

SWINDON BOROUGH COUNCIL

NARRATIVE FOR VOLUNTARY SECTOR QUARTERLY PERFORMANCE REPORT

ORGANISATION: HEALTHWATCH SWINDON **QUARTER:** Q4 2018/2019

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

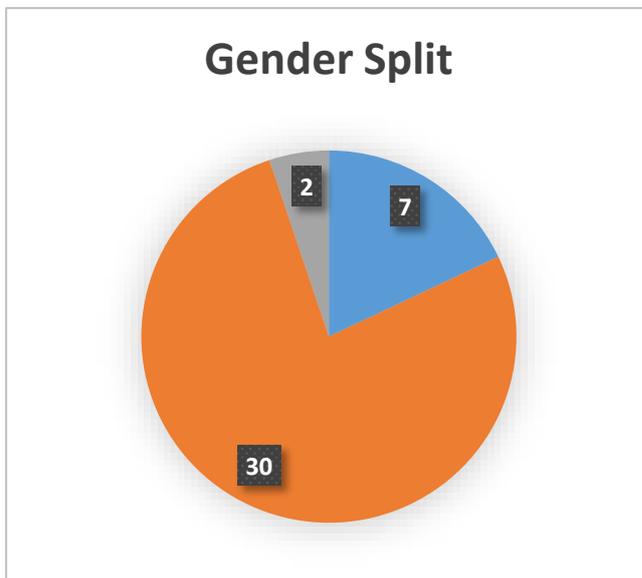
- Supporting people to have their say
- Ensure views help improve health and wellbeing
- Prevention (self-care and wellbeing)
- Mental health
- Services working better together

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 39 pieces of feedback from our on-line campaign. From this we can see that 7 were male and 30 female. Two people declined to specify their gender.

