

HEALTH AND WELLBEING BOARD

8 November 2022

Title:	Healthwatch programme of work – 22/23 Progress Report
Report of the Programme of work for Healthwatch Barking and Dagenham	
Open Report	For Information
Wards Affected: ALL	Key Decision: No
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Summary: In summary, this paper aims to: <ul style="list-style-type: none">- Update the Health and Wellbeing Board about the areas of work scheduled and undertaken by Healthwatch Barking and Dagenham (HWBD) (from 1st April – 30th September 2022).	
Recommendation(s) The Health and Wellbeing Board is recommended to: <ul style="list-style-type: none">(i) Consider the report noting the progress made to date	
Reason(s) To bring to the attention of the Board trends in public opinion with regard to health and social care services of Barking and Dagenham. To advise the Board of any identified gaps in service provision and to be able to influence commissioning in a timely way.	

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 were awarded the contract for the provision of Healthwatch Barking and Dagenham for a period of 3 years from 1st April 2022
- 1.6 The contract length is three 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 will be carrying out two Enter and View visits in quarter four (January to March 2023), these will be undertaken at social care settings based in the borough. Locations have not yet been decided.
- 2.7 All completed reports from Enter and View visits are available on <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 and how to run an event.
- 2.10 This year Healthwatch Barking and Dagenham have planned to carry out 50 engagement sessions in a variety of places across the borough. We have undertaken 30 sessions so far in various venues across the borough including libraries, Children's Centres, leisure centres and visiting voluntary and community groups. In this way our volunteers and staff can approach a wide variety of people to give them information about Healthwatch and ask people for their experiences of services.
- 2.11 We continue to provide monthly e-bulletins. These have so far been sent out August and October 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.
- 2.12 Healthwatch Barking and Dagenham has taken over 120 calls and emails from the public requesting advice and signposting. The calls consisted of individuals wanting to know how to make a complaint, where to go for benefit advice, issues relating to GP practices, and where to access dental care.

Healthy Living Project – highlight findings

- 2.13 Healthwatch Barking and Dagenham undertook a research project to understand the needs of local people when it comes to maintaining a healthy lifestyle. The focus of the report was primarily on healthy eating, exercise, understanding of BMI and healthy living services.

- 2.14 The survey drew a total of 126 responses from residents across the London Borough of Barking and Dagenham. We also received an additional 40 pieces of information from individuals.
- 2.15 More than 50% of respondents agreed that it makes a difference if healthcare professionals understand issues relating to their race/culture when providing support relating to healthy living and weight management.
- 2.16 A quarter of all respondents do not know their BMI but consider themselves to be overweight.
- 2.17 Most respondents showed an awareness of their health in relation to weight and BMI, although much of this appears to be based on personal perception, with 49% of respondents selecting statements including the words 'believe' or 'consider' next to 51% who selected statements including the words 'I am.' This highlights the need to educate individuals how to check their BMI and the importance of knowing their BMI, not having a true reflection of their weight could influence an individual's decision on accessing healthy lifestyles services and relevant health care support.
- 2.18 Two thirds of respondents told us that they had successfully lost weight in the last 3 years.
- 2.19 Overall, respondents are keen to make positive changes, and know what they would like to do. However, busy schedules, high levels of stress and low income appear to be the main drivers that are preventing people from living healthier lifestyles.
- 2.20 Employers need to be more aware of their employees' difficulties regarding staying healthy, and more flexible with regards to their needs in this respect.
- 2.21 Results show that the most respondents have not heard of or engaged with the healthy lifestyles services listed in the survey. This highlights the need to focus on raising awareness of local services.
- 2.22 Individuals from BAME backgrounds also commented on the need for the healthy lifestyles team to be more culturally friendly.
- 2.23 HWBD made nine recommendations based on the findings. A meeting was held between the council, the healthy lifestyles team and public health, after a proactive discussion of the findings a positive response to the recommendations was provided from partners who were involved in the initial discussion.

Pre- Frailty Workshops

- 2.24 Two workshops run by Healthwatch as a part of the Population Health Pilot in the borough. The aim of these workshops was to design interventions from the bottom up that would prevent the pre-frailty from advancing into actual frailty with these interventions being proposed and designed by the cohort themselves. Participants were drawn from a cohort of those identified as pre-frail in the borough, and particularly those aged over 50 and diagnosed with hypertension.
- 2.25 Facilitation of two interactive workshops, each lasting around 2.5 hours delivered in July 2022 with 8 patients in attendance. The project was based on an inclusive,

qualitative methodology which prioritises listening to and drawing out the experiences and perspectives of NHS patients in a pre-frail cohort.

- 2.26 The principle aim of the workshops was to gain a rich understanding of the experiences and view of this cohort and the healthcare provision they currently access and would like to access in the future. Ultimately, the focus of each session was on understanding from the user perspective how services are preventing and could better prevent people moving from pre-frailty to frailty
- 2.27 Each participant shared that they had at least one current health condition which related to the definition of pre-frailty, with almost all sharing that they have two or more.
- 2.28 HWBD are pleased to report that the pre-frailty report has been shared with stakeholders in London working on Anticipatory Care, to help other places with their implementation. The report has been displayed on the London NHS Future page for Anticipatory Care.
- 2.29 At a local level the findings from the workshops are being used to develop a pilot model of care for pre - frailty in Barking and Dagenham. HWBD have a role to ensure that patients are involved in planning and designing of health and care services, this is a prime example of how it could be done.

