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Message from our Chair

Another good and progressive year for Healthwatch Derby.

Thank you to all the volunteers and staff who have collectively made this possible.

This report covers the many activities we undertake throughout the city and it is pleasing to note that the feedback received has increased. This has in part been due the use of a new data system that has simplified the recording of comments and made for more effective use of this information. It is noteworthy that during the conversion from one system to another everybody positively supported the change and is benefiting from this.

Change is often feared but with positive thought and an open mind improvements can be made. Our reports this year have generally been favourable however some of the recommendations take time to implement but we hope they will be used to help with change in the future.

Health and Social Care services are under great pressure in both reorganising services to meet current needs and the funding to achieve this. This often causes confusion and misunderstanding and we have played an important role in providing advice and pointing people in the right direction for the support they need. We are actively

involved in ensuring that the patient voice is considered in the ongoing Local Sustainable Plan (STP) which is now known as Joined Up Care Derbyshire.

We are always willing to listen so please contact Healthwatch Derby, the details are included within the report.



A handwritten signature in black ink, which appears to read 'Steve Studham'.

Steve Studham
Healthwatch Derby Chair

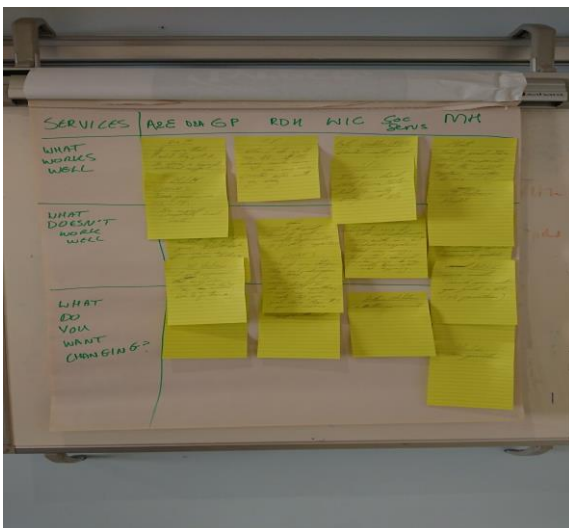
Changes you want to see

Last year we heard from 6735 people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



- + Easier access to see a doctor or nurse quickly

- + Healthcare receptionists should be non-judgemental and listen to patient to help find best solution.



- + Access to Dental services and information on oral health needs to be improved.



- + Services should communicate clearly so patient, family, friends or carers all understand ailment and treatment.

About us

Healthwatch Derby is here to make care better

We exist to make health and care services work for the people who use them. Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf to drive forward improvements.

We are uniquely placed as part of a national network, with an independent local Healthwatch in every local authority area in England. Our role is to ensure that local decision makers and health and care services in Derby city put the experiences of people at the heart of their work. We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.



Our vision

Healthwatch Derby is a strong independent community champion giving local people a voice that improves and enhances health and social care provision on behalf of the people of Derby.

Derby is a place where people's health and social care needs are heard, understood and met - achieving this vision will mean that

- People help shape delivery
- People influence the services they receive
- People help drive improvements and change
- People hold services to account



Our Purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

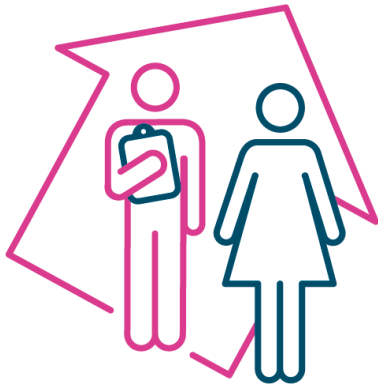
Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



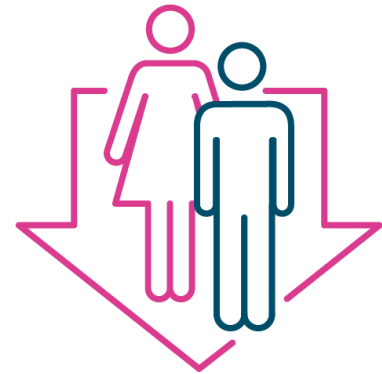
Highlights from our year



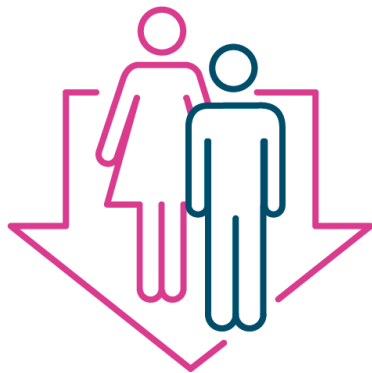
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