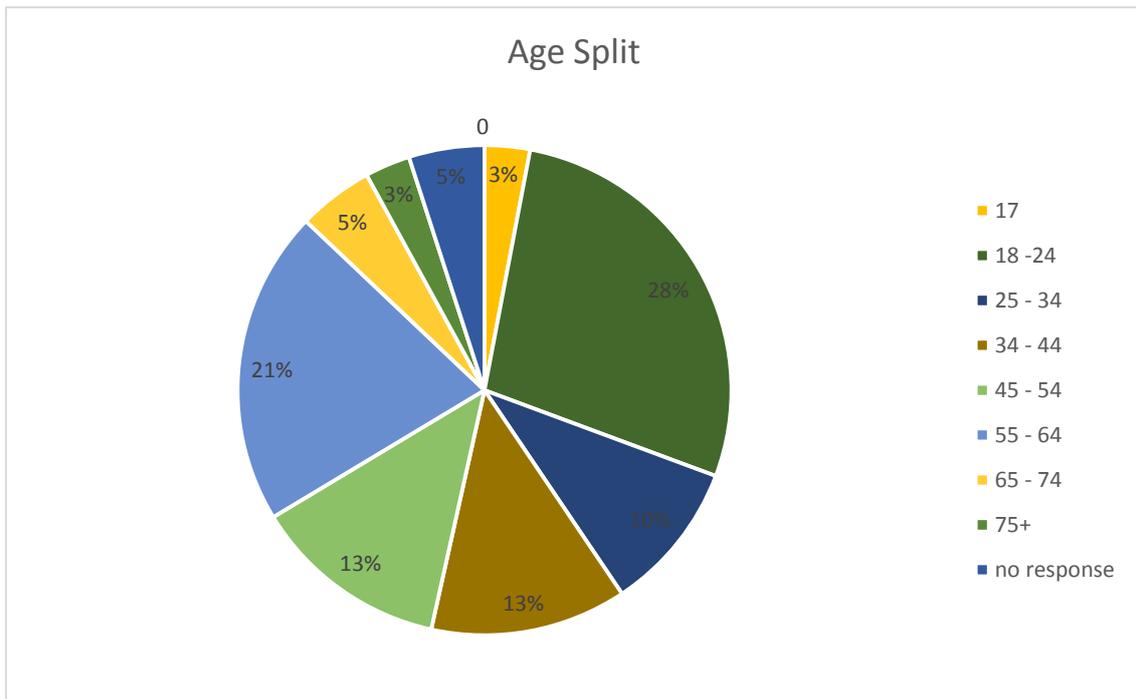


7 – Male

30 – Female

2 – Declined to answer

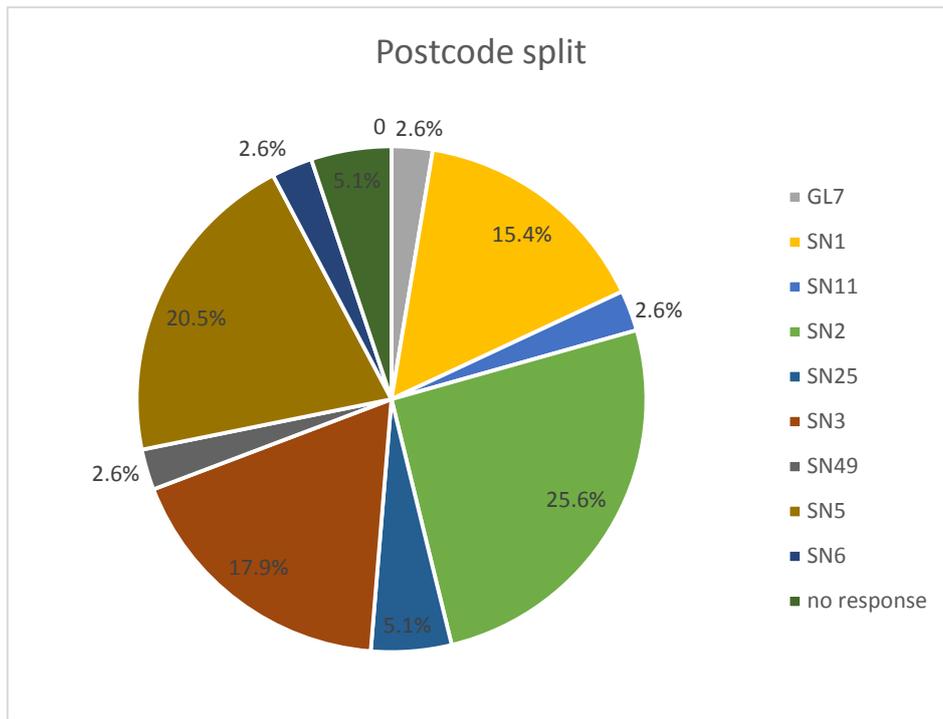
The age split is:



The highest proportion of feedback for this quarter was from 18 – 24 year olds after we visited Swindon College Fresher’s event and to MTC, a New College adult education outpost in January. We also visited [The Harbour Project](#) in February which hosts refugees and asylum seekers, many of whom are younger. We also received feedback from one 17 year old.

We are aiming to engage more with young people and this demonstrates the impact we can have with face-to-face engagement.

