

This is our first 'Speak Out Report' and, at the time of writing, we had 169 comments logged on the Healthwatch Derbyshire comments database.

Speak Out Report

Healthwatch Derbyshire (HWD) is your champion for health and social care services in Derbyshire. It was set up on the 1st April 2013, as a result of the Health and Social Care Act 2012 and sits alongside 151 other local Healthwatch organisations across the Country.

We have worked hard since April 2013 to establish systems and processes to capture the views of the public of Derbyshire and establish relationships with a wide range of organisations involved in delivering services.

We really want to hear from you ...

Details of how to contact us can be found on page 4.

How Healthwatch Works ...

- Healthwatch Derbyshire will hear what you have to say about health and social care services.
- Your voice will be strengthened by putting it alongside other voices who have something similar to say. These comments are logged on our database.
- We send this information to Service Providers and those who buy services, i.e. Commissioners, who have to listen to your voice.
- We then report back to you on how your voice has been used to help shape, inform and influence service delivery and design.

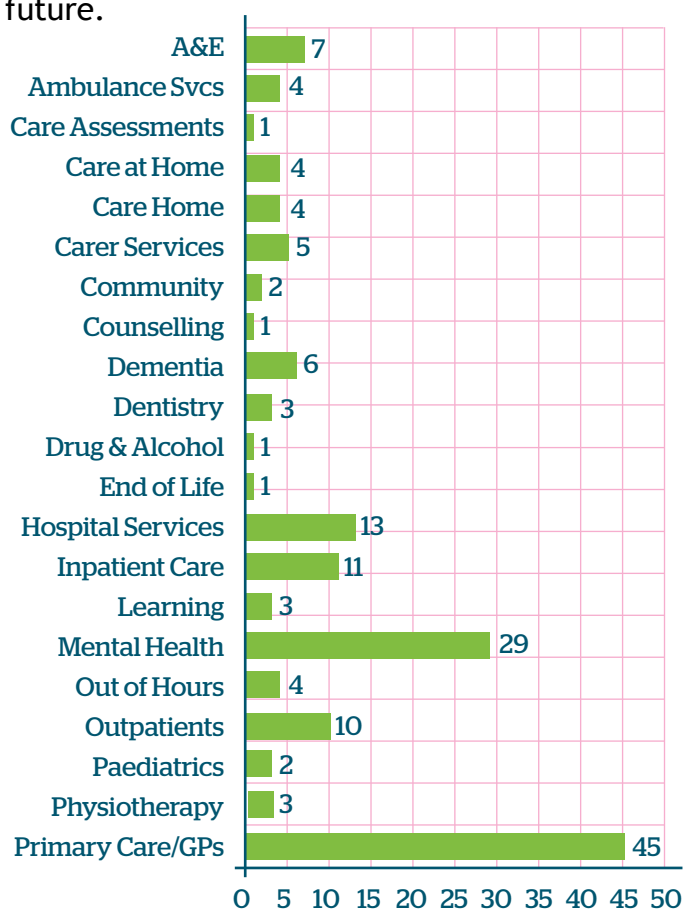
'Here at Derby Hospitals one of our aspirations is to ensure that the voice of our patients and visitors is captured. What Healthwatch Derbyshire brings to us is a collaborative approach to ensure that compliments or concerns to help our services develop are received in an open and structured manner.' Associate Director of Patient Experience & Facilities Management - Derby Hospitals NHS Foundation Trust

Tel: 01773 880786 Email: enquiries@healthwatchderbyshire.co.uk

Web: www.healthwatchderbyshire.co.uk

What have you been telling us?

After comments are recorded we look for patterns in the comments to see if there are any issues that repeat themselves. This also helps us to see any gaps too. This chart shows some of the topics that you have been talking to us about. The Mental Health comments were collected as a result of a piece of concentrated engagement work we did in the Autumn of 2013. This chart can help us to decide which topics to target in the future.



Using your comments to make a difference...

Information sharing agreements are being signed with all major health and social care providers being used by the people of Derbyshire, e.g. Chesterfield Royal Hospital. This means that every comment you give to Healthwatch Derbyshire will be passed on, anonymously, to those responsible for running and paying for the health and social care services you use. Normally, this will happen every month, but if a comment comes in that needs more urgent attention, we pass it on straight away.

For example, we passed on serious comments received about a care home in Derbyshire: they then received a monitoring visit sooner than planned. This reaction to our information shows that your experiences and comments can result in real action.

