

Your local watchdog for health & social care

- ∇ **Independent**
- ∇ **Balanced**
- ∇ **Accessible**
- ∇ **Strong community presence**
- ∇ **Inclusive**

What is Healthwatch Derby?



Presentation Overview

- ∇ How do we work?
- ∇ Where have we had a community engagement presence in the last 12 months?
- ∇ How many people did we see?
- ∇ What did we hear?
- ∇ What were the trends emerging?
- ∇ What did we do about it and what are our outcomes?



How do we work?



Between Jan to Dec 2017, Healthwatch Derby has successfully engaged in every ward of Derby City!

Derby City Wards			
Abbey	Allestree	Alvaston	Arboretum
Blagreaves	Boulton	Chaddesden	Chellaston
Darley	Derwent	Littleover	Mackworth
Mickleover	Normanton	Oakwood	Sinfin
Spondon			

We reached **6338** service users

We successfully completed **225** engagements

We received **8242** items of total feedback out of which **7426** were about health and social care services and the remaining **816** was generic or lifestyle related feedback.



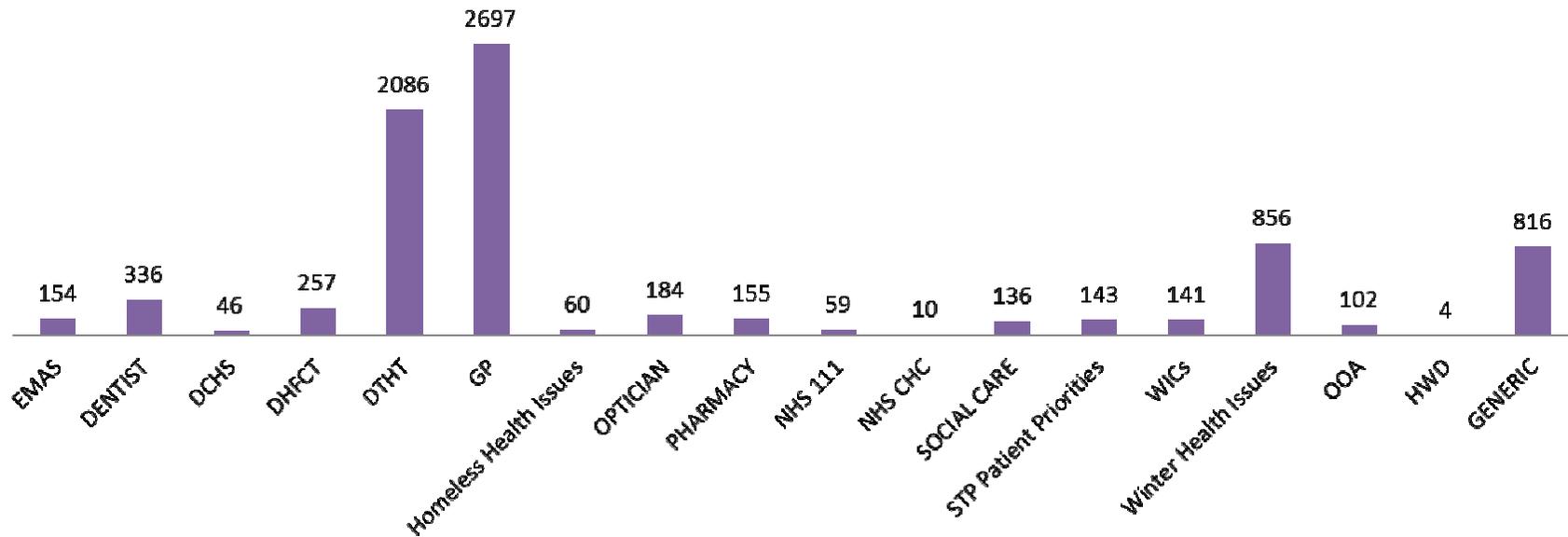
Volunteers, Enter & View

- ∇ 754 registered healthwatchers, consultations, surveys, Reference Group.
- ∇ 11 authorised Enter & View representative volunteers
- ∇ 28 E&V -12 to hospitals ,16 to care homes
- ∇ 35 Champion Volunteers - 230 Mystery Shops GP'S, Pharmacy ,Dentist, Optician, Hospital.
- ∇ CQC, DCC, SDCCG/ Hardwick CCG



What services did we hear about?

