



Healthwatch Knowsley

Annual Report 2013/14



Contents

- 3 Healthwatch Knowsley at a glance
- 4 Foreword
- 5 Executive Summary
- 6 An Overview of Knowsley
- 9 Our Journey So Far ...
- 13 Representation
- 21 Our Priorities
- 34 Finance
- 35 Healthwatch Branding
- 35 Thank You & Looking Forward
- 36 Glossary
- 38 How to get involved
- 38 Contact Details

Engagement

- 605 individual activities
- 166 people have taken part in activities
- 210 Outreach activities
- 64 key meetings attended by representatives
- 21 Community Coffee Mornings
- 7 Enter & View Visits
- 4 Consultations have taken place
- 4 Training sessions
- 4 Community Roadshows across Knowsley
- 3 National conferences attended
- 2 Quality Accounts Sessions in May 2013
- 1 Launch Event held in April 2013

Reports

All the information we receive helps us to produce reports to show what services are doing well and what they aren't doing so well.

- 27 Reports Produced
- 38 Recommendations made

This information is reported to:

- Knowsley Clinical Commissioning Group
- Local Authority Commissioners
- NHS England Quality Surveillance Group
- Service Providers

All reports are also available on the Healthwatch Knowsley website: www.healthwatchknowsley.co.uk

Signposting & Information

Since the Signposting & Information Service began:

- 283 people have been signposted into services.
- We have signposted into 80 different services.
- 43 people were signposted to the Healthwatch Independent Complaints Advocacy Service.

Patient Experience

- Since April 2013, there have been
- 1139 individual experience stories captured.
- 305 Hospital Surveys have been completed.
- 559 of the comments have related to Hospital NHS Trusts throughout Merseyside.



Communication

Healthwatch Knowsley produces monthly bulletins and updates, which are sent out to over 1000 members.

Healthwatch Knowsley has 540 Facebook Friends and 851 followers on Twitter (@HWKnowsley), we use social media to share information, provide updates and news stories.

www.healthwatchknowsley.co.uk was launched in April 2013, the website is re-designed with a new look in November 2013, since then there have been 1,199 hits on the website.

The image shows a screenshot of the Healthwatch Knowsley website homepage, a social media graphic with Facebook and Twitter icons, and a sample of a 'Bulletin' from March 14. The bulletin includes a headline 'Healthwatch Knowsley receives its 1000th Patient Experience!', a 'Coffee Mornings!' section, and a 'Positive Mental Health' section. The website screenshot shows a search bar, navigation links, and a 'Welcome to Healthwatch Knowsley' message.

Mary Spreadbury
Chair of Healthwatch



I am delighted to be presenting the first Annual Report for Healthwatch Knowsley Community Interest Company (CIC). It is pleasing to be in a position to report on a number of key milestones achieved in our first year of operation.

I firmly believe that during this year we have embarked on a journey towards developing an organisation which is both led by and listens to our community.

My passion as Chair of Healthwatch, is to continually focus and remind health and social care providers and commissioners on the needs of our local community. It is clear that people face daily challenges to access services, to be listened to and to feel that they are the centre of the decisions made regarding their own care. Reflecting on the last year, my experience locally is that we are working with community, partners and commissioners who are committed to getting this right.

It is pleasing to report that the outreach focused approach of Healthwatch Knowsley has helped to continually champion, on behalf of the community and that the answers and solutions to the issues we face are found by speaking to local people.

I have been particularly encouraged to see the impact of our Positive Mental Health Coffee Morning work and how this has influenced both the strategic and very practical aspects of service commissioning and delivery in Knowsley. Similarly, the work of the volunteers involved with the 'Enter and View' activities and the continued involvement in the work of the Knowsley Safeguarding Adults Board has developed into a positive area of activity. A number of important pieces of work have flowed from this and have helped to strengthen the reputation of Healthwatch Knowsley as a valued partner and an integral part of the solution locally.

The capturing of patient experience stories across the year alongside working closely with the Clinical Commissioning Group and Knowsley Health and Wellbeing Board has helped Healthwatch build a more accurate picture of the very complex Health and Social care landscape. This has reached a point whereby we can challenge more effectively and help improve across the whole system the services Knowsley residents access. Most importantly this has helped Healthwatch focus on what matters the most, the views of community members.

My thanks go to my fellow community members who have volunteered their time during this year to serve on the Healthwatch Board and Management Committee and in representative roles. I would also like to express my thanks to the community members, who have supported Healthwatch Coffee Mornings, focus groups, consultation activities, Quality Account Sessions, involvement in Patient Led Assessments of the Care Environment (PLACE) inspections, 'Enter and View' work and also championed the work of Healthwatch in their local communities.

Looking forward, the next 12 months will present increasing challenges for Knowsley. The concern remains that with significant levels of deprivation, Knowsley will continue to feel the impact of reduced budgets across social care. This is an area in which Healthwatch recognises the need to understand the impact on our local community and champion on their behalf.

I hope the following report demonstrates the achievements made across this first year of Healthwatch Knowsley and also highlights the potential we have for the coming year.

A handwritten signature in dark ink that reads "Mary Spreadbury". The signature is written in a cursive style and is positioned above a thin horizontal line.

Mary Spreadbury
Chair of Healthwatch Knowsley

This is the first Annual Report for Healthwatch Knowsley Community Interest Company (CIC) covering the financial year 2013-14. This year has been a time of development and learning for the organisation both in terms of the creation of a new 'Consumer Champion' for Health and Social Care through to understanding parameters of its role and the practical ways to achieve its aims.

It has been a significant time of change both nationally and locally across Health and Social Care, with no signs of this slowing up. At a National Level we have benefited from the development of a national body, Healthwatch England.

Locally the primary aim has been to create an organisation which is responsive to the community it serves and have an impact across the local health economy. This was achieved through the formation of Healthwatch Knowsley CIC and the emphasis of the organisation has been understanding and responding to the needs of our local community.

Throughout the year Healthwatch Knowsley has focused on the delivery of the activities described within its business plan. Relationship building, understanding the local Health and Social Care landscape and establishing the key routes to influencing the commissioning of services has been fundamental to this.

Key areas of work have focused on Mental Health Service provision across Knowsley, Hospital Care, Access to Primary Care Services and the Enter and View role of Healthwatch.

The strategic representative roles identified early on within the formation of Healthwatch have also provided a main focus for the year. The work undertaken by community members representing Healthwatch at the Health and Wellbeing Board, Health and Wellbeing Engagement Forum, Knowsley CCG and the Knowsley Safeguarding Adults Board has increased in strength across the 12 months.

Finally and most importantly the information provided by our community telling us what their experiences of using Health and Social Care services have been like have enabled us to provide regular reports and recommendations to Service Providers, and have been the driving force behind everything we do.

This report hopes to begin to demonstrate the progress made by Healthwatch Knowsley across 2013-14 and also shows the strength of the foundation to build on for the coming years.



Knowsley is a metropolitan borough of Merseyside, England. It comprises of the towns and districts of Kirkby, Prescott, Huyton, Whiston, Halewood, Knowsley Village, Cronton and Stockbridge Village. It takes its name from the village of Knowsley.

Knowsley covers an area of 86.48 km² and at the time of the last census (2011) had an estimated population of 145,900 which has fallen slightly over the previous ten years owing to people moving out of the area.

According to the 2011 census 98.4% of people describe themselves as white, and 80.9% of people in Knowsley describe themselves as Christian, this is the highest proportion in any local authority in England and Wales.

About a third (32%) of Knowsley's resident population is aged under 25 years of age, and over a fifth (21%) of Knowsley's resident population are aged 60 years of age or over.

Knowsley is one of the most deprived areas of the country with approximately 9,800 children living in poverty. There are also some affluent areas in the Borough.

Over the last ten years mortality rates for the Borough have fallen and life expectancy has increased by approximately 3 years, however early deaths from cancer, heart disease and stroke remain above the average for England.

Statistically Knowsley is a safe place to live with the rates of violent crime being better than average for England.

Within the Borough the life expectancy for men is 76.48 and for women it is 81.02.



Commissioners

Knowsley Clinical Commissioning Group (CCG) is the commissioner for health care services including planned and unplanned hospital services, community services, mental health services, prescribing and district nursing. Knowsley CCG is a membership organisation consisting of 33 General Practices.

Knowsley Metropolitan Borough Council is the commissioner for Care Services, including Day Centres, Care Homes, Domiciliary Care and support services.

