

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 doing our regular community engagement work. Our four engagement officers have also been working hard to make new connections. Thank you to those who have invited us to visit their organisations and groups throughout Derbyshire.



Alongside our regular community engagement work, we have been doing a survey on staff views on flu vaccinations for under 5-year-olds. The survey is open until 28 February. Our survey can be found here: [Flu vaccinations for under 5 year old's survey](#).

We didn't hear from South Hardwick, High Peak, or Glossop. We will make sure we do some engagements in those areas next quarter. We had 102 comments about 45 different organisations:

These comments were:

- 25 positive
- 60 negative
- 16 mixed or neutral.

The top five themes were:

- Access to services
- Quality of treatment
- Medications, prescriptions & dispensing
- Communication with patients
- Parking and transport.

# What are we hearing about?

## Themes

Our top theme 'Access to services' was mostly negative.

Many patients have been telling us about not being able to get an NHS dentist.

People are telling us they're calling 111 and attending A&E because they cannot afford private fees.

Although 'Quality of treatment' was our second highest theme, these were mostly positive comments.

Most people spoke to us about GP surgeries. They said they had quick and easy appointments for their flu and COVID vaccinations. Some spoke about how "brilliant" the doctors and nurses have been.

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## Pharmacy

Many people have told us over the past few months that their GP surgery has informed them their prescription will be ready in two days.

However, this means the GP surgery will send the prescription to the pharmacy within this timeframe. This doesn't mean that the medication will be prepared for collection.

We have received comments from the public about paying for public transport to reach their pharmacy, only to be told their medication will not be ready for another three to five days.

We raised this issue with the Local Pharmacy Committee and the manager of the Community Pharmacy Integration Programme who attended the meeting. They are now working on a poster explaining the process and improving communication.



This improved communication will hopefully be a positive outcome for many patients who are ordering their prescriptions too late and/or attending the pharmacy too early.

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## Gaps in provision

Mostly we hear about dentistry when people speak about gaps in services. This quarter we had a greater mix of different services that were spoken about. One person told us:



“I have multiple health conditions; I visit the main hospitals frequently. I want to see more local clinics being used, so people don't have to travel as far or deal with big city traffic.”

We also heard from five clients of homeless accommodation support services. They said the main gap in support for them is that you cannot access mental health support and treatment if you have a substance use issue that's not fully managed. Some said this was the major factor in them losing jobs, partners and ultimately their homes.

The other gap that some have spoken to us about is ADHD medication shortages, which seems to be an ongoing issue.

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## Chesterfield Royal Hospital

At Chesterfield Royal, we have heard about a range of different services such as:

- Screening services and testing
- Emergency department (including A&E)
- Gastroenterology: digestive, intestinal, and bowel services
- Ear, nose and throat (ENT), audiology and maxillofacial services
- Ophthalmology.



In gastroenterology, we had a positive comment about a doctor who, “Provides an excellent service and always goes the extra mile.”

For ENT services, someone spoke to us about not having enough communication and waiting times.

## University Hospitals of Derby & Burton (UHDB)

We have mostly been hearing about parking at the Derby site as a new multi-storey car park is being built.

Not all patients have been aware of the 90-minute limit for on-site parking. Patients attending the emergency department were also unaware that if they went over the 90-minute limit they could get their ticket stamped at reception to avoid the £25 fine.

UHDB has said they are working on improving communication with staff and putting more posters up in areas where it's not clear to patients, such as the emergency department.

However, people have spoken to us about how “brilliant” the park and ride is:



“... there is lots of space to park and I didn't need to wait long for the bus. The hospital needs to keep this!”



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## Pharmacy First Report

We spoke to many people over the summer about Pharmacy First. As this is a relatively new initiative, the main aim from our project was to increase awareness of the service and encourage people to use it.

We found that awareness is particularly low among men, young people and those from diverse communities.

We also found that some people were unaware of the private spaces that are available at pharmacies for consultations.



We are speaking with the manager of the Community Pharmacy Integration Programme about how to raise awareness and improve communication.

We will also be speaking to Healthwatch England who is doing a national piece of work on this. Read our full report here: [Pharmacy First report](#).

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## Smoking and Vaping

In the autumn we spoke with 267 college students about their experiences of smoking and vaping.

Students told us that they smoke or vape to deal with stress, anxiety or because they're feeling sad. Many told us that they know it's bad for their health.

Support is needed from families, health services, schools, local groups and the wider community to help prevent smoking and/or vaping.

Derbyshire County Council responded to our report:



“Hearing the direct experiences of children and young people is vital to shaping services to meet their needs. Smoking and vaping being used as a tool by young people to reduce stress and anxiety are a significant concern. This feedback will be used to consider how alternative advice, and support can be provided to young people to meet their needs and reduce the likelihood of increasing smoking and vaping. Thank you to those who took the time to conduct this valuable piece of research.”



Adele Glover - Director for Early Help and Safeguarding, Derbyshire County Council.

Read our full report here: [Students' experiences of smoking and vaping](#).

## Enter & View

### Chesterfield Royal Hospital – Audiology Report



We visited the audiology department at Chesterfield Royal. Our authorised representatives (ARs) who are trained to look at the environment and access from a patient's perspective carried out a survey and spoke to 20 patients.

Most of the feedback about the service was positive, for both the service and staff.

Many outcomes have been achieved because of this report. For example:

- Letters now to be sent out to patients when they are added to the waiting list by April 2025
- A full review of the website planned by September 2025
- Improve accessibility information on the website by January 2025
- A review of the waiting area by June 2025
- Repositioning of signage by June 2025.

Read the full report with all impacts and outcomes here: [Enter and View report, Audiology Department 7.](#)

This was a fantastic piece of work. Thank you to our ARs and Chesterfield Royal Hospital for listening and taking action.

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## Inpatient Mental Health

We regularly visit the Hartington and Radbourne inpatient mental health units. Here we speak to patients and make sure their voice is heard. Our next visits are being planned.



## Volunteering

Thank you to our volunteers who are busy putting up posters throughout the county and telling us about what their communities are concerned about.

Thank you to our student volunteers who have contributed to the analysis of the surveys.



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## Live Survey – Cervical Screening

We are currently doing a joint research project with Healthwatch Derby. This is about understanding people's views and experiences of cervical screenings.



This is open until 22 April. If you are eligible for a cervical screening, please take five minutes to fill in our survey here: [Cervical screening survey](#).