healthwatch Worcestershire

Annual Conference 2023

Friday 30 June 2023
Perdiswell Young People's Leisure Club
Worcester

Welcome and Introductions
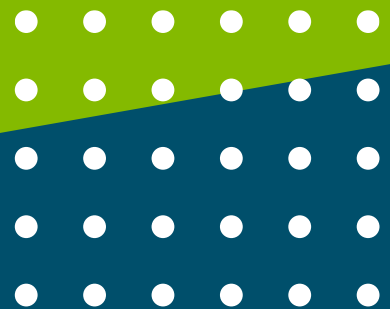
Jo Ringshall
Chair of Healthwatch Worcestershire

Healthwatch Worcestershire Annual Report
Simon Adams
Managing Director of Healthwatch Worcestershire

House Keeping

🔥 FIRE

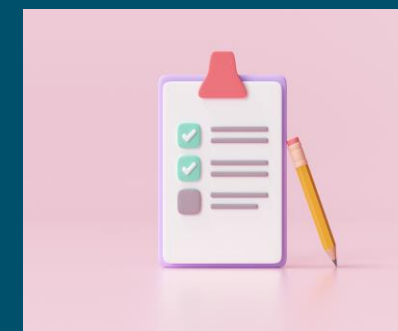📷 PHOTOGRAPHS

📱 PHONES

❓ Questions

🐦 @hwworcs

BSL INTERPRETERS

HEARING LOOP

TOILETS

SURVEY

AGENDA

9.30 Registration

10.00 Welcome and Introduction

with Jo Ringshall

10.05 Annual Report

11.10 Refreshment break and Networking

11.30 Business Plan

12.45 Conference close

Lunch and Networking

13.30 Members Meeting

Annual Report 2023

- **Simon** - Introduction to Healthwatch

- **Nicola**- Listening to people who use health and care services and making sure people are involved in planning and reviewing services

- **Margaret** - Reports and recommendations

- **Suzy** - Mental Health and Making a Difference

- **Simon** - Signposting, improving the quality of health and care services and finance

- **John** - Volunteering and Impact Measurement

Core Functions of Healthwatch Worcestershire

Governance
- A 'Not For Profit' Limited Company commissioned by WCC to deliver the statutory local Healthwatch function in Worcestershire
- Requirement to involve people in our decision making and to publish an Annual Report

Role as a local Healthwatch:
- Independent Champion for those in Worcestershire who use Publicly Funded Health and Social Care services
- Statutory membership of the Health and Wellbeing Board
- Regional and National Voice

Core Statutory Local Healthwatch Functions

- Gathering experiences from patients & service users, their carers and the public; to make recommendations to commissioners/providers as to the improvement of services.

- Provide advice & information ['Signposting'] as to how and where services can be accessed.

