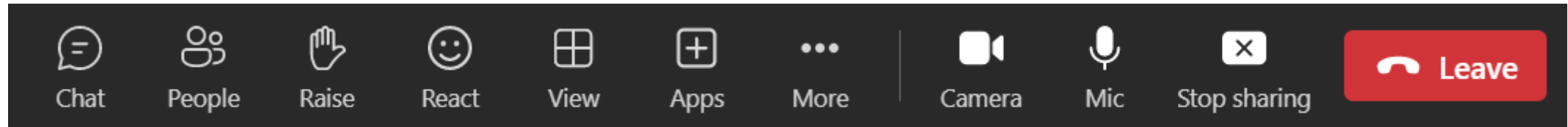


Post Long) Covid Service Review Engagement Workshop

Virtual Meeting House Rules

Please remember to:

- Listen with an open mind
- Respect each other's views
- Please stay muted while others are speaking



How will this session work?

Each slide will come up with a question, you can answer these questions in a few different ways:

- There will be a link and a QR code to Slido where you can type your response
- You can raise your hand to talk
- You can put a response in the chatbox

There are 3 areas of questions:

- Current service experiences
- Access
- Future Service

(Plus other areas you may want to raise)

Current Service Experiences feedback

The key area that peoples said are working well with the current services are:

- Communication – feeling listened to, information, opportunities to ask questions and feeling that concerns are addressed
- Staff - professional, supporting, helpfulness, friendly and caring
- Treatment and care given
- The Hubs – giving a better understanding of the condition

Only a few comments have been received about what could be improved these are:

- Travel and wanting a service closer to home.

And individual comments around:

- A consultant having little understanding of chronic fatigue services
- A lack of psychological support
- Still feeling like they are struggling
- Waiting times

Current Service Experiences

What do you find currently works well and could be improved with the service?

(Some possible areas to think about: waiting times, access, communication, care and treatment, discharge)

Current Service Experiences

What's most important to you when being discharged from the service?

Access

How did/do you use the service service?

- Face to Face
- Online
- On the phone

Would this be your preferred method of using the service?

Access

Did you feel the travel time/distance was reasonable to your face-to-face appointments?
(Please give more detail)

Potential Future Service

What would you say are the 3 most important things to you in regard to the future service?

Opportunities for change

These are the initial opportunities that are being explored:

- The Post Covid (Long) Service is stopped in Derby and Derbyshire and patients are signposted to 'your covid recovery nhs uk' and existing services for support.
- Develop existing services to meet the needs of Long Covid patients.
- Allow the service to continue running as it currently is but with reduced staffing and funding.
- Develop a service that provides support for existing Long Covid symptoms and understand if other symptoms could be included in the programme.

Potential Future Service

Do you have any initial thoughts about the potential opportunities for change for the future service?

Potential Future Service

Is there anything else that we should consider?

Any other comments?

What happens next ?

- 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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