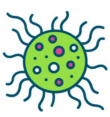


# How are you doing?

Gathering feedback from the public and professionals on how they are coping during the COVID 19 pandemic

Monthly project update: November



During March 2020, England was declared in a state of pandemic, and a 'lock down' was ordered by the Prime Minister. This had a knock on effect on all health and care services in Luton.

Healthwatch Luton began a project, to ask the public and professionals in Luton 'How are you doing?'.

The purpose of the project is to understand how the pandemic has affected the residents within Luton, their access to health and social care and their experiences since the pandemic began. There will also be an understanding of how this has affected the professionals within Luton, in both statutory and voluntary sectors.

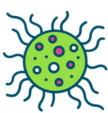
- Gather views to inform the wider health and care system, to improve delivery of care
- Ensure the voice of the public is heard
- Ensure people have an outlet for their voice
- Share current messages from partner organisations
- Promote guidance from the government
- Gather feedback from the seldom heard
- Pass on feedback to shape the system going forward
- Promote Healthwatch Luton

Activities have included a survey, calls to action, emails, case studies and phone calls to ask

- How people are feeling during the pandemic
- What is working well?
- What is not working so well?
- What can be improved and how?

Each month a report will be produced to update on the activities carried out, response rates, emerging themes and the next steps in the project.





On October 31<sup>st</sup>, the Prime Minister declared there would be a national lockdown for four weeks, starting on 5<sup>th</sup> November.

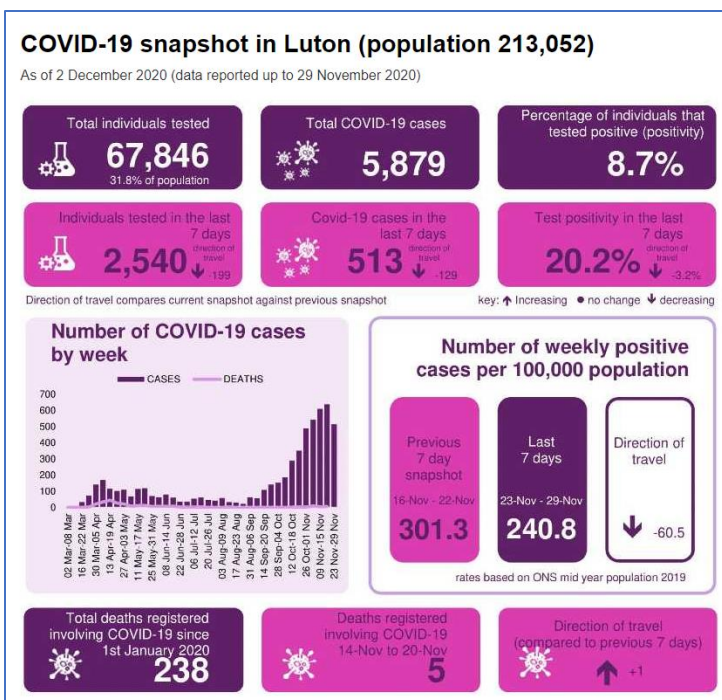
This lockdown was not as restrictive on businesses as the previous lockdown, keeping essential businesses open and making sure people understood the rules better. This also meant that there should be few changes to health and social care. Some people were asked to shield again, although this was not for all those previously shielding and was for the most vulnerable of all people.

There were discussions around vaccines and how they would be administered. Also, what the programme would look like and the regime for these. The vaccines were hoped to be rolled out by the first few weeks of December.

After the lockdown, the government was set to introduce a new tier system, that would breakdown the country into three tiers. The details for this system and which tier Luton would be in, was to be announced the week prior to lockdown ending.

National restrictions included meeting people, weddings and funerals, working, leisure activities and care homes.

A video <https://youtu.be/1CUrxdTd1bc> was made available to promote the guidelines.



## CORONAVIRUS NATIONAL RESTRICTIONS

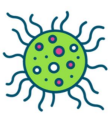
5 November to 2 December  
**National restrictions apply to England:**

