

Healthwatch Telford & Wrekin

Notes of Public Meeting - Tuesday 25th June 2019 – Park Lane Centre, Woodside, Telford

David Brown opened the Public Meeting with a brief introduction of the agenda and an outline of Healthwatch and its role in Telford and Wrekin and the wider NHS." 26 people attended the meeting.



Who are we

We are an **Independent** local organisation with Statutory powers:

- Watchdog - holding commissioners and providers to account on behalf of users of health and social care services
- Signposting - providing information to help people access and make effective choices about services
- Influencing - helping to shape the planning of local health and social care services

Changing Local Care for the Better



Vision & Mission

Working towards a society in which people's health and social care needs are clearly heard, understood and met

Empowering local people to access and influence health and social care services in Telford & Wrekin

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Our Organisation



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Environment in which we work

- Health and Social Care Sector
- Public Health
- Funding Flow - publicly-funded services including the NHS and Local Authority
- NHS Long Term Plan and 'Future Fit'
- Emerging NHS Strategies

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Shropshire Funding



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Shropshire Population as at 2019



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Statutory Role

- Member of Boards and Committees by statute
 - T&W Council Health & Wellbeing Board
- Member of key Health and Social Care Boards and Committees
 - T&W & Shropshire Scrutiny Committees
 - Adult and Children Safeguarding Board
 - CCG Board, Regional Quality Steering Group
 - Other NHS I&E groups
- Challenge & ensure that the T&W voices & needs are heard

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Maintaining Relationships

- Clinical Commissioning Groups (CCG)
 - Shropshire
 - Telford and Wrekin
- Shropshire and Telford Hospital Trust (SaTH)
- Shropshire Community Health NHS Trust
- Public Health (within the Local Authority)
- Midlands Partnership Mental Health Foundation
- T&W Adult and Children's Safeguarding Boards
- GP Surgeries and Patient Participation Groups (PPGs)
- Voluntary and Community Groups and Networks

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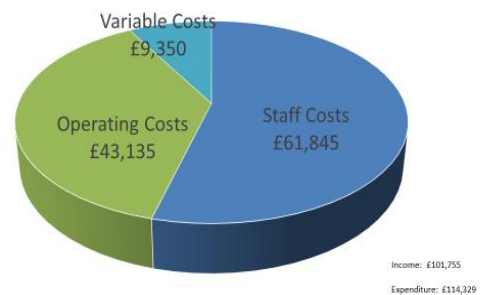
Escalation and Reporting

Data, Feedback & Reports - trends, concerns & issues

- Healthwatch England
- CQC
- T&W Council
- T&W CCG
- Regional Healthwatch Network (Midlands)

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Financial - end of FY 2018/19



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Nuala O’Kane, Chair, Shropshire Community Trust


Nuala said she had various experience with the NHS, The Voluntary Sector and as an elected councillor. This included with Hope House and Stoke Children’s Partnership.

Our Vision

We will work closely with our health and social care partners to give patients more control over their own care and find necessary treatments more readily available.

We will support people with multiple health conditions, not just single diseases, and deliver care as locally and conveniently as possible for our patients.


We will develop our current and future workforce and introduce innovative ways to use technology.'



Improving Lives in our Communities

Our Values

- Improving Lives**
We make things happen to improve people's lives
- Everyone Counts**
We make sure no-one feels excluded or left behind - patients, carers, staff and the whole community
- Commitment to Quality**
We all strive for excellence and getting it right for patients, carers and staff every time
- Working Together for Patients**
Patients come first. We work and communicate closely with other teams, services and organisations to make that a reality
- Compassionate Care**
We put compassionate care at the heart of everything we do
- Respect and Dignity**
We see the person every time - respecting their values, aspirations and commitments in life; for patients, carers and staff



Improving Lives in our Communities

Shropshire Community Trust - covers Shropshire & Powys and school nursing in another area. It has an £75M turnover with 1,525 staff with 40% in nursing. It works in partnership with GP's. Founded in 2011 it has the following roles:

- Keeping people out of hospital
- Homecare
- Community Hospitals
- Minor Injury Clinics
- Dealing with frailty & long-term conditions
- District Nursing
- Children & Families (Health Visitors, Therapies, School Nursing)

Commissioned by the Clinical Commissioning Groups (CCG's) - future issues included plans for the STP and ICS, Discharge & Re-admissions, school mental health and Prevention and better support for Carers.

