

SWINDON BOROUGH COUNCIL

NARRATIVE FOR VOLUNTARY SECTOR QUARTERLY PERFORMANCE REPORT

ORGANISATION: HEALTHWATCH SWINDON QUARTER: Q2 2019/2020

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 met on 24th April 2019 and Primary Care Networks (PCN) and Ageing well / Frailty were agreed as priorities for 2019/20 by the group. This follows on from 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?

Current Campaign

On the first page of our website there is an on-going on-line campaign '**Do health and social care services know what you really think?**' This is always in place, we have not pushed this campaign in the last two quarters due to the Long Term Plan and Specialist Dentistry projects, resulting in low on-line numbers over the last two quarters.

We do still get generic feedback via e-mail, telephone and face-to-face which is covered elsewhere in this report.

This quarter we have received **three** pieces of feedback from our on-line campaign, all of whom identified as female. One was in the 25-34 age bracket and one was aged 35-44. One lived in SN2 and two in SN25, they were all white British.

Given the low numbers of feedback received for this quarter it was not possible to pick out **key themes**. The nature of the feedback was all negative.

Two of the comments did not provide enough information to glean anything meaningful – one raised an issue about health visitors and one about the poor service received from 111. The third provided a lot of information and we subsequently called the person to discuss their comments in more detail. The gist of the complaint was the length of time it took to get a diagnosis for their child of a straightforward illness (tonsillitis) and the waste of resources in order to get the diagnosis. We put the person in touch with the CCG to discuss all the concerns raised.

Now that a number of key projects have come to an end we will be able to focus once again on promoting the online survey. We continue to speak to members of the public over the phone, via email and face-to-face at events we attend.

NHS Long Term Plan Survey

This survey is now complete and the report is published on our website. We continue to work with the STP to carryout recommendations.

Specialist Dental Survey

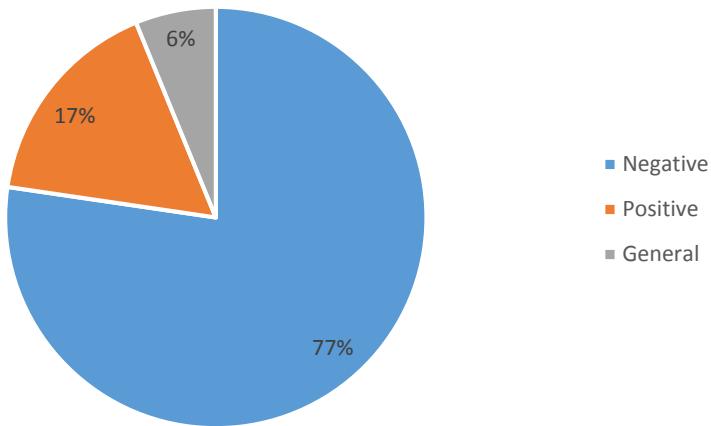
NHS Commissioning Unit South have commissioned Healthwatch to carry out a survey of specialist dental care within their areas. The engagement activities have been completed in Swindon at Islington Street Medical Centre and West Swindon as well as an on-line targeted campaign. This resulted in feedback from 25 service users and their carers / support. The report with our findings will be published during Q3.

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.

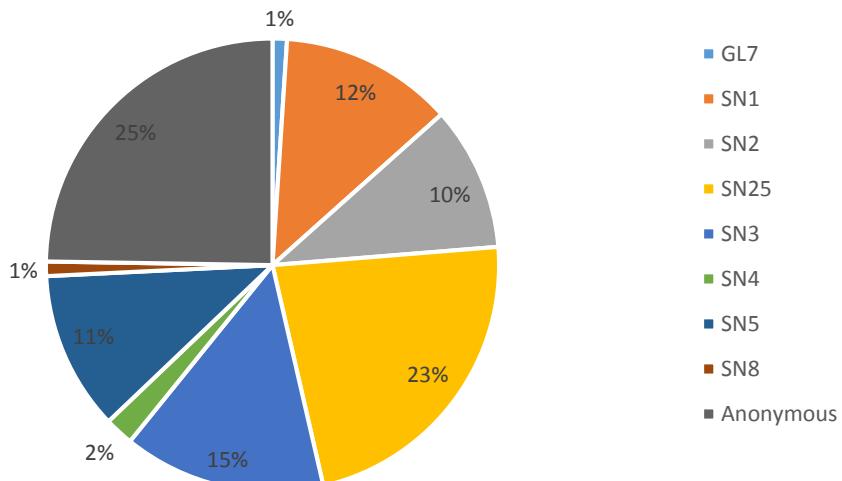
We collected 97 pieces of feedback during this quarter (10 more than last quarter) This includes feedback collected from attending Pride which produced 19 pieces of feedback from Swindon (we also collected 10 pieces of feedback for Wiltshire which was passed on to Healthwatch Wiltshire). The majority (75) of the feedback was negative, with 16 being positive and 6 being general enquiries.

