

Listening event for older people

Summary of main themes and feedback

In partnership with local voluntary and community groups, the CCG have run events to understand peoples' experiences of navigating healthcare services during the coronavirus pandemic.



Virtual event attended by over 40 people

Over 40 older people participated split across five individual breakout sessions

Three main themes emerged from the breakout sessions and feedback from people.

1 Clear, consistent and proactive communications have been lacking

Messages have been inconsistent

For many people 'Protect the NHS' translated into avoid having appointments' and this conflicted with the late messages around 'come and see us if you need us'

There hasn't been any proactive outreach...and instructions are not clear about why changes have been made

People want proactive communication

2 People are concerned about remote access to services

Remote is more convenient for some

I would be more than happy to do a quick Zoom meeting to ask what I need to ask rather than going to the surgery

I have concerns there will be a dependence on over the phone because other concerns are less likely to get noticed

But people want to have the option for in-person appointments

3 Clear directions are needed to help people to return to usual

Lots of people have been too frightened to attend appointments despite being unwell

People are scared about the risk of infection

Need clear instructions on how services will keep people safe

There needs to be an outline of what will happen when they go to the appointment. Not knowing causes anxiety and people will not want to go