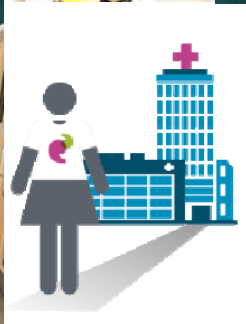
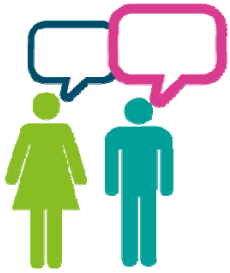


# healthwatch

Knowsley



## Healthwatch Knowsley Annual Report 2016-17



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## Message from our Chair



I am pleased to introduce the 2016-17 Annual Report for Healthwatch Knowsley. Once again this has proved to be an incredibly busy year;

much has been achieved and learned. As a local community member I place a high value on ensuring that local people are engaged and listened to about the services they access and help to shape provision moving forward.

Across the last 12 months Healthwatch Knowsley has continued to work in a health and social care landscape which is responding to the challenges and pressures of increased demand and reduced resources.

“I truly believe as an organisation, using the views captured from community members, we have played our part in highlighting the positives within the services accessed by Knowsley residents, challenged the areas that have not met the needs of the community and also influenced the strategic thinking around future services and commissioning plans.”

As always, it is so important to pay tribute to and thank the community members who lead and ensure the independence of Healthwatch in Knowsley is maintained. This year we have seen the benefits of the further development of champion's roles for specific areas of our work and we have seen community members leading the way in key areas. I hope that the following report, and the detail it contains, goes some way to demonstrating the impact we have had

locally, through this volunteer commitment.

It is pleasing to have contributed to the work of the Health and Wellbeing Board and Adult Safeguarding Board in Knowsley. Across the theme of Adult Social Care we have worked with the Adult Social Care Transformation Board and Quality Assurance Standards Sub Group. We have also continued to work in partnership with our local Clinical Commissioning Group (CCG) to highlight the needs of local people, contribute to the commissioning plans and the focus on quality.

Across a broader footprint we have worked closely with the Quality Surveillance Group for the Cheshire and Merseyside area and are working in partnership with our neighbouring Healthwatch organisations to contribute to the work of the NHS Five Year Forward View Sustainability and Transformation Plan (STP) across the region.

When reflecting on this year's activities I am immensely proud of the progress made, but retain a firm view that much more still needs to be done on behalf of our local community moving forward.

Mary Spreadbury  
Chair of Healthwatch Knowsley



## Highlights of the year

### Events & Activities

During this year we have:

- Held **22** coffee mornings and events
- Undertaken **16** Enter & View visits (10 to care homes and 6 to hospitals)
- Ensured key meetings had representation from community members on **268** occasions
- Completed out **2** special enquiries
- Supported **12** volunteers to undergo Safeguarding Alerter training
- Provided Enter and View refresher training to **13** volunteers



### Reports

**52** reports have been produced, providing recommendations to providers and commissioners

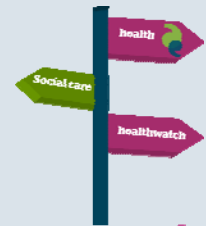


## Highlights of the year

### Engagement

During this year we have:

- Met **6507** community members through **242** outreach activities
- Leading to **503** people being signposted to support services
- Capturing **1777** patient experience stories



### Communication

- **4** Bulletins produced
- **34** E-bulletins distributed
- **2280** people on our mailing list
- **721** Facebook followers
- **2116** Twitter followers
- **26277** Website hits
- In total there has been **8337** contacts via social media during 2016/17





# *Our Vision and Strategic Priorities*

The vision for Healthwatch Knowsley, developed during the first year of operation, has continued to form the focus for the organisation.

**'Healthwatch Knowsley will be an effective and clear voice for the community of Knowsley in relation to health and social care service provision and commissioning.'**

## **Strategic Priorities**

Across the life span of Healthwatch Knowsley our priorities have remained as the following areas:

- **Mental health service provision**
- **Domiciliary care**
- **Hospital discharge**
- **GP appointments and access to primary care**
- **Hospital care provision**
- **Enter and View (nursing and residential care focus)**
- **Outreach-based signposting**

During the year work has been ongoing in each of these priority areas and is detailed within this report.

## **Special Enquiry**

Guidance was sought from community members and stakeholders as to a specific focus for the year. At our annual event held in July 2016 the membership of Healthwatch and stakeholders were

asked to set the top priority to be addressed. This was a vital activity in understanding the direction of travel that community members required Healthwatch to take and the key issue that needed to be the focal point for our work.

Based on patient experience information collated from community members in the period 2015-16 the following areas represent the most commented Health or Social Care areas:

- **Access to GP and primary care services**
- **Experience of Accident and Emergency Service**
- **Access Issues for people with a Physical Disability or Sensory Impairment**

Having identified the top three commented areas, a voting process was then carried out with community members and stakeholders to identify which area should form the basis of a special enquiry.

The area that was identified was Access to GP/primary care service. It was strongly felt that this is an issue that is constantly highlighted as a concern by both patients and professionals and is often the subject of media scrutiny. This formed the basis for a 6 month piece of work looking at access to primary care and further details on this special enquiry can be found on page 27.



# Representation

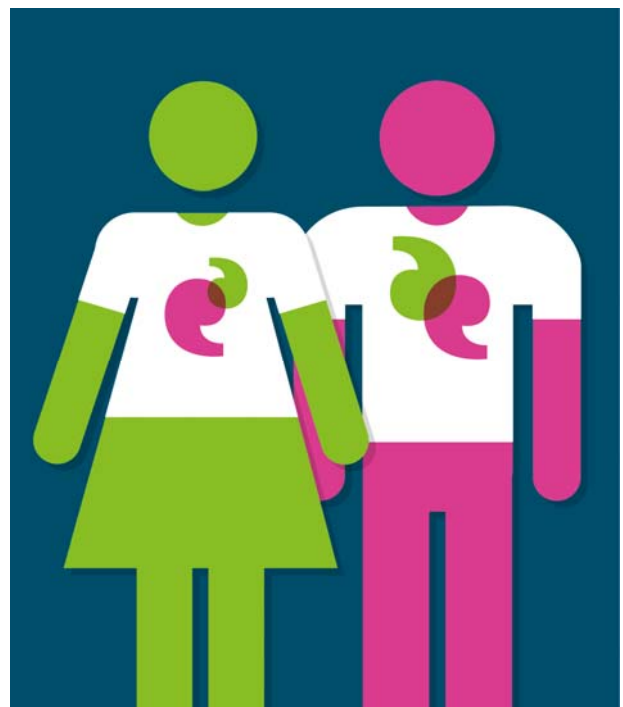
Throughout the year Healthwatch Knowsley has represented the community on the following strategic groups and committees directly linked to health and social care:

- Knowsley Health and Wellbeing Board
- Knowsley Engagement Forum
- Adult Social Care Transformation Board
- Knowsley Safeguarding Adults Board
- Quality Standards and Assurance Sub Committee of the Safeguarding Adults Board
- Safeguarding Adults Review Group
- Knowsley Clinical Commissioning Group (CCG) Governing Body
- Knowsley CCG Clinical Quality Committee
- Knowsley CCG Primary Care Committee
- NHS England Cheshire and Merseyside Quality Surveillance Group
- Health and Adult Social Care Scrutiny Committee
- Patient Experience Executive Led Group - Aintree University Hospital NHS Foundation Trust
- Bereavement Group Workstream—Aintree University Hospital NHS Foundation Trust
- Catering & Nutrition Group—Aintree University Hospital NHS Foundation Trust
- Food Tasting Focus Group—Aintree University Hospital NHS Foundation Trust
- Patient Safety Council - St Helens and Knowsley NHS Hospitals Trust
- Patient Experience Council - St Helens and Knowsley NHS Hospitals Trust
- Equality, Diversity and Inclusion Steering Group—St Helens and Knowsley NHS Hospitals Trust
- Oral Health Steering Group
- Repeat Prescribing Working Group
- Extreme Weather Planning Group

## Provider Forums, Committees and Workstreams

In addition to this Healthwatch has been represented at the following:

- Podiatry workstreams
- Later Life and Memory Users and Carers Forum





# Governance & Decision Making

## Healthwatch Knowsley – Community Led Organisation

Local Healthwatch organisations are required to demonstrate how they continue to be led by the views and needs of the local community and how this contributes to decision making.

