



Speaking up for better care

Healthwatch Derbyshire Annual Report
2025/26

healthwatch
Derbyshire

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Helen Henderson
Chief Executive,
Healthwatch
Derbyshire

“

The NHS is vital but faces ongoing pressures. Listening to people’s experiences helps improve care by showing what works and what needs change, making services safer and more effective. We thank everyone who shared feedback, and the professionals who listened and acted – your efforts have made a meaningful difference to the community.”

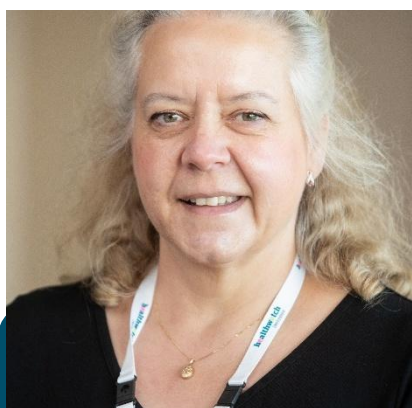
A message from our Chair

A very warm welcome to our latest Annual Report, that provides great insights into the work of Healthwatch Derbyshire over the past year.

Our dedicated staff, alongside a team of 50 volunteers, have continued to listen to and act on your comments and concerns through visits to a wide variety of health and social care settings, at many public events and through targeted surveys.

Our priority is always to effect positive change for the people of Derbyshire, which is only possible with your feedback. We are incredibly pleased that health and social care organisations across the region trust us and are happy to engage with us to make positive changes which impact everyone. Thank you so much for the crucial part you have played to make services better for all over the past year, as well as to the service providers who have listened and acted on our recommendations.

Please continue to share your important experiences with us. Despite big changes ahead, Healthwatch Derbyshire is very much 'open for business as usual' and I would like to take this opportunity to thank all our staff and volunteers for their continued dedication.



Denise Gould
Chair, Healthwatch
Derbyshire



“Patient voices and experiences must remain at the heart of future developments in health and social care. We continue to highlight this on your behalf and look forward to a busy year ahead working for positive change for you.”

About us

Healthwatch Derbyshire is your local health and social care champion.

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

Our vision



We want to see people who use health and social care services being put centre stage so that service providers and commissioners listen to what they have to say and use their voices to shape, inform and influence service delivery and design.

Our mission



Healthwatch Derbyshire (HWD) is a strong, independent, and effective champion for people who use health and social care services. We will continue to influence health and care services and seek to improve joined-up care for the people of Derbyshire.

Our values are:



- **Listening** to people and making sure local people are at the centre of what we do
- **Including** everyone in the conversation especially those who don't always have their voice heard
- **Acting** on people's feedback and experiences to drive positive change
- **Partnering** with care providers, government, and the voluntary sector – serving as the public's independent advocate.

Our year in numbers

In 2025/2026 we supported more than 1,833 people to have their say and get information about their care. We employed 11 staff and our work was supported by 50 volunteers.



Reaching out:

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

1,325 people came to us for clear advice and information on topics such as how to access advocacy services, how to access support from GP practices and finding an NHS dentist.



Championing your voice:

We published 13 reports about the improvements people would like to see in areas such as the NHS App and cervical screening.

Our most popular report was, 'The views of home care workers on flu vaccination and infection prevention'. This report highlighted home care workers' views on accessing flu vaccinations, the infection prevention guidance and support given by their employers.



Statutory funding:

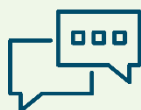
We are funded by Derbyshire County Council. In 2025/26 we received £321,114, which is the same as last year.

A year of making a difference

Over the year we have been out and about in the community listening to your stories, engaging with partners and working to improve care in Derbyshire. Here are a few highlights.

Spring

We spoke to young people with autism about using local health and social care services. Local mental health teams have committed to making improvements based on their feedback.



We heard from almost 300 people about their experiences of cervical screening. The survey was co-produced with the Derbyshire Cancer Prevention Group.



Summer

We spoke to people working in routine and manual jobs about smoking. Their feedback was shared with public health teams to shape messaging and improve stop smoking support.



