healthwatch Suffolk

We're Healthwatch Suffolk

We use your views on NHS and social care services to make things better



Annual Report 2017/18

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If you would like this report in another format or language, please contact us on 01449 703949.



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Welcome

We are Healthwatch Suffolk. Our aim is to shape, influence and improve health and social care services in Suffolk by listening to your experiences and making them known in the places that matter. In this report, we will showcase all of the work we have been doing to ensure local services are shaped by your stories of care in the county.

Welcome from our Chair (Dr. Tony Rollo) and Chief Executive (Andy Yacoub)

This year saw the publication of the final report that followed our work in schools to understand more about what impacts upon the emotional wellbeing of our youngest residents.

The success of the project would not have been possible without the commitment of the schools that took part, our own staff and also the young people who shared their views.

Throughout the year, we have continued to generate thousands of stories from people using our health or social care services. The comments are hugely important to us. We want to stress that they are used by us to influence commissioners and providers of care, to collaborate with key decision makers, and to report on the changes that we help to bring about.

Our engagement with stakeholders has become ever more collaborative this year, with new opportunities developing to strengthen these relationships and to find shared benefit from working together. This helps us to obtain more experiences from local people and to effect improvements in the care being provided to people in Suffolk.

On behalf of our Board of Directors, we would like to thank our staff. They are truly passionate about seeking the best possible outcomes for our local communities. We would also like to thank our volunteers, without whom we could not possibly make the same impact.

Our focus for the future is to keep local voices at the forefront of NHS and social care delivery in Suffolk. We will drive for higher levels of co-production and inclusion as our local health and care leaders continue to develop their plans for sustainable services in the future.

A few stats...

40,418 sessions recorded on our website.

3,741 followers of our content on Twitter. Over **2 million** Twitter impressions since 2013.



Our reports explore views on services from young people's mental health, to care homes and GP practices.



We have visited **5** services to talk to people about their care (see page 22).



43 volunteers have helped us to reach local people and to complete various tasks (see page 85).



We engaged people at **922** events, meetings and groups across the county (see page 7).



Over **200** people signposted to local services for support (see page 27).



6,800+

Responses to our surveys and projects (see page 33).

2,116

Comments logged onto our Feedback Centre from people using services.



01 Listening to local views

Reaching communities

We find out what local people think about health and social care services in Suffolk. That means we must be present within communities to tell people about what we do and obtain their experiences of using local services.

Our team of three Community Development Officers (CDO) and one Community Development Manager have been active this year attending many events, meetings and community groups across the county.

The CDO team:

- Recruits and trains volunteers
- Encourages participation in our research and projects
- Develops relationships with key partners who work in the voluntary, private and statutory sectors
- Develops mutual partnerships with organisations that support our work
- Signposts people to information that can help them to get the best out of local services
- Encourages people to become members
- Raises awareness of Healthwatch Suffolk and other health and care organisations, many of which are our partners
- Obtains feedback from communities



Our CDO team attended 922 events, meetings and activities in 2017/18.

By reaching out into local communities, we hope to encourage more people to share their views with us. That is why our team has worked hard to reach as many people as possible throughout the year.

This has included attending large events to talk to the public about how we can make a difference such as the Suffolk Show 2017 and the Indian Summer Mela that takes place in Ipswich each year.

We are also expected to engage with some specific groups as follows:

Young people under the age of 21

In addition to our "My Health, Our Future" project work (see page 34),

we have spoken with young people across the county. Such engagement opportunities have included:

- SENDIASS (Special Educational Needs, Information, Advice and Support Service)
- Parent and Toddler groups (4 different ones in Ipswich) enabling us to get a picture of the issues around Tongue-tie diagnosis/ service
- Speaking to new mums in GP practices and in partnership with the West Suffolk Maternity Voices Partnership (see page 60)
- Parents group at Ipswich Hospital NHS Trust
- Attendance at events run by Suffolk Parent Carer Network
- Engagement sessions within nursery and playgroup settings

Information about us is also available to young people who visit The Source website managed by Suffolk County Council.

People over the age of 65

This year we have visited services that provide care to older people (see page 22). Some examples of places our team has reached older people for their views are as follows:

- Regular engagement in GP practices across Suffolk (see page 50)
- Beccles Stroke Support group.
- Specific groups (e.g. Top Time) held within local libraries
- Community Coffee mornings in a range of villages including Stonham Aspal, Capel St Mary and Thorndon
- Buxhall over 60s group
- Rickinghall Day Centre
- Lavenham Golden Age Fair run by the Rural Coffee Caravan

Please see our section about working with others (from page 40) for more examples of how we have engaged with older people in the county. This includes our partnership work with the Rural Coffee Caravan (see page 58).

Vulnerable people

Please see details of work completed by our Mental Health Focus Group and Black and Minority Ethnic and Diversity group throughout the year from page 14 .

One of our CDO team members worked closely with the Advice Team at the Chapman Centre in Ipswich and also The Salvation Army to engage people who are homeless.

Read more about our work with children and young people this year from page x.





Our Community Development Team engages people in communities across Suffolk to hear their views about local services.

This enabled us to record views and signpost to local support.

Other examples of engagement with vulnerable people include:

- Attendance at a women's health event run by Suffolk Refugee Support
- Event hosted by WASSUP (Women Against Sexual Exploitation and Violence Speak UP)
- Attendance at meetings of the Ipswich and Waveney Domestic Abuse forums
- Attendance at the James Paget University Hospital's Learning Disability Day where we spoke with over 50 people and their support workers
- Engaging people who may be rurally isolated by working together with the mobile library service
- Groups managed by Leading Lives
- Breathe Easy support groups
- Together Tuesday group in Hadleigh
- Visits in partnership with the Rural Coffee Caravan

People that live outside of Suffolk but that use our services

We work closely with other Local Healthwatch and in communities close to county boundaries to obtain views from people that use our services. We also meet people from outside of Suffolk when engaging within our hospital services.

Our work to obtain views on ambulance services from across the East of England is an example of partnership working with other Local Healthwatch (see page54).

Obtaining and using your views about services

Have you shared your experiences with us?

We make sure that your voice comes through loud and clear to the professionals who make decisions about health and social care in this county. That is why our website includes an online feedback platform called the "Feedback Centre".

You can visit our Feedback Centre to find local NHS and social care services, read what other people think about them and to leave feedback.

The Healthwatch Suffolk Feedback Centre is accessible using a variety of devices including mobile phones, laptop/desktop computers and tablets. That means you can have your say about local care (good or bad) wherever and whenever you can find the time.

We look for trends within the feedback and use it to shape, influence and improve local care.



Rate & review NHS and social care services on our Feedback Centre:
www.healthwatchsuffolk.co.uk/services



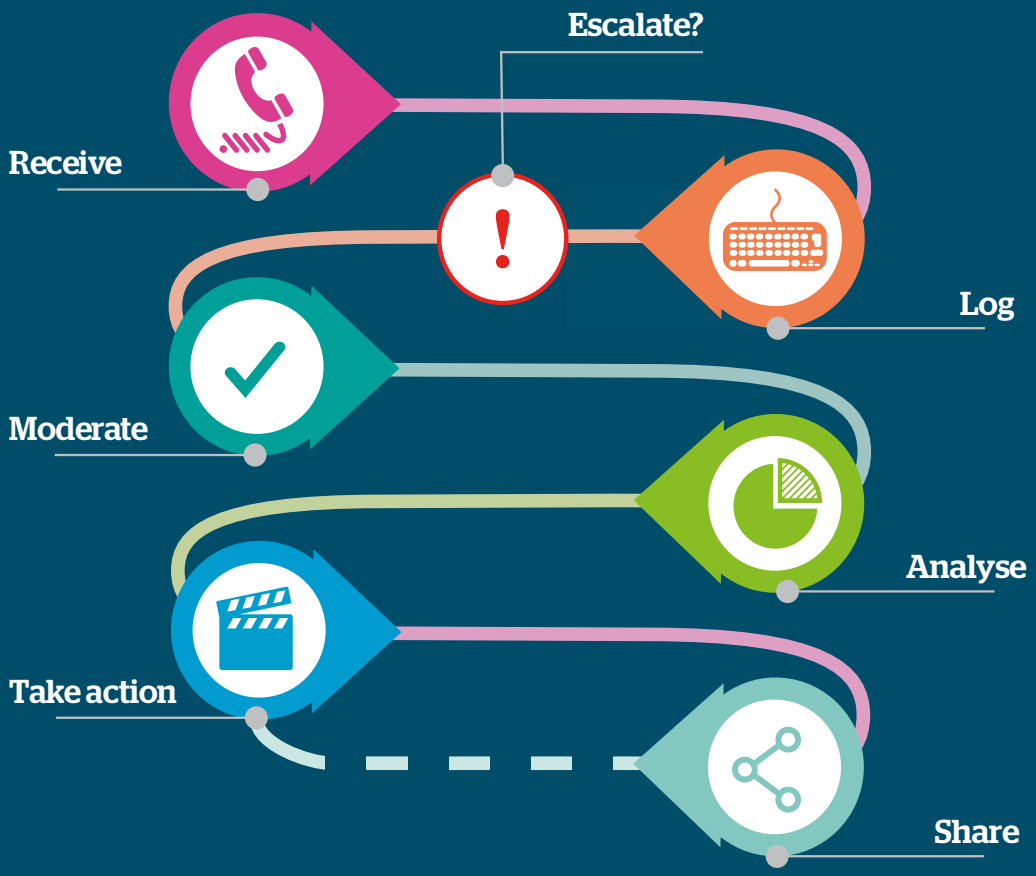
We have received **2,116** comments from members of the public.



We have received feedback about **240** different health and care providers.

Our feedback process

We have defined a clear process for obtaining and using feedback from the public about their local health and social care services. This can be broken down into six stages as described in the following statements.



Receive: Our goal will always be to make it as easy as possible for people to give views and ensure they can share their experiences using a variety of methods.

Log: All feedback will be logged onto our Feedback Centre by our staff within a reasonable period of time or directly into our Informatics Dashboard. All comments are logged verbatim.

Review/Moderate: All feedback will be reviewed by our Information Team within five working days wherever possible. This process is important because it enables us to check that the feedback published on our website complies with our Terms and Conditions.

Any feedback that does not comply may be made available to our Informatics Dashboard without being visible to the public.

Escalate: Any comments that staff identify as a safeguarding concern are immediately flagged and acted upon according to local procedures. This includes communication with key partners such as the Care Quality Commission and the Suffolk County Council Quality Monitoring Team.

Analyse: Once logged, the feedback is available to theme and review within our Informatics Dashboard, according to criteria we set.

Take action: Four actions can be taken as follows:

1. **Feed into current issues:** Feedback will be used to inform current issues of interest to Healthwatch Suffolk such as our Enter & View plan of visits or specific research projects.
2. **Initiate further investigation and/or establish new work plan items:** Feedback might trigger new areas of interest or research.
3. **Feedback to commissioners/ providers:** Our ultimate aim is to provide authoritative, evidence based feedback to system leaders and organisations responsible for commissioning or delivering local health and social care services. This will be facilitated through access to our Informatics Dashboard and delivered in research reports.
4. **Feedback to service users:** We will feedback on all actions taken and outcomes achieved to ensure continued involvement from local people. As a part of this process, where possible, we will inform relevant persons about outcomes that may have been generated from their individual involvement.

Share intelligence: We can inform local and national health and social care agendas by contributing intelligence to specific networks and bodies.

- **Local Authority Health and Overview Scrutiny Committee:** We can refer any issues of concern to the Health Overview and Scrutiny Committee and we are then kept informed of progress and outcomes.
- **Health and Wellbeing Board:** Healthwatch Suffolk is, by statute, a full and equal member of the Health and Wellbeing Board. Our representative is involved in all of the Board's processes such as setting priorities for the Health and Wellbeing Strategy, and ensuring that people's views on health and social care services are heard.
- **Healthwatch England:** We can alert Healthwatch England to concerns about specific care providers so that it can escalate concerns about health and social care services raised by local Healthwatch to the Care Quality Commission. Healthwatch England will provide advice to the Secretary of State, NHS Commissioning Board, Monitor and the English local authorities; and they must have regard to that advice..



Share feedback today:
You can tell us about your experiences of visiting health and social care services in Suffolk at any time. Visit: www.healthwatchsuffolk.co.uk/services

Our sub-groups

Our Black and Minority Ethnic and Diversity sub-group

Our Group continues to meet around the county, including Claydon, Felixstowe and Stowmarket.

