

# Healthwatch Luton's COVID-19 Issues Raised MONTHLY

MARCH 2020

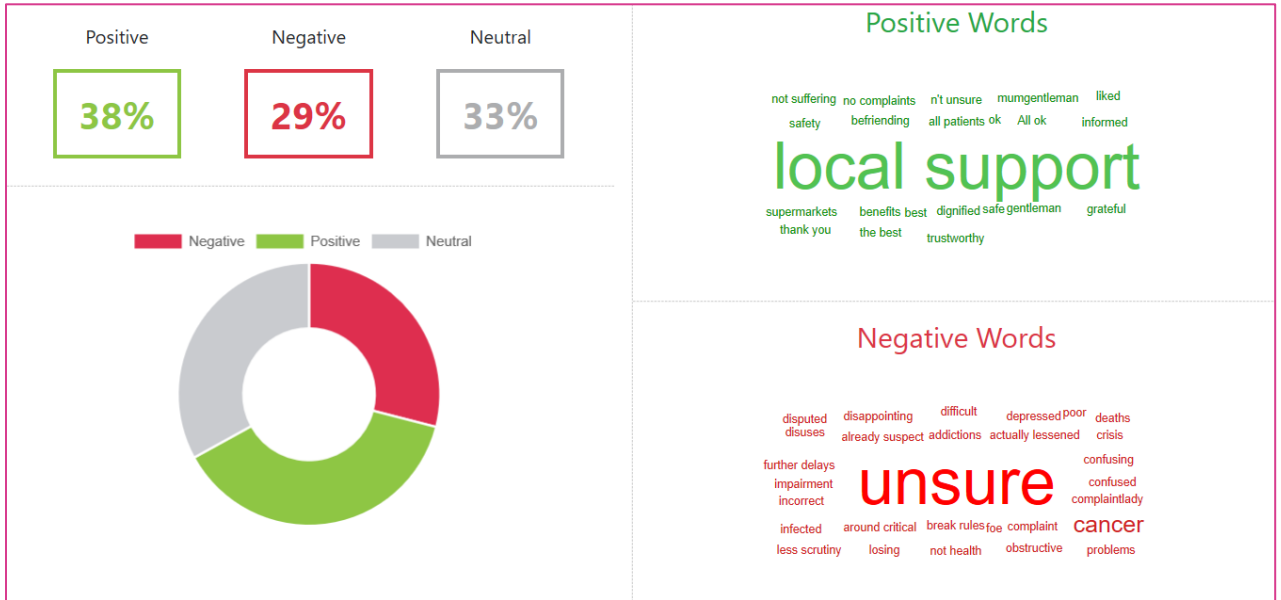


**CORONAVIRUS**  
**STAY HOME TO HELP US SAVE LIVES**

**ACT LIKE YOU'VE GOT IT,  
ANYONE CAN SPREAD IT.**

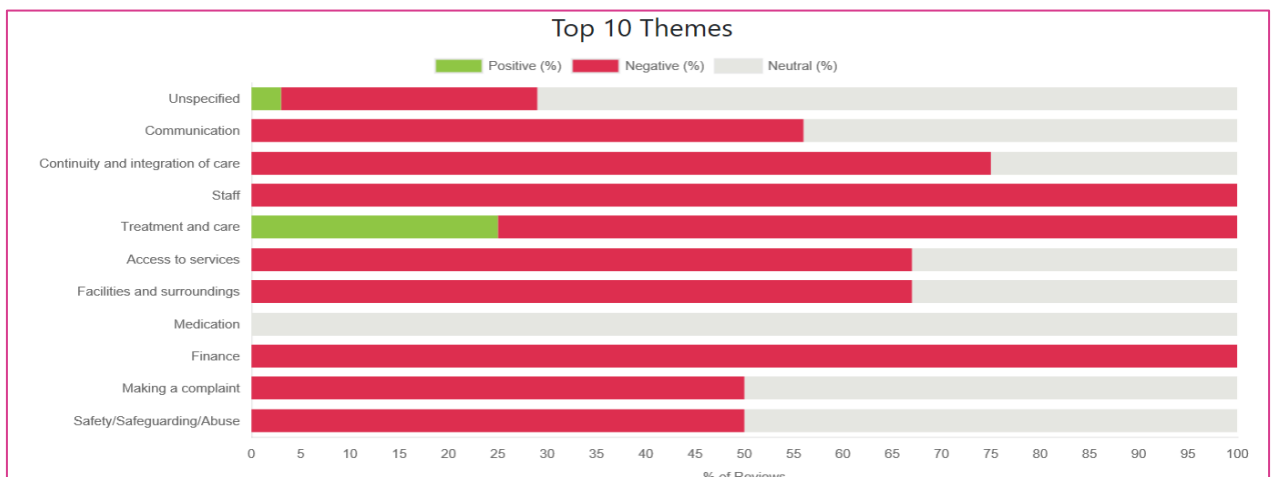
**STAY HOME › PROTECT THE NHS › SAVE LIVES**

