

Healthwatch Derby Service Sector Report

Reporting to:	Bi-monthly Themes, Trends and Analysis meeting / Stakeholders
Sector:	Primary Care
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Date periods covered in the report:	April – June 2020

Snap Shot of the Report					
Amount of Cases	111				
Themes Areas:	Access: 54	Administration: N/A	Treatment/Care: 210	Rights / Wellbeing: 27	
Sentiments:	Negative: 6	Neutral: 1	Mixed: 29	Positive: 74	Unclear: 1
Case Types:	General Comment: 38	Informal Complaint: 5	Formal Complaint: 0	Compliment: 68	Signposting only: 0

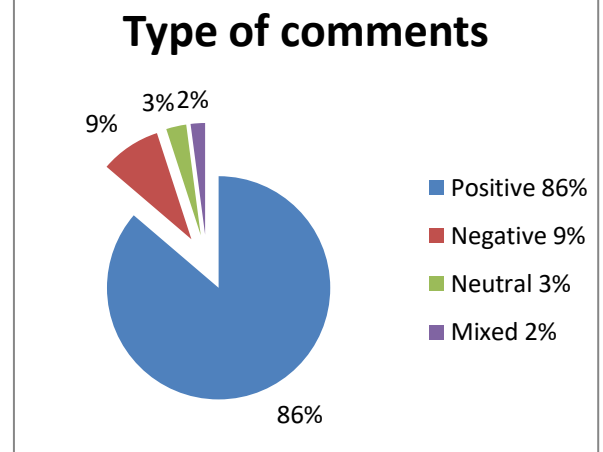
Overview of the Report

This report includes feedback from people who have used GP's, Out of hours GP, Pharmacy, Dentistry and Optometry services.

There was no feedback received for out of hours GP in the report and there were only a few cases for Dentistry and Optometry, so most of this feedback is regarding GP and Pharmacy services.

The majority of these experiences were positive with 86% of people having a positive experience.

All feedback received was through our on-line survey which is about services both from Derby city and Derbyshire. The current ratio of services is in the chart below, though please note this is all services and not only primary services.



			Response Percent	Response Total
1	Derby city		59.26%	64
2	Derbyshire county		42.59%	46

Positive Trends or Themes noted

GP

The majority of comments were positive regarding GP services. the main positive comments were in regards to:

- Positive experiences of virtual appointments (telephone photos, emailing services)
- The service they received being fast, prompt and efficient.
- The ease of access to the service/s and timing on call backs
- The overall services
- The communication of the services
- The advice, care and treatments given
- The staff at the services
- Feeling safe, good adaptations put in place and that there was efficient PPE.

In regards to virtual appointments there were a few additional comments that this reduces unnecessary travel and time out of work and hoped that some of these change were permanent.

Pharmacy

People also spoke about their positive experiences in using the Pharmacies:

- Easy access even if they can't personally go to the pharmacy
- People stated they have managed to get it delivered by the Pharmacy or have had it picked up for them
- Feeling safe with staff wearing PPE and limiting the number of people they allow in
- Happy with the adaptation's put in place and not having to queue for too long
- People stated the collection time slots were good and their medication was always ready on time.

Negative Trends or Themes noted

GP's

There was a low amount of negative comments and no emerging themes or trends, but some areas to monitor are:

Key areas:

- Negative experiences of treatment and care (3 comments)
- Preferring to attend the surgery and/or face to face appointments. (3 comments)
- Issues with communication with patients and other services (MOL) (3 comments)
- Staff attitudes (2 comments)

- There were 3 people that mentioned that they had had referrals to secondary care but were unaware on when this would be happening. (to link in with Acute Sector Report)

Individual experiences

- Could not get through on the phone
- No instructions from GP about how to get a blood test done or about the changes to the system
- Overdue primary care treatment
- Little information about what GPs are doing/offering during pandemic – questioning the reduction in services

GP and MOL

Individual experiences

Issue with communication between GP and the Medication Ordering Line about medication. This individual stated it had occurred a few times and had resulted in not having their medication.

Pharmacy

- One person mentioned their Pharmacy has had limited delivery slots so they have been using a friend to collect.
- A couple of people said the communication could be better, with individual experiences of being given the wrong area/ phone no. for the voluntary services and that delivery did not happen.

There were no negative comments regarding Optometry services.

Other notes