

Healthwatch Bucks update (September 2021)

This paper summarises recent project work we have undertaken in relation to health and social care services, as aligned with the priorities of Joint Health & Wellbeing strategy. We have also included a brief summary report looking at feedback about Primary Care services.

Live Well

Remote Mental Health Survey

Due to the COVID-19 pandemic, many people had their face-to-face mental health support stopped. To make sure people could still access support, remote support was offered.

Healthwatch Bucks have attended the Buckinghamshire Mental Health COVID-19 strategic response group since April 2020. From this, we became aware that remote appointments were an area lacking in service user feedback.

We wanted to find out about the patient experience of remote support for mental health treatment from adult mental health services since April 2020.

We designed a survey, working closely with Oxford Health NHS Foundation Trust who run mental health services in Buckinghamshire. Our survey ran online during May and June 2021.

We wanted to find out:

- About the treatment people had received
- Any previous treatment they had
- Changes made to their treatment since the COVID-19 pandemic
- Access to their support
- Their experiences of appointments.

In total, we received 54 valid responses. Our report - including our recommendations - can be accessed here [Remote Mental Health Survey Report – Healthwatch Bucks](#)

Direct Payment project

This work sat outside our core Healthwatch role and was a piece of work that Buckinghamshire Council asked us to undertake to find out about people's experience of Direct Payments.

We heard from 127 people through a survey, focus groups and telephone interviews between June - July '21. Our report made a number of recommendations to the Council including making the wording on the Direct Payment policy clear and concise, using a variety of formats to make the policy accessible to all and providing more support and training to those in receipt of direct payments.

Voices report

Part of our role at Healthwatch Bucks is to collect feedback on local Health and Social Care services. We do this in a number of ways including our signposting service and the 'rate and review' facility on our website.

Voices September 2019 to September 2021

Introduction

This is short summary of the voices data we have gathered from September 1st 2019 to September 14th 2021. We have mainly focused on Primary Care services.

We have tried to exclude questions and comments we collected about vaccine availability.

All Voices

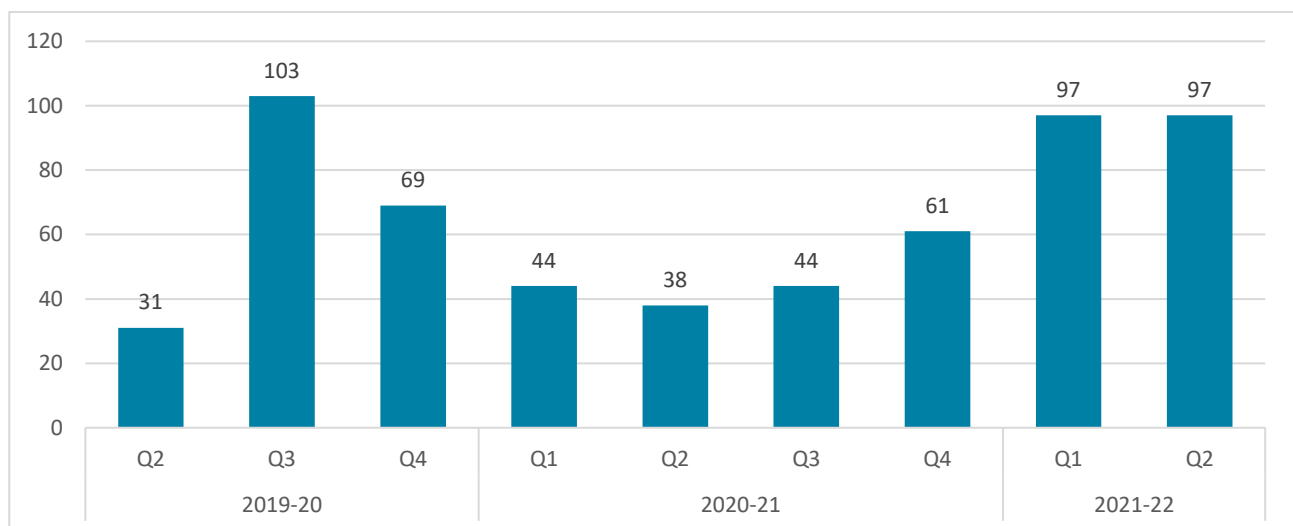


Figure 1 - Voices collected by Year and Quarter

In Figure 1 there is a clear dip in Q1 to Q3 of 2020-21 which coincides with national lockdowns and restrictions. We assume less people used health services and so we received less feedback.

