

Sussex Interpreting Services' Service User Views and Experiences

27 June 2013



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Background to this report

Healthwatch Brighton and Hove is a new independent health watchdog run by and for local people. It is independent of the NHS and the Council. It helps local people to get the best out of their health and social care services, and gives them a voice so they can influence how health and social care services are provided locally.

Local people can contact Healthwatch Brighton and Hove if they:

- need help with finding local health and social care services
- want to know how to make a complaint about a health service
- want to influence the way that health and social care services are planned and delivered
- want to share their experiences, good or bad, of using health and social care services
- are interested in volunteering with Healthwatch Brighton and Hove
- to subscribe to our FREE monthly magazine on health and social care

Sussex Interpreting Services (SIS) exists to enable full access, for people with language needs, to publicly funded services in order to improve health, education and overall quality of life.

SIS works across Sussex. In Brighton and Hove over 2000 Service Users are supported in 45 languages to access 327 separate Health and Social Care Departments.

www.sussexinterpreting.org.uk

On 27th June 2013, Healthwatch Brighton and Hove attended the 11th Annual General Meeting of Sussex Interpreting Services and facilitated an interactive workshop which collected the views and experiences of Sussex Interpreting Services' service users, and the public present, on some key areas of health and social care. This report provides a summary of the views and experiences shared by those involved in the workshop.

Methodology

SIS is a Healthwatch partner and Community Spoke. SIS approached Healthwatch with a proposal to engage with Service Users at its AGM using electronic voting handsets. This was an innovative partnership opportunity to directly seek the views and immediately publicly report the outcomes of an interactive consultation - perhaps a prototype for future engagement with communities who can experience chronic exclusion.

Careful consideration was given to the phrasing of the questions, suitable topics and presentation style. Preparation and planning centered on cultural appropriateness and maximum meaningful communication. Community Interpreters were briefed and introductory promotional material was translated and distributed with the AGM invitations.

There were approximately (approx.) 80 people involved in the interactive workshop. The following languages were represented: Arabic, Cantonese, Farsi, Portuguese, Spanish/Portuguese, Russian, and others.

80 Voting handsets were handed out at the start of the workshop. Brief instructions on how to use the handsets was given, and two test questions asked to familiarise people participating in the workshop with the handsets and format of the questions.

A total of 22 questions were asked about the following health and social care services:

- Accident and Emergency
- Hospital Discharge
- Healthy Living
- Physiotherapy Service
- GP Services

The questions had all been shared in advance with the community interpreters present. For three of the service areas (Accident and Emergency, Hospital Discharge and Physiotherapy Service) participants were requested to only answer all questions if they had used the service.

This was followed by a short evaluation exercise to determine how easy participants had found using the voting handsets and if they had found it a useful way to share their views and experiences.

The rest of this report lays out the answers to the questions and evaluation exercise, along with pictorial charts to aid reading of the information. Please note that in order to enable maximum readability, percentages have been rounded up or down to the nearest whole number and this may mean that answers will not always add up to 100%. An analysis of the results has also been included.

Summary of participants' views and experiences

Accident and Emergency:

Almost three quarters of participants in the workshop have used the Accident and Emergency service at the Hospital in Brighton, the majority of these before 2012. However a significant number (approx. 20) participants used the service this year (2013). Healthwatch Brighton and Hove would benefit from talking some more with these participants as their experience could help to inform its Hospital Project, and shed more light on the quality of care provided at the Hospital during a time of severe service pressures.

Most participants (approx. 30) used the Accident and Emergency service at the Hospital because they thought it is the best service to use for urgent help, with a number of participants (approx.20) accessing the service because they particularly needed help out of hours. Most of the participants (approx. 35) thought that their experience at Accident and Emergency had been either good or very good.

Most participants expressed concerns about long waiting times, not having an interpreter and there not being enough Hospital staff available.

This information will be shared with Brighton Sussex University Hospital Trust, and will be used by Healthwatch Brighton and Hove as part of its Hospital Project work.

Hospital Discharge:

Just under half of those participating in the workshop (approx. 40) had been discharged from hospital, mostly in 2012 or prior to 2012. However, some (approx. 9) people have been discharged from the Hospital in Brighton and Hove this year (2013). Healthwatch Brighton and Hove would benefit from talking some more with these participants as their experience could help to inform its Hospital Project, and shed more light on the quality of care provided at the Hospital during a time of severe service pressures.

