

**Annual report 2019-20**

# Guided by you

# Contents

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# Message from our chair



Richard has provided wise and dynamic leadership. I thank him for his knowledge, help and advice.

Well I think we can truly say that this has been a year of change and challenge!

We continued to deliver Healthwatch services across Wakefield District and, to provide the best possible service, worked with neighbouring Healthwatch to independently champion, listen and gather local people's experiences across our region.

We have seen departures of staff for pastures new and welcomed new trustees and staff. We also saw the transformation of the Macmillan Yorkshire Cancer Patient Forum into its own charity, Yorkshire Cancer Community. We wish them every success in their continuing role.

Dr Richard Sloan stood down as Chair. Richard says: "It has been a privilege to have been Chair since 2016 and I am grateful that I can continue to contribute as a trustee. I worked as Chair with two Chief Executives and learned so much from each of them and regard them as friends. I was thrilled when Gary, a fellow trustee, was selected as our new CEO. Healthwatch Wakefield is a superb organisation widely respected by local health and care sectors as well as regionally and nationally. Healthwatch Wakefield is in good hands, with its trustees, staff and volunteers, all of whom have been so kind to me".

Most of all our latest challenge has been the coronavirus pandemic. It has seen a new way of working for our team and we acknowledge and thank them for continuing to provide support to our local communities. Healthwatch Wakefield has also been part of coordinating the voluntary sector response. This approach has helped to keep our communities informed and connected, as well as providing a range of practical help and support to vulnerable people but also to others who have felt particularly isolated and lonely.

We are pleased to share details with you about our activities and projects over the year.

Andrew Kent, Healthwatch Wakefield Chair

# Our priorities

Last year people told us about the improvements they would like to see health and social care services make in 2019-20. These were our priorities for the year based on what you told us.



Mental Health



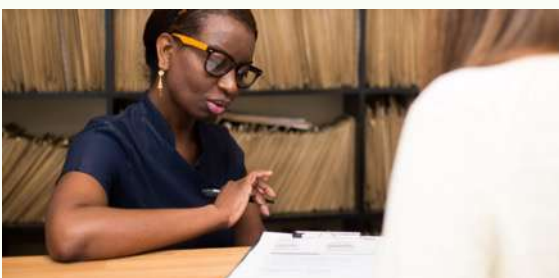
Children and young people



Primary Care Services



Maternity Services



Communication with services



And then... coronavirus

“Healthwatch provide a brilliant service ensuring that the voice of local residents is heard in regards to their experiences of health and care services. They use innovative and creative ways to do this but always ensure that the results are rigorous and representative. Most importantly their work has led to real change in how services are delivered.”

Anna Hartley FFPH Director of Public Health Wakefield Council

# Workplan 2019-20

Issues >	Mental Health	Comms	Primary Care	Young People	Maternity Services
<b>Inform and Advise</b>	Mental Wellness Marketplace	Individual Service Fund: service evaluation	Urgent and Emergency Care Access Standards	see below	Pontefract Hospital reconfiguration
<b>Involve</b>	IAPT service evaluation with Turning Point	South West Yorkshire Partnership NHS Foundation Trust Focus Groups	Primary Care Home priorities / Impact of City Fields development	see below	Public opinion of local services
<b>Investigate</b>	Autism Spectrum Disorder surveys	Accessible Information Standards review	Lung Health Checks evaluation	Mental health support for Children and Young People in Care project	Maternity and Mental Health Report
<b>Influence and impact</b>	Suicide Reduction Campaign with West Yorkshire and Harrogate Health and Care Partnership	Deaf Service Users' feedback and survey	PIPEC reconfiguration with NHS Wakefield Clinical Commissioning Group	"What Matters" campaign – to be continued	Friarwood Birth Centre challenge
<b>Advocate and support</b>			Veterans Aware campaign	Parent Carer Support workshops	

Long term projects	Other ongoing work	Young Healthwatch work
West Yorkshire and Harrogate Health and Care Partnership Cancer Alliance Community Panel; support for the Yorkshire Cancer Community; Quality Accounts; and Homelessness project	Enter & Views (Gate 43, Horizon Centre); Gastrostomy services challenge; Neurology services challenge; Stakeholder surveys; Dental Access review with other regional Healthwatch; and Covid-19 pandemic response and survey	Outreach and engagement across the district; work with Youth Parliament; Building Our Futures programme; Young Healthwatch work: CAMHS feedback, Samaritans SafeTALK training, suicide prevention work, A&E surveys; Emotional Wellbeing project; Listen To Me toolkit development; and Children In Care event

# About us

## Here to make care better

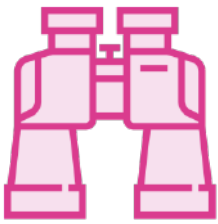
The network's collaborative effort around the NHS Long Term Plan shows the power of the Healthwatch network in giving people that find it hardest to be heard a chance to speak up. The #WhatWouldYouDo campaign saw national movement, engaging with people all over the country to see how the Long Term Plan should be implemented locally. Thanks to the thousands of views shared with Healthwatch we were also able to highlight the issue of patient transport not being included in the NHS Long Term Plan review – sparking a national review of patient transport from NHS England.

We simply could not do this without the dedicated work and efforts from our staff and volunteers and, of course, we couldn't have done it without you. Whether it's working with your local Healthwatch to raise awareness of local issues, or sharing your views and experiences, I'd like to thank you all. It's important that services continue to listen, so please do keep talking to your local Healthwatch. Let's strive to make the NHS and social care services the best that they can be.

