

Welcome to our engagement update bulletin for April – June 2025. Read on for more information about what we have been hearing and what we are currently focusing on across Derbyshire's health and social care services.

Speaking with the community

Over the last quarter, our four engagement officers have connected with diverse groups of people, including those with autism, people who have had stroke, carers, and people who work full-time.



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 working on five other projects:

- Routine and manual workers' views on smoking
- Awareness of the NHS App
- Enter & View visits – Somercotes Medical Centre
- Views and experiences of cervical screening
- Views of young people with autism about their experiences of health and social care.

This quarter we heard from people living in each area in Derbyshire and we have had 202 comments about 98 different organisations.

158 of these comments were collected at events or groups that our engagement team attended.

From this feedback we had:

- 59 positive comments
- 112 negative comments
- 31 mixed or neutral comments.

The top four themes were:

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

What are we hearing about?

General Practice

GP services is the service category that we heard most about this quarter. We have heard about 18 separate GP practices.

The themes that came up the most are:

- access to services,
- communication with patients, and
- quality of treatment.



There was a mix of positive and negative feedback this quarter. Below is some of the positive feedback we received:



"I find the surgery easy to contact and, in my experience, I have been able to get an appointment on the same day I contacted them if it was urgent."





"It [the surgery] was very efficient. They triaged me on the phone and sent me straight to the physio which meant I got the help I needed quicker and did not waste my time, or the doctor's time, having an appointment with them."



The negative comments we received were about:

- Having to make multiple calls to surgeries before being able to get an appointment
- Communicating with patients about test results and reviews for conditions
- Not feeling listened to by their GP
- Not being able to see the same doctor.

Access to services

This was our top theme and was mostly negative.

Most of what we have heard has been about:

- Dentists
- GPs
- Adult Social Care
- Mental Health
- Pharmacies
- Urgent Primary Care.



We heard some positive feedback about pharmacies:



"I always use my local pharmacy, they are friendly and knowledgeable, they also know me and my medical allergies. I feel very safe using this pharmacy."



This quarter, people have shared some negative experiences particularly about accessing NHS dentistry, for example:

- Not being able to register with an NHS dentist or their current dentist no longer providing NHS services
- Not being able to afford private treatment
- Concerns that not being able to access an NHS dentist could mean that mouth cancer will be missed
- Not being able to book dentist appointments online.

Quality of treatment

Most of what we've heard about the quality of treatment this quarter has been positive.

The positive feedback is about 13 different service categories, including:

- Optometry
- Emergency care
- Haematology
- Mental health.

People have told us about 'friendly' and 'compassionate staff' who provide a 'brilliant service'.



"Great customer service and all staff friendly." **Optometry**

"The facilitator was, 'a ray of sunshine!'" **Live Life Better Derbyshire**



Joining up services and signposting

We have heard about services working together this quarter. Some of this has been positive.

One person told us about their GP practice and pharmacy working together really well because the pharmacist contacted the GP on their behalf to resolve a medication issue. This made the patient feel confident about the way that services work together.



Another person told us about their positive experience of the physiotherapy service when they were discharged from hospital after a stroke.

The physios encouraged the patient to complete blue badge and attendance allowance applications. They signposted this patient to people who could help them to complete these forms.

We have also heard negative feedback about services not working well together. For instance, following patients' discharge from hospital people do not always feel supported or that their care is 'followed-up' in the community.

Derbyshire Community Health Services

The organisation we have heard the most about this last quarter is Derbyshire Community Health Services (DCHS).

We have had some positive comments about:

- Chiropody and podiatry
- The pulmonary rehabilitation service
- Physiotherapy.



People told us about the availability of continence products and the struggles carers have had obtaining these products. Sometimes carers have had to purchase these themselves whilst the person they care for is waiting for an assessment.

Chesterfield Royal Hospital

At Chesterfield Royal Hospital, we heard about a range of different services.

Some people spoke about the quality of treatment received in cardiology and being treated with care, kindness, respect and dignity during inpatient care. Patients told us that the staff were 'brilliant':





"They "listened and explained things in clear, simple, understandable English"



However, we also received some negative feedback about cardiology and the waiting times for this service. One person told us that Chesterfield Royal did not confirm if their referral had been received.