The majority of participants had waited 2-4 hours to be discharged. A significant number (approx. 15) however felt that this was too long to be waiting. Additionally, almost half of those discharged felt that could have been given better or more information about services they could access that could offer them support to recover and/or manage their condition better. Having better or more information available could help increase patients confidence in looking after themselves/being looked after.

This information will be shared with Brighton Sussex University Hospital Trust, and will be used by Healthwatch Brighton and Hove as part of its Hospital Project work.

Healthy Living:

Almost all participants exercised at least once or twice a week, with a fair proportion exercising more often than this. A reasonable proportion (approx.32) however feel that they do not have, or do not have enough, access to opportunities to exercise. The vast majority of participants felt that they have enough access to information about how to cook healthily; only a few participants felt they didn't have enough information.

This information will be shared with the Public Health Team at Brighton and Hove City Council, and with the Active for Life Team at Brighton and Hove City Council. Consideration may need to be taken into the spread of activities that are taking place across the city and ensuring access to them and/or better advertisement of opportunities.

Physiotherapy Service:

Exactly half the participants (approx. 50) had been referred to a physiotherapy service, and for half of these (approx. 25) they had, had to wait for 2-3 months for their first appointment. This was felt to be too long to wait for most who had waited this length of time or longer. Almost half of participants (approx. 20) felt they were not given enough information about their physiotherapy treatment.

This information will be included in another report which Healthwatch Brighton and Hove is writing on patient's experience of and views on Physiotherapy services following a survey of 86 people who are using or have recently used these services. The Physiotherapy Service report will be shared with Brighton Sussex University Hospital Trust who provides the service, and with the Brighton and Hove Clinical Commissioning Group who commissions the service.

GP Services:

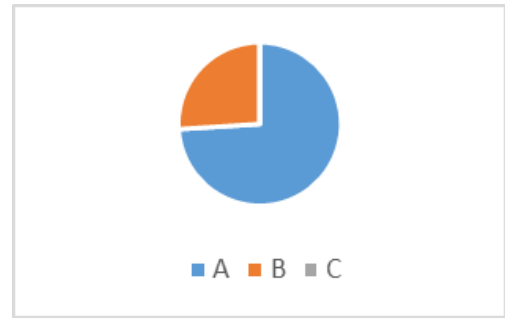
Most participants felt that they were able to get an appointment with their GP relatively easily when they needed it. However, 21% (approx. 16) participants felt it was difficult to get an appointment with their GP when they needed it. If participants can't access a GP they are using the Walk in centre or GP out of hour's service instead. Most participants have some confidence in the care provided by their GP, however 21% (approx. 16) lacked confidence in the care being provided.

This information will be shared with Brighton and Hove Clinical Commissioning Group which is the local membership organisation for GPs in the city, and with NHS England which is the commissioner for local GP services.

Accident and Emergency

1. Have you used Accident and Emergency at the Hospital in Brighton?

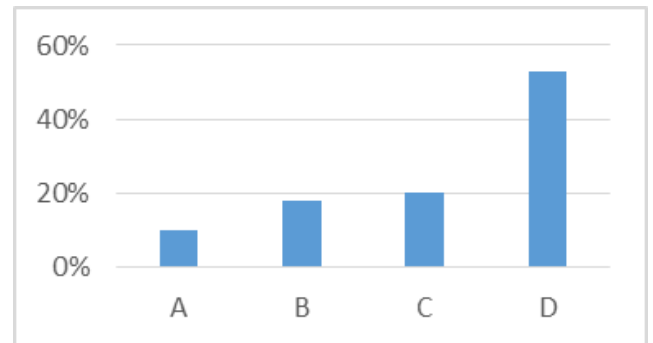
- A. Yes 74%
- B. No 26%
- C. Not sure 0%



Only participants who answered yes to this question were asked to answer the next four questions.