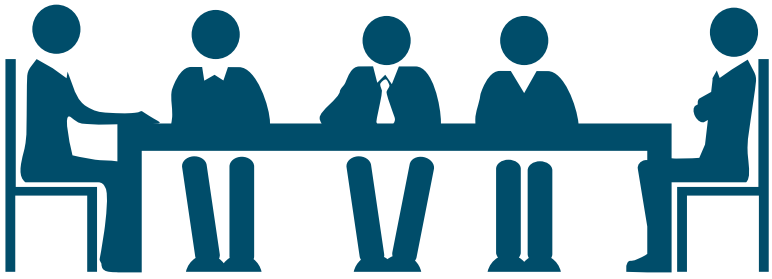
2017/18 saw the publication of a summary of our 2015/16 Small Grants Projects with ISCRE's report, "Access to Mainstream Health Service Provision by the Muslim Community in the Newmarket Horse Racing Industry", helping to focus work by Public Health Suffolk in Newmarket.

Later in the year our 2017/18 Small Grants Scheme, in partnership with the Suffolk Co-production Network (SCONE), was launched. We wanted to fund a project each in Waveney, East and West Suffolk however after two rounds of applications, money was awarded to GYROS in Waveney, Bangladeshi Support Centre and Future Inclusions, both based in Ipswich.

The Group have linked organisations and communities to improve health outcomes. This has included linking Public Health Suffolk to Macmillan Cancer Support regarding GTR community work and Cancer Research UK (Ipswich Hospital Breast Screening Unit) with One Voice 4 Travellers.

Ipswich Hospital NHS Trust has committed to the design of a flyer with Suffolk Refugee Support. It will feature information about appropriate use of the hospitals accident and emergency department. This follows discussions at the group about the resettlement of Syrian refugees in Ipswich and reports that people have been using the service inappropriately.

The leaflet will be created using pictures and simple language. It will



Our sub-groups bring people together to shape, influence and improve health and social care services in Suffolk.

also be translated into appropriate languages. This will support the hospital's use of translation support services, which the A&E matron has confirmed is often more challenging to deliver for walk-in patients.

This year, the Group has welcomed speakers who have delivered presentations on a variety of topics. This has included:

- The Dementia Together Service (Sue Ryder)
- NHS 111 Online pilot (Care UK)
- No Recourse to Public Funds (EELGA)
- Modern Slavery/Trafficking (Bal Kaur)
- Advocacy Services (SCC/ VoiceAbility)

We asked people to tell us why they think our Group is important. Here is what they told us:



Julie Harris (Chair of the Group and Clinical Service Development Manager for St Elizabeth Hospice) said:

"Chairing the group brings me into contact with colleagues from the health and social care sector to explore the issues faced by BAME and Diverse groups who may face barriers to accessing appropriate services.

"I find the forum stimulating and at times challenging but it brings a great sense of reward when small steps are made to improve services for patients, especially when joint working across agencies occurs. I would encourage anyone who is interested in offering inclusive services to come and join our informal group, you will receive a warm welcome."



Cath Minchin (Operations Manager for Suffolk Refugee Support) said:

"During the past year, the BME & Diversity Group has enabled different organisations with a common purpose to come together. The group has developed forward-thinking discussions and actions which ultimately have helped members of our community. By working together plans, ideas and thoughts have provided an effective platform on which to aim to ensure best-practice and outcomes for the client group."



Maggie McLinden (Health Improvement Facilitator, Health, Wellbeing and Children's Services for Public Health Suffolk) said:

"The BAME and Diversity group hosted by Healthwatch is a useful meeting space for colleagues from

services and the third sector to bring pieces of work. This provides a face to face opportunity to; raise awareness of the needs of BAME communities, partnership opportunities responding to these needs and to debate and challenge. The outcome of which is to improve practice and reduce health inequalities for Suffolk's BME populations. "

Steve Bruce (Patient Experience Insight and Improvement Officer for Ipswich Hospital NHS Trust) said:

"The group has given me links and networking into the community and other organisations that I would have otherwise taken longer and been far more difficult to make. This has been a two way process with other group members being able to get a link into the Hospital, be put in touch with people direct and understand what we are actively working on and how they can influence this.

"Attending the BME group has given me greater understanding of the issues that BME communities come across, and how this impacts on their lives and those around them. The knowledge gained has given me a level of empathy and understanding that I otherwise would not have and has been useful in my Patient Experience role."

Our Mental Health Focus Group

Throughout the year, our Group has monitored progress on a number of aspects of mental health care. This has included the development of new services like a new personality disorder pathway and the single point of access for children and young people into mental health services.

Service users and carers fed in their experiences of visiting a Cambridge based "Safe Haven" project as part of a crisis care review and members of the Group were involved in a mock Care Quality Commission inspection prior to a formal inspection of the Trust.

The Group has welcomed attendance by Peter Devlin, who was appointed as Joint Operations Director for Norfolk and Suffolk NHS Foundation Trust in Suffolk and Suffolk County Council. Previously known to the Group, he has attended regularly to keep members updated about developments within mental health services.

Jeff Stern had chaired the Group since Healthwatch Suffolk was established in April 2013. In January 2018, he announced that he would be retiring from the role. A recruitment process was instigated, which concluded with the appointment of two new co-chairs (Chris Hedges and Jane Millar).



Jane Millar (left) and Chris Hedges (right) took over as co-chairs of our Mental Health Focus Group after Jeff Stern (Centre) retired from the role in January 2018.

Chris had worked for Norfolk and Suffolk NHS Foundation Trust prior to his retirement last year. He brings a very comprehensive understanding of how the Trust is structured and the treatment pathways. He was very involved with the creation of the Recovery College.

Jane (also now retired) has managed acute mental health services in the past and has also been a commissioner of services (both roles were away from Suffolk).

The Mental Health Focus Group will concentrate more on task and finish activities (based on reported gaps in services) with dual diagnosis (co-morbidity of mental health needs and substance abuse) being the first area of focus.

A big thank you to Jeff Stern for his long standing commitment to the Group and to the betterment of mental health services in Suffolk.

How do we communicate?

Feeding back to people about our work and impact is essential to keeping them engaged in improving health and social care services with us.

We know that not every person likes to communicate with us in the same way. That is why our Communications Strategy includes many channels through which we feedback on our work and encourage people to feedback.

We keep track of various metrics in order to understand the success of our communications and are pleased to report that the majority of these have exceeded or are equal to their equivalent figures for 2016/17. All channels have seen continued growth.

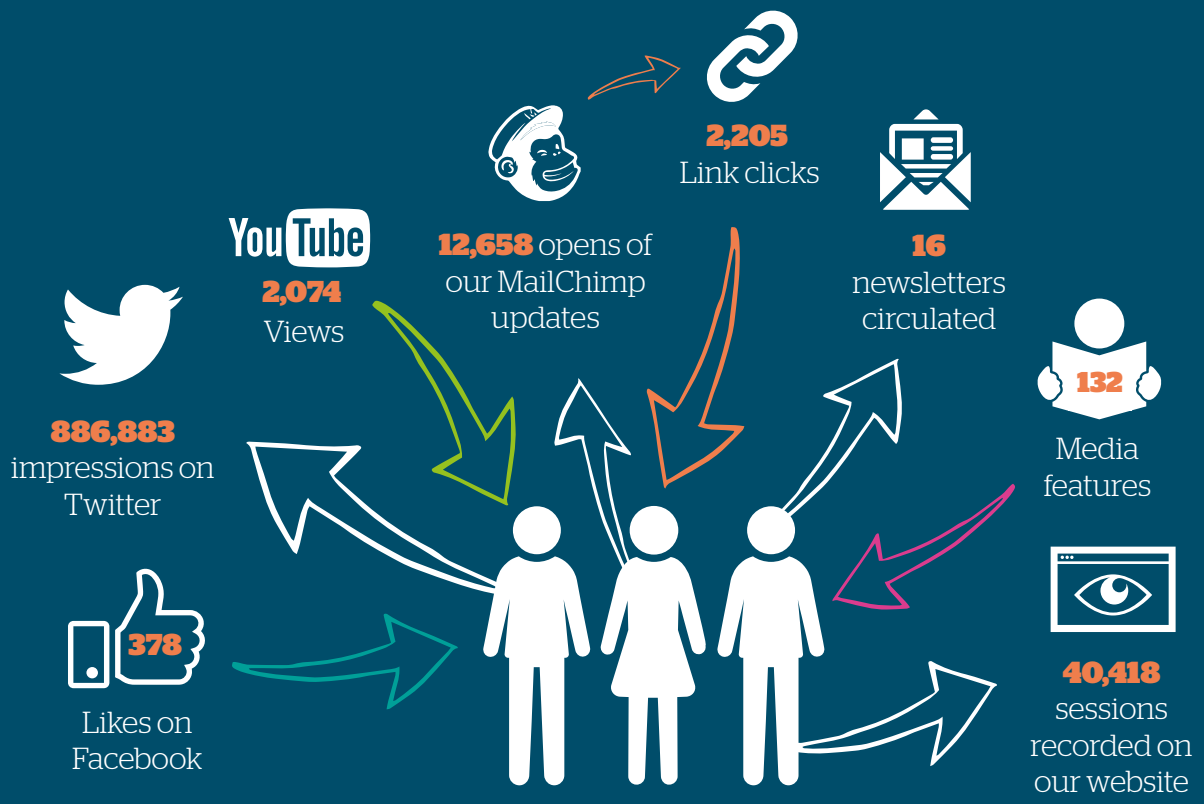
Please see our infographic below for some highlights.

Accessible Information

We are committed to providing information in multiple formats so that nobody is prevented from accessing our service.

In 2017/18, we retained the Browsealoud accessibility tool on our website. It includes a range of functions that help people to access our information. We also produce information in a range of formats, including easyread.

Translated materials are available on request.





Stay up-to-date...
Follow us on social media or become a member of Healthwatch Suffolk to stay informed of the latest opportunities to have your say on local services.

Meet our #NHSSelfieStars...

Precious moments and real care – Our NHS selfie stars have captured it all

Approaching 100 people have now shared their experiences of local NHS services with us on Instagram. It's a real celebration of the good care we know so many people receive in our county.

What's in a moment?

The images capture personal moments recorded within our local services including West Suffolk, Ipswich and James Paget hospitals.

From the joyful arrival of a new baby to the worry of a planned or unexpected admission to hospital – Our #NHSSelfieStars have captured it all.

You can view the whole selection by visiting our Instagram page (@healthwatchsuffolk) where you can also share your selfie with us.

The images are used within our reports and briefings to make sure your voice comes across loud and clear to the people who run, provide or regulate our local NHS and social care services. We also use them to encourage other people to share their experience with us online.







@baldymama said "I didn't have to wait long and the consultant was sympathetic and understanding. I am a big fan of the NHS and think we are very blessed in Suffolk."



@ccpugs said "I had a great experience, all the midwives and doctors were amazing, it was great being able to have a joke with the anaesthetist during my caesarean! They calmed my nerves:)"



@alaiura said "Can't thank the nurses enough for helping me during this emotional journey and for all the help I received when learning how to breastfeed."



@xsteph07x said "The doctors and nurses were brilliant and always very helpful..Looked after my little girl for the 2nd time after 2 operations, really well and was treated very good."

A big thank you to everyone that has shared their experience with us in 2017/18. We look forward to continuing this positive campaign throughout 2018/19.

What we have learnt from visiting services



What is Enter and View?

We have the right to visit (announced or unannounced) any premises where publicly funded health or social care is provided to people over the age of 18. These visits are called Enter and View.

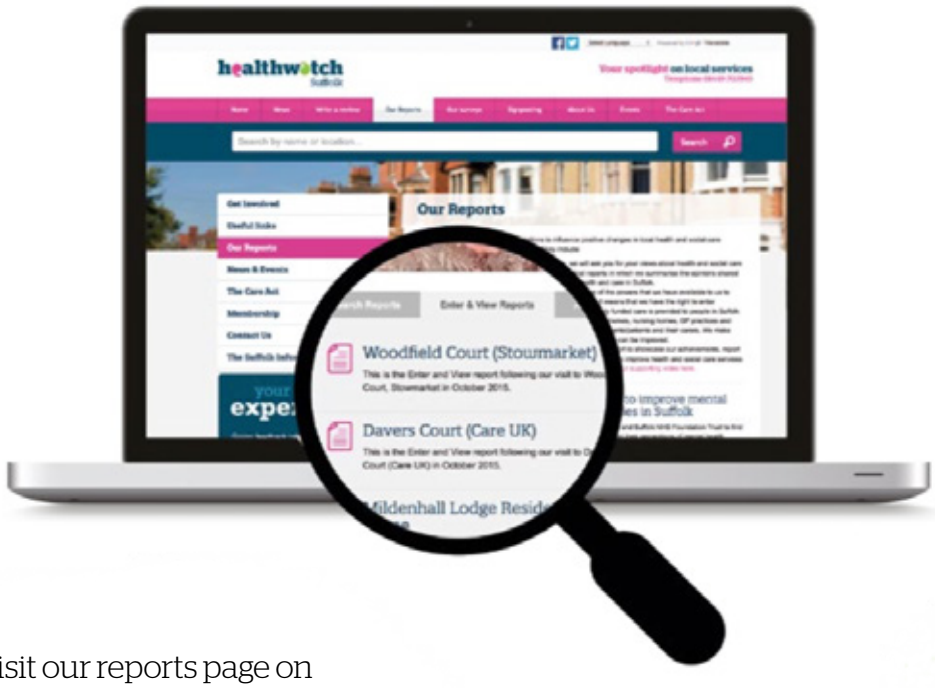
Our volunteer "Authorised Representatives" visit local services in small teams so that we can talk to people using the services and make observations about the environment and care being provided.

