

Healthwatch Herefordshire

your
voice
counts

your
views
matter

We are
independent
from the
services
you
use

We are
transparent
and accountable

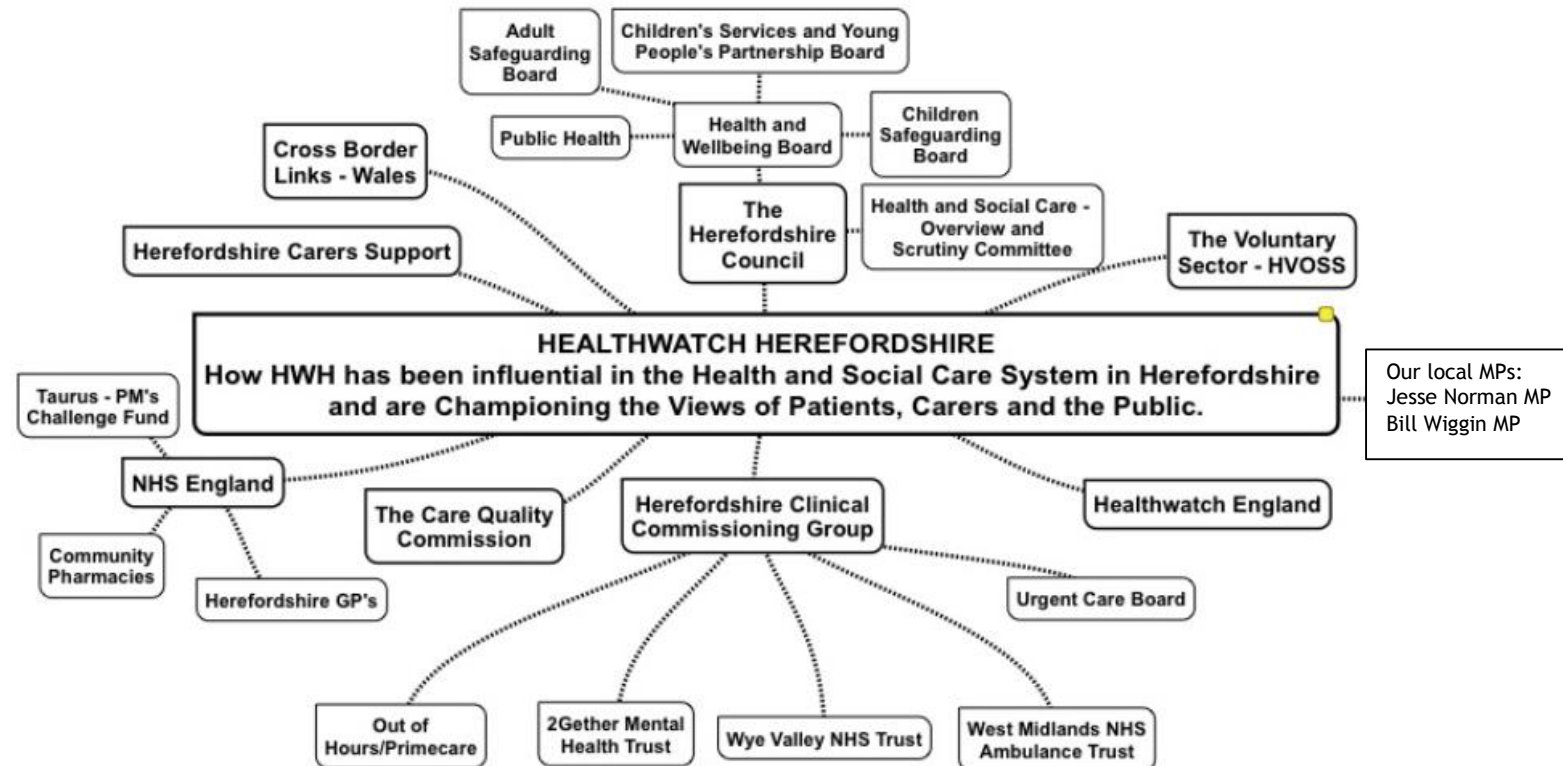
We are
inclusive
we want
people from
every part of
your community
to join us

Annual Report

2014/15



How Healthwatch Herefordshire is being influential in the Health and Social Care System in Herefordshire