- Monitoring the quality of health and social care services - incl private and voluntary / community sectors where contracted to deliver publicly funded health and care services
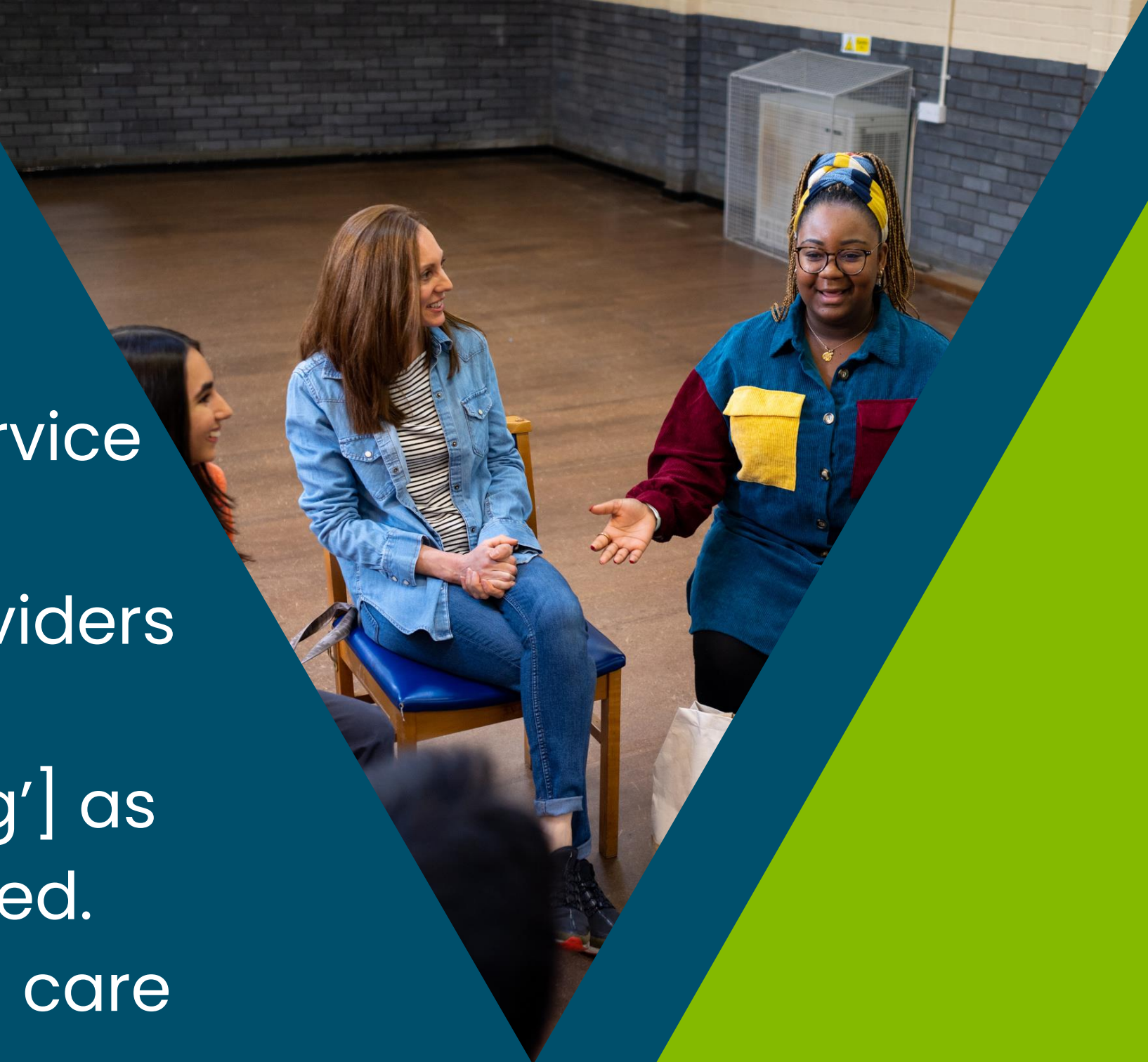
Listening to People's Views

Contact with over 4,100 people in the last year by:

- Face to face engagement
- Social Media
- Public Board Meetings – YouTube
- Surveys and Focus Groups
- Website – Tell Us
- Reference and Engagement Group
- Volunteers – Community Links

# Making Sure People are Involved in Planning and Reviewing Services

- Ensuring our **work programme** is relevant
- Our **reports and recommendations** to improve services
- The **experiences** that patients, service users and carers share with us
- Providing **advice and support** to NHS/Council in their statutory responsibilities to involve patients and service users in the design and delivery of services
- Promoting **co-production**, and holding the NHS to account on behalf of the public for the duty to involve
- Participating as a **non- voting attendee** within the meetings of Worcestershire's Integrated Care System
- Membership of the **Health and Wellbeing Board**

Our Reports and Recommendations

Finding out about Adult Social Care services through Worcestershire County Council's NEW website

- **WCC NEW website** – Adult Social Care

- **Developed scenarios** – what sorts of things would people look to the website to find out?

