



# Community Health & Care Survey Report 2024





# Contents

<b>About this survey</b>	2
<b>Service ratings:</b>	
 Health Centre	3
 Social Prescribing	10
 Mental Health	12
 Optician	14
 Pharmacy	17
 Dental Practice	20
 St Mary's Community Hospital	23
 Hospital Outpatient	27
 Hospital Inpatient	33
 Childrens & Families	38
 Adult Social Care	42
 Park House	45
 Patient Transport	48
 Buzza Bus	52
 Health visitor	54
<b>Off-Island comments</b>	55
<b>Additional comments</b>	56
<b>Demographics</b>	57



# About this survey

Our 2024 biennial survey provided a unique opportunity for all members of the community to share their views and experiences of health and care services.

This report is based on both qualitative and quantitative feedback received about NHS health and care services. It has been designed to highlight both positive areas of practice and areas that could be improved.

Where provided by the service, feedback about the results has been included. We have also offered our own feedback and where appropriate, recommendations have been identified.



## What we did



Two printed copies of the survey were sent out to every household (930) across the five islands and an electronic copy was shared with the community through social media, our website and digital signs. A total of 264 surveys were completed, giving a response rate of 15%, with 231 (87%) of these surveys being paper-based and 33 (13%) electronic.

The results were analysed and compiled into individual reports for each of the services and sent to the service providers for feedback.

## What we learned

The findings show that the health and care provision across the islands generally varies between good and very good. 'Fortunate' or 'lucky' were terms respondents frequently used to describe their view of the services and highlighting the hard work and commitment of those responsible for providing them.

Although most were well regarded, there are some services that the report indicates would benefit from improvements to their delivery. Access, availability and communication were issues raised, with people not aware of how to contact services. We will continue to work with service providers to support them with the challenges faced within health and social care and living on the islands.

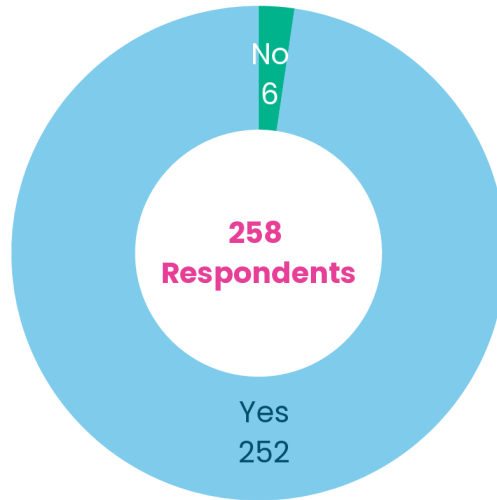
Due to insufficient responses, feedback from 'With You', (drugs and alcohol service) and maternity services have not been included in the final report.



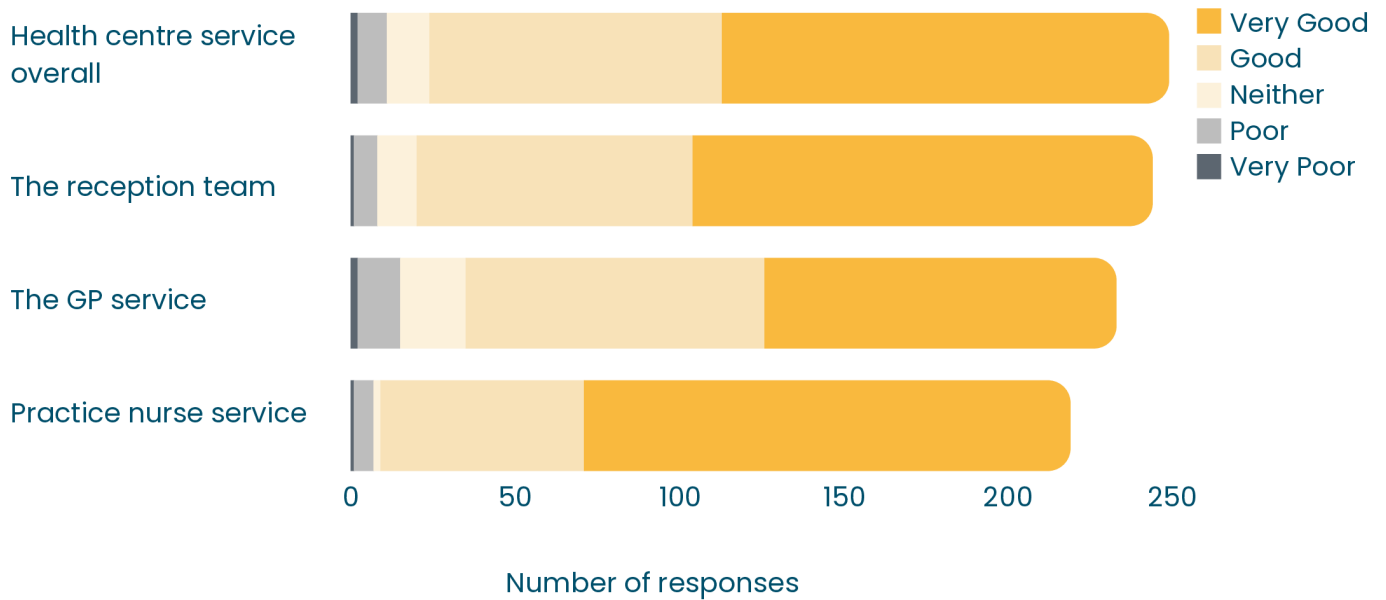


# Health Centre

## In the last 2 years have you used St Mary's Health Centre services?



## Ratings of services provided by St Mary's Health Centre



## Findings

<b>Health centre service overall</b>	<b>90%</b> (225 of 249) of respondents rated the service very good or good, which is an <b>8%</b> increase from the previous survey.
<b>The reception team</b>	<b>92%</b> (224 of 244) of respondents said the reception team was very good or good.
<b>The GP service</b>	<b>85%</b> (198 of 233) of respondents rated the service as very good or good.
<b>Practice nurse service</b>	<b>96%</b> (210 of 219) of respondents rated the service as very good or good.

## Comments to support ratings



**6** “The reception team are approachable and helpful. We are very lucky to be able to get a timely GP appointment” 

**Health Centre Patient**

## Positive feedback

<b>Reception team</b>	<b>4</b> respondents commented on the reception team, describing them as efficient, helpful and an improved service.
<b>Doctors</b>	<b>3</b> respondents said the doctors are excellent and caring.
<b>Staff overall</b>	<b>8</b> respondents commented on the staff, saying that they are helpful, understanding, caring and friendly.
<b>Service</b>	<b>12</b> respondents commented on the service overall, describing it as very good, fast and efficient, especially compared to the mainland.
<b>General</b>	<b>6</b> other positive comments were made about St Mary’s Health Centre, including: <ul style="list-style-type: none"> <li>• “Timely GP appointments with whoever is available”</li> <li>• “When asked, got appointment face to face”</li> <li>• “The treatment you get is first class”</li> </ul>



## Issues

### Access

26 comments about how long you have to wait to see a GP.

**"Patients are informed if the doctor is running late and the reception team do their utmost to accommodate patients wherever they can to try and avoid this"**

**St Mary's Health Centre**

### Follow-up

6 comments about no follow-ups or getting results of blood tests phoned through to patients.

**"Patients are contacted if necessary, but the reception team are unable to call back every patient blood test results as we do not have resources or time capacity to action this, patients can always call the reception team regarding results and can also now look up results online with the NHS app"**

**St Mary's Health Centre**

### Continuity

23 comments identified the lack of continuity of GP's and needing improvement.

**"Currently we have a regular turnover of locums until GP recruitment has been successful"**

**St Mary's Health Centre**

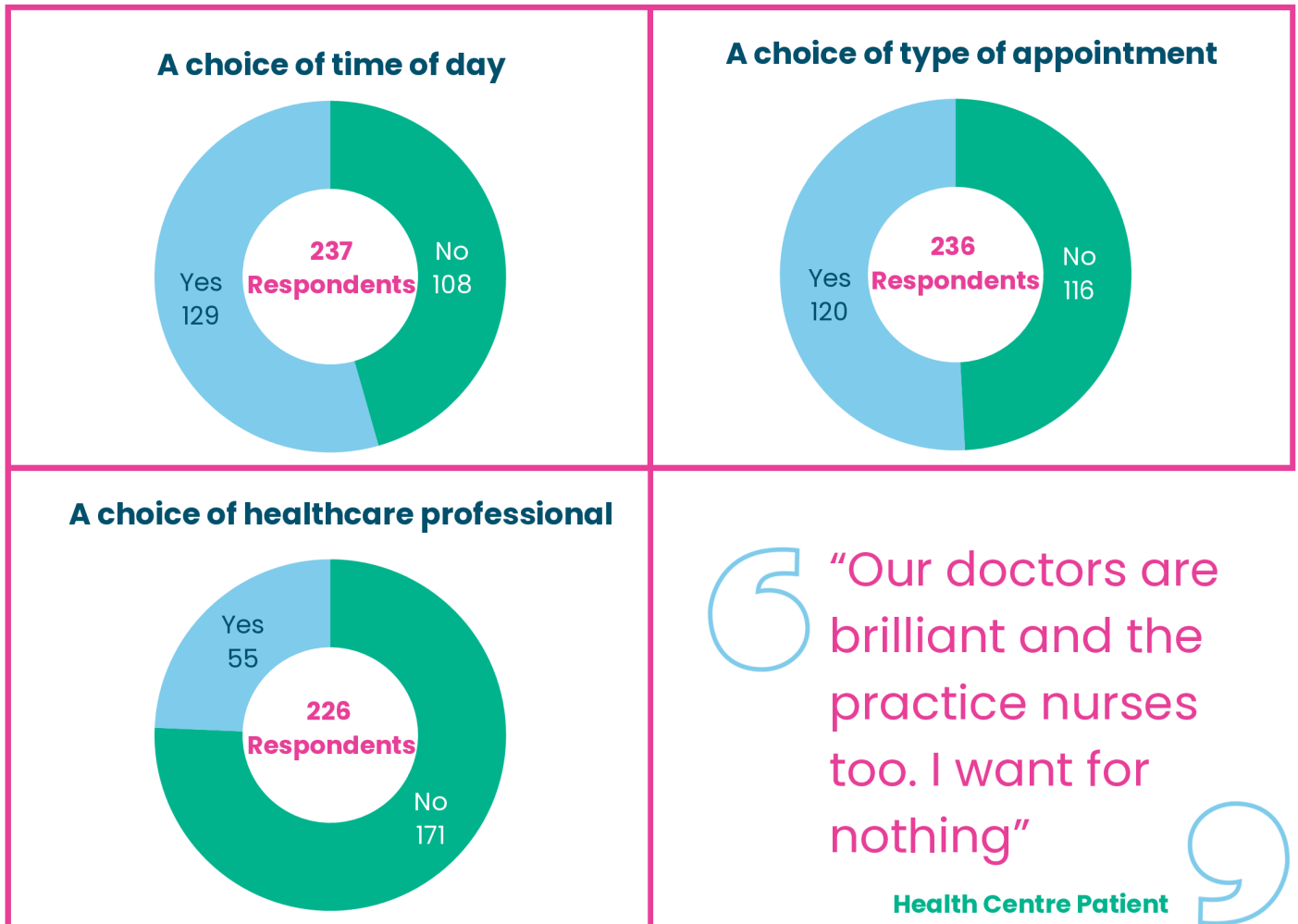
### Communication

20 comments were made about issues with communication. These issues included:

- Unhappy with receptionists asking for details about the medical condition.
- The recorded telephone message is too long.
- The appointment times were late and no explanation was given.
- Wasted journey to the health centre due to not being informed of the appointment being changed to a telephone call.
- Not being informed about results or referrals.
- No response to letter.
- Poor communication between the health centre and RCHT.



## When you last made an appointment, were you offered any of the following?:

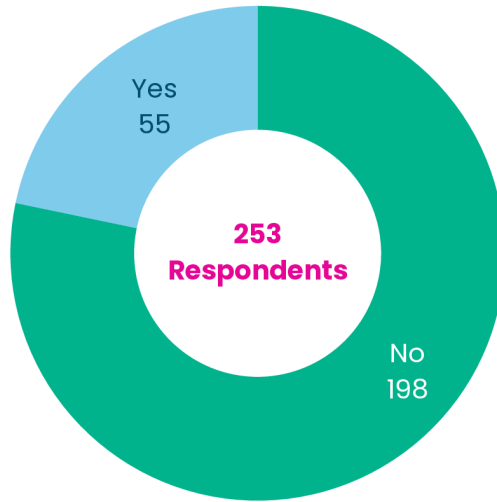


Findings	
<b>A choice of time of day</b>	<b>54%</b> (129 of 237) of respondents said they were offered a choice.
<b>A choice of healthcare professional</b>	<b>24%</b> (55 of 226) of respondents said they were offered a choice of healthcare professional.
<b>A choice of type of appointment</b>	<b>51%</b> (120 of 236) of respondents said they were offered a choice of appointment types.

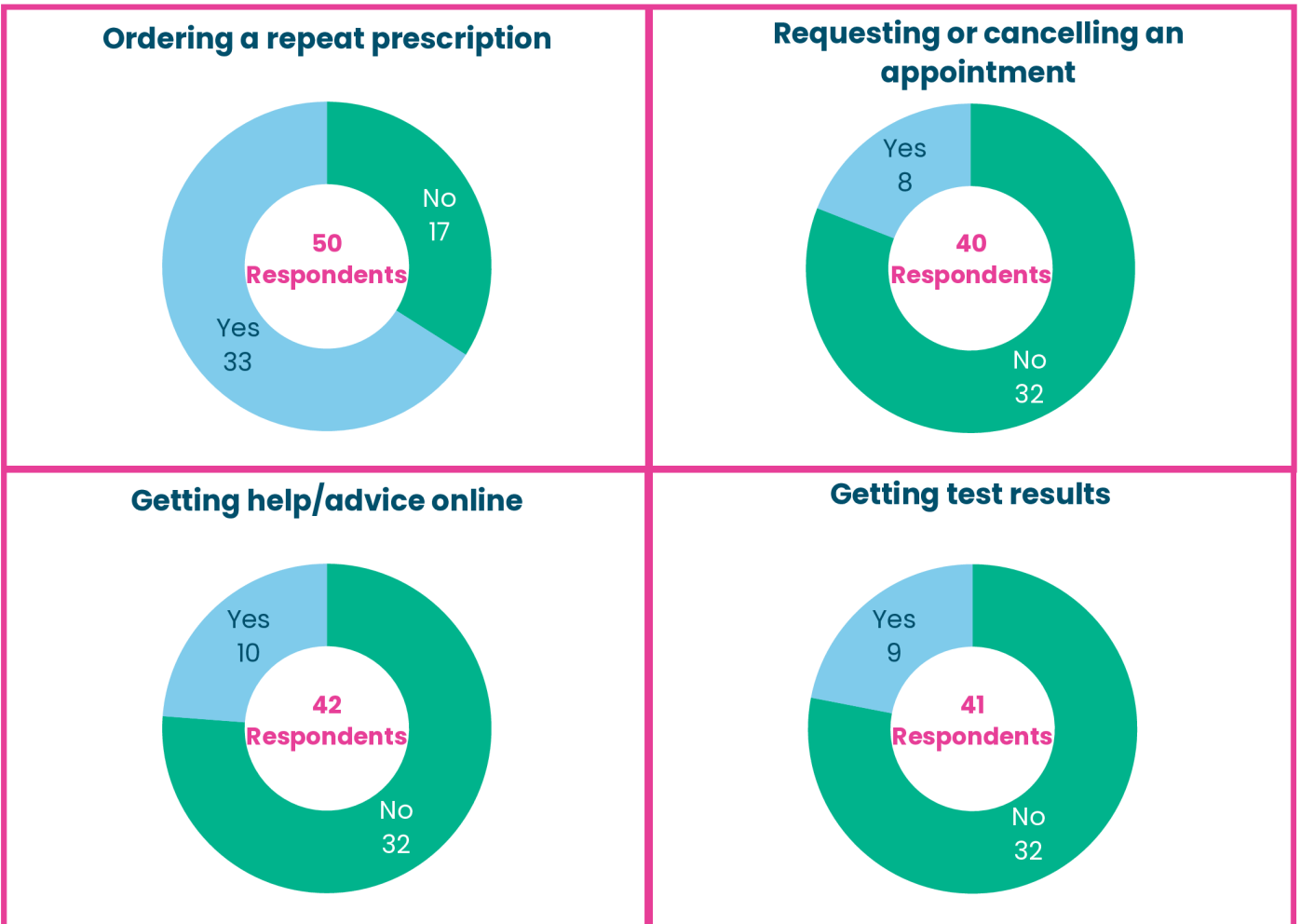


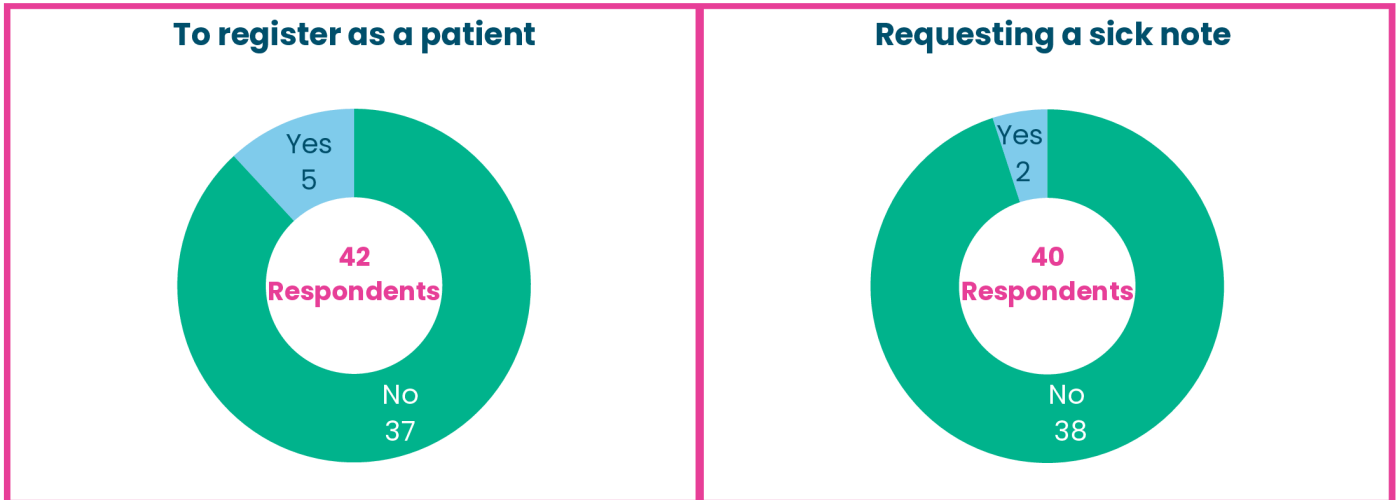


# Have you accessed St Mary's Health Centre website?



## What have you used the website for?





## Findings

<b>Accessing website</b>	<b>22%</b> (55 of 253) of respondents said they had accessed the health centre website.
<b>Ordering a repeat prescription</b>	<b>66%</b> (33 of 50) of respondents have used the website to order a prescription.
<b>Requesting or cancelling an appointment</b>	<b>19%</b> (8 of 42) of respondents have used the website to request or cancel an appointment.
<b>Getting help/advice online</b>	<b>24%</b> (10 of 42) of respondents used the website to get help/advice online.
<b>Getting test results</b>	<b>22%</b> (9 of 32) of respondents used the website to get test results.
<b>Registering as a patient</b>	<b>12%</b> of respondents have used the website to register as a patient.
<b>Requesting a sick note</b>	<b>5%</b> (2 of 40) of respondents have used the website to request a sick note.

