

Healthwatch Bucks update (November 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.

Live Well

COVID-19 Vaccine Report

[Link to report online](#)

We wanted to hear about people's experience of having the Covid-19 vaccine and to learn why some might choose not to have it.

Our online survey asked about people's experience of:

- being invited to have the vaccine
- getting to the vaccination site
- having the vaccine.

We also asked people who said they'd decided not to have the vaccine for more details about that choice.

Our survey started in February and closed at the end of June. In June, we published our first report based on feedback we received in February and March.

We wanted to make sure that people's feedback helped to improve the service as soon as possible. So we continued to pass the key findings about sites to the Buckinghamshire Clinical Commissioning Group (BCCG) and the Bucks Vaccination Cell on a weekly basis throughout April, May and June.

Our second report was based on feedback received from the start of April until the end of June, During this time we heard from 1205 people who said they'd been to have the vaccine and 63 people who said they'd chosen not to have the vaccine. Our main report set out in detail what we found and our recommendations to BCCG and the Bucks Vaccination Cell. Their response can be accessed here [COVID-19 vaccination programme in Bucks: Responses - Healthwatch Bucks](#). Bucks CCG has also put the key actions it took, based on our feedback in the 'You said, we did' part of their website [You said, we did | Buckinghamshire CCG](#).

Enter and View visits to Community Opportunity providers

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

The Health and Social Care Act allows these representatives to watch how services are delivered and to talk to service users their families and carers on premises such as hospitals, care homes, GP practices, dental surgeries and others. Enter and View visits can happen if people tell us there is a problem with a service but equally, they can occur when services have a good reputation - so we can learn about and share examples of what they do well from the perspective of people who experience the service first-hand.

In 2021/22 we are looking at Covid19 response and recovery in Health and Social Care. Together with our cross-cutting interest in lesser heard voices, we decided to visit locations where community opportunity services are provided. These had to close in 2020 during the pandemic and then adapt to changing circumstances as they opened through 2020 and 2021.

We wanted to hear from those who attended this provision in Buckinghamshire; what they gained from the experience and how it promotes wellbeing and self-reliance, one of the aims of [Our Ambition | Buckinghamshire Council \(buckscc.gov.uk\)](https://www.buckscc.gov.uk). In this Bucks Council are looking to develop 'meaningful and appropriate day and employment opportunities in the community to enable people to live fulfilling lives. We want to support a culture of choices for individuals rather than the current culture of dependency and having to fit into services.' We also wanted to identify good practice and ways to improve service delivery.

The report of our first visit can be accessed here; [Enter & View visit to Sees the Day - Healthwatch Bucks](#)

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 Summary

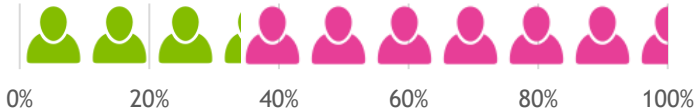
Dentistry

From 21/01/2020 to 04/11/2021

Voices Heard

64

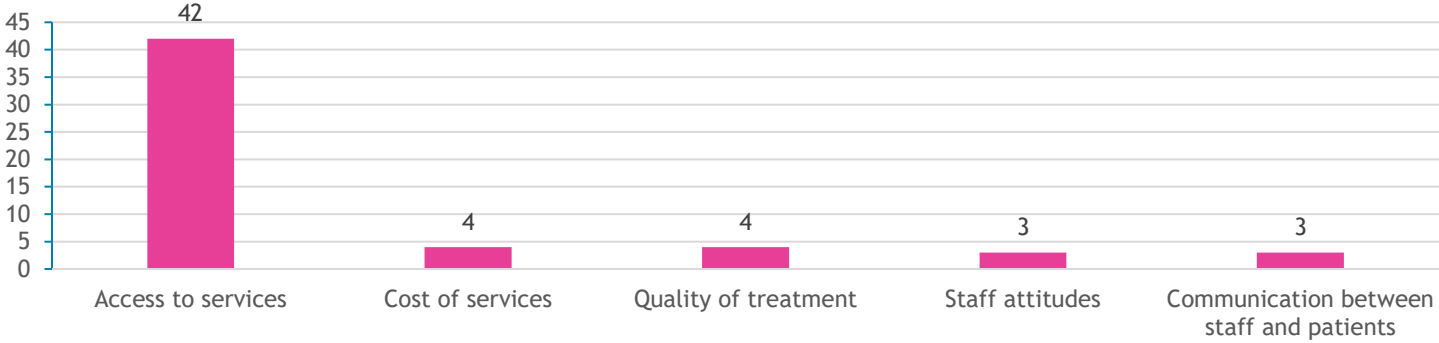
Positive vs Negative



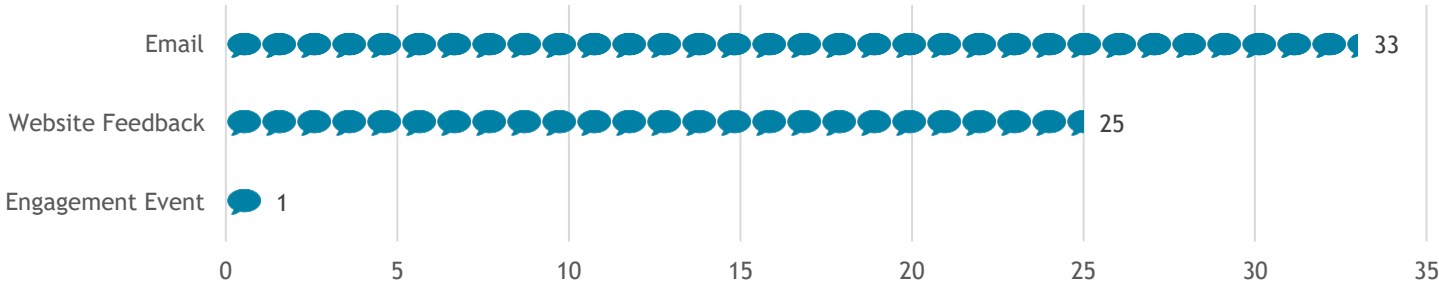
Feedback elements

99

Top 5 Positive Themes



Source



Comments per month

