



healthwatch

Healthwatch South Gloucestershire Annual Report 2016/17



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Message from our Chief Executive

I am pleased to commend this annual report to you, and satisfied to be able to reflect on the positive work that has been delivered by Healthwatch South Gloucestershire this year.

The Care Forum is proud to host a project in a way which empowers staff and volunteers to be able to act as advocates, champions and supporters to those who most need to be heard.

As always, our volunteers are at the heart of what we do – and this is especially apparent in the enter and view work we have delivered, which has continued to provide valuable insight into the lived experiences of people using local health and social care services. This year, the volunteers have taken a close look at the opportunities that care home residents have to lead healthy and active lives. This has resulted in the development of a physical activity resource, which will be shared with care homes across the district during 2017-18.

We were also delighted to work closely with The Hive (Avon), a local voluntary sector organisation that works with adults with learning disabilities and their families, in order to raise awareness of oral health and explore people's experiences of accessing dental care. The success of this work has led to us securing joint funding to begin a new project in 2017-18 titled 'Hivewatch', through which we will continue to understand the experiences that adults with learning disabilities have when accessing health and social care services.

It is clear that the public is increasingly aware of what Healthwatch can offer them – with over 170 people completing our 'which service and why?' survey, regarding urgent care services, and plenty more people interacting with us via social media, the online Healthwatch feedback centre and attending our public information events.



I would like to thank each volunteer for the way in which you have held us to account, shown leadership, inspired us and directed the work of the project. I would also like to thank the staff who have worked tirelessly to ensure that Healthwatch South Gloucestershire continues to develop and deliver this year.

Vicki Morris, Chief Executive - The Care Forum.



Highlights from the year

Our volunteers help us with everything from enter and view to promoting exercise in care homes



This year we reached 2065 people on social media.



Our reports have tackled issues ranging from minor injuries to dental care



170 people took part in our winter survey of urgent care services



We've met many local people at our community events



Why exercise?

Because:

- Our strength, fitness and mobility can improve
- We can feel more alert and brighter
- Our appetite and digestion improves
- Our balance, posture and coordination improves
- Our risk of falls and fractures are reduced
- Our concentration and memory improves
- Our sense of wellbeing improves

Activity provides moments of laughter and joy, which can enhance a person's wellbeing.

Happy and healthy Any exercise is good!

Exercise should be part of our care plan

We need meaningful daily activities



Encourage volunteers to come to your care home.

Fresh ideas can provide opportunities for exercise through everyday activities.

Older people can exercise!
It can fit into care home daily life

Activities

- lay tables
- fold laundry
- arrange flowers
- deliver post and newspapers
- gardening jobs
- walking to the dining room instead of eating in the bedroom
- climbing stairs
- movement through games and music
- dusting and polishing

www.healthwatchsouthglos.co.uk
01454 543 402

Our enter and view volunteers developed an exercise poster to support their work in care homes

How to get started

A practical guide to healthy ageing
Age UK South Gloucestershire
01454 411707
info@ageuksouthglos.org.uk

Top 10 tips on keeping well and healthy
www.myhomeinlife.org.uk

Ideas for activities
www.southglos.gov.uk
search 'ageing well'
www.elderlyactivities.co.uk

Living well toolkit
www.cot.co.uk/living-well-care-homes

The importance of having activity within a care setting:

Helps adults who live with Dementia to develop and achieve realistic outcomes such as sustaining lifelong skills, enjoying social situations and maintaining a level of independence through meaningful occupation.
Dementia Day Opportunities Manager
Cambrian Green Day Services



Who we are

Healthwatch South Gloucestershire is a strong voice for children, young people and adults in health and social care.

Anyone can speak to Healthwatch about their experiences of health or social care services (including GPs, hospitals, mental health services, social care teams) and feedback what was good and what was not.

Healthwatch ensures that service providers and commissioners hear this feedback and make changes to their services.