Jan 2017 to end of December 2017



DCHS is Derbyshire Community Health Services NHS Trust

DHFCT is Derbyshire Healthcare Foundation NHS Trust

DTHT is Derby Teaching Hospitals NHS Foundation Trust

WICs is Walk in Centres

OOA is feedback for out of area services

HWD is Healthwatch Derby



Trends Emerging

Positive patient experiences around a range of services such as

Cancer care services at Derby Teaching Hospitals Trust
London Road Wards 1 & 2 for Derbyshire Healthcare Trust

Poor communications.

GP access concerns.

Maternity services.

NHS 111

Discharge

EMAS



Outcomes

- ∇ Complaints Audit
- ∇ Derbyshire Healthcare Trust
- ∇ Urgent Care Village
- ∇ Southern Derbyshire CCG
- ∇ Refugees and asylum seekers
- ∇ Dental
- ∇ Burton Derby Collaboration



Consultation/Strategy Input

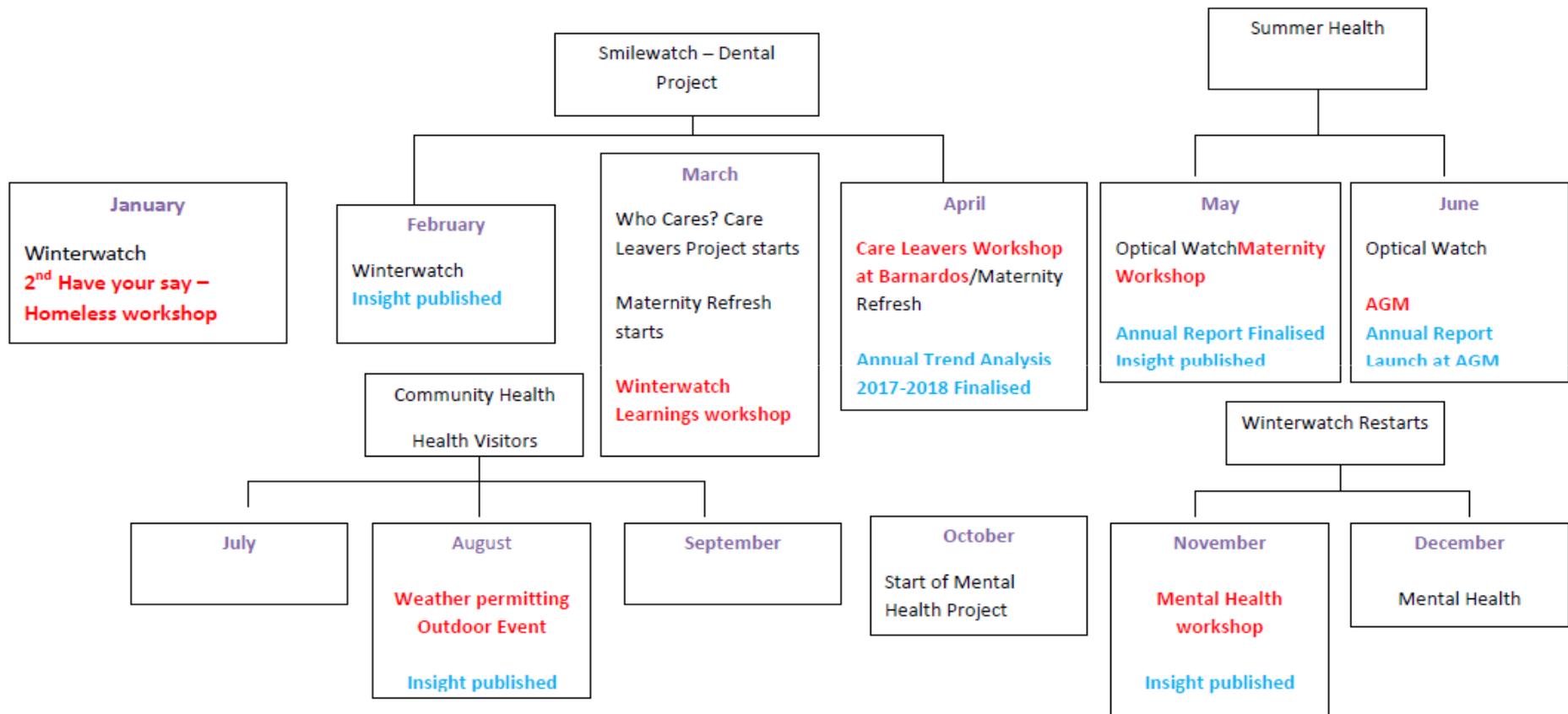
- ∇ NICE
- ∇ CLAHRC
- ∇ STP Joined Up Care
- ∇ EDS - Derbyshire Healthcare Trust
- ∇ CQC Strategy Refresh
- ∇ Burton Derby Collaboration
- ∇ HWBB
- ∇ NHS England
- ∇ SDCCG
- ∇ Pharmacy Needs Assessment
- ∇ JSNA



