

Healthwatch Committee meeting
 12 June 2018
 Project updates - paper 2
 Presented by: Steph Edusei

Members of the Committee are asked to:

- Note the contents of the report

Quality statement: 1, 6, 7, 12, 13, 14, 15, 22

Project Highlight Report

Project Board: Healthwatch

Project Name:	NHS continuing healthcare	Reporting Period:	June 18
Project Sponsor:		Project Manager	Kim Newton
Author:	Kim Newton	Date Report Approved:	
Project Overview	<p>Healthwatch Gateshead chose NHS continuing healthcare (CHC) across Newcastle and Gateshead as one of our priority areas for 2017–18 for the following reasons:</p> <p>We are aware across both areas that there are issues around:</p> <ul style="list-style-type: none"> • Delays in funding • Decisions not to fund care • Delays to hospital discharge due to the decision-making process • Relatives feeling excluded for the process <p>Project objectives To identify service user, relative and carer experiences of the local CHC assessment and decision process</p> <p>One collective voice event This gave more depth to the initial issues and it was agreed to focus on three areas of work:</p> <ol style="list-style-type: none"> 1. Information 2. National Audit report recommendations 3. Patient experience – process <p>To influence Newcastle Gateshead CCG around best practice in communication and information on CHC Enabled City CHC video, to adopt and embed the information onto Newcastle Gateshead CCG website</p>		

	<p>Initially this work started, through the NGCCG engagement lead. This work is now being incorporated into the CHC Strategy group and working with the Patient Experience lead.</p> <p>We held a CHC Information session with HW Champions on 09/11/17 on the value of the information and this will be shared with CCG communications lead.</p> <p>National Audit report We are aware of the recent “Investigation into NHS CHC funding” (July 17) by National audit office which makes recommendations for improvement. To influence the local implementation of the recommendations from the National Audit report. This will be addressed in the CHC Strategy Group.</p> <p>Patient experience To determine if the national NHS Decision Support Toolkit is applied consistently and to make recommendations where required. Ongoing (We need to know if nursing assessors are compliant with the (“Coughlan case”) Already highlighted – continuity of nursing assessors and quality of information.</p>
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RAG Ratings	
	Project actions on track
	Project actions slippage - monitor situation
	Project actions slippage - action required
	Project actions complete

1. Progress against key project milestones				
Milestone	Planned Completion Date	Progress or Slippage	Variance	Explanation
Stakeholder Engagement	End August	Completed		Made significant progress with Local Authority leads in both Gateshead and Newcastle
NGCCG engagement		Complete		Task group involvement around comms for CHC; await info from Alison Thompson

				<p>The first meeting with NGCCG Patient Experience lead on the 14 November 2017, where we will develop an action plan to discuss the all areas of work and how HWG can add evidence to patient experience.</p> <p>Alison Thompson left the organisation</p>
One collective voice event	August 17	Complete		Good response rate
Design Surveys	August/September	Complete		<p>A survey has been produced, with both Newcastle and Gateshead LA and NGCCG given opportunities to input. We received comments from Gateshead LA and CCG which were included in the survey. This went live in October this was circulated to all our contacts and promoted on HWG website, social media. As of 09/11/17 we received 28 responses.</p> <p>We were heavily reliant on adult social care in Newcastle and Gateshead, as well as NGCCG to help us reach patients and their Carers as this. This has not happened as the GCCG have said that they do not have the resources to make this happen, they also cited data protection issues.</p>
Source Participants	End January 18	Complete		Observe families through CHC decision making process.
CHC Strategy Group	November 17	Meeting Stood down		HWG is part of the CHC Strategy group attended by

				partners from NGCCG. NUTH GNHS Newcastle and Gateshead LA leads. We will be looking at an action plan to address CHC across the board. This meeting has been stood down permanently.
Data analysis		Complete		
Report writing	January 18	Complete		
Report written for comments by stakeholders	Deadline 20 March 18	Complete		
Report to committee for comments	January 18	Complete		
Final report to stakeholders requesting response to recommendations.	February 18	Complete		
Report published	April 18	Complete		
Process for follow up of reports	May 18	Complete		Developed a process timeline for following up HW reports to check for the impact of our work.
Present the report and OSC				Waiting for agenda spot at OSC

2. Key expectations in next reporting period
Follow up report recommendations in September

3. Risk Report	Risk Rating

4. Changes in reporting period
(A change request pro-forma should be attached as an appendix for all changes)

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