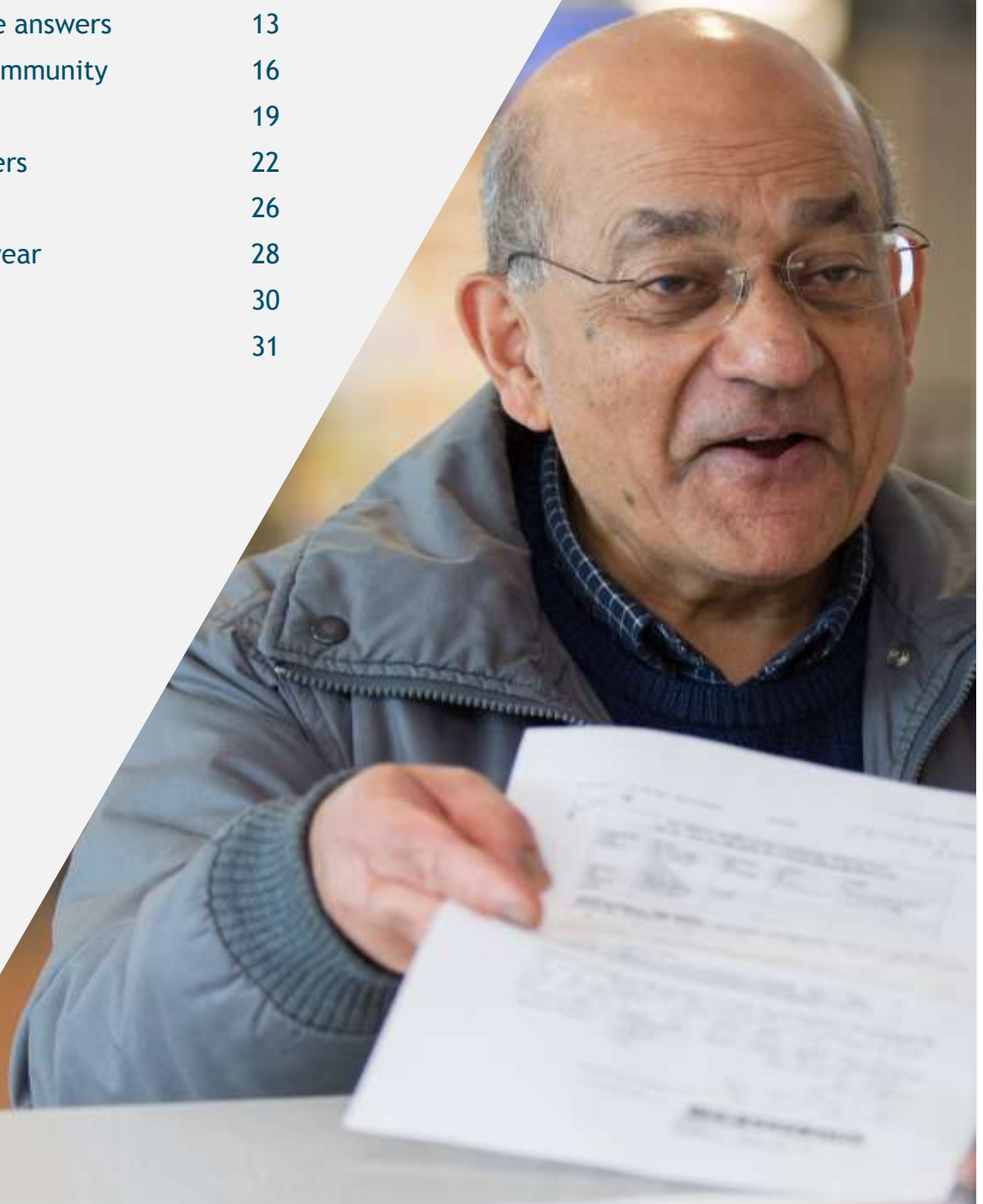


**Healthwatch
Torbay**
Annual Report 2018-19



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Message from our Chair

Dr Kevin Dixon

“Welcome to our 2019 Annual Report.

This report covers the wide range of engagement, representation and service development undertaken by Healthwatch Torbay over the period 2018/19.

During the past year Healthwatch has changed and evolved to maintain its support for the residents of Torbay. We have progressed our work with service users, patients, elected members, Carers, staff and activists who are dedicated to making the Bay's health and care provision as good as it can be.

Our engagement with residents has made us very aware of the challenges facing health and social care in Torbay and we have been working closely with providers to look at solutions. We hold the view that community based responses to current and future needs are best made by cultural changes to empower individuals and their communities. This approach is focussed on the co-design and co-delivery of services with all providers, statutory and voluntary, working to a wellbeing agenda.

By utilising the skills of Healthwatch staff and volunteers we have been able to ensure that the views of the public are presented to those shaping future of services in the Bay. We have continued to closely involve voluntary sector organisations and local residents in the harvesting of patient opinion and in developing new and innovative ways of responding to those challenges we will face in the coming years. Significantly, as Healthwatch has grown we have developed working relationships with a range of partners beyond those seen as being traditional health and social care providers. Indeed, we have moved beyond our statutory role and have established Engaging Communities South West to expand our provision, to undertake innovative solutions, and to take up funding opportunities.

We have always been at the forefront of using technology and social media to harvest patient opinion and to inform the Bay's residents, particularly with the expansion of our Digital



“None of the great work of Healthwatch Torbay would have been possible without the hard work and dedication our Healthwatch staff, Board Members and particularly our volunteers.”

