

# Speak Out Newsletter



**Healthwatch Derbyshire (HWD) is an independent organisation that speaks up on behalf of people who use health and social care services in the County. We want to hear about any NHS services, e.g. GPs, hospitals, dentists, as well as social care services, such as care homes.**

By gathering as much feedback as we can we are able to identify common themes or trends in what people are telling us. This then means we can talk to service providers to highlight any particular issues that are emerging, which may be impacting on care and treatment.

This is not a substitute for making a formal complaint about a service if you are dissatisfied. However, it can work alongside this system by helping to shine a spotlight on issues that are being experienced by a number of people, thereby strengthening the patient voice.

## Passionate about improving health and social care services?

### Join us as a Volunteer

We are looking for enthusiastic people with a keen interest in improving health and social care services.

- **Community Listeners** to collect the views of Derbyshire residents on health and social care services. We need...
- **Enter and View Representatives** to visit care homes and health services to see and hear how services are provided, and make recommendations, where appropriate, for improvement.
- **Networkers** to help raise the profile of Healthwatch Derbyshire by distributing our literature and spreading the word about what we do and what we are working on.

To find out more, visit our website or contact our Volunteer Co-ordinator, Helen Walters, on **01773 880786** or email [helen.walters@healthwatchderbyshire.co.uk](mailto:helen.walters@healthwatchderbyshire.co.uk)



**Tel: 01773 880786    Email: [enquiries@healthwatchderbyshire.co.uk](mailto:enquiries@healthwatchderbyshire.co.uk)  
Web: [www.healthwatchderbyshire.co.uk](http://www.healthwatchderbyshire.co.uk)**

## Healthwatch Derbyshire 2015 - 16 Annual Report

Healthwatch Derbyshire produces an annual report to let people know about our work and what difference we have made.

Our 2015 - 16 report is now available on our website, or you can request a copy to be sent via post.



## My NHS

([www.nhs.uk/mynhs](http://www.nhs.uk/mynhs))

Do you need help choosing a health or care service? My NHS helps you make informed choices about your health and care. This website has been set up as part of the Government's commitment to help people make informed choices about their health and care.

This means simple, easy to understand information about health and social care, using comparative data. It hosts a range of data including information on GPs, care homes and dentists.



## TAKE A LOOK AT OUR RECENTLY PUBLISHED REPORTS

Recent work undertaken by Healthwatch Derbyshire includes a number of published reports which can be found on our website, or you can request a copy to be sent by post.

**What Makes for a Positive Health or Social Care Experience?** This report was created from 620 positive comments received over the past 2 years. It provides service providers and their commissioners with some useful insight into what patients, service users and members of the public consider most important when using health and social care services.

**Experiences of individuals living with substance misuse accessing health and social care services in Derbyshire.** We conducted interviews with 59 people living with substance misuse issues, and their carers, to gain a perspective on how they experience accessing health and social care services.

**Children and Young People - Your Shout!** This report gives a break down of 717 responses to a questionnaire with the aim of finding out what children and young people thought about their local health and social care services.



# Healthwatch Derbyshire Summer Roadshows

During the Summer, Healthwatch Derbyshire Engagement Officers travelled across Derbyshire in an eye-catching Volkswagen camper van to ask people about their views and experiences of local health and social care services, both positive and negative. Over the course of 5 days we visited Chesterfield, Ilkeston, Matlock, Bakewell and Swadlincote.

Healthwatch Derbyshire CEO, Karen Ritchie, said:

*"We engage with local people in many different ways on specific issues and services that are affecting their lives."*

*"It is also very valuable to go into local communities with a blank sheet of paper to find out what local people want to talk about."*

*Healthwatch Engagement Officer, Jane Birch, capturing the views of residents in Bakewell.*



*"The campervan was certainly a talking point amongst visitors and helped to break the ice before turning the conversations to how they have experienced services and gather their feedback - both positive and negative."*

*"This helps us to shape our future priorities and set the agenda for further consultation and research which we then feedback to health and social care providers and commissioners to action positive change."*

## Young Carers Celebration & AGM

A 12 month partnership project to raise greater awareness of the plight of young carers in Derbyshire culminated in a celebration event on Friday 29 July 2016 in Matlock.