Health - Main Providers

General Hospitals

Aintree University Hospital NHS Foundation Trust is a large teaching hospital in North Liverpool with 706 inpatient beds, serving the communities of Kirkby in Knowsley, North Liverpool and South Sefton. The Trust provides services to some of the most deprived areas in England. The hospital provides general acute services and also works with partners to deliver a range of services in community settings.

The Royal Liverpool and Broadgreen University Hospitals is the largest hospital in Merseyside. It has over 40 wards and more than 750 beds. It has the main accident and emergency department for the city of Liverpool. Elective surgery and post-operative rehabilitation is provided at the Broadgreen Hospital site.

As well as providing general services to local communities, the Trust provides regional and national specialist services and is considered to be one of the UK's leading cancer centres. The Trust is closely linked with the University of Liverpool and John Moores University for teaching and research.

St Helens and Knowsley Teaching Hospitals NHS Trust provides services across two hospital locations Whiston Hospital and St Helens Hospital with approximately 660 beds. The organisation provides acute in-patient, outpatient, day case and emergency services primarily to people living in Knowsley, St Helens and Halton.

Mental Health Provision

5 Boroughs Partnership NHS Foundation Trust provides the following services in Knowsley: Assessment or medical treatment for persons detained under the 1983 Act, Caring for people whose rights are restricted under the Mental Health Act, Dementia, Diagnostic and screening procedures, Eating disorders, Learning disabilities, Mental health conditions, Substance misuse problems, Child and Adolescent Health Services for people under the age of 18 years.

Mersey Care NHS Trust provides the following services to the residents of the Kirkby area of Knowsley. Mental health community service, Mental health inpatient services.

Community Health Services

5 Boroughs Partnership NHS Foundation Trust provides a wide range of services within our community, such as local Walk In Centres, treatment rooms providing services such as, phlebotomy and podiatry, as well as District Nurses and Physiotherapists. Services are also available through the Community Health Development Team who provide advice and support on healthy lifestyles initiatives such as becoming more physically active, healthy eating or giving up smoking.

Specialist Services

Knowsley and the rest of Merseyside have a high number of specialist and Regional Services on our doorstep.

Alder Hey Children's NHS Foundation Trust is a large children's hospital serving a catchment area of 7.5 million people. The Trust offers 20 specialist services operating not only at the Liverpool location but at more than 40 community outreach sites across the North West, including North Wales and the Isle of Man.

Liverpool Heart and Chest Hospital provides heart and chest services for the North West of England, including North Wales and the Isle of Man. The hospital has a bed capacity of 187.

The Walton Centre NHS Foundation Trust is a dedicated Neurosciences Trust. It is situated in North Liverpool and has a catchment population of over 3.5 million across the North-West, Isle of Man and North Wales. The Trust accepts referrals on the basis of clinical need from across the UK.

Liverpool Women's Hospital is one of two in the country that specialises in providing healthcare for women and their babies. The hospital provides a range of services including gynaecology services, maternity services, neonatal care and a reproductive medicine service. Each year, the Trust provides care and treatment to around 30,000 patients from Liverpool and the surrounding areas.

GP Services

Knowsley has 33 General Practices within the borough. There are approximately 161,100 people registered with General Practices in Knowsley.

Care Services

Homecare, also known as Domiciliary Care, is a term for support provided in the home by care workers to assist someone with their daily life. Enabling people to remain at home can help people to maintain personal independence, comfort and contact with their local community. The service may be on a temporary, intermittent or long term basis.

The Local Authority commissions five Domiciliary Care providers across Knowsley.

Care Homes

There are 32 Care Homes in Knowsley providing a range of different services from supported living to nursing care.



Formation of Healthwatch Knowsley Community Interest Company (CIC)

In order to have a local Healthwatch in place for April 1st 2013 a significant amount of preparatory work took place during the previous year 2012-13.

This was aimed at ensuring that a seamless transition of the work of Knowsley Local Involvement Network (LINK) through to Healthwatch took place. A vital part of this was ensuring that volunteers and community members, who had invested time and commitment to the work of Knowsley LINK, led the transition process.

The willingness of Knowsley Council Commissioners to respond to community member's views on the type of organisation Healthwatch should be and aligning this with the national requirements was fundamental during the transition process.

Following community consultation activities in Knowsley and a review of the performance of Knowsley LINK the following principles were defined as the foundational building blocks for a local Healthwatch.

Community Led - A very clear message captured during our community based roadshows consultations in 2012-13 was that:

"Community members feel their opinions are valued, listened to and responded to"

Localism - Localism should also be maintained to ensure that Healthwatch responds to communities' needs and concerns.

Using Effective Networks - The existing community networks both formal and informal in which LINK operates should also be retained and then expanded on within Healthwatch.

Independent - Whilst developing a relationship with Healthwatch England and continuing to build on our good working relationships with the CQC and Local Authority. As Local

Healthwatch we must retain the independence at a local level, whilst still being responsive to the strategic responsibilities associated with Healthwatch. Decision making for Healthwatch Knowsley must continue at a local level.

A transition group including Knowsley community members, Local Authority Commissioners, Sefton CVS (LINK Host) Advocacy providers in Knowsley, PALS staff and representation from Knowsley Clinical Commissioning Group (shadow form) led the initial development of Healthwatch. This group ensured that progress was made towards an independent organisation to be in place for 1st April 2013. On the run up to this a Shadow Board was in place to take on the mantle from the Transition Group.

"As the Chair for Knowsley LINK I was keen to ensure that all the hard work of community members was not lost during the formation of Healthwatch. The main aim was to harness the skills and experience of community members involved, whilst increasing further the skill mix and local knowledge of the organisation.

A lot of hard work and successful partnership activities ensured that the work of the Knowsley LINK Transition Group succeeded in its aim of developing a community focused local Healthwatch for Knowsley"

Margi O'Mara MBE
Chair of Knowsley LINK
& Healthwatch
Knowsley Management
Committee



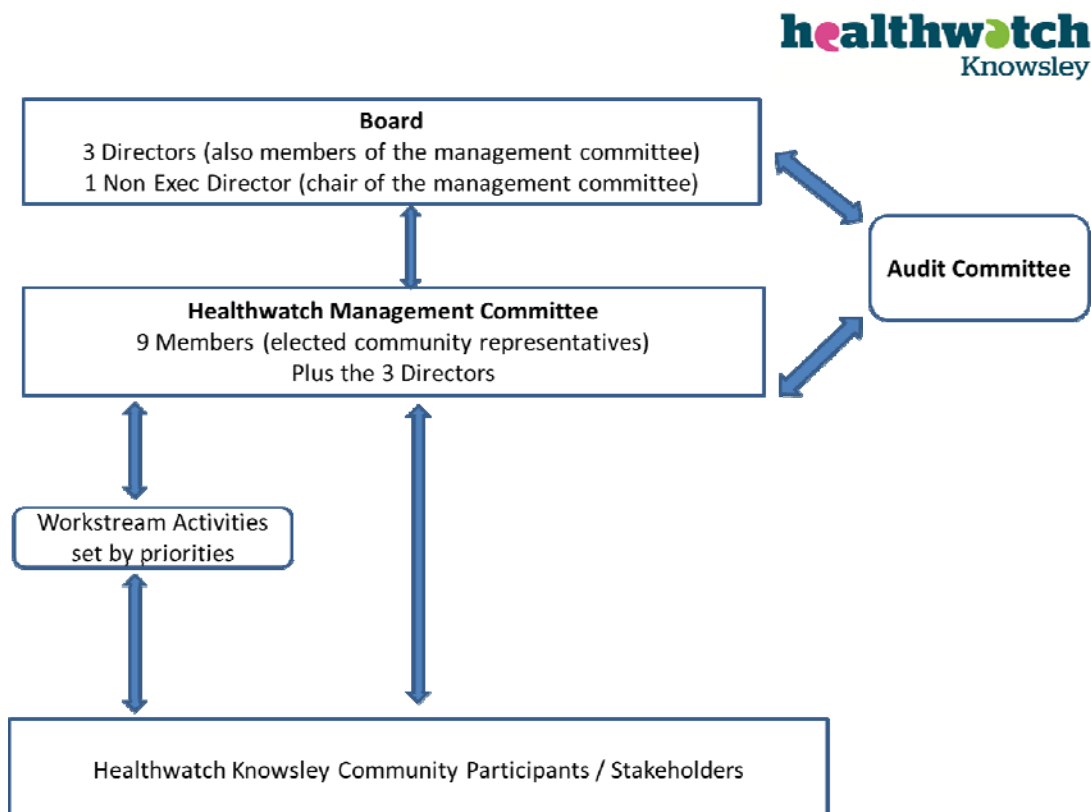
Healthwatch Knowsley CIC was formally launched to the public and stakeholders in April 2013.



Company Description

The Health and Social Care Act 2012 placed a requirement on the Local Authority to have an independent Healthwatch in place by April 2013. This was achieved in Knowsley with the registration of Healthwatch Knowsley Community Interest Company (CIC).

The organisational structure for Healthwatch Knowsley CIC is as follows:



Healthwatch Knowsley Board (Volunteer led)

The Board of Directors were appointed through a formal interview process during January 2013.

All of the members of the Board of Directors are Knowsley community members and undertake the role in a voluntary capacity. The board met in shadow form prior to the 1st April 2013. This provided a strong platform to build on in reaching the aim of having an organisation which is rooted in the local community and responsive to their needs.



To help to ensure that strong lines of communication and transparency were embedded within the organisation a Non-Executive Directors position was created. This role was taken up by the Chair of the Management Committee. A delegation of

powers governance document was written to define the role of the Board in relation to Management Committee and ensure clarity existed in terms of responsibility and roles. The Board of Directors have met on a monthly basis throughout this reporting period.

Healthwatch Knowsley Management Committee (Volunteer led)

The Management Committee was formed early in 2013 and met in shadow form on the run up to April 2013. It holds a remit to lead on the day to day activities for Healthwatch Knowsley and the delivery of its priority areas.

This Committee is community focused with the nine places for the group filled through a full election process. Management Committee seats were advertised throughout the community networks of Knowsley. Due to the level of interest in the roles a full postal election process was required. The above community members were elected to the Management Committee, again this group of

Healthwatch Knowsley Management Committee

	Margi O'Mara MBE Chair Management Committee		Pauline Burrows Vice Chair Management Committee
Pat Blair MBE	Frank Clarke	Paul Coogan	Roy Davies
Geoff Lyon	Jim Rogers	Janet Tildsley	

people are all community members from Knowsley helping to continue to build on the community led approach of the organisation. The Management Committee has met on a monthly basis throughout this reporting period.

Healthwatch Knowsley Audit Committee



An Audit Committee was established in August 2013 to monitor the integrity of the finance, governance and performance of Healthwatch Knowsley. This Committee is chaired by a member of the Management Committee. This Committee also took responsibility for the development and the monitoring of a risk register for the organisation.

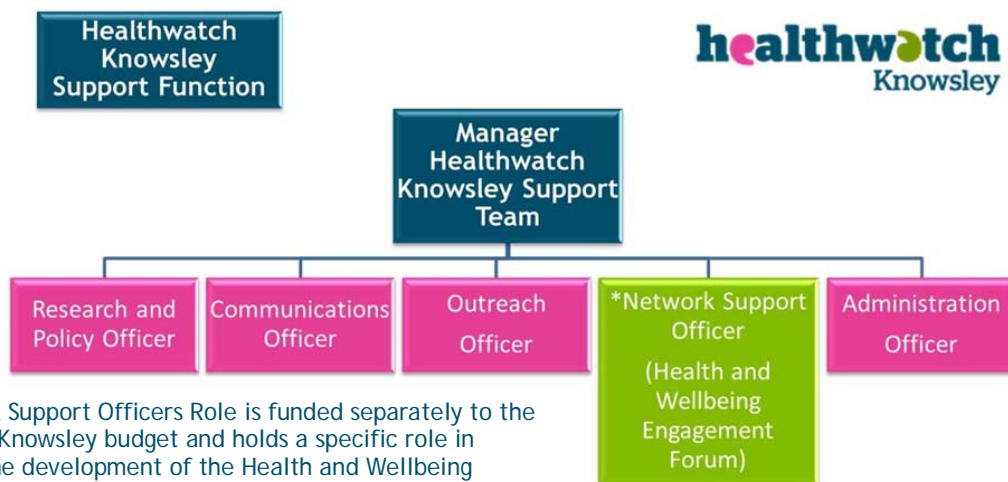
The Audit Committee meets on a monthly basis and reports formally to the Board and provides a monthly update to the Management Committee.

Paul Coogan
Chair of the Audit Committee

“The work of the Audit Committee for this year has focused on two key areas. Firstly, ensuring that there are robust systems in place to effectively monitor and evaluate the work of Healthwatch and secondly developing effective relationships between the Board, Management Committee and the Audit Committee. My thanks go to my fellow Audit Committee members who have helped to shape this work over the last 12 months” Paul Coogan, Management Committee Member & Chair of the Audit Committee

Support Staff Structure

The following team is in place to support the Board and Management Committee deliver on the key expectations of Healthwatch. The level of support required was defined by the Board and community in association with Local Authority Commissioner.



*The Network Support Officers Role is funded separately to the Healthwatch Knowsley budget and holds a specific role in facilitating the development of the Health and Wellbeing Engagement Forum for the Health and Wellbeing Board in Knowsley.

The staff group providing this function have been seconded into Healthwatch Knowsley from Sefton CVS.

“Partnership, openness and listening to the voice of Knowsley residents were the key features in the development of Healthwatch Knowsley into a strong and dynamic organisation that had the management structure, experience and skills that would give it strength, resilience and the opportunity to grow. Knowsley residents and key partners and stakeholders worked together at each and every stage in this development to achieve the best possible result and a Healthwatch Knowsley that was fit for the challenge of making sure that users of health and social services are heard and listened to.” Debra Lawson, Head of Commissioning for Knowsley MBC

With the key governance and support structures in place the focus turned to the representative roles that Healthwatch were required to fulfil or felt necessary to undertake to ensure that community views could be heard across the local health economy.

The following seven strategic roles were identified and following expressions of interest Management Committee members were appointed by the board to represent Healthwatch Knowsley.



The following section details what has been achieved within these roles.

Knowsley Health and Wellbeing Board

Healthwatch Representative Margi O'Mara MBE



The involvement of Healthwatch Knowsley with the Health and Wellbeing Board originated with Knowsley LINK. A community representative attended the Board in shadow form throughout the period 2011-13. This helped Healthwatch

Knowsley contribute to the development of the Board and take up the statutory seat when required in April 2013.

Throughout this reporting period, Healthwatch Knowsley has contributed to the strategic work of the Health and Wellbeing Board and also supported the development of an Engagement Forum which is in place to support the community engagement work of the Board.

It is important to state that it is felt that the role of Healthwatch Knowsley has been valued and listened to as a full partner at the Health and Wellbeing Board.

Examples of this include:

- Presentation of the Healthwatch Knowsley Business plan identifying the priorities for 2013-15.
- Support for the development of the Joint Health and Wellbeing Strategy and a community focused summary version, (throughout 2012-13)
- Contribution to the work around each of the 4 priority areas which have formed the focal point for the work of the Board. These include:

Mental Health

Alcohol

Respiratory Disease/Smoking

Appropriate, Effective Use of Services

- Involvement in the plans for submission to the Better Care Fund (Previously Integration Transformation Fund)
- Involvement in the Transformational Change Board leading on the work in relation to the Better Care Fund
- Contributing to the Health and Wellbeing Board Provider Engagement Event
- Ongoing involvement throughout the year in both the formal Board and the informal development sessions.
- Submitting regular partner updates to advise on the progress Healthwatch has made in relation to the business plan priorities.
- Provided patient experience information and held a specific focus group session to reply to the Call for Evidence in support of the Health and Wellbeing Board work around the priority of Mental Health.

It is felt that this is a strong foundation to build on for the next 12 months.

“Again as Chair of Knowsley LINK and the Healthwatch Management Committee, as well as a representative on the Health & Wellbeing Board during a time of many changes, the commitment to partnership working by all involved has formed the basis of a strong, productive working relationship for the benefit of Knowsley residents. I should like to take this opportunity to wish all involved every success in the future.” Margi O'Mara MBE

Knowsley Health and Wellbeing Engagement Forum

Healthwatch Representatives

Tom Best and Margi O'Mara MBE

The role of the Health and Wellbeing Engagement Forum is to support the Health and Wellbeing Board to engage with the communities in Knowsley, using a network approach.

The Forum membership includes representation from the following groups and organisations.

Physical Disability Partnership Board
Learning Disability Partnership Board
Carer's Partnership Board
Older People's Partnership Board
Healthwatch Knowsley
Knowsley Community and Voluntary Services
Youth Mutual
Patient Participation Groups
Knowsley Clinical Commissioning Group
Knowsley User-Led Organisation
Autism Services Development Group

The Forum is facilitated by Healthwatch Knowsley contributing to its development and activities. This has included:

- Co-production of the Adult Social Care Local Account 2012-13.
- Involvement and contribution to the community debates around the Health and

Wellbeing Board priorities of Alcohol and Appropriate, Effective use of services.

