

# Healthwatch Telford and Wrekin

Annual Report 2015/16





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# Message from our Chairs



From left to right - Jane Chaplin, Gill Stewart, and David Bell.

**This has been an exciting and challenging year for Healthwatch Telford and Wrekin (HWTW).**

Jane Chaplin (our senior chair), Gill Stewart, and David Bell (pictured above) are responsible for strategic direction, HR and operations, and governance, respectively. This year, we welcomed several new members to our board - David O'Loughlin from RAF Cosford, Tim Graham, and Steve Timmis.

On 1<sup>st</sup> October 2015 the board became fully responsible for the operation of HWTW, as we became independent from Parkwood Healthcare. Due to reductions in public funding, our grant from Telford & Wrekin Council was reduced from £160,000 to £100,000. This has necessitated some major changes to our operations and staffing resources.

To improve our operations we have established a new Finance and Income Committee, and an Operations and HR

Committee. We have continued with our Enter and View Committee and our YOUTH Committee. We have revised our policies and produced our first business plans.

In October 2015 our new data Feedback Centre was activated. The Feedback Centre was supported by a special grant from Telford & Wrekin Council, and will enable the public to share their experiences of health or social care services online, so that service providers can get data on the effectiveness and value of local services. We have also completed a GP access report, a Primary Care Needs Assessment project, and a mental health survey in most of Telford & Wrekin's secondary schools and academies.

Despite obstacles, we have continued our regular engagement activities and our programme of Enter & View visits to care homes, hospital wards, GP surgeries, and to other NHS services. We continue to facilitate patient and carer views at key bodies like the Health and Wellbeing Board and at Future Fit meetings.

No year passes without changes, and we have recently recruited a new Engagement Officer after the post was made vacant. We have also put great effort into the recruitment of volunteers for all areas of our work. We have a small staff team working, due to finances, on reduced hours. But there have been real achievements too, and we are committed to continually improving our services to local people so that local voices can be heard.

# Message from our Chief Officer



Although this is my third Healthwatch annual report, it is my first as Chief Officer. My title changed when the contract for Healthwatch Telford and Wrekin (HWTW) novated to our Board on 1<sup>st</sup> October 2015 and we became a truly independent Healthwatch - from Telford, for Telford!

Following on from the priorities raised at last year's World Café, YOUTH (Your Own Unique Telford Healthwatch) created a survey to look at young people's emotional health and wellbeing.

The CAMHS survey was distributed to all secondary schools and colleges in Telford & Wrekin and a staggering 4,352 responses were received.

A huge thank you is due to the schools that participated, as well as to the Public Health team at Telford & Wrekin Council for their assistance with analysing the data.

After novation, HWTW moved into a brave new world where additional income streams are a necessity.

Last year we completed two projects on behalf of Telford & Wrekin Clinical Commissioning Group, and while collecting information for them, staff and volunteers visited every GP practice and branch surgery in the borough at least twice in the first three months of 2016.

**"The CAMHS survey has been a fantastic project to lead, and I'm really proud of the whole team for making sure the voices of young people in Telford are being heard."**

Kate Ballinger, Chief Officer

This commissioned work ran alongside the CAMHS survey, meaning we regularly attend, engagements, and Enter & View activities - again, only a fantastic effort from the whole Healthwatch team made it possible!

Listening to your experiences of health and social care services remains at our core. To help with this, we installed a new Feedback Centre website in October 2015 that is starting to give us some really useful intelligence about local services.

Please visit our website and tell us what you think!

# The year at a glance

This year we've reached almost 100,000 people on social media



Our volunteers help us with Enter and View visits, engagement events, and office work



We've spent three months working on the CAMHS survey - from which we received 4,352 responses!



We've visited dozens of local services, including the hospital and all 24 local GP practices



Our reports have tackled issues ranging from young people's mental health, and access to GPs



We've met 5,201 local people at our community events and while surveying



# Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

## Our organisation

Healthwatch Telford and Wrekin (HWTW) became a truly independent organisation on 1<sup>st</sup> October 2015, when the contract novated from Parkwood Healthcare.

The policy and strategic direction of HWTW is overseen by a volunteer board of directors, who are local people with a breadth of experience with local services.

Operations are the responsibility of Kate Ballinger, Chief Officer, and the staff team which is supported in the day to

day activity of Healthwatch by our volunteers.

