



Healthwatch Torbay Annual report 2019-20

Guided by you

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Message from our Chair

“Welcome to our 2020 Annual Report.

This report covers the wide range of engagement, representation and service development undertaken by Healthwatch Torbay over the period 2019/20.

One of the things that I most value in the work of Healthwatch Torbay is that a single service user can walk into our office in Paignton Library and raise an issue or concern. We can then take their experiences and raise it at local, regional and even national level, changing services for the better for all local residents.

Recently, this level of community support has been challenged with the terrible COVID-19 outbreak that has affected us all and we – along with all our stakeholders and fellow community organisations – have had to hugely adapt as result.

Our own response included providing up-to-date health information and advice in order to help protect the public, our staff, volunteers, service users, clients and visitors. We have worked very closely with our local voluntary, community, and statutory partners to ensure useful information, advice and guidance are shared with Torbay residents, and I'd very much like to thank partners and local community wellbeing groups for the level of mutual support on offer between us and for the public in the Bay. Relationships between local support organisations are now stronger as a result, and we look forward to this continuing.

We believe that community-based responses to current and future needs are best made by cultural changes to empower



individuals and their communities. This approach is focussed on the co-design and co-delivery of services with all providers, statutory and voluntary, working to a wellbeing agenda.

We know this is an extremely difficult time, particularly for local healthcare services and the NHS, who are working tremendously, but with all these essential services facing unprecedented challenges, it is really important that we continue to listen to your feedback on what is working well or what needs addressing.

As Torbay's representative on the NHS Senate's Citizens' Assembly for the South West I have also been able to raise the issues and concerns of the people of the Bay at a regional and national level. Together we really are making a difference, and I hope you will continue to support by sharing your stories and encouraging others to do so.

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

A handwritten signature in black ink, appearing to be 'Kevin Dixon'. The signature is stylized and fluid, written on a white background.

Dr Kevin Dixon
Healthwatch Torbay Chair

About us

Here to make care better

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

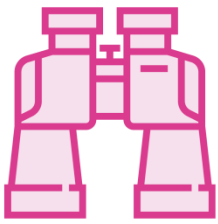
You need services that work for you, your friends and family. That's why we want you to share your experiences of using health and care with us – both good and bad. We use your voice to encourage those who run services to act on what matters to you.

Our Focus

Healthwatch Torbay is a registered charity (No. 1153450), established in April 2013 to gather and represent the views of the public in order to influence improvements in health and care service provision and share good practice.

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





Our vision is simple

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



Our purpose

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



Our approach

People's views come first – especially those 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.healthwatchtorbay.org.uk

Twitter: @HWTorbay

Facebook: /HealthwatchTorbay

Highlights from our year

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



We have

27 volunteers

helping to carry out our work in the community and beyond.

We employed

Six staff

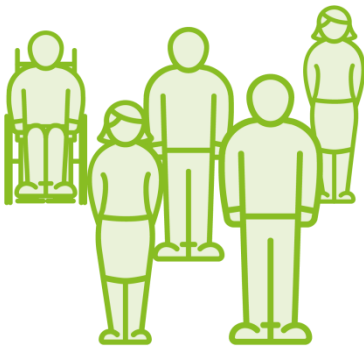
two full time, an increase from the previous year.

We received

£120,000 in funding

from our local authority in 2019-20.

Providing support



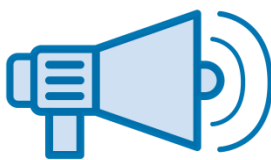
471 people

shared their health and social care story with us by reviewing a local service on our website, even more than last year.

154 people

contacted us to raise a concern about local healthcare, 98 of which were classed as serious complaints

Reaching out



725,000 times

Social media users saw any of our posts, with over 1100 likes on Facebook, 3,000 Twitter followers and 26,000 visits to our website. We also engaged with hundreds of local people at community events.

Making a difference to care



We published

10 reports

about the improvements people would like to see with their health and social care, including Maternity Mental Health and the NHS Long Term Plans in Devon.

How we've made a difference



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

In the next few pages we take a look at some of our key activities in 2019/20 and how your views have helped make a difference to the care and support people receive in Torbay.

ENGAGEMENT EVENTS

Prior to the Coronavirus outbreak leading to the cancellation of all engagement events in March 2020, Healthwatch Torbay took part in a large number of events to gather public feedback, with support from our volunteer engagement team, including:

Drop-in sessions at various locations around Torbay including libraries, leisure centres community centres and cafes.