- Facilitation of the Forum Development sessions.
- Supporting the development of a Communications and Engagement Strategy for the Health and Wellbeing Board.

Healthwatch is keen to support the continued development of the Engagement Forum. Using this route alongside the statutory seat on the Health & Wellbeing Board, Healthwatch will continue to champion the views of Knowsley residents.



"Healthwatch values the role of the Engagement Forum in drawing together a network of community engagement groups and partners. This has enabled the views of the community members to shape the work of the Health & Wellbeing Board." Tom Best, Healthwatch Knowsley Director

Knowsley Clinical Commissioning Group

Healthwatch Representative - Mary Spreadbury



Throughout this year Healthwatch Knowsley has worked in partnership with Knowsley Clinical Commissioning Group (CCG) across a number of key activities.

An important part of the role of Healthwatch is to

promote and support the involvement of local people in the commissioning of local services. The relationship with the CCG forms a fundamental part of this work.

It is felt that from a Healthwatch perspective across the wide spectrum of CCG activities the 'critical friend' challenge of Healthwatch has been welcomed and responded to effectively.

The joint working with Knowsley CCG flowed from the relationship founded with Knowsley LINK. Examples of the activities that took place during this time include:

- Presentation from Knowsley CCG (shadow form) to the Knowsley LINK AGM 2012-13. This highlighted the progress made towards the establishment of the CCG in Knowsley.
- Attendance at the shadow CCG Governing Body.
- Knowsley LINK member's supporting the appointment process for the CCG Patient and Public Involvement Lay advisor role.
- Contribution to the stakeholder events held by the CCG during this period.
- Memorandum of Understanding in place.

This laid the foundation for ongoing involvement throughout 2013-14. It is hoped that Healthwatch Knowsley has complemented

and partnered with Knowsley CCG's own community involvement and engagement work. Examples of the work that has been undertaken include:

- Represented community members in an attendance role at Knowsley CCG Governing Body and contributed to informal development sessions. This role has provided challenge and independent community involvement to the strategic work of the CCG.
- Involvement within the authorisation process for Knowsley CCG.
- Quarterly meetings with the CCG chair to update on Healthwatch developments.
- Submission of Healthwatch Patient Experience reports to the CCG Governing body. This took place at the request of the Governing Body and the opportunity was welcomed by Healthwatch Knowsley. Service specific patient experience information has been shared when requested to support commissioning decisions or service reviews.
- Representation at the Transformational Change Programme Board which leads on the integration agenda and Better Care Fund programme for Knowsley.
- Representation at the Clinical, Quality and Safety Committee. (further details regarding this role found within the next section of this report).
- Representation and support with the formation and development of the Patient Experience Group for the CCG. This group is chaired by the Patient and Public Involvement Lay advisor and includes representation from the Patient Participation Groups (PPGs) across Knowsley.
- Flowing from the involvement with CCG Patient Experience Group Healthwatch took part in the End of Life Involvement Event and subsequent report.
- Contribution to CCG events held across

Knowsley Clinical Commissioning Group

the year including the Patient Participation Group Forums and Stakeholder events.

- Focus groups facilitated as part of the Commissioning Policies Review.
- Focus Group facilitated and a telephone survey undertaken to support the CCG review of the Community Chronic Obstructive Pulmonary Disease (COPD) service.
- Call for Evidence undertaken to understand the patient experience levels at our local acute care providers. This work has support the work of the Merseyside CCG Collaborative responding to the Risk Summit for a local provider.
- Involvement in the Knowsley CCG and Cheshire and Merseyside Commissioning Support Unit Cardio Vascular Disease Procurement process.
- Healthwatch Knowsley has also worked closely with both Knowsley CCG and Senior Governance Manager (Equality & Diversity) from Cheshire & Merseyside Commissioning Support Unit in preparation

for the external validation work that will take place in 2014 in relation to Equality Delivery System (EDS). The System was refreshed during 2013 and Healthwatch Knowsley has received EDS2 training to enable community members to engage in the future validation process.

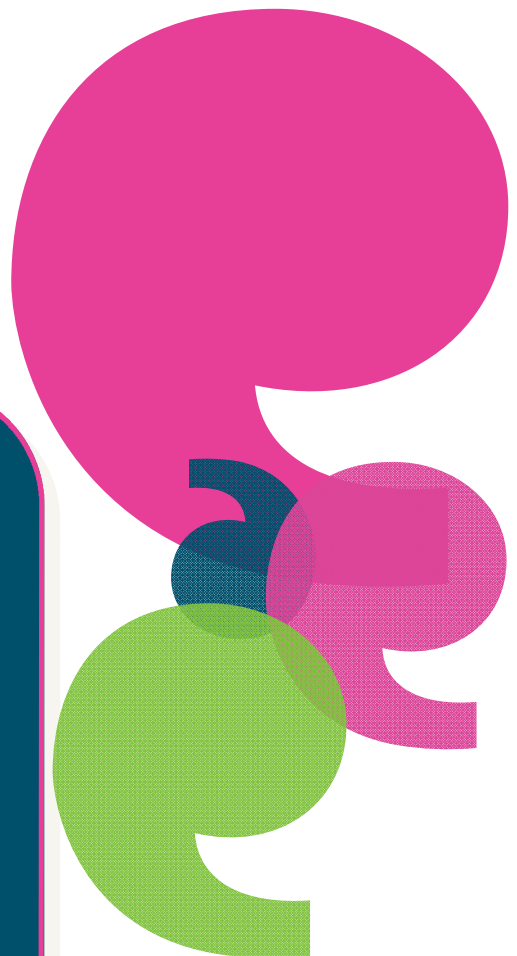
Working with the CCG has enabled Healthwatch to gain a much better perspective of the commissioning landscape across the borough and wider Merseyside footprint. This has provided an opportunity to both challenge effectively and be part of the solution to service improvements and quality.

"The Governing Body, Clinicians and staff of the CCG have benefitted greatly from the support and challenge provided by Healthwatch during its first year as a statutory NHS organisation.

Patients are at the heart of all we do and in embracing the skills, knowledge and experience of Healthwatch colleagues at all levels of the CCG, we have been able to develop and improve services in partnership with our patients even when that includes sensitive areas of care such as end of life.

We look forward to building on this strong foundation in the coming year."

Dianne Johnson, Accountable Officer, Knowsley Clinical Commissioning Group



Knowsley Clinical Commissioning Group

Case Study - Working with Knowsley Clinical Commissioning Group - Demonstrating an Impact

Healthwatch was approached by Knowsley CCG to support the activities that were being undertaken as part of the service review for the community based Chronic Obstructive Pulmonary Disease (COPD) provision in Knowsley.

As part of this work Healthwatch facilitated a Patient and Carer Coffee Morning. The style of the session was informal and this was done purposely to allow the conversation to flow more naturally and to encourage the group to speak to each other about their experiences. The session was positively received and many people shared about their experiences of accessing the services and receiving ongoing treatment and support.

Telephone interviews also took place to understand the views of community members who were housebound and unable to attend the session.

A high level of confidence and trust in the service was voiced strongly and excellent comments received about the flexibility and responsiveness of the provision, professionally delivered within the community. Alongside other engagement activities undertaken by the CCG, this evidence supported the extension of the existing contract for a further period.

It is been reported that the independence of Healthwatch was valued in this process.

Clinical Quality and Safety Committee

In addition to the role with the Clinical Commissioning Group Governing Body, Healthwatch Knowsley also has a place on the Clinical Quality and Safety Committee. This committee holds the responsibility for the oversight of the quality and safety processes for the range of commissioned services.

Paul Coogan is the Healthwatch Knowsley representative for this committee. Again Healthwatch Knowsley is able to voice any concerns regarding patient and community experience in relation to services accessed by Knowsley residents.



"I have found that the contribution from Healthwatch has been encouraged and welcomed by the Clinical Quality and Safety Committee. This is a key opportunity to highlight community concerns and contribute to the commissioning of high quality and safe services for Knowsley residents"
Paul Coogan - Healthwatch Management Committee Representative.

Knowsley Safeguarding Adults Board

Healthwatch Representative Jim Rogers



A vital part of the work of Healthwatch Knowsley across the past 12 months has been the activities undertaken in partnership with the Knowsley Safeguarding Adults Board. Jim Rogers has represented Healthwatch Knowsley at this Board.

