

Healthwatch Derbyshire Annual Information Summary

April 2015 - March 2016

Derby Teaching Hospitals NHS Foundation Trust

Royal Derby Hospital

Background

Healthwatch Derbyshire was set up in April 2013 as a result of the Health and Social Care Act 2012, and is part of a network of 148 local Healthwatch organisations across England. The Healthwatch network is supported in its work by Healthwatch England who develop a national picture of the issues that matter most to health and social care users. Healthwatch England ensure that this evidence is used to influence those who plan and run services at a national level.

Healthwatch Derbyshire is an independent voice for the people of Derbyshire. We are here to listen to the experiences of Derbyshire residents when using health and social care services, and we use these experiences to influence how local services are provided.

We gather these experiences through a team of four Engagement Officers, and our keen volunteers. We undertake both general engagement to hear about a variety of experiences and themed engagement to explore a particular topic in more detail. Healthwatch can also conduct an 'Enter and View' visit, which is carried out by trained volunteers to see and hear how a service is delivered at a particular point in time.

During this period, Healthwatch Derbyshire has heard about services delivered by Derby Teaching Hospitals NHS Foundation Trust in a number of different ways. We have carried out several pieces of themed engagement to explore specific topics, collecting the experience of people with learning disabilities when using health services, and hearing about experiences of using cancer services. This engagement has been drawn together into reports, published on the Healthwatch Derbyshire website. Derby Hospitals NHS Foundation Trust has responded to the recommendations made in each report, and these responses can be found at the end of the reports.

This Annual Information Summary has a different purpose, it is being used to draw together the individual comments received about Derby Teaching Hospitals NHS Foundation Trust, regarding the Royal Derby Hospital site. These comments have been either collected by Engagement Officers whilst out in the field, or comments volunteered to us by people calling, emailing or using the Healthwatch Derbyshire website to leave their feedback.

At the time they are received, these experiences are added to a database and sent to organisations regularly throughout the year to give them feedback from people using their services about what is working well, and what could be improved. Organisations are encouraged by Healthwatch Derbyshire to respond to these comments so that we know what difference we are making, and so that responses can be passed back to the person who spoke to Healthwatch, if they have given us permission to do this.

Derbyshire Teaching Hospitals NHS Foundation Trust has received patient feedback approximately every six weeks from Healthwatch Derbyshire during this period, and has always provided feedback to comments.

Introduction

This Annual Information Summary has been created to give an overview of the comments received by Healthwatch Derbyshire about the Trust during this period, illustrated by charts and graphs with quotes taken from comments, where appropriate. This summary will also be used as the basis for Healthwatch Derbyshire's response to the Trust's Quality Account for the same period.

It should be acknowledged that given the considerable size of the Trust and the patient population it serves that these comments are limited to the views and experiences of those people who have spoken to Healthwatch Derbyshire. The information summarised in this report should be taken in the context that it is not representative of all patients, families, friends and carers who have used Trust services, but nevertheless offer a useful insight.

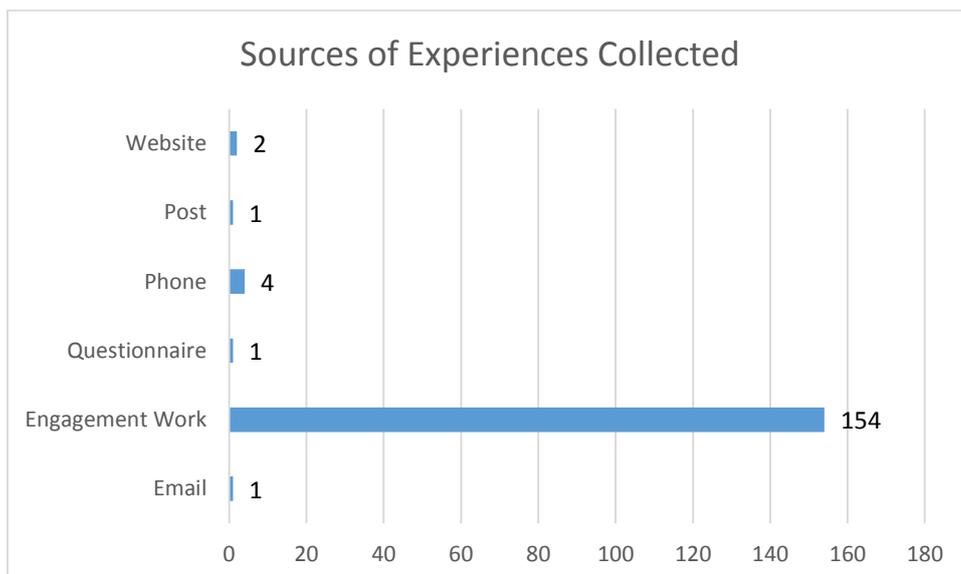
Summary of Information

Sources of information collected

During the period April 2015 - March 2016, a total of 163 comments were received about the Trust. Of these, the vast majority (154 comments) came from engagement work. The remaining 9 comments were received either by mechanisms, such as the telephone or via the website.

