

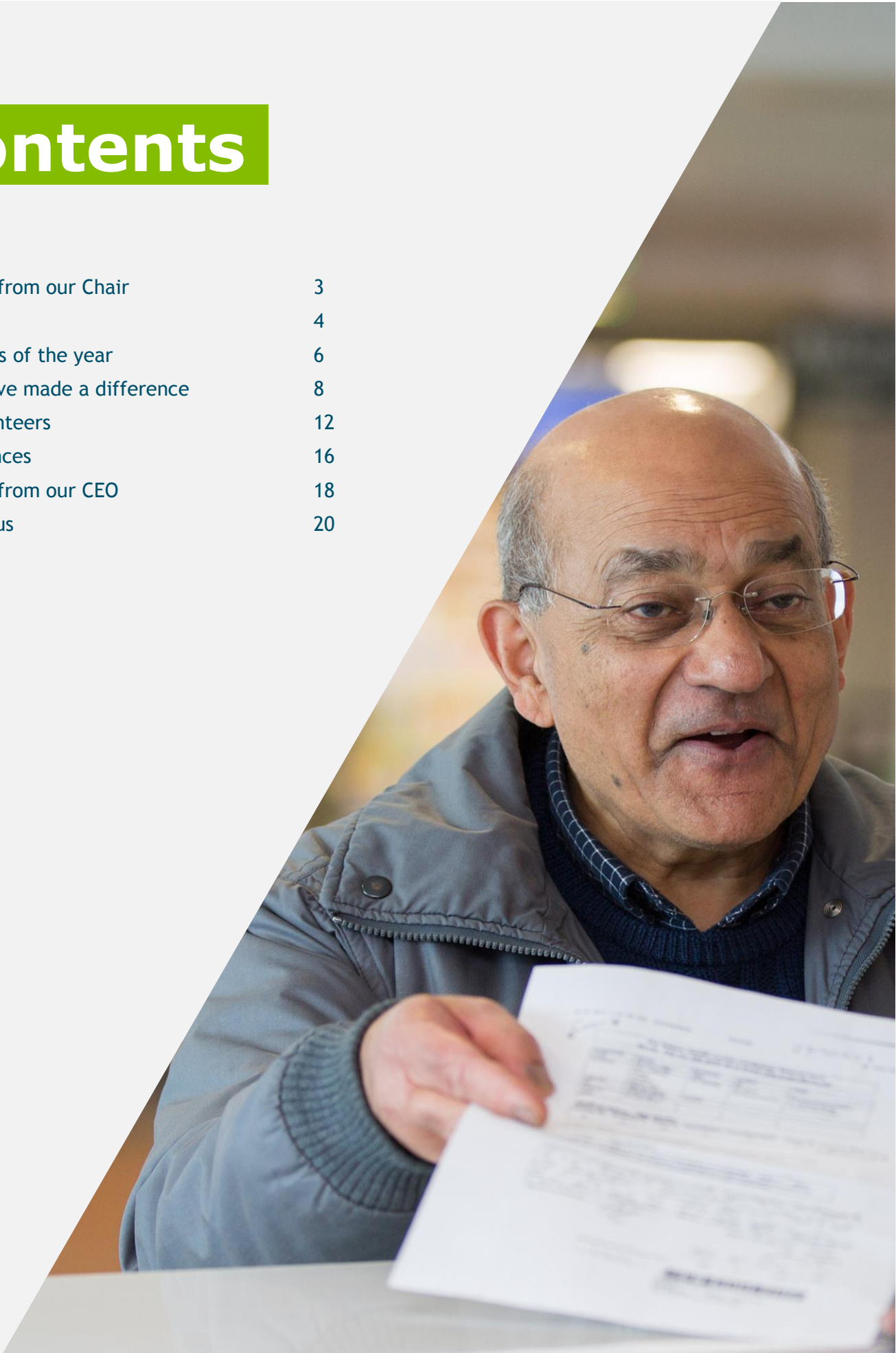
Healthwatch South Gloucestershire

Annual Report 2018-19



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Message from our Chair

'It has never been more important to make sure that the patient and public voice takes centre stage'

We believe that people's views, in particular from those who find it hardest to be heard, are essential to influence those who design, commission and deliver services. People's views help generate ideas for service improvement and better outcomes that can really make a difference.

