

Agenda Item 5



**Healthwatch
Warwickshire**

Annual Report 2017/18





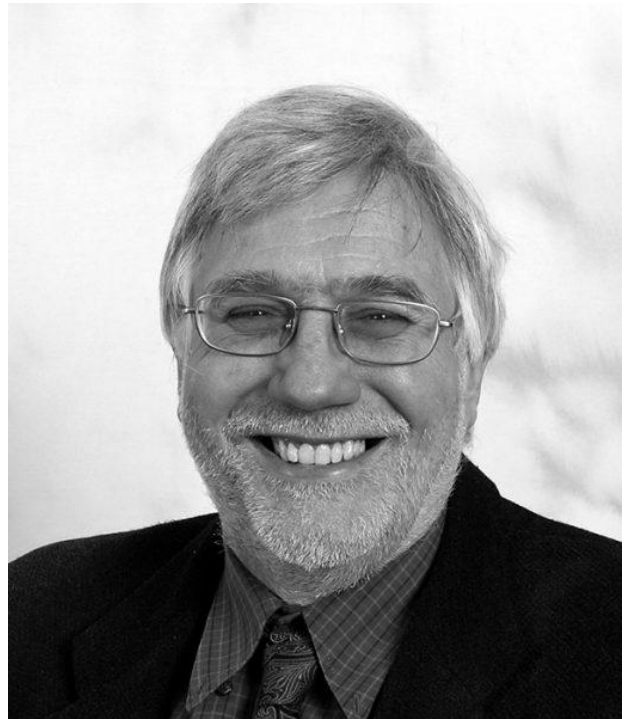
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Message from our Chair

The year 2017/18 has been an eventful and successful one for Healthwatch Warwickshire



We welcomed three new members of the Board (Trevor Wright, Leonard Harvey and Bob Malloy), who collectively bring with them a wealth of knowledge about the health and social care sector, as well as experience in local government. We are sorry to lose Sue Green, Carol Musgrove and Sue Gillespie this year. I'd like to take this opportunity to thank them for their services and wish them all the best for the future. My longer serving colleagues on the Board have remained a constant source of support and advice throughout the year. I look forward to working with them to achieve our objectives for the coming year.

Of particular note this year has been our success in the re-tendering process. I wish to yet again thank Chris Bain and his team for producing an excellent proposal. I also wish to thank both Mike Flaxman and Trevor Wright, who, as individual Directors, helped make a substantial contribution to our tender. The new contract itself starts in November 2018 but we are already planning the changes we need to make to both our staffing structure and our activity schedule. The new contract, which becomes active in November, provides a number of challenges within, as expected, a tighter budgetary envelope. This means that we need to plan now for a schedule of significant changes in priorities for both activities and staffing.

We have continued to work closely with our colleagues at Healthwatch Coventry. We also have quarterly joint meetings with Andy Hardy, the Chief Executive Officer of University Hospitals Coventry and Warwickshire, and Simon Gilby, Chief Executive of Coventry and Warwickshire Partnership Trust. We continue to play an active role in the West Midlands Healthwatch Network, hosted by Healthwatch England.

The Warwickshire Health and Wellbeing Board is an opportunity for us to ensure that the patient and public voice is central to the plans and proposals for the strategic priorities in Warwickshire. A good example of this is the new emphasis on patient voice in the Better Health, Better Care, Better Value proposals in Coventry and Warwickshire.

I would also like to thank John Linnane and his team in Public Health, for helping to ensure that our relationship with the County Council remains positive, challenging, testing and developmental. Good working relationships will continue to be important as we strive to maintain the balance between quality, value for money and an increasing number of service users with complex health and social care needs.

However, as long as we stay true to what we believe in; a commitment to placing people at the centre of our thinking and evidence based analysis, we can continue to make a real difference.



Message from our Chief Executive

This annual report is an opportunity to take stock, to reflect on what has been achieved with very limited resources, and thank those who made it happen

It has been a year of intense activity and real change for Healthwatch Warwickshire. We have said farewell to some staff and welcomed new ones. We were delighted to have secured the Tender to deliver Healthwatch Services for the next three years, starting on the 1st November 2018. There have been three very high profile public events and an escalating program of activity working with local groups.

Our Enter and View Service has entered a new and fascinating phase of activity that is making a real difference to our local communities. We also now have a new and much improved website and have greatly strengthened our social media presence, helping us to reach even more people.

None of the things that have happened over the last year would have been possible without our incredible group of committed, creative and experienced volunteers. It has been a real privilege to work with them.

