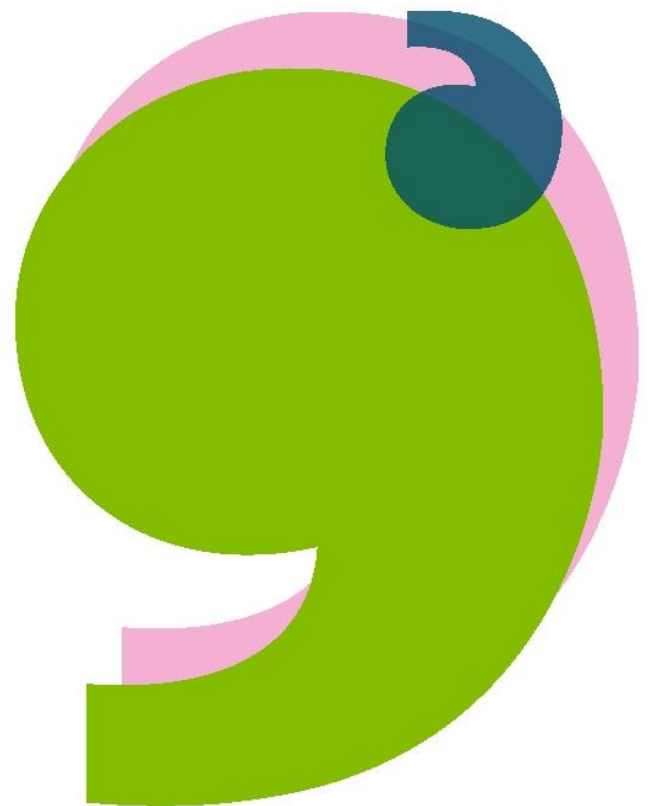
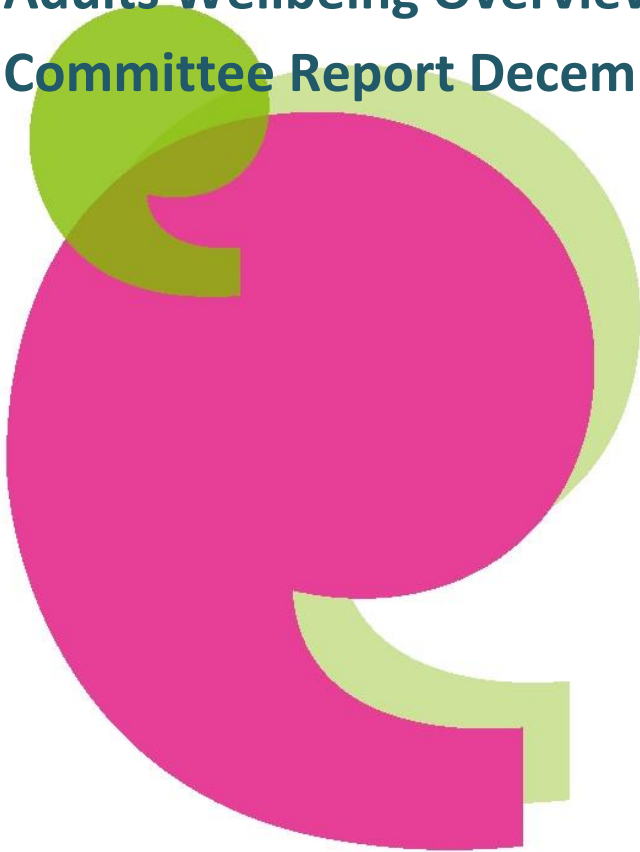




Healthwatch Herefordshire

Adults Wellbeing Overview & Scrutiny Committee Report December 2017



Overview

Healthwatch was recommissioned in April 2017 for 14 months until 31 May 2018. A new stand-alone company was incorporated with three directors:

- Ian Stead – Chair and lead for mental health
- Sue Brazendale – Director and lead for adult social care
- Jane Ellis – Director and lead for primary care

During the recommissioning and set up of Healthwatch Herefordshire Ltd Healthwatch Worcestershire provided governance and business advice to the board to replicate a similar model of Healthwatch in both counties. This level support is tapering off throughout 2017-18.

