

# Together

**healthwatch**  
Derby

**we're making health  
and social care better**

**Annual Report 2022–23**



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**"In the last ten years, the health and social care landscape has changed dramatically, but the dedication of local Healthwatch hasn't. Your local Healthwatch has worked tirelessly to make sure the views of local people are heard, and NHS and social care leaders use your feedback to make care better."**

**Louise Ansari, Healthwatch National Director**

# Message from our Chair

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I have had the pleasure of being Healthwatch Derby chair since November 2022.

2022/2023 has been a challenging year as we seek to reestablish Healthwatch services after the imposition of COVID restrictions.

Amongst other activities, we have held forums for young people to gain advice about vaccinations.

We have seen staff changes and recruitment to the board, which has improved our diversity.

We have successfully completed our reports on chronic pain, and the LGBTQ+ community's experience of health and social care.

As a strong independent champion, Healthwatch Derby is represented in many sectors, including the restructuring of health services through our representation with the Integrated Care System.

Our enter and view visits have been carried out across mental health and acute hospitals. The results of which will help improve services for patients.

I would like to thank board members and volunteers for their commitment and the engagement officers and support staff for enabling us to capture the voice of local people.

This year sees the 10th anniversary of Healthwatch and I look forward to another successful year of championing local health and social care services!

SUE



**Sue Cowlshaw**  
Healthwatch Derby Chair

# About us

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## Healthwatch Derby is your local health and social care champion.

We make sure NHS leaders and decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



### Our vision

Ensuring the voices of the seldom heard and most vulnerable and not just those that shout the loudest are included, in order to tackle inequalities, empower the community and help deliver services that meet people's needs



### Our mission

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.



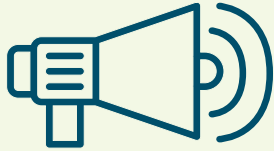
### Our values are:

- **Inclusive** to people and making sure their voices are heard. everyone in the conversation – especially those who don't always have their voice heard.
- **Credible** . Being honest, open and accountable for what we say and what we do..-Use good quality local intelligence and data to challenge assumptions and raise awareness of the quality of services.
- **Influential** different people's experiences to learn how to improve care.
- **Collaborative** with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

# Year in review

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## Reaching out



**7755 people**

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

**6278 people**

came to us for clear advice and information about topics such as GP Access, NHS Dental access, how to complain.

## Making a difference to care

We published

**6 reports**

reports about the improvements people would like to see to health and social care services.

Our most popular report was

**Chronic Pain Experiences**

which highlighted the struggles people face dealing with Chronic Pain.



## Health and care that works for you



We're lucky to have

**185**

outstanding volunteers who gave up **300 days** to make care better for our community.

We're funded by our local authority. In 2022-23 we received

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

which is the same as the previous year.

We currently employ

**7 staff**

who help us carry out our work.

# How we've made a difference this year

Spring



We undertook a survey around people's issues accessing GP services across the City and shared the data with the commissioners and services



We undertook a survey about people's pharmacy needs which was in partnership with public health and fed into the Pharmacy needs assessment.

Summer



We held a forum about people's experience of Hospital Pharmacy and shared the findings with our local hospital Trust.



We undertook a piece of work about people's experience of Chronic Pain. The report was shared locally and nationally and has fed into further research.

Autumn



We undertook a research project into the Health and Social Care Experiences of the LGBTQ+ community. To help inform local commissioners and service providers



We developed a younger persons reference group helping to find ways to include younger people in their care .

Winter



We began a survey to find out about people's experiences of the local PALS service. The final report will go to the service provider to help drive improvements .



We undertook a project into people's experiences of the Medicine Order Line service. The findings will be used to promote improvements to the service.

# 10 years of improving care

This year marks a special milestone for Healthwatch Derby. Over the last ten years, people have shared their experiences, good and bad, to help improve health and social care. A big thank you to all our Healthwatch Heroes that have stepped up and inspired change. Here are a few of our highlights:

## How have we made care better, together?

### Care for all

Healthwatch Derby have worked with all parts of the community and have ensured voices of the seldom heard have also been listened to. We have seen improvements based on work with all parts of the community. Whether it be refugees, older people, younger people, the wide diversity of Derby is what helps make it what it is and will continue to work towards improvements for all.



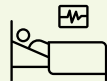
### GP access

We continue to raise concerns about GP access and provide insight to both ICS (Commissioning) and the GP services.



### Care Homes

Since our first year in operation Care Homes have been one of our key areas. We have had reports draw media interest. Reviews have been undertaken by the Local Authority, the CQC and reports have led to policy changes staffing levels and have been used for training at some services.



