

## Healthwatch Worcestershire Annual Report 2017/2018

### Healthwatch Worcestershire

We are the independent champion for people who use health and social care services. We exist to ensure that people are at the heart of care. We listen to what people like about services, and what could be improved, and we share your views with those who run or pay for services to make change happen. Our sole purpose is to make care better for people.

### Listening to local people who use health and care services

We know you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us – both good and bad.

Over the year we had contact with over 3,600 people across Worcestershire.

- We have been out and about 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 public Board Meetings held in different parts of the County.
- We have carried out surveys and organised groups to talk about issues.
- We have produced bulletins, been on local radio and written fortnightly articles for the Worcester News.
- We have reached 879 followers on our Twitter account @hwworcs.

We have made a special effort to reach out to:

- **Young People and Children** by talking with students at Worcester, Kidderminster, Redditch and Evesham College's and at University of Worcester.
- **Parents and carers** by attending Family Days in health hotspot areas and support groups for parents.
- **Older people** through events like the Retirement Roadshows and Older Peoples showcase.
- **People with a learning disability** by attending events and working with SpeakEasy N.O.W.
- **People from Black, Asian and Minority Ethnic Communities** for example through Redditch Mosque & Horizon Community Centre Eid Party.

During 2017/18 we have gathered over 1,400 experiences from patients, service users and carers.

## **Invite Healthwatch to your group or event!**

Quotes:

*"It was a fascinating and informative talk and what came over to us all was your passion for being the voice for patients and their relatives in their experiences with the NHS"*

Worcestershire Medico-Legal Society

*"Interesting, engaging and interactive. I was intrigued to learn more about all the services and has helped to develop my awareness and understanding"*

Student, Worcester Sixth Form College

## **Our Reports and Recommendations in 2017/2018**

This year we found out more about the services and issues that you told us were important. We have produced Reports and Recommendations on:

- Care in the Corridor at the Worcestershire Royal Hospital
- Autism Spectrum Conditions
- NHS 111
- Going to the Doctors

We have also sent in your views on 6 local and national issues.

Our Reports have been sent to the organisations who run, pay for or inspect health and social care services. The people who lead these have told us what they will do in response to the recommendations that we made. We then follow up to make sure this has happened.

### **Care in the Corridor at Worcestershire Royal Hospital (WRH)**

We do not think that patients should be cared for in corridors, but patients are experiencing this. We completed 31 unannounced visits to the Worcestershire Royal Hospital using our powers to Enter & View premises and spoke with 119 patients being cared for in the corridor. We made 38 recommendations covering information, patient care, the environment, privacy and dignity and waiting times.

The Worcestershire Acute Hospitals NHS Trust (WAHT) said:

*"... have reviewed the recommendations and developed an action plan to address these...you will see that each recommendation is included...thank you again for this very helpful report which has enabled us to improve the experience of patients whilst we continue to have issues with capacity and flow"*

*Michelle McKay, Chief Executive, WAHT*

## **Autism Spectrum Conditions**

We gathered feedback from people with Autism Spectrum Conditions and their carers about accessing health services, information, support and diagnosis. 150 people completed surveys and we engaged with 70 people. Commissioners have produced a detailed action plan outlining what they plan to do in response to each of the recommendations made in the report.

The Co-Chair, National Autistic Society Worcestershire Branch said:

*“The daily lives of thousands of children and adults with Autism in this county will be improved by taking on board the issues raised by this report ...it will enable families to realise that they are not alone when encountering difficulties. It will give them reassurance that people are trying to make improvements. It will empower them to share their experiences.”*

*Beryl Curtis, Co-Chair*

## **NHS 111**

We heard from over 500 people about their awareness and experiences of NHS 111. We made 6 main recommendations based on what they told us. We have had a detailed response from West Midlands Regional Commissioners including agreeing to engage with people with a learning disability, use plain English and ensure that patient voice is heard in all their work:

*“Thank you for your very useful survey and feedback... We will now consider a more in-depth campaign identifying the different services available to patients through NHS 111”*

*Rachael Ellis, Chief Officer for Integrated Urgent Care, West Midlands Region*

## **Making Sure People Are Involved In Planning and Reviewing Services**

We aim to make sure that people are involved in planning and reviewing services.

