

Annual report 2019-2020

Making your voice count

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About us

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Here to make care better

The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch, we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review, sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.



‘I’ve now been Chair of Healthwatch England for over a year and I’m extremely proud to see it go from strength to strength, highlighting the importance of listening to people’s views to decision makers at a national and local level.’

A handwritten signature in black ink, which appears to read 'Robert Francis'.

Sir Robert Francis, Healthwatch England Chair

Message from our chair



John Simmons
Healthwatch Derbyshire chair

It doesn't seem seven years since we moved into this new organisation, Healthwatch Derbyshire. Much has happened in those seven years and there have been many areas of success. This year 2019/20, however, has felt really strange.

The year 2019 was very much a 'normal' year with our focus on themed engagement as well as responding to the public's enquiries. Enter and View remained a central part of the activity and the assistance we received from our tremendous group of volunteers, together with the continued commitment of all our staff, enabled the organisation to continue the progress achieved since 2013.

Our priorities continue to be based on the Insight and Intelligence Group who look at the comments and enquiries received together with our direct findings. From this information, 'themes' emerge which form the basis of the agreed direction. It is important to stress here that there is lay representation involved in setting these priorities since we see it as vital that the community is part of the decision making process.

All the issues looked at and reported on are available on our website so I am not going to list them here. However I will highlight two points, firstly the NHS Long Term Plan survey. This was undertaken jointly with Healthwatch Derby which was coordinated by us and all reports were submitted on time! Secondly, we have undertaken a joint exploration of Homelessness and Rough Sleeping with Healthwatch Derby and that report will be out shortly.

So, a successful 2019, but then came 2020. We here, like everywhere else, have been overtaken with the impact of Covid-19. Healthwatch Derbyshire is involved in regular discussions with the local authority and the Derbyshire CCG about the role we can play to help, given that our usual activities have had to be lessened. We remain focussed on signposting and responding to all enquiries and concerns but we also wish to contribute further where appropriate. Also, especially given our continuing contract for Mental Health Together, we are involved in answering concerns and worries held by many. Emotional sustainability is going to be crucial in bringing us through this crisis and we are trying to play a full part.

Finally, as in previous years, I wish to pass on my thanks to our staff, volunteers and Board members, all of whom continue to show massive commitment to the complex tasks we carry out.

Pleasingly, there have not been many changes in either the staff group or Board membership but I would wish to say thanks to anyone who has left in the past year and a big welcome to those who have joined us.

Our priorities

Last year we spoke to 3558 people regarding their local health and social care services. This feedback helped shaped our work priorities for the year and led to the following four pieces of work.



- Engagements with carers to ensure they are listened to by professionals



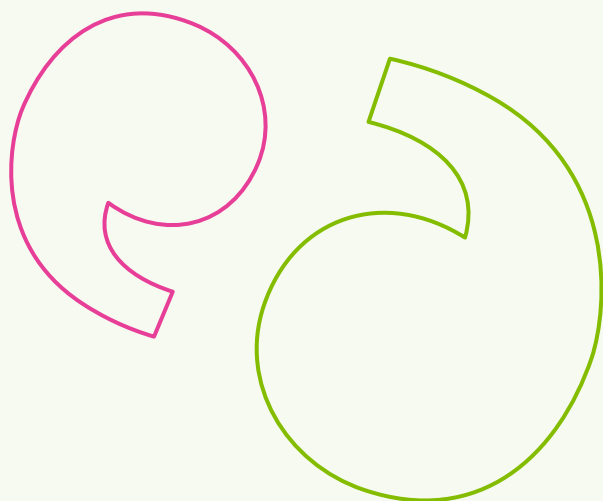
- Continued engagements with individuals in acute mental health units to give them a voice

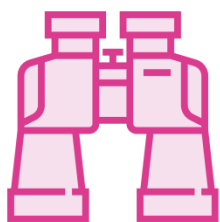


- Raising awareness of Healthwatch and encouraging people to share their views with us



- Utilising our enter and view function to help improve services for people attending hospitals





Our vision is simple

Health and care that works for you. People want health and social care support that works, helping them to stay well, get the best out of services and manage any conditions they face.