**“I would like to thank each and every volunteer who contributes to Healthwatch Telford and Wrekin. Without you, we would be nothing.”**

Kate Ballinger, Chief Officer

Back office functionality is provided by various local businesses, and we would like to thank *Jigsaw Business Management Services*, *Sempar Accountancy*, *Triangle HR*, and *Shropshire ITC* for their support during the transition and formation of the new Healthwatch organisation.

## Our vision

HWTW believes that local people should be at the heart of decisions about local services.

HWTW will be:

- A well led, high quality, sustainable organisation that is effectively managed.
- A recognised and trusted organisation, accessible to everyone within Telford & Wrekin.
- Influential and respected by decision makers across the local health and social care economies.

HWTW strives to be:

- Inclusive
- Focussed
- Challenging
- Independent
- Representative
- Caring
- Listening

### Our priorities

HWTW's strategic priorities are the same as all Healthwatch, the foundation of which is that health and social care services work well when their support systems involve patients in decisions about their treatment and care.

**HWTW's core strategy is to strengthen patient and public involvement in decisions about both themselves, and local services.**

We will continue to ensure that the Telford voice is heard in all key decision making bodies.

Thus, it will:

- Collect people's views and experiences, being sure it reaches out to diverse and difficult-to-reach communities.
- Identify common problems with health and social care based on people's experiences, and recommend changes to health and social care services that will benefit people.
- Hold those services and decision-makers to account, and demand action.

- Escalate problems to HW England for nationwide action.

### Our mission

**"To make health and social care services in Telford & Wrekin as good as they can be."**

# Listening to people who use health and care services



## Gathering experiences and understanding people's needs

Feedback from patients, and their relatives and carers, is the main source of information gathered by Healthwatch Telford and Wrekin (HWTW). Comments and experiences are gathered by our engagement teams across the borough, and through regular listening events at Princess Royal Hospital.

Comments we receive are categorised and collated, before being fed back to service providers and commissioners.

Although the main source of patient feedback remains engagement, an increasing number of people are using our new online Feedback Centre to leave reviews of local services. This is a fantastic opportunity to raise awareness of local services and provide information on how they are performing, in a “TripAdvisor” style that is easily accessible to the public.



HWTW was commissioned by Telford & Wrekin Clinical Commissioning Group (CCG) to gather patient surveys for the Primary Care Needs Assessment.

This involved visiting all 18 GP practices in Telford and Wrekin, and several branch surgeries. This is the first time HWTW has been out to every practice in such a short time period, and we not only

collected the required survey responses, but were also able to listen to patient comments about the services they receive.

**“The CCG commissioned Healthwatch to carry out a patient engagement exercise with the population of Telford and Wrekin, ensuring that all patient groups had an opportunity to help shape the provision of Primary Care (General Practice) services across the area. More than 2,200 responses were received which has really helped the CCG align their Primary Care Priorities to meet the needs of the patients.”**

Nicky Wilde, Deputy Executive - Commissioning and Planning Primary Care, Telford & Wrekin CCG

HWTW used social media to contact harder to reach groups and found a real benefit in doing this. The use of social media has been particularly important when trying to contact the “working well”, and as such it is a medium HWTW is keen to explore further in the future.

**151 reviews were submitted online between October 2015 and March 2016.**

## What we've learnt from visiting services

Healthwatch Telford and Wrekin has an active Enter & View (E&V) programme which is managed by the Enter & View committee, chaired by Carolyn Henniker.



Carolyn Henniker, chair of the E&V committee.

The committee is comprised of board members and volunteers - with staff support - and is responsible for prioritising visits made by the E&V team.

Meetings are not held in public because of the confidential nature of the information being discussed, but a clear decision making process is in place.

The reasons for E&V visits can be complex, combining intelligence gathered from multiple sources - public feedback, commissioner and provider feedback, Care Quality Commission reports, and myriad others.

Each visit undertaken has a clear purpose. This is agreed upon by the E&V committee and a general theme of “examining dignity and respect in the care environment” is maintained throughout.

The purpose of a visit is clearly indicated on the visit reports, all of which are published on our website and distributed to the providers, commissioners, and regulators, as well as Healthwatch England.

Following a visit to a local dementia care home in 2015, HWTW received feedback which prompted a review of our policies and procedures.

As a result of this review, we now ensure that at least one of our authorised representatives on any visit to a dementia care environment is a Dementia Champion, and all E&V representatives complete dementia awareness training.

We have also introduced a new form for completion by service managers, which highlights any residents' issues that the team may need to be aware of. By taking these steps, we believe our ability to evaluate service delivery is improved, but we are always learning.

Another reason HWTW looks more closely at a service may be safeguarding concerns.

