

Corridor Event, Rivington Unit, Greater Manchester West Mental Health Trust, Royal Bolton Hospital Site - 30 July 2014

34 individuals provided comment in response to the question

“What does good care mean to me?”

It is intended to include the following comments given in response to “What does good care mean to me” within the ‘Healthier Together’ consultation responses from the Healthwatch Bolton Volunteer Forum on 10 September 2014 :-

- Providing a service to all patients in a respectful and caring manner, meeting all their needs. Treating everybody as an individual and maintaining independence in a supportive and respectful way.
- Good care means enough staff - More talking time would be good, I know staff are busy. If there is something on your mind you need someone to talk to - I've been in and out for the past 8 months. My GP is really good. I am a patient at Marsden Road, Bolton. They really look after me. I am able to see the same person each time. I see the same CPN (Community Psychiatric Nurse) each time - Immy
- Someone to listen, kind caring staff. Good explanations about what is going to happen to me. Politeness, being friendly and a comfortable environment
- Staff need time with the patient - healing takes place from there!
- It's about someone taking care of you: meeting your needs and requirements: showing that they care; putting your interests first
- Making sure all your patient's needs are met and looked after
- Carer's mental health (is important)
- I think it's important to be professional in the way we care for people - I mean the attitudes that we use when providing care
- Looking after old people
- Being given the correct information and not being 'fobbed-off'. You need the whole picture - you need to feel confident in your care.
- Making sure all of your patients' needs are met and looked after
- Understanding
- Good care means not like being talked down to; at times treated like a child; great experience of A&E; appointments not keep in eye clinic
- Perfectly happy good standard of care
- Locally and accessible
- It means being able to get help from a person who knows how to get you better ideally with a smile
- It means being listened to. Having my requests/needs met at a time and place of my preference. I want to be involved with decision making. I

wanted to be treated with dignity and respect by professional healthcare providers

- Being cared for - when needed - where I am at the time
- Being listened to, given all information and being valued for being an individual
- I am listened to; I am seen as a person; I am included in my care decisions; my views are listened to
- Someone looking after me; someone to trust and turn to; if not feeling so good can ask for advice; good care means not having people who are rude

Comments specifically about 'Healthier Together'

- I am very concerned about any relocation of services
- I am unsure about the changes in Bolton. The thought of getting older and having to travel to Manchester Royal Infirmary or Hope hospital is concerning. Buses may or may not let you on if you travel on a scooter, it seems to be up to the driver - some will not lower the platform so you can get onto the bus. My journey could be a long one if I have to wait for a bus driver who will let me get on. They should go and visit Durham to see their excellent facilities for disabled people.
- What is going to change - does it mean we are going to lose our A&E department? I've heard that we will have to pay to get ourselves to Manchester Royal Infirmary for A&E treatment even if we have a broken leg! Emergency Ambulances will only be for heart attacks!
- A definition of 'good care' means reliability, professionalism, considerate awareness, trust worthiness, accessibility - LOCALLY
- Good care means respect and dignity and having treatment available locally
- Good care is provided - if the service wasn't here but in another hospital it would severely hinder my treatment

Carers Issues

- There is no backing from the doctors or hospital re collection of patients from hospital - they give unreasonable notice for collection
- We are two carers. Good care means local care. We are very concerned that 'Linden Ward' my close and we will not be able to visit.
- Good access is important if any mental health ward or treatment moves it would be impossible to get to new facilities - I am a carer of a patient!

Remaining comments about services are presented in line with the Consumer Rights principles:-

Quality Care

- I am a grandparent, my grandson has Asperger's. He has had good treatment and care on Birch ward. He lives with people who have similar illness and is carrying on with the same treatment. No problems
- I am concerned about children's mental health needs. I have been a social worker in a school where we had a therapist on site. Everything improved including educational attainments. That support has now been withdrawn and children I meet have a long wait for CAMHS (Child and Mental Health Service) input. No one seems to look at their home lives and the impact of drugs and alcohol by their parents
- I had good care on the mental health ward apart from some of the rules which I think are petty. For instance if you are watching a film ending at 12.02 pm you can't watch it past midnight. You can't use electronic cigarettes. I wanted my teddy; although I'm 54 it's a reminder of my wife and home - I wasn't allowed it. I wanted to give the patient view of what happens on the wards to other patients who are new. This offer wasn't accepted as the doctor felt it wouldn't be good for me. I think it would be a good idea. You can tell nurses who have a vocation - you can talk better to them - they are able to help you better. My nurse was great. Everything he did was looking after someone

Access

- Access to Bolton One is not always convenient as parking can be horrendous
- There is an issue about group therapy finishing with the current group of patients. It has been facilitated by 2 psychiatrists. Group members value this care and I've seen incredible changes for group members on an individual basis. The GPs say the current care is too expensive. I'm not clear what the replacement will be.

Being Safe

- Getting the right information and the right treatment is important as my husband received more and more painkillers and he accidentally overdosed. I found him dead on the kitchen floor.

Feeling Dignified

- Last year I injured my knee but my age was against me - “If you were younger they would have offered me an operation I was told”. In the last 12 months I have felt that attitude from doctors.

Choice

- I have ME - most of my care comes down to me finding out about alternatives. I take a high fish oil and use a massage technique. What I’m excited about is the potential chair based Tai Chi has to offer. I go to a group who are all physically impaired with one illness or another and it is helping everyone. Of course we have to pay for it and we can - it would be useful for someone to think about providing it.

Contact with 60 individuals who were given Healthwatch Bolton leaflets, newsletters etc.