

Speak Up Project Report

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Disability Awareness with Sport (DAWS)

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healthwatch
Sheffield



Introduction

Disability Awareness with Sport (DAWS) runs DAWS Community Gym in Hackentorpe, South Sheffield. The aim of the gym is to support people with disabilities and health conditions to improve their health and wellbeing without fear of ridicule, prejudice or phobia and fear of exercise. Our gym is run by a specialist disability fitness instructor.

DAWS Community Gym received a #SpeakUp grant from Healthwatch Sheffield to enable us to understand our clients' experiences of health services. In particular we wanted to find out more about their experience of the prosthetics and wheelchair services at the Mobility and Specialised Rehabilitation Centre at the Northern General Hospital. We also wanted to understand our clients' experiences of their GP practice.

Our #SpeakUp project was run by our Director and Principal Instructor and our Head of Admin and Finance. We used several methods to gather the views of our clients. These included an Amputee and Chat session and consultation with members of our lunch club.

In total we spoke to 85 people.

What we found out

Prosthetics

We held an 'Ampu Tea and Chat' session for people who had experience of using the prosthetic service at the Mobility and Specialised Rehabilitation Centre at the Northern General Hospital. This was attended by 15 people. We had also hoped to work with the service at the hospital to survey a wider number of people. However, we were unable to do so.

Our survey revealed an overall dissatisfaction with the service. People who attended our event told us that:

- Attitudes of staff at a senior level are not helpful. They do not treat people as individuals.
- Technicians do not listen adequately to clients about the problems that they face in everyday situations.
- The help and advice received before and after becoming an amputee is not adequate. In particular, once a prosthetic has been fitted there is no training in how to use the prosthetic in everyday situations.
- It takes too long to measure and fit a prosthetic.
- It would be a good idea to enable clients to meet as a group to discuss any problems they have.



It is important to note that 85% of people who responded to our survey stated that they would complain about the service they receive, but they fear reprisals if they do so. For example, they worry that they may be labelled as a trouble-maker and will be put at the back of the queue when it comes to maintenance and adjustments to their prosthetic. In fact two people told us that they have left the service in Sheffield and now travel to Nottingham and Leeds for their care.

Wheelchair Service

Many of our gym members are wheelchair users. We carried out a survey to understand their experiences of the wheelchair service provided at the Mobility and Specialised Rehabilitation Centre at the Northern General Hospital. In total we spoke to 20 people. We had hoped to speak to more people by working in partnership with the service to survey their users. However, this was not possible. The people we surveyed told us that:

- They feel that they are not listened to. Staff lack people skills and good communication skills.
- That the wheelchairs provided are of a poor standard and that the service takes a 'one size fits all' approach.
- Staff assessing individuals for wheelchairs do not see the client as an individual or consider how the client may feel in a wheelchair. This is particularly true for people aged 14-50 years who have decided to take up the financial voucher to purchase their own chair¹
- They are not happy with the switchboard at the clinic.
- The maintenance and repairs service is good.

GP practices

We surveyed members of our gym to understand their views and experiences of their GP practice. We used the Healthwatch GP practice feedback survey. A copy of the survey used can be found in appendix 1. We received responses from 50 people who are registered at the following four GP practices:

- Hackenthorpe Medical Centre
- Mosborough Health Centre
- Moss Valley Medical Practice
- Southall Health Centre

We also received responses from people who did not state which GP practice they are registered with.

¹ People eligible for an NHS wheelchair can opt to receive a 'wheelchair voucher' towards the cost of buying a privately funded wheelchair instead of receiving a wheelchair directly from the wheelchair service. More information can be found [here](#).



The results for each medical practice are detailed below.

Hackenthorpe Medical Centre

- Overall respondents rated the service they receive as 'good'.
- Respondents feel that the medical practice works well as a team.
- Appointments are usually made with doctors of the patients' choice.
- One person mentioned that there is a 'good quality diabetic nurse and doctor'
- One person mentioned that waiting two weeks to see the asthma nurse was not acceptable.
- The majority of respondents would recommend the medical centre to friends and family.
- Cleanliness, staff attitudes, waiting times, treatment explanation and quality of care were rated 3 stars and above (using a scale where 1 is poor and 5 is excellent).

Mosborough Health Centre

- Overall respondents rated the service they receive as 'very good.'
- 90% of respondents felt that appointments were offered when they needed them.
- Prescriptions were delivered on time.
- Respondents found the staff accommodating, friendly and pleasant and feel that they receive excellent care from doctors.
- The majority of respondents would recommend the health centre to friends and family.
- Cleanliness, staff attitudes, waiting times, treatment explanation and quality of care were rated 4 stars and above (using a scale where 1 is poor and 5 is excellent).
- The only negative comment was about the small size of the car park.