<b>Meeting Indoors</b> You cannot meet anybody socially indoors unless they are in your household or support bubble.	<b>Meeting Outdoors</b> You can meet with 1 person from another household in outdoor public spaces, following social distancing. Children under 5 and anyone dependent on assistance can do not count towards the 2 person limit.	<b>Weddings and Funerals</b> Weddings and civil partnership ceremonies can only take place where one of those getting married is seriously ill and not expected to recover. Funerals can take place with up to 30 people in attendance.	<b>Working from home</b> You must work from home if you can. If you cannot work from home you should continue to go to work (unless you are clinically extremely vulnerable).
<b>Essential Shops</b> Open. Essential shops should follow COVID-secure guidelines.	<b>Non-essential Retail</b> Closed. You can only open for click-and-collect and delivery services.	<b>Exercise</b> You can exercise outside on your own or with your household, your support bubble or one person from another household.	<b>Leisure and Gyms</b> Closed. Except for allotments and outdoor playgrounds.
<b>Hospitality</b> Closed except for takeaway, click and collect, drive through and delivery services. Takeaway not permitted after 22:00.	<b>Education</b> Early years, schools and FE colleges open. Universities must restrict under restrictions.	<b>Healthcare Services</b> You can leave home for any medical reason.	<b>Residential Care</b> Care homes are encouraged to provide safe, COVID-secure visiting opportunities. See the guidance for details on how to keep visits safe.
<b>Travel</b> You must not travel in the UK or overseas other than for permitted reasons and should look to reduce the duration of journey you make, avoid travelling at peak times, and walk or cycle where you can.	<b>Public Transport</b> You may still use public transport, but should only travel for permitted reasons and should look to reduce the duration of journey you make, avoid travelling at peak times, and walk or cycle where you can.	<b>Overnight Stays</b> Overnight stays and holidays away from primary residences are not allowed, except for work and other exempt purposes.	<b>Entertainment and tourism</b> Entertainment venues are closed. Public gardens and visitor attractions are open.
<b>Vulnerable People</b> If you are 65+ or clinically vulnerable, it is especially important to follow the rules and minimise contacts with others. If you are socially extremely vulnerable you are advised to stay at home as much as possible, except to go outdoors for exercise or to attend essential health appointments.	<b>Worship</b> Closed. Except for funerals, and individual prayer.	<b>Childcare</b> Regional childcare and children activities open to enable parents to work, or to receive care. Parents can form a childcare bubble with another household for informal childcare, where the child is 13 or under.	<b>Youth Clubs and Activities</b> Some youth services are able to continue, such as 1:1 youth work and support groups. But most youth clubs and groups will need to cease for this period.

For more information and detailed guidance visit: [gov.uk/coronavirus](https://gov.uk/coronavirus)

Graph taken from: [https://www.luton.gov.uk/Health\\_and\\_social\\_care/coronavirus/community/Pages/COVID-19-cases-and-deaths-in-luton.aspx](https://www.luton.gov.uk/Health_and_social_care/coronavirus/community/Pages/COVID-19-cases-and-deaths-in-luton.aspx)

Graphic taken from: [www.gov.uk](https://www.gov.uk)



## What are the overall themes so far?

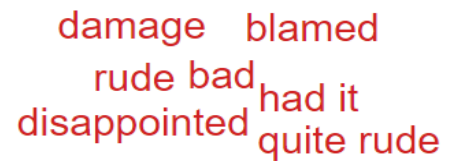
There has been a total of **66** pieces of feedback this month, **30** of which are directly from surveys or engagement and **36** of which were in relation to coronavirus, . The feedback can be split in this manner:

Service	Number
Relating to social care	8
Relating to GPs	20
Relating to community services	5
Relating to hospital	7
Relating to mental health	5
Relating to pharmacy	8
Relating to podiatry/chiroprapist	1
General Feedback	18

## Positive Words

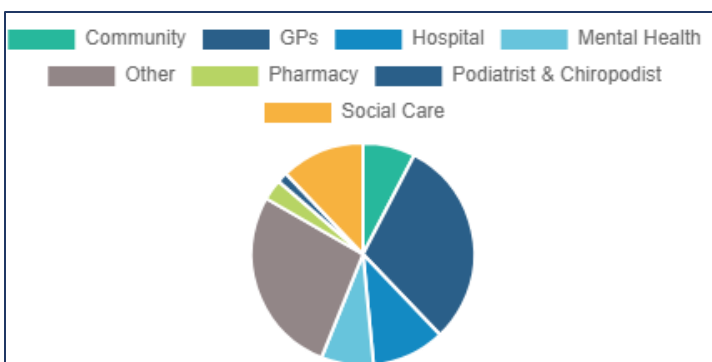


## Negative Words

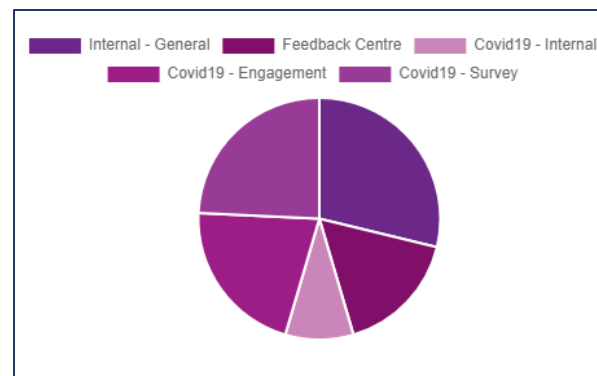


Some themes emerging were:

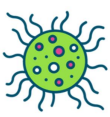
- **Lack of PPE** within pharmacies was mentioned a few times
- **Attitudes of staff** in a variety of settings – GPs, pharmacies and the hospital
- **Tests results** are still taking time to come through to patients
- There were delays or concerns about **blood tests** and being able to access them
- There were still concerns about **accessing GPs**
- **Communication** between services, particularly from the hospital was mentioned



A chart showing the breakdown of the service area feedback on



A chart showing the sources of feedback



## Social Media campaign:

Social media has continued to be used to support local communications and organisations, as well as our own actions.

