**We have amalgamated the responses received on the various questions in the survey**

**What Community Services have you used**

1. A&E
2. Alcohol support team
3. Audiology
4. Blood test at clinic at Withernsea hospital/Patrington Clinic at Surgery
5. Cardiac rehab team
6. CBT
7. Chiropody
8. Community midwife
9. Community nurses
10. Dermatology at freedom centre
11. Dietician
12. District nurse for injections ear syringing and wound care
13. Community psychiatric nurse (CPN)
14. Health check
15. Health Visitor
16. Stop smoking unit
17. Incontinence nurse clinic
18. Occupational therapy
19. Osteoporosis clinic.
20. Podiatry

21 Physiotherapy

**Which Service would you like within your community hospital**

1. 24 hr A&E due to being a holiday resort – open a&e in holiday season esp at weekends

2 Longer opening hours at minor injuries especially on a weekend

3. Emergency care every day - 24hrs per day MIU - 9-5 weekdays only is ridiculous for a town the size of Withernsea when Driffield has 7 days a week..... Someone with a laceration which requires stitches should not have to travel for more than an hour (or sit for hours in an A&E in Hull) to get treated.

1. A more regular hearing aid repair service ita a long way to go to Castle Hill for a repair
2. Access to healthy initiatives
3. Cancer Care.
4. Chiropodist
5. Clinics could be held at surgeries

9 Consultant appointments - It's a long way to Castle Hill / When living down south consultants had clinics in local hospitals

I would like to see more specialists coming to Withernsea and Initial consultant appointment

1. Dementia care support/patient/relative
2. Dermatology clinic

12 Minor problem to keep A & E clear.

13 MRSA testing

14 PLASTER ROOM ONCE THE XRAY MACHINE IS WORKING

15 Orthotics,

16 Pre op appointments

17 Out patient appointments and day case (surgical)

18 prostrate clinic

19 Rheumatology services

20 Pulmonary Rehab Clinic

21 Scans

22 Small ops
23 Ultra sound scanning

24 Dressing clinics (more of!),

25 Infertility clinics, Paediatric clinics

26 Numerous people raised the issue of loss at present of the Xray department – although this is due to reopen clear that the local population feel very strongly about the amount of time the facility has been closed

**Free text comment on all hospital services accessed**

1. Nothing - I've rated it 5; All good; all fine
2. Timing keeping issues
	* 2 hour delay without any reason being given
	* 9.15 appointment not seen till 10.15 "forgotten about" <<

	A & E it does not give you enough choice on a screen and low immune people sit for hours
	Absolute chaos, went for repeated appointment to osteoporosis clinic and was told to sit in the diabetic clinic seats with no explanation and people disappearing in droves, not sure what was going on
	* All the way to Castle Hill for a 5 minute chat with a Dr I'd never met before, when this discussion could so easily have been done over the phone as no tests were needed. A quick ohone call first could have saved me 3 hours and a lot of effort
	* Would like appointments to be on time – common wish
	* Reduce waiting time in A&E
	* Being attended to sooner
	* Communication of how long we would be waiting – seen as very important from all comments in this area.
	* Could be faster - Stood in corridors 5 hours waiting time
	* Let us know how long to wait.
	* Very long waits at HRI!! Usually more prompt at Castle Hill. Otherwise all good.
	* Could waiting times possibly be displayed.
	* Did have a long waiting time
	* More access to information about what is going on
	* Nurses could have kept me up to date as to why I had been waiting for such a long time
	* Very long waits at HRI!! Usually more prompt at Castle Hill. Otherwise all good. Waiting times in clinic. I understand things happen so that clinics are running late but patients should be given up to date information as to how long they are likely to be waiting. When the 'white board' waiting time information is given (not in all clinics) it is often not updated
	* Waiting times in clinic. I understand things happen so that clinics are running late but patients should be given up to date information as to how long they are likely to be waiting. When the 'white board' waiting time information is given (not in all clinics) it is often not updated.
3. **Service of staff and admin**
	* More empathy for the elderly or people with a dementia.
	* Being extremely late discharged back to the home.
	* Discharge paperwork is very, very poor! information inadequate when returned with resident.
	* Medication not been sent out with patients. No information regarding when medication has last been administered (Res Home comment on their resident)
	Better communication.
	* Bigger A & E as patient are on trolleys in the corridors and not enough doctors.
	* Not having to wait hours for a 15 mins consultation
	* Car parking
	* Care closer to home.
	* Coffee machine
	* everything was excellent
	* Hospital very good
	* I am very impressed with the NHS system. I only find the pressure very tough on nurses and staff.
	* Improved communication between departments. One service user was left in A&E for 3 hours whilst they waited for a 'specialist' the staff member with the service user repeatedly asked about the specialist as the service user (who has dementia)was becoming increasingly agitated and aggressive. They were eventually told they did not need to see the service user after all and could have been discharged a couple of hours ago!
	* Long waiting time
	* If each patient took just one person with them and not the whole family it would have been less chaotic in waiting area
	* Staff could explain themselves better. I was operated on by someone else and had not been told. Nurses had issues with patients on a night. Why can't they put patients with problems (noises) in a room on their own? Not one person got any sleep!!
	* More understanding and respect from specialists
	* None everyone was brilliant and looked after me well
	* None it was at women's and children's dep and they are efficient
	* Not being a driver the appointment was way too early , I have to rely on public transport
	* Not much really my experience was a good and very successful The only draw back was the length of the waiting time when I had the first one done I was last on the list. But when I had the second one done I was second on the list
	* Nothing - good experience! Nothing excellent service. Nothing they were brilliant nothing! everything was okee dokee ;pleased with the service.
	* Some reading material in the main waiting room Staff explains themselves better. I was operated on by someone else and had not been told.
	* The attitude of the A&E nurse was uncaring and unhelpful
	* The consultants attitude on previous visits were bad enough to consider requesting different doctor
	* Time given when sent home that would help illness before seeing gp just pushed out they are so busy
	* Too far to travel.
	* Would have liked more information on after care
	* people skills bedside manner
	* visiting could be 2 hrs instead of 1 hour
	* time given when sent home that would help illness before seeing GP just pushed out they are so busy
	* water dispenser in the waiting room
	* Whilst I was in hospital for a short stay the food could do to be really improved didn't look very appetising at all
	* Would like to be sure that a specialist will be available at each hospital clinic appointment
4. **Parking issues at hospital**

