



Rugby: State of Care Health and Social Care Forum

Introduction and context

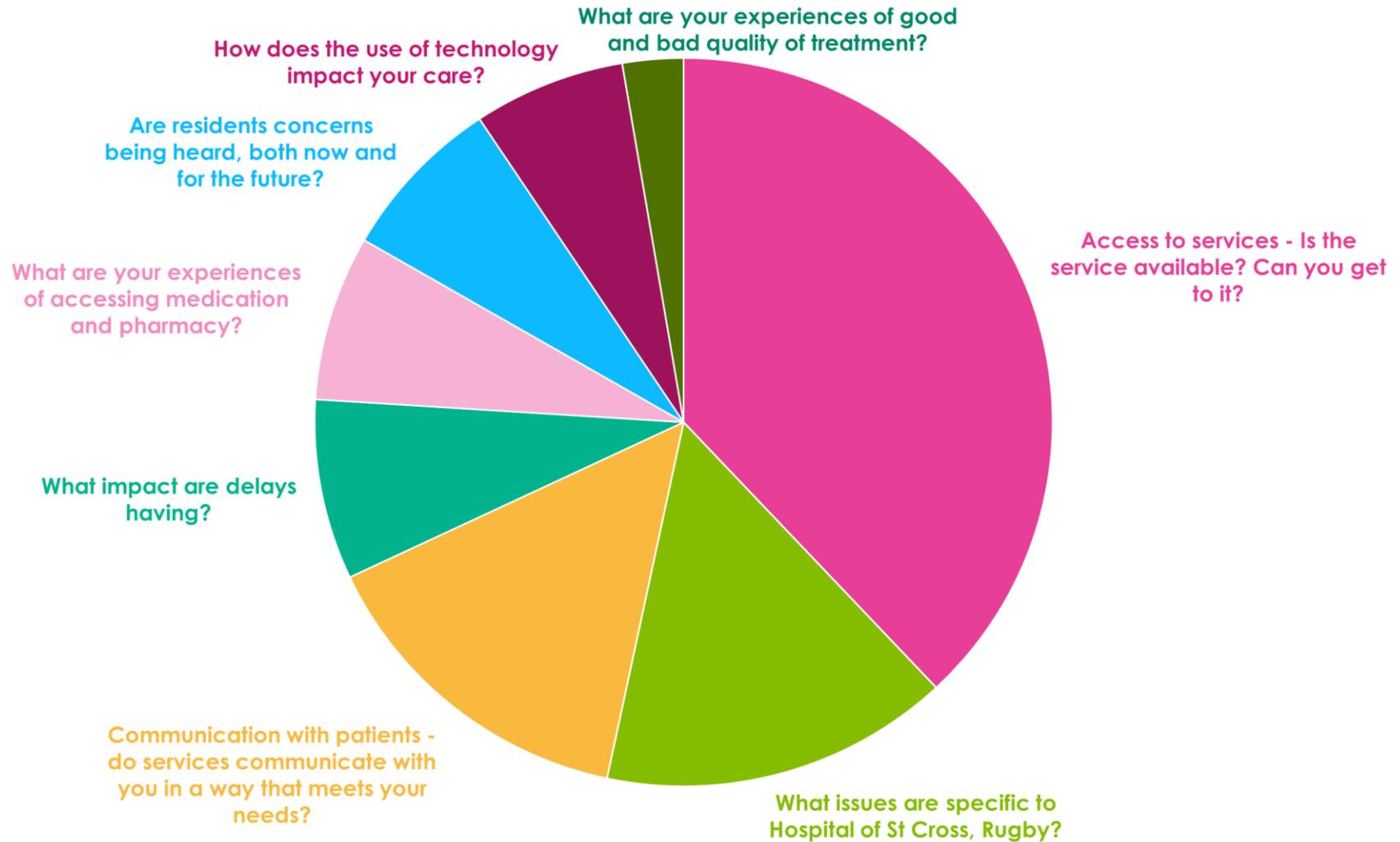
Why Rugby?

- Healthwatch Warwickshire have received a consistent level of feedback about issues in Rugby over a number of years.
- In May and June 2023, 436 people told HWW about their views on dentistry and complex treatment in Rugby. You can read the [report](#) on the HWW website
- On 18 October 2023, HWW held a Health and Social Care Forum on the 'State of Care in Rugby' at Benn Hall, Rugby. There were 120 attendees who provided over 150 comments.

