

## SWINDON BOROUGH COUNCIL

### NARRATIVE FOR VOLUNTARY SECTOR QUARTERLY PERFORMANCE REPORT

ORGANISATION: **HEALTHWATCH SWINDON**      QUARTER: Q3 2019/2020

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#### **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 2019/20:**

The Healthwatch Advisory Board set our priorities in April 2019. This follows the priorities agreed by the Bath and North East Somerset, Swindon and Wiltshire Sustainable Transformation Partnership (BSW STP) as focus group priorities for the NHS ten year plan survey carried out by Healthwatch.

- Supporting people to have their say to help improve health and wellbeing services in Swindon
- Primary Care Networks working better together
- Mental health
- Ageing well / Frailty
- Self-care, prevention and wellbeing

## HOW MUCH IS YOUR ORGANISATION DOING?

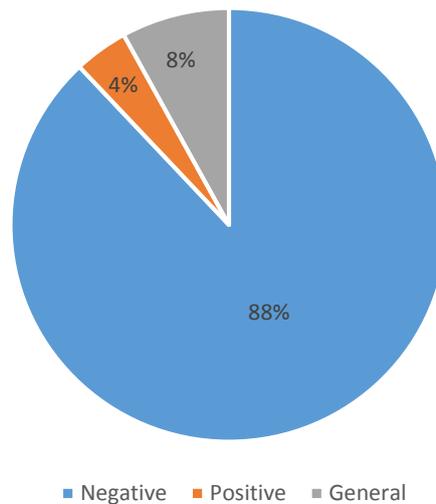
*How many people are you working with, what does your demographic data tell us about your client group (for example: ethnicity, sexuality, disability etc.) and how does this data inform and influence your planning and service delivery? What gaps are you working to fill?*

### Data Collected through our Civi CRM Database (Healthwatch Database)

All feedback gathered from telephone calls, e-mails, via our volunteers out in the community, at meetings and through some social media is recorded on this database.

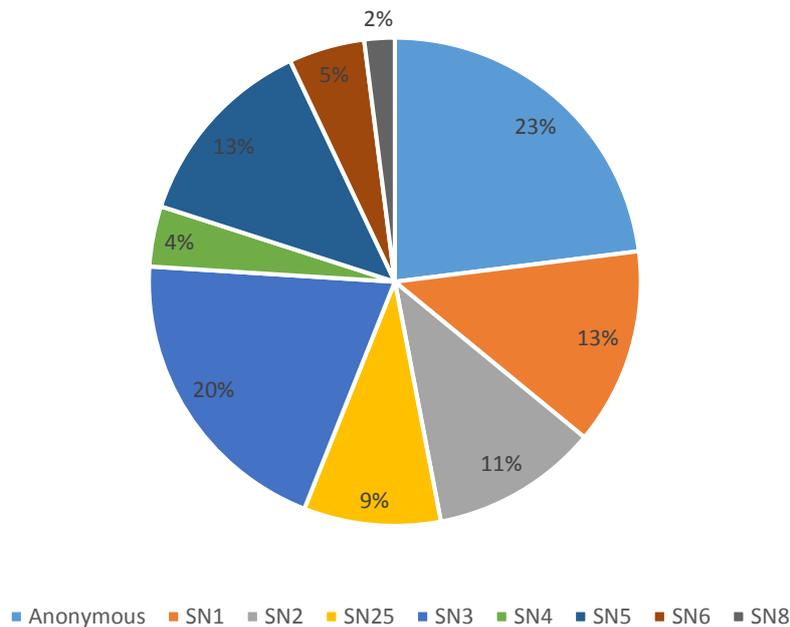
We collected 100 pieces of feedback during this quarter (25 less than last quarter). The majority (88) of the feedback was negative, with 4 being positive and 8 being general enquiries.

Sentiment of Feedback



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 across Swindon is showing SN3 is the biggest postcode for feedback at 20%. The rest is split fairly evenly across the postcodes.