Our purpose

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



Our approach

People's views come first, especially those who find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



How we find out what matters to you

People are at the heart of everything we do. Our staff and volunteers identify what matters most to people by:

- Visiting services to see how they work
- Running surveys and focus groups
- Going out in the community and working with other organisations



Find out more about us and the work we do

Website: www.healthwatchderbyshire.co.uk

Twitter: @HWDerbyshire

Facebook: @HealthwatchDerbyshire

Highlights from our year

Find out about our resources and the way we have engaged and supported more people in 2019-2020.



Health and care that works for you



We have

56 volunteers

helping to carry out our work. In total, they gave us 2217 hours of their time.

We employed

13 staff

We have 10 staff full time equivalent.

We received

£321,144 in funding

from our local authority in 2019-20, which is unchanged from the previous year.

Providing support



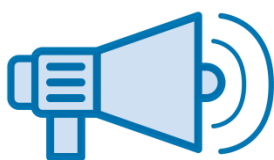
1178 people

shared their health and social care story with us.

1709 people

accessed Healthwatch advice and information online or contacted us with questions about local support.

Reaching out



32,409 people

A total of 27,732 people engaged with us through our website, 1119 people engaged with us through social media, and 3558 people engaged with us at community events.

Making a difference to care



We published

15 reports

about the improvements people would like to see with their health and social care, and from this, we made 73 recommendations for improvement.

How we've made a difference



Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Derbyshire.

Understanding the quality of life for carers

In 2019, Healthwatch Derbyshire spoke to 428 carers to find out how their role as a carer can impact on their quality of life. We engaged with carers through visiting local groups and events, via telephone calls and through home visits.

Below highlights several issues that were raised and what happened as a result of people sharing their views with us.

Carers' rights

A large proportion of carers were unaware of their rights and told us they would not know how to find out about their rights.

‘I would like clearer, simpler information about my rights. I don't want to have to constantly chase and fight for them.’

As a result of this, Derbyshire Carers Association (DCA) told us there would be a local drive to promote carers' rights during Carers Week across the system. Furthermore, new information about carers' rights has since been added to the Carers in Derbyshire website.



Jenny cares for her dad who has dementia. She says that caring can be exhausting, so having a strong support network is essential.

Time for self and social contact

Carers explained that being a carer is a 24/7 role and many felt they had very little or no time to themselves and were often unable to maintain social contact due to time, finances and unpredictability of the cared for.

‘I just don't have the time. I don't see how I can find the time. Caring is isolating, it is all-consuming, it's constant.’

As a result, DCA introduced a telephone befriending service. This service allows isolated carers the chance to talk to a volunteer once a week, providing a much-needed opportunity for social contact.

Respite

A very small number of carers had support from family and friends, which enabled them to get a couple of hours per week to themselves. Carers told us it would be helpful if they could have some form of respite once in a while.

‘I would like a regular break to get myself together and maybe have a coffee with a friend.’

Derbyshire County Council (DCC) has commissioned a service with DCA which provides different opportunities for carers to take a break and provide information about accessing respite for loved ones. They are continuing to

explore new ways to provide breaks for carers through technology, partnerships and initiatives.

Support and information

Carers felt they needed more support to effectively care for their loved one and also look after their own health and wellbeing.

‘The pressure of caring and supposedly knowing everything is often too much to bear.’

DCA has since developed a carer training and learning programme that will include carer resilience and mindfulness for carers.





Derbyshire Healthcare NHS Foundation Trust training opportunity

Since June 2019, Healthwatch Derbyshire has worked with Derbyshire Community Health Services NHS Foundation Trust as part of their frailty training programme.

We had the opportunity to raise awareness of Healthwatch with their staff and encouraged them to share this information with colleagues and patients.

Over the months, training sessions have taken place with around 100 staff members attending.

People attending the training sessions primarily cared for individuals who are frail and often housebound. Many staff members gave us positive feedback, saying that the opportunity to give feedback anonymously is important to frail and potentially vulnerable people as they have people frequently coming into their home.

These sessions also proved to be useful to staff members who appreciated the opportunity to share their views on how services could be improved in order to improve patient experience.