What had we previously heard?

- Pharmacy
Awareness of closures, praise for pharmacies, residents would like pharmacies to offer even more services.
- Hospital of St Cross
Particular issues around urgent and emergency treatment.
- Transport
Travel from Rugby to UHCW (cost/time/parking/public transport/lifts/taxis).
- Quality of treatment
Who to contact when there are GP issues, good care by staff once in system.

What themes did we hear about at the event?





What we heard about access to services

We heard the most about access to GP services, feedback included:

- 'Sometimes difficult to get beyond receptionist. Difficult to communicate verbally with a GP. This raises stress levels and frustration. Communicating in writing feels impossible. GPs are helpful once they are involved.'
- 'Phone queues, physical queues, digital queues-all cause anxiety-none of which helps ill people.'
- 'I have been unable to get a face-to-face GP appointment for the last 2 years.'
- 'Population growth in Rugby does not seem to be matched with growth and increase of services. More GPs are needed.'

We also heard feedback on access to Adult Social Care services:

- 'Carers who care for people with dementia have given up on social care. Only if there's a crisis, or if the cared for have gone into the health system, will there be any help given.'
 - 'Some people have no one to advocate on their behalf. Social Care isn't always brought to the table -it's not just about health, social aspects have a massive impact.'
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What we heard about communication with patients

There were concerns about how residents hear about relevant services and how organisations communicate with each other:

- 'More choice of communication styles is better, some prefer paper, some online, some face to face.'
- 'Is consideration being given to use of different languages? Also, ensuring people are understood, feel safe and are treated equally.'
- 'Better info is needed for ethnic minorities; I had no reply when I offered to volunteer as a language interpreter.'
- 'Community are unsure what services are available. The link to Voluntary Sector is a positive. Post COVID services are missing or altered, and pathways are no longer understood.'
- 'Joined up communications are needed between providers before reaching out to the community.'





What we heard about impact of delays

There were concerns around delays and their impact on health outcomes. We heard the most about the impact of hospital delays, feedback included:

- 'Worsening health conditions both mentally and physically are impacted by delays. Living with conditions longer, causes extra needs. People resort to using savings for private health care as a last resort. NHS waiting lists are still impacted.'
- 'Triage was prompt at 1:10pm following arrival at 12 noon to A&E. Not seen by a medic until 14 and a half hours later at 2:30am. This resulted in a stroke, admission to ITU for 5 days, 2 weeks in hospital, 6 weeks in a nursing home, and now at home, care visits 4 times per day.'
- 'Late reporting on scan and other test results, make it hard to arrange follow up appointments.'
- 'Delays in getting social care, delays in being able to find people to provide it.'



What we heard about the use of technology

People told us about how accessibility can be impacted by the use of IT:

- 'Pre-COVID support sessions to assist with digital access have now stopped. Does this inability to access services digitally mean we are removing choice?'
- 'Some patients are giving up on making appointments due to being on hold, not understanding how their phones work, or not having laptops.'
- 'Older people may be missing out on services or support, and suffering from lack of contact, because they don't have access to the internet or smart phones.'
- 'I'm happy with the use of technology for accessing care services. Working long hours means that being able to sort appointments or prescriptions via an app, at a time that is convenient to me, is very beneficial to me.'
- 'Newer systems are being implemented requiring training for staff. Staff and patients rely on tech working consistently to provide full service.'



Summary

Following the event, attendees told us their key take aways:

- 'That we will not get an A&E back in Rugby which was my prime concern.'
- 'That we all need to work together. It was clear there was actually a lot of support, but that people weren't aware of some of that support.'
- 'Despite the huge communications out there, it was apparent that a lot of people are not hearing the key messages.'
- 'Met new people from the community and interesting local organisations. Really great to hear issues and concerns from people living in the area.'
- 'Good to find out about other groups.'

Next steps

We will share this report:

- At the Rugby Place Executive.
- On the Healthwatch Warwickshire [website](#)
- At the Warwickshire Health and Well Being Board (HWBB).
- At the Warwickshire Adult Social Care and Health Overview and Scrutiny Committee (HOSC).
- With all attendees.

For more information

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