



Healthwatch Telford and Wrekin
Annual Report 2016/17



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Message from our Chair

This year has been a period of change and progress for the local health and social care economy, as well as for Healthwatch Telford and Wrekin (HWTW).

During this period we received an extension to our contract up to March 2018, and we also marked the 18 month period since our independence from the Parkwood Group.

We have gained a reputation for our surveying capabilities, and have conducted a range of surveys including the Primary Care Needs Assessment. We have also continued to build our Enter & View programme, and our reports and recommendations have had some positive impacts, especially in regards to dementia and discharge arrangements.

In May we went to The Place in Oakengates to launch our new Feedback Centre, which allows people to submit their experiences online in a manner similar to Trip Advisor. This has added to our existing engagement activity, during which we have been getting out into the community to collect public views on health and social care provision. Reflecting public concern about hospital reorganisation, we have focussed on A&E provision as well as walk-in and out-of-hours medical services.

We must pay tribute to our staff, volunteers, and fellow board members.

Despite changes, they have, by overcoming adversity, kept the show on the road. We are also grateful for the support of our commissioners and partners, and our key stakeholders in the Council, Clinical Commissioning Group, and provider trusts.

We are now planning to work on our contract to ensure the local provision of Healthwatch Telford and Wrekin beyond April 2018. Changes are never easy or trouble free, and we live in uncertain and changing times. Our prime concern is to maximise effective local provision of health and social care services for the community of Telford & Wrekin, and to articulate community voices so that they are heard where key decisions are made. We face a number of risks and threats to this provision but by working together we will succeed.

Our thanks to Jane Chaplin

Jane Chaplin retired as chair of HWTW in spring 2017. Jane became our chair in 2014; she helped to re-build the HWTW board, and negotiated with Parkwood Healthcare when we became independent. Despite personal circumstances occupying her time, Jane never dimmed in her support of our work, and continues with a broad range of activities including supporting diversity work with West Mercia Police. We wish her all the best for the future.

Gill Stewart is now our chair up to spring 2018, when the position will be reviewed.



Message from our Chief Officer

2016/17 has been a busy and productive year for Healthwatch Telford and Wrekin.

We began the year with a depleted staff team, and were delighted to welcome our new Engagement Officer, Paul Shirley, in July. He comes to us with a wealth of experience in both health and social care, and has in depth knowledge of working with Adults with Learning Disabilities.

Operational highlights from the past year include three of our young people presenting our YOUTH report to the Health and Wellbeing Board in September. Their delivery and enthusiasm was complimented by all present and has helped to cement our reputation as a “can do” organisation.

We have worked much more closely with the local health economy in terms of engagement, focussing activity in areas where we know there are going to be changes. We have created a number of feedback boxes which have been distributed across the borough to collect views and opinions. If you spot one, feel free to let us know what you think of any service in Telford & Wrekin!

Enter & View continues to be a major part of our operational work. We regularly review our structure and processes to ensure we can be both strategic and

reactive. I am delighted that the team have adopted Dementia as a theme for this year’s visits and are noting the little things that make a difference wherever they go. A full scale Dementia Care project is in planning and Enter & View activity will play a vital role in understanding services on offer to local residents.

Our Feedback Centre goes from strength to strength and one of my favourite activities this year has been letting organisations know when their staff have been identified for special praise. We want to help make health and care in Telford & Wrekin as good as it can be, and it is so important to recognise where it is already excellent!

“My thanks must go to our staff and volunteers. The commitment and dedication of everyone at Healthwatch Telford and Wrekin is something that I am very proud to be a part of.”

.....
Kate Ballinger, Chief Officer, Healthwatch Telford and Wrekin



Highlights from our year

This year we've reached 97,506 people on social media



Our volunteers help us with everything from engagement events to Enter & View.



We've visited 22 local services with our Enter & View programme.



Our reports have tackled issues ranging from mental health to hospital car parks.



We've collected 544 pieces of feedback.



We've met 2,627 local people at our community events.



Who we are

We know that you want services that work for you, your friends and family. That's why we want you to share your experiences of using health and care services with us - both good and bad. We use your voice to encourage those who run services to act on what matters to you.

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

Our vision

HWTW believes that local people should be at the heart of decisions about local services.

HWTW will be:

- A well led, high quality, sustainable organisation that is effectively managed.
- A recognised and trusted organisation, accessible to everyone within Telford & Wrekin.
- Influential and respected by decision makers across the local health and social care economies.

HWTW strives to be:

- Inclusive
- Focussed
- Challenging
- Independent
- Representative
- Caring
- Listening

Our priorities

HWTW's strategic priorities are the same as all Healthwatch, the foundation of which is that health and social care services work well when their support systems involve patients in decisions about their treatment and care.