“The collaboration of organisations, including Healthwatch, to deliver learning is time and time again reported back by learners as fundamental and a ‘huge’ step forward in working and learning together to meet the needs of our patients across Derbyshire.” ***Specialist Lead Trainer – End of life and Dementia***



Healthwatch engagements at the mental health units in Derbyshire

Healthwatch Derbyshire, along with Derbyshire Healthcare NHS Trust, believe that it is critical that inpatients at both the inpatient units in Chesterfield and Derby are given regular opportunities to talk about and share their experiences of their time on the mental health wards, and to have these experiences listened to and responded to.

Due to changes in the commissioning of Mental Health Together (MHT) the MHT team and its volunteers were no longer able to carry out this role. HWD did not want to lose this function if possible, and undertook conversations with the head of nursing for the Hartington and Radbourne units to consider the sustainability of engaging with inpatients and how it might be carried forward.

It was agreed that moving forward, Healthwatch would continue to engage with patients at the units, however, the method of engagement would change

from ward visits to a regular monthly visit to each of the hubs supported by the recreation staff at the Trust.

Engagements commenced in May 2019 and are delivered as two hour 'craft and conversation' sessions where participants are able to take part in a planned craft activity and, at the same time, share their experience of their time on the ward.

The team have been able to speak to patients about various aspects of life on the wards, including activities, discharge process, environment and cleanliness, privacy, dignity and respect, choice, information, food and much more.

Feedback from the engagements is then shared with the Trust's recreation and nursing staff, enabling issues and feedback received to be acknowledged and, where possible, addressed.



Feedback from the team has supported the Trust to better understand the experiences of patients on the ward and allowed feedback to be delivered to the correct team/individual.

Below are some examples of feedback we received and what happened as a result.

Restrictive practices

Patient feedback: Patients talked about their concerns around the use of restrictive practices; issues were raised across both units with ward door, kitchen door locking, etc.

Trust feedback: The Trust has introduced a Reducing Restrictive Practice working group which has patient representatives in its membership. The agenda covers a number of restrictive practices and will look at the evidence base, the current practice and how to improve.

Information and communication

Patient feedback: Patients raised concerns around the weekly ward meetings not being well attended or even happening, and the lack of feedback provided at the community meeting from issues raised at previous ones.

Patients also expressed a desire to have more time to talk to the staff and for the staff to be more accessible.

Trust feedback: Patient meeting minutes are now displayed on the ward and a copy for the last three months is kept in the nursing office. Senior nurses and matrons audit this. The Trust has introduced a one-out-all-out system whereby all staff members make themselves available on the ward at a set time each week. This initiative is going well and is increasing staff and patient time.

Privacy, dignity and respect

Patient feedback: Concerns were raised by patients around the use of seclusion and making it safer and less distressing for patients and staff.

Feedback from Trust: The Reducing Restrictive Practice working group is looking at seclusion as a priority. A monthly audit is now being completed by the head of nursing to identify current practice, themes and areas for improvement.

Safety pods have been purchased to be used proactively with people who are distressed. The pods are specially designed bean bags that allow physical restraint to be carried out safely.



Share your views with us

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.

Website: www.healthwatchderbyshire.co.uk

Telephone: 01773 880786

Email: enquiries@healthwatchderbyshire.co.uk

Long Term Plan

#WhatWouldYouDo

Highlights



More than 40,000 people shared their views nationally with Healthwatch.



Our network held over 500 focus groups reaching different communities across England.



Healthwatch attended almost 1,000 community events.

NHS Long Term Plan

Following a commitment from the government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its key ambitions over the next 10 years. Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

Here is a summary of our work and what we found:

Working with Healthwatch Derby, we asked people #WhatWouldYouDo to improve the NHS locally. The top issues that people told us they wanted services to focus on are:

- Easy access to health-related information
- Joint decisions to be made between patient and professional

- For people to be able to stay at home as long as possible at end of life
- Strong communication throughout care.

What are we doing about it?