We spoke to local people about the NHS App. Our findings have been shared with providers to inform ongoing development and the support available to use the NHS App.



Autumn

Our volunteers reviewed a local pharmacy's website and gave recommendations to improve accessibility and the information on their website.



We listened to home care workers' views on flu vaccinations and infection prevention. We have influenced the flu programme in Derbyshire for autumn 2026.



Winter

We visited the pharmacy at one of our local hospitals to gather feedback. Changes to signage, seating options and the waiting area have been made.



We listened to people who live in Derbyshire or Derby City who smoke. We referred 54 people into the stop smoking service.



Working together for change

We have worked with local voluntary and community groups to ensure people's experiences of care in Derbyshire are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at the Derby and Derbyshire Integrated Care Board ('the ICB').

Working with digital health volunteers:



Volunteers supporting people with digital health told us they experience some challenges when working with GP practices. They felt it would help if GPs promoted digital health events by text message to patients.

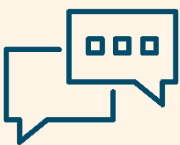
We asked the ICB Digital Transformation Team about support for this. They confirmed that text messages to encourage NHS App registration would not count against a practice's SMS allocation.



"This is a huge win following multiple reports from different individuals and organisations that text messages are the best method of engaging patients to attend NHS App support sessions. Thank you for sharing."

Digital Health Lead, local voluntary organisation

Building strong relationships to achieve more:



In autumn, we worked with a Derbyshire home care provider to tailor our communications for home care providers and workers. This was to encourage providers to share and promote our survey about flu vaccinations and infection prevention with staff. The survey was emailed to 240 home care providers.

We also worked with Derbyshire Carers Association to ensure our communications appealed to unpaid carers. Derbyshire Carers Association shared our flu vaccination and infection prevention survey via their own communication channels and their carer support team.

We've also summarised some of our other outcomes achieved this year in the Statutory Statements section at the end of this report.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time. Here are some examples of our work in Derbyshire this year:



Bringing experiences to life

Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

Last year we collected the views of 129 professional (paid) home care workers on infection prevention and seasonal influenza (flu) vaccinations.

Our work showed how important it is to ensure that home care workers and professionals, such as GPs and pharmacists, are aware of the eligibility criteria for vaccinations. Home care workers told us that they value clear information from trusted sources, encouragement about the vaccine from their employer and flexible appointments at pharmacies.

The feedback in our report has influenced the promotion and accessibility of the seasonal flu vaccination in Derbyshire, and the information available to paid home care workers about their role in preventing the spread of infections.



Improving care over time

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

In 2024/25 we worked with people to create resources to help staff and people using hospital discharge services work better as a team to improve services.

We are continuing to host a survey for our local ICB so people can give feedback about their experiences of being discharged from services.

The survey can be found here:

<https://www.smartsurvey.co.uk/s/hospital-discharge/>

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we have listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Smoking in Derby City and Derbyshire

Last year we collected the views of 167 people who live in Derby City and Derbyshire about smoking, quitting and their awareness and experiences of local stop smoking support services.

This work built on our earlier work on smoking. Previously, we had spoken to routine and manual workers and people living in social housing about their smoking habits.

This was a commissioned piece of research that was funded by the Public Health teams at both Derby City Council and Derbyshire County Council.

Key things we heard:

63%

of people said that they had not heard of Smokefree Derby and Derbyshire.

88%

of people said that they would go to their GP or doctor for information on stopping smoking.

44%

of people said that they would be interested in using a stop smoking service.

Our work showed that many people want to stop smoking, but are often unsure where to go, what support is available, or whether it will cost them money.

Many people did not know how to access stop smoking support or believed that they needed to visit a GP first. Others were unsure whether support could be accessed more than once or whether it came at a personal cost to them.

Once people understood that support was free, flexible, and non-judgmental they were far more open to engaging.

People told us that they value kind, understanding support that recognises quitting as a journey rather than a single attempt.

Overall, this work shows that stop smoking support in Derby City and Derbyshire is valued, but that clearer communication, flexible access and reassurance about non-judgmental support could help more people engage.

