

Project Highlight Report			
Project Board: Healthwatch			
Project Name:	Continuing Healthcare	Reporting Period:	November 2017
Project Sponsor:		Project Manager	Kim Newton
Author:	Kim Newton	Date Report Approved:	November 2017
Project Overview	<p>Healthwatch Gateshead chose 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 3 areas of work: Information National Audit report recommendations Patient experience - process</p> <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 NGCCG website 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. 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 NGCCG 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>

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	Ongoing dialogue		Made significant progress with Local Authority leads in both Gateshead and Newcastle

NGCCG engagement		Started November 2017		<p>Task group involvement around comms for CHC . await info from Alison Thompson</p> <p>The first meeting with NGCCG Patient Experience lead on the 14th 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>
One collective voice event	August 17	Achieved		Good response rate
Design Surveys	August/September	Achieved		<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 NGCCG 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 have received 28 responses. 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</p>

				not have the resources to make this happen, they also cited data protection issues.
Source Participants		Achieved		Observe family through CHC decision making process.
CHC Strategy Group	November 17	On target		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.

2. Key expectations in next reporting period
<p>Plan to be developed with patient experience lead to feed into the strategy group.</p> <p>Find out about the audit report from Joe Corrigan NGCCG (raised at the PP and Carer Engagement Forum).</p> <p>Have details of the volume of people assessed from 1 April to 30 September 2017.</p> <p>Survey complete.</p>

3. Risk Report	Risk Rating
Survey numbers low	Red
Time to engage across both areas	Amber

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