

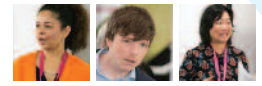


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www.healthwatchcumbria.co.uk





Message from our Chair

We continue to work with all the stakeholders of Cumbria's Health and Social Care economy in the development of a 'mindset' that puts people's experiences at the heart of decision making.

I am delighted that this year has seen:

- A growth in the scope of our work.
- A growth in our reputation as the champion of the people in Cumbria.
- A growth in the number of people whose experiences we have listened to.
- A growth in respect for our independence and integrity.

We wish to become the place to go for engagement work and to create a culture of continual engagement where people's experiences are valued.

An excellent example of people's experiences making a difference is our continued work with the West Cumbria Community Forum. The public recognised that their voices had been heard and that they had been listened to. We were given much unsolicited praise about our input at the crucial meeting of the Clinical Commissioning Group (CCG). Here the options for the health economy in Cumbria were debated and voted upon. The input from Healthwatch Cumbria influenced the commissioners to agree to do their best to sustain Consultant Led Maternity services in West Cumbria.

As well as the work carried out in the west of the county we continue to build our strategic relationships in the south. The team are collaborating in the Sustainable Transformation Partnership (STP) for a "Healthier Lancashire and South Cumbria." I am also delighted to have been invited to join the 'Health Innovation Campus Development Board' at Lancaster University. This is an exciting top level group of people where population health has been identified as a major priority. Our input has been warmly welcomed.

This year we have greatly increased our pool of volunteers, including some sessional workers. This enables us to increase capacity when a new project is identified or commissioned. We are also delighted to have now recruited a full Board adding rigour to our governance structure. Among the new members to the Board is a promising student helping us to develop a "Young Healthwatch" brand. This will enable us to work more effectively with the young people of Cumbria. They are the future.



**We engaged
with 17,654
people**

2016 | 2017 Highlights



Message from our Chief Executive

I am incredibly proud with what Healthwatch Cumbria (HWC) has achieved this year. We've listened to more Cumbrians than ever before and established HWC as the voice of the community for expressing views on health and care issues in the county. In a year of global uncertainty HWC has had to navigate its own local choppy waters, often taking the helm when working with others to ensure the best outcomes for the community it champions.

As recognition of the value of our expertise in public engagement increases we have selected and trained more volunteers and taken on more staff to help fulfil the demands of commissioned work that we have been offered. This enables us to increase our reach in terms of meeting the public and subsequently informing decision makers of their needs. Our independence and creativity in public engagement has led to us working with some of the biggest organisations in the county, including the NHS Success Regime and Cumbria Health on Call, and we can truly say that we ensure the views of the community are influential.

We have begun a series of Enter and View visits on care homes in Cumbria. These visits give residents the opportunity to express their feelings. This gives us an insight into some of the good and bad practice around how they access health and care services and how they feel about their home.

We have launched a "Young Healthwatch" project and are fascinated to hear what people between 11-25 years old feel about health services. We will use this opportunity to influence and shape those services they use now and consider how they can be improved for the future.

I'm excited about our latest projects that are in the pipeline and like to see the kernel of an idea take shape at a board level, develop with the HWC team and then see it flourish in the community. I know that when these projects come to fruition they will represent a strong voice from those communities who may otherwise feel unheard or marginalised.

Healthwatch Cumbria is part of the community, we live here, and we know and love our county and we're very proud of what we do.





Who we are

Healthwatch Cumbria (HWC) has now been in place for four years and we have risen to the challenge to be the health and social care champion for the people of Cumbria at a time of particular challenge to our health and care economy.

This year has seen us successfully increase our team with many people joining us. We have recruited two new members of staff to our core team and an additional eight sessional workers. The availability of sessional workers means we now have greater capacity to undertake commissioned projects. We have also been successful in recruiting Board members, representatives and volunteer quality checkers to our team.

Highlights from 2016-17

2016-17 was an immensely challenging and productive year for HWC where alongside our core work we were commissioned to deliver a number of additional projects.

