

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

Mental Health Together Service to Continue

Healthwatch Derbyshire is pleased to announce that Mental Health Together, a service focused on giving people with first-hand experience of mental health conditions a greater say in how services are delivered, has secured funding through to March 2020.

The service was in danger of being decommissioned as part of the Derbyshire Clinical Commissioning Groups Financial Recovery Plan but will be able to see out the remainder of its three-year contract, albeit with a lot less funding. (CONTINUED ON P4)



Mental Health
TOGETHER
Engaging with Derby and Derbyshire

EVERY COMMENT COUNTS, PLEASE GET IN TOUCH...

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

An overview of the Derbyshire Clinical Commissioning Group's Financial Recovery Plan Proposal



The issue

In the Summer of 2018 Derbyshire's Clinical Commissioning Groups (the NHS bodies responsible for the planning and buying of health care services in the county) announced that action needed to be taken to address an £95m financial gap in their budget.

This financial challenge led to the development of a Financial Recovery Plan which proposed an extensive reduction in funding to services in a bid to make up £51 million in savings.

Derbyshire's CCG's were told by NHS England that if they managed to reduce the total deficit to £44 million then they would be gifted the outstanding amount from the Commissioner Sustainability Funds (CSF), which meant they could break-even at the end of the 2018/19 financial year.

One of the areas that savings were planned to be made was by cutting discretionary grants to voluntary sector organisations which cost the CCG's a combined total of £1.2 million.

Our concern

Whilst recognising the difficult financial position of the Derbyshire CCG's, Healthwatch Derbyshire expressed grave concerns that patients, carers and the public were not being given the opportunity to have their say on the actions required to address the £95m deficit.

The CCG's have a legal duty to inform, involve and consult patients and the public in the planning of commissioning arrangements, the development of proposals for change, and decisions about how services operate.

Healthwatch Derbyshire had 3 main concerns regarding the Financial Recovery Plan ...

- ⊕ A lack of transparency in how the plan was developed
- ⊕ A lack of communication about the plan
- ⊕ The pace at which the plan was being implemented.

Within such a short time-frame it was difficult, if not impossible, for the public to be able to genuinely influence decisions being made on services that ultimately impact upon the care and treatment they receive.

These concerns were highlighted by the planned cuts to the voluntary sector. There was a very short and rushed engagement process, due to the CCG wanted to reach a decision about the cuts at their August Board meeting. This meant there was an inadequate assessment of impact of the cuts, and very little consideration of how the impact could be lessened.

Action taken

Healthwatch Derbyshire sent a letter to the Chief Executive Officer of the Derbyshire CCGs, Dr Chris Clayton, to highlight its concerns and asked for a response.

These concerns were also forwarded to the Derbyshire County Council Health Scrutiny Committee, who subsequently summoned Dr Chris Clayton, to attend the Health Scrutiny Committee meeting on three separate occasions to provide further information on the Financial Recovery Plan.

Our concerns were also sent to all the MP's in Derbyshire, and the issue was picked up by Ruth George, Labour MP for High Peak, who secured parliamentary time where Derbyshire MP's were able to put forward questions regarding the Financial Recovery Plan to the Health Minister to respond on behalf of NHS England.

One of the outcomes of these interventions was to delay decisions on the cuts to the voluntary sector, until a further period of review could be conducted, to fully assess the impact of the plans. This will enable the Derbyshire CCG's to reach a more informed decision which is set to be made at their Board Meeting in December.

Call for clarity on future engagement

In August 2018 Healthwatch Derbyshire received a letter from the Derbyshire Clinical Commissioning Group expressing their desire to conduct engagement at a much earlier stage in future and an invitation for Healthwatch to play a role in supporting this work.

Since then we have been working closely with Derbyshire Clinical Commissioning Group to ensure they back up their words with actions which demonstrate a serious commitment towards public engagement and consultation.

Progress is being made, and Dr Chris Clayton reported the following in a recent report to the Derbyshire Clinical Commissioning Group Public Governing Body meeting.

