

healthwatch

South Gloucestershire



Healthwatch South
Gloucestershire

Annual Report 2014/15





Contents

Note from the Manager and Chair	4
About Healthwatch	5
Our vision/mission	5
Our strategic priorities	6 & 7
Engaging with people who use health and social care services	8 - 12
Understanding people's experiences	8 - 12
Enter & View	13
Providing information and signposting for people who use health and social care services	14
Influencing decision makers with evidence from local people	15 - 17
Producing reports and recommendations to effect change	15 & 16
Putting local people at the heart of improving services	17
Working with others to improve local services	17
Impact Stories	18
Case Study One	18
Case Study Two	19
Our plans for 2015/16	20
Our governance and decision-making	21
Our board	21
How we involve lay people and volunteers	22 - 24
Financial information	25
Contact us	26



Pat Foster, General Manager

It is our great pleasure to present the 2014/15 Healthwatch South Gloucestershire annual report. The report highlights the work that volunteers and staff have achieved together over the year and reflects on some challenges and future priorities.

Our work over 2014/15 built on the achievements of the first year, and has continued to focus on ensuring that seldom heard communities get their voices heard at the very heart of decision making. This year we have focused in particular on the Gypsy, Roma and Travelling communities, Black and Minority Ethnic communities, the Deaf, deafened and hard of hearing, and people with learning disabilities.

Young Healthwatch has also been busy including getting children and young people involved; for example, in the programme board for the re-commissioning of children's community health services.

The Enter and View work has delivered great results, including looking at care homes with residents with dementia.

Information and signposting and advocacy services continue to be well-used, demonstrating the need for access to high quality information and the need for appropriate support when making a complaint.

Health and social care services impact on most people's lives at some point.

With complex changes taking place, new legislation such as the Care Act, programmes such as Better Care, never has patient and public involvement been so important.

We could not do the work that we do without our fantastic team of volunteers and paid staff. An enormous thank you to everyone who gives so much time and energy to improving services for us all.

Joanna Parker, Chair of Healthwatch South Gloucestershire Advisory Group
Pat Foster, Healthwatch South Gloucestershire Manager.



About Healthwatch

Healthwatch South Gloucestershire is here to make health and social care services better for everyone, especially those that perhaps face additional challenges in accessing services.

South Gloucestershire has a growing population with an estimated population of 263,400 people (Census 2011), 5.5% of the population come from Black, Minority, Ethnic communities. 60% of the population in South Gloucestershire live in urban areas surrounding the city of Bristol, 40% live in small towns to the north and in the rural areas in between. The number of children under 14 years is 17.7% of the population and 16.9% of the population are 65 years or older.

The health of the people in South Gloucestershire is generally better than the England average. Deprivation is lower than average although 11.9% of children live in poverty. Life expectancy of both men and women is higher than the England average. Priorities in South Gloucestershire include improving health in the most deprived areas, increasing physical activity within the population, tackling alcohol misuse and work to reduce obesity, 21.1% of adults in South Gloucestershire are obese.

Healthwatch plays a central role in enabling people's views and experiences of health and social care to be heard. Engagement with communities enables and supports people to understand how the health and social care system works, express their views and share their experience. Engagement has been conducted through attending community events, holding Healthwatch Open Meetings, surveys, focus groups and workshops.

Healthwatch has been working closely with the Diversity Trust to ensure the views of the Lesbian, Gay, Bisexual, Trans or Questioning (LGBTQ) communities are heard and they are informed about Healthwatch. Healthwatch has also worked with the Commissioning Support Unit Diamond group, who trained volunteers through the Diversity Trust to enable them to speak on equality issues.

These volunteers have now transferred to

Healthwatch and give the opportunity for trained volunteers to reply to equality issues and the NHS Trusts Equality Delivery System.

Healthwatch South Gloucestershire Vision

Communities and people in all their diversity in South Gloucestershire can maintain their health and wellbeing, and care for themselves and each other.

Healthwatch South Gloucestershire Mission

Healthwatch South Gloucestershire involves local people to help improve health and wellbeing services.

Local Healthwatch come together regionally in the South West to share what has been heard and this gives the opportunity to work closely with other Healthwatch. Healthwatch replies to the NHS Trust Quality Account (QA) and working co-operatively with other Healthwatch enables us to share some of the work. Some trusts cover several Healthwatch areas, we are working with Healthwatch Bristol to reply to both North Bristol NHS Trust and University Hospital Bristol NHS Foundation Trust. We are also working with Healthwatch Gloucestershire to reply to the South West Ambulance NHS Trust (QA) and with Healthwatch Wiltshire to reply to the Avon and Wiltshire Mental Health Partnership (QA).

As a statutory watchdog our role is to ensure that local health and social care services, and local decision makers, put experiences of people at the heart of their care. Each quarter we collect and collate children, young people and adults' views of their health and social care services and publish these to service providers, commissioners at the Local Authority, Clinical Commissioning Group (CCG), NHS England, the regulators, the Care Quality Commission (CQC) and Healthwatch England. The issues are viewed at the Healthwatch Advisory group and decisions are taken to take up themes from analysis to undertake more research into the areas of concern.



We aim to:

- Be representative of the diverse communities in South Gloucestershire and empower people to have their voices heard
- Provide information and signposting about health, social care and wellbeing services
- Ensure local people who wish to make a complaint are signposted to advocacy services to provide them with support.

We are independent, accountable and accessible.

The role of all local Healthwatch is to ensure that local decision makers put experiences of local people at the heart of the decisions they make about service design and delivery.