Healthwatch Luton were continuing to support local authority and government campaigns regarding the pandemic, with the sharing of guidelines and testing.

Healthwatch Luton were still sharing the communications about the winter flu campaign and also sharing information from local partner organisations about events and access to services.

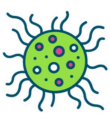
Our most popular posts included the information about the national lockdown and tiers, monthly reporting and information about vaccinations and the flu campaign.



### What next?

The main focus for the coming weeks will be the continuation of the communications from local government about the pandemic and restrictions, the flu vaccination programme and the NHS111 First campaign.

There will also be sharing of our e-bulletin and the upcoming Engagement Forums.



## Coronavirus specific information and testing

There was some feedback that suggested some schools have been sharing incorrect information about their symptomatic children. One person stated they had been told their child will need testing when they present with a temperature, even if this is due to the flu vaccination, and in another instance a child was sent home with a cough and told they did not need testing but could return to school the next day if it subsided.

In terms of turnaround times for testing, there has been feedback to suggest it can be anything from 36 hours, to seven or eight days, meaning children are missing school and some people are unable to work for lengths of time.

## Flu vaccinations

There has been mixed feedback about flu vaccinations across the town. Some people have found it very straight forward to book and have the vaccination, others have faced rude staff, lack of PPE and confusion over access to the vaccination.

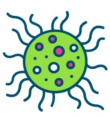
One feedback of flu vaccination confusion was regarding a child of school age, who did not have the vaccine at school as the child was not compliant and the nurses advised the parent to contact the GP surgery, where there was a lot of confusion about whether the surgery could give the vaccination. The parent booked the appointment, but was told not to take the child and to attend a 'pop up' clinic at the end of the month, which the parent attended with the child, to then be contacted by the GP surgery to ask the parent to book the child in.



### What next?

Any feedback about testing will be monitored and shared with Public Health Luton as and when necessary.

Healthwatch Luton will continue to promote the importance of the flu vaccination programme



## Survey Monkey:

A general '4Qs' survey was created on Survey Monkey in May 2020.

The questions followed the 'How are you doing?' format and asked what is working well, not so well and what could be improved.

In terms of generally how people were doing, people were finding the pandemic 'stressful', 'tiring' and they were feeling 'dazed and confused' and 'bored and frustrated'. Some people were feeling 'a bit down' and others were feeling 'OK'.

The positives mentioned included feeling 'comfortable with measures in place' and the 'buses continuing to work well'. One person mentioned they felt 'well informed'. The negatives were 'lack of accessibility to doctors' and 'long waits in lines' or not 'get[ting] through to services'.

Improvements that people felt were important was 'getting back to face to face meetings' and being 'more informed in advance'.

Age	Total
-18	0
19-29	1
30-39	2
40-49	1
50-59	4
60-69	
70+	

One person felt that in shops there needed to be more tills to access to prevent queues and another felt 'finding a cure' was the improvement needed.

One person mentioned they were 'trying to adapt to the pandemic'.

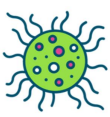
Female	Male
0	8

### What next?

The carers survey would continue to be shared for the next quarter.

Ethnicity	Total
White	5
Asian	1
Mixed Caribbean	1
Black British	1

This current survey would be shared with more organisations to complete with the digitally excluded members of the community, such as Directions in Bedfordshire



## Survey Monkey:

A second survey was created for those who considered themselves carers, in any capacity. The survey was opened up mid November and received a couple of responses.

Responses for the first question were mixed, one individual felt good but concerned about the person they were caring for, whilst the other had a negative view and felt 'done right now'.

When asked what was working well, both responses highlighted good experiences with consultants, specifically mentioning GP and hospital consultants. One individual also mentioned that telephone calls from GP and hospital had been great and scans were well organised.

When asked what was not working so well, one response mentioned that GP access was difficult, they would get through to the GP to be told to call 111, but this was not helpful as the appointment would not be urgent and they were just wanting a routine appointment. Another individual mentioned that there had been no contact from stroke services and it was difficult to get a mental health assessment; in this individual's case, it took 8 months. There had also been poor follow up care from services.

Responses outlined for improvement included issues accessing mental health appointments had now been resolved through face to face appointments but there still needed to be stroke support, which could be through having telephone calls. Another mentioned that having access to the 'gatekeepers' to consultants was necessary for support.

