

DUDLEY HEALTH AND WELL-BEING BOARD 28TH JANUARY 2014

Report of the Chief Officer of Healthwatch Dudley

Update on Healthwatch Dudley progress and activity in relation to intelligence gathering and public engagement

Purpose of Report

1. To update the Board on Healthwatch Dudley (HWD) progress.

Background

2. All Councils were required to establish a Local Healthwatch organisation (LHW) by April 1st 2013. Local Healthwatch is the consumer champion for health and social care. The establishment of LHW is of particular relevance to the Health and Wellbeing Board, how the Board and Local Healthwatch interact with each other will have a direct influence on improving outcomes for local communities and people who use services.

Healthwatch Dudley

3. Dudley Council for Voluntary Service (DCVS) commenced delivery of Healthwatch Dudley (HWD) on 1st April. The following outlines key areas of progress made by HWD up to the end of December 2013:

Board Recruitment

4. Following a successful assessed workshop on the 11th September 2013, seven board members were recruited. 6 meetings have taken place along with an away day to develop terms of reference and establish priorities.
5. In addition, the role of Chair was advertised. The interview process involved facilitating a focus group with individuals representing communities within the Dudley borough, giving a presentation and a formal interview. Pam Bradbury was the successful candidate. Board profiles can be found at:
<http://healthwatchdudley.co.uk/meet-the-board/>

Urgent Care Consultation

6. As part of Dudley CCG Urgent Care Consultation, HWD undertook a questionnaire survey in Russells Hall Hospital Accident and Emergency and the Holly Hall Walk in Centre over seven days, between 8.00am and 8.00pm, from Friday 29 November to Thursday 5 December 2013. Twenty fully trained volunteers supported HWD staff in each centre covering four hour slots and approaching

individuals using the facilities and asking for their help to complete the questionnaire survey. Over the seven days, 1,074 people were approached and 943 completed the survey.

7. The questions were designed to get opinion and information on use of primary care services and why people were in A&E or the Walk in Centre. No personal details were collected and confidentiality was ensured to the extent that only aggregated data would be used in reports and individuals anonymity would be maintained.
8. The data will be analysed and a full report of findings produced by the end of January. A head-line summary will be produced for the CCG Board meeting on 9th January 2014.

Information Points

9. Organisations from across Dudley borough have come together to provide a new network of Information and support for local communities. Information points will be in locations around Dudley borough, where local people already visit, get information or services.
10. Information points will be staffed by information champions. An information Champion is a member of staff, community leader or a volunteer from an organisation, who already supports local people to access community information. They might provide signposting to health, preventative wellbeing, or social care services, local charities, or help people to understand where to go for benefits or debt advice.
11. The Network will consist of people who work in prominent community locations, volunteer for groups that provide essential local services, or are involved with a local centre or lead an activity. Joining the network will give people access to training and tools, that will help them to point people in the right direction. An extra level of training and support will follow for organisations that want to give more enhanced support, such as more specialised signposting around money management, health or benefits.
12. The support given to local people at Dudley Information points will create more resilient communities by preventing people from getting into crisis situations.
13. The Community Information Network is a partnership of local organisations operating within Dudley borough and a joint communications strategy has been produced to reflect promotion and purpose of the new network.
14. A launch event took place in Brierley Hill in November which was attended by over 50 local people. Representation included strategic partners, local charities and community groups wishing to become information points and champions.
15. Further network meetings have taken place, 43 information points have been confirmed and 51 information champions are awaiting training that will take place in the New Year.

Adult Social Care Local Account

16. HWD was invited to bring together local people, with a wide range of experiences to comment on the production of the Dudley adult social care Local Account or annual report.
17. Over the last few months, HWD has brought together three groups of people, to provide feedback on various drafts of the report. The group had a direct say on the presentation, they said no to information being given in complicated formats and championed the use of clear language. The group scrutinised the report's content and asked for explanations if they felt that enough detail hadn't been included. Finally, they shared their views about major challenges they felt would be faced in the delivery of adult social care services in the year ahead.
18. Involvement in the workshops was diverse and included 22 people (including officers) with experience of physical disability, neurological conditions, sight loss, drug and alcohol addiction, being a carer, learning disability, personal budgets and issues that affect older people.
19. One group member who has Multiple Sclerosis said, "I might not be able to walk for great distances but I can listen and share my experiences of local services. I was delighted when I was asked to be involved, as it felt fantastic to get the chance for my voice to be heard. Being involved in this way not only keeps my mind active, it makes me feel stronger and more alive."

