

# Championing what matters to you

Healthwatch Isles of Scilly  
Annual Report 2021-22



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# Message from our chair

2021-2022 has been another challenging year, with COVID-19 still very much part of our lives. We still carried on contacting those members of the community who were lonely and/or vulnerable. However, we can sense that we are coming out of this period, but still aware of the need to be careful.

We continued to focus on our priorities, while managing a long period of time with only one part time staff member.

We sent out our biennial survey to 937 households and we had a 20% return, which is excellent, especially as this has enabled us to reach out to everyone, especially those people that we don't hear from very often. This feedback has enabled us to spot trends and make recommendations to services and work with them, to improve health and care on the islands.

We were very pleased to be recognised as an organisation that had supported the community during the pandemic and join the other services in meeting Prince Charles and Camilla, Duchess of Cornwall, during their visit in the summer of 2021.

We move into 2022/23 with a fully staffed team and look forward to working alongside some new services, while maintaining the positive relationships with all of our service providers.

Paul Charnock  
Healthwatch Isles of Scilly Chair



“The COVID-19 pandemic has thrown long-standing health inequalities into stark relief. With NHS and social care facing even longer backlogs, the unequal outcomes exposed by the pandemic are at risk of becoming worse. Local Healthwatch play an important role in helping to overcome these adversities and are uniquely placed to make a positive difference in their communities.”

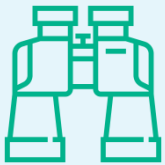
Sir Robert Francis QC, Chair of Healthwatch England



# About us

## Your health and social care champion

Healthwatch Isles of Scilly is your local health and social care champion. From St Mary's to St Martin's and the islands in between, we make sure NHS leaders and other decision makers hear your voice and use your feedback to improve care. We can also help you to find reliable and trustworthy information and advice.



### Our vision

Our local communities can all access the health and care services that they need.



### Our mission

To ensure that people's experiences influence health and care provision.



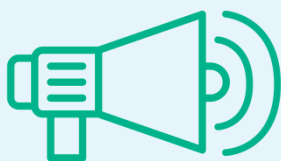
### Our values

- Listening to people and making sure their voices are heard.
- Including everyone in the conversation – especially those who don't always have their voice heard.
- Analysing different people's experiences to learn how to improve care.
- Acting on feedback and driving change.
- Partnering with care providers, Government, and the voluntary sector – serving as the public's independent advocate.

# Our year in review

Find out how we have engaged and supported people.

## Reaching out



### **55 people spoke to us in-depth about their stories**

They told us about their experiences of health and social care services, helping to raise awareness of issues and improve care.

### **41 people needed our support and came to us for advice & information**

about topics such as medical travel and COVID-19.

## Making a difference to care



### **We reached out to 937 households & asked people about their health & care experiences**

The feedback highlighted the struggles people have with accessing medical care on the mainland, especially medical travel, appointment days and times and hospital discharge.

## Health and care that works for you



We're funded by our local authority. In 2021-22 we received:

**£44,600**

Which is the same as the previous year.

We also currently employ:

**2 part-time staff**

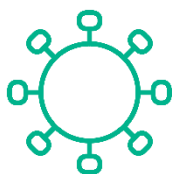
and have

**6 volunteer board members**

who help us carry out our work.

## How we've made a difference throughout the year

Spring



We provided up to date information on COVID-19.



We worked with our local dental provider to support the need for a dental hygienist to come across to the island on a regular basis.

Summer



When people were finding it confusing when arranging medical travel to the mainland, we produced an information booklet and posters to guide them.



We supported Healthwatch England in the #BecauseWeAllCare campaign which saw 54,000 people across the country come forward to tell us about issues they faced with services.

Autumn

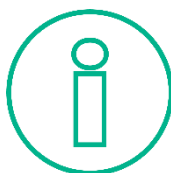


We sent out our biennial survey to over 937 households to find out their views on health and care.



We worked closely with NHS Kernow to find out patient's views on remote consultations.

Winter



When patients found that they were 'bumped off' flights because of travel issues, we liaised with the travel company who reassured us that this would not happen again.



We used social media to ask people to help vulnerable members of the community with their shopping and prescriptions.

# Listening to your experiences

Services can't make improvements without hearing your views. That's why over the last year we have made listening to feedback from all areas of the community a priority. This allows us to understand the full picture, and feedback to services to help them improve.



## Less travel, more accessibility

Thanks to people sharing their experiences of travelling to hospital for an outpatient appointment and the impact of COVID-19 has had on attending hospital appointments., we have been working collaboratively with Royal Cornwall Hospital Trust.

