



Together

we're making health
and social care better

Annual Report 2022–23

healthwatch
Derbyshire

Contents

Meet our Team	3-4
Message from our Chair	5
Our Strategy	6
Year in Review	7
How We Have Made a Difference this Year	8
Our Healthwatch Local Hero	9
GP Access Report	10-11
Children and Young People	12-13
Dentistry	14-15
Volunteering	16-18
Living Well	19-20
Mental Health Together	21-22
Finance and Future Priorities	23
The Way We Work	24



"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

Meet our Team



Helen Henderson
Chief Executive



Tammi Cooke
Office Manager



Amy Salt
Engagement and
Involvement Manager



Claire Reece
Engagement Officer



Helen Aldridge
Engagement Officer



Sharon Mellors
Engagement Officer



Liam Pickard
Engagement Officer



Helen Walters
Volunteer
coordinator



Imogen Connelly
Communications
Officer



Lisa Brightmore
Enter and View
Officer



Niki Glazier
Engagement Service
Lead



Kath Dawson
Project Support Worker



Elena Solcianska
Lead Engagement
Officer



Ronique Williams
Engagement Officer



**Josie Bristow-
Booker**
Admin Support
Worker

Message from our chair



At a time of increasing challenges for the NHS and the Health and Social Care Sector, Healthwatch Derbyshire (HWD) remains an important voice for everyone in our communities.

Over the last year, we have maintained our relentless focus on achieving positive outcomes for the people of Derbyshire and several key developments have underpinned our mission.

As we embarked on our new contract, we developed a new strategy; you will see the key points of this work in this report, and which is the starting point for all the work we undertake on your behalf.

There are some issues which remain at the forefront both in the media and our own community. HWD will remain persistent in championing patient access to GPs and dental services and in working as a valued partner with all services in your best interests.

We are always grateful to those who are willing to step up to a voluntary role with HWD and in the latest round of interviews for new Directors, we received the highest quality applications. We were delighted to be able to appoint three new Directors to the Board, who bring with them a wealth of relevant experience and expertise to complement the skills of our existing Board members.

The commitment of every member of our staff team and every one of our volunteers is central to our mission to have a positive impact. I take this opportunity to thank each of them for their enthusiasm and determination to always work in your best interests. We look forward to another very productive year.



Denise Gould
Healthwatch
Derbyshire Chair



Hannah Parry-Payne
Vice-Chair



Alistair Garrett
Treasurer



Tim Broadley
Director



Helen Severns
Director



Fiona Marshall
Director

Our strategy 2023 – 26



Here at Healthwatch Derbyshire we are committed to playing our part in improving health and care services for local people. Bringing together information on the health and care system and the landscape and challenges in Derbyshire, our strategic plan for 2023–2026 sets out who we are, what we do, and how we plan to do it. From the High Peak to South Derbyshire and everywhere in-between, over the next three years we will continue to champion the voices of local people, helping services reach every bit of the community.

Our mission

We are a strong and effective champion for people that use health and social care services in Derbyshire. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.

The landscape

Integrated Care Systems (ICSs) were granted legal status as a statutory body in 2022. ICSs bring together NHS bodies, local authorities (councils), and voluntary sector organisations to deliver better care for the whole community.

Working more closely together than ever before, the ambition is to provide the best health and care services for people and make them as efficient and effective as possible.

Our values

- Listening to people and making sure their voices are heard
- Including everyone in the conversation – especially those who don't always have their voice heard
- Analysing different people's experiences to learn how to improve care
- Acting on feedback and driving change
- Partnering with care providers, government, and the voluntary sector – serving as the public's independent advocate.

Our vision

We want to see consumers of health and social care services being put centre stage, so that service providers and commissioners (those who organise and pay for services) listen to what they have to say and use their voice to shape, inform and influence service delivery and design.

Our priorities Over the next three years...

To be an exemplary Healthwatch

We will be ambitious and self-aware, setting ourselves standards and objectives to ensure that we remain a strong and effective champion for local people. We will strive to be a great place to work and volunteer, and continue to value our staff in all that they do and bring to the organisation.

To be influential

We will continue to influence health and care services in Derbyshire. We will also add value for local people and the health and care system by ensuring that we consider and maximise impact from the work we do.

To be progressive & responsive

We will be proactive and recognise, respond and work to highlight and address the inequalities faced by people in Derbyshire.

To be authentic & valuable

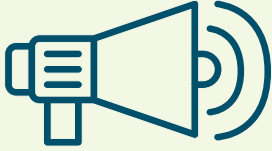
We will have a person-centred approach to our work. Our engagement expertise will be used to explore nuances in insight that make us both valued and valuable.