Healthwatch South Gloucestershire Strategic priorities

Using the Joint Strategic Needs Assessment, Health and Wellbeing Strategy and the information heard direct from local people, the 2014/15 priorities were:

- Promote and support the involvement of local children, young people and adults in the commissioning of local health and care services which include children's community health services, Improving Access to Psychological Therapies (IAPT) , patient transport services and the independent treatment centre.
- Enable local people to contribute their experiences of sensory impairment and identify improvements in services.
- Hear from patients, service users and carers about their experience of long term conditions and the introduction of personal health budgets to identify any challenges faced.
- Champion the voice of older people and people with dementia through enter and view visits to residential care facilities and making recommendations for improvements.
- Understand from individuals and voluntary and community groups the experiences of wellbeing, including low mood, anxiety and stress to share views with the mental health community offer, service providers and commissioners.
- Monitor the move from Frenchay Hospital to the new acute hospital at Southmead.
- Working with Healthwatch England to report locally on unsafe discharge.

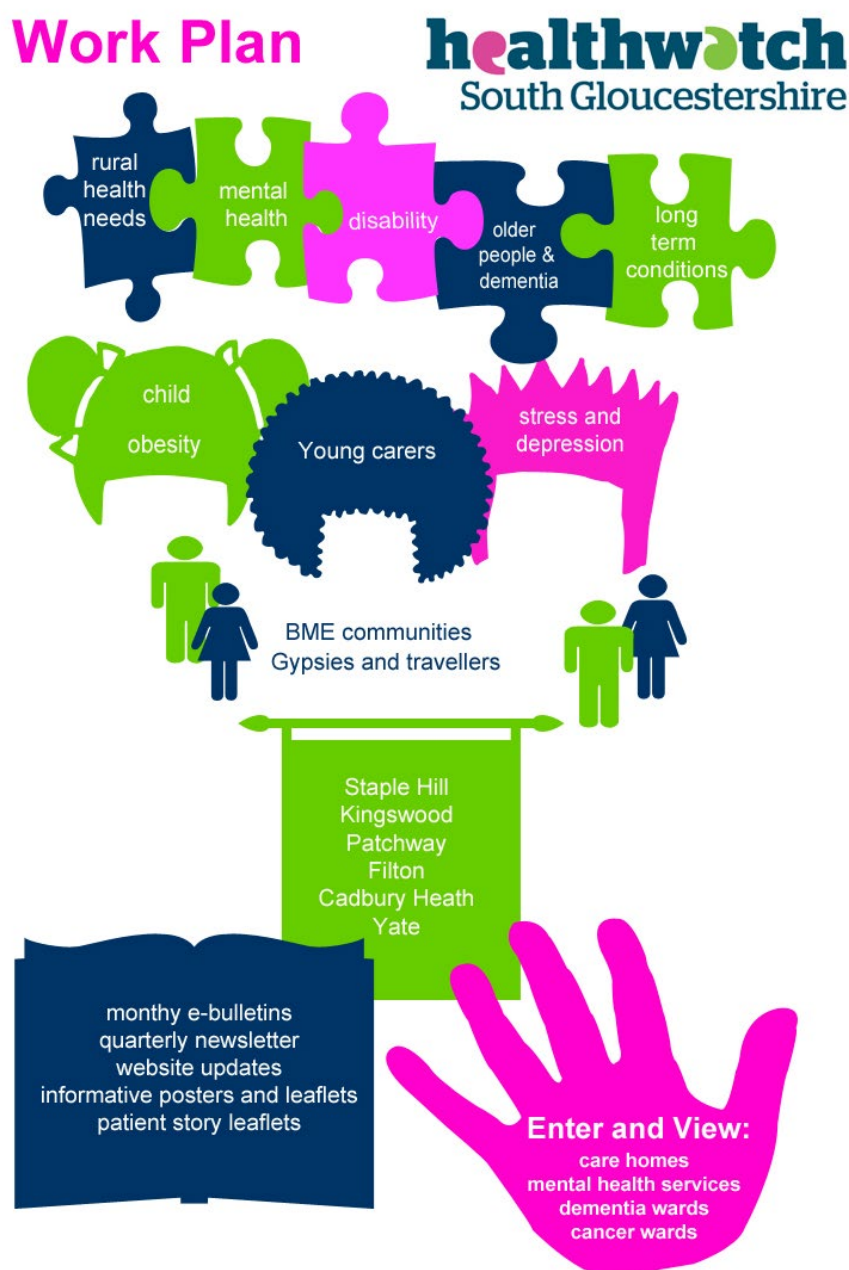


The Healthwatch advisory group is made up of: Joanna Parker, current Chair and enter and view lead; Malcolm Watson, (Chair and Quality lead, stepped down 2015); Peter Hale equality lead; Christina Stokes, Children and young people's lead (stepped down 2015); Mona Van Wyk health and wellbeing board representative (stepped down 2015); current representative on health and wellbeing board Sarah Moore; Keith Sinclair, CEO Carers' Support Centre; Martin Gregg, CCG Patient and Public Involvement lay representative (stepped down 2014); current representative Mike Garrett, Improving Patient Experience Forum at South Gloucestershire Clinical Commissioning Group and Jo Stokes, The Care Forum Advocacy General Manager.

Staff Team: Pat Foster General Manager, Alex Francis (resigned March 2015) new staff member Louise Spencer Development Officer, Steffie Denton Volunteer Support Officer and Alex Hodgson Communication and Marketing Co-ordinator.

For more information about our Governance please see page 21.