The report was shared with Joined Up Care Derbyshire, Derbyshire and Derby's Sustainability and Transformation Plan (STP). Our report significantly added to their intelligence and the findings were considered by the programme leads to inform their submissions to the refreshed STP plan.

To view the whole report and the Joined Up Care Derbyshire response, please visit:

<https://healthwatchderbyshire.co.uk/2020/01/nhs-long-term-plan-for-derby-derbyshire/>

Helping you find the answers

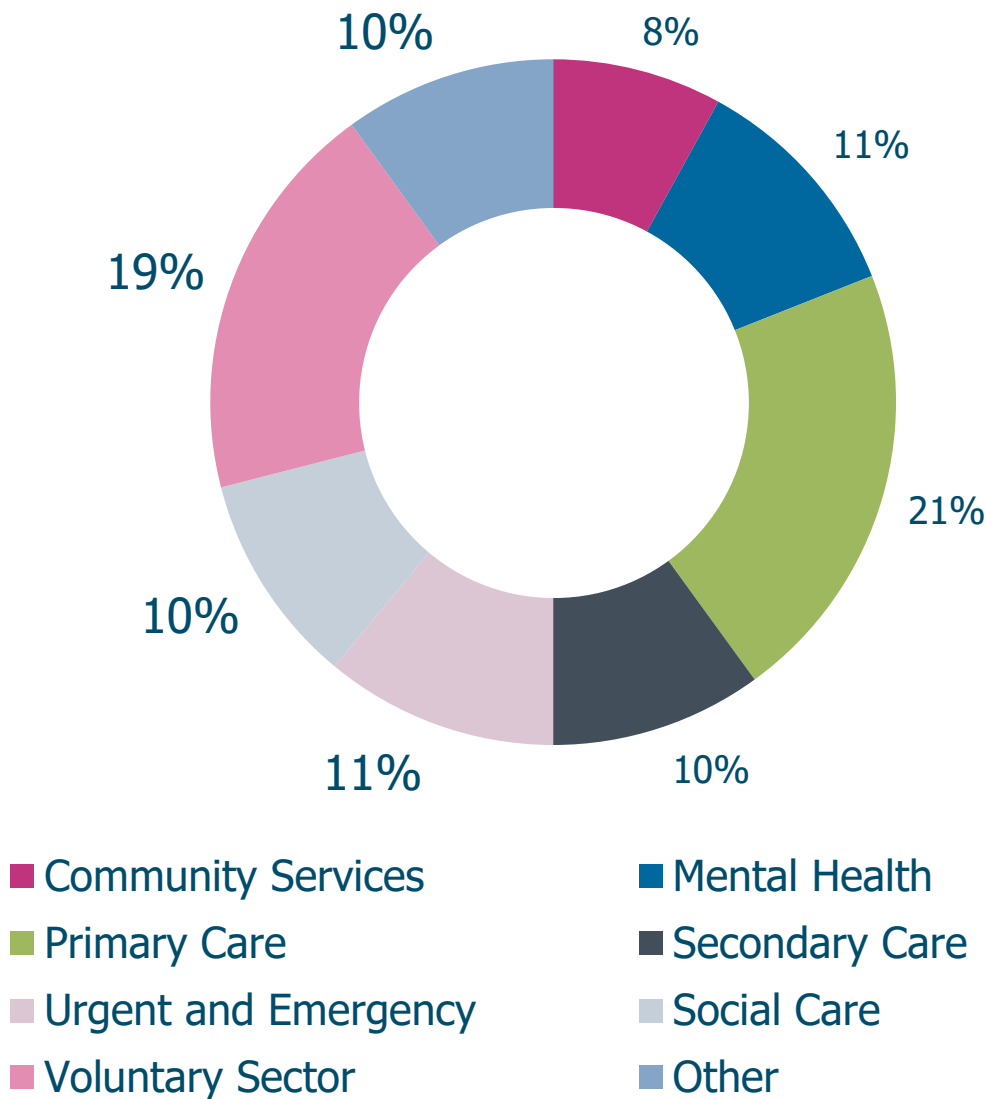


Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.

This year we helped 3558 people get the advice and information they need by:

- Providing advice and information articles on our website
- Answering people’s queries about services over the phone, by email, or online
- Talking to people at community events
- Promoting services and information that can help people on our social media.

