

Healthwatch Derby– Overview of all experience of services from July – September 2021

Reporting to:	Stakeholders
Sector:	All
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Date periods covered in the report:	July – September 2021












Overview of the Report











This report is an overview of the highlights of people's experiences around the main themes and trends of each sector, if you would like a more detailed report around individual experiences please contact us directly.

Although some feedback was received via our website and directly to our phone line, most of the feedback received was through our online survey. 831 people completed this online survey between July – September 2021. The charts below are information relating only to the results from the online survey.







Please note that all local Trusts, DUTC and city based GPs do receive breakdowns of individual experiences in regards to their services.








What type of service/s did you use? (Please tick all that apply to your experience.)

Answer Choices			Response Percent	Response Total
1	GP		19.22%	158
2	District nursing team (community nursing)		1.46%	12
3	Care Home		0.12%	1
4	Dentist		6.81%	56
5	Emergency dentist		0.36%	3
6	Hospital services		7.66%	63
7	111		4.74%	39
8	Social care services - adults		1.09%	9
9	Social care services - children		0.24%	2
10	Ambulance services (including patient transport)		1.34%	11
11	Pharmacy		9.61%	79

12	Walk in Centres/Urgent Care Centres		8.39%	69
13	Mental health services		2.19%	18
14	Learning disabilities services		0.73%	6
15	Substances misuse services		0.00%	0
16	Maternity services		0.61%	5
17	Sexual health services		0.97%	8
18	Care at home (home carers)		0.49%	4
19	Opticians		3.77%	31
20	999 ambulance call handlers		1.34%	11
21	Covid 19 vaccination		81.27%	668
22	Derby City Council Safeguarding Adults		0.00%	0
23	Other (please specify):		2.31%	19
			answered	822
			skipped	9

Is this service in: (please tick)

Answer Choices			Response Percent	Response Total
1	Derby city		90.34%	739
2	Derbyshire county		8.56%	70
3	Unsure		2.93%	24
4	Home care Derby city		0.12%	1
5	Home care Derbyshire		0.12%	1
6	Other/multiple service/s (please specify):		2.69%	22
			answered	818

			skipped	13
Date of experience (please tick)				
Answer Choices			Response Percent	Response Total
1	Within the last two weeks		58.23%	474
2	Within the last month		3.07%	25
3	Within the last two months		3.32%	27
4	Within the last four months		5.65%	46
5	On-going		17.94%	146
6	N/A		1.47%	12
7	Other (please specify):		10.32%	84
			answered	814
			skipped	17

Sectors

Sector reports are from all comments that Healthwatch Derby have received from the online survey, website and phone line. These are the highlights from each sector where themes have been noted, more detailed reports are available upon request.

Sector reports Highlights:

Covid19 Vaccinations:

The main service people gave their experiences of was the Covid19 Vaccinations: for this quarter there were 538 experiences given regarding Covid19 vaccinations. Due to the amount of experiences given, theming reports were compiled monthly.

July: (48 cases)
92% positive experiences.

August: (390 cases)
97% positive experiences.

September: (100 cases)
96% positive experiences.

Key themes were the same for each of the three months:

- Overall service - Excellent and well organised
- Staff - Friendly, kind, reassuring, knowledgeable and plenty of staff available to help

Worries and anxieties around the vaccine:

From April we have asked some more detailed questions about worries and anxieties around the vaccine. The key themes and responses are below.

July: (108 responses)

- 19% expressed worries prior to their vaccination.
- 50% of respondents stated that to some extent the centre resolved their worries/anxieties.
- The main worry raised was side effects of the vaccine.
- 93% of respondents stated that the centre could not have done anything further to reduce worries/anxieties or improve the experience

August: (493 responses)

- 23% expressed worries prior to their vaccination but 83% of those had their concerns resolved.
- The main worries raised were a fear of needles/injections and side effects of the vaccine.
- 99% of respondents stated that the centre could not have done anything further to reduce worries/anxieties or improve the experience.

September: (212 responses)

- 30% expressed worries prior to their vaccination but 78% of those who gave further details had their concerns resolved.
- The main worries raised were a fear of needles/injections and the short-term and long-term effects of the vaccine.
- 94% of respondents stated that the centre could not have done anything further to reduce worries/anxieties or improve the experience.

Primary Care:

There were 102 cases given for GP services for this period. Sentiments of experience were split, however overall more comments were negative than positive.

Key themes were:

- Positive – Excellent service received.
- Negative – Waiting times.

There were 58 cases around other primary care services, and these were based around Derby City and Derbyshire County. More than half of the comments were positive.

Key themes were:

- Positive – The overall service, access, and communication
- Negative - Access

Acute:

There were 44 cases given for acute services for this period. Sentiments of experience were split, however overall more comments were positive than negative.

6 cases given were historic cases (over 1 year ago).

Community:

There were 33 cases around community in Derby City – 21 of which were positive in sentiment, 4 were negative, 5 were mixed and 3 were neutral in sentiment.

Key themes were:

- Positive – Quality of service
- Negative – Waiting times

Transport:

There were 13 cases around transport in Derby City – 8 of which were positive in sentiment, 2 were negative, and 3 were general comments.

Key themes were:

- Positive – Quality of service
- Negative – Waiting times

Social Care:

There were 12 cases in the social care sector. These cases are based around adult and children's social care settings in Derby City and Derbyshire County. The feedback was mixed between positive and negative comments.

Key themes:

- Positive – Staff performance, appointments, overall service and communication.
- Negative – Overall service, access, fees, dignity, choice, communication and appointments.

Mental health:

There were 9 cases regarding mental health and learning disabilities, 8 of these cases were around mental health, which were a mix between positive and negative. The 1 case regarding learning disabilities (DSA at University of Derby) was a positive comment.

Other:

There were 22 cases in the 'Other' sector in Derby City. Services mentioned were 111 and Palliative Care Nurse. 12 comments were positive in sentiment, 7 were negative, and 2 were neutral and 1 was a mixed comment.

Key themes for 111 were:

- Positive – Quality of service
- Negative – Waiting times

Key themes for Palliative Care Nurse were:

- Positive – Excellent and helpful