



Annual Report 2024–2025

Unlocking the power of people-driven care

Healthwatch Derbyshire

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"Welcome to 'Unlocking the power of people-driven care', an Annual Report which brings to life how we have listened, understood, and acted on the insight we have collected this year.

"A huge thanks to our staff, board and volunteers, who all play a key part in helping us bring this power to life. "

Helen Henderson, Chief Executive, Healthwatch Derbyshire



A message from our Chair

A warm welcome to our latest Annual Report which gives an overview of our work and an insight into the issues of greatest concern to the people of Derbyshire over the last year.

Our dedicated team of staff and volunteers has reached out to groups and individuals across the region, including those whose voices are seldom heard.

Your feedback to health and care services has been very well received and, most importantly, has resulted in changes which will benefit people and families every day.

We have also supported many individuals to find the help they have needed by signposting services across the region. Thank you so much to everyone involved in this important work.

You will be aware that health and care services are being reviewed and re-organised.

Our priority, throughout this period of change, is to ensure patient voices and stories remain at the heart of any developments to services.

Please continue to share your important experiences with us.



"Our mission is to listen to people from every walk of life, in every corner of Derbyshire, to help drive the change that is needed to improve services for everyone.

"Thank you for helping to shape services for the better."

Denise Gould, Chair of Healthwatch Derbyshire

Meet our team



Helen Henderson
Chief Executive



Tammi Cooke
Office Manager



Amy Lacey
Engagement and
Involvement Manager



Abi Stott-Marshall
Engagement Officer



Helen Aldridge
Engagement Officer



Sharon Mellors
Engagement Officer



Kath Dawson
Engagement Officer



Jennifer Coles
Tobacco Insights
Research Lead



Helen Walters
Volunteer Coordinator



Imogen Connolly
Communications
Officer



Lisa Brightmore
Discharge
Improvement Lead



Claire Connor
Enter and View
Officer

About us

Healthwatch Derbyshire is your local health and social care champion.

We ensure that NHS leaders and decision-makers hear your voice and use your feedback to improve care. We can also help you find reliable and trustworthy information and advice.



Our vision

We want to see consumers of health and social care services being put centre stage, so that service providers and commissioners (those who organise and pay for services) listen to what they have to say and use their voice to shape, inform and influence service delivery and design.



Our mission

We are a strong and effective champion for people that use health and social care services in Derbyshire. As an independent statutory body, we have the power to make sure NHS leaders and other decision makers listen to local feedback and improve standards of care.



Our values are:

- Listening to people and making sure their voices are heard
- Including everyone in the conversation – especially those who don't always have their voices heard
- Analysing different people's experiences to learn how to improve care. Acting on feedback and driving change
- Partnering with care providers, government, and the voluntary sector – serving as the public's independent advocate.

Our year in numbers

We've supported more than 970 people to have their say and get information about their care. We currently employ 11 staff and, our work is supported by 54 volunteers.

Reaching out:



593 people shared their experiences of health and social care services with us, helping to raise awareness of issues and improve care.

380 people came to us for clear advice and information on topics such as **how to access support from GP practices** and **finding an NHS dentist**.

Championing your voice:



We published **15** reports about the improvements people would like to see in areas like **flu vaccinations and Pharmacy First**.

Our most popular report was **Pharmacy First: The views and experiences of Derbyshire residents**.

This report highlighted that people see Pharmacy First as positive, but that **there is a lack of communication and awareness throughout Derbyshire**.

Statutory funding:



We are funded by Derbyshire County Council.

In 2024/25 we received £321,114, which is the same as last year.

A year of making a difference

Over the year we've been out and about in the community listening to your stories, engaging with partners and working to improve care in Derbyshire. Here are a few highlights:

Spring

We did research on flu and COVID vaccinations, which showed that more people would get vaccinated if they had clearer information about how safe the vaccines are, how they were tested, and any side effects.



We listened to parents about baby and toddler flu vaccinations. Due to their feedback, it is now easier for parents to get their children vaccinated.



Summer

We improved awareness of Pharmacy First. We found that many people in Derbyshire didn't know about the service. We increased awareness of this and improved the NHS communications campaign.



