




Healthwatch Derby

Annual Report 2014/15



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Chapter 1

Foreword



Healthwatch Derby's Chair Steve Studham writes about the past year

It gives me great pleasure to introduce the second annual report for Healthwatch Derby. The period has been very positive and productive and it is important to recognise the dedication of the team and volunteers in achieving such a creditable result. Healthwatch Derby is certainly gently maturing into an independent organisation that does what it is there to do.

We have successfully engaged with the public and received increasing numbers of patient feedback experiences through a wide variety of activities. This work provides valuable indicators as to how Health and Social services are working in the city and it would be easy just to present this to service providers and let them get on with it.

It has been our policy to do more than this by engaging with the service providers and policy makers to both inform them and equally important work in partnership with them to find out what needs to change or improve. Of note is the "Think Healthy" joint project with Derbyshire Healthcare NHS Foundation Trust which provided the opportunity for both patients and staff to be involved and give their own experiences. This has enabled the Trust to make meaningful changes that benefit everyone. This surely is what we should all be doing.

As a small organisation it has been a challenge to use resources to make a difference. This has been achieved and we will continue to do so.

Steve Studham

Chair
Healthwatch Derby



Chapter 2

Introduction



Healthwatch Derby's CEO James Moore introduces the Annual Report 2014-2015

As the CEO of Healthwatch Derby, I echo the statements of our Chair and I would also like to take this opportunity to congratulate all members of the team our Board, Staff and volunteers for their

continued hard work and contributions. The year was one that was going to be full of challenges after enduring a 30% cut in funding. However, due to the dedication of all involved it has enabled us to build upon year one and to continue to reach out to the wider community of Derby City and ensure that the decision makers are aware of what is being said about health and social care services locally. This year the team has broadened its reach and spoken to a record number of service users, and engaged with residents across all seventeen wards of Derby City.

We have covered serious issues such as access to GPs, and also taken the time to talk about difficult issues such as the stigma around accessing mental health services. As an organisation we have continued to grow and learn from our engagement activities, which have enabled us to present robust evidenced based local intelligence. This has also received a fair amount of publicity and further promotion of our work through the spotlight of our local media. We have continued to work well in partnership with our key stakeholders, and the wider health and social care community. We completed 'Your Royal' and undertook a second comprehensive consultation in 'Think Healthy'. It gives me great pleasure to add that these projects produced reports within strictly agreed timescales and strict budgets. What is most fulfilling is seeing the impact our work has had following the consultations, as much of the feedback received from service users is adopted by service providers to improve provision.

Our aim for the coming year is to build upon the success of our current work, and to look at new and innovative ways at hearing from all parts of our diverse and vibrant community here in Derby. Our future work will include a more focused approach towards engaging with younger people, to push for a more joined up approach in health and social care, even better partnership working across the sector and cohesive attempts to ensure no voice is left unheard from those who are the most vulnerable and disadvantaged.

James Moore

CEO
Healthwatch Derby



Chapter 3

What is Healthwatch Derby?

Working for the people of Derby

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Our Origins

Healthwatch Derby came into being as Derby LINK transitioned into Derby's Local Healthwatch in April 2013. Three original LINK team members joined Healthwatch Derby under TUPE conditions, and the rest of the team were offered positions following a successful recruitment campaign. Since the start of our operations we have been based at Derby City Council's main headquarters, the Council House in Corporation Street, Derby. The Healthwatch Derby team has a small hotdesk office area on the first floor, and also has full use of a customer service desk in the main reception area of the Council House.

Our Role

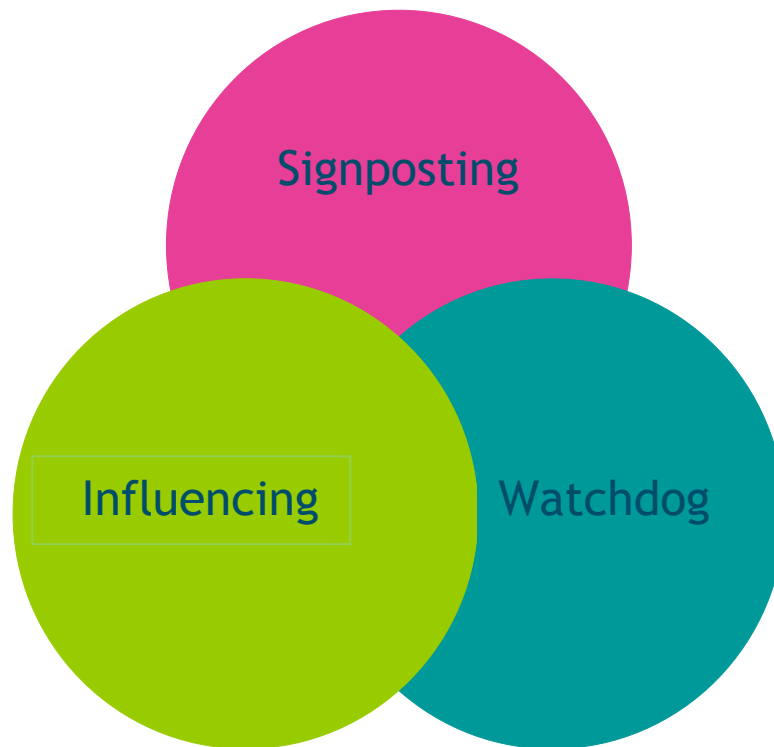
We are proactive as Derby City's health and social care watchdog. Our strategic objectives are:

- To act as a robust independent body that champions quality and provides consumers with a strong voice.
- To influence and improve health and social care services within Derby City.
- To be an effective independent patient voice within Derby's Health and Wellbeing Board.
- To help ensure residents of Derby have easy access to support, advice and information about health and social care choices.
- To engage in proactive and effective outreach reaching out to all parts of our diverse and vibrant communities.
- To ensure greater participation from minority communities and those with previously less engagements.

- To work in partnership with key stakeholders, providers, commissioners, voluntary and community sector organisations, the local authority, the NHS and the wider health community, building upon the network of networks work carried out as LINK.
- To produce robust evidence based local intelligence reports that reach out and influence health and social care decision makers.
- To signpost to appropriate services and facilities whenever health and social care enquiries are received by Healthwatch Derby.

Our Core Objectives

Healthwatch Derby undertakes three core operational functions



We are committed to serve the local community of Derby City and our aim is to ensure all three core objectives are fully demonstrated by our operational and strategic commitments to pursue an improvement in services for all.