"We are making real progress on the next phase of our plans to enhance our engagement with public, patients, our membership and our partners and stakeholders. In November we ran a workshop supported by Healthwatch Derbyshire for a cross-county group of patient representatives.

This included a simulated commissioning exercise based on real scenarios which enabled delegates to work with us on some of the commissioning decisions we make and how we must prioritise and make tough choices. This was a really important exercise in terms of working towards meaningful co-production and feedback was positive from both patient representative colleagues and staff in attendance.

As a follow up to this we ran the first of a number of workshops where we involved patient representatives at the very first stage of three potential transformation programmes on a confirm and challenge basis. The feedback we received was extremely positive and we will continue to run these workshops to ensure that patient involvement is at the heart of the roll-out of our commissioning intentions."

For the latest updates

Visit the dedicated section on our website regarding the Financial Recovery Plan
www.healthwatchderbyshire.co.uk/stp/derbyshire-financial-recovery-plan-updates/



Mental Health
TOGETHER
Engaging with Derby and Derbyshire

Mental Health Together Service to Continue

(CONTINUED FROM FRONT PAGE)

Mental Health Together will be continued by two part-time Involvement Officers, Niki Glazier and Kath Dawson, both of whom were members of the original team and therefore well placed to build upon the positive work carried out in the first year of the contract.

In its new format Mental Health Together will mainly be responsible for recruiting, training and supporting Experts by Experience, both mental health service receivers and their carers, and identifying, and where appropriate facilitating, opportunities for Experts by Experience to be involved in the design and delivery of health and social care services.

Mental Health Together is currently recruiting volunteers to the Expert by Experience role. Being an Expert by Experience volunteer is a great way of using your first-hand experience of health and social care services to help improve things for the future.

By attending meetings, workshops or focus groups you'll be able to help those who provide and plan services identify issues faced by people with a mental health condition, and look for solutions to address them.



If you are interested in becoming an Expert by Experience please email: enquiries@mentalhealthtogether.org.uk or call **01773 880786** for more information.

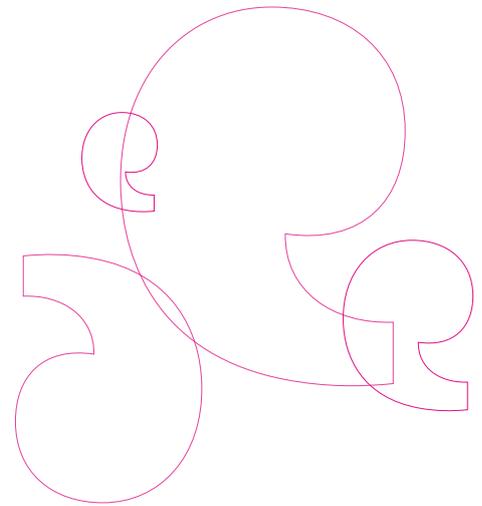
Healthwatch Derbyshire receives commendation at national award ceremony

Healthwatch Derbyshire received a commendation at the annual Healthwatch Network Awards, held recently.

Healthwatch Derbyshire was praised for incorporating the skill sets of a diverse range of volunteers in order to help improve council funded care homes for the people of Derbyshire.

The work relied on a pool of skilled volunteers which included two people with learning disabilities.

Healthwatch Derbyshire put in several activities to support it's volunteers including training and meetings which provide a chance for volunteers to socialise, discuss how things are going, and listen to guest speakers.



Making Change Happen



Improvements made to the Breast Clinic Unit at Queen's Hospital in Burton

Following engagement activity in October 2017, an Engagement Officer (EO) made numerous comments/observations around the Breast Clinic at Queens Hospital, Burton - which included:

- ⊕ On entering the department it took over one minute before the receptionist acknowledged arrival at the desk
- ⊕ There appeared to be long waits for appointments once arrived, with many patients explaining that had not been informed or kept up to date with the delay
- ⊕ No offers for refreshments were made, however, it was explained that a volunteer is usually available to do this.

