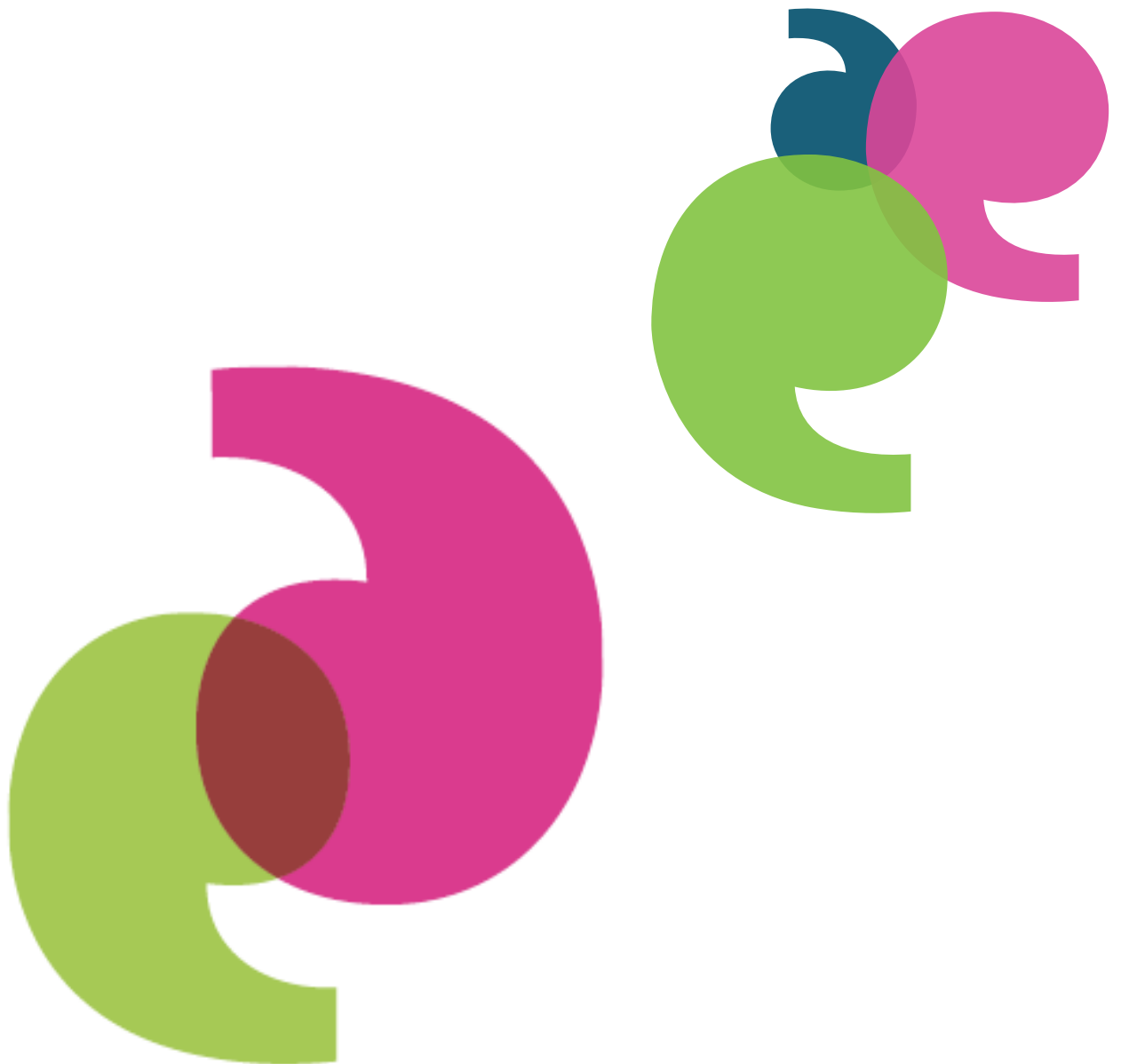


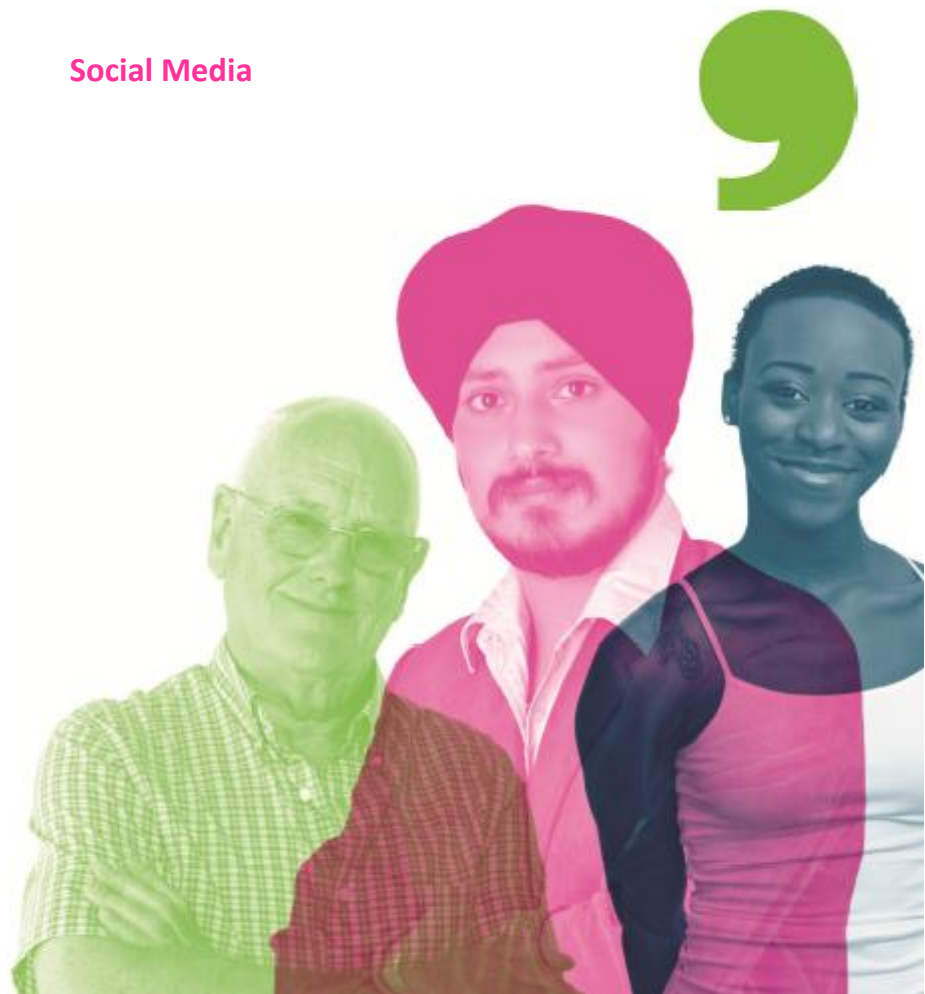
Quarterly Report

July 2017 to end of September 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 **July to the end of September 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 **77** engagements, and received **2567** 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.**

