



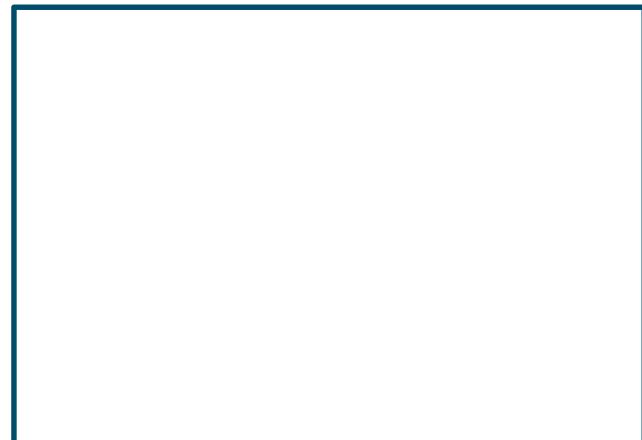
Healthwatch Swindon

Annual Report 2015/16

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Message from our Chief Executive



Interim Chief Executive – Morgan Daly – The Care Forum

2015/16 has been a challenging year for Healthwatch Swindon however a fantastic amount has been achieved by the staff team and the wonderful volunteers who support the project.

Sharing information in the public domain has been achieved through regular e-bulletins and the Healthwatch Swindon website. Extensive use has been made of social media to promote activities and events.

Priorities for Healthwatch Swindon as we move into 2016/17 include:

- children and young people
- community health re-procurement
- diabetes and managing healthy weight
- sustainability and transformation plan

None of this would be possible without the involvement of the people of Swindon giving valuable feedback on their own terms and in their own words to Healthwatch.

Thanks go to everyone for their contributions into Healthwatch Swindon, but especially to the active volunteers who ensure that, along with the staff team, Healthwatch has made a big impact.

We are delighted to announce that Healthwatch Swindon becomes part of The Care Forum from 1st April 2016 having successfully won the contract to deliver Healthwatch for the next three years.

The year at a glance

**This year we've reached
582,711
people on
social
media**



Individual unique users on social media platforms

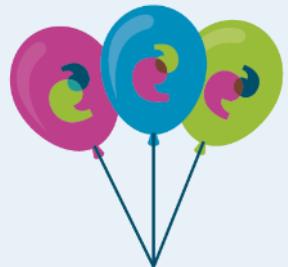
**Our volunteers help us with
everything
we do**



**Our reports have tackled
issues ranging from
Primary Care
and Mental
Health**



**We've met hundreds of
local people at community
events**



Who we are

We exist to make health and care services work for the people who use them.

Everything we say and do is informed by our connections to local people. Our sole focus is on understanding the needs, experiences and concerns of people of all ages who use services and to speak out on their behalf.

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

Our role is to ensure that local decision makers and health and care services put the experiences of people at the heart of their work.

We believe that asking people more about their experiences can identify issues that, if addressed, will make services better.

Our vision

Healthwatch Swindon Vision

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

Healthwatch Swindon Mission

Healthwatch Swindon involve local people to help improve health and wellbeing services

Our priorities

Healthwatch Swindon focuses our work by targeting seldom heard communities who would not normally voice their issues and experiences. Reaching these communities through the use of Healthwatch volunteers, engagement activities and attending events and meetings.

Based on the work of Healthwatch Swindon from previous years, the Joint Strategic Needs Assessment, the public feedback received, local strategy and policy, and our partnerships with the Health and Wellbeing Board, local NHS trusts, Clinical Commissioning Group and other service providers, Healthwatch developed the following work streams:

- GP services
- mental health
- older people and end of life

These priorities were shared with the Healthwatch Swindon Board.

Listening to people who use health and care services



Gathering experiences and understanding people's needs

Healthwatch Swindon uses a variety of methods to hear the views and experiences of Swindon's communities. Local people's experiences of health and care services have been collected and their needs identified through reports, engagement work at local events and groups, and work with our partners. Healthwatch Swindon focuses engagement work on those people who are most vulnerable and often seldom heard.

