

Update for Families and Wellbeing Policy and Performance Committee

November 2015

Background

Healthwatch (HW) was born out of the Health and Social Care Act 2012. The Act stipulates the creation of:

- A national body, Healthwatch England (*instituted in September 2012*), which is a statutory committee of the Care Quality Commission
- A local Healthwatch organisation for each local council in England with social care responsibilities by 1st April 2013.

Healthwatch has similar, but increased, powers and responsibilities to Local Involvement Networks (LINKs) - its predecessor set up in 2008. Healthwatch is intended to strengthen the collective voice of users of health and social care services and members of the public, both nationally and locally.

The services covered by Healthwatch are:

- i) all NHS services, including those commissioned by the Clinical Commissioning Groups in each area, the NHS trusts serving the residents of the area; and primary care
- ii) social care services for adults, children and young people commissioned or delivered by the Local Authority

There are 152 Healthwatch across the Country and each are funded, and supported, differently by their Local Authorities. There is a national body called Healthwatch England, which collects the local intelligence to form a national picture. HW offers the public, and the public sector, an independent and unbiased appraisal of what the public feel about their care services.

HW Wirral receives £170k per annum and we have 4 x f/t and 1 p/t staff. We have a 5 strong Board of Directors (all volunteers) who were recruited for their skills in business.

HW has 24 active volunteers (excluding the Board). The volunteer activity is split between Enter & View and the actions from the Task & Finish Projects and the Standing groups such as Communications, Operations and Quality Assurance. We have a mailing list of over 500 who receive our e-bulletin monthly. HW Staff provide Induction and Enter & View Training and encourage volunteers to attend conferences and any other training identified. Volunteers receive a Handbook, one to one support and any out of pocket expenses.

HW premises is Pacific Road Business Hub, Birkenhead. We have a website (with a Speak Out section), twitter account and an info@healthwatchwirral.co.uk email address which we respond to within 24 hours. We are also a member of the Chamber of Commerce.

Purpose

Local Healthwatch organisations are typically expected to discharge the following main functions:

- Influence service commissioners through gathering, collating and analysing views and experiences of citizens and communities;
- Promote and support the engagement and involvement of people in the commissioning and provision of health and social care services and how they are monitored;
- Investigate specific issues and concerns about health and adult social care services and prepare reports and recommendations to the appropriate agencies;
- Contribute to the development of safe, high quality services and the learning and sharing of best practice to secure continuous improvement;
- Provide advice and information to citizens and communities about how to access services and support them in making informed choices;
- Represent the Borough's communities on the Health and Wellbeing Board.

Healthwatch is a consumer champion which means that at its centre are the people it is set up to serve.

Measuring Impact

There are two ways in which HW measures impact:-

- Has the individual's experience of health and social care services improved?
- Has there been any service design/delivery change based on HW information/recommendations?

There are many records held where HW has had a huge impact on individual's experiences but it is difficult to measure HW impact at a service design/delivery level as it has representation at many stages. HW shares information with Commissioners and Providers at both a strategic and operational level. This information should be included in the consultation, planning and reviewing stages.

To demonstrate this fact; HW conducted an Enter & View visit to the Surgical Assessment Unit (SAU) at WUTHFT. HW recorded that patients were being sent to SAU inappropriately and observed that there were, occasional, long waits for Consultants. HW supported the proposal to recruit further Emergency Consultants to improve patient flow, admission to the appropriate ward and reduced the number of bed moves.

Ensuring Every Voice is heard

HW Staff, and volunteers, attend meetings, events, group sessions and, on occasion, walk up and down streets talking to residents in targeted areas. We have also set up our stand in shopping centres and on New Brighton promenade. HW Outreach programme includes two well established sessions every Monday (all day) and Friday (morning) in Moreton, and West Kirby, One Stop Shop and Tesco's in Bidston.

HW has built a very strong relationship with the Deaf Health Champions this year. We have gathered patients' stories and experiences and these have been shared with WUTHFT who are working with us to design a universal Communication Card.

HW has Healthwatch Champions who act as "Roving Reporters". The HW Champions collect information, about Health and Social Care, from their Street, Organisation, Group or GP etc. and we are hoping to work with the CCG to combine the Healthy Wirral Champion with Healthwatch Wirral Champion to eliminate duplication and confusion.

