



# Guided by you

Annual Report 2019-2020

# Contents

---

Message from Chair	3
Last years Priorities	4
About us	5
Highlights from our year	7
How we've made a difference	9
Helping you find the answers	15
Our volunteers	18
Our finances	22
Our plans for next year	24
Thank you	26
Contact us	27

# Message from our chair



Our focus now is to positively look to the future and continuing our contribution to the City of Derby

This year has been focused on innovation and gentle change.

We have reviewed how we interact with service users and providers and are trying various alternative approaches to seeking the experiences of service users.

It has been refreshing to see staff and volunteers embrace the challenges this has involved.

Coronavirus has been resulted in are operations being totally changed however thanks to the flexibility of staff we have continued to function and I thank them all for that.

Our focus now is to positively look to the future and continuing our contribution to the City of Derby.

Steve Studham  
Chair Healthwatch Derby

# Our priorities

Last year 6735 people told us about the improvements they would like to see health and social care services make in 2019-20. These are our five priorities for the year ahead based on what you told us.



- Mental health services , this was recognised as an area of much concern by many , therefore a full report was commissioned.



- Diabetic services was highlighted as Diabetes has such an impact on other services as well as being damaging to the individual sufferer.



- Sexual Health services as a priority with the City having a University base and was an area we didn't have much insight.



The on going monitoring of the quality of health and social services and sharing the experiences with service providers



- Partnership working was deemed a priority to work closer with our sister Healthwatch in Derbyshire and Healthwatch England, In the year we



worked on the NHS Long Term Plan and started a Homeless project together as well as closer tie ins

# About us

**Healthwatch Derby is here to make care better**

We exist to make health and care services work for the people who use them. Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf to drive forward improvements.

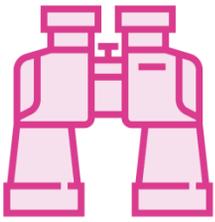
We are uniquely placed as part of a national network, with an independent local Healthwatch in every local authority area in England. Our role is to ensure that local decision makers and health and care services in Derby city put the experiences of people at the heart of their work. We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

## Our vision

Healthwatch Derby is a strong independent community champion giving local people a voice that improves and enhances health and social care provision on behalf of the people of Derby.

Derby is a place where people's health and social care needs are heard, understood and met - achieving this vision will mean that

- People help shape delivery
- People influence the services they receive
- People help drive improvements and change
- People hold services to account



## . Our purpose

- To find out what matters to you and to help make sure your views shape the support you need.



## Our approach

People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



## what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Telephone: 01332 643988

E-mail: [info@healthwatchderby.co.uk](mailto:info@healthwatchderby.co.uk)

Website <https://www.healthwatchderby.co.uk>

# Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-20.



## Health and care that works for you



### **25 active 187 occasional volunteers**

helping to carry out our work. In total, they gave up 180 number of days.

We employed

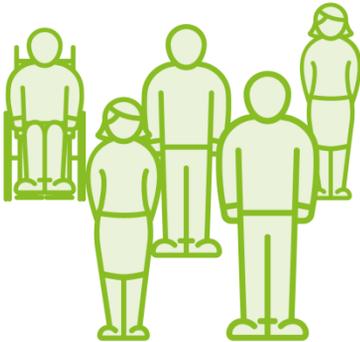
### **7 staff**

We received

### **£235 k in funding (includes 21k in kind office support)**

from our local authority in 2019-20, same as the previous year.

## Providing support



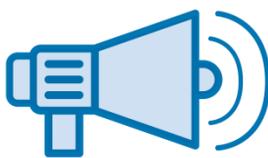
### **people**

10031 shared their health and social care story with us, 2% more than last year.

### **people**

3263 accessed Healthwatch advice and information online or contacted us with questions about local support, 43% more than last year.

## Reaching out



### **% people**

18% engaged with us through our website, 36% people engaged with us through social media, and 46% people engaged with us at community events.