We raised the issue of sharps disposal through our primary care report recommendations

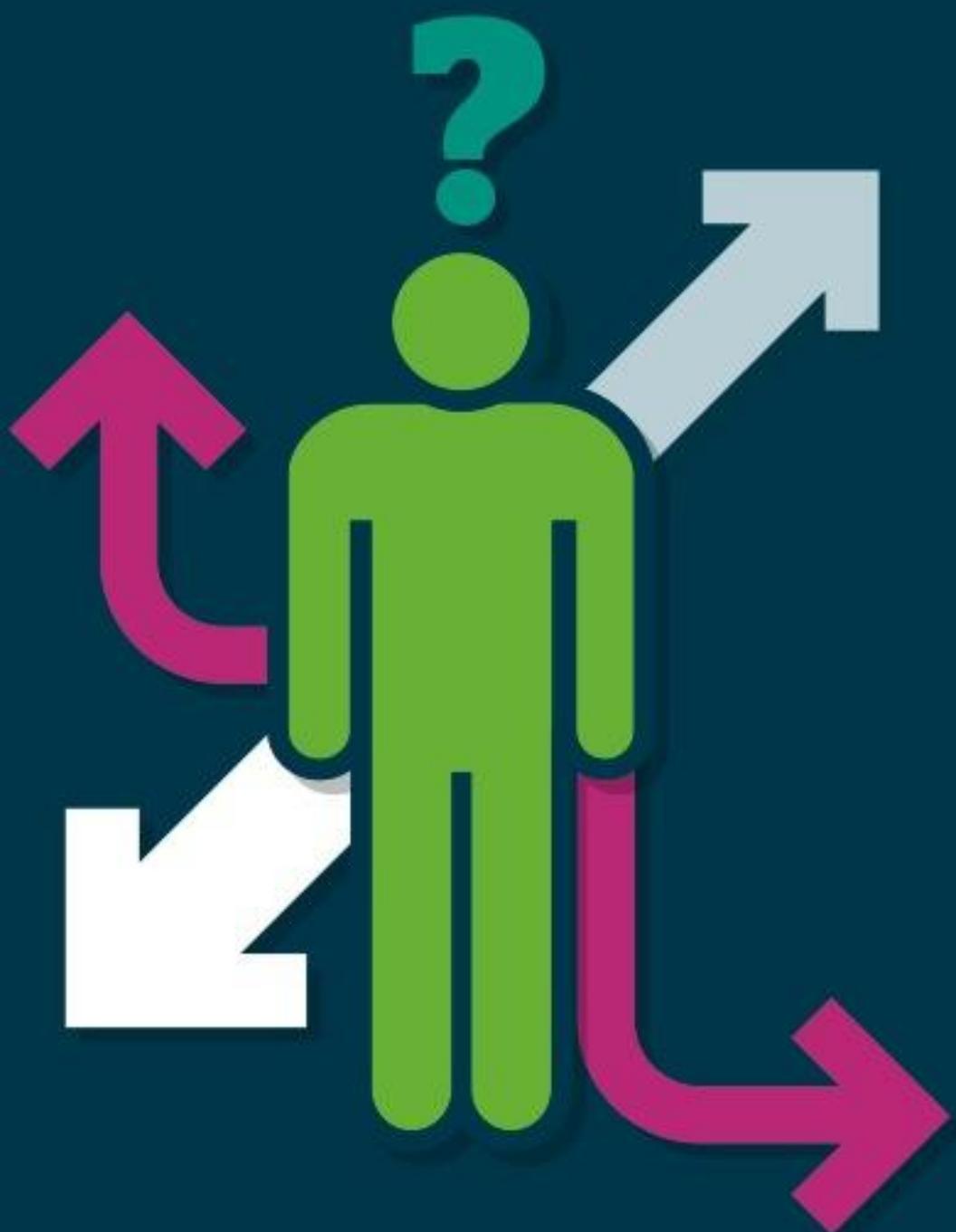
In October 2015 our Patient Participation Group (PPG) Forum heard from a number of patients about an unexpected change (for them) to arrangements for the disposal of sharps by patients injecting themselves at home. We raised the issue at the Swindon joint primary care committee where we received an answer which we publicised. We had confirmation at the January 2016 joint committee that the issue had been followed up with all practices.

Healthwatch Swindon recommended that when arrangements change, as they did for the disposal of sharps, patients should be provided with timely and accurate and complete information from the relevant bodies.

What we've learnt from visiting services

Healthwatch Swindon has trained volunteers to undertake 'enter and view' activities but has not as yet undertaken any enter and view activities to observe and report on services.

Giving people advice and information



Helping people get what they need from local health and care services

Healthwatch Swindon provides an information and signposting service which is designed to help people find information and advice to help them access the right services and make informed decisions about their care.

Being based at Sanford House has enabled Healthwatch Swindon to develop into being a key part of and a central point for providing information and signposting for health, wellbeing and social care.



has been developed to act as a one-stop source about care and support choices available to residents of Swindon.