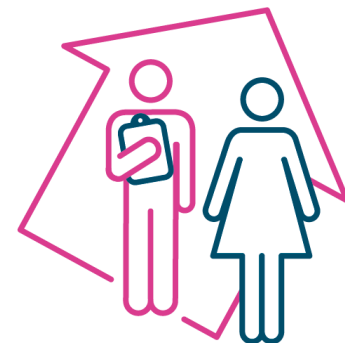
6735 people shared their health and social care story with us,.



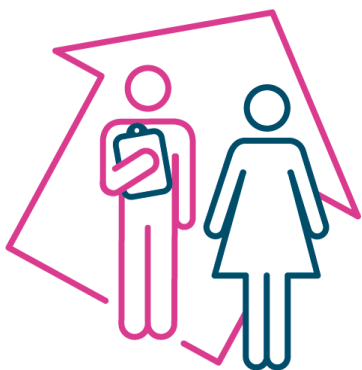
We have **32** active volunteers and **145** occasional volunteers helping to carry out our work. In total they gave up **150** days.



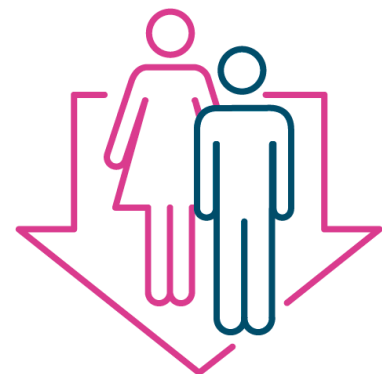
2272 people accessed Healthwatch advice and information online or contacted us with questions about local support, 30% more than last year.



We undertook **266** engagements with services and at community events to understand people's experience of care. From these visits, we highlighted recommendations for improvement up **16%** on last year



Some improvements we suggested were adopted by services to make health and care better in our community. Such as improvements in staff training, changes to hand held records and mental health screening



We received **9831** pieces of feedback from those we engaged with **12%** more than last year

How we've made a difference



Changes made in Derby

The sharing of your views with Healthwatch Derby has led to positive changes to health and social care services in the City. This shows when people speak up about what's important, and services listen, care is improved for all.

The following are some examples of how you helped Healthwatch Derby make a difference .

Maternity Services:

Healthwatch Derby had picked up varying views about maternity services . Therefore from 22/03/18 to 19/07/18 Healthwatch Derby undertook outreach across the City talking to people with experience of recent Ante natal and Post natal care. The majority of feedback received was complimentary of the services. Compliments were received towards staff in regards to the care, support and advice they gave.

The report did highlight that across all of the services involved there were some issues around:

- Communication
- Support and advice
- Waiting times
- Continuity of care.
- Mental health screening

The report was shared with University Hospitals of Derby and Burton NHS Foundation Trust who made the commitment to.

- Improve Communications
- Monitor waiting times
- Staff training particularly about support and advice/continuity of care
- A redesign of maternity hand held records to improve mental health screening to launch February 2019

- The report was also shared with the Derby City Health and Wellbeing Board and the wider health and social care network to share findings and help inform the local sector.

healthwatch
Derby



Maternity Focus Report



Dental Services: Smilewatch Report

Dental provision in the City is a subject that Healthwatch Derby has to deal with everyday . In 2018 we undertook a review into the services. The Healthwatch Derby team looked at other recent local research including a national Healthwatch England report **Access to NHS Dental Services 2016**. As well as undertaking engagement across the Dental Surgeries in the city talking to 157 people the team were supported by our volunteers who undertook some mystery shopper surveys and the Enter and View team who provided information about access to dental care for those in local residential care.

There are initiatives underway to help educate and improve oral health care both locally and nationally. There are capacity issues locally particularly for new patients trying to find a NHS dentist with only about half of the service providers available to take on NHS patients. For those in residential care there are issues in finding a dentist to visit the home and a reliance on family, friends or staff members taking patients to where they are already registered or to the emergency provision. This puts added pressure on the Emergency provision at Coleman Street and Royal Derby Hospital.