The activities that have flowed from this representative role have been:

- Involvement in the appointments panel for the Independent Chair of the Knowsley Safeguarding Adults Board.
- Ongoing liaison with Knowsley Council's Safeguarding Unit in relation to the Enter and View work undertaken by Healthwatch Knowsley.
- Involvement in the Quality Information Group (QIG) which is a subgroup of the Knowsley Safeguarding Adults Board. The role of this group is to collect and share information from a range of sources on providers of care services to people in Knowsley. Community based evidence collected by Healthwatch Knowsley is able to be shared at this group. This is an important route to raising any identified concerns about standards of care and the focus on softer evidence which can prevent a situation becoming serious.
- The trust in Healthwatch Knowsley and

the independence it is able to provide has been evidenced by a representative from Healthwatch chairing a Serious Case Review in Knowsley.

- Healthwatch Knowsley has had involvement in the Serious Case Review Group which holds the role of identifying when serious untoward incident requires a serious case review process to be undertaken.
- Healthwatch Knowsley has also chaired and supported the facilitation of the Thresholds Review Group on behalf of the Knowsley Safeguarding Adults Board. This ongoing activity is working with partners from the Local Authority, Health and the independent sector to ensure that a working agreement and an understanding across all agencies is in place in respect of operational definitions. The focus for the first review has been falls.

The progress made in this area of work across the past 12 months holds real value to Healthwatch Knowsley.



Cathy Comer & Jim Rogers at the
Thresholds for Safeguarding in Knowsley
Event

"Over the past 12 months since the establishment of Healthwatch Knowsley, the Safeguarding Adults Unit (SAU) has continued to build on the positive relationship that started with Knowsley LINK. Healthwatch Knowsley is an active member of the Safeguarding Adults Board and the Safeguarding Adults Unit has valued working in partnership.

The work of Healthwatch Knowsley is a reminder to all members of the importance of listening to the voice of Knowsley residents in shaping the activity of the Safeguarding Adults Board. We look forward to continuing and developing our partnership work in the coming year."

Cathy Comer, Safeguarding Adults Co-ordinator, Safeguarding Adults Unit

NHS England Quality Surveillance Group

Healthwatch Representatives Paul Coogan & Mary Spreadbury

The aim of the Quality Surveillance Group (QSG) is to allow for the exchange of information that may indicate an early warning of a concern. It also provides a mechanism to respond to emerging concerns and ensure that appropriate actions are being taken when concerns arise.

The membership of the local QSG includes the Care Quality Commission, Monitor, Local Authority, Clinical Commissioning Groups, National Health Service Trust Development Authority and the NHS England Local area teams.

Due to the correlation between the work of the QSG and the roles undertaken by Healthwatch in Knowsley the responsibility for representation on this group has been shared between Mary Spreadbury and Paul Coogan.

During this reporting period Healthwatch Knowsley attended each of the monthly QSG meetings.

The QSG reviews information in relation to health and social care provision across the

Merseyside footprint and Healthwatch Knowsley has contributed patient experience reports to this process. Involvement of Healthwatch in this activity requires a local briefing meeting in preparation to attend the session and also the NHS England Local Area team facilitate a pre-meeting which has become a valuable activity in supporting Healthwatch contribute to the meeting.





Our Priorities

Development of a business plan and priorities for Healthwatch Knowsley

The direction for the work of Healthwatch Knowsley was set through the development of a business plan and action plan for the organisation. This was written early within 2013 and was presented to the Knowsley Health and Wellbeing Board for comment and to demonstrate the intended direction of travel for Healthwatch.

Community based roadshows were held throughout June 2013 to influence the writing of the business plan and its priorities. This was undertaken in the form of weeklong sets of outreach activities in each of the four main areas of the borough of Knowsley. During this

time 103 community members attended drop-in sessions and spoke to Healthwatch about their health priorities with a further 283 people sharing information about their recent patient experience. It was also a great opportunity to begin to promote the arrival of Healthwatch.

Analysis of the community feedback information was reviewed by the Healthwatch Knowsley Management Committee and using a decision making matrix, to ensure that the levels of impact on the community was fully understood, the following priorities were agreed.



Responding to the Health and Wellbeing Board Priorities.

The first priority within the business plan relates to the statutory role on the local Health and Wellbeing Board. Elements of this area of work has been covered under the representation section of this report found on page 14.

Involvement with the Health and Wellbeing Board has provided a significant opportunity to influence at a strategic level in relation to key health and wellbeing priorities.

Mental Health Service Provision

The priority area of mental health was one that was both an ongoing area of work from Knowsley LINK as well as a continuing concern highlighted by community members.

The main focal point for this area of work has been the Positive Mental Health Coffee Mornings facilitated by Healthwatch Knowsley.

This activity has been a key source of ongoing discussion with Knowsley community members. Across the year 71 individual service users, carers and family members have engaged in the sessions held on a monthly basis. (10 sessions in total)

Key community concerns identified included:

Concerns have been highlighted over waiting times and availability to Improving Access to Psychological Therapies (IAPT) services for Knowsley residents.

“The Doctor referred me for counselling as I had been experiencing depression. Someone phoned me three weeks later and asked me questions for an hour over the phone such as are you thinking of committing suicide. When I had finished the conversation she said someone would be in touch in about 20 weeks because of staff shortages. (In August 2013 this patient received a letter from the provider asking her if she still wished to remain on the waiting list)”

Impact:

Concerns around this area were highlighted to Knowsley CCG and as a result challenged with the provider. Waiting times have now improved and have been reduced. As a further response the service lead from the provider has regularly attended the Positive Mental Health Coffee Morning and talked through improvements and sought views on further areas for consideration.

Concerns were raised with both the provider and Commissioner over the long term plans for an A&E Liaison service for Mental Health. The key question was around the plans for the ongoing commissioning of the service.

Impact:

Knowsley CCG responded and provided assurance that the service would be re-commissioned and that a review of performance would be undertaken.

Concern was raised over Carers views not being listened to in relation to Mental Health service provision.

Impact:

Provider invited Healthwatch Knowsley to attend the providers Triangle of Care event and launch of a Carers Champions network. This area of work is ongoing to monitor the impact on patient and service user experience.

Mental Health Service Provision continued

Concern was raised over the level of information available on inpatient wards at Mental Health Trusts.

Impact:

Healthwatch representatives visited a ward with the Patient Advice & Liaison (PALS) team and the provision had been improved following concerns raised. Changes had also been implemented to improve the physical environment of the entrance/reception area to the unit.

Concerns have been raised over the lack of physical and social activities available within a local inpatient ward.

Impact:

The matron for the unit for which the concerns had been raised attended a coffee morning to talk through activities programme and improvements made.

Further Issues which are ongoing:

Concern over the use of telephone assessments and the potential to miss some of the signs of vulnerability highlighted through a face to face assessment.

Service provision for people with Dementia both within a community setting and acute care.

Other work undertaken under this Priority Area

Members of the Positive Mental Health Coffee Morning group reviewed the draft Public Health

Commissioning Plan for Mental Health in Knowsley. This included holding a focus group session with the Local Authority Director of Public Health to discuss the impact of the plan.

The views of the members of the Positive Mental Health Coffee Morning alongside the patient experience stories captured through outreach activities were submitted as part of a response to a call for evidence in relation to mental health services. The call for evidence was undertaken on behalf of the Knowsley Health and Wellbeing Board. A focus group was also held with the local authority (21 community members involved) to provide further in-depth information to the issues highlighted in the written response.

This work has led to a representative on behalf of Healthwatch Knowsley joining a Strategic group set up on behalf of the Health and Wellbeing Board to review mental health service provision.

It is important to highlight that Healthwatch Knowsley has worked closely with the Mental Health service providers across Knowsley. This includes quarterly meetings to discuss emerging issues and to respond effectively to concerns highlighted. This partnership working is valued from a Healthwatch perspective and the role of Healthwatch has been recognised and responded to effectively.



"The Healthwatch meetings remain friendly and informal. But never lose sight of the reasons for the meeting, i.e. to bring experiences to the fore and challenge situations and standards that are below standard. Also to flag up standards of care which are good and working, which could be applied to areas that require improvement. The group is forward thinking and challenging to improve care in hospital and the community."

Pam & Peter Thornton, Positive Mental Health Coffee Morning Members.

Quality of Domiciliary Care Provision

This area of work is conducted in partnership with Knowsley Council's Quality Assurance Unit and came about because of community concerns about the level of service that housebound people who are in receipt of Domiciliary Care are receiving. This trend emerged from the initial consultation work completed at the start of Healthwatch and confirmed the need for this area of work.

A total of 84 service users and their family members have been contacted to ascertain levels of satisfaction via a telephone based survey.

The survey focuses on whether people feel that the paid carers had enough time to carry out the care that was required, whether people are being given enough to eat and drink and whether people feel that they are treated with dignity and respect.

