

Welcome to our engagement update bulletin for January– March 2026.

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 doing our regular engagement activity and speaking with the community. At these engagements, we have been asking people about their experiences of the NHS and social care and what helps them to stay well.



We have engaged with a range of people this quarter, including carers, people with dementia, people with long-term health conditions and people living with cancer.

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

This quarter we have had 182 comments about 70 different organisations.

We heard from people living in each area of Derbyshire. We heard from people in every age bracket, from 13–19 to 80 and over.

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

From this feedback we had:

- 55 positive comments
- 101 negative comments
- 26 mixed or neutral comments.

The top three themes were:

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

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.

General Practice

This is the service category that we heard about most this quarter. We have had 42 comments about 21 different GP practices.

The themes that came up the most were:

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

There was a mix of positive and negative feedback this quarter, with 20 negative comments about GP practices, 16 positive, four mixed and two neutral. Some of the negative feedback was:





“Absolutely terrible trying to get through to this doctors’ surgery. On hold for 15 minutes, for them to pick up and hang up immediately. You must start the whole thing again. Then when you do get through, they are rude and dismissive.”

“I didn’t feel heard, so I’ve come home from the appointment with no advice or medication to help me and I’m really frustrated about this!!!”



The positive comments we received were about:

- Helpful, considerate and supportive staff
- Quick responses to e-consult forms
- Accessibility at GP practices.

Other service categories that we’ve heard the most about this quarter are A&E, mental health, NHS 111 and pharmacy.

Below are some of the top themes that we have been hearing about this quarter:

Quality of treatment

This was our top theme this quarter and there was a mix of negative and positive feedback.

This has been the top theme every quarter for the past two years.

We mostly heard about the quality of treatment received from the following services:

- Ambulance services
- GP practices
- Mental health services
- Physiotherapy.

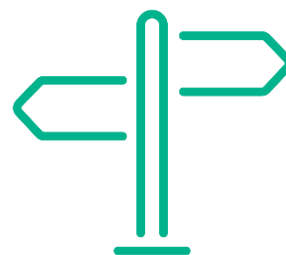


Access to services

This quarter, we've heard a mix of positive and negative feedback about this theme.

The feedback relates to 14 different service categories including:

- Community Diagnostic Centres (CDCs)
- GPs
- Maternity care
- Mental health
- NHS 111
- Phlebotomy (blood tests)
- Physiotherapy.



For the feedback about physiotherapy, one person told us how important it is to access specialist physiotherapy for their medical issue. This person had asked their GP to refer them for physiotherapy due to nerve pain caused by abdominal cancer.

They were referred to a physiotherapist who was not trained in abdominal cancer support. They told us that there is a feeling amongst some people living with cancer that:



“GPs are not sufficiently trained or experienced in cancer, particularly less common cancers, and are therefore not able to provide the right service for people living with cancer.”



We raised this feedback with the Derby and Derbyshire Integrated Care Board (DDICB). The DDICB has reviewed this issue, along with wider concerns about health professionals in Derbyshire not having the same information. They will now explore ways to make specialist physiotherapy services clearer and ways to provide better support for clinicians.

Other feedback for this theme related to long waits in A&E, poor communication from NHS 111 and long waits for mental health support. All this feedback has been shared with the relevant providers.

Communication with patients

This quarter, most of the feedback we have received about this theme was negative. As with the other top themes, the service categories we have heard the most about for this theme are:

- A&E
- GPs
- NHS 111.



Some of the negative comments were about having tests, such as scans, and not being told the results of these.

Some people told us that they had been told that they would be called by professionals at a specific time, but this did not happen.

We've received some positive feedback about the Derbyshire Community Audiology Service:



“Easy to book an appointment online. Appointment was punctual and hearing test was conducted professionally. Hearing aids were fitted and everything explained to me. Have since contacted the service by phone and requested new batteries, my request was dealt with very promptly.”



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 feedback we received was a mixture of both positive and negative comments and were about a range of different services at the hospitals.