Parking availability mentioned numerous times.

**Patient Comments on accessing Community Hospitals**

* Beverley Brid and Goole are too far when you are ill
* Bridlington too far harder that Castle Hill
Only at Withernsea as the others are too far to travel
* BUT....Beverley, Bridlington and Goole are not local and involve considerable travel. As for Goole...why don't we just go to London?
* Hornsea, Bridlington and Goole would be very difficult to get to as I don't drive so must use buses
* I have previously been to Bridlington hospital for a tilt and turn test, this distance is ridiculous.
* I would not be prepared to attend 'all these sites' (meaning all the sites mentioned) but would be prepared to attend some of them.
* I would travel to the other hospital if no other alternative but would prefer the local services.
* Only Withernsea and Hornsea
* Withernsea is no problem but the rest of the hospital as I have problems traveling.
* Yes but only if the service included clinics led by speacialists must be good.

**Patient Comments on Community Services**

* All was well no problems
* Appointments for full time workers should be easier
* Better response to phone calls
* Closer to home.
* Earlier pick up after treatment
* Excercise was sent via email did not like this for physio
* I usually use Rosedale in Hedon because the times fit in better with the school routine.
* I have not heard from my own H/V since baby tiny and now 15 months
* It was excellent - no improvements necessary, except for this to be ongoing as I have a long-standing medical condition and can only access physio for any acute episodes. Wouldn't it be better to try and avoid such episodes, if at all possible?
* length of time from referral to appointment
* Less waiting between appointments
* More information or group sessions
* no concerns /problems/ none everything was good /None pleased with the service/ none they were very good/ Nothing they are fantastic / the service was good/nothing, great service / everything was fine / Nothing - it was very good and successful/ Their is nothing to improve the standard of care is excellent
* Not cancelling appointments or not turning up. Terrible service always off sick.
* Nothing really, the home visits are always very good
* Nothing, the district nursing team who visit the home several times a week are always helpful, courteous and very caring
* Prior indication of what would be involved in the procedure.
* Quicker visit
* Staff to acknowledge me and not chatting on personal mobile
* Staff to take more notice of patient notes
* Time allowed to see me
* Time keeping
* To provide an improved way of informing indication of timing of visit When a child needs a referral to Paediatrics then it should be able to be made directly by the Health Visitor as an expert health professional

**Overall/additional comments by patients**

We received a lot of positives overall :-

Always found staff pleasant and very helpful /Always good service so far from all concerned /Been treated fairly well / Generally pleased with the personal service/ Generally satisfied with above services./ Extremely pleased with my care from gp to hospital very quick from start to finish./ I've always received excellent treatment from Withernsea Hospital/ I've been very satisfied with ALL aspects if NHS/ My experience is that the care I have received has been of a high standard and very satisfactory/
Never had a problem, found all staff very nice / Excellent service. Very efficient./ Pretty good, to say all services are stretched to their limits/ So far no complaints./ very good /Very good service received/Very good, no complaints what so ever/ Very happy with Withernsea hospital.

