

healthwatch
Plymouth

Annual Report 2018-19



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Message from our Chair

Welcome to the Healthwatch Plymouth 2018/19 Annual Report.

In this, my fourth full year of working with Healthwatch Plymouth, it is an honour and a privilege to be part of the Healthwatch network and to be introducing our 2018/19 Annual Report.

During the past year we have spent a great deal of time and energy meeting with a wide range of patients, carers, staff and members of the public who are committed to ensuring that our health and care services are as good as they can be. By utilising the skills and expertise of our Healthwatch staff and volunteers we have been able to ensure that the views of the people of Plymouth have been presented to those who provide and shape the future of health and social care services here in the city of Plymouth.

This Annual Report summarises and presents the activities of Healthwatch Plymouth during 2018/19 (our sixth year of operation) and our aim has been to build upon the momentum that we have previously gathered in our role as consumer champion in ensuring that the voices of the people of Plymouth are heard and taken into account in the provision, review and development of health and social care across our city.

Healthwatch organisations have a statutory responsibility and requirement to monitor and make recommendations for improvement, accordingly we have continued to strive to have meaningful working relationships with Providers of services, Commissioners of Services, the Care Quality Commission and other partners in our aim to drive up standards. In doing so we believe that we are making a positive difference to the delivery and future planning of health and social care services across our city whilst, at all times, maintaining our independent and objective stance.



At Healthwatch Plymouth we base our understanding on how services are performing and on how they should aspire to develop and improve upon what we hear from people and their communities - we believe that this is a simple but powerful concept.

As Chair of Healthwatch Plymouth I want to ensure that every person in Plymouth can raise their views and concerns with us here at Healthwatch Plymouth and give assurance that we will take the collective voice to who can improve services both now and in the future. We also take our work and responsibilities beyond local boundaries; I am currently Vice Chair of the N.H.S. Senate Citizens Assembly for the South West of England.

I would like to complete my introduction by thanking fellow Steering Group members, the staff team (present and past) and the volunteers who give up both time and enthusiasm to work with us, for all their input, commitment and team spirit. I would also like to thank our host organisation, Colebrook South West for the support that they give in many ways to ensure that we remain an efficient and effective organisation. Lastly, and perhaps most importantly, I would like to sincerely thank the many people whose feedback is at the heart of what we do.

Nick Pennell
Chair, Healthwatch Plymouth

Message from our Manager

Welcome, to the sixth annual report of Healthwatch Plymouth

Healthwatch Plymouth has now been in operation for 6 years and the health and social care landscape continues to change and evolve and looks very different from when Healthwatch began in 2013. This is equally true of the Healthwatch network itself and the Plymouth service.

The Healthwatch network nationally has gone from strength to strength over the past 6 years and this has been mirrored by the three local Healthwatch's in Devon, who are increasingly working together to ensure that public and patient voices are heard by those who provide and develop future health and social care services across Devon.

We have provided more details about the work we have done later in this report.

The health and social care sector are still as challenged as ever with an ever-aging population and the need to do more for less still being an issue at a local and national level. This continues to be the case in Devon where the Sustainability and Transformation Partnership continues to review how it delivers services in the future. Also, nationally NHS England have started to gather views to inform their 10-year Long Term Plan for services.

This year we have once again carried out lots of targeted engagement, finding out about the issues that concerned you most. We continue to have a strong presence across the city at a variety of locations gaining information about your views and experiences. We also link into numerous local networks feeding back our findings.

With the local and national landscape continuing to change as rapidly as ever, ensuring we hear your voices is more important

than ever as it is this that allows Healthwatch Plymouth to represent your views in a meaningful way and contribute towards the shaping of health and social care services.

We could not do any of this without our dedicated team of staff and volunteers who give us many hours of their time and experience and who are passionate about involving local people in decisions about their health and social care services.

We continue to hear about exceptional care delivered across Plymouth by inspirational individuals



*Dawn Eastley
Healthwatch Plymouth Manager*

Who we are

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 services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

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

Health and care that works for you

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

Our purpose

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

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

Our vision - to have people in Plymouth actively involved in shaping their health and social care services, with Healthwatch Plymouth being recognised, reputable and achieving results.

Our mission - to be an independent, resourceful consumer champion for health and social care, driven by the voice of local people, working closely in partnership with services and commissioners.



Our core values - to be an inclusive, non-discriminatory service that champions the voice of all groups and communities in the city; to involve people positively in the work we do.

The Healthwatch Plymouth service is delivered by Colebrook (South West) Ltd, with funding from Plymouth City Council.

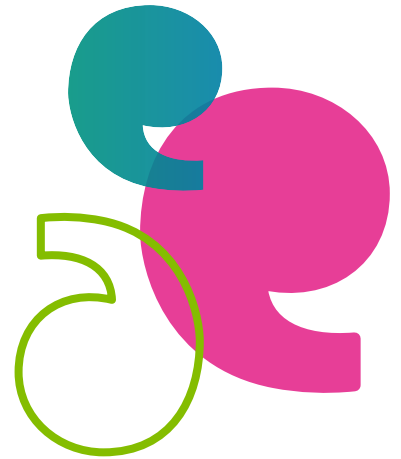
Our priorities

Healthwatch Plymouth work priorities are agreed by our Steering Group based upon public feedback, local strategic knowledge and any national priorities that have been identified during the course of our extensive engagement.

Our work plan during the last year aimed to balance larger strategic projects alongside short term operational goals.

The health and social care landscape is in a period of almost constant change, which in turn has demanded a flexible approach to our work.

Meet the team



Dawn Eastley
Healthwatch Manager



Tony Gravett
Healthwatch Deputy
Manager



Si Parham
Healthwatch Children's
Services and Mental
Health lead



David Kinross
Engagement and Volunteer
Coordinator



Wendy Hill
Community Engagement
Worker



Georgia Thomson
Communications
officer



Wendy Harvey
Administrator



Christine Perkins
Healthwatch Projects



How we involve the public and volunteers

To enable the service to have the local voice at its core, a governance structure was devised in the first year of operation, through consultation with our volunteers, that would support meaningful involvement from local people.

The Healthwatch Plymouth Steering Group, made up of local people, helps to set the work priorities for the service. The group oversees the Healthwatch Plymouth work plan and agrees activities, through our publicised decision making process.



Healthwatch Plymouth has a dedicated team of volunteers that consistently give up their time to carry out Healthwatch activities.

Volunteer roles within Healthwatch Plymouth are varied and challenging; we have created a structure aimed at inclusivity and opportunities for everyone. This helps to involve local people in not only the governance of the Healthwatch service but also the opportunity to become involved in strategic city wide work such as the Sustainability & Transformation Partnership and Integration Programme. We have supported our volunteers to represent the local voice on a regional and national level.

