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12 November 2014

Dear Jerry,

**NON-RENEWAL OF CONTRACT FOR ORTHOPAEDIC SURGERY AT PENINSULA TREATMENT CENTRE**

Ref: Plymouth Evening Herald Story posted on-line 28 October and in printed edition 29 October 2014.

Following the publication of the story at the Reference, Healthwatch Plymouth has received considerable comment from the patient population of Plymouth, the South Hams of Devon and S.E. Cornwall. The main themes of these comments are:

- Excellence and efficiency of the service provided from initial referral to operation
- Concern over the service at the Peninsula ending/or closure of the Peninsula
- Concerns over the ability of Derriford being able to cope with future requirements

At the Annexes to this letter are the actual comments received from Service users as well as comments from our feedback database for Peninsula and Derriford Orthopaedic Departments received prior to the Herald article for comparison.

Healthwatch Plymouth has analysed the feedback generated by the Herald article and has the following comments based on this data:

- As one would expect the age groups providing feedback are predominately 65-79 (48%) and 80+ (33%)
- 94% of those who contacted Healthwatch Plymouth were Service Users. 94% of respondents commented on Orthopaedic surgery
- The vast majority see the Peninsula as an integral part of the healthcare facilities in Plymouth
- Concerns raised over the (perceived) ability of Derriford to pick up the additional workload from the cancellation of the orthopaedic contract/closure of the Peninsula
- People who have provided feedback do not understand the reason for the cessation of orthopaedic surgery at the Peninsula, particularly as they are being told by government and the media that 'the UK is an ageing population'. Their observation is that more surgery will be required in the future and that it is false economy to take this service away now

- Patient Experience rated very highly including:
  - Service Efficiency – time taken from initial referral to Peninsula and subsequent operation procedure was well received particularly by those who were in significant pain and discomfort
  - Support given during post op recovery, ensuring that equipment (walking frames etc) for support in the home was delivered to the patient’s home address to coincide with discharge
  - Post op check-ups were timely with the appointment being on time
  - Patients felt valued and where ‘treated as an individual and not a number’
  - Professionalism of the Staff
  - Standard of the Treatment Centre infrastructure, particularly the cleanliness and standard of meals provided.

Conclusions drawn from the feedback are as follows:

- Service Users see the Peninsula as an excellent facility that is part of the health care framework within Plymouth and neighbouring areas
- Respondents view the Peninsula treatment pathway as highly efficient and hugely beneficial to their well-being and subsequent recovery from elective surgery
- The public understand from the media that the Peninsula Centre is potentially closing and not just a cessation of the orthopaedic contract when it is due to be renewed
- They do not understand the reasons behind the future decisions over the Peninsula contract

Yours sincerely,

K Marcellino  
Manager, Healthwatch Plymouth

Annex A. Peninsula Treatment Centre Patient Feedback (Post Herald Article)

Annex B. Peninsula Treatment Centre Patient Feedback (Pre Herald Article)

Annex C. Derriford Orthopaedic Service Patient Feedback (Pre Herald Article)

### Annex A – Peninsula Treatment Centre Patient Feedback (Post Herald Article)

Date of Contact	Commentator Type	Sentiment	Comments	Service	When	Service Type
30/10/2014	Service User	Positive, the comment is positive in nature	After 3 separate operations (both hips and Achilles tendon as a result of cancer treatment) at the peninsula, I cannot praise the service highly enough. You were a name not a number	Peninsula Treatment Centre	Jul 10/Feb 11/Oct 11	Orthopaedics
30/10/2014	Relative	Positive, the comment is positive in nature	My husband had a hip replacement operation. The service was really good, the staff were brilliant and the care was second to none. This facility should not be closed.	Peninsula Treatment Centre	Apr-11	Orthopaedics
30/10/2014	Service User	Positive, the comment is positive in nature	The centre is fantastic. When I had my operation, everything was done efficiently and I was kept informed at all times. The staff were brilliant.	Peninsula Treatment Centre	Oct-08	Orthopaedics
30/10/2014	Service User	Positive, the comment is positive in nature	The service I received for my operation was first class. The place was spotless and the staff were very efficient and friendly. I find it hard to believe they are closing the centre.	Peninsula Treatment Centre		Orthopaedics
30/10/2014	Service User	Positive, the comment is positive in nature	I had two knee operations and both have worked wonderfully. I found the place very clean and everything was very, very professional. I do hope it can be saved.	Peninsula Treatment Centre		Orthopaedics
30/10/2014	Service User	Positive, the comment is positive in nature	The service and care I received were first class. The surgeon was brilliant and the staff were friendly and efficient	Peninsula Treatment Centre	Aug-14	Orthopaedics
30/10/2014	Service User	Positive, the comment is positive in nature	I had a knee joint replacement last July. The services provided were excellent including meals and the cleanliness. Efficiency of the staff was brilliant.	Peninsula Treatment Centre	Jul-14	Orthopaedics
30/10/2014	Service User	Positive, the comment is positive in nature	I have had two operations 8 years apart and on both occasions the service I received was first class. The staff were great and from first appointment to surgery the service was efficient and more than met my expectations.	Peninsula Treatment Centre	2006 & 2014	Orthopaedics

