



Healthwatch Derbyshire

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What is Healthwatch?

- ✓ Came into operation on the 1st April 2013.
- ✓ The Health and Social Care Act 2012 makes provision for Healthwatch.
- ✓ Independent Consumer Champion.
- ✓ Represent Children, Young People and Adults.
- ✓ Operates locally through 148 Healthwatch across the County.
- ✓ Also operates nationally through Healthwatch England.



Drivers for improvement ...

- ✓ Mid Staffordshire NHS Foundation Trust
- ✓ Winterbourne Private Hospital
- ✓ Morecambe Bay NHS Trust

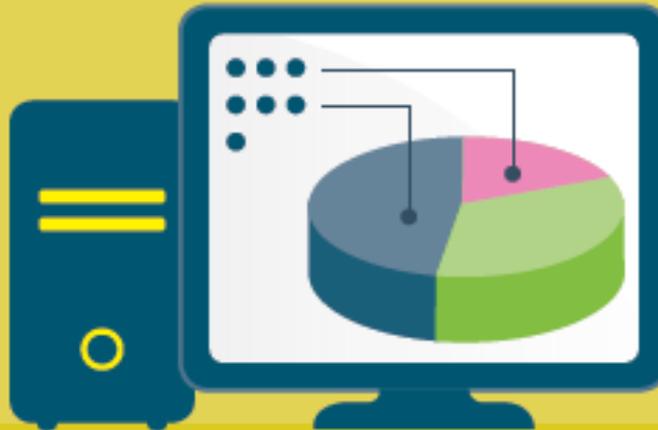


What do we do?

- ✓ We hear what people have to say about health and social care services: praise, criticism or ideas for improvement.
- ✓ We collect individual comments and record them on our database.
- ✓ We look for emerging Issues, Trends and Themes.
- ✓ We make these views known to those involved in the commissioning, provision and scrutiny of health and social care services.
- ✓ We hold the system to account for how it processes and uses the information we provide.
- ✓ Our POWER comes from the COLLECTIVE voice of the people of Derbyshire, the more people who ‘speak out’; the more we are able to ‘speak up’.



- 2.** The comments are put onto our database and each month 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.



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



4



**Your
Comments
Count**

People can talk to Healthwatch Derbyshire anonymously, but we will send feedback to anyone who has submitted contact details, i.e. the response a service provider makes to a comment.



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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.



Our Statutory Powers ...

- ✓ We can make the views and experiences of people known to Healthwatch England to influence **National** policy, regulation and delivery of health and social care services.
- ✓ We can make recommendations to Healthwatch England to advise the Care Quality Commission (CQC) to carry out special reviews or investigations into areas of concern.
- ✓ We can make reports and recommendations about how services could be, or should be, improved.
- ✓ We can report issues to the Health Improvement and Scrutiny Committee and the Quality Surveillance Group.
- ✓ We can conduct Enter and View visits to see and hear for ourselves how services are being provided.



Enter and View ...

- ✓ Seeing and hearing for ourselves how services are provided.
- ✓ Views of users are collected at the point of service delivery - real time information.
- ✓ It is not an inspection.
- ✓ Visits are conducted by authorised representatives of Healthwatch Derbyshire, who are trained volunteers.
- ✓ Lay perspective.
- ✓ Visits can take place in any publicly funded health or social care service. Not possible for children's social care services.



Any Questions?

