

DUDLEY HEALTH AND WELLBEING BOARD

Agenda Item No. 13

REPORT SUMMARY SHEET

DATE	25 March 2015
TITLE OF REPORT	Healthwatch Dudley Activity Report
Organisation and Author	Jayne Emery, Chief Officer, Healthwatch Dudley
Purpose of the report	To give the Health and Wellbeing Board an update on Healthwatch Dudley activities
Key points to note	The wide and varied range of activities and opportunities for local people to be heard and influence as a result of Healthwatch Dudley
Recommendations for the Board	That the Board note the activities being undertaken by Healthwatch Dudley
Item type	Information
H&WB strategy priority area	Services, children, mental wellbeing, lifestyles, neighbourhoods, integration, health inequalities, quality assurance, community engagement

DUDLEY HEALTH AND WELLBEING BOARD

DATE 25 March 2015

REPORT OF: Chief Officer, Healthwatch Dudley

TITLE OF REPORT Update on Healthwatch Dudley Activities

HEALTH AND WELLBEING STRATEGY PRIORITY

1. The voice, views and experiences of local people are integral to all Dudley Health and Wellbeing priorities. Healthwatch Dudley (HWD) is the link to ensure that these voices are heard and taken into account.

PURPOSE OF REPORT

2. To provide an update to the Board on HWD activities and key areas of work.

BACKGROUND

3. The report has been requested by the Board and follows the activity report submitted to the meeting on 17 June 2014.

OUTLINE OF ACTIVITIES

4. *The main information or discussion items and options*

FINANCE

5. Local Healthwatch is funded by the Government and primarily through Department of Health. The contract runs for a 3 year period subject to the Governments on-going funding of the Healthwatch programme.

LAW

6. As outlined within the Health and Social Care Act 2012, Local Authorities have a statutory duty to support and establish local Healthwatch in their area.

EQUALITY IMPACT

7. A main function for HWD is to listen to lesser heard voices in Dudley borough. This includes older people, children, hidden carers, people with mental ill health and people living in disadvantaged neighbourhoods.

RECOMMENDATIONS

8. It is recommended that the Board note the activities being undertaken by Healthwatch Dudley.

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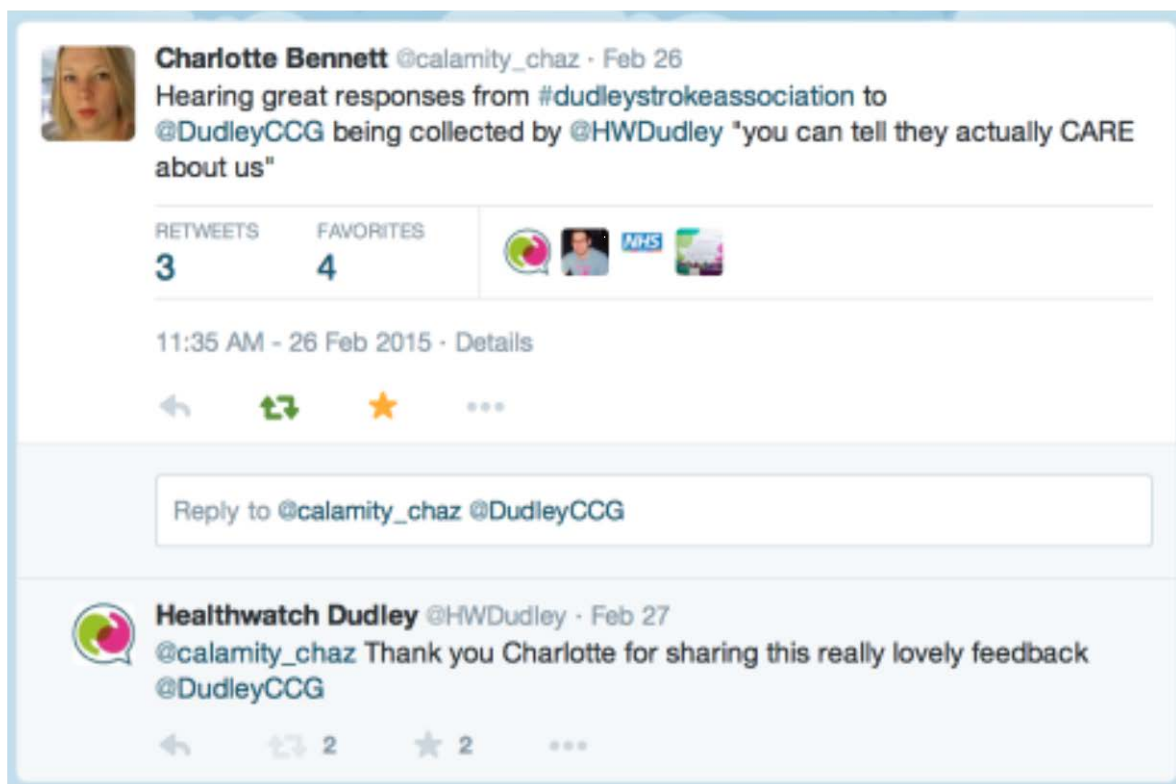
1. Patient Journeys

