

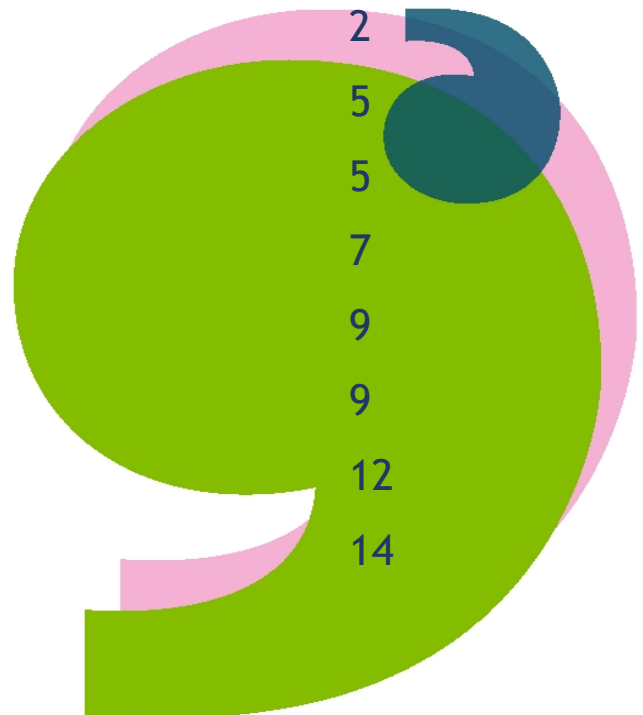
Healthwatch Herefordshire

Quarterly Report

January - March 2019

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Engagement with the Public

We have been asking people about the projects we have been running through quarter 4 which are:

- Dementia
- Children & young people's mental health
- Outpatient's at hospital
- NHS Long term plan
- Voting on our work priorities for next year
- HomeFirst reablement



There are the groups we have visited in quarter 4;

- Our News Our Views
- ECHO Rep group
- Listening for Compassionate Communities
- Public planning drop-in re housing design (autism representation)
- Silver Threads St Martin's Hereford
- Making it Real
- Yarpole community group
- Ledbury public event
- Autism Partnership Board
- Herefordshire Disability United
- Learning Disability Partnership Board
- Early Years Strategy Group
- Co-op community forum
- Stand at Belmont Tesco
- Drybridge Day Centre
- Great Western Court
- Care home in-reach team
- Hospital and home teaching school
- Dementia Friendly Communities meeting
- Wellbeing nurse at Rose Gardens
- Herefordshire Housing Involvement Group x2
- Aconbury School
- Refreshers Fair - Hereford College of Arts
- Dementia talk at Rose Gardens
- Mental Health Time to talk day in Old Market Hereford
- Voice of a child
- Ledbury Health Group
- Carers in Mind
- Marches Counselling
- First Light, Veterans Café
- Teapotters Moreton-on-Lugg
- Hereford Disability United - Mental Health event
- Carerstrust4all and Herefordshire Carers Support Meeting
- Norfolk House (Stonewater housing - Leominster)

Public Priority Voting for 2019-20

At the beginning of March Healthwatch met with commissioners from the clinical commissioning group, the local authority and public health to find out what public insight may be helpful over the next 18 months for the development of services in health and social care.

With this information, and looking at the feedback we have received over the last year from the public, we have created a list of options for future work priorities that the public can vote on, these are:



- Mental Health
- Men's Health
- Prevention & self-care
- Oral Health
- Reasonable adjustments to health & social care services
- Digital technology in health & social care

Since the start of March we have been promoting this poll on the website, facebook, twitter and Instagram and taking the vote out to the groups we have visited. So far we have over 200 votes and voting continues until 18th June.

On June 19th, at our annual event, we will select the top three topics voted for as our large engagement projects for 2019-20. Healthwatch will choose an additional project from the remaining three.

Outpatients Enter & View Project

In March Healthwatch staff, directors and nine volunteers visited hospital outpatient clinics over a two week period, gathering the views of 160 people using the clinics. We visited the following clinics twice; fracture clinic and radiology, trauma & orthopaedics, rheumatology, urology, ear nose and throat and ophthalmology.

160
people

We will publish the findings in May.

