



Annual Report

2014/15

# Engaging with people who use health and social care services

During 2014-15 we met up with over 4500 people at 374 activities across the county





# These included...

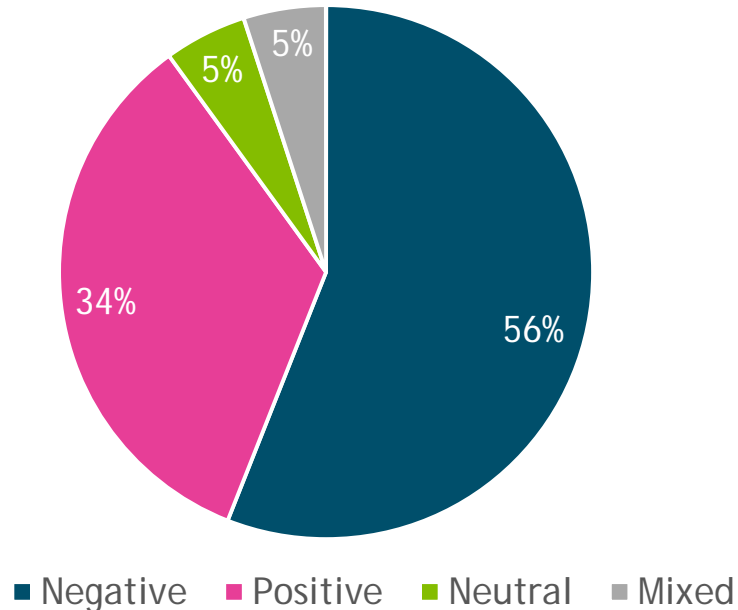
- Have Your Say
- Coffee and Chat
- Pizza with Healthwatch
- Dressing up box
- Young People's Questionnaire
- Working Voices
- Questionnaires and Focus Groups
- Attending events organised by other groups and organisations



# What people talked about

We collected 543 detailed comments about local health and social care services.




The majority of comments were negative



Services that were talked about the most were:

- Hospitals (50%)
- Mental Health services (14%)
- GPs (14%)
- Social Care (8%)

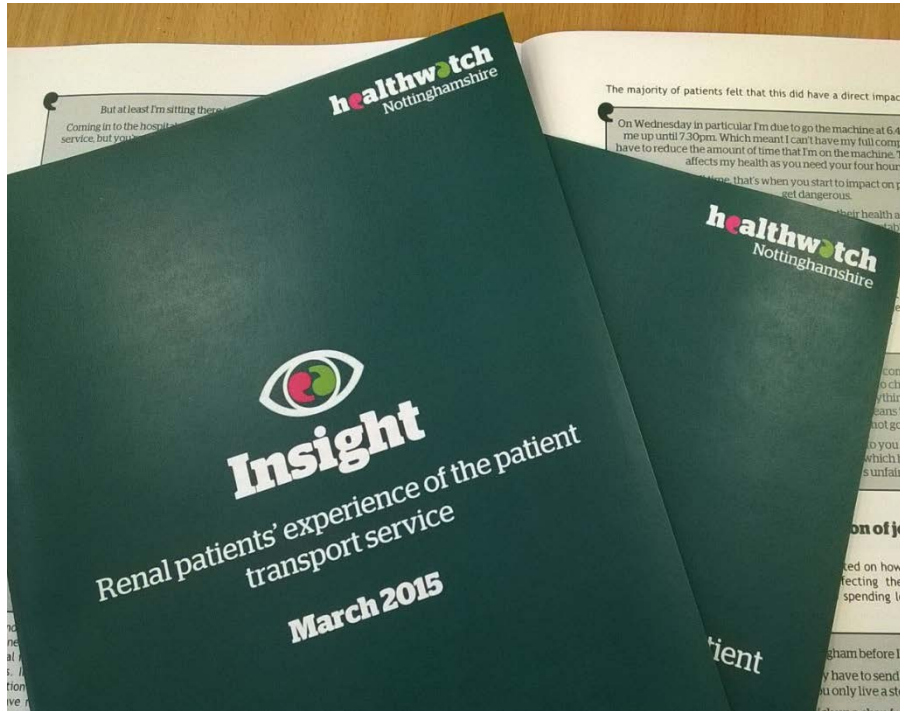
Themes that were discussed most across all services included:

- Treatment and Care  57% of comments were positive
- Access to services  75% of comments were negative
- Staff  71% of comments were positive

