

Health and Wellbeing Board

7 December 2015

Update on Healthwatch Walsall activities

1. Purpose

To update the Health and Well-being Board members on the main activities and achievements of Healthwatch Walsall (HWW) since its last report to the Board on 27 April 2015.

2. Recommendation

To note the report and endorse the work of Healthwatch Walsall.

3. Report detail

Staffing

We have recruited an Operations Manager to oversee the day to day service delivery of HWW. This enables the 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 18th 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 1.

CQC inspection Manor Hospital

The CQC undertook a full inspection of the Manor Hospital and Community Services during week commencing 8th 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 2.

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)
Hospital Discharge report

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 3. The Executive Summary and Full report are available on the HWW website as well. We hope that HWBB will endorse the report and 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.

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.

This group's work is unlikely to be completed before end of November.

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 4.

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.

HWW Annual Report 2014/2015

The HWW Annual Report was presented to the Company Members at its Annual General Meeting on 26 November. At the time of writing the AGM has not taken place. A verbal update will be provided to the WHWB on the appointment of Company Directors. A copy of the Annual Report is attached at Appendix 5. 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.

4. 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.

Author

Simon Fogell – Chief Officer Healthwatch Walsall

25 November 2015

healthwatch

Walsall



5 things you should know about dementia

Leading the fight against dementia
Alzheimer's Society

Get the facts and dispel the myths about dementia.

These five key facts are summarised below, or you can download a copy of the booklet for more comprehensive information.

Download the full version of our booklet: **5 things you should know about dementia**

1 Dementia is not a natural part of ageing

It's true that dementia is more common among over-65s, and some of us do become more forgetful as we get older or during times of stress or illness. But dementia is a different sort of forgetfulness. Your memory loss will be more noticeable, and may be accompanied by mood changes and confusion. It's important to ask your GP to check out any unusual symptoms as these can sometimes be treated with appropriate medication.

2 Dementia is caused by diseases of the brain

Dementia is the name for a collection of symptoms that include memory loss, mood changes and problems with communication and reasoning. These symptoms are brought about by a number of diseases that cause changes in the brain. The most common of these is Alzheimer's disease, which changes the chemistry and structure of the brain causing the brain cells to die. Other types of dementia include vascular dementia and Pick's disease.

3 It's not just about losing your memory

People often think of dementia as a form of memory loss. And usually it does start by affecting people's short-term memory. But it's more than that - it can also affect the way people think, speak, perceive things, feel and behave. Dementia makes it harder to communicate and do everyday things, but there is a lot that can be done to help. Every year we understand more about dementia, and develop new strategies that can help to boost someone's confidence and maintain their independence for as long as possible.

4 It's possible to live well with dementia

Most of us have an image in our mind of what life with dementia looks like. That image is often very bleak. So it can be very surprising to learn that many people with dementia continue to drive, socialise and hold down satisfying jobs. Even as dementia progresses, many people lead active, healthy lives, continue their hobbies, and enjoy loving friendships and relationships. Of course dementia does make it harder to do certain things, but with the right knowledge and support it is possible for someone with dementia to get the very best out of life.

5 There's more to a person than the dementia

The inspirational people we work with are living proof that life doesn't end when dementia begins. When someone is diagnosed, their plans for the future might change and they may need more help and support to keep doing the things they enjoy - but dementia doesn't change who they are.

If you have any concerns or are worried about your memory, please contact our Helpline 0300 222 11 22

Healthwatch Walsall is independent, speaking for communities and individuals in Walsall.

We can challenge commissioners and providers of health and social care services to make improvements important to people and support them in promoting best practise.

We also help individuals understand what choices are available to them and help them to get information and advice.

Healthwatch Walsall has:

- The power to request information from service providers and commissioners
- The right to carry out Enter & View visits to services and make recommendations for improvements
- The power to report concerns to the Care Quality Commission and/or Healthwatch England
- A place representing the public voice on the local Health & Wellbeing Board, alongside Walsall Council, Walsall Clinical Commissioning Group and NHS England

Healthwatch Walsall's main objective is to engage with the public to find out the issues that matter most to them. We hold & attend meetings & events around the Borough and work with partners to ensure that we reach different sections of community.

We collect views and opinions through dialogue and through surveys. This enables us to build an evidence base to speak for the public. Our latest survey can be found on the Surveys page on our website.

We investigate areas of concern to the public, with priorities set by our Assembly (see our How We Work page for more on the Assembly). Our workplan is therefore driven by the needs and concerns of Walsall people.

We recruit Members, Supporters and Volunteers, who can play an active role in Healthwatch Walsall's work. Find out more about how you can become involved by going to our Get Involved pages.