## Postcode Split



**Key themes** emerging from Civi CRM are:

### Closure of the Walk-in Centre

- The planned closure of the walk-in centre is one of the themes for feedback during this quarter. This has been covered in Swindon Advertiser and has prompted us to receive feedback. This is mainly negative, with comments like:

**“It seems a strange decision to strip back services at Swindon's Walk-in Centre at a time when the NHS, especially hospitals and A&E are under increasing pressure and people are being encouraged to use walk in services more”**

**“the walk-in centre is in the town centre and is easily accessible from all areas”**

**“People cannot get an appointment at their doctor's for 4/5 weeks and are being sent to the walk-in centre!”**

Healthwatch have representation on the steering group in the lead up to the walk-in centre closure on 31<sup>st</sup> March. Healthwatch also provided volunteers and staff to carry out an audit at the walk-in centre.

### Feedback regarding Great Western Hospital

- There have been 33 pieces of negative feedback from GWH (an increase of 20 from last quarter, this also include one serious incident which was forwarded to

GWH as soon as received) plus 2 positive comments. Three of the negative comments concerned the text message:

**“After a visit to GWH on 01 Oct I received the text below which my phone rated as suspected spam.**

**Having worked in IT support for many years the url (web link) it contained certainly looked that way, despite it being legitimate.**

**I get that they wanted a very short url but using the .my Malaysia domain to host it is going to cause suspicion.”**

All information is relayed back to the relevant provider for their action/information quarterly. If the information fed back is urgent, we contact the provider straight away.

#### Outcome 1

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

The following key meetings have been attended this quarter:

- BSW Mental Health Transformation Communication and Engagement Group
- Voluntary sector meetings with First City (collaborative working) and Swindon Borough Council
- Safeguarding Communication and Engagement Group (Chair)
- JSNA Steering Group
- Meeting with CEO of CCG
- Local Safeguarding Adult & Children Board – new multi-agency event
- Safeguarding Communications & Engagement Event (Healthwatch are Chairing this group)
- Hosted PPG Forum and PPG Chair Meeting
- Health and Wellbeing Board
- Health and Wellbeing Overview and Scrutiny Committee
- CQC – Monthly update meeting
- GWH quarterly meeting
- Walk-in centre Steering Group
- Quality Surveillance Group
- Sanford House Tenants Meeting
- Swindon Care Forum AWP Meeting
- Rough Sleepers Forum

- Patient and Carer Information Engagement Event
- Interview panel for the new Public Health Director, Swindon Borough Council

### Grassroots Meetings

During the quarter we have attended public engagement events where we promoted Healthwatch Swindon and collected views and opinions – all of which are uploaded to the CRM.

We also follow up enquiries from these events with information and signposting. They included:

- Swindon Senior Forum AGM (22 October)
- Community Fair (23 October)
- Carers Rights Day (21 November)
- Great Western Hospital (28 November)



**Swindon Seniors Forum AGM**



**Community Fair**

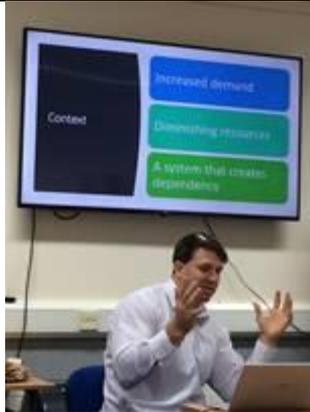


**Carers Rights Day**



**Great Western Hospital event**

We have contributed and participated at events with First City Nursing. These included some “training” given at their customer reference group (29th October) and an event they held with third sector colleagues looking at the development of integrated care (7th November). Both included gathering views and experiences of participants and subsequent information and signposting.



### **First City event explaining balancing increased demand with diminishing resources**

On 21st October Enham held their first forum for people receiving direct payments which we attended, heard views from participants and provided information both at the event and subsequently.



**Enham direct payments event**

We used opportunities like Disability Experts AGM (5th November) to promote Healthwatch - and attend others like the VAS AGM (8th October) to network.



We also participated at meetings with public health colleagues like those around oral health, infection protection and control; and at conferences including one about

childhood obesity where we distributed Healthwatch publicity to school nurses amongst others.



We undertook speaking engagements including talking with 50 students at the UTC (18th October) and 25 Rotarians (22nd October). Each provides opportunity to tell people what we do and gather people's views.

