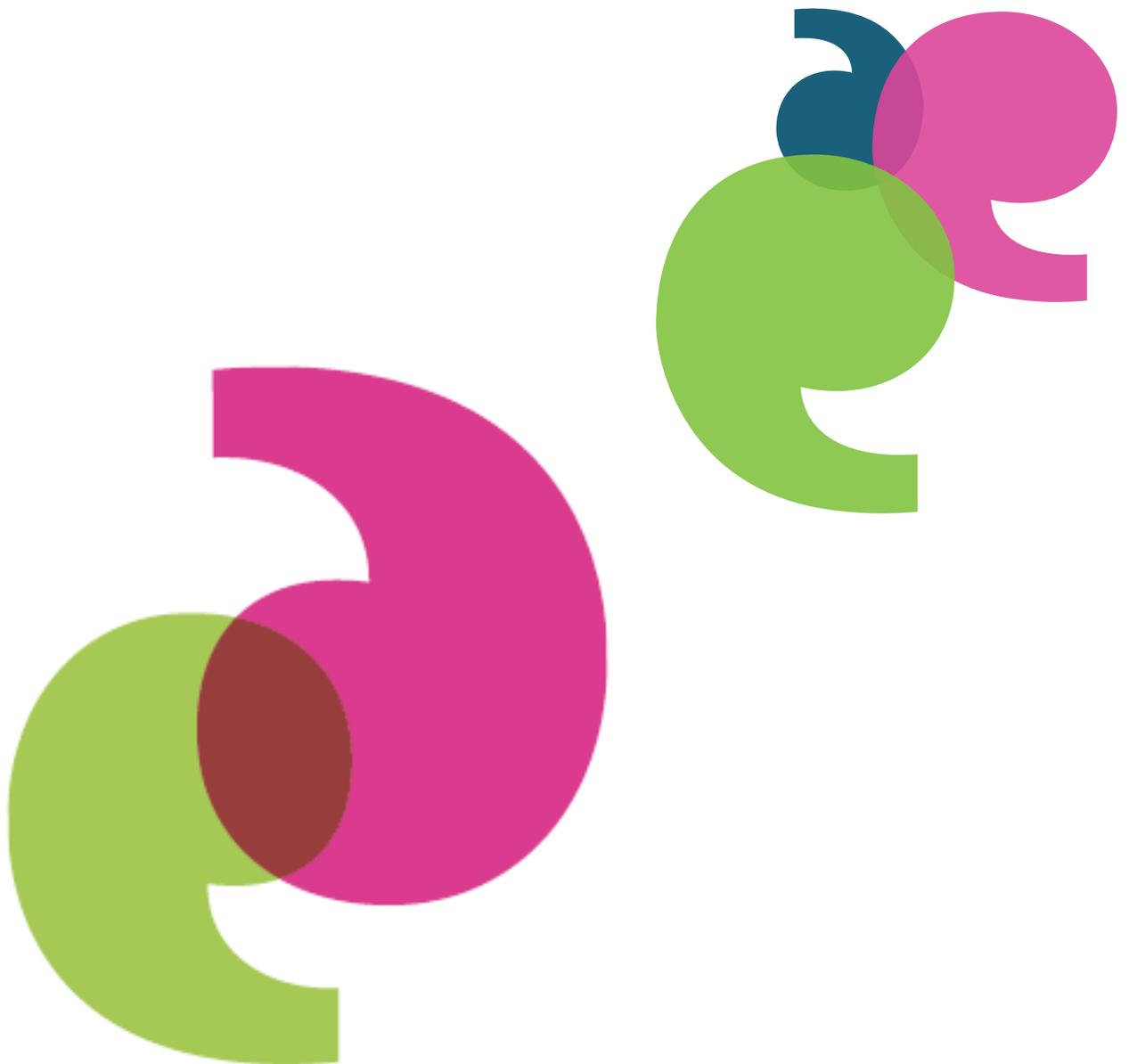


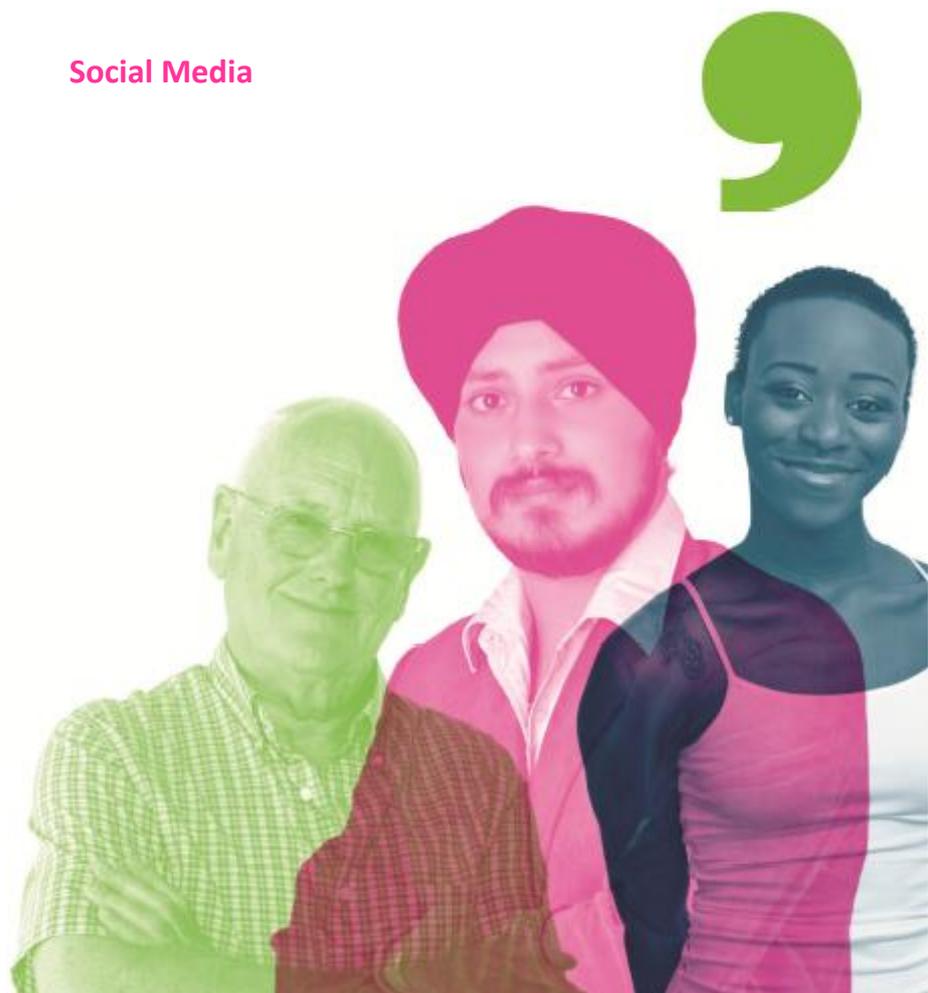
Quarterly Report

January 2018 to end of March 2018



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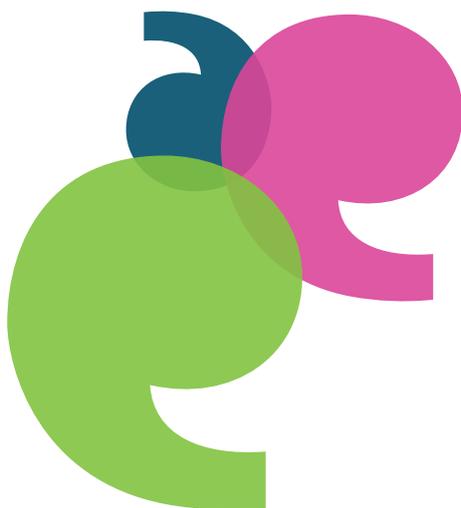
Chapter 1

Introduction

Our commitment to provide up to date information about our operational and strategic activities is fulfilled partly by producing quarterly reports for our local commissioning team within Derby City Council. **Healthwatch Derby is a local health and social care watchdog**, our funding comes from the Department of Health, who in turn give the funding stream to our local authority, Derby City Council to run an effective and reliable Healthwatch for the city's residents.

In our quarterly report format, we have attempted to provide more details into our activities, and also tried to present a comprehensive picture of how we have been able to influence the health and social care sector with our work.

This report looks at the period **January to the end of March 2018** and focuses on all our operational activities, our research, our reports, and also looks at areas of work going forward into the next quarter.