As well as championing people's views locally we also share information with Healthwatch England who can then make sure that the government puts people at the heart of care nationally.

I am pleased, on behalf of the Healthwatch South Gloucestershire Executive Board, to introduce our Annual Report 2018 - 2019. Although we have only a small team of hard working staff and committed volunteers it has been a busy and productive year. We rely on our volunteers who generously give time to help us deliver our work-plan for the year; this is an opportunity to publically thank them for their valued contribution.

I was very proud when our innovative work was recognised at the Healthwatch England National Awards in 2018. We were awarded 'runners up' for the joint enter and view work we have undertaken with The Hive (Avon), a local charity for people with a learning disability.



Receiving our award (L-R): Dominic Box - The Hive, Alex Francis - Healthwatch South Glos, Jenny Baker - Healthwatch England, Chris Butler - Hivewatch, Joanna Parker - Healthwatch South Glos

Through 'Hivewatch' we recruited and trained six people with learning disabilities to work alongside Healthwatch authorised representatives to carry out Enter and View visits to a Minor injuries Unit, two GP surgeries, a Day Centre and an Accident and Emergency Department. The Hivewatch volunteers' unique insight and recommendations for change have led to improvements to services that will be of benefit for all patients.

This year has also seen us complete work with Patient Participation Groups around loneliness and isolation; undertake a survey around Prevention and self-care, explore patients' experiences of Recovery, Rehabilitation and Reablement services, and engage with older people to understand their views on frailty. It has been a productive year.

The NHS Long Term Plan means a period of significant change in health and care delivery. The Plan requires healthcare that is more personalised and patient-centred, more focused on prevention, and more likely to be delivered in the community, and not in hospital. It has never been more important to make sure that the patient and public voice takes centre stage.

We champion what matters to you and want to see good quality services for the people of South Gloucestershire; so please do get in touch with us and share your experience, issues and concerns. You need services that work for you, your family and friends and we look forward with enthusiasm to continuing our work in the coming year on your behalf.



Joanna Parker
Healthwatch South Gloucestershire Chair

About us

Healthwatch is here to make care better

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved. We share their views with those with the power to make change happen. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.



The staff team 2018-19 (L-R):



Alex Francis - Team Manager
Dan Hull - Development Officer
Pat Foster - Volunteer Support Officer
Vanessa Scott - Marketing & Communications Administrator

Our vision is simple

Health and care that works for you. People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.



Our Purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

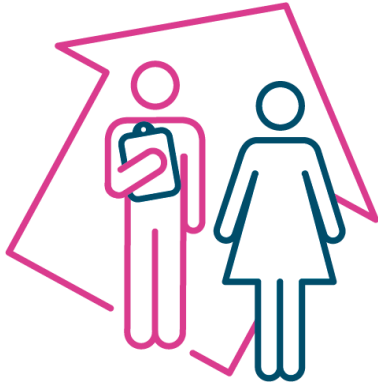
Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the country. The evidence we gather also helps us recommend how policy and practice can change for the better.



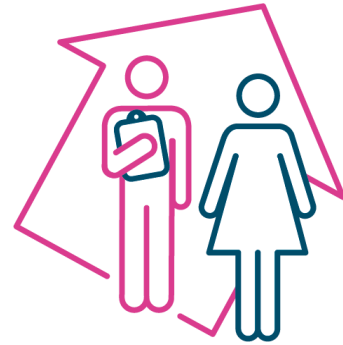


Highlights from our year

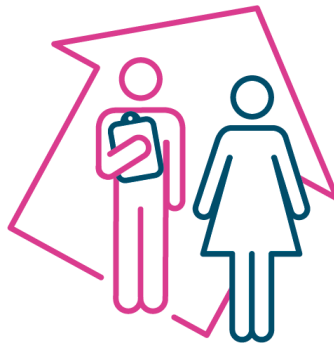
Find out about our resources and the way we have engaged and supported more people in 2018-19. **Our resources:**



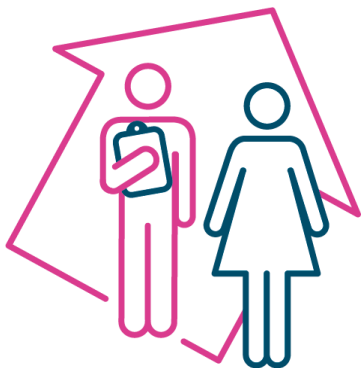
452 people shared their health and social care story with us.



