



Intelligence Report

December 2019

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All our reports can be found on our website:
<http://www.healthwatchderbyshire.co.uk/category/our-work/>

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Our most recent work:

Homelessness:

During November to December 2019 we planned a joint venture with Healthwatch Derby to investigate homeless people's experiences of health and social care in Derby City Derbyshire.

We engaged with those who were homeless or at risk of becoming homeless to ask them about their experiences of using health services (including mental health services). We also wanted to find out whether they had encountered any difficulties in accessing services, and what these difficulties were.

The information gathered will be shared with those who run, choose and buy health services in Derby and Derbyshire to help ensure services provided are easy to use and of good quality.

Next steps: The full report will be available on our website once complete and responses have been received.

Domiciliary Care:

Healthwatch Derbyshire (HWD) volunteers are continuing to gather experiences of homecare services (domiciliary care services) in Derbyshire to make sure people are receiving a good quality of care and support.

We have decided to extend this engagement up until March 2020, to enable us to gather more experiences to gain a more detailed picture of what it is really like to use homecare.

The information gathered, along with any recommendations will be shared with the relevant service providers, the Care Quality Commission (CQC) and the commissioners in Derbyshire.

If you would like to complete our survey please visit:
<https://www.surveymonkey.co.uk/r/RVDQNSL>

All responses will be treated confidentially and will remain totally anonymous.

Next steps: The full report will be available on our website once complete and responses have been received.

Falls Prevention:

A number of people who had experienced a fall shared their experiences with HWD, therefore between September and November 2019, HWD undertook a number of engagements within falls clinics and Strictly No Falling (SNF) classes across Derbyshire to explore two themes:

1. Are people provided with falls prevention information when attending their GP or hospital following a fall?
2. Are people being referred and/or made aware of SNF classes?

We spoke to a total of 154 people who had experienced a fall within Derbyshire.

Summary of findings:

- People are referred to a falls clinic for non-injury falls and this was not always felt to be appropriate
- GPs do not always seem to be referring patients following a fall
- People shared positive experiences of the fall prevention pilot scheme in South Derbyshire
- Some people are not provided with further information following discharge from the falls team
- There were mixed experiences of attending hospital following a fall, with many people not being able to recall undergoing a falls assessment or receiving any falls information
- People felt care coordinators could be more proactive in referring people to SNF classes
- People shared very positive experiences and outcomes of attending SNF classes.

Next steps: Our engagement team has decided they would like to explore some of the themes/findings in more detail, therefore this work will continue into early 2020.

Responses received to reports:

Offender health engagement:

During April to July 2019 we engaged with ex-offenders to explore their use of health services. We asked people about their experiences of using health services and if they had encountered any difficulties with knowing where to go and/or how to access a service.

We also wanted to find out about what information, help and support ex-offenders received whilst in prison, and what information they received on release.

To view the full report and responses please visit:

<https://healthwatchderbyshire.co.uk/2019/12/offender-health-report/>

Summary of findings:

- Most Youth Offenders (YOs) had registered with a GP and dental surgery and, although a large proportion of adult ex-offenders had registered with a GP, only half had registered with a dental surgery as this was not viewed as a 'priority'
- Many adult ex-offenders felt there was limited support for people with mental health issues, and felt there should be more emphasis on preventing mental ill health and ensuring people are signposted to appropriate support
- Some adults ex-offenders felt when they asked for help with their mental health they were often provided with medication, rather than offered support to help deal with any underlying issues
- YOs appeared to have no difficulties with finding and understanding health related information and support, whereas adult ex-offenders often relied on their probation officer or GP
- Adult ex-offenders felt there should be more information provided to offenders on release from prison, as many felt unprepared as they were unsure what to do, or where to go with regards to healthcare services
- Majority of the YOs were happy with the health of their lifestyle, however many adult ex-offenders explained they felt unhappy with their lifestyle due to poor diets and mental health.

Response provided by the Health Needs Assessment Group:

- The group agrees that ensuring that offenders released from prison have been provided with information, in an appropriate format, is important to allow them to access healthcare services in the community. The group has considered the information that is provided to all offenders in the community, including those released from prisons, and will continue to work across organisations to further develop information and materials provided to offenders
- There are a number of services that are provided to Derbyshire residents who need mental health support, to complement healthcare services and to help with promoting healthier lifestyles, accessing community groups, accessing education,

volunteering and work opportunities, overcoming barriers in day to day life

These include:

1. Adult Social Care Enablement service
2. The Recovery and Peer Support Service
3. The Independent Living Service (support to maintain tenancy)
 - Development work is in progress to redesign access to community mental health support for those that fall between primary and secondary care and to develop closer working between primary care services and community-based provision (including peer support and self-help approaches). In Tameside and Glossop this is being taken forward by the Living Life Well approach and there are plans to implement a similar approach across Derbyshire
 - The group will continue to work to improve the pathways of care for offenders in the community. Three priority areas that have been identified already are ensuring access into substance misuse, mental health and learning disability and autism services. The group will finalise development and monitor implementation of these pathways
 - Co-location of lifestyle services within probation offices is currently being piloted in Derbyshire, thus providing easier access to specialist advice and support on adopting a healthier lifestyle
 - The group will continue to explore options for improving the health and wellbeing of offenders in the community, and are considering models of care that are commissioned specifically for this purpose in other areas.

