

Healthwatch Derbyshire Annual Information Summary

April 2015 - March 2016

Chesterfield Royal Hospital NHS Foundation Trust

Background

Healthwatch Derbyshire was set up in April 2013 as a result of the Health and Social Care Act 2012, and is part of a network of 148 local Healthwatch organisations across England. The Healthwatch network is supported in its work by Healthwatch England who develop a national picture of the issues that matter most to health and social care users. Healthwatch England ensure that this evidence is used to influence those who plan and run services at a national level.

Healthwatch Derbyshire is an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents when using health and social care services, and we use these experiences to influence how local services are provided.

We gather these experiences through a team of four Engagement Officers and our keen volunteers. We undertake both general engagement to hear about a variety of experiences and themed engagement to explore a particular topic in more detail. Healthwatch can also conduct an 'Enter and View' visit, which is carried out by trained volunteers to see and hear how a service is delivered at a particular point in time.

During this period, Healthwatch Derbyshire has heard about services delivered by Chesterfield Royal Hospital NHS Foundation Trust in a number of different ways. We have carried out several pieces of themed engagement to explore specific topics, consulting with people about cancer services, collecting the experience of people with learning disabilities when using health services, and hearing experiences of using Child and Adolescent Mental Health Services (CAMHS). This engagement has been drawn together into reports, published on the Healthwatch Derbyshire website. Chesterfield Royal has responded to the recommendations made in each report, and these responses can be found at the end of the reports.

This annual information summary has a different purpose, it is being used to draw together the individual comments received about Chesterfield Royal, either collected by Engagement Officers whilst out in the field, or comments volunteered to us by people calling, emailing or using the Healthwatch Derbyshire website to leave their feedback.

At the time they are received, these experiences are added to a database and sent to organisations regularly throughout the year to give them feedback from people using their services about what is working well, and what could be improved. Organisations are encouraged by Healthwatch Derbyshire to respond to these comments so that we know what difference we are making, and so that responses can be passed back to the person who spoke to Healthwatch, if they have given us permission to do this.

Chesterfield Royal has received patient feedback approximately every six weeks from Healthwatch Derbyshire during this period, and has always provided thorough feedback to comments. The Trust appears to use information meaningfully through internal systems and processes to extract any learning and respond appropriately.

Introduction

This Annual Information Summary has been created to give an overview of the comments received by Healthwatch Derbyshire about the Trust during this period, illustrated by charts and graphs with quotes taken from comments, where appropriate. This summary will also be used as the basis for Healthwatch Derbyshire’s response to the Trust’s Quality Account for the same period.

It should be acknowledged that given the size of the hospital, the population it serves and the footfall it has, that these comments are limited to the views and experiences of those people who have spoken to Healthwatch Derbyshire. The information summarised in this report should be taken in the context that it is not representative of all patients, families, friends and carers who have used Trust services, but nevertheless offer a useful insight.