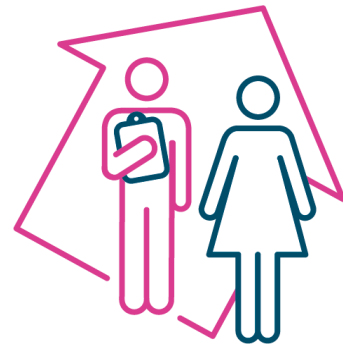
We have 22 volunteers helping to carry out our work.



We visited 6 services and 75 community events to understand people's experience of care. From these visits, we made 29 recommendations for improvement.



16 improvements we suggested were adopted by services to make health and care better in our community.



15% more people engaged with us through our website and social media.



**How we've made
a difference**

Changes made to your community

Find out how sharing your views with your local Healthwatch has led to positive changes to health and social care services in 2018-19. We show when people speak up about what's important, and services listen, care is improved for all.

Take a look at an example of a local Healthwatch demonstrating how they have made a difference in their community.

Improving access for people with learning disabilities

This year the 'Hivewatch' project, delivered in partnership with The Hive (Avon), carried out two further enter and view visits to explore the experiences that people with learning disabilities have when using local services. We visited a GP surgery and Accident and Emergency department. We were delighted with the providers' responses to our visits, particularly the A&E department at North Bristol NHS Trust. We made 11 recommendations following this visit, including:

- + **Recommendation 1** - Hivewatch volunteers were assured that a quiet, private space could be made available if required, however there were no notices to explain to patients that this facility was available.
- + **Recommendation 2** - Have hospital volunteers available at the Emergency Department waiting area to assist people with a disability.

- + **Recommendation 3** - Learning disability awareness training involving people with learning disabilities should be made available and mandatory for all staff, wherever they work.

Many of these recommendations have been incorporated into the Trust's Learning Disabilities improvement group work plan. To read more **W:** <https://bit.ly/2BcBhly>

Hivewatch volunteers wanted to make sure that the learning from their visits was shared, in particular, to promote people's rights when accessing health and care services. In partnership with The Hive, we ran two wellbeing events attended by 28 adults with learning disabilities. The events shared key findings from visits and practical info about 'what good looks like'.

All attendees went away with a pack of easy read information sharing 'top tips' when using services, and also what to do when things are not as good as they could be. These guides can be viewed on our website **W:** <https://bit.ly/2YmXuqA>

Hivewatch volunteers with their easy read enter and view checklists before they visit A&E



Understanding rehabilitation, recovery and reablement

Through this 12 month programme of work Healthwatch has been keen to understand the care and experiences that residents receive when discharged through South Gloucestershire's rehabilitation, recovery and reablement (3Rs) programme.

This piece of work has been led and delivered almost entirely by Healthwatch volunteers, with paid staff providing administrative support and reporting project findings to committee and Board meetings where required.

Through three learning and development visits, Healthwatch volunteers developed a greater understanding of 3Rs services and narrowed down where they needed to focus. They then carried out five enter and view visits to acute and community-based rehabilitation services, where they spoke to patients and staff to understand service provision, including what was working well and what could be improved.

We also sought people's permission to follow them up after discharge in order to see if the plans that had been put in place for their rehabilitation came to fruition. These conversations took place as telephone interviews following each patient's return home. To read the full findings of this project W: <https://bit.ly/2ZYdeAW>

The key findings of this work were:

- + despite being medically fit to go home, delays in discharge are occurring, primarily due to

- capacity within local domiciliary care services
- + the 3Rs programme appears to be enabling the majority of patients to return home after a hospital stay
- + the majority of patients we spoke to were receiving care because they had had a fall.

Following completion of this project, the Executive Board decided that they wanted to understand more about frailty and falls. A series of five community engagement discussions took place with older people's groups to find out more. The findings of these discussions will be reported later in 2019.

