



Healthwatch Warwickshire

Annual Report 2018-19



St George's University Hospital NHS
Kelly Spence
Radiology Department Assistant
Outpatient and Diagnostics, Nelson Health Centre

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For full details of our board visit:

www.healthwatchwarwickshire.co.uk/about-us/our-board/

And for our current staff members:

www.healthwatchwarwickshire.co.uk/about-us/our-staff/

Message from our Chair

Having been Vice Chair for a number of years, I was delighted to take over as Chair in January 2019, when Robin Wensley stepped down. What do I bring to Healthwatch Warwickshire? Well, I have more than 26 years' experience of working in healthcare, the last 15 being in Warwickshire. I also live in Warwickshire and use local healthcare services. I know what a good service looks and feels like, and understand some of the frustrations and fears we all feel when things aren't going well, or if we feel our concerns are not being heard.



Our aim “to be an accessible, trusted, independent source of advice - listening, and responding effectively, to express your voice on local health and social care issues.”

I know that everyone wants the best results from any involvement they, or their family, have with health and social care services. Healthwatch Warwickshire (HWW) works hard to ensure this happens. If it doesn't, then we are here to listen to your concerns and speak up on your behalf.

Partnership working is a vital component of our work, as it enables us to hear first hand the plans and initiatives for health and social care in the area. We can then strive to ensure the voice of Warwickshire people is not just heard by decision makers, but understood and really listened to. We are also here to help local services improve future provision.

In this Annual Report, you will learn more about the work we have been doing over the past year, all of which is important to help shape your services. This year, I would like to highlight one important development - our Right to Access Project (RAP). Through the hard work of our staff and volunteers, RAP is already making a real difference to the lives of people in Warwickshire, and I am delighted that this work will continue into 2019-20.

With the ever changing health and social care landscape, and continuing political uncertainty, I am very proud of our small team of staff and volunteers, who work hard to encourage and engage with local people to help make sure that local services meet their needs. It is often a complex world they are working in but I have noticed that they never lose focus of the end result - making care better for people. Thank you.



Elizabeth 'Liz' Hancock
Healthwatch Warwickshire Chair

Changes you want to see

Last year we heard from 1,583 local people, who told us about their experience of a number of different areas of health and social care. Some of the changes you want to see include:



+ Improved access to GP services



+ A reduction in GP appointment waiting times



+ More mental health support



+ Improved public transport

About us

Shaping health and social care services that work for you

As the independent champion for people using local health and social care services, our sole focus is on understanding the needs, experiences and concerns of everyone who uses these services.

Our aim is to be a powerful voice, ensuring that Warwickshire's services meet your needs today. We also aim to amplify your input, to influence improvements that will shape the services of the future.

As Chair of Healthwatch England, it's my role to make sure your Healthwatch gets effective support and that national decisions are informed by what people are saying all over England.

If you were one of the 400,000 people who shared their experiences with us last year, I want to say a personal thank you. Without your views, Healthwatch wouldn't be able to make a difference to health and social care services, both in your area and at a national level. One example of this is how we shared 85,000 views with the NHS, to highlight what matters most, and help shape its plans for the next decade.

If you're part of an organisation that's worked with, supported or responded to Healthwatch Warwickshire, thank you too. You've helped to make an even bigger difference.

None of this could have been possible without our dedicated staff and volunteers, who work in the community every day to understand what is working and what could be better when it comes to people's health and care.

If you've shared your views with us then please keep doing what you're doing. If you haven't, then this is your chance to step forward and help us make care better for your community. We all have a stake in our NHS and social care services: we can all really make a difference in this way.



A handwritten signature in black ink, which appears to read 'Robert Francis'.

Sir Robert Francis QC
Healthwatch England Chair

Everything we say and do is informed by you

We are here to help create health and care services that work for you. We believe that by asking local people to share their experiences, we can identify issues that, if addressed, will help to make the improvements that will benefit everyone.



Our purpose

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



Our approach

By listening to your views, and sharing your feedback with local service providers, we work collaboratively to make sure that Warwickshire's health and care services work better, for everyone.



People are at the heart of everything we do

We play a prominent role bringing communities and services together. Everything we do is shaped your views. Our staff and volunteers identify what matters most to you by:

- + Visiting services to assess their provision by speaking with the people who use them
- + Attending community group events
- + Running surveys and focus groups
- + Working with partner organisations to better understand the needs of all local people, especially seldom heard groups.

Our main job is to raise people's concerns with health and care decision-makers so that they can improve support across the county. The evidence we gather also helps us to influence future policy.