Here are some of the areas that people asked about:





Example story 1:

John was struggling to care for his wife who had recently been diagnosed with dementia and he found it difficult to read information leaflets he had at home. Our engagement officer sent John information on local carers organisations and support groups in large print so he could read them. This gave John the confidence to seek support for himself and he and his wife now attend a local support group. He said it was the first time in a year they had been out of the house together.



Example story 2:

Sarah felt that there was a barrier to accessing IAPT services as she was only given a telephone number from her GP but felt uncomfortable talking on the phone. Our engagement officer told Sarah that she could apply online to get the help she needed. Since this, Sarah has done the first stage of her assessment. She said she never would have looked at applying online if it wasn't for Healthwatch and is looking forward to starting counselling.



Example story 3:

David spoke to us regarding a balance problem he had and was concerned about his risk of falling. We signposted him to an appropriate organisation and as a result of this, he had a visit from a community physiotherapist and is now taking an eight-week course on improving and coping with his balance.



Contact us to get the information you need

If you have a query about a health or 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.

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Telephone: 01773 880786

Email: enquiries@healthwatchderbyshire.co.uk

Volunteers



At Healthwatch Derbyshire we are supported by 56 volunteers who help us find out what people think is working, and what people think should happen to improve services in the community.

This year our volunteers:

- Acted as networkers to raise awareness of the work we do at events, in the community and with health and care services
- Ran engagement events and used local networks to share our surveys and generate comments and feedback
- Acted as volunteer mystery shoppers observing the quality of publicly funded health and social care services and made recommendations for improvement
- Sat on our Intelligence, Insight and Action (IIA) group to help steer our work priorities
- Undertook various projects observing how services are being delivered with the aim of improving them.

Volunteers improve patient experience at Chesterfield Royal Hospital

Thanks to the hard work of a group of volunteers, instrumental changes have been made to the outpatient department at the hospital.

Our volunteers conducted a mystery shop at Chesterfield Royal Hospital (CRH) testing the journey a patient would follow when being invited to the hospital for an outpatient appointment.

In January 2020, we were able to meet with the hospital in order to discuss progress made towards implementing the recommendations made following the mystery shop.

We were pleased to note that many of these recommendations had been implemented, including:

- Rest areas in corridors
- Improved signage
- Improved communication over waiting times.



Our volunteers are committed to improving health and social care services

We also suggested a review of the outpatient clinics to ensure patient privacy, adequate space for wheelchairs and to create a better environment for those with a hearing impairment.

The hospital is now undergoing a review of all outpatient reception areas and continues to use the recommendations within our report in the planning and reviewing of these clinics.



Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch with us.

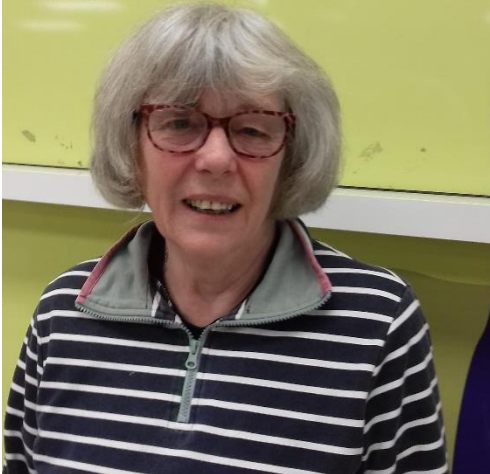
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Email: enquiries@healthwatchderbyshire.co.uk

Our volunteers

We could not do what we do without the support of our amazing volunteers. Meet some of the team and hear what they get up to.



Sandra

'I applied to Healthwatch Derbyshire as I felt my knowledge and skills would help with their aim of ensuring local services are provided in the best way possible.'

'I am proud to have played a key role in the mystery shop at Chesterfield Royal Hospital which prompted changes to the hospital's outpatients departments and to have worked on a project looking at Home Care Services.'



Joe

'I started volunteering with Healthwatch Derbyshire as a psychology student at the University of Derby. I feel that volunteering and being part of project planning and focus groups has improved my communication skills and boosted my confidence. It has added to my CV and provided me with a positive work experience.'



