

Healthwatch Hull

Annual Report 2017/18



healthwatch
Kingston upon Hull

healthwatch
Kingston upon Hull

6 making
your
view
count



Contents

Message from our Chair	3
Message from our Chief Officer	4
Review and refresh	5
Highlights from our year	6
Who we are	7
Your views on health and care	9
It starts with you	13
Our plans for next year	15
Our people	17
Our finances	19
Contact us	21

Message from our Chair

I am very pleased to take up the position for Chair for Healthwatch Hull.

I have been involved in the work of Healthwatch Hull for a number of years and I am very much looking forward to working with the team in the future.

Working on the annual report has given me a fantastic understanding of the work so far and will help us to plan next years work and identify areas to focus on.

One of our main areas of focus in 2018-19 will be on recruiting volunteers to support our work both on a day to day basis and to form our Healthwatch Hull Advisory Board. We have started this work by joining forces with Connect Well to spread the word of Healthwatch Hull amongst the Community and Voluntary Sector.



Hull is a city with a great history of volunteering, with over 2500 for City of Culture alone, so we are confident that there are some fantastic undiscovered volunteers who will be invaluable to the work of Healthwatch Hull.

The voice of the people is the strength behind Healthwatch and its work - each and every one of us is a patient, a carer or relative and our story needs to be told.

Helena Spencer
Chair Healthwatch Hull



Message from our Chief Officer

There has never been a more important time for Healthwatch.

With increased pressure on both Health and Social Care Services, a move towards the integration agenda and the work of Sustainability and Transformation Partnerships the voice of local people has an increasingly significant role to play in shaping what happens next.

One of the first things we did upon taking over the contract for Healthwatch Hull was to instigate an independent review to measure its effectiveness and how things could be improved. The independent review found many positive aspects but also highlighted areas in which Healthwatch Hull needed to think and work differently. One of the positive recommendations that came out of this was the need to take Healthwatch Hull back to basics and to focus on its role around engaging with a diverse local population, creatively gathering views and experiences and maintaining strong relationships with commissioners and providers to bring about change.

In implementing our new delivery model we have focused on evidencing our impact and outcomes. Making a difference is our central measure of success.

This has been a year of review and reflection and making some key changes in how we work. Managing change is never easy but I would like to thank our staff team for positively responding to



our key challenges and for their commitment to developing Healthwatch Hull into an effective, high performing and confident organisation.

I am also pleased to welcome Helena Spencer as our new Chair, who will bring strong strategic leadership to Healthwatch Hull. In appointing to this key role I can think of no better person to champion the views of local people, ask difficult questions and maintain strong relationships with health and social care commissioners and providers.

On many levels the next year presents challenges as well as opportunities. I firmly believe that Healthwatch Hull is now in a strong position to respond to them both.

Jason Stamp
Chief Officer North Bank Forum

Review and refresh



During the first part of 2017/18 Hull City Council retendered for the Healthwatch Hull contract. In September 2017 the contract to deliver the local Healthwatch service was awarded to North Bank Forum (NBF), marking a new era for Healthwatch Hull.

NBF commissioned a Service Review and Improvement Plan on commencement of the Healthwatch contract to examine the existing operation and present key recommendations as to how this could be improved.

Working with someone external on the review was really useful, it's not often you really get the opportunity to step-back and review the way you work as a whole. The theory of change really helped us focus on our outcomes and how we can achieve them.

The evidence on which this review and improvement plan were based were gathered from various sources including:

- + Healthwatch Hull staff team
- + Key stakeholders who responded to the 360-degree stakeholder survey
- + Healthwatch Hull reports and literature (Annual Report, website and other materials produced by Healthwatch Hull over the past year), and
- + Other local Healthwatch, literature and marketing.

An essential part of the Healthwatch Service Review and Improvement Plan was asking staff and wider stakeholders to reflect on the last year of Healthwatch Hull and to identify the strengths of Healthwatch Hull, challenges faced by the service and what improvements could be made.

The review set out a clear Theory of Change for Healthwatch Hull, providing a firm foundation from which to build the new Outcomes Framework and new mechanisms for measuring performance.