Healthwatch Dudley staff and volunteers are currently visiting Dudley Group of Hospitals every week to capture patients' views and experiences of their journeys through surgical and medical wards. There is a focus on gaining an understanding of procedures and experiences by examining relationships and conversations between patients, families, carers, hospital staff and any other relevant people on their journey through a ward. Patient experiences and journeys may highlight gaps in communication and service, identify opportunities for improvement and raise awareness of what is being done well. Volunteers are involved to ensure that real voices are heard in an independent and unbiased way.

A final report will be produced including case study experiences, key findings and our recommendations by the end of April.

2. Stroke Review

In addition to work being led by Sandwell CCG on the Birmingham, Solihull and Black Country Stroke Reconfiguration Programme, Healthwatch Dudley has been commissioned by Dudley CCG to collect a range of different patient views and relevant organisational perspectives on stroke services provided within Dudley. The research will examine and present a better understanding of the patient journey area of stroke services. Healthwatch Dudley is working with Dudley Stroke Association to listen to stroke patients and carers to collect stories about their healthcare experience. This piece of work is currently underway.



3. Priory Community Pharmacy

Following on from research undertaken for the Pharmaceutical Needs assessment, Dudley Office of Public Health commissioned Healthwatch Dudley to undertake an evaluation of the services provided by Priory Community Pharmacy. The project is based on the stories, views and experiences of people who access the services and other stakeholders (that could include local Members of Parliament, Councillors, and Priory Community Pharmacy management board members) with an interest in the pharmacy and its work.

The aim of the research is to better understand from a local perspective, how people are accessing services provided by Priory Community Pharmacy. Key questions to be addressed are what difference the pharmacy makes and what would happen if the pharmacy ceased operating. The research is underway and a final report will be produced in April 2015.

4. Urgent Care Centre

Patient feedback is of the utmost importance to Healthwatch Dudley and with the imminent opening of the new Urgent Care Centre, staff and volunteers will be independently asking visitors to the service to share their views and experiences of the new service. Feedback will be collected during June and July and findings will be shared at a future Board meeting.

5. Tobacco Strategy

Engagement work is underway to listen to a diverse range of views of local people and others with an interest in tobacco control and smoking matters.

Views from smokers, non-smokers and people who use e-cigarettes, will contribute to research that includes a questionnaire survey, semi-structured interviews and focus group sessions involving mental health, drugs and alcohol projects together with local youth groups.

At the end of the research a report will be produced detailing findings and considering implications for smoking behaviour and smoking and tobacco control policies. This report will feed into the Dudley Public Health tobacco strategy.

6. Young people's experience of accessing local health services

Joint work with Dudley Youth Council continues following young people presenting their GP surgery experience findings to the board last year. Positive feedback has been received from Dudley CCG outlining an action plan for improvements that will be made as a result of the views collected by young people involved in the project.



Survey findings also influenced focus of Me Festival activities where additional views were collected and fed back. Dudley Youth Council and Healthwatch Dudley have since received a National Youth on Board award for the project, which is anticipated will be presented to young people by senior decision makers in the coming months.

A further piece of work to listen to and share experiences of vulnerable young people in Dudley borough, including children with life limiting illness, young carers, looked after children and young people at risk of homelessness is currently in the planning process.

7. Parliament Hear My Voice

Healthwatch Dudley has teamed up with learning disability self-advocacy group Dudley Voices for Choice, to host a question time with local MPs. The event falls before purdah but as both organisations are independent and politically unbiased it is not intended to sway political opinion. It was still felt important for the event to take place ahead of the general election to help participants understand about democracy and their right to vote. The event will:

- Give people with learning disabilities a voice
- Raise awareness of self advocacy and influence in decision making
- Raise the profile of and empower the people who take part

It is hoped that local politicians will gain a greater awareness and see first hand the issues faced by local people with learning disabilities

The pilot will lead to a much bigger event later in the year at Brierley Hill Civic Hall with more MPs and other decision makers to give people with learning disability an even bigger platform to question and challenge in a supported, empowering way.

