

Healthwatch Derby Trend Analysis Overview Report – April 2013 to End of September 2015

SUMMARY

- 1.1 Healthwatch Derby is an independent consumer champion with a remit to scrutinise health and social care services in Derby City. Since the start of its operations, Healthwatch Derby has been receiving a large number of independent patient feedback. This trend analysis overview report examines the feedback captured from the start of Healthwatch Derby in **April 2013 through to the end of September 2015**, thereby giving a more comprehensive view of what feedback has reached Healthwatch Derby since it started gathering service user feedback.
- 1.2 The kind of information we collect ranges from detailed patient experience stories, to multiple comments about services accessed. Wherever possible we signpost customers to relevant services, and provide up to date information on policies and resources available.
- 1.3 A good level of feedback was received by Healthwatch Derby, and features in the report includes analysis of:
 - **8006** items of direct patient feedback collected via dedicated outreach.
 - Healthwatch Derby completed **491** engagements covering all **17** wards of Derby City to acquire this feedback, as well as hosting **373** delegates in workshops and forum activities.
 - The report also showcases **7** detailed case studies taking an indepth look at specific services, with responses from the service providers included as part of the case studies. (Pages 22 to 51)
- 1.4 A range of both positive and negative feedback was received. Detailed account and analysis of direct patient feedback can be found in pages 7 to 18. Examples of all our thematic observations can be found in Appendix 2, pages 52 to 59.
- 1.5 The report lists the following key findings:

Positives:

 - We have received considerable numbers of positive patient experiences reported to us across all service sectors.
 - We have received reports of exceptional care and support.
 - We have received responses from providers which have highlighted several

instances of where changes have been made to improve services.

Negatives:

- One of the major negative trends we have observed remains the access to essential services such as GPs.
- Lack of cohesive pathways that channel a patient journey seamlessly through primary, acute, community, emergency, and social care.
- Disparity between patient experiences around major services when contrasted with NHS generated reporting. Poor patient participation and not enough regard given to the voices of families and carers.
- Poor communication and poor integration often fails an otherwise excellent service.

1.6 The report lists the following recommendations:

- A rethink of how access is monitored for services such as GPs, a process which is wholly independent and transparent.
- There is a need for more cohesive pathways that channel a patient journey seamlessly through primary, acute, community, emergency, and social care. To demonstrate practical commitment to the Derby Wedge where self care and community care is made a priority, thereafter greater access to primary care to stop unnecessary admissions into acute and emergency services.
- There is a need for providers and commissioners to look at sources of independent patient experiences as a key driver for improvements other than NHS generated reporting. This should include greater patient participation and amplification of the voices of families and carers.
- A concerted effort to prioritise positive and effective communication for front line staff such as reception and triage. The need for clinical and admin staff to be made aware of the impact of poor communications, and further emphasis on making every conversation effective, informed and empathetic.

Key findings, analysis, and recommendations can be found in pages 19 to 21.

1.7 This report has been forwarded to the following key decision makers – Southern Derbyshire CCG, NHS England, NHS Trusts, Derby City Council (prior to submission at Health & Wellbeing Board) and is due to be discussed at the forthcoming Quality Surveillance Group meeting. The report has also been circulated to the Care Quality Commission, Healthwatch England and the wider Healthwatch network as well as to a number of community, voluntary, and charity organisations linked to health and social care. The report is also in the public domain and has been promoted by Healthwatch Derby's social media platforms.

RECOMMENDATION

- 2.1 To receive and note the report, its findings and recommendations.

REASONS FOR RECOMMENDATION

- 3.1 To provide information to support the Board in understanding local experiences of health and social care services within the city.

SUPPORTING INFORMATION

- 4.1 Trend Analysis full report, findings, recommendations, full responses to case studies, appendices.

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	
For more information contact: Background papers: List of appendices:	Healthwatch Derby 01332 643990 Trend Analysis Overview Report & Appendices enclosed Appendix 1 – Implications Appendix 2 – Trend Analysis Overview

IMPLICATIONS

Financial and Value for Money

1.1 N/A

Legal

2.1 N/A

Personnel

3.1 N/A

IT

4.1 N/A

Equalities Impact

5.1 N/A

Health and Safety

6.1 N/A

Environmental Sustainability

7.1 N/A

Property and Asset Management

8.1 N/A

Risk Management

9.1 N/A

Corporate objectives and priorities for change

10.1 N/A