Inclusion project this past year. This involvement with technological innovation to support and empower patients, Carers and communities was recognised at the Healthwatch England Awards.

We have established good working relationships with, for example, Public Health and Community Safety colleagues, the FAIR Project and the Torbay Culture Board. As Chair I want to ensure that every Torbay resident can raise their concerns with Healthwatch and that we will take those issues directly to those that can improve services at a regional and national level. To this end I represent Torbay on the Citizens Assembly of the NHS Senate for the South West. And, through interaction with elected members, officers, discussions with local MPs, involvement with the NHS Senate and with regional and national bodies, the views of the Torbay's residents are certainly being heard at a regional and national level. We look forward to continuing this work alongside our communities and partners to ensure that Torbay is at the forefront of positive change.

I hope you enjoy reading a selection of our endeavours this past 12 months in this Annual Report.”

About us

Healthwatch Torbay is the independent consumer champion for health & social care in Torbay, South Devon, home to over 130,000 people in the three main coastal towns of Torquay, Paignton and Brixham.

You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

Our Focus

Healthwatch Torbay is a registered charity (No. 1153450), established in April 2013 as the Bay's independent consumer champion, gathering and representing the views of the public in order to influence improvements in health and care service provision and share good practice.

We achieve this by working in collaboration with other organisations to identify causes for concern amongst the local community and using people's views to influence relevant decision-making bodies.



Our vision is simple

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



Our Purpose

To find out what matters to you and to help make sure your views shape the support you need.



Our approach

People's views come first - especially those that find it hardest to be heard. We champion what matters to you and work with others to find solutions. We are independent and committed to making the biggest difference to you.



People are at the heart of everything we do

We play an important role bringing communities and services together. Everything we do is shaped by what people tell us. Our staff and volunteers identify what matters most to people by:

- + Visiting services to see how they work
- + Running surveys and focus groups
- + Going out in the community and working with other organisations

Our main role is to raise people's concerns with health and social care decision-makers so that they can improve support across Torbay. The evidence we gather also helps us recommend how policy and practice can change for the better.





Highlights from

our year



Find out about the way we have engaged and supported people in 2018-19. For more information please visit us online at www.healthwatchtorbay.org.uk.



We've met hundreds of local people at our community events throughout the Bay and beyond.



Our social media users have seen our posts nearly 326,000 times via our dedicated Facebook and Twitter pages.



445 people have reviewed 89 different services on our innovative 'rate & review' & feedback centre website.



Our Enter & View Team visited care homes, hospitals and many different groups to understand people's experience of care. From these visits, we made recommendations for improvement.



We've escalated nearly 100 serious complaints or concerns to other organisations.



We've released 12 feedback reports on issues such as learning disability support, drug & alcohol services and what young people feel about living in Torbay.



How we've made

a difference

Changes made to our community

Sharing your views with us can lead to positive changes to health and social care services in Torbay. When people speak up and services listen, care is improved for all. The next few pages show some of the impact your feedback, and our work, has had on our community in the Bay.



Helping more people to have their say

What does it feel like to be a young person living in Torbay?

This year the Torbay Safeguarding Children Board 'wholeheartedly accepted' the 'valuable insight' offered by Healthwatch Torbay's survey report of young people's experiences of life in the bay.

In January 2018, the Board commissioned us to explore the experiences of children and young people (0-25) living here, believing that it's vital to ensure that all our children and young people live safe and healthy lives. The idea was to find out what young people really feel about life here, what they love, what they don't, and how they think things could be better for them.

Between April and September 2018, Healthwatch Torbay gathered responses from just over **1900 young people**, meeting them across Torbay at outdoor events, visiting both primary and secondary schools, and through voluntary and community groups working with young people. Their views were gathered through a widespread survey but also in creative ways and through social media.

The findings acknowledge the importance of friends, having more things to do and safety concerns, but also identifies some further areas of interest including: the importance of the environment and local setting to young people; a desire for more targeted, and affordable activities that can be used in all weathers; and a desire for enhanced police presence to address an increasing gang culture amongst young people. There was also a concern that the desires and experiences of older people and tourists took precedence over those of younger people and an emphasis on the importance of listening, responding, and addressing the issues

raised in a transparent, collaborative, and non-tokenistic way.

Every school in Torbay have received a copy of the report for them to share with pupils and staff. It has also been shared with the Devon & Cornwall Police, Torbay Cultural Board, the Torbay Joint Strategic needs Assessment (JSNA) and will also be presented to the elected members of Torbay Council.

+ As a result of our work, the Torbay Safeguarding Children Board escalated the report to the Children and Young People's Strategic Partnership Board, they have adopted the recommendations so they will be actioned by partnership agencies across Torbay. This will include establishing a new Young Safeguarding Board later this year.

To read the full Young People's report, please visit www.healthwatchtorbay.org.uk

'On behalf of the Torbay Safeguarding Children Board I would personally like to extend my grateful thanks to Healthwatch Torbay for the work that they undertook in providing this valuable insight into the thoughts of children and young across Torbay. In particular I would like to extend my thanks to all of the children and young people who took part in producing and responding to the survey.'

Ian Ansell
Independent Chair,
Torbay Safeguarding
Children Board

Torbay Safeguarding
Children Board

Giving people the advice and information they need

Our Digital Project Expands even further

Our award-winning pilot project showing people how to access local health, social care and wellbeing services in Torbay using the internet has been awarded further funding to expand its work.