Chapter 2

Executive Summary

- ❖ The team completed **49** engagements, and received **1769** items of feedback in this quarter.
- ❖ The team met with a number of local partners in this quarter **building on established networks.**
- ❖ **Enter & Views continued** into various services.
- ❖ **We met with a wide variety of patient communities and listened to their experiences.**

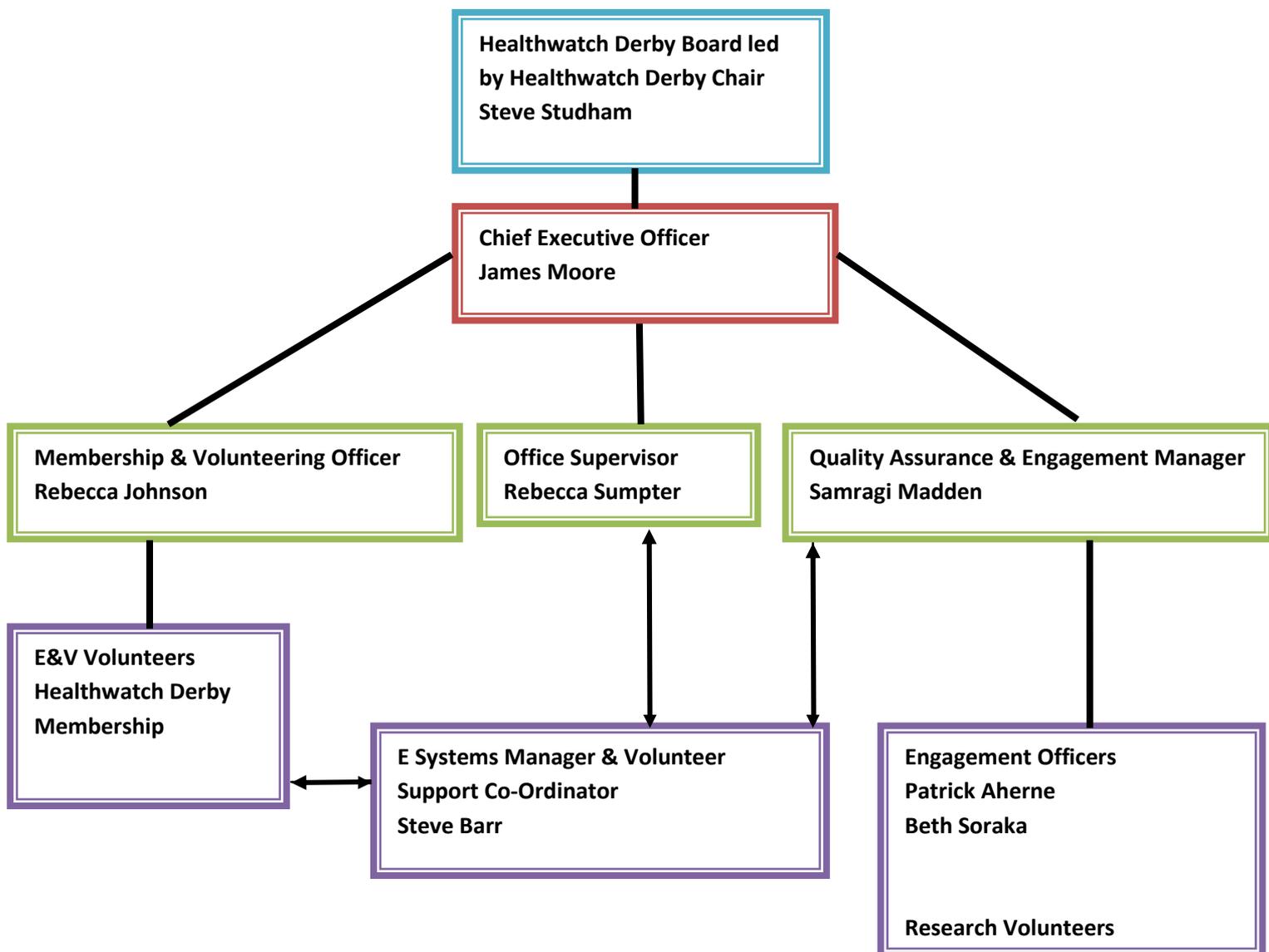
- ❖ **We hosted our second 'Have your Say' workshop at Padley Hostel.**
- ❖ **We hosted an Open Day to network with key stakeholders for our 'Who Cares' Care Leavers project.**
- ❖ **We started our 'Smilewatch' project focusing on dental health and access to dental services.**