The rate of feedback picks up again as we enter 2021.

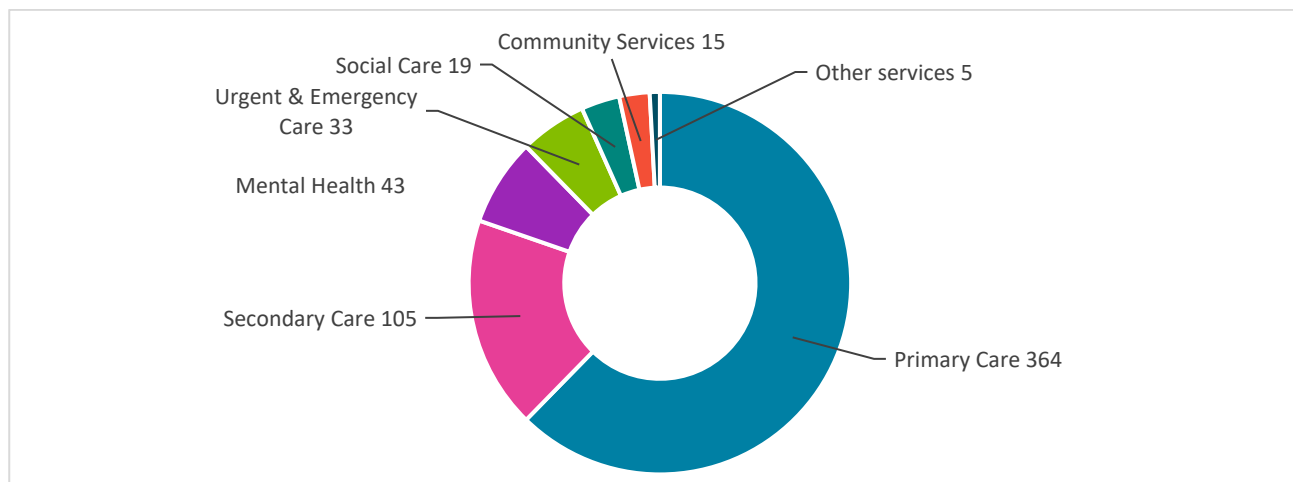


Figure 2 - Voices by Service Type

Figure 2 shows that the majority of comments we have collected are about Primary Care (66%). Following this, Secondary Care makes up just 14% of the feedback.

Primary Care

Figure 3 below shows when these Primary Care Voices were collected. Feedback about Dentistry has featured more often since April 2021. Our feedback about General Practice has doubled in this time.

