

Agenda item 7b

DERBYSHIRE HEALTH AND WELLBEING BOARD

22 September 2016

Report of Chief Executive, Healthwatch

What Makes for a Positive Health or Social Care Experience?

1. Purpose of the report

This report provides a summary of Healthwatch Derbyshire's (HWD) report on ['What Makes for a Positive Health or Social Care Experience?'](#)

2. Information and analysis

The positive experiences report, in contrast to others published by Healthwatch Derbyshire (HWD), is designed to focus on the large number of positive experience we have received. The report shares this with providers, commissioners and other relevant parties to enable them to reflect on and judge what they can learn from this. The report shows that some improvements to services need cost very little and in many cases, nothing at all.

The report is based on 620 comments received between, 1 April 2014 - 31 December 2015. The services most talked about were hospitals and GP practices.

The information presented in the report has been organised under the eight Healthwatch England Consumer Principles generated from a public survey conducted by them in 2013:

1. A safe, dignified and quality service - 367 comments
2. Access - 229 comments
3. Essential services - 116 comments
4. A healthy environment - 110 comments
5. Information and education - 77 comments
6. Being listened to - 35 comments
7. Choice - 22 comments
8. Being involved -19 comments

(Safe, dignified, and quality service, included staff attitude which featured in a large proportion of the comments. A good staff attitude, e.g. being friendly,

helpful, caring, putting someone at ease, will negate all manner of negative experiences. It can make such a difference.)

The example comments illustrated in the report give from a patients and/or service user's perspective, the standards and qualities of services that they appreciate and additionally make a positive difference to their health care and/or sense of wellbeing during contact with services. These can be summarised as:

- The reliability and efficiency of services particularly in relation to prompt referral, assessment and signposting.
- The availability and locations of services, being kept informed of appointments, waiting times, and physical access to buildings.
- Having choice.
- The physical and psychological environment.
- Feeling valued as individuals, feeling cared for, and receiving continuity of care.
- Access to information and the receipt of information in a format that is appropriate to each individual.
- Feeling listened to with regards to their treatment and care.
- Feeling involved in care and treatment.

We knew that for some service providers this would seem like we were stating the obvious, however, our database is full of negative comments, that show all of the above are not part of everyone's experience when accessing health and social care services.

Hence, from the information gathered and presented in the report, we asked service providers to consider the following questions:

Essential services

- What determines the speed and efficiency of your referral process, and how could this be improved?
- How do you communicate with your patients/service users about their referral?
- Do you signpost to other services to meet needs identified?

Access

- How convenient are the locations of your services?
- How do you manage waiting times, and how do you communicate with people who are waiting?
- How do you manage the availability of appointments to ensure timely access to services in accordance with individual patient/service-user needs and choices?
- Where you initiate an appointment, how do you explain why they have been referred for an appointment and what they can expect?

- How proactive are you in ensuring that your services are accessible to all, e.g. the disabled, hard of hearing, people with learning disabilities, carers, etc?

Choice

- How do you involve patients/service users in the choice of how and where they receive treatment or care?
- Are people's health and well-being options fully explained to them, so that they can make informed choices?

A healthy environment

- How does your service environment promote a general feeling of well-being, i.e. helps people feel calm, relaxed, safe, cared for?
- Is there a sufficient and appropriate range of activities/resources for adults and children provided to pass the time whilst in waiting rooms?

A safe, dignified and quality service

- How do you ensure there is good communication with patients/service users, and other professionals involved in their care?
- How do you ensure a continuity of care that supports a consistent relationship with patients/service users?
- How do you ensure that people are given enough time during consultations with you?
- How do you ensure that people feel supported even after they have left you? For example, do they know who to contact if they need help?
- How do you ensure people are at ease during consultations with you?

Information and education

- What do you do to ensure that your patients/service users have access to the information they need in an appropriate form?
- How do you ensure that people understand the information you have given them? For example, do you back up information given verbally, with a letter or a printed leaflet?
- Do you keep people informed of any delays at all times?

Being listened to

- What do you do to ensure that people feel listened to?
- What systems do you have to encourage, obtain and respond to patient/service-user feedback?
- How do you ensure that a person making a complaint has confidence in the process?

Being involved

- How do you encourage patients/service-users to share responsibility for the decisions affecting their care and treatment?
- How are you involving carers in the treatment of their loved one?
- Do you always ensure that during consultations/interactions, you directly address children and young people, or people with learning disabilities rather than carers/parents accompanying them?

Responses

We have had a number of responses back from service providers and commissioners, most of which have found it useful. Services have made changes as a result of the feedback, or are in the process of reviewing the information at their staff/team meetings. Some services felt that there was nothing they could do to improve after reviewing the information. Others responded by addressing all the questions to say what they do, but didn't really show any reflection, as to whether they do it well! All responses will be available on our website by the end of the month.

3. Links with the Health and Wellbeing Strategy

The Health and Wellbeing Strategy states that one of its principle values is that services will be planned and delivered in partnership. As acknowledged in the strategy patients, service users and members of the public are a key part of this partnership and their views and experiences need to be taken into account in the design and delivery of services, and in responding to local healthcare challenges. This is particularly important in light of the changes that will take place over the next five years as a result of the five year forward view, which will be taken forward by the development of the Sustainability Transformation Plan.

RECOMMENDATIONS

The Health and Wellbeing Board is asked to:

1. Consider the content of the 'What Makes for a Positive Health or Social Care Experience'?
2. To reflect on their own performance standards and service delivery in respect of what patients and service users have been telling Healthwatch.
3. To promote the content of the report where appropriate, amongst their networks.

**Karen Ritchie
Chief Executive,
Healthwatch**