The Healthwatch Plymouth Steering Group is a group of dedicated volunteers that help us to set our priorities. During 2018/19 the Healthwatch Plymouth Steering Group included:

- Nick Pennell - Chair
- Carol Rose
- Ian Blackhouse

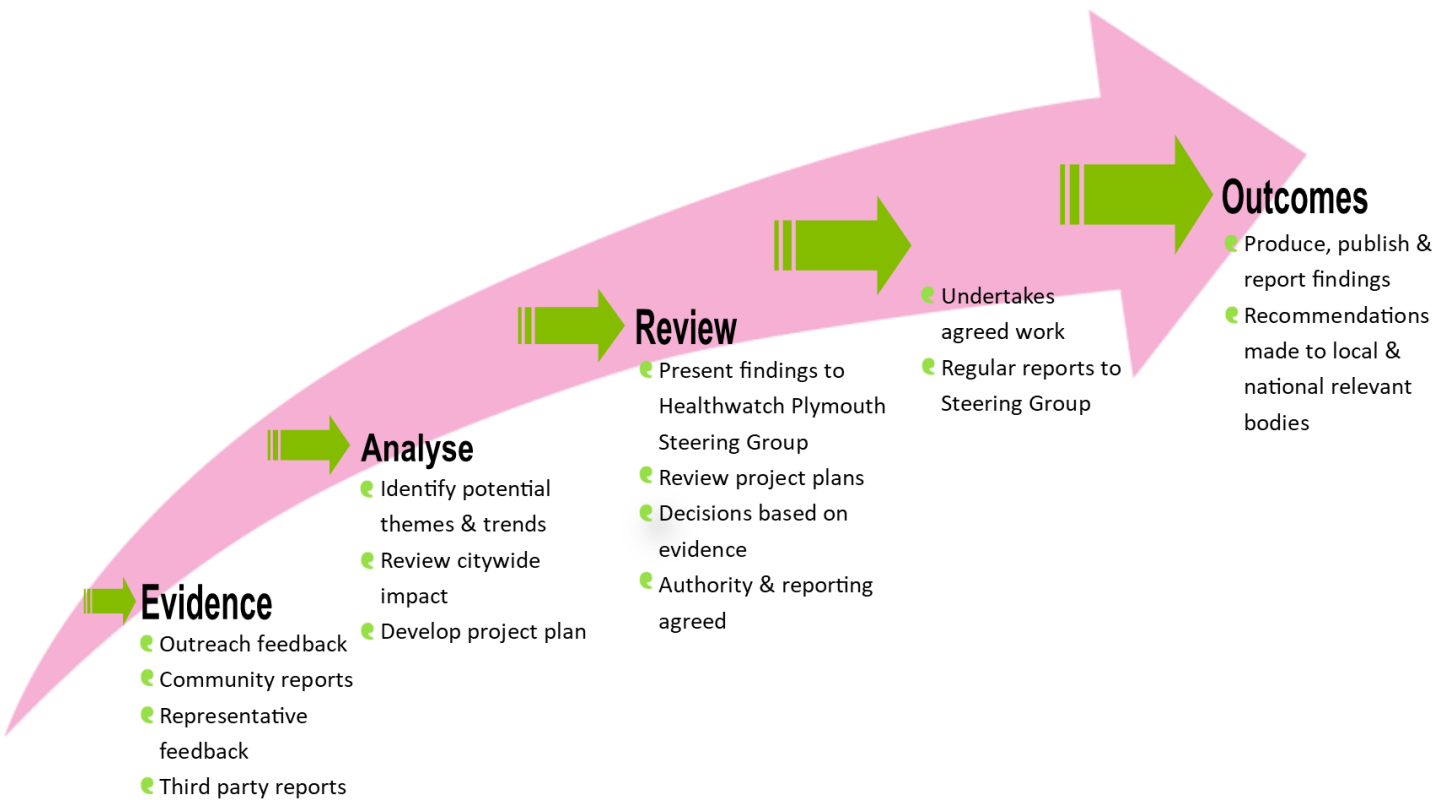
- Justin Robbins
- John Miskelly
- Peter Woodley

Decision Making

Healthwatch Plymouth aims to have the voice of local people at the heart of its work. Our decision making process helps us to ensure that our Steering Group are involved in setting the work plan on a regular basis.

The Healthwatch Steering Group will take decisions about what activities to undertake based on:

- Evidence of the importance of the activities to the community
- The resource cost and risk/reward of undertaking/not undertaking the activity
- The activities fit with Healthwatch strategic intentions



Healthwatch Plymouth Steering Group



Working with our Healthwatch colleagues in Devon and beyond

The county of Devon is currently served by three independent Healthwatch organisations, Healthwatch Plymouth, Healthwatch Devon and Healthwatch Torbay. Over recent years we have benefited from working more closely together, this collaborative working has been encouraged by Government initiatives, initially the Success Regime (Healthwatch Plymouth and Healthwatch Devon) and more recently and more significantly by the Sustainability and Transformation Partnership which encompasses a Devon county wide footprint (and therefore all three Healthwatch organisations)

This alliance has brought about a number of benefits including a broader knowledge base, a stronger corporate voice on a wider range of key service issues and an efficient and effective use of our resources. We believe that being able to think corporately whilst retaining the ability to act locally is both appropriate and of benefit to all of the communities that we serve.

Healthwatch Plymouth also links closely with other Healthwatch organisations across the South West, particularly Healthwatch Cornwall where we have joint engagement sessions at Derriford Hospital in Plymouth; our regional Trauma Centre.

Healthwatch England facilitates regular Peninsula Healthwatch meetings which take place bi-monthly here in Plymouth. These meetings are positive and productive enabling us to share experience, cascade good practice and review areas of shared concern.

Healthwatch Plymouth also regularly inputs and contributes to Healthwatch England initiatives including their typically positive and forward-looking Annual Conferences.

healthwatch
Plymouth

healthwatch
Devon

healthwatch
Torbay

healthwatch
Cornwall



Highlights from

our year

In the last year....

Our social media users have seen our posts nearly 225,000 times



678 people have reviewed 103 different services on our 'Think, Click, Share' feedback centre website



We've visited **18** local services



Our reports have tackled issues ranging from GP Access to Accessing BSL Interpreters



We have spoken to **3159** people

We have given **757** people information about other services to help them



Changes you want to see

Last year we heard from **1541** people who told us about their experience of a number of different areas of health and social care. Here are some examples of the changes that you want to see.



- + Make it easier to see a primary care health professional quickly



- + Healthcare professionals should have a positive attitude and be empathetic



- + Staff should take the time to speak to people about what to expect next



- + Services should provide information so that people can make informed decisions about their care.



