

Healthwatch South Gloucestershire

Annual Report 2015/16



Contents

Message from the Healthwatch Manager	2
Message from our Chief Executive.....	3
The year at a glance.....	4
Who we are.....	5
Listening to people who use health and care services.....	6
Giving people advice and information.....	10
How we have made a difference	13
Our work in focus	22
Our plans for next year	26
Our people.....	29
Our finances	31
Contact us	33

Message from the Healthwatch Manager



Pat Foster, Healthwatch South Gloucestershire Manager.

2015/16 has been a great year for Healthwatch South Gloucestershire and a fantastic amount has been achieved by staff and the wonderful volunteers who support the work of Healthwatch.

Communication ensuring information is shared in the public domain has been achieved through regular e-bulletins and the website. The website has been changed to give the public the opportunity to directly share their views online. Healthwatch continues to engage with seldom heard communities and has received feedback from communities across South Gloucestershire on a wide range of health and social care services. A new format quarterly report 'Feedback Feed Forward' has shared the public view with service providers and commissioners.

Priorities for Healthwatch South Gloucestershire as we move into 2016/17 include hearing more from people with learning difficulties, hearing views on primary care, identifying the mental health needs of children and young people, hearing views on social care and hospital discharge. None of this would be possible without the involvement of the people of South Gloucestershire giving valuable feedback on their own terms and in their own words to Healthwatch.

Thanks go to everyone for their valuable input into Healthwatch and especially to the active volunteers that ensure that with a small staff team Healthwatch can make a big impact.



Message from our Chief Executive



Morgan Daly, Interim CEO, The Care Forum.

We know that health and social care is changing. People want more integrated services, which are tailored to evolving health and wellbeing needs, and which put the patient, their carer and their family firmly in control. We also know that the current political climate mandates efficiencies and innovation around better partnership working and integration of care. Much of these developments are to be welcomed, but it is also clear that Healthwatch must continue to speak up for those who aren't consulted, or who feel overlooked or ignored. During times of change, it is imperative that no one is left behind. Problems that affect us all must be solved together – and that is why the role of Healthwatch remains so vital today.

The people of South Gloucestershire are generally healthy – but where pockets of health deprivation do exist, health inequalities can be significant. In order to play an important role in addressing inequalities and promoting the voice of local people, Healthwatch has been working to support the Joint Health and Wellbeing Strategy in South Gloucestershire. Evidence of this can be seen particularly in our excellent Enter and View work carried out this year. By speaking to residents of care homes which cater for those with dementia, Healthwatch gives the residents a more powerful voice, and also promotes the priority theme from the Joint Health and Wellbeing Strategy around 'Ageing Well'. The views and experiences shared with our volunteers are then used to help to improve how we provide services for older people with long-term conditions, which in turn supports the local priority 'Fulfilling Lives for All'. Our Enter and View work this year showcases how Healthwatch volunteers have the time, knowledge and expertise to translate the views of local service users into innovative ideas for how services could work in future – well done to our cohort of volunteers, who have really driven the success of our work this year!

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The year at a glance

This year we had 12,893 page views on our website



We've spoken to seldom heard people to feed into the new mental health strategy



Our volunteers help us with everything from enter and view visits to engagement at Southmead Hospital



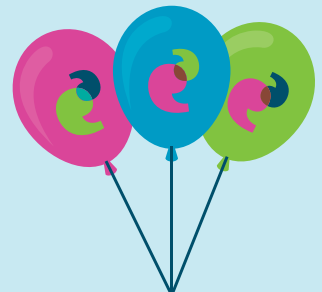
We've visited 11 local care homes, six mental health wards and four hospital wards



Our reports have tackled issues ranging from mental wellbeing to LGBT+



We've met hundreds of local people at our community events



Who we are

Healthwatch South Gloucestershire is a strong voice for children, young people and adults in health and social care.

Anyone can speak to Healthwatch about their experiences of health or social care services (including GPs, hospitals, mental health services, social care teams) and tell us about what was good and what was not good. Healthwatch then ensure that service providers and commissioners hear this feedback and make changes to their services.

When someone contacts us, Healthwatch will:

- signpost them to Well Aware, the information and signposting database for Healthwatch and other helpful services
- help them to access advocacy support through The Care Forum
- record their feedback and ensure that service users have their voice heard in decisions about the running of health and social care services.

Healthwatch also invite members of the public to volunteer with us to ensure everyone has their voice heard in the development of health and social care services.

Our vision

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

Our Mission

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

Our priorities

- hearing more from people with learning difficulties
- hearing views on primary care
- identifying the mental health needs of children and young people
- hearing views on social care
- hospital discharge.



Listening to people who use health and care services



Gathering experiences and understanding people's needs

Healthwatch has been gathering experiences through engagement, mainly with the seldom heard and seldom involved communities. This has included the deaf, deafened and hard of hearing and visually impaired to hear views to feed into the quarterly topic on sensory impairment.

Focus groups fed views into the Healthwatch report on mental health and wellbeing and Healthwatch supported the re-commissioning of sexual health services by running focus groups to hear views on sexual health services.

A meeting at the South Gloucestershire Festival of Culture event with the Ministry of Defence Hive group supporting military families living in South Gloucestershire led to a visit to the group to hear what young families have to say about their health and care services. A lack of continuation of care following the frequent moves due to patient notes not being passed on has been passed to NHS England.

Healthwatch has been working with the Ethnic Minority Traveller Achievement Service and visiting drop in sessions to ensure gypsy and traveller issues are included in the Healthwatch themes.

This year attendance at the Festival of Culture, Kingswood shopping mall and the Islamic Fayre has raised public awareness of Healthwatch.

During this year Healthwatch research and evaluation has revamped the way that feedback received from children, young people and adults is reported.

The quarterly report has been renamed 'Feedback Feed Forward' and groups all the responses heard the public into themes. The themes are shared with service providers and

commissioners and their response to the themes is reported. Service provider and commissioners are requested to reply to Healthwatch with their comments on the theme.

What we've learnt from visiting services

Healthwatch South Gloucestershire has 14 authorised enter and view representative volunteers. These volunteers visit health and social care services to identify care that can be celebrated and shared with other providers and to identify any issues which concern service users, their relatives, staff or the Healthwatch enter and view volunteers. This work is part of an on-going programme to understand the quality of residents' experience within local care homes particularly where residents have, or could be expected to have, dementia.