This year we have said farewell to some of our longest serving members of staff, Michelle Williamson, Jennie Day, and Lianne Burton. We thank them for all of their hard work and wish them well in the future. We welcomed Rosalind Currie, Vina Fatania, Anne Deas, Claire Jackson and Louise Wilson to the team. Anne, who was on a fixed term contract, has now moved on to another job and we wish her all the best for the future.

I would like to thank the whole team, staff and volunteers, for the work they did to help us secure the Healthwatch contract for the next three years. I also want to thank our Directors, who fed their thoughts into our bidding document, particularly Trevor Wright who read the entire document and critically appraised it! Many thanks Trevor. My personal thanks also go to Mike Flaxman, our Chair of Finance and Audit, who put in a huge amount of time and expertise to make the bid so much stronger.

There are so many exciting developments happening. Our work with seldom heard groups, our Standing Conference, which brings patient groups from across Warwickshire together, a new programme of voluntary Enter and View visits being requested by local providers, our Health and Social Care Forum taking on critical issues such as loneliness and isolation, our participation in the Homelessness Strategy Group, our place on the national steering group for the ReSPECT program, and much more.

2018/19 promises to be just as exciting, with 2019 being the Year of Wellbeing. The theme of our Annual Conference this coming year will be wellbeing and we will be bringing our key partners and patient groups together to explore what wellbeing means in practice and how we can work together to achieve it. We just can't wait to get started!

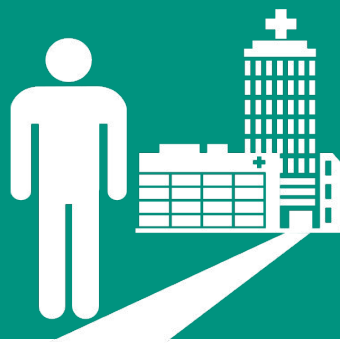
Highlights from our year

Since its launch in December 2017,

1,525 people have visited our new website



Our team has spoken at **18** community forums



Our **12** volunteers help us with everything from Enter & View to Outreach activity



We have attended the PPG meetings of

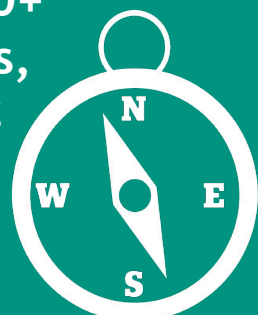
28 GP surgeries



We've spoken to more than **2,000** local people about their experiences

Our Standing Conference on Consumer Voice attracted **50+** attendees,

representing the views of **100k** local people



Who we are



Everything we say and do is informed by local people.

As the independent ‘consumer champion’ for local health and social care services, we are here to ensure that local people have a voice in the design and delivery of these services. Our role is to ensure that local service providers and decision makers always put your experiences at the heart of your care.

Health and social care that works for you

We believe that by asking you to share your experiences we can identify issues that, if addressed, will help us to make improvements to Warwickshire’s health and social care services that will benefit everyone.

Our purpose is to ensure the voice of patients is heard in every decision that affects them

Meet the team



Prof. Robin Wensley
Chair



Chris Bain
Chief Executive



Robyn Dorling
PA to Chief Executive and
Chair



Claire Jackson
Finance and HR Officer



Louise Wilson
Engagement and Outreach
Officer



Vina Fatania
Engagement and Outreach
Officer

Meet our volunteers



Alison Wickens
Authorised Representative



Anita Vig
Authorised Representative



David Alexander
Authorised Representative



Dianne Stobbs
Authorised Representative



Dilys Skinner
Authorised Representative



Gillian Fletcher
Authorised Representative

Meet our volunteers



Heather Cadbury
Volunteer



Jackie Prestwich
Authorised Representative



Maggie Roberson
Authorised Representative



Sue Roodhouse
Authorised Representative



Sue Tulip
Authorised Representative



Susan Jenkins
Authorised Representative

Your views on health and social care



Standing Conference



We invited members and organisers of Patient Participation Groups (PPGs) from providers and commissioners of health and social care in Warwickshire, to come together to discuss public engagement and some of the issues affecting the people they represent. The 50+ attendees included members of PPGs from across Warwickshire's 82 GP surgeries.

It is all about bringing together a group of extremely important individuals, who otherwise would not have the opportunity to meet, to reinforce their messages from grass roots level. It is a way of obtaining the key messages of the public experience at county-wide level.

