

SUPPLEMENT TO THE AGENDA FOR

Health & Social Care Overview and Scrutiny Committee

Tuesday 24 March 2015

10.00 am

The Committee Room, Shire Hall, Hereford

7. ACCOUNTABILITY SESSION

To hold a public accountability session for organisations within the health sector. This session shall focus on Public Health, the Health and Wellbeing Board and Healthwatch Herefordshire.

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Healthwatch in the Media

Healthwatch Hosts Question Time – Hereford Times.

THE county's health bosses have heard at first hand of what troubles the public they serve.

But both bosses and public came away with a better understanding of each other after a "Question Time" event hosted by Healthwatch Herefordshire.

One key finding on the night was the audience's perception of how the county's health partners were working together to provide effective care across the county. A narrow percentage of those voting thought not

The success of the session had already prompted calls from both side for further such events.

Hereford's Kindle Centre was packed to hear from a panel headed by Healthwatch chair Paul Deneen and made up of Dr Andy Watts (chair and clinical lead of the Herefordshire Clinical Commissioning Group); Richard Beeken (chief executive of Wye Valley NHS Trust); Dug Holloway (area manager - West Midlands Ambulance Service), Dr Nigel Fraser (chair of Taurus Healthcare); and Ruth FitzJohn DL (chair of 2gether Mental Health Foundation Trust). *More on the Hereford Times Website.*

Full press release on Question Time can be found on the Healthwatch website.

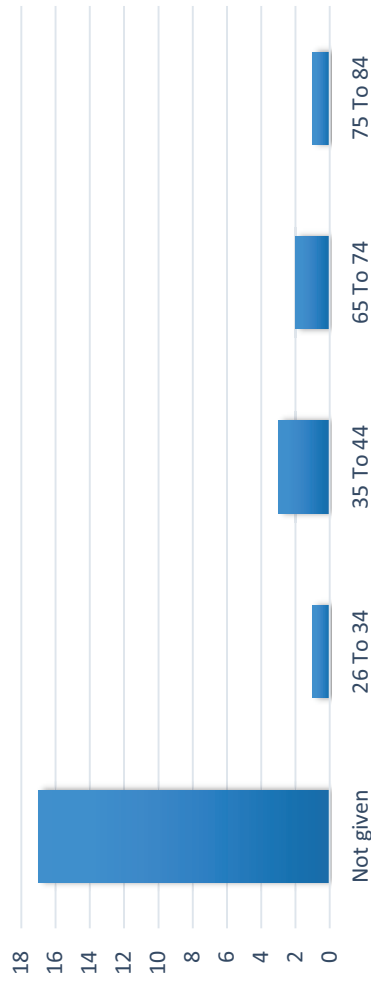
Themes and Trends from the Public

- Access to Health & Social care services for vulnerable, hard to reach groups and additional rural access concerns
- **Homecare Quality and the capacity of available homecare to respond to the needs in the community, and coordination with healthcare services**
- Discharge from hospital, Information for patients on what to expect after discharge
- **Access to Diagnosis and services out of county**
- Complaints systems, how health & social care work together on complex complaints.
- **The impact to accessing health & social care services in rural areas; provision, marketplace, transport**
- Considering patient and carers Mental Health across services, in particular at the hospital
- **Hospital Transport to/from Wales**
- Concerns about the services for memory impairment, inconsistent and issues for patients and carers understanding the system.

