

Healthwatch Review

Survey 2016 - 17

To reflect upon our work in 2016-2017 Healthwatch Hillingdon (HwH) carried out a stakeholder survey, based on areas within the local Healthwatch Quality Statements¹, set out by Healthwatch England.

- **Strategic Context and Relationships**
- **Community Voice and Influence**
- **Making a Difference Locally**
- **Informing People**

The quality statements are intended to help local Healthwatch, their commissioners and other stakeholders develop a clearer understanding of the impact that their local Healthwatch has made, its strengths and areas where further development might be required.

We received 42 responses for the survey from the following organisations:

- Asphaleia
- Central North West London NHS FT
- DASH- Disability Association Hillingdon
- GP Surgeries
- Hillingdon Carers
- Hillingdon CCG
- Hillingdon Mind
- Hillingdon Parent Carers Forum
- Lay Members
- London Borough of Hillingdon Council
- Refugees in Effective and Active Partnership (REAP)
- The Hillingdon Hospitals NHS FT

RESULTS SUMMARY

The following summary gives an overview of the results of the survey. A copy of the full responses², with all comments is included in this report as an appendix. The results are also published in our Annual Report 2016-2017.

Strategic Context and Relationships

It was very positive to note that over 95% (40) of respondents understood HwH priorities and felt that not only did this add value to their work, but this has led to HwH making a distinct contribution to decisions taken within the Hillingdon health and social care system.

90% (38) confirmed that the relationship HwH has with key decision makers is open and collaborative.

It is particularly pleasing to note the comments made by stakeholders, which endorse the HwH perception that our strategic relationships are very strong.

“The information that Healthwatch have contributed to CCG discussions has brought a valuable patient perspective to many of our work programmes. The reports into discharge processes and maternity care at Hillingdon Hospital in particular have provided areas of focus and prioritisation both for the CCG and the system more broadly. Contributions are always constructive and focussed on finding consensus and a way forward but provide appropriate challenge where necessary”

Community Voice and Influence

One of the core values of HwH is to ensure that we represent the voice of the public we serve, based on their experiences of care. It is therefore

¹ <http://bit.ly/2ts70JS>

² There is a technical issue with the data return for the final question and no response is currently published.

extremely encouraging to see that this is recognised by our stakeholders, with 95% (40) saying that our insight is based on the experience of local people and 98% (41) confirming that this adds value to our work.

The number of respondents who agreed local people were actively involved in the delivery of HwH fell to around 76% (32). The figures for how we involve seldom heard groups and whether respondents felt comfortable to promote HwH, were very similar. Although disappointing to see this drop, only 1 person responded negatively, with 14% (6) recording an indifferent response and 7% (3) indicating they did not know.

Although again there were some really good comments on how we do involve residents, this shows there is still some work to be done around promotion and ensuring local people are directly involved with stakeholders.

“Healthwatch Hillingdon has been active in providing representation from local people on working and steering groups at the Trust.”

Making a Difference Locally

The results for this section similarly reflect the findings of the previous sections. They show that HwH has strong, independent, relationships and works collaboratively. 74% (31) saying HwH have involved commissioners and providers appropriately when constructing our reports, and 95% (40) reporting that they find HwH reports to be constructive, independent and evidence based.

Again, when a question reflected seldom heard groups the result dipped to 74% (31). There is a clear indication that more work is required in this area. As is

publicising how we carry out our work, with respondents commenting:

“I am unaware of Healthwatch Hillingdon’s Insight reports and can’t comment on the extent to which either the hospital, or commissioner, has been involved in their production”

“Unclear how much engagement they do with seldom heard groups but aware they have certainly reached out to older client group and those with MH issues”

Informing People

The whole of this final section reflects upon the information, advice and signposting role of local Healthwatch.

74% (31) of respondents agreed that the HwH service is distinct and does complement similar services provided in the borough. 66% (27) reflected that the service provided is delivered to a high standard, using appropriate personal information protocols. Only 60%(25) felt that the service clearly ensures marginalised groups are heard. As before a relatively high number of people recorded that they did not have the knowledge or experience to answer, or answered indifferently.

The results in this section do not come as a surprise as HwH have already recognised that more is required to promote the organisation and the services we provide to a wider audience. This is already in the HwH Workplan and an area we are looking to address in 2017-2018.

Additional Information

Respondents were given the opportunity to provide any further information they found relevant.

We received a lot of positive comments about our work but the following summed them up.

“Healthwatch Hillingdon make a very significant contribution at a time when health and care services are being transformed. The organisation is fully engaged and professionally managed - I remain consistently impressed. Certainly, the organisation delivers great value to the residents of Hillingdon”

CONCLUSION

Our vision is to become the influential and effective voice of the public. We want to give adults, young people, children and communities a greater say in - and the power to challenge - how health and social care services are run in Hillingdon.

The survey provided HwH with the real opportunity to measure how HwH are delivering local Healthwatch against our core statutory duties and this vision.

HwH should be proud of the results outlined in the survey which endorse the way in which we deliver local Healthwatch.