I've now been Chair of Healthwatch England for over a year and I'm extremely proud to see it go from strength to strength, highlighting the importance of listening to people's views to decision makers at a national and local level.

Sir Robert Francis,  
Healthwatch England Chair





## 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 who 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.



## How we find out what matters to you

People are at the heart of everything we do. 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



Find out more about us and the work we do

**Website:** [www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk)

**Twitter:** @healthywakey

**Facebook:** @HealthwatchWakefield

# Highlights from our year

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Find out about our resources and the way we have engaged and supported more people in 2019-20.





## Health and care that works for you



### 85 volunteers

helped to carry out our work. In total, they gave up 313 number of hours.

We employed

### 11 staff

8.5 full time equivalent staff members.

We received

### £264,135 in funding

from our local authority in 2019-20.

Figure pending agreement with our accountants.

## Providing support



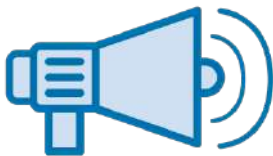
### 942 people

shared their health and social care story with us.

### 277 people

accessed Healthwatch advice and information, signposting or contacted us with questions about local support.

## Reaching out



### 17,620 people

13,203 visited our website, with 12,718 new visitors this year; 2,511 people connected with us through social media; and 1,906 people engaged with us at 150 community events, not including Young Healthwatch work.

## Making a difference to care



We published

### 9 reports

about the improvements people would like to see with their health and social care, and from this, we made 53 recommendations\* for improvement.

\* not including regional and national work

# How we've made a difference

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## Speaking up about your experiences of health and social care services is the first step to change.

Take a look at how your views have helped make a difference to the care and support people receive in Wakefield District.

### Helping people access better mental health support

Over the year people continued to come to Healthwatch seeking advice, information and support for mental health issues. These issues impact many different people in many different ways and are often experienced in isolation.

#### What we knew

- The rate of suicides in Wakefield is higher than the national rate.
- The issue affects far more men than women.
- Suicide is particularly prevalent in young males with 1 in 5 of all deaths in men aged 18-39 in Wakefield being the result of a suicide.
- Self harm was also a growing problem in Wakefield, particularly in young females. The rate of self harm admissions across the whole population had a sharp increase in 2017/18 and is much higher than the national figure.

Information taken from Wakefield's JSNA Adults Annual Summary 2019 (with suicide data updated with 2016-18 figures)

[www.wakefieldjsna.co.uk/annual-report](http://www.wakefieldjsna.co.uk/annual-report)

Locally statutory services were redeveloping their offer and the West Yorkshire and Harrogate Health and Care Partnership had set mental health as one of their priorities. At the same time, new voluntary organisations were arriving on the patch, such as Andy's Man Club. Still, many people didn't know who could help or where to go.



#### What we did

We created resources for different genders and age groups, presenting them with a range of local and national support organisations and apps. They could access a range of materials with different ways of engaging with support. But, whilst the online world offers a huge variety which is great, across all groupings people said they wanted someone to talk to.

Many say that it's "good to talk" - with celebrities and others endorsing this message. But what if you've no one you feel you can talk to, and where could you go? With the national Time to Talk day coming, we decided to offer the opportunity for local people to come together - and face to face - with services.

#### Time to Talk

Time to Talk Day takes place nationally in February each year and encourages everyone to be more open about mental health – to talk, to listen, to change lives. We organised a Mental Wellness Marketplace in our local shopping centre with over 20 local organisations taking part, along with activities and information.

[www.time-to-change.org.uk/get-involved/time-talk-day](http://www.time-to-change.org.uk/get-involved/time-talk-day)

Continued...



# Choose talk, change lives.

## #timetotalk

time to change  
time to  
talk day  
06/02/20

The event was advertised as something for everyone and that everyone was welcome, and we asked people and groups to send us mini film clips to encourage others to come along. We also redesigned our resources to reflect face to face services available locally to distribute on the day.

We were grateful to the shopping centre, The Ridings, who allowed us to use the centre free of charge, and to hold it at the same time as their 'Coffee and Chat' event organised between themselves and Age UK Wakefield District to combat loneliness and isolation.

The market was well attended, the Samaritans reported people waiting for them to arrive and set up their stall. People were grateful for the opportunity to engage in a relaxed setting.

Aside from this, Healthwatch believe it was a successful event for a number of reasons.

- It placed the issue of mental health and wellness high on the agenda.
- It gave us an opportunity to inform local people of services and support available to them.
- It allowed us to make services visible.
- It enabled us to bring organisations together, from both the statutory and voluntary sectors.
- Finally, it went some way to preparing us across the District for the coronavirus pandemic and placed us in a solid position to support people with their mental health in ways we never would have imagined.

"The Mental Wellness Marketplace was an excellent opportunity for people to network. Those attending were able to share information and knowledge with each other in a relaxed and safe environment. Everyone was working together for the benefit of supporting and improving mental health and wellbeing for Wakefield Residents."

Tracy Leach, Public Health and Positive Mental Health Network Coordinator

"We used our marketplace stall to have conversations with local people about what mental health meant to them, and how they'd support a younger person if they told them that they were struggling. It gave us a wealth of insight that we'll be able to feed into our communications plans, but it also gave people an opportunity to talk about their experiences, which was really quite powerful. All the stalls worked really well together, and in a few instances we were able to signpost people to other stalls for more help or information."

Claire Vodden, Communications Manager, NHS Wakefield Clinical Commissioning Group



Artwork created by Jacob Moss

## Working in partnership

Wakefield's health, social care, housing and voluntary and community sector has a strong history of working together to improve health and wellbeing outcomes for local people. We have used the term 'Connecting Care' to describe this partnership.