Robin Wensley,
Chair, Healthwatch Warwickshire

Staff and volunteers facilitated discussions and captured the public's views, highlighting the most common concerns, such as the lack of integration of health and social care services, and, as a related concern, the implications of the Sustainability and Transformation Partnerships (STPs). You can [read the full report on our website](#).

Engagement and Outreach Activity

Our face-to-face promotional and engagement activities play an important role in stimulating greater involvement from patients and the public.

Our Engagement and Outreach Officers, with the support of appropriately trained volunteers, attend events held by partner organisations, visit local support and community groups, give talks and run workshops, all with the purpose of listening to issues that are of concern to people in health and social care.





Listening to people's views

This year, we implemented our new staff structure, welcoming an Information and Communications Officer and two new Engagement and Outreach Officers to the team. This allowed us to increase our engagement activity with local people, with a focus on gaining more insight from seldom heard groups.



Healthwatch Events

We held three major events this year:

- + 150 local people registered to attend our **Annual Conference**, at which we gathered intelligence from local guests. Our Chief Executive Chris Bain shared the various ways we have made a difference locally as well as his vision for the year ahead, and our Chair Robin Wensley spoke about the challenges of public engagement. Guests also heard from long-time volunteer Gill Fletcher, who is an Active Observer on the Healthwatch Warwickshire Board, as she spoke about her experience of being a volunteer and the important contribution volunteers make to our work
- + More than 90 people from third sector organisations across Warwickshire attended our **Health and Social Care Forum**, where we heard from key stakeholders. Beate Wagner, Head of Service for Children & Families at Warwickshire County Council, Chris Lewington, Head of Strategic Commissioning at Warwickshire County Council, and Andy Hardy, CEO of University Hospitals Coventry and Warwickshire (UHCW) and Chair of the STP (Sustainability and Transformation Partnerships) Transition Board discussed the implications of integration, updated the audience and took questions on the latest developments regarding the Sustainability and Transformation Plan and Accountable Care Systems
- + Our first **Standing Conference on Consumer Voice** attracted more than 50 attendees, representing the views of more than 100,000 Warwickshire residents.

Engagement and Outreach Activity



Our increased focus on Engagement and Outreach has seen great results, with the numbers of local people we engage with dramatically increasing following the implementation of our new operational plan.

This year, our Chief Executive Chris Bain has attended the PPG groups of 28 surgeries to gather your views, as well as visiting local health and social care services and talking to people face to face at community events. Between us, the team has also spoken at a total of 18 community forums, including parish and community-led forums as well as those led by voluntary organisations.

In Quarter 4 alone, we engaged with 750 local people, bringing the total number of local people we engaged with in 2017/18 to more than 2,000. The feedback we have received from the community has been, and continues to be, vital to our work, and helps us to set the priorities for the year ahead.

Online feedback

The launch of our new website in December 2017, which has additional functionality allowing us to receive feedback online, has also allowed us to engage with even more local people, attracting 1,526 users since its launch. More than 350 people have given feedback via the online form since the site went live.



With our increased focus on improving our online presence, we also made extensive use of social media to receive and respond to your feedback. Boosted Facebook campaigns extended our online reach to an audience of 5,000 in quarter four, including one targeted campaign in Polish to help us further engage with local Polish communities.

Seldom heard groups

Key seldom heard groups and communities have been mapped and identified in each of the three districts that are currently prioritised.

The areas identified for engagement and outreach for 2017/18 were Nuneaton and Bedworth, Rugby and Warwick districts. We increased our profile and established a strong presence in these areas over the course of the year, and we have been working with local partners to further engage with, and understand the needs of, those who are seldom heard.

Local partners we have developed relationships with include:

- + Carers Trust Heart of England, EQUIP, Healthy Living Network, Hatters Space, Hope4, Macmillan, Way Ahead, Leamington Night Shelter, LWS Night Shelter, Doorway Nuneaton, Rugby Foodbank, P3, Warwickshire PRIDE, Springfield MIND, Rugby Dementia Support Group, Asian ladies groups, Asian Elders Day Community groups, Multi-link, Children Centres, Making Space and the South Warwickshire Clinical Commissioning Group (SWCCG)
- + We have also met with advocacy organisations, including Independent Advocacy, PoHWER and VoiceAbility, to discuss collaborative working
- + We took part in the appointments of lay members to Coventry and Rugby CCG and Warwickshire North CCG.

In March 2018, our staff members spent some time volunteering at Leamington Night Shelter, to better understand the health and social care experiences of some of the more vulnerable members of our community.

