

**Healthwatch Herefordshire (HWH) - Report to the Herefordshire Council Health and Social Care Overview and Scrutiny Committee - Paul Deneen - Chair of Healthwatch Herefordshire - May 2016.**

Healthwatch Herefordshire (HWH) has established positive and constructive relationships across all Commissioner and Provider organisations involved in Health & Social Care in Herefordshire. We are most grateful to all concerned for their inclusive approach.

**Summary of key activities include:**

**Strategic Update**

With the Herefordshire Clinical Commissioning Group (CCG), we are awaiting the final outcomes in relation to the **Urgent Care Review** by the CCG. We are also awaiting the decision from the Department of Health/NHS England concerning funding for the 7 day GP Access Fund for Herefordshire. We understand that there will be continuation of the current Prime Minister's Access Fund which will cover the Taurus led GP Hubs in Hereford City, Ross-on-Wye and in Leominster into the summer. We have also recently established links with Patient Participation Groups at the 24 Herefordshire GP Practices.

We continue to be involved in the NHS England's - Quality Improvement Review Group (Special Measures) at the **Wye Valley NHS Trust Hospital** in Hereford. In addition HWH is involved in Safety Visits organised by the Trust, which includes Board Members and Executive Team visiting areas/wards in the hospital, and reporting on its findings.

We are also actively involved with the **2Gether Mental Health NHS Trust** in relation to its work. The Trust is making a presentation to the HOSC meeting 6/7/2016, following its recent positive Care Quality Commission inspection.

Regarding Herefordshire Council, HWH has established important links with the Health & Wellbeing Board, Adults Wellbeing Services, Children & Young People's Services and Public Health. Comments were made recently at our HWH Board about the positive work undertaken by the Adult Social Care Team and the Independent Living Fund (ILF) and its arrangements, and also the work completed by Children and Young People Services and its "Voice of the Child"

**Healthwatch Enquiries:** Healthwatch received 37 enquiries for the period 5 January - 1 April 2016

Herefordshire Council Adult Social Care	4
Herefordshire Council Children's Services	1
Dentist Services	1
GP Services	12
Clinical Commissioning Group	3
Mental Health Services	3
NHS Business Services Authority	2
Wye Valley Trust	10
Tertiary Healthcare	1

We have seen an increase in enquiries relating to GP services.

Many of the enquiries are individual issues with few themes emerging.

The theme for GP services and Wye Valley Trust is patients chasing referrals for secondary and tertiary healthcare and waiting times for operations.

**Number 1 Ledbury Road Update**

Healthwatch attend regular meetings of the Parent Carer Voice Forum and the Carers Hub. There have been no further issues raised about Number 1 Ledbury Road.

### Enter & View and PLACE visits

Healthwatch are currently planning Enter & View visits for the coming year to 8 GP surgeries, and Learning Disability Care homes and a supported living facility to engage with the people using the services.

Healthwatch also offer our volunteers to participate in the NHS Patient Led Assessments of the Care Environment in February-April for the 2Gether NHS Foundation Trust and the Wye Valley Trust.

### Communications & Engagement

In March 2016 Healthwatch hosted an engagement event '**Question Time - a Focus on Mental Health & Emotional Wellbeing**' at Hereford Sixth Form College.

The event involved a preparatory workshop where Healthwatch worked with the Christine Lewis Davies (CLD) Strong Young Minds Project for Herefordshire, to prepare a set of priority questions which prospective panellists received in advance of the day, this formed the first part of question time. On the day, students, stakeholders and members of the public attended to put their questions to panellists which formed the second part of the questioning. The event took place over an extended lunchtime period to allow as many students as possible the opportunity to attend.

The event presented young people and the wider public the opportunity to have their say in shaping Mental Health services in the County, with re-commissioning in Herefordshire just around the corner.

Our Panel consisted of:

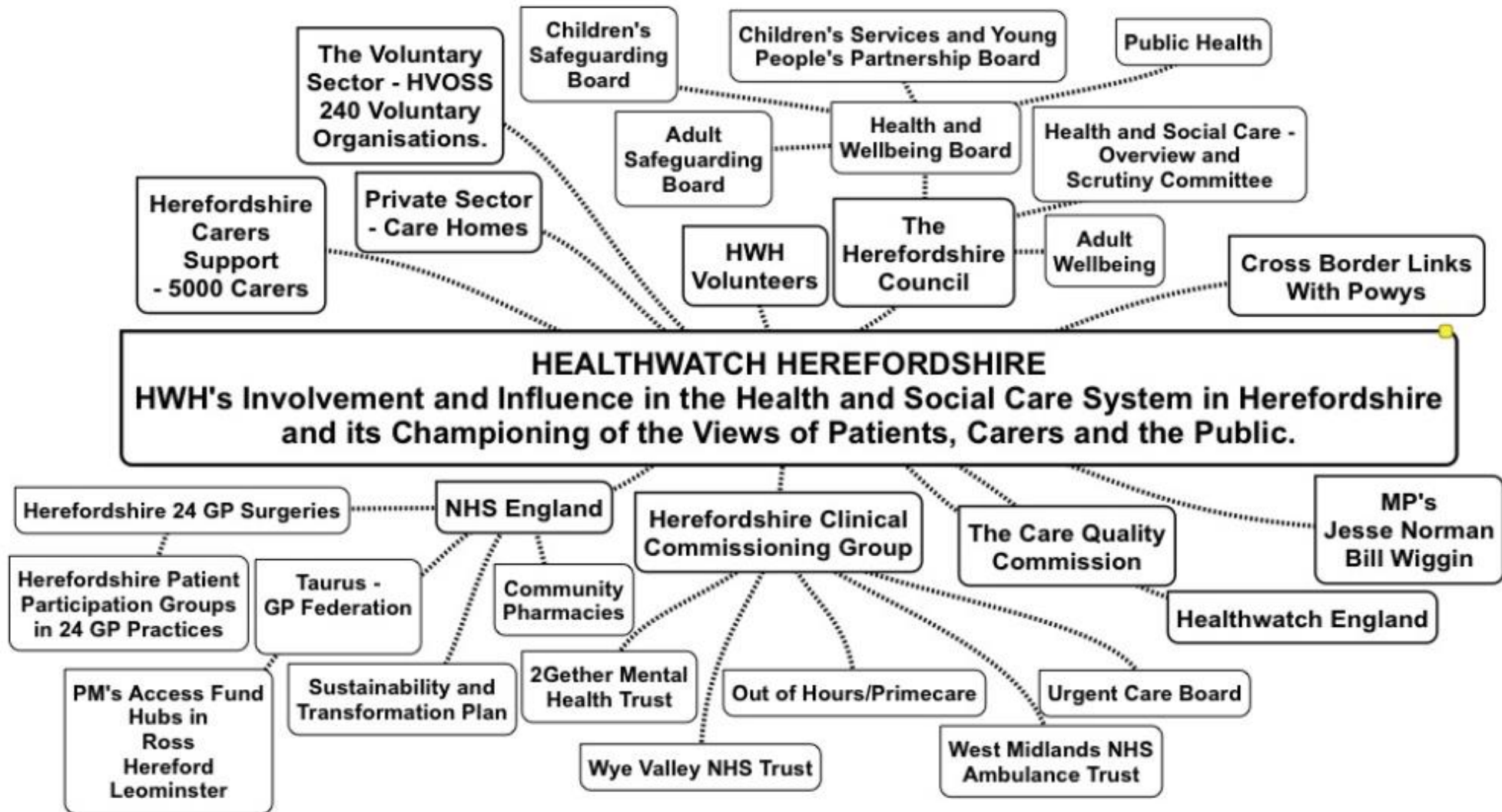
- Dr Simon Lennane - GP Clinical Lead for mental health, Clinical Commissioning Group
- Jade Brooks - Commissioning Manager, Clinical Commissioning Group
- Dr Chris Fear - Medical Director, 2gether NHS Foundation Trust
- Dr Jane Melton - Director of Engagement & Social Inclusion, 2Gether NHS Foundation Trust
- Richard Kelly - Executive Director, Herefordshire Mind
- Emma Paver - Team Leader, Addaction

Review in numbers:

- 70 young people and members of the public attended on the day
- 13 Questions were answered by the expert panel
- 31.7 % of attendees voted that their understanding of mental health services in Herefordshire was good before the event
- 86.5% of attendees voted that their understanding of mental health services was now better following the event

### Conclusion

I have enclosed a 'Thought Shower' which summarises HWH involvement across Health & Social Care in Herefordshire. Also enclosed is a copy of our HWH Report which evidences our active involvement in Panels/Committees and demonstrates the important work being undertaken to champion the patient and public voice in Herefordshire.



## Healthwatch Activity

The Chair of Healthwatch and seven board members represent Healthwatch and the public voice of people in Herefordshire at the following key forums. The staff team also represent Healthwatch at an operational level to feed in the issues from the members of the public to Commissioners and Providers in order to improve the quality of patient experience and ensure that the people's voice is heard.

- Health & Wellbeing Board
- Health Overview & Scrutiny Committee
- Making it Real Board
- Children's and Young People's Partnership
- Children's Safeguarding Board
- Adult Safeguarding Board
- Safeguarding Improvement Process
- WVT Board
- 2gether NHS Board
- 2gether Service User Experience Group
- Systems Resilience Group
- Taurus Programme Board
- West Midlands Ambulance Board
- Safeguarding Board Performance Audit and Quality Sub Group
- Hereford Disability United
- Home and Community Support Provider Forum
- WVT stakeholder group
- Cancer Board
- Joint Primary Care Commissioning Board
- Frequent regional and national meetings with Healthwatch England & Network
- Quarterly forum with Wales Community Health Councils cross border working group, feeding into joint Healthwatch NHS England cross border network meetings.
- Quarterly forum with WVT Quality Lead & Director of Nursing
- Quarterly operational Meeting with Care Quality Commission
- CCG Patient Quality & Finance Committee
- NHS England Quality Surveillance Group
- Adult Social Care Multi Agency Information Sharing Meeting
- hvoss Health & Social Care Forum
- hvoss Children's interest Group
- Carers Hub of third sector organisations
- Onside Advocacy quarterly meetings
- Integrated Needs Assessment Reference Group
- Engagement Gateway
- Values Board Herefordshire Council
- Voice of the Child Herefordshire
- Autism Partnership Board
- Learning Disability Partnership Board
- Midwife-led Unit Project Board
- CCG Urgent Care Programme Board
- Parent Carer Voice
- Quarterly Meeting with homecare commissioners
- WVT Medicines Safety Committee
- Communications Leads Group
- WVT Quality Oversight & Review Meetings - Special measures
- WVT/HWH/Powys quarterly quality meetings
- System Transformation Programme
- Promoting Independence board