

Healthwatch Bucks update (February 2021)

This paper summarises recent work we have undertaken in relation to health and social care services, as aligned with the priorities of Joint Health & Wellbeing strategy.

Live Well

Working in a Care Home during the coronavirus outbreak

[Working in a care home during the coronavirus outbreak](#)

We heard from staff about their experiences of working in a care home during the coronavirus outbreak. We asked for feedback for the period of 16th March and 31st May when care homes made the greatest changes. We worked with 3 staff members from Fremantle Trust care homes to co-design the survey questions.

We asked staff about:

- 1 Covid19 testing;
- 2 Hygiene, Personal Protective Equipment (PPE) and training;
- 3 Raising concerns, mental health support and staffing;
- 4 Movement around the care home, meaningful activities and visitors.

We heard from 152 members of staff; positive feedback was given in many areas that we looked at. Our recommendations focus on ways the current provision could be improved based on the more negative aspects reported to us. We've received a response to our recommendations from Bucks Council ([Working in a care home during the coronavirus outbreak: Responses](#)) and are awaiting one from the ICP.

Ask NHS

[Ask NHS Survey – Healthwatch Bucks](#)

Bucks CCG were keen to find out if the ASK NHS app was meeting the needs of Bucks residents. We worked with them (and Sensely, the App developer) to develop a survey on patient experience. The survey is now live (it can be accessed through the above link) and we are looking for participants who have used ASK NHS in the last 6 months.

Integrated care plans

[Joint Healthwatch response to NHS England's integrating care plans](#)

We worked with the 4 other Healthwatch in the BOB ICS (Oxon, Reading, Wokingham and West Berkshire) to submit a response to the NHSE public consultation on Integrated Care. The consultation was about the way NHS organisations and Local Authorities work together to design, provide and monitor NHS and Social Care Services. Our response can be accessed via the link above.

Keep on moving

[Keep on Moving: Follow up](#)

In October 2019, we ran an online survey asking people about their experience of the NHS Buckinghamshire Musculoskeletal Integrated Care Service. We wanted to know about the patient journey from their GP to an MSK professional. In December 2020, we requested a progress update on our recommendations.

Vaccination rollout

[Have you had the COVID-19 vaccine? – Healthwatch Bucks](#)

In response to the volume of feedback we were getting in relation to the Vaccination programme, we developed an online survey to gather people's feedback on the vaccination process with a focus on questions that could help improve the local rollout. We are looking for participants who have had their first injection of the vaccine in the last 6 weeks. We will be sharing our findings with the CCG.

Mental Health

As a result of findings in our 'Your experience of services during the coronavirus outbreak' report, we are developing a survey on people's experience of digital mental health appointments. We have worked with the Experience and Involvement Lead Mental Health at Oxford Health on the scope of the project and the design of our survey.

Community Engagement

Briefing for Patient Participation Group (PPG) Chairs

[Briefing for PPG Chairs](#)

On the 20th January, we hosted a webinar (on behalf of the CCG) for PPG Chairs about the Covid 19 vaccination programme. 51 people attended. Speakers included; Richard Barker (Corporate Director of Communities, Bucks Council), Dr Penny MacDonald and Dr Martin Thornton (clinical leads from 2 GP vaccination centres) and Kim Parfitt (Communications Lead for Bucks Council and the CCG). Please click on the link to view a recording of the event.

Digital Exclusion

In December, we started working on a project to engage with those who cannot access, or have difficulties with, remote GP appointments.

These groups are:

- 1 Over 65s,
- 2 Those with disabilities,
- 3 BAME/English language difficulties.

We are also surveying professionals working in GP practices about working with 'digitally excluded' patients.