- + Make it easier to access NHS Dental services in Plymouth





Making a difference

together



Listening to people's views



Gathering the views and experiences of local people is at the centre of our work.

Healthwatch staff and volunteers have delivered a varied outreach programme during the last twelve months, covering both geographic location and community of interest-based sessions.

Our outreach programme consists of regular planned drop in sessions, attendance at small and large public events and talks and presentations at community groups and organisations.

We have made sure that our outreach programme gives us the opportunity to engage with:

- Young people (under 21) and older people (over 65)
- People we believe to be disadvantaged, seldom heard or vulnerable.
- People who live outside of our area but use services within our area.

The Healthwatch Plymouth volunteer team support engagement across the entire outreach programme, which in the last twelve months has seen regular engagement sessions at a number of GP Practices in the city, as well as locations such as The Oasis Cafe and the Life Centre.

We also attended a large number of local events, some health and social care specific, others not related to health and social care at all. Events attended include:

- Blake Lodge Open Day (Deaf Association)
- Dementia Conference
- SEND Conference
- Carers Rights Day
- Elm Community Event
- Mental Health Creative Life Event
- PRIDE Festival
- Respect Festival
- University Hospitals Plymouth Open Day

In addition to our scheduled programme Healthwatch has delivered talks and presentations at groups and organisations to spread the Healthwatch message and gather a collective experience from service users. Some of the groups we have engaged with represent specific communities whose voice is seldom heard.

Groups that we have engaged with in the last year have included:

- Prince's Youth Trust
- Age UK
- Crossroads, Plymouth
- Elder Tree, Plymouth
- Active Steps
- PLUSS
- Job Centre Plus



Our community talks allow us to engage with groups that may face additional challenges in their lives, which in turn may impact upon how local health and care services should be delivered with them in mind.

Additionally, through engagement at Derriford Hospital we have met with many people that live outside of Plymouth but use local services. Our social media channels have promoted many opportunities for engagement, consultation and involvement on offer from both local and national agencies throughout the year. This has allowed us to encourage involvement from those that we may not reach through other channels.



How your experiences are helping to influence change

Healthwatch Plymouth has made many recommendations over the past year, some formally through written reports, and others verbally at the many groups, committees and forums at which we hold a seat.

Recommendations have been made to commissioners of services, also to service providers themselves. These range from availability of BSL interpreters for Deaf patients to engagement processes within NHS Devon Clinical Commissioning Group.

During the course of the year we have produced 14 reports. These have included reports regarding issues with BSL Interpreter availability in Devon, patient experience of a Single Point of Access system at a group of GP practices and a report on the reasons why people self-refer to ED.

In 2018/19 we have increased the number of surveys we are conducting around local services following change and also Devon Wide services as the work of the Sustainability and Transformation Partnership starts to redesign future service delivery. We have also been involved in delivering joint Healthwatch England and NHS England surveys on the Long-Term Plan to gather patients views on what is important to them for accessing future services. Whilst this was undertaken at a national level, it was very much aimed at local and Devon services. Our surveys have included:

- Use of Pharmacy Services
- Hospital Discharge under the 'Home First' complex needs pathway
- Single Point of Access at the Mayflower Group of GP Surgeries

- Self-referral to Derriford Hospital Emergency Department
- Devon wide redesign of Learning Disability and Autism services
- General and Long-Term conditions surveys under the Long-Term Plan

We are aware that recommendations from our reports have been considered fully by commissioners and service providers alike and have helped to ensure a patient voice in areas such as the procurement process for translation services for primary care in the South West. All requests for information made by Healthwatch Plymouth were responded to.



Making sure services work for you

Healthwatch Plymouth has statutory powers to carry out 'Enter and View' visits to some health and social care services in the city. Enter and View can be a powerful tool to gather evidence about how well services meet the needs of local communities.

Our Enter and View representatives are fully trained and supported to carry out this important function and are a mixture of local volunteers and members of the Healthwatch Plymouth staff team.

Representatives in all our visiting functions have the potential to observe elements of care that may not always be evident during other formal inspections or audits but are often things that make a real difference to patients and their families using services.

During 2018/19 Healthwatch Plymouth has carried out visits to services by way of collaborative working and making recommendations for improvement from a patient perspective.

Visits have been undertaken in varying services across health and social care including to inpatient units, social care residential facilities and primary care services.

Each visit has a primary objective which this year has mainly been to gain feedback from service users of their experience of a particular service, or to make an assessment of the care environment, whilst gathering the views of those resident at the time. Following our visit activity Healthwatch Plymouth may make a formal recommendation for improvement or change to the service provider and/or commissioner of the service.

During the year Healthwatch Plymouth made 6 recommendations following visit activity (5 to inpatient services and 1 to hospital referrals support services).

We have shared information with the appropriate regulator (Care Quality Commission) on 3 occasions.



Our authorised enter and view and PLACE representatives during 2018/19:

Anthony Gravett

Wendy Harvey

Barbara Howden

Anne Kiddell

Linda Musk

Anne Miskelly

Carol Rose

Justin Robbins

Liz Stebbings

In addition the following are PLACE representatives only:

Esperanza Gil Puerto

Leonie Richard

There's a PLACE for us

Since 2013 there has been an annual activity in England that has seen patients conducting assessments of the care environment under a programme called Patient-Led Assessment of the Care Environment or PLACE for short. PLACE involves a visual observation on cleanliness and condition as well as assessments around Privacy, Dignity and Wellbeing, Disability Access and Dementia and is primarily aimed at in-patient units with 12 beds or more, but also includes Minor Injury Units and Hospital Emergency and Outpatient Departments.

Healthwatch Plymouth currently works with University Hospitals Plymouth NHS Trust, Livewell SW and Care UK by training and providing patient assessors to facilitate assessments under the PLACE programme. These assessments are conducted at Derriford Hospital, Mount Gould Local Care Centre, Glenbourne and Lee Mill Adult Mental Health Units, Plymbridge House Children's Mental Health Unit, Cumberland Centre Minor Injuries Unit and the Peninsula NHS Treatment Centre.

Typically, a day's assessment would see the team visiting a Ward environment, conducting a food assessment and visiting a communal area or Outpatients Department. After each individual area visit an assessment form is scored, highlighting areas for improvement and equally areas of concern as well as identifying good practice. The information from the assessments is recorded into a master spreadsheet that is forwarded by the organisation to NHS Digital who then produce a national report of the assessments conducted in England. Generally, this report is published 6-8 weeks after the national assessment window closes.



What happens after the assessment?