Strategic Goals

Our vision is supported by four strategic goals:

- To deliver high quality care
- To support people to live independently at home
- To deliver integrated care
- To deliver sustainable community services



Improving Lives in our Communities

Our Services

Adult SDG

- Community Hospitals
- Minor Injury Units
- Integrated Community Services
- Inter-Disciplinary Teams
- Long-Term Conditions & Frail Elderly
- Diabetes
- Tissue Viability
- Continence Services
- Shropshire Wheelchair Service
- Rheumatology
- Physiotherapy
- Podiatry
- Advanced Primary Care Services
- Prison Healthcare
- Diagnostics, Assessment and Access to Rehabilitation and Treatment (DAART)

Children and Families SDG

- Health Visitors
- Children's Therapy Services
- Community Children's Nurses
- School Nurses
- Family Nurse Partnership
- Child Development Centres
- Safeguarding
- New Born Hearing Screening
- Child Health and Audiology
- Community Paediatrics
- Immunisation and Vaccination
- Dental Services



Improving Lives in our Communities

How we fit into the NHS Structure

About Shropshire Community Health NHS Trust

From 1 July 2011, the community health provider arms of Shropshire County Primary Care Trust and Telford and Wrekin Primary Care Trust became a single Community NHS Trust.

How healthcare in Shropshire is managed

Healthcare in Shropshire is largely managed by four types of organisation:

Clinical Commissioning Groups

- These are largely made up of local GPs; they decide what health services the local population needs.

Shropshire Community Health NHS Trust


- Community health services across the county are managed by our own Shropshire Community Health NHS Trust which provides services at the county's community hospitals in Bridgnorth, Whitchurch, Ludlow and Bishops Castle, together with District Nursing, Health Visiting and a wide range of other services provided outside the main hospitals, in people's homes and close to them.

The local major hospitals

- The three major hospitals in Shropshire provide acute in-patient, out-patient and emergency services, and are managed by The Shrewsbury and Telford Hospital NHS Trust (SaTH) and the Robert Jones and Agnes Hunt Orthopaedic Hospital NHS Foundation Trust.

Midlands Partnership Foundation Trust

- Mental health services are provided by the Midlands Partnership Foundation Trust



Improving Lives in our Communities

Corrine Ralph, T&W CCG – Primary Care development

Corrine gave a brief outline of career history and her role as Head of Primary Care.

The aim was to make Primary Care the acceptable door to NHS services from July 1st

NHS England defined Primary Care as "Primary care services provide the first point of contact in the healthcare system, acting as the 'front door' of the NHS. Primary care includes general practice, community pharmacy, dental, and optometry (eye health) services".

Health and Care Act 2012.....the Impact on Primary Care

Clinical Commissioning Groups – membership organisations

NHS England – commissioners of primary care

2014/15 - Co-commissioning – transfer of delegated authority to CCGs

Level 3 – allows CCGs to assume full responsibilities for commissioning general practice services while NHS England retains residual responsibilities for reserved functions including section 7A public health services and professional/clinical performance.

Memorandum of understanding



Challenges

- Private businesses
- Capitation based funding
- Limited contractual levers
- Delegated budget
- Incremental change v transformation
- Additional services
 - Locally enhanced services (preparation for winter)
 - Directly enhanced services (eg influenza)



There had over time been a move from Primary Care Trusts, to GP led CCG's and now we were entering a new phase. NHS England and Area Teams now seemed to far from the coal face. From 2014 CCG's had started a new approach to GP services. The key roles were:

- Procurement
- Planning
- Quality
- Finance
- Next steps

GP practices were private business and issues were capitalisation, having few levers, delegated budgets, change and transformation and planning for Winter, flue epidemics etc.