Professor Sir Bruce Keogh Review

20. Following the Keogh Review at Dudley Group NHS Foundation Trust, there were three key urgent actions identified that HWD were especially concerned about:
 - The shortfalls in learning from serious incidents and complaints
 - The complaints process not being fit for purpose
 - Adequately responding to the patients needs.
21. In December, a meeting took place with Paula Clark, Chief Executive, Liz Abbiss, Head of Communications and Patient Experience and Paul Maubach, Chief Accountable Officer, Dudley CCG to discuss and consider the hospital's patient engagement strategy and action programme. Suggestions were made and the programme will be regularly reviewed.
22. In January, a meeting will take place with the PALS/Complaints Department to review the improvements that have been made so far and through representing the views of local people make recommendations on how they can be further improved.

CQC Inspection of Dudley and Walsall Mental Health Partnership NHS Trust

23. The CQC is currently undertaking a radical review of how it regulates and inspects health and social care services. It is about to do the first testing of its new approach for large complex mental health and community health providers. Dudley and Walsall Mental Health Partnership NHS Trust is due to be expected on 24th February 2014

24. The new inspections will involve larger inspection teams including clinical and other experts, and members of the public. The CQC want to make better use of information and evidence from partners, including HWD, to help identify any current issues or concerns, specific lines of enquiry and any additional services which they may look at during their inspection of the trust.
25. HWD is holding a listening event on 8th January 2014 to gather the views and experiences from people who access services or care for someone who does, to include in its feedback to the CQC to help them plan their inspection.

Enter and View

26. Members of the HWD team have now undertaken Enter and View training from HW England. DMBC Learning and Development has agreed to produce and deliver some bespoke safeguarding training as part of the training package, we have developed for our volunteers. This will be delivered during the next couple of months.

MiR/Carers Event

27. On Friday 29th November a Carers Rights Day Event was held at Insight House in Brierley Hill. HWD organised an engagement exercise where the question was asked, 'What does a carers' information pathway look like to you and what do you need at each stage of your journey. A report from the activity can be viewed here: <http://makingitrealindudley.org/wp-content/uploads/2013/12/Carers-Rights-Day-feedback.pdf>

Networking and Board Representation

28. The HWD team has continued to build relationships with strategic partners within the Dudley borough promoting the importance and value of HWD.

Networking – National

- Voluntary Sector Studies Network Conference, Sheffield
- HW England Chief Executives Network
- HW Communications Network – London
- Patient Opinion HW training event – London
- Meeting with HW England Board member to discuss establishing a researchers' Community of Practice that has been agreed by HW England and will be formed early 2014.

Networking – Regional

- DMBC Local Account x 3 – engagement events
- Dudley Voices for Choice – engagement re accessible HW literature
- Engaging Communities Staffordshire (contract holders for HW Staffs) meeting
- Healthwatch England regional network meetings
- Healthwatch Black Country chief officer meetings
- Improving and protecting health and wellbeing in the West Midlands – Making new public health systems work - Birmingham

- Local Government Association / Healthwatch Conference on outcomes & impact framework tool
- Migrant Health Forum – Birmingham
- NHS England - Improving GP Practice
- NHS England – met with local area team to establish relationships and discuss future engagement
- NHS England – met with finance director who has a seat on Dudley Health & Wellbeing board
- West Midlands Fire Service – meeting with Partnership Officer to discuss joint working & engagement opportunities
- West Midlands Strategic Clinical Network and Senate Event – Development of West Midland Patient and Public Voice Strategy
- West Midlands Regional Safeguarding Adults Conference, Solihull

Networking – Local

- Black Country Partnership meeting with membership officer
- Carers in Partnership – Meeting with Nigel Hayden
- Chris Kelly MP and Cllr Patrick Harley
- Dudley Health and Well Being Board Spotlight Event – Building resilience in children, young people and their parents
- Mental Health Personalisation
- Patient Experience
- Patient Opportunity Panel
- Planning For Personalisation Meetings and Event
- RNIB meeting with campaigns officer to identify future joint working opportunities
- Queens Cross – Disability in action – Michelle Hill

Public events / presentations / engagement activities

- Beacon Centre conference on future of sight loss – presence
- Black Country Neurological Alliance AGM – presentation & engagement activity
- Black Country Partnership Lighthouse event – presence
- Building Health Partnerships event - presence
- Carers Network update and follow-up 2014 event – presentation & engagement
- CCG Healthcare Forum – urgent care – presence
- CCG Healthcare Forum – older people - presence
- Dudley CIL - Dudley Wood Learning Event – stall
- Dudley CVS Volunteer Awards – support with planning & delivery
- Dudley & Walsall Mental Health Partnership NHS Trust AGM - presence
- DGOH - Volunteer recruitment fayre – stall
- DGoH Patient Focus Group to discuss governance – facilitated by Deloitte - meetings
- DMBC Local Account reference group events - engagement
- Dudley Volunteer Organisers Network - presentation
- Get Connected to Health and Wellbeing Himley event - stall
- Health & Wellbeing board – spotlight event on children’s services - presence
- Healthwatch volunteer induction sessions x 3
- Healthwatch focus group of local people & stakeholders to support chair recruitment
- Insight House Volunteer recruitment fayre – stall