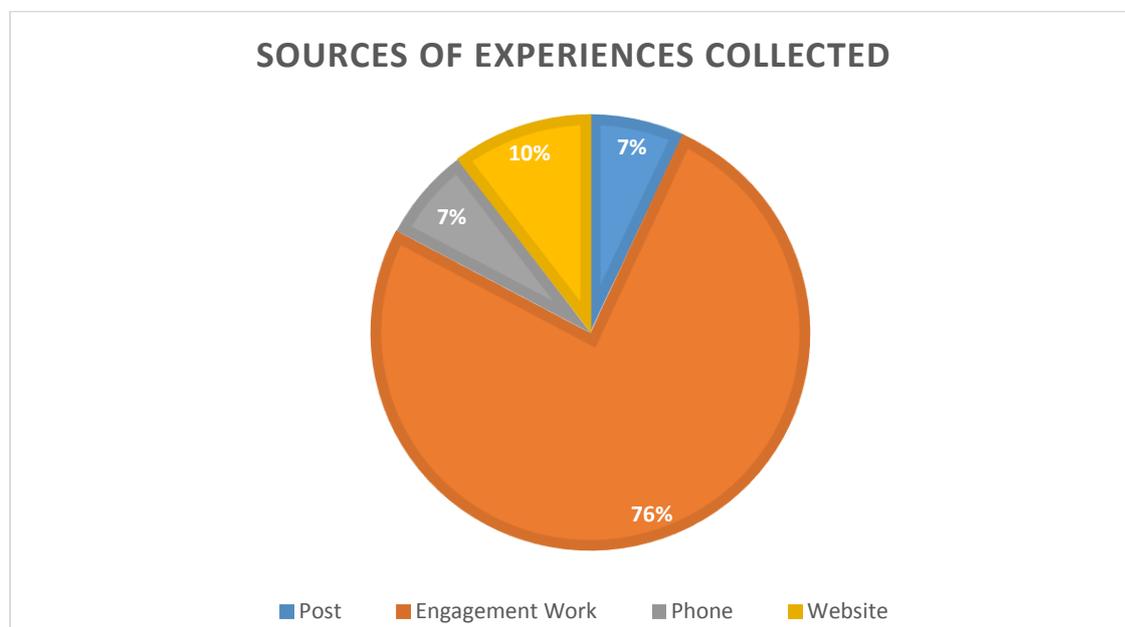
Summary of Information

Source of information collected

During the period April 2015 - March 2016, a total of 58 comments were received about the Trust. Of these, the majority (76%) came from engagement work. The remaining 14 comments were received either by telephone, post or via the website.

Healthwatch Derbyshire launched an online feedback centre in October 2015 which allows comments to be left online, so the proportion of comments received this way is likely to increase in future.

Figure One - Source of experiences collected



Engagement Work	44
Phone	4
Website	6
Post	4
TOTAL COMMENTS	58

1. Number of experiences by service type

When comments are received by Healthwatch Derbyshire, we record which service or department they are regarding. Out of the 58 comments made during this period, the highest proportion of comments are regarding outpatients with 14 comments made, followed by acute care with 6 comments. The wide range of comment types collected is likely to be because there hasn't been a focus on any one department or service which would generate a cluster of comments. More specifically, when Engagement Officers have stands at the Trust they tend to be in general areas which gives a range of comments, rather than having a stand in a particular outpatients department for example, which could result in a 'peak' in comments. Examples of comments here include:

Accident and Emergency

'I was seen within one hour.'

'There were lengthy waits for x-ray and to be released.'

Child and Adult Mental Health Services

'I am so proud of myself, I couldn't ever have achieved what I have without my worker and a little determination.'

Maternity

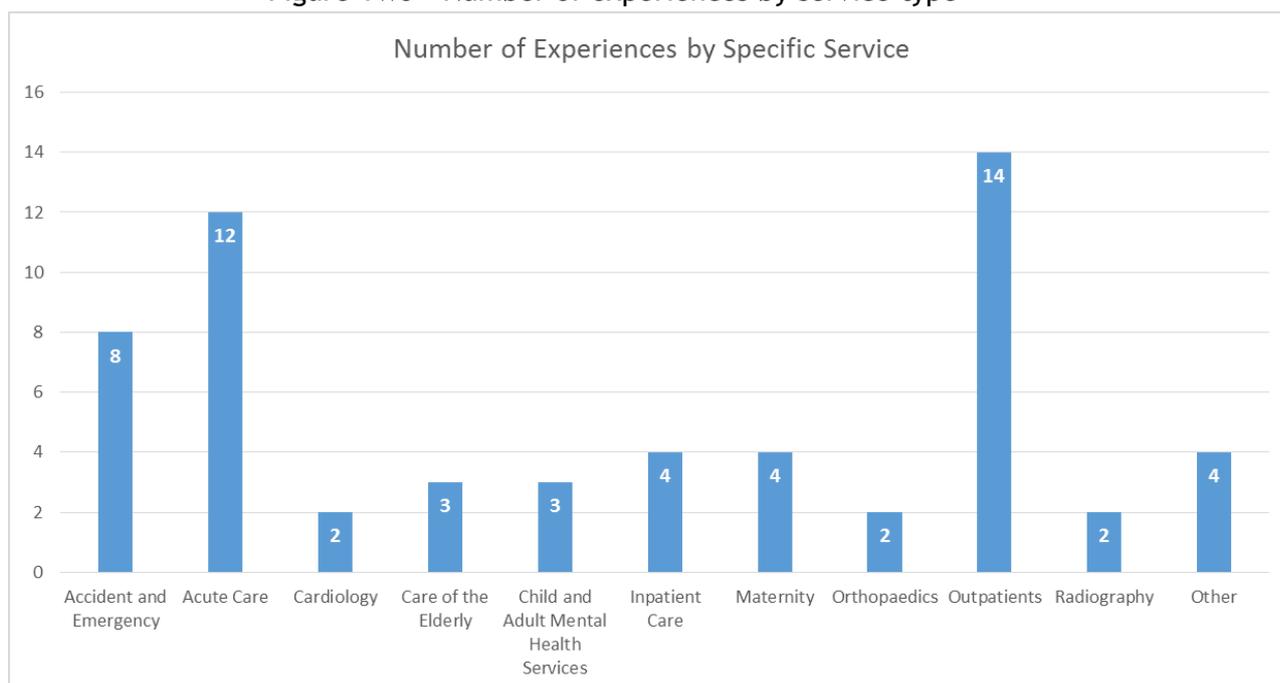
'The midwives are really personable and down to earth. I was late for a scan because of public transport and the receptionist was fine with me and I was seen within five minutes of arriving.'

