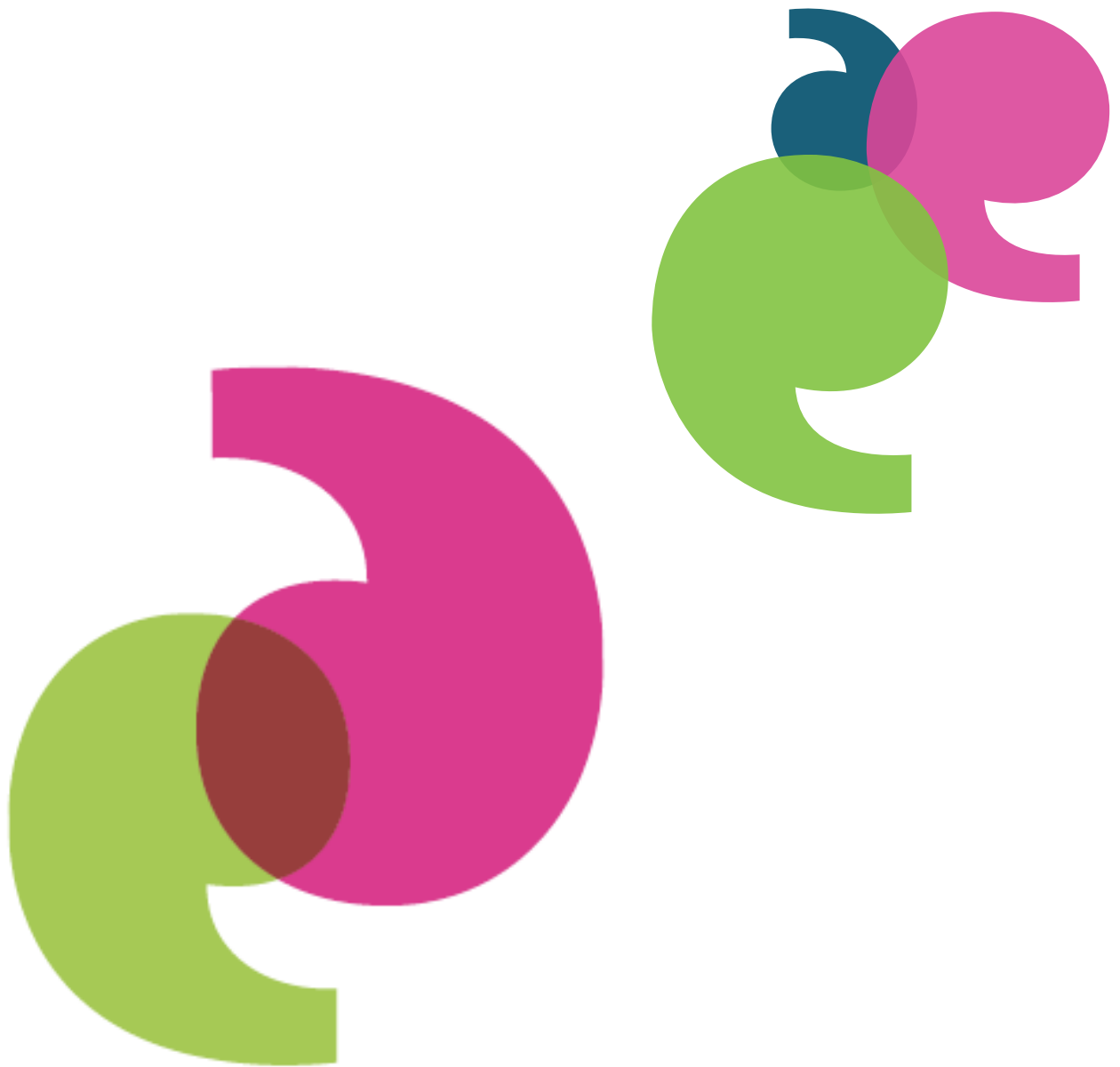
