

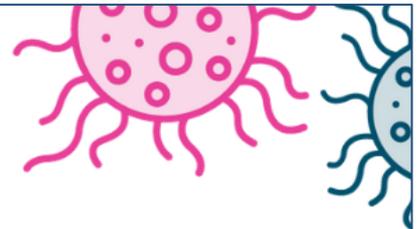
# The future of our Health and Care Services

## Wakefield District Coronavirus Reset Survey

First Summary Report 4 August to 2 September 2020

### THE ASK:

**healthwatch**  
Wakefield



### **OUR HEALTH AND CARE SERVICES NEED YOUR HELP**

#### **Local people asked to help health and care services reset**

During the coronavirus pandemic, health and social care services have made many changes to the way they work. We want to find out about your experience of these services during this time, what worked well and what didn't work as well.

This information will help services to plan what they could keep doing, what they might stop doing and what they could change in the future.

Please take part in our survey, your feedback really does make a positive difference.



**#WakefieldReset**

**[www.smartsurvey.co.uk/s/WakefieldReset/](http://www.smartsurvey.co.uk/s/WakefieldReset/)**



# The future of our Health and Care Services

## Wakefield District Coronavirus Reset Survey

### First Summary Report 4 August to 2 September 2020

[smartsurvey.co.uk/s/WakefieldReset](https://smartsurvey.co.uk/s/WakefieldReset)

#### Respondents

- 249 respondents
  - 74% female, 23% male
  - 40% aged 50 - 64, 28% aged 25 - 49 and 21% aged 65 - 79
- Nearly 90% respondents are 'White British' with six people identifying as 'any other White background', three people identifying as 'Asian', one person identifying as 'Gypsy / Roma' and one person as 'any other' ethnic group.
- 87 people considered themselves to be a carer.
- 136 people considered themselves to have a disability.
- A reasonable spread of responses from across the borough with particularly high numbers from WF1, WF2 and WF4.

#### Services Contacted

- 228 people had been in touch with one or more health or social care services during the coronavirus pandemic with over 40 different services having been contacted. The services that had been contacted by 20% of people or more were:
  - GP (75% - 170 people)
  - Pharmacy (54% - 124 people)
  - Hospital (34% - 77 people)
  - NHS 111 (25% - 56 people)
  - Dentist (23% - 53 people)

#### Telephone Appointments

- Over 80% of respondents had accessed a health or care service appointment over the telephone.
- These telephone appointments had been with a range of over 25 services. The services that had been contacted by 20% of people or more were:
  - GP (83% - 149 people)
  - Hospital (29% - 51 people)
  - NHS 111 (21% - 37 people)

- Most people were happy with their telephone appointment overall with only 13% (24 people) reporting that they were not happy. However, 29 people said that they would have preferred a face to face appointment and nine people said that they would have preferred a video appointment.
- 34 people reported being completely happy with their telephone appointment. Some suggested improvements were:
  - Staff could have been more pleasant on the call (13 people) and some felt rushed (six people) or that the staff weren't prepared (three people). Others felt that unhelpful information was given (seven people).
  - Five people mentioned it would have been helpful to have been given a specific time for the call and a further two people reported difficulty hearing on the call.
- 74% of people (162 people) would consider a telephone appointment in the future if appropriate.

**“One aspect of a telephone consultation that could be improved is around timings. The date and time on the letter were not followed”**

**“The staff were very helpful. There was no need for me to go to the surgery so it was actually more convenient than having to go in. I wish they would do more appointments over the phone”**

## **Internet / Video Appointments**

- 19% of respondents had accessed a health or care service appointment over the internet / video call.
- These video appointments had been with a range of 20 services.
- The services that had been contacted by 20% of people or more were:
  - GP (54% - 21 people)
  - Hospital (28% - 11 people)
- Most people were happy with their internet / video appointment overall with only 10% (four people) reporting that they were not happy.
  - The main suggested improvement for video / internet appointments was that better IT connection and facilities would have helped (seven people) as would better IT skills (four people)
- 71% of people (150 people) would consider a video / internet appointment in the future if appropriate.

