

**Social Care and Health Scrutiny and Performance Panel**

**Agenda  
Item No.**

**DATE: 28 January 2016**

**9.**

**Update on Healthwatch Walsall Activities for the year 2014/15 and 2015 to Jan 2016**

**Ward(s)** All

**Portfolios:** Councillor R. Martin – Public Health and Wellbeing  
Councillor E Hughes – Care and Safeguarding

**Report:**

**HWW Annual Report 2014/2015**

The HWW Annual Report was presented to the Company Members at its Annual General Meeting on 26 November. All Company Directors stood down with some new Directors elected and some sought re-election. There is a new Chair for the Company. A copy of the Annual Report is attached at Appendix 1. The report details another successful year for HWW.

Healthwatch Walsall has continued to build on its successes it enjoyed in its first 12 months with continued hard work and dedication by its Members and Volunteers to ensure the second year has been even more successful.

Healthwatch Walsall has continued to have its focus led by the Members of our Assembly. The Assembly has looked at no less than 18 specific topics that have helped health and social care commissioners and providers of services receive feedback based on the Members considerable knowledge and experience of how their commissioning or service provision can be improved.

One prime example is the successful collaborative working with the Walsall NHS Trust over improving the content and detail of the Annual Quality Account. This shows the benefit of collaborative approaches but also shows the importance of the role that Healthwatch Walsall has and how it is perceived by key providers of services.

Healthwatch Walsall's Service Watch questionnaire produced over 1200 completed responses. They came from all over the borough and thanks to the success of our engagement programme and our innovative engagement grants scheme Healthwatch Walsall was able to reach out to many traditionally hard to reach groups providing a wealth of intelligence.

Healthwatch Walsall undertook its first large scale investigation that focussed

on hospital discharge from the Manor Hospital as detailed earlier in this report. Other work is continuing on GP Satisfaction, Accident & Emergency services and Obesity.

Healthwatch Walsall also developed an innovative grant scheme aimed at building relationships with underrepresented groups in order to understand their experiences of health and care to help inform commissioners and providers of these services.

The grants fund was aimed at supporting voluntary and community groups in different ways to extend our engagement work and tap into existing networks to reach out further into the community.

In doing this Healthwatch Walsall has demonstrated its commitment to hearing the voices and experiences of all Walsall people to try to create a truly unique comprehensive account of all people's experiences and expectations. This can only strengthen our role as the public champion when working with commissioners and providers and creates a strong foundation for Healthwatch Walsall to continue to deliver its key functions through the coming year.

## **Staffing**

We have recruited an Operations Manager to oversee the day to day service delivery of HWW. This enables the Chief Officer (CO) to focus on strategic issues. To create a complete senior management team we have also recruited an Engagement and Membership Manager. We have also recruited to our Finance and Admin Officer post, which is successful outcome for our apprentice. Further posts will be recruited to shortly including an Engagement and Membership Assistant, Research Officer and PA for the CO and Chair. This will create a complete staff team that will be able to build upon the foundations that have been laid over the last couple of years.

## **Dementia awareness week**

The week ran from Monday 18<sup>th</sup> May. HWW promoted the week and local events that were taking place to raise awareness of the issues associated with this condition. HWW placed a number of full page adverts in the Express and Star, Advertiser and Chronicle to reach as larger audience as possible and supported this with a press release about the week. Copy of the advert attached at Appendix 2.

## **CQC inspection Manor Hospital**

The Care Quality Commission (CQC) undertook a full inspection of the Manor Hospital and Community Services during week commencing 8<sup>th</sup> September. HWW promoted the two listening events that the CQC organised to hear from people their experiences of services. We asked CQC to consider widening its coverage as the planned activity would have missed a significant part of the borough and also those with working or caring responsibilities. Unfortunately CQC were unable to accommodate our request and HWW therefore

organised eight additional events to compliment those of CQC in order to gather people's views in all six partnership areas. HWW also made contact with a wide range of voluntary groups representing some of the diverse communities in Walsall and information was received from the following:

Walsall Voluntary Action; Innovate; Mencap; Midland Mencap; British Muslim Youth Group; Walsall SUE (Service User Empowerment); Sure Start Palfrey; Walsall Blind Association; Walsall Disability Forum, Bloxwich Community Partnership; and Collingwood Autism Support Group.

HWW also ran a series of full page advertisements promoting the inspections and how people could feed their views into the process. Copy of the advert attached at Appendix 3.

All of the views gathered were consolidated into a 30 page report which was fed into the CQC inspection. HWW has also noted some of the feedback for further follow up through it's own activity.

A 30 page report was sent to the CQC to inform their in depth inspection of the Manor hospital and community health services. 188 completed questionnaires were used to inform the report. Additional information was also added from our Service Watch questionnaires where people had commented specifically commented on hospital services.

Information from the Young People's Health questionnaire conducted by the British Muslim Youth Group was also included to give an indication of young people's experience of hospital care.

