

Intelligence Report

 April 16th – April 30th 2020

March 2017

At a glance we have…

* Escalated concerns about access to the

emergency dental hub, cancer services and

 pharmacies.

* Shared information about the new dental

hubs on social media. This post reached

over 26,600 people and was shared 270

times.

* We have asked the voluntary and

community sector to be our ‘eyes and ears’

to enable people to share their experiences

with us.

* Published dedicated coronavirus

 information and advice pages on our

 websites and have been signposting people

 to help them access services and

 community support

This report will be shared with local providers

and commissioners of services so they can hear

where things are working well, and help them

identify any gaps.

98% of the feedback we received between April 16th and April 30th is directly related to the effects of Covid-19.

50% of feedback was negative

26% was neutral and

24% was positive

**Key issues and themes:**

* People are experiencing increased anxiety and stress at this time
* People need advice and signposting about how and whether to access other health and care services, particularly when people are shielding or vulnerable
* Care coordination is being negatively affected by the current situation for some vulnerable people

Individual commented on the increased price of PPE, particularly face masks: last week just over £8 this week £40! “Profiteering at its finest!”

“My husband is with a dentist that is totally closed so we can’t contact them, he’s in a lot of pain with a tooth how could he get a referral please?”

“St. Mary's has done an excellent job of advising all of us who have appointments there on a regular basis, especially the respiratory clinic.!”

Advice and information

Since the coronavirus outbreak, we have had a greater focus on our information and signposting service, to help people get the information they need from a trusted source.

 We have created adedicated coronavirus advice and information pages which include all the latest national and

 local information. They also include information about local support and community groups.

Where is our insight coming from?

Due to the present circumstances we have had to adopt a flexible approach to engagement and many people are able to share their experiences with us via social media, through partner and voluntary sector organisations, by post by telephone, via our website, text or email

We are asking local community and voluntary organisations, including local Covid-19 response groups, to be our eyes and ears so we can understand the experiences of those they support.

We will also be launching a survey with other local Healthwatch, so Hampshire and Isle of Wight residents can give feedback relating to their experiences of accessing health and care information, services and community support during this time.

What are we hearing?

Relatives dementia is worsening an unpaid carer is struggling to cope in their limited living environment as the cared for person does not understand social distancing.

“My relative is in excruciating pain, unbearable. He has a nerve exposed in his tooth. His dentist told him to put cloves in and use chewing gum but won’t see him or refer him.”

Care home was given conflicting advice from paramedics about the use of PPE.

Individual had cancer and is extremely anxious about travelling to the mainland for treatment.

Individual is shielding. She received a telephone call from her GP practice asking her to go in for a blood test. She contacted her rheumatologist for advice and he said that she must not go for this appointment as it is very important for her to be shielding.

Individual chopped the top of his finger off last week but refused to go to hospital when advised to do so by his family, due to concerns about Covid.

“Relative was taken into St Marys today with urinary sepsis and delirium. He’s just been given a bed on a ward. The nurse I spoke to was very sympathetic and understanding about his dementia.”

“Who can I ring about a possible chest infection? I need to feel better.”

“I wanted to share my experience of the labour ward. It was a really relaxed atmosphere from the moment you walked in. The midwives on the ward were really lovely and introduced themselves straight away so they really made me feel at ease.”