Healthwatch Herefordshire (HWH) has established excellent working relationships with all those involved with health and social care within the County and beyond. HWH has established key links with local MPs Jesse Norman MP and Bill Wiggin MP, and with NHS England and Healthwatch England. Individual links have been established with the Wye Valley NHS Trust and the 2Gether NHS Mental Health Foundation Trust, Herefordshire Council - Health & Well Being Board, Health Overview and Scrutiny Committee, Safeguarding Board and Public Health. HWH also have close working with the Herefordshire Clinical Commissioning Group and with the West Midlands Ambulance Service and key providers of health and social care services within Herefordshire. HWH has managed to work with all key stakeholders in a positive and professional way.



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Note from the Chair - Paul Deneen



As the Independent Chair of Healthwatch Herefordshire (HWH), I am delighted to introduce this second Annual Report.

The model of working commissioned by Herefordshire Council in 2013, continues to be a success story, ensuring that we have close working with the Voluntary Sector through hvoss (Herefordshire Voluntary Organisations Support Services) and also with Carers through Herefordshire Carers Support (HCS). I am most grateful to Will Lindesay CEO of hvoss and Jacqui Bremner Director of HCS for the essential contributions they have made.

The Board of HWH has worked incredibly hard throughout the year building relationships with key stakeholder organisations, as well as appropriately holding them to account for the services that are planned and delivered in the County. We take our role as being a 'critical friend' and of operating independently of all involved with health and social care as being very important. I would like to take the opportunity of thanking Keith Andrews for his work as the Board lead for the ambulance services, as he retired from the Board at the end of March 2015. We welcomed Sheila Archer and Debra Tritton to join the existing members Ian Stead, Sheila Marsh, Alan Lloyd, Colin Javens and Gwyneth Gill.

Our staff, Val Javens, Christine Price and Richard Dudley have done superb work, I take this opportunity to say a huge 'thank you' to them for all that they have achieved, and to Claire McNally during the time she was working for us.

One of our successes has been in establishing a group of excellent Volunteers who have assisted us with our work particularly in our Enter and View

Programme which is a major part of our engagement work. We produced six reports from our Enter and View visits to residential services and we focussed on how people with dementia experienced these services, giving a voice to often overlooked and unheard vulnerable groups, which of course is a key outcome for HWH.

During 2014 and 2015 we have been 'Out and About' throughout Herefordshire within the City itself and all Market Towns. We have supported others within the Health and Social Care System and have attended their Public Meetings, Annual General Meetings, Community Engagement Events, as well as arranging and holding and hosting our own Public Meeting and Workshop Events. We held a most successful 'Healthwatch Herefordshire - Question Time' Event in Hereford in the spring which was well attended.

We have also established a Website, E-mail account and Facebook and Twitter Accounts. We have in addition produced Newsletters, Advice Sheets, Press Releases, and Fact Sheets for the public, to help them understand issues in relation to the new health and social care system. I have also been interviewed on a number of occasions on BBC Hereford and Worcester and Sunshine Radio.

Thank you for taking the time to read this Annual Report which outlines the work we have undertaken throughout our second year of operation.

Paul Deneen OBE JP DL
Independent Chair of Healthwatch Herefordshire.



About Healthwatch Herefordshire

Healthwatch Herefordshire is your consumer champion for Health and Social Care services in the County. We are here to make health and social care better for everyone. We believe that the best way to do this is by designing local services around your needs and experiences.

Everything we say and do is informed by our connections to local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

We are uniquely placed as a network, with a local Healthwatch in every local authority area in England.

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of their care.

Our vision/mission

- To listen to your views about health and social care services in Herefordshire
- Make your views heard to those who plan services
- Provide information about how you can access health and social care services
- Champion fairness, equal access and equal treatment
- Speak up on your behalf
- Play an important role at both local and national level and make sure that the views of the public and people who use the services are taken into account.

- To pass on information, make recommendations and report concerns about the quality of Health and Social Care on to the Herefordshire Council's Health and Social Care Overview and Scrutiny Committee, and to Healthwatch England, which can also recommend that the Care Quality Commission takes action.

Our strategic priorities

The strategic priorities for 2014/15 were identified as the following:

1 Hold Consultations

- On the Urgent Care Review and acute Hospital Review
- 'Is the NHS engaging people effectively'?

