

Healthwatch Report on Activity July 1st – August 31st

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Healthwatch Monthly Partner Briefing: 1 July 2015 – 31 Aug 2015

Healthwatch Herefordshire Board briefs MPs on Key Issues in Health and Social Care in Herefordshire.

Local MPs Jesse Norman (Hereford & South Herefordshire) and Bill Wiggin (North Herefordshire) met with consumer champion Healthwatch Herefordshire (HWH) to discuss key issues arising in Health & Social Care services in the County.

The meeting, organised by Healthwatch Herefordshire, provided an excellent opportunity for all parties to feedback on problems/issues as well as discussing areas of good practice at both a local and national level, including discussion around Children's Services, Home Care, Mental Health Services and provision for Older People.

Paul Deneen, Independent Chair of Healthwatch Herefordshire, said: 'HWH is about ensuring that the people of Herefordshire have a voice when it comes to the Health & Social Care services they access in the county. We are very grateful to both MP's for meeting with us and discussing key issues of concern. We also took the opportunity of providing them with an update of our current work at HWH and plans for 2015 – 2016.'

Community event showcases Herefordshire Health & Wellbeing services

The Engaging Communities event held on Tuesday 21st July, organised by Primecare and with support from Healthwatch Herefordshire (HWH), brought together charities and agencies in Hereford High Town to create a carnival atmosphere where local people could engage about their health & wellbeing.

Bev Stevenson, Customer Engagement Officer for Primecare, said: 'Primecare is delighted to offer the ASDA GP walk-in centre in Hereford, and there are so many other fantastic health, care and wellbeing organisations in Herefordshire, we wanted to get them all together to let the public know what is available to them'.

There was woodworking, fancy dress, blood pressure and diabetes checks to name a few of the activities going on during the day. There was also a charity raffle with four charities receiving donations from Cargill, which were presented by Tony Larkin, Director at RNCB, with Mayor Charles Nicholls also in attendance.

Themes and Trends from the Public

- **Withdrawal of Independent Living Fund (ILF)**
- Complaints systems, how health & social care work together on complex complaints.
- **Parents of disabled children accessing social care support & assessments**
- Mental Health diagnosis
- **Reduction in availability of domiciliary care for people needing a service**
- Issues for people receiving domiciliary care at the lower rate vs self-funders and people receiving a direct payment paying that pay the higher rate.
- **Delays in accessing dental appointments**

Our Focus on Social Media

- Care Quality Commission Public Listening Event 21st September
- Healthwatch at the school games

Follow us on Instagram:

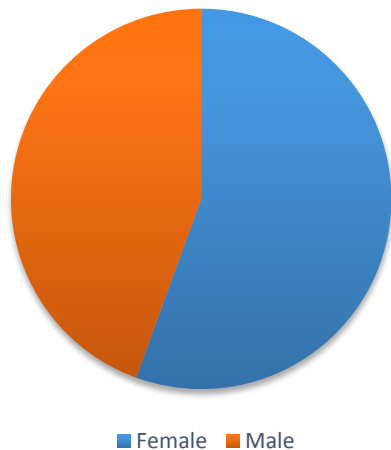
www.instagram.com/hwherefordshire

Healthwatch Communications Officer: Richard
Dudley T: 01432 364481

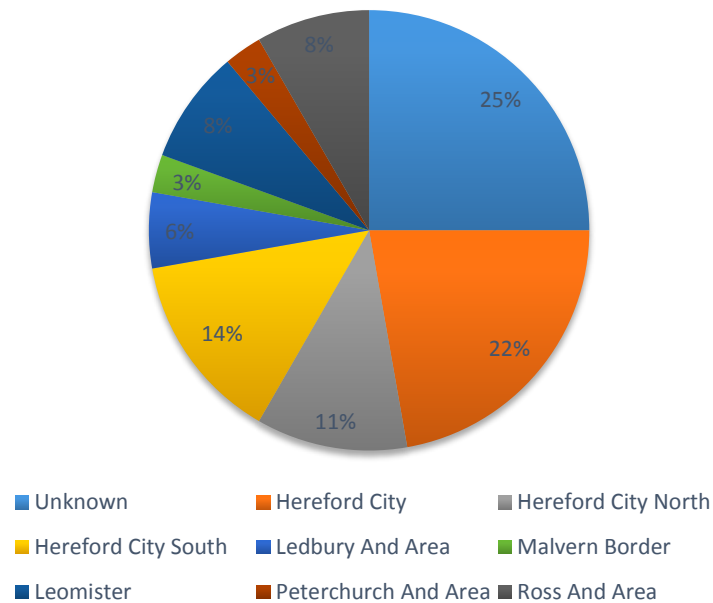
E: richard@healthwatchherefordshire.co.uk