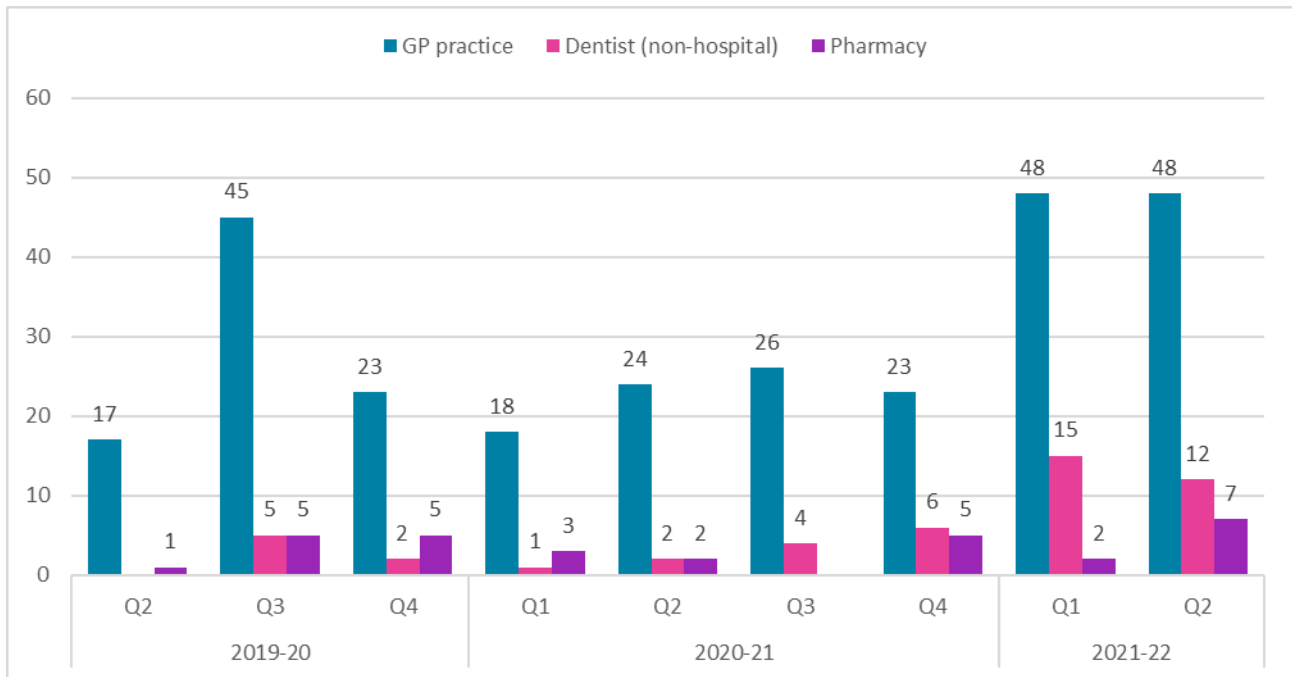


Figure 3 - Primary Care Voices by Type, Year and Quarter

We can look at the sentiment of the comments for Primary Care, as shown in Figure 4. We can see a clear increase in the number of negative comments.

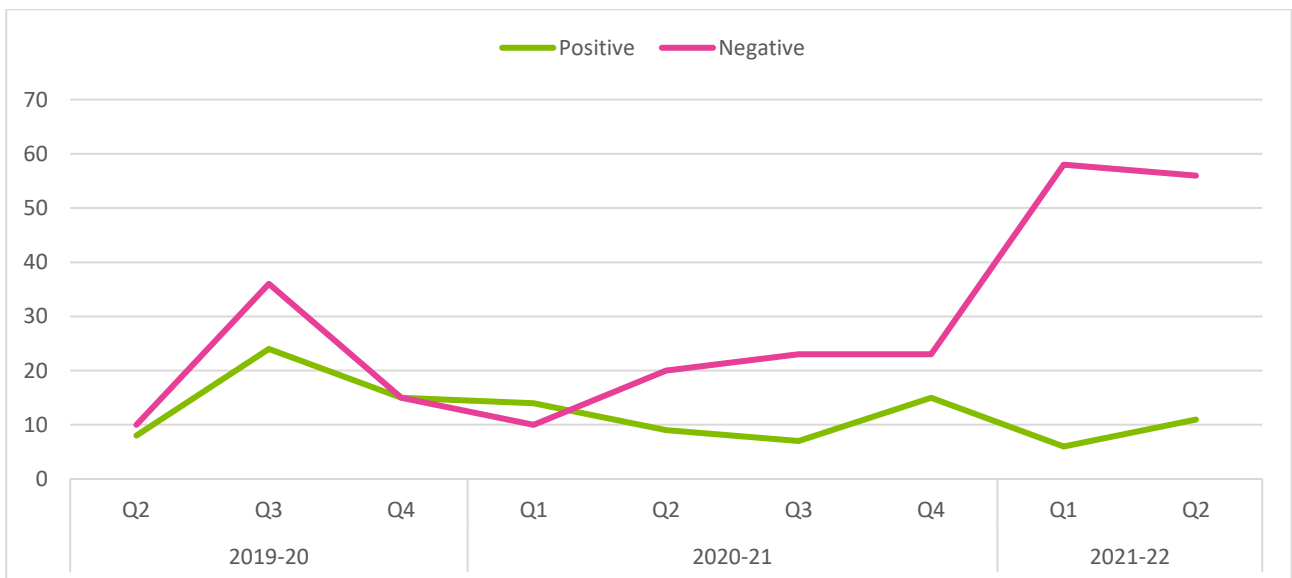


Figure 4 - Sentiment of Primary Care Voices by Year and Quarter

Themes in Primary Care

All of the feedback we collate is categorised according to what aspects of the service the comment was about. This is the most important aspect of the data we collect. With this information we can see where things are good and where improvements might be made.