We helped shape the services that meet young people's needs by reporting on students' experiences of smoking and vaping.



Autumn

We asked staff working with under-5-year-olds about their confidence in giving flu vaccination information. Many did not feel confident, leading to staff training being reviewed.



We improved the accessibility of the audiology department at Chesterfield Royal Hospital, both in-person at the hospital and online through reviewing their website.



Winter

We listened to people living in housing association homes about their smoking habits. Their feedback directly influenced the regional communications campaign and stop smoking services.



We listened to patients and collaborated with the NHS hospital discharge improvement team. By doing this we improved the hospital discharge experience with clearer, more accessible resources and information.



Making a difference in the community

We bring people's experiences to healthcare professionals and decision-makers, using their feedback to shape services and improve care over time.

Creating empathy by bringing experiences to life

Hearing personal experiences and their impact on people's lives helps services better understand the issues people face.



We heard from people living in housing association homes about their views on smoking. This influenced the stop smoking campaign and the NHS free stop smoking service. It also highlighted that the wait for other NHS services can influence decisions on smoking.

"I probably would not smoke as much if I could get some help with my mental health and not have to wait so long to get ADHD medication."

Getting services to involve the public

By involving local people, services help improve care for everyone.



We worked with people to create a working together guide. This will help staff and people using discharge services work better as a team to improve services.

The guide will also improve opportunities for people using hospital services to provide feedback about their experiences. Especially those who may not have fed back before. This includes those experiencing inequality.

Improving care over time: Wheelchair Services

Change takes time. We work behind the scenes with services to consistently raise issues and bring about change.



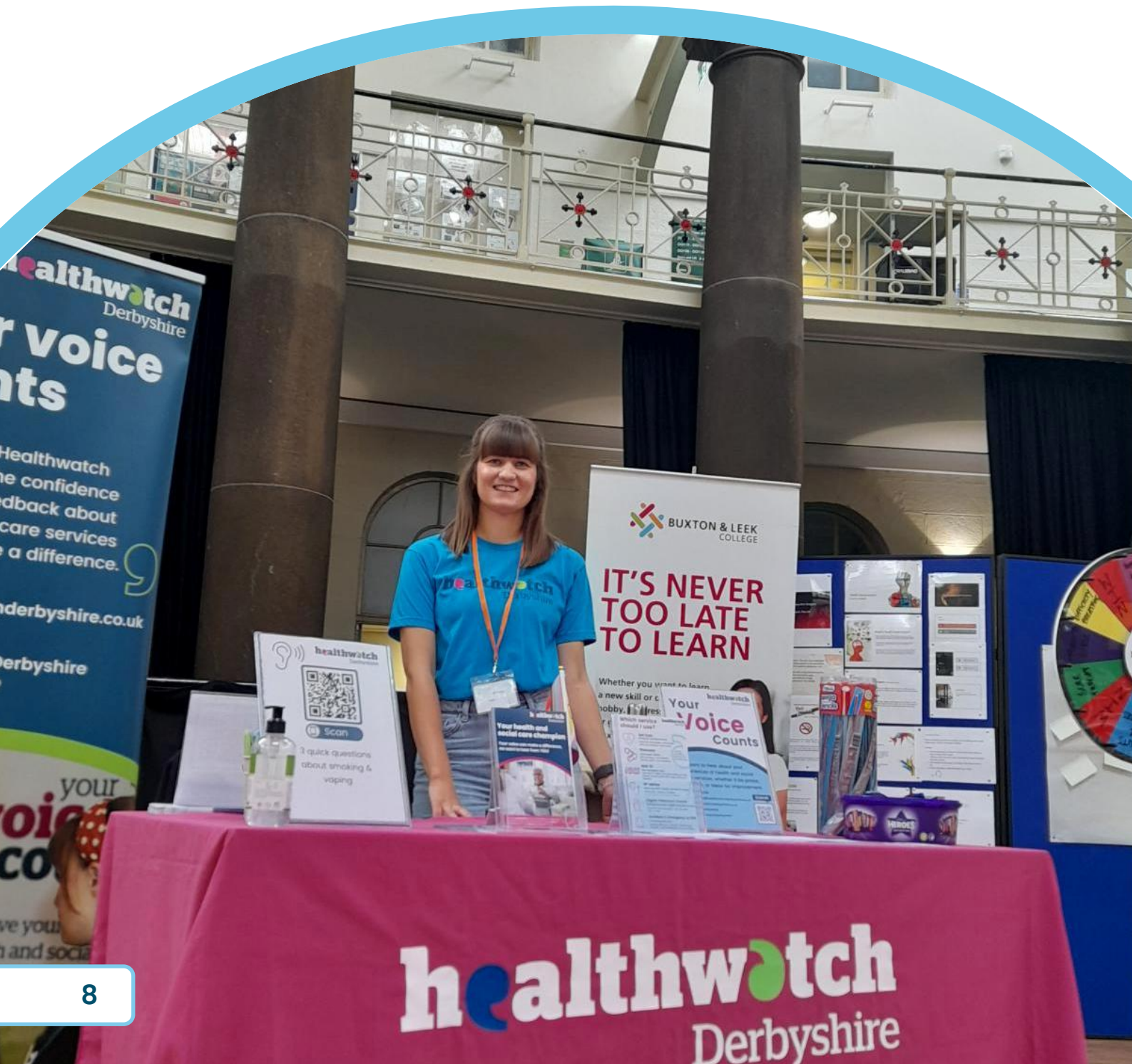
We heard from over 100 people in Derbyshire about the wheelchair service. People's experiences highlighted that the service needed to be improved.