Making sure services work for you

Domiciliary care



We have continued our focus on Domiciliary Care with our ongoing communications campaign to gather your feedback, so that we can share your views with those who commission local services.

We have already begun working with Warwickshire County Council to make improvements to your services, based on the responses we've received.

Enter and View

Our Enter and View service remains widely recognised as being exceptionally strong and effective in evaluating local services that have been identified by Warwickshire residents and/or their representatives as having areas of concern.

With the help of our dedicated volunteers, all of whom are trained as Authorised Representatives to carry out visits to local service providers, we conducted eight Enter and View visits to local service providers this year, to ensure that they are fit for purpose. All of our visits were carried out in response to complaints and/or intelligence received, including referrals by local MPs. We visited:

- + Ambleside Care Home
- + Bracebridge Court
- + Manor Court
- + Oldbury Grange, and
- + Four local GP surgeries
- + We also did 16 re-visits to local GP surgeries.

In all cases, our resulting reports and recommendations were accepted by the home or practice owners and registered managers. All of our Enter and View reports, and any managers' responses (as agreed with the service provider), are [published on our website](#).

Our Enter and View reports on care homes have also been reviewed by Healthwatch England (HWE) and included in their national report on care homes - 'What's it like to live in a care home?', which led to a local press article, raising awareness of our services.

Ensuring your voice is heard

In 2017/18, Healthwatch Warwickshire represented the experiences of local people at 75 strategic body meetings both locally and nationally.

To ensure that your views are heard, we remain active in our statutory roles on:

- + The Health and Wellbeing Board
- + The Health and Wellbeing Board Executive
- + The Adult Safeguarding Board.

We also continue to have active input to:

- + The STP Transition Board
- + The Health Overview and Scrutiny Committee
- + The Arden Herefordshire and Worcestershire Quality Surveillance Group
- + Several working groups.



We also have strong collaborative relationships with other local Healthwatch organisations, and Healthwatch England (HWE), with whom we attend regular quarterly meetings.

Helping you find the answers



How we have helped the community get the information they need

We have helped members of the public to find the information they need about local health and social care services in a variety of ways, including:

- + **Direct Contact** - In total, we have kept more than 3,450 people informed via a combination of direct calls, emails and our website and information service. The number of direct calls to the office has reduced following the launch of our new website and updating of our telephone lines to include a recorded message, explaining our services and promoting the new site as a useful resource
- + **Engagement and Outreach** - We have engaged with more than 2,000 people through our attendance at community events, visiting local support and community groups, giving talks and running workshops
- + **Events** - We hosted three large events: The Health and Social Care Forum, our 2017 Annual Conference and our Standing Conference
- + **Newsletter** - Our regular newsletter has a distribution list of more than 1,200 people. We were also featured in some partners' email newsletters, widening our reach to an even larger audience. Partners who featured us include Warwickshire Community and Voluntary Action (WCAVA) and the WCC Localities team in Rugby
- + **Social media** - We have increased our social media activity this year, and we now have 1,355 followers on Twitter. Improvements to our Facebook page has seen the number of 'likes' increase to 164 (with 166 followers) this year. We also ran two targeted Facebook campaigns, one on our Domiciliary care survey and another in Polish, targeting the Polish community. The total reach of these campaigns was a potential audience of more than 5,000 people.



- + **healthwatchwarwickshire.co.uk** - Our new website, which now meets all accessibility requirements and includes a language translation service, was launched in December 2017. The new site has attracted 1,526 users since its launch, with an average of 382 users accessing the site each month. Improved online signposting, with an updated 'Get Help' section - providing advice and links to information about local NHS and care services - saw the number of people accessing this section increase dramatically, jumping from 144 in Quarter 3 to 354 in Quarter 4. An article about our new website tools was printed in Making Space magazine, whose audience has an interest in Mental Health services in Warwickshire.

How we have helped the community get the information they need

Further communications activities we undertook, to make sure the people of Warwickshire were aware of our service and could access the information they need, included:

- **Local radio appearances** - Chief Executive Chris Bain was a guest on seven local radio shows, commenting on local health and social care issues including the GP and nursing recruitment crisis and the plans to merge East and West Midlands ambulance services, which would negatively affect the service provided to Warwickshire residents
- **Newspaper articles** - Including one regarding the Healthwatch England Care Homes Report and two relating to the Health and Social Care Forum
- **Posters and leaflets** - We printed promotional material explaining our service, for distribution in the local area. Leaflets were distributed via all mobile libraries across the county and some were placed in bedside tables at University Hospitals Coventry and Warwickshire NHS Trust
- **Promotional postcards** - 1,500 postcards were distributed via third party partners such as MacMillan, Age UK and local hospices.