Our highlights from the year include:

- Receiving a HW England National Award in June 2016 for our Maternity Matters work.
- Publication of more detailed locality analysis drawn from our maternity data.
- Using a survey and drop-in to ensure that people's concerns about mental health provision were heard and used to prevent the closure of a mental health in-patient ward in Kendal.
- Large scale commissioned engagement work to support the development of the Success Regime (SR) in West, North and East Cumbria and the subsequent formal consultation "The Future of Healthcare in West, North and East Cumbria".
- The continued travels of our Chatty Van throughout Cumbria reaching many remote local communities.
- 1,676 responses to our survey exploring patient's experiences of our county wide out of hours GP service, "Cumbria Health on Call" (CHoC).
- A review of what people would like to see in place to improve their experience of having to travel a distance to receive treatment.
- Continued work to align the processes and improve people's experiences of complaints handling across the health and care system.
- A direct response to angry patients concerned about changes to their third party prescription ordering services, which resulted in an apology from the doctors concerned and a better understanding of why changes had been made.
- Continuing our determination to ensure that car parking provision and management is improved at our hospitals in north and west Cumbria.
- Delivering a comprehensive programme of Enter and View visits to care homes.
- Continuing the excellent work of the West Cumbria Community Forum (WCCF), renewing its Terms of Reference to take it into a new phase of work.
- Building new relationships across the border with colleagues in Lancashire to support the shared Sustainability and Transformation Partnership (STP) and forming a Local Healthwatch Collaborative with three other Healthwatch organisations.
- Continuing to build the profile of HW Cumbria through our observer role on both Clinical Commissioning Groups (CCGs).
- Recruiting eight new sessional workers to help boost our capacity to deliver commissioned work.

We published
thirteen quality
reports

2016|2017 Highlights



Our Key Projects

West, North and East Cumbria NHS Success Regime (SR)

The SR was a national initiative led by NHS England and NHS improvement in three of the most challenged health economies in England. One of its key aims was to develop a clinical strategy designed to address the key challenges and increase the sustainability of clinical services, finances, workforce and address poor performance.

This project was by far and away the biggest and most comprehensive piece of work that we have undertaken to date. It involved hours and hours of engagement work which informed several reports all designed to ensure that people's views and experiences were informing each stage of the SR in West, North and East Cumbria. HWC's work around this project was multifaceted and designed with the future in mind and included:

- Working alongside the communications teams of the National NHS SR to ensure a Cumbrian flavour was apparent in communications and engagements.
- Sessional staff facilitating table discussions during public meetings organised by the SR.
- Taking "The Chatty Van" to small rural settings to encourage local communities to be involved in the consultation clocking up 4720 miles and distributing 4783 consultation documents in the process. Offering a "request stop" service to ensure no-one felt left out!
- Ensuring and overseeing- with the help of an independent chair- that the WCCF took on an enhanced role in providing regular opportunities for direct conversations between representatives of local people and key system leaders and the SR. The case for change was debated and discussed enhancing people's understanding of the challenges. Regular meetings attended by over 30 people resulted in increasingly constructive conversations.
- Set up and co-chair the Public Consultation Process Stakeholder Advisory Group (PCPSAG) which was in direct contact with the Programme Board (PB). There were 32 recommendations made to the PB, all of which were responded to by the Chair, Sir Neil McKay, which were agreed and delivered, ensuring the consultation process was as effective as possible.
- Devising and creating an easy read version of the "Future of Healthcare in West, North and East Cumbria" to ensure that anyone with visual impairment or reading difficulties could participate in the consultation and offered help in writing responses if required.
- Submitting a comprehensive HWC consultation response representing the views of over 14,500 people spoken to during all Success Regime engagement, including our award winning maternity work, published on the HWC website as very visible evidence the public had been listened to, their views recorded, analysed and submitted.
- Using our observer role on the CCG to ensure that the key views of people were heard at key meetings.
- Publishing and sharing the results of the decision making process.

