

Healthwatch Derby -Overview of Health and Social care experience from September to December 2020

Reporting to:	Stakeholders
Sector:	All
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Date periods covered in the report:	September to December 2020










Overview of the Report

This report is an overview of the highlights of people's experiences around the main comments spoken about in each area, 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) 20 people completed the on-line survey during September to December. 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, Urgent treatment centres and city based GPs get sent the individual experiences in regards to their services and more detailed theming reports when applicable.







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

			Response Percent	Response Total
1	GP		60.00%	12
4	Dentist		25.00%	5
6	Hospital services		35.00%	7
7	111		15.00%	3
8	Social care services - adults		5.00%	1
11	Pharmacy		25.00%	5
12	Walk in Centres/Urgent Care Centres		10.00%	2
19	Opticians		5.00%	1
21	Other (please specify):		5.00%	1
			answered	20
			skipped	0

3. Is this service in: (please tick)

			Response Percent	Response Total
1	Derby city		90.00%	18
2	Derbyshire county		25.00%	5
			answered	20
			skipped	0

4. Date of experience (please tick)

			Response Percent	Response Total
1	Within the last two weeks		25.00%	5
2	Within the last month		25.00%	5
3	Within the last two months		5.00%	1
4	Within the last four months		20.00%	4
5	On-going		20.00%	4
7	Other (please specify):		5.00%	1
			answered	20
			skipped	

Sectors

Primary

GP services

There were 19 cases about GP practices, and around 2/3 of these were negative.

Positive

The main positive comments were regarding:

- Treatment and care
- Access
- Overall service

Negative

The main negative comments were regarding:

- Access

Other areas:

- Communication
- Treatment and Care
- Admin

Wound care

2 comments regarding: High travel cost for daily bandages changes (due to local surgery not being open) and felt pushed between the surgery and the community team. (primary / community) and responsibility of bandages (primary setting).

Dentistry

Positive

There were 4 positive comments around dentistry, these comments were regarding: the quality of treatment, overall service, feeling safe with the covid procedures and reassured and staff performance.

Negative

There were 4 negative comments around dentistry. The main theme of these comments was around accessing:

- No dentists registering new patients

- Accessing equality – Not having different paths to access for people who are deaf and no interpreter for people who do not speak English as a first language

Pharmacy

Positive

There were 4 positive comments around pharmacy, these were around: delivery service working well, overall service, staff performance and feeling safe with the Covid procedures.

Acute

Eight cases regarding acute service. Sentiments of comments were around:

Positive

- Treatment and care
- Communication
- Operating Systems -A&E access/triage

Negative

- Communication
- Treatment and care
- Consultation and Service Co-ordination
- Operating processes

Community

Derby Urgent Treatment Centre

There were 4 positive comments these were around: The overall service, waiting times, access to the service and staff performance

Derby Urgent Treatment Centre

There were 4 negative comments these were around: Staff performance, safety around Covid-19, cleanliness and confused with communication

111

There were 4 cases around NHS 111 service.

NHS 111




The positive aspect of comments around NHS 111 were: quality of treatment, waiting times and access.

NHS 111

The negative aspects of comment regarding NHS 111 was around: access to information – Incorrect data on website and quality of treatment.

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		35.00%	7
2	No (please go straight to Question 11)		60.00%	12
3	N/A (please go straight to Question 11)		5.00%	1

answered	20
skipped	0

Though there has been a reduction in responses the amount of people answering “yes” to this question is staying around the same – around 1 out 3 which is consistent with all previous reports.

Overview

The main issues people stated why they had not accessed a service was regarding:

- Access issues or no appointments available - 4/7 comments
- Followed by fear of covid-19 - 2/7 comments.