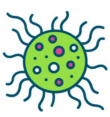


How are you doing?

Gathering feedback from the public and professionals on how they are coping during the COVID 19 pandemic

Monthly project update: July



During March 2020, England was declared in a state of pandemic, and a 'lock down' was ordered by the Prime Minister. This had a knock on effect on all health and care services in Luton.

Healthwatch Luton began a project, to ask the public and professionals in Luton 'How are you doing?'.

The purpose of the project is to understand how the pandemic has affected the residents within Luton, their access to health and social care and their experiences since the pandemic began. There will also be an understanding of how this has affected the professionals within Luton, in both statutory and voluntary sectors.

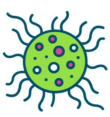
- Gather views to inform the wider health and care system, to improve delivery of care
- Ensure the voice of the public is heard
- Ensure people have an outlet for their voice
- Share current messages from partner organisations
- Promote guidance from the government
- Gather feedback from the seldom heard
- Pass on feedback to shape the system going forward
- Promote Healthwatch Luton

Activities have included a survey, calls to action, emails, case studies and phone calls to ask

- How people are feeling during the pandemic
- What is working well?
- What is not working so well?
- What can be improved and how?

Each month a report will be produced to update on the activities carried out, response rates, emerging themes and the next steps in the project.





During July 2020, Luton was declared as an 'area of intervention'. This resulted in Luton as having an increase in testing availability for one area initially – LU4, followed a couple of days later on Saturday 25th July by the whole of LU1 – LU4.

Testing sites were available as 'drive through' at Bute Street carpark and Luton Airport car park. There was also an increase in the home testing kits. There were test slots available throughout the day and feedback was mostly positive. Individuals were also able to attend other areas, such as Milton Keynes and Welwyn Garden City for testing.

Home test kits were available to be ordered by anyone in Luton and once completed we placed back into 'priority post-boxes' that were specifically allocated to have collections of tracked items without the need to attend the post office.

Information for the testing was sent out by Luton Borough Council on line, although this was not initially available in translated options until mid week. Healthwatch Luton immediately translated the information into Bengali and Hindi Urdu and created videos to share within our social media.

Information from Luton Borough Council was available at the end of the month advising people on the easements of lockdown and how this would effect everyone. Again, this was available in other languages: Punjabi, Romanian and Gujarati.

It should be noted that Luton remained an 'area' of intervention' for a week, before it was downgraded. An area of intervention means that there is a difference between the local measures and the national measures to control the spread of the virus. There are two other 'gradings' for areas which are 'area for enhanced support' and 'area of concern'.

Protejați Lutonul: ajutați la stoparea răspândirii coronavirusului

- Stați acasă cât mai mult posibil**
- Păstrați o distanță de 2 m față de persoanele cu care nu locuiți împreună**
- Spălați-vă regulat mâinile cu săpun**
- Aveți simptome? Autoizolați-vă, programați-vă un test**

Simptome Covid-19 – tuse persistentă sau temperatură crescută sau pierderea gustului sau mirosului

www.luton.gov.uk/coronavirus **Luton**

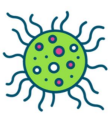
Urgent message for all residents in LU4 8LP, LU4 8LR, LU4 8LS, LU4 8LT, LU4 8LU, LU4 8LX, LU4 8NU, LU4 8PF

Due to high Covid-19 infection rates in the area we are offering special testing this Thursday (23 July) and Friday (24 July) at Downside Primary School. You can walk or drive to the testing station.

Please protect yourself and your family by booking a test even if you don't have symptoms.

Book a test by calling **01582 548955** (9am-5pm) or email lutonaccess@luton.gov.uk

Please share. **Luton**



What are the overall themes so far?

There has been a total of 56 pieces of Coronavirus related feedback received this month and 13 nonrelated feedbacks.

The coronavirus feedback can be split in this manner:

Service	Number
Relating to GP	11
Relating to hospital	1
Relating to optician	1
Relating to social care	9
Relating to dentist	1
Relating to CCS	1
Relating to Ambulance	1
Relating to Police	1
Relating to LCCG	1
CV19 General Feedback	29

Positive words included:

'safe' 'good' 'easy' 'excellent' 'informed' 'not too bad' 'calm'

Negative words included:

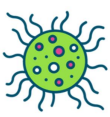
'problem' 'pandemic' 'incorrect' 'illness' 'scared' 'distressing' 'awful' 'already dire' 'crisis'

The main themes emerging were:

- There is a need for more consistent, timely and localised **communication**
- **Understanding and adhering to the rules and guidance** were noted as being difficult to understand or not being followed with no response if they were not followed
- **GP access** has been both positive when used in a virtual and remote manner, but also some are still struggling to access them
- There has needed to be **changes made to how people are working and accessing services** and where it has been positive there are hopes this will continue post pandemic

To note:

Local testing has begun and there has been anecdotal feedback that will be included in next months report.



