

HEALTHWATCH HEREFORDSHIRE (HWH) - UPDATE - SUMMARY REPORT.

Paul Deneen, Independent Chair of Healthwatch Herefordshire - November 2014.

1. Healthwatch Herefordshire and its Continued Influence Across the Health and Social Care Landscape/System at Local, Regional and National Levels.

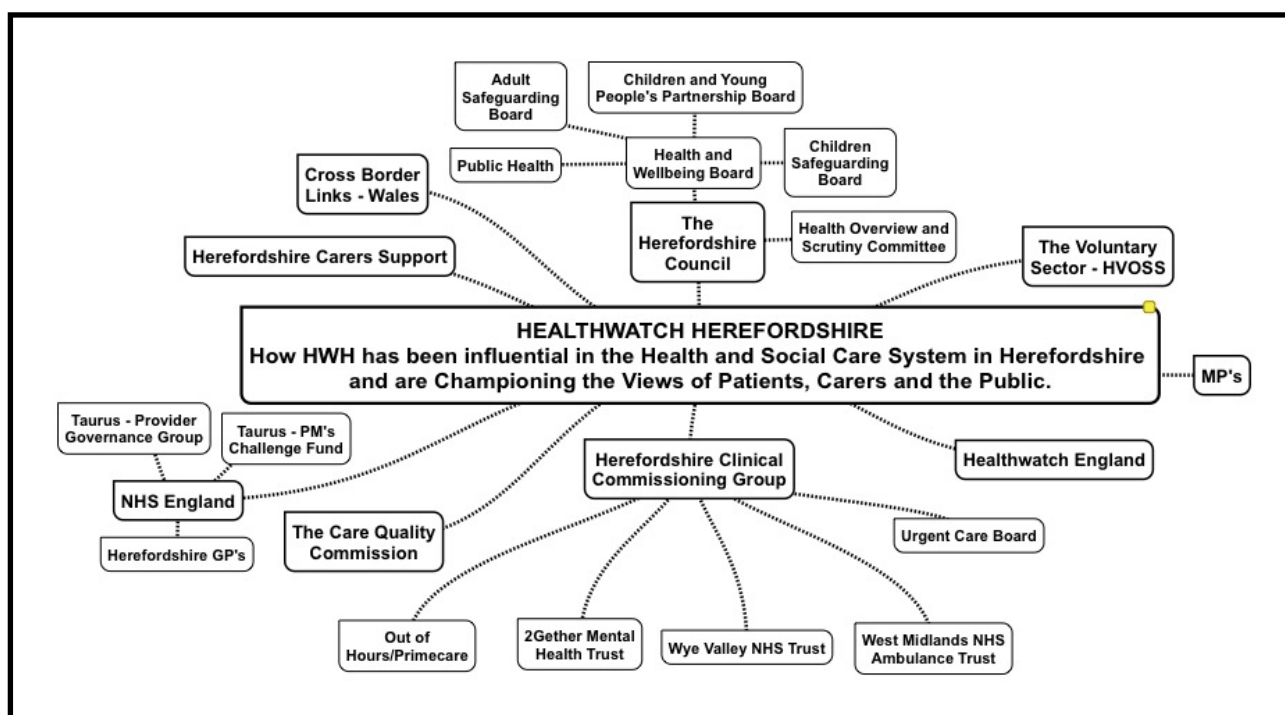
Healthwatch Herefordshire continues to be playing a Key Role in the Groups, Organisations and Partner Agencies involved in Herefordshire's Health and Social Care System - This includes both Provider and Commissioning organisations. You will see from the diagram below how well embedded HWH is within Herefordshire, and at both Regional and National Levels.

We have also been very actively involved via Board Membership in the promotion of Integration of Services at the Herefordshire Health and Wellbeing Board. We were instrumental in the initial promotion of the Community Consultation regarding Urgent Care and its Review in the County, and now are active participants as a Member of the Urgent Care Board, which advises the Herefordshire Clinical Commissioning Board on this important issue. We have also acted as Independent Evaluators for the 'Virtual Ward' Project with the Wye Valley Trust. HWH is also promoting Integration as far as Communications is concerned via an 'Engagement Gateway,' thus allowing there to be a more co-ordinated approach regarding Communications with the Public and Patients by Provider and Commissioner Organisations. The Herefordshire Council's Health Overview and Scrutiny Committee have also expressed support for HWH's promotion of a more 'joined-up' approach and the issue of Communications across the Health and Social Care System.

