



Healthwatch Worcestershire
Annual Conference 2017

Welcome

Jo Ringshall

Vice-Chair of Healthwatch Worcestershire

Dr Jan Quallington

University of Worcester



Section 1

Public Board Meeting



1. Annual Report 2016-2017

Simon Adams

Chief Officer, Healthwatch Worcestershire



Listening to people who use health and care services

- County-wide engagement including Health ‘hotspots’
- Public Board meetings
- Enter and View (E&V)
- Targeted specific groups - Young people & children, Parents and carers, Older people, People with a learning disability
- Contact with 3,500 people
- 900 experiences



Our Reports and Recommendations in 2016/17

- **‘Going to the Doctors’**
- **‘Themes & Thoughts’ - An overview of meaningful activity in 13 care & nursing homes for older people**
- **GP Equipment Loans**
- **Support for Mental Health - A carers perspective**
- **Communication with Black, Asian & Minority Ethnic Communities**
- **Responses to local/national issues**



Our Reports and Recommendations in 2016/17 [2]

- **Children & Young People - health & emotional well being information, advice & support**
- **'Tops & Pants' - Feedback from Children & Young People**



Making sure people are involved in planning & reviewing services.

9 Public Board meetings:

- Your Health & Care - Its Future [webcast]
- Future of Acute Hospital Services in Worcestershire [webcast]
- Domiciliary Care
- Children & Young People [webcast]
- Health and Wellbeing Board
- Co-production



Improving the quality of health and social care

- Enabling local people to monitor the quality and safety of services
- County Council's Scrutiny Committees
- Care Quality Commission - HWE national award!
- Enter & View
- Looking at the conditions of buildings



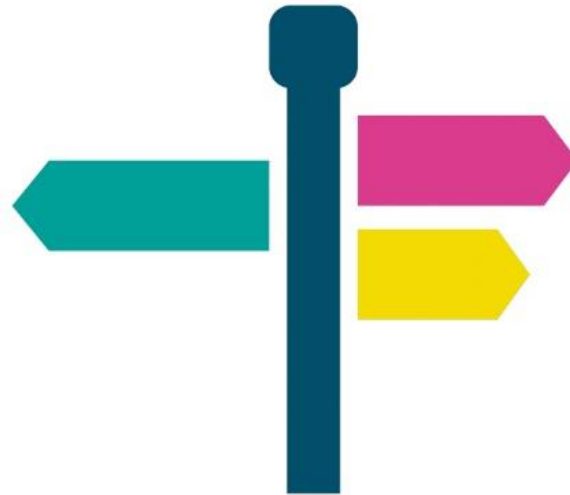
Using Healthwatch national voice to get things done

- **Healthwatch England - Autism Spectrum conditions report**
- **Regional/national media - STP, Hips & Knees, Corridor Care**



Signposting people to Advice and Information

- **Contact Us**
- **Complaints Guides**
- **136 enquiries**



Finances

- Contract value - £289,000
- Staff - £222,652
- Establishment - £34,736
- Engagement and Volunteering - £11,134

Further details on our website or Companies House



How you can get involved in Healthwatch Worcestershire

- 1,230 'Registered for Information'
- Over 107 members of our Reference and Engagement Group (REG)
- Volunteer as a Healthwatch Ambassador
- Come to our meetings



2. Update on Healthwatch Worcestershire's Business Plan 2017 / 2018 - including ...

- People's experience of social work services in Redditch - Three Conversations model
- Mental Health - Care at Home
- Young People - On-line counselling & new emotional wellbeing services
- Parents - Child & Adolescent Mental Health Services - access/ waiting times
- Autism Spectrum Conditions - provider awareness / adjustments and user experience of information and access
- NHS 111- awareness and experience
- NHS Accessible Information Standard - supporting implementation



3. An Update on Children's Services



- Ofsted Inspection of Children's Services - Report published January 2017
- Children's Services rated inadequate
- Ofsted made 14 recommendations
- WCC 8 point Service Improvement Plan put in place:
 - ❖ Support and develop our workforce
 - ❖ Improve our practice
 - ❖ Commitment to continuous improvement
 - ❖ Listen to the voice of the child
 - ❖ Making the right decisions at the right time
 - ❖ Deliver good outcomes for children
 - ❖ Focus on permanency for our children
 - ❖ Provide earlier access to support for children and families



4. Care in the Corridor at Worcestershire Royal Hospital (WRH) - Survey Report

- Care in the Corridor Survey - in response to patient feedback
- 44 unannounced Enter and View visits over 6 week period in February / March 2017
- 31 to WRH and 13 to Alexandra Hospital - no patients seen at Alex
- Spoke with 119 patients in corridors at A&E and Medical Assessment Unit at WRH
- Summary Report in your pack of what we found out
- 38 recommendations - focused on information, patient care, environment, privacy & dignity and waiting times
- Information about plans to meet national targets requested
- HWW will be requesting a formal response from WAHT



5. Going to the Doctors Survey Report

- Second report (October 2016 to March 2017) - 459 people completed the Survey
- Little demand for 7 day GP appointments - only 3% wanted Sunday /Saturday afternoons. Most helpful time after 6:30 p.m.
- Call back systems - HWW are concerned that it works for everyone - let us know how it works for you.
- Highlight people who have had a number of telephone consultations over a period of time (e.g. a month), do they need face to face?
- More people prepared to see an available rather than preferred GP
- Openness to see another GP in the local area if this available, but continuity of care and transport / travel are issues
- Raised 10 points for consideration by CCGs and GPs, will be requesting a formal response from CCGs



6. Healthwatch Worcestershire comment on refreshed Sustainability & Transformation Plan (STP)



Q&A with Healthwatch Worcestershire's Directors

Chaired by Dr Jan Quallington



Section 2

Panel session Chaired by Dr Jan Quallington

The Panel:

- Jo-Anne Alner - Locality Director NHSE
- Sarah Dugan - CEO Health & Care Trust & STP
- Michelle McKay - CEO Acute Hospitals Trust
- Simon Trickett - Chief Officer Worcestershire CCGs



Next Public Meeting

Friday 8th September
10.00 - 12.00
Sacred Heart Church
Droitwich





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