Highlights from

our year



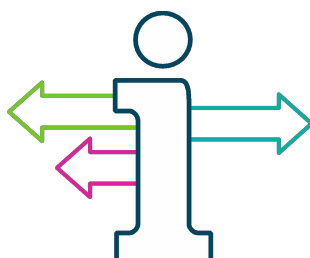
Find out how we've supported people in 2018-19



689 local people shared their feedback, telling us their experiences of local health and social care.



We have 9 volunteers, who gave up their time to respond to your feedback by visiting care homes to gather the views of staff and residents.



4,091 people accessed Healthwatch advice and information online, by phone or in person.

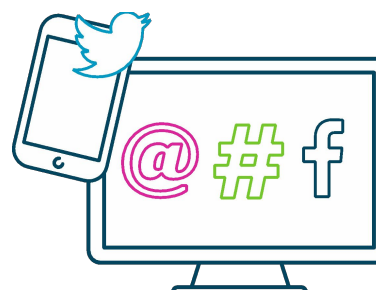


77 people attended our annual conference, which focused on the 2019 Year of Wellbeing. 400 people took part in a wellbeing survey we launched on the day.

101 people attended our Rights to Access workshop



All of the recommendations we made were adopted by local services, making health and care better for the whole community.



3,082 people engaged with us through our website and social media.



**How we've made
a difference**

Changes made to your community

When you share your views with us, this helps us to make positive changes to Warwickshire's health and social care services. When you speak up about what's important to you and services listen, then you help us to make sure care gets better, for everyone.

Here, we share some examples of the work we've been doing to not only improve your local services, but also influence long-term national policy.

Tackling barriers to healthcare in the homeless community

Many people told us that services don't truly understand the challenges for people who do not have a home. People found it difficult to access support because they lacked a permanent address, phone number or identification.

NHS guidelines say that GP services cannot refuse to register someone because they don't have proof of address. To raise awareness of this issue, we launched our Rights to Access project (RAP) on 10th December 2018 - National Human Rights Day.



With the help of our local partners and volunteers, we created a range of literature with information on the rights of those who are homeless to access healthcare. These resources included distributable cards for those who are homeless and the agencies who support them, and information booklets on the project for GPs and agencies.

We also offered awareness training workshops for several voluntary organisations and community groups. The GP booklet was finalised with the help of South Warwickshire Clinical Commissioning Group (CCG), Healthwatch Warwickshire volunteers and Board members. The agencies booklet was finalised with the help of Warwickshire Community And Voluntary Action Rugby (WCAVA), [Hope 4](#), Healthwatch Warwickshire volunteers and Board members.

So far, we have delivered 12 workshops to 101 attendees in the Warwick district, and more than 200 booklets have been given out. Of those who attended workshops, 75% described the training as “excellent.”

We have also given out a total of 738 of the cards at meetings, networking and training workshops, and made 19 calls to GPs. Most of the GP Practice Managers we spoke to, told us that they would see the individual the same day, asking them to register as either a temporary or permanent patient. Only one practice said that they would send the patient to A&E.

This project is ongoing, with the next wave taking place in Stratford-Upon-Avon between May and July 2019. Phase 2 of RAP will also include a letter to all GP surgeries, which will be co-signed by South Warwickshire Clinical Commissioning Group (CCG).

Delivering a RAP workshop



“Every bit of info was most effective and will be a great help in the environment we work in.”

“Very informative workshop and well delivered”

CASE STUDY: Helping a homeless man exercise his right to register with a local GP



A Healthwatch volunteer attended one of the workshops, taking some cards and booklets away with her. She then took these to her local Church, where she discussed the project.

One of the attendees of the discussion later met a homeless person who was struggling to walk, and she told him about the project.

Subsequently this man went to the Church to learn more and receive one of our cards. He then went to his GP and was able to access an appointment the same day.

The GP referred him to Warwick hospital for x-rays and physiotherapy. He was supported by the Church to attend these appointments and was given crutches by a member of the congregation.

He said that having our card had given him the confidence to go and see the GP. He now has a NHS number and, with help from the Church, has applied for a HC1 and is awaiting his HC2.

WELLBEING: What does the 2019 Year of Wellbeing mean to you?

Coventry and Warwickshire's Year of Wellbeing 2019 was announced last year by the Coventry and Warwickshire Place Forum. The Year aims to promote wellbeing by encouraging individuals and communities to think about what they can do for their wellbeing.

Some of the way it hopes to achieve this is with the promotion of existing campaigns, such as the daily mile, awareness raising through publicity campaigns, and by utilisation and co-ordination of local resources, reaching out to the third sector and encouraging organisations to make a pledge for wellbeing.