### **PPG Forum and PPG Chair Meetings**

Our PPG forum met on 6th November for presentations by colleagues from Swindon community health services. 22 people attended from 12 GP surgeries. The PPG chairs met on both 7th October and 16th December to discuss issues arising from the development of primary care networks, communication with GP practices and future forum agendas. We contributed at a meeting of Wyvern Health Partnership PPGs (15th October)



**PPG forum**

The notes and presentation were widely circulated to the 100+ people on our mailing list and published on our website.

## Healthwatch Conference



The Team Manager and Volunteer Support Officer had the opportunity to attend the Healthwatch National Conference in October. This was a great opportunity to find out how other Healthwatch engage with the public and the different projects being delivered across the country. We came back enthused and with lots of new ideas – just finding the time to implement now! We also had the opportunity to attend workshops and listen to talks from

Imelda Redmond, National Director of Healthwatch England and Stephen Powis, National Medical Director of NHS England.

### 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.**

### **NHS Long Term Plan Survey**

One of our priorities set from our findings in carrying out the Long Term Plan survey was **Ageing Well / Frailty**. Following meetings with Swindon Borough Council, and agreed by our Advisory Group, we carried out three Enter and Views in local Care Homes. These were:

- Ashbury Lodge
- The Orchards
- Seahorses

All three of these reports are available through our website. Recommendations are made at the end of each report.

Swindon Borough Council were pleased with these reports and would like us to continue, and whilst we can see that this could form part of a quality process, we do not have capacity to enable us to concentrate on Care Homes alone. We have capacity to deliver 10 Enter and View visits per year – any more would require further investment. CQC have also picked up on the usefulness of the Healthwatch Enter & View reports in this area and we are now having a quarterly phone meeting with local CQC inspectors for each NHS area to share information.

## Specialist Dental Survey

NHS Commissioning Unit South commissioned Healthwatch to carry out a survey of specialist dental care within their areas. The engagement activities have been completed in Swindon at West Swindon and Swindon NHS Health Centre, Islington Street as well as an on-line targeted campaign. This resulted in feedback from 25 service users and their carers / support. We are still waiting for the report from this survey to be published.

Following on from this, we have separately been contacted by Health Education England who are running a two hour workshop to gain the view of patients about local dental services and their awareness of the roles of different members of the dental team. This will feed into a national review of dental training. Healthwatch have linked Health Education England with members of the public who have fed back regarding dental care.

## Access Issues – Swindon Health Centre

This issue has been going on for over a year now. Although improvements have been



made by the original builders, and the step is now compliant, the handrail is not long enough and is creating a trip hazard because of the slope in the pavement. This is now back with Swindon Borough Council and the original builders to make the necessary improvements. We continue to monitor the situation and keep all parties updated.

## Projects

Our current projects were decided at our Advisory Group on 24<sup>th</sup> April 2019.

### Ageing well / Frailty

- **First City** – Healthwatch are facilitating a customer reference group to gather impartial feedback from the service they are receiving. The next meeting is 4<sup>th</sup> February.
- **Enter & View** – The third Enter and View at Seahorses has been carried out as part of an agreed three care home Enter and Views for Swindon Borough Council. All Enter and View reports are published on our website.

### Primary Care Networks

- **Patient Participation Groups** – the first meeting of Moredon PPG was facilitated by Healthwatch on 20<sup>th</sup> November. This has now been handed over to GWH as the new provider. Healthwatch advertised for patients to come forward to join the PPG, hosted the first meeting and identified an interim Chair to form the PPG.

- **Swindon Advocacy Movement (SAM)** – Healthwatch received feedback from the Big Lottery that although they were interested in our originally submitted proposal. It was currently too close to our statutory offer, so they were not prepared to fund in its current format. They advised that we needed to make the proposal more ‘person focused’. Consequently we have arranged meetings with New College and Nyland School to expand our offer.

Projects and themes detailed above are agreed at the Advisory Group and link in with The Care Forum and Healthwatch England priorities and KPI’s. We also have an element of reactive work from issues that arise.

