



Thank you for your feedback!

Issue. 2

St Helena Government (SHG) continues to run a 'live' Service Delivery Survey to gauge customer satisfaction of services offered by SHG. This user-friendly survey gives customers a chance to rate the services that SHG offer and provide feedback on how they feel a particular service can be improved. Feedback will be monitored and reported on regularly.

This week we respond to feedback received on the services provided by the Health & Social Care Portfolio and the actions taken.

You said: A doctor should be in the General Hospital at all times especially at night. They should be on night shift like the nurses.

Our response: Doctors are available for emergencies 24 hours per day. As with many of the UK Overseas Territories such as the Falklands for example, we only have one Surgeon, one Anaesthetist and one Orthopaedic Surgeon. It is therefore not appropriate, possible or safe for them to be physically in the Hospital 24/7. During working hours Doctors are based in the hospital and out-of-hours they are on call.



Outpatient Clinics

You said: Increase appointment availability and improve the appointment system. There is also a lack of available appointments for those in the districts.

Our response: We acknowledge your frustration. We do have a rota and appointments system to be able to book three months in advance, however this is dependant on having sufficient doctors on-Island.

You said: Implement a shift rotation so you are not waiting until the Nurse takes Tea/Lunch breaks.

Our response: Nurses do work a shift system.

You said: Need to provide better customer service, I always feel unwanted.

Our response: We are sorry to hear this. Please do write to our complaints service to let us know your views and comments so that we can improve our service.

You said: Ambulance drivers need to be on site on a shift system

Our response: We are recruiting two paramedics to support the ambulance drivers. One Paramedic has already arrived on-Island.

You said: Staff need to be more helpful.

Our response: It would be useful to hear on what occasion staff are unhelpful in order to improve our services.

You said: Things have gone quiet on Health Promotion in regards to decreasing risks of lifestyle related diseases such as diabetes, obesity, etc.

Our response: Prevention of illness and the promotion of good health and healthy lifestyles are a priority for us. Over the last 18 months we have diverted resources to support the COVID-19 pandemic response and that included our Health Promotion Officer. She has now appointed two part-time healthy lifestyle coaches and they are working together to develop a health promotion campaign. The first two pieces of work will be the tobacco legislation implementation and a whole systems approach to tackling obesity. We need to work together to encourage all of us to take more responsibility for managing our own health and wellbeing to tackle the growing number of people with a range of chronic diseases and long term conditions.

You said: Depending on staff, the service received is inconsistent. Local staff should be applauded.

Our response: We recognise the contribution made by staff and have introduced staff awards, where staff are able to nominate their peers for outstanding work. We will be reviewing standards and ensuring continuous professional development is progressed so that we have a common approach and ways of working to ensure our nursing is consistent. For Nursing, our Chief Nursing Officer will be leading this.

You said: There should be a better waiting area for those waiting on the Doctor or nurse as there are insufficient chairs in the waiting area and I have seen elderly and disabled people having to stand. There should be more communication if a Doctor is delayed.

Our response: Unfortunately Outpatients is a small area and therefore it is difficult to accommodate additional chairs. We would hope if others have to wait and see someone who needs a chair more than them they would offer the chair. Please also do ask the outpatients staff if they can help.

You said: Outpatients should be a must for the Island, this reduces the strain on a lot of patients having to go to the Hospital.

Our response: Prevention of illness, self management and promotion of good health and wellbeing should be the focus even before someone is seen in Outpatients. We will review outpatients as part of the transformation programme in due course.

You said: The Health Service still lags behind immensely. I do not believe that we are recruiting Doctors properly neither do I believe that we are managing those already here properly. Either outsource completely, or let's do a complete 'deep dive' as the Health Service is absolutely important to the people.

Our response: We have in place a Health Service Transformation Programme to review the Health Service. We have also set a standard that doctors will need to be GMC or equivalent trained. For existing staff we will be supporting those that do not have GMC to achieve that. For key medical staff we also have an independent doctor on the interview panel.

You said: Poor customer care, very little investigative work or follow up.

Our response: On the Island there is a significant number of investigations undertaken for the size of the population. Regarding customer care, we value feedback. Please do write into our complaints service with comments and suggestions to improve the service.

You said: Have lift to access lab from ground floor.

Our response: This is difficult to achieve in such an old building. If you have difficulty accessing stairs, please alert a staff member. We can then arrange to see you the ground floor.

You said: Faster turnaround on diagnosis.

Our response: Further details would be useful. Please contact our complaints service.

Pharmacy



You said: The area could be a little more discreet.

Our response: This has been noted. Space is limited but we will review.

You said: The staff are always very helpful. A prompt service.

Our response: Our staff really appreciate positive feedback. Thank you.

You said: There are often long waiting times.

Our response: Please provide further detail which will help us to review the service.

You said: Stock needs to be monitored as too often treatment runs out.
Our response: We keep a significant amount of stock but this is often hampered by ship or flight delays.



Hospital Services

You said: Hospital services should include a Casualty Service.

Our response: We do have an emergency room and resus.



Lab

You've told us what you think and this is what we're going to do

- Review standards and ensure continuing professional development is progressed so that we have a common approach and ways of working to ensure service is consistent
- Continue our recruitment efforts to ensure we have sufficient staff
- Identify if there is an alternative location to take Lab tests
- Review the Outpatients Services as part of the transformation programme in due course
- Review the Pharmacy area to identify if there is space to be more discreet.