

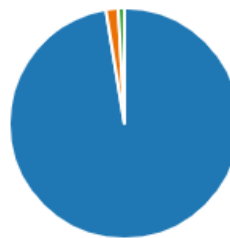
Delays to care – Kirklees

Healthwatch Kirklees and Calderdale are currently engaging with the public around access to health and care services. The engagement will run until 30th August 2021. The survey asks the public about the type of health or social care delay they have experienced, how this has impacted them, and what they would like to see improved.

Below are some key themes from the current data we have collected. The information and experiences below relate to hospital contacts and improvements.

Have you tried to access health or care services for your condition, during the Covid-19 pandemic?

[More Details](#)



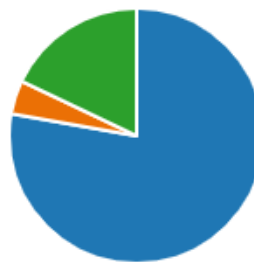
Reasons why people did not feel comfortable accessing health and care services

"I do not feel comfortable yet going to hospital due to the risks associated with any treatment and catching covid or a variant strain that are highly transmittable at the moment as I am a carer for vulnerable person."

Would you seek help for a serious or worsening medical condition during Covid-19?

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What might stop people from accessing help for a serious or worsening medical condition?

"I understand the health care system NHS to be under allot of pressure since the pandemic."

"Hospital being a place that might be unsafe."

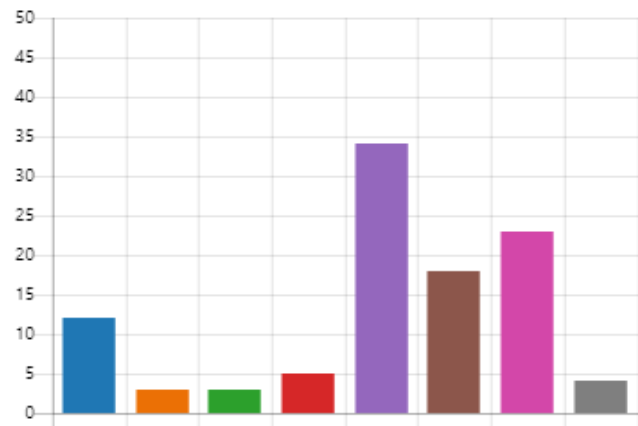
"The need for urgent surgery. Initially told 6/10 week wait. Still waiting at 16 weeks. Contacted departments who all have different answers examples were your consultant is going on holiday for a month she doesn't even have a list. Try going to A&E it'll be quicker. You could try privately."

"When I have been unable to get help my condition has worsened. I ended up in hospital with a second heart attack."

Do you have any of the following conditions (please tick all that apply)?

[More Details](#)

- Diabetes and related complica... 12
- Chronic kidney disease 3
- Liver disease 3
- Cancer 5
- Pain management 34
- Cardiovascular disease (CVD) -... 18
- Respiratory disease Chronic re... 23
- Planned orthopaedic surgery f... 4



Is this a new or existing condition?

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- New 30
- Existing 77
- I do not have any conditions 10



Were you successful in getting medical help or social support for this NEW condition?

[More Details](#)

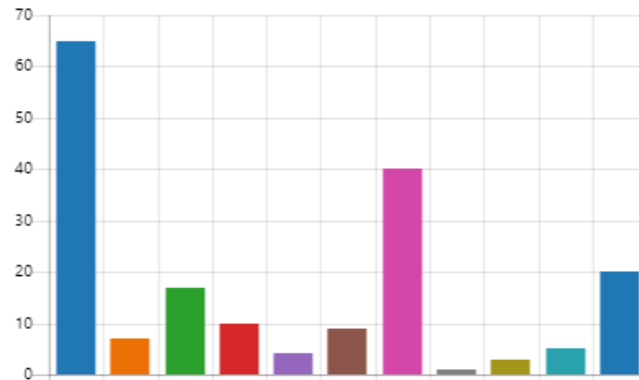
- Yes 6
- No 23



1. Which NHS or care services did this apply to? (tick all that apply)

[More Details](#)

● General Practitioner (GP)	65
● Podiatry	7
● Dentist	17
● Mental health service	10
● Hospital accident and emerge...	4
● Hospital inpatient (overnight s...	9
● Hospital outpatient (hospital a...	40
● Residential care/ Nursing home	1
● Home care services	3
● Home adaptations	5
● Other	20



What impact has the delay had?

"I have felt anxious and angry that my care under two consultants has been delayed. I worry how much the delay to my appointments will affect my health. I am finely balanced health wise and worry that delaying treatment might compromise my ability to work and negatively impact my relationships. Under normal circumstances, I would have had invasive investigations to ascertain the exact nature of my problems but since we are in a pandemic, I cannot access these investigations so my consultant has to treat on the information we have. This is not ideal. It causes me anxiety. I have not started one treatment my consultant wants me to as I do not feel adequately supported to do so and if my condition worsened with the treatment, I know my GP cannot help. It's difficult to access my consultant outside of appointments. I also have delayed another treatment for similar reasons. It takes energy to go via PALS to access my consultant. I am already fatigued from my health conditions and working. It usually requires a string of emails and me divulging quite personal information to staff members which I don't feel comfortable with."