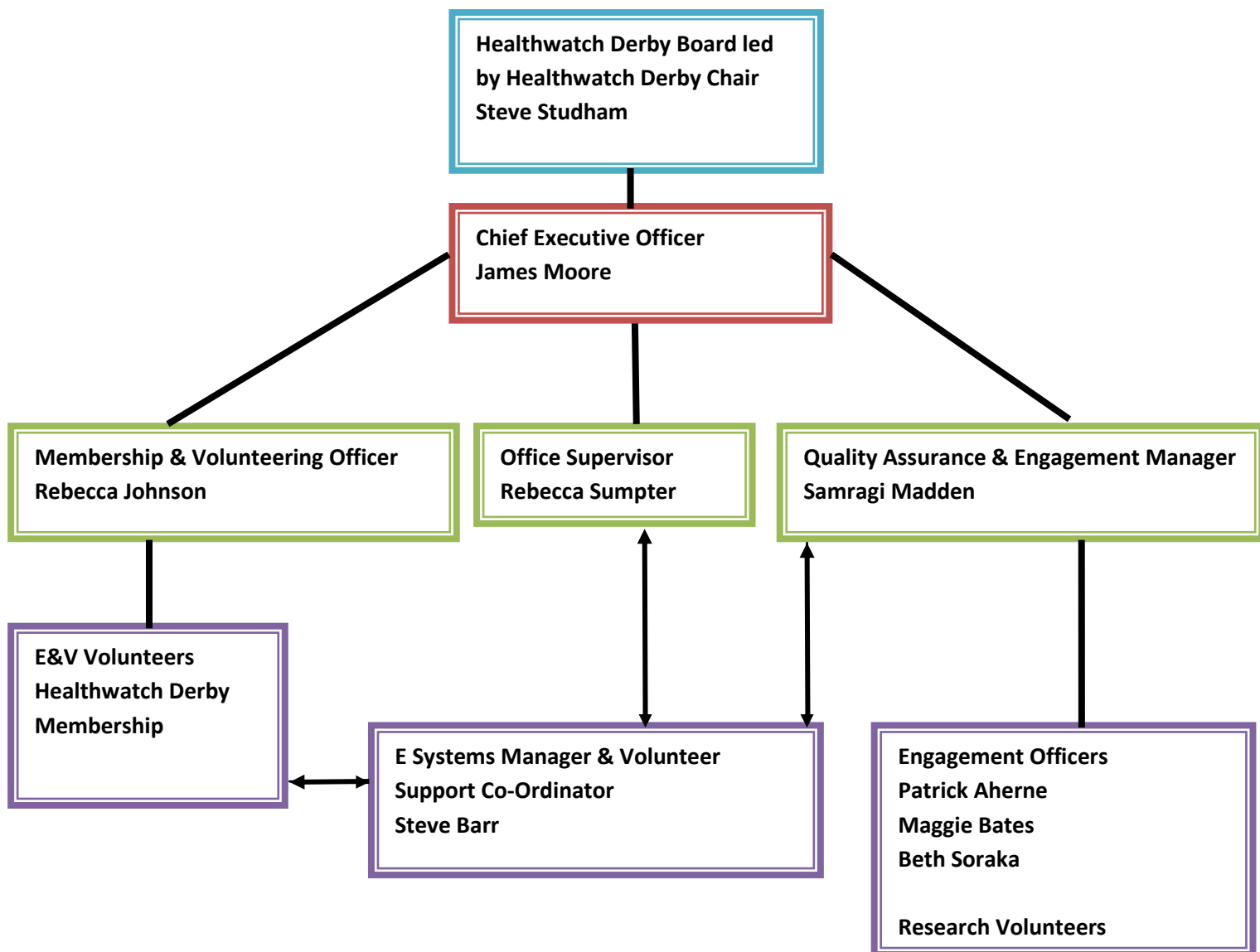
- ❖ **We hosted an outdoor event Arboretum Fun Day at Arboretum Park in August 2017**
- ❖ **We held a partnership forum open to the public, the first Healthwatch Derby Marketplace event was held at the Revive Centre, Chaddesden in September 2017.**
- ❖ **Successful public facing engagements has seen a rise in partnership work and stakeholder collaboration.**

- ❖ We produced **7** reports and **3** 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

The Engagement Team had some changes in this quarter. Sue Trevatt and Julie Brandon were unable to continue due to an exacerbation of existing health conditions and conflict of interest with partnership working for different stakeholders.

We had already secured a new team via ongoing recruitment, so the work of the engagement team continued unhindered. **We welcomed Patrick Aherne, Maggie Bates and Beth Soraka to the Engagement Team. Following a detailed induction, all three new officers started a successful programme of work bringing a new vitality and new talents to the Engagement Team.** The new team dedicated themselves to a broad programme of outreach activities this quarter as visualised below:



Top Left – Beth at A&E Outreach, Aug 2017

Top Right – Patrick at Live at Home Lunch Club, Chester Green, Sept 2017

Bottom Left – Maggie at Ripplez Mother & Baby event, Sept 2017

Bottom Right – Maggie & Beth at Derwent Valley Medical Practice Spondon Branch, August 2017

## Engagement Focus Areas

GP Access – GP Outreaches, A&E Outreach  
(Pictured right – Beth & Patrick at Brook  
Medical Centre, August 2017)



Maternity Concerns – Pregnancy Assessment  
Unit or PAU Outreach , Children's Centres,  
Mother & Baby Events (Pictured left – Patrick  
& Maggie at PAU, August 2017)

Mental Health – Service Access outreaches  
(Patrick & Maggie pictured right at Wards 1&2  
London Road Community Hospital, August  
2017)



Social Care – Reaching out to carers, elderly,  
vulnerable, house bound (Pictured Left –  
Maggie, Patrick, Beth engage carers during an  
activity session at Creative Carers)

Our focus areas were determined by carefully considering the amount of feedback we were getting for each priority area, and the kind of concerns we were picking up.

