Title: Healthwatch Work Programme – 2017/18 Progress Report

Report of the Programme of work for Healthwatch Barking and Dagenham

Open Report

Wards Affected: ALL

Key Decision: No

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Summary:
In summary, this paper aims to:

- Update the Health and Wellbeing Board about the areas of work scheduled and undertaken by Healthwatch Barking and Dagenham (HWBD) for this financial year (from 1st August – 31st March 2018)
- Inform the board of results from the HWBD annual survey

HWBD is the local champion for users of health and social care services across the borough. The programme is managed by LifeLine Projects

The programme sets out an annual work plan, which is reviewed by the Borough quarterly as well as summarised in the year report every April which is sent to Healthwatch England, CQC and other stakeholders.

The programme has been under LifeLine Project’s management since 1 August 2017.

Recommendation(s)
The Health and Wellbeing Board is recommended to:

(i) Consider the results of Healthwatch’s Annual Survey and comment on areas of relevance

Reason(s)

(i) To make the board aware that 27% of respondents find it hard to gain access to a GP
(ii) To review strategies to address the issue
1 Introduction and Background

1.1 Healthwatch is an independent champion for the public for both health and social care. It exists at both a national level – Healthwatch England and a local level – Healthwatch.

1.2 The aim of Healthwatch (local) is to give citizens and communities a stronger voice to influence and challenge how health and social care services are provided within their borough. Local Healthwatch also provides information and signposts individuals to services that might assist them or further information.

1.3 Under the Health and Social Care Act 2012, the Local Authority (in this case, London Borough of Barking and Dagenham) has a duty to commission a local Healthwatch organisation. National guidance establishes some of the services that Healthwatch must deliver, but local specification is up to local authorities and the local Healthwatch Board.

1.4 All work that is undertaken by Healthwatch has to be driven by feedback from residents of that Borough.

1.5 LifeLine Projects took over the management of Healthwatch Barking and Dagenham on 1st August 2017; the team relocated to LifeLine’s premises on the 1st September 2017.

1.6 The contract length is two years with an opportunity to extend the period for one year subject to review, with an opportunity to extend a subsequent year, again subject to review.

2 Work plan

2.1 The work plan this year has been designed by the feedback of residents through the staff working on Healthwatch. It has been authorised by the Healthwatch Board and the Borough.

Enter and View visits

2.2 Enter and View visits are carried out under section 221 of the Health and Social Care Act 2012. It imposes duties on certain health and social care providers to allow authorised representatives of local Healthwatch organisations to enter premises and carry out observations for the purposes of Healthwatch activity.

2.3 Healthwatch can enter certain health and social care premises to view the care being provided. This includes premises such as hospitals, care homes and doctors’ surgeries etc. All Enter and View locations are identified through feedback from residents of the borough and those that use the services.
2.4 Enter and Views can be announced or unannounced. This is determined by the project team. During visits authorised representatives, who have received training designed by Healthwatch England, will observe and speak to service users about their experiences of the visited location in order to collect evidence on the quality and standard of the services being provided. Representatives also speak to staff and relatives.

2.5 The results of all Enter and View visits are made available in reports which give evidence-based feedback to organisations responsible for delivering and commissioning services. Those responsible for the service are expected by law to respond back in 21 working days. Reports are then made public on the Healthwatch website and sent to Healthwatch England, CQC, London Borough of Barking and Dagenham and others.

2.6 This year, Healthwatch Barking and Dagenham have carried out Enter and View visits to:

- BHRUT Oncology services at Queen’s Hospital. This was carried out in September 2017. The report can be viewed on our website.

- Grove Surgery (which serves Barking & Dagenham residents). This was carried out in November 2017 as a result of B&D residents who highlighted difficulties in gaining access to their GP and had experienced imposed limitations on the number of issues that could be discussed during one appointment. The report and outcomes can be viewed on our website.

- The final location was Cherry Orchard Care Home, where carers of residents had voiced concerns. This was carried out in January 2018 and will be made available on our website by 31st March 2018.

