



# healthwatch

Bradford and District

Healthwatch  
Bradford and District  
Annual Report 2015/16

Cover photograph courtesy of Bradford Telegraph & Argus  
[www.telegraphandargus.co.uk](http://www.telegraphandargus.co.uk)

Safya Khan carrying out NHS dentist survey

# Contents

|  |    |
|--|----|
| Message from our Chair & Manager .....                     | 2  |
| The year at a glance .....                                 | 3  |
| Who we are.....  | 4  |
| Our work in focus.....                                     | 5  |
| Listening to people who use health and care services ..... | 10 |
| What we've learnt from visiting services.....              | 14 |
| Giving people advice and information.....                  | 16 |
| How we have made a difference .....                        | 18 |
| Our plans for next year .....                              | 24 |
| Our people.....  | 26 |
| Our finances .....   | 28 |

# Message from our Chair & Manager



We are pleased to present the annual report for Healthwatch Bradford and District for the financial year 2015/16. This report highlights the achievements and impact we have made in our third year of operation.

We'd like to thank the staff, volunteers and board members for their commitment. Their skill and hard work has ensured that people using health and social care services in Bradford have a powerful voice.

**Two highlights of the year include influencing the Council's commissioning of home care services, and the progress made in improving access to NHS dental services - both of these have been recognised nationally in the Healthwatch England awards.**

We are also proud of our work on stroke services, mental health and long term conditions, passenger transport services, increasing the participation of young people in developing GP services and improving patient experience in a secure mental hospital.

We carried out effective Enter and View visits which have resulted in improvements in care, and we continue to provide good-quality information and signposting services for the people of Bradford. Strong media coverage has helped increase our profile and we have contributed to key committees and boards, feeding in the experiences and views of patients and service users and holding decision-makers to account.

However, the year has not been without its challenges. The Council again reduced the amount of money it put into the Healthwatch contract for 2015/16, cutting it by a further 27% (after a 10% cut in 2014/15).

The Council decided to put the Healthwatch contract out to competitive tender, and therefore since December 2015 we have been unable to advertise vacant positions. Award of the new contract has been delayed until July 2016. This restriction in employing staff has impacted on how we have operated in 2015/16, and we would particularly like to thank the team for their resilience and determination to deliver an excellent Healthwatch service in difficult circumstances.

**Our positive reputation and track record of quality work has enabled us to win three NHS commissions - public engagement for two NHS Vanguard schemes implementing new models of care, and gathering patient feedback to support local NHS partners making changes to acute stroke services.**

We look forward to giving voice to the people of our district to make further improvements in health and social care.

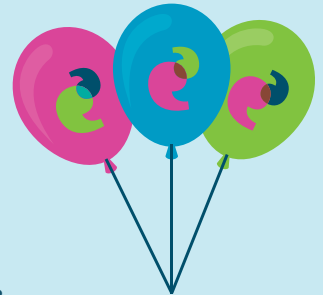
Andrew Jones, Manager  
Javed Khan, Chair

# The year at a glance

**We've spoken to over 1,000 people about NHS dentists - one of our top priorities this year**



**We've met hundreds of local people at events or outreach sessions and helped them find information.**



**We've carried out 4 Enter & View visits to local services including children's wards and services**



**Over 40 active volunteers help us with everything from carrying out surveys to data input.**



**Our report on home care made the front page of local newspapers, and is helping improve care for vulnerable older people.**



**This year we've reached 73,100 people on social media.**



# Who we are

Healthwatch Bradford and District works relentlessly to champion public voice, speaking up for people of all ages and backgrounds.

Everything we say and do is informed by our connections to the people and communities of Bradford District. Our focus is on understanding their needs, experiences and concerns, and speaking out on their behalf.

We ensure that local health and care services put the experiences of people at the heart of their work. We challenge where needed, and pursue change that translates into better experiences for people who use services.

Healthwatch Bradford and District has built up effective relationships with decision makers across the district; we know they take us seriously and act on what we say.

## Our vision

We believe that by listening to local people, understanding their experiences, and involving them in decisions, health and social care can be better for everyone.

We strive for equal access, outcomes, and treatment for everyone using health and social care services in our district.

By helping people find the information they need, and connecting them to advice or support, we help people make positive choices and have healthier lives.

## Our team

Healthwatch Bradford and District is a small organisation, working with limited resources. Due to further cuts to our budget this year, we now have just five part-time staff:

- Andrew Jones, Manager;
- Victoria Simmons, Communications Manager;
- Sue Howard, Development Worker;
- Rose Lanigan, CRM Database Admin;
- Sally Horner, Administrator.

Over the year we've said goodbye to some experienced development workers who made a big contribution to the work in this report: Marcella Celli, Afsana Aslam, and Safya Khan.

We are supported by many more volunteers, including our Board members. Without our volunteers giving their time, energy, and skill we wouldn't have been able to carry out our work.

This year we would also like to thank the freelance workers who we have brought in to deliver projects - they also have made a real and positive difference.

