

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

Over the last quarter, we have been speaking to people about Pharmacy First. We have also attended college events and spoken to young people about smoking and vaping.

Alongside these two themed surveys, we have been doing our regular engagement activity and speaking in general with the community. We have also been hearing from a variety of groups that we attend.



This quarter we have had 159 comments about 67 different organisations.

From this feedback we had:

- 42 positive comments
- 85 negative comments
- 27 mixed comments
- 5 neutral comments.

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

- Medication, Prescriptions and Dispensing
- Access to Services
- Communication with Patients
- Quality of Treatment
- Caring, Kindness, Respect & Dignity.

What are we hearing about?

Medications and Prescriptions

The comments relating to medications and prescriptions relate to pharmacy and GP services. Some mention communication issues.



Patients have told us their GP or the NHS app has said their prescription is ready. However, when going to the pharmacy to collect their prescription, some patients were told it wasn't ready.

We raised this at the Pharmacy Committee where there was a GP representative in attendance.

This issue seems to be because of the language used. A prescription being 'ready' doesn't mean 'bagged medication'. This was taken onboard, and they are looking at making changes to what is said.

Access to Services

Most of the comments relating to access to services were about GP services and dentistry.

We are still regularly hearing that people cannot find a dentist. One person told us:

"I had been waiting for three months to get dental treatment, When I called 111, they told me about somewhere far away, but I couldn't get there."

People have also told us that their dentists no longer offer NHS dental services. Some people have been able to pay for private treatment, but others cannot.

We have had a mix of negative and positive comments about GP access. Some people told us it's easy to get an appointment and others continue to tell us about the "8.00 am rush."

Communication with Patients

The comments relating to communication with patients are a mix of positive, negative, mixed and neutral.

The positive comments mostly relate to when a professional at an appointment listens and clearly explains things to the patient.

The negative comments often relate to unclear paperwork, services only using texts/links rather than paper as well, and when multiple professionals are involved.

Many of the comments we receive could be resolved with better communication between services and more inclusive/accessible ways of communicating with patients.



Walk-in Centres

People are accessing walk-in centres, as they are unable to get an appointment with their GP. This is worrying as people are leaving things late due to access issues.

However, the feedback about walk-in centres that we have received is all positive.

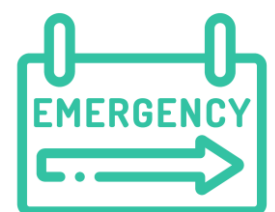


A&E

People have been telling us about the wait times for A&E at Chesterfield Royal Hospital, University Hospitals Derby & Burton and Nottingham University Hospitals.

However, we have had positive comments about the treatment received once patients are seen at all hospitals. One patient described their experience as:

"It was an attentive and stress-free service when attending the Emergency Department."



Medicines Order Line

We have been told that it's hard to get through on the Medicine Order Line. One person said:

"I find it so difficult to get through, I have given up trying. I am much happier going to my GP surgery to order my repeat prescription."



Chesterfield Royal Hospital

We have had a mix of positive and negative comments this quarter. The negative comments relate to waiting for scan results and administrative issues.

The positive comments talk about the staff. One person said:

"I feel listened to and that I can now get answers about my health."



University Hospitals of Derby & Burton

We have had a mix of positive and negative comments this quarter. The negative comments relate to communication, waiting and discharge.

The positive comments relate to the staff. One person said:

"I had a mastectomy ... I was treated with care and respect ... Thank you for giving me the extra time so I can look forward to visiting my family."



Travel Derbyshire on Demand

We heard from a wheelchair user who used this service:

“Very useful, reliable and easy to use. I hope that the hospital will keep details of the service and promote it to patients struggling to get to hospital appointments.”



[Learn more about this service by clicking here](#)

Pharmacy First Survey

We are currently writing up our findings after speaking to the public about the new Pharmacy First service. We will publish our report soon.



Smoking and Vaping Survey

We are currently writing up our findings after speaking to children and young people about smoking and vaping. We will publish our report soon.



Enter and View

With our new Enter and View Officer, Claire Connor, in post we have been busy planning Enter and View visits.

Our next Enter and View visit is in November. This will be at the Audiology Department in Chesterfield Royal Hospital.



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 visits are in November 2024.



Volunteering

Our Volunteer Coordinator, Helen Walters, is now delivering volunteer passport training. This is a ten-hour course for volunteers that is NCFE accredited.



[Click here to learn more about the volunteer passport.](#)

Helen also attended the volunteer fair at Derby University. This has led to students applying to volunteer with us. Helen is currently working with the new volunteers.