- ❖ We produced **4** local intelligence reports and **1** case study in this quarter.
- ❖ **Our local intelligence has led to service reviews** of a number of different services within Derby City.
- ❖ **We continued to link in and work with the wider Healthwatch network and Healthwatch England.**
- ❖ **Healthwatch Derby continues in its important role as critical friend and independent watchdog with an overview of health and social care services in Derby.**



Chapter 3

Our Structure

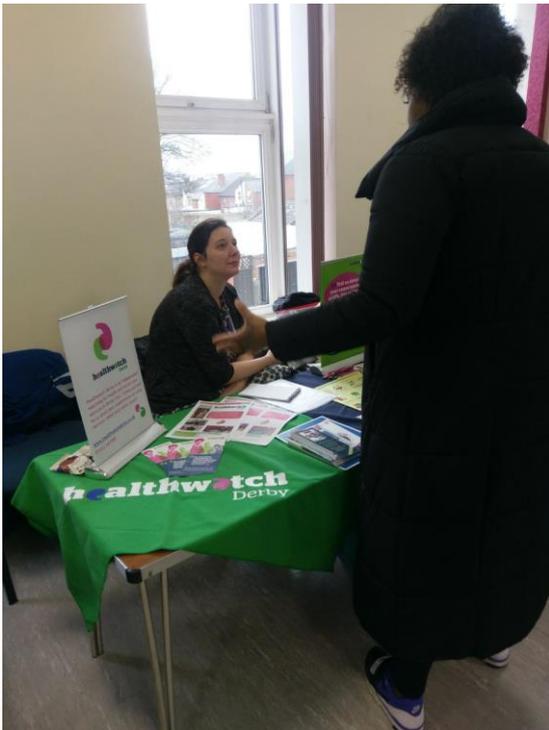




Chapter 4

Engagement

The team dedicated themselves to a broad programme of outreach activities this quarter as visualised below:



Top Left – Beth engaging with service users at a Family Fun Day, at the St James Centre, January 2018.

Top Right – Patrick at a 'Winterwatch' GP outreach at Wilson St GP Surgery, March 2018

Bottom Left – Samragi speaks to dental patients as part of our 'Smilewatch' project at Spondon Dental, February 2018

Public Events

January 2018 – Have your Say

- Bespoke outreach at Padley Hostel with a focus on homelessness
- Reaching out to the most vulnerable service users
- Partnership work with Padley Hostel



March 2018 - Who Cares? Open Day

- Project focusing on Care Leavers
- Open Day as an networking opportunity with service professionals



In this Quarter, the Engagement Team consolidated on previous work partnerships and built new links with various health and social care divisions. Officers were keen to explore different ways of obtaining feedback and new workshop models, survey formats and case studies were developed. We also met with colleagues at the Citizens Advice Bureau & Law Centre (pictured below) and set up a partnership agreement to host joint patient interviews to speak to the most vulnerable service users with complex issues.



The Engagement Team also launched its 'Smilewatch' project working in partnership with NHS England and dentists across Derby City. A comprehensive outreach programme was initiated which would see us spending time with each dental surgery, as well as dedicated time at the Coleman Street Emergency Dental Access Centre. We also completed Winterwatch in this quarter, our project looking at winter health issues. **Both Winterwatch & Smilewatch projects saw us conduct in depth interviews with patients and this generated rich and varied feedback.**

Healthwatch Derby Engagement officers have also been welcomed by local GP surgeries to take part in their PPG meetings. We continue to work in close partnership with all providers and continue our vibrant outreach programme. Pictured below our meeting with GPs and surgery staff at Peartree Medical Centre.



Some outreaches and planned events had to be cancelled due to severe weather and snow disruptions during this quarter, especially in February. However all cancelled engagements have now been rebooked for the following months to come.

Month	Number of engagements	Number of public seen
January	27	324
February	10	165
March	12	141
Total Q4	49	630



Chapter 5

Local Intelligence

In this quarter we continued to highlight patient voices to decision makers at strategic forums and meetings. **Our Board continued its valuable strategic input** into the review and improvement of services. During one of our board meetings, the CEO of Derby Teaching Hospitals Trust spoke to our Board (pictured below) about the proposed merger of Derby and Burton hospitals.