HWTW works closely with the safeguarding team at Telford & Wrekin Council, and may undertake Sit & See observations during a time that an establishment is undergoing the safeguarding process, so that we can be satisfied that individual care is of a high standard, and that residents feel safe and happy.

This “light touch” is more flexible than a full E&V visit, and is a key skill that we are keen to develop.

# Giving people advice and information



## Helping people get what they need from local health and care services

Signposting is part of Healthwatch Telford and Wrekin's statutory responsibility to the people of the borough. We work to ensure that people are given the information they need to navigate local health and social care services - whether that's learning how to make a formal complaint, or identifying a support group to help with a particular condition.

To do this, we maintain a directory of third sector organisations, categorised according to what they specialise in. Our community engagement officer met with many of these groups early in the year to build up a rapport with them, and to explain exactly how we could work together.



Volunteers now have access to a handy, pocket-sized guide to complaints processes.

Volunteers carry a folder containing this information to all engagement events, enabling them to quickly answer any

simple signposting enquiries the public may have. In addition to this, a new, modular 'volunteer's minibook' has been devised, which contains simple information about the complaints processes for each type of health and care service.

This year, we helped to connect more than 60 people with the services they needed - ranging from enquiries about making formal complaints, to how to get advocacy support for Wheelchair Services.

The introduction of our new Feedback Centre platform has revolutionised how we advise the public.

Besides holding a searchable database of all CQC-registered services in the borough (along with any that we add ourselves, such as local opticians), it affords people with the opportunity to rate and review their health or care service experiences online. Once moderated, this review then becomes visible online, and each service has an average star rating derived from all past reviews.

On top of this, a new and improved online directory section makes searching for support organisations easier than ever, and our 'How to Complain' page has been copied over, and usually ranks highly in Google search results.

In operation since October 2015, we intend for our Feedback Centre to become a central resource for everybody in the region to use to make informed decisions about where to get the best care.

# How we have made a difference



## Our reports and recommendations

As highlighted last year, the majority of reports produced by Healthwatch Telford and Wrekin (HWTW) are Enter & View (E&V) reports, which are published on our website.

In the last 12 months, HWTW has published 12 E&V reports. 75% of providers responded positively to the reports and recommendations within them, the remaining 25% did not respond (this could be because of staff changes within the provider organisations).

Our major report this year was a piece of collaborative work looking at General Practitioner (GP) access across four local Healthwatch areas. The overarching report was presented to the NHS England Area Team. Our local report was presented to Telford & Wrekin Clinical Commissioning Group (CCG) and the six local surgeries where patients were surveyed.

Recommendations from HWTW have been adopted throughout the year in meetings across the health and care economy.

One of the most significant of these was a call for escalation levels in paediatric services to be included in Escalation Bulletins across the West Midlands by the Regional Capacity Team. This data is now reported regularly and allows local services to plan delivery more efficiently.

## Working with other organisations

HWTW has continued to work closely with local Care Quality Commission (CQC) inspectors across the range of regulated services.

CQC inspectors contact HWTW regularly to advise of upcoming inspections and to request information. Indeed, the CQC referenced a HWTW Enter & View report in their inspection report from The Willows Care Home this year.

HWTW regularly carries out Sit & See observations of care services, and attends resident and relatives meetings to feed back into safeguarding organisational reviews.

HWTW and Healthwatch Shropshire attend Local Area/CQC Liaison meetings where we contribute to discussions about providers, and have been requested to carry out E&V visits to gather additional information about services.

HWTW sends all published reports to Healthwatch England, and has played a strong role in the formation of the Healthwatch England report into - and work around - Gender Identity Services.

HWTW attends all the West Midlands Healthwatch Network meetings and was chosen to represent the network in the quality assurance framework for the regional NHS 111 contract.

HWTW sent out 27 requests for information in the last year. Of these, 10 received responses. We realise that we have some way to go to ensure we receive information in a timely manner, and will be improving our templates for future correspondence.

## Involving local people in our work

HWTW continues to encourage local people to make sure their voices are heard in local decision making.

One such meeting is the Maternity Engagement Group at Shrewsbury &

Telford Hospital NHS Trust (SaTH). This group is comprised of clinicians, patients and both local Healthwatch. HWTW holds regular engagement events within the Shropshire Women & Children's Unit, and works with SaTH staff to proactively recruit patient representatives for the group.

HWTW uses social media to boost awareness of local issues, and has a network of local contacts who promote our activities. All opportunities for patient involvement are promoted online, and through our engagement stalls.



