

## Healthwatch Gateshead Activity Report September 2016 to March 2017

- 1. Introduction.** This report outlines the key activities undertaken by Healthwatch Gateshead to support, promote and encourage residents to have a stronger voice in their health and social care by either being the representative of diverse communities or by providing intelligence – including evidence from people’s views and experiences – to influence the policy, planning, commissioning and delivery of health and social care.
- 2. Healthwatch Gateshead.** The Health and Social Care Act 2012 set out that Healthwatch would be established in April 2013 in order to provide local citizens and communities with a stronger voice to influence and challenge how health and social care services are delivered within their locality.
- 3. Governance.** The Board currently has a core of four Directors, previous Directors having left due to illness or work promotion out of the area. The Board had been actively recruiting individuals who committed to the ethos and goals of Healthwatch Gateshead. They had intended to take up their roles if Healthwatch Gateshead C.I.C. had won the contract from April 2017 to deliver Healthwatch services on behalf of Gateshead residents.
- 4.** The shadow board have been expanding the involvement and impact of Healthwatch Gateshead C.I.C. while the staff were concentrating on delivering the Healthwatch services contractual commitments.
- 5. Research Projects.** Healthwatch Gateshead engages with national and local policy makers, residents, commissioners, service providers and stakeholders to inform the type of research and engagement activities that Healthwatch Gateshead may undertake based on residents’ experiences of health and social care.
- 6. Customer Relationship Management (CRM) system.** We have installed the latest version of Healthwatch England (HWE) CRM system which enables us to capture information more efficiently from meetings, activities, residents’ issues etc in a single place. This enables us to track issues, identify local problems and enable Healthwatch England to identify potentially national issues and enables us to satisfy requests from the Care Quality Commission in a more efficient and effective manner.

**7. Volunteer Programme.** To supplement the resources provided under the Healthwatch services contract we have been developing our volunteer programme to undertake a range of activities which provide feedback on services received by Gateshead residents. We have a core team of trained volunteers who undertake the following roles:

- Enter and View Authorised Representatives
- Mystery Shoppers

### **7.1 Enter and View:**

The latest Enter and View visit was to Springvale Court Residential Care Home in October. A team of four trained volunteers and a staff member conducted the visit. This is a residential care home recently judged to as Requires Improvement by the CQC. The purpose of the visit was linked to their most recent CQC inspection and NICE guidelines regarding engagement of residents in meaningful and individualised activity.

The subsequent report made several key recommendations to the provider. The home was given the chance to comment on the report but no comments were forthcoming. This report was also shared via the normal channels to the CQC, Healthwatch England, NHS England, Local Authority, CCG, Health and Wellbeing Board. The CQC have advised that they will be using the information and recommendations as part of their next inspection of the service.

The next Enter and View visit is planned for 8 March 2017.

### **7.2 Mystery Shopping:**

Mystery Shopping is a new project which was developed in September. The first Mystery Shopping Project was to explore mechanisms to support meaningful patient engagement in GP surgeries. A team of volunteers contacted all GP practices in Gateshead acting as a potential new patient to explore patient engagement based on a specific scenario.

A report was produced and circulated to all Practices and the CCG. Practices were offered specific feedback about their Practices performance should they wish to receive it. One Practice asked us for this.

The report was received favourably by the CCG who have advised that they thought the report was very clear and made some useful recommendations.

Furthermore, they advised us that they discussed the report at the CCG delivery group which includes practice managers from Newcastle and Gateshead. It was agreed that the highlighted an area where improvements could be made and that the practice managers will take the report to the Newcastle and Gateshead practice managers meetings to share the recommendations and agree actions for practices.

We are currently undertaking a mystery shop of NHS providers regarding the NHS Accessible Information Standard. The resulting report will be circulated via the normal channels. All reports are published on our web site.

The “Mystery Shopping” role has proved very successful.

The purpose of this role was:

- To test the service user experience of the health and care services for Gateshead residents using different scenarios and situations.
- To find out about the consumer experience of people with disabilities or other specific groups such as young people.
- To see if contacts and services advertised are up to date and still available.

The expected outcomes achieved include:

- Recognise good practice and highlight areas of excellence.
- Identify areas of concern to assist with service improvements.
- Gain a good understanding of what it feels like to be a service user.
- Make recommendations to the service provider about how to improve the service user experience.
- Improved training programmes instituted by CCG.