### Maternity services

We have regularly worked with maternity services one of the key highlights after a report was a mental health checklist template was redesigned in the maternity handheld records launched during February 2019.



### NHS dentistry

We continued to raise public concerns that improvements to NHS dentistry in Derby are required urgently. We have had minor improvements to urgent care and some specialist provision but more needs to be done.





# Listening to your experiences

Services can't make improvements without hearing your views. That's why Healthwatch Derby have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed this back to services and help them improve.



# Patients Experiences of Chronic Pain

The Health Survey for England (NHS Digital – 2017) discovered that 34% of the UK population are affected by chronic pain - 28 million people - and accounts for up to 5 million GP appointments per year

With the prevalence of those experiencing Chronic Pain being so high in numbers and the large amount of internet searches of those who are looking for help around Chronic Pain, Healthwatch Derby designed a survey to discover what is happening to support these patients, how they are coping with their pain and whether improvements can be made.

We received a total of 309 responses

The work was well supported by local organisations such as:

- Better with Friends Pain Support group, Alvaston Derby
- Lister House PCN – Let's Live Well With Pain
- Lilian Prime MS Centre, Derby
- Opioids Safety Improvement Program (NHS E&I)
- HOLD Pain Management Workshop (EMAHSN & JUCD)

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Chronic Pain Experiences 2022



## What difference will this make?

The research helps will those in pain – to be listened to, be better understood and heard, and makes the journey through pain slightly more bearable for someone else in future

Organisations and peer support groups working with people with pain have found the report to be useful and helps them better know what people with lived experience works well for them. This research has also been useful to medical and clinical professionals – to help raise awareness of the broad spectrums of chronic pain .

The Following organisations have committed to use the report to help drive improvements.

Medicines Safety Improvement Programme, NHS England

Patient Experience Team NHS Derby and Derbyshire Integrated Care Board / Joined Up Care Derbyshire

Lister House Surgery, PCCO PCN

East Midlands Academic Health Science Network

# Health and Social Care Experiences of the LGBTQ+ Community

Existing evidence shows that health outcomes are generally worse for LGBT people than the rest of the population, and that LGBT people feel that their specific needs are not taken into account in their care” (LGBT Action Plan, UK Government Equalities Office, July 2018 – appendix 1).

With the population ever changing and the findings and evidence of poorer healthcare outcomes for those in the LGBTQ+ community, Healthwatch Derby reached out to discover what is happening in 2022 to support these patients locally, and what can be done to make improvements

In total 105 people shared their experiences with us.

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Health and Social Care  
Experiences of the LGBTQ+  
community - 2022



## Key Findings

1. **Access to Services and Providers** - services that respondents felt most unable to access were GP Surgery, Mental Health services, Hospital services (planned admissions, outpatient and urgent/emergency) and Sexual Health services.
2. **Service Received** 32% felt that their identity was not respected and understood by healthcare professionals. 31% stated that their identity was brought up when seeking support for an unrelated health issue. 43% felt that their identity has been a barrier to accessing a health and social care service.
3. **What could be improved?** The commonly mentioned themes were staff awareness and knowledge of LGBTQ+ issues, staff attitudes and behaviour around making assumptions or allowing their own personal bias to affect a patient's treatment, and access and waiting times for Gender Identity Clinics

## • What difference will this make?

There have been commitments that work with GP Practices and the LGBTQ+ community to improve the experience of General Practice and wherever possible the wider healthcare system in Derby and Derbyshire from organisations such as:

Derby and Derbyshire Local Medical Committee



“LGBT+ communities need to have full confidence in their health provider. Being able to be totally open and ‘out’ with a health professional is absolutely vital.”

“The summary of findings in the Healthwatch report supports our experiences here at Derbyshire LGBTQ+ and it is important that these findings are acted upon by healthcare providers across our county and nationally”

# Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.

## Creating empathy by bringing experiences to life



It's important for services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

Carer notified us of an issue around accessing dental treatment for an elderly man who was suffering with toothache. Issue was finding a dentist that could not only treat but also could either visit home or was accessible enough to provide treatment. We contacted NHSE who resolved the issue. NHSE are going to look into local specialist provision to try and improve the provision for cases like this but access overall.

## Getting services to involve the public



Services need to understand the benefits of involving local people to help improve care for everyone.

