



Healthwatch Worcestershire
Annual Conference 2019



Housekeeping



Toilets



Photos



Fire



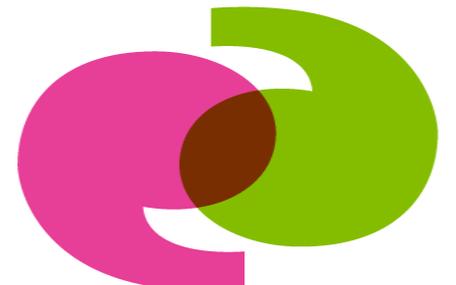
Twitter - @hwworcs



Phones



Hearing Loop



Conference Opening

Louise Jones

Conference Host

#HWWConf2019



Introduction to the Board

Directors

- Peter Pinfield - Chair
- Jo Ringshall - Vice Chair
- John Taylor
- Martin Gallagher
- Jane Stanley
- Simon Adams - Managing Director

Co-opted Members

- David Saunders
- Families in Partnership
- Sandycroft
- Young Solutions Worcestershire
- St Pauls Hostel
- The Swallows



Session 1

Annual Report 2018-2019

Introduced by Peter Pinfield

Chairman

Healthwatch Worcestershire



Listening to people who use health and care services

- Contact with 4,400 people
- 1,500 experiences
- County-wide engagement including Health ‘hotspots’
- Targeted specific groups - Young people & children, parents and carers, older people, people from Black, Asian and Minority Ethnic Communities, people who are homeless, people who are in prison, people with a learning disability, & women who have experienced domestic violence
- Public Board meetings
- Signposting - 217 people



Reports with Recommendations

- 5 Reports & 4 responses to consultations
- Care in the Corridor at WRH - Follow Up Report
- People's Experience of Adult Social Work Services
- Service Users & Carers Experience of the Mental Health Home Treatment Services
- Children & Young People's Mental Health
- Going to the Dentist



Service Users & Carers Experience of the Mental Health Home Treatment Services



- Redesigned service following consultation by WHCT in 2016
- Project commenced April 2018
- Sample group of 902 patients discharged from the newly designed service between 28th February 2017 and 1st March 2018
- 55 survey responses plus 18 service user and carer interviews



Findings

- Largely positive experience for patients and carers with two people stating:
 - ‘I thank the Home Treatment Service for saving my life’*
 - ‘... they saved me and I will be forever grateful’*
- For a smaller number of participants, the experience was less positive and ‘points for consideration’ are provided throughout the report
- Lack of clarity was found in relation to existence of Care Plans and how to make a complaint



Recommendations

- Co-production of Care Plans
- Increase knowledge of how to make a complaint
- Ensure details of all carer's are routinely recorded and information given about Jigsaw and WAC
- Information about medication should be provided in an accessible format to service users and their carers
- Discharge summaries should be included in the Care Plan and shared with the service user to aide transition to primary services



Children and Young People's Mental Health Report



- Following on from **HWW Child and Adolescent Mental Health Service Survey Report - February 2016**
- Looking at implementation of **Worcestershire's Transformation Plan for Children and Young People's Mental Health and Emotional Wellbeing** - First published in 2015
- We gathered feedback from 233 parents, carers and young people
 - 172 completed surveys
 - 61 took part in engagement



Findings and Recommendations

- **Information for parents, carers and young people**
 - Increased awareness needed of support, criteria and referral process
 - Need for support for parents
- **Access to appropriate support when required**
 - In particular increased access to one-to-one support needed
- **Awareness, support and counselling in schools**
 - Implementing the Emotional Wellbeing Toolkit
- **Child and Adolescent Mental Health Service - CAMHS**
 - Reduce waiting times, assess risk for those waiting and monitor satisfaction with service



➤ Support for children and young people with Autism Spectrum Conditions

- Training for CAMHS staff and ensuring appropriate support is available



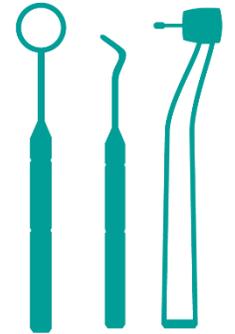
Response to Recommendations

- ✓ **Action Plans** - from Worcestershire Health and Care Trust and Commissioners of Children's Health responding to 15 recommendations
- ✓ Meeting with **Worcestershire Health and Care Trust**
- ✓ Presentation and ongoing involvement in **Worcestershire's Children's Emotional Wellbeing and Mental Health Partnership Board**
- ✓ Inclusion in **Transformation Plan** update