“We have a very welcoming and accessible health centre and friendly team of professionals who do a great job”





## Comments about the website

### Findings

There were 12 respondents to the question

<b>Online appointments</b>	1 respondent said they were not aware that you can make and cancel appointments online.
<b>Unhelpful</b>	1 respondent said that they found the website to be of very little help.
<b>Repeat prescriptions</b>	2 respondents said that ordering a repeat prescription on the website is sometimes difficult and it may work but sometimes it fails.
<b>Not possible</b>	1 respondent said that it was not possible to do anything identified in the question.
<b>Other</b>	1 respondent said they do check the website but they do not use it for any of the reasons identified.

“Consider myself very lucky to have such a good health centre”

Health Centre Patient

## Healthwatch feedback

It is good to see that the health centre overall rating has improved by 8%. In general the ratings have shown an improvement since the last survey.

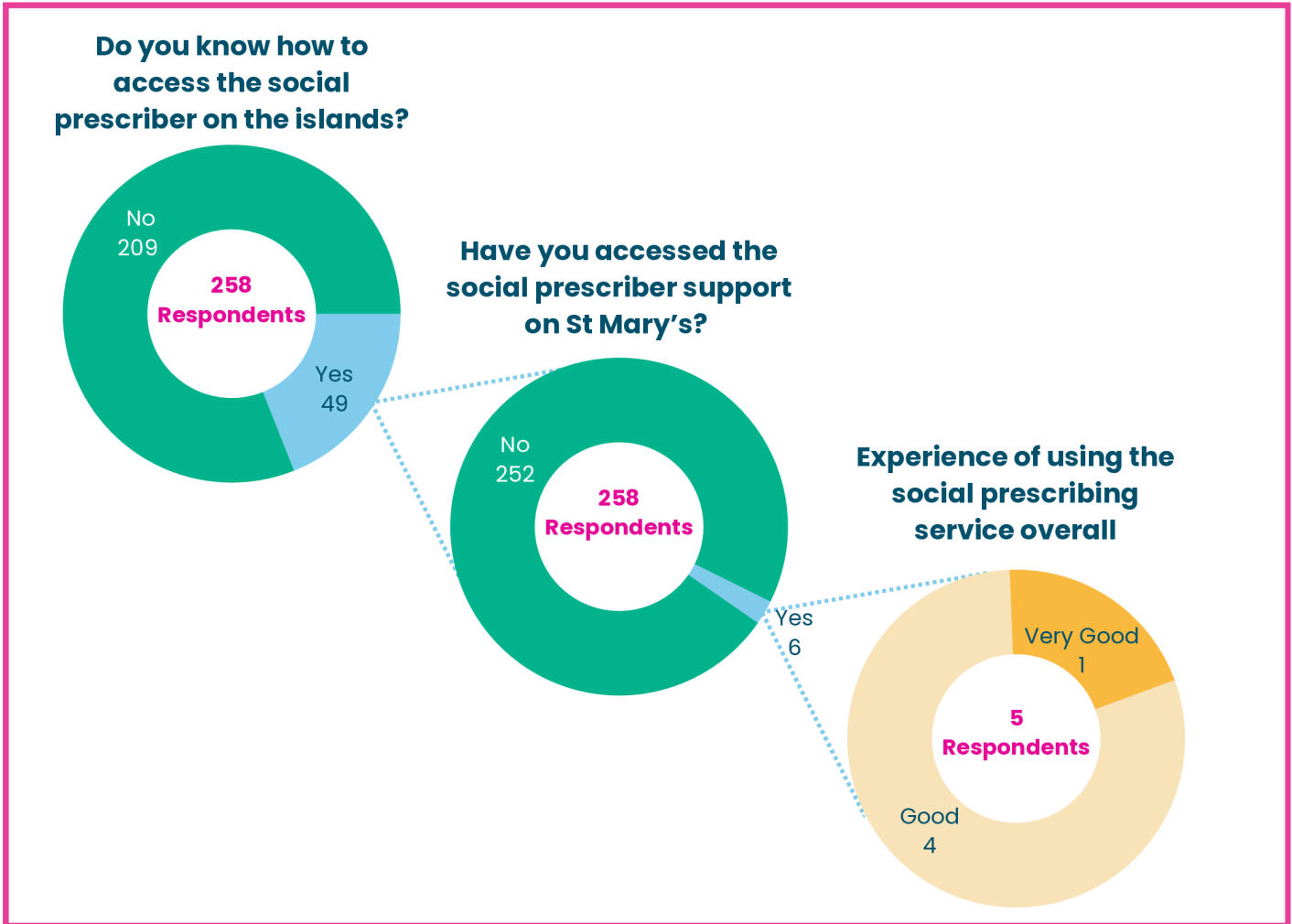
The health centre has a website that provides a wealth of information and access to a number of services. It would be helpful to the community if they were aware of the services they can access, which may reduce the number people needing to make direct contact.

It would be good to reassure the community about their concerns over the lack of the continuity of GP's and why they may now need to wait longer to see a GP.



# Social Prescribing

## Ratings of the social prescribing service



## Findings

<p><b>Knowing how to access</b></p>	<p><b>81%</b> of respondents did not know how to access the social prescribing service on St Mary's</p> <div style="border: 2px solid orange; border-radius: 15px; padding: 10px; margin-top: 10px;"> <p><b>"The service can be accessed through the reception desk at the health centre, hospital, through adult social care, the one-stop shops at Carn Gwarval Wellbeing Centre and the library. Self referrals can also be made at any of these locations by filling out a form. You will then be contacted by the social prescriber as soon as the referral comes through"</b></p> <p style="text-align: right;"><b>Social Prescriber</b></p> </div>
<p><b>Accessed</b></p>	<p>Only <b>2%</b> of the respondents have accessed the social prescribing service.</p>
<p><b>Overall experience</b></p>	<p>Although 6 people said that they had accessed the service, only 5 people rated it.</p>



## Comments to support ratings



“Very approachable and professional”  
Social Prescribing Service User

### Positive feedback

2 positive comments were made about the social prescribing service on St Mary's:

- “Very approachable and professional”
- “A good listener”

### Issues

#### Off-island access

1 respondent said the service is set up to be available for one to one on St Mary's, not for the off-islands.

“Consultations with patients can be through various means including telephone, video call or face to face. Meetings can also take place at the health centre, or the social prescriber can visit people in their homes both on St Mary's and all off islands when patient travel outside of their home or island is difficult. We try to be accessible to all”

Social Prescriber

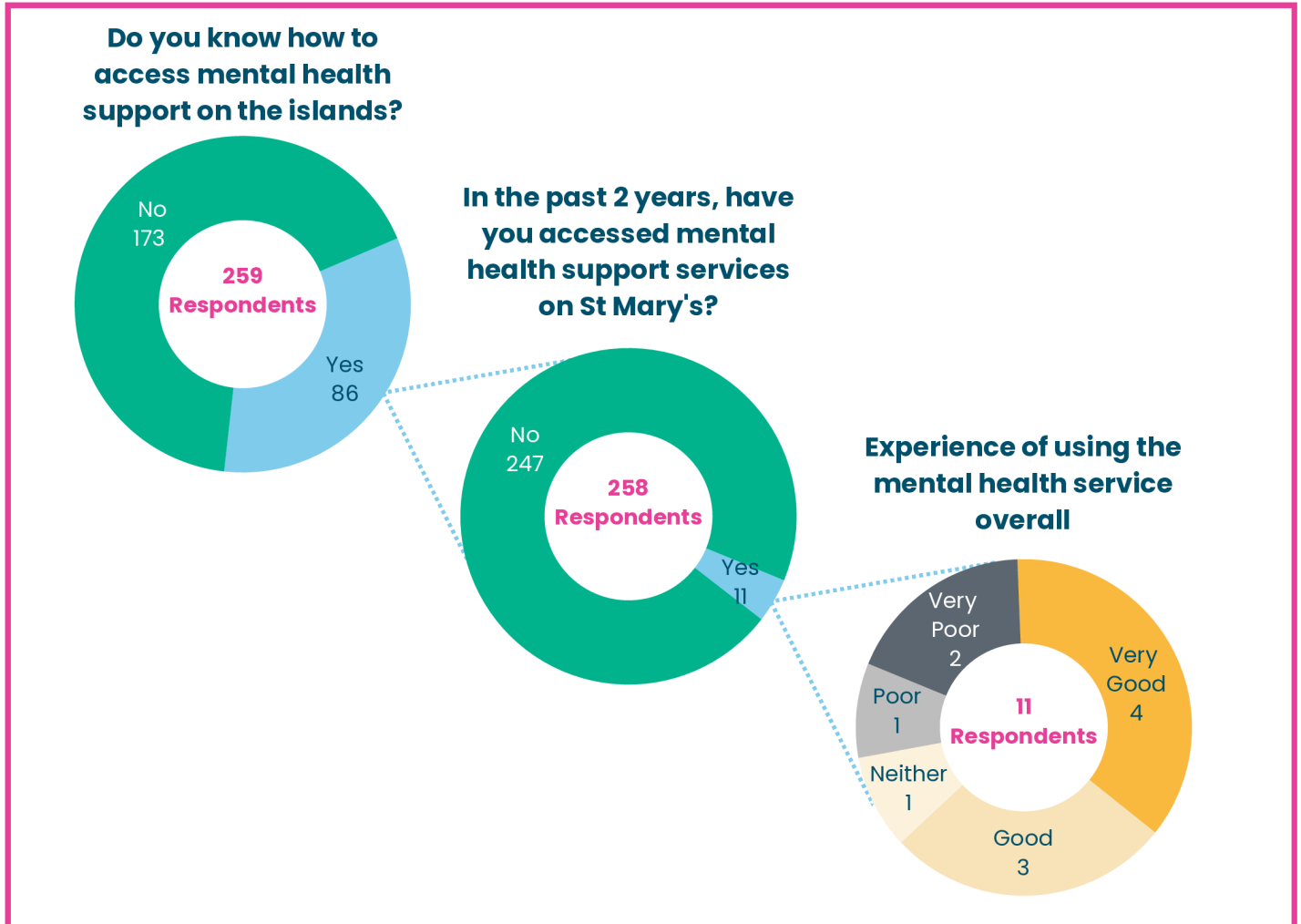
### Healthwatch feedback

We are aware that this a new service for islanders, but as 81% of respondents did not know how to access the service, we would recommend that it is more widely advertised through information leaflets, events and social media.



# Mental Health

## Ratings of services provided by adult mental health



“Very helpful and reassuring”  
 Adult Mental Health Patient

### Findings

<b>Access</b>	67% (86 of 259) of respondents said they did not know how to access the service.
<b>Service overall</b>	64% (7 of 11) of respondents rated the service as very good or good.

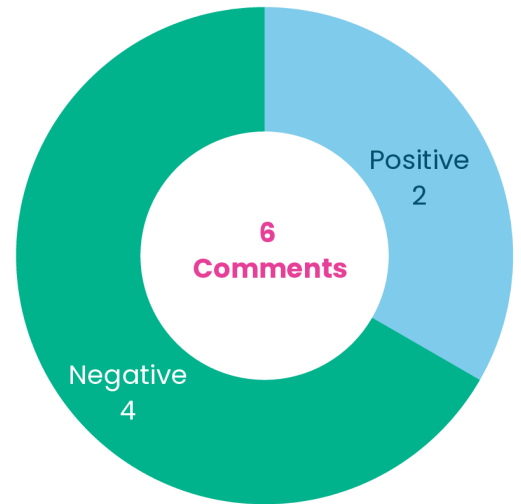


## Comments to support ratings

### Positive feedback

2 positive comments were made about the mental health service on St Mary's:

- *"Excellent 1 hour consultation with (name), community psychiatric nurse. Very helpful and reassuring. Know I can self-refer at any time is required"*
- *"(Name) is excellent"*



### Issues

<b>On-Island Access</b>	1 respondent said the mental health professional should be based on the islands.
<b>Availability</b>	1 respondent said the appointments for the service are difficult to get.
<b>General</b>	<p>2 respondents expressed overall dissatisfaction with the service. 1 respondent said that the mental health team at Bolitho House were unhelpful and unresponsive, and another respondent said the following:</p> <ul style="list-style-type: none"> <li>• <i>"Cancelled appointments, minimal support, confused responses, mental health professional who talks at you, exemplars her own experiences rather than listening to yours. Poor follow-up of activities/referrals. Dismissive attitude to suicidal behaviour"</i></li> </ul>

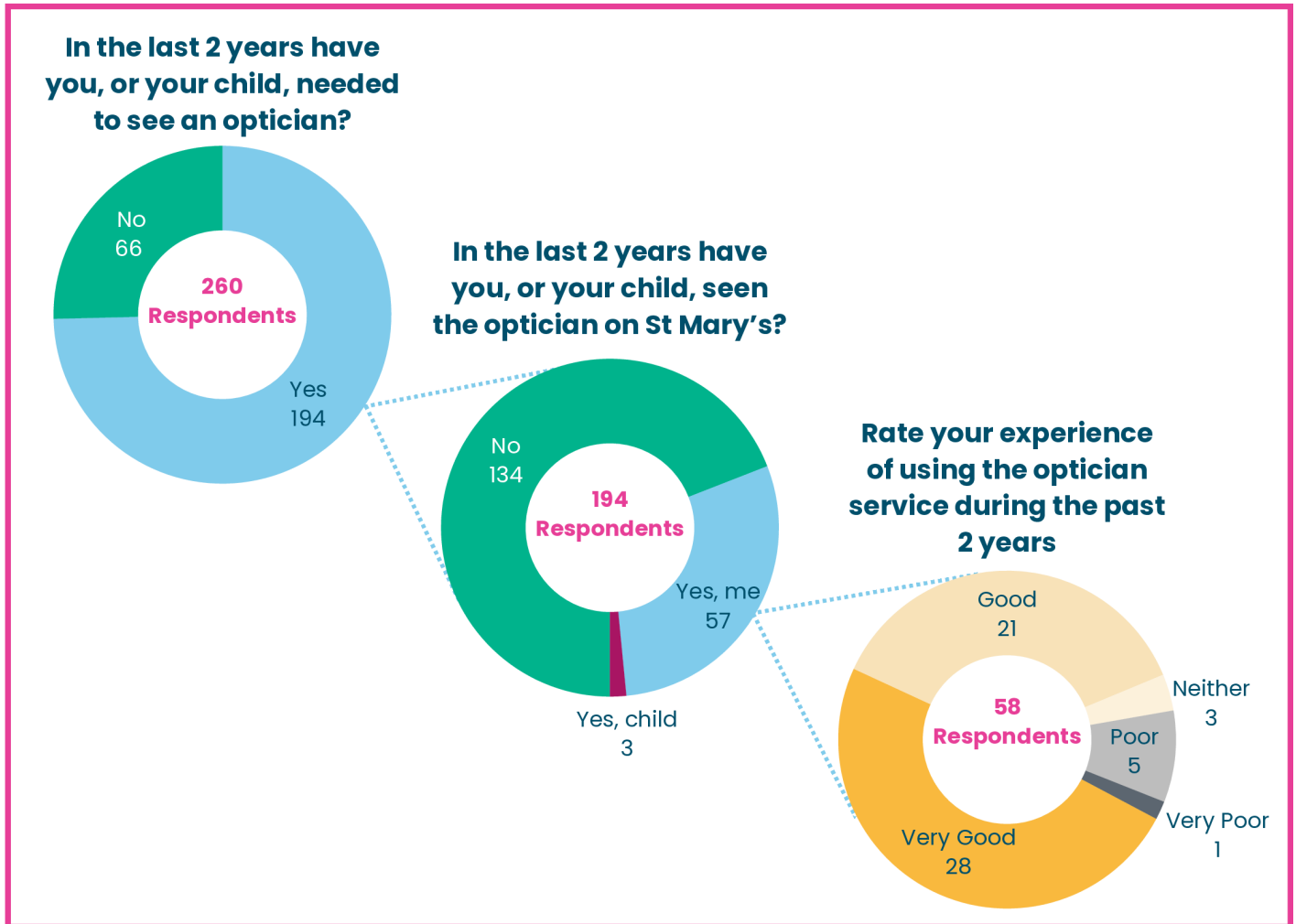
### Healthwatch feedback

As 67% of respondents to the survey said that they did not know how to access the service, we would like to be able to share information about the service with the community.



# Optician

## Ratings of services provided by the optician service



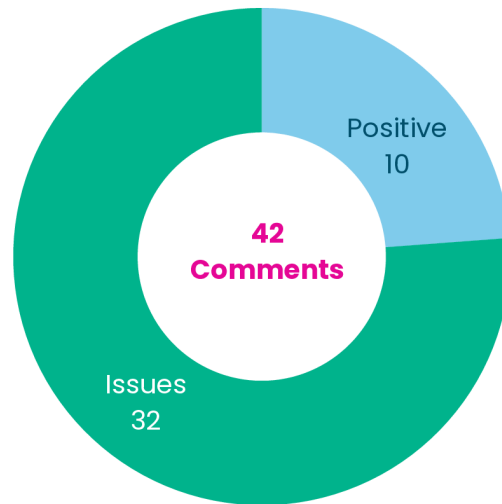
## Findings

<b>Access</b>	<b>74%</b> (194 of 263) respondents said that they needed to see an optician in the last 2 years. Of these, only <b>31%</b> (60 of 196) were seen on St Mary's. This means that the remaining <b>69%</b> (136 of 196) of the respondents went to the mainland or have not seen an optician at all.
<b>Overall experience</b>	<b>84%</b> (49 of 58) of respondents rated the optician service as very good or good.