Since spring 2015, authorised enter and view volunteers have conducted 11 enter and view visits to care homes to capture older people's opinions of the care they receive. The South Gloucestershire care homes visited are listed below:

- Beaufort House, Hawkesbury Upton
- Deerhurst House, Kingswood
- Willow Cottage Nursing Home, Yate
- Oaktree Care Home, Yate
- Blossom Fields Nursing Home, Winterbourne
- Kenver House Care Home, Kingswood
- Warmley House Care Home
- Gwendoline House Residential Home, Downend
- Stanshawes Care Home, Yate
- Wickwar Nursing and Residential Home
- Woodlands Manor Care Home, Winterbourne.

The reports from these visits and care home managers' responses to enter and view volunteers' findings and recommendations can be found on the website:

www.healthwatchsouthglos.co.uk

Each enter and view visit enables volunteers to build on their knowledge and experience and extend their understanding of what should constitute good care of older people and older people with dementia.

Healthwatch South Gloucestershire enter and view volunteers have also taken part in joint enter and view visits with Healthwatch Bristol to six mental health wards run by Avon and Wiltshire Mental Health Partnership NHS Trust (AWP) and four ward visits at North Bristol Trust's Southmead Hospital. Reports of the enter and view visits have been published, detailing the views of residents, relatives and members of staff and proposing recommendations on how care quality and user satisfaction can be improved.

Volunteers think that enter and view visits are hugely important. They have given a voice to vulnerable people who may not speak up about their concerns and offered them an independent person to talk to about what works well and what they would like to see changed without fear of this impacting on their care. Volunteers say that improving care quality is what motivates them to volunteer and that helping services to make small changes is rewarding because it can have a big impact on people's daily lives.

Some enter and view visits have been arranged in response to relatives concerns, demonstrating our commitment to ensuring that the public's voice is central in developing local care. Others have been arranged in response to commissioners' concerns, fostering good relationships between the local authority, Healthwatch and service providers.

Healthwatch South Gloucestershire is a critical friend that wants to support services to be the best they can be for the people they care for. One care home manager said, "The enter and view... was a very positive experience to us and we have considered the report empowering and motivating. The recommendations have been taken into account", demonstrating how residents and relatives voices are heard and used to improve care quality and user satisfaction.

Authorised enter and view representatives have also revisited services to evaluate their impact; volunteers were delighted to find that many of their recommendations had been taken up, that residents' voices have helped improve service quality and that Healthwatch enter and view volunteers have had a positive impact on local people's day to day lives.

Enter and view reports are shared with the Care Quality Commission and with local commissioners of services to enable them to have insight into residents' experiences and to understand residents' and relatives' concerns and ideas for improvement.

A number of themes for improvement have emerged from enter and view visits across South Gloucestershire, for example, increasing the provision of meaningful activities for residents and involving volunteers from different generations to "bring the outside inside" and foster community involvement. Enter and view volunteers also prepared a paper for the attention of South Gloucestershire Council's Health and Wellbeing Board seeking support for a proposal to develop volunteering in care homes.

During 2015 there has been one concern identified in a care home that was escalated to the Local Authority Safeguarding Team.

The authorised enter and view representatives continue to participate in training and have attended updates on safeguarding vulnerable adults, the Mental Capacity Act and deprivation of liberty safeguards and falls prevention. Enter and view representatives have also worked with South Gloucestershire Clinical Commissioning Group to ensure that they are able to support falls prevention work in care homes.

In the summer of 2015 Healthwatch South Gloucestershire's enter and view team was shortlisted from over 150 submissions for a national achievement award from Healthwatch England.

Joanna Parker, Healthwatch South Gloucestershire enter and view lead, March 2016.

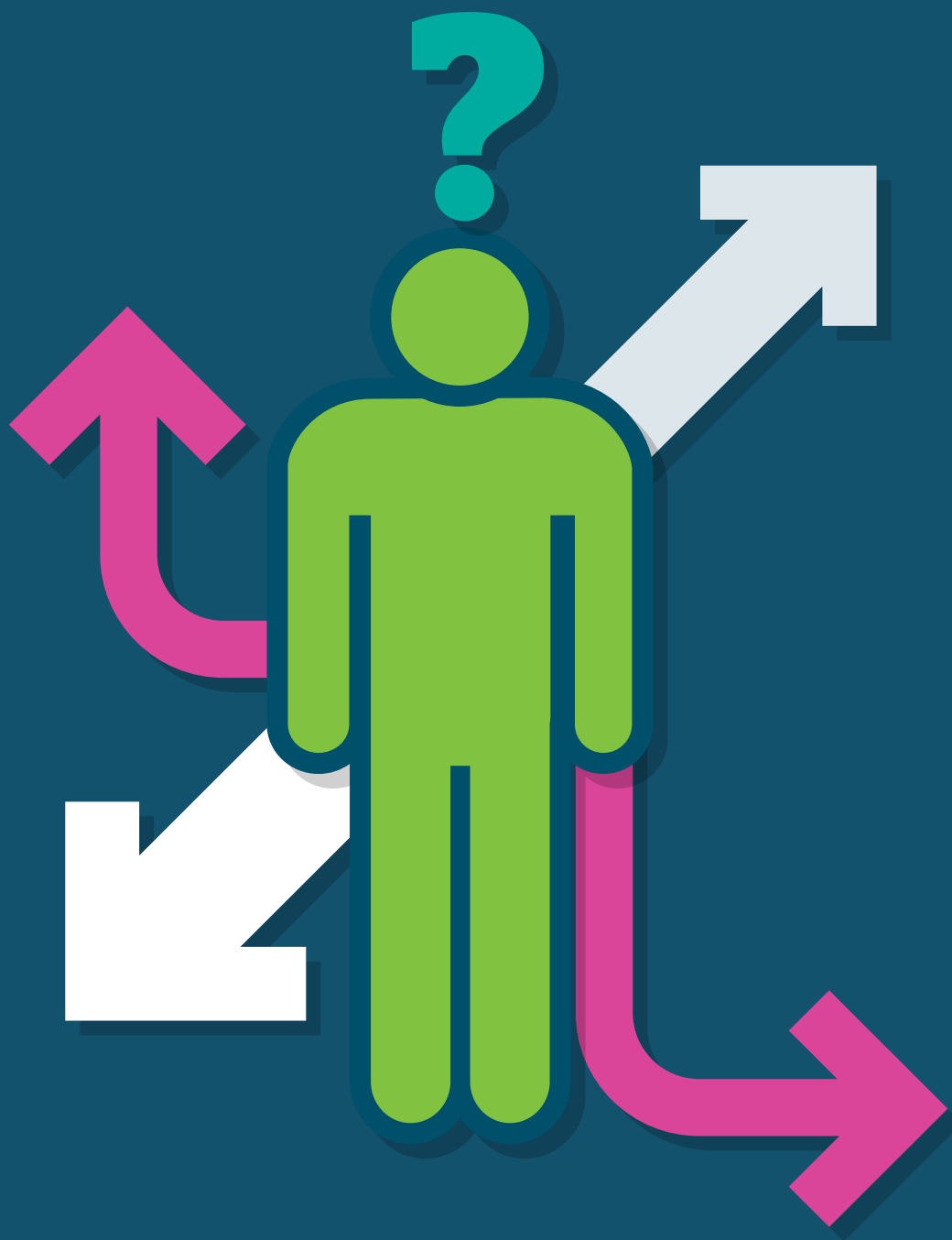
Our Healthwatch South Glos enter and view team have carried out 11 visits over 2015/16