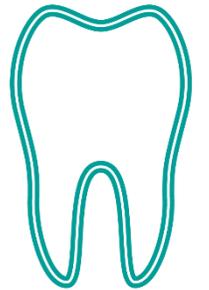
Going to the Dentist - Surveys

- **576 adults & 145 Children's surveys & 37 college students**
- **Overall positive** - attending regularly, have confidence and trust in their dentist and highly rate their treatment
- **Issues**
 - Cost
 - Some confusion about charges & NHS treatments
 - Information
 - Knowledge of complaints process
 - Out of Hours
- **Children & Young People** - anxiety, better explanations & improved environment



Going to the Dentist - Engagement

- 80 adults - People with a learning disability, People with sight loss, People who are homeless
- 104 parents of Under 5's
 - Not remembering or not receiving key oral health messages
 - Information earlier - Health Visitor role
 - Opportunities to promote messages
 - Need persistence to find a dentist
 - Variation of experience at the dentist



Going to the Dentist - Recommendations

- **18 recommendations** - Local Dental Practices; NHS England; Worcestershire Health & Care Trust and Worcestershire County Council (WCC)

Response to Recommendations

- ✓ Meeting with Worcestershire Local Dental Committee
- ✓ Actions and response to recommendations - NHS England
- ✓ Action Plan - from Worcestershire Health and Care Trust and meeting
- ✓ Multi Agency Oral Health Improvement Steering Group - WCC convened, developing detailed action plan on preventative approach to oral health, which is included in Joint Strategic Needs Assessment
- ✓ Presenting the Report at Health and Wellbeing Board alongside Oral Health Needs Assessment and Action Plan





Making sure people are involved in planning and reviewing services

- Health and Wellbeing Board
- Sustainability and Transformation Partnership



Improving the quality of health and social care

- Quality of care and safe services
- Quality Accounts
- Relationship with CQC



Healthwatch - the National voice

- Healthwatch England
- West Midlands Local Healthwatch Network
- West Midlands Cancer Alliance

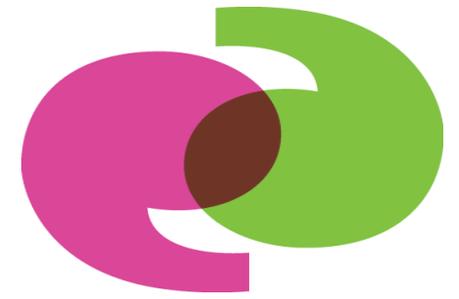


Session 2 - Results of Engagement on NHS Long Term Plan

Christine Price - Chief Officer, Healthwatch Herefordshire



What is the NHS Long Term Plan?



1. What is the NHS Long Term Plan?
2. Why did Healthwatch Herefordshire and Worcestershire do this engagement work?
3. What have Healthwatch Herefordshire and Worcestershire done?
4. What did we find out?
5. So what?

What is the NHS Long Term Plan?



Recognising there are financial, workforce and sustainability challenges and a need to improve care, the NHS published a 10 year plan in January 2019.

It contains 6 areas of focus:

1. A new service model for the 21st century
2. More NHS action on prevention & health inequalities
3. Further progress on care quality and outcomes
4. NHS workforce
5. Digitally enabled care
6. Maximising the taxpayers investment

What is the NHS Long Term Plan?



What kinds of things will affect me?

- Boost care out of hospital, centered around primary care
- Reduce pressure on emergency hospital services offering clear alternatives to same day care
- Give people more control over their health and more personalised care
- Prevention: Addressing; smoking, obesity, alcohol, air pollution, antimicrobial resistance.
- Stronger action to tackle health inequalities

What is the NHS Long Term Plan?



Further progress on care quality and outcomes

- **A strong start in life:** maternity & neonatal, children & young people's mental health, learning disability & autism, children & young people with cancer and redesigning other services for children & young people
- **Better care for major health conditions:** Cancer, cardiovascular disease, stroke, diabetes, respiratory disease, adult mental health services, short waits for planned care, research.

Digitally enabled care

- Empowering people
- Focusing on supporting health and care professionals and clinical staff
- Improving clinical efficiency, safety and population health

Why did Healthwatch do engagement work on the NHS long term plan?



Why? NHS England asked Healthwatch England to coordinate all 152 Healthwatch across England, to gather the public's views on how the plan could be implemented locally.

We were asked to work together in our local Sustainability and Transformation Partnership (STP) area with NHS organisations to do this.

The aim was to choose areas of the plan where more public feedback was needed to inform a local STP implementation plan in the autumn.

What did we do?

The STP defined 8 focus areas with questions:

1. Out of hospital local care
2. Emergency services
3. Specialist services
4. Prevention & self-care
5. Health inequalities
6. Learning disability & autism services
7. Mental health care for children & young people
8. Mental health care for adults



Healthwatch Herefordshire & Worcestershire gathered public feedback:



528 people responded to 8
online surveys from 15th
March – 1st June 2019



1,291 people took part in focus
groups 15th March – 3rd June
2019

What did we find out?



Major themes



Out of hospital local care

- Ensure there is appropriate resource and capacity in the community to deliver this model of care
- Integrated patient record systems for services
- Improve timely discharge coordination
- Increase access to the GP

Emergency services

- Improve health education for self-care
- Simplify and publicise information about the options available for urgent same day care
- Multi-disciplinary teams in community hubs
- Increase access to GP's

Specialist services

- Consider patient population and transport options when choosing locations
- Specialists could travel to smaller hospitals for Pre and post op
- Seamless transitions between specialist centres and local aftercare
- Utilise the expert patient model

Prevention & self-care

- Make support groups more attractive and accessible
- Educate families through schools
- Address low level prevention of mental ill health
- Doctors should be more direct with patients about the need to change lifestyle

Major themes

Health Inequalities

- Increase free access to sports
- Increase services to 24/7, increase access to GP's and promote what is available in alternative formats.
- Target resource in disadvantaged areas
- Community work to identify groups at risk, early intervention

Mental health care for adults

- How and who defines a crisis?
- Increase access. Accessible 24/7 service
- Improve integrated working between services
- Clear information about where to go for help
- Place of safety available 24/7
- Train all professionals in mental health

Learning disability and autism services

- Quick access to early diagnosis
- Listen to family and carers
- Reasonable adjustments in GP surgeries
- Increase awareness of these conditions in general public
- Multi-agency approaches to coordinated care and support

Mental healthcare for children & young people

- Improve waiting times for all levels of support and increase times to 24/7
- Make use of peer support models
- Tackle bullying
- Reduce stigma and increase resilience in schools
- Increase whole family support
- Improve transition from children to adult services

What now?



- The report was published on 21st June 2019
- The STP will use the feedback to steer workstreams in the STP
- The STP will use the feedback to inform the implementation plan for the next 5 years which is submitted in the autumn. This is an action plan which sets out how the NHS Long term plan is made a reality locally
- Healthwatch will hold the STP to account that your feedback is used, through membership of the STP partnership board

Session 3 - Question Time

Chaired by Louise Jones

The future of your NHS and social care in Worcestershire



The Panel

- **Simon Trickett** - Worcestershire and Herefordshire CCGs
- **Matthew Hopkins** - Worcestershire Acute Hospital Trust
- **Paul Robinson** - Worcestershire County Council
- **Sarah Dugan** - Worcestershire Health and Care Trust
- **Dr Shaun Pike** - Worcestershire Local Medical Committee
- **Peter Pinfield** - Healthwatch Worcestershire





LUNCH and NETWORKING





How to get involved...

- ❖ Join our mailing list
- ❖ Join our Reference and Engagement Group



01386 550 264



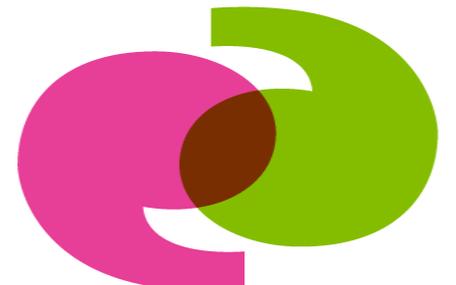
info@healthwatchworcestershire.co.uk



Civic Centre, Queen Elizabeth Drive
Persnore, WR10 1PT

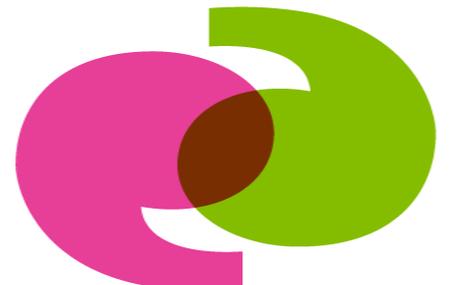


@hwworcs



Session 4 - Business Plan

“Have Your Say”

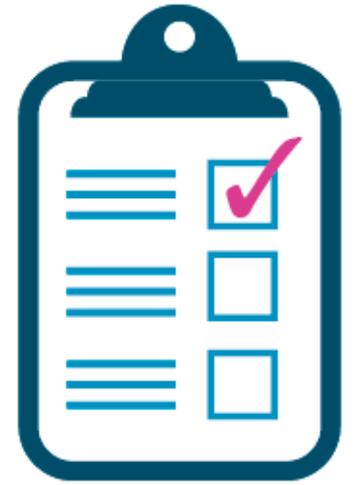


Being Healthwatch!

