

Quarterly Report
October to December 2015



Index

Chapter	Heading	Page
1	Introduction	2
2	Executive Summary	3
3	Our Structure	4
4	Engagement	5 - 9
5	Local Intelligence	10 - 14
6	Finance	15
7	Social Media	16
	Contact Us	





Chapter 1

Introduction

Our commitment to provide up to date information about our operational and strategic activities is fulfilled partly by producing quarterly reports for our local commissioning team within Derby City Council. Healthwatch Derby is a local health and social care watchdog, our funding comes from the Department of Health, who in turn give the funding stream to our local authority, Derby City Council to run an effective and reliable Healthwatch for the city's residents.

In our quarterly report format, we have attempted to provide more details into our activities, and also tried to present a comprehensive picture of how we have been able to influence the health and social care sector with our work.

This report looks at the period **October to the end of December 2015** and focuses on all our operational activities, our research, our reports, and also looks at areas of work going forward into the next quarter.





Chapter 2

Executive Summary

- The team completed **79** engagements in this quarter, visiting **11 out of 17** wards in the city.
- Healthwatch Derby received **1039** items of service user feedback in this quarter.
- The team met with a number of local partners in this quarter building on established networks.
- Enter & Views continued into various services.

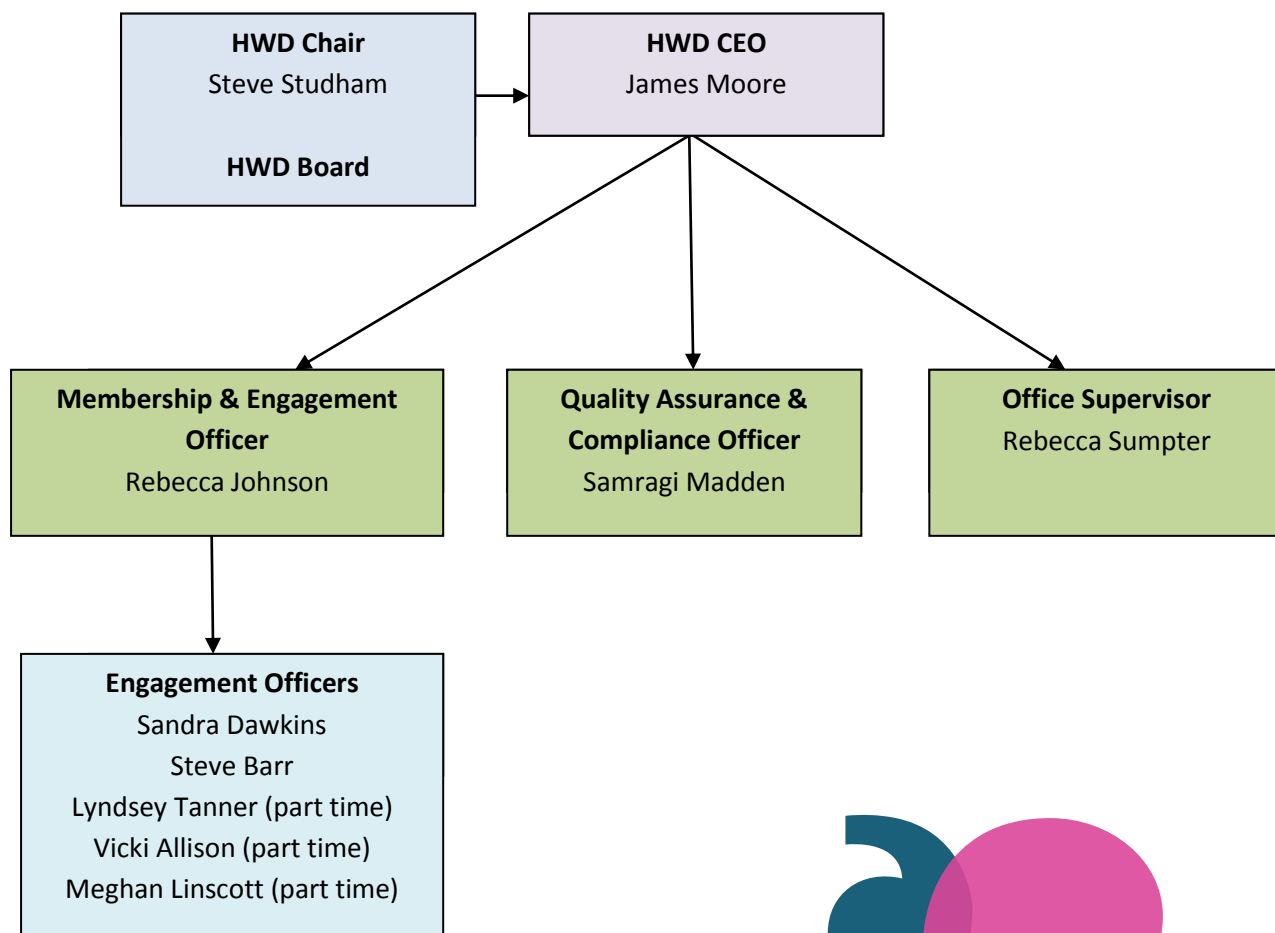
- We hosted **6** very successful public forums. This included **5** events for Self Care week and our inaugural Healthwatch Reference Group
- Our work was cited as a good example of partnership working with major providers for Self Care Week.
- Healthwatch England cited our Little Voices joint workshop in their published report focusing on Primary Care.