We have received positive feedback about the new multi-storey car park at Royal Derby Hospital. One person told us:



I went in the middle of the day. There were lots of spaces. The spaces can accommodate big cars. It is easy to park. There is enough room to comfortably get out of the car. I found it easy to pay but I did find myself explaining the system to several people who also arrived at the same time."



One person also told us about their positive experience at the cardiology department at Royal Derby Hospital:



"Everything went well from being admitted until being discharge. I'm very deaf and feel embarrassed and vulnerable outside of home, but the nursing staff were kind, understanding and very professional."



The negative feedback received about UHDB was about:

- Dementia support for patients
- Information provided to patients and their family and/or carers when discharged

- Waiting times at A&E
- Waiting times for a gynaecology outpatient appointment.

The feedback we have received has been shared with the Patient Advisory and Liaison Service (PALS) department.

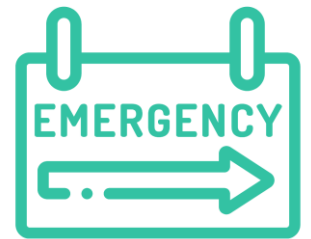
We have also had some negative feedback about Pride Pharmacy at the Royal Derby Hospital this quarter. We will continue to raise this feedback with our pharmacy and UHDB contacts.

Chesterfield Royal Hospital

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

Most of the negative feedback we have heard has been about A&E and maternity care. Last quarter we heard positive feedback about maternity services.

The negative feedback about A&E was about long waiting times, not being kept updated whilst waiting and the facilities available whilst waiting, such as the availability of food and drinks. Some people shared positive experiences of A&E:



“A&E staff good. New A&E department fabulous - state of the art.”

“Everything went well. Seen in a timely manner and admitted to hospital two days later for an operation.”



One person told us that they had to wait a very long time for scans at Chesterfield Royal during pregnancy. They needed a growth scan every two weeks and told us that the quickest wait they had for a scan was 1hr 10

minutes. This is the time it took from arriving at the appointment time to the scan taking place.

Views on the NHS App

This quarter, we have published a report about the NHS App.

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

The findings have been shared with the Digital Transformation Team at Joined Up Care Derbyshire and NHS England to help inform ongoing development, communication and support around the NHS App.

The report can be found [here](#).



The views of people who smoke and live in Derbyshire or Derby City

This quarter, we have published a report about the views of people who smoke.

We heard from 167 people through an online survey, spoke to residents at four community and workplace events, and carried out three interviews. We wanted to understand people's smoking habits, what motivates them to quit, and what makes it harder to access support.

The findings were used to help evaluate stop smoking messages and to improve local stop smoking services, including Livewell Derby and Live Life Better Derbyshire.



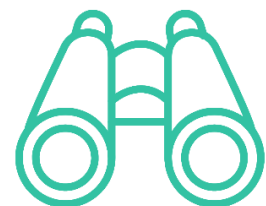
Feedback from this work has been shared with the NHS, Derby and Derbyshire public health teams and local stop smoking services to help improve support and future messaging across Derby City and Derbyshire. The report can be found [here](#).

Enter and View visits

Pride Pharmacy, Royal Derby Hospital

We visited Pride Pharmacy in November 2025.

The feedback from this visit was mixed, but the main things that people told us could be improved were:



- Better signage to make finding the pharmacy easier
- More information about the prescription drop-off and pick-up process
- Waiting times for prescriptions.

We have shared our recommendations with the manager of the pharmacy. Once we have received a response, the report will be published.

Future visits

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

We will also be visiting the two sites in Derbyshire for Blatchford Wheelchair Services.

Inpatient Mental Health

This quarter, our engagement officers visited the Radbourne Unit (Royal Derby Hospital), Carsington Unit (Kingsway Hospital) and Derwent Unit (Chesterfield Royal Hospital).



People at the Radbourne and Derwent units, told us that the staff are “amazing”, “brilliant” and “really friendly”.

At the Carsington Unit, some people told us that it can take a while for staff to respond when patients are asking for help.

At the Radbourne Unit, some people told us that they have been offered an advocate, but this didn’t seem to have been the case for everyone.

One person at the Derwent Unit told us that this, “Is one of the better places I have been in, the cleanest hospital”.

We have shared all the feedback with the units.

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

