

Health and Wellbeing Board

22 January 2019

Healthwatch Walsall - Update January 2019 Work Plan 2018/19

1. Purpose

The purpose of this report is to update the Health and Wellbeing Board on the progress of Healthwatch Walsall's work delivery plan 2018/19.

2. Recommendations

2.1 That the Health and Wellbeing Board notes the progress in delivering the Healthwatch Walsall work plan 2018 / 19.

2.2 That the Health and Wellbeing Board supports the work plan of Healthwatch Walsall.

3. Report Detail



This year we aim to have even greater positive impact for the communities and the people we serve. We aim to strengthen partnerships with providers and commissioners of services, further increase our public engagement, increase escalations / issues to decision makers to impact on change.

Healthwatch priorities are identified through public engagement, intelligence gathered and discussions with partners. Our key areas of work 2018 / 19:

3.1 Young people's experience of Health and Social Care services

We recognise the vital importance of engaging young people in order for us to gather their views around accessing and using health and social care services. With funding from the National Lottery, we have recruited a Youth Engagement Lead to work with groups of young people to gather experiences of health and social care, identify barriers to access, key priorities, and work around Walsall neglect agenda. We are also aligning activity around the Violence Strategy as a commitment to the Health and Wellbeing Board Priority.

We are developing a Youth Forum in order to bring young people (lived experiences) together as a platform where young people start learning to debate and voice their opinions and views. We are recruiting young people from Walsall aged 12-25, targeting all wards in the borough, male and female, and reach out to groups not currently well represented such as BAME, young carers and LGBT young people.

It is for the young people themselves to define the areas of focus, but from our pilot work we anticipate this might include:

- Drugs and 'legal' highs Alcohol
- Self-harm
- Obesity
- Mental health and access to services
- Physical activity
- Young people with caring responsibilities
- Eating disorders

There is also the opportunity to engage with young people around both around Walsall Together and the recently published NHS Long Term Plan. This work is externally funded up to May 2019. We invite Walsall Council to consider this an aspect of the new Healthwatch contract to embed young people's involvement.

Action to date:

Promoting the programme to key organisations, development of a community profile of groups and contacts

Focus workshops delivery being arranged.

Working with Walsall Safeguarding team around young people and neglect.

Working with Walsall Borough Council's Young Peoples Overview and Scrutiny Committee on a young peoples engagement plan.

3.2 Public involvement in the Black Country Sustainability Transformation Partnership (STP) and Walsall Together

The STP brings together organisations across primary care, community services, social care, mental health, acute hospitals and specialised services across the Black Country. The STP aims are to:

- Improve the health and wellbeing of local people
- Improve the quality of local health and care services
- Deliver financial stability and efficiency throughout the local health care system

We are ensuring that Walsall residents are informed, consulted and engaged effectively regarding planned changes within the STP and Walsall Together (the local integration plan).

Action to date:

- Contributed to the development of the Walsall Together Outcomes Framework
- Supported some of the initial CCG public consultation
- Contributed and engaged / disseminated information around the STP Local Maternity System.
- Regular engagement with 5 Black Country Healthwatch and STP SRO to review principles around the STP comms and engagement plan.
- Healthwatch Walsall is an active Board member of Walsall Together and the STP.

3.2b NHS Long Term Plan

Across each STP area, local Healthwatch have been asked to engage with their local community on the public views of the NHS Long Term Plan. Local Healthwatch will work together with the STP lead. Together, we will agree on goals, as well as how the insight will be shared. This work will take place between February and May 2019 to inform the new Black Country STP Plan.

As a starting point, local Healthwatch will gather the views people have already shared, to understand what changes the public want to see from future NHS services. This research will then be built on, for example by running focus groups or events. This will incorporate a national Healthwatch survey.

3.3 Working in Partnership to Reduce Inequalities

We are working with partner agencies to understand how we can better support communities that experience higher levels of health inequalities. We are aware that many areas of inequalities exist for communities in Walsall and that several initiatives at both local and strategic level are looking to address these. Based on intelligence that we have received regarding hospitals and dentists, we are focusing this work on the experiences of people with **hearing impairments**. We are currently scoping this programme with partners to explore experiences and difficulties in accessing health and social care. This area of work will commence in February 2019.

3.4 Supporting public involvement in GP practices in Walsall

Patient Participation Groups (PPG's) are volunteers and GP patients who come together with Practice Managers and GP's to discuss the operational details around the practice, share intelligence on general issues, discuss changes in primary care, and develop improved ways of working based on patients' views. They help to advise the GP practice from the patients' perspective. We have identified a range of challenges that are impacting on the effectiveness of these groups and are in active discussion with Walsall CCG to resolve this and help develop and support PPG's in particular those that are less established or requiring additional support

Action to date:

- Support the arrangements and co-ordination of a PPLG Conference.
- Working alongside Walsall CCG as lead to look at ways in which PPLG can be supported to play a key role in the patient voice for primary care.
- Devised a work programme to support the CCG.

3.5 Care Assessments

Last year we received several patient issues, concerns and requests for information regarding care assessments. We are currently gathering intelligence and stories from a range of people about their care assessments. We want to find out if people are receiving appropriate care support as a result of changes through care assessments. This differs in many cases and it will be important to also work with stakeholders to identify the parameters on providing care and support.

Action to date:

- By the end February we will complete 15 detailed case of peoples and parents' experiences of changes and impacts on care packages as a result of recent care assessments.