As champions of the patient voice, Healthwatch Warwickshire wanted to better understand what wellbeing means to people and what people themselves thought would improve their wellbeing. We would use this information to ensure that the public's views were heard by sharing what we learned and informing the Year of Wellbeing work.

We introduced the Year of Wellbeing project at our annual conference, on 18th October 2018. We worked with our partners to design and run workshops at this event, and on the day these sessions were facilitated by our colleagues at [Rethink](#), [Age UK](#) and [EQUIP](#).

The event was a success, with **77 people attending** from a variety of organisations. Attendees said that they enjoyed learning about the Year of Wellbeing, and taking part in the thought provoking discussions that followed.

As well as collecting information from the event attendees about what wellbeing means to different groups (9 protected characteristics, elderly and frail, living with dementia, long term conditions and mental health), we also launched a survey that ran for three months and consisted of one single question: **What do you think would improve your wellbeing?** This survey, which ran until the end of 2018, attracted **more than 400 responses**.

Overall, the results suggested that people would benefit from having better access to healthcare, less money troubles, being more connected socially and through transportation to a community where there are adequate services and activities (including physical activities) available. However, many of the responses individuals gave for improving their wellbeing were things outside of their control.

The full report is [available on our website](#), and has been shared with the Health and Wellbeing Board, Adult Social Care Health Overview and Scrutiny Committee, Jane Coates (Year of Wellbeing Delivery Manager), as well as other interested partners, to inform their ongoing work.

NHS Long Term Plan

The Government is now investing an extra £20bn a year in the NHS. The NHS has produced a [Long Term Plan](#), which sets out all the things it wants to improve across health and care services nationally. Alongside our colleagues at Healthwatch Coventry, we were asked to gather local people's views on what those changes should look like in Coventry and Warwickshire.

So far, we have met with our local partners; [Better Health, Better Care, Better Value](#) and local [Clinical Commissioning Groups](#) (CCGs), and had discussions with [Healthwatch Coventry](#), to agree our joint priorities for the Long Term Plan. The final report on phase 1 of this work will be published in July 2019, and this piece of work will evolve based on the findings of the NHS Long Term Plan survey. We are committed to undertaking a phase 2, which will ensure that the patient and public voice continue to be heard.

Acting on your feedback

As well as focusing on our longer-term plans, which will help to improve services both locally and nationally, we also continue to act on your feedback to ensure that your local services are fit for purpose.

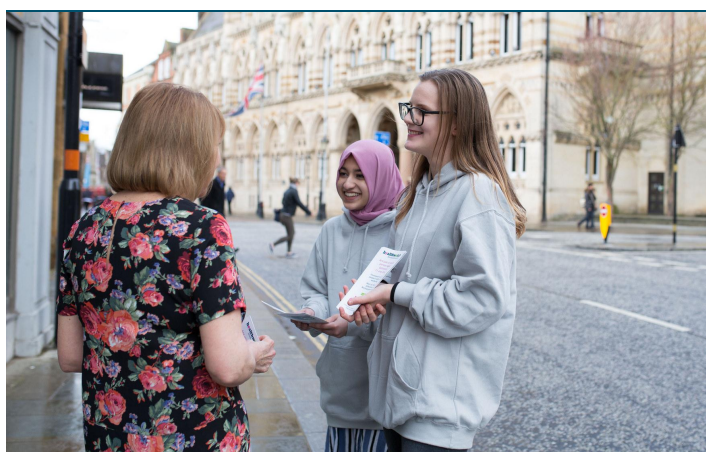
When concerns are raised with us about care homes we treat this information confidentially. We talk to the [Care Quality Commission](#) and Multi Agency Safeguarding Team, who may act on these concerns by carrying out their own investigations. We then decide whether to carry out an Enter and View visit to the home.

This year, our volunteer Authorised Representatives made four unannounced visits to care homes in response to information we received from the public. We visited:

- + [Overslade Care Home](#)
- + [Red House Care Home](#)
- + [Park View Care Home](#)
- + [Sycamores Care Home](#)



We found no evidence to support these particular concerns on the day of our visits, but most of the visits led to recommendations. Where recommendations were made, the Registered Managers committed to implementing them. This demonstrates that your voice matters and that by speaking up, we can make improvements to services. Please continue to share your concerns, with the trust that they will be treated confidentially.