Overall the results of the survey are very encouraging. They show that we are seen by our stakeholders in health and social care as an equal partner. We have strong strategic relationships and are adding value to their work. HwH is ensuring the voice of the public is not only represented and heard, but is influencing change.

It could be argued that by achieving this we are delivering our vision already. The survey results however show that although we are giving adults, young people, children and communities a

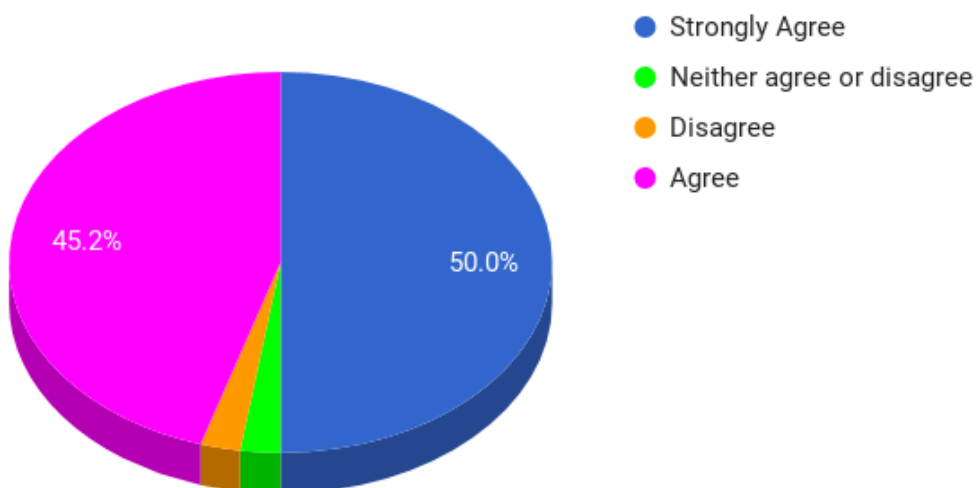
greater say, there is still more to do to reach a wider audience before we can truly say we are delivering our vision.

Our achievements and standing gives HwH a solid foundation to build upon, as we move into 2017-2018.

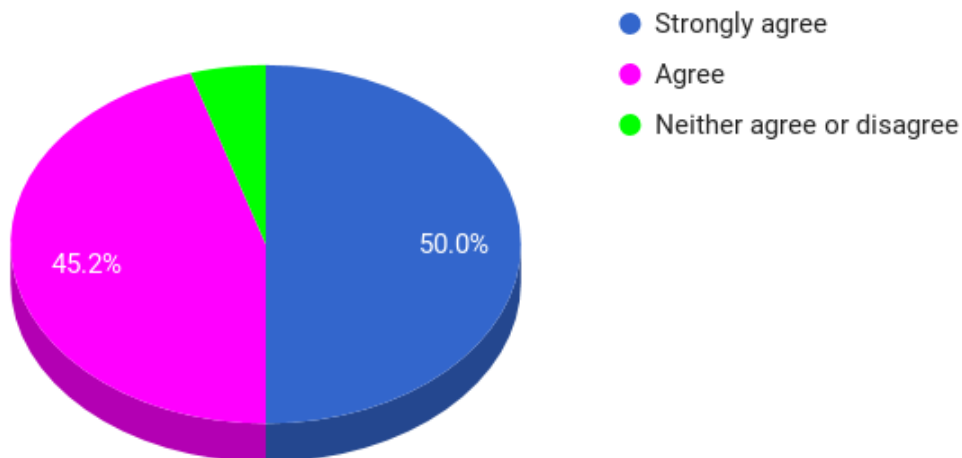
Strategic Context and Relationships

Having the strong understanding of the strengths and weaknesses of the local health and social care system is critical to the success of Local Healthwatch. Their credibility is rooted in their knowledge of local services, their impact on local people, and ability to establish effective working relationships with key stakeholders and sharing this insight to inform priorities.

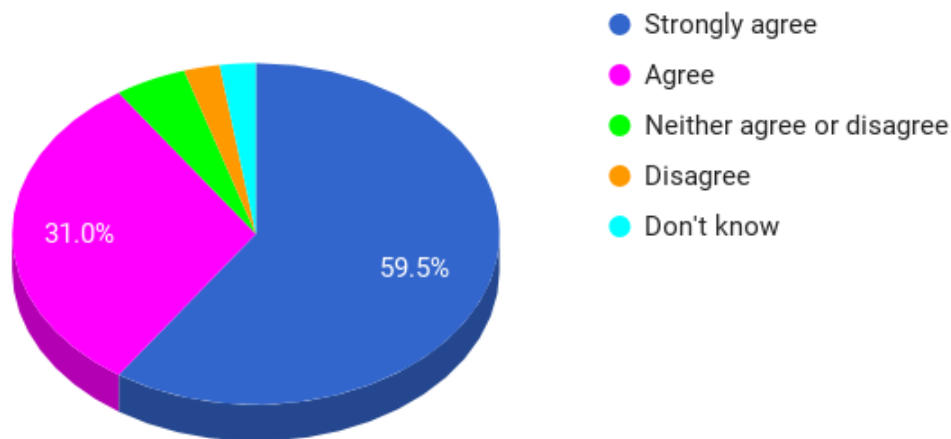
My Organisation understands the rationale behind local Healthwatch priorities



