

Health and Wellbeing Board

11 September 2020

Healthwatch County Durham annual
report 2019/20 and workplan 2020/21



Report of Christopher Cunnington-Shore, Chair, Healthwatch County Durham

Electoral divisions 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 2019/20 and priorities for 2020/2-21. The annual report is attached as Appendix 2 of this report.

Executive summary

- 2 The annual report covers the highlights from 2019/20, 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 2663 people gave feedback on the services they use and 233 contacted us for information and signposting. We carried out seven Enter and View visits to GP practices and hospital wards and we attended 112 engagement events throughout the year. 21 volunteers gave 1696 hours of their time, which is an average of 32.6 hours per week.
- 4 The annual report was available on our website from 30 June 2020 and shared with Healthwatch England, the Care Quality Commission, NHS England, Clinical Commissioning Groups, Adult, Wellbeing and Health Overview and Scrutiny Committee and Durham County Council

Recommendations

- 5 Members of the Health and Wellbeing Board are recommended to:
 - (a) Receive the HWCD annual report
 - (b) Note closing date for comments on the HWCD priorities survey is Friday 18 September 2020

Background

- 6 HWCD 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 HWCD board.
- 8 Healthwatch County Durham (HWCD) is hosted by the Pioneering Care Partnership, Citizen's Advice County Durham and Durham Community Action.

Key events over the last year

- 9 Healthwatch County Durham published 19 reports about the improvements people would like to see with their health and social care, and from this, we made 75 recommendations for improvement.
- 10 The published reports included:
 - Flu vaccination
 - Smoke-free hospital sites
 - Young people and pharmacy services
 - Plans for Ward 6 at Bishop Auckland Hospital
 - Supported living schemes for adults

As well as Enter and View reports for Care homes across the county. A full list of reports can be found on Healthwatch County Durham's web site (<http://www.healthwatchcountydurham.co.uk/reports>)

- 11 In December 2019 the procurement process for the new contract began and Pioneering Care Partnership were successful in retaining the contract on an initial 2 year +1yr+1yr+1yr tenure.
- 12 The beginning of 2020 brought about the spread of COVID 19 pandemic and it has impacted on service provision and our ability to engage with the community we serve. Staff have continued to work with our volunteers, take signposting calls and support service users where we can. We have reviewed our working practices and are looking at new approaches to engagement and working with the sector moving forward.

Choosing our priorities

- 13 The Board review all the thematic priorities at the end of each year and use what the people of County Durham tell them, to drive continuous improvement in the health and social care services.
- 14 They combined consultation, signposting enquiries and engagement work with assessment of national issues to make sure views and priorities are always balanced.

Delivering the workplan

- 15 Healthwatch County Durham consulted with over 300 people in preparing the Flu Vaccination report.
- 16 Healthwatch County Durham consulted with over 200 people in preparing the Smokefree Hospital report.
- 17 Healthwatch County Durham consulted with over 430 young people in preparing the Young People and Pharmacy report.
- 18 Healthwatch County Durham consulted with over 30 service users in preparing the Supported Living Report.

Our priorities for next year

- 19 In February 2020, the Healthwatch County Durham management board identified a short list of priorities to consult with the community to confirm the importance and verify that they reflected the views of the people in County Durham.
- 20 As the survey was prepared to launch in March 2020 events surrounding COVID 19 meant that we postponed the survey until the situation became clearer.
- 21 At the latest board meeting in July 2020, the Board have reflected and reviewed the shortlisted priorities and we will be launching a consultation with the community through partners, volunteers, community groups and social media. Members of the Health and Wellbeing Board were included in this consultation, providing an opportunity to comment on HWCD priorities. The closing date for feedback is Friday 18 September 2020.
- 22 The results of this consultation will shape our work-plan for the next 18 months.
- 23 Following the impact of COVID 19, Healthwatch County Durham is preparing for a new way of working looking at social media as a conduit for feedback as well as developing an ambassador role for our

volunteers. We will be looking at ways to engage with those who are unable to link up through modern IT.

- 24 We will need to review in line with guidance from Healthwatch England how we structure our Enter and View service as video links etc. have limitations and direct consultations using our volunteers is not permitted at present.
- 25 Our Freephone service continues to support local people and has supported many people throughout the pandemic, signposting and supporting people to access the services they need.
- 26 Healthwatch County Durham will look to improve the manner in which engage with stakeholders and community to enhance the service we provide.

Conclusion

- 27 This has been another busy year for HWCD which finished with an unprecedented impact on health and social care services in County Durham. We have worked throughout the year to represent the views of the community and to engage positively with our partners.
- 28 As ever we rely on partners in the HWB to consider the feedback we share with them from the public, patients, services users and carers and use their influence to make any improvements.

Authors

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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 - HWCD is commissioned by DCC and the finances managed by Pioneering Care Partnership, the contract holder

Consultation - Engagement and consultation is the core work of HWCD

Equality and Diversity / Public Sector Equality Duty - HWCD adheres to PCP's equality and diversity policy and training

Human Rights - N/A

Climate Change - N/A

Crime and Disorder - N/A

Staffing - HWCD has 4.5 FTE staff

Accommodation - N/A

Risk - N/A

Procurement - The current contract runs till March 2022 + 3yrs

Appendix 2: HWCD Annual Report

Attached as a separate document.