"Not having a diagnosis has delayed any help I could get from other medical staff such as physio, ideally I need to cut down my hours at work because of the pain I'm in but without a diagnosis I can't get any benefit help and I worry weather I can safely do my job but I don't have other options to pay bills so I make my pain worse by doing the shifts I need to do to pay all my bills."

"Where do I start? I wake up in pain every day. I can't sleep because of said pain. I'm living on morphine both slow release and via syringe for immediate relief which makes me drowsy and I'm always falling. Danger of falls is one of my comorbidities. I don't bother the hospital a and e about the falls. I don't want to be a nuisance. Fortunately, I've always been a positive person or I'd have not lasted as long as I have. I was around 15 stones at a guess, weighing myself at home today I'm now fifty kilos. Danger of malnutrition is another comorbidity. The district nurse doesn't weigh me just deals with any sores and changes my catheter when necessary."

3. How did you feel about your experience of NHS health care during Covid-19?

[More Details](#)



What could have improved your experience?

"It would have been nice if I got a letter from the service I was referred to say I was on their waiting list because I didn't get a letter to say I am on their waiting list it was just via word of mouth. Also it would have been nice if the NHS staff had more time for my questions and answers when I was seen by the hysteroscope team. I was told they are a small team it was hard to get hold of them via phone and felt the Senior Nurse / Doctor was rushed for time but overall they treated me well and cared for me so I am happy about that just wish the Senior Nurse or Doctor had more time to answer my questions and reception had more time to answer phone calls as most times the calls went to answer machine as they are really busy. But they treated me well when I was there and was caring."

"Over the phone consultations made more available. perhaps even just reassurance with secretaries."

"Keeping in touch with patients with high risk medical conditions. Actually seeing patients instead of asking them to send a picture."

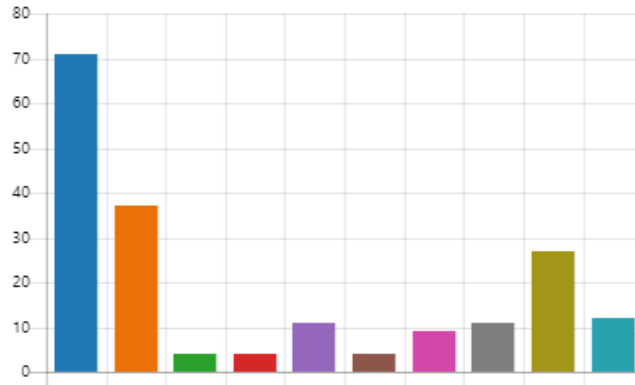
"Following after heart surgery a plan of access to a GP. Instead, I had a second heart attack on the surgery steps. Whilst getting a very poor phone service from the receptionist."

"Better, or should I say some, any, communication from the hospital with a guide of waiting time for an appointment would be helpful. This would have guided me and my GP as to whether my appointment should be escalated further. It is already registered as "urgent" yet I have been in the system since February following an appointment with my GP in early December."

. Did you receive any of the following during the delay to your diagnosis or treatment: (please tick all that apply.)

[More Details](#)

● Support from family or friends	71
● Telephone calls from medical ...	37
● Video calls from medical profe...	4
● Emails from medical profesio...	4
● Support from a charity	11
● Support from community serv...	4
● Support from mental health s...	9
● Support from people in simila...	11
● No support	27
● Other	12



l. How would you rate the confidence you have in managing your own health and wellbeing?

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Responses



3.20 Average Rating

. If it was possible would you be willing to travel further afield to receive treatment sooner?

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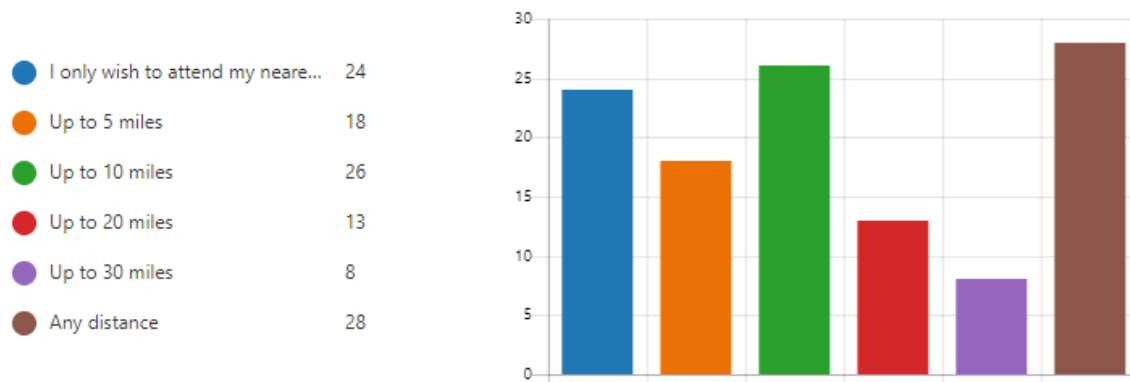
[Insights](#)

● Yes	66
● No	21
● Maybe	30



2. How far would you be willing to travel for treatment?

[More Details](#)



Would there be any difficulties for you, if you were receiving NHS treatments or procedures further away from home?

"Yes - transport, visitors and belongings being dropped off."

"I would struggle to get there by myself due to my pain."

"Yes, my daughter is autistic and would require me to take her and be with her. If its further away it might require more planning to ensure this could happen."

"Difficulties would be isolation, not having any friends or family visiting."