**“I wasn't expecting much, but I was pleasantly surprised”**

**“Link was poor, hard to understand and cannot see the issue and check you over. Some can be done this way but some need face to face”**

## Keeping in touch

### Hospitals

- 64 people told us about how they were able to keep in touch, if either themselves or a loved one were an inpatient in hospital during the pandemic.
- Of these 64 people, 83% (53 people) were able to keep in touch either by telephone, video call or text messaging. The remaining 17% (11 people) were unable to keep in touch directly.

### Care Homes

- 33 people told us about how they were able to keep in touch with a loved one in a care home during the pandemic.
- Of these 33 people, 79% (26 people) were able to keep in touch either by telephone, video call or text messaging. The remaining 21% (seven people) were unable to keep in touch directly.
- 206 people answered the question asking how they would like to keep in touch in future if they, or a loved one, were in hospital or a care home and weren't able to see people face to face:
  - 72% (147 people) said by telephone
  - 80% (163 people) said by internet / video call
  - 58% (118 people) said by text messaging / WhatsApp
  - Other responses were via socially distanced visits (10 people), by post (three people), from staff feedback (three people)

**“Direct contact is essential for the wellbeing of patients and their family”**

**“Some elderly people cannot use computers/internet at all and if they have hearing problems, telephones are not good”**

### Social Care

- 34 people said that either they or someone they care about usually receives care in their home (domiciliary care). Comments made about the home care received during the pandemic were:
  - It made the person feel valued and safe (12 people), there was continuity of care (nine people) and mental health support (one person)
  - Six people said the home care they had received had been fantastic and a further six people couldn't think of any improvements that could have been made
  - Three people had been concerned about incorrect or lack of use of PPE by home care staff and another two had felt worried about whether the home care staff may have coronavirus
  - Three people reported that services had been withdrawn

**“The care my daughter had which came once a week helped my daughter massively as it showed they wanted to still help and that she mattered”**

**“Seeing friendly smiley faces”**

## Accessing Information

- Of the 175 people who answered this question, most people were able to find the information they needed about health and social care services either easily 46% (81 people) or with some difficulties 37% (65 people). 17% (29 people) said that they were unable to find the information they needed.
- The preferred way to find out about changes to services was for the service to ring or write directly (63% 126 people). Ringing the service yourself and looking on the service website were also popular options. Other avenues were newspapers, other websites and social media.
  - 20 people mentioned that they thought that the response that they received from a service had been poor. Seven people also thought that there had been confusing messages locally and nationally and seven people also felt that information should have been easier to find and more simple
- When asked which websites people would be most likely to look at for information online, over 20 were mentioned. By far the top three were:
  - The service's own website (145 people)
  - The hospital's own website (100 people)
  - Wakefield Council (94 people)
- 65 people said that they had been contacted by a local organisation to check on their wellbeing over the pandemic. Over 30 different organisations were mentioned as having done this including: Wakefield Council; GPs; Carers Wakefield; Care Link and local village groups.
- A further 106 people said that they would have liked a local organisation to contact them to offer support and 14 people said that a lack of contact and support for vulnerable people was an area for improvement.

**“Social media has been a good platform and has kept us informed of the changes”**

**“Please don't forget the people that do not have access to the Internet - posters needed in prominent places e.g. supermarkets, shopping centres, community centres”**

## What has started that you would you like to continue?

- Telephone and online contact with services is the main thing that people mentioned that they would like to continue (22 people).
- Alongside this 19 people thought that face to face appointments should not disappear in the future as they are still important and a further 16 people felt that normal services should resume as soon as possible.