## Making a difference to care



We published

### **4 main reports**

about the improvements people would like to see with their health and social care, and from this, we made numerous observations and suggestions for improvement.

# How we've made a difference

---



## Changes made in Derby

The sharing of your views with Healthwatch Derby has led to positive changes to health and social care services in the City. This shows when people speak up about what's important, and services listen, care is improved for all.

The following are some examples of how you helped Healthwatch Derby make a difference .

### Sexual Health Services

Healthwatch Derby worked with the Derbyshire Community Health Services Integrated Sexual Health(DCHS,ISHS) Team to develop a survey and carry out outreach across the two sites they operate at London Rd Community Hospital and Pear Tree Clinic. Some 1431 patients attended the clinics during this period and the team took patient experiences on site and 102 surveys were completed.

The final report was shared with Derby City Health and Wellbeing Board and the wider local health community.

 NHS  
Derbyshire Community  
Health Services  
NHS Foundation Trust

 healthwatch  
Derby

Derby City's Integrated Sexual Health Services – Delivered By Derbyshire Community Health Services Report 2019

#### Outcomes,DCHS , ICHS :

- Made improvements to access the services and developed online services across Derbyshire and introduced some postal screening.
- Improved waiting times
- Developing ways to reduce people being turned away from clinics.
- Improvements to staffing levels and recruitment.
- Improving partnership working with other services, GP's and Pharmacies to improve pathways into the service



## Derby's Diabetic Services Report



Diabetes was highlighted as priority area for Healthwatch Derby, at the time of the report some 25000 people had been diagnosed with diabetes , 15000 of them being in the City.

Healthwatch Derby carried out outreaches and surveys to collect data and one case study. Outreaches. 118 surveys were completed

Clinics at:

The Royal Derby Hospital:

- Pump Clinics
- Foot Clinics
- Renal clinic
- Antenatal clinics

Community clinics (Derby City):

- London road community hospital
- Peartree medical centre
- Colman street health centre

Overall services were rated 4.3 out 5

## Outcomes

The report was shared with the Health and Wellbeing board the wider health and social care network for learning.

University Hospitals of Derby and Burton Foundation Trust(UHDBFT) and Derbyshire Community Health Services(DCHS) both provided a response to the reports and committed to make improvements.

DCHS who provide podiatry services are looking how to improve services based on the report.

UHDBFT provided a comprehensive response showing they understood the needs of their users.

The key areas of concern were around waiting times, GP's knowledge of type 1, The amount of people being offered educational courses to manage condition and car parking at Royal Derby Hospital.

They trust are looking to improve

- Appointments , bookings and waiting time by using an electronic clinic system data review which was being scoped ,and will allow for more flexibility in how appointments are scheduled as well as looking at how more community services can be utilised.
- Access and communication to educational courses and support to manage the condition better for both type 1 and 2 diabetes.
- How the GP managed population can be better supported through a newly commissioned community located service



## Derby's Mental Health and Crisis Support Services Report



### Healthwatch Derby undertook some research into the crisis support services available locally .

There is no clear cut pathway into mental health services and which service you attend is dependent on your treatment needs. Most people access general mental health support through their GP. There are emergency routes such as A&E Liaison team and crisis team.

The team carried out case studies , surveys and outreach at various locations across the City.

The report concluded that many different services can be involved with someone's care and that they can be many complexities involved on an individual level and pathways are not always clear or straight forward. It was important that

Communication is clear , pathways are easy to understand and to follow, capacity needs improving to reduce waiting GPs need more training and support in regards to mental health and pathways.

