

Healthwatch Swindon Annual Report

Annual Report 2017/18





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Message from our Chief Executive

Vicki Morris, Chief Executive of the Care Forum

Healthwatch remains a key aspect of gathering local views on the health and social care services provided to local people. As an independent user champion, Healthwatch members and volunteers decide which issues are priorities and then sets out to gather feedback that can either embed and develop good practice or influence change where improvement is required. Healthwatch is very much about local people and we are dedicated to reflecting ideas, concerns and comments. This is ever more important at a time when local authorities are reviewing resources for social care and health services are stretched to the limit of their resources. We value and respect the views of all participants and thank them for working with us to make the user voice real, relevant and heard.



« Let's work with communities, and make them central to our partnerships. »

Vicki Morris - June 2018

Message from our Director

Morgan Daly, Director of Community Services

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.

Swindon is a vibrant town with diverse communities within it. Healthwatch Swindon works in partnership to highlight and find solutions to health inequalities. It empowers people from all backgrounds to have their say and listens to those considered less heard.

Healthwatch seeks to be a key partner and continues to play its part and works together across the Sustainability and Transformation partnership footprint of Swindon, Wiltshire and Bath and North East Somerset. Working together to create a stronger voice.

« We couldn't do what we do without the support of our staff and volunteers »



Healthwatch Swindon will continue to find out what matters to people and help them make sure their views shape the support they need. We will make sure that people are listened to by those who can make change happen, and their views are considered in the development of integrated care systems.

During the last year we have continued to share information through regular e-bulletins, the Healthwatch Swindon website, digital media platforms and meeting people in person.

We have enjoyed working with Swindon Advocacy Movement on the 'Quality Checkers' project, and look forward to seeing the progress it makes with successful outcomes during 2018/19.

We have a clear work plan for 2018/19 which will be delivered under a new Team Manager.

I would like to express my thanks to our hard working staff and volunteer team for a successful year.

Highlights from our year



710,664

This year our messages have reached 710,664 people on social media



38

We attend over 38 boards, committees and working groups across Swindon

233 hrs

Our 20 volunteers help us with everything from talking to the public to representing us at meetings



We completed

4

Enter and view visits of local services



Our reports have tackled issues ranging from waiting times to mis-diagnosis



We've spoken to **1028** people

We've given

261 people information and advice



Who we are



We listen to what people like about services and what could be improved.

We share views anonymously with those who can make change happen.

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

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Health and care that works for you

People want health and social care support that works - helping them to stay well, get the best out of services and manage any conditions they face.

Our purpose

To find out what matters to you and to help make sure your views shape the support you need.

People's views come first - especially those who find it hardest to be heard. We champion what matters to you and work with others to find ideas that work. We are independent and committed to making the biggest difference to you.

We can support you with an existing or new complaint via our independent NHS complaints advocacy service.

Meet the team



Morgan Daly
Director of Community Services



Tori Jones
Team Manager



Jo Osorio
Volunteer and Outreach Officer



Jim Hogg
Independent NHS Complaints Advocate



Jason Ferris
Communications Officer

We value our volunteers - here are some in action



Your views on health and care





Listening to people's views

We have improved the awareness and profile of Healthwatch Swindon by:

- + Actively engaging across targeted areas (i.e. Lower Layer Super Output Areas)
- + Promoting the different ways to provide feedback about health and care with Healthwatch, including an increased use of surveys and digital media.
- + We have gathered views through surveys on subjects such as: dementia, GP services, safeguarding, pharmacy needs, and dentistry.

Prescription Ordering Direct Service (POD)

- + We continue to receive feedback about the telephone based prescription re-ordering service. People have shared positive experiences of using it, whilst others have told us about less positive experiences which have included experiencing long waits to get through to speak to someone.
- + We continue to use our place on the steering group to share feedback from patients and carers and help those who can make change happen make informed decisions on how to improve the service.

Making sure services work for you

We carried out Enter and View visits at Eldene, West Swindon, Wroughton and Swindon NHS Health Centres to complete our review of all four in the borough. These are multi-provider premises which are not inspected by the Care Quality Commission. Swindon Equality and Access Group and individual residents had raised concerns with us about a wide range of access issues at the newest of the four in the centre of Swindon. Our recommendations, which we are still pursuing with NHS Property Services in particular, reflect those issues. We have been frustrated by their complete lack of response. Read the reports:

www.healthwatchswindon.org.uk/other

As a result of undertaking our Enter & View activities we have highlighted good practice, made recommendations, and worked with Swindon Equality and Access Group to pursue issues that were found in our reports. We will be working through these with Swindon Borough Council's scrutiny committee during 2018/19.