Signage

'There are no signs to the x-ray department from the main reception area.'

'There is no signage from the visitor's entrance to the main reception for visitors that have parked at the back of the hospital.'

Figure Two - Number of experiences by service type

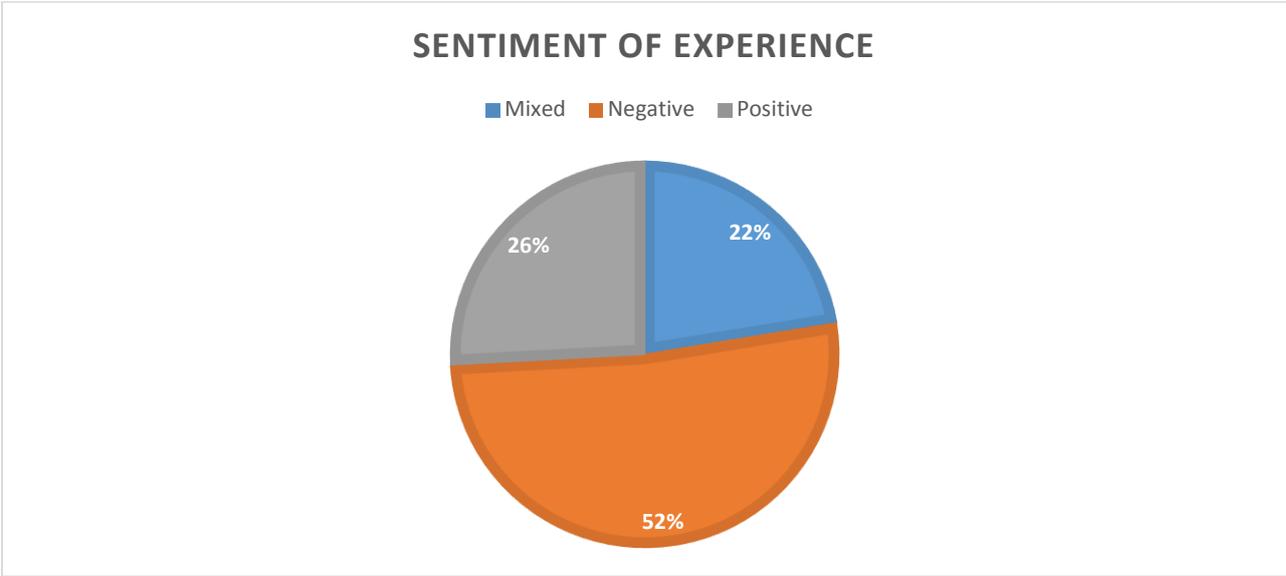


Accident and Emergency	8
Acute Care	12
Cardiology	2
Care of the Elderly	3
Child and Adult Mental Health Services	3
Inpatient Care	4
Maternity	4
Orthopaedics	2
Outpatients	14
Radiography	2
Other	4

2. Sentiment of experiences

Healthwatch Derbyshire collects some positive comments, some negative comments and some that are mixed. 'Mixed' is the way that we record comments when part of the experience was positive, whilst other parts were negative. For example, one comment describes the excellent support a child has received from the Children and Adolescent Mental Health Service, but a lack of support for the parent who is supporting the child.

