

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.

Are you a Carer?

Share your thoughts and experiences of health and social care services.

Healthwatch Derbyshire is here to give local people a stronger voice in influencing how health and social care services are provided in Derbyshire.

By sharing your story with Healthwatch you can help us build a picture of what services are doing well and where they can be improved.



Good Care?

Poor Care?

EVERY COMMENT COUNTS, PLEASE GET IN TOUCH...

Tel: 01773 880786 Email: enquiries@healthwatchderbyshire.co.uk

Web: www.healthwatchderbyshire.co.uk

Experiences of using Child and Adolescent Health Services in Derbyshire

Healthwatch Derbyshire (HWD) is an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents and give them a stronger say in influencing how local health and social care services are provided. Between May and July 2017 we spoke to 26 people accessing Child and Adolescent Mental Health Services (CAMHS) in the North of the county, provided by Chesterfield Royal Hospital, and 23 people accessing CAMHS in the South of the county, provided by Derbyshire Healthcare. We have highlighted here some of the issues raised and the actions that have been pledged.

YOU SAID

People told us they had mixed experiences when talking to their GP about how they were feeling and explained they would like to see improved training for GPs.

“There will be improvements in training and information for GPs.

There will also be a simpler way of making referrals developed for GPs, with the aim of ensuring that the child receives the right service as soon as possible. ”

Response provided by the commissioners (those who buy the service)

“In the north of the county we have a new team of specialist community advisors who will support colleagues in the community, including GPs, by giving advice and training on child and adolescent mental health and supporting contact with our service.”

Response provided by Chesterfield Royal Hospital

YOU SAID

People told us they would like to see shorter waiting times to begin CAMHS sessions..

“Since reading this report we have increased the level of frequency in contacting young people, parents/carers waiting for a CAMHS assessment to check if an urgent appointment is required, and to advise about what other support services are available within the area to help, support and provide advice to parents/carers. This approach commenced in January 2018.”

Response provided by Derbyshire Healthcare

“We continue to increase the number of children and young people accessing a wide range of mental health services including CAMHS and are actively working to reduce waiting times to the first appointment for all contracts relating to emotional health and wellbeing.”

Response provided by the commissioners

YOU SAID

People told us they would like better information and communication throughout the process.

The commissioners of CAMHS services are working with engagement and communication teams across the county to develop a strategy to address this issue.

Derbyshire Healthcare have developed a website which includes information about services and how to access them. It also has a section on frequently asked questions and useful links to external resources.

Chesterfield Royal Hospital has also developed a dedicated website, which will act as a means of sharing general information with all service users, families and carers. The comments provided in the Healthwatch report have been taken into account when designing the site. Chesterfield Royal Hospital are also reviewing the information sent out to families for their first appointment. Currently, a national CAMHS leaflet is provided; the team wish to produce a bespoke information leaflet that is more relevant locally and includes local contact details.



YOU SAID

The overwhelming theme from the report was that parents and carers felt like they got little support to help them with their child's emotional needs.

“From 2019 there will be a Derbyshire wide offer for parents which will include awareness raising, how to identify signs of early problems, how to provide early support to reduce the likelihood of problem escalation, how to recognise that your child needs additional support and how to get additional support.”

Response provided by the commissioners

“We are running a parent participation group which will look at issues raised by parents, including inclusion, communication, and examples of “you said we did.”

Derbyshire Healthcare

“Parents and young people have reviewed all our waiting areas and started to improve information available.”

Derbyshire Healthcare

“A Parent Support Group is being established at Temple House, Derby and Rivermead, Belper from April 2018. We will provide details in the waiting rooms and also on our website.”

Derbyshire Healthcare

Healthwatch Derbyshire follow up on all actions pledged to our reports at regular intervals.

You can read the full report on our website www.healthwatchderbyshire.co.uk/our-work or you can request a hard copy to be sent via post.





Healthwatch Derbyshire statement on the decision to remove access to gluten-free food on prescription

“We feel that it is vital to monitor the impact on patients of the Derbyshire Clinical Commissioning Groups (CCGs) decision to no longer routinely commission the prescribing of gluten-free foods.”

Karen Ritchie

Healthwatch Derbyshire
Chief Executive



With the NHS under huge financial pressure and the range and price of gluten-free products available in supermarkets improving dramatically, a review of what is prescribed by the NHS has taken place to ensure resources are used in the best and fairest way possible.

