

# Healthwatch Swindon

## Health and Wellbeing Board

8<sup>th</sup> July 2015

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Author:	Pete Rowe, Manager, Healthwatch Swindon
Wards:	All
Locality Affected:	All
Parishes Affected:	All

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### 1. Purpose and Reasons

- 1.1 The report provides an update on the progress of Healthwatch Swindon and highlights ways in which we are contributing to the Board's work to improve the health and wellbeing of our local population and reduce health inequalities.
- 1.2 It was agreed at a previous Health and Wellbeing Board meeting that Healthwatch Swindon would continue to provide regular updates to the board on its progress and current priorities.

### 2. Recommendations

The Board is recommended to:

- 2.1 Note the update from Healthwatch Swindon.

### 3. Detail

#### 3.1 Executive Summary

- Healthwatch Swindon has held regular monthly board meetings since January 2015 and met independently with commissioners to discuss the potential novation of Healthwatch Swindon. The board now consists of seven members (including Chair and Vice Chair).
- Healthwatch Swindon continues to identify opportunities to review services through focussed projects. Following a meeting with commissioners and the Red Cross, Healthwatch Swindon has developed a 4-month project to review the Home from Hospital project (Appendix 8.1). The project will run from June to September 2015 with the aim to:
  - 1) identify the satisfaction levels of those that used the service and its usefulness.
  - 2) understand how the patient found out about the service.
  - 3) highlight what worked well, where the service failed and how it can be improved from a patients' perspective.

The review will then be used to help shape the delivery of the future service.

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- Healthwatch Swindon continues to review opportunities to gather feedback and observe matters relating to health and social care services. Most recently there has been a review of previous engagement activity with the Great Western Hospital (GWH) and identifying ways to improve effectiveness. As a result of discussions, an initial meeting will take place in June to discuss regular monthly engagement activities at the GWH and community sites. (Healthwatch Swindon is working in collaboration with Healthwatch Wiltshire.)
- The Healthwatch Swindon project to review service mental health services continues has seen completion of 3 service users and carers workshops and an engagement event with staff of Avon and Wiltshire Mental Health Partnership Trust. Due to the quality and quantity of feedback from all events, the original completion date of June 2015 has required re-adjusting to September 2015.
- Healthwatch Swindon has continued to increase its involvement on the Local Safeguarding Adult Board (LSAB) with the Chair of Healthwatch Swindon attending as the nominated representative. Prior to the most recent LSAB meeting (May 2015) Healthwatch Swindon reviewed and fed back on the proposed draft Safeguarding Strategy.
- Following the dedicated piece of work to ask the population of Swindon what their top 3 areas of work priorities would be, the Healthwatch Swindon Board has identified the work plan priorities for 2015/16 (Appendix 8.2). Further work is being undertaken to detail how Healthwatch Swindon will deliver against the work plan priorities for 2015-2016.
- Dying Matters Awareness Week is an annual opportunity for us to work with voluntary and statutory partners to raise awareness of issues around care at or towards the end of people's lives. We did so again this year as a prelude to developing work with Prospect Hospice and others on a Dying Well Charter. This work contributes towards influencing both the commissioning of end of life care and its provision.
- Following our advocate supporting a client from the Transgender community, a link has been made with the Swindon Transgender Group (voluntary support group), which has highlighted a range of concerns in terms of accessing health care. It has opened up communication with a very seldom-heard group and community, which we are currently developing and identifying how we can engage further.

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### 3.2 Board Update

As at January 2015, we have six volunteer directors registered at Companies House with one more awaiting DBS certification.

The board members continue to become involved further in the strategic direction of Healthwatch Swindon as well as specific areas. The Healthwatch Swindon board have also started discussions with Parkwood Healthcare and Commissioners about the novation of the contract.

Once a time plan for novation has been agreed, the Healthwatch Swindon board will plan an Annual General Meeting.

### 3.3 Current Work Plan Priorities

The Healthwatch Swindon board are currently defining an activity and engagement plan to support the Work Plan Priorities. Outside the work plan priorities, the work continues to be diverse due to the range of comments received.

#### 3.3.1 Reviewing Mental Health Services in Swindon.

All service user and carer workshops have been completed and well attended. This has formed a working documentation of what doesn't work well, what does work well and how they would like the service to work.

