healthwatch Suffolk

Summary

Annual Report | 2015/16

For a little something extra, please interact with our report, digital content and video icons to launch additional content from this document:

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"...for the first time, I actually feel valued as a person with something to contribute rather than someone who had no choice. I thank you Healthwatch for that. "

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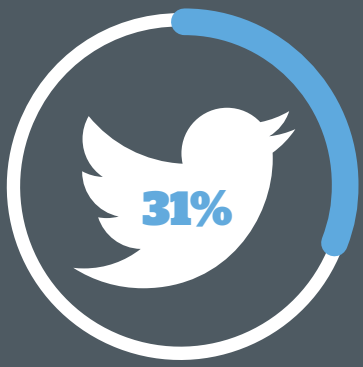
Our year...

10 reports produced to influence local services.



Approaching 500,000 Twitter impressions and a 31% increase in our network.

We remain the top Local Healthwatch for media coverage in England.

We have visited six services to talk to people about their care and make recommendations.

94 volunteers have helped us to reach local people and to complete various tasks.

We engaged 11,500 people at over 1,000 events, meetings and groups across the county.

We moved to new premises in Claydon.

We launched new technology to help us obtain local views.

We obtained 2,748 logged comments from people using services.

1. Listening to people who use health and social care services

Talking to people in local communities

Our core role is to find out what local people think about health and social care services in Suffolk. That means that we must be present within communities to let people know about us and obtain their experiences of using local services.

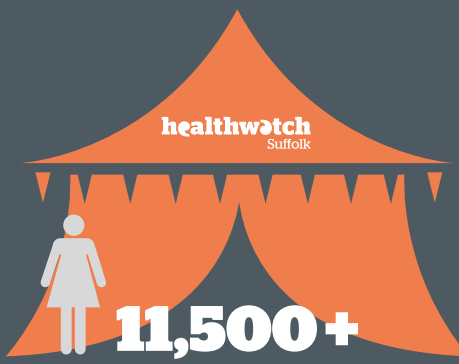
We have a team of three Community Development Officers and one Senior Community Development Officer. They have been active this year attending many events, meetings and community groups across the county.

Their role is to:

- Raise our profile in communities
- Obtain feedback from local people
- Guide and support our community volunteers
- Signpost people to local support and networks
- Encourage participation in our work and research projects

Raising our profile by reaching out into local communities

By reaching out into local communities we hope to encourage more people to share their views with us. Our team attend many large



events like the Suffolk Show, to talk to the public about how we can make a difference.

In addition, we are expected to engage with some specific groups for their views on health and social care services including:

- Young people who are under the age of 21
- Older people over the age of 65
- Vulnerable groups
- People who live outside of Suffolk but use Suffolk services

You can read some examples of how we have reached all of these groups in our full annual report.

Embracing technology to obtain views on services

@HWSuffolk - Follow us

We believe that, by helping people to more easily express their views, we can improve health and social care in the county. That is why, in May 2015, we launched a whole new approach to obtaining and analysing the feedback we receive from local people.

The Healthwatch Suffolk Feedback Centre is accessible via a variety of devices including mobile phones, laptops/desktop computers and tablets. This means that people can easily and anonymously rate the care that they or a friend or family member has received.

Hundreds of thousands of people every day use online review systems to give their opinion about services or products they have bought or used. We want to harness that behaviour to encourage patients, users and their families to give us vital information about the NHS and social care.

As an independent organisation, we want to gain the trust of the public to tell us their full experiences of local services:. We hope that by creating a familiar tool, we will be able to engage many more people in celebrating and improving health and social care in Suffolk.

A snapshot of your feedback...

2,778

Individual comments recorded from people using health and social care services in Suffolk

550 comments logged as part of our research projects.

266 services rated by people using our online Feedback Centre.

People rated services in Suffolk with **4 out of 5** stars on our online Feedback Centre. Many people rated the quality of care provided highly.

Whilst people are generally positive about services, there was significant variation in ratings.

GP practices were rated **3 out of 5** stars.

Mental health care received just **2 out of 5** stars.

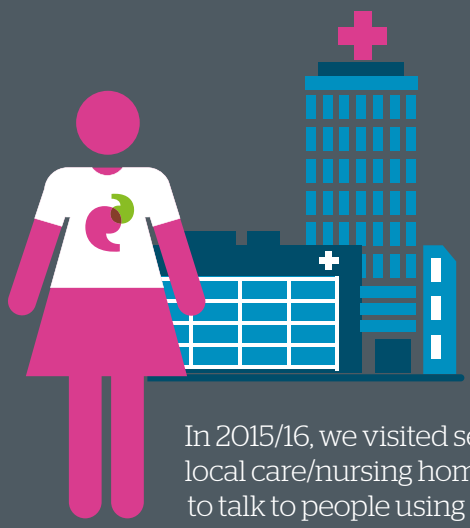
Rate and review your local services now. Simply visit www.healthwatchsuffolk.co.uk/services

Enter and View

Visit our reports page on healthwatchsuffolk.co.uk to download and read our Enter and View reports about local services.

7

Visits to local services in 2015/16...



In 2015/16, we visited seven local care/nursing homes to talk to people using the services and observe the care provided. This included:

- Chilton Croft Nursing Home in Sudbury
- Mildenhall Lodge Residential Home in Mildenhall
- Davers Court in Bury St Edmunds
- Woodfield Court in Stowmarket
- Drummond Court in Bury St Edmunds
- Leopold Nursing Home in Felixstowe
- Mills Meadow Care Home (March 2016)

We produced reports following our visits that included recommendations for how we felt services could be improved.

In addition, our team of trained volunteers has taken advantage of other opportunities to gain experience of visiting premises where care is provided to people such as NHS Patient Led Assessments of the Care Environment (PLACE) or mock Care Quality Commission (CQC) inspections managed by hospitals to help them prepare for their inspections by the regulator.