Talks, coffee mornings, community group meetings and health and wellbeing events.

Specialist health, social care and wellbeing conferences and meetings throughout Devon, such as:

- **The South West Annual Care Conference**, held at the Riviera International Conference Centre.

- **Healthwatch England** National Conference in Birmingham.
- **Healthy Happy Devon Event** – a special health and social care networking event in Newton Abbot for healthcare providers throughout Devon.
- **Carers Rights Day**, a celebration of local carers held at Paignton Library.
- **Devon Patient Participation Group** (PPG) Conference and the Devon Blue Light Day event for people with learning disabilities at Newton Abbot Racecourse.
- For **Learning Disability Awareness Week**, we organised a major event, Better Together, for people with Learning Disabilities, their Carers and friends. 28 voluntary and statutory sector organisations from across Torbay had a stall or ran an activity at the event, held for free at South Devon College. (Pictured below)



ENTER AND VIEW

Our Enter & View Team of volunteers are authorised representatives who visit care services to observe and assess their quality, from the community perspective. Here you can see their main activities this past year.

Our Enter & View representatives have been commissioned by Torbay and South Devon NHS Foundation Trust and Torbay Council to undertake interviews to capture service user feedback on how well local safeguarding responses supported them.

A random sample of people giving consent to share feedback will be contacted by specially trained safeguarding quality checkers from our Enter & View team.

Anonymised independent reports will be submitted to the Torbay Safeguarding Adults Board and then used to directly inform local safeguarding systems and practices.

In 2020/21 we will sit on the Devon wide and local **Adult Social Care Board**.

This year our Enter & View Team also performed special clinic visits at **Teignmouth Hospital** as part of a patient consultation.

NHS Devon Clinical Commissioning Group approached us to help them understand how far people are travelling for clinics in the Teignmouth and Dawlish area, how they manage to do this and what kind of problems they might have, such as public transport routes or relying on people to help them attend.

Our fully-trained Enter & View representatives visited Teignmouth Hospital to speak with patients there about their experiences. A full report on the consultation was produced, shared with providers and commissioners and, complete with recommendations for change, it was made available on our

website – www.healthwatchtorbay.org.uk.

A more extensive follow up consultation will happen later in the year, involving Community Groups and Organisations in Dawlish and Teignmouth and hard-to-reach groups, already identified by Healthwatch Torbay.

Also this year, our Enter & View Team took part in a special clinic visit with **Torbay Special Dental Services** to gather public feedback, as part of an NHS England and NHS Improvement consultation.

They approached us for help reaching people who use special dentist services in Devon. Our fully-trained Enter & View representatives visited Castle Circus Torquay Clinic to speak with dental patients there about their experiences. A full report on the visit has been produced and shared with local providers so changes can be made.



An enter and view visit in a hospital

Rate & Review feedback centre

Our online rate & review tool allows the public to visit www.healthwatchtorbay.org.uk and rate a local health or care service they recently used. Where relevant, we also use this online tool to add service feedback we received from members of the public by way of emails, calls and face-to-face.

From 1st April 2019 to 31st March 2020 we received **471** reviews/feedback of **67** different services via our online rate & review service, with the majority of feedback positive and focussed on community-based support services.

The top five overall general review themes of all Torbay health and care services are below, with staff and treatment rated very highly, but appointment availability (Administration) and waiting times (Access

to services) causing some concern.

You received **173** provider responses to online reviews directly via our website, all of which can be viewed via our website. Of the 471, 98 (20%) were classed as complaints or concerns.

All feedback is logged in our system for further analysis, and this year, where relevant, the 98 serious complaints and/or concerns were referred to either Providers, GP Practices, Safeguarding, NHS Patient Advice & Liaison Service, NHS England, CQC, local Health Trusts and/or SEAP Advocacy. **These were actioned immediately.**

A quarterly intelligence report is sent to all providers and commissioners showing how you rate their services and what improvements you would like to see.

Theme	Count	Positive	Negative	Neutral
Staff	378	91%	9%	0%
Treatment and care	306	92%	8%	0%
Administration	124	40%	60%	0%
Access to services	50	42%	56%	2%
Facilities and surroundings	29	55%	45%	0%



Share your views with us

If you would like to rate and review a local health and social care service or share your recent experience, please visit our website and give us your feedback. We are an independent organisation that will share your valuable insights with the people in charge. It really can make a difference.

www.healthwatchtorbay.org.uk

Our Coronavirus response



At the time of writing this report, the country is in lockdown due to the outbreak of COVID-19.

