

# **COVID related Public Feedback**

## **Monthly Summary report**

COVID-19



**September 2020**

In order to inform discussions in relation to Medway's response to Covid 19, Healthwatch Medway are actively gathering feedback from the public and other organisations. Its purpose is to enable decision makers and planners to understand how people are coping during the COVID epidemic. We are working with more partner organisations each week to hear from more communities.

**Please note:** This report aims to pull together what individuals are telling us directly and organisational insights on behalf of their client groups. It is a monthly snapshot. We urge you to triangulate this with other intelligence you are aware of.

## What are we going to do with the feedback?

This is a monthly snapshot of feedback. Wherever possible we are raising issues and sharing feedback directly with relevant organisations. You may read some worrying stories in this report. Some of these have come directly from the public and if they have given us contact details, we are following up with them and escalating if necessary. However, not everyone will give us contact details. Where organisations have shared concerns with us, they are following their own safeguarding and escalation protocols.

**Please note:** The comments in italics are direct quotes from the public about their experience. They are peoples' personal views, not the view of Healthwatch Medway. Other comments are anecdotal pieces of feedback from organisations

## Access to food

Medway Foodbank told us that they are seeing a large spike in their deliveries with numbers back to April levels. They are working in partnership with Medway Citizens Advice to deliver goods purchased through emergency grants. Even with this help, they are struggling with demand and are looking for volunteers with vans to assist them.



## Covid-19 Tests:

- *"My smallest child has a raging temperature, so that's him off from the childminder. My biggest child is off from school and I am off from work. I'm so glad we have a world beating system to support us in getting tested quickly and efficiently though."*
- *"Spoke to a lady yesterday in the playground. She has 2 kids, aged 5 & 2, and is 8 months pregnant. One of the kids got sick so they all had to drive to Southampton to get tested. Had no choice as husband couldn't afford to miss work."*
- *"Trying to get tested when you have symptoms is impossible. I have been trying for four days on the website and no joy. No point calling 119 as it clearly says on the website that they have nothing extra to offer. There seems no solution. Our whole family have to isolate now along with people we have come into contact with - although thankfully they have no symptoms."*
- *"I had a c-section at Medway Maritime Hospital. I had a Covid test three days before admission as the hospital requested it. Apparently, it is now standard for other Mums coming in for a c-section. I didn't get the results back, but I was admitted anyway and had my baby. Afterwards I was on a ward with three other mums who all had sections and like me, they all had Covid tests 3 days prior but none of them received their results. Testing us was pointless if they were not going to check our results, it turns out that one of the ladies in the ward had tested positive for Covid! Now we all have to isolate! Absolute shambles from the maternity unit at Medway Maritime Hospital."*
- *"We've so far spent nearly six hours trying to get a test and I have questions. Why is it this hard to book a test, I just don't understand why? When trying to book a test online, if I come off the website (even inadvertently) I have to then refill ALL of our details again, by which time the slots have disappeared."*
- *"Why is there an option to see next day options when there are never any next day options? As yet, Heathrow has been the closest site to come up but despite saying they have X amount of slots, none are actually available when you choose it?"*
- *"When I input my kids' details in, why am I being asked if they work? Is there no way we can miss out an entire section of questions by recognising that they're children?"*
- *"Why do I have to put that I have been at work, but not if the kids have been to school?"*

## NHS Track and Trace Covid-19 App

- *"Got the app yesterday. I had to go to Medway Maritime Hospital for treatment but couldn't see a poster anywhere to scan the bar code. Would it have known I was there?"*
- *"I couldn't get the app to work on my Iphone 6".*
- *"I can't download to my phone, as my iOS is not up to date enough and as my phone is an iPhone 6, plus I can't update the iOS any more. Seems stupid that we now have track and trace and that some can't download."*
- *"I downloaded the app fine on my iPhone 7. However, other members of my family that wanted to also download have iPhone 6 so it's not compatible! I do not understand why we can't get anything right. I really want to do the right thing but what is the point when the test, track and trace is not fit for purpose. I have now deleted the app".*

## Isolation in schools

- *"A few schools in Medway have sent children home to isolate. It's more than worrying; it's scary! And even though I am high risk as is my son, I would get fined if I remove him. I'm backed into a corner really, it's gonna be a case of "luck" not to catch it I feel."*
- *"My daughter is high risk; if I don't send her after 20 days they will kick her out of the school. Her dad is also high risk - very scary times"*
- *"..... and yet the parents and siblings of the classmates aren't asked to isolate as well so if it's been transmitted already then it's going to spread like wildfire through other schools/business's etc."*

## School transport

- *"My child (age14) goes to a special provision school in Gillingham and gets transported by shared transport. I was able to pick my son up on Friday afternoon, to my disbelief I see his minibus dropping off a primary age school child from a different school opposite his school. This was 5 minutes before collecting his year bubble for that exact minibus!!! There was no cleaning of that bus either as I watched! So how can this be traced? I couldn't get hold of Medway Council! Surely someone needs to be accountable for these actions??? Especially when lots of school age children are being sent home and school years are isolating throughout Medway!"*

## Infection Prevention

- *"Further to the Government's announcement around serving food in pubs etc, table service only will put too much pressure on pubs and clubs as they don't have the staff to do this. Ordering and paying at the bar then they deliver to the table has worked in my local for weeks."*
- *"While waiting to get petrol on Detling Hill at the end of August, I was sitting in my car at the pump and then went into the shop, during that time I saw 15 people without face coverings. Are they all medically exempt? Seriously doubt it! Without shops being able to challenge/question/remind people (other than signs up) can't see this changing as chance of someone being on the spot to issue penalty? Zero!"*



Thanks to everyone who shared their story with us this month. Get in touch and tell us how you are coping. Have you been to the dentist or tried to get an appointment with your GP? Do you have relatives in a care home or maybe you are trying to get support for your mental health?

Whatever your situation, we want to hear from you on **0800 136 656** or email **[enquiries@healthwatchmedway.com](mailto:enquiries@healthwatchmedway.com)**



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