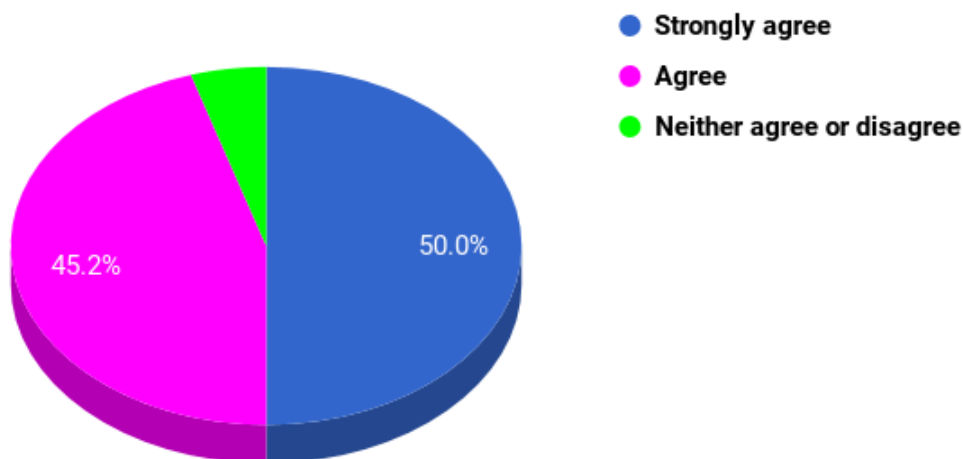
Healthwatch Hillingdon brings added value to our work thanks to its unique perspective



Key decision makers within our organisation have collaborative relationships with Healthwatch Hillingdon that allow information to be shared and concerns to be addressed.



Healthwatch Hillingdon brings a distinct contribution to decision making structures in the local system.



Please give examples to illustrate your responses to this section.

- Hillingdon CCG has asked Healthwatch to carry out public consultation exercises.
- Participation in meetings and patient feedback is valuable.
- Healthwatch provides a great deal of information and personal stories of how people are affected
- Healthwatch offer practical solutions to benefit patient / carer experience
- The information that Healthwatch have contributed to CCG discussions has brought a valuable patient perspective to many of our work programmes. The reports into discharge processes and maternity care at Hillingdon Hospital in particular have provided areas of focus and prioritisation both for the CCG and the system more broadly. Contributions are always constructive and focussed on finding consensus and a way forward but provide appropriate challenge where necessary.

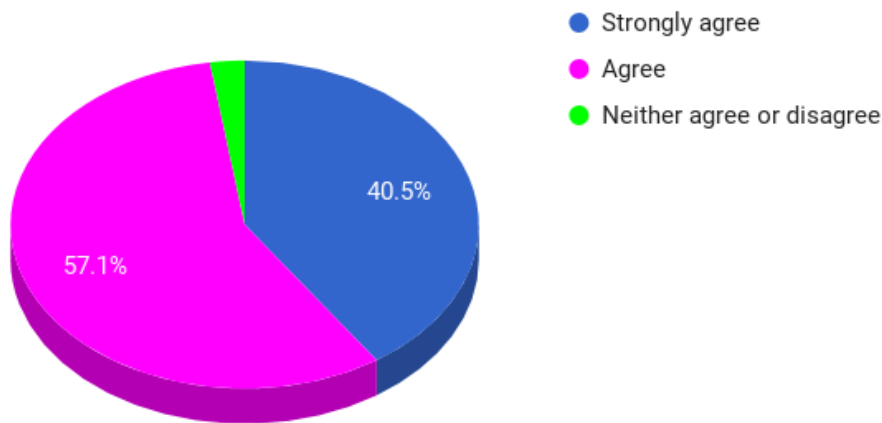
- It is always beneficial to have an effective and critical challenge at system wide and board level meetings. This adds value and strengthens public accountability ensuring equitable service decisions affecting care.
- I seen HWH input at our local Health and Wellbeing Board and have seen profile of issues raised taken forward into commissioning and plans.
- The role of Healthwatch Hillingdon has been vital to the review and transformation of mental health services for children and young people. The role of Healthwatch is essentially the scrutiny of Commissioners and Providers' performance, and to voice the views of citizens who use health and social care services. This is sometimes uncomfortable for Commissioners and Providers - but so it should be!
- Strong representation at key meetings, strong links with providers, firm and fair voice for patients, key values - are centred around improving healthcare for Hillingdon residents.
- Ensuring that the Patient/Carer voice is appropriately represented and Residents advocated for, at the relevant forums - i.e. Joint Hospital Discharge Pathway Group, A&E Operational Group, etc.
- "Actively contributes to patient experience work at the Trust, Is embedded in cross-organisational workstream and fora"
- As partners in developing the local chapter of the NWL Sustainability and Transformation Plan, The Hillingdon Hospitals NHS FT have worked closely and very productively with Healthwatch Hillingdon. They have worked diligently to ensure that the perspective of service users (patients, carers, and family) are consistently represented in the planning process. This is extremely important because it makes sure that we are designing a system which actually serves people and responds to their needs.
- Twice we have had events that Healthwatch Hillingdon helped organise and run with us from organising and the event itself
- Healthcare reports produced, contributions at Governing Body level, engagement with CCG commissioners, always willing to help where they can.
- Raising patient voice in relation to concerns about service and influencing CCG in terms of investment. have raised profile of a variety of services and issues across the borough
- As a large organisation, Healthwatch Hillingdon works with a wide range of my colleagues so the responses that I have given are of my impressions rather than reality (they could be one and the same). For my part, representatives from Healthwatch Hillingdon regularly attend meetings at which I am present and make a valuable contribution to the discussions and provide insight from a service user perspective.
- Helps to tailor the service to the needs of the population
- Collaborative work and strategic discussion on Discharge from hospital and Maternity service reviews. Collaborative work on quality priorities and support from Healthwatch Hillingdon in identifying these with the Trust. Key influence on improving patient discharge work, PLACE assessments and patient experience strategy and action plans.
- HHCP Board/Development Board