They called to ask about this and were told that there is a 31-week waiting list for cardiology. They have not received anything in writing to confirm that they are on the waiting list.

People also told us that they have felt unsupported and haven't been given enough information when being discharged from hospital.



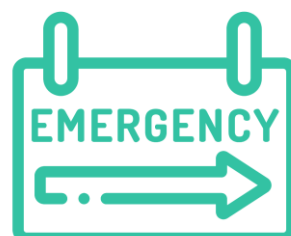
'The discharge ward could have been more helpful and caring.'



Most of what we have heard about Chesterfield Royal Hospital this quarter has been from directly speaking to people at engagement activities.

University Hospital of Derby & Burton (UHDB)

We heard positive comments about haematology, pain management and children's A&E this quarter:



"In the last year I have taken my child to children's A&E twice.

"Both times there has been excellent communication with us as parents and my child. This meant they have stayed relaxed and reduced further damage."





"Also, the atmosphere in the unit is very calm and good for families." **Parent**

"What an amazing service the haematology department provides." **Carer**



The negative comments about Royal Derby Hospital were mainly about A&E, where people told us about the quality of treatment, waiting times and diagnosis.

Hospital Discharge project

We've launched a new set of resources to highlight people's experiences of hospital discharge, and how we can improve them. On our website people can:

- **Download our Move to Improve information sheet** – This gives simple and safe movements to help people keep their muscles active after they have had long periods of sitting or lying in a hospital bed.
- **Download our Working Together guide** – This guide is a simple tool to help professionals, patients, carers, and community groups work together more effectively.
- **Explore Pam's Story** – From Hospital to Home comic strip: Pam is a fictional character based on real patient feedback and takes you through her hospital journey.

These resources, along with our report on what people told us about hospital discharge can be found here: [Working together to improve hospital discharge](#).

The views of young people with autism about their experiences of health and social care

This quarter we have spoken to young people with autism about their experiences of health and social care.

We went to a local school and sixth form which is part of the SENAD group to speak to young people. The SENAD Group support people with autism to live life to their full potential.

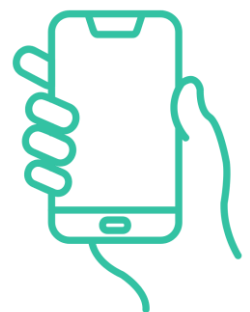
Many young people told us that they do not feel listened to by health professionals and feel that health and social care services do not always understand autism.

They shared examples of good practice by some services, such as clear communication and sensory adjustments. The full report can be found here: [My Voice Counts](#)

Live survey: The NHS App

Over summer, our engagement team will be going to summer fairs, fates and fresher's events to collect feedback and raise awareness about the NHS App.

The survey can be accessed here: [NHS App survey](#).



The views of manual and routine workers who smoke

Between 11 June and 18 July 2025, we collected the views of manual and routine workers who smoke.

This information is being collected to influence the social media and advertising stop smoking campaign that's due to go out in summer 2025.

This report will be published soon.



Enter & View visits

Somercotes GP Practice

We visited Somercotes GP Practice in June. Overall, this was a positive visit.

However, there were some services that could be better advertised to patients of the practice, for example the health and wellbeing drop ins.

There was also some access and accessibility adjustments that could be made to improve the service.

The full report will be published soon.

For the next quarter (July–September), we are planning to carry out an Enter & View visit at a pharmacy.



Inpatient Mental Health

We regularly visit the Hartington (Chesterfield) and Radbourne (Derby) inpatient mental health units.

Our visits have been paused this year whilst work was being done to open two new units. The Carsington Unit in Derby and Derwent Unit in Chesterfield are both now open.

Our visits will start again in August 2025 when we will be visiting the Radbourne, Carsington and Derwent units.



Volunteering

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

They have also supported our engagement team by attending engagement events.

Our trained volunteer Authorised Representatives have also played an active and very important role in our Enter & View visits.

A big thank you also to our student volunteers who have contributed to the analysis of the surveys.

