

# Healthwatch Walsall

Annual  
Report

2014/2015







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## From the Chairs



This has been a very challenging year for Healthwatch Walsall, as our work programme has expanded and expectations have grown...

At the start of the year Healthwatch Walsall produced an ambitious Annual work plan in response to our contract with the Council. This was also informed by feedback from public surveys and consultations carried out in our first year and of course priorities identified through Assembly meetings.

Our work plan has expanded further during the course of the year as new issues have been flagged up through our engagement and workstream activities.

We have laid good foundations for engagement with our partners and stakeholders to help influence and inform service developments and strategies such as the:

- Urgent Care review
- Council budget consultation
- Co-commissioning
- Pharmaceutical Needs
- Quality account.

Despite this workload we delivered most of the 2nd Year Delivery Plan

with only a few tasks being carried over into the first quarter of year 3.

We have also grown our supporter base through a very successful and extensive engagement programme exceeding our target of 1,000 with over 1,200 supporters being recruited. The supporter base closely aligns to that of the Walsall demographics and is clearly an asset that we will continue to utilise in ongoing engagement and consultation work.

Our members and volunteers also contributed a huge amount of time valued at over £26,000 (based on national guidelines) for which we are very grateful.

These achievements and those highlighted in our Chief Officer's report are a huge tribute to the commitment of our volunteers and staff during our second year as Healthwatch Walsall

Rupy Pandaal and Richard Przybylko.

Joint Chairs Healthwatch Walsall.



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# Simon Fogell, Chief Officer



Annual reports have the wonderful focus of reminding you of just how much has been achieved over a 12 month period. 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. It shared the results with Healthwatch England to help inform the emerging national picture on discharge from hospital. Our final report on this is being published in the summer of 2015.

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 we demonstrated our 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 next year.



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# About Healthwatch

**We are here to make health and social care better for ordinary people. We believe that the best way to do this is by designing local services around their needs and experiences.**

Everything we say and do is informed by our conversations with local people and our expertise is grounded in their experience. We are the only body looking solely at people's experience across all health and social care.

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

As a statutory watchdog our role is to ensure that local health and social care services, and the local decision makers, put the experiences of people at the heart of service configuration and service delivery.

## **Our vision/mission**

Healthwatch Walsall was commissioned to create a locally based Healthwatch for the benefit of Walsall citizens that was user led. In order to be accountable and responsive Healthwatch is committed to:

- ensuring Walsall people are setting its strategy, direction and influencing the quality of health & social care
- becoming a recognised and respected member led consumer champion that is trusted by stakeholder's providers and commissioners alike
- contributing to shaping local health and care strategy through the JSNA and Health and Wellbeing strategy

- improving the quality of health and care services by forming effective influential partnerships and collaborative relationships with all stakeholders
- supporting individuals to make informed choices by helping them to access information and advice
- becoming an effective advocate and recognised as the health and care champion for the community and individuals.

## **Our strategic priorities**

We developed the following strategic priorities for 2014 - 2015 to help deliver the vision:

- Enable people to make informed choices about services
- Share people's views and experiences with Healthwatch England to help it carry out its role as national champion
- Recommending investigation or special review of services via Healthwatch England or direct to the CQC
- The involvement of people in the commissioning and provision of local services
- Gathering views and understanding experiences of patients and the public
- Making people's views known
- Provide access to the NHS Complaints Advocacy Service
- Legacy work
- Robust finance and governance
- Promotion of Healthwatch Walsall to the public and stakeholders
- Develop collaborative working and partnerships.