Healthwatch has 3 members of staff (2.8 Full time equivalent people)

- Christine Price – Chief Officer
- Mary Simpson – Engagement and volunteer coordinator
- Sophia McGrath – Engagement and Communications Officer

Our Accountability

Healthwatch is accountable to the people who live and work in Herefordshire, both children and adults.

Volunteers, membership and stakeholder reference group

With this in mind, Healthwatch set up the new company with a volunteer based company membership and a stakeholder reference group of third sector and community group representation, who also make up part of the company membership.

The use of both of these groups in our work enables Healthwatch to have a public element of accountable decision making about what we work on and how we work. We undertake bi monthly board meetings in public which gives another opportunity for the public to hold Healthwatch to account.

Our volunteers also play a key role in the organisation linking Healthwatch to community groups and voice, provide extra capacity to undertake work for Healthwatch gathering public feedback. We have co-opted 2 volunteers to our board so far:

- Chris Lewandowski – Lead for secondary care and emergency patient transport
- Philip Hudson – Lead for children's safeguarding

Priorities

The first change Healthwatch made was to undertake a public engagement exercise April- July to ask the public what health & social care topics they would like Healthwatch to focus projects on in the coming year 2017-18

The top six priorities were:

1. GP Access
2. Public Health, Healthy Lifestyles and prevention services
3. Palliative care
4. Complex and multiple conditions
5. Adult social care & the new pathway
6. Accident and Emergency

Mental health

Mental related topics came close to the top six and were highly rated therefore we are making plans to do specific work on mental health, carrying on work with young people from last year. We have also started a bi monthly mental health forum for carers and service users which is working well. We will also be planning work with veterans next year.

Emerging Issues

Through our outreach and engagement work in community groups across the county, telephone and email enquiries, we also gather other feedback. Issues of public interest emerge from this and we accommodate work to address these issues alongside the planned public priorities.

Figure 5 demonstrates the timing of the above project work and the emerging issues we have been tackling in recent months.

The GP Access report and Palliative care report will be Published In January 2018.

Work carried over from 2016-17

1. **Young people & mental health.** Self-help/ prevention CAMHs tier1 exemplars. Falling between services with a dual diagnosis - Mary
2. **Safeguarding:** Gathering the views of service users, advocates or carers who have been through the safeguarding process - Christine
3. **Learning Disability Services** - Enter & View Engagement Mary

Summary of Healthwatch Activity Areas

The following gives an overview of the types of activity Healthwatch undertake:

1. Enter and View - visits to Health & care settings to speak to residents patients and carers.

- 2 Learning Disability settings

2. Communications

- Managing a company membership group and stakeholder reference group
- Quarterly newsletters
- Monthly E-Bulletins
- Regular use of social media
- Website
- Press releases & media requests
- Fortnightly Hereford Times column

3. Providing Information & Advice about health & care services

4. Challenging and influencing the Health & care system:

Boards and programme meetings to influence the planning and deliver of quality services in health & social care. [Figure 1.](#)