HWC's role in the SR programme was recognised positively by members of the Alston Moor Community Hospital Group, who said that HWC was the only organisation that truly understood and re-articulated their critical and concerned position about the fundamental role of the hospital in their community and the direct relationship between its existence and the sustainability of the town. They were in the public audience at the CCG meeting and congratulated us on our role as did several other significant people including the Chair of the Cumbria Health Scrutiny Committee.



Now that the SR has officially ended and the decisions following the formal consultation made we have moved into an implementation phase which is aligned with the continued development of the Sustainable Transformation Plan, now Partnership (STP).

HWC has established itself as having a key independent role to ensure that the involvement and engagement of local people is central to this challenging work.

Co-production is being hailed as the new way of working and we are committed to making sure that this inclusive way of working prevails, succeeds and becomes adopted as the right way to do things.

Our current involvement includes:

- Continued organising and overseeing of the WCCF at the request of its members with a new set of Terms of Reference. This reflects how dynamic, effective and valid this method of engagement is, and ensures that any future developments around the STP's are fully discussed and acted upon.
- Being asked to identify and support members of the public to attend significant high level meetings that are involved in designing the systems of the future, specifically the Integrated Care Communities (ICCs) model, through our enhanced and collaborative Participation, Inclusion and Engagement (PIE) model.



We recruited
8 sessional
workers to
help us with
commissioned projects

2016 | 2017 Highlights

Our Healthwatch Team (from left to right):
Jane Irving; Oliver Pearson; Sue Stevenson; Sue Hannah;
Robin Powell; Elaine Ralph



Healthier Lancashire and South Cumbria

Meanwhile HWC has also been greatly involved in supporting the development of a single Sustainability and Transformation Plan, now Partnership (STP) across Lancashire and South Cumbria branded as “Healthier Lancashire and South Cumbria” which sets out to improve health and care across that area.

This extensive programme brings together all of the NHS Trusts, CCGs and Local Authorities in Lancashire and South Cumbria in a single Programme Board to produce a single STP for this large area. Now branded as “Healthier Lancashire and South Cumbria” the strategic approach, expressed in a single STP is underpinned by more locally shaped work developed through 5 Local Delivery Plans (LDP) covering the 5 key geographic areas in the patch. Bay Health and Care Partners is the one which includes South Cumbria (the area served by University Hospitals of Morecambe Bay NHS Trust) involving health and care services delivered across South Lakeland and Furness, in our case.

The HWC Chief Operating Officer sits on the Programme Board and has supported the development of work across the Local Healthwatch Collaborative.

The Collaborative was commissioned to work with a national engagement organisation, Participate UK, to deliver two Focus Groups with local people and a further one with representatives of the third sector in each LDP area designed to ensure that the basic narrative of the STP was understandable by people. The Focus groups took place in January and early February 2017.

Treatment at a Distance

HWC were commissioned by West, North and East Cumbria Sustainability and Transformation Partnership (STP) to facilitate a series of engagement events on the issues affecting people receiving treatment at a distance. Twelve sessions took place in the first two weeks of February 2017 and a report was subsequently submitted at the end of February 2017.

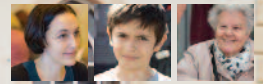
Review of Patient Experience of Cumbria Health on Call

HWC was commissioned by Cumbria Health on Call (CHoC) to independently establish patients’ experiences of the service. The online survey gathered 1,676 responses. The survey results showed that patients were very satisfied with the service overall.

HWC worked in partnership with CHoC through a Joint Steering Group to oversee the delivery of the project collaboratively. This worked well and ensured that CHoC, as the customer, was constantly involved in the shaping and delivery of the project.

Presentations summarising the findings were given to the CHoC Board and the CHoC Clinical Governance Committee. An Action Plan setting out planned improvements to address the recommendations made in the report was received by HWC within the statutory timeframe and we look forward to monitoring its delivery.





