

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

| Reporting to:                       | Stakeholders               |
|-------------------------------------|----------------------------|
| Sector:                             | All                        |
| Report written by:                  | Beth Soraka                |
| Date periods covered in the report: | September to December 2020 |

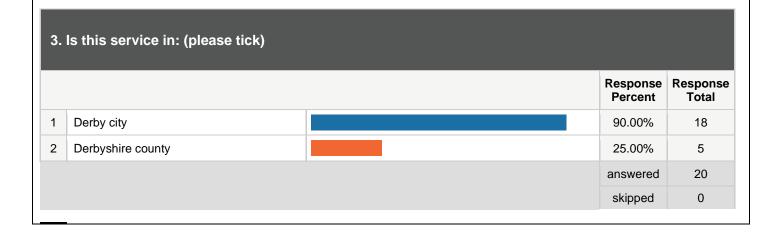
### **Overview of the Report**

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 Response Percent **Total** 1 GP 60.00% 4 **Dentist** 25.00% 5 7 6 Hospital services 35.00% 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 Other (please specify): 21 5.00% 1 answered 20 skipped 0





| 4. | 4. Date of experience (please tick) |                    |    |  |  |  |  |
|----|-------------------------------------|--------------------|----|--|--|--|--|
|    |                                     | Respons<br>Percent |    |  |  |  |  |
| 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<br>Percent | Response<br>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                 |



|     | wered | 20 |
|-----|-------|----|
| ski | ipped | 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.