Healthwatch Swindon actively promotes My Care My Support website as part of its information and signposting service. During 2015/16 our information and signposting service assisted with enquiries that related to:

- primary care services
- acute care services
- non-emergency patient transport services (NEPTS)

In relation to non-emergency patient transport we have helped to:

- Provide an understanding as to why the patient is not eligible, even if they had been previously
- Ensure, where special allowances for eligibility exist (even if the patient does not meet the standard criteria), NEPTS is provided. Where the patient is not eligible, signpost them to relevant alternatives and advise of the NHS Healthcare Travel Costs Scheme. We have also uploaded detailed information on our website.
- Access to out of hours and urgent care has continued to be topical, particularly with the awareness of the increased demand on Acute Care services including the Emergency Department.

In relation to alternatives to urgent care:

Healthwatch Swindon has continued to support and publicise work initiated by the Swindon Clinical Commissioning Group to inform people of alternatives to the Emergency Department as well as highlighting the most appropriate health service based on the medical emergency.

We have also supported and publicised the One You campaign. Once again, we publicised the information through our website and social media.

Helping people get what they need from local health and care services

From our base at Swindon Advice and Support Centre (SAASC) we have been able to refer and signpost appropriately to organisations including; Citizens Advice Swindon, Swindon Carers Centre, Swindon MIND and Swindon Advocacy Movement amongst others. We have also provided information and guidance around:

- Continuing Health Care Plans
- Patient Participation Groups
- Registering for Primary Care Services
- Voluntary Support Groups
- Local News and Events
- Other local Healthwatch

NHS Complaints advocacy

Healthwatch Swindon offers a free, confidential and independent complaints advocacy service, which includes supporting people to make a complaint about NHS commissioned services.

Between September 2015 and March 2016, Healthwatch Swindon has managed 27 new advocacy cases. The level of support provided by the Independent NHS Complaints Advocate has ranged from empowering clients to pursue complaints through the NHS complaints process, to supporting clients to submit their complaint to the Parliamentary Health Service Ombudsman (PHSO).

Of the 27 advocacy cases received, the breakdown in relation to providers is:

Hospital Trusts: 12

GP surgeries: 9

Mental Health Services: 2

SEQOL: 1

CHC Assessment: 1

Dentist: 1

Ambulance Service: 1

In terms of complaint classification, this can be broken down into four areas

Treatment: 16

Diagnosis: 7

Communication: 2

Delays: 2

Of the 27 cases which Healthwatch Swindon has been involved with:

10 are ongoing.

3 have been supported through the PHSO process.

3 have been resolved following Healthwatch involvement.

1 has been referred to another advocacy service.

In remaining 11 cases, the client was happy to proceed without any further advocacy input.



How we have made a difference

Working with other organisations

Healthwatch Swindon works closely with partner statutory and voluntary organisations to ensure feedback is shared and working is joined up.

Healthwatch worked with in 2015/16:

- **Care Quality Commission (CQC):** Healthwatch Swindon staff and volunteers have regular meetings with the Care Quality Commission to share feedback on services and details (where appropriate) of inspections.
- **Healthwatch England:** Healthwatch has contributed to Healthwatch England's work on Children and Young People's Emotional Health and Wellbeing Transformation Plans and supported with the production of a briefing sheet on Sustainability and Transformation Plans.
- **Swindon Joint Strategic Needs Assessment -** Healthwatch Swindon contributed to the Joint Strategic Needs Assessment (JSNA) 2015 report. The JSNA is a data profile that provides a broad overview of the changing health and wellbeing needs in Bristol. It highlights the current challenges for Swindon and will inform the refresh of the Health and Wellbeing Strategy. Healthwatch Swindon used the feedback gathered over the past year to feed into the refresh.
- **NHS Swindon Clinical Commissioning Group -** Healthwatch Swindon contributed to the information gathering in relation to the community

health contract in Swindon.

Healthwatch Swindon meet regularly with CCG communication and engagement colleagues to share information and agree joint priorities and workplans.

Commissioners or service providers have replied to our requests for responses to feedback and this year we have not had to escalate any issues to the Scrutiny Committee.

People in Health West of England patient and public involvement steering group includes two Local Healthwatch staff including one from Swindon. Our involvement on the group has contributed to it looking east and beyond its Bristol base. We successfully publicised research-related events and activity in the region including, for example, Join Dementia Research; and encouraged active involvement in events held in Swindon during the year. These included the launch of Design Together, Live Better! with a workshop in June 2015

Our work in focus



Our work in focus: mental health

In early 2014, Healthwatch Swindon attended a Swindon Clinical Commissioning Group (CCG) mental health service redesign workshop, which was the starting point of this project to review mental health services in Swindon.