Smoking in Derby City and Derbyshire

What difference did this make?



“The insight work carried out by Healthwatch Derbyshire on behalf of Public Health has been valuable.

“For example, we know that the rate of smoking is higher amongst routine and manual workers, and in communities that live in social housing. We therefore asked Healthwatch Derbyshire to engage specifically with these groups.

“It helped that Healthwatch Derbyshire is known and trusted by the public so we hoped there would be more honesty than if our services asked these questions directly.

“There were lots of valuable insights, including low awareness of free local stop smoking services and misperceptions. For example, not knowing that services were free, or people thinking they had to go through a GP to access these services – which you don’t.

“This has helped inform our service delivery going forwards and the media campaigns we have designed in 2025/26.”

Public Health Lead (Tobacco Control, Derbyshire County Council)

The NHS App: The views and experiences of Derbyshire residents

People want to take control of their own health, and many are happy to use digital technology to help.

650 people completed our survey which asked about people's knowledge of the NHS App, and which features they would use if they were available and relevant.

Key things we heard:

- People shared problems with the registration process
- Some people found it difficult to get help if they had a problem with the app
- Most people like the idea of a 'one-stop shop' for all healthcare, but many feel that the NHS App isn't quite there yet
- Lack of consistency across GPs and hospitals causes confusion and frustration
- Voluntary sector groups supporting the public to access the NHS App said they receive mixed levels of support from GP practices.

“It's good to have one place where you can access all services and in your own time, place and pace.”

“The registration process is too complicated for digitally excluded people.”

“Support sessions run by the GP survey are very important to people like me to get using the app.”

“It's a great idea and when it works, it works well.”

What difference did this make?

Our report has been shared with the Digital Transformation Team at Joined Up Care Derbyshire. It has also been shared with the Lead Communications and Engagement Manager in the Transformation Directorate at NHS England. Our findings have been shared with the team who research the NHS App. NHS England has also said that the findings will be useful as they refresh and refine their communication and engagement activities.

Home Care Workers' views on Infection Prevention and Flu Vaccines

Last year we collected the views of 129 professional (paid) home care workers on Infection Prevention and seasonal influenza (flu) vaccinations.

This was a piece of research that was commissioned and funded by Public Health at Derbyshire County Council, which we co-produced.

What did we do

We launched a survey to better understand whether home care workers had had the flu vaccination, if they felt that infection prevention is an important part of their role and if there were things that could make infection prevention or getting the flu vaccination easier. The survey was done alongside 11 semi-structured interviews.

Key things we heard:

98%

Of home care workers who responded to our survey said that it was 'important' or 'very important' to keep people safe from infection.

75%

Of home care workers had the vaccination, every, most, or some years, or plan to this year.

12%

Of home care workers were not aware that they were eligible for a free flu vaccination.

Our work showed how important it is to ensure that home care workers and professionals, such as GPs and pharmacists, are aware of the eligibility criteria for vaccinations. Home care workers told us that they value clear information from trusted sources, encouragement about the vaccine from their employer and flexible appointments at pharmacies.

What difference did this make?

The feedback in our report has influenced the promotion and accessibility of seasonal flu vaccination in Derbyshire, and the information available to paid home care workers about their role in preventing the spread of infections.

Hearing from all communities

We are here for all residents of Derbyshire. That's why, over the past year, we have worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Going out into the community to do face-to-face engagements
- Creating long-term relationships with professionals that run community groups
- Doing online engagements.



Amplifying the voices of young people with autism

We heard from young people with autism about local health and care services.

The young people told us that they sometimes don't feel that health and care staff listen to them properly, and don't always understand autism. They said that waiting times for support, especially mental health support, are too long. They also said that they want better communication and to be more involved in decisions about healthcare.

What difference did this make?

Staff will now get better training about autism. Health and care leaders are working to reduce waiting times and provide a better service that is more supportive. Young people will be treated with kindness and respect.

Listening to people at our local mental health units

People staying in acute mental health units in Derbyshire told us what works well in the units and how things could be better.

