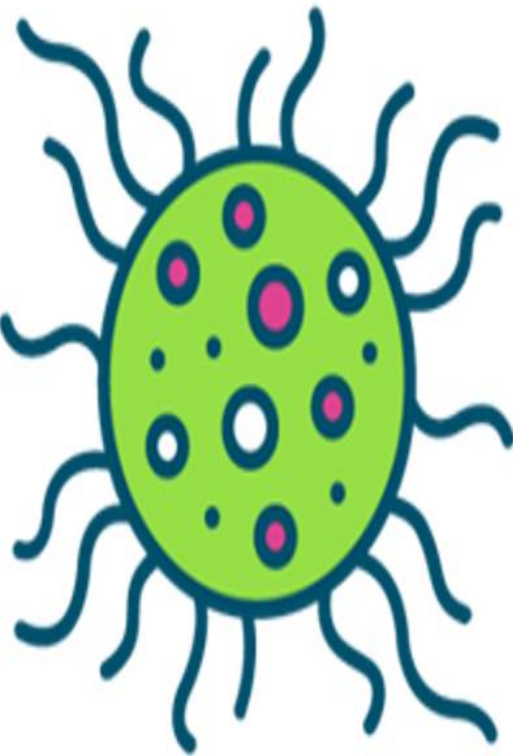


Healthwatch Luton's COVID-19 Emerging Themes Monthly

May 2020



healthwatch
Luton

How are you doing?

Let us know how you are feeling about COVID-19: What works well, what doesn't and how do you think it could be improved?