Figure Three - Sentiment of experiences

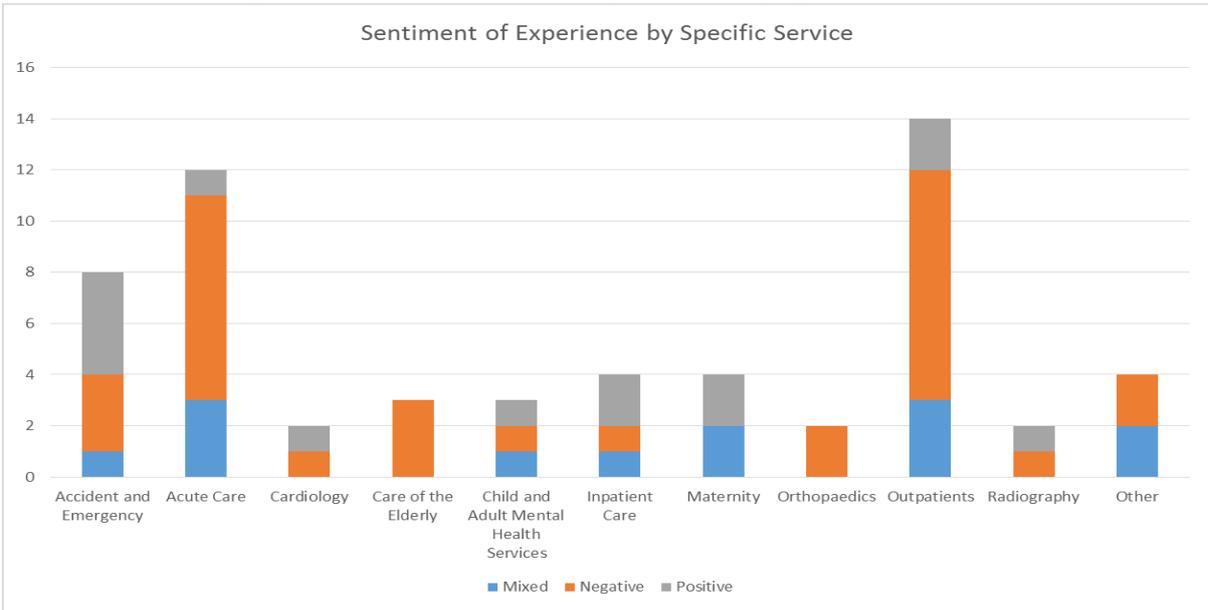


Mixed	13
Negative	30
Positive	15
TOTAL	58

3. Sentiment of experience by specific service

The table below shows which specific services have received positive, negative or mixed comments. Given the limited number of comments, it would not be reasonable to draw any conclusions from this.

Figure four - sentiment of experiences by specific service

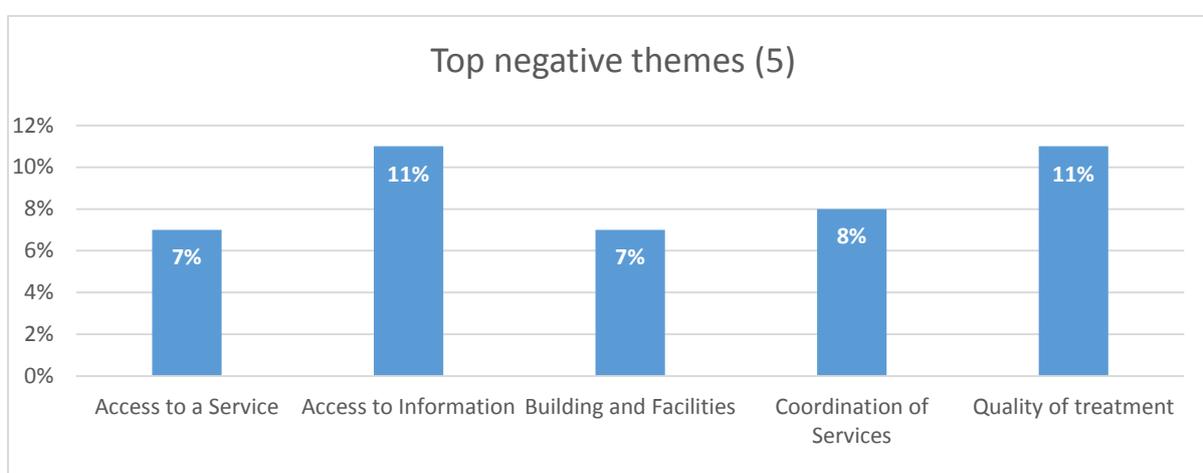


Sentiment	Accident and Emergency	Acute Care	Cardiology	Care of the Elderly	Child and Adult Mental Health Services	Inpatient Care	Maternity	Orthopaedics	Outpatients	Radiography	Other
Mixed	1	3			1	1	2		3		2
Negative	3	8	1	3	1	1		2	9	1	2
Positive	4	1	1		1	2	2		2	1	

4. Top negative themes

In terms of the negative comments we have recorded, these are most frequently regarding access to a service (4 comments), access to information (7 comments), building and facilities (4 comments) coordination of services (5 comments) and quality of treatment (7 comments).

