

# 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 may result in us highlighting a particular issue that has emerged. For example, we might find that a number of individuals have complained about difficulties in gaining access to mental health services in Derbyshire. We can then flag this up with the provider of mental health services and ask them how they intend to address the issue.

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.



## **Public must have their say on Joined Up Care Derbyshire plans**

**The local Sustainability and Transformation Plan (STP) for Derbyshire, called Joined Up Care Derbyshire, has involved health and social care organisations working together more closely than ever before to look at how services could and should run over the next five years.**

The health and social care services we all rely on, e.g. our hospitals, GP practices and care homes, are facing big challenges. This is due to a combination of a growing and ageing population, people with more long-term, complex conditions, and a challenging economic climate.

Change needs to happen and Healthwatch Derbyshire's role in this is to ensure that patients, and members of the public, have the opportunity to input their views into the process. To date, there has been very little input into the STP plan in Derbyshire from patients and the public, due to strict timescales, but this needs to change.

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**Tel: 01773 880786    Email: [enquiries@healthwatchderbyshire.co.uk](mailto:enquiries@healthwatchderbyshire.co.uk)  
Web: [www.healthwatchderbyshire.co.uk](http://www.healthwatchderbyshire.co.uk)**

# Healthwatch Derbyshire investigates public awareness of online GP services

Healthwatch Derbyshire conducted a survey to determine whether patients in the county are aware of the GP services available to them online, and to investigate the accessibility of services on GP websites.

As part of the changes made in 2015 to the General Medical Services contract in England, GP practices are now required to expand and improve the provision of online services for patients which should include appointment bookings, ordering repeat prescriptions, amending personal details and access to summary information held in patients' records. They are also required to promote the online services they provide.

A national GP patient survey carried out in England in 2014 found that 34% of patients said their preferred method of booking a GP appointment would be online. However, just a year on, the same survey found that only 6% of patients had booked a GP appointment online.



## What we found...

- The majority of patients are unaware of the full range of online services that are being offered
- Most patients found out about online services through promotion within the surgery
- Online repeat prescriptions and booking appointments remain the most popular online services used by patients
- In April 2016 not all GP surgeries were offering the full range of online services
- Most users of online services found them easy to use
- 94% of people who used their GP online services would recommend them to family and friends
- In April 2016, most GP surgery websites were not providing comprehensive information addressing online security and privacy concerns.

Healthwatch Derbyshire CEO, Karen Ritchie, explained:

*“Our questionnaire was aimed at finding out if Derbyshire residents know about the online GP services that are available to them and whether people are using them.*

*“The results showed that there is more to be done to raise awareness of the full range of online services on offer to patients and encourage their use but GP Practices responded well to the report and stated that they had used the recommendations to review and improve their online services.”*

# A selection of responses from GP surgeries to our patient report

## Adam House Medical Centre

*“Very detailed answers from patients on what they would like to see from our website and online services, enabling us to update and make more changes.”*

## Avenue House & Hasland Partnership

*“After reading the summary of findings in the report I intend to check our website to make sure the online services section is clearly visible.”*

## Eyam Surgery

*“The report was useful and we intend to look into the following because of the report’s findings:*

- *To see if we can make online services more visible on the website*
- *Look at getting Google translate*
- *Feature an article in our next newsletter.”*



## Jessop Medical Practice

*“We will explore further changes in light of the recommendations, including a single link to online services via the front page and improving our ‘help services’ to explain how services can be set up and accessed.”*

## Kelvingrove Medical Centre

*“We found the report very interesting and informative. It contained good public feedback, both positive and negative, which gives practices an idea of how user friendly their facilities are. I have discussed the recommendations with the GPs and can confirm that the practice will look into the suggested recommendations and how we can improve ease of access to online services.”*

# Access to health and social care services for people with substance misuse issues

**More needs to be done to support some of the most vulnerable people in Derbyshire who face drug and alcohol misuse issues.**

We published a detailed report highlighting the experiences of individuals living with substance misuse issues when accessing health and social care services in Derbyshire.