"In 2019-20 we continued to build on this history, listening to local people's feedback and making changes to services and ways of working across many partnerships and boards; including the Mental Health Provider Alliance.

"As part of the Wakefield Children and Young People's Partnership's plan, we want all children and young people to enjoy good emotional and mental wellbeing; ensuring that they are resilient and feel supported and safe in their communities. This has been a core focus for the Alliance and we've undergone transformational changes to our children and adolescent mental health services (CAMHS) to help make this happen. Changes have included reviewing and enhancing our crisis support offer, also focusing on reducing waiting times for treatment and developing the support provided whilst children and young people wait for treatment.

"We've also listened and engaged with young people; with colleagues working together from all partner organisations to develop mechanisms to ensure their voices are heard.

"The next year will see more developments in adult and children's mental health services as we continue to listen, learn and grow as a health and care system."

Sean Rayner, Chair of the Wakefield Mental Health Provider Alliance and Director of Provider Development at South West Yorkshire Partnership NHS Foundation Trust



[www.wf-i-can.co.uk](http://www.wf-i-can.co.uk)

## Local children and young people improve mental wellbeing services

Young Healthwatch works alongside children and young people, service providers and commissioners, sharing views to assist and improve services.

Building on ongoing participation work throughout the year, an event was organised and facilitated by young people and Young Healthwatch. They were also supported by HQ Arts and the Youth Service, with 30 young people coming together from across the district to share their views. They included members of Stripes Youth Group, the Pupil Referral Unit, young carers, children in care, and young people with disabilities.

The young people aimed to seek consensus with commissioners about what would make a difference for young people locally.


Two things came out of this engagement:

1. The need for a safe space supported by partners where young people could access support and activities to improve their wellbeing.
2. The need to publicise services and improve visibility of local services for children and young people.

In response to this young people began to explore different spaces, working alongside Young Healthwatch, Public Health, NHS Wakefield and voluntary and community groups including the Samaritans and Young Lives members. Funding was secured and a space in the city centre was identified. Work on the space was due to start in March 2020, however due to coronavirus this is currently on pause.

In addition a safe online space was developed with young people, [www.wf-i-can.co.uk](http://www.wf-i-can.co.uk). A partnership project aimed at increasing the visibility of services, supporting young people to know what was available for them, and share tried and tested ways to improve wellbeing. The content was developed by young people and tested with more young people. Young Healthwatch continues to play an important role in sharing views in the development of the site and advocating on behalf of children and young people to keep improving the offer.

Young people feel valued and listened to and this is what they wanted. Young Healthwatch will continue supporting co-production of the 'drop in and chat' function which will assist young people connecting them to local activities and opportunities in their community. It will enable them to share, both on and offline, their views and ideas to help transform local services.

 I looked at the website and it has some good information on there, the first place I looked was the bullying section and I think that is going to help a lot of people.



[www.ylc.org.uk](http://www.ylc.org.uk)



## Living with dementia

In Wakefield District, it is estimated that over 4,000 people live with dementia and, in line with the forecasted numbers for England, this is set to rise to over 4,800 in 2020.

Dementia has a huge impact on people's lives, the different types of this condition presenting different issues for the affected person, their carers and their family.


Although many people with dementia maintain their independence and can live well for years post diagnosis, caring for them - although rewarding - is also challenging due to behavioural and personality changes, family dynamics, and the negative impact on carers' psychological and physical health. Particularly in the later stages when the support provided by carers increases in order to help fulfil everyday tasks.

In order to help improve patient and carer experiences of dementia services in our district, Wakefield's New Models of Care Board commissioned Healthwatch Wakefield to gather information relating to when an individual begins to deteriorate beyond their carers' ability to manage.

The aim of the project was to gain a better understanding of how prepared family members or carers feel when dementia begins to result in significant behavioural challenges, as well identifying gaps or good practices where support is concerned. However, carers were keen to explain a wide range of factors that contribute to the challenges they face and we made sure that their opinions and experiences were shared with policy makers and service providers.

Find the full report and findings here:

[www.healthwatchwakefield.co.uk/reports](http://www.healthwatchwakefield.co.uk/reports)

 "I got annoyed with the GP who was trying to get me to pay for medical reports. You are asking the most vulnerable people to pay. I fought it, but at least now the GPs are supportive."



### Share your views with us

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 is here for you.

**Website:** [www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk)

**Twitter:** @healthywakey

**Facebook:** @HealthwatchWakefield

# Long Term Plan

**#WhatWouldYouDo**



# Highlights



More than 40,000 people shared their views nationally with Healthwatch.

**228 people took part in Wakefield District overall, and 47 in the specific conditions survey.**



The network held over 500 focus groups reaching different communities across England.

**We held two focus groups, one with working age adults and one with Deaf people.**



Healthwatch attended almost 1,000 community events.

**We engaged with 17 community settings and under represented groups.**

Six Healthwatch across West Yorkshire and Harrogate also worked together in order to capture local people's views across the region; the Wakefield District report can be found here: [www.healthwatchwakefield.co.uk/reports](http://www.healthwatchwakefield.co.uk/reports)

## NHS Long Term Plan

Following a commitment from the Government to increase investment in the NHS, the NHS published the 'Long Term Plan' in January 2019, setting out its' key ambitions over the next 10 years.

Healthwatch launched a countrywide campaign to give people a say in how the plan should be implemented in their communities.

### What did people want?

Working with Healthwatch across West Yorkshire and Harrogate, we asked people #WhatWouldYouDo to improve the NHS locally.

