

Healthwatch Swindon

Health and Wellbeing Board

Date: 11 March 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 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 held its first board meeting of the new board in January 2015. The board now consists of 6 members (including Chair and Vice Chair).
- Healthwatch Swindon continues to develop tools to assist in gathering feedback and observing matters relating to health and social care services. The recent development of an Enter and View programme saw a training and recruitment session on 28th January 2015 to 6 volunteers.
- Healthwatch Swindon has been working in partnership with Delivering Health and Independence (DHI) to conduct a training needs analysis of personal assistants, which has seen an encouraging response of nearly 30% (32). The results will be used to bid for additional funding to provide training for personal assistants, with a decision expected by the end of February 2015 (Appendix 1).
- The Healthwatch Swindon project to review service user experiences of mental health services has begun and has seen the recruitment of 10 service users and carers for the first focus group in February 2015.

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- Attendance at the November Local Safeguarding Adult Board, identified an opportunity to re-engage third sector organisations in the safeguarding vulnerable adults sessions. Including volunteers, Healthwatch Swindon organised a session for over 30 representatives of various third sector organisations.
 - Following attendance at the DASH AGM, Healthwatch Swindon was alerted to anxieties about the development of the Swindon Autism Strategy. After initial discussions we have contributed appropriately to promote and publicise the Swindon Autism Survey and contributed to the draft of the Autism JSNA with Public Health. Healthwatch Swindon continues its involvement to develop a cohesive approach towards a Swindon Autism Strategy.
 - In a dedicated piece of work Healthwatch Swindon is running a survey which asks the population of Swindon what their top 3 areas of work priorities would be. Initially we have asked those signed up to Healthwatch Swindon e-bulletins and early indications show 1) Access to Primary Care Services, 2) Quality of Care Homes and 3) Dementia Services as the top 3. This data will be used in addition to previous feedback to enable the board to make informed decisions regarding the work plan for 2015-2016 (Appendix 2).
 - Attendance at the Health and Wellbeing Week at the New College in Swindon in December saw Healthwatch Swindon engage with over 100 students. Following on from a survey by the Association for Young People's Health, which focussed on young people's views on involvement and feedback in healthcare, Healthwatch Swindon wanted to see if the results were the same for Swindon. Nearly 90 students completed the questionnaire.
 - Levels of feedback received regarding the non emergency patient transport solution, contracted to Arriva continue to be consistent. Due to concerns raised regarding the original questionnaire, the planned work with bordering Healthwatch did not take place. However, due to further comments received, Healthwatch Swindon is developing a project brief, which will include a survey and scheduled to go live in April 2015.
 - Following concerns identified by Healthwatch England over the confusion regarding where patients and their families can go to make a complaint about an NHS service, we asked 60 people at random, if they would know where to go to make a complaint. This confirmed our concerns as nearly two thirds said no. We will continue to do further work into raising the awareness through our advocacy provision and a focussed work plan.

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- Healthwatch Swindon has actively encouraged patient and public participation and feedback in end of life care, including attendance at the Long Term Conditions service redesign. In January 2015, Healthwatch Swindon recruited patients with an interest in end of life care to discuss and feedback on new documentation being prepared to ensure appropriate care and information for people at or towards the end of their life, and to support those who are important to them. Healthwatch Swindon is also committed to support and be involved in the Dying Well Charter being led by the Prospect Hospice, Wroughton.
- Being involved in the Healthy Weight Implementation Group has presented an opportunity by the Schools Sports Partnership, which will see Healthwatch Swindon being involved in a project to develop health and wellbeing awareness in primary schools. Working with the Healthy Weight Project Officer, the first week has seen 14 primary schools sign up to the project, which focuses on Year 5 and Year 6 students.

3.2 Board Update

As at January 2015, we have 5 volunteer directors registered at Companies House with 1 more awaiting DBS certification and another applicant offered a position on the board in January 2015.

The board members are already leading projects into mental health services, the non emergency patient transport solution and enter and view training. All directors are undertaking a skills audit analysis and completing an area of preference questionnaire to ensure we utilise the volunteer directors effectively and identify gaps for training and further recruitment of additional board members.