Moss Valley Medical Practice

- Overall respondents rated the service as 'poor'. This is largely to do with difficulties trying to make appointments.
- Waiting times were varied.
- Respondents would recommend this practice to friend and family.
- Cleanliness, staff attitudes, waiting times, treatment explanation and quality of care were rated 2 stars and above (using a scale where 1 is poor and 5 is excellent). Waiting times were scored mainly 3 and below.



Southall Health Centre

- Overall respondents rated the service as 'good'.
- Respondents were disappointed with the attitude of the reception staff and found making appointments difficult. Although one person commented that the phone triage is excellent.
- In terms of care they receive from doctors, respondents found them to be efficient and helpful. One person said the doctor was 'spot on with diagnosis'. Patients also don't feel rushed when in an appointment.
- There were mixed opinions about whether or not respondents would recommend the health centre to friends and family. Some would be unlikely to and others extremely likely.
- Cleanliness, staff attitudes, waiting times, treatment explanation and quality of care were rated 3 stars and above (using a scale where 1 is poor and 5 is excellent).

Responses from those who did not disclose medical practice

- Overall respondents rated their GP practice service 'good'.
- All were likely to recommend their GP practice to family and friends.
- Majority felt they had good doctors and pharmacy services, although appointments were in some cases not frequent enough.
- Cleanliness, staff attitudes, waiting time, treatment explanation, and quality of care were rated 3 and above by the majority, whilst a few were not happy and gave them a lower score.
- Only one patient wanted to complain – but didn't give details.

Recommendations

The most notable issues discovered through this project were to do with the quality of services provided for people requiring prosthetic and wheelchair services at the Mobility and Specialised Rehabilitation Centre at the Northern General Hospital. We therefore recommend:

1. Working with Healthwatch Sheffield to explore how people who use these services can provide feedback to them without fear of reprisals.
2. Working with Healthwatch Sheffield and service commissioners to deliver improvements to these services that ensure that individuals feel respected and supported and that they are provided with good quality information and advice.



About Healthwatch Sheffield

Healthwatch Sheffield is the city's local consumer watchdog for health and social care services. The organisation exists to help adults, children and young people to influence and improve the way health and social care services are designed and run in the city. Healthwatch Sheffield is completely independent from the NHS and Sheffield City Council.

About the #SpeakUp grants

In 2017/18 Healthwatch Sheffield ran a small grants programme called 'Speak Up'. The programme was designed to enable local organisations and community groups to gather views and experiences of health and social care services from Sheffield residents, especially from those who do not traditionally have a voice. The aim is to ensure that health and social care decision makers in the city hear from a diverse range of people about their experiences of services.



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Appendices

Appendix 1: Healthwatch Sheffield Feedback Form

Feedback form



Your feedback may be published on our website www.healthwatchsheffield.co.uk and used to make recommendations to improve services.

Name of service

(Which GP practice, dental surgery etc)

How would you rate this service?

(Circle the appropriate number)



Summary of your experience

(a few key words)

Tell us more about your experience

E.g. What was good? What could be improved?

How would you rate...?

Very poor

Excellent

Facilities and surroundings
(E.g. clean, comfortable)



Staff attitude



Waiting time



Treatment explanation



Quality of care



Please
turn
over...

The 'Friends and Family' Test

How likely are you to recommend this organisation/service to friends and family if they needed similar care or treatment? (Please tick one)

☐

Extremely likely

☐

Likely

☐

Neither likely
or unlikely

☐

Unlikely

☐

Extremely Unlikely

Thank you for your feedback. Choose what happens next...

We may share your feedback with the service provider but will not share your name or contact details unless you would like the service provider to get in touch.

Would you like to receive our newsletter?

☐

Yes

☐

No

Would you like information on how to make a complaint?

☐

Yes

☐

No

If you had a negative experience, would you like the service provider to contact you about it?

(e.g. the GP Practice or NHS Foundation Trust)

☐

Yes

☐

No

Your name:

☐

Please tick this box if you are happy for your name to be published on the website

Age:

I am 16 or over

☐

I am under 16 with
parental consent

☐

Your email or postal address:

Your contact details will not be published.

We might contact you about your experience:

- for more details
- if we have a serious concern that may need immediate action

For more information about how we use your feedback, please visit www.healthwatchsheffield.co.uk or contact us: Telephone 0114 253 6688 Text 0741 524 9657 Email info@healthwatchsheffield.co.uk

Venue:

Date: