

Healthwatch Worcestershire Annual Report 2018/2019

Healthwatch Worcestershire is the people's champion for publicly funded health and social care services. We are independent of the NHS and Worcestershire County Council. It is our job to listen to your views about services. We tell the people who run or pay for services what the public think they could do better and what needs to change. We ensure that people are at the heart of care.

Listening to people who use health and care services

Over the year we had contact with more than 4,400 people across Worcestershire.

- We have been to lots of events and meetings around the County to tell people about Healthwatch and ask what they think.
- We invited speakers and encouraged people to have their say at our Annual Conference and our 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 regional television and written fortnightly articles for the Worcester News.
- We are now on Facebook – so far 215 people have “liked” us!
- We have 987 followers on Twitter - @hwworcs

We have made a special effort to reach out to:

- **Young People and Children** through surveys and visits to students at Worcester and Kidderminster Colleges and at University of Worcester
- **Parents and Carers** through visiting support groups for parents and attending family events in health hotspot areas
- **Older people** such as events like the Retirement Roadshows, Older People's Showcase and attending older people's groups and forums
- **People from Black, Asian and Minority Ethnic Communities** for example through Worcestershire Muslim Women's Association, Worcestershire Afro Caribbean Association, Eid Party at Horizon Centre and Spring Gardens Health Centre
- **People who are homeless** through St Paul's Hostel, Maggs Day Centre and Simply Limitless Night Café
- **People who are in prison** through HMP Hewell
- **People with a learning disability** by attending events and working with SpeakEasy N.O.W.
- **Women who have experienced domestic violence** through West Midlands Women's Aid

During 2018/19 we have gathered about 1,500 experiences from patients, service users and carers.

Examples

Did You Know?

- We worked with Youthcomm Radio to promote our work and raise awareness of our Facebook page
- We attended a “speed dating” event organised by Worcestershire’s Clinical Commissioning Groups with Patient Participation Groups from GP surgeries to tell them about Healthwatch
- We are happy to come to your group or event – please get in touch!

Our Reports and Recommendations in 2018/2019

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:

- Care in the Corridor at the Worcestershire Royal Hospital – Follow Up Report
- Children and Young People’s Mental Health
- Going to the Dentist
- People’s Experience of Adult Social Work Services
- Service Users and Carers Experience of the Mental Health Home Treatment Service

We have sent in your views about 4 local and national issues that you have told us are important.

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. All of our Reports and the responses that we have had to them can be found on our website www.healthwatchworcestershire.co.uk

Examples

Dentistry

More will be done to improve the oral health of people with Learning Disabilities and more information will be given to parents about looking after their young children's teeth thanks to our Going to the Dentist Report.

Corridor Care

We don't think people should be looked after in corridors, but patients are regularly experiencing this at the Worcestershire Royal Hospital. Patients told us they didn't know who they could ask for help. As a result of our recommendations nurses looking after patients in the corridor areas now wear an armband making them easy to identify.

Adult Social Work

After listening to people who used Adult Social Work services, we asked Worcestershire County Council how they plan to get ongoing feedback about people's experience. They said:

"We have plans in place to introduce an opportunity for people to feedback on the quality of their experience directly to us, individually and closer to the time of this experience than has previously been achieved in our annual surveys."

Richard Keble, Assistant Director, Adults Services

Children and Young People

In response to our Children and Young People's Mental Health Report the Worcestershire Health and Care Trust said:

'Improving mental health and well-being in our young people in Worcestershire is of crucial importance.... You have provided such rich and detailed feedback to improve our services which is very useful. To respond fully to all the recommendations, we will work collaboratively with our commissioners in the Worcestershire CCG's on the overall recommendations.'

Sarah Dugan, Chief Executive

Mental Health

Thanks to our Report on Mental Health Home Treatment the Worcestershire Health and Care Trust will introduce a regular team based audit where team managers will review whether service users and carers feel involved and feel their needs are met. They will also look at whether service users and carers have received information about care, medication and support that they require.

Making sure people are involved in planning and reviewing services

Our Chair, Peter Pinfield, sits on Worcestershire's Health and Wellbeing Board. 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.

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

- Plan for how health and care services in Worcestershire and Herefordshire can work closer together – Sustainability and Transformation Partnership
- How health and care services are delivered in the community through neighbourhood teams – Integrated Care Patient and Stakeholder Groups

Example

Did You Know?

Our Healthwatch Ambassadors help us to spread the word about Healthwatch and give their time to improve health and care services.

Improving the quality of health and care services

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
- 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.
- Attending and providing information to the County Council's committees which look at health services and social care services for adults and children and young people.
- Telling the Care Quality Commission (CQC) about your experience of services so they can consider this before their inspections
- Contributing to the annual review of the work of the CQC
- Commenting on the Quality Accounts of health providers and contributing to NHS England 360° quality assurance process of Worcestershire's CCGs
- Our volunteers look at condition of buildings and other non-medical aspects of care in NHS services

Example

NHS Improvement said:

“I wanted to write to commend Healthwatch on the valuable contribution that you make to the Quality Improvement Oversight Group (QIRG) for Worcestershire Acute Hospitals NHS Trust. The report, and follow up work that Healthwatch undertook, on the impact of corridor care (in A&E) on the patient experience, was commended by our Regional Executive Managing Director Dale Bywater, who chairs QIRG.”

Signposting People to Advice and Information

During the year 217 people contacted us for information about local health and social care services, for help in finding their way around these services or to tell us their experience. 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, including in Easy Read and large print format.

Example

People who have used our signposting service said:

“Telephone was answered immediately and person I spoke to was extremely helpful and excellent telephone manner”

“Staff well informed. Will certainly recommend Healthwatch”

Healthwatch – the National Voice

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

- Attending a parliamentary reception they organised at the House of Commons and talking to the Worcestershire MPs who attended it about our health services
- HWE brings the local Healthwatch in the West Midlands together as a Network and having chaired the network in 2017/18 we agreed to chair it for a second year
- Representing the Network as a member of the West Midlands Cancer Alliance, which is currently reviewing the clinical pathways for all cancer services

Finances

In 2018/19 Worcestershire County Council paid us £289,000 under contract to deliver local Healthwatch services. The main areas of expenditure have been:

Staff costs: £223,740

Establishment Costs including Depreciation: £58,992

Engagement and Volunteering Costs: £17,949

Our statement of accounts can be found on our website.

Get involved with Healthwatch Worcestershire

Help us to make decisions and to make a difference:

- **Join our mailing list** – join over 1,200 people in Worcestershire who find out what we are doing and tell us what they think
- **Join our Reference and Engagement Group (REG)** – our network of over 100 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
- **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. Our decisions and meeting dates are available on our website.

Talk To Us – Your Voice Matters!

Telephone 01386 550264

Email info@healthwatchworcestershire.co.uk

Website www.healthwatchworcestershire.co.uk

Twitter @hwworcs

Facebook Healthwatch Worcestershire

Healthwatch Worcestershire
FREEPOST RTEE-GKAT-SRLR
Civic Centre
Queen Elizabeth Drive
Persnore
Worcestershire
WR10 1PT

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