**TALK TO US ABOUT
YOUR HOME CARE.**

Healthwatch Warwickshire is an independent organisation that represents the interests of local people.

If you have anything to say, confidentially, about the professional care you receive at home, good or bad, please let us know.

Phone: 01926 422 823
Email: info@healthwatchwarwickshire.co.uk
Write to:
Healthwatch Warwickshire, 4-6 Clemens Street, Leamington Spa, Warwickshire, CV31 2DL

1,500 postcards were distributed via third party partners

Making a difference together



How your experiences are helping to influence change

The intelligence we gather through our Engagement and Outreach activity is reviewed by our internal performance review group. This group then identifies how the information can be shared with the appropriate service providers to ensure the experiences of local people are captured effectively, and that Healthwatch Warwickshire are able to use this intelligence to effect positive change for the community.

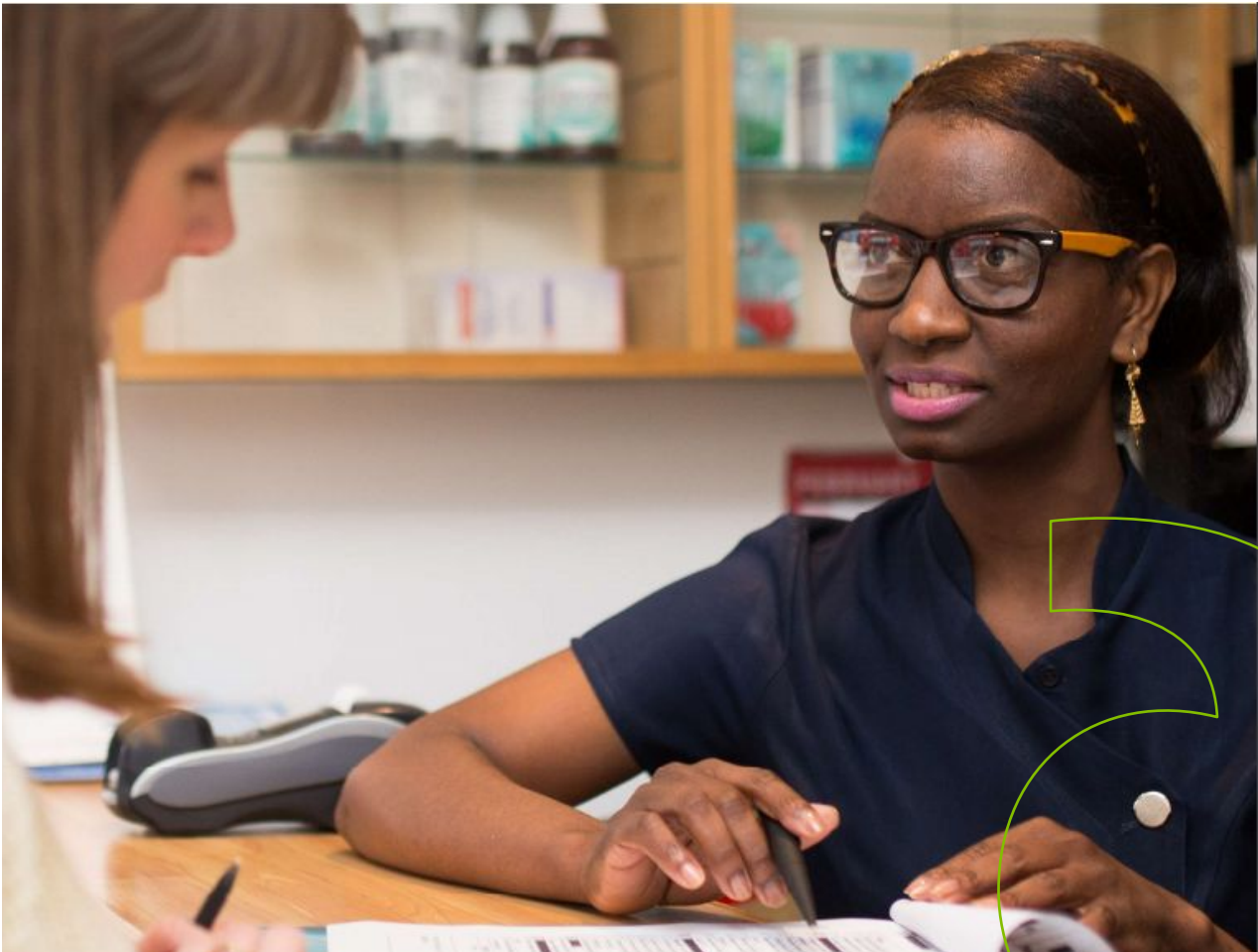
Key influencing activity this year included:

Brownsover surgery - We have been invited to assess their consultation procedures.