### **Walk-in Centre**

Following challenges at the Overview and Scrutiny Committee Healthwatch were invited to be part of the Walk-in Centre Steering Group (WIC) prior to closure on 31<sup>st</sup> March. It was minuted early on that Healthwatch felt that this was a significant change in service and should have gone out to full public consultation. However, weekly stats are being collated on use of the WIC and a large percentage of those visiting the WIC are registered patients at two of the doctor’s surgeries within the Health Centre. Healthwatch understand that this is a national directive and are reassured that the current services offered at the WIC will be picked up either within the Health Centre or elsewhere. People are being sign-posted to the correct provision between now and closure. Healthwatch have plans to carry out an engagement activity in the town centre, the health centre and one of the larger supermarkets to test if the messages are getting out to the public. We will also hand out flyers with information given on the choices of routes to go for access to medical care.

### 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 Q3 we have had 33 requests for advocacy information, this is an increase of 13 on the previous quarter.

There are 20 ongoing cases, 8 new cases were opened during this quarter and 11 closed.

There is no clear reason as to why there has been an increase of requests for advocacy information, although the number of complaints in relation to GPs and treatment have both doubled between Q2 and Q3.

This quarter's workload has been time consuming, with questions of capacity to provide a sufficient service for all of the enquiries that are coming forward. We are looking at using a volunteer to support with some aspects of the role.

Three clients have been supported to escalate their complaints to the Parliamentary and Health Service Ombudsman (PHSO).

Two clients have been supported to prepare Continuing Healthcare (CHC) Funding appeals.

One client is being supported with a complaint, which is being investigated by Great Western Hospital as a serious incident.

If this level of activity continues, it could become problematic trying to balance the workload of actively doing casework, whilst still trying to follow up the requests for advocacy information within the 20 hours per week allocated to this role.

During Q3 the Healthwatch Advocate met with the Swindon Carers Adult Team to discuss the role within Healthwatch Swindon and to explain the eligibility criteria for advocacy support.

Also met with the Swindon Clinical Commissioning Group Continuing Healthcare Funding Lead, to discuss better sharing of information and co-operation.

In addition to this the Advocate also had interactions with the following:

Parliamentary and Health Service Ombudsman

Oxford University Hospitals PALS team

GWH Senior Management team

GP surgery Practice Managers

#### 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.**

#### **Nepalese Association**

We have commissioned the Nepalese community to undertake some research with their members which will be completed and reported on in the fourth quarter; and we have

started the process of identifying other groups to do something similar in the first quarter of 2020/2021.



**Nepalese Association survey briefing**

### **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?*

#### Stakeholder Survey

Earlier this year we sent out a survey inviting different stakeholders that we work with to feedback about us – the questions can be viewed [here](#). Some of the key findings from the feedback we received were as follows:

- The feedback we received about our communications, engagement and publicity, in terms of actively encouraging people to feedback about local services, being inclusive and communicating our purpose, was positive.
- There was a mix of sentiments about our website with some of the feedback telling us that it did not explain our purpose clearly and finding information was not easy.
- Most people stated that they felt we are independent. One person disagreed with this saying we could have done more to support patients around the IMH issues.
- Where stakeholders had received feedback from us about their services, they were very positive about the way in which we worked with them on this and gave them the opportunity to respond to matters raised.

The finished report has been published on our website, we will implement a plan to address points raised. This will be addressed at our advisory group and team meeting during Q4.

#### Raising Awareness of Healthwatch

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

### Staff Training and Support

Team meetings are held monthly – one for the Swindon team and one strategic meeting held for Team Managers in Bristol.

A Volunteer Meeting is held a couple of weeks prior to the Advisory Group meeting so that intel gathered can be fed into the Advisory Group process and decisions made on our work plan for the year and where we will carry out Enter and View visits.

Supervisions are held monthly for all staff.

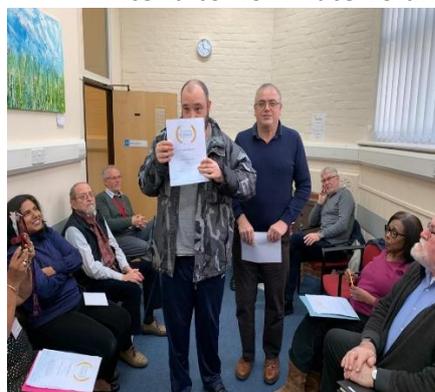
All staff have an individual work plan which they work to on a day to day basis. Each Healthwatch project under The Care Forum works to a dashboard which is presented to the Board and RAG rated to show our KPI's.