We work constructively with commissioners and providers of services to ensure that the issues we raise are responded to and have an impact on the way services are delivered in Walsall.

WALSALL HUB

Tuesday 19th May

COFFEE MORNING

10.30am-12.30pm

For people with dementia, people living with dementia, their Carers and Families.

COME ALONG TO THE DEMENTIA DROP-IN SESSION FOR SUPPORT, INFORMATION AND ADVICE.

For further details contact the Information Centre on 01922616798. The Walsall Hub, 17 Lichfield Street, Walsall WS1 1TU

Join us for
Demential Awareness Week
17-23 May 2015

**Sing-a-long and
Tea Dance at
St Chad's Hall**

Wednesday 20 May 2015 2pm - 4pm



Join us for some song, dance, entertainment and tea and cake in a welcoming venue.

FREE ADMISSION for 50+

For booking contact Carol Bowsher on 0121 521 3020 or email carol.bowsher@alzheimers.org.uk

Location: St Chad's Church, Edison Road, Beechdale, Walsall WS2 7HT

Walsall



Link Line

Alzheimer's Society
Leading the fight against dementia

Working to become
Dementia Friendly
2014-2015

A number of events that will raise awareness and offer support for Walsall people living with dementia and their carers is taking place across the town next week as part of the national Dementia Awareness Week 2015.

The week kicks off on Monday 18th May with a launch event at the Independent Living Centre in Walsall Town Centre, 9 Wismore, Walsall, WS2 8EZ. Information stands and advice will be available and people are invited to drop in at any time between 10am and 4pm. The Alzheimer's Society will also be at the event. Other organisations at the event include:

- Walsall Housing Group • Forget me not • Mindful gifts • Linkline
- Walsall library • Fire service • Occupations Therapists • Healthwatch Walsall
- Admrial Nurse • Pleck Pharmacy • Walsall mind and body
- Free food and drink • Health checks • Hand massage

Throughout the rest of the week there will be a vast array of activities on offer, several being run by Pathways 4 Life, a partnership between the Accord Group and Age UK Walsall.

Dementia awareness information stands and drop-in sessions will be located in a range of shops and public facing building across the town, including Asda, St Matthews, Walsall Manor Hospital, Forest Arts Centre and the Mindful Gift Shop in Darlaston.

Three dedicated dementia cafés are also taking place. Wednesday is at Brownhills Community Association. On Thursday there will be two cafés taking place. At 2pm at Walsall Manor Hospital followed by a dementia café at Old Vicarage Close in Pelsall at 6pm. Everyone is welcome and the events will offer free support to people within an informal, friendly and relaxed environment.

A tea dance and sing-a-long afternoon at St. Chads Hall, Edison Road, Beechdale, Walsall, WS2 7HT alongside Walsall Link Line. There will be plenty of tea and cakes and lots of information here. (Please see the poster attached) Run by the Alzheimers Society

Dementia can happen to anyone and there's currently no cure. It can strip you of your memory, your relationships and your connection to the world you love, leaving you feeling isolated and alone.

The Alzheimer's Society believe that life doesn't end when dementia begins, and they do everything they can to help people living with dementia hold onto their lives and the things they love for longer.

They also believe it's possible to do new things and have new experiences, too. And that's what this year's Dementia Awareness Week is all about.

Here are some things to think about :

- **Try out a new recipe** - be ambitious and try something totally different from your usual style of cooking
- **Sign up for a language class** - many places offer classes to help you learn a range of languages, or you can often find free online courses
- **Find a new sport or exercise to try out for the first time** - look for a class you haven't done at the gym before, or get your friends all out to play a group game in the park
- **Start making plans for that big trip you've always wanted to go on** - you might not be quite ready to go yet, but choose a date and get things moving
- **Get a totally new hairstyle (or colour!)** - many salons offer free or cut price haircuts to help with training
- **Visit somewhere you've never been before** - it could be somewhere close to home you've just never got round to going, or somewhere further afield
- **Learn to juggle**
- **Go to the theatre, opera or ballet** - or you could even get involved in a local theatre group if you've always fancied having a go yourself
- **Get your friends around for a murder mystery evening**
- **Try jellied eels!**

Dementia Awareness Week 2015 takes place between 17-23 May.

CALL US ON 01922 614144

email@healthwatchwalsall.co.uk

Web: www.healthwatchwalsall.co.uk

Twitter: twitter.com/HWWalsall

HEALTHWATCH WALSALL, THE HUB, 17 LICHFIELD STREET, WALSALL WS1 1TU