The following section details the community led structure of Healthwatch Knowsley.

### Our Governance Structure and Decision Making

Healthwatch Knowsley CIC has continued to be directed through a volunteer board and a community led management committee. This structure is supported through a staff team seconded from Sefton CVS to Healthwatch Knowsley CIC.

The priority areas set through Healthwatch Knowsley and the direction for the areas of work are led and championed by Knowsley community members. As described below:

### Our Board and Management Committee:



Board of Directors for Healthwatch Knowsley (from left to right: Tom Best, Mary Spreadbury & Martin McDonagh)

**Mary Spreadbury** - Chair and Director and Health and Wellbeing Board representative.

**Tom Best** - Director and Healthwatch representative on the Knowsley Engagement Forum

**Martin McDonagh** - Director and representative on Health and Adult Social Care Scrutiny Committee



### Our Management Committee

This committee sets the direction for the day to day activities of Healthwatch and uses a champion's model to ensure key priority areas are led by the community members involved. The committee meets on a monthly basis to feedback in detail on areas of work.





# Governance & Decision Making

## Healthwatch Knowsley Management Committee Members

**Pauline Burrows** - Chair of the Healthwatch Knowsley Management Committee.

**Janet Tildsley** - Vice Chair of the Management Committee and Healthwatch Knowsley Champion for St Helens and Knowsley Hospitals Trust.

**Pauline Whittaker** - Healthwatch Knowsley Champion for Aintree University Hospitals Trust.

**Paul Coogan** - Champion for Governance, Safety and Quality and representative on the Governing Body & Clinical Quality Committee - Knowsley CCG and Chair of the Healthwatch Knowsley Audit Committee.

**Jim Rogers** - Champion for Safeguarding and Social Care and representative on the Adult Social Care Transformation Board.

**Roy Davies** - Champion for Enter and View Activities

**Patricia Blair MBE** - Champion for Older People and Chair of Knowsley Older People's Voice

**Geoff Lyon** - Champion for Community Services

**Rosemary Sowerby** - Champion for Primary Care Services and representative for the Primary Care Committee—Knowsley CCG.

**Chris Whittle** - Champion for Mental Health Services

**Angela Cornwall** - Champion for Children's Services

Our thanks go to all the members of the board and management committee for their contribution to the work of Healthwatch Knowsley during the year.



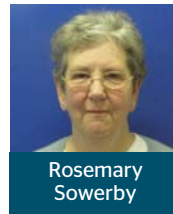
Mary Spreadbury



Martin McDonagh



Pat Blair MBE



Rosemary Sowerby



Pauline Burrows



Angela Cornwall



Pauline Whittaker



From left to right: Janet Tildsley & Tom Best



Chris Whittle



Roy Davies



Geoff Lyon



From left to right: Jim Rogers & Paul Coogan





# Engaging with people who use health & social care services

## Understanding People's Experiences

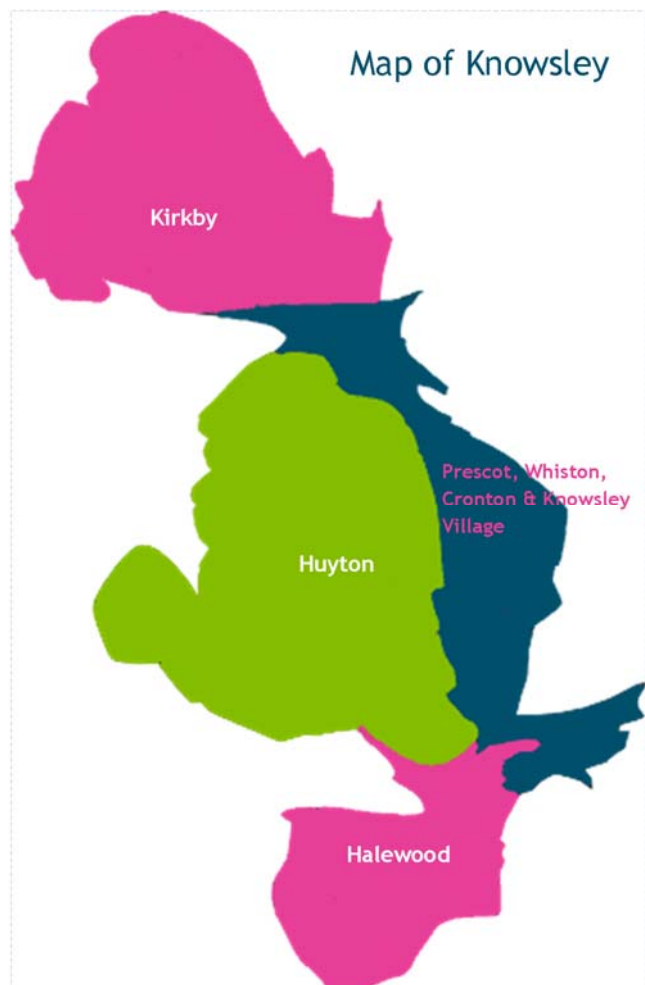
Over the lifespan of Healthwatch the primary route we have pursued in engaging with residents is through proactive face-to-face outreach activities in the community of Knowsley. This has served Healthwatch well in engaging with local people. It was felt necessary to build on this by strengthening the web based offer available and provide more robust routes for community members to share their views about service provision.

During 2016-17 in partnership with both Knowsley Council and Knowsley Clinical Commissioning Group, Healthwatch Knowsley has successfully launched a new online feedback centre developed by LHM Media Ltd.



The feedback centre has provided an online route to engage with the public. This enables the community to directly provide information about local health and social care organisations. The feedback centre also enables Healthwatch to generate and report more effectively on patient experience and community trends emerging from information received.

By the end of March 2017 we had received a total of **1777** comments, compared to **739** comments that we received in 2015-16 which means that we have more than doubled the number of comments received. This online route is used to complement our ongoing outreach work meaning that people who use services can feed back their experiences in the way that is most convenient for them.

