



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch Derby

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"The impact that local Healthwatch have is vitally important. Healthwatch are empowering their communities to share their experiences. They're changing the health and care landscape and making sure that people's views are central to making care better and tackling health inequalities."

Louise Ansari, Chief Executive, Healthwatch England

A message from our Chair

Over the past year, Healthwatch Derby has continued to adapt and evolve, ensuring that the voices of people across our vibrant city are heard.

We are proud to have listened to the experiences of over 10,000 people. From neighbourhood outreach to community events and online engagement, we've made it our mission to include everyone – especially those who often face barriers to having their say. All the feedback has helped us build a clearer picture of what is working in local health and care services, and where improvements are needed.

We know that the year ahead will be another tough one for service provision, in the face of big changes in the structure and strategy of the health and social care landscape. However, we are hopeful that the work we have been doing over the past year to ensure people's views are fed into the NHS 10-year plan and other strategic discussions across the city, as well as the county, in partnership with Healthwatch Derbyshire, will help to keep those that use services at the forefront of decision making.

Thank you to the Healthwatch Derby team, including all our dedicated volunteers and Board members for giving their time and expertise. A special thank you to everyone who has shared their experiences and views on health and social service in the city with us – you are at the heart of everything we do and your voice is helping to make a positive difference.



"We are hopeful that the work we have been doing over the past year to ensure people's views are fed into the NHS 10-year plan and other strategic discussions across the city, as well as the county, in partnership with Healthwatch Derbyshire, will help to keep those that use services at the forefront of decision making."

Nav Sahota, Chair, Healthwatch Derby

About us

Healthwatch Derby is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

Ensuring the voices of the seldom heard and most vulnerable, and not just those that shout the loudest, are included in order to tackle inequalities, empower the community and help deliver services that meet people's needs.



Our mission

Healthwatch Derby is a strong independent community champion giving local people a voice that improves and enhances health and social care provision on behalf of the people of Derby.



Our values are:

Inclusive to people and making sure their voices are heard. everyone in the conversation – especially those who don't always have their voice heard.

Credible. Being honest, open and accountable for what we say and what we do. Using good quality local intelligence and data to challenge assumptions and raise awareness of the quality of services.

Influential. Listening to different people's experiences to learn how to improve care.

Collaborative with care providers, Government and the voluntary sector – serving as the public's independent advocate.

Our year in numbers

We've supported more than 10,391 people to have their say and get information about their care. We currently employ 7 staff and our work is supported by 199 volunteers.

Reaching out:



3,535 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

6,856 people came to us for clear advice and information on topics such as how to complain about GP access or NHS services and how to access NHS dental provision.

Championing your voice:



We published 3 reports about the improvements people would like to see in areas like using the NHS app, hospital services and the CQC ratings of the Derby City care homes.

Our most popular report was the NHS app report, highlighting people's struggles in using the app and the lack of local awareness.

Statutory funding:



We're funded by Derby City Council. In 2024/25 we received £235,000 which is the same as last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Derby. Here are a few highlights.

Spring

Part of the Primary Care Recovery Plan highlighted the use of the NHS app to help improve access to GPs and help manage conditions. Our report highlighted lack of awareness and difficulties in use of the app.



We focused on outreach events at GPs, hospitals and marketplaces across the city to gain insight into people's experiences of services.



Summer

We undertook an end-of-life project asking people their experience of the services in Derby. A report was not published due to the small number of participants. However, the data gathered will feed into the local system to help drive improvements.



We provided a report to University Hospitals of Derby and Burton of the experiences of services at the Royal Derby Hospital. This was discussed at quality meetings with the information used to make improvements



Autumn

We started working with Public Health and the wider local health system on informing the Joint Strategic Needs Assessment for Pharmaceutical services.

The final report will be published next year.



We held two events at the Derbion Community Hub – our annual Family Fun Friday and our Share for Better Care Week events. These raised awareness, provided insight and information on making healthier decisions.



Winter

Work with the ICB to engage the public over the NHS 10-year plan began. Engagement with The Workshop and people with learning disabilities and with the African-Caribbean community took place and helped inform the ICB plan.



Cervical screening project in partnership with Healthwatch Derbyshire began.

The report will be produced next year.



Working together for change

We've worked with neighbouring Healthwatch to ensure people's experiences of care in Derby City are heard at the Integrated Care System (ICS) level, and they influence decisions made about services at Joined Up Care Derbyshire .

This year, we've worked with Healthwatch Derbyshire across the city and county to achieve the following:

A collaborative network of local Healthwatch:



We have worked to ensure that the voices of local people's experiences are at the forefront of thinking when the Integrated Care Board, System Quality Group meetings take place. Helping the professionals stay focussed on how the quality of service impacts real people when evaluating performance and making decisions across the system.

The big conversation:



We worked with Healthwatch Derbyshire, The Workshop and the African-Caribbean community to help inform the Joined Up Care response to the NHS 10-year plan.