- **Mystery Shopping Exercise** – volunteers answered questions relating to scenarios
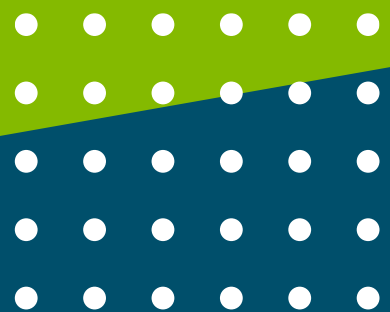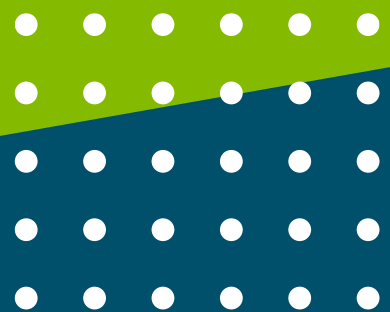
What We Found Out

Positive improvements – more information, some sections easy to find and navigate – answered the questions (Carers, Mental Health)
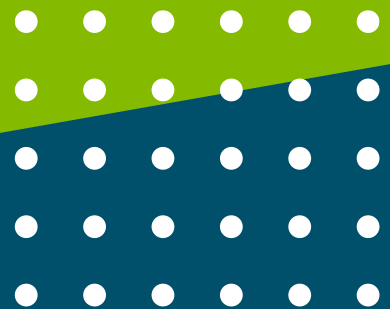
Issues

- Language and style
- Navigation and search function
- Contacting Adult Social Care
- Care Act requirements
- Sources of Information
- Accessibility
- Scenarios

WCC Response

- **Meetings with the website team;** talked through the feedback, WCC welcomed our input

- **Accessibility –** feedback from our volunteer to improve the site for people who use screen readers

- **Review of content of ASC pages** based on our recommendations – to report back

- **Further input from our volunteers –** reviewing ASC documentation

Awareness of Minor Injuries Units (MIUs)

- MIUs part of urgent and out of hours care offer
- Located in Bromsgrove, Evesham, Kidderminster, Malvern and Tenbury (no direct access to MIU in Worcester & Redditch)
- Follow on from our Report about why people walk into the A&E Department – people not necessarily aware of MIUs and what they do
- 645 people completed our survey – 426 face to face and 219 online
- Respondents - more women than men, spread of age ranges (fewer U24's), most White British

What We Found Out

- **Most people had heard of Minor Injuries Units –** primarily through word of mouth or prior knowledge – valued local service – most attendees had good experience
- **Hadn't heard –** more frequently male (1 in 3 men not heard of MIUs), younger age group and do not own their own homes – similar characteristics to people who "walk in" to A&E
- **Lack of confidence –** what can MIU's treat? when are they open? can you get an X-Ray? Who don't they treat?
- **Improved service offer –** less waiting, longer opening, wider range of services e.g. X-Ray open longer, doctor available, ability to prescribe
- **No direct access in Worcester & Redditch** – barriers to using MIU's – transport, pain, lack of awareness, uncertainty about service – health inequalities
- **Out of Hours** – contacting NHS 111 (telephone), some confusion
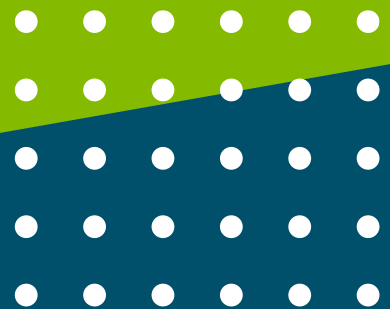
MIUs – NHS Response

- **Frequently asked questions added to website** – NHS website review in 2023

- **Additional promotional activity** through press releases, social media promotion and targeted advertising – including younger men

- **Working with equality advisory groups** to target translated materials and get messages to identified communities

- **Looking at the long-term plans** for urgent care across the system

Bringing Your Voice To Government

- Health & Social Care Committee Inquiry into NHS Dentistry

- Government consultation on the reform of the Mental Health Act 1983

- House of Lords Communications and Digital Committee Inquiry into Digital Exclusion and the Cost of Living

