



Little Voices – Healthwatch Derby Consultation Report focussing on Pregnancy, Maternity and services for children aged 0 to 11 years

SUMMARY

- 1.1 Healthwatch Derby completed its third comprehensive consultation in 2016. The consultation is named 'Little Voices' and focuses on pregnancy, maternity, services for children aged 0 to 11 years.
- 1.2 Consultation Methods:
 - Survey for Pregnancy/Maternity Services
 - Survey for Children's Services
 - Enter & View into Children's Hospital
 - Enter & View into Derby Birth Centre
 - 11 different service observations into pregnancy, maternity, children's services
 - Detailed Case Study
 - Patient Forum – Focus Group at Revive, Chaddesden
 - Patient Forum – Workshop (with Inpatient Food Taster) at Sunnyhill Community Centre.
- 1.3 1114 items of individual patient feedback received, and a detailed case study.
- 1.4 Positives we have observed from this consultation:
 - Overall positives have been reported for all the services we have observed during our Day Observations.
 - Evidence of good practice and many instances of excellent patient care shared.
 - Services have been described as responsive, caring, and efficient by patients.
 - Enter & Views have highlighted good facilities and good support provision for patients
 - Cleanliness and inpatient food have been highlighted as positives.
- 1.5 Negatives we have observed from this consultation:
 - Communication has been highlighted as a key negative for some services (pregnancy and maternity). Barriers to services.
 - Staff attitude has been highlighted as a negative (pregnancy and maternity).
 - Long waiting time for appointments (children's) and lack of explanation. Difficulty in getting GP appointments highlighted.
 - Patients have highlighted gaps in services and lack of cohesion between services such as the gap between maternity service and link up with health

visitors.

- Inadequate provision of support which hinders access such as sign language interpreters, and translators for non-English speakers.

Discharge issues and delays highlighted.

1.6 Consultation Recommendations:

- The report has highlighted a need to review communication procedures and processes to enhance patient experience.
- Greater empathy by staff when dealing with patients is required. A review of training around empathy and customer service for staff.
- Long waiting times can have an adverse effect, and many patients have highlighted this in their comments. We would recommend a review of areas with the highest waiting time for booked appointments.
- Access to GPs has been highlighted as a major concern. We would recommend commissioners continue to emphasize the need for easier access for this key service.
- A review of the local capacity and provision of GP services.
- Integration of services will help provide a more holistic and more effective treatment pathway. We would recommend continued efforts to link up patient treatment pathways between various sectors.
- More education and awareness to break down barriers and help align services to the needs of emerging communities.
- Access issues such as translation were highlighted by patients. A review of current service provision is recommended.

The full report also contains detailed responses from Service Providers, in Chapter 6, in the section following the Recommendations.

RECOMMENDATION

- 2.1 That the HWB receives and notes the 'Little Voices' consultation report.

REASONS FOR RECOMMENDATION

- 3.1 Full analysis discussed in depth within report leading to the recommendations

SUPPORTING INFORMATION

- 4.1 Little Voices Full Consultation Report (includes responses from service providers)
- 4.2 Appendix A, B, C, F – Included in Little Voices Full Consultation Report

4.3 Appendix D, E – Separate documents attached

OTHER OPTIONS CONSIDERED

5.1 Not Applicable

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	
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For more information contact: Background papers: List of appendices:	Samragi Madden 01332 643989 samragi.madden@healthwatchderby.co.uk Appendix 1: Implications
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IMPLICATIONS

Financial and Value for Money

1.1 No direct implications for Derby City Council

Legal

2.1 None

Personnel

3.1 None

IT

4.1 None

Equalities Impact

5.1 None

Health and Safety

6.1 None

Environmental Sustainability

7.1 None

Property and Asset Management

8.1 None

Risk Management

9.1 No direct implications for Derby City Council

Corporate objectives and priorities for change

10.1 None