

Health and Wellbeing Board Meeting

Item Title: Healthwatch Shropshire Update

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1. Summary

The purpose of this report is to report on the progress made to-date on our Forward Work Programme 2018-19. The first Healthwatch Shropshire (HWS) contract ended at the end of March 2018 and our new three-year contract started on 1st April 2018. Following a significant reduction in funding the Board agreed that HWS would reduce its opening hours to four days per week and be closed on Fridays. At the time we were confident that we would be able to deliver our statutory activities albeit at a reduced level. As we go into the final quarter we are beginning to see the impact of the funding cuts and staffing changes over the year.

2. Recommendations

As a key stakeholder, we would greatly value Board suggestions (input/ideas) into the development of our Forward Work Programme 2019-20.

3. Risk Assessment and Opportunities Appraisal

4. Financial Implications

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

REPORT

1. Context - capacity

At the beginning of April 2018 HWS had a Board of nine Trustees, a staff team of six (four whole time equivalents), an Independent Health Complaints Advocacy Service (IHCAS) Advocate and 15 active volunteers. In May our Chief Officer made the decision to retire and she left 9th August. Around this time the Chair of the Board of Trustees decided to step-down and leave HWS to spend more time with her family. Vanessa Barrett became Chair of the Board in June and was able to be involved in the recruitment of the new Chief Officer.

After two rounds of interviews a new Chief Officer joined the team at the beginning of September. Unfortunately they left on 7th November having decided to return to working in the care sector. This coincided with our Community Engagement Officer leaving to take up a new opportunity.

This left the staff team down by two fulltime members of staff. Lynn Cawley (HWS Enter & View Officer and IHCAS Coordinator) became Chief Officer on 1st November and Jayne Morris joined the team as Community Engagement and Communications Officer on 11th December.

Over the year the number of active volunteers fell from 15 to 11 and of those remaining a number took time away from volunteering with us to focus on other things. We have recruited two new Enter & View volunteers this year taking us to 13.

HWS must undertake a range of statutory activities under the Health and Social Care Act 2012. This requirement, additional guidance from Healthwatch England (HWE) and the local health and social care context informed our work programme for 2018-19 and Health and Wellbeing board members were invited to contribute. It also took into account the resources available to us at the time and our capacity.

It is fair to say that the changes (moving to a four-day week and staffing changes/shortages, cut in volunteer hours) have impacted on the progress made to-date on our work programme for 2018-19.

2. Key priorities and progress made to end of December 2018

2.1 Young People's Emotional Health and Wellbeing Service

- To engage with the Child and Adolescent Mental Health Service in Shropshire
- To understand better the experiences of young people using (or not using) these services
- To work with local schools
- Project lead: Community Engagement Officer
- Time frame: September to March

Progress:

- We focused our engagement on the 0-25 Emotional Health and Wellbeing service through a Hot Topic in the autumn and have received 45 comments to-date. These early results were overwhelmingly negative.
- People told us that children and young people were facing many issues with the service and treatment being provided by the Child and Adolescent Mental Health Service (CAMHS) in Shropshire and that families were not being listened to. These issues include long waiting times; frequently changing staff and lack of continuity of care; difficulties in getting diagnostic assessments; lack of response to complaints; and unexplained discharges.



- We ensured that these comments were shared with those buying the service, Shropshire Clinical Commissioning Group (SCCG) and those providing the service, the Midlands Partnership Foundation Trust (MPFT). The comments were fed into a SCCG audit of the service. Following a meeting of the SCCG governing board the SCCG Executive team are now looking at the best way to address the problems in association with the MPFT. Service users have been invited to help look at actions and next steps.
- We sent a lot of our Hot Topic materials through schools and contacts developed by our Engagement Officer in the SEND team
- Our initial findings have been shared with Midlands Partnership Foundation Trust and the CCG and we will be publishing a report January 2019.

2.2 Build on initial work on Social care, particularly domiciliary care, discharge and complaints

- To develop a methodology for gathering feedback on domiciliary care
- To encourage greater feedback on social care services
- Project Lead: Enter & View Officer
- Timeframe: thorough out year

Progress:

- Our Chief Officer (CO) and Enter & View Officer (EVO) met with the Head of Adult Social Care at Shropshire Council to discuss how we could gather feedback on domiciliary care in 2017. It was suggested that initially this would focus on hospital discharges that required input from ICS Team and domiciliary care contracts for people who needed re-enablement. A consent form was designed and distributed to social work managers so that staff could ask people for their consent for a HWS volunteer to phone them and ask a set of questions. These questions were based on those previously used by the Contracts Team at Shropshire Council. HWS did not receive any completed consent forms at the time.
- In November 2018 this piece of work was raised with the new Service Manager (Commissioning and Governance) for Shropshire Council at a quarterly information-sharing meeting and the Service Manager suggested a way forward that included working with SPIC. This will be progressed in January 2019.
- In May 2018 HWS identified that there were gaps on the Adult Social Care Complaints page on the Shropshire Council website when signposting a member of the public, e.g. no phone number or email address. The CO and EVO met with the Feedback and Insight Team Leader at Shropshire Council who identified there had been an IT problem and it was rectified.