Figure Five - Top negative themes



Examples of negative comments, taken from the top negative themes

'The nurse showed little empathy and no compassion.'

'I waited three hours in recovery, the reason given that there were no beds on wards.'

'The price of the media system on the wards is too high.'

'Parking at hospital is terrible, I often have to wait to find a space.'

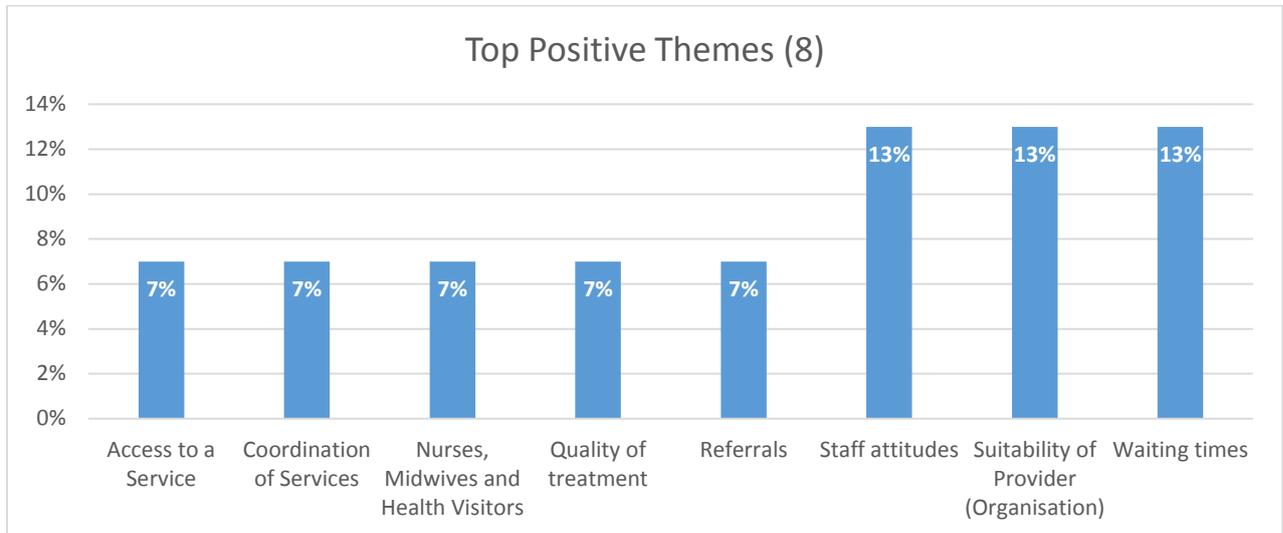
'There aren't enough highchairs in the canteen.'

'I had to wait 45 minutes before going in to my appointment, and nobody on reception explained why.'

5. Top positive themes

In terms of the positive comments we have recorded, these are most frequently regarding access to a service (2 comments), coordination of services (2 comments), nurses, midwives and health visitors (2 comments), quality of treatment (2 comments), referrals (2 comments), staff attitudes (4 comments), suitability of provider organisation (4 comments), waiting times (4 comments).

Figure Six - Top positive themes



Examples of positive comments, taken from the top positive themes

‘My child was born with a virus, the provision at Chesterfield Royal was excellent.’

‘The nurses were fantastic, the food was alright and the doctors were good.’

‘The communication was excellent, and as a nervous husband with my wife going in for a procedure this was very important to me.’

‘The whole experience was very good, and the team explained everything to me.’

‘She was really good because she asked lots of questions.’

‘Staff were excellent with the assessment and treatment.’

Summary and Conclusions

This report gives an overview of the comments that Healthwatch Derbyshire has collected about the Trust during this time period. The report gives a feel for how we have collected the information, how much is positive, negative or mixed, which specific services have been spoken about and what kinds of topics have been raised.

Due to the small numbers of comments concerned, it is not possible nor would it be appropriate to draw any conclusions. But we thank Chesterfield Royal for their timely and thorough responses to comments which are then, when possible, fed back to patients.

Typical feedback includes:

‘Signage in the main entrance will be reviewed.’

‘We have been training more staff to answer the telephones, and we hope this will resolve the matter.’

‘Thank you for raising this issue which has been highlighted to the hospital governors recently.’

This report will be shared with the Trust and will be used to inform our response to Quality Accounts. It will then will be placed on our website and used by Healthwatch Derbyshire staff and Board when required to give a summary of comments received for the Trust for this period of time.

Helen Hart
Healthwatch Derbyshire
April 2016