When someone gets in touch, Healthwatch will:

- + signpost them to other helpful services
- + help them to access advocacy support
- + record their feedback and ensure that service users have their voice heard in decisions about the running of health and social care services

Healthwatch also invites members of the public to volunteer, helping to ensure that everyone has their voice heard in the development of health and social care services.

Healthwatch exists to make health and care services work for the people who use them.

Everything Healthwatch says and does is informed by its connections to local people. The sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

Healthwatch believes that asking people more about their experiences can identify issues that, if addressed, will make services better.

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

Our vision

Communities and people in all their diversity in South Gloucestershire can maintain their health and wellbeing, and care for themselves and each other.

Our mission

Healthwatch South Gloucestershire will involve local people to help improve health and social care services.

Everything Healthwatch says and does is informed by our connections to local people and Healthwatch expertise is grounded in their experience.

Our priorities

Using the Joint Strategic Needs Assessment, Joint Health and Wellbeing Strategy, intelligence from Healthwatch representatives and the information heard directly from local people, the priority for 2016/17 was to engage with communities that are seldom heard, with a focus on:

- + learning difficulties
- + primary care
- + mental health
- + hospital discharge

- + social care

In addition to the five priority themes, Healthwatch also made a commitment to continue its enter and view activity.

Healthwatch South Gloucestershire advisory group

Healthwatch South Gloucestershire is supported by a group of lay people who are actively involved in deciding the activity and direction that Healthwatch takes.

The advisory group members are a crucial part of the team, representing the patient and public voice on a number of strategic committees and groups and leading Healthwatch's activity on five key areas:

- + Health and Wellbeing Board
- + quality
- + equalities
- + enter and view
- + children and young people



The Healthwatch South Gloucestershire advisory group is made up of:

- + Joanna Parker, Independent Chair and Enter and view lead
- + Sarah Moore Health and Wellbeing Board representative
- + Peter Hale, equality lead
- + Vacancy for quality lead
- + Vacancy for children and young people

The Healthwatch South Gloucestershire team:

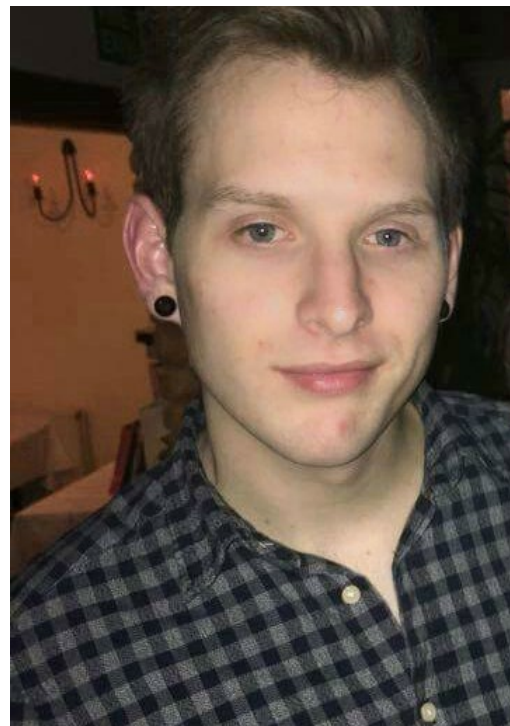
Louise Spencer, Project Coordinator

Dan Hull, Development Officer

Steffie Denton, Volunteer Support Officer

Charlotte Reeves, Volunteer Support Officer

Pictured: Louise Spencer and Dan Hull



We can help you...

Are you struggling with your health or social care?

Your views on health and care



Your views on health and care

Listening to local people's views

Following the work plan priorities that were selected by the advisory group, the community engagement for 2016/17 has focused on five main areas:

- + learning difficulties
- + primary care
- + mental health
- + hospital discharge
- + social care

Learning difficulties and primary care services

During 2015/16, Healthwatch South Gloucestershire and Healthwatch Bristol worked together to talk to local residents about primary care services. From this work it was clear that there were some challenges being experienced by people regarding accessing GP services, particularly for adults with learning difficulties.

In 2016/17, Healthwatch decided to pursue this work with a focus on understanding how adults with learning difficulties access information and health services, and chose to include any impact that the Accessible Information Standard (AIS) had on supporting them to do this.

