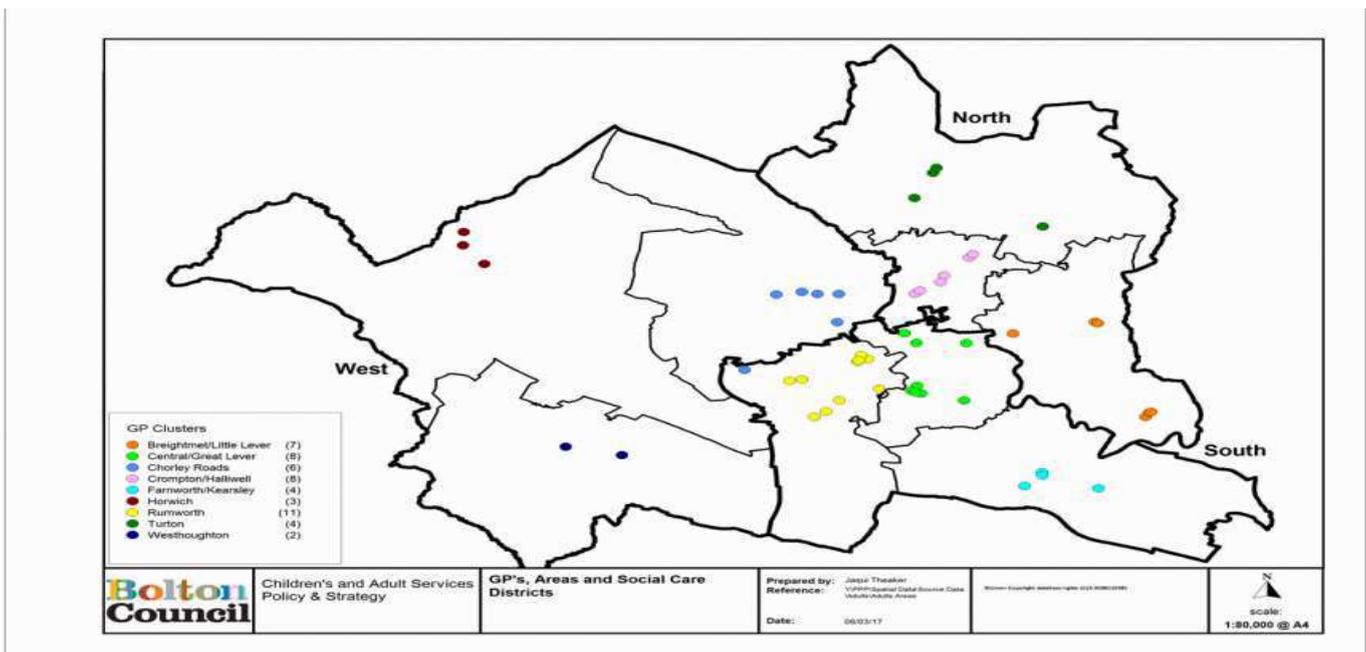




# Bolton Neighbourhood Engagement Report December 2017

## Feedback on Workforce Behaviours





## Disconnect

- ✚ Disjointed services
- ✚ Limited care continuity
- ✚ lack of awareness of local services
- ✚ Disjointed provision

## Trust and Relationships

- ✚ Limited trust in services
- ✚ Residents feel excluded-talk to people
- ✚ Residents could take pressure off GPs – improve relationships with residents
- ✚ No follow up to referrals – no responsibility – if you refer you should be responsible for following up
- ✚ A culture of first come first serve disadvantages the sick, the weak and the vulnerable
- ✚ Bad experience can hinder someone from accessing services in the future
- ✚ Receptionists are difficult
- ✚ GP receptionists from hell- rude, uninformative
- ✚ Too much emphasis on the “ill” person and not the family.

## Timeliness

- ✚ Long waiting time for GP appointments and therefore feeling ignored or unimportant
- ✚ Long wait for drugs and alcohol services
- ✚ Long wait for mental health services
- ✚ Long wait for dietary services (e.g. diabetes),
- ✚ People they think they are not being seen, undue stress
- ✚ Being rushed at appointments
- ✚ Long wait for appointment
- ✚ Longer waiting times (appointments)
- ✚ Untimely discharge
- ✚ Not enough time with professionals
- ✚ Limited time allowed with health professionals.
- ✚ Doctors' environment creates anxiety and is rushed

## Morale

- ✚ Low morale (professionals)
- ✚ Staff morale targets

48 comments

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