



## Healthwatch Swindon Annual Report 2016/17



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# Message from our Project Coordinator

***2016/17 has been a really busy year for Healthwatch Swindon. A fantastic amount of work has been achieved by the staff team and the volunteers who support our work.***



Mark Edwards – Project Coordinator

It was been a privilege and a pleasure to have worked in Swindon over the past twelve months.

The Healthwatch Team of staff and volunteers worked tirelessly to raise the profile of Healthwatch and make sure that every voice in Swindon can be heard.

We have provided feedback into key health and care service purchasing decisions, helped people find key information, supported patients with NHS complaints and heard from residents and organisations about the issues facing Swindon.

We are aware that Swindon continues to face challenges from:

- An ageing population.
- A growing burden of lifestyle related ill-health, particularly due to physical inactivity, obesity, alcohol misuse and smoking.
- A growing pressure on public sector finances, including health and social care services.
- Significantly poorer health in our most disadvantaged communities.

.....  
“Healthwatch Swindon has worked hard this year to establish a presence across the borough”  
.....

Our annual event in March 2017 brought together key professionals and volunteers to hear about and learn more about Ageing Well in a Dementia Friendly Swindon.

None of this would have been possible without the involvement of the people of Swindon; giving valuable feedback and the support of the staff and volunteer team

# Message from our Director of Community Services



Morgan Daly

Director of Communities

We know that health and social care is changing. People want more integrated services, which are tailored to meet their needs. We also hear that people are aware of pressure on the health and social care system and want to do their bit to help.

Swindon is a vibrant borough with diverse communities within it. Healthwatch Swindon empowers people from all walks of life and to hear from the marginalised and seldom heard.

Healthwatch is seeking to play its part and is working together across the Sustainability and Transformation partnership footprint of Swindon, Wiltshire and Bath and North East Somerset. By joining together we have a stronger voice.

Looking forward Healthwatch Swindon will work hard to ensure that local views are considered in the development of accountable care systems.

During the past twelve months we have continued to share information through regular e-bulletins, the Healthwatch Swindon website, social media platforms and meeting residents in person.

*“ The transfer of the service from the previous provider was very positive and smoothly managed. We have been encouraged by the strategic approach, the recruitment of volunteers and the work plan to address the identified priority areas”*

[Feedback from Healthwatch Swindon  
Commissioner-August 2016]

As we move into 2017/18 we have clear work priorities which will be delivered under a new Team Manager.

We couldn't do what we do without the support of the staff team and the hardworking volunteers in Swindon. I would like to express my thanks to you all.



# Highlights from our year

*This year we've reached 71,644 people on social media*



*Our volunteers help us with everything from engaging with the public to representing us at meetings*



*We completed two enter and view visits this year*



*We attend over thirty eight boards, committees and working groups across the borough*



*We've spoken to 1126 local people*



*We hosted an 'Ageing Well' event in March 2017*



# Who we are

We know that people want services that work for them, their friends and family. That's why we want you to share your experiences of using health and care services with us – both good and bad. We use your voice to encourage those who run services to act on what matters to you.

Anyone can speak to Healthwatch Swindon about their experiences of health or social care services (including GPs, dentists, hospitals, mental health services and social care teams) and feedback and make changes to their services.

We are uniquely placed as a national network, with a local Healthwatch in every local authority area in England.

## Our vision

Communities and people in all their diversity in Swindon can maintain their health and wellbeing, and care for themselves and each other.

## We do this by

- Signposting to other helpful services
- Promoting and sharing health and social care events and activities
- Inviting residents to complete surveys
- Help people access advocacy support
- Report feedback to the people who commission services ensuring user

voices are considered when developing health & care services

- Recruit and support volunteers to make a difference

## Our priorities for 2016/2017

- Children and Young people
- Community Health re-procurement
- Diabetes and Managing Healthy Weight
- Sustainability and Transformation plan

## The Care Forum



Healthwatch Swindon is a project delivered by The Care Forum. As an Independent voluntary and community sector infrastructure organisation. We work across Bath and North East Somerset, Bristol, North Somerset, South Gloucestershire, Somerset and Swindon.



## ***Dementia Friends***

As part of our commitment to promote Dementia Awareness and Swindon's ambition to become a Dementia Friendly Town, the Healthwatch staff team became Dementia Friends in October 2016.



A Dementia Friend learns a little bit more about what it's like to live with dementia and then turns that understanding into action - anyone of any age can be a Dementia Friend

For more details check out : [www.alzheimers.org.uk](http://www.alzheimers.org.uk) or call 01249 443469

### ***How we are measured – our outcomes***

- + Improve the awareness and profile of Healthwatch Swindon.
- + Engage the public in planning health services to ensure there is greater patient, carer and public satisfaction in health and social care services.
- + Build strong relationship with commissioners, Health and Wellbeing Board and Adult Health, Social Care and Housing Overview Scrutiny Committee and other key partners such as Learning

Disability Partnership Board and Swindon Equality Coalition.