Our work plan for 2014/15





Engaging with people who use health and social care services

Methods to engage people have included focus groups, surveys, an interactive website and social media.

Healthwatch has an active twitter account with 1,257 followers as well as a Facebook account that is used to share local health and social care information to residents of South Gloucestershire and ask for their views.

Understanding people's experiences

Over the last 12 months Healthwatch South Gloucestershire has seen a 32% increase in engagement with members of the public, receiving over 370 individual comments about local health and social care services.

Following the work plan priorities that were selected by the Advisory Group, the community engagement for 2014/15 has focused on four main areas: rural health needs; disability; health inequalities for the Gypsy and Traveller communities and stress and depression, particularly related to children and young people.

Rural health needs

In conjunction with South Gloucestershire Council's Community Engagement team, Healthwatch South Gloucestershire has made contact with rural communities through Safer and Stronger Community Groups, Town and Parish Council meetings and community newsletters, websites and notice boards in search of feedback regarding local services. Healthwatch heard a real mix of feedback from the residents it met, including praise for the services being provided by GP surgeries, such as short appointment waiting times and the opportunity to access telephone appointments, which is particularly useful for older residents. The main themes that emerged from rural communities included:

Bus services to Southmead Hospital that are not meeting the needs of people using them. Services are either too infrequent or take too long. Healthwatch has asked people to share their experiences of the bus services and Healthwatch has reported the issues back to service providers and commissioners in South Gloucestershire and will continue to monitor over the forthcoming year.

In some rural areas of South Gloucestershire we heard from some residents that it was easier to attend Royal United Hospital Bath Accident and Emergency department for treatment instead of Southmead Hospital.

It was felt that more information is required about what services people can access through Minor Injuries Unit, NHS 111 and the Out of Hours service, and why you should choose to go there instead of your GP surgery or Accident and Emergency. We have shared this information with commissioners.

Yate West Gate Minor Injuries Unit is well used by the district's rural communities, particularly those living to the north and east of the district. Healthwatch has received a lot of positive feedback regarding the services being provided, however it was felt by many that longer opening hours would be useful and there should be an x-ray service at weekends.

Concerns were raised by several groups about the impact of new housing developments on rural GP surgeries, for example Thornbury Health Centre, which is already heavily used.

All comments are fed back to Local Authority and NHS Commissioners through the Healthwatch issues quarterly report.



Engaging with people who use health and social care services

Gypsy, Traveller and Roma communities

Healthwatch South Gloucestershire has engaged with Gypsy, Traveller and Roma (GTR) communities, in order to understand which services they use and if they experience any barriers or challenges to access. The national charity Friends Families and Travellers has carried out extensive research with GTR communities across the country and has identified that one of the biggest barriers to access is reception staff and administrative processes, such as form filling.

Healthwatch South Gloucestershire has been liaising with specialist staff who work closely with the local Gypsy and Traveller communities, located on permanent sites, in social housing and transient through the district. Healthwatch has been working with the West of England Traveller Health Network to raise awareness of Gypsy and Traveller health and wellbeing among professionals responsible for the planning and delivery of education, housing and related services and will be taking part in the forthcoming conference running a workshop to highlight the health inequalities and wider determinants of health faced by the Gypsy and Traveller community.

Young Healthwatch

Healthwatch has developed Young Healthwatch projects to give children and young people a strong voice in health and social care services. The projects Young Healthwatch works on are constantly evolving as we react to the feedback young people give us and the ideas they present us with. In 2014/15 Healthwatch hosted two events for children and young people to attend and take part in fun activities, think about health issues and have their say about health and social care services.

Healthwatch supported young people to train and volunteer as Young Champions. Young Champions represent the views of other people from their youth group, community group, health related group or school and work with Healthwatch to ensure children and young people are involved in the development of health and social care services.



Healthwatch has worked with Bristol Clinical Commissioning Group (the lead on re-commissioning) and Clinical Support Unit to support a group of young people to be involved in the re-commissioning process for Children's Community Health Services in South Gloucestershire, Bristol and North Somerset (2014/17) via a Young People's Reference Group.

Older People

Healthwatch South Gloucestershire was invited to attend an event organised by the 'Guys and Dolls' Older People's Group in Cadbury Heath Community Centre. Cadbury Heath is a priority neighbourhood area. The consultation event was attended by 26 members.

Healthwatch South Gloucestershire was a key speaker. Members were invited to share their issues and concerns regarding health and social care services in South Gloucestershire. Members were encouraged to discuss, in small groups, issues and concerns, and take part in a hands-on activity which identified mutual issues and concerns. Individuals, who had personal experiences/stories to share, completed a Healthwatch 'Tell us your Story' form, the findings of which were also included in a report which can be viewed on the Healthwatch website:
www.healthwatchsouthglos.co.uk



Healthwatch South Gloucestershire heard 31 issues and concerns. Themes arising from these data have been fed back to commissioners, and the Healthwatch South Gloucestershire Advisory Group.

Of the 31 issues and concerns we heard from the 'Guys and Dolls' members, 30 were negative and one was positive, 14 concerned primary care services, 11 included aspects of secondary care services, and six included social care services.

The majority of issues, in GP surgeries, related to the difficulties in arranging appointment times due to the administration of appointments and IT systems that created barriers for most patients. The majority of issues relating to hospital services concerned poor communication between staff and between staff and patients, resulting in patients feeling invalid and developing a lack of trust and belief in the NHS. There was a lot of discussion and concerns raised in relation to care agencies. Many people at the event were very unhappy and disappointed in the services commissioned to provide domiciliary care; time constraints are damaging to the quality of care and service users often felt that they had no choice but to put up with sub-standard services. Healthwatch, working with the Local Authority, has undertaken a home care survey this year which identifies positive feedback from the majority of returns.