To promote Healthwatch & what we do

We will promote Healthwatch Derbyshire to local people, making sure that we share our knowledge and understanding. We will make clear in all that we do, what we offer for local people in Derbyshire.

Year in Review

Reaching out



1,986 people

Came to us for clear advice and information, and to share their experiences of health and social care services.

This helped to raise awareness of issues and improve care.

Making a difference to care



We published **two reports** about the improvements people would like to see to health and social care.

GP Access: Provided an opportunity for people to share their views and experiences of accessing GP services.

Children & Young People – Keeping Well:

Exploring young people's physical and emotional wellbeing.

Health and care that works for you



We're lucky to have **45** outstanding volunteers who gave up **244 days** and made care better for our community.

We are funded by our local authority. In 2022-23 we received: **£321,114** which is the same as the previous year.

We currently employ **15 staff** who help us carry out our work.

How We Have Made a Difference this Year

Spring



Produced an accessible survey with the help of our volunteers to ensure as many voices as possible were heard regarding GP appointment access.



Identified the top five factors that make the most difference for patients and what could be improved. This was shared with health partners.

Summer



Information sharing to ensure the public know what steps to take if they cannot find a dentist. Identified gaps in information on dental profiles and capacity.



Urged dental practices to update their information and created a widely shared infographic around what steps to take if you cannot find a dentist.

Autumn



Engaged over 200 young people to share views on their physical and emotional wellbeing and supported the national maternal mental health campaign.



Ensured the Childrens Board were aware of our findings before they established their emerging priorities. Fed into the national maternal mental health report.

Winter



Seven volunteers reviewed Dementia and Delirium online training for Derbyshire healthcare professionals that was being rolled out to carers. They concluded it was not accessible for non-professionals.



We co-produced the refreshed online training, improving accessibility and understanding of dementia and delirium within Derbyshire.



Celebrating a hero in our local community

David has been volunteering with us since 2014, which involves him offering support to people of many different backgrounds living in his local area.

He acts as our “eyes and ears” within the community listening and sharing people’s experiences of using local health and social care services. We are then able to share this feedback with service providers, often leading to services being tailored to meet the needs of local people.



Healthwatch listens and ensures that people’s voices are heard. As well as sharing local people’s comments about the services they use. I also use Healthwatch Derbyshire for advice as to which organisations to direct people to for further assistance, support, or advice.

David Howe, Volunteer





GP Access Report

Services can't make improvements without hearing your views. That's why we provided the opportunity for people to share their experience of GP access.

We ran a survey to hear from patients, carers, and the wider public that allowed us to understand the full picture. The survey was responded to by NHS Derby, Derbyshire Integrated Care Board, Derby and Derbyshire Local Medical Committee.

GP Access

Helping patient voices to be heard

Over 1400 patient voices were heard in a survey reaching patients from almost every GP surgery in Derbyshire.

We ran a survey to hear from patients, carers, and the wider public, to share their views and recent experiences of accessing their GP.

As part of the survey, patients ranked compassion shown during the appointment as the most positive element, and access to face-to-face appointments was identified as the top priority for what could be improved.

A short wait for an appointment was identified in what worked well and what could be improved. The survey also told us that responsiveness is important. Patients have a good experience if the practice says what they are going to do within the timescale given.

Our recommendations:

1. Consider how practices use eConsult and other web-based forms of appointments.
2. Consider opportunities within individual practices for alternative practitioners to GPs.
3. Improve the appointment booking/contact system. Ensuring a clear and accessible appointment booking system is in place with different methods offered, online, phone, or going to practice to book.
4. Clear communication between the patient and health professional.

What difference will this make?

NHS Derby and Derbyshire Integrated Care Board are using the data from the survey to identify, support and work with practices where patients are struggling the most to access services.



We're very grateful to colleagues at Healthwatch Derbyshire for collecting the thoughts of local patients on their experiences of accessing general practice. We're also very grateful to everyone that responded to the survey. This type of survey is helpful to us, as we can put it alongside other information and get a richer picture of how services are working for the benefit of patients.

Clive Newman, Director of GP Development, NHS Derby and Derbyshire Integrated Care Board





Children and Young People

We have listened and advocated for children and young people's physical and emotional wellbeing:

- We spoke to over 200 children and young people
- Listened to them and widely shared their views
- Highlighted the need for easier access to help and support to increase health and wellbeing
- Advocated for it to be clearer where the current resources and support are
- Widely shared clear recommendations for support.