Building strong relationships to achieve more:



We have worked closely with Joined Up Care Derbyshire, Derby City Council, The Workshop, Public Health and the Derby City Place Partnership Board, as well as having good relationships with Community Action Derby and the wider VCS. This helps us to hear the voices of people from all parts of the community, and this collaborative approach allows for those voices to be heard by the decision makers.

We've also summarised some of our other outcomes achieved this year in the statutory statements section at the end of this report.

Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Here are some examples of our work in Derby this year:

Creating empathy by bringing experiences to life



Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.

A cancer patient was having issues with collecting prescription drugs. The prescription could not be filled due to a supply issue; the patient was a day patient without transport of their own. They had to be sent home with only part of their prescription, was asked to return on multiple occasions and it was still not available. We talked to UHDB and PALS, who resolved the issue with the patient. UHDB discussed supply issues with providers to avoid a repeat of the issues for those who get medication from the hospital pharmacy.

Getting services to involve the public



Local representatives at the Enter and View and PLACE (Patient Led Assessment of the Care Environment) visits at University Hospitals of Derby and Burton NHS Foundation Trust have highlighted issues and helped improvements to signage, accessible parking and toilets, as well as giving feedback, insight and information into their own experiences of care across the services provided. These observations, experiences and suggestions have highlighted the need for improvements that have led to changes, staff training and procedural reviews being undertaken.

Improving care over time



Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.

In 2018, we took a look at Derby's maternity service as a whole to get a snapshot of people's views. Part of the report highlighted that the mental health screening tool seemed to be being used as a tick box exercise. The pressures of time constraints of the antenatal appointment and the format could lead to these questions being asked in this way. To help resolve this issue, the template was redesigned and is now part of the maternity handheld records.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what's working and what isn't, so we can give feedback on services and help them improve.



Listening to your experiences

Raising awareness of the NHS app

The NHS published a Primary Care Recovery Plan setting out how the NHS aims to address some of the pressures facing GPs and other services.

The main pressure the plan aims to tackle is the issue of access. Healthwatch Derby published a recent report on GP access (Healthwatch Derby GP Survey Report 2024).

In its response to that report, Joined Up Care Derbyshire highlighted the NHS app as one of the ways patients can be empowered and supported to manage their own health, along with self-referral pathways and using more services offered from community pharmacy.

Healthwatch Derby staff, in their outreach work across the city, noted they did not recall anyone they had spoken to mentioning the NHS app.

What did we do?

A simple survey consisting of just 3 questions was produced and made available through social media platforms, both our own and those of other local partners across the city. The engagement team also had copies which they used on a face-to-face basis.

Key things we heard:

- 52%** were not aware of the NHS app.
- 14%** Further analysis showed of that 52%, only 14% of Asian/Asian British, Pakistani, Indian or Black/Black British, Caribbean said they were aware of it.
- 28%** of those asked had downloaded the app.
- 24%** could not navigate the app..

Healthwatch Derby recommended:

- An inclusive awareness campaign, both locally and nationally, which includes a better understanding of the benefits of using the app for the individual.
- Improvements to make the app easier to use.
- Ensure there is a set standard for updating the app by NHS professionals.

What difference did this make?

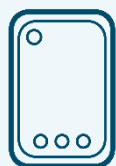
The ICB fully supported the recommendations, especially feeding into the national systems, and will promote the use of the app through its social media pages and usual engagement opportunities using an inclusive awareness approach.

Listening to your experiences

Social care and residential and nursing homes have always been a major part of our work. However, since the Covid pandemic, Enter and View visits into residential and nursing homes have become sporadic, limiting the amount of information we receive.

We have been trying to reposition ourselves and have listened to the wider community and the wider health and social care sector. We undertook a snapshot report on residential and nursing homes locally, based on CQC ratings.

Key things we discovered:



77%

of the homes were rated as Good.

10%

need improvement.

11%

had not been inspected yet.

1%

of the homes were Outstanding.

1%

of the homes were Inadequate.

What difference will this make?

The snapshot report gives a baseline view of the residential and nursing homes within the city.

There are many positives since the last time we undertook this exercise in 2014. 78% being seen as good or outstanding is at the upper end of the national average. 10% requiring improvement is better than the national average of 16%. 1% being seen as inadequate is also in line with the national average.

We did note that there is a 20% drop in registered residential and nursing homes in the city since 2014.

This information will allow us to focus our Enter and View programme for the coming year, open discussions with Adult Social Care and the wider Health and Social care to drive improvements.

Hearing from all communities

We're here for all residents of Derby. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- helping facilitate people with learning difficulties take part in the NHS 10-year plan;
- holding a forum with the African-Caribbean community to feed into the NHS 10-year plan as well as highlighting local issues; and
- reaching out to those whose loved ones had experience of end of life services.



End of life

We undertook a project about the experiences people had when a loved one had been through end of life services.