Healthwatch Derby have been creating insight reports based on information gathered from local people. Through Covid this helped JUCD/ICS improve its communications. The ICS has had 27 insight reports that have helped shape the ICS strategy and a key element of that strategy is listening to the public. Healthwatch Derby will continue to ensure that services hear the community voice and work towards better integrated provision for all.

## Improving care over time



Change takes time. We often work behind the scenes with services to consistently raise issues and bring about change.

In 2018 Healthwatch Derby published a dental report for the City we have continued to hear from the public about access problems. We followed up that with another report and highlighted the issues with the decision makers. Derby City Council Scrutiny Board used this to ask NHSE to respond to a letter partly using our report and this led to some improvements in urgent care. Healthwatch England called for reform of NHS dentistry, co-signing a letter to the Chancellor of the Exchequer calling for NHS dentistry to be accessible and affordable for everyone. The ICS has now got responsibility for commissioning NHS dental provision, and we will continue to provide insight and monitor improvements.



# Hearing from all communities

Healthwatch Derby work hard to make sure we hear from everyone within our local area.

We consider it important to reach out to the communities we hear from less frequently, to gather their feedback and make sure their voice is heard and services meet their needs.

This year we have reached different communities through various methods of communications.

We have spoken to seldom heard groups as well as the community at large and we have provided JUCD the Integrated Care Strategy (ICS) with 27 pieces of Insight which has been used to help shape how services will be provided in Derby. Some examples follow.

## Experiences that refugees and asylum seekers have of local GP services.

Working in partnership with Derby Refugee Advice Centre Healthwatch Derby undertook a workshop with 27 refugees about their experiences of using local GP services.

The main issues were access and communications due to English not being the first language, and initial registration issues.

Healthwatch Derby and DRAC have been working with St Thomas Road Surgery (One Medical Group) to devise a course run by a health professional to give a regular presentation/workshop to refugees and asylum seekers about GP services, pathways, what to expect, how to deal with communication issues, culture needs and how to raise concerns



If they ring at 8:00am no one to understand, come to DRAC at 9:00am then there's no appointments left, need to be able to do face to face at GP to book appointments.



## Supporting younger people to decide on Covid Booster.

Covid 19 had a huge impact on everyone since 2020. Healthwatch Derby was able to provide insight to Joined Up Care Derby who were coordinating the response and vaccination programme.

In 2022 the NHS were advising that Boosters were the best way to reduce Covid spreading. Some people were unsure of the need and some people many younger people were worried about the long term effects on their health from the vaccination. Healthwatch Derby provided some forums where younger people aged 17 to 25 from all backgrounds discussed their fears. The information was provided to JUCD who were able to better communicate to allay fears and help push uptake.



“I did not plan to have my Covid Booster as I was worried that it would leave me unable to have children. After attending the Healthwatch Workshop I understood it better. As I am a carer for my mum I decided to have the vaccination “ **David Derby Resident**



# Advice and information

If you are struggling to make sense of the Health and Social care system and how it all works.

Healthwatch is here for you. We can provide confidential support and free information to help you understand your options and point you in the right direction to get the help you need. Whether it's help finding an NHS service, how to make a complaint or information choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- Providing up to date information people can trust
- Helping people access the services they need
- Helping people access NHS treatment

## Helping to find mental health support

**Healthwatch Derby was contacted by a gentleman, who did not speak English very well and ask for help and advice around mental health support. He was struggling to sleep and was very anxious.**

Through partners we booked him a consultation with Trent PTS and arranged for a translator to be there. We helped him with getting apps on his phone for relaxation and meditation and support from St Thomas Road gave him advice on getting outdoors, being active and maintaining a good diet and routine to make him more likely to feel tired at the right times and lessen the insomnia.



Healthwatch Derby provided over 6000 people with signposting , general advice and information on how to access services or how to complain.

## Helping when cancer care goes wrong.

**An elderly Cancer patient was supposed to have an appointment as part of there follow up for chemotherapy . They did not receive their expected appointment and was running out of medication ,on calling the hospital he was offered a call back appointment. This did not happen and on calling again he was told he had missed his appointment. This Caused some real concern, and he was struggling to make himself understood.**

we contacted University Hospitals of Derby and Burton (UHDB) who followed up and resolved the issue. They admitted that there had been some human error and the appointment had not been sent out, also the patient should never have been offered a call back appointment as they needed to be seen .

UHDB said that they are going to investigate admin protocols as there had and see if they can make any improvements.





# Volunteering

We're supported by a team of amazing volunteers who are at the heart of what we do. Thanks to their efforts in the community, we're able to understand what is working and what needs improving.