The top three things that people told us they wanted help from the NHS and partners to stay healthy and well in the District were:

1. Improved access to GPs
2. Exercise to be more accessible
3. Help people to maintain or improve their overall health

The main themes across the whole report were accessibility, support, tailored provision, respect, communication, and improved services.

### What did we do about it?

We worked with local and regional partners to improve access to GPs and other services; signposted people to services that encourage them to live well, and to opportunities for exercise; helped people improve their overall health including their mental wellbeing through access to high quality local services. Please see other parts of this report which highlight the work we have done.

# Helping you find the answers

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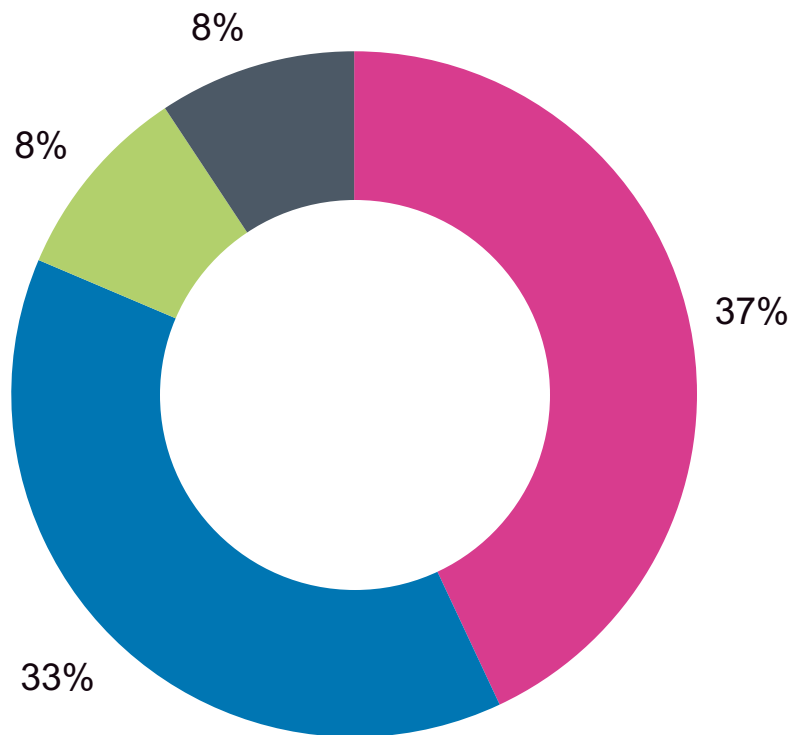


**Finding the right service can be worrying and stressful. Healthwatch plays an important role in helping people to get the information they need to take control of their health and care and find services that will provide them with the right support.**

This year we helped people get the advice and information they need by:

- Providing advice and information articles on our website.
- Answering people’s queries about services over the phone, by email, or online.
- Talking to people at community events.
- Promoting services and information that can help people on our social media.

**Here are some of the areas that people asked about.**



- Primary care such as GPs and dentists
- Secondary care such as hospitals
- Urgent and emergency care
- Mental health services



## Improving local maternity services

A new mum was supported by our NHS Complaints Advocacy Service to explain, both in writing and in a face to face meeting with senior staff, how her experience of maternity services had negatively impacted on her mental health. She had specific concerns about the environment, dignity, communication, her post-natal clinical care including hygiene issues, the lack of support to breastfeed, the difficulties interacting with staff, being unable to ask questions and the sense of isolation she felt when on the post-natal ward.

As a result of this mum's complaint Mid Yorkshire Hospitals NHS Trust agreed the following measures:

- The maternity waiting area was moved to within triage.
- 'Welcome to the Ward' information would be given to new mums.
- The ward would move away from the closed curtain environment, unless needed for care or privacy.
- Midwives and Midwife Support Workers to be more evident on the bays, and to have a desk and computer on the bay.
- More Midwife Support Workers to be recruited.
- Women to be given more control over pain with the use of self-medication lockers.
- Audit to be carried out to see whether the use of self-medication lockers improved feedback about pain management for post-natal women.
- Messages about catheter care and documentation have been sent to all staff and an audit was to be carried out to ensure staff are complying.
- A review of the process for midwives obtaining formula on the post-natal ward.
- Spot checks on staff, including evening checks.
- Anonymised version of the complaint shared with staff for training purposes.

The Mum was also offered to the chance to add her voice to the Trust's service users by joining one of their service co-design groups.

## Translation services

A woman from Syria, who spoke Arabic and no English, made a complaint about how she was treated within the maternity unit as they didn't offer an interpreter and she couldn't explain to them that she was in labour and was sent home. This resulted in her giving birth at the bottom of the stairs and has led to mental health issues but she is receiving support. The Trust made a policy that all women whose first language is not English should be offered an interpreter in person or with language line, and midwives will receive Care and Compassion training at their annual update training session.



## Improving local hospital procedures

A relative of the patient was supported to make an NHS Complaint, about procedures and documentation relating to controlled drugs on Gate 43 at Pinderfields. Answers were given during a face to face meeting in response to specific questions, along with detailed explanations of the changes and improvements made since the incident and complaint.

- A move to electronic prescriptions which enables effective monitoring of the prescribing and administering of controlled drugs. The complaint highlighted the fact that the Patient's charts were illegible.
- 'Check it Tuesday': The Ward Manager checks the controlled drug book weekly.
- Monthly cross ward checks of the controlled drugs book to minimise discrepancies and offer assurance. Gate 43 scored 100% in the six month period to March 2020.
- A move to electronic observations, to enable the Trust to manage their patients more safely.