Individuals explained that COVID had a negative impact on caring responsibilities. Caring responsibility had increased, one individual mentioned that it was 'tiring' and there was 'no respite', whilst the other explained that they had less contact with their support network and felt isolated.

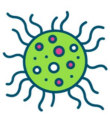
Female	Male
1	1

Age	Total
-18	
19-29	
30-39	
40-49	1
50-59	1
60-69	
70+	

Ethnicity	Total
White British	2







## Engagement

Engagement has continued without an Engagement Officer in post and using members of the Admin team and the volunteers.

**Targeted Engagement** was carried out to hear the experiences of the care homes in Luton and how the pandemic had affected the staff and residents. The basis of this engagement was using the 4Qs to have purposeful conversations. There were some difficulties in being able to speak with staff and several calls were made to a few care homes to be able to gather information.

Overall, the care homes felt the pharmacies were working well for them, as well as Macmillan and district nurses and the rapid response teams. Those who mentioned PPE felt they currently had enough of it.

Some care homes felt that the uncertainty is hard for them and the lack of visiting has an effect. Some commented that it is hard to run a care home in the current climate.

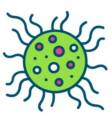
In addition to this, Healthwatch Luton have continued to create opportunities for the mental health inpatients to feedback by booking in sessions for the feedback to be gathered in a virtual manner. More of these sessions are booked for the next quarter.

*There is a separate report for this engagement*

### What next?

Sessions to be booked for the mental health inpatients to be able to share their experiences and feedback for the next quarter on all wards with Luton patients on.

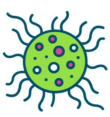
Consider and create a virtual engagement programme that can be assisted by the Admin team during the pandemic.



# How are you doing?

Gathering feedback from the public and professionals on how they are coping during the COVID 19 pandemic

**Targeted Engagement: Care homes**



**Engagement Forums** will be held quarterly going forward. The next one in January is based around hearing from carers within the community and how they, and those they have caring responsibilities for, have been affected during the pandemic.

There will be speakers from Carer's Central and it will be an opportunity for those views and experiences to be heard.

To book on, contact the office on **01582 817 060** or email **info@healthwatchluton.co.uk**.



## **Online engagement forum: Carers**

Are you a carer? Join our online engagement forum to share how your experience has been during the pandemic.

**info@healthwatchluton.co.uk**

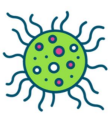
**t: 01582817060**



**Microsoft Teams**

**Tuesday 26th January**

**1pm-2pm**



## Email

A separate email address was set up for this project [covid19@healthwatchluton.co.uk](mailto:covid19@healthwatchluton.co.uk). This email has been used on all our videos, posts and in signatures, to try to encourage people to use it to ensure information about COVID 19 does not get lost. The emails received still seems minimal.

## Case studies

Contact has been made with partner organisations to speak with service users of those organisations who are digitally excluded, by choice or circumstance.

These will follow the format of calls from staff and volunteers who will be able to speak with individuals and understand how not being in the digital world has affected their experiences of the pandemic and health and care at this time.

## Website reviews

Dental care is something that has been discussed nationally during the pandemic as accessing dental services has been problematic. With this in mind, Healthwatch Luton carried out a review of dental websites and the information available on them. This report will be published in the next quarter (end of January). Pharmacies will be the next focus for Q4.

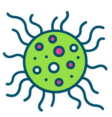
### What next?

The Dental website review report will be published in the next quarter.

Pharmacy website reviews will be carried out in the next quarter.

We will endeavour to speak to others who are digitally excluded, whether that is due to digital poverty, capacity or choice and include their views in more case studies.

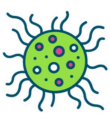




# Dental Website Reviews

An observational review of the dental  
websites within Luton

November 2020



## What next?

Feedback will continue to be gathered from all sources.

We will attend meetings we have been invited to, that are held by local organisations who have clients and service users who would like to share feedback with us.

Targeted Engagement would continue in an online format, reflecting the current work plan and also ensuring the voice of the disproportionately affected is heard. This would be by using ever evolving methods, such as having one to one conversations with people who would like to talk to us.

Engagement Forums will continue quarterly from Q3, with a focus reflective of the current work plan – starting with Carers.

Feedback would be collected from the mental health inpatient wards where possible.

Relationships will continue to be forged with partner organisations who are able to assist in ensuring the voice of Luton is heard.

Posters that show how we have impacted locally will be created and shared with local organisations to encourage people to share their experiences with Healthwatch Luton.

We will continue to support local communications for the local restrictions resulting from the pandemic as well as the communications surrounding winter campaigns, including NHS111 First and vaccination programmes.

We will continue to include the #becauseweallcare campaign within our work locally, to support the areas of the community to have their voice heard, which has a focus in Q3 on Carers and Learning Disabilities.