- Local intelligence and research continued to be circulated, and appreciated by the wider health and social care community.
- Our local intelligence has led to service reviews of a number of different services within Derby City.
- Healthwatch Derby continues in its important role as critical friend and independent watchdog with an overview of health and social care services in Derby.



Chapter 3

Our Structure





Chapter 4

Engagement

In this quarter, our staffing numbers increased. Three new part time Engagement Officers – Vicki Allison, Meghan Linscott and Lyndsey Tanner – joined the Engagement Team in October on a temporary six-month contract. This gives more flexibility for planning and attending events.



Training session for new Engagement Officers. Pictured from left to right: Meghan Linscott, Lyndsey Tanner, Vicki Allison, and their line manager Membership & Engagement Officer Rebecca Johnson

The main function of the team is to undertake meaningful engagement with the residents, patients and service users of health and social care services in Derby.



Healthwatch Derby Engagement stall at Mickleover Library, pictured left.

Between October and December, the Engagement Team has engaged with or attended events at the following organisations in order to gain feedback:

- 50+ Forum
- Action for the Blind
- Allestree Library
- British Red Cross

- CAMHS
- Derbyshire Carers Association
- Co-Op Allestree
- Co-op Oakwood
- Derby Parent Carer Forum
- Derby Urgent Care Centre
- Derbyshire Mental Health Forum
- Derwent Community Library
- Douglas Court
- JET
- Mackworth Library
- ME Derbyshire Support Group
- Mickleover Library
- Mickleover Methodist Church Dementia Café
- Rethink Steps
- Slimming World



Healthwatch Derby Engagement stall at Joseph Wright College (pictured left)



Healthwatch Derby Engagement Stall in the Eagle Market – Age UK (pictured left)

Team members also attended the following special events and forums:

- Derby College Health and Wellbeing Day
- Derbyshire Fire and Rescue Independent Community Inclusion Board
- Health Promotion Network
- Good Health Group
- Healthy Kids Event
- Mental Health Action Group AGM
- University of Derby Volunteering Fair
- Welcome the Stranger Migrant Summit
- World Mental Health Day Library

Targeted awareness raising took place at Royal Derby Hospital and London Road Community Hospital, with leaflets being distributed in every outpatients department. In this quarter, the Engagement Team organised **5** events which took place during Self Care Week in November:



Mindful Monday (pictured left) – an opportunity for people to find out about mindfulness and try it out for themselves

Choose Well Tuesday (pictured right) – interactive awareness raising events at A&E and the Urgent Care Centre looking at helping people to treat their illness or injury in the right place: home, pharmacy, GP surgery, Urgent Care Centre or A&E



Well Hearty Wednesday (pictured left) – information for people about how to take care of their heart



No Fall Thursday (pictured left) – learning the benefits of and having a go at gentle chair based exercise

Fruitful Friday (pictured right) – opportunity to learn about what people are putting into their bodies and to have free fruit and water



Events for self care week and the whole campaign was recognised as a positive and effective initiative by our key stakeholders such as the NHS Trusts.



In November, we launched the quarterly Healthwatch Reference Group (pictured left) which is an opportunity for Healthwatchers to share their experiences of health and social care services in Derby in an open forum. About **20** delegates attended the first meeting.

Healthwatchers are residents and patients/service users of health and social care services in Derby. There has been an increase of over **30** new Healthwatchers in this quarter. The **817** Healthwatchers on our mailing list have received **8** updates since October.

We have **26** Healthwatch Champions, more active volunteers who are interested in Enter and View visits, promoting Healthwatch Derby at events, collecting views and experiences from patients and service users, representing Healthwatch Derby at meetings or helping with admin duties. Having completed all of the necessary training and checks, three of the newer Healthwatch Champions are now ready to take part in Enter and View as Authorised Representatives alongside staff members and existing Healthwatch Champions.

