

Healthwatch Derby Insight Report – GP’s experiences of public behaviour and vaccination enquiries at primary care level

Purpose

- 1.1 The purpose of this report is to provide the Health and Wellbeing Board (HWB) with an overview of Healthwatch Derby Insight Report – GP’S experiences of public behaviour and vaccination enquiries at primary care level (Appendix 1).
- 1.2 The aims of the report undertaken by Healthwatch were to consider:
 - Whether local GP services had noticed any change in people’s behaviour towards them and staff.
 - What enquiries were GP’s receiving about Covid 19 vaccinations.
 - To find If there was any learning around themes or demographics that could lead to improvements.

Recommendation

- 2.1 To consider and note the content of the report and the key messages within it.

Reason

- 3.1 To ensure that the HWB is aware of the current pressure on GP services within the city and what questions they are being asked about vaccinations. This supports the HWB in its role in improving the health and wellbeing of the local population.

Supporting information

4.1 This report shows:

- GP practices are experiencing an increase in negative behaviour towards their staff and practices
- Access and consultations a major issue
- Changes in service delivery due to Covid 19 an issue
- Vaccination enquiries covering:
 - when will I get my vaccination,
 - why can't have it at the surgery or more locally,
 - Requests to be put in a higher priority group,
 - Questions about eligibility and if they are vulnerable,
 - Demanding or refusing one of the vaccinations
- Key Demographics contacting surgeries:
 - Elderly people / their carers or relatives.
 - All groups
 - Key workers
 - Under 70s – who feel they are at risk but do not meet government guidelines
 - Over 50s
 - BAME population.

It was noted by a surgery whose patient cohort is largely BAME:

“Bigger concern is whether our wider community will take the vaccine. False news and anti-vax rumours not helpful”.

4.2 The main aspects of services that people said they would like to see improvements in were:

- Communication
- Education and Information.

Public/stakeholder engagement

5.1 Healthwatch Derby created a survey to complete with GP's across the City.

Other options

6.1 N/A

Financial and value for money issues

7.1 None

Legal implications

8.1 None

Climate implications

9.1 None.

Other significant implications

10.1 none

This report has been approved by the following people:

Role	Name	Date of sign-off
Legal		
Finance		
Service Director(s)		
Report sponsor	Steve Studham – Chair, Healthwatch Derby	10.03.21
Other(s)		

Background papers:	None
List of appendices:	Appendix 1 - Healthwatch Derby Insight Report – GP'S experiences of public behaviour and vaccination enquiries at primary care level