



healthwatch

Halton

Healthwatch Halton

Annual Report 2016/17



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Message from our Chair

Welcome to the 4th Healthwatch Halton Annual Report.



This has been a really positive year for our organisation. I feel very optimistic that we've made strides which are taking Healthwatch Halton in the right direction.

Our work has been ably supported by our staff and volunteers, many of whom have been involved with the project for several years. Their experience and hard work has been invaluable to us. We have also welcomed new staff & new volunteers and benefited from their enthusiasm and fresh approaches to tackling challenges.

If you have a quick look at the adjoining page, you'll see some of our accomplishments listed under "Highlights from our year". For me this was a year where we focussed on our most

basic and important functions. We asked the questions: Are we collecting enough feedback from Healthwatch members and local residents? If we aren't, what can we do to collect more? And are we (through the Healthwatch Reps who attend strategic meetings) making sure that the feedback reaches and informs local decision makers so that they can use it to shape local services?

We also developed a new process for supporting our Healthwatch Reps, supplying them with relevant briefing on their meetings which meant they felt empowered to speak on behalf of Healthwatch members. We have also improved the process for how they feed back to make it easier for them.

Our Enter & View team worked admirably in visiting twelve care homes across the borough and reporting on the care provided to residents. Other highlights included our projects on Domiciliary Care, Access to GPs and an innovative engagement project with local primary school children. All these would not have been possible without the hard work and efforts of volunteers. We are extremely grateful to them.

We could not have managed all this without our superb staff team. Dave, Irene and Julie were in place at the beginning of the year and we benefited once again from their skills,

knowledge and dedication. In July Matthew joined the team as Manager. He has brought a wealth of knowledge and experience of the local voluntary sector. In February, Jude arrived (replacing Irene who has been seconded for 12 months) and brought a passion and enthusiasm for outreach work and recruiting new volunteers.

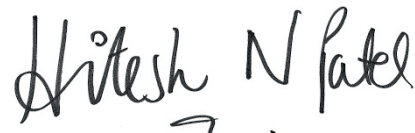
As a Director of Healthwatch Halton, I am grateful to my fellow Directors (Paul, Jim and Mike) for the leadership and stability they have brought to the organisation. Mike decided to stand down at the end of the Financial Year and I speak for all of us when I thank him for his efforts. We are thrilled he's going to remain an active member of the Enter & View team.

It would be remiss of me not to mention our volunteer Doreen Shotton, who passed away last September. Doreen was a larger than life character who volunteered for many years through a number of organisations in Halton. Her expertise and passion will be sorely missed and we remember her often.

Lastly, I would like to say that if you're reading this, there's a very good chance that you care about and value the NHS. There has never been a more relevant time to make sure that our voices are heard. Please sign up to be a Healthwatch member. If you really feel inspired

to get involved, why not consider volunteering. Perhaps you could join the Enter & View team or be a Healthwatch Champion for your street, estate or place of work?

Our work is driven by the views of local people so do not miss the opportunity to have your say.



Hitesh Patel - Chair





Highlights from our year

This year we have reached over 65,000 people on social media.

We've seen a 41% increase in visitors to our website



Our volunteers help us with everything from outreach events to Enter & View visits



We've visited 14 local services



Our reports have tackled issues ranging from Home Care services to GP services



We've gathered 284 responses to surveys we carried out this year



We've met hundreds of local people at our community events





Who we are

We are Healthwatch Halton

We are uniquely placed as part of a national network. There is a local Healthwatch in every local authority area in England. We are the independent champion for people using local health and social care services.

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

We also share them with Healthwatch England, the national body, to help improve the quality of services across the country. People can also speak to us to find information about health and social care services available locally.

Our sole purpose is to help make care better for people.

In summary - Healthwatch Halton is here to:

- + help people find out about local health and social care services
- + listen to what people think of services
- + help improve the quality of services by letting those running services and the government know what people want from care

Our vision

We will strive to be the lead organisation which helps all local people influence and change the way their health and social care services are delivered.