Survey results to date have been shared with the Local Authority. A review of this activity will take place during 2014-15.

Hospital Discharge

Hospital Discharge was an important focus for the year. Jim Rogers is the lead for the Management Committee in relation to this priority.

The approach taken around hospital discharge flowed from work that had commenced under Knowsley LINK and was in partnership with the Local Authority Overview and Scrutiny Board.

Under Knowsley LINK, concerns relating to hospital discharge had been referred through to the Health Scrutiny Committee and had been responded to through a review completed in December 2012. The report entitled 'Hospital Discharge and the Provision of Care and Support for People Leaving Hospital' was published and a number of recommendations flowed from the review.

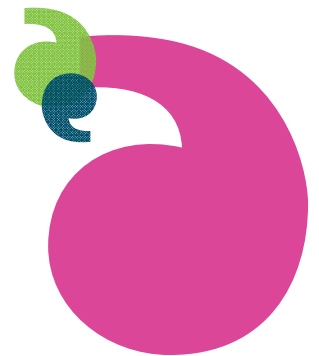
Healthwatch was asked to respond to a specific recommendation which focused on the information provided to community members following a discharge from hospital.

From the outset the parameters were set for a time based piece of work for Healthwatch Knowsley in relation to patient information provided upon their discharge from hospital.

Particular focus was paid to:

- **Quality and Accuracy of information available**
- **Clear description of follow up support offered and contact details for the Acute Care provider if further information is necessary**
- **Level of signposting information into local advocacy/welfare/ support agencies**
- **Knowledge of the unique role of an independent advocate**
- **Ease of access to information including accessible formats**

Representatives from Healthwatch and Local Authority Whole Life Commissioning Team met with nominated representatives from 5 local acute care and mental health service providers.



A report detailing the findings of the review has been submitted to Local Authority Commissioner and Overview and Scrutiny Board. A copy of the report can be found on the Healthwatch Knowsley website.

This piece of work led to Healthwatch Knowsley being interviewed on a news item for BBC Radio Merseyside providing an opportunity to contribute to a debate in relation to hospital discharge. For the coming 12 months this work will continue through the Healthwatch England Special Inquiry being undertaken into unsafe discharge.

Hospital Care

A further priority for the year was to understand the main areas that are both positive and negative from a community perspective in relation to hospital care. The focus for this has been across three key areas.

Gathering of Patient Experience information through outreach activities enabling Healthwatch Knowsley to understand the picture for patients.

Ensuring there is an effective route into the local Acute Care providers to influence and challenge.

Production of quarterly Patient experience reports with Healthwatch recommendations are submitted to the provider and commissioner.

The aim of capturing Patient Experience information is to understand the key trends that are emerging from a patient experience point of view.

"Following many years working as a Social Worker in Knowsley, including a number of years working within hospital based teams; hospital discharge is an area in which I hold a particular interest. This piece of work was both able to highlight some really supportive and innovative approaches to ensuring that patients have information available during discharge. It also highlighted areas that could be improved on behalf of Knowsley residents which Healthwatch will be keen to see addressed." Jim Rogers, Management Committee Member



Throughout the year trends have been tracked across the 416 patient experience stories received (all uploaded to the Healthwatch England info bank) and reported to the Trusts with supporting recommendations.

A further 305 specific surveys have been captured as part of a 'call for evidence' in relation to hospital care.

This information has highlighted some very positive aspects of the care received but also concerns to be shared with provider and commissioner.

For the three main Acute Care providers the route to sharing patient experience information has been through the Patient Experience Committees which exist with the formal governance structures for each of the hospitals.

Thanks must be expressed to Aintree University Hospital NHS Foundation Trust, St Helens and Knowsley Teaching Hospitals NHS Trust and Royal Liverpool and Broadgreen University Hospitals for the work undertaken with Healthwatch Knowsley across this year.

Hospital Care continued

The patient experience reports have been formally submitted on a quarterly basis and the statutory 20 working day response time highlighted. The relationships with each of the Acute Care providers, who provide services to Knowsley residents, throughout the year has been positive and formal responses have been received for the reports submitted. Alongside specific recommendations which flow from the emerging trends, each of the reports holds a specific recommendation for the information submitted to be viewed alongside the patient experience and complaints data received by the provider. It is an expectation of Healthwatch that from this analysis the 'so what is being done differently' question is addressed.

With each of the Trusts a quarterly meeting takes place to discuss the impact of the reports and the response required. Each of the quarterly reports and the Trusts response are shared with the Commissioners and where required also with the Quality Surveillance Group.

With some Trusts joint reporting has been in place with our neighbouring Healthwatch organisations helping to strengthen the challenge on behalf of adjoining Local Authority areas.

This work has also led to Healthwatch Knowsley having a strong evidence base to support Quality Accounts Commentaries for the 2013-14 process.

Janet Tildsley is the lead for this area on behalf of the Management Committee.

"I have represented Healthwatch Knowsley at both the Patient Experience Council and Patient Safety Council at St Helens and Knowsley Teaching Hospitals NHS Trust. The formal reports and input of Healthwatch Knowsley has been welcomed throughout the year and also responded to positively"

Janet Tildsley, Management Committee Member

GP appointments and Access to Primary Care

Across the year a significant amount of patient experience information has been collected in relation to access to Primary Care appointments. 307 comments have been received of which 39% relates to a positive experience. A further 57% are either mixed or negative in content across a range of themes including access to a service or appointments.

This report has been shared both with Knowsley CCG and the NHS England Quality Surveillance Group. The focal point for a response is through Healthwatch Knowsley's ongoing involvement in the Transformational Change Programme Board. The emphasis for

the work of this board is to develop and reshape the service provision across Knowsley to be Locality Based, improving access and meeting the identified needs of the community. Increased health and social care integration will underpin the developments. Both within the strategic discussions around the delivery of this programme and within the community debates that have taken place through the Health and Wellbeing Engagement Forum, Healthwatch has been well placed to ensure that the views of the community are integral to this programme.

Enter and View Activities

For both this year and into 2014-15 the focus for the Enter and view activities for Healthwatch Knowsley is around the quality of provision within the Nursing and Residential Care sector. The purpose for this focus is twofold:

Firstly, it is an area that community members highlighted through the priority setting roadshows due to the fact community members living in Nursing and Residential Care are viewed as being at an increased risk of abuse.

Secondly, this area of work contributes to the ongoing work of Healthwatch with the Knowsley Safeguarding Adults Board.

The year began with a refresh of the Enter and View training delivered in house, taking on board guidance that has been received from Healthwatch England.

In total 33 community members, from a diverse range of backgrounds, have undertaken training and have received the relevant DBS checks. Particular care was taken to encourage 'Experts by Experience' to take part in the programme, such as older people or people who use learning disability services. A list of authorised Enter & View representatives can be found on the Healthwatch Knowsley website.

The programme of visits has been outlined for the two year period and has been shared with both the Local Authority and Care Quality Commission (CQC).

This has led to an ongoing dialogue in relation to the visits undertaken and the scope to work in partnership to both highlight concerns and respond effectively. A practical example of this is the postponement of a Healthwatch Enter and View visit due to ongoing investigations at a local home. Similarly Healthwatch also received a request for an

Enter and View activity to take place as part of an ongoing management review with a provider.

Flexibility is built into the programme with the ability to respond either to a community based trend that has emerged through concerns raised or through an identified need via the local Authority Safeguarding Board or CQC.

In total 7 visits have been carried out and of the team of community members who received the training 17 have undertaken a visit. The reports for these visit have been shared with the provider and are made available on the Healthwatch Knowsley website.

Roy Davies is the Management Committee Lead for this area and the identified Enter and View champion.

"After receiving my Enter and View training I went on my first visit. This was a new experience for me and I was a bit wary of what to expect, after a couple of visits I was able to relax and enjoy the experience. The residents of the homes had so much to tell me I would laugh and joke with them whilst ensuring that the aim of the visit was retained.

To be asked to take the lead as the Enter & View champion is a privilege. I hope to be able to pass on my enthusiasm and experience and try and help others to relax and enjoy the visits, but most of all to carry out this duty in a professional manner at all times and not to forget what we are there to do."

Roy Davies, Enter & View Champion & Management Committee Member



Signposting Activities

Healthwatch Knowsley also provides a Signposting Service which is aimed to support community members access to local Health, Social Care and Voluntary sector services. The focus for this service is primarily based on proactive outreach activities into the community both looking to understand the types of services people require information about and signposting people to the choices available.

Healthwatch Knowsley also offers signposting support over the telephone and through the day to day activities of Healthwatch Knowsley.