**This Annual Report is a celebration of what we've achieved together, and another opportunity to say thank you to everyone who's taken part.**

# Our work in focus



# Our work in focus: home care



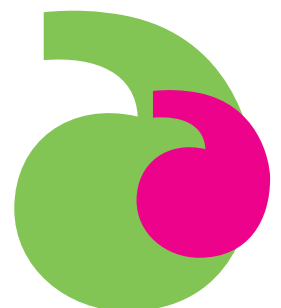
## **Come on time, slow down and smile - our work on home care for older people**

Healthwatch heard concerns from the public about home care services in the district, and as a result decided to carry out a detailed piece of work to understand the experience of people over 65 using home care services.

We met with senior managers in Bradford Council to secure their support. They agreed to embed our findings and recommendations into their commissioning of home care services.

We produced a user-friendly questionnaire which was sent to a sample of older people using home care services; we received 240 responses. The detailed analysis, case-studies, and recommendations were published in July. The title of our report, 'Come on time, slow down, and smile' is a quote from one person's account of what would make their care better.

- People valued their home care service and recognised its importance in keeping them as independent as possible.
- Timeliness of visits - many people raised concerns about rushed visits, unpredictable and variable timings of care and missed visits.
- Care workers' attitude and approach - overall most service users rated the attitude of staff as good and felt they were treated with respect. But a significant number of respondents talked about poor communication and attitude of some care staff.
- Training and skill level - People identified a lack of skills and training among some care staff. Specific issues related to cultural awareness, housekeeping and culinary skills.
- Continuity of care workers - many respondents highlighted the need for the same care workers to visit regularly; this would particularly help service users with dementia.



# Our work in focus: home care

In 2015, the Council decided to re-commission home care services in an integrated personalised support and care framework. Healthwatch Bradford and District's work put service user experience directly into the specification for £27million of home care services across our district.

**“Healthwatch’s comprehensive report highlighted some significant issues that needed to be addressed. The findings underpinned the Council’s decision to pursue a fully Integrated Personalised Support and Care framework for the provision of domiciliary care services.**

**The work assisted in the formation of the Commissioning Plan for the new framework. Additionally Healthwatch presented their findings at provider engagement events and have afforded feedback at several significant stages of the process.”**

Bernard Lanigan - Interim Strategic Director

Adult and Community Services  
Bradford Council

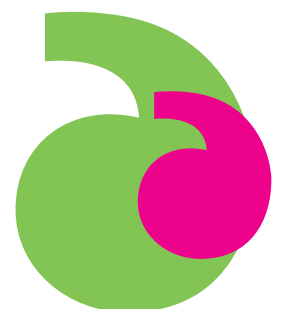
Healthwatch Bradford continue to follow-up with the Council and providers to ensure actions are taken, and we will repeat the engagement once new arrangements are in place to see how providers have improved.

Several other local Healthwatch have used our approach to conduct similar projects on home care for themselves, spreading good practice and the impact of Healthwatch more broadly.

We would once again like to thank the hundreds of older people and carers who answered our survey, took part in a telephone interview or had a home visit. Their stories helped make a difference for everyone who relies on home care.

Healthwatch Bradford was highly commended for this project at the 2016 Healthwatch Network Awards in the category of ‘Making a difference to commissioning’.

The Telegraph & Argus newspaper featured our work on its front page, as part of the ‘With Respect’ campaign, and covering our input to the council’s debates and decisions around the commissioning of home care.



# Our work in focus: NHS dentists

## Getting our teeth into access to NHS dentists

Access to NHS Dentistry has been an ongoing issue for Healthwatch Bradford; month after month the question of how to get an NHS dentist is the most common topic for our public enquiries. Throughout this time we have provided NHS England (who commission dentists) with regular information and feedback on issues faced by patients in our area.

Bradford District has significantly poorer levels of oral health than the national or regional averages, coupled with low levels of access to NHS dentists.

Our Board felt that this was an important issue and decided that access to NHS dentistry should be a key priority for Healthwatch Bradford. We planned a project to raise the profile of the issue to a level where it would be taken seriously by commissioners.



Andrew Jones and volunteer Saima Mirza carrying out dentist surveys. Photograph courtesy of Bradford Telegraph & Argus

Healthwatch Bradford developed a public survey and spoke to over 1,000 people in January & February 2016.

- 43% of adults did not have access to an NHS dentist
- 30% of under 18s did not have access to an NHS dentist
- Nearly half of people without a dentist said the reason they didn't have a dentist was that they couldn't find one taking NHS patients.

We focused our outreach in the most deprived areas of Bradford where oral health is worse and access to NHS dentists is most difficult. We worked with local public at local transport hubs, shopping centres, hospitals etc. and heavily promoted the survey in e-bulletins, websites and social media accounts.

# Our work in focus: NHS dentists

We secured strong local media coverage for the survey which boosted the public response and raised profile. One of the survey sessions at a children's centre in Bradford was featured on BBC Look North (broadcast Feb 2nd) and the Telegraph & Argus ran several stories promoting the survey and featuring case studies which illustrated the issue.

Healthwatch briefed local MPs on the issue to secure their support: Judith Cummins MP for Bradford South, asked a question about access to dentists in Prime Ministers Question Time in January 2016 and secured a ministerial meeting to discuss the issue. Phillip Davies MP for Shipley has also raised the issue in the Commons in May 2016.