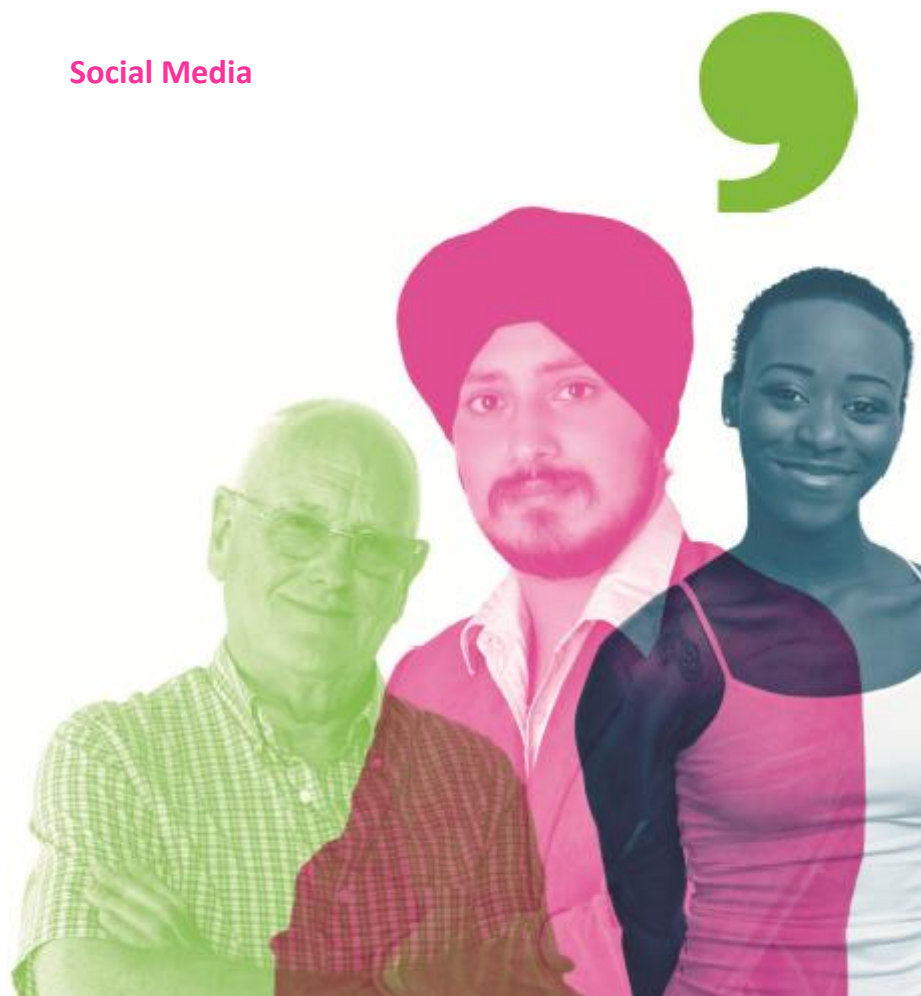