In response to feeding this information through Healthwatch the unit introduced a co-ordinator role which involved a healthcare assistant working with the receptionist to ensure that patients were greeted in a timely manner and kept informed about any possible delay they may be facing.

In a return visit to the unit in May 2018 Healthwatch found that:

- ⊕ Patients were acknowledged immediately upon arrival and that all staff were very welcoming.
- ⊕ There was a notice board which stated the delays for clinics, including an estimate of additional waiting times as well as a nurse that came into the waiting area to verbally update patients on the delays.
- ⊕ Drinks were made readily available to patients and feedback from people in the waiting area was unanimously positive.
- ⊕ There did not appear to be any patients waiting a considerable amount of time beyond that which was stated in their appointment letter.



GP Surgery acts on patient feedback to implement new prescription drop-off system

A patient from Long Eaton got in touch with Healthwatch to suggest an improvement to the prescription drop-off process at their GP surgery.

There had been a number of occasions when the patient had been waiting in a queue at the GP surgery in order to drop-off their prescription request which could only be handed to a receptionist at the time.

As well as having to wait until a receptionist was free, there had also been occasions when the whole reception team had been on a training day and therefore was unable to hand in their prescription request at all. The patient suggested a postal box in the reception area specifically for prescription requests which Healthwatch fed through to the GP surgery. On a recent visit to the surgery, it was noted that this system has now been implemented.

You Said... We Did...

Experiences of health and social care services in Derbyshire from the perspectives of people living with dementia, their carers and family members.

Between September 2017 and January 2018 we spoke to people living with dementia, their carers and family members about their experiences of using health and social care services. This flyer highlights a number of the main themes from the report and what happened as a result of people sharing their views with us.



What is the Sustainable Transformation Partnership (STP)?

NHS organisations and local councils have come together to develop plans for the future of health and social care. Derbyshire's STP, Joined Up Care Derbyshire, brings together work that has been taking place across the county to coordinate services better so they support people to stay well. For more information on Derbyshire's STP please visit: joinedupcarederbyshire.co.uk

You Said...

People highlighted the importance of early education to raise awareness and understanding of dementia.

“Partners within the health, social care and voluntary sector have a stated commitment to improving the availability and quality of information for early education, awareness raising and the various types of dementia. We are also working to produce a low or no cost training package around dementia and delirium for all partnership members (Derbyshire County Council, Derbyshire Healthcare NHS Foundation Trust etc) to try and enable better awareness and response for people living with dementia.”

(Sustainable Transformation Partnership - Dementia and Delirium Workstream)



You Said...

Following diagnosis people felt they received too much information. One person said, *“There were loads of leaflets, it seemed bewildering.”*

Derbyshire County Council looked at the information made available following diagnosis to ensure people did not feel overwhelmed, the review identified that the council’s ‘Guide to Dementia Services’ leaflets should be provided at all memory assessment clinics in Derbyshire.

(Derbyshire County Council)

The Derbyshire Dementia Support Service provides an option for support immediately after the diagnosis at the memory assessment clinics. They said they will review the process, and establish whether a follow-up process would be more beneficial if the service is declined to begin with.

(Derbyshire Dementia Support Service - Making Space)

You Said...

People spoke negatively about the Derbyshire Dementia Support Service (Making Space) in terms of:

- ⊕ Poor facilitation of groups with inappropriate activities
- ⊕ Lack of trained staff
- ⊕ Lack of one-to-one support.

Within the response from the Derbyshire Dementia Support Service, it was explained:

“Group participants are encouraged to provide feedback following the sessions, we are committed to keeping the format of the groups fresh and innovative, and we welcome new ideas and concepts.”

“Dementia advisors will continue to receive regular training to maintain and develop knowledge and expertise.”

“We will ensure that all group participants are aware of the option to receive one to one support outside of the group settings.”