30/10/2014	<b>Relative</b>	Positive, the comment is positive in nature	My wife had her knee done in 2008. It takes people away from Derriford. It is well run and efficient. The surgeon is very nice. The cleanliness is spot on - you could eat off the floor. After the operation my wife was walking in no time. They have proper doctors and nurses caring for you - that's what people want.	Peninsula Treatment Centre	2008	Orthopaedics
30/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I experienced 2 years of pain due to problems with my shoulder. I had physio at Derriford then paid for more private physio at Nuffield. I had a consultation at Peninsula regarding operation on my shoulder last Tuesday. I arrived at the Peninsula at 8.45 for my 9.00am and went in for an x-ray at 8.55. They ran several tests and picked up that I have a heart problem (bundle branch blockage) through an ECG. They referred me to cardiology at Derriford and there is a backlog so now I have to wait - I don't know how long. It's a fantastic unit and they were quick to share info with my GP. My operation for my shoulder has been put on hold due to complications. Mr Beardsmore (consultant) is brilliant. Peninsula is too important, I can't praise it highly enough. They possibly saved my life by discovering my heart problem.	Peninsula Treatment Centre	21-Oct-14	Orthopaedics
30/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I am very disappointed to hear of the plans to close Peninsula. I have had 2 knee replacements there, one 7 years ago and one almost 2 years ago. My hip is currently playing me up and I am worried in case anything does go wrong because I don't want to go to Derriford. My sister had two knee replacements. One was done at Derriford and it is still playing up, the other was done at Peninsula which has caused no problems. There is no waiting around, I went in on Thursday lunch time and soon had my operation. I returned 5 weeks later for a follow-up appointment. I have no complaints about the food; the place is spotless. I am allergic to certain kinds of metal, which was a consideration during my treatment and a special type of metal was used. I have no complaints. Everything was taken care of. Everyone rushes at Derriford.	Peninsula Treatment Centre	2007 & 2012	Orthopaedics

30/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	<p>The closure of Peninsula would be a disaster for Plymouth. I had a full hip replacement in 2011. I went in on the Tuesday and was out by Thursday. I was briefed in advance about absolutely everything including what I would be feeling afterwards. I was walking a day after a full hip operation, the next day I was walking up and down stairs. I was in absolute agony prior to the op. The staff are professional to the nth degree. Food was healthy and there was some choice. The wards were spotless. The surgeon was at my bedside the morning after my operation with a physio to get me out of bed. They sent me home with crutches and advised to use both crutches for 1 week, then 1 crutch the following week and finally to walk with no crutches the week after that. My recovery was fine and I'm now very fit and active after 4 years of pain. I saw my surgeon (Mr Evans) for my follow up 6 later. Routine follow ups were superb, we discussed the angle of my knees when sitting down to aid recovery. I had my treatment during an MRSA breakout at Derriford - Peninsula provided me with a special gel to wash with prior to being admitted. There is visible hand wash everywhere, even at the bottom of the beds and staff always check everyone including visitors use the anti-bacterial hand wash. I don't think Derriford could handle an additional 16,000 patients, their capacity is not enough. A relative of mine was kicked out at 10pm at night. Derriford is a dirty word, Peninsula is the best hospital in Plymouth. I chose Peninsula based on recommendations and would do so again. When you meet other people who have received treatment at Peninsula it's like a fan club.</p>	Peninsula Treatment Centre	Aug-11	Orthopaedics
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29/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I don't think Plymouth needs to lose the Peninsula. I had a minor operation there. It was spotless and more like a private service. I have a heart issue and was disappointed about the impact this has on hip operations. I am grateful for Derriford and the number of people it looks after, but Peninsula is a treat. It makes you feel valued. If you don't feel very well you need something. I was made to feel so comfortable and not ignored. I just don't want it to go.	Peninsula Treatment Centre		Orthopaedics
29/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had two knee operations at Peninsula. I was asked where I wanted to go and was given a choice of Nuffield, Torquay, Derriford and Peninsula. I chose Peninsula because my wife had gone there by chance to have a bunion removed. The atmosphere has struck a chord with me. It is as a hospital should be run. The staff, consultants, everybody was fantastic. It is immaculately clean, you can eat off the floor. Even the cleaning lady was great. Staff have time to do their jobs properly. It eases the pressure on Derriford. To close Peninsula down would be ludicrous, such a sad shame. On the TV you see all about Exeter which is the big hub now. Plymouth could be as good as Exeter if it didn't get rid of Peninsula and stop closing places down. I have an appointment at Peninsula on the 6 Nov and will ask about petitions against the closure.	Peninsula Treatment Centre		Orthopaedics
29/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I think it is wrong if they close Peninsula due to my personal experience of it. From assessments to the operation, they are efficient and I can't fault it. The staff are pleasant. I suggest decreasing Derriford and moving beds over to Peninsula to keep it open.	Peninsula Treatment Centre		Orthopaedics