Healthwatch Derbyshire launched an online feedback centre in October 2015 which allows comments to be left online, so the proportion of comments received this way is likely to increase in future.

Figure One - Sources of experiences collected



Email	1
Engagement Work	154
Questionnaire	1
Phone	4
Post	1
Website	2
Total Comments	163

Number of experiences by service type

When comments are received by Healthwatch Derbyshire, we record which service or department they are regarding. Out of the 163 comments made during this period, the highest proportion of comments are regarding Outpatients with 41 comments made, followed by Acute Care with 22 comments and Accident and Emergency with 15 comments. Figure Two below looks specifically at the top nine service types about which we have collected comments. Examples of comments are as follows:

Outpatients

'I have received letters from the hospital about outpatient appointments at various clinics ... they know I am registered blind but the letter is not in large print or on yellow paper.'

'I was seen at the clinic very quickly, I was really impressed by the short waiting times.'

Acute Care

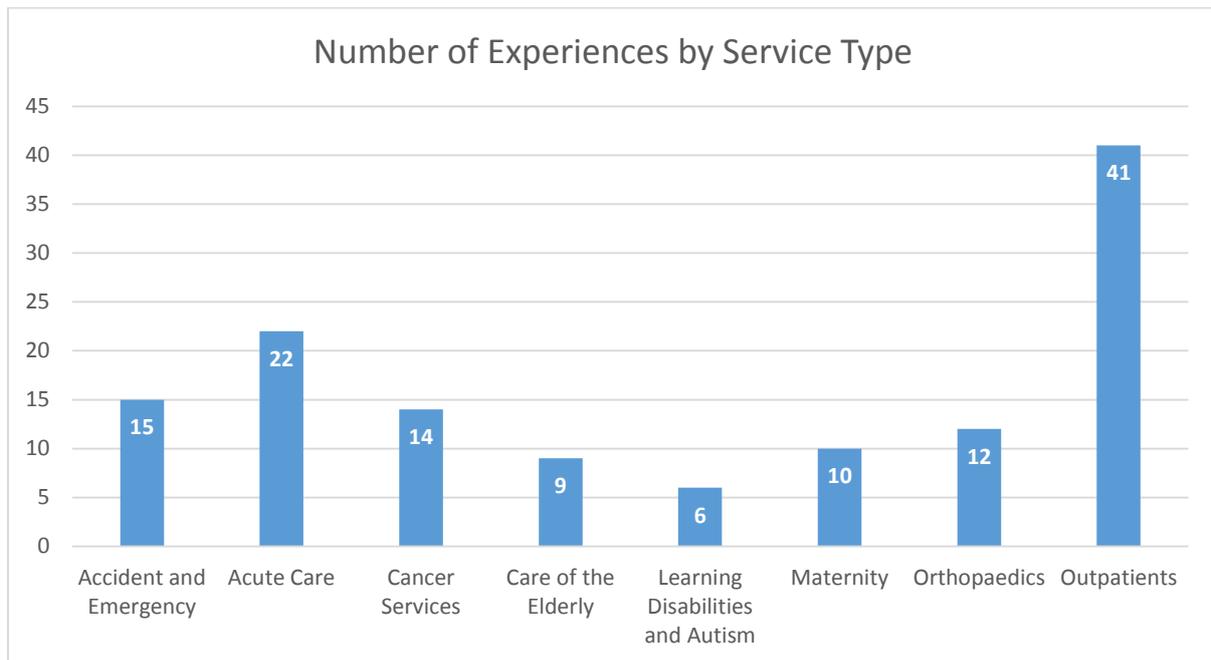
'Recently a family member was knocked off his bicycle. He was very pleased with the care and treatment that he received. He went for an operation just a few hours after he went to the hospital to put plates in his collar bone and shoulder. He is already on the way to getting better and thinks they have done a fantastic job.'