(Derbyshire Dementia Support Service - Making Space)

“Derbyshire County Council and Derbyshire’s NHS Clinical Commissioning Groups are in the process of re-procuring the Derbyshire Dementia Support Service, which will provide an opportunity to review and clarify the services priorities.”

(Derbyshire County Council and Derbyshire Clinical Commissioning Groups)

All recommendations made by HWD within this report will be taken into consideration by Derbyshire County Council for the recommissioning of future services including the Derbyshire Dementia Support Service, as it is committed to listening to service receivers, their carers and family members.

(Derbyshire County Council)

Our Priorities ...

Creative Engagement Project with Children and Young People



Using a range of fun and interactive engagements we are working with children and young people up to the age of 19 to capture their views on this topic.

Those that take part in the engagements will be supported to compile their findings into a visual display to be presented to the commissioners of children's services. This information will be used by the commissioners in an action plan they are putting together to improve services for children.

Orthotics Royal Derby

Orthotic services provide prescription insoles, braces, splints, callipers, footwear, spinal jackets and helmets which help people recover from or avoid injury, or live with lifelong conditions.

Healthwatch Derbyshire identified a delay in waiting times for orthoses at Royal Derby Hospital to be an issue when analysing feedback people had shared about the service. In some cases, there was a delay of up to 3 months between patients being measured for a piece of equipment and them receiving the manufactured product.

This can be particularly problematic for children and young people who may grow considerably during such a delay, thus causing the product to become ill-fitting or only suitable only for a short period of time.

Upon contacting the hospital to highlight this information Healthwatch Derbyshire was informed of an action plan being put together to tackle the issues faced by patients of orthotics services.

To assist the development of this plan Healthwatch Derbyshire is set to undertake a series of engagements to gather more evidence on the issues faced by patients using the service, which will assist the hospital in writing their plan.

Oral Hygiene in Care Homes



The Care Quality Commission (CQC) has identified the oral hygiene of care home residents, both older people and those with a learning disability, to be an issue across the UK and plan to visit 100 homes across the UK early next year.

The issue may be due to a multitude of factors for example training, resident resistance or lack of involvement from the health sector. The CQC has asked all local Healthwatch to feed-in any intelligence they have gathered on the matter in order to build a picture of the prevalence of this issue across different regions.

To assist this piece of work Healthwatch Derbyshire is visiting a number of residential homes across the county to gather feedback from staff and residents. The findings from this project will be compiled into a report that will then be shared with the CQC. Healthwatch Derbyshire will also address this at a local level, if issues are identified, to look for solutions to the problem.

Patient Transport

(non-emergency)

Healthwatch Derbyshire conducted a targeted piece of engagement work to help explore negative feedback that had been received from patients in regard to non-emergency patient transport services.

In Derbyshire the non-emergency patient transport service is provided by East Midlands Ambulance Service (EMAS) for patients registered with a Derbyshire GP practice that need medical or clinical support to get to and from their healthcare appointments.

We spoke to 96 patients of renal services, who regularly use patient transport, to gain a detailed picture of how patients experience using non-emergency patient transport.

A range of questions were asked over a four month period.

From the conversations that took place a number of key themes emerged...

- ⊕ Participants reported that they do not routinely receive a call or text letting them know when transport is on its way. Participants felt that this would make a big difference by taking away the feeling of watching and waiting for transport to arrive
- ⊕ Some participants commented that despite being eligible for patient transport services, they now make their own arrangements due to dissatisfaction with the service. Others who were still using the service said that they were considering using alternative arrangements due to dissatisfaction
- ⊕ Some people experienced more issues to do with pick-ups and drop-offs on a Saturday than when compared to mid-week
- ⊕ Some participants spoke about stress and anxiety caused by the uncertainty around the provision of transport to and from appointments



Healthwatch Derbyshire contacted EMAS with a number of recommendations for improvements to be made to the non-emergency patient transport service.

Introduce a system of routinely calling or texting when transport is on its way.