- + Improved patient and user experience.
- + Working in partnership with other providers to influence commissioners to improve services using data and improving integration between services.
- + Identify health inequalities and solutions to addressing them.
- + Provide information and advice to residents.
- + Improved satisfaction with health and adult social care services in Swindon.
- + Deliver an effective and responsive NHS Complaints Advocacy Service.

### **What stakeholders said about us :**

Healthwatch Swindon are very approachable and show a keen interest in engaging with a range of stakeholders.

Healthwatch Swindon achieve a huge amount with a particularly small team and do great work with volunteer recruitment and involvement. The organisation is proactive with partnership work and staff are passionate and well informed and keep others continually up to date with local and national developments. Pleasure to work in partnership with.

[Stakeholder Survey – Spring 2017]



We can help you...

Are you struggling with...  
or social care...  
Are you concerned...

TOC 26

*Your views on health and care*

## ***Listening to local people's views***

### ***Prescription Ordering Direct (POD)***

In August 2016 the NHS Swindon Clinical Commissioning Group launched a telephone based prescription re-ordering service. Healthwatch Swindon was invited onto the steering group and provided feedback from patients and carers.

What we heard

- + “My brother is hard of hearing, he cannot manage to use the phone, how will he order a repeat prescription?”
- + “My surgery has taped up the repeat prescription post box, is this correct?”
- + “My local pharmacy has told me that I must use the POD in future”

We worked with the Clinical Commissioning Group to let patients and carers know that the telephone service was in addition to other methods of getting a repeat prescription.

NHS Swindon CCG also confirmed they had let GP practices and Pharmacies have updated information on the role of the POD

**“We shared your comments directly with the CCG and ensure that action was taken”**

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### ***Community Health Services Procurement & Primary Care Procurement***

The Clinical Commissioning Group with Swindon Borough Council were looking to find a provider to take on a new contract for the provision of community health services in Swindon from February 2017.

- + The community care contract was awarded to Great Western Hospital

NHS England and NHS Swindon Clinical Commissioning Group sought providers for GP and medical services provision in existing and new developments in Swindon.

- + These contracts were awarded to Carfax Health Enterprise

In both procurements Healthwatch Swindon had a place on the board and volunteers were recruited to the evaluation panels to ensure that the voice of the patient was heard.

### ***Sustainability & Transformation Partnership (STP)***

Health and care organisations and local councils from Bath & North East Somerset (B&NES), Swindon & Wiltshire have come together to plan for the future provision of services.

There are three areas which the plan seeks to address urgently

- + Improving health and wellbeing
- + Improving the quality of care people receive
- + Ensuring services are efficient

The three Healthwatch in the footprint area have come together and have:

- + promoted and signposted residents to the plan and how to give feedback
- + provided feedback on proposals for the easy read plan and future surveys
- + have shared with the STP board a local Healthwatch offer document
- + have a place at the STP board and continue to champion



West Swindon Health Centre

## ***What we've learnt from visiting services***

Part of the local Healthwatch programme is to carry out Enter and View visits. Local Healthwatch representatives carry out these visits to health and social care services to find out how they are being run and make recommendations where there are areas for improvement.

Where we went we were courteously received by staff at both centres, they went out of their way to show us around and introduce us to colleagues from different services on the premises at the time.

- + Eldene health centre was busier than West Swindon when we visited. The dental service and GP practice had a constant flow of patients.
- + We received only positive comments from the small number of patients we spoke to about the services provided. We also received two positive comments in writing.
- + We have made recommendations about access and signage at both centres.
- + We have made recommendations about the general appearance, upkeep and display of information – more particularly at West Swindon Health Centre.

- + We have made recommendations about the provision of public information about both centres.

*Another of our key roles is to ensure that local people are involved and engaged in planning and developing health and social care services.*

We were pleased to be involved in an engagement event with Avon and Wiltshire Mental Health Partnership Trust in July 2016.



Mental Health Event July 2016

Our outreach activity included working with cancer service users and Great Western Hospital to plan the second Living Well with Cancer event which we attended in November



## **Outreach includes contact with all kinds of organisations**

We were invited by New College Swindon to attend their annual health and wellbeing week in February 2017.

We asked 100 students about their knowledge of access to urgent care services and published our findings. Our objective was to test out students' awareness of the local alternatives to a GP appointment should a friend become unwell or injure themselves.



New College students 2017

Engagement and involvement work sometimes meant working in partnership with other organisations – as in this with Swindon Borough Council prior to an application by them to Sport England for some targeted funding.