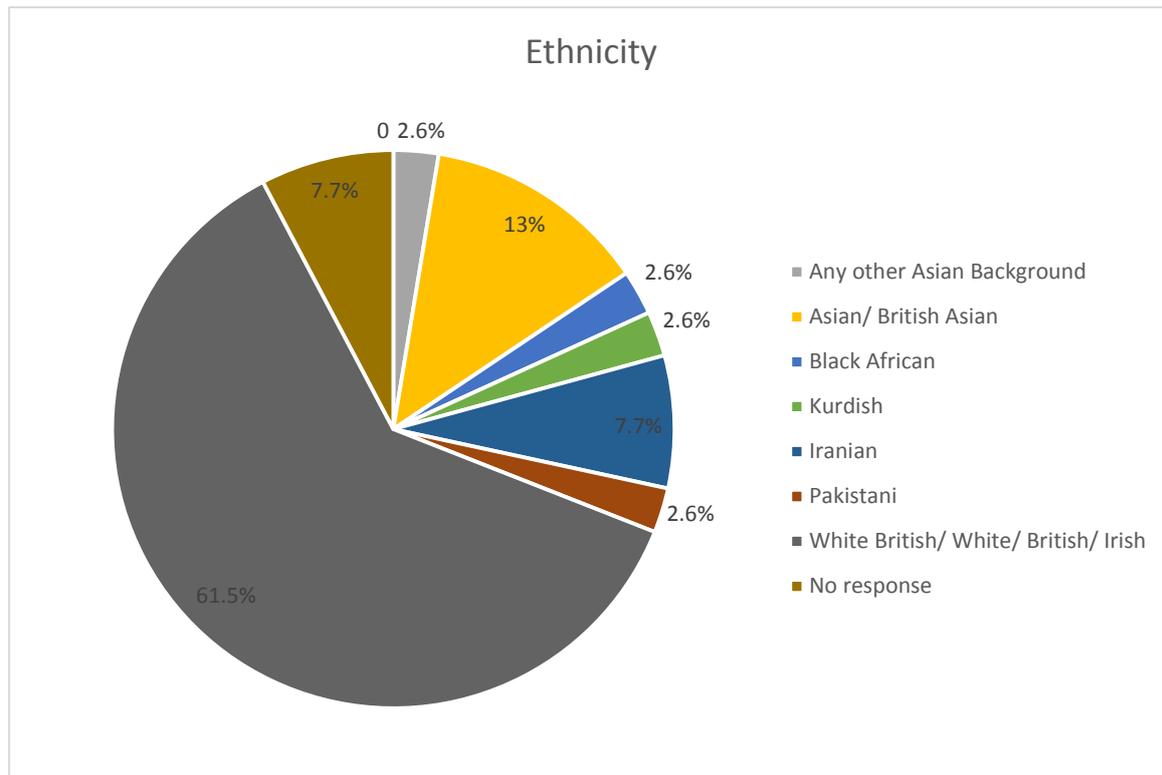
We are gathering feedback from the following postcodes:



The largest amount of respondents, 25.6% in total, listed SN2 as their postcode, with SN5 coming in at a close second with 20.5%. Which reflects the negative feedback we have received regarding the doctor's surgeries in the Better Health Partnership (IMH) group in the North of Swindon.

The feedback we received from these postcodes was mixed and covered a variety of different services. Nine of the respondents from these postcodes reported positive experiences and the feedback focused on GPs and dentists. Six of the respondents reported negative experiences, three of which were about General Western Hospital (GWH) with concerning feedback about diagnoses, cleanliness and staff attitudes.

The ethnicity split is:



The majority of our general feedback is once again from white British residents, although there is an increase in the feedback we have received from other ethnicities – 31.1% in total, a breakdown of which can be seen in the pie chart.

This is mainly as a result of a visit to The Harbour Project in February 2019 and MTC (New College in the Community, mainly focusing on provision of English for Speakers of Other Languages) in January. We still need to focus on forging stronger links with ‘grassroots’ community groups to gain feedback from different ethnicities and ensure their voices are heard. This will remain a work-in-progress.

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

- We received 9 pieces of feedback about GWH, three of which were very negative and made for concerning reading, with one respondent talking about a delayed operation for their mother, which resulted in her being in intensive care for three weeks. There were other concerns raised about hygiene standards and staff attitudes as well. Another respondent was very happy with the treatment of their child and another respondent, whilst having an overall negative experience, praised the nurses. These have all been forwarded to GWH for feedback.