Home First Reablement Project

In February Healthwatch made home visits or had telephone interviews with 28 patients using the Local Authority Home First 6 week reablement service or the Wye Valley Trust Hospital @ Home service.

28
people

This is the first half of this project. We will repeat the exercise again in August with another groups of patients using these services.

We will report some interim feedback from the first half in May, but the final report will be September.

Dementia

This is one of the topics the public voted as a priority for Healthwatch in 2018-19. We have engaged with 152 members of the public about dementia from September 2018 - March 2019.

152
people

The three focus areas of the project were:

- Experience across the whole pathway and living with dementia
- The public's general awareness of dementia, raising awareness and reducing stigma
- Dementia and learning disabilities

Our findings have been summarised in the following sections:

- Generic feedback on the dementia pathway
- Support following a diagnosis
- Respite
- Carers
- Social Care
- Care in hospital

We have made eight recommendations based on the findings from our engagements:

- The importance of a single point of contact
- There need to be varied methods of distributing trusted information for families/carers
- A campaign to highlight the benefits of an early diagnosis and advice on prevention
- Easy and accessible information on planning for RESPECT care (Advance care planning, Lasting Power of Attorney, social care funding, Continuing Healthcare)
- Expanding on Dementia friendly communities (Hairdressers, shops, banks etc.)
- The development of Meeting Centre provision in areas such as Bromyard, Ledbury & Hereford
- Support with form filling and education sessions for carers
- Thinking about respite in alternative non-traditional ways

In March these recommendations and experiences were presented at a Herefordshire and Worcestershire dementia strategy conference and have been included in the five-year draft dementia strategy for Herefordshire and Worcestershire.

These findings will provide service experience and recommendations from the public to the Herefordshire Dementia Programme Board, who are overseeing the development of services in the county for people with dementia. We will continue to follow the work of the programme board to ensure the recommendations are implemented in the county.

We are currently finalising the dementia report, waiting for all partners at the dementia programme board to comment on the draft report. Publication is expected on 18th April.

Children & Young People's Mental Health

Our work on children and young people's mental health will be a yearlong project ending in summer 2019 and involves;

- Work undertaken at school games and crucial crew in July 2018 with children about emotional wellbeing.
- Gathering experiences of young people in secondary schools about the support they receive and would like for mental health in school.
- Gathering feedback from children and young people who have previously, or currently, use mental health services.

Mental Health Forum & Carers in Mind

This monthly forum is facilitated by Healthwatch and hosted at Herefordshire Mind for service users and carers. This quarter we have met twice;

Tuesday 5th February 6.45-8.45pm mental health forum.

Speaker from 2Gether NHS Trust to talk about mental health crisis care.

Tuesday 5th March 6.45-8.45pm Carers in Mind no speaker.

Healthwatch engagement session on NHS long term plan.

Public Event Ledbury

On March 26th, 2019 Healthwatch held a public event in Ledbury with guests including Lesley Woakes - Director of primary care for Herefordshire Clinical Commissioning Group, Dr Verity Wilkins - St Katherines Surgery and GP locality champion, Chrissie Pepler - Community Development Link Officer for the Diocese.



The focus of the event was to:

- Give the community an update about how the NHS services are working locally with other services, the development of primary care networks in localities and what that means for patients.
- Hear from the diocese about good neighbour schemes and compassionate communities.
- Healthwatch engagement on NHS Long term plan topics; emergency services, local care out of hospital, prevention & self-care.
- Promote the launch of the advance care planning tool RESPECT with Maria Hardy from The Clinical Commissioning Group, gathering people's feedback on this.
- Vote on future priorities for Healthwatch in 2019-20.

NHS Long Term Plan Engagement

This project will run from March to June. The purpose is to engage the public, seeking their views on eight priority areas below. Healthwatch Herefordshire are coordinating this work across the STP and will compile an STP wide report by mid-June 2019. The report will help the STP to shape a local 5-year implementation plan for the long-term plan, which will be published in Autumn 2019.

Healthwatch Herefordshire and Worcestershire are complementing engagement work with the NHS across both counties. The priorities we are asking the public about are:

- Local out of hospital care
- Emergency services
- Specialist services
- Prevention & self-care
- Health inequalities

- Mental health for children & young people
- Learning disability & autism services
- Mental health for adults

Healthwatch Herefordshire have produced an online survey with the STP partners www.healthwatchherefordshire.co.uk/hw-nhs-long-term-plan which is being promoted by all partners.

