



healthwatch Derby

Healthwatch Derby is an independent consumer champion for health and social care services in the city of Derby. We are not the NHS, or the city council, or a pressure group. This newsletter provides information and updates about our work and impact.



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Engagement Snapshots



We have been visiting GP surgeries to speak to patients, and by the end of December 2017, every single GP surgery in Derby City will have had a bespoke outreach. Pictured left Derwent Valley Medical Centre, Spondon

The majority of service user feedback we receive is about hospitals and GP's. With this in mind we have been spending a lot of time at A&E and MAU at the Royal Derby Hospital. Pictured right our outreach session at A&E where we gathered patient experiences.



Our outreach programme enables us to go and visit vulnerable service users rather than expect them to come to us. Pictured left, our outreach at Live at Home Lunch Club

DID YOU KNOW – Between July 2017 and the end of September 2017, Healthwatch Derby completed **77** bespoke public engagements, and received a record breaking **2567** items of patient feedback. We also hosted some big public events such as a Fun day at Arboretum Park, Our AGM, and a bespoke Cancer focused workshop.

What are we hearing?

Healthwatch Derby received **2567** items of patient feedback in the period July 2017 to end of October 2017. Feedback was received through a series of bespoke outreaches and public events. We produced **7** reports and **3** case studies. Where we received urgent negative feedback, we followed our escalation protocols and immediately alerted relevant services, inspectors, commissioners. All our reports are sent to service providers for them to provide a full response before we publish them externally. Highlighted below are some of the key themes emerging from our local intelligence for the period.

Positives



Cancer patients have told us of exceptional cancer care received at Royal Derby Hospital



Services reported as empathetic and responsive at London Road Wards 1&2 by patients and carers

Negatives



All our outreach activities have revealed a predominant theme - difficulties accessing GP appointments

We received concerns about EMAS and some detailed patient testimonials which we put together in a report.

Concerns were raised about response times, waiting times, call handling and the patient transport service.

Healthwatch Derby will continue to monitor this essential service and provide insight and intelligence to decision makers

Case Study – Cancer Services

"The doctors are really good and I appreciate the way patients have a say in their own treatment. I was having chemo, they kept changing them, but none of them suited me and I was getting really ill. In the end, I said to the doctors, I am not taking any more chemo and they agreed because they could see the affect it was having on me. My cancer was discovered through a mammogram, they are free of charge and I just cannot understand why people will not go and have them done. Once I was diagnosed with breast cancer, all appointments etc moved very quickly and efficiently. When I went for my biopsy, I asked the nurse the direct question, do I have cancer, she was very honest and her reply was "there is something there," which I read as "yes," I have cancer. I appreciated this very much and when I went to see the consultant to confirm the diagnosis of cancer, I was already mentally prepared for what he had to say, that may not work for everyone, but it certainly worked for me. I haven't cried since my diagnosis of cancer, perhaps at the end of my treatment, I will be relieved and my emotions will kick in then. I look back on the last 7 months and my journey with cancer and I can't believe what I have been through, one good thing is that the cancer team have been great, and I have felt very safe under their care, I have been well looked after"

RESPONSE FROM DERBY TEACHING HOSPITALS NHS FOUNDATION TRUST

The Lead Nurse for Cancer Services is really pleased to hear this feedback about patients being involved in their care, treatment planning and decision making. This is extremely important to people receiving chemotherapy and radiotherapy treatment. Thank you for taking the time to provide this positive feedback. It is good to know that this patient appreciated the honesty of the nurse involved and that this helped to prepare them for their discussion with the consultant.

Responses have been provided by colleagues from Cancer Services, the Radiotherapy Service, Facilities Management, and the Breast Unit.

Kerry Than

Complaints/PALS Manager Derby Teaching Hospitals NHS Foundation Trust

DID YOU KNOW – Healthwatch Derby carried out a programme of intensive outreach sessions at various cancer wards at the Royal Derby Hospital, and we were able to acquire **11 case studies**. A full report was produced and an event (September 2017) was hosted in partnership with Macmillan to discuss the themes and findings of the Cancer focused feedback. We will continue to visit different wards and listen to patient journeys and amplify your voices to decision makers.

Outcomes & Impact

- Where we have raised concerns and acquired detailed case studies from patients, these are now receiving national recognition. Our parent body Healthwatch England included our case study about the difficulties on accessing dentists as a care home resident in their annual report to Parliament. Healthwatch Derby is ensuring Derby patients have their voices heard by the highest authorities and decision makers.
- Healthwatch Derby has repeatedly highlighted the need for better access to GPs and highlighted the pressures on services such as A&E. Our work has been picked up by the local media and we have also provided local intelligence at the request of the Local Authority (Overview & Scrutiny). We are delighted to report that the NHS is now investing £30 million in Derbyshire. Derby Teaching Hospitals Trust will be able to move forward plans for an Urgent Care Village' which will incorporate GP services, a frailty clinic and mental health services to make sure patients receive the right care in the right place, first time, and avoid going to A&E unnecessarily. Your voice has made a tangible impact!
- Service users have continually advised us that they would like us to come to their communities rather than expect them to come to us. We hosted several successful public events which were well attended. From Arboretum Park to your local GP surgery and to community centres across Derby, we have been a visible presence.
- NHS England is using Healthwatch Derby's local intelligence to review dental services in Derby City.
- On more than one occasion our presence at GP surgeries has led to us picking up significant negative feedback where we had to escalate concerns. We are happy to report we were able to liaise with Surgery managers on the day itself and highlight issues directly which were resolved. Similarly when we have done outreaches at Children's centres we have picked up issues which were highlighted immediately to health visitors leading to positive outcomes for patients.
- Where we have highlighted need for greater information around GP services, this has been positively accepted and amendments have been made by Southern Derbyshire CCG particularly with reference to their annual reporting.

DID YOU KNOW - Our case study formats and local intelligence briefing formats have been so successful we have received calls from Healthwatches in other areas to share resources and spread our impact tools to help patient communities.

Volunteering opportunities with Healthwatch Derby

Become a Healthwatch Champion

You can volunteer with us in various ways:

- visit health and social care establishments;
- become a Mystery Shopper by completing short surveys relating to services you have recently visited
- help us to promote Healthwatch Derby at events;
- collect people's views and experience of Derby's health and social care services; or
- represent us at meetings and forums.

Become a Healthwatcher

Sign up to our newsletter and be the first to find out about meetings, events, consultations, surveys and other opportunities to help your voice be heard.

For more information contact us on 01332 643988.

**We would love to hear
from you, get in touch!**

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