

Intelligence Report - Spring/Summer 2015

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Background

Healthwatch Derbyshire is part of a network of local Healthwatch organisations that hears what adults, children and young people have to say about health and social care services. We then share these experiences with providers and commissioners, encourage responses and appropriate action, and then share feedback with the individuals that have spoken to us and to the general public through our 'speak out' reports.

This intelligence report acts as a tool for using the patient feedback that we collect to have an impact on decision making by highlighting our work activity past, present and future and summarising our key findings and recommendations for the health and social care community in Derbyshire.

A Comment's Journey ...

Healthwatch Derbyshire gathers together individual comments from patients and the public about their experiences of using health and social care services which are logged onto an internal database. All individual comments are routinely shared on a monthly basis through our information sharing arrangements with service providers and commissioners.

The diagram on the following page shows how the individual comments we receive work through this information sharing system. Many organisations tell us in their responses that they triangulate our patient experience with information they have from other sources to see a fuller, more complete picture of patient experience. We work in a similar way to look at what feedback we have, and what we are missing to influence a period of themed engagement activity to collect extra information and feedback.

After a period of themed engagement activity, a summary is drawn up in to either a discussion paper for publication, or a brief summary report to be shared with relevant providers and commissioners.

All our publications can be found at www.healthwatchderbyshire.co.uk/reports.

A Comment's Journey with... **healthwatch** Derbyshire

1. Healthwatch Derbyshire receives comments from the public.

An example of a comment received from a patient:
“I was a patient in hospital for about a week. Nobody had talked to me about going home all week, until 6.30pm one evening I was told I could go. By the time I left hospital it was 10.30pm, which wasn't ideal”

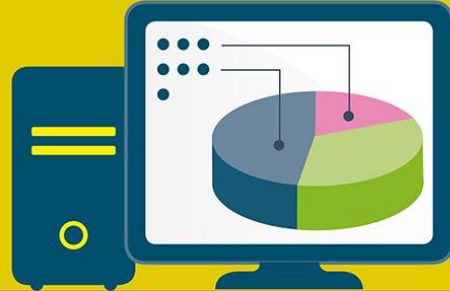


We may refer you to other organisations where appropriate (ie. complaints department)



We will take immediate action over comments causing serious concern (ie. safeguarding)

2. The comments are put onto our database and each month a report of all new comments is sent out to service providers, and to those who buy services, i.e. commissioners.



We check the comments on the database and look for areas where people are experiencing problems and that need improvement. This sometimes leads Healthwatch to do additional work to get more information.

Once we have done this additional work we may put a report together to show what we found, and sometimes these reports will make recommendations about how services should be improved.



5. When action is taken we publish the results in the 'You Said, We Did' section of our quarterly 'Speak Out' Newsletter, as well as online, so more people can see why they should talk to us.



4. People can talk to Healthwatch Derbyshire anonymously, but we will send feedback to anyone who has submitted contact details, i.e. the response a service provider makes to a comment.



3. Service providers and those who choose and buy services may take action and will tell us what they have done as a result.



To find out more about Healthwatch Derbyshire or submit your comments, please contact us:
 Telephone: **01773 880786** Email: **enquiries@healthwatchderbyshire.co.uk**
www.healthwatchderbyshire.co.uk

Reports we have recently published:

- Primary Care Report

This report gives a useful insight to the most prevalent positive and negative themes regarding primary care services in Derbyshire.

The aim of theming the comments in this way was to gain a better understanding of what matters most to patients and the public in Derbyshire when receiving care and treatment at a range of primary care services. These themes may in turn influence our future engagement activity.

This report provides both a numerical summary of comments by topic and sentiment, and a selection of comments from each theme to illustrate the types of comment received by Healthwatch Derbyshire that has been themed under each heading. The most common topics are quality of clinical staff (64 positive, 17 negative) and appointment system (45 positive, 26 negative).

Within the 232 comments received, there were 352 sentiments raised - 198 of these sentiments were positive, and 154 negative.

- Children and Young People's Report

A Healthwatch Derbyshire report has been published highlighting what Children and Young People in particular have to say about Health and Social Care services. The most common themes included:

- Environment - this played the largest part in the comments made by Children and Young People e.g. the waiting room is often considered boring, and they would like more to do while they wait.
- Waiting - children feel frustrated about waiting for appointments.
- Staff Attitude - Children and Young People have mixed experiences but where they are negative, they report feeling intimidated, judged, awkward, and nervous. Where they are positive they report being made to feel calm, listened too, and respected.
- Access to Services - again Children and Young People had mixed experiences but where they were negative it was due to difficulty making appointments, and appointments being at inappropriate times.

- Carer's Discussion Paper

We continue to work proactively with, and monitor the impact of this discussion paper published in 2014 and any actions or outcomes as a result. This insightful discussion paper summarises the comments and experiences of the carers we engaged with as part of this themed engagement activity, and gives a real and authentic insight in to the experiences of carers when using health and social care services. Since the report has been distributed we have received responses from a number of service providers and commissioners regarding the report. Most have welcomed it and triangulated it with their own data and all have welcomed the opportunity to discuss the needs of carers.

Reports available on request:

- Themes report - Chesterfield Royal Hospital NHS Foundation Trust.
- Themes report - Royal Derby Hospital NHS Foundation Trust.
- Acquired Brain Injuries Service Evaluation - this has been shared with providers and commissioners and a formal response has been requested to the recommendations made.

Other reports to be published:

- The results of a survey to collect experiences of using Homecare services - to be published May 2015
- Chesterfield Royal Hospital NHS Foundation Trust Eye Clinic Enter and View report - to be published May 2015
- Canal Vue Nursing Home Enter and View report - to be published May 2015
- Whittington Care Home Enter and View report - to be published May 2015
- Experiences of parents and carers using the Autism Pathway in Derbyshire - to be published June 2015
- Summary report - the experiences of using Child and Adolescent Mental Health Services (CAMHS) to be published June 2015
- Summary report - Experiences of using cancer services - to be published June 2015

What Next ...?

Themed engagement topics for May 2015 - July 2015 have been selected to further explore emerging topical issues:

- Learning Disabilities and reasonable adjustments in universal services
- Physical Disabilities and reasonable adjustments in universal services

You can find out more information about Healthwatch Derbyshire activity in the summer edition of our Speak Out Report which can be found on our website www.healthwatchderbyshire.co.uk (from June 2015).

Helen Hart
April 2015