Healthwatch Halton seeks to be an effective, powerful and independent local voice for health and social care within Halton and its membership reflects the diverse communities in Halton.

Our priorities

Healthwatch Halton's strategic objectives are :-

- + Gather the views and understanding the experiences of patients and the public
- + Make people's views known, including those from excluded and under-represented communities
- + Provide information to patients and public about access to health and care services and promote informed choice in health and social care services
- + Support individuals to get information and independent advocacy if they need help to complain about NHS services
- + Act as the local people's champion, representing the collective voice of patients, service users, carers and the public through its statutory seat on the Health and Wellbeing Board

- + Exercise real influence on commissioners, providers, regulators and Healthwatch England, using our knowledge of what matters most to local people
- + Fulfil statutory duties and functions, holding providers and commissioners of health and social care services to account
- + Raise the profile of Healthwatch Halton to ensure that we are known to the public and strategic partners in Halton
- + Report concerns about the quality of local health and social care services to Healthwatch England which can then recommend that the Care Quality Commission take action.

Our team

For 2016-17 we had the following members of staff :-

- + Matthew Roberts, Manager (July 2016 on)
- + Dave Wilson, Communications & Information Officer
- + Irene Bramwell, Outreach & Intelligence Officer (up to January 2017)
- + Jude Burrows, Outreach & Intelligence Officer (February 2017 onwards)
- + Julie Doyle, Administration Officer

Our board

Healthwatch Halton is a CIC (Community Interest Company). As well as a board of 4 directors it has a management board consisting of volunteers and representatives from local voluntary organisations.

- | | |
|---------------------------------------|---------------------------------------------|
| • Hitesh Patel - Chair & Director | • Doreen Shotton - Volunteer (Deceased) |
| • Paul Cooke - Director | • Pauline Ruth - Volunteer |
| • Mike Hodgkinson - Director | • Roy Page - Volunteer |
| • Jim Wilson - Director | • Sue Ellison - Volunteer |
| • Brian Miller - Volunteer | • Sue Parkinson - SHAP |
| • Carl Harris - Halton Carers' Centre | • Tom Baker - Halton Disability Partnership |
| • Dawn Kenwright - Age UK Mid Mersey | |

Sadly, Doreen Shotton, one of our long standing volunteers and a member of the management board, passed away in September 2016. Doreen will be greatly missed by all of us at Healthwatch Halton.

your view counts

Have your say on health
and social care in Halton
healthwatchhalton.co.uk
00 777 6543

*Your views on
health and care*



Listening to local people's views

One of our main roles is to find out what local people think about health and social care services in Halton. In order to gain views from as wide a range of people as possible, we use a variety of different ways to gather people's experiences including:

Outreach

During the past year we have engaged with more than **900** people through our outreach visits, and by attending events and meetings, at local venues including the following:



- + Runcorn Shopping Centre
- + Halton Hospital
- + Urgent Care Centres
- + Local Care Homes
- + Local Markets - Widnes & Runcorn
- + Local Community Centres
- + Widnes & Runcorn Libraries
- + Phoenix Park, Runcorn
- + Halton Stadium
- + The Foundry

School Project work

We have been working with a number of local primary schools on a project to encourage young people to consider the health and social care services that they use. The activities in the project were designed to be simple and flexible to allow young people the best opportunities to feedback to us. Read more about this work on "Your Voice Counts" on page 16.

Website

Using the website's feedback centre people can easily share their experiences of using local health and care services.



During the past 12 months we've received people's experiences of 81 local services, from GP's through to Care Homes via the feedback centre.

This feedback is added to all the other information we gather, and is analysed and used to help set our priorities, ensuring that they reflect the needs of local people.

We've seen a 41% increase over the year in the number of people using our website compared to 2015/16.

Social Media

We have used social media widely during the past 12 months to raise awareness of our work and to encourage people to get involved and have their say on the services they use.



Group work

We work and attend meetings and events of a wide range of local groups each year including:

Halton Carers Centre

During the last quarter we have been attending outreach sessions at Halton Hospital with Halton Carers' Centre to gather patients and visitors experiences of care at the hospital.