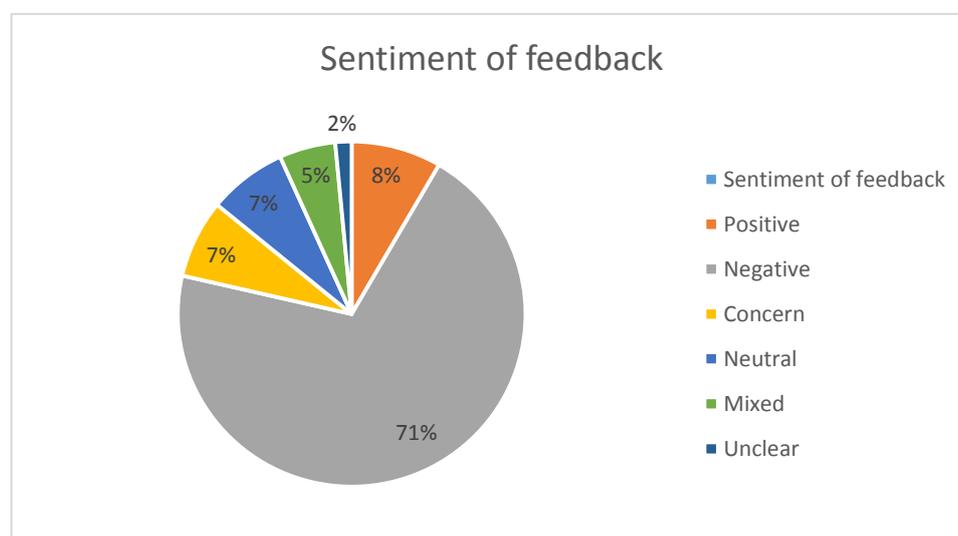
- There were a handful of reports – five in total - about issues getting appointments at GP surgeries across Swindon but also other reports of people being seen quickly.
- Out of the 39 responses 19 of these were reporting positive experiences around getting appointments quickly and friendly, caring staff. This covered GP practices, dentists, GWH and Arriva.
- There were two negative reports around repeat prescriptions – one being lost and another that spoke in great detail about the Prescription Ordering Direct Service (POD).

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 96 pieces of information from 95 different people. The majority of the feedback we received, 71% was negative. We are not able to gather demographic data from the Civi CRM database as no demographic details are collected during this process.

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



Key themes emerging from Civi CRM are:

- Twenty people told us about negative experiences with using the IMH booking system. Whilst the service appears to be improving, patients are still having difficulty getting appointments.
- Ten people spoke about difficulties with prescriptions and with the Prescription Ordering Direct Service (POD).
- Eight people wanted to complain about mental health services in Swindon.

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

IMH

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:

- Carried out an unannounced Enter and View at Moredon to view for ourselves reported feedback on long telephone waits / problems in the reception area. Produced a report and escalated to CQC, CCG and published on the website. We intend to carry a follow-up E&V later in the year.
- Challenged Martyn Diaper, CEO of IMH at the Adult Health Scrutiny Committee regarding his misquoting of the number of staff working in the Call Centre at Moredon following our E&V.
- Met with local MP's Justin Tomlinson and Robert Buckland to share IMH feedback.
- Met with the new Interim Practice Manager, James Rowlands with Ruth Atkins of the CCG to discuss how changes are communicated to the patients.
- Met with Patrick Ismond, inspector for CQC prior to inspection and will continue to meet on a monthly basis.
- Monitored feedback that is coming in regarding IMH, escalated when appropriate.
- Monitored social media to gather feedback from service users.

Access Issues – Swindon Health Centre



We are continuing to communicate with NHS Properties to see that the recommendations are implemented from our Enter and View report of improvement to the steps with a hand-rail is carried out. This is now with the owners of the building and is due to be agreed and started this week, w/c 8.4.19.

Grassroots Meetings

The following grassroots engagement activities have been attended:

- Swindon College
- Learning Disabilities Forum
- MTC
- Harbour Project
- Engagement with patients with diabetes

- LGBT Charter Group
- Limbless Association
- Gladys Plumley Gardens
- Ophthalmology Patient Ref. Group
- 3rd Year Oxford Brookes Students
- New College
- Get Active, Swindon
- Oxford Brookes Users and Carers Group
- Goddard House residents
- City of Sanctuary event
- PPG Forums
- SEND/Local Offer event at Steam

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
- Adults Scrutiny
- Autism Partnership Board
- Primary Care Commissioning Committee
- Refugees and Asylum Seekers Forum
- Threshold – Healthcare of the Homeless
- Swindon SEND Families Voice
- STEP Swindon
- LDPB Forum
- CCG Maternity Consultation
- BSW STP Board Meeting
- BSW LTP Planning Meeting
- BSW STP Comms and Engagement 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
- Meetings with local MP Justin Tomlinson and Robert Buckland