2.3 ‘Communication’ including health literacy, awareness/understanding of services covering both social care and health.

- Developing the communication and information services by HWS
- Working with the local health economy to ensure that communications are readily understood
- Project Lead: Information Officer
- Timeframe: thorough out year

Progress:

- HWS have explored the financial implications of developing a phone app and texting service as a means of gathering feedback and sharing information with the public but this is not financially viable at this time.

- Working with the local health and social care economy on ensuring communications are easily understood by the public is an on-going piece of work for HWS. At meetings HWS regularly offers to share draft documents with our volunteers and members to gain feedback, or the Information Officer will speak to providers to offer ideas on readability and make suggestions for improvement. For example:
- At meetings at SaTH which discussed possible service changes, the CO offered HWS input on the documents being developed to inform the public. We also contacted Taking Part, regarding their capacity to have input on developing an Easy Read leaflet for SaTH and we made suggestion on what should be included in an Easy Read leaflet.
- HWS has offered a lay reader panel to the Future Fit communications team but this has rarely been taken up.

2.4 Involvement in local transformation programmes and consultations

- Continue to fully engage with the NHS Future Fit programme consultation
- Participate in the Local Maternity System (LMS) and chair the Maternity Voices Partnership (MVP)
- Participate fully in other transformation programmes at all levels
- Project Lead: Chief Officer
- Timeframe: thorough out year

Progress:

- HWS continues to be fully engaged in Future Fit Programme with support of the Board. Our Engagement Officer supported six consultation events to support the public to have their voice heard. At these events we also received a number of specific comments. Unsurprisingly these were mainly about current services. As well as travel difficulties in getting to the two hospitals and the (recently increased) car parking charges, we heard several stories which reflected the current discontinuities in care between hospital and community services. There was disappointment expressed that issues such as the lack of community-based stroke rehabilitation programmes and post-operative recovery facilities, were not being addressed through the proposals. The public clearly saw that these deficiencies resulted in much longer hospital stays than necessary.
- HWS are represented at Future Fit meetings, including the Programme Board and all the workstreams to date, and have been able to make appropriate challenges. We expect to be a member of the Implementation Oversight Group (IOG) in due course.
- Until the end of October our CO and EO worked together to support work around the LMS and we chaired the MVP with the aim of this role being passed to a service user as the work stream developed. In November our input was reduced due to capacity and the MVP Co-ordinator became Chair in lieu of service user representation. In December it was agreed by the MVP that this would become a quarterly meeting in an attempt to encourage attendance and HWS is planning to meet with the Project Support Officer for LMS in the new year to discuss our re-engagement with the MVP and our role going forward.
- In September, as part of our work with the LMS, and in response to Healthwatch England launching a research project on maternity mental health, HWS launched a Hot Topic on Perinatal Mental Health. We received a small number of comments at the time. We also expressed our interest in being involved in the work of HWE and in November we were selected as one of five regional Healthwatch to take this forward. Details are being finalised but it is expected that this will be a significant piece of work for us January to March 2019.

2.5 Engage with the local initiatives on prevention including social prescribing.

HWS has been commissioned to undertake an engagement project to provide: “assurance that the development of Healthy Lives is informed by the health and wellbeing needs articulated by the Shropshire public and service users, particularly where these needs are not currently met or where they place significant demands on health and care services”

- Develop an approach to the engagement, particularly involving “the quieter voices”
- Project Lead: Chief Officer
- Timeframe: September to March

Progress:

- Due to our capacity at the time an external engagement professional has been contracted to complete this piece of work. They are being supported by a member of the staff team overseen by the CO. They will be producing an interim and final report on their findings.

3. Other pieces of work during 2018

3.1 Exploring people’s understanding of how to raise concerns and complaints (and share compliments)

- Keele University Final Year Medical students undertook a project on this and their report was published on the web site in April 2018. To see the report go to:
<http://www.healthwatchshropshire.co.uk/documents>
- Information continues to be gathered and is continually fed back to providers.