Sports Bid 2017

## **Community Conference**



Community Conference January 2017

In January 2017 Swindon's community and voluntary sector came together for a Community Conference at the National Trust 'Heelis' head offices, organised by Voluntary Action Swindon.

The theme of the conference was around tackling inequality and a wide range of groups presented on a range of issues and projects.

Healthwatch Swindon presented a section on health inequalities and asked delegates to identify some of the key barriers patients face in Swindon

### **Barriers identified included:**

**That demand outweighs supply**

**That better communication was required**

**That people needed more information**

Things that need to change

+ Take more self-responsibility

Which is achieved by having:

+ Access to information and advice

+ Access to the range of services and support available

+ Be supported to change (and support others to change)

## Ageing Well in a Dementia Friendly Swindon

In March 2017 Healthwatch Swindon hosted a networking event for professionals and volunteers working in Swindon.



### Opening of Ageing well event

Speakers included Dr Roger Bullock, Martin Kelly (Safe Places) and John Kirk (Dementia Action Alliance). The event was opened by the Mayor of Swindon Cllr Eric Shaw.

Delegates heard from speakers on Dementia Services, Dementia Design, Sanford House, Swindon Hindu Temple, Swindon Travel Choices, Live Well Swindon, Libraries and Information Services, Safe Places scheme and Volunteering.



Break out session - Ageing Well

Delegates could also network and gather information from a market place of stalls.

The event venue was kindly provided by Swindon Borough Council.

“It was great to see a number of local organisations who offer support to some of the most vulnerable people in our society, gather together for this event today. By 2025 there is set to be over 1 million people with Dementia in the UK”

Justin Tomlinson - North Swindon MP”

What delegates said about barriers to ageing well:

**Insufficient information and advice and not knowing how to access support**  
**Not knowing what is already available**  
**Not enough dementia friendly shops and businesses**  
**Transport and getting around Swindon**  
**Attitudes and behaviours**

Delegates were also asked to make a pledge about what they could as an individual or their organisation could do to promote Ageing Well in a Dementia Friendly Swindon. These will be followed up and shared with the Dementia Action Alliance.

What delegates said about the event:

- + Very good, learnt some useful information, good idea moving from table to table.
- + A very useful and well organised event, with some great speakers



*Helping  
you find the  
answers*

## ***How we have helped the community access the care they need***

- + The Harbour Project asked us to help them raise the issue of delays to the issuing of HC2 certificates which help those on low incomes with their healthcare costs. We contacted the local MPs and shared the issue with Healthwatch England
- + We asked the Health and Wellbeing Board 25 May for an update on the progress being made in relation to waiting times for children on the Autistic spectrum highlighted at the March Board. NHS Swindon CCG reported that since March a number of steps had been taken to increase capacity at the clinic to reduce waiting times.

### ***Patient Transport***

One of the areas we heard about during the year was Non Emergency NHS Patient Transport provision in Swindon.

Issues raised included:

- + Leaving voice messages and not receiving return calls to book transport.

We flagged this concern with the provider. Arriva checked and removed the option from the telephone system as it shouldn't have been an option

- + Being given local Healthwatch telephone number to book transport when it seems they may be eligible for transport through Arriva.

We flagged this concern the with the provider and Arriva updated staff training.

- + Delays in transport turning up prior to appointments, patients running late for appointments & in some cases having to reschedule.

We shared these cases with Arriva for investigation.

### ***We also heard the following positive feedback which we shared with Arriva***

- + Praised recent experience of Arriva and said that the whole experience from start to finish was "excellent".



We met with Arriva staff in March 2017 to talk through the issues we had heard about.



**'Healthwatch Swindon can help you find alternative transport options to get to appointments or visit family in hospital'**

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*Making a  
difference  
together*

Have you  
visited  
Care Home  
Tel  
What was it like?

## Healthcare without an appointment

Healthwatch Swindon has promoted and signposted local people to the range of options available to them if they cannot get a GP appointment.

**Healthcare without an appointment** **NHS**

**Call NHS 111**  
When you need advice. Or you're not sure which service you need.

**Ask a pharmacist**  
Get advice if you start to feel unwell. The earlier the better.

**Walk in to Carfax NHS Medical Centre**  
Where: 7am to 4pm, weekdays  
8am to 4pm weekends and bank holidays  
Where: Carfax NHS Medical Centre, SN1 1ED.  
Call: 01793 541655.

**For children and young people**  
From three months to 18 years.  
Call: 01793 66466 for your nearest clinic.

**Visit the Urgent Care Centre**  
Where: 24/7, 365 days a year  
Where: Great Western Hospital, SN2 0BB.  
Call: 01793 66466 to see a GP out of hours.

**Visit Cirencester Minor Injury Unit**  
Where: 8am to 11pm, 365 days a year  
Where: Cirencester Hospital, GL7 5JY.  
Call: 0300 421 6361.

