

Report for People Committee March 2015

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 reports and discussion papers can be found at <http://www.healthwatchderbyshire.co.uk/reports>.

We have published a carer's discussion paper, enter and view reports, and a range of service evaluations - most recently published is the 'Improving Access to Psychological Therapies (IAPT)' report.

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”



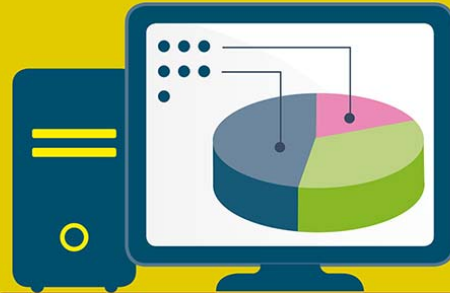
We may refer you to other organisations where appropriate (ie. complaints department)



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

Other Reports to be Published:

- The experiences of Children and Young People accessing health and social care services - to be published March/April 2015.
- The results of a survey to collect experiences of using Homecare services.
- Experiences of parents and carers using the Autism Pathway in Derbyshire.
- Experiences of using Child and Adolescent Mental Health Services (CAMHS).
- Experiences of using cancer services.

What Next ...?

Themed engagement topics beginning in May 2015 have been selected to further explore emerging topical issues, or collect feedback where we have gaps in the comments we have on our database. Engagement will focus on reasonable adjustments and dignity and respect provided by health and social care services for adults with learning disability, physical disability, or both.

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