In order to carry out this work Healthwatch partnered up with The Hive Avon, an organisation supporting adults with learning difficulties. From initial discussions with The Hive, it was clear that dental health was an area that would be of interest so a series of activities were planned to help explore this theme in more detail:

- + two focus groups, which would give contributors an opportunity to answer questions and discuss issues relating to dental hygiene

- + development of an Easy Read survey to gather feedback from adults with learning difficulties, their parents and carers about oral health
- + two joint visits to dental practices to be undertaken by The Hive and Healthwatch
- + an oral health promotion event run by Healthwatch, The Hive and the local hospital trust.

We were very pleased with the engagement we received in this work. Over 60 people attended the focus groups, oral health event and completed the Easy Read survey, and two adults with learning difficulties from The Hive have been trained and supported to carry out enter and view visits.

From this project Healthwatch and The Hive have generated a number of recommendations which have been shared with providers, commissioners and health scrutiny committee to share best practice and highlight areas that could be improved. Healthwatch is still awaiting a response on some of these recommendations and will work with The Hive to follow them up and review the impact they make.

To find out more about the activity we undertook with The Hive

W: <http://bit.ly/2eRqtf8>

Access to services: engagement with the hearing impaired community

Healthwatch South Gloucestershire, along with Healthwatch Bristol and Bristol City Council organised a consultation event in April 2016 for people who are D/deaf, deafened, hard of hearing and deafblind to come together and feedback on their experiences of health and social care services. 42 people attended the event, including 13 South Gloucestershire residents.

Healthwatch South Gloucestershire sent the report to the Patient Participation lead at North Bristol NHS Trust (NBT) and South Gloucestershire Clinical Commissioning Group (CCG) to discuss the report recommendations. Following this, NBT established regular meetings with representatives of the hearing impaired community to improve access for this group. Healthwatch will continue to be informed of progress from NBT and through patient feedback.

A full report is available online

W: <http://bit.ly/2eRqtf8>

Older people: engagement at Cossham Hospital

In April 2016, Healthwatch South Gloucestershire visited Cossham Hospital to talk to patients about their experiences of referral to and from the hospital's services.

Healthwatch staff and outreach volunteers spoke to 31 older South Gloucestershire residents during the visit.

During the same quarter we held an open meeting for members of the public, services providers and voluntary, community and social enterprise (VCSE) organisations to share the views and feedback we had received, in addition to that related to other services for older people, including social care services offered by two local community healthcare providers.

What we've learnt from visiting services

Healthwatch South Gloucestershire has 13 authorised enter and view representative volunteers. These Healthwatch volunteers visit health and social care services to identify care that can be celebrated and shared with other providers. Volunteers also identify any issues which concern service users, their relatives and members of staff, or the Healthwatch enter and view volunteers.

A total of 11 enter and view visits were undertaken during 2016/17. Nine of these have been part of an

ongoing programme to understand the quality of residents' experiences within local care homes, particularly where residents have, or could be expected to have, dementia. The majority of these visits have been 'revisits' where the volunteers have returned to a care home to see whether or not the recommendations for change made following the initial visits had been implemented.

There has also been one enter and view visit to a care home providing care for people with profound learning disabilities, and one 'research' visit to day care services for people with dementia.

Enter and view volunteers use an evidence base to inform their approach to each visit; keep up to date by reading current literature about the care of older people and people with dementia; undertake mandatory training such as safeguarding of vulnerable adults training, and seek additional learning opportunities to ensure that they can act as critical friends and make appropriate, meaningful, and manageable recommendations to the care homes and any other services they may visit.

Analysis of the findings of the first 20 enter and view visits to care homes for older people (carried out between 2014 - 2016) found five themes that impacted on the residents' day-to-day lived experiences that volunteers believe should be addressed:

- + a lack of meaningful and/or purposeful activities available, in particular for male residents
- + few opportunities taken to encourage residents to be as physically active as possible
- + care homes having little, if any, meaningful engagement with their local community
- + with one notable exception, few, if any, volunteers in care homes making a contribution to residents' wellbeing

- + a lack of intergenerational input, although there were some examples of schools being involved in specific projects with residents.