3.6 Volunteer Recruitment

We continue to work with a group of passionate and active volunteers who support our enter and view programme, research, outreach and engagement. We aim to recruit an additional **20** volunteers across the 5 roles available by June 2019, providing full induction and training for our volunteers and working with them to understand how best their time and skills can be utilised.

Action to date:

- Working closer with One Walsall with their volunteer team and closer communication.
- Tap into existing volunteer programmes such as accredited volunteer awards.

- Training organisations and supporting students studying health and social care at Walsall College.
- 15 fully active volunteers supporting the delivery of our work priorities.

3.7 Enter & View

During this year our Enter & View programme has grown from strength to strength.

Action to date:

Since July 2018 we have undertaken 10 Enter and Views in both social care and primary care settings, including visits to the Walsall Manor Hospital. Our aim is to maintain a minimum of two Enter and View visits per month, but to increase the service venues and number of visits, in places such as: dentists, opticians and community services, as led by intelligence received.

Some of the issues that we have highlighted are: health & safety, DOLS referral, Safeguarding referrals, restricted menu choice, little or poor social activities, no disabled parking, poor PPG numbers, appointment booking issues.

We are working closely with the CQC, sharing intelligence from our experience gathering to supplement their inspections. As well as undertaking Enter and Views based on our intel, we are using CQC and local authority intel to inform our visits.

3.7b. Enter and View – Walsall Manor Hospital

We are undertaking a series of unannounced Enter and View visits in January at Walsall Manor Hospital on Ward 3 and 10 (Discharge) in order to gather patient experiences of the discharge process and understand some of the blockages around discharge for those who are medically fit for discharge. We will publish a report based on our intelligence in February.

3.8 Community Engagement

Our Community Outreach Lead currently works closely with a number of volunteers on our outreach programme. We visit local communities within the Borough, health and social care establishments, and establish links to seldom heard groups to gather feedback and information to inform our work.

Action to date: From July 2018

Number of Events: 82

Number Engaged with: 1721

Number Signposted: 1706

Events: Rathbone, Walsall Manor Hospital, Job Centres, Walsall College, Blakenall Sure Start Centre, Community Centres, GP surgeries.

Examples of recurring issues that we have flagged and escalated.

- Access to appointments at GP surgeries, we have handled these locally by liaising with practice managers.

- Follow ups with consultation being cancelled or delayed leading to further health complications for the patients - we have referred these patients to PALS.

- Delays and communication issues with social workers for some service users. We have contacted social services to try and speed up the process and get progression for the service users.

3.9 Strategic Engagement

Healthwatch Walsall has built up a working relationship with a number of strategic level organisations and committees. These include the Health and Wellbeing Board, Walsall Together Board, Health Scrutiny Committee, Quality Surveillance Group, CCG Governing Body, Primary Care Commissioning Committee, A&E Delivery Board and CCG Quality and Safety Committee. Our remit is to work with these partnerships to ensure the voice of the public and patients are heard, and to provide advice, guidance and assurance on how to achieve this.

Aim: Healthwatch continues to be a strong voice in strategic decision making

Action to date:

- Continue to actively participate in a number of boards and partnerships and continue to share intelligence, scrutinise and comment where required.

3.10 Senior Lead Advocate

With funding from Walsall Borough Council (Adult Social Care), Healthwatch Walsall have recruited a Senior Lead Advocate who is engaging with vulnerable adults with fluctuating capacity in residential homes in Walsall. We are engaging with residents and patients to gather views regarding their care and support.

4. Implications for Joint Working arrangements:

Good joint working and partner relationships have and continue to be crucial in the delivery of Healthwatch Walsall work plan. We continue to act independently with a strong Board to champion the public/patient voice but engage in partnership activities to improve and enhance health and social care. Hence combining the roles as a critical friend. Our contract with Walsall Council ends in May 2019 but we will work to re-secure this.

5. Health and Wellbeing Priorities:

- Commitment to supporting the three priorities and Plan Refresh, Healthwatch Walsall commitments tabled.
- Healthwatch Walsall support the promotion and delivery of initiatives to support the improvements in health identified in the JSNA.
- Enable those at risk of poor health to access appropriate health and care, with informed choices.
- Empowering and signposting people to appropriate services to support positive health and wellbeing.
- Remove unwarranted variation in health care and ensure access to services with consistent quality.
- Enable those at risk of poor health to access appropriate health and care, with informed choice.
- Marmot objectives: Action on health inequalities requires action across all the social determinants of health, including education, occupation, income, home and community. enabling all children, young people and adults to maximize their capabilities and have control over their lives. (Healthwatch Walsall delivery around Care Assessments and Hearing Impairments – Access to Health and Social Care).

6. Safeguarding

- Healthwatch Walsall have a seat on the Adult and Children Safeguarding boards.
Healthwatch Walsall, via intelligence escalate safeguarding / issues of concern to the relevant authorities.

Background papers

All reports are published on our website : www.healthwatchwalsall.co.uk

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YOUNG **healthwatch** *ers*

Are you aged between 12 and 25 years old?

Do you live in Walsall?

Is your physical and mental health important to you?

If you have answered yes to these questions then we would like you hear from you.

You can make a real difference to young peoples health and care services in Walsall.



ACCESS ALL AREAS

As a young person do you access the following health & social care services: Doctor Surgeries, Hospitals, Dentists, Opticians, Sexual Health, Mental Health & Well Being, Learning Disabilities services and any other services in Walsall?

Share your experiences and views to help improve services.

If you would like to become more involved? Then why not join our 'Young Healthwatchers' forum.

For a chat contact

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