We have worked alongside our colleagues in Healthwatch Kirklees to participate in the NHS England task and finish group - which was set up to improve access to NHS dentists, partly in response to our repeated questions and challenges on the issue. We have met regularly to discuss and jointly plan our input to this group to ensure public voice influences commissioning decisions effectively.

We have worked with the Secretary of the Local Dental Committee to understand the professional perspective and gain their support and insight for changes in commissioning which would improve the experience of patients.

Our work has made and will continue to make real changes to our communities.

**NHS England has developed a plan for a pilot programme which will see 12 practices in Bradford, opening up appointments to new patients who are in pain and in need of treatment. Each practice will open for 1 hour per day, seeing 4 clients per session - 240 new patients per week across Bradford District.**

The impact of our collaborative work was recognised when the team won a national award for our work on access to NHS dentists at the Healthwatch England Conference in June 2016.



Javed Khan, Andrew Jones, Rose Lanigan, Victoria Simmons, Rory Deighton

# Listening to people who use health and care services



## Gathering experiences and understanding people's needs

Listening to the views and experiences of people using health and social care services is at the heart of our work. Our team of staff and volunteers run outreach sessions, talking to people about the services they use and listening to what's working well and what could be improved.

We have regular sessions at Bradford Royal Infirmary, St Luke's and Airedale hospitals, gathering views and signposting people to information. We heard from over 500 people this year.

Every piece of feedback we gather is recorded on our bespoke CiviCRM database, where it can be analysed and used to give us a clear picture of local people's experience.

Healthwatch also carries out specific projects and targeted engagement with particular communities. This year we've taken deliberate steps to hear from older people (over 65) and younger people (under 21), minority ethnic communities, and from other groups of people who might be seen as 'seldom heard' or who have particular issues with access to health and social care.

Through our outreach and public surveys, we have gathered views from people who live outside our area, but who rely on services in Bradford District.

Further details of all the projects, and our reports, are available on our website at

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



## Following up on improvements at Bradford Royal Infirmary Ophthalmology, ENT, & Audiology departments

In April 2015, Healthwatch Bradford and District carried out targeted outreach within three clinics at the Bradford Royal Infirmary. This was to follow up on work that had already been done by the Trust to address concerns raised by Healthwatch on behalf of people with visual impairments.

Healthwatch staff and volunteers visited the Ophthalmology, Audiology, and Ear, Nose and Throat (ENT) departments and surveyed 75 people.

From this small piece of work, the overall impression of the departments was positive; 77% of the people who spoke to Healthwatch rated the departments as excellent or very good. Healthwatch identified areas for further improvement, including changing the way they communicate with visually impaired people about appointments.

We will continue to work with the Trust as they make changes to comply with the Accessible Information Standard.



## Listening to people's experiences of using the Patient Transport Service

During December 2015 and January 2016, the five Healthwatch organisations in West Yorkshire carried out a survey with 545 patients and carers at 14 hospital sites across the region about their past and present patient transport return journeys from hospital.

Healthwatch Bradford carried out focused outreach sessions to gather views from patients and carers, speaking to around 100 people across the three hospitals: Airedale, Bradford Royal Infirmary, and St Luke's.

A report has been shared with the hospitals and Yorkshire Ambulance Service who are putting actions in place to address the issues raised.

**“Airedale NHS Foundation Trust would like to take this opportunity to thank Healthwatch for their comprehensive report and valuable insight into patients’ experiences of patient transport. The report provides individual insights and contributes to our holistic approach to patient engagement.**

**Healthwatch invests time and resource into really seeing things through patients’ eyes, listening to patients and their families about what the experience of being in one of our services is like. Healthwatch contribute to key service changes, and the team are experienced enough to challenge appropriately on behalf of the patients.”**

NHS Trust Director

(anonymous feedback from our survey)

## Listening to people with long-term conditions about their experiences of mental health

Through our engagement and outreach work with many different groups of people using health and social care services, Healthwatch Bradford was aware that patients sometimes received good care for their physical illness but were not supported with their mental health, which was in many cases affected by their physical problems.

We decided to look at this issue in more depth and decided to focus on how people with long-term conditions were supported in relation to their emotional wellbeing and mental health. After taking advice we decided to focus on engaging people who had a diagnosis of heart failure as a slowly developing long-term condition and stroke as a sudden onset condition with severe long-term impacts. We ensured that the focus of this project would not overlap with other engagement being done by the CCGs or others and that it would be of value to the NHS.

During the autumn of 2015 and winter of 2015/16, the Healthwatch team gathered feedback from 100 people at a number of different support groups across the district and received 55 survey responses.

We asked about the impact of their condition and whether they were offered support for their emotional wellbeing and mental health alongside their physical health. Eight out of ten people said their condition had a big impact on their life.

Two thirds of people told us they had not been offered support for their mental health from the NHS. Most people had found their way to this support informally, rather than being signposted by NHS services.

We spoke to many people at voluntary sector support groups, who told us that being among others with similar experiences and taking part in activities had made a positive impact to their wellbeing.