Mental Health Services

We seek assurance about service provision in the County by –

- Engaging with and listening to service users
- Attending the Mental Health Collaborative meetings
- Inviting CEO and Senior Service Leads to speak at our Public Board Meetings
- Having quarterly meetings with Directors and Senior Managers – in the last year we have focussed on the 24/7 Urgent Helpline and access to Talking Therapies services
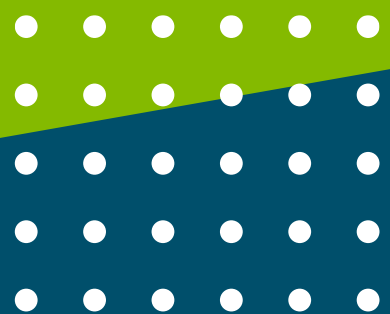
Our Work – Making a difference

Worcestershire Acute Hospital Discharge Policy – Based on what you told us about your experiences of leaving hospital during Covid-19 we worked with the Trust on the update to their Inpatient Hospital Discharge Policy.

This has resulted in - Due to our feedback the Inpatient Discharge Policy now includes sections on:

- Mental Health
- Homelessness
- Involvement of carers in the discharge planning process
- The identification of a usual cut off time for hospital discharge of 8 p.m.
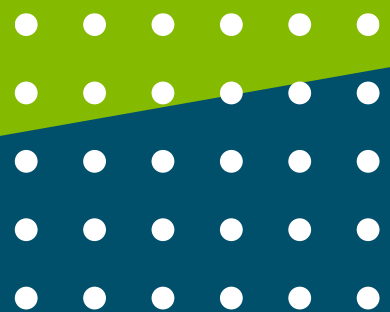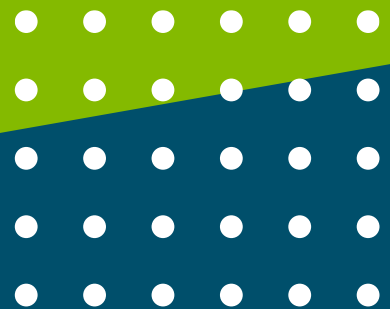
Adult Social Care

We have regular meetings with Worcestershire County Council to provide feedback and discuss issues relating to Adult Social Care. Examples include:

- Co-production – speaking at the launch of the new Building Together Forum

- Hospital Discharge – supply of care home places and domiciliary care

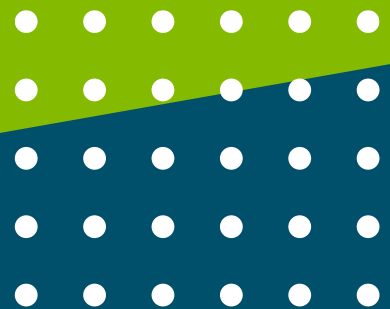- Exploration of how quality in these settings is assured

Adult Social Care

We have worked with the County Council to update advice in the Worcestershire Care Services Directory about choosing a care home.

In the future it will include questions about the regulation of the home including review of care plans, complaints, CQC registration and whether a stop has been placed on admissions. This provides people with important information to inform their choice

LGBTQ+

Report published 2020 – outcomes still being achieved:

- NHS Rainbow Badge Scheme introduced
- Findings used to inform GP training
- 200+ student nurses at University of Worcester received training in healthcare needs of LGBTQ+ community
- WAHT providing staff training and awareness workshops
- WAHT – pilot programme introducing gender neutral additive language to Maternity Services
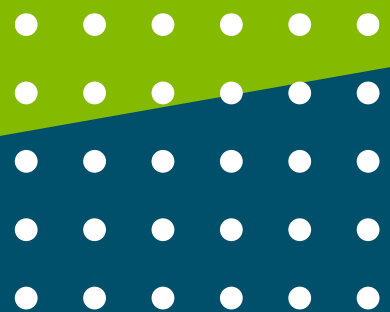
Signposting people to advice and information