## Comments to support ratings



### Positive feedback

#### 10 positive comments were made about the optician service on St Mary's:

- "Excellent service"
- "She was very careful and helpful"
- "Once you get an appointment you will get good treatment if previous experience is anything to go by"
- "Lovely people! Good to be able to buy spectacles at the appointment"
- "Very thorough, good advice - didn't try and sell me anything"
- "The actual meeting with the optician has always been brilliant"
- "Very helpful and good to access on island"
- "When I eventually had an appointment the service was thorough"
- "Less waiting time than there used to be"
- "Very helpful and caring"

“Lovely people! Good to be able to buy spectacles at the appointment”

Optician Service User





## Issues

<b>Waiting lists and visits</b>	<b>11</b> respondents said It's a long wait to see the optician, and that more regular visits are needed from the optician.
<b>Follow up appointments</b>	<b>4</b> respondents said that they had not been contacted for a follow-up appointment that they were told they would have.
<b>Equipment</b>	<b>3</b> respondents said that the optician did not have all the equipment required to do the tests and that they needed newer, faster equipment.
<b>Unaware of service</b>	<b>6</b> respondents said they did not know there was an optician service on St Mary's.
<b>General</b>	<p><b>8</b> other issues were raised about the optician service on St Mary's:</p> <ul style="list-style-type: none"> <li>• <i>"Possibility lack of availability may be a problem"</i></li> <li>• <i>"The first appointment resulted in a poor prescription for my new glasses. Changed on second appointment- still not right. No idea how to sort it as can only contact through the health centre"</i></li> <li>• <i>"New spectacles unsuitable. No use to me for watching tv. Unable to see print on screen"</i></li> <li>• <i>"Could do with eye specialists again for more complex conditions."</i></li> <li>• <i>"Gave spectacles that did not fit so had to get them fixed. I now go to the mainland instead"</i></li> <li>• <i>"Not been offered the service"</i></li> <li>• <i>"Did ask for an appointment with an optician when they restated coming over and never had a response"</i></li> <li>• <i>"We should have a full time optician"</i></li> </ul>

**"Due to circumstances out of our control (bad weather and no flying) means we cannot physically get an optician here when scheduled. We re-book appointments where possible and extend future clinic dates to accommodate patients, however some patients on the waiting list do not always inform the practice if they have been seen on the mainland therefore not requiring an appointment here on the islands. On a few occasions patients simply just do not attend for their appointment here and can be difficult to fill at such short notice"**

**St Mary's Health Centre**

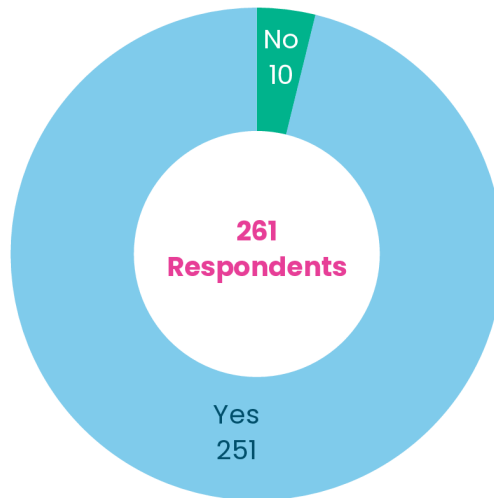
## Healthwatch feedback

The data has demonstrated that 73% of the survey respondents said they had needed to see an optician in the last 2 years. However, only 30% were seen on St Mary's. We recommend that this service is more widely advertised to the community and includes information about who provides the service, how to book an appointment, waiting lists and follow-up appointments.

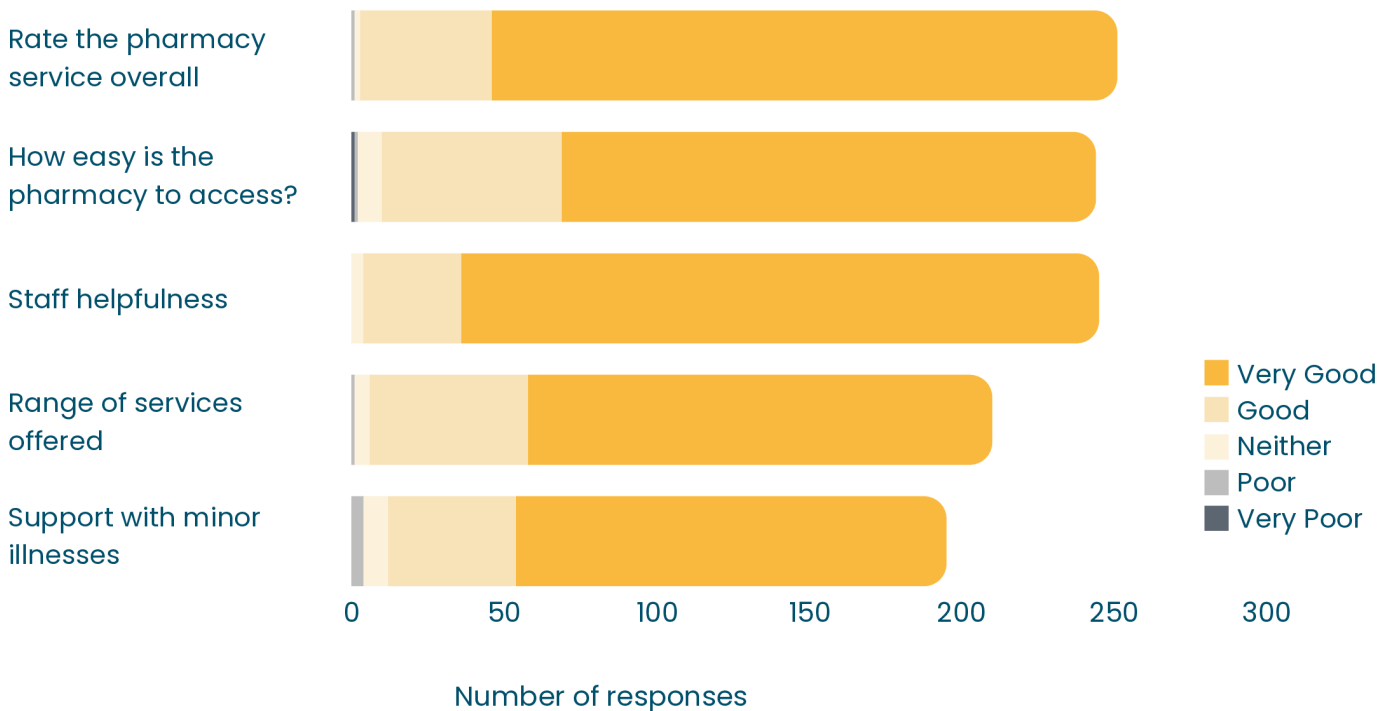


# Pharmacy

**In the last 2 years, have you used any pharmacy services?**



## Ratings of services provided by Isles of Scilly Pharmacy

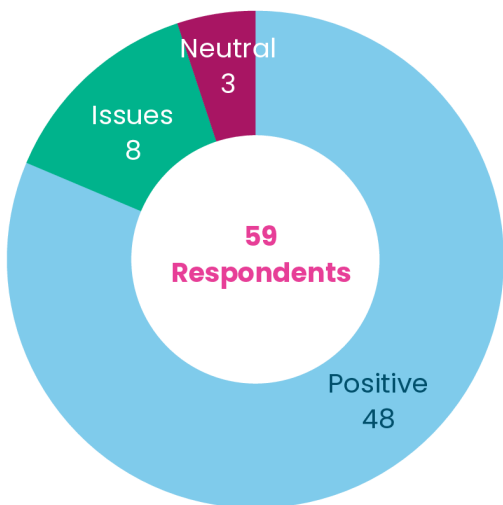




## Findings

<b>Rate the pharmacy service overall</b>	<b>99%</b> (248 of 251) of respondents rated the service very good or good.
<b>How easy is the pharmacy to access</b>	<b>96%</b> (234 of 245) of respondents said the pharmacy was easy to access.
<b>Staff helpfulness</b>	<b>98%</b> (241 of 246) of respondents rated staff helpfulness as very good or good.
<b>Range of services offered</b>	<b>97%</b> (204 of 210) of respondents rated the services offered by the pharmacy.
<b>Support with minor illnesses</b>	<b>94%</b> (183 of 195) of respondents rated support with minor illnesses as very good or good.

## Comments to support ratings



“Outstanding - usually my first point of contact for excellent advice”

**Isles of Scilly Pharmacy Patient**

## Positive feedback

**81%** of these comments identified one or more positive attributes about the service. Many respondents described the service as helpful, caring, friendly, proactive, knowledgeable, and thorough, saying that the service is outstanding, well run and provides excellent advice.



## Issues

There were **8** respondents who commented. These included the following responses:

<b>Communication</b>	<b>3</b> people commented on the staff communication, stating that the questioning is sometimes too intrusive or that challenging other healthcare professionals' decisions was unnecessary.
<b>Off-Island access</b>	<b>1</b> person said that access from the off-islands is poor.
<b>Premises</b>	<b>1</b> comment stated that the Pharmacy would benefit from a new premises.

**"Thank you for your feedback and continued support. If you ever have an issue with your medications or the services we provide, please feel free to get in touch to discuss with us directly"**

**Isles of Scilly Pharmacy**

**"Fantastic team. Extremely knowledgeable. Always friendly and helpful"**

**Isles of Scilly Pharmacy Patient**

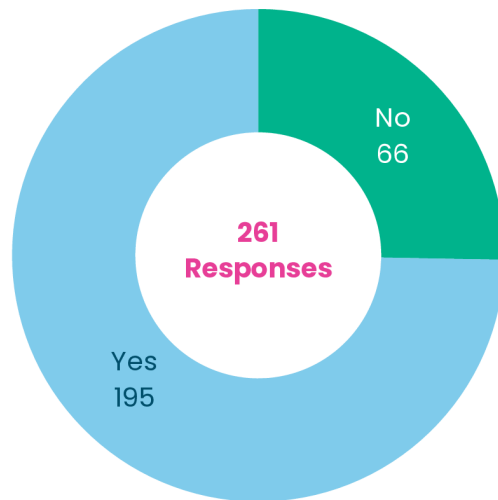
## Healthwatch feedback

**It is excellent to read so many positive comments about the pharmacy and the range of services that are provided to the local community.**

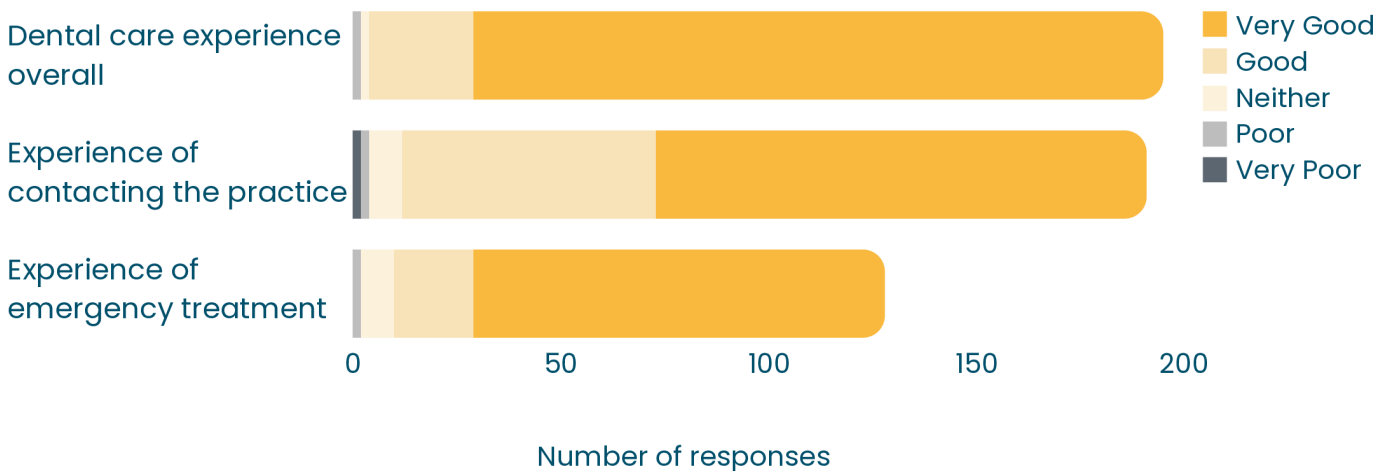


# Dental Practice

**In the last 2 years have you used the dental service on St Mary's?**



## Ratings of services provided by the dental service



“Same day appointment for emergency is usually available – super dentist, very kind and understanding. Aren't we lucky!”

Dental Patient

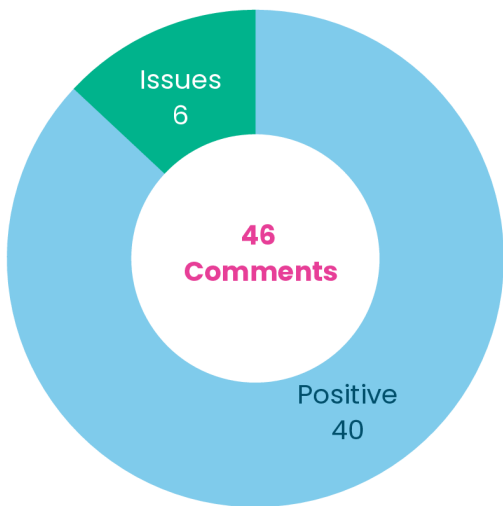




## Findings

<b>Dental care experience overall</b>	<b>98%</b> (191 of 195) of respondents rated the dental care experience overall as very good or good.
<b>Experience of contacting the practice</b>	<b>94%</b> (179 of 191) of respondents rated their experience of contacting the practice as very good or good.
<b>Experience of emergency treatment</b>	<b>92%</b> (118 of 128) of respondents rated their experience of emergency treatment as very good or good.

## Comments to support ratings



“Excellent dentist and dental nurse, first rate service”

**Dental Patient**

## Positive feedback

**87%** (40 of 46) of these comments were positive. These respondents highly value the service that the dental team provides, describing it as excellent, efficient and thorough, with emergencies dealt with promptly and the staff as being very kind and understanding.



## Issues

<b>Availability</b>	1 comment stated that the availability of the service has deteriorated.
<b>Access</b>	1 comment expressed difficulty in contacting the service by phone.
<b>Communication</b>	2 comments were made relating to a miscommunication between the staff and the patient.
<b>Hygienist</b>	2 comments were made about the lack of access to a hygienist.

"Smile Together, as always, would like to thank you for your feedback. We always strive to provide the best possible dental service we can to our patients within the constraints of our commissioned NHS contract. We look forward to engaging further with Healthwatch and the wider NHS community teams to continue to improve our services"

Smile Together

"Excellent team. Always friendly and understanding. Just fabulous"

Dental Patient

## Healthwatch feedback

It is excellent to read so many positive comments about the dental service.

A couple of people mentioned having a local hygienist, which we understand is something that was offered until recently and hope we may see this service available once again.

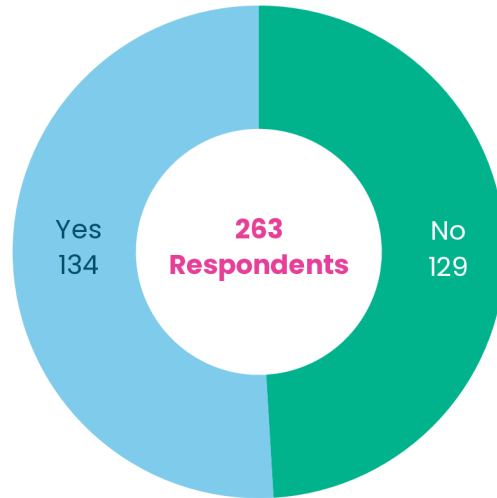
There were 3 comments about contacting the dental practice. The practice is good at keeping in contact with the community by regular posts on Facebook and we would be happy to share any updates/information in our news letter that is available in a printed version, therefore reaching out to more members of the community.