Quarterly Report
April 2017 to end of June 2017



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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 **April to the end of June 2017** 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 **44** engagements, and received **816** items of 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 met with a wide variety of patient communities and listened to their experiences.**

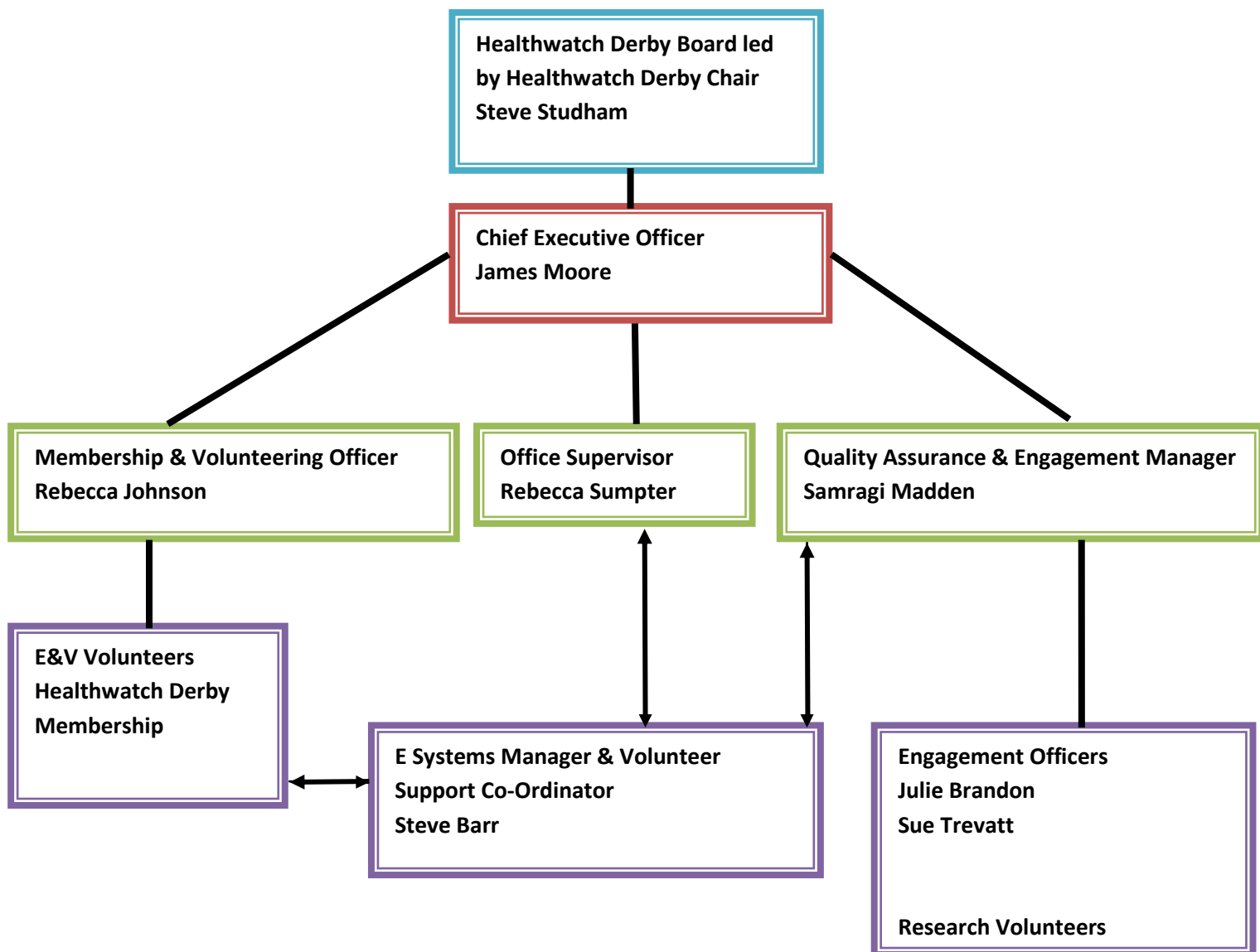
- ❖ **We hosted our AGM and engaged our membership with activities on the day.**
- ❖ **We reviewed and restructured our team.**
- ❖ **We established a new engagement network called Insight Derby Engagement Network to share best Practice.**

- ❖ We produced **5** reports and **11** case studies in this quarter.
- ❖ **Our local intelligence has led to service reviews** of a number of different services within Derby City.
- ❖ **We continued to link in and work with the wider Healthwatch network and Healthwatch England.**
- ❖ **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

As part of its commitment to make continuous improvements Healthwatch Derby carried out an internal restructure in this quarter. Please refer to the organisation chart in the previous chapter for details. We had staffing changes with Sandra Dawkins and Vicki Allison leaving the organisation and the need to recruit new Engagement Officers to backfill posts. **We carried out a successful recruitment drive and appointed new Engagement Officers.**

Julie Brandon
Sue Trevatt

Operational activities have included a handover of contacts and policies, guideline refresh for engagements, as well as new officers taking part in detailed Induction Training sessions, and Shadow Engagement sessions.