# Influencing decision makers with evidence from local people

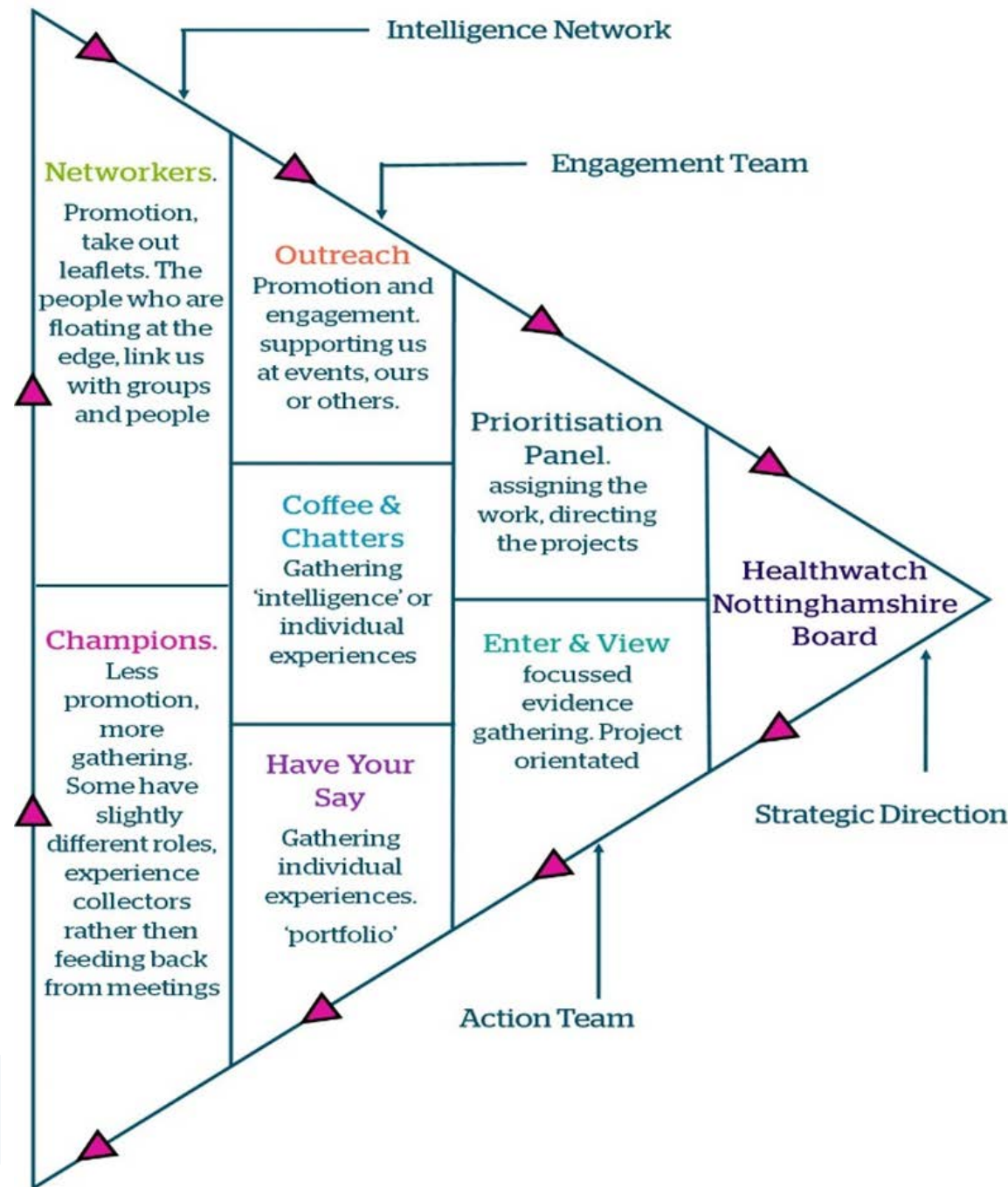
- Regular reports – Have Your Say, Children and Young People
- Information Sharing Protocols with providers and commissioners
- Comments shared with providers and commissioners
- Feedback about actions taken
- Attendance at Health Scrutiny
- Member of Health and Wellbeing Board
- Attendance at Quality Surveillance Groups
- Information sharing with the Care Quality Commission
- Escalation to Healthwatch England

# Our first Insight/Enter and View Project



- People reported poor experiences of the Renal Transport Service
- Issue given a high priority by the Prioritisation Panel
- 5 days talking to people during dialysis sessions in November 2014
- Report launched on 31 March 2015
- Meetings with Arriva and commissioners to discuss recommendations and action plan
- Presentations to Joint Health Scrutiny
- Report to Derbyshire and Nottinghamshire Quality Surveillance Group
- Return visit planned for autumn 2015