Our Board

Healthwatch Derby has a wholly volunteer based board structure.

| Board Member | Duties |
|------------------------|------------------------------------|
| Steve Studham | Chair |
| Dr Stephen Handsley | Vice Chair |
| Olwen Wilson | Vice Chair |
| Matthew Allbones | Board Member (Until November 2014) |
| Sue Cowlshaw | Board Member |
| Enoch (Toby) Marandure | Board Member |
| Michael Mudzamiri | Board Member |
| Rachael Murfin | Board Member |
| Amarjit Amo Raju | Board Member |

Our Team

Healthwatch Derby has a dedicated team.

| Team Member | Duties |
|-----------------|--|
| James Moore | CEO |
| Samragi Madden | Quality Assurance & Compliance Officer |
| Jessica Davies | Research & Policy Officer (Until July 2014) |
| Rebecca Sumpter | Office Supervisor |
| Rebecca Johnson | Membership & Engagement Officer |
| Sandra Dawkins | Engagement Officer |
| Steve Barr | Engagement Officer |
| Farhat Yasin | Engagement Officer |



Role of Volunteers

Healthwatch Derby's work is made stronger by the valuable contributions of its volunteers. Volunteers bring the voices of service users to the forefront. You can volunteer with Healthwatch Derby to become a Healthwatcher or a Healthwatch Champion.

What does a Healthwatcher do?

We have **801** Healthwatchers who receive our local intelligence updates and newsletters. Out of these, **632** stay in contact by email and a further **167** by post.

Healthwatchers can have their say on health and social care services by telling us their views and experiences, completing surveys and attending workshops and events.

Healthwatchers also take part in our Mystery Shopper exercises, whereby they tell us their own experiences of accessing services such as pre booked Hospital Appointments, Social Care, GPs, Opticians, Dentists and Pharmacists

What does a Healthwatch Champion do?

Healthwatch Champions are more active volunteers. As well as becoming a Mystery Shopper, they can become an Enter and View Authorised Representative.

They can help promote Healthwatch Derby at engagement events. They can also collect people's views and experiences of health and social care services. Healthwatch Champions can also represent us at meetings and forums.

We have **25** Healthwatch Champions registered - several of whom will be undertaking Enter and View training.

Our Healthwatch Champions help us perform one of our essential engagement functions - our Enter & Views into services within Derby City

We have signed up **73** new active Healthwatchers

Voice of Service Users, Patients and Carers feeding into Healthwatch Derby

By providing anonymous feedback through Mystery Shopper engagements, our Healthwatchers are giving us direct feedback about services accessed every day.

We currently have **63** active mystery shoppers



Chapter 4

Our Engagement

Understanding people’s experiences

Our strength as an organisation lies in our successful engagement activities that we carry out throughout the city of Derby.

| Derby City Wards | | | |
|------------------|-----------|------------|------------|
| Abbey | Allestree | Alvaston | Arboretum |
| Blagreaves | Boulton | Chaddesden | Chellaston |
| Darley | Derwent | Littleover | Mackworth |
| Mickleover | Normanton | Oakwood | Sinfin |
| Spondon | | | |

Red signifies where we have not engaged. We do not have any red wards.

Orange signifies where we have engaged but need more exposure.

Green signifies where we have engaged well and received a good amount of feedback.

We have completed **170** engagements in the period April 2014 to 31 March 2015



Healthwatch Derby team hosts the Your Royal Consultation Event, concluded May 2014



Engagement Platforms

Our team has undertaken various kinds of engagements across a broad range of venues and focus areas. A sample of the kind of engagements we have been undertaking:

| Venue | Engagement Type | Target Audience | Focus Area |
|-----------------------------|-------------------|-----------------------------|--|
| Libraries | Drop in sessions | Over 65s | Acute services |
| Community Centres | Promotional Stand | Seldom Heard | Hospital Discharge |
| Health Forums | Networking | Young People | Sexual Health |
| Colleges | Awareness | Young People | Primary Care |
| Children's Hospital | Outreach | Children & Families | Acute & Primary Care |
| Community Hospital | Outreach | Mental Health Service Users | Mental Health Services |
| Health Support Groups | Awareness | Carers | Cancer Services |
| Women's Health Groups | Outreach | South East Asian Women | Range of health and social care services |
| Men's Health Groups | Outreach | Male service users | Men's Health |
| Equality Impact Assessments | Awareness | Decision Makers | Range of health and social care services |
| Emerging Communities Forums | Outreach | Disadvantaged service users | Barriers to access |
| Bespoke Consultations | Workshops | Specific services | See Local Intelligence section |



Engagement Illustrations



Delegates at our Cancer Focus event, May 2014



Engagement presentation for NHS Trust, February 2015



Healthwatch at 4Es Roadshow, October 2014





Engagement Illustrations



Partnership Meeting, October 2014



Healthwatch Derby Socho Sehat Workshop, October 2014



Healthwatch Derby's partnership engagement with the University of Derby 2015



Engagement Schedule

To give you a sample of the 170 engagements we have completed this year, we have selected one engagement from each ward that we visited. Derby has 17 wards. Our engagement team has worked hard to reach every single ward of the city.

| Ward | Venue | Month | Engagement Details |
|------------|----------------------------|-----------|------------------------------------|
| Mickleover | Royal Derby Hospital | April | Trauma & Orthopaedic Working Group |
| Arboretum | Derby QUAD | May | Healthwatch hosted Cancer Workshop |
| Chaddesden | Chaddesden Fire Station | June | Awareness session |
| Alvaston | St Andrews House | July | Drugs & Mental Health Outreach |
| Normanton | Indian Community Centre | August | Stroke awareness event |
| Blagreaves | Blagreaves Library | September | Outreach session |
| Derwent | Riverside Centre | April | 4Es Engagement Platform |
| Sinfin | Sinfin Library | June | Outreach session |
| Littleover | Sunnyhill Community Centre | June | Awareness session |
| Boulton | Allenton Library | June | Outreach session |
| Chellaston | Chellaston Library | July | Outreach session |
| Spondon | Spondon Library | September | Outreach session |
| Darley | Kedleston Training Centre | November | Equality Impact Assessment |
| Abbey | Chinese Community Centre | March | Drop in session |
| Oakwood | Oakwood Pharmacy | March | Networking |
| Allestree | Allestree Library | March | Networking |
| Mackworth | Mackworth Library | September | Outreach session |