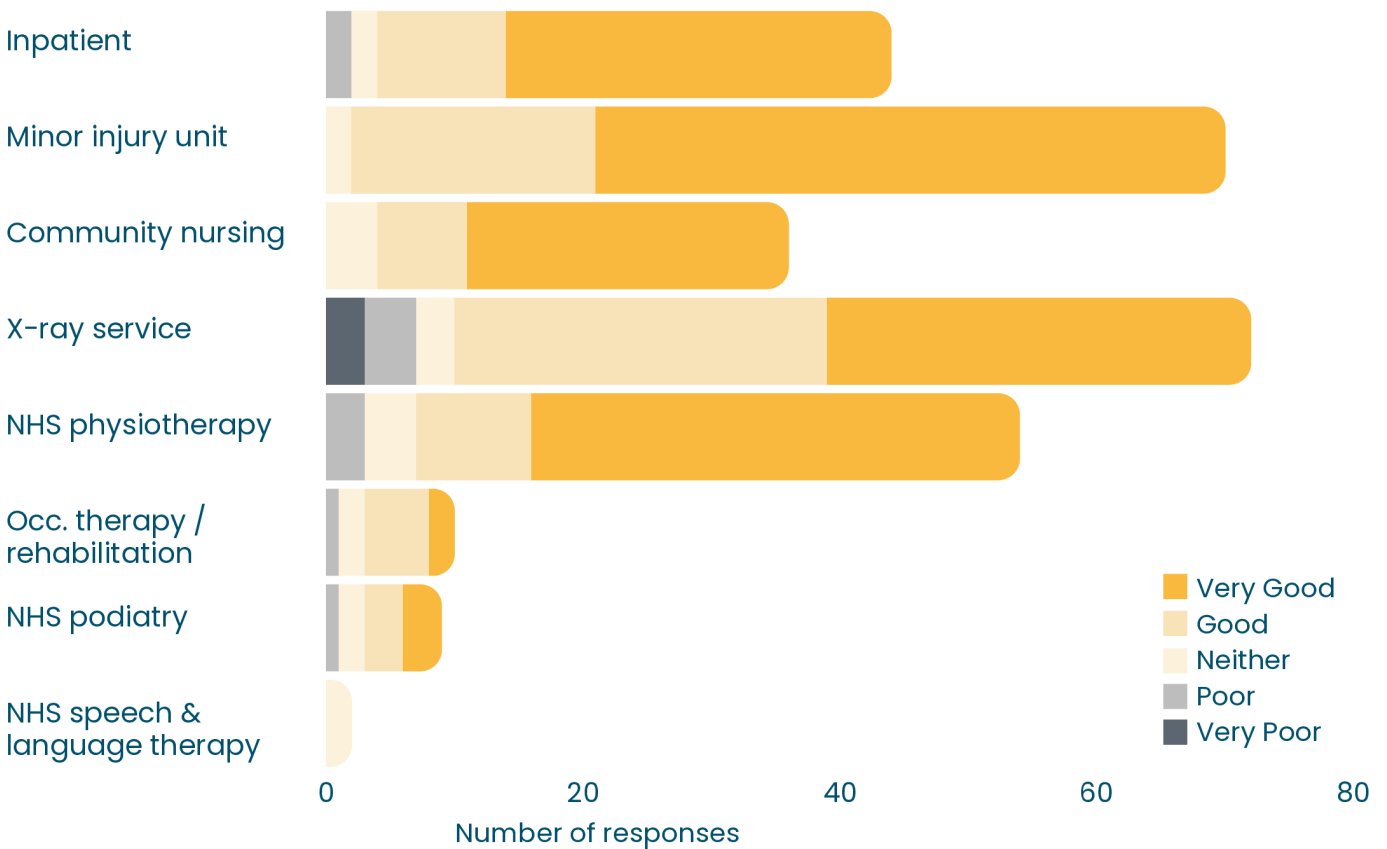


# St Mary's Community Hospital

**In the last 2 years have you used any of the services at St Mary's Community Hospital?**



## Ratings of services provided by St Mary's Community Hospital





## Findings

<b>Inpatient</b>	<b>91%</b> (40 of 44) of respondents rated their inpatient experience as good or very good, which is a <b>5%</b> increase from the previous survey.
<b>Minor injury unit</b>	<b>97%</b> (68 of 70) of respondents rated the minor injury unit as good or very good, which is a <b>13%</b> increase from the previous survey.
<b>Community nursing</b>	<b>89%</b> (32 of 36) of respondents rated community nursing as good or very good, which is a <b>16%</b> increase from the previous survey.
<b>X-ray service</b>	<b>86%</b> (62 of 72) of respondents rated the X-ray service as good or very good, which is a <b>22%</b> increase from the previous survey.
<b>NHS physiotherapy</b>	<b>87%</b> (47 of 54) of respondents rated their NHS physiotherapy experience as good or very good.
<b>Occupational therapy / rehabilitation</b>	<b>70%</b> (7 of 10) of respondents rated their occupational therapy / rehabilitation experience as good or very good.
<b>NHS podiatry</b>	<b>67%</b> (6 of 9) of respondents said that NHS podiatry was good or very good.

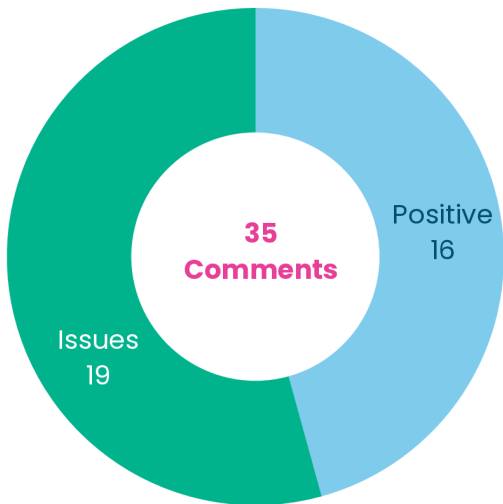
“My unexpected stay at the hospital was the most positive experience that it could have been”

St Mary's Community Hospital Patient





## Comments to support ratings



6 “The care in the hospital is very good indeed”  
 St Mary’s Community Hospital Patient

### Positive feedback

Inpatient	1 comment described their inpatient experience as the ‘most positive it could have been’, stating that all staff were ‘superb’.
Audiology	2 comments were made which described the service as very good.
X-ray	1 comment described the X-ray service as excellent when available.
Diabetic eye test	2 comments were made about the diabetic eye test screening service, describing it as very good and very efficient.
Physiotherapy	1 comment stated that the physiotherapist is a brilliant service.
General	<p>10 positive comments were made about the service overall. These included:</p> <ul style="list-style-type: none"> <li>• “Nurses all good”</li> <li>• “Effective discharge and assistance with home assessment home”</li> <li>• “Positive overnight experience”</li> <li>• “Excellent support and care”</li> <li>• “All staff superb”</li> </ul>

### Issues

Podiatry	<p>3 comments were received relating to podiatry:</p> <ul style="list-style-type: none"> <li>• “Will only see patients who have ulcers, other complaints go unseen”</li> <li>• “Podiatrist not given priority on flights”</li> <li>• “Cancellations due to weather”</li> </ul>
----------	--



## Issues

### X-ray

8 comments were received regarding x-ray, all of which related to accessibility. These included:

- "3/4 weeks wait until an x-ray"
- "Waiting for an x-ray is not okay"
- "A machine is available on island - need to employ a radiographer"

**"Watch out for an engagement event about a new approach to x-ray to solve these issues."**

**Advanced Clinical Practitioner**

### Physiotherapy

2 comments were received regarding Physiotherapy:

- "Had a lot of appointments with physio but not much improvement"
- "Physio wants you to go private"

**"Physiotherapists will do their best to support patients with symptom management, rehabilitation and recovery where appropriate. It is however not always possible, for a range of reasons to achieve the desired outcome.**

**Patients are given the opportunity to go either route but NHS waiting times and/or permissible treatment dictates patient choice. A good number of patients have started treatment privately to meet their urgent need and later transferred to the NHS for ongoing care. Overall I think my offering is balanced and very much in line with hybrid models on the mainland"**

**Physiotherapy**

### General

5 comments were received relating to the hospital overall:

- "Had to wait a whole night to see a doctor"
- "Not made welcome"
- "An off-island patient would benefit from being transferred to St Mary's hospital to make it easier if a fly out is needed"
- "Lack of communication between nursing staff and mainland over treatment"
- "Discharge needs improving"

## Healthwatch feedback

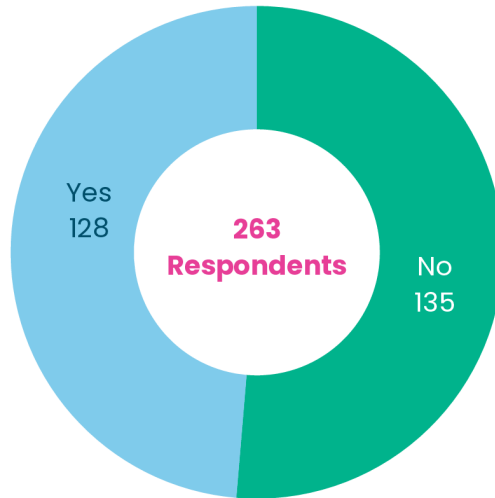
It is positive to see that people have rated the services provided at the hospital as very good or good.

The main issue is still the x-ray service, especially as there have been people who have needed to wait several weeks to be seen. It would be excellent to be able to provide this service on a more frequent basis.

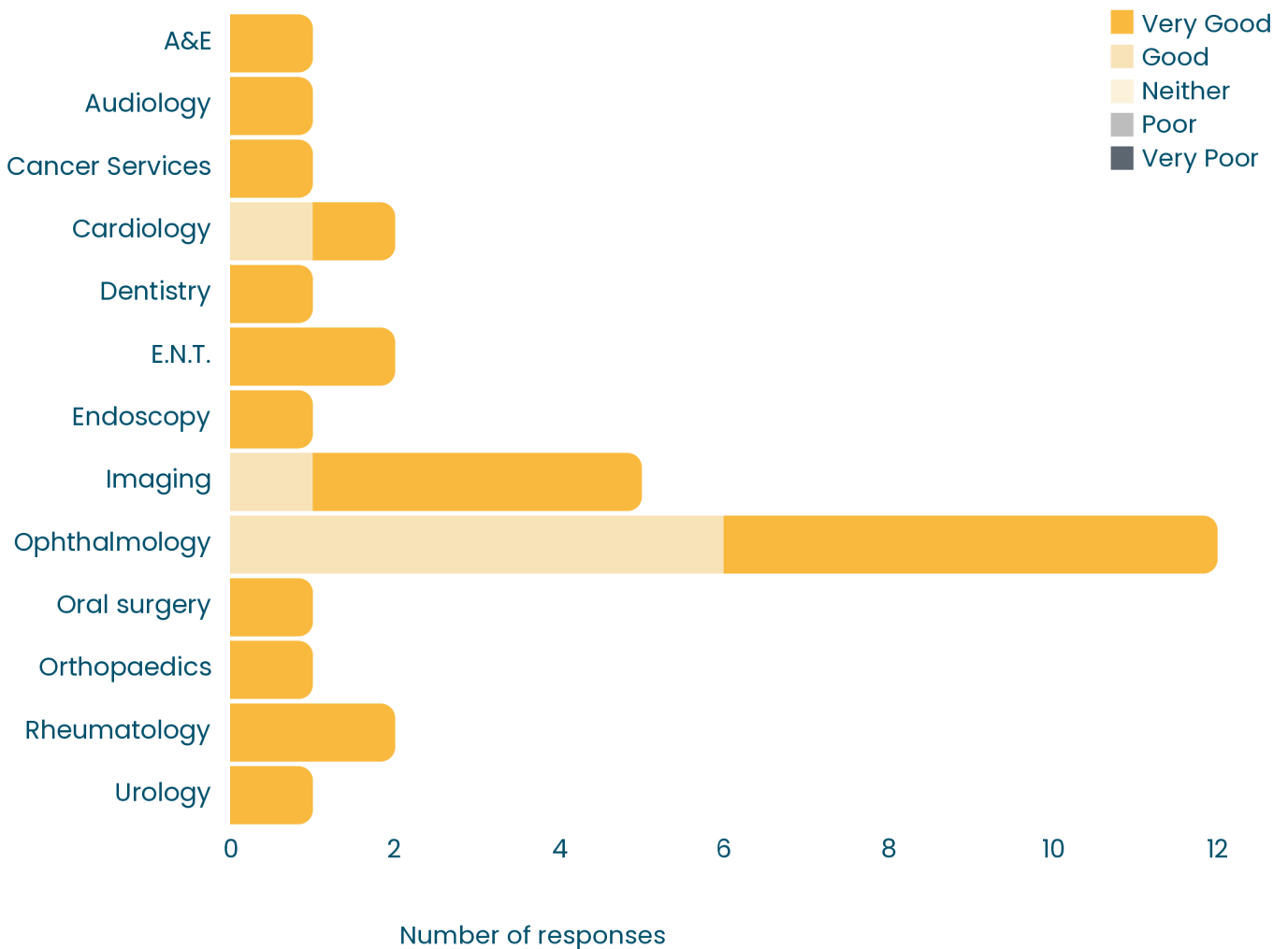


# Hospital Outpatients

In the last 2 years, have you been an outpatient at a Cornwall Hospital?