The engagement team have a remit to cover all 17 electoral wards in Derby city, and to conduct meaningful engagement with diverse communities. **Our areas of focus this quarter were ward visits, mental health services, children's centres, as well as a range of stakeholder meetings and events.** In this quarter we have been visiting a range of different engagement venues, some of which are illustrated below:



Children's Centre visits in this quarter included visits to Mickleover Children's Centre (pictured left) and Rosehill Children's Centre (pictured right)



Some of our engagements this quarter included:



Taking part in Sun Sand Special Needs, Fun Day at Alvaston Ward (pictured left)

Ward visits at Oakwood ward (pictured below)



Outreach continued at service access points such as Wards 1 & 2 AT London Road Community Hospital (pictured below left) and at the Radbourne Unit (pictured below right)



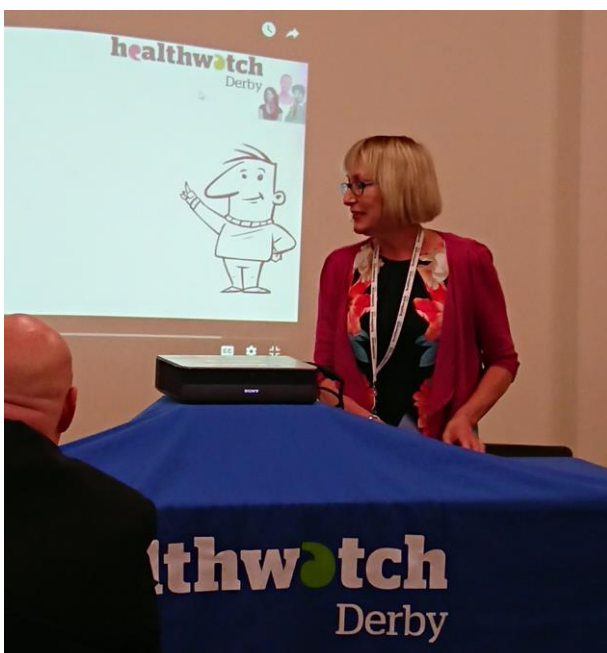
Outreach at Live at Home Lunch Club Shelton Lock (pictured left)



A summary of our engagement activity this quarter:

Month	Number of engagements	Number of public seen
April	9	181
May	10	229
June	25	478
Total Q1	44	888

We hosted our AGM (images below) this quarter at St Peter's Churchyard and launched our Annual Report 2016 2017





Chapter 5

Local Intelligence

In this quarter we continued to highlight patient voices to decision makers at strategic forums and meetings. **Our Board continued its valuable strategic input** into the review and improvement of services.

As a member of the partnership board of the CLAHRC East Midlands (part of the National Institute for Health Research) Healthwatch Derby's Chair has participated on a board to review a series of projects put forward by East Midlands based academic organisations for grant support. These projects have the potential to improve the patient pathways through a greater insight into the issues identified by the studies. Areas of particular interest for award are mental health and diabetes. The awards will be considered in July and when awarded will be for work to be carried out between April and December 2018.

In this quarter **we continued to be part of meetings and discussions about the forthcoming STP Joined Up Care programme** which will look at the realignment of services in Derby City. We have been a part of a number of different meetings, and have been liaising with colleagues at Southern Derbyshire CCG. **We also hosted our quarterly Local Intelligence sharing meeting with Southern Derbyshire CCG.**

Every year we provide a response to the NHS Provider **Quality Accounts** submitted to us. This year we provided a full response to Quality Accounts from Derby Teaching Hospitals NHS Foundation Trust, Derbyshire Healthcare NHS Foundation Trust, Derbyshire Community Healthcare NHS Foundation Trust. We also collated and provided a regional response for the Quality Account of East Midlands Ambulance Services NHS Foundation Trust.

We were part of the **Health & Wellbeing Network and Workshops** in this quarter, as well as taking part in their **Shadow STP meetings**.

We continued to work closely with NHS Trusts, and had **information sharing meetings with Derby Teaching Hospitals NHS Foundation Trust** where we reviewed our current reporting streams, and are planning a joint exercise in September to further develop our partnership work. We also liaised with Trust colleagues for case studies and reports where responses were requested from the Trust in this quarter.