- Information points related meetings x 8 – network / communications / information etc
- Information points – co-ordinated joint launch event
- Living well feeling safe – network meeting
- Living well feeling safe event – Wall Heath – stall
- Low Vision Event - Beacon Centre
- Me Myself and I dementia support group - presence
- MIND - Mental health what is a crisis to you event - presence
- Making it real Carers Event – organised engagement activity
- Making it real Your Support, Your Care, Your Way / Beacon Centre - presence
- Social Media Surgeries – jointly facilitated four events in Dudley & Stourbridge
- St Thomas's Community Network AGM – presence
- Thomas Pocklington - sight loss event – stall
- Woodhouse Court & Miles Court sheltered housing - engagement
- Woodside Day Centre User Forum – presentation
- Wychbury Medical Practice Patient Panel Group - Presentation

Representation

- Carers Services task and finish group
- Clinical Commission Group (CCG) board
- CCG Communications & Engagement group
- CCG Primary Care implantation group
- CCG urgent care task & finish group
- Dudley independent health advocacy service steering group
- Dudley Safeguarding Adults Board
- Health and Well Being Board
- Health Scrutiny Committee
- Healthcare Forum
- Making It Real Board
- NHS England Quality Surveillance Group

Other activity / relationship building

- CCG virtual ward commissioning meeting to discuss reconfiguration of services
- CQC compliance manager meetings
- DACHS advocacy - development meeting
- Dudley Group of Hospitals – meeting with Chief Executive & Chief Accountable Officer from CCG to discuss development of patient experience programme following Keogh review
- Dudley outcomes commissioning workshop to discuss future criteria
- DMBC Safeguarding Training - Meeting with Sarah Roper
- Healthwatch governance - meeting with DMBC DACHS partners and Cllr Stuart Turner, Health & Wellbeing Board Chair to discuss
- Health & wellbeing board development / representation meeting facilitated by Regional Action West Midlands
- JSNA - Met with Dudley resident living with MS to prepare case study
- Queens Award for Voluntary Service - Supported Atlantic House Recovery In Progress Team and the Dudley Pain Relief Support Group with the nomination process
- Safe and Sound Coseley meeting

- Support Association for Mental Health (SAMH) - Met with volunteers to discuss how their experiences can be shared with Healthwatch Dudley
- Volunteers – three meetings with potential volunteers to discuss their greater involvement with Healthwatch Dudley

Engagement Statistics

29. During the last four months, in addition to the many engagement activities undertaken by HWD, over 40 enquiries have been received from the public with the majority being directly from someone who accesses services and of a negative sentiment. The greatest number of enquiries related to primary care/GPs closely followed by inpatient care and mental health services. Where appropriate enquirers were signposted to organisations complaints processes.

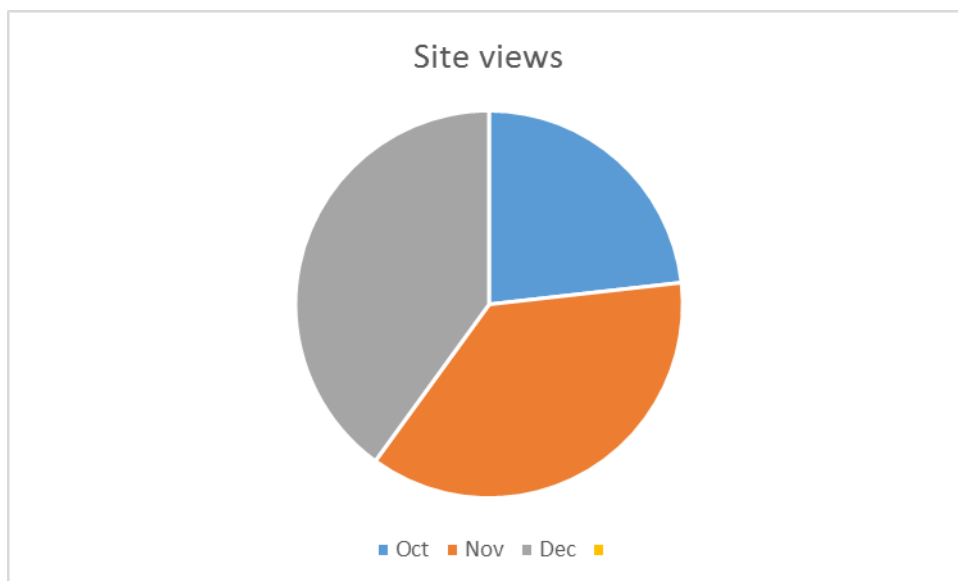
Social networking and connecting

30.

