

Health and Wellbeing Board

30 July 2019

Healthwatch County Durham Annual Report 2018/19 and Workplan 2019/20



Report of Brian Jackson, Chair, Healthwatch County Durham

Electoral division(s) affected:

Countywide

Purpose of the Report

- 1 The purpose of the report is to provide the Health and Wellbeing Board with the Healthwatch County Durham (HWCD) annual report 2018/19 and priorities for 2019/20

Executive summary

- 2 The annual report covers the highlights from 2018/19, how we set our priorities, how we've made a difference, how we have helped people to find the answers they need, how our volunteers help us and, our priorities for next year.
- 3 Feedback was provided by 1681 people on the services they use and 304 people contacted us for information and signposting. We carried out 10 Enter and View visits to GP practices and hospital wards and delivered 24 engagement events. A total of 22 volunteers gave 275 days of their time, which is equivalent to more than a full time member of staff.
- 4 The annual report was published on our website on 30 June 2018 and shared with Healthwatch England, the Care Quality Commission, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committee and Durham County Council.

Recommendation(s)

- 5 Members of the Health and Wellbeing Board are requested to receive the recommendations outlined in Healthwatch County Durham annual report.

Background

- 6 Healthwatch County Durham is the consumer champion for health and social care and delivers an evidence based workplan agreed by an independent board.
- 7 The workplan comprises our core functions of information and signposting, Enter and View visits and volunteering, public priorities and workplan requests that have been agreed by the Healthwatch County Durham board
- 8 Healthwatch County Durham is hosted by the Pioneering Care Partnership, Citizen's Advice County Durham and Durham Community Action.

Key events over the last year

- 9 In June 2018 we were awarded the County Durham Young Carers Charter in recognition of our efforts to include young carers in our work
- 10 Two of our projects were recognised at the national Healthwatch England Awards. Our project to make it easier for people to find quality information on care homes won the #ItStartsWithYou award and our work to help vulnerable women on health screening and safeguarding was highly commended in the 'helping people have their say' category
- 11 We published our meaningful engagement statement this year, to make sure our definition is absolutely clear, about what it means to engage with Healthwatch, and the public, in a meaningful way
- 12 We hosted a successful cancer screening stakeholder meeting in August where we shared recommendations from our cancer screening engagement last year with the people who can influence change. Several commitments were made
- 13 Our recommendations from last year are being used by the newly established Community Pharmacy Awareness Group, set up by the LPC and Public Health

Choosing our priorities

- 14 We held a public vote to ask people to choose the health and social care services they would like us to look at. This was advertised in Durham County News, meaning every household got the chance to vote and promoted by our volunteers and local groups, including young parents, young carers, cancer patients and Alzheimer's Society.
- 15 More than 600 households took part and the services they chose were; mental health, GP appointment systems, dementia services and transitions from children's to adult services

- 16 The board accepted workplan requests to deliver independent engagement for public bodies including; changes to vascular services, Enter and View visits for CDDFT Quality Improvement Board, care navigation and supported living for people with learning disabilities

Delivering the workplan

- 17 We spoke to over 500 people about their experiences of [GP appointment systems](#) producing a [checklist](#) for GPs to consider which has been endorsed by the CCGs and shared with all practices
- 18 We spoke to over 350 staff and services users about [mental health services](#) using anonymous questionnaires, detailed 121 case studies and 'what one thing' comments cards at drop ins. We have worked with TEWV throughout who have welcomed the recommendations and have shared with the Mental Health Strategic Partnership Board
- 19 50 patients shared their views on [dementia services](#) which we have published and shared with partners including the Dementia Strategy Implementation Group
- 20 Almost 100 young people and their families told us their experiences of [transitions](#) from children to adult services. The recommendations have been welcomed by the Integrated Steering group for Children and Young People and a transitions working group has been established
- 21 We were commissioned by NHSE to host six information and listening events on changes to vascular services and to produce an independent report on over 250 returned patient surveys
- 22 We visited nine supported living schemes and had 32 conversations with tenants. Nine staff members and eight family members also shared their views which we have shared with DCC
- 23 We were asked by the CCGs to carry out an independent evaluation of [care navigation](#), speaking to almost 500 patients and staff about their experiences. The CCG have developed an action plan based on the findings
- 24 We were asked by CDDFT Quality Improvement Board to carry out [Enter and View](#) visits in UHND and DMH as part of their patient experience improvement plans. We carried out six visits with Healthwatch Darlington and the reports have been shared throughout the trust with outcomes including a commitment to noise reduction at night
- 25 In response to a successful pilot, we received requests to carry out [Enter and View](#) visits in six more GP surgeries. The recommendations were well received and improvements already being made locally

Our priorities for next year

- 26 We will continue to work with partners to look at actions and outcomes from the work we have done on mental health, dementia, transitions and GP appointment systems, as requested by the public
- 27 We always act on significant intelligence. This year, when 22 members of the public contacted us with concerns about the reported closure of Ward 6 at BAGH we contacted CDDFT and as a result of letters and conversations agreed to support them with targeted patient engagement
- 28 We will be part of a national project led by Healthwatch England, to gather to views of over 250 people on the NHS Long Term Plan
- 29 We have agreed to carry out an independent review of telehealth in three pilot care homes
- 30 We will roll out our Enter and View programme to more GP practices and to care homes
- 31 We will work with young people on their use of pharmacy services
- 32 We will support Public Health by engaging with people about flu immunisation to understand any barriers

Conclusion

- 33 This has been another busy year for Healthwatch County Durham and as ever we rely on partners in the Health and Wellbeing Board to consider the feedback we share with them from the public, patients, services users and carers and use their influence to make any improvements.

Contact: Marianne Patterson
Denise Rudkin

Tel: 0191 3781037
Tel: 0191 3781037

Appendix 1: Implications

Legal Implications

All local Healthwatch are required to publish an annual report by 30 June each year and submit to Healthwatch England and local commissioners

Finance

Healthwatch County Durham is commissioned by Durham county Council and the finances managed by Pioneering Care Partnership, the contract holder

Consultation

Engagement and consultation is the core work of Healthwatch County Durham

Equality and Diversity / Public Sector Equality Duty

Healthwatch County Durham adheres to Pioneering Care Partnership's equality and diversity policy and training

Human Rights

N/A

Crime and Disorder

N/A

Staffing

Healthwatch County Durham has 4.5 FTE staff

Accommodation

N/A

Risk

N/A

Procurement

The current contract runs to March 2020