

Welcome to our engagement update bulletin for July – September 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, we have been speaking to people across Derbyshire about the NHS App. We asked young people attending events at Chesterfield, Buxton and Broomfield Colleges to tell us their views on the NHS App.



Alongside the NHS App project, we have been doing our regular engagement activity. Over the last quarter, our engagement team have attended summer fates and fayres across the county. We have also been hearing from a variety of groups that we attend.

Thank you to those who have invited us to visit their organisations and groups throughout Derbyshire.

As well as our regular community engagement work and NHS App engagements, we have been working on:

- Views on smoking from people who live in Derbyshire and Derby City and who smoke
- Enter and View visit: Goodlife Pharmacy, Hatton
- Derbyshire home care workers' views on infection prevention and flu vaccination.

This quarter we have had 98 comments about 55 different organisations.

We heard from people living in each area in Derbyshire this quarter.

From this feedback we had:

- 23 positive comments
- 61 negative comments
- 14 mixed or neutral comments.

The top four themes were:

- Access to services
- Communication with patients
- Administration
- Quality of treatment.

What are we hearing about?

We have heard about a wide variety of services this quarter. We have also received some excellent responses to the feedback that we send to providers. We would like to thank providers for their detailed and thorough responses.

Below is an explanation of which services came under our top themes.

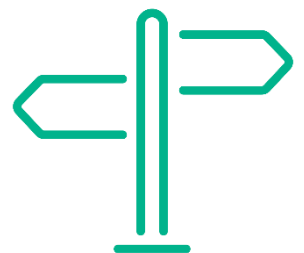
Access to services

Our top theme this quarter was 'access to services' and the feedback was mostly negative. This theme has been the top theme every quarter for the past twelve months.

Most of what we have heard has been about GP practices. We have also heard about Adult Social Care, CAMHS (Children and Adolescent Mental Health Service), dentistry, and mental health services.

The negative comments we received about accessing GP services were about:

- The '8am rush' and not being able to book same day GP appointments



- Not being able to get a GP appointment quickly after receiving blood test results. (The person who gave this feedback had to attend A&E instead)
- A GP practice incorrectly referring a patient to the Pharmacy First service.

Communication with patients

Most of what we've heard about this theme has been negative this quarter.

The feedback for this theme relates to eight different service categories including GP, dementia services, cardiology, dentistry and obstetrics and gynaecology.

The positive feedback we have received for this theme is about renal and kidney care at Royal Derby Hospital:

"The staff were very nice, helpful and informative."



Quality of treatment

Most feedback for this theme has been positive for this quarter.

The feedback has been about five different service categories. These were GP, dentistry, oncology, pharmacy and the VCSE (Voluntary, Community and Social Enterprise organisations).

We had positive feedback about the care that a dentist in Derbyshire provides to disabled patients. A carer told us:

"The care this dentist provides to disabled patients is exemplary!"

People attending a Hearing Help support group in Erewash told us how great this group is, as are the other groups arranged by Hearing Help across the county.



People told us that they appreciate the time to get together with other people with hearing loss. They enjoy sharing experiences, building friendships and benefitting from peer support.

We have also had positive comments about VCSE groups under different themes too. People have told us that they value Zink in Buxton, the Dementia Hub and the Melbourne Community Car Scheme. The VCSE sector is hugely valued by the people that we speak to in Derbyshire.

Chesterfield Royal Hospital

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

We've had positive feedback about maternity services:

"I want to express my deep appreciation to the two incredible midwives ... they were outstanding, so professional, compassionate, and committed throughout our time with them. Their hands-on approach, their kindness, and their willingness to do everything they could to support us did not go unnoticed."

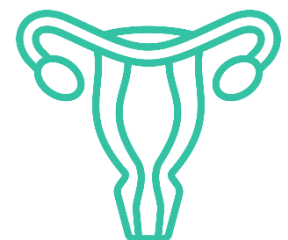
Some people also told us about long waiting times in A&E at the hospital.



Experiences of cervical screening in Derbyshire and Derby City

This quarter we have published a joint report with Healthwatch Derby about people's experiences of cervical screening. Between February and April 2025, we heard from almost 300 people across Derbyshire and Derby City about their experiences of cervical screening.

We wanted to understand what encourages people to attend, the challenges they face, and how the process could be made easier and more comfortable.



The aim was to ensure local services listen to feedback and make changes that support more people to take up this important test.

The report can be found here: [Experiences of Cervical Screening in Derbyshire and Derby City report.](#)

Live survey: The views of people who smoke and live in Derbyshire and Derby City

The survey for the final topic of our work about smoking and tobacco use in Derbyshire and Derby City is now live.

This survey is open to anyone who lives in Derbyshire and Derby City and smokes. The survey will be open until 5th December 2025.



The survey can be found here: [Smart Survey.](#)

The views of Derbyshire home care workers on infection prevention and the flu vaccination

This quarter, we have collected the views of 129 Derbyshire home care workers on the flu vaccination and infection prevention measures. We did this as a survey alongside 11 semi-structured interviews.

We are currently writing this report which will be published soon.

The views of manual and routine workers who smoke

Between June and August 2025, we collected the views and experiences of 51 people who work in manual and routine job roles and who smoke. This information was collected to help influence the social media and advertising stop smoking campaign.



We found that many people want to stop smoking, with the main reasons being to improve their health, save money, and protect their families.

Most of the people who completed our survey were not aware that quit-smoking products could be sent to them at no cost, or that they don't need a GP appointment to access services.

Read the full report here: [Views on Smoking from those Working in Routine and Manual Job Roles report.](#)

Enter and View visits

Goodlife Pharmacy, Hatton

We visited the Goodlife Pharmacy in Hatton in September. Overall, this was a very positive visit.

The area that most people commented on was the lack of space available within the pharmacy when it is busy.

However, many people said they were happy with the quality of care and the service delivered. The Good Life Pharmacy is an important part of the Hatton community which is reflected in many comments given during the Enter and View visit.

The full report will be published soon.



In the next quarter, we are planning an Enter and View visit at Pride Pharmacy, Royal Derby Hospital.

Inpatient mental health

In August 2025, our engagement officers visited the Radbourne Unit (Royal Derby Hospital), Carsington Unit (Kingsway Hospital) and Derwent Unit (Chesterfield Hospital).



People told us that they value the variety of activities available in the units and that the units are always clean.

Some people told us that there needs to be more signage for the Carsington Unit as it has been difficult for relatives to find the unit. People at the Carsington Unit told us that staff members are:

“Really lovely, warm and welcoming.”

Some people at the Radbourne Unit told us that they did not receive the ‘Inpatient Guide’ when they first arrived at the unit and that not all the information in the guide is correct. We have fed this back to the unit.

We are planning to visit the inpatient mental health units again in February 2026.

Volunteering

Thank you to our volunteers who are busy reviewing our surveys, supporting with data analysis and telling us what their communities are concerned about.



Our volunteers have also given feedback on communication campaigns for the Derby and Derbyshire ICB and will be attending Chesterfield Royal Hospital in October to review the signage at the hospital.

They have also played an important part in our Enter and View visits.