



# On Equal Terms

Then and now

Annual Report 2020-2021

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# Message from our chair



Steve Studham  
Chair Healthwatch Derby

Another challenging year for everyone. The efficient vaccination program is however moving the city back to a more normal way of life. Thank you to all those staff and volunteers who have been carrying out this continuing task. The more people that have the vaccine the better for everyone.

The Healthwatch team have met the challenge of home working by innovating different ways of engaging with the public and I thank them for keeping going regardless of what was happening around them.

The key to the success of these approaches is change. Health and social providers are doing this to meet greater demand and to work more effectively. Joined Up Care Derbyshire is one of the ways that change will affect the services you receive so it is important that we receive feedback of your experiences with health and social care. The more individual feedback we have can be input to influence positive change in services. This also applies to services that have not been possible during the pandemic. Let us know of your experiences.

Stay safe,



The key to the success of these approaches is change



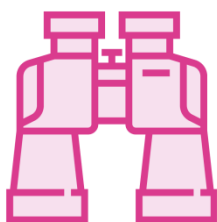
# About us

## Here to make health and care better

We are the independent champion for people who use health and social care services in **Derby**. We're here to find out what matters to people and help make sure your views shape the support you need, by sharing these views with those who have the power to make change happen.

## Helping you to find the information you need

We help people find the information they need about services in their area. This has been vital during the pandemic with the ever-changing environment and restrictions limiting people's access to health and social care services.



### 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:

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



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 how we have engaged and supported people in 2020-21.



## 24 active 185 occasional volunteers

helping to carry out our work.

We employed

## 7 staff

We received

## £235 k in funding (includes 21k in kind office

support) from our local authority in 2020-21 as year before

## Providing support

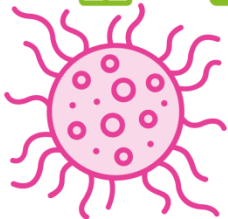


## people

6827 shared their health and social care story with us, 30% less than last year.

## people

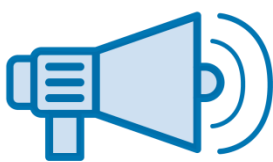
8507 accessed Healthwatch advice and information online or contacted us with questions about local support, 160% more than last year.



## Responding to the pandemic

Approximately 70% of all advice and support was Covid 19 related

## Reaching out



## % people

60% engaged with us through our website, 17% people engaged with us through social media, and 23% people engaged with us through , Telephone, Electronic Forums such as Zoom, Skype, Teams and Surveys

## Making a difference to care



We published lots of small reports to service providers and commissioners covering a range of subjects, Changes in choices and behaviour during pandemic, Homeless report, Virtual appointments and consultations, Gp experiences of public behaviour we made numerous observations and suggestions for improvement.



## Then: Understanding Peoples Choices and Behaviours during the Pandemic

Healthwatch Derby were alerted that many local people were not accessing health and social care services for ongoing treatment during the pandemic.

This was worrying and there was a fear locally that people not accessing required treatment could make their condition worse, make themselves even more vulnerable to the on going pandemic due to a weakened state,

We began a survey in June 2020 and continued it through to March 2021 firstly trying to better understand how the Covid-19 pandemic has affected people's choices and behaviours. We started an online survey asking the question Has there been any health or social care service/s that you would have accessed during 'normal times' but chose not to during the Covid-19 period?"

During this period 1 / 3 people stated that they had changed their choices and/or behavior in regard to health and social care services. Our initial findings were that 3 in 5 of these were diabetic .

The areas people told us about were GP's , Dentistry, community care, Hospital appointments and social care. There was a range of reasons for this .

The main issue covering all the areas was people said that there was an anxiety or fear about Covid-19. Some people felt that they did not want to over burden the services, or they felt the issue could wait .

In some cases The service they normally attended or needed was cancelled or suspended or they could not get an appointment. Some people had Individual reasons such as they were in a shielding group and felt they needed a face to face appointment but did not want to bring anything home.

