



Health and Wellbeing Board 28 July 2016

HEALTHWATCH SHROPSHIRE BIENNIAL REPORT

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1. Summary

The report below highlights activity by Healthwatch Shropshire in the period January - June 2016

2. Recommendations

The Board to note the contents of the report.

REPORT

3. Risk Assessment and Opportunities Appraisal

(NB This will include the following: Risk Management, Human Rights, Equalities, Community, Environmental consequences and other Consultation)

HWBB - Biannual report 1st January - 30th June

Internal developments

On 1st January 2016 the revised Articles of Association came into force and Healthwatch Shropshire (HWS) is now fully independent, as the parent relationship with Shropshire Rural Community Council (which won the successful tender for HWS in 2012) came to an end on 31st December 2015. In September 2015 confirmation of the extension of the Healthwatch Shropshire contract to 31st March 2018 had been received.

Three new board members were appointed at the February 2016 Board meeting and this has brought the membership up to 11.

- Steve Price
- Angela Saganowska
- Ann Furness

Board members bring a wide range of skills to the Board and the stability of the Board over the last three years has supported the development of HWS. The Board Membership is currently:

- Carole Hall
- David Beechey
- Vanessa Barrett
- Daphne Lewis
- Terry Harte
- Anne Wignall
- Mandy Thorn
- David Voysey
- Steve Price
- Angela Saganowska
- Ann Furness

The annual trustees report and financial statements for 2015-16 were published at the end of June 2016 and have been submitted to Healthwatch England. A user friendly annual review will be published this summer and the annual event will take place on November 3rd 2016.

Our current chair, Carole Hall, has confirmed her intention to step down at the end of August after three years and elections for a new chair and deputy chair are taking place on 25th July 2016.

By the end of 2015 three new members of staff had been recruited so HWS was able to start 2016 with its new team:

- Jane Randall-Smith, Chief Officer
- Steph Dunbar, Volunteer Officer & Secretary to the Board
- Lynn Cawley, Enter & View Officer and Advocacy Co-ordinator
- Adelle Wilkinson, Community Engagement Officer
- Kate Parslow, Information Officer
- Robyn Handford, Administrative Officer

The report below illustrates achievements by HWS in the 6 months to the end of June.

Independent Health Complaints Advocacy Service

HWS was successful in its bid to run the Independent Health Complaints Advocacy service for Shropshire in February this year and the new service has been in place since 1st April 2016. It has been widely publicised and all the local NHS providers informed of the change in provision. New leaflets have been distributed across the county and a self-help pack is available on the web site for those considering making a complaint about NHS services (www.healthwatchshropshire.co.uk/nhs-complaints-advocacy)

The advocacy service brings added value to HWS and to the local health economy: even if the caller does not need the support of the advocacy services, following a conversation with the Advocacy Co-ordinator, the feedback is captured and can be triangulated with other data to ensure that it is used effectively.

HWS Intelligence

HWS continues to receive feedback on local health and social care services. 559 comments were received between January and June 2016 (435 last year for the same period). The intelligence is collated, then analysed to identify trends and hotspots and follow up action by HWS. Summaries are published on the HWS web site (www.healthwatchshropshire.co.uk/documents). The 5 top themes are:

- Quality of Treatment
- Access to a service
- Staff Attitudes
- Waiting times
- Access to Information

Monthly “Hot Topics” continue to stimulate additional feedback on services where there may be a local focus, for example, Stroke Services in April, or the CQC inspection of West Midlands Ambulance service in June when the feedback was shared with the CQC prior to the inspection. HWS also responded to the national community pharmacy consultation, using feedback from Shropshire residents from its March Hot Topic.

The Hot Topic in July is focussing on feedback from carers to contribute to the local Carers’ Strategy consultation and in August will focus on Physiotherapy services to inform the discussions about muscular skeletal services that are taking place.

You Said We Did reports are published on the HWS web site and show what HWS did in response to intelligence received and the difference made; recent examples are:

Stroke services - concerns had been raised about the rehabilitation services at Royal Shrewsbury Hospital and the age restriction on access to community neuro rehabilitation services. Following an Enter & View visit a letter was written to the CCG. A change to the rehabilitation services took place subsequent to the visit and HWS also escalated this to the CCG. It is reassured that the change to the pathway is a temporary measure. Commissioners have told us that they are in the process of completing a review of the community rehabilitation service and we have been assured that a key recommendation is that any age restrictions associated with the service needs to be removed.

Pharmacy services - using feedback from the March Hot Topic HWS has engaged with the Local Pharmaceutical Committee and also written to all the local MPs expressing its concerns about implications for local community pharmacies. HWS will continue to participate in the discussions locally and is aware that discussions continue in central government.

Social Care - as a result of HWS’s Hot Topic in January issues have been raised with Shropshire Council Social Services. As a result of this a project has been undertaken by Shropshire Council and Shropshire Partners in Care on the “Fair Cost of Care”. It involved a survey of domiciliary providers and subsequently training has been put on a free legal training course about their duties to their staff. Other feedback has resulted in Enter & View visits and also the proposal (see below) for work to be undertaken to explore how feedback can be encouraged from people who receive domiciliary care in their own home.

Enter & View

The programme of Enter & View visits continues and is informed by comments received by HWS and other local intelligence. During this period HWS Shropshire undertook a total of 13 E&V visits which can be broken down as follows:

- 4 Care Homes
- 3 LD Care Homes
- 6 Hospital wards

The reports are now written using the NHS Accessible Information Standards and continue to include a response from the provider. Action plans (relating directly to HWS recommendations) are now requested from the providers, and included in the report, so that the impact of a visit can be more easily monitored by all stakeholders. Reports are all published on the HWS web site and shared with key stakeholders.