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

Identifying health inequalities

We work in partnership to highlight and find solutions to health inequalities.

We have enabled people of less-heard groups to share their stories of care. We helped them gain a better understanding of their rights and how to improve their experience of services.

- + Caribbean
- + Bangladeshi
- + LGBTQ
- + Learning disability
- + Homeless
- + Refugee and asylum seekers

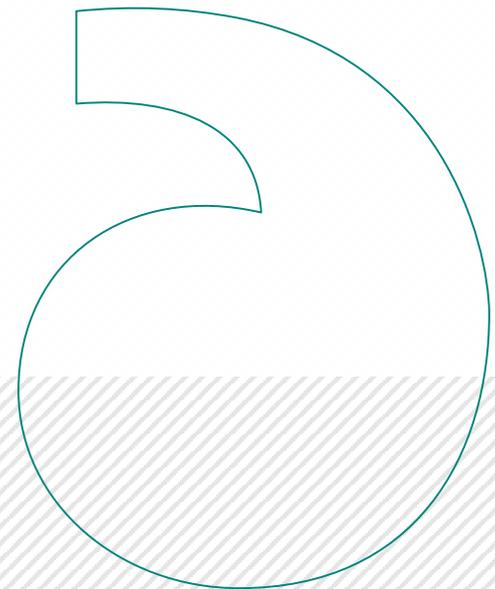
“Healthwatch is the voice of the people in Swindon who want to improve health & care services. Thank you for being the organisation thousands of carers turn to for support and that charities work in partnership with to pull it together”

Swindon Carers Centre – April 2018

How we are measured – our outcomes

- + Improve 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 people
- + Improved satisfaction with health and adult social care services in Swindon
- + Deliver an effective and responsive independent NHS Complaints Advocacy Service



Helping you find the answers



How we have helped the community get the information they need

We provide patients, carers, their families and any member of the local community with clear, straightforward and up-to-date information regarding their rights and choices in health and social care. For example:

- You may need help finding an NHS dentist
- You may want support in changing your GP
- You may need information on care homes for a family member

We can also signpost you to organisations that can help with complaints you may have with social care services.

We also help to raise awareness of and signpost people to 'My Care My Support'. My Care My Support is the health and wellbeing information website for Swindon. For more information please visit: www.mycaremysupport.co.uk



- + We held coffee mornings in places such as sheltered housing accommodation across Swindon. The purpose was to outreach to those that perhaps are not able get their voices heard about health or care they receive. We listened to their experiences, provided information about what we do, and spoke about our independent NHS complaints advocacy service.
- + We identified and outreached to people or groups that could be classed as less-heard, with a focus on identifying health inequalities and solutions to addressing them. These have included: Caribbean, Bangladeshi, LGBTQ, Learning disability, Homeless, Refugees and Asylum seekers.

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



Making a difference together



How your experiences are helping to influence change

We increased our relationship building with both statutory and voluntary sector organisations. We have developed good partnerships with the Care Quality Commission, Age UK Wiltshire and First City Nursing each of whom we look forward to working with during 2018/19.

We have made recommendations for change to services following our Enter & View visits at West Swindon Health Centre, Eldene Health Centre, Wroughton Health Centre, and Swindon NHS Health Centre

Making a difference

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We work with organisations including Swindon Carers, MIND, Citizens Advice and Swindon Advocacy Movement, to help people share their views and access the support they need

Working with other organisations

We have supported Swindon Joint Strategic Needs Assessment (JSNA) steering group by contributing to and supported the LGBTQ focus group work which informed the LGBTQ needs assessment.

We also did the same for the Pharmaceutical Needs Assessment (PNA).

We continue promote and report on the Local Adults Safeguarding Board service users survey.

We promoted a dementia survey for Alzheimer's Society and produced a report about its advisor service.

We worked with Swindon Advocacy Movement and NHS Swindon Clinical Commissioning Group to improve Treatment Escalation Plan process for patients.

We supported the Trans health needs assessment undertaken by The Diversity Trust.

How we've worked with our community

- + We have promoted the involvement of local people and the difference they can make to the commissioning, provision and management of local health and care services by raising awareness of how to get involved in activities such as joining their local GP Patient Participation Group, and NHS Swindon Clinical Commissioning Group's Patient Participation Involvement forum.

it starts with
YOU



“The health and care system can be very confusing. I did not know where to turn to, but am grateful that I found Healthwatch”

#ItStartsWithYou

After great feedback from last year’s campaign, we are planning to re-run #ItStartsWithYou over the summer of 2018. The campaign encourages people to have their say, and highlights the difference that people are already making to health and social care services by sharing their experiences.