Figure 5 shows the top 10 negative themes across Primary Care for the whole period (Sept 2019 - Sept 2021)

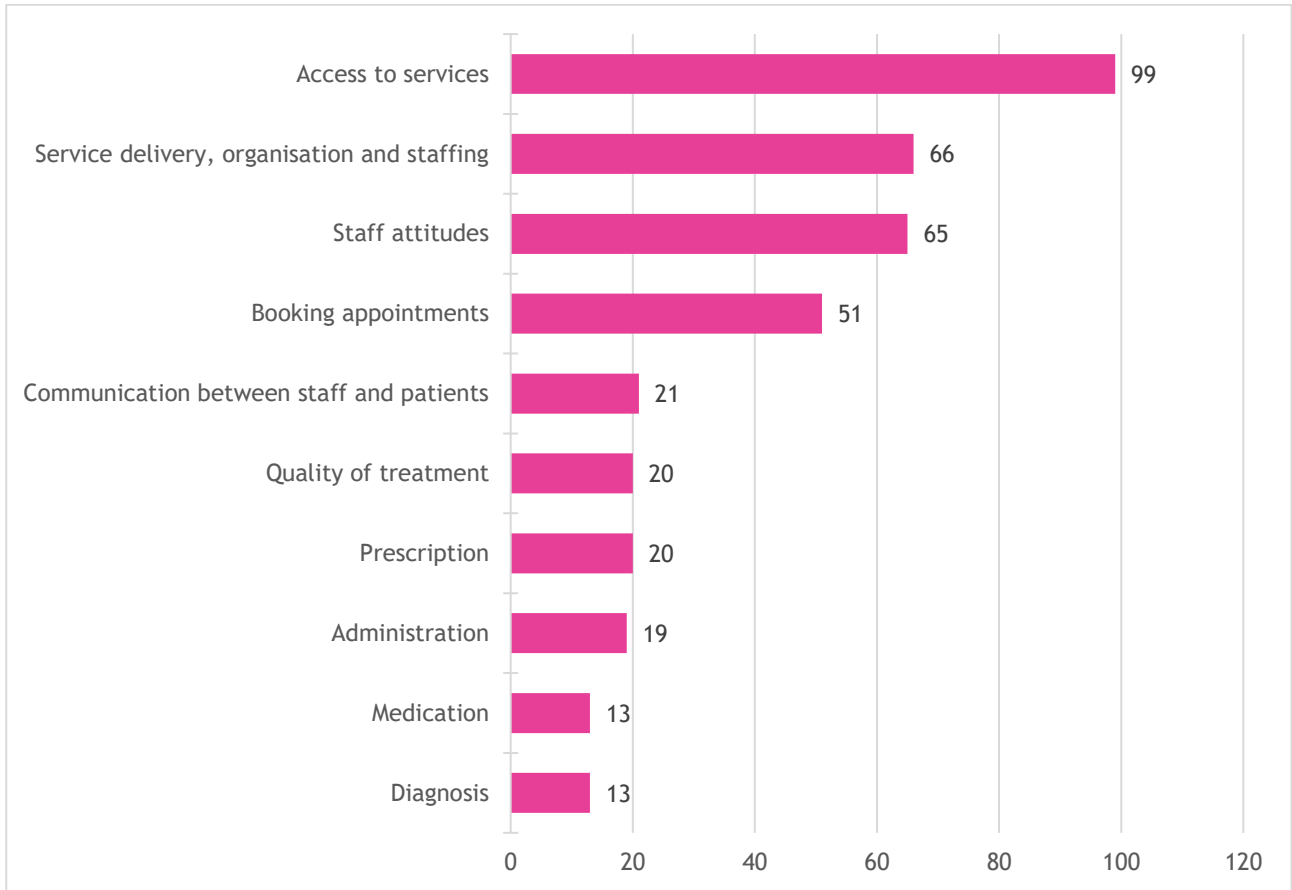


Figure 5 - Top 10 Negative Themes in Primary Care

We can look at positive themes in the same period, as shown below in Figure 6.