GP surgeries: We heard

“Can never get through on the phone.”

“Receptionists acting as gate-keepers.”

“I have to repeat the same information each time I see a different nurse or doctor.”

“Information not given after diagnosis.”

“Never see the same doctor or consultant.”

Hospital Services: We heard

“Notes passed on from hospital to Doctors with wrong information on.”

“Problem with public transport to hospital.”

“Information from hospital not getting through to Doctors for regular ECG.”

“Waited nearly four hours for emergency ambulance to pick me up.”

“Timing of appointments given makes it difficult for me to get to and from Cadbury Heath.”

“Long wait to see consultant.”

Older People's Healthcare Services: We heard:

“Lack of community spirit; older people find it difficult to get out and about, transport is a problem, need more organisations like Dial-a-ride.”

“I've had 14 different carers turn up in the same month. This means 14 different people have my keysafe number and access to my home.”

“I never know when my carer is going to turn up.”

“Staff are unaware of support needs for disabled people.”

“I don't always have the same carer visit me in my home.”



Rehabilitation services (i.e. Drug, alcohol, stroke, head injury, mental health): We heard

“Appointment times not long enough to discuss sensitive information.”

Engaging with people who use health and social care services

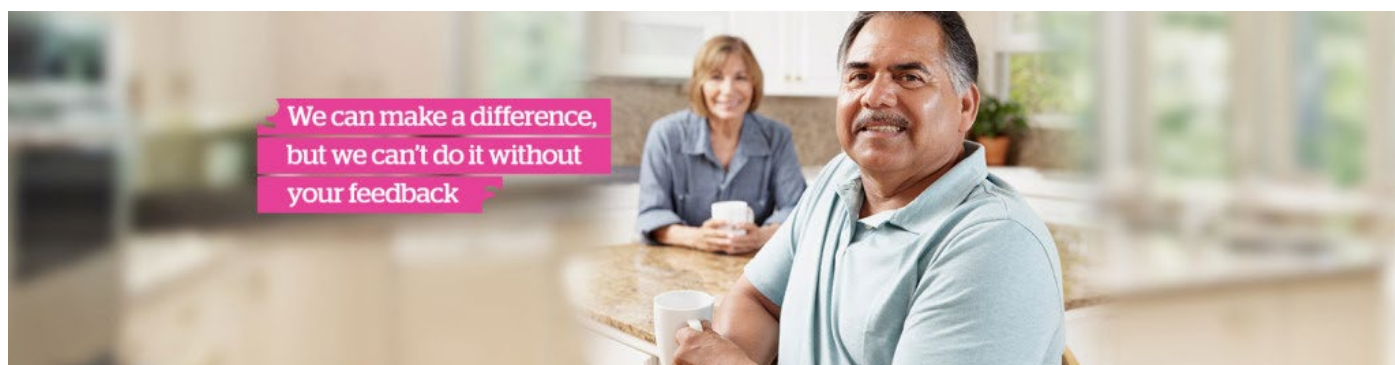


Disability

Healthwatch South Gloucestershire undertook a piece of work to understand the experiences of people living with disabilities whilst using local health and social care services. Healthwatch South Gloucestershire has visited South Gloucestershire Deaf Association to explore access to health and social care services for people with hearing loss. Three main themes emerged from the engagement included: information should be communicated using more appropriate methods for people with impaired hearing, such as email, text, webcam or fax. People are experiencing delayed or cancelled medical appointments and/or a lack of understanding of their condition and care due to interpreters not being available, or not turning up. Clinical staff often do not know how to communicate well with people who are deaf or hard of hearing, and they do not know how to provide access to interpretation services.

These themes have been shared with NHS England, North Bristol NHS Trust, NHS South Gloucestershire Clinical Commissioning Group and South Gloucestershire Council's Deaf, Deafened and Hard of Hearing Group which is an umbrella group that pulls together representatives from statutory and voluntary sector organisations who have a hearing impairment themselves, or who work with and support people that do. Responses were sought and received regarding the feedback from NHS England and North Bristol NHS Trust. Healthwatch South Gloucestershire is now working in partnership with the Deaf, Deafened and Hard of Hearing Group to explore further the issues that have been raised and support improvements to the primary and secondary care services that are being provided.

Feedback has been shared with South Gloucestershire Council, NHS South Gloucestershire Clinical Commissioning Group, Sirona Care and Health and other partners through the quarterly reports.





Enter & View

Healthwatch South Gloucestershire Enter and View lead: Joanna Parker

Healthwatch South Gloucestershire has seventeen authorised enter and view representatives. An enter and view planning group was established in spring 2014 and since then there have been ten enter and view visits to care homes across South Gloucestershire listed below:

- Stanshawes Care Home
- Willow Cottage Nursing & Residential Home
- Kingswood Court Care Home
- Deerhurst Nursing Home
- Beaufort House Care Home
- Little Croft Care Home
- The Heathers Nursing Home
- Gracefields Nursing Home
- Beaufort Grange Care Home
- Beech House Care Home



Members of the enter and view team

The reports from these visits, and care home managers' responses, can be found on our website: www.healthwatchsouthglos.co.uk. The purpose of the enter and view visits is to identify good practice that can be celebrated and shared with others, and to identify any issues which concern service users, their relatives or the enter and view representatives. This work is part of an on going programme being implemented by Healthwatch South Gloucestershire to understand the quality of residents' experience within local care homes, particularly where residents have, or could be expected to have, dementia.

