

Healthwatch – Royal Derby Report

SUMMARY

- 1.1 The 'Your Royal' consultation event was organised by Healthwatch Derby to undertake an independent assessment of patient experience at Derby's acute hospital.
- 1.2 The report highlighted the various ways in which patient feedback was captured. It is essential that a wide range of interactive platforms are available for patients, carers, seldom heard service users, staff and volunteers at the hospital to be able to fully express their views about the service received, and improvements required.
- 1.3 The report proposed a number of recommendations:
 - Healthwatch Derby observed one faulty piece of equipment that needed repair, but this was not clinical equipment rather an administrative tool. The test drop machine in the A&E Minors area is not functioning properly. The test vials fall out of the cupboard and onto the floor. This could be repaired without much disruption.
 - Staff feedback especially with regards to the availability of critical equipment such as ECG machines should be taken forward as it will help alleviate waiting time backlogs. Mortality Bay with an external exit facility will also be a positive for overall patient experience.
 - Independent feedback should be sought into the service performance of A&E – Healthwatch Derby recommends completing the observational cycle with a further 12 hour 9pm to 9am shift to give a 24 hours snapshot of services.
 - Specialised care pathways for mental health and adolescent cases could be explored as training opportunities for A&E staff.
 - A&E stats on how the service performed the day before should be more prominently visible in all waiting areas as it is a positive reminder of excellent care.
 - Efforts to re-educate the public on accessing A&E services needs to continue with emphasis on how A&E waiting may be perceived, and the reality of what happens and why treatment may be delayed.
 - Specific service adjustments highlighted in this report such as the provision of more disabled toilets at RDH reception, as well as attempts to alleviate parking distress is recommended.

- Staff should be made to feel valued just as much as patients – negative staff experiences highlighted at Enter & Views should be used to tailor a programme of staff enablement and freedom to express concerns.
- Further in depth service analysis 12 hour observational cycles should be incorporated as part of the Trust’s commitment to seek out independent review of their services.
- The ‘Your Royal’ consultation event has highlighted the importance of local Healthwatch’s actively being part of the Trust’s commitment to improve service standards and patient involvement – a repeat consultation after a 12 month period is recommended to map improvements and observe changes.

RECOMMENDATION

2.1 To receive the report for information and note its findings.

REASONS FOR RECOMMENDATION

3.1 To support the Health and Wellbeing Board in its role as system leader for health and social care and improving the health and wellbeing of the local population.

SUPPORTING INFORMATION

4.1 The full report is attached for information.

OTHER OPTIONS CONSIDERED

5.1 None.

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:	Jim Moore, Chief Executive Officer, Healthwatch. James.Moore@healthwatchderby.co.uk
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List of appendices:

Appendix 1 – Implications

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