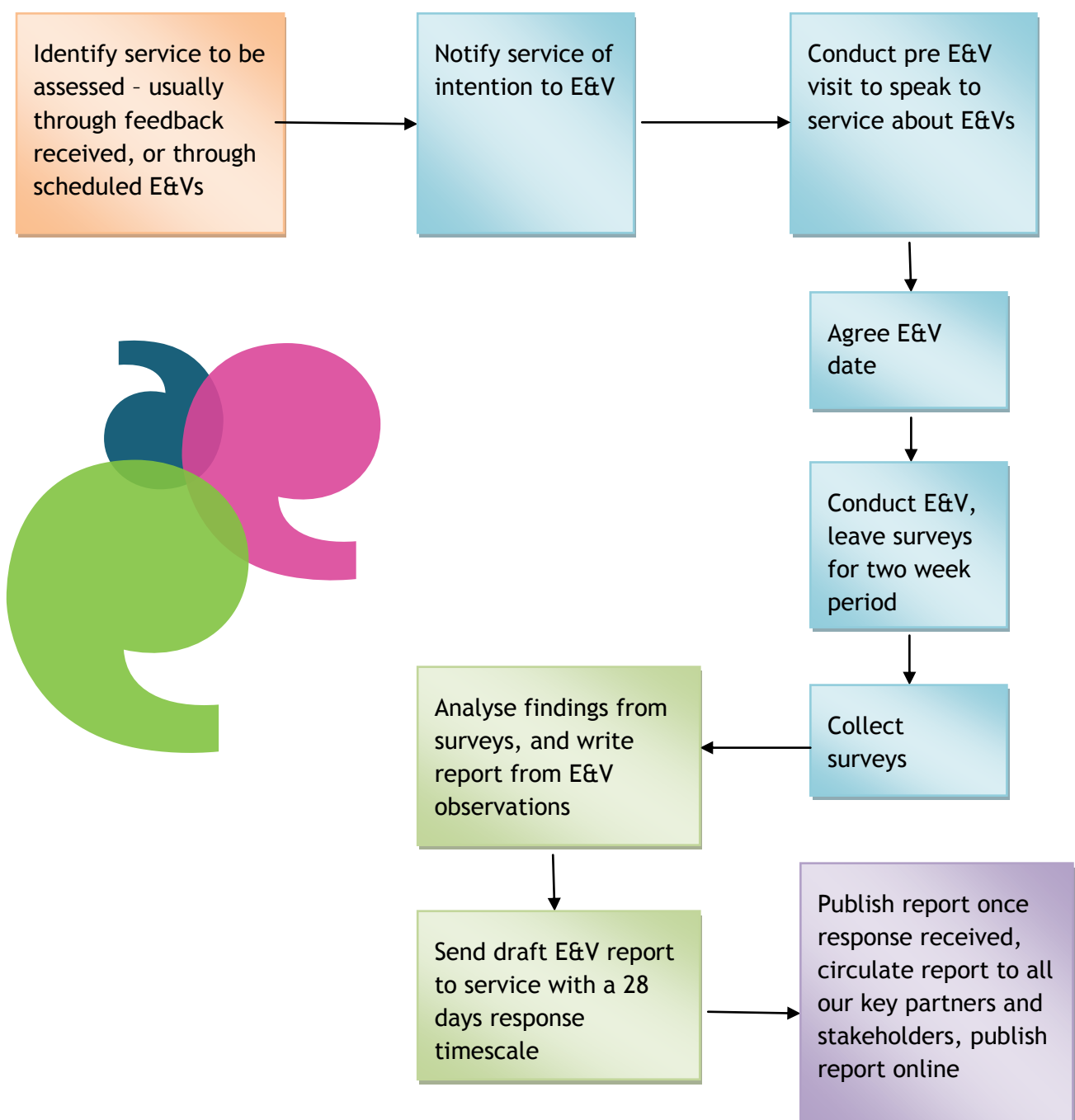
170 Derby city wide engagements saw us engaging with **6001** members of the public. We spoke to **4015** service users at length about their patient experiences. This resulted in a total of **4510** items of individual patient experiences received by Healthwatch Derby in the period April 2014 to 31 March 2015



Enter & Views

Enter and View is a valuable engagement tool that provides a service snapshot on the day. It is an opportunity for Healthwatch Derby's volunteer authorised representatives and staff to enter health and social care premises to see and hear for themselves how services are provided. These visits are usually arranged in conjunction with the service provider, but can be unannounced if a serious concern has been raised about the service. The idea is to look at the service from the patient or service user's perspective, rather than inspections which look at the level of service delivery. An Enter & View report consists of observations on the day as well as survey responses from patients, visitors, and staff.

How does an Enter & View work? Step by step guide:





Enter & View Summary -Hospitals

| Date | Venue | Service | E&Vs | Wards (if relevant) |
|--|--------------------------------|--|------|---|
| April 2014 to 31 March 2015 | Royal Derby Hospital | Acute Hospital | 9 | <p>Antenatal Outpatients, Children's A&E, Children's Hospital, Children's Puffin Ward, Clinical Measurement, Discharge Lounge, Eye Outpatients, Gynaecology, Hands Outpatients, Head & Neck Outpatients, Intensive Care, Macmillan Unit, Maternity & Neonatal Medical Specialties Outpatients, Physiotherapy Outpatients, Specialist Outpatient, Urology & Surgical Outpatients.</p> <p>Wards visited included 204, 205, 206, 207, 301, 302, 303, 308, 312, 401, 405, 408, 409.</p> <p>Some wards may have been visited more than once to check on improvements since the last Enter & View. The above list does not mention the surrounding areas in between wards and units such as corridors, lifts, doorways, entrances etc which are also part of the report</p> |
| April 2014 to 31 March 2015 | London Road Community Hospital | Community Hospital | 5 | <p>Ambulance waiting area, Audiology, Breast Screening, Chapel, Dermatology, Female Geneto Urinary Medicine Clinic, League of Friends Café, Occupational Therapy, Orthotics, Physiotherapy Outpatients, Prayer Room, Reception, Retinopathy, X Ray.</p> <p>Wards visited included 3, 4, 5, 6.</p> |
| September 2014 | Radbourn Unit | Mental Health Inpatient Services | 1 | Wards 33, 34, 35 |
| October 2014 | London Road Community Hospital | Elderly & Mental Health Inpatient Services | 1 | Wards 1 & 2 |
| Total 16 Enter & Views completed into hospital facilities | | | | |



Hospital Sites

Royal Derby Hospital is the major provider of hospital based healthcare services within Derby City. It is Derby's acute hospital and has 'super hospital' status. This means there are many combined services running from the same site serving both residents of the city, the shire, as well as further afield in the region. Royal Derby Hospital and London Road Community Hospital are managed by Derby Teaching Hospitals NHS Foundation Trust. We work closely with colleagues from the acute Trust, and our Enter & Views into acute Trust facilities take place in conjunction with the Trust's own monthly PLACE quality visits.

Radbourne Unit and Wards 1 & 2 of London Road Community Hospital are managed by Derbyshire Healthcare NHS Foundation Trust.