- Through an excellent collaborative approach around complex areas, such as maternity and good attention to apparent trends (eg suicide rates). Always keen to explore how and why the system is a particular way
- Presence on all key decision making boards both public and private
- Involvement in particular with commissioning conversations at local and NWL level
- Health watch participate fully in the LSCB and SAB.
- Good working relationships at senior committees
- Health and Wellbeing, GB Board and Management Committee, ACP development, Primary Care
- Added voice
- Recent report on discharge process for over 65s
- Support for the PLACE programme and participating in tender exercises
- The CCG considers the views of Healthwatch and their reports as part of the decision making process

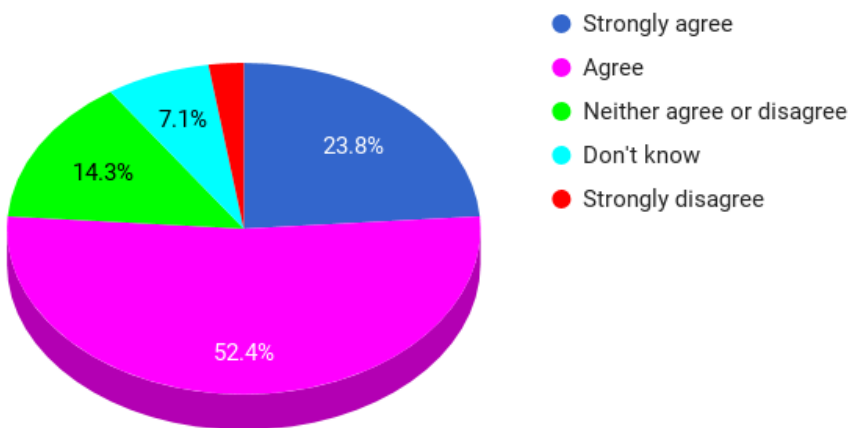
Community Voice and Influence

Local Healthwatch play a central role in enabling local people to have their views, ideas and concerns represented as part of the commissioning, delivery, re-design and scrutiny of health and social care services. In each local setting Healthwatch enable and support local people to understand how the health and social system works, express their views and express their experience. Local Healthwatch has a particular role to play in ensuring that the voices of people and communities that are easily ignored or excluded are heard.

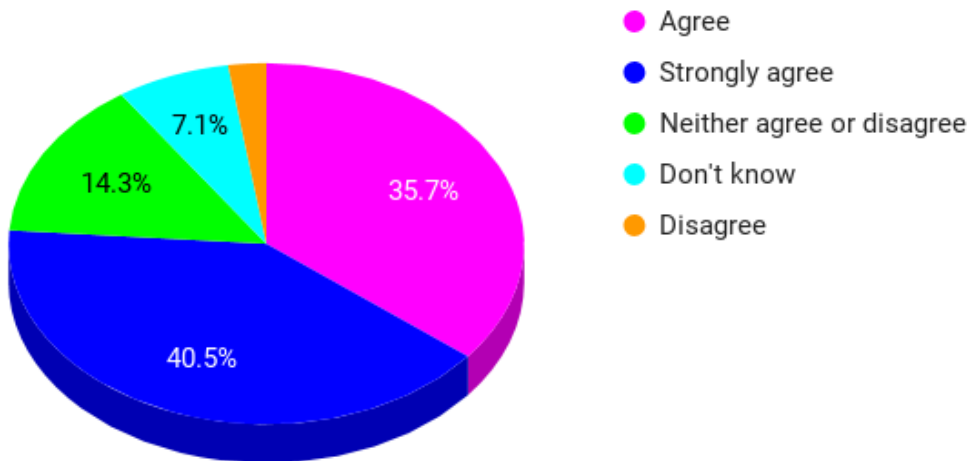
Healthwatch Hillingdon demonstrates added value through its work engaging local people.