Healthwatch have shared our findings with local commissioners and providers who have compiled a collaborative response indicating actions they will take across the health and social care system.

## Children & young people with long term conditions: what support is available for mental health & wellbeing?

Healthwatch worked with Barnardo's to look at the experiences of young people with long term physical health conditions. The project aimed to understand how children and young people had been supported in terms of their mental health and wellbeing, alongside treatment for their other ongoing health problems.

During discussions with young people we heard how long-term conditions can have a significant impact on emotional wellbeing. Over half of the young people who completed the online survey told us their health condition had affected their life quite a lot or had a massive impact on their life.

Most young people Healthwatch spoke to said that they had to actively seek out information about support services for mental health, rather than having support offered alongside the care for their physical condition.

Healthwatch have shared this report with local commissioners and service providers, making recommendations for action which we will continue to pursue. The report was also fed in to Healthwatch England to help inform national policy on children's and young people's mental health.



Stroke survivor at a local support group

# What we've learnt from visiting services



Healthwatch has statutory powers to carry out Enter and View visits to health and social care services across the district. Specially trained volunteers are authorised to carry out these visits, speaking to service users, and making recommendations for improvements.

Enter and View visits are authorised when evidence demonstrates a need for in-depth service user feedback. If we have heard concerns or had limited feedback about a particular service, an Enter and View visit helps us get a clearer picture.

Using Enter and View to gather insight enables trust, empathy, and rapport between service users and volunteers. We have seen this work well this year: older volunteers interviewing frail patients on a stroke ward; volunteers with a learning disability meeting with service users in supported living schemes; young people talking to patients on BRI children's wards.

All Enter and View reports go to the service provider, commissioners, regulator and Healthwatch England. We ask service providers to share our report with their staff, service users and carers. We also disseminate the reports to all of our volunteers, supporters, and public through e-bulletins, our website, and social media.

This year, we carried out the following Enter and View visits:

#### **Ward 5, Airedale General Hospital - March 2016**

The visit gave us an opportunity to gather experiences of stroke care following the transfer of the Hyper Acute Stroke Unit (HASU) away from this hospital to Bradford Royal Infirmary in August 2015.

#### **Ward F5 St Luke's Hospital, Bradford - October 2015**

This visit was arranged to look at stroke rehabilitation services, with a particular focus on psychological support after stroke, and preparing people for discharge.

#### **Ward 17, Bradford Royal Infirmary - February and May 2015**

This visit was organised as an opportunity to follow up some of the concerns raised during a walk about of children's wards by our younger volunteers.

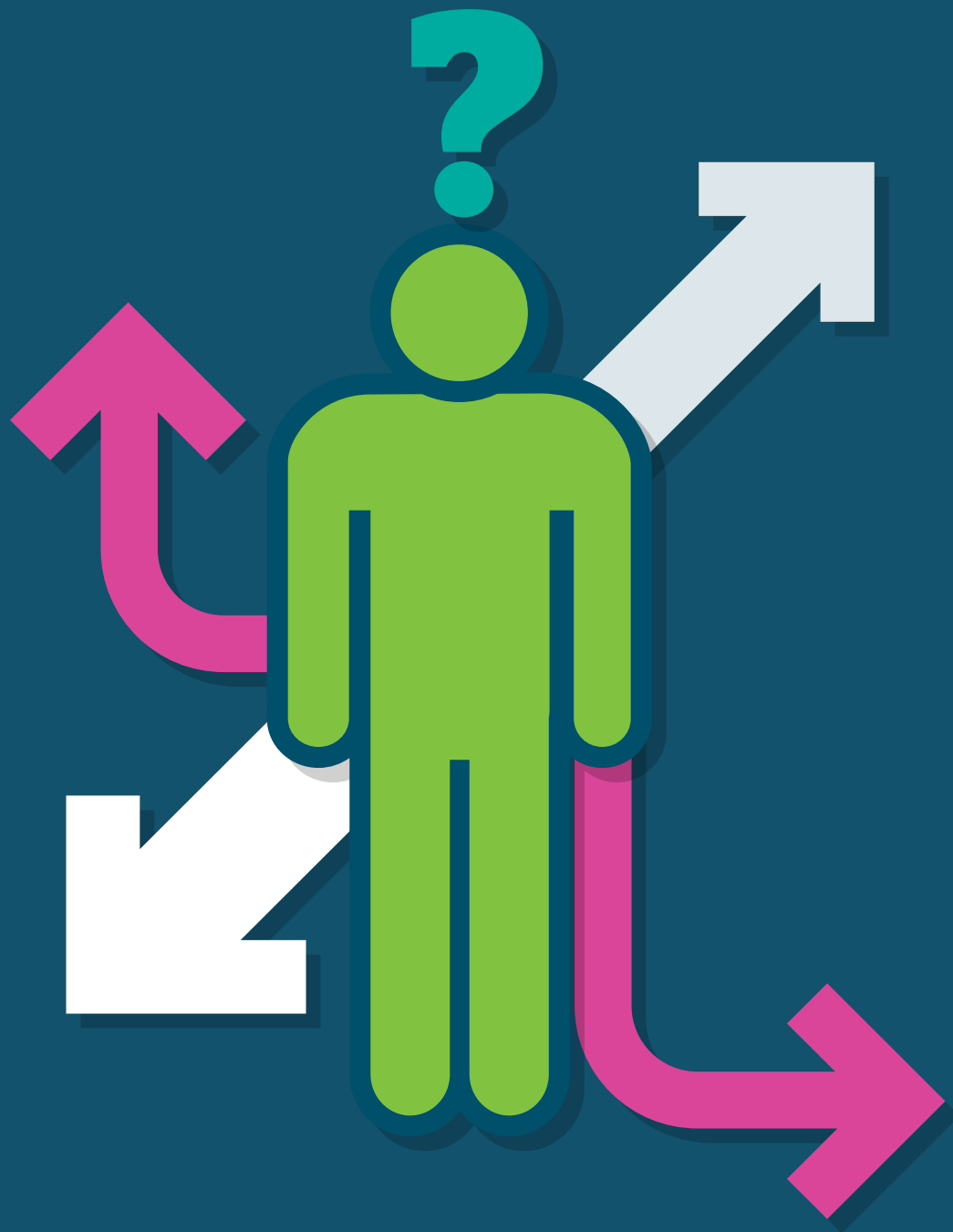
#### **Learning Zone, Hft Bradford - April 2015**

Volunteers with a learning disability wanted to find out more about the new approach offered by this service, in order to share good practice with other providers.

This year, we trained five new volunteers to become Enter and View representatives, bringing additional skills and perspectives to the team. We now have 17 Authorised Representatives:

- Mehvish Akhtar
- Mohammed Akhtar
- Abbas Ali
- Irene Cyhanko
- Bilal Hussain
- Jean Hepworth
- Lorna James
- Yvonne Jardine
- Barbara Kirwan
- Huma Malik
- Damian Marshall
- Val Mills
- Mohammed Nazir
- Tim Pickles
- Kath Shorey
- Amanda Smith
- Sharon Wears

# Giving people advice and information



We deliver advice/information to people in Bradford District in three ways:

- dedicated phone line and email
- digital information provision
- face-to-face at outreach sessions and events

About one-third of the information requests we deal with are from people struggling to get an NHS dentist. As part of our ongoing project, we have identified a significant lack of clear, accessible information about how to find a dentist. Despite the difficulties, Healthwatch has been able to help people navigate the process of finding a dentist, either for routine care or emergency treatment and get the care they need. During one outreach session at a children's centre, we were able to secure appointments for the children of five Ghanaian families who had never been seen by a dentist in the UK.

We also receive a significant volume of calls/emails from people looking for help with making complaints. We signpost people to the local Independent Complaints Advocacy Team, and let them know about self-help complaints tools available on our website.

### **Keeping local people informed about Healthwatch**

In a national poll carried out in October 2015, one in four people had heard of Healthwatch. For a new organisation, operating in the crowded environment of health and social care, this is a good start for the network to build on.

Locally, we focused on building social media engagement and continuing to generate strong stories in the local press.

Engagement with Healthwatch Bradford via our Facebook page has increased by 500% over the year, with 2,499 people seeing our Facebook posts in quarter 4. And on Twitter, our estimated reach was 61,377. This has driven an increase in visitors to our website, which is kept up to date with current projects and ways for people to get involved.

Our report on home care services made front page news in July 2015 and continued to make the headlines throughout the year. Access to NHS dentists also attracted media interest from newspapers, radio, and television - including a feature on BBC's Look North in February 2016.

In June 2015 we published three short films, made with the University of Bradford Digital Working Academy. The films highlighted three elements of our work: Involvement, Impact, and Influence. The films feature our staff, volunteers, and partners talking about Healthwatch and the difference we have made locally. At events, on our website, in meetings, and on social media, these films helped us tell our story and capture the attention of new audiences.



# How we have made a difference



Healthwatch Bradford and District use the insight we gather from the public to produce influential reports and recommendations. The stories people share with us have real power. Healthwatch makes sure that the right people hear these stories, respond to our recommendations, and take action to improve health and social care services.

**“As a commissioner, I rely on the insight and access Healthwatch Bradford District has to all of our local communities to hear people’s views on service provision and issues. The comments/feedback are open and honest and bring a measure of challenge to the CCG which I also find helpful. I feel as a CCG we have a strong working relationship with Healthwatch that whilst impartial acts as a critical friend to make sure we are delivering the best outcomes with the limited resources.”**

**Director CCG  
(anonymous feedback from our survey)**

We meet regularly with local NHS and social care providers and commissioners to maintain a positive working relationship.

Providers and commissioners are asked to respond to all our reports and recommendations, and wherever possible these responses are shared with the public. Local service providers respond in an appropriate and timely way.

## **Bradford Roma Community’s views highlighted in national report**

Working with Healthwatch England, the Thornbury Centre and LACO Eastern European Project, we spoke to members of the Roma community who had recently arrived in the area to find out about their experiences of registering for and using primary care services. Their views have been incorporated into a national report on the future of primary care, published by Healthwatch England in November 2015. This report highlights the experiences of specific groups and the issues they face, ensuring that national action is taken to ensure that future primary care can meet the needs of all our communities.

