

## SWINDON BOROUGH COUNCIL

### NARRATIVE FOR VOLUNTARY SECTOR QUARTERLY PERFORMANCE REPORT

**ORGANISATION:** HEALTHWATCH SWINDON      **QUARTER:** Q3 2018/2019

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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 .

#### **BRIEF DESCRIPTION OF ORGANISATION REMIT:**

##### Our Priorities for 2018/19

- Supporting people to have their say
- Ensure views help improve health and wellbeing
- Prevention (self-care and wellbeing)
- Mental health
- Services working better together

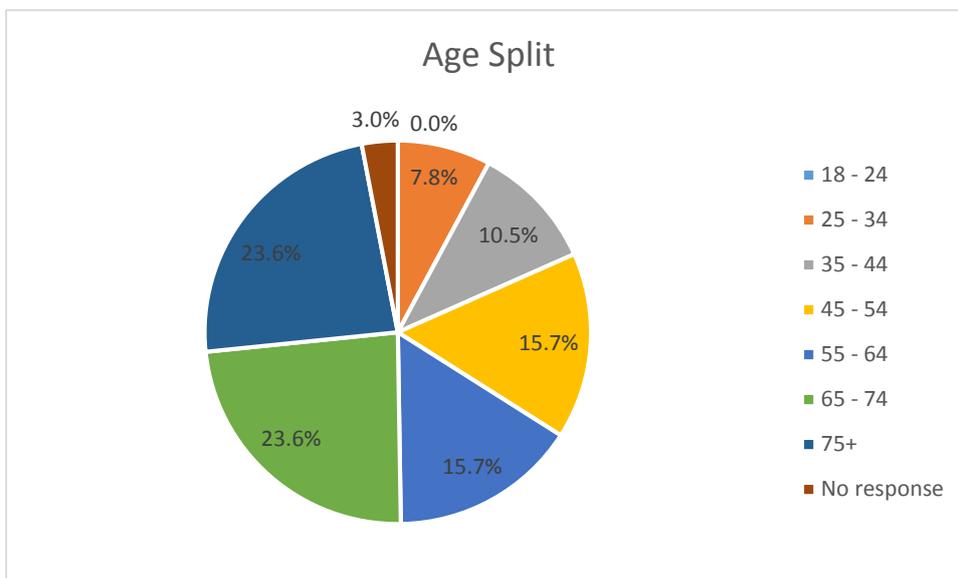
## HOW MUCH IS YOUR ORGANISATION DOING?

*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

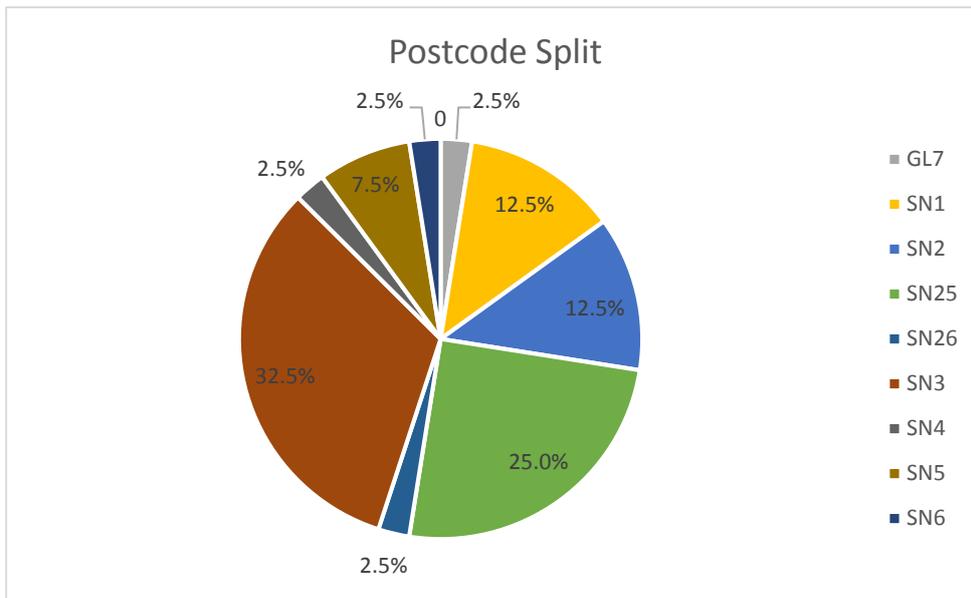
This quarter we have received 40 pieces of feedback from our on-line campaign. From this we can see that 14 were male and 26 female.