# Engaging with people who use health and social care services

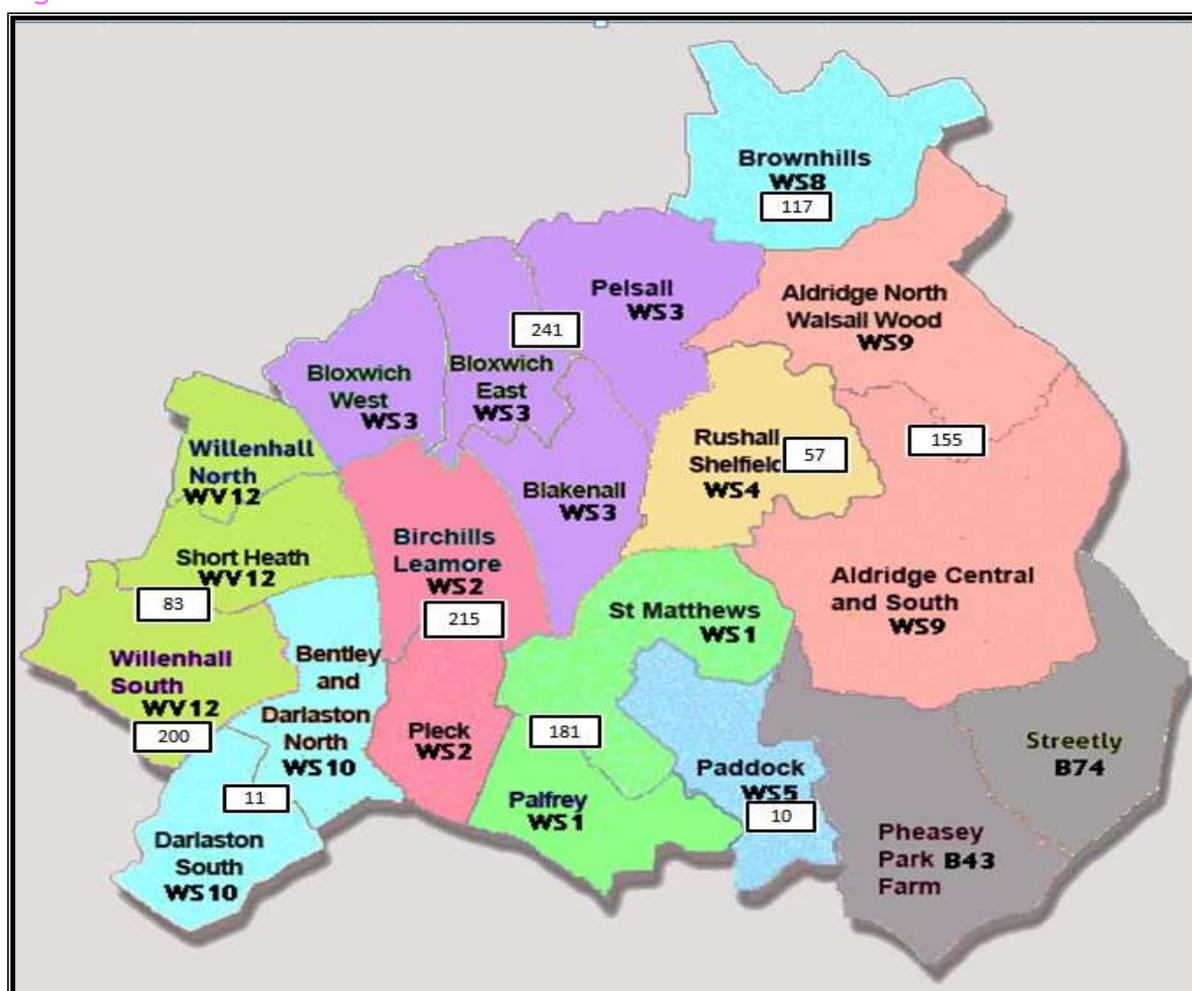
## Understanding people's experiences

Healthwatch Walsall's core activity is centred around gathering local people's needs and experiences of health and social care services. These are fed into our Assembly to decide what our strategic work streams should be. In this way we make sure that our work programme is firmly based on local people's needs and experiences and nothing else.

In 2014 to 2015 Healthwatch Walsall designed a questionnaire to gather information about local people's needs and experiences of health and social care services. This questionnaire was called 'Service Watch'.

This was an immensely successful data gathering exercise with over 1200 people contributing their views being completed. The results were collected across the geographical area of Walsall as depicted below.

Figure 1





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Healthwatch Walsall was very keen to make sure that the questionnaires reflected as much of the demographic profile of the borough as possible and it achieved this by targeting activities in specific areas,

An event was held especially for young people called Youth 4 Health. It took place at Myplace Youth Centre next to Joseph Leckie Academy to enable many young people to take part in a range of activities designed for them. 50 Service Watch questionnaires were completed as well as a graffiti board and video blogs.

Events were held for vulnerable and seldom heard people. These took the shape of Conversation Cafés which allow more interactive dialogue. They were organised in conjunction with local Mosques and Temples in Walsall. At these events the Service Watch Questionnaires were also promoted.

Healthwatch Walsall also worked in partnership with several voluntary groups that supported people from hard to reach groups such as:

- adults with sensory deprivation
- females from ethnic minorities and disadvantaged backgrounds
- drug and alcohol dependants
- female sex workers
- hostel dwellers
- homeless
- sofa surfers.

Questionnaires were also widely distributed through public libraries, care homes, at major public events, GP surgeries and hospitals. This helped capture a wide cross section of views including people volunteering or working in our area but who do not live in the borough.

Additionally our workstreams have gathered people's views on specific services like Hospital Discharge, Walsall Healthcare Quality Accounts, Pharmacy services and Obesity.

### Enter & View

We decided to undertake a series of enter and view activities as it forms part of our contractual arrangements with Walsall Council and is a fundamental part of the statutory responsibilities that we hold.

The following were trained as our “enter and view” team:

Tony Wilson, Doreen Wilson, Brian Gilham, Hazel Gilham, Jenny Haswell, Deirdre Pedley, Sue Cousins and Richard Przybylko.

Healthwatch Walsall initially carried out six enter and views. These visits were used as a training and development opportunity for our Assembly members.

They were all two hour visits and were a mixture of large residential and nursing homes.

The reports from these visits have been shared with the homes, Care Quality Commission and Walsall Metropolitan Borough Council Contract Monitoring team.

The objectives of the visits were:

- quality of care
- care and dignity of the residents
- listen to staff, residents, families and friends through conversations
- make discrete notes
- interaction
- training programme
- established relationship with council and CQC.



Flyers and photos from Healthwatch Walsall's engagement work:



The graffiti wall created by young people as part of the focused work with them.



Insert photo of graffiti wall



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# Providing information and signposting for people who use health and social care services

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

Healthwatch Walsall published the Health and Social Care Signposting Directory 2014 which was widely recognised as a very useful information document. This publication contains information about Healthwatch Walsall and details the ways that people can become involved.

The Directory also includes information on commissioners and providers of healthcare in Walsall. It gives advice on healthy living and choosing a GP and lists all the GP practices, pharmacies, dentists and opticians within the Borough.

The Directory provides information and advice on funding for health care and about Personal Health Budgets. It also advises on funding for social care and Direct Payments. It tells people about Independent Living and has information about being a carer and receiving care in your own home.

There is a section that gives people advice on choosing between Residential, Nursing and Independent Living as well as how to choose the right care home. It includes a list of all the Residential and Nursing homes in the borough.

The Directory is available to download from the Healthwatch Walsall website and hard copies were widely distributed

including to venues such as all GP surgeries and libraries.

Healthwatch Walsall staff attended many stakeholder events throughout the borough during 2014 - 2015 and as part of its own focussed engagement activity.