This service is now with a new provider, whom we are working closely with to make changes to the service.

Listening to your experiences

Services can't improve if they don't know what's wrong. Your experiences shine a light on issues that may otherwise go unnoticed.

This year, we've listened to feedback from all areas of our community. People's experiences of care help us know what is working and what isn't, so we can give feedback on services and help them to improve.



Listening to your experiences

Pharmacy First: Strengthening communication, training, and awareness

Last year, we championed the voices of our community to improve awareness of Pharmacy First services.

We regularly hear about the pressure on GP services and the lack of available appointments for patients. With the new Pharmacy First scheme in place, we thought it was important to raise awareness throughout Derbyshire.

What did we do?

To understand public awareness of Pharmacy First, we did a survey asking people if they had heard of the service and whether they would use it.

For those who had used Pharmacy First, we asked for feedback about their experiences to identify any areas for improvement.

We also created an easy-to-understand leaflet to raise awareness of the common conditions that pharmacies can now treat, helping more people access convenient care.

Key things we heard:



55%

Of people who completed the survey had heard of Pharmacy First

66%

Of people who said they did not know about Pharmacy First before said they would consider using it now that they know about it

80%

Of people who had used Pharmacy First were satisfied or very satisfied with the service.

Our work showed that the main reason people would use Pharmacy First is because pharmacies are easy and quick to access. However, some concerns were raised about going for shingles and some parents said they would prefer to see a GP for their children.

What difference did this make?

- Shingles training is being given to pharmacists
- Our leaflet is being used as part of the communications campaign
- Our report informed the local communications campaign, including target populations to increase awareness.

Listening to your experiences

Enhancing hospital discharge: Key improvements for better patient outcomes

People often tell us that being discharged from hospital can be confusing. There are multiple services involved, and it can be hard to know where to turn.

In Spring 2023 we did a report asking about people's experiences of leaving hospital.

This report helped create a job role funded by the Discharge Improvement Team within the NHS.

Between June 2024–April 2025, we spoke to over 100 people about their experiences of leaving hospital. We spoke to patients, their carers, loved ones and health care professionals.

Key things we heard:



- There was a lot of unclear communication
- Patients and families often felt confused
- People did not know where to get help from
- There was poor coordination of services
- There can be unequal support, especially for those with additional needs
- There wasn't enough support to help people understand health information
- There were risks of inactivity resulting in readmissions
- There wasn't enough feedback from different demographics
- Feedback wasn't always shared between services, such as hospitals and social care.



"[There should be] staff with the time and skills to accurately complete and read patient records within the online discharge plan ..."