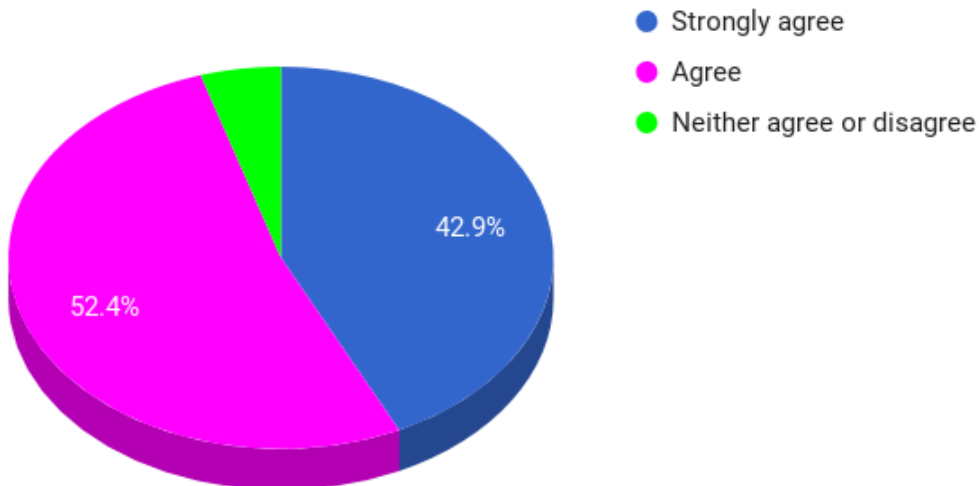
Healthwatch Hillingdon pays particular attention to seldom heard groups.



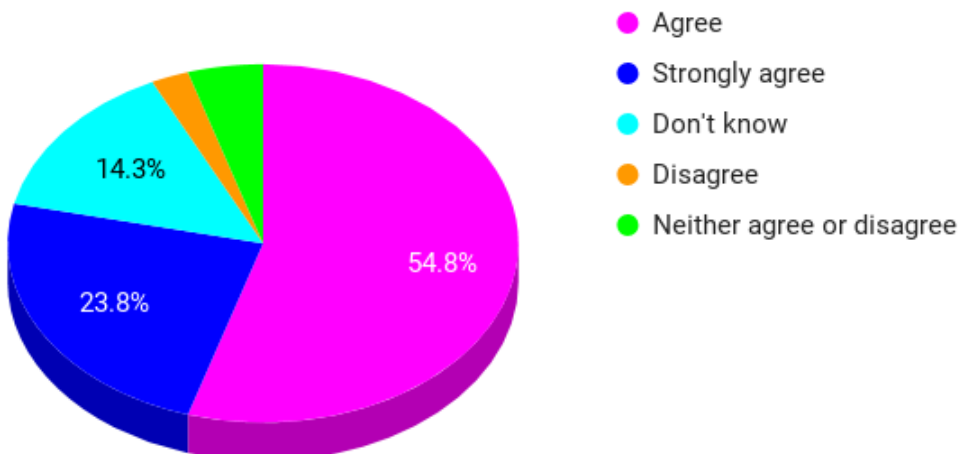
We can confidently promote Healthwatch Hillingdon through our organisations' media channels.



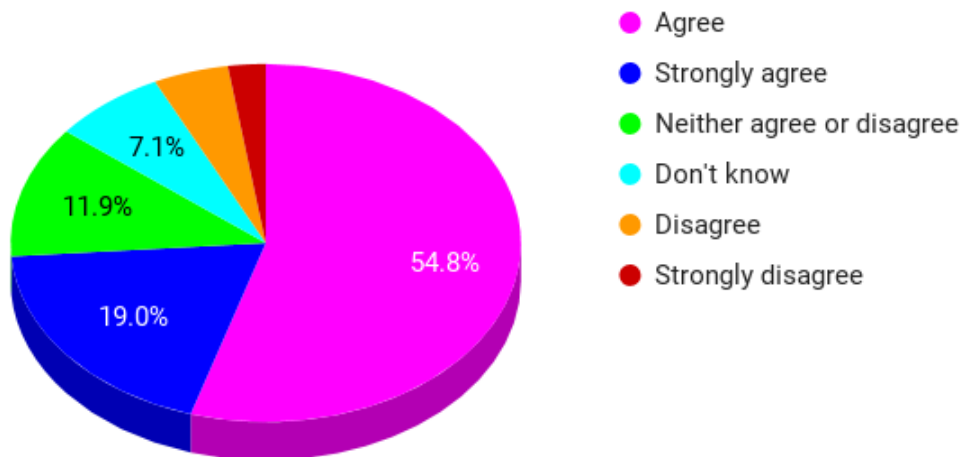
Healthwatch Hillingdon bases its insight on the experiences of local people.



Local people are involved in the delivery of Healthwatch Hillingdon as volunteers, spokespeople and committee members.



Healthwatch Hillingdon enables local people to actively participate in commissioning, delivery and scrutiny.