If you find it stressful to travel to the mainland for a medical appointment, or are physically unable to travel, have to organise for someone to travel with you, getting to a hospital appointment can feel impossible. Many people experience these barriers every day, with some turning down appointments because of the day and time that is given.

Together with outpatient transformation at RCHT we looked at people's experiences of having an outpatient appointment and whether it was a video/telephone or face-to-face.

One of the main issues we heard was the day and time of the appointment, as this impacted the stress levels and the cost and ability of attending. People would like to have a choice of whether the appointment is remote or face to face.



**53%** of people who responded to the survey, identified barriers to having non face to face appointments

### What difference did this make

To be involved with RCHT and the transformation programme in a myth busting video that will help people with their remote consultation and support people with accessing the technology needed for a stress free, successful appointment.. This will ensure that remote consultations and appointments will be accessible for most people.



'We want to engage patients in the changes we are implementing and working with Healthwatch as the patients' advocate is invaluable to our work'.

Helen Williams, Transformation Lead, Royal Cornwall Hospitals NHS Trust





## Improving local care services

Thanks to people sharing their experience of social care services in our health and care survey 2021, we have highlighted areas of care that the public feel, need developing.

We shared this feedback with adult social care, who were already looking at their quality improvement process. The data provided by us helped focus the processes that adult social care were undertaking. We met on a few occasions to give advice on the best ways to gather effective information from the community. We worked with them and shared our opinions and ideas on how they could change and adapt the service and address some of the issues raised by the community from the results of our survey.

The survey results have guided adult social care in focussing on the following:

- Information and advice: A service leaflet is in the process of being designed to provide the information needed to guide people needing to access the service.
- Communication: They have looked and are developing a better communication system to engage with the community.
- Drop-ins: They have arranged a series of drop-ins across the islands that enable people to speak to someone face to face.
- Survey: They created their own survey for service users that has provided feedback to help move the service forward.

### What difference did this make

This will ensure that communication, signposting and information will be provided more effectively. Through this improvement process, adult social care hopes it will become more responsive to, and reflective of the local community's needs and provide a better quality service to the people of the islands.



“Working with Healthwatch Isles of Scilly and other services across the islands, supports integrated working across services”

S Fuller, Head of Service, Adult Social Care, Isles of Scilly



## Three ways we have made a difference for the community

Throughout our work we gather information about health inequalities by speaking to people whose experiences aren't often heard.



### Creating empathy by bringing experiences to life

It's important for the NHS and social care services to step back and see the bigger picture, through hearing personal experiences, and the impact on people's lives. This provides a deeper understanding than using data alone, can challenge assumptions and motivate people to think and work more creatively.

As part of our feedback to services we have shared people's personal experiences of hospital transport & times of outpatient appointments, with the patient experience team, who have asked these departments to be more considerate of these needs.



### Getting services to involve the public

Services need to understand the benefits of involving local people to help improve care for everyone.

We talked to adult social care about strengthening communication, and finding out people's views of using the service. They have recently asked service users about their experiences through a series of questions.



### Improving care over time

Change takes time. We often work behind the scenes with health and care services to consistently raise issues and push for changes.

We have been working closely with Macmillan cancer care to engage with those with cancer, recovering from cancer and their families/carers. We are in the process of arranging a health promotion week with events, information and drop-ins. We have received funding to purchase iPads to help support vulnerable people with remote consultations and being able to access support online.

# Advice and information

If you feel lost and don't know where to turn, Healthwatch Isles of Scilly is here for you. In times of worry or stress, we can provide confidential support and free information to help you understand your options and get the help you need. This year we helped people by:

- Providing up to date information on COVID-19
- Linking people to reliable information they could trust
- Helping people to access the services they need



## Get a Grip of Your Medical Trip!

People came to us saying that they did not understand the system for booking or amending their medical flights or having someone who could travel with them to support them on their journey, or travelling from an off-island to the mainland via St Mary's, or the appeals process.



We produced an advice and information leaflet that provides clear guidance to each area of concern. We shared this information across the five islands, including shops, town notice board, health centre, social media and our website.

Since providing this information we have had far fewer people contacting us for this type of information.

## Brighter Smiles Throughout the Isles!

People came to ask about access to specific dental services, especially dental hygienist treatment.

We shared this feedback with the local dentist practice, who identified that this service was not commissioned by NHS England but having identified a need for such services and in line with their commitment to improving oral health, they have arranged for one of their Dental Therapists to visit on a monthly basis to deliver dental hygiene treatments on a private basis.



Although this is currently a private service it has meant that it is having a positive impact on people's dental care and is giving more available time for the dentist to treat patients.

# Finance and future priorities

To help us carry out our work we receive funding from our local authority under the Health and Social Care Act 2012.