There are still some barriers when it comes to language and translation services.

Recommendations

- There needs to be improvement in raising the awareness of oral health and how to achieve it.
- There needs to be improvement in raising awareness of current initiatives and resources such as DCHS oral health portal <http://www.dchs.nhs.uk/ohpwelcome>

- There needs to be a targeted approach to raise the need for oral health and regular check-ups particularly for those under 25.
- There needs to be improvement in the local capacity for new patients to access an NHS dentist.
- The NICE Standards QS139 and QS151 should be adopted across the whole of the local health and social care network.

The Report was shared with NHS England Derbyshire Community Health Services NHS Foundation Trust

Fed into a Public Health Review of Dental Services

Shared with the Derby City Health and Wellbeing Board

The Report helped highlight the capacity issues

A Pilot aimed at linking care homes and dental practices was underway and an evaluation of the assessments will be shared with Healthwatch Derby.





Chai with Healthwatch Derby Event May 2018

Chai with Healthwatch Derby

As Part of the Local Sustainable Plan (STP) Healthwatch Derby undertook a multi lingual workshop at the Indian Community Centre with over 20 stalls and 223 attendees covering conversations about the STP as well as local services.

The outcome of this allowed many of whom English was not their first language to get involved.

Some 400 comments were received on the day and the information was provided to service providers mentioned .

This information was fed into the STP engagement process.



Have your say

Share your ideas and experiences and help services hear what works, what doesn't, and what you want from care in the future.