Coventry and Warwickshire Partnership Trust (CWPT) report on Mental Health - This was well received, and our agreed action plan of 42 recommendations has now been implemented by CWPT.

Enter and View - Following direct referrals from a local MP, raising concerns about three local care homes, we carried out internal investigations and spoke to the Care Quality Commission (CQC) and Adult Social Care to discern appropriate action. Both have planned visits to the establishments as a result of our concerns.

Our GP revisit programme - We identified a number of findings for improvements to service provision. The report with key findings has been published and shared with key decision makers.



Working with other organisations

We continue to maintain positive working relationships with relevant public bodies and strategic groups, championing the views of patients and the public, and offering robust and credible evidence to help inform policy, practice and commissioning decisions. We have also been developing new relationships with local partners to help us better understand the needs of local people, especially the seldom heard.

This year, Chief Executive Chris Bain attended more than 21 partnership meetings with other bodies, including Coventry and Warwickshire Partnership Trust, University Hospitals Coventry and Warwickshire, North Warwickshire CCG and South Warwickshire CCG.

Key strategic meetings that we have contributed to include:

- + **Health and Wellbeing Board (HWBB) Executive** - We are now included in the Place Based Joint Strategic Needs Assessment (JSNA)
- + **Health Overview and Scrutiny Committee** - Member of the agenda setting group. We promoted five items, which have been included in the work program for 2018/19, and we took the lead on interrogating the CCGs about Commissioning Intentions, giving evidence to the GP Task and Finish Group
- + **Joint Strategic Needs Assessment (JSNA) Strategic Group** - Contributed to a meeting on 14th September.

Other key partnership activity this year includes:

- + **Coventry and Warwickshire Partnership Trust (CWPT) Quality Summit** - We are now part of the CWPT Action Plan regarding patient involvement
- + **Domiciliary Care campaign** - This campaign has been developed in partnership with Warwickshire County Council (WCC) Commissioners and other local partners: Age UK, Carers' Trust, WCAVA and Macmillan. A report on the project findings will be published by summer 2018, and shared with the Health Overview and Scrutiny Committee
- + Working with **Patient Participation Groups (PPGs)** to develop the Standing Conference
- + Complaint made to Chair of the **STP Transition Board** about the continued lack of patient and public engagement in the STP.

We also continue to develop a strong and productive relationship with Healthwatch England (HWE), sharing information of national significance.

This sharing of data and intelligence with HWE led to the recent production of the [Care Homes report](#), in which our work was cited.



it starts with
YOU



#ItStartsWithYou



Use your voice to make a difference

Everything we do is only possible with your voice. Our connections to local people allow us to gather your feelings and thoughts about how local services are working well, and how they can work better, for you.

The more of you who share your experiences with us, the more we can share with service providers, to help them understand what works and what doesn't, to inform their improvement plans for the future of your care.

Looking ahead, on 3rd September 2018, as we celebrate the NHS turning 70, Healthwatch England is running a national social media campaign, #ItStartsWithYou. The campaign aims to raise awareness of the impact people can have on their care by sharing their views, and encourage more people to share their stories with their local Healthwatch.

We have had some great successes this year but feel that personal stories are best told by the people who lived them. So, we're asking you to get in touch and let us know if you'd be happy to share your story about how we've helped you. This campaign starts on 25th June 2018 and runs until September, so we would love to hear from you soon!

If you only have a little time to spare, or don't want to share your full story, there are lots of ways to help us spread the word. You can:

- + Join [the Thunderclap](#) on social media
- + Share a short version of your story on social media and add the tag #ItStartsWithYou. Don't forget to tag us (@HealthwatchWarw on Facebook and Twitter)!
- + Share your story anonymously [via our website feedback form](#) (do please state if you're happy for it to be used for the campaign), and
- + Encourage others to share their experiences.

We would love to hear your stories!