Care homes are identified for enter and view visits by identifying concerns that have been raised about a care home through Healthwatch South Gloucestershire. As part of the Healthwatch workplan an emphasis on the care of elderly people with dementia is a priority. The team ensures there is a spread of visits across urban, suburban and rural provision, seeking a balance between new purpose built and specialist provision or older care homes. The enter and view team has an emphasis on South Gloucestershire Council priority neighbourhoods.

Healthwatch has worked with care home managers to feed back recommendations that could be simply adapted to make a better quality of experience for the residents. For example staff at Gracefields care home in Downend welcomed the Enter and View visit carried out by volunteers from Healthwatch South Gloucestershire. The team found a clean and fresh environment and thought the members of staff were friendly and welcoming.

They made a series of recommendations for the care home to consider, including having more residents' meetings, checking that the food is hot when it is served and making people more aware of the services on offer. The care home has viewed the report and Kathleen Ortiz, Home Manager, responded saying: "The Enter and View visit to Gracefields was a very positive experience to us and we have considered the report empowering and motivating. The recommendations have been taken into account and we endeavour to continue working on improving our performances and services."

Although the enter and view visits have found a small number of emerging themes where improvements could be made; for example, increasing the provision of meaningful activities for residents, to date there has been only one concern identified in a care home that has been escalated to the Care Quality Commission (CQC). All enter and view reports are sent to the CQC, Healthwatch England and local commissioners. Findings from enter and view visits are also shared with the South Gloucestershire Care Home Partnership.



Providing information and signposting for people who use health and social care services

The Care Forum provides an information and signposting service, Well Aware, accessible online (www.wellaware.org.uk) and by freephone. An online database of health and wellbeing services, support organisations, activities and groups provides up-to-date information on what is available locally, regionally and nationally. There is specialist information on learning difficulties, low vision resources, mental health, employment and men's health and wellbeing issues. Easy English, Google translate, and Browse Aloud are some of the accessibility features and functions.

Well Aware covers the Avon and Somerset area, thus providing information about services in neighbouring areas which may be of relevance to South Gloucestershire residents. 257,038 people accessed the Well Aware website between April 2014 and March 2015 across this wider area.

The top five areas searched for were:

- mental health
- dementia
- befriending
- gardening
- counselling

Well Aware has co-produced with South Gloucestershire Council “Healthy lifestyles for adults with learning difficulties, an easy read guide for activities and groups”.

In February 2015 a new website was launched for Healthwatch South Gloucestershire with an interactive feedback centre. Every statutory health and social care service is listed on the website and people visiting the site can review services and leave feedback on their experiences.

Healthwatch South Gloucestershire works closely with colleagues at The Care Forum to signpost anyone who wishes to make a complaint to the advocacy service commissioned by South Gloucestershire Council.



Influencing decision makers with evidence from local people

Healthwatch South Gloucestershire produces a quarterly report detailing the issues and concerns heard from local people. This report is shared with Healthwatch England, Care Quality Commission, NHS England and the Quality Surveillance Group, CCG and the Commissioning Support Unit, NHS Trusts and service providers including the Patient Advice and Liaison Service and support agencies.



Healthwatch South Gloucestershire

Number of issues heard 2014/15: 374

Number of issues heard 2013/14: 284

(Increase: 32%)

Leading themes 2014/5 (these are themes that were recurrent, or emerged from more than one quarter's feedback data):

1. Access to Southmead Hospital using public transport is not feasible, or very difficult for some people living in South Gloucestershire, which has a negative impact on their experiences of accessing services there.
2. Communication between primary and secondary care services needs to be improved, particularly regarding the results of investigations.

Healthwatch has produced several reports and recommendations this year to effect change; all our reports are shared with Healthwatch England, including a combined response to the Healthwatch England national initiative on unsafe discharge in August 2014.

Producing reports and recommendations to effect change

Healthwatch report on Southmead Hospital

Healthwatch took the decision to conduct an extended consultation with patients to gain their opinions of the newly opened hospital during August 2014. Southmead Hospital largely serves the populations of Bristol and South Gloucestershire; but also provides specialist treatment for people from the wider area, as such this work was conducted across these four Healthwatch projects: South Gloucestershire, Bristol, Bath and North East Somerset and Somerset.

Healthwatch worked with Healthwatch England to conduct a consultation on unsafe hospital discharge and worked with both University Hospitals Bristol NHS Foundation Trust and North Bristol NHS Trust. We organised a series of in-depth focus groups and found that there is little or no voluntary support signposted post discharge. A significant proportion shared experiences which included long delays in hospital discharge although the majority praised the quality of care they received and the attitude of staff.

