

The value of listening

Healthwatch Derby
Annual Report 2023–2024



healthwatch
Derby

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"Over the last year, local Healthwatch have shown what happens when people speak up about their care, and services listen. They are helping the NHS unlock the power of people's views and experiences, especially those facing the most serious health inequalities."

Louise Ansari, Chief Executive at Healthwatch England



Message from our Chair

I have had the pleasure of helping local people get their voices heard by being Healthwatch Derby Chair for another year.

2023/2024 has been a challenging year as we have felt the burden, as many others have, of the cost of living and this has had to make us think carefully about how we do engagement activities.

Thanks to the staff team, with the aid of our volunteers, we have continued to reach out and talk to many people across the City. We have signposted and provided advice and guidance on local health and social care services, advice such as how to get a dentist to how do I make a complaint.

The team have listened to many people's experiences of the City providers, and we have made this information available to the providers, commissioners and the wider health and social care system through the Health and Wellbeing Board and the local Integrated Care System (ICS) so they are aware of what is working and what needs to be improved.

This report highlights where we have influenced improvements particularly with GP and Patient and Liaison Services, but there are many other services which local people's experiences have influenced small improvements which are not always immediately recognised but exist.

As a strong independent champion, Healthwatch Derby have established ourselves as an equitable partner across the City with the ICS, Derby City Place Board and the Health and Well Being Board. Helping to keep the spotlight on people's experiences from across the City, no matter of their age, whether English is a secondary language or they have a need for extra support in some way.

This year was the 10th anniversary of Healthwatch, I look forward to the next 10 where I hope patient voice and experience becomes the norm of how services are designed.

Something Healthwatch Derby will continue to fight for.

Sue



About us

Healthwatch Derby is your local health and social care champion.

We make sure NHS leaders and 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 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.. Use 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.



Year in review

Reaching out:

6855 people

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

4784 people

came to us for clear advice and information about topics such as mental health and the cost-of-living crisis.



Making a difference to care:

We published

3 reports

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

Our most popular report was

Derby City GP Access Survey 2024

which highlighted the struggles people face when trying to see their GP.



Health and social care that works for you:

We're lucky to have

175

outstanding volunteers who gave up 270 days to make care better for our community.

We're funded by our local authority.

In 2023 - 24 we received

£235k which includes £21k in kind office support

which is the same as the the previous year.



We currently employ

7 Staff

who help us carry out our work.

How we've made a difference this year

Spring	 Report identified issues people had in contacting the local NHS PALs. This led to improvements in the contact system and an increase in staffing levels.	 Medicine Order Line report highlighted issues local people were having using the service. Received commitment from the ICS to raise the issues with the senior pharmacist.
Summer	 Undertook an independent review of patients' experiences of a multi-agency approach to coordinating care provision (Team Up), enabling more people to stay at home and assuring quality of service.	 Celebrations of Healthwatch Derby's 10 year anniversary took place at various locations across the City. Raising awareness and involving local people in events to better understand how they can make healthier decisions.
Autumn	 Partnership work through the ICS Healthwatch Partnership development programme to improve how Healthwatch insight is better understood and used to drive improvements	 We created a video about Healthwatch Derby which was played on screens at the Derbion shopping centre which successfully raised awareness and helped recruit new volunteers.
Winter	 GP Access survey, highlighted issues people are having in getting to see a GP. Received a commitment from ICB to fully implement the NHS Primary Care Access Recovery Plan.	 Met with UHDB CEO and Chief Nurse to discuss issues and concerns highlighted in CQC inspection on maternity. Received a commitment that improvements were being made, recruitment was on track. Re-shared BAME women's maternity report 2019 on request to help with service design.

Your voice heard at a wider level

We collaborate with Healthwatch Derbyshire to ensure the experiences of people in Derby and Derbyshire influence decisions made about services at Derby and Derbyshire Integrated Care System (ICS) level.

This year we've worked with Healthwatch Derbyshire across the system to achieve:



Achievement one – Worked in partnership with Healthwatch Derbyshire, Healthwatch England, NHS England and Joined Up Care Derbyshire (ICS) in a pilot ICS Healthwatch partnerships development programme to help develop the relationships with the local system and jointly arrive at potential solutions and future ways of working together, through an Action Set learning approach. Successfully started the process of how Healthwatch insight can be better utilised throughout the system to ensure patient experience is at the forefront of planning services.

