

Healthwatch Luton's COVID-19 Issues Raised MONTHLY

MARCH 2020



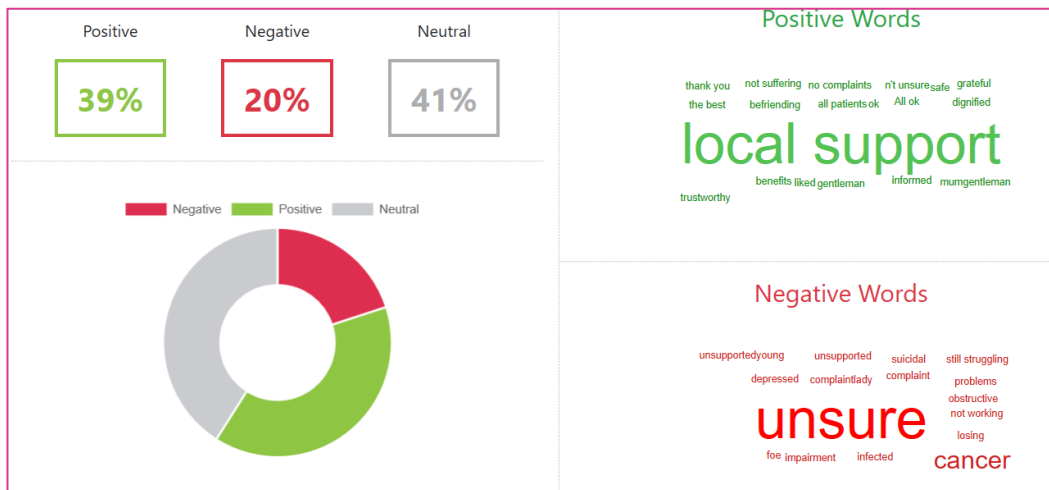
CORONAVIRUS

STAY HOME TO HELP US SAVE LIVES

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

STAY HOME › PROTECT THE NHS › SAVE LIVES

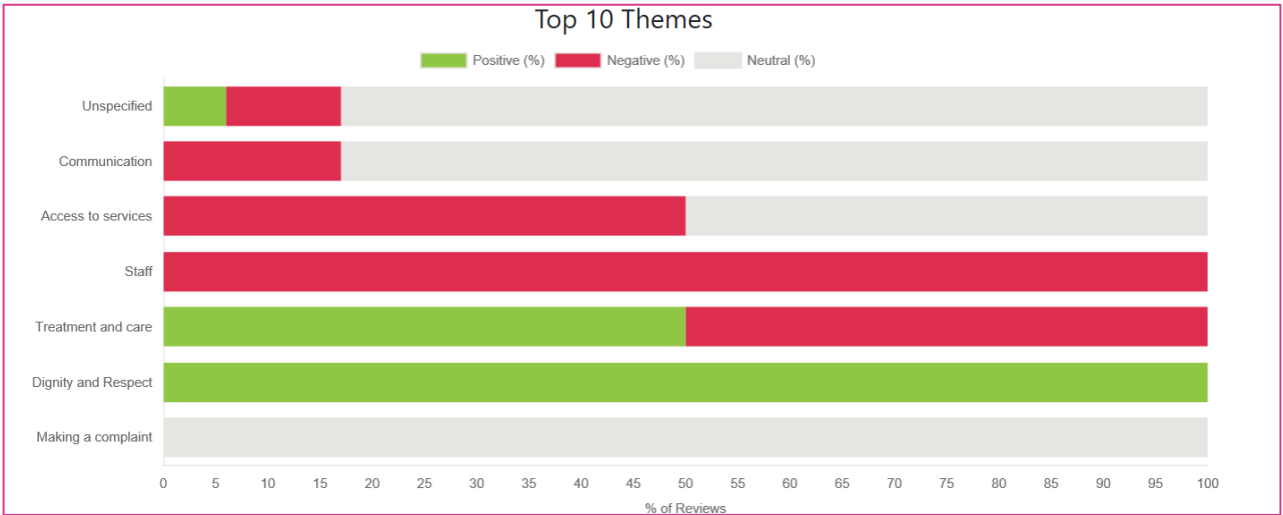
MARCH 2020 FEEDBACK - 49



Healthwatch Luton started noticing an increase in feedback on services regarding the coronavirus pandemic in February 2020. Information was provided directly to each service provider, and dealt with or signposting, but we began to keep a log of COVID 19 feedback on a range of services. These monthly reports outline the specific feedback each month on people who contacted Healthwatch Luton, regarding issues around their health and care services, directly affected by COVID 19.

In March we saw an increase in feedback regarding people's experiences of COVID 19. There was an increase in people feeling like the NHS was doing 'a great job' and 'doing all it can' and that local services, such as the council 'had been hugely supportive.'

There was a sense of confusion still for some people, and we had an increase in people who felt they 'did not want to be a burden' to the system, but still felt they needed somewhere to share their experiences.



The main themes in March were around dignity and respect and treatment and care, with staffing and access to services (namely their local services, or GP access, or understanding local community group information). The treatment and care continued the theme from February on people feeling they should not be 'raising issues' around their long term conditions. Some dignity and respect issues were aligned with deaths at the hospital, where a family felt they had not been given enough time with their loved one to grieve.

Making complaints also featured on the March feedback, where people felt there was a lack of avenue to ensure services still ran a quality service.

Theme	Count	Positive (%)	Negative (%)	Neutral (%)	Actions
Communication - General	4	0%	25%	75%	
Communication - Lack of	2	0%	0%	100%	
Access to services	2	0%	50%	50%	Sub-Themes >
Access to services - General	2	0%	50%	50%	
Staff	2	0%	100%	0%	Sub-Themes >
Staff - Attitudes	1	0%	100%	0%	
Staff - Training and development	1	0%	100%	0%	
Treatment and care	2	50%	50%	0%	Sub-Themes >
Treatment and care - Experience	2	50%	50%	0%	
Dignity and Respect	1	100%	0%	0%	Sub-Themes >
Dignity and Respect - Death of a Service User	1	100%	0%	0%	
Making a complaint	1	0%	0%	100%	Sub-Themes >
Making a complaint - General	1	0%	0%	100%	