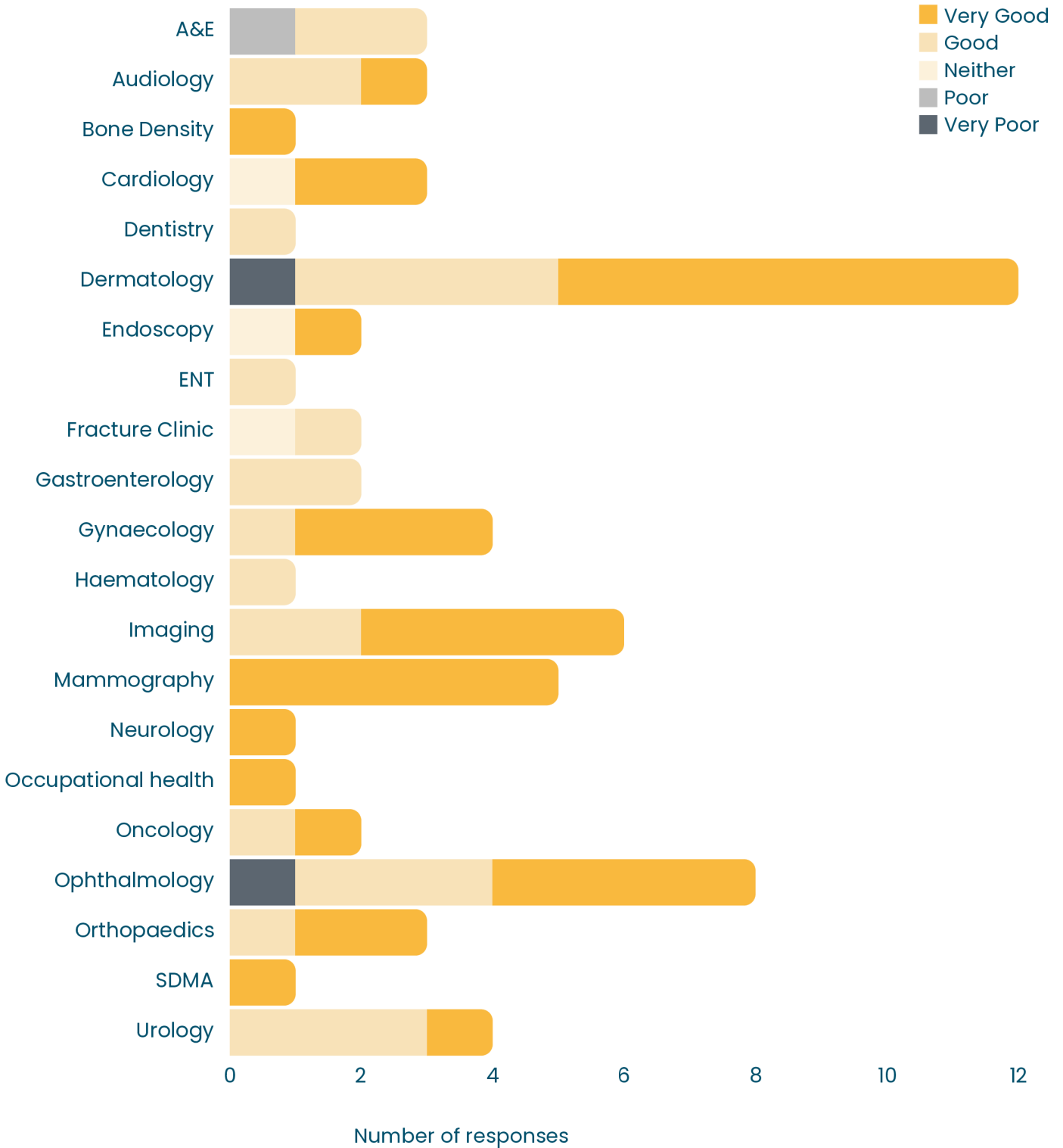


## Outpatient ratings – West Cornwall Hospital



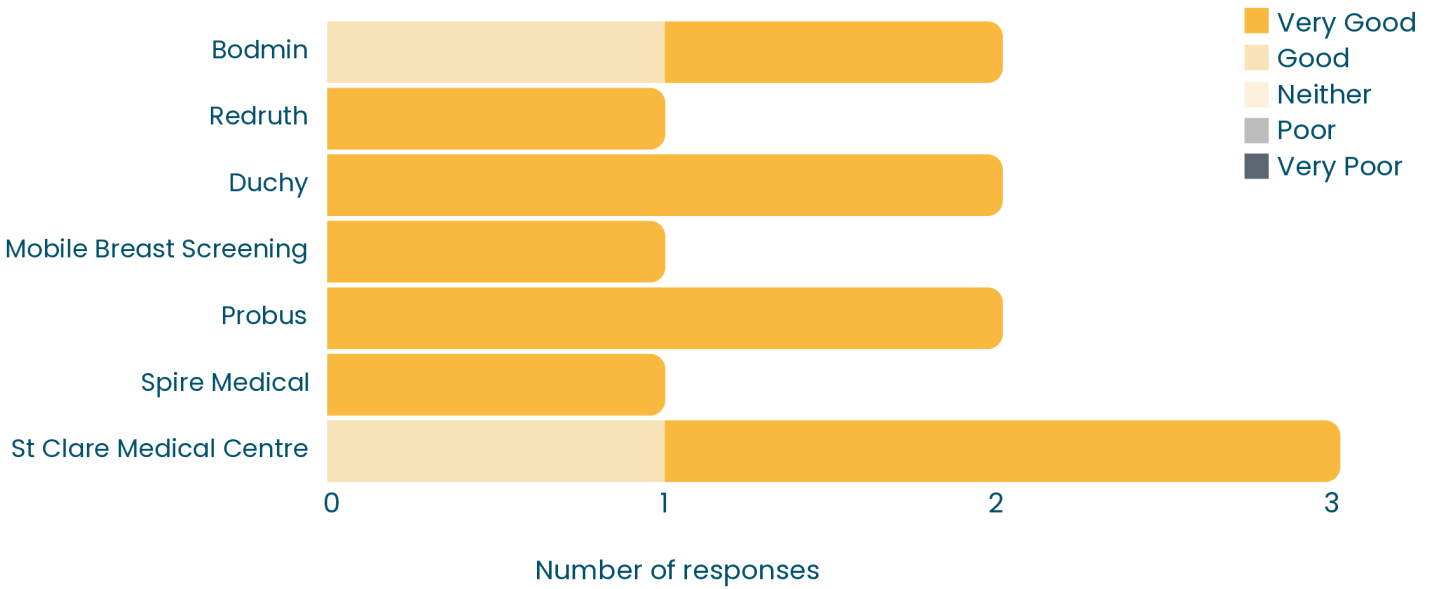


# Outpatient ratings – Royal Cornwall Hospital

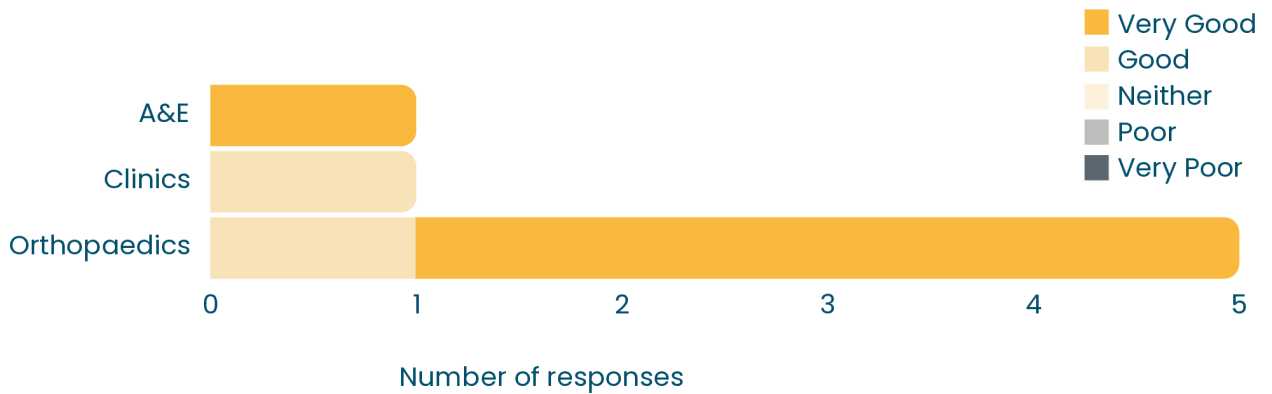




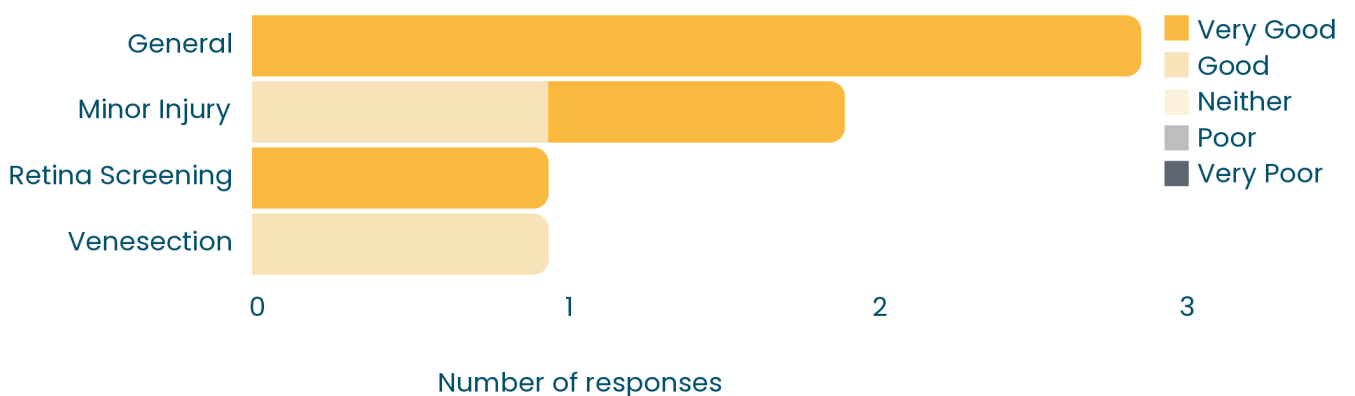
## Outpatient ratings – Other Hospitals



## Outpatient ratings – St. Michael’s Hospital



## Outpatient ratings – St Mary’s Hospital

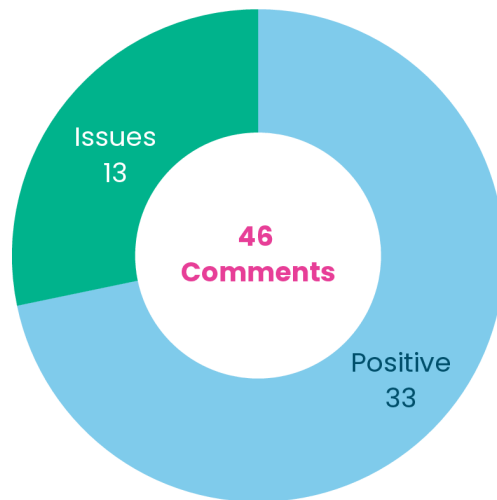




# Findings

<b>Royal Cornwall</b>	<b>91%</b> (60 of 66) of respondents who rated their outpatient experience at Royal Cornwall Hospital said it was good or very good.
<b>St Michaels</b>	Out of <b>7</b> people who rated their outpatient experience at St Michael's, <b>100%</b> said it was good or very good.
<b>St Mary's</b>	<b>88%</b> (7 of 8) of respondents who rated their outpatient experience at St Mary's said it was good or very good.
<b>West Cornwall</b>	Out of <b>31</b> people who rated their outpatient experience at West Cornwall, <b>100%</b> said it was good or very good.
<b>Other Hospitals</b>	Out of <b>12</b> people who rated their outpatient experience at another Cornwall Hospital, <b>100%</b> said it was good or very good.

## Comments to support ratings



“So convenient to be able to attend West Cornwall instead of having to travel to Truro”

**West Cornwall Hospital Outpatient**





## Positive feedback

<b>Royal Cornwall Hospital</b>	A & E (1)	<ul style="list-style-type: none"> <li>• “Ambulance staff at Treliske were first rate”</li> </ul>
	Audiology (1)	<ul style="list-style-type: none"> <li>• “Brilliant”</li> </ul>
	Dental (1)	<ul style="list-style-type: none"> <li>• “Very good staff and surgery”</li> </ul>
	Dermatology (3)	<ul style="list-style-type: none"> <li>• “Went into the appointment on time. Explained everything clearly”</li> <li>• “Prompt appointments, professional &amp; pleasant staff”</li> <li>• “Excellent”</li> </ul>
	Diagnostic Imaging (1)	<ul style="list-style-type: none"> <li>• “Short waiting time”</li> </ul>
	ENT (1)	<ul style="list-style-type: none"> <li>• “Good”</li> </ul>
	Mermaid Centre (3)	<ul style="list-style-type: none"> <li>• “Absolutely excellent care”</li> <li>• “I was seen quickly as the staff understood that I had come over from Scilly”</li> <li>• “Staff at Mermaid Centre fully aware of issues of travel to islands and ensured that the screening picture was clear before I left so as not to call me back. Lovely caring staff”</li> </ul>
	Ophthalmology (3)	<ul style="list-style-type: none"> <li>• “Very good”</li> <li>• “Clear and helpful”</li> <li>• “Friendly and thorough”</li> </ul>
	Orthopaedics (1)	<ul style="list-style-type: none"> <li>• “Very good treatment and quick”</li> </ul>
<b>West Cornwall Hospital</b>	Dentistry (1)	<ul style="list-style-type: none"> <li>• “Good to be seen in Penzance, makes sense not to travel to Truro”</li> </ul>
	Ophthalmology (5)	<ul style="list-style-type: none"> <li>• “Being able to be seen at Penzance rather than having to go to Treliske is a great advantage”</li> <li>• “No problems with the appointment. Always on time and early when the staff know that we are from Scilly”</li> <li>• “So convenient to be able to attend West Cornwall instead of having to travel to Truro”</li> <li>• “Very good, nice not to have to go to Treliske”</li> <li>• “So far have not met with any problems”</li> </ul>
	Rheumatology (1)	<ul style="list-style-type: none"> <li>• “Face to face care , the receptionist, the technicians and consultants are all excellent”</li> </ul>
	Scan (1)	<ul style="list-style-type: none"> <li>• “Patient could not have the appointment due to staff sickness but the reception sorted the issue and transferred the patient to Treliske on the same day”</li> </ul>



## Positive feedback

<b>St Michael's Hospital</b>	Trauma and orthopaedic (1)	<ul style="list-style-type: none"> <li>“Excellent advanced clinical practitioner”</li> </ul>
<b>Mobile Breast Screening</b>	General (1)	<ul style="list-style-type: none"> <li>“The staff understood IOS residents transport and were very helpful when there were issues with the weather and transport”</li> </ul>

“Prompt appointments, professional & pleasant staff”

Royal Cornwall Hospital Outpatient

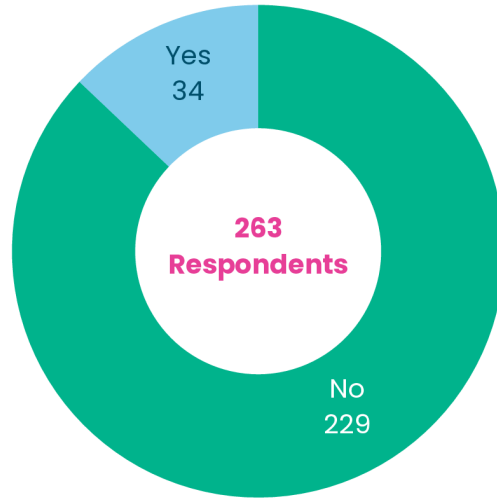
## Issues

<b>Royal Cornwall Hospital</b>	A & E (1)	<ul style="list-style-type: none"> <li>“Left in serious pain for a long time”</li> </ul>
	Dentistry (1)	<ul style="list-style-type: none"> <li>“Could have improved after care: more time for child to recover from a general anaesthetic”</li> </ul>
	Dermatology (3)	<ul style="list-style-type: none"> <li>“Appointments on St Mary's would mean less travel”</li> <li>“RCHT did not receive the patients referral and they were put at the end of the list”</li> <li>Was good, now poor as the consultant did not know what the appointment was for”</li> </ul>
	Endoscopy (1)	<ul style="list-style-type: none"> <li>“Poor communication between hospital and GP prior appointment”</li> </ul>
	ENT (1)	<ul style="list-style-type: none"> <li>“Did not have full history or recent x-ray results”</li> </ul>
	Fracture clinic (1)	<ul style="list-style-type: none"> <li>“Told that they had a wasted journey as they did not need to attend appointment but were not told this”</li> </ul>
	Ophthalmology (1)	<ul style="list-style-type: none"> <li>“Needed to chase follow up appointment”</li> </ul>
	Urology (1)	<ul style="list-style-type: none"> <li>“Monday morning appointments means travelling across on a Saturday, this is very expensive”</li> </ul>
<b>West Cornwall Hospital</b>	Rheumatology (1)	<ul style="list-style-type: none"> <li>“Delay in treatment caused anxiety and pain”</li> </ul>

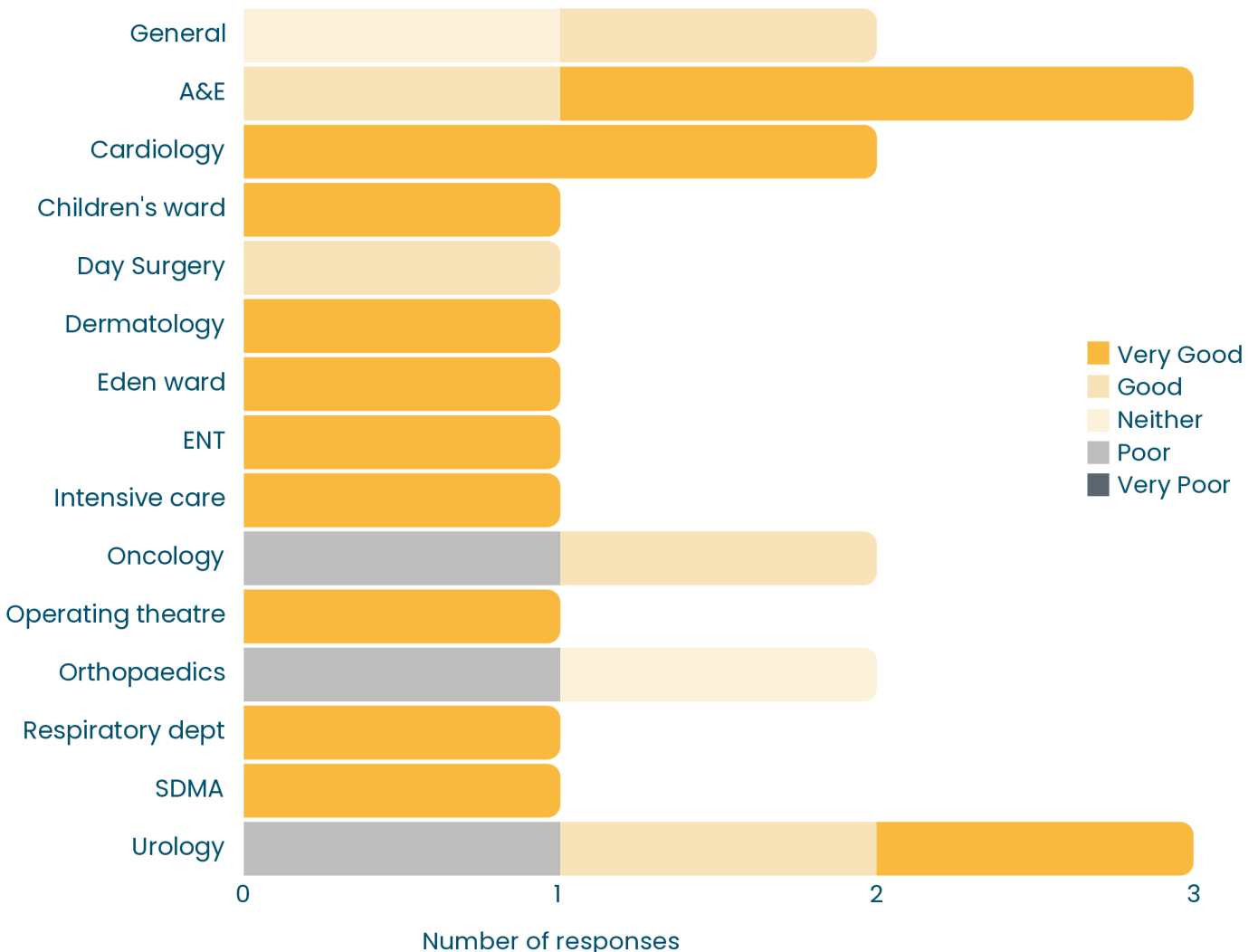


# Hospital Inpatients

In the last 2 years, have you been an inpatient at a Cornwall Hospital?

