Appendix 8

**Outreach Feedback**

Healthwatch Derby collected **410** items of feedback leading up to the, and during the duration of the Think Healthy consultation. Our feedback is the result of our successful engagement platforms, full details of which can be found in Appendix 1, pages. This section looks at the breakdown of feedback collected. Firstly we look at the type of feedback received (positive, negative, indifferent, recommendations):


Think Healthy Outreach Data
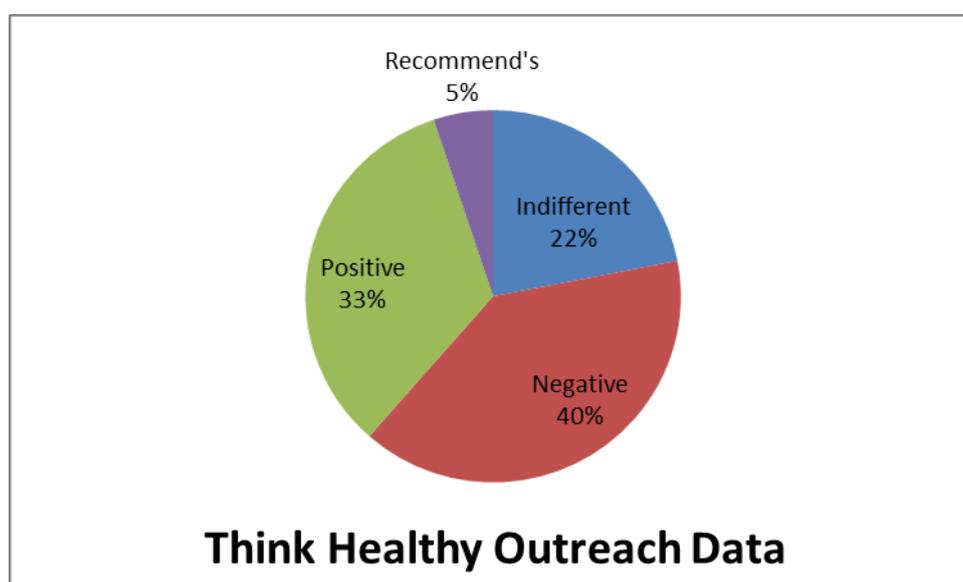
We have received a smaller number of positive comments overall but this is not surprising as often people who come to speak to us in an outreach facility will highlight negative experiences more than positives. If we look at the breakdown of services we can then identify which services have been highlighted to us as better than others. Graph illustration follows in the next page.