Further board meetings are scheduled for February and March, where the work programme and priorities will be developed for 2015/16.

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.

It should be noted that with a new board in place, work is being undertaken to review current work priorities and establish the work plan for 2015/16. However below identifies current work priorities.

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, the nature of enquiries has changed, but since September 2014 the main reason has been around eligibility.

Due to the rise in eligibility contacts, Healthwatch Swindon has done initial work to identify the main reasons behind the contact, being:

- No understanding or explanation as to why the patient is not eligible, even if they had been previously; or
- No communication regarding special allowances for eligibility even if the patient does not meet the standard criteria i.e. going out of area for ophthalmology services; or
- Implication given that Healthwatch provides non emergency patient transport as opposed to actually signposting to alternatives.

This recognises that it should be clearly communicated to the patient regarding the role of the non emergency patient transport service, the eligibility criteria and the options if they don't qualify.

The project by Healthwatch Swindon will look to explore these initial findings further as well as gaining user feedback regarding the service.

Following attendance at the Quality Surveillance Group (QSG) in January 2015, Healthwatch Swindon has highlighted the project they will be undertaken and have been requested to report back to the next QSG in March 2015. Healthwatch Swindon will also be sharing feedback direct with the Arriva Patient Transport contract lead at Swindon Clinical Commissioning Group.

3.3.2 Engaging with Children and Young People.

Healthwatch Swindon is exploring opportunities to engage more effectively with children and young people and raise the awareness of Healthwatch Swindon by gaining a better understanding of how young people prefer to be involved and feedback their views on health and social care services.

Recognising the results of a survey carried out by the Association of Young People's Health (AYPH), Healthwatch Swindon carried out a survey to see if the findings of the AYPH survey reflected those views of students at the New College Swindon. To encourage participation the survey is being conducting in two phases, with the second phase starting in February 2015.

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As well as comparing the results with the AYPH survey, Healthwatch Swindon will also analyse the results to identify recommendations to improve involvement in and encourage feedback of young people on health and social care matters.

To further assist this work, Healthwatch Swindon will also be using the opportunity of the joint engagement event with the Swindon Clinical Commissioning Group at the Brunel Plaza in February to encourage feedback from younger members of public.

The work of the Healthwatch Swindon volunteers will also be enhanced by a work experience programme developed with New College Swindon, which will see 4 students carry out work experience at Healthwatch Swindon from January to March 2015. The work will consist of administration support, project work around primary care and public engagement.

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

Healthwatch Swindon has been commissioned to develop a tool that will build up evidence based insight from the Third Sector through commissioned and non-commissioned organisations.

The objective is to centralise relevant data from the Third Sector, making it more powerful and insightful whilst encouraging joint collaborations within the sector to add value to existing data.

It will also look to utilise the evidence to complement and support the work of the JSNA Steering Group, building a clear picture of the people's stories behind the statistics.

It has been presented to both the Health and Wellbeing Board and the JSNA Steering Group, so the next steps are to:

- Meet with the Network Development Manager for the Community and Voluntary Sector.
- Meet with commissioned third sector organisations.

The current work in collaboration with Delivering Health and Independence and the planned work with the Citizens Advice Bureau will feed into this project.

3.4 Volunteers and work experience.

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

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Examples of this include:

- continued representation at the Great Western Hospital Trust Nutrition and Hydration Steering Group;
- joint co-ordinating and attending a Safeguarding Vulnerable Adults session, which has also resulted in a volunteer registering their interest for a place on the Safeguarding User Forum;
- volunteer board members meeting on a regular basis to begin the strategic planning of Healthwatch Swindon; and
- supporting the Information and Research Officer with general administration duties.

To support staff members further we have advertised a volunteer role for administration support and general reception duties, which has resulted in 4 applicants to date.

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 - Training Needs Analysis survey for personal assistants.

8.2 Appendix 2 - Top 3 priorities for Health and Social Care survey.