The CQC commended Healthwatch Walsall for the valuable contribution it made and for helping to raise wider awareness of the CQC listening events. We have been asked to share our report with Walsall Healthcare and are making arrangements for it to be published and circulated more widely through our website once we have agreed the parameters with Walsall Healthcare.

### **Directory of Services (2nd Edition)**

HWW has recently published its second edition of the 'Directory of Services' which contains important information about The Care Act, Personal Health Budgets, Patient Rights as well as about mental health, dementia and the complaints system.

We have also included details to help inform patient choices around their health and social care needs along with details of HWW role as the consumer champion for people who use health and social care services.

Printed copies are being distributed to all GP practices, Libraries, care homes, dentists and youth centres etc to help ensure it is widely accessible.

Personal copies have also been sent to councillors, MP's and prominent

community and voluntary organisations across Walsall so that they are aware of it and equally able to promote it.

The Directory is also available through our website ([www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk))

### **Hospital Discharge Report**

HWW has published its report into the hospital discharge process from hospital and into the community. It undertook a formal launch at the lecture theatre in the Manor Hospital on 09 October where recommendations were made on improvements to the system for providers, commissioners and other stakeholders. To promote the launch HWW also issued a press release that was carried by some newspapers as a front page lead article <http://www.expressandstar.com/news/2015/10/09/one-in-seven-readmitted-to-walsall-manor-hospital-a-month-after-being-discharged/>

A copy of the report is attached at Appendix 4. The Executive Summary and Full report are available on the HWW website as well. We hope that HSC O&S will endorse the report. HWW will be carrying out a follow up to see what improvements have been made in the coming months.

### **Website launch**

HWW launched its new website at the lecture theatre in the Manor Hospital on 09 October. It is a new interactive website which will gather people's views more easily and present real time analysis for relaying to providers and commissioners. It uses a "service rating" type facility to gather patient experience for all health and social care services in Walsall. This is similar to the CQC's recent publicity on their own trip style advisor for rating care homes. Though it can't be taken away from Walsall that we did it first.

It incorporates more accessibility functions including a translation and speech facility called BrowseAloud that has 77 languages, read aloud functions, the ability to highlight a narrow channel of text on the page to aid people with visual impairments and with links to Social Media to broaden our reach, particularly into the younger age categories. We expect this initiative to provide a big "step change" in our ability to gather views and represent them to commissioners and providers.

The website has an Informatics tool built into it which is constantly assessing articles, stories Twitter feeds, Facebook and electronic medias about health and care services in Walsall. It has the capacity to assess up to 90 million bits of data each month and categorise them into positive or negative sentiments about health care in Walsall.

It will also enable us to provide an application for service providers to link into in order to access real time intelligence about what people think of their services and can provide an independent repository for Friends and family test data. These features provide the opportunity for more collaborative

working with commissioners and providers as well as an income generating opportunity for HWW.

The website also has an improved Resources and Library archive which will hold copies of Agendas and minutes of Board and Assembly meetings.

We would welcome the opportunity to demonstrate the functionality at a future meeting.

### **Engagement activities**

Over the summer period an extensive round of engagement events were attended by our new engagement team to raise the profile of HWW and seek people's views on a broad range of health and social care issues and surveys.

A Servicewatch 2 questionnaire has been developed and is being used to update our understanding of health and social care service provision across a broader range of communities and to help determine HWW priorities for future work streams.

Our supporter database has continued to grow through recruitment at these events to refresh our broad base of supporters. Additionally we have started recruitment for the HW 'e-panel' that will enable us to gather real time intelligence to topical issues and seek qualitative comments upon key healthcare service proposals and reconfigurations from a group that is demographically representative of the borough.

This could also become a source of additional opportunities for income generation for HWW by being able to undertake research for different commissioners and providers.

### **Workstreams**

#### **A&E**

The group were given an accompanied tour of the Accident & Emergency Unit at the Manor Hospital to help inform the work of this group - this is to be followed up by an unannounced Enter & View visit of A & E. The group is developing a survey to gather people's experiences of this service and will be focussing on areas of concern highlighted in the CQC survey of 2014.

The group acknowledges that whilst there are performance issues in A & E, these should be viewed in the context of wider problems caused by increased patient numbers, availability of GP appointments, bed blocking and discharge. Work has been commissioned through partners and our own engagement to gather patient experiences.

#### **GP Performance**

The joint chairs addressed the GP provider committee meeting to present the work and focus of the group. A point raised by the meeting was the need to include a “validation question” within our planned survey.

This has been checked out with Healthwatch England and the Research department at the University of Wolverhampton, both of whom have advised that it is not necessary to use such a question for this survey. We are to feed this back to the GP provider Committee and then make arrangements for the Survey Questionnaire to be printed and distributed through PRG contacts and volunteers.

Alongside this Walsall Disability Forum has been commissioned to carry out a Premises audit and to provide basic Disability Awareness Training for our Enter & View team and volunteers.

### **Obesity**

Over 500 surveys will have been collected from across Walsall that has informed the work of this group. A report is in its final stages of being produced and will be published once it has been through internal governance arrangements for formal sign off.