All of our volunteers receive specific training and support. Many have experience of working as health or social care professionals or have lived experience as a user of services.

Following each visit, our volunteers will compile a formal report with recommendations. It is sent to the provider and shared with the following stakeholders, commissioners and regulatory bodies (not exhaustive):

- The Care Quality Commission
- Suffolk County Council
- NHS West Suffolk and Ipswich and East Suffolk Clinical Commissioning Groups
- NHS Great Yarmouth and Waveney Clinical Commissioning Group
- NHS England

Providers have twenty working days to respond to our recommendations. Our reports include comments from the provider as supplied to us. This includes any action taken in response to our recommendations.



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

Where have we visited this year?

Davers Court Residential and Nursing Home (June 2017)

This visit was designed to follow up on a previous visit and also to address findings from Care Quality Commission inspections that required improvements to be made.

Recommendations were made. The provider has outlined a number of measures it is taking to address the need for better staff retention and autonomy.

Mills Meadow Care Home (June 2017)

The purpose of this visit was to follow-up on the recommendations made after our previous visit in March 2016.

The provider responded to our report and noted improvements to its recruitment process that will allow it more control and flexibility to tailor vacancies to the needs of the home.

The Mills Meadow Club (June 2017)

We visited this service to record people's experiences of attending the day club. This included what they liked about the day club service and also how well the service was meeting their needs.

The provider acknowledged our report, which was largely positive.

Handford House Residential and Nursing Home (August 2017)

The purpose of this visit was to check how people's care and choices were being provided. It followed reports that changes in leadership had been impacting upon people's experiences.

A number of recommendations were made to improve people's experience of the home. The provider has not responded with improvements to date.

Magdalen House Care Home (November 2017)

We visited this service to speak with residents about how they are kept safe and how they are involved in planning their care. We also looked at activities and how well staff were engaging residents, particularly those with a cognitive impairment.

Eleven recommendations were made. The provider has acknowledged and responded to some of these.

Tell us about it...

We use your experiences to make decisions about which services we should visit. We also share them with people and organisations that check your services are safe and that they are providing quality care.

This all means your feedback really can make a difference so speak out today. Rate & review NHS and social care services on our Feedback Centre: **www.healthwatchsuffolk.co.uk/services**





For more information:
Visit our website for more information about Enter and View and how you can become involved...
www.healthwatchsuffolk.co.uk/about-us/enterandview/



02

Helping you to find answers

Information & Signposting service



Our service is:

- Free, confidential and independent from the NHS and social care services.
- A signposting service only. We will give you the contact details for services that best support your request. You will then need to contact those organisations yourself.
- We can give you information about where you might get help in relation to your health, social care and wellbeing needs.
- We can give you information about what to do when things go wrong and you don't understand how to make a complaint.

Our service is not

- Supported by trained clinicians or health and care professionals.

We can't offer advice about medication or a diagnosis made by a doctor.

- Whilst we will use your feedback to improve services, we have no powers to investigate complaints about them.
- We cannot offer advice as to the 'best' place to go or offer opinion on which service you should choose.
- We are not an advocacy service and can't complain to a service on your behalf.
- We are not able to offer financial, relationship, legal or similar specialist advice.

Call us now

You can contact our service on 0800 4488234 (Freephone) or by email to info@healthwatchsuffolk.co.uk.

What do people ask us about?



Dentistry

Here's how one call made a difference

"Everyone I spoke to before I spoke to Healthwatch Suffolk said it was impossible to get a dentist to visit a hospital."

We received a call from somebody that was struggling to source appropriate dental care for his elderly mother whilst she was in hospital. So we signposted them to a number of places and they reported a positive outcome:

"My 96 year old mother was admitted to West Suffolk Hospital via A&E following a fall at home. Her medical conditions indicated she is going to be a patient for some time. Within 3 days we realised she had lost her lower denture and we were unable to find it despite a good search of the wards she had been in.

"Loss of her denture was causing her some distress and limited what and how she could eat, plus her speech was impaired.

"I want to thank Healthwatch Suffolk for arranging for a travelling dentist to visit WSH to build a replacement."

Having identified a gap in community dental service provision, we got in touch with NHS England, Midlands and East. It reported the following positive outcome for other patients in the future.

"Once I established that the patient was likely to be in hospital for a period of time and that this would affect their wellbeing, I contacted our domiciliary provider and requested them to visit the patient and undertake an initial assessment. This led to the patient being managed within a hospital setting. These type of requests are rare, and are not formally agreed with providers, so I

was pleased that the provider was very accommodating in managing the request at short notice.

"Whilst NHS England has two domiciliary providers who could accommodate these types of patients, this service is not outlined within their contract. NHS England commissioners are therefore considering the future needs for such patients when the procurement is undertaken for a community dental service contract in 2017/18. This is an example of where working together for patients has a successful outcome."

Julie Bradshaw (Secondary Care Dental Commissioning Manager for NHS England, Midlands & East)

People talked to us about a range of challenges they face when seeking support for their health, care or wellbeing. You can read some examples on page 30 but we have also included some general themes in the graphic below.

People asked us about...



See more examples of how we have improved local services this year by using the views and experiences of local people from page 33 (our research) and page 65 (other outcomes).

Here are a couple of examples of enquiries to our Information and Signposting Service and how we helped them to find support.

Mrs. D told us about her father, who is the sole carer for her mother (aged 84). She has dementia and was falling regularly, which resulted in an admission to hospital.

Mrs. D said the hospital was repeatedly trying to discharge her mother without investigation into the cause of the falls.

She was concerned that her father would not cope in his caring role but there was pressure from the hospital to proceed.

We signposted Mrs. D to advocacy support. We also contacted Suffolk Family Carers.

They have staff working within the hospital to support families and we were able to link them up.



Mr. F was finding it difficult to navigate the Continuing Healthcare system, which is for people with long-term complex health needs.

It is free social care arranged and funded solely by the NHS.

Mr F. had contacted a local Clinical Commissioning Group with some enquiries but was struggling to obtain a response to his concerns.

We signposted him to a service called Beacon, which offers free independent advice. We also contacted the CCG on his behalf to establish improved contact about his case.





We can help you to find your way...
Contact our Information and Signposting Service today to find sources of support for your health, care or wellbeing.



03
Making a difference together

Our research reports this year...

We use reports to influence decision makers in health and social care with the views of our local communities. This includes reports published following our visits to local services (see page 22) and also specific reports produced at the request of the Care Quality Commission (see page 40).

We also compile reports following extensive research projects and you will find a breakdown of the key findings and outcomes from each of these within this section. Copies of our research reports are available to download from our website.

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



Spirituality in care homes

October 2017

We supported a small project group, originally initiated by Cynthia Capey of East of England Agency (EEFA) and Suffolk Interfaith Resource (SIFRE), to produce a report that explores spirituality[1] within Suffolk care homes.

Our report aims to showcase examples and resources that can promote discussion and reflection by providers of care and their teams. It is hoped that this will help to promote a positive experience of spiritual care in Suffolk Care Homes.

1 **What is spirituality?** Anything that moves you, inspires, rejuvenates, brings hope or creates connections is spiritual. To be offering truly person centred (spiritual care) providers of services must see each person as an individual, know their past and what is important to them.



About this report

Published in November 2017, our report highlights the emotional challenges young people face when navigating their way through school.



We contacted pupils from eight schools in the county to ask them about their mental health and wellbeing. Amongst the important issues they highlighted were self-harm, cyberbullying, sleep problems and difficulties in finding the right support to help them cope.

The report was commissioned through the Suffolk Children's Emotional Wellbeing Group as part of the work to deliver the Suffolk Emotional Wellbeing Transformation Plan (EWB2020).

Over 6,800 survey responses received from 11 to 18-year-olds (a 79% response rate) form the basis of our report 'My Health, Our Future: Understanding Children and Young People's Mental Health in Suffolk'.

"We were honoured to be asked to participate in this work. It has enabled us to redesign our PSHE curriculum to meet the needs of our students. We have also been fortunate to get some positive media attention with the BBC for which we are grateful. Mildenhall College Academy believes that the work that is being done to combat mental health issues in young people is vitally important and we would welcome any future work being done by Healthwatch Suffolk."

Richard Goodenough
Assistant Principal - Pastoral lead for Mildenhall College Academy

"We have wanted to improve the support given to our pupils and students. for a long time, particularly as the external support from the health service in terms of mental well-being has diminished. We have incorporated findings from the My Health, Our Future survey into our annual school improvement plan. This includes a programme of various things we can do, based on evidence rather than just a gut feeling, that will be of benefit to our pupils' and students' wellbeing."

Dave Hutton
Head Teacher at Northgate High School in Ipswich

Following the success of this project, Healthwatch Suffolk has been commissioned again to deliver "My Health, Our Future" in more schools across the county. Funding has been awarded through Suffolk Community Foundation's Children and Young People's Emotional Health and Wellbeing Fund.

You can read more about this from page 79.

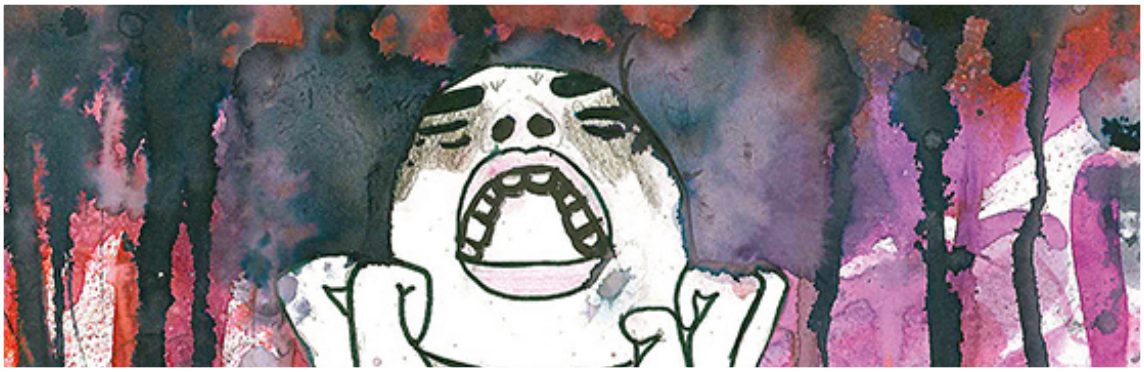
How the project has made a difference

The project will inform the future shape of support in the county because it was commissioned to be part of something called the Suffolk Children and Young People's Emotional Wellbeing Plan 2020 (EWB2020). This plan will determine the availability of support for young people and families across the county.

There were some immediate outcomes that followed the publication of our report. This included:

- Over 5,500 (82%) respondents expressed that participating in our project improved their understanding of mental health and wellbeing.
- Schools received a report with data specific to their own pupils and students. This has enabled them to benchmark the wellbeing of their pupils and consider how they can re-evaluate their approach to supporting young people better in school.
- All schools received dedicated engagement from the Young Persons Engagement Lead for commissioners as well as the Engagement Manager for the Engagement Hub. This engagement is focussed on the subject of mental health and wellbeing.
- All schools were signposted to a fund for peer mentoring specifically on mental health and wellbeing.
- All schools attended a self-harm workshop for teaching staff run by NHS England in Cambridgeshire.

The project has encouraged those responsible for local support to engage



Inspired by a project by Healthwatch Dorset, our report features artwork produced by children and young people. It is their expression of what mental health and wellbeing means to them.

children and young people about the subject of mental health and emotional wellbeing. This has involved Suffolk County Council and Clinical Commissioning Group staff, taking time to work with a number of schools and youth groups on a range of projects.

These projects have specifically sought to engage with pupils and promote mental health awareness. Examples include (amongst others):

- The production of a video on stress co-produced with young people in St Benedicts school.
- Re-commissioning us to run "My Health Our Future" in more schools across the county.
- A festival for children and young people.

Our report has made sure the voice of young people is accounted for across all aspects of the Children and Young Peoples Emotional Wellbeing Transformation Plan 2020. It has helped health and care leaders to have a better understanding about the state of young people's wellbeing and supported the case for improved support.

Our report and recommendations highlighted why involving young people in discussions about what could be different is so important. Since we published our findings, we know that co-production with young people and families has been a key element of making sure future services are structured in ways that will meet people's needs.

