

## Healthwatch Derby– Overview of all experience of services from April – June 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>	April 2020 - June 2020

### Overview of the Report














This report is an overview of the initial 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) 113 people completed the on-line survey. 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 and city based GPs get sent the individual experiences in regards to their services.








		Response Percent	Response Total
1	Derby city		59.26% 64
2	Derbyshire county		42.59% 46

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

		Response Percent	Response Total
1	GP		66.67% 74
2	District nursing team (community nursing)		3.60% 4
3	Care Home		0.90% 1
4	Dentist		3.60% 4
5	Emergency dentist		0.90% 1
6	Hospital services		20.72% 23
7	111		5.41% 6
8	Social care services - adults		5.41% 6
9	Social care services - children		3.60% 4
10	Ambulance services (including patient transport)		1.80% 2
11	Pharmacy		56.76% 63
12	Walk in Centres/Urgent Care Centres		2.70% 3
13	Mental health services		6.31% 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)		0.00%	0
19	Opticians		3.60%	4
20	999 ambulance call handlers		1.80%	2
21	Other (please specify):		14.41%	16
			answered	111
			skipped	2

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

			Response Percent	Response Total
1	Within the last two weeks		39.09%	43
2	Within the last month		21.82%	24
3	Within the last two months		11.82%	13
4	Within the last four months		12.73%	14
5	On-going		10.91%	12
6	N/A		2.73%	3
7	Other (please specify):		0.91%	1
			answered	110
			skipped	3

#### Sectors

##### GP

62% of people had a positive experience of using their GP services. The main positive comments were in regards to:

- Positive experiences of virtual appointments (telephone, photos, emailing services)
- The service they received being fast, prompt and efficient.
- The ease of access to the service/s and timing on call backs
- The overall services
- The communication of the services
- The advice, care and treatments given
- The staff at the services
- Feeling safe, good adaptations put in place and that there was efficient PPE.

In regards to virtual appointments there were a few additional comments that this reduces unnecessary travel and time out of work and hoped that some of these change were permanent.

There was a low amount of negative comments some areas that were mentioned were:

**Key areas:**

- Negative experiences of treatment and care (3 comments)
- Preferring to attend the surgery and/or face to face appointments. (3 comments)
- Issues with communication with patients and other services (MOL) (3 comments)
- Staff attitudes (2 comments)

**Pharmacy**

People also spoke about their positive experiences in using the Pharmacies:

- Easy access even if they can't personally go to the pharmacy
- People stated they have managed to get it delivered by the Pharmacy or have had it picked up for them
- Feeling safe with staff wearing PPE and limiting the number of people they allow in
- Happy with the adaptation's put in place and not having to queue for too long
- People stated the collection time slots were good and their medication was always ready on time.

There were very little negative experiences and no themes emerged from these, there was 2 negative experiences given in regards to communication.

**Social Care**

There were no emerging themes though it is noted that there was 2 positive comments regarding adult social services and 2 negative comments regarding respite/disabled children social care.

**Other services:**

- 2 people have gave positive comments about the NHS-111

**Acute Services**

Acute services experiences received have been mainly positive with around 2 / 3 people having a positive experience.

There were mainly positive comments for acute services, main comments given were around:

- Treatment, care and support
- Feeling safe
- Adaptions
- Communication

Many individual departments were praised around these areas as well as overall services. Main departments complemented were – A&E, blood clinics and positive comments in regards to ease of access, virtual appointments: good experiences of telephone clinics and having the ability to submit photos.

**Blood clinics** - There were 2 negative comments around poor communication and concerns raised regarding elderly peoples access to on-line services and being reliant on others.

**Re-starting/re-scheduling services (acute /secondary services)**

2 people raised issues around not knowing when their treatment/surgery would be re-starting/re-scheduled and 3 people mentioned that they had had referrals to secondary care but were unaware on when this would be happening.

**Community podiatry**

Some people spoke about not knowing when their regular podiatry appointment would be restarting again.

**Mental health services**

- There was 2 generic positive experiences given but did not give further detail.
- 2 people spoke about positive experiences of consistent contact and communication from mental health

services.