www.healthwatchderby.co.uk

t: 01332643988

e: info@healthwatchderby.co.uk

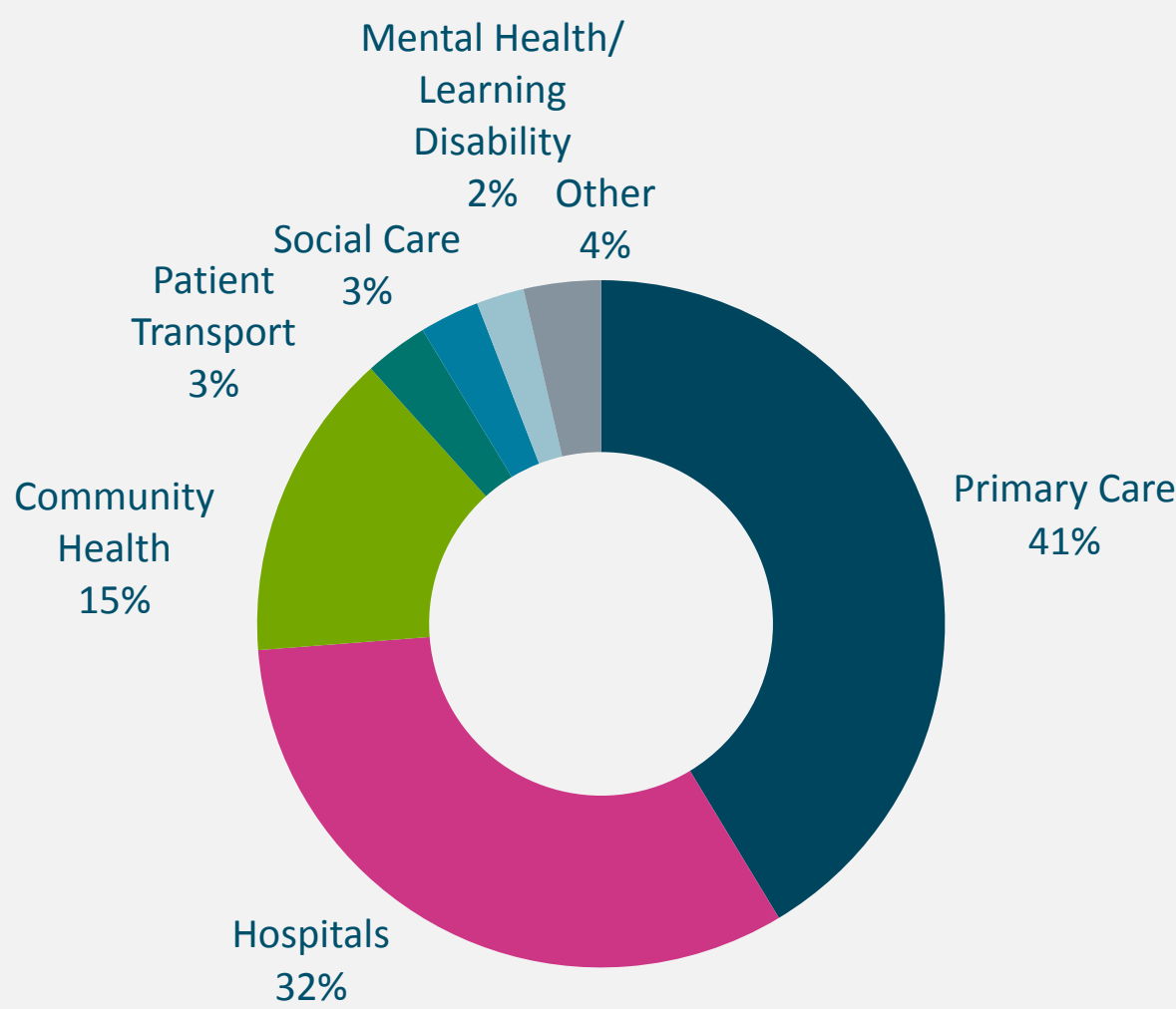


**Helping you find
the answers**

What do people want to know?

People don’t always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped over 3400 people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Specific advice and information online
- + Our contact us form on our web site
- + At community events
- + Promoting helpful services across our social media channels
- + Over the phone
- + Cartoons to help find services



Dental Care

I was struggling to find a dentist for my family after we had moved to the area. I had tried 111 but all the dentists I had tried had were not taking NHS. Healthwatch Derby provided me with a couple of phone numbers and I was able to register. Thank you Healthwatch Derby . Jane W.

Cartoons: Winter support

Many people are often at a loss at where to go to get help for their health needs over winter . To help combat this issue, we developed some cartoons with advice to show people where they can go to access support out of hours, including NHS111, A&E or their local pharmacy. These are a friendly way of showing local people which services are most appropriate for their needs.

<https://www.youtube.com/watch?v=kjlpfpkBsVY>





Our volunteers



How do our volunteers help us?

At Healthwatch Derby we couldn't make all of these improvements without the support of our 177 volunteers that work with us to help make care better for their communities. They help in many ways

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports i.e Mystery Shoppers



Some of our volunteers from Derby University helping out in research projects

Thanks to the work of our volunteers we have been able to highlight many improvements at care homes and at local hospital.

Some of our volunteers visited health and social care services as part of our enter and view program. They made recommendations for improvements. Thanks to their feedback, Royal Derby hospital has made changes to their signage. At various sites the enter and view team noticed that some of the accessible toilets did not meet standards and on bringing these to the attention of the care home managers improvements were made.

Some of our enter and view volunteers information as well as information provided by our Mystery shopper volunteers and those who actively support our engagement team feed into our research reports. One of the biggest changes that happened in the last year was the hospital using our Maternity report made changes to the hand held notes for maternity patients for the screening of mental health. This change was rolled out in February 2018 and will help many people in the future.

Meet our volunteers

Some of the roles of our Volunteers

Board Members,

We have a dedicated team of volunteer board members who give their time and expertise up to provide governance to Healthwatch Derby. They provide support in the ongoing day to day operations, strategy and direction as well as support for staff whilst ensuring that everything the organisation does is with what is best for the people of Derby City in mind.



Enter and View

Enter and View is the opportunity for staff and volunteers to visit health and social care premises, observe the nature and quality of care and to collect views from service users, visitors and staff members at the point of service delivery. This is a key part of our work programme. Healthwatch Derby uses these evidence based findings to report associated recommendations and evidence of best practice to the local community and relevant partners, including CQC, Derby City Council, NHS commissioners, quality assurers, Healthwatch England and any other relevant partners.

Section 186 of the Health and Social Care Act 2012 provides for local Healthwatch to carry out Enter and View: Enter and View visits can be announced and arranged in advance with the service provider or unannounced if there is a serious concern. Premises to be visited for an Enter and View are chosen for a number of reasons - comments (negative or positive) from relatives or visitors, comparing services run by the same company or in the same area, or a request from Derby City Council.