At the time, the consensus of direct feedback received by Healthwatch Swindon suggested that although the service had improved since Avon and Wiltshire Mental Health Partnership Trust had implemented a local management structure there were still areas that were failing including service delivery, delays in referral time and urgent access for those reaching or in a crisis.

This project was developed to identify themes and act as a catalyst of change.

“There are a lot of assumptions in the service about what the patient needs and that’s not the way it should be. It should be developed by listening to the experts of experience – usually the patient and/or their family.”

Our findings:

- Consideration needs to be given on what patients, diagnosed for the first time with a mental health condition, can receive to allow them to understand the pathway and support organisations available (and the services provided)
- The information, potentially given as a handbook, available in all accessible formats, should also link to the “my care my support” website.
- The results and feedback suggests that current training and awareness of GPs regarding mental health needs to be reviewed with recommendations and offered as part of a continual personal development, allowing parity of esteem between mental and physical health.
- It was clear from the response to the focus groups, that there is a passion for those who either access or supports someone who accesses Mental Health services to be involved in a more formal and regular. It is therefore recommended that the feedback regarding this particular question is acted upon and consideration given to those identified as being the most appropriate to lead. It could also provide valuable insight to and review of appropriate Joint Strategic Needs Assessments.
- Stigma and discrimination were also common themes referred to during the project. The report proposed that a course is developed, particularly clinical staff and school pupils. It is not only the emotion of the patient or carer affected but also the potential impact longer term.

Our work in focus: primary Care

Between July and December 2015 Healthwatch Swindon took a close look at patient/carer access to and experience of GP surgeries. The survey was about patient experience rather than clinical performance.

The new Accessible Information Standard requires commissioners and providers to meet its expectations by July 2016 and guidance on implementation is readily available.

Our findings

Much more information about appointments and services and the options available should be promoted and made available more widely including, with accuracy, on practice websites.

Arrangements should be developed to ensure consistency between commissioners' and providers' websites, printed material and voicemail messages.

Out of Hours messages: When NHS 111 was first introduced, Swindon patients continued to benefit from the Urgent Care Centre adjacent to Great Western Hospital and the Walk-in Centre at Swindon Health Centre. Over a period of time there have been changes to the direct access arrangements.

Our findings

Practices should be clear whether the number to call out of hours is 111 (or 999 in a medical emergency).

Practices should be clear whether calling 646466 is a correct option or not – and what for.

Practices should record clear, brief messages with succinct information and should regularly check that they are audible; they should check for consistency with the practice website and any printed material produced.

Making comments and complaints: information provided to patients about comments and complaints procedures is inconsistent. We understand that practices may receive very few formal complaints but clear information or advice about how to complain is essential

Our findings

All practices should meet the accessible information standard and provide clear and accurate up-to-date written and online information describing briefly the arrangements for commenting or complaining;

Each practice should detail the available steps within and beyond the practice itself – including the NHS England complaints arrangements, the Parliamentary and Health Service Ombudsman and the independent NHS complaints advocacy provider commissioned by Swindon Borough Council and other relevant local authorities

Where Swindon practices register patients living outside the Borough of Swindon, other local Healthwatch (Oxfordshire and Wiltshire) should provide appropriate information about complaints advocacy services.

Dying matters community charter

Working across health and social care, Healthwatch Swindon has supported the End of Life Charter and is assisting with a series of conferences to share further information on end of life care, which took place in May 2015 and will again in 2016. The advisory group will use this information to identify themes that may be added to the work plan priorities for the coming year.

We will all be affected by dying, death and bereavement one day. They are part of everyday life but we choose not to talk about it, or think it's nothing to do with us.

We all need to prepare ourselves for the best possible experience at the end of our lives. That's why a group of local organisations are introducing Swindon's Dying Well Community Charter. It's a national initiative, tailored for businesses and communities in Swindon, to enable us all to support friends, neighbours, families or colleagues with a life-limiting illness; and to support the people who care for them too

Our plans for next year



Future priorities

From 1 April 2016 Healthwatch Swindon will be managed through The Care Forum, following a successful tender to Swindon Borough Council.

Many staff have been transferred to continue their excellent work, and to ensure that knowledge and experience within the team is not lost. We are very pleased to announce that a new project co-ordinator, Mark Edwards, will lead the staff team.

