

Q1 Quarterly Activity Report April - June 2018



Highlights of Q1

Annual report 2017-18



We are delighted to be able to present the Healthwatch South Gloucestershire Annual Report for 2017-18.

To find out more about all of the work that the team and volunteers carried out last year W: <https://bit.ly/2IJEHx9>

Reports that we have published this quarter

The team has been really busy talking to the public and writing up their feedback. Reports published this quarter include:

- the findings of our GP services survey, which we carried out earlier in the year
- feedback from the engagement that we have done around the Accessible Information Standard
- a report from The Diversity Trust capturing the views and experiences of Trans+ people who use health and social care services, which was commissioned by Local Healthwatch across the South West.

To find out more about these projects and read the reports in full please visit our website W: <https://bit.ly/2HPmaPr>



We are one of 28 Healthwatch across the country that has been nominated for an award from Healthwatch England!

We are over the moon to have been nominated for the work that we have been delivering with The Hive (Avon), a local organisation that supports people with learning disabilities, their families and carers. W: www.avonnorthmencap.org.uk

The award is specifically for our involvement of volunteers in a project called 'Hivewatch', during which five Hive members were trained to visit health and social care services and explore how accessible they are for people with learning disabilities, identify areas of good practice and make recommendations for improvement. To find out more W: <https://bit.ly/2FZNxtr>

We will find out if we have been successful in October so watch this space!

How we have helped improve local services in Q1

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In June we held a workshop for members of staff from **21** health and social care services across B&NES, Bristol and South Gloucestershire to discuss how they are implementing the Accessible Information Standard (AIS).

This workshop followed a project that Healthwatch had been doing to understand the difference that the Standard had made to people's experiences of using services since its introduction in August 2016.



Healthwatch provided responses to **FOUR** NHS Quality Accounts during Q1.

A Quality Account is a report about the quality of services offered by an NHS healthcare provider. These reports are published annually and are available to the public.

Quality Accounts are an important way for local NHS services to report on quality and show improvements in the services they deliver to local people.

Healthwatch South Gloucestershire provides a response to these reports, highlighting what they have heard about the provider's services and asking questions about how their performance will be improved on key areas. We will work with providers to track progress against the Quality Accounts during 2018-19.

FOUR

5

During Q1, our Enter and View team was able to speak to **FIVE** patients that they had met during their visit to Thornbury Hospital in February 2018.

During the Thornbury Hospital visit these patients had given permission for Healthwatch to contact them once they had returned home, in order to understand their experience of being discharged from hospital.

This work is part of an ongoing project that Healthwatch is carrying out to understand how the rehabilitation, recovery and reablement services in South Gloucestershire support people after a hospital stay and help people to live independently within their own homes.

Read the Thornbury Hospital visit report here W: <https://bit.ly/2JcMWWR>

How we have gathered the views of the public in Q1



The NHS turns 70

Healthwatch attended Sirona care & health's NHS 70 anniversary event. The event was a great opportunity for the public, staff from Sirona care & health and the voluntary and community sector to talk to one another about how we can support each other going forwards.

Healthwatch had some fantastic conversations with attendees about how they can work together on Healthwatch South Gloucestershire plans for work during 2018-19.

A big thank you to Sirona for inviting us along!



Health information week

Healthwatch was invited to have a stall at Bradley Stoke Library to promote the importance of information in health and wellbeing. Healthwatch learnt a lot about local organisations such as Avon and Wiltshire Mental Health Partnership NHS Trust, University of West of England, Carers' Support Centre and Deafblind UK among others, which will help us to signpost people to local services.



Spreading the word

Healthwatch staff and volunteers have been really busy during the spring attending a huge number of local events, fayres and festivals to speak to local people, including:

- Avon and Wiltshire Mental Health Partnership's learning disabilities celebration day
 - Page Park summer fayre
 - Volunteer week events
 - Over Fifties' Forum Annual General Meeting
 - Summer in the Park
 - Patient Participation Group Chairs' Forum
 - Race Equality Network
 - Ageing Better Forum
- and much more....