Breathe Easy

Breathe Easy is a support group for people with long term lung conditions. We were contacted by Breathe Easy to attend their meetings to listen to their experiences of local services and to explain the role of Healthwatch.

INVOLVE

INVOLVE is a group whose role is to act as a critical friend to Halton's Children's Involve Trust on participation. It has strong links with the Halton Safeguarding Children Board. We have attended meetings of INVOLVE to inform young people about the role of Healthwatch and to encourage more participation from young people in our work.

Umbrella Halton

We worked with Umbrella Halton (BME) Group on arranging the annual 'Hello Halton' event at Riverside College for ESOL students, and held discussions around support of Asylum Seekers, based in Widnes on arrival.

What we've learnt from visiting services

Our Enter & View team have carried out a total of **12** visits to local care homes during the past year:

- In July 2016 a letter was sent to all the local care homes explaining that we would be carrying out a series of visits to homes throughout the borough as part of an ongoing review of the quality of care provided to residents in local care homes.
- Draft reports were produced on each visit and these were sent to each home with a request for a response to any observations or recommendations that may have been made. Responses from the homes were then included in the final finished reports.
- Following our visits we also arranged to attend residents and family meetings at many of the care homes. We have currently attended meetings at 5 homes. These meetings have proved useful in letting families know more about our role and how to raise any issues with us.



Our authorised Enter & View representatives for 2016/17 were:

- David Wilson
- Doreen Whimperley
- Hubert Gabrysczewski
- Irene Bramwell
- Jill Marl
- Jude Burrows
- Kate Bacon
- Lorna Plumpton
- Lyndsey Bushell
- Matthew Roberts
- Michael Hodgkinson
- Susan Ellison
- Susan Parkinson

Our visits are not intended to specifically identify care concerns and safeguarding issues. However, if they are observed or disclosed by individuals during the visit Healthwatch Halton follow our own internal and external Halton Borough Council Safeguarding policy and procedure.

Safeguarding concerns were raised with the local authority following two of our visits and action was taken by the local authority.

Copies of all reports are routinely sent to the service providers and commissioners as well as the local authority Health & Wellbeing Board lead and the Care Quality Commission.

In addition all reports are published on our website and promoted through our e-bulletins, newsletters and social media.

Your story has the power to make change happen. Share your experience of local care with us #ItStartsWithYou



*Helping
you find the
answers*



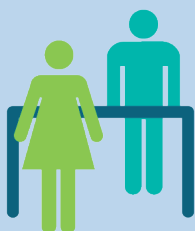
How we have helped the community access the care they need

We provide an office based information and signposting service with phone calls and emails being dealt with by members of the support team. We also provide information and signposting support when we are out and about in the community.

We have dealt with over 350 requests for information and support during the year via telephone, post, email, website, social media and face to face enquiries.

These included :

- + 21 people we have referred for advocacy support.
- + 173 people who requested information on local services.
- + 12 calls asking for details on registering with other local GP practices following the closure of Windmill Hill Medical Centre.



We met Eileen at an outreach event. She was concerned about her elderly mother living at home alone. We told her about the Halton Community Alarm and Telecare service. We followed this up by emailing a leaflet and contact details for the service. Eileen's mother now has the service installed in her home.



A lady rang regarding a concern over her son who she felt had an eating disorder. She was concerned that he wasn't getting the appropriate support for this. She had been trying to get help for almost a year but felt she was just being 'passed around the system'. We were able to give her information on and signpost her to a new service that was due to start in April 2017. She later contacted us to thank us for our help and to let us know that her son was due to attend his first appointment shortly.



We received an email asking for information on local mental health services that dealt with anxiety and depression. We emailed information on services provided by 5 Boroughs Partnership NHS and MIND. We also sent information on IAPT services locally. We received a response thanking us for our help with the query.