Highlights from our year



40

This year we've attended 40 Community Engagement Events



Held **51** Community Outreach Sessions



We've visited **12** local services

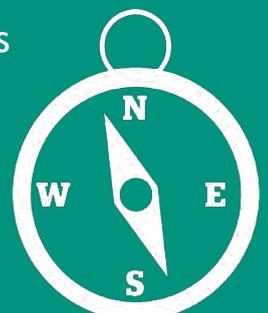


We've spoken to **226** people during our thematic review of the Stroke/TIA pathway



We've engaged with **3229** people at community events

We've provided **222** people with NHS complaints advocacy



Who we are



Healthwatch Hull exists to give a voice to local people over their experiences of publicly funded health and social care services.

Vision - Our vision is that local communities and service users are provided with safe and high quality health and social care services which have been developed and respond to community and service user needs.

Mission - Our mission is to give a strong voice to local people and community and voluntary groups so they can influence the way their health and social care services are planned, purchased and provided.

Strategic Priorities

Along with our commissioners we have identified the following priorities that will strengthen the positive experiences and outcomes for those who use Healthwatch Hull services.

As well as championing your views locally, we also share your views with Healthwatch England who make sure that the government put people at the heart of care nationally.

Strategic Priority 1

Ensuring that Healthwatch Hull is a powerful advocate for services that work for people.

Strategic Priority 2

Putting people's views at the heart of national NHS and social care decisions.

Strategic Priority 3

Helping communities have a greater say in the care decisions that affect them.

Strategic Priority 4

Seeking more opportunities for individuals to take control of their own health and social care needs.

Strategic Priority 5

Working with wider communities, people and businesses to generate new income streams and strengthen the voluntary contributions.

Meet the team



Gail Baines
Delivery Manager



Chris Gelder
NHS Complaints Advocate



Michelle Williamson
Volunteering and Engagement
Officer



Jo Woodruff
Information and Signposting
Officer

Your views on health and care





Engagement

During 2017/18 Healthwatch Hull embarked on a large scale engagement programme to ensure we were reaching the diverse groups within our community. As part of this programme we carried out engagement at the following events:

- + Hull Pride - The first national 'UK Pride' attended by over 44,000 people
- + Hull Show - A two day event held in East Park. We spoke to 198 people about their Health and Social care priorities.
- + Older People's Week Celebration Event - A Two day event attended by 1453 people culminating in a talent show for those over 55.
- + St Mary's School Event - Spoke to 177 children from Years 10,11 and 12 about the work of Healthwatch Hull and how to share their views on Health and Social Care.
- + Wilberforce College - Spoke to 32 students aged 16-18 about their Health and Social Care priorities.
- + Differently Abled Event - An event aimed at people with Learning Disabilities to showcase all the different support services available for them. The event was attended by over 300 people.

In addition to attending these events we have joined the Refugee and Asylum Seeker Partnership in Hull. This is a partnership made up of local organisations involved in supporting asylum

seekers and refugees in areas of need identified in a report commissioned in March 2017. These areas include accommodation, English language and support services. Becoming part of this partnership has enabled us to link into community groups we have previously not reached.

Helping you find the answers

Since April 2013 Healthwatch Hull have operated a dedicated information and signposting service which has been staffed by an experienced officer. We have seen a decline in the number of people accessing this service over the last two years, however we continue to increase the number of contacts from other agencies and providers. As part of our provision of information and signposting services we are now working more closely with other organisations to ensure that information provided through them, reflects the services that Healthwatch provide.



In addition we have developed strong relationships with the recently commissioned social prescribing team, Connect Well, to ensure that residents of Hull have access to relevant and up to date Health and Social Care information.

Advocacy

As part of the change to the way Healthwatch Hull is delivered following re-procurement, the provision of an NHS Complaints advocacy service is now delivered from within the Healthwatch Hull team. Although the service was always run alongside Healthwatch Hull, the change to an in-house service has been incredibly successful. This allows us to better see themes and trends as well as work more closely with providers and commissioners to identify service developments and changes to working practices following complaints.

This year our advocacy service has supported 222 people with their NHS complaints. This figure includes those who have been provided with information on how to make a complaint as well as those who have been supported more closely including attending local resolution meetings and liaising with the Parliamentary Health Service Ombudsman.