Sentiment of Feedback



Most feedback is collected anonymously. We can however share that the postcode split across Swindon is showing SN25 is the biggest postcode for feedback at 23%, Moredon Medical Centre is located within this postcode and has generated a lot of feedback, which explains why this postcode is the largest:

Postcode Split



Key themes emerging from Civi CRM are:

- An emerging theme this quarter has been feedback received regarding the proposed moving of the Walk-in Centre in Islington Street to GWH. With 10 people raising negative issues:
“this is such a bad idea”
“moving the walk-in is a ridiculously short-sighted decision”
“where do all the buses go? Fleming Way, that’s where the walk-in should be”

These concerns have been raised with the CCG and Heath Overview and Scrutiny Committee.

Healthwatch raised concerns when it was announced that the walk-in services would be moved to the urgent treatment centre at GWH, with others using this service sign-posted to back to their surgeries and other services across town. This came at a time when the concerns with IMH had still not been solved.

Healthwatch took part in an audit at the walk-in centre and gathered feedback over a period of two weeks in partnership with the CCG. It seemed that decisions were taking place without proper consultation. Healthwatch had not seen a copy of the report following this audit at this time and it still has not been published.

We are still having discussions regarding this with the CCG.

- Issues with IMH are continuing with 15 people speaking to us. One positive feedback from Moredon was a person volunteering to be part of a Patient Participation Group (PPG).
- There have been 13 pieces of negative feedback (a decrease of 9 from last quarter) regarding GWH and 3 positive comments. All comments have been fed back.
- Non-emergency transport provided by E-Zec generated 3 negative comments and one person stating “**excellent staff, on time and much better than before**”.

All information is relayed back to the relevant provider for their action/information within a 48 hour timeframe.

IMH Update

Healthwatch was asked to produce a report for the Overview and Scrutiny board on 11th September. This was presented to the board and no further questions were raised. Copy attached for reference and update. Healthwatch also promoted and attended the IMH Update meetings held by CCG in September.



Access Issues – Swindon Health Centre

This issue is still going on. Steps were put in, but were not compliant. NHS Properties are



still involved but liability is with the original builders. There is an update meeting next week 16th October at 2 pm.

Grassroots Meetings

The following grassroots engagement activities have been attended this quarter:

- Ridgeway View Family PPG
- Nepalese Association – we have commissioned the Nepalese Association to complete up to 200 surveys to find out what sort of service this community are getting from the NHS in Swindon. From this we will produce a report and make recommendations
- Goddard House residents
- Get Active group
- Ophthalmology patient reference group
- Beat the Street launch meeting
- Victim Support
- Harry Garrett Court
- Diabetes UK – introduction to Mitra Milan



- Pride – we took the Healthwatch stand to Pride in August. This resulted in us obtaining 29 pieces of feedback, 10 for Wiltshire and 19 for Swindon. It was refreshing to find that a lot of the face to face feedback received was positive.



- Old Town PPG
- First City / RVS meeting
- SEND Families

Outcome 1

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

The following key meetings have been attended this quarter:

- Autism Partnership Board
- Primary Care Commissioning Committee
- Refugees and Asylum Seekers Forum
- Threshold – Healthcare of the Homeless
- LDPB Forum
- Monthly meeting with CQC Inspector to improve delivery and share intelligence in influencing inspection
- Sanford House Tenants Meeting
- JSNA Meeting
- Local Safeguarding Adult & Children Board – new multi-agency event
- Safeguarding Communications and Engagement Event (Healthwatch are Chairing this group)
- Hosted PPG Forum
- Wyvern Health Partnership PPG Group
- Community Health – met with Sarah Latham and mailed out to our network of networks to involve people to contact Sarah for her engagement. Also delivered 800 Healthwatch leaflets to Sarah to distribute to her team
- First City Nursing and Care
- Councillor Bob Wright for update on the IMH situation and clarification of Healthwatch involvement
- Keep our NHS Public
- BSW Mental Health Transformation Communication and Engagement Group
- Health and Wellbeing Board
- Health and Wellbeing Overview and Scrutiny Committee
- CQC – Monthly update meeting
- NHS Commissioning Group re specialist dentistry project
- GWH quarterly meeting
- Visit to Bluebell Unit, Devizes
- Carers Strategy Meeting
- Swindon Care Forum, Sandalwood Court
- Rough Sleepers Strategy Group