- 17 new subscribers to the Healthwatch Dudley mailing list
- 154 signed up to the Healthwatch Dudley mailing list in total
- 85 new followers on Twitter
- 619 total followers on Twitter

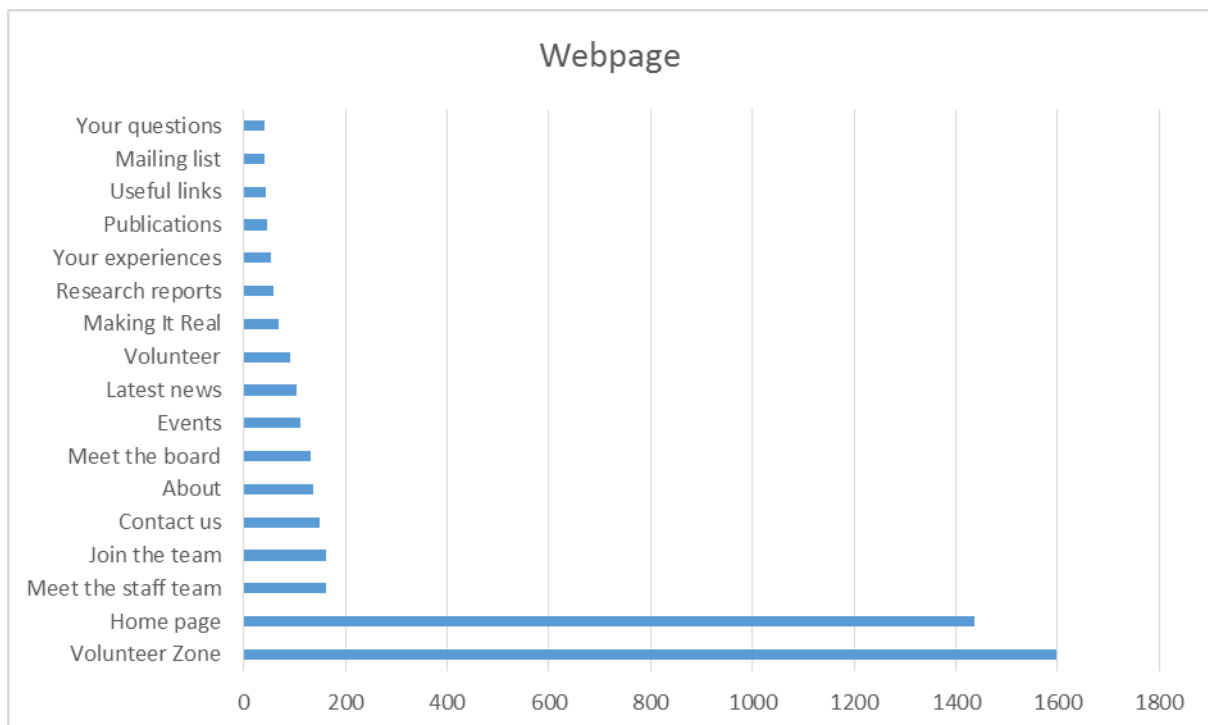
Website hits

Month	Site Views
October	1069
November	1695
December	1842
Total	4606



An average of 50 hits per day.

Webpage	Site Views
Volunteer Zone	1597
Home page	1437
Meet the staff team	162
Join the team	161
Contact us	149
About	137
Meet the board	132
Events	112
Latest news	105
Volunteer	91
Making It Real	68
Research reports	59
Your experiences	53
Publications	47
Useful links	43
Mailing list	42
Your questions	40



Please note the additional web visits to the Volunteer Zone in December were as a result of volunteers and staff accessing a link to the Urgent Care online survey contained in a private area of the site.

Finance

31. 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

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

Recommendation

33. It is recommended that the Dudley Health and Well-being Board note the work being progressed by Healthwatch Dudley.

A handwritten signature in black ink, appearing to read 'Jayne Emery', with a long horizontal stroke extending to the right.

Jayne Emery
Chief Officer of Healthwatch Dudley

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