## Public Events

### August 2017 – Arboretum Fun Day

- Outdoor event at a local park (Patrick & Maggie pictured right)
- We engaged with 150 people and spoke to 100 in depth, collecting over 100 items of feedback
- We were joined by STP colleagues on the day



### September 2017 – Healthwatch Derby Marketplace Event at Revive, Chaddesden (pictured left)

- We engaged and spoke to 50 people in depth, and took over 100 items of feedback
- Joined by numerous colleagues who wanted to host a stall at our event
- Stakeholders appreciated ability to join our event and contributed to it

Summary of Engagements this quarter listed in table below:

Month	Number of engagements	Number of public seen
July	9	200
August	28	636
September	40	802
<b>Total Q2</b>	<b>77</b>	<b>1638</b>





## 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.

Our Chairman was involved in CLAHRC related work similar to last quarter. **As a member of the partnership board of the CLAHRC East Midlands (part of the National Institute for Health Research) Healthwatch Derby's Chair 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.

Board members also attended and were involved in meetings and discussions about the **Burton Trust and Derby Teaching Hospitals merger**, as well as participating in other forums such as **Southern Derbyshire CCG's Lay Reference Group**. Board also assisted the **University of Derby with their new Masters in Public Health programme**. We maintained our strong presence at the **Health and Wellbeing Board**, and also met sister Healthwatches in the **Regional Healthwatch meeting** for the East Midlands region. We also attended the annual **Healthwatch England Conference** hosted in Nottingham (pictured below Healthwatch Derby Chair with Healthwatch England CEO). At the annual conference the beginning remarks for the conference schedule mentioned the good work done by Healthwatch Derby as an example of good practice.



In this quarter a lot of our dedicated focus was on strengthening existing partnerships and looking at areas of joint work, as well as practical event planning for large public engagements. We held meetings with **Southern Derbyshire CCG** on more than one occasion. We also met with stakeholders such as **Shared Lives, Derby City Mission, Creative Carers, University of Derby** among others. Our discussions were fruitful and we were able to host joint events the first of these was the **Arboretum Fun Day in August at Arobretum Park, followed by a Healthwatch Derby Marketplace event in September at Revive Chaddesden**. Our events were so successful that we were able to plan for more joint events in months to come. It is really good to note that partnership events, and partnership work has continued to bring in rich and varied feedback as well as the team benefiting from shared resources and shared learning.

**Healthwatch Derby's Chairman inaugurated the CCG's Mental Health Visioning Day hosted this quarter (pictured right).**



As part of our partnership work with Southern Derbyshire CCG we were involved in the CCG's programme of STP related work. In addition we have also held local intelligence sharing meetings, and planning meetings to further explore areas of joint work. We also attended **the AGM of Southern Derbyshire CCG**, and our input into their annual report has already been taken forward for next year's publication.

Another area of significant work this quarter was our focus on cancer services in Derby city.

Building on the work we did for our 'Cancer in Focus' report, we explored the possibility of hosting patient workshops around cancer services. We found great partnership and support from the acute Trust, Macmillan, and the Cancer STP workstream.

**Meetings and discussions with Macmillan (pictured right) finally helped us put together a piece of work exploring case studies and detailed patient experiences of service users, carers, and anyone else linked into cancer services.**



Work with all major health and social care providers continued. We visited Maternity, A&E and MAU on a number of occasions and liaised very closely with the Acute Trust's PALS section and divisional leads. **We also attended a townhall public meeting for the Burton Trust & Derby Teaching Hospital merger (pictured below left - Burton Trust CEO admires our promotional stall at the townhall meeting).**

Healthwatch Derby's focus on Children and Maternity related feedback meant we found ourselves liaising closely with colleagues from a range of sectors. **We met with the Head of Children's Centres run by the Local Authority and explored avenues of joint work. We also attended the Maternity Services Liaison Committee meeting hosted by the acute Trust, and also held meetings with colleagues from the Maternity STP workstream**



**We have always worked very closely with Derbyshire Healthcare Foundation NHS Trust, and in this quarter we attended the launch of the MH STP Workstream as hosted by the Trust.**

We also liaised closely with Trust colleagues to put together a programme of outreaches at various Trust service access points such as Wards 1&2 at London Road Community Hospital. We also **liaised closely with all GP surgeries to plan and implement a programme of GP outreaches across the city** in this quarter.

**Pictured bottom left a photo taken from the IDEN meeting hosted this quarter, IDEN is a Engagement Leads shared learning forum.**



In addition to all of the above we also did a **home visit** to speak to a patient who required intensive support regarding how to make a complaint and was unable to attend our outreach sessions due to poor health. We also received and actioned several instances of feedback from patients which required us to trigger escalation protocols – alerting service providers and keeping patients updated on any outcomes. We continued to work closely with the **CQC** and hosted a cross directorate meeting this quarter. Other forums hosted by us included **HIG**, and we also took part in a **NHS LAT/QSG teleconference** co hosted by Healthwatch England. In this quarter **we also visited Healthwatch England for training** and networking. We continued to work closely with grassroots organisations like **Ripplez** and hosted a joint event

## Feedback & Reports

In this Quarter we received **2567** items of feedback and produced **7** reports and additional resource documentation (some of which took the form of brief updates, local intelligence overviews, strategic policy updates and **3** case studies.