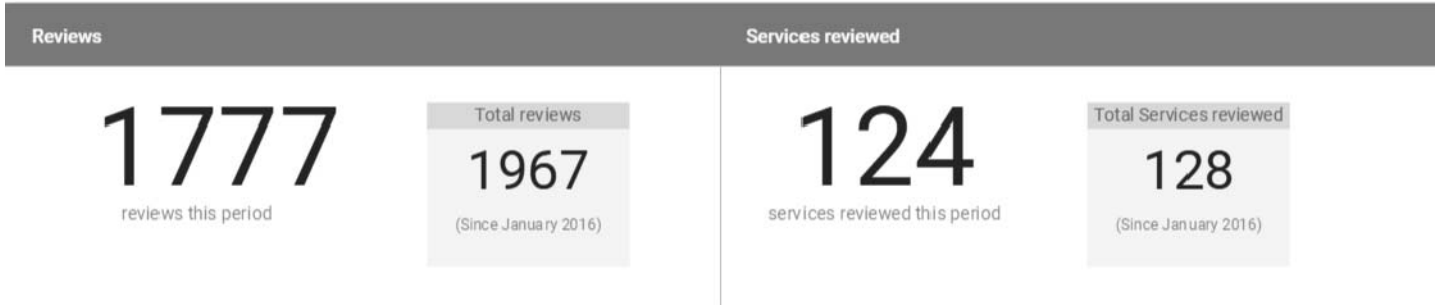




# Understanding People's Experiences

The information below provides an overview of the patient experience information that has been collated through Healthwatch Knowsley.

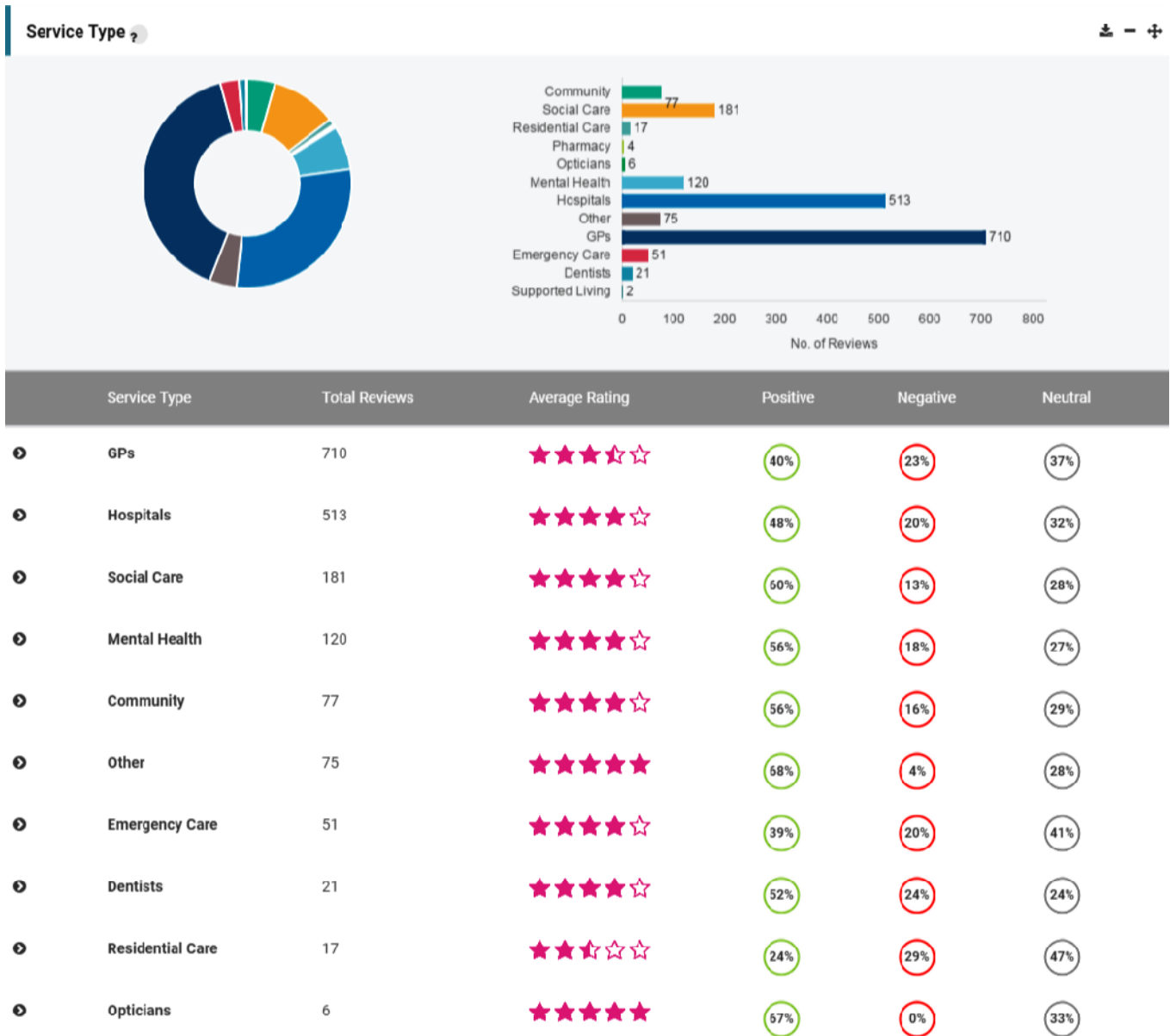
Snapshot (April 2016-March 2017)



The average rating for the year across the health and social care services accessed was 3.84 out of five. Resulting in 68.98% of people who responded rating their service as either good or excellent.



# Understanding People's Experiences



The most commented area is GP services with 710 (39.95%) of comments being about this service, followed by local hospitals with 513 (28.87%) and adult social care on 181 (10.19%). The number of comments collected regarding adult social care has shown an increase this year, partly because of a focused activity on the experiences of people receiving domiciliary care services. An in depth analysis of all of these services have been completed and the reports shared with commissioners and service providers.

The feedback centre enables Healthwatch to further analyse key themes and trends. Analysis of the themes that people comment on shows us that 190 people commented specifically on the Treatment and Care that they had received and of those 82% (156 people) were positive about their experience. The main areas of dissatisfaction remains in accessing services (specifically around waiting times for primary care) and with communication, both between services and from the service to the patient and their family.



# Understanding People's Experiences

## Capturing People's Views

In total Healthwatch has been present at 220 outreach activities during the year. This has generated face to face contact with 6507 community members.

These activities have included:

- Information stands at local hospitals, GP practices and walk-in centres.
- Listening events held at NHS venues working in partnership with neighbouring Healthwatch organisations from across Merseyside.
- Weekly drop in sessions at Knowsley Resource and Recovery Centre, 5 Borough Partnership NHS Foundation Trust, which is main inpatient unit for mental health in the borough.

Beyond Cancer Forum and mental health support groups. Activities including U3A and Older People's Fun O'lympics events, day centres and luncheon clubs have also been visited throughout the year.



Communications Officer Kelly attending a fun day event held by Knowsley Parent Carers Voice.



Information Stands have been undertaken at community venues including libraries and community centres. Visiting the local community colleges and community focused peer support groups such as the Carers Bereavement Support Group, Living

This work, alongside the enhanced web based presence has enabled Healthwatch to capture 1777 direct community and patient experience stories across 124 services. This in turn has helped to provide a rich source of information offering an understanding of what is working well and in some cases not so well across health and social care services accessed by local residents.

The years activities have taken the total number of patient experience comments captured since the launch of Healthwatch Knowsley in 2013 to 4309 (not including any specific survey activities completed). This has helped provided a real sense of the levels of quality of local health and social care services.

In addition to this, we have hosted focused sessions throughout the year based on emerging issues. These very often take the form of coffee mornings



# Understanding People's Experiences

and community based focus groups with an opportunity for community members to meet with service providers and commissioners.

in on key areas such as Improving Access to Psychological Therapies (IAPT); Community based support for people with mental health conditions and Crisis Care.