Next steps: We will request an update on actions June 2020

DCHS Mystery Shop:

This mystery shop was conducted as a result of public and patient feedback collected by both HWD and DCHS. It was hoped the exercise would offer feedback into how accessible and understandable the Phlebotomy Clinic at Ripley Hospital is to people with a learning disability and offer insight as to the patient experience of attending the clinic.

The site at Ripley Hospital is managed by DCHS but the phlebotomy service and staff are from University Hospitals of Derby and Burton NHS (UHDB).

In partnership with DCHS and Ripley Hospital, HWD volunteers tested the process a patient would follow when attending the hospital for a blood test.

Two volunteers with learning disabilities visited the phlebotomy department at Ripley Hospital.

Summary of findings:

- Both volunteers found the hospital easy to locate with good signs on the approach roads. The entrance to the hospital was also clearly marked
- Limited onsite parking, including disabled parking spaces. Patients are not made aware of other local care parks
- Navigation from the car park to the hospital entrance on the day of the visit was found to be difficult due to a vehicle obstructing the path
- Volunteers did not see a sign for blood tests at the entrance to the hospital, one saw a sign for 'Phlebotomy' but did not know this meant blood test
- Reception staff were found to be friendly and helpful and created a positive experience for one of the volunteers
- The waiting area was described as 'difficult' and 'squashed' and there were not seats together, so the volunteer's supporter had to stand
- It was felt that the ticket dispenser could be more visible upon arrival at the clinic
- Volunteers felt it would be helpful for the clinic to display their current waiting times
- Volunteers felt the introduction of an audible display machine to assist waiting patients unable to see or understand the visual display would be very beneficial.

Summary of response provided by DCHS:

- Due to current restraints it is not possible to provide any further disabled spaces however, at present, they are compliant with their disabled to non-disabled parking space ratio
- They are currently exploring the possibility of providing details to patients of alternative parking in the local area. A map has been sourced with the intention to send this with appointment letters
- They already have a 'BLOODS' sign which will be made more visible
- Other clinics also use the waiting room and there is currently no other space in which to expand. DCHS are looking at this to see if they can make it more user friendly for people with mobility aids
- They will review the place and signage of the ticket machine to help with visibility and ease of use
- DCHS are looking to have volunteers available at key times to help and support vulnerable patients.

To view the full report and responses please visit:

<https://healthwatchderbyshire.co.uk/2019/11/mystery-shop-exercise-completed-at-ripley-hospital/>

Next steps: We will request an update on actions May 2020

Update on actions received to reports:

Mental health information and signposting in Erewash

In 2018, Mental Health Together (MHT) spoke to 105 mental health service receivers and carers in Erewash about their experiences of accessing information on mental health services from their GP surgeries.

To view the full report and the provider response/update please visit:

<https://healthwatchderbyshire.co.uk/2019/02/mental-health-information-and-signposting-in-erewash/>

Summary of update:

- There is a Mental Health Support Package on all Erewash Health Partnership Practice websites under 'Community Support and Events.' They are currently receiving patient feedback on the packages to be able to develop them and tailor them to meet the needs of patients
- Work is underway to set up social prescribing events i.e. Monthly Social Connector Information Drop-In and Appointments (Long Eaton, Ilkeston and Sawley)
- Community coffee mornings have been set up in Ilkeston and Long Eaton where patients can chat, meet others and socialise
- The waiting area screens are updated with local community events including the new chaplaincy service at Littlewick, Social Connector Information Drop-Ins etc.

Orthotics at London Road Community Hospital (LRCH):

Between November 2018 and January 2019 we visited a number of orthotic clinics at LRCH and spoke to a total of 60 patients about their experiences of the service.

LRCH have provided an update on the actions they had made in response to the recommendations made in the March 2019 orthotics report.

Summary of update:

- The administration services are now sending letters advising patients of the anticipated waiting times for appointments
- In order to reduce waiting times, receptionists have been informing patients of any delays in running times
- Information advising patients on the clinic's patient administration system has been made available to inform them on how they can receive text reminders for appointments
- The message on the orthotics answer phone has been updated to include advice that the call will be returned within 24 hours
- There has been an implementation of a BS 9001 quality assurance registration which has resulted in a decrease in the number of orthoses needing amendments

- Posters have been put up in the clinic to inform patients of their entitlements
- Personalised instruction templates including detailed clinical notes on how to use orthoses and the positive effects they can have on patients are now in full use.