PPG Forum

PPG Forum held on 4 September and attended by 27 people for a presentation from Fiona Castle, Chief Executive of Community Pharmacy Swindon and Wiltshire. The relationship between community pharmacies and GP practices is important to understand and it gave PPG members an opportunity to get to grips with the complexity. As usual the notes and presentation were widely circulated to the 100+ people on our mailing list and published on our website.

Following the forum there was a presentation by the BSW digital lead about the draft BSW digital strategy who sought and received feedback from attendees about the proposals. Notes and presentations [all here](#).

PPG Chairs

PPG chairs were brought together twice during the quarter. An initial meeting was held in response to a questionnaire we circulated during the summer. At that it was agreed to come together three or four times a year to focus on specific issues. In October the meeting concentrated on *communication* – to and from practices to PPGs and to patients as a whole and how to do it better. The meeting is also an opportunity to update on some of the latest developments around primary care networks.

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

The Long Term Plan report is now published and is on our website. In September, Healthwatch B&NES, Swindon and Wiltshire met with the STP to carry out follow up of our recommendations. From this we ran a focus group at the request of the CCG to gather views on the Digital Strategy for the BSW STP. This followed our September PPG Forum which 27 people attended. Notes from the meeting can be found here <https://www.healthwatchswindon.org.uk/healthwatch-swindon-ppg-forum-meeting-notesreports>

Projects

Our current projects were decided at our Advisory Group on 24th April 2019.

Ageing well / Frailty

- **First City** – we extended our memorandum of understanding with First City for a further period and then participated in a focus group session which First City held with residents at a sheltered housing complex. This looked

at activity development with residents and with attendees at their day centres. We have agreed to attend and get feedback from First City customers at their reference group and to provide “training” and support to them members of the reference group to build their confidence in speaking up.

- **Enter & View** - following a request from SBC commissioners, we agreed to carry out the second of three agreed E&V in local Care Homes (Ashbury Lodge and The Orchards). A third location will be agreed at the Advisory Group in October. We will then have a follow up meeting at SBC with a view to further commissioned work. All reports are published on our website.

Primary Care Networks

- **Patient Participation Groups** – we are now working with GWH to form a PPG at Moredon Medical Centre following the withdrawal of IMH. Plans are underway to have our first meeting w/c 21st October 2019. Once this one is up and running Healthwatch will withdraw and the work with another surgery to establish PPGs where they are currently absent.
- **Swindon Advocacy Movement (SAM)** – Healthwatch continue to have meetings with the Big Lottery to seek funding to continue with this project. There are plans to re-submit the bid end of October. In the meantime we are keeping the quality checkers ‘warm’ with a view to continuing once funding is secured.

Mark Court from SAM agreed to speak about the project at The Care Forum’s AGM in September.



- **Direct Payments** – this project is currently on hold.

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 ‘reactionary’ work from issues that arise.

Influencing Commissioners

Continual working with NHS Properties and Swindon Equalities Group to implement and improve access issues at Swindon Health Centre, see above for update.

Now that IMH have withdrawn Healthwatch are working with GWH to establish PPGs in each of the surgeries to make sure that the voice of the patient is heard to deal with issues as they arise to keep the new providers informed.

Healthwatch volunteers and staff gathered feedback from the public using the Walk in at Swindon Medical Centre to find out why they were using the Walk in over a 2 week period. The report for this is yet to be published by the CCG. Healthwatch are chasing this and monitoring the situation through Health Overview and Scrutiny Committee.

Working with the STP to implement recommendations highlighted by findings from our survey for the Long Term Plan. Healthwatch ran a focus group in September to input into the Digital Strategy as outlined above.

