

## **Pickering Library Engagement**

Monday 16 October 2017 10:00-13:00. The Ropery, Pickering. YO18 8DY.

Comments and thoughts from users of Pickering Library during a visit by our Head of Engagement, Victoria Hirst. Comments are arranged below by theme.

### **Access to primary care**

- “Getting in to see the GP can be difficult. But once you are there, they are great”
- “I try and avoid the doctors”

### **Mental Health**

- “People come to the library and meet others and chat. It’s good for mental health”

### **Communication, signposting and navigating the system**

- “Sometimes those giving NHS service pass you onto A&E when you probably didn’t need to go”
- “Unacceptable to have to wait until 11<sup>th</sup> November for an appointment”
- “Waiting times for an appointment in hospital. They are too long”
- “Husband trapped finger in door and I patched out. Wanted a local pharmacy to check it, was advised to go to A&E”

## **Voluntary sector**

- “Libraries have become a bit of a community hub. People come along to clubs such as knitting club. It’s good for people to meet others”

## **Quality of care and the future of the NHS**

- “Went to outpatients, the nurse was so helpful and friendly. Place was spotlessly clean. Nurse explained that I may have to wait. Gynaecology appointment. The lady doctor was lovely and really listened. Such a positive experience. She really had tried to help and went out of her way”
- “GP service locally. Dr Copack is very good”
- “Great care in the hospital. Cannot fault the nurses”
- “We can’t magic money. We need to think radically about doing things differently”

## **Workforce and capacity**

- “There are more homes/residential homes being built in Pickering. This will mean more older people (like me). Can the GPs/health service cope with this?”
- “Amount of new development of homes, 250 homes=1000 people. How are the GPs going to cope?”
- “We are helping people live longer. That comes with its own problems”

## **Other**

- “May be controversial. We can’t have that honest discussion about dying and death. Maybe we are prolonging life”
- “Eye clinic at Scarborough. Had to wait over 2 hours even though I had booked appointment”