**“Options of video calls for minor illness but being realistic that not all can utilise this option”**

**A further final report will be published when the survey is closed. If you would like to find out more or have any questions please get in touch with Healthwatch Wakefield.**

## Appendix

### All data including open ended question analysis up to 2 September 2020

Have you been in touch with any of the following health or care services during the coronavirus pandemic? This could be for yourself or on behalf of someone else. Please tick as many as apply				
			Response Percent	Response Total
1	NHS 111		24.56%	56
2	GP / Doctor		74.56%	170
3	Dentist		23.25%	53
4	Pharmacy		54.39%	124
5	Optician		13.60%	31
6	Maternity services at Hospital		3.07%	7
7	Urgent care centre		5.70%	13
8	Ambulance Service		7.89%	18
9	Hospital		33.77%	77
10	Residential care		3.51%	8
11	Domiciliary care / care in your own home		4.39%	10
12	Mental health support service		7.89%	18
13	Community mental health service		5.70%	13
14	Hospital based mental health service		0.88%	2
15	CAMHS - Children and Adolescent Mental Health Service		3.51%	8
16	Other (please specify):		13.60%	31
Other (please specify): (31)				
Social Worker	4	District Nurse team	1	
Physiotherapy	3	Practice Nurse	1	
Respite Care	2	Specialist Hospital Nurse	1	
Social care direct	2	Learning Disability Team	1	
Community Midwife	2	Healthwatch Wakefield	1	
Prosthetics / Orthotics	1	Bereavement services	1	
Blood test - 2	1	Housing for the homeless	1	
Health Visitor	2	Palliative Care Team	1	
NHS Coronavirus website	1	Outreach workers	1	
Musculoskeletal services	1	MY Therapy	1	
Hospital Macmillan info. centre	1	Well Woman Clinic	1	
Clinical Nurse Specialists	1	Intermediate Care Unit	1	
Community Centres	1	Food Banks	1	
Wakefield District Housing	1			

## Tell us about your telephone appointments

During the coronavirus pandemic, have you accessed a health or care appointment over the telephone that would usually have been face to face?

			Response Percent	Response Total
1	Yes		81.36%	192
2	No		18.64%	44

Which health or social care service appointment/s did you access over the telephone? (please tick as many as apply)

			Response Percent	Response Total
1	NHS 111		20.67%	37
2	GP / Doctor		83.24%	149
3	Dentist		12.29%	22
4	Pharmacy		12.85%	23
5	Optician		3.35%	6
6	Maternity Services at Hospital		1.12%	2
7	Urgent care centre		2.23%	4
8	Ambulance service		3.35%	6
9	Hospital		28.49%	51
10	Residential care		1.68%	3
11	Domiciliary care / care in your own home		1.12%	2
12	Mental health support service		6.70%	12
13	Community mental health service		2.79%	5
14	Hospital based mental health service		0.56%	1
15	CAMHS - Children and Adolescent Mental Health Service		3.35%	6
16	Other (please specify):		11.17%	20

Other (please specify): (20)

Physiotherapy	3	BROCS day service	1
Social Care Direct	2	Social Worker	1
Orthopaedic Consultant	2	Health Visitor	2
Musculoskeletal Services	1	Bereavement	1
Turning Point	1		

### Overall, were you happy with your telephone appointment/s?

			Response Percent	Response Total
1	Yes		54.14%	98
2	No		13.26%	24
3	Somewhat		20.99%	38
4	Happy with some but not with others		11.60%	21

### Thinking about your telephone appointment/s, could anything have been improved?

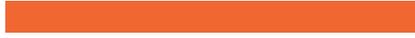
1 Open-Ended Question			
Would have preferred a video call	9	Better preparation was needed	3
Would have preferred face to face	29	Unhelpful information was given	7
Needed more time	6	Should give a specific time for the call	5
Needed more appointments	2	Happy / no improvements	34
Poor staff attitude	13	Difficult to hear	2

### If health or care appointments were available over the telephone instead of face to face in the future, is this something you would consider? (if appropriate)

			Response Percent	Response Total
1	Yes		42.73%	94
2	No		26.36%	58
3	Maybe		30.91%	68

## Tell us about your internet / video appointment

During the coronavirus pandemic, have you accessed a health or care appointment over the internet / video call (e.g. Facetime or Zoom) that would usually have been face to face?