Have your say

Share your experiences with us, so that we can help service providers to understand what works, what doesn't, and what you want from care in the future.

w: www.healthwatchwarwickshire.co.uk

t: 01926 422823

e: info@healthwatchwarwickshire.co.uk

“Healthwatch Warwickshire’s purpose is to make sure the voice of patients is heard in every decision that affects them. This has always been such an important role but it is particularly vital at the moment due to local changes in response to the NHS Long Term plan.

Their staff and volunteers work really hard to make a difference locally. They go out to local communities to ask for feedback from anyone receiving health and social care and they also have ‘Enter and View’ rights, which give their volunteers access to care homes to provide a truly independent view on the care that is provided. Projects such as their Homelessness Rights to Access project show just how they champion those who may not have a voice otherwise.”

Catherine White

**Lay Member for Patient and Public Involvement
South Warwickshire Clinical Commissioning Group**



Ensuring your voice is heard

To make sure that your voice is heard in decisions that affect you, we continue to maintain our role at various strategic meetings, where we represent the views of local people. This ensures that your views can influence health and social care policy at both local and national level.

Key strategic meetings in 2018-19 include:

- + Health Overview and Scrutiny Committee (HOSC)
- + Better Health, Better Care, Better Value Sustainability & Transformation Partnership (STP)
- + Clinical Commissioning Groups (CCGs)
- + George Eliot Hospital Quality Oversight
- + Joint Strategic Needs Assessment (JSNA)
- + Mental Health Co-production
- + NHS England and NHS Improvement
- + Nuneaton and Bedworth Borough Council Overview and Scrutiny

We also contributed to various forums and working groups, including the GP working group, which has now reported back to the Health and Wellbeing Board.

Making care better for you, influencing care for everyone.

Our key partnership activities for the year:

- + Our Chief Executive was appointed as a trustee of [EQuIP](#)
- + We began working in partnership with the [Out of Hospital \(OOH\) programme](#), collaborating on community and engagement and the implications of an Integrated Point of Access for seldom heard groups
- + We have signed a Memorandum of Understanding (MoU) with [VoiceAbility](#), so that we can share information on themes of concern to patients
- + We have met with the [Carers Trust](#) to discuss how we can work together.

Healthwatch Warwickshire are a very active partner within the local health and care system and their relationship with NHS South Warwickshire is a very positive one.

Gillian Entwistle
Chief Officer,
NHS South Warwickshire CCG

We also continue to maintain strong working relationships with other local Healthwatch organisations. This year, our Chief Executive, Chris Bain, was elected as Chair of the Healthwatch regional network for the West Midlands. He will take up the post from June 2019.

Chris will coordinate all the West Midlands local Healthwatch organisations, reporting in to [Healthwatch England](#), with whom we continue to attend regular meetings, to feedback local opinion on national health and social care issues.