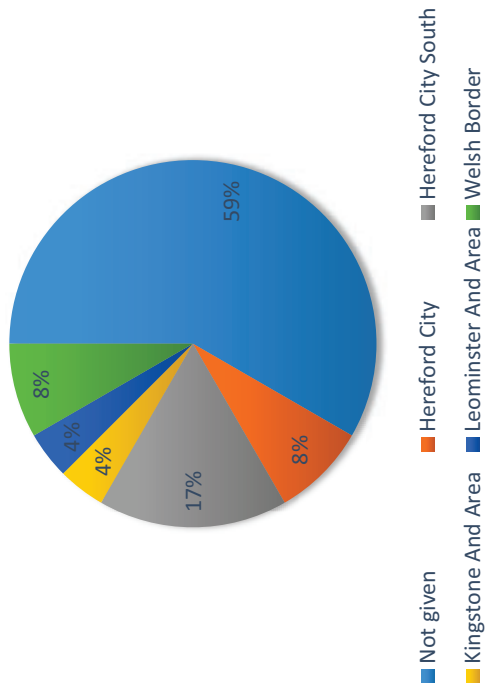
Enquiries 21st Jan-2015 – 27th Feb-2015

Number of information & advice referrals: 24

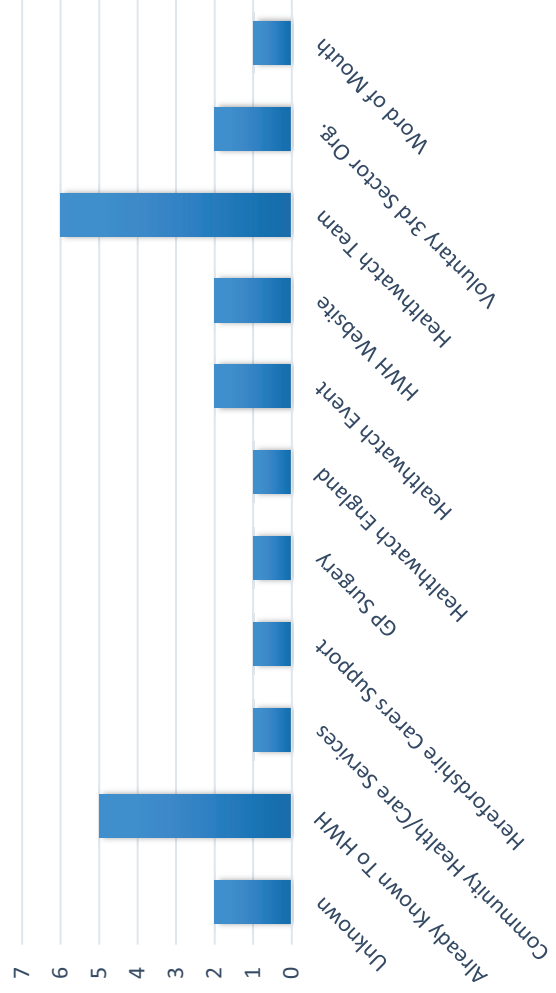
Referrals by Age



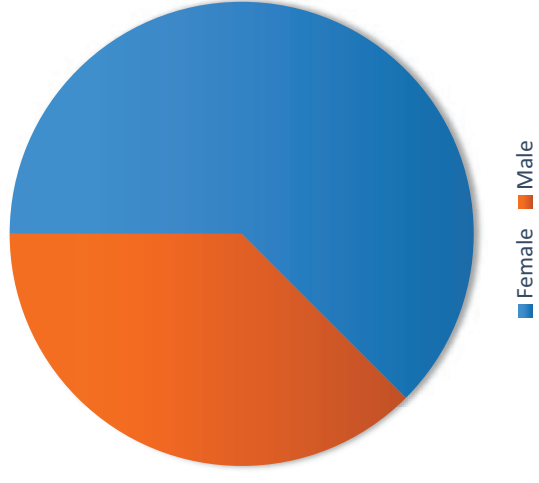
Referrals By Location

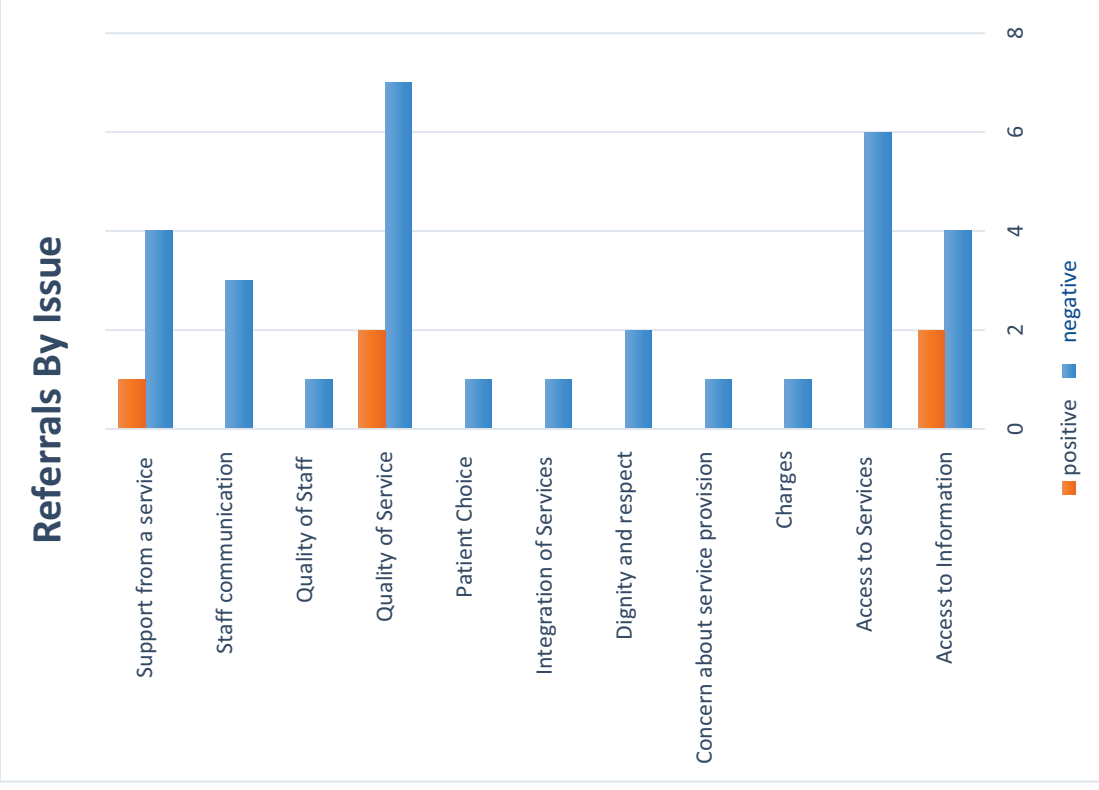
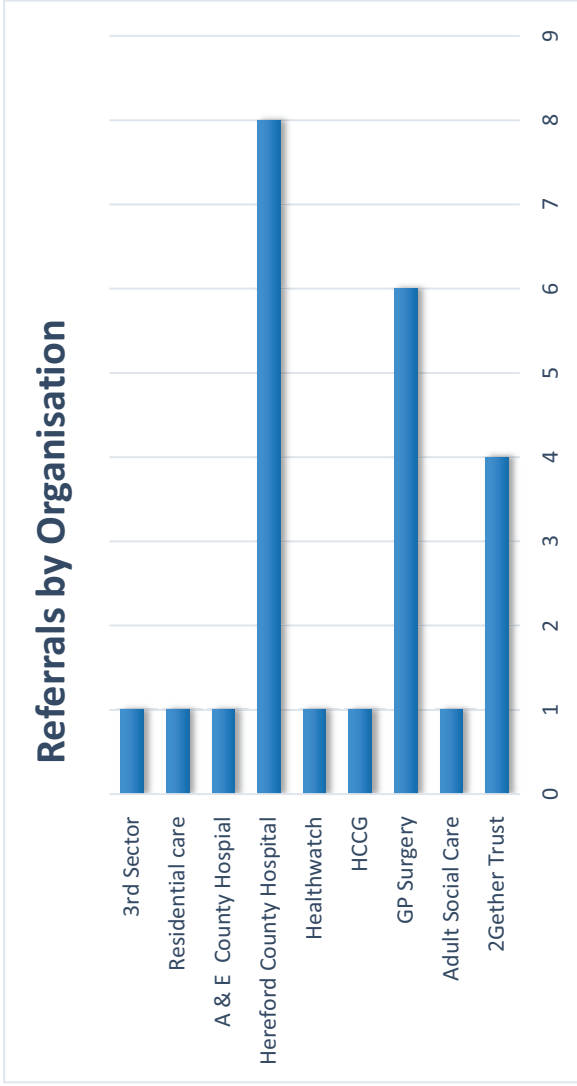


How people heard about Healthwatch



Referrals by Gender





Question Time Compliments

Ruth FitzJohn - 2Gether Trust

*'Healthwatch Herefordshire - 'Question Time' Tonight - Thank-You!
It was a pleasure: thank you for inviting me. If I may be so bold - it was very well chaired indeed Paul. That sort of forum is particularly hard to chair well, and managing the timekeeping and the audience is pretty stressful. A masterclass by an experienced leader, I thought.'*

Dr Nigel Fraser - Taurus Healthcare

'Really enjoyed last night especially some of the challenge! Happy to help again.'

Kuldip Kang - Healthwatch England

'I found yesterday's 'Question Time' informative, well done to all.'

Dug Holloway - WMAS

'Paul; thank you for putting on a very enjoyable night. It was a pleasure to be part of it.'

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

Engagement & Volunteer Summary

Children & Young People

Preparatory work underway to engage with Primary school children on a project in Ross on Wye.

Engagement report with police cadets published on Healthwatch Website under our work/children and young people.

Volunteering