To view the full report and the provider/update response please visit:

<https://healthwatchderbyshire.co.uk/2019/04/orthotics-report/>

Next steps: We will continue to monitor comments regarding orthotics at LRCH.

Experiences of discharge at the Royal Derby Hospital (RDH) and Queen's Hospital Burton (QHB):

During February 2019, Healthwatch Derbyshire and Staffordshire undertook a total of four engagements at the RDH and QHB discharge lounges to find out about people's experiences of being discharged from hospital. A summary of findings and the provider's initial response were highlighted in the May edition of the intelligence report.

Summary of update:

- They continue to work towards their discharge accreditation for the wards, which will include improved and timely communication with patients and carers. As a Trust they have recently started working on ensuring patients within their wards are having their care in a timelier way. This is an extensive piece of work that is challenging the time on internal waits. They are hoping this piece of work will improve the journey through their trust for patients
- The hospital-to-home team have been into the Trust and met with the integrated discharge support team, they have regular updates from the services which they share with the relevant teams within the Trust
- They continue to work on the length of time patients wait in the discharge lounge, and their aim remains no longer than two hours. They are trialling a pharmacy technician on the discharge lounge at Burton and capturing the effectiveness of this. If this proves a success they will look at this becoming a permanent position on both sites
- Patients waiting in the lounge should be offered the opportunity to be assisted to change into their own clothes. Where this isn't possible, a pair of disposable pyjamas are offered to maintain privacy and dignity
- They continue to review how they can ensure communication with patients and carers is better. They recently had a week-long event that focused on how to improve the discharge of patients from wards and following this event the ward teams involved are reevaluating information and considering new information leaflets.

Next steps: We will continue to monitor comments regarding discharge at UHBD.

Reports which require further updates:

Dementia services:

An update of actions pledged in response to our report were highlighted in the December 2018 edition of the intelligence report. We have now requested a further update on actions pledged against the recommendation made in response to this report.

The update will be available on our website once received and a summary will be provided within the next edition of the Intelligence report.

To view a copy of our dementia report and the update on actions please visit:
<https://healthwatchderbyshire.co.uk/2018/05/dementia-report/>

Improving Access to Psychologies Therapies (IAPT):

MHT was approached by the CCG to undertake a piece of work to support the recommissioning of IAPT services in 2020 as they want a new model which is more locality based and provides fairer access for those most in need. MHT was asked to gather the views of past and potential users of the service to feed into the service specification. Procurement is due to take place in 2019, we will soon request an update on progress.

To view a copy of our IAPT report and the update on actions please visit:
<https://healthwatchderbyshire.co.uk/2018/10/improving-access-to-psychological-therapies/>

Creative engagement with Children and Young People (CAYP):

In June 2018, HWD met with commissioners for children's services, who explained they would be keen to find out what helps CAYP to make healthy lifestyle choices. We spoke to approximately 900 CAYP and their parent/carers about the barriers to making healthy lifestyle choices, and we asked how they felt this could be improved. A summary of findings, along with the commissioners initial response were provided in the September edition of the Intelligence report. We will request an update on actions in February 2020.

To view a copy of our creative engagement report please visit:
<https://healthwatchderbyshire.co.uk/2019/08/children-and-young-people-creative-engagement/>

Chesterfield Royal Hospital (CRH) Mystery Shop:

In partnership with the RDH and CRH, HWD volunteers tested the journey patients would follow when visiting the hospitals for an outpatient appointment. A summary of findings and the provider's response were highlighted in the May edition of the intelligence report. We have now requested an update on actions, which will be available on our website once received and a summary will be provided within the next edition of the Intelligence report.

To view the report and the full CRH response please visit:
<https://healthwatchderbyshire.co.uk/2019/05/mystery-shop-exercise-completedatchesterfield-royal-hospital/>

Carer's engagement:

During January to March 2019, we engaged with carers around their experiences of health and social care services. Derbyshire County Council will use the findings from this report to inform the refresh of the Carers Strategy in 2019 and they are committed to working with key partners as part of Joined up Care Derbyshire to develop and improve support for carers through the strategy and multi-agency action planning. A summary of the findings and responses were highlighted in the September 2019 edition of the intelligence report and we will request an update on actions in February 2020.