Advocating for young people's physical and emotional wellbeing

Over 200 young people shared their views on their physical and emotional wellbeing.

In September 2022 we engaged with young people at two further education colleges. Face-to-face engagements with young people had been limited in recent years, so we felt it important to find out what young people were doing to keep physically and emotionally well.

We also wanted to see if they needed any further help or support to enable them to do this. Overall, the young people we spoke to had good knowledge and awareness of the importance to stay physically and emotionally well but didn't always have access or accurate and up-to-date information.

The results from this report show that there is a link between physical and mental wellbeing. The young people who said they are physically well have better emotional and mental wellbeing. This is backed up by our results which showed that young people who said their physical health is bad had poorer emotional and mental wellbeing.

The key issues they raised were:



- Students had a desire for information about help and support to stay well
- There is a lack of knowledge about trusted sources of accurate and up-to-date information that young people can easily access and understand
- The need for greater availability and access to exercise opportunities
- The cost of accessing activities and gyms.

What difference will this make?

The findings are currently being read and considered by Derbyshire County Council's Children's Services. This is helping them with insight to identify and address the priorities for children and young people in Derbyshire.

The report is also published widely to be used by suitably placed organisations across the health and care system.



I would like help but don't know how to get it. I would like to be able to talk to someone about my emotions. My mental health goes up and down. Advice on things to do to calm me down.

Student





Find a Local Dentist Project

If you feel lost and don't know where to turn, Healthwatch Derbyshire is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need.

This year we have continued to work on making finding a dentist easier, looking at whether information is accessible and up-to-date, so patients can locate an NHS dentist.

Dental Access Project

Our team and volunteers hard work has meant that the NHS find a dentist website is being improved.

Access to NHS dentistry for patients without a regular dentist was limited in Derby and Derbyshire prior to the pandemic. However, in 2021 we began to receive an increasing number of calls from the public who were experiencing difficulties in finding an NHS dentist and accessing dental treatment.

Callers shared their experiences of using the NHS Find a Dentist website which they found to be outdated, inaccurate, and difficult to navigate. 60% of practices had no information on the NHS webpage about whether they were accepting new patients or not.



Our staff and volunteer's have helped make finding a dentist in Derbyshire easier.

In July 2021, our volunteers started to review the NHS Find a Dentist website which allowed us to gain a full picture of the gaps in information on dental profiles, difficulties using the website, and capacity for new NHS patients. Since then, we have been reviewing this website every two months to see if it is up-to-date and accurate. We gather this data to share with professionals which is uploaded every two months to our website for signposting.

Our research is shared widely with the Dental Commissioning Team, Local Place Alliances, Derbyshire MPs, and the Derby & Derbyshire Oral Health Steering Group. As a result, the Local Dental Network Chair has been working with NHS digital to seek improvements to the NHS website. Our research has also formed part of the evidence submitted to the health and social care committee inquiry into NHS Dentistry in January 2023.

Over the past two years, Healthwatch Derbyshire has been able to champion the voice of Derbyshire residents to highlight the ongoing scarcity of access. This continued research helps us advocate for the most vulnerable especially those on low incomes for whom the alternative of private dentistry is unaffordable.



Volunteering

Our volunteers play a vital role in helping local people have their say on local health and social care services. We could not do what we do without the support of our amazing volunteers.

This year we are pleased to have been awarded the Chesterfield Volunteering Strategy Group Quality Accreditation. This recognises that we manage a volunteer programme where volunteers receive a high quality and positive volunteering experience.

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:

- Donated 1710 hours throughout the year, this equates to 214 days of volunteering
- Helped at local engagement events
- Raised awareness of Healthwatch Derbyshire
- Captured public feedback in comments and surveys
- Project planned and developed strategies
- Assisted with survey planning, design, and data analysis
- Assisted with research, writing, and developing social media content.



Through poster distribution our volunteers have increased the number of comments we get from the public

During the pandemic, much of our literature displayed in various community locations throughout Derbyshire was removed from display. In 2022, we developed some more posters to promote our service.

Volunteers delivered these posters to 216 different locations around the county. Since then, we have seen an increase in the number of comments being received by members of the public using the QR codes on these posters.



Volunteer raises awareness and helps with signposting

Louise, one of our volunteers shares her story...



I've been a carer since my son was born with a rare genetic condition 21 years ago. Often talking to other carers is an effective way to find out about support on offer to carers.



healthwatch
Derbyshire

Louise, one of our volunteers shared her story with us to raise awareness for Carers Week (6-12th June).

