

SWINDON BOROUGH COUNCIL

NARRATIVE FOR VOLUNTARY SECTOR QUARTERLY PERFORMANCE REPORT

ORGANISATION: **HEALTHWATCH SWINDON** QUARTER: Q4 2020/2021

BRIEF DESCRIPTION OF ORGANISATION REMIT:

We are the independent champion for people using local health and social care services. We listen to what people like about services and what could be improved and share their views with those with the power to make change happen.

Healthwatch Swindon is here to:

- Help people find out about local health and social care services.
- Listen to what people think of services.
- Help improve the quality of services by letting those running services and the government know what people want from care.

OUR PRIORITIES FOR 2020/21:

The Healthwatch Advisory Board set our priorities in April 2020. Please note that the way we work has changed since the COVID-19 pandemic and subsequent lockdown. Part of our focus has been on providing up-to-date information from national and local sources. [COVID-19 specific information can be read on our Advice and Information page](#) and in the [news section of our website](#).

- Access to primary care
- Access to mental health services
- Access to social care services
- Self-care, prevention and wellbeing
- We continue to support people to have their say to help improve health and wellbeing services in Swindon

HOW MUCH IS YOUR ORGANISATION DOING?

How many people are you working with, what does your demographic data tell us about your client group (for example: ethnicity, sexuality, disability etc.) and how does this data inform and influence your planning and service delivery? What gaps are you working to fill?

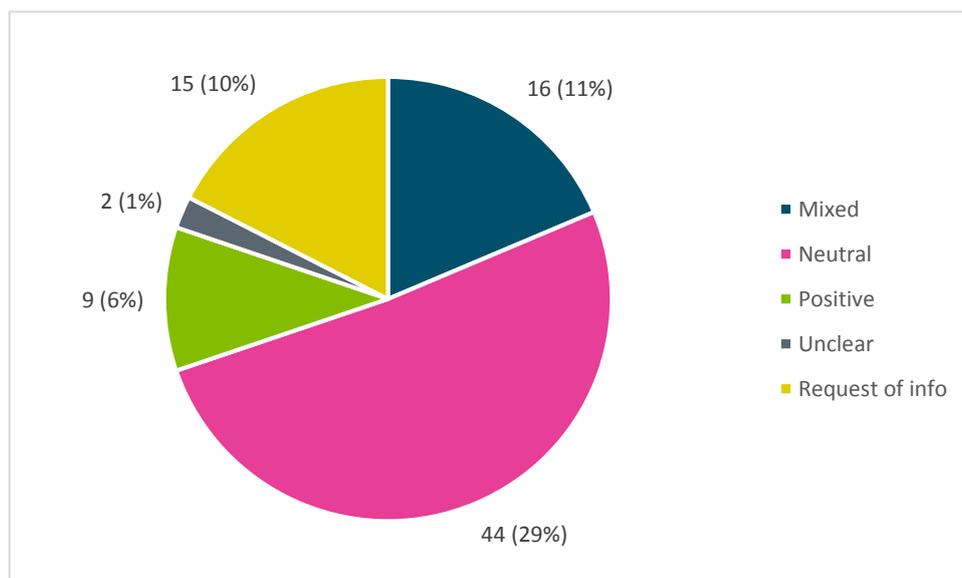
Data Collected through our Civi CRM Database (Healthwatch Database)

All feedback for this quarter has been gathered via telephone calls, e-mails, virtual meetings and social media. All of this has been recorded on this database.

We collected **150** pieces of feedback during this quarter, which is nearly double the amount we received from last quarter.

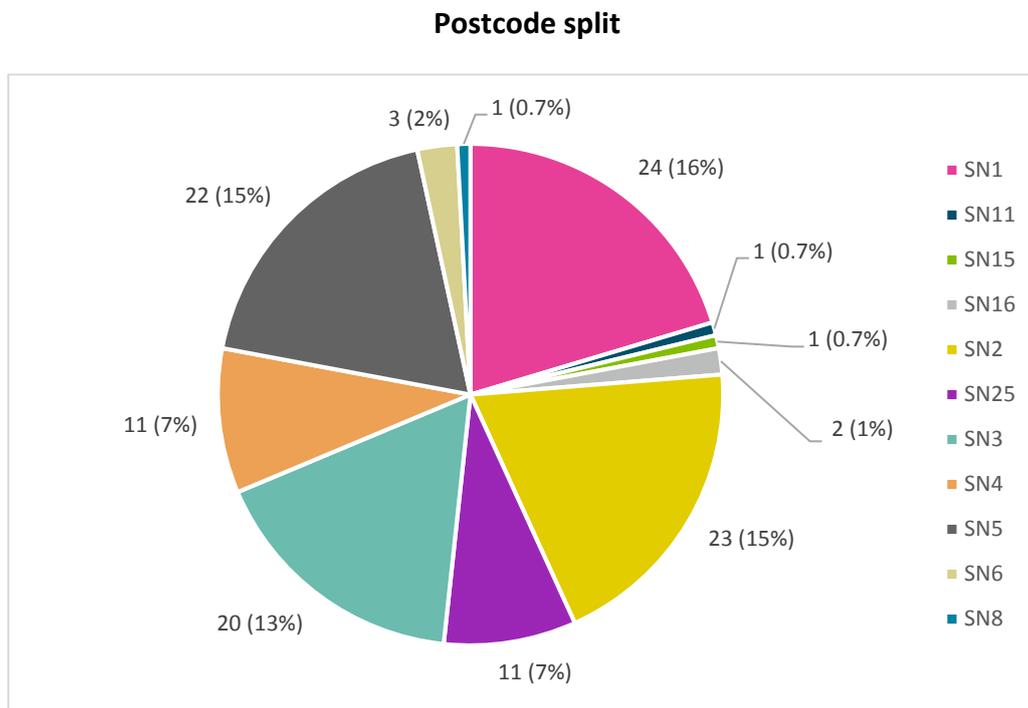
The feedback was of a mixed nature. We received **64** negative comments about services, **nine** were of a positive nature, **16** were mixed and the remainder were neutral, unclear or requests for information.