Themes covered within this year's coffee mornings and community focused sessions have included:

- Clatterbridge Cancer Centre—Focus on patient experience
- End of Life service provision - 5 Boroughs Partnership NHS Foundation Trust
- Presentation of the Public Health Annual Report - Knowsley Council
- Review of Services - Liverpool Women's Hospital NHS Foundation Trust
- Domiciliary Care Focus Group - Knowsley Council
- Dietician & Musculoskeletal Service - 5 Boroughs Partnership NHS Foundation Trust
- Focus on Patient Experience - St Helens & Knowsley NHS Trust
- Proposed Changes to primary care services - Knowsley CCG
- Single Service Proposals - NHS Five Year Forward View Sustainability and Transformation Plan( STP)

Across this year 160 community members have taken part in the above mentioned sessions.

In addition to this, 12 coffee mornings have been held to support our ongoing priority in relation to mental health. In total 173 people have attended community based Positive Mental Health coffee mornings throughout the year. The coffee mornings have a good regular attendance and have been able to focus



Members attending the Positive Mental Health Coffee Morning at The Old Schoolhouse in Huyton

Similarly, Healthwatch has hosted a monthly coffee morning for carers which during the year became a Carer's Strategy Group linked to the Carers Partnership Board for the borough. This group has played a key role in the development of a new Carer's Strategy for Knowsley.



The Refocus of the Carers Strategy for Knowsley 2017-19



# Understanding People's Experiences

## Hearing from the Communities of Knowsley

Alongside direct community based contact through our outreach focused activities, we have a number of routes to hear from specific sections of the community.

### A Focus on Older People

Healthwatch Knowsley is commissioned through Knowsley Council to provide the Older People's Involvement Programme for the borough. This includes the facilitation of the work of the Older People's Partnership Board and workstream areas that deliver against the Older People's Strategy.



A new older peoples strategy for Knowsley  
2013 - 2016

As part of this programme we provide officer support to Knowsley Older People's Voice (KOPV) forum. KOPV is a vibrant older people's forum, which has membership of 500+ Older People from across Knowsley.

This strand of work has added immense value to the work of Healthwatch Knowsley and alongside the broader engagement remit that the programme holds, has profiled older people's views in relation to health and social care services in the following areas:

- Working with the Knowsley Centre for Independent Living in relation to the blue badge service for the borough.
- Care & Repair Advisory Group
- Wheelchair Service Review /

Wheelchair Commissioning for Quality and Innovation (CQUINs) Steering Group

- Involvement and input into the Care Provider Forum for Knowsley.
- Work around end of life care with local community service provider 5 Boroughs Partnership NHS Foundation Trust and ensuring that community members are actively involved in service redesign.
- Ongoing involvement with the Oral Health Steering Group
- Dementia Challenge 2020
- Supporting and promoting the re-launched Assistive Technology Service and representation on the Assistive Technology Project Board for Knowsley.
- Access to primary care services
- Contributing to a review of intermediate care services
- Ongoing community engagement with the podiatry services review

Service user feedback regularly reports that the podiatry service delivered by 5 Boroughs Partnership is of a high quality, but many patients report long-waiting times for appointments. Healthwatch Knowsley raised this with both the provider and commissioner, following which a review of podiatry services has commenced to try to increase capacity, and reduce waiting times. The Healthwatch Champion for Community Services has been invited to contribute to the review.





# Understanding People's Experiences

To further strengthen this area of work an older people's champion role was added to the Healthwatch Knowsley management committee for this year.

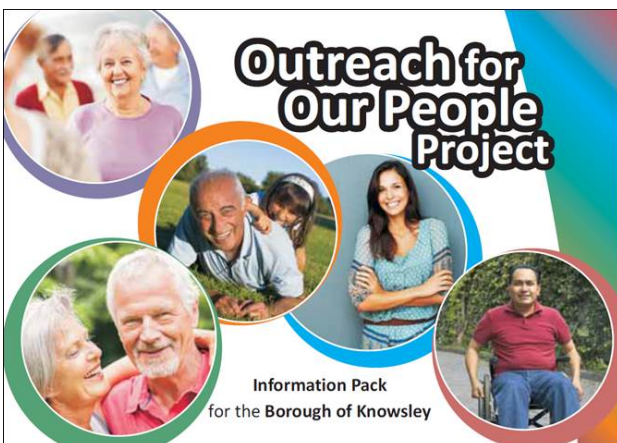
"I have been pleased to take on this champion's role for Healthwatch Knowsley. This fits perfectly well with my role as chair for Knowsley Older People's Voice (KOPV). Due to the high level of health & social care issues that relate specifically to older people, this is a vital role in ensuring the views of older people help to shape service provision."

Pat Blair MBE  
Healthwatch Older People's Champion



A key project to profile is the work that has taken place to help communicate effectively and provide service information to people within the community who do not have access to digital sources.

Outreach for Our People Project (OOPs) booklet is a free directory of services for Knowsley. It is available in both printed and digital (pdf) versions.



The colour coded guide is presented in five sections - health and social care, community safety, home life, leisure and social activities and finance. The range of

information now extends to support other adults at risk, as well as older people, and there's also a useful index at the back of the guide.

The directory was launched at the Adult Social Care Stakeholder Event for Knowsley. Throughout the year 3000 copies have been circulated with the support of District Nurses and Community Matrons, GP practices and Domiciliary Care providers, Knowsley Council One Stop Shops and voluntary sector partners.

## Hearing from Young people

Healthwatch Knowsley has proactively sought to understand the views of younger people across Knowsley. To hear directly from young people, We have worked in partnership with the local community college. Throughout the year our Outreach Officer has visited Knowsley College on a bi-monthly basis and during that time engaged with 577 young people from across the borough. Valuable feedback gained around access to primary care services has helped inform this priority area.



## Young Carers Support Service

Working alongside representatives from the Carers Partnership Board, we have met with young carers from the Me Time Project, which is supported by Knowsley Youth Mutual, provides respite support for young carers within Knowsley. This gave an opportunity to gather feedback directly



# *Understanding People's Experiences*

from young carers to understand their needs and provide valuable input into the Carers Strategy. Some of the feedback included:

- Emergency/Recognition cards for young carers
- Issues around GP's and schools not recognising them as young carers
- Access to Assistive Technology

An additional meeting took place to show how the information being provided was used to develop services for young carers within Knowsley through the Carers Strategy.

## Hearing from the Knowsley Networks

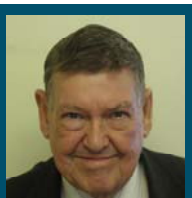
Again, during this year, we have provided the facilitation support to a number of community engagement networks and partnership boards. This area of work is commissioned through Knowsley Council.

Alongside the Older People's Partnership Board, as referenced in the previous section, we have provided the facilitation to the Knowsley Engagement Forum, Learning Disabilities Partnership Board, Physical and Sensory Impairment Partnership Board, Carers Partnership Board and the Autism services Development Group for the borough.

This area of work helps to provide a rich resource of community feedback and input from a wide spectrum of community members and service areas.

During the year Tom Best has continued to represent Healthwatch on the Knowsley Engagement Forum.

**Tom Best**  
Knowsley Engagement  
Forum Champion



The forum supports the work of the Health and Wellbeing Board, Knowsley Strategic Board and Safeguarding Adults Board, to enable increased community engagement.