In response to these findings, and in the spirit of volunteer learning and development, Healthwatch volunteers were invited to spend some time at Cambrian Green day services to observe how people with dementia are able to be meaningfully occupied. This turned out to be an inspiring visit and provided the impetus for volunteers to develop a 'Let's keep active/exercise' poster which is to be distributed to all care homes during 2017.

The five revisits to care homes were all positive experiences. Analysis of the findings demonstrate that there have been changes made in direct response to the recommendations made by Healthwatch South Gloucestershire, which is one measure of our impact. Changes made include:

- + more, and more varied, activities introduced for residents; some with an emphasis on gender specific activities to engage male residents
- + appointments of activity managers
- + members of staff having conversations with residents to understand their life histories
- + improved signage to facilities
- + introduction of relatives and residents meetings
- + improved and more nutritious meals made available
- + staff member appointed with specific remit for residents mealtime experience and protected mealtimes
- + redecoration and refurbishment
- + equipment cleaned and stored appropriately

In preparation for the visit to the care home for people with learning difficulties, volunteers attended training provided by The Hive. The Hive, previously a MENCAP organisation, supports people with moderate learning difficulties and they provided Healthwatch volunteers with guidance on how to approach and consult with people during the visit. Enter and view volunteers also attended a training session using 'Talking Mats', a communication aid using pictures and symbols to give them ideas for communicating. Further work with The Hive and people with learning difficulties is planned for 2017/18.

All enter and view reports, and care home manager responses, can be found on Healthwatch South Gloucestershire's website

W: <http://bit.ly/23bcrfy>

The Healthwatch South Gloucestershire authorised enter and view representatives are:

- + Linda Broad
- + Tony Colman
- + Rosemary Dibble
- + Mike Garrett
- + Maggie Hadley
- + Jenny Harris
- + Kay Hobday
- + Norma Marshall
- + Sarah Moore
- + Joanna Parker
- + Andrew Riches
- + Wayne Song
- + Janet Spence



Helping
you find the
answers

hwatch
Kant
Voice
Coun
to us at
1703 110
Call us on our Freephone Number
0800 801 0101
Visit our website
www.hwatch.com.au
hwatch

Helping you to find the answers

How we have helped the community access the care they need

Healthwatch South Gloucestershire provides advice and information to local people in several ways including the Well Aware health and wellbeing database and free-phone telephone line.

Categories of information include:

- + support around the home
- + home maintenance adaptations and housing
- + getting around
- + personal health services
- + socialising/ out and about
- + emotional support
- + living, learning, working.

In addition there are specialist areas on dementia, learning difficulties and mental health with local support, information and resources.

The free-phone telephone line offers people in the area the option to phone for assistance in finding health and wellbeing support and activities in the area to include people without internet access.

The Browse Aloud feature on Well Aware and the Healthwatch South Gloucestershire website enables users to listen to content and Google translate means that information can be shown in a variety of different languages to assist people whose first language is not English.

On website and Facebook

The Feedback centre on the Healthwatch South Gloucestershire website and Facebook enables the public to provide information about all health and social care organisations in South

Gloucestershire. This helps Healthwatch to generate data that we can act on.

The public can find any local organisation simply by searching its name, location or postcode. This can be done through a variety of devices including mobile phone whilst on the move.

When providing feedback through the feedback centre, users are prompted to review and rate services by answering a list of questions that help them to provide the right level of detail, in the shortest amount of time. All feedback is moderated before being published.

Healthwatch captures the following data:

- + an overall rating of the service provider
- + a summary of experience which we divide into themes and subthemes
- + friends and family test questions.





Making a
difference
together



Steph
Healthwath Newcastle U

How our experiences are helping influence change

Engaging members of the public is one of Healthwatch's key priorities; this year Healthwatch has been working with a wide range of partners to understand people's experiences of local health and social care services.