			Response Percent	Response Total
1	Yes		18.64%	41
2	No		81.36%	179

Which health or care service appointment/s did you access over the internet / video call? (please tick as many as apply)

			Response Percent	Response Total
1	NHS 111		5.13%	2
2	GP / Doctor		53.85%	21
3	Dentist		2.56%	1
4	Pharmacy		5.13%	2
5	Optician		5.13%	2
6	Maternity services at Hospital		0.00%	0
7	Urgent care centre		7.69%	3
8	Ambulance service		2.56%	1
9	Hospital		28.21%	11
10	Residential care		0.00%	0
11	Domiciliary care / care in your own home		0.00%	0
12	Mental health support service		2.56%	1
13	Community mental health service		2.56%	1
14	Hospital based mental health service		0.00%	0
15	CAMHS - Children and Adolescent Mental Health Service		5.13%	2
16	Other (please specify):		12.82%	5

Other (please specify):

Musculoskeletal service	2	A Clinician	1
Private Psychologist	1	Care Coordinator	1

**Overall, were you happy with your internet / video call appointment/s?**

			Response Percent	Response Total
1	Yes		65.00%	26
2	No		10.00%	4
3	Somewhat		25.00%	10

**Thinking about your internet / video call appointment/s, could anything have been improved?**

				Response Percent	Response Total
1	Open-Ended Question			100.00%	25
	To know what technology is needed in advance	1	No		6
	Would have preferred face to face	3	Not everyone has the IT needed		2
	Better IT connection / IT facilities	7	Better IT skills would have helped		2
	Should give a specific time for the call	1			

**If health or care appointments were available over the internet / video call instead of face to face in the future, is this something you would consider? (if appropriate)**

			Response Percent	Response Total
1	Yes		40.09%	85
2	No		29.25%	62
3	Maybe		30.66%	65

## Keeping in touch

**HOSPITALS:** We would like to know about your experience of keeping in touch if either yourself or a loved one were inpatients in hospital, for any reason, during the pandemic. Were you able to keep in touch directly in any of the following ways:

			Response Percent	Response Total
1	Telephone calls		13.88%	29
2	Video calls e.g. Skype, Facetime, Zoom		5.74%	12
3	Messaging e.g. text messages or Whatsapp		5.74%	12
4	I wasn't able to keep in touch with them directly		5.26%	11
5	Not applicable		77.51%	162

**CARE HOMES:** We would like to know about your experience of keeping in touch with loved ones who were in a care home during the pandemic. Were you able to keep in touch with them directly in any of the following ways:

			Response Percent	Response Total
1	Telephone calls		6.76%	14
2	Video calls e.g. Skype, Facetime, Zoom		4.83%	10
3	Messaging e.g. text messages or Whatsapp		0.97%	2
4	I wasn't able to keep in touch with them directly		3.38%	7
5	Not applicable		87.44%	181

**Looking to the future, if you or a loved one were in hospital or a care home, and you weren't able to see them, how would you like to be able to keep in touch? (tick as many as apply)**

			Response Percent	Response Total
1	Telephone calls		72.41%	147
2	internet / video calls e.g. Skype, Facetime, Zoom		80.30%	163
3	Messaging e.g. text messages / Whatsapp		58.13%	118
4	Other (please specify):		13.30%	27

Other (please specify): (27)

Seeing them / socially distanced	10	Need better systems e.g. for people who can't hold a phone	2
Letters and post	3	Feedback from staff	3
Any way appropriate	3		

## Social Care

Do you, or someone you care about, usually receive care in your home (also known as domiciliary care)				
			Response Percent	Response Total
1	Yes		16.11%	34
2	No		83.89%	177

## Thinking about home care

Thinking about any home care you or a loved one received at home during the pandemic, can you tell us about something that worked really well?			
1	Open-Ended Question		
Made the person feel valued and/or safe	12	Good use of technology	1
Continuity of care	9	No or N/A	7
Mental health support	1		

Thinking about the home care that you or a loved one received during the pandemic, could you tell us about something that didn't work well or could have been improved?					
			Response Percent	Response Total	
1	Open-Ended Question			100.00%	23
No or N/A	6	Services were withdrawn	3		
It's been fantastic	6	Worry whether care staff had covid	2		
Incorrect use of or lack of PPE	3	Visits being on time	1		