## **Improving young people’s engagement in primary care**

Healthwatch Bradford wanted to give more young people a say in local GP services and make sure that GPs were taking account of their views in the delivery of local services. We commissioned Barnardo’s to pilot new and innovative approaches, working with a small number of GP practices in Bradford. This built on their extensive experience of working with more excluded young people. On the basis of these pilots Healthwatch and Barnardo’s developed a “toolkit” for GP practices that included an audit tool, lots of practical ideas to increase the participation of young people, planning guidance and templates, examples of best practice elsewhere. This has been taken on by local CCGs and widely circulated; giving local GPs the tools to engage with the younger people on their practice lists and potentially improve services for all.

## Cygnnet Hospital Bierley

Cygnnet Hospital Bierley provides a range of low secure, specialist and psychiatric intensive care services for men and women, including a specialist personality disorder service for women. The hospital is set across four wards offering single-sex male and female specialist mental health services in low secure and locked environments. Over the past couple of years the CQC and NHS England have had some concerns about the service, with the CQC issuing compliance actions and commencing enforcement actions. There was a homicide on Bowling Ward, the Specialist Female Personality Disorder Service and some significant safeguarding issues.

Healthwatch Bradford raised concerns with NHS England that no organisation had up to date patient experience feedback, neither NHS England, Healthwatch, Clinical Commissioning Groups or local advocacy organisations. We were particularly concerned because of the vulnerability of these patients, detained under the Mental Health Act, held in secure hospital care, many far from home. Because patients may come from anywhere in England many CCGs have contracts for the care of one of their patients but we discovered the NHS does not have a system to share information about the quality of care between these different commissioners.

In response to our concerns and worries from the local CCG, NHS England carried out a “risk profiling” exercise, gathering together information from many sources. Healthwatch Bradford contributed to this and pushed the idea of a multi-agency site visit to the hospital, with our particular interest being patient involvement and patient experience. This visit took place on 3 March and has led to specific actions from commissioners and provider. Additionally, in response to our concerns about a lack of patient engagement in independent mental hospitals, NHS England has set up a Yorkshire and Humber group to look at this issue and service users/carers’ voices are heard and acted upon within the Independent Mental Health Hospitals. Healthwatch will be part of this group, ensuring patient experience is deep rooted within these organisations.

## Working with People First on Annual Health Checks for people with learning disabilities

Healthwatch Bradford and District worked with Bradford People First to find out more about people’s experiences of Annual Health Checks. This built on our ‘Invisible at the desk’ report (published 2014) where we found out that people with learning disabilities weren’t always having the regular health checks that they should.

A student from University of Bradford, Zahra Nawab, led this project during a summer placement with us. She ran an event with People First, and wrote up the findings into a report.

Our report makes further recommendations to continue raising awareness among people with learning disabilities and their carers, and to provide better training to primary care staff about working with people with learning disabilities. Local GP practices and the CCGs have welcomed the insight we provided, and are working with us and People First to address the issues raised.



A service user talks to Zahra Nawab at our Annual Health Checks event.

## Changes to the patient pathway for Stroke

In summer 2015, significant changes were made to the pathway for patients suffering a stroke in our district. The hyper acute stroke unit (HASU) at Airedale General Hospital was closed, with all patients being cared for at Bradford Royal Infirmary for the crucial first 72 hours after stroke. Patients from the Airedale area would then be transferred to their local hospital for ongoing care and rehabilitation.

Airedale hospital had problems providing a safe HASU service due to a national shortage of stroke consultants. Due to the urgent need to make this change, a formal consultation period was not undertaken but local commissioners and providers recognised the importance of effective engagement and communication with patients.

Healthwatch Bradford and District was commissioned by the Airedale, Wharfedale and Craven CCG to speak to patients and carers about their experience of stroke services in the area. We worked with local stroke support groups, and community groups for people who are at higher risk of stroke, listening to their views about what impact these changes will have on people, and what they think would help the service to run well.

We shared our findings with the Clinical Commissioning Groups and hospitals; they published a report summarising the issues raised, and identifying how they would act on the feedback. Several of these actions and improvements have already been put in place.

Healthwatch continued to monitor people's experiences of the new service, and hold the CCGs and providers to account.

**“Healthwatch Bradford and District were involved from the detailed planning stages right through to delivering the final report. We were able to utilise their knowledge of local communities and the best way to approach groups to ensure discussions with patients, relatives and carers were appropriate and effective. Their role as an independent watchdog provided reassurance to people that their views were being heard and would be responded to. They heard over 250 people’s voices in a nine week period and this feedback has enabled us to develop a comprehensive action plan and implement a series of recommendations.”**

Helen Farmer

Head of Strategy, Planning and Performance

NHS Airedale, Wharfedale and Craven  
Clinical Commissioning Group

## Working with other organisations

We continue to build our relationships with the CQC, and share our insight to help inform and shape their inspections of local health and social care services.

We submitted a significant volume of information to the CQC team for their inspections of Bradford Teaching Hospitals NHS Trust in January 2016, and of Airedale NHS Foundation Trust in March 2016 – neither of these reports have yet been published.