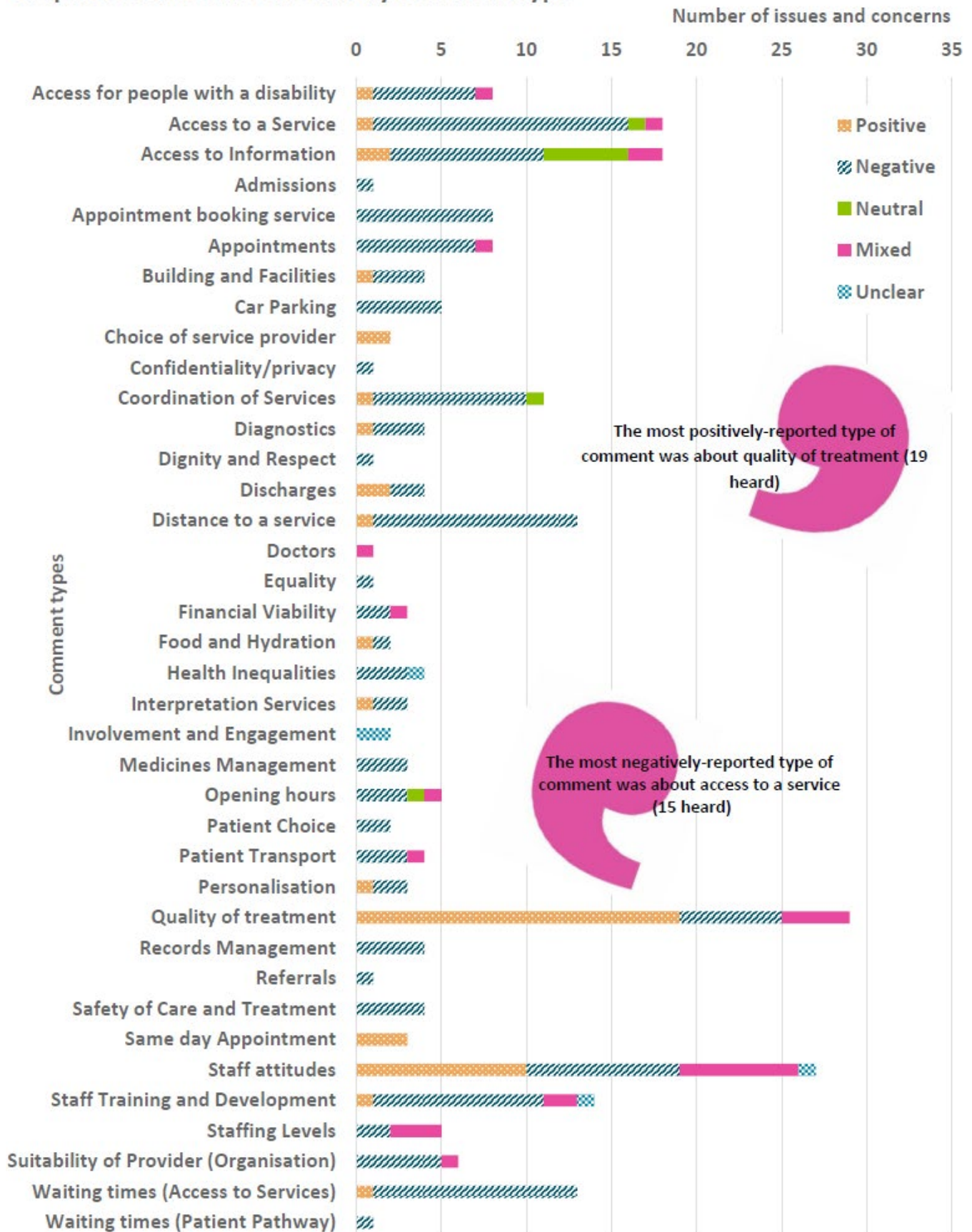
Not all service providers have replied to Healthwatch information requests when sharing the quarterly reports. We will be following this up.



Producing reports and recommendations to effect change

The graph below displays the issues and concerns that Healthwatch South Gloucestershire heard in Quarter four, between January and March 2015, which is typical of the quarterly reports that Healthwatch disseminates to commissioners and service providers.

Graph 3: Issues and concerns by comment type





Influencing decision makers with evidence from local people

Putting local people at the heart of improving services

Healthwatch includes the perspective of people who use services through volunteer representatives at patient experience groups and trust boards across the health and social care sector. Representatives report back informing Healthwatch of what is current and important allowing project co-ordinators to identify themes and initiate enquiries. Healthwatch South Gloucestershire has volunteer representatives on the following Boards and Groups:

- South Gloucestershire Chinese Association
- WECIL peer support
- South Gloucestershire Disability Equality Network
- Courtside Surgery
- Yate Visually Impaired Group
- West Walk Surgery Patient Participation Group
- Kingswood Centre Day Services
- Knightstone Housing
- Downend Tennis Club
- South Gloucestershire Carers Choir.

The Public Health and Health Scrutiny Committee heard about the Healthwatch England national initiative on unsafe discharge. Healthwatch was able to report on the community voice heard and present the Healthwatch report that will be an integral part of the national reporting. Healthwatch is looking forward to returning to present the national Healthwatch England report after the launch in July 2015.

Working with others to improve local services

Healthwatch has been working with Bristol Clinical Commissioning Group and CSU, the leads in the recommissioning process, to support a group of young people to be involved in the re-commissioning process for Children's Community Health Services in Bristol, South Gloucestershire and North Somerset (2014-2017).

Results so far:

The young people volunteering on this project were supported by the Healthwatch Project Co-ordinator and staff from CSU to design their own service pathway for Children's Community Health Services. The pathway that they designed is now included as a key part of the service model specification which is to be released for consultation this month. The group continues to meet and Healthwatch and Bristol CCG are working together to gather feedback from children, young people and families regarding the re-commissioning of Children's Community Health Services. Up coming sessions will provide the opportunity for young people to meet commissioners face-to-face and to create a young people's version of the Consultation Document.

Healthwatch has made recommendations to Healthwatch England to find out more information on the national inquiry into Child and Adolescent Mental Health services (CAMHS) on behalf of service users in South Gloucestershire and Healthwatch England has representation on the CAMHS national steering group and informed Healthwatch of a national debate on CAMHS in the House of Commons on 3 March 2015. Healthwatch then alerted the three Local MPs urging them to listen and take part on behalf of the young people in their constituency.