Your views on health and care

Listening to local people's views

Throughout the year local people's experiences of health and care services have been collected and identified through a variety of methods including:

- Direct communication from patients, families, carers and service users through email and telephone correspondence.
- Monitoring issues at a regional and national level that affect local service delivery.
- Reviewing relevant reports and research.
- Roadshows.
- Service drop-in sessions.
- Meetings.
- Presentations.

We are constantly listening, recording and reporting on local people's views on a wide range of health and care issues. We are indebted to our volunteers and sessional staff for providing us with hours of additional capacity which has allowed us to capture extensive feedback.

Through honing our analysing and reporting skills we are recognised as an independent provider of evidence based public experience and view. By working constantly and closely with the public, HWC is in a unique position to record and analyse local people's voices.



Our Enter and View Programme

Healthwatch Cumbria has a statutory right (Health and Social Care Act 2012) to carry out Enter and View visits to health and social care services to gather the views and experiences of customers, patients, families and staff for the purpose of service improvement. Service providers have a duty to respond to our reports and recommendations.

HWC shares its findings with Healthwatch England, the Care Quality Commission (CQC), services and the public.

The Health and Social Care Act allows local Healthwatch authorised representatives to observe service delivery and talk to service users, their families and carers on premises such as hospitals, residential homes, GP practices, dental surgeries, optometrists and pharmacies. Enter and View visits can happen if people tell us there is a problem with a service but, equally, they can occur when services have a good reputation. This is so we can learn about and share examples of what is working well from the perspective of people who experience the service first hand.

There are 20 people including staff, board members and representatives who are trained to carry out Enter and View visits. All people involved in visiting services receive bespoke training and ongoing support.

Where have Enter and View visits been done?

This year we used a review of our research into patient experiences of the out of hours GP service CHoC to shape our Enter and View Programme.

We wanted to find out more about how residents in care homes were able to access a broader range of health and care services normally delivered in communities. Visits were scheduled with selected homes to explore the challenges and impact of accessing health and care services when living in a care home on residents, family members and staff.

Following each visit recommendations were made to the care home highlighting where appropriate improvements could be made to improve service delivery.

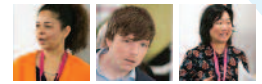
The first phase of Enter and View visits took place in South Cumbria, the second phase is scheduled for Allerdale and Copeland and the third phase is scheduled for Carlisle and Eden.

Reflective Practice

We are very keen to ensure that we learn from each project and can improve future practice. A key component of each project plan is a review session which is designed to allow honest and detailed reflection to take place helping to identify what worked well and where improvements to our approach can be made. So far this has been done after the CHoC project and a session to review the Enter and View programme is scheduled for July 2017.

Enter and View visits will continue throughout 2017/18 expanding our visits to a range of services.





Making a difference together

How your experiences are helping influence change

HWC is constantly seeking the views of local people to drive improvements to the way that health and care services are delivered.

Possible closure of Kentmere Mental Health unit

People in South Cumbria became very concerned about their mental health provision when the Cumbria Partnership Foundation Trust (CPFT) Board sent out a press release announcing the forthcoming closure of an in-patient mental health ward in Kendal following an inadequate CQC inspection. People were worried that they would have to travel to find support and/or treatment and HWC helped bring people's views to the attention of the Trust when it agreed that it may need to reconsider its position.

The majority of people HWC engaged with through a drop-in and online survey wanted the ward to remain open. A report was written summarising the findings from both the drop-in and survey. The report along with a further assessment undertaken by the Trust was considered at the Board meeting. It was decided to keep the ward open pending a formal consultation.



Exploring the key criteria for great care in a care home

This core project had a focus on establishing the key criteria from a resident's perspective for a good experience in a care home.

This project used a "conversation framework" to generate responses gained during visits to care homes in South Cumbria. The conversations were analysed and a report produced which summarised the key things that mattered most to people. Our HWC presentation "What do people think are the key criteria for great care in a care home?" was well received at the "Perspectives on Liberty" conference in October 2016.

