

Healthwatch Derby – Report on Cancer Services and NHS Foundation Trust Response

SUMMARY

- 1.1 The consultation was organised by Healthwatch Derby to undertake an independent assessment of patient experiences around cancer services.
- 1.2 The report highlighted the various ways in which patient feedback was captured. The survey was designed with the Help of Annabel's Angels, a local charity supporting people with cancer. 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 Healthwatch Derby recommends that all departments at Derby Hospitals NHS Foundation Trust apply for the Bronze Dignity Award from The Safeguarding Adults Board, to continue to meet the needs of patients with dignity and respect, and to identify areas for improvement, demonstrating their commitment to the 10 Point Dignity Challenge.
- 1.4 Healthwatch Derby will aim to facilitate public events and work specifically with local support groups and Derby Hospitals NHS Foundation Trust to develop recommendations around further support for patients affected by cancer and visitors/family and friends/carers of those affected by cancer, and how to implement them.
- 1.5 Derby Hospitals NHS Foundation Trust advises visitors/family and friends/carers at the point of diagnosis and during treatment of existing support available in terms of information and involvement in care, emotional/peer support, practical support including financial support, shopping and childcare and financial help and advice. Healthwatch Derby recommends that Derby Hospitals NHS Foundation Trust and voluntary organisations consider setting up a network of volunteers who could help meet these needs and ensure that visitors/family and friends/carers can access support in a variety of ways.
- 1.6 Derby Hospitals NHS Foundation Trust undertakes a vast amount of work improving services for patients affected by cancer and visitors/family and friends/carers of those affected by cancer. Healthwatch Derby recommends that this work continues to develop and achievements are shared to demonstrate positive patient involvement influencing service provision.
- 1.7 The findings indicate that people feel raising concerns or making a complaint may impact on a person's future care. Healthwatch Derby recommends that Derby Hospitals NHS Foundation Trust needs to ensure that feedback and complaints are welcomed, and are clearly used as a method of sharing best practice and improving services.

- 1.8 It is important that staff feel supported in their roles both physically and emotionally to deliver a high standard of care that meets the needs of the patients. The majority of staff surveyed did not feel there were enough nurses or care assistants on shift, or that there was enough time to fulfil their duties. Healthwatch Derby recommends that Derby Hospitals NHS Foundation Trust aims to ensure that staff have enough time to fulfil their direct caring responsibilities and pursue their own professional development. It is important that patients and visitors/friends and family/carers perceive staffing levels in each ward and department.

RECOMMENDATION

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

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 Not applicable

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Service Director(s) Other(s)	
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For more information contact: Background papers: List of appendices:	
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IMPLICATIONS

Financial and Value for Money

1.1

Legal

2.1

Personnel

3.1

Equalities Impact

4.1

Health and Safety

5.1

Environmental Sustainability

6.1

Asset Management

7.1

Risk Management

8.1

Corporate objectives and priorities for change

9.1