The engagement activities of the forum across the year have included:

- Engagement in the development of the Joint Health and Wellbeing Strategy for Knowsley
- Co-production of the Local Authority Adult Social Care Local Account.
- Working with the Adult Safeguarding Board, including involvement with the Adult Social Care Stakeholder events throughout the year and the launch of the Multi Agency Safeguarding Hub (MASH) for the borough. Members of the forum have also visited the MASH to take a look at how the hub works and supports Knowsley residents.
- Also during this period members of the Engagement Forum took part in the Safeguarding Adults Peer Review.
- Supporting the development of the LiveWell Knowsley website including testing of the website during the development stages. The site provides an online service directory.

**Specific engagement sessions have taken place throughout the year focusing on:**

- Health and social care personal budgets,
- Transition from Children to Adult Services,
- Redesign of adult day services
- promotion of a series of events run by Disabled Go, who have undertaken a comprehensive review of the accessibility of venues in the borough.

# *Understanding People's Experiences*

The Engagement Forum has a membership consisting of representatives from groups, voluntary organisations and partnerships which lead on community engagement across Knowsley. Including the following:

- Older People's Partnership Board
- Physical & Sensory Impairment Partnership Board
- Healthwatch Knowsley
- Knowsley User-Led Organisation
- Autism Services Development Group
- Learning Disability Partnership Board
- Patient Participation Groups
- Carer's Partnership Board
- Knowsley Council for Voluntary Services
- Knowsley Ethnic Minority Service
- Knowsley Parent Carer Voice



## Focus on Carers

We currently provide the facilitation of the Carers Partnership Board for Knowsley and also hold a monthly, informal coffee morning session for carers to speak to Healthwatch about the services they access.

Activities have focused on the renewal of the carer's strategy. Working in partnership with the board, Knowsley Carers Centre and the Local Authority Commissioning Officer, Healthwatch has been able to help support community

engagement with the strategy development.

Healthwatch has led on a specific piece of work to understand the views of 105 carers who had been through the carers assessment process. This activity focused on the processes in place in the borough to provide a carers assessment and hear back from people who had successfully received an assessment. A full report on this activity was shared with the Carers Commissioner and influenced the process moving forward.



**“I have been involved in carers issues for quite some time and more recently I have been part of the Carers Strategy Group and Chair of the Carers Partnership Board.**

**Being involved in the development of the Carers Strategy and seeing it through to completion was great. Now as the monitoring of the strategy begins the two roles combine.**

**The role of Healthwatch is vital to the work already done and ongoing work could not succeed without the facilitation skills of Healthwatch staff”**

**Muriel O'Hanlon**  
**Chair of the Carers Partnership Board**



# *Understanding People's Experiences*

## Enter & View

The two key focus areas for our Enter and View work during this year has been with Nursing and Residential Care and at local Accident and Emergency departments.

The rationale behind the focus has been the need to continue to monitor the levels of quality in relation to Nursing and Residential care, driven by a steady flow of patient experience

information triggering visits. The focus on Accident and Emergency Departments flowed from our focused piece of work around access to primary care.

The Enter and View team has 28 authorised Enter and View team members. During the year refresher training and Safeguarding Alerter training has been undertaken with the team. A full list of the authorised representatives involved in the Enter and View team can be viewed on our website - [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)

16 Enter and View visits have been completed and we have worked closely with the Local Authority Whole Life Commissioning team and Knowsley Adult Safeguarding Board to contribute to ongoing management reviews for specific Nursing and Residential Care homes. As a member of the Quality Assurance and Standards Sub Group, we are able to share the community based views captured and Enter and View findings and contribute to a quality dashboard.

Healthwatch Knowsley has benefited from continued commitment from a strong

group of Enter and View Authorised Representatives. Roy Davies has provided the lead on behalf of the Management Committee for Healthwatch and is the champion for this area.



**“I find the easiest way to describe my role is as one of being the eyes and ears of the community of Knowsley when visiting Nursing and Residential Care facilities. I also provide a link to the management committee for Healthwatch Knowsley and an oversight for this work.**

**As lead and champion of Enter & View, I am able to ensure that each visit of the care home is undertaken in a professional manner whilst retaining the community perspective.”**

**Roy Davies  
Enter and View  
Champion**



Healthwatch has also partnered with Knowsley CCG to undertake Quality Visits to Nursing homes in Knowsley. This activity has informed the work of the CCG Quality Committee.



# *Understanding People's Experiences*

## **Signposting and Information**

Once again our signposting has been a key service area supporting Knowsley residents and helping to provide information about the routes into services. In many cases supporting people who are facing complex decisions, in relation to their health and social care.

Across this reporting period, we have provided this activity both through outreach focused activities in the community and through telephone-based signposting.

This has helped 503 community members' access services across 126 providers or service areas.

The signposting work has flowed from the community outreach focus held by the team. Across the year community members have been supported to access support with formal complaints processes, local advocacy services, Information and advice help, community based groups and activities and support groups.



# *Influencing Decision Making*

**Influencing decision makers with evidence from local people:**

## Producing reports and recommendations to effect change

Healthwatch Knowsley has produced 52 formal reports during the year, this has included quarterly reports to local trusts, information reports for commissioners, enter and view reports and specific provider reports. All published reports are available on our website: [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk).

## Hospital Care

Across the year we have captured 509 patient experience reviews regarding secondary care services. Patient experience reports are produced and shared on a quarterly basis directly with the two main acute care providers for Knowsley residents.

For St Helens and Knowsley Hospitals

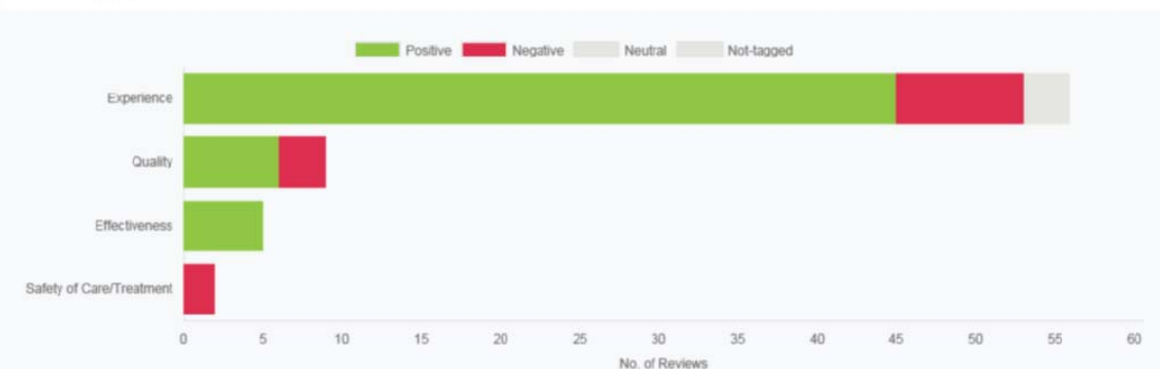
NHS Trust the information is reported and responded to through the Patient Experience Council and progress is monitored through the trusts Patient Experience Action Plan.











Using the Healthwatch feedback centre and the service provider right to reply feature we now have also seen the ability for the hospital to reply directly to and engage positively with patients to resolve concerns raised on the site.

Healthwatch is now able to report in detail on key areas such as treatment and care received, access to services and waiting times, communication and the care received by staff. Below is an example of the details provided in our quarterly patient experience reports.

### Themes Tagging



Theme name	Reviews	Positive	Negative	Neutral	Not Tagged
Experience	56	80% 	14% 	5%	0%
Quality	9	67% 	33% 	0	0
Effectiveness	5	100% 	0 	0	0
Safety of Care/Treatment	2	0 	100% 	0	0



# *Influencing Decision Making*

For Aintree University Hospital NHS Foundation Trust the quarterly reports are provided to the Patient Experience Executive Led Group.