- ✓ Collecting Patient and User Experience
- ✓ Signposting
- ✓ Monitoring Standards of Health/Care
- ✓ Service Redesign and Integration
- ✓ Relationship Management
- ✓ Healthwatch England / CQC
- ✓ **HAVING CAPACITY TO RESPOND**



Defining HWW Business Priorities (1)

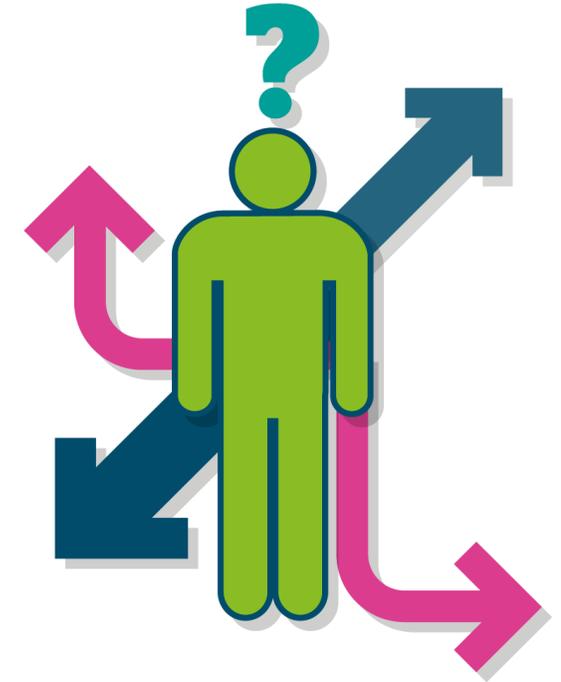


- Context
- Capacity
- In all of our projects we will give consideration to:
 - Children & Young People
 - Equalities characteristics
 - Carers



Defining HWW Business Priorities

- Identify PRIORITIES for work
 - ✓ What people have told us
 - ✓ What the data tells us
 - ✓ What will have impact (commissioning intentions)
 - ✓ Looking Ahead - e.g. NHS Long Term Plan
 - ✓ Work brought forward



BIG - large scale engagement / resource intensive

- Adult Social Care
- Carers - implementation of Carers Strategy
- Men's Health (Prevention)
- Outpatients
 - Rheumatology
 - Urology



MEDIUM - medium scale engagement / resource intensive



- Acute hospital services for children and young people
- Raising awareness of HWW with Care & Nursing Homes in Worcestershire (WCC)
- Understand the experience of Lesbian, Gay, and Bisexual people of health services
- Understand patient experience of health services in relation to gender identity



SMALL - one off/limited engagement

- Dementia Pathways
- Patient Transport
- Prisons and Justice
- Robotics



Have your say!

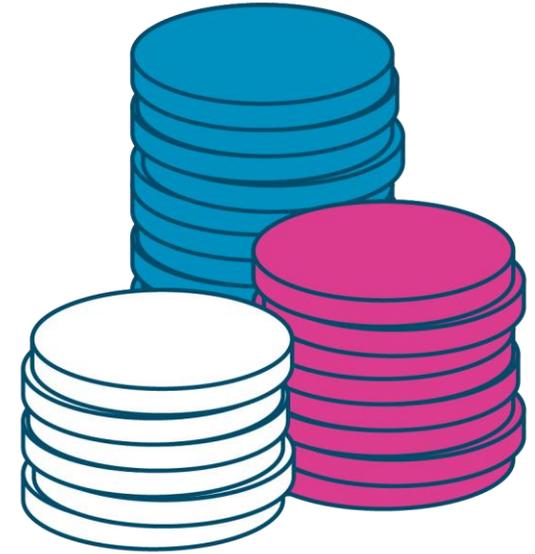
➤ Information on the table about each project

➤ Tables at the back with “voting” boxes on

- Big projects
- Medium projects
- Small projects

➤ Collect ONE counter from a team member at each table

➤ Post your counter into the box of your preference



Close of Conference

Peter Pinfield



Our next Public Board Meeting

- 10th July 2019, 11.00 a.m.
- Civic Centre, Pershore, WR10 1PT





How to get involved...

- ❖ Join our mailing list
- ❖ Join our Reference and Engagement Group



01386 550 264



info@healthwatchworcestershire.co.uk



Civic Centre, Queen Elizabeth Drive
Persnore, WR10 1PT



@hwworcs