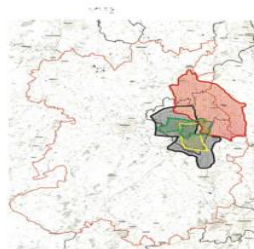
The new 5 Year GP Forward View included:

- Investment - accelerate funding of primary care
- Workforce - expand and support GP and wider primary care staffing
- Workload -reduce practice burdens and help release time
- Practice infrastructure - develop the primary care estate and invest in better technology
- Care redesign - provide a major programme of improvement support to practices
- Coping with GP retirements
- Making the STP footprint more attractive to GP's

New Primary Care Networks

Primary care networks build on the core of current primary care services and enable greater provision of proactive, personalised, coordinated and more integrated health and social care. Clinicians describe this as a change from reactively providing appointments to proactively care for the people and communities they serve. In Telford and Wrekin, there will be 4 Primary care networks:

Primary care networks



- Telford PCN's
- SE Telford PCN
 - Teldoc PCN
 - Central Telford PCN
 - Newport PCN



Nationally, there are several developments:

- Structured medical reviews and optimisation
- Enhanced care in care homes
- Clinical pharmacists/social prescribers
- Extended hours
- Anticipatory care
- Supporting early cancer diagnosis
- Personalised care
- CVD prevention and diagnosis
- Tackling neighbourhood inequalities

The aims were:

- Better integration
- Key areas of work for joint funding
- Clusters of expertise & resources
- Developing routes for social prescribing
- Optimising efforts & resources
- Improving GP care in Care Homes
- Partnerships, collaboration and networking

Paul Shirley (General Manager- HWT&W)

Between 1st April 2018 and 31st March 2019, we have engaged with **114,174** people through our website and social media. We have spoken to over **2045** people about their experiences, views, complaints or signposted. On top of this, attended **172** in Health and Social care meetings and attended **94** engagement activities - visiting over **40** services. We have collected over **576** reviews, people who shared their stories or general comments.

In order to achieve this, our team of **23** volunteers, completed over **1746** hours or the equivalent of **232** days (not including our volunteer MD role)

During 2018/19, we have:

- Recruited a staff team and volunteers
- Attended many strategic (board) and operational level meetings
- Completed the Unmet needs questionnaires and focus group
- Attended many meetings around Future Fit/Hospital reconfiguration
- Working with HWS and STP over Long-term plan (Focus groups and public events)
- Working on Local Maternity Services – MLU Programme board
- Worked on Children & Young People Healthy Living project which led to our report
- Visited 99% of GP Practices in Telford and Wrekin
- Attended engagement events and activities
- Started work on peri-natal mental health project - focus groups (3 so far & 7 planned)

What reports have we produced:

- Unmet Needs initial review
- Working with HWS and STP over Long-term plan (Focus groups and public events)
- Children & Young People Healthy Living Report
- GP Roadshow report
- **6** Enter and View reports 2018/19

We have made **152** recommendations and currently finalising our annual report for 2018/19.

We reviewed our priorities for 2018/19 and some priorities are repeated for 2019/20 as they a statutory responsibility:



Our future priorities will involve:

- Providing Information and signposting people
- Delivering on our core statutory functions
- Marketing and Communicating what HWT&W does with the people of Telford and Wrekin
- Attend engagement events and meetings
- Volunteering (Recruitment, Retention & Involvement)
- Continue and increase our Enter and View programme of visits
- Consider any commissioned work
- Working with key partners, e.g. Sustainability Transformation Partnership, Shropshire, Telford and Wrekin, Telford and Wrekin Council, Clinical Commissioning Groups, Health providers, and other Healthwatch's

Our work priorities for 2019/20 will focus on:



Some priorities for we have identified for 2019/2020

- Urgent and Emergency Care
- Mental Health
- Out of Hospital Care (Discharge)
- Learning Disabilities
- Local Maternity Services
- Adult Social Care
- Dental Care
- Ophthalmology/Optical services

We will continue to gather information and feedback on other health and care services.

Carolyn Henniker (Director) on ICT

- HWT&W had had to modernise its digital and data systems
- Migration to Office 365 (Cloud) for website, databases and systems
- Working with Ekko and Shropshire IT
- Major work to comply as a public body with GDPR
- Feedback our major issue e.g. getting widget used by GP's
- We always need provision to upgrade
- Ensuring access & quality of access

Questions were taken from members of the audience and either answered at the event or post event though other communications.

David Brown closed the meeting and thanked everyone who attended.

Copies of all presentations are available upon request. Please contact Healthwatch T & W main office on 01952 739540 or email telford.admin@healthwatchtelfordandwrekin.co.uk