Our priorities for 2016/17

As we move into 2016/17 our immediate priority will be to build up the Healthwatch Swindon advisory group to ensure a full membership.

We anticipate that the advisory group will agree the following priorities for the coming year.

- recommissioning of community health services
- diabetes and healthy weight
- sustainability and transformation Plan (NHS five year forward view)
- children and young people's mental health and wellbeing

Advisory group

The new Healthwatch Advisory group will meet monthly and receive the quarterly 'Feed back Feed Forward' report of responses heard from children, young people and adults on their health and social care services experience.

The advisory group will use this evidence to identify themes that may be added to the work plan priorities for coming year.

Our people



Decision making

Governance

In 2015/16 Healthwatch Swindon was led by a Board made up of volunteers. Following the recommissioning of the contract, the Board resigned on 12 January 2016. The Care Forum would like to thank the Board for the work they have delivered, and is hoping to work with former Board members in future as we recruit to our Advisory Group and look to build on their excellent work.

Advisory Group

During the coming year Healthwatch Swindon will set up an Advisory Group made up of volunteers and representation from The Care Forum staff. The Advisory Group is designed to be a representative and knowledgeable body which, for example, helps to develop the work plan each year. To build in local accountability, other voluntary and community groups will also be asked to join the Advisory Group.

How we involve the public and volunteers

Feedback feed forward report

For 2016/17 all feedback received by Healthwatch Swindon will be entered into the feedback feed forward database. This data is analysed to identify themes and shared with Healthwatch partners and the



advisory group to propose further uptake of the issues identified in the report.

By working in this way, Healthwatch ensures that we are open with our information, which in turn ensures that the public are able to keep informed about what we are hearing. The feed back, feed forward reporting approach also empowers local providers and commissioners to understand, and respond to, the comments that local people are making about the services they use.

The Care Forum is committed to accountability and excellence – and so we would love to hear the thoughts and ideas of individuals, groups, and from anyone interested in volunteering with us as we take forward the work of Healthwatch Swindon.

Our finances



PARKWOOD

HEALTHCARE

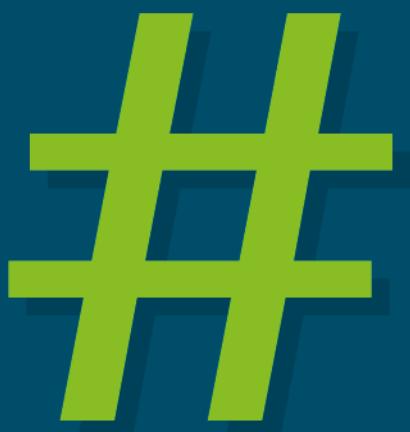
Healthwatch Swindon Contract

Year 3 Report - Summary breakdown

Period: Apr 2015 - March 2016

	Annual Budget	vs.	Spend	Variance	Commentary
Sales	£ 151,000		£ 151,000	£ 0	
Expenses:					
Management Staff Salary Cost	£ 36,000		£ 46,791	-£ 10,791	
Community Outreach Staff Salary Cost	£ 27,000		£ 23,652	£ 3,348	
Administration Staff Salary	£ 12,000		£ 27,646	-£ 15,646	Including Advocacy Services
Marketing & Hosting Expenses	£ 12,000		£ 2,229	£ 9,771	
Staff / Volunteer Expenses	£ 12,000		£ 3,088	£ 8,912	
Training & Development	£ 5,000		£ 2,835	£ 2,165	
Pre-Employment Checks	£ 300		£ -	£ 300	
Facilities Management inc Rent & Rates	£ 21,000		£ 5,102	£ 15,898	
Telephony / IT	£ 6,000		£ 4,512	£ 1,488	
Stationery / Printing / Postage	£ 7,500		£ 2,656	£ 4,844	
Insurance	£ 1,800		£ 1,800	£ -	
Depreciation	£ 2,037		£ 2,036	£ 1	
Recruitment	£ 1,500		£ 191	£ 1,309	
Legal & prof fees	£ -		£ 2,750	-£ 2,750	
Management Fee	£ 6,863		£ 6,864	-£ 1	
Provision			£ 18,847	-£ 18,847	
	£ 151,000		£ 151,000	£ 0	

Contact us



Get in touch

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Website: www.healthwatchswindon.org.uk

We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, NHS Swindon Clinical Commissioning Group, Swindon Health and Wellbeing Board and Swindon Borough Council.

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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