Case study

Thanks to Ms T and Healthwatch Swindon working together, continuing healthcare funding has been granted to a relative.

Ms T contacted Healthwatch Swindon looking for support and guidance to appeal a continuing healthcare funding decision. The only way to do this was to painstakingly work through the Decision Support Tool (DST) and challenge each of the domains, but the complexity of the document makes this a daunting task.

Ms T was supported by Healthwatch Swindon’s independent NHS complaints advocate to gain a better understanding of the process.

They were then in a position to complete the appropriate paperwork and submit it to the Local Appeal Process Review Panel.

Following a review of this new information the decision was made that the continuing healthcare funding would be awarded to the client’s relative.

Ms T was grateful for the support which they had received from the Healthwatch Swindon Advocacy Service during the appeal process.

“Many thanks for all your help. We got there in the end! You have been a star!”



Our plans for next year



What next?

For the last three years people have told Healthwatch England that mental health is their top priority.

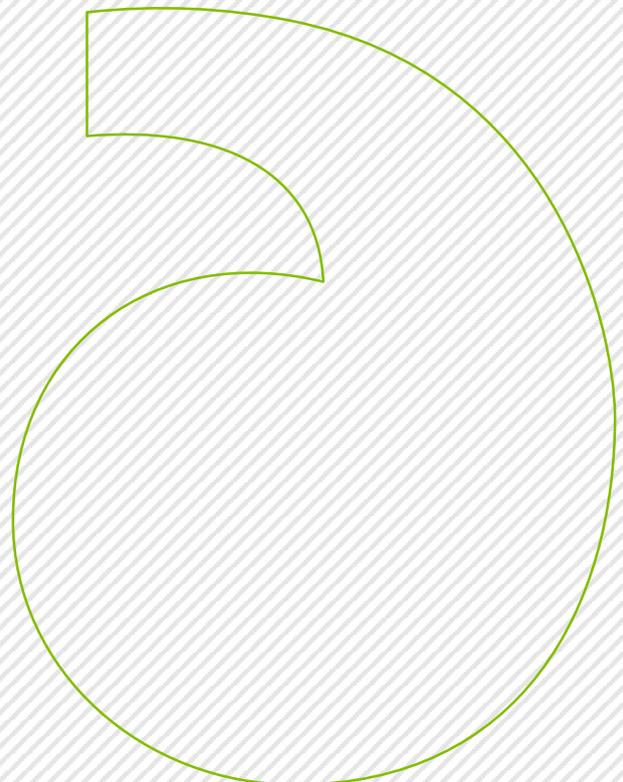
Locally we have mental health as a priority topic, and will be working in partnership with NHS Swindon Clinical Commissioning Group to gather views about the current and future provision of mental health services in Swindon.

Participation and working in partnership with people with lived experience is an effective and 'real' way of influencing and creating services for people.



Our top priorities for next year

1. Supporting people to have their say
2. Ensure views help improve health and care
3. Prevention (wellbeing, self-care and early intervention)
4. Mental Health
5. Services working better together



Our people



How we involve the public and volunteers

- + Healthwatch Swindon is part of The Care Forum, which has its own board of trustees and business support staff for the day-to-day governance of the organisation.
- + Healthwatch Swindon, however, meets bi-monthly with our Advisory Group, made of up volunteers, and representatives from various community groups.
- + We continue to develop our core group of roles which includes Equalities Lead, Quality, Young People, Older People, and Enter and View. The core group are able to advise and vote on how we decide the direction of the work and offer advice and support over how this should be done.

Community Pot Funding:

During 2017/18 we were able to fund a project in Swindon as part of our Community Pot funding.

We will be working with the Swindon Polish Community Centre and support them to gather the views and experiences people to have their say and influence change gather views and look forward to seeing the progress made and outcomes during 2018/19.



Our finances





Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	143,424
Additional income	0
Total income	143,424
Expenditure	£
Operational costs	20,568
Staffing costs	112,410
Office costs	5,209
Total expenditure	138,187
Balance brought forward	5,237



**The views and stories
you share with us are
helping to make care
better for our local
community**





Contact us

- + Healthwatch Swindon is hosted by The Care Forum, The Vassall Centre, Gill Avenue, Bristol BS16 2QQ

Get in touch

Address: Healthwatch Swindon, Sanford House, Sanford Street, Swindon SN1 1HE

Phone number: 01793 497 777

Email: info@healthwatchswindon.org.uk

Website: www.healthwatchswindon.org.uk

Twitter: @HealthwatchSwin

Facebook: @HealthwatchSwindon

Duty of our Annual Report

Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with Healthwatch England, CQC, NHS England, Clinical Commissioning 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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