Outcomes from our visits

In 2015/16, providers informed us that they had made a number of improvements as a result of our Enter and View visits, including:

- The implementation of a keyworker system that benefits the residents in a home.
- Improving the environment on a dementia suite.
- Making it easier for residents to access entertainment by hosting movies in accessible locations.
- Implementing a daily walk around by senior staff to ensure the cleanliness of residents rooms and ensure teams are more vigilant with regard to the personal care of residents.
- Closer general monitoring of residents food and fluids charts.
- A review of a pull call alert system to ensure that it meets peoples needs.

For more information and detail, please see our full annual report 2015/16.

Our sub-groups

Our Black and Minority Ethnic (BME) and Diversity Sub-Group

2015/16 has seen the BME and Diversity Group continue its support to the Thallasemia and Sickle Cell Support Suffolk group and its aim to improve the services available to people attending the Ipswich Hospital NHS Trust.

It has also held discussions with Public Health Suffolk representatives about the Groups at Risk of Disadvantage Needs Assessment, which includes recommendations about support for people who have Sickle Cell.

Our BME Small Grants Scheme

We devised a Small Grants Scheme through which community groups and organisations could apply for funding to support the development of their efforts to engage diverse communities and obtain feedback about their experiences of health and social care services.

Seven projects were chosen to receive funding as applied for by the following organisations:

- Ipswich and Suffolk Council for Racial Equality and Community Praxis
- 4YP
- Translation and Interpreting Provider Ltd (TIP)
- The Bury St Edmunds International Women's Group
- St Elizabeth Hospice
- Oasis Community Centre
- Suffolk Refugee Support

Our Mental Health Focus Group

The Mental Health Focus Group facilitates a dialogue between mental health professionals and service users/carers as a means to bring about change in the way mental health services are provided.

This year, the group has focused on monitoring the performance of the Norfolk and Suffolk NHS Foundation Trust, which provides mental health and learning disability services in the county. The group has also worked with people responsible for arranging and funding mental health care to help shape a five year Mental Health Strategy and develop a Crisis Concordat Plan for Suffolk.

Looking ahead, the group will focus on continuing to monitor the performance of NSFT and will also seek to address problems identified in our joint report with Suffolk User Forum.

The group will also continue to encourage commissioners to work better with people using services so that services are shaped by their needs and experiences as they are being planned and implemented. A Public Health Suffolk driven Suicide Prevention Strategy and action plan is also likely to be a focus in 2016/17.

For more information about the work of our sub-groups, please see our full annual report.

We bring people together to shape and improve services

Our communications 2015/16

550

New followers on Twitter

108

Likes on Facebook

YouTube 804

Video views on YouTube

Our social media footprint has continued to grow at a steady rate. We now have 2,164 followers on Twitter and achieved almost 500,000 impressions.

People watched videos on our YouTube account for 1,816 minutes.

We have continued to produce a quarterly newsletter, which is circulated to all of our friends and members.

We also produce MailChimp e-updates on a regular basis. The update is circulated to our network and much wider.

16 MailChimp updates produced

Nearly 18,000 opens and 4,194 link clicks

Four newsletters produced and circulated

21,455 website users

71,643

Pageviews of our website content

X2

We have nearly doubled the activity on our website

Our website was changed at the start of the year as part of our upgrade to a new information system.

The website now includes the Healthwatch Suffolk Feedback Centre, which enables people to rate and review their care.

We continued to be the top Local Healthwatch for media coverage in England (Advertisement Equivalent Value of more than £162,000).

We were also featured on television and BBC Radio Suffolk a number of times.

125

Newspaper features

No.1

Top Local Healthwatch for media coverage

2,273,150 circulation

People in Suffolk had at least three opportunities to read something about us

We reached between 30,000 and 50,000 households with information about our work and impacts.

Our database of community newsletter editors enables us to reach many homes in communities across Suffolk

2 Giving people advice and information

@HWSuffolk - Follow us

Many thanks for the invaluable help you gave in a recent CAB case involving a very vulnerable teenager with serious mental health issues. This young lady had been turned down for orthodontic treatment. As a result of you signposting very precisely who should be contacted, there was a speedy resolution to the issue. The family could never have afforded the treatment privately (at a cost of £3,500 - £5,000). The family were delighted and very relieved at the outcome. Their daughter suffers from very low self-esteem and they were very concerned that the refusal of the treatment could have set back the progress she is making in dealing with her mental health issues.

Our Information and Signposting service is:

- A free, friendly and confidential service that is independent from the NHS and social care services.
- We will give you the contact details for a range of services that best supports your request. You will then need to contact those organisations yourself.
- We can put you in touch with sources of information on NHS and social care services in Suffolk.
- We can give you information if you don't understand how to make a complaint.

Logged enquiries to our Information and Signposting service

Please see our full annual report for examples of how we have helped people to obtain support and navigate our local health, social care and wellbeing system.

The majority of queries related to people who wanted to know how they could complain about a service. We signposted many of these people either to NHS Patient Advice and Liaison Services or to independent NHS complaints advocacy.

Suffolk Information Standard

We work in partnership to improve information available to people accessing services in Suffolk.

Many organisations produce information about health, care and wellbeing in Suffolk. It can vary greatly in quality, which means that it can be confusing for the public.

To help improve this, we are working with the Suffolk Information Partnership to deliver a local Standard. It will give the public confidence in information available in the county and show that adequate processes are in place to ensure that standards to promote quality information are maintained.

What is the Suffolk Information Partnership?

The Suffolk Information Partnership is made up of key voluntary and statutory sector organisations in Suffolk. As a member of the partnership, we are helping it to facilitate the delivery of joined up ways of working.

In particular the Partnership is helping to provide a range of clear, quality information for people that enables them to make informed choices and improves the experience and outcomes for those needing to access services. It also provides a network of equals to strategically influence local organisations' thinking about the importance of effective, quality information.

The Suffolk Information Partnership has offered the Suffolk Information Standard to Healthwatch Suffolk and we have responsibility for implementing the process of accreditation.