This work, which includes "My Health, Our Future", has been promoted to the Health and Wellbeing Board (see page 46), and the Suffolk Health and Overview Scrutiny Committee (see page 44). It has also informed various initiatives that have emerged out of the EWB2020 such as the new Emotional Wellbeing Hub and campaigns to help young people understand more about the support available to them.

Our project has helped to ensure funding made available to the voluntary and community sector was targeted at prevention work with young people. Suffolk Community Foundation have been working with health and care leaders to administer a grants programme that has been evaluated by the University of Suffolk.

This evaluation has demonstrated improved outcomes for children and young people. Here are some examples of funded projects:

- **Noise solutions** run a 10 week music based mentoring programme supporting young people who have been referred in by Looked After Children's Services, Mental Health teams and other services.
- **Anglia Care Trust** support young people who are suffering from mental health, substance and abuse issues, and their families to achieve a range of outcomes to build their resilience.
- **Fresh Start New Beginnings** provide therapy for children and young people who have been the victims of sexual abuse.
- **Homestart projects** in east and west Suffolk use volunteers to work under expert clinical leadership supporting new or expectant mothers identified as having low mental health issues and potential complicating factors such as post-natal/neonatal depression.

A further £200,000 in grants has just been awarded to 17 projects focused on early intervention and prevention. These projects will be evaluated in autumn 2018 to assess impact.

Other outcomes from "My Health, Our Future" have included:

- The establishment of a task and finish group focussed on enhancing the offer of training and development for secondary schools with regard to mental health and wellbeing.
- All My Health, Our Future schools will be offered a place on One Life Suffolk's six-week mental health and wellbeing school programme (this includes parent and/or carer engagement).

"Public Health have worked with Healthwatch Suffolk in developing the range of questions used in their survey of school pupils to help us understand what our young people experience and participate in. The survey gives us a good overview of pupil's behaviour, views and knowledge across parts of the county that we can use to develop our health promotion and education strategies. We look forward to continuing to work with My Health Our Future in expanding the range of educational settings reached and enhancing our understanding of children and young people's needs and how to respond to them."

Sharon Jarrett
Head of Health Improvement (children, young people and families) and Risk Behaviours for Public Health Suffolk

Suffolk Health and Overview Scrutiny Committee

Suffolk County Council is required to have a Health Scrutiny Committee (HOSC) made up of local councillors. It has responsibility for scrutinising health and care services across the county.

At a HOSC pre-meeting workshop (November 2017), we had the opportunity to present the results of "My Health, Our Future" to an audience of county and district councillors. Officers from health and social care were also present as well as members of the public.

The EWB2020 was scrutinised by HOSC in early 2018 and so this was an ideal opportunity to have influence over forthcoming discussions.

Public Health Suffolk

Public Health Suffolk has the role to accurately assess the health needs of a local population in order to improve the physical and mental health and wellbeing of individuals and communities. It fulfils this function largely through the production of the Suffolk Joint Strategic Needs Assessment (JSNA), which underpins the Suffolk Health and Wellbeing Strategy.

A range of quantitative and qualitative evidence is used in JSNAs and there are a number of data sources and tools available. Public Health Suffolk will include "My Health, Our Future" as one of these data sources within relevant parts of the JSNA.

National impact

Our report was shared with Jackie Doyle-Price MP (Parliamentary Under Secretary of State for Care and Mental Health).

At the end of November 2017, she wrote to acknowledge our report:

> *"I was pleased to receive a copy of the report, and am greatly encouraged by Healthwatch Suffolk's contribution to promoting and improving children and young people's mental health and wellbeing. I was also impressed by the scope and quality of the project and collaboration across Suffolk.*
>
> *"As you may know, we have committed to publishing a joint Health and Education Green Paper on the mental health of children and young people, by the end of this year, and I have passed My Health, Our Future to policy officials for their information."*
>
> ***Jackie Doyle-Price MP (Parliamentary Under Secretary of State for Care and Mental Health)***

The green paper sets out measures to improve mental health support for children and young people. It focuses on earlier intervention and prevention, especially in and linked to schools and colleges.

"They have groups about me on Snapchat..."

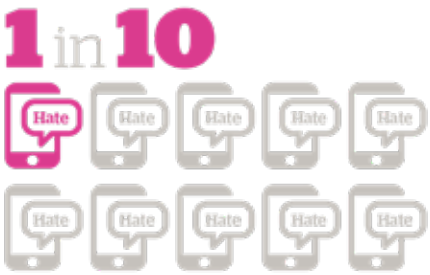
Our key findings...

We contacted pupils from eight schools to ask them about their mental health and wellbeing. Amongst the important issues they highlighted were self-harm, cyberbullying, sleep problems and difficulties in finding the right support. We have highlighted some of the key findings below but there are many more in our full report.

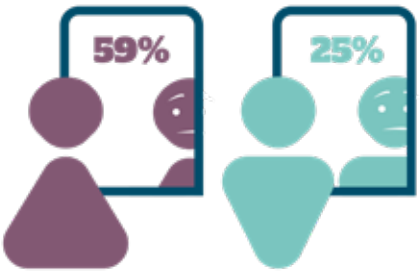


40% (Age 11) - 85% (Age 17)

Accumulative school pressures become an increasingly prominent source of stress in



Almost **1 in 10** children and young people told us they had been a victim of cyberbullying.



3 out of 5 females and **1 in 4** males said they worry about their appearance and/or body image most or all of the time.



The numbers of young people getting less than six hours of sleep increases from **1 in 10** (age 11) to **6 in 10** (age 16).

Working with partners in health and care

Working with the Care Quality Commission (CQC)

The CQC is the regulator for health and social care services in England. It checks to make sure your local services meet fundamental standards of quality and safety. It has a legal duty to listen to the things we say about services.

Throughout the year, we have continued to work effectively with the CQC to ensure local voices are included within its programme of work.

We have maintained good contact with CQC inspection leads and use these relationships to share information and intelligence about people's experiences. This information exchange has often been targeted at informing CQC inspections of services used by Suffolk residents.

There have been many requests for intelligence about specific services throughout the year including local GP practices, care homes and hospital services. We have also produced a number of briefings, where larger amounts of data are available to share.

In the summer of 2017, Ipswich Hospital NHS Trust was inspected by the CQC. Prior to the inspection, we produced a report on the things people had shared with us about the Trust over the period of a year.

The CQC checks to make sure your local health and care services meet standards of quality and safety.

The Inspection Manager told us that our report was highly useful in informing their view on what has or has not worked well for patients and their, carers, friends or family members.

Following the success of this report, the CQC requested a similar report for the West Suffolk NHS Foundation Trust, which was inspected later in the year. This was produced and shared prior to the inspection ensuring local voices were heard.

A third report was produced and shared about the East of England Ambulance Service NHS Trust. This was aimed at informing CQC inspection planning and ongoing monitoring of the Trust, which is required to make improvements following its last inspection in 2016.

You can read more about our work to influence improvements to ambulance services in the region on page 54.

Throughout the year we have also had opportunities to take part in and contribute to national conversations hosted by the CQC on co-production in services and also its independent review into the system of services that support children and young people's mental health in England.

With regard to the latter, as a member of the CQC Expert Advisory Group, we have been able to contribute using evidence from our "My Health, Our Future" project (see page 34).

Our report about people's experiences of GP practices

In March 2018, we looked at what people had shared with us about GP practices between February 2017 and February 2018. This includes comments shared with us and also on the NHS Choices website.

We specifically created this report to support the CQC to plan its inspections. It includes tables of information that can be used to compare your practice with others in the county.

Information was extracted from the Care Quality Commission (CQC) and national GP Survey (managed by Ipsos MORI on behalf of NHS England) websites. 1,792 comments were analysed in total.

We suggested a number of things that we think our local services do well or could do better. This includes things like improving communication with patients and offering alternatives to appointments where it is not possible to see a doctor.

The reports have been considered by the Primary Care Commissioning Committees of the Ipswich and East Suffolk Clinical Commissioning Group (CCG) and also the NHS West Suffolk CCG. NHS Great Yarmouth and Waveney CCG have expressed a wish for a similar report to be produced about practices within its area.



Our report on what people have shared with us about GP practices was shared with the Care Quality Commission to inform inspection planning and the ongoing monitoring of service improvements.

The committees have welcomed the report, which has offered them an entirely new perspective on the provision of GP services across the county.

CQC Inspection of the Norfolk and Suffolk NHS Foundation Trust (NSFT)

In preparation for the July 2017 inspection of NSFT services, we wanted to ensure that the experience of patients and carers was heard. As usual, we shared all feedback recorded onto our Feedback Centre about the Norfolk and Suffolk NHS Foundation Trust.

In addition, we organised and promoted two events that took place in Stowmarket and Lowestoft. They were promoted through our own networks but also by a number of partners including the Suffolk Voluntary and Statutory Partnership (VASP), Suffolk User Forum and Feedback Aspire.

Two CQC inspectors were in attendance for just over two hours at each event. They spoke with service users and carers about their experiences of using mental health services.

Feeding into Healthwatch England

As a part of the Local Healthwatch network we continue to support Healthwatch England as the national consumer champion, in its wider engagement.

In 2017/18, we have actively circulated requests for intelligence to our members and networks. We have also contributed to numerous conversations coordinated by Healthwatch England and these include:

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

We share all of our reports with Healthwatch England to ensure that our feedback is included within its work to influence national health and social care decision making and policy.

Over time, this has resulted in our work being featured within a number of national briefings including one related to people's experiences of care homes this year.

Healthwatch England has also used our work to inform its formal responses to important national debate and media enquiries such as the recent consultation regarding the Government's Green Paper on transforming children and young people's mental health provision.

Informing national debate about the future of care and support

When – late in 2017 – the Government announced that it would be developing a Green Paper with proposals for reforming care and support, it established an advisory group comprising a dozen or so independent experts to provide advice in advance of the paper's publication this summer.

Imelda Redmond, Healthwatch England's National Director, was invited to join, and she in turn put together a reference group of people from a number of local Healthwatch to inform her contribution.

We joined this group and our representative was Steve Pitt, who is one of our Directors. He has a long background in social care.

Steve participated in a number of teleconference discussions. These focused initially on pinpointing the many issues that the paper should tackle, then some areas were considered in greater detail – for example the need for accessible information and advice, the challenge of ensuring effective support for carers, and – of course – the pivotal issue of how to fund social care into the future.

The group was also able to scrutinise the underpinning principles that the Secretary of State has identified for the Green Paper, and also comment on the national research that Healthwatch has published on what the public want from social care.

"Suffolk Health and Overview Scrutiny Committee and Healthwatch Suffolk have continued to work closely and to share information and intelligence about local health and care services on a regular basis.

"Healthwatch Suffolk has provided valuable insight for health scrutiny reviews over the last year, for example in relation to the promotion of emotional health and wellbeing in schools, through the "My Health Our Future" project. Healthwatch continues to play an important role in capturing the views and experiences of patients in Suffolk and helping to shape the Health Scrutiny Committee's agenda. It is important that this relationship continues, to help ensure that patient experience is an integral part of the Health Scrutiny function in Suffolk."

Councillor Michael Ladd
Chairman of the Suffolk Health and Overview Scrutiny Committee

The Suffolk Health and Overview Scrutiny Committee

Suffolk County Council is required to have a Health and Overview Scrutiny Committee (HOSC) made up of local councillors. It has responsibility for scrutinising health and care services across the county.

Our Chief Executive meets with the Chair, Vice Chair and administrators of the Committee prior to each HOSC meeting. This is a chance to reflect on previous meetings and to report on issues that local people have raised with us. This means that we are able to help shape the agenda of the HOSC.

This year, the committee have scrutinised a range of services and this has included ambulance services, mental health services (including Child and Adolescent Mental Health Services) and home care services. We have attended each of these to contribute wherever it is appropriate.

We have had opportunities to present on subject areas that are of interest to us. This has included the findings of our "My Health, Our Future" project (see page 34), which influenced committee discussions about future plans for children and young peoples emotional wellbeing support in Suffolk.

This involved running a pre-HOSC workshop to help the committee identify questions they may wish to raise. We are taking a similar approach with regard to our work exploring people's experiences of home care services in the county (see page 77).

We will always seek to share the views of people across the county at HOSC meetings and these opinions are always sought after by the Committee.

Adult Social Care - Information Sharing:

Healthwatch Suffolk is a participating member of Suffolk Provider Performance meetings. Led by Suffolk County Council and the Care Quality Commission they bring together local partners including Suffolk Clinical Commissioning Groups, Environmental Health and the Fire Service to share information about adult social care.

We use these important meetings to share the feedback we receive about local services and highlight any concerns. They are also instrumental in helping us to determine the location of our Enter and View visits because they enable us to identify where the outcomes of our visits can have the most impact and potential for change.

Working together on complaints

We facilitate and chair the Suffolk Complaints Managers Network. It is an informal group of professionals from interested organisations providing services within the NHS or social services.