This work aligns with the Enter and View Programme of work and makes use of the ability for trained HWC staff and representatives to enter health and care premises under the statutory Enter and View authority afforded to it through the Health and Social Care Act 2012. The Quality in Care Homes Group has been informed that recent Enter and View training, which complies with the latest guidelines from Healthwatch England, has extended the number of trained and approved staff in the team and that many have expressed an interest in this Care Home Quality project. The intention is to visit twelve homes over a six month period to ensure geographic distribution, staff availability and preparedness.

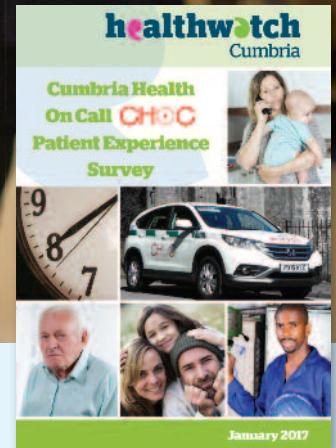
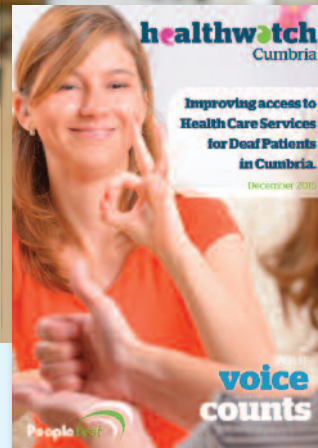
The visits are being co-ordinated by the Enter and View Working Group.

The project will continue to use the questions developed in the pilot work as a "conversation framework" to use with residents and their families and will seek to challenge/confirm/extend the key criteria for a good experience in a care home which were established during the pilot phase.

There are already examples of care homes where new initiatives have been introduced as a result of this work. For example, one home has established welcome meetings prior to new residents moving in so that better preparations can be made for this substantial change to an elderly person's life.

Travelled 4,720 miles in the 'Chatty Van' across Cumbria for the NHS Success Regime

2016 | 2017 Highlights



We have published a number of reports designed to influence change during 2016/17:

- Improving access to Health Care Services for Deaf Patients in Cumbria - May 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/Final-Deaf-Report-without-PF-logo.pdf>
- Engaging People in the NHS Success Regime - June 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/Healthwatch-Cumbria-Success-Regime-Report-June-2016.pdf>
- Kentmere Mental Health Unit - July 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/Kentmere-report.pdf>
- Maternity matters: What does a great service look like? Additional Locality Analysis - August 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/Maternity-Matters-further-analysis-report-final.pdf>
- Cumbria Diabetes Service Report - September 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/Diabetes-Report.pdf>
- Stakeholder engagement meetings for Success Regime - September 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/Success-Regime-Stakeholder-Engagement-Meetings-Report-Rev-3.pdf>
- Quality of Care in Care Homes : A Pilot Study of Residents, Families and Carers Perceptions - October 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/pilot-report-FINAL.pdf>
- Hospital Car Parking Survey - Review of changes at the Cumberland Infirmary Carlisle - December 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/HWC-Hospital-Car-Parking-Survey-November-2016.pdf>
- Chatty Van Tour for the Success Regime consultation - December 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/Chatty-Van-tour-final-2.pdf>
- Maternity engagement for the Success Regime consultation - December 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/Maternity-Engagement-SR-final.pdf>
- Consultation response to the Future of Healthcare in West, North and East Cumbria - December 2016
<http://healthwatchcumbria.co.uk/wp-content/uploads/HWC-Final-Response-2016.pdf>
- Cumbria Health on Call (CHoC): Independent Review of Patient Experience - January 2017
<http://healthwatchcumbria.co.uk/wp-content/uploads/CHoC-Report-FINAL-website.pdf>
- Treatment at a Distance - February 2017
<http://healthwatchcumbria.co.uk/wp-content/uploads/Treatment-at-a-Distance-report-FINAL.pdf>



Working with other organisations

HWC continues to develop strategic relationships with decision makers throughout Cumbria and into Lancashire.