Accident and Emergency

'I went to the Emergency Department due to a broken bone. I was dealt with efficiently and the referrals I needed were made quickly.'

'I went to the A&E department with a broken arm. I waited from 7pm and left after 10pm. There was nothing to do whilst waiting; there weren't any girl's magazines. It's too long to wait for young people.'

Figure Two - Number of experiences by service type

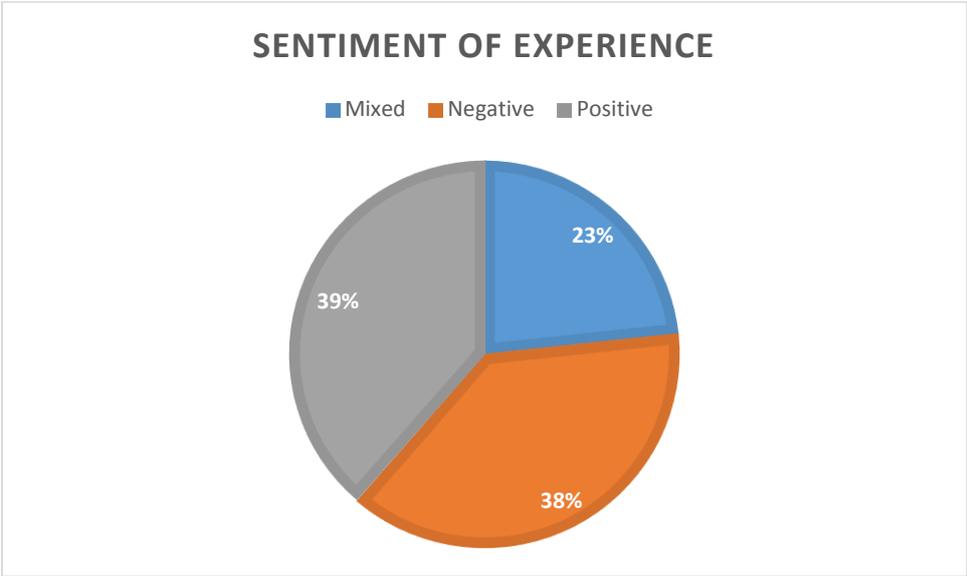


Accident and Emergency	15
Acute Care	22
Cancer Services	14
Care of the Elderly	9
Learning Disabilities and Autism	6
Maternity	10
Orthopaedics	12
Outpatients	41

1. Sentiment of experiences

Healthwatch Derbyshire collects some positive comments, some negative comments and some that are mixed. 'Mixed' is the way that we record comments when part of the experience was positive, whilst other parts were negative. For example, one comment describes the excellent outpatient clinic but criticises the availability of parking. For this period, the comments received are very evenly split between positive (63) and negative (62).

Figure Three - Sentiment of experiences

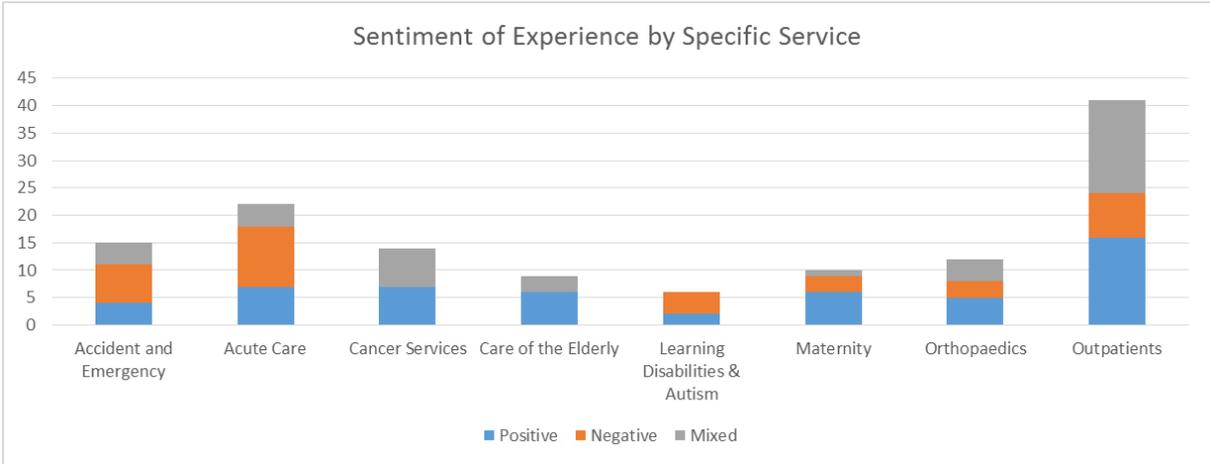


Mixed	38
Negative	62
Positive	63

2. Sentiment of experience by specific service

The table below shows out of the top 8 specific services mentioned, which have received positive, negative or mixed comments. Given the limited number of comments, it would not be reasonable to draw any conclusions from this.

