

Speak Out Newsletter



Healthwatch Derbyshire (HWD) is an independent organisation that represents people using health and social care services in the county. We want to hear from you about GPs, hospitals, dentists or any NHS service, as well as social care, such as care homes.

By gathering as much feedback as we can we are able to identify common themes or trends in what people are telling us.

This is not a substitute for making a formal complaint about a service if you are dissatisfied. However, it can work alongside this system by helping to shine a spotlight on issues that are being experienced by a number of people, thereby strengthening the patient voice.

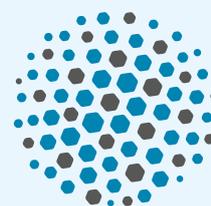
Mental Health Together Website

We're excited to announce the launch of the Mental Health Together website.

Mental Health Together is about involving mental health service receivers and carers across Derby and Derbyshire in how health and social care services are run, and the decisions made about how services are changed.

Visit the website to find out more about the project including information on the work they have undertaken and how you can get involved.

www.mentalhealthtogether.org.uk



Mental Health
TOGETHER

Engaging with Derby and Derbyshire

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**Tel: 01773 880786 Email: enquiries@healthwatchderbyshire.co.uk
Web: www.healthwatchderbyshire.co.uk**

STOP! I have a learning disability

Healthwatch Derbyshire 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 will be distributed to people with learning disabilities to take to appointments and displayed in GPs, dentists and hospitals across the county.

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.

The poster production followed a recent Healthwatch Derbyshire report detailing the views and experiences of people with learning disabilities and their carers when accessing health services.

A particular issue highlighted was the need for better communication and understanding when patients need a procedure, such as dental treatment, to stop.

Healthwatch Derbyshire Chief Executive Officer Karen Ritchie explained: *“The feedback from patients and service users for our report highlighted the need to raise awareness of communication difficulties that many individuals with learning disabilities may face when accessing health services.*

People with learning disabilities may express pain and communicate in a number of different ways.

Our aim is for clinicians including GPs, Dentists, consultants and other health professionals to stop

and take a moment to understand that the patient has a learning disability and clearly ascertain the individual's preferred method of telling them to stop if they are in pain or are feeling anxious.

It also acts as a reminder of the importance of listening to family carers and support workers and to consult individuals' hospital passports which

may be valuable information contained that could improve the treatment or consultation.

We have had an excellent response from health service providers and commissioners and are confident that this poster will be widely displayed across the county”.

The move was welcomed by Cettina Thomason of Active Support, a Derbyshire based

Learning Disabilities Day Services Provider, who said: *“I think this is an excellent idea. There have been occasions where I have taken our service receivers to the doctors, hospital or dentist and the medical staff have turned round to me and said 'how do we know when they are in pain?*

They shouldn't have been asking me, they should have been asking the individual so hopefully this poster will highlight this. More consideration should be made to these individuals so they can receive a better overall experience”.

“Our aim is for clinicians, including GP's, Dentists and consultants to stop and take a moment...”





Find out how I show pain. I have a Learning Disability



STOP! I have a learning disability



Listen to me



Take time to read my hospital passport (if appropriate)



I may not be able to talk



Ask me questions about how I communicate



Take 2 minutes to understand me



Listen to my carer/support worker



Refer me to the acute liaison nurse at your local acute hospital (if appropriate)



Understand how I show pain



Stop if I show I am in pain



If I hold my hands up I may not be refusing treatment, I might just be anxious

Hand this poster to a healthcare professional at your next health appointment.

If you work in a health setting, please display this poster and share with clinicians.

Online at: www.healthwatchderbyshire.co.uk

Telephone: **01773 880786** Email: enquiries@healthwatchderbyshire.co.uk



From left to right: Vikki Develin, Patient Experience Manager David Henstock, Specialist Clinical Lead Nurse Gemma Cort, Matron Clinical Skills

Action Taken to Improve Care for Patients with Substance Misuse Needs

Derbyshire Healthcare NHS FT (DHCFT) have teamed up with Chesterfield Royal Hospital NHS FT (CRHFT) to improve services for patients with a substance misuse need following a report issued by Healthwatch Derbyshire. The report highlighted the experiences of 59 people who were either dependant on drugs, alcohol or prescription drugs as well as the views of 15 carers and 15 health and social care professionals.

