

Healthwatch Derby– Overview of all experience of services from October – December 2021

Reporting to:	Stakeholders
Sector:	All
Report written by:	Michelle Butler
Date periods covered in the report:	October – December 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. 92 people completed this online survey between October – December 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	52.22%	47
2	District nursing team (community nursing)	6.67%	6
3	Care Home	3.33%	3
4	Dentist	16.67%	15
5	Emergency dentist	0.00%	0
6	Hospital services	24.44%	22
7	111	8.89%	8
8	Social care services - adults	6.67%	6
9	Social care services - children	1.11%	1
10	Ambulance services (including patient transport)	5.56%	5
11	Pharmacy	16.67%	15
12	Walk in Centres/Urgent Care Centres	10.00%	9
13	Mental health services	6.67%	6
14	Learning disabilities services	1.11%	1
15	Substances misuse services	0.00%	0
16	Maternity services	0.00%	0
17	Sexual health services	0.00%	0
18	Care at home (home carers)	2.22%	2
19	Opticians	8.89%	8
20	999 ambulance call handlers	6.67%	6

21	Covid 19 vaccination		46.67%	42
22	Derby City Council Safeguarding Adults		2.22%	2
23	Other (please specify):		5.56%	5
			answered	90
			skipped	2

Is this service in: (please tick)

Answer Choices		Response Percent	Response Total	
1	Derby city		82.02%	
2	Derbyshire county		21.35%	
3	Unsure		2.25%	
4	Home care Derby city		0.00%	
5	Home care Derbyshire		0.00%	
6	Other/multiple service/s (please specify):		1.12%	
			answered	89
			skipped	3

Date of experience (please tick)

Answer Choices		Response Percent	Response Total	
1	Within the last two weeks		46.07%	
2	Within the last month		11.24%	
3	Within the last two months		8.99%	
4	Within the last four months		10.11%	
5	On-going		17.98%	
6	N/A		0.00%	
7	Other (please specify):		5.62%	
			answered	89
			skipped	3

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:

For this quarter there were 36 experiences given regarding Covid19 vaccinations. Due to the significant decrease in feedback received, the theming report was compiled once this quarter.

October – December 2021: 36 cases

93% positive experiences

Key themes were:

- Overall service – well organised and efficient.
- Staff – friendly, caring, kind and helpful.

Worries and anxieties around the vaccine:

The second part of the survey asks some more detailed questions about worries and anxieties around the vaccine. The key themes and responses are below.

October to December 2021: (86 responses)

- 18% expressed worries prior to their vaccination.
- 87% of those respondents who expressed worries stated that to some extent the centre resolved their worries/anxieties.
- The main worries raised were short term side effects of the vaccine and concerns around adverse reactions in those with existing allergies or medical conditions.
- 83% of respondents stated that the centre could not have done anything further to reduce worries/anxieties or improve the experience.

Primary Care:

There were 25 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 – good service received overall and friendly staff.
- Negative – access to appointments and difficulties contacting the GP by telephone.

There were 5 cases around other primary care services (Pharmacy and Dentistry), and these were based around Derby City and Derbyshire County. The comments were mainly positive, with two negative comments.

Key themes were:

- Positive – Overall service, access, communication, staff performance and attitude, appointments and waiting times.
- Negative – Waiting times and dignity (*both comments relate to Pharmacy*).

Acute:

There were 6 cases given for acute services for this period. Sentiments of experience were split, however overall more comments were positive than negative.

Although there were few cases to theme, the key sentiments were of good overall service and communication, friendly staff, and prompt appointments.

There were no historic cases.

Community:

There were 11 cases around community in Derby City. There were 4 positive comments and 8 negative comments.

Key themes were:

- Positive – Lovely and efficient staff (*hospital*), good communication (*GP*).
- Negative – Poor service overall, communication, pain relief, access (*hospital*), poor communication, access to appointments and unsupportive (*GP*).

Transport:

There were 21 cases around transport in Derby City. There were 17 positive comments and 8 negative comments.

Key themes were:

- Positive – Quality of service, staff performance, speed of arrival, PPE.
- Negative – Poor communication, uncomfortable ride, long waiting time or refusal to attend, difficult to access.

Social Care:

There were 4 cases in the social care sector. These cases are based around adult safeguarding and care at home/care homes in Derby City. All comments were negative.

Key negative themes:

- Adult safeguarding – Overall service and communication.
- Care at home/care homes – Access, communication, staffing, funding, overall service, treatment quality, staff performance, food and hydration and dignity.

Mental health:

There were 2 cases regarding mental health and learning disabilities. There were more negative comments than positive.

- Positive themes: Overall service.
- Negative themes: Access, communication, staffing levels, funding.

Other:

There were 7 cases in the 'Other' sector in Derby City and the service mentioned was NHS 111. 2 comments were positive in sentiment, 5 were negative.

Key themes for 111 were:

- Positive – Efficient phone line, overall service.
- Negative – Help not great, hard to access, lack of communication, long wait times.