- Over 350 people contacted us for help and information, and shared their experiences about local services
- Contact by telephone, email, web form or letter
- We provide people with information or 'signpost' to those who can provide it
- Publication of guides in different formats
- Use the information we collect to inform delivery of other local Healthwatch services and shape our Business Plan
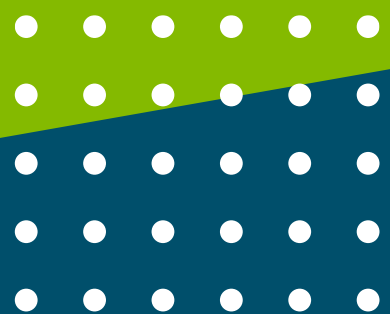
Improving the Quality of Health and Social Care Services

Patient Safety & Quality

- Quality Monitoring and enquiries into specific issues
- Worcestershire Safeguarding Adults Board

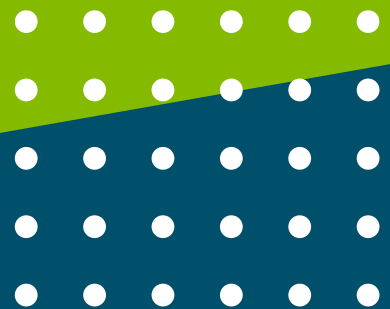## Supporting the County Council's Scrutiny processes

- Childrens Social care
- Adult Social Care
- Health Overview

NHS Quality Accounts

PLACE inspections

Care Quality Commission
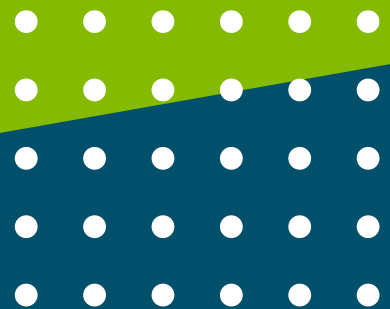
Finance

2022 – 2023

Income
Worcestershire County Council contract value - £265,000

Expenditure
Staff costs - £198,999
Establishment costs including depreciation - £49,385
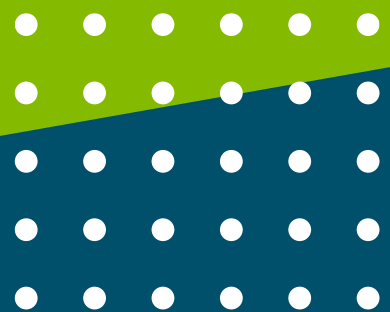Engagement costs - £4,728

Focus On – Our Volunteers and Community Links

We have 20 volunteers involved with us in a variety of ways including:

- Co-opted Board Members
- PLACE inspections
- Specialist involvement in projects
- Engagement activity

We held a vibrant co-production workshop with our volunteers to refresh the way we work together. We explored what is going well/what could be better.
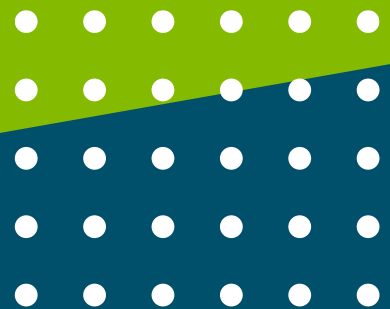
Healthwatch Worcestershire Impact Project 2023

Pilot project with Healthwatch England
Influence and impact- what difference does HWW make to the local health and social care economy?