Our Statutory responsibility as HWH regarding 'Enter and View' as one of our main priorities, has meant that we are able to report on key findings on visits to Hospitals, Care Homes and Residential Nursing Homes, and we have developed a Programme for 2014 - 2015 in relation to such visits.

We have either Board or Staff Member involvement and active participation in Meetings arranged/organised by the respective Provider/Commissioner Organisations in Herefordshire and beyond.

At HWH itself, we have a regular monthly Informal Briefing meeting of all Staff and Board Members where we are able to discuss key issues and agree actions.



2. Strategic Priorities.

Our ***Five Key Strategic Priorities*** for **Healthwatch Herefordshire for 2014 - 2015** are:-

- * Communicating with the Public.
- * Consultations (Helping the Public and Patients Understand).
- * Focus on Older People.
- * Focus on Children and Young People.
- * Integrated Services (Helping the Public and Patients Understand).

3. Healthwatch - Public and Patient Involvement and Activities in the Community - How HWH is 'Making a Real Difference.'

We continue to review our promotional work in relation to HWH, and look for creative and innovative opportunities in order to maximise the number of people who are aware of the organisation, and understand the work which we undertake on behalf of the public and the patients.

We have advertised HWH on the back of buses, provided 'wrap around' information to the public via the Hereford Journal to over 50,000 households, we send out Newsletters, we have organised and arranged Public Meetings and Events.

We have visited Supermarkets in the Market Towns, and held events in High Town Hereford. We have made materials available in all GP surgeries and local hospitals.

We have Co-produced with the Adult Safeguarding Board a poster of 'Dignity Principles,' which will be used in both local hospitals and in Care and Residential Homes. We have also agreed a plan in relation to 'Enter and View' Visits of Care and Residential Homes and Hospitals in Herefordshire, and have produced or will be producing reports on such Visits. We continue to gather information and data from the public and pass this on to respective organisations. Our Enquiry Line is dealing with an increasing number of enquiries of increasing complexity that involve a number of Provider Organisations.

We held Public Meetings over the Summer 2014, the first Meeting in July which focussed on Adult Social Care, and we produced a poster of information to assist the public/patients understanding of this important issue. The Adult Care 'Summit' produced some key statements which have been included in to the poster which are also to be incorporated in to the Adult Wellbeing Strategy.

HWH is and will be focussing work on Older People with dementia, as this group is a very vulnerable group, which has difficulty communicating its views through the normal channels.

The other Public Meeting in September focussed on both our Annual Report and on Health and Advice Services for Children and Young People (CYP). In relation to CYP we invited the Chief Executive of Taurus to brief us on key developments regarding the Taurus Programme/Project and Schools/Colleges. We are also in the process of setting up a Young People's Healthwatch. In addition, we have also financially supported work in partnership with the Children's Directorate in relation to the 'Voice of Young People,' We have attended and made contributions to each of the Annual General Meetings of the Wye Valley Trust, 2Gether Mental Health Trust, Herefordshire Clinical Commissioning Group and Herefordshire Voluntary Organisations Support Service.

We have also visited and spoken to the local group involved with Pharmacists and explained the role and work of Healthwatch Herefordshire.

4. Press/Media and Social Media and HWH and how we are Keeping the Public Informed on Key Issues raised by the Public.

As the Independent Chair I have had numerous interviews on the Local Radio (BBC Hereford and Worcester and Sunshine Radio), regarding car park charges at the WVT, as well as being interviewed about the Care Quality Commission's Report on the Wye Valley Trust Hospital.

Healthwatch has also had some prominent coverage in the Hereford Times and other local newspapers. HWH has in response to the CQC Report, discussed its work and agreed a series of actions in relation to the WVT.

In terms of Social Media and the Website - In the month of September 2014 - we had 700 followers on Twitter; 112 'likes' on Facebook; and 1194 hits on our website.

5. Healthwatch Herefordshire Contract, Budget and Outcomes 2013-2015 - Update.

HWH is monitored against Six Outcomes which were agreed as part of the contract with the Herefordshire Council. We have a very positive working relationship with those involved in the monitoring of our contract, and have produced detailed evidence for each of the respective Outcomes.

The Six Outcomes of the required Contract are as follows:-

- * Local People are aware of Healthwatch Herefordshire, understands its purpose and how to access it for help and support.
- * Local People are empowered to give their views and influence decisions to improve health and social care services.
- * Individuals are able to make informed choices about their health as a result of information and advice provided by HWH.
- * The Views and Experiences of local people influence commissioning decisions to improve health and social care services.
- * Healthwatch Herefordshire is an independent organisation accountable to the people it serves,
- * Healthwatch Herefordshire provides good value for money - Budget £155k.