Sentiment of information



Most feedback is collected anonymously. Due to the sensitivity and emotive issues that people raise it is not appropriate to collect demographic data. We can however share that the postcode split, for those who shared this data with us, across Swindon is showing SN1

is providing the most feedback at 16% of the feedback, with the remaining split illustrated in the pie chart below:



Key themes emerging from Civi CRM are:

COVID-19 Vaccination programme

We received **43** pieces of feedback about the vaccination programme and this is, understandably, by far the biggest theme which has emerged this quarter.

Negative comments or concerns have arisen about the vaccine rollout predominantly around confusing information and people seeking clarity on when they will be invited or when they will be getting their second vaccine.

Some people have raised concerns about elderly relatives with dementia or who are hard of hearing who may miss telephone calls which are inviting them to be vaccinated.

The national vaccine programme running concurrently alongside GP practice contacting their patient list has caused the most confusion. People have complained about being invited to a vaccination centre, which is miles away from them, such as Bath Racecourse, and have not been aware that their GP will also be contacting them so that they can have their vaccine in Swindon.

Once people have been vaccinated we have had nothing but positive comments about the organisation at various sites and praise for the NHS for implementing the vaccine programme so swiftly

- **“My mother in law, age 87, is yet to hear about her vaccination. But she is very hard of hearing so may not have heard the phone call or realised who was calling. Is it possible to check status please?”**
- **“For the ordinary, non-PPG patient, finding current vaccination information is like getting blood from a stone. The Priory Road website has nothing, but Merchiston has a helpful note, including a map for getting to Steam; this note appears to be a WHP document, yet the WHP site is not carrying it. This is not very "joined up", is it? Like you, I feel the best thing at present is not to distract them from the logistics, but when the Covid dust has settled, maybe we could suggest to (PCN) that all practice websites carry the same information about WHP-wide topics”**
- **“Caller attends Ridgeway View Family Practice. Comments that there is no information on website about vaccination and has written to practice about this. "We need to know when people will get the second vaccination".**
- **"I would just like to send a big thanks to the doctors, nurses, HCAs and volunteers at the Covid vaccination centre at Great Western Hospital. Great service - very prompt and caring. They listened to my worries and were very supportive. I have a bit of a phobia of needles so the experience could have been very stressful for me. After receiving the jab, I began to feel sick and threw up. I couldn't have asked for a better experience for the practitioners there - particularly the doctors (Dr A? And a female paediatrician - sorry I didn't catch their names!) They helped clean me up, reassured me and kept me company until I felt better! So kind. Thanks so much! Makes the thought of the 2nd dose much less daunting."**
- **“Why are there no appointments available at the Swindon Steam Museum for a Covid-19 vaccination showing on the NHS website and when you call 119 are they being reserved for special cases? The closest ones are 30 miles away by road at the Bath Racecourse from now until the 14th of February. My letter came Friday 29th Jan it was dated 22nd Jan I have been trying 5 or more times a day since then.”**
- **“Caller and husband are patients at Homeground/North Swindon Practice and have had first vaccine jab at Steam. Husband has diabetes, taking chemo pills for cancer, heart bypass and high blood pressure. Caller wants to know why some people get second jab date (eg when her neighbour went to GWH for jab) and why they haven't been given date. She is worried that supplies may not be available within twelve weeks. She had phoned surgery this morning but they could not say when.”**
- **“I received a text last week offering me an appointment for my vaccination at The Steam Museum. So yesterday I had the Pfizer vaccine. The whole set up and**

organisation was amazing. Numerous volunteers advising you where to go. A nurse with another medical professional (perhaps a doctor) asked a few important questions for example medication you are currently taking and allergies. Friendly and professional. A 15 minute wait after the vaccination on sterilised seats in a waiting area, and again a welcoming volunteer to guide you. Today I feel absolutely fine and so far no reaction or any other symptoms.”

What Healthwatch are doing about this?

We have been providing callers with accurate information about the vaccine programme rollout to allay their concerns about, for example, having to travel long distances to be vaccinated, when in fact they will have the option of having their vaccine in Swindon via their GP. We have emailed bswccg.vaccinequery@nhs.net on behalf of callers when we have sought clarity on issues they have raised and have received timely responses. We have also fed back about issues raised in meetings.

We heard from one couple who had underlying health issues and who were not registered with a GP and wanted to know how they would be vaccinated. We were able to signpost them to the [BMA website which had some information pertaining to this](#), namely **‘It [the Enhanced Specification Service] also allows PCNs to vaccinate the patients of non-participating practices and to unregistered patients’**.

In February we also ran a COVID-19 vaccination survey to ask people about their views on the vaccine and to monitor vaccine hesitancy, particularly amongst harder to reach communities.

We were also contacted by Priory Road Medical Centre GP practice with help to communicate with Nepalese residents about Covid vaccination as there had been a low uptake. We were able to put the practice in touch with the interpreter we had used for another project so that they could contact these patients to talk to them about the vaccine.

We have also sat on a BSW task and finish group which was set up to discuss how unpaid carers could register as carers with their practices to enable them to access the vaccine in cohort 6.

Access to NHS dentists:

We received **26** pieces of feedback from people searching for dentists that would take them on as NHS patients. This is one of the biggest themes which has emerged since the pandemic started.

