

Share your experience of care

Survey results 2024/25

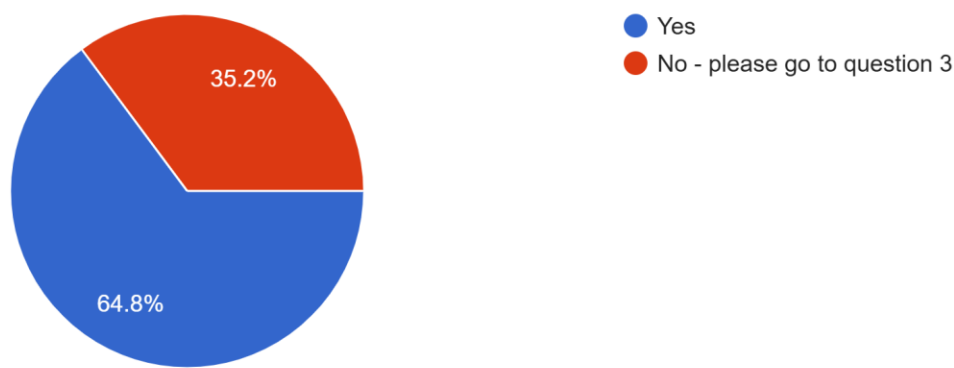


INTRODUCTION

- This report summarises the findings of a survey that was undertaken as part of the Share for Better Care Campaign. The Campaign took place during 2024 and completed in March 2025, it was led by the Care Quality Commission and Healthwatch and the National Dignity Council was part of a cohort of organisations that were engaged by CQC to help drive the messages from the Campaign across our 180,000 champions. As part of our involvement the NDC hosted 3 Voices of Dignity Podcasts, 2 web events and promoted the Campaign through our newsletter.
- As part of the initial feedback from our Champions it became clear that not everyone found giving feedback easy. We therefore decided to run the survey to seek a more detailed analysis of the reasons behind that.
- The outcomes clearly indicated that if you want to encourage feedback it needs to be
- **A- as simple as possible to give feedback**
- **And B- any feedback needs to be heard and actioned.**

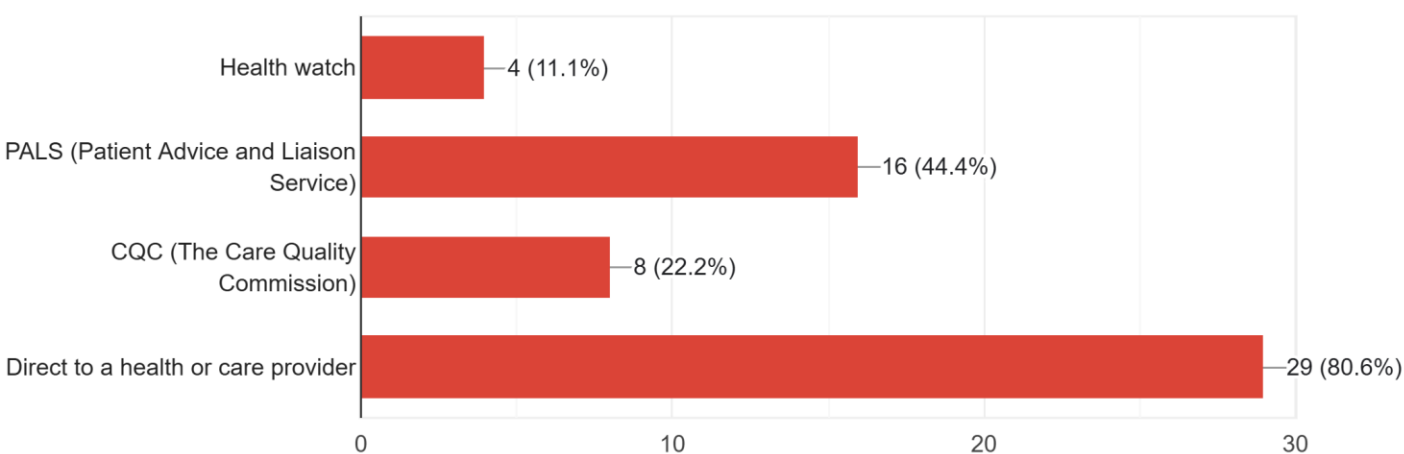
1. Have you ever needed to give some feedback or complain to a health or care provider?

54 responses



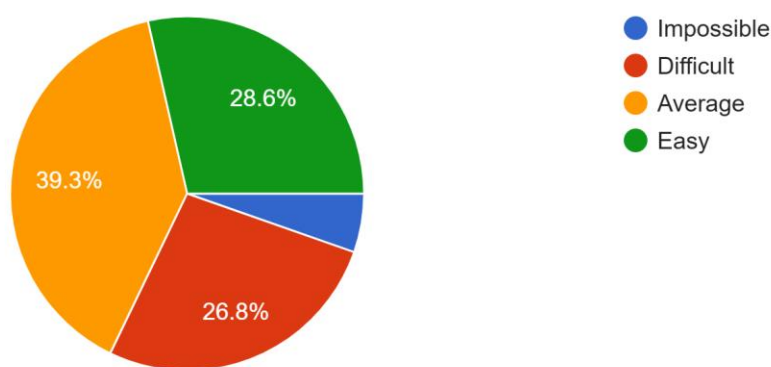
2. Who was the feedback to?