8. Community Information Point Network



Over 100 Information Champions have now been trained in effective information giving by Healthwatch Dudley and Dudley CAB. Supported by Dudley Council, the Community Information Point Network brings together people in information giving roles including café owners, local authority reception points, foodbank volunteers and key workers with the intention of preventing crisis.

Information Champion training includes understanding the important difference between information giving and advice and steps participants through key health, wellbeing, money management and debt information websites.

Participants are saying: "I didn't realise how much information was already available. I've really enjoyed both training sessions and feel quite excited about being involved!" "Joining the network has helped me learn about the work of others who support vulnerable people in Dudley who I would never have come into contact with had I not become an Information Champion".

Network members are encouraged to complete monthly feedback surveys and Information Champions are also sharing how they are signposting people to a wide range of local services, an example of feedback received: "Mary was suffering isolation after a losing her husband, using Dudley Community Information Directory I was able to provide her with a number of activities that Age UK Dudley offers. My client is now more connected, less isolated and alone."

9. Low Vision

Healthwatch Dudley has been facilitating partnership 'Dudley Low Vision Round Table meetings' for the past 9 months. At a recent meeting held on 25 February 2015 at the Beacon Centre for the Blind in Wolverhampton, discussions focused on the next steps in the development of a Vision Strategy for the Dudley borough. More specifically what type of engagement process is needed to get people's views on services, including those outside of the sight loss community and especially people from black and minority ethnic groups, older people, young people, people with learning disabilities, people with mental health problems and people with particular conditions such as diabetes.

In turn there is a need to make the best possible use of patients and patient groups, in face-to-face meetings and through on-line questionnaires, to capture a broad range of opinions. The group is planning to distribute questionnaires during April and May, with findings being shared with stakeholders at an event in September 2015.

Healthwatch Dudley also attend NHS England Birmingham, Solihull and Black Country Area Team Local Eye Health Network Meetings.

10. New People's Network for adult social care

Healthwatch Dudley has teamed up with Dudley Council & Making It Real to host regular events for networking with positive people with similar interests in adult social care.



The new People's network will:

- Be a space for discussions and knowledge sharing about local services
- Inform policies and influence what local services look like
- Give real opportunities to feed back to decision makers
- Involve people in testing the accuracy and readability of public documents before they go live
- Invite people to bring and share powerful stories, journeys and experiences

A launch event will take place on **11th of March between 11am & 1.30pm** where people who attend will be invited to plan the focus of the next two network events. The network is for people who access or provide services or those who care for people who do.

11. Orthodontics

Healthwatch Dudley is a member of NHS England Orthodontic Commissioning Guide Working Group who have produced 'Guides for commissioning dental specialties – orthodontics'. Once approved by NHS England Board, this document will provide the framework for the improved commissioning of orthodontic services to meet patient needs.

12. Tea & Chat

Carers Rights Day in November was marked with a new hospital tea and chat service which has got off to a flying start. Since its launch more than 700 people have been given information about the support available for carers in Dudley borough.



'Tea and Chat' was set up by the hospital Carer Coordinator with the support of Healthwatch Dudley to identify hidden carers.

The service is available one afternoon each week on the wards of Russells Hall Hospital at during visiting times between 2pm & 4pm. Trained Healthwatch Dudley and hospital volunteers offer patients and their visitors a warm drink, a friendly

chat and the chance to find out more about the help, support or benefits that carers can tap into.

The free service is part of the Dudley Group of Hospitals NHS Trust charity and is funded entirely through donations. Sainsbury's supermarket in Merry Hill initially backed the service by providing a tea trolley and refreshments.

Case study...

Margaret was sitting at her husband's bedside and was offered a cup of tea by a tea and chat volunteer together with information about being a carer. The following day she called the carer coordinator to say thank you for the information and then broke down in tears on the phone.

Margaret said that she had never thought of herself as a carer before and had been feeling quite desperate about her situation and how she was going to continue to cope. She said that the volunteer listened to her experience of being a carer and she felt very emotional, as in the five years that her husband had been ill she had not thought about her own needs and had not been asked.

With better access to information and local networks Margaret is now feeling isolated and alone.

END...