Accreditation with the Suffolk Information Standard shows that organisations have demonstrated that they:

- Provide information based on well-founded internal processes.
- Are committed to giving trustworthy information about services.
- Train staff and/or volunteers to provide quality information.

The Suffolk Information Standard is available to all organisations producing health and care information in Suffolk. Ten organisations are accredited:

- Age UK Suffolk
- Alzheimer's Society (Suffolk Services)
- Clarke Care Ltd
- Healthwatch Suffolk
- Sue Ryder
- Suffolk County Council, Adult and Community Services (ACS)
- Suffolk Family Carers
- Suffolk Libraries
- Suffolk Mind
- The Hope Trust

A further six applications have been considered and we are awaiting additional evidence.

Read more in our full annual report.

3. How we have made a difference

@HWSuffolk - Follow us

Reports and recommendations

We can exert influence over our local health and social care services but in order to do so effectively we must first be able to evidence the need for change or indeed the need to maintain service satisfaction.

We use reports to influence decision makers in health and social care with the views of our local communities. This includes reports published following our visits to local services and also reports that follow extensive research projects.

In 2015/16 a number of research projects were published and these include:

- Our report on the problems people face when accessing transport to healthcare services in Suffolk.
- Our written submission to support the Health Select Committee inquiry on the challenges affecting primary care services in England.
- Inspiring progress: Improving mental health services for Black and Minority Ethnic (BME) communities in Norfolk and Suffolk.
- Stepping Forward: Our joint report with Suffolk User Forum about the performance of Norfolk and Suffolk NHS Foundation Trust (NSFT) mental health services.
- #My999Story: Our briefing created to inform the first ever inspection of the East of England Ambulance Service NHS Trust by the Care Quality Commission.
- The final report following our engagement at the Thomas Gainsborough School in Sudbury.

Some projects were launched within the year but the final reports will be published within 2016/17. These include:

- Our project exploring the views and experiences of new mums and birthing partners.
- Our project exploring the views and experiences of people accessing diabetic foot care services in the county.

Please see pages 12 and 13 for a brief synopsis of each project. More detail can be found in our full annual report. Copies of our research reports are also available to download from our website.

Visit:
Http://www.healthwatchsuffolk.co.uk/our-reports-2/

Alternative formats are available on request. Please call 01449 703949.

We're listening.
#My999Story Share your

In April 2016, the CQC inspected the East of England Ambulance NHS Trust for the first time. As lead Local Healthwatch for this particular service, we were keen to ensure that a significant body of evidence could be presented to the CQC on patient and carer experience.

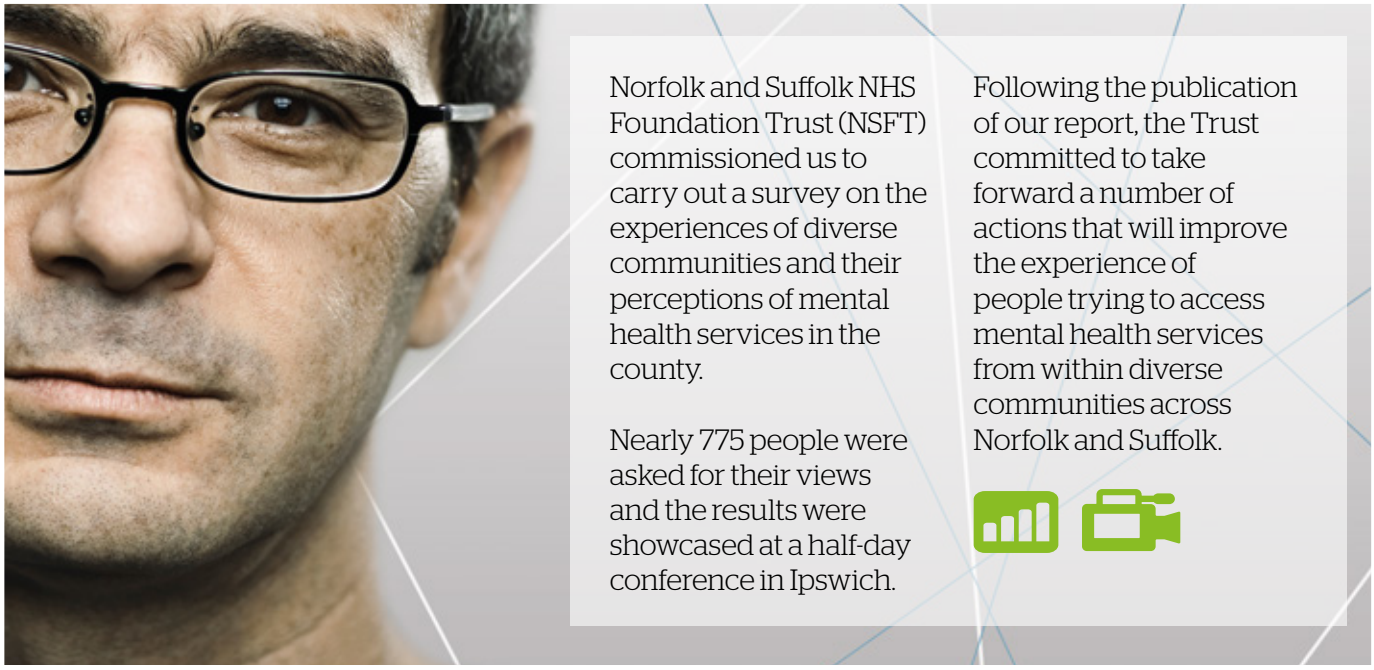
We developed the #My999Story campaign, which successfully encouraged people to share their experiences with Local Healthwatch. In total, over 140 stories were obtained from people across the region and over 750 comments were made in response to Local Healthwatch surveys.

You can find out more by downloading our briefing from our website. It was produced to bring together all of the feedback shared with us. The briefing has been shared with the CQC to inform its inspection. The report has also been made available to Local Healthwatch in the East of England.