The age split is:



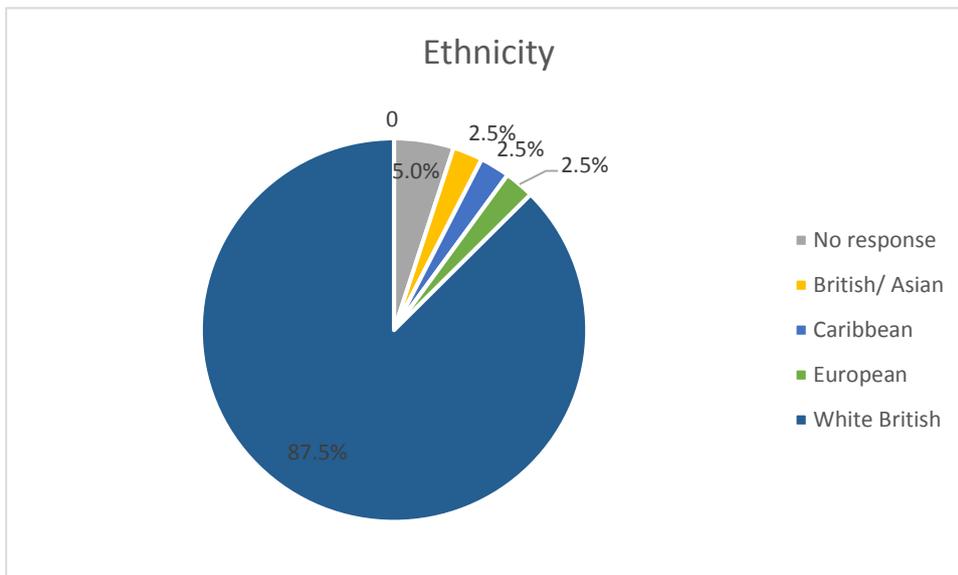
The highest proportion of feedback is from those 65+, we have plans in place to engage with younger people by working in partnership with other organisations such as STEP and will also be looking to recruit volunteers from a lower age range.

We are gathering feedback from the following postcodes:



The majority of respondents, 32.5% in total, listed SN3 as their postcode, with SN25 coming in at a close second with 25%. We expected to see an increase this month from SN3 and SN25 due to the issues recently experienced with the partnership formation of doctors surgeries in these areas with IMH providing back office support and issues that have been encountered accessing appointments.

The ethnicity split is:



The majority of our general feedback is from white British residents. We will increase our targeting of 'grassroots' groups to gain feedback from different ethnicities.

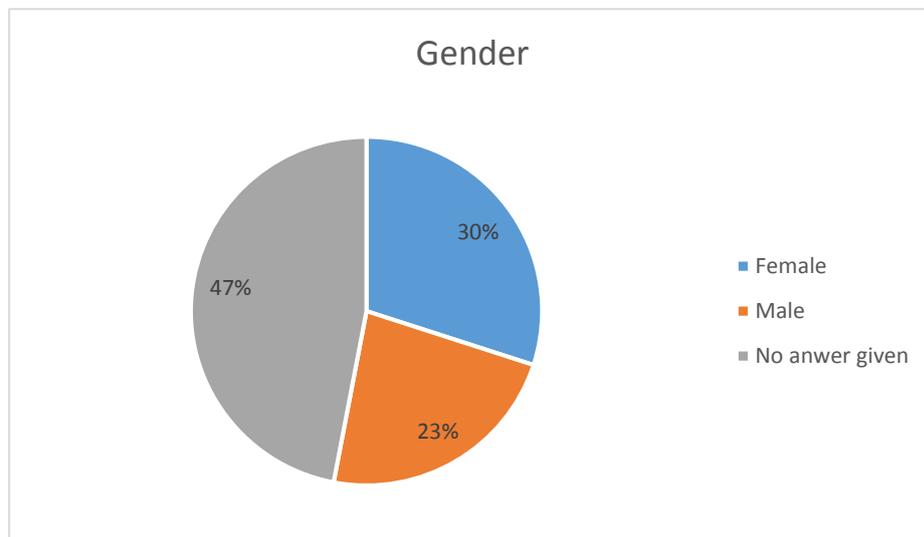
Some of the **key themes** emerging from the additional comments made by respondents were as follows;