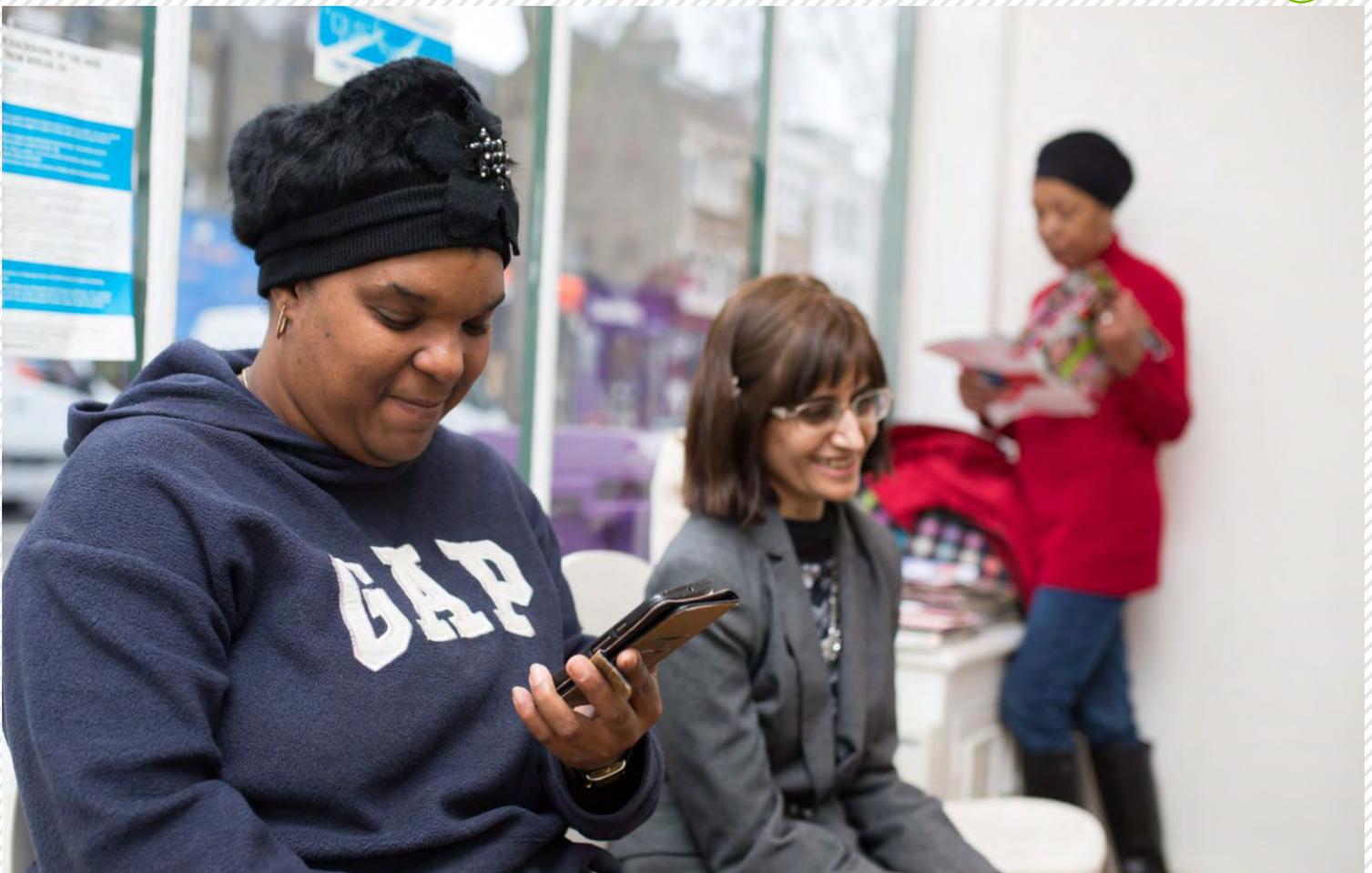
What do our advocacy clients say?

‘Thanks for your support and compassion and more importantly your patience! Don’t know how I would have gotten through all this without your help’.