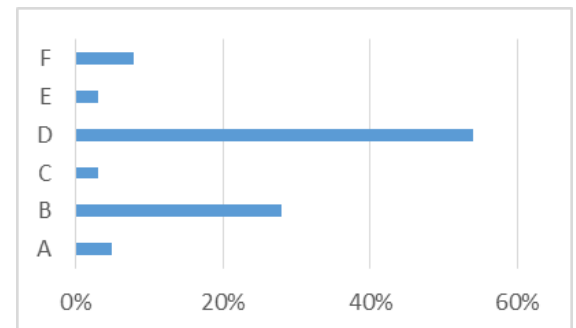
2. When did you use Accident and Emergency at the Hospital in Brighton?

- A. Between April - June 2013 10%
- B. Between January - March 2013 18%
- C. In 2012 20%
- D. Before 2012 53%



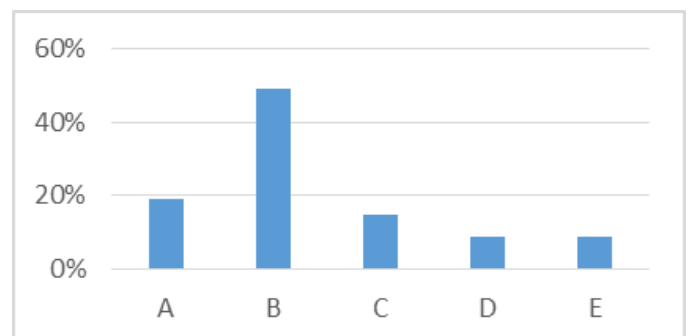
3. Why did you use Accident and Emergency at the Hospital in Brighton?

- A. I couldn't get an appointment with my GP 5%
- B. It was out of hours 28%
- C. I didn't know where else to go 3%
- D. I needed urgent help and think Accident and Emergency is the best service to use 54%
- E. It is nearest to where I live 3%
- F. Other Reason 8%



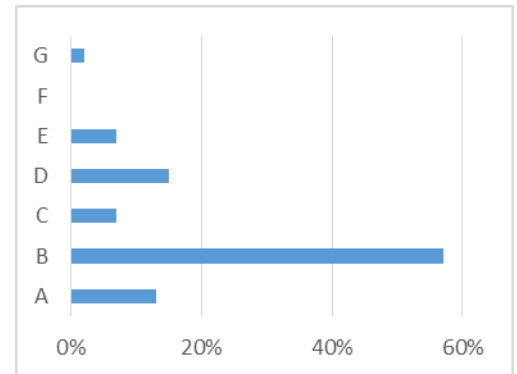
4. How would you rate your experience of Accident and Emergency at the Hospital in Brighton?

- A. Very good 19%
- B. Good 49%
- C. Neither good or bad 15%
- D. Bad 9%
- E. Very bad 9%



5. What are you most concerned about in relation to Accident and Emergency at the Hospital in Brighton?

A. There were not enough staff	13%
B. Long waiting times	57%
C. The service did not meet my need	7%
D. An interpreter was not booked	15%
E. Lack of car parking	7%
F. Cleanliness of building and health and safety	0%
G. Other	2%



Analysis:

Almost three quarters of participants in the workshop have used the Accident and Emergency service at the Hospital in Brighton, the majority of these before 2012. However a significant number (approx. 20) participants used the service this year (2013). Healthwatch Brighton and Hove would benefit from talking some more with these participants as their experience could help to inform its Hospital Project, and shed more light on the quality of care provided at the Hospital during a time of severe service pressures.

Most participants (approx. 30) used the Accident and Emergency service at the Hospital because they thought it is the best service to use for urgent help, with a number of participants (approx.20) accessing the service because they particularly needed help out of hours. Most of the participants (approx. 35) thought that their experience at Accident and Emergency had been either good or very good.

Most participants expressed concerns about long waiting times, not having an interpreter and there not being enough Hospital staff available.

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Discharge from Hospital

6. Have you been discharged from Hospital in Brighton?

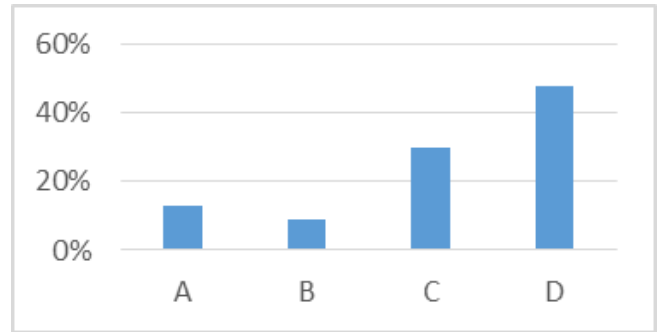
A. Yes	46%
B. No	54%
C. Not sure	0%



Only participants who answered yes to this question were asked to answer the next five questions.

