

Update for People Improvement Scrutiny Committee

20th November 2013

Healthwatch Derbyshire Stakeholder Event – Listening, Learning and Influencing.

This event took place on Monday 21st October 2013. The purpose was to invite statutory sector stakeholders, who have a particular interest in patient experience, to begin a conversation around how we will all work together.

- Reporting mechanisms were looked at and discussed.
- Comments database report was looked at and discussed.
- Information sharing protocol was looked at and discussed.

It was agreed at the event with the County Council's Scrutiny Officer that the reporting mechanism to Improvement & Scrutiny would not be the same as the mechanism with commissioners/providers. This was because the relationship with this committee is purely as a "recipient of information". Whereas service providers and commissioners were being asked to process and use the information in the design and delivery of services.

It was agreed that Healthwatch Derbyshire will report trends and themes to Improvement and Scrutiny that are being picked up through-out the county. This would be as a result of the intelligence being fed into 'the Hub'. The Hub is where comments from patients and the public are recorded within Healthwatch. This will help the committee to make informed decisions when deciding on and progressing their work plan.

We are considering a formal system for DCC Members to use to send things through to you.