# Volunteering





# Working with others - Local Pharmacy Committee and NHS England



- Concerns raised about people not understanding the new Electronic Prescription Service
- Discussed at the Local Pharmaceutical Committee
- Joint campaign developed
- Information on Healthwatch websites and available in other formats
- Information sent to pharmacists
- NHS England funded and circulated posters for pharmacies
- EPS featured on Radio Nottingham



# Current Projects

- Adult Mental Health Crisis Services
- Home Care
- Secure hospitals
- Dementia information at diagnosis
- Autism services for Children and Young People

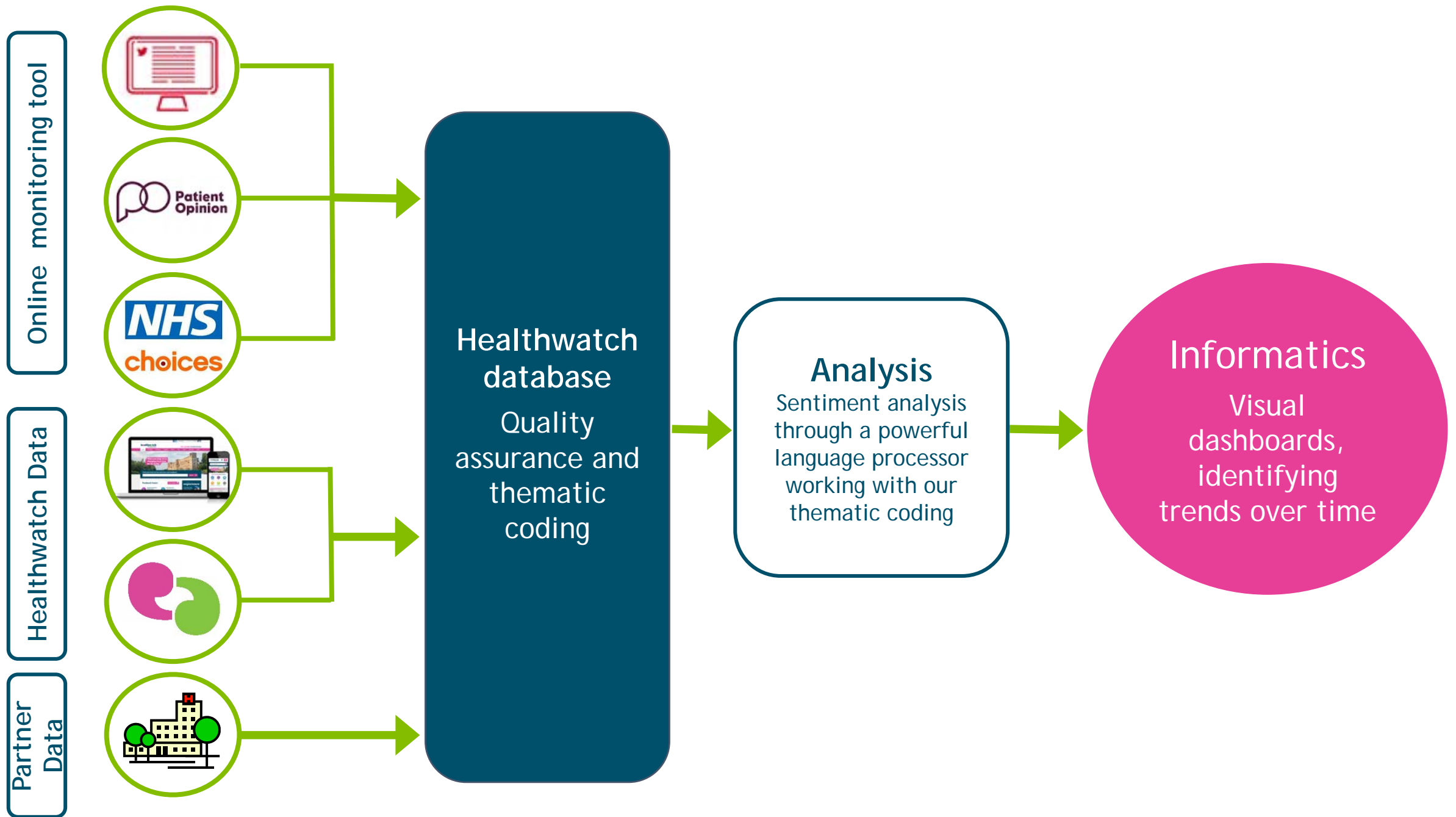
# Our plans for 2015/16

- Continue to raise awareness of Healthwatch Nottinghamshire
- Increase the number of comments and experiences reported to us
- Use the data we collect effectively through our new software
- Produce more reports
- Continue to demonstrate the impact of our work