We have been visiting three of the mental health units in Derbyshire to speak to people about their experiences of accessing mental health support at the units. At one of the units, some people told us that they would like to use the garden, but they must ask a member of staff before they can do this. They felt like this makes the garden areas less likely to be used. Some staff told us that patients have said that this makes the unit feel 'like a prison space'.

What difference did this make?

We passed this feedback onto the matrons and ward managers at the unit. They told us that access to the garden has been risk assessed by the ward team. They said that they will raise this with the team to explore ways of improving access to the garden areas and making the garden areas more inviting and freely usable.

We will be visiting the units again in autumn 2026 and will ask if these changes have been made and what impact this has had on patients.

Information and signposting

When you're struggling to find an NHS dentist, looking for help about how to make a complaint, or need information about how to access health and social care services – we are your first port of call.

This year 1,295 people have contacted us for advice, support or help finding services. These conversations also help us to understand where, and how, your care can be made better.

This year, we've helped people by:

- Providing up-to-date information people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services.



Information for people with breast cancer

Thanks to feedback shared by Healthwatch Derbyshire, Chesterfield Royal Hospital has created a new leaflet for people with breast cancer.

We were recently told about a patient's experience of the photography team for breast cancer patients at Chesterfield Royal Hospital. Before having breast surgery to remove cancer, this patient met with a specialist nurse. The patient was told that photos would be taken before and after her surgery. She was not told that the photographer could be a man, and she felt rushed into signing a consent form.

We told the Trust about this, and they have created a leaflet for patients to explain the photography process.

Our Engagement and Involvement Manager attends the Trust Patient Experience Group meeting to ensure voices, like this patient's, are heard and addressed.

“This is a fantastic example of how important feedback is to the Trust and what impact this can have for patients and service users.”

Chesterfield Royal Hospital Patient Experience Team

Information for self-funders

This carer felt that they had been “abandoned” by Derbyshire County Council's Adult Care team.

A carer told us that they were not given any signposting or social care support once Derbyshire County Council found out that they would be self-funding. Healthwatch Derbyshire signposted them to local groups, support and information, and raised this feedback with Derbyshire County Council.

Derbyshire County Council said it is taking steps to ensure that all colleagues provide accurate and consistent advice to self-funders and carers. They will make sure that their teams know that self-funders must receive clear information and will improve communication with self-funders and their carers.

Helping someone access patient transport

Thanks to our knowledge of services in Derbyshire, we were able to direct someone to non-emergency patient transport.

This person contacted us via the webform on our website. They needed information about transport for a relative to get to a hospital appointment at Whitworth Hospital. We signposted them to different organisations that offer patient transport services in Derbyshire. This person contacted the Non-Emergency Patient Transport team, and they have been able to help.



“[Healthwatch Derbyshire] gave practical information, so I was able to access help ... [the team] were lovely and helpful, with easily accessible information.”

More from people we have given advice and support to:



"Healthwatch Derbyshire took more information, liaised with the relevant service and has since provided me feedback about my concerns and explanations from the provider ... was way beyond the help I thought I'd ever get and only mentioned it in passing!"

"I'm very grateful to Healthwatch for getting a resolution and addressing concerns. Honestly, I don't think enough of the public is aware of Healthwatch and what good they do!"

"[Healthwatch Derbyshire] was fantastic in helping. I can't thank them enough."

Enter & View

This year we have done three Enter & View visits. These visits are about seeing and hearing from a patient's perspective how services are being run.

Under the Health and Social Care Act, we can visit providers of adult health or social care services to observe how services work in action.

The visits took place at the following:

- Somercotes Medical Centre
- Goodlife Pharmacy, Hatton
- Pride Pharmacy, Royal Derby Hospital.



Somercotes Medical Centre

Thanks to feedback from the patients that we spoke to at Somercotes Medical Centre, the practice website has been updated to provide more information about accessing the practice and reasonable adjustments.

During our visit, we spoke to 95 patients at the practice. Most people were positive about the care they received.

Overall, the medical centre was found to be accessible, though some signage could be improved. The signage could help those new to the medical centre to find toilets and aid people with dementia to exit the toilets.