### Outcomes, Derbyshire Healthcare NHS Foundation Trust :

1. Developing an action plan based upon specific issues raised.
2. Going live with a text messaging feedback service to continually improve how to improve or gain service feedback and how respond.
3. Develop more co-production with partners to make improvements
4. Improvements to patient experience team
5. Improvements to transition and discharge
6. Investigate hoe improvements can be made in the crisis team
7. Improvements how appointments are handled , less cancelled appointments.
8. Improvements in staffing, communication, discharge, planning and environment . Work scheduled to begin spring 2020.
9. Investment in a 111 helpline to improve out of Hours
10. Work with partners to improve collective pathways

# Long Term Plan

**#WhatWouldYouDo**

# Highlights



More than 40,000 people shared their views nationally with Healthwatch. Healthwatches Derby and Derbyshire received 458 completed surveys



Our network held over 500 focus groups reaching different communities across England. Healthwatch Derby and Healthwatch Derbyshire held them with Black Minority Ethnic, Mental Health, Elderly and Learning Disability communities



Healthwatch attended almost 1,000 community events.

## NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Here's a summary of our work and what we found.

Working with Healthwatch Debyshire we asked people #WhatWouldYouDo to improve the NHS locally. The top issues that people told us they wanted services to focus on is:

- "Easier access to health access and advice"
- "Access to support when needed"
- "Being able to get an appointment with my local doctor"

What are we doing about it?

The report was shared with joined up care Derbyshire and fed into the local planning process to ensure local voice was captured.