***Making a
difference
together***

GP recently
Have you
visited
Care Home
What was it like?
Tell

How your experiences are helping influence change

Domiciliary Care

We carried this piece of work over from 2015-16. At the time, concerns over home care provision had been raised with us by members of the public. As an organisation tasked with gathering the views of people on the services they use, we were concerned that we didn't have the 'full picture' on the quality of home care provided in Halton.

With the support of the local authority a survey was sent to 800 people receiving care at home services to gain their views on the service they received. A report was produced based on the responses from almost 150 people and experiences given to us by members of the public.

A draft report was sent to Halton Borough Council and a response was received and included in the completed report.

'We very much welcome the report from Healthwatch Halton on Domiciliary Care within Halton... However we also acknowledge that there are areas for improvement, identified within the report, which Halton Borough Council, working with our partners and local providers, will be addressing over the coming months.'

***Sue Wallace Bonner - Halton Borough Council
Director of Adult Social Services***

GP Services Review

Our Task and Finish Group, consisting of Roy Page, Sue Ellison and Paul Cooke, completed worked on two reports this year. We followed up on the NHS Halton CCG action plan responding to our report on Access to GP Services (2014). We also finalised our "Day in the Life" report, which looked at the role of the Practice Manager.

Following a number of discussion meetings, NHS Halton CCG have adopted many of the recommendations and are considering other options from both reports. We will continue to work with the CCG in this area.

The future operation of GP Practices in Halton is being considered following on from these two reports and preliminary discussions have taken place with the GP Federations.

Musculoskeletal Services (MSK)

Over the past two years we have carried out a lot of engagement work with NHS Halton CCG looking at the provision of MSK services in Halton. The CCG have listened to the experiences and views of local people we helped to gather and have redesigned their MSK pathway. From April 2017 local people will have the option to contact the CATS (Clinical Assessment Team) MSK practitioner directly to talk about their condition, rather than needing to see their GP first.



Working with other organisations

We use a collaborative approach with service providers, commissioners, regulators and other local partners to bring about change.

Care Quality Commission (CQC)

In July 2016 we held meetings with our local CQC inspectors to discuss the best way of sharing the intelligence we both gather on health and social care services. This has led to improvements in the ways we share information.

We receive regular updates from the CQC on the services they have been inspecting and we share all our reports, information and evidence with them which informs their work when monitoring and inspecting local services.

We have promoted details of CQC inspections of local NHS Trusts covering our area through our e-bulletin and social media.

One of our volunteers attends the CQC Local Healthwatch Advisory Group meetings to represent Healthwatch Halton. These meetings provide a good opportunity for local Healthwatch to give its views on the CQC, its plans and strategy.

NHS Halton CCG

We have continued to have a good working relationship with NHS Halton CCG. We currently have representatives attending of the CCG Governing Body, Quality Committee and the Primary Care Commissioning Committee.

In addition, we provide Halton CCG with a quarterly update to include in the reports presented at the Cheshire & Merseyside NHS Quality Surveillance Group meetings.

Working with other local Healthwatch

We have a close working relationship with other local Healthwatch across Cheshire & Merseyside. We have regular catch-up meetings to review our cross boundary work and issues such as the NHS Sustainability & Transformation Plans.

A joint project we undertook with local Healthwatch for Warrington, St Helens, Knowsley & Wigan was nominated for Healthwatch England Network Awards 2016 and was highly commended at the Awards Evening.

The project reviewed in-patient services across the 5 Boroughs NHS Partnership FT.



Healthwatch England

We share all our reports with Healthwatch England and continue to have strong links with them. We have shared information with Healthwatch England on issues such as social care assessments, domiciliary care and dental services.

We have hosted a CRM database training session organised by Healthwatch England which was attended by staff from 4 local Healthwatch.

We have also been actively involved in the Healthwatch England Intelligence and Informatics Reference Group.

How we've worked with our community

We actively support and encourage local people to get involved in our work in a range of ways.

We regularly promote surveys and consultations that are taking place and encourage people to get involved. During the past 12 months we have promoted 27 consultations or surveys through our website, social media and e-bulletins, including:

- + Aligning GP's with Older People's care homes in Halton
- + Accessible Information Standard - NHS England Survey
- + Halton later life and memory services consultation
- + Future of social care inspection
- + General Optical Council - Guidance on consent and the duty of candour
- + Review of women's and newborn babies' services
- + Consultation on standards for pharmacy professionals
- + Congenital heart disease consultation.

Volunteers

Our volunteers continue to play a vital role in helping us to carry out our statutory activities. They get involved in a number of ways:

- + Helping out at events and outreach sessions
- + Taking part in visits to local services as part of our Enter & View teams
- + PLACE (Patient Led Assessment of the Care Environment) Assessors.

Quality Account

Each year volunteers help in our annual review of Quality Accounts. This year we have reviewed and formally commented on Quality Accounts from:

- + Warrington & Halton Hospitals NHS FT
- + St Helens & Knowsley Teaching Hospitals NHS Trust
- + Halton Haven Hospice.

Patient-led assessments of the care environment (PLACE)

PLACE assessments are carried out annually by the NHS at all hospitals carrying out NHS funded care. Results from the visits are reported publicly to help drive improvements in the care environment. The results show how hospitals are performing nationally.

Patients representatives make up at least 50 per cent of the assessment team, which will give them the opportunity to drive developments in the health services they receive locally.

Healthwatch Halton volunteers and staff take part each year in the annual PLACE inspections of Halton & Warrington Hospitals and Whiston & St Helens Hospitals.

This year 6 volunteers took part in visits to the 4 hospitals.

Meetings & Committees

We are actively involved with our local NHS Trusts, CCG and local authority and have a seat on, or work with the:

- + Health and Wellbeing Board
- + Halton Adult Safeguarding Board
- + NHS Halton CCG Governing Body
- + Halton Dementia Action Alliance
- + NHS Quality Surveillance Group
- + Health Policy & Performance Board
- + Children & Young People's Emotional Health & Wellbeing Partnership Board
- + Children's Trust 'INVOLVE' group

All our representatives who attend these meetings are supported to be effective. The minutes and agendas of all meetings are reviewed in advance by our support team and briefing notes are given for each meeting if needed.

A woman with long brown hair is looking down at a blue and green leaflet. The leaflet has the Healthwatch logo and the text 'Your voice counts'. The background is a blurred indoor setting. There are two large, semi-transparent circular overlays: a pink one on the left and a green one in the center.

Our plans for next year

healthwatch
Leamington

Your
voice
counts

Post your comments to us at:
Feedback@leamington.gov.uk
Healthwatch Leamington
112, Leamington
CV32 5EP

Call us on our telephone:
01928 501100

Visit our website:
www.healthwatchleamington.gov.uk

UIC
www.healthwatchleamington.gov.uk

What next?

Our plans for the next year include looking at the following issues:

Sustainability & Transformation Plan

Health & Social Care services are often affected by new initiatives or changes in government policy. However, it is hard to remember any changes to services being potentially so drastic or extensive as the those which will be introduced as part of the Sustainability Transformation Plan (STP) or “Five Year Forward View”. It is very important to us that local people have the opportunity to influence these changes and their opinions are taken into consideration before decisions are made.

As such, we’ve recruited a team of volunteers under the banner of the ‘**STP Squad**’. Their goal will be **“To guarantee that the views of the people of Halton are taken into consideration by STP decision makers.”** Our intention will be to work alongside our neighbouring Healthwatch across the Cheshire & Merseyside STP area and engage with any health & social care services considering changes.

If you’d like to join in and help us with this project, please get in touch.

Long Term Conditions

Long Term Conditions (a health problem that can’t be cured but can be controlled by medication or other therapies) account for 50% of all GP appointments, 70% of days spent in hospital beds and 70% of the money spent on health and social care in England.

We have been hearing locally that people with long-term, complex conditions are often seen by a series of specialists, who each look at and sometimes manage the complication in one part of the body, but rarely is all this information put and discussed together.

We will be carrying out some work to gain the views and experiences of local people living with Long Term Conditions. Our aim will be to determine what they would like to see improved about the management of their condition.