All reports have been formally acknowledged in a timely manner and agreed mechanisms are in place for addressing any issues raised within the reports.

Janet Tildsley and Pauline Whittaker represent Healthwatch Knowsley within this area of work and take the lead as champions for acute care provision.



**Janet Tildsley**  
**Hospital Care Champion (Whiston & St Helens Hospital)**



**Pauline Whittaker**  
**Hospital Care Champion (Aintree University Hospital)**

An example of a piece of work that we have been involved with is linked to the Bereavement Suite at Aintree Hospital.

On 14th April 2016, Healthwatch Knowsley visited the Bereavement Suite at the Trust. This was an informal visit conducted by members of staff from Healthwatch Knowsley and Knowsley Carers Centre. The visit was undertaken as part of the End of Life workstream which both organisations are supporting the Trust in progressing.

The purpose was to look at the facilities from a community members perspective to try and gain an insight into the experience of bereaved people who visit the centre and to ascertain if there were any small changes that could be made to

try and ensure that visitors are as comfortable as possible during a very difficult time. Healthwatch Knowsley visited the suite and provided comments regarding the environment and the furnishings. Some suggestions were made about the décor of the room, though the trusts cleanliness protocols had to be adhered to when considering the refurbishment of the bereavement suite and viewing area.



The Trust took on board the comments and embarked on a project to refurbish the suite.

Throughout the year Healthwatch Knowsley and Knowsley Carers Centre have also worked with the Trust on improving the documentation given to bereaved people.

During May 2017, Healthwatch revisited the bereavement suite to see the changes that have been made. The entire area has been transformed into a tranquil space; the seating is comfortable yet practical; rooms are no longer called Viewing Rooms but are named after wildflowers; clinical flooring has been replaced.

Healthwatch would like to congratulate Aintree Hospital and Liverpool Clinical Laboratories on this excellent piece of work and extend thanks to everyone who contributed to this project and to the charitable organisations that donated funds so that the work could be carried out.



# Influencing Decision Making

## Quality Surveillance Group

Quality Surveillance Groups (QSG) were set up across England in response to the recommendations in The Mid Staffordshire NHS Foundation Trust Public Inquiry published in February 2013 (known as “The Francis Report”).

In June 2016 it was agreed to merge the Quality Surveillance Groups for Cheshire and Merseyside into one combined meeting, reflecting the footprint of the local NHS Five Year Forward View Sustainability and Transformation Plan (STP). There was some concern that the larger footprint could mean a loss of focus, and it is fair to say that it has presented some challenges, Healthwatch Knowsley has continued to actively engage with the expanded QSG.

We feel that we have been able to present our concerns about local services through the joint report produced with the Local Authority, Public Health and Knowsley CCG. We appreciate the support we have received from our colleagues at the CCG to ensure that the community voice is listened to.

All of the local Healthwatch organisations have benefitted from the support of a dedicated member of staff from the NHS England nursing team, who has taken the time to support us in preparing for the meetings and resolving issues that may arise.

Healthwatch Knowsley looks forward to building on the work that has been achieved by the combined QSG in the coming year.



## Safeguarding

Healthwatch Knowsley has a seat on the Safeguarding Adults Board and two further sub committees.

- The Quality Assurance and Standards sub-committee, gathers all the data and soft intelligence relating to care homes, domiciliary care providers and public health commissioned services and collates them into a dashboard. This committee is attended by commissioners from both the CCG and the Local Authority, as well as the CQC and Healthwatch. This enables us to have an up to date oversight of the state of care in the borough and ensures that all interested parties have a coordinated approach to any emerging issues or trends.
- The Safeguarding Adults Review Group, looks at any cases that may be considered for a Safeguarding Adults Review and considers whether they meet the criteria. This is carried out in line with recommendations within the care act. Healthwatch Knowsley provides a lay persons perspective to this group, ensuring that the views of the service users are always considered in any decisions that are made.
- Healthwatch Knowsley has previously chaired a Serious Case Review panel on behalf of the Safeguarding Adults Board and this year saw the publication of the final report. It was agreed that having Healthwatch chair the process meant that the person involved was kept at the heart of everything that happened and at no point did the panel prioritise policies



# Influencing Decision Making

over people. It was agreed that this method of reviewing cases was beneficial in helping to learn lessons for the future that Healthwatch would be asked to consider chairing some future.

- A second key focus for this year was supporting the Local Authority as it underwent a Peer Review of their Safeguarding procedures. In addition to aiding the Local Authority in connecting with community members as it transformed the way Adult Social Care is delivered, Healthwatch Knowsley supported community members to speak to the reviewers to share their experiences of engaging with the Safeguarding Board. Healthwatch Knowsley were very pleased to see that the final report produced noted the progress that has been made around Safeguarding in Knowsley.
- The final piece of work we have undertaken this year is contributing to the development days for the proposed Knowsley, Liverpool, Sefton and Wirral Combined Safeguarding Adults Board. The board will be formally launched in April 2017 and Healthwatch Knowsley, will represent the four local Healthwatch organisations on this Board and will report on progress in the coming year.

## Health and Adult Social Care Scrutiny Committee

Martin McDonagh has continued to represent Healthwatch on this committee. This has included involvement and joint working across key health priorities and Quality Accounts activities.



**Martin McDonagh**  
Health Scrutiny Sub-Committee Representative

We have worked in partnership with this committee to produce joint Quality Accounts commentaries for two of our local Trusts. This is an effective partnership arrangement to share the work around the responding to the Quality Accounts process. Further areas of work have included a focus on Dementia Services Review, Assistive Technology Strategy, Four Year Mental Health Plan, Knowsley Health and Social Care Transformation Programme.

Healthwatch has also supported the development of an Elected Member visit scheme to social care settings strengthening the members

Involvement in Quality Assurance. Training utilised within the Enter and View programme has provided materials to help support this activity.



**Jim Rogers**  
Champion for Safeguarding & Social Care







# *Influencing Decision Making*

## **Working with the local Clinical Commissioning Group**

As highlighted in previous sections, the work we undertake with Knowsley CCG provides Healthwatch with a route to influence commissioning decisions. Work undertaken ranges from the strategic Local Delivery Schemes linked to the NHS Five Year Forward View Sustainability and Transformation Plan (STP) and Locality Development Work through to the day to day issues around podiatry services or supporting community engagement and feedback around practice closures and mergers.

Paul Coogan is the Healthwatch Champion for the work with the CCG. Paul attends the Governing Body and also the Quality Committee. For the Governing Body a formal Healthwatch report is a standard agenda item and this give the opportunity to highlight key trends across any of the local services. Again with the Quality Committee, Healthwatch provide a patient experience story to open the meeting and we have been able to share a range of comments reflecting on End of life care through to waiting times at outpatient's appointments and experiences of accessing mental health services.

### **Paul Coogan Healthwatch Clinical Commissioning Group Champion**



It is felt that the challenge provided through Healthwatch is valued and responded to effectively through the CCG both on the individual concerns that we come across in the community to the ongoing commissioning issues around key service areas such as mental health, cancer care and community based services.

## **Work Linked to Mental Health Services**

Chris Whittle is the champion for this area of work and a main focal point is the monthly Positive Mental Health coffee morning hosted by Healthwatch. This session provides a route for carers and service users to talk about their experiences. Key themes that have been addressed through this route include Improving Access to Psychological Therapies (IAPT), Crisis Care provision, community based services and peer support and communication.