Listening to your experiences

Enhancing hospital discharge: Key improvements for better patient outcomes

This research focused on the person's journey through health, social care and voluntary services when leaving hospital.

From listening to people, it's clear that services need to work better together. We created resources to support this.

What difference did this make?

- There is now a system-wide survey which will highlight experiences of hospital discharge across services. It will also include a wider reach of demographics
- A working together guide is now being used. This will improve opportunities for people to give feedback
- A two-page laminated guide for staying active whilst in hospital has been created, which will help to reduce readmissions
- A comic book strip has also been created showing an easy way to understand the discharge process.



“Discharge out of hospital is a complex process involving many steps, people and providers.

Each provider has a separate way of receiving feedback on their part of the process. It is not joined up, and so we saw the feedback in ‘silos’ instead of a continual process that all partners are a part of.

We wanted to understand the person's full journey, regardless of the provider, and use this feedback to drive system discussions and improvement.

Independent feedback has enabled JUCD to understand themes, so we can work jointly to solve and gain a deeper understanding of the role we all need to play to improve discharge.

We are using this to deliver on improvements to discharge with the aspiration that it will be continuous feedback for improvement.”

Jo Warburton – JUCD System Discharge Lead, Hosted by Derbyshire Community Health Services

Listening to your experiences

Baby and toddler flu vaccinations

This was a paid-for piece of research, working with Public Health. This project was funded to increase the uptake of the vaccination and influence the 2024 flu vaccination campaign.

What did we do?

Between February and June 2024:



14

Parents and guardians spoke to us in semi-structured interviews

315

Parents and guardians spoke to us about their experiences of flu vaccinations for a total of 359 babies and/or toddlers.

What difference did this make?

- Decision-makers are looking into doing a pilot in private nurseries and nurseries attached to schools to offer vaccinations
- They are looking at having a drop-in session for vaccinations
- They have been working with local libraries to have more casual conversations with parents about vaccinations
- There are conversations happening with community pharmacy.

Flu and COVID vaccinations

This was a paid-for piece of research working with Public Health. This was funded to get feedback from areas where there was low vaccination uptake. This included the areas of Somercotes, Langley Mill and Marlpool in Derbyshire.

What did we do?

Between March and June 2024:



717

People from these areas shared their views and experiences on flu and COVID vaccinations

236

People from these areas said reminders were most important to them. Decision-makers are ensuring this happens.

Listening to your experiences

The research influenced the 2024 flu and COVID vaccination campaign.



"It's helpful to get the reminders via my phone and easy to choose the location, date and time for the injections."

Key things we heard:

- For the people who did not get vaccinated or won't in the future, the three most important factors were distrust, apathy, and safety concerns
- The survey showed that providing clear information on safety, testing, and side effects would benefit the public, healthcare professionals and carers in making their decisions.

Staff working with under-5-year-olds providing information on flu vaccinations

What did we do?

Between December 2024 and February 2025:



11

People working or volunteering with children under five spoke to us in semi-structured interviews

115

People working or volunteering with children under five shared their views on toddler flu vaccinations

What difference did this make?

- Decision-makers are doing a pilot in private nurseries where flu vaccinations will be provided
- Information given to the public about vaccinations is being reviewed
- Staff training on vaccinations is going to be reviewed.

Hearing from all communities

We're here for all residents of Derbyshire. That's why, over the past year, we've worked hard to reach out to those communities whose voices may go unheard.

Every member of the community should have the chance to share their story and play a part in shaping services to meet their needs.

This year, we have reached different communities by:

- Going out into the community to do face-to-face engagements
- Creating long term relationships with professionals that run community groups
- Doing online engagements.



Hearing from all communities

Working with Derbyshire Carers Association (DCA)

We have been working with DCA for over a year to get feedback from carers. We also hear from DCA staff members, who work closely with people we wouldn't otherwise reach.

Carers have told us about many different services. We have worked hard to get responses from decision-makers. We continue to work alongside DCA to get information and ensure change happens when its needed.

What difference did this make?

- We did a project on the wheelchair service in part due to feedback from DCA, which created an action plan for change
- Improved private conversations at Peak Pharmacy
- Carers now understand more about patient choice.

