

Healthwatch Swindon

Health and Wellbeing Board

Date: 7 January 2015

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Wards:	All
Locality Affected:	All
Parishes Affected:	All

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 that Healthwatch Swindon would provide regular updates to the Health and Wellbeing Board to address the concerns raised by Commissioning Officers in their report dated 23rd July 2014.

2. Recommendations

The Board is recommended to:

- 2.1 Note the update from Healthwatch Swindon.

3. Detail

3.1 Executive Summary

- Healthwatch Swindon sees fifth member appointed to the board of directors. This includes the resignation of Tony Hewitt (Parkwood Healthcare). January 2015 will see a further appointment to the board.
- Feedback received regarding Arriva Non Emergency throughout October and November 2014 leads to bordering Healthwatch working together to carry out survey. The survey will run from December 2014.
- Healthwatch Swindon finalises project to review service user experiences of mental health services following issues raised by service user group (Appendix 1).
- Volunteer director joins Healthwatch working group to review access to primary care services, particularly for those with a hearing or visual impairment.
- Action by Healthwatch Swindon, following comments raised regarding patient confusion over reducing hours at a GP surgery, encourages meetings between NHS England Area Team, the surgery and patients.

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- Healthwatch Swindon work in partnership with Delivering Health and Independence (DHI) to conduct a training needs analysis of personal assistants. The project is running from December 2014 and will be completed by the end of January 2015.
- Following the collating and analysis of the survey conducted by the Learning Disability Partnership Board (LDPB), Healthwatch Swindon presented the findings and key points identified formed the focus of the planning for the LDPB forum in November 2014.
- Since April 2014, Healthwatch Swindon has supported 39 people through their independent NHS complaints advocacy service. 11 Cases have seen resolution during the same period, ranging from a delayed referral or operation being prioritised to an apology received from the service provider. Please see attached case studies (Appendix 2).

3.2 Board Update

As at November 2014, we have 5 volunteer directors registered at Companies House with 1 more going through the appointment process. Including the resignation of Tony Hewitt (Parkwood Healthcare) from the board, there will be 6 board members from January 2015.

The first board meeting of the new members took place on 18 December 2014 where the Chair and roles were officially appointed.

Healthwatch Swindon will continue to recruit new board members based on a specific skill set and criteria up to a maximum of 9.

3.3 Current Work Priorities

The work of Healthwatch Swindon continues to be diverse due to the wide range of health and social comments received and the wide remit in a complex system that covers health and wellbeing.

Based on views and comments collected, the key work priorities this year have been:

3.3.1 Arriva Non Emergency Patient Transport

Since the Non-Emergency Patient Transport contract to Arriva Transport Solutions (ATS) began on 1 December 2013, Healthwatch Swindon has continued to receive a steady flow of comments and views.

Since January 2014 approximately 1 in 15 comments relate to the Non-Emergency Patient Transport Solution (NEPTS)

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Dec 2013 - Oct 2014	Total
Eligibility	19
Rang HWS To Book Transport	18
Delayed Homebound Journey	9
Suitable Vehicle	7
Complaint Process	4
Phone Related	2
Positive Feedback	1
Total	60

In September 2014 a report was submitted to the Quality Surveillance Group by local Healthwatch for discussion.

Healthwatch Swindon will also be sharing feedback direct with the contract lead at Swindon Clinical Commissioning Group.

3.3.2 Access to Primary Care Services

Primary care related comments continue to feature for Healthwatch Swindon, whether it is access to, concerns about reduction of hours or visibility of the complaints process.

Regionally, concerns raised about access to Primary Care have resulted in a working group of local Healthwatch and NHSE to address the issues and propose recommendations. Initially the focus will be on access for those with a hearing or visual impairment.

Concerns have also been raised locally regarding the visibility and awareness of the complaints procedure within GP surgeries. Healthwatch Swindon will also focus on this in January 2015.

In September 2014, Healthwatch Swindon also met with the Care Quality Commission prior to their inspections of GP surgeries, to discuss feedback received locally.

3.3.3 Reviewing Service User Experiences Of Mental Health Services

An independent survey by Service User Network Swindon (SUNS) gave cause for concern about the experience of service users of some mental health services provided by Avon & Wiltshire Mental Health Partnership NHS Trust (AWP).

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In addition to the survey, Healthwatch Swindon also receives feedback regarding service users' experiences and enquiries around accessing mental health services.

The project will be completed and a presentation prepared to present to the Health and Wellbeing Board by June 2015. (See Appendix 1 for full project brief and time plan).

3.4 Building up Evidence Based Insight (Formerly Health Observatory).

Following submission to the previous Health and Wellbeing Board of the Swindon Health Observatory, Healthwatch Swindon have met with Public Health to discuss the brief and identify how the work of Healthwatch Swindon can compliment the work of the Joint Strategic Needs Assessment Steering Group and prevent duplication.

3.5 Volunteers

Due to capacity Healthwatch Swindon continues to utilise volunteers to support our activities both practically and strategically. Since April 2014, over 100 hours have been given by volunteers to help deliver the contract.

The Volunteer Development Strategy is near completion and will be submitted to the Healthwatch Swindon board of directors for approval by December 2014.

3.6 Independent NHS Complaints Advocacy.

It had been previously identified that there needs to be a higher level of reporting to allow a better understanding. Further work is being undertaken to focus on:

- Outcomes of the complaint and impacts, if any.
- Any agreed resolutions by the service provider are actioned.
- Identifying areas of concern or gaps in provision of service.

Further to evidence released by Healthwatch England regarding people finding the NHS complaints process complex and frustrating, Healthwatch Swindon have conducted a short poll that showed 59% did not know where to go to complain about an NHS service they had received.

Headline Data

It must be noted that, due to numbers and the diverse range of issues reported, caution must be exercised without comprehensive evidence to support.

- Two thirds of clients were aged between 25 to 64, with a 50% even split between males and females.

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- SN1 and SN3 were the most re-occurring postcode, accounting for nearly 50% of clients.
- 43% of issues raised related to experience with Great Western Hospital.
- Over 25% of issues raised related to experience with a local GP surgery.
- Treatment (22%), diagnosis (19%) and communication (16%) were the top 3 classifications for issue reported.

Healthwatch Swindon is supporting 5 clients through the Parliamentary Health Service Ombudsman complaint process.

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.

6. Consultees

6.1 None.

7. Background Papers

7.1 None.

8. Appendices

8.1 Appendix 1 – Reviewing Service User Experiences Of Mental Health Services Project Brief.

8.2 Appendix 2 – Advocacy Case Studies.