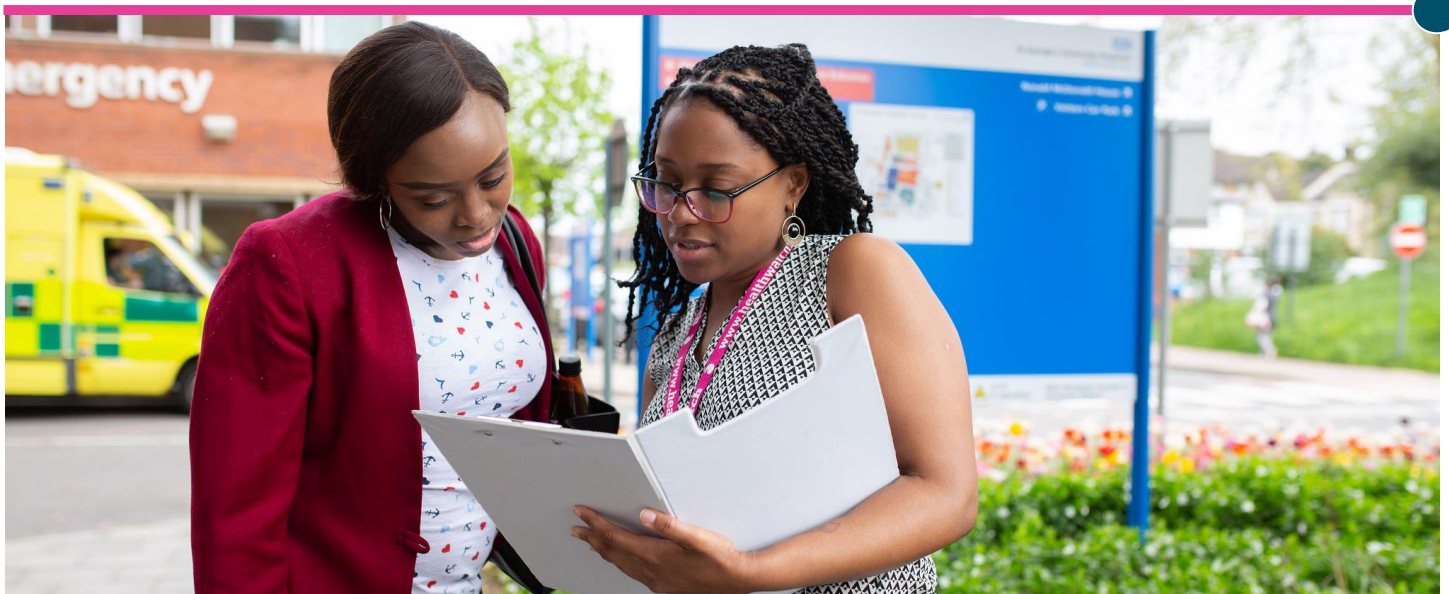
Healthwatch Plymouth attends a monthly meeting at Derriford Hospital of the PLACE Working Group. Part of the role of the group is to produce an action plan following the annual assessment so that improvements to the care environment can be made and funding secured where required. After the 2018 assessments the following has been actioned:

- Patient Lockers - purchasing of new patient lockers, identified during PLACE assessments, continues with a third procurement scheduled for 2019.
- New standard Patient name boards are being designed for the Ward areas.
- Standardised Patient Information Boards have been installed in 37 Wards. A separate standardised board for Maternity and Children Wards as well as Outpatient Departments is being designed.
- Larger signage on public toilets adjacent to the Restaurant and in the Main Outpatients Area.
- A refresh of the Maternity Entrance including new seating
- A programme to refurbish all Public Toilets
- Food service - a new style paper menu has been produced and a picture menu is being developed.
- Dementia Environment - several measures have been introduced to provide commonality for dementia patients in Health Care of the Elderly (HCE) Wards. These measures are also being rolled out in other wards and departments. These include:
 - Bay Painting. This involves painting the front of each bay in a different colour to aid dementia patients in recognising the bay they are in
 - Door covering for Ward patient toilets to identify them as such
 - Additional grab rails to be installed in HCE Wards

To help Plymouth Hospitals NHS Trust to continue to improve the patient environment, a series of Mini PLACE assessments happen on a quarterly basis that includes involvement from Healthwatch assessors. These assessments normally cover areas that were not included in the main annual assessment, but also where recent patient feedback highlights concerns.

Additionally, in consultation with Livewell SW Staff we have extended our Mini PLACE Assessments to Livewell SW sites on a 2-monthly basis.

If you would like to be involved in these assessments email volunteering@healthwatchplymouth.co.uk or ring us 0800 923 0039.



it starts with
YOU



Lack of access to British Sign Language Interpreters for Deaf patients

In late March 2018 Healthwatch Plymouth received feedback from Healthwatch colleagues in Devon about lack of availability of a British Sign Language/English (BSL) interpreter for a surgical procedure at Derriford Hospital in Plymouth. We also took feedback from a Deaf patient about experiences they had accessing an interpreter as an inpatient at Derriford Hospital and subsequent reablement stay in a care home setting.

Subsequently, after receiving the initial feedback, Healthwatch Plymouth approached support groups, BSL interpreters and Deaf patients and received considerable further feedback around their experiences of accessing health appointments in Plymouth and Devon.

The issues we observed

The lack of availability of BSL/English interpreters for health appointments is a concern in Devon for GP services and at Derriford Hospital for acute services. The lack of availability appears to be caused by the terms and conditions being used by the provider of the service with self-employed BSL Interpreters that has led to a lack of take up for appointments.

Other services are available to support Deaf patients including lip speakers, electronic notetakers, text services and Video Relay Services (VRS) when a face to face BSL interpreter is unavailable. However, technology issues such as broadband/Wi-Fi connectivity, hours of operation, and Deaf patient familiarity and confidence in using the system have caused issues resulting in appointments being abandoned and rescheduled.

The lack of interpreter provision and unreliability of other technological solutions leads to an erosion both of patient choice and more importantly patient confidence in the accuracy of information being passed to them as well as their ability to ask questions of the health professional.



Deaf patients find it difficult to make a formal complaint as the current process means that these complaints have to be written in English.

Some health staff do not understand the issues and potential anxieties that Deaf patients experience in attending appointments.

Our Recommendations

We made the following recommendations to NHS England Primary Care Commissioning and University Hospitals Plymouth NHS Trust:

1. All communication preferences for Deaf people should be recorded on health records, including whether or not they are comfortable in using communication aids like text or video relay services and their preferred BSL/English Interpreter
2. Review complaints processes to make it easier for Deaf people to raise concerns
3. Broadband/Wi-Fi connectivity in Derriford Hospital to be assessed to ensure that all areas where video relay services are being used have adequate signal to allow a seamless service without the connection breaking up
4. Deaf awareness training for clinical and administration staff should form part of regular staff continuation training for health professionals and non-clinical staff who have contact with Deaf patients
5. Commissioners to take into account the issues raised by local BSL/English Interpreters around the lack of trust and willingness to work with the current provider so that availability and access to interpreters can be increased in order to better support Deaf service users and reduce inequalities for this patient group.