Case Study One

Deaf and Deafblind Sports Event

In March 2015 Healthwatch South Gloucestershire took part in a Deaf and Deafblind Sports Event. Members of the public, many of whom were Deaf, Hard of Hearing or Deafblind, attended the event to try out sports and activities and find out about services available to them. Healthwatch met lots of children, young people and adults who came along to the event to try out sports and activities including table tennis, badminton, cycling, rowing, climbing, curling, football, theatre and art and complementary therapies. We shared our British Sign Language Healthwatch (BSL) video with attendees, and worked with sign language interpreters to ensure that everyone could access information about our services. Healthwatch listened to people about their experiences of health and social care services and spoke to other organisations attending the event and discussed how we could work together in the future to support people's health and wellbeing needs.



Several people told Healthwatch that they had experience of having to ask a family member to interpret for them, using BSL during medical appointments. They asked for easier access to sign language interpreters, including in A&E. There was also confusion among attendees at the event of how to request a sign language interpreter for appointments.

“Family members should not have to be sign language interpreters during medical appointments.”

Group feedback concluded that staff working in health and social care services should take part in Deaf Awareness training. It was felt that receptionists for health and social care services should have better awareness of how to communicate with people who are Deaf or Deafblind.

“All front line health staff should receive Deaf Awareness training.”

Members of the public and professionals attending the event expressed concern about the current suggestion that the specialist BSL Psychological Therapy services will be discontinued.

“We are concerned about cuts to the BSL Psychological Therapies service.”

Healthwatch South Gloucestershire continues to work with local and national groups to gather feedback from people who are Deaf, Deafened or Hard of Hearing and the Deafblind community. Following feedback to commissioners Healthwatch will continue to monitor developments in services in South Gloucestershire and will begin to look at other sensory impairments in the coming months.

Case Study Two

South Gloucestershire Home Care Survey

South Gloucestershire Home Care Survey - December 2014

As part of South Gloucestershire Council's commitment to monitor and continuously improve the quality of the home care services it commissions, a survey of home care service users has been conducted.

In order to ensure that service users could be confident that their individual opinions and views could be expressed openly and confidentially, Healthwatch South Gloucestershire was commissioned to input and analyse the data from service users' surveys and produce a report. In total, 333 people responded to the survey. This is an impressive 37% response rate, offering in-depth quantitative and qualitative data to support South Gloucestershire Council and home care providers to work together to improve local home care services.



Healthwatch and advocacy conferences

In October 2014, The Care Forum hosted a Healthwatch conference looking at common issues across the four areas in which it provides the local Healthwatch. The day provided an excellent opportunity to look at the areas of Healthwatch people sometimes know less about: Advocacy; information and signposting and children and young people's services. The NHS England Area Team gave the keynote speech on working in partnership with Healthwatch on commissioning for quality. In February 2015, The Care Forum hosted a conference all about advocacy and was very pleased to welcome Katherine Rake, Chief Executive of Healthwatch England, as one of the keynote speakers.





healthwatch

South Gloucestershire

Work plan priorities 2015/16

BME communities, including different religions and faiths



Staple Hill
Kingswood
Patchway
Filton
Cadbury Heath
Yate

Enter and View:
care homes

monthly e-bulletins
quarterly newsletter
website updates
informative posters and leaflets
patient story leaflets
social media

Our governance and decision-making



The Healthwatch Advisory group is responsible for the strategic direction, operational priorities and planning for Healthwatch South Gloucestershire. The Advisory Group's role is to:

- set the annual work programme;
- identify areas that require further research and/or information and will set up sub groups or task and finish groups to undertake the work, or use the Community Pot budget to task a voluntary sector group to undertake the work;
- agree the priorities to communicate to the Health and Wellbeing Board;
- sign off the annual report to Healthwatch England.

The Healthwatch South Gloucestershire Advisory Group has been set up to include volunteers to lead on:

- enter and view
- children and young people
- equalities
- quality
- Health and Wellbeing Board

Others invited to the table are representatives of carers, through the Carers' Support Centre and advocacy through The Care Forum and a volunteer from the CCG Improving Patient Experience Forum.

The Advisory Group meets monthly and members of the public are encouraged to attend and give information to the group through the public submission. Each quarter there is a theme identified from the issues received and staff and volunteers work on the theme which culminates in a public event to report on the theme and learning through the quarter.

In 2014/15 the Healthwatch Advisory group took the decision to work on a theme for each quarter ending with a public open event to share what information had been heard. The first themed quarter looked at the impact Healthwatch South Gloucestershire has made and the Open Meeting got some great feedback particularly on the enter and view visits that have been undertaken to care homes during the year.

2014/15 has been a year that has brought both potential for getting children, young people and adults views heard by service providers and commissioners. This has been achieved through reports and recommendations and balancing being independent with also being part of the decision making process as part of the wider Health and Wellbeing Board.

The volunteer roles have been reviewed in November 2014 and there have been some changes to the Advisory Group; the health and wellbeing rep stood down in January 2015 and has been replaced with a new volunteer and there is still a vacancy for a lead for children and young people.



How we involve lay people and volunteers

Healthwatch would like to take this opportunity to thank all of the Healthwatch volunteers for their commitment and input into the work of Healthwatch, helping to reach out and hear from communities providing a two way flow of communication that brings us the voice of local people.