This work has been closely tracked by South Gloucestershire's Health Overview and Scrutiny Committee and the Area Leadership Group. We aim to continue these conversations and ensure that the patient voice influences decision making both locally and regionally in partnership with the CCG, local authority and Healthier Together, our local STP.





Citizens' Assembly meeting, chaired by Joanna Parker who is also Independent Chair of Healthwatch South Gloucestershire

AMPLIFYING THE LOCAL VOICE AT A REGIONAL LEVEL AND BEYOND

The South West Clinical Senate Citizens' Assembly is unique among the 12 Clinical Senates across England. It brings together 13 Healthwatch from across the South West to give a strong and independent patient and public voice to the Senate Council's deliberations and subsequent advice to commissioners. The Chair of the Citizens' Assembly since summer 2018 is Joanna Parker, Independent Chair of Healthwatch South Gloucestershire.

NHS England describes the Clinical Senates as the body that "brings together a range of professionals to take an overview of health and healthcare for local populations and provide a source of strategic, independent advice and leadership on how services should be designed to provide the best overall care and outcomes for patients".

The Citizens' Assembly was established to put engagement and co-design with patients and the public right at the heart of the work of the Senate. The Healthwatch network provides that engagement and its volunteers on the Citizens' Assembly are seen as equal partners in the Senate's work.

The Clinical Senate Council is the 'steering group' of the Clinical Senate, and consists of a core membership of senior health and social care leaders, clinical experts and is geographically and professionally distributed. The Chair of the Citizens Assembly has a seat on the Council and ensures that patient and public views are included in all decisions.

The South West NHS Clinical Senate Assembly is a

multi-professional collective providing the Senate Council with access to experts with a wide range of experience and ability from across all health and social care settings. Effective and credible, Clinical Senate members are seen as experts with strategic abilities and are held in high regard in their respective fields. The Healthwatch representatives are welcomed as having local, regional and national contacts and are viewed as experts in patient and public engagement.

The Citizens' Assembly uses a variety of techniques to feed citizens' perspectives into the Senate Council deliberations, utilising their networks with community and patient groups from across the region. The Senate Council then uses this information in its deliberations and recommendations which are distributed locally, regionally and nationally.

The Senate identifies clinical issues of regional and national importance, and also canvasses the Citizens' Assembly for its views on patient care deserving attention. Over recent months Healthwatch representatives have considered a wide range of issues, including: Children and Young People's Mental Health Workforce, Colorectal Cancer Commissioning Pathways, the Networked Delivery of Urgent Treatment Centres, opportunities for Community Pharmacists, and the role of Primary Care Networks.

The Annual Conference of the Senate features a contribution from the Citizens' Assembly and the Assembly members are involved in Clinical Reviews of proposed service changes.

This unique approach ensures that local perspectives of health and social care are amplified and given high level prominence.

Further information can be found at <http://www.swsenate.org.uk/citizens-assembly>



Our volunteers



How do our volunteers help us?

At Healthwatch South Gloucestershire we couldn't make all of these improvements without the support of 22 wonderful volunteers who help make care better for their local communities.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports

VOLUNTEERS LEADING THE WAY THROUGH ENTER AND VIEW

Enter and View is not an inspection, it is not an audit, it is a way to capture people's lived experiences. In that sense it is subjective but our vigorous approach is as objective as possible. Enter and View is a power that Healthwatch has under Health and Social Care Act etc.

Do we make a difference? Yes, we do!

Undertaking Enter and View (E&V) brings together a dedicated, enthusiastic and committed core of 16 Healthwatch South Gloucestershire volunteers, all lay people, who have two clear objectives in mind; to discover what patients, residents and the public in receipt of local health and care services experience, and what can we do to improve those services.

Over the past five years South Gloucestershire's authorised Enter and View volunteers have undertaken a programme of E&V visits to half of the district's Care Homes and then repeated the visits to a random selection of those homes to check what outcomes there were from the recommendations made for change. A number of themes emerged from these visits including a lack of meaningful and purposeful activities, especially physical activities, available to engage residents in Care Homes.