One of our strengths as a local watchdog is that we are one of a collective and belong to a national network. We work closely with Healthwatch colleagues and with

Healthwatch England, and in this quarter **we were visited by the new Chair of Healthwatch England** as part of a partnership visit and local knowledge enhancement. **We also visited a sister Healthwatch further afield and were hosted by colleagues at Healthwatch Lincolnshire.** During our partnership visit we reviewed new operational systems and data storage facilities with a view of improving our current systems. We also took part in the **regional Healthwatch Network meetings** this quarter.

We continued to work closely with stakeholders from the Local Authority and held a meeting with Adult Social Care, where we looked at processes for receiving and forwarding concerns and safeguarding.

Healthwatch Derby hosted the quarterly Healthwatch Intelligence Group meeting comprised of NHS England Colleagues and sister Healthwatches Derbyshire, Nottinghamshire, Nottingham City. Discussions focused on upcoming procurement exercises for dentistry, and this was **followed up with a meeting between specialist dental commissioners and Healthwatch Derby** to explore areas of partnership work around dentistry. We also attended **the Quality Surveillance Group** hosted by NHS England's Local Area Team, and spoke about service observations in Derby city. We continued to provide input and advice at the **Health & Wellbeing Board.**

Due to the restructure of services, from this quarter Healthwatch Derby's Quality Assurance & Engagement Manager (QAEM) has been responsible for managing the Engagement Team, and bringing Engagements in line with Local Intelligence, and strategic aims.

The team lost experienced Engagement Officers this quarter, and one of our priorities was to create a new structure, new job roles, and to then carry out a full recruitment drive. Following the recruitment drive, extensive efforts were made to provide a comprehensive Induction, Guidelines for new workstyle, as well as provide opportunities for new officers to shadow QAEM on a number of different engagements.



Local Intelligence Training conducted for new team members and volunteers (pictured left)

In this quarter we reduced some non essential networking meetings and concentrated on delivering our **AGM in June 2017**, as well as publishing our **Annual Report which was launched at our AGM by our Chair**.



Local Intelligence gathering exercise at our AGM (pictured left)

AGM presentation by Healthwatch Derby CEO (pictured below right)



In this Quarter we established **a new platform for Engagement Leads** covering Derby City to get together and share best practice and explore areas of joint work. **Insight Derby Engagement Network or IDEN is now up and running**. The inaugural IDEN meeting took place at Healthwatch Derby offices, and was well attended by colleagues from stakeholder organisations. IDEN will be chaired and hosted by Healthwatch Derby, and will be an opportunity to showcase engagement work as well as an opportunity to link in with partnership events and initiatives.



IDEN inaugural meeting (pictured right)

In this Quarter we continued to be involved in training and networking events and various workshops including:

- Carers Care Event**
- Care Home Indicators**
- N.I.C.E**
- CQC Planning Event**
- BPAS – British Pregnancy Advisory Service**
- NHS Boundaries**
- Mental Health Planning Day**
- Safety & Security**

AGM presentation detailing where our feedback and reports are sent (pictured right)



Feedback & Reports

In this Quarter we received **816** items of feedback and produced **5** reports and additional resource documentation (some of which took the form of brief updates, local intelligence overviews, strategic policy updates and **11** case studies.

Reports Summary

Report	Subject	Details
Annual Report	Annual Summary	Annual Report
Insight Derby	Local Intelligence Summary	Local Intelligence Newsletter
Quarterly Report	Healthwatch Derby	Quarterly Activities
NHS Choices	NHS Choices	Draft sent for response
Cancer Services Mini Report	Cancer Care	Report plus 11 case studies

Research

In this Quarter we took the opportunity to showcase the work of our Research Volunteers, and also presented an award to Vaanee Stock-Williams who was recognised for her contributions as the Healthwatch Derby Volunteer of the Year 2017. Vaanee continued to contribute to the team in a volunteer capacity, as an engagement volunteer during this quarter.