In August 2015, we published the findings from our project exploring the issues people face when trying to access transport to healthcare services in Suffolk.

Our report draws together feedback from patients and community transport operators to highlight impact across the system and where problems exist. The report also draws attention to the consequences that shortcomings in transport have on local people.

An early outcome was that Suffolk County Council agreed to establish a Health workstream of its Public Transport Forum. This has led to the ongoing development of improved information for people who rely on NHS or public transport to get to their appointments. This information will be co-produced with local people.



Norfolk and Suffolk NHS Foundation Trust (NSFT) commissioned us to carry out a survey on the experiences of diverse communities and their perceptions of mental health services in the county.

Nearly 775 people were asked for their views and the results were showcased at a half-day conference in Ipswich.

Following the publication of our report, the Trust committed to take forward a number of actions that will improve the experience of people trying to access mental health services from within diverse communities across Norfolk and Suffolk.

Talking to young people in Sudbury

MENTAL HEALTH

The Children and Young People's Emotional Wellbeing Plan (EWB 2020) aims to transform services that support young people in Suffolk with emotional, behavioural and mental health needs.

In May 2016, we published our report following a pilot project in the Thomas Gainsborough School in Sudbury, through which we collected the views of pupils about their use of services and the ambitions of EWB2020.

The project gave over 400 young people the opportunity to feedback about using services. We also ran sessions with GCSE students to ask for their views on key areas identified within the EWB2020.

An outcome has been that staff and students at the Thomas Gainsborough School will now receive mental health awareness training. The final report and findings have been shared to support the continued development of the EWB2020.

SUPPORTING MUM

We believe that the views of birthing partners are underrepresented. That is why we have been working with our local hospitals to give fathers and birthing partners a say in the maternity pathway.

In order to support this work we called for anyone that has been present at a birth in Suffolk to share their experiences.

We are delighted to have achieved an immediate outcome from this project. The Ipswich Hospital, upon receipt of our final report and recommendations, announced that partners of women who are having their babies at Ipswich Hospital are now able to stay overnight so that they can offer vital support to their partner while bonding as a family.

In February 2016, we were pleased to publish the final report from our work with Suffolk User Forum about the Norfolk and Suffolk Foundation Trust (NSFT).

To support the report, we ran an event that was attended by people who have used the services, professionals and carers. People told us about the need for improvements with regard to care planning and continuity of care.

The Trust has committed to transparent dialogue with us at a senior level to explore the issues raised both in terms of practical improvements and to increase staff awareness of the perspectives of service users.

Making your voice count

Here are a few examples of where our feedback has made a difference to health and social care services in 2015/16. For more examples, please read our full annual report.

Support to Live at Home

Suffolk County Council changed how it organises home care and developed a new home care service called 'Support to Live at Home'. We received comments from people expressing serious anxieties about the roll-out of the new services and the way in which it was being managed.

We were pleased that a response from the Director of Adult Social Care indicated our feedback had influenced a decision to slow down the service roll-out. This meant that service users and their families would have the time and information they needed to make better decisions about how they wanted their home care to be delivered.

We were assured that people who wanted to remain with their current provider of home care would continue to have that care arranged by Suffolk County Council until their needs and choices had been reviewed.

Individual Service Funds were not discussed with people as part of the initial roll-out but following our feedback, and feedback from other stakeholders, a decision was taken to ensure this and direct payments were included as options available to people that wanted to remain with their current provider.

Ipswich Hospital NHS Trust

We received feedback that described the care somebody suffering from end-term cancer had received on one of the hospital wards and indicated this person had not received good care.

The feedback indicated the person had been left in pain and that no one had answered call bells on the ward for pain or to use the toilet. Staff had shown little compassion and the person had been left without fluids for long periods.

"I would like to thank Healthwatch Suffolk for bringing this case to my attention and for enabling the hospital to investigate. As a result of Healthwatch raising these issues with us we have shared the case with relevant ward staff and have agreed actions with the ward team to ensure shared learning and reflection."

The following learning points and actions for ward staff have been identified:

- *To conduct a weekly audit to ensure call bells are being answered in a timely manner to provide assurance that bell answering is not unduly delayed.*
- *Consider referral to psychiatric liaison team for any patient with long standing mental health needs and ensure that the consideration is documented.*
- *To discuss with the palliative care team and acute pain team the need to introduce a different pain assessment tool for palliative patients or those with complex needs which is more sensitive.*
- *To liaise closely with visiting professionals so they are aware of the treatment plans and any complexities which may exist.*
- *To ensure that all staff are practicing at all times according to the trusts values and behaviours."*

Nick Hulme (Chief Executive of Ipswich Hospital NHS Trust)

West Suffolk NHS Foundation Trust

We raised concerns that care for patients at the end of life could be coordinated better from within the hospital. In particular, there have been issues with regard to poor communication, continuity of care and a lack of support for carers around discharge planning.

The hospital will now support its staff to identify carers earlier. This includes:

- Placing envelopes in outpatient areas containing support information.
- Updating information contained in carer packs, which will be added to the hospitals carer's webpage.
- Further family carer awareness training will be delivered to wards to emphasise the benefit of packs for carers.
- Carers champions have been nominated across wards.
- The detail of the case we raised with the hospital will be used for staff training.

As a result of our letter and other episodes of poor communication between the NHS West Suffolk Clinical Commissioning Group and the hospitals discharge planning team, a daily teleconference has been established to discuss all cases where people are waiting for care packages to be started.

The hospital also told us that it is reviewing how it can improve continuity of care for unplanned admissions to Oncology by focusing on whether patients could be admitted straight to a medical ward.

With regard to end of life care within the Trust, an action plan that was in development prior to our contact with the hospital, highlights the following outcomes:

- A new end of life care champion has been identified for ward F7.
- Focussed staff training sessions are planned regarding end of life care.
- An End of Life Care Review was completed on ward F7 in March 2016.

Orthotics services

In November 2015, we reported that people in England are being affected by a lack of access to orthotics services.