Recommendations and responses include:

To review the use of the sensory room - *the clearing and redevelopment of the sensory room to include interactive and tactile equipment for use by residents with learning disabilities*

The management to look at more ways of providing more fulfilling activities, social stimulus and engagement - *A dedicated member of staff is being appointed from March 2016 to develop activities and past times with residents*

Ensure that all staff are aware of the importance of dignity, respect and confidentiality when dealing with sensitive personal situations - *We will discuss issues raised in the report; challenge each other respectfully on what we say, how we say it and how it can be interpreted. Check training in areas of communication*

15 Enter & View reports have been published between January and June 2016.

A combined report of the findings from all the 12 Learning Disability facilities that have been visited (at the request of the Health and Wellbeing Board) will be published shortly.

HWS has been invited to join multi agency safeguarding meetings where its findings from Enter & View are shared together with its intelligence and Enter & View has been welcomed by Commissioners as a different perspective when considering care being provided in a home or NHS facility.

Community Engagement

HWS continues to engage with the people of Shropshire and participates in a wide range of meetings including Local Joint Committees, Practice Patient Groups, parish meetings and also with groups of people whose voice is seldom heard. In the last quarter (April to June) HWS was present at 84 events, meetings, talks, stands and focus groups and estimates that it spoke to over 1,600 people from across the county. Community engagement is valuable in generating comments on services. The feedback is captured and information and signposting provided when required.

As a result of engaging with the “street pastors” they have agreed to distribute HWS information cards to go in 1000 wallets to be given out to the people of Shropshire.

In 2015-16 HWS undertook a collaborative engagement project to inform the refresh of the Dementia Strategy Action Plan for Shropshire. People living with dementia, their carers and providers have all been involved in the project and the recommendations are being used to inform the development of the action plan. Discussions are being held over the next couple of months to finalise the refreshed Action Plan, using the findings and recommendations of the HWS project, with the aim of identifying key actions and responsibilities to implement the Dementia Strategy in Shropshire. It is anticipated that the report will be published shortly.

HWS continues to participate in the Health and Wellbeing Board Communications and Engagement Strategy and also the Communications and Engagement Workstream of NHS Future Fit. Currently it has voiced its concerns that communications and engagement needs to be better integrated, especially with the development of the Sustainability and Transformation Plan.

Research Grant scheme

HWS continues to support research projects with the voluntary sector. Reports are published on the HWS web site. In the period a report was published by Shropshire Parent and Carer Council which investigated the reality of being a parent carer of a multi-service user within the Shropshire Local Authority area. Recommendations were made which focussed on the Parent- professional partnership, Co-ordination of Services and Communication, Transition and the Role of the GP. The report is timely as

the transformation of mental health services of children and young people is currently taking place and the Carers' Strategy is out for consultation.

Two further reports are about to be published and will be circulated through the Health and Wellbeing Newsflash and on the HWS web site:

- VISS (Visual Interpreting and Communication Service in Shropshire): Are current health and social care services meeting the needs of deaf people?
- CEDAR (Community Education in Death Awareness and Resources): to investigate whether people are afraid to talk about death and ask further questions

Three new research projects were approved in the 2015-16 grant scheme:

- **SAND:** how do the various health and social care agencies provided services appropriate to individuals who are LGBT?
- **Shropshire Citizens Advice:** How has the Care Act 2014 changed the experiences of people who access adult social care?
- **Marches Energy Agency:** For householders suffering from fuel poverty and cold-related ill health, has the installation of energy efficiency measures and associated advice reduced their use of medical/ social care services in the County?

In terms of earlier research reports the work by Autonomy has been relevant in development of the Autism hub (as was previously noted) but recently they have received national recognition for their work and told us

“Little did we know when we applied for the Shropshire Healthwatch Research Grant in 2014 that the information we gained from our survey would be of so much value nationally in support of the needs of autistic people.”

HWS delivered a workshop at the Healthwatch England Annual Conference 2016 about its research programme as this approach is unique to Shropshire; it was well received. The call for proposals for 2016-17 research grant scheme will be launched in the summer of 2016.

Partnership Working

HWS is represented at a wide range of meetings that take place across the county to ensure the patient /service user voice is heard. In addition, HWS will continue to participate in the transformation programmes including the STP.

Forward Plan

As mentioned above the Annual report for 2015-16 has been published and the Forward Plan for 2016-17 is also available on the web site (www.healthwatchshropshire.co.uk/documents) The Forward Plan identifies three main priorities for 2016-17:

Discharge

- To understand patient experience of the discharge process from the Royal Shrewsbury Hospital and a report to be produced for the Shropshire Health Overview and Scrutiny Committee meeting in July. Further work will be undertaken later on looking at other providers
- Project lead: Chief Officer
- Time frame: May - July and August to October

Young People (17 - 25 years)

- To engage with the Child and Adolescent Mental Health Service Transformation Plan
- To understand better the experiences of young people aged 17-25 years using (or not using) health and social care services
- Project lead: Community Engagement Officer
- Time frame: September to March

Domiciliary and community NHS services

- Develop methodology to seek feedback on social care services and NHS services provided to people in their own homes and use it to understand the experiences of people using these services across the county.
- Project lead: Information Officer
- Time frame: September to March.

List of Background Papers (This MUST be completed for all reports, but does not include items containing exempt or confidential information)

Healthwatch Shropshire Annual Report and Financial statements for 2015-16

Healthwatch Shropshire Forward Plan for 2016-17

PACC research report 2016

Cabinet Member (Portfolio Holder)

Cllr Karen Calder

Local Member

All

Appendices

Appendix A Healthwatch Annual Report
Appendix B Healthwatch Shropshire Forward Plan
Appendix C PACC research