Healthwatch Derby continued its meaningful partnership with CCG colleagues by meeting and sharing local intelligence with representatives from Hardwick CCG, and also from the newly created Derbyshire CCGs comprising of 4 local CCGs. We met the deputy Chief Nurse at Erewash CCG offices to discuss in particular our maternity focused work. Some of the local intelligence themes and trends we have clearly identified as part of our Little Voices consultation were also picked up by the Perinatal Institute in this Quarter. This also gathered media interest and was discussed at QSG. **In this quarter, we presented our feedback to the QSG about maternity services**, and had previously tabled the Little Voices report at QSG, as well as presenting it to Southern Derbyshire CCG's Quality Committee. **We remain committed to raising the voices of vulnerable service users, and a maternity refresh gathering new evidence about maternity services was initiated in this Quarter.**

We were invited by the Overview & Scrutiny Committee in this Quarter to provide an update about the themes and trends we have been observing, and we presented a summary presentation detailing our work in the last year (Jan to end of December 2017). We discussed the themes observed, actions taken, and the outcomes achieved. **The Overview & Scrutiny presentation was well received, and there was**

interest expressed by local councillors to work in closer partnership with Healthwatch Derby to highlight concerns expressed by constituents.

Our work continued in close partnership with the major NHS Trusts operating in Derby City. **We attended the Patient Reference Group meetings for Derby Teaching Hospitals Trust**, and as mentioned previously were also visited by the Trust CEO during this quarter. We liaised with East Midlands Ambulance Services (EMAS) Trust and raised concerns about feedback we had received about the Trust's services. **We were invited to a meeting with the EMAS Trust Chair & CEO where we had a frank discussion about problem areas for EMAS. We have been invited to take part in detailed observational exercises to gather feedback and to be part of future partnership project work with EMAS.** We also attended the EMAS EDS Grading Day, and provided feedback about aspects of EDS where more data was required for a honest assessment by stakeholders. Our input has been welcomed and included by EMAS as part of its overall EDS grading. **We also met with representatives of Derbyshire Healthcare NHS Trust, including their Reverse Commissioning Project Lead, Director of Nursing, Breakout Service Lead to further our outreach programme and explore joint work opportunities. Some of the discussions have led to new outreach programmes and workshops starting in April 2018.** We also met with the Asst Director of Quality for Derbyshire Community Health Services (DCHS) Trust with regards to partnership work protocols. **We are pleased to advise this has led to the formulation of a new project between Healthwatch Derby and DCHS which will see a workshop hosted in the next Quarter focusing on Carer's experiences and feedback.**



Local Intelligence and Engagements were further enhanced by our quarterly IDEN meeting hosted at our offices. IDEN (Insight Derby Engagement Network) meeting further explored joint work opportunities between Healthwatch Derby and its main stakeholders. **We also met with colleagues from the Dental Commissioning Team at NHS England (pictured above), and our discussions have led to the successful**

launch of our 'Smilewatch' dental access survey. We also met with smaller stakeholders such as the Citizens Advice Bureau's Generalist Advice, Advocacy, Mental Health Advocacy teams. We have now set up a successful partnership arrangement to jointly interview complex cases and this has had a very successful start this quarter.

We have also continued our partnership work with sister Healthwatches. We had a partnership meeting hosted at our offices for colleagues from Healthwatch Stoke. Our format of consultations and Plain English reports, as well as our strategies to deliver outcomes were appreciated by colleagues visiting (pictured below). We visited the offices of Healthwatch Derbyshire to take part in Home Office MAPPA training sessions, and also explored ways of working closer together with our closest neighbouring Healthwatch within the network.



Healthwatch Derby continues to work closely with Primary Care providers, and we attended the PPG meetings of Peartree Medical Centre and also Derwent Valley Medical Centre. We also met with one of the dentists at Spondon Dental Practise as part of our 'Smilewatch' outreach sessions. We have also continued to liaise closely with the Local Authority, in particular with colleagues from Adult Social Care Brokerage Teams with a regular exchange of information, updates and reports.

Training

In this Quarter Healthwatch Derby team and volunteers completed **70** hours of training. This covered Enter and view training for volunteers, governance and administration.