**Visit Chippenham Minor Injury Unit**  
Where: 7am to 11pm, 365 days a year  
Where: Chippenham Community Hospital, SN15 2AJ.  
Call: 01249 456453.

**SWINDON**

**www.nhs.uk**

**!** If someone is seriously ill or injured or you think their life may be at risk, call 999 or visit the Emergency Department at the Great Western Hospital.

## Working with other organisations

People in Health West of England is a collaborative approach to involving patients and other members of the public to promote a strong public voice for better involvement, better research and better health.

In November 2016 we co-hosted a workshop “using and understanding research evidence” with them at our Sanford House base.



PHWE event November 16

## Learning Disability and Autism Partnership Boards

Committed to working as members of both boards, this year we took a greater role supporting involvement at the LD board's quarterly forums.



We also undertook engagement work at The Open Door, SAM Buddies and OK4U.

We worked and spoke with people with a Learning Disability to establish their views and thoughts on Healthy Friendships

This work will culminate in a forum in November 2017 which will be led by Healthwatch staff and volunteers.



Sanford House provides a link to adult health, wellbeing and support services in Swindon. We are pleased to be located in the heart of Swindon working alongside other voluntary and third sector organisations.



The following organisations are working in the building:

- + •Citizens Advice Swindon
- + •Swindon Carers Centre
- + •Swindon Mind
- + •Swindon Advocacy Movement
- + •Healthwatch Swindon
- + •Wiltshire Law Centre
- + •Developing Health and Independence Swindon (DHI)
- + •DASH – Discovering Autistic Spectrum Happiness
- + •The Alzheimer’s Society
- + •LIFT Psychology (April 2017 onwards)

### ***Collaboration event***

In February 2017 Healthwatch Swindon contributed to a collaboration event which all tenant employees and volunteers were invited to attend.

We spoke with 80+ people about the role of Healthwatch and how to refer clients.

### ***12 days of Sanford***

Using social media we lead and supported a seasonal campaign to promote our neighbour organisations across Twitter

## **SWINDON<sup>200</sup>**

Swindon200 is a campaign to support Swindon to be an equal and inclusive society.

We are pleased to be able to support the work of this important project. We contribute as part of the steering group.

More details can be found at <http://swindon200.uk/>

### ***PPG Forum***

Our work with Patient Participation Groups (PPGs) at GP surgeries includes support to individual groups and the development of PPGs, over a number of years, and our PPG forum brings representatives from surgeries together.

**A PPG is a group of patients of a surgery, usually working with a member of staff, who want to help it work as well as it can for patients, doctors and staff.**

**To join your local PPG ask for details at your surgery or contact the Healthwatch Swindon office**

The PPG forum met five times during the year.

- + In April - Harry Dale (Homeground/North Swindon and Phil Baker (Westrop, Highworth) PPGs presented slides and talked about the productive use of available information from the National

Patient Survey, NHS Choices, Friends and Family Test, surgery websites and from talking to patients at local groups.

- + PPG Awareness Week (6-11 June) was promoted across the borough.
- + In June - NHS Swindon Clinical Commissioning Group presented an overview of the Primary Medical procurement for replacement or additional services in Tadpole Farm and Kingsdown (North Swindon), Wichelstowe (South Swindon), Eastern Villages and Swindon Town Centre.
- + In August – NHS Swindon Clinical Commissioning Group presented information describing changes and developments in primary care (GP services in particular) and about the telephone clerk regarding the telephone prescription re-ordering service (POD)
- + In December 2016 – Healthwatch Swindon led a discussion on how PPG members could work with practices to maximise communications with patients to greatest effect. This forum looked at communications in the widest possible way, verbal and written, and shared what worked well.
- + In February 2017 – Carfax Health Enterprise (CHE) talked about the arrangements for management of existing and new contracts at Great Western and Hermitage surgeries

The PPG forum is hosted and supported by Healthwatch Swindon in conjunction with a Steering Group.

### **Swindon Borough Council**

- + Through our presence and support of the Local Safeguarding Adults Board we

hosted a safeguarding training session for the voluntary sector at Sanford House

- + We supported the annual Home Care survey
- + We attended the Transitions Roadshow event held at Sanford House
- + We attend the Joint Strategic Needs Assessment steering group and have encouraged Healthwatch volunteers to provide input and feedback into needs assessments
- + Healthwatch staff have met with the Chair of the Health & Wellbeing Board, Brian Mattock and the Cabinet Member for Adult Care Cllr Brian Ford.