In our own response, we worked with Public Health Torbay and a range of local community wellbeing groups to create a dedicated online COVID-19 information and advice service.

Hundreds of different local services and support links were added to the Healthwatch website, which offered trusted links to National Guidance, Local Information, General Advice, Mental Health Services & Support, Bereavement Services and even links for Parents, Carers, Children and Young People.

Ordinarily, Healthwatch Torbay's main priority is to collate community feedback about local health and care services, but the COVID-19 outbreak led to us adapting this public service.

We set up a single webpage to provide up-to-date health information and advice in order to help protect the public, our staff, volunteers, service users, clients and visitors. But we were then inundated with visitors to the page and requests from local voluntary, community, and statutory partners requesting us to include their own COVID response offer on our website.

Due to public demand and the sheer volume of useful information, advice and guidance on offer, we then transformed the COVID-19 section of our website to clearly exhibit the hundreds of support services and links available to people during the current lockdown.

Although Governmental guidelines led to the cancellation of engagement events in order to limit social contact, we still collated public feedback about the health and social care services being used, particularly via our online rate and review feedback centre.

Healthwatch staff and volunteers also helped to staff the Torbay Community Coronavirus Helplines seven days a week, together with local organisations including the Torbay Community Development Trust, Brixham Does Care, Age UK Torbay, Healthwatch Torbay, Ageing Well Torbay, Citizens Advice Torbay, the Torbay Advice Network, Homemaker Southwest and What's Your Problem, all working alongside Torbay Council and Torbay and South Devon NHS Foundation Trust.

At the time of writing there have been over 6000 calls to the community helplines which aimed to provide much-needed help for the Bay's most vulnerable during lockdown such as food shopping, prescription deliveries and telephone befriending.

Free digital support for those staying at home



Before lockdown, we were leading the award-winning 'Digital Health Devon' project, showing the local community how to use the internet to access useful healthcare resources such as prescription-ordering and online GP consultation services.

During lockdown, our team of volunteer digital trainers offered free remote digital support, including advice on how to access Governmental and NHS Coronavirus online services.

Digital Health Devon also made their online e-learning tool free to access at home via www.digitalhealthdevon.co.uk, which includes useful videos and guides on how to access online GP, self-referral, and benefits services from home.

Long

Term

Plan

#WhatWouldYouDo

Highlights



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



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



Healthwatch attended almost 1,000 community events.

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.

More needs to be done to improve access to quality locally-based care in Devon, particularly for those suffering with autism or dementia, according to hundreds of people who took part in our county-wide survey on the NHS Long Term Plans.

The findings, published by a collaboration of the county's independent health and care champions Healthwatch Torbay, Plymouth and Devon, also reveal that most patients in Devon would like to see the NHS focus on preventative medicine and early detection of

illness, as well as a reduction in the time they wait to see their GP or receive a referral, and improvements in the use of technology and online services.

Nearly 1000 Devon residents, patients and their families took part in 'What Would You do?' activities, including surveys and specific medical condition focus groups, to encourage people in the county to share their views on how extra money from the Government should be spent on local NHS services.

The public were also asked to give their views on improving local services, share their ideas on how people can live healthier lives and what improvements they think could be made to help people access services quickly.

Key themes covered in the report include waiting times, continuity of care, NHS funding and resources, patient-staff communication, the closure of local services, and promotion of preventative care. Devon residents' particular feedback is summarised on the next page.

More needs to be done to improve access to quality locally-based care in Devon, particularly for those suffering with Autism or Dementia, according to hundreds of people who took part in our county-wide survey.

Summary of your feedback

- You would like to see the NHS focus on preventative medicine and early detection of illness, and also a reduction in the time you wait to see your GP or receive a referral.
- You are concerned about the accessibility and quality of care in your area, especially due to the lack of public transport in areas of Devon, with those in rural areas describing difficulties in travelling to GP and hospital appointments.
- You are concerned about the quality and affordability of local residential homes.
- Many suffering with autism, dementia, and mental health were unhappy with their experience of care, reporting long waiting times and difficulty accessing support, whereas many suffering with cancer said the opposite.
- The NHS would benefit from better communication between services, allowing a more integrated or holistic approach to their treatment.
- Your medical treatment should be a joint decision made in partnership with staff.
- Mental health awareness and overcoming the stigma of the condition in receiving diagnosis and treatment are very important.
- You would like to see improvements in the use of technology and online services, with many wanting to see more of their GP services available online.
- You were still, however, concerned that some local services are too reliant on online services (often at the expense of those who cannot use or access a computer), about the security of their personal data and 'a future where personal contact is replaced by technology'.

