

Post (long) Covid Service Review - Engagement Approach

Beth Fletcher



Background

Most people with COVID-19 feel better within a few days or weeks of their first symptoms and make a full recovery within 12 weeks. For some people, symptoms can last longer. This is called long COVID or post COVID-19 syndrome. Long COVID is a new condition which is still being studied.

The Derbyshire post COVID Assessment Clinic was set up in December 2020 to assess patients with complex post COVID (Long COVID) symptoms.

In April 2022 the service grew to include rehabilitation (recovery) hubs in the north and south of the county to manage patient symptoms.

Why is a review being done?

The main reasons for the review are that there has been a reduction in referrals to the service and there is funding uncertainty:

- Since December 2022 England and Derbyshire have seen less referrals in to the service. In Derbyshire there are roughly now 12 referrals per week.
- NHS England currently pays for the service and have confirmed that the system will receive further funding in 2024/25, but it will be significantly reduced due to the reduction in referrals across the whole region.

Are the people who need to use the services using the service?

To answer this we need to look at:

- Who is more likely to have long covid
- The population of our city and county
- Who uses the service

From the data, looking at all of these factors the current service is mostly representative.

However areas of high deprivation are under-represented within the service so this would need to be looked into.

Why, and what are we engaging about?

The aims of the engagement are to feed in to the review and support the development of the future options for the service.

Key areas will look at:

- People's knowledge of post (long) covid and the local post covid service (understanding and access)
- People's experiences of the current services (what works well and what could be improved)
- What would be important to people in the future service.

Who are we engaging with?

We want to hear from the population of Derbyshire and will be targeting the following groups:

- Current and past patient's of the services
- Areas of high deprivation
- The general public

Engagement approach

There will be a mixture of engagement methods to gain a range of views:

- A Survey
- Workshops
- Involvement of Patient and Public Partners

Patient and Public Partners

The Post Covid service has had 2 Patient and Public partners involved for the last couple of months. They have contributed lots of value to the process by sharing their experiences.

They will continue to be part of the review and have been involved with areas such as:

- Discussions around the opportunities to change
- Inputting in to the development of the engagement approach

Engagement platform

The review will have a tile on the engagement platform which will be a central point to gain all the information about review such as:

- An overview of the project
- The Case for Change documents
- Area to book for each of the events
- Area to ask any question
- A Timeline

[The Joined Up Care Derbyshire Hub \(derbyshireinvolvement.co.uk\)](http://derbyshireinvolvement.co.uk)

Survey

The survey will be launched on the 6th of September and run throughout the month. It will be sent out across Derby and Derbyshire and will have a targeted approach on areas of high deprivation.

Workshops

Invitations for the workshops will go out at the end of August and will involve past and current patients. The workshops will include:



An overview and background of the review



Engagement activities to gain everyone's thoughts, experiences and views



An opportunity to ask questions



An explanation of what will happen next

Workshops

There will be a range of workshops. Face to face events in the north and the south of the county, and online events daytime and evening.

Date	Time	Venue or Virtual
Wed 13 th Sept	7-8pm	Virtual: MS Teams (BSL)
Tues 19 th Sept	2:30-4pm	Face to Face: Harrison's Hub, Pride Park, Derby County Community Trust
Thurs 21 st Sept	3-4pm	Virtual: MS Teams
Mon 25 th Sept	10-11:30am	Face to Face: Ash Green, Ashgate Road, Ashgate, Chesterfield, S42 7JE
Wed 27 th Sept	11:30am-1pm	London Road Community Hospital (FNCH)

Health Inequalities

- In Derbyshire, from the start of 2023, there has been a focus on health inequalities within the post covid service
- Work has been carried out to understand the health inequalities, and to make it easier for people to access the services.
- A Research and Implementation Officer has been carrying out work to look into this and will be contributing to the pre-engagement report to look at what the key barriers are around people accessing the service from areas of high deprivation.

What will happen after the engagement?

- A report will be produced from the feedback from the engagement
- This report will feed into and influence the development of the potential new options.

You can follow and keep up to date with the latest news on the engagement platform <https://derbyshireinvolvement.co.uk/post-covid>

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