We worked with community recovery services and drug treatment centres in Chesterfield, Shirebrook, Ripley, Ilkeston, Long Eaton and Swadlincote to set up interviews and focus groups with 59 people who were either dependant on drugs, alcohol or prescription drugs, as well as 15 carers and 15 health and social care professionals.

A particular issue facing people with substance misuse issues was accessing the right mental health treatment.

The report highlights that the majority of people had turned to substance abuse because of mental health problems. This then led to further deteriorating of people's mental health.

Many individuals, however, reported that they found it difficult to access the full range of mental health services in the county.

Further issues with the waiting room environment, flexibility of appointments for those who work and the complaints systems at drug treatment centres in the county were also highlighted.

These have been raised with providers and commissioners of services in the county who have



responded on how improvements have already been achieved or are planned for the near future.

There was however praise from those interviewed for community support organisations as well as, in the main, for pharmacies, East Midlands Ambulance Services and dental services.

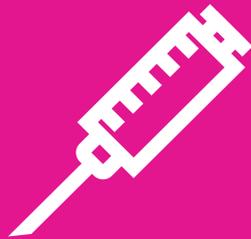
Healthwatch Derbyshire Chief Executive Officer Karen Ritchie said: "This report focused on individuals and their experiences of access to health and social care services in the county.

"Drug and alcohol misuse is an issue for some of the most vulnerable people in society, including homeless people, those with mental health issues, LGBT+ and children of substance misusing parents. It's really important that these people have a voice and are able to use that voice to make positive changes to the services they use.

"The report has flagged up a number of issues and we have made recommendations for how services can be improved as a result.

"Responses from service providers and commissioners have addressed all of the recommendations we have made, and we feel heartened that improvements will be made - particularly with regard to mental health services."

# A selection of substance misuse report responses



**Derbyshire County Council Public Health**, commissioners of substance misuse treatment and recovery services, stated: “We warmly welcome the Healthwatch report.

“A newly integrated service will commence in April 2017, bringing together into one system all adult treatment services (drugs and alcohol) and support for families and carers. As part of these changes, issues around the suitability of buildings, including improved accessibility across the county, have been raised with providers to deliver an improved experience of the service. A wide range of treatment options tailored to individual needs will continue to be available.

“The Healthwatch report findings have already been discussed with the adult drug treatment provider as part of the regular performance review process and, in light of the service user comments reported, the provider recognises the need to review its complaints procedures. We will seek assurances from the provider that a refreshed complaints procedure is readily available and easily understood by all service users.”

A joint response from **Southern Derbyshire Clinical Commissioning Group (CCG), North Derbyshire CCG, Hardwick CCG and Erewash CCG** who commission mental health and acute services provision stated: “We plan to take the report to the respective quality meetings with our providers to explore what can be done to improve patient experience.

“We note the concern expressed that patients cannot access mental health services unless their substance misuse problem had been resolved first.

“We have already taken action to improve this. For example, the psychological therapies services we now commission are required not to exclude automatically substance misuse but will discuss with the patient or referrer and come to a considered clinical opinion on the suitability of the person for treatment.”

**Carolyn Green, Director of Nursing and Patient Experience at Derbyshire Healthcare NHS Foundation Trust**, responded to Healthwatch Derbyshire saying that issues such as complaints, waiting room environment and flexibility of appointments were all under review.

Carolyn added: “Recent changes have been made to care pathways, and to local guidance on talking therapies, relating to those being treated by substance misuse services.

“These changes support increased access to frontline support for mental health issues. The result is that the use of drugs or alcohol is not a reason for exclusion from accessing these services, and that there will be closer working and referrals between substance misuse services and the talking therapies providers.

“Internally, we have also changed our policy on supporting people with a dual diagnosis of mental illness and problematic drug or alcohol use, and are taking steps to improve communication between our mental health and substance misuse teams.

“This should empower our mental health teams to provide better support, particularly when someone is in crisis.”

# First independent visits carried out at Derbyshire County Council care homes

Derbyshire County Council appointed Healthwatch Derbyshire to carry out Enter and View visits to all of its 22 care homes that support older people and four services supporting people with learning disabilities by March 2017 and report back their findings. The programme is part of the County Council's internal quality audit system.