All of the feedback of nearly a thousand people in Devon will join up with nearly 40 thousand other people's views nationally through other reports produced by local Healthwatch across the entire country.

The report can be viewed online via: www.healthwatchtorbay.org.uk. It will be fed directly into the development of the NHS's local plans, explaining how they will deliver the priorities set out in the NHS Long Term Plan.

**Nearly 1000 Devon residents
shared their views to help
make local NHS services better**



what
would you do?

Helping you find the answers



Healthwatch plays an important role in helping people get the information they need to take control of their health and care, and to find services that will provide them with the right support.

This year we helped thousands 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.

In addition to this, here are some other ways we helped give you advice and information:

Email Newsletter – you asked us to keep you more updated with our activities so we created a brand new style of reporting – our weekly email newsletter. It now gets over 1000 reads a week. Why not subscribe via the Healthwatch website? Visit www.healthwatchtorbay.org.uk for more information.

Advocacy Support - We continued to hold well-attended monthly drop-in sessions at our Paignton Library walk-in Centre with SEAP advocacy service (now called 'The Advocacy People'), so they can support you with any health complaints. Call us now free on **08000 520 029** to book a place.

Staying Put - We joined a pioneering new scheme which will help over 50-year-olds to stay in their homes for longer in Torbay. Healthwatch Torbay is working to develop a pool of volunteer navigators to ensure that everyone has the access to the health and care services they need when they need it.

Digital Drop In sessions – You asked us to visit different community venues to share digital training showing people how to do things using the internet, like booking appointments or ordering prescriptions. So far we have conducted 127 drop in sessions at different community venues and GP Practices in Devon. We have also built a network of community trainers across the county, with over 200 registered users on the Digital Health Devon website. If you wish to take the free training via this e-learning tool, please visit www.digitalhealthdevon.co.uk.



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.healthwatchtorbay.org.uk

Telephone: 08000 520 029

Email: info@healthwatchtorbay.org.uk

Volunteers



At Healthwatch Torbay we are supported by 27 key volunteers to help us find out what people think is working well in their local health and care services, and what they 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.

CASE STUDY: Digital Volunteers

This year our digital volunteers have been out in the community running our informal 'Digital Drop In Sessions' across Torbay, offering free practical, digital support to local residents.

This award-winning digital training shows people exactly how they can use the internet to access health and social care services such as online appointment-booking, prescription-ordering and self-referral systems.

Residents were invited to bring their own devices, smart phones or laptops to community drop in sessions throughout the Bay, where they were guided through different internet training modules.

The project website was redeveloped into a tool which offers people the chance to complete a free online training course in their own time, from the comfort of their own device and become a community 'Digital Health Champion'. This is available for free via www.digitalhealthdevon.co.uk.

The site is full of lots of useful information, event and drop in session times/dates, links and resources. There are over 200 registered users on the Digital Health Devon website and over the year our digital volunteers conducted 127 drop in sessions at different community venues in Devon.



Our Digital Volunteer trainer Olly Stewart with Bishopsteignton Parish Councillor Keith Lambert at a Drop in session



Plymouth University student volunteer Hannah Ludge (foreground) helping support people at a digital drop in session



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 Torbay.

Website: www.healthwatchtorbay.org.uk

Telephone: 08000 520 029

Email: info@healthwatchtorbay.org.uk

What local providers say about us



Quotes From Our Partners

“This year has been like no other. Coronavirus has presented our communities and our health and care services with an immense challenge. However, we had planned well and those plans were quickly put into action and working with our colleagues and partners, we have managed to provide safe care for local people throughout. I have been immensely proud of how we have come together to do the very best for our local people acting with courage and compassion in dealing with this terrible illness.

We are now moving into the next stage, ‘restoration and recovery’ of our services. We are driven to ensure that we can, once again, ensure that people get access to the full range of health and care services. To do this we will use learning from how we have delivered services during the pandemic where staff have innovated and developed new ways of working to keep our essential services running. This will include how we increase the use of digital technology. We will continue to work with Healthwatch Torbay in developing these new ways of working ensuring that the voice of our local people is at the centre of our planning.