Enter and view volunteers



Giving people advice and information



Helping people get what they need from local health and care services



Healthwatch South Gloucestershire provides advice and information to local people in several ways including the Well Aware health and wellbeing database and freephone telephone line.

Over 2015/16 the directory had 332,256 page views searched by 112,934 local people across Bath and North East Somerset, Bristol, South Gloucestershire and Somerset. Well Aware received 2,550 telephone calls over this period and answered 533 email enquiries for signposting information.

Categories of information include:

- support around the home
- home maintenance adaptations and housing
- getting around
- personal health services
- socialising / out and about
- emotional support
- living, learning, working.

In addition there are specialist areas on dementia, learning difficulties and mental health with local support, information and resources.

The freephone telephone line offers people in the area the option to phone for assistance in finding health and wellbeing support and activities in the area to include people without internet access.

The Browse Aloud feature on Well Aware and the Healthwatch South Glos website enables users to listen to content and Google translate means that information can be shown in a variety of different languages to assist people whose first language is not English.

Our Healthwatch South Glos website

www.healthwatchsouthglos.co.uk has seen an increase in engagement from the previous year 2014/15:

- 5,469 users visit the site - 10% increase
- 12,893 page views – 12% increase
- 6,491 sessions – 76% increase

On website and Facebook

The Feedback centre on the Healthwatch South Gloucestershire website and Facebook enables the public to provide information about all health and social care organisations in South Gloucestershire. This helps Healthwatch to generate data that we can act on.

The public can find any local organisation simply by searching its name, location or postcode. This can be done through a variety of devices including mobile phone whilst on the move.

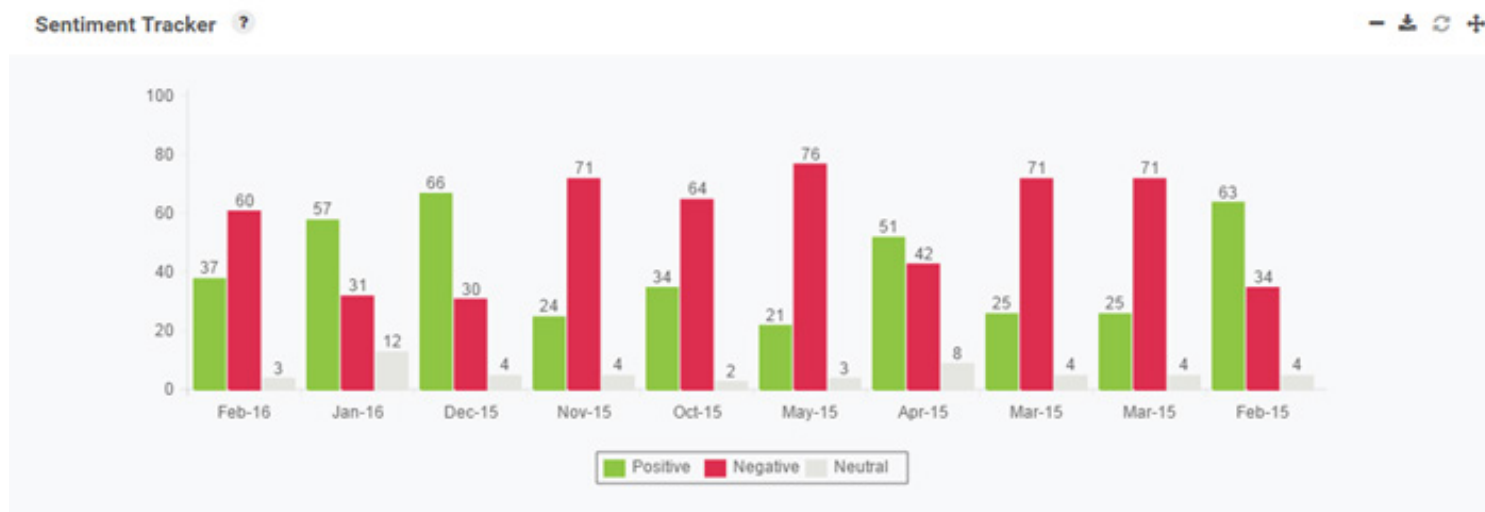
When providing feedback through the feedback centre, users are prompted to review and rate services by answering a list of questions that help them to provide the right level of detail, in the shortest amount of time. All feedback is moderated before being published.

Healthwatch captures the following data:

- an overall rating of the service provider
- a summary of experience which we divide into themes and subthemes
- friends and family test questions.



Average ratings left on the Healthwatch South Gloucestershire website



Overall sentiment by month over the year.

How we have made a difference



Our reports and recommendations

Healthwatch South Gloucestershire are actively engaged in the development of commissioning plans and the design of services and local commissioning plans are beginning to show how Healthwatch has influenced decisions.

The Clinical Commissioning Group (CCG) has an Improving Patient Experience group where Healthwatch is represented and can share the evidence heard from children, young people and adults to influence any new commissioning intentions.

Healthwatch has representation on the CCG re-commissioning programme board for Improving Access to Psychological Therapies. The CCG are working closely with the University of Chester as part of this re-commissioning and Healthwatch has fed into the research programme.

Healthwatch has a place on the Health and Wellbeing Board and this year the advisory group agreed that Healthwatch should submit a report on the themes emerging through the Enter and View visits to care homes. The report was taken to the Senior Officers Group who advised that the report should be viewed by the Care Home Provider Forum and Care and Support West before it reaches the Health and Wellbeing Board agenda.

This year Healthwatch has been working closely with Public Health on the Mental Health and Wellbeing project to feed into the mental health needs assessment. In the coming year feeding into the children and young people's mental health needs assessment will be a priority for Healthwatch.