The group works to improve complaints handling within the county by sharing good practice and providing peer support in a safe environment.

To support good complaints handling this year, we have welcomed Lee Bennett (Experience of Care – Strategic Complaints Lead at NHS England) and Linda Tomlinson (Liaison Manager, Parliamentary and Health Service Ombudsman). Good practice and links to useful supporting information were given to the group.

During the year we have also become a member of the National NHS Complaint Managers Forum which gives members access to their library of support information.

Our Ambassadors Scheme with Care UK in Suffolk

It is challenging to obtain the views of people that live within our county's care and nursing homes. In particular, it is difficult for us to reach people that may be vulnerable or find it difficult to speak out about the standard of their care. That is why we launched a scheme with Care UK through which we hoped to increase the amount of feedback we receive from people about their use of all services.

The arrangements enable Care UK staff to feedback on the health and social care experiences that impact on their residents' care. This feedback might be about the Care Home itself, but could just as easily be feedback about, for example, GP visits or hospitals.

Each home has a named Healthwatch Suffolk Community Development Officer (CDO) who provides support where needed. This includes an offer to attend relatives meetings and to share thinking on how Ambassadors can be proactive in talking to residents about sharing their experiences.

"This relationship has become vital to the work that we do within our homes and how we work with other services across the region. We are very much looking forward to continuing working closely with Healthwatch in the year ahead."

Katie Maddocks
Marketing Communications Manager, Residential Care for Care UK

Health and Wellbeing SUFFOLK

Our place on the Health and Wellbeing Board (H&WB)

We play an active role in numerous forums responsible for planning health and social care in the county; quite simply too many to list here. The Health and Wellbeing Board is one of the most important of these.

We have a statutory right to a seat on the Board, which has a duty to "encourage integrated working" between health, care, police and other public services in order to improve wellbeing in Suffolk. It is also responsible for delivery of the Joint Strategic Needs Assessment and the county's Joint Health and Wellbeing Strategy.

Our representative on the Board in 2017/18 continued to be our Chair, Dr. Tony Rollo. Andy Yacoub (Chief Executive of Healthwatch Suffolk) substitutes for Tony when required.

Support for our Board member comes from our Chief Executive, who is a member of the H&WB Programme Office, which advises on a variety of matters related to the Board's agenda. We also contribute to the Suffolk Health and Wellbeing Network, which is representative of about 30 local voluntary and community sector organisations involved in health and wellbeing. The Chair of this network also has a seat on the H&WB Board.

Meetings of these networks take place prior to each H&WB meeting, which means we can support our own Healthwatch Suffolk Board representative with intelligence they can use to be an effective influence for local people.

This year, our staff have played an active role in the planning of the H&WB's annual conferences that have been themed on "ageing well" and, most recently, "end of life".

We have also shaped the agenda of the Board by promoting the idea of themed sessions, during which there are opportunities for people with experiences of care and/or specialists from the voluntary sector to encourage informed debate on key topics such as mental health.

Putting people first...

As a member of the Board, we have been able to contribute to discussions about improving the health and wellbeing of our local population. This has included taking

Putting you at the heart of improving health, care and wellbeing in Suffolk



Making co-production a "must do" has been a key ambition for us this year but what is it? Put simply, it is when you as an individual have the opportunity to genuinely influence the support and services you receive, or when groups of people get together to influence the way services are designed, commissioned and delivered. It is the idea that improvements to services cannot be driven by professionals alone, but require the active involvement of individuals and families.

a co-leading role in making co-production a priority for the Board.

In early 2017, we helped to bring about a Co-production Development Workshop for Board members and associated stakeholders. It was a one-off workshop to raise the profile of co-production and enlighten Board members as to what the evidence of co-production looks like.

Within the year, this workshop has led to an agreement to change the template of all reports submitted to, or called for by, the Board. We now actively seek to monitor compliance and if necessary challenge where co-production is misunderstood or referenced when it has not taken place.

See from page 75 for more information about how we are championing the value of co-production within health and social care services.

"We are grateful to Healthwatch Suffolk for their unwavering support to Public Health over the past year, which has contributed to our strategic priorities as a team. From collaboration at senior level, such as the Health and Wellbeing Board, to individual projects, we value the insight and key contributions that Healthwatch Suffolk provides. One specific example is the countywide suicide prevention strategy. Healthwatch Suffolk has played important roles in shaping this work from the launch of the Suffolk Lives Matter strategy to its implementation through ongoing public engagement."

Abdul Razaq
Director for Suffolk Public Health



Challenging mental health stigma in Suffolk
Suffolk Health and Wellbeing Board endorsed the Time to Change Employer Pledge.

Time to Change Suffolk Hub

Time to Change is an established national campaign, which encourages everyone to talk openly about mental health.

In 2017 Healthwatch Suffolk, together with Partners; Suffolk Public Health, Suffolk MIND, Suffolk User Forum, Suffolk Libraries and Suffolk Family Carers, successfully applied to make Suffolk a Hub for Time to Change. Our application was supported by the Suffolk Health and Wellbeing Board.

The successful bid brought new funding into the county, enabling individual mental health "champions" to put on events which encourage everyone to talk about mental health and learn about available support.

The Time to Change Suffolk Hub launched the opportunity for individuals to apply for a "Champions Fund Award" in October 2017. Seventeen Awards of up to £500 have been issued out of a £10,000 fund from Time to Change.

Champions for mental health have used their funding to run a variety of interesting events across the county. They have managed this with the support of the Hub's Co-ordinator, whose role is based within the Healthwatch Suffolk team. Our Community Development Manager for Healthwatch Suffolk has the lead role for the Hub's activities.

We have promoted Time to Change messages and also the Champions Fund. This has included to our sub-groups (see page 14). We have also promoted this work at a variety of other groups, networks and forums

such as the friendly Loop group at Volunteering Matters, Ipswich Sisters Circle and local Open Space groups.

Joining forces for better mental health services at the Voluntary and Strategic Partnership (VASP)

Our Community Development Manager is the Chair of the Strategic VASP, which brings a range of individuals and organisations together to share information, pool resources, reduce stigma and to identify gaps in service provision.

The VASP is not a constituted body and, while it receives no direct funding, it is supported and sustained by the large number of individuals and organisations committed to the benefits of working in partnership and this has included Healthwatch Suffolk.

Champions are sharing their events through the Suffolk VASP's social media presence. We are also using our communications platforms (see page 18) to support the work of the Hub, by promoting awareness, informing people about support available and sharing news.

The employers pledge

In 2017, we signed the Time to Change Employer Pledge in the presence of the Mayor of Ipswich. It is a commitment to changing the way we think about mental health at every level of our organisation.

We have submitted an action plan detailing what we will do. This includes asking our employees to share their experiences, equipping our line managers to have conversations about mental health and updating our policies.

Other Partners in the Suffolk Hub, and other organisations actively engaged in supporting people have also signed the pledge, including; Suffolk MIND, Suffolk Health and Wellbeing Board, Suffolk Family Carers, Suffolk County Council and 4YP.

With our support, the hub is encouraging all employers in Suffolk to consider the pledge and to develop a plan for supporting the mental wellbeing of their staff.



"Out of my Mind" was an art exhibition that took place within the foyer of Endeavour House in Ipswich and run by a Suffolk Time to Change Champion funded by the Hub. The artists all had lived experience of mental health problems.



Working with GP practices

Building local relationships

Throughout the year, we have continued to develop close working with a number of GP practices in the county. Amongst others, this has included:

- Brandon Medical Practice
- Bridge Road Surgery
- Chesterfield Drive Surgery
- Combs Ford Surgery
- Debenham Group Practice
- Glemsford Surgery
- High Street Surgery
- Siam surgery
- StowHealth
- Swan and Forest Surgeries

Engagement with patients has taken place at regular intervals within many of these practices. This has meant we can share feedback with practice management to inform service planning and also gather views from patients about a range of other health and social care services.

This year, we have logged a total of **1,147** comments about **91** GP practices across Suffolk. (Circa 90% of all GP practices in Suffolk)

Suffolk Primary Care

Throughout the year, we worked with eleven local GP practices to engage patients about their new partnership called Suffolk Primary Care.

We were asked by the partnership to speak with patients. Our visits were an opportunity to explain what

Click here to Feedback now >

healthwatch Suffolk

Linking up.... The Healthwatch Suffolk widget has been launched onto the websites of **12** GP practices this year. It is a direct link to their service listing on our website and encourages people to share their experiences.

"Healthwatch Suffolk has worked in partnership with many practices; helping in very practical ways in engaging with their patients, building better understanding of their experiences and developing new ways of working. Their annual report about GP practices is an important supplement to the national survey. Everyone at Healthwatch Suffolk is knowledgeable and committed; is easy to work with and yet has the strength and rigour to challenge and question when needed."

Maddie Baker-Woods
Chief Operating Officer for NHS Ipswich & East Suffolk Clinical Commissioning Group

these changes will mean and to gather views from patients, including concerns they may have for their future care.

We have fed back a summary of the feedback we gathered to Suffolk Primary Care, which has informed its planning going forward.

The Healthwatch Suffolk widget

The Healthwatch Suffolk website can be used by local people to rate and review their local NHS and care services. It offers service providers (e.g. GP practices and hospitals) the ability to pro-actively signpost people to feedback about their services direct from their websites using our widget.

Within the year, a total of twelve GP practices have opted to launch our widget. We see this as a positive step toward transparently encouraging feedback about their services. It helps to ensure that our website service pages are representative of local views and we hope to encourage more practices to launch a widget throughout 2018/19.

Patient Participation Groups

During the year, we have supported several GP practices to establish their own Patient Participation Groups. They are a route for patients to inform the practice on what matters most to patients and to help identify solutions to problems.

We have offered practices like Brandon Medical Practice and Stanton Surgery advice and practical support (e.g. developing a Terms of Reference) to establish effective PPGs.

Deben Health Group Practices

A national fund of £45 million has been created to contribute towards the costs for practices of training reception and clerical staff to undertake enhanced roles in active signposting.

Reception staff are given training and access to information about services, in order to help them direct patients to the most appropriate source of help or advice. This may include services in the community as well as within the practice.

This is called "Care navigation" and it means that patients can be directed to alternative forms of support when it is not possible to obtain an appointment to see their GP.

Our Community Development Team were approached by this group of practices with a request to engage patients about changes they were making to their ways of working.

One visit was made to each GP practice in the group to talk to patients. We asked them about their experiences of their surgery. We also informed people, and asked them to share views about, the introduction of Care Navigation and changes made to practice telephone systems.

Sometimes, the visits were made in partnership with a member of practice Patient Participation Groups (PPGs). In total, 137 people visiting the surgeries were engaged and shared their experiences with us.

A report has been provided and this will help the practices to understand the impact of these changes on their patients and inform future planning.

"Chesterfield Drive Practice has been working with Healthwatch Suffolk over the last few months to plan for the closure of our branch site. We have appreciated the help and support provided, which has included practical suggestions around communications with patients and participation in patient engagement events as part of the consultation process. We have found the interaction with Healthwatch Suffolk to be a really positive experience and been made to feel as though we are partners on a project rather than being scrutinised."

Gill Lewis
Practice Business Manager at Chesterfield Drive Practice

Chesterfield Drive

We have worked with the Chesterfield Drive practice to help it engage patients about the closure of its branch site (Landseer Road). This has included support with its communications with patients.

We also attended public engagement sessions and an open day to speak with patients. All feedback obtained at these events has been shared with the practice to inform the ongoing development of its services.

"As pressure on our local NHS services intensifies it is vital the patient voice is fully heard, particularly when changes are proposed. Healthwatch play this role and are an invaluable source of advice to the Federation as we seek to deliver services. It can be hard to get balanced objective patient feedback in healthcare. Healthwatch Suffolk are able to provide this."

David Pannell
Chief Executive of Suffolk GP Federation CIC

"High Street Surgery has really appreciated the support we have received from Healthwatch Suffolk over the last year. Healthwatch Suffolk has allowed us to listen to the views of our patients through communicating with them on our behalf. Healthwatch Suffolk allows patients to give an honest opinion about local healthcare, allowing us to take in to account patient viewpoints and concerns. We look forward to working together with Healthwatch Suffolk over the coming year and would like say thank you for their help in encouraging our patients to understand data sharing and the positive effect it has on the patient journey."

Tracy Neave
Practice Manager of High Street Surgery in Lowestoft



Ambulance services
A service under pressure

Ambulance services in the East of England

In response to concerns about ambulance service response times and patient safety, the NHS held a Risk Summit in January 2018. They are arranged when there has been a significant event that requires leading NHS, care organisations and regulators to come together to consider the matters raised.

In this case, concerns were raised about the East of England Ambulance Service NHS Trust after reports that patients were put at serious risk of harm or had died because their ambulance was delayed.