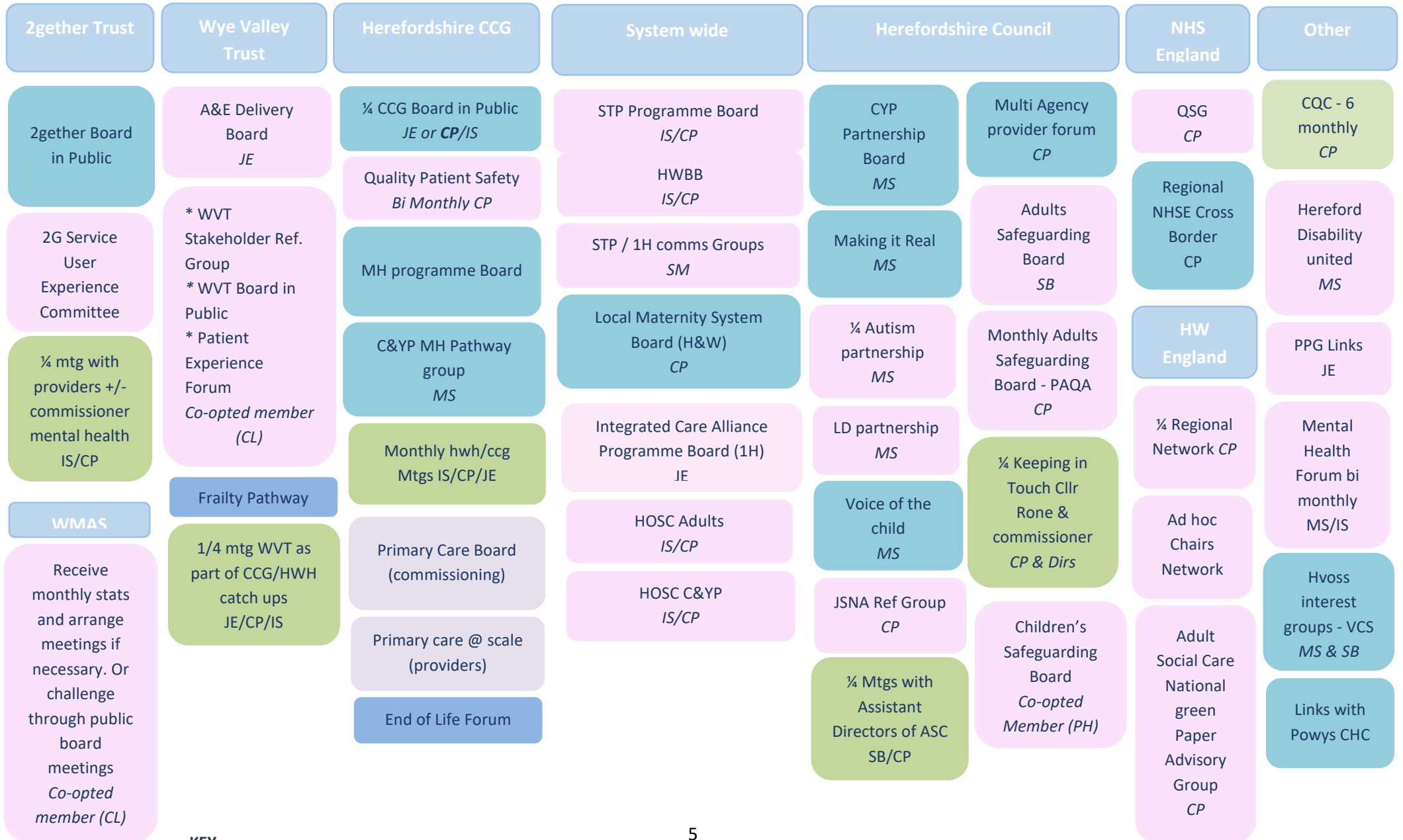
5. Healthwatch Board Meetings in Public

- July 2017: **Hereford**. Annual Conference. Launch of HWH model, Annual Report, Engaging/public voting on priorities for Healthwatch work 2017-18.
- September 2017: **Ross**. Q&A and engagement about community services
- November 2017: **Leominster**. Informal Engagement Forum Public Health & dental health
- January 2018: **Bromyard**. Informal Engagement Forum Public Health & dental health
- March 2018: **Ledbury**. Informal Engagement Forum
- May 2018: **Hereford**: Informal Engagement Forum or feedback on yearly work

6. Engagement with the public on public priorities. [Figures 2, 3, 5.](#)

7. Emerging issues from public feedback [Figure 4.](#)

Healthwatch Representation at Health & Social care organisation's boards, committees and forums. **Figure 1**



KEY

HWH attending

Receive papers, attend when needed

HWH 1-2-1 meetings

Engagement with the public. Figure 2.

Healthwatch staff involve volunteers and people from the membership to undertake regular monthly or quarterly engagement with the following groups of service users, carers and patients. We will attend any group we are invited to, these are the formalise connections we will routinely engaged with at least quarterly.

Young People

- 1 Close House - Disadvantaged young people.
- 2 Talent Match - NEET young people.
- 3 Hope Support Services - Young people with close family member terminal illness or bereavement.
- 4 CLD -Strong Young Minds Young People and mental health.
- 5 SHYPP -Homeless young people.
- 6 Addaction - Young People's section.

Mental Health

- 7 2gether service user experience committee
- Healthwatch Mental Health forum people across the county.

Gaps

Kington, Golden Valley, Ledbury.

Adults with a Disability

- 8 Aspire Community Hub.
- 9 ECHO -Leominster.
- 10 Herefordshire Headway - Stretton Sugwas.
- 11 Brandon Trust (replacement) Ross/ Leominster.
- 12 HDU - Disabilities.
- 13 Making It Real
- 14 Autism Partnership Board
- 15 Learning disability partnership board

English as a second language BAME (Black, Asian, and minority ethnic).

