

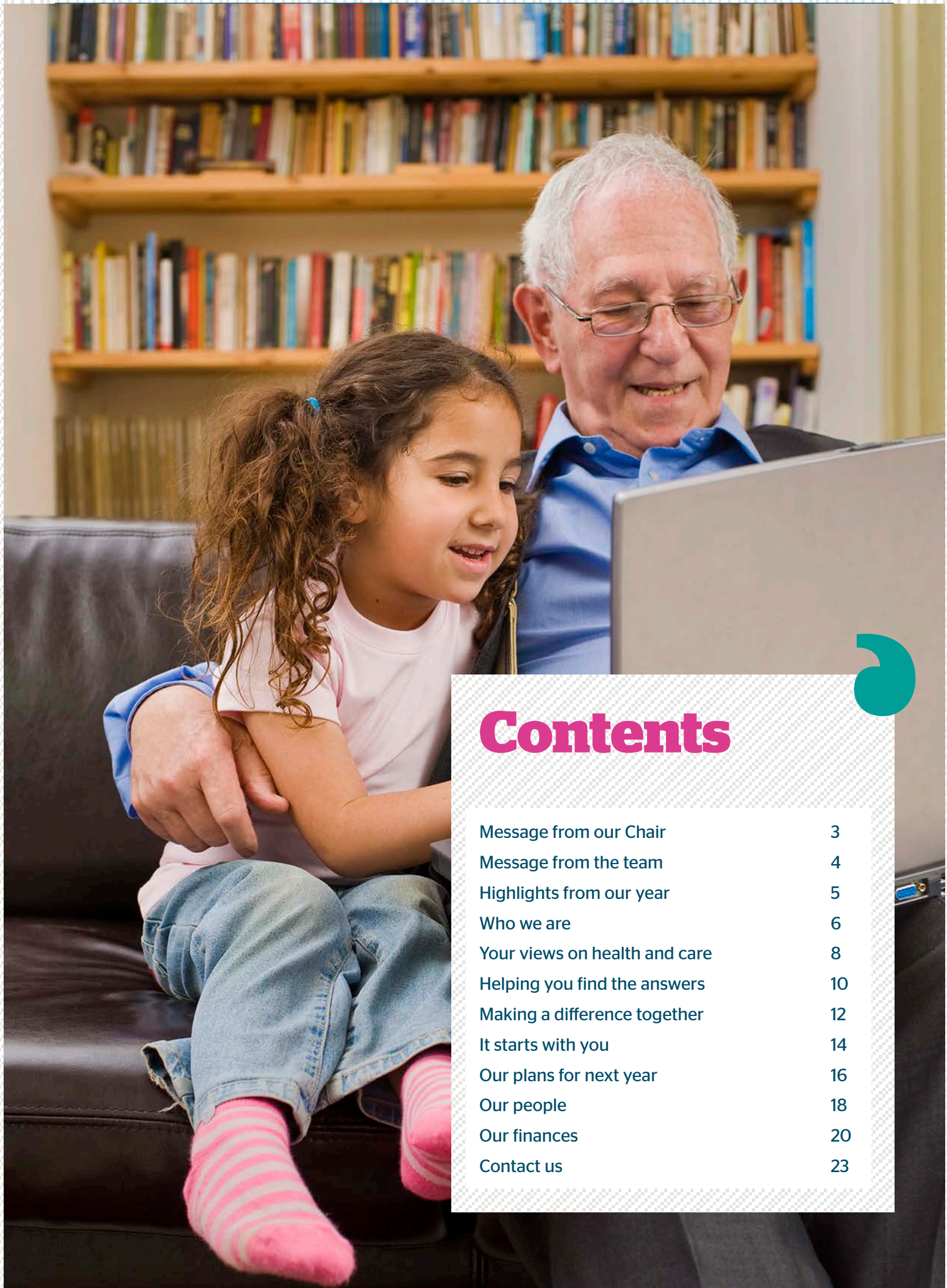


healthwatch
Devon

Healthwatch Devon

Annual Report 2017/18

5



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Message from our Chair

During the reporting 12 month period Healthwatch Devon has said goodbye to one chair, Sue White, and welcomed in another, David Rogers (myself) at our AGM in October 2018.

To those staff and volunteers who have left we must thank them and bid them well but also welcome others who have joined us. Together we will all continue in our commitment to serve Healthwatch and people in Devon.