A Healthwatch Derbyshire report released last year highlighted the experiences of some of the County's 1,600 young carers. This led to a number of information sharing events being held, at which representatives from key health and social care organisations made individual pledges to improve the lives of young carers in the County.

Healthwatch Derbyshire's celebration event at County Hall, Matlock heard about how these pledges had been implemented, and handed out awards to the individuals and organisations who had demonstrated the biggest impact towards improving the lives of young carers.

A speech was delivered by local young carer, Letitia Evans - Minto, as well as a presentation from Bristol based carers, Carina Andrews and Annie Cash, highlighting the issues that they had faced growing up as young carers. They also identified key areas for organisations to focus on when looking to improve support for young carers.



*Recipients of awards for helping to improve the lives of young carers in Derbyshire.*

# Autism Pathway Report Update



Six months on from publishing our Autism Pathway Report last September, we requested an update from the Derbyshire Children’s Autism Co-ordination Group on 4th February 2016 and received a detailed response outlining the actions that had been taken, or were currently in progress.

Linda Dale, Head of Commissioning and Partnerships Children’s Services, Derbyshire County Council, stated that:

**“The Healthwatch Report is directly influencing the development of new pathways and support for children and young people with autism, although we recognise that this work is far from complete.”**

The response in full can be found on our website, alongside our Autism Report, and includes the following:

- Mapping of the current autism training and support which is offered by services to evaluate whether it is sufficient, co-ordinated and meeting needs. This extends beyond education providers and will include education and training offered to parents/carers, young people and professionals across education, social care and health.
  - Southern Derbyshire is looking at implementing a more structured pathway approach and it is anticipated that a leaflet for parents regarding what to expect when and where will be available as part of this process.
  - Chesterfield Royal Hospital are looking at the possibility of developing a process for seeking second opinions where professional opinion differs to that of the parents.
  - Chesterfield Royal Hospital have also produced an information leaflet, ‘What to expect?’ developed in conjunction with clinicians and parents.
- A number of areas are still in progress, and a further update is expected in September 2016, specifically in regard to:**
- The second opinion process Chesterfield Royal is developing.
  - Derbyshire Healthcare’s review of the action plan they put in place in response to our report.
  - The results of the autism training mapping.
  - The review of the information on the Local Offer.
  - Further details of how the Future in Mind funding will be used to increase provision of workshops and training.
  - Information provided to parents in South Derbyshire on the pathway

# What can be done by talking to Healthwatch?

In addition to the reports we produce, we are also very proud to state that 'Every Comment Counts' at Healthwatch Derbyshire. We don't just simply collect information, we ensure that we hold service providers and commissioners to account for how they use that information too.

The extract below is taken from a response provided by Royal Derby Hospital in reply to a comment made by a family member/carer. The carer's mother, who has dementia, had a fall that resulted in her being admitted to Derby Royal Hospital after attending Accident and Emergency. As a result of her fall she needed an operation. The patient also needed subsequent care at London Road Community Hospital. This response has been provided to illustrate the learning that can be taken from the issues raised by the carer with Healthwatch Derbyshire.