A summary report covering 9 homes in Belper, New Mills, Shirebrook, Staveley, Long Eaton, Ashbourne, Bakewell, Tibshelf and Heanor has been published.

Volunteers observed the care home operations, viewed the facilities available and spoke to residents, family members and visitors and staff. They have reported their views with a focus on the quality of life and quality of care for residents highlighting both good practice and any issues for service improvement.

Overall, we found that the services provided a homely, welcoming and comfortable environment with a very good standard of care delivered by committed and skilled staff. Particular praise was levelled at the high standard of care with staff treating individuals with dignity and respect.

The Enter and View teams reported that:-

- Meals provided were of a high quality
- There was good access to additional health and social care services
- The proactive involvement of families in residents' care received particularly positive feedback from those surveyed.

They also highlighted that:-

- Some facilities, including bathrooms, in older care homes should be modernised and outdoor space in a few homes needed to be better tended
- Specific support for residents with dementia such as appropriate signage and information should be reviewed
- Increase the availability of hand sanitisers where appropriate
- Activity coordinators were working well in most homes but this important service provision needed to be evident across all homes.

Derbyshire County Council Cabinet Member for Adult Social Care Councillor, Paul Smith, said:

*"We remain confident that we are offering extremely high quality care and support to residents at our homes across the county.*

*"It is essential that we maintain these standards while addressing any areas that may be identified through these visits as needing improvement.*

*"These independent visits help us to see what we're doing well and identify areas where more work is needed and this will support us to deliver on our commitment to directly provide services of the highest quality to the residents of Derbyshire.*

*"We have made a detailed response to Healthwatch Derbyshire which states improvements already made and plans for the future."*

# Spotlight on Commissioning

Healthwatch Derbyshire gathers feedback to help identify common themes or trends in the information that people are giving us.

We talk to service providers to highlight particular issues that are emerging, which may be impacting on care and treatment. This helps to shine a light on issues that are being experienced by a number of people, thereby strengthening the patient voice.

In addition to this, all feedback is routinely sent to NHS England and to the CCGs covering Derbyshire. These organisations are responsible for choosing and buying health services for people living in Derbyshire. By passing on your feedback, we can help to make sure it goes right to the heart of the commissioning process.

We have asked these organisations to explain for this special 'Spotlight on Commissioning' feature how they use the feedback from people living in Derbyshire which is given to them by Healthwatch.

NHS England told us:

**“NHS England and Healthwatch England share a common goal of making sure that the interests of patients are at the heart of everything we do. We are committed to the idea that we should challenge each other when necessary, to support our shared purpose of improving health and wellbeing for patients, carers, families and communities. Local Healthwatch reports can offer valuable insights into patients' views, which support our own continued efforts to improve the patient experience and provide high quality healthcare for all.”**

Southern Derbyshire CCG told us:

**“CCGs have a statutory responsibility to ensure that funding for healthcare services is used appropriately. This includes ensuring that individuals receive high quality care, and more importantly, don't come to harm. There are a number of ways in which the CCG seeks assurance, these include; receiving pre-agreed evidence from individual healthcare providers, visiting clinical areas and talking with patients, carers and staff, and looking at external information, including Healthwatch reports.**

**“All this information is collated, triangulated, discussed with senior members of the respective healthcare provider at monthly and quarterly quality meetings, and where necessary, actions taken to address any identified issues.**

**“An example of this is after receiving negative feedback about a particular ward from a number of sources, a review was undertaken of the data and soft intelligence available (including Healthwatch information). The review of the data did give rise to some concerns regarding staffing levels, vacancies, recruitment issues, patient assessment processes, documentation and learning from incidents and serious incidents. All this information supported an effective quality visit. Of course, the evidence that the CCG reviews also reveals examples of excellent care. In these instances, the CCG also takes the opportunity to congratulate healthcare providers and look for ways in which the particular example can be shared more broadly.”**

# Spotlight on Commissioning (continued)

Erewash CCG said:

**“Healthwatch comments are used by Erewash CCG to identify the areas which are important to individuals in terms of their experiences of accessing health and social care services in Derbyshire. They are used to improve commissioned services by providing valuable feedback to our providers; highlighting what is important to patients and their carers when they are accessing services and receiving treatments. The comments received support the CCG to ensure patient focussed quality services are commissioned and provided.”**

Hardwick CCG said:

**“NHS Hardwick CCG values the contribution that Healthwatch Derbyshire brings by enabling us to hear clearly service users’ comments and feedback of the services that we commission. We value this feedback as it helps us comprehend more the patient pathway through health and social care from a user’s perspective, and when it works well and when it doesn’t. By looking at issues and themes identified, we can try to work closely and collaboratively with our health and social care providers in order to address these and make improvements. We hope that this then makes service users’ experience of health and social care services more positive.”**

## Accessible Information Standard

Between January-March 2017, Healthwatch Derbyshire will be finding out more about how new Accessible Information Standards have been implemented in Derbyshire.

These standards came into effect in July 2016 and, as a result, organisations must take various steps to help identify and support people with additional communication needs. Healthwatch will be working in three ways to gather information about the experiences of people with sensory impairments when using health and social care services.

We will spend time talking to people with sensory impairments about their recent experiences of using health and social care services. This will help to identify topical issues when using services, and will also give a feeling for what difference the new standards are having on the experience that patients have.

We will also work with and encourage people to fill in a survey that is being conducted by NHS England at the same time to look at how the standard has been implemented to give a really comprehensive picture from Derbyshire.

A mystery shop will also be carried out by Healthwatch Derbyshire to see how some services have responded to the changes that they have needed to make to comply with the standard and to ensure that patients with additional communication needs are not disadvantaged.

# What are Sustainability and Transformation Plans (STPs)?

Health and social care organisations across England are working together more closely than ever before to produce joint plans called Sustainability and Transformation Plans (STPs). The plans set out a vision for a more joined up approach to health and social care, the steps that should be taken to get

there and how everyone involved needs to work together to improve what we deliver. In a nutshell, health and social care organisations have set out how they need to work together to improve health, finance, and quality of care to meet the future needs of patients.

## What is the Derbyshire STP?

Derbyshire's STP is called 'Joined Up Care Derbyshire'. It brings together 11 partner organisations and sets out ambitions and priorities for the future of the county's health and social care. It highlights what services are provided, where gaps might be, and what changes could help improve things to offer care in the best way for people, now and in the future.

All the organisations that provide health and social care aim to work and plan much better together, focusing on new ways of working to:

- help keep people healthy
- give people the best quality care
- run services well and make the most of available budgets.

To read about the priorities in more detail as set out in 'Joined Up Care Derbyshire' visit the Southern Derbyshire CCG website:-

[www.southernderbyshireccg.nhs.uk/publications/joinedupcarederbyshire/](http://www.southernderbyshireccg.nhs.uk/publications/joinedupcarederbyshire/)

## Who is involved in the Derbyshire STP?

- NHS Southern Derbyshire Clinical Commissioning Group
- NHS North Derbyshire Clinical Commissioning Group
- NHS Hardwick Clinical Commissioning Group
- NHS Erewash Clinical Commissioning Group
- Derbyshire Community Health Services NHS Foundation Trust
- Derbyshire Healthcare NHS Foundation Trust
- Derbyshire Health United
- Derby Teaching Hospitals NHS Foundation Trust
- Chesterfield Royal Hospital NHS Foundation Trust
- Derby City Council
- Derbyshire County Council



# How will I be kept informed about Joined Up Care Derbyshire and how can I get involved?

People will play a big part in helping shape services for the county and city so they are more coordinated and do more than just treat illness – they should also prevent it and promote longer, healthier lives. By getting Derbyshire people involved and talking about any proposed changes, everyone can do their bit to help the health and care system work better.

Joined Up Care Derbyshire sets out the five year plan from now until 2021, it's a "live" document and will continually evolve. Over the coming months, Southern Derbyshire CCG will be talking to the

public and staff in partner organisations regularly to keep everybody informed and involved.