Please give examples to illustrate your responses to this section.

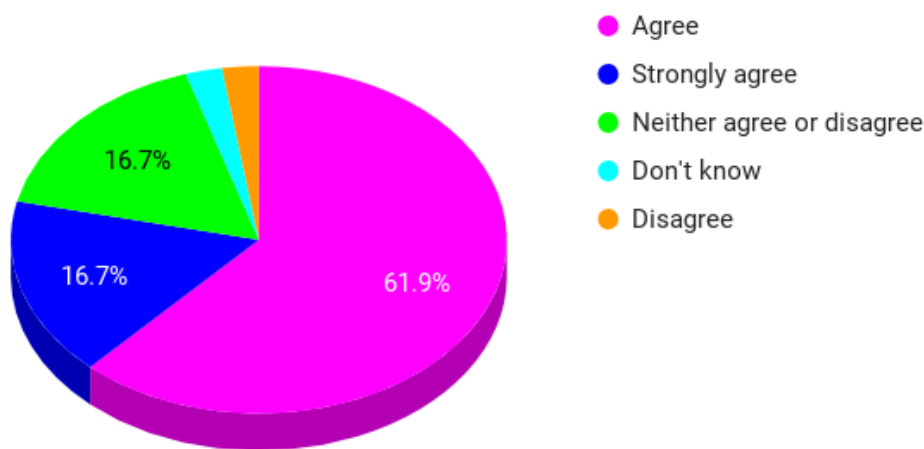
- Participation in meeting where they give a voice to local residents
- Evident by contributions at meetings and on commissioning panels
- Integrated wheelchair services resulted in positive outcomes for patients
- "Engagements is proportionate and effective. Proactive work identifies challenges well. Participation in commissioning etc is in place. "
- Healthwatch Hillingdon has been pro-active in promoting the engagement, co-design, and co-production perspectives of health and social care transformation - perspectives which are rarely given sufficient attention beyond "lip service". There is further work to do in this regard!
- Key meetings are available for residents to attend to get their voice heard and to listen to the commissioning intentions
- Healthwatch Hillingdon Discharge Project
- In 2016, I was impressed by the valuable contribution made by disabled volunteers from Healthwatch Hillingdon who attended strategic planning groups to inform the design of the Sustainability and Transformation Plan for North West London. They provided insights into service access, which proved a complete revelation to many of the delegates - and this informed the design of alternative models
- Healthwatch Hillingdon has completed two reviews in the last year in relation to hospital discharges and maternity services. Both of these reviews sought service user feedback. In terms of paying attention to seldom heard groups, this question is difficult to answer as these groups are often difficult or reluctant to engage.
- through focus groups

- Healthwatch Hillingdon demonstrates inclusiveness in the people it engages with; this has been evident in the feedback it has provided to the Trust from those people it has interacted with.
- Healthwatch Hillingdon has been active in providing representation from local people on working and steering groups at the Trust.
- Young carers in MH/CAMHS review
- The local knowledge is evident
- Health watch important member of children's working groups within the borough
- Health watch assisted us in recruiting a lay member for the adult board.

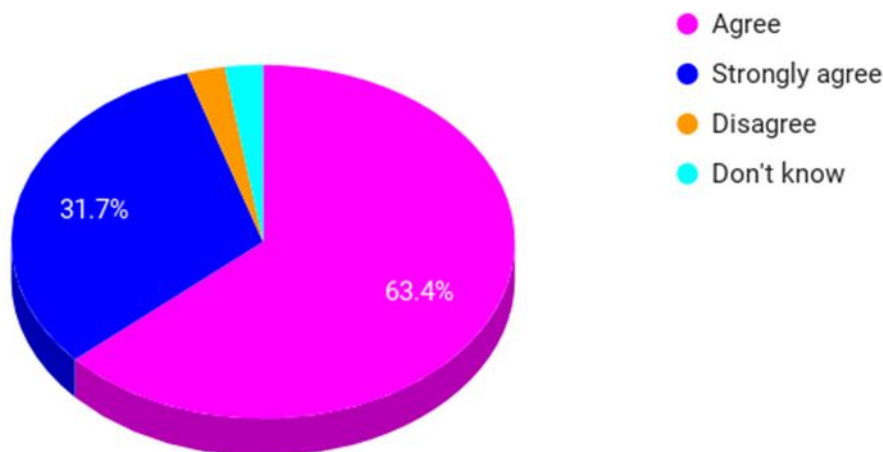
Making a Difference Locally

A local Healthwatch need to formulate views on the standard health and social care provision and identify where services need to improve - whether through formal investigations or through informal intelligence gathered through its networks. It has an important role to play in raising issues that are important to members of the public, and which otherwise commissioners and providers may not give due attention to. It is also vital that the evidence it provides to stakeholders following formal investigations is credible i.e. does not duplicate the work of other agencies, and uses a coherent methodology.

