

Update for People - Improvement Scrutiny Committee

15th January 2014

Healthwatch Derbyshire has currently logged 167 comments from public and patients in Derbyshire. These comments relate to providers of health and social care services in Derbyshire and cover a range of sentiments.

Information sharing protocols have been developed in consultation with providers, commissioners and regulators. These protocols are now being negotiated and signed with each relevant organisation so that this public and patient feedback is being systematically and appropriately fed back. This protocol also includes a requirement for the recipient to respond and feed back to Healthwatch Derbyshire. This will allow us to evidence any improvement, and ensure that we are working as effectively as possible on behalf of the public and patients in Derbyshire.

Meetings are taking place throughout January and February to negotiate, agree and sign these information sharing protocols. This important development means that Healthwatch Derbyshire will then be in a position to compile and present a summary report to other significant groups, such as Improvement and Scrutiny, the Quality Surveillance Group, and the Health and Wellbeing Board. This report will highlight any themes and trends, and outline any planned action by Healthwatch. This report will give a good feel for what Healthwatch is hearing, and what it is doing as a result.

A new Intelligence and Insight Co-ordinator, Helen Hart, has taken on the responsibility of implementing this work. This also means that future meetings of this group will be attended by Helen.