Our plans for next year



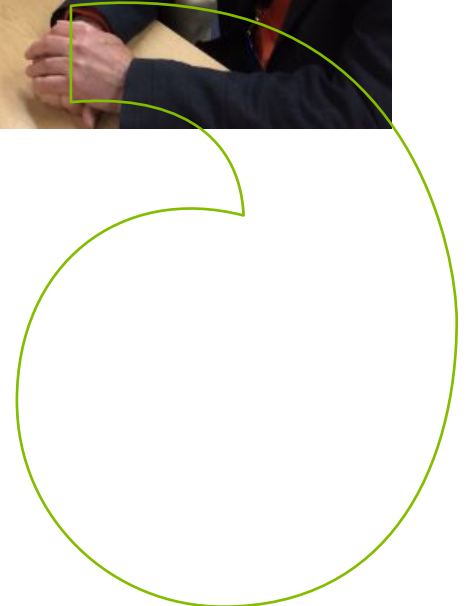
What next?

There are a range of emergent priorities for the 2018/19 financial year, which are outlined below. None of these are new and they sit alongside our ongoing priorities of:

- + Care at home
- + Mental health services in the community
- + Reaching seldom heard groups.

Additional priorities for 2018/19

1. Delayed transfers of care
2. End of Life care
3. Housing developments without the accompanying medical facilities
4. Health inequalities
5. Homelessness
6. Transport (especially in the North and the rural South)
7. Waiting times for assessments and referrals.



Our people



Sydenham
History Project

healthwatch
Warwickshire

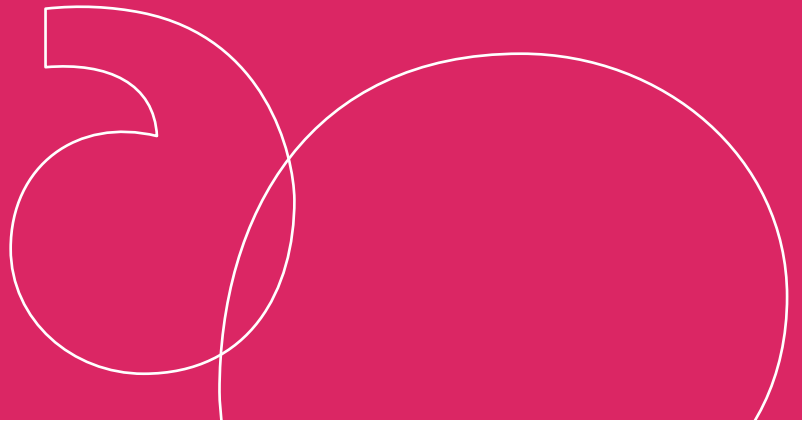
Your
new consumer
organisation for
health and
social care

Our work would not be effective without your input. It's thanks to you, sharing your experiences, that we are able to do what we do.


Vina Fatania

Engagement and Outreach Officer

Our finances



Financial Information



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£262,000
Additional income	N/A
Total income	£262,000
Expenditure	£
Operational costs	£48,106
Staffing costs	£196,022
Office costs	£17,500
Total expenditure	£261,628
Balance brought forward	£372

*Please note that the above figures are subject to audit.

Decision making

Our Board of Directors is appointed by application and interview. Board meetings are held bi-monthly and we have a number of sub-groups that oversee specific functions: Human Resources, Finance & Audit and Performance & Monitoring.

How we involve the public and volunteers

We collect the views and experiences of local people:

- + By talking to the public at local GP surgeries, care homes and hospitals
- + Through our Engagement & Outreach activity
- + At local Healthwatch events
- + Through specific campaigns
- + From phone calls to our office and feedback via our online feedback facility.

All of this work is ably supported by our volunteer team, who also have representation on our Board and help to inform our decision making. These activities help us to gain a detailed overview of the needs of local people and this intelligence is used to inform our work.

The Board then reviews the information gathered to help set the priorities for the year ahead. Once the short, medium and long-term goals have been set, the Chief Executive leads on their implementation with the Healthwatch Warwickshire staff and volunteer team.

