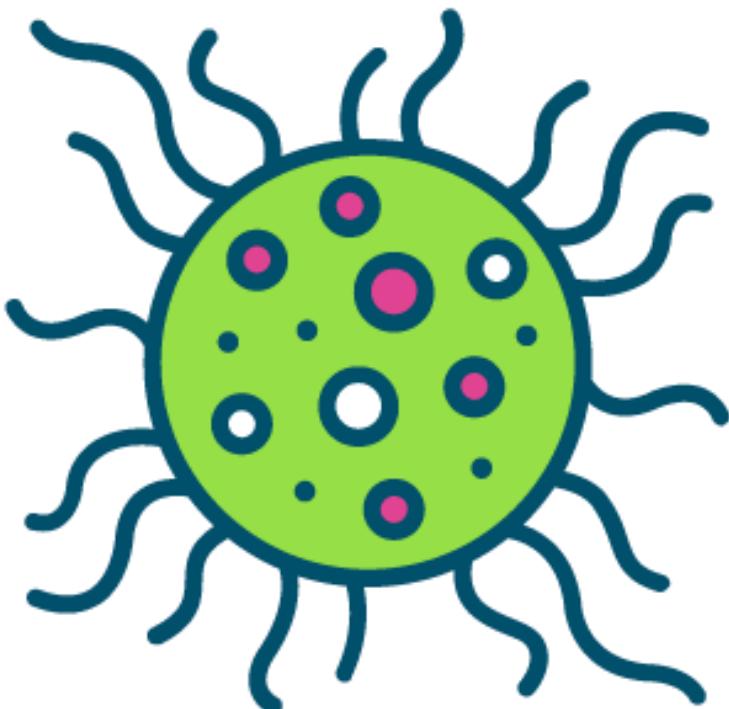


# **Impact Report:**

## **Coronavirus Survey**

### **Results 30 May - 14 June**



**healthwatch**  
Milton Keynes

# HWMK Coronavirus Survey

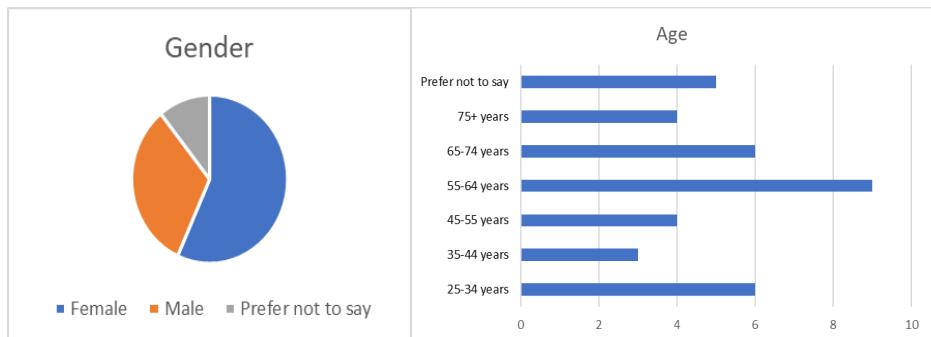
## Results 30 May to 14 June

During this challenging time, it is more important than ever that people are able to share their experiences of health and social care services so that Healthwatch Milton Keynes can help resolve key health and care issues now, and so that we can support our local system to learn lessons for service quality and delivery the future.

To aid the professionals who are working hard to ensure that the people of Milton Keynes receive the support they require, Healthwatch Milton Keynes are collating the results of our ongoing survey so that there is up to date information about what is working well, and where further support or communication is needed.

This third report contains the survey results from a further 37 Milton Keynes residents who responded between 30 May 2020 and 14 June 2020. The numbers are lower in this report, possibly due to nearly 90 people from Milton Keynes completing the BLMK CCG survey we have promoted during this time.

10 respondents identified themselves as Carers. All respondents said they were of British, White British, Irish or White European backgrounds.



# Information & Advice



15 People said they considered themselves to be at high risk with 13 saying they had not received a text or letter. 11 people said their risk was due to an existing health condition, two of these people had received a letter or text. Three of the five over 70 year old's said they also had an existing condition. One person said their risk was due to their pregnancy and two more chose not to specify.

More people have found it easy to find the information they need, in the format they need, to keep themselves and others safe at this time. It is concerning though that there is still around 15% of people finding it difficult, or very difficult, to find and understand information to keep themselves and others safe during the pandemic. There were requests for braille/ audio or large print formats, and for any video format to have subtitles. Sadly, people are still having to ask for easy read information.

We asked if any specific information or sources of information had been especially helpful, and why.

The Local Authority with their daily updates to staff was singled out as being particularly helpful, as was the Royal College of obstetricians. It might be helpful to ensure that all community midwives are given updates on local and national advice so they can better inform their clients.

The reasons given as to why the information from these local and national sources was especially helpful were that the information was factual without 'fearmongering'.