# Helping you find the answers

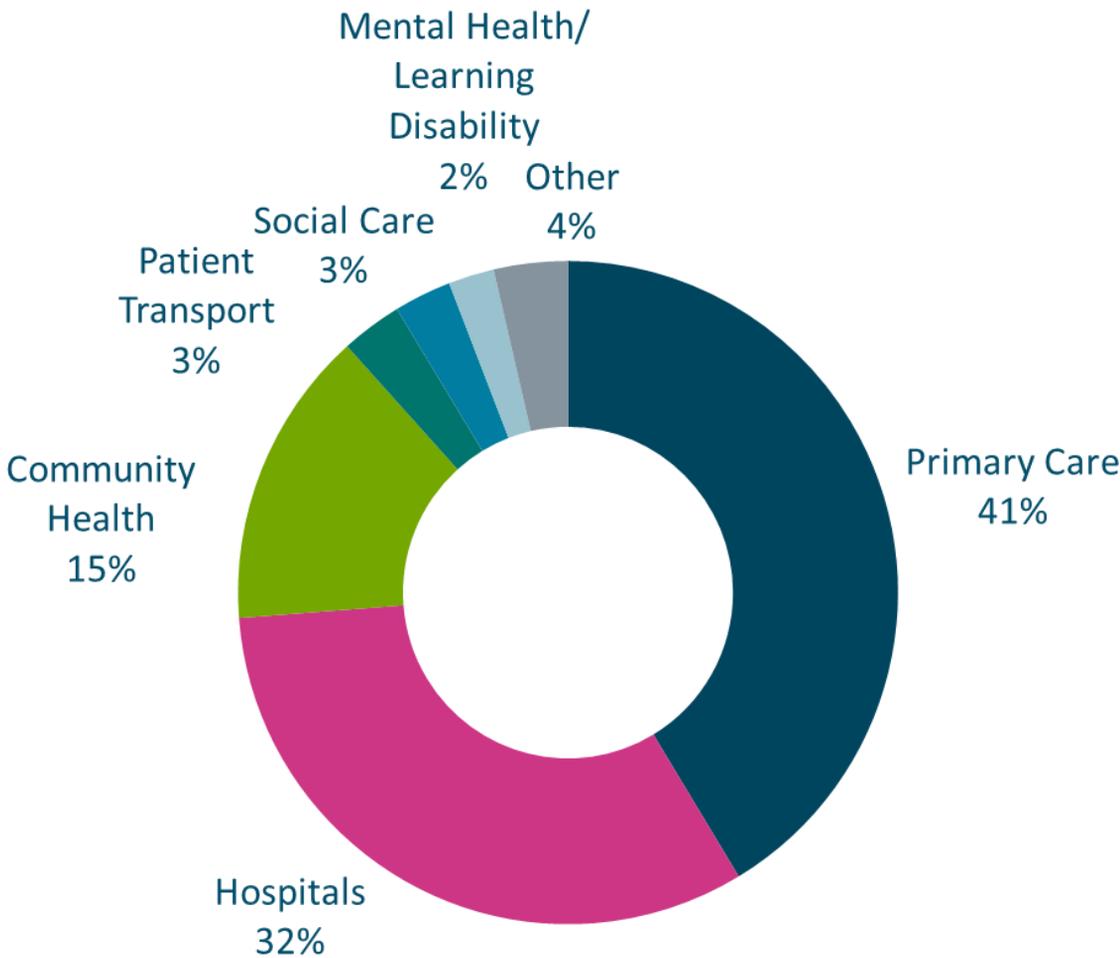


**Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.**

This year we helped 10031 people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

**Here are some of the areas that people asked about.**



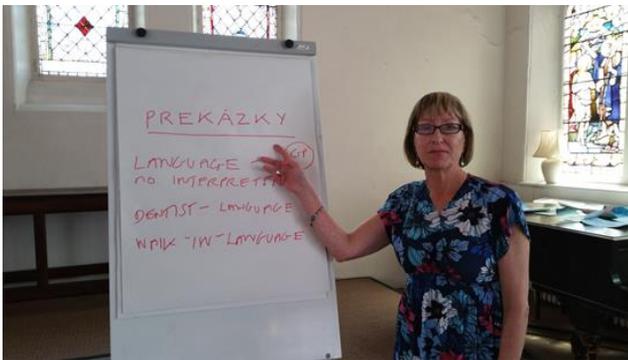
## How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There a number of organisations that can provide help, but people don't know where to look. We help people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

Specific advice and information online

- Our contact us form on our web site
- At community events
- Promoting helpful services across our social media channels
- Over the phone
- Cartoons to help find services



## Dental Care

I was struggling to find a dentist for my family after we had moved to the area. I had tried 111 but all the dentists I had tried had were not taking NHS. Healthwatch Derby provided me with a couple of phone numbers and I was able to register.

Thank you Healthwatch Derby . Jane W.

## Cartoons: Winter support

Many people are often at a loss at where to go to get help for their health needs over winter . To help combat this issue, we developed some cartoons with advice to show people where they can go to access support out of hours, including NHS111, A&E or their local pharmacy. These are friendly way of showing local people which services are most appropriate for their needs.

<https://www.youtube.com/watch?v=kjlpfpkBsVY>



# Volunteers

---



## How do our volunteers help us?

At Healthwatch Derby we couldn't make all of these improvements without the support of our 187 volunteers that work with us to help make care better for their communities. They help in many ways

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports i.e. Mystery Shoppers



Thanks to the work of our volunteers we have been able to highlight many improvements at care homes and at local hospital.

*Some of our volunteers from Derby University helping out in research projects*

Some of our volunteers visited health and social care services as part of our enter and view program. They made recommendations for improvements. Thanks to their feedback, Royal Derby hospital has made changes to their signage. At various sites the enter and view team noticed that some of the accessible toilets did not meet standards and on bringing these to the attention of the care home managers improvements were made.

Some of our enter and view volunteers information as well as information provided by our Mystery shopper volunteers and those who actively support our engagement team feed into our research reports.

# Our volunteers

We could not do what we do without the support of our amazing volunteers. Some of the things they do...

## Board Members,

We have a dedicated team of volunteer board members who give their time and expertise up to provide governance to Healthwatch Derby. They provide support in the ongoing day to day operations, strategy and direction as well as support for staff whilst ensuring that everything the organisation does is with what is best for the people of Derby City in mind.