- Dissatisfied with mental health service provision
- Poor communication between different services
- Difficulty getting appointment with GP due to the new booking system at IMH.

#### **Data Collected through our Civi CRM Database**

We collected 269 pieces of information from 145 different people. Any feedback that we gather from telephone calls, via our volunteers out in the community, at meetings and through some social media is recorded on this database.

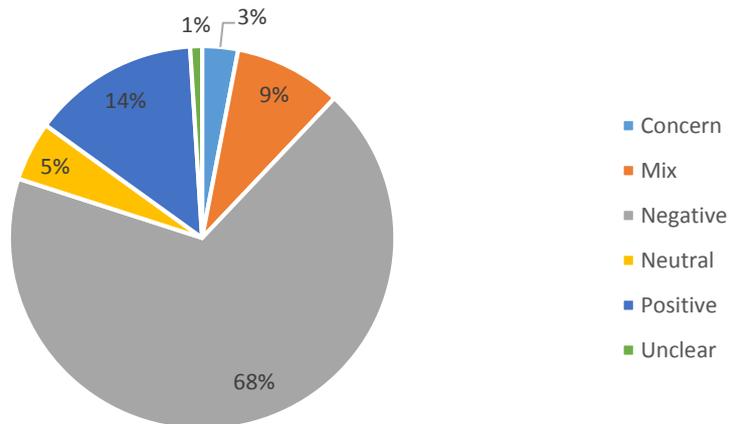
From this data we have collected the view of 33 males, 44 females and 68 remained anonymous. This includes data collected from our online survey.



We are only able to split this down into male and female as most the this feedback is provided anonymously.

The sentiment of the feedback was mainly negative, but there was some positive feedback, as well as neutral comments and people expressing concerns.

### Sentiment of feedback



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

- Complaints about the new IMH hub with 28 commentators naming the service and referring to this as being problematic.
- A further 15 commented on the difficulty in getting GP appointments, although they did not specifically mention IMH.

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

We continue to work with the CCG, CQC and IMH to improve the service that people are receiving from the newly formed hub. This quarter we have:

- Released a joint news bulletin regarding how and when to call the hub for appointments.
- Attended a round table discussion to voice our concerns hosted by CCG and attended by IMH.
- Been interviewed by BBC Radio, TV interview for local 6 pm news and interviewed on local radio 105.5.
- Met with Patrick Ismond, inspector for CQC prior to inspection and will meet again in the next few weeks.
- Monitored social media to gather feedback from service users.
- Organised regular communication meetings between CCG and IMH, which will continue until the issues are improved.

We are also meeting with NHS Properties to see that the recommendations are implemented from our Enter and View report.

