



CORONAVIRUS (COVID-19)

COVID-19 impact report

**March 2020 – March
2021**

Introduction

About Healthwatch

Local Healthwatch organisations are independent champions for people who use health and social care services. We are here to find out what matters to people and help make sure their views shape the support they receive.

Project background

Since the Covid-19 pandemic hit the UK back in March 2020, the Healthwatch Portsmouth service has received feedback from the local community who have wanted to have their experiences heard, as well as a source of information.

All the interactions we have received over the past year have been documented on our interactions database to help us to understand the number of enquires and topics that the residents of Portsmouth have wanted to raise with the service.

Between March 2020 and March 2021 we received 189 individual pieces of feedback from Portsmouth residents on the impact that the COVID-19 pandemic has had for them. In this report we will detail the key headings from each interaction.

Breakdown of interactions

Dental Treatment	40.1%
GP interactions	16.3%
Hospital	14.0%
Miscellaneous	13.4%
Advocacy	7.6%
Care Homes / accommodation	4.7%
Mental Health	4.1%

Key findings

Dental Treatment themes

- Most interactions state there is **no access to an NHS dentist** resulting in patients feeling 'stuck'.
- **Unable to register** for a dentist due to no capacity.

GP interaction themes

- **Lack of information on GP services** throughout the pandemic.
- Delays in Diagnosis.
- Directed to 111 who told to go back to GP.
- Cataract op - **no follow up.**
- Conflict between Child Mental Health Team & GP re **diagnosis/treatment.**
- unable to change surgery after moving here.
- Unable to access GP to **get prescription authorised** by QA Hospital.
- **Shortage of flu jabs** in Southsea area
- **Wrong medication diagnosed by GP.**
- Pain relief injection and eye **appointment cancelled.**
- Poor GP service for sufferer of ME/CFS.
- Needs COVID test before surgery.
- **Unable to make appointment with a GP after 20 calls.**

Hospital interaction themes

- **Delays in diagnosis.**
- **Moving to care home** from QA Hospital.
- Surgery on thyroid; **lack of communication** since the operation.
- **Lack of staff PPE** in QA Eye department.
- Surgery on foot - complications. Safeguarding Adult Review revealed **discrepancies.**
- Ear, Nose & T Throat clinic at QA - **no COVID procedures.**
- **Cataract operation** and moulds for hearing aids - **cancelled.**
- Rapid hospital discharge/**rehab & support disrupted.**
- Admitted to QA during COVID regulations. Number of serious issues.

Care Home / Accommodation interaction themes

- **Supported accommodation problems.**
- **Moving into a care home** during a pandemic.
- Lack of information from care home regarding **visiting relatives.**
- Access to care home
- Mum being **moved from care home back home** as reached financial limit.

Mental Health interaction themes

- **Lack of support from Mental Health team.**
- Complaint raised of Crisis Team.
- Rapid hospital discharge/**rehab & support disrupted.**

- Mental Health issues - St Mary's Hospital.
- News reports about COVID-19 pandemic causing **anxiety**.

Advocacy interaction themes

- Requests for Advocacy Service support to make complaints to NHS.
- Complaints re QA Hospital requesting advocacy support.
- Response from Advocacy re Healthwatch Portsmouth literature.
- Advocacy needed - multiple health issues.
- Health issues with GP re Mental Health.
- Complaint re GP. Various issues.
- Pain. GP diagnoses Mental Health.
- Help in writing letter to QA.

Miscellaneous interaction themes

- Unable to **obtain Death Certificate**.
- Using the word '**long-term**' is **offensive**.
- **111 First criteria**
- Alleged **shortage of flu vaccine** in Portsmouth.
- **Patient Transport Service**
- Government ruling that **non-urgent hospital appointments must wait**.
- Midwife - did not send paperwork for scan date, and more.
- Wants to **volunteer at Vaccine centre**.
- Battery packs for NHS wheelchair
- Government did not issue **guidelines for those shielding**.
- Caller upset at **TV reporter filming in ward - intrusive**.
- Weak messages from Government.
- **Too much research on health issues**.
- **COVID coverage - too much**.
- Podiatry - nail care. **No apparent service in Portsmouth**.

Ends.

Healthwatch Portsmouth March 2021