Throughout the year Healthwatch Knowsley has signposted 292 community members to a

Outreach Activities

Ensuring that the views of the whole community across Knowsley are listened to and are influencing the work of Healthwatch Knowsley and the services provided across Health and Social Care has been the focal point for our outreach activities.

The business plan for Healthwatch Knowsley defined the key areas to be addressed in the first year of operation. These included:

Engagement work with employers across Knowsley to understand the views of people in Employment.

Outreach to Older People living in Sheltered Accommodation in Knowsley.

Hearing the views of people with Learning Disabilities both through the work of the Health and Wellbeing Engagement Forum and through visiting all of the day centre provision in Knowsley.

Working with the Filipino Community in Knowsley

Each of the areas of work have been positive

range of services including Healthwatch Independent Complaint and Advocacy Service, PALS services, Community Voluntary Sector services and Hospital Trusts.



and have contributed to the 210 outreach activities that have been undertaken across the 12 months.

Additional outreach activities have seen Healthwatch working with Stay and Play Session at the local children's Centre, Information stands at local shopping centres, working with partners including the Alzheimer's Society, Knowsley Carers Centre - Carers Vision Group, Knowsley Health Forums, Local community centres, Activity for Life, CRI - Drug and Alcohol Services and many more.

Specific work undertaken to understand the views of younger people has taken place through the Knowsley Health and Wellbeing Engagement Forum and through visiting Enchord Music Group - Christ the King School, Kirkby High School - year 11-12 Personal, Social Health and Economic Education (PSHE) classes, MACTAC training and assessment activities, Knowsley Skills Academy, AI's Group - young people with Learning Disabilities, Centre 63 - Young Persons Group, 6th Form groups at Halewood Academy.

Outreach Activities

This is an area of work we will be looking to strengthen across the coming 12 months with the formation of a new Knowsley Youth Mutual

which leads on youth engagement across the borough.

Reaching the Knowsley Workforce - Case study

The work engaging with people who are employed in Knowsley was undertaken in partnership with the Knowsley Chamber of Commerce. Healthwatch Knowsley partnered with the Working Well "Bottle to Throttle" initiative that was undertaken to help local businesses to promote a sensible drinking message and by educating the workforce in Knowsley about many of the factors relating to drink. This also was carried out in support of the National Campaign "The Dry January Challenge".

Information stands were held on the premises of 9 large to medium employers in Knowsley including Jaguar Land Rover, Barclaycard, Warmer Energy and Magna. This activity had a potential target audience of over 7000 employees. It helped provide a route to raise the profile of Healthwatch activities and understand the views of community members who may not normally engage with health related engagement activities.

Healthwatch Knowsley Coffee Mornings

Healthwatch Knowsley has found that regular informal coffee mornings sessions provide an opportunity for community members to share patient experience information but also learn about the services that are provided.

Information and Advice Coffee Morning
Carer Vision Coffee Morning
COPD Coffee Morning (CCG session)
Getting ready for Winter
'Have Your Say' Coffee Morning
End of Life Care—Liverpool Care Pathway
Mersey Care NHS Trust Coffee Morning
Northwest Ambulance Service—Patient Transport Service
Public Health Annual Report Presentation
'You Said, We Did' Feedback Session
Adult Social Care Spending Plan

184 people have attended the coffee morning sessions held across the year.

In addition to this as reported in the earlier section 10 positive mental Health Coffee Mornings have been held during this year.



Formal Reporting

Currently Healthwatch Knowsley uses the Healthwatch England Hub to record the patient and community based experiences collected. Flowing from outreach activities 1139 patient experience stories have been captured across the first year of operation for Healthwatch.

Using this database specific reports can be compiled providing information around a service area or a trend raised by community members. The data shared at a national level is fully anonymized to protect the individuals that have raised the information with Healthwatch Knowsley.

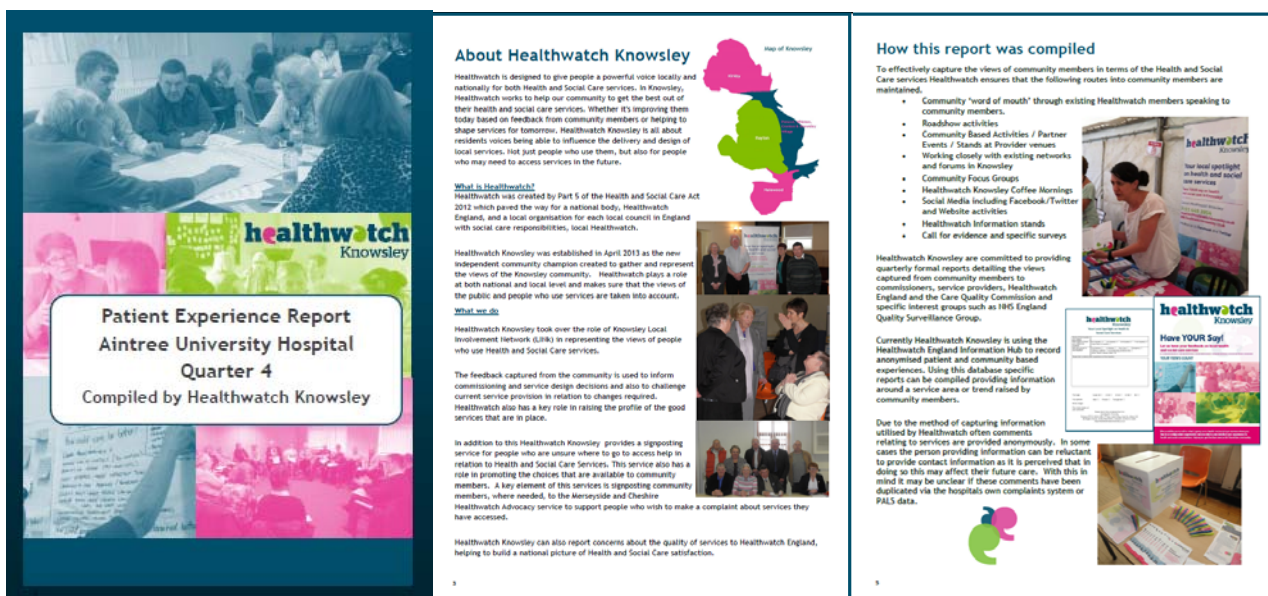
Throughout the year trends have been tracked across the 416 patient experience pieces of data captured in relation to hospital care. These are reported to the Trusts with supporting recommendations.

Each report submitted requests that Healthwatch information be viewed alongside the patient experience information, complaints and compliments data and friends and family responses to help provide a full picture of the emerging patient concerns.

For this year 27 Reports have been produced with a total of 38 Recommendations made.

These reports have been submitted to the following:

Relevant service provider
Knowsley CCG
NHS England Quality Surveillance Group
(were requested)
Local Authority Commissioners
Care Quality Commission



Working in Partnership

Many of the achievements highlighted within this report would not have been reached without the partnership working that Healthwatch has benefited from across the year.

Important relationships exist across the local boundaries with neighbouring Healthwatch organisations. Thanks go to our partners at Healthwatch St Helens, Sefton, Liverpool, Halton and Wirral for the support and information sharing that is ongoing across the Merseyside patch.

Regular chairs and support staff meetings have helped ensure that shared concerns have been raised and in many cases a unified approach to addressing community concerns has been adopted. An example of this is the work undertaken with the North West Ambulance Service NHS Trust (Nwas) and the Healthwatch organisations across Merseyside. (Please see case study on page 33).

We have also benefited from the regular North West chairs meeting which have been held across the region. Our thanks go to Healthwatch organisations in particular Healthwatch Blackburn with Darwen who have supported this network to develop.

In addition to the effective partnership working that has been described throughout the report at a local level with commissioners and providers. Effective partnership working has taken place with the Care Quality Commission (CQC). Examples to support this include:

- North West Care Quality Commission Compliance Manager meeting with the Board and Management Committee for Healthwatch Knowsley and talking through the structure, changes and work locally of the CQC.

- Patient Experience Reports shared to support inspection processes and staff and community attendance at Listening Events.
- A staff Whistle Blowing raised with Healthwatch Knowsley was shared with the CQC.
- Sharing of plans for 'Enter and View' activities.

"Although I do not live in Knowsley a work colleague mentioned phoning Healthwatch Knowsley for advice regarding a family member's care at a Liverpool Hospital. They were really supportive and due to work that the Care Quality Commission (CQC) was undertaking with the Hospital at that time I was contacted the next day by a CQC inspector. The situation my family had faced was taken into account for an inspection and I felt that although I had a really poor a experience, a positive could be the potential to change this now so it does not happen for others"

North West Ambulance Service – Case Study

In April 2013 NWAS commenced delivery of the contract to deliver the Patient Transport Services (PTS) provision for the Northwest area. Blackpool CCG is the lead commissioner for the service.