Increased Engagement

We are planning to increase the engagement we carry out across Halton with the aim of increasing the number of active members we have and the feedback we gather.

Regular outreach sessions will take place at venues throughout the borough including:

- + Widnes & Runcorn Urgent Care Centres
- + Widnes & Runcorn Libraries
- + Halton Hospital Pre-op clinic
- + Runcorn Shopping City
- + Widnes Market
- + Local Community Centres

During the year we will also carry out joint work with neighbouring local Healthwatch to review the pressures on Hospital A&E departments across Cheshire & Merseyside.

Social Isolation

Isolation and loneliness can have a negative impact on people’s health. 12% or over a million people in England aged 65 and over are persistently or chronically lonely.*¹

Working in partnership with other local organisations we will be looking at the impact of social isolation on health for people in Halton.

1 * Marmot, M., Oldfield, Z., Clemens, S., Blake, M., Phelps, A., Nazroo, J., Steptoe, A., Rogers, N., Banks, J., Oskala, A. (2016). English Longitudinal Study of Ageing: Waves 0-7, 1998-2015. [data collection]. 25th Edition. UK Data Service. SN: 5050, <http://dx.doi.org/10.5255/UKDA-SN-5050-12>. Figures extrapolated to national population using latest ONS Populations Estimates



Our people

Decision making

Healthwatch Halton is a CIC (Community Interest Company). As well as a board of 4 directors it has a management board consisting of volunteers and representatives from local voluntary organisations.

The management board meet on a bi-monthly basis. At these meetings our on-going work is discussed and reviewed. The Healthwatch Halton support team also give updates on any themes, trends and issues that have been highlighted from engagement with and feedback from the public.

The management board discuss and review these issues with the staff and consider how best to carry out our activities.



How we involve the public and volunteers

New volunteer role descriptions were developed during the year. These roles are now on offer to new and existing volunteers and are:

- + Outreach Volunteer
- + Enter and View Authorised Representative
- + Healthwatch Halton Champions
- + Healthwatch Representative

These roles were discussed and agreed by the directors, management board, Healthwatch Halton support team and current volunteers.

We promote volunteer roles in a number of ways through:

- + Halton Volunteer Centre
- + National volunteering website - Do It.
- + Our e-bulletin and social media.

We have also updated the Volunteer Application Form and Volunteer Agreement. These updates have made sure the documents follow

volunteering best practice guidelines and are as easy as possible to read and complete.

We currently have 9 active Enter and View volunteers, plus the support team staff, authorised and ready to carry out visits.

All current Enter and View authorised representatives have had their DBS checks updated, if they were more than 3 years old. This will allow them to take part in future Enter and View visits under Healthwatch England's guidelines.

During the past year, Healthwatch representatives, have attended a wide range of meetings including the Halton Adult Safeguarding Board, Health & Wellbeing Board, NHS Halton CCG Governing Body, NHS Cheshire & Merseyside QSG Meeting and HBC Health Policy & Performance Board Meeting.

We are looking to recruit more volunteers during the next 12 months to help support our programme of outreach work.



Our finances

Our finances - Year ended 31st March 2017

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	134,715
Additional Income	4,720
Total income	139,435
Expenditure	£
Operational costs	18,185
Staffing costs	88,304
Office costs	27,048
Total expenditure	133,537
Balance brought forward	£5,898



What do you think of health and social care services in Halton?

We're Healthwatch Halton. We're here to help make care better. We listen to your experiences of services, and share them with those with the power to make change happen.

Join the hundreds of people in Halton who share their stories with us. No matter how big or small the issue, we want to hear about it. Together we can help make care better for everyone

#ItStartsWithYou

www.healthwatchhalton.co.uk

t: 0300 777 6543

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 @HWHalton

 HWHalton

it starts with

YOU

healthwatch
Halton



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Twitter: **[@hwhalton](https://twitter.com/hwhalton)**

Facebook **www.facebook.com/hwhalton**

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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

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

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