## This year our volunteers:

- Visited communities to promote Healthwatch Derby and what we have to offer
- Collected experiences and supported their communities to share their views
- Carried out enter and view visits to local hospital services to help them improve
- Reviewed GP websites to review accuracy of information
- Carried out mystery shopper activities to GP's , Dentists and Opticians and Pharmacists.



# Some of our Volunteer Roles

## 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.

## 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

During my work with the Patients Panel I met Rebecca Johnson from Healthwatch who encouraged me to volunteer for Healthwatch and 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.



### Do you feel inspired?

We are always on the lookout for new volunteers, so please get in touch today.



[www.healthwatchderby.co.uk](http://www.healthwatchderby.co.uk)



01332 643988



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

# Finance and future priorities

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

## Our income and expenditure

Income		Expenditure	
DERBY CITY COUNCIL(DCC)	£214000	Expenditure on pay	£198195
Additional income	£ 35400	Non-pay expenditure	£27053
		Office and management cost	£21000
<b>Total income</b>	<b>£249400</b>	<b>Total expenditure</b>	<b>£246248</b>

Additional income is broken down by:

- **£21,000 in kind funding** received from Derby City Council office support
- **£14,400 funding** received from Joined Up Care Derbyshire/ICS secondment payments

## Next steps

In the ten years since Healthwatch was launched, we've demonstrated the power of public feedback in helping the health and care system understand what is working, spot issues and think about how things can be better in the future.

Services are currently facing unprecedented challenges and tackling the backlog needs to be a key priority for the NHS to ensure everyone gets the care they need. Over the next year we will continue our role in collecting feedback from everyone in our local community and giving them a voice to help shape improvements to services.

We will also continue our work to tackling inequalities that exist and work to reduce the barriers you face when accessing care, regardless whether that is because of where you live, income or race.

## Top three priorities for 2023-24

1. Increase volunteer membership
2. Help ensure patient voice influences the work of the ICS
3. Improve and strengthen links with the local VCS

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Spare Two Minutes?

Good Care  
Bad Care

Tell us about what it was like when you used a health or a social care service, make your voice count!

Contact your Local Health Watchdog for Health & Social Care services in Derby

www.healthwatchderby.co.uk

Telephone: 01332  
Text: 07812 3018  
Email: info@healthwatchderby.co.uk

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The Council House  
Corporation Street  
Derby DE1 2FS



# Statutory statements

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 8 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. Throughout 2022/23 the Board met 6 times and made decisions on matters such as project work around Chronic Pain management and working with communities to reduce inequality..

We ensure wider public involvement in deciding our work priorities.

## Methods and systems used across the year to obtain people's experiences

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 2022/23 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 and face to face.

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 The Refugee Centre and the LGBTQ+ Community..

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>

## Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to Healthwatch England Committee, so no resulting reviews or investigations.

## Taking people's experiences to decision makers

We ensure that people who can make decisions about services hear about the insight and experiences that have been shared with us.

In our local authority area for example we take information to the Health and wellbeing board , Place partnership board and Safeguarding board.

We also take insight and experiences to decision makers at Joined Up Care Derbyshire ICS]. For example, through the Integrated Care Partnership . We also share our data with Healthwatch England to help address health and care issues at a national level.

## Enter and view

This year, we made 12 Enter and View/Place visits. We made some recommendations or actions as a result of this activity for example:

Location	Reason for visit	What you did as a result
London Road Community Hospital (Florence Nightingale )	Planned Place/Enter and View	Wrote a report with recommendations that some blue badge parking was moved to nearer a safer place to cross the road where there is also a lower pavement. This was achieved
Royal Derby Hospital	Planned visit	At RDH highlighted the bins in accessible toilets in communal areas needed changing , They are no longer just foot operated

## Healthwatch representatives

Healthwatch Derby is represented on the Derby City Council Health and Wellbeing Board by our Chair Sue Cowlshaw. During 2022/23 our representative has effectively carried out this role by presenting reports on Chronic Pain Management and LGBTQ+ experiences of Health and Social Care.

Healthwatch Derby is represented on Joined Up Care Derbyshire Integrated Care Partnerships by CEO James Moore which feeds into the Integrated Care Board.

## 2022–2023 Outcomes

Project/ activity	Changes made to services
GP Access survey report	Fed into ICS planning
Pharmacy needs assessment report with Public Health.	Provided insight to the Public Health Needs assessment of the City to ensure future provision
Dental Survey Report	Fed into ICS planning
Chronic Pain Report	Used to raise system wide awareness and improvements
LGBTQ Experiences report	Used to raise awareness and understanding System wide.



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