### **Swindon Clinical Commissioning Group**

- + We have promoted opportunities for people to get involved including providing feedback on proposed changes to policies such as In vitro fertilisation (IVF) in Swindon
- + Healthwatch Swindon staff and volunteers attend the Patient & Public Involvement Forum committee
- + Healthwatch Swindon staff attend the Joint Primary Care Commissioning Committee (now Primary Care Commissioning Committee)

### **Avon & Wiltshire Mental Health NHS Foundation Trust**

- + We met regularly with the trust with other Healthwatch as part of their local Healthwatch engagement group
- + We commented on the Annual Quality Account
- + We attended an engagement event in July 2016

### ***Great Western Hospital***

- + We met regularly with the trust with Healthwatch colleagues from Wiltshire and West Berkshire during the year
- + We met with the trust and Healthwatch Wiltshire to discuss the Emergency Department performance concerns
- + We jointly hosted an information stand with Healthwatch Wiltshire in the atrium of the hospital
- + We have promoted and shared information in relation to parking pressure on the hospital site
- + We commented on the Annual Quality Account jointly with Healthwatch Wiltshire

### ***Care Quality Commission***

- + We have met with the Care Quality Commission during the year
- + We have shared local feedback with the Care Quality Commission when asked ahead of inspections

### ***Healthwatch England***

- + We attended regional meetings with other local Healthwatch
- + We attended the national conference in Nottingham

### ***Quality & Surveillance Group***

- + Healthwatch staff have contributed and attending meetings throughout the year
- + We have contributed to weekly teleconferences around single issue quality concerns

### ***Dying Matters Community Charter***

- + We have continued to support the charter and attend the steering group
- + We supported the Dying Matters Conference held at STEAM in May 2016
- + We promoted Dying Matters events

**The Dying Well Community Charter**  
Principles of care and support

More details can be found at:



<http://www.mycaremysupport.co.uk/>

## Swindon NHS Complaints Advocacy Service

Supporting you to complain  
about NHS services

Healthwatch Swindon is commissioned to provide 20 hours per week of free, confidential and independent NHS complaints advocacy to the people of Swindon.

### **What we do:**

We support people who wish to make a complaint about NHS funded services. Our advocates can:

- + Explain how the complaints procedure works
- + Support people through the process of complaining
- + Provide a self-help pack

Between 1 April 2016 and 31 March 2017, Healthwatch Swindon have supported 41 new clients to pursue complaints through the NHS Complaints Procedure.

These clients can be separated into two groups:

- + Clients who require arm's length support, where no active casework was undertaken, following an initial consultation by the NHS Complaints Advocate, categorised as "Brief Interventions"
- + Clients who require casework support, which may include multiple consultations and communication with outside agencies. Categorised as "Full Case Work".

### **Case Study 1**

Client contacted Healthwatch Swindon, as they had undergone a medical diagnostic procedure at the hospital. The client was concerned by the way that the results of this procedure had been conveyed to them by hospital staff. The client was of the opinion that the results of the procedure had not been made clear to them and that the member of staff lacked a caring attitude.

Following a meeting between the client and the NHS complaints advocate, it was agreed that a letter of complaint would be written on the client's behalf and sent to the Chief Executive at the hospital. The client stressed that they wanted the Chief Executive to be aware that this communication problem existed, and would like an apology from the Trust.

Following an investigation by the hospital, the client was sent a complaint response letter, which apologised to them, and also informed them that this complaint would be discussed at the next nursing team meeting, to ensure that the staff were aware of the standard of care expected to be provided to patients.

The client was happy with this outcome.

The total number of Brief Interventions for the period 1 April 2016 to 31 March 2017 is 41.

These cases can be broken down

- + Healthwatch Swindon NHS Complaints Self Help Pack sent to client
- + Client signposted to another organisation
- + Information given to client
- + PALS contacted by Advocate

## ***The main themes of complaint over the past year were:***

- + Care and treatment
- + Diagnosis
- + Unsatisfactory service
- + Finance
- + CHC funding
- + Staff behaviour

## ***Outcomes sought***

- + Explanation/ Apology from provider
- + Financial remuneration
- + Support with complaints procedure in order to self-advocate

## ***Outcomes achieved***

- + Explanation/ Apology from provider
- + Financial remuneration
- + Support with complaints procedure in order to self-advocate

## ***Advocacy Service***

The service is free of charge

Everything people say to our advocate is kept confidential, unless we feel you or someone else is at risk

You can refer yourself or be referred by someone else

The self-help pack is available on the Healthwatch Swindon website

[www.healthwatchswindon.org.uk](http://www.healthwatchswindon.org.uk)

## **Case study 2**

Client contacted Healthwatch by email, to say “After downloading your informative self-help pack I raised a complaint with the hospital”.

The client enclosed copies of the complaint paperwork and requested that this was reviewed by the complaints advocate, with a view to discussing the best way to proceed the complaint, as they were feeling a “bit out of their depth”

A meeting was arranged with the NHS complaints advocate to discuss the clients concerns, and to talk through issues, prior to the meeting with hospital staff.