29/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I was one of the first patients treated at Peninsula and had a great experience. It is by far the best hospital. I have had 16 operations at Derriford and 10 at the Peninsula. Derriford cannot take on extra patients - they are too stretched at the moment. No way can they take on patients from the Peninsula, it won't be the same level of care. It is the safest place. Derriford nurses are not up to the same standard. Peninsula is so good you can't measure it. I have had 3 orthopaedic operations and the waiting times at the two hospitals are completely different. I don't want to denigrate Derriford, but I will be watching what goes on re the closure.	Peninsula Treatment Centre		Orthopaedics
30/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I am sad about the horror story of Peninsula closing. I can't praise it highly enough. I was admitted a couple of days after it opened. I couldn't go 50 yards without pain, the op has turned my life around. You have a lovely talk with the surgeon, they explain everything to you. Aftercare is wonderful. My left knee had gone bow shaped and affected my walking damaging my hip. My consultant gave my knee 5/5 for everything in my follow up consultations. My husband had been treated there too and we have reassured others who have gone to have ops at the Peninsula. I can't see that Derriford would be able to provide the same level of service. My husband and I can now go on holidays, walk everywhere and swim. We can do anything.	Peninsula Treatment Centre		Orthopaedics
30/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I have had 2 hip replacements at the Peninsula. My consultant (Mr John Beardsmore) explained everything and listened to my concerns. The Peninsula is such a lovely clean place and everyone is so attentive. The food is lovely (like a 5* hotel) and there is no hassle. There is no waiting time and it is such a wonderful and caring place. I cannot fault it.	Peninsula Treatment Centre	2010 & 2013	Orthopaedics

30/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	Closure would be terrible for Plymouth. I have been there twice. It is like a 5* hotel with only 4 to a ward. You are looked after day & night and it is wonderful. I witnessed the manager personally check the wards were clean before the doctors arrived. My consultant was open to questions, but I already had all the info I needed at pre and post op check-up.	Peninsula Treatment Centre	Jan 2013 & Oct 2014	Orthopaedics
30/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I was referred for treatment and had an option of places to choose from. I chose Peninsula even over Nuffield, because of the good recommendations I had heard about. My initial consultation re my hip was 3 years ago. This year while I was on holiday, I experienced a lot of pain in my hip. My GP referred me and I was given an appointment at Peninsula much quicker than my GP told me to expect. The staff are very pleasant, the surgeon is very helpful and the service is efficient. I was informed that my hip doesn't require treatment now, but it will in the next couple of years. I was hoping that further treatments I have would be at Peninsula because of all the good recommendations.	Peninsula Treatment Centre	ongoing	Orthopaedics
29/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	Broke my hip 2.5 years ago. Had trouble with opposite knee and was referred to Peninsula. Didn't want to have both legs done at the same time. Lots of praise for the Peninsula from other people.	Peninsula Treatment Centre	2011	Orthopaedics
29/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	Two replacement knees and a hip replacement in the last 10 years all done at the Peninsula. I cannot fault them. I felt totally safe and they are highly organised. The surgeon, consultant and anaesthetists all spoke with me and it was a well explained and very smooth process. They have wonderful staff at all levels.	Peninsula Treatment Centre	2004 - 2014	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a hip replacement this year. The service was exemplary.	Peninsula Treatment Centre	Feb-14	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a hip operation. The service was amazing. The care I received was wonderful and first class. The place is spotless. My experience was fantastic.	Peninsula Treatment Centre	2007	Orthopaedics



31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I am disappointed to hear about the closing of the peninsula Treatment Centre. As an elderly person I was well treated throughout my stay for a knee operation. The service is exemplary and the staff are fantastic. The information booklets explain everything and is easy to understand and was well produced. Everything for discharge was organised before I left the centre and support equipment was delivered on time to my home.	Peninsula Treatment Centre	Mar-14	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I am devastated that the Peninsula may close. It is a first class facility. I was well cared for and the staff were excellent. The facility should not be lost.	Peninsula Treatment Centre	2007	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I saw consultant (James Brown) in July for knee replacement. Service was excellent and I was well cared for during my stay. At my age the service provided was of great comfort.	Peninsula Treatment Centre	8-22 Jul 14	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	Three years ago I had a hip replacement at the Peninsula. It was absolutely a first class service. I was made to feel like an individual and not just a number. I have nothing but praise for the service.	Peninsula Treatment Centre	2011	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a second hip replacement in 2007. The first replacement was done in Torquay in 2004. The Peninsula was first rate. Seven years on my hips are fine and I walk unaided even navigating a total of 42 steps each day to get to my front door. The service was friendly and efficient.	Peninsula Treatment Centre	2007	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a hip replacement and had complications during the procedure. The service I received was second to none. I am concerned that with an ever growing aging population that this facility will be required and therefore is it not short sighted to close it.	Peninsula Treatment Centre	2006	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a hip replacement 3 years ago and the service I received and my experience were marvellous. I have nothing but praise for the Peninsula and its Staff.	Peninsula Treatment Centre	2011	Orthopaedics