## Grassroots Meetings



**The Healthwatch Stand**

10.10.18 – World Mental Health Day

19.10.18 – Harbour Project

31.10.18 – Meeting with Community Nurse to raise profile of Healthwatch

1.11.18 – Steve Carr, Men Only Group (mental health)

7.11.18 – LSCB Conference

9.11.18 – Falls Collaborative

13.11.18 – Diabetes UK event, Wyvern Theatre

23.11.18 – STEP

26.11.18 – Talk to Oxford Brookes nurse students

29.11.18 – Priory Manor residents

30.11.18 – Carer's Rights Day

6.12.18 – Community Services Day, Broadgreen Community Centre. Hosted by Peter Kent and team

12.12.18 – Mental Health Transformational Event (STP – Bath)

13.12.18 – Swindon Women's Aid



**Carer's Rights Day, 30.11.18**

### Outcome 1

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

The following key meetings have been attended this quarter:

- Health and Wellbeing Board
- Scrutiny Committees (both Adults & Children). Adult will be attended regularly, Children if there are relevant items on the agenda.
- Primary Care Commissioning Committee
- Meeting with Cherry Jones
- Meeting with Charlie Paradise re mental health
- Meeting with NHS Properties to see improvements implemented from an Healthwatch Enter and View visit
- Meeting with STEP/Swindon Family Voice to increase our feedback from children and young people
- BSW STP Meeting
- Meeting with CCG/IMH to improve service delivery
- 'Local Offer' initial meeting for input to the new website
- Monthly meeting with CQC Inspector to improve delivery and share intelligence in influence inspection
- Meeting with GWH Strategy and Communications Director for feedback/forward on activities at the hospital
- Final meeting of the panel commissioning Out of Hours services prior to awarding to Medvivo

- Meeting with Wiltshire CCG/RUH to promote Maternity Consultation for feedback in Wiltshire and Swindon. Will also support an event at Sanford House with CCG Swindon.

### LDPB Forum

Co-introduced the LDPB Forum on the topic of Money Management, 'Thinking about your Money' with the aim of giving people the chance to think about 'wants' and 'needs' and how this affects spending. This was presented with jointly with Tracey Ahilan from Citizens Advice and delivered on 20<sup>th</sup> November at The Pilgrim Centre to LD service users with SAM and Swindon Borough Council. The Forum report has been produced with actions and recommendations made from the feedback gathered. Report then be presented at LDPB meeting to partners and commissioners at the Board meeting in January. This report will also be available on our website. Lots of positive feedback from service users, 'when you are not very good with money, it is good to know who to speak to'. 'Really enjoyed the event'. Cath Johnston is collecting feedback, which will be reported on in Q4 report.

### PPG Forum - November

Attended by 34.

"The November PPG Forum heard from IMH General Manager Nigel Sweeney about that organisations work on establishing a "super-practice" with 5 GP surgeries. Given the performance of their new telephone contact centre, his presentation provoked considerable questions and discussion. Notes are [published on our website](#) "

### 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.**

### Current Campaigns

#### **#Stay Well Swindon – Winter Health Project**

In conjunction with NHS Swindon. We started a campaign in October '#Stay Well Swindon' to highlight health and wellbeing during the winter months. The key aim is to ensure that people that are most at risk of preventable emergency admission to hospital are aware of and, where possible, are motivated to take actions that may avoid admission this winter.

## **Mental Health Project**

Local communities across England have told Healthwatch that they want to see mental health prioritised. We are supporting Healthwatch England's multiyear programme. Where we will find out what support people want with their mental health locally.

### Projects

- **Age UK** – a survey aimed at older people to better understand people's experiences in later life. This project is now completed and the report is due for publication this quarter. Age UK asked us to support their survey in order to inform their business development. Once the results are published, they will be using them to respond to commissioning opportunities in Swindon and Wiltshire.
- **Polish Catholic Mission** – a survey with Polish people to find out their experiences of accessing health and social care. This report is complete and has now been published and is currently on our website. We commissioned the Swindon Polish Catholic Community to undertake a survey of 100 people whose first language was likely to be Polish. We wanted to establish how well respondents felt that services catered for their language needs. On the whole, the responses suggest that services provide quite well and/or people are able to make any arrangements for interpretation they feel necessary. This should be reassuring for commissioners and providers.
- **First City** – a survey for those receiving care in their own homes. Healthwatch volunteers carried out surveys with clients in their own homes. This information has been collated and returned to First City, who also carried out their own surveys. First City will produce a report from this collated information. They have also asked us to continue to support them with this and may commission us to carry out further work.
- **Homeless audit** – in conjunction with Threshold Housing and CCG our volunteers surveyed residents at local hostels and rough sleepers of Swindon to find out how they are accessing services. From this we produced a credit card sized card to hand out to homeless people telling them of their rights.
- **Swindon Advocacy Movement (SAM)**, carrying out Enter and Views from a Learning Difficulty perspective. This quarter Enter and Views have been carried out at:
  - Park Lane Surgery on 12 October 2018. This report has been published on our website.
  - Hermitage Surgery 19 November 2018. Report in draft at the moment.
- **Mental Health – Place of Safety Survey**. CCG have asked us to carry out an independent telephone survey, which was originally been scheduled for December, but due to issues around data sharing has been postponed until January.

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. This quarter this has been the feedback from users of the Moredon 'hub' managed by IMH and issues arising from this.

### Influencing Commissioners

Final meeting of the commissioning panel was in October for the OOH Services. This has been awarded to Medvivo. Healthwatch's presence on the panel ensured our feedback was considered.

Continual working with NHS Properties and Swindon Equalities Group to implement and improve access issues at Swindon Health Centre.

Liaison with CCG and IMH regarding issues from the formation of a central hub call centre based at Moredon Medical Centre and merging the telephony for 5 surgeries across Swindon.

LDPB Forum gathering feedback from service users to influence commissioners and provide a toolkit and action points for support workers to around 'Money Management' when supporting their clients.

Meeting with Tania Currie at GWH regarding quality of answers to complaints raised either being too medically technical or skirting around the subject of the complaint. GWH acknowledged these points and have agreed to put a process in place to address this.

Age UK asked us to support their survey in order to inform their business development. Once the results are published, they will be using them to respond to commissioning opportunities in Swindon and Wiltshire.

Supporting consultation process for the Maternity Services in Wiltshire and Swindon in partnership with CCG Wilts and Swindon, RUH and GWH.

### Outcome 3

#### **Delivery an effective and responsive NHS Complaints Advocacy Service, improving patient and user experience and providing information and advice to local residents.**

This quarter saw a marked increase in the brief intervention packs requested, 37 this quarter compared to 12 the quarter before. These are packs that are sent out with details of how people can complain themselves. Potentially these can turn into full advocacy cases. We believe this increase is partially down to issues around access to appointments through the IMH telephone hub.

There are 8 open cases, and 5 cases were closed down during this quarter. We anticipate an increase in advocacy cases from the recent number of brief intervention packs that have been posted out.

We also intend to expand out outreach to increase the profile of this element of Healthwatch work. An initial appointment has been made at Gladys Plumley Gardens in the New Year.

We have developed a good relationship with PALS at GWH, who point people in our direction, and also copy us into responses to complainants where we have provided PALS with consent forms.

Met with Tania Currie raise issues regarding GWH complaints, such as:

- Complaint responses which seem to skirt around the subject of the complaint and therefore do not resolve concerns.
- Responses which are so medically technical in explanation that the complainant does not understand the answer.
- Highlighting an ongoing complaint where the investigating manager has had the complaint for the past 19 weeks and the only contact that they have had with the complainant was to write to them on the 6<sup>th</sup> December to promise a completion date of the 20<sup>th</sup> Dec, which has not happened.

Tania agreed to look into this process and make improvements.

A survey of all the cases that have received advocacy this year will be surveyed during quarter 4. Results from this will be reported in the Q4 report.

#### 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.**

#### **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?*

#### General Feedback

- Specific feedback data and data from our current campaign is reported at the end of this report.

## Feedback from Service Users

### **Service User:**

“Thanks Jo.

And for the excellent work you are doing for patient care in Swindon.

Best regards

Bazil”

### **Ref IMH TV interview, Rod said (Care Forum Trustee)**

I think congratulations should go to Jo on his TV appearance and keeping the Healthwatch poster clear in the background.

All advertisement is good!