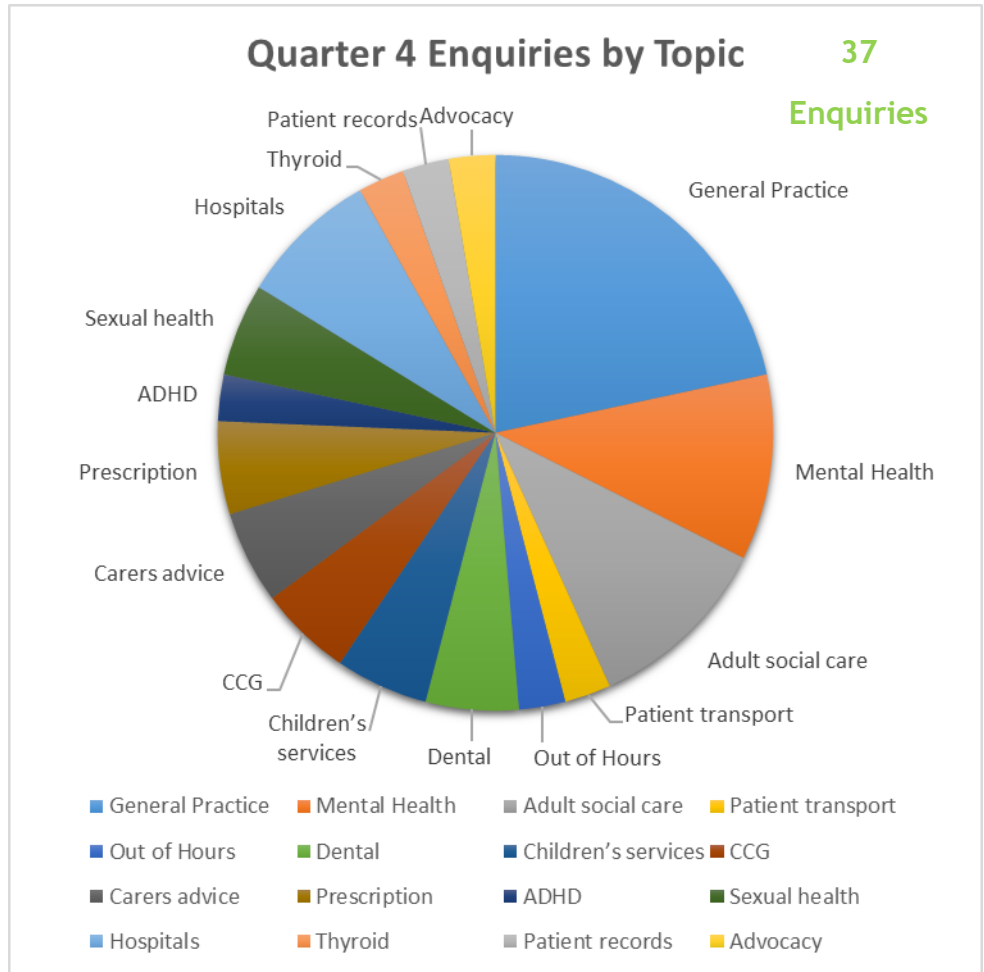
In addition, we have put extra capacity into our team to facilitate additional face to face engagement to gather this feedback until June.

Feedback, information & advice

Healthwatch receives public feedback in several ways:

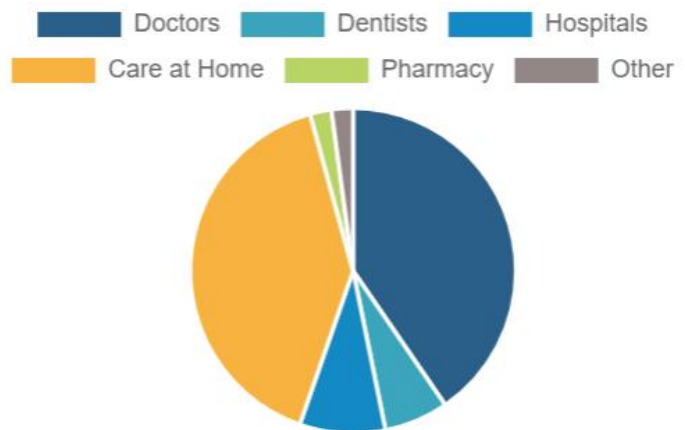
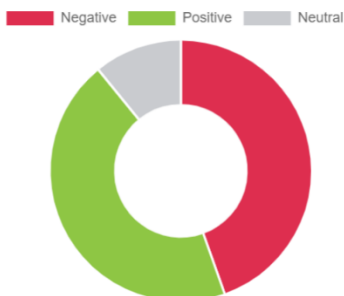
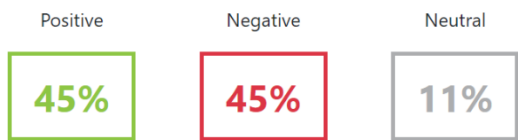
1. From day to day engagement and outreach work with groups on specific topics for our project work
2. At public events which we host throughout the year
3. From calls and email enquiries asking for information and advice and people feeding back their experiences
4. From reviews about services which are left on our online feedback centre rate and review service.

From 1st January - 31st March 2019 Healthwatch received 37 enquiries from the public and 47 reviews on the feedback centre.



Feedback centre Informatics - 47 Reviews

Sentiment of the reviews Service categories of the reviews



Theme	Count	Positive	Negative	Neutral
Staff	31	68%	29%	3%
Treatment and care	30	73%	27%	0%
Administration	25	8%	88%	4%
Access to services	23	26%	74%	0%
Home support	10	70%	30%	0%
Dignity and Respect	4	100%	0%	0%
Medication	4	0%	100%	0%
Diagnosis/assessment	3	33%	67%	0%
Cancellation	2	0%	100%	0%
Communication	2	0%	100%	0%
Continuity and integration of care	1	0%	100%	0%
Making a complaint	1	0%	100%	0%
Safety/Safeguarding/Abuse	1	0%	100%	0%

When a review is submitted the reviewer chooses an overall star rating for the service from 1-5 which gives the service its average star rating.

Also the star rating is an average for all of the reviews ever left about that service not just the quarter listed in the report.

The sentiment and theme arise from the moderation process which healthwtach undertake in every review. Sometimes people make negative statements in their review but still give a high overall star rating.

The reviews are coded with themes such as access, patient choice etc. and a review may have more than one theme associated with it.

The more a service promotes the feedback centre to their patients and service users the more feedback we receive. For example we currently have a trial kiosk set up in the Moorfield branch of Hereford Medical Group which is why there are more reviews for this service than the other doctors practices. Hereford Medical Group are listening to the patient feedback that they receive.

In December we installed a second kiosk in the outpatients department of Hereford County Hospital.

Working with volunteers

Healthwatch continue to involve our 13 volunteers in a range of activity; events, surveys and planning and advising Healthwatch on its work.

The main activities we have involved volunteers in quarter 4 were 28 interviews and visits with patients using the Home First service and 160 surveys in outpatient clinic visits.

In December we launched our Healthwatch Friends initiative to involve people in our work in a light touch way whilst increasing our reach and engagement. We have signed up four friends so far.

Because involving volunteers is important to us, we are currently developing a rolling annual programme of quarterly training events for our volunteers, which will start in June.

Strategic Influence

Healthwatch continually evaluates its attendance at strategic boards, committees and forums across health & social care in order to make the most effective use of time and resource and have maximum impact. We continuously explore ways to improve what we do at monthly development meetings.

Strategy Events

Healthwatch have participated in and fed in public views and information to the following in quarter 4;

- STP Digital strategy event parts 1 & 2
- STP Dementia strategy event part 1 & 2
- Delayed transfer of care Local Government Association system peer review
- Children's Wellbeing Networking Event on Mental Health
- Meeting with Herefordshire Voluntary Services Support Organisation to build stronger community sector representation and voice

1-2-1 Meetings with commissioners and providers

We continue to develop key relationships in one to one quarterly or monthly meetings with the CCG, adult social care, scrutiny committees, Public Health, mental health lead commissioners, ambulance service, mental health trust and the acute & community trust.