We received the following responses

University Hospitals Plymouth NHS Trust response to Healthwatch Plymouth's recommendations

University Hospitals Plymouth NHS Trust has noted the concerns raised around Deaf patient access to BSL Interpreters for appointments at Derriford Hospital.

In response to the recommendations, Patient communication preferences will be recorded on IPM (patient record monitoring system). We will offer SignLive video relay services as a back-up if the patient consents.

We recognise the difficulties BSL patients face in making complaints and have offered to go to the Deaf Association's service at Blake Lodge and run PALS clinics.

The WIFI system at Derriford Hospital has been upgraded to improve connectivity for the use of SignLive. The Trust have also had a meeting with the provider of SignLive to review issues with the service. SignLive have recently extended their opening hours to 24 hours 365 days per year which is positive for emergency admissions.

Finally deaf awareness training for staff has commenced.

NHS England response to Healthwatch Plymouth's recommendations

A number of contracts to provide Language and Translation services to Primary Care (GP, Dentist, Pharmacy and Opticians) in the South West are due to end in the near future. NHS England is currently procuring a new provider for these services. The Healthwatch Plymouth report into accessibility issues for Deaf patients in receiving face to face support from BSL Interpreters has helped inform the procurement process. This took the form of informing the tender questions and stakeholder engagement prior to going out to tender and has seen both Healthwatch Plymouth and a Deaf patient consultant be part of the evaluation team reviewing prospective provider bids.



The full report can be found at www.healthwatchplymouth.co.uk/resources-and-reports/healthwatch-reports/

Mayflower GP Group – Single Point of Access

The Mayflower GP Group is made up of 6 surgeries managed by Access Health Care under a temporary provider contract with NHS England since October 2017.

In early November 2018, during a meeting with the Practice Manager to discuss Patient Feedback, particularly the difficulty in accessing the surgery by telephone and the availability of appointments, Healthwatch Plymouth were informed that the Mayflower Group were moving to a telephone Single Point of Access system on 22 November, initially for Stirling Road, Chard Road and Collings Park Practices to address issues around equality of patient access to appointments.

It was agreed that we would conduct an independent survey with patients to gain feedback about experiences of using this new access process.

Patients were made aware of the change to the system and the new phone number by various means including:

- Information added to routine patient letters and prescriptions
- Posters and leaflets at Surgeries
- As part of the phone message on ringing the surgery
- Website and local media

Survey Results

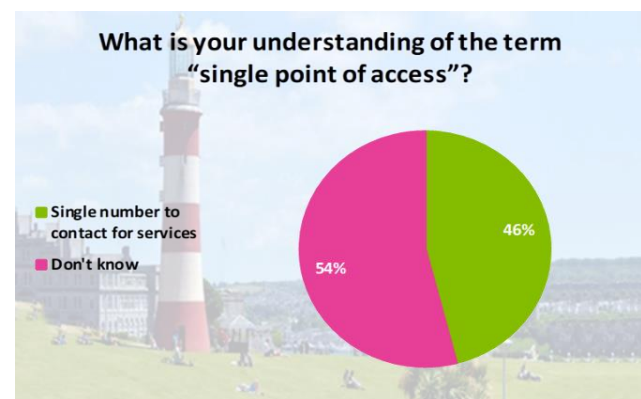
Following agreement, the survey was co-produced by Healthwatch Plymouth & Access Health Care and launched in January 2019

running for three months. The survey had 4 themes:

- Understanding of the Single Point of Access (SPOA) concept and how patients were informed of the change
- Patient experience of using the SPOA call centre
- Patient awareness and use of 'Online services'
- Any other comments about services received

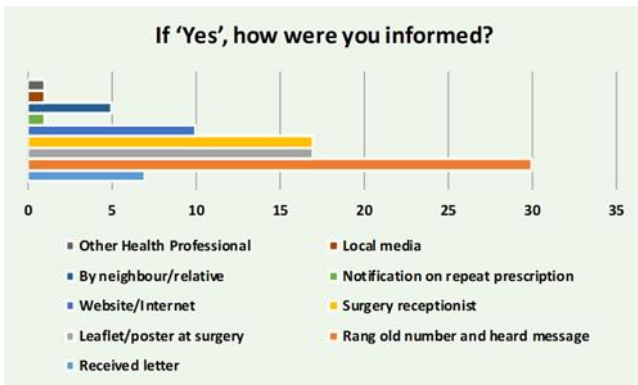
When we analysed the data from the survey the following results were obtained:

- When asked **54%** of respondents did not understand the term 'Single Point of Contact'

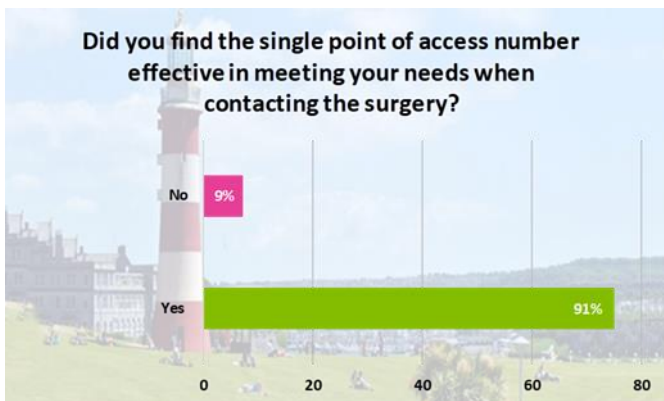


- **86%** of respondents were aware of the new number to contact

- When asked how they were informed of the change, **34%** of respondents stated it was when they phoned the old phone number to access the surgery



- 91%** of respondents felt the SPOA was effective in dealing with their enquiry



- When asked if they were aware of being able to access services online **84%** of respondents said 'Yes'
- However, only **38%** of respondents stated that they had registered to use online services

Our Observations

Prior to Access Health Care taking over as temporary provides, Healthwatch Plymouth received many negative comments from patients about long waits to contact the surgery by telephone. When eventually getting through, patients generally found that all the appointments had gone.

Feedback received during this survey and from other engagement activities is now becoming more positive, especially since the move to a single point of access. However, whilst this is generally viewed as a positive step by patients there continue to be negative comments, albeit reduced, around the length of time it takes to speak with someone and appointment availability.

We have discussed the details of the survey results with the Practice Manager and comments made by patients are being reviewed to further improve the service being delivered.

Access Health Care who provided services for the Mayflower group commented:

'We are very grateful to Healthwatch for their support. Engagement with patients, carers, representatives is very important to us in obtaining feedback which enables us to reflect, review and improve our service. Collaborating with Healthwatch enables us to receive feedback from a larger group of the population due to the fantastic work that Healthwatch undertakes in our communities.'