Figure Four - Sentiment of experiences by specific service

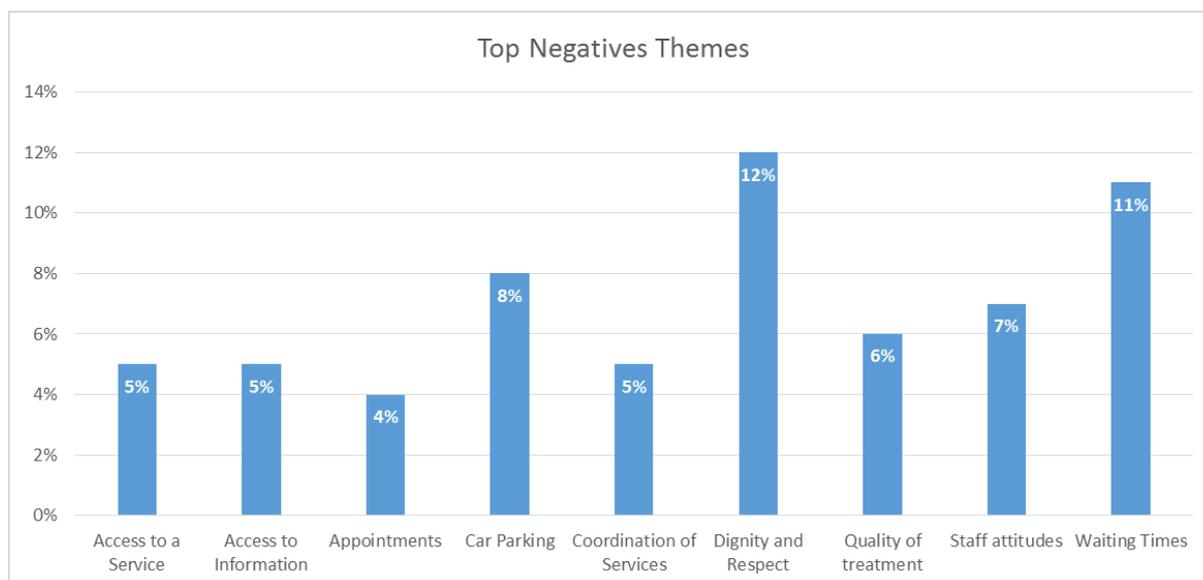


Sentiment	Accident and Emergency	Acute Care	Cancer Services	Care of the Elderly	Learning Disabilities & Autism	Maternity	Orthopaedics	Outpatients
Positive	4	7	7	6	2	6	5	16
Negative	7	11			4	3	3	8
Mixed	4	4	7	3		1	4	17

3. Top negative themes

In terms of the negative comments we have recorded, these are most frequently regarding dignity and respect (16 comments) and waiting times (14 comments) followed by car parking (11 comments). The graph below shows the top nine negative themes recorded.

Figure Five - Top negative themes



Access to a Service	6
Access to Information	7
Appointments	5
Car Parking	11
Coordination of Services	6
Dignity and Respect	16
Quality of treatment	8
Staff attitudes	9
Waiting Times	14

Examples of negative comments, taken from the top negative themes

‘I saw someone trying to eat soup who was not able to do this and no one offered to help her. She was covered in the soup and no one offered to clean her up and she was left with food all over herself and her clothes.’