A recently released report from the Department of Health and Social Care included the Health Minister's preferred option to restrict prescribing to certain gluten-free products. Many areas have opted to continue to prescribe staples such as bread and flour, however, it is to be noted that it is for individual CCGs to decide how they commission local services to best meet the needs of their populations.

In Derbyshire we have found people are particularly concerned about a disproportionate impact of the removal of gluten-free prescriptions for people on low incomes. As gluten-free items such as bread and flour are more expensive than their counterparts there is concern that it may affect the ability of patients with coeliac disease to stick to a gluten-free diet.

Concerns have also been expressed by those that live in rural areas who may not have access to supermarkets that stock a range of gluten-free alternatives. The smaller stores that people in rural areas may shop at often do not stock staple gluten-free foods.

If you are concerned that this policy change is having an impact on your ability to manage your gluten-free diet and your coeliac disease, you should see your GP for advice as the final decision about what to prescribe lies with your GP.

We also encourage people to get in touch with Healthwatch Derbyshire in order for us to be able to monitor the impact of these changes on patients. Any feedback we receive will be collated and fed through to those responsible for commissioning the service in order to highlight the impact of the changes on patients.

For additional information and support, Coeliac UK, the national charity for people with coeliac disease, provides excellent support and advice on following a gluten-free diet.

They offer a wide range of materials and support to help you effectively and affordably manage a gluten-free diet, including a Food and Drink Directory which lists thousands of gluten-free products available in shops. Coeliac UK can be contacted on **0333 332 2033** or via **www.coeliac.org.uk**.



How Healthwatch can support the general public with information, support and advice.

Finding the right help and support for a health, social care or wellbeing issue can sometimes be challenging.

Healthwatch Derbyshire has a wide remit and this includes being a single point of contact for the public who need advice, information and signposting to services that are available.

People get in touch with us about a wide range of issues that they are facing in their lives from needing to know which dentists are taking on NHS patients to how to make a formal complaint about a service.

We also have a wide range of easy to access information available on our website on some of the most common requests for information and advice that we receive.

Our free, friendly and confidential service is independent from the NHS and social care services. We provide contact details for a range of services that best supports the individual's request.

Where the safety or wellbeing of a member of the public is called into question we take all possible action to ensure their needs are being addressed.

This was the case for a lady who contacted us regarding some issues she was experiencing with her supported living provider, problems with her social worker and that she was suffering from poor mental health but not receiving any support. It was apparent that she was not being listened to and had no one to turn to for help.

As well as signposting her to Psychological Therapy Services to help with her mental health issues, we were also able to refer her to an advocacy organisation to ensure her voice was heard and set the wheels in motion to ensure that she was safe and properly looked after.

We checked up with the lady over the following months to ensure that she was getting the right support and she now feels that she is in a much better place. She told us that Healthwatch Derbyshire were the only people who had listened to her and found her the support she needed.

Whilst not every case calls into question someone's safety and wellbeing, we are here to help with all manner of enquiries related to health and social care services.

If you need help, support or advice, please contact Healthwatch Derbyshire by telephone: **01773 880786**; email: **enquiries@healthwatchderbyshire.co.uk** or visit the website **www.healthwatchderbyshire.co.uk** for information on a wide range of issues.

Enter & View Visit: The Grange (Orchard Care Homes)



Location: Shirebrook, Mansfield

Date: Friday 16th February 2018

Type of care provided: This home provides residential and nursing care to elderly residents including those with dementia.

Purpose of our visit: We visited the home to see how the service was being provided in terms of quality of life and quality of care principles. Our findings were shared with the home to provide an additional perspective into identifying where the service was performing well and where improvements could be made.

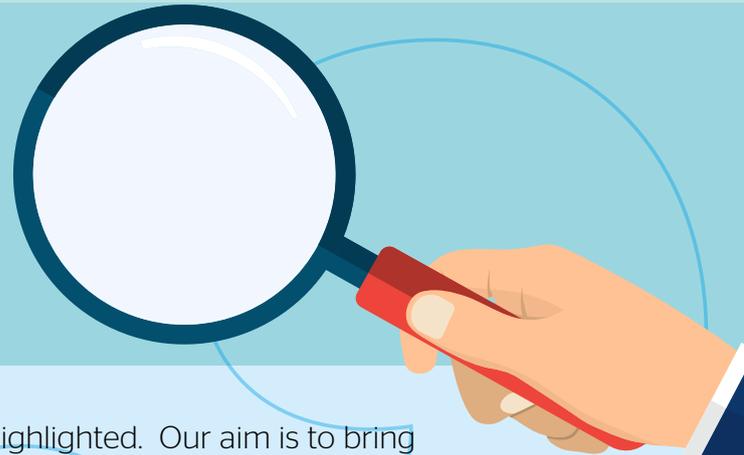
What we found ...