2 Promote Integration

- Push for joined up services across health and social care
- Involving all providers

3 Communicate with the Public Effectively

- About changes to health and adult social care services
- Raise awareness about HWH's role in championing the views of the public
- Engagement activity & events

4 Focus on Older People

- Living with Dementia

5 Focus on Children & Younger People -

how the health & social care system treats children and young people.

HWH has three operational staff who work closely as a team.

- Val Javens - Public Engagement & Volunteer Co-ordinator
- Christine Price - Data, Information, Research & Advice Officer
- Richard Dudley - Communications Officer

Management responsibility is shared jointly by:

Operational Lead - Jacqui Bremner

Governance Lead - Will Lindsay



Pictured right to left; Richard, Christine & Val with Board Member Debra



Engaging with people who use health and social care services

Focus on Older People

HWH identified older people as one of its priorities; a range of activities in 2014/15 encapsulated engagement with this group widening the scope to the hard to reach, specifically people living with Dementia. Young people and others using health and social care services were involved in engagement activities.

Memory Cafés

HWH engaged with members of the Alzheimer's Society through their Memory Café forums. The aim was to establish how influential their GPs had been in the diagnosis and initial treatment of their illnesses, and how effectively referrals had been made to the Memory Clinic. Evidence suggested that people felt more supported when referred to the Memory Clinic.

Patients' experience of the Virtual Ward

HWH undertook an independent engagement activity evaluating the experience of 55 Patients admitted to the Virtual Ward, a pilot project commissioned by Herefordshire CCG. The consensus of opinion indicated that the holistic service delivered at home had contributed beneficially to their recovery.

Focus on Young People

Police Cadets

Engagement with local Police cadets, a mixed cohort of 16 to 18 year olds representing all social groups, captured views about their GP service, what they knew about HWH and what would motivate them to volunteer for Healthwatch.

Enter & View

Enter and View's aim was to reach older people who are vulnerable and whose voices are seldom heard. Engagement focused on those unable to interact with the systems already in place to capture feedback. HWH's Enter and View schedule encompassed:

- 3 visits to Care Homes providing support for those with Dementia
- 2 visits to the Wye Valley Trust's Community Hospitals
- 1 visit to the County Hospital where there is specialist provision for those with Dementia

“Based on the 10 Dignity Principles, evidence from the patients & residents identified both Community Hospitals and one Nursing Home as delivering best practice in Herefordshire”

Val Javens, HWH

- HWH has 12 authorised representatives who can undertake Enter & View activity, and 2 more are receiving training this coming year.

HWH's Enter & View reports detailed comprehensive lists of recommendations to improve patient experience at the facilities visited. HWH worked with the

providers on an implementation plan and was invited to input significantly on the In-Patient Handbook for Herefordshire’s County Hospital.

they were with the response and if they felt more informed as a result. Some of the questions and the voting results can be seen below.

Special Events

Healthwatch Herefordshire Hosts Question Time

HWH invited key health professionals to answer questions raised by concerned members of the public. The panel included Dr Watts from the CCG, Richard Beeken from Wye Valley Trust, Dug Holloway from West Midlands Ambulance Service, & Dr Nigel Fraser from Taurus Healthcare (pictured below).

Audience members were asked to submit questions to the panellists in advance of the event, and also bring questions on the night. At the end of the evening the audience were asked to complete an instant voting survey on how effectively they thought their questions had been answered, how satisfied

“I am delighted that HWH brought together such an eminent group to address issues raised by the citizens of Herefordshire”.

Paul Deneen, Chair HWH

Voting Questions	YES	NO
Do you think you have a good understanding of who makes decisions about health services in Herefordshire?	53.9%	46.2%
Do you think we need both the Wye Valley Trust and 2Gether Trust?	87.1%	12.9%
Do you think having heard the response, that Taurus is an example of creeping privatization of the NHS?	46%	54%
Having heard the response, do you think we need a new approach to defining domestic Mental Health issues?	72.4%	27.6%
Are you aware of the Minor Injury Units and the role they play in the healthcare system?	67.7%	32.3%
As a result of the discussions tonight, do you have a greater understanding of the delivery of healthcare in Herefordshire?	84.4%	15.6%
Having been involved in tonight’s event, do you understand the role of Healthwatch and the part that it plays in the Health & Social Care system?	63.5%	36.5%
Given what you have heard tonight, do you think all partners are working together to provide an effective healthcare system across Herefordshire?	47.5%	52.5%



From Left to Right: Jacqui Bremner, Will Lindsay, Nigel Fraser, Dug Holloway, Richard Beakon, Paul Deneen, Andy Watts & Ruth FitzJohn



Providing information and signposting for people who use health and social care services

Helping people get what they need from local health and social care services

Healthwatch Herefordshire responded to 243 enquiries from the public in 2014-15 via social media, the website, email, phone, referrals from third party organisations and drop in.