# Our new software system







Select a month



Groups



## Snapshot ?



### Reviews

49

38 services reviewed

1

June 2015

1 services reviewed

### Services

1599

38 services reviewed

84

June 2015

1 services reviewed

### Sentiment *\*Demo*

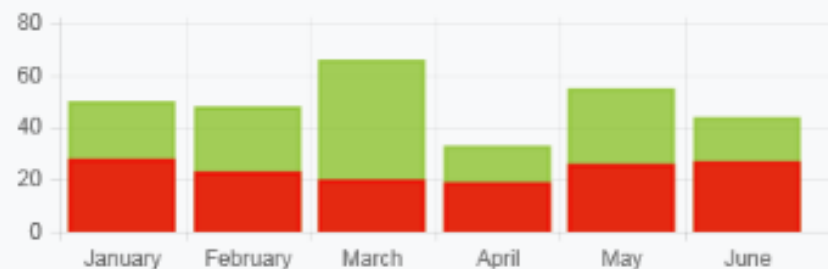
9%

29%

June 2015

44%

3%



### Average Healthwatch Rating



June 2015



### Average Individual Healthwatch Ratings



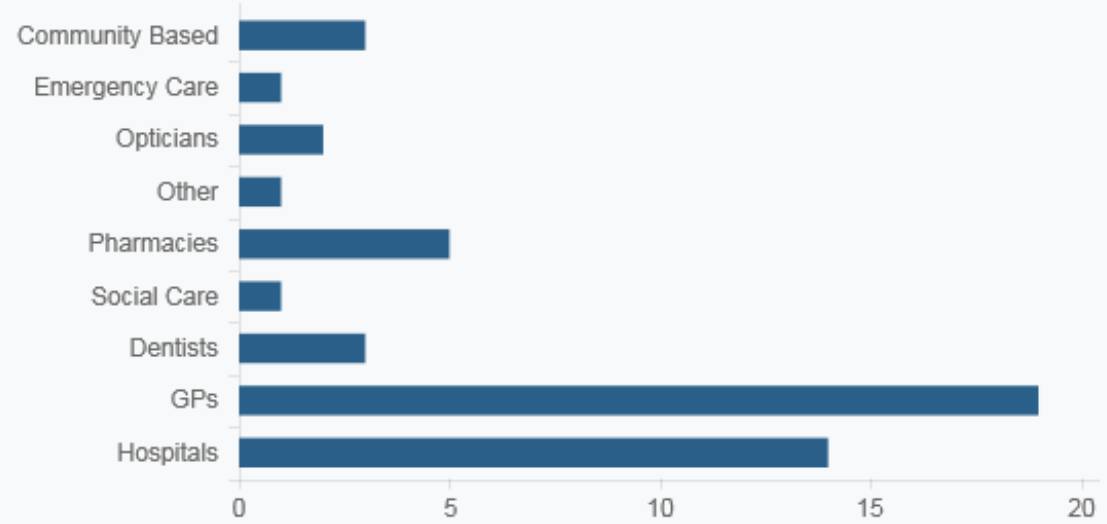
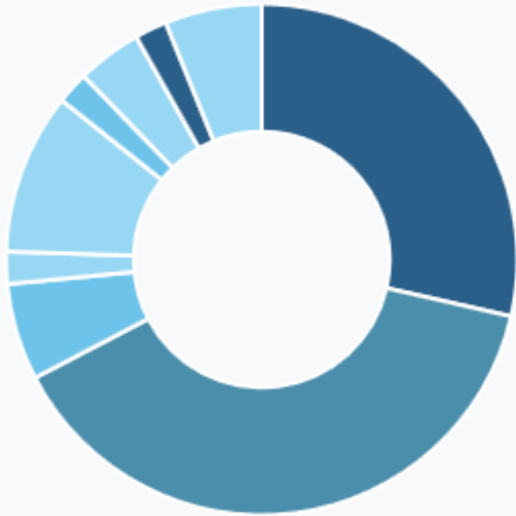
It was easy to  
access this  
service



Everything was  
clearly explained  
to me



I felt like they  
cared about me



Type ▾	Total Reviews ▾	Average Healthwatch Rating ▾	Sentiment <i>*Demo</i>
● Hospitals	14	★★☆☆☆ (Based on 14 Reviews)	<div>15%</div> <div>29%</div>
● GPs	19	★★★★★ (Based on 19 Reviews)	<div>33%</div> <div>27%</div>
● Dentists	3	★★★★★ (Based on 3 Reviews)	<div>33%</div> <div>6%</div>
● Social Care	1	★☆☆☆☆	<div>40%</div> <div>45%</div>