- Meeting with Wiltshire CCG/RUH to promote Maternity Consultation for feedback in Wiltshire and Swindon. Will also supported an event at Sanford House with CCG Swindon.
- Developing priorities and focus on local engagement on the Long Term Plan with the CCG's within the Swindon, Wiltshire and BANES STP.
- Sanford House Tenants Meeting
- CCG STP CEO Interview Process
- SW Healthwatch Network Meeting
- JSNA Meeting
- SW AWP Meeting

LDPB Forum

Healthwatch staff played an active part in hosting a forum on 19th March on the topic of 'Developing Confidence'. Jim, Jo and Carol attended to host tables and support those participating. Carol took part in role plays and Jim spoke about the advocacy services that Healthwatch provide.



PPG Forum

On 14 January the agenda focussed on a presentation by Hayley Ware and Helen Trudgeon from Public Health England/NHS England about immunisation and screening take-up; and input from Susan Lambert, Swindon Borough Council public health. 32 people attended from 15 GP surgeries.

The [notes](#) and [presentation](#) were widely circulated to a mailing list of over 100 people from all GP surgeries in Swindon and published on our website.



On 13 March the agenda focussed on the [presentation](#) by Sally Powderly, David Williams, Michelle Coleman and Richard Bowyer from Medvivo/Vocare about the GP out of hours service, SUCCESS and children's clinics and NHS 111.

23 people from 13 GP surgeries attended, as did Kate Liddington from NHS Swindon CCG to give a CCG perspective.

As usual the [notes](#) were widely circulated to a mailing list of over 100 people from all GP surgeries in Swindon and 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

NHS Long Term Plan

What would you do?

Healthwatch England have tasked local Healthwatch across the country to gather feedback from local people on how they would like to shape delivery of the NHS Long Term Plan. Healthwatch Swindon are the lead Healthwatch across the Swindon, Wiltshire and BANES STP and have worked with the CCG's to agree local priorities for focus groups. We have agreed to focus on:

- Primary Care Networks
- Frailty

Across the STP footprint we will be gathering 750 (250 for each area) surveys and running 6 (2 in each area) targeted focus groups on the agreed priorities, as well as targeting groups within Healthwatch England's priorities of:

- Learning Disabilities
- Autism
- Cancer
- Dementia
- Mental Health
- Lung and Heart Diseases



The engagement process had taken place in March and will continue into April. Data analysis will be carried out in May with final reports in produced in June.

Swindon are on target with 145 surveys completed, during March we carried out a Focus Group with SAM for feedback on LD.

There are plans to run focus groups with Live at Home, First City Nursing, Mervyn Webb Place and Age UK for feedback on living well/frailty and to run a PPG Forum to gather feedback on Primary Care Networks.

Projects

- **Mental Health** - One of our priorities has been to support improvement in Mental Health services. We were asked by the CCG to carry out a telephone survey for feedback on the temporary closure of the Health Based Place of Safety in Swindon and Wiltshire. This is now provided from Devizes. This was carried out during February and the report is published on our website.
https://www.healthwatchswindon.org.uk/sites/default/files/health_based_place_of_safety_impact_report_190319.pdf
- **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 available on our website.
https://www.healthwatchswindon.org.uk/sites/default/files/age_uk_wiltshire_survey_-_impact_report.pdf
- **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. We are waiting for this report to be published. We are discussing opportunities for further work with them.
- **Swindon Advocacy Movement (SAM)** – the final report is in preparation and will be ready for presentation by the SAM volunteers at the LD Partnership Board on 21st May and the Primary Care Operational Group on 5th June. Total E&V’s carried out include 1 x pilot at Sanford House, 6 x GP surgeries and 2 x dentists.

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.

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.

Working with SAM to present the E&V findings to the LDPB.

Outcome 3

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

Brief intervention packs sent this quarter have decreased from 37 to 26, which is still higher than usual. These are packs that we send out with details of how people can complain themselves. Potentially these can turn into full advocacy cases. There are currently 13 open cases.

Advocacy outreach was provided at the LDPB Forum this quarter, with the opportunity to speak to people with LD and their right to complain to NHS Services if they are not receiving a good service.