- 16 Polish - Here for All
- 17 Ukrainian Community
- 18 Syrian, BAME
- 33 Gypsy Roma Traveller Communities

General Community Groups

- 19 Newton farm community centre

People living with diagnosis of a Health condition

- 20 McMillan Support Group.
- 21 Epilepsy Support network - coffee and chat group.
- 22 Diabetes Network
- 23 Expert Patient Programme
- 24 WVT Patient engagement monthly forum

Older People

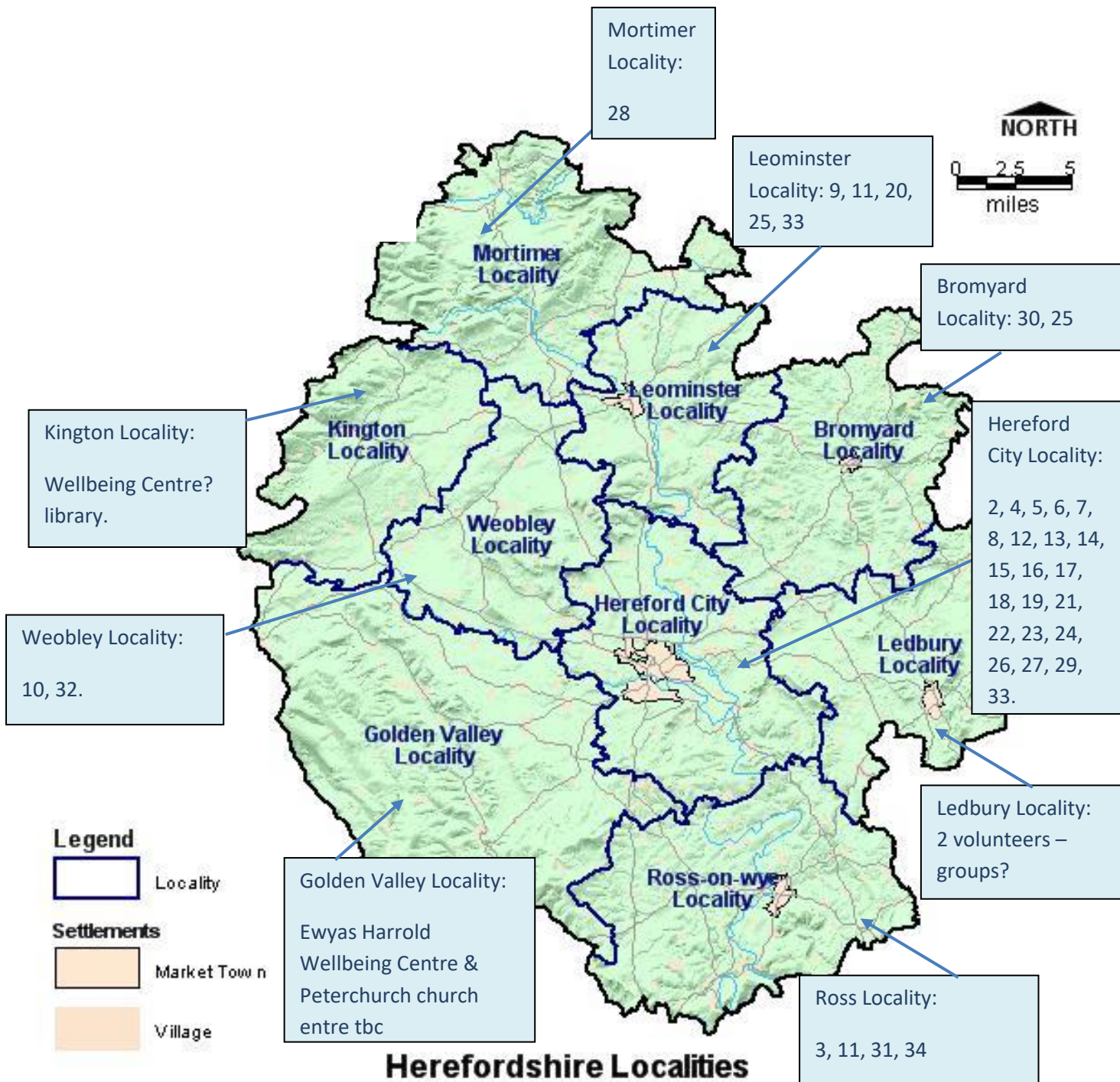
- 25 Meeting Centre, Leominster - Dementia focussed.
- 26 Belmont coffee morning
- 27 Home & Community Support Provider Forum
- 34 Dementia group Ross Churh
- 28 Evergreens- Leintwardine

Children & Families

- 29 Midwifery Women's Forum
- 30 Bromyard hope family centre
- 31 Ross Playgroup
- 32 NCT bumps & babes playgroup

Numbers correspond to localities on the following map - Figure 3.

