

# healthwatch Network Awards

HIGHLY COMMENDED 2017



## Health and Well Being Board Update December 2017/January/February 2018

---

The purpose of this paper is to update the Health and Wellbeing Board on the activities, outcomes and outputs of Healthwatch Wirral (HWW). HWW has set its workplan in line with the Five Year Forward View. However, it is important that we react to the public's views and opinions.

HWW's remit is to signpost, Influence service design and carry out Enter & View Visits. There are some examples to demonstrate this activity highlighted in the body of this document.

In the Information Bank, during the months of November and December 2017 and January 2018 we signposted the following numbers highlighted in yellow:-

Month	Internal Signposting	External Signposting
June	575	84
July	503	36
Au	706	63
Sept	705	49
Oct	872	82
Nov	1,038	65
Dec	1,144	37
Jan	1,021	57

Information relating to new services that HWW have identified is shared with our Staff Team through a weekly staff bulletin and team meetings. This information is also sent via our networks.

### Resource Library (RL)

- Visits to the HWW website and the RL between, October and January, were 5000+. We continue to add new services as they are identified.

## 1, 2, 3 Campaigns

- HWW will be working with AgeUK to link the information that is available on the AgeUK website to the HWW “Choosing a Care Home” film.

## Enter & View Visits

- During January and February we have undertaken visits to the Care Homes and Wards, listed below. The Spire Murrayfield and Ward 17 reports are still in draft but all of the other reports are available on our website.

### January 2018

- Oxton Grange
- Belvidere
- Salisbury House
- Spire Murrayfield

### February 2018

- Mersey View
- Upton Grange
- Oxton Grange
- Ward 17

The information gathered during visits influences service delivery because it enables HWW to make recommendations to the Provider and also gives the LA and the CCG feedback for contract meetings. HWW also share this information at the RAG meeting - this is a multi agency meeting where contract leads, NHS staff and HWW meet to discuss concerns/issues/latest updates in relation to Care Homes.

(The visit to Spire Murrayfield was undertaken as part of a joint piece of work with Wirral CCG.)

## Listening Events

- HWW recently supported Wirral CCG at the Listening Events, for the Urgent Care Transformation, held in community settings. It looks likely that there are significant numbers who will want to take part in the Consultation in June 2018.
- We have also undertaken a piece of work with Wirral CCG where we spoke with patients about the changes to the Repeat Ordering Prescriptions. The

report will be shared by Wirral CCG at the Overview and Scrutiny Committee in March 2018.

### Learning and sharing

- At the HWW office we receive calls/emails from members of the public who appear, sometimes, to be at their wits end. Finding the appropriate pathways for people appears to be one of the main issues. Professionals within the public sector often do not have a clear understanding of pathways, or who delivers the service.
  - **An example** of this is when HWW spent a considerable time trying to get respite for a patient's dog! The patient had been detained in hospital for 5 days and their dog had been left alone all of that time. At HWW we were aware of a service that was available, but professionals we spoke with were reluctant to take any ownership and passed us from one organisation to another.
  - HWW is concerned that this situation, and others like it, is actually detrimental to the health and wellbeing of the patient and to the success of their recovery.
  - **What did we do?** We ascertained contacts and details and circulated this to relevant hospital staff and we also intend to let the LA know that their staff teams did not understand the process.

### Working in the Community

- Wirral CCG has asked HWW to undertake some “mystery shopper” activity in April in relation to access to GPs.
- We have recently recruited a new team member whose role will be to promote the **BCF services** to all stakeholders with a particular emphasis on GPs. The person will work with Providers and Commissioners with the aim of promoting clear pathways, in appropriate formats.
  - More information will be available in the future.
- HWW will now support the **Independent Complaints Advocacy** service. There is a TUPE'd post and this will secure continuity for people who are currently in the process of a complaint. For the future, we anticipate this role will work more closely with Independent Advocacy (N/Compass) to provide wrap around support for individuals. We also envisage a more holistic approach - taking into account other support that may be available for people with the hope that this will reduce the amount of complaints and getting a resolution much earlier in the process.
- HWW will be conducting outreach days into our communities. We intend to target localities, visiting churches, community halls, leisure centres etc. to learn about what is available in our communities. We will, where appropriate, add this information to our RL once we have confirmed that the information is current and available.

- We are working with one of the GP Federations on Wirral with a piece of work relating to the Community Gatekeepers and GP staff.

### Quality Accounts

- To date, HWW have contributed to the Walton Neuro, Wirral St Johns Hospice, WUTHFT Quality Accounts. These are accounts that take a retrospective look at priorities for the previous year and identify new priorities for the coming year for individual NHS Trusts.

### New groups HWW are involved in

- HWW have joined the Dementia Strategy group and the Palliative Care and EOL group, organised by Wirral CCG and WUTHFT respectively. There has been only one meeting, to date, so further updates will be available in the future.

For noting

Author : Karen Prior

March 2018