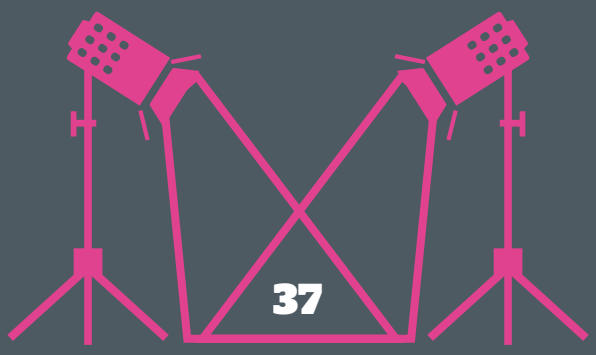
NHS England issued a call for local commissioners to improve how orthoses are provided to people, alongside a suite of guidance and resources to help them do so. As a Local Healthwatch, we welcomed this report, which followed work undertaken as a result of concerns raised by our wider national network.

NHS Great Yarmouth and Waveney Clinical Commissioning Group responded to state that it has been reviewing the current service provided to patients against the guidance. It is in discussions with the provider and is developing a service specification that will take account of the recommendations set out in the new guidance.

The NHS Ipswich and East Suffolk and West Suffolk Clinical Commissioning Groups Executive will consider the recommendations to decide on whether orthotics is an area to review in the future.

The guidance will be referenced in service specifications in order to ensure those managing the Musculoskeletal system are aware of the learning opportunities highlighted by our wider network.

Your spotlight on local services



Statutory requests for information made in 2015/16

Just one review can make a big difference to care in Suffolk. Visit www.healthwatchsuffolk.co.uk/services to rate and review your last experience now.

Working with other organisations

The Care Quality Commission (CQC)

Throughout 2015/16, we have worked pro-actively with the CQC to develop an effective working relationship through which intelligence about people's experiences can be shared (e.g. information regarding residential care and our Enter and View reports). This information exchange has often been targeted at informing inspections of services including:

- East of England Ambulance NHS Trust (inspected April 2016)
- West Suffolk NHS Foundation Trust (inspected in March 2016) and the
- James Paget University Hospitals NHS Foundation Trust (inspected in August 2015).

Earlier in the year, the Constable Country Medical Practice was removed from special measures by the CQC and rated as "Good" overall. The decision followed proactive work with us to listen to the views of patients about what could be changed to improve their experience of the practice.

Read more about our work to inform CQC activity in our full annual report.

Care UK Healthwatch Suffolk Ambassadors

It is challenging to obtain the views of people that live within our county's care and nursing homes. That is why we took the decision to launch a scheme with Care UK through which we hope to increase the amount of feedback we receive from people.

The arrangements enable Care UK staff to feedback on the health and social care experiences that impact on their residents' care. There will usually be four Healthwatch Ambassadors in each Care UK home.

We have developed a toolkit for them to use and each home has a named Healthwatch Suffolk Community Development Officer (CDO) who will provide support where needed. Please read our full annual report for more information about this scheme.

"The Care Quality Commission is committed to including service user's views when we inspect health and social care services. Healthwatch has been instrumental in ensuring we understand patients' use of and opinion of East of England Ambulance Service NHS Trust (EEAST).

"The nature of ambulance services makes obtaining the views of patients more difficult whilst on inspection. This valuable and important information will be given to the inspection team (inspectors and specialist advisors) to inform inspection planning and for focusing on any areas of concern as well as areas of good performance and will be used to give the patients' perspective in the final report of EEAST."

Mark Heath (Care Quality Commission Inspection Manager East Anglia team)

Working with Healthwatch England

In 2015/16, we have contributed to numerous conversations coordinated by Healthwatch England and these include:

- The National Healthwatch Communications Network
- Enter and View Training
- The national Healthwatch conference
- East region Local Healthwatch network
- The Yammer social media network for all Local Healthwatch

Safely Home Special Inquiry

In May 2014, Healthwatch England launched a special inquiry to find out why things go wrong when people are sent home from services. We supported this work in 2014/15 by obtaining views and publishing a local report. The final national report was published in the early part of 2015/16 and is available from www.healthwatch.co.uk.

Guidance for ratings systems

As part of the launch of our new system for obtaining feedback from local people, we have developed operational guidance to assist our staff in making informed decisions when moderating feedback from the public.

We shared our knowledge with Healthwatch England so that it could develop guidance for all Local Healthwatch across England.

How we have been working with General Practitioners in 2015/16

Most people experience contact with NHS services through their GP practice initially. That is why it is so important that we work pro-actively to educate GPs about Healthwatch Suffolk and the importance of listening and responding to feedback from patients and their families or carers.

We hold more feedback about GP practices than any other service. In total, we have in excess of 1,000 individual reviews. This is largely a result of important work completed by our Community Development Team throughout 2015/16. In particular, our team has developed relationships with several practices including:

- Combs Ford Surgery
- Constable Country Medical Practice
- Hopton and Stanton Surgery
- StowHealth

We will continue to engage with primary care settings as much as possible and this includes talks to patient groups and seeking to develop new positive relationships with other practices in the county.

Mutual partnerships with other organisations increase our influence and ensure that we can reach more people for their views on local services.

Visit www.healthwatchsuffolk.co.uk/services to rate and review your last experience within a GP practice in Suffolk.

Health and Wellbeing SUFFOLK

Working with the Suffolk Health and Wellbeing Board

We have a statutory right to a seat on the Health and Wellbeing Board. It has a duty to "encourage integrated working" between health, care, police and other public services in order to improve wellbeing in Suffolk.

Our representative on the Board in 2015/16 continued to be our Chair, Tony Rollo. We have supported him throughout the year with the information required to be an active participant on the Board.