HWH has provided information, advice, support, help to understand and navigate systems in health & social care and signposting for individuals to the following services;

NHS Independent Complaints Advocacy, mental health advocacy, generic advocacy, Age UK, CAB, The Local Authority children's services and adults wellbeing referrals teams, Mental Health Trust, children's and adults counselling, Mind, hvoss (Herefordshire Voluntary Organisations Support Service), NHS England Complaints Services, acute trust complaints and PALS, Clinical

Commissioning group PALS and complaints and individual funding requests, Continuing Healthcare reviews, assessments and appeals, Housing Support, Local authority complaints services, Herefordshire carers support, other neighbouring local Healthwatch's, pharmacies, Dentists, GP's, Walk in centre and extended hours GP services, Access to diagnostic services, domiciliary care, residential and nursing care, condition specific support groups, disability equipment store, community health services, coroners advice, police community support and safety partnerships, bereavement support services.

Healthwatch Herefordshire responded to 243 enquiries from the public in 2014-15





Influencing decision makers with evidence from local people

Producing reports and recommendations to effect change

Healthwatch Herefordshire attend the Health & Wellbeing Board and Health Overview & scrutiny Committee producing a summary report of all enquiries issues and trends quarterly and a verbal update in-between for both groups to consider.

Healthwatch also report monthly on all Healthwatch enquiries, issues and trends from the public to the Clinical Commissioning Group Quality and Patient Safety Committee to raise key issues with commissioners in order that they hold their service providers to account and that Healthwatch act as a critical friend in holding the CCG to account.

One of the key issues for Healthwatch over the last year and coming year, is to echo the work of Healthwatch England to improve the complaints systems in Herefordshire, helping people to navigate complaints and influencing commissioners and providers to simplify and make the system more effective for people. Our work in raising this with the CCG has initiated the CCG to work with the joint commissioning board to reinstate a joint working protocol for health and social care complaints.

Putting local people at the heart of improving services

- Healthwatch have had a focus on gathering a picture of the quality of domiciliary care in Herefordshire

through; providing focus groups, working with users and carers of Headway at their day centre, attending carers groups and events hosted by Hereford Disability United and holding an adult social care summit. Through this ongoing work we are able to capture the voice of the people using these services and the issues they face and report this back to the providers and commissioners.

Working with others to improve local services

Intelligence from the enquiry information and advice service are routinely shared at the following forums to influence how services are commissioned and delivered by raising peoples feedback and experiences and also to gather information;

- Quality Surveillance Group
- Performance Audit and Quality Group for the Herefordshire Safeguarding Adults board. This multi-agency group provide challenge and assurance of the safeguarding process. Healthwatch have chaired a safeguarding case audit review day for this subgroup to look at the effectiveness of the implementation of Making Safeguarding Personal.



- NHS Area Team Patient Experience Network
- Children's interest group, older peoples interest group and carers hub, which are all forums of voluntary sector organisations supporting health & social care wellbeing.
- Integrated Needs Assessment
- Healthwatch Herefordshire have a defined relationship with the local CQC representatives, which follows the guidance set out by Healthwatch England and CQC. We meet quarterly, in addition to this we share any intelligence regarding health & social care providers on a case by case basis when matters arise through our enquiries. We are also part of a monthly forum alongside the CQC, Local Authority, Police, acute trusts, CCG, CHC, which shares information and intelligence about domiciliary care providers, residential and nursing care homes.
- Healthwatch Herefordshire have been involved with the CQC and the TDA with our local inspection of The County Hospital and special measures process, sharing information as required. We have not made any specific request for themed reviews from CQC.
- Healthwatch Herefordshire raised a case in supported housing where a safeguarding was raised to investigate untrained staff manual handling and giving medication. The CQC responded to this with a responsive visit to this provider to ensure staff training was appropriately in place.
- We have no cases where providers or commissioners have failed to respond.
- We have shared by email Enter & View reports with Healthwatch England.