Minor injuries services

South Gloucestershire Clinical Commissioning Group (CCG) has been running a pilot project for GP-based minor injuries services. Healthwatch South Gloucestershire has been helping to support this work. The aim of this engagement was to help inform the decision-making process around continuation of this model of minor injury service provision.

Healthwatch South Gloucestershire visited the Minor Injuries Unit (MIU) at Southmead Hospital for a week in March 2017. The MIU sits within the Accident and Emergency (A&E) department at the hospital. Healthwatch developed a survey which we hoped would help uncover people's motivations and reasons for presenting to A&E rather than the GP-based minor injuries services available.

36 people completed the short survey and the following themes can be identified from their responses:

- + lack of consistency from GP surgeries in sharing information about the minor injuries services provided
- + non-medical 'triage' from frontline staff leading to people not able to access minor injuries services from their GP
- + lack of information about GP-based minor injury services across South Gloucestershire
- + lack of service provision at Yate MIU (no x-ray, stitch removal) leads to patients being referred to Southmead Hospital for treatment

This report and its findings were shared with the CCG. To view the report

W: <http://bit.ly/2eRqtf8>

Promotional campaign: 'Give a gift to the NHS this Christmas'

Healthwatch South Gloucestershire worked on this project in partnership with Healthwatch Bristol, with the aim of promoting clear messages around the appropriate use of health services during winter 2016/17. Healthwatch signposted people towards information that the CCG had produced titled 'Right care, first time', in order to explain to people which services were available to them and what support they could provide.

Healthwatch also promoted a survey 'Which service and why?' from October 2016 to February 2017. The aim of the survey was to investigate:

- + people's knowledge of the health services that are available to them and how to access them
- + what influences choice around these services
- + potential barriers to accessing health services.

Staff and volunteers from Healthwatch widely promoted and carried out surveys with community groups and in a variety of health and community locations, such as Cossham and Southmead hospitals.

Healthwatch received 177 survey responses in total; 79 from South Gloucestershire residents.

The findings were as follows:

- + most of the respondents are fully aware and informed about healthcare services, what they offer and how to access them. The one area of healthcare that requires greater clarification and promotion is GP-based minor injury services in South Gloucestershire
- + for the majority of respondents, the most

important element of choosing which service to use is speed of access to professional advice and treatment from a healthcare professional. People want to have contact with a health professional on the same day, to receive advice and treatment if required

- + potential barriers to services that were mentioned included a lack of knowledge about some services, language being a barrier to treatment, and a lack of IT skills to download healthcare apps.

Those respondents who were given the CCG resource 'Right care, first time' felt that the information given was clear and accessible, and that this was a valuable resource that will correctly inform the public about health services and how to use them.

This information, together with the findings from the MIU engagement, have been shared with the CCG.

Working with other organisations

The Hive, Avon – engaging with adults with learning difficulties

In 2015/16, Healthwatch South Gloucestershire and Healthwatch Bristol worked together to talk to local residents about primary care services. From this work it was clear that there were some challenges in accessing primary care services, particularly for adults with learning difficulties. At the same time, the oral health strategies for South Gloucestershire and Bristol were being reviewed so this seemed like a key time to gather evidence and help to influence and shape future priorities.

In 2016/17, Healthwatch South Gloucestershire and Healthwatch Bristol decided to pursue this work with a focus on understanding how adults with learning difficulties access dental health information and services, and what impact the new Accessible Information Standard (AIS) had on supporting them to do this.

In order to carry out this work Healthwatch partnered up with The Hive Avon, an organisation supporting adults with learning difficulties.

Following discussion with The Hive, several activities were planned to help explore this theme in more detail:

- + two focus groups, which would give contributors an opportunity to answer questions and discuss issues relating to dental hygiene
- + development of an Easy Read survey to gather feedback from adults with learning difficulties, their parents and carers about oral health
- + two joint visits to dental practices to be undertaken by The Hive and Healthwatch
- + an oral health promotion event run by Healthwatch, The Hive and the local hospital trust.