### **7.3 Partnership working with the QE Hospital**

Collaborative working with the Queen Elizabeth Hospital is being developed in two ways. Firstly, we are working with them to carry out Patient Led Assessments of the Care Environment (PLACE visits). One of our volunteers will be participating in these alongside QE staff and volunteers.

Secondly, we are working with the Day Surgery Matron and the Quality Improvement Team to recruit patients using Day Surgery as mystery shoppers. Patient Experience Mystery Shoppers will provide us with real time feedback about their patient experience and how it could have been improved. We will collate all responses and produce a final report and recommendations. This project will start week commencing 13 February 2017 and will run for three months.

We are helping with the recruitment and training of volunteers.

### **7.4 Volunteer Involvement in Social Care QA Visits**

Discussion have been held with representatives from Social Care Commissioning Team. They were very open to involving our volunteers in their QA process. We have discussed the possibility of our volunteers being included in their inspection timetable. It is likely that

our volunteers would focus on conducting observations and conversations with residents prior to the LA visit. This would provide the opportunity for HWG to identify any issues, areas of concern and other key emerging themes which we can flag up to the LA team so they can be explored further during their visit.

We are awaiting contact from LA representatives to determine next steps and to progress this further.

**8. Annual General Meeting.** At our AGM we invited organisations the opportunity to take part in round table discussion with residents. Only the Council Commissioning group did not accept the invitation. Topics chosen by the different organisations were: -

- **Queen Elizabeth Hospital** – the balancing of patients' priorities'
- **North East Ambulance Service** – what can be expected
- **Health Champions** (Newcastle and Gateshead Clinical Commissioning Group) – how to get involved
- **Newcastle and Gateshead Clinical Commissioning group** – Continuing Healthcare criteria and funding
- **Adult Social Care** - service delivery and social care pathway
- **Northumberland Tyne and Wear NHS Trust** – mental health service provision
- **Public Health** - in Gateshead and what it does.
- **Healthwatch Gateshead Volunteer Proposition** – what we do and why?

It was a very successful event for all participants. The full report is provided at Appendix 1.

**9. Oversight and Scrutiny Committee.** At the September meeting Healthwatch reported discussions with NEAS regarding shortfalls in paramedics

**10. North East Ambulance Service.** We attend the regular meetings of the Ambulance Service Health Watch meetings, to raise issues for Gateshead residents.

**11. Care Home Vanguard.** Significant involvement with the various Vanguard groups to understand the new models being proposed and to influence their development. Healthwatch Gateshead delivered training courses for volunteers. HWG has taken part in the programme evaluations undertaken by both Newcastle and Sunderland Universities. To ensure effective and efficient use of resources we have challenged the value of so many meetings, some of which have now been discontinued.

**12. Adult Safeguarding Board.** HWG has raised concerns that CQC had identified that several care homes were marked as unsafe and that there could be safeguarding issues for vulnerable adults. The Adult Safeguarding Board has now agreed to monitor the situation and has requested regular reports to identify whether the situation is improving or deteriorating.

**13. Empowering and Informing Gateshead Residents.** Healthwatch Gateshead has a statutory duty to empower residents to enable them have a voice in both national and local consultations which could impact on their health and social care and to represent their views to those who commission and provide health and social care services. We have continued our role of reaching out to different groups to inform and collect views. Initial contact has been made with religious groups. We attended 51 outreach events to reach a cross section of residents.

**14. Deciding Together Consultation on the Future of Specialist Mental Health Services in Newcastle & Gateshead.** We continue to actively promote the residents' views on the proposed changes to Adult Mental Health Services in Gateshead and Newcastle and had planned to monitor the actual impact against proposed impact for residents.

**15. Health and Wealth - Closing the Gap in the North East, Report of the North East Commission for Health and Social Care Integration.** We represented the local Healthwatch organisations on the North East Commission evidence review panel and submitted our comments on their final report to both the Health and Wellbeing Board and directly to NECA. We were the only North East Healthwatch to comment directly to the commission.

**16 Gateshead Council Consultations on Social Care budget for 2017.** We presented residents views from previous consultations on this subject.