We have organised and attended over 60 events of which 20 were tailored as innovative ways to engage different communities and age groups to collect their experiences of health and social care. During these engagement activities we have provided information and signposting for many people. Here are some specific examples:

- **A 79 year old lady** had recently lost her husband. She had concerns over what help was out there and what services or support she was entitled to. Healthwatch Walsall contacted social services about her situation and were able to provide her with the answers she required.
- **Mrs C was an elderly lady** who staff met through Mend-it. She was recovering from a brain tumour operation. She had been promised by social care services, as part of her care plan, that she would have hand rails fitted at her home. She had other sensory impairments, such as being hard of hearing, which made communication difficult. Our staff contacted social services explaining the problems she was experiencing.



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Within a week, the hand rails she was expecting were all fitted plus some extra ones. As she was also having her front step adjusted staff also contacted the Independent living Centre in Walsall and passed on her information (with her permission) for further support.

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- **Mrs C was overjoyed with the help Healthwatch Walsall had given to help her situation**
  - **Pelsall Hall Care Home** contacted Healthwatch Walsall, complaining about GP's/surgeries refusing to take on their new patients, so elderly people were being left without medical treatment. Due to the severity of the call we contacted every Care home in Walsall to see if they were experiencing similar issues. There were recurring issues with some GP practices. A report and findings will be sent to Walsall CCG, CQC and Healthwatch England about this issue.
  - **Miss L is a young lady** who staff met at an event they attended with Walsall Housing Group at Cuddy Walker School. She had had many issues with her stay at Walsall Manor Hospital. Miss L said that 'her ordeal' was still upsetting to her now (months later). She felt nothing was being sorted and no-one cared. She had contacted PALS with no joy so we rang PALS on her behalf to help raise her concerns.

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**Miss L received a phone call back that same day, she was really happy with the outcome and grateful for Healthwatch Walsall's help.**

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Healthwatch Walsall carries information on it's website designed to help people find the services they need for their health and social care support needs. Our website is being enhanced to provide interactive services and accessibility improvements.

Healthwatch Walsall also raises public awareness of services available to them by promoting national campaigns giving details of services available and of events where further information can be obtained.

This enables people to go along to often informal drop in sessions to find out more about the health and social care services available to them for the given topic such as diabetes or dementia as two examples. In this way we can help break down the perceived boundaries or taboos that sometimes hold people back from formally accessing help and support.

Healthwatch Walsall also use social media to raise the profile of the different national awareness weeks and of the different events and services available to people.

This enables us to reach out to different audiences who may not access the traditional sources of media such as newspapers. It also helps us to reach out to younger audiences many of whom now use social media channels as their primary platform for sharing information about local events and their interests. Of course it only takes one person to like or share a particular topic that can then be cascaded even wider around their circle of contacts and on again if it is similarly liked or retweeted by their friends.



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# Influencing decision makers with evidence from local people

## Producing reports and recommendations to effect change

Healthwatch Walsall (HWW) produced a set of recommendations to improve the Walsall NHS Trust Manor Hospital Quality Accounts (QA).

There were concerns about the timeliness of the information and it being incomplete, which meant it was difficult to establish if patterns were occurring by not having reference to comparative data from previous years.

Through the work of our Quality Account workstream we were able to agree a much improved process and higher degree of engagement. The outcome should bring greater clarity about performance and a better understanding of the context. This change in approach adopted by Walsall Healthcare will help lay people more easily judge performance trends and give a better understanding and appreciation of the issues affecting performance that are outside the Walsall Healthcare's control.

The recommendations were:

1. The QA process needs to be reviewed and a framework agreed in advance
2. Healthwatch Walsall should be involved earlier in the process
3. Basic training on QAs would improve Healthwatch Walsall volunteers understanding of the data and issues faced by the WHNHST.

4. Ensure that all data is provide in the QA before Healthwatch Walsall is asked to review it
5. The QA should include a synopsis and easy read version to facilitate wider consultation
6. Carry out a joint review after the QA is produced to see if the process has led to an improved QA document.

The Trust's point by point response was:

1. Mr. Amir Khan, Medical Director, met with our Joint Chairs and agreed to implement the recommendations
2. The Trust and the QA team met earlier in the year to agree the way forward
3. Two presentations were given to our Assembly that led to detailed discussion and questions from our Members
4. HWW received a positive response to our requests and more data has been made available
5. This has yet to be produced
6. HWW aim to jointly review the 2015 QA to assess the final outcome.

Further insight to the success of the work of the HWW QA team can be found in the Impact Stories Case Study 2 on page 18.

Healthwatch Walsall has undertaken an investigation into the experience of patients discharged from the Manor Hospital. The draft report was shared with Healthwatch England to help inform their national inquiry into discharge from



hospital. Our report will be available in the summer of 2015 and will be shared with the Manor Hospital, Walsall CCG, Walsall adult social care and the Health and Wellbeing Board and Health and Social Care Scrutiny panel in September.

This work also led to the Manor Hospital sharing what is working well at the Trust and what is proving challenging within their monthly Performance and Quality Report. This shows their performance against a range of core quality and safety indicators, waiting time standards, workforce indicators and financial management. The family and friends test scores are also included.

This demonstrates our influence in helping to forge good relationships with a key stakeholder for healthcare in Walsall.

### Putting local people at the heart of improving services

Healthwatch Walsall holds monthly meetings for its Assembly Members. Each month one or two topics are chosen whereby a health or social care commissioner or provider of services is invited to the meeting to give a presentation on a particular theme. Our Members will then have time for discussions before posing questions regarding issues that they have identified from the presentation.

In this way the Assembly Members directly influence the health or social care commissioner or provider of services with their feedback and views on how the commissioning process or delivery of services can be improved or equally to seek further information with to consider the potential implications further.