36 responses



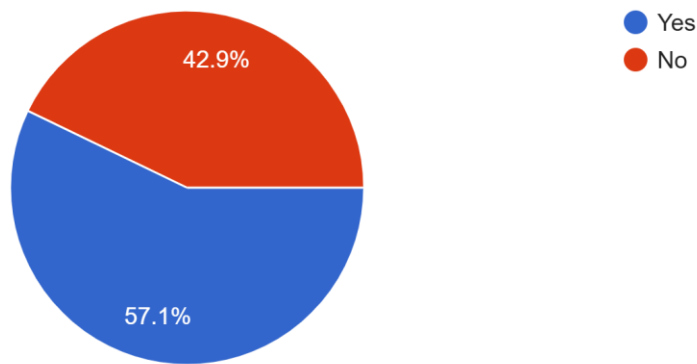
3. How easy is it to comment on the care /support you or your loved one receives?

56 responses



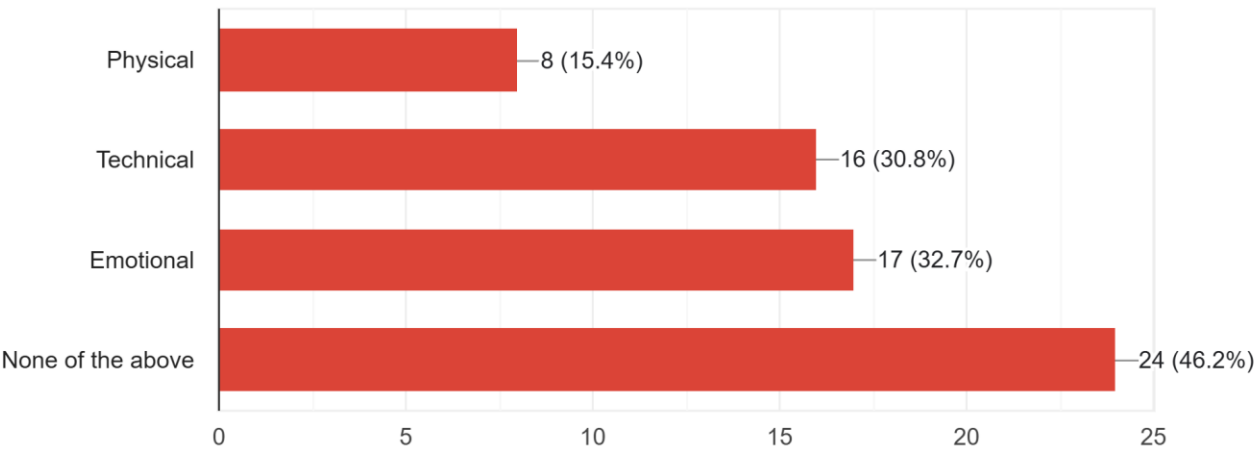
4. Have you ever encountered barriers that have impacted upon you making a comment or giving feedback?

56 responses



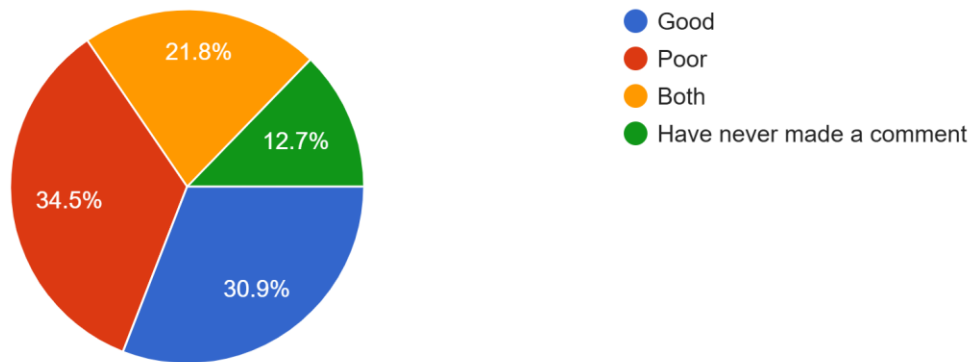
5. What are the barriers you have encountered when making a comment or giving feedback? Select any that apply?

52 responses



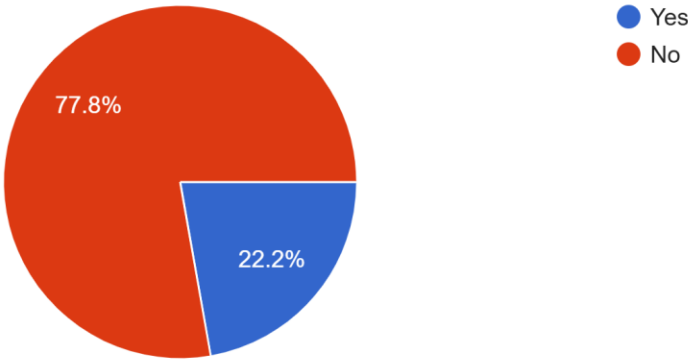
6. When you last made a comment or gave feedback did you have a good or poor experience?

