

## Health and Wellbeing Board

25 September 2017



## Healthwatch County Durham Annual Report 2016-17

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### Report of Brian Jackson, Chair of Healthwatch County Durham

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#### Purpose of the Report

- 1 The purpose of the report is to provide the Health and Wellbeing Board (HWB) with the Healthwatch Annual Report 2016/17, attached as Appendix 2, for information.

#### Background

- 2 A consortium of three local voluntary sector organisations (Pioneering Care Partnership, Citizen's Advice County Durham and Durham Community Action) took over responsibility for the delivery of Healthwatch County Durham (HWCD) in July 2016.
- 3 By December 2016 a Board of eight members, including Chair Brian Jackson, was in place and had agreed an evidence based workplan, which was presented to the HWB in January 2017.

#### Content of the HWCD annual report

- 4 The annual report introduces the Board, the staff, our core work, the progress of the workplan and our priorities for next year.

#### Urgent Care Consultation on behalf of Durham Dales Easington and Sedgefield (DDES) Clinical Commissioning Group (CCG)

- 5 "Getting Care Right for You", was a public consultation and an opportunity for the public to have their say about potential changes to the way Urgent Care Services were delivered in the DDES CCG area.
- 6 As part of this consultation, HWCD carried out four visits, attended five events and gathered feedback from 60 people which contributed to the 'What to do if you are unwell' booklet which has been distributed to all homes in the DDES area.
- 7 The Health and Wellbeing Board received a report in March 2017 in relation to the Durham Dales, Easington and Sedgefield (DDES) Clinical Commissioning Group's (CCG) Urgent Care Service change and the ongoing Communication and Engagement plan to support those changes.

## **Sustainability and Transformation Plans (STP)**

- 8 HWCD attended 15 STP and Better Health Programme engagement events in the role of independent observer, collating feedback from attendees and producing a report with our findings and recommendations which was shared with CCGs and Better Health Programme (BHP) teams. We have met with both CCGs and the Head of Engagement has agreed to respond to our recommendations. These include a commitment to engage with a broader range and greater number of people and to consider the timings and settings of events to enable a broader range of people the opportunity to attend. We have committed to continue to attend events, collate feedback and report key issues as appropriate.

## **Care package comment cards**

- 9 HWCD ran a six month pilot from November 2016 to May 2017 where adults receiving a care package arranged by Durham County Council received a freepost feedback card with their care information to enable them to provide feedback on the services they received.
- 10 300 feedback cards were sent each month and responses are currently being received. An evaluation of the pilot and a report of the findings will take place next year.

## **Review of learning disability care home provision**

- 11 HWCD supported Durham County Council (DCC) in the review of learning disability care home provision by carrying out some service user consultation. We visited eight care homes and had conversations with 34 service users. This represented the views of 26% of residents across all learning disability care homes. A feedback report was produced which included that people were pleased to have the opportunity to share their views and that people were generally happy with where they lived and the activities available. Highest satisfaction was where varied and mainstream activities were accessed. A recommendation within the report is that commissioners encourage providers to share best practice around access to recreational activities that meet the needs and aspirations of users.

## **Uptake of annual health checks by people with learning disabilities**

- 12 HWCD received feedback from 100 people with a learning disability about their experience of annual health checks to try and identify barriers and make recommendations to increase uptake. HWCD produced a report of our findings and shared it with local CCGs. Based on what people told us we have recommended that any letters should be sent in an easy read format, GP surgeries should be encouraged to share good practice and where necessary surgeries should consider using alternative venues that may be less intimidating for people who are reluctant to attend a surgery. We are discussing these recommendations with the Director of Primary Care for North Durham and Durham Dales, Easington and Sedgefield CCGs.

## **Engagement events attended**

- 13 We have continued to promote HWCD by attending key engagement events including; Big Tent Event, Making Changes Together, Advice in County Durham Network events and Young Person's Future event.

## **Signposting and Information**

- 14 Our signposting and information service supported 170 people last year. It gives people the information they need to access the services they are entitled to and signposts them to the people who can help them. Examples are varied and include; an elderly lady who was suffering from a serious lung condition moved to a new house in the county. Visits from the respiratory nurse stopped, which was concerning her a great deal. As a result of HWCD contacting her new GP practice, she was immediately referred to the respiratory nursing team and a visit arranged.

## **Planned engagement activities**

- 15 Volunteers add value to the work HWCD. Their roles include research, engagement, promotion and Authorised Enter and View Representatives. They are managed by a dedicated volunteer support officer with regular reviews, team meetings and training opportunities.
- 16 Since October 2016, our 37 volunteers have given 620 hours of their time. They visited 85 GP surgeries and pharmacies to introduce HWCD and deliver our updated information leaflets and supported engagement events including bowel cancer drop ins and Enter and View visits.

## **Enter and View**

- 17 In consultation with the Director of Primary Care for ND and DDES CCG's, HWCD visited a GP practice that had scored highly in both Care Quality Commissioner inspections and GP satisfaction surveys to see if we could learn from what patients told us they do well and share that learning with other practices. Silverdale Family Practice, in the DDES CCG area, volunteered for the pilot so three Authorised Representatives spoke to 25 patients and observed the waiting area. They identified key trends to the success of the practice; appointment availability, professionalism of staff, quality of the environment, good communication and empathy of doctors. A visit to a GP practice in Great Lumley, in the North Durham CCG area, has also taken place, however, this was outside the timeline for the annual report.
- 18 These findings have been collated and shared with the Director of Primary Care.

## **Care home website accessibility research**

- 19 Two of our research volunteers met with Care Quality Commission (CQC), who wanted to find out if CQC ratings were easily available on care home

websites. They visited every care home website and produced a report based on putting themselves in the shoes of a family member looking for a home for a relative.

- 20 Their findings and recommendations include; ensuring links do not go to an umbrella organisation, providing basic pricing information, details of the specialisms of the home and a clear link to the CQC report.
- 21 LOCATE is a free online resource offering a wealth of information, advice and services to help people live independently and find the right care and support to meets their needs. .
- 22 HWCD have met with commissioning colleagues in Durham County Council and the LOCATE team to discuss the recommendations and they have agreed to send the report to all providers on our behalf.

### **HWCD Workplan**

- 23 From April 2017 the HWCD Board have agreed to include the following as part of the workplan, which aligns to the priorities identified in the Joint Health and Wellbeing Strategy:
  - a. Barriers to health screening programme including bowel, breast and cervical cancer tests including access to health screening by vulnerable women
  - b. Oral health of children and young people
  - c. Understanding of Safeguarding Adults priorities by vulnerable groups
  - d. The development of our professional signposting service and analysis of trends
  - e. Positive Enter and View visits to identify and share good practice
  - f. Understanding and awareness of pharmacy services
  - g. Engagement with women about smoking in pregnancy and feeding choices and support

### **Recommendations**

- 24 The Health and Wellbeing Board is recommended to:
  - a) Receive the HWCD annual report for information
  - b) Note the alignment of the HWCD work programme with the Joint Health and Wellbeing Strategy

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## **Appendix 1: Implications**

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**Finance** No implications

**Staffing** No implications for Durham County Council

**Risk** None

**Equality and Diversity / Public Sector Equality Duty** No implications

**Accommodation** No implications

**Crime and Disorder** No implications

**Human Rights** No implications

**Consultation** No implications

**Procurement** No implications

**Disability Issues** No implications

**Legal Implications** No implications