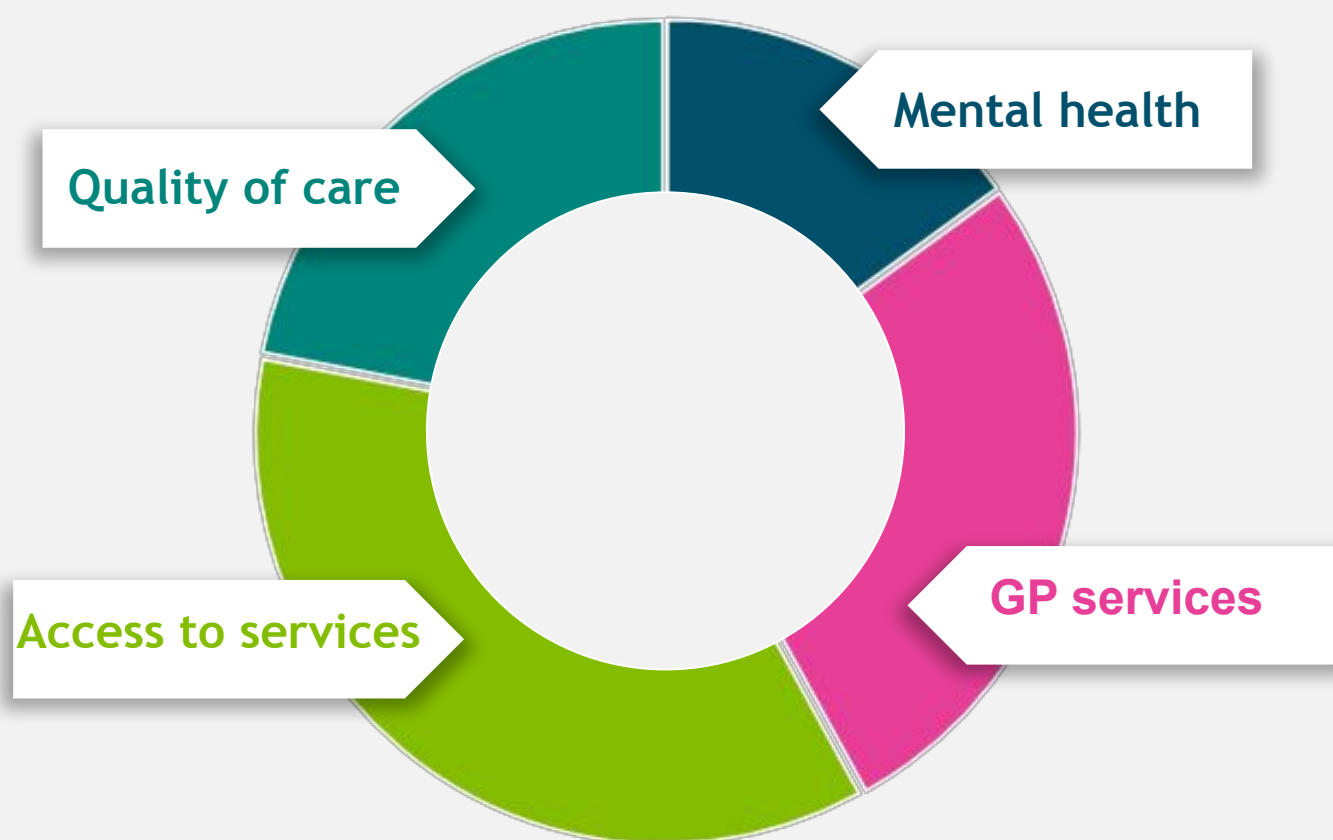


Helping you find
the answers

What services do people want to know about?

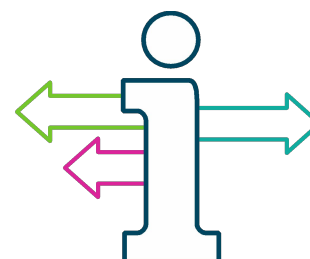
People don't always know how to get the information they need to make decisions about their own health and care. We are here to provide advice and support, helping people to find the information they need about local health and care services.

The most common enquiries this year were around:



How we provide people with advice and information

Finding the right care or support can be worrying and stressful. There are several organisations that can help, but people don't know where to look. Last year, we gave advice and information in a number of ways:



- + We have helped 289 people with their enquiries or feedback about health and social care via direct calls, emails and our website. We have also engaged with 817 people through our outreach and talks at community events
- + We have run a number of Events: 77 people attended our annual conference this year, where they shared their views on what wellbeing means to them, and we delivered the Rights to Access (RAP) workshops to 101 people
- + Our website, healthwatchwarwickshire.co.uk, launched last year, continues to attract a high number of users, with 3,802 people seeking advice and information online this year
- + We have continued to build on our social media presence, engaging people via Facebook and Twitter. We now have 191 Facebook 'likes' and 1,491 followers on Twitter
- + We have produced 3 issues of our Newsletter to keep Warwickshire residents and our partners up to date. Our newsletter has a distribution list of 1,186, and goes out to Patient Participation Group (PPG) members, Clinical Commissioning Groups (CCGs), Local Authorities, NHS Staff and local charity organisations.



Are you looking for help?

If you have a query about a health and social care service, or need help to find out where you can access further support, get in touch. We're here to help.

w: www.healthwatchwarwickshire.co.uk

t: 01926 422823

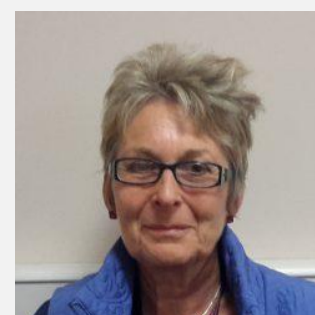
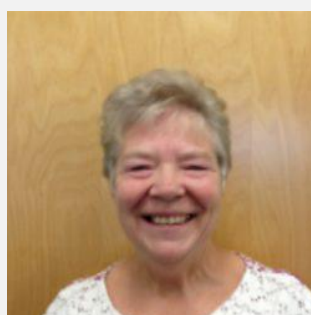
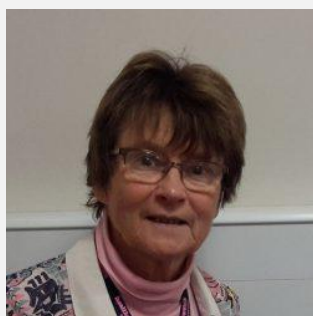
E: info@healthwatchwarwickshire.co.uk



Our volunteers

How do our volunteers help us?