Enter & View Summary Residential & Care Homes

| Date | Venue | Service | Number of E&Vs |
|--|-------------------------|-----------------------|----------------|
| December 2014 | Clova House | Residential Care Home | 1 |
| December 2014 | The Laurels | Nursing Home | 1 |
| March 2015 | Littleover Nursing Home | Nursing Home | 1 |
| March 2015 | The Park | Nursing Home | 1 |
| March 2015 | Bluebell Park | Nursing Home | 1 |
| Total 5 Enter & Views completed into residential and nursing care home facilities | | | |

| Number | Signposted by Healthwatch Derby to other services |
|--------|---|
| 139 | In person |
| 500 | Via telephone calls |
| 200 | Via emails |

We continue to receive a large number of enquiries as we undertake extensive engagements throughout the city, and also complete a full schedule of Enter & Views.



Mental Health Inpatient Enter & Views - In Focus

| Enter & View | Details |
|--------------------------|--|
| Where | Radbourne Unit located at the Royal Derby Hospital Site |
| Who manages the service? | Derbyshire Healthcare NHS Foundation Trust |
| When? | September 2014 |
| Why? | Having received quite a substantial amount of feedback into acute services we were asked by Hardwick CCG to look at mental health services within the city. We also received items of feedback from patients and carers accessing the Radbourne Unit. Lastly we chose this site as it fitted in well with our mental health services consultation, our 'Think Healthy' project which we completed in partnership with the community and mental health Trust. |
| What did we observe? | <p>Positives - Good information for patients inside the hospital, and positive patient communications on display.</p> <p>Negatives - Site not signposted adequately, some furnitures and fixtures needed improvement and reorganising. Staff concerns in surveys.</p> |
| What did we recommend? | Better signage. Attention to fixtures, fittings and better use of available facilities. Staff feedback to be taken on board. |
| What are the outcomes? | <p>Signage is going to be reviewed.</p> <p>Staffing solutions include trial of ward skill mix and greater emphasis on recruitment.</p> |



Healthwatch Derby Team Members at 'Think Healthy', 2014



Specialist Enter & Views - 12 Hour Observational Shifts

Healthwatch Derby has developed its own unique specialist in depth Enter & View format which looks at various aspects of a particular service over a 12 hour period. We are pleased to report this format was first designed by Healthwatch Derby, and has been successfully replicated by other local Healthwatches within the Healthwatch network. The services we have covered so far are as follows:

| Date | Venue | Service | Notes |
|---|---------------------------------|-------------|--|
| 2014 | EMAS | Ambulance | Covering a 12 hour ambulance shift looking at calls getting through and response times |
| 2014 | Royal Derby Hospital (2 shifts) | A&E | Completing 2 observational shifts, 12 hours each to finish a 24 hours in A&E project |
| 2014 | Radbourne Unit | Crisis Team | Shadowing the mental health crisis team for a 12 hour observational period |
| Total 4 Specialist Enter & View 12 Hour Observational Shifts | | | |

Our Enter & Views have been developed with the patient at the centre of our approach. Our staff and volunteers are all authorised representatives who have received training on or developed enter & view techniques. Our findings are shared with the wider Healthwatch network, and we also keep our research into best practise up to date. As a result our work is valued by providers and commissioners, and we also get requests from key partners to look at specific areas for future Enter & Views.

“Thank you this is really helpful and provides good intelligence for our inspectors and MHA reviewers”

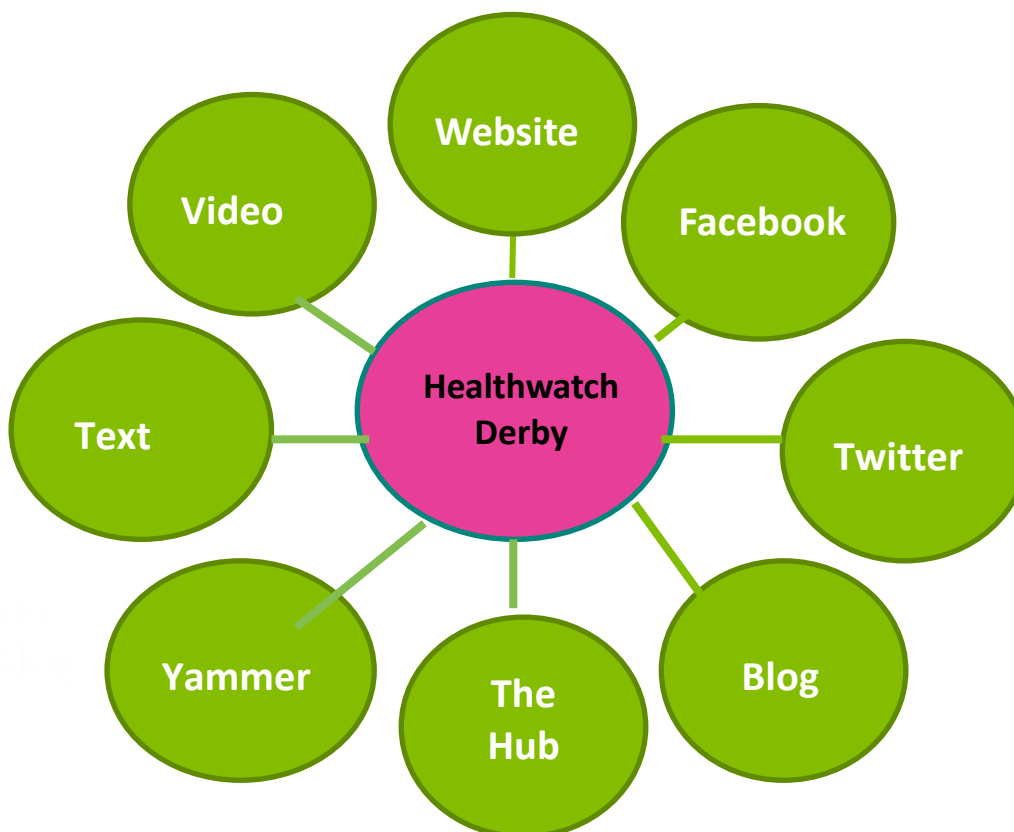
Surrinder Kaur, Care Quality Commission





Use of Social Media

Healthwatch Derby has used a variety of social media platforms to engage, inform, signpost, and promote its services within Derby City:



| Platform | Summary | Used for | Details |
|----------|--|------------------------------------|---|
| Website | 2000 visitors | Regular updates, surveys, feedback | www.healthwatchderby.co.uk |
| Facebook | 221 Likes | Feedback and news | https://www.facebook.com/Healthwatchderby |
| Twitter | 3250 followers | Daily updates | https://twitter.com/HealthwatchDby |
| Blog | 1700 visitors | Profiles, reports, media articles | https://healthwatchderby.wordpress.com/ |
| HWE | The team use Healthwatch England's Yammer & Hub networking platforms | | |
| Text | Healthwatch Derby has a text phone number: 07812301806 | | |
| Video | Healthwatch Derby featured in a video produced by the British Deaf Association | | |



Social Media Initiatives

Social Media initiatives for the future will include looking at ways to develop a mobile platform for our website. We are also investigating approaches to maximise our digital presence including a revamp of the website, and a new approach towards engagement via Twitter and Facebook. Our blog will continue to host larger reports and appendices, as well as holding our full team and board profiles, and links to press articles about our work.