The results were inconclusive due to the small sample size. However, the positives and negatives raised will be fed into a bigger consultation in 2025/2026 by either the ICB or local trusts.

What difference did this make?

Apart from the families who came forward sharing their experiences to help improve services for others, the ICB and the whole of the health and social care system has developed a strategy to improve end of life experiences across the whole of Derbyshire.

NHS 10-year plan

We worked with The Workshop to help facilitate an engagement with people with learning disabilities so they could add to the local ICB response to NHS England.

We also undertook a forum with the African-Caribbean community to allow them to raise awareness of the consultation into the NHS 10-year plan and allowing their voices to be heard.

What difference did this make?

The data was shared with Joined Up Care Derbyshire and was fed into the ICB response to how Derbyshire will meet the aims and objectives of the NHS locally.

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 6,856 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- providing up-to-date information that they can trust;
- helping them access the services they need;
- supporting them to look after their health; and
- signposting them to additional support services.



Information and signposting

How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but some people don't know where to look.

We can help people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- specific advice and information online
- the contact us form on our website
- at community events
- promoting helpful services across our social media channels
- over the phone
- cartoons to help find services.

Dental care



I was struggling to find a dentist for my family after we had moved to the area. I had tried 111 but all the dentists I had tried were not taking NHS patients. Healthwatch Derby provided me with a couple of phone numbers and I was able to register.
Thank you Healthwatch Derby.
Jane

Cartoons: Winter support

Many people are often at a loss at where to go to get help for their health needs over winter. To help combat this issue, we developed some cartoons with advice to show people where they can go to access support out of hours, including NHS111, A&E or their local pharmacy. These are a friendly way of showing local people which services are most appropriate for their needs.

<https://www.youtube.com/watch?v=kjlpfpkBsVY>



Showcasing volunteer impact

Our fantastic volunteers have given 250 days to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- visited communities to promote our work;
- collected experiences and supported their communities to share their views; and
- carried out Enter and View visits to local services to help them improve.



At the heart of what we do

From finding out what residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

Board Members,

We have a dedicated team of volunteer board members who give their time and expertise up 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.

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

Be part of the change.

If you've felt inspired to become a volunteer, contact us today and find out how you can be part of the change.



www.healthwatchderby.co.uk



01332 643988



info@healthwatchderby.co.uk

Finance and future priorities

We receive funding from Derby City Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

		Expenditure	
Derby City Council (DCC)	£214,000	Expenditure on pay	£182,560
Additional income	£28,700	Non-pay expenditure	£11,645
		Office and management fee	£30,079
Total income	£242,700	Total expenditure	£224,284

Additional income is broken down into:

- £21,000 received from Derby City Council for office support
- £7,700 from Joined up Care Derbyshire (ICB) secondment payments.

Next steps:

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. A project looking at people's experiences of local blood clinics.
2. A project focussing on an area of social care.
3. We are undertaking a project to reach out to the communities who we do not hear from regularly to look at what issues and barriers they are facing with health and social care. This will inform further projects in this area to highlight issues, inequalities and possible improvements.

Statutory statements

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 12 members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board met 6 times and made decisions on matters such as undertaking the NHS app and end of life work. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website, through social media, attended meetings of community groups and forums, held outreach sessions and community events and at Enter and View visits.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We will publish it on our website: <https://www.healthwatchderby.co.uk>

Statutory statements

Responses to recommendations

We had no providers who did not respond to requests for information or recommendations. There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Health and Wellbeing Board, Place Partnership Board and Safeguarding Board. We also take insight and experiences to decision makers at Joined Up Care Derbyshire ICS along with Healthwatch Derbyshire – for example, through the Integrated Care Partnership.

We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Derby is represented on the Derby City Health and Wellbeing Board by Nav Sahota (Chair) and James Moore (CEO).

During 2024/25, our representative has effectively carried out this role by attending meetings and presenting the NHS App report.

Healthwatch Derby is represented on Derbyshire Integrated Care Partnerships by James Moore (CEO) who also is a member of the Derby City Place Partnership Board.

Statutory statements

Enter and view

Location	Reason for visit	What you did as a result
Florence Nightingale Community Hospital	Combining UHDB's PLACE and our Enter and View visits looking at facilities and overall patient experience and annual PLACE	Wrote a report with recommendations – the service followed up on these, and patient safety improved.
Royal Derby Hospital	As above	As above
Queens Hospital Burton	UHDB PLACE programme as experienced representative	Contributed to findings on the day to enable a report to be written by Facilities Management
Radbourne Unit Hartington Unit Kingsway Hospital	Derbyshire Healthcare NHS Foundation Trust annual PLACE	Scored facilities and food and wrote summaries from the patient perspective

2024 – 2025 outcomes

Project/activity	Outcomes achieved
NHS app	Raised and highlighted issues and the need for improvements to app ease of use and awareness
Care home review	Created a baseline to judge local state of care provision

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