



healthwatch

**Healthwatch
Herefordshire
Annual report
2017/18**



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Message from our Chair Ian Stead



The past year has been one of transformation and innovation for Healthwatch Herefordshire. In April 2017 we became a stand-alone company.

This change was accomplished by our staff and directors whilst continuing to deliver our main activity, representing the views of the public, engaging with patients and their carers and producing reports based on good quality research.

Our work this year has been a series of projects on topics identified by the public and key stakeholders. The details of these projects are set out in the report below, full details are available on our website. The most important engagement reports were about GP access, end of life care, public health including children's dental health.

In addition we continue to be involved in many service change projects such as; the Sustainability and Transformation Partnership (STP), local service planning in Kington and Leominster. We have also raised issues such as the end of GP ear wax services, the closure of Hillside centre and the GP Walk in Centre and the quality of care in various provider organisations.

We have also made contact and engaged with many local community groups, health and social care organisations gathering the views of local people about care in their areas.

I must thank the wonderful commitment and hard work of our staff, Christine Price - Chief Officer, Mary Simpson - Engagement and Volunteer Coordinator, Amy Chandler - Engagement Officer and Beth White - Communications Officer. My thanks also to my two director colleagues Jane Ellis and Sue Brazendale for their continued support and wise advice, and the valued contribution of our volunteers

The new year brings many opportunities and challenges. One of our most exciting developments is the recent launch of the Feedback Centre allowing online posting of comments about services. Our biggest challenges are to be actively influencing the key issues facing the county, such as service reorganisation and the effect of financial pressures on the whole health and social care system.

We look forward with enthusiasm to continuing our work in the coming year on behalf of the people of Herefordshire.

Highlights from our year 2017/18

This year we've reached

106,714

people on
social media



Our **10**
volunteers help
us with
everything from
surveys to events
contributing over

300 Hours



We've published reports on

6
Health
& social
care
topics



Our reports
have tackled
issues ranging
from **GP**
Access to
End of Life
Care



We've spoken to
537
people on Children's Dental
Health

We've given **293**
people information
and advice



Our Purpose

We are here to find out what matters to you and help make sure your views shape the services you need.

We do this by gathering the views of the public in Herefordshire. We go out to meet groups across the county to listen to you, we run projects on topics you have voted for and you give us your views from the website, social media, email and by telephone.

We meet with commissioners, the local authority and the clinical commissioning group, to ensure that the views of the public are taken into account when planning new services or changing existing ones.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Health and care that works for you

People tell us that they want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Independence

We are independent and represent your views at a wide range of strategic meetings across health & social care in Herefordshire influencing how services are planned and provided. We raise the issues you tell us about and champion your views.

We communicate back to the public through; public events six times a year, our website, newsletters and a fortnightly column in the Hereford Times.



Meet the team



Ian Stead
Chair & Director
Lead for mental health



Jane Ellis
Director
Lead for primary care



Sue Brazendale
Director
Lead for adult social care



Christine Price
Chief Officer



Mary Simpson
Engagement & Volunteer
Co-ordinator



Beth White
Communications Officer



Amy Chandler
Engagement Officer

Your views on health and care



Our project work

Each year you select your priority health & social care topics. We turn these into projects and go out across the county gathering peoples' views on these topics. The following are the topics we have worked on in 2018-18.

GP Access

313 people gave us their views of GP services, 66% of people said their services were good or acceptable most of the time, however from the feedback we have identified areas where improvements could be made. This has resulted in the following recommendations which we are championing with a wide range of services and organisations.

- + Better information for patients and carers.
- + A customer experience online rate & review service.
- + Reasonable adjustments be made for people who need extra help or consideration to help them to use the service.
- + Improvement in some facilities, such as privacy at reception areas and improved disabled access.
- + A consistent offer across services which can be achieved in a number of ways. One of them being a standard three month window to enable booking of follow up routine appointments.



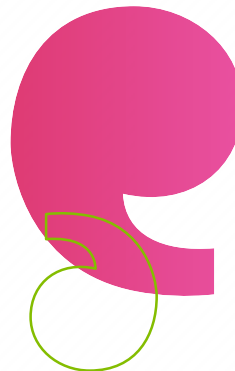
End of Life Care

This report collated the experiences of the services used in end of life for people who had recently died, through family members participation.

Healthwatch was able to make 70 recommendations on this work and submit the findings to the West midlands Quality Review Service who have been commissioned by Herefordshire Clinical Commissioning Group (CCG) to review all end of life care in Herefordshire.

All organisations talking part undertook responsibility for addressing the issues identified. Herefordshire CCG will use this report when commissioning end of life care in the county and has particular responsibility for ensuring progress.