Number of Information & advice referrals: 27

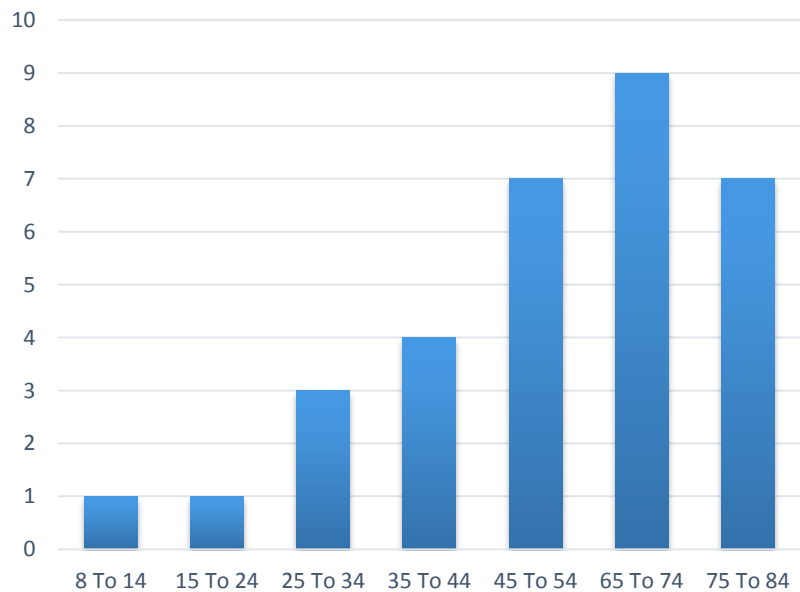
Referrals by Gender



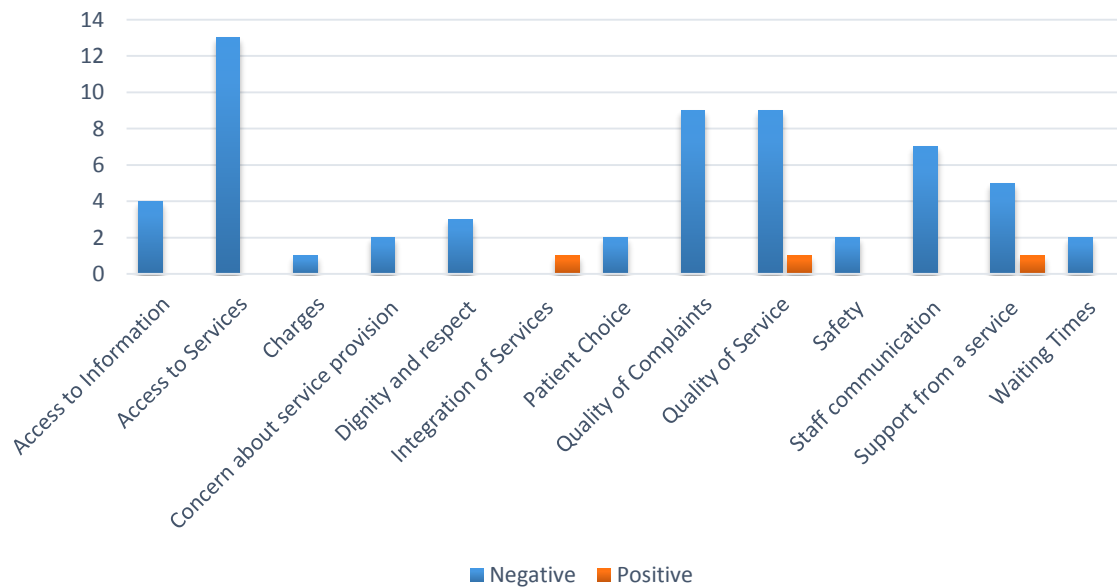
Referrals By Location



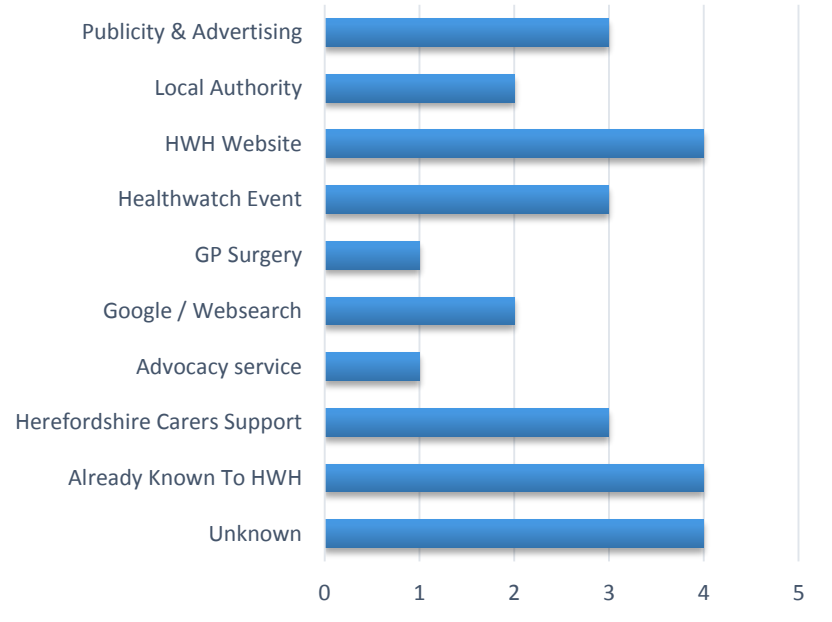
Referrals By Age



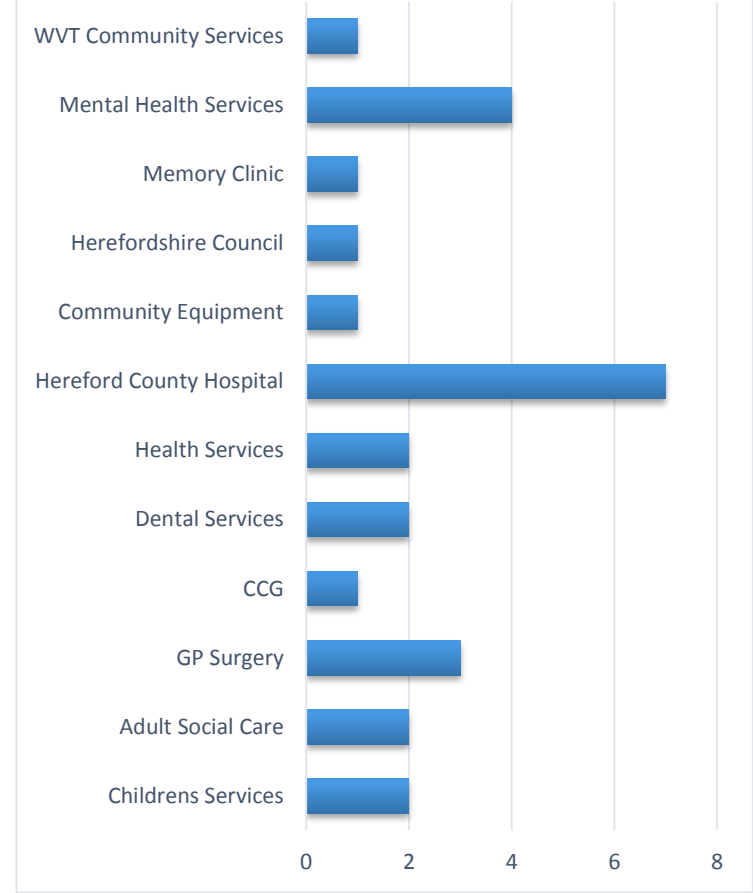
Referrals by Issue Type



How People Heard About Healthwatch

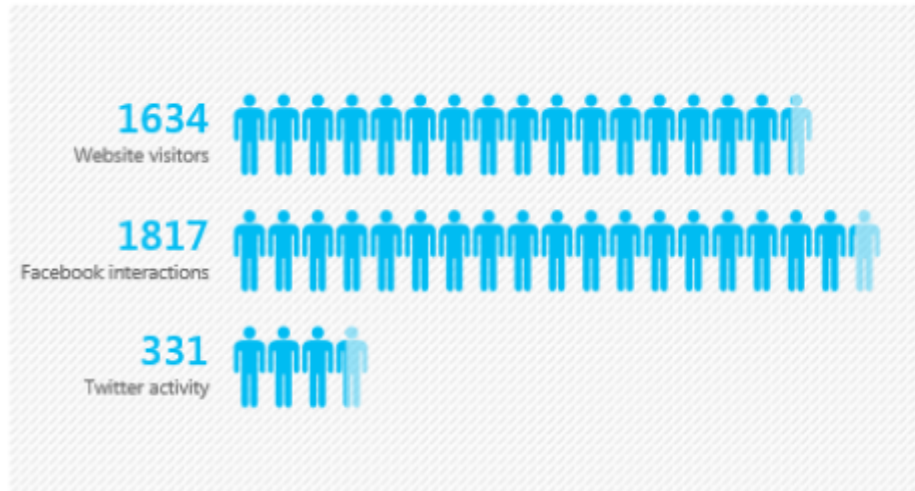


Referrals By Organisation

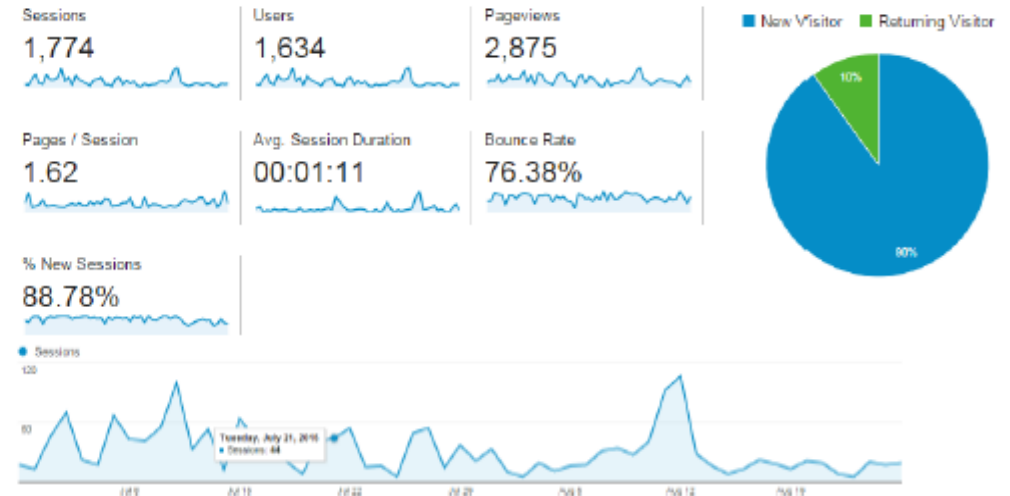


Communications

Digital media



Website analytics



Key performance indicators
month - July & August 2015

TOTAL PEOPLE REACHED

3,782

People reached through digital media channels

Publications for the period:

- Healthwatch Has finalised its Annual Report for 2015-16 which will be published on the Healthwatch website in September.
- Input into the Wye Valley Trust patient handbook being published in September.
- Healthwatch Summary for the hvoss annual report 2015-16.

Engagement Activity