A satisfaction survey was carried out on the last 14 closed cases with 77% of those saying that they were satisfied with the service. We have put a new process in place, where the Information and Marketing Worker will call closed cases after 2 weeks for their feedback on the service provided.

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

“That’s excellent. Thanks so much” Healthwatch putting the Local Pharmaceutical Committee in touch with a patient with experience of liver disease.

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

“Mike is an absolute star, we were so grateful to have him and thank you for your part in getting him involved. 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 of a critical service. We are very grateful

for his input, the support of people like Mike makes a real difference.” Healthwatch putting the CCG in touch with a carer volunteer.

Raising Awareness of Healthwatch

- 2 ‘Health Bite’ bulletins have been sent out this quarter, on 18th January and 14th March. We are concentrating on promoting the Long Term Plan and encouraging people to the Healthwatch website to do this.
- We have been out to 17 ‘grassroots’ events this quarter, an increase of 3 events this quarter.
- Promotion of the Long Term Plan has increased our presence out in the community engaging with local people, this will continue during April the LTP survey closes on the Healthwatch website at the end of April.

Staff Training and Support

- Jo Osorio attended the NHSE Primary Care Network event in March.
- Sam Baker attended Health and Social Care Explained at the Kings Fund in London and Volunteer Management Training at VAS.
- Carol Willis attended The Long Term Plan – World Café Event.

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

This quarter will have introduced a Volunteer Meeting, which will be 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?

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.

Volunteers

We currently have 19 volunteers who have carried out 4 enter and view visits during this quarter at Moredon, Old Town Surgery, Ridge Green Surgery and Ambience during this quarter. The SAM Quality Checkers will also visit the Euro dental practice in Old Town and then present their final report at the LDPB. All E&V reports are available on the website.

We have successfully recruited Sam Baker as our new Volunteer Support Officer, who started on 14th January. She has managed to increase the volunteers within this short timeframe and is hoping to increase this further to recruit young adults into Healthwatch. All Healthwatch Volunteers, who come from a wide range of backgrounds, will be offered ongoing training and support and it is hoped an office based Admin volunteer role will also be available to support the staff team.

Engagement Events attended by volunteers this quarter

George

Toothill Connecting People Event
PPG Forum

Nazma

Maternity Event Consultation Event
PPG Forum x 2
Homelessness – Audit presentation
PPE, CCG x 2
Nutrition & Hydration, GWH
STEAM Museum, SEND Event
Nutrition & Hydration, Study Day

Andrea

E&V with Swindon Advocacy Movement

Norma

Adult Safeguarding Board
Social Care Forum
PPG Forum x 2

Moya

Homelessness – Audit presentation
Civic Offices for Mayor's Parlour
Oxford Brookes
Toothill Connecting People Event
MIND
PPG Forum x 2

John Walsh

Research public directed literature for Jo O

Harry

Advisory Group planning meeting
PPG Forum x 2

Steve

Advisory Group planning meeting
(also Trustee Meeting, Bristol)

Maria

New College

The Swindon Advocacy volunteers have also been involved in E&V visits. This is reported on elsewhere in the report.

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

WHAT ARE THE CHALLENGES FOR YOUR ORGANISATION?

- **Staffing Issues/Opportunities**

We now have a full team. There are still some challenges of capacity to meet all demands, with the additional pressure over this and the next quarter with increased engagement locally for completion of surveys and focus groups for the NHS Long Term Plan. This is taking up most of the team's time at the moment and will continue to do so until end of June when the final report is due.

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	18.5 hours	Vanessa Scott

The new Volunteer Support Officer started on 14th January, with the Information and Marketing Worker starting on 21st January.

We currently have 19 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**

After discussing the format of this meeting with Sam Baker the new Volunteer Support Officer and Steve Barnes, The Care Forum Trustee we decided to downsize the Advisory Group to make it easier to make the needed decisions. Alongside this we have introduced a Volunteer meeting. This meeting will meet a couple of weeks prior to the Advisory Group to feed in intel.

The Advisory Group will consist of: 2 x members of Staff (the HW Manager and VSO), 2 x volunteers, 1 x Sanford House Tenant Rep and representation from any partner we are currently work with. Once this is established with will see if any further volunteers need to be present.