We heard:

- "...Unfortunately I am still trying to find a dentist it's made me down and depressed to be honest as no one is willing to help me and keep going round in the same circles being told I need to register and be seen by a dentist urgently but being unable to find one."
- "I'm currently trying to find a dentist in Swindon that is taking on NHS patients. Unfortunately after contacting 5/6 different practices, they have all come back saying that they are not taking on NHS patients, but are private... which I find bizzare."
- "I've been trying for a couple of months – in pain and without any help from anybody. Not a single dentist in Swindon Wiltshire is taking on any NHS patients for the past couple months. I have been trying since the first week of January when my tooth filling came out, I've been left in pain and without help. I called 111 they sent me to an emergency dentist but they were not able to help me because I need a root canal, and the tooth decay to be drilled out and "they don't have any drills" (...).. So they put a temporary cap in that came out 2 days later. I've been in this position for a couple of months and I need help, the head aches the pain all the time. Help me please."
- "After calling several NHS Dentists I couldn't find a suitable dentist to register for my family. They don't accept new patients. We have some dental issues. I want to register for me, my wife and children. Could you please help me on this issue?"
- Hi, I moved to Swindon from Lincolnshire in August and have been unable to find any dental practice taking on new NHS patients. I have just had to have an emergency extraction and know I need other treatment to a cracked tooth. Can you please tell me the nearest dental practice that is currently accepting new NHS patients. I am happy to travel any reasonable distance."
- "Caller reported he had been with Ambience dental practice for some time and received good service at a recent check up."

What Healthwatch are doing about this?

We continue to attend and contribute to the South West Dental Network group meeting and contribute to a presentation collating feedback from all Healthwatch across the South West.

NHS England and NHS Improvement commissioned Ottaway Strategic Management to undertake an Oral Health Needs Assessment for the South West region. The report has now been published and the summary report can be read [here](#).

We have also been attending the South West Recovery Network meetings, where dentistry has consistently been raised as an issue.

At the recent BSW QSG meeting dentistry and the lack of NHS appointments was raised as an issue. Since this meeting we have made contact with Peter Wilson, Medical Director (Commissioning) NHS England & Improvement South West Region, and will be meeting to discuss the possibility of carrying out a piece of work on this.

Finally, we are carrying out a small piece of work with some of our volunteers, which involves checking what information is available on the websites and then ringing the practices each month asking them the following three questions:

1. Are you still an NHS registered Dentist?
2. Are currently taking on new NHS patients?
3. Are you currently offering check-up appointments to existing patients?

We are then updating our website with this information to help keep Swindon residents informed.

Feedback regarding GPs

We received **34** pieces of feedback about GPs with well over half of what we heard being of a negative nature. The issues raised were varied, although people are still finding it difficult to get appointments quickly and there seems to be quite a few requests for information about how to go about registering with a different practice. There were also some issues raised about patients being prescribed incorrect doses of medication or the wrong medication altogether. We heard:

- **“I am concerned that only those that can phone fast enough at 8am are able to get an appointment. Having waited nearly over 30 minutes, to be told, no appointments it seems unprofessional to make people wait to be told this. Those of us with caring responsibility can’t always phone at 8 pm and wait for over 30 minutes for an answer. I was not impressed to be told, get someone else to phone for you. Who do they suggest this might be? Medical issues are private, does everyone want to impose on friends and neighbours like this? This system is not fit for purpose. I feel I have been excluded.”**

- **“Contact found out by accident that his GP had been prescribing too high a dose of insulin which was "knocking him out". Also has leg problem. Spoke to diabetes specialist nurse. Complained to hospital PALS who advised complain to NHSE. Not satisfied with letters in response from NHSE.”**
- **“I am picking up quite a few problems from patients about the access to blood tests at GP practices, with plenty of notice too! I stopped making a record when Hawthorn denied the problem to you but that practice comes up regularly as does Moredon. There are also a number of others. Some patients are still complaining that it is often impossible to contact Moredon on the phone. I can start to note these comments again as I speak to maybe 60 to 80 plus patients a week. I hear ridiculous things like a patient being offered a BT appointment for a week after their review takes place, even when they have stated the date of their GWH review with notice of a month. I regularly tell patients exactly what to state to their practice’ receptionists and to also state that their review cannot take place without the result of blood tests beforehand. Therefore their cancer treatment pathway is delayed by three months which is not appropriate.”**
- **“Contact has multiple health issues. Was previously prescribed an antibiotic which, it was eventually established, made her ill. She believes her patient notes should indicate this and she should not be prescribed the same again. She is due to go to dentist this week and she anticipates she may need antibiotics. She has been discussing her possible need with both dentist and Ashington House surgery. She now has a prescription for the correct antibiotic and the GP told her on the phone that the reason she had been prescribed the wrong one previously was on grounds of cost“**
- **As soon as I had my baby and no longer under a midwife the care has been abysmal. My baby's 6 week check was done at 9 weeks, her 8 week vaccine done at 11 weeks. She is now due her 12 week vaccine and despite calling daily we have been told no appointments available as the nurses are being used for the Covid vaccines. We have been told by different receptionists that Covid takes priority over other care and they do not know when baby vaccines will be able to go ahead - this was with Carfax. - I was also told "well you shouldn't be going anywhere so she won't pick anything up" - my husband is a key worker so who knows what he may bring home on his clothes. This week I managed to register her at Merchiston surgery, the staff went above and beyond to get her registered, and have said that all other services are priority not Covid vaccines.”**

What are Healthwatch doing about this?

We will share our findings with the practices directly. Where required we feedback and or get a response immediately from practices.

Feedback about GWH

We received 19 pieces of feedback about GWH. We heard:

- "Hello, I had a telephone appointment for a dermatology follow up today scheduled for 16.20. I was not contacted abs when I followed up with GWH appointments I was told that the Dr couldn't make contact. What had actually happened was that the Dr had called my landline just after 15.00 (when I was still at work) and did not try again at the scheduled time. Nor did he try my mobile number. The appointments clerk was very good and apologetic. It is clear that the doctor was rushing through the call list for an early finish , I was told he is working from home. I have always kept my NHS appointments and have an issue I really need to discuss. A really disappointing and frustrating experience".
- "I recently had to spend 5 days in the Great Western hospital in Swindon being treated for a covid-19 complication and I was impressed at how well the hospital works, the good condition it is in in these very trying times and especially how fantastic the nursing staff was. Well done to the NHS on keeping up the high standards!"
- "Caller is sending complaint to GWH, Robert Buckland MP and us about mother's care and treatment for kidney problem at GWH. Admitted through ED. She has been put in Covid ward even though tested negative. Second test being done now. Ward nurse rude and aggressive. Mother speaks Punjabi and there has been difficulty with staff communicating with her."
- "The A and E department were superb. From the moment I arrived there, I felt safe and looked after and all my needs were met. I felt the staff were very attentive to my pain and needs, from the nurses, to the anaesthetists, to the doctors, and anyone else involved at that point, which were quite a few. The care on the wards was also very caring and I felt everyone was trying their very best to deliver the best possible level of care, despite clearly being under a lot of pressure. My only improvement would be at the very beginning. I was going to have to wait 2 hours on a cold roadside for an ambulance with a badly broken ankle. My husband drove me to hospital in the end, but moving the ankle without specialist equipment and support didn't help my ankle. My husband got a wheelchair for me, but the wooden bit that comes out to support the leg was too short to support my ankle. I had already had a half hour drive in the car and then still no support properly for my ankle. I was given pain relief upon arrival at the triage centre, but had to wait an hour like that until I was seen. That part was very difficult. I also know when the nurse got to see my ankle, she

requested a trolley to take me through the hospital to A and E, but that didn't happen, so another difficult wheelchair ride up to A and E. Once I got there, I was really well looked after. I understand that we are in difficult times and it's hard for everyone. This is not a complaint, it's just because you've asked. Feel free to publish the first bit and not the second bit! I'm sure if it wasn't for the pandemic, the first part wouldn't have been like that."

- "I may need your help, now or in the coming days/weeks, as currently involved in a major clash of opinion with social services ref my mother Mrs () who is () and currently in Swindon hospital. There is much to say but to cut it short at the moment, we are disputing a social worker's decision that mum is okay to return to live alone in her flat with carers when we say she is not fit to do so and will be placed in danger for many reasons. At the moment, despite being negative when admitted to hospital on Jan 18th, she has tested positive for coronavirus because in a general ward, she was exposed to a patient who tested positive. As yet, she is asymptomatic and is not needing any treatment or oxygen. The social worker is even suggesting she may be let out to return to her flat with carers to complete her quarantine!! We have never heard of such bonkers' decisions. We have complained also to the doctors. There may or may not be a rethink today."

What are Healthwatch doing about this?

We will share our findings with the GWH directly. There are no specific themes emerging from the feedback we have received so there are no specific issues to take forward with the Trust.

Outcome 1

To develop/maintain strong working relationships with Commissioners, key Boards and Partners

The following key meetings have been attended this quarter:

- Provider Call with Joy Kennard, Head of Commissioning Adults
- VCSE catch up meeting – supporting the Voluntary Sector and the Live Well Hub, led by Sue Wald, Corporate Director Adult Social Services and Health
- Professional Leadership Network
- LD JSNA Task and Finish Group
- Swindon Safeguarding Partnership: Adult & Children's Board.
- Citizens Assembly Meeting
- Healthwatch (BSW) & CQC intelligence meeting

- Primary Care Commissioning Committee
- GWH and Healthwatch (BSW) quarterly catch up
- Health and Wellbeing Board
- Sanford House Tenants Meeting
- Swindon Patient Participation Experience Meeting, BSW CCG
- Infection Protection & Control meeting, Public Health Swindon
- Swindon Care Forum AWP Meeting
- People in Health West of England meeting about online engagement
- South West dental network (NHSE/I)
- Refugees and Asylum Seekers Forum
- Wyvern Primary Care Network PPGs meeting
- Hosted PPG chairs meeting
- GWH Nutrition & Hydration steering group
- LD Partnership Board
- Equality Coalition
- Autism Partnership Board
- Hosted PPG focus group meeting with CQC
- Adults Health Overview and Scrutiny Committee Meeting
- VCSE CEO meeting (with David Freeman and Amanda Webb)
- Information, Advice and Support Service (SEND)
- BSW Carers Strategic Partnership Group
- BAME Reference Group
- BSW Quality Surveillance Group
- Monthly meeting with CCG (Ruth Atkins)
- Building Based Provider Meeting
- South West Healthwatch Network Meeting
- South West Recovery Network Meeting
- CCG meeting to discuss carers getting COVID vaccine
- West of England AHSN Care Homes Programme x Healthwatch
- Impact of Covid-19 on Swindon BAME Community Task & Finish Group
- Section 42(2) Enquiries and safeguarding plans multi-agency audit discussion
- Thames Valley Cancer Alliance Allies Meeting

Grassroots Meetings Information, Advice and Support Services

During the quarter we have had to pause all face-to-face meetings due to the COVID-19 situation.

Outcome 2

Working in partnership with other providers to influence commissioners to improve services by using data to identify health inequalities and solutions to addressing gaps. Work to improve the integration between health services in Swindon.

Projects

Enter & View – No enter and views have been carried out this quarter. We are monitoring this closely, as is Healthwatch England, but the health and safety of volunteers, staff and patients and staff of services we visit remain our top priority. We can carry out virtual visits but they cannot be called Enter & View.

We carried out a selection of **virtual visits to care homes** in October to find out about what care homes did during lockdown with their residents. The report for this can be read [here](#).

We had planned to carry out a ‘virtual visit’ in February (over the course of the whole month) at GWH in partnership with Healthwatch Wiltshire and Healthwatch West Berkshire. Due to the rising cases of COVID it was decided that the ‘virtual visit’ should be postponed. We knew we would have to take a flexible approach to this, but met in March again and agreed that the visit will take place in July. A lot of the planning and discussion has already taken place, as well as the drafting of the questions, so we will be in a good position come July to take this forward.

Community Pot Projects

In January 2021 we published the final reports from our community pot funded projects. Swindon Interactive Arts Services were initially asked to gather feedback from 25 of their service users, but due to COVID they were not able to reach this target and 11 surveys were completed. We adjusted the payment that we had both agreed to reflect the change in numbers. The final report can be read [here](#).

Similarly, The Harbour Project originally had a target of 100 but in the end spoke to 50 people. Under the circumstances we were happy with this outcome, and again adjusted the final payment accordingly. The final report can be read [here](#).