Whilst most people were satisfied with the services, many mentioned how long they had to wait on the phone to speak to a member of the team.

Many of our recommendations are being carried out.

Read more here: [Somercotes Medical Centre report](#).

Goodlife Pharmacy

Very positive feedback was shared about this important service. People told us about the high quality of care and service delivery.

Most people were positive about the pharmacy, and staff were positive about their workplace and environment. People told us that there could be improvements to the way that appointments are allocated, the information given to patients over the phone and the accessibility of the website.

This feedback was taken on board by the service and they are making changes.

Read more here: [Good Life Pharmacy report](#)



“The pharmacy is a godsend. I’m 86 and can’t get anywhere else for help. I live across the road and think it’s brilliant. The people are brilliant! Just look at all the awards they have!”

Pride Pharmacy, Royal Derby Hospital

We spoke to 74 people about their experiences of using Pride Pharmacy, located on the Royal Derby Hospital site. The feedback was mixed with some people praising the service, others told us that their experience of using Pride Pharmacy could be a lot better.

Whilst feedback was mixed, there were key themes that came from people's responses:

- Some people told us that the wait for a prescription was very long
- Some people found the signage could be improved to make finding the pharmacy easier
- Some people weren't sure of the prescription drop-off and pick-up process
- The use of a speaker (intercom system) could improve people's experience when dropping off and collecting their prescriptions.

Based on the feedback, we made several recommendations that have been shared with the pharmacy team.

Some of our recommendations were about signage in the main hospital so the findings will be shared with the Patient Experience Team at Royal Derby Hospital so they can also make improvements for patients and people using the pharmacy.

People told us that there is not always enough seating at the pharmacy for people who are waiting to collect prescriptions. Seating numbers have now been increased. Based on our recommendations, they have also added an additional computer to the pharmacy so prescriptions can be processed more quickly.

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"It took about 13 minutes to find the correct location. At several points, directions seemed to disappear. It was only with the help of hospital staff that I ended up in the right location."

"I would find it difficult standing and waiting in the queue if I were here on my own. I need my partner with me."

"Staff are generally helpful and pleasant."

Showcasing volunteer impact

Our fantastic volunteers have given 2811 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Took part in the '15 steps' visits at a local hospital
- Reviewed local service websites for accessibility and health literacy
- Carried out Enter & View visits to local services to help them improve, and took part in accessibility audits
- Completed volunteer passport training.



At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.



Lisa

“After leaving full-time work, I decided to volunteer with Healthwatch Derbyshire, inspired by the connections I’d made during my NHS role.

“What started as volunteering soon became a part-time paid position, giving me both a challenge and purpose during a period of change.

“After two years, I chose to return to volunteering, where I still enjoy giving my time. It helps me stay confident and engaged in a supportive environment.

“The benefits have been far greater than I ever expected.”

“As a member of the Healthwatch Derbyshire Board of Directors, I consider that I bring many useful skills acquired during my working life in the private and public sectors, and in previous volunteering roles in the VCFSE sector, to the role.

“The most important part of my role and the one I get most satisfaction from, is supporting staff and volunteers to make Healthwatch Derbyshire the best Healthwatch organisation it can be.

“I’m very proud of what we, collectively, have achieved in the four years I’ve been with the organisation.”



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Finance and future priorities

We receive funding from Derbyshire County Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£321,114	Expenditure on pay	£285,918
Additional income	£38,538	Non-pay expenditure	£117,496
Total income	£359,652	Total Expenditure	£403,414

Additional income:

- Additional income has primarily come from Derbyshire County Council's Public Health Team for delivering commissioned work
- Small pieces of commissioned work have also been carried out for Derby and Derbyshire Integrated Care System, and Health Innovation East.

Integrated Care System funding:

We received funding from our Integrated Care System to support new areas of collaborative work at this level.