Outcome 3

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

We have had 20 requests for advocacy information during this quarter, which is 8 lower than last quarter, but remains relatively high. We would expect this to drop off once the withdrawal of IMH is finalised.

There are 22 ongoing cases, 5 new cases opened during this quarter and 2 cases closed this quarter.

We will carry out an independent telephone review of this service during Q3/4.

There are plans to attend a Swindon Carers meeting and Age UK to inform them of our service.

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.

- Healthwatch have been involved in the development of LGBTQ+ set of principles. These are now ready to publish and promote
- A stall was taken to Pride in August, we were very busy all day and received a lot of positive feedback for Swindon and Wiltshire. We also support Threshold Housing and took part in the Pride parade in Old Town.

- Healthwatch Advocate will be meeting with Swindon Carers to promote our advocacy service in Q3.
- Work is about to commence with a survey of the Nepalese Community in Swindon to gather feedback about the service they are receiving and make any necessary recommendations.

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 findings from the survey are being collated and a report will be published in the coming weeks.

Raising Awareness of Healthwatch

- Three ‘Health Bite’ bulletins have been sent out this quarter, one per month.
- We have been out to 13 ‘grassroots’ events this quarter, this is a decrease from last month of 8, but this is the quarter of summer leave.
- Promotion of the Long Term Plan increased our presence out in the community engaging with local people. We will be working with stakeholders and agencies across the STP to implement recommendations made within the report.

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.

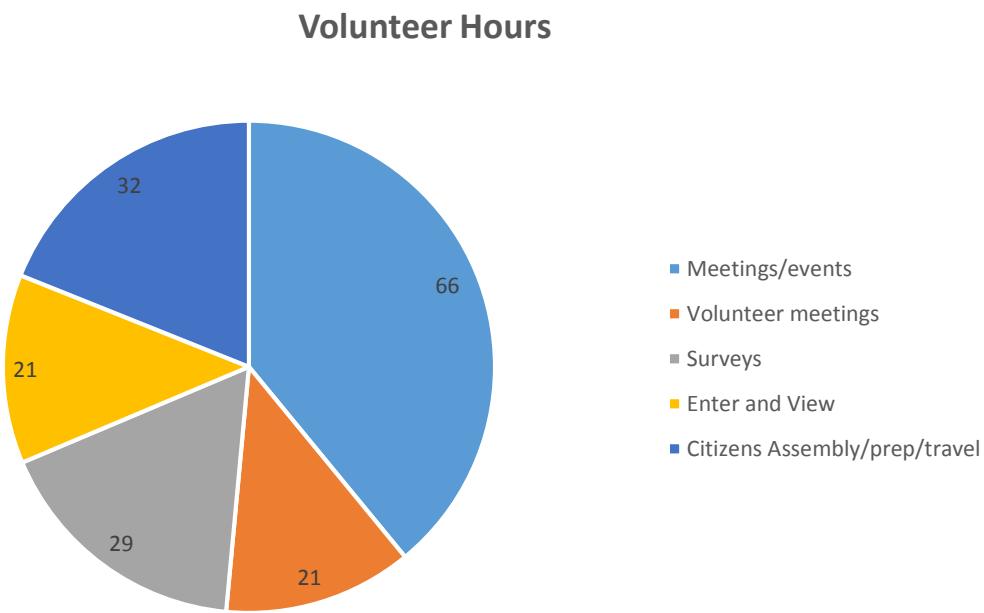
All staff have an individual work plan which they work to on a day to day basis. Each Healthwatch project under The Care Forum works to a dashboard which is presented to the Board and RAG rated to show our KPI's.

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 now have 20 volunteers. One is currently being inducted. One recently left to return to university
- Two volunteer enquiries received this quarter
- Healthwatch are currently running a promotion to generate new volunteer enquiries through social media, existing volunteers are promoting this with their contacts as discussed at volunteer meetings, attended Involve Swindon events sharing ways to promote volunteering
- Volunteers have represented Healthwatch Swindon at local events including; Pride Swindon, Citizens Assembly, Swindon Connecting People event, AGM Dial a Ride, GWH AMM, Swindon Care Forum, PPG forum, PPG Chair meetings, Moredon PPG planning meeting, CCG PPE meetings.
- Organise and chair quarterly volunteer meetings, this quarter with speaker from Alzheimer Society provided Dementia Friends training to some HWS volunteers
- Surveys carried out this quarter involving volunteers include gathering feedback at Islington Street Walk in and Specialist Dental Service
- Three Enter and View visits have been carried out this quarter at The Orchards, Ashbury Lodge and Euro dental – all included volunteers. Two more additional people are now trained for Enter and View (1 HW member and 1 volunteer)
- Links with the Alzheimer's Society Swindon have been established made and the manager asked for input into Enter and View report to a dementia care home
- Asked to provide a volunteer for the Intensive Care Advisory Board
- Supported quality checker Mark to provide presentation on his experience as quality checker completing Enter & View visits



Total of 169 volunteer hours worked this quarter which is an increase of 27.5 hours.