## Health and Wellbeing Board

Together with our Health and Wellbeing Board representative, Jane Chaplin, HWTW has representation on the Health and Wellbeing Board Advisory Panel. This is an operational group of senior executives which meets in advance of Board meetings to plan the agenda.

In addition, HWTW has representation on several of the Partnership Boards which sit below the main Health and Wellbeing Board, namely the Early Help Partnership Board, and the Carers' Partnership Board.

The board of HWTW has regular executive meetings where key issues are debated and these, together with a briefing from the Chief Officer, enable our chair to contribute fully to the debate at the Health and Wellbeing Board.

## Volunteers and Statutory Activities

There are currently in excess of 60 volunteers working with HWTW across a number of roles. These roles are:

- **Office** - volunteers who assist with everything from data entry and general administration, to preparing engagement packs and materials.
- **Engagement** - volunteers who support our Engagement Officer at various events across the borough.
- **Project** - volunteers who are interested in gathering information for specific pieces of work.
- **Meeting representation** - volunteers who have a particular interest in attending, and bringing information back to HWTW from, health and care meetings.
- **Enter & View** - volunteers who undertake a full training programme to become authorised representatives, enabling them to carry out E&V visits.
- **Directors** - it must be remembered that all our board members are volunteers, devoting huge amounts of time to their roles.

# Our work in focus



# Our work in focus: CAMHS survey



From left to right - Katie Pauling, Gemma Dakin, and Molly Clapham with the final report.

At their World Café event in April 2015, YOUTH (Your Own Unique Telford Healthwatch) identified young people's emotional health and wellbeing as a priority for the next 12 months.

As a result, HWTW invited the commissioning lead from Telford & Wrekin Clinical Commissioning Group (CCG) to a meeting of YOUTH. A very productive discussion was held about the services available to young people, and the issues identified by young people when accessing them.

Members of YOUTH were keen to do something positive in this arena, and decided to take a survey out to local schools and colleges to find out what young people really felt.

YOUTH members - in particular *Gemma Dakin, Katie Pauling, and Molly Clapham* - were involved in drafting the survey, which was then sent to the CCG's Young Health Champion Lead and Young Carer's Chief Officer for sense checking before distribution.

Support services within the schools and colleges were identified and contact details, together with Childline, were included on the survey.

In the period spanning from immediately before Christmas and up to March 2016, a total of 4,352 survey responses were gathered and uploaded to our online survey tool.

The response to the survey was fantastic, and a heartfelt thank you is due to every young person who took the time to complete it.



Data analysis of the survey results was carried out by the Public Health team at Telford & Wrekin Council, and we would like to thank all involved for their contributions.

Our report is being used as part of the evidence for transformation of emotional health and wellbeing services for children and young people across Telford & Wrekin and Shropshire.

# Our work in focus: Kasi's story



One of the main issues identified by Gender Identity patients is the time taken to receive services, and lack of communication from providers. A patient that we have supported, Kasi (not her real name), agreed to share her story.

Kasi realised that she didn't feel at ease with herself when she was about 7 years old.

**"I didn't know what it was, but there was definitely something wrong."**

Kasi describes puberty and school as particularly difficult, and it took her many years to understand what was going on. She was living in Belgium when she identified as a transgender woman. She describes a completely different attitude to gender dysphoria on the continent, where the pathway is defined and takes three years from start to finish. Kasi began treatment in 2004.

Kasi returned to England in 2006, 18 months away from surgery. She was told by the NHS that she had to start again. Kasi went back to Belgium for several years before returning again in 2010. When Kasi first came to see us in early 2014, she had already been through the psychiatric assessment stage of the Gender Identity pathway at the Gender Identity Clinic (GIC) in London, and referred to the surgical team in October 2013. Kasi

had been waiting five months for any communication from the GIC and was feeling very anxious.

**"Once you're there the service is excellent, it's just the slowness of getting there. It was an absolute battle"**

HWTW contacted the GIC and established that Kasi was on the waiting list. We were told that the expected waiting time to see a surgical consultant was up to 18 months; we requested the clinic confirm to patients that their details had been received and were assured that they would do this. Kasi successfully underwent surgery in February 2016, more than five years after she entered the NHS pathway.

**"If you have a broken leg, you don't join a broken leg club - most transgender people just want to get it sorted and get on with their lives"**

There are major issues with the availability of GI associated services close to home - speech therapy, electrolysis/laser treatment for hair removal, and counselling. These are provided locally in some areas, but not in Telford & Wrekin.