3.2 Explore the application of the NHS Accessible Information Standards (AIS) across the county

- Enter & View Authorised Representatives visited 10 GP practices across the county and individual reports were published.
- Our overarching report was published in October.
- We have received feedback from the Care Quality Commission (CQC) and Shropshire Clinical Commissioning Group (SCCG) that they have found this report very useful. One practice manager of a practice not visited commented 'I found the... report to be really helpful and there are certainly 1 or 2 points I shall be taking up.'
- To view the report go to:
http://www.healthwatchshropshire.co.uk/sites/default/files/uploads/Healthwatch_Shropshire_Enter_and_View_Report_GP_Practices_AIS_2018_Final.pdf



3.3 Support the local population to better understand how the local health and care system works

- This work is on going.
- Signposting to services is one of our statutory activities and since 1st April we have responded to 239 signposting requests.

3.4 Contribute to delivering the Carers’ Voice project locally

- HWS holds the budget for the continuing activity and is involved in the partner meetings

3.5 Working with partners on the implementation of Dementia strategy and delivering on DAA commitments

- In September the HWS Enter & View Committee agreed that HWS will commence a programme of visits to 10 care homes across Shropshire that are registered with the CQC as providing some level of Dementia care. As well as gathering feedback from residents and their visitors we are speaking to staff to learn more about the care they provide and looking at how Dementia Friendly the environment is. We are hoping to identify areas of good practice. The first visit was completed in October. It is expected that this piece of work will be taken forward into 2019-20.

3.6 Continue to engage in the local transformation work programmes including the Sustainability and Transformation Plan.

- HWS has proactively followed up progress on implementation by the Shropshire CCG and is on the Care Closer to Home Programme Board.

4 Other activities 2018-2019

4.1 Intelligence

Gathering feedback on health and social care is one of our statutory activities and our Hot Topics are one of the tools we use to focus our work.

- Hot Topics to date:

April	CAMHS
May - June	Audiology
July - August	#itstartswithyou (HWE campaign)
September	Perinatal Mental Health
October - November	0-25 Emotional Health and Wellbeing



4.2 Engagement events

- Engagement events: 57 (including focus groups with homeless people in partnership with The Ark and with prisoners at HMP Stoke Heath around access to healthcare)
- Comments received since 1st April 2018: 426
- Website hits: 3649
- Facebook followers: 199
- Twitter followers: 1975
- Members: 287



4.3 Enter & View

- HWS has conducted the following number of Enter & View visits to date:

GP Practices	9 (see 3.2 AIS)
Hospital clinic/wards	2 (Clinic 4 and Ophthalmology)
Care homes	4

- Following feedback from cancer patients that conditions at the head and neck combined clinic session (in Clinic 4) were overcrowded, and had poor communication systems; Healthwatch Shropshire volunteers visited the clinic, spoke to patients and staff and observed

how the clinic was run. Concerns were raised about overcrowding, lack of suitable space for confidential conversations, adequate signage and staff availability on the reception desk. The visit team produced a report with recommendations, this was shared with the Ear Nose & Throat Department who followed it up and put in place an action plan to address the recommendations of the report. The full report, including the response from Royal Shrewsbury Hospital, is available at:

http://healthwatchshropshire.co.uk/sites/default/files/uploads/Healthwatch_Shropshire_Enter_View_Report_Clinic_4_at_RSH_2018.docx.pdf

4.4 Research Grant Fund

Due to funding cuts HWS were not able to continue to offer research grants 2018-19. In December HWS received the report from the Patient and Carer Experience - Research Group entitled: 'Lost in Space: Shropshire Rural Mental Health in an Age of Austerity'. This was funded by the 2017-18 budget.

5 January - March 2019

In addition to the on-going activities required to meet our priorities for 2018-19, Healthwatch Shropshire has been asked to support Healthwatch England on two pieces of work being conducted across the country. As with the maternity mental health research project (p.4), the second piece of work will need to be completed by March 2019. We are expecting to receive further details in January 2019.

6 Forward Plan 2019-2020

From January Healthwatch Shropshire will be developing our Forward Work Programme for 2019-2020. We will be speaking to our volunteers and members, and the HWS Stakeholder Group to ask for their ideas. Although it is expected that some of our key priorities will be carried over from this year we would welcome any ideas from the HWBB for Hot Topics and more in-depth pieces of work. These priorities will be in addition to the regular work of HWS, such as our statutory activities and raising the profile of HWS.

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