Purpose of ICS funding	Amount
Discharge from hospital - questionnaire	£1,700

Finance and future priorities

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

- **To carry out a review of the wheelchair service.** This builds on the work we carried out in 2024, when we spoke to people who use wheelchairs, and their carers, about their experiences. Since April 2025, the service has been delivered by a new provider, and we now want to hear how things are working for people who rely on the service. We will also be doing an Enter & View visit and an accessibility audit for both sites in Derbyshire. Our volunteers will also be reviewing the provider's website.
- **To carry out a summer engagement project.** We will be asking people if they have heard of self-referral services in Derbyshire, if they have used them and if so, what their experience(s) has been. We will also be signposting people to these services at summer and freshers' fayres, and at our general engagements over summer.
- From the autumn onwards, we will **produce a series of mini reports around key topics**, to highlight what Healthwatch Derbyshire has been told over the years about that topic. We will include information about what progress has been made so far, and what work still needs to be done.

Statutory statements

Healthwatch Derbyshire is registered in England as a charitable company limited by guarantee.

Suite 14, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

Registered charity number: 1154278

Registered company number: 8413881

Healthwatch Derbyshire 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.

The Healthwatch Board of Directors consists of eight members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2025/26, the Board and its subgroups met every quarter and made decisions on matters such as our finance, governance, strategy and workplan.

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 health and care services.

During 2025/26, we have been available by phone and email, provided a web form on our website and through social media, and attended 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, in the Patient and Public Insight Library and on Healthwatch England's website.

Statutory statements

Responses to recommendations

We haven't had any providers who have failed to respond to requests for information or recommendations.

There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were 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 insights and experiences shared with us.

For example, in our local authority area, we take information to the Derby and Derbyshire Safeguarding Adults Board and the Neighbourhood Executive.

We also take insight and experiences to decision-makers in the Derbyshire Integrate Care System. For example, we give patient insight to the Health and Wellbeing Board to inform their strategy and help them to understand what people are thinking and feeling.

We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Derbyshire is represented on the Derbyshire Health and Wellbeing Board by Helen Henderson, Chief Executive.

During 2025/26, our representative has effectively carried out this role by presenting an update at every meeting about the public and patient perspective on each strategic priority.

Helen Henderson also represents Healthwatch Derbyshire at the Neighbourhood Executive, at the Health Scrutiny Committee, and at the Derby and Derbyshire Safeguarding Adults Board.

Statutory statements

Enter and View

Location	Reason for visit	What you did as a result
Somercotes GP Practice	Not visited by the CQC since 2016	<ul style="list-style-type: none"> Improved accessibility of their website Improved signage throughout the practice Influenced questions to be include in their patient survey.
Good Life Pharmacy, Hatton	Pharmacy requested a visit	<ul style="list-style-type: none"> Updated website information Further staff training Improved accessibility of their website.
Pride Pharmacy (University Hospitals of Derby & Burton, Royal Derby Hospital)	Change of location within the hospital site	<ul style="list-style-type: none"> An additional computer has been added to the pharmacy so prescriptions can be issued more quickly Seating has been increased in the waiting area The website will be updated so that patients are aware which pharmacy they need to go to when they are given a prescription Hospital staff have been reminded that they need to make it clear to patients which pharmacy they need to go to when collecting prescriptions Pride Pharmacy logo stickers have been added to signage in the Kings Treatment Centre Our recommendations have been shared with the Trust so they can make changes to the wider hospital signage.

Statutory statements

2025 – 2026 Outcomes

Project/activity	Outcomes achieved
My Voice Counts: The views of young people with autism about their experiences of health and care services.	<ul style="list-style-type: none"> • Better training for health and social care staff about autism • Improving waiting times for mental health services.
Experiences of cervical screening in Derbyshire and Derby City.	<ul style="list-style-type: none"> • Influenced current services • Survey coproduced with the system.
Views on smoking from those working in routine and manual job roles.	<ul style="list-style-type: none"> • Improved communications campaign.
Views on smoking from the people of Derby City and Derbyshire.	<ul style="list-style-type: none"> • Improved communications campaign.
The NHS App.	<ul style="list-style-type: none"> • NHS App team to feed into their work to improve the app.
Home Care workers' views on infection prevention and flu vaccines.	<ul style="list-style-type: none"> • Influenced the communications campaign for the next flu season • Improved the information available from Derbyshire County Council about flu vaccination for home care workers.

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