Our Chief Executive, Andy Yacoub, attended the summit to represent all Local Healthwatch across the east of England. At the time, he said *"no stone was left unturned"* and that *"our involvement is a genuine indication that the NHS is trying to be transparent"*.

After the summit, we were invited to take part in the oversight group that has been checking to make sure the actions from it are being carried out by the NHS and that they are making things better for patients.

This included things like making sure more staff are available during periods of peak demand and actions for other services (e.g. hospitals), which need to make sure the ambulance service can handover patients quicker.

Since the risk summit took place, there has been an ongoing review into what happened and this identified that between 17 December 2017 and 16 January 2018, EEAST received more than 100,000 calls, 138 of which were identified as experiencing a significantly delayed response. 22 of these calls were classified as a "serious incident" that required more detailed examination by the NHS.

The Risk Summit asked for an independent analysis of those

Serious Incidents, which confirmed no patient died as a consequence of a delayed response. However, three patients experienced severe harm and 12 experienced low to moderate levels of harm.

A further review has been conducted to identify areas for learning in the future. It has highlighted the gap between capacity and demand and that delays handing over patients from the ambulance to hospitals is a problem. It has also highlighted that the service needs to plan better to meet demand and to consider signposting to other services where patients may not need to be taken to hospital (e.g. after a fall).

It is positive that initiatives have been put in place with partners to reduce handover delays and, to date, average handover times have reduced from 29 minutes in January to 20 minutes in recent months. We will continue to shape plans for improving services using people's experiences from across the East of England.

"We care for some of the most seriously injured and sickest patients on a daily basis. It makes it extremely hard for ambulance services to get a lot of feedback on how patients feel they have been treated. Healthwatch Suffolk has helped us in this regard by leading fellow Healthwatch organisations to gather independent feedback. This has been immensely valuable over this last year, particularly in providing reports for the Clinical Quality Commission and in attending system-wide workshops to provide a patient voice."

Robert Morton
Chief Executive
East of England Ambulance Service NHS Trust

""Healthwatch Suffolk have provided constructive challenge and balanced feedback at a number of ambulance reviews and regional moderation meetings, in particular highlighting the patient perspective or impact on the patient to ensure discussions remain patient centred."

Graeme Jones
Regional Director of Operations and Delivery
NHS England (Midlands and East



Sustainability and Transformation Partnerships

Helping to shape the future of your local services

Our health and social care services continue to face big challenges. People are living longer with ever more complex needs and the type of care that people need is changing. Our health and social care services therefore need to change too.

Local leaders have been working together to develop plans that seek to ensure the future of our local NHS and social care services. These are called Sustainability and Transformation Partnerships. They have aimed to show how local services will evolve and become sustainable over the coming years.

Healthwatch Suffolk is interested in two such partnerships. Suffolk and North East Essex STP and Norfolk and Waveney STP.

Recently, Suffolk and North East Essex STP announced that it will become an Integrated Care System. The NHS says Integrated Care Systems will enable NHS organisations, in partnership with local councils and others, to take collective responsibility for managing resources, delivering NHS standards, and improving the health of the population they serve.

The extent of our involvement in the development of these partnerships differs between the two geographical areas.

In Suffolk and North East Essex, we have been involved strategically as a member of the STP Board. We have also offered advice on communications and engagement, which has remained limited to date.

We are directly involved in some of the main areas of work within this STP. This includes the merger of Ipswich Hospital and Colchester General Hospital, where we have the opportunity to influence discussions at the Stakeholder Advisory Group (a forum for senior health and care leaders to debate matters relating to the merger).

Our Chief Executive is also the Chair of the Patient and Carer Advisory

Group, which was set up to offer people the opportunity to hear about the hospital merger plans and shape them wherever possible with the views of local people, patients and carers.

Our involvement with the Suffolk and North East Essex STP has also seen us have influence within other important forums like the Local Maternity Systems Board (a group charged with taking forward the recommendations of a national maternity review) and groups associated with the development of the east and west Suffolk community health Alliances.

In Norfolk and Waveney, we have not had involvement at a strategic level but we have had the opportunity to inform plans for communication and engagement. This involvement afforded us the opportunity to independently chair a public engagement event in Beccles and we have since helped to plan a second in Lowestoft.

Opportunities to shape specific areas of the Norfolk and Waveney STP have been less forthcoming but we are now invited to inform discussions at a Primary Care Local Delivery Group. We are hopeful of greater levels of engagement as plans continue to develop.

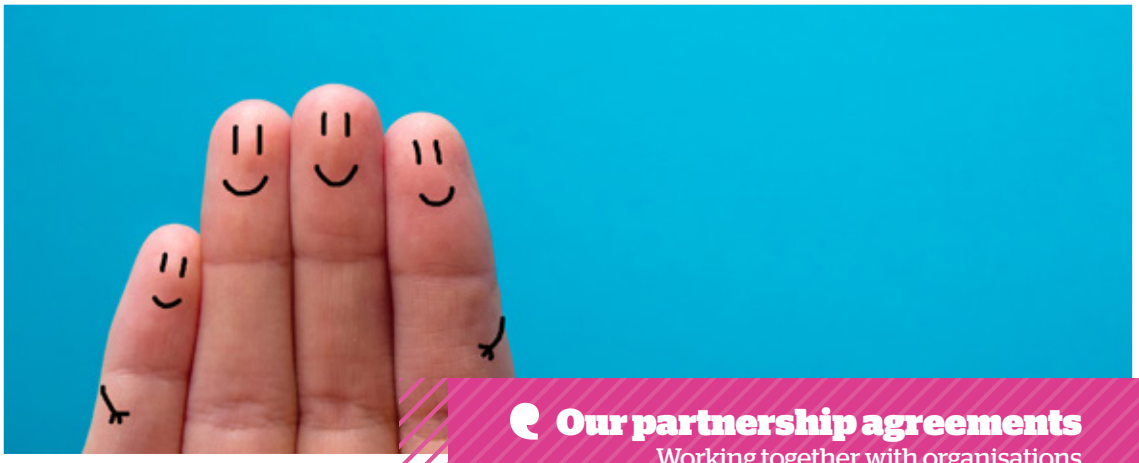
We are monitoring the development of these plans with continued interest and will always challenge senior NHS and care leaders to find opportunities for communications and engagement with the public wherever possible. We believe strongly that any developments must be shaped by your views and experiences.

"The West Suffolk System has formed an Alliance of provider partners and in turn is developing new cross system governance frameworks and forums that will aid shared decision making. Healthwatch Suffolk is a critical partner in these changes and plays a key and active role in shaping how we move forward together as a whole system.

"It ensures that the patient and user experience and voice is at the forefront of any decisions made. Healthwatch Suffolk is a member of our System Executive Group and chairs our Patient Experience Group. It is also helping us to evaluate our Buurtzorg test and learn project. It is a trusted partner who will always seek to advocate on behalf of the people who use all of our services."

Dawn Godbold
Director of Integration and Community Services

Working in partnership with other organisations...



Our partnership agreements

Working together with organisations across the county.

We want to work closely with other organisations so that we can influence the shape and quality of local NHS and social care services.

We have signed partnership agreements with a number of organisations that work with people who use services in Suffolk. Our agreements outline ways of working and are intended to form a foundation for working together.

This may include:

- Gathering and sharing the views and lived experience of local people accessing care services.
- Ensuring people have the opportunity to get involved in shaping local services wherever possible.
- Promoting shared opportunities for people to receive support or influence the planning of local care services.
- The potential to develop joint projects.
- The opportunity for organisations to be represented in our activities such as Enter and View.
- Our support on engagement activities, if required, which may include help with conducting research or talking to people in communities.

We have signed 25 partnership agreements with the following organisations:

- ActivLives
- Age UK Suffolk
- 4YP
- CHAPS
- Community Action Suffolk
- FamilyCarersNet
- Feedback Waveney
- Gatehouse
- Genesis (Orwell Mencap)
- Ipswich Citizens Advice
- Leading Lives
- Outreach Youth
- Realise Futures
- Rural Coffee Caravan
- St Elizabeth Hospice
- St Nicholas Hospice
- Sudbury Citizens Advice
- Sue Ryder
- Suffolk Coalition of Disabled People (SCODP)
- Suffolk Family Carers
- Suffolk MIND
- Suffolk Refugee Support
- Suffolk User Forum
- Survivors in Transition
- Voiceability

We look forward to working closely with these organisations and others, in 2018/19 and beyond.

"We've worked together on a video interview 'training' project. This is a wonderful opportunity to gain feedback and a really true sense of how people feel about their care experiences. We are also very pleased to be in partnership with Healthwatch, working on Time to Change Suffolk Hub and enormously appreciative of the hard work they have put in to make Suffolk a leading centre for tackling the stigma of mental health problems.

"Our regular partnership meetings are really useful and actions are often developed from these which benefit people in the community. A particular example is the valuable networking that comes from these sessions. We really appreciated the support we received from Healthwatch Suffolk when our caravan got stolen – both on an organisational level and personally. It was a devastating time for us so this constant in our lives was much needed and welcomed.

"We very much look forward to continuing to find ways to make this relationship as rewarding as it can be for both ourselves and for people in Suffolk."

Ann Osborn
Director of Rural Coffee Caravan

Maternity

How we helped to raise awareness during Sexual Abuse and Sexual Violence Awareness Week



Throughout the year, we have been working closely with the West Suffolk Maternity Voices Partnership to obtain feedback about maternity services in the west of our county.

This has included important issues such as the poor availability of frenulotomy (tongue-tie) services in Suffolk (see page 68) and mental health support for new parents.

This feedback, added to our own, has meant that we can be an effective champion of people's views into the Local Maternity System Board (LMSB), which is tasked with taking forward the recommendations made as part of a national review of NHS maternity care.

We look forward to developing this work within 2018/19.

"Healthwatch Suffolk have been a wonderful support to the West Suffolk Maternity Voices Partnership (MVP). They have helped with the setting up, hosting and management of our online survey, which gathers feedback from people; used in order to improve maternity care and services in West Suffolk. Their support has also included analysis of the feedback received and providing suggested recommendations. Healthwatch Suffolk has given our MVP direction on how to deliver these recommendations and using them for co-producing new and existing services, giving us a stronger voice when tackling difficult issues, such as tongue-tie."

Jen Keenan
Chair of the West Suffolk Hospital Maternity Voices Partnership



A day with the Mayor

Celebrating organisations and their support for people in Suffolk

A visit from the Mayor of Ipswich (Councillor Sarah Barber who is also a nurse at Ipswich Hospital) gave organisations in Suffolk the opportunity to promote awareness of the support they provide and to celebrate the hard work of their teams and volunteers.

The Mayor met with staff teams, volunteers and trustees from organisations that are a cornerstone for some of Suffolk's most vulnerable residents. She also spoke with people they support.

The visit on 27th June 2017 came just a few days after Suffolk Day, which is an opportunity for us all to celebrate great Suffolk organisations and everything that is good about the county.

Healthwatch Suffolk, Rural Coffee Caravan, Age UK Suffolk, Suffolk Family Carers, Realise Futures Growing Places and United Response collectively offer a lifeline and a voice to some of our most isolated communities and vulnerable people.

This includes older people, carers of all ages, people with disabilities and those facing loneliness or problems with access to local amenities.



Watch our short video to see what happened on the day. View it on our YouTube channel. Just search for "Healthwatch Suffolk" to find it.



#ItsNotOK

How we helped to raise awareness during Sexual Abuse and Sexual Violence Awareness Week

Sexual Abuse and Sexual Violence Awareness Week took place between 5th February and 11th February 2018. This year, we teamed up with specialist providers of support and called upon organisations, individuals and agencies across Suffolk to share the message "it's not OK".

We supported the campaign by generating a number of graphics for use across social media and by helping to promote awareness. In doing so, we hoped to generate conversations around sexual violence across Suffolk, raising awareness of specialist support that's available so that survivors know they are not alone.



Share feedback today:
You can tell us about your experiences of visiting health and social care services in Suffolk at any time. Visit: www.healthwatchsuffolk.co.uk/services



04
It starts with you...

Making your views count

We use the things that you tell us to shape, influence and improve local NHS and care services. Further to outcomes achieved through research and partnership work, in this section, we wanted to highlight examples where your voice has counted to improve services.



Birthing partners

How our report continues to make a difference in 2017/18

"...thank you and everyone who made it possible for partners of new mums to stay overnight at the hospital. My own family and many of our friend's families have benefited from this new arrangement."

The Care Quality Commission published the results of its national maternity survey. It shows that women are reporting a more positive experience of maternity care and treatment.

The 2017 results highlight improvements in areas such as choice of where to give birth, quality of information and access to help and support after giving birth, when compared to the results from previous years' surveys.

In particular, Ipswich Hospital scored better than other trusts across the country against several criteria. This included for partners being involved as much as they wanted.

That's important because our report about new mums and their birthing partners was at the very heart of the hospital making the decision to allow birthing partners to stay overnight with mum after the birth of their baby.