This was used in a social media post across all of our channels. The post was a great way to showcase the real experiences of someone with caring responsibilities in Derbyshire.

It was also a useful way to signpost other people in the local area to Derbyshire Carers Association and highlight the things the support service can help with.

Issa & Biniam

Volunteers help support asylum seekers

Issa and Biniam have helped to promote our work and continue to support us in helping asylum seekers gain a greater understanding of the health care system in the UK.

As part of their volunteering, they spoke to 70 asylum seekers to see if they understood how the NHS works, 61/70 said they did not understand how the NHS worked. This was leading to problems navigating the system with people accessing incorrect services.



We have since spoken with Serco, who provides accommodation and support to over 30,000 asylum seekers. In response to the feedback gathered by our volunteers, the information has been used in collaboration with Serco, to enable them to adapt existing healthcare information to meet the needs of those using their accommodation, who are struggling to navigate NHS services.

Issa and Biniam are both also worthy finalists in the Radio Derby “Make a Difference” awards honouring those who are truly remarkable and recognising their achievements and contribution to life in Derbyshire.



Volunteers help improve Dementia and Delirium Training

Our volunteer’s have made training on dementia and delirium more accessible.

Our volunteers helped to review a dementia and delirium training package produced by Derbyshire Healthcare NHS Foundation Trust that was originally designed for Derbyshire healthcare professionals, care home staff, and volunteers with roles relating to health and wellbeing.

This training had been in place for several years and the team was looking for this to be refreshed and amended to allow this to be accessed by the wider population.

Volunteers were asked to complete the short training course and watch an associated video before passing on their comments and suggestions for improvement. Our volunteers shared their feedback, and it has been used to identify where improvements can be made for the training package.

 The detailed and ongoing feedback on the training that Healthwatch Derbyshire provided has been invaluable in ensuring the training meets the needs of people who we hope will access it and use it to improve the lives of people living with dementia in Derbyshire. 

Claire Biernacki, ICS Programme
Lead for Dementia and Delirium

Do you feel inspired?

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

 www.healthwatchderbyshire.co.uk

 **01773 880786**

 enquiries@healthwatchderbyshire.co.uk



A new holistic approach to mental health services

We believe that people with first-hand experience of mental health conditions should be at the forefront of co-designing new mental health services.

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.

Last year we helped to establish a Lived Experience Forum in Derby, and members are meeting regularly with mental health professionals in Derby and Derbyshire. The Lived Experience Forum in Derby has twelve core members, who have personal experience of living with mental health condition.

Over the years, they have learned what did not work for them and, most importantly, what must change. Because of their experience, dedication, and vision professionals are gaining a better understanding of the service user's needs, and the needs of our diverse community.

We are proud to say that we are expanding across the whole of Derbyshire with newly established groups of Experts by Experience in the High Peak, Derbyshire Dales, and Chesterfield. We are also planning to establish new groups in North East Derbyshire and Bolsover, Erewash, and Amber Valley.

To be able to continuously engage, support and seek new members, the Living Well Program Delivery Group employed Living Well Area Co-coordinators who will be responsible for organising collaborative meetings with Experts, and training Living Well champions across Derbyshire.

Our team is continuously supporting the collaboration between the Experts and the professionals, and it is our privilege to work, support and get to know the Experts.

Our collaboration has resulted in building strong professional and personal relationships with our Experts.



Pictured: Living Well Co-ordinator Liam, Expert by Experience Steve, and Lead Engagement Officer Elena at Derby Lived Experience Forum.



Empowering the people that really know mental illness.

John, Expert by Experience



Hear from some of our Experts



Being an expert by experience gives me a voice to help to improve services for people like myself in the future, as someone who has suffered with depression and anxiety disorders for many years, I can share some of my experience to improve the care of others, but at the same time it makes me feel I have a purpose.

Anonymous, Expert by Experience



Making important changes to how mental health services are delivered in Derbyshire affects everyone from service users to health care professionals. I am happy to be part of the change.

Anonymous, Expert by Experience



Engagement opportunities

Building new connections with members of our community, leading to continuous collaboration and co-production.

Last year we had limited opportunities for face-to-face engagements due to post-pandemic rules still being in place. This year offered a lot of fantastic opportunities to engage with our community and meet lots of lovely people from across Derbyshire.

We have attended:

- ThinkFest in Chesterfield organised by the Georgia Bird Foundation
- The Celebration of Diversity, and The Carer's Festival both organised by Derbyshire Adult Care Association in Matlock
- High Peak Together - the High Peak wellbeing event
- Spill the Tea organised by the LGBTQI+ Derby.