Healthwatch Derby’s Team worked in partnership with the British Deaf Association to produce a video with a BSL interpreter.

Derby has the largest community of deaf and hearing impaired service users outside of London. The video has helped us reach out to a community with specialist access requirements.





Chapter 5

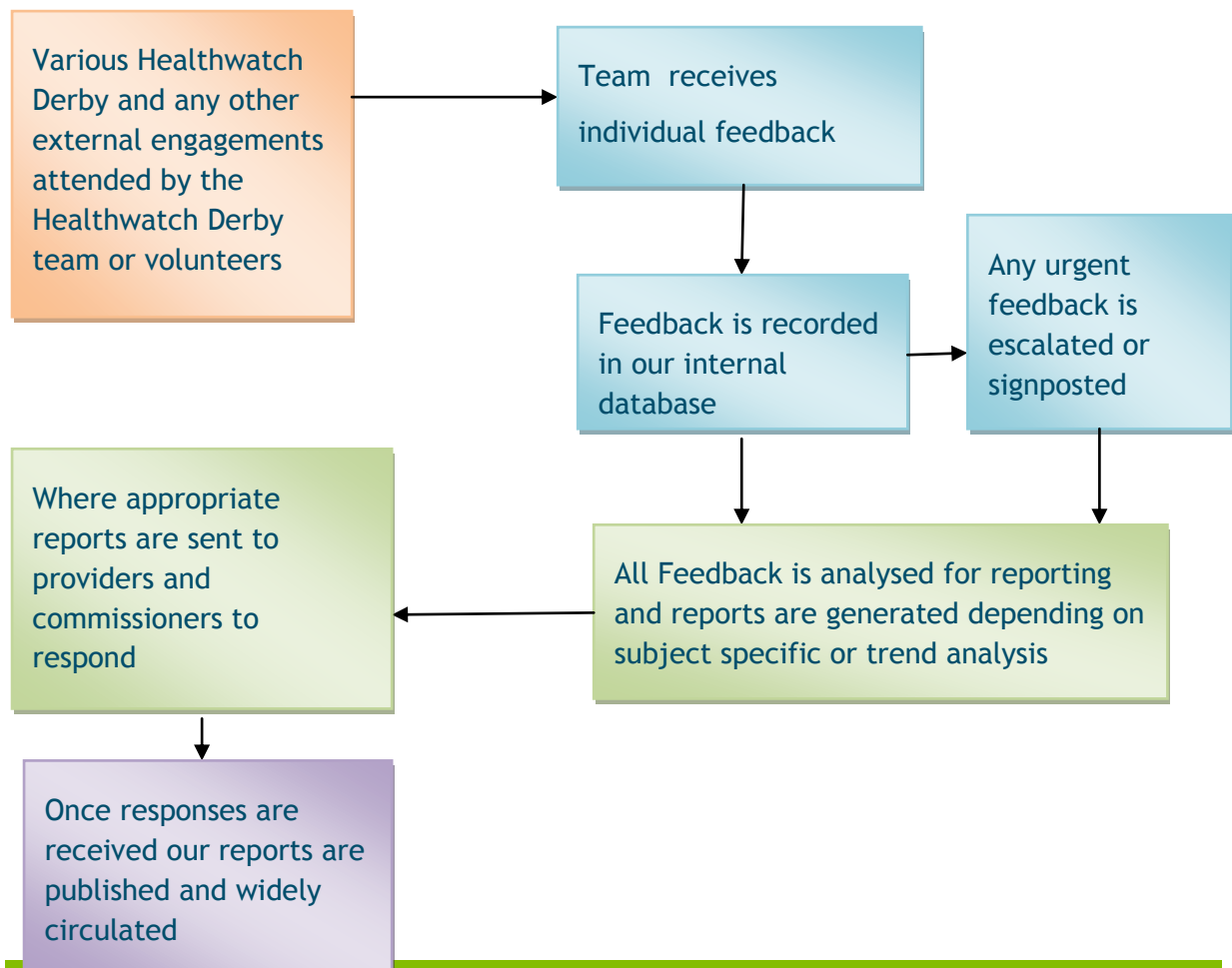
Our Local Intelligence & Research

Making sense of what we hear

In the previous chapter we have demonstrated our robust engagement methods which saw us receiving a record number of individual patient feedback experiences reported to us. Members of the public, service users, carers, families, health and social care staff, commissioners and the wider health community have entrusted us with their personal and professional opinions so that as a responsible local Healthwatch we analyse this data comprehensively and take it forward to decision makers where it matters.

We have completed **170** engagements in the period April 2014 to 31 March 2015. This yielded **4510** individual items of feedback and we produced **22** bespoke reports.

How does Healthwatch Derby produce Local Intelligence reports? A step by step guide:





Reporting Streams & Formats

At Healthwatch Derby we have led the way in designing easily accessible reports that are widely appreciated by the general public, as well as specialist health colleagues such as providers and commissioners. We have developed several different ways of reporting back what we hear. The following is an illustration of the kind of reports we produce:

| | |
|----------------|---|
| | |
| S.U.D.A | |
| | Service User Data Analysis - This format is used to produce periodic trend analysis reports |

| | |
|-------------------------|--|
| | |
| Subject Specific | |
| | Reports looking at a particular subject at a greater depth |

| | |
|--------------------------|---|
| | |
| Enter & Views | |
| | Regular snapshot assessments of services we observe - we also do specialist 12 Hour Observational Enter & Views |

| | |
|-----------------|---|
| | |
| Internal | |
| | Quarterly Reports and Resource Reports as a stocktake of our activities, input and output |

| | |
|---------------|---------------------------------|
| | |
| Annual | |
| | Annual Report and Business Plan |

| | |
|----------------------------|--|
| | |
| Intelligence Briefs | |
| | These have been adapted for local ward specific and city wide local intelligence |

"On behalf of Hardwick CCG I would like to thank you and your colleagues for the hard work you are doing to support patients and carers. A good example of this work is the recent 'Think Health' report. Speaking with both yourself and Derbyshire Healthcare it was clear that the consultation provided invaluable feedback for the trust and will help them to shape their services going forward"

Phil Sugden, Hardwick CCG



Where do our reports go?

Our reports go to a wide variety of organisations and forums as illustrated below:



Healthwatch Derby presentation at the Meet Macmillan & Healthwath Derby event, May 2014



Healthwatch Derby's Chair in conversation with colleagues from the Citizens Advice Bureau, September 2014

Overcoming Barriers

As we grow our body of evidence for the services we have observed, our reports have received a fair amount of publicity, praise, and also some attempts to deflect our independent findings. Our aim has always been to work in close partnership with providers and commissioners, and we have a strong working relationship with many external colleagues who share our passion for service improvement and patient empowerment.