Ipswich Hospital have also scored better than other hospitals across the country for giving people information about what to expect after their baby is born. That was also an area that we suggested the hospital needed to improve in response to feedback from patients and their birthing partners.

"We are delighted that the changes we introduced after working with Healthwatch Suffolk following the 2015 survey are having such a positive impact. One great example of this has been welcoming partners to stay overnight following their baby's birth, which not only helps reduce any anxiety for mums but also gives partners the chance to bond with their newborn.

Alison Littler
Head of Midwifery at Ipswich Hospital



GP practice improvements

How we worked with the NHS to improve people's experiences of their GP practice

A local GP practice took action to improve engagement with patients and address issues we raised. This followed regular engagement with patients by our team of Community Development Officers.

We became increasingly concerned about patients' experiences with some of the staff within the practice. Issues included:

- Poor patient interaction including a negative and

dismissive attitude that has, at times, impacted upon the health of patients.

- Patients repeatedly told us they refuse to be seen by particular staff.
- Issues with the accuracy of prescriptions.
- Dismissing the concerns of patients.
- When patients complain to the practice, there is an inconsistent approach with variation in patient experience. Some patients report a complete lack of response from the practice.

We know from our engagement that many patients do have a good experience of the practice however we consider the poor attitude of staff has been an enduring and persistent issue across many visits.

We wrote to the Ipswich and East Suffolk Clinical Commissioning Group with information about our concerns and an invitation to discuss how we could address them.

It was decided that the Deputy Chief Operating Officer and a member of the CCG Governing Body would meet with all GPs and the practice manager, to go through the issues raised. This meeting took place with outcomes as follows:

- The clinical team will take part in an individual 360 appraisal process to aid improved understanding of how doctors are perceived and improve self-awareness.
- Staff within the practice will undergo consultation skills training to improve engagement with patients on key issues.
- The practice has been asked to work with us so that we might support it to answer the question "how can we be a better practice?" and to encourage patients to raise issues with the practice directly.

We hope now to work positively with this practice to capture patient experience and improve the care provided.



Frenulotomy services

How we are working to improve access to tongue-tie services in Suffolk

NHS leaders in Suffolk have committed to a redesign of tongue-tie services in Suffolk after we raised concerns in partnership with the West Suffolk Maternity Voices Partnership (WSMVP).

Tongue-tie is where the strip of skin connecting a baby's tongue to the floor of their mouth is shorter than usual. It can restrict the tongue's movement, making it harder to breastfeed. Treatment isn't necessary if a baby can feed without any problems. If their feeding is affected, treatment involves a simple procedure called frenulotomy.

Why do we think there are problems with frenulotomy in Suffolk?

New parents have been sharing their views with us on the postnatal challenges they faced in Suffolk because their baby had a tongue-tie and it wasn't recognised.

In addition to things that people shared with our Community Development team, we also worked very closely with the WSMVP to ask new parents about their experiences.

People said they did not know how to access help, support or a diagnosis and that the lack of a diagnosis meant they needed to pay privately for advice and treatment at personal cost. Some people told us that, without this treatment, they would not have been able to continue breastfeeding.

We asked NHS bodies for clarity about what services are available to parents in Suffolk and who runs them. They told us that the availability of frenulotomy services varies and that the services should be considered under something called "Better births" – A national review of maternity services.

Currently, the likelihood of getting a diagnosis of tongue-tie is determined by where you choose to give birth and we don't think that's fair. Having raised this issue jointly with WSMVP at our Local Maternity System Board (the group tasked with meeting the requirements of the national maternity review), it has

committed to include the redesign of frenulotomy services within the overall maternity transformation plan for Suffolk.

Since this time, the LMSB have continued to explore new options for how this service could be delivered in Suffolk and we are currently awaiting the outcome of this work. Look out for updates on our website in the coming months.

In addition to the above, two of our local hospitals told us they would be working to increase the number of staff trained in the identification of tongue-tie to improve referral to treatment times and service quality.

We are also aware that training has been delivered at the West Suffolk NHS Foundation Trust on effective and timely recognition of tongue tie to a variety of staff including neonatal staff, nurses, midwives, health visitors and doctors.

Three mums - One shared experience
As part of our work on this issue, we have highlighted the stories of three mums who had a baby with tongue tie.

Read their stories now on www.healthwatchsuffolk.co.uk.

Hannah shared her story...
Hannah experienced problems with breastfeeding. It took time, but eventually she sought help outside of the NHS and a got a tongue tie diagnosis for her baby.

"I felt I had been doing something wrong, whether it was giving her too many bottles, not producing enough milk... I had been full of self-doubt."



After the frenulotomy treatment... *"...as soon as she was put on my breast she fed happily and I could already see her mouth opened wider and her latch was much better..."*

Read Hannah's story and more on our website.



Ipswich Hospital

Improvements were made after we raised concerns about patient discharge

In July 2017, Ipswich Hospital outlined a number of actions it would take to improve the experience of older patients leaving its wards after we raised concerns.

Comments were received that raised issues such as patients becoming unwell quickly after leaving the ward, poor communication between the hospital and care home staff about medications and general references to poor care.

The hospital told us it would:

- Collaborate more with local care homes to improve communication on admission to and discharge from wards.
- Investigate the time patients spend on hospital transport, which can reach several hours without food or drink. The hospital wanted to identify how this could be improved.
- Carry out a spot check audit regarding nursing documentation on Kesgrave Ward and review the findings. The aim was to ensure patients leave the hospital with information about how to care for themselves post discharge (e.g. details of changes to medication).
- Discuss our feedback about patient privacy and general care as part of ward safety huddles and remind all staff of the importance of maintaining privacy for patients.

Further to the above, the Kesgrave Ward Matron conducted a review of the intentional care rounding and observed the delivery of care within her clinical time on the ward. This review aimed to ensure the needs of patients were being met promptly.

The Ward Sister also committed to review Friends and Family Test feedback submitted by patients to ascertain whether others have raised similar concerns about any delay in their care needs being met.



Southwold pharmacy

Positive outcome for local pharmacy at risk of closure and patient privacy.

In August 2017, we wrote to NHS England because we were informed that decisions taken following changes to community pharmacy funding were likely to impact adversely on services available to residents in Southwold.

Our understanding was that the Queen Street pharmacy in Southwold had been denied funding through the Pharmacy Access Scheme, which is designed to capture the pharmacies that are most important for patient access, specifically those pharmacies where patient and public access would be materially affected should they close.

The reason for this was that decisions were based on a fixed list of pharmacies in England, developed when there was a second pharmacy located in the town within one mile. That pharmacy has now closed. The pharmacy list was reviewed but it did not include a review of pharmacy closures since the 1st of September 2016 so the Queen Street Pharmacy was still not eligible for the access payment even though it met the criteria.

There was a real risk this pharmacy would close. Southwold has a low resident population but a high influx of holiday makers/second home owners. Without access to this pharmacy, we were concerned that there would be an increased burden on out of hours GP services.

The results of the PhaS review was announced in August 2017 and Southwold was successful in obtaining additional funding to aid sustainability.

Tania Farrow (Chief Officer for Suffolk Local Pharmaceutical Committee) thanked us for our support of the application, explaining that she was certain the concerns we had expressed to NHS England and local decision makers had helped in achieving a positive outcome for the town.

Alerting pharmacies about the need for better patient privacy

We shared feedback with the Local Pharmaceutical Committee about patient privacy which resulted in the following notice being sent to all contractors in Suffolk:

For the attention of all contractors, When handing out prescriptions to patients, it is good practice that the patient is asked to confirm their address, rather than the address being read out by pharmacy staff. The LPC has been made aware of a number of incidents where vulnerable patients have been targeted for their medicines after their address details have been confirmed publicly in pharmacies where other patients have been present.

The LPC would stress the need to confirm the address details with patients when handing out prescriptions to ensure the correct medication is issued to the right patient. However, pharmacy teams are asked to be considerate of a patient's right to privacy, especially with regards to vulnerable patients and those collecting Turning Point scripts.



Flu vaccination practice

Challenging poor practice with regard to the promotion of flu vaccination

We highlighted feedback to commissioners that indicated some GP practices may be promoting their Flu vaccination service in an inappropriate and misleading way.

This included a practice that sought to undermine patient choice through the insinuation that a patient may be harming their local practice financially should they opt to source their vaccine from an alternative service. This is regarded as poor practice.

Following our local conversations, commissioners made us aware that Andrea Patman (Head of Commissioning for NHS England Midlands and East (East) had written to all providers with the following advice:

"This service is commissioned to achieve the intended aims to improve vaccine uptake amongst the eligible population whilst offering patients the choice of where to access their vaccination. Since the Flu vaccination programme commenced for 2017/18 NHS England, Midlands and East (East) have been provided with evidence of inappropriate materials and communications sent to patients.

"We would therefore like to take this opportunity to remind all contractors that any promotion of the Flu vaccination service, either verbally or written, must not in any way undermine the service offered by either profession. This includes any insinuation or proclamation that vaccinations offered by another provider are less effective, less safe or that the providers have lack of capacity, or do not meet clinical standards to deliver the commissioned service.

"We are also aware of information relating to the financial arrangements regarding this service which have been unhelpful and in some cases misleading."



05

Our plans for next year

Our strategy 2020

Alongside documents like our annual report and Communications and Engagement strategy, our strategy tells you how we intend to work to make a difference to your local NHS and social care services. This includes the issues that we will focus on and the factors that influence our decision making.



Our focus is on shaping all local health and care services but, to do the job well, we must decide on some specific priorities. That is why we are working on five main areas (see below), in addition to our core work and functions.

We have based these intentions on our conversations with local people but also on intelligence available to us from within our national network and the Suffolk health and care system.

We know that focusing on specific areas offers us the best opportunity to make a genuine difference to local care and makes best use of our limited resources.

You can download your copy of our full strategy document from our website.

Our five priorities	Social care services	Mental health services
CYP Children and young people's services	Primary care services	Co-production in services

Our current and future projects

There are a number of projects that are either ongoing or planned to begin in 2018/19. We have outlined several of these in detail. See pages 77 to 83 for information about:

- Our report on people's experiences of home care services in Suffolk.
- The next phase of our "My Health, Our Future" project exploring the emotional wellbeing of children and young people across the county.
- Our work to engage people as a part of a collaborative of various organisations about the future of mental health service provision in Suffolk.
- Our work to evaluate patient experience of a new integrated service model within people's homes.

Other projects currently under development or subject to funding include:

- A project that aims to explore young people's wellbeing in Lowestoft and work with partners to develop an offer of support.
- A review of "Discharge to Assess" in Suffolk.
- A project about end of life care with St Elizabeth Hospice.

Look out for more information about these on our website.

"We have a good working relationship with the staff of Healthwatch Suffolk and find their support for the Community is of the highest standard. It has responded to the challenge of mental health concerns in Schools and used their partnership knowledge to create a strong bid to Big Lottery to support High Schools and Primary Schools in the delivery of good quality mental health support. This bid has a wide range of Voluntary and Statutory Partners involved showing their breadth and depth of knowledge of the system and what will work locally. We remain strong supporters of the work of Healthwatch Suffolk and their efforts in the Waveney District."

Phil Aves
Suffolk County Council Partnership Change Manager, Lowestoft Rising



- My care at home -

People's experiences of home care in Suffolk

Over 500 people have shared their experiences of home care services with us after one of the largest research projects of its kind across the Healthwatch network. We worked in collaboration with Suffolk County Council to contact users of its home care services.

People responded to an initial survey, which asked them to rate their care and leave feedback. In addition, 50 interviews were conducted with more than 70 service users, their families and carers.

Several themes were identified and structured under areas known to be essential requirements of effective home care as identified in national reports and guidance; produced by Healthwatch England and the National Institute for Clinical Excellence (NICE).

The evidence from both the surveys and the interviews show that service users are extremely positive about their carers. Satisfaction ratings in the surveys are very high, with most respondents reporting a 'good' or 'excellent' rating. The report also identifies areas that could be improved to enhance the quality of local care.

Our recommendations are intended to inform care providers and Suffolk County Council about the issues faced by people receiving care. This will enable them to build upon current strengths, such as



the consistently good quality interaction between service users, family members and their carers, and to address areas of weakness.

The report will also help to shape and influence the re-procurement process of Suffolk County Council's Support to Live at Home (STLH) services planned for 2019. We will be working with Suffolk County Council to ensure peoples views are heard and responded to.
Mike Hennessey (Corporate Director for Adult and Community Services at Suffolk County Council) has told us "Suffolk County Council will take time to carefully consider and provide a detailed response to the recommendations including how they will be used to inform our plans for the future".

Councillor Beccy Hopfensperger (Cabinet Member for Adult and Community Services) welcomed the report. She called it "comprehensive" and thanked us for completing the work.