- **IT** continues to be an issue. We have all fed back to Healthwatch England via their training needs analysis that we need further training on their Civi CRM database to enable us to be more effective in how we use the feedback we are receiving.

Coming in Q1 2019/20

- Long Term Plan – data analysis and final report.
- Healthwatch England yearend report.
- Big Lottery application. We have had initial contact from Big Lottery and supplied further information, this information is due to be presented at a meeting during April to decide if they are sufficiently interested in our initial application for us to submit a full application. If we are successful with this application it will enable us to continue working in partnership with SAM and those volunteers with learning disabilities carrying out E&V from their point of view, and also increase this to work with STEP looking at provision from the point of view of children and young people.

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Provider Specific Data				
	Q1	Q2	Q3	Q4
Number of paid Staff delivering contract	4	4	3	5
Number of paid Staff hours spent delivering contract	1038.9	1296	981.50	1294.5
Number of paid Staff hours lost through sickness	0	13.5	0	0
Number of Volunteers delivering contract (added value)	10	13	13	19
Number of Volunteer hours spent delivering contract (added value)	63	120	49	120
Number of complaints received against the service	0	0	0	1
Number of complaints resolved				1
Number of complaints upheld				0
Number of current DBS checks	3	5	2	7*
Number on waiting list (if applicable)				

*** This has increased due to The Care Forum's new policy of carrying out DBS checks for all staff and volunteers.**

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	134 + 145* = 279		Although the general feedbacks are slightly down we have *145 survey feedback for the LTP
Increase social media presence.	3000 website visits	3390	3267	3926	3618		We have not started to use Instagram yet
	At least 3 posts on Facebook per week (36 per quarter). Likes	220	182	315	329		
		145	378	99	77		
	At least 3 posts on Twitter per week (36 per quarter). Followers	488	481	139	157		
		2662	2687	2931	2972		
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.	It starts with you	It starts with you	Stay well	NHS Long Term Plan		

Advisory Group Meeting.	1 per quarter.	23.5.18	28.7.18	19.9.18 & 28.11.18			Advisory group was cancelled in January to enable us to consider different formats
Produce e-bulletin 'Health Bites'	Produced monthly, looking to increase subscription	1193	1190	794 (December Health Bite will be sent out next week)	1,146		
Meeting attendance	100% representations at: Health and Wellbeing Board Scrutiny Committees Primary Care Commissioning Committee Volunteer representation details in report			10.10.18 & 12.12.18 6.11.18 22.11.8	13.3.19 29.1.19 9.1.19		

Support one engagement event per annum with LDPB	Co-delivery of LDPB Forum			20.11.18 – Money and Budgeting	19/3/19 – Confidence Building		
PPG Forum	Facilitate and develop. 1 per quarter.		2	18.11.18	14.1.19 & 13.3.19		
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	Central NHS Properties – work started. Continuing with CCG/IMH improvements. Feedback on stop smoking leaflet. Engagement on NHS Long Term Plan to influence commissioning locally.		
Enter and View	3 carried out per quarter.	1	3	2	4		
Advocacy Support	70% NHS advocacy service users felt	Not collected	Not collected	Survey to be complete for	Survey complete 77%		

	satisfied with the support received from Healthwatch regardless of the outcome.			Q4 for the whole year	of clients said that they were satisfied with the service.		
Advocacy Support	20 advocacy supports provided. On-going cases Brief Intervention packs provided	16 17	16 12	8 37	13 26		
A baseline stakeholder survey to establish what the service is doing right and where it can consider changes.	Annually						Annual stakeholder survey to be complete in Q1.
Annual Report Produced	Annually		Complete – agreed by Advisory Group and published on website				

		Q1	Q2	Q3	Q4		
Value Added							
Number of volunteers supporting delivery of contract	15 active at any one time. With a recruitment target of 25.	10	13	13	19		
Number of hours		63	120	49 (less hours due to Christmas break)	120		
Value (using minimum wage £7.50)		£472.50	£900.00	£367.50	£900.00		