



How your feedback makes a difference

CCGs working together

Airedale, Wharfedale and Craven CCG
Bradford City CCG
Bradford Districts CCG

GRASSROOTS FEEDBACK

Feedback from local people on their experiences of health and wellbeing services is used to help improve services for the future.

We pull together patient and carer experiences from external and internal sources into a database which we call ‘Grassroots’. Bringing all this information together means that whether you’ve shared your story with Healthwatch, Care Opinion or on the NHS website, taken part in a survey, or made a complaint to the CCG; your views are being heard and used to improve services.

Gathering experiences from a variety of sources gives the CCGs an overall picture of how well NHS-funded services are meeting the needs of our population. It also helps identify where there are trends, gaps or issues.



Grassroots aims to:

- Put people’s experiences at the heart of the commissioning process
- Promote and embed the experiences of patients and carers within NHS culture
- Identify areas for further exploration through engagement projects.

The CCGs (Clinical Commissioning Groups) are responsible for planning, buying and monitoring local health services. The insight from Grassroots is used to inform decisions and help make local services better.

If you’d like to know more about the CCGs and how we use feedback to improve services, contact us by emailing grassroots@bradford.nhs.uk

HOW DOES YOUR EXPERIENCE MAKE A DIFFERENCE?

Below are three recent examples of how feedback received has been used to improve services in Bradford district and Craven.

1

We were given feedback which showed that D/deaf people have difficulties when visiting their GP practice. As a result of this feedback, the CCGs worked with local partner Bradford Talking Media on a toolkit for GP practices to help them support these people. This toolkit includes videos that help GP practice staff understand how D/deaf people can be better supported.

2

We heard from carers that people were having to wait too long for equipment at home once they had been discharged from hospices. This was because the equipment could only be ordered by an occupational therapist.

The CCGs worked with local care providers to change this process. Now equipment can be ordered directly by the hospice before a person goes home.

3

We were told about variation in people's experience of mental health crisis services.

This variation was taken to the Bradford district and Craven Mental Health Partnership Board for discussion. There is now an active project, through voluntary and community sector organisations, to better understand people's experiences.

This work will help identify specific changes to be made to mental health crisis services.

WHAT SORT OF FEEDBACK CAN YOU SHARE?

All feedback about health, care and support services is valuable.

It could be:

- About any local NHS-funded service, whether that is a GP, hospital, service in the community, maternity service, mental health service, ambulance or patient transport, pharmacy or VCS organisation providing health, care or support services.
- Positive, negative, mixed or indifferent.
- About any aspect of your experience, whether that's communication, waiting times, staff attitudes, parking or something else.
- It should also ideally be about an experience in the last six months.

Here are some top tips which you may find useful to follow when writing about your experience:

- Include the name of the health or care services that you were using.
- Say when this experience happened.
- Try to describe the impact the experience has had on you.
- Don't include people's names or any details that make you or anyone involved in your care identifiable.
- And lastly, you do not need to write a lot – a couple of lines may do.

At times you might want to talk to a provider directly about an experience, or find out how to make a complaint or compliment a service directly.



"I recently attended the A&E at BRI with my elderly mother who fell at home. She was in a lot of pain and discomfort and was very distressed. We were taken to the hospital via an ambulance and arrived to a very busy department. My mother was seen by a triage nurse on arrival and was told to wait until she was called. We waited for almost an hour during which my mother was in a lot of discomfort and struggled to sit for such a long period. The doctor we finally saw was very kind and understanding. He offered my mother a bed to rest on whilst he checked her out. It took us a long time get seen but the care my mum received was good."



"I have been with my practice for over 10 years. The doctors and staff are really helpful and kind when you need them. The only issue I have is about getting through to the surgery in the morning to book appointments. I can be waiting for up to half an hour and when I do finally get through I get told that all the appointments have gone. This has been ongoing and it can be very frustrating when you need to see the GP or nurse. I sometimes have to wait a few days before I get seen."

HOW TO SHARE YOUR EXPERIENCE?

**There are a few ways to share feedback, and it can be confusing.
If you use any one of these three routes your experience will be
fed into Grassroots and used to improve services.**



Care Opinion is an online platform for sharing stories about health, care and support services.

The website makes it safe and simple to share your story online and see other people's stories too. Your feedback will be shared with all the organisations who need to see it, and often you'll get a response to show how your feedback is making a difference.

www.careopinion.org.uk/youropinion

Healthwatch are the independent champion for people who use health and social care services. Their sole purpose is to understand the needs, experiences and concerns of people who use health and social care services and to speak out on their behalf.

You can share your experience with Healthwatch online, by phone or in person at their regular outreach sessions:

Healthwatch Bradford and District: 01535 612545

https://www.healthwatchbradford.co.uk/

Healthwatch North Yorkshire: 01904 552 687

https://healthwatchnorthyorkshire.co.uk/



The CCGs' patient support team is here to help you if you have a concern or complaint about a local NHS service.

Contact the patient support line on 01274 237562 or email bdc.complaints@nhs.net