Their reply : “There is a system in place to send automated text’s to patients which acts as an appointment reminder, it is not to let people know when the crew is arriving. We will look into implementing a system which alerts patients when their driver will arrive, i.e. your driver is 30 minutes away and is called [X]. This does have cost implications, so we will need to do an audit first to see how many patients have the facility to receive a text.

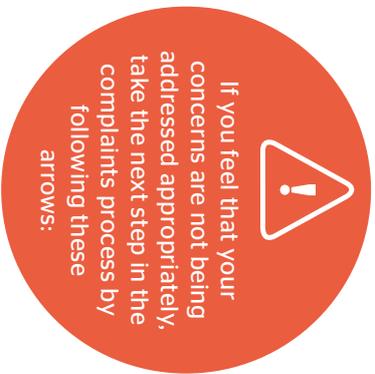
The calling of patients (i.e. a courtesy call) to call ahead of picking someone up to check that they still require transport should already be happening. We will do a promotion to remind drivers that they should be doing this.

Investigate and resolve issues around timely pick-ups and drop-offs on a Saturday

Their reply: “We are introducing a Patient Liaison Officer in October 2018, who will initially be based at Royal Derby Hos-pital renal unit, this will give patients someone to talk to ‘face to face’ to address any issues they might have and support them with their transport needs. They will also capture feedback from patients, and will be able to link directly to the control room who dispatch the vehicles.

To see the full list and recommendations and responses visit the Healthwatch Derbyshire website.

Derbyshire NHS & Social Care Complaints Process



If you feel that your concerns are not being addressed appropriately, take the next step in the complaints process by following these arrows:

If you have concerns about any aspect of your care, or the service you receive, it is best to first speak with a member of staff involved with your care.

If you find that staff cannot help you, or you are not comfortable speaking with them, you may want to make a formal complaint...

I would like to make a complaint

Do you need help making a complaint?

Independent Complaints
Advocacy Service
Derbyshire Mind
Tel: 01332 623732
Email: advocacy@derbyshiremind.org.uk

Social Care

Residential Care
Home Care
Carer's Services
Children's Services

Primary Care

GP
Dentist
Pharmacy
Optician

Other Health Care

Hospital
Ambulance
Mental Health
Community
NHS Commissioning

Follow the local complaints procedure

Contact the PALS team to find out how to make a formal complaint

Derbyshire County Council
Tel: 01629 533190
Email: contact.centre@derbyshire.gov.uk

NHS England
Tel: 0300 311 22 33
Email: england.contactus@nhs.co.uk

The Local Government Ombudsman
Tel: 0300 061 0614
Web: www.lgo.org.uk (web form contact)

The Parliamentary and Health Service Ombudsman
Tel: 0345 015 4033
Email: phso.enquiries@ombudsman.org.uk

Please contact Healthwatch Derbyshire if you have any queries or comments about this information.
Tel: 01773 880786
Email: enquiries@healthwatchderbyshire.co.uk
Web: www.healthwatchderbyshire.co.uk

If you want to complain about purchasing or planning of NHS services, contact Arden&GEM CSU in either Derby on 01332 880080 or Chesterfield 01246 514000

PALS is a confidential NHS service designed to support patients, relatives and carers

University Hospitals of Derby and Burton
Tel: 01332 785156 / 01332 785156
Email: dhft.complaintsteam@nhs.net

CHESTERFIELD ROYAL HOSPITAL
Tel: 01246 512640
Email: crftf.acs@nhs.net

DERBYSHIRE COMMUNITY HEALTH SERVICES
Tel: 01773 525119
Email: pet@dchs.co.uk

DERBYSHIRE HEALTHCARE FOUNDATION TRUST
Tel: 01332 623751 or 0800 027 2128
Email: patientexperience@derbyshcft.nhs.uk

EAST MIDLAND AMBULANCE SERVICES
Tel: 0333 012 4216
Email: emas.pals@nhs.net