At Healthwatch Warwickshire, we couldn't make all of these improvements without the support of our 9 volunteers, who work with us to help make care better for our community.



8 of our 9 volunteers

Our volunteers give up their time to help us improve your local services

Thanks to the work of our volunteers, a follow up visit to a local GP practice resulted in all of our recommendations being met.

Our volunteers play an important role in helping us make a difference to your health and social care services. This year, they have been supporting our work by:

- + Visiting local health services and care homes to investigate the concerns of local users. In the case of one revisit to [Abbey Medical Centre](#), all of the recommendations our volunteers made following their initial visit had been met
- + Getting involved with specific projects like Right to Access (RAP).

We are especially grateful for the assistance our volunteers provided in helping us to develop some of the literature for RAP. Four helped us by carrying out a 'mystery shop' of GP practices, and two gave their time to help finalise the content of the brochures that we have started giving out to GPs and agencies.

Why volunteer?

Our volunteers share some of the reasons they give up their time to help.



Healthwatch makes a difference for people without a voice.
- **David Alexander**



To give people a voice who think they aren't listened to.
- **Alison Wickens**



Now I am retired it's good to give something back.
- **Sue Roodhouse**



It's interesting and fulfilling.
- **Su Jenkins**



Because I can use my skills and knowledge to make a difference. It provides me with the challenge I need to overcome my health problems.
- **Sue Tulip**



I volunteer for Healthwatch Warwickshire to gain a wider view of patient experience in Warwickshire and to have a broader view of policy and practice within the County.
- **Dilys Skinner**

Meet Gillian

We caught up with one of our fantastic volunteers, Gillian, who shares her personal motivation for volunteering and what she gets out of it. Gillian is a long term volunteer and Authorised representative.



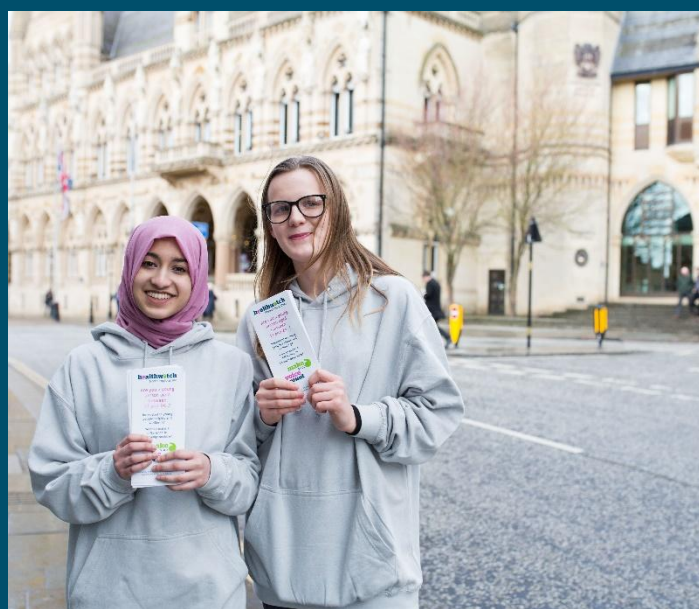
Gillian Fletcher



“Throughout my career in the public sector, I was always keen to for the people who use health and care services to have more choice, more control and more involvement in decisions being made about the services they use. I see Healthwatch as an independent organisation that champions this patient/customer view.

Healthwatch has the right ‘seats at the tables’ and we are able to influence commissioners, politicians and providers of services in order to listen more to that important patient voice.

Quite often, the things people are asking for are really quite simple to put right, and, with our optimistic approach and willingness to generate a spirit of honest and constructive communication, we can be the catalyst that sees some of those improvements implemented, and that is very satisfying.”



Volunteer

We are always on the lookout for more volunteers. If you are inspired by Gillian’s enthusiasm and interested in volunteering with us, please do get in touch.

w: www.healthwatchwarwickshire.co.uk

t: 01926 422823

E: info@healthwatchwarwickshire.co.uk



“My enthusiasm for being a volunteer with Healthwatch Warwickshire stems mainly from wanting to give something back to the community where I live that is helpful and constructive.”