We have had around 30 requests, since lockdown started, to shut down the media. While this overstates our authority somewhat, it does reflect the feeling of residents.

# Information & Advice



## What specific topics would people like more information on?

“Written information (email, letter, text) from the hospital/midwife about the restrictions for birth & pre/post natal checks”

“Guidance around support for autistic people.”

“I have cerebral palsy and have found it very difficult to find info about how this impact on my risk if I got the virus.”

“Help for vulnerable in flats”

“Appropriate face coverings”

“Residential children’s homes”

“More details on stats locally - i.e. how many currently in hospital, what’s the R for MK. Hot spots in MK.”

“Sub titles ALWAYS where possible otherwise email or texts. Very frustrating for people with profound hearing loss who cannot hear the TV, or over the phone”

“What can those living with someone shielding do in terms of going out etc”

“When will it be safe to start to go shopping etc, as we have been self isolating since March?”



# **Experience of Change in GPs**



**Some people chose to tell us more about the changes, good and not so good, they have experienced**

“Regular blood test. It was 6 weeks overdue, but very easy after getting an appointment. Held in a tent in the Surgery car park”

“I Had an appointment for a telephone review of medication. It worked well”

“I had to wait over 24 hrs to get my prescription authorised by a GP. Despite being told it would be done by the end of the morning”

“Obviously, telephone appointments. This has worked well and been very quick. On the second contact, they decided I needed to be seen and I had a face to face appointment less than 2 hrs after a telephone appointment (and the telephone appt was the morning after I contacted them late afternoon). VERY impressed with my Practice!”

“It [GP Practice] is just closed and nobody responds to communications.

“Fobbed off to 111 and then referred to the hospital. 5 hours wasted only to be told exactly what I told them on the phone to the GP”

“Asthma Clinic cancelled - no information from GP surgery whatsoever”

# Experience of Change in Hospitals



“Follow up appointment by Gyneacology Consultant over the telephone. Obviously a very sensitive nature which was handled extremely well. Listened to what I had to say and my concerns and arranged for me to have another appointment in 1 months time. Couldn't have asked for more under the current circumstances”

“MK Hospitals Orthotic dept. has been brilliant, but the Operose Healthcare Appointment system has been an absolute disaster, this group do not know what they are doing & are very LITTLE help in sorting out problems they are causing”

“Orthopaedic assessment is being done over the phone ! Cancer check up is yet to be finalised but as bloods need to be taken -it will be nonsense to do over the phone.”

“Face-to-Face interviews with my oncologist at MKUH are now telephone calls rather than Microsoft Teams or similar. The letters I receive still say I have to have a face-to-face meeting. I find the telephone calls very unsatisfactory as I can no longer see CT scan images”

“Letter followed up by a call. Helpful call handler who gave me more time to think about whether I want to go on the waiting list for my procedure. He explained the consequences of each option clearly”

“Just had a hysterectomy due to cancer, although I needed no follow up treatment my follow up appointment by my surgeon was cancelled until June, 16 weeks after my op. Fortunately I have been well but I did feel a little bit abandoned . Also waiting for follow up scan on a different matter.”



# Experience of Change in Maternity



Services were relocated to a 15 minute drive out of my hometown for maternity appointments, instead of my local gp. Midwife didn't tell me my partner wouldn't be allowed for this so at the first visit he had to wait outside the building. He did not attend subsequent appointments as not allowed. My appointments have been at different times to those agreed in the previous appointment, so I have to text and confirm each time. My midwife forgot one of my appointments so she didn't attend, then tried to tell me I'd got the date wrong (she had my due date written down and confused this for the appointment date). I haven't been given any information on how covid restrictions affect my plans for birth (or any information at all about having a baby, basic infant care, feeding etc.) I haven't been told what will happen after birth and I'll be 40 weeks this Monday. I wasn't informed that antenatal classes weren't running and it took me three weeks to get through to the midwife office to be told this - my midwife couldn't tell me what was happening so advised I ring them. I left messages requesting call backs over this time and never had a response - not even to the voicemail stating I was heavily pregnant and needed a call back, without leaving further information except my name and number. I've since asked for the complaint procedure and was informed a team leader would ring me, this was two weeks ago and I've heard nothing.



# Experience of Change in Maternity



My physiotherapy appointment (which took four months and repeated requests to get) was cancelled, though a 1:1 was offered I had spent lots of money during those months to help myself and so did not follow up as I was only offered an appointment to tell me about stretching, which I know, my issue relates to a trapped nerve from the pregnancy. I've not had baby's heartbeat listened to since my 20 week scan to keep contact down - I understand this but it's still a change. I've attended ADAU twice due to restricted movement and my partner has not been allowed to attend either time. I gather there will be lots of restrictions around the birth, including that my partner cannot attend for induction and can only visit me 90 minutes a day if I'm kept in and I can't understand this. My partner has been isolating at home with me to be there for the birth, I can't think of anything worse than being on my own with a new baby in a unit with midwives too busy to support me when I need it and I don't think this is acceptable. Babies need to bond with their dads too.