Following a survey with volunteers going into service users homes:

### **First City Nursing work, Nicola said**

Thank you very much indeed for all your hard work and input into obtaining the views of First City customers over the last few months. We have greatly enjoyed working with you and know that your contribution has enabled people to comment on the services they receive.

I hope the draft report will be available in early December when I will forward to you and perhaps we can meet up to review it together?

Thank you again, it's been great working with you.

## Raising Awareness of Healthwatch

- 2 'Health Bite' bulletins have been sent out this quarter, with December's to go out next week. This has been delayed due to the Christmas holidays and the recruiting of new staff.
- We have been out to 14 'grassroots' events this quarter and intend to increase this during Q4 now that we have a full cohort of staff and have been able to rearrange the roles. This is explained in 'Challenges' below.
- To improve awareness of Healthwatch Swindon we have commissioned Global Radio to run a radio advert on Smooth Radio, encouraging listeners to look at our website and give their feedback. This will run for the month of January.

## Staff Training and Support

- Jim Hogg – Level 3 Advocacy qualification enrolled on course.
- Carol Willis – Attended Leadership course hosted by Healthwatch England.

Team Manager attended the Healthwatch England conference in October held in Stratford on Avon. This was a good opportunity to share good practise and learn from other Healthwatch teams.

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

Supervisions are held monthly.

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?*

Healthwatch continues to work with the organisations named above and to the identified projects and themes to make a difference to our service users. We are also able to react to issues as they arise, as demonstrated in working with the CCG and IMH to improve service delivery in this area.

From our list of influences above, Healthwatch is making a marked difference to how services are commissioned.

**Fiona Hughes, CCG. Re Tender for Satellite Renal Services.**

'Having a patient representative in our procurement evaluation process was invaluable. As a long term carer, Mike brought considerable knowledge, experience and unique perspective to the process of evaluating competing bids for a critical service. We are very grateful for his input, the support of people like Mike makes a real difference.'

Volunteers

We currently have 13 volunteers who have carried out 2 enter and view visits during this quarter at Park Lane and Hermitage Surgeries. There are plans to carry out E&V's at

- Old Town
- Moreton

during this quarter. We will also visit one dentist, Sandalwood Court and the Emergency Department at GWH through the Quality Checkers with SAM.

We have successfully recruited Sam Baker as our new Volunteer Support Officer, who starts on 14<sup>th</sup> January. Following this we plan to increase the volunteers to a full cohort. We have also been in discussion with STEP to look at working with children and young people. We will also look to recruit volunteers from 'seldom heard' groups.

#### WHAT ARE THE CHALLENGES FOR YOUR ORGANISATION?

- **Staffing Issues/Opportunities**

The Communication and Marketing Officer resigned leaving us a team member short. Whilst we have temporarily covered this role through TCF, Bristol – there has been difficulties in maintaining our full social media presence.

We have taken this opportunity to re-organise the team. This will give us the opportunity to invigorate the volunteer programme and reach different groups of people and develop our reach to 'seldom heard groups' and children and young people.

The Engagement and Development Officer will then have more opportunity to look for new opportunities and speak to more 'grass root' groups.

The new team format is:

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	22.5 hours	Vacant

The new Volunteer Support Officer will start on 14<sup>th</sup> January. We did appoint a new Information and Marketing Worker, but unfortunately they changed their mind and we have had to re-advertise. We are hoping to appoint this role January 2019.

We currently have 13 volunteers for Healthwatch, 4 of which are Quality Checker volunteers employed through SAM for an LD perspective on enter and view.

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.

- **Advisory Group**

The Advisory Group continues to be a challenge. We had a successful meeting in September; with the new Swindon located Trustee, Steve Barnes attending and representatives from 'grassroots' organisations Threshold Housing and SAM (both from projects we are currently working on). 5 volunteers and 2 members of Healthwatch staff also attended.

It was agreed that the next meeting would just be for the volunteers to focus on the Engagement Strategy, with the next 'full' Advisory Group meeting to be held in January. This meeting took place in November. Unfortunately Carol Willis and Norma Thompson were called to an emergency meeting with the CCG regarding issues with the Moredon Medical Centre and IMH.