Income		Expenditure	
Funding received from local authority	£44,600	Staff costs	£26,485.77
Additional funding	£0.00	Operational costs	£8,134.37
		Community engagement	£1,196.74
<b>Total income</b>	<b>£44,600</b>	<b>Total expenditure</b>	<b>£35,816.88</b>

## Top three priorities for 2022–23

1. To be accessible to all members of the community
2. To provide an accessible signposting and information service
3. Make sure that the community’s voice is heard

## Next steps

The pandemic has shone a stark light on the impact of existing inequalities when using health and care services, highlighting the importance of championing the voices of those who all too often go unheard.

Over the coming years, our goal is to help reduce these inequalities by making sure your voice is heard, and decision makers reduce the barriers you face, regardless of whether that’s because of where you live, income or race.

We will gather more feedback from people and be back out in the community, where the people can talk to us face to face, while still having the option of sharing their stories and asking for information and signposting through telephone and media.

# Statutory statements

## About us

Healthwatch Isles of Scilly, Unit 1, Gleaner House, Buzza Street, St Mary's, Isles of Scilly, TR21 0NS

Healthwatch Isles of Scilly uses the Healthwatch Trademark when undertaking our statutory activities as covered by the licence agreement.



## **The way we work**

### **Involvement of volunteers and lay people in our governance and decision-making.**

Our Healthwatch board consists of 6 members who work on a voluntary basis to provide direction, oversight and scrutiny to our activities. Our board ensures that decisions about priority areas of work reflect the concerns and interests of our diverse local community. Through 2021/22 the board met 5 times and made decisions on matters such as medical travel and transport priorities, and priorities for 2022.

We ensure wider public involvement in deciding our work priorities. Our biennial survey provides opinions of the public which then shapes our priorities.

### **Methods and systems used across the year's work to obtain people's views and experience.**

We use a wide range of approaches to ensure that as many people as possible have the opportunity to provide us with insight about their experience of health and care services. During 2020/21 we have been available by phone, email, provided webform feedback on our website and engaged with the public through social media.

We are committed to taking additional steps to ensure we obtain the views of people from diverse backgrounds who are often not heard by health and care decision makers. This year we have done this by, for example, sending out paper based copies of our biennial survey to all households across the five islands and also offering an electronic version.

We ensure that this annual report is made available to as many members of the public and partner organisations as possible. We publish the report on our website and provide paper copies at Mumford newsagent and at the Post Office.

### **Responses to recommendations and requests**

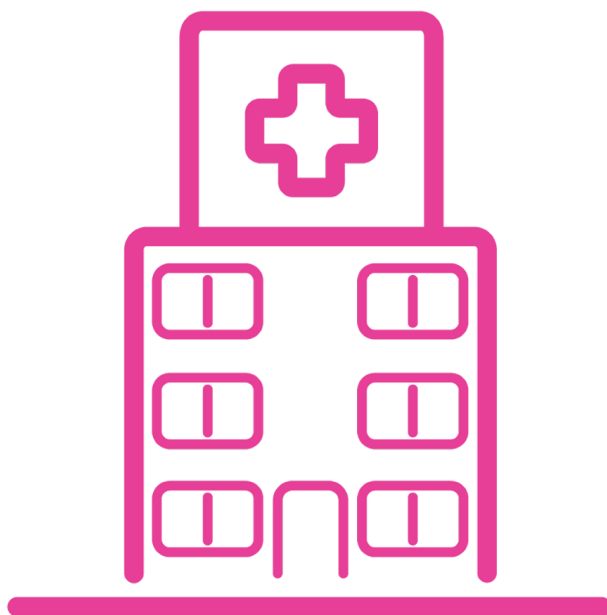
We had 9 providers who did not respond to requests for information or recommendations.

There were no issues or recommendations escalated by our Healthwatch to Healthwatch England Committee and so no resulting special reviews or investigations.

## Health and Wellbeing Board

Healthwatch Isles of Scilly is represented on the Cornwall & the Isles of Scilly Health and Wellbeing Board by Paul Charnock, Chair. During 2020/21 our representative has effectively carried out this role by:

- Attending the one formal meeting.
- Attending two development sessions on the proposed merger of the two boards, one with the Local Government Association.
- Identifying motivation and ambitions as a member of the joint Health and Wellbeing Board.
- Voicing the concerns that we had relating to the proposed merger of the Isles of Scilly Health and Well Being Board with Cornwall Health and Wellbeing Board.
- Responding to a set of written questions relating to the merger.
- Agreeing how important it was to retain the voice of the people, and that while the islands shared some issues with Cornwall there were still stark differences in some areas.







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