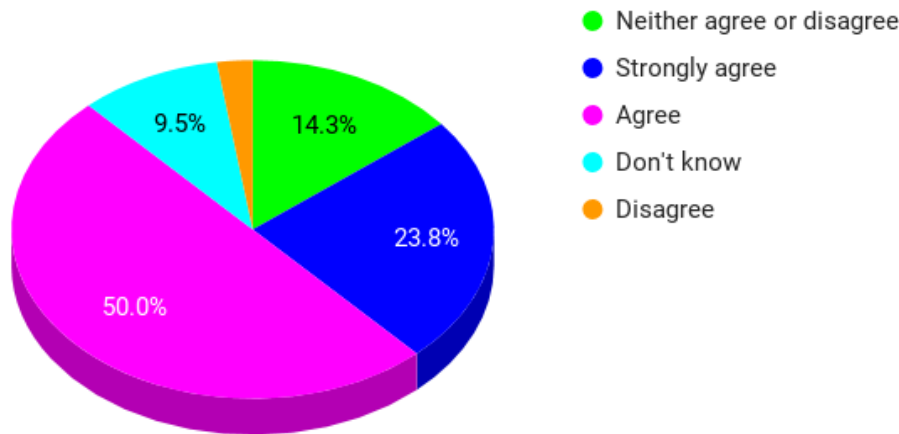
The activities of Healthwatch Hillingdon bring added value through the incorporation of strong public voice particularly from seldom heard people and communities.



Healthwatch Hillingdon insight and reports are constructive, independent and clear about the rationale for the evidence used.



Local commissioners and providers have been involved in Healthwatch Hillingdon insight reports in an appropriate and timely way.



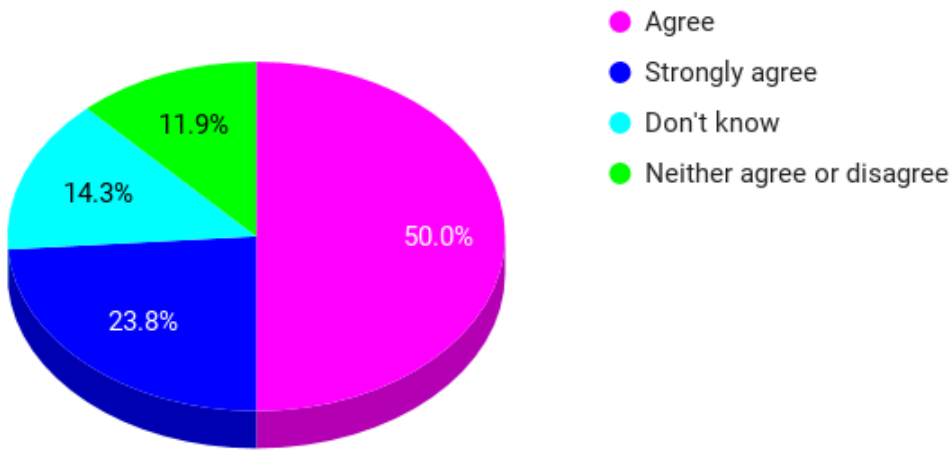
Please give examples to illustrate your responses to this section.

- Patient feedback is important in commissioning and providing the services residents require.
- Discharge Planning report for Hillingdon Hospital offers short and long term solutions
- Most work has been undertaken in a collaborative spirit whilst recognising Healthwatch's independence.
- The recent Discharge Report - we as providers were actively briefed on the aims of the project, involved in contributing to the data gathering and de-briefed with constructive feedback. We were also given an opportunity to respond to the findings and how we intend to address these going forward.
- I am unaware of Healthwatch Hillingdon's Insight reports and cant comment on the extent to which either the hospital, or commissioner, has been involved in their production
- Unclear how much engagement they do with seldom heard groups but aware they have certainly reached out to older client group and those with MH issues
- Maternity service review and report provided an excellent example of the above
- Attendance at Cares Fair and HCP launch
- maternity report
- Reports are informative and locally relevant. There is a need to incorporate views of service providers and commissioners so the public is informed of the various persoectives of often very complex issues
- Camhs report and investigation
- Survey's that have been carried out are shared with the (THH)Board. Contribute to our audit programme

