

Poppleton Explore Engagement

Wednesday 28 June 2017 14:00-17:00. Main Street, YO26 6JT

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

Access to primary care

- “Same day appointments in the village”
- “Got rid of same day appointments in Poppleton. Need to go to Acomb which is far away and need to drive”
- “Good service. No problems”
- “Local GP is good. No problem getting appointments”
- “Sometimes a problem if you can’t get an appointment in the village. Have to go to Acomb”

Mental Health

- “Scaled down mental health services”

Quality of care and the future of the NHS

- “Poor service at early pregnancy unit (only seen by FY1s or FY2s not consultants). They have no idea what they are looking at”

Communication, signposting and navigating the system

- “Need more transparency over who does what. E.g. where services are based, if you can’t go Leeds but have to go to Newcastle. Why is this?”
- “Choice of appointment. E.g. Don’t like being told certain date/time”
- “Elderly can find it difficult to navigate the system”
- “People take things for granted. E.g. Operations and appointments”
- “If want to access specialist service e.g. orthopaedics/fertility then long waiting times”

Length of time spent in hospital and discharge

- “Have a choice to be seen by a senior consultant (have to wait 2 days for urgent scan)”
- “Know what was going on (informed)”

Workforce and capacity

- “Nurses deserve more pay and support”
- “Local doctors are great. My wife had good care at the hospital”
- “Nursing care was good. Was in hospital for months”
- “Don’t like delays in treatment due to shortage of specialists/resources”

Waste and duplication

- “Returning equipment. Need/want to give it back, seems a waste of money”
- “Being able to return unopened tablets”

Finance

- “Needs better funding. Germany £10 per ¼”
- “Appalled by how NHS is treated by politicians”
- “Quietly outscoring areas of healthcare. EG: Virgin. It’s wrong”

How would you like to be communicated with?

- “Village website”
- “Facebook page”
- “Centerpiece- Poppleton magazine”
- “Community newsletter”
- “Communal noticeboards”

Other

- “Keep up the good work”