Reports Summary		
Report	Subject	Details
Insight Derby	Local Intelligence Summary	Local Intelligence Newsletter
Quarterly Report	Healthwatch Derby	Quarterly Activities
Resource Report – Burton RDH Merger	Burton – RDH Merger	Resource Report Internal
Board Update Sept 2017	Board Update	Internal Board Report
Mini Annual Trend Analysis	2016 to 2017 Trend Analysis	Internal Board Report
Summary Report – Trends	2016 – 2017 Trends Summary	Internal Board Report
EMAS in Focus	EMAS services	EMAS snapshot report

## Research

Research Summary		
Project	Subject	Details
Derbyshire Community Health Services Specialised Enter & View	Coleman Street Emergency Dental Service	Draft sent for approval at end of quarter
Health, Care & Support	Care Providers and Integration of Services – Hospital Discharge	Project completed and learning to be used going forward
Cancer Matters	Cancer Services	New consultation initiated with a workshop in Oct
Chai with Healthwatch Derby	STP Awareness	New consultation initiated with a workshop in Oct

## Training

In this Quarter Healthwatch Derby team and volunteers completed **239** hours of training. This covered Enter and view training for volunteers, governance and administration.



## Chapter 6

### Volunteers & Membership

Healthwatch Derby's Healthwatchers, or members, are people who live, work and/or use health and social care services in Derby. **The 774 Healthwatchers on the mailing list received 12 updates between July and September.**

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.**

**Enter and View Authorised Representatives completed five visits during the quarter.** One visit took place at Royal Derby Hospital; unfortunately, others that Authorised Representatives were going to attend were cancelled by the Trust. The team carried out revisits at two residential and nursing homes as well as visits to two homes previously not visited. One report was published during the quarter, others will follow soon. Visits to three more homes are at the pre visit meeting stage and these and four more homes will be visited in the next quarter. **Two new Authorised Representatives undertook training during the last quarter.**

**The Healthwatch Reference Group is a quarterly forum for Healthwatchers and Healthwatch Champions to share their experiences of health and social care services. Jenny Goodwin from Southern Derbyshire CCG gave a presentation about Joined Up Care at the well-attended July meeting.**

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 over 220 completed Mystery Shopper surveys and three detailed diaries.**



## Chapter 7 Finance

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

	<b>TOTAL</b>	<b>BUDGET</b>	<b>BUDGET LESS TOTAL</b>
<b>STAFF COSTS</b>	£ 82,101.69	£187,000.00	£ 104,898.31
<b>PREMISES, OFFICE AND MANAGEMENT COSTS</b>	£ 2,280.00	£ 4,000.00	£ 1,720.00
<b>PUBLICITY, COMMUNICATIONS, POST PRINTING</b>	£ 2,057.61	£ 8,000.00	£ 5,942.39
<b>EXPENSES STAFF AND VOLUNTEERS</b>	£ 2,511.48	£ 5,000.00	£ 2,488.52
<b>TRAINING</b>	£ 2,338.63	£ 5,000.00	£ 2,661.37
<b>LEGAL, INSURANCE, MANAGEMENT SUPPORT</b>	£ 4,420.46	£ 5,000.00	£ 579.54
<b>TOTAL</b>	<b>£ 95,709.87</b>	<b>£214,000.00</b>	<b>£118,290.13</b>



## 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	JULY TO SEPTEMBER 2017
<b>Website</b>	<b>202</b> Sessions <b>155</b> Users <b>46</b> new visitors <b>109</b> returning visitors
<b>Twitter</b>	<b>51</b> Tweets <b>10</b> new followers <b>37</b> mentions <b>2,058</b> followers
<b>Facebook</b>	<b>149</b> Engagements <b>117</b> Page Likes <b>1,348</b> people reached Most popular post was an article on the Revive Centre event on 20 September 2017.
<b>Cartoon</b>	Currently looking at ideas of developing a new cartoon for the winter period about using pharmacy services instead of visiting your GP or the hospital.
<b>Blog</b>	<b>3523</b> views since start of blog since start of blog

## 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

**Write to us at:** Healthwatch Derby  
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Derby, DE1 2FS

**Visit our website:** [www.healthwatchderby.co.uk](http://www.healthwatchderby.co.uk)

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