- Décor of ground floor was in good condition and the entrance lobby and hall welcoming, however the first floor appeared less homely and required refurbishment
- Residents and visitors praised the quality of the food
- There appeared to be a broad offer of activities provided for residents
- Good signage and visual aids across the property to support residents' needs
- Relatives raised some concerns around care plans not being followed and toileting prompts or assistance not being made frequently enough.

Below are some examples of the recommendations we made following the visit and the response from The Grange to these recommendations.

Our Recommendation	Provider Response
To advise of the processes in place to ensure that resident privacy is not compromised during bathing, showering or toileting	As explained by the staff upon visit, there is a note in all rooms to say that personal care is being given, do not enter. However, we identified that this is not always being used which was brought to the attention of staff in the staff meeting. Shower curtains are also being fitted in all shower/bath rooms.
To communicate clearly to all family members as to when 'relative meetings' are held	Relatives meetings shall be conducted once every three months. The dates of all will be published early enough to ensure attendance. Notices shall be out early and dates for the whole year shall be published. The home will try to see how the communication can be made more effective.
To monitor the cleanliness of the first floor kitchenette	This is an allocated duty of the kitchen staff now. They are advised to carry out cleaning of the kitchenette and dining area and then sign on the sheet provided.

How we focus our work plan ...



All of the feedback we gather at Healthwatch is fed into one central system which highlights common themes or trends in what people are telling us about health and social care services. A group of staff, board members and lay representatives meet quarterly to decide upon the appropriate course of action to take for each of the highlighted areas.

The course of action may involve directing our Engagement Officers to gather more evidence on a particular issue by speaking to patients and service users, or conducting an Enter and View visit to gain a more detailed understanding of how a service is delivered.

We keep a log of all the themes and trends that arise from patient and public feedback collated by Healthwatch and triangulate this with other local data to help decide where to best focus our time and resources.

When we have gathered enough information on a particular issue we then contact the relevant organisation to let them know what we have spotted and ask for a response to the information

highlighted. Our aim is to bring about service improvement by highlighting both examples of good practice and areas in which improvement may be needed.

Healthwatch In Action ...

We received a number of comments about the new one way system at Royal Derby Hospital from people who had experienced difficulties accessing the hospital by car.

To test the process a patient would follow when visiting the hospital for an outpatient appointment, we planned a mock visit, in conjunction with the hospital, for 12 Healthwatch volunteers to undertake 'dummy appointments'.

Volunteers commented upon their experiences from the receipt of a patient letter inviting them to a fictitious outpatient appointment at the hospital, of travel to the hospital for that appointment and navigation of the hospital site in order to find the outpatient location.

The findings from this exercise were written up and shared with the hospital, along with recommendations for service improvement.

Annual Report 2018

Healthwatch Derbyshire is part of a Healthwatch network which covers the whole of England. This network is overseen by Healthwatch England who offer information, support and guidance.

Each year we are required to produce an annual report reporting on our statutory activities. This report includes information on the impact that our work has had on the commissioning, provision and management of local health and social care services. If you would like to read a copy of our report, it can be viewed on our website, alternatively get in touch and we'll send you a copy via post.

healthwatch
Derbyshire

This year, Healthwatch Derbyshire's Annual General Meeting (AGM) will be showcasing our work on older people's mental health.

We would like to showcase the work we have done around dementia and older people's health and wellbeing, which will include findings from our dementia report, an overview of our Enter and View visits, which we undertook into local care homes, and a carer's story which highlights an individual's experiences of caring for their elderly relative who has dementia. The event will also include an information stall 'market place', guest speakers, a traditional afternoon tea and a chance for you to ask questions.

So please SAVE THIS DATE!

Members of the public are actively welcomed to join in.

As places are limited please register to attend by getting in touch by **Monday 17th September, 2018**



Save *THE* Date

Forget Me Not

A focus on older people's mental health

Thursday 18th October, 2018

St Thomas Centre

Chatsworth Road Brampton Chesterfield S40 3AW

12:30pm - 4:00pm

(traditional afternoon tea included)

Tel: 01773 880786

Web: www.healthwatchderbyshire.co.uk

If you require the document in an alternative format please get in touch

Online at: www.healthwatchderbyshire.co.uk Telephone: 01773 880786

Email: enquiries@healthwatchderbyshire.co.uk

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