Hospital Discharge

In 2017 Healthwatch Plymouth received lots of feedback about how discharge from hospital has not been smooth. The feedback often quoted issues with delays caused by waiting for hospital letters, medication, transport or a combination of these. We have also received feedback about issues once an individual gets home where there have been delays in setting up home support and having equipment delivered to aid rehabilitation or day to day living.

We shared this feedback with commissioners and in April 2018 a series of workshops commenced initially looking at complex needs discharge from hospital. The workshops involved participants from Primary Care, Acute Hospitals, Adult Social Care, Residential Care Home & Domiciliary Care providers, End of Life support organisations and patient representatives including Healthwatch. In all some 100 representatives attended the first meeting.

These workshops led to the redesign of four

complex needs discharge pathways called:

- Home First
- Discharge to Assess
- Discharge to Residential Care
- End of Life

These pathways have been introduced during 2018 with the Home First pathway commencing in late May. Healthwatch Plymouth has worked with the leads for the Home First pathway since its introduction and have been conducting a survey with patients who have been discharged by this pathway since January 19. Whilst the survey is still ongoing, the feedback of the changes has been generally

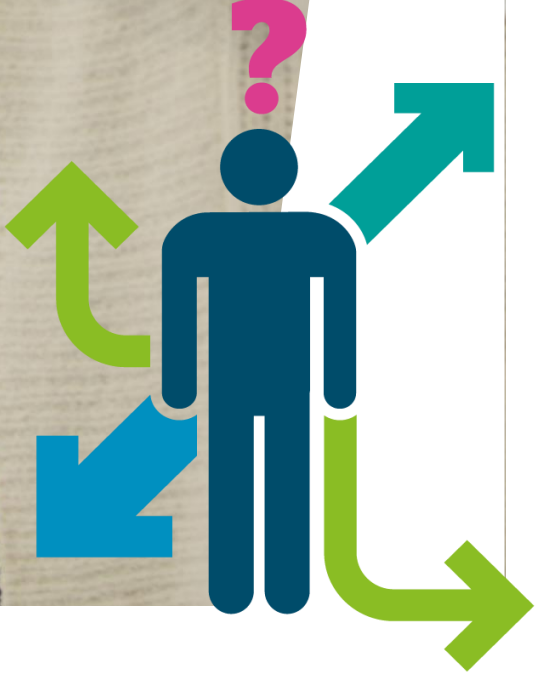
As a result of this work, Derriford Hospital have now started to look at routine discharge process and have set up a working group made up of hospital staff and external groups including the Red Cross, Healthwatch and representatives from SE Cornwall and Devon.





Helping you find

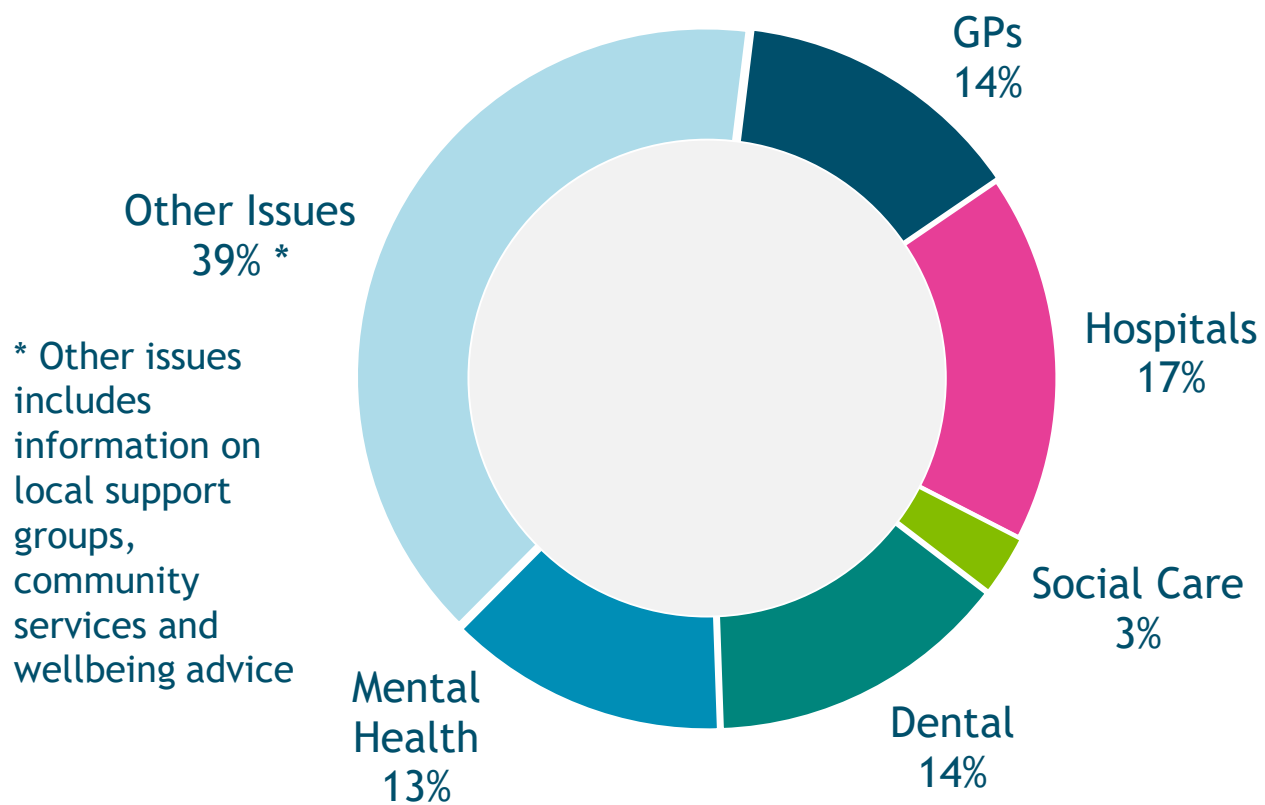
the answers



What do people want to know?

People don't always know how to get the information they need to make decisions about their own health and care. Healthwatch plays an important role in providing advice and pointing people in the right direction for the support they need.

Here are the most common things that people ask us:



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 757 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 blogs online
- Our contact us form
- At community events
- Promoting helpful services across our social media channels
- Over the phone



'Thank you for the work you do and especially for having staff such as Wendy.'

Mobility Assessment issues

I had a really bad experience being assessed for a wheelchair that left me quite distraught and traumatised and it was a while before I contacted Healthwatch Plymouth.

When I did contact them, I found a professional, compassionate, and very caring advocate in Wendy. She was able to act as a 'go-between' and I was given a re-Assessment. Without Wendy's support I think I would have been in need of a course of antidepressants.