covid19@healthwatchluton.co.uk

01582 817 060



Twitter: @hwluton



Facebook: HealthwatchLuton



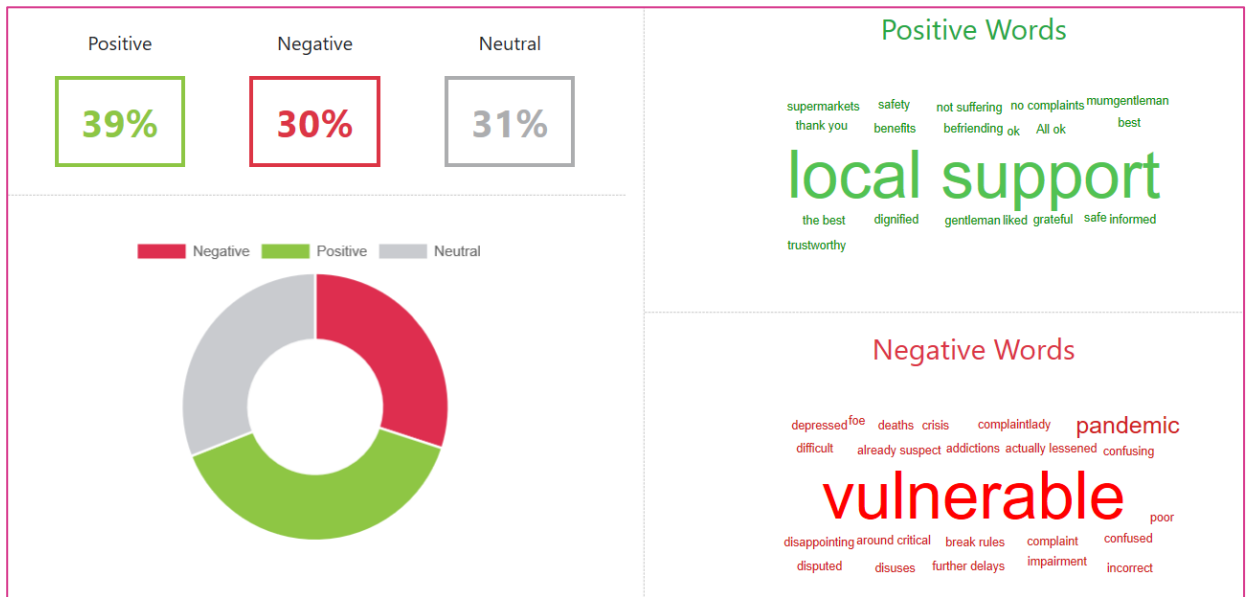
Instagram: healthwatchluton

**STAY
ALERT** 

**CONTROL
THE VIRUS**

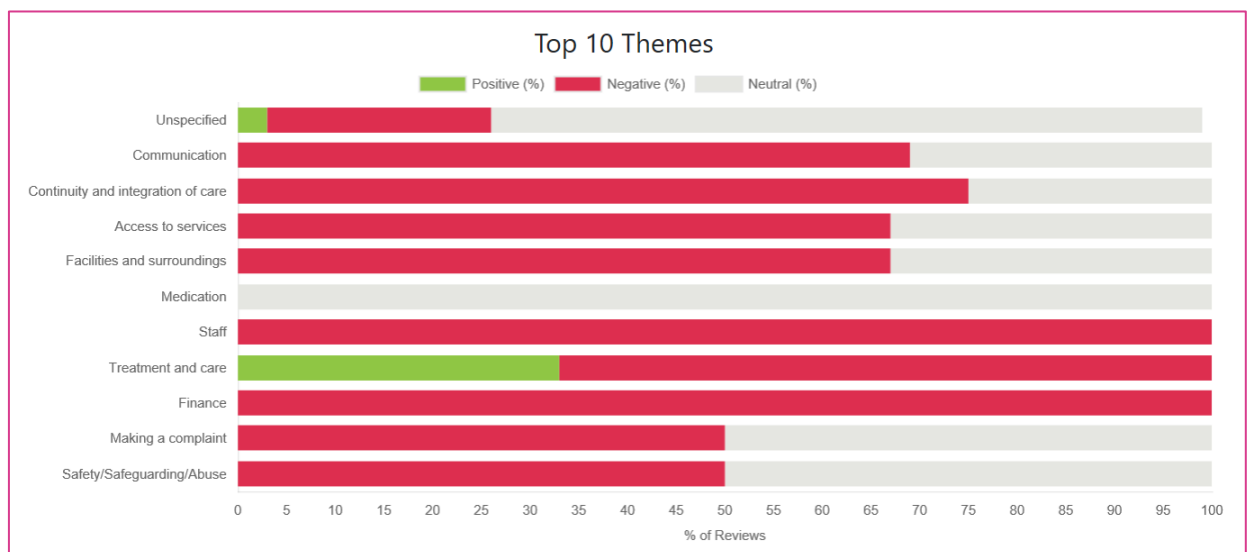
 **SAVE
LIVES**

May 2020 FEEDBACK – 93 TOTAL



In May we have a total of 93 feedbacks on COVID 19, where HWL have provided information, signposting or advice to the public. Below outlines the monthly collation of feedbacks from COVID 19.

Treatment and care had positive feedback, but mainly the feedback we received either via our website, emails or phone-calls was negative on the general health and care service system. Communication continues to be key to people feeling like they understand how to access services.



May 2020 FEEDBACK – 93 TOTAL

Overall the feedback shows emerging themes on:

- Hospital discharge and communications
- Family communications during hospital admissions
- Access to services whilst during the pandemic
- Testing and lack of confidence in testing preparation and set up; timings for results in test result return
- Mental Health – generally in the public

HWE will be looking at hospital discharge as a wider network project, which HWL will take part in, as well as integrating GP access, and MH in the community into our wider 'How are you doing?' campaign.

In May HWL embarked on promoting their HWL 'How are you doing?' campaign which seeks to ask Luton residents and professionals on how they have coped during the pandemic, and how services are supporting them. We have clarified and tested the NHS Long Term Plan questions on what works well, what doesn't and what could be improved and will feed this into the system wide planning to support health and care develop and improve locally for people in Luton.



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+	Unspecified	30	3%	23%	73%	
+	Communication	13	0%	69%	31%	Sub-Themes >
+	Communication - General	7	0%	57%	43%	
+	Communication - Lack of	4	0%	75%	25%	
+	Continuity and integration of care	4	0%	75%	25%	
+	Access to services	3	0%	67%	33%	Sub-Themes >
+	Access to services - Lack of	1	0%	100%	0%	
+	Access to services - General	2	0%	50%	50%	
+	Facilities and surroundings	3	0%	67%	33%	Sub-Themes >
+	Facilities and surroundings - Equipment	2	0%	100%	0%	
+	Facilities and surroundings - Food & Hydratio	1	0%	0%	100%	
+	Medication	3	0%	0%	100%	Sub-Themes >
+	Medication - Pharmacy Repeat Prescriptions	1	0%	0%	100%	
+	Medication - Medicines Management	2	0%	0%	100%	
+	Staff	3	0%	100%	0%	Sub-Themes >
+	Staff - Attitudes	1	0%	100%	0%	
+	Staff - Suitability	1	0%	100%	0%	
+	Staff - Training and development	1	0%	100%	0%	
+	Treatment and care	3	33%	67%	0%	Sub-Themes >
+	Treatment and care - Experience	1	100%	0%	0%	
+	Treatment and care - Safety of Care/Treatment	2	0%	100%	0%	
+	Finance	2	0%	100%	0%	Sub-Themes >
+	Finance - Financial Viability	2	0%	100%	0%	
+	Making a complaint	2	0%	50%	50%	Sub-Themes >
+	Making a complaint - General	2	0%	50%	50%	
+	Safety/Safeguarding/Abuse	2	0%	50%	50%	

+	Finance - Financial Viability	2	0%	100%	0%	
+	Making a complaint	2	0%	50%	50%	Sub-Themes >
+	Making a complaint - General	2	0%	50%	50%	
+	Safety/Safeguarding/Abuse	2	0%	50%	50%	
+	Administration	1	0%	100%	0%	Sub-Themes >
+	Administration - General	1	0%	100%	0%	
+	Diagnosis/assessment	1	0%	100%	0%	Sub-Themes >
+	Diagnosis/assessment - Lack of	1	0%	100%	0%	
+	Dignity and Respect	1	100%	0%	0%	Sub-Themes >
+	Dignity and Respect - Death of a Service User	1	100%	0%	0%	

HWL will begin to monitor other feedback coming into our feedback center. Since February 2020 and our focus on COVID 19 – other areas of feedback are:

- ELFT – Menta Health feedback on the community and inpatient wards
- Various odd GP's
- Various dental practices
- L&D Hospital
- Cancer care and palliative care
- Walk in Centre and Physiotherapy services

Whils these brief summary reports are for COVID 19 feedback, we also want to begin to produce quarterly Emerging Themes briefs for the public to view, and for quarterly feedback to highlight the emerging themes from the public.