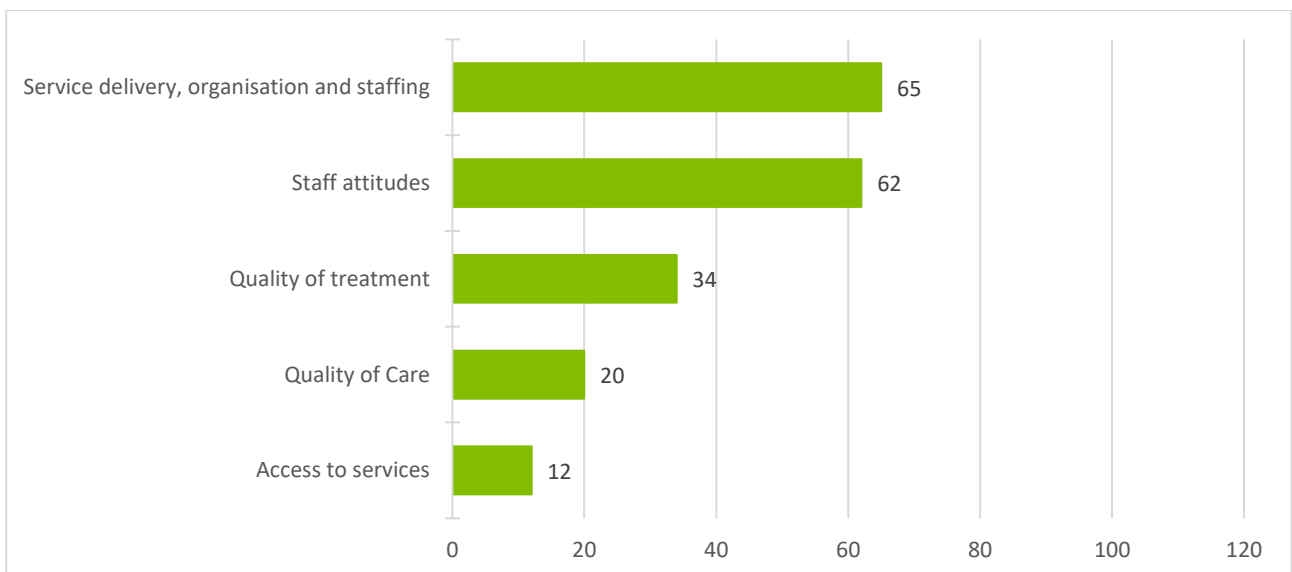


Figure 6 - Top 5 Positive Themes in Primary Care

Access to Services

If we look more closely at this theme by date, we can see that this has become much more of an issue since April 2021.