Some said the reason was that the regular services/appointments had been suspended and/or only urgent cases been seen. Some were unsure how the new clinic would run (distancing) so have not made a new appointment

We discovered that people were saying their condition was getting worse

" I am reluctant to contact the service but did not wish to burden the system even though my condition was much worse because of the delay. "

In a lot of cases it was a lack of understanding due to communication of what services were operating and how.? Leading to a fear in contracting Covid 19





## Now: understanding Peoples Choices and Behaviours

The surveys ran for 10 months with regular monthly reports back to Joined Up Care Derbyshire who are the commissioning body for Health and Social Care locally. This enabled the local system to understand peoples fears and in partnership with all helped improve communication and help focus some resources into allaying some of the anxiety.

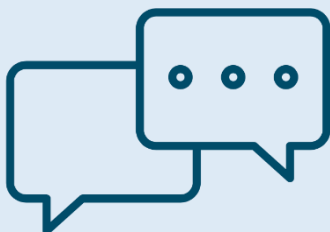
At the beginning of the project 1 in 3 people were telling us they had changed their behaviour and choices in accessing on going treatment . However, at the end of the 10 months we were starting to see improvement with 1 in 5 people saying that they were still not accessing services. There is still an anxiety and fear o of catching Covid.Many want to avoid high risk areas and do not wanting to travel on public transport



**“I was frightened to have my podiatry appointment as I was scared of contracting Covid 19. I did not want anyone coming to my house and I did not want to travel, I have diabetes and need to look after my feet. However after talking to Healthwatch Derby they told me who to talk to and I soon had my appointment arranged and whilst I was still a little scared on the day all was clearly explained and a really good experience. I should have asked sooner” Joan (service user)**

Whilst the issue is still not fully resolved the willingness of Joined Up Care Derbyshire and all the partners working together the improved communications to service providers and the public has resulted in an improved uptake of services locally. A further report into how GP’S were impacted due to higher levels of abuse was also reported to Health and Well Being Board and Public Health were asked to improve communications to the Public about how GP services were having to be ran at present.

### Share your views with us



If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

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

 **01332 643988**

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## Theme two: Mental Health Crisis Support



### **Then: Mental Health crisis support services.**

Healthwatch Derby highlighted that 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.





# Mental Health crisis support services

## Aims of the Project

To gain peoples experiences about using different mental health services

To gain peoples experiences of mental health crisis support services

To find If they knew what to do or where to get information about what to do in a crisis before it happened

To see what services they used and what was their experiences of these services during and after a mental health crisis

To understand what they thought worked well and what could be improved with mental health and crisis support services

How people would rate mental health services and crisis support services

**“Improvements – massively – communication – think it starts with GP my GP doesn't know anything about the service (crisis house)”**

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 how 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



## Responding to COVID-19

**Healthwatch plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.**

**This year we helped almost 6000 people by:**

- Providing up to date advice on the COVID-19 response locally
- Linking people to reliable up-to-date information
- Supporting the vaccine roll-out
- Supporting the community volunteer response
- Helping people to access the services they need
- Developed a survey in partnership to gain experience of vaccinations and what fears people have of the immunisation programme

## Top four areas that people have contacted us about:



10% on GP services



8% on Dentistry



5% on Hospital Care



70% on Covid and Vaccines

## Case Study

- My son was referred for NHS specialist orthodontic treatment in September 2018. He received an appointment with Refine specialist dental care for 20/06/2019 and has been told he needs corrective adjustments using braces. We have now been waiting 20 months. I have been told that due to covid his treatment will be delayed another 18 months at least. Having waited 2 1/2 years from referral I consider the delay unacceptable, let alone another 18 month delay. I appreciate the orthodontists are working through NHS patients on priority order, but have been told that the only way to expedite matters is to pay for private treatment. This would delay other NHS patients even further and I consider this situation wholly unacceptable in a modern health system. I know other patients from Erewash and Nottingham that have been treated within 3 months from referral. I wonder if you clarify if the information I have been given is correct and explain why Derby dental provision seems to be lagging behind other regions. This resulted in a formal complaint being made and helped towards NHSE reviewing services.



### Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.



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## 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 usually visit health and social care services as part of our enter and view program. They make 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.

Throughout the pandemic our volunteers have mainly supported us with Governance through electronic board meetings as well as information provided by our Mystery shopper volunteers and some are involved in re designing how we do things in future.

# 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 (on hold at present and through this year)

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 are looking at new ways of involving volunteers more in the future.

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

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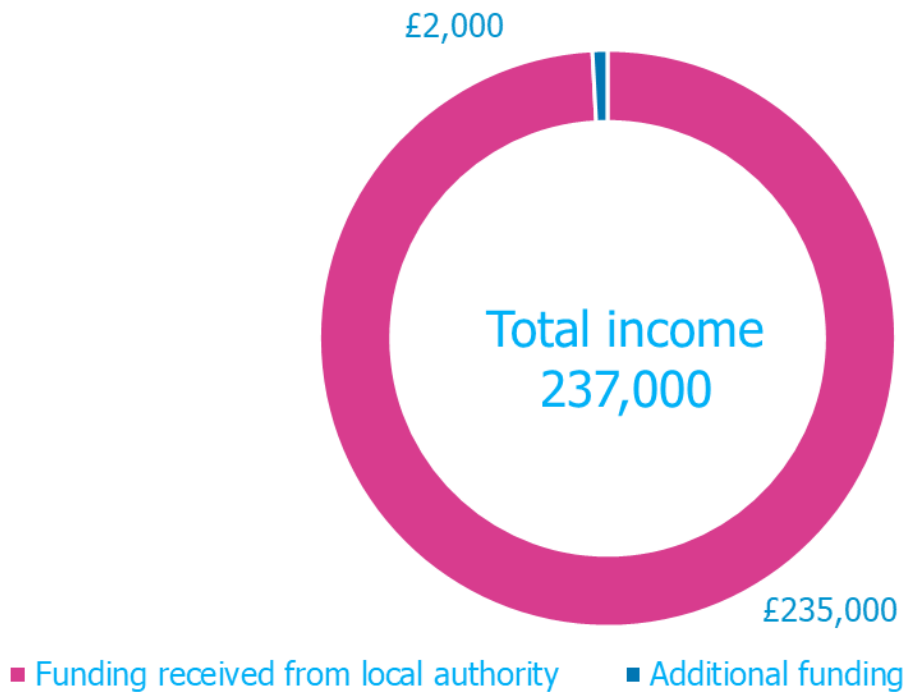




