




Healthwatch Derby – Survey of health and social care services during Covid-19 monthly Insight – Choices and Behaviours section.

Reporting to:	Bi-monthly Themes, Trends and Analysis meeting / Stakeholders
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Date periods covered in the report:	08/06 (launch) – 30/06 – June 2020
Amount of cases during this period:	113

Overview

This insight report gives insight in people’s responses to the choices and behaviour section of the on-line survey during the month of June 2020. This is a monthly snap shop and a full report will be completed at the end of the survey period.

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		35.19%	38
2	No (please go straight to Question 11)		51.85%	56
3	N/A (please go straight to Question 11)		12.96%	14
			answered	108
			skipped	5

This shows us that of the people surveyed over 1 / 3 people changed their choices and/or behaviour in regards to health and social care services during the Covid-19 period. 38 people gave further information.

Sector Breakdowns

Primary Care

GPs:

10 peoples spoke in more detail why they did not access their GP service.

The main areas raised was:

- That they was an anxiety or fear about Covid-19
- People feeling that they did not want to over burden the services or they felt the issue could wait.

Other areas people said that:

- The service they normally attended/needed was cancelled/suspended
- They could not get an appointment.

Individual reasons

- In shielding group and felt they needed a face to face appointment
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Dentistry:

12 People did not attend dentistry due to the services not operating.

Community Care

5 people spoke about not attending their podiatry appointment. 3/5 mentioned that they were diabetic.

Main reason was that the regular services/appointments had been suspended and/or only urgent cases been seen.

Other individual reasons given:

- Reluctant to contact service – did not wish to burden the system but also stated that their condition was much worse because of delay.
- They are unsure how the new clinic would run (distancing) so have not made a new appointment

Acute Care

13 people spoke about not attending acute care services.

The main reasons people did not attend are:

- The service was cancelled and or not available
- There was nervousness or a fear of Covid-19 and/or they did not feel it was urgent.

Social Care

2 people spoke about Respite. The reason for not using this service was that they were closed.

Overview of trends from Choice and Behaviour section

Overall the main reasons given:

- The service/s was closed or suspended.
- There was a anxiety or fear around Covid-19
- People did not want to over burden the services, people feeling that their issues was not urgent or could wait.