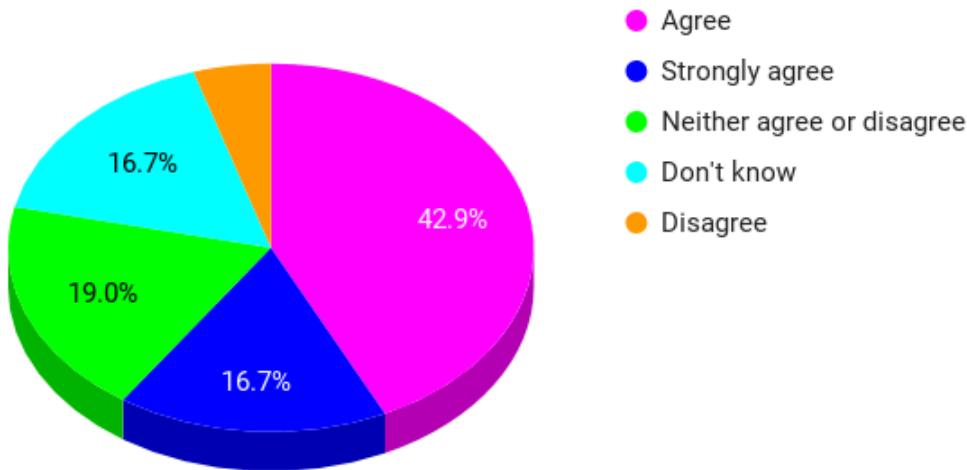
Informing People

A core part of the role of local Healthwatch is to provide advice about local health and social care services to the public. Members of the public are only likely to share their experiences with local Healthwatch if they receive a good quality of advice, information and signposting services and believe that the organisation will seek to address any concerns that they raise about local health and social care services. It is important that local Healthwatch is aware of other organisations that also provide these services so that they can avoid duplication.

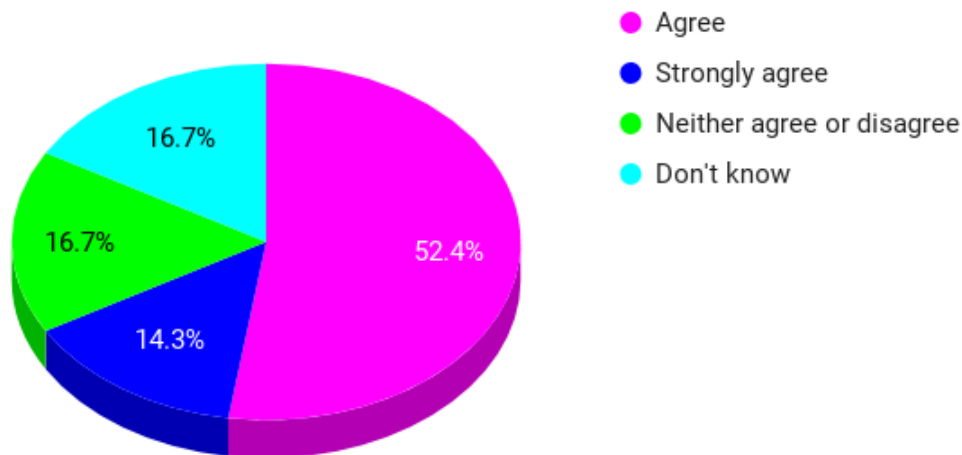
The signposting, information and advice service provided by Healthwatch Hillingdon has a clear and distinct role that complements those provided by other local health and social care information and advice services.



The signposting, information and advice service provided by Healthwatch Hillingdon makes a clear contribution to ensuring that the voice and experience of easily ignored and marginalised groups is heard.



The signposting, information and advice service provided by Healthwatch Hillingdon is delivered to high standards through the quality of information and the advice provided, referral to other providers, and the way in which personal information is recorded and used.



The signposting, information and advice service provided by Healthwatch Hillingdon is used to provide an insight into gaps in local information and advice services so that they can be addressed.

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Please give examples to illustrate your responses to this section.

- Providing advice to residents and highlighting concerns of some groups who feel unheard.
- Some recent requests for services have identified gaps in services for some groups of people
- I'm not sure I've seen such strong evidence that IAG services lead systematically to insight in HWH research and projects.
- Whilst we do not routinely use the sign-posting services as an organisation, we frequently refer enquirers to Healthwatch Hillingdon, the service is very accessible to the public, centrally located in Uxbridge.
- Maternity and Discharge
- We are currently working with Healthwatch to try and engage voluntary organisations and for their voice to be heard.

Additional information

Please provide any additional information you feel is relevant.

- Hillingdon Healthwatch are great to work with and their contribution is invaluable.
- Excellent service
- Healthwatch Hillingdon are a valuable partner in meeting our ambition to commission high quality care in Hillingdon. We look forward to continuing to work with them.
- Keep up the good work! thanks
- Healthwatch Hillingdon make a very significant contribution at a time when health and care services are being transformed. The organisation is fully engaged and professionally managed - I remain consistently impressed. Certainly, the organisation delivers great value to the residents of Hillingdon
- Healthwatch Hillingdon has significantly improved Hillingdon residents knowledge and is a great source of information
- Always willing to work with and support other groups in Hillingdon
- The challenge and support provided by Healthwatch Hillingdon is greatly valued. The opportunity to be able to receive feedback on the Trust's services and be able to engage with our local community with the support of Healthwatch Hillingdon ensures the Trust is tailoring its services to the needs of our local people.
- The move to STP and collective NWL decision making has exposed a quality gap with other NWL HW who do not seem to grasp the rapidly changing strategic and operational environment and how to interact with new structures effectively despite Hillingdon HW efforts to encourage this.
- Doing a good job ; would be very useful also if HW could keep the public informed about pressures on services, and how to make best use of them to manage expectation ,as well as ensuring that their voices are heard and gaps addressed
- Hillingdon Healthwatch provide extremely valuable scrutiny of local services. The officers are fair in their assessment of services and seek to work collaboratively with commissioners to improve the local offer for residents.