“Thank you for the opportunity to hold a mirror to the Trust and enable members of our staff and our communities to have their voices heard and tell us about their experiences of the portfolio of services that we provide”

Carolyn Green, Derbyshire Healthcare Foundation NHS Trust





Summary of Reports Produced (some categories have more than one report)

| Name | Details | Impact |
|-------------------------------|---|---|
| Annual Report & Business Plan | Annual Overview | Service Review & Improvements |
| Quarterly Reports | Quarterly Overview | Commissioning Compliance |
| 12 Hours in A&E | Specialist Enter & View | Our findings help improve service |
| 12 Hours in Crisis | Specialist Enter & View | Our findings help improve service |
| Your Royal | Review of Acute Trust | Commissioners have used recommendations to make improvements |
| Think Healthy | Review of Community & Mental Health Trust | Commissioners have used recommendations to make improvements |
| Safeguarding Adults | Research into adult safeguarding | Data used to review service's engagement strategy |
| Neighbourhood Reports | Presented to Neighbourhood Boards | Local Intelligence used to review services |
| GPs in Focus | Review of GP services | Commissioners have used recommendations to make improvements |
| Discharge Summary | Review of Discharge Processes | Data fed into Commissioners Quality Report |
| Database Review | Internal Resource Report | Used to enhance and improve data analysis |
| Local Intelligence Brief | Access to GPs | Local Authority used data to address concerns with provider |
| Cancer Services | Two bespoke reports into Cancer Services | Acute Trust has taken our recommendations into service review |



Healthwatch Derby Reports - Case Study

Local Intelligence Brief

Derby City Council's Overview & Scrutiny Department requested information from Healthwatch Derby specifically looking at the state of GP services within the city. We produced a Local Intelligence Brief which gave a summary of the patient experiences we have been collating. Our data showed strong negatives around the themes of access to GPs, especially with reference to the 8am ringing in for a doctor's appointment.

Out of the **1048** patient experiences recorded **30%** (approximately **350** comments) were about difficulties experienced with the 8am ringing in for appointments.

Acting upon our local intelligence, the Overview & Scrutiny Committee organised a public meeting on the 23rd March 2015 for elected members to question NHS England about the state of GP services within Derby City. NHS England were held accountable and were asked to provide details of what they were going to do to ensure access to GPs was prioritised and improved. Our full report was submitted to NHS England for a response, however the publication was delayed as NHS England required a lengthy extension to the normal 28 days response timescale, which took us to the Purdah period prior to the General Election 2015. We were able to publish the full report with a detailed response from NHS England in 2015, and some of our recommendations were highlighted as part of the official response. Our calls for sharing best practise have been noted more than once as a pathway for improvement. NHS England and Southern Derbyshire Clinical Commissioning Group are now looking at new initiatives such as Quality Forums, and the centralisation of the Complaints Team.

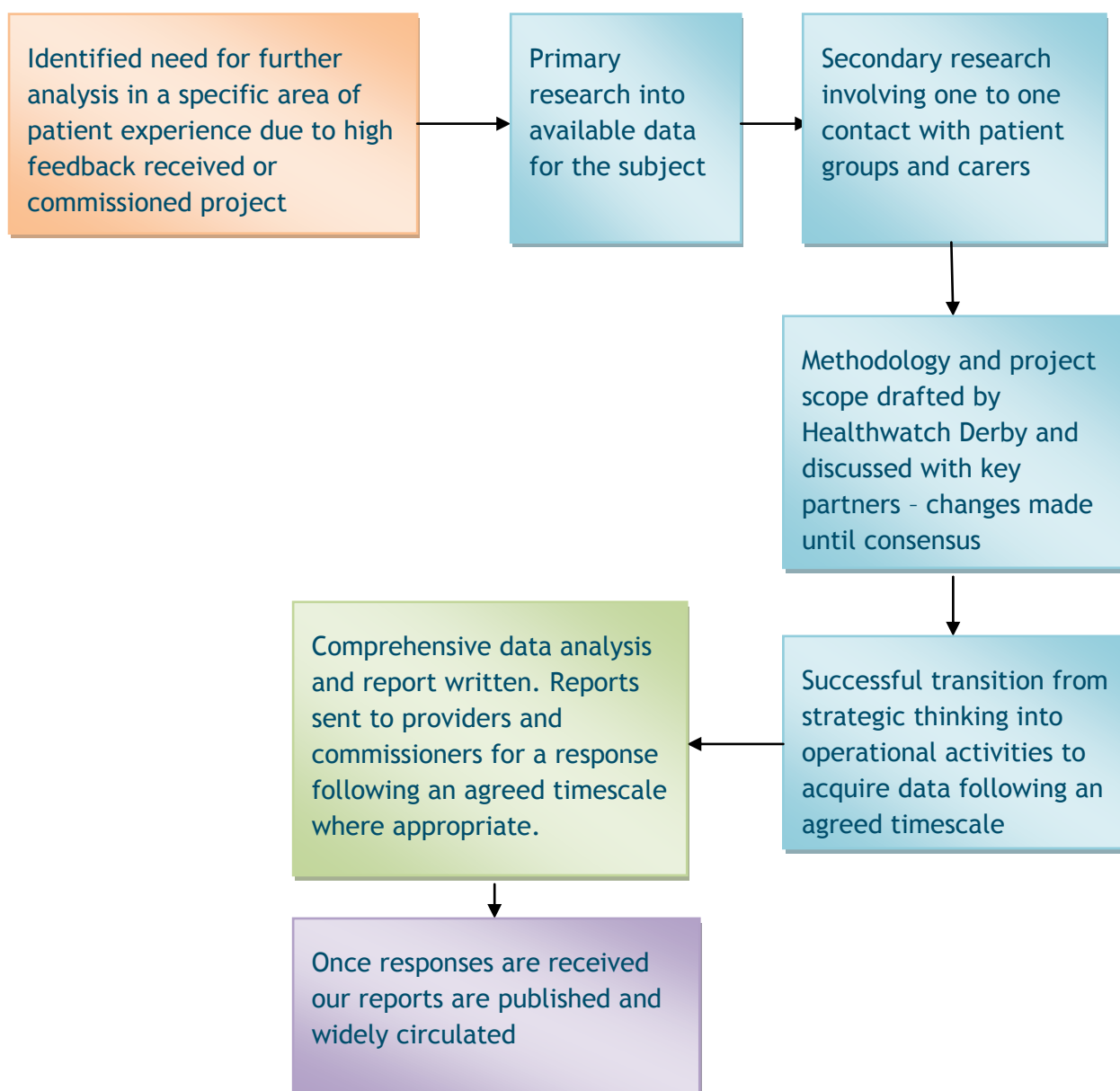




Our Research

Healthwatch Derby has continued with a strong research based work profile as a lasting legacy of the important work carried out formerly as Derby LINK. We have consistently developed robust methodologies and worked best as a partnership with providers, commissioners, the voluntary sector and the wider health community. Our ability to produce evidence based local intelligence has led to our research being sought after and commissioned. This has resulted in a number of important partnership projects in the last year.