### **Chris Whittle Healthwatch Champion for Mental Health**



Long term Healthwatch has worked commissioners to look to develop a safe space option in the community for people living with a mental health condition. This has focused on both identifying the need within Knowsley for this resource and helping to co-produce the plans for delivering this for the local community.

The focus around IAPT has captured ongoing feedback linked to people's experience of access and specific sessions with the service provider.

Themes and trends raised have been shared on an ongoing basis to help shape the mental health strategies for the borough.

Regular weekly outreach activities at Knowsley Resource and Recovery Unit (Inpatient Unit) has provided 117 patient experience stories which has been shared with provider and commissioner. This again has provided a real insight to the

# *Influencing Decision Making*

experience that people have accessing mental health services and the value placed on the support received.

## Health and Wellbeing Board

Contributing to the priorities of the Health and Wellbeing Board has, since the launch of Healthwatch, formed a key area of activity.



Mary Spreadbury has continued to represent the views of the community at this board. Throughout the year we have contributed to key strategic areas such as:

- Better Care Fund
- Joint Health and Wellbeing Strategy
- Delivering the Forward View
- Reviewing the Commissioning Plans of Partner Organisations
- Health and Wellbeing Campaign Plan 2016/17
- Knowsley's Children and Young People's Plan 2016 - 2020
- Mental Health Triage Car
- Children and Young People's Mental Health Transformation Plan

Again for the coming year we will be working to ensure that the experiences of local community members captured will be influencing the work of the board.

**Mary Spreadbury**  
Health & Wellbeing  
Board Representative



## Working with Public Health Knowsley

During the year we have worked with Public Health in Knowsley through the Promoting Healthy Living group, this involved a number of campaigns and initiatives that have been both supported

and promoted by Healthwatch Knowsley.

- **Pay it Forward**—On 28th April 2016 Healthwatch with the support of Public Health and neighbouring agencies provided activities to promote Pay it Forward Day, to encourage people to complete a random act of kindness.



Activities during Pay it Forward Day 2016

- **IT Campaign**—Healthwatch members both supported and promoted the IT Campaign, which encourages people to speak openly about cancer.

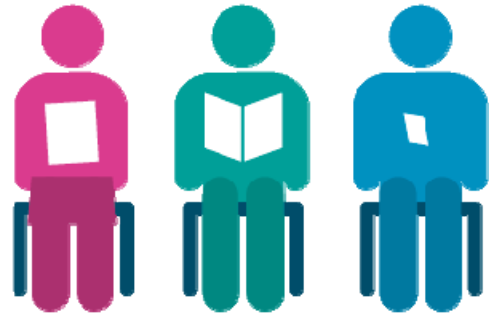


Healthwatch members supporting the IT campaign

- **Give Up Loving Pop (GULP)** - Healthwatch promoted this campaign through the regular bulletin, e-bulletins and social media, to encourage people to give up sugary drinks.
- **Keep Antibiotics Working**—this campaign was highlighted within the bulletin to provide information about the correct use of antibiotics.
- **Flu & Shingles Vaccinations**—information about flu and shingle vaccinations was highlighted within the Knowsley Older People's partnership section of the bulletin to advise about the need to get vaccinated during the winter period.

## Access to Primary Care Services

We have focused on two areas as part of a special enquiry linked to our priorities and patient experience trends. These include a focus on primary care and a focus on domiciliary care within Knowsley.



### Focus on Primary Care

The springboard for this piece of work was the Healthwatch Knowsley Annual Event held in July 2016. During the event the membership of Healthwatch and stakeholders were asked to help set the top priority for 2016/17. This was a vital activity in understanding the direction of travel that community members wanted Healthwatch to take and the key issue that needed to be addressed. Access to primary care was identified as the focus and the following activities took place in response to this priority.

During this piece of work we have used a variety of methods to find out local people's views on accessing primary care services. This includes:

- A call for evidence, encouraging community members to contact Healthwatch and share their experiences of accessing primary care services. This activity encouraged community members to provide feedback using the Healthwatch Knowsley web-based feedback centre. This also utilised social media avenues to encourage feedback.
- To gain the views of a key audience who access Health services, Healthwatch Knowsley visited and presented at the roadshow activities for Knowsley Older People's Voice. This took place in September 2016 and 130 community members in total provided feedback about access to primary care.
- To gain the views of younger people the local community college was visited on 8 occasions throughout this activity and 46 patient experience feedback forms were completed by the students and young people. Healthwatch staff members also took the opportunity to encourage feedback through the Healthwatch Knowsley feedback centre.
- Volunteer and staff members also visited 10 GP practices and spoke directly to patients regarding their experiences of accessing primary care services on the day.
- Further to this 6 Enter and View visits also took place at the two local Accident and Emergency (A&E) Departments who provide services to Knowsley residents. The aim of



# *Special Enquiry*

these visits was to understand from a patient perspective if the respondents had tried to access Primary Care services prior to attending A&E. (137 patients in total took part)

In total these activities gathered 783 Patient Experience comments which in turn has informed our Access to Primary Care Services report.

Learning from this piece of work has identified that many residents have found the levels of treatment and care to be really positive. The analysis shows that over a third of patients who commented on the service they receive at their local GP Practice rated it as “Excellent”. A total of 274 people commented on the treatment and care they received whilst at their GP service and of those people 220 told us that they had a positive experience of their service.

Whilst the majority people are telling us that they are happy with the treatment they receive and rate the staff quite highly they are experiencing issues with access to services and the administrative procedures at their practice.

Analysis of the comments received showed that by far the most negatively commented areas are access to services and administration. Further analysis of these comments highlighted three key themes:

- Difficulty using the appointment booking system (92 comments)
- A long wait for an appointment (110 comments)
- A long wait at the appointment (40 comments)

This piece of work has provided a



baseline to understand the current picture and the recommendations requiring a response moving forward include:

- A locally focused campaign needs to be undertaken to inform the community of the current pressures on primary care and how the community can help ease the pressure.
- A further piece of work to be undertaken to understand patient’s preference in how they would prefer to access appointments.
- Explore the area of patient choice and how practices can work closer together to provide a range of options across a geographical area.

The final report for this area of work will be shared with the Clinical Commissioning Group Primary Care Committee and we will continue to progress this priority over the coming year.

**Rosemary Sowerby**  
Champion for Primary  
Care Services



## Domiciliary Care

Work during the year has continued in partnership with the Local Authority Whole Life Commissioning team to understand the views of community members who receive domiciliary care services in their own home. This has taken the form of telephone based surveys directly with the person receiving the service or a family member.

A randomised selection of people who are in receipt of domiciliary care were selected each month and Healthwatch Knowsley wrote to each person inviting them to take part in a survey.

In total 529 community members were invited to complete the survey and we have received feedback from 295 people.



Key questions, including the following, have been utilised to understand people's views on the service:

- Do your care workers arrive with 15 minutes of the time they are meant to?
- If your care worker is going to be late are you told in advance?
- Do the care workers stay the amount of time they are meant to?
- If your care workers prepare meals for you, do they offer you a choice of what to eat?

This piece of work has provided a good indication of the levels of satisfaction with the service, areas for concern to be addressed and the final report submitted to the Local Authority is being used to influence contract monitoring and future service commissioning.

“Only problem is when carer is off - you don't know who is coming. They are all lovely with me and stay with me.”

