

Performance update

2015-16 Quarter 1 performance dashboards are attached for information. Quarter 2 reports on performance from July - September will be available from the end of October 2015.

Operational updates

Insight project - Exploring young people's experiences of seeking help for mental health issues

- We've collected almost 600 experiences from young people across the city about their experiences of seeking support for mental health issues. We are currently analysing all of these responses with a view to producing a report before the end of the year.
- We will soon launch the second phase of the project, an evaluation of the patient experience of the new pathway for children and young people with behavioural, emotional or mental health needs. This will be launched at the end of October to collect experiences from young people and parents/carers.

Supporting the CQC inspection of Nottingham University Hospitals NHS Trust

- In partnership with Healthwatch Nottinghamshire we presented and submitted a report to the CQC on our evidence to support the inspection in September. The report has been shared with the Trust and the CCG responsible for commissioning the Trust. A copy can be downloaded from our website.

Supporting the Joint Strategic Needs Assessment (JSNA) for Nottingham City Council

- We are working in partnership with HLG and the City Council to develop a new multi-level process to ensure that local people's voices and experiences of local services are represented in this document.
- Our current focus for this is gathering evidence from local community and third sector groups, and undertaking a series of focus groups with local people living with sensory impairments and physical disabilities to contribute to the refresh of this JSNA chapter.

Exploring patient and carer experiences of mental health crisis services

- We are working with Healthwatch Nottinghamshire in the planning of a new insight project to explore patients' experiences of mental health crisis services across the city and county. This is following concerns from people in the county and the opportunity to compare the different service provision across our two areas.
- We have had very productive meetings with Nottinghamshire Healthcare Trust to inform this planning and hope to be collecting data before the end of the year.

Understanding patient access and experience of dentists

- Since supporting NHS England Local Area Team in providing information on NHS dental practices we are concerned about the number of calls to our information line from people across the city needing access to an NHS dentist and the number of negative experiences reported.
- We will therefore be undertaking some focused work to gather more experiences of this and understand the issues behind the poor experiences.

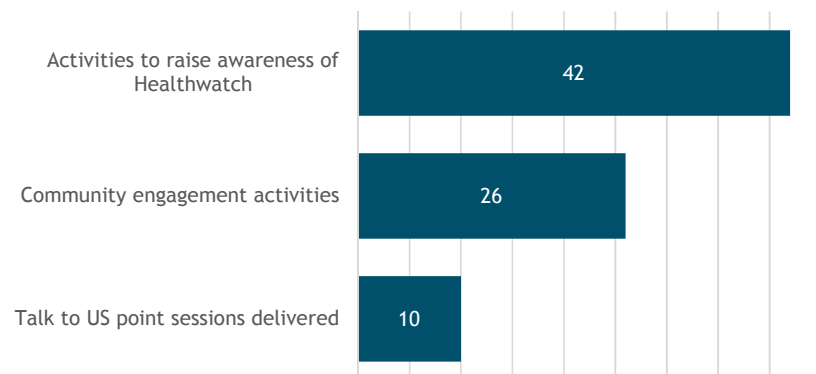
General updates

- We have delivered a series of Talk 2 Us sessions on the MediLink service and are currently co-ordinating a new programme of these along with continued attendance at community events to raise our profile. Also started a new Question of the Month feature to gather feedback on specific topics each month, September is around the use and experience of local pharmacies.
- Our new informatics and reporting system is being trialled internally and will be ready for launch by the end of the year. All local providers will be contacted when this is launched. We will be providing demonstrations of how we will use this and the opportunities it can offer to others.
- We'll be holding our annual event towards the end of the year, look out for further communication about this soon.