Feedback Areas Highlighted
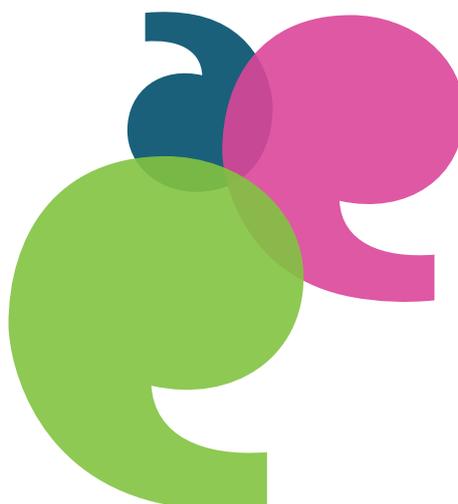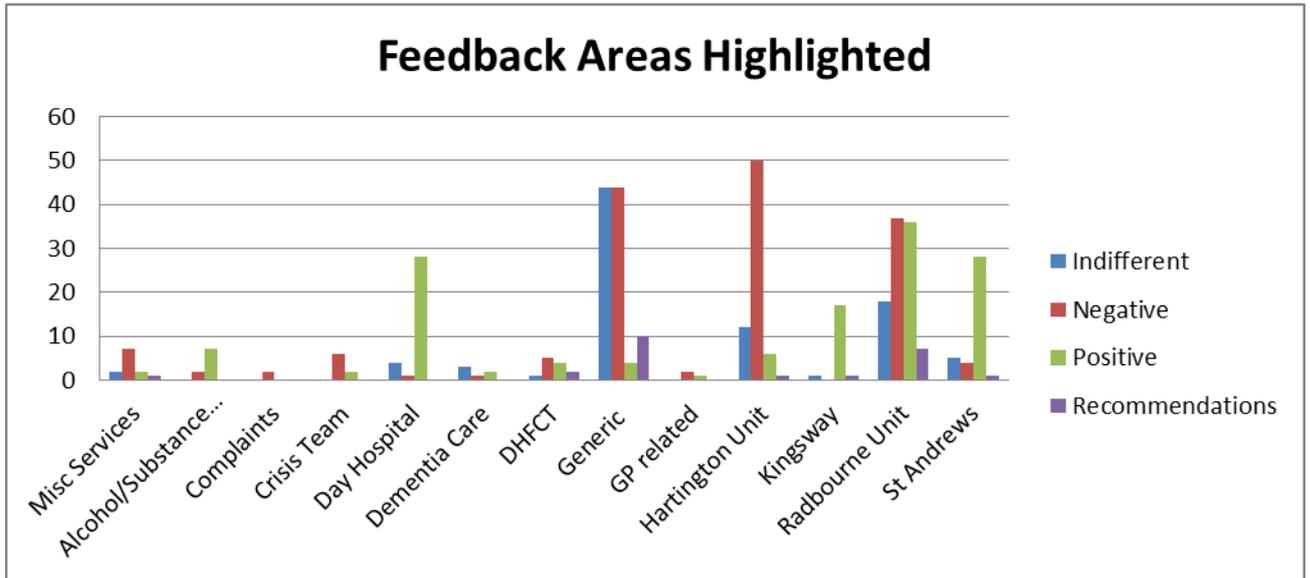
Each feedback received has been classified as a type – positive, negative, indifferent or a recommendation. Each comment is then classed under the service area they describe. The data is then further refined to look at the kind of themes that have emerged overall.

Themes Emerging
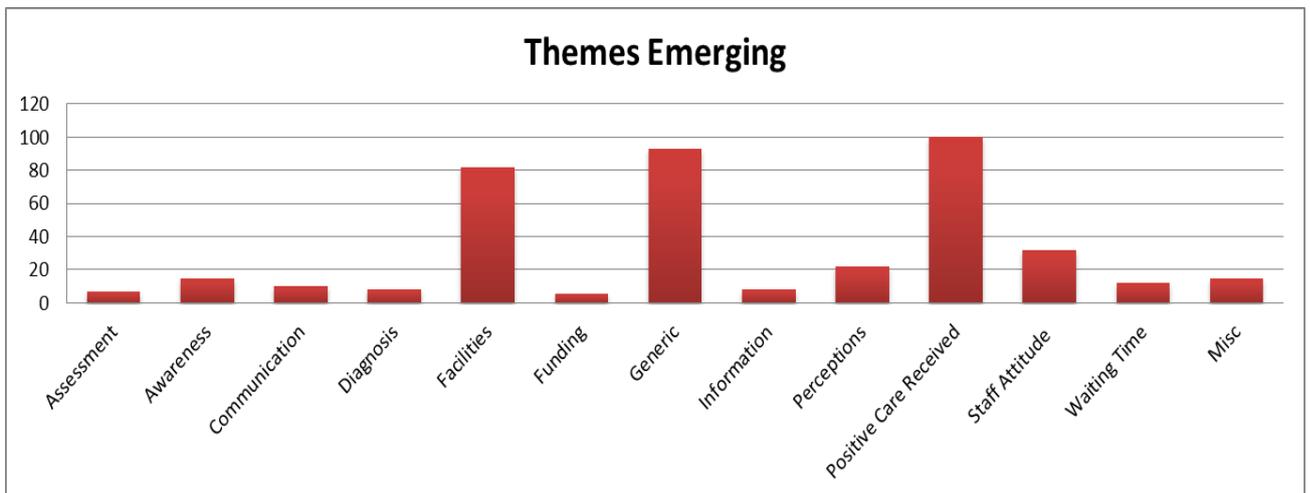
The next section gives a selection of comments relating to each theme. Although overall there is more negative feedback, it is still reassuring to note that we have received 100 items of positive feedback for the Trust.