The last year has seen increasing attention in the media on health and care. The NHS 70th anniversary in July of Nye Bevan's ambitious and creative inauguration of free healthcare for all in 1948, will continue the public's debate on future services.

Devon has seen the growth of two new towns, Cranbrook and Sherford in the East and West of the County. These developments, together with our ageing population, is forecast to raise demand and expectations affecting future services. The government's pending Green Paper on the future of Social Care for Older People will also challenge commissioners and pose questions for consumers.



David Rogers



Sue White

For Healthwatch Devon this snapshot on the future will require our Board of Trustees to review, revisit, debate our Forward View and decide how our ever-reducing budgets will enable us to do our job. What we prioritise and what we will continue to deliver, working alongside partner organisations, will form our working agenda for the year to come.

Finally, as a Charitable Incorporated Organisation with a registered membership, we would like to assure our members and supporters of the protection of personal information, in line with changes to Data Protection legislation. We sincerely hope our membership will continue to grow and help us in our debate on the future model of services delivered to the public of Devon.



Message from the Healthwatch Devon team

Healthwatch Devon has been fortunate to have a close working partnership with Devon Communities Together and Citizen's Advice Devon Healthwatch Champions.

Now more than ever, we will continue to build on these relationships to increase our reach and position in Devon, providing opportunities to meet with, and listen, to the public.

During the coming year we look forward to working closer with Libraries Unlimited, Living Options, who deliver engagement opportunities and a wide range of commissioners, providers and voluntary sector organisations that share our aspirations for a healthier and informed community.

At a strategic level Healthwatch Devon see the need for even greater collaboration with neighbouring Healthwatch Torbay and Healthwatch Plymouth to provide feedback to commissioners and providers alike. Preventing ill health and promoting people's independence through the provision of more joined up services, in or closer to people's homes, is a shared aim of all who work with our community.



Team celebrate becoming a Dementia Friendly Organisation.

Through our helpline, feedback forms and public surveys, we will continue to collect patient experience. We will ensure that this information is available to those responsible for services and people are informed about how information is shared and what the outcomes are.

As health and care services continue to be reviewed, remodelled or re commissioned our Board, staff team and volunteers will continue to ensure that user involvement is integral to these changes.

Highlights from our year



160k

Is the total number of people we've reached on social media this year



Our **23** volunteers help us with everything from visits to events



We've met thousands of people at **18** community events



Our reports have tackled issues ranging from Prescriptions Access to NHS Dentists



We had **500** responses to our end loneliness project

We've heard from **2,415** people this year



Who we are



Healthwatch Devon is the independent health and social care champion for Devon. Since Healthwatch Devon was introduced in 2013, thousands of people have shared their views and experiences with us in relation to their local health and social care services.

People need services that work for them, their friends and family. That's why we listen to experiences of health and care – both good and bad. We represent the voice of the people of Devon to encourage those who run services to act on what matters to them.

As well as championing people's views locally, we also share them with Healthwatch England who make sure that the government put people at the heart of care nationally.

Health and care that works for you

People want health and social care support that works – helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

- + To find out what matters to you and to help make sure your views shape the support you need.
- + People's views come first – especially those who find it hardest to be heard.

We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

Meet the team

Board of Trustees

- + Julie Horsley
- + Heather Mills
- + David Rogers OBE, Chair (from October 2017)
- + John Rom (until June 2018)
- + Sue White, Chair (until October 2017)
- + Rosemary Whitehurst

The staff team

The staff team of six paid staff and volunteers, deliver the day to day services and during 2017-18 were managed by a Chief Executive, reporting to the Board of trustees.

We would like to thank them for their hard work on behalf of the people of Devon and wish those who have moved on all the best in their new roles.

- + Tracey Dyer, Enquiries and Referrals Officer
- + Caroline Lee, Partnership Officer

- + Claire Porton, Company Secretary and PA to the Chief Executive
- + Colin Potter, Chief Executive (August 2017 - May 2018)
- + Cara Stobart, Communications Officer (Until April 2018)
- + Agnieszka Szpinda, Engagement Worker for Children and Young People
- + Clare Taylor, Events Administrator (until March 2017)
- + Claire Tarr, Information Officer
- + Howie Watkins, Chief Executive (until July 2017).