- + The Healthwatch recommendations and feedback fed into this report formed the primary source of patient experience.
- + The recommendation that the patient stories be used for the training of staff, such as district nurses has been stated in the report.
- + We will monitor the future use of the report by Herefordshire CCG.
- + We will share our End of Life report with all service providers of End of Life care.



Children's Dental Health

Healthwatch engaged with 537 people through

- + Engagement with parents at children's centres
- + Public health survey
- + Children's dental health survey for parents
- + Staff survey for early years
- + Online social media polls

The levels of dental decay in children under five years old is significantly higher in Herefordshire than the national average. The Herefordshire Health & Wellbeing Board have identified improving children's dental health as one of its key priorities.

The report published by Healthwatch in April 2018 hopes to recognise the issues and barriers to achieving good dental health and make recommendations which can be used to improve it.



I suggest supporting vulnerable families to make contact with the dentist and support them to attend. Delivering healthy eating workshops introducing low sugar snack alternatives & drop in sessions from Health Visitors promoting good dental health has been helpful – *Early Years staff feedback*

BECAUSE THERE'S ONLY
ONE YOU

Public Health

From November 2017-March 2018, Healthwatch have been engaging with the public to gather their views of public health services, campaigns and healthy living behaviours. we gathered views from 225 people. In the report published in April 2018 we have made recommendations about the following themes:

- + Staying Healthy.
- + Public Health Campaigns.
- + Consideration of targeting seldom reached groups for all Public health campaigns.
- + Health & care messages about peoples' responsibility for looking after their own health.

GP Walk in Centre

In July 2017 Healthwatch spoke to 91 people using the service at various times over a week. The results were shared with commissioners to provide insight which could help manage the closure of the service and communication with the public.

Key findings were:

- + 49% of people could not get an appointment with their own GP.
- + 56% of people didn't know about alternative appointments service provided by Taurus extended hours hubs.
- + A significant number of people didn't use NHS 111
- + Most people didn't know that the centre was due to close on 28th July.
- + 13% of people did not know what alternatives they will turn to once the centre closed.

High school peer educators

Healthwatch participated in Decision Maker's Question Time with 60 high school pupils. The 60 peer educators had made films for their schools about sexual health, obesity and mental health.

We also undertook a survey to ask the young people about their habits:

- + Eating fruit and vegetables
- + Physical activity
- + What young people do to look after themselves when they feel unwell



Projects we are still working on

Adult Social Care

Healthwatch are engaging with the public to find out what service users, carers' and support organisation experiences, are of the new strengths based assessment for adult social care. The ethos of the assessment is to encourage people to live as independently as possible.

Healthwatch is providing the local authority with an overview of feedback about how this is working for service users, carers and the social work staff who undertake the assessments. It is a welcome opportunity for Healthwatch to work with the community and with adult social care to make a difference and recommend improvements based on feedback.

Complex & Multiple Conditions

We are visiting focus groups to gather their views of managing complex or multiple conditions, asking about your experiences of the following areas:

- + Information & advice available at diagnosis
- + How easy is it to manage your condition
- + Medication
- + Co-ordination of services
- + Wellbeing support
- + Managing your physical & mental health
- + The role of the unpaid carers



More information is available on all of these topics on our website www.healthwatchherefordshire.co.uk



Helping you find the answers



Information & Advice

We receive enquiries about health & social care by email, telephone, letter, website, social media and face to face when we visit groups in the community across Herefordshire. These are the key themes we have heard from you in 2017-18;

- + Access to GP services.
- + Ear wax removal services.
- + Appointments at dental access centres.
- + Issues registering with dentists in market towns and rural areas of the county.
- + Issue for carers making choices about care for relatives with dementia and maintaining a life balance to look after themselves.
- + Poor discharge experiences from hospital.
- + Eligibility for adult social care.
- + Continuing Healthcare eligibility and who should pay for care.
- + More support needed before mental health crisis. Lack of support out of hours.
- + Complaints; How to complain and where to.
- + Improve access to timely Autism diagnosis for Adults.
- + Closure of Hillside community beds.
- + Carers feeling under more pressure to take on caring roles or increase their caring roles with cut back in services. No choice for families.
- + More integration required between addiction services and mental health services.
- + Confusion over the purpose of NHS 111.
- + Greater use of learning disability passports in A&E and need for staff training about Learning Disability and Special Needs in hospital.

- + Inconsistent availability of domiciliary and respite care across the county.
- + A need to increase the transparent use of care plans in mental health and triangle of care involving carer and service user.
- + Decrease waiting times for talking therapies.
- + Lack of awareness about out of hours options for urgent care.