I had been caring for my mother who had dementia for some years. Shortly after she died in 2009 I heard about and subsequently joined the Patients Panel covering the Royal Derby Hospital and London Road Community Hospital and I was pleased to find that my experience dealing with my mother helped me a great deal and that I was giving something back to the organisation who had looked after her in hospital.

During the course of my work with the Patients Panel I met Rebecca Johnson from Healthwatch who encouraged me to volunteer for Healthwatch and also trained me to do "Enter and View" (inspections of all kinds of care homes) which I have been doing ever since.

I enjoy all aspects of my volunteering not least knowing that I am also helping care homes and hospitals to be better equipped to help those who need them. Carol.

Meet our volunteers

Mystery Shoppers

Healthwatchers and Healthwatch Champions can also tell us more about their experiences by getting involved in the Mystery Shopper programme or completing a 'One day at a time' diary. Mystery Shopper involves completing a short survey about their observations and experiences following appointments at GP surgeries, hospitals, dentists and opticians and visits to pharmacies. The diary is for anybody using health and social care services on a regular basis - for example, care at home, regular GP or outpatients visits or a course of treatment - whether separate or consecutive days, to tell us more about their experiences than the Mystery Shopper surveys allow. We have now received 283 completed Mystery Shopper surveys and three detailed diaries.

Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch at

01332 643988

info@healthwatchderby.co.uk

With regards to being a volunteer authorised enter and view representative, I became involved due to having some spare time on hand which I wanted to put to good use by helping in the community.. When the opportunity came up to be involved in enter and view I jumped at the chance to get involved therefore. Since becoming involved, I have learnt a number of new skills in terms of how to conduct such visits, this has enabled me to elaborate on my previous auditing experience. I have enjoyed getting out and about and meeting new people and contributing to such an important part of Healthwatch. I hope to continue building on these skills and relationships in the future.

Raj





Our finances

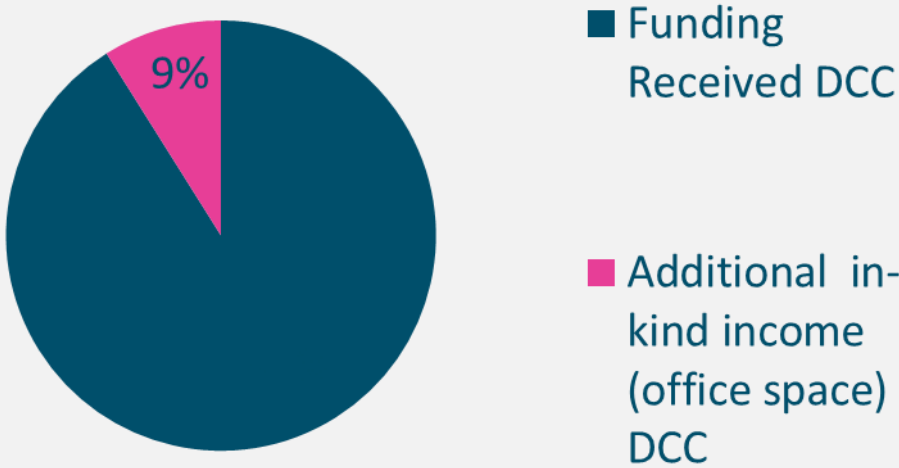
How we use our money

To help us carry out our work, we are funded by Derby City Council. In 2018-19 we spent £242k.

