

HEALTH AND WELLBEING BOARD

5 July 2017

Title:	Healthwatch Review 2016-2017		
Report of the Healthwatch Review 2016-2017			
Open Report		For Information	
Wards Affected: ALL		Key Decision: Yes / No	
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Sponsor: Frances Carroll: Chair of Healthwatch Barking and Dagenham			
Summary: <p>This report is for members to review the work of Healthwatch Barking and Dagenham during 2016-2017.</p> <p>This paper is a summary of the work undertaken by Healthwatch Barking and Dagenham in the operating year 2016-2017. It outlines the work that has been undertaken by the Healthwatch team during the year and highlights our achievements and challenges. Above all it shows how we interact with the public, capture their opinions and reflect them back to commissioners of both Health and Social Care services. This includes the extensive training programme delivered by Healthwatch Barking and Dagenham on behalf of Barking and Dagenham Havering Redbridge Community Education Provider Network.</p> <p>This report is supplemented by a short film.</p>			
Recommendation(s) <p>The Health and Wellbeing Board is recommended to:</p> <ul style="list-style-type: none"> (i) Consider the report, noting the impact that Healthwatch has had in the last year. 			
Reason(s) <p>To bring to the attention of the Board trends in public opinion with regard to health and social care services in Barking and Dagenham. To advise the Board of the impact Healthwatch has had throughout the year.</p>			

1. Introduction and Background

- 1.1 Healthwatch is an independent consumer champion for both health and social care. It exists in two distinct forms—Healthwatch England, at the national level and local Healthwatch, at a local level. Healthwatch England is a committee of the Care Quality Commission.
- 1.2 The aim of our local Healthwatch in Barking and Dagenham is to give our citizens and communities a stronger voice to influence and challenge how health and social care services are provided in the borough.
- 1.3 All work undertaken by the Healthwatch team is driven by public opinion or where we have been asked specifically to look at a service.

2. Annual plan: enter and view visits, project work and training programme.

- 2.1 During this year Healthwatch has completed 6 Enter and View visits. From our findings we made 16 recommendations in total: 5 have been accepted and we await the outcome of the others. We have looked at both health and social care services.
- 2.2 The aim of Healthwatch Barking and Dagenham is to highlight good practice as well as areas for development. Three of our enter and view reports: Heathlands, Fred Tibble Court, and Bennett's Castle Lane contained no recommendations for improvement and we were pleased to highlight the good work taking place in these settings.

3. Project work

- 3.1 This year Healthwatch has completed 6 pieces of project work which included primary research. This is a smaller number than last year, and is as a result of the professional and public consultation work that we have undertaken in preparation for the coming of the Sustainable Transformation Plan and the anticipated closer working arrangements between health and social care in the BHRUT area. In addition we have delivered an extensive training programme in partnership with the Community Education Partnership Network (CEPN)
- 3.2 One of our projects looked at the amount of waste there is in the area of prescribed medication. The report highlights that nationally it is estimated that £300 million a year is wasted by patients who discard prescribed medication. This was echoed in our primary research where people told us that medicines were thrown in the bin, down the sink or flushed down the lavatory. Some people were collecting drugs on repeat prescriptions which were no longer required, but were kept at home in case they were needed in the future.
- 3.3 Individuals reported not taking their medication for a number of reasons including being nervous about the side effects, the medicine did not agree with them or they no longer felt ill. A large number of respondents would like to see some thought given to this situation with a view to finding a way of being able to safely recycle at least some of these expensive drugs.
- 3.4 People felt that more information about the safe disposal of medicines should be displayed in easily accessible formats in pharmacies and doctor's surgeries and more needed to be done in regards to medications that can no longer be used. We have made recommendations to the CCG and the LPC and are awaiting a response.

4. The Patient and Service User Experience of using Health and Social Care Services in the Barking, Havering and Redbridge area.

- 4.1 This year Healthwatch Barking and Dagenham delivered training on behalf of Barking Havering Redbridge Community Education Provider Network. The training was delivered across Barking and Dagenham, Havering and Redbridge. We worked in partnership with our neighbouring Healthwatch in Redbridge and Havering to deliver the 23 training sessions. The title of the workshops was “The Patient and service user experience of using health and social care services”.
- 4.2 The training was attended by practitioners, administrators and managers from 34 different areas of work. Delivering the training gave Healthwatch the perfect opportunity to show the course participants what their patients and service users experienced when they used their services.
- 4.3 The course was well received and enjoyed by participants. The use of role play scenarios and interactive sessions were effective in engaging participants and helped their learning. Many participants were surprised to find out about the number of services that are available in the BHRUT area: especially for patients needing urgent or emergency care. As a result they were prompted to find out more information and use it to signpost patients and service users more effectively.
- 4.4 Participants identified several ways in which they would now try to change their practice as a result of the workshops, but also identified what they thought might be challenges to change. The biggest difficulty was seen to be a lack of resources, however all agreed that having patience and a friendly manner was an inexpensive quick win.
- 4.5 All course participants had to commit to ways in which they would alter their practice as a result to the patient experience training.

