

Healthwatch Derby Service Sector Overview Report

Reporting to:	TTA – Stakeholders
Sector:	Overview Report
Report written by:	Michelle Butler
Date periods covered in the report:	July 22 – September 22

Overview of the Report

This report is an overview of the highlights of people’s experiences around the main themes and trends of each sector, if you would like a more detailed report around individual experiences, please contact us directly.

Although some feedback was received via our website, directly to our phone line and through our online surveys, most of our feedback this period was received whilst attending in-person engagement outreaches and events.

Please note that all local Trusts, city-based GPs and other service providers do receive breakdowns of individual experiences in regard to their services.

Key findings

Primary

GP

There were 112 database cases for GP services for this period. The sentiments of the database case experiences were mostly positive.

Positive themes:

- Staff – friendly, kind and helpful.
- Overall service – Great/good/excellent (54.5%), ok/fine (45.5%).
- Consultation – GP listens well, has time for me, thorough.
- Access to appointments – easy to book online or by telephone.

Negative themes:

- Phone lines – waiting times on the phone lines, phone line recorded message as too busy, phone line queue so long that no appointments left when do get through.
- Access to appointments – general concerns about insufficient appointments available to book, or unable to.
- Time to get appointment – long lengths of time between an appointment being booked and getting it.
- Staff – rude, lacking care, compassion, understanding or urgency.

Other Primary care services

28 cases this period.

Dentistry

Positive themes:

- The overall service
- Staff performance – helpful, fantastic
- Appointments – good that you can pre-book, straight forward

- Staff attitude – polite, nice
- Quality of treatment – good, care is a lot better

Negative themes:

- Waiting times – over run on appointments a lot
- Appointments – NHS not a priority now you have to pay
- Fees – expensive

Pharmacy

Positive themes:

- Access – satisfactory
- Ordering – online ordering
- The overall service

Negative themes:

- Communication – No reminders about when prescriptions are ready

Medicine ordering line

Positive themes:

- Staff performance - helpful
- The overall service - useful
- Access

Negative themes:

- Access – restricted hours
- Waiting times – long waits

Acute

There were 58 database cases for Acute Care services for this period. The sentiments of the database case experiences were mostly positive.

Positive themes:

- Staff attitudes and behaviour - lovely, knowledgeable, supportive, understanding, good, friendly, helpful
- Overall quality of service and treatment - excellent, amazing, good, straight forward.
- Speed of service overall, quick triage and short waiting times at the hospital

Negative themes:

- Waiting time for appointment after referral had been sent/acknowledged
- Waiting time at the hospital
- Poor communication overall
- Disagreement with diagnosis/treatment/choices given

Community

18 cases this period.

Urgent treatment centre –

Positive themes:

- Excellent service

Negative themes:

- Long wait

Horizon healthcare –

Positive themes:

- Easy to get appointment
- Staff are great
- Online booking is easy and quick

Lister House Coleman Street –

Positive themes:

- Easy to book and get an appointment
- Staff are helpful and polite

Negative themes:

- Long waits
- Rude staff – turned away
- Didn't listen

UHDB –

Positive themes:

- Staff are great
- Brilliant service
- Smooth experience
- Very efficient

Negative themes:

- Very busy
- Big queues for the car park
- Could do with more staff and resources
- Treated poorly by staff
- Not enough seats

DCHS –

Negative themes:

- Not satisfied with going back and forth

A+E –

Negative themes:

- Not good service

Mental Health and Learning Disabilities

1 Negative comment –

- Face to face appointments – Phone service difficult for people with autism

Social Care

No cases for this period.

Transport

2 cases this period.

EMAS

- Short waiting times

Others

12 cases this period.

Covid 19 vaccination

Positive themes:

- Communication from staff was great
- Staff were polite and friendly

- Quick process

Negative themes:

- Floors were dirty

NHS 111

Positive themes:

- Staff were helpful
- Good communication

Negative themes:

- Very difficult to get an appointment
- Couldn't get through on phone
- Call back times

Maternity

There were 8 database cases for Maternity services for this period and the sentiment was mostly positive.

Urgent Care

There were 16 database cases for Urgent Care services for this period and the sentiment was mostly positive.

Equality

We have demographic monitoring information for 85 of our respondents. Our engagement outreaches and events have been unbiased towards protected characteristics, and we have made good working relationships with seldom heard groups which we intend to continue and build upon going forwards.