Our Volunteers

Our volunteers are vital to our work. They bring skills, experience, compassionate ears, and their time. They help with enquiries, run events, represent us at meetings, help with publicity, and so much more. Our volunteers will continue to play a key role in delivering Healthwatch services in accordance with the current recruitment, selection and training programme.



Your views on health and care

Healthwatch Champions, provided by our delivery partner Citizens Advice Devon, are a key part of our team. They provide advice and support about health and social care services and deal with specialist queries and case referrals.

As well as face to face support they provide an advice line service. These are typically the top themes of enquiries received by each of the regions.

We've heard from
citizens advice
2,071 people

Advice line enquiries

North Devon & Torridge

- Prescription charges
- Residential care charges
- NHS low income scheme
- NHS costs & charges

Mid & West Devon

- Prescription charges
- Social care service assessments
- Service for carers
- Care at home

Exeter

- Prescription charges
- Community care financial assessments
- Quality of diagnosis, care or treatment
- Charges and payments

East Devon

- Charges & payments
- Prescription charges
- Eligibility criteria & assessment
- NHS low income scheme

South Hams

- Care assessments
- Complaints management
- NHS low income scheme
- Inpatient care

Teignbridge

- Care assessments
- Community care assessment eligibility
- Eligibility criteria & assessment
- Challenging community care decisions





Exeter Pride 2017

Listening to local people's views

- + We gather views through *Have your say* feedback forms available printed and online. The information we collect informs quarterly reports that are shared with our Commissioner, the public and Healthwatch England
- + We conduct regular surveys by email, online, in our quarterly magazine and at events which have explored people's views about NHS Dental Services, products routinely available on prescription, and how to tackle loneliness
- + **What the Health** radio shows discuss issues of concern to young people, including exam stress, mental health and gender issues. It is produced and delivered by young volunteers who achieve an average of 600 listeners per show
- + We connect with people through Facebook and Twitter, taking part in groups and sharing conversations specific to health and community groups, such as sharing a British Sign Language survey with Deaf community groups in Devon
- + We participate in events around the County, such as agricultural shows, health and wellbeing events and a variety of community focused events in Exeter
- + Our Helpline is a place for people to tell us their story, good or bad. We focus on positive outcomes and have been able to help people resolve their issue by working with Champions and health service organisations

Making sure services work for you

We have recruited and trained a team of volunteers to visit care homes in Devon.

The Local Government and Public Involvement in Health 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 care homes, GP practices, dental surgeries, optometrists and pharmacies.

Taking a look at what good care is, the team launched the programme with two pilot visits, 1 in North and 1 in West Devon in readiness to roll out the programme in 2018. For example they found:

- + relatives need to know more about the variety of options and pathways available to their relative or friend as their needs change
- + Examples of feedback and how it has been acted on could be displayed in the reception area for visitors to see

You can share your views



Helping you find the answers



How we have helped the community get the information they need

A family were struggling to access dental treatment from their registered practice. We provided information for the emergency dental centre so they could access short term treatment.

A person was supported by a Healthwatch Champion to make a complaint to NHS England after their GP surgery sent a letter containing personal details to another patient.

Anna was anxious about filling in a PIP review form and having a PIP assessment in her home. She had not received an explanation about this process and was extremely worried about it. A Champion reassured her that this was normal procedure. However, Anna asked the Champion if they would attend this assessment with her as she was very anxious. The Healthwatch Champion was happy to do this and provided support while the assessment took place.

A mum's story

A mum who is a qualified nurse gave up paid work so she could look after her terminally ill young adult children who need constant, round the clock care.

Devon County Council refused any payment, stating that if she lived next door to her children, she would receive the payments but their policy did not allow this while she was living with them.

The Healthwatch Champion helped the mum write a letter regarding the situation, explaining the possible consequences of not being able to pay their mortgage and the children then having to be moved into care.

The mum is over the moon that the decision was overturned due to the exceptional circumstances. She will now receive some funded care hours, so she can continue caring for her children at home for the time they have left.