Moving forward we are planning to engage with our communities regularly, and to establish Lived Experience Forums across Derbyshire to give voice to as many people as possible.



Admin support worker Josie at the Super Collaborative. Photo taken by Tony Fisher.



Experts by Experience are volunteers with lived experience of mental health conditions, including carers. This year our experts have had a direct influence over decision-making in the design and delivery of mental health services.

Some of our Experts have:

- Taken part in tendering processes for new services and have had a direct influence over decisions
- Been involved in staff interviews which have felt very rewarding for them
- Attended meetings to bring their insights, these include the Autism Partnership Board, approved mental health professional meetings, and the development of a new intensive care unit for Derbyshire
- Initiated new approaches to care, for example, the development of a sensory assessment tool for people with sensory sensitivities on in-patient wards.

84% of our experts felt they had gained confidence and/or skills over the past year, 100% felt valued by us and 92% felt they had received the right amount of support that they needed. The quote below highlights what really motivates our wonderful volunteers.



For me, it is being involved in activities that actually make a difference in service provision for people with lived experience and those that have listened and rewarded me for my input

Anonymous, Expert by Experience



Our bi-monthly E-Bulletin

Our most important means of communication with our wider membership is our bi-monthly E-bulletin. This year we carried out a survey of our members' views to find out how well it is meeting their needs and interests.

The most popular content was our updates on what our Experts are currently doing in the community, information about mental health services, and information about local events.



The best current source for mental health information

Anonymous, Mental Health Together member



High Peak Group



Knowledge sharing of local services and exchanging of information with both professionals and non-professionals to improve local services.

The High Peak mental health engagement group has been very active and well-attended this past year. We have welcomed several guest speakers to share knowledge of local services and to hear the perspectives of people who use them. This has included Zink (community services), carer services commissioner, new mental health nurses in primary care, autism, and learning disabilities commissioner.

It continues to be a space that offers a rich exchange of views and information appreciated by both professional and non-professional members.



It's a group that listens, that has the diverse voice of lived experience at its heart. It provides a fulcrum for mental health issues in the High Peak. Many powerful experiences have been offered as a feedback loop from the ground...back to professionals.



High Peak Engagement Group Member

Championing the voice of lived experience

To help educate and inspire professionals working in the system to involve the voice of lived experience we produced a special guidance document this year.

It was co-designed with our Experts and is a step-by-step guide to good practice which we hope will help professionals to have the confidence to engage well and really hear people's voices. The Good Practice Guide is now available on our website.



I think the documents are fantastic. Really clear, well laid out and answer pretty much every question I could think of in terms of involving lived experience.



Kath Rowe, Suicide Prevention Programme Manager

Mental Health Together continues to support the Living Well community mental health transformation project, pages 19-20.

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	
Annual grant from Government	£321,114	Expenditure on pay	£321,223
Additional income	£71,666	Non-pay expenditure	£80,890
Total income	£392,780	Total expenditure	£402,113

Additional income received is for delivering Mental Health Together, and the Living Well Engagement Service.

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 of 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 tackle inequalities that exist and work to reduce the barriers you face when accessing care, regardless of whether that is because of where you live, income, or race.

Top three priorities for 2023-24

1. To maximise the breath of our engagement , and the range of voices we hear from
2. To seek and secure the maximum impact and outcomes from our work
3. To be a great Healthwatch to work at, and volunteer with.



The Way We Work

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

Our Healthwatch Board consists of six 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 and up to April 2023 the Board met four times and made decisions on matters such as the content of our strategy, and our annual work plan.

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 can provide us with insight into their experience of using services.



During 2022/23 we have been available by phone, email, provided a webform on our website and through social media, as well as attending meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website.

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 Overview & Scrutiny Committee, and the Health & Wellbeing Board.

We also take insight and experiences to decision-makers in Derby and Derbyshire Integrated Care System (in a range of ways), to commissioners, providers, and we have conversations with the CQC as the regulator. We also share our data with Healthwatch England to help address health and care issues at a national level.





healthwatch Derbyshire

Healthwatch Derbyshire

Suite 14 Riverside

Business Centre Foundry Lane

Milford Derbyshire

DE56 0RN

www.healthwatchderbyshire.co.uk

t: 01773 880786

e: enquiries@healthwatchderbyshire.co.uk

 @HWDerbyshire

 Healthwatchderbyshire

 Hwderbyshire

 Healthwatch-derbyshire