

## Healthwatch Bucks update (March 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

#### Annual Priorities

##### [Strategic Priorities 2021/22 – Healthwatch Bucks](#)

Our annual priorities help us understand what areas we will focus on. They also help us to target our efforts. This includes our engagement with lesser-heard groups; engagement with other organisations; which meetings we go to and which individuals we talk to; and what projects we do.

Healthwatch Bucks has agreed that it should have the following priorities for 2021-22:

- COVID-19 Response and Recovery in Health and Social Care
- Mental Health
- Primary and Community Care.

Healthwatch Bucks will also take a cross-cutting interest in:

- Lesser heard voices
- Integrating Care.

We have put together a report that sets out how and why Healthwatch Bucks has chosen its Strategic Priorities for the year. This is because it will help our partners and the public to understand our choices.

#### NHS consultation

##### [Joint Healthwatch response to national NHS consultation – Healthwatch Bucks](#)

Healthwatch Bucks, Healthwatch West Berkshire, Healthwatch Oxfordshire, Healthwatch Reading and Healthwatch Wokingham have responded jointly to a national NHS consultation. This consultation is based on changes to the NHS measurements on how well Accident and Emergency (A&E) departments are working.

#### Vaccination rollout

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

We launched our survey on 3<sup>rd</sup> February. Since then we have had 1415 (up to 11 March) responses from people telling us about their experience of having the vaccine in the previous six weeks. A further 26 told us they decided not to have the vaccine. We have had feedback about vaccination sites across Buckinghamshire, as well as in some neighbouring counties. Our survey asks people about:

- the information they received (for example information on how to get to the site and about the vaccine itself)
  - how easy it was to get to the vaccination site
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- the way the process of getting the vaccine was organised
- whether they felt safe and protected during the vaccination and if they were treated with respect

We have been sending weekly summaries to the CCG and the Bucks vaccine cell. A report summarising all feedback we've received during February and March will be available soon.

### What's going well?

We've had mostly positive feedback from people about the various aspects of their experience. In particular, people have commented on:

- the professional and efficient way the vaccination service was delivered at the sites
- the great attitude of staff and volunteers
- the majority of people told us they felt safe, protected and treated with respect.

### Areas for improvement

A small proportion of the feedback suggests areas where the experience could be improved for some people. We will include a full analysis in our report but some of the issues are:

- better signage to help find some sites and improvements to parking arrangements
- improving accessibility for some
- reducing queues at some sites
- improving social distancing at the site and while waiting (where appropriate)
- having more information about what to expect on the day (before setting off)
- side effects and/or how to report them.

## Community Engagement

### [Different outcomes and different access to care – Healthwatch Bucks](#)

This review was undertaken on behalf of the local Healthwatch in Buckinghamshire, Wokingham, West Berkshire, Reading and Oxfordshire. It was then submitted to the Buckinghamshire, Oxfordshire and Berkshire West Integrated Care System (BOB ICS). The review covers 21 reports published by the five local Healthwatch in 2018-2019.

The reports include views of 1200+ people. Which are, those experiencing homelessness, mental health needs and learning disabilities. Also, people seeking asylum and people who were pregnant, LGBTQ+, Black, Asian and Minority Ethnic. It also included views of military veterans.

The two consistent themes were the need to improve communication and access for these groups. The review called for the patient experience to be systematically and transparently measured to drive improvements.

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