Achievement two – Working with Joined Up Care Derbyshire (ICS) to develop a co-production framework. To embed, support and champion co-production in the culture, behaviour and relationships of the Integrated Care System. The framework will provide the necessary interface between people, communities and the ICS, allowing insight to feed into the system and influence decision-making.



Achievement three – We have worked together 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.

Achievement four – We highlight local voices at the Integrated Care Partnership which is a group that brings together NHS, social care and independent and third sector providers to agree the strategy and direction for the Integrated Care System as a whole.





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 this back to services and help them improve.

Improving local services

Last year, we published findings that the public shared with us about their experiences of using the local Patient Advice and Liaison Service, known as PALS. Thanks to this insight, the local NHS PALS team have made improvements to how calls are handled.

The experiences you shared with us were an even mix between people finding it easy and difficult to contact PALS – 44% saying it was easy and 44% saying it was difficult

56%

of respondents said they had called to complain about a service provider..



What did you tell us about contacting PALS?

- ❖ 28% called for advice about a bad experience.
- ❖ 50% used the telephone to contact PALS.
- ❖ 33% used email to contact PALS.
- ❖ The negative comments were mainly about the amount of time it took to access or get a response from PALS.
- ❖ 50% said they had been listened to or their issue had been resolved.

What difference did this make?

- Increased staffing levels to support increased contacts.
- Improvements to the local PALS contact system.
- Awareness raised of people's experiences at governance meetings

GP Access Survey 2024

Healthwatch England's (HWE) 'The public's perspective – the state of health and social care November 2023 report' noted that difficulty accessing GP appointments was one of the most common issues shared last year. One of the conclusions was that people's experiences of booking appointments in 2023 had got worse.

Healthwatch Derby continually receives a number of enquiries from people who are having some difficulties in trying to access GP services. Healthwatch Derby undertook a survey which was promoted and made available through social media platforms, both our own and those of other local partners, and on a face-to-face basis at various outreach locations. The survey was also translated on request. 403 people took part in the survey.

- 73% of those who responded said they found it difficult to make appointments..
- 75% said that their GP practice is worse now than before the Covid 19 pandemic.
- Less than half of the people who responded said they were happy with the consultation they received
- Many people are facing long telephone queues and are still not getting appointments when calling at 8am.

What difference did this make?

- Derby and Derbyshire ICB has given a commitment to implement the NHS Primary Care Recovery Plan in full.
- All GP surgeries move to digital phone systems by the end of March 2024, so patients spend less time waiting on hold.
- A commitment to support the national campaign to raise awareness and sign up to the NHS App and improve functionality.

Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS. Primary care includes general practice, community pharmacy, dental and optometry (eye health) services.

Early diagnosis is key in helping people successfully manage or recover from their condition and can reduce unplanned hospitalisations and reduce pressures on the NHS system.



"I find the receptionists are great when you can get through but it's so difficult to get even onto the wait list on the phone, let alone actually get through and if you aren't through by about 9 then all the appointments are then gone. I understand why they've combined phone services to ease staffing, but it has made it really difficult to get through."

Comment received by Healthwatch Derby

Three ways we have made a difference in 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 services to see the bigger picture. Hearing personal experiences and the impact on people's lives provides them with a better understanding of the problems.

An elderly Asian man with long-term health conditions relies on adult children for languages support. The location of his GP surgery for regular appointments had become problematic due to distance and his children not living at home. Working with Sahara Care, and involving the ICS, a solution was found where the family was able to move the patient to a local service which meets the need and improves his quality of life.



Getting services to involve the public

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

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



Improving care over time

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

In 2020/21 working alongside Healthwatch Derbyshire, we undertook a piece of work asking people what would you do to improve the NHS locally? The findings were given to Joined Up Care Derbyshire. The report significantly added to the intelligence and the findings were considered by the programme leads to inform their submissions to the refreshed STP plan. Some of these changes are now starting to emerge across Derby and Derbyshire. We continue to provide insight, challenge perspectives and champion patient experience.





Hearing from all communities

Over the past year, we have worked hard to make sure we hear from everyone within our local area. We consider it important to reach out to the communities we hear from less frequently to gather their feedback, make sure their voices are heard and services meet their needs.

This year we have reached different communities by:

- We undertook a project with Team Up to call people about their experiences of receiving care at home.
- Example of how you have made sure that the voices from your local community have been heard by local NHS leaders and Integrated Care Systems.

Hearing from people who have care at home

Team Up is creating one multi-agency team across health and social care in Derby and Derbyshire who see all the people in a neighbourhood who are currently unable to leave home without support.