# APRIL 2020 FEEDBACK - 87



In April we saw a continued increase in feedback via anecdotal feedback, via our website and via phone and email feedback. There has been an increase in feedback from people around general feedback on services, un-COVID related which has been different to the prior 8 weeks.

There is further trends in treatment and care and staffing, but more increase in complaints and finances, and increase in continuity of care. We have received more feedback from people which has seemingly been negative this month.



>	Theme	Count	Positive	Negative	Neutral	Sub-themes
+	<b>Unspecified</b>	31	3%	26%	71%	
+	<b>Communication</b>	18	0%	56%	44%	Sub-Themes >
+	Communication - General	10	0%	50%	50%	
+	Communication - Lack of	6	0%	50%	50%	
+	<b>Continuity and integration of care</b>	4	0%	75%	25%	
+	<b>Staff</b>	4	0%	100%	0%	Sub-Themes >
+	Staff - Attitudes	1	0%	100%	0%	
+	Staff - Suitability	1	0%	100%	0%	
+	Staff - Training and development	2	0%	100%	0%	
+	<b>Treatment and care</b>	4	25%	75%	0%	Sub-Themes >
+	Treatment and care - Experience	2	50%	50%	0%	
+	Treatment and care - Safety of Care/Treatment	2	0%	100%	0%	
+	<b>Access to services</b>	3	0%	67%	33%	Sub-Themes >
+	<b>Treatment and care</b>	4	25%	75%	0%	Sub-Themes >
+	Treatment and care - Experience	2	50%	50%	0%	
+	Treatment and care - Safety of Care/Treatment	2	0%	100%	0%	
+	<b>Access to services</b>	3	0%	67%	33%	Sub-Themes >
+	Access to services - Lack of	1	0%	100%	0%	
+	Access to services - General	2	0%	50%	50%	
+	<b>Facilities and surroundings</b>	3	0%	67%	33%	Sub-Themes >
+	Facilities and surroundings - Equipment	2	0%	100%	0%	
+	Facilities and surroundings - Food & Hydration	1	0%	0%	100%	
+	<b>Medication</b>	3	0%	0%	100%	Sub-Themes >
+	Medication - Pharmacy Repeat Prescriptions	1	0%	0%	100%	
+	Medication - Medicines Management	2	0%	0%	100%	

+	<b>Medication</b>	3	0%	0%	100%	Sub-Themes >
+	Medication - Pharmacy Repeat Prescriptions	1	0%	0%	100%	
+	Medication - Medicines Management	2	0%	0%	100%	
+	<b>Finance</b>	2	0%	100%	0%	Sub-Themes >
+	Finance - Financial Viability	2	0%	100%	0%	
+	<b>Making a complaint</b>	2	0%	50%	50%	Sub-Themes >
+	Making a complaint - General	2	0%	50%	50%	
+	<b>Safety/Safeguarding/Abuse</b>	2	0%	50%	50%	
+	<b>Administration</b>	1	0%	100%	0%	Sub-Themes >
+	Administration - General	1	0%	100%	0%	
+	<b>Diagnosis/assessment</b>	1	0%	100%	0%	Sub-Themes >
+	Diagnosis/assessment - Lack of	1	0%	100%	0%	
+	<b>Dignity and Respect</b>	1	100%	0%	0%	Sub-Themes >