Last year we developed a free training and information resource for the public to show them exactly how they can use the internet to access health and social care services such as online appointment-booking, prescription-ordering and self-referral systems.

In October 2018 the pilot project in Torbay won a national 'Highly Commended' award in the 'Giving people the advice and information they need' category at the 2018 National Healthwatch Excellence Awards. Last year in Torbay, thanks to our project:

- + 300 people received face-to-face training
- + Over 650 training booklets were shared locally
- + Had over 700 unique online visits to our online training module guide
- + South Western Ambulance Service NHS Foundation Trust (SWAST) trained 200 of their frontline staff and kept copies of the training booklet on each of their South Devon vehicles.

The Healthwatch Torbay Digital Inclusion Project was an 'Ageing Well' funded project that helps

reduce social isolation in older people by showing them exactly how they can use the internet to access health and social care services such as online appointment-booking, prescription-ordering and self-referral systems. Ageing Well Torbay is a 6 year programme funded by the Big Lottery Fund using National Lottery Funding.

Healthwatch Torbay has been successful in its recent funding application to Ageing Well Torbay to develop the project further. This includes adding online benefit advice and other health and social care resources available using the internet that are local to Torbay. They are looking to deliver the training via various different community drop in sessions and even home visits and digital 'parties'.

Healthwatch have now been successful in acquiring further funding to redevelop the online training section into a tool which will offer people the chance to complete a free training course and become a 'Digital Health Devon' Champion.

This will be in partnership with a number of different organisations, including Plymouth University, where we are looking to recruit some of their student nurses to help deliver some digital 'drop-in sessions in the wider Devon area.

- + We have now redeveloped the training section into an e-learning tool which will offer people the chance to complete a free online training course in their own time, from the comfort of their own device and become a community 'Digital Health Champion'. The new training website launched in April 2019 and is available via www.digitalhealthdevon.co.uk.



"I had no confidence at all with doing anything online, so your session was perfect for me, not only did you help me set up my GP and physiotherapy for appointments and enquiries online, but you had time to go back over it with me to make sure I understood it all. The session was invaluable to me and a fantastic thing to do for those of us who would not have bothered to set the services up normally. Thank you!"

Wendy Rainey - (above) Drop In session attendee at Torquay's Windmill Centre



Drug & Alcohol Services

This year Torbay Council's Public Health Team commissioned us to carry out an independent consultation with adults with substance misuse issues to find out about the needs of this group in order to inform future redesign work and capture their voice. We have since released our final report on this consultation available to read via www.healthwatchtorbay.org.uk.

The mixed cohort of people engaged with included current and previous service users, different age ranges, women, different Black and Minority Ethnic (BME) groups and those with other risk factors including mental ill health and learning disabilities, along with carers of adults with problematic substance use.

Both the survey respondents' and focus group feedback dealt with the following variety of themes and issues, including Support Services, Access to mental health services, Stigma, Safe Environment, Linking up with other services Self-Esteem and motivation.

The majority of respondents commented on how using local support services had made a positive difference but also suggested where improvements could be made. There were also many comments on the lack of follow up mental health support available both during and after their time using drug and alcohol support services.

- + The final report has been shared with commissioners and form part of a broader suite of work being overseen by the Public Health Team, including further consultation with families and people with complex needs.

Maternal Mental Health

Last year, Healthwatch England began a major project to find out about the public's experience of mental health services.

Having analysed the initial feedback they received from service users they requested that six Healthwatch teams around the country undertake a 'deep dive' piece of work, each focusing on specific areas. Healthwatch Torbay was selected to explore our community's experiences of mental health support, during pregnancy, throughout the perinatal period and up to 3 years beyond.

Our work included interviews with staff - both mental health and maternity professionals - and visits to specialist mother and baby units and maternity wards for background field work. We also considered the impact of deprivation issues identified in the Public Health Local Authority Health Profile for Torbay* and encouraging responses from people (including partners) often considered to be seldom heard, focusing, too, on those whose English is not their first language.

The selection of Healthwatch Torbay recognises our capability to deliver on work of national relevance. It also recognises the desire of our local stakeholders to use the experience of local people to inform service improvement.

- + Healthwatch England will inform mental health policy and practice by creating a robust evidence base about people's experience of mental health care at different stages of life. It is intended that the information gathered will be used to make improvement and support what people would like to see in the future.

Self-help video consultation

We are working with the Bay's health trust to find out how their self-help video library benefits local residents and carers, how they feel about it and whether they'd like to see any improvements made.

The video library contains over 200 health and care videos, produced with, and written by clinicians, as well as links to national charities, advice networks and local support groups.

- + The anonymous Healthwatch survey is available to fill out online and all responses and the information provided will be used to inform the final report at the end of the consultation.

Other Outcomes at a glance

- A brief update of some of the other impact sharing your feedback with us has had on local health and care services in 2018-19. For more information please visit our website at www.healthwatchtorbay.org.uk.

+ Urgent Care - Following the release of our final report on feedback we gathered from patients, carers, relatives and others on what might improve their experience at Torbay Hospital Emergency Department, Torbay and South Devon NHS Foundation Trust have agreed that it is extremely valuable in the consideration of the redesign of the department over the next 2 years. They felt that there was really important information contained in the report and have ensured that this will be used to redesign wherever possible.

