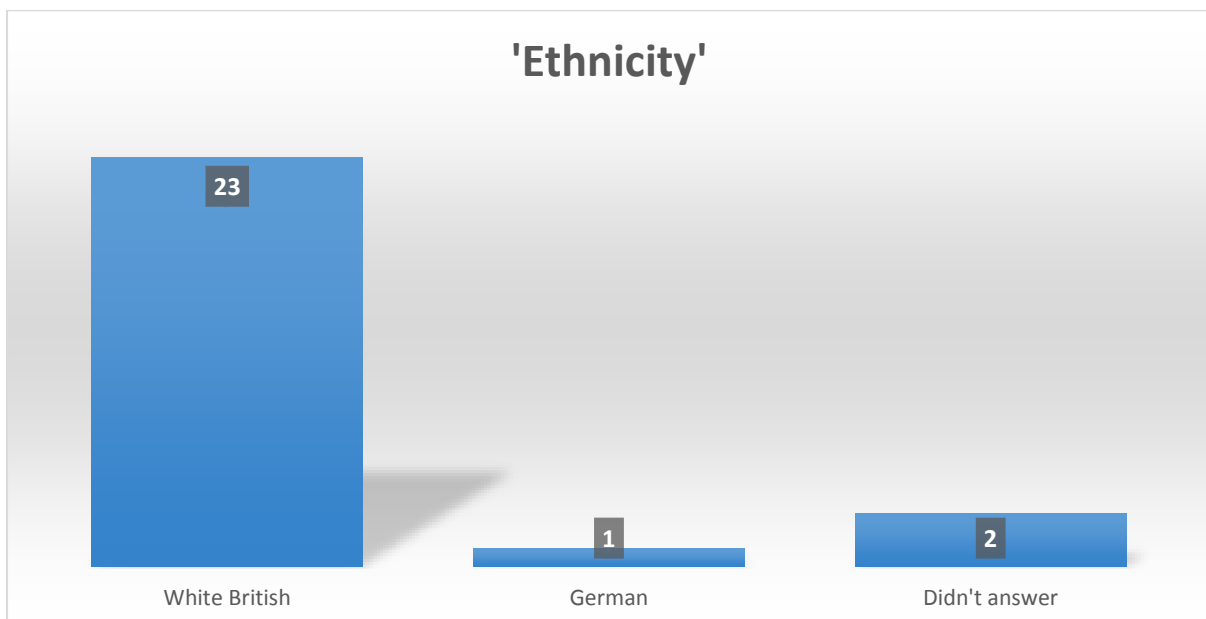
Report compiled by Linda Dunbar, Healthwatch Officer and Martyn Nolan, Research Officer, Healthwatch Oldham, October 2017