As a member of the Board, we have been able to influence the latest refresh of the Joint Health and Wellbeing Strategy for Suffolk, which re-sets the outcomes for 2016-19. We have also been able to contribute to several other discussions about improving the health and wellbeing of our local population. These include:

- Prevention Strategy for Suffolk, to reduce demand on services by improving health 2016-21
- Annual Public Health Report for Suffolk, 'Is prevention better than the cure?'
- The Learning Disability Commissioning Strategy and Implementation Plan
- The Mental Health Commissioning Strategy and Implementation Plan

Bringing health and social care closer together

The Board has oversight of important plans to integrate health and social care services in Suffolk and to ensure the sustainability of our health and care system.

This is an important area of work that will affect the way that NHS and social care is provided to people in the future. You can read more about how we will be working to ensure people are heard in our full report.

Health and Overview Scrutiny Committee (HOSC)

Suffolk County Council is required to have a Health Scrutiny Committee made up of local councillors. It's job is to scrutinise local health and wellbeing services.

We have an agreed working protocol with the Committee, which includes commitments to work closely together on matters of importance to our local communities concerning health and wellbeing services.

The HOSC now receives an update from us for each of its meetings that covers items of mutual interest.

Quality Accounts

The Trusts that provide health services in Suffolk must produce a Quality Account that sets out information about the quality of care they provide and identifies priorities to improve quality for patients.

In 2015/16, a small group of our volunteers worked together to produce response statements for all of the main providers of NHS services in Suffolk. Our statements must be included in the appendices of the reports.

Safeguarding

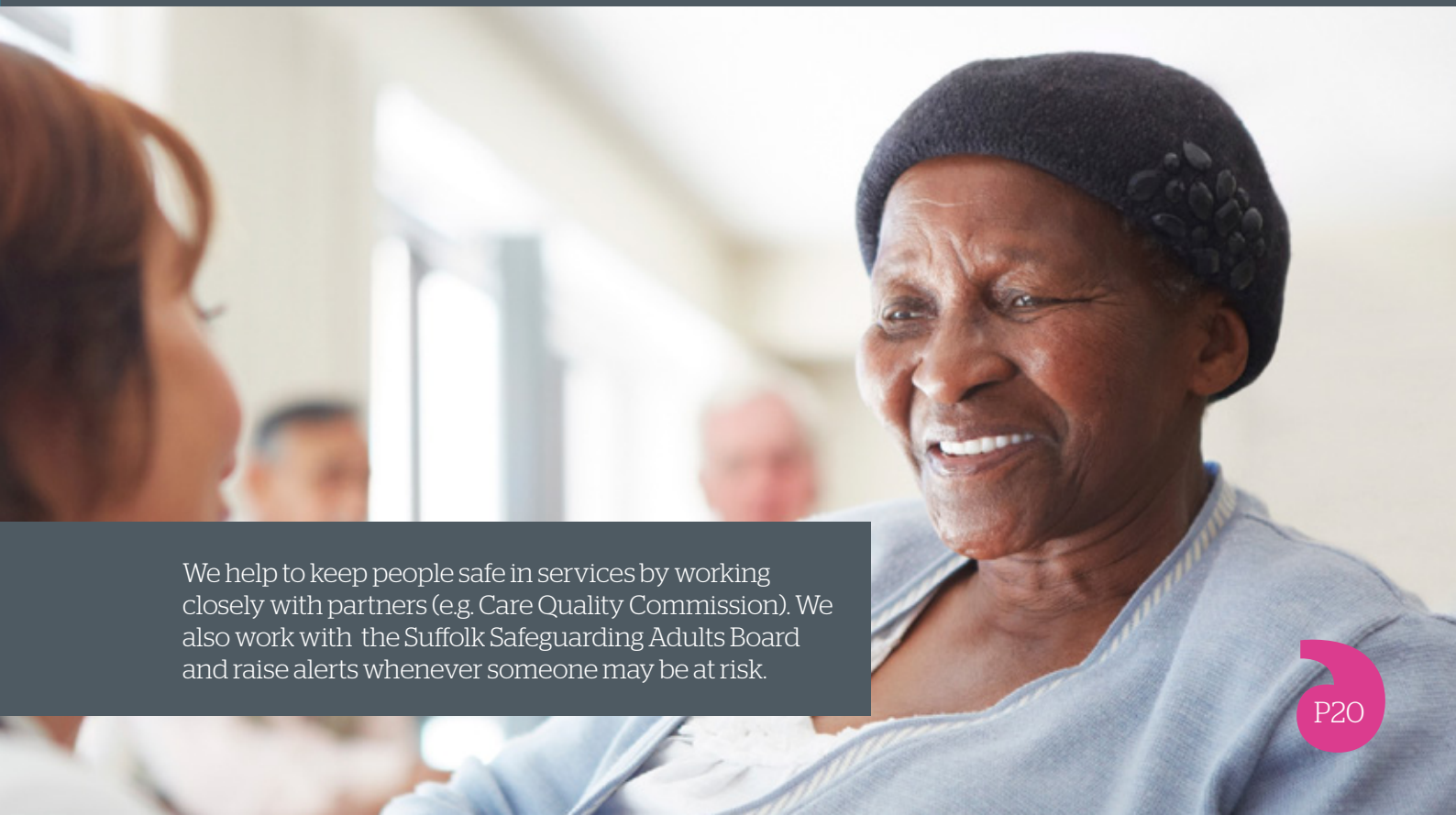
We take our responsibility to protect people in Suffolk from harm very seriously. All of our staff and some volunteers have received appropriate training. We have also developed policies to guide us in what constitutes appropriate responses to matters of safeguarding.

Throughout the year we have made a number of safeguarding alerts. It is not our role to investigate such issues but we will always seek feedback on any service improvements.

The People's Panel

The People's Panel is a sub group of the Suffolk Safeguarding Adults Board's (SAB) and is co-chaired by our Operations Manager and the Community Development Lead from Suffolk Community Advocacy. It will engage communities in promoting the welfare of vulnerable adults.

For more information, please download our full report.



We help to keep people safe in services by working closely with partners (e.g. Care Quality Commission). We also work with the Suffolk Safeguarding Adults Board and raise alerts whenever someone may be at risk.