Healthwatch present an update every six months to the Public Health and Health Scrutiny committee, the committee are aware of their role in hearing from Healthwatch if service providers or commissioners fail to answer a question from Healthwatch. This year there has been no reason to take any issues to the group.

Healthwatch has developed a good relationship with the NHS England Quality Surveillance Group (QSG) and shares the Healthwatch quarterly Feedback Feed Forward report, the enter and view and engagement reports so everyone within the QSG is aware of the recommendations to make improvements.

There is Healthwatch representation on the South Gloucestershire Joint Strategic Needs Assessment (JSNA) group, where Healthwatch has had a role in the JSNA refresh this year.

South Gloucestershire Council has developed a 360 degree review for Healthwatch, the report shows that partners and stakeholders have fed back positively and Healthwatch will learn from the feedback to make improvements in the coming year.

Working with other organisations

North Bristol NHS Trust

As a follow up to the visit in August 2014 Healthwatch South Gloucestershire and Healthwatch Bristol hosted a stand in the atrium of the Brunel Building at Southmead Hospital and also visited four wards in November to speak to patients, visitors and staff about their experiences of hospital. The purpose of the visit was to monitor the progress North Bristol NHS Trust have made in moving towards the recommendations made in the previous Healthwatch extended consultation report in August 2014. Overall 548 comments were received from the engagement.

The key themes to be identified are as follows:

- staff attitudes and care
- parking and transport
- getting around the hospital
- getting in contact with the hospital
- understanding your treatment
- single rooms
- food and hydration.

Healthwatch South Gloucestershire and Healthwatch Bristol have published a report of all the feedback gathered and are continuing to work with North Bristol NHS Trust to address the findings. Healthwatch were able to share current findings with the CQC and have taken part in the CQC Quality Summit in April following their re inspection of the hospital in December 2015.

The Diversity Trust

Healthwatch South Gloucestershire has used the 'community pot' to fund the Diversity Trust this year to pull the views of the Lesbian, Bisexual, Gay and Trans community together into a document that Healthwatch can take forward to the Health and Wellbeing Board. The Diversity Trust will also deliver transgender workshops for health and care staff.

The Cares Support Centre

Healthwatch has used some funding as a 'community pot' to fund the Carers Support Centre to hear the views of young carers. These views will be reported back to Healthwatch and will be fed into the needs assessment of children and young people's mental health services.

Involving local people in our work

How we involve volunteers

Healthwatch South Gloucestershire would like to thank all of the Healthwatch volunteers for their time and commitment in helping Healthwatch to engage with local communities and find out their opinions and experiences of using local health care services.

In 2015/16, Healthwatch South Gloucestershire's volunteer cohort has continued to grow and diversify. This is partly due to the introduction of a new volunteer role for students at University of West of England (UWE) and Bristol University, the Healthwatch mini project, which has enabled volunteer support to recruit more volunteers who are under 30 years old and several volunteers from different cultures and ethnic backgrounds.

Healthwatch South Gloucestershire has a team of 32 volunteers across four roles:

- 21 champion volunteers
- 6 representative volunteers
- 14 enter and view volunteers
- 6 student volunteers completing a Healthwatch mini project.

Healthwatch champion volunteers are fundamental in helping Healthwatch to hear the voices of a diverse range of community groups and take action to improve local care quality. We have champion volunteers at Yate Visually Impaired Group, Rethink Mental Illness, South Gloucestershire Chinese Association, Patient Participation Groups in Yate and Cadbury Heath, South Gloucestershire Parent Carers, National Autistic Society, South Gloucestershire Carers' Choir, UWE Mental Health Campaign and The Hive for adults with learning disabilities. A champion at a local Alzheimer's Society singing for the brain group said, "all members report how much they enjoy these sessions and what benefit both members and carers obtain from them",

demonstrating the positive impact of having a Healthwatch champion within a group.

Volunteers have added value to Healthwatch by taking part in a wide variety of engagement and consultation activities, for example commenting on equality delivery systems for Avon and Wiltshire Mental Health Partnership Trust (AWP), North Bristol Trust (NBT) and Bristol Community Health (BCH), commenting on various pharmacy applications, attending meetings with the CQC and taking part in PLACE inspections at Care UK and Bristol's Children's Hospital. Volunteers also gathered feedback from patients and the public during ward visits and an on site information stand at Southmead Hospital in November 2015.

The volunteer team has received many compliments about the support and training they provide to volunteers. Evaluation forms from recent core training stated that the "trainers were extremely good: listened to people's needs and made adjustments" and that content was "all informative, helpful, well planned and presented."

This year Healthwatch South Gloucestershire has offered a range of additional training and awareness raising sessions to help build volunteers' skills and knowledge and to thank volunteers for their contribution, dedication and passion for improving local care quality.

These include:

- Introduction to The Care Act
- Health and Wellbeing Board training
- Mental health briefing for enter and view
- Inspirational career coaching
- Dementia awareness
- Sensory impairment, autism and ADHD
- Falls prevention training
- PLACE inspection training.

"I feel very well supported by the staff at The Care Forum, particularly the volunteer support officers"

"As a group, we have been able to make small improvements to people's lives".

"It is very fulfilling".

Quotes from volunteer satisfaction survey
October 2015

Introduction of the Healthwatch mini-project volunteer role for local students

A new short term volunteering role was designed to support local students to get involved with Healthwatch South Gloucestershire. Students from the University of the West of England and Bristol University committed 30 hours to the role, which involved:

- gathering feedback for Healthwatch South Gloucestershire and Healthwatch Bristol by talking with other students and finding out their opinions and experiences of using local health and social care services;
- writing a report, detailing who they spoke with and what they found out. Students were encouraged to present their findings on the monthly Healthwatch BCFM radio show.

Students worked individually to draft the questionnaire. Healthwatch provided a training session in December 2015 that covered:

- introduction to Healthwatch
- feedback gathering tips and techniques
- confidentiality
- communication skills
- objectivity
- ethics
- report writing.

Students have received additional ongoing training about collating findings, identifying themes in feedback and presenting findings on the radio via group support.

Student projects included:

- asking 60 other students about accessing mental health services – what has their experience been? Would they know where to go if they needed support?
- asking 60 other students about their experiences at their GP surgery or dentist – access, waiting times, choice of treatment, signposting to further support, staff attitudes, public transport, where are you registered and what do you do if you leave Bristol over the holidays?
- asking 60 other students about access to sexual health services – what works well? What could be improved?

In terms of outcomes, the project has been hugely successful as a way of understanding what the student community wants and needs from local health care services. It has also diversified our volunteer cohort by recruiting volunteers who are under 30 and several volunteers from different cultures and ethnic backgrounds.