*"Thank you for taking the time to share information regarding your mother's experience when she was an in-patient at both the Royal Derby Hospital and the London Road Community Hospital; this was very powerful reading. I can advise that your concerns have been shared on both sites and with the Dementia Lead Nurse.*

*I can advise that the Lead Nurse at the London Road Community Hospital will be sharing your email at her Sisters' meeting as a learning point for all, as there are some basic things that need addressing such as the toileting issue, form filling, getting down to patient level when talking to the patient and not discharging in the dark, etc.*

*Also, she is keen to adopt a key worker system to address the issue of consistency with having the same staff caring for patients.*

*It is acknowledged that family inclusion in discharge planning is important and we need to listen to those who know the patient best.*

*I am advised that she is going to look at*

*personalisation and dementia as a whole at the London Road Community Hospital on wards 4, 5, 6 and will be setting up a group to take this forward. She will also be asking staff to join the Dementia Action Group, as this is really important to understand what is happening Trust-wide. Also several staff attended a dementia study day which took place in May 2016.*

*In addition to this, a new member of staff who has recently joined ward 6, is also a key trainer for the Sterling Healthcare Dementia Course, so she is going to modify that and do some workshops for staff and an information folder.*

*We also have a Registered Mental Health Nurse (RMN) on ward 6 and she is going to do some bespoke sessions for the wards on dementia care. We are also putting out another advert to try and get an RMN on wards 4 and 5 too.*

*It was clearly a distressing time for both you and your mother and as a Trust we can take learning from the issues you have raised."*

**Royal Derby Teaching Hospitals NHS Foundation Trust**

# Annual Service Evaluation

Each year we send out a short questionnaire to capture the views of the public, community groups and stakeholders about our service. Here is some of the feedback we received from people stating how Healthwatch has helped them and why they think others should get in touch.

**“I feel that HW helped me personally by resolving a complaint. They contacted the provider and I was kept up to date every step of the way which is vital if a person is to feel they are being heard.”**

**“Following an issue reported to Healthwatch about a dental practice, some improvements were noticed.”**

**“Changes to CAMHS, increased quality control in services, changes to cancer and autism, challenge on the health of people with LD, these reviews have all led to improved commissioning.”**

**“It is effective at getting answers for service users who feel unable, for various reasons, to do it themselves.”**

**“Healthwatch Derbyshire are a valued partner who works with us to understand the needs of patients who use, or need to use healthcare provision in Derbyshire. They are open with the feedback and give us the opportunity to respond, and are committed to supporting us make improvements when required.”**

**“I have only just come across Healthwatch Derbyshire, but have been very impressed so far. I contacted Healthwatch after my mother’s admission to hospital, and the person I spoke to did exactly what she said she would do, and on time.”**

**“If someone I knew needed to complain or had concerns about services I would suggest that they contact Healthwatch for advice.”**

An update on our work in progress

# Mental Health Engagement

Between May-July 2016, our engagement team held focus groups to find out more about experiences of health and social care services at times of mental health crisis. This engagement has been well supported by participants, with approximately 40 people sharing their experiences with us during this engagement. A report of the findings will soon be sent to service providers and commissioners for response.

## Accessible Information Standard



Between January-March 2017, Healthwatch Derbyshire will be finding out more about how new accessible information standards have been implemented in Derbyshire.

This is to further explore issues reported to us particularly from people with a visual impairment about difficulties with receiving printed information that they can see and understand. These standards came into effect in July 2016, and as a result organisations must:

- Ask people if they have any information or communication needs, and find out how to meet their needs.
- Highlight or 'flag' the person's file or notes so it is clear that they have information or communication needs and how those needs should be met.
- Share information about people's information and communication needs with other providers of NHS and adult social care, when they have consent or permission to do so.
- Take steps to ensure that people receive information which they can access and understand, and receive communication support if they need it.

## Lesbian Gay Bisexual Trans (LGBT+)



*Between Sep - Nov 2016, Healthwatch Derbyshire will be talking to the LGBT+ community about their experience of using health and social care services. This is to further explore comments received by Healthwatch about some particular challenges and difficulties.*

## Parent's engagement



*Between Sep - Nov 2016, Healthwatch Derbyshire will be talking to parents about maternity services and services for children. This is to further explore some emerging themes we have discovered, and to inform future themed engagement activity.*