APPENDICES

DEMOGRAPHICS

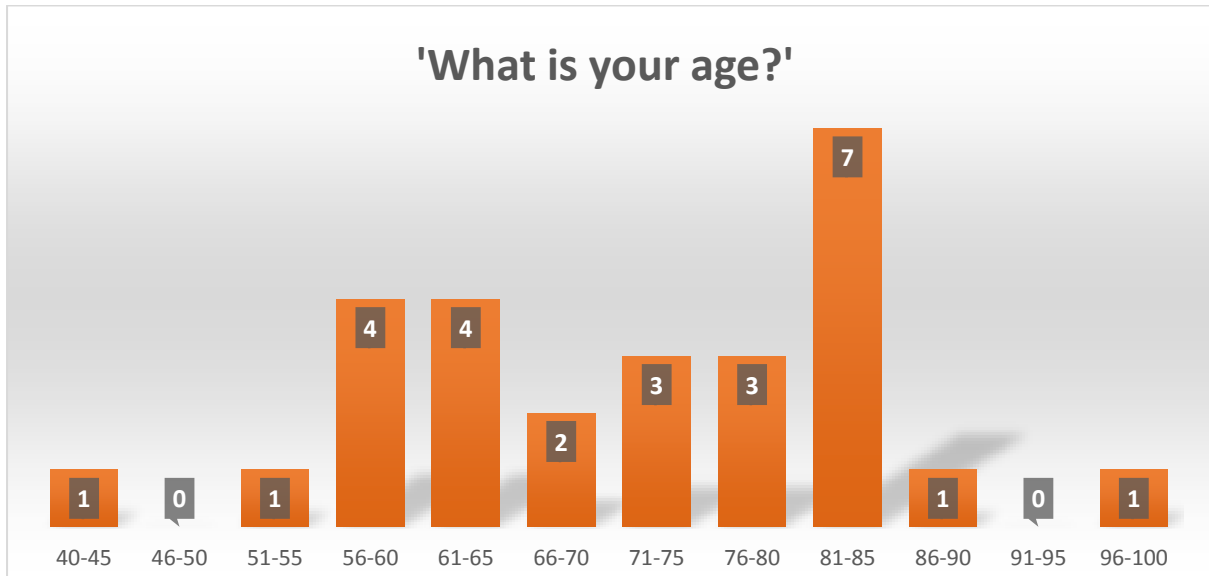


We interviewed 15 females and 11 males. One person withdrew and didn't provide an answer to this question.

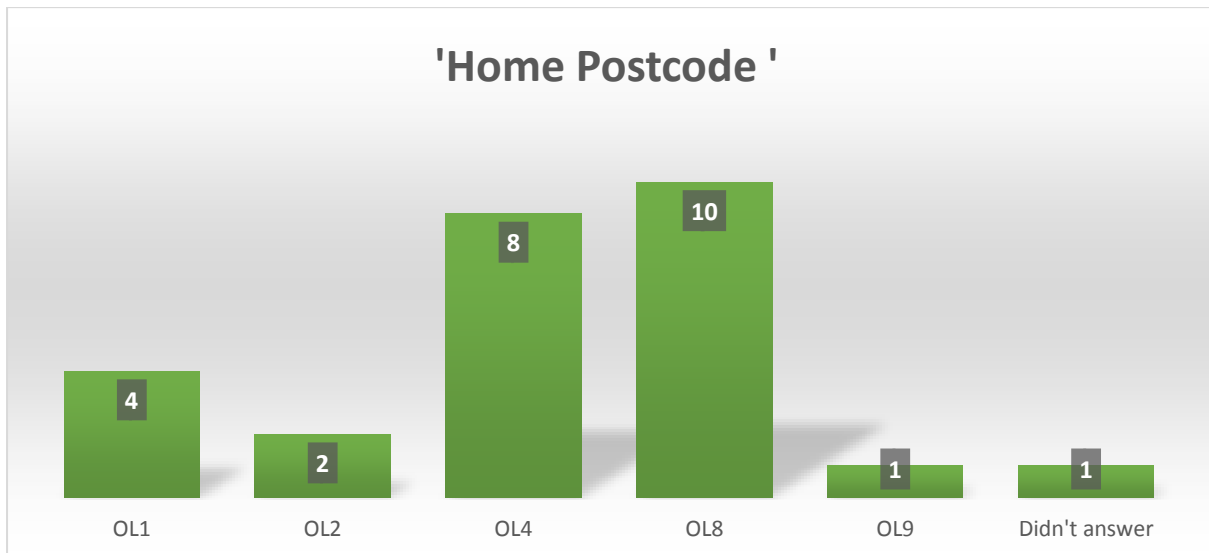


The most common ethnicity was White British with 23 answers. Three people decided not to answer this question and one individual was German.

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We asked everyone their age. The most common age bracket was 81-85 with 7 people. Most age brackets had good representation including one individual in the bracket 40-45 and one in the 96-100 age bracket.



We asked people to provide their first three characters of their postcode. The most common area that people lived in were the OL8 region with 10 people. OL4 also had good presentation with 9 people. Only one person decided not to answer this question.

The postcodes were within the Oldham East Cluster locality