‘The advocate asked questions and clarified answers during the meeting. If we had been on our own we would have gone home and wished we had thought of asking things and clarifying points. Many Thanks’.

‘Without the support and guidance I wouldn’t have got the answers and explanations I wanted to a lot of questions’.

‘The gentleman I spoke to actually listened to my complaint and gave me the feeling that I actually mattered. He understood and gave me some very good advice on procedures and other avenues to approach if not satisfied. I would highly recommend the advocacy support service to everyone’.



Making a difference together

Following on from the STP example this has been a year in which Healthwatch Hull has built and strengthened partnerships within the city.

In order to increase our strength and diversity we have developed working links with organisations across the city. This has proven particularly helpful when undertaking thematic reviews as we are able to harness the power and reach of very specialist organisations.

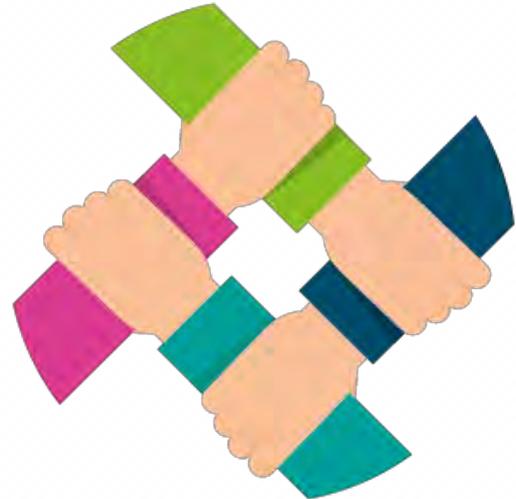
We have continued to work within established partnerships such as the Older People's Partnership Group and the Building Health Partnerships group as well becoming members of developing partnerships such as the Refugee and Asylum Seeker Partnership which was formed this year.

Across the city there has been a firm move towards partnership working. This has been clearly demonstrated by the joint approach to Health and Social Care from our two local rugby teams. 'Teaming up for Health' has seen collaborative working between Hull FC Foundation and Hull Kingston Rovers Community Trust, we are proud to have been part of this initiative.



Working with other organisations

In addition to working within Voluntary and Community Sector partnerships we continue to work closely with statutory organisations to ensure what the views of the public and patients are well represented.



Healthwatch Hull are currently members of the following groups:

- + Cross Sector Engagement Group - Meets on a bi-monthly basis to discuss and coordinate patient and public engagement and consultation
- + Integrated Contact Monitoring Group - A monthly meeting to share concerns and intelligence with contract compliance, Safeguarding, CQC and the CCG about Adult Residential Care
- + Local Intelligence Sharing Group - A monthly meeting to share concerns and intelligence with Hull CCG and PALS around Health Services in Hull
- + HEYH Patient Experience Group - Meets on a bi-monthly basis to discuss patient experience at Hull and East Yorkshire Hospitals.
- + Primary Care Communications Group - A subgroup of the Primary Care Commissioning Board, meeting on a bi-monthly basis to ensure appropriate communication with the public around Primary Care.

it starts with
YOU



“Because I cannot speak people think I cannot understand what is going on around me. People take no notice of me when I am trying to let people know when I do not like certain things or do not want to do certain things in my life.”

Healthwatch Hull had received a number of contacts regarding patient experience of treatment and services following a Stroke or Transient Ischaemic Attack (TIA). In response to this we chose to carry out a review of patient experience of the Stroke/TIA pathway and produce a report into our findings along with recommendations designed to improve patient experience.

In order to do this, we distributed surveys to patient groups and via social media as well as running focus groups and visiting wards at Hull Royal Infirmary, Community Stroke Bed units and residential homes in the area.

The patient survey received 64 responses along with a number of narrative emails and meetings giving details examples of the patient's experience of the Stroke/TIA pathway. In total we spoke to 226 about the project and their experiences.

