



Briefing Note for Health and Wellbeing Board

27 April 2015

Chief Officer Post

- We have now recruited Simon Fogell as Chief Officer for HWW. A start date is being negotiated and we have appointed another of the candidates for the CO postm as Interim Operations Manager to give added resource during the notice period.

Workstream Activity

- Discharge from Hospital

The Executive Summary for this report is planned for discussion with WHNHST in May prior to presenting the report findings to HWBB in June.

- Obesity

It is expected that 600 surveys will have been collected from across Walsall to help inform the work of this group and a findings report will be issued in June/July.

- GP Performance

We have developed a new patient questionnaire based on surveys carried out by other Healthwatch. We are planning to carry this out across all GP practices in Walsall during May alongside an audit of GP Premises to review accessibility and patient facilities.

- Accident and Emergency Services

A tour of A & E and Ward 29 has been agreed. A discussion is also planned with WHNHST to review progress made with recommendations from a predecessor group that reviewed A & E Services.

This is to be followed up with an Enter & View visit and a survey will be developed to gather people's experiences of this service.

The group acknowledges that whilst there are performance issues in A & E, these should be viewed in the context of wider problems caused by availability of GP appointments, bed blocking and discharge.

- Social Care Group

Joint working with Commissioners and CQC has helped identify a number of care homes to inspect and we are developing an Enter & View program.

Quality Accounts

Further to last years' experience a new process was put into place for this year's Report. This is working better although there is scope for further improvement.

A series of meetings with Walsall Healthcare have been held to discuss performance and WHNHST are attending our next Assembly to present on performance this year compared to last and to identify areas where targets were not met.

This will help to inform HWW statutory consultee comments for Quality Account 2015 which is due for publication in June..

Communications & Engagement

- Directory of Services (2nd Edition) – The final draft has now been received for approval and we are aiming for publication in May 2015.
- Engagement Grants - this programme was introduced to enable access to “seldom heard” communities. Through the programme we are gaining access to groups that would otherwise be very difficult to build relationships using traditional engagement approaches. We are discovering their experiences, concerns and aspirations and will use this information to help inform decisions about their services. This scheme has supported engagement so far with 12 diverse groups such as Mend-It, Black Sisters, AIANA, Walsall SUE, British Muslim Youth Group, Youth Opinions Unite. It is part of a longer and continuing process of trust and relationship building. We will be evaluating the success of this process to inform our Year 3 strategy.
- Service Watch 2 - Service Watch 1 was very successful and provided us with feedback from 1,200 people (see demographics tables below). We are now planning a further survey to help provide feedback on a much broader range of health and care services.
- News Bulletins - Issue 7 which was a report on our Service Watch survey outcomes has been distributed. Issue 8 is to be issued imminently.
- Website - We are implementing 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 “trip adviser” type facility to gather patient experience for all NHS funded services in Walsall. It will incorporate a translation and speech facility in 77 languages and links to Social Media. We expect this initiative to provide a big "step change" in our ability to gather views and represent them to commissioners and providers. It is expected that this will be launched in June.
- Engagement Activity - we have attended a number of events across Partnership areas during the past few weeks and are planning to provide coverage of each Partnership area during the coming months as well as supporting key stakeholder and partner events to reinforce awareness of HWW as the public voice for Walsall on Health and Social Care

Partnership Working

- Walsall Disability Forum - commissioned to support our work by carrying out an audit of all Walsall GP Premises for DDA, Parent/Child access and Patient facilities.

- Age UK - commissioned to review patient experience from it's client base with the Step Down provision, the Rapid response service and GP satisfaction.
- Voiceability - a working protocol agreed together with a timetable of quarterly meetings and a monitoring/review process for Walsall referrals. Also agreed to collaborate on a joint awareness raising strategy about Complaints Advocacy.

Membership

- Value of members time contribution in 2014 - 15 was £26,672
- We have recruited new Assembly members and are reviewing how our Partner network can better feed into our workstreams and priorities.