We continue to work with NHS England Specialised Commissioning to improve the experience of patients on the Gender Identity pathway, and explore how things may be improved using patient feedback to influence decision makers.



# Our plans for next year



## Future priorities

**“We are pleased that our commissioners have extended our contract into 2018, in recognition of the progress we are making and our ambitious plans for the next two years. Our aim is to ensure that we become one of the best Healthwatch in the West Midlands and in the Healthwatch England family.”**

David Bell, Deputy Chair

## Valuing our volunteers

With a small staff team, the contribution made by our growing team of volunteers will be crucial to our future success. We will continue to recruit volunteers for the wide variety of tasks that we undertake. We also recognise our responsibility to train our volunteers, to support them, to communicate with them regularly, and to celebrate success by implementing the Martin Withnall Awards for outstanding voluntary effort.

## Ensuring that the voice of local patients, carers and the community is heard by decision makers

Over the next two years, important decisions will be made and plans started for the reorganisation of acute hospital care - including the provision of accident and emergency services, and a major shift in the local provision of urgent care and neighbourhood-based community health services. We will ensure that any

decisions made will reflect the local community's views, and that plans meet local needs.

## Improving access and information

Working together with patients and providers, we will successfully market and maximise the benefits of our Feedback Centre. This will allow the public to provide rapid feedback of experiences of any health and care facility using a phone, tablet, or PC. This will enable providers and commissioners to understand the effectiveness of local provisioning, and to better target resources.

## Building sustainability and value for money

At a time of change, we are committed to maintaining our level of resources and maximising our income generation opportunities, by working in partnership with other organisations, seizing opportunities when they present themselves, and developing our contracts and other services.

## Celebrating the past and the future

We will continue to work with young people to improve emotional health and to ensure that young voices are heard. We will also work with older people to ensure dignity and respect in local services.

# Our people



## Decision Making

### HWTW Board & Committee Structure



The responsibility for strategic decision making in HWTW lies with the board of directors, who are supported by a series of sub-committees, as shown above. Each of the sub-committees is chaired by a board member and is comprised of board members, Kate Ballinger, Chief Officer, or representative (non-voting) volunteers where appropriate.

Sub-committees and their chairs are:

- Finance - Dave O'Loughlin
- Enter & View - Carolyn Henniker
- Governance - David Bell
- YOUTH - Barry Parnaby
- HR & Operations - Gill Stewart

Each committee is responsible for taking recommendations to the board for approval.

Finance and HR & Operations committees are able to pull in expert support from our business partners when necessary.

The HWTW board holds four public board meetings each year, where reports from each of the committees are presented. Executive board meetings are held on a

more regular basis, with key decisions being taken to public board meetings for ratification.

## How we involve the public and volunteers

“Issues the Public wishes to raise” is an agenda item at every public board meeting, and we carry a notification of upcoming meetings at all our engagement events.

We hold a number of volunteer and Enter & View workshops through the year, and volunteers are actively encouraged to come along and give feedback about the operation of Healthwatch.

Ideas for future activity are often sparked at these meetings, and come from the large number of activities our volunteers are involved with in the health and care system locally.

One such suggestion was the inclusion of “Dementia Friends” training for our Enter & View volunteers, which is now included in the training programme.

All of our governance documents are available on our website, and are subject to scrutiny by our commissioners.

# Our finances



# Our finances

| INCOME                                                                                  |                                          |                           |
|-----------------------------------------------------------------------------------------|------------------------------------------|---------------------------|
|                                                                                         | £                                        | £                         |
|                                                                                         | April - Sept<br>(Parkwood<br>Healthcare) | Oct - March<br>(HWTW Ltd) |
| Funding received from local authority to deliver local Healthwatch statutory activities | 80,325                                   | 50,000                    |
| Additional income                                                                       |                                          | 37,626                    |
| Contract income                                                                         |                                          | 9,650                     |
| Total income                                                                            | 80,325                                   | 97,276                    |
|                                                                                         |                                          |                           |
| EXPENDITURE                                                                             |                                          |                           |
| Operational/direct delivery costs                                                       | 17,531                                   | 24,018                    |
| Staffing and management costs                                                           | 58,691                                   | 39,397                    |
| Office costs                                                                            | 3,474                                    | 7,462                     |
| Capital expenditure                                                                     |                                          | 10,451                    |
| Total expenditure                                                                       | 79,697                                   | 81,328                    |
| Balance brought forward                                                                 |                                          | 15,948                    |

# Contact us



## Get in touch

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We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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