Healthwatch Bradford and District routinely shares information with the CQC where concerns are raised about the quality of services. This year, we have not made any specific recommendations for thematic or responsive investigations.

We have strong working relationships with our neighbouring local Healthwatch in West Yorkshire and with the network as a whole. We collaborated closely with Healthwatch Kirklees on NHS dentistry, with Healthwatch Leeds on Patient Transport Services and with Healthwatch Wakefield on NHS Vanguard programmes in care homes.

We participate actively in the national steering group for Communications, and the development of CiviCRM.

Insight from Healthwatch Bradford and District has contributed to national policy work on many issues, including CAMHS (Child & Adolescent Mental Health Services), primary care, and discharge from hospital.

## Health and Wellbeing Board

Javed Khan, Chair of the Healthwatch Bradford and District Board, takes up our seat on the Health and Wellbeing Board. He has taken an active role in meetings and ongoing development sessions, and works closely with the VCS representative. We will seek to strengthen our relationship with the newly elected chair of the Health and Wellbeing Board over the coming months.

## Overview & Scrutiny Committee

Healthwatch has developed a strong reputation with elected members, particularly the Health and Social Care Overview and Scrutiny Committee. We have been invited to share our insight at a number of meetings, particularly on domiciliary care

services where our report complimented important work the committee were undertaking to review the services. The committee has taken our responses seriously and noted actions to ensure providers and commissioners embed our work in their plans.

**“The reports and evidence provided to the scrutiny committee by Healthwatch are crucial to our role. Healthwatch have provided the human perspective on difficult issues.”**

**Bradford Councillor**



## Involving local people in our work

Healthwatch supports and encourages local people to get involved in the planning and commissioning of local health and social care services. We regularly promote consultations that are taking place and advertise opportunities for people to get involved.

Many of our volunteers have also been connected through Healthwatch to other initiatives, such as PLACE assessments (Patient Led Assessment of the Care Environment), becoming Trust governors, or taking part in Patient Participation Groups or other forums.

Volunteers have played a vital role in helping us carry out our statutory activities this year in a range of roles: by gathering people's views in outreach sessions; recording information and data on our system for analysis; planning and conducting Enter and View visits; and helping spread the word about Healthwatch.

In October 2015, we held an event to celebrate the involvement of our volunteers with learning disabilities, who have made a significant contribution to our work which was recognised with a national Healthwatch award at the 2014/15 annual conference.

Speaking at the event was Katie Matthews, who volunteered with Healthwatch Bradford as an Enter and View Representative before her appointment in summer 2015 to a new role at NHS England as Learning Disability Network Manager. We heard how being involved with Healthwatch had helped her develop the skills and knowledge to take on the new role, and how important she felt it was to include people with learning disabilities in our work and ensure they were heard.

Healthwatch staff presented both local People First organisations with certificates, and rounded off the event with a drumming workshop to celebrate the 'noise' that we collectively make on behalf of people with learning disabilities.



Drumming workshop led by Beat It.

# Our plans for next year



## Work going forward

The contract between Bradford Council and KIVCA to deliver the Healthwatch service was originally due to end on 31 March 2016 but was extended by the Council until the end of June whilst they put the contract out to tender. At the time of writing, the new contract has not yet been awarded.

Healthwatch will continue beyond the end of June and whoever holds the contract will need to take forward a number of specific projects into 2016/17 including:

- Outreach to A&E services in both Bradford Royal Infirmary and Airedale General Hospital. The team has already gathered feedback from nearly 400 patients – reports will be published in summer 2016.
- Enter and View visits to two services for people with a learning disability, with volunteers who themselves have a learning disability paired to work alongside representatives who do not.
- We have identified gaps and shortfalls in services for people with Autistic Spectrum Conditions; working with service users, carers and partner organisations, we will continue to gather the experience of service users and press for improvements in both health and social care services.
- Following up on our important work in 2015 that influenced the Council's recommissioning of new home care services, we will gather further feedback from service users after the procurement of new home care services by Bradford Council.
- Building on our work in Cygnet Hospital Bierley, we will work with NHS England to strengthen patient voice in all independent mental health hospitals. We will work with other local Healthwatch in West Yorkshire to ensure these vulnerable patients have a voice.
- We will continue our work pressing to improve access to NHS dental services, working with local dentists and commissioners in NHS England.

Healthwatch Bradford will also take forward and conclude two externally commissioned pieces of work:

- West Yorkshire Urgent and Emergency Care – we will carry out public engagement with other local Healthwatch across West Yorkshire, ensuring public voice influences new service developments.
- Airedale and Partners NHS Vanguard (telemedicine and new models of integrated service) - we have been commissioned to get the views of care home residents, relatives and staff to inform the implementation of the programme

Once we know who will hold the contract to deliver Healthwatch from 1 July 2016, we will agree a full year work plan with the Board, based on our knowledge of the issues, community feedback, and in line with our priorities.

# Our people



Our lay Board make sure that our workplan is grounded in the views and experiences of local communities. They set the priorities and strategic direction for Healthwatch work, and use their well-established connections with community organisations to help maximise our impact.