- at least three students have spoken to around 40 students each.
- three students went on the BCFM radio on 14.4.16 to discuss their findings, promote the project to next year's student cohort and promote student health and wellbeing needs in our community.
- by the end of the project, we should have six engagement reports about health care needs of local students and recommendations to share with the providers mentioned by students, the universities' health teams and the CQC.



Sarah Moore

My name is Sarah Moore. I sit on the Health and Wellbeing Board as a Healthwatch South Gloucestershire representative volunteer. I am also part of Healthwatch South Gloucestershire's Advisory Group as part of this role.

When I retired from a long NHS nursing career, I wanted to use my knowledge and skills to make sure healthcare services are maintained to the highest standard possible. I volunteer for Healthwatch because I am keen to stay up to date with health and social care issues and want to help improve local care for local people.

The Health and Wellbeing Board enables Healthwatch to channel the patient and public's voice directly into the heart of strategic planning and allows Healthwatch South Gloucestershire to influence decision making about the health and wellbeing of people living in this county. My role is all about maintaining a two-way flow of information between the board and Healthwatch and making sure that local people's concerns and experiences are fed up to the board.

The role has been challenging and difficult to get to grips with and I have found it to be a huge learning curve. I have needed to develop an in-depth awareness of the health and social care landscape to be able to contribute fully and I am always learning something new.

Healthwatch has provided me with good support and training. Pat Foster and I discuss the meeting's agenda before we attend, for example, so we can pick out issues that Healthwatch is being told by patients and the public and make sure these are heard and acted upon by senior policy and decision makers.

I think this is an important role and enjoy my time volunteering for Healthwatch.

I'm Peter, a Healthwatch South Gloucestershire Champion and Representative volunteer for mental health and equality. I also sit on the Advisory Group as Equalities Lead.

My role is to liaise between mental health and equality organisations to see where we can join up our efforts. As a Champion volunteer, I attend mental health groups like Time to Change and Rethink to listen to what people with lived experience of mental health think about services in South Gloucestershire and Bristol. I also attend important meetings, like the Re-commissioning of Independent Access to Psychological Therapies (IAPT) and South Gloucestershire Equalities Forum, to make sure the voices of people who have had experience of poor mental health are heard by decision makers.

I volunteer because I am passionate about improving health care for people with mental health needs. I'm autistic and have anxiety and depression. I also volunteer at Second Step as a mental health Peer Mentor, and am involved with research and development for a mental health project and an Autism project. I'm a member of Bristol Independent Mental Health Network (BIMHN) which campaigns on mental health issues in Bristol and which is expanding into South Gloucestershire. I also participate and am involved with Bristol Active Life Project (BALP) exercise and sport for mental health.

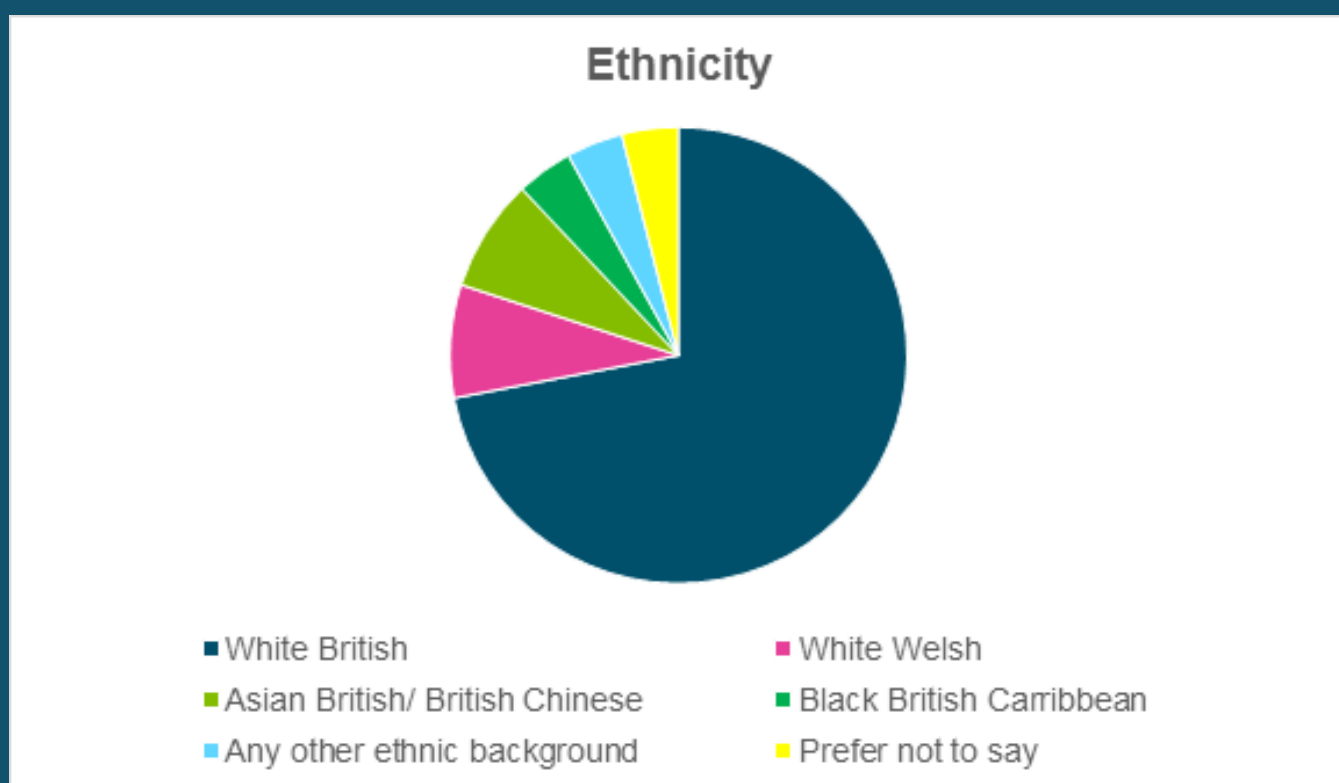
I have been very busy lately, but it's very rewarding. Healthwatch South Gloucestershire staff have sent me on a lot of relevant training recently also, which has been interesting and useful for my role.