Social impact volunteer

Enabling us to identify and articulate the difference we are making
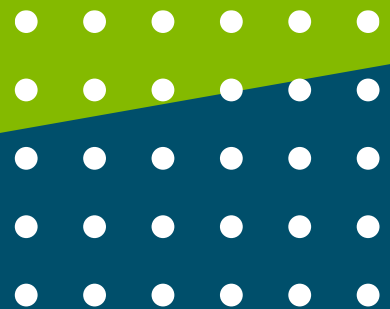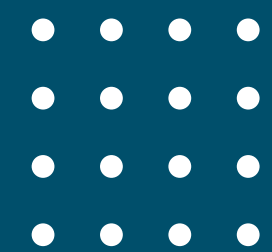
Healthwatch Worcestershire Business Plan 2023-25

Business Planning Process

- Review of existing HWW Business Plan
- Analysis of patient feedback to HWW via advice and information service and engagement
- National/local policy development
- Local performance of health and social care services
- Enquiry with Commissioners and Providers
- Members Meeting – March 2023
- Annual Conference - June 2023
- Sign off at Public Board Meeting - July 2023
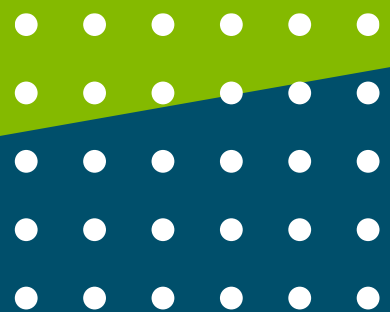
Business Planning Processs

Information Gathering – Dec/Jan

Analysis long list of possible priorities – Feb/March

Sense check priorities – April

Finalise Plan – July

Structure of Business Plan 2023–25

- Our Vision, Mission and Values

- Overarching Theme of Health Inequalities; a focus for HWW's engagement, service evaluation projects and quality monitoring. Specific focus on: Protected characteristics incl disabilities, ethnicity and LGBT+ Those areas where the local population live with poorer than average health access/health outcomes.

Common Themes:
- Digital Access to Services, Impact on Carers and Accessible Information

Structure of Business Plan 2023–25 continued…

Advice and Information [Sign posting]

Service Evaluation Projects

Quality Monitoring

Organisational Development – focus on:
- Improved our understanding of how to connect with patients, service users and carers
- Increase reach of our Reference and Engagement Group
- Improve awareness of Healthwatch with the public, patients and services users and their carers.

Our Vision, Mission and Values

Our Vision

People in Worcestershire have their health and social care needs heard, understood and met

Our Mission

Speaking up for people, particularly the most vulnerable

Making a difference

Improving health and social care for all

healthwatch Worcestershire
Your Independent Health & Social Care Champion

Our Values

Actively Listening
Evidence Based
Independent
Improvement

Inclusive
Confidentiality
Influencing
Transparent

Our Work

Hearing your experiences

Shining a light on local services

Working to improve services

Trusted source of information and advice

Summary of Service Evaluation Projects and Quality Monitoring

- Adult Social Care
- Mental Health
- Primary Care
- Hospital Services
- Learning Disabilities and Autism
- Urgent & Emergency Care
- Gender Identity

Underpinned by our overarching **Theme of Health Inequalities** and the **Common Themes** of digital access to services, impact on carers and accessibility of information.

ADULT SOCIAL CARE PROJECTS

- Service user evaluation of the **3 Conversation Model** of social care delivery **[BIG]**

- Continuing the review of information provided to service users **[WCC website]** and non-digital means **[MEDIUM]**

- Understand the service users experience of **Domiciliary Care [MEDIUM]**

ADULT SOCIAL CARE QUALITY MONITORING

- **Adult Safeguarding** - focus on ensuring the care and support needs of the homeless are being safeguarded

MENTAL HEALTH PROJECTS

- **Dementia –** understanding patient carer experiences of health and social care before and after diagnosis **[BIG]**

- **Adult Community Mental Health Services (AMH) –** patient and carers evaluation of services following service transformation **[BIG]**

- **Child & Adolescent Mental Health Services (CAMHS)-** understanding young people's experiences of mental health services and state of emotional health and wellbeing **[BIG]**

MENTAL HEALTH
QUALITY MONITORING

- Talking Therapies
- Support in a Mental Health Crisis
- In-patient services
- Suicide Prevention
- Child and Adolescent Mental Health services

