

## **Sherburn Library Engagement**

Tuesday 10 October 2017 10:00-12:00.

Finkle Hill, Sherburn in Elmet. LS25 6EA

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

### **Access to primary care**

- “Never had a problem with the quality of the GP, just need to get appointments!”
- “People being able to get GP appointments when need one very tricky. Waited 3 weeks”

### **Rurality and local services**

- “Issues across boundaries, living in one area but need to go to hospital or an appointment in any other area”
- “Live in Hambleton. Confused by having to go to different places for different services”
- “Mobile chemotherapy unit at Selby was great. So impressed! Can a mobile screening unit be brought here as well?”
- “Travel is difficult; they have removed lots of bus services”

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

- “My daughter went to York hospital yesterday and needs to go back in with a clean urine sample. I have to drive 45 miles each way and park just to take in a urine sample”
- “Use SpaMedica for my cataract (near Wakefield), really short waiting list. More people should go here”
- “Language used. I received a 2<sup>nd</sup> mammogram letter and rang up to ask why I had got it. The receptionist said this was to bring me “in line” with the records. What does this mean?”

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

- “The ambulance service has been fantastic. My husband had a stroke and a heart attack and they were great”
- “Nothing but praise for the NHS”
- “Just had a 10 day old. Went to York Hospital and it was all good. I’ll be seeing my health visitor soon”
- Very lucky to have what we have”
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## **Workforce and capacity**

- “Lots of new houses. Will there be enough GPs for this?”
- “Pressure on the front line. Strain, too much monitoring and inspections. People/nurses too busy focusing on this rather than care”
- “Really good when I registered with the Sherburn GP. However, conscious of the strain”
- “Dental services in the area are really difficult to get in, in particular with all the new houses in this area”