Topics covered through 2014 - 2015 have included:

- Dudley & Walsall Mental Health NHS Trust -Mental Health Issues

- Walsall Healthcare NHS Trust Quality Accounts
- Walsall Healthcare NHS Trust Annual Plan 2014/15
- Walsall CCG Strategic Plan 2014-19
- Replacement of Disability Living allowance (DLA) with Personal Independence Payments (PIP)
- Changes to Services for Disabled Children
- Tour of 111 and 999 Control Centres and presentation on West Midlands Ambulance Service
- NHS England - Reorganisation Briefing
- Proposed Congenital Heart Disease Standards
- Joint Strategic Needs Assessment & Health & Wellbeing Strategy
- Walsall MBC - Budget Savings Proposals and Charging Policy
- Walsall MBC - Proposed Public Health Cuts as part of the wider Council Cuts
- Walsall CCG - Next Steps towards Primary Care Co-Commissioning
- Outline Plans for Quality Accounts - Manor Hospital
- West Midlands Quality Review Service
- West Midlands Ambulance Service (Contingency WVA role and strategy)
- Walsall CCG Commissioning Intentions
- Better Care Fund

Assembly Members use their own knowledge or experience of receiving services to be able to feedback to the health or social care commissioner or provider of services. They also use the intelligence that is gained through other networks they are part of and from the engagement and survey work that Healthwatch Walsall (HWW) undertakes with the public of the borough.

HWW has undertaken an extensive programme of engagement in all local



Area Partnership areas. Events have been designed to be innovative and welcoming to encourage wide appeal. These have included:

- Face Painting
- Refreshment stand - Healthy Dips
- Arts & Crafts Stall - Bath Bomb Making
- Flower Arranging
- Nail Art
- Smoothie Bike
- Head Massage & Reiki
- DJ & Music
- Let's Get Cooking Workshop
- Dance Mats
- Creative Consultation Methods
- Display Boards
- Graffiti Board
- Big Brother DVD.

In addition to these engagement events HWW's innovative grant scheme is aimed at building relationships with underrepresented groups to get their experiences to inform health and social care provision. Some of the hard to reach communities we have been able to reach through our engagement programmes are:

- Alcohol users
- Drug users
- Sex workers
- Non UK residents
- Unemployed
- Homeless
- Vulnerable housed
- Children and parents
- Minority Ethnic
- Low income
- Learning difficulties
- Physical disabilities
- Lone parents

More details on the innovative grant scheme can be found in Impact Stories Case Study 1 on page 16.

Healthwatch Walsall has enabled its representative on the Health and Wellbeing Board (HWBB) to be more effective by producing briefing notes for the HWBB on Healthwatch Walsall activity and achievements.

We have also created a strong relationship with the HWBB Chair by arranging regular discussions and briefings on our work. Our representative has attended HWBB development sessions to help understand and contribute more effectively to it's objectives.

Healthwatch Walsall volunteers have:

- Led on Enter and View visits to nursing and residential care homes
- Undertaken a pharmaceutical needs assessment survey
- Completed obesity and hospital discharge surveys with the public
- Contributed to our workstreams
- Been involved in many engagement events
- Gained experience in our office processes.

### Working with others to improve local services

Healthwatch Walsall is working collaboratively with VoiceAbility on evaluating and identifying trends and lessons from complaints made by Walsall people.

Healthwatch Walsall worked with a community engagement specialist to extend our engagement with more deprived and hard to reach communities.

Also Healthwatch Walsall used the grant scheme to develop relationships and



identify issues affecting underrepresented groups and communities.

We have good relationships with our Consortium partners (Walsall Housing Group, Age UK Walsall and Walsall CAB) which help to enhance our reach into communities.

Our partners also offer a good source of advice and support including sitting on our Grants Panels to help assess bids from communities and groups for our innovative grants scheme.

Healthwatch Walsall has achieved change in some key areas by working collaboratively with key providers of health and social care services:

- Healthwatch Walsall has influenced change in the Quality Account process
- Healthwatch Walsall has influenced the consultation and engagement plans for the Urgent Care Review carried out by the CCG. We also helped to enhance its reach through our own engagement.
- Healthwatch Walsall has influenced the consultants brief for reviewing procedures at WHNHST following a serious incident and contributed to changes in internal processes.
- Healthwatch Walsall has highlighted key concerns with several serious incident reports which have been taken on board by WHNHST in process changes.

- Our Assembly is becoming recognised as a valuable consultation body due to the extensive knowledge and experience of its community members.
- The Assembly enabled a number of organisations to carry out short notice consultations and receive high quality feedback and pertinent questions to consider. We have been receiving good feedback from presenters.

Healthwatch Walsall shared its draft Hospital Discharge Report with Healthwatch England to help inform the national inquiry on hospital discharge and to enable Healthwatch England to consider if the draft findings needed to be escalated to the Care Quality Commission (CQC).

The CQC has not yet been requested to undertake any special reviews or investigations based on our reports.

Healthwatch Walsall has generally good relationships with stakeholders, providers and commissioners and generally receives a good response to information requests. We do have equally good relationships with key personnel within these organisations which help to iron out any difficulties experienced.

We have not as yet had cause to request the CQC to undertake a special review or investigation based upon our findings but it is expected that this is likely to happen in the near future.



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## Impact Stories - Case Study One

### Reaching out

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Our mission is to become an organisation that continues to be rooted in local communities, with an Assembly that is able to speak knowledgeably about the needs and views of people across Walsall, informed by a strong evidence base.

In order to reach large parts of the whole community and be as inclusive as we can Healthwatch Walsall realised it could not be at all places for all people. Also the brand is a relatively new one so we needed to become an accepted name that people can trust to share their views, experiences and expectations of health and social care services.