+ Ambulance Services - We contacted South West Ambulance Service Trust (SWAST) after we received your feedback saying you often have to wait quite some time for an ambulance to arrive. They responded by creating and posting new detailed advice on their website, telling people how to ensure they get the response they need from the ambulance service and setting out the different ways they respond to 999 calls.



+ Patient Participation Groups (PPGs) - We have been working with the local Clinical Commissioning Group to develop and support PPG Groups at GP Practices across Torbay. It is key the groups are supported to develop their skills in gathering feedback to inform the GP Practices. We have therefore devised the first draft of a PPG Toolkit to support this development. This is now incorporating a wider involvement of a Devon-wide PPG Network and we continue to support the Torbay PPG network.

+ Learning Disability - Working in partnership with the Learning Disability Sustainability and Transformation Partnership (STP) across Devon, we undertook an independent survey to review and refresh the Devon wide Learning Disability Commissioning Strategy "Living Well with a Learning Disability in Devon 2014 - 17", to find out what has worked well, and areas that could be improved, ensuring it supports your vision for your future. We have reported our findings to the Devon Learning Disability STP.

+ Paignton Health and Wellbeing Centre - Following the recent conversion of the former Paignton Hospital site into a new health and wellbeing centre, we conducted an evaluation and produced a consultation report - available on our website. We gathered responses from patients, staff and carers and continue to work with the stakeholder group and Paignton League of Friends. We also set up a reference group to include expert advice on operational issues and to receive progress reports from our findings.



+ Care at Home - our work highlighting your concerns regarding the 'deterioration' in the quality of social care provided at home in Torbay led to a further Care Quality Commission (CQC) investigation into the home care service in question. This resulted in a further CQC inspection, where they rated the provider 'Inadequate' and have taken serious action, with a promise to cancel the service if immediate improvements do not happen. Following our work, the commissioner has agreed to fund a Quality Improvement Team Lead for domiciliary care, a first for Torbay. We remain committed to escalating any further concerns directly with the relevant organisations.



Helping you find

the answers

How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are a number of organisations that can provide help, but people don't know where to look. Last year we helped hundreds of people access the advice and information they need.

You can come to us for advice and information in a number of ways including:

- + Specific advice and information online
- + Our contact us form
- + At community events
- + Promoting helpful services across our social media channels
- + Over the phone via our Freephone number: **08000 520 029**

The Fair Project

Financial advice and information resilience (FAIR) - It was identified that 46% of older people wanted access to advice and information to better inform them about life events that mattered to them, for example, retirement, ill health, disability, accessing services and finance.

This led to the launch of the FAIR project to make advice and financial information services more accessible. Healthwatch England attended the launch event we hosted for FAIR, attended by key stakeholders from across Torbay and South Devon. We are working with ten voluntary organisations across the Bay to bring together skills and expertise and train volunteers to work in community settings to deliver support and advice and information to our local community.

The ten other partners are: *Age UK Torbay, Brixham Does Care, Homemaker South West, Sanctuary Housing, Torbay Advice Network, YES Brixham Limited, VisualEyes Torbay - formerly Brixham Blind Club and the Crafty Fox Café 'n' Hub.*



Advocacy Support

Many people are often at a loss as to where to go to get help complaining about a healthcare service they have used.

To help combat this issue, we set up well-attended monthly drop-in sessions at our Paignton Library walk-in centre with SEAP advocacy service, a free, independent advocacy service that helps you to make a complaint about any aspect of your NHS care or treatment.

By raising your concerns you can help put things right and the NHS can learn from your experience.





Mr A “My back pain was getting worse and I needed to have an MRI scan, but I am claustrophobic and can't go in closed MRI scanner. I asked to be referred to an open MRI scanner but was told I didn't meet the criteria for this. I didn't know what to do or where to go, so I came to speak to Healthwatch Torbay.

They spoke with healthcare professionals and researched what my options were, I decided to apply for the open MRI scan via a special funding route through my GP that Healthwatch had found for me.

Healthwatch Torbay also spoke with service commissioners, who agreed that the policy surrounding MRI scans was out of date. The local health trust are now reviewing the policy to bring it up to date.”



Miss B “I visited my GP with a skin condition and was referred to hospital to see the dermatologist. When I saw the consultant, she advised that she needed a biopsy to confirm exactly what the issue was and whether it was cancerous.

But when I went to the biopsy appointment, they wouldn't see me because I was in the first trimester of pregnancy, and they didn't know whether I was able to have a biopsy. No one seemed to know why this was or why they had reached that decision.

I didn't know who to ask or what to do, so I came to see Healthwatch Torbay. They spoke with the health trust directly, who investigated and found there was no good reason why it would be inappropriate to perform skin surgery on pregnant patients in their first trimester. They also re-scheduled my appointment so I could have the biopsy I needed.

Since then, the health trust have apologised for the miscommunication and shared updated recommendations of how this should be dealt with going forwards with all the doctors in the department, as part of a departmental plan to avoid this happening again. This has also been shared more widely with the Surgical Service Delivery Unit so it can be explored further in relation to other surgical procedures for pregnant patients in the first trimester.”



Are you looking for help?

If you have a query about a health and social care service, or need help with where you can go to access further support, get in touch. Don't struggle alone. Healthwatch Torbay is here for you.

www.healthwatchtorbay.org.uk
 t: 08000 520 029 (Freephone)
 e: info@healthwatchtorbay.org.uk
 tw: @HWTorbay
 fb: facebook.com/HealthwatchTorbay

Or come and see us upstairs in Paignton Library!