"I am a first time mum to be and the maternity care from Milton Keynes has been shocking

I have been told I will not get a face to face midwife appointment until at least September when I will be 7 months "



# Experience of Change in Maternity



I understand that this is an unprecedented time for everyone but for a first time mum to be I don't know if I'm coming or going. My appointments are mostly over the phone, haven't had my BP taken, blood or urine checked in like 8 weeks and the midwives say this is because I'm under consultant care so don't need to attend midwife appointments - the consultant calls me for less than five minutes gives me absolutely no information and gets a lot of my basic info incorrect like when I've been tested etc. There is no available classes for antenatal, I've had to basically figure it out for myself.

It's caused nothing but stress and anxiety in an already anxious time for a mother to be who suffers with anxiety it's appalling. I'm not blaming individuals either because they're following policy but it just doesn't make for a positive experience. Same for my husband there's so much conflicting information on whether he can or can't come to certain appointments, whether he will be allowed to stay post natal or not, the waiting room at the scan place says this is unrestricted in terms of time but my friend had a baby last week and her partner was asked to leave after 60 minutes - there's no consistency!!



# Experience of Change in other health services



“Dental service not available for tooth ache but rang & left message, was called back & prescribed medication to survive until dentist opens.

“Dental work - done but only because I recently had X-rays - asking you to send photos is an absolute nonsense as are the telephone consultations. When the work was done the dentist wore 2 masks and a visor - hearing what was said was impossible.

“They have told us that podiatry has been drastically cut back for the moment but there is no information on whether it can be restarted.”

“regular medication - being delivered seamlessly - very well done

“Hearing: Syringing needs doing.

Sight: Vision check overdue.

Dental: Routine check not available

“I accept that it was necessary to cancel dental and lymphoedema appointments.

# Experience of Change for Carers and people with disabilities



“The care team were reducing their hours with clients. We were not to be allowed into the building, I buy my mothers shopping and she had been getting help to microwave etc. This was no longer going to happen. The Extra care village said people could order on line, but the care team were not being given extra time to help with this. All in all we felt forced to move my mother in with us.”

“As soon as Connection Support were informed of any new guidelines from the government they have made me aware of them.

“I have cerebral palsy (powerchair user) , my husband is severely visually impaired with a shunt and we live with my 85 year old mother who has a bad heart, the situation has now improved but we initially were getting very worried about getting food, all the council people were offering when they rang was food parcels we didn't want charity, we were giving money to the food bank, we wanted priority supermarket slots and our medical centre gave us incorrect info. I eventually got the number to get priority slots with Tesco who we had deliveries from for years from the online version of the Leighton Buzzard local paper, it should not have been down to such off the wall info source.

# If you could change one thing about your experience...



“To make information available easier to understand and access.”

“That the care be increased rather than decrease and some proper understanding of what isolation can do to someone with dementia”

“Clear and frequent communication”

“Open doctor surgeries”

Trust in the stats and the advice. Conflicting between WHO and PHE and the what the guidance is i.e. wearing masks, unlocking, and why more not done for those breaking guidance and putting everyone else at risk”

“Appointment slots for picking up prescriptions to avoid the long queues.”

“Postpone kids hospital appointments if not urgent.”

“Communication - I've had absolutely none at all, and when I ask my midwife she can't answer my questions. I would also add that partners who are there for the birth should not then be limited to 90 minutes a day visiting if their partner is kept in as they've already been in the environment for prolonged periods. Where is the evidence for this restriction?”

“Communication from gp. guidelines, services still available etc.”

“Tell the media to back off. They cause panic and uncertainty with their continual negative comments.”

# If you could change one thing about your experience...



“Make government advisors set a good example to the less compliant members of the population, rather than apparently ignoring the rules and putting other people at risk”

“Deliver podiatry under carefully controlled conditions where by there is good control of cross infections”

“Microsoft Teams consultations with my oncologist”

“Local Dr's surgeries pooling information with council services among others so those that were priority could have been identified”

“Better communication and more efficient use of resource”

“Having my regular health check”

“Have clearer government advice. It's been difficult to follow sometimes, and Dominic Cummings trip to Durham muddied the advice even further. It's clear that some of my neighbours think that lockdown is over.”

“It has been very confusing as to what support is there for a household with one person shielding. My son & I have effectively tried to shield with my husband. I have tried to avoid supermarket shopping by having online deliveries ( which I have always used). It took me 8 weeks to finally work out how to get on the supermarkets priority lists. This also meant receiving a food parcel unnecessarily. Also, Tesco, my previous regular supermarket still hasn't really given us any sort of priority! A very confusing situation - I don't really feel we could ask volunteers to shop for a family of three , all we needed was a priority delivery slot, which was almost impossible at times”