If you have any questions about Joined Up Care Derbyshire you can contact Gary Thompson, Senior Responsible Officer, at:

**E:** [communications@southernderbyshireccg.nhs.uk](mailto:communications@southernderbyshireccg.nhs.uk)

**T:** 01332 888 080

Alternatively, write to: Communications Team, NHS Southern Derbyshire CCG, Cardinal Square, 1st Floor, North Point, 10 Nottingham Road, Derby DE1 3QT

**Healthwatch Derbyshire Chief Executive, Karen Ritchie, said:**

*"It's no secret that the health and social care services we all rely on, e.g. our hospitals, GP practices and care homes, are facing big challenges.*

*"This is due to a combination of a growing and ageing population, people with more long-term, complex conditions, and a challenging economic climate.*

*"There is no doubt that change needs to happen and Healthwatch Derbyshire's role in this is to ensure that patients, and members of the public, have the opportunity to input their views into the process.*

*"To date there has been very little input into the STP plan in Derbyshire from patients and the public, due to strict timescales, but this needs to change.*

*"Now the plan has been published, we need to have an open and transparent public debate about the reasons behind the Joined Up Care plan and the potential scenarios for change.*

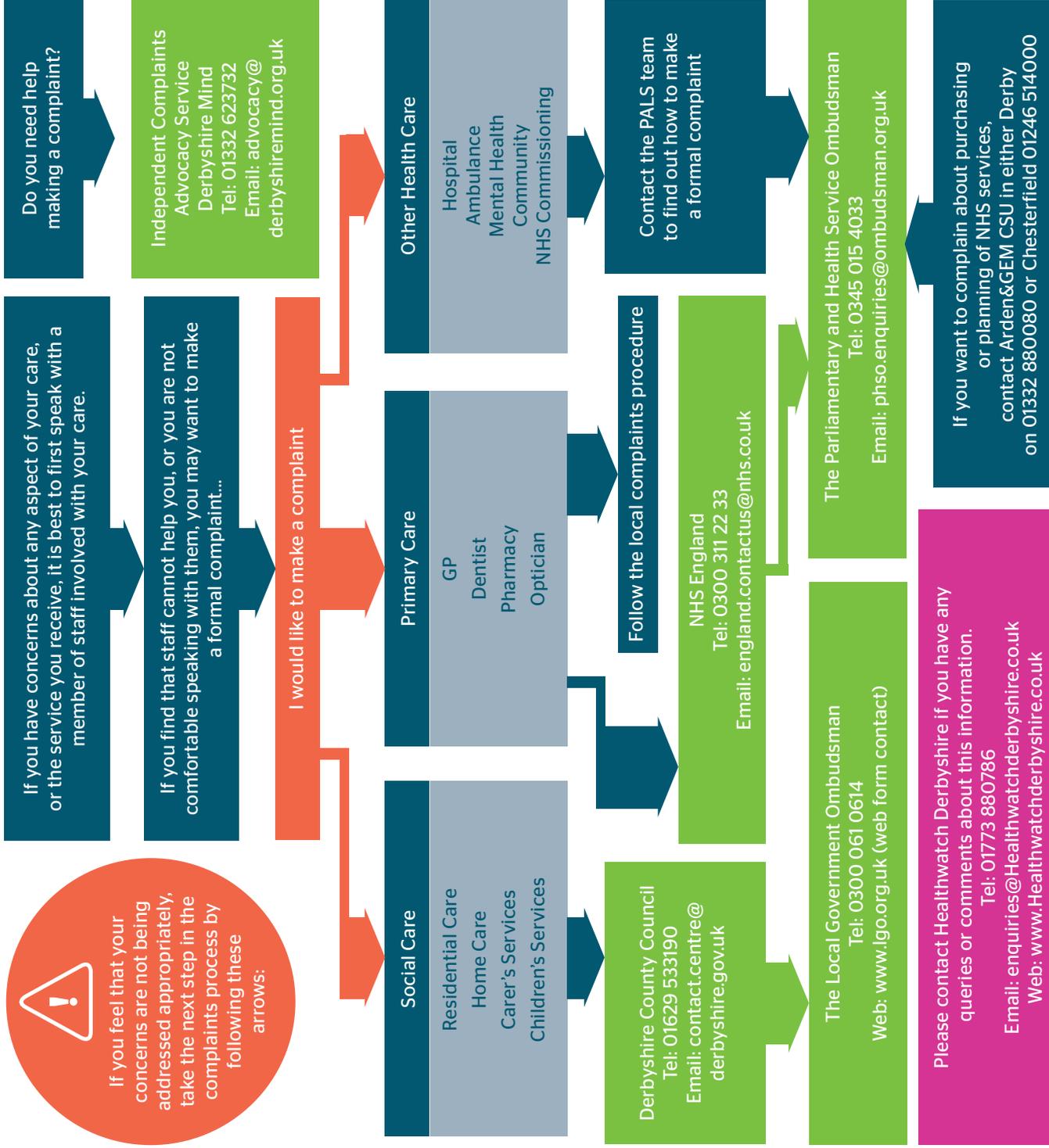
*"If the plan is designed to meet the needs of the local population, it needs to include them in the design and delivery of services.*