Championing our community





From left to right: HWT Chair Dr Kevin Dixon, Kevin Foster MP for Torbay, Torbay and South Devon NHS Foundation Trust Chief Executive Liz Davenport, and HWT Chief Executive Pat Harris



*Top middle: Stephen Lewsey Top right: Dr Kevin Dixon with Andrew Holmes
Bottom right: Dr Kevin Dixon, Karen Smith, Melissa Finch, Rob Willox of the Diabetic Eye Screening Programme*

Healthwatch Torbay Annual Awards

This year we recognised local people and organisations for their contribution to the local health & social care community during a special presentation at our 2018 Annual General Meeting (AGM).

The AGM - open to all members of the public - provided attendees the opportunity to view a Healthwatch Torbay presentation, progress report and even financial information on the past year of the organisation.

There were also special guest presentations by Ray Jones, Professor of Health Informatics, at University of Plymouth and John Bryant, Head of Integration and Development at Torbay Council. Professor Jones discussed how technology can support future wellbeing, which included a live demonstration of 'Care Robot companions', and Mr Bryant discussed the care sector and the challenges surrounding 'building a careforce'.

The AGM culminated in a special awards ceremony to recognise local people and organisations for their work ensuring public views on local health and social care are gathered. Some awards were chosen by members of the public feeding into our online rate & review feedback system Healthwatch Torbay Chair Dr Kevin Dixon gave the following certificates and trophies to award-winners:

Volunteer Stephen Lewsey (above) - won the 'Contributing to making a difference' Award for setting up and leading his own weekly IT skills drop in session in a supported living community centre in Torquay, meeting the needs of local residents in his own time.

Brunel Medical Practice (below) - won the 'Partnership Working' Award for continued commitment to informing Healthwatch Torbay and patients of potential changes to the practice, actively supporting the Healthwatch (Ageing Well Torbay-funded) Digital Inclusion Project, and inviting Healthwatch Torbay in to the practice to take part in their recent CQC Inspection.



Kevin Foster MP, Ken Embery, Trudi Morrison, Dr Kevin Dixon

South Devon NHS Diabetic Eye Screening Programme (above) - the team from Torbay and South Devon NHS Foundation Trust won the 'accolade for provider excellence' for encouraging their service users to independently feedback about the service they received via the Healthwatch Torbay online 'rate and review' feedback centre, resulting in a significant increase in online reviews for the service.

Andrew Holmes, Advanced Nurse Practitioner at Pembroke House Surgery in Paignton (above) - won the 'Service Users' Accolade for Staff Excellence' for being consistently mentioned by service users in our rate & review feedback centre as deserving of special praise and for being both 'kind & welcoming' and 'happy & helpful'.



Healthwatch Torbay's Pat Harris, Simon Culley & Sarah Bickley at the Outstanding Care Awards



Bottom left: Helen Parker, award judge & Healthwatch National Committee Member, HWT Trustee Pat Teague, HWT Digital Lead Simon Culley, HWT Engagement Coordinator Sarah Bickley, HWT Chair Dr Kevin Dixon



Right: Seoul City Government employees visiting Healthwatch Torbay and Torbay Carers Services

We Are Award Winners!

This year we saw some success ourselves both locally and nationally with awards.

Locally, we scooped the silver award in the Community Support category at the Outstanding Care Awards for Devon and Cornwall.

Nationally we were nominated in the official NHS 70 Parliamentary Awards in the Patient and Public Involvement category and our Digital Inclusion project - where we are offering free training sessions to show people how to use the internet to do things like book appointments or order prescriptions - achieved 'Highly Commended' in the "Giving people the advice and information they need" category of the Healthwatch England National Network Awards 2018. The national Healthwatch network has recognised some of the fantastic work of local community champions helping to improve the country's hospitals, GPs and care services.

A record-breaking 170 entries from over 100 local Healthwatch teams were submitted for awards this year. These were then whittled down to 35 shortlisted entries across seven categories.

Torbay Healthcare model inspires South Korean Government

South Korean Visitors from Seoul Metropolitan Government have returned to Torbay to learn more about how integrated health and social care works in the region.

Seoul is the capital of South Korea and home to nearly ten million people, more than London and Paris, and the Government there are aiming to adopt a new healthcare system later this year based on the model here in Torbay.

Prior to this, Seoul City Government employees requested to visit Torbay to learn more about the integrated health and social care system, particularly how they can ensure patient feedback informs planning and assures quality in the integrated system they are developing in Seoul.

With this in mind, eleven Korean delegates came to visit Healthwatch Torbay, the independent consumer champion for health and social care in the Bay. Here they heard a presentation about the way Healthwatch use the real healthcare experience of local residence to influence the way local services are run at a strategic level.

They were also shown the charity's online 'rate and review' feedback centre - a 'TripAdvisor' style website which allows the public to rate and review the healthcare services they use from their own internet-enabled device. They were even impressed to see that the website could be translated into a number of different languages - including Korean - at the click of a button.

Seoul City Government employees will return to South Korea and adopt what they have learned at Healthwatch into their new healthcare system.

healthwatchtorbay.org.uk



Our volunteers



How do our volunteers help us?

At Healthwatch Torbay we couldn't make all of these improvements without the support of our many volunteers that work with us to help make care better for their communities.