## Accessing information

During the coronavirus pandemic, overall, were you been able to find the information you needed about health and care services?				
			Response Percent	Response Total
1	Yes, easily		40.10%	81
2	Yes, with some difficulties		32.18%	65
3	No, I wasn't able to find the information I needed		14.36%	29
4	I didn't need to find out any information		13.37%	27

**How would you prefer to find out about changes to health and care services in the future? (tick as many as apply)**

			Response Percent	Response Total
1	Ring the service yourself		30.65%	61
2	Service ring or write to you directly		63.32%	126
3	The service website		58.29%	116
4	Local newspaper		9.05%	18
5	Other website		12.06%	24
6	Other		10.05%	20

If 'other' please specify:

Social Media	6	Text from service	6
Post	3	Email	7
TV	1	Council website	1
Radio	1	Service website	1
Posters	1	GP	2
NHS Website	1	Online, according to area	1

**During the pandemic, did any local organisations contact you to check your wellbeing or to offer support?**

			Response Percent	Response Total
1	Yes		32.34%	65
2	No		67.66%	136

If yes, which service contacted you?

GP	6	Admiral Nurse	1
Council	14	My Life Films	1
College	1	Alzheimer's Society	1
Learning Disabilities Team	3	Dementia Adventure Holidays	1
Social Worker / team	6	Caremark	1
Carers Wakefield	11	Care Link	4
Wakefield Trinity Care Team	1	Church	2
NHS	3	Talking newspaper	1
School	2	Lightwaves	1
Healthwatch	1	Aldi	1
CISWO Coal Mining Charity	1	Wakefield Sight Aid	1
Spectrum People	1	Wakefield Open Country	1
CAMHS	1	RNIB	1
Wakefield District Housing	2	Palliative Care Team	1
Local / Village support group / Hub	7	Short Breaks	1
Food parcel	1	First Responders	1

**During the pandemic, would you have liked a local organisation to contact you to check your wellbeing or to offer support?**

			Response Percent	Response Total
1	Yes		54.36%	106
2	No		45.64%	89

**If you were to look on the internet for information about local health and social care services during a pandemic, which of the following websites would you be likely to look at? (tick as many as apply)**

			Response Percent	Response Total
1	The service's own website		75.52%	145
2	Hospital's own website		52.08%	100
3	NHS Wakefield Clinical Commissioning Group (CCG)		19.27%	37
4	Wakefield Council		48.96%	94
5	Healthwatch Wakefield		16.67%	32
6	Local Newspaper website		8.33%	16
7	Other (please specify):		16.15%	31

Other (please specify):

Google / Search engine	5	Individual service provider	4
Social Media	6	PALS	1
Government	2	Phoned council	1
Bradford Community Action Daily	1	Schools	1
BBC	1	Church	1
NOVA Wakefield	1	Council should have emailed people	1
Wakefield District Housing	1	Wakefield NHS	1
NHS / NHS England	3		

**Thinking about the information that you received or found about health and care services during the pandemic, could you tell us about something that worked well?**

1	Open-Ended Question		
Good info online locally	13	Postal information	3
Direct info. from services	6	Nothing good	16
Daily briefings on TV	3	Face to face contact with services	9
Online / telephone contact with services	32	Own family	1
Good online info. nationally	6		

Thinking about the information that you received or found about health and care services during the pandemic, could anything have been improved?

1 Open-Ended Question

Dental Services	7	Lack of internet access	3
Confusing or unclear messages nationally	7	Lack of contact or support for vulnerable people	14
Poor response or info. from service	20	Better info. needed re shielding	4
Confusing or unclear messages locally	7	Too much negative information	3
'Normal' services being stopped	12	Social media could have been used more / better	2
No	12	Info. needed to be simpler and easier to find	7
Better info. re covid testing	3		

## Anything Else?

Is there anything else you would like to tell us? Is there anything new that has started during the pandemic that you would like to continue or something that you would like to start happening again?