Shirley

'I believe that patients/service users are at the centre of all Healthwatch Derbyshire's activities.'

Volunteering with Healthwatch is a great opportunity to make a difference and influence the quality of local health and social care services. There is great support for people who volunteer with HWD both from staff members and from fellow volunteers.'

Our volunteers make such a difference to the work of Healthwatch Derbyshire. They not only increase our capacity, but give us a breadth of skills, experience and expertise that make our Healthwatch a bigger, better, richer and more effective organisation. I want to say a big thank you to every volunteer for every hour committed. Without your input we would not be the organisation we are today.'

Helen Henderson-Spoors
Healthwatch Derbyshire Chief Executive



Enter and View



Enter and View

Over the 2019/2020 period, we conducted six Enter & View visits within a range of service settings, including:

- **GP practices**
- **Residential care services**
- **Mental Health inpatient service units**

Across the six visits undertaken, 11 of our authorised representatives interviewed:

- **43 patients/residents**
- **27 members of staff**
- **5 relatives of those using the service**

Enter & View visits are an opportunity to identify and acknowledge good practice and encourage organisations to build on this. Where shortcomings are identified, the recommendations are generally well received. Providers are required to respond to recommendations and return visits to services are made to ascertain how services have changed as a result of the Enter & View visit.

What did we find?

- The quality and skills of staff were high throughout
- A sense that services were all trying to deliver a user-centered approach
- Service users felt confident with raising concerns if they felt they needed to
- The provision of a range of methods of communication of information to others.



What did our visits achieve?

GP Practices

- Enhanced a patient appointment system
- Improved the communication system for making complaints
- Identified the need for ventilation in the waiting area.

Residential Services

- Identified various environmental hazards needing attention
- Improved the quality of bathroom environments
- Prompted some environmental re-design to benefit residents.

Mental Health Units

- Prompted the review of visiting times
- Improved communications regarding availability of a dedicated 'family room' for visiting
- Prompted additional monitoring of patients' awareness of their care plans.

Mental Health Together



Mental Health Together



Mental Health Together (MHT)

MHT was commissioned in 2017 to give service receivers and carers a greater say in the services they access; ensuring they are listened to and that their experiences are at the heart of service design and delivery.

The service has undergone significant challenges since it was set up in 2017 due to funding cuts and the resulting loss of several workers by the end of 2018. We are now more than a year down the line from those changes and we've survived and have even had some surprise new funding for a special project during this last year.

Experts by Experience

Our Experts by Experience (EbE) volunteers are vital to the role of MHT and an absolute joy and privilege to work with. We recruited and trained some more people during this past year and now have 26 EbE who have personal experience of living with, or caring for someone with, a mental health condition. Amongst them, they offer a wide range of experience of many different conditions and their insight is invaluable. At MHT, our job is to match up EbE with the opportunities which are out there to shape and influence the mental health and social care agenda.



Niki, Aileen and Kath, our Mental Health Together team

During 2019/20 we have supported EbE to attend a wide range of meetings and forums. This included providing EbE to help review many of the service areas of Derbyshire Healthcare NHS Foundation Trust. A full report on this work was included in our autumn/winter newsletter:

<https://healthwatchderbyshire.co.uk/wp-content/uploads/2019/10/JS1146-MHT-Newsletter-Autumn-Winter-2019.pdf>.

After 20 years' experience of mental health services, as a person with complex mental health needs and her carer, we were finally able to sit down with clinicians at the same table and talk together.'

HWD Expert by Experience

Severe Mental Illness & Physical Health Project



In June 2019, we were very fortunate to receive some one-off funding from Health Education England to carry out some in-depth engagement with people who live with a severe mental illness (SMI), for example, schizophrenia or bi-polar disorder. The engagement was specifically about the barriers they experience in relation to staying physically well.

People in these health categories are known to have a significantly shorter life expectancy than average. The funding enabled us to recruit an engagement worker to carry out this work and by December she had spoken to a very large number of people across Derbyshire. An interim report on the findings of this work so far can be read here:

<https://healthwatchderbyshire.co.uk/wp-content/uploads/2020/04/Physical-and-Severe-Mental-Illness-Interim-Report-Jan-2020.pdf>.