Peter Hale

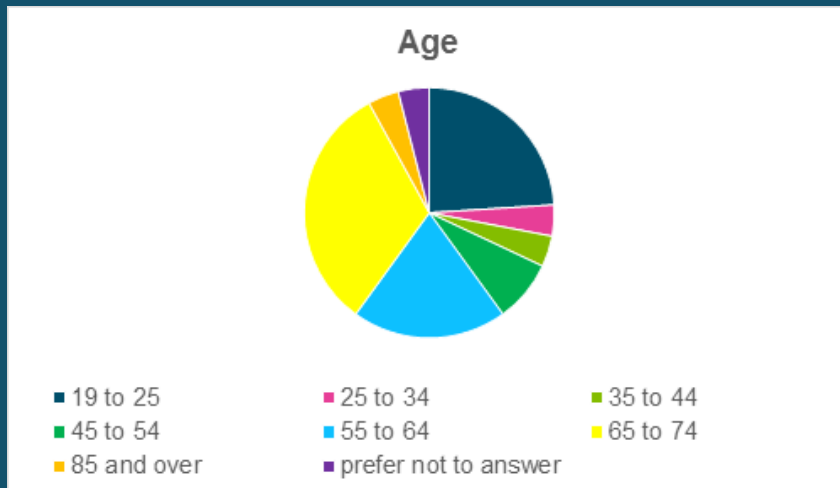


Equalities profile of volunteer cohort – 29 February 2016

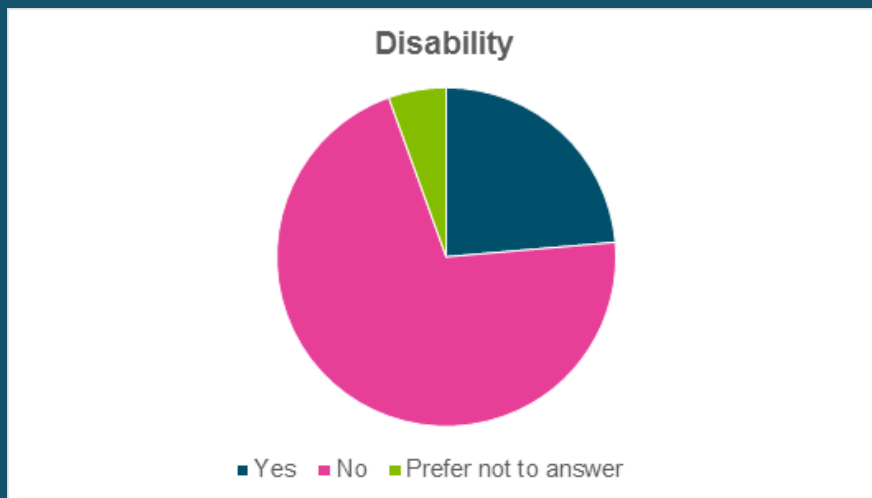
Data taken from the September 2015 equalities monitoring survey was added to equalities monitoring data gathered from new volunteers at the last two volunteer training programmes. This analysis of equalities characteristics is not truly representative in that data was available for only 25 out of the current 34 Healthwatch South Gloucestershire volunteers.



The 2011 Census states that around 5% of South Gloucestershire's population are from black and minority ethnic groups. 16% (4 out of 25) of the volunteers we have equalities data for identified as BME. We have achieved this via targeted outreach to UWE University students and by building strong links with South Gloucestershire Chinese Association.



The age demographics of current volunteers has also been diversified by targeted outreach and engagement with UWE students. A 30 hour placement project was developed by Healthwatch South Gloucestershire’s volunteer support officer and six students were recruited to this. A champion volunteer has been successfully recruited from UWE’s Mental Health Campaign.

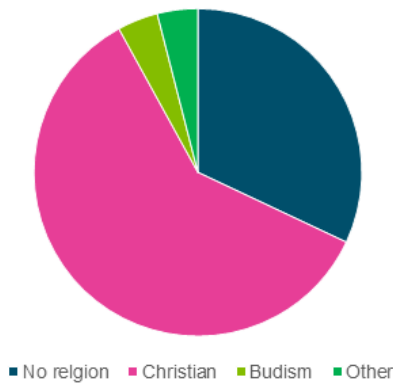


We actively support volunteers with diverse needs to overcome barriers to volunteering. We currently support partially sighted, dyslexic and physically disabled volunteers. We have recruited two associate champion volunteers with learning disabilities by building strong links with The Hive in Kingswood.

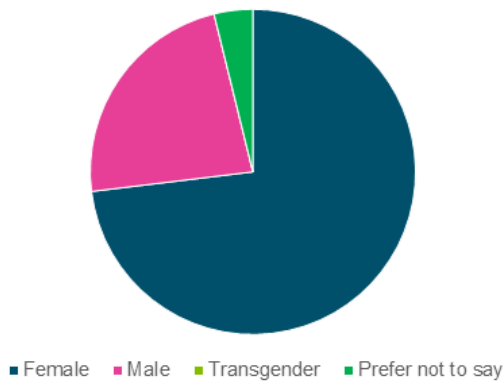
The 2011 Census states that 15.6% of South Gloucestershire’s population identifies as having a disability. 24% (6 out of 25) of Healthwatch South Gloucestershire volunteers who responded identified as having a disability.



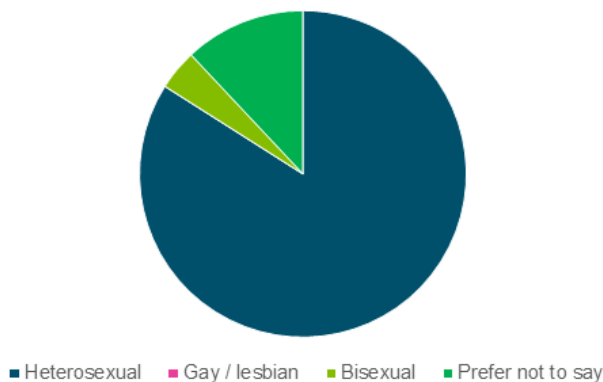
Religion



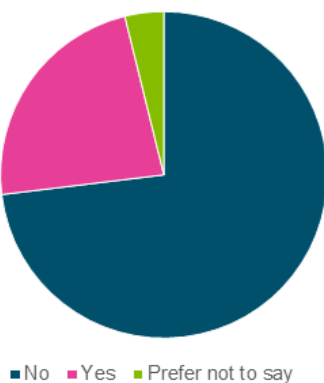
Gender



Sexuality



Carers



“I am making a difference to the lives of other people through enter and view volunteering”.

“As a Healthwatch rep, I am able to make sure the public voice is heard and taken into account by H&SC funders and providers”.

“A very positive experience, very helpful staff”.

“I volunteer because I am keen to stay in touch with H&SC issues... I wanted to do something worthwhile that used my skills, knowledge and experience”.