1 Open-Ended Question

Positive telephone / online contact with services	22	General health has suffered during the pandemic	1
Face to face appointments should have continued / should continue	19	Good community spirit	2
Positive use of internet to keep in touch	3	Would like someone to check in on vulnerable people	3
No	12	Continue with local updates	1
Normal services should have continued / should resume	16		

## Tell us a bit about you

I am			Response Percent	Response Total
1	Asian / Asian British: Bangladeshi		0.00%	0
2	Asian / Asian British: Chinese		0.00%	0
3	Asian / Asian British: Indian		0.00%	0
4	Asian / Asian British: Pakistani		1.03%	2
5	Asian / Asian British: any other background		0.00%	0
6	Black / Black British: African		0.00%	0
7	Black / Black British: Caribbean		0.00%	0
8	Black / Black British: Any other background		0.00%	0
9	Gypsy, Roma or Traveller		0.51%	1
10	Mixed / Multiple ethnic groups: Black African and White		0.00%	0
11	Mixed / Multiple ethnic groups: Black Caribbean and White		0.00%	0
12	Mixed / Multiple ethnic groups: Asian and White		0.51%	1
13	Mixed / Multiple ethnic groups: Any other background		0.00%	0
14	White: British / English / Welsh / Scottish / Northern Irish		87.69%	171
15	White: Irish		0.00%	0
16	White: Any other white background		3.08%	6
17	Any other ethnic group		0.51%	1
18	Prefer not to say		5.64%	11
19	Other (please specify):		1.03%	2

I am			Response Percent	Response Total
1	Female		73.85%	144
2	Male		23.08%	45
3	Prefer not to say		2.56%	5
4	Prefer to self-describe:		0.51%	1
Prefer to self-describe: (1)				

### Please tell us which age category you fall into

			Response Percent	Response Total
1	13 - 15		1.02%	2
2	16 - 17		1.02%	2
3	18 - 24		2.55%	5
4	25 - 49		28.06%	55
5	50 - 64		39.80%	78
6	65 - 79		20.92%	41
7	80+		4.08%	8
8	Prefer not to say		2.55%	5

### Do you consider yourself to be a carer?

			Response Percent	Response Total
1	Yes		45.08%	87
2	No		53.89%	104
3	Prefer not to say		1.04%	2

### Do you consider yourself to have a disability? Please tick all that apply

			Response Percent	Response Total
1	Long standing illness or health condition e.g. cancer, diabetes, HIV, etc		43.56%	44
2	Learning disability/difficulty		4.95%	5
3	Mental health condition		26.73%	27
4	Physical or mobility		29.70%	30
5	Hearing		11.88%	12
6	Visual		2.97%	3
7	Prefer not to say		6.93%	7
8	Other (please specify):		14.85%	15

Other (please specify):

Mobility issues	1	Spinal injury	1
Hearing aids	2	Asthmatic	3
Narcolepsy	1	Arthritis	2
Mental health	1	Allergies	1

The first part of my postcode is (e.g. WF1)

WF1	26
WF2	28
WF3	13
WF4	29
WF5	9
WF6	8
WF7	15
WF8	19

WF9	16
WF10	7
WF11	7
LS1	1
HD8	3
S72	2
LS26	1

## Contact Us



01924 787379

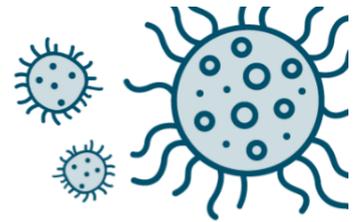
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# OUR HEALTH AND CARE SERVICES NEED YOUR HELP

Local health and care services are now trying to reset after lockdown. They need to know what went well and what could be improved.

Please take part in our new coronavirus survey and make a difference to services in our District



**#WakefieldReset**

**[www.smartsurvey.co.uk/s/WakefieldReset/](http://www.smartsurvey.co.uk/s/WakefieldReset/)**

If you or someone you know needs this survey in a different format or want help filling it in please get in touch.

We also have paper copies you can fill in and post back to us at no cost to you using '**Freepost Healthwatch Wakefield**' on your envelope. These are available on our website or from us and our partners.



**01924 787379**



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