> 'It's a personal thing, isn't it? And you're allowing somebody into your own personal house, your own space, to do a personal thing. And I think it's important to have that rapport, whereas, if it continually changes, it's like, a stranger suddenly come to do a personal thing.'
>
> **A home care service user**



Last year, we published the results of our first "My Health, Our Future" report. It explored the views of over 6,800 young people about their emotional health and wellbeing and focussed on important subjects like body image, stress and self-esteem.

We are now working with more schools to deliver a second phase of the project. These include:

- Churchill Special Free School (Haverhill)
- East Bergholt High School (East Bergholt)
- Kesgrave High School (Ipswich)
- Suffolk One (Ipswich)
- Thomas Gainsborough Academy (Sudbury)
- Thomas Mills High School (Framlingham)
- Thurston Community College (Thurston)
- Westbourne Academy (Ipswich)
- King Edward VI (Bury St Edmunds)
- Northgate High School (Ipswich)
- Bungay High School (Bungay)
- Ormiston Denes Academy (Lowestoft)
- Stoke High School Ormiston Academy (Ipswich)

Thousands of pupils will be offered the opportunity to take part in an interactive survey that has been designed with the help of other pupils and teachers.

They will have the chance to explore their perceptions of mental health and help us to understand how things like social media, school pressures and sleep are impacting upon their emotional health and wellbeing.

This is an important piece of work because it is a part of something called the Suffolk Children and Young People's Emotional Wellbeing Plan 2020.
This Plan will determine the availability of support for young

people and their families across the county. Schools will use our findings to consider how they can improve their approach to maintaining the wellbeing of their pupils.

In our first report we featured fantastic artwork from children and young people. It was their expression of what mental health and wellbeing means to them. We are repeating this request with all schools taking part in 2018/19.

What's new?

Much of the survey will remain the same as last year so that we can compare our findings with the first report but it will include some new sections focussed on drugs and alcohol, sexual health and social media.

These are all factors that are known to impact upon the emotional health and wellbeing of young people in Suffolk and areas that the people responsible for our local services want to understand better.



Knowing where to go...

Young people have told us they do not know where to find support. That is why we updated our popular signposting postcards and posters, to include more details of support available for children, young people and families.

These resources are freely available on our website and have been provided in hard copy format to all of the young people participating in the project this year. They have also been shared widely on social media and distributed within local communities by our team.

These updated materials were produced in co-production with a group of young people at Northgate High School in Ipswich.



Mental health services in east & west Suffolk

#AVeryDifferentConversation

Throughout the summer of 2018, we will be working as part of a collaborative of local organisations with an interest in mental health and wellbeing services. The other partners are Suffolk Family Carers (SFC), Suffolk User Forum (SUF), Suffolk Parent Carer Network (SPCN), NHS West Suffolk and Ipswich and East Suffolk Clinical Commissioning Groups and Norfolk and Suffolk NHS Foundation Trust (NSFT).

This collaboration will be a unique opportunity to express your views about how mental health and emotional wellbeing services are developed and delivered across east and west Suffolk. It will be your chance to input into and influence services in the community, GP practices, hospitals, care homes and specialist services.

We want your views on mental health and emotional wellbeing in all their variations, from maternal mental health to eating disorders to dementia, to name but a few.

Throughout the summer months, we will be asking you as employees, carers or patients, what you feel is currently being done well, what needs to be done better and what we can do to offer more joined-up services right across east and west Suffolk. What you feed back to us will influence and help shape future mental health services.

Our work will be guided by a set of shared principles, which are:

- everyone's views matter
- this is not about making savings
- prevention is as important as treatment
- people should be helped to care for themselves, but if the need arises be provided with reliable and appropriate crisis support
- physical and mental health considerations will be tackled together
- everyone should get the right support, at the right time and in the right place



A new approach to care

How we will work to influence what the future of care might look like in Suffolk

People in a small part of West Suffolk are to receive care at home in a different way as part of a new care trial.

We are going to be working with the new Neighbourhood Nursing and Care Team (NNCT) to ask people about their experiences and understand whether this new way of working will improve people's care.

The trial is inspired by Buurtzorg Nederland, which is a successful Dutch home care organisation. It has been attracting lots of attention from the NHS and social care professionals because of its "humanity over bureaucracy" ethos and innovative use of self-managed nursing teams that deliver both services that require nursing training but also other support.

Currently, if you need care and support at home, it is likely that you may be visited by lots of professionals with different specialisms and little continuity between them. This approach aims to make things simpler for people by combining much of this into one service. In addition, it should better support people to look after themselves (self-care) and connect people with support networks in their community.

The model empowers nurses to deliver all the care that patients need. Nurses work in self-managing teams within a specific locality. The team handles every aspect of care and business, from patient assessment and personal care to staff recruitment and schedules. The nurses are 'generalists' taking care of a wide-range of patients and conditions. They are also highly qualified.

By working in this way, it is hoped the team will be able to build familiarity and relationships with the people they support. This should mean that they can intervene with early help wherever there are concerns about a persons' health and avoid potential admissions to hospital. That's important because the cost

of hospital care is so much higher than the cost of providing the right care and interventions within the community or at home.

Ultimately, whilst this model is known to have proven successful outside of the UK, there is a need for a much greater understanding of how well this type of care can be delivered within the English health and care system. That is why it needs to be tested before a follow-up trial can be undertaken across a larger expanse of the county.

We will be speaking with patients and their family members or carers to find out how well this new way of working has supported their needs. We will ask them about their experiences and share the results with local decision makers. Our findings will genuinely influence decisions about how people will be cared for in the future. Our questions and approach will be co-produced.

At the same time, The King's Fund will be exploring what adaptations have to be made to the Buurtzorg model, and to the way things are normally done in the English health and social care systems, in order for the model to work here.

They will be interviewing the nursing team, other clinicians and managers in the health and social care system who are involved in, or effected by, the test. The aim is to gather learning to inform any future larger-scale test of the model in Suffolk, and to help teams in other parts of the country who are also interested in trialling the model.



06.
Our people

Our volunteers



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

Some people have experience of services as a patient or a service user and some have useful knowledge from previous professional roles. We know that much of our strength is rooted in their passion.

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

- Supporting our Community Development Team at community events
- Visiting local services on our behalf (see page 22)
- Sitting on our governance groups such as our Board of Directors
- Contributing to our sub-groups
- Helping us in the office with day to day administration

In numbers...

15 volunteers support us to engage within local communities.

This includes Care UK staff, who gather feedback on our behalf within their Suffolk care homes (see page 45 for information about our work with Care UK in Suffolk).

Our community volunteers also help us to gather feedback from people in their local communities.

Two volunteers have supported us in the office this year. Their role has



been to help us log all of the feedback we receive about local NHS and social care services.

Please see page 11 for more information about our feedback process.

We authorised **14** people to visit services on our behalf. Their reports are available online and have been used to shape, influence and improve local care services.

See page 22 for more information about Enter and View.

We currently have **nine** Directors. In addition, there are **three** ex-officio (non-voting) members of our Board. They are the Chairs of our sub-groups.

See page 88 for more information about our Board of Directors and page 14 for details of our sub-groups.

Try something new and rewarding...

If you would like more information about volunteering with us, please contact 01449 703949 or send an email to info@healthwatchsuffolk.co.uk.

"Volunteering with Healthwatch Suffolk has enabled me to remain in touch with a professional working environment and to give something back to the community. It is a privilege to spend time doing something that holds value and that can make a difference for people using our local services. It is so important."

Julius
Healthwatch Suffolk volunteer

"'I want to aid people in getting justice, and help those who can't speak up for themselves. Being disabled myself, I want to bring Healthwatch to people's attention as they can ensure vulnerable people are heard'."

Rosemary
Healthwatch Suffolk volunteer



Thank you Stella...

"I have been volunteering for over five years, three of those as part of the Healthwatch Suffolk Enter and View team as an Authorised Representative. During my time with Healthwatch I have had the opportunity to undergo training which has increased my knowledge.

"Within my role, I have visited residential and care homes to find out, from the residents point of view, what it is like to live there. We also talk to the staff to give us a balanced perspective. I feel that these visits and the reports produced are beneficial to both the residents and the care providers.

"Volunteering is a two way street. You may give your time but you get a lot back from doing it. I would recommend that anyone with some spare time consider becoming a volunteer. I have learnt a lot and have had a lot of personal satisfaction in doing something positive with some of my spare time."

For more information about how you could help us to visit local NHS or care services, please visit:

www.healthwatchsuffolk.co.uk/about-us/enterandview/

Decision making

Our Board of Directors

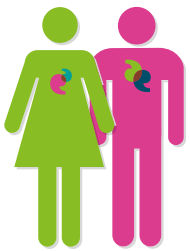
Our Board is comprised of volunteer directors and our Chief Executive. It is our governing body, and oversees our strategic and operational activities. The Board:

- Establishes our vision, mission and values
- Sets company policy, strategy and structure
- Monitors progress towards achieving our objectives
- Seeks assurance that systems are robust and reliable
- Promotes a positive culture

All Board meetings are held in public. Documents for the meetings are posted to our website.

Our Directors for 2017/18 were:

Andy Yacoub (Chief Executive)	Member since December 2015
Dr Tony Rollo (Chair)	Member since April 2013
Fiona Ellis	Member since July 2013
Elaine Aylott	Member since January 2015
Barbara Richardson-Todd	Member since March 2014
Bal Kaur Howard	Member since January 2017
Nigel Mann	Member since January 2017
Steve Pitt	Member since January 2017
Liz Whitby	Member since June 2017
Jeff Stern	Ex officio member (Now retired)
Julie Harris	Ex officio member of the Board
Jane Millar	Ex officio member of the Board
Chris Hedges	Ex officio member of the Board



Membership means that you have a say in how our organisation is run. You can sign-up online or by calling 01449 703949. Comments from individuals and groups are always welcomed about our activity and the decisions we take in your interest.








Shining the spotlight on social care at our AGM 2017

One of the best ways to influence our decision making is to attend our Annual General Meeting (AGM) at which you may have the opportunity to vote on important matters that affect our company such as those relating to our Board of Directors.

We were pleased that many people attended our AGM in 2017 to find out about our work and to hear interesting talks by our guest speakers.

The day began with our year in review by our Chief Executive (Andy Yacoub), who thanked everyone that has been involved with our work and highlighted some of our key outcomes.

Our guest speaker was Nadra Ahmed OBE (Chair of the National Care Association – NCA). She has been involved in the field of social care for over 30 years and, in 2006, was awarded the OBE for her services to Social Care. She has been Chairman of the NCA since 2001 and is a trustee of the Social Care Institute for Excellence and Parkinson's UK.

Nadra highlighted the Care Quality Commission "State of Care 2016/17" report, which indicated most of us are receiving good, safe care. She spoke about the challenges faced by social care services, noting that they faced an uncertain future.

Nadra also discussed the poor integration between NHS and social care services and how the definition of what constitutes "social care" has changed over time.

> *"If you get social care right, you can free up our local hospitals and reduce delayed discharges"* ***– Nadra Ahmed at our AGM in 2017***

Look out for all of the details about our next AGM, which will be themed on the topic of "Primary care services - Past, present and future".



07. Our finances

Please see our abbreviated accounts below. The figures are correct at the time of publication and are subject to auditors inspection.

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

Turnover	£479,865
Administrative Expenses	£522,552
Other operating income	£50,144
Operating Surplus/ (Deficit)	£7,457
Interest receivable & similar income	£751
Surplus/(Deficit) on ordinary activities before taxation	£8,208
Tax on surplus/(Deficit) on ordinary activities	£162
Surplus/(Deficit) for the financial year	£8,046

Our accounts will also be presented at our fifth Annual General Meeting (AGM), which is currently due to take place in October 2018. Please see our website and newsletters for more information and to book your space.



08
Contact us

Getting in Touch

Healthwatch Suffolk CIC is commissioned by Suffolk County Council to deliver the statutory activities of a Local Healthwatch in Suffolk. The contact details for our registered office are as listed below.

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

The design, layout and graphics contained within this report have been created by the Healthwatch Suffolk Information Services Team.

We will be making this annual report publicly available on or before 30 June 2018 by publishing it on our website and sharing it with Healthwatch England, the Care Quality Commission, NHS England, Clinical Commissioning Group's, our local Health and Overview Scrutiny Committee, and our local authority.

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

healthwatch Suffolk

We will be making this annual report publicly available by 30th June 2018 by publishing it on our website and circulating it to Healthwatch England, the Care Quality Commission, NHS England, Suffolk Clinical Commissioning Groups, the Suffolk Health and Overview Scrutiny Committee, the Suffolk Health and Wellbeing Board and our local authority (Suffolk County Council).

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

If you require this report in an alternative format please contact us on 08004488234 (Freephone) or by email to info@healthwatchsuffolk.co.uk

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Help us to improve local services...



Rate & review NHS and social care services on our Feedback Centre:
www.healthwatchsuffolk.co.uk/services