Feedback & Reports

In this Quarter we received **1769** items of feedback and produced **4** reports and additional resource documentation (some of which took the form of brief updates, local intelligence overviews, strategic policy updates and **1** published case study, and some case studies awaiting further details from patients which have not been

forwarded to providers yet.

Report	Subject	Details
Insight Derby	Local Intelligence Summary	Local Intelligence Newsletter
Quarterly Report 2017 A Year in Review	Healthwatch Derby Local Intelligence – 12 months update	Quarterly Activities Yearly Update
Have your Say	Homelessness/Vulnerable service users	Draft report submitted

Research

Research Summary		
Project	Subject	Details
Have your Say	Homelessness/vulnerable service users	Project initiated with first workshop in November successfully completed. Second workshop completed in January 2018. Data review and final report draft revisions in progress.
Winterwatch	Winter health	Survey completed, results under collation
Smilewatch	Dental health	Survey ongoing
Who Cares?	Care Leavers	Open Day hosted at our offices, workshop planned in April 2018
Focus on Carers	Carers experiences	Project in planning stages
Maternity Refresh	Maternity experiences	Survey initiated and currently in feedback gathering stage

Chapter 6

Volunteers & Membership

Healthwatchers make up Healthwatch Derby's mailing list and are patients or service users of health and social care services in Derby and are on. **The 743 Healthwatchers received 14 updates between January and March.**

The 34 Healthwatch Champions are volunteers who wish to be more active. This can be as an Enter and View Authorised Representative, promoting Healthwatch Derby at events, collecting views and experiences from patients and service users, representing Healthwatch Derby at meetings or helping with admin duties.

Enter and View Authorised Representatives visit health and social care services observing how they are being delivered and to find out about the experiences of patients/residents, staff and visitors. **Authorised Representatives completed nine visits during the quarter – three at Royal Derby Hospital, one at London Road Community Hospital, four previously unvisited residential and nursing homes and one revisit to a residential home.** No Enter and View reports were published during the quarter but some are ready to be published after the local elections.

March's Healthwatch Reference Group was well attended. It included updates for the attendees on Joined Up Care Derbyshire and the Derby/Burton hospitals merger as well as giving them the opportunity to share their experiences of health and social care services.

Mystery Shopper forms and 'One day at a time' diaries are different ways for Healthwatchers and Healthwatch Champions to report on health and social care services. 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 give more details than the Mystery Shopper surveys allow. **A total of 240 Mystery Shopper surveys and three detailed diaries have been completed to date.**



Chapter 7

Finance

Healthwatch Derby has continued to manage finances in a **prudent and effective** manner.

	TOTAL	BUDGET	BUDGET LESS TOTAL
STAFF COSTS	£171,110.86	£187,000.00	£ 15,889.14
PREMISES, OFFICE AND MANAGEMENT COSTS	£ 2,280.00	£ 4,000.00	£ 1,720.00
PUBLICITY, COMMUNICATIONS, POST, PRINTING	£ 5,946.12	£ 8,000.00	£ 2,053.88
EXPENSES STAFF AND VOLUNTEERS	£ 3,396.33	£ 5,000.00	£ 1,603.67
TRAINING	£ 3,693.13	£ 5,000.00	£ 1,306.87
LEGAL, INSURANCE, MANAGEMENT SUPPORT	£ 4,833.52	£ 5,000.00	£ 96.75
TOTAL	£191,466.09	£214,000.00	£ 22,533.91

NB:

Accrual of HMRC £2,728.89.

£7000 is being held for a new database system.

Staff costs reduced due to staff short time to allow for reduced hours due to reasonable adjustments after illness and recruitment.



Chapter 8

Social Media

Healthwatch Derby undertakes some engagement activities through the use of various social media platforms. This is to help provide a better understanding and increase our reach in the community.

MEDIUM	JANUARY TO MARCH 2018
Website	584 Sessions 430 Users 131 new visitors 299 returning visitors
Twitter	96 Tweets 6 new followers 16 mentions 2,078 followers
Facebook	2691 Engagements 246 Page Likes 1800 people reached The most popular post was an article on A&E departments struggling during the winter months in all areas of the UK.
Blog	3810 views since blog was launched

Contact Us!



If you would like to share your experience accessing health and social care services in Derby, we would like to hear from you, contact us via:

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Telephone: 01332 643988

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Council House
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