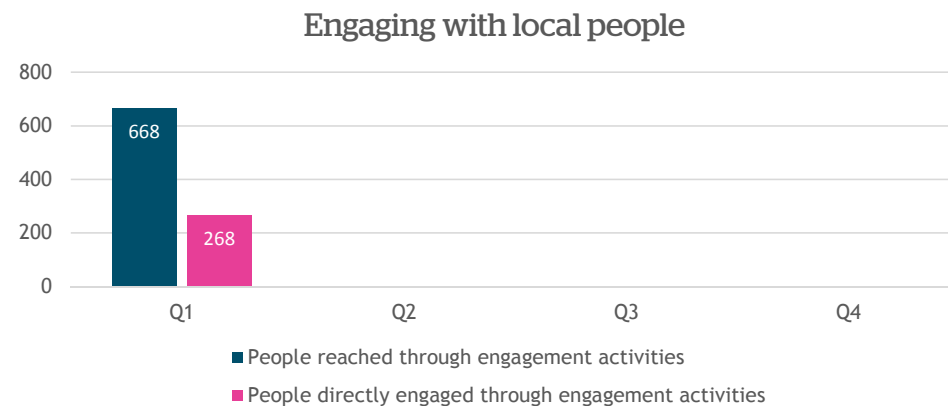
Q1 reporting April - June 2015

Raising awareness

42 activities to raise awareness of Healthwatch

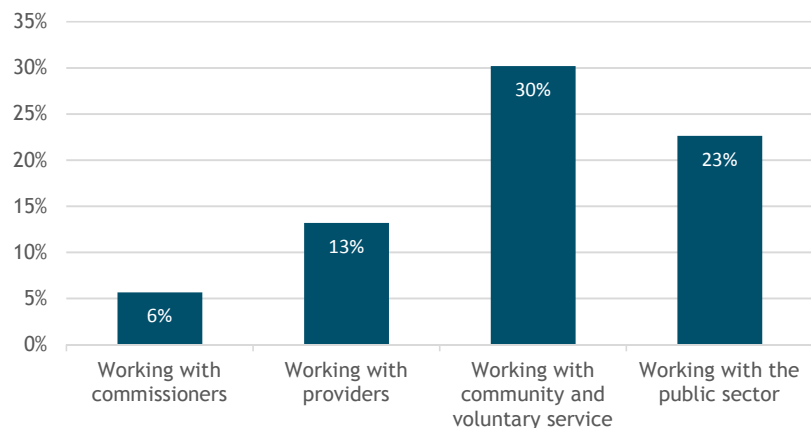


268 people directly engaged through activities



22 Activities to build relationships

Activities working with stakeholders



	Total	Q1	Q2	Q3	Q4
No. PR and comms activities	30	30	0	0	0
No. newsletters published	2	2	0	0	0
No. of website hits	4267	4267	0	0	0
No. of tweets published	24	24			

Notes

Posters and leaflets specifically focused to primary care have now been distributed to all Nottingham City services for display to their users.

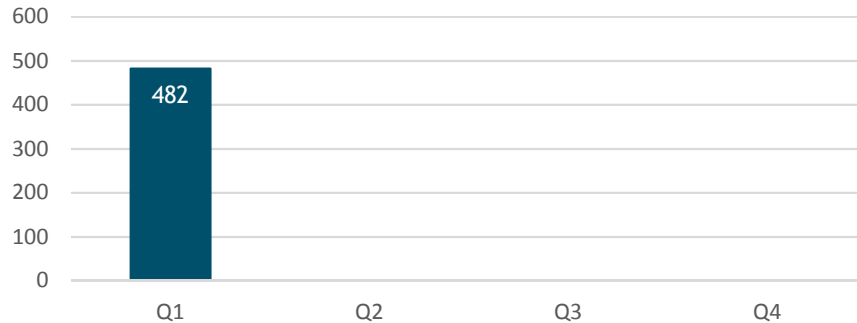
Visits to the website continue to increase following continued promotion through social media, newsletters and leaflets. This will be increased during Q2.

Roving Talk 2 Us sessions have been delivered on the Medilink bus service to the two city hospitals, where leaflets and talk 2 Us forms have been distributed.

Q1 reporting April - June 2015

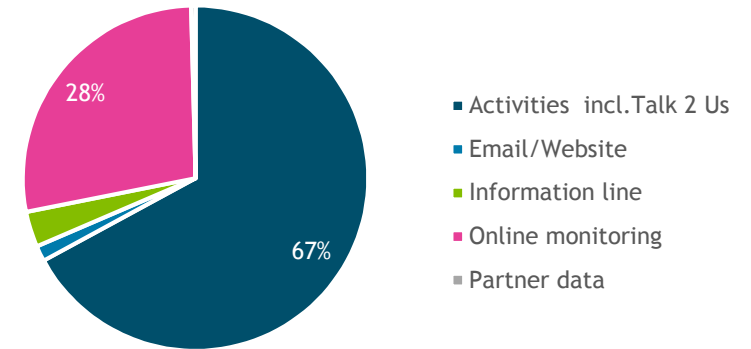
Collecting local peoples views and experiences