Following the hospital meeting, the client contacted the advocate to say that all their concerns had been resolved. The client was grateful for the support and advice which had been received from Healthwatch.

## **Contact**

**Phone:** 01793 497777

**Email:**

[nhs.complaints@healthwatchswindon.org.uk](mailto:nhs.complaints@healthwatchswindon.org.uk)

**In person or by post:**

NHS Complaints Advocacy Service

Healthwatch Swindon

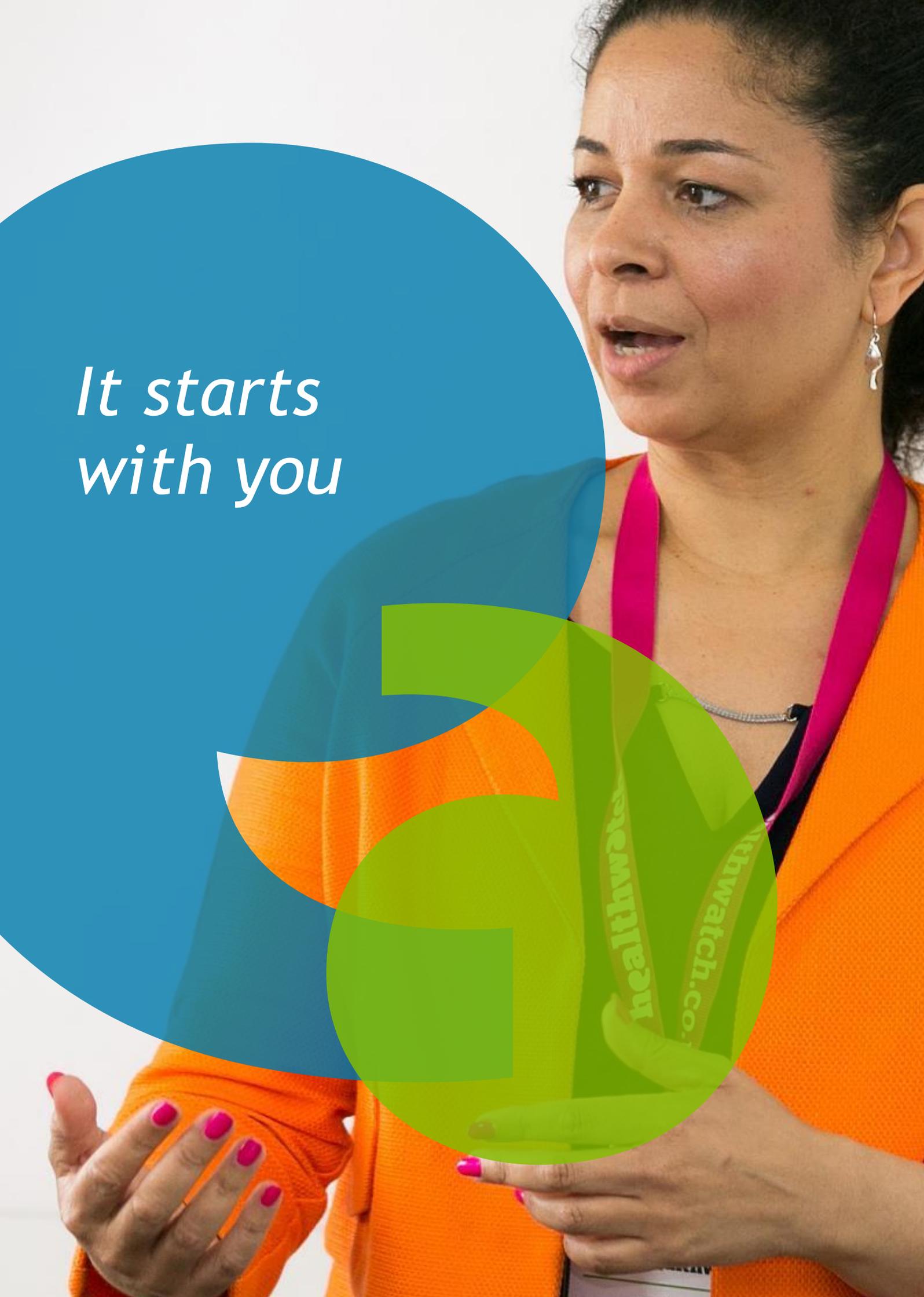
Sanford House

Sanford Street

SWINDON

SN1 1HE

*It starts  
with you*





We are planning a campaign in July to celebrate the people who help make health and social care services by speaking up about their experiences.