HWTW's core strategy is to strengthen patient and public involvement in decisions about both themselves, and local services.

We will continue to ensure that the Telford voice is heard in all key decision making bodies.

Thus, HWTW will:

- Collect people's views and experiences, being sure it reaches out to diverse and difficult-to-reach communities.
- Identify common problems with health and social care based on people's experiences, and recommend changes to health and social care services that will benefit people.
- Hold those services and decision makers to account, and demand action.
- Escalate problems to HW England for nationwide action.

Our Mission

"To make health and social care services in Telford & Wrekin as good as they can be."

Our organisation

Healthwatch Telford and Wrekin (HWTW) has celebrated its first full independent year in the 2016/2017 period.

The policy and strategic direction of HWTW is overseen by a volunteer board of directors, who are local people with a breadth of experience with local services.

Operations are the responsibility of Kate Ballinger, Chief Officer, and the staff team which is supported in the day to day activity of Healthwatch by our volunteers.

“I would like to thank each and every volunteer who contributes to Healthwatch Telford and Wrekin. Without you, we would be nothing.”

Kate Ballinger, Chief Officer

Our Healthwatch Team



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.

We can
help you...

*Your views on
health and care*



Listening to local people's views



HWTW has established “feedback boxes” which are strategically positioned throughout Telford & Wrekin to increase public awareness of the organisation.

Through patient feedback received at engagement events and via our feedback centre, HWTW became aware of concerns about access to a local GP practice. We arranged a meeting with the practice, where time scales for improvements were discussed and patient concerns addressed.

Our involvement with the Primary Care Commissioning Committee gives us information about performance, and we hold regular engagement sessions within the practice to gather current feedback and to “sense check” the statistical information with which we are provided.

Through our YOUTH (Your Own Unique Telford Healthwatch) network, we engage regularly with young people from across the borough. This year’s programme has involved presentations from organisations such as Public Health and Guide Dogs for the Blind, and preparation for our annual survey, which this year is looking at Healthy Relationships.

We attend the Senior Citizen’s Forum regularly to ensure that we are aware of issues faced by older people, and have used feedback gathered here, and at the Carers’

Partnership Board, to guide our themed work around dementia.

HWTW is committed to ensuring that the voices of people from across our borough are heard in discussions about service change. An example of this is our increased use of social media as a tool to gather feedback.

We ran a survey to ask people in Telford what concerns them about service redesign proposals, and received more than 1,000 responses, gathered online and through traditional paper surveys at engagement events. All our surveys include demographic data which enables us to demonstrate inclusion.

What we’ve learnt from visiting services

Enter & View activity is carried out by our team of Authorised Representatives. These representatives are:

- David Bell*
- Carolyn Henniker*
- Joan Lowers
- Liz Macaskill*
- Eddie McKnight
- Janet O’Loughlin*
- David O’Loughlin
- Frank Pitt
- Liv Pitt
- Fee Smith*

In addition, 2 of our staff are fully trained and experienced E&V representatives

- Kate Ballinger
- Paul Shirley*

* E&V Committee member

Decisions about where we carry out E&V activity are taken by the Enter & View Committee, which is chaired by board member Carolyn Henniker.

The committee considers information from across the health and social care system in Telford & Wrekin, and works collaboratively with Healthwatch Shropshire where services cross both organisational areas, and where they sit in Shropshire but provide services to a number of T&W residents.

The information used to decide upon an E&V visit comes from a number of sources: Feedback centre, Provider Information Sharing meeting, Safeguarding meetings, CQC reports, and soft intelligence from other local meetings.

HWTW are careful not to work across other organisations when carrying out E&V activity, and use Sit & See observations to complement our E&V activity where appropriate. This is particularly useful when we are involved in safeguarding organisational reviews, as we can comment on current resident experience.

All reports are shared with providers to enable them to comment on recommendations before being published on our website.

The purpose of E&V visits is determined by the committee, and communicated with the service provider in our correspondence. Conversations during the visit are framed around the purpose and themes gathered published in our reports.

This year, we have carried out 22 E&V visits across health and social care services, and received largely positive responses to our reports and recommendations. One of our recommendations was for a social care provider to consider changing their wall

calendar, which was sponsored by a funeral director - often it is the little things!

We have also carried out multiple visits across different services to contribute to larger pieces of work. These reports are available on our website and included the out-of-hours services (Walk-In Centre, ShropDoc and A&E), and Trinity Healthcare, where one service provider was delivering primary care services across six separate surgeries.

We have taken steps to give our Authorised Reps a variety of visits, having undertaken planned visits to services rated as 'outstanding' by the Care Quality Commission, as well as reactive visits.