We've given **293**
people information and
advice this year



Engaging with groups across the county

Healthwatch go out to meet groups across Herefordshire face to face every week. We ask you about your experiences of health & social care. You tell us about issues you would like to raise and take part in the projects that you have voted for.

This is an important part of the work of Healthwatch to make sure that people across the county have an equal voice.

We've visited

101

Groups across Herefordshire this year



Making a difference together



How your experiences are helping to influence change

In 2017-2018 we have been working with commissioners and providers of services on several issues as a result of your feedback to us, these are the top three issues we are working on:

- + Ear Wax removal services - We have been pressing the Clinical Commissioning Group to provide a satisfactory new service for patients in the county.
- + Closure of community intermediate care beds at Hillside. Healthwatch has been championing for effective replacement of the service with a fully functioning community home based provision before any services are closed.
- + Better joint working between mental health & addiction services.

Working with other organisations Sustainable Transformation Partnership

Healthwatch Herefordshire are collaborating with Healthwatch Worcestershire in the two county health transformation plans to ensure that the organisations involved put patient experiences and participation at the heart of their plans. We sent a joint submission to the health select committee inquiry into STP's in January.

Our relationship with the care quality commission (CQC) locally:

- We meet four times a year with the CQC
- + We have shared your experiences of GP services with CQC which gives the CQC additional information for their inspection programmes in GP services in Herefordshire.
- + We have discussed our findings about dental access in the county and the difficulties people have told us about NHS access in the market towns particularly.

Our relationship with overview and scrutiny committees in Herefordshire:

Healthwatch have started to meet with the scrutiny committee's four times a year to discuss with them what the people of Herefordshire are telling Healthwatch on key health & social care issues, this is very in their scrutiny function.

How we've worked with our community

- + **Patient Participation Groups:** In March Healthwatch held an event for the GP surgery patient participation groups in the county with the aim of working together and being stronger together. This has resulted in many joining our stakeholder reference group.
- + **Ledbury Health Group:** In January and March we met with a group in Ledbury who are forming a Ledbury Health Group to work with Healthwatch to improve services in their community.
- + **Co-opted members:** We co-opted two volunteers in August 2017 to take a lead on the hospital trust, the ambulance service and safeguarding children's board and the children & young people's partnership board for the county. These wonderful volunteers use their time and expertise to attend meetings for Healthwatch to influence providers of services and champion better services for me and you in our county.



it starts with
YOU



“I want the people of Herefordshire who are experiencing issues with their mental health to have a place where they will be heard and make a difference, the Healthwatch Mental Health Forum can do that”

#ItStartsWithYou

After great feedback from last year's national campaign, Healthwatch England and local Healthwatch are planning to re-run #ItStartsWithYou over the summer of 2018. The campaign aims to communicate the impact of Local Healthwatch across the country

#ItStartsWithYou Herefordshire: Mental Health Forum

We were approached by Miles Goodwin to start up a Healthwatch Mental Health Forum from a defunct mental health reference group, which was run by the late Dawn Lewis.

Miles has worked with Healthwatch to set up the forum which meets every other month to:

- + Listen to the views and experiences of mental health service users and carers in the county
- + Answer questions people have about mental health services
- + Take forward issues the group would like resolving
- + Invite guests from service providers and commissioners to hear views on key mental health issues from the group

We have worked hard to bring people of all backgrounds in to give the forum a broad spectrum of views and experiences. Some of the key issues the forum has been addressing through Healthwatch this year are:

- The coordination between addiction services & mental health services
- The issues of welfare rights applications and processes faced by people with mental health issues and disabilities
- Health issues for homeless people with mental health conditions
- Spending on mental health services for Herefordshire

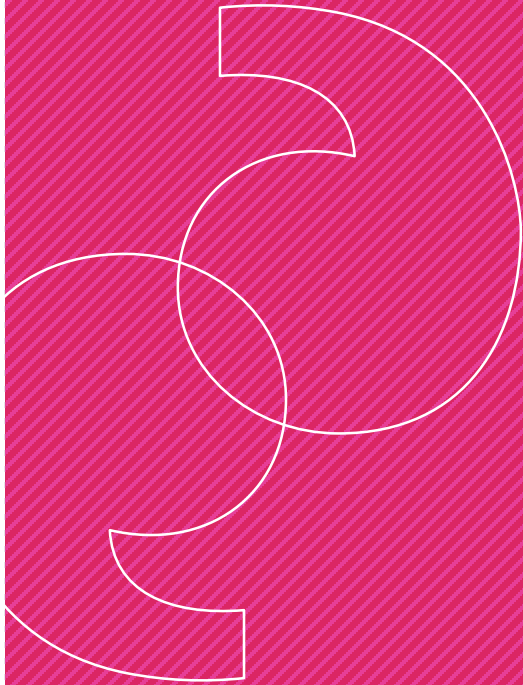
Thanks to Miles, who has helped to establish the Mental Health Forum and bring mental health service users and carers together, the views of local people about services in Herefordshire are being heard. These views are helping to raise awareness of mental health issues and also influence the providers and commissioners of those services, by using patient experiences from the forum

The forum would like to thank the members for making this happen #ItStartsWithYou

“I want the people of Herefordshire who are experiencing issues with their mental health to have a place where they will be heard and make a difference, the Healthwatch Mental Health Forum can do that.”