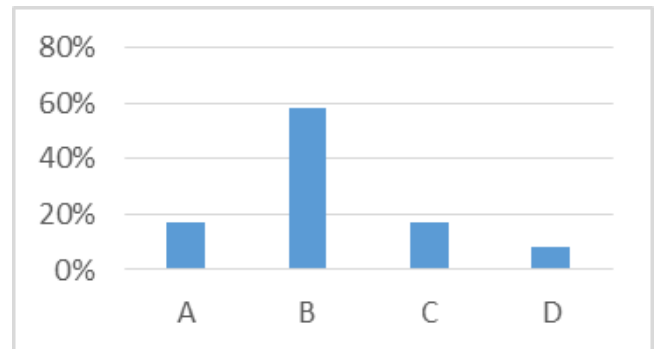
7. When were you discharged from Hospital in Brighton?

- A. Between April - June 2013 13%
- B. Between January March 2013 9%
- C. In 2012 30%
- D. Before 2012 48%



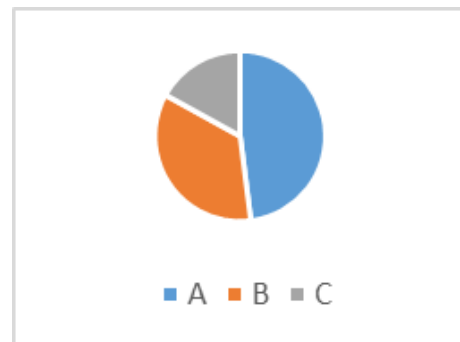
8. How long did you wait to be discharged from Hospital in Brighton?

- A. Less than one hour 17%
- B. 2 - 4 hours 58%
- C. 4 - 5 hours 17%
- D. More than 5 hours 8%



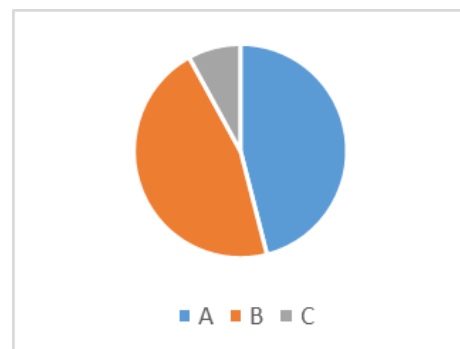
9. Was the length of time you waited to be discharged from Hospital in Brighton satisfactory?

- A. Yes 48%
- B. No 35%
- C. Not sure 17%



10. When being discharged from Hospital in Brighton, were you given adequate information about other services that could offer you support?

- A. Yes 46%
- B. No 46%
- C. Not sure 8%



11. When you were discharged from Hospital in Brighton how confident did you feel about looking after yourself / being looked after?

A. Very confident	41%
B. A little bit confident	44%
C. Not completely confident	11%
D. Not at all confident	4%
E. Not sure	0%



Analysis:

Just under half of those participating in the workshop (approx. 40) had been discharged from hospital, mostly in 2012 or prior to 2012. However, some (approx. 9) people have been discharged from the Hospital in Brighton and Hove this year (2013). Healthwatch Brighton and Hove would benefit from talking some more with these participants as their experience could help to inform its Hospital Project, and shed more light on the quality of care provided at the Hospital during a time of severe service pressures.

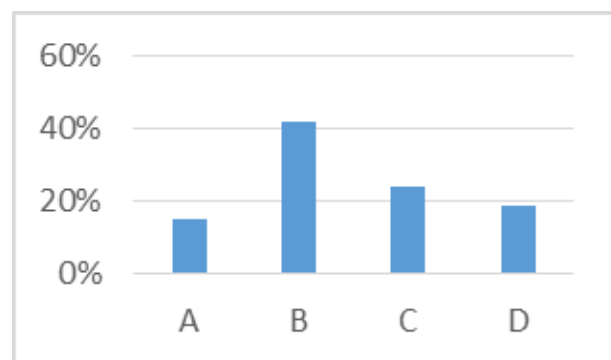
The majority of participants had waited 2-4 hours to be discharged. A significant number (approx. 15) however felt that this was too long to be waiting. Additionally, almost half of those discharged felt that could have been given better or more information about services they could access that could offer them support to recover and/or manage their condition better. Having better or more information available could help increase patients confidence in looking after themselves/being looked after.