Prof. Robin Wensley
Chair

Elizabeth 'Liz' Hancock
Deputy Chair

Gita Patel

Paul Tolley

Cllr Jerry Roodhouse

Dr Leonard Harvey FRCOG LLM

John Copping

Bob Malloy

Mike Flaxman

Trevor Wright

Gill Fletcher
Volunteer Representative/Active
Observer

Susan Jenkins
Volunteer Representative/Deputy
Active Observer



Contact us

Get in touch

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facebook.com/HealthwatchWarw

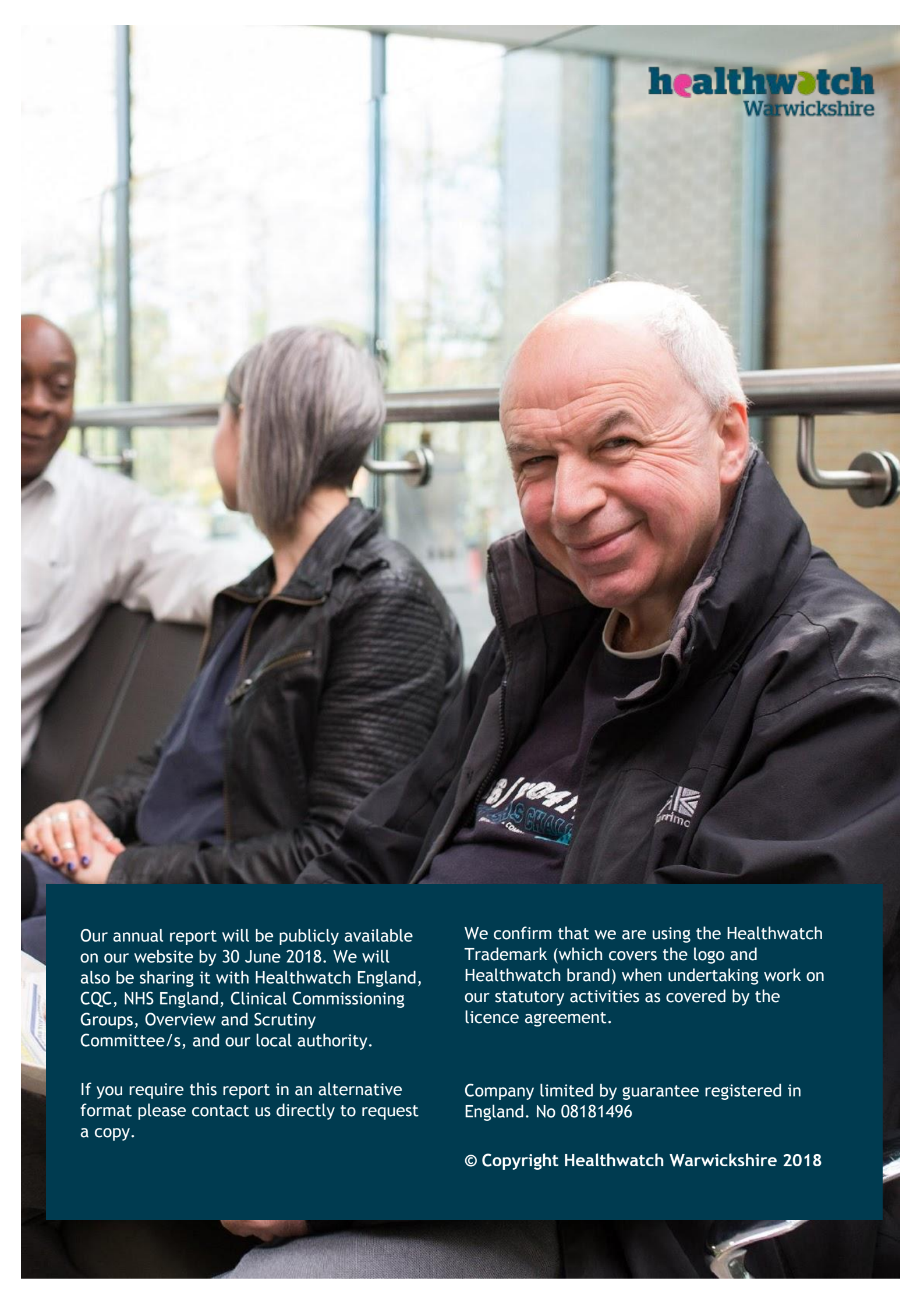
Twitter

[@HealthwatchWarw](https://twitter.com/HealthwatchWarw)

Address of contractors

We are accountable to Warwickshire County Council, Public Health. Their contact details are:

Public Health Warwickshire, Communities Group
Warwickshire County Council
Shire Hall
Barrack Street
Warwick, CV34 4RL
Website: publichealth.warwickshire.gov.uk



Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Groups, Overview and Scrutiny Committee/s, and our local authority.

If you require this report in an alternative format please contact us directly to request a copy.

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.

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