### **Hospital intelligence**

A group was formed to co-ordinate the work to support the collation of evidence for the CQC inspection. This group will continue to gather patient views and experiences which will guide planned unannounced inspections of Walsall healthcare services as well as to inform our response to the next Quality Account.

### **Dudley and Walsall Mental Health Trust Quality Accounts**

The Trust attended an Assembly meeting to deliver an overview of their Quality Account and were able to take feedback from the Assembly to be fed into the quality account process.

### **Black Country Partnership NHS Foundation Trust CQC inspection**

Black Country Partnership NHS Foundation Trust – the CQC inspection is taking place on the week of the 16/11/2015. The Partnership work with a total of 302 people across Walsall, 67 of whom are children or young people.

The agencies we have worked with to collect the information are; Mencap, Midland Mencap, Autism West Midlands, Mind Matters and Dementia Cafes, BCPNHSFT, Local Authority Learning Disability teams to include Piers Street, Older Persons Centre Brownhills, St Johns Church Pleck, Blakenhall Community Centre, Manor Farm Community Association, Chart in Willenhall.

We have gathered 50 completed questionnaires using the specially designed forms for this which is 21% of the adult numbers using the service. Copy attached at Appendix 5.

A 21 page report was submitted to the CQC to support their inspection and help them identify areas for particular attention.

### **Black Country Partnership NHS Foundation Trust (“the Trust”): Notification of Decision to Open a Formal Investigation into the Trust’s Compliance with its Licence**

Black Country Partnership NHS Foundation Trust – Monitor has decided to investigate the Trust’s compliance with its licence. This decision to investigate is due to concerns about the Trust’s financial sustainability triggered by the reporting of a Continuity of Service Risk Rating (CoSRR) of 2 and a Capital Service Cover rating of 1 in Quarter 1 2015/16. They are looking for any evidence as to the quality and safety of care provided at the Trust.

A 21 page report was submitted to Monitor to support their investigation and provide evidence of the quality and safety of services provided by the Trust.

### **Dudley and Walsall Mental Health Partnership NHS Trust CQC inspection**

A planned inspection of the Dudley and Walsall Mental Health Partnership NHS Trust is taking place from 1<sup>st</sup> February 2016. HWW has held two Listening Events at The Hub, 17 Lichfield Street Walsall WS1 1TU. The events took place on Wednesday the 3<sup>rd</sup> and Friday the 11<sup>th</sup> of December between the hours of 11 am and 3 pm.

Other planned engagement activities with partnership agencies included presentations to Walsall YOU; Carer User Support programme (CUSP); New Leaf, an education project at the Electric Palace, Bloxwich; Walsall MELink; Brain Power Royal Mencap (Advocacy groups); Collingwood Autism Support Group; Walsall Disability Forum; Autism West Midlands; St. Thomas’s Church Mental Health Group; Advocacy Matters; and; Walsall Sue.

HWW engagement staff have visited and worked with staff at the YMCA at The Glebe (homeless and Rough Sleepers) with WHG, St Martins Church (Isolation and Loneliness project), Mind Matters and Dementia Café’s (Pathways4Life, Age UK, Walsall Council and the Accord Group), ESOL and Mental Health Groups Mendit Green Lane Church, Walsall Probation Service, The Beacon, Al SUFFA – UMO Building and Midland Road Church (Free Hot Meals – Monday and Thursday Evenings).

Completed questionnaires were received from individuals working with the Healthwatch Walsall Engagement Team and the following agencies; Aaina, Autism West Midlands, Carer User Support Programme (CUSP), Hearing Loss UK, Keyring, Midland Mencap, St Thomas’s Church Metal Health Group, Walsall Melink, Brain Power, My Place (LGBT), Walsall YOU, Probation

Services Walsall, The Beacon (Walsall Drug and Alcohol Services), Al SUFFA, YMCA at The Glebe, Pathways4Life and Bethphage.

A report will be sent to the CQC and published at later date once the CQC report has been published.

### **Impact on health and wellbeing:**

The work of HWW and its volunteers meets many of the Marmot objectives by striving to make sure children, young people and adults have access to the right high standard health and social care services they might need through their lives whether they might be preventative services, community or acute services or support with lifelong conditions. The challenge for HWW is to engage with as wider range of people within the borough as is possible to enable them to have their voices heard, listened to and influence the provision and specification of services to sustain a high standard of health and wellbeing for all.

Marmot objectives:

1. giving every child the best start in life
2. enabling all children, young people and adults to maximize their capabilities and have control over their lives
3. creating fair employment and good work for all
4. ensuring a healthy standard of living for all
5. creating and developing sustainable places and communities
6. strengthening the role and impact of ill-health prevention.

### **Recommendations:**

**That:**

1. HSC O&S note the report and endorse the work of HWW.
2. HSC O&S note the Hospital Discharge Report published by HWW.
3. HSC O&S note the Annual Report 2014/15 published by HWW.

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