Engaging the LGBTQ+ community

We have been in the community engaging new contacts and making sure their voices are heard by decision-makers.

This year we have attended a variety of groups run by Derbyshire LGBTQ+. From speaking to the LGBTQ+ community, we have heard about areas of healthcare services that we do not usually hear about.

We have been told about how primary care services could be more accessible for LGBTQ+ people, about referrals for gender services, and about requesting a note to be added to their GP records about their preferred names and/or pronouns.

What difference did this make?

- Posters and leaflets are now available at both Derbyshire LGBTQ+ sites
- Staff at Derbyshire LGBTQ+ are aware that they can refer people to us if they would like to provide feedback about health and social care services in Derbyshire
- Their voices are now being heard and listened to by decision-makers.

Information and signposting

Whether it's finding an NHS dentist, making a complaint, or choosing a good care home for a loved one – you can count on us. This year 380 people have reached out to us for advice, support or help finding services.

This year, we've helped people by:

- Providing up-to-date information that people can trust
- Helping people access the services they need
- Supporting people to look after their health
- Signposting people to additional support services.



Helping someone access NHS dental care

Thanks to our knowledge of dental practices in Derbyshire, we were able to direct someone to an NHS dental practice that was accepting patients.

One of our engagement officers met this person at an engagement event within the community. The person shared that they had been struggling to get a dentist for two years.

They had caps originally fitted 40 years ago after a bicycle accident as a child. They could not afford a private dentist to fix these.

This meant they were wearing a face mask to cover the gaps in the front of their teeth. They told us that this was severely affecting their self-esteem.

We were able to signpost them to a dentist taking on NHS patients.



"I have an appointment on Saturday ... I'm absolutely thrilled. You have made my year!"

Helping someone find support for dementia

After going to their GP surgery with concerns about their memory, a person told us they did not feel they got the support they needed.

We were able to advise them on what to do at their next GP appointment and the support that's available in the community.

They told us that the GP did a test which they felt didn't check the type of things that were causing them problems. There was also no follow-up or signposting advice given to them.

We let them know what the Alzheimer's Society can offer. We also told them about the memory assessment service in Derbyshire.

We then suggested that they book another appointment with their GP surgery and advised on what to do during that appointment, including asking for a referral to the memory assessment clinic.

They thanked us and told us that they will book in with their GP surgery and will contact the Alzheimer's Society.

Helping someone get faster care



"[Healthwatch] gave me some fabulous information about going on a cancellation list to see a physio.

As a direct result of this I was able to get seen quicker and the pathway to getting my knee replaced was much faster. I was seen in two weeks instead of four months.

I also told a number of people who were unaware that you could get cancellation appointments.

Thank you so much for all your help and advice."

More from people we have given advice and support to



"I appreciate the explanation given by Healthwatch re NHS dentistry. My concern would be if anything went wrong if this happened in future."

"Your staff went above and beyond to help me with the situation I was trying to deal with."

"Thank you so much for the information, you have been so helpful."

"Just to say thank you for your help on raising the issue ... at least they have taken it seriously this time which is a bit different to when a patient complains ..."

"Healthwatch was very responsive to the issue I raised regarding my GP practice. They listened to my concerns, raised with the practice and followed up with me."

Enter & View

This year we have done four Enter & View visits. Enter & View visits are about seeing and hearing from a patient's perspective how services are being run.

Under the Health and Social Care Act, we can visit providers of adult health or social care services to observe how services work in action.

The visits were in the following places:

- Audiology Department: Suite 7 at Chesterfield Royal Hospital
- Sexual Health Services: Wheatbridge Health Village and the Outreach Van
- Gresleydale Healthcare Centre.



Audiology Department: Chesterfield Royal Hospital

Thanks to feedback from the patients that we spoke to at the audiology department, more accessibility information will be shared. Waiting list letters will also be sent for those waiting longer than six weeks.

Key things we heard:



- We spoke to 20 patients accessing the audiology service and they were all positive about the service
- However, we found that patients wanted confirmation they were on the waiting list and some accessibility information was not easily available. Meaning some people with mobility issues struggled to get to the department.