We have had requests for information from the Care Quality Commission (CQC) to inform their inspections of Nottingham University Hospital, Derbyshire Community Health Services and Derbyshire Health United who provide the Out of Hours and 111 service in Derbyshire. We know that our information can be useful to influence these inspections and our comments were acknowledged in the recent report written by the CQC on non-emergency transport provider NSL Care Services.

So what next?

We need your comments on inpatient and outpatient Hospital Services and Patient Transport Services

Over the next few months we are calling for comments about your recent experiences of using both inpatient and outpatient Hospital Services and Patient Transport Services, both emergency and non-emergency. Without your feedback, we cannot work to improve services for the future.

We want you to know that we are listening and taking action on your behalf.

So, if you have something to say about these services or other recent experiences of using any health or social care services please get in touch.

Tel: 01773 880786

enquiries@healthwatchderbyshire.co.uk

You Said, We Did ...

Here you will find a brief flavour of the comments we have received from patients and the public and what we have done with these concerns. Future editions of this Speak Out Report will include more examples of what you have told us and what we have done as a result, and you will soon be able to keep up to date on our website.

You Said ...

A patient wanted to give anonymous feedback directly to East Midlands Ambulance Service (EMAS), but at the time EMAS didn't have a policy in place for listening to, or learning from, anonymous feedback, which could be of a serious nature.

We Did ...

We met with EMAS who really took on board the need to learn from such patient feedback. As a result, EMAS changed their complaints policy and set up systems to make sure that, in future, such anonymous patient experience information is incorporated into their own internal recording mechanisms.

The Home Options Advisor who supported the patient to speak to HWD said,  **Working with Healthwatch Derbyshire has led to a very positive result. Patients can now give anonymous feedback to the Trust [EMAS] and this is going to benefit patients far beyond the local district I work in.** 

You Said ...

The HWD team had collected lots of comments regarding a particular Medical Centre in Derbyshire. Concerns raised revealed themes around difficulty with:

- accessing appointments
- high staff turnover
- difficulties in seeing the same GP
- poor attitude from some reception staff.

We Did ...

HWD passed these comments on to the Area Team at NHS England and the Clinical Commissioning Group, who used the Healthwatch information to check what else they knew about the Medical Centre involved. An inspection was then carried out by the Care Quality Commission (CQC) and the Medical Centre has been asked to make improvements as a result.

NHS England Area Team have recently said,  **The NHS cannot improve the experience of patients and the public in isolation, we can only do this through partnership. The insight that Healthwatch provides is critical as it comes from the viewpoint of the patient, carer or family member which gives the real perspective of experience.** 

You Said ...

A concern was raised by an individual that Chesterfield Royal Hospital's instructions provided on a preparation used prior to a medical procedure differed from the manufacturer's instructions.

We Did ...

We took this up with the hospital which resulted in the Clinical Governance Lead undertaking an investigation into the concern. Subsequently, the pharmacy arranged for clearer instructions to be displayed on the relevant packaging.

 **Partnership working between Chesterfield Royal Hospital and Healthwatch Derbyshire is an integral relationship for our patients and staff to ensure that the voice of our health community is heard and listened to. This will improve the quality of care and services we deliver ... through this integrated, collaborative partnership.** 
Chesterfield Royal Hospital NHS Foundation Trust.

Would you like to get involved with Healthwatch Derbyshire?

We would very much like people to get involved in Healthwatch Derbyshire so that we can use your experience and expertise to shape the way we work to best meet the needs of local people. You can become a Healthwatch Champion or an Enter and View Authorised Representative.

■ Healthwatch Champions...

Help to speak up for their communities, ensuring that we are listening to everyone's experience of using health and social care services across Derbyshire. The role can be varied to meet your particular area of interest.

■ Enter and View Authorised Representatives...

Visit services to see and hear for themselves how services are provided. Healthwatch have the power to Enter and View any publicly funded place where health and social care services are delivered. The next round of training will take place in May/June this year.



Please get in touch, or visit our website, if you are interested in:

- Getting involved.
- Making a comment.
- Talking to us about any other aspect of our work.

We take comments from the residents of Derbyshire about services outside of the County too.

Post your comments to us using our Freepost address:

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Visit www.healthwatchderbyshire.co.uk and fill out our Speak Out form, or email us: enquiries@healthwatchderbyshire.co.uk

 Healthwatch Derbyshire

 @HWDerbyshire

In the next issue ...

- We will be reporting back on the comments we received about Hospital Services and Patient Transport Services - see page 2.
- We'll tell you about our progress on 3 research projects we have planned in partnership with Derby University around issues of concern to the people of Derbyshire.
- We will be telling you more about how your voice has impacted on service providers and commissioners.