**17. Other Consultations publicised.** We have actively publicised 18 consultations covering a range of health and social care topics, far too many for any one individual to have the time to read, digest and then respond. Those we have publicised are shown at **Appendix 2.**

**18.** Healthwatch Gateshead informs residents about national and local consultations which could affect the health and social care. This is undertaken by either holding special events, participating in local events across the borough, through our social media, website, our electronic newsletter, council newsletter or through partners, our contacts database and Survey Monkey. Our electronic newsletter goes to over 500 organisations and individuals, see **Appendix 3.**

## 19. Strategic Partnerships Representing Gateshead Residents

Healthwatch Gateshead Chair, Board members and the Staff team represent Healthwatch Gateshead at a variety of forums, networks and strategic boards. Our role is to ensure that the voice and opinions of local people are taken into account when decisions are being made about health and social care services. We have had regular representation and input to the following: -

- **Primary Care Joint Commissioning** - the body responsible for the planning and commissioning of healthcare services to meet the needs of the local community.
- **Gateshead Safeguarding Adults Board**- whose overarching purpose is to help and safeguard adults with care and support. Healthwatch Gateshead has provided an Interim Chair for this committee until a new chair is appointed.
- **Local Engagement Board** - Members of the public are invited to these quarterly Local Engagement Boards (LEBs) to discuss important health issues and services and to help shape, improve and develop local NHS services.
- **Health and Wellbeing Board** - established and hosted by local authorities, health and wellbeing boards bring together the NHS, public health, adult social care and children's services, including elected representatives and Local Healthwatch, to plan how best to meet the needs of their local population and tackle local inequalities in health.
- **Care, Health and Wellbeing Overview and Scrutiny Committee** - Council overview of provision of health services to the local population.
- **Gateshead Patient User Carer Public Involvement Group (PUCPI)** - aims to ensure that the needs and issues identified by members are brought to discussion with commissioners.
- **Gateshead Smoke Free Tobacco Alliance (Ten Year Tobacco Plan)** - reducing the number of residents who smoke in Gateshead. Healthwatch Gateshead is providing the Vice-Chair for this committee.

- **Gateshead Care Home Vanguard** - a joint approach by NHS Newcastle Gateshead CCG and Gateshead Council to deliver improved health and social care into homes for residents and their families.
- **North East Commission for Health & Social Care Integration** - The purpose is to establish the scope and basis for integration, deeper collaboration and devolution across NECA's area to improve outcomes and reduce inequalities. (The area covered by NECA and the Commission is County Durham, Gateshead, Newcastle, North Tyneside, Northumberland, South Tyneside and Sunderland.).
- **Joint Integrated Care Programme Board/STP** - response to NHS England regarding the future structure of healthcare in the North East.
- **Achieving More together** - Gateshead Strategic partnership to enable residents make the most of their capabilities.
- **Gateshead Voluntary Sector Advisory Group** - provide input to Health and Wellbeing Board.
- **Gateshead and Newcastle Joint Overview and Scrutiny Committee** - has a statutory role in considering whether it has been appropriately consulted and whether any proposed developments are in the best interests of the health service in their area.
- **North East Ambulance Service NHS FT** – provides ambulance services which cover the counties of County Durham, Northumberland, and Tyne and Wear, along with the boroughs of Darlington, Hartlepool, Middlesbrough, Redcar and Cleveland and Stockton-on-Tees.
- **A&E Local Delivery Board** – Concentrating on managing the winter demand for services

**Appendix 4** list the meetings generally attended by the Chair, board member or Senior Manager.

**20. Website.** The HWG website has been refreshed and offers more information on local services and our marketing and promotional activities are increasing, including closer working with Citizens Advice. We provide an A to Z list of services for all kinds of health and social care information, advice, complaints, care pathways, patient and support groups. There is also a section on frequently asked questions which is reviewed on a regular basis to save individual's time if we have already responded to a similar question. We do however encourage new questions.

**21. Partnership Working.** Healthwatch Gateshead works in partnership with both voluntary organisations and statutory bodies to reduce duplication of effort and provides greater value for money in an era of austerity. We have started discussion with religious organisations to gather feedback from their communities and outreach. Our partners inform Healthwatch of issues raised by their members or who may be affected by the various consultations.

**22.** In accordance with our business plan we have continued to offer our assistance by informing key stakeholders of the views HWG has gathered. This included: -

- participating whenever possible in consultation events run by Health and Social Care commissioners and providers.
- continuing to work closely with the Care Quality Commission to help inform and shape their forward plans. We will assist CQC in their inspections, provide detailed information received from Gateshead residents.
- working with the North East Commission for health and social care integration to try and ensure that any future design is resident orientated, rather than institution based.
- working with the joint integrated care programme board to develop a sustainable transformation plan with is more patient based then institution based.
- delivering the agreed contract requirements.
- promoting and supporting the Council's 10 Year Tobacco reduction programme.
- promoting well being events.