5. Signposting

- 5.1 We have assisted and sign posted 686 individuals to a number of services. Below is a breakdown of the areas they made contact about.
- Hospital Services – 337 (49%)
 - GP – 239 (35%)
 - Social Care – 55 (8%)
 - Mental Health Services – 34 (5%)
 - Other Requests – 21 (3%)

6. Consultation and Engagement

Residents

- 6.1 Healthwatch Barking and Dagenham consults with local residents to better understand their experiences of using local health and social care services. These opinions are then used to inform our annual plan.
- 6.2 We have consulted and engaged with a number of residents through the various projects and enter and views. We have continued to take part in outreach events

across the borough, including the One Borough Day, World Mental Health Day and the Young people's listening event. All the events have contributed to obtaining the views of the public.

- 6.3 This year Healthwatch Barking and Dagenham have engaged with the public using a variety of means;
- Using Twitter we sent 748 tweets to our 940 followers
 - Through Streetlife (a local on-line social media platform) we were able to engage 4769 members of the public each time we posted information or asked for public opinion. We received replies from conversations that emerged from topics including, breast cancer screening, GP hub services and homelessness.

Associates and interested members

- 6.4 As part of our hub and spoke model Healthwatch Barking and Dagenham have 25 Associate Member groups. These are groups and organisations who focus on a particular area of health or social care for example the Stroke Society. The majority of our Associates have large followings. The Associate groups are both a conduit for data gathering and information dissemination.
- 6.5 We also have 104 interested individuals from the public plus a further 103 people from provider and local service organisations to whom we send information and circulate our reports.

7. Networks and Partners

- 7.1 This year we have worked with Havering and Redbridge on delivering a large training programme on behalf of CPEN.
- 7.2 Healthwatch Barking and Dagenham are regularly represented on;
- The Health and Wellbeing Board
 - The Learning Disability Partnership
 - The Mental Health Sub Group
 - The Safeguarding Adults Board
 - The Health and Adult Services Select Committee
 - The London Healthwatch Group and Healthwatch England
 - Sustainable Transformation Plan
 - North East London Healthwatch Meeting
 - Clinical Commissioning Group Governing Body

For each of the sub-groups a Healthwatch representative attends and contributes to discussions, ensuring the voice of the service users are heard and taken into account when decisions are made.

- 7.3 Healthwatch Barking and Dagenham contributed to the Barking Havering Redbridge University Trust's Annual Account and the Annual Report of the Safeguarding Adults Board. In addition, we have worked in partnership with the 8 local Healthwatch bodies from the Sustainability and Transformation Plan area; this has included regular meetings and research work.

8. Mandatory Implications

Joint Strategic Needs Assessment

- 8.1 When developing our annual plan Healthwatch Barking and Dagenham have been mindful of the content and data of the Joint Strategic Needs Assessment (JSNA).

Health and Wellbeing Strategy

- 8.2 All the topics for the Healthwatch work plan fall within the four themes of the Health and Wellbeing Strategy; care and support, protection and safeguarding, prevention, Improvement and Integration of Services.

Integration

- 8.3 Healthwatch were fully involved in all the discussions around the Accountable Care Organisation and contributed to the discussions reflecting the views of local residents and how their experiences could be enhanced by the closer integration of health and social care services.

Financial Implications

- 8.4 Healthwatch Barking and Dagenham are commissioned by the Local Authority. Harmony House is funded until 31st July 2017 to deliver the Healthwatch programme.

(Implications completed by Marie Kearns, Contract Manager for Healthwatch Barking and Dagenham)

Legal Implications

- 8.5 Under the Health and Social Care Act 2012 local Healthwatch organisations have the authority to, and do, undertake announced or unannounced "Enter and View" visits to both health and social care settings.

(Implications completed by: Marie Kearns, Contract Manager for Healthwatch Barking and Dagenham)

Risk Management

- 8.6 All those undertaking Enter and View visits who are authorised representatives have undertaken specific training and have a DSB clearance. Ongoing training on safeguarding awareness is available to all staff and volunteers.

Patient/Service User Impact

- 8.7 The Healthwatch programme is designed to reflect the views of the users of health and social care services in Barking and Dagenham. Each report highlights the specific impact that the views of service users have had in each area.

9. Non-mandatory Implications

Crime and Disorder

9.1 None

Safeguarding

9.2 All staff and volunteers of the Healthwatch team are given awareness training on Safeguarding issues. A Healthwatch representative sits on the Safeguarding Adults Board. All staff and volunteers have updated DBS checks.

Property/Assets

9.3 Healthwatch Barking and Dagenham are currently located at Harmony House Dagenham and have no ongoing commitment to other property or assets.

Customer Impact

9.4 The Healthwatch programme is designed to reflect the views of the users of health and social care services in Barking and Dagenham. Each report highlights the specific impact that the views of service users have had in each area.

Contractual Issues

9.5 Healthwatch Barking and Dagenham is commissioned by the Local Authority and is funded until August 2017.

Staffing issues

9.6 At the time of writing this report Healthwatch Barking and Dagenham have a team of 2 full time equivalent members of staff and 8 volunteers.

Public Background Papers Used in the Preparation of the Report:

The Joint Strategic Needs Assessment