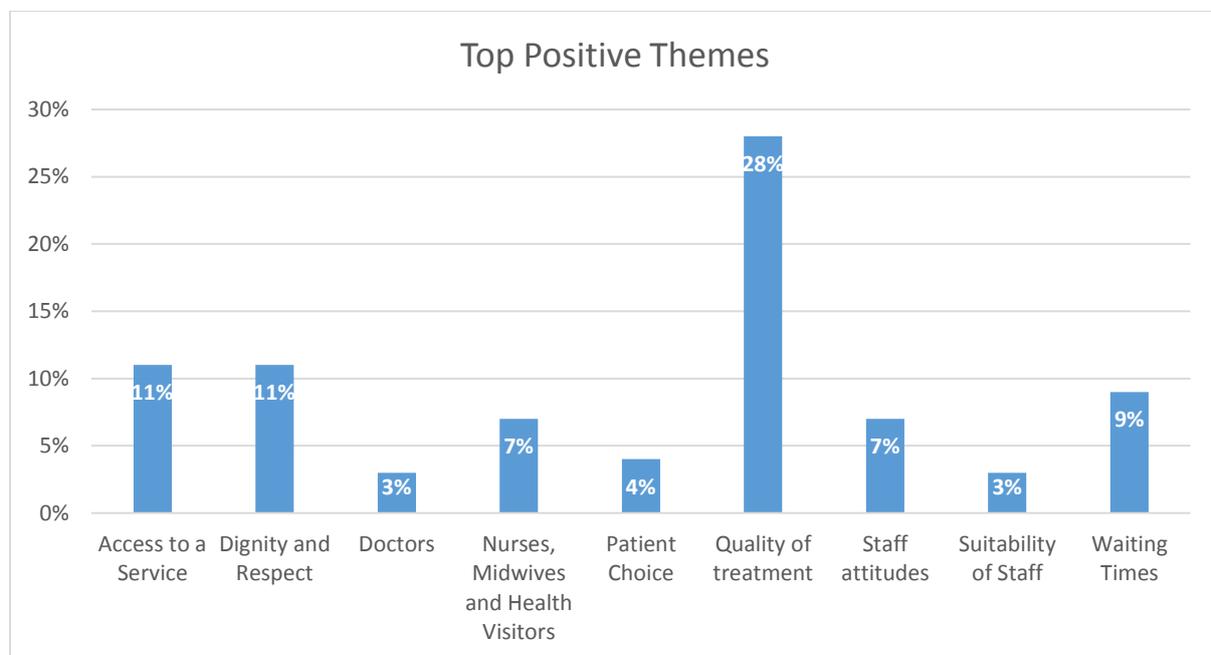
‘I waited 9 months for the x-ray appointment to come.’

‘The parking is very poor at the hospital even though I have a disabled badge. Tomorrow I have an appointment and I will give myself one-and-a-half hours to do a 20 minute journey as I have to give myself almost an hour to find somewhere to park and get to my clinic.’

4. Top positive themes

In terms of the positive comments we have recorded, these are most frequently regarding quality of treatment. The graph below shows the top nine positive themes recorded.

Figure Six - Top positive themes



Examples of positive comments, taken from the top positive theme

‘All the staff have been very understanding and were considerate when I had to keep asking them to repeat things as I have a hearing difficulty. I cannot thank the staff enough.’

‘In all my years and different experiences on hospital wards I have never been on one that is so brilliant. The staff cannot do enough for you and this includes the full range of staff. The catering staff are lovely, the cleaners are very thorough and keep the ward spotless. There is enough choice for me on the new menu and it is warm when you receive the food.’

Summary and Conclusions

This report gives an overview of the comments that Healthwatch Derbyshire has collected about the Trust during this time period. The report gives a feel for how we have collected the information, how much is positive, negative or mixed, which specific services have been spoken about and what kinds of topics have been raised.

Due to the small numbers of comments concerned, it is not possible nor would it be appropriate to draw any conclusions. However, we thank Derby Teaching Hospitals NHS Foundation Trust for their timely and thorough responses to comments which are then, when possible, fed back to patients.

Typical feedback includes:

'It was disappointing to read your comments and I would like to reassure you that these will be forwarded to the senior management team for the department involved.'

'Thank you for sharing your experience with us. I can advise that we are currently trialling a "sleep pack" which contains a lip balm, ear plugs, socks, note books and pencil. We are also in the process of designing signs to be put above the patients' beds asking that patients respect their fellow patients when using mobile phones or electronic devices.'

'As a Trust, we acknowledge the problems around car parking issues. However, we would like to reassure our patients and visitors that we are currently exploring a number of initiatives to try and alleviate these problems.'

This report will be shared with the Trust and will be used to inform our response to Quality Account. It will then will be placed on our website and used by Healthwatch Derbyshire staff and Board when required to give a summary of comments received for the Trust for this period of time.

Helen Hart
Healthwatch Derbyshire
May 2016