Social Media campaign:

Social media has been used throughout the month to encourage people from Luton to complete the survey we have running and to share information about the Luton specifics surrounding coronavirus and testing.

The number of views of the videos overall for the month is 4918. The videos have been shared on Facebook, Twitter, Instagram and LinkedIn, as well as uploaded to our YouTube channel.

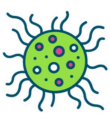
We have supported Luton Borough Council by translating videos and information into Hindi Urdu and Bengali. We have also created a new video to encourage feedback about hospital discharge.

Calls to action were added to the social media channels also, including to support the testing of all of Luton, even those who are asymptomatic.

Within Facebook alone, there has been 1353 engagements on posts in the last month, and posts have reached almost 18000 people.

Click videos to play





Survey Monkey:

A survey was created on Survey Monkey in May 2020. This month there has been less responses to the survey. This month there has been 9 responses to the survey.

We are aware that there may be a case of survey fatigue with the public due to the high amount of surveys being shared by various organisations within the public domain.

The survey asks individuals the four questions and, for monitoring purposes, demographic data. This survey has been consistently shared with contacts through a signature and through calls being made by the Engagement Officer.

All but one person gave their gender. There was a higher proportion of females to males (75:25).

Female	Male
6	2

Ethnicity	Total
African Caribbean	1
Asian	1
Bengali	1
Pakistani	1
White British	5

Ethnicity remains a self-definition option. Over half of those who responded were White British, with BAME around 44% - which is an increase on the last month.

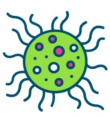
On the whole there has been a reduction in responses, so this needs to be addressed.

There needs to be further reach to males and to those younger people to ensure we are gathering the views of the whole of Luton.

Age	Total
- 18yrs	0
19 -29	0
30 - 39	1
40 - 49	4
50 - 59	3
60 -69	1
70 + yrs	0

The age of those who have completed the survey was between 30 – 65 years of age. There is still little response from younger people.





Survey Monkey:

The main themes from the questions asked were:

How are you doing?

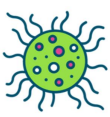
This question is one that is still slightly misunderstood. It is open to allow individuals to let us know how they are doing generally. Most (bar one) of the responses were negative. People are feeling 'anxious', 'confused', and 'stressed'. People commented as not 'having faith in anyone any more' and not 'really knowing what is happening.'. It was felt there were 'conflicting messages' of what to do and that 'everyone is doing what they want'. One person felt they were 'not too bad' and had been 'hosting weekly Zoom meetings and writing a book' during this time.

What is working well?

Individuals noted 'working from home' and ' not needing to leave the house' as working well. Outpatients at the hospital and the ambulance service were both praised, being 'well managed' and 'quick, caring and amazing' respectively. One person mentioned their doctors surgery as being 'well organised' and the prescription service was 'well done'. One individual stated they had not had access to services during this time to note what was working well.

'In Luton, teams and organisations are working well together. There is good communications and use of digital platforms'





Survey Monkey:

What is not working so well?

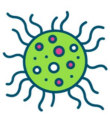
There were a few specific responses to services in this question – it was felt LCCG were trying to ‘offload parents’ by calling to see if they still required certain services, which ‘are already poor in Luton’. Outside of health and case, Asda in Wigmore and the town centre were both mentioned as places that were not ensuring ‘the rules are being kept’. GP access was mentioned as not working so well, as well as the ‘criteria being so high to get help, that it has a knock on effect. A first time mum felt she had ‘little to no support’ during the lockdown. It was felt by more than one person there was a lack of communications, and there was ‘scaremongering and miss communications’ especially when things are moving so fast paced.

What can be improved?

The most overwhelming theme was communications. It was felt there needed to be more communications and it needed to be unified and specific to the local area. It was mentioned as a joined up communications would help. A carer’s group was mentioned as being good weekly, but ‘did not provide tangible support’ for things effecting the individual such as how to get food, support with paying bills or respite.

It was noted by one individual that ‘the pandemic has taught us to work and act differently’ which they hope will continue post pandemic.





Engagement

Engagement was continued in July. Staff and volunteers attended meetings where feedback was gathered from attendees.

The Engagement Officer also began calling round local organisations to ask them the four questions to understand what was working well and not so well for them. The opportunity was also taken to make sure local organisations were aware of the need encourage local testing of their service users and staff who lived in Luton.