We were really pleased with the engagement we received in this work. Over 60 people attended the focus groups, oral health event and completed the Easy Read survey, and two adults with learning difficulties from The Hive have been trained and supported to carry out enter and view visits.

Healthwatch benefitted hugely from the energy, enthusiasm and support that was received from The Hive regarding this work. In addition to the commitment and support that was received from staff at the local hospital trust who helped us to negotiate what is a large and complex organisation to ensure our work went ahead.

From this project Healthwatch and The Hive have generated a number of recommendations which have been shared with providers, commissioners and health scrutiny committee to share best practice and highlight areas that could be improved. Healthwatch is still awaiting a response on some of these recommendations and will work with The Hive to follow them up and review the impact they make.

Furthermore, the success of the work carried out during 2015/16 and 2016/17 has helped Healthwatch South Gloucestershire and The Hive to secure joint funding to develop 'Hivewatch', a new project that will run during 2017/18. This project will build on the work carried out to date, specifically:

- + recruit and train a larger cohort of enter and view representatives from The Hive
- + carry out four enter and view visits to health and social care settings during the course of the year, with a focus on access for adults with learning difficulties and the AIS. The settings will include a GP practice, day centre and a residential home.

Our plans for next year

The Healthwatch South Gloucestershire advisory group has decided that the project's work priorities for 2017/18 will be as follows :

- + enter and view (including delivery of the Hivewatch project)
- + integration of health and social care services, e.g. patient flow into the community from hospital, including discharge to assess
- + Accessible Implementation Standard





Our people

Decision making

Healthwatch South Gloucestershire's advisory group is made up of representation from The Care Forum, the Carers Support Centre and the CCG Improving Patient Experience Forum.

Half the advisory group is made up of volunteers who take on lead responsibilities for areas of work including:

- + Children and young people
- + Quality
- + Equality
- + Enter and view
- + Health and Wellbeing Board

Joanna Parker is the enter and view lead and has also taken on the role of chair of the advisory group.

The Healthwatch advisory group meets monthly and receives the quarterly 'feedback feed forward' report of responses heard from children, young people and adults on their health and social care services. The advisory group uses this evidence to identify themes that may be added to the work plan priorities for the year. Further evidence from the Local Authority, Public Health, Joint Strategic Needs Assessment (JSNA), Clinical Commissioning Group and NHS England priorities has also been used to align Healthwatch priorities.

How we involve the public and volunteers

Quarterly open meetings give the opportunity to consult with the public and stakeholders and provide feedback on the Healthwatch outcomes based work plan. The work plan is regularly monitored at advisory group meetings and staff report on progress. The advisory group hear from volunteers who are actively engaged in the development of commissioning plans and the design of services and these plans show the

influence of Healthwatch input. This year young people from South Gloucestershire have joined others from Bristol and North Somerset in 'Young Healthwatch' to take part in the re-commissioning of children's community health services. The advisory group maintains capacity to respond to any urgent issues and this year South Gloucestershire Council gave funds for Healthwatch to hear from people on the cusp on mental ill health and the mental wellbeing report has been completed.

During this year South Gloucestershire council undertook a 360 degree review of Healthwatch South Gloucestershire. Healthwatch South Gloucestershire link closely with The Care Forum voluntary sector service to ensure that the wider voluntary and community sector are given the opportunity to feedback to Healthwatch or join as a volunteer Healthwatch champion, share their issues and ensure that feedback to the Health and Wellbeing Board reflects the wider community.

Quarterly contract monitoring reviews Healthwatch outcomes and identifies whether anything could have been done differently and can be amended.





Our finances

Income	£100,437.00
Funding received from local authority to deliver local Healthwatch statutory activities	£100,437.00
Additional Income	£0.00
Total income	£100,437.00
Expenditure	£98,412.00
Operational costs	£19,295.00
Staffing costs	£75,061.00
Office costs	£4,056.00
Total expenditure	£98,412.00
Balance brought forward	£2,025.00



Contact us

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Twitter: [@HWSouthGlos](https://twitter.com/HWSouthGlos)

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with 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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