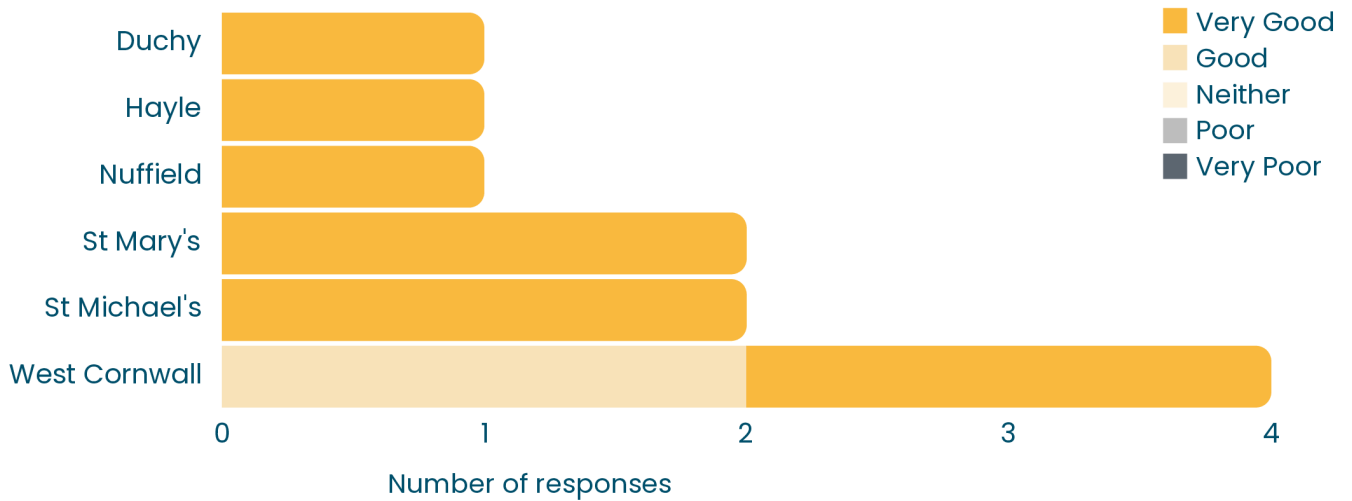


## Inpatient overall ratings – Royal Cornwall Hospital

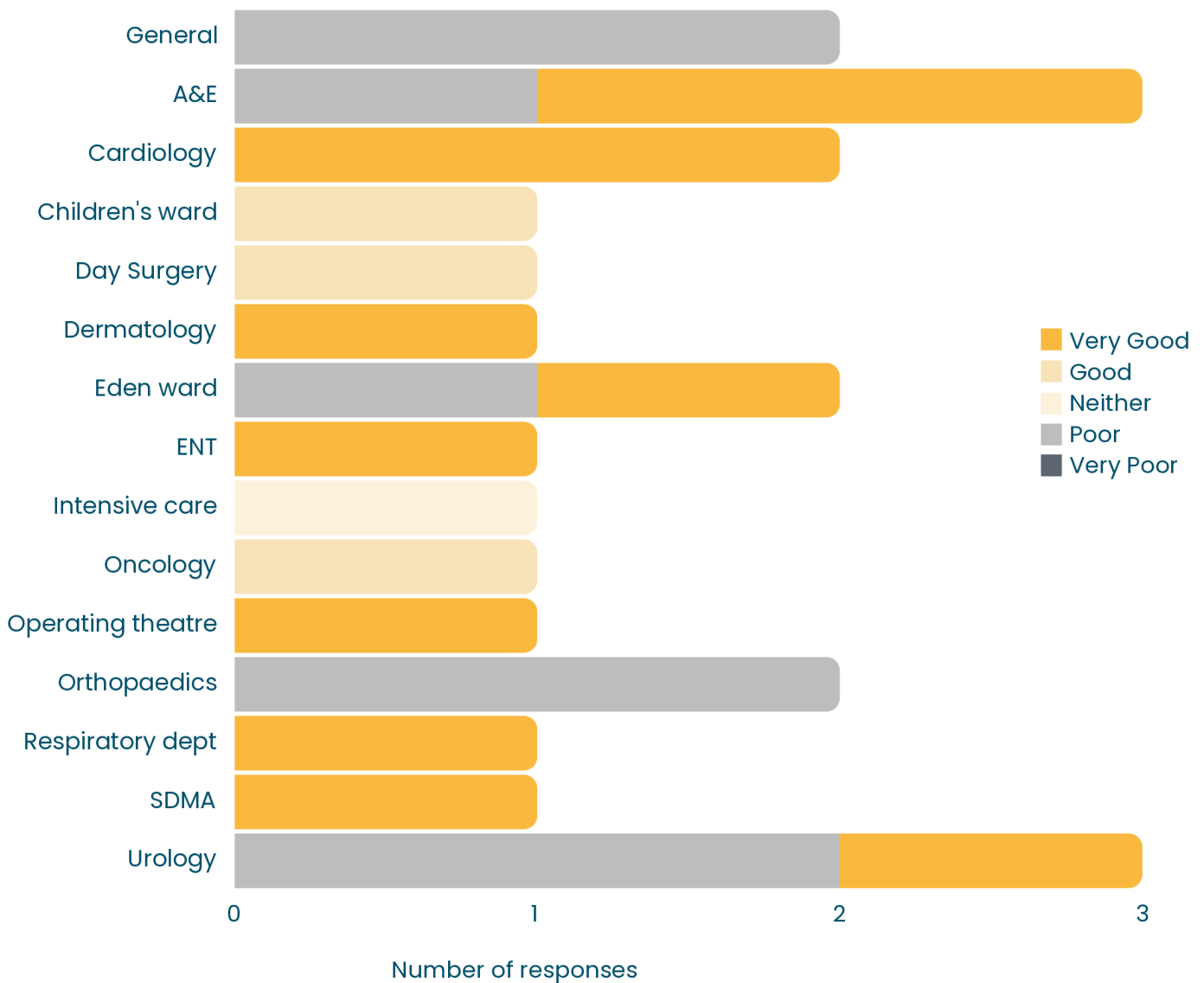




## Inpatient overall ratings – Other Hospitals

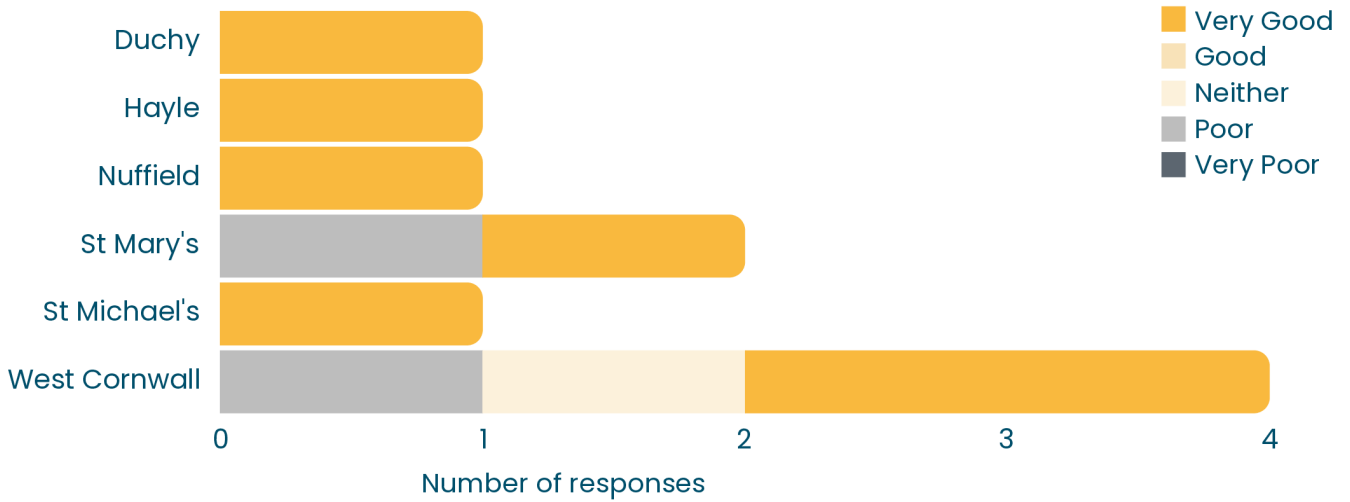


## Inpatient discharge ratings – Royal Cornwall Hospital





## Inpatient discharge ratings – Other Hospitals

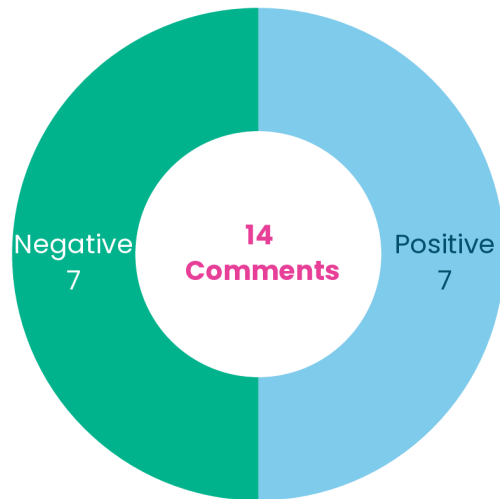


“A good experience in a horrible situation”  
 Royal Cornwall Hospital Inpatient

Findings		
<b>Royal Cornwall Hospital</b>	Overall	Out of <b>23</b> people who rated their inpatient experience <b>78%</b> said it was good or very good.
	Discharge	Out of <b>23</b> people who rated their discharge experience from the Royal Cornwall hospital, <b>61% (14 people)</b> said it was good or very good.
<b>Other Cornwall Hospitals</b>	Overall	Out of <b>11</b> people who rated their inpatient experience <b>100%</b> said it was good or very good.
	Discharge	Out of <b>10</b> people who rated their discharge experience from other Cornwall hospitals, <b>70% (7 people)</b> said it was good or very good.



## Comments to support ratings



“Staff are extremely dedicated and professional”

Royal Cornwall Hospital Inpatient

### Positive feedback

<b>Royal Cornwall Hospital</b>	Children’s ward (1)	<ul style="list-style-type: none"> <li>“So kind and good in an emergency situation with dependent”</li> </ul>
	ENT (1)	<ul style="list-style-type: none"> <li>“Staff extremely dedicated and professional”</li> </ul>
	Cardiology (1)	<ul style="list-style-type: none"> <li>“Excellent treatment and care”</li> </ul>
	Cancer investigation ward (1)	<ul style="list-style-type: none"> <li>“Nursing and support staff good”</li> </ul>
<b>West Cornwall Hospital</b>	A&E Orthopaedics (1)	<ul style="list-style-type: none"> <li>“All good”</li> </ul>
<b>St Michael’s Hospital</b>	Hip replacement (1)	<ul style="list-style-type: none"> <li>“Very good care and after care”</li> </ul>



## Issues

<b>Royal Cornwall Hospital</b>	Intensive care (1)	<ul style="list-style-type: none"> <li>“When patient was feeling better nothing was explained to them”</li> </ul>
	A&E (2)	<ul style="list-style-type: none"> <li>“Unimpressive”</li> <li>“Had to wait 12 hours to get to a ward”</li> </ul>
	Urology (1)	<ul style="list-style-type: none"> <li>“Staff too busy to care properly and discharged too soon with not enough information”</li> </ul>
	Cancer investigation ward (1)	<ul style="list-style-type: none"> <li>“Impersonal. lack of privacy when giving bad news”</li> </ul>
	Ward not known (1)	<ul style="list-style-type: none"> <li>“Discharge very poor”</li> </ul>
<b>West Cornwall Hospital</b>	Rheumatology (1)	<ul style="list-style-type: none"> <li>“Internet connection non existent”</li> </ul>

“Thank you for sharing this report with our organisation, it was good to see the positive feedback regarding our services with most services, both in and outpatient, being rated as very good or good.

The feedback regarding the outpatient services rated as poor or very poor, although minimal is still disappointing, the issues mainly related to the patients experience in relation to travel.

This information has been shared with the management teams who run those services to take this feedback into consideration for learning for their areas”

**Royal Cornwall Hospital Trust**

## Healthwatch feedback

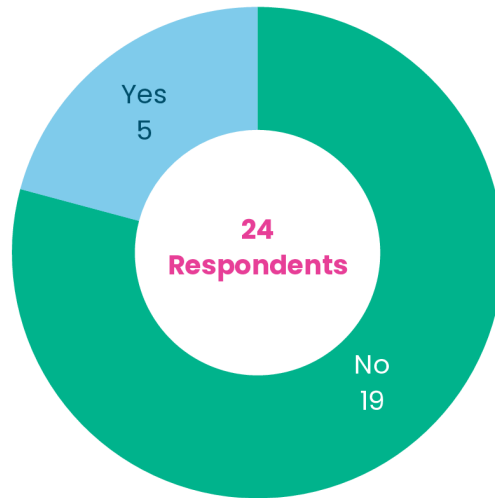
The results were very positive, which is excellent.

We would like to see where possible, patients not given appointments on a Monday morning before 11:00, as there is no early morning transport . There are high cost implications to a patient if they need to travel to the mainland on a Saturday, which they would need to do to attend a Monday morning appointment.

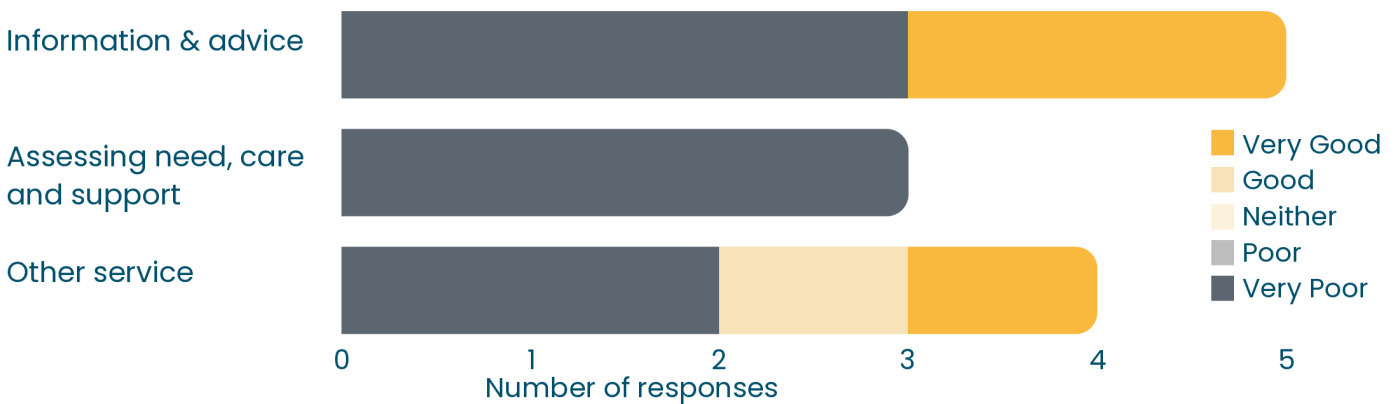


# Children & Families

## Have you contacted or used children’s social care services in the past year?



## Ratings of children’s social care services experienced in the past year



## Findings

<b>Information &amp; advice</b>	<b>40%</b> (2 of 5) of respondents rated the information and advice as very good.
<b>Assessing need, care and support</b>	<b>100%</b> (3 of 3) of respondents rated the services assessment of need, care and support as very poor.
<b>Other service</b>	<b>50%</b> (2 of 4) of respondents rated other services as very good or good.





## Please add any comments to support your ratings

### Findings

There were 3 respondents to the question:

- *"Only support EHCP plans. Lack of support for children with IPM's"*
- *"Good help from (name) in children's services"*
- *"Had to take them the LGO (and won) before they would help our family- what an appalling way to treat a family that needs support"*

**"Thank you to those who took the time to respond to the questions about services for children and families.**

**We were sorry to learn of the poor experiences that some of you have had with children's social care. Improvements to this service are a high priority for the council.**

**Your suggestions for more support for families will be considered and we will let you know our response later this year.**

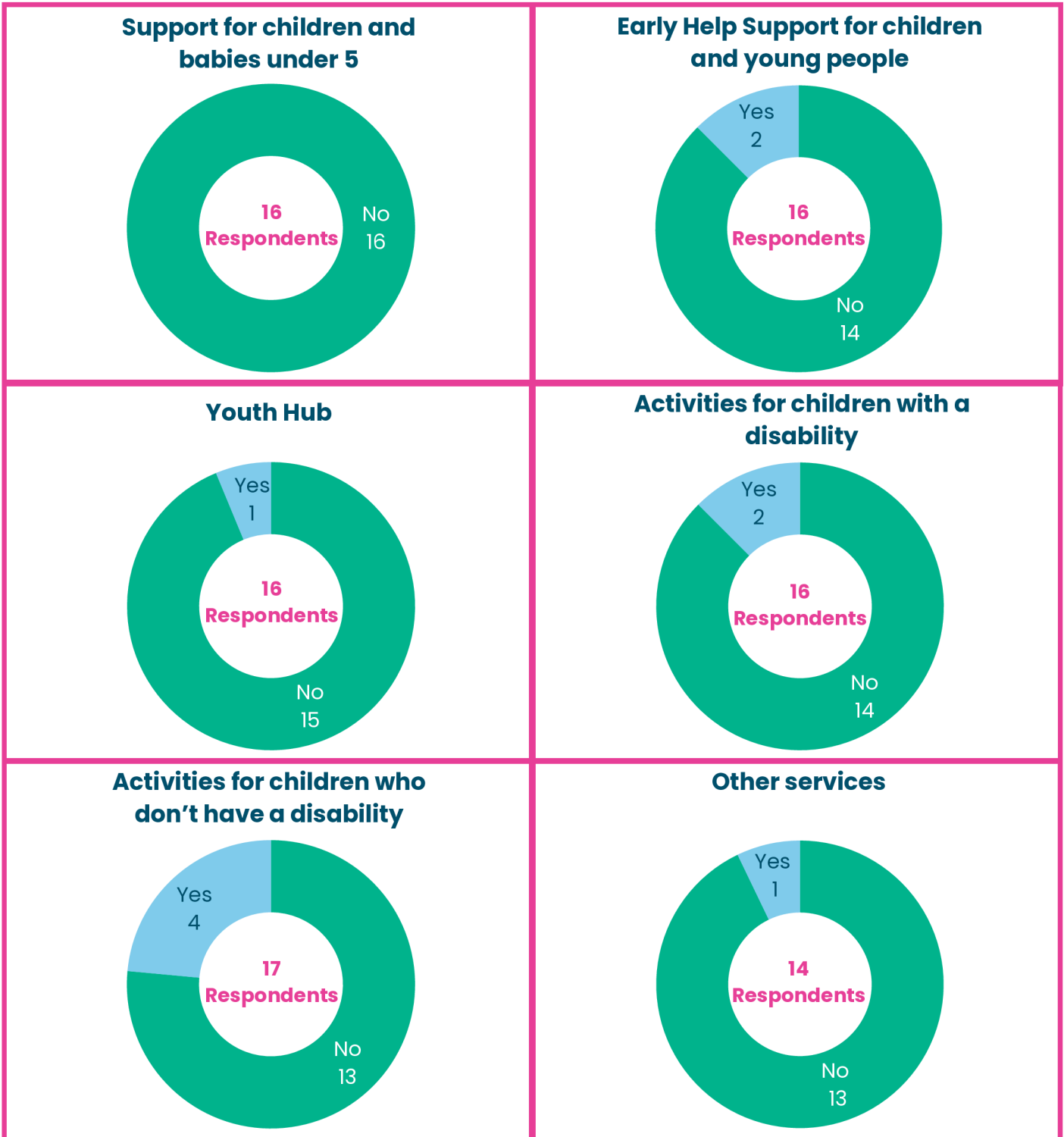
**In the meantime, we will ensure that we update our Local Offer website pages with information about how to access transport from off islands for activities and explanations about Individual Provision Maps"**

**Children's Services**





## Are there any services that you know about and would like to use, but can't get access to?





## If you answered yes to any of the above, please state why you cannot access

### Findings

There were 4 respondents to the question, although these responses do not necessarily relate back to the questions.

- *"More activities/child care assistance for 8-14 years in the holidays. Currently no provision"*
- *"We have found children's services easy to access"*
- *"I don't really understand this question. It is worded weirdly. Some I don't know exist or how to access, i.e. activities for children without a disability. Do they exist? And youth hub I know about and my child enjoys"*
- *"Support for families is very very poor - especially complex families with several disabilities like ours"*

## Please tell us about any services for children, young people and families that you would like to see provided

### Findings

There were 7 respondents to the question. These included the following responses:

- *"More infrastructure outside - basketball hoops, external gym stuff"*
- *"School holiday provision for those too old to attend Cherry Blossom - eg 8+ years"*
- *"Get a clear understanding of, and easy access to support from transport from off-islands for children's activities"*
- *"Soft play, pre-school exercise base"*
- *"Holiday care, after school care, breakfast club, free access to swimming pool/learn to swim"*
- *Same boating offer for St Mary's kids as off island kids"*

## Healthwatch feedback

The number of respondents to this survey was disappointing considering the number of young people on the islands.

People would like to see more support for families, including a breakfast club, more school holiday provision for children over the age of 8, soft play within a pre school exercise base and more infrastructure outside.

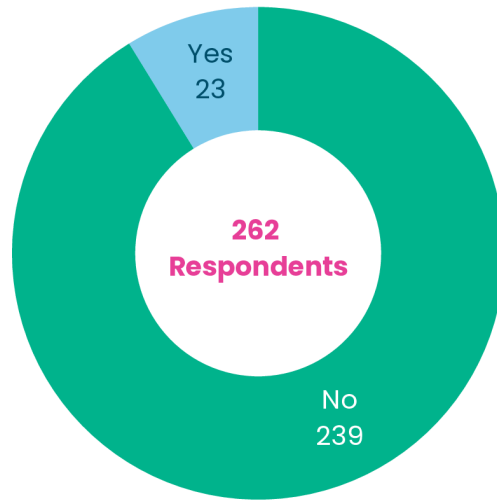
Sharing more detailed information about how to access transport from the off-islands for activities - would give people a greater understanding of funding.

Clarification to parent/carers about the level of support given to children with an EHCP compared to an IPM may be beneficial.