Board members are volunteers, representing service user groups or partnerships from across Bradford District.:

- Chair - Javed Khan
- Representative of AWC CCG Patient Network - Heather Ogden
- Representative of Bradford District CCG Patient Network - Susan Crowe
- Representative of Bradford City CCG Patient Network - Mohammed Shabbir for part of the year, currently VACANT
- Service user from Strategic Disability Partnership - Paul Anderson
- Service user from Older People's Partnership - Pam James
- Service user from Learning Disability Partnership - Surekha Thind for part of the year, currently VACANT
- Service user with experience of mental health services - Trevor Ramsay
- Service user from Adult & Community Services - Emmerson Walgrove
- Carer drawn from the Carers' Partnership - Julie Bruce
- Delegate of the Health and Wellbeing Forum - Mashud Haque
- Delegate of the Young Lives Forum - Peter Horner
- Delegate of the Equalities Forum - John Samuel
- Health and Social Care academic - Professor Gerry Armitage
- KIVCA Trustee - Isobel Scarborough

All members of our Board have signed a Code of Conduct, and they work in partnership with the staff team and the KIVCA board to oversee the performance of Healthwatch Bradford and District.

## How we involve the public and volunteers

Decisions made by Healthwatch Bradford and District are rooted in the experiences of the communities we serve; our priorities for work are driven by the insight we gather and the stories shared with us by members of the public.

Healthwatch staff and board members have held joint planning sessions to consider which health and social care services we will cover in our work, and how to undertake these activities.

This year we have taken the decision to ensure all Board minutes are written in Plain English and made as accessible as possible; they are published on our website.

We have carried out surveys with external stakeholders and our volunteers to ensure their views can help shape the future development of Healthwatch.

Volunteers are routinely involved in helping to make decisions about our work. For example, Enter and View volunteers meet with staff to jointly consider which services to visit and to establish plans for conducting the visit. Volunteers who carry out the visits draft the report and decide on recommendations to be made.

**“I was a Healthwatch Enter and View representative - we were involved in all decision making and always got the final decision. They worked with the commissioners to improve health care services and make sure that they involved people with learning disabilities and let us have our say.”**

Volunteer  
(anonymous response from our survey)

# Our finances



The contract for Healthwatch Bradford and District was awarded by Bradford Council to Keighley and Ilkley Voluntary and Community Action (KIVCA). The KIVCA Trustees are accountable for the delivery of the contract and have responsibility for employing staff.

The Council reduced the contract value for Healthwatch for 2015/16 by 27% from the budget for 2014/15. This significant reduction required us to reduce staff hours and project costs and consolidate our work plan. The contract value for 2015/16 was £223,692. We were permitted to bring forward a small underspend from last year.

The Council decided to put the Healthwatch contract out to competitive tender, and since December 2015 we have been unable to advertise vacant positions until the tender process was complete and the new contract in place.

The award of the new contract has been delayed until July 2016, and KIVCA's contract extended until then. This restriction in employing staff and the uncertainty of the contracts was partly responsible for us losing a number of experienced staff during 2015/16.

**“People who commission Healthwatch need to better understand its value to the Health and Social Care economy and recognise the resources that are needed to really engage people in the issues. Locally I feel this is not happening as recent cuts to the funding of the service have been severe.”**

**Council Officer  
(anonymous response from our survey)**

In this financial year we succeeded in securing three external contracts for commissioned work which generated additional income for Healthwatch Bradford. One of these was completed in 2015 and generated income of £4,313 in this financial year. The other two larger contracts are ongoing into 2016/17 so the financial value to Healthwatch will be in the next financial year.

|  | TOTALS (£ rounded) |
|--|--------------------|
| Funding from Bradford Council  | 223,692            |
| Underspend 14/15 brought forward   | 5,195              |
| <b>TOTAL</b>   | <b>228,887</b>     |
| <b>Staff costs</b><br>Salaries, NICs, pension, payroll   | 161,270            |
| <b>Recruitment &amp; Training</b>  | 836                |
| <b>Travel</b><br>Staff travel expenses & mileage   | 2,929              |
| <b>Mobile phones</b>   | 2,131              |
| <b>Business costs</b><br>Offices, admin support, printing, landline phones, stationery, postage            | 38,462             |
| <b>Management</b><br>KIVCA management costs, accountancy fees, insurance                                   | 6,922              |
| <b>IT</b><br>Equipment & software, website hosting, CRM system   | 1,196              |
| <b>Communications</b><br>Communication & marketing materials   | 1,822              |
| <b>Events, workgroups &amp; campaigns</b><br>Engagement activities, focus groups, outreach & public events | 2,252              |
| <b>Board costs</b>   | 5,932              |
| <b>Volunteers</b><br>Expenses, recruitment & training  | 466                |
| <b>Enter &amp; View</b><br>Training & visit expenses   | 672                |
| <b>TOTALS</b>  | <b>224,888</b>     |
| <b>Balance carried forward to 2016/17</b>  | <b>-3,998</b>      |

# Contact us



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We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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

If you require this report in an alternative format please contact us at the address above.