We have also produced combined report, collating the 263 pieces of feedback that we received from all four projects, which can be read [here](#).

Patient Participation Groups – we have heard from some PPGs that they have met using Zoom/Teams, but but things appear to have slowed as a result of vaccinations etc.

We helped GWH publicise the Abbey Meads/Moredon meeting for patients in March.

Swindon Advocacy Movement (SAM) – We have still not been able to take the funding application forward to continue with our quality checkers/ Enter and View visits with SAM. Now that the National Lottery have resumed funding projects which are not COVID-specific, we will pick this up again in quarter 1 of 2021/22 and assess if we think that this project will be possible. Enter and View visits have not yet resumed and with caution still needing to be exercised despite the rapid and successful vaccine roll-out, there may be further delays to take into account.

Learning Disabilities Partnership Board Meeting

We attended the LDPB meeting on held on 19th January 2021, with these now resuming on a regular basis.

Outcome 3

Deliver an effective and responsive NHS Complaints Advocacy Service, improving patient and user experience and providing information and advice to local residents

During this quarter our NHS Complaints Advocacy Service received **19** requests for information.

10 new cases were opened during Q4 and **12** cases closed. There are 10 advocacy cases ongoing

The main **3** services against which complaints had been raised were:

- GP - 6
- Hospital - 5
- Community services - 2

The main **3** themes which have emerged are:

- Treatment - 11
- Access to services - 3
- Various others - 1

Outcome 4

Improve the awareness and profile of Healthwatch Swindon and engage the public (including less heard groups) in informing the shaping of health services in Swindon to ensure there is a greater patient, carer and public satisfaction with these services.

The Digital Exclusion Project has now been completed. Our final report and transcripts of interviews are with Healthwatch England who are analysing these findings, together with

those of the other four Healthwatch who participated in this project. The findings will be published by Healthwatch England in Q1 of 2021/22, at which point we will also be able to share the findings as well.

Case study: unpaid carers having the Covid vaccination

Healthwatch to BSW CCG

“Patient age 63 with Addison’s and cancer – various sites. She is about to start chemotherapy in Oxford. She has stayed on the list of her GP in Oxfordshire although she now lives in Swindon. She has had first Covid jab. Her husband will be 60 in November and has GP in Swindon. He works towards Bath, rarely goes to GP and is not registered with his GP as his wife’s family carer. When they approached Swindon GP to register, GP practice told them to get proof from Oxford cancer service that he is his wife’s primary carer. Meanwhile he won’t be able to get his first jab and is concerned that he should - because of his wife’s evident clinical vulnerability. We find and we hear from others that the GP practice is quite difficult to communicate with. Going down a complaints route either direct with the practice or via NHS E or PALS is obviously possible but too longwinded given the immediacy of the cancer treatment. Any suggestions?”

BSW CCG to Healthwatch

“Hello Jo,

Thanks for the feedback.

I have provided clarity to the PCNs on Friday about the messaging on unpaid carers and again to the Swindon Steam site this morning. If this is still the case since Friday, please let me know.

Best wishes

Emma Higgins | Head of Quality Improvement | BSW CCG”

Patient to Healthwatch

“Thank you , Indeed the tide may well have turned I am indebted to you and all concerned for the assistance provided. My concern is that there may be other patients, under this surgery whom are not as tenacious as us. The practice fails to mention our previous attempts earlier in February attempting a resolution to this situation. How ridiculous that in the current climate Drs Surgery demand a consultants confirmation. Once again I send my sincere Thanks for your help . Clearly I must pay more attention to the Services that Swindon have ..you have been amazing .. I face my surgery etc with one less thing to be concerned with.”

COVID-19 Vaccination Survey

At the beginning of February, we invited people across Swindon to take part in a month-long survey to find out their views, attitudes and concerns towards the COVID-19 vaccine roll-out and the communications that have supported this.

This was part of a wider piece of work undertaken by local Healthwatch throughout England.

The report focussed on:

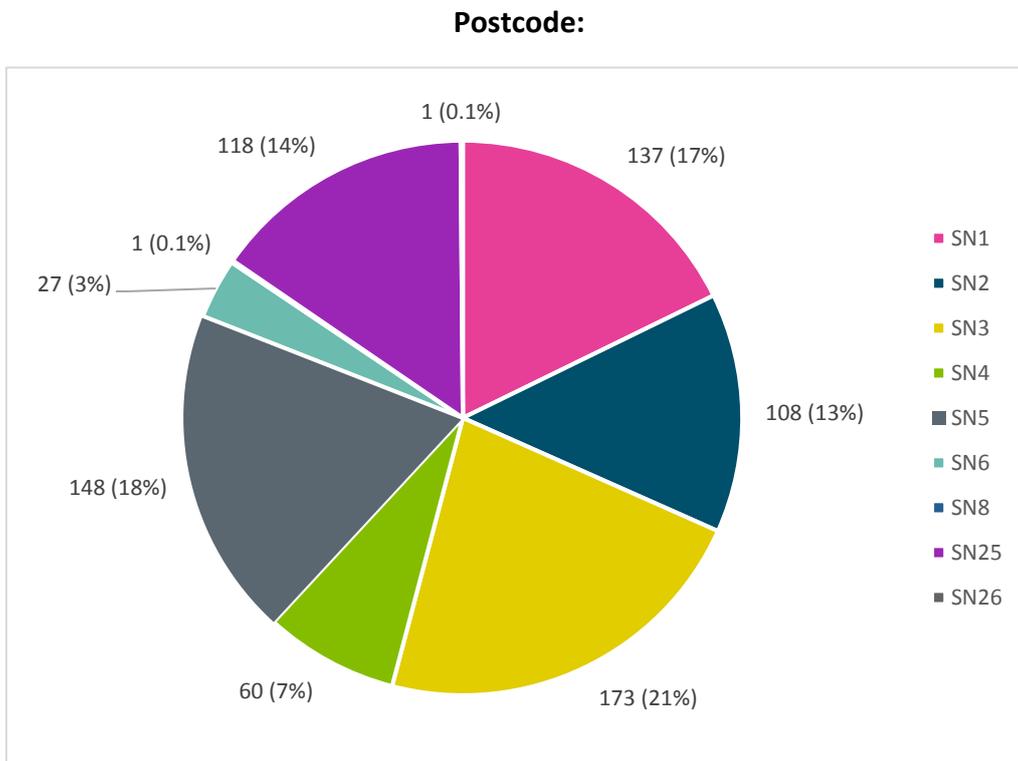
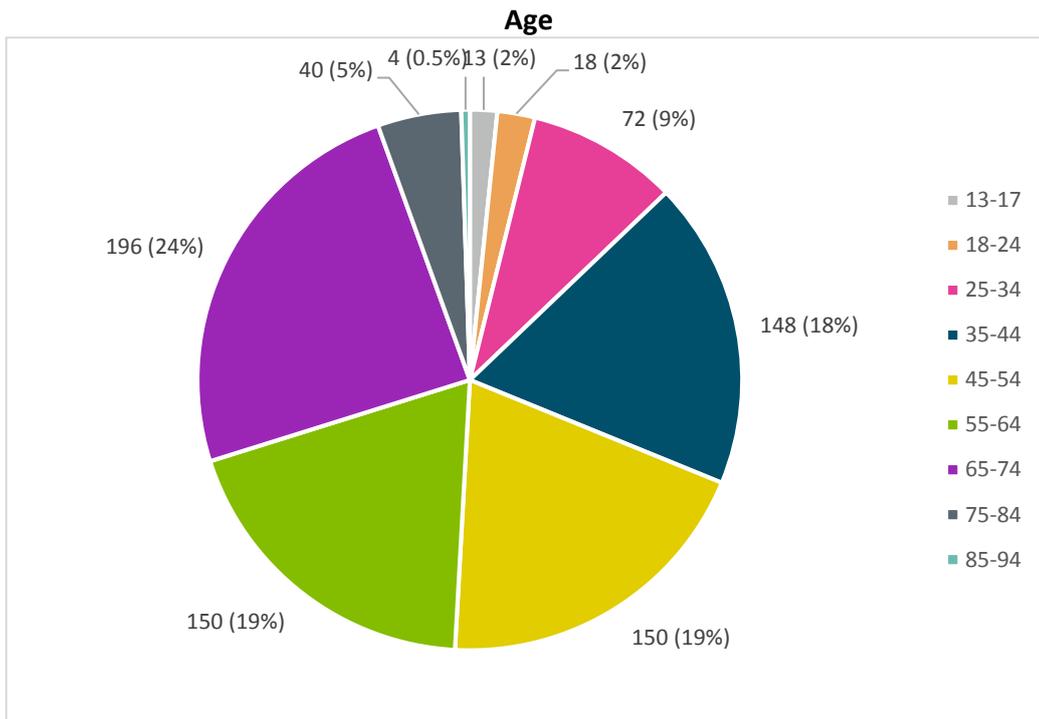
- Attitudes towards the vaccine
- Access to the vaccine for vulnerable groups
- Logistical access to the vaccine
- Experience of the roll-out

The survey was open to all but we also wanted to ensure that we were hearing from Swindon's ethnically diverse communities and so we asked our contacts within those communities to ask people to participate. Statistics show that people from ethnically diverse communities are less likely to have the vaccine in comparison to their White British counterparts. Subsequently Healthwatch England asked the Healthwatch Network to help gather data to ascertain where there was hesitancy.

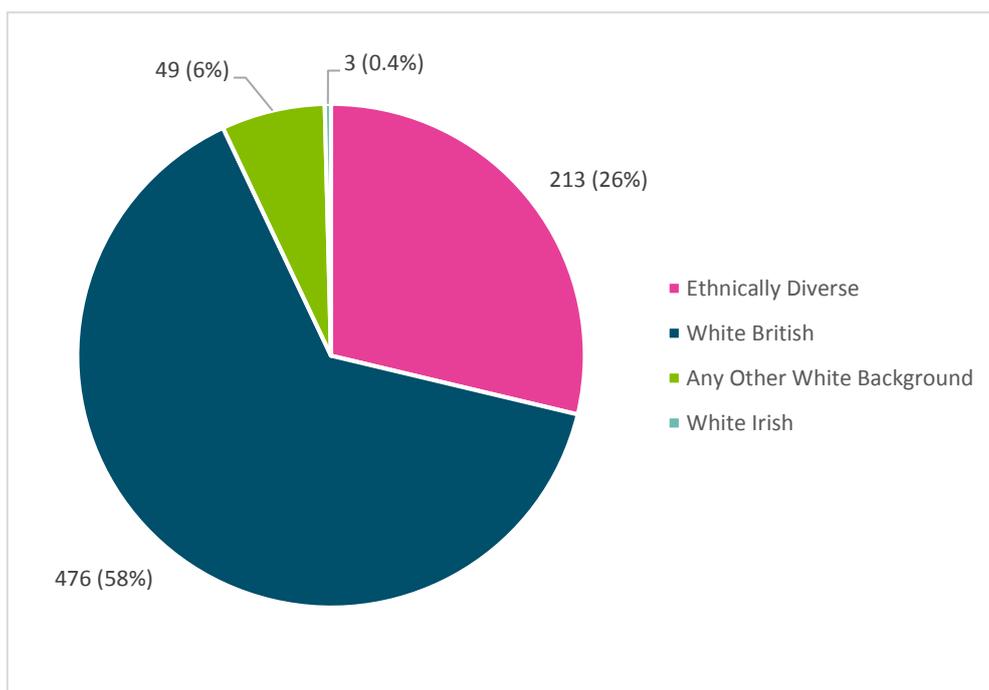
In Swindon, almost 800 people took part in the survey with the highest proportion of ages being 35 – 74 years old. Nearly a third of participants were from ethnically diverse communities. Most people, whilst having concerns about the vaccine were very clear that they would still have it. Only a very small proportion of respondents expressed doubt or were adamant that they would not have the vaccine.