- The nursing documentation has now been embedded with the medical documentation to ensure there is continuity of care.
- A weekly and monthly audit of patient care records, looking at nursing documentation, controlled drugs, staff appearance, and ward appearance along with daily nursing checks. The complaint had highlighted poor documentation.

Thank you to Jacqueline and Healthwatch for their support, advice and kindness to us as a family. The incident caused us a lot of angst and questions as mum sadly died following this incident.

We are health professionals ourselves but the meetings with Jacqueline enabled us to construct our questions in an objective manner. It enabled us to finally grieve for mum without the anger festering.

The Trust answered our questions and explained the steps taken to remedy the shortfalls that led to mum's incident.





## Diagnosing behaviour

A young mum with four young children came to the NHS Complaints Advocacy Service to get support for her four year old son. We talked by telephone and had a face to face meeting for her to explain about her son and his behavioural problems. He had been referred to the Community Consultant Paediatrician for an assessment for autism, but at the end of the consultation she was told that her son did not meet the criteria set to diagnose autism. She wasn't informed what the criteria was that he had to meet and neither was she advised as to what was causing his problems.

The fact that he wasn't diagnosed with autism meant that she was not able to get free nappies for her son who had bowel problems, and she couldn't afford to buy them. Her son also had to take a liquid laxative but the school would not give him the laxative whilst he was at school.

Following the complaint to the Trust, a resolution meeting was arranged for the client to ask questions and put forward her anxieties about not having a diagnosis for her son, and how this affected other parts of his life.

Because of this mum's complaint, she was able to:

- Get a diagnosis for her son which was due to sensory issues.
- Get free nappies for her son.
- The school were instructed to give her son his medication and to put juice in it to make it more palatable.

She was happy that all of the issues that were brought to the local resolution meeting had been settled and she had a satisfactory outcome. Her son is being treated and his behaviour is improving.

“My son has now got a diagnosis for his difficult behaviour and I would never have got that if I hadn't had help from the Advocacy service to make my complaint”

### NHS Complaints Advocacy Cases

New cases in 2019-2020:	121
Cases carried over from 2018-2019:	84
Total cases worked on 2019-2020:	205



### Contact us to get the information you need

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

**Website:** [www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk)

**Twitter:** @healthywakey

**Facebook:** @HealthwatchWakefield

## Local support for people with cancer

### Yorkshire Cancer Community

The voice of those affected by cancer in Yorkshire and the Humber

It's been a roller coaster of a year for the Yorkshire Cancer Community which has seen several major changes.

In August last year, after consultation with our membership, we changed our name from the Yorkshire Cancer Patient Forum to a name we felt better reflected our role as a network for people affected by cancer and those who work to support and treat them.

In October we became a charity which allows us to seek funding from charitable trusts to become more sustainable. This helped us to secure funding from Sovereign Health Care, Awards For All and the Albert Hunt Trust. This was particularly important, as our grant from our main funder, Macmillan Cancer Support ended in March this year.

We were also delighted to announce earlier this year, that the Yorkshire Cancer

Community and West Yorkshire and Harrogate Cancer Alliance will join forces on a project that will raise awareness of cancer signs and symptoms; encourage more people to take up their invitations to screening and encourage behaviours that will reduce the occurrence of preventable cancers.

While some of our work has had to be paused during the Covid-19 pandemic, we continue to produce a quarterly newsletter, update information to our network via social media, the website and emails and also keep in touch with patients and support group leaders during this difficult time.

Although still based with Healthwatch Wakefield, Engagement and Communications Officer Jill Long is now employed by Yorkshire Cancer Community directly. If you would like to know more about our work, please contact [jill@yorkshirecancercommunity.co.uk](mailto:jill@yorkshirecancercommunity.co.uk)



### Cancer Alliance Community Panel

The Community Panel is one way West Yorkshire and Harrogate Cancer Alliance works with those affected by cancer across our area; involving patients and their families, carers, and service users to ensure their experiences and views influence the work that they do and the decisions they take. The aim of the Panel is to support cancer patients, carers and anyone affected by cancer to get involved with and influence the work of the Alliance, and make sure that the patient voice is heard.

The Alliance works with Healthwatch Wakefield and other Healthwatch around the region. The Panel Coordinator, Fraser Corry, is based at Healthwatch Wakefield.

Visit here to find out more and read Panel member stories:

<https://canceralliance.wypartnership.co.uk>

Work over this last year has included:

**Living with and beyond Cancer:** Cancer Care Reviews, supporting palliative patients, mental health and wellbeing, and personalised support coordination.

**Optimal Pathways and Early Diagnosis and Intervention:** Managing vague symptoms, non surgical oncology, lung health checks, and digital technologies.

**The NHS Long Term Plan:** Improving communications, impact on mental health, improving services, and greater opportunities.

The Community Panel has also been exemplary in continuing their work throughout the coronavirus crisis, using online video communications and engagement.

Visit here to find a great presentation showcasing the Panel, it's members and the work it does: <https://youtu.be/PIJbIf-lK1A>

# Volunteers

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**At Healthwatch Wakefield we are supported by 85 volunteers to help us find out what people think is working, and what people would like to improve.**

### **This year our volunteers:**

- Raised awareness of the work we do at events, in the community and with health and care services.
- Visited services to make sure they are providing people with the right support.
- Helped support our day-to-day running.
- Listened to people's experiences to help us know which areas we need to focus on.

## **Volunteers find what matters to people using A&E**

### **A report for the NHS Clinical Review of Standards**

In October, Healthwatch Wakefield, along with another five local Healthwatch organisations, participated in a project to help NHS England understand the potential impact of new targets in urgent and emergency care settings.