31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had keyhole surgery last week. It is a wonderful place, clean and well-kept with a welcoming reception. The service was fantastic. Two days after discharge I had a curtesy call from the team to see how I was. This was a brilliant experience for an ex-health professional. The Peninsula should be kept open even if that means moving more services from Derriford.	Peninsula Treatment Centre	Oct-14	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a knee replacement and the service I received was very good. I was admitted on the Monday and discharged on the Saturday and have not had any problems with it. My other knee has also been replaced. This was scheduled by Derriford with Haslar Hospital in Portsmouth. I was one of 10 patients who underwent surgery and four of us have had ongoing issues with our knees.	Peninsula Treatment Centre	Jun-05	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I have had both knees replaced at the Peninsula. My experience on both occasions was marvellous. The staff are brilliant, friendly and informative and the centre is run efficiently. It is a model of how hospital services should be run.	Peninsula Treatment Centre	2009/2010	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I have had two operations and had excellent service both times. I would recommend the Peninsula to anyone.	Peninsula Treatment Centre	2009 & 2013	Orthopaedics
31/10/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had hip replacement surgery. Everything about the service was really good. I cannot fault the service in anyway.	Peninsula Treatment Centre	Apr-13	Orthopaedics
03/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I'm devastated about the possible closure of the Peninsula. I have had two operations there and I have had a really good experience on both occasions. Both operations have been a great success and the surgeon (Mr Champolini) was brilliant.	Peninsula Treatment Centre	2011 & 2013	Orthopaedics
03/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a hip replacement and everything was really good. I couldn't fault anything.	Peninsula Treatment Centre	2010	Orthopaedics
03/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had my left knee replaced. I was well looked after, the staff were friendly and the place was spotless.	Peninsula Treatment Centre	Mar-09	Orthopaedics
03/11/2014	<b>Relative</b>	Positive, the comment is positive in nature	My husband had a new hip. The service he received was fantastic. The staff were excellent and very friendly and efficient. The place was spotless.	Peninsula Treatment Centre	2008	Orthopaedics

03/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a cataract operation. The staff were very friendly and I was treated like a queen.	Peninsula Treatment Centre	Aug-14	Ophthalmology
03/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had day surgery. It is a fantastic place.	Peninsula Treatment Centre		Orthopaedics
03/11/2014	<b>Service User</b>	Mixed, the comment is both positive & negative	I went for a cataract operation and am very happy with the service. Everything was a plus rather than all negatives as Derriford. The Peninsula is totally opposite to Derriford - anytime something works they close it down.	Peninsula Treatment Centre		Ophthalmology
03/11/2014	<b>Service User</b>	Mixed, the comment is both positive & negative	I would like to express my horror that they are closing the Peninsula Medical Centre. I have had a bad experience at Derriford and think that this is a bad decision. Derriford care was bad and I used the orthopaedics. If something works why stop it?	Peninsula Treatment Centre	2009	Orthopaedics
03/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	The peninsula is second to none. Staff from the bottom up are helpful and there is always someone to talk to. Cleanliness is unbelievable and there's always cleaning staff around. I was extremely happy with the service. It would be a very, very sad loss. I don't think Derriford could take on the extra work.	Peninsula Treatment Centre	2011	Orthopaedics
03/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I didn't know the treatment centre existed until I got referred there for treatment. Full marks for the service provided and in my opinion it has never been advertised enough. I'm very, very surprised about this announcement.	Peninsula Treatment Centre	Dec-13	Orthopaedics
03/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had both my hips done by Mr Evans who has now retired. They provide first class treatment. The food is beautiful, the wards are clean and the staff are wonderful. If they shut Peninsula down I think it would be horrendous. I was in shock when I heard the news. If I had trouble with my knees or back I'd want to go there. You get looked after.	Peninsula Treatment Centre	2006 & 2007	Orthopaedics

04/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a hip operation in Derriford and Peninsula. Staff are extremely good, the service was brilliant. Food and cleanliness were first class	Peninsula Treatment Centre	Pre 2004 and 2012	Orthopaedics
04/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a hip operation. I could not fault the service. Everything was perfect, staff were brilliant. A waste of investment if Peninsula closes. Derriford is overloaded, keep the Peninsula to ease the pressure on Derriford.	Peninsula Treatment Centre	Jun-14	Orthopaedics
04/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	The Peninsula is excellent. I am so sad. It's a wonderful little hospital. You could eat off the floor it's so clean. Everything was spotless. I am happy with the treatment and aftercare. It takes the pressure off Derriford. I couldn't fault them	Peninsula Treatment Centre	Jul-05	Orthopaedics
05/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I've had two operations there. They are patient friendly, much more relaxing. There is no charge for parking. I would not choose Derriford in places of Peninsula. Peninsula is such a quiet place in comparison. I did not have to wait very long for operations. I am concerned waiting lists will increase due to closure. No minuses about it, just excellent service.	Peninsula Treatment Centre	2013	Orthopaedics
06/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I had a cataract operation. I had another one previously at Derriford, but I was told there would be a 3 month wait so for my second operation I chose Peninsula. I was in and out within 1 hour. I didn't mind waiting for appointments. Very good surroundings, excellent staff. I would have minded being an inpatient. It was very clean and a pleasure to be there	Peninsula Treatment Centre	Sep-13	Ophthalmology