2.7 All completed reports from Enter and View visits are available on [http://www.healthwatchbarkinganddagenham.co.uk/enter-and-view](http://www.healthwatchbarkinganddagenham.co.uk/enter-and-view)

### Raising awareness of Healthwatch Barking and Dagenham

2.8 A focus of this year continues to be on raising awareness of Healthwatch to residents of Barking and Dagenham. This includes doing street engagement, and having a larger presence on social media. From these things, we will engage more residents in our programmes, including Enter and View, as well as gaining evidence about services locally.

2.9 This work has already begun. All the Healthwatch team have received training from LifeLine’s communication department on how to best use social media, how to run an event and how to manage projects.

2.10 This year, we have brought back bi-monthly e-bulletins. These have so far been sent out in November and January to those who have signed up to the Healthwatch mailing list. This will bring individuals up to date with our latest work as well as informing them on consultations that are currently taking place.
Healthwatch Annual Survey – highlight findings

2.11 Each year, local Healthwatch’s are tasked to do an annual survey to assess the impact of Healthwatch in the local borough. The last time this was done was in 2015/2016. This year’s annual survey ran from 6th November 2017 – 31 January 2018 and received responses from residents and providers. 274 local residents responded - a 58% increase on response compared to the previous survey. In addition, 14 providers also responded. 345 paper surveys were distributed with a 58% return rate. 79.5% of surveys returned were paper based, with the remaining 21.5% completed online as a result of profiling the survey via social media.

2.12 The survey confirms that our focus on raising awareness of Healthwatch to residents of Barking & Dagenham should continue, with 79% of respondents saying that they had not been aware of Healthwatch prior to taking the survey.

2.13 Results show that the majority of residents use Facebook, followed by Instagram, then Twitter. Among providers, the majority use Facebook followed by Twitter. This will inform our use of social media over the coming year.

2.14 27% of people who answered the question “Do you have any areas you think we should focus on?” indicated that access to or availability of GP appointments was a problem for them. This will therefore be an area that Healthwatch will concentrate on next year.

2.15 68.18% of respondents were female; 24.24% were male, 0.76% transgender and 6.82% preferred not to say.

2.16 79.92% were heterosexual; 1.54% bisexual; 5.41% lesbian; 1.16% gay and 11.97% preferred not to say.

2.17 22.73% of residents described themselves as having a disability. Of those, impairments were described as: 8.7% visual; 5.8% speech; 11.59% hearing; 10.14% learning disability; 13.04% mental health; 8.7% mobility (wheelchair users); 21.74 mobility (none wheelchair users) and 20.29% preferred not to say.

2.18 We asked what religion, faith or belief people subscribed to: 50% Christian (including Church of England); 18.4% had no faith or religion; 11.6% preferred not to say; 12.8% were Muslim; 5.6% Hindu; 0.8% Jewish; 0.4% Buddhist and 0.4% Sikh.

Dementia services across the borough

2.19 Having heard mixed feedback on how dementia services are connected in the Borough and with the growing focus on this area, Healthwatch has undertaken a piece of work to assess the links between these services and ensuring that they are service residents well.

2.20 This will conclude with a report on services – which will be launched at the end of the financial year.
Volunteers

2.21 Healthwatch Barking and Dagenham has a small volunteer base; we are therefore currently running a campaign to recruit local volunteers to become supporters and advocates who will expand capacity in the coming years.

2.22 63 residents indicated via our annual survey that they would like to get involved in Healthwatch Barking & Dagenham. Invitations are being sent to two coffee mornings, one in Barking and one in Dagenham at the beginning of March with the aim of engaging volunteers in order to expand our capacity to reach all wards in the borough.

Education, Health and Care Plan (EHCP)

2.23 Currently being established in the borough, the personalised plans need to be done with the parent and child at the centre of the process. The council has duties to monitor provision and arrangements for each child with an EHCP.

2.24 A few residents have raised significant concerns about the process. Healthwatch is considering this for an area of work next year.