Read our full [Accessing NHS Dental Care](#) report here



Making a difference together



Diocese of Exeter and Healthwatch Devon Loneliness Conference

How your experiences are helping to influence change

- + We share reports and surveys with Healthwatch England, collating evidence using the Healthwatch Network CIVI database, recording people's experiences and opinions which inform and influence the health and social care agenda nationally
- + We have been involved in the re procurement of children and young people services contract for Devon alongside Health and Social Services, which includes the areas of Torbay and Plymouth
- + We sit around tables with organisations who have the power to make change happen and advocate for the community voice

Thanks for your commitment and participation to enable the [Children's Procurement process] to develop and take place. It was quite big and confusing at times, but it feels like we enabled a difference to be made.

Jo Curtis, Patient Engagement Lead, South Devon and Torbay Clinical Commissioning Group

Working with other organisations

- + We work together with Healthwatch Torbay, Healthwatch Plymouth and Living Options to deliver public engagement in Devon
- + We share people's experiences, reports and recommendations with providers, commissioners and Care Quality Commission inspectors
- + We work with Devon County Council Quality Assurance and Improvement Team, sharing insights that help inform service delivery, as part of our Good Care Matters initiative
- + In this large rural county people often travel across boundaries to neighbouring authorities to access specialist health services and across different providers. In recognition of cross patient flow Healthwatch Devon works with adjacent Local Healthwatch to ensure experience is shared

How we've worked with our community

We are having conversations with people in our community in a variety of different ways:

- + Quarterly magazine *Voices* circa. 4000, available in print and in a digital format
- + *Have your say* feedback forms, where people share their experiences that inform our reports
- + Social media pages and community groups
- + Online in the form of polls and feedback forms
- + In person at community events
- + On the radio, reaching children and young people through regular *What the Health* shows
- + On TV, featuring on both BBC Spotlight and ITV Westcountry in 2018
- + Through links with our delivery partners who run the 'Engagement Gateways'

We have taken these sentiments and stories and produced reports for providers and commissioners to help inform their decision-making.

- + Views about products routinely available on prescription
- + Accessing NHS Dental Care

As part of the Healthwatch Devon team volunteers and champions are a vital part in having these conversations. They ask people their stories, make visits, attend events, offer support in the office, follow and share our social media presence and support the processing of data that has been collected.

David thanking Healthwatch Ambassador Ken Cornish



it starts with
YOU



We find a genuine desire from service providers and trusts to hear from people when they don't receive the service they should.

#ItStartsWithYou

By listening to and sharing people's stories we have often been able to make a positive impact on their experience of health and care services in Devon.

A caller wanted help understanding what had happened to her husband

Mrs A, whose husband had passed away, was looking for an explanation and support to help her understand what had happened as she felt the hospital and paramedics were to blame for her husband's death.

Mr A had suffered with kidney problems and was a dialysis patient but otherwise well in his wife's eyes. However, when Mrs A received the death certificate it stated kidney cancer - so Mrs A believed that the hospital had not diagnosed this, and it had subsequently led to Mr A's death.

On the day of his death Mr A was feeling poorly and an ambulance was called. Two Paramedics attended but after spending an hour at their home they left, confident that Mr A did not require a hospital visit. A few hours later an ambulance was called again; this time two land ambulances and the air ambulance attended Mr A who died at home that day.

On behalf of Mrs A, a Healthwatch Champion wrote a letter of complaint to the hospital and the ambulance service. The letter stated that Mr A had not been treated properly and they had missed a diagnosis of cancer.

In the formal responses, both organisations offered a face to face meeting with Mrs A and

the Healthwatch Champion to help her ask any questions she might have.

- + In the meeting with the hospital consultant it was explained that Mr A had been diagnosed with kidney cancer and that his operation had not been straightforward. Mrs A realised that her husband had been keeping the extent of his poor health from her so as not to worry her and to protect her
- + During the meeting with the ambulance service Mrs A discovered that Mr A told the paramedics who went to their home first visit that he would not go to hospital with them. It was his wish to be at home with his wife when he died. With this knowledge, Mrs A realised the paramedics were responding to Mr A's wishes and were not at fault

These meetings exceeded Mrs A's expectations and were reassuring and comforting for the devastated spouse. It has enabled her to fully understand what happened to her husband.

Sharifa Hashem, Patient Engagement Manager at South Western Ambulance Service NHS Foundation Trust

We understand the loss of a family member can be a very difficult time for families and loved ones. During the ambulance crew's attendance the patient expressed clearly that he did not want to go to hospital and was deemed to have capacity to make his own decisions. This is a truly sad case, but the ambulance crew could not have foreseen the patient's rapid decline. We hope family and friends are able to find comfort following the investigation.