Ten of our volunteers, including three from Young Healthwatch, undertook interviews with patients in the Emergency Department at Pinderfields Hospital in Wakefield and the Urgent Treatment Centre in Pontefract.

The volunteers visited the departments six times over a two week period, covering morning, afternoon and evening sessions. In total, we gathered the views of 58 patients, including two who had been admitted as inpatients.

Our findings contributed to a national report that showed that overall patient experience is shaped by:

- The quality of clinical care received. Communication quality / frequency.
- Attitude of staff and whether they have sufficient time to offer empathetic care.
- If the department works well with other services, such as NHS 111 and GPs.
- The quality of the facilities themselves.



This doesn't mean waiting times are unimportant. Indeed, time spent in a department is one element, but there are other aspects of patient experience, like communication, which are very important to patients.

We therefore recommended that the decision of the CRS must be focused on supporting the NHS to do things differently, not just **count** things differently.

If there is to be a change in targets this must come alongside a commitment to use the data to support improvements in what's most important to patients, especially communication and expectation setting.

You can read the report on our website here: [www.healthwatchwakefield.co.uk/reports](http://www.healthwatchwakefield.co.uk/reports)

# Enter and view



## Volunteers and staff visit local mental health facility

In September, representatives from Healthwatch Wakefield conducted an 'Enter & View' at The Horizon Centre in Wakefield as a follow up to a visit in 2018, and to see if the recommendations outlined in our 2018 report had been met.

The Southwest Yorkshire Partnership Foundation Trust had recently finished additional building work, converting the old psychology and therapy offices, and we conducted an informal visit at this new site. The refurbishments aim to improve how the unit functions and provides the right support to people who previously struggled on the old ward.

We were guided by the Ward Manager throughout the Enter and View visit, who gave us a tour of the whole of the Horizon Unit including the therapy area, and we also spoke to two other staff members. Although at the time of our visit the Unit wasn't busy as the previous Enter and View, we noted that staff working with patients were caring and respectful towards them, giving them space but close enough to support if and when required.

We also noted that information notice boards were not well organised, cluttered and confusing, and therefore recommended that more consideration needs to go into how they present information to patients/service users.

Additionally, the quality of 'Easy Read' patient information could be improved.

In conclusion, although it was noted that things appeared to be better than the previous visit in 2018, there were still areas that could be improved. We will continue to hold the Trust to account to ensure that improvements are put in place as soon as possible.

## Enter and view

Healthwatch have a legal power to visit health and social care services and see them in action.

The purpose of an Enter and View visit is to collect evidence of what works well and what could be improved to make people's experiences better.

During a visit, Healthwatch focus on:

- Observing how people experience the service through watching and listening.
- Speaking to people using the service, their carers and relatives to find out more about their experiences and views.
- Observing the nature and quality of services.
- Reporting their findings to providers, regulators, the local authority, and NHS commissioners and quality assurers, the public, Healthwatch England and any other relevant partners based on what was found during the visit.

# Our volunteers

We could not do what we do without the support of our amazing volunteers.

## Robert

Hospital parking has always been a contentious issue whether it be the availability of parking or the costs. Having an interest in hospital parking and access issues as a Healthwatch volunteer, I attend the regular hospital meetings and ensure that the concerns of patients are heard.

This year we had complaints from patients struggling to find Blue Badge parking spaces at Pinderfields Hospital as they were being abused. As a consequence we raised this with the Trust and they now carry out additional patrols of the car park to ensure that only valid Blue Badge permit holders use that part of the car park.



## Pam

I was part of the team concerned by our visit to Gate 43, Pinderfields Hospital in December 2018. Following that Healthwatch Wakefield worked with the Trust during 2019 to ensure rapid improvements and progress was implemented.

It was uplifting to return in January 2020 to conduct a follow up Enter and View visit with Healthwatch Wakefield and be struck by the significant change in atmosphere on the ward. We observed many tangible practical improvements made. The new management and their entire staff team are to be congratulated on a remarkable turnaround.

For me as a Healthwatch Volunteer involved it was rewarding to see how concerns raised by Healthwatch are taken on board and lead to such striking improvements for patients.



### Volunteer with us

Are you feeling inspired? We are always on the lookout for new volunteers. If you are interested in volunteering, please get in touch at Healthwatch Wakefield.