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 we collect and our Reports and Recommendations to the Board. He ensures patient, user and carer’s views are taken into account when the Board makes decisions.

The Care Quality Commission are responsible for inspecting health and social care services. They have invited us to join the national working group on co-production. The aim is to make sure that people and health and care services work alongside each other as equals.

Example:

### **Looking to the future of diabetes care**

Our chair, Peter Pinfield, represented the patients voice at a “Dragons Den” event organised by West Midlands Academic Health Sciences Network to tackle diabetes in the Midlands

### **Improving the quality of health and social care**

You have told us 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.
- Checking how patients are kept safe, and that any concerns are dealt with through formal meetings with Worcestershire Acute Hospitals NHS Trust, Worcestershire’s Clinical Commissioning Groups (CCGs) and NHS England.
- Commenting on the Quality Accounts of health providers & contributing to NHS England 360° quality assurance process of Worcestershire’s CCGs.
- Responding to the Care Quality Commission proposals about how it should regulate in future.
- Attending and providing information to the County Council’s committees which look at health and social care services for adults and children & young people.
- Our volunteers look at the condition of buildings and other non-medical aspects of care in NHS services.

Example:

### **Community Pharmacy**

You have told us that pharmacy has an important role to play in helping people to keep well and in taking the pressure off other health services. This year we:

- Attended the Worcestershire’s Pharmaceutical Needs Assessment Working Group, which made recommendations covering public access and information, as well as opportunities for pharmacy to be part of the wider health system.
- Responded to the national review of pharmacy regulations through Healthwatch England.
- Presented at a national conference on community pharmacy.

## **Signposting People to Advice and Information**

During the year 139 people contacted us for information about their local health and social care services, for help in finding their way around these services or to tell us their views.

People can contact us by telephone, email, through our website, or by post. We will “signpost” people to the right information or organisation. We have produced guides on how to make a complaint about health and social care services, which are available in Easy Read format.

Quote:

*“The lady I spoke to was very helpful and sent me the relevant information to pursue my complaint”.* User of HWW signposting service

## **Healthwatch – the national voice**

Healthwatch England (HWE) is the national organisation and provides us with information and advice. Local Healthwatch information is used by HWE to highlight issues that affect the whole country. We have engaged with HWE by:

- Attending an HWE Committee Meeting to present our work on Care in the Corridor.
- Featuring our work on Meaningful Activity in Care Homes in HWE Care Homes Briefing.
- Inviting the National Director of HWE to our Public Board Meeting.
- Chairing the West Midlands Local Healthwatch Network, which secured Local Healthwatch engagement in the West Midlands Cancer Alliance Board.
- Supporting the setting up of a new Healthwatch organisation in Herefordshire.

We also regularly provide feedback to the Care Quality Commission to inform their inspection programme.

Example:

### **HWE features local teens work to improve mental health services.**

HWE featured the work of Darian Murray -Griffiths and the Worcestershire Youth Cabinet to improve mental health services locally after his friends and peers were struggling with their mental health and didn't know where to go for support. The feature was part of the #ItStartsWithYou campaign

## Finances

In 2017/18 Worcestershire County Council paid us £289,000 under contract to deliver local Healthwatch services. The main areas of expenditure have been:

Staff costs: £230,515

Establishment Costs including Depreciation: £35,732

Engagement & Volunteering Costs: £6,149

Our statement of accounts can be found on our website.

## How you can get involved in Healthwatch Worcestershire

Help us to make decisions and to make a difference:

- **Join our mailing list** – find out what we are doing and tell us what you think.
- **Join our Reference and Engagement Group (REG)** – our network of 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.
- **Be a Healthwatch Ambassador** – help us spread the word about Healthwatch, give your time to improve health and care services.

## Come along to one of our Public Board Meetings

Find out what we are doing; help us to make decisions and hear about the “hot topics” in health and care. Our decisions and meeting dates are available on our website.

Quote:

*“Glad we were able to take part – some interesting discussions, and interesting morning! #Worcestershire #participation” @ParentsVoiceWor about HWW Public Board Meeting*

## Talk To Us – Your Voice Matters!

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Healthwatch Worcestershire

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