A number of issues were flagged up with the report concluding that more needed to be done to support people in Derbyshire who face drug and alcohol misuse issues.

David Henstock, Specialist Clinical Lead Nurse - Substance Misuse Liaison Team - DHCFT Hartington Unit, Chesterfield Hospital said:

“ The Healthwatch Derbyshire report into the experience of people with substance misuse problems was very welcome. It helped to highlight the good work that hospitals do whilst also helping us to reflect on how we could be better still.

Thanks to the forward thinking of CRHFT and their collaboration with the DHCFT Liaison Team, we have been able to use the learning from this report to ensure we continually improve our services.

In response to the Healthwatch report, we worked via the Professional Education Group of CRHFT to design an educational programme for the workforce of CRHFT to help them to build their knowledge skills and confidence to interact positively with this important patient group. This includes the poster attached, and a series of classroom based educational sessions.

We have developed a session called “Making Every Contact Count for the Hospitalised Substance User” which has so far received excellent feedback; this session seeks to address head on such issues as stigma and prejudice. It also gives the hospital’s workforce evidence based skills that increase the likelihood that our patients can change their alcohol or drug use behaviour and as a consequence avoid future ill health and need for hospitalisation.

It is without doubt that the Healthwatch report helped us to focus our efforts and will continue to do so as we move forward ”.

Helping Shape the Future of Recovery and Wellbeing Services



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Mental Health Together supported Derby City Council in an event to find out what people thought of the service specification for future recovery and wellbeing services in Derby. The details of the specification were written having taken into account a variety of views expressed by people at engagement activities held in the summer.

The event was a chance to check people's feedback had been interpreted correctly and showcase how it had impacted on the service specification. It also offered users of the service an opportunity to provide questions they would like to be put to providers who tendered for the contract. All 47 people that attended said they found it useful.

Jenny Appleby, the Strategic Commissioning and Partnerships Manager at Derby City Council, got in touch to let us know how people's feedback from the event had been used. Jenny said:

“Some really good additional principles were outlined by people that will be added into the service specification including:

- *To be heard and respected*
- *Ensuring carers are involved are included*
- *Having access to activities that support mental health*

- *Having evening access to support*
- *Recognising that for some recovery may not be an option but stability is the focus instead.*

The suggestions people put forward for what to ask providers were found to be particularly useful. Key themes of the questions people suggested were around:

- *Staffing experience and approach to retention*
- *Partnership working*
- *The model of operation (some specific questions will be applied based on people's priorities in this respect)*
- *How people would be involved in the design and delivery of the service*
- *The support available for carers*

These key themes have helped form the basis of the questions that that will be put to providers that tender for the service ”.

Find out more about Mental Health Together at www.mentalhealthtogether.co.uk





Healthwatch Derbyshire Highlights Experiences of LGBT+ Community

Health providers have pledged to improve services available to Derbyshire's LGBT+ community in response to issues raised by independent patient watchdog, Healthwatch Derbyshire.

Prompted by discussions with Derbyshire LGBT+ and general comments made to Healthwatch Derbyshire as part of the organisation's community-wide engagement, officers arranged to attend specific groups run by Derbyshire LGBT+ to talk to people about their recent experiences of using health services.

Key findings were:

- Lack of LGBT+-related information and rainbow signs in GP surgeries to show they are LGBT friendly
- Distrust amongst many of those interviewed about the referral processes from GPs to gender identity clinics

- The need for better links between GPs and mental health services as people who identify as LGBT+ have a high rate of mental health issues, including a higher suicide rate
- Professionals failing to use a person's chosen name and not referring to their appropriate gender
- Issues at London Road Sexual Health Clinic in Derby, including access issues, long waiting times, delays in being seen, delays getting results and LGBT+ automatically having to be seen by a doctor.

