

Welcome to our engagement update bulletin for October - December 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 home care workers about their views on infection prevention and the flu vaccination.



We have also spoken to people in Derbyshire who smoke about their views on smoking and tobacco use, and heard from people about their experiences of using the NHS App.

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

This quarter we have had 126 comments about 57 different organisations.

We heard from people living in each area of Derbyshire, apart from Bolsover. We will try and speak to the Bolsover community during next quarter.

The areas we visited the most were Amber Valley, Derbyshire Dales and Erewash.

From this feedback we had:

- 46 positive comments
- 66 negative comments
- 14 mixed or neutral comments

The top four themes were:

- Access to services
- Communication with patients
- Caring, kindness, respect and dignity
- 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 sent to service providers.

We would like to thank those providers for their detailed and thorough responses.

Below are our top themes:

Access to services

Our top theme this quarter was 'access to services' and there was a mix of negative and positive feedback.

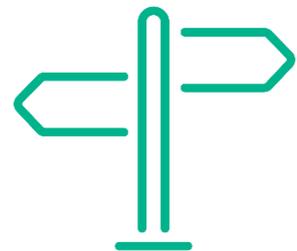
This theme has been the top theme every quarter for over 12 months.

Most of what we have heard is about GP practices and dementia services.

We have also heard about dentists, mental health services and the Voluntary, Community and Social Enterprise (VCSE) groups.

We received feedback that a patient was told that they would be unable to book GP appointments if they don't have an email address.

We raised this concern directly with the relevant GP practice and they have provided a great response. They explained that this is not the case, and that they will be discussing this as a potential staff training need at their next reception team meeting.



We received positive feedback from two people about access to their GP practices:

“We have a wonderful GP service in our village. I called in the morning the GP rang me and a nurse practitioner called to see my husband in the afternoon.”

“My GP has not only been freely able to see me over a period of weeks during my recent illness; he has been helpful and proactive.”

Communication with patients

Most of what we’ve heard about the ‘communication with patients’ theme this quarter is negative.

The feedback relates to seven different service categories including, GPs, maternity care, medical imaging and mental health.

People told us this quarter about how important it is that their communication needs and preferences are met.

Some people told us that they do not feel like they are given a choice by healthcare providers about how they receive information, such as appointment reminders.



Quality of treatment

Most of what we’ve heard about this theme this quarter is positive.

The feedback is about a range of different service categories. These include chiropody, dementia services, dentistry and GP practices.

We’ve received some very positive feedback about the Urgent Treatment Centre at Whitworth Hospital.



“The quality of treatment and length of wait at the Whitworth Hospital Urgent Treatment Centre were exemplary ... the practitioner listened without judgment ...

“My son felt listened to and valued with the consultation.

“I wish to pass on my thanks and gratitude to all the staff at Whitworth Urgent Treatment Centre for their care and attention.”

“Shout out and a massive thank you to Whitworth Hospital, who saved my wife’s and father-in-law’s lives this year.”

Caring, kindness, respect and dignity

We’ve heard a mix of positive and negative feedback for this theme; most of the comments are about maternity care, specifically breastfeeding support.

Some people told us that the breastfeeding support they received was “great”, whereas another person said, “Absolutely everything could have been better”.

We have raised this feedback directly with the service providers concerned.

We have also heard about dermatology, GPs, oncology, orthopaedics and urgent primary care.



University Hospitals of Derby & Burton (UHDB)

UHDB, which includes Royal Derby Hospital and Queen’s Hospital in Burton, is the organisation that we have heard the most about this quarter. The comments we received were about a range of different services at the hospital’s.

Whilst most of the feedback has been negative, we’ve heard positive feedback about oncology:



“I want to praise the whole breast cancer team at the Royal Derby since my diagnosis. Everyone, from the moment you walk in to seeing the consultant.”

“They are so very reassuring, they are always kind to me, they are competent in what they do, and I feel safe with them.”

Some people told us that they have struggled to speak to the Patient Advice and Liaison Service (PALS) at Royal Derby Hospital by telephone.

One person told us that there are a lot of people who do not leave voicemail messages or use digital forms of communication. They said it is important that patients can speak to someone over the phone.

A carer told us about their experience of waiting with a relative for an appointment at Royal Derby Hospital. They told us that whilst waiting they felt “invisible” because there was no eye contact or communication from any hospital staff member.

They said that eye contact or acknowledgement from staff would have given them much more reassurance whilst waiting, and they would have “felt welcomed and seen”.

All this feedback has been shared with the PALS department.

Chesterfield Royal Hospital

We have heard about a range of different services at Chesterfield Royal Hospital this quarter.

We’ve heard positive feedback about maternity services.

“The breastfeeding support I received pre and post-partum was great. I had a one-to-one appointment when I was pregnant, plenty of support in the hospital, a call the day after I went home and a call one week after I went home.”



Within some other areas of the hospital, we heard about appointments being cancelled multiple times despite them being for urgent conditions.

Home care workers' views on infection prevention and flu vaccines

This quarter we have published a report about the views of Derbyshire home care workers on infection prevention and flu vaccination.

Between September and October 2025, we heard from 129 Derbyshire home care workers. We also spoke to 11 home care workers as part of semi-structured interviews.

We wanted to understand their experiences of infection prevention at work, views on flu vaccinations and in which areas of Derbyshire they work. This project was commissioned (paid for) by Derbyshire County Council.

The report can be found here: [Home Care Workers' Views on Infection Prevention and Flu Vaccines](#)



The views of people who smoke and live in Derbyshire

The survey for the final topic of our work about smoking and tobacco use in Derbyshire has now closed. We are currently writing the report, and this will be available soon.



Views on the NHS App

Between June and October 2025, we collected the views and experiences of 650 people in Derbyshire on using the NHS App.



We are currently writing this report, and it will be published soon.

Enter and View visits



Good Life Pharmacy, Hatton

We visited this pharmacy in September 2025, and this was a very positive visit.

Our full report has now been published and can be found here: [Good Life Pharmacy](#)

Pride Pharmacy, Royal Derby Hospital

We visited this pharmacy in November 2025.

During this Enter and View visit, we found some things at the pharmacy that were working well but we also found some things that could be better.

The full report will be published soon.

Future visits

We will be visiting the Ear, Nose and Throat (ENT) department at Chesterfield Royal Hospital in the next quarter.

Inpatient Mental Health

In August 2025, our engagement officers visited the Radbourne, Carsington and Derwent inpatient mental health units in Derby.

Some patients 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.



This feedback was sent to the unit. As a result, the Inpatient Guide is being reviewed and updated.

We will be visiting these units again in February and March 2026.

Volunteering

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



This quarter, our volunteers have taken part in '15 Steps visits' at Royal Derby Hospital.

These are visits that happen as part of the '15 Steps Challenge toolkit'. The toolkit encourages staff and patients to explore different healthcare settings through the eyes of patients and relatives to improve health services for patients.

Our volunteers have also been involved in looking at signage and wayfinding at Chesterfield Royal Hospital.

Some of our trained volunteer authorised representatives have also been involved in the above Enter and View visits.