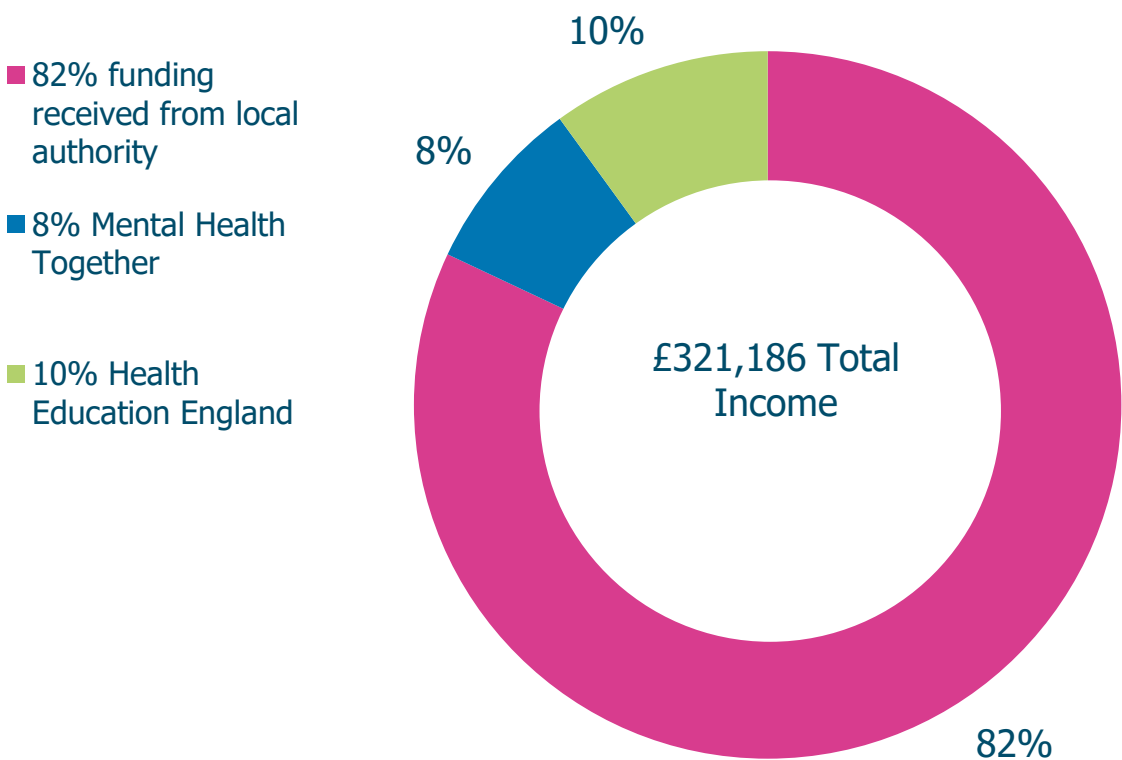
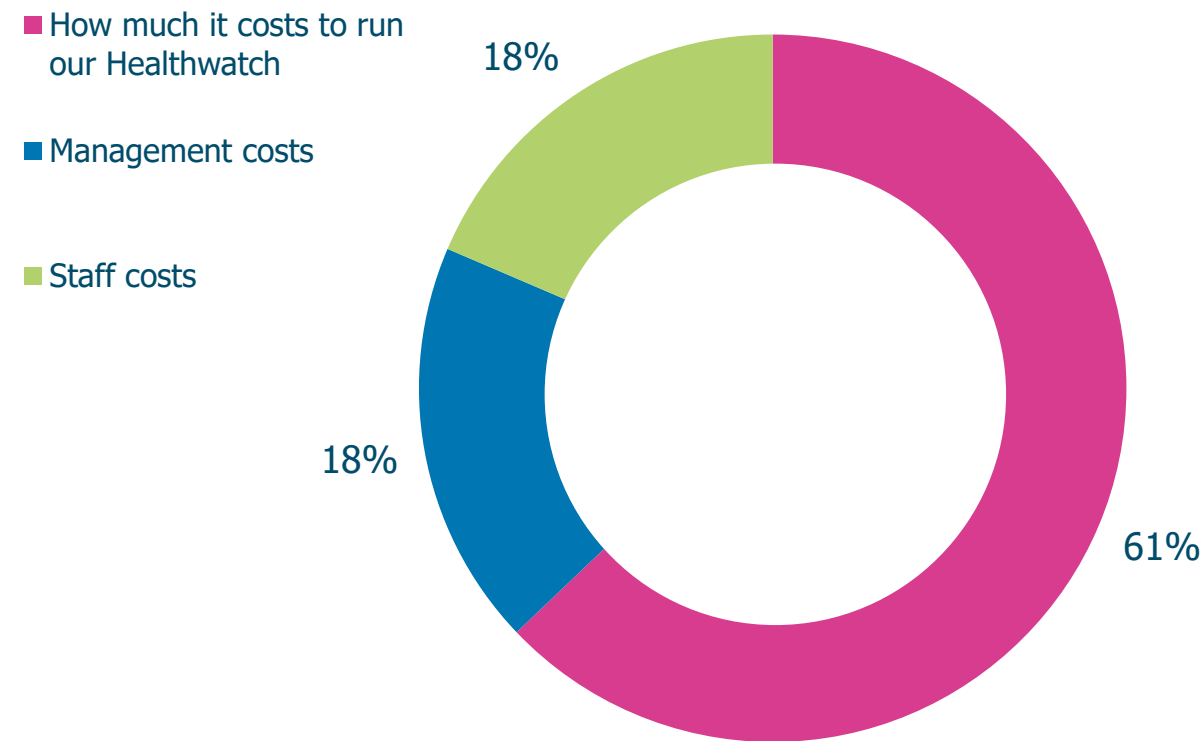
These valuable insights will be used to inform the way in which services support people with SMI to attend their physical health checks, to make lifestyle changes and to access support to improve their physical health.



