

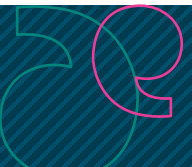
# Healthwatch Birmingham

Helping to improve the response of Birmingham's health and social care services to the coronavirus pandemic



# Supporting people during lockdown

- From the 9<sup>th</sup> April 2020 we heard from citizens via an online questionnaire, which asked if they, or someone they knew, needed support accessing:
  - Supplies
  - Medical care
  - Social care
  - Emotional support
  - Covid-19 related information
- Sharing the survey
  - We invited H&S providers and commissioners, and 3rd sector partners, to promote the survey with their service users
  - We placed adverts on Facebook, and we used twitter to 'spread the word'.
- We continued to hear feedback and support people via our Online Feedback Centre and our Information and Signposting service



## Supporting people during lockdown

- The survey closed on the 16<sup>th</sup> June; we obtained 792 responses
- 577 Birmingham citizens completed the questionnaire across all constituencies (either for themselves or for someone else)
  - 152 were self-isolating/shielding
  - 345 were social distancing
  - 29 were previously self-isolating/shielding
  - 21 did not know.
  - (30 blank for this question)



## Negative Feedback: Supplies

- 1 in 5 said that they were not able to access sufficient supplies (114/547)

*“Well intentioned but insufficiently informed generalised food parcels are likely to be wasteful”*

*“Not enough to last 2 days. Loads of sugary food (diabetic). Got other health/mobility problems so can't cook for myself”*

*“Shopping – the local shops are fine if you plan to live on tinned meatballs”*

*“Unfortunately I pay my bills and for my food etc using only cash. Therefore I have to break my isolation”*

*“Shops nearby with no fresh food”*



## Negative Feedback: Medical Care

- Just under a third of people that had needed medication, treatment or appointments said they had not received the medical care they needed (n=121/328)

*“Heart clinic cancelled.*

*Assessment for orthopaedic problem cancelled.*

*Husband is waiting for a colonoscopy, no advice.*

*Husband awaiting cataract x2 survey.*

*In pain with broken tooth no help as dentist closed. Had advice but of no use. ... Advice re. appointment would be good”*



## Positive Feedback: Medical care

*“Granton Medical Centre has done an excellent job of making sure we could still have urgent phone appointments and medicines needed, whilst having suspected coronavirus, and with issues afterwards – thank you”*

*“Dermatology at the QE called to check on me”*

*“Lloyds Pharmacy delivers my MS injections. I order my insulin and blood testing equipment through my GP app, Patient Access, then I ask someone to collect them”*



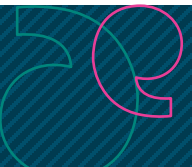
## Negative Feedback: Social care

- 42% of people receiving social care said that they needed more support during lockdown (14/33)

*“Usually attends day centre – centre has closed and shielding so had to get rid of help around the house”*

*“My sister is my full-time carer and she cannot get any masks or gloves. Has to buy her own when she can get them as she’s trying to protect me and herself.”*

*“Under adult social services, but cancelled care services as had no confidence in being kept safe with different carers coming to the house, as they were not using PPE or washing hands”*

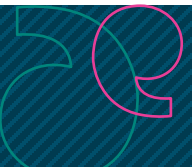


## Positive Feedback: Social care

*“First practice healthcare have continued providing my care visits as normal and have been very good”*

*“Solitaire Care agency – all the carers are good and try their best to keep safe, but are buying own masks as the agency only provide for customers with Covid-19 virus or suspected symptoms”*

*“They have someone from the local authority who comes in to clean”*





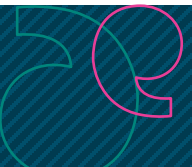
## Negative Feedback: Emotional support

- Over a quarter said that they needed more emotional support (124/546)

*“Solitary confinement is used as a punishment in prisons. Is having a psychological impact, lack of motivation, sleeping more than 12 hours a day, lack of energy.. Loneliness”*

*“Lost job at start of lockdown due to health, so struggling with loss of identity and isolation from friends and wider family.”*

*“A recognition that self-isolation for elderly people who live alone is not easy”*



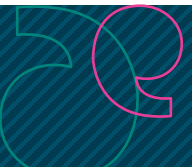
## Supporting people during lockdown

- 97 people contacted our information and signposting service during lockdown
- Where required and possible, we immediately provided information and signposting to individuals needing support (telephone, email, website)
- Where we could not find information/organisations to signpost to, to meet unmet need, we informed H&S providers, and 3rd sector orgs to request information and/or support for those individuals
- Usually H&S providers/3rd sector provided information/support and the SU need was met.



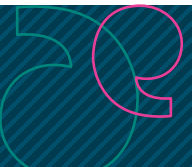
# Sharing feedback about experiences of health and social services during lockdown

- We identified ongoing issues affecting a number of people – e.g.
  - Unable to obtain food that meets dietary requirements due to medical conditions
  - Support for carers at home
  - Poor discharge from hospital
  - Lack of treatment or appointments for cancer patients
  - Lack of orthopaedic support or appointments
  - Poor of mental health team support
  - People who need additional support not being identified by social care
  - Lack of general practice appointments/checks, including poor digital consultations
  - Lack of dental care
  - Lack of day services
  - Lack of access to food/other supplies
- We shared these issues with individual providers and commissioners, and with relevant groups and committees across the city.



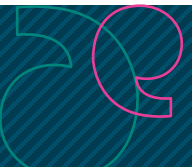
## Data analysis and findings: what next

- Analysis of demographic gaps in our survey respondents will inform our future focus on specific communities across Birmingham
- Analysis of feedback to inform our future focus of:
  - issues to be investigated
  - our rolling gather of data (i.e. 'We heard this, we want to find out more'.)
- Publicly sharing positive feedback about individual organisations
- Sharing positive and negative feedback with commissioners and regulators via our quarterly report
- Sharing findings with Public Health and CCGs



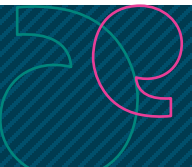
## Opportunities afforded by the lockdown

- We formed new relationships with 3rd sector orgs and how we might use these to hear feedback from people with protected characteristics in the future.
- We provided Health & Social Care with a better understanding of people's experiences during lockdown/gaps in services and are using this as a basis for working better with those organisations.
- We are developing innovative ways to hear feedback (e.g. virtual coffee mornings)



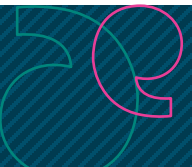
# Our role during the recovery and restoration of services

- To encourage Health & Social Care commissioners/regulators to:
  - use patient feedback to identify gaps in needed support during the previous lockdown
  - Involve patients and the public in the restoration, recovery and redesign of services – including retaining services changes implemented during the pandemic i.e. digital access
- To be aware of post-lockdown changes to H&S policy/design/delivery of services
  - Either from 121 meetings with key stakeholders or during Healthwatch Birmingham's attendance at committee meetings
  - To use this knowledge to ensure we hear service user feedback about these changes



# Our role during the recovery and restoration of services

- To hear service user feedback indicating that Health & Social Care commissioners and providers have:
  - reduced service gaps, revealed by pandemic/lockdown.
  - communicated improvements in the design and delivery of services to service users
  - ensured that service users have heard and understand these changes to services, and the improved support available.
  - ensured that SU have access to, and are using, this support and there are no demographic barriers
- To develop innovative ways of hearing feedback from a diverse selection of communities across Birmingham (e.g. virtual coffee mornings).



Thank you for listening

**Questions?**