## Enter and View

Enter and View is the opportunity for staff and volunteers to visit health and social care premises, observe the nature and quality of care and to collect views from service users, visitors and staff members at the point of service delivery. This is a key part of our work programme. Healthwatch Derby uses these evidence based findings to report associated recommendations and evidence of best practice to the local community and relevant partners, including CQC, Derby City Council, NHS commissioners, quality assurers, Healthwatch England and any other relevant partners.

Section 186 of the Health and Social Care Act 2012 provides for local Healthwatch to carry out Enter and View: Enter and View visits can be announced and arranged in advance with the service provider or unannounced if there is a serious concern. Premises to be visited for an Enter and View are chosen for a number of reasons – comments (negative or positive) from relatives or visitors, comparing services run by the same company or in the same area, or a request from Derby City Council.

**I had been caring for my mother who had dementia for some years. Shortly after she died in 2009 I heard about and subsequently joined the Patients Panel covering the Royal Derby Hospital and London Road Community Hospital and I was pleased to find that my experience dealing with my mother helped me a great deal and that I was giving something back to the organisation who had looked after her in hospital.**

**During the course of my work with the Patients Panel I met Rebecca Johnson from Healthwatch who encouraged me to volunteer for Healthwatch and also trained me to do "Enter and View" (inspections of all kinds of care homes) which I have been doing ever since.**

**I enjoy all aspects of my volunteering not least knowing that I am also helping care homes and hospitals to be better equipped to help those who need them. Carol.**

## Meet our volunteers

### Mystery Shoppers

Healthwatchers and Healthwatch Champions can also tell us more about their experiences by getting involved in the Mystery Shopper programme or completing a '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 358 completed Mystery Shopper surveys and three detailed diaries.



With regards to being a volunteer authorised enter and view representative, I became involved due to having some spare time on hand which I wanted to put to good use by helping in the community.. When the opportunity came up to be involved in enter and view I jumped at the chance to get involved therefore. Since becoming involved, I have learnt a number of new skills in terms of how to conduct such visits, this has enabled me to elaborate on my previous auditing experience. I have enjoyed getting out and about and meeting new people and contributing to such an important part of Healthwatch. I hope to continue building on these skills and relationships in the future.

