



Report sponsor: Steve Studham, Chair,
Healthwatch Derby

Report author: James Moore, CEO,
Healthwatch Derby

Healthwatch Derby Service Sector Report – Choices and Behaviour – End Report

Purpose

- 1.1 The purpose of this report is to provide the Health and Wellbeing Board (HWB) with an overview of the Healthwatch Derby Service Sector Report – Choices and Behaviour – End Report.
- 1.2 The aim of the report was to help achieve better understanding of how the Covid-19 pandemic has affected people's choices and behaviours and whether there were any health or social care services that people would normally access but chose not to during the Covid-19 period.

Recommendation

- 2.1 To consider and note the contents of this report.

Reason

- 3.1 To ensure that the HWB is aware of the report and its findings which supports the HWB in its role in improving the health and wellbeing of the local population and reducing health inequalities.

Supporting information

- 4.1 For a ten-month period between June 2020 and March 2021, Healthwatch Derby held an online survey. The survey asked:

“We are trying to better understand how the Covid-19 pandemic has affected people's choices and behaviours. Has there been any health or social care service/s that you would have accessed during 'normal times' but chose not to during the Covid-19 period?”
- 4.2 Analysis included consideration across different date periods to understand any changes in response during the different stages of the pandemic.
- 4.3 From June to December 2020, one-third of respondents stated that they had changed their choice or behaviour around health and social services. This reduced to one-fifth of respondents between January to March 2021.

Throughout the 10-month period the key reason identified were:

- Anxiety or fear around Covid-19
- Not wanting to over-burden services
- Inability to access services - the service was closed/suspended, urgent only or could not get an appointment
- Communication from services.

4.4 The strength and frequency of these reasons changed throughout the survey:

- *June-August*, key issues - service closed; anxiety or fear; not wanting to over-burden services. Strength of feeling on these issues, however, reduced notably in July and August compared to June.
- *September – December*, key issues - access to services including availability of appointments; anxiety and fear.
- *January – March*, key issues – anxiety and fear.

4.5 The report outlines some differences between different sectors including primary care and acute care. The report is attached for information.

4.6 The survey data was reported throughout to Joined Up Care Derbyshire and Derby and Derbyshire CCG at weekly and monthly briefings to support public communications.

Public/stakeholder engagement

5.1 Healthwatch Derby held an online survey for ten-months between June 2020 and March 2021 to help understand the impact of the pandemic on people's choices regarding health and care services.

Other options

6.1 None considered.

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(s) Other(s) | James Moore, CEO/ Steve Studham, Chair, Healthwatch Derby | 20/07/2021 |
| Background papers: | Healthwatch Derby Service Sector Report – Choices and Behaviour – End Report (attached) | |
| List of appendices: | | |