### ***Our campaign aims to:***

- + Raise awareness of the impact that people can have by sharing their experiences with Healthwatch
- + Encourage more people to engage with their local Healthwatch
- + Recognise the work of Healthwatch staff and volunteers which helps bring about change that benefits the local community

### ***Case study***

Thanks to the **Harbour Project** accessing health care and dealing with prescriptions is now easier for people on low incomes.

**Harbour Project** works with refugees and asylum seekers in Swindon. Some of their visitors were facing £100 fines by an NHS agency for claiming exemption from prescription and other health charges because it was unaware that another Government agency had issued an HC2 exemption certificate.

**Harbour Project** asked us to help them raise the issues nationally. We contacted NHS England, local MPs and Healthwatch England.

It transpired that the two agencies were not communicating effectively. In addition, there were significant delays in renewing certificates which caused difficulties to patients with little or no funds to pay for prescriptions.

It was acknowledged by the Department of Health that the system was failing patients.

**By September 2016 we heard that the two government agencies were working together and that the situation should therefore be resolved.**

**Six months later we were told that many fewer visitors to the Harbour Project were having this particular problem.**

Thanks to the work of **Harbour Project** and other local people who gave up their time to help us understand this issue, people on low incomes should now have a better experience of health care services he service they offer Deaf patients.



## Our work priorities for 2017/2018

Sustainability and Transformation  
Partnership – making it real for Swindon  
Young people’s mental health and wellbeing  
Ageing Well  
Community Health - new contract  
Re-shaping the Adult Social Care service

### Accountable Care and the Sustainability & Transformation Partnership

There are lots of different parts of the NHS and social care system. From GP practices to hospitals and urgent care centres. In Swindon the approach is for everyone to work together to provide high-quality care for patients. This makes the system less complicated, less fragmented, and reduces hospital delays. Getting referred when we need to should be more straightforward too.

Healthwatch Swindon will be working hard to ensure that everyone can have a voice and help shape the future direction of services.

### Engagement and collecting feedback

We will continue to be represented at over 38 boards and committees and work within the borough, regionally and nationally to ensure the voice of Swindon residents is heard in relation to health and social care issues

We will continue to collect feedback and share this through our Feedback Feed Forward reporting process.

We will support, host collection and share feedback about services to include:

- + Carers Services Survey
- + Long Term Conditions – working to support the Joint Strategic Needs Assessment (JSNA)
- + Pharmaceutical Needs Assessment
- + Accountable Care

Our work plan will be reviewed and agreed by our advisory group

### April – June

- + We will host our advisory group
- + We will host the Carers Services Survey
- + We will support the work of the Oral Health Steering Group
- + We will host the PPG Forum

### July- September

- + We will host our advisory group
- + We will run our #ItStartsWithYou campaign
- + We will host the PPG Forum

### October – December

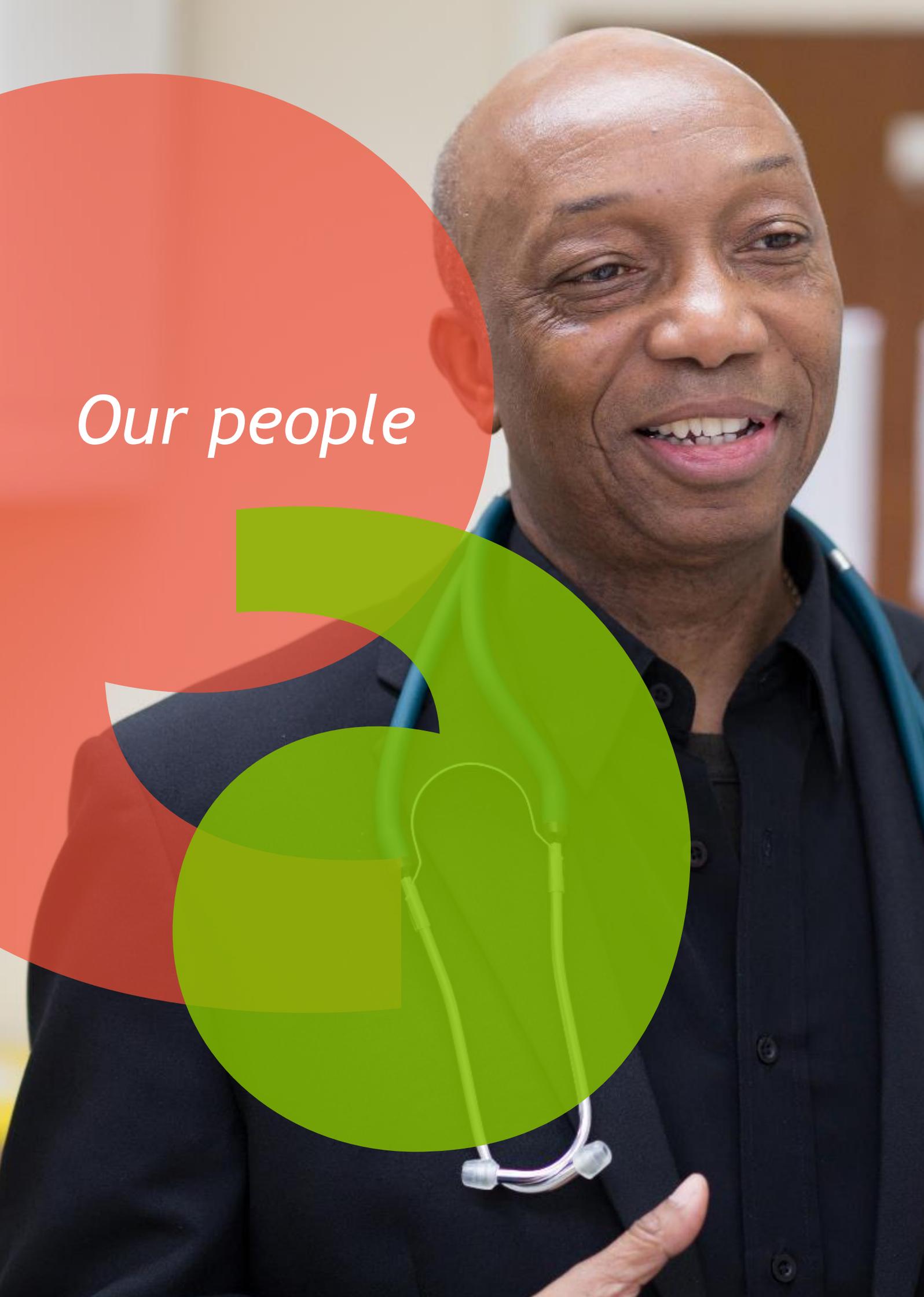
- + We will host a forum for the Learning Disability Partnership Board in November
- + We will host our advisory group
- + We will host the PPG Forum