Our purpose is to use these forums to represent the views of the public and the information we have gathered from them to influence how health & social care is planned and delivered. We

also have an opportunity to hear about developments in health & social care which will affect the public.

Healthwatch Parliamentary Reception at Westminster

On 21st January Healthwatch Herefordshire joined over 100 other Healthwatch organisations across England for a parliamentary reception at Westminster. The reception was sponsored by Sarah Wollaston MP and chair of the government Health Select Committee in Parliament, to bring together local Healthwatch representatives with their MP's to tell them about local, regional and national health and social care issues.



We were able to meet with Mr. Bill Wiggin, MP for North Herefordshire, and discuss our resident's views on their local services such as; mental health, hospital care, social care, community and primary care. Mr. Wiggin was interested to hear what local constituents thought of their local services and some of the issues which services are facing in delivery and meeting increasing demand.

L-R Christine Price - Chief Officer Healthwatch Herefordshire, Mr. Bill Wiggin - MP North Herefordshire, Ian Stead - Chair Healthwatch Herefordshire

National and regional influence

Healthwatch participate in:

- Regional Quality Surveillance Group
- Healthwatch England Regional Network group
- All reports are submitted to Healthwatch England research library
- Input into the Healthwatch national work on quality framework developments, anticipated publication May.

Local forums we are attending and influencing

- Sustainable Transformation Partnership (STP) Programme & Delivery boards
- Stroke Workstream STP
- Health & Wellbeing Board
- Adults & Children's Scrutiny Committee's
- Primary care commissioning committee
- Community Transformation task and finish
- Clinical Commissioning Group Quality Patient Safety
- Adult Safeguarding Board
- Children & young people partnership board
- Early years strategy group
- Quarterly meetings with Care Quality Commission
- Children & Young people mental health and emotional wellbeing pathway group

- Urgent care commissioning board
- Clinical Commissioning Group, Wye Valley Trust, 2gether Trust board meetings in public
- Performance audit and quality safeguarding sub group chaired by Healthwatch
- Herefordshire Safeguarding Executive Committee
- One Herefordshire communications group
- Autism and Learning Disability Partnership boards
- A&E delivery board
- Mortality Oversight group
 - Early years strategy group
 - Strategic prevention board
 - Dementia implementation group
 - Dementia programme board
 - Dementia Action Alliance
 - Respect implementation group
 - End of life programme Board

Communicating with the Public - Summary 1st January - 31st March 2019

- 2 E-Bulletins
- 6 Hereford Times Columns

E-Publications Our online mailing list as of 31st March 2019 was 228 people (+37).

Date	Item	Reach / Impressions	Clicks	Opens	Clicks %	Opens %
04.01.2019	January E-bulletin	201	15	92	8.5	54.8
13.03.2019	February/March E-bulletin	207	41	81	20.6	40.7

Hereford Times Article Topics

Healthwatch publish a short column in the health section of the Hereford Times every fortnight. This has had the direct impact of increasing our enquiries from the public and raising the awareness of Healthwatch.

Hereford Times are now also publishing some of our column articles online.

- 10.01.2019 - Make us your New Year's Resolution
- 24.01.2019 - What does the NHS 10-year plan mean for Herefordshire?
- 07.02.2019 - Healthwatch visits Westminster
- 21.02.2019 - Public chooses priorities
- 07.03.2019 - Healthwatch event in Ledbury
- 20.12.2018 - Healthwatch makes dementia recommendations

Radio

Healthwatch was interviewed by BBC Hereford & Worcester on the topic of what people think of the NHS

Social Media

	Facebook Likes	Twitter Followers	Facebook Posts	Twitter Posts	Facebook Reach	Twitter Impressions (reach)	Total Followers	Total Posts	Total Reach
January 2019	412(+10)	1726 (+10)	37	26	6,822	10,600	2,138	63	17,422
February 2019	417 (+5)	1741 (+15)	28	38	8,353	7,003	2,158	66	15,356
March 2019	442(+25)	1754 (+13)	51	40	30,941	14,200	2196	91	45,141

Instagram

Healthwatch Herefordshire has 580 followers (+48)

YouTube

In March, Healthwatch Herefordshire joined YouTube. We currently have two videos on there that we have created.