The final report can be read here, with our recommendations, can be read [here](#).

An overview of demographics from this survey and the two community pot projects can be seen in the pie charts below:



Ethnicity:



** Please note that the percentages do not add up to 100%. I have not included the stats where respondents have chosen not to disclose this information.

#BecauseWeAllCare Campaign

This campaign was launched at the beginning of July 2020 and is a year-long campaign that Healthwatch England (and the wider network) are running in partnership with the CQC.

We have been promoting this but as we have not done enough targeted promotion this quarter, the amount of feedback we have received has been limited so a report has not been produced this quarter.

Information about the campaign can be found [here](#).

HOW WELL IS YOUR ORGANISATION DOING?

Example: *This is about the quality of the service that you provide to your client group, what do you have in place to deliver a good service, how well trained and supported are your staff, how do you ensure that the interventions you provide meet the needs of your client group? What evidence do you have for this?*

Raising Awareness of Healthwatch

- Three 'Health Bites' bulletins have been sent out this quarter, one per month.

Staff Training and Support

Team meetings continue to be held weekly as we are unable to have the usual daily face-to-face contact. We have one for the Swindon and B&NES team and one strategic meeting held for Team Managers every Wednesday.

The team have completed Safeguarding 1 and 2 training and Data Awareness training via a new online training portal that The Care Forum is using. Staff can also accessed Healthwatch England training.

Supervisions are held every six weeks for staff.

All staff have an individual work plan which they work to on a day to day basis. Each Healthwatch project under The Care Forum works to a dashboard which is presented to the Board and RAG rated to show our KPIs.

KPIs have been re rag-rated to reflect the current situation and a risk spreadsheet has been completed and returned to Swindon Borough Council, as requested, and will be on a weekly basis until the current pandemic situation changes.

WHAT DIFFERENCE IS YOUR ORGANISATION MAKING TO THE USERS OF YOUR SERVICE?

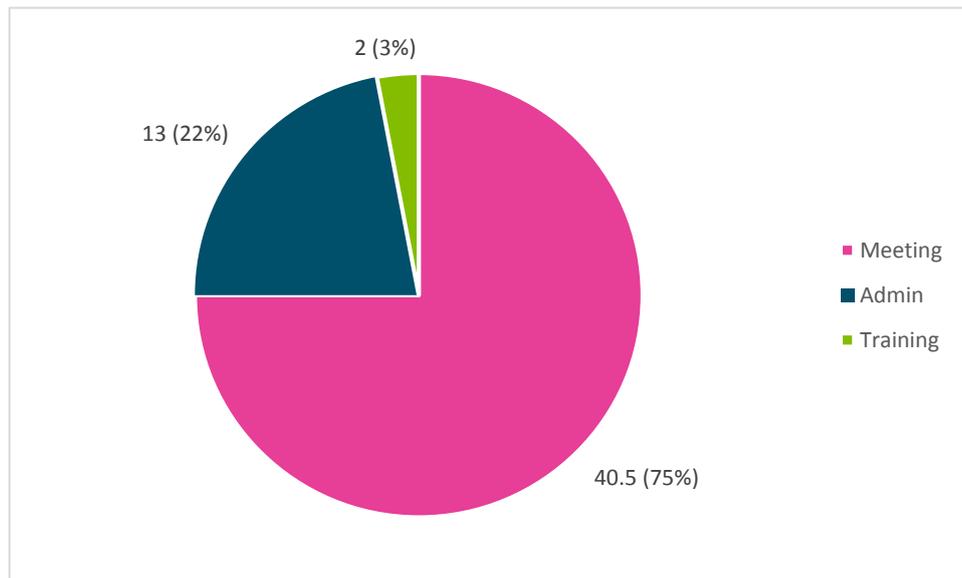
What outcomes are you delivering and sustaining for your client group? How do you know you make a difference?

Volunteers

- We have 23 volunteers.
- We have recruited one volunteer in Q4.
- Volunteers have represented Healthwatch Swindon at virtual events including; Citizens Assembly, Swindon Care Forum, PPG forum, PPG Chair meetings, local PPG meetings, Advisory Group, Patient Participation Experience meeting with the CCG and the Primary Care Commissioning Committee.
- We have been holding monthly meetings with the volunteers since October and have been inviting speakers from the Health and Social Care Sector to present on topics or pieces of work happening in Swindon. In this quarter we had a speaker from Swindon Borough Council Public Health dept.

A breakdown of volunteer hours (60.5 hours for this quarter) is as follows:

Volunteer Hours Q4 2020/21:



Once again volunteers have attended significantly less meetings due to COVID restrictions, but are really eager, once they are able to, to be participating more in the type of volunteer work they used to be able to do eg Enter and View visits, events etc.

WHAT ARE THE CHALLENGES FOR YOUR ORGANISATION?

- Staffing Issues/Opportunities**

We have had a full complement of staff in quarter 4 and everyone continues to work from home, with the occasional visit to the office when that is deemed necessary.

We are delighted to have been re-awarded the Healthwatch contract. The NHS advocacy contract has been awarded to VoiceAbility, so this means that Jim Hogg will no longer be working with us. We have really enjoyed working with Jim and are grateful for all of his hard work. We wish him all the best for the future.

The team format is:

Manager (B&NES & Swindon)	37 hours	Vanessa Scott
VSO	24 hours	Alex Parker
Engagement and Development Officer	18.5 hours	Jo Osorio

Advocate	20 hours	Jim Hogg
Communications Administrator	18.5 hours	Emma Smith

- **Advisory Group**

An Advisory Group meeting was held on 1st February 2021. All member were present.

In March Stuart Ilbury, from Swindon Carers Centre, wrote to us to resign from his post as Advisory Group member due to work pressures and needing to focus on the needs of the carers that he supports. Stuart has been a really welcome addition to the group and we are sorry to see him go. We have a good working relationship with Swindon Carers Centre and partnership working with them will continue in the future.