“Carers have never been late - I am very lucky”

“Very disconcerting in the morning - carer should arrive at 8am but arrives at 8.25am because she has been doing a 7am call - this happens a couple of times per week”

“Don't have a regular care worker - they are different all of the time - would like to know why I have not got a regular care worker”

“Regular carers are fantastic. Can't fault them, they have my mums best interest at heart. Very caring for my mum - it is the inexperienced girls that are the problem.”





# *Our plans for next year*

## **Our Priorities and Objectives for 2017/18**

Our special enquiry activities for this reporting period were set through our ongoing community based outreach and a specific annual event. We will again host an annual event in the coming year to seek the views of Healthwatch members and stakeholders on a special enquiry area to focus on.

We feel strongly that we have been part of the solution in helping to impact across service design, commissioning and provision. It is clear that more can always be done ensure that community members and patients are receiving the best levels of care and support across the following areas.

- Mental health service provision
- Domiciliary care
- Hospital discharge
- GP appointments and access to primary care
- Hospital care provision
- Enter and View (nursing and residential care focus)
- Outreach-based signposting

Therefore we will continue to retain a focus across these key priority areas.

GP Appointments and Access to Primary Care and the recommendations published through our special enquiry will require further work and it is hoped that this work will utilised to inform NHS Five Year Forward View Sustainability and Transformation Plan (STP) work locally.

For the coming year we plan to refresh the business plan for the organisation and review progress to date with a view to ensuring that we are delivering on the expectations of a local Healthwatch.





Below is a summary of income and expenditure for Healthwatch Knowsley for 2016-17

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		171,000
<b>EXPENDITURE</b>		
Office costs		22,175
Staffing costs		141,709
Operational costs		7,423
<b>Total expenditure</b>		<b>171,307</b>
Balance brought forward		12,226

**5 Boroughs Partnership NHS Foundation Trust** - provides community and mental health services within Knowsley. This provider has now changed its name to North West Boroughs Healthcare NHS Foundation Trust (April 2017)

**Better Care Fund** - a single pooled budget to support health and social care services to work more closely together in local areas.

**Care Quality Commission (CQC)** - makes sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high quality care, and encourages these services to make improvements.

**Carers Strategy for Knowsley** - a working document which sets out to deliver support and services that reflect the priorities for carers in Knowsley.

**Clinical Commissioning Group (CCG)** - group of General Practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services including, planned hospital care; urgent and emergency care; rehabilitation care; community health services; mental health and learning disability services.

**Commissioning** - a means of joining up resources to focus on improving outcomes for people in the most efficient and effective way both now and into the future.

**Commissioning for Quality and Innovation (CQUINs)** - a framework to support improvements in the quality of services and the creation of new, improved patterns of care.

**Community Interest Company (CIC)** - a type of company, designed in particular for social enterprises that want to use their profits and assets for the public good.

**Disclosure & Barring Service (DBS)** - helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children.

**Domiciliary Care** - also known as homecare, is the delivery of a range of personal care and support services to individuals in their own homes.

**Enter and View** - visits completed by authorised representatives to publically funded health and social care settings.

**Governance** - is the process of providing strategic leadership, it entails the functions of setting direction, making policy and strategy decisions, overseeing and monitoring performance, and ensuring overall accountability.

**Health & Wellbeing Board** - a Board where key leaders from the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities.



**Improving Access to Psychological Therapies (IAPT)** - a mental health service providing treatments for people with anxiety and depression

**Joint Health & Wellbeing Strategy** - a plan to show the commitment and vision to address the health and wellbeing priorities within Knowsley.

**Knowsley, Liverpool, Sefton and Wirral Combined Safeguarding Authority** - Safeguarding agencies across Knowsley, Liverpool, Sefton and Wirral working together to ensure that adults are able to live in safety and free from abuse and neglect.

**Knowsley Older People's Involvement (KOPV)** - a vibrant older people's forum, which has membership of 500+ older people across Knowsley.

**Knowsley Safeguarding Adults Board** - co-ordinates the work done by each individual or agency represented on the Board for the purposes of safeguarding and promoting the welfare of adults in Knowsley and upholding the right of all adults to live their lives free from violence, abuse and neglect.

**LHM Media** - a web solutions provider, who are the development team for the Healthwatch Knowsley Feedback Centre.

**Local Accounts** - explains to residents how well local adult social care is supporting people in their local area. Local accounts are important because they give information about how people are supported and where the Council and its partners are doing well and where they need to get better.

**Multi Agency Safeguarding Hub** - brings together agencies from services that have contact with children and adults at risk to make the best possible use of their combined knowledge to keep them safe from harm.

**NHS Five Year Forward View Sustainability and Transformation Plan (STP)** - The NHS and local councils have formed partnerships to improve health and care through developing proposals built around the needs of the whole population in the area, not just those of individual organisations. This has now been changed from Plan to Partnerships (17/18)

**Patient Advice & Liaison Service (PALS)** - a service that provides confidential advice, support and information on health-related matters.

**Primary Care** - Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS. Primary care includes general practice, community pharmacy, dental, and optometry (eye health) services.

**Quality Account** - a report about the quality of services by an NHS healthcare provider. The reports are published annually by each provider, including the independent sector, and are available to the public.



# *Glossary*

**Quality Assurance Standards Sub-Group** - a sub-group of the Safeguarding Adults Board, which has been established to gather intelligence at an earlier, preventative stage to address quality and safeguarding concerns.

**Quality Surveillance Group (QSG)** - the QSG engage in the observation of quality at a local level by those closest to the detail and most aware of concerns. They will not only consider information and intelligence but also be able to work together to take action to lessen quality failure.



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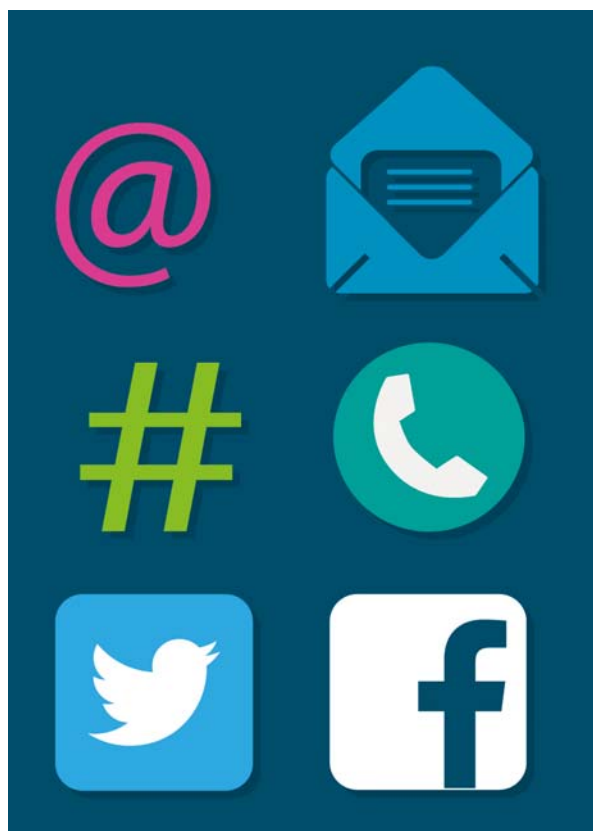
Website: [www.healthwatchknowsley.co.uk](http://www.healthwatchknowsley.co.uk)



@HWKnowsley



Healthwatch.Knowsley



We will be making this annual report publicly available on 30 June 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.

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