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Healthy Living

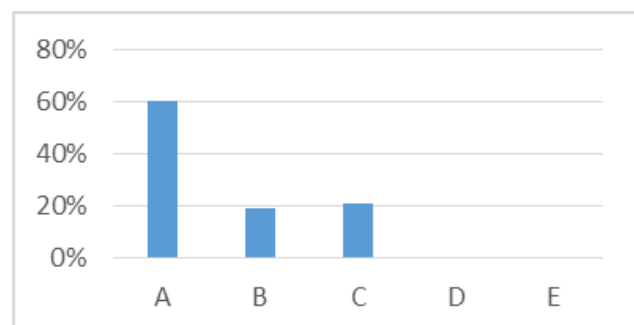
12. In a typical week how many times do you exercise more than 30 minutes?

A. Never	15%
B. 1 - 2 times	42%
C. 3 - 4 times	24%
D. More than four times	19%



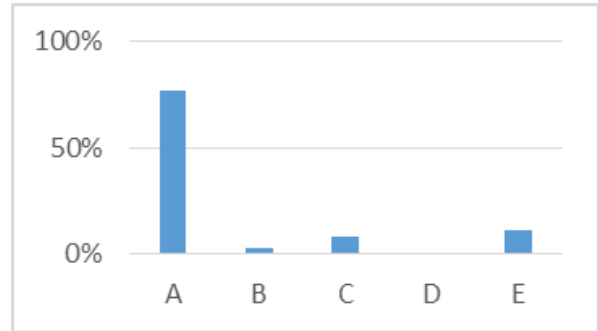
13. Do you have access to opportunities to exercise?

A. Yes	60%
B. Not enough	19%
C. No	21%
D. Not sure	0%
E. Do not need	0%



14. Do you have access to information about how to cook healthily?

A. Yes	77%
B. Not enough	3%
C. No	8%
D. Not sure	0%
E. Do not need	11%



Analysis:

Almost all participants exercised at least once or twice a week, with a fair proportion exercising more often than this. A reasonable proportion (approx.32) however feel that they do not have, or do not have enough, access to opportunities to exercise. The vast majority of participants felt that they have enough access to information about how to cook healthily; only a few participants felt they didn't have enough information.

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Physiotherapy Service

15. Have you been referred to a physiotherapy service in Brighton and Hove?

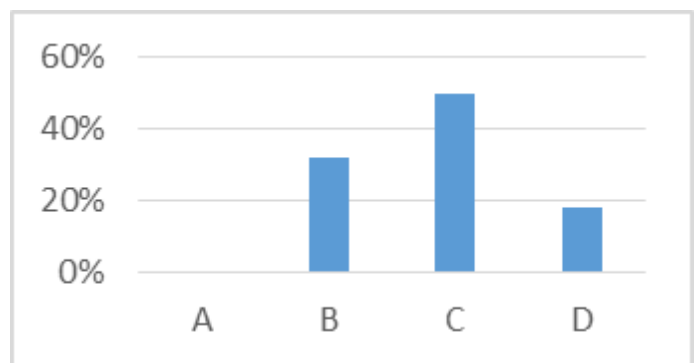
A. Yes	50%
B. No	50%
C. Not sure	0%



Only participants who answered yes to this question were asked to answer the next four questions.

16. How long did it take to get your first appointment with a physiotherapist after you had been referred?

A. Less than two weeks	0%
B. 2 - 4 weeks	32%
C. 2 - 3 months	50%
D. More than three months	18%



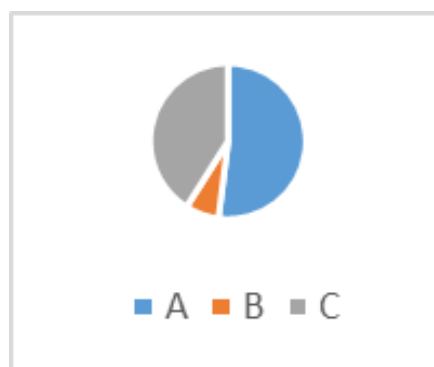
17. Was the length of time you waited for your first appointment with a physiotherapist satisfactory?