**Website:** [www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk)

**Twitter:** @healthywakey

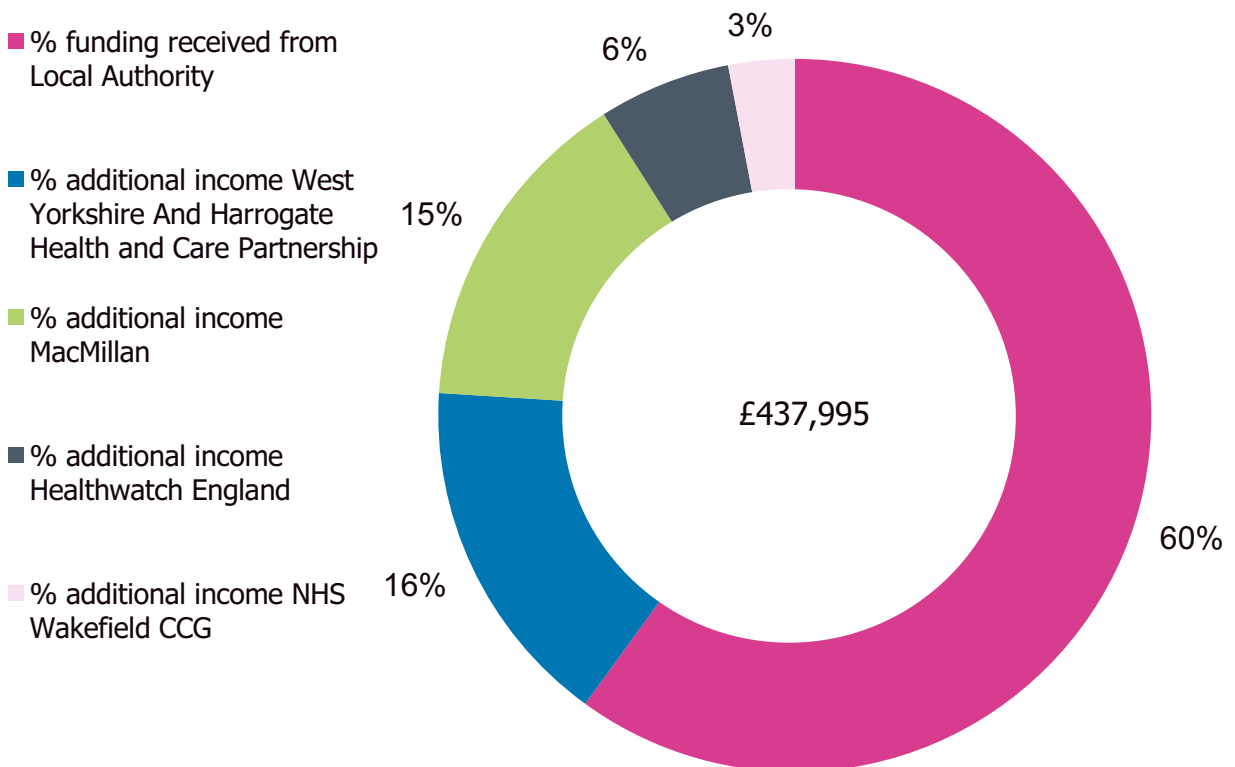
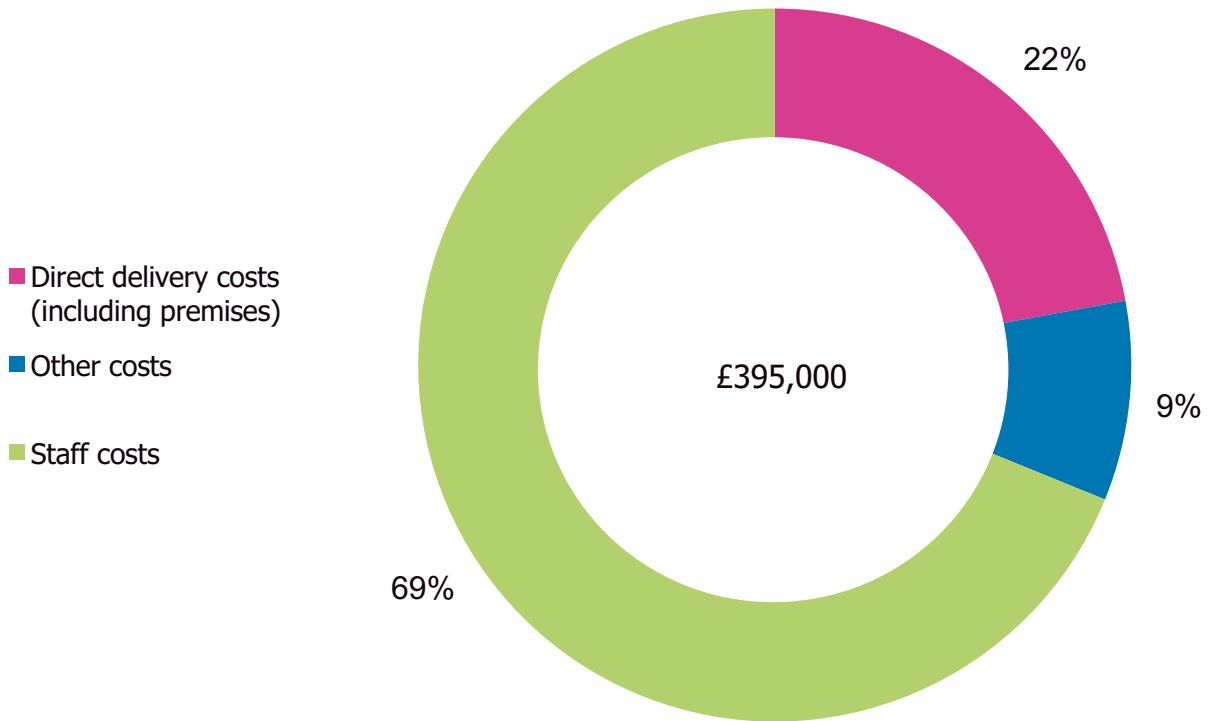
**Facebook:** @HealthwatchWakefield

# Finances

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**We are funded by our local authority under the Health and Social Care Act (2012). In 2019-20 we spent £395,000.**



# Our plans for next year

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# Message from our CEO



2019/2020 has been my first year as Chief Executive of Healthwatch Wakefield, and it's safe to say it's been a busy and productive one – I'm really proud of what we've achieved and the part we've played in harnessing people's voices to make health and care better across our district.