HWC regularly supports:

NHS Trust Improvement

HWC continues to support NHS Trust improvement activity by providing independent participation in a range of unannounced inspection visits, including PLACE (Patient-led Assessments of the Care Environment), RAISE (Review and Inspection of Standards of Excellence) and MADE (Multi Disciplinary Acerbated Discharge events). During these visits HWC staff speak with patients about their experience and satisfaction levels regarding their treatment, and the hospital environment from a patient or visitor perspective. This includes the pathway from arrival and checking, locating the ward or clinic, the presentation of information and the ward or clinic environment. This activity is well supported by our team of voluntary representatives.

West Cumbria Community Forum (WCCF)

HWC continues to support the WCCF which sees us working with health and social care leaders and local community representatives from West Cumbria to increase collaboration and improve communication and engagement between providers and local people.

Care Quality Commission (CQC)

HWC works alongside the CQC by offering them intelligence, if we hold any, on any of the services that they are about to inspect and promoting the results of CQC inspections on the HWC website and through social media.

Cumbria Partnership NHS Foundation Trust (CPFT)

We have been part of the group working to develop the CPFT Participation Strategy.

Healthwatch England

Our Chief Executive has been on the Healthwatch England Advisory Group working to explore the way forward for future business development approaches.





Public Consultation Process Stakeholder Advisory Group (PCPSAG)

The PCPSAG was co-chaired by HWC during the NHS consultation “The Future of Healthcare in West, North and East Cumbria” and brought together representatives of several stakeholder groups to review the processes underpinning the formal consultation and make recommendations to the SR Programme Board, and received a response from its Chair, Sir Neil McKay.

Issues discussed by the Group included:

- Accessibility and locations of public meetings designed to inform the public about the NHS SR consultation and for representatives of the NHS to answer questions.
- Availability and distribution of the consultation document.
- Methodology for the analysis of responses, including how responses could be submitted.
- The decision making process and timescale.

Strategic Relationships

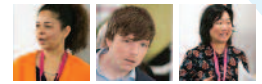
Representatives of HWC are busy attending network meetings around the county to ensure Healthwatch is fully involved in discussions that are taking place. The Chair, Chief Executive Officer and/or the Chief Operating Officer regularly attend, for example:

- Cumbria Health and Wellbeing Board.
- Cumbria Health Scrutiny Committee.
- SR Programme Board which has now evolved into the System Leadership Board (West, North and East Cumbria).
- SR Executive Board which has now evolved into the Provider Alliance Group (West, North and East Cumbria).
- PCPSAG.
- Programme Coordination Group (West, North and East Cumbria).
- ICCs Strategic Steering Group.
- Cumbria CCG Governing Body.
- CHoC Clinical Governance Committee.
- Healthier Lancashire and South Cumbria Programme Board.
- Healthier Lancashire and South Cumbria Joint CCG.
- Morecombe Bay CCG.
- North West Network of Local Healthwatch Organisations.

**We generated
4,259 survey
responses**

2016 | 2017 Highlights





How we've worked with our communities

Our volunteers support us to carry out our statutory activities by getting involved with:

- Continuing to champion for better car parking facilities at the Cumberland Infirmary Carlisle through attending weekly meetings on behalf of HWC. Our volunteer acts as people's voice ensuring that local people's views are represented.
- A volunteer in South Cumbria continues to attend the meetings of the CCG and the University Hospital of Morecombe Bay Trust (UHMB) listening events to ensure there is a local people's representative present.
- We also work with the NHS local Eye Health Network and the Low Vision group by attending meetings. Our continued involvement has helped to ensure that the NHS continues to provide school children with sight tests in school; which were under threat of being stopped. We input feedback and intelligence from service users into these meetings.
- Staff and volunteers have also been involved in giving comments and recommendations to the NHS Trusts in Cumbria on their quality accounts. This includes the UHMB, North Cumbria University Hospitals NHS Trust (NCUH), Cumbria Partnership NHS Foundation Trust and the North West Ambulance Service.