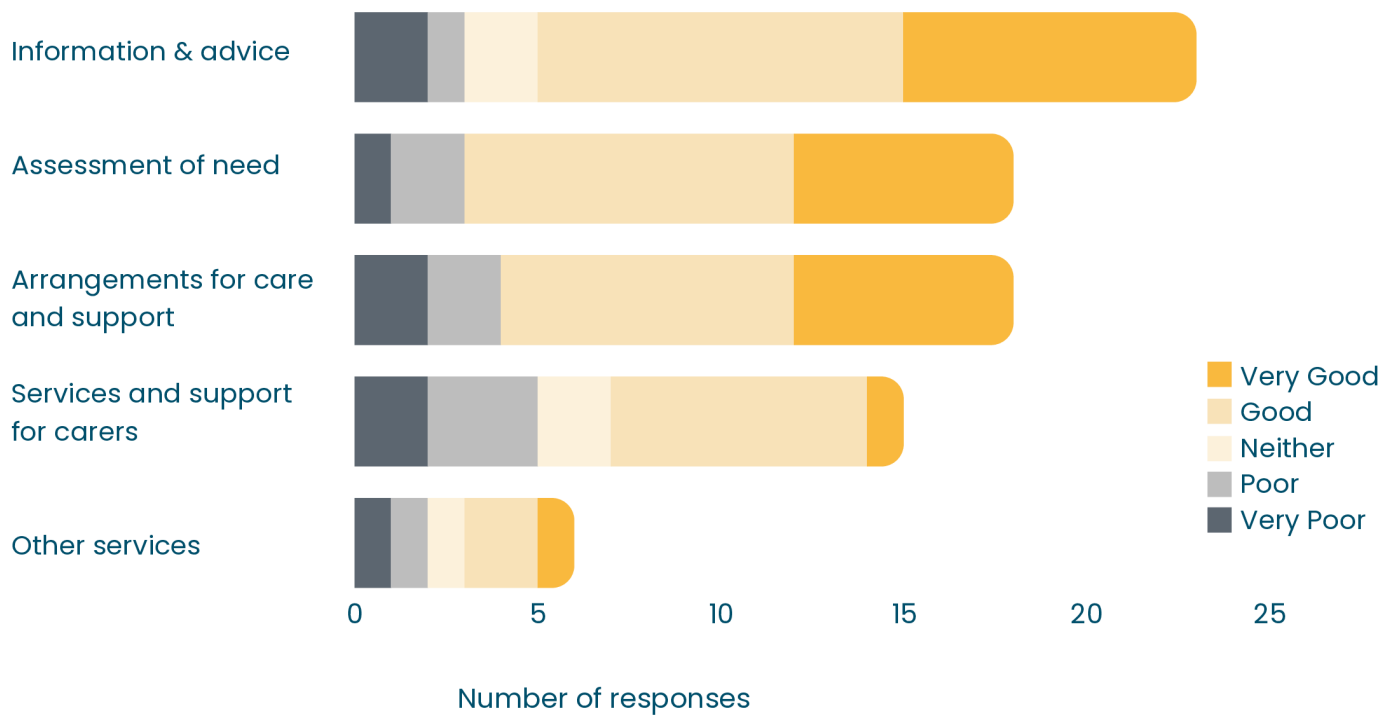


# Adult Social Care

## In the last 2 years, have you used any adult social care services?



## Ratings of services provided by adult social care

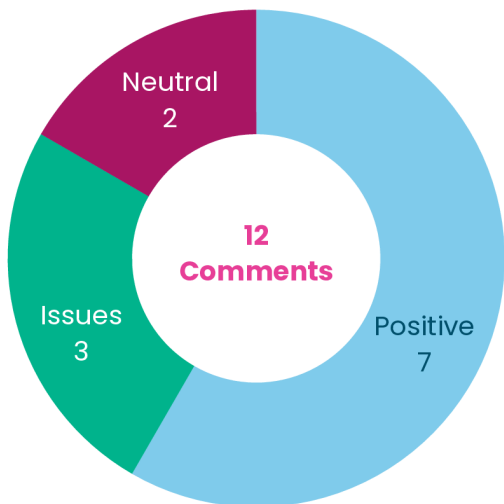




## Findings

<b>Information &amp; advice</b>	<b>78%</b> (18 of 23) rated information and advice as very good or good.
<b>Assessment of need</b>	<b>83%</b> (15 of 18) rated assessment of need as very good or good.
<b>Arrangements for care and support</b>	<b>78%</b> (14 of 18) rated arrangements for care and support as very good or good.
<b>Services and support for carers</b>	<b>53%</b> (8 of 15) rated services and support for carers as very good or good.

## Comments to support ratings



“Very helpful and caring”  
 Adult Social Care Service User

## Positive feedback

There were 7 positive responses to the question:

- “My wife received some home care in mornings and evenings which I found very helpful”
- “Excellent”
- “Social care good for the elderly”
- “Community nurse was good, there was great difficulty in physios coming from the mainland due to the weather and it was winter”
- “Meals on wheels temporary service - very good support over a difficult period”
- “Useful aids put in place in my house, handles and stool”
- “Very helpful and caring”



## Issues

3 respondents to the question were critical of adult social care:

- *"(Name) my sons case worker (adult with ASD/Complex learning difficulties) told him they would help him to do all sorts including a housing application - gave him a blank form and that was all the support offered - (Name) knows that my son can't write due to his learning difficulties"*
- *"Minimal help. Confused responses. Staff not understanding their limits or responsibilities - over promising - under delivering"*
- *"Very unreliable. Felt very let down"*

**"This survey is a very important part for adult social care in gathering important information around how the community feels about the services we provide.**

**The last year has been a time of change for adult social care. We have engaged in developing our communications systems, we have started a co production ethos initially looking at how we can support carers but this will be expanded as the year progresses. Adult Social Care commissioned a survey to all households on the islands to gather feedback on the services we provide.**

**It is hoped that this open dialogue will support the changes that Adult Social Care need to undertake to support its island community"**

**Adult Social Care**

**6** **"Very good support"** **9**  
**Adult Social Care Service User**

## Healthwatch feedback

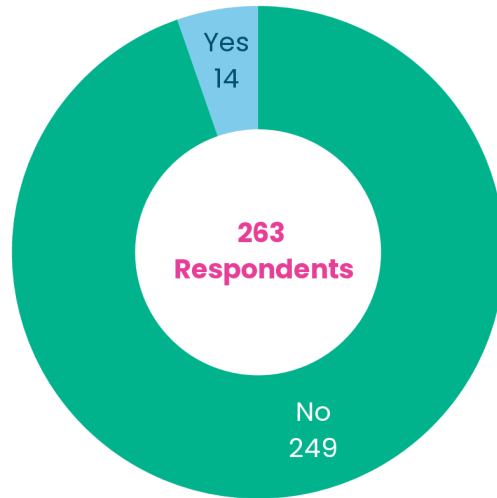
**It is good to see that two years ago in our biennial survey the comments made about Adult Social Care were 11% positive. This time 70% of comments were positive.**

**The one area that did not rate highly was services and support for carers. This data remains similar to the last survey. We are aware that this is a focus and look forward to seeing how this data improves within our next survey.**

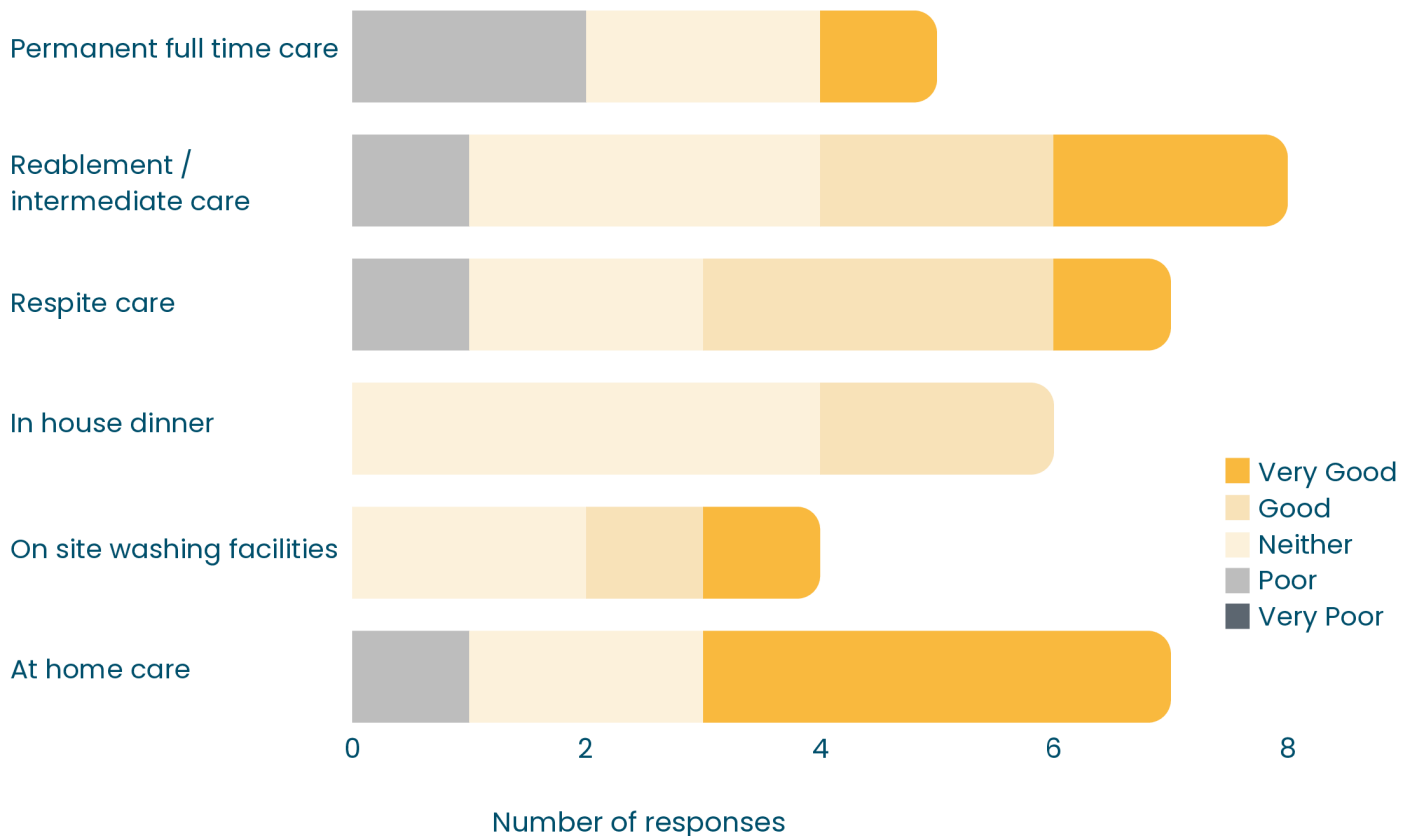


# Park House

## In the last 2 years, have you used any Park House Care Home services?



## Ratings of services provided by Park House

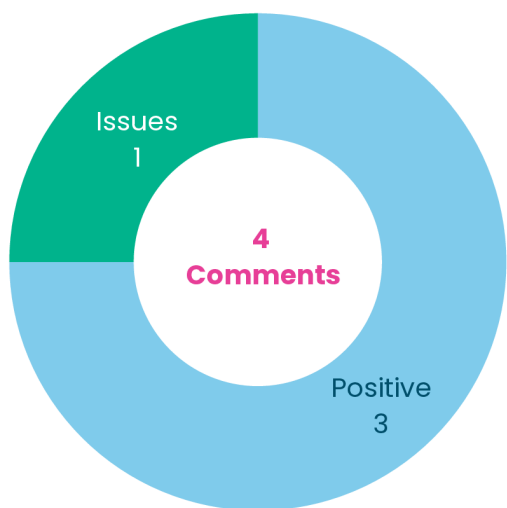




# Findings

<b>Permanent Care</b>	<b>40%</b> (2 of 5) rated permanent care as poor.
<b>Reablement / intermediate care</b>	<b>50%</b> (4 of 8) of respondents rated reablement/intermediate care as very good or good.
<b>Respite care</b>	<b>57%</b> (4 of 7) rated respite care as very good or good.
<b>In-house dinner</b>	<b>33%</b> (2 of 6) rated the in house dinner as good.
<b>Washing Facilities</b>	<b>50%</b> (2 of 4) rated on site washing facilities as very good or good.
<b>Home Care</b>	<b>57%</b> (4 of 7) rated at home care as very good.

## Comments to support ratings



“Care was excellent”  
 Park House Service User

## Positive feedback

There were **3** positive responses to the question:

- “My brother died nearly 2 years ago. After a fall he was taken to St Mary’s hospital, then to Park House where he was looked after so well, it was the happy time of his life. They were wonderful. And also (name) from social services”
- “My wife was in Park House in September 2022 for 3 weeks prior to her death in hospital. Care was excellent”
- “Christmas lunch - very enjoyable”





## Issues

1 respondent to the question was critical of Park House care home services:

- *“Let down by staff not turning up. Mixing up medication - very bad. Not reading care plan”*

**“We thank Healthwatch and the community for their responses, and we were very glad to read the kind and positive comments.**

**We would like to better understand the single negative response and would invite this person to get in touch with Park House, as our Domiciliary care team does not offer a medication administration service other than to prompt clients to self-medicate. This is, however, a service that we are exploring to potentially provide in the future”**

**Park House Care Home**

6 **“He was looked after so well, it was the happiest time of his life. They were wonderful”**

**Park House Service User**

## Healthwatch feedback

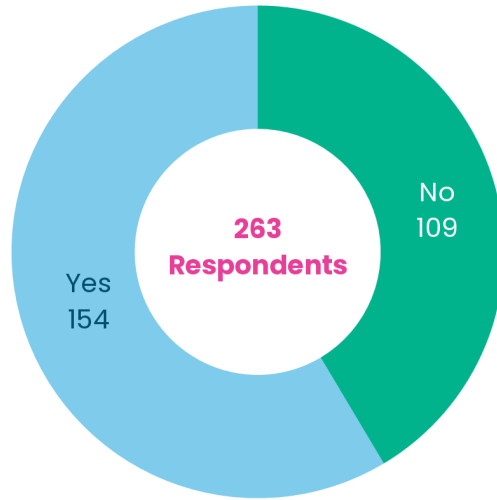
**It was unfortunate that the number of respondents were limited.**

**There were not any specific comments to explain these ratings and therefore it is not appropriate to make any recommendations.**

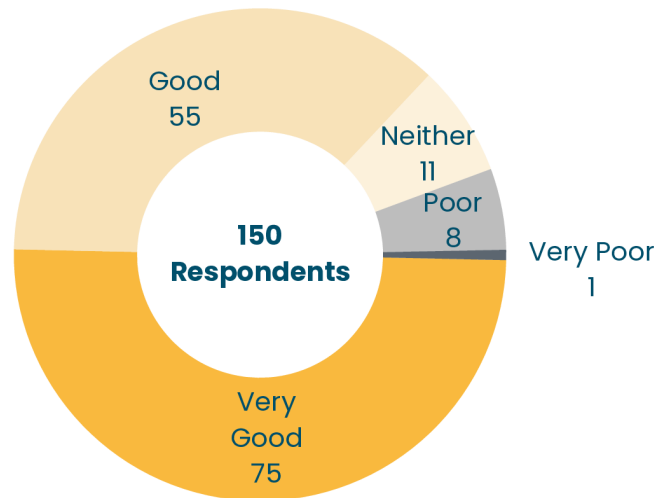


# Patient Transport

In the last 2 years have you, made a patient transport booking?



Experience of using the patient transport service during the last 2 years



## Findings

**Patient transport service overall**

**87%** (130 of 150) of respondents rated their experience as good or very good

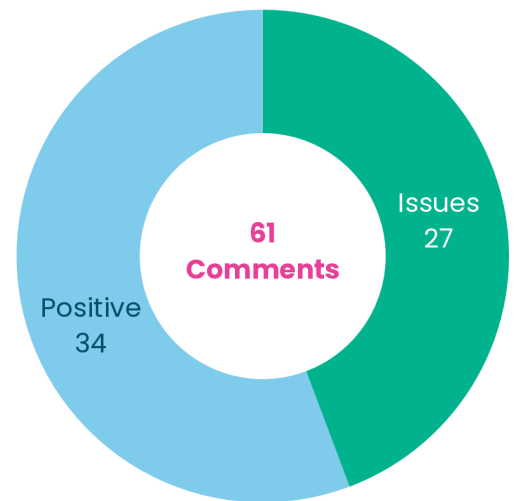


## Comments to support ratings

### Positive feedback

**Staff attitude** 21 respondents said that the staff always try and help, they are friendly and cheerful and they understand the difficulties faced by islanders.

**Service/system** 9 respondents said that the system is efficient and effective, the staff are well trained and the service is easy to book.



### Issues

**Contacting** 6 respondents said they had trouble getting through to make a booking.

**Booking system** 4 respondents said that the booking system would be better if you could book the flight yourself or on island.

**Staff attitude** 2 respondents said that the staff were unfriendly and unsympathetic at times and didn't understand the difficulties faced by islanders.

**General** Each of the following comments were made once:

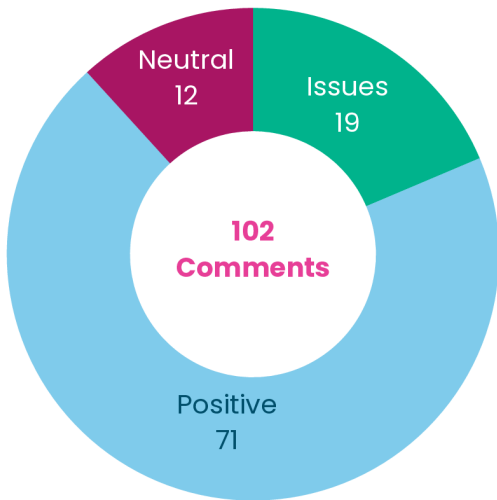
- Patient transport was obstructive when trying to be a medical escort.
- The 72 hour return rule is impractical for Monday appointments at Treliske.
- Claiming back expenses was problematic.
- There should be patient transport available for dental services.
- Finding information to make a booking was difficult.
- Not booking the flight promptly can result in missed appointments due to flights becoming fully booked.

**"It is always great to receive feedback from our service users and the ICB would like to thank all who took the time to tell their experiences and stories. Such feedback helps the ICB to improve the service offered to the residents of the Isles of Scilly. We have already implemented some improvements and we always look to improve our services and see where we can reasonably make changes to ensure residents have access to NHS services"**

**Integrated Care Board**



## In the past two years, when you booked patient transport, how did you find the process?



“The person at the end of the phone is incredibly helpful, understanding and patient”

Patient Transport service user

### Findings

102 people made comments about the process of booking transport. Each person may have identified one or more positive/negative attributes. 71 of these people said something positive. 19 people identified issues, including the following:

<b>Time</b>	2 people said the booking process takes too long.
<b>Service</b>	2 people said it was terrible and frustrating. 1 person said that the service was not good as it only went to Land’s End. 2 people said that the staff were not patient or helpful, but argumentative. 1 person said it was a nightmare.
<b>72 hour rule</b>	1 person questioned the 72 hour rule.
<b>Booking system</b>	8 people said the process of booking a medical flight was not easy.
<b>Information</b>	1 person said that they were not told about the late cancellation charges.
<b>Claiming expenses</b>	1 person said it took to long to reclaim expenses for an off-island travel claim.