Our plans for next year

Mission

To gather, publicise and escalate views about people's experience of health & social care services in Devon, in order to inform and improve the access to, and experience of, health and social care

Vision

Everyone, everywhere, has the information they need about the health and social care experience in Devon which is used to choose, deliver, plan and monitor high quality services

Values

- Partnership
- Independent
- Challenge
- Inclusive
- Focused
- Integrity

Strategic aims





This photo was taken by Ken Holland, winner of our Loneliness project photo competition, title *Ignored*. Judges were The Right Worshipful the Lord Mayor of Exeter and Trustee Rosemary Whitehurst in November 2017.

What next?

The main things that we need to do over the next 3-5 years are:

build new partnerships

Develop new partnerships to improve reach and increase data sharing.

reach more people

Achieve better reach into diverse communities; urban, rural, online and unheard voices.

better evidence of people's experience

Build the biggest and best evidence base on people's experience of services in Devon.

better use of evidence

Improve the use of the data by commissioners, service providers, consumers and others - especially for improving service quality and managing risk.

more feedback generated

Encourage continuing feedback by showing that the evidence we collect gets used.

providing information and signposting

Give information and offer support about services, and signpost to other support services so people can make informed choices.

Everyone, everywhere, has the information they need about the health and social care experience in Devon which is used to choose, deliver, plan and monitor high quality services

Our people



How we involve the public and volunteers

Healthwatch Devon have continued to follow the agenda for change in Devon's Sustainability and Transformation Plan, working alongside colleagues from Healthwatch Torbay and Healthwatch Plymouth. We attend various working groups looking at change, meet regularly with the Directors of Communications for the Clinical Commissioning Groups, attend their Engagement Committee and sit on the monthly Clinical Cabinet that has oversight of the different service reviews.

Healthwatch Devon welcomes the closer co-operation and working relationship between the two Devon Clinical Commissioning Groups during the last 12 months. We note the willingness to work collaboratively to achieve quality services across Devon, but continue to lobby for greater opportunity for public engagement and debate in the agenda for change that affects us all.

In January 2018 Healthwatch Devon, Healthwatch Plymouth and Healthwatch Torbay were asked to give feedback to Healthwatch

England regarding the Sustainability and Transformation Partnerships process and public engagement for submission to the House of Commons' Health Select Committee Chaired by Dr Sarah Wollaston MP. We shared our critique of limited public engagement during the previous nine months. Healthwatch Devon will continue to lobby for better public dialogue and involvement in any future locally integrated health and care system.

People can become our people

People in Devon have the opportunity to attend Healthwatch Devon Board meetings.

Attendance at the charity's AGM in October included volunteers, commissioners and partners from a range of agencies.

The Board of Trustees are always keen to hear from interested persons with relevant skills to help us continue to govern and expand the activities of the Charity.

The most important people to Healthwatch Devon must be the people we serve. Please continue to share your thoughts and experiences, good or bad, of services across health and social care in Devon.



Our finances



Healthwatch Devon is a registered charitable incorporated organisation (CIO) number 1155202; it provides a statutory (Health & Social Care Act 2012) local healthwatch service under a contract held with Devon County Council. In this, and through a number of partnership arrangements, it seeks to promote the 'voice' of all those who use health and care services in plans for the commissioning and provision of those services.

Annual accounts 2017-18

We are not required to submit audited accounts, but our financial systems and records are subject to independent examination (Charities Act 2011). The Trustees appointed Griffin Chartered Accountants as accountants and as independent examiner.

A full statement of accounts for the year ended 31 March 2018, and a Trustees Annual Report will be submitted to the Charity Commission following formal acceptance at our Annual General Meeting on Wednesday 17 October, 2018.



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	410,000
Additional Income	2,955
Total income	412,955
Expenditure	£
Operational costs	144,024
Staffing costs	124,714
Office costs	89,099
Total expenditure	357,837
Balance brought forward	55,118



**The views and stories
you share with us are
helping to make care
better in Devon**

Helen Imber
Healthwatch Devon Volunteer

Contact us

Get in touch

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Twitter: [@HWDevon](https://twitter.com/HWDevon)

Registered Charity Number: 1155202

We will be making this report publically 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 Devon County Council.

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