Top Facebook post



This post reached 5,675 people and received 342 engagements

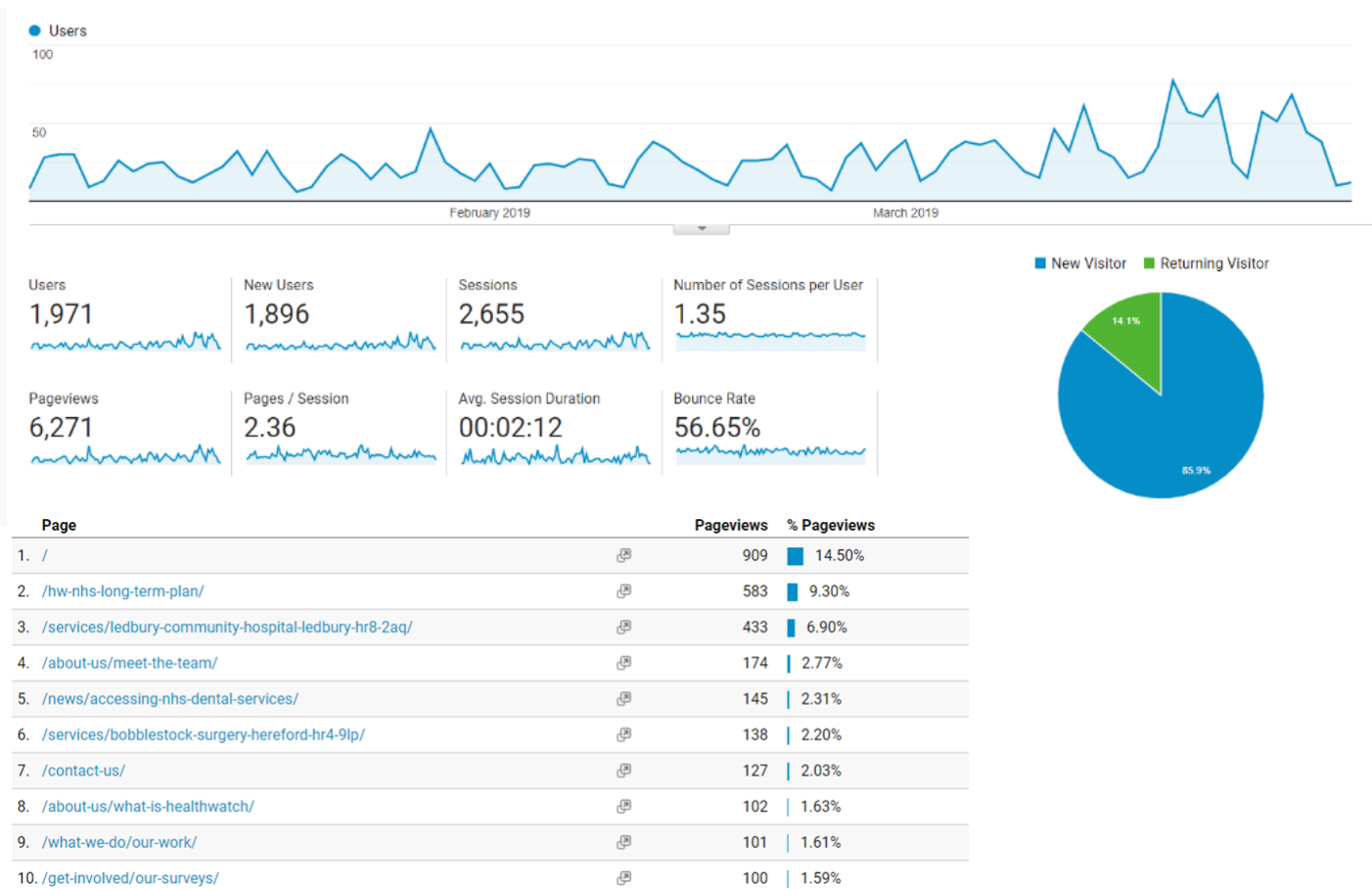
Top Tweet



This post reached 1,775 people

Analytics of website traffic 1st January - 31st March 2019

There has been a rise (+516) in website users between January - March 2019.



Healthwatch Priorities 2018-19