Maternity project in collaboration with NEL Healthwatch

- 2.30 North East London (NEL) has four of the ten most diverse Local Authorities in England and Wales. As such, women living in NEL are more likely to experience health inequalities when accessing maternity services. The National Health Service England (NHSE) has asked Local Maternity Systems (LMS) to focus on their five priorities to improve equitable maternal and neonatal care. NEL Healthwatch were asked to get involved and seek the voice of women from the BAME and look to understand the experiences of patients from minority or marginalised groups when accessing and experiencing maternity services.
- 2.31 Healthwatch Barking and Dagenham undertook 36 interviews, and 35 surveys were completed in Barking and Dagenham.
- 2.32 A North East London wide report has been shared with the ICS maternity lead and NHS England. Once this has been approved, the team will be able to share the report more widely.

GP website reviews

- 2.33 A review of 33 GP practice websites has been undertaken after receiving feedback from the public. Healthwatch reviewed the 33 GP surgeries websites within Barking and Dagenham. The research was undertaken as our residents were concerned about:
- Not being able to clearly find out who to complain to at their GP practice.
 - The opening times for their surgery were not clearly displayed
 - Being unclear regarding the process of making a complaint, and who to complain to

- Not knowing if their surgery had a Patient Participation group and how they could become part of it.
- Unsure about whether their surgery offered the E-consult service

2.34 All 33 websites were reviewed. The questions used for the research were formulated to review the online presence of each surgery and included the following areas:

- whether the practice had a website,
- the details most likely to be searched by patients,
- if the website made it clear how to register as a patient
- the process of getting an appointment,
- the complaints procedure,
- the process for requesting repeat prescriptions.
- Further questions also included accessibility for patients with a range of sensory loss or learning disabilities.

2.35 A report will be sent to the ICS and a full response will be shared with the board once a response has been received.

Volunteers

2.36 Healthwatch Barking and Dagenham has a volunteer base of 17 ad hoc volunteers; we are therefore currently running a campaign to recruit local volunteers to become supporters and advocates who will expand capacity in the coming years.

2.37 In order to recruit and increase volunteers Healthwatch Barking and Dagenham have been advertising through face to face engagement, utilising social media, sharing opportunities with voluntary and sector community groups and sharing opportunities with colleges and the local university.

Current and future projects for 2022-23 (November 2022- 31st March 2023)

2.38 **Education, Health, and Care Plan (EHCP)** – The council has duties to monitor provision and arrangements for each child with an EHCP. Healthwatch have been asked by the local authority to undertake an independent project focusing on the voices of parents of children who have EHCP or are waiting for EHCP and engaging with children and young people. Engagement for this piece of work will commence mid-November with a report complete by 31st January 2023.

2.39 **Health visiting project** – Healthwatch Barking and Dagenham have recently launched this project. According to NELFT NHS Foundation Trust the health visiting service provides a community public health service to children, young people, and their families with a focus on early intervention and prevention, as well as promotes physical, emotional, and social wellbeing. However, the latest annual health visiting

survey that has been completed by 1,291 practitioners from across the UK has revealed that coronavirus pandemic and staff shortages have left health visiting services extremely stretched and that only the “tip of the iceberg of need is being met for some families”. As a result, for many families’ routine health and development reviews, that are mandated by the government, have not been carried out.

2.40 Healthwatch Barking and Dagenham have launched an independent project to explore what the local picture is with the aim of reporting what is working well and what needs to improve within the health visiting service. The project is anticipated to be completed by February 2023.

2.41 Each year, local Healthwatch’s are tasked to do an annual survey to assess the impact of Healthwatch in the local borough. This year’s annual survey will run from November 2022 to January 2023 - with the aim of gaining a range of feedback from the local population.

Challenges

2.42 Recruitment of staff has been a challenge for Healthwatch Barking and Dagenham, sessional officers were recruited to support the service in delivering the workplan. After three recruitment rounds two officers have been employed.

Representation

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

- Health and Wellbeing Board
- Safeguarding Adults Board
- Barking and Dagenham Place
- NEL Healthwatch meeting
- BHRUT Healthwatch leads meeting
- Local Quality Surveillance Group
- Health and Adult Social Care Scrutiny Committee
- Joint Health Overview Scrutiny Committee
- 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 When developing our annual plan, Healthwatch Barking and Dagenham have been mindful of the content and priorities of the Joint Health and Wellbeing Strategy.

Integration

- 3.3 Healthwatch Barking and Dagenham continue to have discussions and work closely with NEL Healthwatch and the Integrated Care System.

Financial Implications

- 3.4 The contract with LifeLine Projects began in April 2022 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: Manisha Modhvadia, 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: Manisha Modhvadia, 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.

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 three years until 31st March 2025. 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 board members 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:

- Healthwatch Healthy living report
- Healthwatch Pre frailty report