During this period Healthwatch organisations from across the Merseyside patch began to pick up patient experience stories that indicated that community members were not being able to access the PTS provision. The evidence from 39 cases received across the Merseyside patch suggested that people, due to the criteria associated with the service, were being excluded.

A joint Merseyside Healthwatch report was submitted to Liverpool CCG and in response a meeting arranged for the Healthwatch organisations with Liverpool CCG, Blackpool CCG and NWAS. Concerns were highlighted in relation to the people who had been advised that they no longer met the criteria for the service, the impact on the 'Did not attend' rates at outpatients appointments and the stress caused to the community members concerned. An example of the patient experience captured included:

"I was due to go to Aintree Hospitals Warfarin Clinic. I have had a heart bypass and pacemaker and I have thrombosis in my leg. I have used the patient transport system for the last nine years, including in April of this year when I had no problem with booking.

When I tried to book for the May appointment I was asked how did I do my Shopping? I explained I use my scooter and as a result of this I was told that I did not qualify for Patient Transport."

Following advice from Healthwatch Knowsley the patients GP was able to book the required transport for the patient. He rang back to confirm that his transport was booked and he would be able to keep his appointment as planned. Similar cases were collected by Healthwatch colleagues across the Merseyside area.

This work resulted in NWAS introducing a 'Making Experience Count Team' to work with people who may not meet the criteria for the service and in some cases reviewing the decisions made. NWAS would also take time to review the approach taken by call centre staff, include increased training where required and also review the criteria used to ensure that the barriers for people who genuinely required support were addressed.

Staff members from NWAS also attended a further Healthwatch Merseyside and Cheshire Chairs meeting to feedback on the progress made in addressing this situation. The work with NWAS has been ongoing with staff attending a Healthwatch Knowsley coffee morning to update the community on the service provided.

Finance Report 2013-14:

Below is a summary of income and expenditure for Healthwatch Knowsley.

Following the formation of Healthwatch Knowsley, a two year grant agreement was signed with Knowsley Council. This included £180,000 per year for the timescale of the agreement.

April 2013 to March 2014			
INCOME			
Healthwatch			180000
Additional start up			1882
Interest Receivable			159
			182041
EXPENDITURE			
Salaries			138446
Rent			7700
Telephony/IT			2372
Governance/Audit/Insurance			8764
Office costs			8644
Events/meeting rooms			3662
Training/Volunteer expenses			5599
Capital items			961
			176148
Surplus on year			5893
BALANCE SHEET			
Fixed assets	1201		
Less Depreciation	-240		
			961
Current Assets			
cash at bank and in hand		54608	
Creditors: amounts falling due within one year		49676	
			4932
Net Assets			5893
Funds			
Income and expenditure account			5893

Use of the Healthwatch Brand:

Healthwatch Knowsley is licensed to use the Healthwatch trademark and associated logo and brand materials in accordance with our license agreement with Healthwatch England.

Examples of these include:

- Promotional leaflets and marketing materials
- Website, Twitter and Facebook
- E-Bulletins and mail outs
- Have Your Say forms
- Press releases
- Enter & View activities including reports
- Public events (advertising and event literature)
- Membership applications
- Banners and promotional stands
- Board and Management committee agenda and minutes
- Published Reports

Thanks and Looking forward:

Our thanks go to the many community members who have engaged with Healthwatch over the past 12 months and to the organisations who have partnered with Healthwatch during this year.

Over the coming year Healthwatch is keen to further expand on the priority areas set within the two year business plan. Key areas we would also like to pay further attention to is raising the profile of Healthwatch with the frontline providers of services such as the domiciliary care and nursing care providers to promote the activities of Healthwatch.



Glossary

Better Care Fund - a single pooled budget to support health and social care services to work more closely together in local areas.

Care Quality Commission (CQC) - makes sure hospitals, care homes, dental and GP surgeries, and all other care services in England provide people with safe, effective, compassionate and high quality care, and encourages these services to make improvements.

Chronic Obstructive Pulmonary Disease (COPD) - the name for a collection of lung diseases including chronic bronchitis, emphysema and chronic obstructive airways disease.

Clinical Commissioning Group (CCG) - group of General Practices that work together to plan and design local health services in England. They do this by 'commissioning' or buying health and care services including, planned hospital care; urgent and emergency care; rehabilitation care; community health services; mental health and learning disability services.

Commissioning - a means of joining up resources to focus on improving outcomes for people in the most efficient and effective way both now and into the future.

Community Interest Company (CIC) - a type of company, designed in particular for social enterprises that want to use their profits and assets for the public good.

Disclosure & Barring Service (DBS) - helps employers make safer recruitment decisions and prevent unsuitable people from working with vulnerable groups, including children.

Domiciliary Care - also known as homecare, is the delivery of a range of personal care and support services to individuals in their own homes.

Enter & View - visits completed by authorised representatives to publically funded health and social care settings.

Health & Wellbeing Board - a Board where key leaders from the health and care system work together to improve the health and wellbeing of their local population and reduce health inequalities.

Healthwatch England Info Bank - All of our information, intelligence and reports are stored on the Healthwatch England 'infobank'. This is a computer system that allows us to search for emerging topics and trends and build a strong evidence base for our work. We can also use the aggregated data at a national level to build our evidence base.

Joint Health & Wellbeing Strategy - a plan to show the commitment and vision to address the health and wellbeing priorities within Knowsley.

Joint Strategic Needs Assessment (JSNA) - describes the current and future health, care and wellbeing needs of local communities.

Knowsley LINK (Local Involvement Network) - an independent network of organisations and individuals representing the views of local people, this is now been replaced by local Healthwatch.

Glossary

Knowsley Safeguarding Adults Board - co-ordinates the work done by each individual or agency represented on the Board for the purposes of safeguarding and promoting the welfare of adults in Knowsley and upholding the right of all adults to live their lives free from violence, abuse and neglect.

Local Accounts - explains to residents how well local adult social care is supporting people in their local area. Local accounts are important because they give information about how people are supported and where the Council and its partners are doing well and where they need to get better.

Neurosciences - the scientific study of the nervous system

Neonatal - relating to new-born infants

Patient Advice & Liaison Service (PALS) - a service that provides confidential advice, support and information on health-related matters.

Patient Led Assessments of the Care Environment (PLACE) - new system for assessing the quality of the patient environment.

Patient Participation Groups (PPG) - a group of patients registered with the surgery who have no medical training but have an interest in the services provided. The aim of the PPG is to represent patients' views and cross barriers, embracing diversity and to work in partnership with the surgery to improve common understanding.

Quality Account - a report about the quality of services by an NHS healthcare provider. The reports are published annually by each provider, including the independent sector, and are available to the public.

Quality Surveillance Group (QSG) - the QSG engage in the observation of quality at a local level by those closest to the detail and most aware of concerns. They will not only consider information and intelligence but also be able to work together to take action to lessen quality failure.

Risk Register - a Risk Management tool commonly used in Project Management, it acts as a central hub for all risks identified by the project or organisation.

Transformational Change Board - the purpose of which is to oversee the design and delivery of a major programme of work to deliver increasingly high quality services in particular around Health and social care integration and ensure seamless services wrapped around the patient.

How to get involved:

Any Knowsley resident can get involved in Healthwatch activities; this can range from attending focus groups; coffee mornings; participating in consultations and receiving regular updates and information from Healthwatch Knowsley.

Anyone interested in getting involved can register to receive regular updates and information from Healthwatch Knowsley by calling 0151 449 3954

Healthwatch Knowsley wants to make it easy for you to talk to us, so please contact us and tell us how you want to be involved.

Have YOUR Say!

Let us have your feedback on local health
and social care services

YOUR VIEWS COUNT

Contact Details

Healthwatch Knowsley

Address: The Old School House, St. Johns Road, Huyton, Knowsley, L36 0UX

Telephone: 0151 449 3954

Email: enquiries@healthwatchknowsley.co.uk

Website: www.healthwatchknowsley.co.uk



@HWKnowsley



Healthwatch Knowsley

There are a number of other ways
you can provide feedback:

Call the Healthwatch Knowsley
team directly on:

0151 449 3954

Email the team:

enquiries@healthwatchknowsley.co.uk

Or go to our new website and provide
feedback through the Your Views page:

www.healthwatchknowsley.co.uk

Healthwatch Knowsley C.I.C is a registered Community Interest Company. Company No. 8382931

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