In 2014/15 Healthwatch South Gloucestershire continued to support an increased and diverse cohort of volunteers. The volunteer support team and development staff have been out in the community promoting Healthwatch South Gloucestershire and encouraging people to get involved. Healthwatch South Gloucestershire currently has a team of 27 volunteers across the three roles:

- 17 Champions
- 6 Representatives
- 17 Enter and View Authorised Representatives

The list of Champions is ever growing, providing Healthwatch with vital links to a network of a diverse range of groups within the community and providing those groups with a point of access through which to have their views and experiences recorded. Volunteer representatives have informed Healthwatch South Gloucestershire of what is current and important at numerous boards across the health and social care sector allowing project co-ordinators to identify themes and initiate enquiries.

The major refurbishment of Southmead hospital was something flagged up by Champions, representatives and members of the public. Volunteers were involved in a week long information stand and ward visits on site. Information gathered there added to questionnaire responses to form the basis of the substantial report.

Healthwatch volunteer training and support is well embedded and has been continually reviewed and improved in response to feedback from volunteers. Questionnaires, surveys and evaluation forms have been used to inform service improvements.

In March 2015 The Care Forum held an organisation wide workshop including staff, volunteers and trustees which gathered a wealth of views and feedback to create a well consulted agreement on principles in volunteering.

Healthwatch volunteers contributed to The Care Forum's development of good practice in working with volunteers.

As well as the core training which volunteers have received dependant on their roles, this year Healthwatch South Gloucestershire has also offered a range of additional training and awareness raising sessions to enhance skills and build confidence.

These include:

- Deprivation of liberty safeguards and Mental Capacity training
- Champion and Representative Refresher training
- How to Run a Focus Group training
- Deaf Blind Awareness
- Carers Awareness
- Dementia Awareness
- Autism Awareness
- Equalities training
- Safeguarding



Healthwatch works hard to in reaching out to priority neighbourhoods and Black, Minority Ethnic (BME) Groups to try to encourage a wider diversity of volunteers.

Support has been offered to volunteers throughout the year both individually and as a group. Support to the representative on the Health and Wellbeing Board is important to ensure they have the up-to-date evidence on what is being said by the public on their health and social care services. Volunteers receive updates in the form of e-bulletins (printed or in an accessible format for those who do not use email) quarterly monitoring reports and local information. Group support has been offered bi-monthly in alternate venues to provide equality of access.

During the year the volunteer support team has engaged with Community Associations and projects in priority neighbourhoods like Chase and Kingsforest Community Project, Kingswood Community Centre and Kingswood One Stop Shop, Juice Community Project and GITCH in Cadbury Heath to seek Champion volunteers.

Information and posters have been sent to Friendship and Exercise Groups for Older People, Rethink Mental Health Carers Support Groups, South Gloucestershire Asian Carers, South Gloucestershire Deaf Association to seek new volunteer champions.

Visits have been made to Equalities groups including Yate Visually Impaired Group, South Gloucestershire Disability Action Group, South Gloucestershire Young Carers, Jessie May Parent Carers and the Older People's Forum to encourage new volunteers to join Healthwatch as volunteer champions speaking on behalf of their community. The volunteer support team has attended volunteer fairs at UWE, University of Bristol and Kingswood Volunteer Centre.

I'm a Healthwatch Champion and Representative for Mental Health and Equality in South Gloucestershire. My main involvement with other groups is for exercise and mental health; I participate and am involved in organising walking and football. I'm a member of Bristol Independent Mental Health Network and Bristol Survivors who both campaign on mental health issues. I'm also involved in mental health campaigning in South Gloucestershire.



Peter Hale



Volunteer Sarah Moore

My name is Sarah Moore, and I am a relatively new volunteer with Healthwatch South Gloucestershire. I have recently retired from a long nursing career within the NHS. I volunteer because I am keen to stay in touch with health and social care issues and keep abreast of developments and changes within local services. I wanted to do something worthwhile that used my skills, knowledge and experience.

Healthwatch is important because it gives real people a voice and the opportunity to help shape and improve health and social care services, based on what is needed and wanted locally.

I am the Healthwatch South Gloucestershire Representative on the Health and Wellbeing Board. This board has strategic influence over commissioning decisions across health, public health and social care, bringing together democratically elected leaders, clinical commissioning group and the council to develop a more shared approach to the health and wellbeing of our community. The public can also attend to discuss and challenge decisions.

As a Healthwatch Representative I am able to make sure the public voice is heard and taken into account by health and care funders and providers. I tell my board what the public has told Healthwatch, therefore putting local people at the centre of decision making and planning.

I also attend the Healthwatch South Gloucestershire Advisory Group as part of my Representative role with the Health and Wellbeing Board. I am a Champion volunteer for my local sports club and go into health and social care services to talk to people who may not tell us their experiences without our support as part of the Enter and View volunteer team.

Healthwatch South Gloucestershire has provided me with lots of training and I am to attend a study day to help health and wellbeing reps understand the role more fully.



Financial information

INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		100437.00
Additional income		
Total income		100437.00

EXPENDITURE		
Office costs		4602.00
Staffing costs		55935.00
Direct delivery costs		38269.00
Total expenditure		98806.00
Balance brought forward		1631.00





Our Registered Office address:

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Get in touch

Address:

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We will be making this annual report publicly available by 30th June 2015 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group, Overview and Scrutiny Committee, and our local authority.

We confirm that we are using the Healthwatch Trademark (which covers the logo and Healthwatch brand) when undertaking work on our statutory activities as covered by the licence agreement.

If you require this report in an alternative format please contact us at the address above.

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