Engaging Communities July 21 The Healthwatch team board members and volunteers all came together to take part in a community wellbeing event in hightown. We took along our photobooth for a twitter selfie competition and surveyed members of the public about their awareness and use of pharmacy services in the county. We will be publishing the results of this on our website in September.



Engagement & Events

- School Games – engaged with 250 children
- Engagement Gateway – bringing all communication and engagement leads in Health & social care together to share information and work together
- Enter & View visits
- Stroke Pathway Evaluation planning, How Healthwatch will gather patient experience from people surviving stroke in Herefordshire using the newly designed pathway of stroke care services.
- WVT Annual Public Meeting
- Hereford Disability United - Disability Marketplace.
- Age UK Roadshow
- Preparatory visit to Winslow Court to prepare for Enter & View engagement with children & young adults with disabilities.
- Young Ambassadors workshop

Enter & View

In July we have provided training for our volunteers and new board members, to be authorised Healthwatch Enter & View representatives.

This summer we have started our programme of engagement Enter & View visits to seek views of residents and patients with a focus on hearing the voice of people with a sensory & physical disability. We have visited Abbey Grange Nursing home, West Eaton Nursing Home and Charles Court Nursing Home

Volunteering

We currently have 7 volunteers. We involve volunteers to assist in aspects of our work at events, PLACE visits and Enter & View visits and walk around WVT quality visits at the Hospital.

This period we have added the value of approx. 151 volunteer hours to our work

Key: HCCG – Herefordshire Clinical Commissioning Group
HWH – Healthwatch Herefordshire
WVT – Wye Valley Trust
WMAS – West Midlands Ambulance Service
PLACE – Patient Led Assessment of the Care Environment
LD – Learning Disability
ILF – Independent Living Fund
2G- 2gether Foundation Trust
LTC – Long term condition