“A very easy service to access and use”

Patient Transport service user



## Is there anything patient transport can improve on?

### Findings

**53** comments were made about improving Patient Transport. **18** people (**34%**) said that there was not anything that could be improved on. The remaining **35** people identified the following improvements:

<b>Booking response time</b>	<b>9</b> people said they would like to see a reduction in the time taken to book flights to help ensure that there is availability at the time of booking.
<b>Single day travel</b>	<b>2</b> people stated that they would like Patient Transport to help ensure patients can travel across and back in a day.
<b>Alternative transport</b>	<b>3</b> people said they would like a choice of transport and the option to use the helicopter.
<b>Booking system</b>	<b>3</b> people said they would like to change the current system and to instead book their transport directly using their patient number.
<b>Customer service</b>	<b>2</b> people said they would like to see improvements to the customer service.
<b>Other comments</b>	Each of the following comments were made once: <ul style="list-style-type: none"> <li>• Improve claim service.</li> <li>• Request a seat on the plane.</li> <li>• Allow one way travel.</li> <li>• Check if a patient is coming from an off-island.</li> <li>• Trips allowed beyond 72 hours.</li> <li>• Having to pay for changes due to ill health.</li> <li>• Confirm and share booking arrangements with patient.</li> <li>• More volunteer transport available.</li> <li>• Help if you become stuck on the mainland.</li> <li>• Contact details made available.</li> <li>• Onward travel arrangement advice.</li> <li>• Ensure that a patient can transfer to a different flight easily.</li> </ul>

### Healthwatch feedback

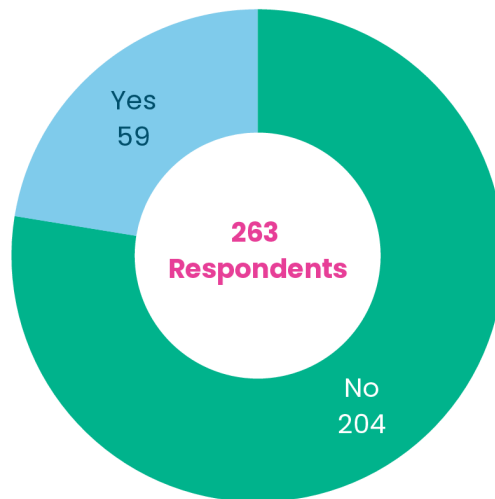
It is good to see such an improvement of the service provided by patient transport since the last survey report in 2022. The overall experience in 2024 demonstrates a 30% increase in patients rating the service good or very good.

The improvement question has identified that patients are saying the promptness of booking a medical flight is important to them, especially when having to make additional travel and accommodation plans.

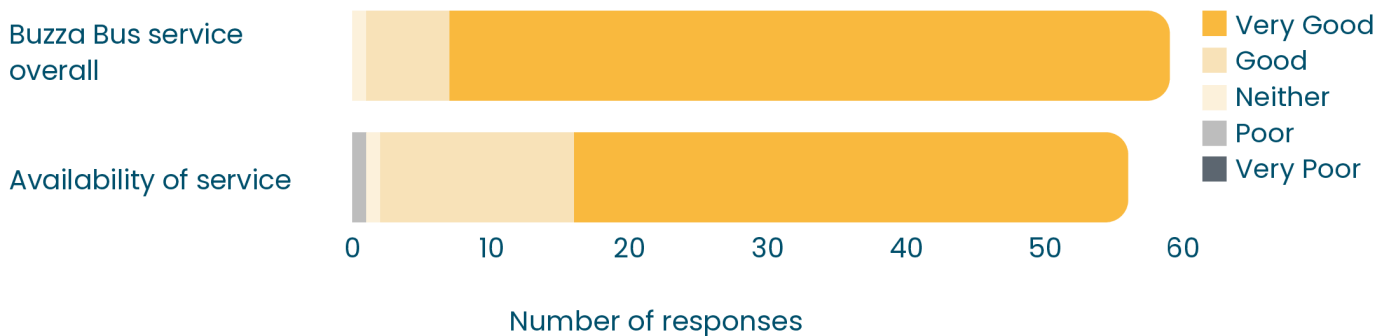


# Buzza Bus

In the past 2 years, have you used the Buzza Bus service on St Mary's?



## Ratings of services provided by the Buzza Bus service



### Findings

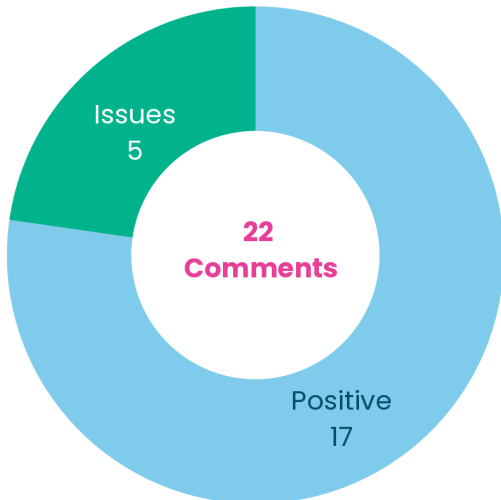
<b>Buzza Bus service overall</b>	<b>97%</b> (58 of 59) of respondents rated the Buzza Bus service overall as very good or good.
<b>Availability of service</b>	<b>96%</b> (54 of 56) of respondents rated the availability of the service as very good or good.

“Buzza Bus is excellent and the driver could not be more helpful”

Buzza Bus user



## Comments to support ratings



### Positive feedback

**77%** (17 of 22) of these comments were positive, identifying one or more positive qualities about the service. Respondents described the service as excellent and a much needed lifeline, with a friendly, kind and helpful driver who is always punctual.

### Issues

#### Availability

4 comments were received regarding the availability of the service:

- "Good in daylight but no evening service"
- "Due to busy times, can have to wait"
- "Some days it would be helpful if the hours of availability were greater"
- "Limited availability and early daily finish, with the service very busy at times"

#### Registration

1 respondent said that it is a long process to register for the service.

**"Thank you for your survey, I will be following up with David to discuss this feedback. We would love to extend the service, but finance plus driver availability makes this difficult."**

**Overall, it is a great service which we are very proud of and having a great member of staff that supports the community so well, we wouldn't be without him"**

**Age UK, Cornwall**

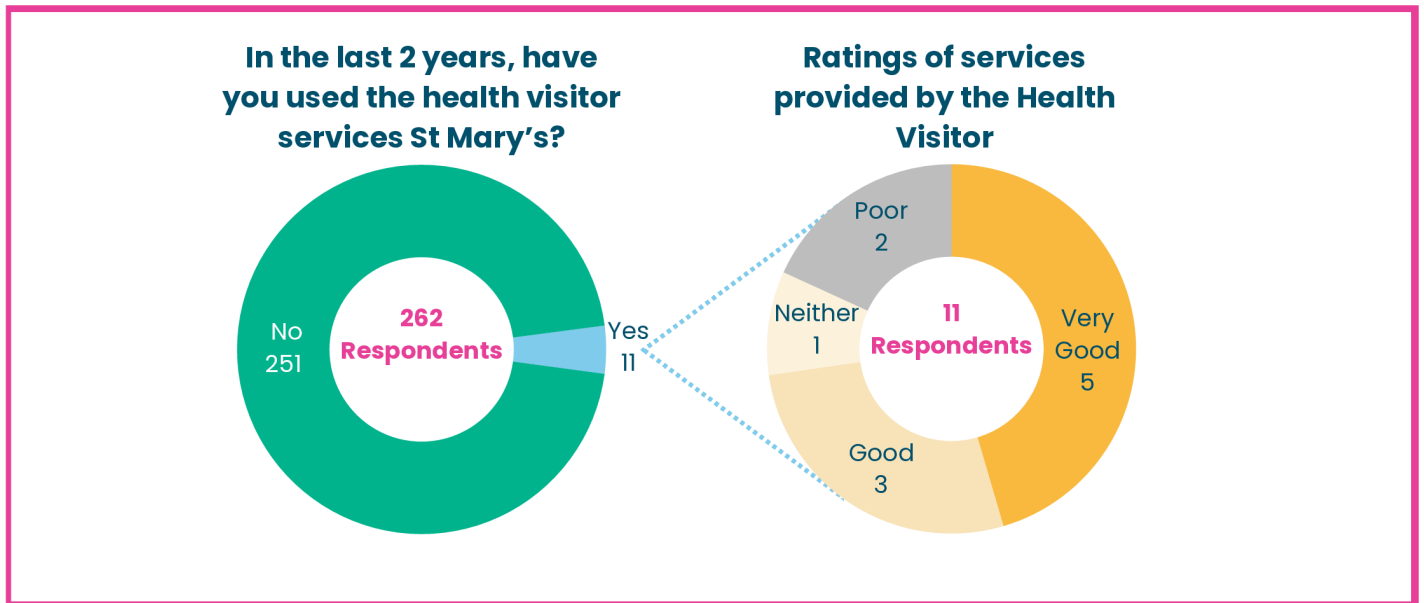
## Healthwatch feedback

**It is excellent to read many positive comments about the Buzza Bus service.**

**The feedback has identified what a valuable service the Buzza Bus is, but also how some residents would also value a service that would have more availability.**



# Health Visitor



## Findings

**Overall experience** 73% (8 of 11) of respondents rated the Health Visitor service as very good or good.

## Comments to support ratings

### Issues

There were **2** comments provided by the respondents:

- "Unwilling to visit at home, we needed to meet them on St Mary's or at their convenience"
- "Came once"

## Healthwatch feedback

It is good to see that most people have rated the service as very good or good.

It was unfortunate that the number of respondents were limited and therefore it is not appropriate to make any recommendations.



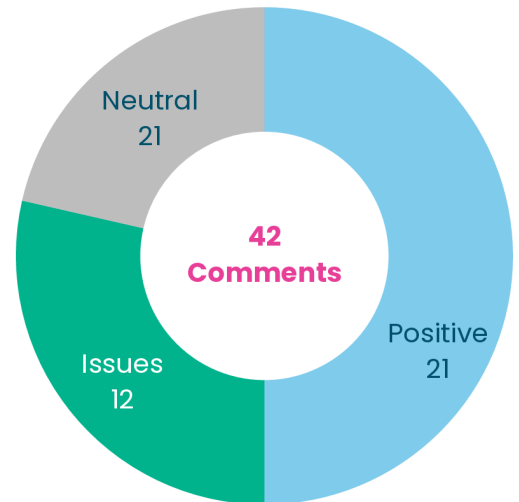


# Off-Islands

## Experiences as a resident of an off-island

“Excellent service, given how difficult and costly it must be to operate. Thank you!”

Off-island resident



### Positive feedback

50% (21 of 42) of the responses contained positive comments. Some of these are included below:

- “Excellent service, given how difficult and costly it must be to operate. Thank you”
- “I have always found GP surgeries and health services that are delivered on the off-islands to be good and easy to access”
- “Because of living remotely I don’t expect to have easy access to health care, but consider myself very lucky to have such a good health centre”
- “Health and care is generally excellent”
- “Excellent first responders and good links to paramedics”
- “I think we are very lucky with most of the services we get”
- “Our fortnightly on-island GP service is a key provision particularly vital in winter when our once a week boat service limits access to St Mary’s”

### Issues

<b>Transport</b>	12 comments were made regarding the off-island transport, stating that limited scheduled boating and high cost are a barrier to them accessing healthcare beyond their island, especially in the winter.
<b>On-island availability</b>	13 comments were made about the availability of services on-island, stating that the time before being seen was too long, particularly in the summer, or that some services are not being offered on-island, instead requiring travel to St Mary’s.
<b>Communication</b>	7 comments were made requesting increased understanding of off-island patients access requirements, and improved communication between health care services and patients, to ensure that any appointments offered are easily accessible.



# Additional Comments

## Further comments about health and care services

“I think we were very lucky here on Scilly to have the care we have on all our islands. I am sure we are the best cared for people in Britain. Thank you to all our services”

“Excellent compared to the services we had on the mainland. I will never take this for granted”

“Overall I am very impressed with the services and level of care available”

“Excellent in all things”

“We are very lucky on Scilly and we shouldn't forget it”

“The overall service on islands for residents is excellent in my experience”

“The total care and attention given to me has been exceptional in both our health centre, hospital & Sunrise Centre”

“I think many people take our health and care services for granted but when you need these professionals they do not hesitate to do their best for you. It is very reassuring when we live in an isolated community to know that access to health and social care is very simple and in some cases instant”

**41**  
**Comments**

Positive	31
Issues	7
Neutral	3

“We are very lucky on St Mary's to have the health centre, hospital and dental practice. All services a very caring, helpful and understanding. Thank you”

“I think we are very lucky to have such a wonderful health service on these islands”

“All the staff here should be praised for their work”

“Fantastic. Thank you”

“I feel very grateful for having the service we get in Scilly”

“Our community is so very very lucky to have what we have”

“I consider myself lucky to live here when such excellent services are available, compared to the mainland”

## Findings

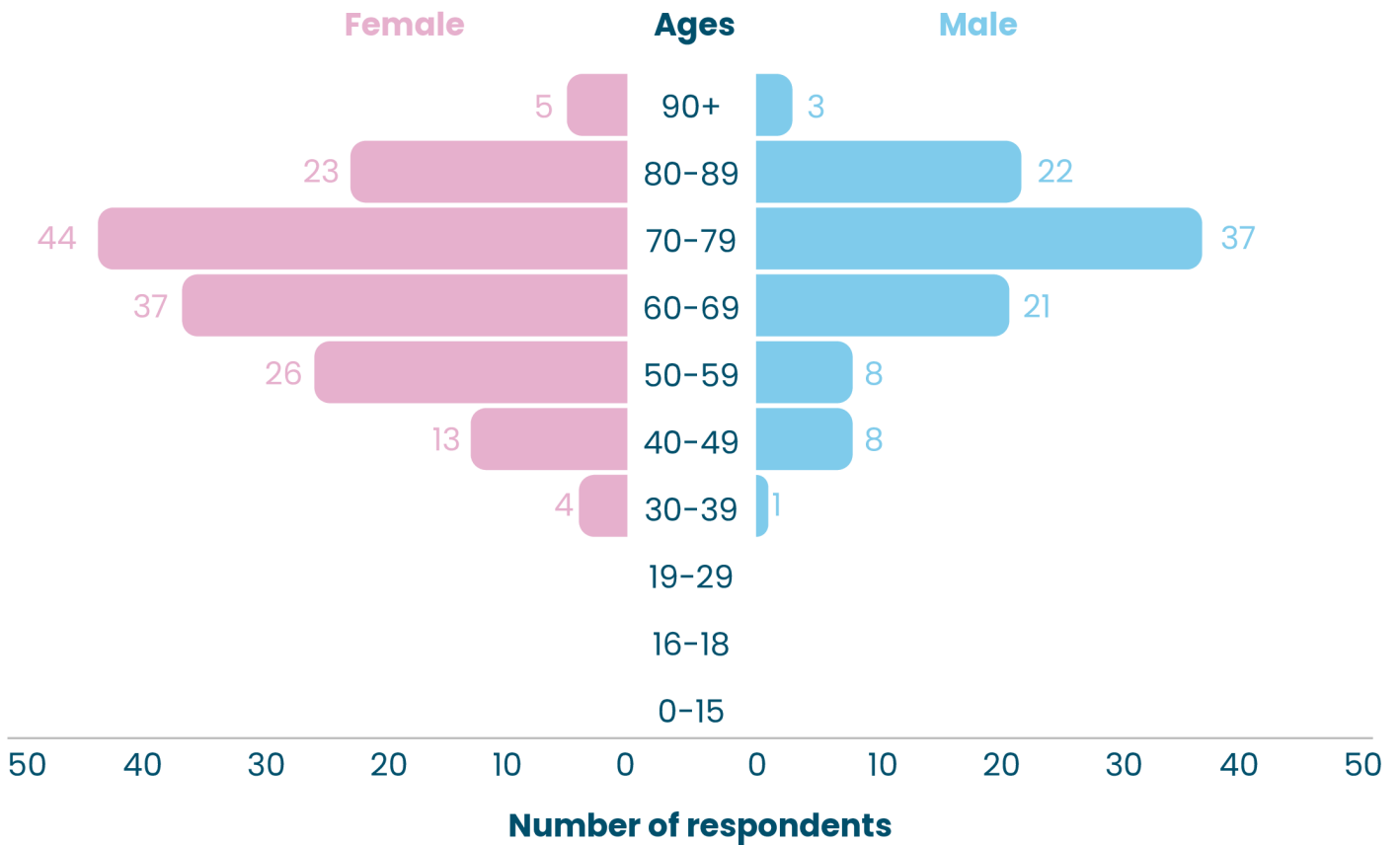
Where a single service was identified in the respondents comment, the comment was included in the individual services report. **41** comments were made that could not be attributed to a specific service.

<b>Experience overall</b>	<b>95%</b> (39 of 41) of the comments offered an overview of the respondents experiences of the health and care services on Scilly. Of these comments, <b>80%</b> (31 of 39) were positive.
<b>Confidentiality</b>	<b>1</b> person identified that their concerns over confidentiality prevented them from accessing health and care services.




# Demographics

## Who did we hear from?



Findings	
<b>Female/Male</b>	<b>60%</b> (152 of 252) of respondents described themselves as female, with the remaining <b>40%</b> (100 of 252) of respondents describing themselves as male.
<b>Most common respondent age</b>	<b>70-79</b> was the most common respondent age range for both male and female, with <b>32%</b> (81 of 252) of respondents in this group.
<b>Average age</b>	<b>60-69</b> was the average age for respondents describing themselves as <b>female</b> , while the average age for respondents describing themselves as <b>male</b> was <b>70-79</b> .

 Unit 1, Gleaner House  
Buzza Street  
St Mary's  
Isles of Scilly  
TR21 0HW

Open Mon - Thu, 9:30-13:30

 01720 423037  
 [contact@healthwatchislesofscilly.co.uk](mailto:contact@healthwatchislesofscilly.co.uk)  
 [www.healthwatchislesofscilly.co.uk](http://www.healthwatchislesofscilly.co.uk)  
 [Facebook.com/HealthwatchIOS](https://www.facebook.com/HealthwatchIOS)

**healthwatch**  
Isles of Scilly