Engagement with hard to reach groups.

Healthwatch Walsall developed a Community Engagement Grant scheme that made funding available for grants of up to £2000 for community groups working with “hard to reach” communities.

The aim of the grants were to enable Healthwatch Walsall to engage with these communities, discover their experiences, concerns and aspirations and use this information to help inform decisions made about their services.

The Grants fund was aimed at supporting voluntary and community groups and organisations to carry out this engagement work so that Healthwatch Walsall could tap

into existing networks to reach out further into the community.

Healthwatch Walsall considered applications from community groups and organisations that:

- Identify the challenges of accessing specific health and social care services
- Identify particular health and social care needs
- Discover experiences of users of health and social care services
- Identify gaps in provision

Healthwatch Walsall approved 13 grants to a range of different organisations, which would include the following range of people:

- Survey of 150 people to hear their experiences of health and social care services. The sample would include -
  - 40 day care users/vulnerable adults
  - 60 adults age 50+
  - 50 young people age 8 - 16
- Survey of 250 people to hear their experiences of health and social care services. The sample would include (Eastern European) women and children for whom English is a second language.
- Consultation to gain an understanding of the issues and needs of people affected by autism to include waiting times to see specialists, support, obtaining appointments, diagnosis and aftercare:
  - 50 people consulted through autism support workshops
  - 200 users at the Centre (for a general survey rather than focussing on autism)



- Consultation with 300 young Muslim people focussing on -
  - Access to GPs
  - Mental health
  - Drugs / alcohol
  - Contraception
  - Potential for a youth health forum.
- Engage with 150 service users in order to help identify community concerns and suggestions for them to be improved. The target group includes -
  - Pakistani Muslim women
  - Migrants
  - People with challenging lifestyles due to additions.
- Survey of 300 Centre Users to discuss relevant issues regarding health and social care needs/experiences. Hard to reach groups targeted included -
  - Alcohol users
  - Drugs users
  - Sex workers
  - Non-UK residents
  - Unemployed
  - Vulnerable housed
  - Homeless.
- Health promotion to parents to improve child safety in the home and consultation with 150 service users exploring experiences of GP practices' telephone systems and access to baby clinics. Hard to reach groups engaged included -
  - Parents and children
  - Low income
  - Learning difficulties
  - Minority ethnic communities
  - Physical disabilities
  - Lone parents.

- Proactive testing of GPs surgeries by a volunteer led access audit
- Gathering young people's concerns about the relocation of the Walk-in Centre
- Developing a Team of Health Champions
- Mental health issues, particularly as experienced by looked-after children and care leavers
- Survey support for the African Caribbean community
- Establishing a young people's peer support group

We are not at the completion stage yet for the different grants but the interim contract monitoring results are showing constructive and useful information is being received back through the different channels. Importantly it is also building the awareness of the Healthwatch Walsall brand to areas of the community that are hard to reach.

We are working hard to build trust within the community to enable people to have confidence in sharing their experiences and aspirations with us. This should enable us to have greater success in the future when we run further consultations and surveys.

When all the activity has finished we will be drawing out all the implications for the various stakeholders and engaging with the senior management teams and commissioners to let them know about peoples experiences of health and social care support along with their aspirations.





## Impact Stories - Case Study Two

### *Improving the quality of Quality Accounts*

Healthwatch Walsall was invited to contribute to a review of Walsall Healthcare NHS Trust Annual Quality Account (QA) report for 2013/14.

There were concerns about the timeliness of the information and it being incomplete that the trust supplied, which meant it was difficult to establish if patterns were occurring by not having reference to year on year trends.

Our Assembly established a panel who attended meetings with Walsall Healthcare to progressively review the Quality Account. The positive aspects for the meetings were that:

- We were listened to
- We were treated with respect
- Our comments were taken on board at the time of delivery
- Some changes were made or information provided in response to our input.

Main issues needing improvement:

- Earlier involvement to allow more time for the process
- A lot of time was lost due late arrival at two meetings and non-attendance at one meeting.
- The overall impact of these absences was detrimental to the process and reflected poorly on the Hospital.
- revised documents were distributed at the start of each meeting, which limited the quality of feedback.

- The final version (Version 14) presented for comment was still incomplete in data.
- These shortcomings prevented Healthwatch Walsall Review Panel from conducting a fair and thorough review.
- The document is very lengthy and quite technical which makes a consultation with the wider community very difficult.

Through the hard work of our QA Panel we have triggered a much improved process and higher degree of engagement. The outcome should be greater clarity about performance and a better understanding of the context that will help lay people judge performance with a better understanding and appreciation of the issues that affect performance that are outside the control of Walsall Healthcare.

These comments and recommendations were taken on board by Walsall Healthcare prior to adopting a new process this year with greater involvement of senior hospital staff.

We have had positive responses to requests for better clarity and showing performance over a number of years to show trends in performance.

Our members now feel more supportive of Walsall Healthcare's predicament and more confident about the performance figures.





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# Our plans for 2015/16

## Opportunities and challenges for the future

Healthwatch Walsall aim to build on the successful engagement programme carried out during the last year. We have set up an engagement team to expand our capacity and to follow up and further develop newly established relationships through our engagement grants scheme.

Through these contacts we will aim to collect feedback from users who experience unique difficulties that Healthwatch Walsall can then feedback to service providers and commissioners to help tackle any inequalities in service provision experienced from communities that do not normally engage with the system.

Healthwatch Walsall aims to get more detailed patient and service user experience through our second Borough wide Servicewatch survey.