Raj

## Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch at

01332 643988

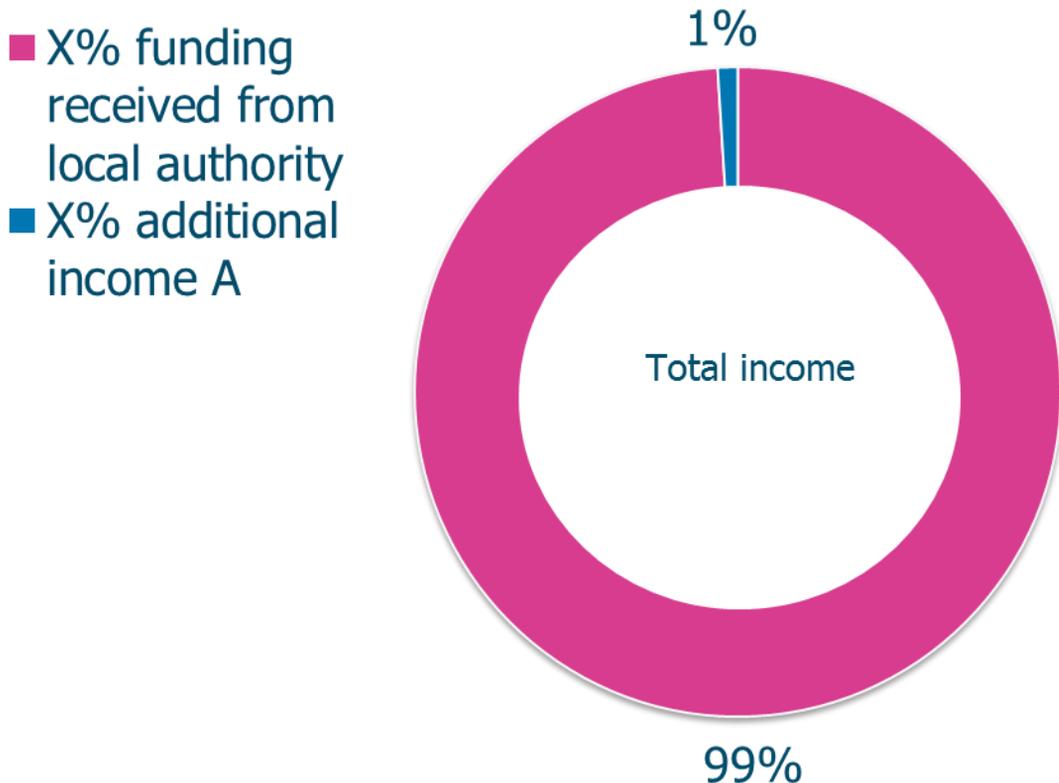
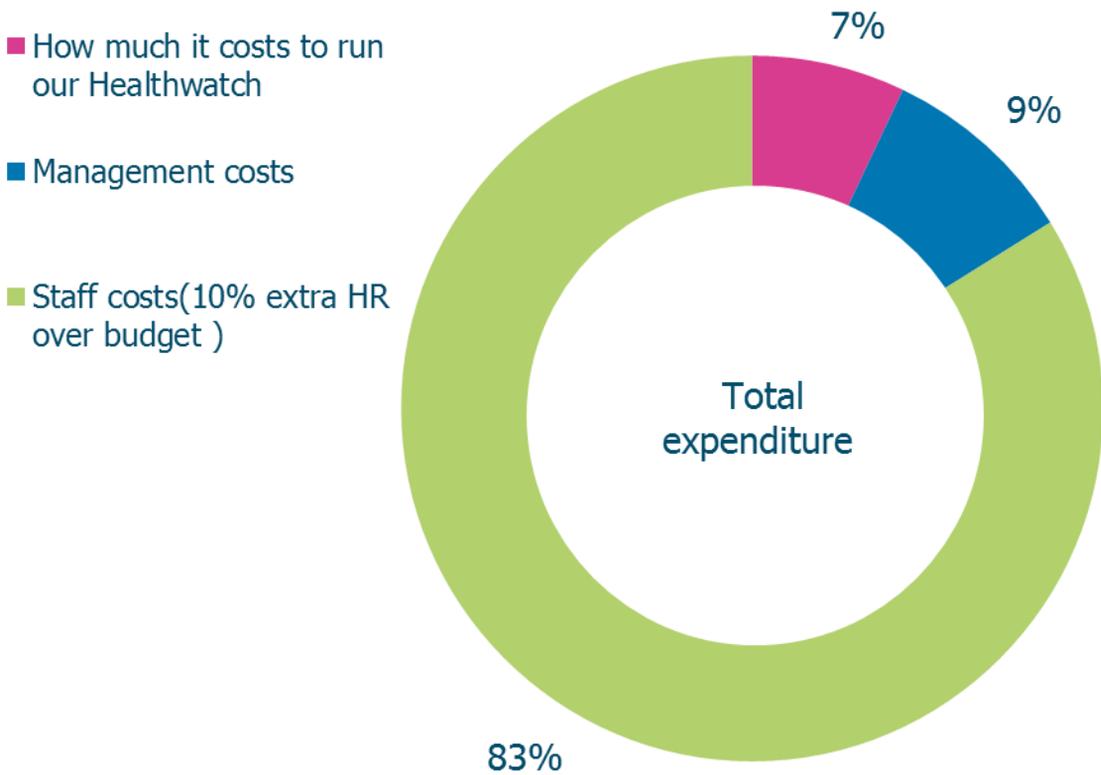
info@healthwatchderby.co.uk



# Finances



**We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £233860 excluding £21k in kind office support.**



# Our plans for next year

---



## Looking ahead

As I write this many of our priorities that we had planned in the coming year have changed due to the Covid 19 pandemic which has had a dramatic impact upon us all.