Vaanee Stock-Williams receives the Healthwatch Derby Volunteer of the Year commendation from Healthwatch Derby Chair at our AGM (pictured left)

Research Summary

Project	Subject	Details
NHS Choices	NHS Choices	Draft report sent to NHS England for a response
Derbyshire Community Health Services Specialised Enter & View	Coleman Street Emergency Dental Service	Collating Results
Health, Care & Support	Care Providers and Integration of Services – Hospital Discharge	Collating results

Training

In this Quarter Healthwatch Derby team and volunteers completed **190** hours of training. This covered Enter and view training for volunteers, governance and administration.



Chapter 6

Volunteers & Membership

Healthwatchers (members) are people who live, work and/or use health and social care services in Derby. There are currently **777 Healthwatchers** on the mailing list and they received nine updates between April and June.

Healthwatch Champions are volunteers who wish to be more active. They get involved by becoming Enter and View Authorised Representatives, promoting Healthwatch Derby at events such as International Women's Day, collecting views and experiences from patients and service users, sometimes also using their language skills, representing Healthwatch Derby at meetings such as the Patient Experience and Engagement Group at Royal Derby Hospital, or helping with admin duties. There are currently **35 Healthwatch Champions**.

Healthwatchers and Healthwatch Champions can also tell us more about their experiences by getting involved in the Mystery Shopper programme or completing a new 'One day at a time' diary. Mystery Shopper involves completing a short survey about their observations and experiences following appointments at GP surgeries, hospitals, dentists and opticians and visits to pharmacies. The diary is for anybody using health and social care services on a regular basis – for example, care at home, regular GP or outpatients visits or a course of treatment – whether separate or consecutive days, to tell us more about their experiences than the Mystery Shopper surveys allow. **We have now received 209 completed Mystery Shopper surveys and three detailed diaries.**

In June Authorised Representatives took part in the Derby Teaching Hospitals NHS Foundation Trust's three days of annual inspections over both sites. Introductory letters have been sent to five more homes and visits will be arranged shortly. More Authorised Representative training has been arranged for the next quarter.

A summary of our Engagement & Enter & Views:

Number of Enter & Views	Venue
1	Royal Derby Hospital
1	London Road Community Hospital
4	Raynesway View, Castle Park, Littleover Nursing Home, Shelton Lock Care Home



Chapter 7

Finance

Healthwatch Derby has continued to manage finances in a **prudent and effective** manner.

	TOTAL	BUDGET	BUDGET LESS TOTAL
STAFF COSTS	£ 40,045.77	£187,000.00	£146,954.23
PREMISES, OFFICE AND MANAGEMENT COSTS	£ 2,280.00	£ 4,000.00	£ 1,720.00
PUBLICITY, COMMUNICATIONS, POST PRINTING	£ 707.05	£ 4,000.00	£ 3,292.95
EXPENSES STAFF AND VOLUNTEERS	£ 1,1612.22	£ 5,000.00	£ 3,387.78
TRAINING	£ 1,900.00	£ 5,000.00	£ 3,100.00
LEGAL, INSURANCE, MANAGEMENT SUPPORT	£ 2,295.96	£ 5,000.00	£ 2,249.08
TOTAL	£ 49,295.96	£210,000.00	£ 160,704.04



Chapter 8

Social Media

Healthwatch Derby undertakes some engagement activities through the use of various social media platforms. This is to help provide a better understanding and increase our reach in the community.

MEDIUM	April to June 2017
Website	759 Sessions 533 Users 173 new visitors 360 returning visitors
Twitter	52 Tweets 11 new followers 30 mentions 2,049 followers
Facebook	185 Engagements 112 Page Likes 3,112 people reached Our most popular post concerned the death of a teenager in US after drinking a lot of caffeine.
Cartoon	New cartoon showcased at the AGM in June with a voice over explaining what happens to peoples' comments about health and social care services. Published on You Tube June 2017.
Blog	3276 views

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:

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Telephone: 01332 643988

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Council House
Corporation Street
Derby, DE1 2FS

Visit our website: www.healthwatchderby.co.uk

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

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