Partnerships with other organisations

We work with many organisations, both within the voluntary and statutory sectors. In 2015/16, we aimed to formalise some of these relationships with partnership agreements, which include mutual commitments to work together with regard to sharing information and feedback on local services.

In 2016/17, we will be taking this work forward and increasing both the number of partnerships and the amount of collaborative working within them. Partnership agreements are currently in place with:

- Activ Lives
- Age UK Suffolk
- Gatehouse Bury St Edmunds
- Sue Ryder
- Suffolk Refugee Support
- Suffolk User Forum
- Survivors in Transition

Rural Coffee Caravan (RCC)

The RCC is a mobile community cafe and information centre.

We have a Service Level Agreement (SLA) with RCC. It means that the RCC help us to reach out into some of our county's most isolated and small communities to obtain feedback and raise our profile.

We have been working with Healthwatch Suffolk to enable rural residents on our visit rounds, the opportunity to 'have their say' in regard to the health services they use in Suffolk. Rural residents are the 'hard to reach' audience and being able to explain face to face what Healthwatch actually can do with their comments is empowering for them when they realise that they actually have a voice that will be listened to. It's a very positive experience for both us and our service users and its gratifying to see them take the trouble to write positive comments as well as constructive criticism. Healthwatch are also always invited to be present at our Golden Age Fairs as this gives them the valuable opportunity to talk to visitors in person. Healthwatch Suffolk are a pleasure to work with and we look forward to continuing this partnership into the future.

Ann Osborn (Director of Rural Coffee Caravan)

We have an agreement with the Rural Coffee Caravan that enables us to obtain feedback and raise profile within Suffolk's smallest and most isolated communities.

Hospitals in Suffolk

Throughout 2015/16, we have worked to develop and maintain relationships with our local acute hospitals.

We have also reminded them that, as of April 2015, all healthcare services except GP services, opticians, dentists and chemists, have to provide clear information to patients, their carers and representatives about how to contact their Local Healthwatch. This rule has come about as part of the NHS Standard Contract for 2015/16 mandated by NHS England.

The West Suffolk NHS Foundation Trust (West Suffolk Hospital)

At the West Suffolk Hospital, we have regularly spoken to people using the hospital.

This includes the opportunity to attend the Trusts Freedom to Speak Up feedback day. We are also members of the hospital's Patient and Carer Experience Group at which we are able to contribute to discussions about patient experience matters and share our data.

Where we have raised issues, the Trust has responded well with a number of actions taken to improve services.

Ipswich Hospital NHS Trust

Throughout the year, we have had the opportunity to engage patients using the hospital's Accident and Emergency Department and also the Eye Clinic. This has enabled us to collate feedback on the services. and pass it onto the hospital for service improvement.

With a couple of exceptions, the hospital has responded to our requests for information in a timely manner and has taken action to improve the services where possible.

James Paget University Hospitals NHS Foundation Trust

As with Ipswich and West Suffolk hospitals, we have been pleased to engage with patients and their visitors on a regular basis when they are visiting the hospital for treatment. Feedback has been made available to the Trust and it has always responded in a timely and appropriate manner to our requests for information.

We consider that all hospitals in Suffolk could do more to pro-actively inform patients about their option to feedback independently to Healthwatch Suffolk. Agreement and follow through to launch our online widget would be a significant step in the right direction.

Working with Healthwatch Suffolk has been invaluable in obtaining the views of our local community. Its friendly Community Development Officer has regularly attended the hospital to speak with service users, helping us to understand what they think of the care and service we provide, as well as getting involved in our organisation-wide 'freedom to speak up' feedback day where Healthwatch Suffolk took pride of place in our entrance foyer.

We have also hugely appreciated the support from Healthwatch Suffolk in reviewing our complaints process and compliance with the 'my expectations for raising concerns and complaints' document co-produced by the Local Government Ombudsman, Parliamentary & Health Service Ombudsman and Healthwatch England. Through a multi-agency task and finish group, we were able to make positive changes to ensure complaints are handled with maximum competence and sensitivity.

Cassia Nice (Patient Advice and Liaison Service Manager)

People rated the care [provided across all of our acute hospitals as four stars out of five (based on over 500 individual reviews.

Involving people in our work

Our volunteers

To be the independent effective voice of local people, Healthwatch Suffolk relies on a network of volunteers who support us to check local services are meeting the needs of the people using them and to gather feedback from communities.

We are reviewing our approach to the recruitment of volunteers and have plans to amend our volunteer strategy.

Our volunteers support us in a range of roles and this includes:

- Supporting us at community events
- Visiting local services
- Sitting on our governance groups
- Contributing to our sub-groups.
- Helping us with office administration.

My role within Healthwatch Suffolk offers me the opportunity to make a genuine difference to the lives of people who are receiving care within the county...

Tony Godden
(Volunteer Enter and View Management Group Chair)

I enjoy events where we ask people for feedback on various services and build up a rapport. I enjoyed the event at Woodbridge Library in the foyer...

Bernadette
(Healthwatch Suffolk Community Development Volunteer)

4 Our plans for next year

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Our three year strategy

In preparation for the introduction of a three year strategy we have taken several steps in order to be as well informed as possible, before setting out the objectives, priorities and the outcomes we aspire to achieve.

Preparations commenced in December 2015 and these will close in June 2016, when we will have also completed our first ever Stakeholder Survey. Information taken into account will be sourced from the following:

1. Statutory requirements of a Local Healthwatch (Care Act 2012);
2. Suffolk County Council service specifications attributed to Healthwatch Suffolk;
3. Healthwatch Suffolk Annual Report 2015-16;
4. Suffolk Health & Wellbeing Strategy 2016-19 refresh;
5. Healthwatch Suffolk Communication and Engagement Strategy;
6. National Healthwatch trends and themes that are relevant to Suffolk;
7. Outcomes of Healthwatch Suffolk's use of business analysis and self-reflection tools - SWOT (Strengths Weaknesses Opportunities Threats) and PESTLE (Political Economic Sociological Technological Legal Environmental);
8. Healthwatch Suffolk Board skills gap analysis;
9. A recognition of developments and continued investment in the Team's combined skills and competencies;
10. Healthwatch Suffolk Stakeholder Survey 2016, incorporating the views of both non-professional and professional stakeholders;
11. Healthwatch Suffolk Annual [financial] Accounts 2015-16 and forecasts for 2016-17 - Suffolk County Council has to-date set the funding of its Local Healthwatch on a year-to-year basis;
12. Healthwatch Suffolk Risk Register 2016;
13. Prioritisation of Healthwatch Suffolk objectives.