We will be launching our refreshed website which will have improved accessibility facilities and which will provide a step change in the way we gather people's views and experiences. The new website will be much more interactive, and will offer much easier feedback opportunities giving up to date and visible commentary of people's experiences. We plan to offer a real time feedback facility to service providers on a licensed basis through our website.

Healthwatch Walsall will be expanding its Enter & View activity to provide more service user experiences during the intervals between formal inspections by the Care Quality Commission (CQC) or commissioners. We will also be working closely with the CQC on the planned inspection of Walsall Healthcare due to take place in the autumn.

We will be aiming to publish findings reports and recommendations from our workstreams which are looking into Hospital Discharge, GP satisfaction, Obesity and Accident and Emergency services.

New workstreams are expected to support Healthwatch England key lines of inquiry and pick up on Mental Health services as well as the implementation of the Better Care Fund and Co- Commissioning. Finally as we enter the 3<sup>rd</sup> year of our contract we look forward to negotiating a new contract with the Council to ensure that the infrastructure, relationships and experience we have built up over the past 3 years can continue to be of benefit to Walsall people.



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# Our governance and decision-making

## Our board

Healthwatch Walsall's Board Members for 2014 - 2015 were:

- Community members:
  - Rupy Pandaal - Joint Chair
  - Richard Przybylko - Joint Chair
  - Dominic Leadbetter - Vice Chair
  - Peter Browne - Vice Chair
  - Mike Eyre
  - Brian Gillham
  - Mark Pulford
- Organisational members:
  - Carl Rice - Walsall Citizens Advice Bureau
  - Carole Wildman - Walsall Housing Group

## How we involve lay people and volunteers

Healthwatch Walsall is an independent organisation. It is led solely by its Members and volunteers who decide the direction of travel and work programmes of the organisation.

There are three levels of membership in terms of how people can be involved with Healthwatch Walsall. The first level is as a 'Supporter' and is open for any individual or organisation with the option to attend meetings, fill out feedback forms or e-mail us with feedback to voice their opinions.

Supporters can also attend workstream meetings and receive consultation requests and regular newsletters and updates.

The second level is an 'Assembly Member'. Both individual and organisation Supporters can nominate themselves for the Assembly. They will need to have been Supporters for at least 6 months and demonstrate active participation in Healthwatch Walsall or a similar health or social care role.

Assembly Members focus on the issues and topics raised by members or through presentations from stakeholders and providers. The Assembly will help to develop a work programme, and are therefore a key component of Healthwatch.

Members of the Assembly are encouraged to join workstream focus groups and workshops and to represent Healthwatch on groups in order to gain and share in-depth opinions and evidence of the performance of Health and Social Care services.

The Assembly will also receive presentations from service providers and commissioners, and will aim to gather views and challenge providers and policy makers to be accountable to service users.

The third level of membership is that of 'Board Member'. Board Members are elected at AGMs by the Assembly.

There are 10 Board seats, 7 for individuals and 3 for organisations, and up to 3 places to co-opt members with specific skills to assist the Board in its duties. Board Members are responsible for ensuring the organisation is run properly in accordance with its contractual obligations and to comply with its Memorandum and Articles



of Association and other legislative requirements.

The Board elected 2 Joint Chairs and 2 vice Chairs at the Board meeting following the last AGM. Together with the Chief Officer they form the Chair’s Group and look after delegated operational matters in between Board meetings, reporting on actions taken to the Board.

The Board has agreed to publish minutes of Assembly and Board meetings on our new website as soon as this functionality is enabled to help provide greater openness and transparency on our work.

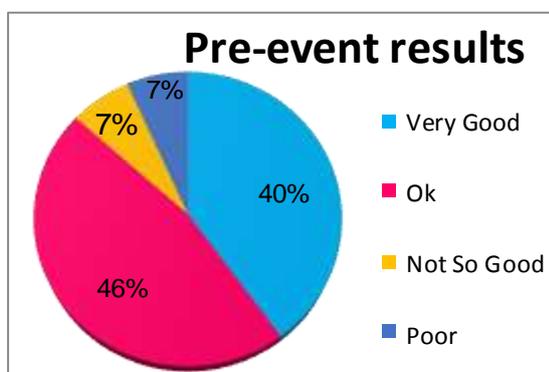
During 2014 - 2015 Healthwatch Walsall organised two away days, one for the Assembly and one for the Board that focused on roles and responsibilities

**Assembly away day**

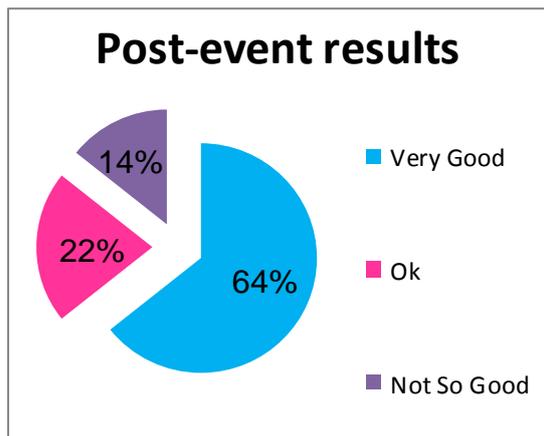
The objectives of the Away Day were to ascertain whether Assembly Members were clear about their roles and responsibilities, and the general opinion about the performance of Healthwatch.

Attendees were requested to answer five questions at the beginning of the event and the same questions on the completion of the event.

One question asked ‘Overall how do you feel the Assembly is working?’