To view a copy of our creative engagement report please visit:
<https://healthwatchderbyshire.co.uk/2019/08/carers-report/>

NHS Long Term Plan (LTP):

Healthwatch England (HWE) was commissioned by NHS England (NHSE) to support public engagement around the plan across the 42 Sustainable Transformation Partnership (STP) areas. Derbyshire's STP is called Joined Up Care Derbyshire (JUCD), which brings together health and social care organisation across the county. For more information please visit:
<https://www.joinedupcarederbyshire.co.uk/>

Engagement took place between March and April 2019 and we were tasked to complete 250 surveys and facilitate two focus groups around how people think the NHS should change, including how people think support for long term conditions could be improved.

A summary of the findings and responses were highlighted in the September 2019 edition of the intelligence report. Once the plan has been published, we will monitor the implementation.

To view a copy of our NHS LTP report please visit:
<https://healthwatchderbyshire.co.uk/2019/08/nhs-long-term-plan-for-derby-derbyshire/>

Enter and View (E&V) Reports:

HWD maintains a statutory responsibility to undertake E&V visits to a variety of NHS and social care adult services which receive any income from public funding. An E&V visit is not an inspection but is complementary to the regulatory and quality monitoring work undertaken by the CQC.

For more information on our E&V programme please visit <https://healthwatchderbyshire.co.uk/about/about-enter-and-view/>

Whittington Moor Surgery E&V visit:

The E&V visit was arranged to capture the views and experiences of patients and staff and to explore the overall patient experience when accessing and using the service. We aimed to identify areas of patient satisfaction, good practice and any areas that may need improvement.

Summary of findings:

- The authorised representatives (ARs) spoke to 11 patients and one member of staff
- Most of the residents were complimentary about the care and treatment they received, as were the ‘friends and family’ responses displayed in the waiting rooms
- Some comments around the difficulty in getting appointments
- Plenty of notice boards evident, the most important information were displayed on several, regularly updated screens
- Toilets appeared to be poorly signed

To view the full report and response please visit:

<https://healthwatchderbyshire.co.uk/2019/09/whittington-moor-surgery-enter-and-view-visit/>

Mental Health Together (MHT):

Physical health for people living with a serious mental illness project:

MHT received funding from Health Education England (HEE) to find out how services can best support people to stay physically healthy as well as mentally healthy. MHT has been listening to the views and voices of people living with schizophrenia, bipolar disorder and psychosis about their thoughts on health checks and experiences of accessing any service that supports them to be healthy.

MHT has been making good progress with its Severe Mental Illness Physical Health project. Over 150 surveys have been completed from across most parts of Derbyshire. We are now analysing the results so far and preparing to put together an interim report for commissioners in January 2020. This will then determine the future direction of the project. Healthwatch England (HEE) has agreed to allow funding for the project to be

carried forward after March 2020 which gives us plenty of scope to do a very comprehensive piece of work.

Where are MHT experts having an influence?

MHT has regular opportunities for their experts to attend a range of mental health and social care meetings. They do an excellent job of speaking up about issues related to the experience of living with, or caring for someone with, a mental health condition.

Over the last six months, MHT experts have had the opportunity to help Derbyshire Healthcare NHS Foundation Trust (DHCFT) reshape their services.

Experts have attended workshops on various service areas including:

- Older adults
- Working age adults
- Perinatal care
- Substance misuse
- Rehab and forensic
- Eating disorders.

If you would like to see some of the feedback from those who attended, this information is available in the MHT Autumn/Winter 2019 Newsletter. Please visit:

<https://healthwatchderbyshire.co.uk/mental-health-together/news/>

Current and future engagement priorities:

Over the next few months we will be undertaking further engagement to explore:

- Experiences of accessing the pain management service
- Diagnosis and support for people with COPD
- Communication between services i.e. hospitals and GP practices
- A&E process.

Useful tools and resources:

STOP! I have a Learning Disability:

HWD and the Good Health Group (part of Derbyshire County's Learning Disability Partnership Board) have developed a poster entitled - STOP! I have a learning disability.

It can be given to people with learning disabilities to take to appointments and can also be displayed in GPs, dentists and hospitals.

The poster includes prompts for practitioners and patients to agree non-verbal signals if they are in pain, want to ask a question or need further support at the beginning of treatment or a consultation.

To view the poster please visit: <https://healthwatchderbyshire.co.uk/2018/01/stop-i-learning-disability/>

Top Tips for Learning Disability Carers:

This leaflet is intended to provide information for learning disability carers regarding access to health and social care services for the cared for person and some additional information about carers' rights and support.

To view the leaflet please visit: <https://www.healthwatchderbyshire.co.uk/wp-content/uploads/2015/08/Top-tips-for-LD-Carers.pdf>

Good Practice Guide to Consultation and Checklist:

This has been produced to ensure meaningful and lawful public engagement in changes to health and social care services.

To view the guide please visit: <https://healthwatchderbyshire.co.uk/stp-derbyshire-joined-care/best-practice-guidance-consultation/>