

Get involved



Come along to one of our Board meetings or quarterly public meetings

Find out what we are doing; help us to make decisions and hear about the "hot topics" in health and care.



How you can get involved in Healthwatch Worcestershire

Help us to make decisions and to make a difference:

- **Join our mailing list** – join over 1,230 people in Worcestershire who have Registered for Information with us and tell us what you think.
- **Join our Reference and Engagement Group (REG)** – our network of over 90 community organisations and "Experts by Experience." Help us to reach more people; advise and guide our work; and get involved in our Task and Finish groups on topics you care about.
- **Volunteer with us** – give your time to improve health and care services.



Our Reports and more information about our work is available on our website or by contacting us on 01386 550264

Talk To Us - Your Voice Matters!

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- @ info@healthwatchworcestershire.co.uk
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If you require this Report in an alternative format please contact us.

We confirm that we are using the Healthwatch Trademark when carrying out our work

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Annual Report

2015/2016

Healthwatch Worcestershire is an independent organisation. We are not part of the NHS or Worcestershire County Council (WCC).

We ask people what they think about health and social care services. Then we tell the people who run or pay for the services what people think needs to be changed.

We make sure that local decision makers and health and care services put the experiences of people at the heart of their work.

healthwatch
Worcestershire



Listening to people who use health and care services

Over the year we had contact with more than 5,500 people across Worcestershire.

- We have been to lots of different events and meetings around the county to tell people about Healthwatch and ask what they think.
- We invited speakers and gave people a chance to have their say at our Annual Conference and 4 of our Board Meetings held in public in different parts of the County.
- We have carried out surveys and organised groups to talk about issues.
- We have 579 followers on Twitter – @hwworcs
- We have made a film about Healthwatch Worcestershire, available on Vimeo.
- We have produced bulletins, been on local radio and television, and written fortnightly articles for the Worcester News.
- We have sent leaflets and posters to health and care settings to let people know about Healthwatch – contact us if you would like any of these.

We have made a special effort to reach out to:

- Young People and Parents of Children Under 5, supported by Young Solutions. We heard views from young homeless people and young carers as part of this work.
- People from Black, Asian and Minority Ethnic Communities, supported by Age UK Herefordshire and Worcestershire.
- Older people through events like the Retirement Roadshows, Older Peoples showcase and visiting residential and nursing homes.

During 2015/16 we have gathered over 1,700 experiences from patients, service users and carers.

Invite Healthwatch to your group or event!

"Thank you for coming along to the group and making it fun and interesting. The group and I thoroughly enjoyed your presentation and we're happy to participate"

Worcester Haematology Support Group

Our Reports and Recommendations in 2015/2016

We have used the information people have told us to decide which areas of health and care to find out more about. We have produced Reports and Recommendations on:

- Adult Mental Health and Wellbeing
- Young People’s Access to GP Services
- Child and Adolescent Mental Health Services
- Parents and Carers of Children Under 5

- Older people living in residential and nursing homes – we visited to see how residents are involved in the running of their home and the activities they enjoy.

Our Reports have been sent to the organisations who run the services; the Clinical Commissioning Groups (CCGs) and Worcestershire County Council (who are responsible for planning and paying for health and care services), and NHS England.

The people who lead these have written to us and told us what they will do in response to the recommendations that we made. We then follow up to make sure this has happened.

We also send our reports to the Care Quality Commission (CQC), who inspect health and care services and to Healthwatch England, to help build the picture of services at a national level.

Did You Know?

We carried out a survey of the older people’s care and nursing homes that we have visited over the last two years. The majority told us that they had done the things we recommended in our Reports and our visits had made a difference to activity in the home.

Did You Know?

Our Report on Mental Health and Wellbeing has been used to train staff and develop the ideas behind the new Wellbeing Hub and the Peer Supporter Service, in particular making sure that staff include the values of listening, treating people with warmth and compassion and ensuring that people’s needs are met. The Report is also being used to help with the redesign of secondary care services, for people who need more care and support.

