

Healthwatch Swindon

Health and Wellbeing Board

Date: 9 December 2015

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Wards:	All
Locality Affected:	All
Parishes Affected:	All

1. Purpose and Reasons

- 1.1 This 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 continues to grow. The Board, as of October 2015, consists of eight members (including Chair and Vice Chair). The decision not to extend the current contract after March 2016 means that the Board are now preparing their tender for the Healthwatch Swindon contract.
- Between July and September 2015, Healthwatch Swindon embarked on a focussed engagement programme to capture recent comments and experiences to inform the Care Quality Commission routine inspection of the Great Western Hospital. This resulted in over 100 comments gathered through engagement events, presence at the Great Western Hospital and social media channels.
- The Healthwatch Swindon project to review mental health services saw over 70 questionnaires completed during August and September. This is in addition to the feedback and comments captured through service users and carers focus groups and a workshop with staff of Avon and Wiltshire Mental Health Partnership Trust. During October 2015, Healthwatch Swindon will be analysing all feedback to produce a report identifying what works well, concerns and recommendations.

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- The framework to develop and maintain an effective Patient Participation Group (PPGs) was approved by NHS England and resulted in a local launch in July 2015. Representatives attended the event from GP practices and PPGs as well as NHS England, Healthwatch England, Swindon Clinical Commissioning Group, National Association of Patient Participation and Patient's Association.
- The Board and volunteers of Healthwatch Swindon continue to be involved in both service commissioning and monitoring committees and work groups. This includes designated directors for both the Adult and Children's Health Overview and Scrutiny Committees and task groups. The Chair of Healthwatch Swindon also continues as the nominated representative for both the Local Adult and Children's Safeguarding Board.
- Healthwatch Swindon's involvement in the Participation and Engagement work stream for the Special Education Needs and Disabilities reforms has also opened up conversations with Swindon Ten to Eighteen Project (STEP) to work in collaboration on other areas to encourage Children and Young People engagement. Initial areas include discussions with Great Western Hospital and Swindon Borough Council's Healthy Schools Manager.
- Since January 2015, Healthwatch Swindon has run "Healthwatch Swindon Hosts" public engagement events on a quarterly basis at the Brunel Plaza. The most recent event, co-hosted with Swindon CCG, promoted public awareness and engagement to inform the review of Community Services in Swindon. "Healthwatch Swindon Hosts" will continue throughout 2016.

3.2 Board Update and Strategic Direction.

As at the end of September 2015, we have seven volunteer directors registered at Companies House with one more awaiting DBS certification.

The Board members have registered their expression of interest to tender for the Healthwatch Swindon contract.

The current Board is settled in the delivery and role of Healthwatch Swindon, being proactive in the engagement of local people and having a clear vision to be able to provide a platform for the voice of the people.

We are currently working towards transitioning from Parkwood Healthcare, as you will be aware, and have been supporting the Healthwatch Manager with a structured engagement program for stakeholder participation through various local strategies. This has helped us to inform policy, raise issues of concern and develop clear goals through the engagement with our local community.

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We are looking to move this forward further with clear definable quarterly programs in place that show positive outcomes. These plans will be discussed at a board level to confirm their validity and purpose for our local residents. This in turn can help the various Healthwatch Swindon staff members to engage with our stakeholder parties and offer valid information on issues that are raised.

3.3 Current Priorities

Healthwatch Swindon continues to explore opportunities and partnerships to support the Work Plan Priorities.

3.3.1 Using the Patient Participation Group (PPGs) framework to support PPGs and GP Surgeries.

Since the event in July 2015 to launch the framework, Healthwatch Swindon has supported patients at Moredon, Pheonix and Hermitage Surgeries to explore the development of a PPG.

The event also raised some issues regarding the data cleansing list exercise of specific patient groups for GP surgeries, including:

- Unknown removal of patient from surgery lists;
- Lack of awareness of exercise and action required by patients and GP practice staff; and
- Letters going to patients who did not fit the group specified.

Healthwatch Swindon worked closely with NHS England area team and initial feedback and actions have been picked up. Healthwatch Swindon also provided a report to NHS England (Appendix 1), which captures and summarises experiences, highlights concerns and identifies recommendations.

Healthwatch Swindon is also undertaking a project to review access to and experiences of GP surgeries, which will utilise and involve PPGs (Appendix 2).

3.3.2 My Care My Support.

The move to Swindon Advice and Support Centre (SAASC) has allowed Healthwatch Swindon to be part of a central point of information and signposting for health, well being and social care.

Healthwatch Swindon actively promote the My Care My Support website (mycaremysupport.co.uk), to allow visitors to make informed choices regarding services and support available. Furthermore, Healthwatch Swindon welcomes the news of the launch on 18th November 2015 and will have a major presence on the day.

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3.3.3 Ensuring people and patient voices are heard in the monitoring, planning and design of services.

In addition to quarterly presence in the Brunel Plaza, Healthwatch Swindon has also continued with its monthly day of engagement at the Great Western Hospital. This has included visits to the dementia ward, the trauma ward and discharge lounge as well as a presence in the front reception and Brunel Treatment Centre entrance. The initial six-month programme completes in December 2015 where Healthwatch Wiltshire and Healthwatch Swindon will review the programme and outcomes against initial objectives.

More recently, Healthwatch Swindon has helped to publicise and promote the review of Community Services. This included a pop-up stand at the Brunel Centre, an email to invite over 100 community and voluntary groups to a specific Third sector engagement event and promoting the public engagement event on the 21st October 2015.

3.3.4 Defining the Independent Complaints Advocacy Service.

Healthwatch Swindon is working towards providing an evaluation of this service by the end of 2015. Work has started to review the service but the unforeseen resignation of the advocate (July 2015) had been unfortunate. However, Healthwatch Swindon has taken the opportunity to review current practices and recruited a replacement.

Following the phase 1 review, the following factors were identified:

- Raise awareness of the “actual” service amongst service providers;
- Evidencing successful outcomes of referrals highlighting, where achieved, how it has informed service change.
- That Healthwatch Swindon does not act outside the remit of the Independent NHS Complaints advocacy service but signposts appropriately; and
- In situations where no other support is available – either based on lack of provision or capacity, Healthwatch Swindon escalates the lack of provision and/or capacity appropriately.

4. Alternative Options

4.1 No alternative options.

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5. Implications

Financial and Procurement Implications

5.1 None.

Legal and Human Rights Implications

5.2 None.

All other Implications

5.3 None.

6. Consultees

6.1 None.

7. Background Papers

7.1 None.

8. Appendices

8.1 Appendix 1 - NHS England Patient Registration List Validation Report.

8.2 Appendix 2 – Reviewing Patient and Carer Access to and experiences of GP Surgeries Project.