Healthwatch would like to remember Dawn and recognise the significant contributions she has made in her lifetime for mental health service users and carers in Herefordshire.

Our people



Decision making

This year we have held bi-monthly board meetings and engagement events in public across the county in; Hereford, Ross-on-Wye, Leominster, Bromyard and Ledbury. We will continue to hold events in public around the county and hold open board meetings at which the public are welcome to attend.

How we involve the public and volunteers

We have established a policy called how we work which outlines:

- + How we involve the public in our work.
- + How we make relevant decisions involving the public about our work.
- + Involving the public and communities in shaping how we work through the membership scheme and the stakeholder reference group.

Company Membership Scheme

Healthwatch formed its own company limited by guarantee to hold the Healthwatch Herefordshire contract and deliver the work. Part of making sure this represented the views of the public at all levels was achieved by setting up a company membership scheme which is formed from our volunteers. Our volunteers can shape how we work and also get involved in helping to achieve the work we do.

Stakeholder Reference Group

To make sure we involve community groups, patient participation groups and voluntary sector organisations that represent the public, we have a membership for groups. We work with this membership as a network of networks to improve health & social care, promote Healthwatch, involve people and represent the county well together.

Co-opted members

Two of our volunteers have been taking a strategic lead in health & social care.



Our plans for next year



What next?

Vote on Public Priorities 2018-19

Healthwatch Herefordshire ask the public each year to choose the health & social care topics that they would like us to work on. Three projects will be identified for 2018-19.

Primary Care Home represents a real opportunity for local people to have a say in what their local services look like across different parts of the county as community based services such as GP's, care work, mental health, therapies and nursing work in a more integrated way to keep people independent at home and out of hospital as much as possible. We anticipate that in 2018-19 more work will happen in other parts of the county where Healthwatch can play a part in bringing local people into the conversations about their health & social care.

Healthwatch Communications

- + Monthly E-bulletins
- + Fortnightly Hereford Times Columns
- + Quarterly newsletters
- + Social media & website

The Feedback Centre

This is our new online rate and review service for health and social care services in the county. We launched it on 26th April 2018 and will be promoting it all year to the public and health & social care providers.

We have much to be proud of in the health and social care services that people in Herefordshire use every day, but sometimes things need improving. The views of people who use the services will be heard to help get things right.

Feedback Rating



Based on 1 reviews



Rated by
Anonymous
17th April 2018

Always get an appointment when I need one

My surgery is easy to access. I always get an appointment in the time I need one.

[View all feedback](#)

Focus on how we work next year

1. Continue to develop and involve our volunteers in our work
2. Promote the rate and review Feedback Centre through our new website
3. Continue to build strong links with community groups through engagement about project topics which you vote for
4. Work together with Patient Participation Groups and our Stakeholder Reference Group to improve and influence health & social care service delivery
5. Champion reasonable adjustments to health social care services for equal access
6. Focus on continuous improvement within the organisation

Crucial Crew

In 2018 Healthwatch will join the police, fire, mental health trust and other safety organisations who will each run workshops.

Healthwatch will run a workshop about what to do in an emergency for all year 6 children in the county. We will gather the views and experiences of all 1800 11 year olds taking part in the county.

Our finances



Part of our operational and support services costs in 2017-18 have been additional non recurrent costs associated with setting up a new organisation as a result of changing the contract commissioning arrangements.

We have a residual balance at the year end, This is our reserve. It is good practice to keep a reserve for any potential contingency, such as redundancy costs or wind up costs.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	140,000
2016-17 reserves	9,243
Sustainable Transformation Partnership Engagement work undertaken 2016-17	3,500
Total income	152,743
Expenditure	£
Operational costs	42,791
Staffing costs	97,237
Support services costs	8,000
Total expenditure	148,028
Balance brought forward (reserve)	4,715

**The views and stories
you share with us are
helping to make care
better for our local
community,
Thankyou**

**Healthwatch would like
to thank all of the public
who have taken time to
give us their views, its
staff volunteers and
partners**



Contact

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Herefordshire Clinical Commissioning Group, Adults and children's Overview and Scrutiny Committees, and Herefordshire Council.

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 below.

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