Impact Stories

Case Study one

Engaging Communities

In October 2014 HWH and Primecare co-hosted a public engagement event called Engaging Communities



21 health and social care organisations from across the voluntary and public sector attended, and had information stands and activities going on in the centre of Hereford high street.

- Organisations included: Age UK, NHS 111, West Midlands Ambulance, Alzheimer's Society, 2Gether Mental Health Trust, Primecare, Heart Start UK, Wye Valley Trust Nurses, Herefordshire Carers Support, West Mercia Police and Crime Commission and many more.
- The purpose of the day was to facilitate engagement between

organisations and the public about views & improvements for Health & Social Care services.

- The event was a great success with many members of the public feeding back on services in the County.





Case Study two

Rural Communities

Many residents in Herefordshire face issues with Health & Social Care provision due to the rural nature of the County.

Here is an example and how HWH used its influence to address it

Mrs S is 42 years old, has Bipolar and MS and lives at home with her husband and children after a hospital admission and rehabilitation, requiring a package of care at home consisting of three visits a day.

The Reduction of domiciliary care providers in rural Herefordshire, combined with the reduction in the rate of pay for a commissioned service has meant that Mrs S care package has been serviced notice four times in a year. On one of these occasions the lack of providers to pick up the unsustainable package has meant that Mrs S was placed in a residential home for elderly people living with dementia for a period of ten weeks at a cost of £850 a week to the local authority, and a decline in the quality of life and mobility of Mrs S. Healthwatch were able to assist this family by working with the local authority to reinstate a care package with a business development rate.

This case continues to be an issue due to the rural nature, number of hours and visits within the package. Healthwatch are continuing to highlight to the commissioner and providers the issues that this case has raised for the quality of domiciliary care coupled with the current marketplace and rurality, as it is evident that there more cases of a similar nature and we seek to see a sustainable solution.

Case Study three

Adult Social Care Summit

Healthwatch facilitated an Adult Social Care summit in July 2014, and invited homecare providers, Council Members, service users, their families and carers to discuss the future of adult social care in Herefordshire.

The aim was to produce key statements to sum up what everyone wanted to see, and then work together to make sure the statements happen for real, with everyone doing their bit. Healthwatch's job was then to ensure the people managing Adult Social Care did not forget these principles even when they were under financial pressures. The Statements poster can be found overleaf.



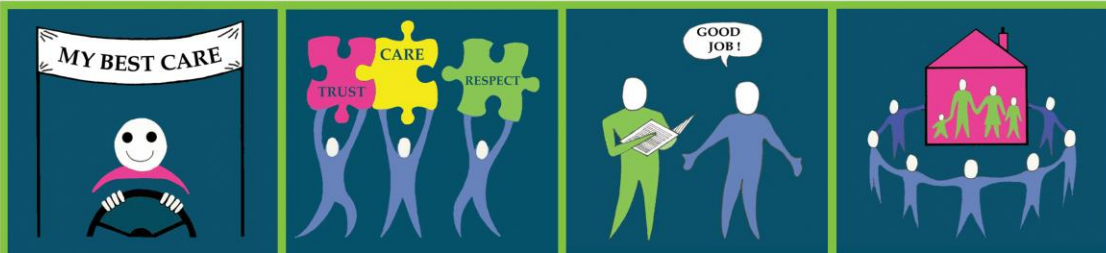


OUR CHALLENGE

The Future of Adult Social Care

healthwatch
Herefordshire

These 7 statements & pictures sum up the future we want for Adult Social Care. Healthwatch Herefordshire worked with key people, including people who use services, to describe the future this way. This means we can now work together to make sure these statements happen for real, with everyone doing their bit.



The person is in the driving seat, in control as much as they can be & want to be.

People who use services, carers & paid staff work together to do what people need, trusting & respecting each other.

Social care managers show they value their staff; they develop their skills & communicate honestly with them.

Communities use their skills to wrap support around people living there.



One clear process for people's needs to be assessed & for funding to be agreed, if possible.

At places like libraries, pubs & GP surgeries you can get relevant, reliable, independent information/ leaflets about care.