- A. Yes 35%
- B. No 55%
- C. Not sure 10%



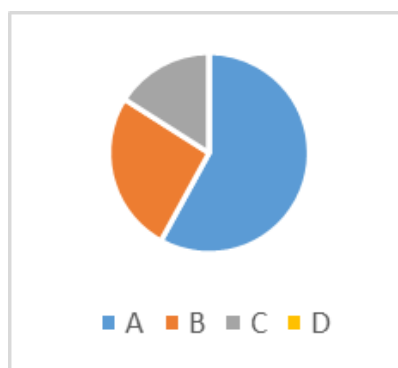
18. Where did you have your physiotherapy treatment?

- A. The Hospital 52%
- B. At home 7%
- C. Hove polyclinic 41%



19. Do you feel you were given enough information on your physiotherapy treatment?

- A. Yes 58%
- B. Not enough 26%
- C. No 16%
- D. Not sure 0%



Analysis:

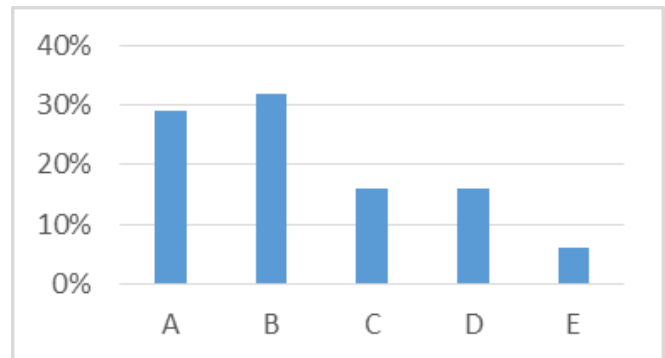
Exactly half the participants (approx. 50) had been referred to a physiotherapy service, and for half of these (approx. 25) they had, had to wait for 2-3 months for their first appointment. This was felt to be too long to wait for most who had waited this length of time or longer. Almost half of participants (approx. 20) felt they were not given enough information about their physiotherapy treatment.

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GP Services

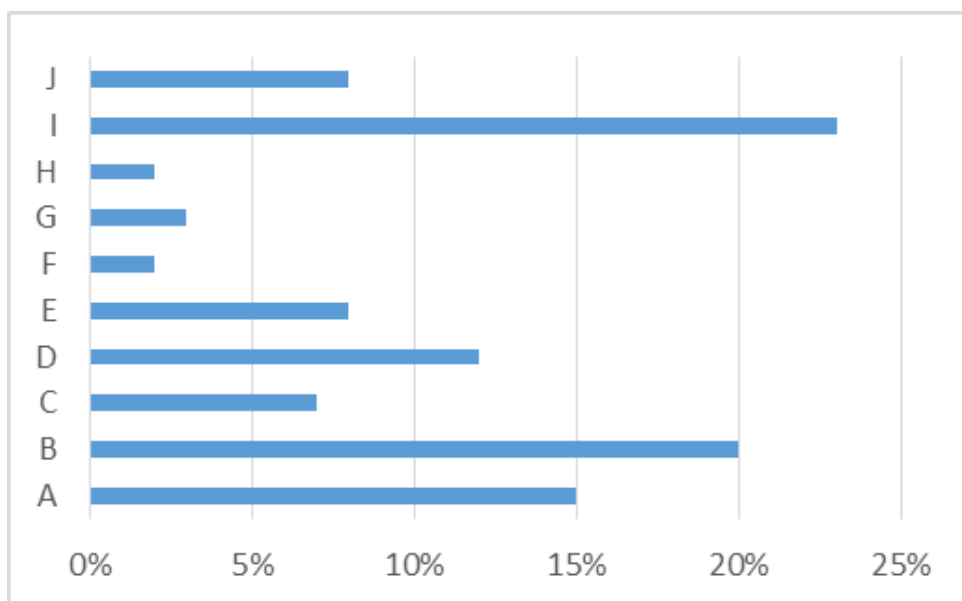
20. What is it like getting an appointment with your GP when you need to?