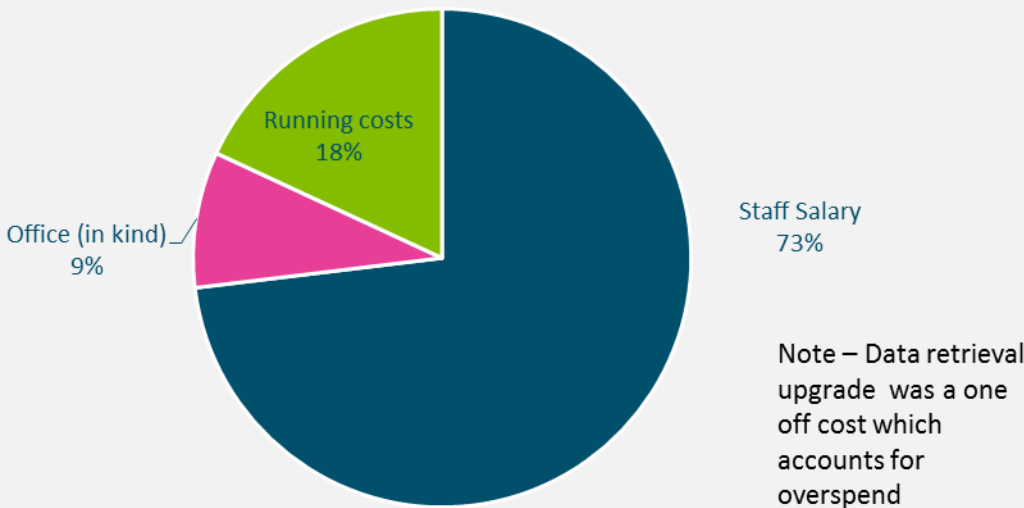
- Income:
- + 214 k Funding received from Derby City Council
 - + 21k in kind for office space (DCC)
 - + 235k total

- Expenditure
- + How much it costs to run Healthwatch
 - + £ 173936.82 Staff costs
 - + £ 43044.79 Running Costs(incorporates new data system costs)
 - + £ 21000 Office Costs
 - + £ 241.954.04 total

TOTAL INCOME £235k



Total Expenditure £242k





Our plans for next year

Message from our CEO

2018-19 has been a roller coaster of a year . The landscape we operate within has been in a constant state of change. The local hospital trust has merged , the 4 CCG'S become one and Joined Up Care (STP) has taken up lots of time.

However, the team, volunteers , Board members, Healthwatchers, Healthwatch Champions and Authorised Representatives have managed to deliver a programme of community engagement attended by many members of the public, as well as key stakeholders. Outreach has yielded a good pool of patient feedback which has resulted in local intelligence led improvements. Such as improvements in mental health screening for those who are pregnant.

The year was a difficult one financially , extra expense was incurred by installing a new data retrieval system , but this leaves us in a much stronger position to record and understand the data we collect and will enable us to inform local providers better in future.

Some of our priorities for the year ahead , we will be looking into

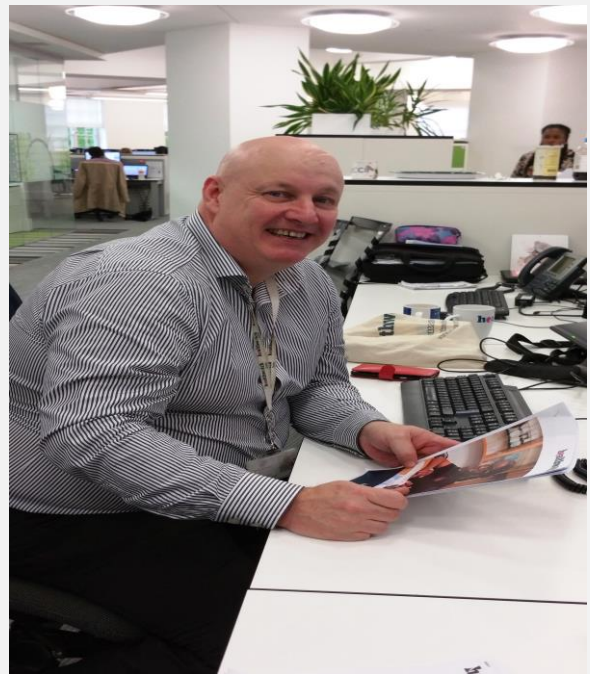
- Sexual health services
- Diabetic services
- Mental Health

As well as entering into some partnership work with Healthwatch Derbyshire as part of a national piece of work around the NHS LTP as well as a joint project about the Homeless.

There will be plenty of challenges ahead and finances will continue to be an issue, demands on our staff and volunteers will be high as will the demands be on the health and care system.

However I am confident that the staff and volunteers will continue to ensure that the patient voice of Derby is heard and improvements to the health and social care system will ensue.

For what they have done and will continue to do a very big thank you.



'Patient voice of Derby is heard and improvements to health and social care will ensue'

James Moore
Healthwatch Derby CEO

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The voluntary organisations that have contributed to our work



Contact us

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