What our volunteers do:

- + Raise awareness of the work we do in the community
- + Visit services to make sure they're meeting people's needs
- + Support our day to day running e.g. governance
- + Collect people's views and experiences which we use in our reports

Volunteers making sure services work for you - Case Study

Our Enter & View Team of volunteers are authorised representatives who visit care services to observe and assess their quality, from the community perspective.

This year our Enter and View committee began visiting ten care homes in Torbay, as part of a structured framework Healthwatch Torbay created to be used when visiting Care home settings. The framework was based around the Quality Indicators discussed at the local multi-provider forum meeting and taken from the recent pilot project undertaken by Independent Age, Healthwatch Camden and the Residents and Relatives Association.

Healthwatch Torbay's enter and view team have visited five of the ten care homes this year, using the framework to benchmark the quality of services. Healthwatch Torbay have also developed a toolkit we use when undertaking Enter and View visits in care homes.

Feedback is gathered by our Enter and View volunteers through one-to-one conversations with the care home manager and with the residents, including their visitors or group of friends. We also use postcards and an online survey to collect views more broadly. Care assistants are not specifically spoken to but are included in a general way as part of the home community and for clarification if appropriate. Observation is a key part of the visits. This is shared with the provider, public, commissioners, CQC and others via detailed reports.

The input, expertise and support from Care Home Owners and Managers has been very much valued and appreciated during this process and moving forward will help ensure shared learning is carried forward to improve the residents own personal experience of the service provided.

Healthwatch Torbay would like to thank everyone involved in this work helping us to gain a living experience of what it is like to be part of a care home community, particularly our fantastic Enter and View volunteers.



Meet our volunteers

We caught up with a couple of our fantastic volunteers to show you how their work truly makes a difference to the lives of people in our area.



Bridget

“It has been a privilege to be accepted as a volunteer for Healthwatch for almost four years. During that time I have helped to gather feedback from drop-in sessions at various venues, including local libraries, coffee mornings and outside events, and spending some time in the office. It may sound like I’m jack of all trades, master of none, and this would be true were it not for the invaluable help and support offered by the staff and other Healthwatch volunteers, who I am now able to say are my friends.”

Olly

“My experience with Healthwatch Torbay has been great. I came to Healthwatch looking for work experience for my college IT course and really liked it. I was asked to come back and help out because I enjoyed it so much. Since then I have been helping out anyway I can, from helping promote the digital project and delivering community drop in sessions, through to helping out in the office, particularly with the Healthwatch website. I am glad I got the chance to work with such great people and I am happy to work there again.”



Volunteer with us

Are you feeling inspired? We are always on the lookout for more volunteers. If you are interested in volunteering get in touch with us via:

www.healthwatchtorbay.org.uk

t: 08000 520 029 (Freephone)

e: info@healthwatchtorbay.org.uk

tw: @HWTorbay

fb: [facebook.com/HealthwatchTorbay](https://www.facebook.com/HealthwatchTorbay)

Or come and see us upstairs in Paignton Library!



Working with Partners



Healthwatch Torbay works collaboratively with providers and local organisations to discuss issues openly and to effectively influence the way services are provided.

We are part of a national network of 148 local Healthwatch, reporting to Healthwatch England and the Care Quality Commission. We work with all Torbay health and adult care providers and commissioners, sharing local service-user feedback at a variety of regional meetings. Here are a small selection of the organisations we work with locally:



Quotes from partners

“Healthwatch continues to be an important partner in our joint efforts to support the people of Torbay to stay well and independent, and receive good quality health and care when they need it.

Healthwatch Torbay continues to provide a voice for local people, ensuring they help shape local services and can speak up when things don't go to plan. I want to particularly thank the Healthwatch volunteers who give their time to support the wide range of activities Healthwatch undertakes.

Involvement and feedback from the people of Torbay is vital to our success in Adult Social Care, and we are sincerely thankful that Healthwatch is there at the table with us.”



**Joanna Williams,
Director of Adult
Social Services at
Torbay Council**

Quality Checkers

Healthwatch Torbay continue to sit on the Torbay Adult Social Care board and are delighted to have been commissioned by Torbay and South Devon NHS Foundation Trust and Torbay Council to undertake discovery interviews to capture service user feedback on how well local safeguarding responses supported them. Every person or their representative will be asked if they consent to providing feedback following which a random sample of people giving consent will be contacted by specially trained safeguarding quality checkers. Anonymised independent reports will be submitted to Torbay Safeguarding Adults Board and then used to directly inform local safeguarding systems and practices.

“We are pleased to support this annual report from Healthwatch Torbay. It provides a very valuable service to the people of the bay and supports partnership working across sectors.

Healthwatch Torbay's consultations have proved essential reading and helped shaped public services; this work has also enabled other organisations to make a better case to support the lives of the bay's communities. The team at Healthwatch is dedicated and hardworking, as well as approachable and collaborative. They listen and engage, always endeavouring to ensure people from all areas are represented.

The role as a champion - for the bay and its patients - is essential. Healthwatch Torbay acts with transparency, and whilst it holds others to account, is open about being scrutinised itself. This open approach builds trust and confidence and is so important for Torbay.”