#ItStartsWithYou

In December 2016 HWC received over 45 phone calls, letters and emails to the HWC office from members of the public. This was in regards to the imminent change to the third party prescription ordering service between Castlegate and Derwent Surgery and the three pharmacies in Cockermouth; Allison's, Boots and Castlegate Pharmacy located at Cockermouth Community Hospital. HWC visited the surgery and met with surgery representatives to review how they had managed the changes. It became apparent that there was a breakdown of trust between the surgery and some patients due to the lack of communication over the changes. It was agreed that a public drop-in event would be the best way for members of the public to hear about, and better understand, the rationale for the changes from surgery staff and for the public and surgery staff to share their views together.

Lively group discussions took place at the drop-in before a panel of surgery staff, comprising five doctors and the practice manager, answered questions raised by those in attendance. HWC recorded the key messages and collected feedback cards completed by attendees to form a report reflecting the views expressed at the drop-in.

The drop-in demonstrated the concerns of the public regarding difficulties accessing the surgery which is located at the top of a steep hill particularly for the most vulnerable, difficulties accessing prescriptions over the phone, loss of patient choice, reluctance to use the online system and overall how poorly the changes were communicated.

“really disappointed and annoyed to find the decision has already been made and the points of view of the people have only been asked for afterward.”

“I much prefer to order my medication from my pharmacy (Allison's)”

As a result of the drop-in, representatives of the Castlegate and Derwent surgery apologised for the lack of communication, agreeing that the change should have been more effectively communicated to the public. They gave its reassurance that the surgery would review and add to the list of vulnerable people to ensure people get the additional assistance they need. They also informed the public that after the process has been in place for a while it would be reviewed. Finally, it was hoped that by promoting a constructive ongoing dialogue between the surgery and its patients this would lead to more effective engagement in future communications.



Our plans for next year

What next?

Future projects HWC undertakes are decided by the HWC Board on a six monthly basis, in January and August. A Decision Making Matrix, which includes a list of key factors, is used to determine which work projects go forward.

In addition to our core activities this year we will be focusing on:

What does a good life look like for those with learning difficulties?

HWC wants to better understand what people with learning difficulties need to enable them to live the best life possible. The aim is to engage with those who have learning difficulties, their carers, friends and family as well as engage with commissioners and providers of services. This is so HWC can understand what is and isn't working well and what can be done better to inform recommendations made to strategic stakeholders.

Older adults

It has become apparent that there is increasing demand for quality care for older adults. This is at a time when the health and care system is under increasing pressure impacting on its capacity to cope.

This project is currently under development, although it is anticipated that the project will engage with a number of older adults to explore their experiences of accessing health and care services and gather their views on what may be available in the future.

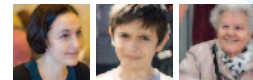
Young Healthwatch

This is an ongoing project and focused on asking people aged between 11 and 25 years old which health and care services are important to them.

An online survey has been developed and distributed to all relevant organisations that are involved with young people and it has been shared online via social media and the HWC website. Part of this project involved generating a Quick Response (QR) code where a mobile phone or iPad could be used to scan a barcode which takes a participant directly to the survey. This code is displayed on a poster that is being used to raise awareness of the project.

This will increase our intelligence, help us to focus on what's important to young people accessing services in Cumbria and shape future work priorities.





Increased engagement

We have successfully trialled having a volunteer based at the Healthwatch stand at the Cumberland Infirmary Carlisle every fortnight. This has proved extremely successful. The volunteer has spoken with over ninety people on each occasion with people wanting to share their views and experiences.

Through this volunteer's engagement activity we received intelligence on eye health clinics which another volunteer brought to the attention of the low vision group.

Following this success volunteers have been recruited to allow for patient's views and experiences to be gathered at all four acute hospitals in Cumbria.