Local agencies work together consistently to support people to get the care they need.

What is Healthwatch Herefordshire doing to make this happen?

It's a challenge when funds are shrinking to get the system right in Herefordshire. Our job at Healthwatch is to make sure the people managing things don't forget these aims when they are under pressure. We take the stories and experiences people tell us to the responsible manager to sort out, we speak out for people who use services in meetings where decisions are taken, we ask questions of the Council and other agencies about how their actions affect people, and we give information to the public about what they should expect.

Contact Us: 01432 364 481 | info@healthwatchherefordshire.co.uk

TELL US IF

YOU USE CARE SERVICES AND THESE 7 STATEMENTS ARE HAPPENING OR NOT.

YOUR ORGANISATION WANTS TO SIGN UP TO OUR CHALLENGE FOR ADULT SOCIAL CARE.



Our plans for 2015/16

Small changes make a big difference

HWH recognises the tight budgetary constraints put on the health and social care system in Herefordshire and nationally.

During HWH activities in 2014/15, a number of the improvement areas identified through patient engagement, highlighted that a cumulative cycle of small improvements would greatly improve the overall patient experience without the need to increased spending. To this end, HWH will be working to the message:

“Small changes make a big difference”

Healthwatch Herefordshire’s areas of priority for 2015/16

- **Continue to produce, co-produce and disseminate good quality information and guidance** to include; Enter & View Reports, Quarterly Outcome Monitoring, Monthly Enquiry & Referral Reports
- **Systems leadership** and working on; placing pharmacies in the urgent care pathway, understanding the impact of living in a rural area, service user involvement at all levels
- **Promote service integration;** improving connections in the urgent care system, simplifying

complaints systems, improving connections between mental and physical health, understanding the effectiveness of cross-border protocols in Health & Social Care

- **Focus on older people;** stroke services, improving the quality of Home Care, understanding the impact of differential charges for care, tracking the experiences of service users in the dementia care pathway
- **Focus on children and young people; report on the views from children and young people of Health & Social Care services,** understanding the role of Health promotion in schools

Underlining these priorities are themes which include:

Improving reach with under-represented groups

Evaluating the effectiveness of Healthwatch Herefordshire

Championing the importance of Prevention services



Our governance and decision-making

Our board

Healthwatch Board The HWH Board includes seven Board Members. Each member has responsibility for a particular area in the Health & Social Care landscape. The Healthwatch Board met eleven times during 2014/15. The Board meet monthly, supporting HWH Community Engagement and the Communications Strategy through local outreach activities



Paul Deneen - Chair of Healthwatch Board
Lead for NHS England, Healthwatch England, Herefordshire Council including member of the Herefordshire Health and Wellbeing Board.



Keith Andrews – Lead for West Midlands Ambulance Service and nominated deputy for the Health and Wellbeing Board. Keith retired from Healthwatch in March 2015.



Ian Stead - Lead for 2gether Mental Health Foundation Trust, Volunteer Recruitment, Cross Border issues.



Colin Javens - Lead for Hereford Safeguarding Adults Board, Social Care and Disabilities.



Gwyneth Gill - Lead member for Children & Young People - appointed April 2014



Sheila Marsh - Lead for Herefordshire Clinical Commissioning Group, Adult Social Care and Maternity Services and strategic planning for HWH.



Allan Lloyd - Lead for Wye Valley NHS Trust and Macmillan services. HWH Enter and View and Volunteer recruitment.



Board Contributions & Case Studies

Going the extra mile

Volunteering

Healthwatch Herefordshire Board members contribute a lot of voluntary hours to their activities and involvements. Here is Debra's story of how volunteering for Healthwatch inspired her to become a Board member.

During the volunteering period with Healthwatch, I was afforded the opportunity to meet those people whose needs are not currently being met by the health services in Herefordshire, particularly those people in rural communities.

As part of my Healthwatch volunteering, as an Authorised Representative in the Enter and View programme, I witnessed sorrow that could be rectified by small kindnesses; when the health care services are person-centred. Those individuals, with the right treatment, dignity and respect, were enabled to once again take their place amongst society.

Realising the importance of interacting with those whose influence directly or indirectly affect service users, I wanted to become a Healthwatch board member to contribute towards the delivery of exemplary and innovative services to the people of this county.