Representation

2.25 Healthwatch continues to be represented on the following groups and board:

- Health and Wellbeing Board
- Health and Wellbeing Board Mental Health sub-group
- Health and Wellbeing Board Child and Maternity sub-group
- Health and Wellbeing Board sub-group – Learning Disabilities partnership board
- Barking and Dagenham Patient Engagement Forum
- BHR CCG Local informal keeping in touch meeting
- Healthwatch leads meeting
- NELFT integrated patient experience partnership
- Local quality surveillance group
- Health and Adult Social Care Scrutiny Committee
- Joint Health Overview Scrutiny Committee
- STP cross borough Healthwatch engagement
- East London Health Care Partnership
- Carers Strategy Group

3 Mandatory Implications

Joint Strategic Needs Assessment

3.1 When developing our annual plan, Healthwatch Barking and Dagenham have been mindful of the content and data of the Joint Strategic Needs Assessment

Joint Health and Wellbeing Strategy

3.2 The Healthwatch work plan encompasses the four themes of the Health and Wellbeing Strategy:
- Care and Support: ensuring residents have the choice and control over the shape of the care and support they receive in care settings
- Improvement and integration of services: Ensuring services are person-centred and catering for the individual, and sharing best practice
- Protection and Safeguarding: acting on feedback received about services which are poor and put patients at risk from ill treatment or further areas of concern.
- Prevention: Sharing information to support local people to make lifestyle choices at an individual level which will positively improve the quality and length of their life

**Integration**

3.3 Healthwatch Barking and Dagenham continue to have discussions with other Healthwatch’s in the area, as well as involvement with the STP development.

**Financial Implications**

3.4 The contract with LifeLine Projects began in August 2017 and LifeLine is funded to deliver the programme for two years with an opportunity to extend the period for one year subject to review, with an opportunity to extend a subsequent year, again subject to review.

(Implications completed by: Elspeth Paisley, Acting Manager for Healthwatch Barking and Dagenham)

**Legal Implications**

3.5 Under the Health and Social Care Act 2012, the Local Authority (in this case, London Borough of Barking and Dagenham) has a duty to commission a local Healthwatch organisation.

3.6 Under the Health and Social Care Act 2012, local Healthwatch organisations can undertake announced or unannounced ‘Enter and View’ visits to both health and social care settings.

(Implications completed by: Elspeth Paisley, Acting Manager for Healthwatch Barking and Dagenham)

**Risk Management**

3.7 All those undertaking services for Healthwatch Barking and Dagenham (especially Enter and View visits) have undertaken the correct level of DBS clearance and training by an authorised member of staff.

3.8 The safeguarding procedure follows the process and procedures established by LifeLine Projects. Healthwatch Barking and Dagenham staff have received training.

3.9 Risks are managed monthly through LifeLine’s ‘scorecard’ process, which is an internal process to register the risks related to the contract.
Patient / Service User Impact

3.10 Healthwatch Barking and Dagenham’s work is built solely on the feedback of residents and the wider public. This feedback is either gathered from service users themselves (through engagement events, social media, or signposting services), or via meetings held by/within the borough where Healthwatch has representation.

3.11 Published Healthwatch reports are designed to reflect the views of the users of health and social care services in the Borough.

4 Non-mandatory Implications

Crime and Disorder

4.1 None

Safeguarding

4.2 All staff have updated DBS checks and have received training on the safeguarding policy and safeguarding issues that they may face in their roles. Each member of staff is formally asked each month whether they have encountered any safeguarding issues. The expectation is that safeguarding issues are raised through the agreed procedure immediately they are discovered.

Property / Assets

4.3 Healthwatch Barking and Dagenham are now based at LifeLine House, Neville Road, Dagenham, Essex RM8 3QS in a separate portacabin which is accessible to the public.

Customer Impact

4.4 Healthwatch Barking and Dagenham’s work is built solely on the feedback of residents and the wider public. This feedback is either gathered from service users themselves (through engagement events, social media, or signposting services), or via meetings held by/within the borough where Healthwatch has representation.

4.5 Published Healthwatch reports are designed to reflect the views of the users of health and social care services in the Borough.

Contractual Issues

4.6 LifeLine Projects is contracted to deliver Healthwatch Barking and Dagenham for two years until 31st July 2019. There will be an opportunity to extend the period for one year subject to review, with an opportunity to extend a subsequent year, again subject to review.

4.7 Healthwatch Officers are also supported by the Healthwatch Barking and Dagenham Board which is made up of five Barking & Dagenham residents and a Chair from LifeLine Projects. The Board meets every quarter to receive an update and raise any concerns to the project team. The Board is contacted about other issues during the quarter but may not formally meet.
Public Background Papers Used in the Preparation of the Report:

- The Joint Strategic Needs Assessment
- Healthwatch Annual Survey