07/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I have had two hip replacements, one at Derriford and one at Peninsula and a hip reconstruction operation. I cannot praise the Peninsula enough, especially the speed and efficiency of the service I have received. When in pain you want relief from that pain as soon as possible. The staff at the Peninsula are fantastic and it is clean and a nice place to be. It would be sad if it closes. I am also scheduled for two cataract operations at Peninsula in the near future.	Peninsula Treatment Centre	2005, 2012 & 2014	Orthopaedics
07/11/2014	<b>Service User</b>	Positive, the comment is positive in nature	I have had several operations at the Peninsula including two knee replacements, surgery on my wrist and cataract removals. I feel it will be a loss and I don't know how Derriford will cope without it. I also feel waiting times will increase as patients will now have to go back to Derriford. From my experience, operations at the Peninsula were never cancelled and always happened as planned.	Peninsula Treatment Centre	2006 & 2013	Orthopaedics



### Annex B – Peninsula Treatment Centre Patient Feedback (Pre Herald Article)

06/09/2013	<b>Service User</b>	Positive, the comment is positive in nature	Had a lovely room, 2 to a room- private phone, Wi-Fi.	Peninsula Treatment Centre	Jul-13	
06/09/2013	<b>Service User</b>	Positive, the comment is positive in nature	I went in a 7am Friday, op at 11am and onward by 2:30. I was home at 4pm Sunday. Very quick service. Excellent, can't complain about anything	Peninsula Treatment Centre	Jul-13	
24/09/2013	<b>Service User</b>	Positive, the comment is positive in nature	I went for assessment on my hip and knee and everyone was absolutely amazing, nothing was too much trouble. Talked me through everything that was going to happen and when I went in for the operation they couldn't have been more considerate and helpful, including the window cleaners, catering staff and clinical professionals!	Peninsula Treatment Centre	Jul-13	Outpatients
06/10/2013	<b>Unknown</b>	Positive, the comment is positive in nature	Hip & Knee Operation at Peninsula - very good service, attention, information, treatment.	Peninsula Treatment Centre		Orthopaedics
06/10/2013	<b>Unknown</b>	Positive, the comment is positive in nature	Free car park!	Peninsula Treatment Centre		Orthopaedics
10/10/2013	<b>Relative</b>	Positive, the comment is positive in nature	My mum saw the consultant and the waiting time from referral to operation was within 2 months.	Peninsula Treatment Centre	Sep-12	Orthopaedics
10/10/2013	<b>Relative</b>	Negative, the comment is negative in nature	One downfall was after care on ward. My mum asked for bowl of water to have a wash and the nurse said "no we don't have a healthcare assistant". So my mum having had knee surgery hobbled to get it herself. There were only 3 patients on the ward, so in theory they should surely have got the attention they needed, healthcare assistant or no healthcare assistant.	Peninsula Treatment Centre	Jan-12	Orthopaedics
01/11/2013	<b>Professional</b>	Negative, the comment is negative in nature	There is a distinct issue in the difference in co-ordinating discharges in Cornwall, Ivybridge and Yealmpton, in comparison with Plymouth. We are not able to arrange a patient discharge until they are ready to go home and then this can take over a week to be arranged by ASC. There seems to be a lack of beds, staff and timeline - everything is vague. If the model used by Liskeard Orthopaedic team could be rolled out across the country it would be a great service. Sadly even this is now stopping due to funding cuts. Which will impact further on our ability to arrange safe discharges.	Peninsula Treatment Centre	on-going	Continuing Care

13/11/2013	<b>Service User</b>	Positive, the comment is positive in nature	It was like having private treatment on National Health	Peninsula Treatment Centre	2012	
18/11/2013	<b>Service User</b>	Mixed, the comment is both positive & negative	Went to Peninsula TC for hip op. When I came home, I had a bed sore on my ankle which they hadn't noticed. They took one pressure sock off but not the other and that was the one which was sore. My daughter-in-law made a phone call. Nurses came out but didn't do much so I went to nurse at surgery and asked for a second opinion from GP. They said it can take 6+ months to heal. I was given creams and all OK.	Peninsula Treatment Centre	Jan-13	
18/11/2013	<b>Service User</b>	Positive, the comment is positive in nature	Meals were beautiful and had to ask for less.	Peninsula Treatment Centre	Jan-13	
29/11/2013	<b>Carer and Relative</b>	Positive, the comment is positive in nature	Went in for outpatient app re cataracts. From referral- 2 app was 2-3 weeks v. quick. Had to wait but way she was seen by different people i.e. nurse, doctor was very professional/organised. GP also decided as she didn't drive he didn't deem it necessary to do op just keep an eye on it. Doc was informative and I know the situation and can rest & explain to my mum and dad. A very inclusive process which allows for relatives to sit in when patients are happy. This is good to help understand what's going on.	Peninsula Treatment Centre	Nov-13	
12/12/2013	<b>Service User</b>	Positive, the comment is positive in nature	Peninsula : Excellent treatment & aftercare	Peninsula Treatment Centre	2011	Hospital services
07/02/2014	<b>Service User</b>	Negative, the comment is negative in nature	I went to the Peninsula Hospital to have an operation on my knees done. When I eventually saw the surgeon after the operation I was spoken to very rudely. It was a case of "what do you expect me to do". I was shocked. I just sat there, I was really upset.	Peninsula Treatment Centre		Hospital services
05/03/2014	<b>Service User</b>	Negative, the comment is negative in nature	I had a cataract removed and my eye was left bruised	Peninsula Treatment Centre	Sep-13	



