

# Healthwatch Luton's COVID-19 Issues Raised MONTHLY

FEBRUARY 2020

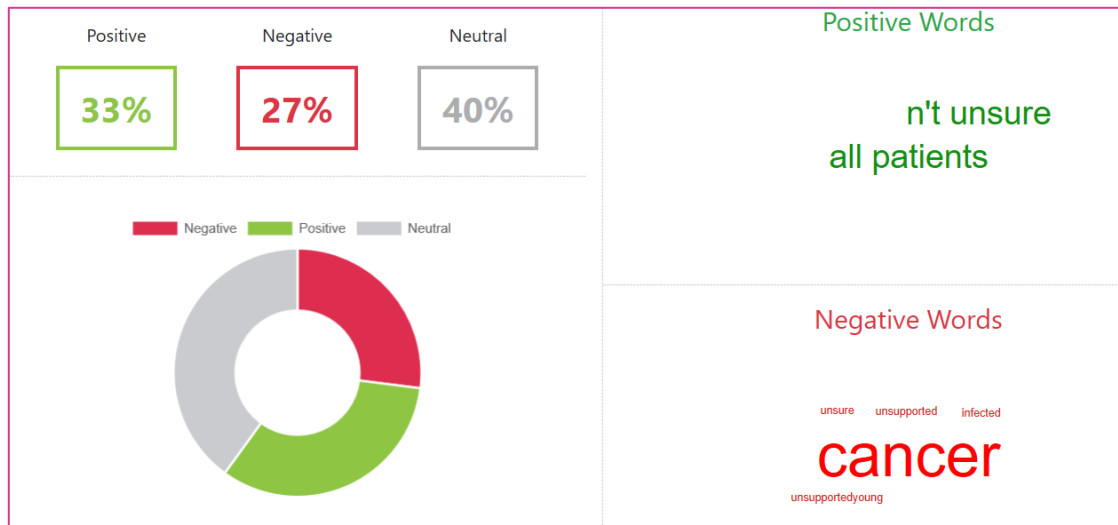
A background image showing several people wearing face masks, with a central figure in the foreground wearing a white surgical mask and a white cap. The image has a red and yellow color scheme.

**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**

# FEBRUARY 2020 FEEDBACK - 15

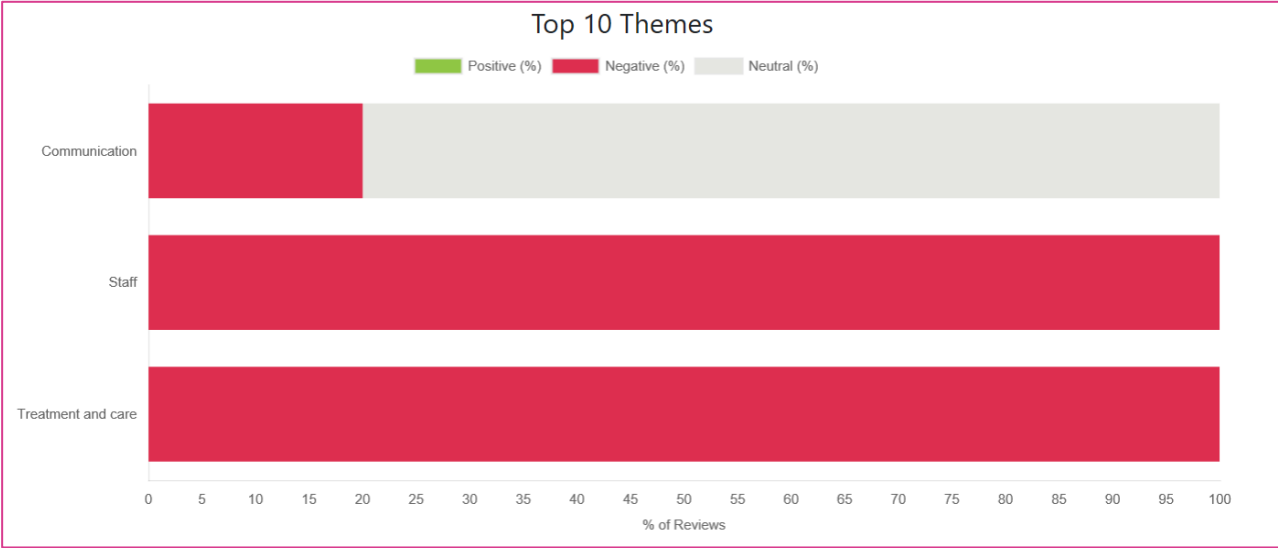


Healthwatch Luton started noticing an increase in feedback on services regarding the coronavirus pandemic in February 2020. Information was provided directly to each service provider, and dealt with or signposting, but we began to keep a log of COVID 19 feedback on a range of services.

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 February – we received 15 feedbacks in the last two weeks of the month on people experiencing changes to staff, access or quality of services, from their perspective, with having some thing to do with COVID 19.

These monthly reports are kept as an overall log, will feed into the Healthwatch Luton’s COVID 19 Project on gathering feedback from Luton residents and professionals working in the system, and will be provided to the health and care system to use to understand residents’ concerns, as well as help improve the provision of health and care in Luton



Healthwatch Luton captured the themes of people’s experiences. In February – the main themes were of a negative value, around communications, staffing and treatment and care.

We acknowledge during this time there was the beginning of people feeling confused and unsure about what was about to happen regarding the pandemic that had been announced. This feedback is collected prior to lock down.

The staff feedback was from an anonymous staff member at the hospital, feeling as though ‘she was being asked to do things she was not comfortable in doing’. The treatment and care was around people feeling ‘services were gearing up to something else, and my condition is no longer a priority.’

>	Theme	Count	Positive	Negative	Neutral	Subthemes
+	<b>Communication</b>	5	0%	20%	80%	<a href="#">Sub-Themes &gt;</a>
+	Communication - General	3	0%	33%	67%	
+	Communication - Lack of	2	0%	0%	100%	
+	<b>Staff</b>	1	0%	100%	0%	<a href="#">Sub-Themes &gt;</a>
+	Staff - Training and development	1	0%	100%	0%	
+	<b>Treatment and care</b>	1	0%	100%	0%	<a href="#">Sub-Themes &gt;</a>
+	Treatment and care - Experience	1	0%	100%	0%	