We anticipate that our 2016-19 Strategy will be published in time for our Annual General Meeting on 27th October 2016.

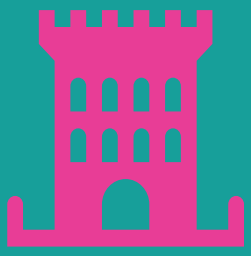
Future research projects

Your experiences of diabetic foot care in Suffolk

Our project is exploring your experiences of using diabetic foot care services in Suffolk. We are keen to explore whether people at high risk of developing complications are receiving appropriate care in line with national guidelines.

Our analysis of all feedback obtained about GP practices in Suffolk

Since we launched our online Feedback Centre, well in excess of 1,000 people have shared their experience of GP practices across the county. Our Research Team will analyse the feedback to determine any trends. We will use our report to improve services where possible.



Our project about mental health care in prisons

We will be working with several agencies in order to focus our efforts for the benefit of Suffolk residents who have spent time within the prison system. Our aim is to identify improvements around continuity of care for people who have a mental illness

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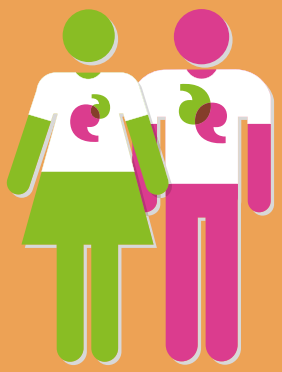
Informing plans to transform the services that support children and young people's emotional wellbeing

Our project will help schools to identify the needs of pupils in respect of mental health and wellbeing so that steps can be taken to increase support and promote healthy psychological development. Pupils will have the opportunity to talk about their views on mental health and wellbeing and about how their school could improve it's approach to maintaining the wellbeing of pupils.

Making use of all feedback submitted to us

By the middle of 2016, we will have amassed over 3,000 individual reviews about over 250 different services. In 2016/17, we will undertake a full analysis of all the feedback and respond to any issues and trends. It is important that people know their feedback will be used to inform our work and to improve services.

5. Our people and Governance



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Involving people in our decision making

We have two levels of membership (friends and members). Members have the right to vote at our AGM and elect the Board of Directors. Friends receive updates from us.

Our Board of Directors

Our Board is comprised of up to 10 volunteer directors and the Chief Executive. It is our governing body, and oversees our strategic and operational activities.

All Board meetings are held in public. Minutes and agendas for the meetings are posted to our website.

2015/16 saw our Board take the decision to streamline our governance by closing what had been the Operational Delivery Group. We would like to express our sincere gratitude to all those who were involved in helping to create the foundations for our organisation.

Recruitment of Directors in 2016/17

During the Summer and Autumn of 2016, we will be looking to consult our members as part of the recruitment of new Directors to our Board. If you would like to have a say in this process then you must make sure you are signed up as a member of Healthwatch Suffolk.

Healthwatch Suffolk Directors 2015/16

Andy Yacoub (Chief Executive)	Member since December 2015
Dr Tony Rollo (Chair)	Member since April 2013
Fiona Ellis	Member since July 2013
David Evans	Member since April 2013
Elaine Aylott	Member since January 2015
Barbara Richardson-Todd	Member since March 2014
Reg McKenna	Resigned
Karen Turner	Resigned
Annie Topping (Chief Executive)	Resigned

6. Our finances

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Please see our abbreviated accounts below.

Our full accounts are available on request. Please call 01449 703949 or send an email to info@healthwatchsuffolk.co.uk to request a copy.

Turnover	£497,274
Administrative Expenses	£523,901
Other operating income	£46,003
Operating Surplus/ (Deficit)	£19,376
Interest receivable & similar income	£599
Surplus/(Deficit) on ordinary activities before taxation	£19,975
Tax on surplus/(Deficit) on ordinary activities	£120
Surplus/(Deficit) for the financial year	£19,855

Our accounts will also be presented at our third Annual General Meetings (AGM), which is due to take place on 27th October 2016. Please see our website and newsletters for more information and to book your space.

7. Get in touch

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As of 1st April 2016, we have relocated to offices in Claydon.

Our current contact details are:

Address	Freepost RTTY-CEUT-LCRH Healthwatch Suffolk Unit 14, Hill View Business Park Old Ipswich Road Claydon Ipswich IP6 0AJ
Telephone	01449 703949 / 08004488234 (Freephone for Signposting Service)
Email	info@healthwatchsuffolk.co.uk
Website	www.healthwatchsuffolk.co.uk

Our previous registered office and contact details, up till 31/3/2016, were:

Address	Healthwatch Suffolk Unit 12 & 13, Norfolk House Williamsport Way Needham Market Suffolk IP6 8RW
Telephone	01449 703949
Email	info@healthwatchsuffolk.co.uk
Website	www.healthwatchsuffolk.co.uk

healthwatch Suffolk

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, the Care Quality Commission, NHS England, Suffolk Clinical Commissioning Groups, the Suffolk Health and Overview Scrutiny Committee, the Suffolk Health and Wellbeing Board and our local authority (Suffolk County Council).

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us on 01449 703949 or by email to info@healthwatchsuffolk.co.uk

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We are accredited with the Suffolk Information Standard...

See inside for more information and details about how we have been working with partners to improve information available to people in the county.