Being part of the Healthwatch Board enables me to spread the message of the Healthwatch strategy for us to become more embedded in the communities, to assist local commissioning authorities discuss impact, performances and their affectiveness. Board members focus is also on integration of services in Herefordshire.

We are surrounded by rich heritage in this County, the landscape in which to sustain a healthy lifestyle. To provide a voice for those who have not been heard is a life time's challenge, I am privileged to be part of the challenge.

Debra Ann Tritton, HWH Authorised Representative

Mental Health Services in Herefordshire

Healthwatch has consistently pressed for better data about mental health services in Herefordshire to ensure that services are improving and that good practices elsewhere are taken up in our area. It is only by seeing the figures for the take up of IAPT services such as Let's Talk, by examining local data for waiting times, patient satisfaction and the implementation of policies such as care plans and the new Triangle of Care initiative that we can be sure that progress is being made. Healthwatch is pleased that there has been a good response from 2g in this respect.

Herefordshire CCG has been undertaking a review of mental health services in the county and developing a needs assessment to assist in future commissioning arrangements. Healthwatch has been an active participant in this review and has been able to contribute by bringing our patients' perspective and our strategic expertise to help ensure that the



review process is effective and will result in outcomes which are right for Herefordshire. The process is at an early stage but Healthwatch Herefordshire expects to be an active participant as the work progresses.

Ian Stead, HWH Board Member

Events & Influence

As Chair, I have raised the profile of Healthwatch Herefordshire by representing it on the Health and Wellbeing Board for Herefordshire. Also advised the Health and Social Care Overview and Scrutiny Committee of issues of concern regarding Health and Social Care in Herefordshire. A report from HWH is a standing item on the agenda of each groups meetings.

I have chaired both the Healthwatch Herefordshire Adult Social Care Summit in July 2014 and chaired the Healthwatch Herefordshire 'Question Time' Event in February 2015 where members of the public were able to question key healthcare providers and commissioners directly.

I continue to champion the importance of adolescent advice and support with NHS England, as such a pilot project was agreed for this issue and funding was allocated for this project from the Prime Minister's Challenge Fund 2014/2015.

Paul Deneen, Chair of HWH

Urgent Care & Systems Resilience

Urgent Care - Paul and I have had major input to the development of a new patient outcomes approach to urgent care based on public engagement HWH assisted with in 2013. We have ensured that the programme board of which we are a full member has kept its focus on the speed with which change is needed for the population of the county. We also argued for a route forward which aims to make the most of our existing resources at the hospital and elsewhere in the county rather than going for a divisive, formal competitive tender. The CCG got support to do this and is now developing a clinically led urgent care network to integrate all aspects of urgent care through a partnership approach.

Systems Resilience Group - as a member I have been able to ask questions and push for better data on how the whole system is doing e.g. on why more and more people are being admitted through A&E and who they are. Our emphasis on the whole system is important in a meeting where each other partner is naturally concerned for its own performance and targets and means we can keep raising the impact of increasing limits on homecare and of the need for investment in prevention.

Sheila Marsh, HWH Board Member



Financial information

Our Funding			
	Budget 2014/15	YEAR 2 Spend to 31/3/15*	YEAR 3 Budget 2015/16
Opening Funds	43,907	43,907	21,279
Income			
Main contract	155,557	155,557	155,557
Other income	0	876	0
Total income	155,557	156,433	155,557
Payroll			
Staffing (3 posts)	88,263	73,870	78,000
Strategic Leadership & Project Management	28,000	28,000	28,000
	116,263	101,870	106,000
Other Project Costs			
Staff travel & training	2,000	2,086	4,000
Board remuneration	27,000	27,000	30,000
Board travel & expenses	8,400	3,942	4,000
Board development & training	4,000	0	0
Volunteer recruitment, training & expenses	4,000	1,120	4,500
Publicity and events	3,000	9,959	3,000
Professional fees	0	2,000	0
Equalities Plan	0	0	2,700
IT costs	2,000	2,680	3,000
Office costs including phones	4,000	5,016	4,636
Insurances	1,000	1,388	1,600
Central overheads	22,000	22,000	13,400
	77,400	77,191	70,836
Closing Funds	5,801	21,279	0
* Draft accounts subject to final audit sign-off			



Contact us

Get in touch

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We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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