The workshop for mental health professionals took place at the end of May at Sandalwood Court. This has also been followed up with a questionnaire to all Avon and Wiltshire Mental Health Partnership Trust (AWP) based in Swindon.

Due to the quality and quantity of the areas covered in the service user workshops, timings for completion of the project have required re-adjusting. However, it has opened up further opportunities and identified potential recommendations already.

- June 2015: Completion and trial of the questionnaire developed from the feedback from the service-user/carers workshops.
- July 2015: Circulation of the questionnaire to as many service users, carers and family members.
- August 2015: Analyse completed questionnaires and organise 1-2-1 interviews where requested.
- From September 2015: Present final report including recommendations to the Health and Wellbeing Board, the Overview and Scrutiny Committee and the AWP Trust Board.

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## 3.3.2 Building up evidence based insight (formerly Health Observatory).

Healthwatch Swindon has continued to explore opportunities to build up evidence from the third sector, including the community and voluntary sector.

To date Healthwatch Swindon has utilised its network to help support the work of the JSNA Steering group and involve patients and public. This has been evidenced with both the Eye Health JSNA and the Autism JSNA.

To explore further opportunities within the Community and Voluntary Sector, a meeting with the Network Development Officer took place. This has identified areas where a collaborative approach could be taken to achieve mutual benefit and feed into the Healthwatch Swindon Work Plan Priorities and current projects.

Initial areas highlighted with proposed key contacts, being:

- Children and Young People engagement.
- Workplace engagement.

## 3.3.3 Dying Matters Awareness.

During Dying Matters Awareness Week (18th – 22nd May), we participated in a series of publicity stands during the week including, in particular, the Brunel Centre on 20 May. With partner organisations, we used the opportunity to invite people to complete a simple survey form expressing views about the sort of care and support they would expect towards the end of their lives. Over 100 forms were completed during the week; and more have been at subsequent speaking engagements.

On 22 May 30 people attended a seminar we hosted at Swindon Advice and Support Centre with presentations from Prospect Hospice, GWH and SEQOL and NHS Swindon CCG. Prior to the week we publicised and attended Swindon Festival of Literature events with a focus on health and care - In particular the event about grief and grieving which had a focus on Treehouse, the new child bereavement charity for Swindon and Wiltshire which we anticipate giving publicity to when it launches in the Autumn.

## 3.3.4 Autism & LD Partnership Boards.

Healthwatch Swindon is represented at the revitalised Autism Partnership Board and have, for example, helped generate response to the strategy development. One issue emerging from recent discussion was the shortfall in capacity at SEQOL for adult assessments for autism. We raised this as a public question at the Clinical Commissioning Group governing body and will continue to pursue it through the Partnership Board.

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Healthwatch Swindon has also been working with the Learning Disabilities Partnership Board and supported the open forum events, which take place alternately with Board meetings. There has been concerns raised about the challenge presented (each year) by the annual self-assessment which the borough is required to complete, resulting in complete statistical information captured by commissioners and/or providers. Although the self-assessment is not obligatory, it does provide Partnership Board and commissioners with a useful benchmark against which to consider progress against the JSNA and related strategies.

## 3.4 Volunteers and work experience.

Volunteers continue to play an integral part in supporting staff to deliver against the contract.

Examples of this include:

- reviewing the “local offer” through the “MyCareMySupport” website and continued representation at the steering group to help promote and publicise;
- volunteer board members meeting on a regular basis and attended a Strategic Development Workshop in March 2015;
- Three volunteers participated in the most recent PLACE (Patient Led Assessment of the Care Environment) at the Great Western Hospital; and
- supporting the Information and Research Officer with general administration duties, including Job Seeker work placements.

Healthwatch Swindon will be exploring further opportunities to recruit volunteers, including the Volunteer Recruitment Fair in July 2015.

## 4. Alternative Options

4.1 No alternative options.

## 5. Implications

5.1 None.

Financial and Procurement Implications

5.2 None.

Legal and Human Rights Implications

5.3 None.

All other Implications

5.4 None.

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**6. Consultees**

6.1 None.

**7. Background Papers**

7.1 None.

**8. Appendices**

8.1 Home From Hospital Project Brief (May 2015)

8.2 Healthwatch Swindon Work Plan Priorities and Current Projects (May 2015)

8.3 Healthwatch Swindon Annual Report 2014/15 (June 2015)