



**HEALTH AND WELLBEING BOARD**  
**2 June 2016**

# ITEM 6

Report of the Chair of Healthwatch Derby

## **A&E IN FOCUS – HEALTHWATCH DERBY REPORT**

### **SUMMARY**

- 1.1 A&E is a major service, and especially under pressure in the winter months with predictions of A&E services across the country struggling to meet their targets for winter 2015. This report is an in-depth analysis of feedback related to A&E services, and an attempt to understand how this pressure builds up, and what can be done to alleviate it. Our team did dedicated engagement and outreach for a full 12 month period to gather data, as well as utilise existing data to study trends.
- 1.2 We have received patient feedback about usage of A&E from all 17 wards of Derby City. We have undertaken observational analysis (September 2015) through outreach at A&E speaking to 315 patients about their reasons for presenting at A&E. We have successfully piloted and completed 12 hour observations at A&E for in depth understanding and analysis.
- 1.3 Our data shows negative trends highlighting over use of A&E due to lack of other resources such as GP appointments, and lack of adequate information about other care pathways.
- 1.4 We have also received several positive patient experience reports. We will continue to monitor and report on what we are hearing across all services in Derby city. Response from the service provider is included as part of the supporting documents.
- 1.5 The report makes a number of key recommendations:
  1. Improved education and awareness of services for the general public both for occasions when to use A&E, and what alternatives are available. Education and awareness is vital if we are to reduce pressure upon A&E, and also if we want to free up A&E resources for the most urgent cases. On a local level we should have some measures in place to alleviate pressures.
  2. More attention needs to be given to the screening process prior to attendance at A&E. A review of screening processes is recommended.
  3. Continued integration of services. Full cooperation and commitment of the various components of health and social care. Improved pathways between primary and emergency care, mental health and emergency care, social care and emergency care.
  4. Patient experiences and feedback needs to be used as an important resource into service shaping for the future. Patients should be given every opportunity to express concerns with a view to improve and better align all existing and

future services.

5. A review of the local capacity and provision of GP services.
6. 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.

## RECOMMENDATION

- 2.1 That the HWB receives and notes the report 'A&E in Focus' and the work undertaken by Healthwatch to understand A&E provision in Derby.
- 2.2 To support the recommendations made within the 'A&E in Focus' report.
- 2.3 For Board members to actively support the appropriate utilisation and effective delivery of A&E provision within Derby.

## REASONS FOR RECOMMENDATION

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

## SUPPORTING INFORMATION

- 4.1 Appendix 2 - Response from Derby Teaching Hospitals Trust is included as a separate document.
- 4.2 Appendix 3 - A&E in Focus Full Report – Document also includes Appendices A&B.
- 4.3 Appendix 4 - 24 Hours in Focus Report Appendix C.

## OTHER OPTIONS CONSIDERED

- 5.1 Not applicable

This report has been approved by the following officers:

<b>Legal officer</b> <b>Financial officer</b> <b>Human Resources officer</b> <b>Estates/Property officer</b> <b>Service Director(s)</b> <b>Other(s)</b>	
<b>For more information contact:</b> <b>Background papers:</b> <b>List of appendices:</b>	Samragi Madden 01332 643989 samragi.madden@healthwatchderby.co.uk  Response from Derby Teaching Hospitals Trust is included as a separate document A&E in Focus Full Report – Document also includes appendices A&B Appendix C – 24 Hours in A&E

<b>IMPLICATIONS</b>
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**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