Other E&V work has seen volunteers visit 10 mental health wards in the acute setting in collaboration with Healthwatch Bristol; undertake a series of E&V visits to settings where the 3Rs (recovery, rehabilitation and reablement) service is delivered; develop 'Hivewatch' whereby people with a learning disability were trained as E&V volunteers to visit a range of services; and we have engaged with groups of older people to try and understand their experience of falls and

frailty.

All of this activity has been underpinned by a structured, evidence based approach developed, tried, tested and continually being challenged by an active E&V Planning Group made up of, and led by, E&V volunteers who meet on a regular basis and report to the Executive Board. For example, we may use an adapted range of quality indicators identified by the Alzheimer's Society if we're undertaking an E&V in a Care Home for people with dementia.

In some services, such as large Care Homes, we may visit twice, on different days and at different times of the day to see and hear as much as we can. We talk to residents, if possible to their relatives, to the manager and to members of staff from cleaners to kitchen staff to Care Assistants and nurses.

Typically the volunteers visiting will have a pre-meeting and an immediate post-visit debrief. A draft report is then written and taken to the E&V Planning Group for all the E&V volunteers to discuss. This gives those volunteers who did not undertake the E&V an opportunity to challenge the findings, making sure that the report is not biased and that clear, achievable recommendations are made. These are often lively discussions and it's an opportunity to be sure that whatever we assert in our reports is backed by evidence obtained during the E&V. If possible where we make recommendations we will try and give information about where help can be found to make the suggested changes.

These reports are then shared with the service provider for a response. On receipt of a response the reports are sent to Healthwatch England, commissioners and to the Care Quality Commission. All of the reports are available on our website **W:** <https://bit.ly/2FZNxtr>

Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Sue

This year I have been involved in some public engagement aimed at gathering information about older people's experience of ageing in South Gloucestershire. I am also the Healthwatch representative at the Ageing Better Group, a forum which meets with representatives from South Gloucestershire Council and other organisations to share information about the progress of work and issues identified as part of the activities they have completed in response to the Ageing Better Plan.

Karen

I joined Healthwatch in November 2017 as a volunteer. My previous work was Managing Care services for Age UK B&NES and through my work I met Alex and Pat and became very impressed in the work which Healthwatch carried out.

When I decided to have a work break, and had some spare time, I decided to join as a volunteer. I have worked for the past 40 years with Older People in various roles, and my passion has been to give people a voice and fair representation. This is the only way that services can improve and people are listened to.

I became more involved in the services which Healthwatch provide, and in my first year I became a member of the Executive Board as a representative for Quality, being involved in Safeguarding and also Enter and View.

More recently I sit on the Health & Wellbeing Board for Healthwatch. I became involved as I have always believed people need a voice to express how they feel about services provided and if I can in some small way make a difference to peoples lives through representing Healthwatch, I feel I am making that difference.



"Healthwatch are totally committed to the role they provide and people share the passion and commitment which I have. I am humbled to be part of this great organisation."

Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering please get in touch w: www.healthwatchsouthglos.co.uk
t: 01454 543 402
e: info@healthwatchsouthglos.co.uk



Healthwatch South Gloucestershire volunteer James Griffiths, meeting Caroline Dinenage MP, Minister of State at the Department of Health & Social Care, at the Healthwatch England Parliamentary event to discuss residents' experiences and views, and future work in the health sector on 21 January 2019