The Mystery Shopper programme involves completing a short survey about appointments at GP surgeries, hospitals, dentists and opticians and visits to pharmacies. By having a targeted campaign for one of the surveys each month since September, there has been a marked increase in the number of participants and completed surveys.

The next section provides a summary of our Enter & View and engagement activities.

Number of Enter & Views	Venue
1	Derby Teaching Hospitals NHS Foundation Trust
1	London Road Community Hospital
1	Wheathills (in Derbyshire, Derby city patients placed)
More Enter and View training for Healthwatch Champions is planned for early 2016.	

Engagement Summary					
Month	Number of engagements	Number of public seen	Number of public spoken to	Publicity materials	Healthwatchers signed up
October	40	982	234	1199	16
November	29	830	329	405	15
December	10	219	105	132	1
Total Q3	79	2031	668	1736	32

Chapter 5

Local Intelligence

Intelligence Briefs & Strategic Liaison

In this quarter Healthwatch Derby attended a number of different local intelligence meetings, forums, and also hosted and delivered presentations about patient feedback.

We worked closely with our major CCG, and attended two local intelligence sharing meetings. We also attended two Co Commissioning meetings which focus on the transition of primary care into a co commissioned model. Continuing our work around GPs, we also held a meeting with the CCG's Primary Care Lead. With many changes planned for the region they cover, the CCG hosted their Joined Up Care conference this quarter which we were a part of.

We continued to work closely with the local authority, especially with regards to serious safeguarding concerns highlighted to us in this Quarter. We have also spoken to local authority colleagues about care and nursing homes, as well as getting their input into forthcoming research projects (see research section for full details).



Patient feedback has been sent to the Care Quality Commission in this quarter and we have also attended their strategy refresh conference. In depth meetings with their Primary Care lead looked at GP access issues in Derby city. We also attended two CQC cross directorate meetings, one of which (pictured left) was hosted by Healthwatch Derby.

NHS England is one of our key stakeholders, and in this quarter we met our NHS England colleagues for focused patient experience discussions (pictured right), Healthwatch Intelligence Group, and an engagement conference. We also contributed to the Quality Surveillance Group hosted by the Local Area Team.





NHS Trusts operating in the city form the largest source of patient feedback received by Healthwatch Derby, and we continued to work closely with them over this quarter. We attended the EMAS ambulance lead meeting (pictured left) and discussed ambulance related feedback. We attended 4Es hosted by Derbyshire Healthcare Foundation NHS Trust, as well as their Safeguarding Committee meeting and quarterly local intelligence meeting.

Derby Teaching Hospitals Foundation NHS Trust is our biggest source of patient feedback, and one of our key stakeholders. We had monthly local intelligence meetings with the Trust, and also hosted a Discharge Focus meeting (pictured right) where we discussed ideal models of discharge support. The Discharge Focus initiative was welcomed by our local CCG.



Part of our local intelligence and strategic liaison work was to provide presentations about what we are hearing. We spoke to pharmacy representatives at the Local Pharmaceuticals Committee meeting (pictured above left), where we focused on feedback received about Derby city's pharmacies. We also continued to engage with young people, especially those about to enter health services. We did a comprehensive presentation to students of the University of Derby's Nursing School (pictured above right) about the role of Healthwatch Derby, and what we have been hearing from health and social care services in the city.



The Healthwatch movement is strong due to its national presence, and we have worked closely with sister Healthwatches, and continued feeding local issues to our parent body Healthwatch England. In this Quarter, **Healthwatch Derby was present at the Houses of Parliament (picture left)** and spoke to a number of different local Healthwatches, members of parliament, and stakeholder colleagues about issues in Derby. We also attended the regional meeting of Healthwatches in the East Midlands, as well as attend joint meetings with local Healthwatches (Derbyshire, Nottingham City & Nottinghamshire).

Our work in this quarter also included networking and meeting community and voluntary organisations like the Royal Voluntary Service, whose proposals for safer discharge we put forward to all our key partners. We also linked in with the East Midlands Academic Health Science network, meeting them at their offices initially, and then taking part in a 'Discharge Cluster' teleconference where we heard about discharge experiences throughout the country, as well as fed the discharge related feedback we had collected in Derby city. We also met with new partners Derbyshire Community Health United, as they have taken over some services from Derby Teaching Hospitals NHS Foundation Trust. We discussed current issues picked up by the team, with a particular focus on access to dental services for those placed in social care settings.



In this quarter Healthwatch Derby's Board & Team took part in a comprehensive strategy refresh, with dedicated discussions at board, and a **strategy workshop (pictured left)** organised to take stock of the organisation's objectives, outputs, and targets going forward.