Many of our recommendations are being carried out. Read more here: [Audiology Department, Chesterfield Royal Hospital report.](#)

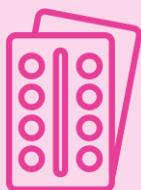


“My husband has mobility issues and had to stop a few times before getting here.”

Sexual Health Services: Wheatbridge Health Village and the Outreach Van

Positive feedback was shared about this important service. People told us that staff were friendly, approachable and that they valued the service. However, there was some room for improvement.

Key things we heard:



- Although the report mainly highlighted a great service, there could be some accessibility improvements, changes to the website and an increase in the accessible leaflets.

This feedback was taken onboard by the service, and they are making changes. Read more here: [Sexual Health Services, Wheatbridge Health Village and the Outreach Van Report.](#)

Gresleydale Healthcare Centre

We spoke to 73 patients about their experiences at Gresleydale Healthcare Centre. Many praised the quality of care they received, and overall, the service was very positive. However, patients also highlighted areas that could be improved.

Key things we heard:



- Some patients weren't aware of the reasonable adjustments that can be made
- Some of the additional services that Gresleydale offer weren't known to patients
- There were long waits on the phone
- There were some accessibility challenges for patients.

Based on this feedback, we made several recommendations, including the need for better awareness of reasonable adjustments.



“Handy to know about this [reasonable adjustments] as my son has Autism.”

We also made some accessibility recommendations. Gresleydale has said they will review and take action where needed.



“It would be useful to have a sign on the wall or door to confirm the entrance.”

Gresleydale has since responded to all of our recommendations and actioned recommendations from our report.

The survey alone has helped to raise awareness of the different services provided at Gresleydale. Meaning patients are more likely to access a range of services. Leading to improved health outcomes.

Showcasing volunteer impact

Our fantastic volunteers have given 2,892 hours to support our work. Thanks to their dedication to improving care, we can better understand what is working and what needs improving in our community.

This year, our volunteers:

- Visited communities to promote our work
- Collected experiences and supported their communities to share their views
- Carried out Enter & View visits to local services to help them improve their services.



Showcasing volunteer impact

At the heart of what we do

From finding out what Derbyshire residents think to helping raise awareness, our volunteers have championed community concerns to improve care.

"I became a volunteer with Healthwatch Derbyshire in 2013. I have a background of being a hospital and a Mental Health Governor.

I care deeply about making sure that people with disabilities get the support they need from health and social care services.

I have visited services to see how accessible these are for disabled people. Healthwatch Derbyshire has then shared recommendations to improve accessibility.

I strongly believe in using the insights of people who have lived experience. I have worked on a project aimed at helping services better use experts by experience.

This will help people who have used services share their experiences and offer ideas for improvement."

Ruth



"I joined Healthwatch Derbyshire as an MA Public Health student on a work experience placement.

My placement was for 12 weeks. I helped with things like collecting and analysing data, doing research, and working on public health projects.

I really enjoyed my time at Healthwatch and felt good knowing my work was making a difference in local services.

After my placement ended, I chose to continue volunteering with them. My volunteering has allowed me to continue to build my skills and knowledge."


Momna




Be part of the change.

If you've felt inspired by these stories, contact us today and find out how you can be part of the change.

 www.healthwatchderbyshire.co.uk

 01773 880786

 enquiries@healthwatchderbyshire.co.uk

Finance and future priorities

We receive funding from Derbyshire County Council under the Health and Social Care Act 2012 to help us do our work.

Our income and expenditure:

Income		Expenditure	
Annual grant from Government	£321,114	Expenditure on pay	£291,977
Additional income	£136,663	Non-pay expenditure	£93,888
		Office fee	£13,544
Total income	£457,777	Total Expenditure	£399,409

Additional income is broken down into:



- **£25,000** from Derbyshire County Council Public Health to deliver engagement activity
- **£9,950** from Derby City Council for Tobacco Insights work
- **£50,000** from Derbyshire County Council for Tobacco Insights work
- **£40,385** from Derby and Derbyshire ICB for Discharge Improvement work
- **£10,000** from Derby and Derbyshire ICB for evaluation work
- **£1,328** from a local charity to support training.