How do we plan and execute research projects? A step by step guide:





Healthwatch Derby Research - Case Study

Usage of A&E

Healthwatch Derby was approached by the University of Derby's Business School in early 2015 to look at ways of partnership work. Healthwatch Derby developed five specific projects to work with first year undergraduate students from the university. The work undertaken in these projects was wholly independent with Healthwatch Derby acting in a supportive mentoring capacity. Each project was allocated between four and five students.

One of the projects looked at the usage of A&E services within the city following a very harsh winter for emergency services. Initially the students undertook a desktop analysis, and also looked at their own experiences of using A&E. The students then moved on to the second stage of the project which looked at a comprehensive mapping exercise which saw them visiting and speaking to patient groups and carers from all 17 wards of Derby City.

From numerous conversations across the city the top 3 reasons for preferring A&E:

1. Difficulties accessing GPs appointments
2. Patients know they will get seen at A&E on the day
3. A lack of awareness of other support routes within the community

This tied in very well with the findings of our overall local intelligence including our comprehensive report looking at the state of GP services. Findings from the research project will feed into a larger report evaluating acute services at Derby City to be published autumn 2015.

The projects concluded with a reception hosted by Healthwatch Derby in the Council Chamber in 2015 showcasing the achievements of students. Working with young first year undergraduates was also quite pertinent to our aims of engaging young people and finding out their individual experiences.

"A big thank you for providing the projects for our first year undergraduate students at Healthwatch Derby, it was a privilege to work with you. Your mentoring was excellent and they not only learnt a lot about life in a corporate organisation, but I also believe provided you with a well designed outcome produced via robust processes. I have had excellent feedback from the students on their projects, and it has added a lot of value to their University experience to use the theories and models in a practical environment"

Dr. Simon Dupernex, University of Derby



University of Derby students with A&E ward map, March 2015



University of Derby students with 360 Survey, March 2015





Summary of Research Projects

| Project | Subject(s) | Partners | Outcome |
|--|--|---|---|
| Cancer Focus | Cancer Services in Derby City | Derby Teaching Hospitals Trust, Annabels Angels, Macmillan | Two Reports produced 2014 |
| Safeguarding Adults | Awareness of adult safeguarding | Derby City Council | Report produced 2015 |
| Socho Sehat | Mental health awareness | Derbyshire Healthcare Foundation Trust & Indian Community Centre | Report produced 2014 |
| University of Derby & HWD (Five separate projects) | A&E, 360 Degree, Database, Engagement, Social Media | University of Derby | Initial reports produced March 2015, to be collated into wider work |
| Complaints Audit | Complaints processes of Derbyshire Healthcare Foundation Trust | Hardwick CCG & Derbyshire Healthcare Foundation Trust | Project to be completed 2015 |
| Use of Restraint | Applications of the Mental Health Act | Hardwick CCG & Derbyshire Healthcare Foundation Trust | Project to be completed 2015 |
| Little Voices | Pregnancy, Maternity, children's services 0 to 11 years | Derby Teaching Hospitals Foundation Trust, Derbyshire Healthcare Foundation Trust | Project to be completed 2015 |



Our Consultations

As we continue to receive a large number of service user feedback, the team has developed and completed two major consultations last year, with a further third consultation initiated this year. A consultation into the services of the acute Trust 'Your Royal' concluded in May 2014 with the Trust welcoming our findings. We continue a positive and productive work relationship with Derbyshire Healthcare Foundation NHS Trust, as our findings from 'Your Royal' are picked up by commissioners (Southern Derbyshire CCG) and the Care Quality Commission. Our major consultation last year looked at the services provided by the community and mental health Trust. 'Think Healthy' had a wide scope and provided Healthwatch Derby with rich and varied data acquired using a combination of outreach and observational methods. This year we have started the research project 'Little Voices' which looks at more than one service provider as we review pregnancy, maternity, and services for children aged 0 to 11 years.

Think Healthy - In Focus

| Think Healthy | Details |
|--------------------------|--|
| Where | Services city wide with one specialist engagement in the county |
| Who manages the service? | Derbyshire Healthcare NHS Foundation Trust |
| When? | Summer-Winter 2014 |
| Why? | Having received quite a substantial amount of feedback into acute services we were asked by Hardwick CCG to look at mental health services within the city. |
| What methods did we use? | 12 Hour Observational shift at Crisis Team, Service Shadowing, Direct outreach, specialist outreach, two generic workshops, one tri-lingual workshop 'Socho Sehat', two bespoke surveys, specialist mental health inpatient Enter & View |
| What did we observe? | Positives - Overall the consultation showed patients were happy with a large range of services and felt the Trust was responsive to their needs. Negatives - More work is needed to ensure staff feel better supported, and some areas require better access. |
| What did we recommend? | We recommended the Trust looks at all the feedback data received (in excess of 1000 comments) and adopt as many as possible. |
| What was the outcome? | Hardwick CCG has taken our findings and tasked the Trust to develop these into an action plan which is being monitored. |



Healthwatch Derby's Think Healthy Consultation 2014



Generic Workshop



Socho Sehat



Socho Sehat



Key Findings Presentation



Chapter 6

Outcomes & Impact

What did we achieve?

Our presence in the health and social care community has grown in stature as we are now an established and recognised watchdog acting as a critical friend to services and providers within Derby City. Many of our reports have gone straight through to the decision making bodies of Clinical Commissioning Groups (consultation reports into acute and community mental health), some of which have been transformed into actual action plans to be monitored and delivered in a timely manner (community and mental health).



Review of Think Healthy action plan following consultation, Jan 2015,

All our major comprehensive reports have been shared with the Health & Wellbeing Board and other strategic decision making bodies related to health and social care. We continue to stay involved and feed into the Health & Wellbeing Board. We have also actively taken part in the refresh of the Health & Wellbeing Board's strategy development, and continue to take part in both regional and national campaigns for excellence.