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 engagement and report producing for the NHS Long Term Plan. This took up a lot of the time during Q1 and continued into Q2.

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:

Manager	37 hours	Carol Willis
VSO	18.5 hours	Samantha Baker

Engagement and Development Officer	18.5 hours	Jo Osorio
Advocate	20 hours	Jim Hogg
Information and Marketing Worker	18.5 hours	Vanessa Scott

The volunteers increased by 1 to 20, four of which are Quality Checker volunteers employed through SAM for an LD perspective on enter and view (we are continuing to work with these volunteers until additional funding is secured).

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 KPI's from Swindon Borough Council and The Care Forum.

- **Advisory Group**

This month Advisory Group was held on 7th August 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/healthwatch-swindon-advisory-group>

Next Advisory Group meeting scheduled for 23rd October. Dr Sarah Bruen, Clinical Lead 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 Q3 2019/20

- Continue to carry out recommendations from the NHS LTP in partnership with the BSW STP.
- Nepalese Association – start of a commissioned survey to find out how this community group are accessing NHS services in Swindon, to identify gaps and ways to improve services.
- Healthwatch Swindon were commissioned this month to carry out a survey with those accessing Specialist Dental Services in Swindon. Report to be completed and published Q3.
- Publish final report for the agreed three care home Enter & Views carried out for SBC Commissioners. Meet with SBC to discuss next steps.

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Provider Specific Data				
	Q1	Q2	Q3	Q4
Number of paid staff delivering contract	5	5		
Number of paid staff hours spent delivering contract	1342.5	1462.5		
Number of paid staff hours lost through sickness	7.5	22.5		
Number of paid staff off sick	1	3		
Staff turnover - number of staff members leaving	0	0		
Staff turnover - number of new staff members	0	0		
Number of Volunteers delivering contract (added value)	19	20		
Number of Volunteer hours spent delivering contract (added value)	141.5	169		
Number of complaints received against the service	0	0		
Number of complaints resolved	N/A	N/A		
Number of complaints upheld	N/A	N/A		
Number of current DBS checks	8	1		

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 month.	150 individual contacts.	169	125			Green	These figures are an amalgamation of surveys (for Q2 this includes the Special Care Dental Survey), our CRM database and online campaign. The reason the figure for Q1 is higher is because of the amount of feedback we were receiving regarding IMH.
Increase social media presence.	3000 website visits* excludes long term plan At least 3 posts on Facebook per week (36 per quarter). Likes At least 3 posts on Twitter per week (36 per quarter). Followers	2807 53 137 2994	2919 97 170 3017			Green	We have not started to use Instagram yet

	At least 2 posts on Instagram per week (24 per quarter).						
One current survey running and published on website.	Attend 2 events to encourage completion of current survey.	What would you do 'NHS Long Term Plan'	Specialist Dental Survey				
Advisory Group Meeting.	1 per quarter.	24.4.19	7.8.19				
Produce e-bulletin 'Health Bites'	Produced monthly, looking to increase subscription	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				

Support one engagement event per annum with LDPB	Co-delivery of LDPB Forum	21.5.19	16.7.19			
PPG Forum	Facilitate and develop. 1 per quarter.	2.5.19	4.9.19			
Influencing service improvement	1 per quarter.					
Enter and View	3 carried out per quarter.	0	3			
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. On-going cases Brief Intervention packs provided	18 28	22 20			

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				
Annual Report Produced	Annually	Complete and on website					
		Q1	Q2	Q3	Q4		
Value Added							
Number of volunteers supporting delivery of contract	Plans to increase to a maximum of 25.	19	20				
Number of hours		141.5	169				
Value (using minimum wage £8.21)		£1,161.71	£1,387.49				This is the highest it has been in the past year.