This is a good opportunity to review the Advisory Group membership, as well as its functions. We are thinking that inviting someone from VoiceAbility to become a member as this would be a good way to build a relationship with them, and, crucially, to share intelligence.

- **Website**

There have been a few issues with getting more visitors to the site but for this quarter new user visits have shot up to over 12,000. We will be carrying out analysis on this. The website has been updated regularly with fresh content and is a testament to Emma's hard work.

Coming in Q1 2021/22 – some work is dependent on lockdown being eased

- Now that we have been awarded the new contract our work priorities will be set and a new work plan setting our key deliverables for the coming year. Possible areas for consideration are dentistry and mental health, with a possible focus on social prescribing.
- Look at past work we have done and repurpose some of those findings. We have, for example, just been approached to possibly get involved in some work around diabetes in Swindon. We picked up on issues around healthy eating and diabetes with the community pot project we did with the Nepalese Association of Wiltshire and plan to share the findings from this report again.
- Community pot projects: we will be looking at our budget to see if we can fund local groups this year.

- Work planning with Healthwatch Wiltshire, Healthwatch West Berkshire and GWH for the GWH virtual visit which will be taking place in July.
- Looking at the Big Lottery application again to see if carrying out Enter and View visits with SAM will be possible this year or not. We need to factor in current and future restrictions, and nervousness amongst the learning disabled community in doing face-to-face visits. We will be contacting our contact from the Big Lottery to discuss the bid and time-scales. If we think it is possible to carry out this work this financial year we propose to set up a partnership to write the bid, to include SAM and its service users and the LDPB.
- Continue to develop and support Healthwatch volunteers in their personal growth, giving them further opportunities and developing capacity within Healthwatch.
- We plan to publish the findings of the Digital Exclusion project once Healthwatch England give us the green light for this, which should be during the course of this quarter.
- Continue to promote the #BecauseWe AllCare campaign with some targeted advertising on Facebook to increase numbers of people we are hearing from.
- Continue to support messaging across Swindon about COVID – including updates on vaccinations and managing people’s expectation around when they are likely to get their vaccination, reiterating the Hands, Face, Space message, and where people can find support for their mental health.
- We continue to work with colleagues at GWH to ensure patients know where to go to make a complaint. We recently filmed a short video for GWH to let patients know that we are an independent body they can go to feedback about their experiences at the Trust:
https://twitter.com/GWH_NHS/status/1379449385386393603
- Working with Swindon Safeguarding Partnership to hear from people who have been through the Safeguarding process and to contribute towards the development of Safeguarding Plan template. We will also be participating in safeguarding audits in May.

Provider Specific Data				
	Q1	Q2	Q3	Q4
Number of paid staff delivering contract	4	5	5	5
Number of paid staff hours spent delivering contract	1,237	1,270	1,534	1,534
Number of paid staff hours lost through sickness	13	15	0	0

Number of paid staff off sick	1	1	0	0
Staff turnover - number of staff members leaving	2	0	0	0
Staff turnover - number of new staff members	2	1	0	0
Number of Volunteers delivering contract (added value)	22	22	22	23
Number of Volunteer hours spent delivering contract (added value)	9	80	94	60.5
Number of complaints received against the service	0	0	0	0
Number of complaints resolved	N/A	N/A	N/A	N/A
Number of complaints upheld	N/A	N/A	N/A	N/A
Number of current DBS checks	0	0	0	0

KPI	Measure	Q1 FIG	Q2 FIG	Q3 FIG	Q4 FIG	RAG	Customer FEEDBACK / HEALTHWATCH COMMENTS
Number of contacts providing feedback on services and gaps in service each quarter.	150 individual contacts.	397	209	158	976		
Increase social media presence.	3000 website visits* excludes long term plan	2280	1671	2395	12,652		We have not started to use Instagram yet.
	At least 3 posts on Facebook per week (36 per quarter). Likes	103	51	96	90		
	At least 3 posts on Twitter per week (36 per quarter). Followers	395	398	417	443		
	At least 3 posts on Instagram per week (24 per quarter).	123	117	185	151		
		3061	3061	3070	3091		

One current survey running and published on website.	Attend 2 events to encourage completion of current survey.	COVID-19 survey	Because We All Care & Hospital Discharge Survey	Because We All Care & Digital Exclusion Project	COVID-19 vaccination survey		<i>No events attended by COVID-19 survey was disseminated amongst our VCSE networks.</i>
Advisory Group Meeting.	1 per quarter.	22.4.20	28.08.20	09.11.20	01.02.21		
Produce e-bulletin 'Health Bites'	Produced monthly, looking to increase subscription	1522	1522	1522	1522		
Meeting attendance	100% representations at: Health and Wellbeing Board Scrutiny Committees Primary Care Commissioning Committee Volunteer representation details in report	All attended where possible	All attended where possible	All attended where possible	All attended where possible		

Support one engagement event per annum with LDPB	Co-delivery of LDPB Forum	Postponed due to COVID-19	Postponed due to COVID-19	Postponed due to COVID-19	Postponed due to COVID-19		
PPG Forum	Facilitate and develop. 1 per quarter.	16 April forum was cancelled but regular contact maintained via email	04.08.20	02.10.20			
Influencing service improvement	1 per quarter.						Covered in report
Enter and View	3 carried out per quarter.	0	0	0			Paused due to COVID-19
Advocacy Support	70% NHS advocacy service users felt satisfied with the support received from	N/A					

	Healthwatch regardless of the outcome.						
Advocacy Support	20 advocacy supports provided (complaints packs) On-going cases		13	12	19		
A baseline stakeholder survey to establish what the service is doing right and where it can consider changes.	Annually	N/A	To be done	To be done	To be done		
Annual Report Produced	Annually	Complete and on website	N/A	N/A	To be done		
Value Added							
Number of volunteers supporting delivery of contract	Plans to increase to a maximum of 25.	22	22	22	23		

Number of hours			80	94	60.5	
Value (using minimum wage £8.72)		£78.48*	£697.60	£819.68	£527.56	