05/03/2014	<b>Service User</b>	Negative, the comment is negative in nature	They had previously said they would keep me in after my cataract removal, but 10 minutes after my procedure they said I could go home. I told them my husband couldn't get there till later so they told me to sit in reception and wait	Peninsula Treatment Centre	Sep-13	
05/03/2014	<b>Service User</b>	Negative, the comment is negative in nature	I was supposed to have my other eye operated on a few weeks after having a cataract removed but I haven't been able to. I have had an experience of trying to call in and not able to get an answer	Peninsula Treatment Centre	Sep-13	
08/03/2014	<b>Service User</b>	Positive, the comment is positive in nature	One word- brilliant. Made me feel at ease and that they wanted to help. They certainly eased my worry. I am recommending this place to all my friends	Peninsula Treatment Centre	2008	
08/03/2014	<b>Service User</b>	Positive, the comment is positive in nature	It's wonderful. No qualms at all. I've had 5 ops and wife had 2. Excellent staff. Surgeon was brilliant. I recommend to friends. All the pre-assessment/x-ray was brilliant	Peninsula Treatment Centre	2011	
08/03/2014	<b>Service User</b>	Positive, the comment is positive in nature	It's clean	Peninsula Treatment Centre	2011	
08/03/2014	<b>Service User</b>	Positive, the comment is positive in nature	Staff were brilliant. Nurse looked after me. Physio was very good indeed. Anaesthetic advice was excellent	Peninsula Treatment Centre	Dec-12	
08/03/2014	<b>Service User</b>	Positive, the comment is positive in nature	Food was good	Peninsula Treatment Centre	Dec-12	
25/03/2014	<b>Service User</b>	Positive, the comment is positive in nature	Always been treated well at Peninsula Medical Centre. Dr John Beardsmore has performed surgery on my many times and all pre-op and post-op surgery treatment has been second to none	Peninsula Treatment Centre	on-going	
21/05/2014	<b>Service User</b>	Mixed, the comment is both positive & negative	I have no complaints at all. I had a hip replacement 4 years ago. When the catheter was removed, I lost control of the bladder which is still not right, and the GPs don't seem interested. Other than that everything is OK	Peninsula Treatment Centre	Ongoing	
12/07/2014	<b>Service User</b>	Positive, the comment is positive in nature	Very good, excellent organisation, treatment and planning	Peninsula Treatment Centre	Dec-13	
12/07/2014	<b>Service User</b>	Positive, the comment is positive in nature	When I was discharged, the medication was already, no need to hang around	Peninsula Treatment Centre	Dec-13	
12/07/2014	<b>Service User</b>	Positive, the comment is positive in nature	Well-staffed	Peninsula Treatment Centre	Dec-13	

12/07/2014	<b>Service User</b>	Positive, the comment is positive in nature	At the first appointment, you see the nurse, anaesthetist and consultants and x-rays. This is their standard practice	Peninsula Treatment Centre	Dec-13	
25/07/2014	<b>Service User</b>	Positive, the comment is positive in nature	Parking is OK	Peninsula Treatment Centre	2014	
25/07/2014	<b>Service User</b>	Positive, the comment is positive in nature	If there is an elderly patient or a patient who is hard of hearing a staff member will go with them	Peninsula Treatment Centre	2014	
25/07/2014	<b>Service User</b>	Negative, the comment is negative in nature	The café is not greatly healthy. Could the hospital not have someone advise them re healthy eating	Peninsula Treatment Centre	2014	
11/08/2014	<b>Service User</b>	Negative, the comment is negative in nature	I had 2 appointments booked for treatment and both were cancelled on the day. I am allergic to local anaesthetics and had an anaphylactic shock in April. My first appointment was meant to be on 14th June and they called me on the day to cancel my surgery, saying there was no anaesthetist available that day. Being unable to use anaesthetics due to my allergy, this should not affect me anyway but they refused to treat me. My surgery was rescheduled for 2nd July and I phoned them the day before to confirm that my surgery was still going ahead. I arrived for my treatment, was prepped and about to go into theatre when I was told that my surgery was cancelled. They told me the cancellation was down to my allergy, which they had known about since before I was originally booked in for treatment because it was in my paperwork.	Peninsula Treatment Centre	June-July 2014	
11/08/2014	<b>Service User</b>	Negative, the comment is negative in nature	I have written a letter of complaint about my treatments being cancelled on the day, and I received a response saying I will hear back from them by 2nd August. That date passed over a week ago and I have heard nothing	Peninsula Treatment Centre	June-July 2014	Ophthalmology