Thematic Illustrations

Themes emerging	A sample of positive and negative feedback for each theme
Facility related feedback – facilities includes building and ward structures, internal and external, as well as provisions within the facilities such as food and activities etc (80)	"If I had one complaint it would be about lack of facilities in the patient's bedroom, my son is a bit reserved and doesn't know anyone yet, and so far has spent a lot of time in his bedroom, there is no tv or radio in there and so it's a bit isolating" (Radbourne) "I suffer with a health condition and the beds in here are not comfortable" (Radbourne) "There is no alarm or buzzer system here which means I have to wait a while for someone to come" (Radbourne) "The food is quite stodgy here. I find the portion size is too big" (Radbourne)
Positive Care Received – Positive patient care experiences shared (100)	"I really like being here and being able to feel normal. I can speak to people and not be judged and I know that the staff mean well for me" (Radbourne) "I got extensive help and support to manage my condition. I was given counselling support that helped turn my life around. I was able to do outreach activities like the MHAG coffee afternoons which have helped tremendously. My self esteem improved and I felt better in myself again" (Day Hospital) "I am a carer for my husband who has Parkinsons and Dementia. I find all the specialist teams are very good" (Specialist teams) "The Physiotherapy team are very good" (Physiotherapy) "I am an inpatient at Kingsway. I live in the supported lodgings. I have never felt so happy in my life since living here. Treatment is good and care is good. Staff are very professional" (Kingsway) "When I went to visit a family friend the receptionists were

	lovely with me" (Kingsway) "It is a halfway house on Burton Rd - it is an excellent place" (Crisis House)
Assessment – relates to assessments undertaken before services are allocated (7)	"Many patients in crisis are not given any help and are sign posted to their families for help. They are assessed on risk, rather than the patient's own comfort" (Crisis Team) "The system in Derby is totally alien, rather than us getting the help we need we have to chase and fight for it" (Crisis Team)
Awareness – awareness of mental health and the support needed (15)	"When mental health patients are placed in social housing/council properties it is important for the landlord to understand mental health issues so they can best serve their tenant" (Generic)
Communication – feedback related to how the Trust communicates and stays in touch (10)	"When you get a new key worker they don't really know you or where you are coming from. They have my notes but it's like we have to go over the whole process again" (St Andrews)
Funding – feedback relating to commissioning of services, and service cuts (6)	"Funding considerations mean that service users are consulted but commissioners and service providers already have a pre set agenda on what they wish to do" (Generic)
Perceptions – feedback which shows how services and actions come across (20)	"I am regularly searched for drugs and alchohl even though I don't have any and when tested I'm always negative" (Hartington Unit) "People with mental health can be moved into what is known as a problem area and then unfortunately they can become the problem in the local area" (Generic)
Misc – various services (15)	"I regularly have to wait 1-2 hours for my meds and am left in pain whilst I wait" (Misc – Hartington Unit, Pharmacy) "I have been here for 8 weeks and find the nursing staff are

	very caring" (Misc – Radbourne, Nursing) "Cross border issues affecting service provision adversely - travel to services prohibitive" (Misc – Travel related)
Staff Attitude - observations about staff come across (32)	"The staff never seem to listen, it's always up to someone else they say" (Hartington Unit) "Staff seemed to know the patients history very well which was good" (Kingsway) "I just wish the nurses had more just time to talk to us" (Radbourne) "When I went to visit a family friend the receptionists were lovely with me" (Kingsway)
Waiting Time – observations about how long patients have had to wait for services (12)	"I had to wait 16 months to see a psychiatrist, I waited so long that in the end I had to pay to go private, when NHS found out that I had gone private, they cancelled my place on the waiting list and put me right back to the beginning" (generic)
Information – availability and access of information (8)	"Their services are really easy to find online" (St Andrews)
Diagnosis (8)	"Patient feedback summarised to protect identity – carer feels patient was discharged too early and misdiagnosed. Taken to another Trust in new area who correctly diagnosed and treated patient" (Radbourne)

It is not possible to illustrate 410 items of feedback in a concise manner, therefore we have restricted the amount of examples for each theme for the purposes of this report. The examples given above give a flavour of the kind of issues highlighted to us during the consultation period. Healthwatch Derby will continue to work closely with the Trust, and support organisations such as MHAG to look at feedback coming in, and work towards realising practical and achievable recommendations arising from direct outreach feedback.