“I believe that Healthwatch is giving patients and service users a voice”.

Our work in focus



Our work in focus: Access at Southmead Hospital



The move makers

In October 2015, Yate Visually Impaired Group told Healthwatch South Gloucestershire staff that they find it difficult to access the new Brunel Building at Southmead Hospital. Carers and friends have often had to leave visually impaired patients alone at the main entrance due to parking restrictions and it is difficult for these patients to find the front desk or a staff member to help them to check in or find their gate because they cannot see people to ask for help.

Volunteers shared these patient experiences with Lesley Mansell, equalities and diversity manager at North Bristol Trust, during a meeting where volunteers commented on NBT's equality delivery system. Healthwatch South Gloucestershire made the recommendation that NBT's volunteers, the move makers, stood close to the entrance of the Brunel Building from now on to actively support partially sighted patients and visitors to access their health appointments.

Lesley has since asked Southmead Hospital's move makers to move closer to the entrance doors at Brunel, which will have a positive impact

on the experience of blind and partially sighted patients and visitors. This change has potential to help benefit other equalities and underrepresented groups, like older patients, patients with learning disabilities and patients with English as a second language.

Healthwatch South Gloucestershire continues to work with Lesley Mansell of North Bristol Trust to help improve the care experience of visually impaired and other patients and visitors from equalities groups. North Bristol Trust is drawing up an action plan of Healthwatch South Gloucestershire volunteers' recommendations so that, collaboratively, we can continue to improve access for equalities groups at this major Bristol hospital and can evaluate any impact Healthwatch has had in supporting these improvements.



Our work in focus: Mental health and wellbeing

Healthwatch South Gloucestershire was commissioned by Public Health South Gloucestershire to research low level mood disorders amongst resident groups for a twelve month period, as part of a council refresh of the existing mental health strategy.

During 2015/16, Healthwatch South Gloucestershire consulted with 195 residents.

The project was promoted across the area, in particular to groups identified in the council's mental health needs assessment as at particular risk of mental ill-health in South Gloucestershire and who may not be engaged with existing mental health services, about their experiences of mental health.

Healthwatch consulted with members of community groups and promoted participation in the project through outreach engagement by having a presence at mental health events, undertaking outreach in Kingswood and linking in with organisations that support people with low level mental health issues.

The primary research tools used to collect the information were; focus groups, conversations with individuals, couples and small groups which were recorded and a survey. Survey data shows that the main mental health experiences were identified as; low mood, stress, anxiety and sleep disorders and many respondents identified as having more than one symptom of poor mental health.

Many people who completed the survey use informal methods of wellbeing to help them cope with their mental health. Talking to friends and family, taking exercise, listening to music and enjoying nature are the most commonly used

methods. More formal means of mental health support, such as counselling were used by a much smaller percentage of respondents.

Themes from the report include; training for healthcare staff on mental health issues, changes to existing services which could improve outcomes and more information and support on developing individual plans to achieve the five ways to wellbeing.

The project listened to what people found beneficial in managing their mental health and what changes or improvements in service provision would increase their ability to maintain mental wellbeing. Thirty mental wellbeing champions were recruited by Healthwatch to help shape future services and provide feedback directly to the council on the strategy implementation.

Information from this study will inform South Gloucestershire Council's mental health strategy 2016/17 and help to shape future services. Healthwatch facilitated the first meeting between the mental health champions and the council and continues to work closely with the council to support the mental wellbeing champions. Healthwatch will continue to monitor developments in mental health services in South Gloucestershire in the coming months and has mental health as a priority work area.



Our work in focus: Pharmacy access

Healthwatch South Gloucestershire help local residents to access pharmacy

Healthwatch South Gloucestershire worked with local residents and businesses to improve access for wheelchair users at a pharmacy in Alveston.

A frustrated local resident contacted Healthwatch South Gloucestershire in the summer when he was unable to access his local pharmacy in Alveston to collect his medicines as they did not have a ramp for wheelchair users at the door.

When Healthwatch South Gloucestershire heard about this issue it contacted NHS England South West to find out what action could be taken to improve accessibility for wheel chair users at the pharmacy.

NHS England worked with Matrix Primary Healthcare Ltd which manages the pharmacy to resolve this issue and the pharmacy now has a portable ramp in operation.

Healthwatch visited Alveston Pharmacy and is pleased to report that wheel chair users can now alert staff that they require assistance by touching an assistance bell by the door. Pharmacy staff will then deploy the portable ramp in order to assist entry.

Shaneef Jeraj, Pharmacist at Alveston Pharmacy said: "We always endeavour to give the best possible care for our patients and are always willing to ensure we have provisions in place to cater for all our customers. I am glad we could help in this matter".

The resident who contacted Healthwatch South Gloucestershire said: "It's a life changer, for me it's more freedom to my life and I can access the

chemist for my medicines and use their facilities". "It's brilliant".

Following this Healthwatch South Gloucestershire asked residents of South Gloucestershire to share any equality issues they may have with health and social care services in the county over the summer and what services they would like to access to improve their choice. This work was shared at a public open meeting at Turnberries Community Centre in Thornbury in November 2015.



Louise Spencer, Healthwatch South Gloucestershire Project Co-ordinator with Shaneef Jeraj, Pharmacist at Alveston Pharmacy

Our plans for next year



Work plan priorities 2016-17

Engagement with communities that are seldom heard

Enter and view

to observe services happening



Themes

- learning difficulties
- primary care
- mental health
- hospital discharge
- social care

Communication

- monthly e-bulletins
- information sheets
- website updates
- posters and leaflets
- service user feedback
- social media



Priority neighbourhoods

- Staple Hill
- Cadbury Heath
- Kingswood
- Yate
- Patchway
- Filton

Future priorities

This coming year will be busy and Healthwatch South Gloucestershire will continue to work with the Diversity Trust to hear the views of the LGBT+ community particularly focusing on Transgender. The Diversity Trust will be running a range of training workshops through Healthwatch on Transgender to raise awareness.