### Annex C – Derriford Orthopaedic Service Patient Feedback (Pre Herald Article)

29/06/2013	<b>Service User</b>	Positive, the comment is positive in nature	Very good throughout	Derriford Hospital		Orthopaedics
13/09/2013	<b>Relative</b>	Negative, the comment is negative in nature	Husband was in Derriford for four weeks (broken hip) moved to Mount Gould which was much better. Staff were always there to help/care for him. Nurses at Derriford are more medical.	Derriford Hospital	May-13	Orthopaedics
13/09/2013	<b>Relative</b>	Positive, the comment is positive in nature	Husband was in Derriford for four weeks (broken hip) moved to Mount Gould which was much better. Staff were always there to help/care for him. Nurses at Derriford are more medical.	Mount Gould Hospital	May-13	Orthopaedics
27/09/2013	<b>Service User</b>	Mixed, the comment is both positive & negative	Staff are very good, but could not organise their time, appointments lengthy due to this.	Derriford Hospital	Feb 2013-Ongoing	Orthopaedics
10/10/2013	<b>Service User</b>	Mixed, the comment is both positive & negative	They were running a bit late but that's normal, the care was good.	Derriford Hospital	2006	Orthopaedics
05/02/2014	<b>Relative</b>	Positive, the comment is positive in nature	Husband had plate put in arm they were really good. Nurses were lovely.	Derriford Hospital	2010	Orthopaedics
05/04/2014	<b>Service User</b>	Positive, the comment is positive in nature	Sentiment based on Experience Description	Derriford Hospital	On-going	Orthopaedics
03/05/2014	<b>Service User</b>	Positive, the comment is positive in nature	Excellent service. On time. Treatment very successful. Home by lunchtime	Derriford Hospital	Feb-14	Orthopaedics
21/05/2014	<b>Service User</b>	Negative, the comment is negative in nature	I have been waiting to have a ganglion on my wrist seen to at the hospital because of the pain and lack of feeling it is causing me. I have been waiting for a few months	Derriford Hospital	Ongoing	Orthopaedics
21/05/2014	<b>Service User</b>	Negative, the comment is negative in nature	I had an appointment to see the specialist about the ganglion on my wrist 3 weeks ago at 9:15. My husband and I just left the house and were closing the door when the phone rang. I answered it and was astounded to be told it was the hospital and my appointment had been cancelled at the doctor was away. What would have happened if we had actually left I don't know. Turn up and be told to go away I suppose	Derriford Hospital	Ongoing	Orthopaedics
01/06/2014	<b>Service User</b>	Negative, the comment is negative in nature	I came in yesterday at 7am for a knee replacement. I had not eaten since the previous evening or had anything to drink since 2am. My letter had the wrong time on it and it should have been 11:30am. I could have eaten and drank up to 6:30am. Needless to say, I wasn't happy	Derriford Hospital	27/06/2014	Orthopaedics

01/06/2014	<b>Service User</b>	Negative, the comment is negative in nature	I was due to have a knee replacement and had to be in by 7am. I had to leave at 6am to make sure we could pack. I got to the ward (Fal) and they couldn't find me on the list even though I had the letter in my hand. At 8:30 the consultant came up most apologetic and put me on today's list. I'd had no food since the previous day (5:30pm) as I couldn't eat	Derriford Hospital	26/06/2014	Orthopaedics
01/06/2014	<b>Service User</b>	Positive, the comment is positive in nature	I was lucky enough to get a cancellation with my consultant. I saw him and had an op date of 6 weeks which I think is very, very good. The whole timeline was less than 3 months	Derriford Hospital	Jul-14	Orthopaedics
01/06/2014	<b>Service User</b>	Negative, the comment is negative in nature	I have been waiting since February 2013 for this operation on my tendons. I have had four pre-ops so far. Yesterday, I had a phone call and was told there was a cancellation if I wanted it	Derriford Hospital	26/06/2014	Orthopaedics
06/06/2014	<b>Service User</b>	Negative, the comment is negative in nature	I had yet another appointment to go and see the Consultant re: my wrist. The day before I was due to go we had another phone call cancelling. I was very upset, my husband took over the phone call. The upshot was I was told to come in and they would fit me in somehow. I have been waiting over a year after all. I turned up on the Wednesday, saw the Consultant who said I should have been seen months ago and I had the operation Friday that week.	Derriford Hospital	Jun-14	Orthopaedics
11/06/2014	<b>Carer and Relative</b>	Negative, the comment is negative in nature	I took my wife who is disabled for a pre-op medical assessment. She was called in to see a nurse for blood pressure and weight checks. Then she had to wait to see a Sister who went through her medical history and medication. Then we had to wait for her to see a consultant for another chat and to sign a consent form. Then we had to wait for an ECG. Then we had to wait for another appointment. No one explained there would be several waits. We were there for over three hours	Derriford Hospital	30/05/2014	Orthopaedics
11/06/2014	<b>Service User</b>	Positive, the comment is positive in nature	They were great. Helpful. A good advert for the hospital	Derriford Hospital	May-14	Orthopaedics