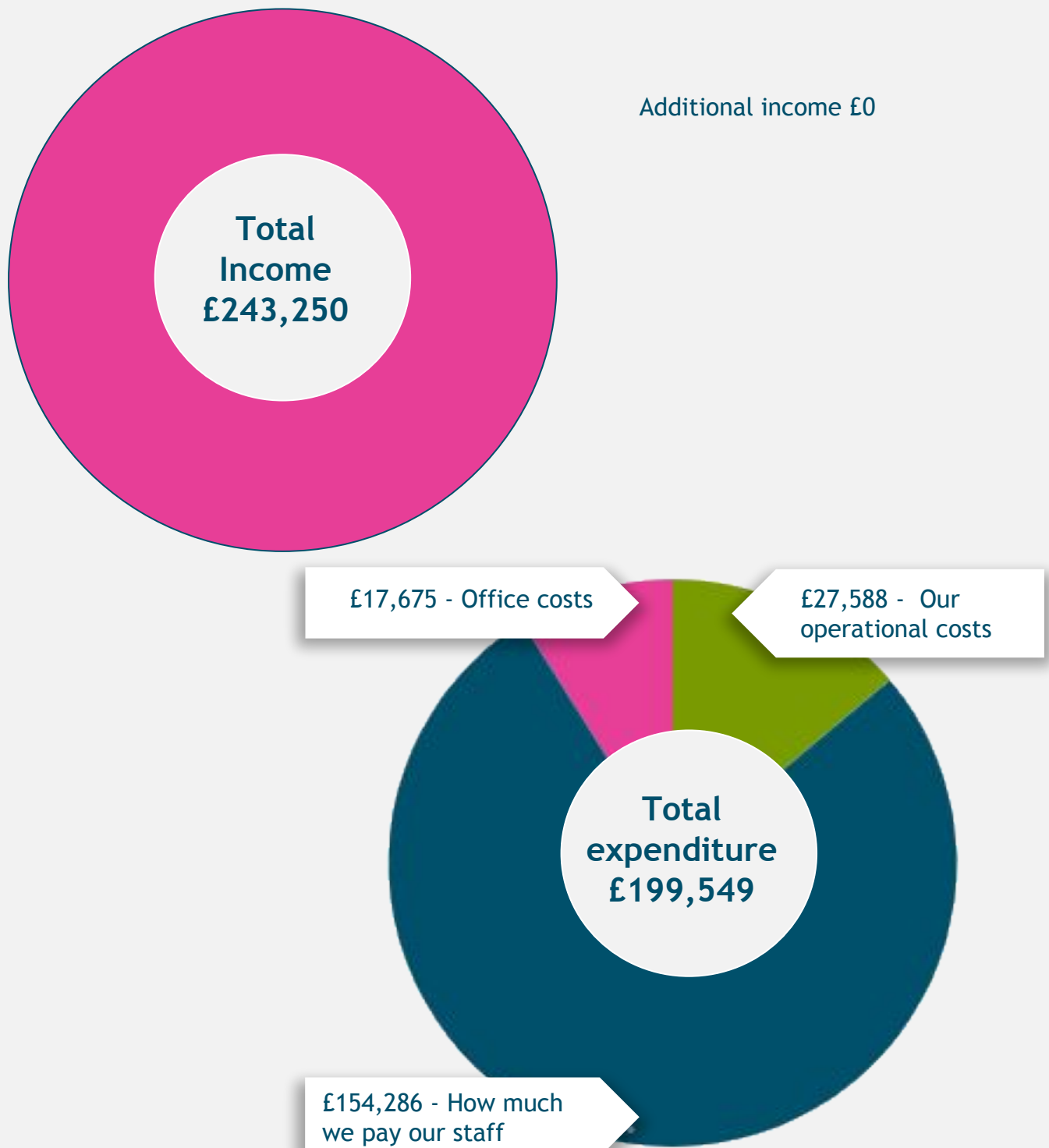
Gillian Fletcher
Healthwatch Volunteer



Our finances

How we use our money

To help us carry out our work, we are funded by our local authority. This year, we received no additional income and in total, we spent £199,549 in 2018-19. This leaves us with £43,701* to fund projects in 2019-20.



*All figures subject to audit



Our plans for

next year

Message from our Chief Executive

2018-19 was an important year for Healthwatch Warwickshire (HWW).

We were successful in a competitive Tender process, and secured a new contract with Warwickshire County Council to deliver Healthwatch services for a further three years, starting from November 2018.



Over the years, we have further developed our role as critical friend to our key partners across Warwickshire. We have very positive relationships with bodies such as the Health Overview and Scrutiny Committee, The Health and Wellbeing Board and its Executive Group, Adult Social Care, the STP Board and its successors, as well as third Sector Partners such as EQUiP, and the Joint Strategic Needs Assessment group. These relationships, plus many others, enable us to ensure that the patient perspective is heard across the system.