Events/Workshops
highlighted in Red

Forthcoming publications
highlighted in blue

Healthwatch Derby Engagement/Local Intelligence Projects

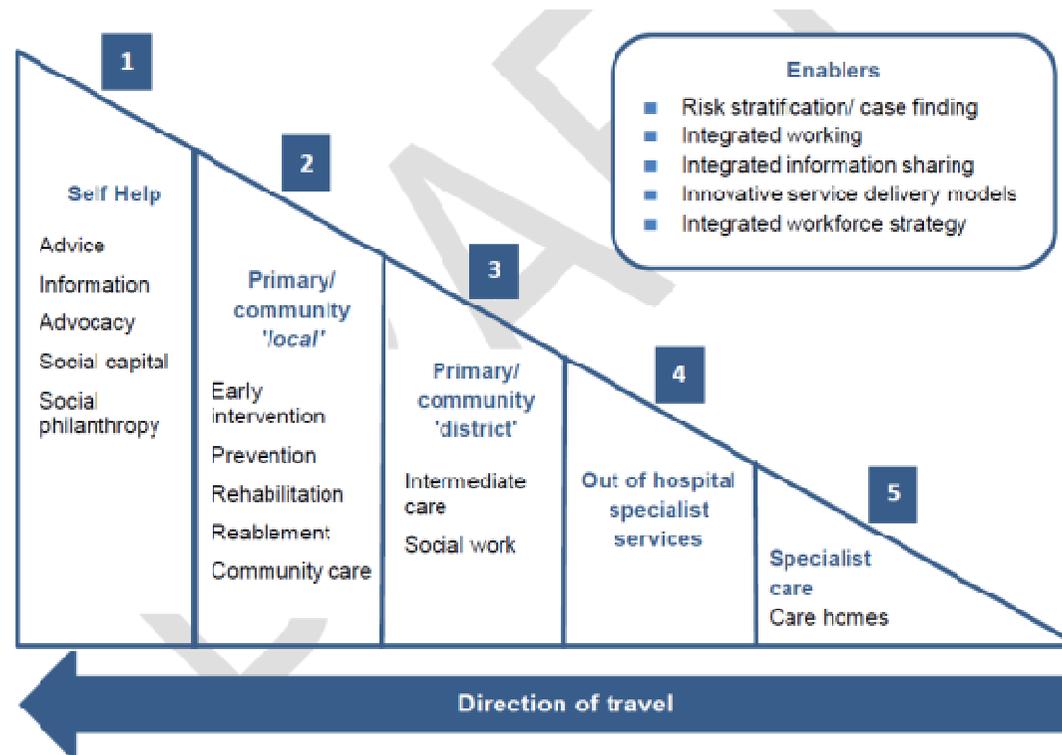


Ongoing & Future Projects

- ∇ Winterwatch
- ∇ Smilewatch
- ∇ Who Cares?
- ∇ Have Your Say
- ∇ Maternity Refresh
- ∇ Upgrade of Database
- ∇ Continued presence at all services
- ∇ Enter & View
- ∇ Continued strategic liaison with partners
- ∇ Continued diverse engagement programme



Going Forward



We will work cohesively with the overall vision for Derby's services as outlined by the Health & Wellbeing Board





Healthwatch Derby