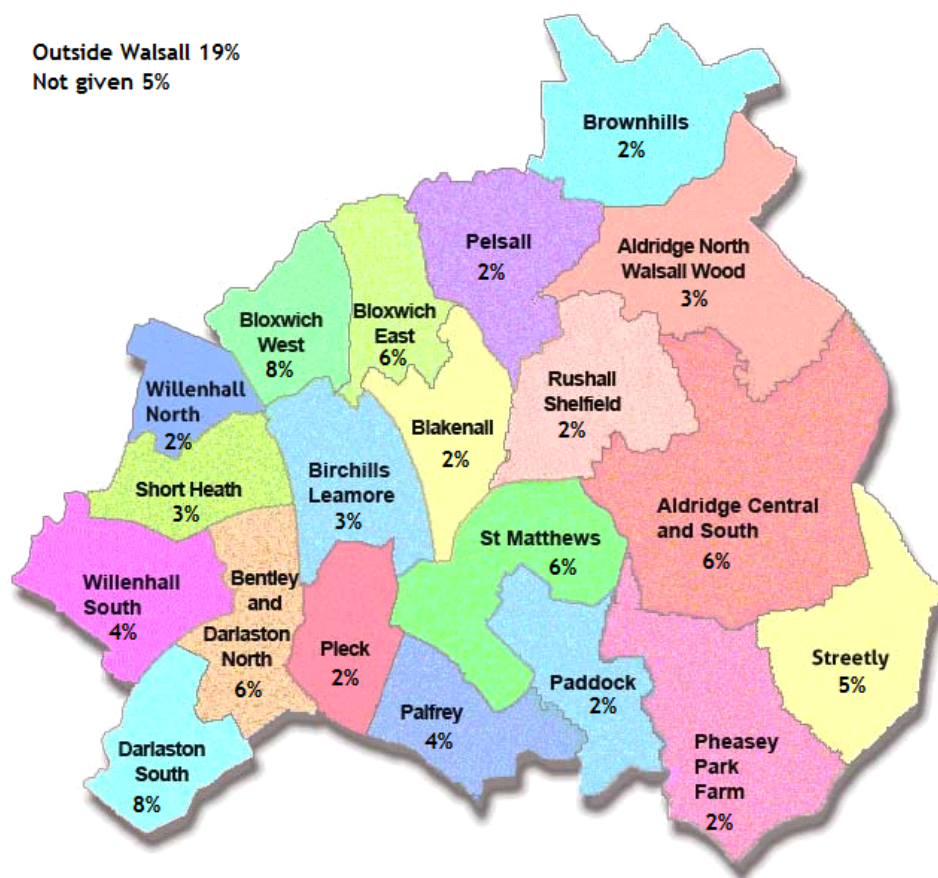
General Activity

- Better Care Fund Presentation from Andy Rust. Further work agreed by assembly
- Presentation on NHS111 service and the West Midlands Quality Review Service
- Series of presentations/workshops planned on JCU Commissioning Intentions so that these can be put on the Assembly radar for public and patient input
- Training programme being developed for prospective Assembly & Board Members
- The Joint Chairs have attended 17 meetings with stakeholders, providers and partners since January.

Appendix 1 Membership Data showing responses for Service Watch

Outside Walsall 19%

Not given 5%



	Healthwatch Member %	Walsall % (2011 Census)
White British	80.6%	76.9%
White Irish	0.2%	0.4%
White Eastern European	0.3%	0.8%
Other White Background	0.5%	1.4%
Indian	5.4%	6.1%
Pakistani	5.2%	5.3%
Bangladeshi	1.1%	1.9%
Chinese	0.2%	0.4%
Other Asian Background	0.2%	1.5%
Caribbean	1.7%	1.2%
African	0.7%	0.7%
Other Black Background	0.2%	0.4%
Mixed Race	0.4%	2.7%
Traveller/Romany	0.0%	0.1%