The meeting was cut short and didn't achieve its objective. The meeting in January will be postponed whilst we go through the induction process with the new members of staff and plan to recruit new volunteers and re-visit the format of the Advisory Group with the new team members.

- **IT** has been an issue this quarter, with system speed, quality of telephone system and accessing and withdrawing data from the new CRM database. Further training has been requested on the CRM, so that we can fully access the system and run reports on gender split etc. CRM training will take place during Q4. The IT issues have been dealt with and are now running to speed.

#### Coming in Q4

- NHS 10 Year Plan – developing this alongside CCG and STP for delivery in Swindon. This will be raised at the next Advisory Group and added as a new project/
- Telephone survey on Place of Safety will take place in January.
- Big Lottery application. We have been working with SAM, STEP and SBC to draft an application for Big Lottery funding. Healthwatch will be the lead organisation. Feedback has been gathered and an initial application will be submitted in January.

Provider Specific Data				
	Q1	Q2	Q3	Q4
Number of paid Staff delivering contract	4	4	3	
Number of paid Staff hours spent delivering contract	1038.9	1296	981.50	
Number of paid Staff hours lost through sickness	0	13.5	0	
Number of Volunteers delivering contract (added value)	10	13	13	
Number of Volunteer hours spent delivering contract (added value)	63	120	49	
Number of complaints received against the service	0	0	0	
Number of complaints resolved				
Number of complaints upheld				
Number of current DBS checks	3	5	2	
Number on waiting list (if applicable)				

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	222	227			
Increase social media presence.	3000 website visits	3390	3267	3926			
	At least 3 posts on Facebook per week (36 per quarter). Likes	220	182	315			
	At least 3 posts on Twitter per week (36 per quarter). Followers	145	378	99			
	At least 2 posts on Instagram per week (24 per quarter).	488	481	139			
	2662	2687	2931				
One current survey running and published on website.	Attend 2 events to encourage completion of current survey.	It starts with you	It starts with you	Stay well			
Advisory Group Meeting.	1 per quarter.	23.5.18	28.7.18	19.9.18 & 28.11.18			

Produce e-bulletin 'Health Bites'	Produced monthly, looking to increase subscription	1193	1190	794 (December Health Bite will be sent out next week)			
Meeting attendance	<p>100% representations at:</p> <p>Health and Wellbeing Board</p> <p>Scrutiny Committees</p> <p>Primary Care Commissioning Committee</p> <p>Volunteer representation at:</p> <p>Patient and Public Engagement Forum</p> <p>Other forums as appropriate</p>			<p>10.10.18 &amp; 12.12.18</p> <p>6.11.18</p> <p>22.11.8</p> <p>25.10.18</p> <p>Details in report</p>			

Support one engagement event per annum with LDPB	Co-delivery of LDPB Forum– Money and Budgeting			20.11.18			
PPG Forum	Facilitate and develop. 1 per quarter.		2	18.11.18			
Influencing service improvement	1 per quarter.		Central NHS Properties – Access issues & training for dealing with violent patients	Working with CCG/IMH for improvement of service delivery			
Enter and View	3 carried out per quarter.	1	3	2			
Advocacy Support	70% NHS advocacy service users felt satisfied with the support received from Healthwatch regardless of the outcome.	Not collected	Not collected	Survey to be complete for Q4 for the whole year			

Advocacy Support	20 advocacy supports provided. On-going cases Brief Intervention packs provided	16 17	16 12	8 37			
A baseline stakeholder survey to establish what the service is doing right and where it can consider changes.	Annually						
Annual Report Produced	Annually		Complete – agreed by Advisory Group and published on website				
		Q1	Q2	Q3	Q4		
<b>Value Added</b>							
<b>Number of volunteers supporting delivery of contract</b>	15 active at any one time. With a recruitment target of 25.	10	13	13			

<b>Number of hours</b>		63	120	49 (less hours due to Christmas break)			
<b>Value (using minimum wage £7.50)</b>		£472.50	£900.00	£367.50			