"I just wanted to write to you to say how very grateful I am for all of the help and support given to me over the last 18 months whilst I have been pursuing a complaint. Healthwatch Derby has gone well beyond the call of duty and I wanted to put this on record"

Service user feedback (Healthwatch Derby Individual staff details removed)



Our work is now part of the scrutiny and review processes adopted by some providers (Enter & Views feeding into monthly intelligence for acute hospital). In other areas we have raised the need for better awareness and are contributing to the growing conversation around the need for better information (Safeguarding adults). We have covered a wide range of subject areas, and have found identified some services where there is a real gap of accountable performance data (GPs and primary care). All our reports are followed up by our dedicated team who have regular updates and meetings with providers, commissioners and inspectors of services (regular updates, local intelligence and recommendations to the Care Quality Commission).

"We have taken on board the feedback and recommendations and thank Healthwatch Derby and the people of Derby for providing such valuable feedback"

Paul Brooks, Derby Teaching Hospitals Foundation NHS Trust

We will continue to hold to account services which are not performing to desired standards, and we will always pass on positive feedback for services which are performing well. All our reports are written with the service user at the centre of our considerations, and our recommendations are weighed carefully to ensure maximum benefit through improved services for all. Our easy to read reports are now sought after for their practical and interesting combination of hard and soft intelligence.

One of the outcomes we have had is a real recognition of our ability to deliver robust evidence based independent local intelligence, and we are now actively sought with for feedback in areas with patchy or little data. Our portfolio of research and consultation projects continues to grow as we undertake and execute programmes designed to ensure no voice is left unheard.

"Thank you for sending me the Healthwatch Derby cancer services reports, found them both interesting and useful. I hope that the recommendations you make in the report are acted upon by those who are responsible for the specific area. The reports are both really detailed and must have taken a lot of time to compile, I thought they were both excellent"

Surinder Mehan, Public Health





Publicity and Media Attention

Our work has generated a fair amount of media coverage with the press asking our opinion about local services, and also mentioning our intelligence reports in numerous published articles.

Healthwatch Derby has featured in no less than 7 newspaper articles published by the Derby Evening Telegraph, 2 of which featured as front page news!



Healthwatch Derby Team working on the Little Voices project, 2015

We have been part of a BBC Radio interview discussion about health care services within Derby City.

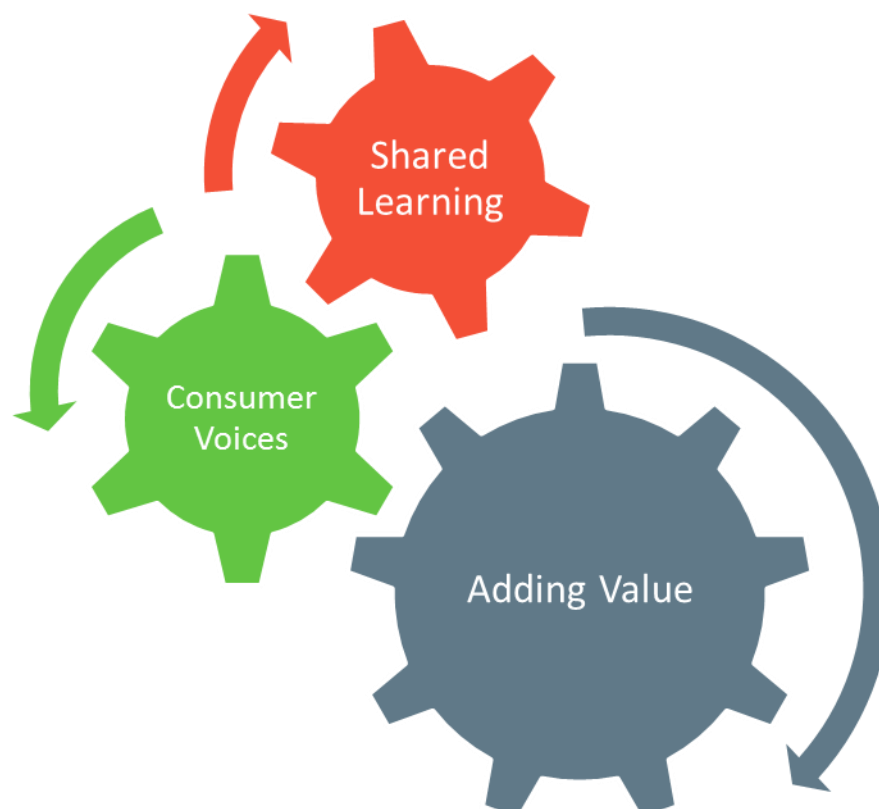
Locally, regionally, and nationally we continue to link in well with the wider Healthwatch movement. We established the local Healthwatch Intelligence Group which saw a membership of four sister Healthwatches. We are active within the regional Healthwatch meetings, and are also part of the regional EMAS (East Midlands Ambulance Service) board in an observational capacity representing a cross section of regional Healthwatches. Nationally our innovative research techniques such as the 12 hour observational format has been adopted by sister Healthwatches to great success. We have also pioneered new and effective Enter & View formats, and were the first Healthwatch to successfully conduct an Enter & View into mental health inpatient services



Chapter 7

Future Priorities

Looking Ahead



Healthwatch Derby is committed to the following work plan for the future:

- Meaningful engagement with young people (we have already started doing this with our Little Voices project).
- Continued focus and scrutiny of major services such as NHS Trusts, GPs, Mental Health Services, Social Care and Care Homes.
- Enhanced reporting with a deep dive format looking at the reasons behind poor patient care and more local ward based reporting.
- Engagement activities will look at accountability for those service users whose voices may not be the loudest but whose individual needs should not be forgotten.
- Working in true partnership with providers, commissioners, and the wider health community sharing our local intelligence and adding value with our joint efforts.



Chapter 8

Finance Summary

Finance Breakdown

| INCOME | | £ |
|---|------------------------------------|--------------------|
| Funding received from local authority to deliver local Healthwatch statutory activities | | £230,000.00 |
| Additional income | Brought Forward from previous year | £ 44,527.53 |
| Total income including interest | | £275,912.75 |

| EXPENDITURE | | |
|--------------------------------|--|--|
| Office costs | | £ 19,834.20 |
| Staffing costs | | £176,669.49 |
| Direct delivery costs | | £ 28,716.19 |
| Total expenditure | | £225,219.88 |
| Balance brought forward | | £ 47,470.21 (accruals included) |

Healthwatch Derby continues to manage its finances prudently, with an emphasis to ensure we spend wisely on the things that matter most - such as sustained engagement initiatives and a good standard of local intelligence. We will continue to manage our finances stringently, and will make the best use of all our resources. Healthwatch Derby's accounts are independently examined by Derby Community Accountancy Services.





Chapter 9

Contact us

Speak to us about your experiences of accessing health or social care services within Derby City

Address: Healthwatch Derby
1st Floor
Council House
Corporation Street
Derby
DE1 2FS

Phone number: 01332 643988

Email: info@healthwatchderby.co.uk

Website: www.healthwatchderby.co.uk

We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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

If you require this report in an alternative format please contact us at the address above.

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