Jacob Brandon, Chair, and Martin Thomas, Executive Director, Torbay Culture

Further Quotes from partners

“The South West Clinical Senate is incredibly lucky to have the support of the Citizens’ Assembly and Healthwatch and our work is underpinned by the values provided through their input”

The Clinical Senate’s ongoing relationship with Healthwatch across the South West continues to flourish through its Citizens’ Assembly. Made up of members from across the 13 Healthwatch in the area, the Citizens’ Assembly meets 5-6 times a year to discuss how to optimise services in the South West and provide the Clinical Senate with the latest information from local Healthwatch to support its Council’s deliberations.

Members of the Citizens’ Assembly are nominated by their local Healthwatch and are tasked with ensuring the patient and public are involved in all levels of the Clinical Senate’s work. New members are being welcomed on a regular basis thanks to the support of the Healthwatch team and links are also being made at a national level with the Assembly making contact with National Director, Imelda Redmond CBE and Ollie Grice.

Assembly members are now becoming more involved with NHS England’s Assurance process where members play a vital role in reviewing service reconfiguration proposals, sitting on review panels to ensure the voice of the patient and public is heard and to establish the patient and public as key components in optimising service provision in the South West.

In all aspects of the Clinical Senate’s work the contribution made by the Citizens’ Assembly is integral and the Assembly provides an expert perspective which is vital to ensuring the validity of our work. We would like to say a huge thank you to our members and Healthwatch representatives for your ongoing support and we look forward to another year of seeing the patients and public of the South West at the forefront of NHS work.



Sally Pearson
South West Clinical
Senate Chair,

“Our thanks to Healthwatch Torbay as it’s been another great year of working together to improve services for patients. Healthwatch Torbay has once again proved vital to engagement with local people this year, providing assurance for our work and helping us to reach local communities.

As a CCG we have many ways in which we encourage patients and their families to feedback, help us to improve services or have their say when things haven’t gone as well as expected. But we know that some patients don’t always feel comfortable telling us this themselves, and this is where Healthwatch comes in - giving people even more ways to connect with their local NHS. And like our patients, we value the independence and local scrutiny they offer.

There are many ways in which we are helped by Healthwatch Torbay and here some reasons we have to say a big thank you to local Healthwatch in 2018/19:

- + The reports you produce to influence our thinking on issues as diverse as loneliness, children and young people, primary care provision, mental health, learning disabilities and autism.
- + Ongoing advice to develop the Strategic Transformation Partnership’s engagement strategy.
- + Your work on digital inclusion across Devon, connecting individuals and communities to NHS services across our county.
- + Your work on our patient engagement panel to provide assurance over our work with communities.
- + The valuable insight you bring from groups that we can find hard to reach.
- + Your work to support ongoing relationship with PPGs.

We look forward to continuing our good relationship and working together to make continual improvements for the patients and families we offer care to.”

Nick Pearson, Head of communications and engagement, NHS Devon Clinical Commissioning Group

“As we move forward on our pathway towards more strengthened integration, Healthwatch Torbay continues to be a source of immense support to this organisation. Their independent advocacy for the people we serve provides our local population with the reassurance they need to provide truly honest feedback, which is so important for us to have if we are to continue to develop and improve our services.”

“Our adult social care services have undergone some big changes this year, and Healthwatch have been with us every step of the way as we try to improve the quality of our domiciliary care offering. When the contract moved from Mears to Bay Care, we were very concerned to ensure all the staff underwent the transition as smoothly as possible and that there were no gaps in care for people. Healthwatch Torbay gave us invaluable help during this process.”

“Healthwatch Torbay are clearly committed and dedicated to our partnership, helping the voice of local people to be heard and to inform the care we provide. We look forward to continuing to work with them in the year ahead.”

Liz Davenport
Chief Executive
Torbay and South Devon Foundation Trust



“Further to nominating (Healthwatch Torbay Chair) Dr Kevin Dixon and (Healthwatch Torbay CEO) Pat Harris for a Parliamentary NHS Award in recognition of Healthwatch Torbay’s recent innovations and successes, I commend the dedicated staff and volunteers, whose continuing work with GPs and Social Care Services has improved patient and carer satisfaction.”

They have also engaged with young people in the constituency to produce an outstanding and informative report into their experiences of life in Torbay.”

KEVIN FOSTER MP
(MP for Torbay)



Final Quotes from partners





Our finances

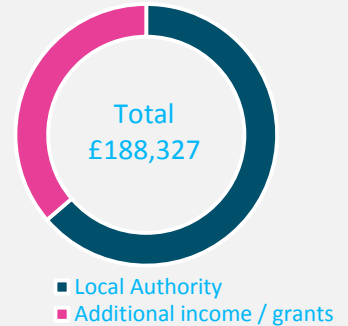


How we use our money

To help us carry out our work, we are funded by our local authority. In 2018-19 we spent £191,555.

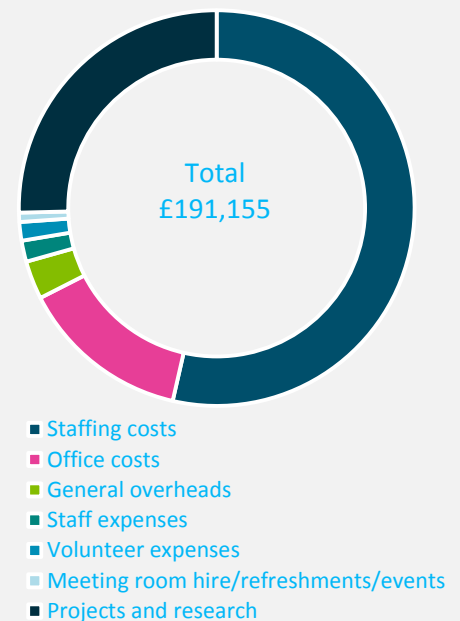
Income:

- + Funding received from local authority = £120,000
- + Additional income A = £68,327
- + **Total income = £188,327**



Expenditure

- + How much it costs to run Healthwatch
- + Staffing costs = £102,402
- + Office costs = £26,623
- + General overheads = £5,989
- + Staff expenses = £3,298
- + Volunteer expenses = £2,902
- + Meeting room hire/refreshments/events = £1,455
- + Projects and research = £48,486
- + **Total expenditure = £191,155**
- + **Balance carried forward (£2,828)**



Healthwatch Torbay Registered Office: Paignton Library and Information Centre, Room 17, Great Western Road, Paignton, Devon TQ4 5AG

Telephone: (freephone) 0800 0520029

Email: info@healthwatchtorbay.org.uk

Website: www.healthwatchtorbay.org.uk

Registered Company number: 8396325

Charity number: 1153450

Healthwatch Torbay Accountants: Barretts Chartered Accountants & Chartered Tax Advisers, 22 Union Street, Newton Abbot, Devon TQ12 2JS

Independent examiner of accounts: Ian Barrett, FCA FCIE



**Our plans for
next year**

Message from our CEO

Pat Harris

The past 12 months had brought about significant changes in our Health and social care services in Torbay.

With the merging of Devon's two Clinical Commissioning Groups, Local Care Partnerships being developed, the new Integrated Care Model getting underway, national NHS England changes, changes in Primary Care delivery, and a new local election are just a few ongoing changes that affect Healthwatch Torbay and our local community.

The transformation of delivering a more cost effective health and social care service requires changes which will impact on all of us. Healthwatch Torbay has a vital role to ensure that local people are involved and engaged in these changes that will affect them.

Looking back over last 12 months

Relationships continue to be strong with our stakeholders across Torbay and wider Devon, which has enabled us to continue to work with our local community to develop services to support them.

We have worked hard to achieve our priorities which were set last year, many of which are highlighted throughout our annual report. Our priorities were:

- + Social care and care at home
- + Mental health services
- + Access to health and social care
- + Engaging with vulnerable groups
- + Visiting care homes
- + Learning disability

I have been extremely proud to have seen the development and the impact of our Digital Inclusion project and Children and Young People project in Torbay.

The additional project funding has enabled us to enhance our digital inclusion offer as local people were struggling to access services online. Working with our primary care colleague, hospital and PPG, we are now able to provide information support to our local community on a regular basis using various



IT systems. This project has also identified some areas for improvement in the IT systems of healthcare providers in Torbay and our surrounding area, such as the lack of 'easy read' online services and the inconsistency of the online GP systems and the features individual practices may or may not have enabled.

Our children and young people's report, which gathered views from 1913 young people, opened up a vital conversation with key stakeholders including Torbay Children's Safeguarding Board. As the number of Torbay's 'looked after' children remains higher than the national average, the voices of young people are extremely important and we are looking forward to using our report and their views and ideas to influence change.

Looking ahead

It has been a privilege over the last 6 years to see Healthwatch Torbay grow from strength to strength and achieve the outcomes to bring about change within our health and social care services. Moving forward the local authority are retendering Healthwatch from April 2020 and therefore it is difficult to speculate the outcome of this process and set priorities for the coming 12 months. We will of course continue to listen, care and act on feedback from the local community and share with our relevant stakeholders. However it is hoped that the fantastic work that our volunteers, trustees and staff will be continued regardless of the outcome.

I would like to take this opportunity to thank everyone involved in working and supporting Healthwatch Torbay over the last 12 months to achieve some great results for local people.

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + **Members of the public** who shared their views and experience with us
- + **All of our amazing staff and volunteers**, particularly our dedicated volunteer Executive Board of Trustees
- + **The voluntary organisations** that have contributed to our work
- + **All our partners, stakeholders and organisations** who have continued to support us this year



Contact us



- + Address:
Healthwatch Torbay
Room 17
Paignton Library & Information Centre
Great Western Road
Paignton
TQ4 5AG
- + Contact number: **08000 520 029** (Freephone)
- + Email address: info@healthwatchtorbay.org.uk
- + Social media: <https://facebook.com/HealthwatchTorbay/>
<https://twitter.com/HWTorbay>
- + Website: <https://healthwatchtorbay.org.uk/>
- + Registered Charity Number: 1153450
- + Companies Registered Number: 8396325

Address of contractors:

Torbay Council
Town Hall
Castle Circus
Torquay
TQ1 3DR

Our annual report will be publicly available on our website by 30 June 2019. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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

If you need this in an alternative format please contact us.



Did you know?

You can share your feedback about the health & social care services you use locally free at anytime using your smartphone, laptop or computer, by visiting our website.

There you can anonymously rate & review local places like Doctors, dentists, hospitals or care homes, in the same way you would rate a restaurant, holiday or kitchen appliance on other websites.

We use all your feedback to encourage those in charge of services to make the improvements that YOU want.

Please visit us online to share your story, it really could make a real difference.

www.healthwatchtorbay.org.uk



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t: 08000 520 029 (Freephone)
e: info@healthwatchtorbay.org.uk
tw: @HWTorbay
fb: [facebook.com/HealthwatchTorbay](https://www.facebook.com/HealthwatchTorbay)

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