Influencing

HW produces reports on all activity and, where available, triangulates information with other sources of data/information, such as the JSNA, to provide a wider picture.

HW is represented on the Health and Wellbeing Board, the CCG Board, the CT Board, the Quality Surveillance Group and other groups within each of the provider Trusts. At these meetings, we are able to share findings ensuring the voice of the public is heard at the highest level.

Signposting

We provide signposting by referring people to websites such as Wirral Well and through established relationships. Our staff team live, work and access services on Wirral so have a considerable understanding and knowledge of what is available, or not. We aim to respond to calls/emails within 24 hours of first contact and we also contact people at a later stage to evaluate.

Scrutiny

HW Enter & View programme is developed based on feedback from the public and sometimes from a staff member at a Care Home or Ward. HW attends the RAG group meeting where each individual Care Home is discussed with the Quality Leads from DASS. HW has been asked by WUTHFT, and some Care Homes, to visit to provide assurances pre CQC inspections.

Current Work programme:-

<ul style="list-style-type: none"> • Dentistry • E&V activity • Healthy Wirral • Pressure Ulcers • Emergency Department 	<ul style="list-style-type: none"> • Communication with Harder to Reach Groups • Mental Health • EOL and Palliative Care • Safeguarding
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HW volunteers work in Task and Finish groups and always with the support of the Staff Team. Further information relating to some of HW current work programme is below:-

DENTISTRY Target Audience	Why we chose these groups	Actions
0-5	Evidence points towards Wirral having the most U5s with fillings/dental problems	Visiting Schools Reception Year Parents - are children registered with Dentists? - have they visited the Dentist for routine check up?
16-19	NHSE reports that 15-19 are less successful in getting a Dental appointment	Wirral Met - survey to ask are you registered with a dentist? have you visited within last 6 th months, 12months or not at all?
BME groups	Public health England report says that BME groups are less successful getting a dental appointment	Awareness session to talk about HW and a survey (as at Wirral Met and in accessible formats)
Deaf Community	To ascertain barriers to dental appointments and communication	Undertake Survey - ensure interpreters are booked At least 3 staff members to assist with completing the survey
Aim	To find out why these audiences are experiencing difficulties	

Enter & View Programme	Why should we conduct a visit?	Who do we share the information with?	What do we do with the information?
Care Homes Hospital Wards	<p>Contact from the public to HW</p> <p>Contact from Staff to HW</p> <p>News articles</p> <p>RAG Group information</p> <p>CQC information</p>	<p>Feedback direct to the Care Service</p> <p>RAG Group</p> <p>CQC</p> <p>Feedback to the person who contacted HW</p>	<p>(Care Homes) - Inform the RAG group so that the Quality Leads place on their radar</p> <p>(Hospital) - give direct feedback on the Ward</p> <p>Share with the CCG at the Quality and Safety Meeting</p> <p>Make recommendations for improvement/change direct to the Care Home/Hospital</p> <p>Encourage CQC to call if there are any concerns</p> <p>Refer to Safeguarding, when appropriate</p>

Task & Finish	Actions
Healthy Wirral	<p>Attend the Healthy Wirral Engagement with People Group</p> <p>Promote the use of the already established model for Healthwatch Champions with the aim of minimising duplication with the Healthy Wirral Champions</p> <p>Be key partners in the development of integrated services by attending meetings and sharing information/data</p>

<p>Continuing Health Care Fund (CHC) (this work is still in the early stages)</p>	<p>During an outreach session, HW Champion met a lady whose husband had Locked In Syndrome and they were struggling to access CHC.</p> <p>HW was able to support the lady in gaining CHC and their lives have considerably improved.</p> <p>HW Wirral Monitoring is shared with the CCG, NHSE etc. NHSE found the story and wanted HW Wirral to be part of the national plan to improve the experience of patients who may (or may not) be eligible for CHC.</p> <p>The lady presented to a large NHSE audience in Manchester, accompanied by HW Wirral</p>
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Recommendation to Family and Wellbeing Policy and Performance committee:-

HW noted that there are considerable concerns about the onerous process for families when being assessed for CHC.

HW recommends that the Family and Wellbeing Policy and Performance Committee support, and promote, the work of HW to improve the experience of individuals and families being assessed for CHC.

Update end.