### January – March

- + We will host our advisory group
- + We will host the PPG Forum

We will continue with our core services

Information and signposting  
NHS Complaints advocacy  
Engagement  
Recruiting and supporting Volunteers



*Our people*

## ***Decision making***

Healthwatch Swindon's advisory group is made of volunteers and representation from Swindon Carers Centre, Swindon Advocacy Movement and Swindon Citizens Advice.

The meeting is held in public and the group meet monthly.

The work plan is regularly monitored at advisory group meetings and staff report on progress. All Healthwatch volunteers are invited to participate and share feedback at the meetings.



## ***How we involve the public and volunteers***

Feedback received by Healthwatch Swindon through activities, tell us your story leaflet, website and social media channels is entered into the Feedback Feed Forward database. This data is then analysed quarterly and shared with the advisory group.

Feedback received about individual health and social care providers is shared with them to allow them to comment back on the feedback received.

Our Advisory group was established in June 2016 and meet monthly. The group provides direction and oversight to the work plan and reviews actions against the identified priorities

We have quartly reviews with our commissioner (Swindon Borough Council) which help to monitor outcomes of the work being undertaken.

### ***Our volunteers***

We started the year with no volunteers formally on the books and ended it with seventeen – some of whom had been working with us previously.

Volunteers attend training sessions

- Introduction to Healthwatch
- Equality & Diversity
- Representing Healthwatch

### **What is a Healthwatch Champion**

- Be the point of contact between Healthwatch and your group
- Promote the role of Healthwatch within local groups/communities
- Ask people in your group about their views and experiences of local health and social care services
- Impartially report the views of your group back to Healthwatch
- Feedback information from Healthwatch to your group in a way that is easily understood
- Attend Healthwatch volunteer training and group support sessions as appropriate



*Our finances*



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	143,424
Additional income	0
<b>Total income</b>	<b>143,424</b>
Expenditure	£
Operational costs	6,225
Staffing costs	116,594
Office costs	9,063
<b>Total expenditure</b>	<b>131,882</b>
<b>Balance brought forward</b>	<b>11,542</b>



# Contact us

## Get in touch

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Phone number: 01793 497777

Email: [info@healthwatchswindon.org.uk](mailto:info@healthwatchswindon.org.uk)

Website: [www.healthwatchswindon.org.uk](http://www.healthwatchswindon.org.uk)

Twitter: @HealthwatchSwin



the care forum

**The Care Forum, The Vassall Centre, Gill Avenue, Fishponds, Bristol, BS16 2QQ.**

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**The Care Forum is a charitable company limited by guarantee. Registered in England no. 3170666. Registered charity no. 1053817. Registered office as above.**

We will be making this annual report publicly available on 30 June 2017 by publishing it on our website and sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, and our local authority.

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.

If you require this report in an alternative format please contact us at the address above.

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# healthwatch

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