Did You Know?

Since our Report on Access to Services for Deaf People the Care Quality Commission now ask GPs more questions about how deaf people get the support they need.

Improving the quality of health and social care

You have told us that patient safety and high quality health and social care services are really important. We check this by:

- Looking at how local health and care services are doing against national targets and standards (e.g. through commenting on NHS Quality Accounts).
- Checking how patients are kept safe, and that any concerns are dealt with – through formal meetings of Worcestershire’s Clinical Commissioning Groups and NHS England.
- Providing information to Councillors on the County Council’s committees which look at health services and social care services for adults and children & young people.
- Telling the Care Quality Commission (CQC) about your experience of GP and other services so they could consider this before their inspections.
- Taking part, with Deaf Direct, in training CQC inspectors about deaf people’s experience of GP services and how this could be improved.
- Our volunteers look at the condition of buildings and other non-medical aspects of care in NHS services.



Did You Know?

Our work to organise listening events before CQC inspection of mental health and community health services was given as an example of good practice in a national publication: Local Healthwatch and CQC Working Together, October 2015



Making sure people are involved in planning and reviewing services

You told us people and health and care services must work alongside each other as equals. This is called co-production. When you see a health or care professional they should ask your views and opinions, so you can have a real say in your care. When services are changing, people should be told and involved from the start, so their ideas can help decide what happens next.



Our Chair, Peter Pinfield, talking at “Commissioning Live” event. “Doing things with us and not to us!”

Did You Know?

Our Chair, Peter Pinfield, sits on Worcestershire’s Health and Wellbeing Board (WHWB). They set priorities and make decisions about health and care in Worcestershire. Peter acts as the patient and service user voice, taking the experiences that we collect and our Reports and Recommendations to the Board. For example the Board agreed to our recommendation that health and care organisations across the County should work with patients, service users and carers as equal partners.

Signposting People to Advice and Information

During the year 135 people contacted us for information about their local health and social care services or for help in finding their way around these services.

People can contact us by telephone, email, via the “Talk To Us” form on our

website, by post or personal visit. We will “signpost” enquirers to the right information or organisation.

We have produced guides on how to make a complaint about health and social care services, which are also available in Easy Read format.



People who have used our signposting service said:

- “Very good information which was useful for what I needed to do” Mrs T, Bromsgrove
- “After my dreadful experience I was pleased I had telephoned and spoken to Healthwatch; they were most helpful and understanding” Mrs L, Droitwich
- “I have contacted Healthwatch about a problem with a health service in Worcestershire and I am impressed with the way it’s been dealt with” Mr O, Birmingham

We have been checking that people are **involved in how services could be changed for the future** such as:

- How hospital services will be organised across the County – Future of Acute Hospital Services in Worcestershire (FoAHSW).
- Plan for how health and care services in Worcestershire and Herefordshire can work closer together – Sustainability and Transformation Plan.
- How health services (e.g. GP services) are delivered in the community – Primary Care Delegated Commissioning.
- We have sent in your views about 12 local and national issues that you have told us are important. For example we replied when the House of Commons Select Committee on Health asked for views about Primary Care (e.g. GP) services.

Using Healthwatch national voice to get things done

HWW is part of the Healthwatch network. Healthwatch England (HWE) is the national organisation and provides us with information and advice. We can also ask them to look into issues that cannot be sorted out locally. This year we asked them to look at:

- The national regulations about GP’s dispensing medicines – patients at Wolverley Surgery felt the regulations took away their choice about where they get their medicine from.
- Staff Whistleblowing – we asked HWE to look at how this is dealt with by the Care Quality Commission.

Finances

In 2015/16 Worcestershire County Council paid us £321,433 under contract to deliver local Healthwatch services. The main areas of expenditure have been: Staff costs: £238,759

Establishment Costs including Depreciation: £45,970
Engagement & Volunteering Costs: £81,152
Further detail can be found in our report to Companies House.