Our finances

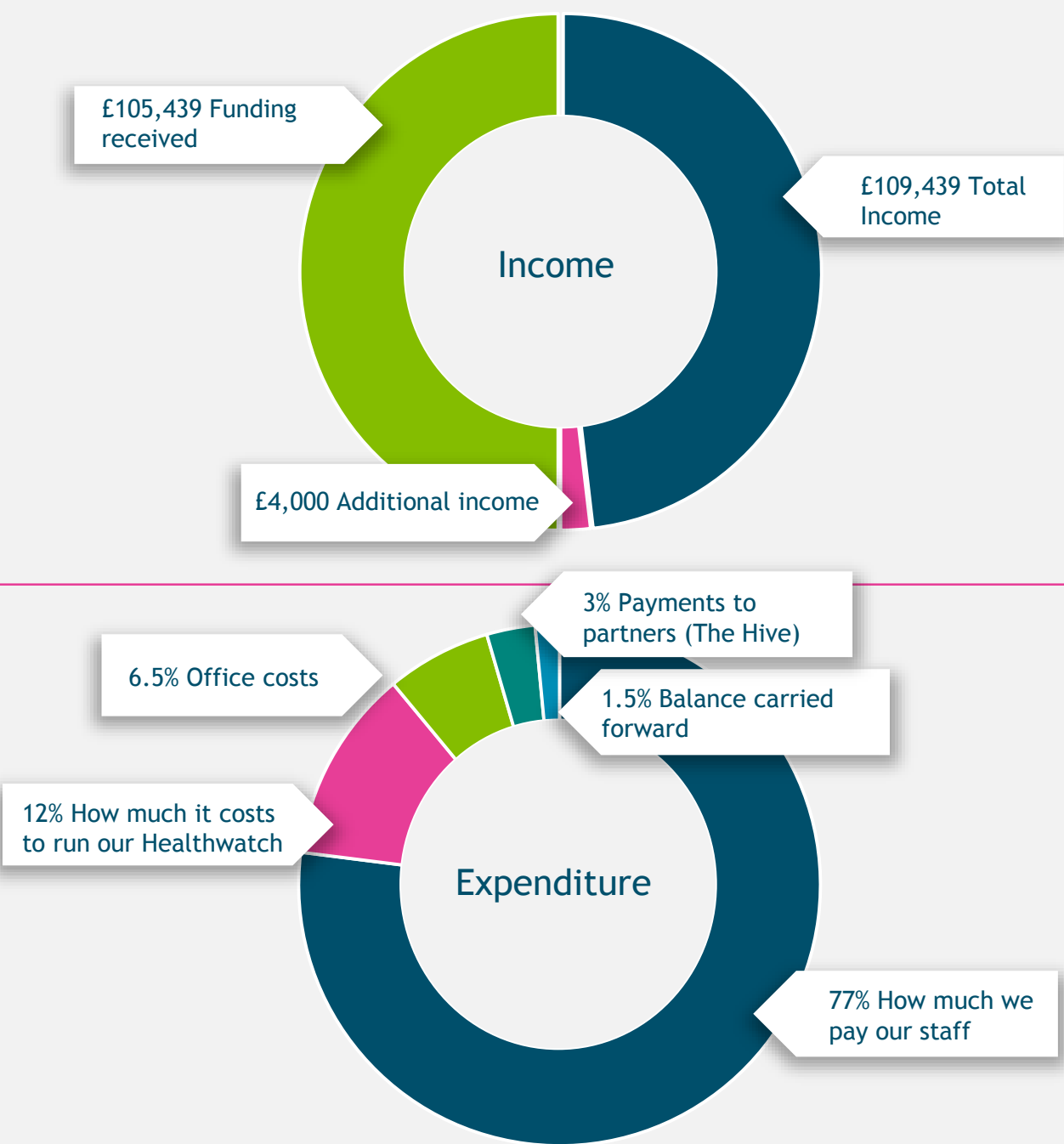
How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £105,439.

We also received £4,000 of additional income from South Gloucestershire’s Learning Difficulties Partnership Board to deliver our partnership work with The Hive (Avon).

- Income:
- + Funding received from local authority
 - + Additional income
 - + Total income

- Expenditure
- + How much it costs to run Healthwatch
 - + How much we pay our staff
 - + Our operational costs



Message from our CEO

I feel privileged to have been involved in Local Healthwatch from very early on, having started out as a project coordinator for Healthwatch at The Care Forum in 2013. It's amazing to look back and see how Healthwatch has gone from strength to strength during this time. We've learned some vital lessons along the way, often simply by listening to our volunteers who keep us grounded in the regions we serve.

This year I've been impressed by the leadership shown by our staff and volunteer Board members.

In South Gloucestershire this year we've shone a light on '3Rs' (rehabilitation, reablement and recovery) services, making sure that the voices of patients and the public are central. These services are vital in supporting people after a hospital stay and helping them to live independently at home for longer, something that we have been tracking for a number of years

since our involvement in the Healthwatch England national inquiry into patient discharge in 2014.

This programme of work was planned and delivered entirely by our Board and enter and view volunteers. It is incredibly rewarding to see how engaged the volunteers are, and the confidence that they have to lead projects like this. Empowering local people to get involved and have a 'voice' is at the very heart of Healthwatch's mission, and is what makes it so very special.