Following discussions with members of the public, our other stakeholders, and key health and care system leaders across the district, we set ourselves five themes to focus our workplan on for the year:

- Children and Young People
- Mental Health Services
- Primary Care
- Communications
- Maternity Services

We also re-evaluated how our activities align with the service delivery model we developed during last year's bid for our current contract, namely to:

- Inform and Advise
- Involve
- Investigate
- Influence and Impact
- Advocate and Support

The table on page 5 demonstrates how each of our activities combines our service delivery model with our key themes for the year.

Highlights that I would like to pick out include the Mental Wellness Marketplace event we organised on 'Time to Talk' day in February. It was immensely encouraging to see over 20 local organisations come together to engage with local people – face to face – to talk about issues that affect their mental health and find support there and then. The event was really well received by the public and organisations alike.

Across the year, we published a total of nine reports in areas as diverse as 'Living with Dementia', 'Individual Service Funds Arrangements', and 'Maternity and Mental Health', amongst more. We made 53 recommendations locally, more when you include our contributions to regional and national reports, and will be holding providers, services and commissioners to account in ensuring the improvements that local people want to see are made as effectively as possible.

Healthwatch Wakefield retains an enviable position within the local health and care system, and we remain closely involved with the continuing move towards greater integration and person centred care. We have seats on various strategic and tactical decision making boards and committees, such as the Health and Wellbeing Board, the Integrated Care Partnership and the Connecting Care Executive.

We are also similarly involved with our local Integrated Care System, known as the West Yorkshire and Harrogate Health and Care Partnership, through the System Leadership Executive, the Harnessing the Power of

Communities workstream, and various programmes such as Unpaid Carers, and Suicide Reduction. We strive to ensure that the voices of Wakefield's diverse communities are heard at every key decision making level.

Finally, the end of the 2019/2020 year brought with it a new challenge we all had to face in regard to the Covid-19 pandemic. We had to change almost every aspect of everyday life, including the way we work, virtually overnight. I'm incredibly proud of the way the Healthwatch Wakefield team responded so swiftly to this, leading the way with an immediate publication of resources to help support people through the lockdown period, and moving to gather the views of public on the delivery of health and care services during the coronavirus lockdown period. The findings of the Healthwatch Wakefield Covid-19 survey were really interesting, showing some consistent themes relating to mental wellbeing and communications, and proved to be particularly powerful in terms of having a demonstrable impact on the planning and delivery of services during the pandemic.

Healthwatch Wakefield is very fortunate in the commitment and experience of our trustees, the number and quality of our volunteers, and the dedication and skills of our staff, and it remains a privilege and a pleasure to lead such a forward thinking and passionate team in our incredible mission to continue to help make things better for the people of Wakefield District.

Looking forward to the coming year, we'll be continuing to work within our key themes on our service delivery projects, such as increasing the diversity of the local Patient Involvement and Patient Experience Committee (PIPEC) and strengthening the

voice of the people of the District at our Health and Wellbeing Board meetings. We will be taking a lead role in the Integrated Care Partnership's Communications and Engagement workstream and will be ensuring that effective engagement and consultation takes place with patients and the public before key decisions about health and care services are made. We will be launching a long term project to evaluate the state of mental health services for Children and Young People, and we will be doing some in depth follow up work as services move out of the Covid-19 pandemic lockdown situation to identify what local people think has changed for the better and what areas need to be urgently addressed.



Gary Jevon  
Healthwatch Wakefield CEO

 We strive to ensure that the voices of Wakefield's diverse communities are heard at every key decision making level.



# 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 and community organisations that have contributed to our work
- Our commissioners at Wakefield Council and Public Health
- All our partners who provide local health and care services
- Our colleagues in our neighbouring local Healthwatch network



## Thank you

- Young Healthwatch Forum
- Wakefield UK Youth Parliament and Youth Council
- Stripes Youth Group
- Rycroft Junior and Senior Groups
- St George's Youth Group
- Kidz Aware
- The Harmony Project
- Next Generation Boys Group
- Fusion Youth Club
- Beat Autism Group
- Speak Up Go Out
- Children in Care Group
- Young Carers
- Jamia Masjid Swafia Mosque Boys and Girls Groups
- Wrenthorpe Pupil Referral Unit
- Building our Futures Emotional Wellbeing Group
- Wakefield College and their Students
- Pontefract Kings School
- and all young people who take part in our activities

# Contact us

Address of local Healthwatch and contact details of any relevant Healthwatch subcontractors as of 31/03/2020.

Healthwatch Wakefield  
Unity House, Westgate, Wakefield WF1 1EP  
01924 787379  
[enquiries@healthwatchwakefield.co.uk](mailto:enquiries@healthwatchwakefield.co.uk)  
[www.twitter.com/healthywakey](https://www.twitter.com/healthywakey)  
[www.facebook.com/HealthwatchWakefield](https://www.facebook.com/HealthwatchWakefield)  
[www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk)

Young Lives Consortium - who deliver Young Healthwatch  
Lightwaves Leisure Centre, Lower York Street, Marsh Way, Wakefield WF1 3LJ  
01924 364198  
[info@ylc.org.uk](mailto:info@ylc.org.uk)  
[www.ylc.org.uk](http://www.ylc.org.uk)

Address: Unity House, Westgate, Wakefield WF1 1EP  
Telephone: 01924 787379  
Email: [enquiries@healthwatchwakefield.co.uk](mailto:enquiries@healthwatchwakefield.co.uk)

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Healthwatch Wakefield  
Unity House  
Westgate  
Wakefield  
WF1 1EP

[www.healthwatchwakefield.co.uk](http://www.healthwatchwakefield.co.uk)

t: 01924 787379

e: [enquiries@healthwatchwakefield.co.uk](mailto:enquiries@healthwatchwakefield.co.uk)

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