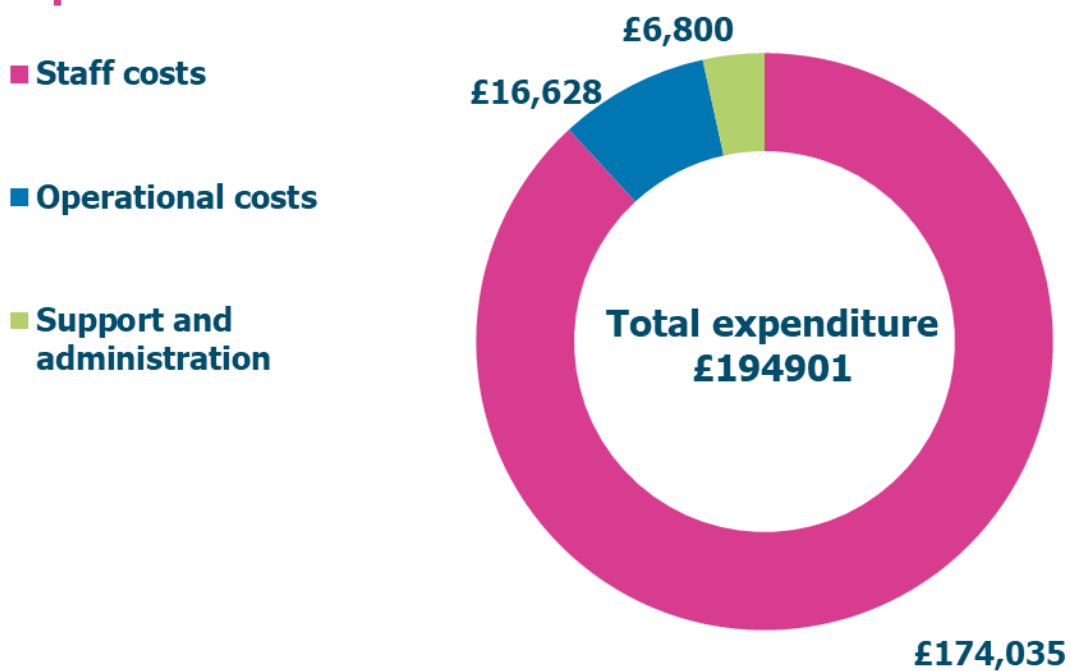
# Finances

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

## Income



## Expenditure



# Next steps & thank you

## Top three priorities for 2021-22

- A project with Black and Minority Ethnic women who were pregnant through the Covid 19 pandemic
- A project with CAMTAD to ask about peoples experiences of Hearing Aid services
- A project about Social prescribing

## Next steps

- We are hoping to return to face to face outreaches and Enter and view before the end of the year
- We will continue to work in partnership with Joined up care Derby to help our local ICS is fit for purpose
- Healthwatch Derby is committed to equality and diversity for all and hearing the voice of seldom heard communities. We will continue to reach out to all parts of the community .



**"Tackling unfair health differences will need those in power to listen. To hear the experiences of those facing inequality and understand the steps that could improve people's lives, and then to act on what has been learned."**



James Moore  
CEO  
Healthwatch  
Derby

The year has been a difficult one for all, but it is time to move forward . Build on the new skills , and ways of communicating we have learned along the way. Thanks to the support and trust of local people we are helping to shape future improvements in our local Health System . The Staff, Board, Volunteers are all working together to reach out and hear the voices of the community and I look forward to the continued help of the people of Derby as we all rebuild for the future.

A handwritten signature in blue ink, which appears to read 'J P Moore'.



# Statutory statements

## About us

Healthwatch Derby, The Council House, Corporation Street, Derby, DE1 2FS. Company Registration Number: 8233546

Healthwatch Derby uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

## The way we work

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch board consists of 7 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2020/21 the board met 4 times and made decisions on matters such as future work activities such as Social prescribing and how we can improve our governance by recruiting new board members.

We ensure wider public involvement in deciding our work priorities by using insight from information and sign posting enquiries. Board meetings and the use of a lay reference group who usually meet quarterly. We also run various forums online and face to face when possible.

## Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, by email, provided an information page on our website, provided updates via our website and targeted e-mails to a membership base and partner organisations to share, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, we have worked closely with the West Indian Community and The Refugee Centre.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website. <https://www.healthwatchderby.co.uk>

### 2020-21 priorities

Our priorities for the year were overshadowed by the pandemic, however we still achieved our aims which were:

1. Access to good advice of local health and care services. We were able to help influence the local communications strategy to ensure local people were kept informed
2. A continued voice to help shape service delivery. We were able to feed public voice into strategic and emergency planning meetings throughout which resulted in services being able to respond adequately
3. A role to play in rebuilding our community. We helped to support the response to the pandemic and keep local people and professionals informed as well as the Health and wellbeing board.

## Responses to recommendations and requests

We had no providers who did not respond to requests for information or recommendations.

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers. Consequently, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

## Health and Wellbeing Board

Healthwatch Derby is represented on the Derby City Health and Wellbeing Board by Steve Studham (Chair) supported by James Moore (CEO). During 2020/21 our representative(s) effectively carried out this role by attending virtual Health and wellbeing board meetings and presenting a report about changes of peoples behaviours that local GP services were experiencing. This led to improved communications to help alleviate the issue. .



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