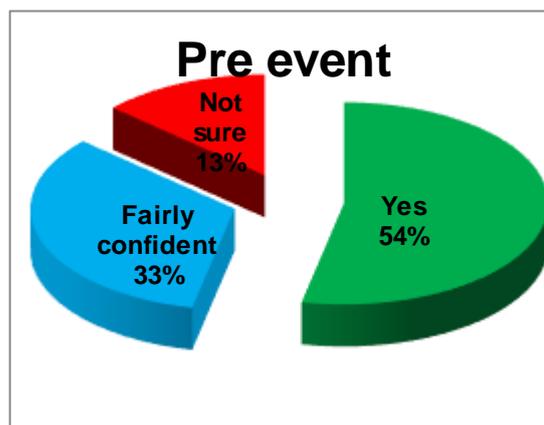


Pre-event 46% of respondents felt the Assembly was working “Ok”.



Post-event this increased the “Very Good” responses by 24% to an impressive 64%.

Another question asked ‘Do you understand your role in being a member of Healthwatch Walsall Assembly?’



The main area of improvement here was in the “Yes” and “Fairly confident” categories with a total of 94%. This suggests that the event had provided clarity of individuals’ roles and responsibilities.





# Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities	243,411	
<b>Total income</b>	<b>243,411</b>	

EXPENDITURE		
Meeting & Events	3,155	
Outreach costs	20,478	
Staffing costs	105,976	
Refreshments	129	
Insurance	3,805	
Printing, Postage and Stationary	5,423	
Telephone	2,413	
Volunteer and Staff Expenses	3,544	
Professional Services	25,747	
Recruitment Expenses	1,860	
Rent and Rates	20,930	
Accountancy	1,020	
Subscriptions	4	
Computers and Software	4,076	
Repairs and Renewals	53	
Promotional and Marketing	29,318	
Legal fees	1,980	
Bank Charges	46	
Volunteer & Staff Training	2,520	
Depreciation	7,131	
<b>Total expenditure</b>	<b>239,608</b>	
Operating profit	3,803	
Interest payable	45	
<b>Net Income/(Expenditure) for the year end</b>	<b>3,758</b>	
Corporation Tax	150	
Fund Balances Brought Forward	36,442	
<b>Balance brought forward</b>	<b>40,350</b>	



# Contact us

## Get in touch

**Address:**

Healthwatch Walsall

The Hub

17 Lichfield Street

Walsall

WS1 1TU

**Phone number:** 01922 614144

**Email:** [info@healthwatchwalsall.co.uk](mailto:info@healthwatchwalsall.co.uk)

**Website URL:** [www.healthwatchwalsall.co.uk](http://www.healthwatchwalsall.co.uk)

We will be making this annual report publicly available by 31<sup>st</sup> July 2015 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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# 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](mailto: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](http://www.healthwatchwalsall.co.uk) Twitter: [twitter.com/HWWalsall](https://twitter.com/HWWalsall)  
**HEALTHWATCH WALSALL, THE HUB, 17 LICHFIELD STREET, WALSALL WS1 1TU**

# TELL US ABOUT YOUR CARE

**Healthwatch Walsall wants to give you the chance to share your experiences of the Manor Hospital and Community services for the CQC inspection**

When it comes to health we all want the best services we can get. Whether we only need help now and again, whether the quality of our lives is affected or whether it's a matter of life and death.

The Care Quality Commission (CQC) is the independent regulator of all health and social care services in England with statutory responsibilities for monitoring and inspecting these services. CQC has announced that it will be carrying out an Inspection of Walsall Manor Hospital and Walsall Healthcare Community Services from **Tuesday 8th September to Friday 11th September** to check that their services meet the standards expected.

The inspections - which are carried out by a mixture of independent and experienced professionals, CQC inspectors and lay people - will assess whether the Manor Hospital and community services, are **safe, effective, caring, responsive to people's needs and whether they are well-led**. These are the 5 questions that will be at the heart of the inspection to make sure that the focus is on the things that matter to people.



**Come to the CQC public listening events meet the inspectors and share your experience of the services and care provided in the last year by Walsall Healthcare NHS Trust**



**27th August 2015 2.30pm - 4.00pm**  
Bentley Leisure Pavillion, Bentley Road North, Bentley, Walsall WS2 0EA

**2nd September 2015 6.30pm - 8.00pm**  
Manor Farm Community Association, King George Crescent, Rushall, Walsall WS4 1EG

In addition to the 2 listening events arranged by CQC, Healthwatch Walsall has arranged a further 8 events across Walsall to help give everyone an opportunity to have their say and share their experiences, good and bad to help CQC look into the areas that matter most to Walsall people.

These are as follows.

- |  |  |
|--|--|
| <b>Fri 14th August 10 till 12noon</b><br>@ The People's Centre 3 Queen Street<br>Walsall WS16 8TA        | <b>Tues 18th August 10 till 12noon</b><br>@ The Collingwood Centre Collingwood Drive Pheasey B43 7NH                                 |
| <b>Fri 14th August 2 till 4pm</b><br>@ Willenhall CENTART 19 Gomer Street<br>Willenhall WS17 2NS         | <b>Wed 19th August 10 till 12 noon</b><br>@ Beechdale Lifelong Learning Centre, Stephenson Square, Beechdale Estate, Walsall WS2 7DY |
| <b>Mon 17th August 10 till 12 noon</b><br>@ Brownhills Memorial Hall, Lichfield Road, Brownhills WS8 6HR | <b>Wed 19th August 5 till 7pm</b><br>@ Palfrey Community Centre Milton Street Palfrey WS1 4LA  |
| <b>Mon 17th August 2 till 4pm</b><br>@ The Stan Ball Centre Abbots Street Walsall WS3 3AZ                | <b>Sat 22nd August 10 till 4pm</b><br>@ 'Darlaston by the Sea', King Street, Darlaston.  |

For people who are unable to attend a listening event there are other ways you can feed in your views - details can be found on our website