**23. Summary.** This OSC is asked to note the contents of the report and the significant contribution that Healthwatch Gateshead has made in enabling residents of Gateshead to have a voice in the health and social care they receive. The contract for the delivery of Healthwatch services in Gateshead from April 2017 has been award by Gateshead Council to 'Tell Us North' who currently hold the contract for the delivery Newcastle Healthwatch Services. This is the final report from the current contract holder.

**D.G.Ball**

**Chair of Healthwatch Gateshead**



## **Appendix 1** Healthwatch Gateshead Annual Report

See separate report

## **Appendix 2 Consultations** on website and e-bulletins from September 2016 – present

- Dementia Care and Support
- Sustainability and Transformation Plans
- Unpaid Carers Survey
- Dementia Care and Support for Carers
- Supported Housing Fund
- Care Quality Commission Regulations Fees
- Work Health and Disability
- Dementia Friendly Swimming

## **Surveys** on website and e-bulletins from September 2016 – present

- Under 25's Health Survey
- Gateshead College Health Survey
- Learning Disability and Mental Health Services
- Work Health and Disability Green Paper
- Accessible Information Standard
- Urgent Care – What does Urgent mean to you
- Gateshead Councils Health and Lifestyle survey
- Eating Disorders
- North East Ambulance BAME survey
- National Dementia Citizens Programme

### Appendix 3 - Recipients of Healthwatch Gateshead Electronic Newsletter

- All Care Homes in Gateshead
- All Residential Homes
- All Nursing Homes
- Individuals
- All Schools
- Various Council departments i.e. Communities, Neighbourhoods and Volunteering, Community Safety, Wellness Hub, Looked After Children, Safeguarding Team etc.
- Public Health department
- Various healthcare personnel – Sexual Health Lead, Dementia Leads, Volunteering Lead, Patient Experience Teams, Hospital Communication Department, PALS, NTW, CCG staff, Health Champions Lead etc.
- Ambulance Service
- All GP surgeries and Practice Managers
- Many voluntary sector organisations – i.e. Age UK, Carers Association, Hearing Loss Support, Your Voice Counts, Rape Crisis Centre, Changing Lives etc.
- All Community Centres
- All Leisure Centres
- Readers At Home Service
- All Councillors
- Local MP's
- All Dentists
- All Opticians
- Local Media - including radio and newspaper
- Hospital Radio
- ICA – Independent Complaints Advocacy
- All Pharmacies
- All Children's Centres
- Specific Black and Minority Ethnic Community Groups
- All Advocacy Projects in the Borough
- HWG staff, volunteers and Board members
- Other local Healthwatch organisations
- Health and Wellbeing Board
- All Libraries

- Clinical Professional Networks – pharmacy, dentistry, ophthalmology
- Northumbria Police
- Tyne and Wear Fire Service
- Care Quality Commission

## **Appendix 4 Meetings generally attended by the Chair, board member or Senior Manager**

### September

- Health and Wellbeing Board
- HWG Board

### October

- PUCPI
- World Mental Health Day
- Learning Disability Partnership
- Vanguard
- NE Ambulance Service
- Accident and Emergency Delivery Board
- Transforming Participation Board
- Health and Wellbeing Board
- Local Engagement Board (LEB)
- HWG Board
- HWG Annual Event and AGM

### November

- Care Health and Wellbeing OSC
- Vanguard
- Learning Disability Partnership
- Adult Safeguarding Board
- Accident and Emergency Delivery Board
- CCG engagement Event
- HWG Board

### December

- Tobacco Alliance
- Health and Wellbeing Board
- HWG Board
- PUCPI
- Care Health and Wellbeing OSC
- Accident and Emergency Delivery Board
- Learning Disability Partnership

### January 2017

- Vanguard
- STP Public event

- Learning Disability Partnership
- QE strategy Meeting
- Accident and Emergency Delivery Board
- NE Ambulance Service
- Children's Safeguarding Board
- Health and Well Being Board
- Adult Safeguarding Board

February 2017

- Learning Disability Partnership

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