We have also been developing our relationships with Healthwatch England, the regional Healthwatch network, and the Care Quality Commission. There is a two-way flow of information, which support greatly strengthens the work that we do.

In addition to the normal functions of a Local Healthwatch, we have undertaken a number of projects over the year, including the Rights to Access Project for homeless people seeking primary care treatment, a wellbeing survey, linked to the Year of Wellbeing, and an extensive engagement program with our partners from Healthwatch Coventry, relating to the NHS Long Term Plan. Reports on all these activities will be available on our website upon completion.


Looking ahead

Looking forward at the emerging priorities for 2019/20, it is clear from patient feedback that we will need to respond to the new developments across the health and care sector. This will include continuing engagement on the NHS Long Term Plan proposals. Patients and the public have made it clear that they want to be heard across the new Integrated Care Systems, including Primary Care Networks and the Coventry and Warwickshire Place Forum.

A key part of this response is our Standing Conference on Patient Voice. This Standing Conference is driven by patient groups and is now beginning to find its place and its own identity as the Countywide Forum for concentrating and promoting the Patient Voice.

We will need the support of our volunteers to help us meet the challenges that lie ahead. We will work closely with our Volunteer Forum, to look at recruitment and retention of volunteers, new roles for volunteers, support and training and a range of other issues. We cannot do what we do without our volunteers and I want to formally acknowledge the huge contribution each one of them has made, and continues to make, to our work.

Further priorities in the coming year include strengthening our links with local communities, particularly in the north of the county, and responding to a persistent concern around waiting times and the impact that has on people's wellbeing.

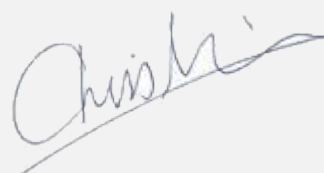


“This Annual Report offers us the opportunity to share our plans for the coming year, and it also enables us to say thank you to those who have left the organisation, and to welcome those who have joined us.”

My thanks go to Robin Wensley, who took the decision to step down as Chair. Many thanks also to Karen Higgins, Louise Wilson and Rosalind Currie, who left to take up new positions elsewhere. The very best of luck to them all.

A big welcome to Jessica Brooks, Lucy Dean, and Isobel Jonas, who have joined us during the year. Each of them has already made their mark, and I hope they will enjoy their time at HWW.

2018-19 was an important year for Healthwatch Warwickshire and all our staff and Board members worked incredibly hard to make it a success. Next year promises to be at least as important, and possibly even more exciting and enjoyable. I just can't wait to get started.



Chris Bain
Healthwatch Warwickshire Chief Executive

“Warwickshire North CCG has been happy to work alongside Healthwatch Warwickshire (HWW), to support our shared commitment to ensuring our citizens have a strong voice in shaping local services for local people.

HWW have supported our patient group forum and helped us to review how we work with our PPGs. They have also contributed to our recruitment panels for key posts to help ensure we recruit staff who share our commitment to patient voice and co-production, and worked with us on specific engagement projects such as on Stroke and GP access. We have also value their Enter and View reports, which we find offer very helpful insights on general practice services provision.

We are proud to have a positive relationship with Healthwatch Warwickshire, and commend the work they do to engage our local community.”

Jenni Northcote
Chief Strategy and Primary Care Officer
Warwickshire North CCG

Thank you

Thank you to everyone that is helping us put people at the heart of health and social care, including:

- + Members of the public who shared their views and experience with us*
- + All of our amazing staff, volunteers and our Board*
- + Warwickshire Community And Voluntary Action (WCAVA)*
- + Better Health, Better Care, Better Value*
- + Healthwatch England*
- + The Health and Wellbeing Board*
- + The Health Overview and Scrutiny Committee (HOSC)*
- + Clinical Commissioning Groups (CCGs)*
- + Acute Trusts*
- + Warwickshire County Council*
- + District Councils*
- + The wider voluntary sector, such as Age UK, EQUIP, Hope4 and others.*



Contact us

Address

Healthwatch Warwickshire CIC
4-6 Clemens Street
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Warwickshire
CV31 2DL

Phone

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Freepost

FREEPOST HEALTHWATCH WARWICKSHIRE

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info@healthwatchwarwickshire.co.uk

Website

www.healthwatchwarwickshire.co.uk

Facebook

facebook.com/HealthwatchWarw

Twitter

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

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 2019. 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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