

Welcome to our engagement update bulletin. Read on for more information about what we have been hearing and what we are currently focusing on.

## Speaking with the community

We have been working on a research project looking at baby and toddler flu vaccinations. Therefore, over the past three months, we have mostly been visiting baby and toddler groups.

However, we still got feedback about a range of other services.



This quarter we have had 120 pieces of feedback from the public about 62 different organisations.

Of this feedback, we had:

- 68 negative comments
- 30 positive comments
- 18 mixed comments
- 4 neutral comments.

We heard from all areas of Derbyshire this quarter. The top five themes were:

- Access to services
- Communication with patients
- Quality of treatment
- Caring, kindness, respect and dignity
- Integration of services.

# What are we hearing about?

## Dentists

We are still regularly hearing that people cannot find a dentist. This is why our top theme is 'access to services'.

With the cost-of-living crisis, many people are not accessing treatment. Those who are getting treatment are paying privately. There are also issues with dentists retiring or going on maternity leave:



"... the dentist was on maternity leave and there was no NHS replacement."

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## NHS 111

The main theme coming up with NHS 111 is that there is a difference between what is being said by 111 and what is happening. People have told us that 111 have said their doctor would call them within one or two hours, but they haven't called until the next day.



We have also been told 111 has booked patients into Ilkeston Hospital for an X-ray after 5.00 pm but they do not do X-rays after this time.

The main issues seem to be integration and communication between services.

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## Children's Centre Closures

Parents who attend activity sessions at Langley Mill Children's Centre have told us that they are concerned about the future of the centre.

"It is such a great place and could be used for everyone who lives nearby not just families and children."



## Dementia

We have had mostly positive feedback about dementia services.

The Dementia Hub has been highlighted as 'useful'.

The all-age carers support service was mentioned as 'fantastic'.

The Living Well programme advice and support have been mentioned as 'valuable'.



## Mental Health

Our mental health feedback has been mostly about the Derbyshire Federation for Mental Health and the increase in costs for support.

The costs may make it difficult for people to access the support they need, and they may be less likely to seek the help that is needed.

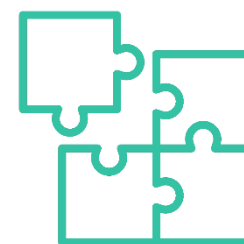
There is concern that some people who had face-to-face support may be moved to phone call support.



## Autism and ADHD

The main theme we have been hearing about for autism and ADHD is the waiting times

"My daughter is 12 and we have been told she has at least a three-year wait to get an autism and ADHD assessment."



## GP Practices

The most positively spoken about topic this quarter was GP surgeries. People praised the surgery staff:



“The surgery provides an excellent service and there is a lot of respect for the staff.”

One person spoke about the ease of using an online query and bookings form:

“I find it very convenient. I do not have to worry about getting through on the phone as my child has additional needs and so I have to watch them all the time. I can fill out the forms when I have a quiet few minutes.”

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## Chesterfield Royal Hospital

People had positive feedback about paediatric care staff (the care and treatment of children) and the high-dependency unit.

“Whether it’s someone emptying the bins, a consultant, nurse, porter, or admin worker, everyone is extremely helpful.”

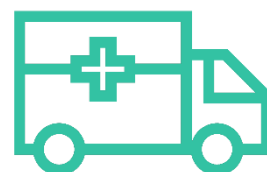


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## University Hospitals Derby and Burton

People had positive feedback about cardiology, neurology, oncology, and A&E.

“I was diagnosed with ductal breast cancer for the second time after a mammogram. The care I received at the hospital was brilliant and very supportive.”



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## Pharmacy

Our engagement officers are collecting feedback and doing some awareness raising about Pharmacy First this summer.

[Please share our survey](#)



## Enter and View

Welcome to our new Enter and View Officer Claire Connor. Claire is a qualified social worker. She has worked in a variety of roles including Safe and Sound (a charity that prevents child sexual exploitation) and CAMHS. She brings a wealth of knowledge to the Enter and View role.



Claire and her team of Authorised Representatives will next be doing an Enter and View at sexual health services.

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## Learning Disability (LD) Community

### Support

In September we will be doing a research project on community support and integration for people with learning disabilities.

We will be speaking to those who are eligible for the community connector service. We want to raise awareness about the services. We will also be finding out what it's like for people with learning disabilities and their families as there have been changes to the way they are supported.



## Inpatient Mental Health

We regularly visit the Hartington and Radbourne inpatient mental health units. Here we speak to patients and ensure their voice is heard. Our next visit is in September 2024.



## Flu Vaccinations for under 4-year-olds

Between April and June, we visited baby and toddler groups to ask parents and guardians about flu vaccinations for under 4-year-olds.



We worked with Joined Up Care Derbyshire on this research project. This was done to influence the 2024 winter flu campaign.

See the report here: [The views of parents and guardians on baby and toddler flu vaccinations.](#)

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## Flu and COVID vaccinations

Working with Amber Valley CVS we did a survey on the uptake of flu and COVID vaccinations. The survey concentrated on the areas of Somercotes, Langley Mill, and Marlpool. This is because there were fewer people from these areas having the vaccinations.

See the report here: [Views on flu and COVID vaccinations.](#)



## Volunteering

Our volunteers have been busy helping with hospital discharge work at the University Hospitals of Derby and Burton.



## Co-designed Best Practice Guide

Mental Health Together worked on a co-designed good practice guide with us before moving to work within the NHS.

See the guide here: [MHT Guide](#)



## Hospital Discharge Project

We have now started a new project making sure that the public voice goes into improving hospital discharge.

The aim is to make sure that the public voice is used more in decision-making throughout the system.



We plan to have a process that will be used to improve how the system works with the public in the future. This role is within Healthwatch Derbyshire but working closely with Joined up Care.