“We became involved with Healthwatch after a talk by Kate at a Local Diabetes support group meeting. We find E&V interesting and useful as often a fresh set of eyes see small things that can benefit residents. As well channelling feedback to appropriate management it is always good when the feedback is positive and the staff can be praised.”

Frank and Liv Pitt, Healthwatch Authorised Representatives



*Helping
you find the
answers*

How we have helped the community access the care they need

One of the primary goals of Healthwatch Telford and Wrekin is to ensure that people can access the help they need, when they need it, and we have taken several steps to ensure that this is possible.

We continue to make available on our website a feedback centre/online directory of useful services for a wide variety of different situations and conditions.

Our feedback centre started off with Care Quality Commission registered organisations, but we have spent time adding local organisations and services to the list. If you cannot find a service that you use, please use the “Add a Service” link. Services added this year are as diverse as Shared Lives and Telford Diabetics!

We reported last year that we created a highly successful ‘How to complain’ page and factsheet. These detail the exact steps necessary to file formal complaints about anything from a GP service to a private dentist. The online page features highly on Google search results, and we hope that it allows people to quickly find the help they need when they feel they have received poor service. A number of additional factsheets are in development featuring Help with NHS Charges and Registering Online with your GP.

And as always, our engagement event teams are equipped with a large folder of full of contact information for useful organisations that deal with a wide variety of issues, both locally and nationally.

As Healthwatch becomes more widely known, we now receive phone calls from

the public asking for help with a wide variety of issues. We handle a variety of enquires, such as Mavis, who was struggling to figure out what her rights were when it came to her own medical records.

Take a look at the “It Starts With You” (P15) section for just a few examples of the ways in which we have helped people to access the services they need.



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Telford and Wrekin

NEEDS YOU!

Healthwatch Telford and Wrekin relies on volunteers to be able to capture the voice of local people.

We are recruiting volunteers from across the borough to help us with:

- Office Admin
- Engagement
- Enter & View

If you are interested in getting involved, please call our office on 01952 739540

*Making a
difference
together*

Have you
visited
Care Home
Rel
What was it like?

How your experiences are helping influence change

Our major project over the past 2 years has been our YOUTH (Your Own Unique Telford Healthwatch) report into young people's understanding of mental health services¹.

The report was produced with support from Public Health at Telford & Wrekin Council, and the final report was used in the commissioning of the new 0-25 Emotional Health and Wellbeing Service across Shropshire/Telford & Wrekin.

In addition to the full report, individual reports were produced for the schools and colleges that took part, and services such as Young Carers have been able to focus their support using the data gathered.

“The CAMHS survey provided by Healthwatch Telford and Wrekin contributed to our work with young carers and influenced our approach in engaging with young people to capture their understanding and awareness in the identification and support of young carers in their caring role.”

*Jill Tiernan, Carers Commissioning Officer:
LA/CCG*

Working with other organisations

HWTW has continued to enjoy a constructive relationship with the Care Quality Commission (CQC), providing

feedback to inspectors when required and escalating issues appropriately.

HWTW has been part of safeguarding organisational review meetings, contributing service user experiences to the conversation. Specific work has been undertaken by our Enter & View teams to follow up on low level concerns, and to sense-check improvements following action plans.

We work with stakeholders across the health and social care economy, and are able to bring value to discussion by anticipating areas of focus and gathering feedback beforehand.

We rarely send out formal requests for information, preferring to pick up the phone and speak to people. The response to our requests for information is generally positive, and our relationships with local providers are constructive.

How we've worked with our community

Over the past year, we have become much better at reaching local people through social media. We regularly promote our survey work through Facebook and Twitter and have found this greatly increases the diversity of respondents. In fact, our successes have brought in some small commissions from the Telford & Wrekin Clinical Commissioning Group to promote their public engagement activity!

¹

<http://www.healthwatchtelfordandwrekin.co.uk/wp-content/uploads/2015/09/CAMHS-report-v1.4.pdf>

*It starts
with you*



#ItStartsWithYou

Breast Screening

Healthwatch Telford and Wrekin (HWTW) was contacted by Jean, who had recently moved into the borough, and whose regular breast screening appointment was due.

Jean was concerned that because she had moved from another area, she would miss her routine recall.

HWTW consulted both commissioners and local providers and were able to give Jean reassurance that her GP surgery had made sure she was added to the screening list for their surgery, and that she would be called in time for their review.

The population of Telford & Wrekin is expected to increase significantly over the next 15 years, and it is hoped that information on how screening programmes operate locally will be included in new patient information packs.

Help with Healthcare Costs

HWTW was contacted by John, who had applied for help with the cost of new glasses, but had heard nothing for a number of months. John had approached his MP, and he was signposted to us.

HWTW contacted the NHS Business Services Authority and was pointed to the Low Income Scheme, establishing that a patient should receive a cheque 6-8 weeks after their application.