Our immediate priority will be to find new ways of working to reach out to the people of Derby and ensure that they have :

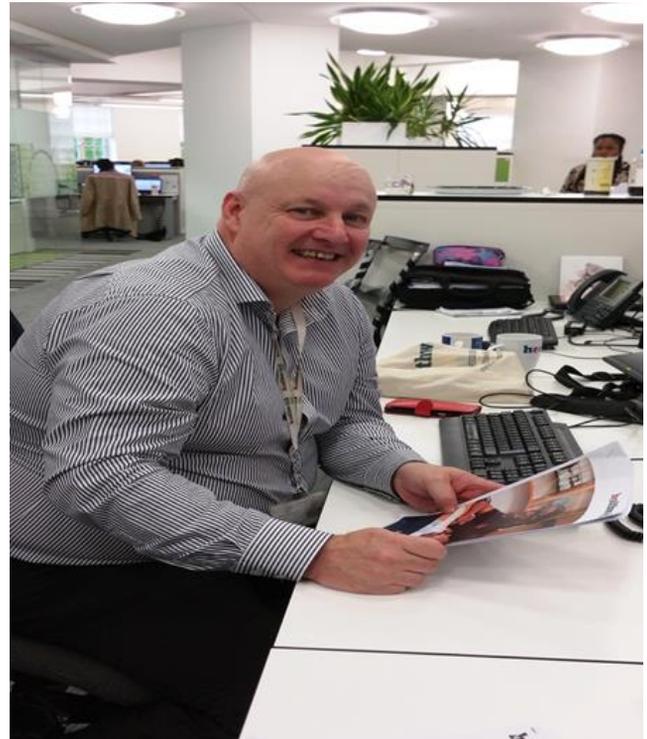
- Access to good advice of local health and care services.
- A continued voice to help shape service delivery.
- A role to play in rebuilding our community.

We will work closely with the Health and Social care commissioners and providers to ensure that peoples experience of the services in Derby are heard so they can make improvements where possible.

## Thank you

I would like to take this opportunity to thank the Staff, Board and volunteers for everything they had done and endured over the last year . Their efforts have helped improve services across the health and social care sector and ensured local peoples views are taken into account when decisions are being made.

I would also like to thank the NHS and our Social Care providers for everything they do . The recent events have shown how reliant we are on them and what a good job they are doing. They have also shown locally that they are ready to listen to what is said about the services they provide and are willing to do what they can to improve on their services .



I am fairly confident that over the year ahead the people of Derby will come to terms with the new way we will have to do things in everyday life.

As a Healthwatch we will continue to work in partnership with Health and Social care providers and continue to act as a conduit for the people of Derby to ensure that the services are fit for purpose and of the highest possible standard.

James Moore  
CEO Healthwatch Derby

# Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experience with us.
- All of our amazing staff and volunteers.
- The voluntary organisations that have contributed to our work.
- All the local Trusts , GP'S, Care /Nursing Homes.
- Derby City Council for their ongoing support



Rebecca and Sandra looking at ways to engage with young people

# Contact us

---

Healthwatch Derby  
The Council House  
Corporation Street  
Derby  
DE1 2FS

Telephone: 01332 643988

E-mail: [info@healthwatchderby.co.uk](mailto:info@healthwatchderby.co.uk)

Text: 07812 301806

Website <https://www.healthwatchderby.co.uk>

Facebook: [www.facebook.com/Healthwatchderby](http://www.facebook.com/Healthwatchderby)

Twitter @HealthwatchDby

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.

**Company Registration Number:**  
**8233546**



Healthwatch Derby  
The Council House  
Corporation Street  
Derby  
DE1 2FS