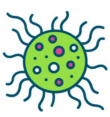
With the focus moving towards BAME, calls were also commenced to BAME community groups, to give them the opportunity to share their experiences and those of their service users.

We have received **11** feedbacks from the calls we have been making. The calls from the Engagement Officer have received positive feedback, with one individual stating they have 'found Healthwatch Luton extremely helpful and very accessible'.

Some individuals have been working through the whole pandemic whereas others have been furloughed or reduced activities. Some felt there had been 'mental difficulties' of sorts with the pandemic. It was felt communications were important and they had improved since the 'lockdown' and initial pandemic had begun. Services were starting to be able to plan engagement and were able to support service users. GPs were mentioned as both being goof but also a struggle to access.

Some organisations have been able to maintain contact with service users virtually and have been carrying out different activities to usual, such as welfare calls.





Email

A separate email address was set up for this project covid19@healthwatchluton.co.uk . This email has been used on all our videos, posts and in signatures, to try to encourage people to use it to ensure information about COVID 19 does not get lost. The emails received still seems minimal.

Case studies

Staff and volunteers are still being encouraged to share their feedback about services they have accessed. It is useful to receive comprehensive feedback that can shared to get a bigger picture.

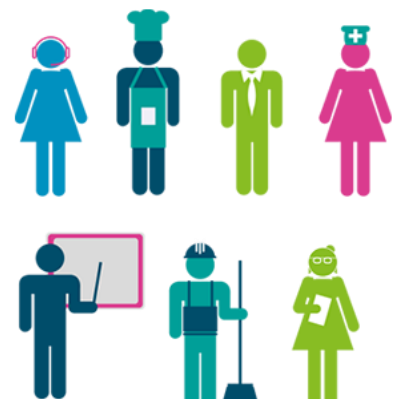
Themes recently included:

- **Adherence to social distancing:** less appointments in places such as podiatrists and physio, meaning more ability to social distance

Professionals outside our organisation have also been invited to share with us their experiences how they have been effected both personally and professionally. Of those received so far, it would seem the following themes:

- **Support:** organisations being understanding of personal situations, such as poorly relatives, caring responsibilities and working from home adjustments
- **Meetings:** With the lack of moving from venues for meetings, they appear to be little time between meetings and time to decompress as they are booked much closer together as they are remote
- **PPE:** There is not always correct or enough PPE for the staff to wear

See next page for an example





How are you doing?

Gathering feedback from the public and professionals on how they are coping during the COVID 19 pandemic

Case Study:

The perspective of a community based nurse in Luton



How did the pandemic effect you personally?

'There were concerns about being redeployed as I have not worked in a clinical environment for 8 years and my children going to school whilst I worked. Working from home was difficult with the children at home whilst my husband was furloughed. My husband had the virus and became incredibly unwell with the virus and I found this very upsetting and distressing. My line manager was incredibly supportive and offered time out and general emotional and professional support.'

What changes have there been at work for you?

'Working from home and virtual meetings'

What has worked well for you and why?

'Availability to attend meetings has improved due to being virtual which has decreased travel time. Partner agencies working the same way has made this possible, although connections for meetings can be poor.'

What could be improved?

'I think it has worked well under the circumstances'

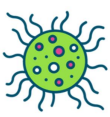
What do you think the system needs to learn from the pandemic?

'More remote or virtual working'

What further support do you think you needs as a professional?

'I feel very supported by my manager. It would be better to have another screen'





What next?

Feedback will be continued to be gathered from all sources.

- There will be Engagement Forums held virtually that will be an opportunity for those who want to share their experiences in an open forum. A trial will be held in August, looking at timing to see if any are better than others. We are aware it is the summer holidays and some people may be annual leave or have caring responsibilities that will mean autumn may be a better time to carry out more.
- There is a focus on care homes this coming month. Reviews of websites will be carried out to see if information for COVID – 19 is included amongst other things. We will look to see if there is an opportunity to gather feedback from staff, residents and relatives at care homes.
- There will be support of the HWE and CQC #becauseweallcare campaign in relation to hospital discharge, although this will be incorporated within How are you doing? as it will be a longer item for us than the HWE campaign of three weeks.
- We have made a call to action from some professionals, key workers, essential workers and others who have worked during the pandemic, to be able to further understand the effects of the pandemic on those who are still working or working more during the pandemic.
- The Engagement Officer will continue to make contact with service providers and organisations to understand anecdotally how their service users are being affected, and how the organisations are managing within the current climate.
- There will be a focus on the older, younger, BAME and those not online, to understand how COVID-19 is effecting them.

