

# You Said ... We Did ...

## Experiences of individuals living with **substance misuse** accessing health and social care services in Derbyshire.

Healthwatch Derbyshire (HWD) is an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents and give them a stronger say in influencing how local health and social care services are provided.

Between January and April 2016 we spoke to 59 people about their experiences of substance misuse services in Derbyshire. We also spoke to a number of carers and professionals. Here you will find a summary of the comments we received and what happened as a result of people sharing their views with us.



### You Said ...

People told us that they were concerned with the complaints systems in the drug treatment centres, expressing that they felt their views were not heard and that complaints were not taken seriously.

### We Did ...

We passed your feedback onto those involved with running the complaints systems in the drug treatment centres to review the effectiveness of the complaints process.



**“Derbyshire Healthcare Foundation Trust (DHcFT) will look at the complaints procedure within the Substance Misuse Service to ensure that service users are aware of how to make a complaint and to ensure feedback is given as to how the complaint has been dealt with. DHcFT will ensure that all staff are briefed in how to advise a service user to make a complaint, as well as the service advertising the complaints process via posters, leaflets and comments boxes within waiting areas. DHcFT recognises that service users may not wish to make a complaint due to**

**the fear of being treated differently, so will openly promote the complaints process, and offer peer mentors and service user reps as advocates to support service users to make complaints. Team managers will also receive additional training on how to manage concerns and complaints in a supportive and timely way. To help make this process more visible each team will have a ‘you said, we did’ poster in the waiting area to be updated on a monthly basis.”**

Derbyshire Healthcare Foundation Trust



### You Said ...

That it was difficult for people living with substance misuse to access mental health services, because there was a rule that the substance misuse problem had to be dealt with first. However, this was difficult to do as the mental health issue was often a barrier to addressing the substance issue problem, or even the cause of it.

### We Did ...

We passed the feedback onto those responsible for providing mental health services and asked them to consider the need for people who misuse substances to be able to access a wide range of mental health services.



**“The use of drugs or alcohol is no longer a criteria for exclusion from accessing services such as Improving Access to Psychological Therapies (IAPT). Steps have been taken to improve communication between mental health and substance misuse teams.”**

Derbyshire Healthcare  
NHS Foundation Trust



### You Said...

People told us that they felt that appointments for substance misuse services weren't always flexible, especially if individuals were in full time employment.

### We Did...

We passed your feedback to those responsible for running substance misuse services to consider providing more flexible appointments in the drug treatment centres to accommodate people who work.

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“Flexible appointments are offered across Derbyshire for both key working and prescribing, with each site offering at least one late night opening each week and weekend access (rotated sites), as well as the use of external venues for face to face appointments. We will undertake a review of the use of these appointments to look at the need to adjust them locally to meet service user demand or look at expanding to other areas.”

Derbyshire Healthcare  
NHS Foundation Trust

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### You Said...

People told us that they felt staff at the Chesterfield Royal Hospital didn't treat individuals with dignity and respect because of their substance misuse issue.

### We Did...

We passed your feedback to the hospital to address these particular comments with the report.

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“The report really helped us to understand the current position in the Trust with regards to the care and treatment of patients who misuse substances. We will build on current training in order to support staff to understand the effects of different substances, understand the experiences of patients who use substances and to raise awareness of the support and advice available.”

Chesterfield Royal Hospital  
NHS Foundation Trust

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## HWD will review the actions taken against the recommendations in June 2017.

For more information or to view a full copy of our Substance Misuse report, please visit: [www.healthwatchderbyshire.co.uk/2016/09/substance-misuse-report](http://www.healthwatchderbyshire.co.uk/2016/09/substance-misuse-report)

If you require this document in an alternative format, please contact us.



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