Volunteers are a key part of the work Healthwatch undertake. We currently have 9 trained volunteers and a further 2 potential volunteers going through our recruitment and subsequent Disclosure Barring Service process.

Total Volunteer hours estimated for January and February: 142.5

Work with hross Volunteer Centre to drive recruitment of Volunteers. Advert went into Hereford Times via hross underlining volunteers needed at HWH.

HWH volunteers currently training for PLACE visits at 2Gether & WVT

Enter & View

We have completed a visit to Ross Community Hospital on 7th January 2015 and The County Hospital on 21st January 2015. These reports are being processed for publication.

13 patients at Ross Community Hospital took part in HWH's Enter and View visit, portraying what their views were on the delivery of dignity in the service they received from the nursing staff and healthcare assistants. 5 authorised representatives engaged with 13 patients in the hospital, many of whom had various degree of memory impairment.

Further information on The County Hospital to be published next month.

Engagement & Events

- PLACE – in preparatory stages for 2015-16 inspections with 2Gether. Healthwatch will also subsequently take part in WVT PLACE
- Herefordshire Carers Groups – Leominster & Weobley
- Discharge Lounge at The County Hospital patient feedback session
- Question Time event organised by Healthwatch attended by 80 members of the Public Engagement Gateway forum
- AgeUK & Herefordshire carers social work placement students work experience
- Communities are us Health & Wellbeing Strategy event