A generic programme of engagement is also being developed for the coming year, along with plans to increase our numbers of volunteers particularly in South Cumbria. Staff and volunteers continue to build our networks with local groups. For example, we were invited to attend a Parkinson's support group in Carlisle and are making arrangements to attend the group in the West and East of the county.

Sustainable Transformation Partnerships (STPs)

There are two STPs in Cumbria; one covers West, North and East Cumbria and the other covers South Cumbria and Lancashire. An STP outlines plans for how our local health and care system will look in the future. They are developed by providers and commissioners of services and also involve patients and local communities in the development of future service provision. HWC is working to ensure local people are included in the development of both STPs.

Commissioned Projects

To support our core work we continue to explore opportunities where we can generate our own income. So far into 2017/18 our commissioned projects include:

Eden Valley Hospice

Eden Valley Hospice (EVH) wanted to improve the way that feedback from patients and their families was recorded and analysed to inform improvements to patient experience.

It was acknowledged that volunteers regularly spoke to patients and their families, and that key themes from these conversations were fed back, but that the systems and governance around this process could be more robust to ensure that real learning could take place. It was also acknowledged that much of the feedback was positive for a variety of reasons which led hospice staff and volunteers to wonder if more could be done subsequently to support patients and families to give more reflective feedback.

HWC was commissioned to design and deliver an improved approach to understanding patient experiences.

This will be achieved by developing a Patient Charter which will set out what the Hospice's commitment is to patients and families using their services. HWC will then help the Hospice re-develop their patient survey and train volunteers to evaluate experience against the standards set in the charter.

Accident and Emergency

Discussions are ongoing with North Cumbria University Hospitals (NHS) Trust (NCUH) on a possible commission to design and deliver a project to explore people's experience of the Accident and Emergency service. HWC has submitted an initial project brief to the Head of Nursing Patient Experience and Engagement at the Trust and is anticipating a discussion about costs and detailed project planning.



Our people

Our Board, staff, sessional workers and volunteers.

The HWC core team has been enhanced by the addition of a full time apprentice, who is proving to be an asset to the team and is also benefitting from skills based training provided through Gen2 which will support him to study towards appropriate NVQs.

The core staff continues to work hard on a daily basis supported by a strong team of volunteer representatives and enhanced by a number of sessional workers who can be called on to support commissioned projects. Review sessions took place this year to enhance team development and impact.

The Board has also grown with the addition of five new members, including a young member under 21, who bring a wide range of skills to the table. Quarterly meetings held in public are enhanced by regular Board development sessions when Board members review progress and consider our performances against the HW England Quality Statements.

How we involve the public and volunteers

The public and volunteers are welcome to attend HWC Board meetings if they wish as all meetings are held in public. This is an opportunity to involve the public in helping HWC reflect on the decisions the Board makes. Board papers are published on our website and published reports are supported by press releases.





Our Finances

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities.	£238,450
Additional income.	£93,620
Total income	£332,070
Expenditure	£
Operational costs	£55,899
Staffing costs	£191,992
Office costs	£25,166
Total expenditure	£273,057
Balance brought forward	£59,013

Contact us

People First Independent Advocacy is contracted by Cumbria County Council to deliver the statutory functions of a local Healthwatch. To get in touch the contact details for our registered main office are provided below.

Healthwatch Cumbria,

Best Life Building, 4-8 Oxford Street, Workington, Cumbria, CA14 2AH

Phone number: 01900 607208

Email: info@healthwatchcumbria.co.uk

Website: <http://healthwatchcumbria.co.uk>

Twitter: @healthwatchcumb

We will be making this annual report publicly available in July 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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 at the address above.

Our reports have sought patient experiences of the out of hours GP service to views on the possible closure of Kentmere mental health unit

2016 | 2017 Highlights

healthwatch
Cumbria

Annual Report
2016 | 2017

Healthwatch Cumbria,

Best Life Building, 4-8 Oxford Street, Workington, Cumbria, CA14 2AH

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