



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 quarterly newsletter provides information and updates about our work and impact in the period **October to the end of December 2017**



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Engagement Snapshots



We have attended every Derby based consultation event for the Burton Derby hospitals merger – including some events held at Burton. Pictured Left, Chief Nurse of Derby Teaching Hospitals Trust visits our Engagement stall at one of the consultation events for the merger.

We hosted a very successful workshop at the Indian Community Centre, Pictured right. The ‘Chai with Healthwatch Derby’ workshop had 130 delegates attending to discuss what are the priority areas for service users in Derby city.



We hosted a successful workshop at Padley Hostel, Nov 2017 Pictured Left – we were able to hear directly from hostel residents and those who are homeless about the difficulties experienced accessing health and social care services in Derby city.



DID YOU KNOW – Between October 2017 and the end of December 2017, Healthwatch Derby completed **64** bespoke public engagements, and received a record breaking **3310** items of patient feedback. Our Engagement Team has visited every electoral ward of Derby City!

What are we hearing?

Healthwatch Derby received **3310** items of patient feedback in the period October 2017 to end of December 2017. Feedback was received through a series of bespoke outreaches and public events. We produced **5** reports and received patient stories. 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.

Some of the positive trends emerging from our feedback is around patients being happy with services at A&E, pharmacies and opticians.



Negative trends included GP access concerns. Poor discharge from hospital, poor communication and staff attitude were also highlighted.



DID YOU KNOW – Pressures on the health service increase significantly during the winter months. Healthwatch Derby started a winter health issues campaign ‘**Healthwatch Derby Winterwatch**’ in December 2017. We have been visiting A&E, Walk in Centre, MAU, Mental Health hospital, Homeless hostel, GP surgeries, Pharmacies, and other community venues and events. We have been asking service users about winter health, and where appropriate we have been signposting to services other than A&E – such as a visit to the Pharmacy to get a flu jab.

Case Study – EMAS Ambulance Services

Patient had a serious fall at home and was unable to put any weight on leg, they rang 111 and were advised to call ambulance on 999. The patient called and was told ambulance would be with him soon. Patient waited 20 minutes and called back and was told again it would be arriving shortly. Patient’s spouse is disabled and patient is the main carer. Patient had to ring carers to come out for emergency cover and was told they could give 4 hours free emergency cover. After waiting an hour Patient called back EMAS on 999 was told that they were busy but an ambulance was on the way. During this time the patient was unable to move and was sitting on the stairs. Patient called back 3 more times and each time was told an ambulance was on the way. An ambulance turned up 3 and half hours after first call. They apologised to patient and they said they had come from Burton on Trent to cover call (patient lived in Derby), however due to the delay the patient only had one hour of free care left so the carer informed that any care after would be charged, (Patient did say that care team stayed on and in fact only charged £20 for entire stay). A&E was very apologetic for delay and did ask if patient wanted to register complaint which they refused. Care in A&E was excellent but patient refused EMAS patient transport home and got taxi as they didn’t want to wait on it.

Response from EMAS

“We absolutely understand the impact that delays have on patients and their loved ones, and we are sorry when patients do not receive the level of service that they can expect and that we wish to deliver. We continue to progress our improvement plans to develop our service for the benefit of patients and our staff.

EMAS and the Derbyshire Divisional Management team recognise that we face challenges in meeting the demands being placed not only on the ambulance service, but the overall health and social care sector. These challenges are being met both individually as EMAS but also collectively as part of EMAS’s role in the Sustainability and Transformation Plans being developed across our region and nationally”

Richard Henderson
CEO, EMAS

Outcomes & Impact

- Our presence at GP surgeries continues to yield positives. On one of our recent outreaches we were able to highlight a patient’s urgent concerns related to consultation and blood tests. We were able to help the patient by ensuring the surgery staff took note of the concerns that were being highlighted. Our advice and initiative led to the patient acquiring the correct service required without having to make multiple appointments and referrals.
- We have been A&E, MAU, and the Discharge Lounge on a regular basis. Some of the positives we have had recently are from our outreaches at the Discharge Lounge. We were able to highlight on more than one occasion, instances of poor discharge, rushed discharge, or instances of discharge without adequate support and advice relating to after care. Our escalation of such cases have led to better outcomes for patients on the day.
- As Derby undergoes a series of transformational changes, we are acutely aware as a local Healthwatch for the need to involve local voices in decision making. This became particularly meaningful with the issue of the Burton Derby merger of two major hospital facilities. We formally raised concerns about the lack of adequate engagement, and lack of timely engagement opportunities for the residents of Derby. We are pleased to report Derby Teaching Hospitals Trust has taken on board our concerns. Both Trusts are now in the process of contacting service user communities and patient groups within the city, and there is greater transparency regarding the engagement and consultation for the merger.
- We continue to hear from the most vulnerable and on more than one occasion where patients were too ill to attend a meeting, we have taken our service to them. Home visits are undertaken for the most vulnerable. Wherever possible we have been present in person, and also used skills such as translation to speak to patients in their own language, and understand and alleviate their urgent concerns about health and social care.
- We have successfully hosted a number of different engagement and information platforms inhouse at our offices serving our purpose to become a network of networks and to champion patient voices. We have designed and hosted platforms to bring together clinical colleagues, with Engagement colleagues, as well as ensuring voices from the charity, community, and advisory sectors are also included aiding greater patient participation.



Pictured left - Healthwatch Derby hosted Engagement colleagues from neighbouring Healthwatches to discuss joint working for the Burton Derby merger consultations. Our primary aim is to ensure residents of Derby have a fair say in all plans going forward.

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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Pictured above, 'Healthwatch Derby Winterwatch' outreach at Peartree GP surgery – we have been speaking to patients and staff about winter health issues. We have raised awareness about correct treatment pathways, and the need to try options other than A&E wherever appropriate.