Healthwatch Derby was approached to talk to people by telephone who had been supported by the Team Up service to see if the service was meeting their needs.

As a result, Team Up are committed to use the information to further improve the service:

- Regularly review, assess and make improvements based on people's experiences.
- Continue to identify and communicate with vulnerable and at-risk groups.
- Use the feedback to influence wider plans to make improvements to coordinate care.

Making improvements to accessible toilets at local hospitals.

Through Enter and View and PLACE visits to United Hospitals of Derby and Burton Trust, The staff and volunteers, through observation and talking to patients identified some issues with the accessible toilets.

Some of the red pull cords that are used as emergency alarms were tied up and/or did not have two bangles to pull. (The requirement is one at seat height and one near floor level.)

Some of the waste bins provided were not suitable for people who cannot operate them with their foot and some toilets did not have the correct bins.

As a result, the Trust committed to make improvements to:

- Ensure the red cords are at the correct length, with 2 bangles and untied, so users can access them in an emergency, therefore improving safety.
- New waste bins that are hands free provided to improve sanitary conditions.
- Facilities management committed to ensuring the accessible toilets meet the required condition,



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 finding an NHS dentist, making a complaint or choosing a good care home for a loved one – you can count on us.

This year we've helped people by:

- providing up-to-date information people can trust,
- helping people access NHS dentistry, and
- making it easy for people to find services over winter.

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

- Our 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>





Volunteering

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

This year our volunteers:

- visited communities to promote their local Healthwatch and what we have to offer,
- collected experiences and supported their communities to share their views, and
- carried out Enter and View visits to local services to help them improve.

Some of our volunteer roles

Board Members

We have a dedicated team of volunteer board members who give 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.

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

During my work with the Patients Panel I met Rebecca Johnson from Healthwatch who encouraged me to volunteer for Healthwatch and 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.

Do you feel inspired?



We are always on the look out for new volunteers, so please get in touch today.



www.healthwatchderby.co.uk



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Finance 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.

Our income and expenditure

Income		Expenditure	
Derby City Council (DCC)	£214,000	Expenditure on pay	£222,071
Additional income	£67,520	Non-pay expenditure	£25,732
		Office and management fees	£21,000
Total income	£281,520	Total expenditure	£268,803

Additional income is broken down by:

Additional income is broken down by:

- **£21,000 in kind funding** received from Derby City Council office support
- **£46,520 funding** received from Joined Up Care Derbyshire 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 continue work together with our 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. End of Life report
2. Improved use and awareness locally of the NHS app.
3. Partnership work with Derbyshire Health Inequalities Partnership, Community Action and the wider voluntary sector.



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 7 members who work on a voluntary basis 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 2023/24, the Board met 6 times and made decisions on matters such as project work into GP access and a decision on how we try to make future surveys available to those whose first language is not English.

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 2023/24, we have been available by phone, and email, provided a web form on our website and through social media, as well as attending meetings of community groups and forums and targeted e-mails to a membership base and partner organisations to share, attended meetings of community groups and forums, provided our own activities and engaged with the public through social media and face to face.

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>

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 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 that have been shared with us.

In our local authority area, for example, 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.

Enter and view

This year, we made 20 Enter and View visits. We made over 20 recommendations or actions as a result of this activity.

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 at Florence Nightingale Community Hospital	As at Florence Nightingale Community Hospital
Queen's Hospital Burton	Taking part in UHDB's PLACE programme as experienced patient representatives	Contributed to findings on the day to enable a report to be written by Facilities Management.
Radbourne Unit Hartington Unit Kingsway	Annual PLACE	Scored facilities and food and wrote summaries from the patient perspective

Healthwatch representatives

Healthwatch Deby is represented on the Derby City Health and Wellbeing Board by Sue Cowlshaw, Chair. During 2023/24 she has effectively carried out this role by presenting reports about GP access, the local Patient Advice and Liaison Service and the Medicine Order Line.

Healthwatch Deby is represented on Joined Up Care Derbyshire Integrated Care Partnership by James Moore, Chief Executive Officer, who also is a member of the Derby City Place Partnership Board.

2023 – 2024 outcomes

Project/activity	Outcomes achieved
Medicine Order Line project	Fed into ICS who fed it into the Chief Pharmacist to review service.
Patient Advice and Liaison Service Report	Improvements to the telephone system, more staff recruited.
GP Access Survey	Commitment from the ICS to fully implement NHS primary care recovery plan, improvements to GP telephone and digital services



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