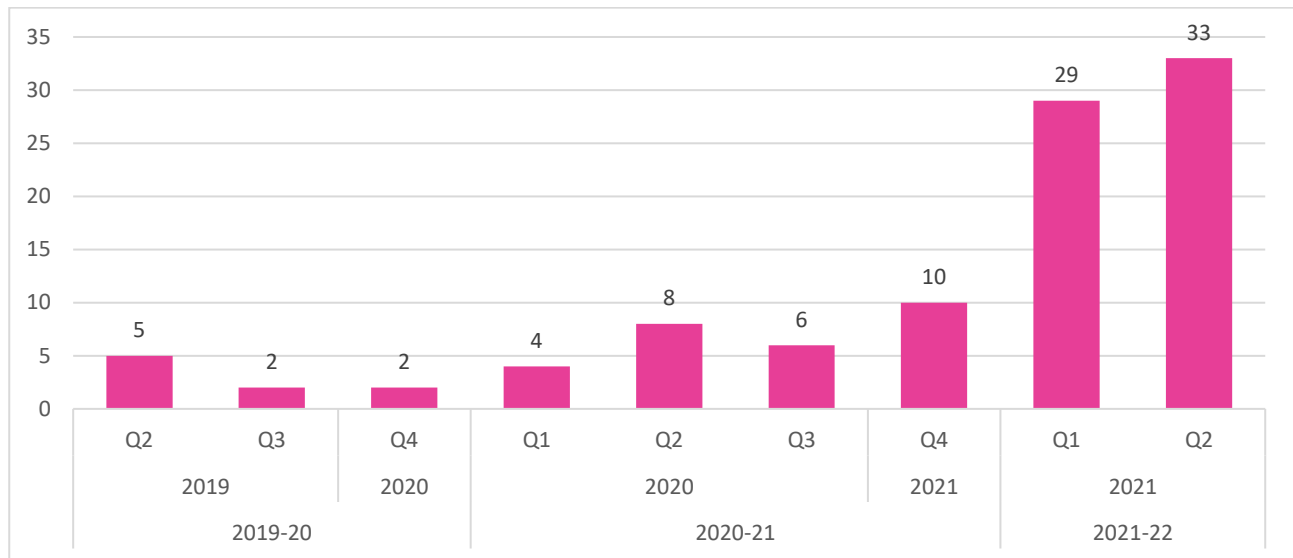


Figure 7 - Negative comments on Access to Service in Primary Care by Year and Quarter

Service Delivery, Organisation and Staffing

We used this theme as a catch-all for generally positive or negative comments. Figure 8 shows that these sorts of comments have tended to be more negative recently.

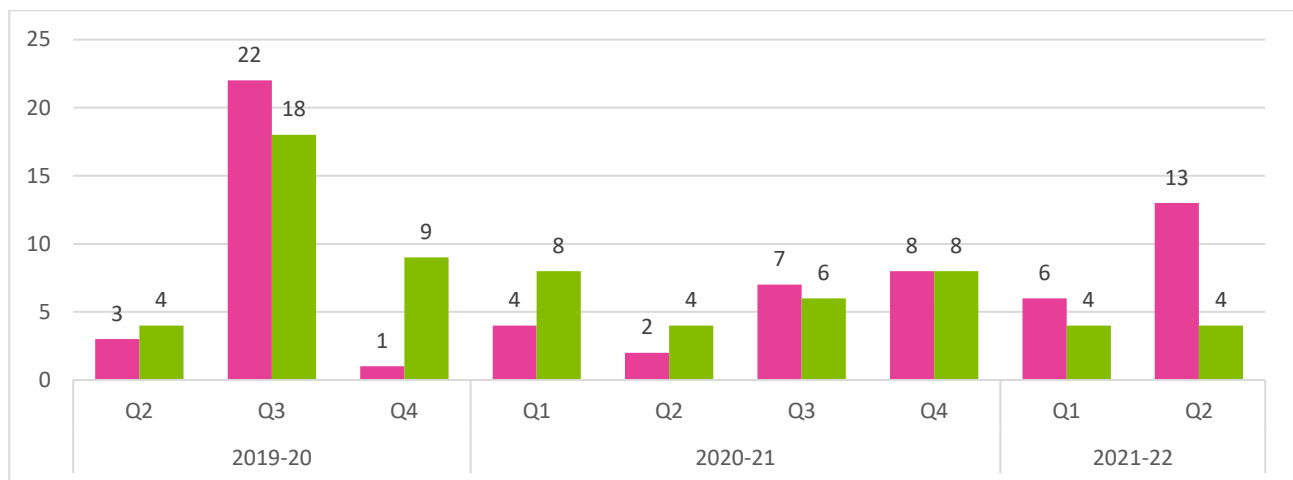


Figure 8 - Comments on Service Delivery, Organisation and Staffing in Primary Care by Year and Quarter

Staff Attitudes

We can also see from Figure 9 (below) that comments in this area have also tended to be negative.



Figure 9- Comments on Staff Attitudes in Primary Care by Year and Quarter