After more than 10 attempts, we were able to speak to Primary Care Support England and discovered that the forms had not been received, and that John should contact NHS

Business Services Authority to have the forms “reconstructed”.

In discussion with contacts at South Staffordshire and Shropshire NHS Foundation Trust, our local mental health provider, we were made aware that patients have difficulty understanding medical exemptions and pre-payment certificates, and this is a theme that came up again in conversation with representatives from the local Polish community.

In response, HWTW have developed a Fact Sheet explaining the process and this is being translated into Polish for distribution to local GP surgeries and pharmacies.

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Telford and Wrekin

**Tell us what
matters to you!**

And help make services
in Telford & Wrekin as
good as they can be!

01952 739540



@HealthwatchT_W



/HealthwatchTW

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*Our plans
for next
year*



Priorities

- To work together to secure a local future for *Healthwatch Telford and Wrekin*.
- To reflect community views and ensure the best outcomes for Telford & Wrekin of hospital, care and *neighbourhood reorganisation plans*.
- An organisational structure fully fit for purpose, at best value, with clear priorities and *project planning for all activities*.
- To secure resource levels and maximise income generation opportunities.
- To maximise levels of community feedback and informed influence on planners and decision makers.

To work together to secure a local future for Healthwatch Telford & Wrekin

To ensure that bidding and tender activity is targeted to secure a local solution and local future for Healthwatch Telford & Wrekin based in the local community and meeting local needs.

To reflect community views to ensure the best outcomes for Telford & Wrekin of hospital, care and neighbourhood reorganisation plans.

To work with the strategic Transformation Partnership and its work streams to ensure that planned solutions, consultations and future plans meet the needs of the Telford & Wrekin community within its wider footprint.

An organisational structure fully fit for purpose, at best value, with clear priorities and project planning for all activities.

Within our budget to provide the best employment opportunities for our staff and the best development opportunities for both staff and volunteers including to build skills in project planning and product and outcome delivery and entrepreneurial skills to work with others to maximise commissions and income generation opportunities.

To secure resource levels and maximise income generation opportunities

To secure and if possible improve the resource base for our statutory objectives while maximising opportunities for additional commissions and other income generation.

To maximise levels of community feedback and informed influence on planners and decision makers

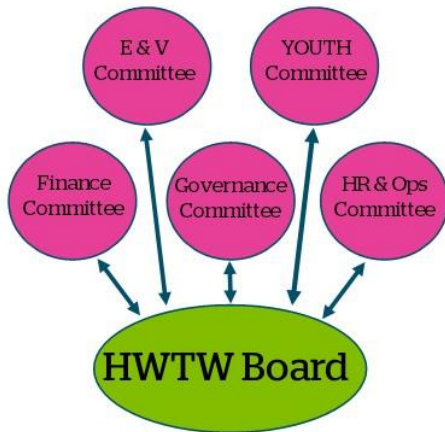
To maximise the generation of patient carer and community experience and views of the quality of health and care provision and to ensure these views are transmitted to planners and decision makers to ensure the on-going improvement of all health and care services.



Our people

Decision making

HWTW Board & Committee Structure



The responsibility for strategic decision making in HWTW lies with the board of directors, who are supported by a series of sub-committees, as shown above. Each of the sub-committees is chaired by a board member and is comprised of board members, Kate Ballinger, Chief Officer, or representative (non-voting) volunteers where appropriate.

Sub-committees and their chairs are:

- Finance - Dave O'Loughlin
- Enter & View - Carolyn Henniker
- Governance - David Bell
- YOUTH - Barry Parnaby
- HR & Operations - Gill Stewart

Each committee is responsible for taking recommendations to the board for approval.

Finance and HR & Operations committees are able to pull in expert support from our business partners when necessary.

The HWTW board holds four public board meetings each year, where reports from each of the committees are presented.

Executive board meetings are held on a more regular basis, with key decisions being taken to public board meetings for ratification.

How we involve the public and volunteers

“Issues the Public wishes to raise” is an agenda item at every public board meeting, and we carry a notification of upcoming meetings at all our engagement events.

We hold a number of volunteer and Enter & View workshops through the year, and volunteers are actively encouraged to come along and give feedback about the operation of Healthwatch.

Ideas for future activity are often sparked at these meetings, and come from the large number of activities our volunteers are involved with in the health and care system locally.

One such suggestion was the inclusion of “Dementia Friends” training for our Enter & View volunteers, which is now included in the training programme.

All of our governance documents are available on our website, and are subject to scrutiny by our commissioners.



Our finances

Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	100000
Additional income	576
Total income	100576
Expenditure	£
Operational costs	11992
Staffing costs	59891
Office costs	23691
Total expenditure	95574
Balance brought forward	15948

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