482 Detailed experiences collected



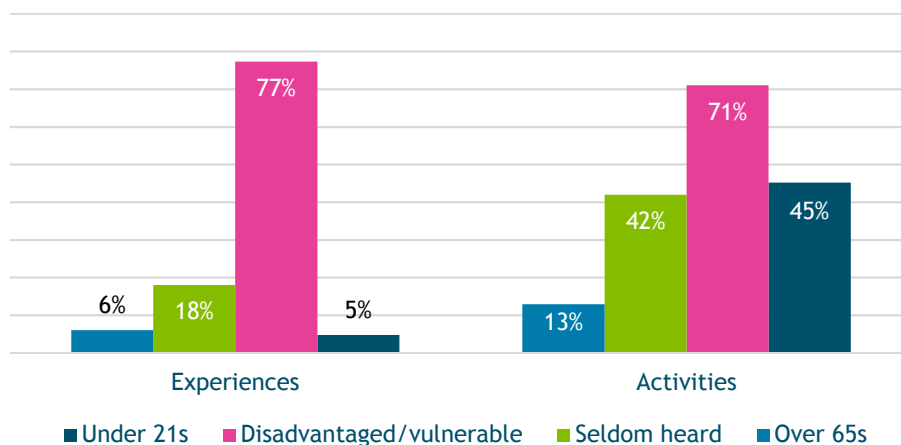
22 activities used to gather experiences
10 Talk 2 Us Points delivered

Sources of experiences gathered



31 Activities related to targeted groups, which is **58%** of all activities undertaken
233 Experiences gathered from people in targeted groups, which is **48%** of all experiences collected

Working with targeted groups



Notes

Our Insight project to explore young people's needs and experiences of mental health services falls under the category of disadvantaged/vulnerable groups hence the high % of experiences and activities from this group.

Online monitoring is now fully operational and is providing a lot of feedback on hospital services. The Patient Opinion and NHS Choices feeds are not fully operational at present but will be by the end of Q2.

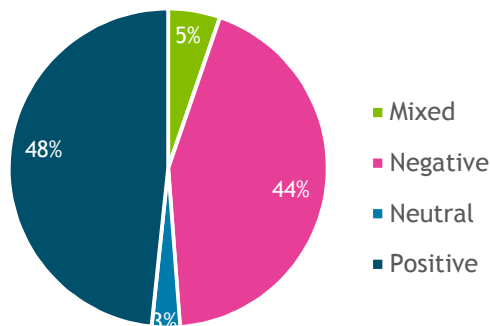
Q1 reporting April - June 2015

Content of experiences

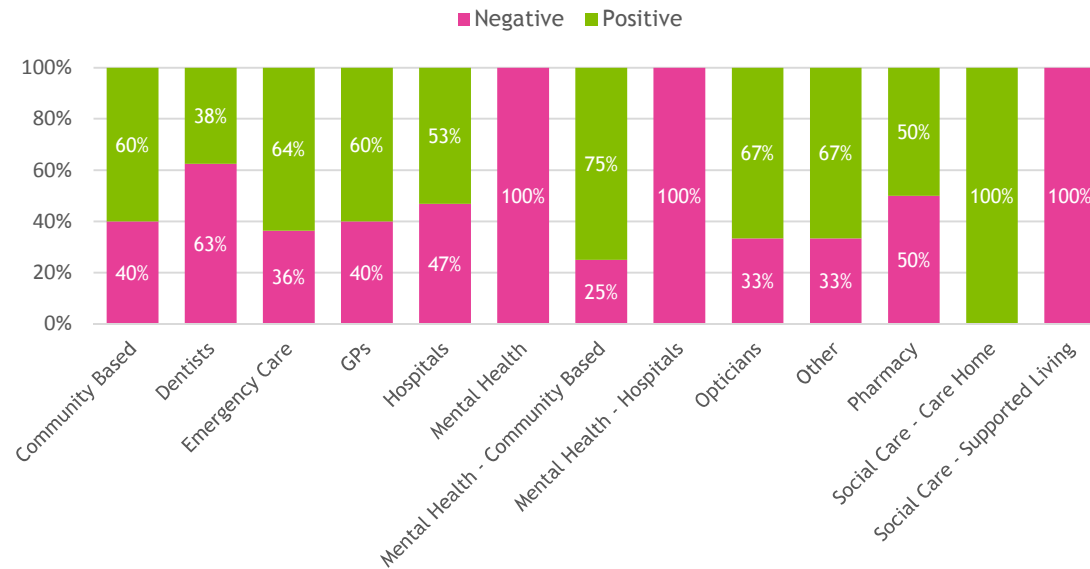
209 Experiences collected

(Note: excludes 273 insight project experiences)

Sentiment of experiences collected



Sentiment of experience by service type



Top 5 themes of all experiences

Theme	% experiences	% positive	% negative
Staff	40%	80%	20%
Treatment and care	49%	72%	28%
Access to services	25%	27%	73%
Facilities and surroundings	15%	25%	75%
Administration	13%	15%	85%

Top 5 themes by sentiment