Other comments or requested improvement

A little more care taken when moving patients about the hospital when accidents can and do happen
A recent trip to AAU was reassuring, but a waste of 8 hours as I hung around for tests and results, only to be given the same diagnosis and treatment that the GP had suggested in the morning! Things there could be speeded up. Recently, an elderly neighbour (who is unlikely to do this survey)was sent from Patrington Surgery to Princess Royal for a chest xray. She is in pain with ?sciatica and has to use public transport. She did not know where Princess Royal o/p clinic was and was exhausted after spending so long on a bus, changing buses etc. A closer, easier option should have been available.

A&E atHRI had blood on the floor next to the bed I was taken in. It was dirty and appalling
after a stay in hospital discharge very slow 10 am told discharged finally left 5.30pm little after care information about contact with community services
Always feel it is such a long waiting time and never seen on the appointment time.

City hospital car parks should charge on exit as patients have no idea how long each visit will take

Community services seen to be more personal. <<
Currently referred to Spire at Anlaby by NHS. If community hospitals offered a wider range of facilities but nearer to home that would be good. Cutting down on expensive travel costs and outrageous car parking fees at Hull Royal. Free at Spire and Withernsea Community Hospital. <<
Easier access to appointments for patients. Reappointments should not be par for the course. First in first served would reduce waiting
Generally very good

Good but could do with more services being held at Withernsea instead of having to travel to Hull <<
Have used a lot over the past year and cannot fault anything. Just a lot of hanging around in A & E. ---
Hospital transport is a bit difficult at times
I am concerned that appointments get cancelled, and more specialists are available.

I am happy with the way my husband, my elderly mum and myself are cared for. Long term chronic illness in our 60s also pallative care at home for 95 year old mum suffering with bowel cancer. <<

I have both eyes operated on to remove cataracts really pleased with the friendly and professional I was treated. And the successful outcome. That was Hull Royal. I also had a very good experience at castle hill hospital I had a short stay there after having had a t.u.r.p operation the doctors and nursing staff were really good the food was good. What did have a lasting impression on me was the constant cleaning in the ward and how every one of the house keeping were really helpful and nothing seemed to be to much trouble and on top of that my operation was very successful. thanks to Mr Cooksie and all his team.

Castle hill should be commended for such a high level of patient care. The same cannot be said of Hull royal where patients are treated as an inconvenience

I have found both community hospital in withernsea and the hull infirmary very good indeed
I have had to take my elderly relative to a centre in Hull where the parking for disabled badge holders was non-existent. For my pains I incurred my first parking ticket in over forty years of driving....for goodness sake, if they compel us to travel they might have the decency to park the essential means of getting there. How else do we get to some of the obscure and desolate corners of Hull?
I have always been treated well up to now at both surgeries and hospital visits.

I think closest hospitals should be used. One of my appointments was at Beverley and this is not closer if you have to catch a bus in fact I dont think it is closer at all from Withernsea

I think our hospital provides good services. it would help if it was open 24 hrs for emergencies ---

I wish more emphasis was given to the Pulmonary Rehab Services, they have kept me OUT of hospital more times then I care to remember. Ideally if they were permanently available to COPD patients the benefits would be huge - less hospital bed space taken up, with huge subsequent savings to the NHS, and far better education for patients. Problem is there are not enough chest physio's to do this. The three available in the East Riding are already stretched to capacity. <<

In the past the physio dept at W/sea has been outstanding. Last year after a major knee op I attended physio (again)the young man was condescending and didnt listen to what I was trying to tell him about previous ops & complications. He was very dismissive & didnt give me any exercises to do at home, he was (seemingly)just eager to get the appointment out of the way & away from W/sea, which he said was a dump. <<

The Castle hill team on call were excellent when I needed to go under anaesthetic again because I was bleeding after my operation.
The NHS is a unique system. I hope it will continue and that other countries all learn from it.

The Spire hospital in Analby was by best medical visit in my own opinion. <<
The Withernsea hospital is an excellent hospital, staffed by experienced and friendly nurses and staff. It could be put to better use for the South Holderness area. ---
Travel to Hull and castle Hill is a long tiring journey by public transport.

Medibus is good, but can take a long time when picking up 2/3 patients. We need more services at Withernsea, less travelling means less stress for someone not feeling well anyway.
Withernsea GP & hospital generally very good Hull Royal Infirmary used for referrals is very poor & seems to be declining as well ---