**healthwatch**  
Walsall

**www.healthwatchwalsall.co.uk or email info@healthwatchwalsall.co.uk**

**Telephone 01922 614144**

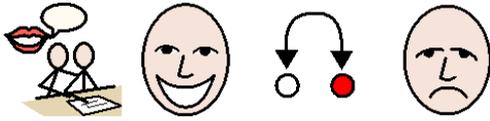
Ensuring local health and care services are centred around what matters to Walsall people

# Mental Health Services from Black Country Partnership NHS Foundation Trust

*Please tick the services you have used in the last twelve months*



<b>Mental Health:</b>			
<b>Adults:</b>  <input type="checkbox"/>		<b>Older People:</b>  <input type="checkbox"/>	
<b>Children Young People and their Families:</b>			
<b>Community</b>  <input type="checkbox"/>	<b>Healthcare:</b>	<b>Children and Adolescents Mental Health Services (CAMHS):</b>  <input type="checkbox"/>	
<b>Learning Disabilities:</b>			
<b>Inpatient Services:</b>  <input type="checkbox"/>		<b>Community Based Services:</b>  <input type="checkbox"/>	
<b>Therapy Services:</b>			
<b>Family Therapy:</b>  <input type="checkbox"/>	<b>Occupational Therapy:</b>  <input type="checkbox"/>	<b>Physiotherapy:</b>  <input type="checkbox"/>	<b>Counselling:</b>  <input type="checkbox"/>
<b>Speech &amp; Language Services:</b>  <input type="checkbox"/>	<b>Psychological Services:</b>  <input type="checkbox"/>	<b>Cognitive Behavioural Therapy:</b>  <input type="checkbox"/>	
<b>Group Sessions:</b>			
<b>Healthy eating:</b>  <input type="checkbox"/>	<b>Sexual health:</b>  <input type="checkbox"/>	<b>Hospital liaison:</b>  <input type="checkbox"/>	
<b>Male/Female hygiene:</b>  <input type="checkbox"/>		<b>Dental hygiene:</b>  <input type="checkbox"/>	



**Did the support make you feel happy or sad?**



**Very happy**



**Happy**



**Ok**



**Sad**



**Very sad**



**Was the support/care good or bad**



**Very good**



**Good**



**Ok**



**Bad**



**Very bad**



**Was the communication good or bad**



**Very good**



**Good**



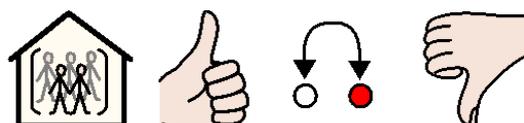
**Ok**



**Bad**



**Very bad**



**Were the staff good or bad?**



**Very good**



**Good**



**Ok**



**Bad**



**Very bad**



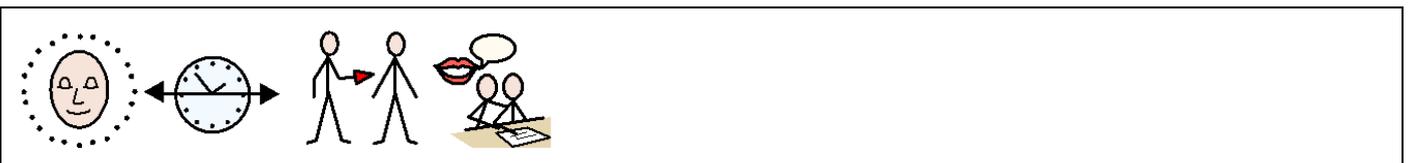
**Was the support right for you?**

 <b>Very good</b>	 <b>Good</b>	 <b>Ok</b>	 <b>Bad</b>	 <b>Very bad</b>
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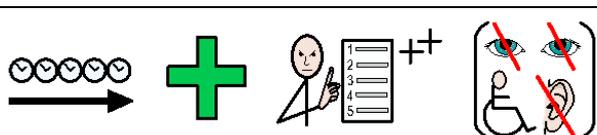
**Was your support/care organised ok?**

 <b>Very good</b>	 <b>Good</b>	 <b>Ok</b>	 <b>Bad</b>	 <b>Very bad</b>
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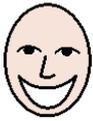


**Did you feel safe during your support/care?**

 <b>Very good</b>	 <b>Good</b>	 <b>Ok</b>	 <b>Bad</b>	 <b>Very bad</b>
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**Do you have any long term health conditions or additional needs (e.g. a disability?)**



Compliments and complaints

Are you? Male  Female

Your age? Under 12 years  12-17 years  18-24 years  25-34 years  35-44 years   
45-54 years  55-64 years  65-74 years  75 years or over

**Contact Information – if you want to tell us your story in more detail**

<b>Title*:</b>	Mr	Mrs	Miss	Ms	Other
<b>Full Name*:</b>					
<b>Contact E-mail**:</b>					
<b>Post Code*:</b>				HOUSE NUMBER	
<b>Contact Numbers*:</b>	Landline:			Mobile**:	

\*The personal details you provide will not be passed on to any third party or be used for any purpose other than contacting you regarding your story of health or social care services by Healthwatch Walsall. The information provided will be held in accordance with the provisions of the Data Protection Act 1998. The monitoring information will be used to show how effective Healthwatch Walsall is in reaching out to all communities in Walsall.

\*\* We need your permission to be able to email and text you. By giving us your email address and mobile number you are agreeing to receive information by email and text message and understand that the information given will be held and used in accordance with the Data Protection Act 1998 and that your permission continues to be granted until you confirm to us in writing that it is withdrawn.

<b>Signature</b>	<b>Date Signed</b>
For office use only: Ward:	Date logged: