

Championing what matters to you

Healthwatch Derby
Annual Report 2021-22



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Message from our chair

2021/2022 has been a year of transition to the new normal and as an organisation we are adapting to doing our work in different ways. A challenge indeed. I thank the staff and volunteers of Healthwatch Derby for their loyalty and enterprise in achieving this. Two contrasting examples of this are the midwifery and dental provision in the city projects. The first involved working with the service provider to enable a better service for particularly BAME service users. We were able to provide an independent voice which enables more openness in identifying where improvements can be made. In the second project we looked at NHS dental provision. Sadly this is concerning and our report was reviewed by the Overview and Scrutiny Committee. They have written to the NHS highlighting the issues for the city. It is hoped that there will be positive changes as a result.

The way healthcare in the city and country is being changed, with the aim of providing an Integrated Care Service (ICS). We are working with them to provide an input from the patient perspective. With a positive approach by everybody to this, the new normal will be better for all.



Steve Studham
Healthwatch Derby Chair



“The COVID-19 pandemic has thrown long-standing health inequalities into stark relief. With NHS and social care facing even longer backlogs, the unequal outcomes exposed by the pandemic are at risk of becoming worse. Local Healthwatch play an important role in helping to overcome these adversities and are uniquely placed to make a positive difference in their communities.”

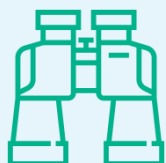
Sir Robert Francis QC, Chair of Healthwatch England



About us

Your health and social care champion

Healthwatch Derby is your local health and social care champion for the City of Derby. We make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



Our purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our mission

To make sure people’s experiences help make health and care better.



Our approach

Listening to people and making sure their voices are heard.

Including everyone in the conversation – especially those who don’t always have their voice heard.

Analysing different people’s experiences to learn how to improve care.

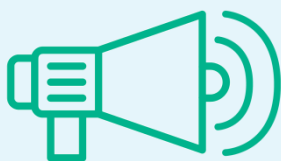
Acting on feedback and driving change.

Partnering with care providers, Government, and the voluntary sector – serving as the public’s independent voice.

Highlights from our year

Find out how we have engaged and supported people.

Reaching out



6510 people

shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

5514 people

came to us for clear advice and information about topics such as COVID-19, or how to make a complaint.

Making a difference to care



We published

9 main reports

about the improvements people would like to see to health and social care services.

Our most popular report was

A mini dental report

which highlighted the struggles people have on accessing local NHS dental provision..

Health and care that works for you



We're lucky to have

185

outstanding volunteers, who gave up 250 days to make care better for our community.

We're funded by Derby City Council. In 2021-22 we received:

£235 k (includes £21k in kind office support)

Which is the same as last year.

We also currently employ

7 staff

who help us carry out this work, same as previous year.

How we've made a difference throughout the year

These are the biggest projects we worked on from April 2021 to March 2022.

Spring



Providing advice on Covid-19 and an ongoing online outreach provision at the main vaccination centre. Providing up to date experiences to Joined Up Care Derbyshire (JUCD).



We did a BAME maternity services project which was in partnership with JUCD which is helping make improvements in services.

Summer



We continued to focus on Covid 19 issues and provided timely information on people's experiences and concerns about the vaccinations. This allowed for improved communications across the system,



We worked in partnership with CamTAD on a project around hearing aid services. We also undertook a project into social prescribing.

Autumn



The focus turned to helping with the communications about covid booster vaccinations across the City.



We undertook a project into local NHS dental provision which highlighted the difficulties facing local people across the city. A project into hospital waiting times was also completed.

Winter



We undertook a survey around people's issues accessing GP services across the city and shared the data with the commissioners and services.



We completed and published a project about services for homeless people. This was shared with service providers, Health and Wellbeing Board and homeless support networks.

Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feed back to services to help them improve



Black, Asian and Minority Ethnic (BAME) Women's Maternity Experiences during Covid-19

NHS England and NHS Improvement wrote to every local maternity and neonatal system (LMNS) in England and asked them to look at perinatal support for Black, Asian and Minority Ethnic (BAME) women during the COVID-19 pandemic. They wanted local maternity systems to take four specific actions: . Local maternity systems were asked to increase support for at-risk pregnant women. Reach out and reassure pregnant BAME women; Minimize the risk of Vitamin D insufficiency and ,make sure they are gathering the correct data.

Derbyshire Local Maternity and Neonatal System wanted feedback from women who used the service and asked Healthwatch Derby, in partnership with Joined Up Care Derbyshire, to support them in this process so to reduce the inequality of outcomes.



Evidence has shown that maternal and perinatal mortality rates are significantly higher for Black, Asian and mixed-race women and their babies than for white women. MBBRACE (2019) identified that women from BAME communities are more likely to die during pregnancy and shortly after birth and that their baby is also more likely to die.

Covid 19 had disproportionate impact on BAME groups with a higher risk of contracting and dying from Covid.

Healthwatch used an on-line survey with translation options if needed. The survey was designed in partnership with the Maternity Transformation team and consulted with local organisations, groups and BAME women on the best method to conduct the survey and the survey questions.

What difference did this make?

All the local Trusts, University Hospitals of Derby and Burton NHS Foundation Trust, Chesterfield Royal Hospital NHS Foundation Trust and Derbyshire Community Healthcare Services NHS Foundation Trust, committed to make improvements covering communication, care and treatment. Covid restrictions, staffing and training, attitudes and environment. The Derbyshire LMNS are working with hospital trusts to achieve key aims by putting in place a number of new initiatives: Risk assessments have been developed within maternity trusts to identify those women who are most at risk and ensure support is available. Internal trust BAME support groups have also been developed to aid the implementation as well as creating awareness amongst staff. A full quality improvement project is underway.

Derby City Dental Access Mini Report

Thanks to people sharing their experiences of trying to access NHS dental services, we have highlighted the issues local people are facing to the NHS.

Healthwatch Derby were made aware that patients were unable to find an NHS dentist which was taking new NHS patients on in the city. One patient who had made a complaint earlier in the year had received a response from NHS England Midlands complaints team. Within the response was a list of 15 dentists within a 2-mile distance of the patient's post code who have an NHS contract.

Healthwatch Derby decided to call the 15 Dentists on the list provided - this is almost half of the NHS dental provision in Derby City - and confirmed this was the case. The report highlights that access to NHS dental provision in Derby City seems to be falling behind the position it was in at the end of 2018 and most of the practices were offering a private option instead.

. Past research and reports have identified tooth decay is largely preventable and the most prevalent disease of childhood. Derby City already has a higher level of tooth decay in the under 5s when measured against the national average. The deprived areas of the city had higher levels of dental disease (decay). Other reports have stated that establishing early good oral health habits should save public resources in the long term by minimising treatment need and preventing children from suffering needless pain.

What difference did this make?

The report was shared with NHS England and NHS Improvement to help them plan improvements to dental provision in the city. The report was also shared with the Derby City Health and Wellbeing board for awareness as well as Joined Up Care Derbyshire for information purposes. The report was also shared with the Local Dental Network.

NHSI have commissioned additional weekend sessions in Derbyshire which will also help to improve access and have provided some assistance for practitioners with ventilation and other safety measures to increase the number of patients that providers can safely see in a day.

Derby City Overview and Scrutiny committee have wrote to the NHS after the reports publication asking for improvements to be outlined in full.

Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



Creating empathy by bringing experiences to life

It's important for the NHS and social care services to step back and see the bigger picture, through hearing personal experiences, and the impact on people's lives.

This provides a deeper understanding than using data alone, can challenge assumptions and motivate people to think and work more creatively. Throughout the Covid pandemic Healthwatch Derby was able to provide Joined Up Care Derbyshire with timely experiences of services and their concerns about taking vaccines. With this information better communications were able to allay many peoples concerns.



Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

We provide forums and access to networks to involve local people the opportunity to feed into the local health and social care system such as the Healthwatch Derby Reference Group. This provides the opportunity for local people to explain their experiences and needs to the service providers and commissioners directly.



Improving care over time

Change takes time. We often work behind the scenes with health and care services to consistently raise issues and push for changes. We have known about dental problems for a long time. In 2016 Healthwatch England published a report highlighting that some people were struggling to access dental care. In 2018 Healthwatch Derby published a dental report for the city and we have continued to hear from the public about access problems. We have followed that up with another report this year and highlighted the issues with the decision makers. Healthwatch England called for reform of NHS dentistry, co-signing a letter to the Chancellor of the Exchequer, calling for NHS dentistry to be accessible and affordable for everyone.

Advice and information

If you feel lost and don't know where to turn, Healthwatch Derby is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. Whether it's how to make a complaint or choosing a good care home for a loved one – you can count on us.

This year we helped people by:

- Providing up to date information on COVID-19
- Linking people to reliable information they could trust
- Supporting the COVID-19 vaccination and booster programme
- Helping people to access the services they need



Helping people get the information they need

Healthwatch Derby plays an important role in helping people to get the information they need, especially through the pandemic. The insight we collect is shared with both Healthwatch England and local partners to ensure services are operating as best as possible during the pandemic.

This year we helped over 5500 people by:

Providing up to date advice on the COVID-19 response locally

Linking people to reliable up-to-date information

Supporting the vaccine roll-out

Helping people to access the services they need

Developed a survey in partnership to gain experience of vaccinations and what fears people have of the immunisation programme



Contact us to get the information you need

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch is here for you.

<https://www.healthwatchderby.co.uk>

01332 643988

info@healthwatchderby.co.uk

Volunteers

We're supported by a team of amazing volunteers who are the heart of Healthwatch Derby. Thanks to their efforts in the community, we're able to understand what is working and what needs improving in NHS and social care.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports i.e. *Mystery Shoppers*



Our volunteers

We could not do what we do without the support of our amazing volunteers. Some of the things they do...

Board Members,

We have a dedicated team of volunteer board members who give up their time and expertise to provide governance to Healthwatch Derby. They provide support in the ongoing day to day operations, strategy and direction as well as support for staff whilst ensuring that everything the organisation does is with what is best for the people of Derby City in mind.

Enter and View

Enter and View is the opportunity for staff and volunteers to visit health and social care premises, observe the nature and quality of care and to collect views from service users, visitors and staff members at the point of service delivery. This is a key part of our work programme. Healthwatch Derby uses these evidence based findings to report associated recommendations and evidence of best practice to the local community and relevant partners, including CQC, Derby City Council, NHS commissioners, quality assurers, Healthwatch England and any other relevant partners.

Section 186 of the Health and Social Care Act 2012 provides for local Healthwatch to carry out Enter and View: Enter and View visits can be announced and arranged in advance with the service provider or unannounced if there is a serious concern. Premises to be visited for an Enter and View are chosen for a number of reasons – comments (negative or positive) from relatives or visitors, comparing services run by the same company or in the same area, or a request from Derby City Council.

I had been caring for my mother who had dementia for some years. Shortly after she died in 2009 I heard about and subsequently joined the Patients Panel covering the Royal Derby Hospital and London Road Community Hospital and I was pleased to find that my experience dealing with my mother helped me a great deal and that I was giving something back to the organisation who had looked after her in hospital.

During the course of my work with the Patients Panel I met Rebecca Johnson from Healthwatch who encouraged me to volunteer for Healthwatch and also trained me to do "Enter and View" (inspections of all kinds of care homes) which I have been doing ever since.

I enjoy all aspects of my volunteering not least knowing that I am also helping care homes and hospitals to be better equipped to help those who need them. Carol.

Meet our volunteers

Mystery Shoppers

Healthwatchers and Healthwatch Champions can also tell us more about their experiences by getting involved in the Mystery Shopper programme or completing a 'One day at a time' diary. Mystery Shopper involves completing a short survey about their observations and experiences following appointments at GP surgeries, hospitals, dentists and opticians and visits to pharmacies. The diary is for anybody using health and social care services on a regular basis – for example, care at home, regular GP or outpatients visits or a course of treatment – whether separate or consecutive days, to tell us more about their experiences than the Mystery Shopper surveys allow. We are looking at new ways of involving volunteers more in the future.

With regards to being a volunteer Authorised Enter and View Representative, I became involved due to having some spare time on hand which I wanted to put to good use by helping in the community..When the opportunity came up to be involved in enter and view I jumped at the chance to get involved therefore. Since becoming involved, I have learnt a number of new skills in terms of how to conduct such visits, this has enabled me to elaborate on my previous auditing experience. I have enjoyed getting out and about and meeting new people and contributing to such an important part of Healthwatch. I hope to continue building on these skills and relationships in the future. Raj

Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch at

01332 643988
info@healthwatchderby.co.uk



Finances and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income		Expenditure	
Funding received from local authority	£214000	Staff costs	£182995
In kind office support	£21000	Operational costs	£23737
		Office support cost	£21000
Total income	£235000	Total expenditure	£227732

Top three priorities for 2022-23

1. Improved media presence
2. Volunteer drive
3. Face to face engagement across the city.

Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that's because of where you live, income or race.



Statutory statements

About us

Healthwatch Derby, The Council House, Corporation Street, Derby, DE1 2FS.

Company Registration Number: 8233546

Healthwatch Derby uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch board consists of five members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2021 – 2022 the board met five times and made decisions on matters such as future work activities including social prescribing and how we can improve our governance by recruiting new board members.

We ensure wider public involvement in deciding our work priorities by using insight from information and sign posting enquiries. board meetings and the use of a lay reference group who usually meet quarterly. We also run various forums online and face to face when possible.

Methods and systems used across the year's work to obtain people's views and experience.

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2021/22 we have been available by phone, by email, provided an information page on our website, provided updates via our website and targeted e-mails to a membership base and partner organisations to share, attended virtual meetings of community groups and forums, provided our own virtual activities and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by workING closely with the West Indian Community and The Refugee Centre.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish it on our website.

<https://www.healthwatchderby.co.uk>

Responses to recommendations and requests

We had no providers who did not respond to requests for information or recommendations.

This year, due to the COVID-19 pandemic, we did not make use of our Enter and View powers into care homes. We did commence and carry out some pilot activity with our local hospital trusts. However, no recommendations or other actions resulted from this area of activity.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

Health and Wellbeing Board

Healthwatch Derby is represented on the Derby City Council Health and Wellbeing Board by Steve Studham Chair supported by James Moore CEO. During 2021/22 our representative(s) effectively carried out this role by attending Health and Wellbeing Board meetings and presenting reports on maternity services, dental services, GP services, homeless services. As well as attending HWBB development meetings

2021-2022 Outcomes

Project / Activity Area	Changes made to services
Covid surveys	Improved Communications / also helped allay community fears over vaccinations
BAME Maternity Services	All Trusts committed to make improvements including communications, training, awareness training
Dental Reports x 2	On going calls for improvements, Overview and Scrutiny Committee have requested a response from NHS for improvements
GP services Report	Improved awareness
Homeless Report	Awareness has been raised across the services and responses received from the Senior Commissioning Manager – Primary Care Dental Services (East) NHS England and NHS Improvement Midlands and Area Service Manager for Substance Misuse Derbyshire Healthcare NHS Foundation Trust
Social Prescribing	Raised awareness of experiences and highlighted areas for improvement
CamTAD Hearing Aid Report	Report was shared with Public Health as part of their research into local services - this has been used as part of their research stage of their homeless needs assessment.
Pre booked hospital appointments	Derby City patient waiting times highlighted and shared



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