A. Very easy	29%
B. Easy	32%
C. Neither easy or hard	16%
D. Hard	16%
E. Very Hard	6%



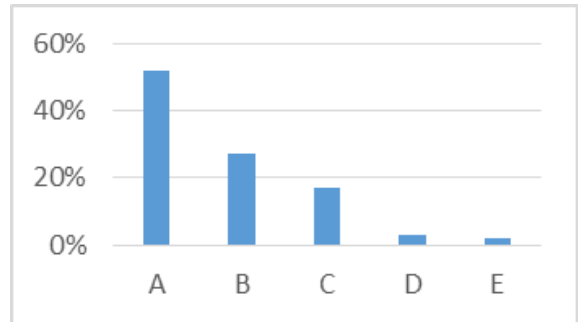
21. Where do you go if you cannot get an appointment with your GP when you need it?

A. GP out of hours service	15%
B. Walk in centre (near Brighton Station)	20%
C. Local Pharmacy	7%
D. Accident and Emergency at the hospital	12%
E. NHS Direct telephone service	8%
F. NHS 111 telephone service	2%
G. Look on the internet for information	3%
H. Ask a friend or someone you know	2%
I. I always manage to get an appointment with my GP	23%
J. Other	8%



22. How confident do you feel with the care provided by your GP?

A. Very confident	52%
B. A little bit confident	27%
C. Not completely confident	17%
D. Not at all confident	3%
E. Not sure	2%



Analysis:

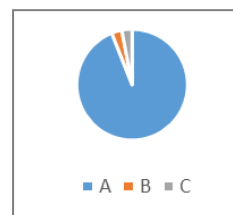
Most participants felt that they were able to get an appointment with their GP relatively easily when they needed it. However, 21% (approx. 16) participants felt it was difficult to get an appointment with their GP when they needed it. If participants can't access a GP they are using the Walk in centre or GP out of hour's service instead. Most participants have some confidence in the care provided by their GP, however 21% (approx. 16) lacked confidence in the care being provided.

This information will be shared with Brighton and Hove Clinical Commissioning Group which is the local membership organisation for GPs in the city, and with NHS England which is the commissioner for local GP services.

Evaluation of the Interactive Workshop

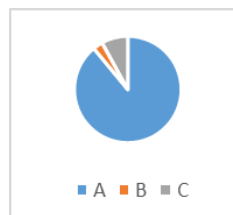
1. Did you find the equipment easy to use?

A. Yes	94%
B. No	3%
C. Not sure	3%



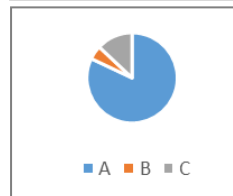
2. Did you find it easy to answer the questions?

A. Yes	89%
B. No	3%
C. Not sure	8%



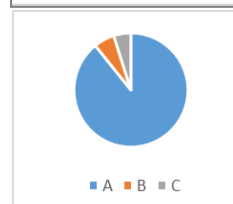
3. Was this a good way for you to have your say?

A. Yes	82%
B. No	5%
C. Not sure	13%



4. Would you be willing to participate in similar interactive consultations in the future?

A. Yes	91%
B. No	6%
C. Not sure	5%



Next steps

This report will be shared with the organisations responsible for providing and commissioning the relevant services to ensure that they can use this information to help improve current services and service planning.

This information will also be used by Healthwatch Brighton and Hove to help prioritise its future work plan and activities.

Acknowledgements

Thank you to the 80 people who participated in the interactive workshop on 27th June 2013. Your views and experiences are invaluable and vital to helping ensure that Healthwatch Brighton and Hove is able to improve and shape services to better meet the needs of all the city's communities. Thank you also to the staff at Sussex Interpreting Services for inviting Healthwatch to be involved in your Annual General Meeting and for giving us such a generous opportunity to speak with your service users.

Getting involved

If you would like to get involved in Healthwatch Brighton and Hove's work or even volunteer with Healthwatch, please contact us to find out more:

Email: enquiry@healthwatchbrightonandhove.co.uk

Phone: 01273 810236, Monday-Friday, 10.00am-4.00pm

If you would like to raise a concern about a health or social care service, or have an issue with a health service you would like help with, please contact us on:

Email: help@healthwatchbrightonandhove.co.uk

Phone: 01273 810235, Monday-Friday, 10.00am-12.00pm