But this year has not just been about Covid-19. We have continued to have a real focus on improving our services building on the care model. Healthwatch Torbay have been key partners in this work. I would particularly want to highlight the programme undertaken by Healthwatch Torbay commissioned by Healthwatch England to provide a consultation report into experiences of mental health support during pregnancy and after. This will be used to inform our role with partners in supporting developments in perinatal mental health services.

We look forward to build on this strong partnership as Healthwatch Torbay continues to share patient feedback with us so we can act upon it to enable our communities to live healthier independent lives.”

Liz Davenport
 Chief Executive
 Torbay and South Devon
 Foundation Trust



“We’ve all experienced some challenging times over the last few months, with Adult Social Care particularly affected by COVID 19.



Joanna Williams
 Director of Adult
 Social Services
 Torbay Council

It’s been a worrying time for us all, especially for the most vulnerable people in Torbay, and sadly we have lost some of those people to COVID 19. Our relationships are key in these moments, and I’m really pleased to say that we’ve been able to strengthen our links to Healthwatch and the Community and Voluntary Sector in general.

Of course, Healthwatch has reached out to try in every way they can to support people – for example helping people to get help and advice, and to access online services when they struggle. The organisation continues to ensure that people’s voices are heard, and their experiences shape how local services are developed.

We are working hard in ASC to listen to people, to the voluntary and community sector, and to our providers. We’re sincerely committed to making sure we can help people to remain well and independent in their community and that they have access to good quality services when they need them. Healthwatch’s role in this work is crucial, and the organisation will sit on the Adult Social Care Board as a key partner and a voice for people in Torbay.”