Finances



We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £298,375.



Our plans for next year



A message from our CEO

Healthwatch Derbyshire has continued to develop and adapt this year, asserting ourselves as a truly independent champion working to put Derbyshire residents at the heart of local health and social care services.

The work featured in this report is just a selection to highlight the work we have done, the impact we have had and the difference we have made. As Chief Executive, I would like to give my personal thanks to the staff team, Board and all our volunteers for their hard work, commitment and dedication.

Our plans for 2020-2021 clearly must change, as we find ourselves in truly unprecedented times as a result of the Covid-19 pandemic. This clearly has had and will continue to have a significant impact on us as an organisation and how we go about doing our job. So, whilst we are preparing and planning to engage and involve people in a very different way, our mission remains the same, as we respond to the challenges and opportunities of life, work, and the role and function of Healthwatch post Covid-19.



Helen Henderson-Spoors
Healthwatch Derbyshire CEO

Helen Henderson-Spoors

So although our methods must change and adapt, the value of our organisation and the role we have has never been greater, as the independent champion for people who use health and social care services. We're here to find out what matters to people, and help make sure their views shape the support they need. Our sole purpose is to help make care better for people.

Thank you

Thank you to everyone that is helping us put people at the heart of social care, including:

- Members of the public who shared their views and experience with us
- All of our amazing staff and volunteers
- The voluntary organisations that have contributed to our work.



Contact us

Address of local Healthwatch and contact details of any relevant Healthwatch subcontractors as of 31/03/2020.

Contact number: 01773 880786

Email address: enquiries@healthwatchderbyshire.co.uk

Twitter: @HWDerbyshire

Facebook: [Facebook.com/HealthwatchDerbyshire/](https://www.facebook.com/HealthwatchDerbyshire/)

Website: www.healthwatchderbyshire.co.uk

Address and contact details of the organisation holding the local Healthwatch contract as of 31/03/2020.

Email address: ruth.caunce@derbyshire.gov.uk

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you need this in an alternative format please contact us.



Register Charity No. 1154278

Registered Company No. 08413881 (England and Wales)



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