Morgan Daly
Interim Chief Executive Officer, The Care Forum

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

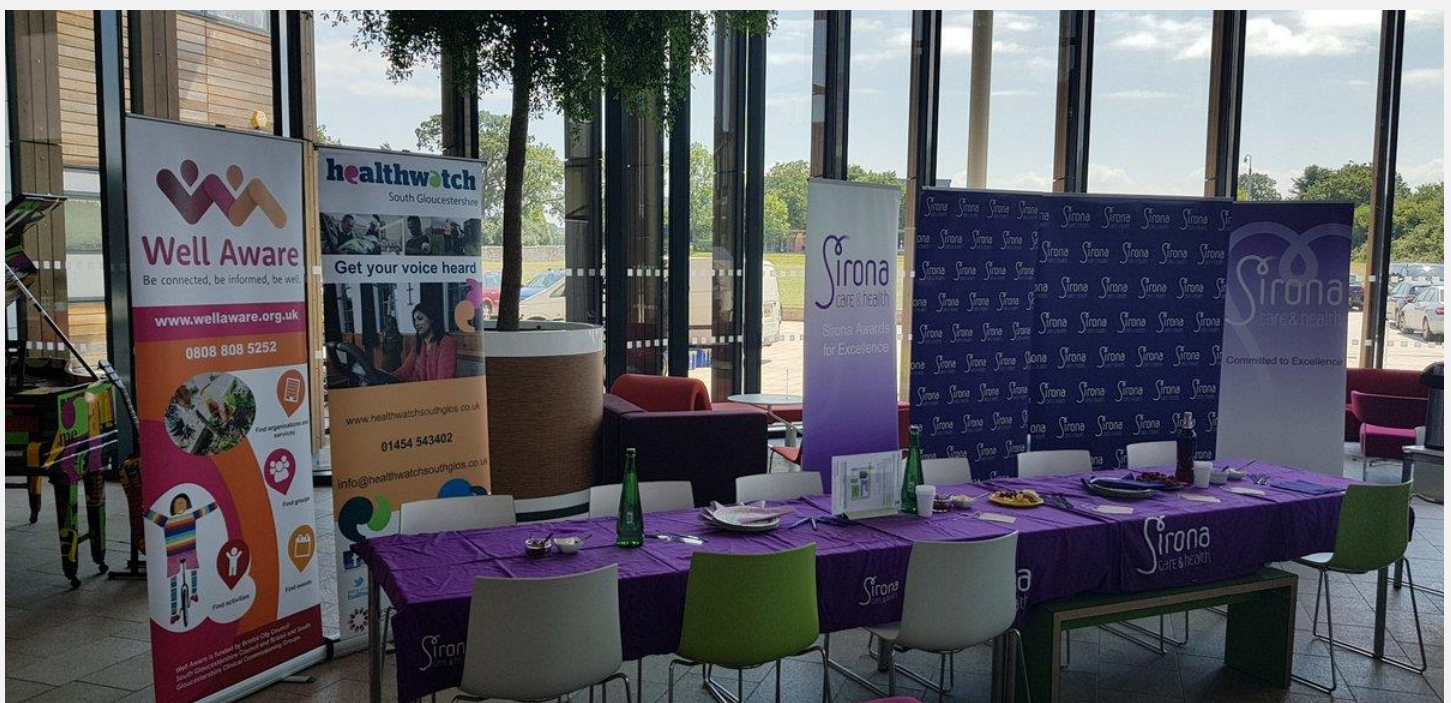
- + Members of the public who shared their views and experience with us
- + All of our amazing staff and volunteers
- + The organisations (both statutory and VCSE) that have contributed to our work this year

“Thank you very much indeed for sending me the email from Healthwatch. I am really pleased that the issues I raised have been looked into so thoroughly.

It is great to know that the organisation has taken the comments on board and I hope the message will get through to managers involved in future commissioning.

I am very grateful to you for taking this up and knowing something good can come out of my relative’s experience has been a big help and comfort”

(South Gloucestershire resident)



Contact us

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If you need this in an alternative format please contact us.

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