Figure 3. Placed Based Work



Numbers correspond to Figure 2 -Engagement groups, on the previous page.

Healthwatch Board Meetings in Public with Public Engagement Events

- Hereford - July 2017
- Ross - Sept 2017
- Leominster - Nov 2017
- Bromyard - Jan 2018
- Ledbury - March 2018
- Hereford – Mav 2018

Emerging Issues **Figure 4**

Enquiries from the public

Healthwatch receive on average 20-30 enquiries a month.

Some are simple requests for information. Many are about how and what the best route to raise a complaint would be. Majority of the issues are complex issues where a person's situation doesn't fit into a single service, and where there is an unmet need, or someone has fallen between the gaps. Some of the top issues are:

- Eligibility for care and who should pay. CHC assessments, eligibility for adult social care, unmet need for adults with autism.
- Access to GP service – mostly about timely appointments.
- Hospital care – Communication, organisation of appointments, dignity and respect. No use of LD passports in A&E. Lack of staff training for LD and Special Needs in hospital.
- Access to an NHS dentist.
- Lack of support before crisis for mental health. Lack of support out of hours.
- The lack of joint working for patients who require mental health & Addaction support.
- Inconsistent quality and availability of Domiciliary care across the county.
- Complaints. Quality of complaint processes poor in some providers. Not knowing how to complain and where. Often formal complaint feels like the wrong process to get something to change for the individual, people don't feel that things change as a result of making a complaint.
- Lack of Autism services for adults in the county.
- Access to timely diagnosis for Autism & ADHD in Herefordshire is inconsistent.
- Carers feeling under more pressure to take on caring roles or increase their caring roles with cut back in services. No choice for families.
- Ear wax removal.

Healthwatch have been pursuing the following emerging issues with providers or commissioners this year so far as key issues affecting the public. Our principles are that commissioners and providers must engage with the public before and throughout the process, communicate change effectively, and any replacement services must be in place before a service closes. We will monitor these things closely and also monitor that the new service is working well for patients.

- Dentist Access
- Ear Wax removal
- Hillside closure and replacement home services
- Mental health & addiction service coordination
- Closure of the walk in GP access centre and replacement services

Work Plan 2017-18 Figure 5

		Organisational Work, Planning and set up	GP access	EOL care	Social care	Public health	A&E	Complex & multiple conditions	Enter & View	Comms	Young people & Mental Health Engagement Project	Safeguarding User Engagement	Info & Advice to Public	Volunteer, Membership & Reference Group Management	Reporting	
2017	May	Set up and work planning								E Bulletin	Continuation of 2016-17 focused engagement					
	June								E Bulletin Annual Report				Annual Report			
	July	PBM 4th 1pm Hereford. Public voting on work topics at annual conference.								E Bulletin Newsletter						
	Aug									E Bulletin						
	Sept	PBM 5th Ross 1pm community services								E Bulletin					Contract Monitoring	
	Oct		Evaluation of service, Prepare for re-tendering process									E Bulletin Newsletter				
	Nov	PBM 7th Leominster 3.30 pm public health topic										E Bulletin				
	Dec											E Bulletin				
2018	January	PBM 9th Bromyard 1pm Public Health, feedback on GP project, introduce social care topic									E Bulletin Newsletter				Contract Monitoring	
February									LD Focus	E Bulletin			PLACE visits			
March	PBM 6th Ledbury – PH results? complex & multiple conditions engagement									E Bulletin			PLACE visits			
April										E Bulletin Newsletter			PLACE visits	Contract Monitoring		
May	PBM 1st Hereford	1st May Public Event: Feedback to public our progress, influence, impact and outcomes of this work									E Bulletin			PLACE visits	Provider Quality Accounts	