*"Healthwatch Derbyshire have been assured by officers leading on the plan that over the coming months there will be plenty of opportunities for local people to find out more and share their views on what they think health and social care services should look like. We are currently discussing the detail of how this will happen."*

For more information, and to keep updated, visit the Healthwatch Derbyshire website, where regular updates will be published on the process - [www.healthwatchderbyshire.co.uk](http://www.healthwatchderbyshire.co.uk)

# 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

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

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

**Primary Care**  
GP  
Dentist  
Pharmacy  
Optician

Follow the local complaints procedure  
NHS England  
Tel: 0300 311 22 33  
Email: england.contactus@nhs.co.uk

**Other Health Care**  
Hospital  
Ambulance  
Mental Health  
Community  
NHS Commissioning

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

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

ROYAL DERBY HOSPITAL  
Freephone: 0800 783 7691  
Email: dhft.contactpals@nhs.net

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

DERBYSHIRE COMMUNITY HEALTH SERVICES  
Tel: 01773 525119  
Email: DCHST.PatientExperienceTeam@nhs.net

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

# A Comment's Journey with... **healthwatch** Derbyshire

## 1. Healthwatch Derbyshire receives comments from the public.

An example of a comment received from a patient:  
“I was a patient in hospital for about a week. Nobody had talked to me about going home all week, until 6.30pm one evening I was told I could go. By the time I left hospital it was 10.30pm, which wasn't ideal”



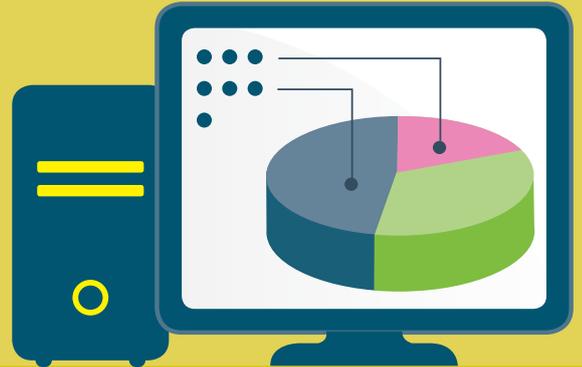
We may refer you to other organisations where appropriate (ie. complaints department)



We will take immediate action over comments causing serious concern (ie. safeguarding)

## 2.

The comments are put onto our database and periodically a report of all new comments is sent out to service providers, and to those who buy services, i.e. commissioners.



We check the comments on the database and look for areas where people are experiencing problems and that need improvement. This sometimes leads Healthwatch to do additional work to get more information.



Once we have done this additional work we may put a report together to show what we found, and sometimes these reports will make recommendations about how services should be improved.

## 5.



When action is taken we publish the results in the 'You Said, We Did' section of our quarterly 'Speak Out' Newsletter, as well as online, so more people can see why they should talk to us.

## 4.



People can talk to Healthwatch Derbyshire anonymously, but we will send feedback to anyone who has submitted contact details providing we have received a response from the service provider.

## 3.



Service providers and those who choose and buy services may take action and will tell us what they have done as a result.

**PLEASE GET IN TOUCH, EVERY COMMENT REALLY DOES COUNT!**

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