PRIMARY CARE PROJECTS

- **Access to GPs –** Patient evaluation of NHSE changes to increase access to GPs **[BIG – Yr 2]**
- **Community Pharmacy –** Patient evaluation of the enhancements to the community pharmacy service **[MEDIUM – Yr 2]**
- **Cancer screening –** patients experience of screening services **[MEDIUM]**
- **Public Health –** public awareness of public health messages **[MEDIUM – committed summer 2023]**
- **Sensory impairment –** understanding the experiences of accessing community services by patients with a sensory impairment **[MEDIUM]**
- **Continuing Health Care –** securing patient involvement in policy development **[SMALL- ongoing]**

PRIMARY CARE
QUALITY MONITORING

- GP services
- Dentistry
- End of Life Care – use of Respect Forms
- Community Pharmacy – implementation of the Pharmaceutical Needs Assessment recommendations.
- Community Paediatric services

HOSPITAL SERVICES PROJECTS

- **Hospital Discharge** – Evaluation of patient experience of the revised hospital discharge arrangements **[MEDIUM – Yr 2]**

- **Shared Decision Making** with cancer patients **[BIG]**

- **Virtual Wards** – understand patients experiences of 'Virtual Wards' **[MEDIUM – Yr 2]**

- **Neurological Disorders** - Understand patients experiences of services for neurological disorders – Parkinson Disease, Functional Neurological Disorder and Multiple Sclerosis **[MEDIUM]**

HOSPITAL SERVICES QUALITY MONITORING

- Implementation of the revised hospital discharge arrangements.
- Stroke services including consultation on and implementation of a new pathway.
- Cancer services waiting and treatment times.
- Psychosocial support for cancer patients
- Neo-natal & Maternity services
- Implementation of Virtual Wards

URGENT AND EMERGENCY CARE

PROJECTS

Care Homes -Understanding the quality of health services in care homes to prevent the health of residents from deteriorating [MEDIUM]

URGENT AND EMERGENCY CARE

QUALITY MONITORING

- Urgent & Emergency Care services

GENDER IDENTITY

PROJECTS

- Understanding the experiences of Young People and Adults in accessing NHS services in relation to **Gender Identity** and support needs and access to services during gender transition **[MEDIUM]**

- Understanding the health and care support needs of Young People and Adults following **Gender Transition** and their experiences of those services**. [MEDIUM]**

GENDER IDENTITY
QUALITY MONITORING

- NHS provision of services related to Gender Identity.

Projects

- **BIG –** Research, large scale survey supported by focus groups and or interviews, analysis and published report

- **MEDIUM –** Research, small survey and/or focus groups, analysis and published report

- **SMALL**- Attendance at meetings and or desktop research

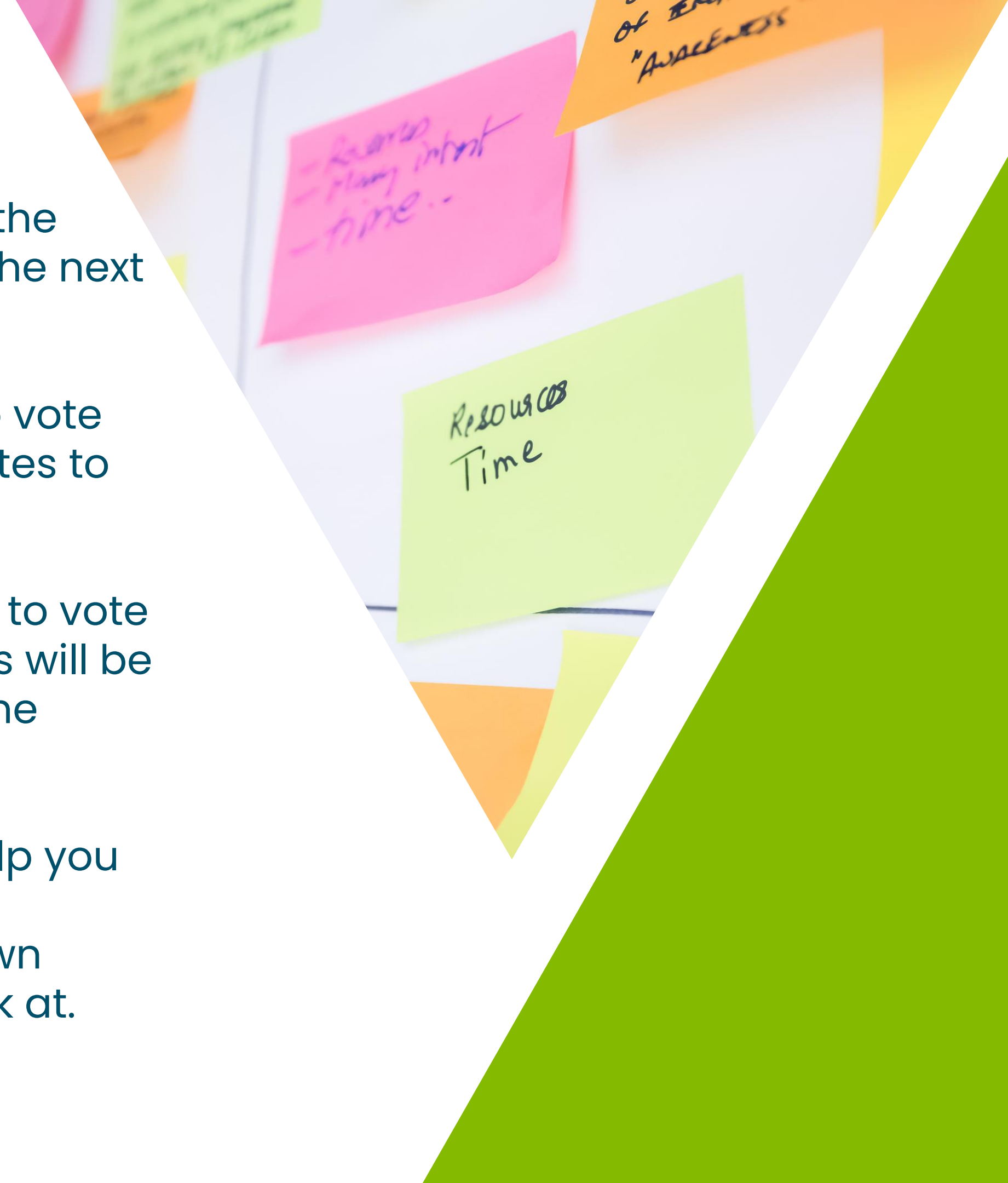**NB. Quality Monitoring assessed as SMALL projects**

NEXT STEPS

- HWW Board will agree the 2023-25 Business Plan at its Public Board Meeting on 27 July.

- HWW Board want to take your views into account in finalising the content and priority of the service evaluation projects in the Business Plan.
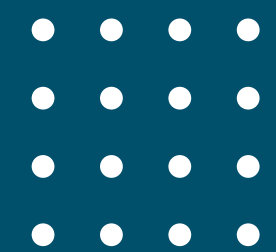
YOUR SAY TODAY

- Visit the flipcharts around the room and vote for the projects you feel we should be focusing on over the next 2 years. Some are big projects, some medium.

- You will get 4 votes; 2 x large pink post-it notes to vote for 2 big projects and 2 x medium blue post-it notes to vote for 2 medium projects.

- Once at the flip chart select the project you want to vote for and write the project name on the post-it (this will be in bold in the project description) and stick it to the bottom of the flip chart paper.

- Members of the HWW team will be on hand to help you

- Other coloured post-its are available to write down anything you think we have missed or should look at.

- Outcome will be published on HWW website and available at the Public Board Meeting on 27 July.

Lunch and Networking

healthwatch
Worcestershire