



Healthwatch Reading Healthwatch West Berkshire Healthwatch Wokingham

People's experiences of health and social care services during
the first Covid-19 lockdown

Who answered the survey?

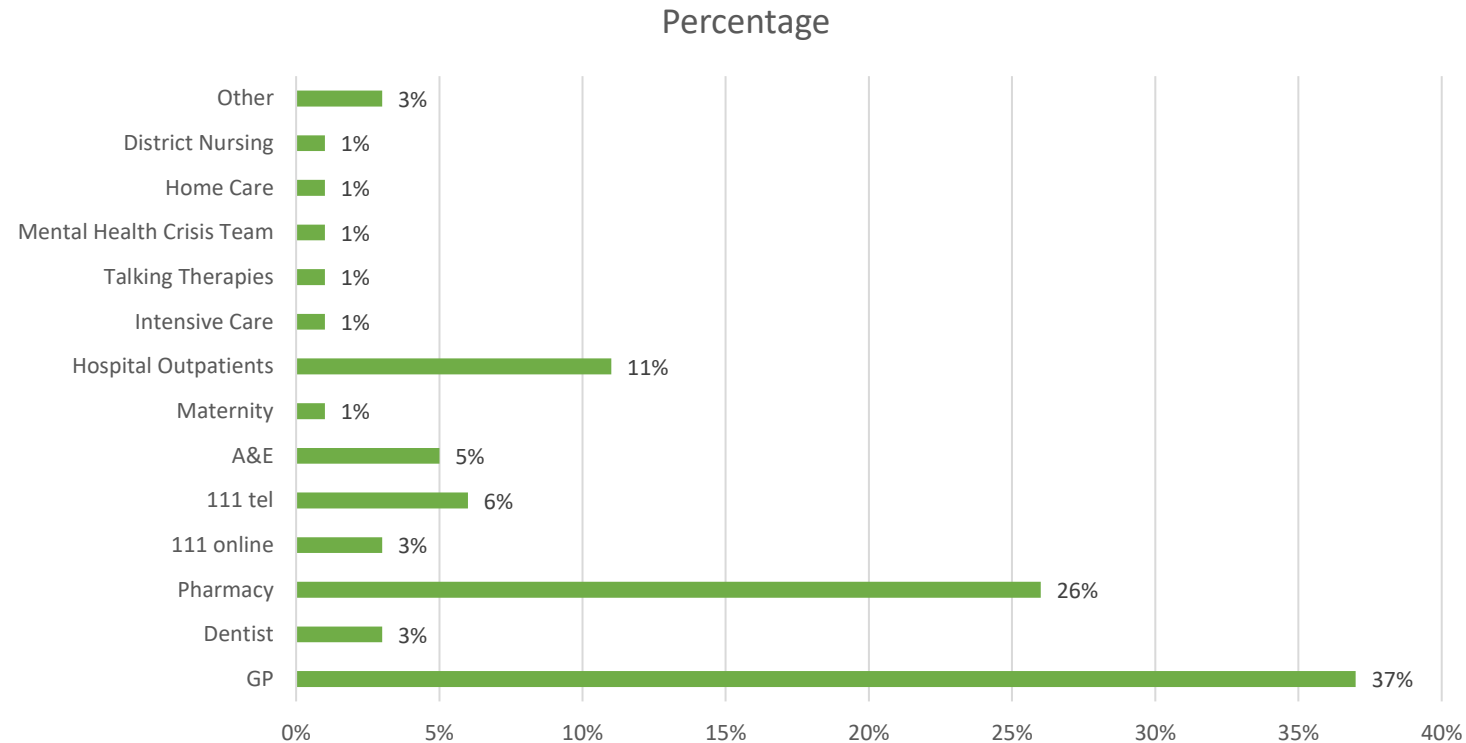
- 628 people in total responded to the survey
- Responses Online or over the Phone
- Gender- Female:74% and Male:25%
- Age- 16-25:2%, 26-49: 38%, 50-65: 20% and 65+: 39%
- Ethnicity- White British: 83% and BAME: 15%

Did you use services during this period?

61% = yes

39% = no

What services did you use?



What went well with services?



**General satisfaction
with services = 35%**



**Prompt and quick
service = 27%**



**Prescription
deliveries = 13%**



**Telephone
consultation
worked well = 21%**



Other = 4%

What went well with services?

“Very well organised meet and greet at the door to ascertain my identity and purpose of visit. Prompt admission for nurse appointment and all procedures in place to instil confidence that it is a safe place to be.”

“Telephone consultations are much easier and quicker than going into the doctors surgery.”

“Staff at Royal Berks were incredibly reassuring, especially as I had to attend the scans alone.”

What could have been done differently?

- Better communication and more timely service = 42%
- Phones unanswered = 16%
- Pharmacy and medication issues = 16%
- Other = 27%

What could have been done differently?

“I was making progress with the CMHT. I had a skeleton of a new, more healthy regime by mid-February. I was beginning to work through the exhaustion and sense of being overwhelmed. But then lockdown happened and the CMHT team leader refused repeatedly to accept my word that the progress I’d made had been reversed, and worse. So I’m struggling alone with the enhanced social anxiety of trying to get out again, complete with facemask...I’m losing..”

“Did not get feedback from RBH from Haematology dept without me making phone calls to them. Felt a bit abandoned by this system.”

“I had been feeling unwell for several days so I called 111. Phone just rang I continued to hold after about 15 seconds the line was cut off. Happened numerous times until I gave up.”

Why didn't you use services?

- I haven't had any new concerns = 63%
- I didn't want to bother services or I thought my problem could wait or were worried about catching Covid-19 = 34%
- I didn't want to use public transport = 3%
- My appointment was postponed = 16%

Experience of Video/Telephone consultations

Small percentage of people surveyed said they had a video or telephone consultation

- Very satisfied or Satisfied = 64%
- Not sure = 20%
- Dissatisfied or Very Dissatisfied = 16%
- **Most improvement suggestions focused on technical quality of call**

Video consultation in the future

- Yes = 56%
- No = 15%
- Maybe = 29%

220 messages left for services

"I am very grateful that they still worked to care for people in such a terrible time"

Thank you to all who are still working hard in ways you didn't think possible, even when you were worried about your own health.

"I would like to extend my thanks to Dr Gordon at RBH for her excellent care and communication when my son's follow up appointment was switched to a telephone call. It was actually easier for my son than going into the hospital."

"Thank you to the RBH staff who attended to me swiftly when I went to use the A&E department"

"Thank you to everyone who has taken efforts to shield me. You may have saved my life"

"Both the cancer services at the RBH and the doctors at Western Elms surgery have been excellent. I would like to single out Doctor Newsham particularly for being thorough and sympathetic and getting me treatment that put my mind at rest. The efficiency of the staff at West Berkshire Community hospital was exemplary too."