Our role is to signpost and advise patients of the options available to them regarding NHS Complaints processes, however on rare occasions we do receive very detailed

feedback which is sent to us from other organisations. In this quarter we were contacted by Derby CALC and received detailed patient feedback about services which we highlighted to Southern Derbyshire CCG. We have also received detailed patient feedback from the neighbourhood board in Spondon, and also from our own volunteers requiring further indepth meetings and feedback collation which we then forwarded to the correct services. We also met colleagues from Hardwick CCG to discuss the services they commission in Derby City.

Research Projects

We are currently undertaking **4** research projects, and are in the finishing stages of our featured consultation 'Little Voices'. The team is now collating all the data for Little Voices so that a report can be produced in Spring 2016.

Research Summary		
Project	Subject	Details
Hardwick Complaints Audit	Complaints policy audit for Derbyshire Healthcare NHS Foundation Trust & Care UK	Covering letters and surveys sent to patient sample
Use of Restraint	Use of Restraint audit for Derbyshire Healthcare NHS Foundation Trust	Covering letters and surveys sent to patient sample
Pathfinder	Partnership project with University of Derby	Mapping of access and complaints for various health and social care services, in initial desktop research stage
Health, Care & Support	Views of care home providers about services they link in to and resident discharge experiences	Survey drafted with input from major partners such as NHS Trusts, Local Authority, CCGs etc

Feedback & Reports

In this Quarter we received **1039** items of feedback and produced **5** reports and additional resource documentation (some of which took the form of brief updates, whereas others were local intelligence overviews, strategic policy updates and **7** case studies.

Report Summary

Report	Subject	Details
Trend Analysis Overview	Local Intelligence Annual Overview	A detailed report published this quarter, looking at feedback received in the period April 2013 to September 2015.
Insight Derby	Local Intelligence Quarterly Newsletter	A brief summary of what we are hearing about services, published this quarter.
7 Case Studies	Case studies look at indepth patient experiences for specific services such as hospitals, ambulances etc	One case study was published in Insight Derby, and we published all 7 in the Trend Analysis Overview report. Each case study has a full response from the service provider.
Strategy Refresh Action Plan	Annual and quarterly overviews	Action plan, business plan, and policy documents updated. Internal circulation only
Intelligence Brief	Internal Resource	Intelligence briefing report prepared for HWD Board and internal circulation
Complaints Pathway	Public Resource	We put together a comprehensive pathway for complaints both for health and social care, published on our website.

Training

In this Quarter Healthwatch Derby team and volunteers completed **212** hours of training.



Chapter 6

Finance

Healthwatch Derby has continued to manage its finances in a prudent and effective manner in this quarter:

Payments	Annual Budget	Spend to date
Direct employment cost	£187,000.00	£ 132,048.64
Premises and office	£ 25,000.00	£ 3,957.08
Publicity/ Communications/Stationery/ Post/Printing	£ 5,000.00	£ 4,1037.77
Staff and Volunteer Expenses	£ 5,000.00	£ 4,204.26
Legal/Insurance/Management Support	£ 5,000.00	£ 4,639.64
Training	£ 5,000.00	£ 3,060.85
Total	£235,000.00	£ 152,014.24

NB: £3957.08 VAT rent and service invoice from 2014 not charged at the time.

Finances are being strictly monitored in order to keep within budget and to have a three month reserve of operating costs.



Chapter 7

Social Media

We continue to reach out to all parts of the local community through our website, Twitter, Facebook, Blog, text messaging and visual media.

Use of new media – Meet Dave!



Healthwatch Derby designed a Christmas cartoon 'Dave the Penguin' which was piloted using new software in December. Dave generated a lot of positive interest in other social media platforms, and we received positive feedback from our key stakeholders.

The cartoon focused on the appropriate use of services during the winter months. We then developed a Christmas greeting card for the public using the same software which is even better and uses music and other visual effects. We are currently working on a new project for February around the Stay Well This Winter theme.

Website & Blog

Our website continues to generate interest with **218** sessions with **154** users and **691** page views in this quarter, as well as **93** new users. Our Blog has a useful archive of our reports, publications and press articles and has generated **2112** views in total.

Facebook & Twitter

Facebook activity in this quarter reached **162** people, with **14** posts and **87** 'likes'. The highest viewed post had **237** views featured Dave the penguin. We have increased our Twitter followers by **4** this month with **65** tweets uploaded this quarter. We have had **10** mentions and the top mention was the Christmas video with Dave the penguin.

Contact Us!



If you would like to share your experience accessing health and social care services in Derby, we would like to hear from you, contact us via:

Email: info@healthwatchderby.co.uk

Telephone: 01332 643988

Write to us at: Healthwatch Derby

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Visit our website: www.healthwatchderby.co.uk

Visit our blog: <https://www.facebook.com/Healthwatchderby>

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