

## Healthwatch Derby– Overview of all experience of services from July - August 2020

<b>Reporting to:</b>	Stakeholders
<b>Sector:</b>	All
<b>Report written by:</b>	Beth Soraka
<b>Date periods covered in the report:</b>	July - August 2020














### Overview of the Report





This report is an overview of the highlights of people’s experiences around the main themes and trends of each sector, If you would like a more detailed report around individual experiences please contact us directly.

Some feedback was received via our website or directly to our phone lines but most of the feedback received was through our on-line survey (launched in June) 55 people completed the on-line survey during July and August. This is about services both from Derby city and Derbyshire. The charts below are information relating only to the on-line survey.






Please note that all local Trusts, DUTC and city based GPs get sent the individual experiences in regards to their services.

#### 1. What type of service/s did you use? (Please tick all that apply to your experience.)





			Response Percent	Response Total
1	GP		54.72%	29
2	District nursing team (community nursing)		5.66%	3
3	Care Home		1.89%	1
4	Dentist		15.09%	8
5	Emergency dentist		1.89%	1
6	Hospital services		37.74%	20
7	111		11.32%	6
8	Social care services - adults		11.32%	6
9	Social care services - children		3.77%	2
10	Ambulance services (including patient transport)		7.55%	4
11	Pharmacy		32.08%	17
12	Walk in Centres/Urgent Care Centres		15.09%	8
13	Mental health services		13.21%	7
14	Learning disabilities services		0.00%	0




15	Substances misuse services		0.00%	0
16	Maternity services		0.00%	0
17	Sexual health services		0.00%	0
18	Care at home (home carers)		3.77%	2
19	Opticians		5.66%	3
20	999 ambulance call handlers		1.89%	1
21	Other (please specify):		13.21%	7
			answered	53
			skipped	2

### 3. Is this service in: (please tick)

			Response Percent	Response Total
1	Derby city		52.83%	28
2	Derbyshire county		43.40%	23
3	Unsure		1.89%	1
4	Home care Derby city		0.00%	0
5	Home care Derbyshire		1.89%	1
6	Other/multiple service/s (please specify):		16.98%	9
			answered	53
			skipped	2

### 4. Date of experience (please tick)

			Response Percent	Response Total
1	Within the last two weeks		32.08%	17
2	Within the last month		13.21%	7
3	Within the last two months		15.09%	8
4	Within the last four months		18.87%	10

5	On-going		13.21%	7
6	N/A		3.77%	2
7	Other (please specify):		3.77%	2
			answered	53
			skipped	2

## Sectors

### Primary

#### GP services

##### Positive

The majority of comments were positive around GP services with most of these comments complimenting the overall services. there main areas were:

- Access and Communication – quick, easy and having a fast response – Phone call back/phone consultations helpful.
- Treatment and Care – the services being supportive, giving excellent care and pleasant staff.

##### Negative

There were a few negative comments made, the majority stems around different elements of communication but no overarching theme was found within this.

2 comments in regards to preferring a face to face appointment, individual comments in regards to rural connectivity, easier to ask questions face to face, long waits on call back and feeling that things are missed.

#### Pharmacy

##### Positive

The majority of comments were positive feedback about the overall services – the services being well organised, staff, safety, communication and waiting times.

#### Dentistry

##### Positive

There were only a few comments in regards to dentistry and these positive comments were in regards to access, treatment, care and safety around Covid.

##### Negative

There were three negative comments around Dentistry; these were around access: with appointments being cancelled or not being able to access a dentist.

### Acute

##### Positives

The majority of experiences were positive with people praising: The overall services stating – excellent, professional, impressive, rapid and timely.

Other positive messages around:

- Staff and staffing teams being supportive, polite, friendly and caring.
- Treatment and care – exceptional and respectful.

- Communication.
- Good Covid-19 precautions in place.

### **Negatives**

There were some negative experiences with acute services. Some of these experiences were regarding Covid-19 infection control measures and some were around the impacts of these measures. There is no overall theme though some of these experiences are connected with aspects of communication. 2 people stated they would prefer face to face appointments.

### **Others**

Referrals - 3 people spoke about being referred from primary to secondary care for either for cancer services or a lump. 2 out of the 3 people were either seen within 2 weeks or stated that they were referral was fast and efficient. One stated their referral took 5 weeks. All 3 experiences of the services were positive in regards to the treatment and care.

## **Community**

### **Urgent Treatment Centres**

5 experiences given regarding: feeling safe Covid-19 measures, service - being quick, efficient, and helpful.

There were 2 negative comments around treatment and care

### **District Nursing**

The positive comments were in regards to communication, treatment, care and overall service.

## **Mental Health Services**

4 positive experiences given, in regards to treatment, care and overall services.

There were a few negative experiences given in regards to overall service, communication and 2 comments about preferring face to face appointments.

## **Social Care**

### **Derbyshire County Council**

There were 3 positive comments, these were around: communication, treatment and care.

### **Derby City Council**

2 negative experiences regarding overall services.

## **Transport Services**




The positive cases people gave comments about were around treatment, care and overall service.

## **111**

The positive comments were about NHS 111 were in regards to: ease of access, treatment and care.

## **Overview of trends from Choice and Behaviour section**

8. We are trying to better understand how the Covid-19 pandemic has affected people's choices and behaviours. Has there been any health or social care service/s that you would have accessed during 'normal times' but chose not to during the Covid-19 period?

			Response Percent	Response Total
1	Yes		35.29%	18
2	No (please go straight to Question 11)		58.82%	30
3	N/A (please go straight to Question 11)		5.88%	3
			answered	51
			skipped	4

This shows us that of the people surveyed over 1 / 3 people changed their choices and/or behaviour in regards to health and social care services during July and August. 15 people gave further information.

### Overview

In Junes report there was a strong key message that the main reason people had made different choices was due to :

- The service/s was closed or suspended.
- There was a anxiety or fear around Covid-19
- People did not want to over burden the services, people feeling that their issues was not urgent or could wait.

Over July and August there has not been a strong key message as the previous June report, though we also need to take into consideration that there has been a reduction in response. There is less mention of the key points above, though there still were a few comments relating to a fear in regards to accessing acute services and not wanting to put more pressure on services.

Communication was a linking factor around primary care issues raised - relating to people not attending due to the messaging, unsure about what services is available or assuming that a service is not running.