### **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?*

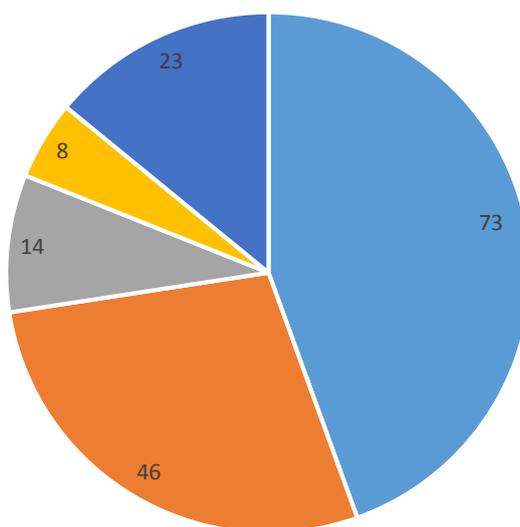
### Volunteers

- Healthwatch have 22 volunteers. Two new volunteers have been inducted this quarter.
- We received one new volunteer enquiry this quarter.
- Volunteers have represented Healthwatch Swindon at local events including; Citizens Assembly, Carers Rights Event, Swindon Care Forum, PPG forum, PPG Chair meetings, Moredon PPG, Swindon Seniors Event, SAM AGM, Volunteer Swindon AGM, Community Fair at the Link Centre, PLACE assessments, Reach AGM, Mental Health and LD Networking event.
- HWS volunteers attended a quarterly volunteer meeting on 9 October and a Christmas buffet lunch on 18<sup>th</sup> December.
- Three HWS volunteers (Nazma, Norma and Mark) were nominated for Room to Reward <https://www.roomtoreward.org/> awards. All were successful. These were presented by The Care Forum Trustee at the Christmas lunch in December. We intend to nominate volunteers for this award annually.



- One Enter and View was carried out this month at Seahorses, the report is now on the website. The Ashbury Lodge E&V report was published this quarter and is also on the website.
- Links with the Alzheimer’s Society Swindon have been established and the manager asked for input into Enter and View report about a dementia care home

### Volunteer Hours



- Meetings/Events
- Volunteer Meetings
- Enter and View
- Citizens Assembly/Prep
- Travel

**Total of 164 volunteer hours worked this quarter which is a decrease of 5 hours from the previous quarter. This covers the Christmas period and no surveys were carried out during this quarter.**

All volunteers also feedback intel from different community groups and attend routine meetings.

### WHAT ARE THE CHALLENGES FOR YOUR ORGANISATION?

- **Staffing Issues/Opportunities**  
There are challenges of capacity to meet all demands, with the additional pressure created by the demand for advocacy support during Q3. There does not seem to

be a pattern to this, other than HWS staff and volunteers successfully raising the profile.

After discussing capacity at the Advisory Group it was decided that we needed to stick to the Healthwatch offer and the projects agreed for this year. Any further work would need to be agreed with the Advisory Group or commissioned so that we can engage additional staff to meet the demands. The team are currently working to full capacity.

The team format remains the same, although the hours have changed slightly:

Manager	37 hours	Carol Willis
VSO	22.5 hours	Samantha Baker
Engagement and Development Officer	18.5 hours	Jo Osorio
Advocate	20 hours	Jim Hogg
Information and Marketing Worker	14.5 hours	Vanessa Scott

Team meetings (both Healthwatch Swindon, and a Strategic Manager's Meeting) are attended monthly. Supervisions are held once per month and team members are expected to follow a work plan agreed with the Team Manager and working towards the overall KPIs from Swindon Borough Council and The Care Forum.

- **Advisory Group**

This quarter Advisory Group was held on 23<sup>rd</sup> October 2019. All members of the group were present, no members of the public requested to attend. Minutes are published on the Healthwatch website:

<https://www.healthwatchswindon.org.uk/news-and-reports/search?keyword=advisory+group>

Dr Sarah Bruen, Clinical Lead and Dom Hall, Communications and Engagement Manager, BaNES, Swindon and Wiltshire Sustainability and Transformation Partnership will be coming along to inform the group of the impact of the 3 CCG's merging and the impact this could have on Healthwatch.