55 responses



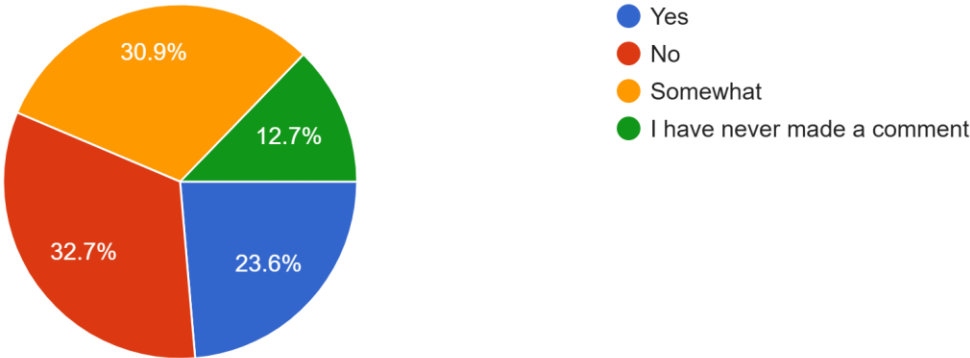
7. Has a poor experience made you more reluctant to make comments in the future?

54 responses



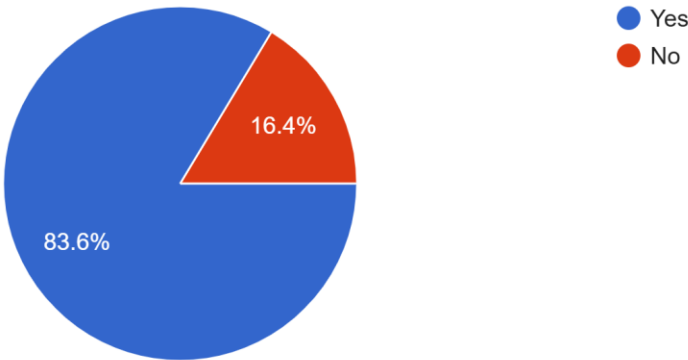
8. If you have made a comment or given feedback, did you feel listened to?

55 responses



9. Do you know where to go or what to do if you feel you haven't been listened to?

55 responses



10. Is there anything else you would like to tell us?

- Paying for care but care provider never turns up at the right time or stays for anywhere near the length of time we pay for.
- No, i think Dignity has a lot more awareness these days
- I have used my bad experience as a positive outcome as I work in health and social care and feel that I can support individuals to receive the right care and the right time ad be an advocate for them when they feel let down by services other than mine , and it makes me work harder to ensure I constantly keep improving the service I offer by supporting my staff and customers.
- I have made comments complaints many times and they are always variable, no consistency even within the same organisation. But with perseverance I normally feel I have got my issues addressed.
- It is a frustration process to say you have concerns rather than formally complain
- As I work in health and social care, I would know where to go to give feedback. However before I worked in health and social care, I didn't know and remember when I was a teenager having concerns that my nan was not getting her diabetes medication when she was in hospital. I was ignored because I was under 18 and had to speak to my Aunty who had to take up the issue with my nurses. I was trying to advocate for my nan and I was 16 years old so had capacity and understood what was going on.
- its impossible to get hold of anybody often and if you have to look on line can be difficult to find and feel like you are going round in circles and getting nowhere.
- I felt it was my fault
- The CQC response to my concern and subsequent safeguarding was absolutely shocking. It was an automated reply with no attempt at following up or seeking to speak to me to ask about my concern in any further detail - despite the fact it was serious in nature.
- Social care in my city of Sheffield is totally inadequate
- Sometimes personnel are not aware of who to advise patients and carers to contact in case of difficulties or complaints.
- Older people feel very vulnerable in some care and health situations
- I received no reply to all of the complaints I have made over the last 4 years. All made to different types of practices and hospitals etc. Never received even one reply.
- The NHS put me through decades of hell. PALS and Healthwatch did literally nothing to help me and it would have made zero difference to me if they didn't exist. The NHS complaints procedure was impossible to use for a severely disabled person with PTSD. An apology from the NHS would literally help me live with what they did. But they don't care.
- Better support at every level is needed to support those who are neurodivergent access health and social care and to feel heard and supported.
- HealthWatch were excellent, they did listen and act. ICB response was very poor and still has not addressed patient concerns.
- Elderly Mum has had a couple of stays in hospital. She has dementia and communication problems but staff never involve next of kin in discussions. She has mobility issues but was also left with no help, hearing aids and dentures never removed in a 3 week stay. Had to threaten to go to PALS before the ward would listen to us.
- Help!