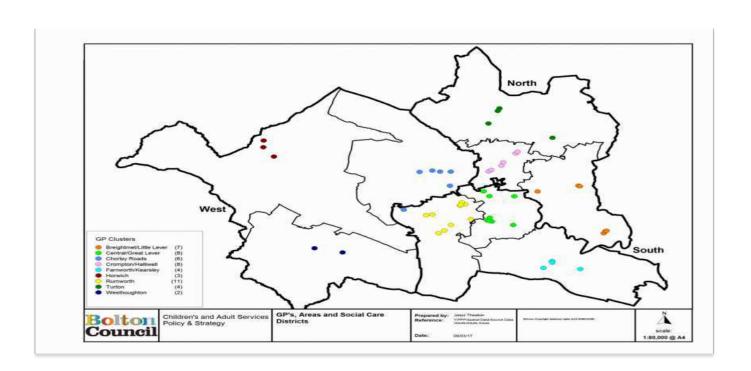


Bolton Neighbourhood Engagement Report December 2017

Feedback on Workforce Behaviours





Workforce Behaviours

The Neighbourhood workshops produced a lot of learning which is contained within the Neighbourhood Engagement Report.

Across the Borough the issue of Workforce / Service Provider behavior was often cited as a barrier to staying well.

We have extracted all the comments concerning this subject in order that the topic can be considered by people responsible for workforce development.

Communication

- Inadequate communication by professionals
- ♣ Language of communication (jargons)
- ♣ Not sending letters out (big delay)
- People are not explained diagnosis and treatment well
- ♣ Difficult to get access to GPs or even get through on general phone line
- Limited technology use

Inconsistency

- Inconsistencies between practitioners and diagnosis
- Conflicting processes and guidelines
- Conflicting information about services and more specifically around devolution
- Large GP practice no consistency GP relationship to patient
- Continuity of Doctor- have to wait longer if you want to see the same one next time.
- ♣ No consistency in support for people with poor mental health i.e. one person saw five different counsellors Waiting too long to see a doctor – sometimes 3 weeks in Harwood and Tonge
- GPs giving inconsistent advice
- Doctors- same GPs not available for patient at each consultation
- Inconsistency between surgeries

Top down culture

- ♣ A culture of 'us' and 'them'-professionals do not always see residents as qualified assets.
- The message of people taking ownership of their health and wellbeing is swept aside.
- ♣ Inaccessible professionals and decision makers
- Top-down provisions

Gate keeping and handovers

- Fear of being passed around
- Receptionists-unqualified gatekeepers



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
- 4 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

Engagement Alliance/Neighbourhoods Workshop Reports/Workforce Behaviors/December 2017