Finances

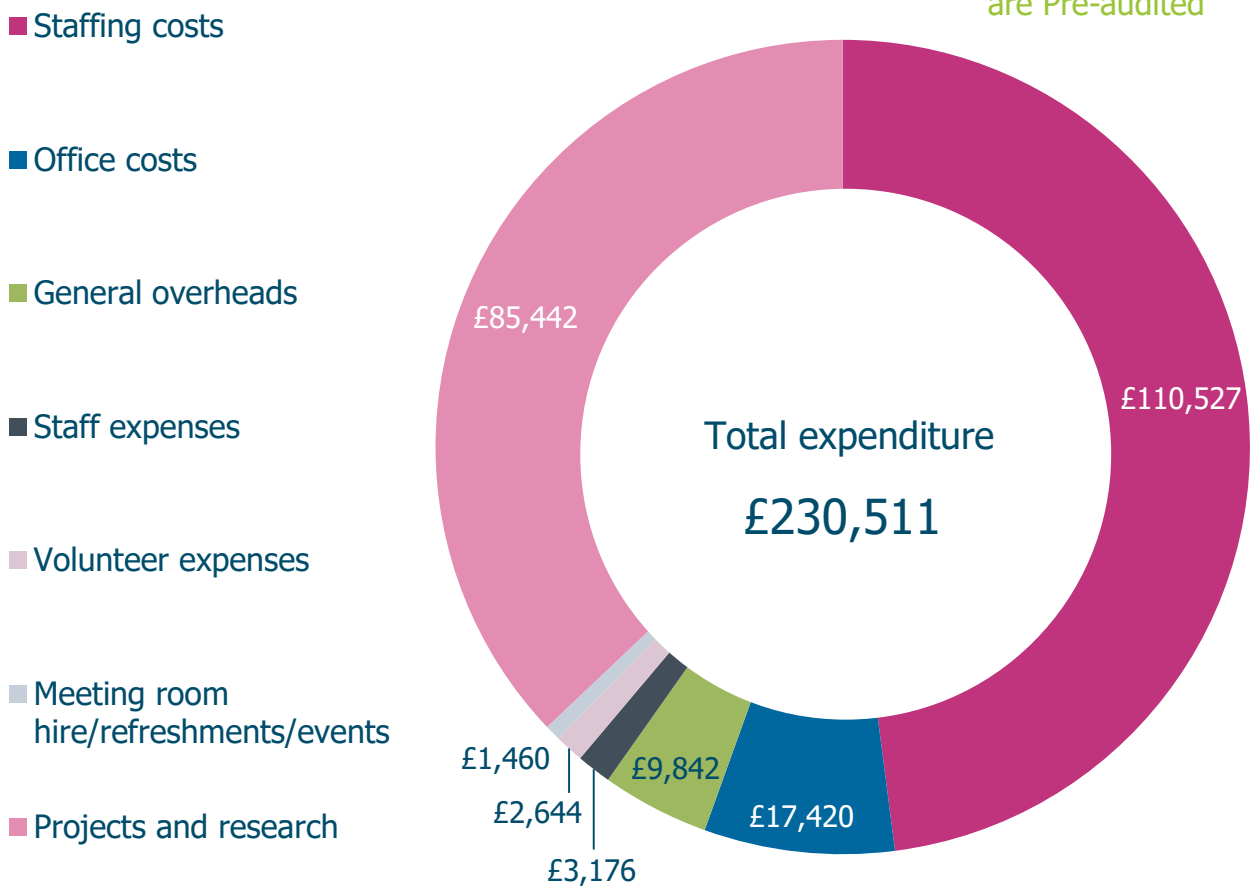


We are funded by our local authority under the Health and Social Care Act (2012). Details of our income are in the table below:

Funding received from Local Authority	£120,000
Additional income / grants	£126,747
Total Income	£246,747

In 2019-20 we spent £230,511. The graph below shows where most of this has been used. (£16,236 has been carried forward)

*All these figures are Pre-audited



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

Tel: 0800 0520029

Email: info@healthwatchtorbay.org.uk

Web: www.healthwatchtorbay.org.uk

Registered Company number: 8396325

Charity number: 1153450

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

Independent examiner of accounts: Ian Barrett, FCA FCIE

Our plans for next year



Looking ahead

The past 12 months have brought about significant changes in our Health and social care services in Torbay and wider Devon, particularly for local Healthwatch in the county.

In the past, Devon County Council, Plymouth City Council and Torbay Council have each individually commissioned their own separate local Healthwatch. Now the three local authorities have agreed that from April 2020 they will jointly commission these services.

We are pleased to inform you that this jointly commissioned Healthwatch service has been awarded to Colebrook South West (who have provided the Healthwatch Plymouth services since April 2013), in partnership with Healthwatch Torbay and Engaging Communities South West (who have provided the services for Healthwatch Torbay since April 2013), and Citizens Advice Devon (who have delivered core aspects of the Healthwatch Devon service since 2013).

Although these three services will be jointly commissioned, each local authority area will retain the distinct identities of their local Healthwatch. We can therefore continue to use our proven expertise to gather public opinion on local health and social care in order to improve service quality throughout the whole county.

The health and social care system is rapidly changing at all levels and, along with added financial pressures, faces increasing demands to deliver high quality services to our communities. We therefore welcome the opportunity to build on the existing good work of the current 3 separate Healthwatch services and strengthen the community voice across the wider Devon area to help our stakeholders maintain and shape future services to meet these demands.

For nearly seven years now we have successfully proven that as an independent local consumer champion we can work collaboratively with voluntary



and statutory providers to effectively influence the way services are provided. We are very much looking forward to sharing this successful, evidence-based model with stakeholders across our county and look forward to your support as we seize this exciting opportunity to develop an even stronger and still more effective Healthwatch for our communities.

During the COVID-19 outbreak our established connections within local communities has been essential to ensure we work with and support local stakeholders, including our NHS and social care colleagues, for the benefit of the public. Although we have all experienced difficult times and disruption due to the outbreak, and expect these challenges to carry on beyond lockdown, we hope this approach will continue.

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

Pat Harris
Chief Executive Officer
 Healthwatch Torbay

Thank you

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

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



Contact us

❖ Address:

Healthwatch Torbay
Room 17
Paignton Library & Information Centre
Great Western Road
Paignton
TQ4 5AG

❖ **Contact number:** 08000 520 029 (Freephone)

❖ **Email address:** info@healthwatchtorbay.org.uk

❖ **Social media:** <https://facebook.com/HealthwatchTorbay/>
<https://twitter.com/HWTorbay>

❖ **Website:** <https://healthwatchtorbay.org.uk/>

❖ **Registered Charity Number:** 1153450

❖ **Companies Registered Number:** 8396325

❖ Address of contractors:

Torbay Council
Town Hall
Castle Circus
Torquay
TQ1 3DR

Our annual report will be publicly available on our website by 30 June 2020.

We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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

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

healthwatch Torbay

Healthwatch Torbay
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 facebook.com/HealthwatchTorbay