**Coming in Q4 2019/20**

- Continue to carry out recommendations from the NHS LTP in partnership with the BSW STP.
- Nepalese Association – gather feedback from the Nepalese Association and produce a report to take to stakeholders.
- Carry out a street survey to see if people know where to go to access services and hand out a leaflet with the correct information (this action has come from attending the Walk in Centre Steering Group which is due to close on 31<sup>st</sup> March).
- Organise an engagement meeting for volunteering for their feedback on Safeguarding procedures in Swindon.
- Agree Enter and View visits for the coming year through the Advisory Group.
- Complete Big Lottery application to support a project for those with Learning Disabilities to carry out Enter and View visits from their prospective. This would be in partnership with specialist agencies.

<b>Provider Specific Data</b>				
	<b>Q1</b>	<b>Q2</b>	<b>Q3</b>	<b>Q4</b>
<b>Number of paid staff delivering contract</b>	5	5	5	
<b>Number of paid staff hours spent delivering contract</b>	1342.5	1462.5	1366	
<b>Number of paid staff hours lost through sickness</b>	7.5	22.5	0	
<b>Number of paid staff off sick</b>	1	3	0	
<b>Staff turnover - number of staff members leaving</b>	0	0	0	
<b>Staff turnover - number of new staff members</b>	0	0	0	
<b>Number of Volunteers delivering contract (added value)</b>	19	20	22	
<b>Number of Volunteer hours spent delivering contract (added value)</b>	141.5	169	164	
<b>Number of complaints received against the service</b>	0	0	0	
<b>Number of complaints resolved</b>	N/A	N/A	N/A	
<b>Number of complaints upheld</b>	N/A	N/A	N/A	

<b>Number of current DBS checks</b>	8	1	2	

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.	169	125	100			
Increase social media presence.	3000 website visits* excludes long term plan	2807	2919	2026			We have not started to use Instagram yet
	At least 3 posts on Facebook per week (36 per quarter). Likes	53	97	35			
	At least 3 posts on Twitter per week (36 per quarter). Followers	339	354	360			
	At least 2 posts on Instagram per week (24 per quarter).	137	170	130			
One current survey running and published on website.	Attend 2 events to encourage completion of current survey.	What would you do 'NHS	Specialist Dental Survey	No specific survey this quarter, although			

		Long Term Plan'		opportunity to leave feedback on website			
Advisory Group Meeting.	1 per quarter.	24.4.19	7.8.19	23.10.19			
Produce e-bulletin 'Health Bites'	Produced monthly, looking to increase subscription	1522	1522	1522			
Meeting attendance	100% representations at: Health and Wellbeing Board Scrutiny Committees Primary Care Commissioning Committee Volunteer representation details in report	N/A N/A N/A	All attended	All attended			

Support one engagement event per annum with LDPB	Co-delivery of LDPB Forum	21.5.19	16.7.19	N/A			
PPG Forum	Facilitate and develop. 1 per quarter.	2.5.19	4.9.19	6.11.19			
Influencing service improvement	1 per quarter.						Covered in report
Enter and View	3 carried out per quarter.	0	3	1			
Advocacy Support	70% NHS advocacy service users felt satisfied with the support received from Healthwatch regardless of the outcome.	N/A					
Advocacy Support	20 advocacy supports provided (complaints packs) On-going cases	18 28	22 20	33 20*			*one of which is a serious incident.

A baseline stakeholder survey to establish what the service is doing right and where it can consider changes.	Annually	To be complete Q2.	Complete and published on website	N/A	N/A		
Annual Report Produced	Annually	Complete and on website					
<b>Value Added</b>							
<b>Dental Survey</b>	Healthwatch were commissioned to complete a dental survey for specialist dental services.			£2655.00			
<b>Number of volunteers supporting delivery of contract</b>	Plans to increase to a maximum of 25.	19	20	22			
<b>Number of hours</b>		141.5	169	164			

<b>Value (using minimum wage £8.21)</b>		£1,161.71	£1,387.49	£1346.44			Slight dip with the Christmas break
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