

Patient Story: "Our story of what felt like a lack of care..."



Issues with Lis' Care (raised by daughter Helen)

- Helen felt that her mother was on an exceptionally **long waiting list** for the treatment she needed.
- Five referrals** were made with no outcome. She did not meet the criteria for the care that her GP had referred her for and this was not communicated to her.
- Helen felt that her mother's **postcode** had an effect on the care available to Lis, she lived near Hitchin in Hertfordshire but was registered with a GP in Luton.

Response to feedback...

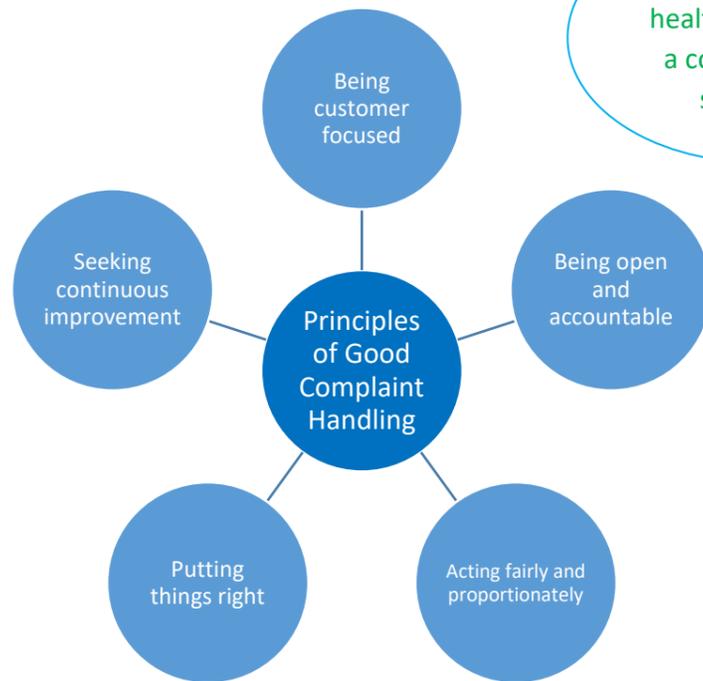
In response to Helen's feedback, a meeting with Helen and the CCG was arranged to discuss the issues Helen raised about Lis' care. During the meeting, the Investigator explained to Helen about her mother's condition. They discussed how the service working to the government essential criteria during COVID had impacted on her care. There was also discussion about the details that were provided in the referral from Lis' GP.

How feedback has affected the future of our service...

As a result of Helen's feedback and the subsequent meeting between Helen and the CCG, the following learning was identified;

- The meeting highlighted the need to ensure that nurses explain to patients who are registered with GP's in Luton but live in Hertfordshire that we can offer a clinic-based service but that should they require home visits this may need to be provided by the community nursing team that operate within that geographical area. In this event, Cambridgeshire Community Services would support this as far as possible in conjunction with the GP.
- The feedback led to a review of our process for when we receive multiple referrals into the different areas of service provision within CCS. The service is developing its operational arrangements to further strengthen the coordination of patient care in such circumstances through the use of our Community Matrons who will act as the focal point of coordination and support.

"It's not a national health service but a county health service..."



A User-Led Vision for Raising Concerns and Complaints



APOLOGIES DON'T MEAN ANYTHING IF YOU KEEP DOING WHAT YOU'RE SORRY FOR.