Finance and future priorities

Next steps

Over the next year, we will keep reaching out to every part of society, especially people in the most deprived areas, so that those in power hear their views and experiences.

We will also work together with partners and our local Integrated Care System to help develop an NHS culture where, at every level, staff strive to listen and learn from patients to make care better.

Our top three priorities for the next year are:

1. To continue our work on tackling health inequalities
2. To continue our work reaching areas of the community we don't currently hear from
3. To be a strong voice for patients and the public at a time of NHS change.

Statutory statements

Healthwatch Derbyshire is registered in England as a charitable company limited by guarantee.

Suite 14, Riverside Business Centre, Foundry Lane, Milford, Belper, Derbyshire DE56 0RN

Registered charity number: 1154278

Registered company number: 8413881

Healthwatch Derbyshire uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.

The way we work

Involvement of volunteers and lay people in our governance and decision-making.

Our Healthwatch Board consists of nine members who work voluntarily to provide direction, oversight, and scrutiny of our activities.

Our Board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community.

Throughout 2024/25, the Board and its subgroups met every quarter and made decisions on matters such as our work plan and our strategy. We ensure wider public involvement in deciding our work priorities.

Methods and systems used across the year to obtain people's experiences

We use a wide range of approaches to ensure that as many people as possible can provide us with insight into their experience of using services.

During 2024/25, we have been available by phone and email, provided a web form on our website and through social media, and attended meetings of community groups and forums.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible.

We will publish it on our website, in the Patient and Public Insight library and on the Healthwatch England website.

Statutory statements

Responses to recommendations

We had 0 providers who did not respond to requests for information or recommendations.

There were no issues or recommendations escalated by us to the Healthwatch England Committee, so there were no resulting reviews or investigations.

Taking people's experiences to decision-makers

We ensure that people who can make decisions about services hear about the insights and experiences shared with us.

For example, in our local authority area, we take information to the Derby and Derbyshire Safeguarding Adults Board and the County Place Partnership Board.

We also give patient insight to the Health and Wellbeing Board to inform their strategy and help them to understand what people are thinking and feeling.

We also share our data with Healthwatch England to help address health and care issues at a national level.

Healthwatch representatives

Healthwatch Derbyshire is represented on the Derbyshire Health and Wellbeing Board by Helen Henderson, Chief Executive.

During 2024/25, our representative has effectively carried out this role by presenting an update at every meeting about the public and patient perspective on each strategic priority.

Helen also represents Healthwatch Derbyshire at the Derby and Derbyshire Integrated Care Partnership, and the Derby and Derbyshire Safeguarding Adults Board.

Statutory statements

Enter & View

Location	Reason for visit	What you did as a result
Audiology at Chesterfield Royal Hospital	Lack of patient feedback	<ul style="list-style-type: none"> Improved accessibility on their website Improved signage Waiting list letters.
Sexual Health Services – Wheatbridge and the Outreach Van	Lack of patient feedback	<ul style="list-style-type: none"> Updated website information Improved use of space Updated welcome video Improved signage.
Gresleydale Health Centre – GP	Not visited by the CQC since 2016	<ul style="list-style-type: none"> Recommendations have been actioned.

2024 – 2025 Outcomes

Project/activity	Outcomes achieved
Views on flu and COVID vaccinations	<ul style="list-style-type: none"> Improved access to appointments.
Views of parents and guardians on baby and toddler flu vaccinations	<ul style="list-style-type: none"> Pilot for drop-ins at nurseries Talks have begun with community pharmacies.
Pharmacy First: The views and experiences of Derbyshire residents	<ul style="list-style-type: none"> Shingles training for staff 45% increase in awareness for those we spoke to Improved communications campaign.
Students Experiences of Smoking and vaping	<ul style="list-style-type: none"> A review of the current literature Influenced current services.
Staff working with under 5-year-olds providing flu vaccine information	<ul style="list-style-type: none"> Staff training to be put in place.
Views on smoking from people living in social housing	<ul style="list-style-type: none"> Improved communications campaign.
Joining up for Hospital Discharge	<ul style="list-style-type: none"> Increased coproduction System-wide survey Accessible resources.

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