GP Evening & Weekend appointments

On 1 October 2018, the local Clinical Commissioning Group announced that patients would be able to access a GP in the evening or at weekends to make it easier for people to get an appointment at a time that suits them. During our regular face to face engagement sessions we found that patients were unaware of this service.

To help combat this issue, we developed some online advice to provide people with the information to allow them to access the service. Since publishing the blog in February 2019, 2968 people have read our advice.





Our volunteers



How do our volunteers help us?

At Healthwatch Plymouth we couldn't undertake all of the work we do without the support of our volunteers that work with us to help make care better for their communities.

Our wonderful volunteers form an integral part of our Healthwatch team to help:

- Raise awareness of the work we do in the community
- As members of our Enter & View Team, visit services to make sure they're meeting people's needs
- Support our day to day running by providing governance via our steering group
- Provide administration support in our office
- Collect people's views and experiences at regular engagement events, which we then use in our reports



Carers Right Day, Plymouth Guildhall November 2018

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.



Liz, Engagement Volunteer

Since becoming a volunteer with Healthwatch Plymouth I have met some wonderful people and the staff have made me feel part of a great team. Being part of the engagement team allows me to help people find the information they need.

Linda, PLACE Volunteer

Being part of the PLACE Team allows me to observe the cleanliness and condition of the wards and departments in our hospitals. Being disabled myself, it also allows me to comment on the issues encountered by disabled patients to help make the hospital environment a more friendly place for them to access.



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 at X
www.healthwatchplymouth.co.uk
 t: 0800 923 0039
 e: volunteering@healthwatchplymouth.co.uk



Volunteer with us

‘The views and stories you share with us are helping to make care better for our local community’

John Miskelly
Healthwatch Volunteer



Working with Local Organisations



Livewell
Southwest



How we've worked with our community

Gathering the views and experiences of local people is the first stage to identifying any need for service improvement. The health and social care landscape is vast, and is constantly evolving.

Healthwatch aims to represent the views and experiences of local people at the right place and time to influence change in a positive way.

To enable us to do this effectively we have continued our representation at key groups and committees, both strategic and operational. This involvement not only allows a patient perspective to be presented, but also allows further opportunities for patient involvement to be identified. Our diverse representation facilitates a platform for local people to be meaningfully involved in the commissioning, delivery and management of local services.

Healthwatch Plymouth has a statutory seat at the Health and Wellbeing Board, allowing us to have real involvement in strategic planning towards the aim of a healthy city. Our Health and Wellbeing Board seat is held by Healthwatch Plymouth volunteer and Chair of Healthwatch Plymouth, Nick Pennell. Nick feels passionately that the wider public voice should be heard by the Board. The Healthwatch Plymouth staff team support this volunteer involvement by providing relevant evidence, identifying themes and trends and keeping the representative informed of our wider work. This allows the Healthwatch Plymouth representative to effectively represent the wider public, and to challenge when necessary. The ongoing work of the Board is disseminated to our Steering Group periodically.

We have planned our representation to ensure a diverse platform at which to make recommendations for improvement, and this often means that we can effect change much more quickly. We have spent considerable time working with services and commissioners to ensure that the patient voice has the opportunity to be heard.....every time. We have continued our representation at the NHS England Citizens Assembly, ensuring the local view is heard at regional level, and our representatives have again made recommendations to the assembly around work priorities.

We have continued to develop our local relationships, as well as relationships with those across Devon.

During 2018/19 Healthwatch Plymouth held formal representation at the following groups/committees:

Health and Wellbeing Board

NHS England Quality & Surveillance Group

Plymouth Hospitals NHS Trust Patient Experience Committee

Plymouth Hospitals NHS Trust Safety & Quality Committee

Plymouth Hospitals NHS Trust Patient Led Assessment of the Care Environment Working Group

Livewell Service User and Carer Forum

NEW Devon CCG Primary Care Innovation Programme

Sustainability and Transformation Partnership Clinical Cabinet

Sustainability and Transformation Partnership - CCG in Common Engagement Committee

NEW Devon CCG & Plymouth City Council - System Design Groups

Plymouth Autistic Spectrum Conditions Partnership Board

Statement from NHS Devon Clinical Commissioning Group

Our thanks to Plymouth Healthwatch. It's been another great year of working together to improve services for patients.

Healthwatch 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 Clinical Commissioning Group, 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 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.

Here some reasons we have to say a big thank you to the local Healthwatch teams 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 over the development of 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 relationships with GP Patient Participation Groups.
- The independent analysis of feedback you offer over projects such as the Holsworthy Community Involvement Group.

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

University Hospitals Plymouth NHS Trust

It's been another great year of working together with Plymouth Healthwatch for the sake of patients and their families and we are already planning our engagement activities together for the next 12 months.

I think what we really value about Healthwatch is its independence. Whilst we have many ways we encourage patients and their families to give us feedback to help us learn from excellence and make improvements where things aren't as good as they could be, we would be foolish not to recognise that sometimes patients don't feel able to voice their comments, particularly concerns, to us directly. Working alongside Healthwatch ensures offering patients and families a multitude of ways to give feedback via surveys, Big Conversations, Tea with Matron, through our Patient and Liaison Service and so on. We have a truly independent route people can take if they would prefer. And we use the feedback given to us in this way to drive more improvement.

There are so many ways in which we are helped by Plymouth Healthwatch. Here are just two of the reasons we have to say a big thank you to the local Healthwatch team in 2018/19:

- Your contribution to our Patient-Led Assessments of the Care Environment (PLACE) helps us understand how well we are meeting the needs of patients through factors such as the condition and cleanliness of wards and departments and what we can do to make those even better. It is thanks, in no small part, to the contribution of the volunteers who undertake these assessments that we

have this year enjoyed some of our highest ever scores.

- Our patients who are deaf or have a hearing impairment have benefited from the involvement of Plymouth Healthwatch this year too. The Healthwatch team undertook a review of our British Sign Language provision and gave us significant patient feedback which helped us make considerable improvements to the way we support deaf people in communicating with our staff.

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

Ann James
Chief Executive Officer
University Hospital NHS Trust



The South West Clinical Senate Citizen's Assembly

A Citizens Assembly has been part of the South West Clinical Senate (SWCS) since these Senates were created in 2013. There are 12 Clinical Senates across England and the South West is unique in having established a Citizens Assembly to give patients and the public a strong voice in helping health communities make effective decisions about the best overall care and outcomes for patients.

Clinical Senates are non-statutory entities that bring together a range of professionals to take an overview of health and healthcare for local populations and provide a source of independent advice for commissioners of services.