‘Thanks to you... we were all so happy to be invited and thrilled to be heard, as we often think nobody wants to take note of a small group like this. We're sure us attending will start opening doors to access more and more support from the people we've met' - Mike, Talk The Stroke Support Group

When we reviewed the data and the comments received, the main themes that emerged were:

Communication - Many patients and their families felt that the way they were communicated with was not appropriate to their situation. In many cases families were not aware of treatment and discharge plans. However, this must be balanced with the need to communicate with the patient and must be agreed on an individual patient basis.

Provision of Information - Respondents felt that they were provided with insufficient information to help with their rehabilitation. Several respondents commented that if you didn't specifically ask for help or information then it was not routinely offered.

Consistency of Therapy and Support - Respondents and their families reported inconsistencies in therapies offered and received. Although this is dependent on individual circumstances a large number of respondents indicated that they felt they would have benefitted from some emotional support following the Stroke or TIA.

In addition to the themes above we received many positive comments about the care received after a Stroke/TIA. In particular, the practice of a member of the Stroke Team meeting a patient on their arrival at the Emergency Department was felt to be incredibly reassuring to patients and contributed to a better patient experience.

Healthwatch Hull has made a total of 10 recommendations to improve patient experience following our review of Stroke/TIA services. We will be working closely with Hull and East Yorkshire Hospitals, Hull CCG, Hull City Council and CHCP to implement these recommendations.

Our plans for next year



What next?

Following the review and refresh carried out we have moved to a work programme that consists of four large scale thematic reviews per year. The focus of these reviews is set by Healthwatch Hull Advisory Board with guidance from the delivery team based on public contact and local health and social care issues.

These thematic reviews make use of all of the statutory powers of Healthwatch including Enter and View, with visits and reports being used to gather evidence and patient opinion in regards to the themes.

Each of these thematic reviews will culminate in a round table event in which all parties have the opportunity to discuss the report findings and recommendations as well as strengthen partnerships and links between organisations.

Our first thematic review for 2019/19 will look at access to healthcare for those with no fixed abode. In order to undertake this review we will be working with local organisations who provide support to those with no fixed abode to ensure as many people as possible have the opportunity to share their views.



Our top priorities for next year

1. Volunteer Recruitment
2. Access to Healthcare for people with no fixed abode
3. Carers Support
4. Prescribing Services
5. 7 day access to Services

Our people



Governance

As part of our review and refresh we identified a series of outcomes relating to governance and Board development. We have developed our governance arrangements in line with the identified outcomes and Board structure.

The Healthwatch Hull Advisory Board is the strategic body supporting the Healthwatch Hull staff team employed by the host organisation NBF to deliver Healthwatch in Hull. The Healthwatch Hull Advisory Board plays an important role in advising NBF on the strategic direction of Healthwatch Hull to enable NBF to meet its contractual obligations with Hull City Council. The legal responsibility and liabilities for Healthwatch Hull as a project rest with NBF as a body corporate.

As well as appointing a new Chair of Healthwatch Hull we have recruited two Board members who represent the voluntary sector with an additional public representative on the Board. We are looking

to recruit in the coming year to increase public representation on the Healthwatch Hull Board.

The Healthwatch Hull Advisory Board will be the public face of Healthwatch Hull and will work with the delivery team to improve the health and social care outcomes of the people of Hull.

How we involve volunteers

Healthwatch Hull is currently recruiting for volunteers to support our work within local communities.

Volunteers play a key role in Healthwatch Hull by acting as a link between us and local communities, enabling people, especially those who are seldom heard, to have their say in how local Health and Social Care services are designed and delivered.

Volunteers also assist in the carrying out of our Statutory Power of Enter and View visits. This involves visiting Health and Social Care providers to see and hear how services are provided and collect the views of service users.



Our finances



The figures below relate only to the reporting period from 1st September 2017 to 31st March 2018.

This is due to the re-procurement of Healthwatch Hull by Hull City Council mid financial year.



Income	£
Funding received from local authority to deliver local Healthwatch statutory activities	£95,889.50
Additional income	£0.00
Total income	£95,889.50
Expenditure	£
Operational costs	£11,363.54
Staffing costs	£68,802.96
Office costs	£7,265.50
Total expenditure	£87,432.00
Balance brought forward	£8,457.50



Contact us

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Details of Contract Holder

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Our annual report will be publicly available on our website by 30 June 2018. We will also be sharing it with 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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