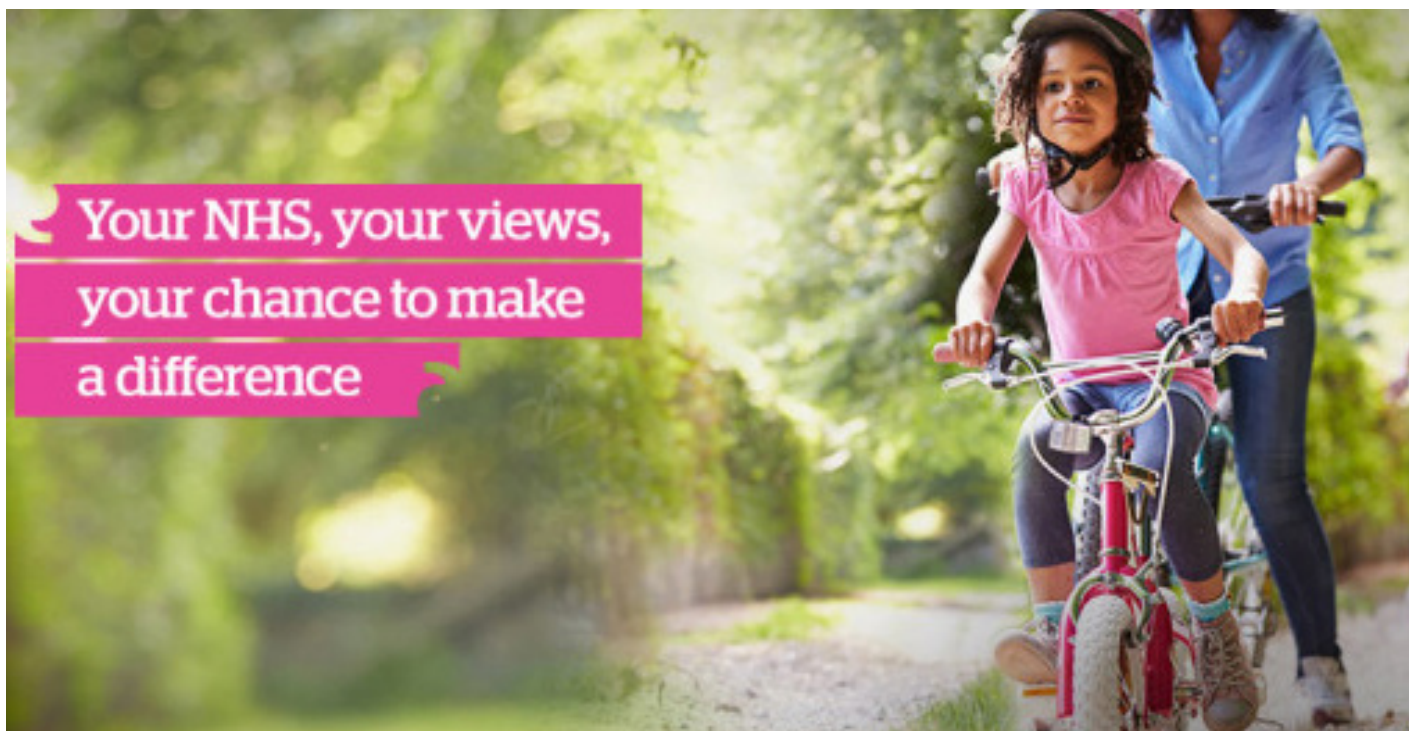
Healthwatch South Gloucestershire has used the 'community pot' to fund the Carers Support Centre to hear the views of young carers, particularly their views on mental ill health. These views will be shared with Public Health who are developing an action plan to improve children and young people's mental health services.

Although an interim provider has been found for children's community health services for this coming year, the commissioning is ongoing to commission a future children's community health service to be in place by April 2017. Healthwatch South Gloucestershire is working closely with Healthwatch Bristol to ensure young people have their say.

Healthwatch wants to hear the views of people with learning disabilities and will be working closely this coming year with The Hive to ensure that services are accessible and that trusts are working to the Accessible Information Standard.

Following on from the success of speaking to patients at Southmead Hospital, Healthwatch intends to visit another of the hospitals under North Bristol NHS Trust. A visit to Cossham hospital is planned for May 2016.

The NHS Five Year Forward Plan is being actioned through the Sustainability Transformation Plan and this year Healthwatch will be engaging to ensure that local people's views are heard as part of the planning process.



Our people



Decision making



Healthwatch South Gloucestershire Advisory Group is made up of representation from The Care Forum for both Healthwatch and Advocacy, the Carers Support Centre and the CCG Improving Patient Experience Forum. Half the advisory group is made up of volunteers who take on lead responsibilities for areas of work including:

- Children and young people
- Quality
- Equality
- Enter and view
- Health and Wellbeing Board

Joanna Parker is the enter and view lead and has also taken on the role of chair of the Advisory group.

The Healthwatch Advisory Group meets monthly and receives the quarterly 'feedback feed forward' report of responses heard from children, young people and adults on their health and social care services. The Advisory Group uses this evidence to identify themes that may be added to the work plan priorities for the year. Further evidence from the Local Authority, Public Health, Joint Strategic Needs Assessment (JSNA), Clinical Commissioning

Group and NHS England priorities has also been used to align Healthwatch priorities.

How we involve the public and volunteers

Quarterly open meetings give the opportunity to consult with the public and stakeholders and provide feedback on the Healthwatch outcomes based work plan. The work plan is regularly monitored at Advisory Group meetings and staff report on progress. The Advisory Group hear from volunteers who are actively engaged in the development of commissioning plans and the design of services and these plans show the influence of Healthwatch input. This year young people from South Gloucestershire have joined others from Bristol and North Somerset in 'Young Healthwatch' to take part in the re-commissioning of children's community health services. The Advisory Group maintains capacity to respond to any urgent issues and this year South Gloucestershire Council gave funds for Healthwatch to hear from people on the cusp on mental ill health and the mental wellbeing report has been completed.

During this year South Gloucestershire council undertook a 360 degree review of Healthwatch South Gloucestershire. Healthwatch South Gloucestershire link closely with The Care Forum voluntary sector service to ensure that the wider voluntary and community sector linked to health and social care are given the opportunity to feedback to Healthwatch or join as a volunteer Healthwatch champion, share their issues and ensure that feedback to the Health and Wellbeing Board reflects the wider community.

Quarterly contract monitoring reviews Healthwatch outcomes and identifies whether anything could have been done differently and can be amended.

Our finances



INCOME		£
Funding received from local authority to deliver local Healthwatch statutory activities		100,437
Additional income		
Total income		100,437
EXPENDITURE		
Operational costs		25,127
Staffing costs		74,411
Office costs		3,053
Total expenditure		102,591
Balance brought forward		-2,154

Contact us



Get in touch

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We will be making this annual report publicly available by 30th June 2016 by publishing it on our website and circulating it to Healthwatch England, CQC, NHS England, Clinical Commissioning Group/s, Overview and Scrutiny Committee/s, 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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