The Citizens' Assembly brings together two representatives from each the 13 local Healthwatches across the South West and it is considered an integral part of the Clinical Senate. The Citizens' Assembly debates issues of strategic importance; champions the diversity of patient and public views, and

provides a strong independent citizen voice to Senate Council debates and to Clinical Reviews.

Through linking to local Healthwatch via the Citizens' Assembly the Clinical Senate is able to access Healthwatch networks and lay person expertise. This expertise feeds in to Senate debates and is considered to be of great value in helping to determine the recommendations that the Senate makes. Recent debates have included topics such as; The role of Community Pharmacy; Networked Delivery of Urgent Treatment Centres; Workforce in the South West, and Colorectal Cancer National Guidance.

For more information about the Citizens' Assembly and the work of the Clinical Senate please visit their website

<https://www.swsenate.org.uk>



South West Clinical Senate

Joanna Parker
Chair, SW Clinical Senate Citizen's
Assembly





Our finances



How we use our money

To help us carry out our work, we are funded by Plymouth City Council. In 2018-19 we spent £129,373.46

We also received £10,623.08 of additional income to undertake consultation and engagement work to inform both the NHS Long Term Plan and local Sustainability, Transformation Partnership services redesign.

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£117,735.87
Additional income	£10,623.08
Total income	£128,358.95
Expenditure	
Operational costs	£12,239.44
Staffing costs	£79,937.06
Office costs	£37,196.96
Total expenditure	£129,373.46
Balance brought forward	-£1,014.51



Closing Message from our Chair

Looking Back Over the Year - Healthwatch Plymouth has taken considerable effort to collate and present the views of the people of Plymouth on a wide range of health and social care issues, this has been via a number of means including : our on-line system, facilitating focus groups on specific issues, our ongoing programme of public engagement events, attendance at public events in Plymouth and targeted public engagement events. This has resulted in a number of priorities being identified, reported upon and moved forward, these include:

- Access to General Practice/Primary Care services
- Access to Dental services
- Changes to the delivery of Translation services
- Discharge pathways from Hospital - both Acute Care and Mental Health
- Access to Mental Health services
- Children's emotional health and well-being services
- The development of Health and Well Being Hubs in the City of Plymouth

Looking Ahead - Future Priorities - Healthwatch Plymouth will continue with our commitment to engage with, and listen to, the people of Plymouth, to ensure that these views are fed back to the key movers, both as individuals and groups in order to ensure that not only are these views heard, but more importantly are acted upon in appropriate ways. We will be committed to working closely and meaningfully with service providers (including University Hospitals Plymouth NHS Trust and Livewell

South West) as well as Commissioners of services (including NHS Devon C.C.G. and Plymouth City Council) to ensure public engagement, in terms of both current service review and future service planning, is an integral part of the way that services operate and develop.

Future Challenges - Healthwatch Plymouth recognises the range of challenges that our Health and Social Care services face in future years and will do our best to ensure that the voices of the people of Plymouth are a meaningful part of future debate and consideration. We also acknowledge, and see this in the feedback that we receive, the importance of prevention and early intervention as well as the increasing importance and benefits of services being delivered in a joined up/integrated manner.

Thank you! - it just remains for me to thank the people of Plymouth (and in some cases beyond) for their time, feedback and contribution, I have no doubt that this has had a positive impact on the provision and development of Health and Social care in Plymouth and look forward to this continuing, to even greater impact, in future years.



Nick Pennell
Chair, Healthwatch Plymouth

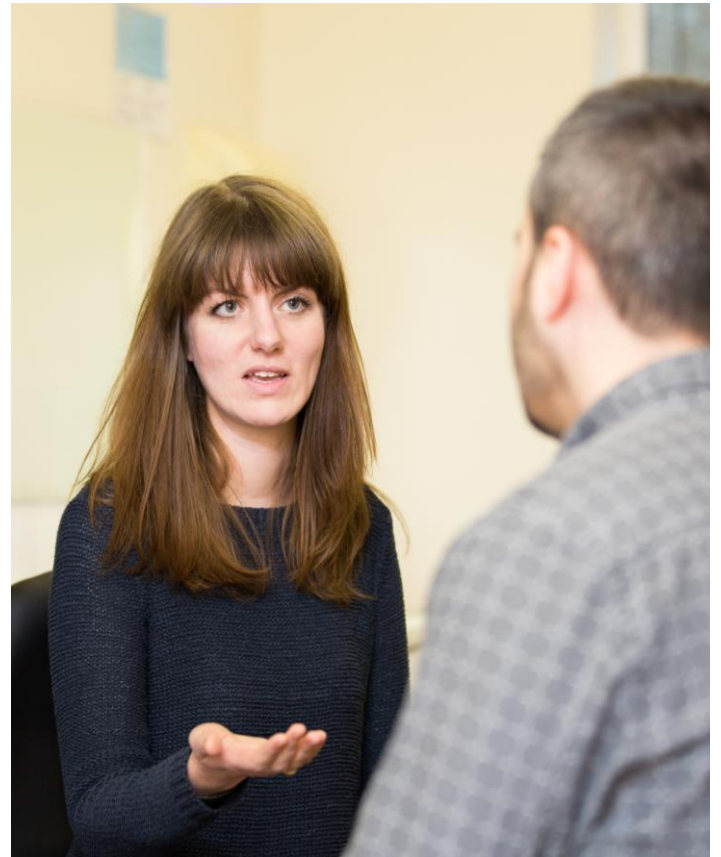
What next?

The coming year will certainly be another challenging period for health and social care services. Healthwatch Plymouth will continue to strive to ensure that the voice of local people is at the heart of change.

We intend to carry out more targeted consultation around the topics that you tell us concern you, ensuring our findings reach those who can implement improvements.

The Healthwatch Plymouth Steering Group will continue to make our work plan relevant and achievable, using our evidence base of your feedback as the point of reference.

As the Devon Sustainability and Transformation Partnership continues to gather pace, we will continue to challenge where needed, to ensure that local people have an opportunity to shape local services.



Our work priorities for 2019/20

A number of priorities have been identified. Some of these have been priorities in 2018/19. Our priorities include:

- Access to General Practice/Primary Care services
- Access to Dental services
- Changes to the delivery of Translation services
- Discharge pathways from Hospital - both Acute Care and Mental Health
- 'Something someone told me' Care Home visiting programme
- Access to Mental Health services
- Children's emotional health and well-being services
- The development of Integrated Health & Care in the City of Plymouth



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
- The voluntary organisations that have contributed to our work
- We would also like to thank the following organisations:



NHS Devon Clinical Commissioning Group
 University Hospital Plymouth NHS Trust
 Livewell Southwest
 Plymouth City Council
 Primary & Social Care Providers in Plymouth



Contact us

Get in touch

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healthwatch
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