11/06/2014	<b>Service User</b>	Positive, the comment is positive in nature	My appointment was on time	Derriford Hospital	May-14	Orthopaedics
28/06/2014	<b>Service User</b>	Positive, the comment is positive in nature	Everything was good. It was friendly, caring and cheerful	Derriford Hospital	2012	Orthopaedics
28/06/2014	<b>Service User</b>	Positive, the comment is positive in nature	It was clean	Derriford Hospital	2012	Orthopaedics
28/06/2014	<b>Visitor</b>	Negative, the comment is negative in nature	In January the patient had an accident and broke his ankle. It needed operating on. They had a bolt and pin put in. Everything was OK. They went to get the plaster off, and the consultant said everything was fine and told him to get back to work. There was no follow-up and they were not given contacts if there was a problem. They went to the GP who signed him off sick, and they are still suffering due to recovery of 1-2 years	Derriford hospital	Jan-14	Orthopaedics
01/07/2014	<b>Service User</b>	Positive, the comment is positive in nature	Very pleased with the service. I had gangula taken out of my wrist	Derriford Hospital	Nov-13	Orthopaedics
09/07/2014	<b>Service User</b>	Positive, the comment is positive in nature	I have been waiting for a hip replacement operation. I was starting to fret that nothing was happening. Suddenly I got a phone call giving me a date for the operation, (next week). It will be 16 weeks to the day that I saw the doctor, so I cannot complain.	Derriford Hospital	On-going	Orthopaedics
09/07/2014	<b>Relative</b>	Negative, the comment is negative in nature	My husband has been waiting 2 years for an operation to remove his lower right leg. When we got the date we were told to be at the hospital for 7am. We were assured he was first on the list because he is diabetes/ we were assured his diabetes would be controller on the ward. When we got there he was not first on the list and the ward could not do anything for his diabetes. He eventually went into surgery at 3pm. we were both worried about his blood sugar levels as he had not eaten since the previous evening.	Derriford Hospital	Jun-14	Orthopaedics
19/07/2014	<b>Relative</b>	Positive, the comment is positive in nature	A practitioner understands our difficulty and have given us open access to avoid any delays	Derriford Hospital	Ongoing	Orthopaedics
29/07/2014	<b>Service User</b>	Positive, the comment is positive in nature	Surgeon very good	Derriford Hospital	Jul-14	Orthopaedics
26/08/2014	<b>Service User</b>	Positive, the comment is positive in nature	Excellent service. Had fracture plastered, in and out in 30 minutes. I fell down and broke right wrist (right handed)	Derriford Hospital	Aug-14	Orthopaedics

26/08/2014	<b>Service User</b>	Positive, the comment is positive in nature	Had last course of physio today. I have arthritis in the knee. Had strengthening exercises on the knee. Now have to have orthopaedics.	Derriford Hospital	Aug-14	Orthopaedics
26/08/2014	<b>Service User</b>	Negative, the comment is negative in nature	Broke right ankle, was operated on and had pins put in. Went straight into a boot which did not fit properly. I wore the boot for 6 weeks, 24 hours a day. Because the boot was loose when I was in bed my foot moved to the right. Once the boot was removed in the Fracture Clinic foot was set at a 45 degree angle. This was not noticed by the staff, I had to point this out. Response was that the ankle would be re-broken and pinned.	Derriford Hospital	Dec-13	Orthopaedics
26/08/2014	<b>Service User</b>	Negative, the comment is negative in nature	I was discharged straight after the operation, home 2 days before Christmas with no help.	Derriford Hospital	Dec-13	Orthopaedics
09/09/2014	<b>Relative</b>	Negative, the comment is negative in nature	Whilst my husband was on Sharp Ward an old man came in with two broken ankles and was still in the same clothes the next day that he came in with. He was also expected to get himself to the toilet etc. with no support. It was my husband who had helped him and was horrified when he went home.	Derriford Hospital		Orthopaedics
09/09/2014	<b>Relative</b>	Negative, the comment is negative in nature	My husband returned to Derriford and was re-admitted to Sharp Ward where he handed over his medicines on arrival. However, his medicines were not issued to him on a daily basis.	Derriford Hospital	Ongoing	Orthopaedics
09/09/2014	<b>Relative</b>	Negative, the comment is negative in nature	Staff turned down volume on buzzers	Derriford Hospital		Orthopaedics
09/09/2014	<b>Relative</b>	Negative, the comment is negative in nature	A man died while my husband was there and they pulled the curtain around. Porters came to remove his body and one said, "he liked his food". Then a nurse pulled the curtain back and handed his walking frame to another patient without even wiping it down.	Derriford Hospital		Orthopaedics
02/10/2014	<b>Service User</b>	Negative, the comment is negative in nature	Appointment to clinic - had to wait 4 hours. There was nowhere to rest my leg.	Derriford Hospital		Orthopaedics
23/09/2014	<b>Service User</b>	Positive, the comment is positive in nature	Consultant is fabulous but travel required to Truro as that is the nearest consultant. Has received good support about new condition and training	Hospital	23/09/2014	Orthopaedics