

Healthwatch Derby Think Healthy Report, Recommendations and Responses

SUMMARY

- 1.1 Working in partnership with Derbyshire Healthcare Foundation NHS Care Trust (DHFCT), Healthwatch Derby structured a comprehensive consultation programme to assess the impact and effectiveness of services provided by the Trust.
- 1.2 Over twenty meetings took place in the period May to the end of November 2014 to give shape to the consultation, its implementation and execution, feedback gathering, research, analysis and reporting.
- 1.3 For the duration of the consultation, the Healthwatch Derby team has engaged with or attended events at a number of organisations who focus on patient experience, and have spoken to members of the public, carers, service users, staff and support group organisations about their experiences of accessing services
- 1.4 A good level of feedback was achieved:
 - 1070 items of feedback collected in total.
 - Generic Workshops produced 215 items of feedback.
 - Socho Sehat specialised workshop produced 145 items of feedback.
 - Outreach produced 410 items of feedback.
 - Think Healthy survey produced 116 responses, 31 of which were in an Easy Read format.
- 1.5 Findings are grouped around a number of themes:
 - Access
 - Information
 - Dignity
 - Environment
 - Improvements
 - Barriers.

A range of both positive and negative feedback was received, the full detail of which can be found on pages 37-49 of the report.

- 1.6 The report makes ten recommendations for improvements and changes that could be

made. The recommendations can be found on pages 50-51 of the attached report.

RECOMMENDATION

2.1 To receive and note the report, its findings and recommendations.

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 Think Healthy report and associated appendices are attached for information.

This report has been approved by the following officers:

Legal officer Financial officer Human Resources officer Estates/Property officer Service Director(s) Other(s)	
--	--

For more information contact: Background papers: List of appendices:	Healthwatch Derby 01332 643990 Think Healthy report and associated Appendices 1 – 10 attached 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