Healthwatch Derbyshire shared the findings in a report with the health commissioners and providers who have all agreed to review working practice to address the issues raised.

Healthwatch Derbyshire and Derbyshire LGBT+ also recently presented the report to the Royal College of Nursing AGM, and both organisations will continue to work together to collect further feedback from people and monitor improvements.

Actions have included Derbyshire Community Health Services NHS Foundation Trust, which runs the London Road Sexual Health Clinic, increasing capacity for more walk-in appointments, introducing additional call handling lines, improving privacy at reception and stepping up staff training.

Derby Teaching Hospitals NHS Foundation Trust has set up an inclusion committee in recognition of the need for individuals who are undergoing or have undergone gender reassignment to receive the same respect and fairness in treatment as any other person.

The CQC Primary Medical Services Inspection team for the Derbyshire and Nottinghamshire area are taking the findings into account when carrying out their inspections of GP practices, particularly when reviewing patient information that is provided in reception areas and on practice websites.

Some of the GP surgeries quoted in the report have also pledged to better display information and the rainbow sign as suggested by patients.

“Our engagement team spoke in depth to 25 different people through Derbyshire LGBT+. Although they are not representative of the whole LGBT+ community, they have offered a useful insight into experiences of using health services.

I hope that the genuine thoughts, feelings and issues that have been conveyed through our report will continue to help healthcare providers and commissioners ensure that services are improved and that all members of our society

receive the respect, dignity and high quality services that they deserve”,

Ian Robson, CEO of Derbyshire LGBT+ concluded: “It is in everybody’s interest to provide good healthcare for all communities, it saves money and saves lives.

Healthcare providers need to be aware of the needs of different communities they need to work with and educate themselves about the needs and differences within these groups.

It’s everyone’s right to get good quality healthcare without prejudice and ignorance”,

A full copy of the report is available on the Healthwatch Derbyshire website.

The CQC Primary Medical Services Inspection team for the Derbyshire and Nottinghamshire area are taking the findings into account when carrying out their inspections of GP practices

Our Priorities ...

Renal Users of Non-emergency Patient Transport

From January 2018, we will be working with renal patients who use non-emergency patient transport to travel to hospital for treatment. This work will help organisations who provide and commission transport services to understand more about the positives, negatives and any improvements that could be made to these journeys to and from hospital. It will also allow better understanding of the role patient transport has in the lives of renal patients.

Cataracts Engagement

The engagement team will also be working with volunteers to collect experiences from people who have cataracts, or have recently had cataract surgery. If you have any feedback you would like to share please get in touch.

Carers

We are running a campaign to find out about the experiences of people that care for someone. We want to know about peoples experiences and views - both positive and negative - about the services they receive and the gaps that they have identified.

From this feedback, we can build a picture of where services are doing well and where they can be improved. We can also help signpost people to services that they may not already know about who can provide the support that they need.

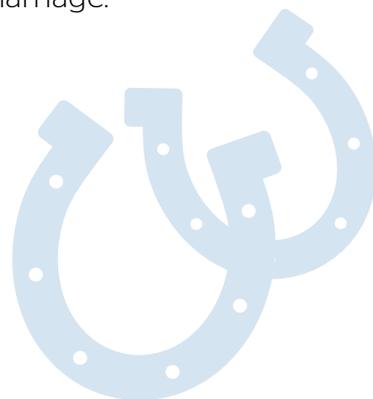


▲ Alan and Tammy Cooke

Wedding Congratulations

Congratulations and best wishes to Healthwatch Derbyshire staff member Tammi Wright (now Tammi Cooke) and her husband Alan.

We wish them a long and happy marriage.



EVERY COMMENT COUNTS, PLEASE GET IN TOUCH...

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